



# Generic Cmore Mobile App Installation and Setup Guide

Revision 15  
29 September 2020

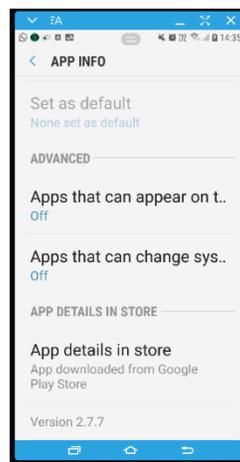
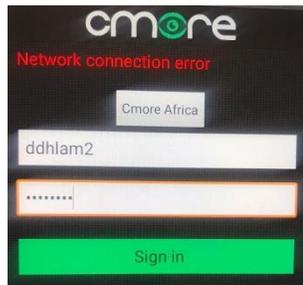
*The guide is based on Cmore Mobile app Version 2.8.4 (22 July 2020)*

# Pre-installation Notes for the Cmore Mobile app

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NOTES TO BE TAKEN INTO ACCOUNT DURING AND AFTER THE INSTALLATION PROCESS BUT IMPORTANT TO TAKE NOTE OFF BEFORE INSTALLATION COMMENCES

1. *The guide is based on Cmore Mobile app Version 2.8.4 (22 July 2020).*
2. Once the Cmore Mobile app has been installed, best is to do the first login and sync when having excellent reception (3G or better) or Wifi (but then proxy settings if any must be correct). It may help to force the phone to only use 3G or better.
3. Once the first login was successful, and if the phone keeps on giving sync errors, confirm its Cmore Mobile App installation by uninstalling, reboot, re-install from Google Play Store (must indicate Cmore Mobile version 2.8.4). This must especially be confirmed if the Cmore App was installed from a managed platform, centrally or via and Android Application Package (APK file) distribution.
4. If the phone is locked in any way for specific applications, type of network traffic, remove this first to see if it then syncs.
5. If the message “Network connection error” is displayed on the Cmore Mobile app login screen, it means the device is not able to connect to the Cmore server due to a device or network restriction or error, not a Cmore Server connection failure. This is an Android message, it is only displayed by the Cmore Mobile app login screen. This may be related to a private APN network configuration.
6. If your Google Playstore account does not automatically install updated versions of the Cmore Mobile app, a manual uninstall of the app needs to be done, with a restart of the phone and a re-install from the Google Play Store.
7. To determine which version of the mobile App is installed on your phone follow Android Settings | Apps | Cmore. Scroll down to the bottom of the Cmore app details – it must display 2.8.4 (**the screenshot below right shows and older version number**).



## Minimum Smartphone Requirements for Cmore Mobile app

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1. Only Android 7 or better. Android Go is supported, but does not allow the Cmore Shortcut Widget with a 2x2 widget size. A work-around is used for Android Go phones. This work –around is also available for other phones even if they allow the widgets.

2. On device GPS (not assisted GPS) – **it must be turned on at all times for the Cmore app to function correctly and to ensure screening data logged is usable.** See “Additional GPS Settings under Android and Cmore” at the end of this document for additional GPS assistance.
3. Front-facing camera - not selfie camera, the other one.
4. Quad-Core 1.2GHz (better advised).
5. 2GB RAM or more advised, although 1GB may function.
6. 16GB storage or more advised.
7. Connectivity – Wifi or Mobile Data.
8. Electronic compass. Even on high-end mobile devices, electronic compasses are not accurate, especially if the mobile device is in the vicinity of other electromagnetic devices. An electronic compass is only required for advanced Cmore Mobile app functionality, and can therefore be considered optional in most cases.
9. Google Gmail account for access to the Google Play Store (to install the Cmore app and also to deploy updates) and to be able to update the phone for google security and other updates (google services).

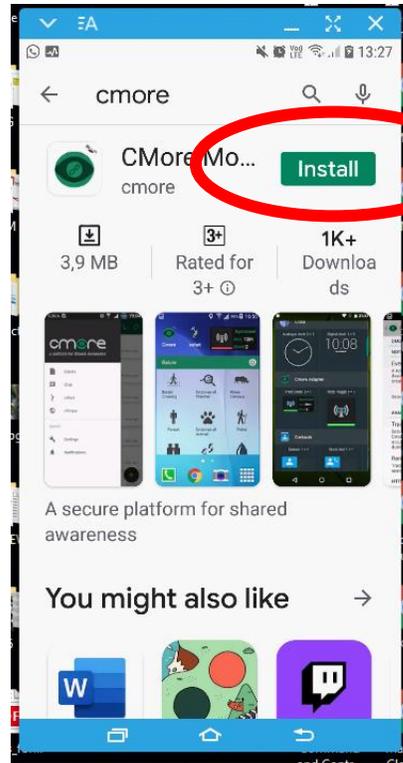
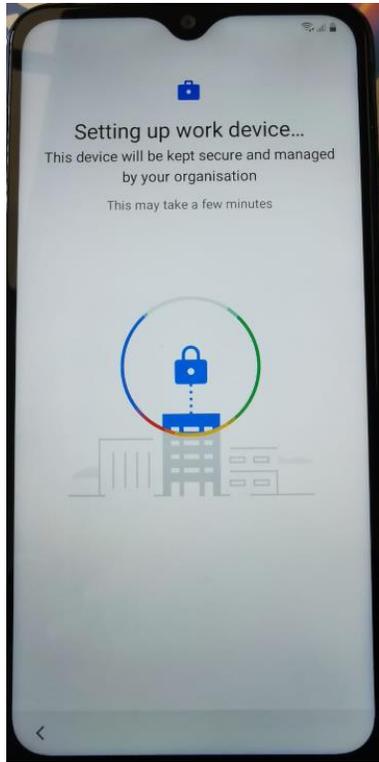
## Installing Cmore on a MOBILE Device

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This document will help the end user to install and setup the mobile app component of the Cmore system.

