



EVV Compliance

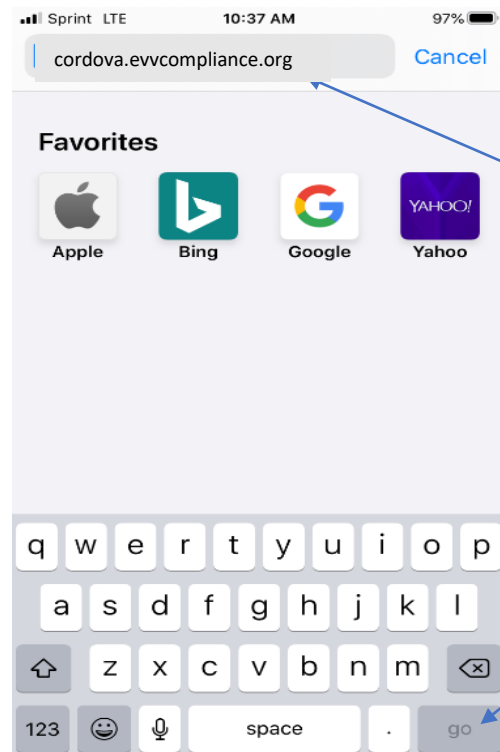
Application (APP) Instructions

Downloading the App

Electronic Visit Verification (EVV)
has replaced Paper Timesheets

Getting The App

On your Smart Phone, Tablet or Computer use your web browser (Safari, Google, etc...)



Type:

cordova.evvcompliance.org

or

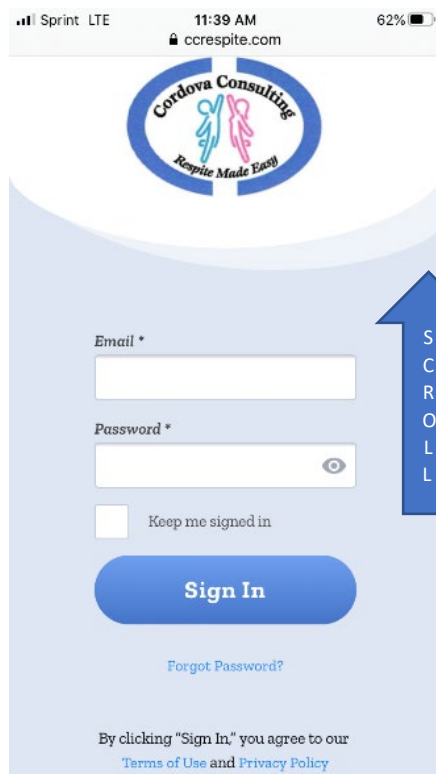
https://cordova.evvcompliance.org

Press Go

Placing the App on Your Device

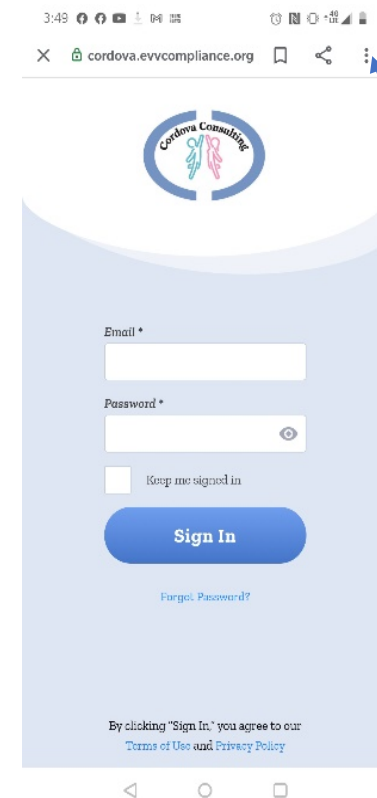
Settings

iPhone



When you see this page, Scroll Up

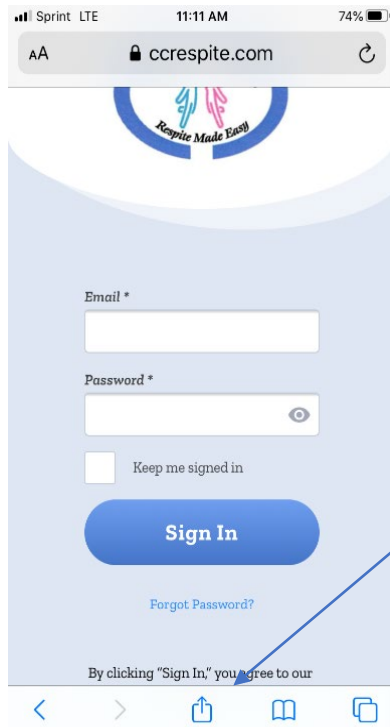
Android



When you see this page touch the 3 dots in the top right corner.

Placing the App on Your Device Menu

iPhone

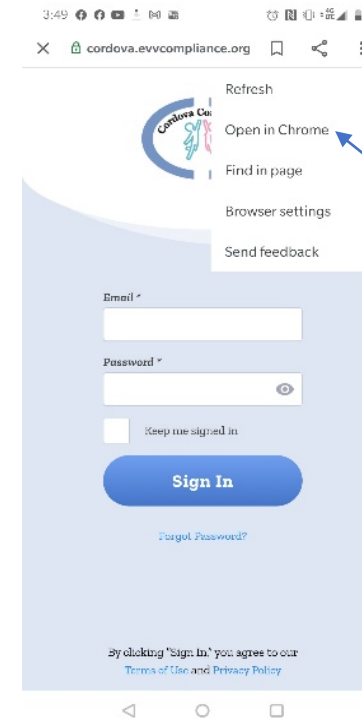


After you scroll up, you will see the icons on the bottom of your screen.

Press the Share Button



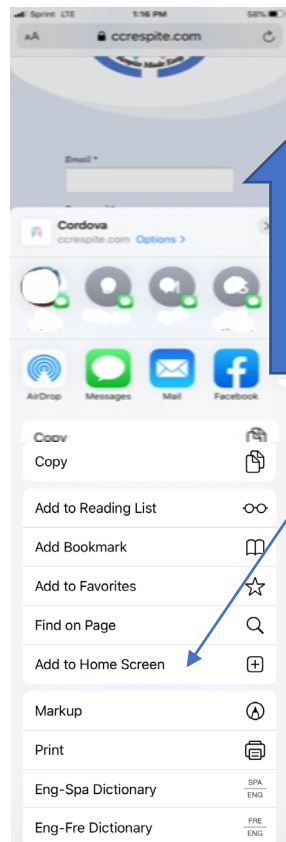
Android



If this menu list displays, choose Open in Chrome.

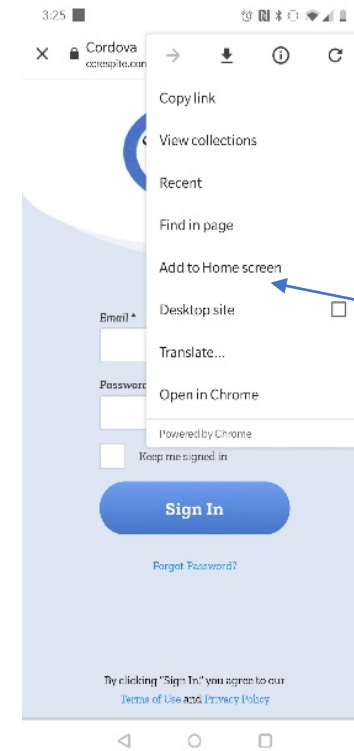
Placing the App on Your Device Search

iPhone

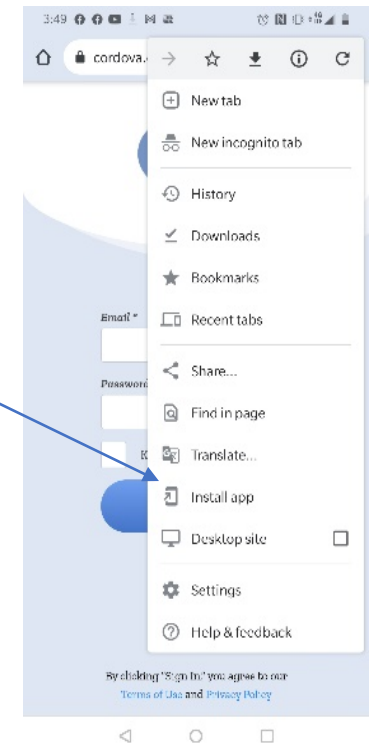


Look for
"Add to Home Screen".
Choose this option.

Android



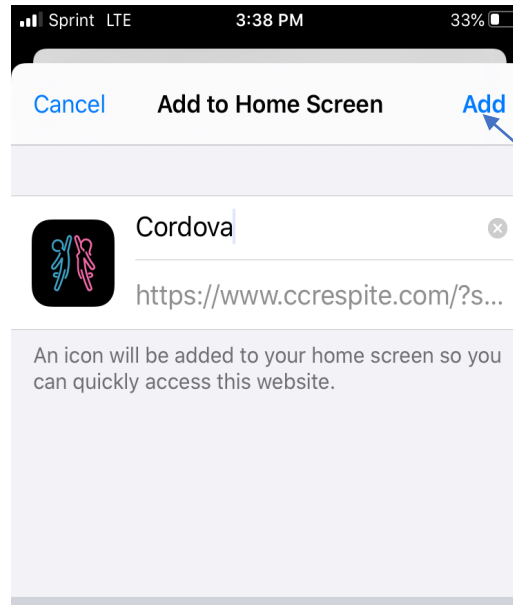
Touch the 3 dots.
When this menu list
displays, choose
Add to Home screen
Or Install App.



Placing the App on Your Device

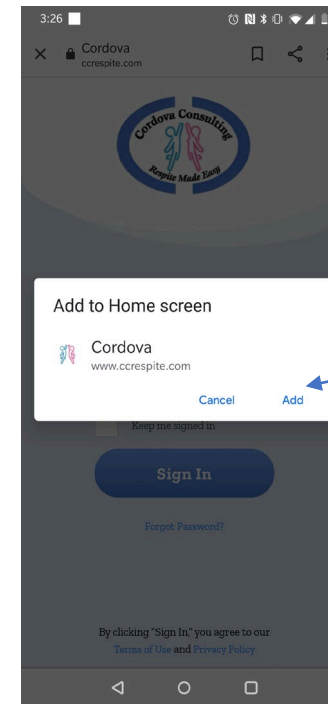
Add

iPhone



When this screen displays, touch **Add** in the upper right corner.

Android



A small screen will pop up.
Press **Add**

Placing the App on Your Device 5

iPhone & Android



Scroll through the device pages and search for the App Icon.

The app icon will have a picture of a blue person and a pink person in a Hi-5 action.

The background may be different depending on the phone/device setting.

CONGRATULATIONS! You did it!

Using the App

iPhone & Android

Recording a Shift

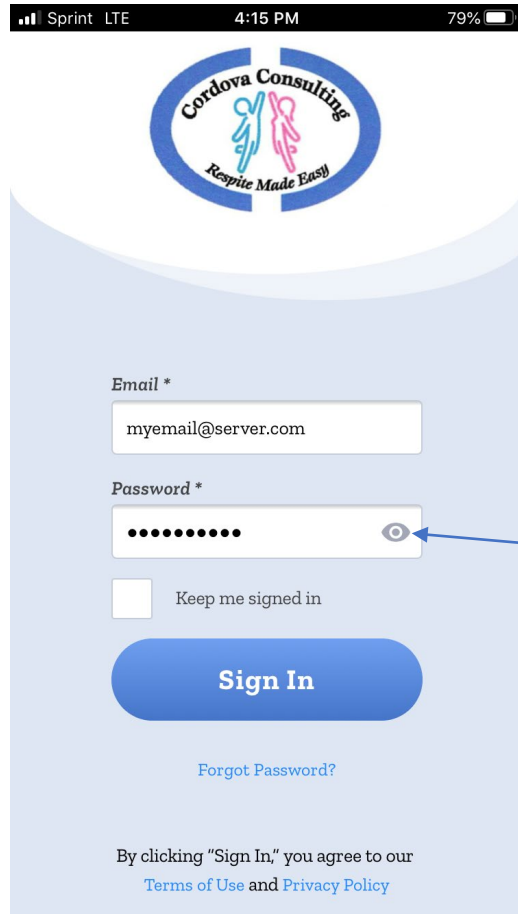


Scroll through the device pages and search for the App Icon.

