

X-ING APP: FAQ

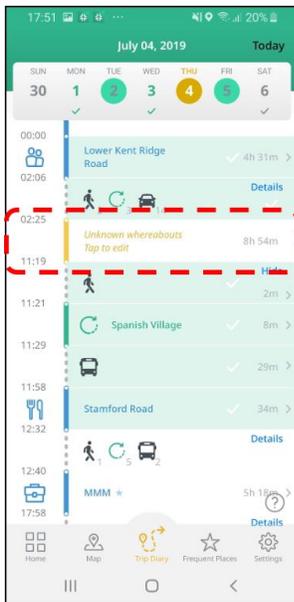
Travel Diary

1. I made a mistake in verification. How may I correct that?

Tap on the segment you would like to edit, and edit the activity or travel mode following the instructions in Verification Method 2 (refer to the [X-ING guide](#)).

2. How to fix “Unknown Whereabouts” (Data Gaps)?

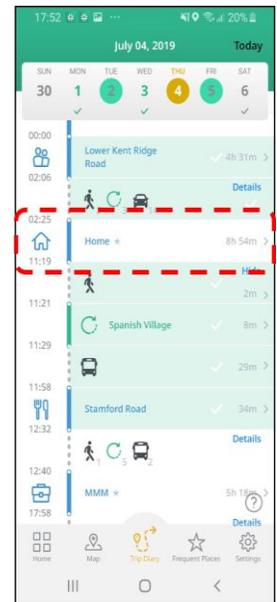
“Unknown Whereabouts” reflect a data gap, which is a period of time when the system did not receive an adequate signal from the device to infer a trip or stop.



Tap anywhere within that gap segment to see the actions you can take to resolve the gap.

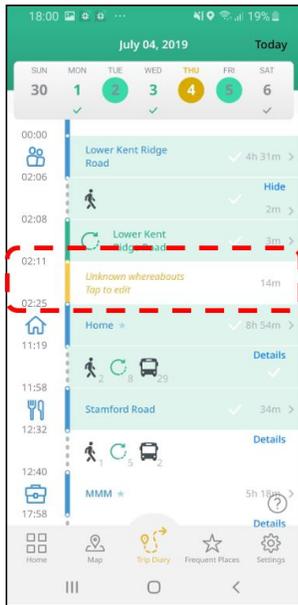


The options displayed will vary depending on the data received before and after the initial gap.



Once an option is chosen, the app will allow you to verify that segment as a regular trip or stop.

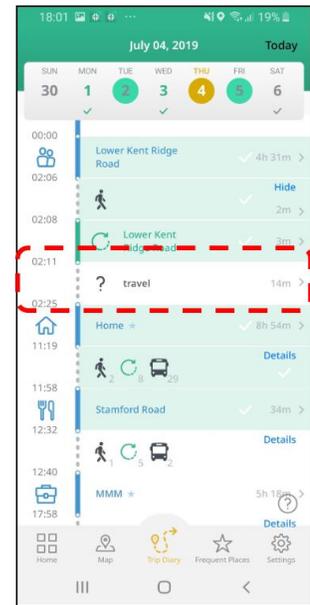
For example, below, a data gap is converted to a trip, and the necessary information is entered so that the new trip can be verified.



Tap anywhere within that gap segment to see the actions you can take to resolve the gap.



Data gap is converted to a trip.

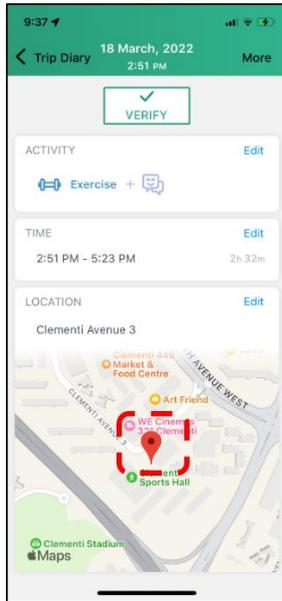


That segment is now reflected on the timeline as a travel and you may proceed with the usual verification.

