



User Guide - mSupply Mobile

Mobile Settings

The Mobile Settings is where an user with appropriate permissions can carry out certain administration tasks including:

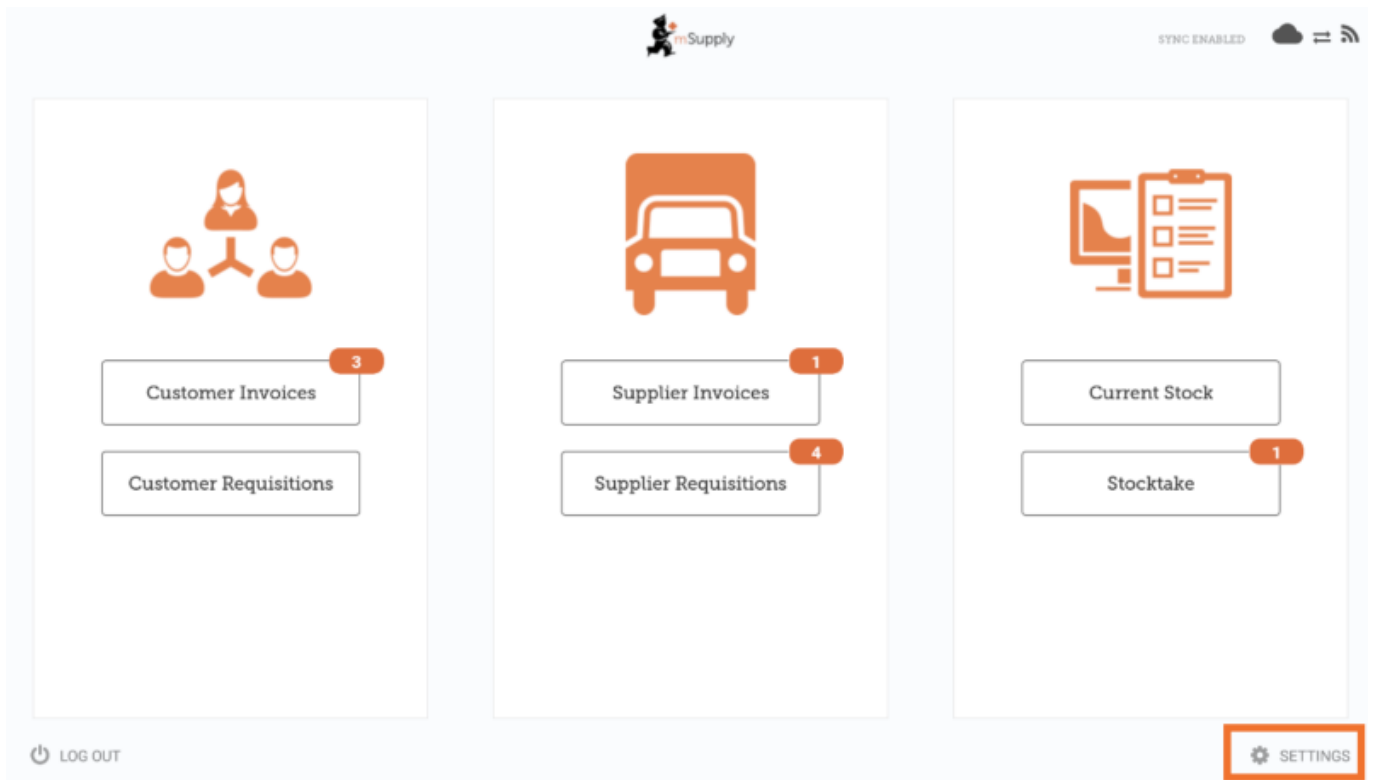
- Edit the **Sync URL** and **Sync Password** for your mobile store
- Configure the **Sync interval** and **Idle logout** interval
- View the **Realm Explorer**
- **Export Data** (i.e. export your database file).
- **Import Data** (i.e. import a database file from another device).
- Perform a **Factory Reset** (i.e. remove all app-related data, including sync settings from the device)
- **Check Connection** (verifies connectivity between mSupply mobile and mSupply Desktop)

Permission to Edit Mobile Settings

To edit mobile settings, the user must have the **View/Edit Preferences** permission set for the mobile store on the Central server - refer [Setting up admin access to the device settings](#).

