S1 Mobile Mapper - Frequently Asked Questions

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FAQs

How do I get the application?

The application is available via the Google Play Store and the BLM Maas360 app store. After logging into Google Play Store or accessing the Maas360 app store, search for "S1 Mobile Mapper".

- See the Agency User Guide section on Installation for more specific instructions.

How do I report a bug or suggest app improvements?

We are always looking to improve the S1 Mobile Mapper application. If you find a bug, we can only fix it if we know about it. We are also interested in your ideas for how to make the application work better for our users. We have an S1 Ideas and feed back site that allows user to submit bugs or ideas that we use to track any issues and requests.

- Here's the direct link for that page: https://sites.google.com/view/s1-mobile-mapper-ideas/s1-ideas-splash-page
- There is also a link to this same page in the S1 mobile application, (must have a data connection to use this option)
  - Tap the S1 mobile icon on the main toolbar in the S1 application.
  - Then choose the "Feedback" option in the menu that pops up.
- Users can also email our Dev team directly @: **blm_or_s1mobiledevteam@blm.gov**

Is a wireless network connection required to use the application?

Yes, a network connection (WiFi or data plan, etc.) is required, however, it is only necessary when downloading the application to a mobile device, logging into the application, downloading data, deleting Edit GDBs, or syncing Edit GDBs. The app can perform all other types of tasks (data collection, viewing data in the map, etc.) without and internet connection.

How will I know if a new version of the application is available?

If the app was installed via the Google Play Store, users can turn on a setting in the Google Play Store to auto-update applications when a new version is available. If auto-update is not enabled, follow the instructions to manually update the app via the Google Play Store after a new release is made.

Information on the latest version of the app are available via the release notes on our website, here.

What Operating Systems support the S1 Mobile Mapper Application?

S1 Mobile Mapper V5.3 supports Android mobile devices running Android Operating System version 6.0, Marshmallow (API level 23) and above.

Who do I contact if I run into issues?

Forest Service (R6):

- Employees with existing device issues contact your purchasing agent or go to the CIO help desk for mobile GIS and hardware support.

- Employees wanting assistance creating content, please submit an STS ticket to Data Resources Management and a specialist will be assigned to assist you.
- Employees experiencing application specific issues, submit an STS ticket and request a Mobile GIS business lead to help.

BLM:

- Employees needing assistance creating content or with device support issues, should contact their local Resource Area, District or State Office GIS technical support specialist.
  See the **GIS support staff contact list.**
- Employees experiencing S1 Mobile Mapper app specific issues, submit a Remedy Help Desk Ticket -> GIS Support -> GIS Support -> Select the GIS software: S1 Mobile for Android

How many devices can I sign on using my ArcGIS Online for Organization account?

It is recommended that users only log on to one device with a single ArcGIS Online account at a time. It is possible to login on as many devices as you like, but is NOT recommended. If a user downloads the same feature service to multiple devices, sync issues can arise. This is also not allowed with BLM sync and submit mobile themes

How long will my ArcGIS Online for Organization credentials last?

Due to BLM and FS IT security policies, users will need to re-login to S1 before they can download or sync anything every two weeks. S1 will prompt the user with a message once their credentials have expired. Users are still able to work offline with downloaded offline databases, however, to sync data back to AGOL or download any new content they will need to log out of and back into S1 to refresh credentials. This will not affect any existing data already downloaded to the device.

Where can I learn more about BLM Mobile Themes (Sync and Submit Services)?

There are a number of Oregon/Washington BLM corporate data layers which can be downloaded and edited using S1 Mobile Mapper. These layers can be used immediately, so there is no need to design a geodatabase, author an MXD, and publish the editable layer on the web. Corporate datasets are designed by teams of GIS, natural resource, and data management specialists, and are standardized for statewide use.

