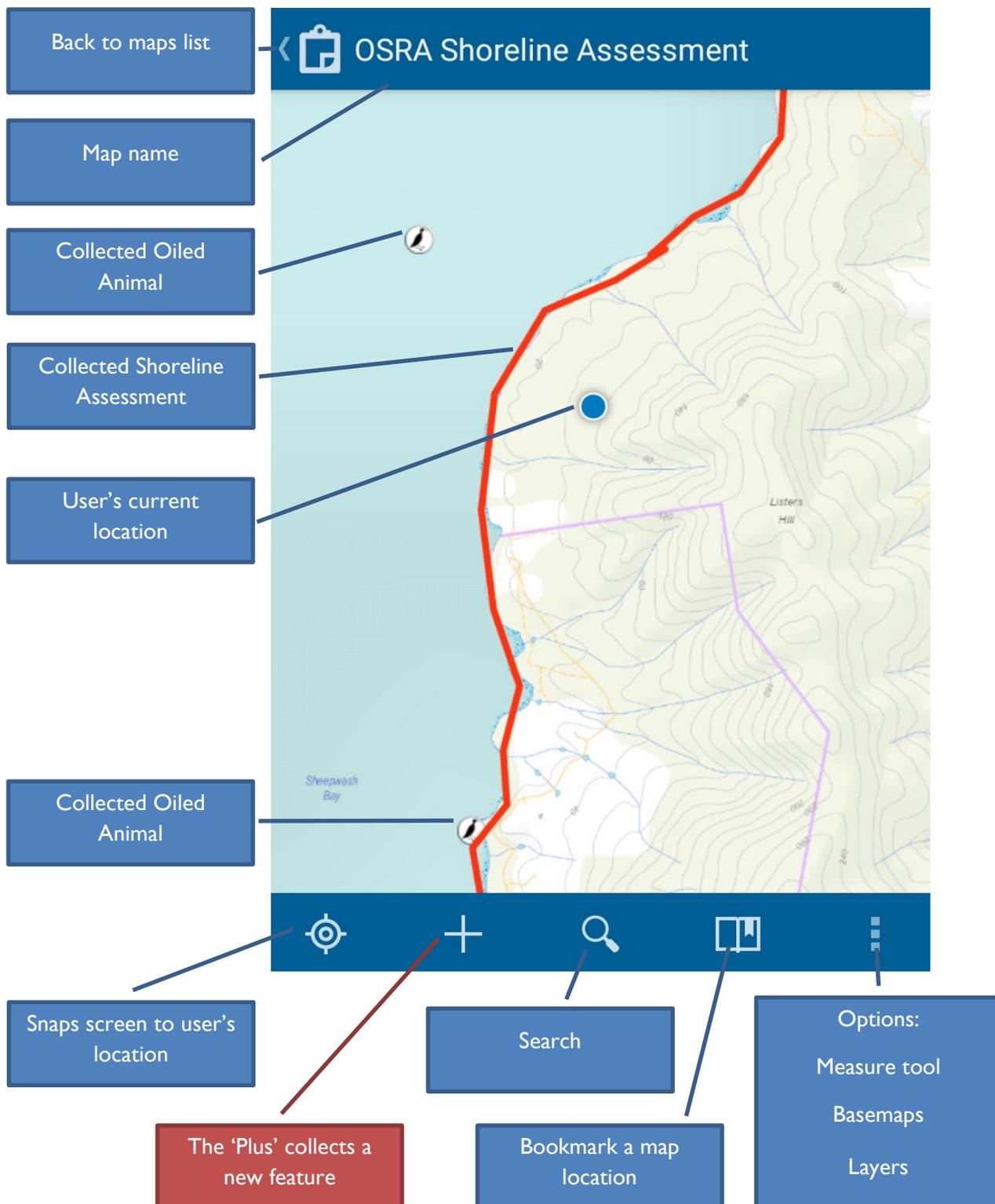# Oil Spill Response – Using the Collector mobile app

1. Download "Collector for ArcGIS" for free from either the iTunes Store or Google Play Store, **turn on your mobile's GPS** and start the Collector app

2. Sign in to the default **www.arcgis.com** and press continue. You need to be connected to mobile data for this to occur and the log in should only be required the first time Collector is run on your device.