Access Mobile Settings


Users with the appropriate permissions can access the mobile **Settings** on the bottom right of the main screen.



Clicking this button opens the **Settings** window.

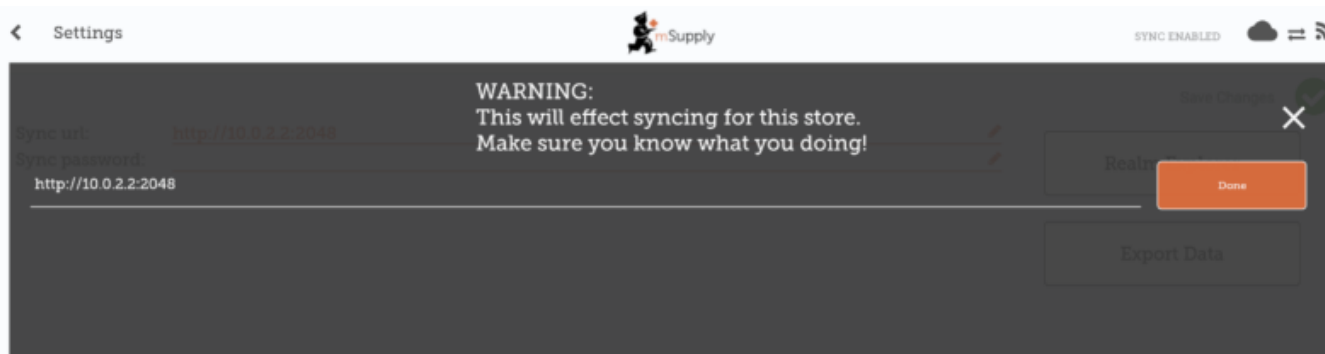


Editing Sync URL or Sync Password



Be careful when editing this, as synchronisation will not work if the **Sync URL** or **Sync Password** do not match what is set on the primary server.

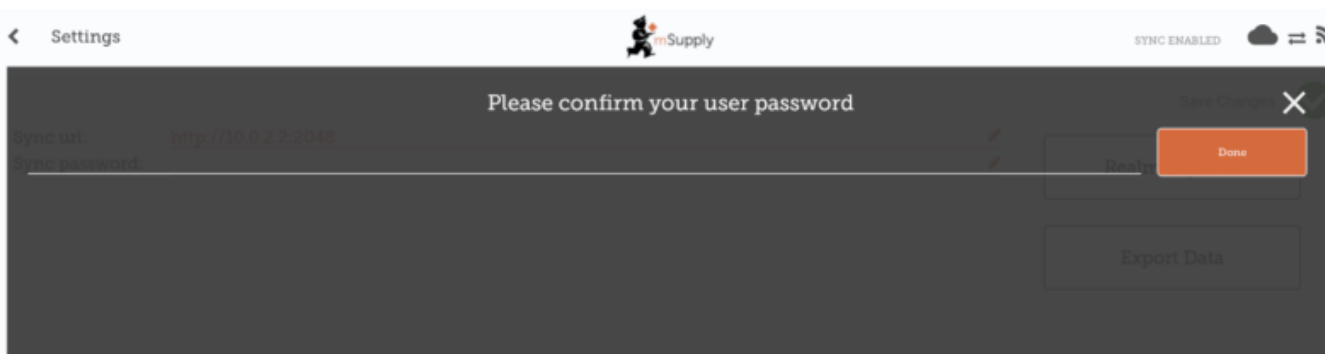
When edited, the following warning will appear:



For changes to occur, click the **Save Changes** button.