### INSTALLATION

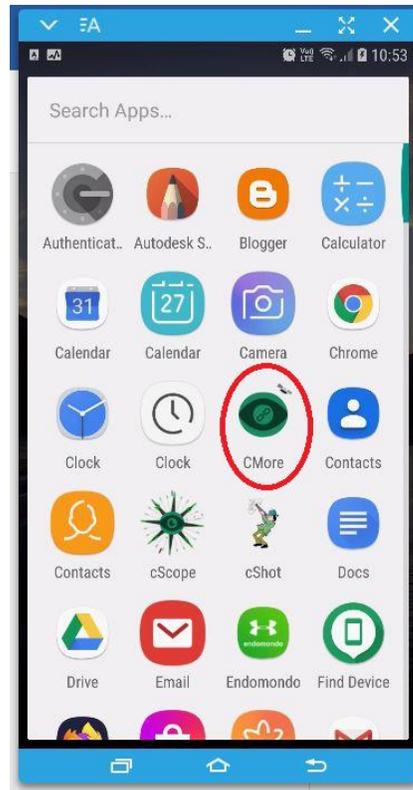
1. Create a Google Gmail account for the mobile device to be able to access the Google Play Store.
2. Navigate to [www.google.co.za](http://www.google.co.za) through your device’s browser and follow the instructions for setting up a Gmail account.
3. Access the Google Play Store on the mobile device and search for the Cmore Mobile App.
4. If Google services are not available on the phone, the Play Store installation cannot be performed.



5. If Google services are available, tap *Install*. Depending on the phone model and Android version, the download size can vary from 3-10 MB in size.

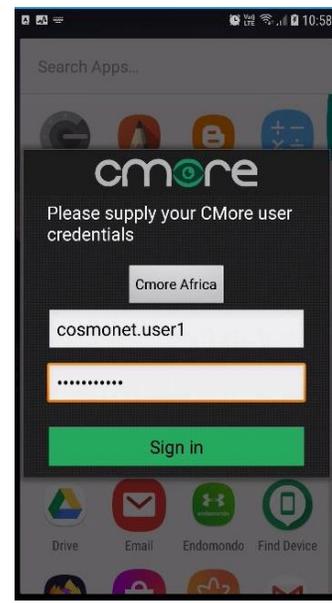
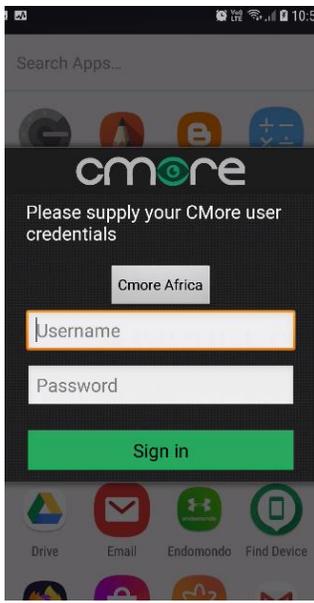
## CMORE ACCOUNT PRE-CREATED BY CSIR

6. Assume the Cmore Mobile App is installed on the phone.
7. If the app was installed, but the access rights not yet requested, run the main Cmore Mobile App.

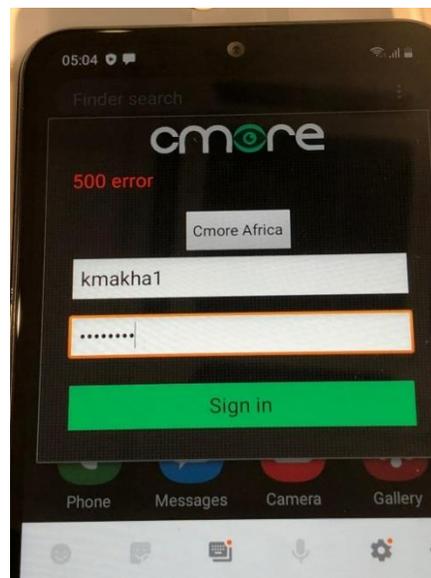


8. The application will open. Enter the username and password (You should have received an email to your Cmore registered email account with login credentials – username & password).
9. Make sure that the server selection is set to the correct server (default is Cmore Africa applicable to all cases except NDOH or Provincial Health Departments or NIOH), as it will not allow a login. For details on which server to use, see end of this document (Cmore Server Selection).
10. To be able to change the server to the correct one, tap Cmore Africa and select the correct server from the list.

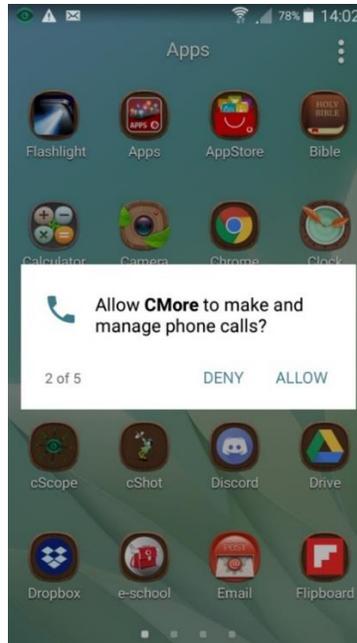
For NIOH / OHSS related applications select the server: Dmore CHPC



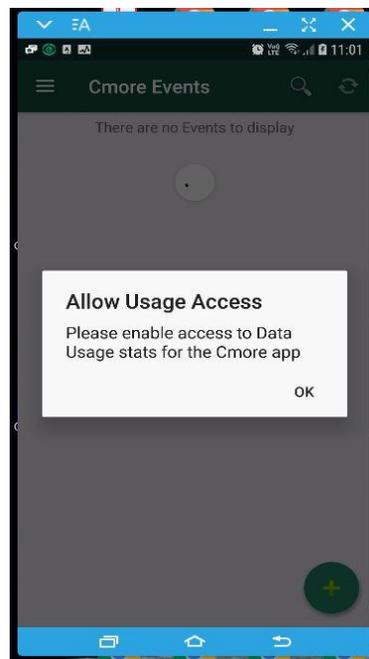
11. If the login results in a “500 error”, then there exist a duplicate user name in the system. This requires an update of the account name. This situation must be reported via your deployment manager to the helpdesk/call centre.