3. Login credentials for www.arcgis.com, will need to be obtained by filling in the application form.

4. You will see a list of the available maps – from the list select **OSRA Shoreline Assessment**.

5. You will then be prompted to sign in to DPIPWE's data server. Each time you open a map it will request these credentials, as they are required to send data to DPIPWE's servers. (these will be obtained by filling in the application form).

| 2. Sign in to ArcGIS Online | 3. Enter in ArcGIS Online password | 4. Select your map |
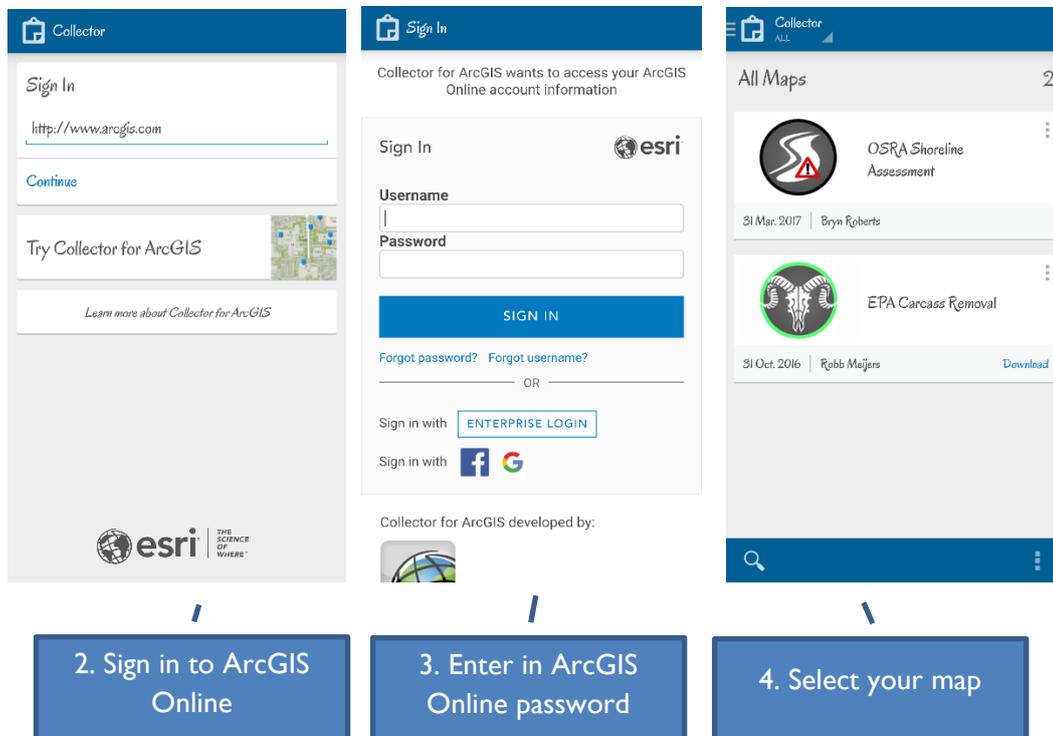
6. You will now be presented with a topographic map – navigate by panning with your finger, and pinching the screen to zoom in or out.
   NOTE: if you don't see a map it is likely you are zoomed in too close! Pinch to zoom out until you can see a map appear.

Back to maps list	
Map name	OSRA Shoreline Assessment
Collected Oiled Animal	
Collected Shoreline Assessment	
User's current location	
Collected Oiled Animal	