The app icon will have a picture of a blue person and a pink person in a Hi-5 action.

The background may be different depending on the phone/device setting.

Log In



Screenshot of the login page. The status bar at the top shows "Sprint LTE", "4:15 PM", and "79%". The Cordova Consulting logo is at the top. The "Email*" field contains "myemail@server.com". The "Password*" field is filled with dots. There is an eye icon to the right of the password field. Below the password field is a "Keep me signed in" checkbox, which is currently unchecked. A blue "Sign In" button is below the checkbox. At the bottom, there is a "Forgot Password?" link and a disclaimer: "By clicking 'Sign In,' you agree to our Terms of Use and Privacy Policy".

Sign-In by typing your email address in the Email* box.

In the Password* box type in all capital letters **CCEVV2020** (for first time log-in). If you changed the password, type in the password you created.

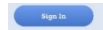
To see the password, touch the eye icon . 

Optional - Touch the box next to "Keep me signed in." This will reveal a check mark.

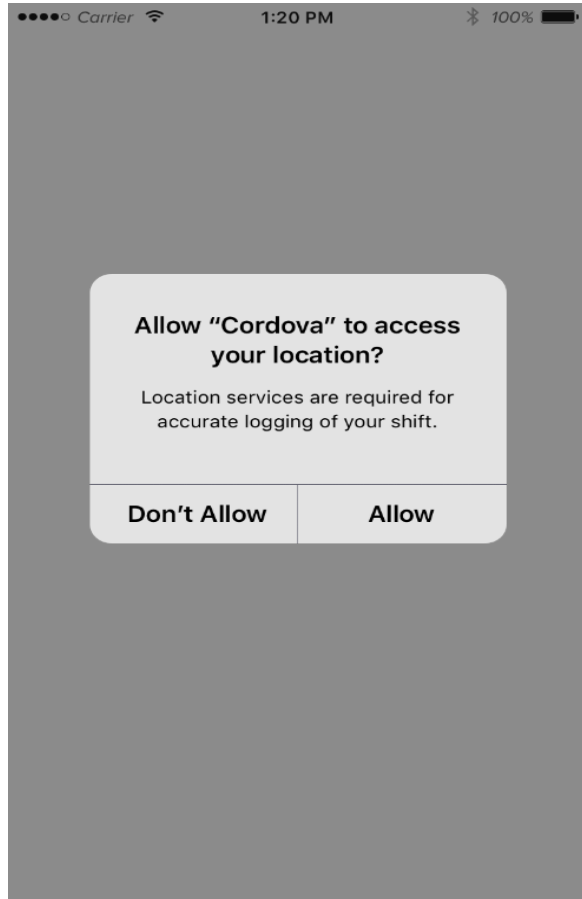
Touch Sign In



Screenshot of the login page. The status bar at the top shows "Carrier", "1:20 PM", and "100%". The Cordova Consulting logo is at the top. The "Email*" field contains "myemail@server.com". The "Password*" field contains "CCEVV2020" and has an eye icon to its right. Below the password field is a "Keep me signed in" checkbox, which is now checked. A blue "Sign In" button is below the checkbox. At the bottom, there is a "Forgot Password?" link and a disclaimer: "By clicking 'Sign In,' you agree to our Terms of Use and Privacy Policy".



ALLOW ACCESS

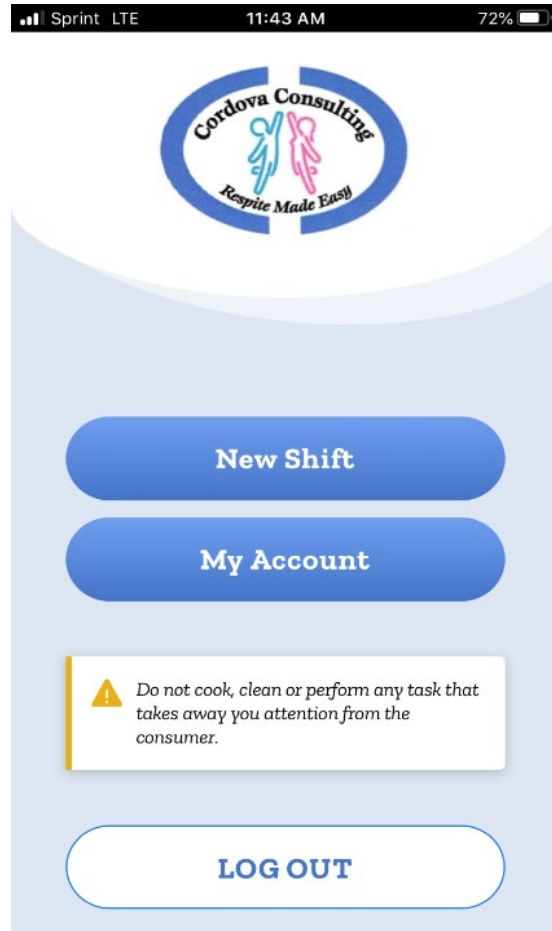


When this page displays,

Allow

must be chosen or the app will not work!

Start Shift



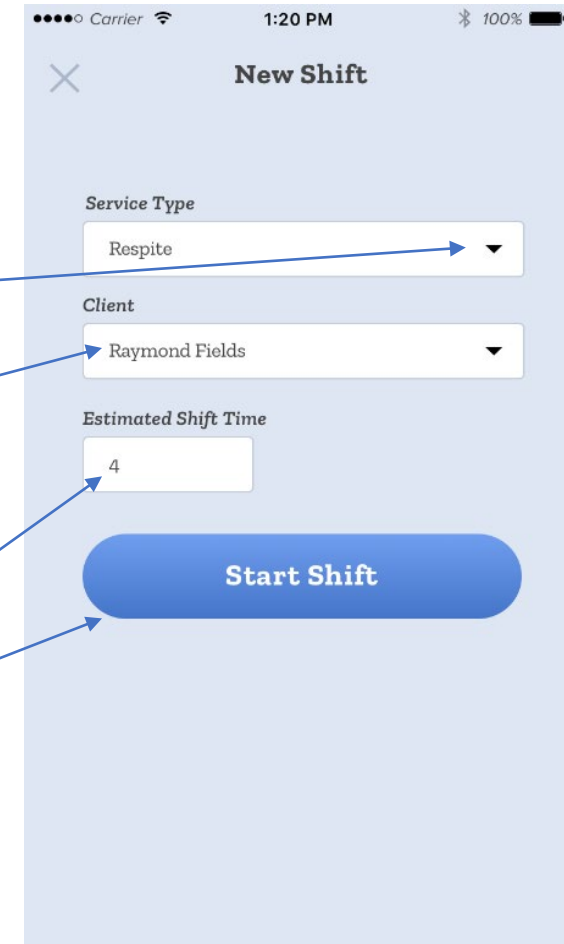
Begin a New Shift by choosing **New Shift**

On the next screen select the *Service Type* by touching the black down arrow ▼ select **Respite**.

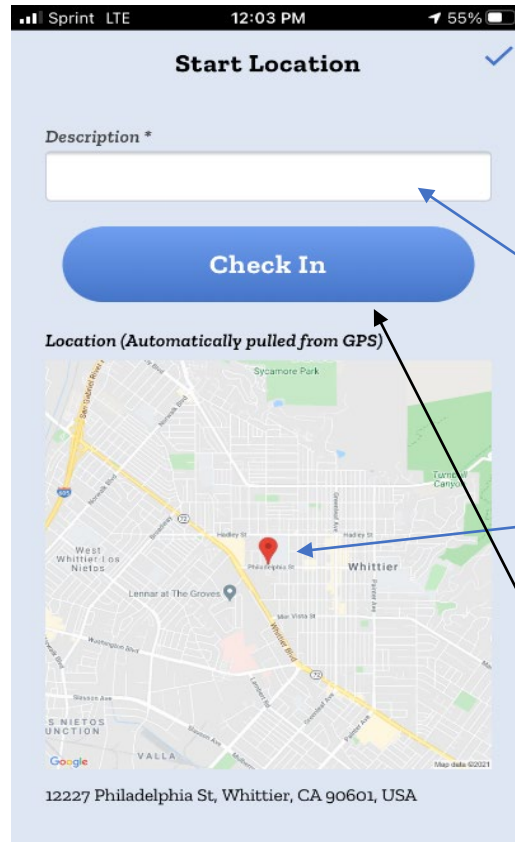
Next select your client

In the *Estimated Shift Time* box type the **number** of hours you expect to work for the shift.


Press Start Shift



Start Shift Location

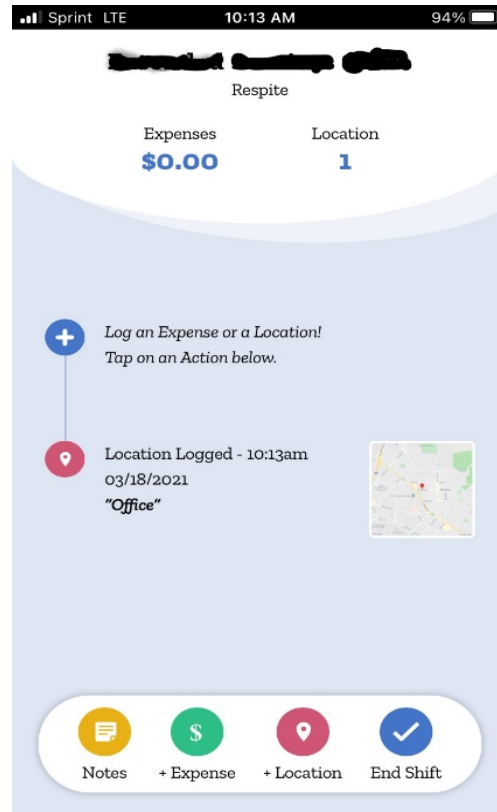


When this screen displays, type in a note about your current location in the *Description** box. Example = [Client's Home](#)

GPS will Ping your location and place a red marker  on the map.

When the marker is noticed, choose [Check In](#).

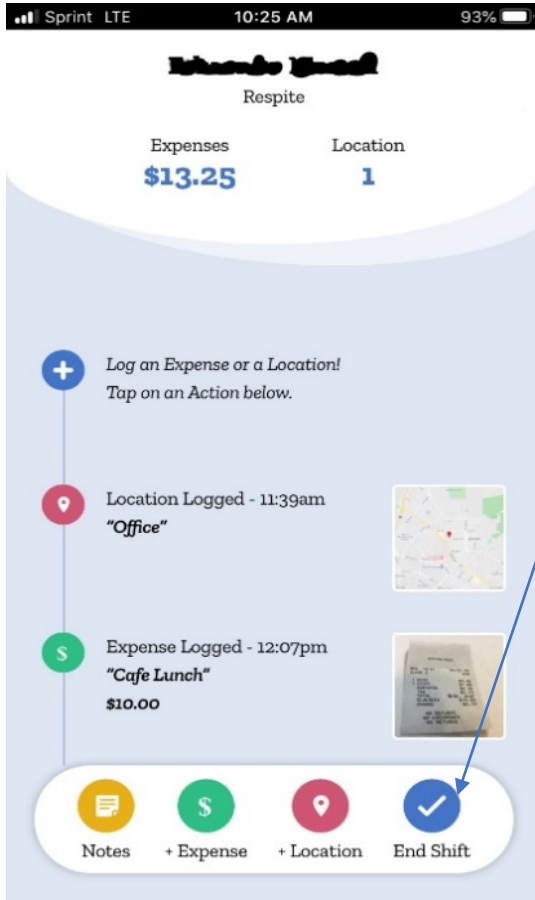
Main Screen



This Screen has the service type and client name displayed at the top. There are many options available on this page. It is the apps main page. When reaching this page:

1. The App may be closed.
2. Put the device away and begin working with the client.
3. Other functions on the device may be used while the App is running in the background.

