

Syncing Data on the Attendance App

Roles that Have Access: Agency Admin, Site Admin

As an offline compatible tool, the Attendance App will fluctuate between auto-syncing data and storing data to be synced as the device's connection to the internet shifts. This means that while the device is connected to the internet, the data being created on it will auto-sync to your Hubbe system. Conversely, when the device is offline (has no internet connection) the device will behave much like a physical piece of paper. Any data being created on it will remain on the device only until an internet connection can be established again and the sync ports all data to your system. This instruction sheet will review how the attendance gets stored and synced on this app.

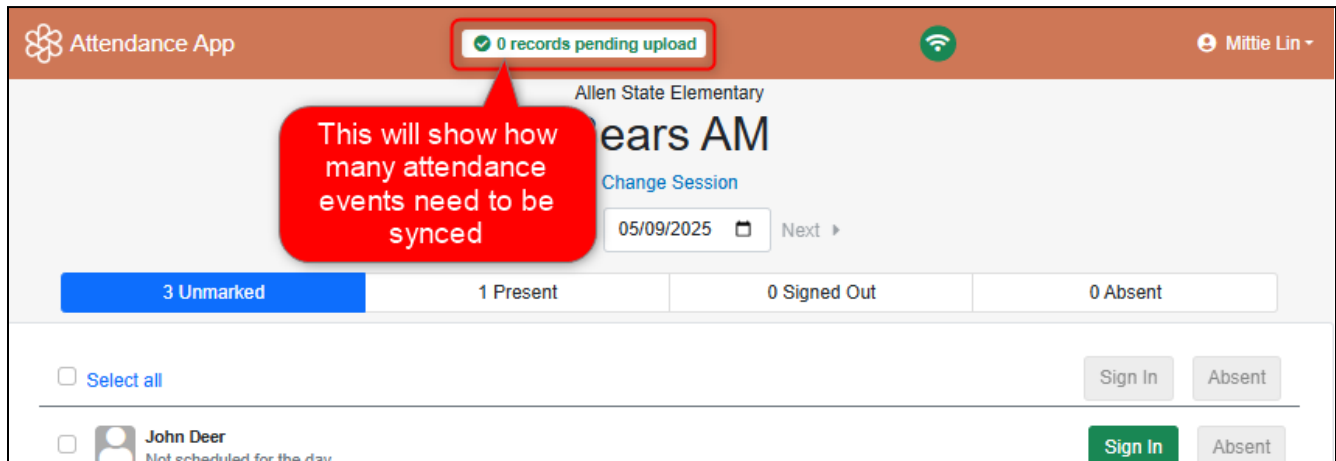
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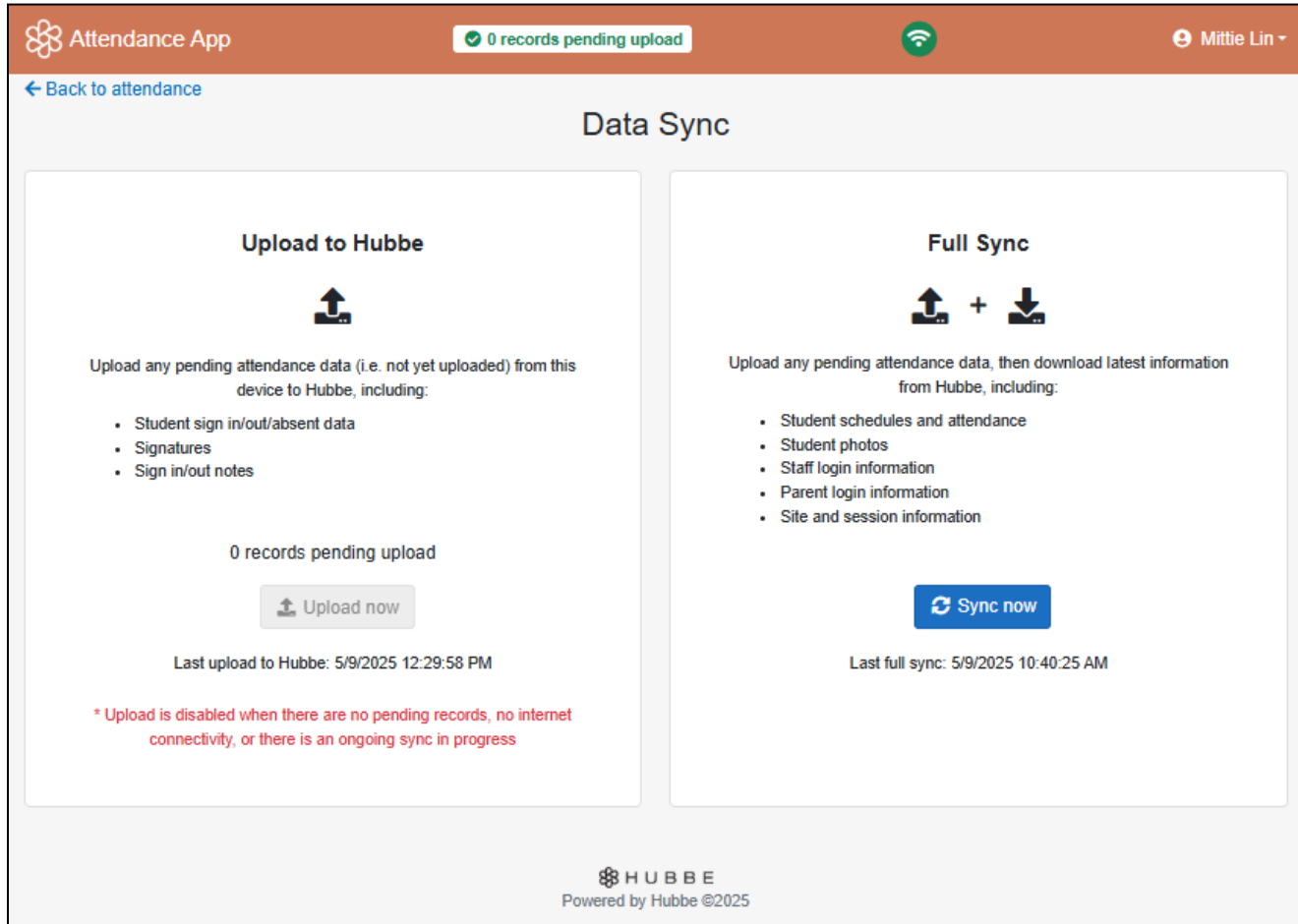
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Records Pending Upload