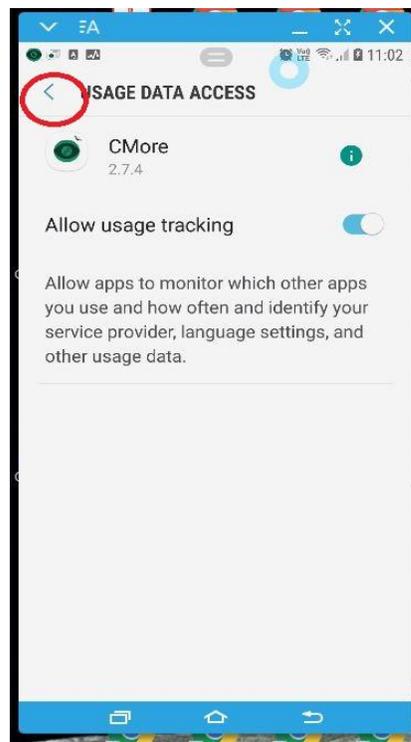
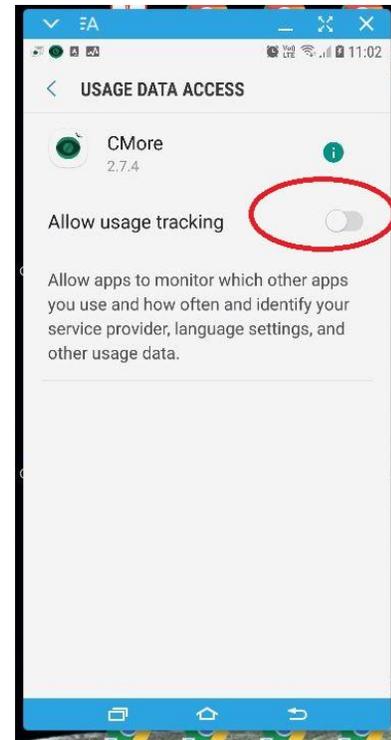
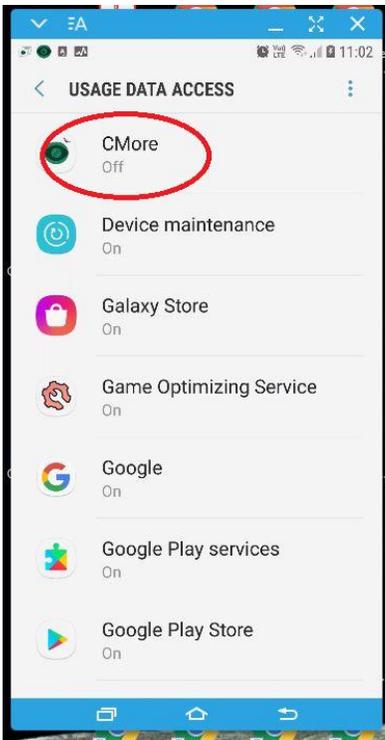


12. Cmore will indicate (as an Android notification) that it is downloading the initial dataset.
13. Depending on the type of phone and the Android version, the following access rights will be asked just after installation of the Cmore Mobile App, or after you have logged in for the first time:
  - a. Location
  - b. Make and manage phones calls (do not worry about this)
  - c. Photos, media, files
  - d. Record audio
  - e. Take pictures and record video.
14. Make sure to allow all of the above.



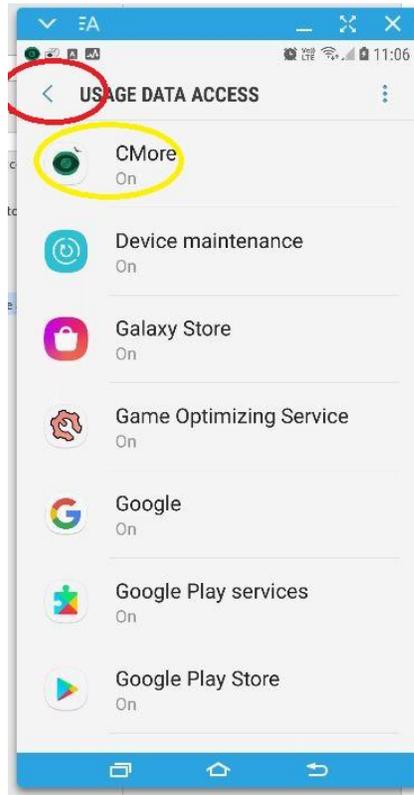
15. If Cmore is not open, run the app by tapping *Cmore*.
16. The Cmore Mobile App will now request (via a Google Android Notification) to *Allow Usage Access* rights. Note this request may occur before, during or after login, it is phone specific, but when it does occur, handle the request first before continuing with the rest of the steps.
17. Allow this and follow the steps to get back to the rest of the Cmore configuration.



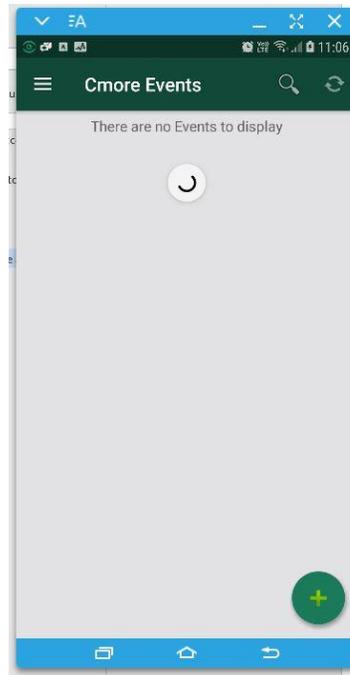


18. *Allow usage tracking* must show as above. If it does not, tap it once to confirm the state reflects enabled. The above examples show an older version for Cmore (2.7.4) but it is similar for later

versions, including 2.8.4. This should show the latest version as indicated on the front page of this document.



19. The yellow circle above must show as Cmore "On". Tapping the return arrow in the red circle above lets you return to the screen below.

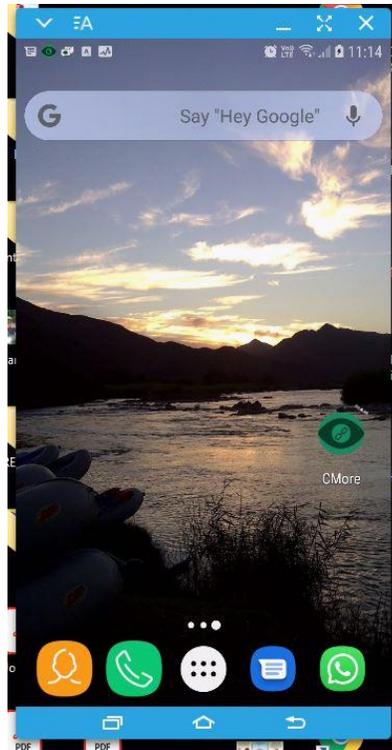


20. The desktop shortcuts should now be configured by accessing the Android Widgets Menu and Mobile Apps:

- a. Return to the device's Apps by tapping the Return button once.