End Shift

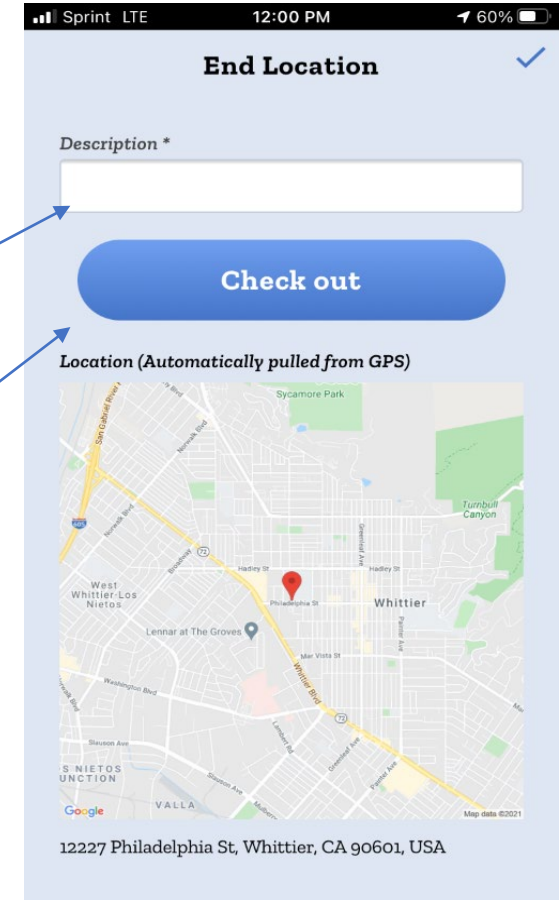


At the end of your shift, touch the

 **End Shift** icon.

When the end location screen displays, touch the white box and type a note about your current location in the *Description** box. Example = **Client's Home** For **In-Home Respite** this should be the same as the Check In information.

When finished typing, choose **Check Out**.




Time Difference Reason

The screenshot shows a mobile application interface. At the top, the status bar displays 'Sprint LTE', '11:06 AM', and '66%' battery. The app title is 'Time Difference Reason' with a blue checkmark icon in the top right corner. Below the title is a red instruction: 'Your estimated shift time is too different from your actual time spent. Please select a reason to explain this difference.' A list of seven radio button options follows: 'Client sent me home early', 'I forgot to check out of my shift', 'The client did not come in time', 'There was an emergency that caused the shift to end early/late', 'The shift is logging hours not associated to respite care (Sick, Training etc.)', and 'I entered the original estimated shift time incorrectly'. A black arrow points from the second option to the right, and a blue arrow points from the top right corner to the right.

If this page displays,

Read the list and pick a reason for the difference between the estimated time and the actual time.

Touch the white dot next to the reason that best fits your situation.

Touch the blue check mark  in the upper right corner to submit this page.

Shift Duration

Screenshot of the 'Shift Duration' page. The page title is 'Shift Duration' with a close button (X) on the left and a checkmark on the right. Below the title, there is a red instruction: 'Please enter the actual amount of hours worked for this shift to explain the incorrect recorded time. The Actual Time Worked field is required'. There are two fields: 'Actual Time Worked (hours)' which is a white input field, and 'Recorded Shift Time' which is '1h 28m'. The status bar at the top shows 'Sprint LTE', '4:36 PM', and '94%' battery.

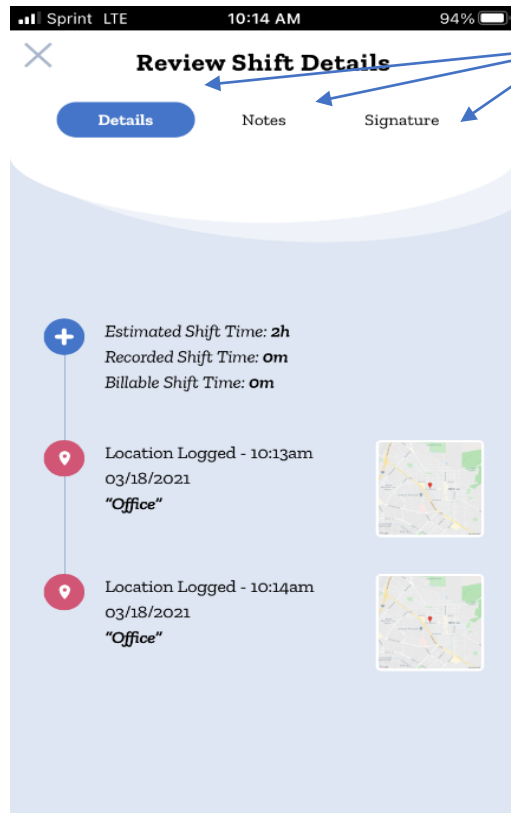
On the Shift Duration page touch the white box and type in the correct number of hours for your shift.

Touch the blue Check mark to submit the change.

On the next page choose **Ok** to confirm the change.

Screenshot of the 'Shift Duration' page. The page title is 'Shift Duration' with a close button (X) on the left and a checkmark on the right. Below the title, there is a red instruction: 'Please enter the actual amount of hours worked for this shift to explain the incorrect recorded time.'. There are two fields: 'Actual Time Worked (hours)' which is a grey input field containing '-5', and 'Recorded Shift Time' which is '1h 28m'. A confirmation dialog is overlaid on the page with the title 'Please Confirm' and the text 'Are you sure you want to change the actual time worked from 1h 30m to 30m?'. The dialog has two buttons: 'Ok' and 'No'. The status bar at the top shows 'Sprint 1x', '4:37 PM', and '94%' battery.

Review Shift Details



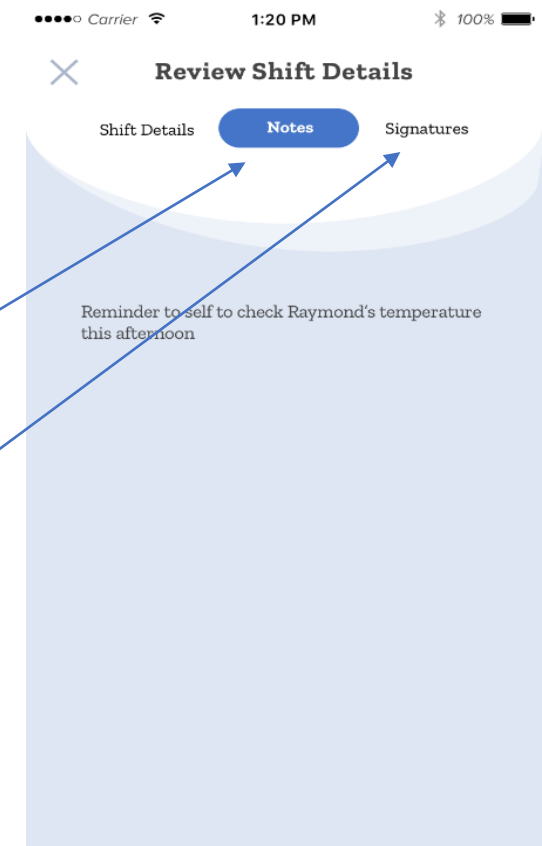
The **Review Shift Details** page has 3 sections. Both the Employee and the Parent/Guardian should review these sections.

The *Shift Details* icon goes over the shift information.

The *Notes* icon will review any notes the employee made during the visit.

The *Signature* icon opens a screen for the caretaker and the parent/guardian to sign.

Signatures must be completed to end the shift.



Signatures

Sprint LTE 2:09 PM 35%

Review Shift Details

Details Notes **Signature**

Guardian/Customer Signature * clear

Caretaker Signature * clear

Submit Shift

When this Signature page is displayed, touch a box and the page will change to a large box.

Turn the device sideways (landscape) for signing.

Use your finger to write your signature. When finished signing touch **Confirm**.

Please Sign

Confirm

Signature

clear

Submit Shift

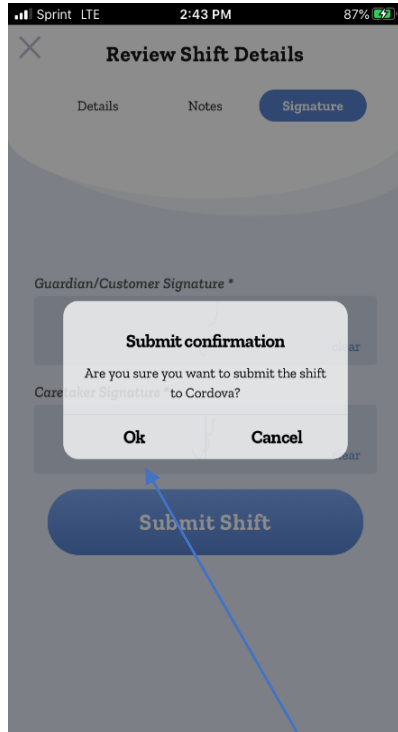
The screenshot shows a mobile application interface for reviewing shift details. At the top, the status bar displays 'Carrier', signal strength, '1:20 PM', and '100%' battery. Below the status bar is a navigation bar with a close icon (X) and the title 'Review Shift Details'. Underneath the title are three tabs: 'Shift Details', 'Notes', and 'Signatures', with 'Signatures' being the active tab. The main content area contains two signature fields. The first is labeled 'Guardian/Customer Signature' and contains a handwritten signature with a 'clear' button to its right. The second is labeled 'Caretaker Signature' and contains another handwritten signature with a 'clear' button to its right. At the bottom of the form is a large blue button labeled 'Submit Shift'.

Once both signatures are complete.

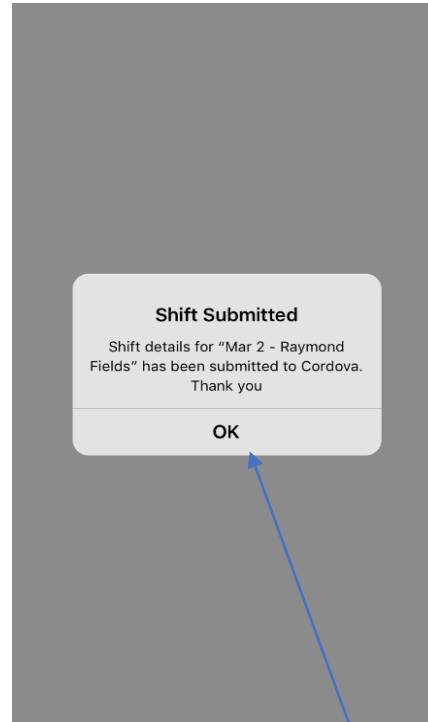
Press Submit Shift



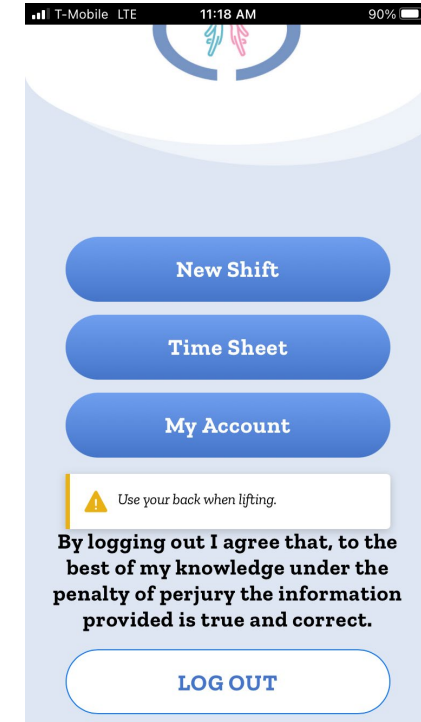
Confirm Shift /Log Out



When this page displays choose **OK**.



