User Guide - mSupply Mobile

Mobile Settings

The Mobile Settings is where an user with appropriate permissions can carry out certain administration tasks including:
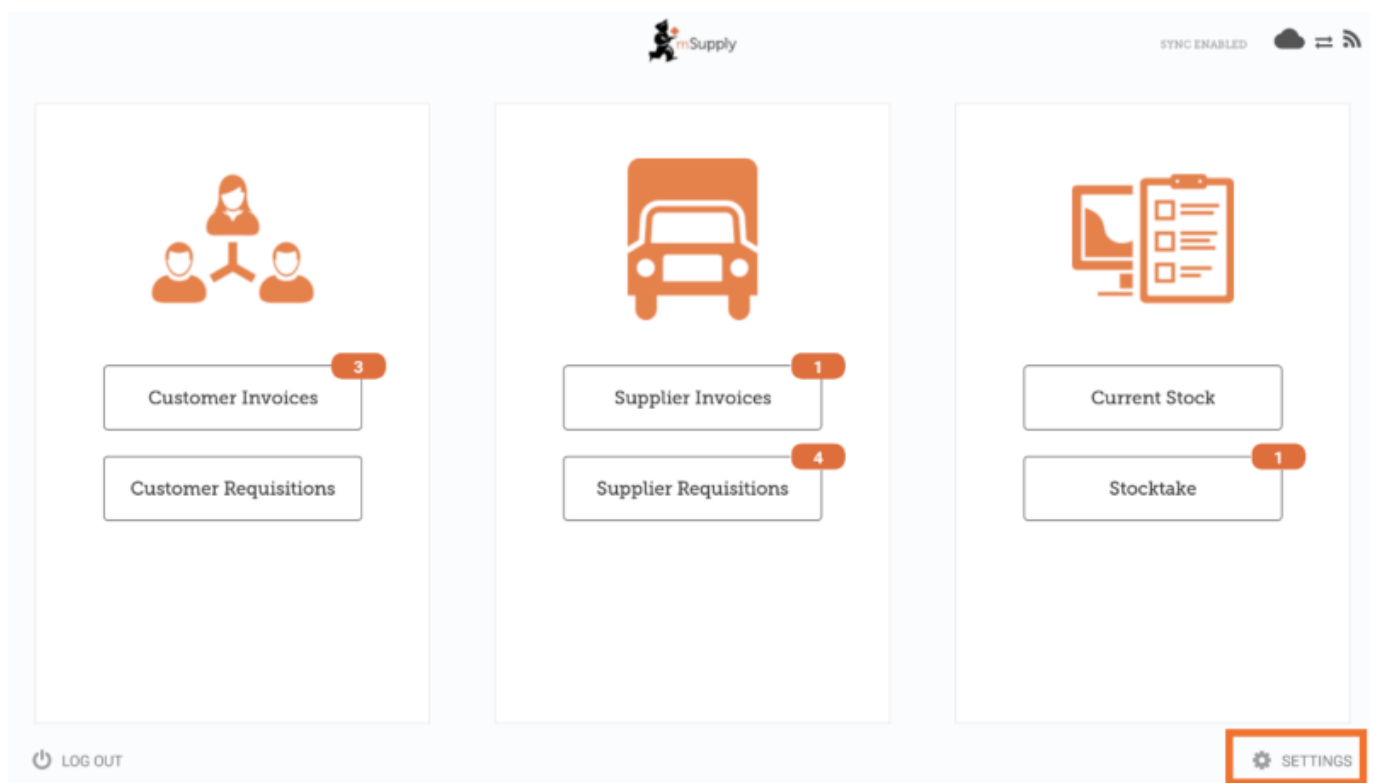
- Edit the **Sync URL** and **Sync Password** for your mobile store
- Configure the **Sync interval** and **Idle logout** interval
- View the **Realm Explorer**
- **Export Data** (i.e. export your database file).
- **Import Data** (i.e. import a database file from another device).
- Perform a **Factory 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.

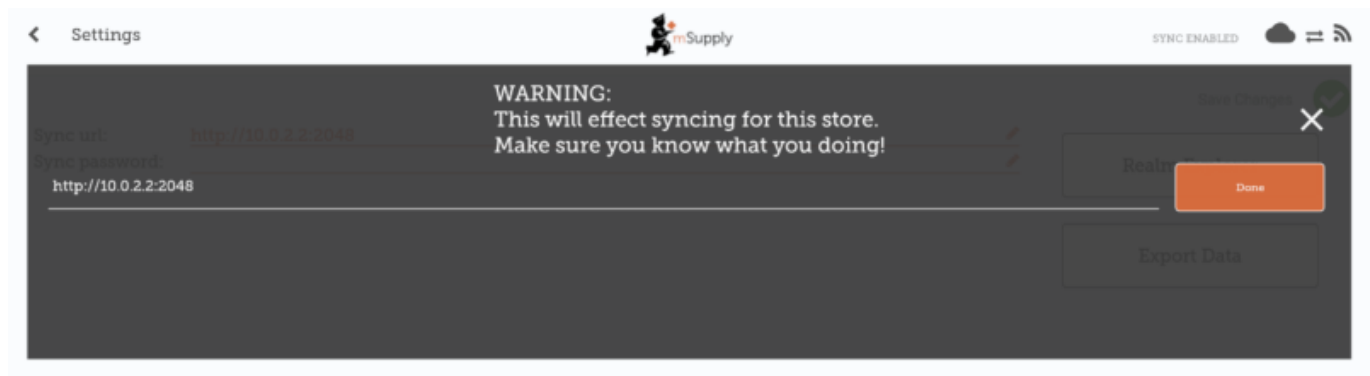Clicking this button opens the **Settings** window.