- b. Press and hold the Cmore App, and move it to a Mobile Desktop that has open space as in the image below.

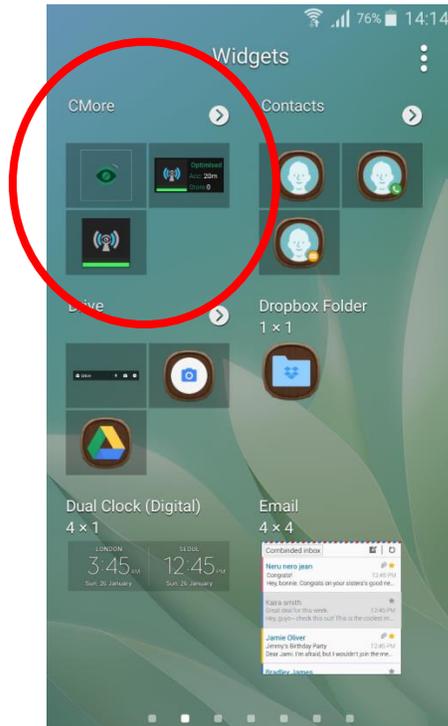
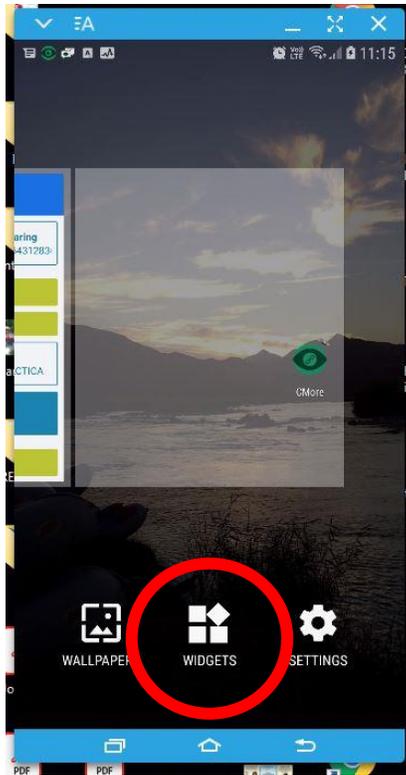


- c. Access the Android Widgets Menu by pressing and holding on the desktop (open space area).

**NOTE 1 - If Cmore widgets are not present in the Android Widgets menu, reboot the phone (BlackView phones tend to require a reboot), and try again.**

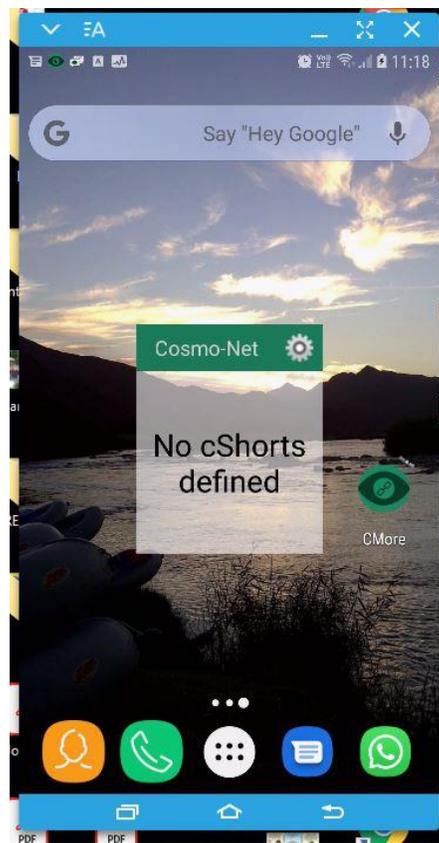
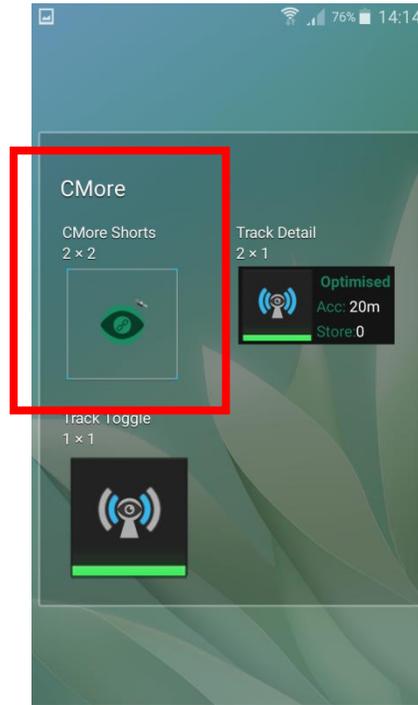
**NOTE 2 - If you are using a Google Go based phone, such as the SAMSUNG A2 Core, widgets cannot be placed on the phone's desktop through the Android Widget menu, unless a central managed platform has been used to configure Cmore on the phone. See at the end of this document for a workaround (Cmore Shortcut Widget Workaround for Android Go).**

- d. Tap on *Widgets*.

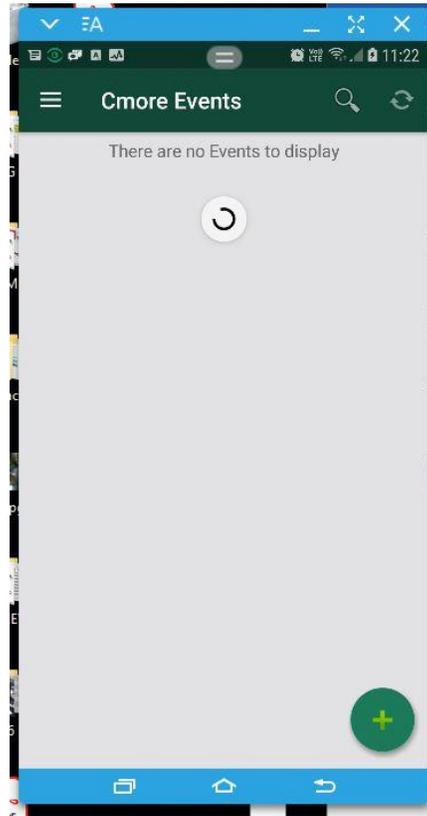


- e. Scroll until the Cmore widgets are shown. On some phones the three Cmore widgets are combined into one Cmore widget submenu. If this is the case, tap on the Cmore Widget submenu as it will then show three Cmore widgets.

