

ODC FAQs

(OFFLINE DATA COLLECTION)



HOW DO I UPDATE THE LEAD GENERATION FORMS?

You MUST be connected to Wi-Fi. From there visit <https://generalmotorsmetrics.com/odc>, and make sure you are logged out. Log back in and refresh the page.

HOW DO I CHECK CURRENT LEAD TOTALS?

Double tap on the logo in the upper right corner of the ODC form. Doing so will launch the summary popup.

The screenshot shows the 2019 Chevrolet ODC form. At the top left is the Chevrolet logo. At the top right, it says "2019 Chevrolet" and "2019-Iowa Cubs-Chevrolet-ODC". Below the logo are input fields for "First Name" and "Last Name". A popup window titled "Activation Lead Counts" is displayed in the center. It shows "Server Stats Last Update: 6/ 5/2019 7:15 pm +00:00". Under "Devices that have sent leads", there is a table with "Total Leads" and the value "0". Under "Stats for this Device [device id: 1]", there is a table with "Leads Submitted [successfully]" (0), "Leads not submitted [on tablet]" (0), and "Total Leads Collected" (0). At the bottom of the popup are three buttons: "Daily Event Summary" (green), "Submit Leads" (grey), and "Close" (yellow).

If you are offline at any point during the activation there will be a box underneath the lead count that shows you how many leads are pending. These leads will automatically upload as soon as you reconnect to the internet.

DO NOT CLEAR CACHE WITH PENDING LEADS!

HOW DO I CLEAR THE CACHE?

REMINDER- DO NOT CLEAR CACHE WITH PENDING LEADS!

1. Open Chrome
2. On your browser toolbar, tap the three vertical dots next to the microphone symbol.



3. Tap history, then select "Clear Browsing Data" at the bottom of the page.
4. Select the amount of data you want to delete, then tap "Clear Browsing Data".

HOW DO I KNOW IF I'M ON THE CORRECT PROGRAM?

Every Run of Show sent from EventLink will contain the exact title to the event that you will need to select. Example: Say your event was the Toledo Auto Show, you would select "2019- Toledo Auto Show- ODC" as the program, and that would be found in the "Lead Generation" portion of the ROS.

WHAT DO I DO IF I USED THE WRONG PROGRAM?

Contact your Program Manager IMMEDIATELY! Any leads uploaded to the wrong program require a fire drill on the backend and the sooner it is reported to Synergy the faster we can solve the problem.

HOW DO I REPORT LOST, STOLEN OR DAMAGED ELECTRONICS?

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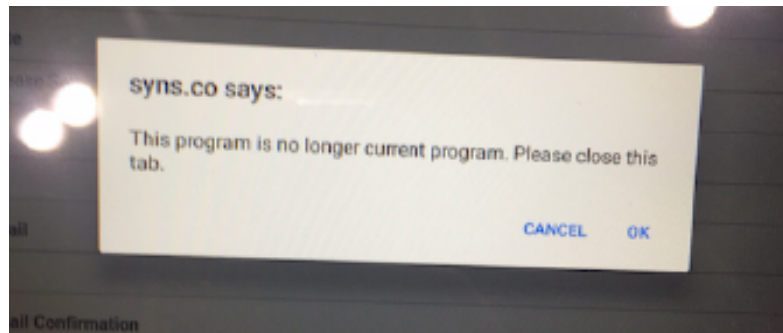
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Contact your Program Manager. If damaged, elaborate details as clearly as possible. If lost or stolen, please provide last known location including any specific details. See Lost/Stolen/Damaged attachment.

WHAT DO I DO IF I ENCOUNTER THE FOLLOWING POP UP AFTER A LEAD IS SUBMITTED?

Contact your Program Manager IMMEDIATELY! "Tradeshow Mode" needs to be enabled in the workflow.



HOW DO I TURN OFF AUTO-FILL?

All tablets should come with auto-fill turned off. If not, to turn off auto-fill:

1. Tap the "Settings" app.
2. Choose the "Controls" tab at the top of the page.
3. Under "Language and Input" select "Samsung Keyboard" and make sure predictive text is not highlighted (see below).



WHAT HAPPENS IF THE MIFI DOESN'T HAVE RECEPTION AND IS OFFLINE?

You will still be able to collect leads however they will only be safely uploaded once you are reconnected to the internet.

Note: WIFI is needed when using a program for the first time and when updating the lead gen form

*** For client approved programs only: check with your Program Manager which of your events are approved.**

HOW DO I ADD SONGS TO THE PLAYLIST?

Email your Program Manager to suggest new songs and our team will review and determine whether they are appropriate.

WHO CONTROLS THE MUSIC?

If there is music available for the activation, the Field Manager should be controlling the music and delegating Emcee duties.

NEED FURTHER HELP?

For any questions or issues not listed, please contact your Program Manager directly. Do not hesitate to call their cell phone for any urgent matters. Copy developers@go2eventlink.com to any emails concerning issues with lead generation.