

FAQs

Account related

Q. I've not received my verification email

Have you checked your spam folder? Most often this is where missing verification emails end up.

If you've checked spam etc it's possible that a spam filter at a higher level has filtered the email out (e.g. organisation spam filter) or you mis-typed your email address. Contact us and we can check.

bigbutterflycount@butterfly-conservation.org

Q. I'm trying to reset my password but I don't get an email.

If you're trying to reset your password and you're not receiving an email please do the following:

1. Check your spam folder
2. Check you have input your email address correctly
3. Make sure you are using the right account login. Did you use an existing Google, Facebook or Apple account to create your account last year? If so, login using that method again. Note that you don't need to supply a password to login via these methods and you can't reset your password for these account types via the Big Butterfly Count.

Q. I'm getting an "Email already taken" message when I try to create a new account

You'll receive this message if you already have an account registered with the provided email address. This can be for several reasons:

1. You signed up to the BBC last year using a method that uses that email address (this might have been using the sign up with Facebook, Google or Apple if those accounts use that email address). If this is the case, log in using the previously used method.
2. You have another Coreo account using that email address. Coreo is used by a large number of citizen science projects so it could be you have signed up to another project. Examples of these other projects are:

- Swift Mapper (RSPB)
- Bugs Matter (Kent Wildlife Trust/Buglife)
- Whale Track (HWDT)
- Treezilla (Open University)

You can use the same Coreo account for the Big Butterfly Count or create a new one with a different address.

If you use a google email address you can 'alias' the email address to create versions of it. For example, if your address is butterfly@gmail.com you can create an alias of it by using a + sign after the first part (before the @) e.g. butterfly+1@gmail.com. Any emails sent to butterfly+1@gmail.com will go direct to butterfly@gmail.com but will be considered as distinct for the purposes of account creation.

Q. I'm just seeing a message in the app saying the Big Butterfly Count is now closed

Please update the app by visiting the appropriate app store. This will update the app to the 2021 edition.

Q. I can't see all of the website

If the website won't open on your browser, try using another one or see if there's a newer version of your browser that you need to download

Q. I can't download the ID chart. I opened it and it is blank

If you are having difficulties downloading the ID chart PDF then you may need an updated version of Adobe

Species related questions

Q. Why isn't every species part of the count?

By restricting the list of species to monitor we minimise counting error and therefore have a clearer view of actual butterfly numbers across the country.

If you have spotted species which are not on our target species list here is a handy way you can record them too using the [iRecord Butterflies App](#).

Q. How can I record a species that isn't part of the count / on the ID chart?

You could download the iRecord app which has all the butterfly species in the UK or go to our website to choose other ways to submit sightings of butterflies and moths

<https://butterfly-conservation.org/butterflies/recording-and-monitoring>

Q. Why aren't males and females of each species shown on the chart?

We have tried to make it as simple as possible for beginners. There isn't space on the ID chart to show all males, females, upper sides and undersides. Most of the butterflies that people see will be males, as they patrol looking for a mate. However, not all of the species on the chart show males – eg a female Meadow Brown is illustrated on the chart. However, in the Big Butterfly Count ID guide there are images of both males and females for species that are noticeably different.

Q. I don't know what species I have seen – can you identify it for me?

You can identify butterflies here

<https://butterfly-conservation.org/butterflies/identify-a-butterfly>

You can identify moths here

<https://butterfly-conservation.org/moths/identify-a-moth>

If you cannot solve your problem here then please get in touch with us at bigbutterflycount@butterfly-conservation.org