- f. Select the *Cmore Shortcuts 2x2* Widget by pressing and holding it, and place it on the desktop close to the main Cmore App.

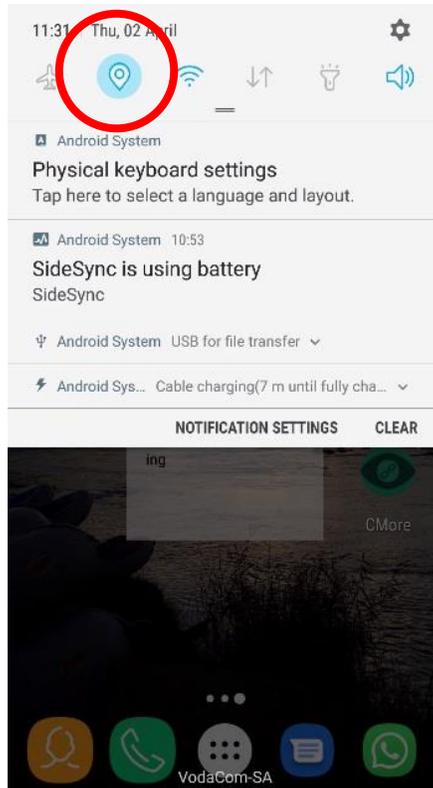


- g. Open the main Cmore Mobile App – it will resync again. At this point it should show “There are no Events to display” at the top of the App, just below Cmore Events.

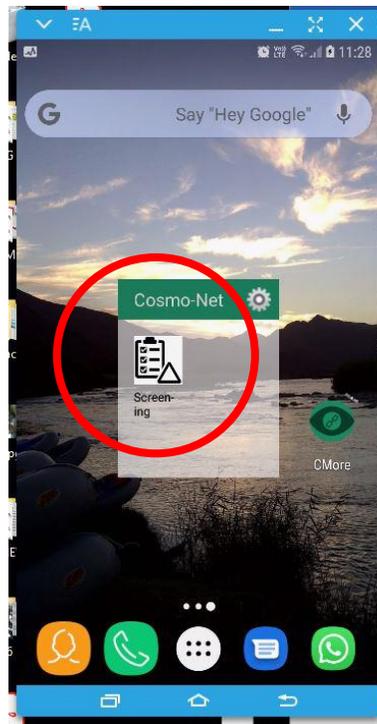


- h. Cmore might take a while to sync initially (up to 15 minutes or more).
- i. Once sync has completed, return to the desktop where the Cmore Shortcuts Widget is located.
- j. **Make sure GPS services are active by tapping the Android Location Services option.** Cmore will also ask to enable this when the main Cmore Mobile App is run. See “Additional GPS Settings under Android and Cmore” at the end of this document for additional GPS assistance.

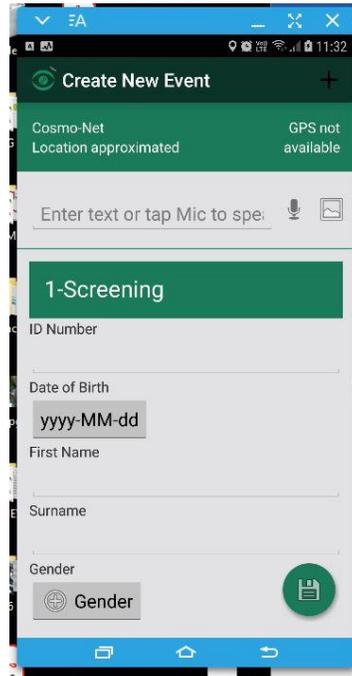
Location and GPS services are optional for NIOH / OHSS related applications



- k. The Cmore Shortcuts Widget should display Cmore Tags, if not refer to the end of this manual.

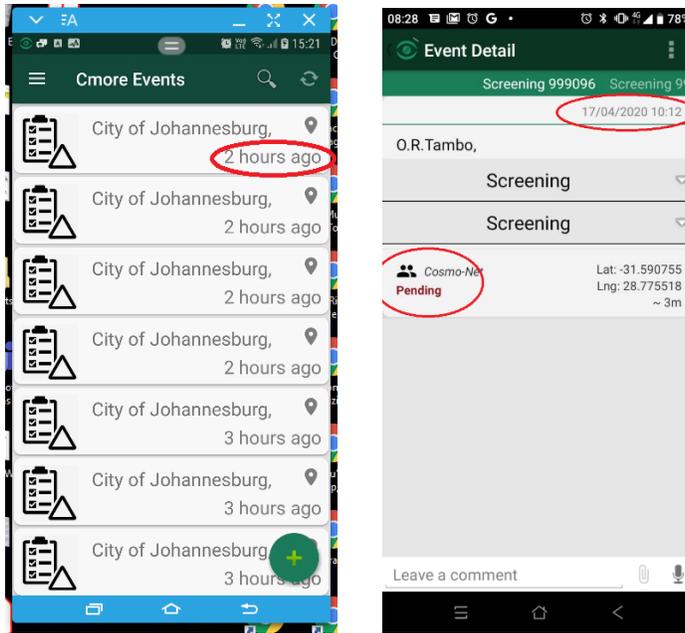


- I. When tapping the Screening Tag on the Cmore Shortcuts Widget, the form to capture a screening case is opened.



- m. This means all is in order to capture and submit data.

21. To review events logged as a list, return to the Cmore view when the app is opened. If an event is shown without any time or date indication, it means it has not been synchronised with the server (and the initial synchronisation may also have failed). If it shows a time, but pending when reviewing a specific event, it has been synchronized with the server. To review an event when viewing the list of events captured, tap on a specific event. If a date is shown for an event that is incorrect, e.g. it may be 5 years in the past, it means the initial synchronisation may have failed as well as any subsequent event synchronisations.



