Troubleshooting: Android

To Access This Troubleshooting Screen

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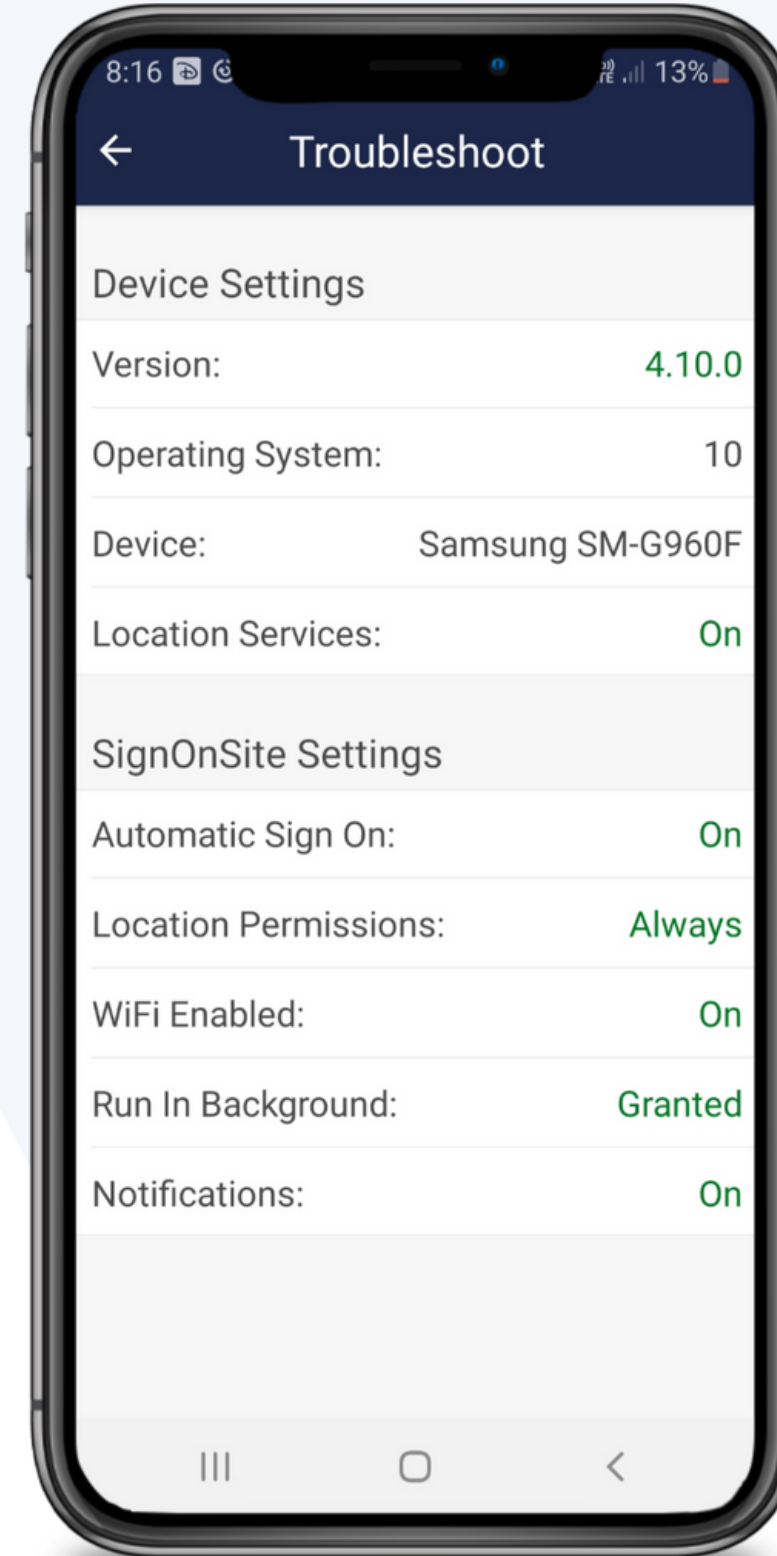
Location Services

1. Open the phone Settings > Application Manager
2. Tap on SignOnSite
3. Select Permissions
4. Select Location
5. Tap "Allow all the time"

Automatic Sign On

1. Open the SignOnSite app and tap Menu > App Settings
2. Tap on the slider next to "Automatic Sign On" until it turns grey to orange

Location Permissions

1. Open the phone Settings > Application Manager
2. Tap on the more icon ⋮
3. Tap Permission manager
4. Select Location
5. Tap "Allow all the time"

Wifi

1. Open the phone Settings > Connections
2. Select "Wifi"
3. Tap the slider until Wifi turns on

Run In Background

1. Open the phone Settings > Application Manager > SignOnSite
2. Tap on "Battery"
3. Tap on "Optimise Battery" and click "Not Optimised"

Notifications

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

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Troubleshoot

Device Settings

Version:	4.10.0
Operating System:	10
Device:	Samsung SM-G960F
Location Services:	On

SignOnSite Settings

Automatic Sign On:	On
Location Permissions:	Always
WiFi Enabled:	On
Run In Background:	Granted
Notifications:	On

SignOnSite