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.
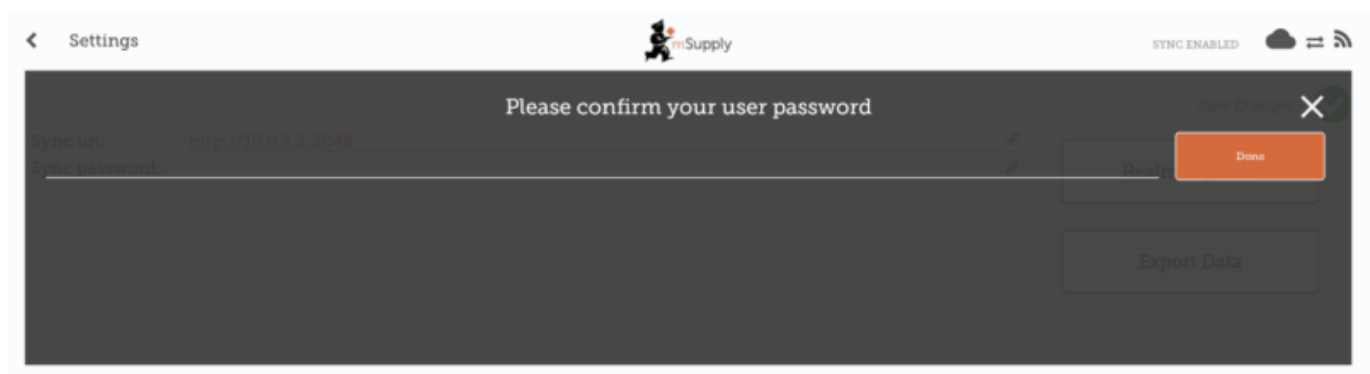
When edited, the following warning will appear:

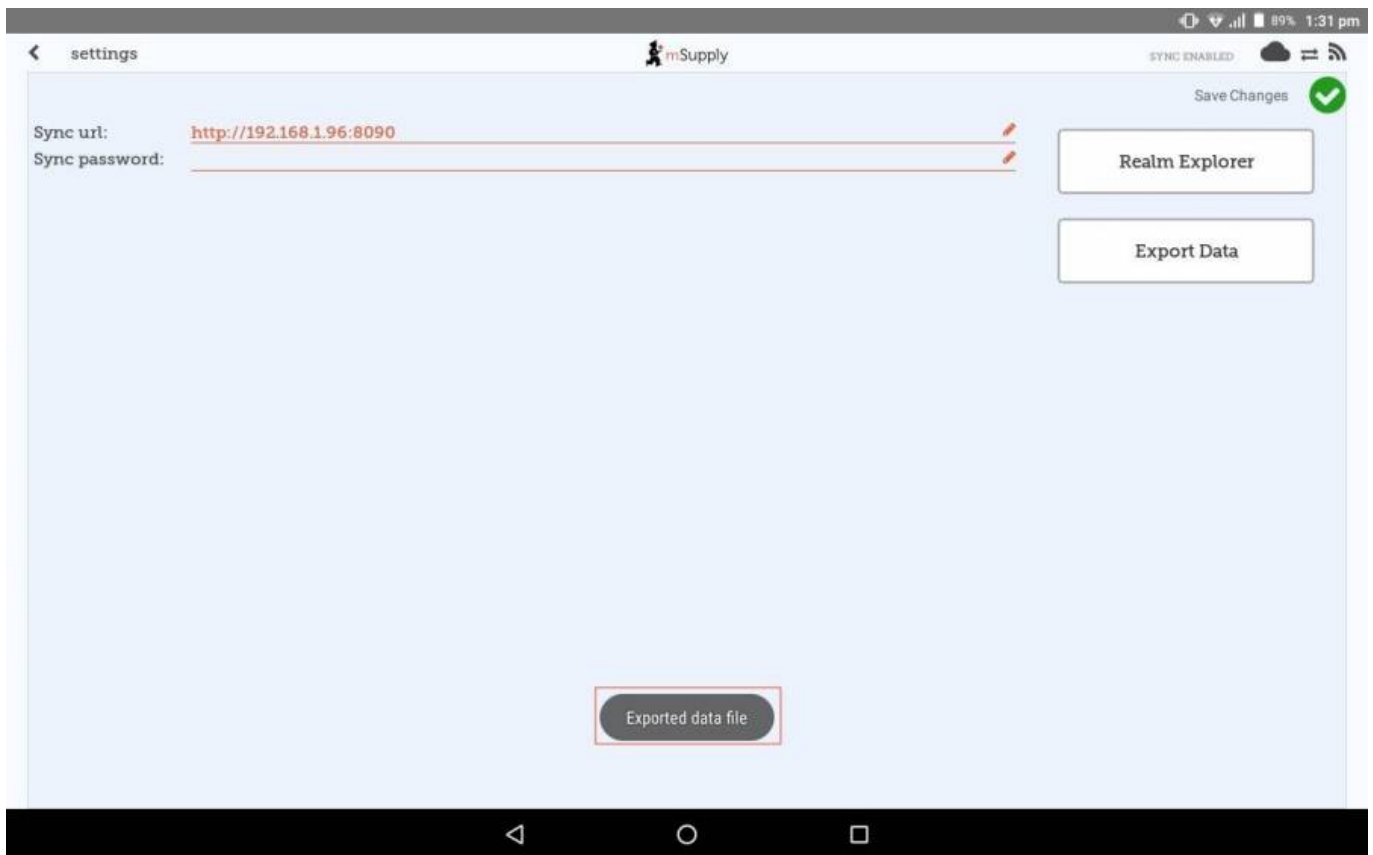For changes to occur, click the **Save Changes** button.

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.

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