Anytime a staff member signs in using their PIN, they will see a flag at the top of their screen with a live count of how many “records” or attendance events are pending a sync. An individual attendance event, like a single student signed in, will automatically update that flag to say “1 records pending uploads.”



Clicking on this flag will lead you to the “Data Sync” page. This page houses the manual sync tools you can use to sync data and update the app.

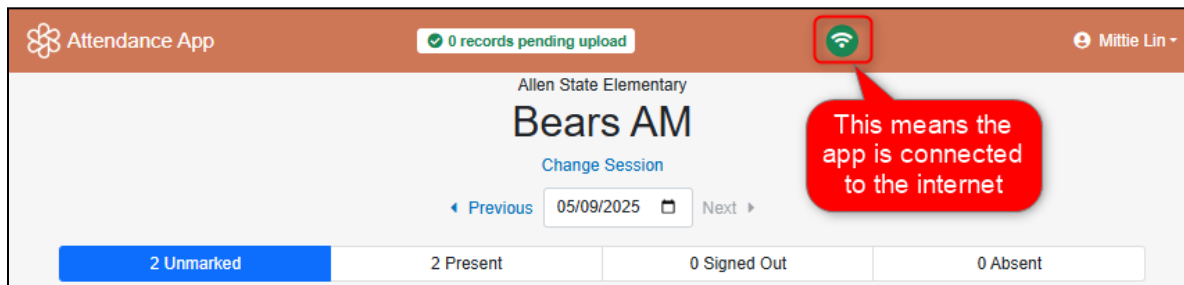


Syncing Data

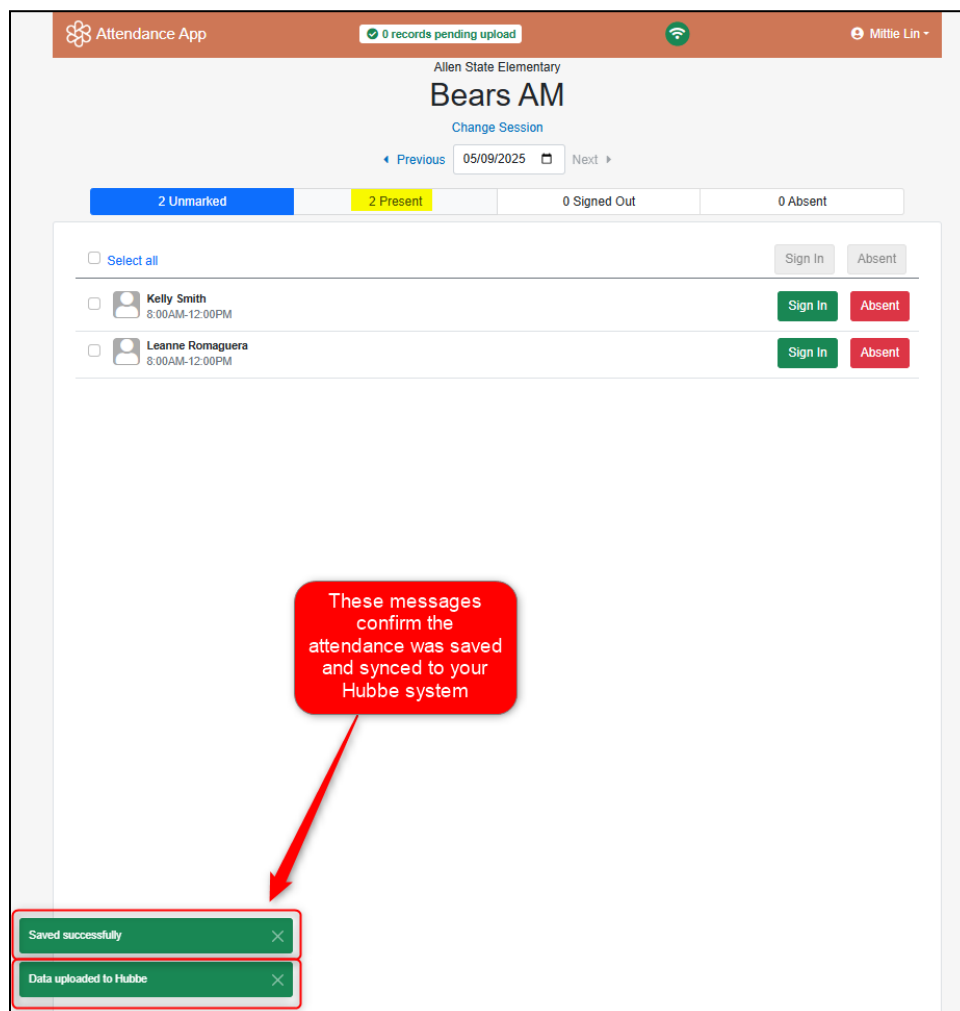
This section will review the various ways data can be synced from the Attendance App.

Automatic Sync

If the internet connection icon is green, this means the app is online and therefore automatically syncs any data being created to your general Hubbe system. If this icon turns **red**, this means the app is **offline** and any attendance being taken will begin storing on the device until it can be synced.

