

Support for Chick Coops

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Welcome to the Chick Coops Support Page! We're here to help you get the most out of your poultry management experience. Below, you'll find answers to common questions, troubleshooting tips, and ways to contact us for further assistance.

Getting Started

Onboarding: When you first open Chick Coops, you'll be guided through an onboarding process that explains how to track eggs, monitor chicken health, manage finances, schedule tasks, and maintain coop details.

Account Setup: You can use the App without signing in, keeping all data local. To sync data across devices, sign in with Firebase Authentication via the Profile section.

Navigation: Use the custom tab bar at the bottom of the screen to switch between Eggs, Coops, Finance, Tasks, and Notes sections.

Frequently Asked Questions (FAQs)

1. How do I track egg production?

Navigate to the Eggs tab.

Select a date on the calendar.

Use the "+" or "-" buttons to record the number of eggs collected. Data is saved automatically (locally or to Firebase if signed in).

2. How do I add a new task or health risk?

Go to the Tasks or Notes tab and tap "Add task" or "Add health risk."

Fill in the required fields (e.g., title, time, image) and select a date. Tap "Create task" or save the health risk to store it.

3. Can I delete my data?

Individual Records: In the Coops, Notes, or Tasks tabs, tap the ellipsis (...) on a record to view details and select "Delete."

Account Data: In the Profile tab, choose "Delete Account" to remove all data associated with your Firebase account. Note: This action is irreversible.

4. Why isn't my data syncing across devices?

Ensure you're signed in with the same Firebase account on all devices.

Check your internet connection, as Firebase requires connectivity to sync data.

If issues persist, try logging out and back in via the Profile tab.

5. How do I enable notifications?

Go to the Profile tab.

Toggle "Push Notifications" or "Email Notifications" to enable them. Ensure your device's notification settings allow alerts from Chick Coops.

Troubleshooting

App Crashes: Ensure your device is running the latest iOS version. Try restarting the App or reinstalling it from the App Store.

Login Issues: Verify your email and password. Use the "Forgot Password" option if needed, or contact Firebase support for account recovery.

Data Not Loading: If signed in, check your internet connection. For local data, ensure you haven't cleared the App's storage via device settings.

Calendar Issues: If the calendar doesn't display correctly, try refreshing the App by switching tabs or restarting it.

Contact Us

For additional help, please reach out to our support team:

Email: support@chickcoopsapp.com

Response Time: We aim to respond within 48 hours.

Feedback: We welcome suggestions for improving Chick Coops. Email us with your ideas! Check the App Store for updates to ensure you have the latest features and bug fixes. Thank you for using Chick Coops! We're dedicated to making poultry management simple and effective for you.