When this page displays choose **OK**.



When this page displays choose **Log Out**.

More Features

Recording Sick Time
Time Sheet Calendar
Notes
Language Options
Trouble Shooting

Recording Sick Time

3:49 cordova.evvcompliance.org

Cordova Consulting

Email *

Password *

Keep me signed in

Sign In

[Forgot Password?](#)

By clicking "Sign In," you agree to our [Terms of Use](#) and [Privacy Policy](#)

To record Sick Time, begin by logging into the app as usual.

On the next page choose New Shift

Sprint LTE 4:14 PM 80%

Cordova Consulting

New Shift

Time Sheet

My Account

! Please be sure to wash and sanitize your hands often while on your respite shift.

By logging out I agree that, to the best of my knowledge under the penalty of perjury the information provided is true and correct.

Choose Sick

Sprint LTE 9:50 AM 99%

New Shift

Service Type *
Select a type

Client *
Select a client

Estimated Shift Time *

Start Shift

Touch the down arrow on the drop-down list in the *Service Type** box.

Choose Sick

Sprint LTE 9:50 AM 99%

New Shift

Service Type *
Select a type

- Sick
- Respite
- Training

Estimated Shift Time *

Start Shift

Claim Sick Hours

New Shift

Service Type *
Sick

Client
Select a client

Estimated Shift Time *
3

Start Shift

The client box will turn grey and will be locked – leave blank. No client will display for sick pay.

Place the number of hours being claimed as sick pay for this day.

Touch Start Shift

When the **Sick Hours Request** page displays, read the information and confirm the hours are correct by Touching submit Shift.

Sick Hours Request

Please review and confirm the number of sick hours you are requesting

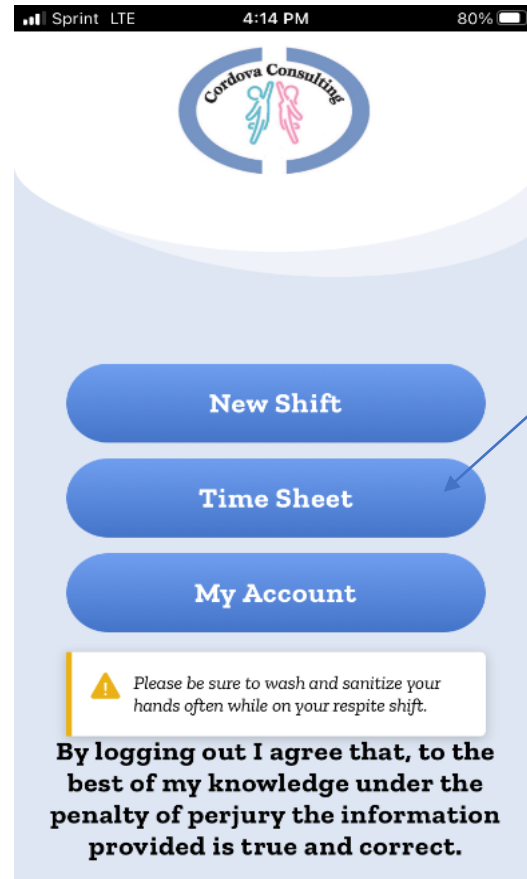
You can change the amount of hours below if needed

Then submit the shift to finish the request

Amount of requested sick hours 3

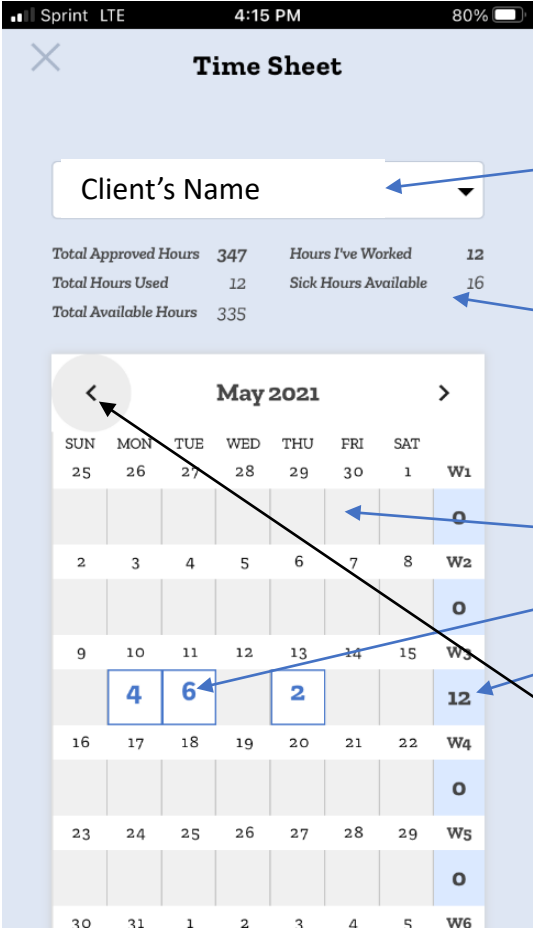
Submit Shift

Time Sheet Tab



Touch the Time Sheet tab to view the Time Sheet Calendar.

Time Sheet Page



The current month, **Time Sheet** calendar will display.

Towards the top will be the client's name.

To view multiple clients, touch the arrow next to the **CLIENT Name** box.

Information regarding the client's and employee's hours related to this client will be displayed.

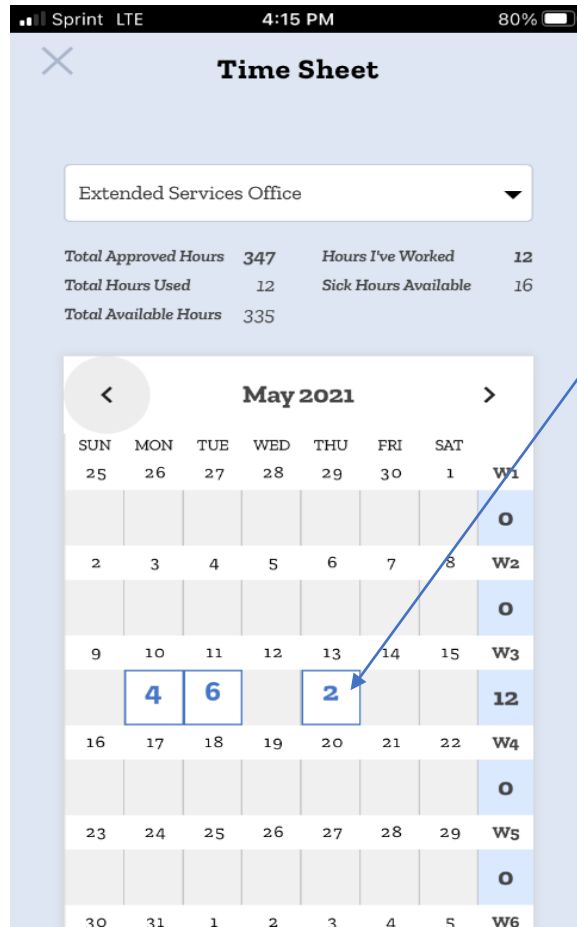
On the calendar grid:

- Grey boxes are dates with no hours recorded.
- White boxes with a number inside are dates and hours recorded.
- Blue boxes at the end of each week show the total hours worked in the week for the identified client.

To view different months, use the side arrows at the top of the calendar.

Remember, employees may NOT exceed 40 hours each week. If families have more hours, multiple employees should be used.

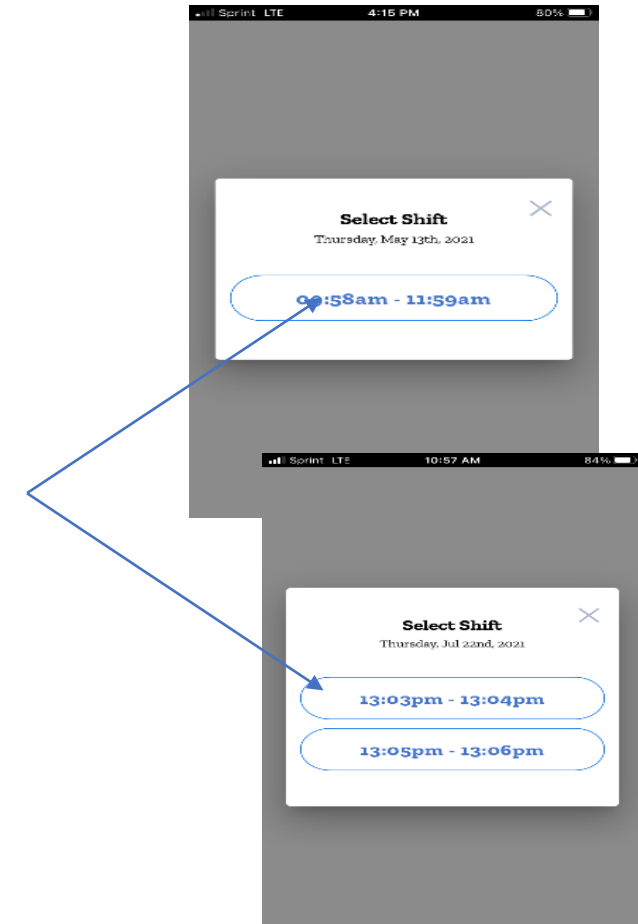
View a Shift



To view the details of a shift and make corrections, touch the box with the shift hours indicated.

A window will display with the shifts worked on the selected date. Touch the shift you would like to correct.

Corrections can only be made to shifts that have been logged into the app. If the app does not show hours for a date worked, call the office for support.



Edit Shift

Sprint LTE 12:07 PM 79%

✕ **Edit Shift**
Thursday, Aug 12th, 2021
10:58am - 11:54am

Estimated Shift Time 2h

Recorded Shift Time 0m

Time I Actually Worked

Please enter the actual amount of hours worked for this shift to explain the incorrect recorded time. Time will be rounded up to the nearest .5 or less.

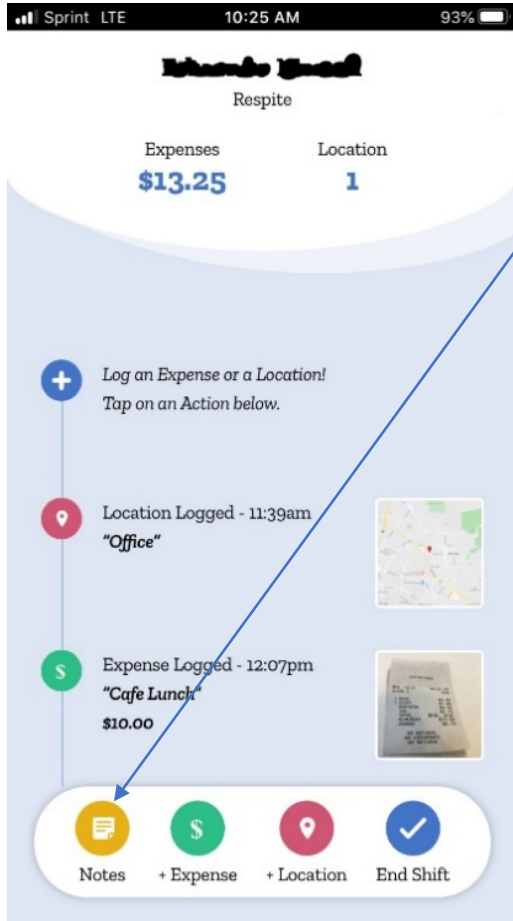
Update

The Edit Shift page provides the Estimated Shift Time, Recorded Shift Time, and Time I Actually Worked which indicates the hours to be paid.

