INTRODUCING: THE MOBILE GUIDE

The Mobile Guide is a smartphone platform that makes exploring our sites easy, fun, and green! Check out the interactive digital map, equipped with “blue dot” GPS technology to show you where you are on the map, and discover interesting facts about our animals and habitats!

HOW CAN I ACCESS THE MOBILE GUIDE?

You can access the web-based app by using this web link: http://cincinnatizoo.org/map. (No downloads or passwords needed!)

You can also access the map by scanning the QR code posted throughout the Zoo and below:

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Use the app for buying tickets, shopping & dining, and learning more about programs offered at the Zoo!

Under the "info" tab, you can search for your favorite animal and learn about animals and animal habitats. You can also find facilities, restrooms, shopping & dining locations, special attractions, and more.

Click on the “today” tab to follow along with our daily schedule and see what events are happening where.
When you find a location that you would like to visit, click the “map” icon in the top right.

Next, click the arrow in the bottom right to find yourself on the map. Try refreshing the page if the blue dot is having trouble pinpointing your location.

Now click the place that you would like to go and follow the dashed line! You can click on text labels, symbols, and animal icons. Use the app as a guide to explore the Zoo!
FREQUENTLY ASKED QUESTIONS & TROUBLESHOOTING

HOW DO I SCAN A QR CODE?
Most smartphones now make it easy to scan a QR code without a specialized app.

**IPHONES**
- Open camera app
- Point camera at QR code
- Align in the yellow box on your screen
- Weblink pops up → click on this to go to the guide

If you do not see a notification pop up, make sure that you have the Scan QR Codes feature enabled. You can do this by going to Settings > Camera. Tap the slider to ON.

**ANDROIDS**
- Press and hold the home button
- Tap Lens (the circle surrounded by lines to the left of the four colored buttons at the bottom of your screen)
- Point your camera at the QR code
- Tap the magnifying glass icon to scan the QR code. You can find this at the bottom of your screen.
- Tap the pop-up notification

A prompt will appear if it’s your first time to use this feature. If it does, choose “allow.” If you don’t have Google Assistant on your Android phone, you can download the Google Lens app from the Google Play Store.
WHY ISN’T THE BLUE DOT ON THE MAP SHOWING MY LOCATION?

This issue likely has to do with the location services settings on your phone or browser.

When you open the map, a box might pop up asking you whether or not to “allow” location services for this site. Tap “allow.”

If you don’t see this prompt, and the blue dot is not showing your location, you’ll need to make sure location services are turned on in your phone and/or internet browser. This looks a little bit different on different phones.

IPhONES

On iPhones, there are three location settings to check.

• Setting #1
  Open Settings
  Tap on Privacy
  Tap on Location Services
  Slide button to “on”

• Setting #2
  Open Settings
  Tap on Safari (or other browser)
  Tap on Location
  Tap “Allow” or “Ask”

Selecting “Allow” will enable location services for all websites you visit. Selecting “Ask” will allow you to decide which websites you’ll allow location services for as you visit them.

• Setting #3
  Open Settings
  Tap on Privacy
  Tap on Location Services
  Scroll down and tap on the browser listing (i.e. Safari)
  Select “While Using the App”
  Slide “Precise Location” button to “on”
**ANDROIDS**

On an Android phone, location settings can be found in a few different places and may vary from device to device. Some common steps to turn on location settings on Android phones are:

- Open Settings
- Tap on Privacy OR Biometrics and Security (on some phones “Privacy” is located under Biometrics and Security)
- Tap on Location
- Slide button to “on”

To change browser settings:
- Tap Three Dots icon in Upper Right (…)
- Tap on Settings
- Tap on Site Settings
- Tap on Location
- Slide the location bar to “on”

If you use an Android phone and have ever selected “don’t allow” location services for the map, it’s possible that the site might be listed as a “blocked” site. To unblock a site, follow these steps:

- Tap Three Dots icon in Upper Right (…)
- Tap on Settings
- Tap on Site Settings
- Tap on Location
- Check the “blocked” list for the Mobile Guide site
- If it’s on the “blocked” list, click on the site
- Select “Allow”
**WILL USING THE MOBILE GUIDE DRAIN MY PHONE BATTERY?**

There is a possibility that running the Mobile Guide on your smartphone may use more battery than usual. The battery usage is about equivalent to running Google maps in your browser. The possibility of battery drain is heightened when the weather is extremely cold.

**WHY ISN’T THE BLUE DOT PERFECTLY ACCURATE ON THE MAP?**

Different phones and carriers will have some variations when it comes to the blue dot GPS. Your blue dot may drift a little bit or might take several seconds to catch up to you. The margin of error is generally around 20ft.

If your blue dot is getting stuck in place or drifting too far, try re-centering the map by tapping the “my location” button on the map screen. You can also try refreshing the browser page. Signals can get lost in some places on our sites—you can follow the steps just outlined to correct once the signal comes back.

**CAN THE MOBILE GUIDE TRACK MY MILEAGE?**

No, the Mobile Guide does not have this capability.
HOW CAN I SAVE THIS PAGE SO THAT I CAN ACCESS IT AGAIN LATER?

There are a couple of different ways to save the Mobile Guide so you can access it again easily. You can bookmark it as a favorite page in your web browser, or you can save the icon to your home page.

IPhONES

- Bookmark
  Hold down the Bookmark icon (shaped like a book) at the bottom of your browser page
  Tap “Add Bookmark”
- Add to Home Page
  Tap the Share icon (shaped like a box with an arrow) at the bottom of your browser page
  Tap “Add to Homepage”

ANDROIDS

- Bookmark
  Tap Three Dots icon in Upper Right (…)
  Tap the star icon
- Add to Home Page
  Tap Three Dots icon in Upper Right (…)
  Tap “Add to Home Screen”