



Supervisor App – Syncing Issues.

Please follow the below steps to resolve syncing issues for the Supervisor App.

1. What should I do if the MSite Supervisor app is not syncing?

First, ensure that your device has an active internet connection. This is essential for the app to sync properly.

2. How can I check if I have the necessary permissions for the app?

Verify that the 'mobile trainer' permission is set against your user profile. This permission is crucial for the syncing process.

3. What if I have too many sites listed in my app?

A high number of sites in your profile can cause syncing issues. Check the count of sites and remove any that are not required. This can be done by editing your user profile.

4. How do I remove unnecessary sites from my user profile?

Access your user profile in the app or the corresponding web interface and remove any sites that you no longer need. This helps in reducing the data load and can improve syncing.

5. What should I do if none of the above step's work?

If the syncing issue persists, delete the MSite Supervisor app from your device and then reinstall it from the app store. A fresh installation can often resolve syncing problems.

6. Are there any specific settings / configurations to check after reinstalling the app?

After reinstalling, make sure to reconfigure any personalized settings and verify your permissions again. This ensures that the app is set up correctly for your use.