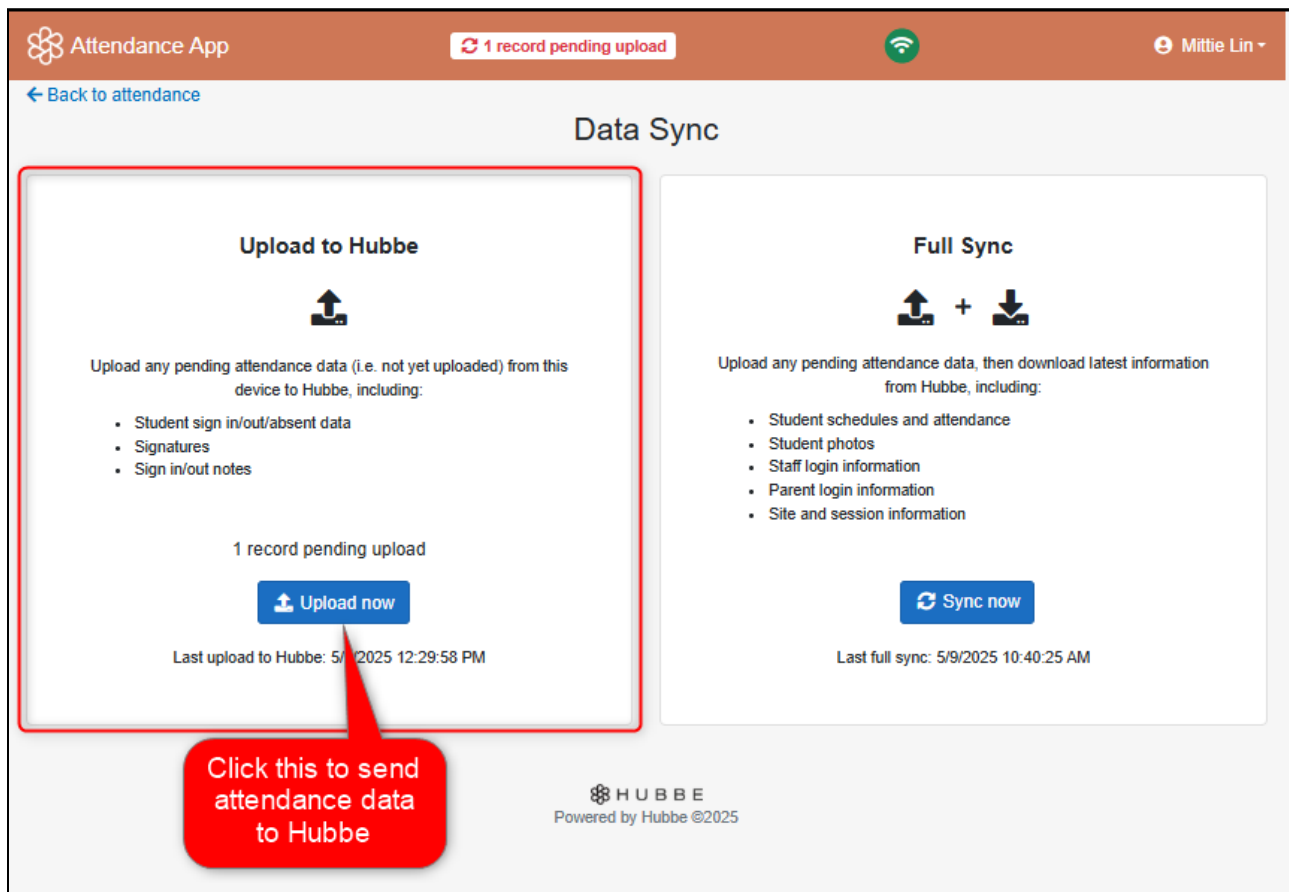