Available BLM Mobile Themes for download include:

- Aquatic Proper Functioning Condition (PFC)

- Best Management Practices for the Clean Water Act – Western Oregon (BMP_CWA_W)

- Fish Passage Barriers (FISH_PASS)

- Fish Sample Points (FISH_SMPL)

- Hazardous Materials, Abandoned Mine Lands, and Realty Trespass (HAZ_TRES)

- Microstorms (MS)

- Multiple Indicator Monitoring (MIM)

- Range Monitoring and Utilization (RANGE_MON)

- Sample Points (SAMPLE_PT)

- Structures (STRCT)

- Stream Location Points (STRM_LOC)

- Proper Functioning Condition (PFC)

- Water Quality and Quantity (WATER_QUAL)

- Signs (SIGNS)

- Fire Water Sources (FWTR_SRC)

To access them using S1 Mobile go to Download Data, Data, select the **BLM OR SO Mobile Corp Data Collection** group and then desired Mobile Theme. To access them in AGOL, use the following URL:
https://blm-
egis.maps.arcgis.com/home/group.html?id=2145aa58ed3343cb926778580c88d400#overview

Note: If you do not see this group in S1 as an option for downloading content, you can have your local GIS support staff add your agol account to this group to access these mobile themes. When downloading or syncing these mobile themes, the user will be prompted to input a secondary login with their windows username and password.

How often should I sync my data? How often should I download a new Edit Geodatabase?

It is recommended that users sync as often as possible, at least once a week, though daily is preferred especially if collecting and/or editing lots of data and attachments. Frequent syncs minimize the potential for data loss and allows other users accessing the feature service to see your edits. Remember that the more data you collect or edit between syncs, the longer it will take to sync the data. It is also recommended that you sync all data prior to removing the edit geodatabase from the mobile device or updating to a new version of the application.

If collecting BLM Mobile Themes (Sync and Submit services), it is also recommended to sync as frequently as daily (not necessarily Sync and Submit) to minimize possible data loss. It is recommended to Sync and Submit weekly if possible. Until the offline data base is synced it only resides on the mobile device and if the device is lost, broken or otherwise inaccessible then that data may not be recoverable. But once it is synced it is stored in the mobile version in agol, and can be recovered if needed.

Once you do Sync and Submit, it is automatically removed from your device so will need to wait the 10 minutes or so for the email confirmation to come in and then download a new Edit Geodatabase the next time you want to collect data. This only applies to BLM Mobile Themes.

How to delete Sync and Submit (BLM Mobile Themes) from S1 Mobile?

In attempt to clean up BLM SDE databases after field season, you may receive an email from an SDE administrator indicating that you still have a BLM Mobile theme on your device. If it is data that you want to keep, please Sync and Submit it using S1. However, if it's unwanted data ensure you have a data

connection and you can delete it by going to S1, Manage Map Layers, Map data, Select the Theme (ie "HAZ_TRES") and then choose the Delete option (this should also delete the version from the server if successful).

How do I recover data from my device that will not Sync?

If unable to sync data back to ArcGIS Online, a copy of the local runtime edit geodatabase can be copied from the mobile device and converted into a file geodatabase via ArcCatalog or ArcPro. It is strongly encouraged that prior to running the Copy Runtime Geodatabase to File Geodatabase tool users first work with a mobile GIS support person to explore other options (such as connecting to a stronger WiFi network signal) to resolve the sync issues. The Copy Runtime Geodatabase to File Geodatabase tool is the final option and is not always successful in recovering data.

Instructions on how to recover data from the device and run the tool can be found here: https://www.blm.gov/sites/blm.gov/files/s1-mobile-recover-edit-gdb-data.pdf

(BLM Only) How do I set up Microsoft Authenticator for Android?

These instructions inform users how to log into S1 Mobile Mapper on a mobile device using DOI Accounts and MS Authenticator.

Please follow the directions in the link below:

https://doimspp.sharepoint.com/sites/blm-oc-dirm/blm-ecm/Planning/O365_SOP1_007%20Setting%20up%20Outlook%20Mobile%20on%20GFE%20Android%20Device.pdf

S1 Waypoints, Tracklogs & Sketches, how to share & convert these files

If you have taken some S1 tracklogs, waypoints or sketches and would like to use them outside of the S1 Mobile Mapper application, you have to share and convert these files into something that is compatible with other GIS applications. Here's a help doc from our website that describes the process to share and convert these (GeoJson) files to useful features; https://www.blm.gov/sites/default/files/docs/2022-08/s1mobile-geojson-files.pdf