



SpheraCloud (Safeguard)

Transfer to New App

SpheraCloud New App

- “SpheraCloud” is the new name for “Safeguard”
- The mobile version of the SpheraCloud application is being improved and a brand new version called “SpheraCloud Mobile” is available for download now for iOS and Android with the windows version available shortly.
- You will need to download the new version of the app soon because the old version will stop working at the end of March 2019
- Instructions on how to do this without losing any of your unsaved data are on the next few slides.




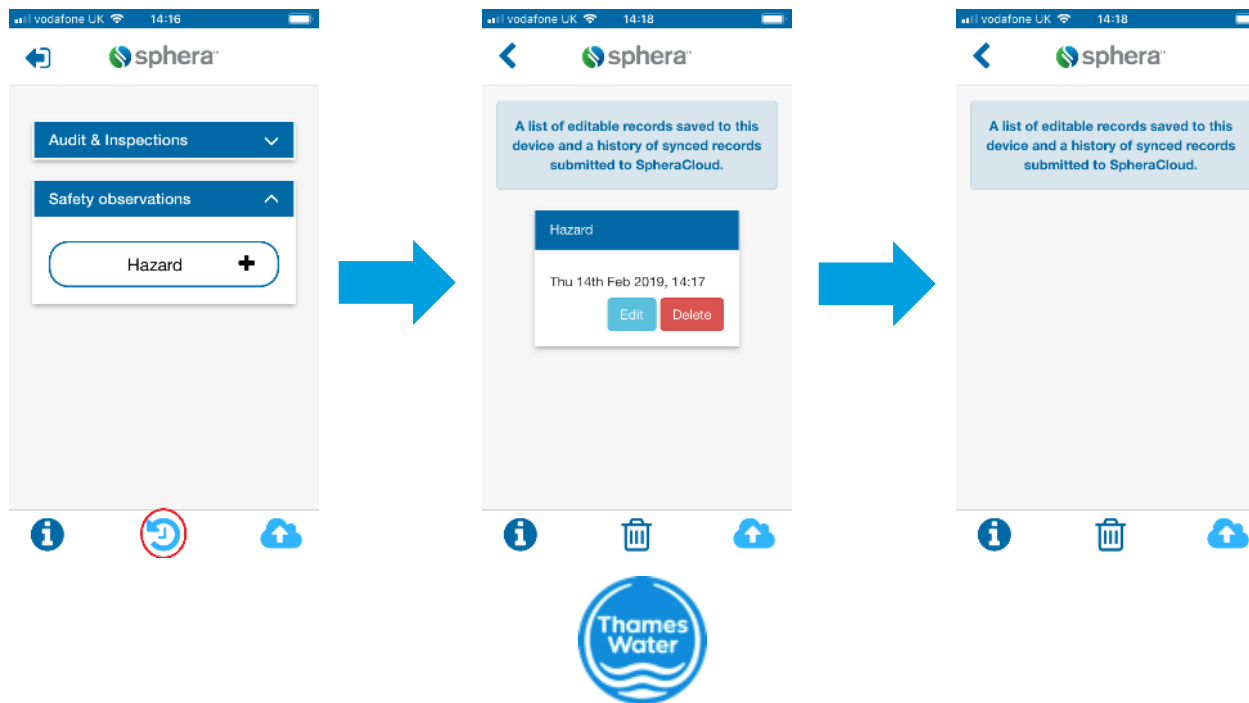
SpheraCloud: Saving Data in Old Version

- Complete outstanding audits, inspections and observations **before 1st April** or you'll lose your data
- SpheraCloud will not be maintaining data from the old application so you will lose any incomplete audits, inspections or observation reports on 1st April.
- To see if you have anything that might need to be completed check the 'History' page in the existing app on your phone.



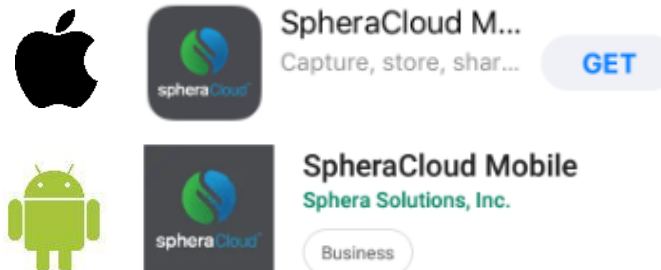
SpheraCloud Transfer to New App.

1. In the old app, Select 'History'  to see any incomplete audits, inspections or observation reports that haven't been completed
2. Complete these so they are saved on the server.
3. As you complete them, they will be removed from your 'History' on the old app.
4. Once 'History' is empty, you can safely delete the retired app version (1.9.4)



SpheraCloud: Downloading the New App

- Now the old app is cleared of unsaved audits, inspections and observations, you can delete it from your phone.
- You are now ready to download and install the new version of the app.
- Go to the App Store for your device and search for “SpheraCloud Mobile”.
- **NOTE:** The updated version of the Windows app will appear in app stores by 1st April. iOS and Android versions are available now.



Downloading the New App

- Download and install the new app.



Start Using the New App

- To start using it, enter your Windows logon details, (just like the previous version of the app).
- From the Login tab, enter **Thames Water** for the company, then your ADID for the username.

The first screenshot shows the App Store search results for 'Sphera'. The second screenshot shows the app page for 'SPHERACLOUD MOBILE' with the account information 'OWEN.PRICKETT-TREACY@THAMESWATER.CO.UK'. The third screenshot shows the login screen with fields for Company, Username, and Password, and a 'Remember me' checkbox.

Copyright © 2018 Sphera | v2.0.0



New features in SpheraCloud Mobile V2.

- 'Remember me' check box on login page – enabling this will remember your details for future logins
- Support for specific date validations – fixed a bug where users could select a date which was in the future when recording inspections etc.
- Support for multiple languages
- Security improvements
- Minor bug fixes and User Interface enhancements



Need some help?

- If you have any questions or queries or experience any difficulty when downloading the new app or saving items from the old version, please contact: safeguard@thameswater.co.uk



Thank you

