TouchPoint Mobile Survey App
Quick Start Page

Congratulations on choosing the TouchPoint Mobile Survey app! Opinionmeter is the leading point-of-experience customer satisfaction system on the market today. The TouchPoint Mobile app is fully integrated with Opinionmeter's award winning feedback platform: the SurveyManager. The following Quick Start instructions are part of our commitment to ensuring you get maximum benefit from the system. The TouchPoint Mobile survey app is available in mobile, wall-mounted, table-top or kiosk configurations.

The following User Guides and Tutorials are available within your SurveyManager account:
- **Online User Guides:** within your account, navigate to: Help > User Guides > TouchPoint Mobile
- **Online Video Tutorials:** within your account, navigate to: Help > Guided Tours

Recommend Device Configuration: Depending on your use-case, we recommend securing your iOS device with the following device configurations. Each of these settings can be found in the Settings > General tab in the iOS device. Complete setup details can be found in the TouchPoint Mobile User Guide.
- **Turning off Multitasking Gestures**
- **Turning off Allow Multiple Apps (iOS 9 and above)**
- **Turning off Persistent Video Overlay (iOS 9 and above)**
- **Set Auto-Lock to Never** (for Kiosk Mode only since it will run down the battery)
- **Turn Passcode On**
- **Use Guided Access to lock your iPad – for detailed instructions visit our blog entry here:** http://opinionmeter.com/2013/03/using-the-guided-access-feature-to-lock-your-ipad-survey-app/

Web-based SurveyManager account: You will be supplied with a username and password for your Web-based SurveyManager account by the manager responsible for the Opinionmeter project within your organization. Your web-based SurveyManager account can be accessed via the client login link located from www.opinionmeter.com. If you do not have your account login information please contact your account representative.

Accessing the Admin Console: To access the Admin Console, click on the "Admin" icon located in the center of the tab bar at the bottom of the application's home page. This will bring up the Enter Password screen. Your device's default password is the same password as your web-based SurveyManager account. Note: you can modify your device's password and keep it separate from your SurveyManager account if you wish.

Internet Connectivity: The TouchPoint Mobile app can function with or without an Internet connection (online or offline). The only time an Internet connection is required is when you are changing surveys. When operating offline, the survey data is stored locally on the device until an Internet connection is detected. When Internet connectivity resumes the stored data will automatically sync with the web-based SurveyManager when the next survey is completed. You may also manually sync with the server by using the "Connect to Server" feature located in the admin console. The TouchPoint Mobile app is capable of connecting to the Internet through a Wi-Fi or Cellular connection.

Internet Connection Setup: To setup the device's Internet connectivity, you will need to exit the TouchPoint app (by pressing the home button) to access the device's Settings icon located on the desktop. Please refer to your Apple documentation for configuring your Internet connection. NOTE: If your device is behind a Proxy Server/Firewall contact you IT person to see if you need to create an exception/exemption for www.opinionmeter.com (IP=72.32.188.82)

Technical Assistance: There are multiple methods for accessing technical assistance:
- **Live Chat** from within your SurveyManager Account
- **Online Help Desk** from within the SurveyManager: Help Desk link at the bottom of each
- **Email:** support@opinionmeter.com | **Telephone:** 888-OPMETER, x102