FieldPass does not sync

1. Keep local findings, photos and measurements on the Android device. Offline capture is not confirmation of server sync. Do not clear app data or uninstall.

2. Check a stable connection after reconnecting. Record connection state and time; allow active uploads to finish before retrying.

3. Confirm the account and assigned site. A permission or site-access problem is different from a network or sync problem.

4. In Platform, check that the same finding and its attached photos are visible. If photos are missing, check Android camera and photo permissions and the device’s available storage.

5. Record app/Android version, site, finding or report context, time and exact visible error. Do not duplicate records or switch accounts with unsynced work.

Still unresolved? Send support the object, device, last successful time, visible error and completed checks.