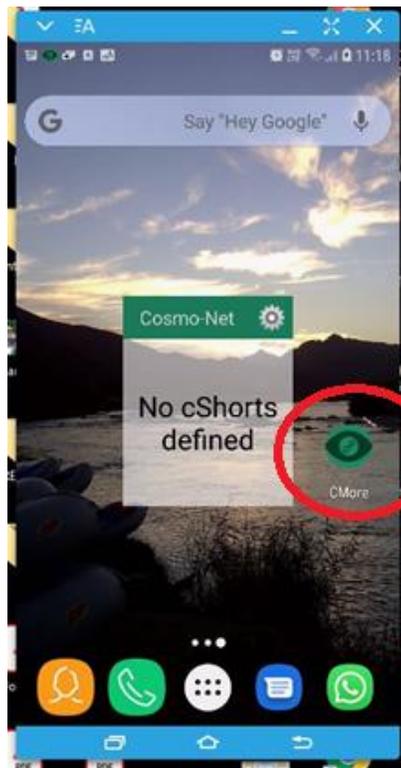
22. If the app fails to complete the installation process successfully or a major error occur, uninstall Cmore and its widgets and restart the whole process.

## CMORE UPDATES

1. Return to the playstore.
2. Search for the Cmore App and select "Install" if there is an update. It may be necessary to do a manual uninstall, reboot and then re-install if Playstore does not allow an update.
3. Login to Cmore again with the provided credentials.

## CMORE USER – CHANGING TO A DIFFERENT USER

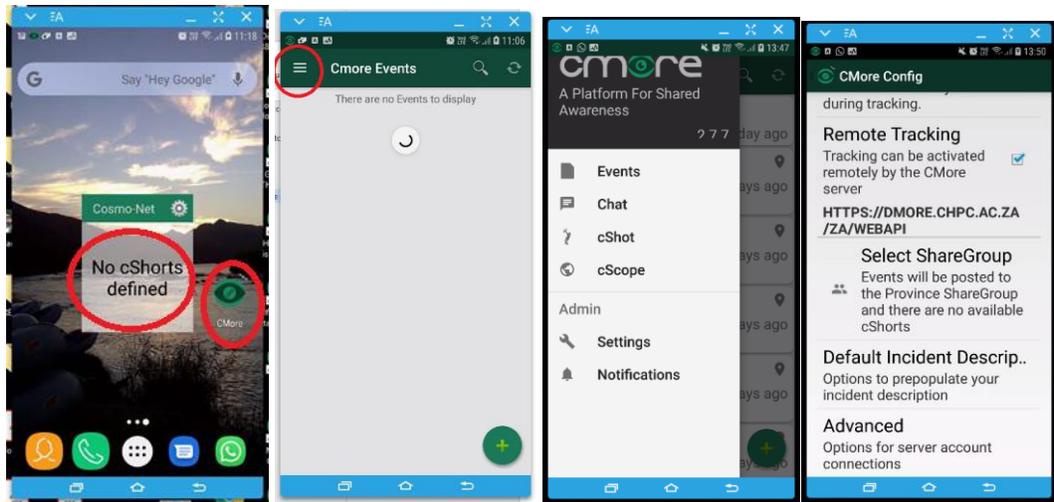
1. Launch the Cmore app.



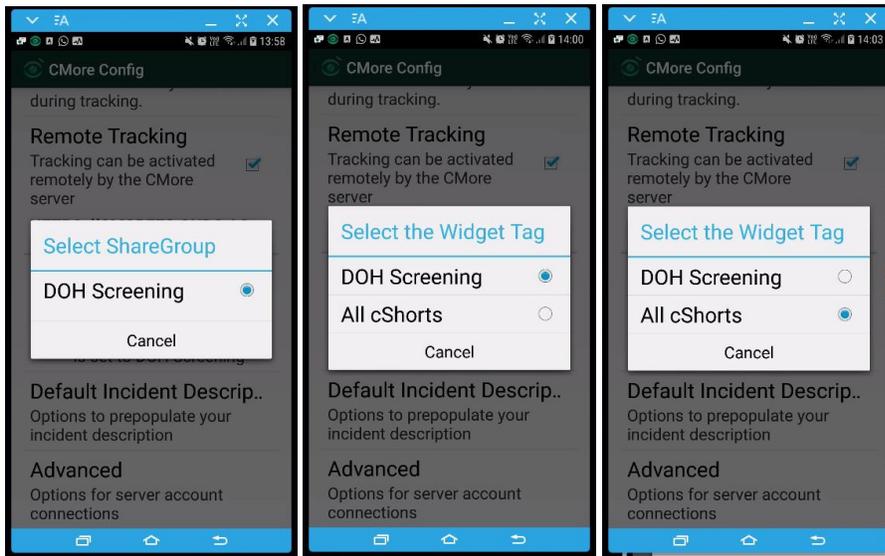
2. Once the Cmore app is running, tap the menu option.
3. Scroll down and select advanced.
4. Tap Change Account.
5. It will now be possible to log in with a different (or the same) user account credentials.
6. Return to the main Cmore app view by tapping back.
7. Request a synchronization or refresh.

## Cmore Mobile App version 2.7.7 and later Installation and Configuration Notes

1. If the Cmore Shortcut Widget does not show shortcut tags (circle in red, left below), follow these steps:
  - a. First attempt a number of synchronisations by tapping the synchronise button in the Cmore main app. Also wait for approximately 15 minutes for the initial synchronization to complete. It may also be necessary to restart the phone once before the shortcut widget will function correctly.
  - b. Tap on the main Cmore app.
  - c. Tap Cmore app menu and then Settings.
  - d. Scroll until Select ShareGroup is shown.



- e. Tap Select ShareGroup, make sure to select the Share Group appropriate for your organization or grouping and tap on the option (the blue radio button).
- f. Tap All cShorts.
- g. Should the widget not be working at all, use the workaround for phones that do not support custom widgets and for Android Go phones (Cmore Shortcut Widget Workaround for Android Go for app version 2.7.7 and onwards).



For NIOH / OHSS related applications select Default Share Group: NIOH OHS  
and: All cShorts

The screen shot below shows the tag short cuts if the above settings was selected.

