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Simtech *Solutions*

Unsheltered Homeless Point-in-Time Count Training: Using the Mobile App- Understanding the Button Functionality

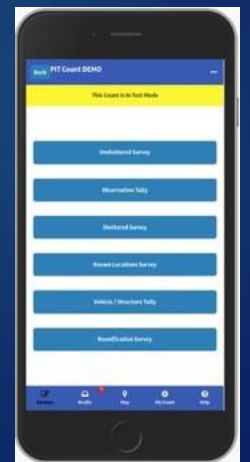
Training materials provided are informed by US Department of Housing & Urban Development (HUD) guidance, feedback from people with lived experience of homelessness, service providers, and Simtech Solutions for use of mobile technology.

Using the Counting Us Mobile App to Collect Data

- ▶ The Counting Us Mobile App is the software selected by [COC NAME] to collect data for the Point-in-Time Count
- ▶ Download the Counting Us Mobile App if you haven't already
 - ▶ Scan the QR Code to the right, visit the direct link below, or search for Counting Us in your device's App Store.
 - ▶ Google Play: https://bit.ly/Counting_Us_Google
 - ▶ Apple Store: https://bit.ly/Counting_Us_Apple
- ▶ Login to Counting Us using the email and password you created when you registered as a surveyor ([https://pointintime.info/volunteer/\[COCNAME\]](https://pointintime.info/volunteer/[COCNAME]))
- ▶ Tap on the Survey you want to conduct!

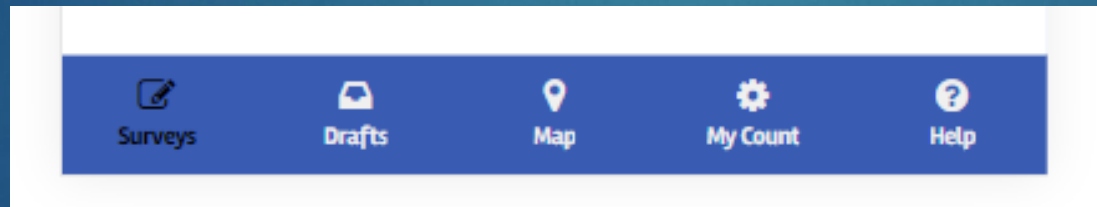


Mobile App
Download
QR Code



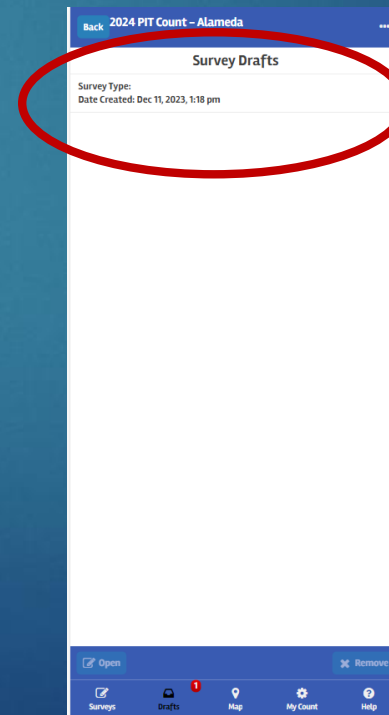
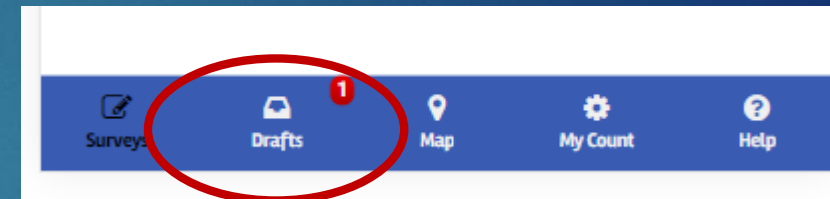
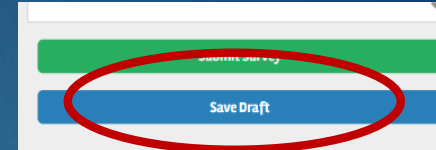
Mobile App Features

- ▶ The menu of buttons on the bottom of the app screen allow you to do several things:
 - ▶ Conduct Surveys (using the Surveys button)
 - ▶ Review and Submit Drafts of Surveys (using the Drafts button)
 - ▶ Review your Map (using the Map button)
 - ▶ Get details about your specific count (using the My Count button)
 - ▶ Get help with common issues (using the Help button)



