



PPQ iPads: Getting Started Guide

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2023 Disclaimer: Training techniques or workflows held within are designed as basic job aids. Mobile collection tools and technology used are constantly being improved upon. End users should consult with management for current workflows and standards.

Overview

PPQ FO has been using electronic data capture tools since the early 2000s. Data captured by iPads, iPhones, or any smart device improves the quality and accessibility of data collected in the field, saves the user time, and improves the overall customer experience. The Domestic Data Improvement Initiative (DDII) directly promotes growth in electronic data capture. This is evident in PPQ. In 2014, PPQ had about 30 iPads in its inventory. Now, as of February, PPQ has over 1200 iPads in its inventory.

Ordering New and Replacement Devices

State Plant Health Directors (SPHD) are obligated to oversee PPQ iPad **inventory** by state and assigned user, **safe storage** of devices during dormant seasons, **supervise iPad assignment** by user, **allocate funding** for purchases, and collaborate with End User Tools to **facilitate emergency use** where needed (i.e. shipping devices upon EUTG request to aid a priority need).

Each year End User Tools Group (EUTG) reaches out initiating communication regarding the list of older model iPads scheduled for replacement and prompting requests for additional device need. Requests are documented by the SPHD (or SPHD designated representative) completing the [Mobile Device Request](#).

While it is expected that SPHDs plan for the year based upon budget and hiring expected, occasionally emergencies arise which prompt a request at another time in the year. EUTG holds an emergency reserve in Fort Collins, Colorado to serve emergency program needs.

Lifecycle Replacement (LCR)

PPQ devices are managed under an approved lifecycle replacement timetable specific to the device type. This is typically performed every three years to stay ahead of Apple iPadOS updates and be sure of optimal device functionality. Decommissioned devices must be disposed of properly. The following outlines steps to take if you are instructed to reset and dispose of an iPad device.

A written request from End User Tools group is issued specifying the device models eligible for LCR and the dates to expect replacement devices.

Once new devices are received:

Work with EUTG and CEC IT to apply the correct PPQ survey configuration to the **new device**.

On the old device:

1. Delete downloaded maps, surveys. Delete all photos.
2. Perform a **factory reset (This is mandatory!)**.
This can be done manually as described below:
 - a. Go to Settings application > General > Reset and tap Erase All Content and Settings.
 - b. Tap Erase iPad and confirm.
3. Determine your [CEC IT Group Manager](#) and send the iPad in for CEC-IT to retire.

Communicate the steps taken above back to the End User Tools requestor. Communication is key to the seamless transition to new replacement devices and EUTG serves to liaise the process.

Configure Device for User

CEC IT supports PPQ iPads from “delivery to death”. Support fees are paid per device. Devices not in active use must be tracked carefully to avoid unnecessary fees.

PPQ iPads are sent from CEC IT Tech to CEC IT Tech. Once a device and user are matched, the user must open a ticket with CEC IT to configure it for survey use. PPQ iPads are assigned and configured to a user using their Active Directory (AD) account.

The remote management system Microsoft Intune is configured to install all required security and Office365 applications.

Under Microsoft Intune remote management, there is no longer an Apps@Work application or a whitelist of accepted applications. Users may download and install other applications directly from the Apple App Store, if needed. If an application is not allowed, Intune will remove it at the next check in.

PPQ users should request to be added to the AD Group: AAPG-MDM-PPQONLY. This installs the additional field [survey applications](#) to allow mobile data collection.

If any application fails to load as expected, follow these escalation steps starting with number 1:

1. Contact the CEC IT Tech and request that they complete the support.
2. The ticket can be escalated to the [CEC IT Group Manager](#) assigned to your state.
3. Finally, submit an [EUTG Support Request](#).

Internet Connection

Wi-Fi Network(s)

With the survey applications, you will need an internet connection to sign in, to download offline map areas, surveys, or workbooks, and to sync or upload your collected data. Opening a new application to sign in or rebooting your iPad (which you should perform occasionally) will remove any retained sign in.

Wi-Fi is the preferred method to connect a PPQ iPad to the Internet. Even though APHIS's Cellular Plans indicate they are unlimited in nature, many times, after 5 GB of download usage, they are "throttled back" to slower speeds. This will seriously affect any offline map area download or data sync activity.

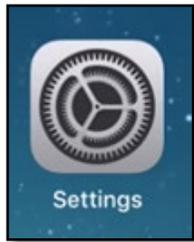


Figure 1. Settings icon

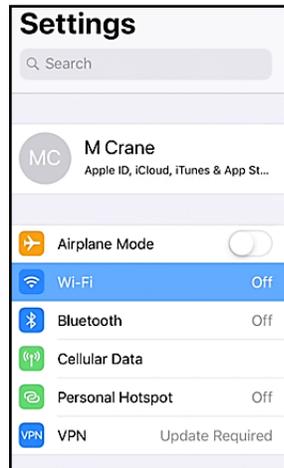


Figure 2. Connection Settings



Figure 3. Wi-Fi Toggle

To connect to Wi-Fi, tap the Settings icon. (Figure 1)

Tap on the Wi-Fi line. (Figure 2)

Then tap the Wi-Fi slider button to enable (green).

