

How to Sync Data for Android & iOS



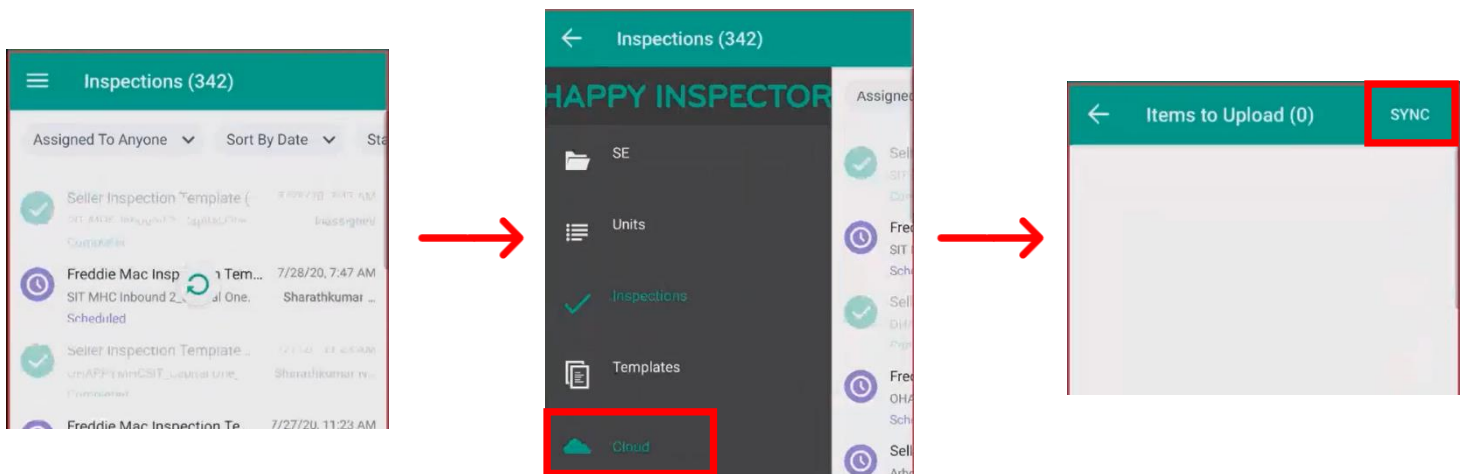
Working on Multiple Devices

With Optigo Happy, you can switch between mobile and desktop to complete your property inspection. To ensure inspection data completely syncs up between your devices, follow the steps below that are relevant to you.

Android Users

Before opening and unlocking a draft inspection on the web, ensure that your mobile device has successfully synced to the cloud. If your device has not synced, you may **overwrite work you have done on other devices**. To prevent this, when you open your list of inspections, scroll to the top and pull the list down to sync.

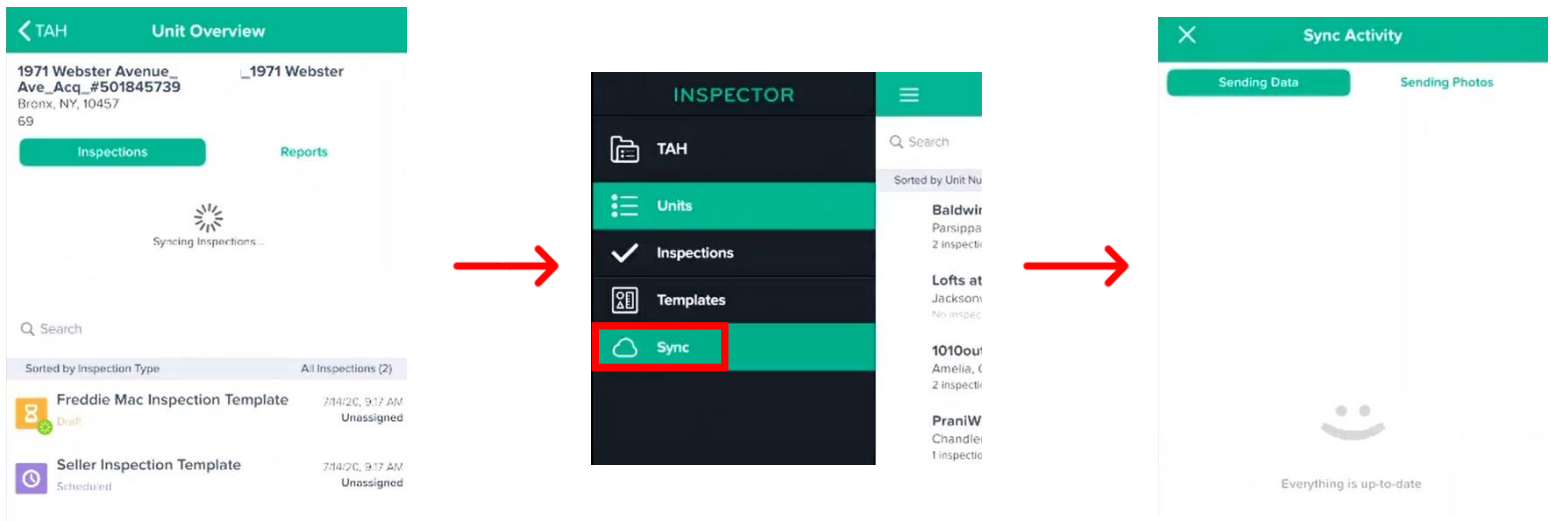
1. If you have any complications, you can also click the “Cloud” button on the main menu, followed by the “SYNC” button on the following page. This will sync all data to the Cloud.
2. If you run into any errors on the Cloud page, please update your app.
3. Be sure to SAVE your work to the Cloud in between switching from mobile to desktop and vice versa.
4. If you uninstall the application all work that has not been synced to the Cloud will be lost



iOS Users

Before opening and unlocking a draft inspection on the web, ensure that your mobile device has successfully synced to the cloud. If your device has not synced, you may **overwrite work you have done on other devices**. To prevent this, when you open your list of inspections, scroll to the top and pull the list down to sync.

1. If you have any complications, you can also click the “Cloud” button on the main menu. This will sync all data to the Cloud. Any un-synced data will show up under “Sync Activity.”
2. If you run into any errors on the Cloud page, please update your app.
3. Be sure to SAVE your work to the Cloud in between switching from mobile to desktop and vice versa.
4. If you uninstall the application all work that has not been synced to the Cloud will be lost



Additional Help

- For information on how to join and complete a Happy Virtual inspection, please review our [Getting Started Guides](#)
- For questions or support regarding Optigo Happy Virtual Inspections, please contact the HappyCo support line: **(628) 272-8050**, or [raise a request through the Service Desk](#)