## Keeping Your Data Connected and Current

How FormsPro Ensures Seamless Communication Between Mobile and Server

When online the FormsPro Mobile App syncs (communicates) with the FormsPro Admin (server) which in turn communicates with the Advanced Forms Database and any relevant Third Party applications to gather necessary information needed by the mobile app. The FormsPro Admin then returns this information to the Mobile App. This communication happens when the Mobile App is opened to the home screen or when a form is opened via a deep link.

Examples of information/data exchanged:

- Forms the user has access to
- Forms assigned to the user via Workflow
- Processing of forms submission queue
- Form level data retrieval

Third Party Application

FormsPro Admin/API

FormsPro Data
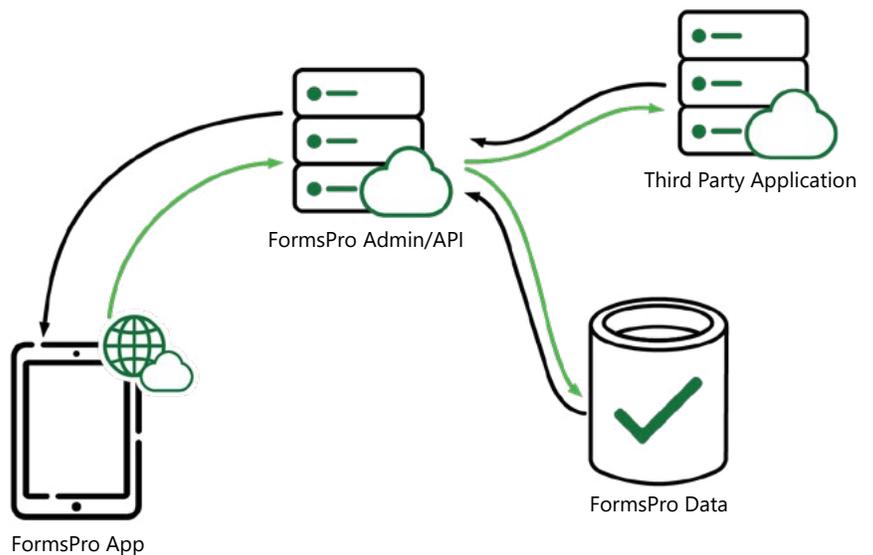
FormsPro App

When the device running the Mobile App is offline (has no internet connection) it cannot send the request for communication to the FormsPro Admin and therefore syncing of data and information is not possible.

FormsPro Admin/API

Third Party Application

FormsPro Data
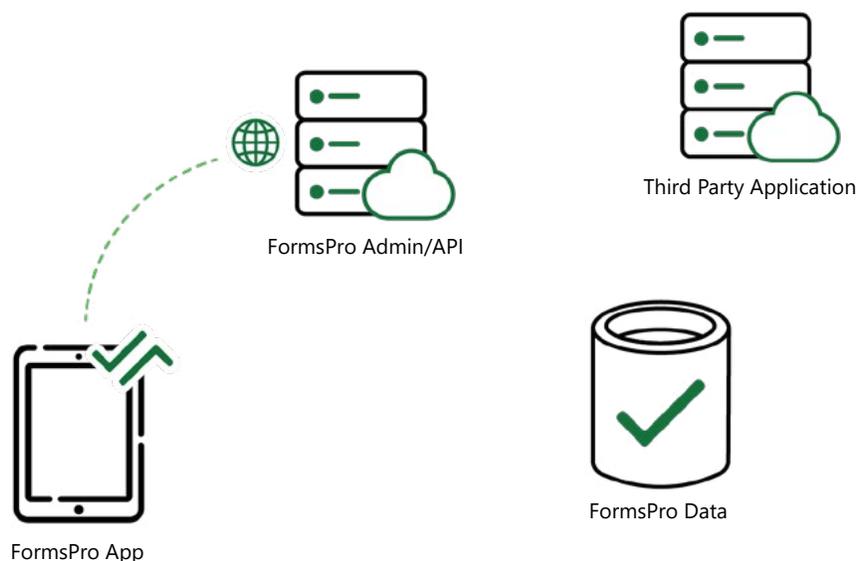
FormsPro App

Why this is important – Working offline

Often users need to complete a form while working offline or having no internet connection. FormsPro accomplishes this by allowing the user to initiate a sync in the Mobile App before going offline. This allows the Mobile App to receive information from the FormsPro Admin necessary for loading the form and its dependent data while offline. This type of sync is commonly performed by opening a deep link from another application.

Common use case:
- User is assigned a task or work order in IFS MWO or other third-party application
- The user clicks/taps a link within the third-party app to open a form in FormsPro
    - This initiates a sync
- Once the sync is complete the user can go offline
- The user completes and submits the form in FormsPro while offline
- When the user is back online, they open FormsPro to the home screen
    - This initiates a sync and sends the submitted form(s) to the Admin for processing

Third Party Application

FormsPro Admin/API

FormsPro Data

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