

Q&A on mistakes and common app problems

This document outlines the most common mistakes users encounter when using the MCL app, along with tips to avoid them.

Mistake #1: Closing the App Without Saving

- What Happens:
 - If you close the MCL app before saving your progress **there is a very high risk of losing** all unsaved work. The app does not auto-save mid task/**checklist**, so you'll have to restart the process from the beginning.
- Why It Happens:
 - Users may assume the app saves progress automatically, or they may accidentally close the app (e.g., swiping up, switching apps without confirming exit, or turning off the device).
- How to Avoid It:
 - Before closing the app or switching to another task, always press the door icon in the top-right corner to properly exit and save your **checklist**. This ensures your data is stored and can be resumed or submitted later.

Mistake #2: Failing to Select Required Fields (e.g., Departments/Roles)

- What Happens:
 - The checklist is not visible in the MCL app for the intended user(s).
- Why It Happens:
 - Users forget to assign the checklist to specific departments or roles **the store has**.
- How to avoid it:
 - Always select all applicable departments and roles during checklist setup, **who/which are connected to stores**. **If possible**, check if the checklist is visible to desired user(s) before officially assigning **and communicating** it.

Mistake #3: Assuming Department Selection Includes All Questions

- What Happens:

- Some expected questions are missing from the checklist.
- Why It Happens:
 - User think selecting a department auto-includes all its questions.
- How to avoid it:
 - Manually select each question after selecting the department.

Mistake #4: Improper Date/Time Configuration

- What Happens:
 - Checklists are not active or available during the desired period.
- Why It Happens:
 - Incorrect start/end dates or times are entered, or N/A is misused.
- How to Avoid it:
 - Double-check date and time settings; use N/A only for always-available lists.

Mistake #5: Not Completing the Checklist Setup

- What Happens:
 - Checklist is **not completed and therefore** not activated
- Why It Happens:
 - User forgets to click the “Complete” button at the end of the wizard. **Still, whatever has been created is solely saved in web.**
- How to Avoid it:
 - Always finish the checklist creation process by clicking “Complete”.

Mistake #6: Trying to Edit Started Tasks

- What Happens:
 - Task cannot be edited
- Why It Happens:
 - Only tasks in “not started” & “**in progress**” status are editable, and only by the creator or by company administrator. **Also, editing in status “in progress” is only an option in web while “not started” tasks can be edited in app and in web.**
- How to Avoid it:
 - Ensure task is still unstarted, you have the right role **and use the correct device** before editing.

Mistake #7: Assuming Checklist Progress Transfers Across Devices

- What Happens:
 - Partially completed checklist does not appear on **other** devices
- Why It Happens:
 - Checklists are not cloud-synced mid-completion
 - Checklist are only saved on the device it was worked on
- How to avoid it:
 - Complete the checklist on the same device
 - Do not switch before finishing
 - Save the checklist and resume at a later date but remain on the same device

Mistake #8: Can't create a task

- What Happens:
 - User Can't create a task
- Why It Happens:
 - User is offline mode
- How to avoid it:
 - Have an active internet connection

Common “problem” Synch problem