The Technical Support Learning Track will guide you through learning basic and advanced troubleshooting and management of a CommCare application on Android devices. After reviewing the material covered in this track, you will be ready for certification in CommCare Technical Support. Read more on our CommCare Certification page.

Note: explore other learning tracks on the CommCare Learning Tracks page.

- Overview
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Want to export this page for use offline?

You can export the contents of this page to a word or pdf file by clicking on the dropdown to the right of the page title, going to Tools, and then choosing your preferred export option:

Overview

Is this the right track for me?

This track is appropriate for people who will be interacting with or managing CommCare Mobile on Android devices (e.g. phones or tablets).

What will I learn?

After completing this track you will be able to:

- Use CommCare Mobile for Android devices
- Access and use advanced features on CommCare Mobile
- Install and update CommCare applications
- Troubleshoot technical issues that may arise while using CommCare Mobile

Am I qualified?

Anyone can walk through these modules to gain competency and confidence in the use of CommCare Mobile.

We find that individuals with the following experience or skills do well in this track:

- Familiarity with Android devices and Android applications
- Comfort using an Internet Browser
- Completion of CommCare Fundamentals

Core Modules

The modules listed below should be reviewed in order. We recommend you open links in a separate tab, or download this guide so you can use it for reference.

IMPORTANT NOTES:
Most projects use either CommCare for Android phones or CommCare for Feature phones. Currently, this track is designed for CommCare for Android phones.

CommCareHQ Basics

**CommCareHQ Basics Overview**

This module provides a basic overview of CommCareHQ, including creating and managing a web account, navigating sections of CommCareHQ, using support resources, and configuring project settings.

**Tutorial Available for This Module**

You can learn everything in this module by completing the Beginner Tutorial.

This module requires completion of:

- CommCare Fundamentals

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<tr>
<th>Learning Objective</th>
<th>The learner should be able to:</th>
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</table>
| Create a CommCareHQ account                | • Complete the sign up process for CommCareHQ  
• Login to account                          | Beginner Tutorial Part 1 - Setting Up a New Project Space                                       |
| Create a new CommCareHQ project space      | • Set up a new project space  
• Recognize what is allowed in a project space name                                              | Beginner Tutorial Part 1 - Setting Up a New Project Space                                       |
| Distinguish between a CommCareHQ account and a CommCareHQ project space | • Explain the relationship between a CommCareHQ account and a CommCareHQ project space  
• Recall that CommCareHQ users can have access to multiple project spaces                      | CommCare Fundamentals - CommCare Structure                                                   |
| Describe each section of CommCareHQ       | • Locate each of the following sections of CommCareHQ: Dashboard, Reports, Data, Users, Applications, Exchange, Project Settings (also CloudCare and Messaging only if relevant to project)  
• Explain what information can be found and what tasks can be completed in each of the main sections (also CloudCare and Messaging only if relevant to project) | Beginner Tutorial Part 2 - Navigating and Preparing the Application Builder  
Project Space Settings                                                                       |
| Explain the purpose of the CommCare users forum and how to join | • Explain the purpose of the CommCare users forum  
• Understand and provide examples of the types of questions that are asked to the users forum  
• Feel comfortable answering questions or sharing information when appropriate  
• Describe best practices and basic etiquette when using the users group (e.g. clear subject lines, starting a new thread for a new topic i.e. not using an existing thread to ask an unrelated question, etc.) | Home                                                                                     |
| Access and use the CommCare Help Site      | • Navigate the home page of the Help Site (menu, shortcuts, search bar)  
• Provide examples of the types of resources available on the Help Site  
• Complete a search for a problem or question they have (i.e. use the search bar to input a topic, select a topic from the auto-filled list or search for their specific topic, understand and select from search results, etc.) | Home                                                                                     |
| Report a bug or other technical issues     | • Provide examples of problems that should be reported to Dimagi through the "Report an Issue" feature  
• Report a bug or other technical issue within HQ, including knowing where the "Report an Issue" button is located, what type of information to include, how to inform other people, etc. | Bug Reports                                                                                   |
### Using CommCare for Android

#### Using CommCare for Android Overview

This module covers all aspects of the basic and advanced use of Android devices and CommCare applications for Android. This module is the equivalent of the skills that are required of a highly skilled mobile worker.

This module requires completion of:

- CommCare Fundamentals

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| **Use best practices to maintain a mobile device's working condition** | • Recall best practices for keeping the phone safe  
• Use best practices for stretching battery life, such as keeping WiFi off when not necessary, monitoring battery level, | Project Phone Management |
| **Recognize and explain the purpose of the key buttons and parts of an Android device** | • Locate and explain the purpose of the SIM card  
• Locate and explain the purpose of an SD card  
• Locate and be able to use the buttons: power, volume, and menu | CommCare for Android Smartphones |
| **Interpret the symbols used on an Android device status bar** | • Recognize and be able to explain the status of the symbols for WiFi connectivity, network connectivity, battery level, date/time, etc. | CommCare for Android Smartphones |
| **Locate and open the CommCare Application** | • Open CommCare via a shortcut and also from the application list | CommCare Fundamentals  
CommCare for Android Smartphones  
CommCare Home Screen Shortcuts |
| **Log-in to CommCare** | • Use the appropriate username/password combination to enter CommCare  
• Respond to a "wrong username/password" error message  
• Explain the importance of logging out after work and recall that workers can automatically be logged out  
• Understand that internet connectivity is only required to log in the first time  
• Explain the importance of doing work under your own username | CommCare for Android Smartphones |
| **Use Demo mode for practice on CommCare** | • Access CommCare Demo mode from the main screen  
• Distinguish between "real" and Demo mode, be able to identify which mode you are in, and explain when each is appropriate to use  
• Explain the limitations of using demo mode | CommCare for Android Smartphones |
| **Navigate the application through modules, forms, case lists, and case details** | • Explain the purpose of modules and forms and be able to go back and forth between different forms and modules  
• Distinguish between the case list and case details | CommCare for Android Smartphones |
| **Understand the process of submitting forms** | • Successfully submit a completed form  
• Explain what happens when a form is submitted while working in an area without connectivity  
• Recognize if there are unsynced forms on an application  
• Be able to manually force unsubmitted forms upon arriving in an area with connectivity | CommCare for Android Smartphones |
<table>
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<tr>
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<th>Details</th>
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| Understand the process of syncing data | • Understand that data is synced upon first log-in, and subsequently upon pushing the "sync now" button, unless the application is configured to sync data more frequently  
• Recognize the implications of not syncing data  
• Distinguish between submitting data and syncing data  
• Identify the types of data that are pulled down to the Android device when syncing data (i.e. case data from case sharing workers, fixtures, etc.)  
• Explain what happens when you push the "sync now" button  
• Determine the last date and time that a sync occurred |
| Complete a CommCare Form | • Recognize and enter responses to all common question types, including text, numeric, ID, date, time, single choice, multiple choice, etc.  
• If relevant, recognize and enter responses to advanced question types such as GPS capture, signature capture, image capture, etc.  
• Respond to validation error messages or Required Question messages  
• Play audio or video files, if present |
| Exit a CommCare Form | • Distinguish between saving changes, ignoring changes, and cancel after hitting the back button within a form |
| Use CommCare Form Settings | • Change the text size within a form, and recall that this change only needs to be done once per user per application  
• Navigate to the Go To Prompt page, use it to navigate within a form, and explain how it can be useful  
• Change the language of a form |
| Use CommCare Home Screen Settings | • Change the overall application language |
| Update a CommCare Application | • Navigate to "Update CommCare" in the main application menu  
• Recognize if an application is up-to-date by trying to update  
• Find the current version number on the home screen |
| Update the CommCare Client | • Distinguish between the Application Client from the Play Store and the App Content  
• Update the CommCare Client from the Play Store  
• Find the current version number on the home screen |
| Understand the difference between complete, incomplete, saved, and submitted forms | • Navigate and use the Incomplete and Saved Form folders on the CommCare Home Screen  
• Explain which forms have reached the server, which are on the phone and editable, and which on the phone are not editable  
• Update and submit an incomplete form |
| Report an Issue when a technical issue is encountered | • Perform a network test from the CommCare Home Screen settings page  
• Report an issue from a Force Close error (whenever an error message provides the option to report an issue)  
• Report an issue from the CommCare application home screen  
• Include appropriate detail with the bug report, such as username, description, and any other detail |

Managing CommCare Android
## Managing CommCare Android Overview

This module covers installing, updating, and troubleshooting CommCare applications on Android devices. After completing this module, learners will be competent in managing mobile devices and the general technical support aspects of a CommCare Android deployment.

This module requires completion of:

- CommCare Fundamentals
- CommCareHQ Basics
- Using CommCare Android

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| Download and update the CommCare client from the Google Play Store | • Distinguish between the CommCare client and the CommCare app content  
• Recognize and respond to the requirement for a google account to use the Play Store  
• Determine whether the CommCare client is up-to-date, and update if necessary | Install CommCare for Android Smartphones |
| Locate, install, and update a CommCare application | • Find the deploy QR or app code on CommCareHQ  
• Use online install, with or without multimedia, to install the app over a network connection  
• Use offline install to install the app without a network connection  
• Use the CommCareHQ Application Status report to determine whether users' apps are up-to-date  
• Guide users through updating their apps | Install CommCare for Android Smartphones  
Manage Deployment Reports |
| Remove a CommCare application from a device | • Recognize that there can only be one CommCare application at a time on an Android device  
• Navigate to the phone’s settings to “clear data” and remove the existing application’s content | Updating and Changing Applications |
| Configure a device for improved usability | • Adjust the auto-rotate, keyboard prediction, extraneous shortcuts, sounds, screen sleep timer, etc.  
• Explain the purpose of installing an application lock on a phone | Android Phone Setup |
| Configure and confirm a phone’s GPRS and/or WiFi connectivity | • Complete basic troubleshooting steps, such as:  
  • CommCare network test  
  • Checking a website  
  • Checking the GPRS configuration  
  • Checking the phone’s network balance | GPRS Setup |
| Troubleshoot issues with multimedia files | • Recognize and identify missing multimedia files  
• Ensure device settings support use of multimedia (i.e. volume is up, silent mode is off, etc.) | |
| Distinguish between technical and other types of issues | • Determine whether an issue reported by a mobile worker is a technical problem  
• Route non-technical problems to the appropriate person or entity | CommCare Android Troubleshooting |
| Report issues for further assistance | • Determine the appropriate channel for getting support  
• Support users in accurately reporting bugs from CommCare mobile, and follow up by reporting an issue on CommCareHQ  
• Access the CommCare Help Site to look up error messages  
• Report common problems to the CommCare forum  
• Provide extensive detail when reporting issues to Dimagi | Bug Reports |
Use Manage Deployments Reports to troubleshoot basic mobile issues

- Use the Application Status Report to determine which application version a mobile worker is using, and the last time that they synced with the server
- Use the User Sync History Report to explore the history of a user’s sync events

Certification Process

Certification is available via Dimagi Academy. Please choose the Technical Support Study Guide and Tests in order to complete the tests and apply for the capstone.

For more information please see CommCare Certification.