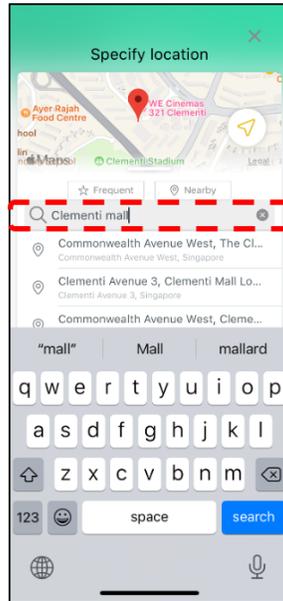
Refer to pages 6–9 for more data gap scenarios.

3. What if my activity icon is shown in the wrong location on the map?

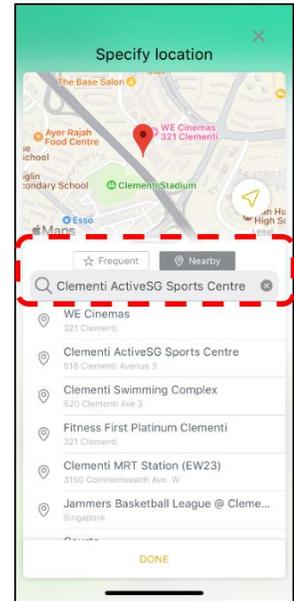
Your activity location may be slightly off due to the aggregation of data points. If the location is significantly off from where your actual location was, you may edit it by:



Moving the pin on the map to the desired location.



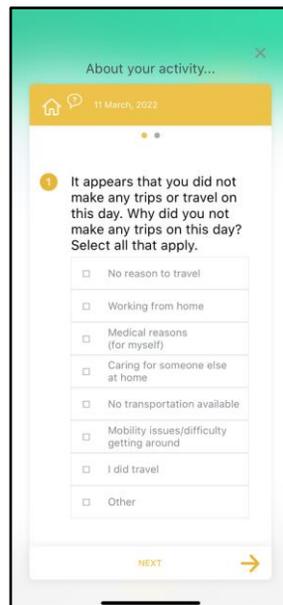
Entering the new address or location name.



Tapping "Frequent" to bring up the list frequent places or tapping "Nearby" to display a list of nearby points of interest.

4. What if I did not travel for a day?

If you were at a single stop for an entire day, you will be asked to provide reason(s) for not traveling on that day.



5. Why do my routes on the map sometimes look 'spiky' or like straight lines or are just inaccurate? Can I change the routes to reflect them more accurately?

Our app uses GPS, GSM, Wi-Fi, and accelerometer data. Sometimes, when GPS data isn't available, we will collect location data from the nearest cell towers, which give us less accurate locations. This data collection will result in 'spiky' traces, or straight lines between activities. These traces are not meant to reflect your exact trips or routes, and our technology does not enable you to revise them.

6. Why is my timeline showing that I made a round trip from and to home without stopping anywhere?

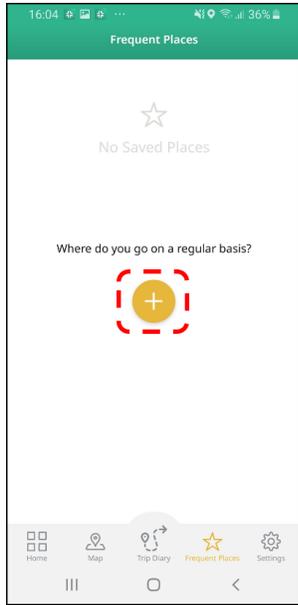
Sometimes, even when you have been at home for a period of time, your smartphone will pick up signals from nearby cell towers, which makes it appear as though you left home. If you did not actually travel during the period shown, you should delete the trip.

On the other hand, you may have traveled during that time period but made a very short stop (for example, to drop someone off at school or work). In this case, please add this stop to your timeline by clicking on the Add Stop button.

