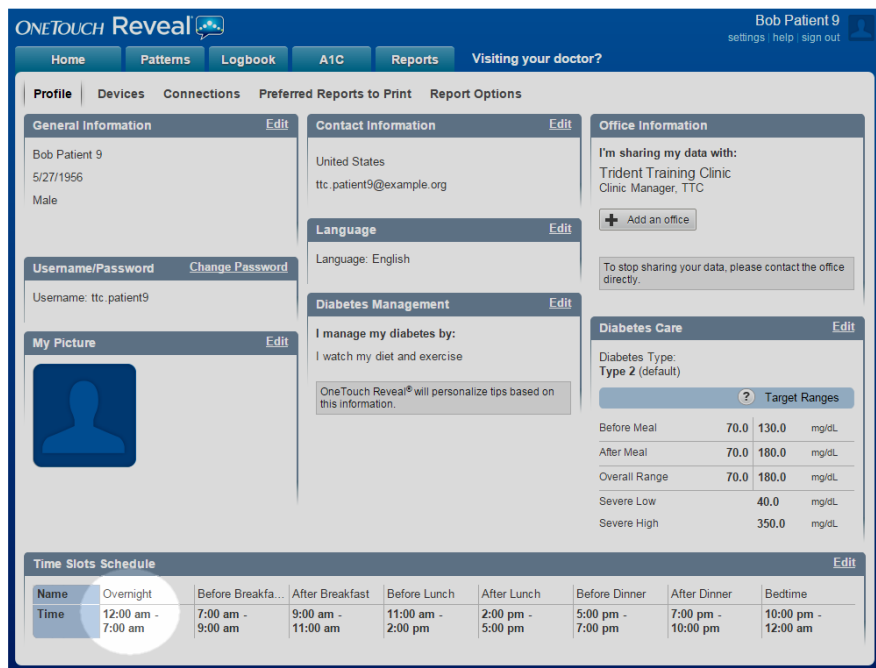
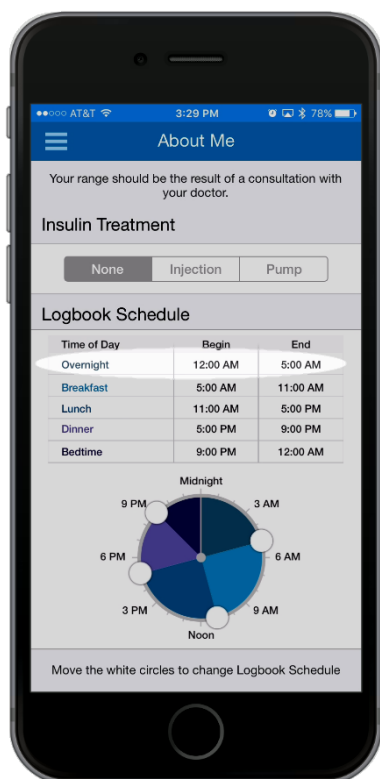


Logbook Schedule in mobile app doesn't match Time Slots Schedule on web (Mobile 2.2.x - iOS)

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▼ Problem

A patient notices that the **Logbook Schedule time slots** from the mobile app are not the same as the **Time Slots Schedule** on the web (see screenshot below).



▼ Solution



A patient notices that the **Logbook Schedule time slots** in the mobile app are not the same as the **Time Slots Schedule** on the web. Both the web and mobile app are functioning as designed. Read on for more information.

Background

Both the web and mobile apps include a feature that allows a patient to create time ranges that reflect their day-to-day schedule. The preset time slots are named Overnight, Before Breakfast, After Breakfast, Before Lunch, After Lunch, Before Dinner, After Dinner, and Bedtime. Changing these times directly affects which time slots their BG readings and other events will show under on the Logbook screen.

To make changes to the time slots in their **Logbook Schedule**, a patient would log into the mobile app and tap **About Me**. The patient can access the **Time Slot Schedule** on the web by logging in and clicking **settings**.

What's actually happening?

After configuring time slots via the mobile app, a patient notices the Time Slots Schedule on the web is not the same.

Why is this happening?

By design, these two schedules are independent, which means that any changes made on one schedule do not sync with the other schedule. The Logbook report will only reflect the schedule that is configured in the web app. This is the same whether you generate your Logbook report via the web or the mobile app.

Who's affected?



Patients using the Logbook Schedule on Reveal mobile iOS and the Time Slots Schedule on Reveal web.

How do you fix it?

Both the web and mobile apps are functioning as designed because the two schedules were meant to be independent of each other. Changes made to one schedule do not sync with the other schedule. However, an improvement ticket ([TRICON-6106](#)) has been submitted for this issue.

Note: The time slots on the Logbook Overview section of the PDF report that is generated via the mobile app also do not sync with the time slots on either the web or mobile app.

▼ Related Articles

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