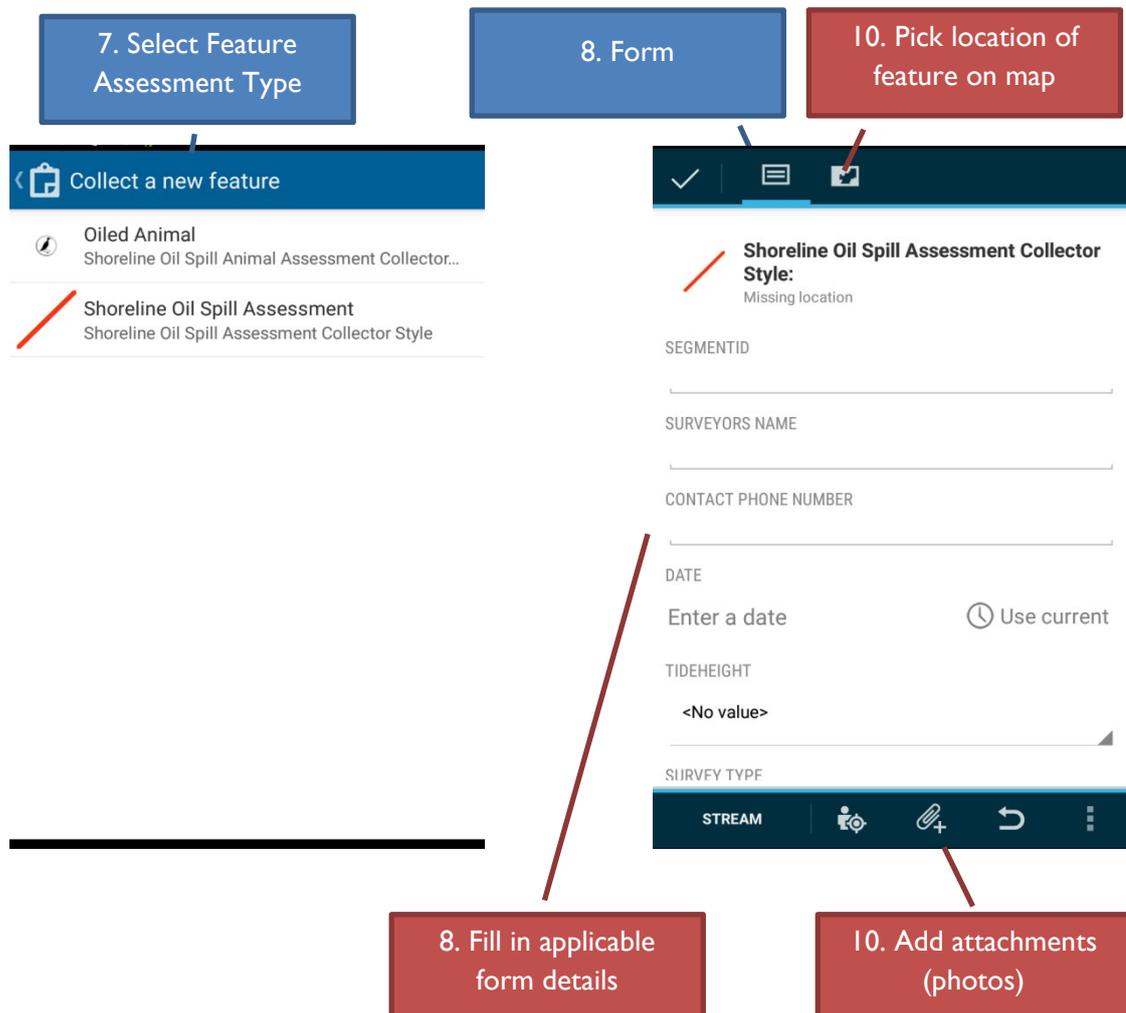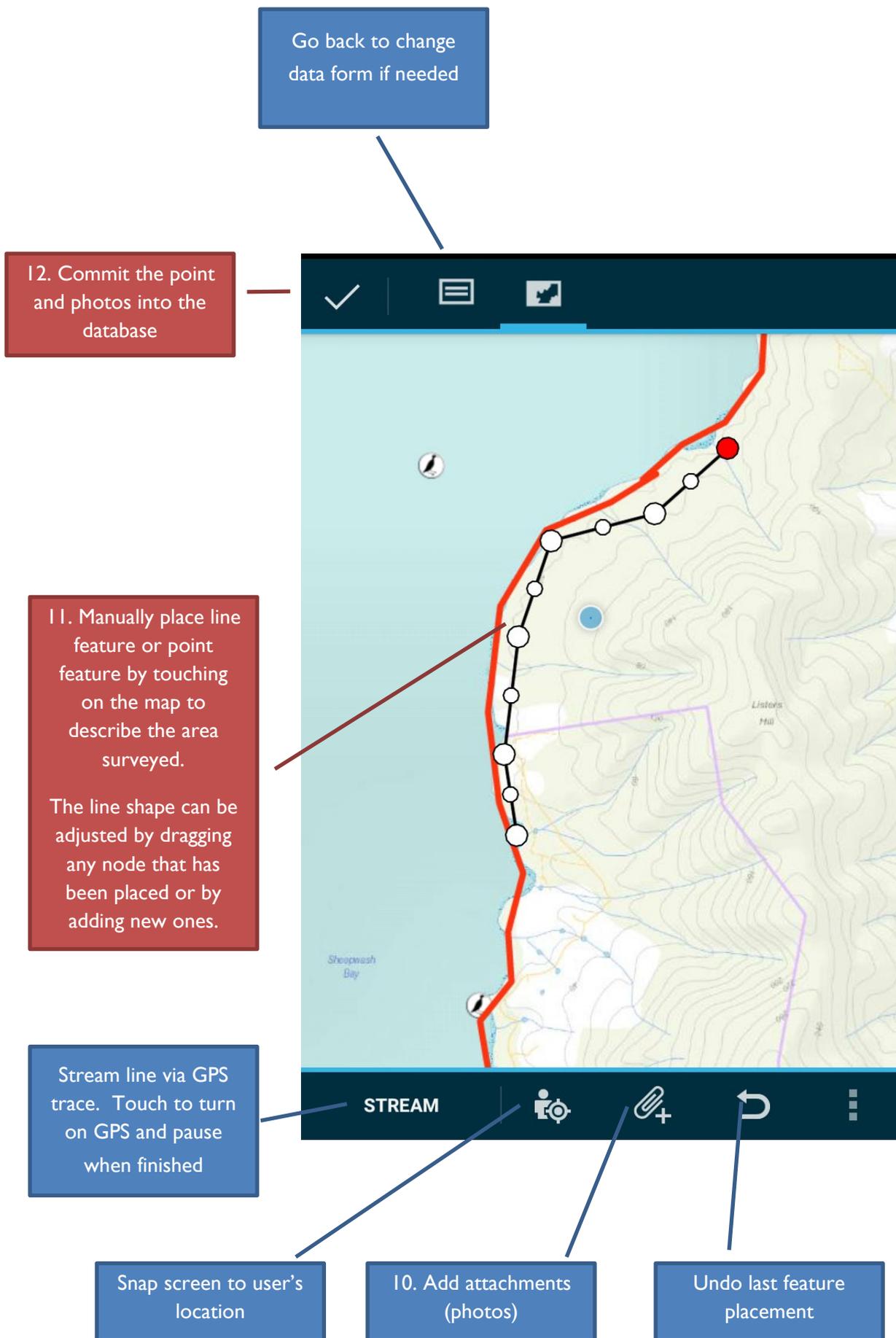|		
Snaps screen to user's location	Search	Options: Measure tool / Basemaps / Layers
The 'Plus' collects a new feature	Bookmark a map location	