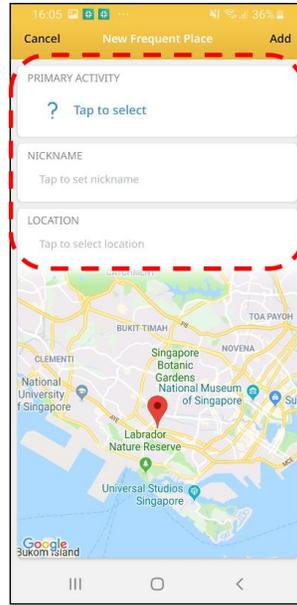
7. Why is my timeline showing shortstops that I didn't make?

Sometimes, these short stops may have occurred when you were stopped at a traffic light or were sitting in traffic or if you were on a public transit vehicle that stopped in various places along the way. These short stops may also appear during a walk trip. If these are not "real" stops that you deliberately made for a specific activity, please delete them from your timeline.

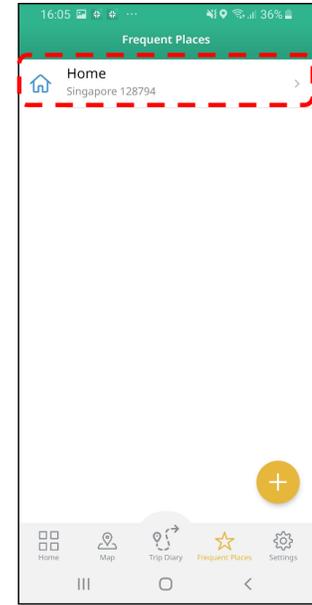
8. How do I bookmark frequently visited places?



In the “Frequent Places” tab, tap “Plus” to enter a frequent place location.



Designate an activity, provide a nickname and enter the address. Tap on “Add” to save the frequent place.



All locations entered are listed on the frequent places home screen.

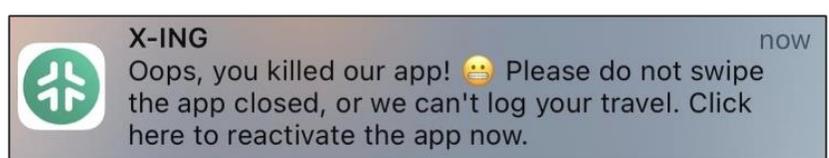
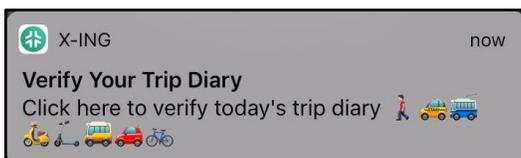
Others

9. Do I need access to mobile data or internet connection through the survey period?

We encourage you to leave your smartphone’s WiFi or mobile data on for more accurate location tracking. When you perform tasks such as verification of travel data, you will need internet access (via WiFi or mobile data).

10. What kind of notifications will the app send?

The app will send you daily notifications at 9pm to remind you to verify your travel log. Another notification will be displayed in the event that the app has been closed and is no longer running in the background.



11. Will the app affect my phone's battery?

Applications that use GPS tend to drain the battery faster than usual. We have worked to minimize the battery usage as much as possible. However, it is likely that use of this app will drain the battery faster than the rate to which you are accustomed. If you typically use your phone a lot, you may need to charge your battery more than once per day (and may want to therefore carry a charger with you during your data collection days). Otherwise, be sure to charge the battery at night or whenever you can.

12. Can I change my smartphone during my participation in EASE?

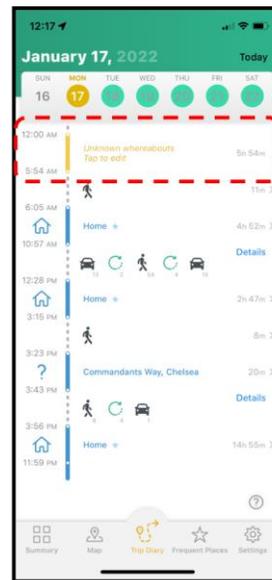
Yes. Set up your smartphone as you normally would, and ensure the X-ING app is installed on your phone. Launch the application and login as a returning user with your username and password. Please contact us for the access code that will be needed during login.