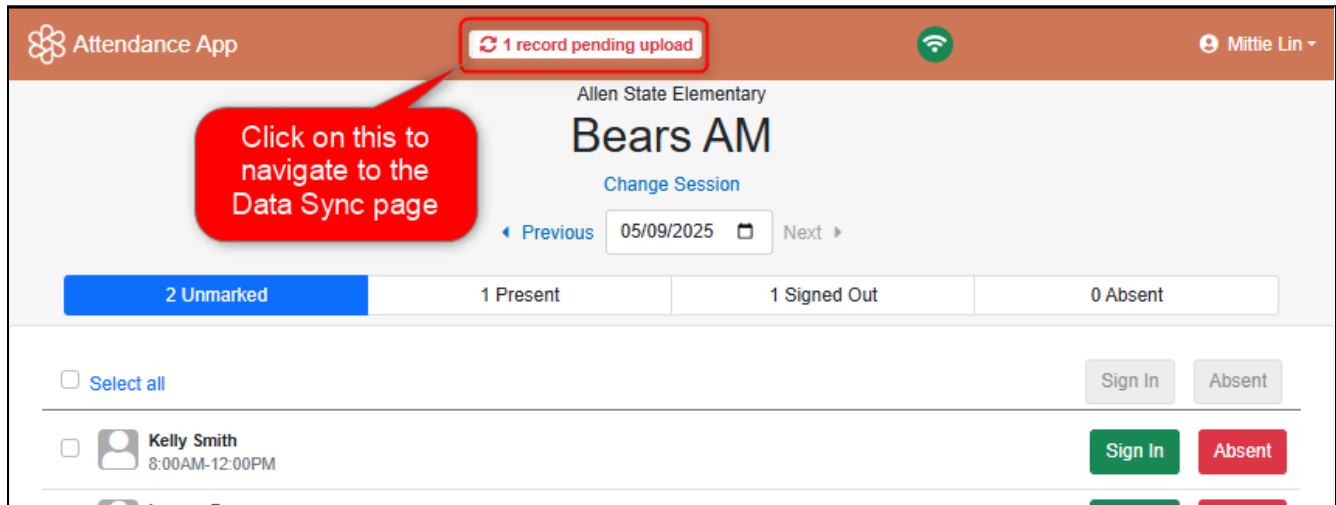


