

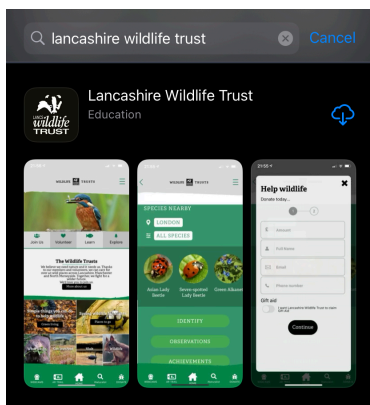
Lancashire Wildlife Trust App FAQ's



**Lancashire
Manchester
North Merseyside**

How do I get the App?

The Lancashire Wildlife Trust (LWT) app is available on Apple and Android operating systems, which cover most smart phones (with the exception of Blackberry). To download the app:



- Go to your phone's 'App Store' (may be called Google Play Store on Android phones)
- Type in 'Lancashire Wildlife Trust'
- It should look something like this (left)
- Click 'download' or 'install'
- The app should then appear on the main screen of your phone where other apps are stored.

What sort of phone do I need?

In order to use the LWT app, you will need a smart phone that uses either an Apple (iOS) or Android operating system (OS). There are very few smart phones which use neither of these operating systems but the main one would be a Blackberry or Nokia phone.

Your Apple phone will need to be on at least iOS 12 for this to work (the most recent iOS at time of writing is iOS 14.6).

How do I find out what iOS my phone is on an iPhone?

- Go to Settings
- Scroll down to 'General'
- Click 'About' (should be the top of the list)
- The screen will show 'Software Version' - the number next to this is the iOS version your phone is on.

Will the app collect my personal data/information?

The app will ask you to create a 'login' when you first enter the app. This is so we can make your experience using our app even better than it normally would be. This information will never be shared with anyone else and unless you state otherwise, we will not send you any emails.

The app will also ask to access your camera which is necessary for you to enjoy the Badger Trail as you need to use the camera to scan the QR codes and to use the iNaturalist integration.

Who is the data for?

If you choose to 'opt in' to our newsletters, we will use your data to send you personalised emails about events and campaigns in your area, as well as news and updates in the Wildlife Trust we think you may find interesting. If you choose to 'opt out' of the newsletters, your data will not leave our database and just allows us to see how many people are signing up to the app.

GPS/location data is collected for the iNaturalist integration on the app. This is so the Records Centre who manage iNaturalist can see where in the world you are when you log a sighting.

Do I have to pay to use the App?

No! The app is free to download and free to use. However, as we are a charity, there are areas on the app where you can donate to the Lancashire Wildlife Trust and even become a member if you would like to support the work of the Lancashire Wildlife Trust further.

What is the badger trail?

We have created an interactive trail on the app which takes you on a lovely walk around Brockholes. Aimed at children and their families, follow the signs around the nature reserve and scan the QR code through the app with your smart phone to see badger appear on your phone screen and give you some wildlife and nature facts and fun activities to get involved with.



How will I know where to go?

Head to the Visitor Village where you will find a 'Welcome' sign on the side of the Welcome Centre. This will introduce you to the app. When you set off on the AR Trail, you will be looking for signs that look like this.

Each sign will have an arrow on it to direct you to the next marker. There are also extra directional signage along the way. But make sure you follow Badger, as there will be smaller directional arrows which relate to our other on-site walking trails.

How long is the route?

The route for the Badger AR Trail is exactly one mile long (1.6km).

How do I complete the trail?

- Open the app and fill in your details (this only needs to be done the first time you go into the app - it will remember your details every other time you go into it)
- When the app opens, click 'AR TRAIL' on the footer, on the left of the home button.
- Once in the app, your camera will open - use this to scan the QR codes on each of the posters you find.
- There are 7 posters with codes on around the reserve, and a few other directional posters with no codes on. Each poster has an arrow on it to direct you to the next QR code.
- Once you have read what badger has to say on each code, close the camera using the green left arrow in the top left of the camera screen, which will take you back to the home page of the app.
- Then when you reach the next code, open the AR trail again.

Is the route accessible for a wheelchair or pram?

Yes! The route is all on solid paths. Some may be bumpier than others but the paths are accessible. The paths are wide enough to allow people to pass or overtake.

What else does the app do?

The LWT app has lots of other features which you can access from home, or on one of our nature reserves:

- Webcams - you can watch our wildlife webcams which are on-site at Brockholes, from the comfort of your own home. Discover wildlife you wouldn't normally be able to see and enjoy Brockholes from your sofa.

- iNaturalist - iNaturalist is a third-party application which allows you to discover new species, or learn more about nature while recording the nature in your area or nature reserve. Open the iNaturalist area on the app (bottom bar), and then use your camera to hover over a plant or flower. You will see around the screen ideas of what group, genus and eventually species your plant or flower is part of. Keep moving your camera over the plant, using different angles, until the screen tells you to take a photo and submit.

You will then be told what your plant is and you may receive a 'digital medal' as you discover more new species in your area. A group of very clever scientists then go through all the submissions and will either confirm or correct your answer. These are then submitted to national records to allow us to get a bigger picture of nature and wildlife in the UK.

- Shop - you can access the Wildlife Trust shop. Whether you'd like a parking pass for Brockholes, a gift card, or a gift for you or a friend, you can find it on our online shop. And every penny spent comes back to the Wildlife Trust to allow us to continue our conservation efforts and help wildlife thrive on your doorstep.
- Discover what events are on in your area - head to the 'What's On' section of the app and you can see all the events happening within the Lancashire Wildlife Trust region. You can purchase tickets through the app too!
- Read our blog - find out the latest news or opinion pieces about wildlife and nature in our region. Whether it's about dealing with invasive species, or top tips on knowing the difference between a damselfly and a dragonfly, our blog is constantly updating with more wild information for you.
- Donate or become a member - without the support of our members and donors, we wouldn't be able to do any of the work we do to help wildlife and nature in Lancashire, Manchester and North Merseyside. We rely on the kindness of those who hold wildlife close to their heart to help us make huge changes to the future of our region and to ensure everyone has the opportunity to enjoy a wilder future. If you would like to donate or become a member, there are options to do this on our app too.

Troubleshooting

The app won't download

You need to have data or wifi in order for the app to download. The best place to do this would be on the Visitor Village where the data access is stronger than elsewhere on the nature reserve. If it is still not working, try connecting to the 'Brockholes' wifi. The password for this wifi is: Alternatively you can download the app before you arrive on site. Once you have downloaded it once, it will remain on your phone without needing to download it again.

I can't see badger when I scan the QR code

Badger will remain in the same position when you scan the code and he appears. This means, if you move your phone, he will not follow your phone, but if you move it back to where he first appeared, he will be there.

Also, make sure you scan the QR from the camera within the app, rather than the camera application on your phone.