Staging Channel

Overview

This topic is for *advanced users or users specifically directed by our support team to use the staging version of the app* to help preview features or diagnose issues.

The service**minder** app is composed of two main components. The first is the version that is available in the app stores and installed on your device. The second is the "over the air" updates that we publish typically weekly and includes new features and bug fixes. The About page in the app shows the version number you have installed. For example:

1.5.6.7912133

The first 3 digits represent the version from the app store. We periodically release new versions in the app store and once they are available on all devices, we'll force all users to update to that new version, usually within a week of when that version becomes available.

The last string of digits is the "over the air" build version. When we publish new updates, we first make them available on the Staging channel. By default, all new app installs default to the Production channel, which is typically updated with the latest version from the Staging channel on a weekly basis, usually on Sunday afternoons.

Updates on the Staging channel can happen any time and multiple times per day. Users will only be prompted to update when they are on the Production channel. You can only get new Staging updates if you see "Update App" on the home menu.

How to Enable "Staging"

If you are directed to use the Staging channel, first tap the hamburger menu, then select Settings. You'll see the following page. Change the Update Channel value to "Staging" and hit Save. Once you go back to the Home menu (you may need to pull to refresh), you should see "Update App" -- select that to install the latest Staging build.
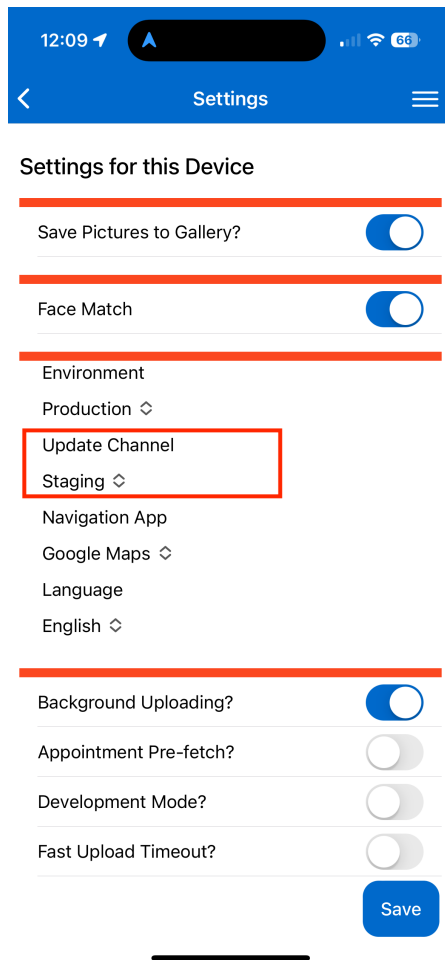
Need to Switch Back?

If you run into any issues, please report them to our support team but you may also switch back to the Production channel at any time. Just change the "Update Channel" setting from Staging to Production and then update the app.

When You Run Into An Issue

Having an issue? Please send us a ticket via the App (hamburger > Help > Got A Question) and provide as much detail as you can. This will open up a support ticket for your issue and we'll get back to you quick questions and hopefully a resolution as soon as possible.

If it's a performance or app crash type issue, we'd like you to send us a diagnostics dump from the app. You can do this by going to hamburger > About and clicking the Send Diagnostics button. If you have also submitted a ticket, please note the ticket number, if you have it. If not, then please put some description in the "notes" section which will let us know who you are and what these diagnostics pertain to. Click "Submit." This notifies us properly, and we'll reach out to you.

Send Diagnostics

Device ios 17.6.1

Free Space 53 GB

Location 20.91953, -100.74602

Network Connected with wifi (0)

Ping Time 0.55s

Picture Quality Medium

Ticket Number*

Note*

Submit