Note: If the 'plus' isn't visible zoom to your area and wait a minute to see if it appears. If the plus hasn't appeared after a minute try going back to the 'All Maps' page in step 4 and refreshing the maps.
Android: On the 'all maps' page press on the three dots (options) in the lower right corner and choose 'refresh'.
iOS Apple: On the 'all maps' page swipe the list of maps downwards from the top of the screen.

7. To add a feature press the plus button and select to collect either a shoreline oil spill assessment (line feature) or an observed oiled animal (point feature).

8. A form will appear and allow you to enter specific information about the new feature.

9. You can add photos to the feature by pressing the paperclip symbol while collecting the feature. You can add photos already taken or use the device's camera to take a new photo. *NOTE: Sometimes uploading too many photos can cause significant delays in saving the feature. Only take photos if/where needed.*

10. Once the form has been populated sufficiently and any photos have been attached, check the location to be collected on the map. If you are using a small-screen device you will need to select the map button (at the top of the screen) to toggle between the map and the form.
    a. For a shoreline oil spill assessment either manually draw a line onto the map depicting the area studied or if you wish to walk the feature press the 'stream' button and allow the GPS to trace your path.
    b. When collecting an oiled animal only use the GPS coordinates if you are able to stand at the animal being assessed. To manually capture the animal's coordinates touch the map at the correct location.