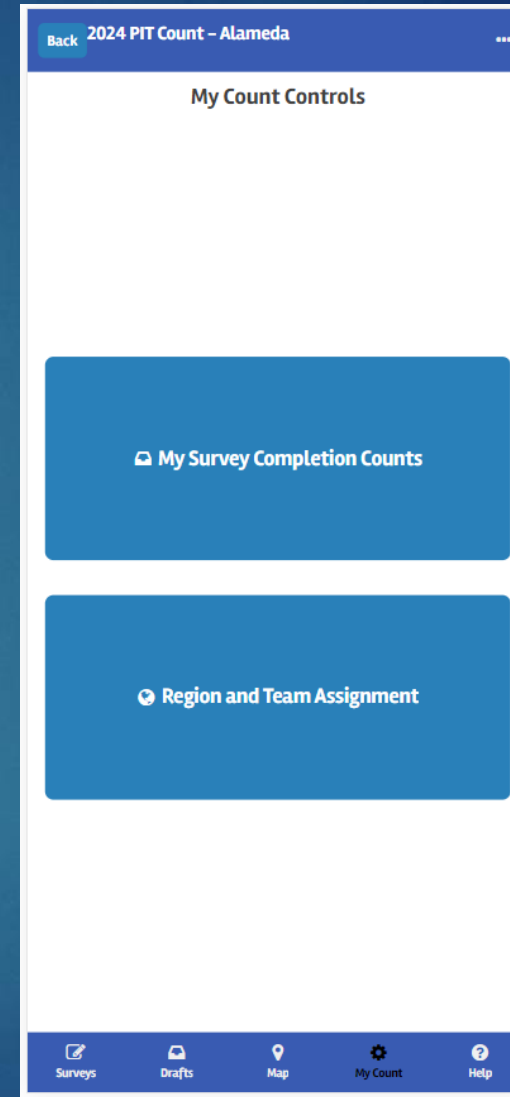
Drafts: Saving & Submitting Surveys

- ▶ Though it doesn't happen often given modern technological advances, there may be places assigned for canvassing that have little to no cellular service
- ▶ In this scenario you may get an error when trying to submit your survey
 - ▶ If that happens, you can save the survey as a draft and submit the information later when you are in an area that has better cell service
 - ▶ Simply tap "Save Draft" to save the data you've collected
 - ▶ Once you're in an area that has cell service, tap Drafts at the bottom of the page, tap the survey you would like to submit, tap Open, and then tap Submit Survey
 - ▶ Please note that the location data you identified will not be impacted by poor cell service—the location data is identified using location services on your phone that are powered by satellites
- ▶ After you've completed canvassing your assigned area(s), be sure to check your app for any Draft surveys that need to be submitted



My Count Feature

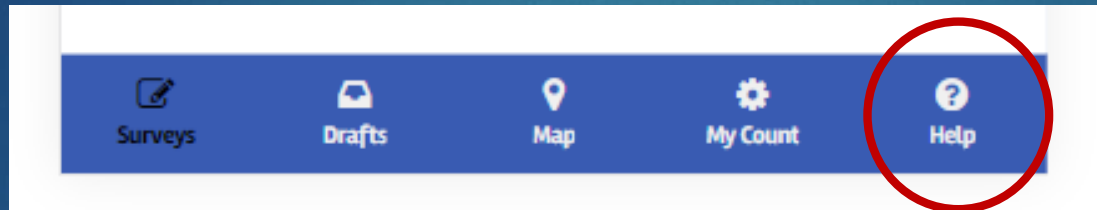
- ▶ Tapping on the “My Count” icon at the bottom of the app screen will provide you with two important pieces of information—Survey Completion Counts and your Region and Team Assignment
 - ▶ The Survey Completion Counts button will provide you the total number of successfully submitted surveys
 - ▶ The Region and Team Assignment will provide you with information about the people on your team and what census tracts you’ve been assigned to cover



Getting Assistance with Your App

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- ▶ You can tap help” at the bottom of the page in your app which provides additional information that might help solve your issue



- ▶ You can also check with your Team Lead to troubleshoot if they are more familiar with the app
- ▶ Escalate the issue to your Jurisdiction Lead if unable to solve with your team
- ▶ If you are still unable to resolve your issue, please send an email to our helpdesk which will be monitored during the entire count activity: pit@simtechsolutions.com

Thank you for your time reviewing this training!

thank
you

- ▶ The recording of this video is always available on the Surveyor page dedicated to [COC NAME]: [https://pointintime.info/volunteer/\[COCNAME\]](https://pointintime.info/volunteer/[COCNAME])
- ▶ Additional Support Resources, FAQs, and Instructional Videos are always available on our Support Page here: <https://pointintime.info/support/>