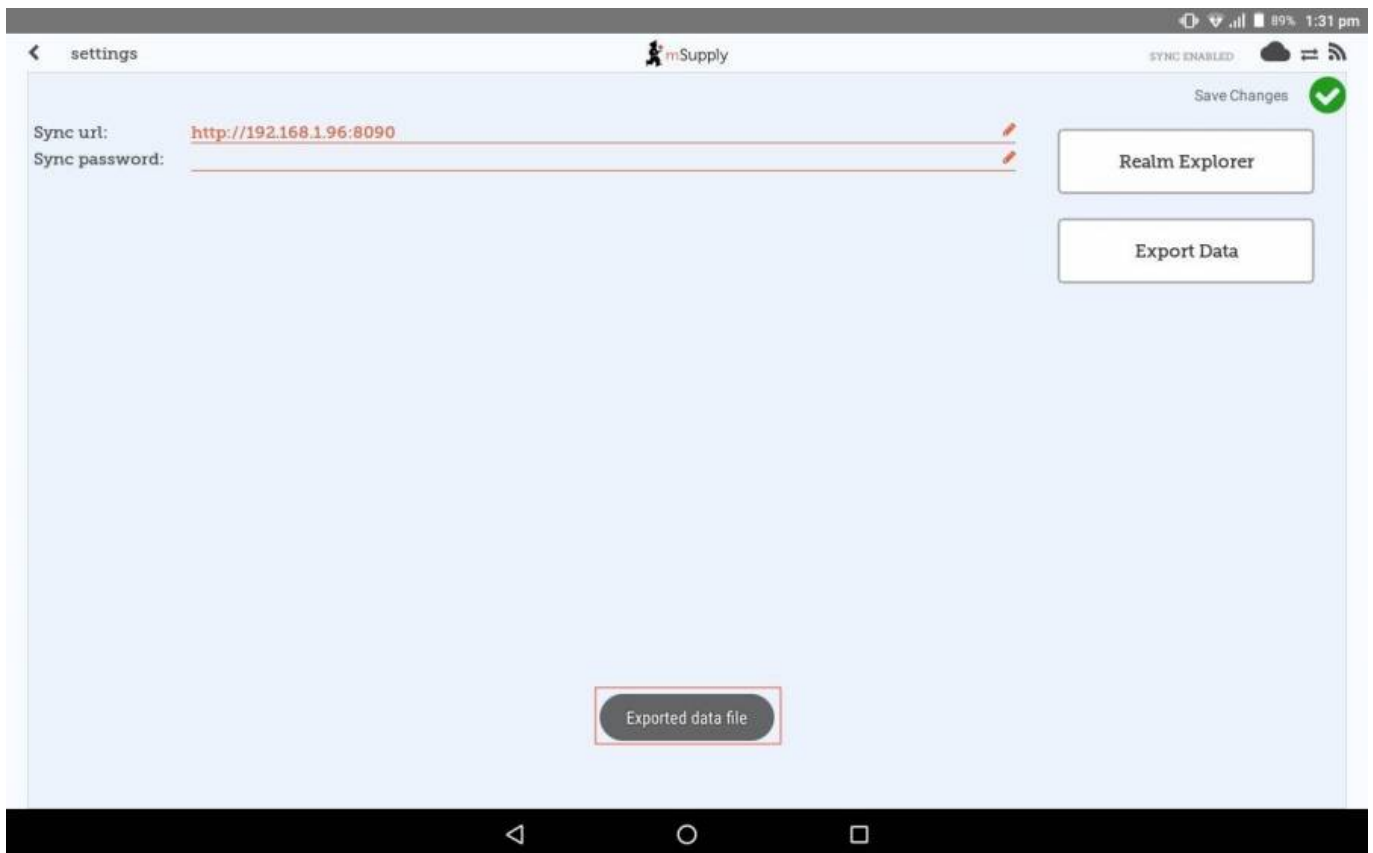


When prompted, re-enter your password to confirm the changes.




Export data to backup mSupply Mobile database

For support purposes, it may be necessary to recover a backup of the mSupply Mobile database from the device. Click **Export Data** button to generate the backup. You will get a [toast notification](#) saying *Exported data file*.