(Figure 3)

In the *Choose a Network* section, press the network you want to log-in to. If the network is a secure network, a pop-up window will appear for a username and/or password (Figure 4). This is your Windows login information.



Figure 4. Other Network Wi-Fi Login

When you are successfully logged on, a blue check mark will appear before the network name as shown in Figure 3.

To connect to 'APHIS_network', tap *Other* under *Choose a Network*. Complete as in Figure 5 with your Windows Username and Password.

If a password expires or changes, you may need to erase those settings held in the iPad's log in memory. Follow steps to the Wi-Fi menu in Figure 4. Tap the blue circle with an "i" in it next to the network you want to sign into, choose *Forget This Network*, and then *Choose a Network* to reconnect.

If you cannot connect to Wi-Fi after trying these methods, open a ticket with CEC (IT) here:

CECHelpDesk@usda.gov

APHIS Customers: 877-873-0783

Cellular Data Connection

Check with your supervisor to confirm whether your iPad has a cellular connection as this is not typical. Even if a cellular plan is available, offline data collection is still preferred.

To connect to the internet with cellular data, click *Cellular Data* (see **Figure 2**) and press the slider button to green to activate (**Figure 5**).

Check with your supervisor regarding roaming settings.

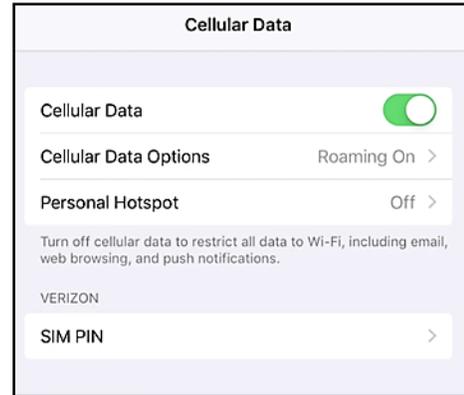


Figure 5. Cellular Data menu

iPad Settings for the Field

Things to turn ON

Location Services

Locations Services must be set as “On” to allow the GPS to work on your iPad. When enabled, Location Services allow the iPad to record your location.

As with Wi-Fi Connection, start by opening the Settings application (**Figure 1**). Tap *Privacy* (**Figure 6**) and then toggle Location Services button to “On” (**Figure 7**).

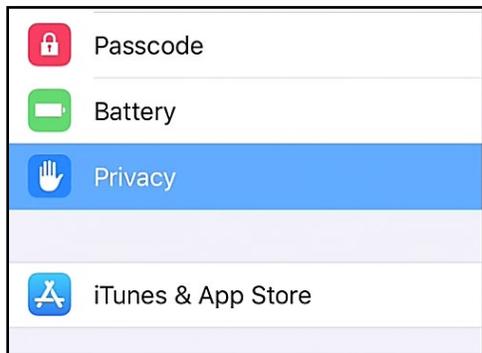


Figure 6. Privacy menu



Figure 7. Location Services setting

Things to turn OFF

Wi-Fi, Bluetooth, Cellular

Before going out to the field, you need to make sure your *Wi-Fi, Bluetooth, and/or cellular connection* are OFF.

These settings can be altered in the Setting application app under the static menu to the left. **(Figure 8)** Confirm each setting is “Off” and tap to disable one at a time as needed.

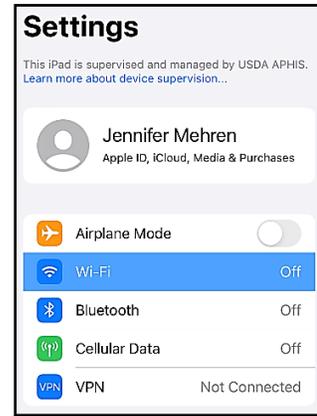


Figure 8. Settings app right side menu

A quick way to accomplish all three of these tasks is to turn on Airplane Mode.

This can be accomplished within the Settings application or by sliding a finger from the upper right corner of the iPad screen toward the middle. This reveals the Control Center menu.

(Figure 9) When in Airplane mode, the icon is orange, and an airplane icon appears in the top right corner next to your battery life indicator.

It is important that you turn off these services because, if they are left on:

- They quickly drain battery life.
- They reduce the accuracy of the GPS unit.
- Unexpected USDA-MRP portal issues may interrupt your daily survey activities and constant connection adds unnecessary server traffic.



Figure 9. Control Center menu

AutoSync

Be sure your Auto-Sync is also OFF. To do this, in your ArcGIS Field Maps map, tap the sync icon **(Figure 10)** at the top left and be sure Auto-Sync is OFF (not blue) **(Figure 11)**.