11. Finally press the 'tick' button to commit feature to the database. You will need to have mobile or wifi connectivity for this to occur.

Go back to change data form if needed

12. Commit the point and photos into the database

11. Manually place line feature or point feature by touching on the map to describe the area surveyed.

The line shape can be adjusted by dragging any node that has been placed or by adding new ones.

Stream line via GPS trace. Touch to turn on GPS and pause when finished

STREAM

Snap screen to user's location

10. Add attachments (photos)

Undo last feature placement

TROUBLE SHOOTING

"Have you tried turning it off and on again?"

- *This actually solves most problems on mobile applications, including Collector.*

Logging In:

- **Login not working**

  Make sure you're using the correct login details for the correct stage (see steps 3 and 5).

  Make sure you have internet connection.

- **Map List not loading**

  Try refreshing the list of maps (options button in corner for android or drag list down to refresh in iOS).

  Try switching account and logging into ArcGIS online again (step 3)

  Leave the app and force close it using the options app settings on Android

GPS Connection:

- **GPS not connecting**

  Check location services are enabled on system

  Check you have a clear view of the sky (not inside or under heavy tree canopy)

- **Poor GPS location accuracy (greater than ±20m)**

  For Android users check location services mode set to High Accuracy (Not battery saving – this will give you a location based on cell tower triangulation and can be out by upwards of 10km).

  Check you're standing with a largely unobstructed view of the sky (must be able to connect to a minimum of 4 satellites for a GPS fix).

  Check you're not standing too close to anything reflective (this is uncommon for this style of GPS data capture but multipath reflections can sometimes cause signal inaccuracies).

  Sometimes there's just a poor constellation of satellites available. After turning the GPS off and on again try waiting 5 – 10 minutes with a clear view of the sky.

Collecting a Point:

- **Create Feature Button (+) or feature list not visible/available**

  If you're looking at a map of the whole state try zooming in a little. Sometimes there is a maximum zoom scale set.

  When you opened the map did it ask for login credentials (i.e. Step 5)? If it didn't it's possible that a connection to the data server hasn't been made (sometimes this times out) and consequently the permissions for access to the data haven't been approved. First option is to go back to the list of maps and try opening it again. If it still doesn't ask/work try force closing the application or turning your device off and on again – under most situations this should almost always resolve the issue.

- **Location added in the wrong spot**

  Make sure you manually place the point on the map rather than relying on your GPS location to drop the point. If you've already saved the point before realising - select the point and choose the 'edit' option and you can manually replace the point and save it again to fix the location.

Taking a photo:

  Front camera is on if there is a back camera there should be an option to switch cameras within the camera screen (some android devices only have a front camera).

  Check the bottom of the attribute list to see thumbnails of photos taken

  Sometimes uploading too many photos can cause significant delays, only take photos if/where needed.

Committing a point:

- **Updates not sent (error message)**

  - Check mobile data connectivity

  Check required fields were populated

  Retry sending point (sometimes intermittent connectivity may just flake out briefly)

- **Location not added (will show message)**

  Add location by tapping assessed location on map

- **Taking too long to upload (timed out message)**

  Check the bottom of the attributes that there aren't too many photos attached. Sometimes too many photos causes an upload of attachments to take too long and the server rejects it.

Check your mobile data connection, sometimes if it's very low it will take a while to upload the attachments. Either move to an area with better reception or try a couple of times as the data connectivity may fluctuate.

Editing a point:

- **Update failed: Updates could not be sent (cancel/retry)**

    Sometimes there is a mobile network drop out while updating – retry update

    Ensure that all 'required fields' are populated.

    There is a known bug that occurs occasionally. If you are completely and consistently unable to edit a point (but able to create and delete points please let ESGIS at DPIPWE know and they will rectify the issue.