To make a correction change the hours in the box labeled **“Time I Actually Worked.”**

Touch **Update.**

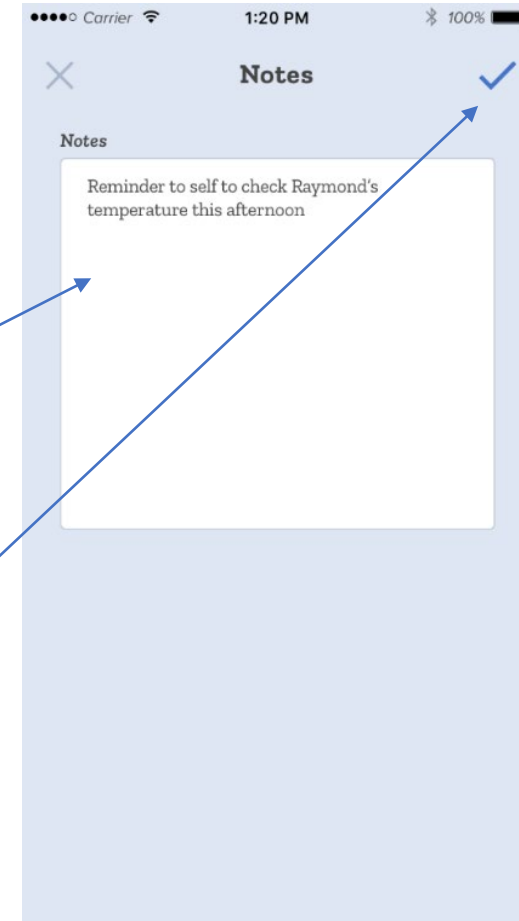
Logging Notes



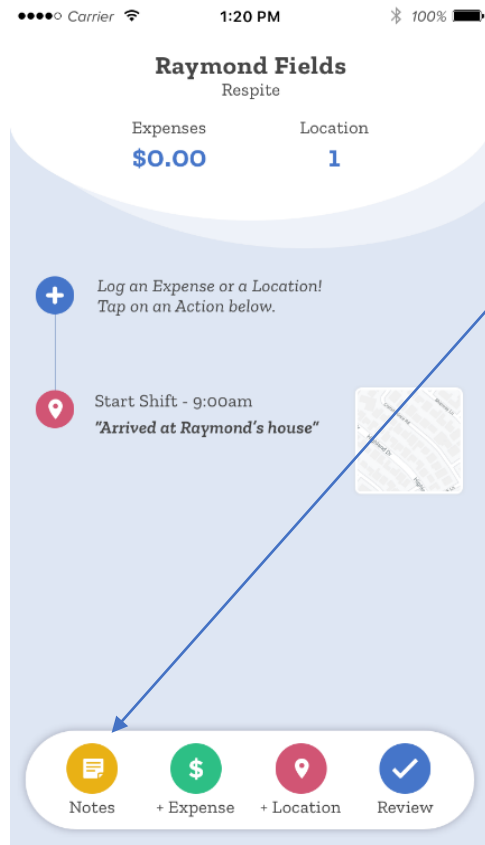
To begin logging a note into the app, choose the Notes Icon on this page.

When the notes page is displayed, touch the white box to begin typing.

When you are finished typing your note, touch the check mark to save and submit the note. ✓



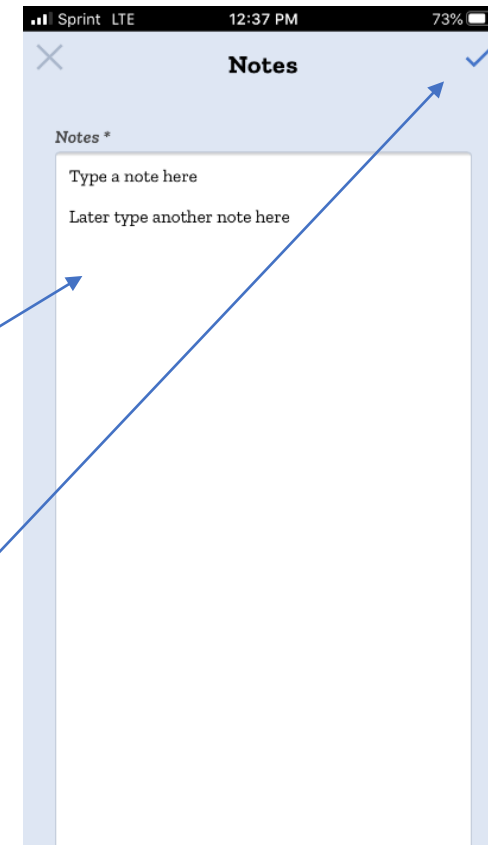
Adding More Notes/Correcting Notes



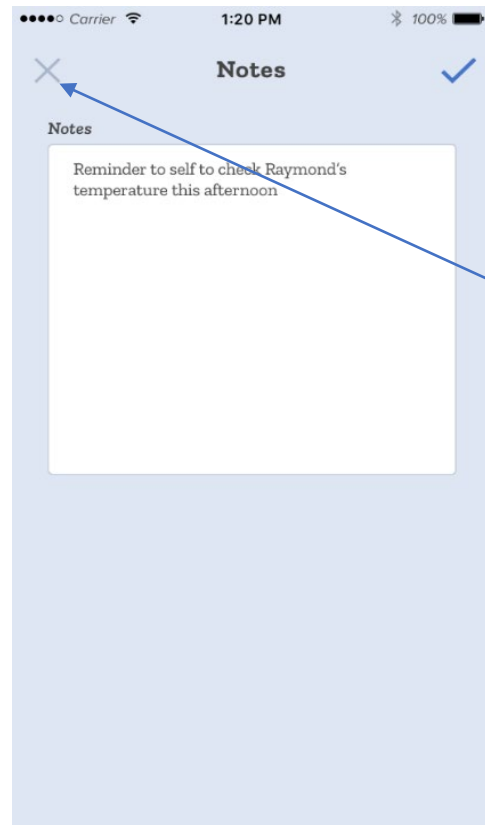
When more notes or corrections are needed, just touch the Notes Icon again.

When your notes page displays, touch the white box and write another note on the same page as the previous note.

Touch the check mark
To save and submit the note.



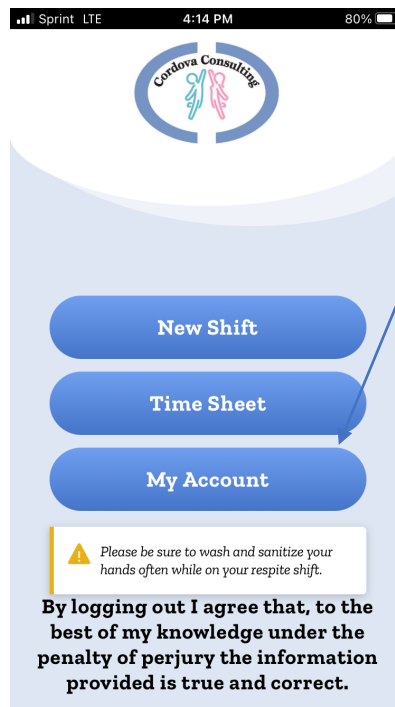
EXIT Page without Saving



To exit a page without saving information, touch the X in the top left-hand corner.

Changing the Language

The app can be displayed in both English and Spanish.



To Change the language setting log-in as usual then choose the My Account icon.

On the My Account page, in the *Language** box, touch the down arrow to choose English or Spanish.

Touch the X in the upper left-hand corner to exit out of the page.



Troubleshooting

Please be advised that both Android and Apple products update their settings procedures frequently. Further the version of the device being used will determine the settings. We will do our best to keep the steps below updated. If you find these steps to no longer be accurate, please come into the office for support so we can troubleshoot together.

Log-in not working

Are you on the correct website?

cordova.evvcompliance.org

The picture should look like the one below with a picture of the two people touching hands.



Log-in not working

Log-in Information

3:49

cordova.evvcompliance.org

Cordova Consulting

Email *

employee.email

Password *

PASSWORD#1

Keep me signed in

Sign In

[Forgot Password?](#)

By clicking "Sign In," you agree to our [Terms of Use](#) and [Privacy Policy](#)

1. The log-in information is the **EMPLOYEE'S Email**.
2. Check that there are No Typos. Touch the little grey eye shape in the Password box to see the password you are typing.
3. Try writing the email in all lowercase.
4. Try writing the email with the first letter upper case and the rest of the email lowercase.
5. The Default Password must be correctly typed in all capital letters **CCEVV2020**
6. If the default password was changed and you cannot remember your new password tap **Forgot Password** and have instructions sent to your email to make a new Password.
7. Come to the office for further support.

Log-in not working

Forgot to Log-in

Time Difference Reason ✓

Your estimated shift time is too different from your actual time spent. Please select a reason to explain this difference.

- Client sent me home early
- I forgot to check out of my shift
- The client did not come in time
- There was an emergency that caused the shift to end early/late
- The shift is logging hours not associated to respite care (Sick, Training etc.)
- I entered the original estimated shift time incorrectly

1. Same Day:

Long in immediately and complete the process.

- Use the Time Difference Reason page to correct the hours.
- Or correct the hours in your Time Sheet Tab after you complete the shift.

Call the office if more assistance is needed.

2. Different Day:

Call the office to notify us of the missed shift.

Cordova Consulting

New Shift

Time Sheet

My Account

⚠ Please be sure to wash and sanitize your hands often while on your respite shift.

By logging out I agree that, to the best of my knowledge under the penalty of perjury the information provided is true and correct.

Log-in not working

Forgot to Log-out

Time Difference Reason ✓

Your estimated shift time is too different from your actual time spent. Please select a reason to explain this difference.

- Client sent me home early
- I forgot to check out of my shift
- The client did not come in time
- There was an emergency that caused the shift to end early/late
- The shift is logging hours not associated to respite care (Sick, Training etc.)
- I entered the original estimated shift time incorrectly

Log out as soon as you notice.

Use the Time Difference Reason page to correct the hours.

Choose I forgot to check out of my shift.

On the next page, correct the hours by touching the box and typing in the hours worked.

Shift Duration ✓

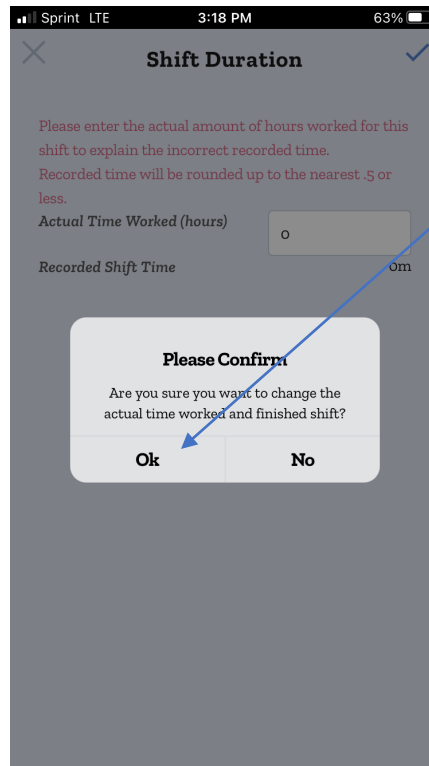
Please enter the actual amount of hours worked for this shift to explain the incorrect recorded time. Recorded time will be rounded up to the nearest .5 or less.

