Make sure AWARE is running

1. Swipe down from top of phone screen to see notifications
2. Check for persistent AWARE notification in pull down menu that says "Data collection active"
3. If notification is missing, re-open AWARE app

Verify sensors enabled in AWARE

1. Open AWARE
2. Tap "Sensors" in the bottom left of the screen
3. Under "Sensors", for each of the following, make sure the icon is blue. Then tap on the sensor and verify the correct options are checked
    1. Applications
        1. Make sure "Application usage" and "Application notifications" are checked
    2. Battery
        1. "Activate" should be checked
    3. Communication
        1. "Call events" should be checked
    4. Screen usage
        1. "Screen usage" and "screen interaction" should be checked
    5. Wi-fi
        1. "Active" should be checked

Verify plugins enabled

1. Open AWARE
2. Tap "Plugins" in the bottom middle of the screen
3. Make sure both boxes have a green check mark in them. If not, tap the boxes to make the green check mark appear.

Verify sync settings

1. Open Settings app
2. Navigate to "Accounts" or "Accounts and backup"
3. Select "awareframework" (may need to choose "Manage accounts" first)
4. Select "Sync account"
5. Toggle off and then back on appropriate sensors
6. For each of the following sensors, turn it on if it is off. If it was already on, turn it off and back on again. Turn off any sensors not on this list if they are already on, especially Accelerometer. The exact names of these sensors may vary slightly. Please contact us if you are unsure
    1. Applications
    2. AWARE device
    3. Battery

4. Communications (call/text)
5. Plugin: Conversations
6. Plugin: Google Activity Recognition
7. Plugin: Google Fused Locations
8. Screen
9. Wi-Fi

Verify all permissions are enabled

1. Go back to settings
2. Look for "location"
3. Look for AWARE and change to "Allow all the time"
4. Tap "see all AWARE permissions"
5. Allow all permissions listed except "calendar" and "microphone"

Restart your phone and perform a manual upload in the AWARE app.

● Restarting is often what fixes the problem

Note: after restarting, the plugins in the AWARE app occasionally uncheck themselves. Verify they are still enabled.