You will know the data is automatically synced when the “success toasts” appear. These are green pop up messages confirming the data was both saved, and then uploaded to Hubbe. If the device is offline then you will only see a green “Saved successfully” pop up message.



Upload to Hubbe

If your device was offline when attendance was taken, the data will be in a pending state (ready for syncing). When the device comes back online, this attendance data can now be manually uploaded to Hubbe. Alternatively, you can wait for the device to auto-sync. To manually upload the attendance data, first click on the 'record pending upload' flag. This will lead you to the "Data Sync" page. Then click the blue "Upload Now" button to send all attendance data to your Hubbe system.

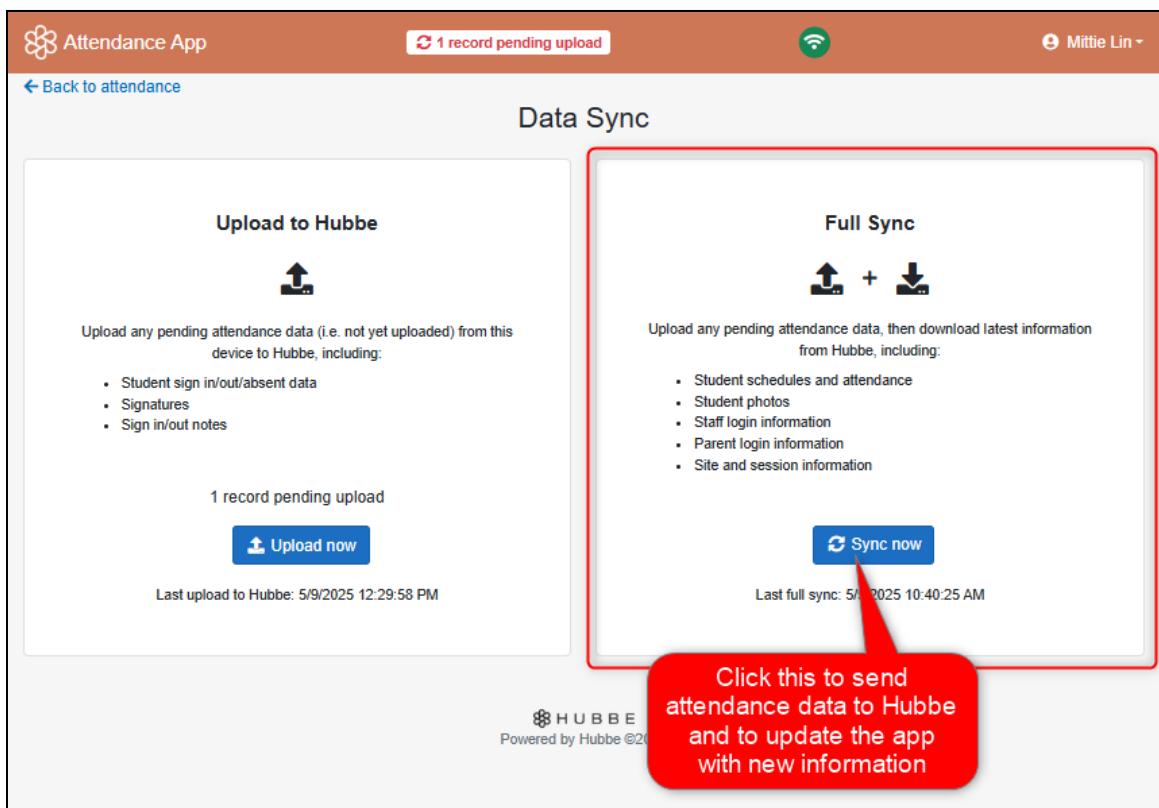
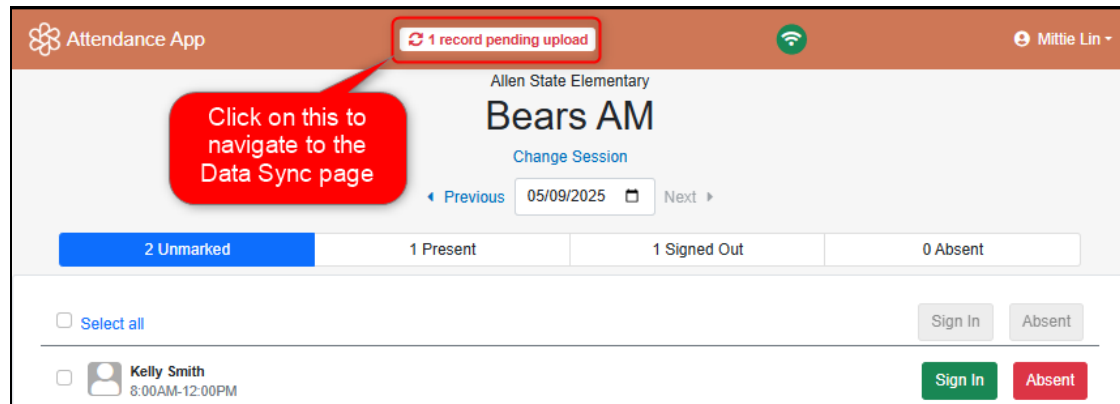


Note: This is a one-way sync, meaning that the app will only send data to Hubbe, but Hubbe will not send any data back.

Full Sync

Performing a “Full Sync” will send any data stored on the device to your Hubbe system, while also downloading any new information from your Hubbe system. This means that if a student’s schedule hours changed, a contact’s PIN was edited, or the Site/Session changed their hours, etc. this new information will then be updated in the app. You can only perform a full sync when the device is connected to the internet.

We recommend using the full sync regularly (such as at the start and end of each day) to ensure the app is fully updated and all data potentially stored is shared with your Hubbe system on a regular basis.



Note: We also suggest performing a full sync anytime your app may seem to malfunction. If this does not resolve your issue, please refer to our other troubleshooting tips in this related instruction sheet ([linked here](#)).