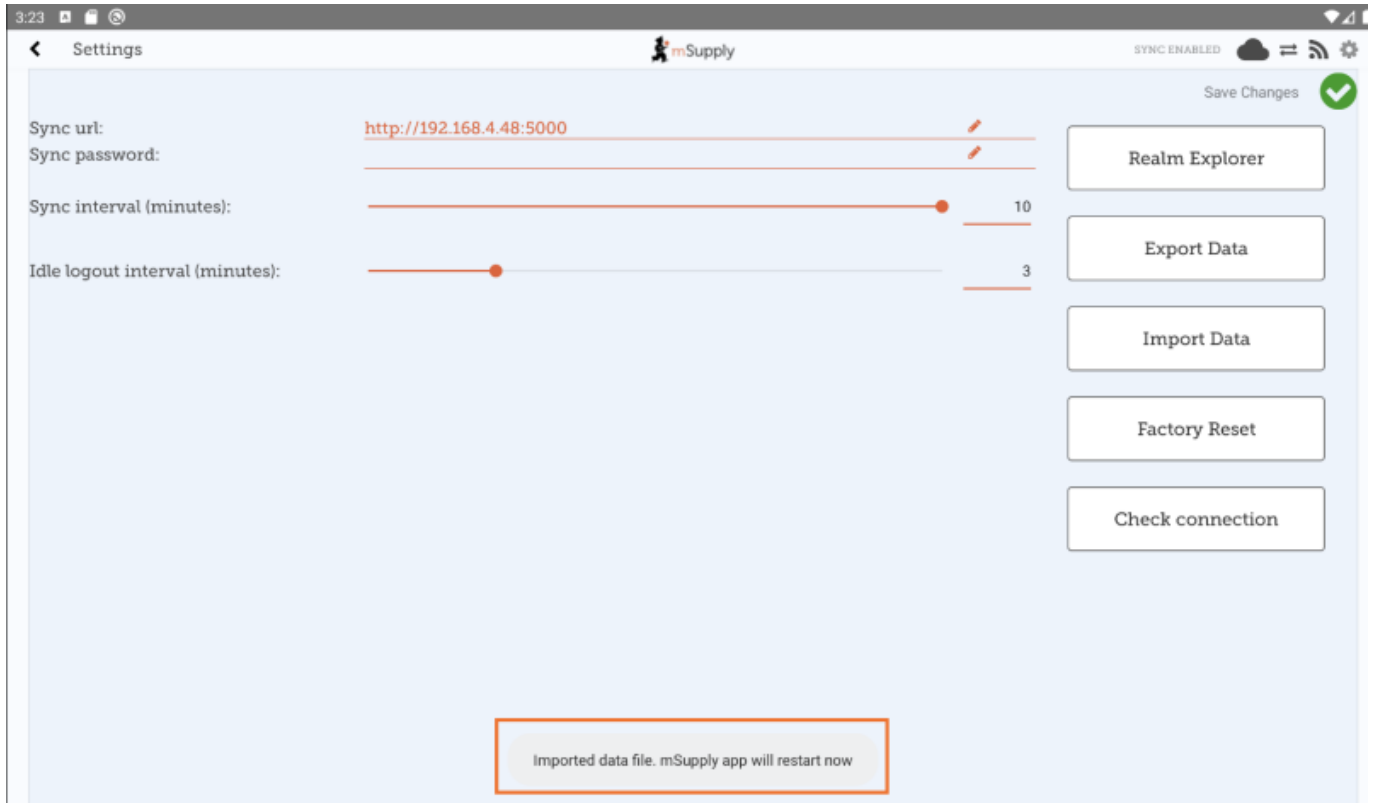
An admin worker will then be able to recover this backup file from **Download > mSupplyMobile_data** folder.

