Troubleshooting: iOS

To Access This Troubleshooting Screen

1. Open the SignOnSIte app and click on the Menu button 2. Tap Troubleshooting

Internet Access

1. Swipe down from the top right of your screen to access the control panel

2. Tap the mobile data (1) icon

Wifi

1. Swipe down from the top right of your screen to access the control panel

2. Tap on the Wifi 🕿 symbol to turn Wifi on

Background App Refresh

1. Open the phone Settings > General

2. Go to to Background App Refresh 3. Scroll down to the SignOnSite icon and tap on the slider until it turns green

7:40 🔊

Menu

Device Information

SignOnSite Version:

Operation System:

Device:

Device Settings

Internet Access:

WiFi:

Background App Refresh:

Low Power Mode:

Location Services:

Precise location:

Notifications:

SignOnSite Settings

Automatic Sign On:

Employer:





Low Power Mode

1. Open the phone Settings > Battery

2. Tap on the slider until it turns green

Location Services

- 1. Open the phone Settings > Privacy
- 2. Tap on Location Services
- 3. Scroll down to the SignOnSite icon and tap on it
- 4. Select "Always"

Notifications

- 1. Open the phone Settings > Notifications
- 2.Scroll down to the SignOnSite icon and tap on it
- 3. Find "Allow Notifications" and tap on the slider until it turns green