Actual Time Worked (hours)

Recorded Shift Time

Log-in not working

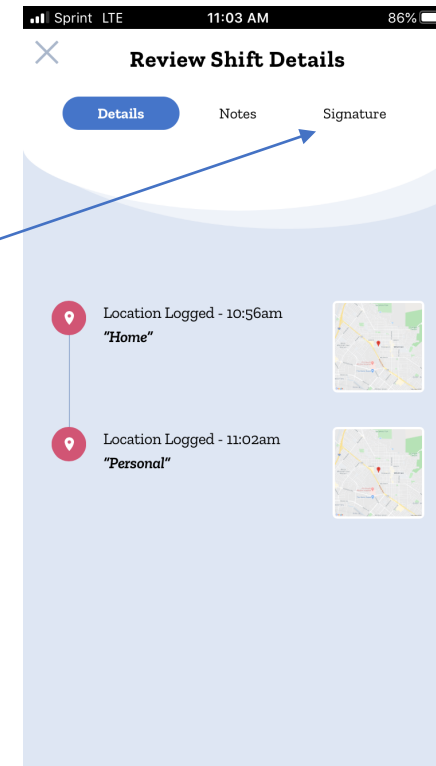
Confirm and Log-Out



Confirm the change in hours.

Complete the log-out procedures as normal.

You may log-out of an old shift and start a new shift on the same day.



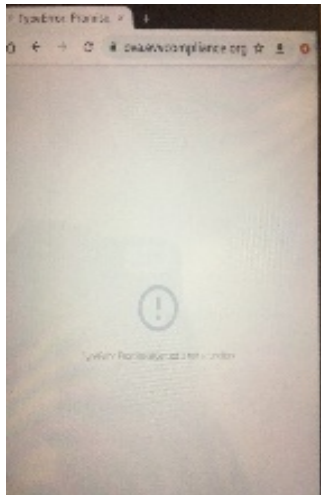
No internet/cell service/airplane mode

1. Check all settings are correct.
2. Connect phone to home internet server if possible.
3. Log in on another device -Different Phone/Tablet/Laptop/desktop/
that has internet connection.
4. Complete the process at a later time when service is connected and
use “Reason for Time Difference” page to document the issue and
log the correct time.
5. Correct your time on the Time Sheet calendar.
6. Come to the office for Support.

Frozen App

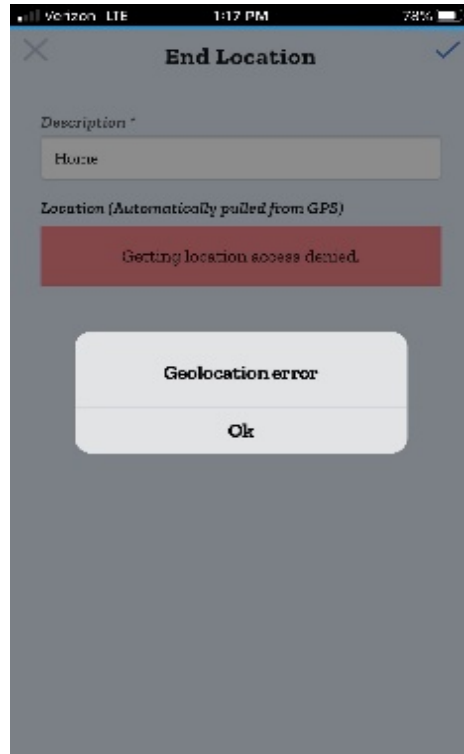
After logging-in on another device the app is frozen on the phone. Close the app on the phone and log-in again.

Type Error



If you get a “**TypeError**” message when trying to do the map location, then you may have a phone that is blocking or unable to use too the geolocation. See below to correct the geolocation or try using a different device (different phone, laptop, desktop, tablet).

Geolocation Error



If you get a geolocation error, “**Getting location access denied**” message, the location services for your phone websites is turned off or blocked.

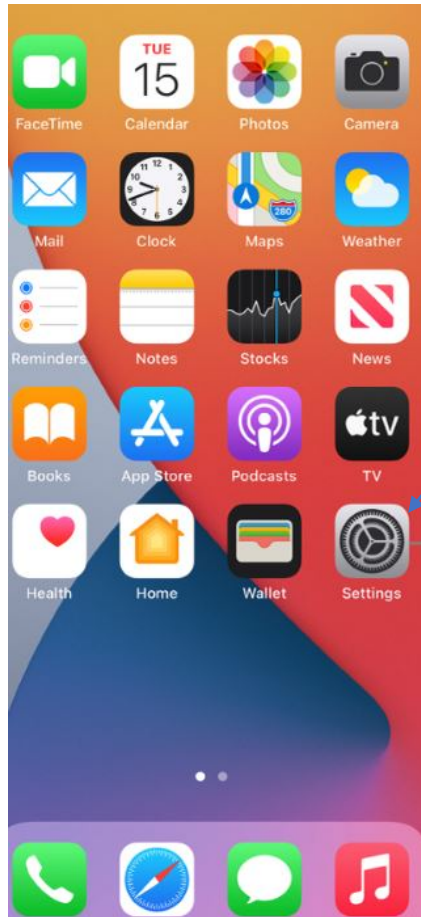
See below for multiple solutions.

Allowing Geolocation iPhone

There are multiple options for correcting the Geolocation Error on an Apple device. If any the following 3 options do not correct your error, please come to the office for assistance. We will need to see your device to troubleshoot the error with you.

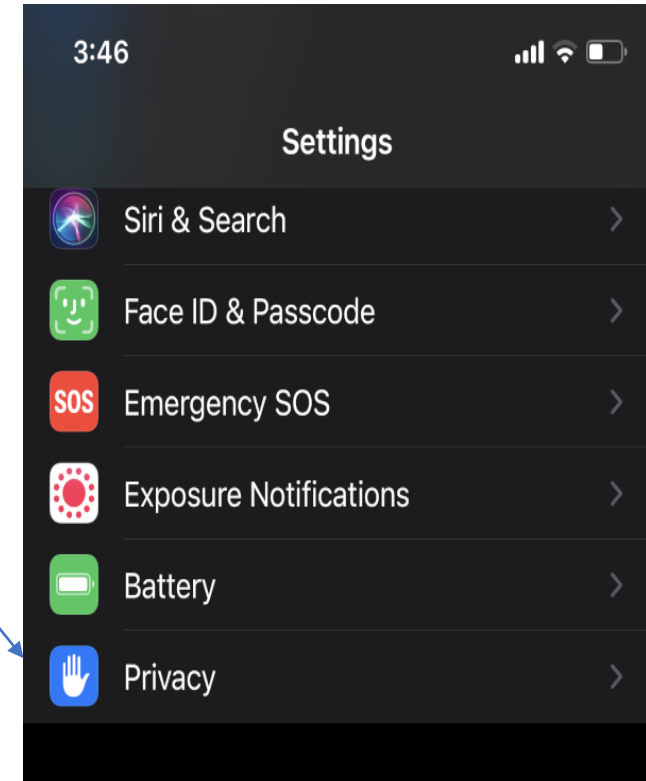
Allowing Geolocation - iPhone Option 1

Location Services



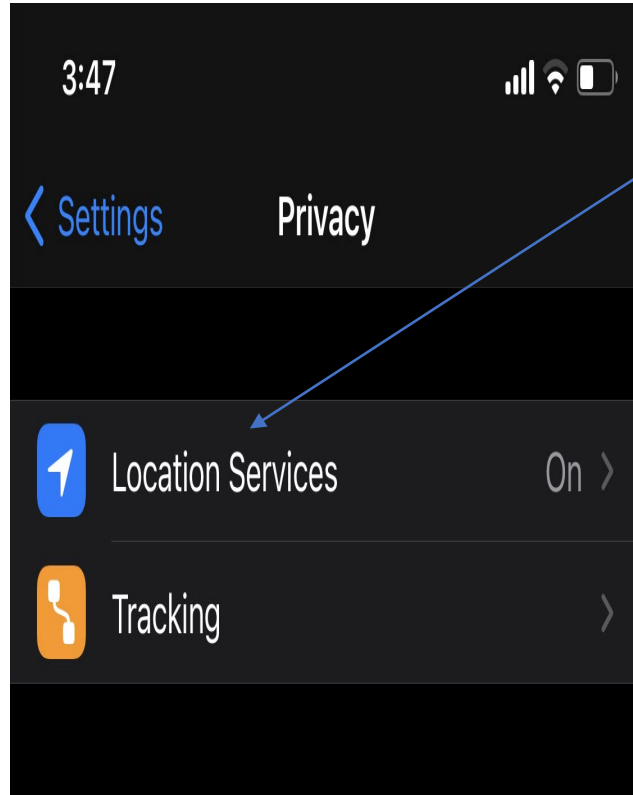
Go to the iPhone settings.

Scroll to find and choose **Privacy**.



Allowing Geolocation -iPhone Option 1

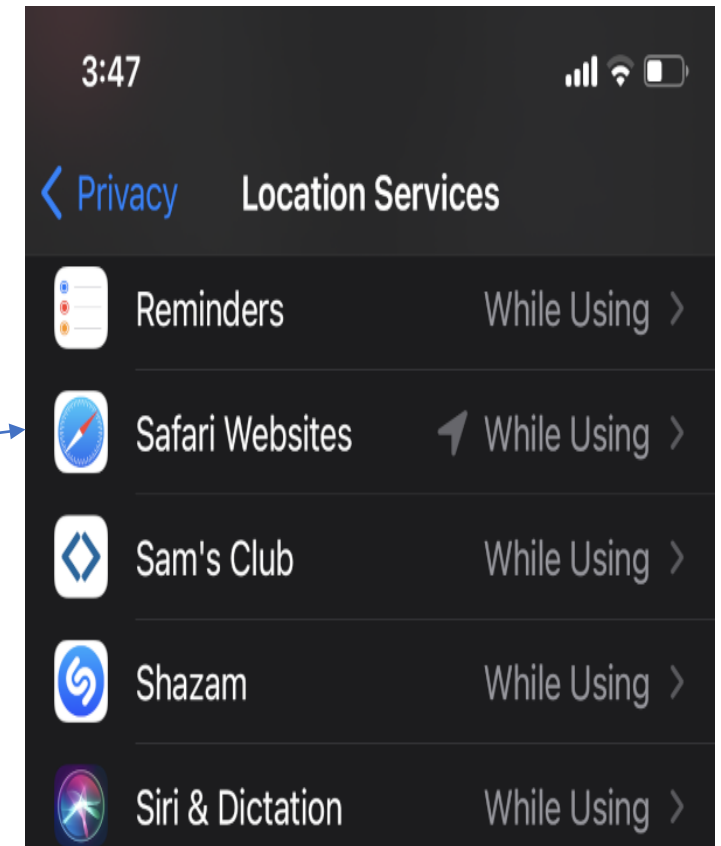
Location Services/ Safari Websites



Scroll to find and choose **Location Services**.