Import backup mSupply Mobile database

 This functionality is available from mSupply mobile v8.1.0 onwards

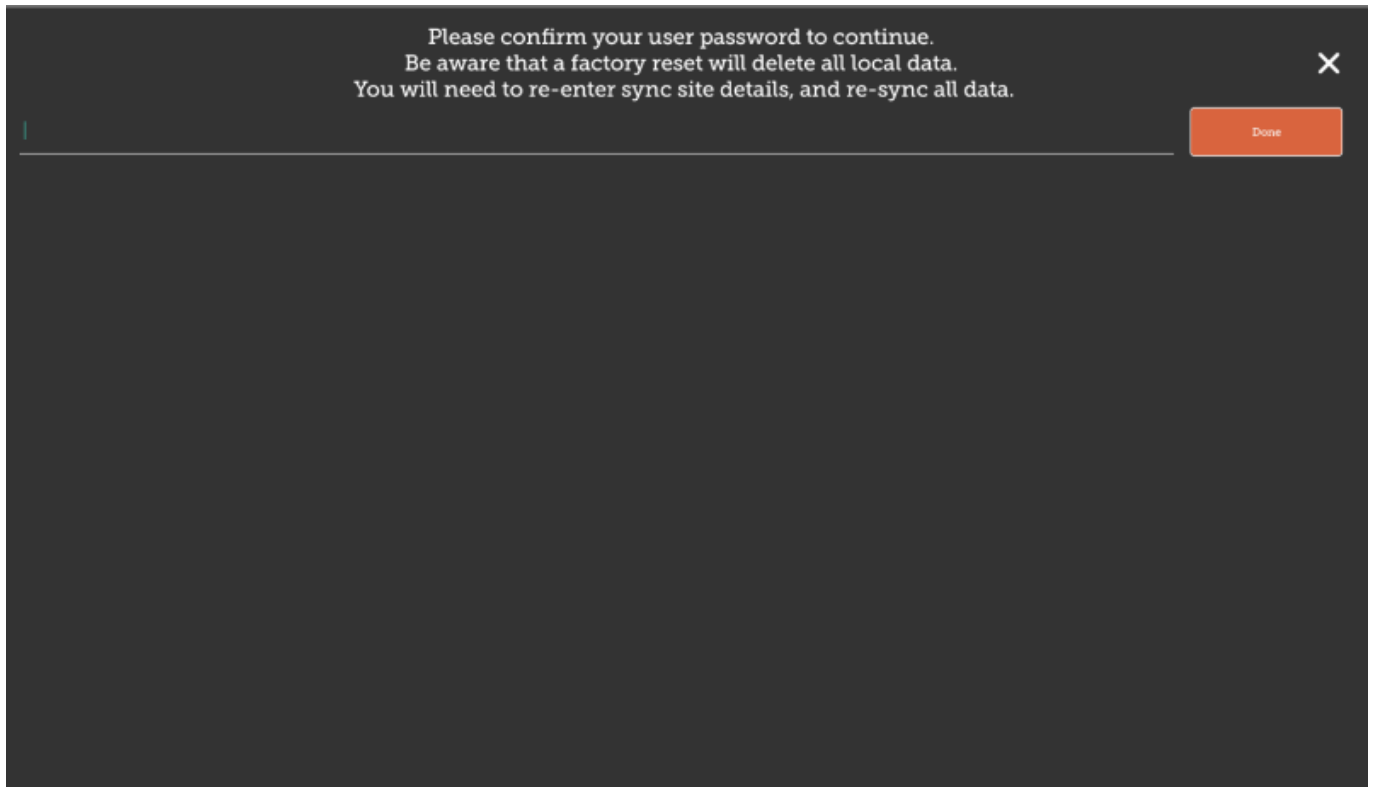
For support purposes (e.g. replicating an issue locally that was reported on a remote device), previously backed up files (using the **Export Data** functionality described above) are able to be imported into mSupply mobile. Click the **Import Data** button on the settings page. This will take you to your device's file system where you will be required to specify the backup file to be used for the import.

[When a file is successfully selected and imported, you will get a toast notification](#) saying *Imported data file. mSupply app will restart now*. The app will then restart and be ready for testing with the imported database file.



Perform a Factory Reset of mSupply Mobile

To avoid having to manually uninstall and reinstall mSupply mobile from a device (and/or manually clearing app data which is sometimes not possible on remote devices), there is a **Factory Reset** option available in the settings menu which will do this for you. After clicking the button, you will be prompted with a warning and dialog to enter your user password:



After entering the correct details and clicking **Done**, you will be taken back to the mSupply mobile initialisation page, where you will be required to re-initialise the tablet. See [here](#) for details on configuring the app to connect to the central server.

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