More “Unknown Whereabouts” (Data Gaps) Scenarios and Options

Data Gap (start of day) > Trip

Quick options include:

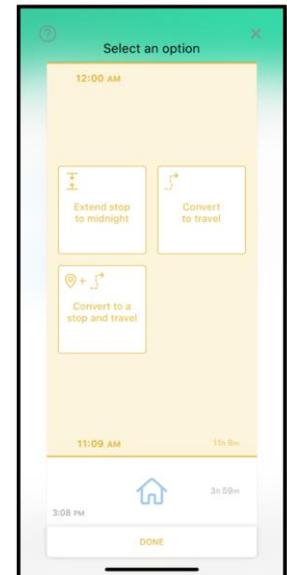
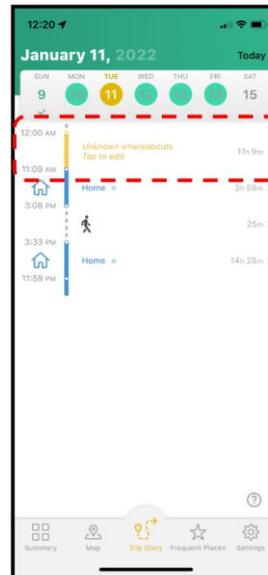
- Extending the travel segment until midnight
- Converting the data gap to a stop



Data Gap (start of day) > Stop

Quick options include:

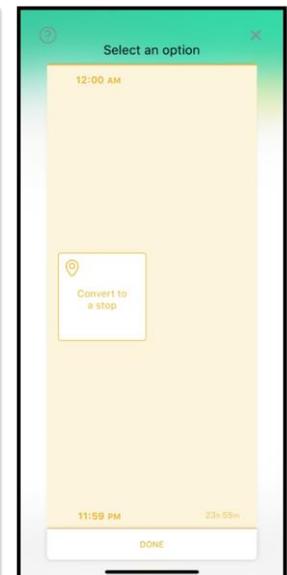
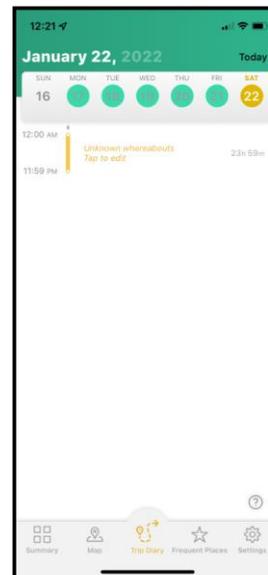
- Extending the stop segment until midnight
- Converting the data gap to travel
- Converting the data gap to a stop with travel



Data Gap (all day)

Quick options include:

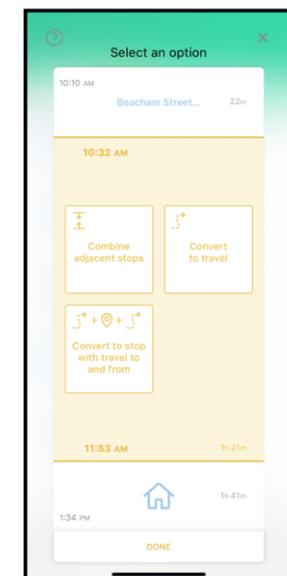
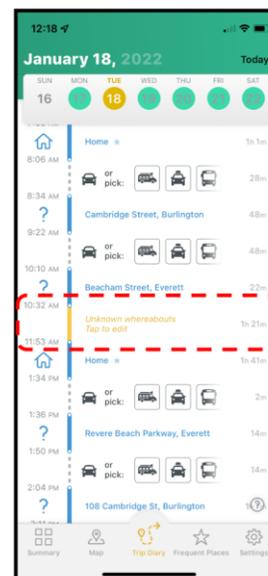
- Converting the data gap to a stop



Stop > Data Gap > Stop

Quick options include:

