AgriSnap

Geotagged Photo App
Frequently Asked Questions

2022

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How do I get the AgriSnap mobile app?

Please download the AgriSnap from the Google Play Store or Apple App Store depending on the type of mobile device you have.

What Mobile Authenticator application will I use?

It is no longer necessary to download a Mobile Authenticator app. See updated login instructions below.

How do I login and use AgriSnap?

After you have downloaded the app you can login to AgriSnap using your SSO username/AgFood username and password. On initial login you will be prompted to add a phone number and press validate. You will receive a 6-digit code by SMS text message to that phone number. Type this 6-digit code into the One Time Password prompt box and press login.

Once initial setup is complete your AgriSnap account will be linked to the phone number provided and you will not have to enter the phone number again. But when you login you will receive a new 6-digit code by SMS text message to that phone number each time. To complete login you will type this 6-digit code into the One Time Password prompt box and press login.

When I try to login, I receive an error message saying, "Invalid Username or Password"?

Please check that the username and password you are using are correct. If the problem persists you will need to attempt to reset the password on your account online or contact the agfood helpdesk at agfood@agriculture.gov.ie or Telephone: 049 4368288

When I try to enter the OTP code into AgriSnap app, I receive an error message saying, 'Invalid Code entered, Please try again', what do I do?

Please check your Time/Date settings on your mobile device. The Time/Date settings should be set to 'Automatic' or 'Network Provided Time'. On some devices, there can be a time sync issue, changing the time setting should resolve the issue with the OTP error.

I received an error message saying, 'Disabled Account', when I try to register for the 2FA service, what do I do?

Please contact the agfood helpdesk at agfood@agriculture.gov.ie or Telephone: 049 4368288 to get your account enabled for the 2FA service.

I do not have mobile coverage when out on a farm, what do I do?

You can login to the app when in an area of good mobile coverage and stayed logged in. The Offline Mode feature allows you to view your notifications and save images to send when you are back on-line. To use offline mode, you will need to download the map for your request when in an area of good mobile coverage. You do not need to send your photos when out in the field, the photos can be sent when you are back in an area of good coverage.

My location is not updating on the AgriSnap app, what do I do?

There may be a few reasons why your location is not updating, please see below:
- Is the location turned on, on your mobile device?
If not, please turn on your location.
- Are you in a remote area where there may be bad mobile connectivity?
If yes, please wait sometime to see will your location update

If I delete the AgriSnap app from my phone will I also loose the images/data previously collected?

Yes, if the app is deleted all previous images/data collected will be lost. However, if an image has been sent to DAFM before the app was deleted it will have been received and stored by DAFM.

I have setup AgriSnap on a replacement phone, but the 6-digit code is still being sent to my old phone number. How do I rectify this?

Your AgriSnap account is still linked to the previous phone number. To reset this, you will need to contact the agfood helpdesk at agfood@agriculture.gov.ie or Telephone: 049 4368288

The issue I am having isn't covered here, what do I do?

Please contact Agrisnap@agriculture.gov.ie and they will help resolve the issue you are experiencing.

Contact

AgriSnap
Email: AgriSnap@agriculture.gov.ie