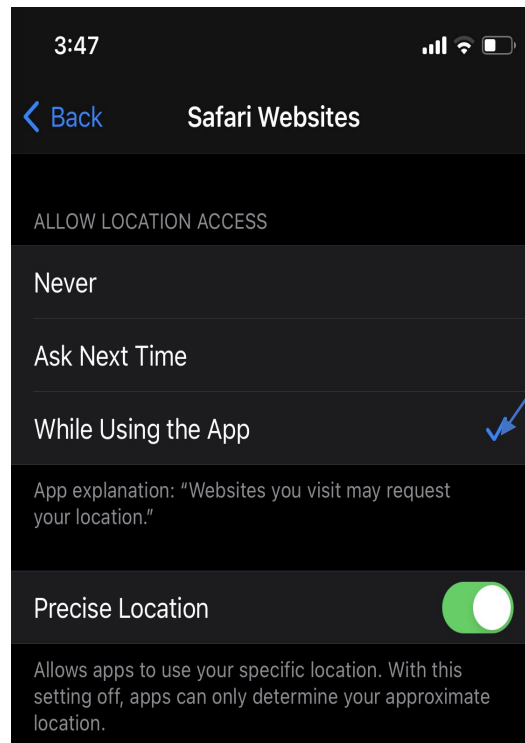
Open Location Services.

Scroll down to find **Safari Websites**.



Allowing Geolocation - iPhone Option 1

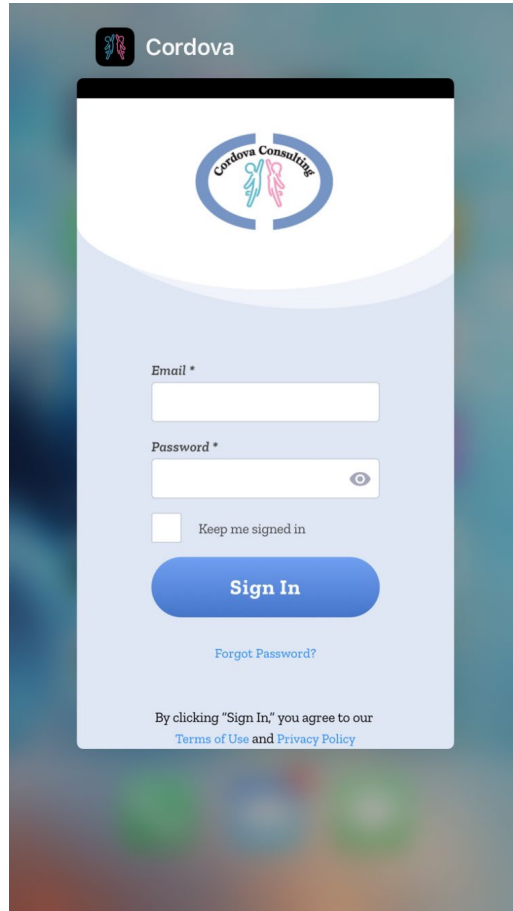
Allow While Using the App



Under the **Allow Location Access** section, choose **While using the App**.

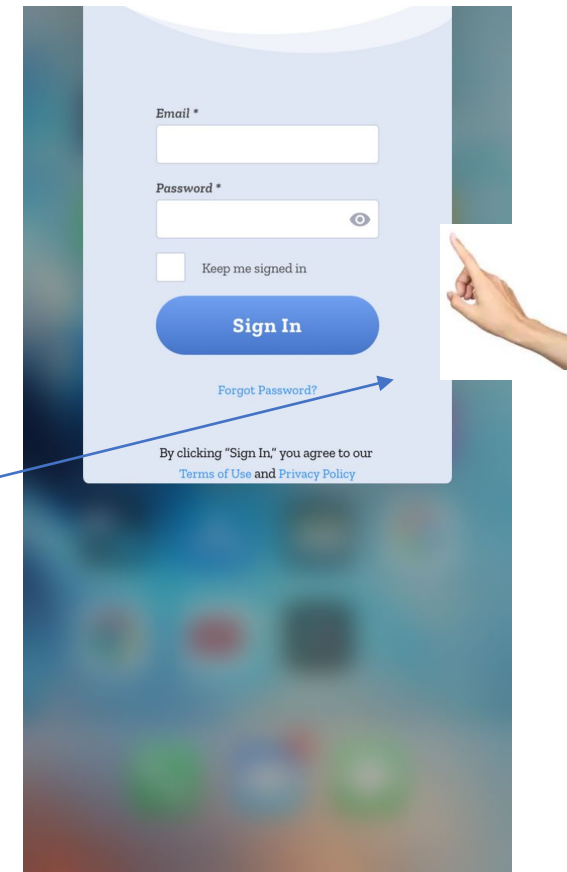
This should fix the issue with the GEO location error. If further assistance is needed, try the following the steps for Options 2 & 3.

Close the App Completely

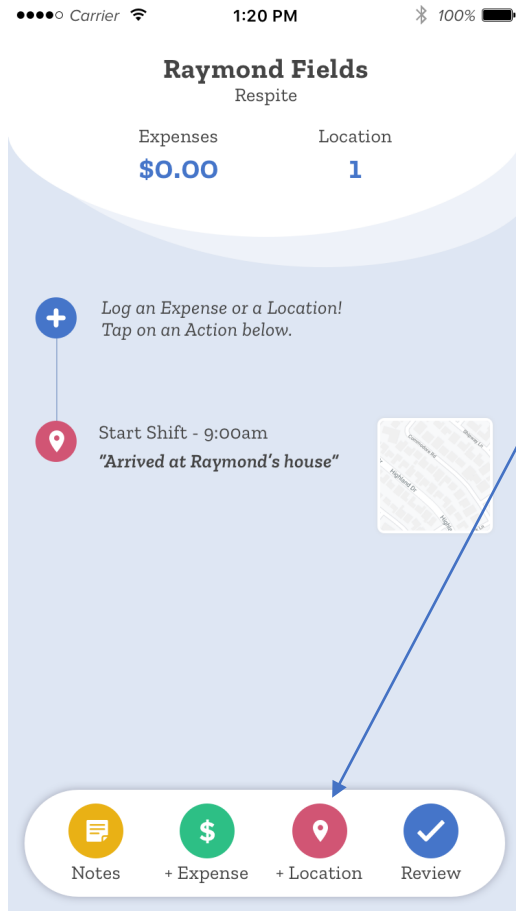


Double tap the home button or, complete whichever action is required by your device to close the app completely on the device.

Swipe the app off the screen.



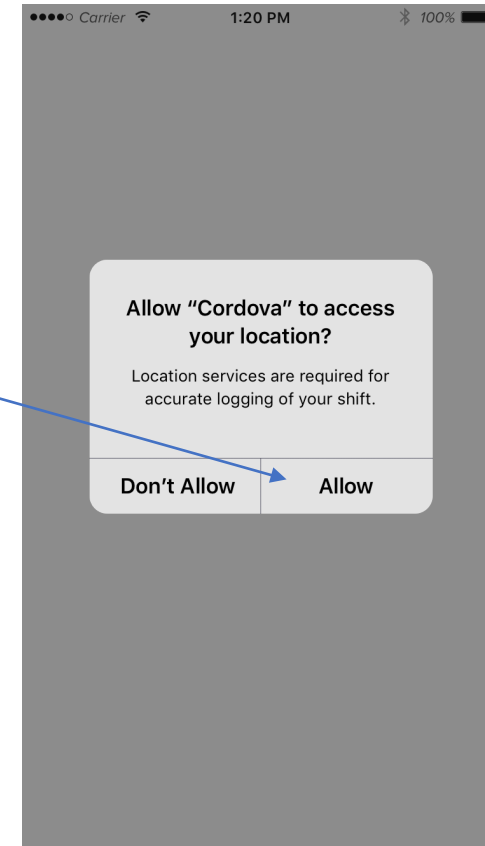
Retry getting the Geolocation



Back in the app touch the **Location Icon** again and retry getting the location.

If Prompted to allow geolocation choose **Allow**.

If further assistance is needed, please come to the office for personal support.



