Frequently Asked Questions

I am having trouble logging into the App, where can I get help?

Please send an email to tilapiamap@bangor.ac.uk and we will get back to you as soon as possible to help. It is useful if you can provide a screenshot of your phone screen to help us diagnose the problem, and also please let us know your phone make and model, and what version of android you use.

What do I do if I can't log in, but my details are correct?

If you are using the correct PIN number but you cannot log in to TilapiaMap, check that you are connected to the internet. You can only log into TilapiaMap when connected to the internet, but then as long as you don't turn off your phone you will remain logged in. It is a good idea to write down your PIN number to take on field work with you incase you need to log in again.

What do I do if I have forgotten my PIN to login?

If you forget your PIN just send an email to tilapiamap@bangor.ac.uk and we will remind you of your PIN. Please note that if you turn off your phone TilapiaMap will not remember your log in details. You can also only log into TilapiaMap when connected to the internet, but then as long as you don't turn off your phone you will remain logged in. It is a good idea to write down your PIN number to take on fieldwork with you in case you need to log in again.

Do I have to be connected to the internet to use TilapiaMap?

You do not have to be online to use TilapiaMap and to record finds. However, you do need to be connected to the internet the first time you log into the App. Once you are logged into the App, you should not need to log in again, unless you choose to log out.
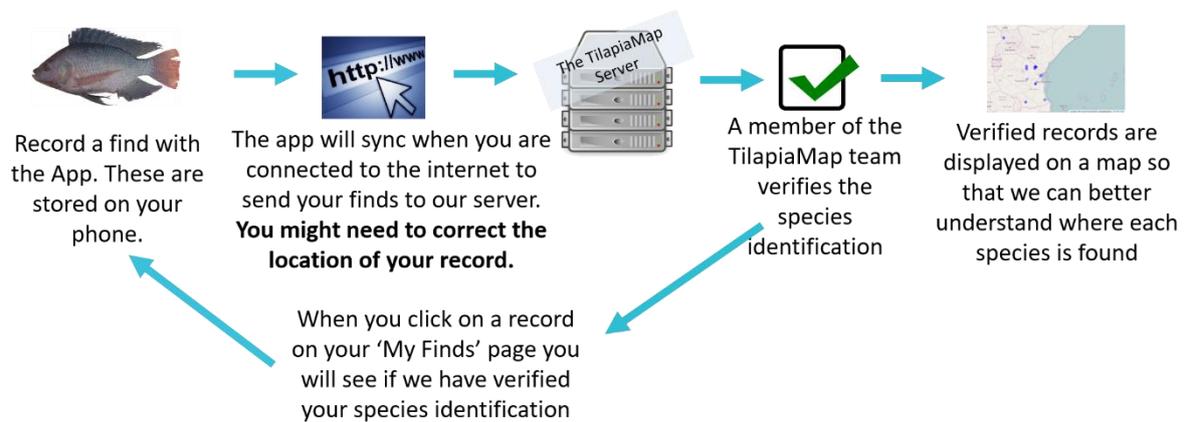
Can I delete a find?

You cannot delete a find at the moment. However if you have made an error, you can send us an email at tilapiamap@bangor.ac.uk and we can delete the record from our server.

Can I edit a find?

You cannot edit a find at the moment. However if you would like to change something, you can send us an email at tilapiamap@bangor.ac.uk and we can update the record on our server.

How are my finds verified?

Once you press sync your records will be sent to our online server. A member of the TilapiaMap team will then verify your record using your uploaded photos. We will either accept your species identification or suggest a different one. If we think it might be a different species to the one you selected we will send you a message letting you know what we think. This information will appear on your 'My Finds' page if you click on one of your records.

Record a find with the App. These are stored on your phone.

The app will sync when you are connected to the internet to send your finds to our server. **You might need to correct the location of your record.**

When you click on a record on your 'My Finds' page you will see if we have verified your species identification

A member of the TilapiaMap team verifies the species identification

Verified records are displayed on a map so that we can better understand where each species is found

Why have my finds disappeared from my phone?

Your finds are stored on your phones internal memory, so if you have deleted all files from your phone, such as with a factory reset, your finds will have been deleted. Unfortunately at the moment there is no way to reinstate these finds on your phone, but as long as you had pressed sync before they were deleted the records will still be on our server and are not lost. If you would like a copy of the records, send us an email at tilapiamap@bangor.ac.uk and we can download them from the server for you.