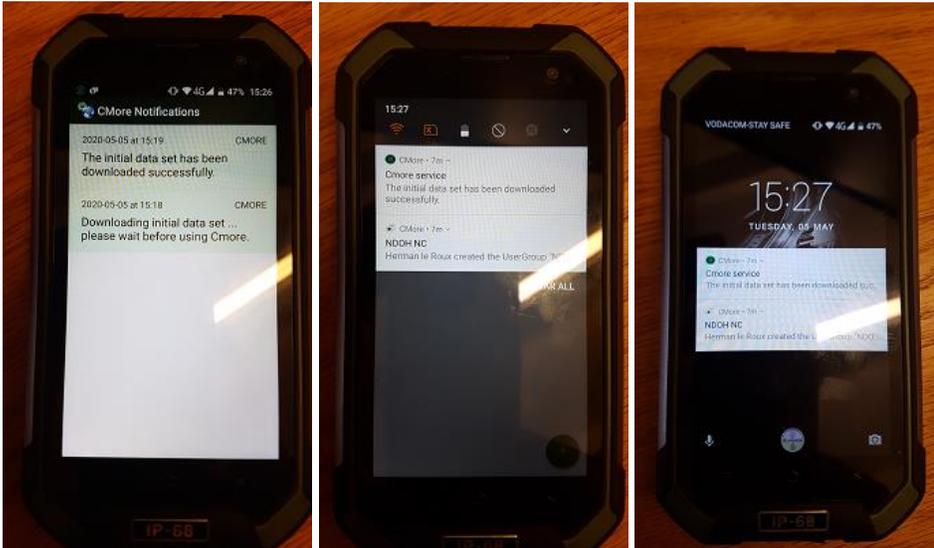


## Cmore Shortcut Widget Workaround for Android Go for app version 2.7.7 and onwards

*Note this workaround is also available for phones even if they support the Cmore Shortcut Widget – it is an alternative, but valid, method to submit screening data.*

1. Follow the same steps as for “Cmore Mobile App version 2.7.7 Installation and Configuration Notes”, Step (1) “If the Cmore Shortut Widget does not show tags”, up to Step 1.(e).
2. Instead of tapping All cShorts, select an appropriate tag (the one to be used most, typically).
3. Return out of the menu by tapping the back button until the Cmore main app screen is shown. Or simply close Cmore and restart the Cmore main app.
4. When now tapping the green plus button in Cmore main app to log a new event (log a screening), the configured tag will be shown without the need to select a tag from the tag menu. This may not be a wanted feature, hence repeat the steps and rather select All cShorts.
5. On some phones (Blackview, Mobicel) it may be necessary to follow these steps to ensure the Cmore Shortcut Widget functions correctly:
  - a. Install the Cmore Mobile app from the Google Playstore.
  - b. Allow phone access requests and enable usage tracking.
  - c. Log into your Cmore account. Remember to select the appropriate server before tapping Sign in.
  - d. Wait until all initial synchronization activities completed – 2 notifications will be shown in the Cmore Mobile app settings’ notification panel, and 2 on the Android Notification panel.
  - e. Restart the phone.
  - f. Place the Cmore Shortcut Widget on the desktop.

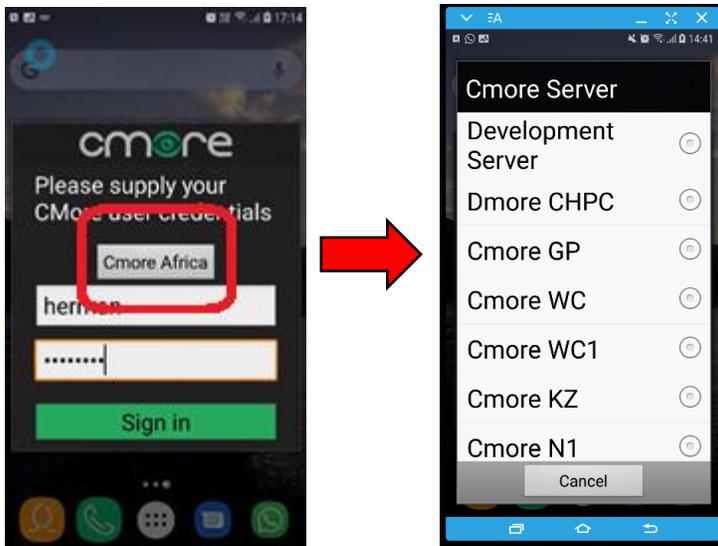
- g. Shortcut tags should appear. If not, review the settings in Cmore Mobile app settings | Select ShareGroup | All cShorts.



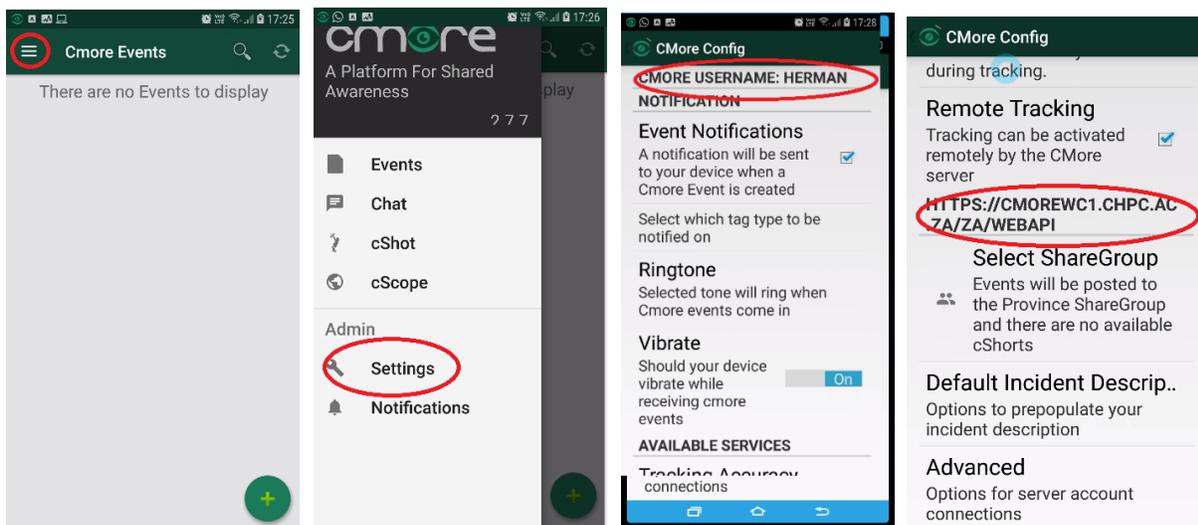
## Cmore Server Selection for app version 2.7.7 and onwards

1. Only COVID-19 related use cases have to select servers other than the default Cmore Africa server.
2. Upon first login, user credentials (username and password) have to be submitted. However, **before** the Sign In button is tapped, the correct server has to be selected, by tapping the Cmore Africa button above the user name box. After the appropriate server has been selected, Sign in can be tapped.  
**NOTE - A login will only work on a specific server and not more than one. If the details are incorrect and/or the account not yet loaded onto the specific server, an "Invalid User Details" message will be given.**
3. The servers are province specific, but a national level server is also used for specific user lists. The table below shows which server to be selected for which province, and also which user account prefix to be used with which server.