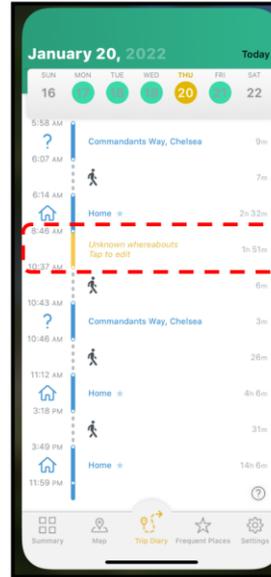
- Combining the adjacent stops
- Converting the data gap to travel
- Converting the data gap to a stop with travel to and from that new stop



Stop > Data Gap > Trip

Quick options include:

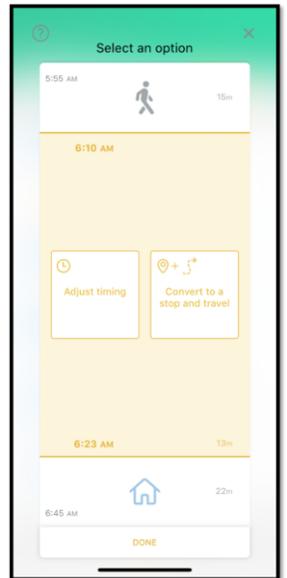
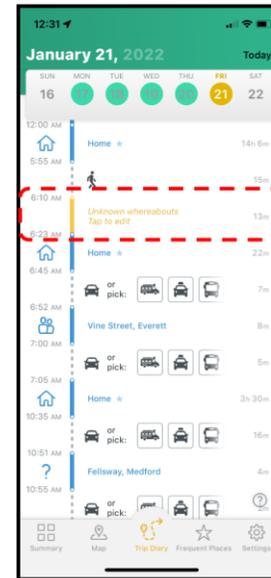
- Adjust timing of stop before data gap and/or travel after the data gap
- Converting the data gap to travel and a stop



Trip > Data Gap > Stop

Quick options include:

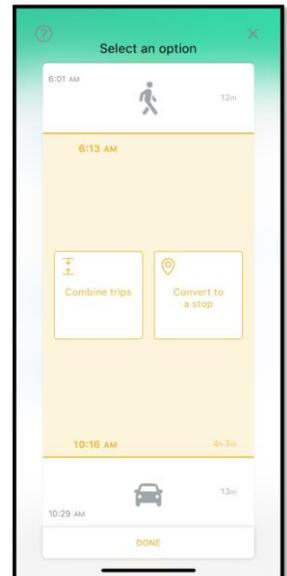
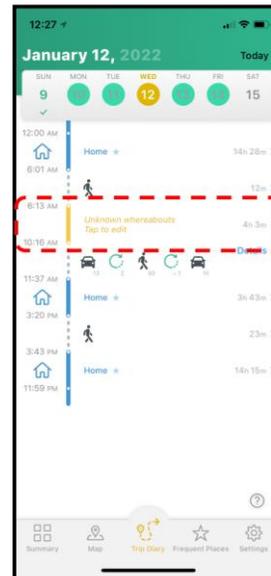
- Adjust timing of travel before and/or stop after the data gap
- Converting the data gap to stop and travel



Trip > Data Gap > Trip

Quick options include:

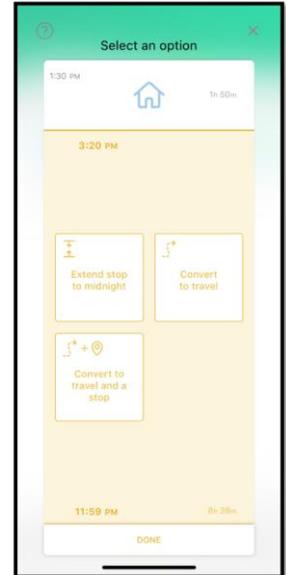
- Combining the adjacent travel segments
- Converting the data gap to a stop



Stop > Data Gap (End of day)

Quick options include:

- Extending the stop to the end of the day (midnight)
- Converting the data gap to travel
- Converting the data gap to travel and a stop



Stop > Data Gap (End of day)

Quick options include:

- Extending the travel segment until midnight (end of day)
- Converting the data gap to a stop

