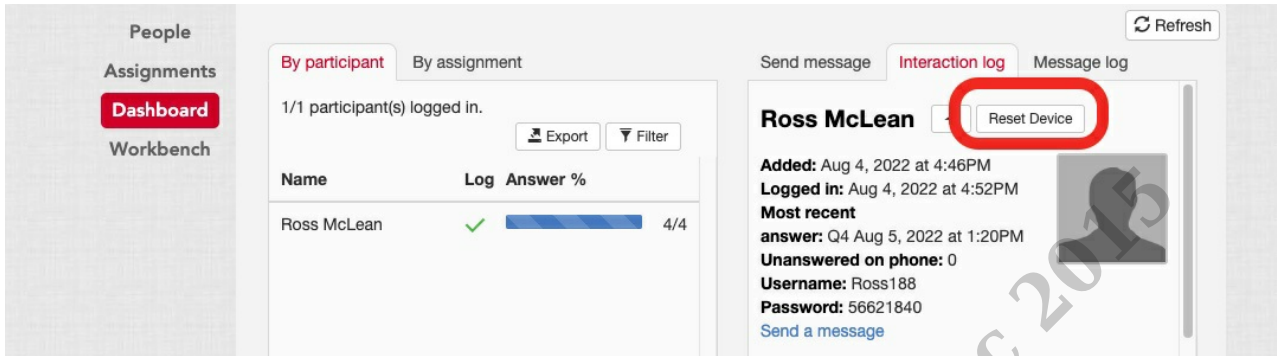


# Reset a participants device

Last Modified on 11/09/2022 11:25 am EST

Occasionally, a participant will need to switch devices during a study. This could be due to the participant losing, damaging, or switching devices after they have begun participation in a study. This does not remove any data they have already entered for the current study, it only resets the OTS app so they can use a different device.



The screenshot shows a web interface for managing study participants. On the left is a sidebar with 'People', 'Assignments', 'Dashboard' (highlighted in red), and 'Workbench'. The main area has two tabs: 'By participant' (selected) and 'By assignment'. Below the tabs, it says '1/1 participant(s) logged in.' and includes 'Export' and 'Filter' buttons. A table lists participants:

Name	Log	Answer %
Ross McLean	✓	<div style="width: 100%;"></div> 4/4

On the right, the profile for 'Ross McLean' is shown. It includes a 'Reset Device' button circled in red. Other details include: 'Added: Aug 4, 2022 at 4:46PM', 'Logged in: Aug 4, 2022 at 4:52PM', 'Most recent answer: Q4 Aug 5, 2022 at 1:20PM', 'Unanswered on phone: 0', 'Username: Ross188', and 'Password: 56621840'. There is also a 'Send a message' link.

As a reminder, only smartphones are permitted, no tablets or personal computers.

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