For NIOH / OHSS related applications select the server: Dmore CHPC



4. To determine the user account and server for a user once they logged in on the Cmore Mobile app:
  - a. Open the Cmore app settings.
  - b. While this is open confirm the version just below the logo.
  - c. Tap Settings.
  - d. At the top of the Settings the Cmore user name is indicated.
  - e. Scroll down in the Settings menu to expose the server connected to, it is just above Select ShareGroup option.



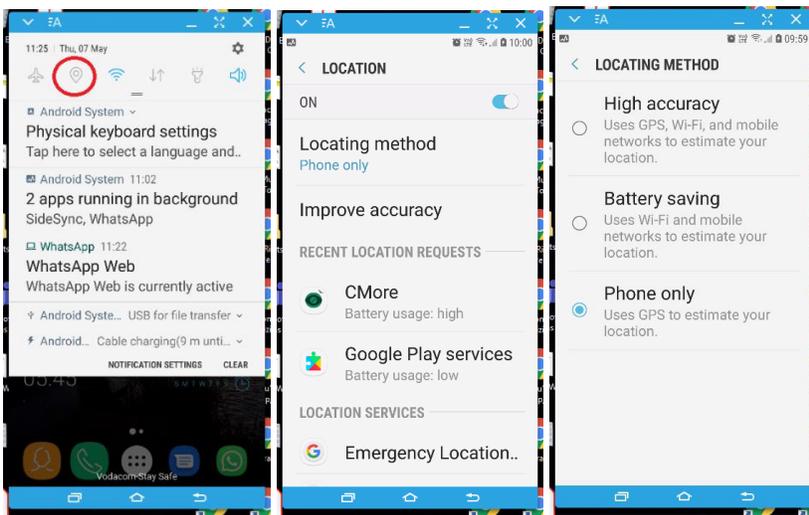
## Additional GPS Settings under Android and Cmore

Location and GPS services are optional for NIOH / OHSS related applications

In order to geo-reference logged screenings, the phone's built-in GPS has to be on at all times. Additional settings to optimise for GPS accuracy or better phone battery life, see the following settings related to the Android operating system of the phone and also Cmore Mobile app.

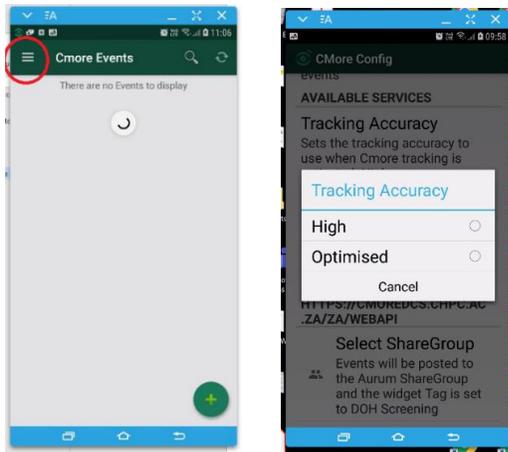
## ANDROID OPERATING SYSTEM RELATED GPS SETTINGS

1. Access the Android GPS by tapping and holding the location services icon.
2. Make sure the location service is set to ON.
3. Any of the three Locating methods can be selected with the indicated implications. The first two also require additional access requested to be granted.



## CMORE MOBILE APP RELATED GPS SETTINGS

1. Access the Cmore Mobile app GPS related settings by tapping on the Cmore Mobile app settings and then Tracking Accuracy.
2. Two Tracking Accuracy modes will be shown, High and Optimised. High is battery intensive, but provides fast and accurate GPS readings. Optimised preserves battery life, and will use the Android Operating System's GPS and battery life optimization mechanisms.
3. **The Optimised Tracking Accuracy setting is recommended.**



## CMORE MOBILE APP EVENT LOGGING RELATED GPS MATTERS

1. Depending on the GPS settings and coverage (3G and/or Wifi), the situations as indicated apply when logging events (screenings) with the Cmore Mobile app. The same applies irrespective if a shortcut or the normal event creation routine is used.
2. Should the phone be outside of 3G and Wifi coverage, but the GPS and Android location services are on, the position of a screening will still be correctly logged, but the district name will not be indicated or logged, unless it is manually entered in the tag description field.

GPS = on Mobile Data = within coverage	GPS = on Mobile Data = outside coverage and no Wifi	GPS = off Applies when in or outside 3G and/or Wifi coverage

## General problems and possible solutions

### CMORE APP CRASH

1. If the Cmore app keeps on crashing, it can happen for 2 reasons: (1) the app crashes (2) the Android Operating System sends the app to the background.

2. A general solution is to uninstall the app, re-install from the Google Playstore, reboot, allow the Cmore initial synchronisation to complete and then reboot again.
3. Another possible solution is to confirm the default ShareGroup setting under Cmore settings. Select the appropriate Share Group and then All cShorts when prompted.

### **GPS COORDINATES NEVER APPEARS**

1. If the GPS coordinates never appear when a tag is created, first make sure the GPS or Android Location services is on.
2. A second option is to make sure the Cmore settings for Tracking Accuracy is set to Optimised or High Accuracy. The latter is not recommended as it is battery intensive. However, it can be selected for a few minutes until the GPS locks on, and then set back to Optimised.

### **CMORE TRACKING SERVICES STOP WORKING ON ANDROID 10 PHONES**

1. Android 10 turns off Cmore tracking services the moment the Cmore Mobile app does not have user focus (goes to the background apps). A revision of the app will be released soon to make provision for this case.