Figure 10. Sync icon

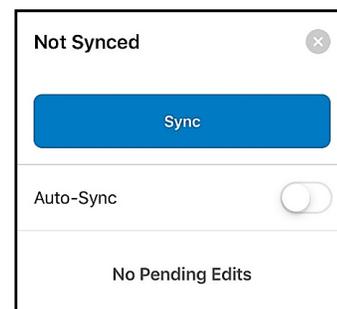


Figure 11. Sync menu

Survey Applications

Esri Suite

ArcGIS Field Maps

A self-paced video training series and user guide can be found on the [Mobile Data Collection Tools](#) public-facing webpage.

ArcGIS QuickCapture

This application is not as commonly used to collect field data in PPQ. Training support is coming soon.

ArcGIS Survey123

A self-paced video training series and user guide can be found on the [Mobile Data Collection Tools](#) public-facing webpage.

ArcGIS Workforce

This application is not as commonly used to manage field data collection in PPQ. Training support is coming soon.

Esri mobile applications use eAuthentication and approved portal user roles to allow users access to online secured databases for mobile data entry. See [USDA-MRP Enterprise \(GIS portal\) Access](#) for details on the user role process.

eTRAP

A user guide can be found on the [Mobile Data Collection Tools](#) public-facing webpage. The eTRAP application uses eAuthentication and approved user roles to allow users access to online secured databases for mobile data entry.

IPHIS Data Collector (IDC)

A user guide can be found on the [Mobile Data Collection Tools](#) public-facing webpage. A self-paced video series and other training support tools are coming soon. The IDC application uses eAuthentication and approved user roles to allow users access to online secured databases for mobile data entry.

ArcGIS Online (AGOL) Access

Although the majority of PPQ data collection maps are hosted on the USA-MRP ArcGIS Enterprise GIS Portal (also referred to commonly as “the Portal”), there are products and services hosted to the ArcGIS Online platform.

Access to [USDA-APHIS ArcGIS Online](#) (ESRI) is granted through the administrator. The request should be made by email from the supervisor and sent to: WebGIS.Connect@usda.gov

USDA-MRP Enterprise (GIS portal) Access

Obtaining a user account in the USDA-MRP Enterprise portal requires a **Level 2 eAuthentication** through Human Resources before initiating a Form 513 request through the User Management System (JMS) for **APHIS GIS Portal access**. The entire process is outlined and updated by the APHIS MRP IT ESRI administrators. The process document (and many other helpful resources) is hosted on the [APHIS GIS SharePoint site](#) under the [Web GIS](#) section titled “[MRP ArcGIS Enterprise Portal Standard Operating Procedure for Privileged Access](#)”. For seasonals, follow the processes for internal users starting on page 4.

PPQ Supervisors should email WebGIS.Connect@usda.gov indicating the **pest program** or pest programs (i.e. Grasshopper/Mormon cricket or Gypsy Moth) so that appropriate maps can be shared with this new account.

Forgotten eAuthentication User ID/Password

To recover User ID and/or Password:

1. Go to <https://www.eauth.usda.gov>
2. Click on Manage Account
3. Choose “Forgot Password” or “Forgot User ID” as needed. (Figure 12)

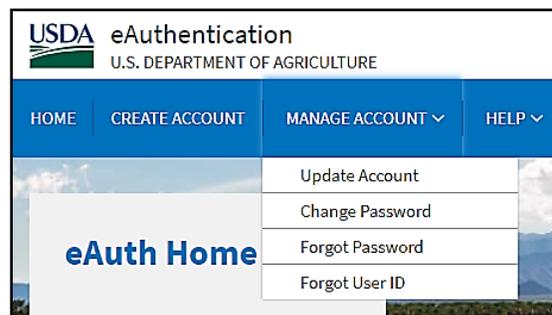


Figure 12. Recover eAuth User ID or Password

You can choose to reset your eAuthentication password using the “I want to use my PIV/CAC Card” (LincPass) option or “Reset my password with my email” option.

If additional assistance is needed, please contact CEC IT at CECHelpDesk@usda.gov or by phone at 877-873-0783.

Global Address Book

User Management System is updated by the global address book. Be sure both the supervisor making the request AND the new employee have both updated your information, particularly the supervisor field.

As a supervisor, if the user you want to add is NOT present as your direct report (below), their contact information is not up to date in the global address book (specifically their supervisor). Before continuing, the end user will need to update their Manager information at <http://addressbookupdate/>. (This link is best reached using Internet Explorer as the browser.)

Battery Life

Start collecting at 100% battery life by plugging your iPad in to charge at the end of every day. Some processes continue to attempt connection even when not in use. If not in current use, disable the following:

- Open applications running in the background. Press the home button quickly twice. Use a finger to swipe the icons up to close.
- When in the field, Wi-Fi, Cellular Data, and Bluetooth should be off. This can easily be accomplished by putting your device in Airplane mode. Quick access to this setting can be found by dragging your finger on the iPad screen from the top right to the middle. Tap on the picture of the airplane to toggle on and off.
- AirDrop and Handoff (under Settings -> General) should not be in use.

Getting Help

For an in-depth guide to troubleshooting an iPad issue, see [Top PPQ iPad Troubleshooting Tips](#).

Users may attend an [EUTG Office Hours](#) to ask questions or submit a [Support Request](#) for an EUTG member to respond.