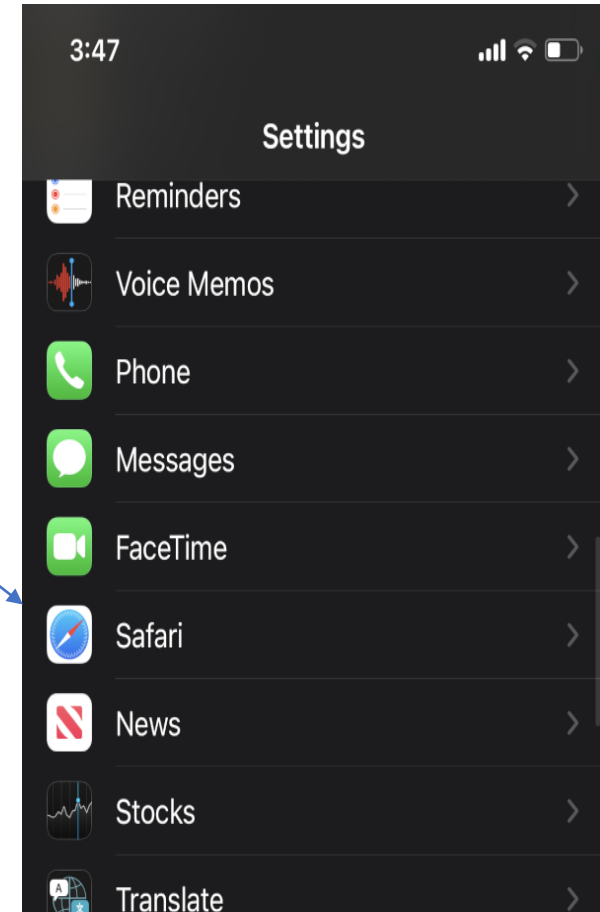
Allowing Geolocation - iPhone Option 2

Safari Settings



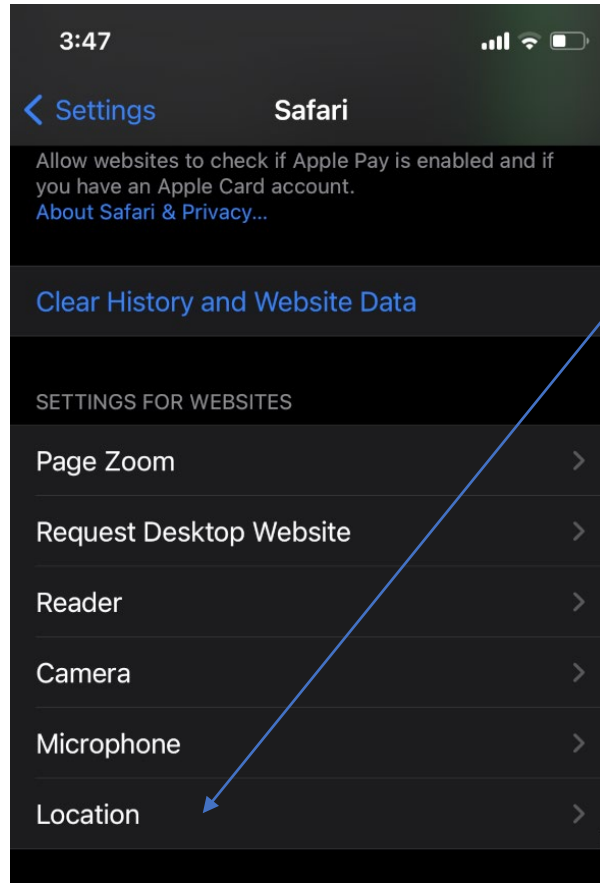
Go to the iPhone settings

Scroll to find Safari.
Open Safari



Allowing Geolocation - iPhone Option 2

Safari Location

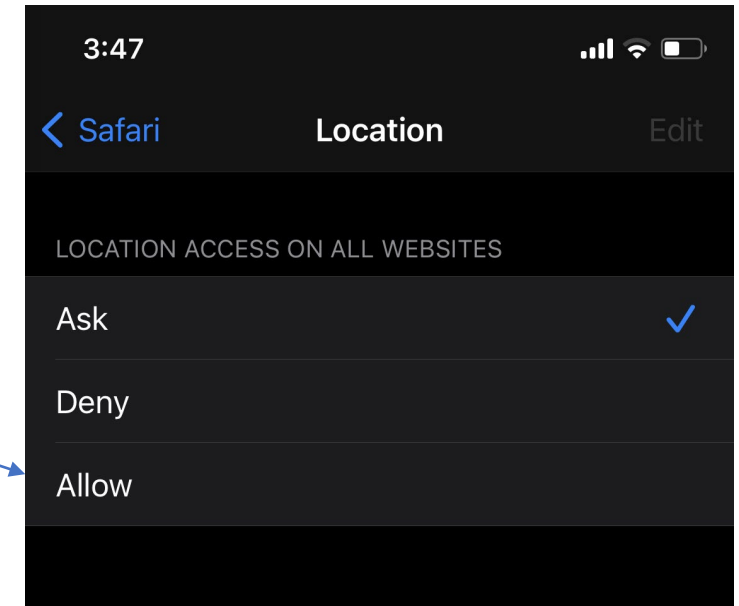


Scroll to and choose
Location

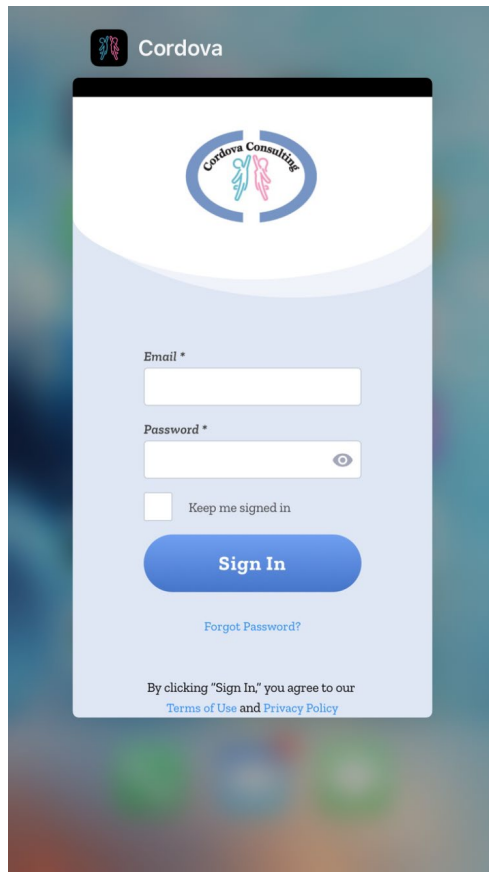
When the Location
window opens choose
Allow.

This should fix the GEO
location error problem.

If further assistance is
needed, see option 3
below.

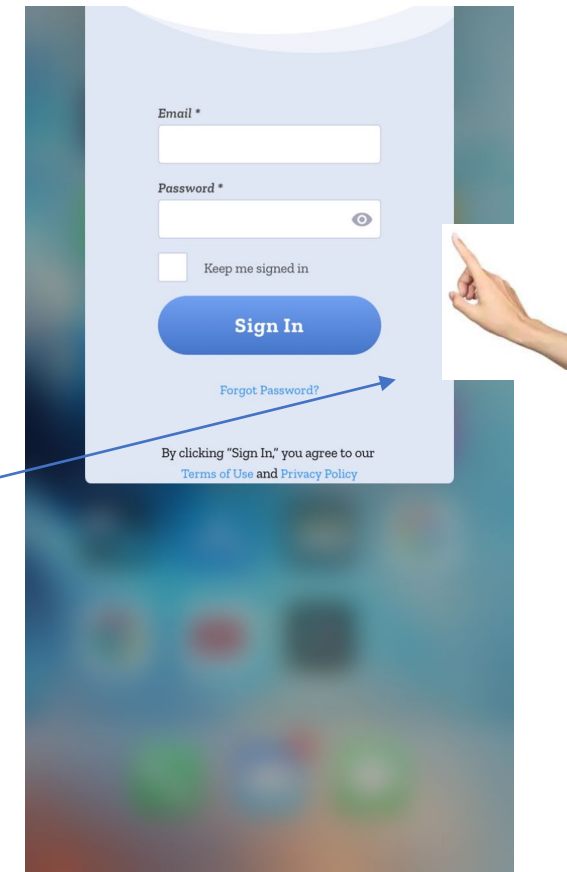


Close the App Completely

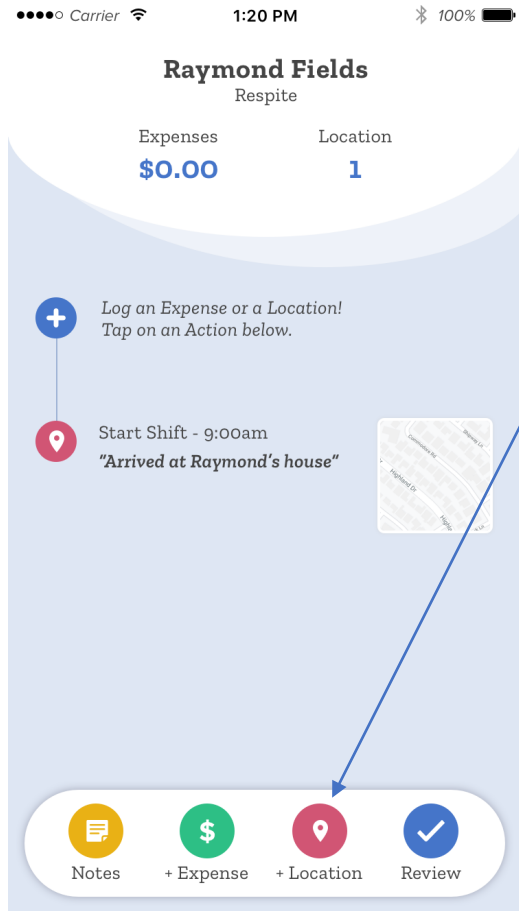


Double tap the home button or, complete whichever action is required by your device to close the app completely on the device.

Swipe the app off the screen.



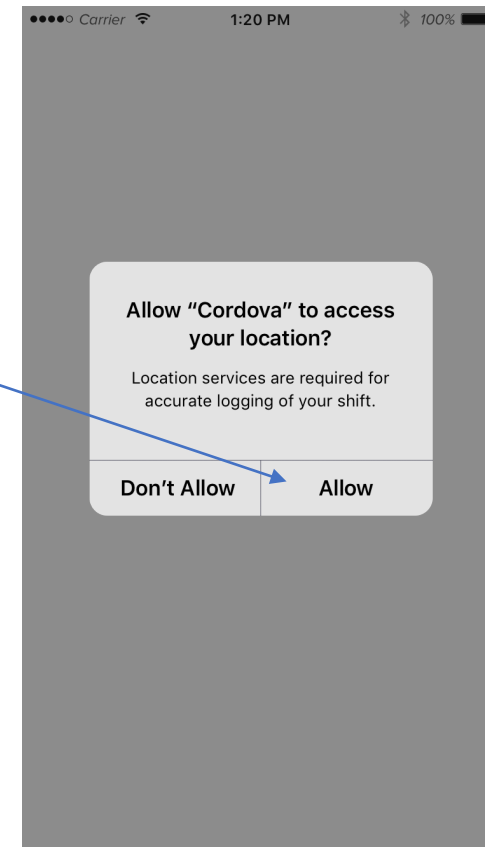
Retry getting the Geolocation



Back in the app touch the **Location Icon** again and retry getting the location.

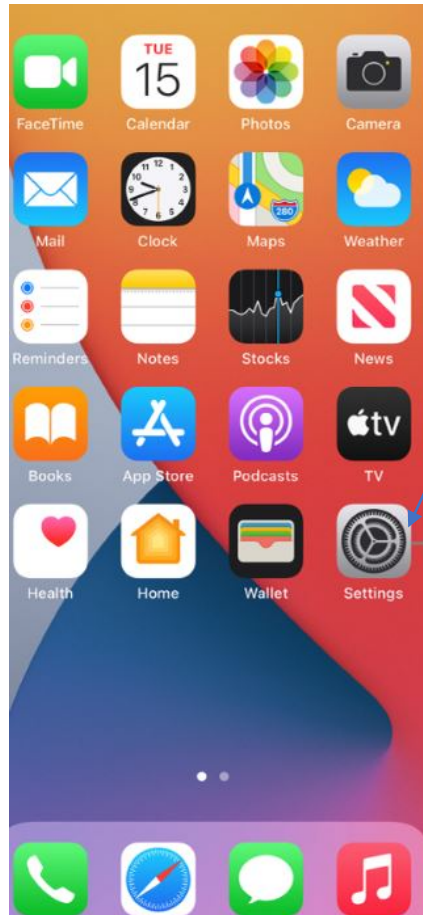
If Prompted to allow geolocation choose **Allow**.

If further assistance is needed, please come to the office for personal support.



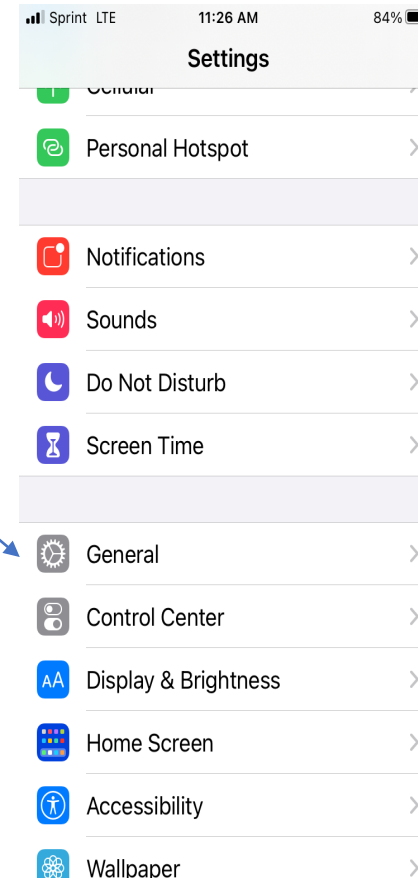
Allowing Geolocation - iPhone Option 3

Reset Settings



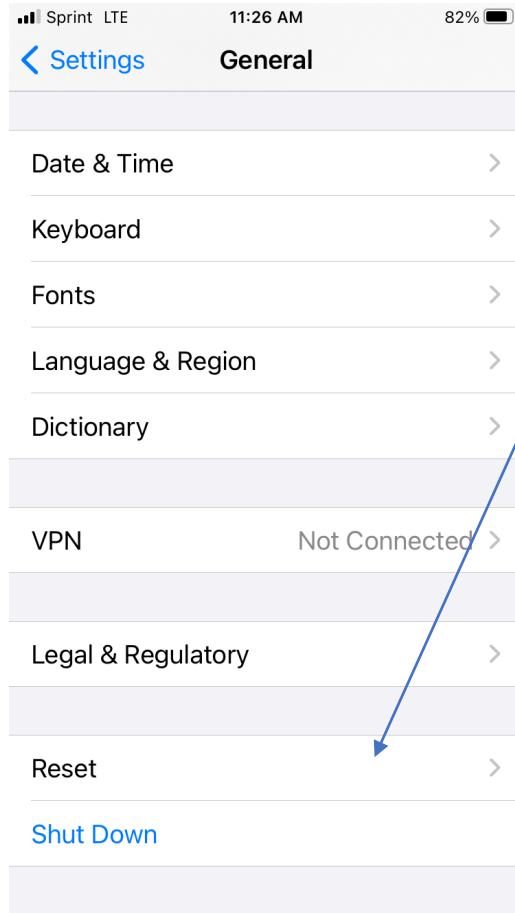
Go to the iPhone Settings.

Scroll to find **General**.
Open General.



Allowing Geolocation - iPhone Option 3

Reset Location and Privacy



In the General screen scroll to find Reset.

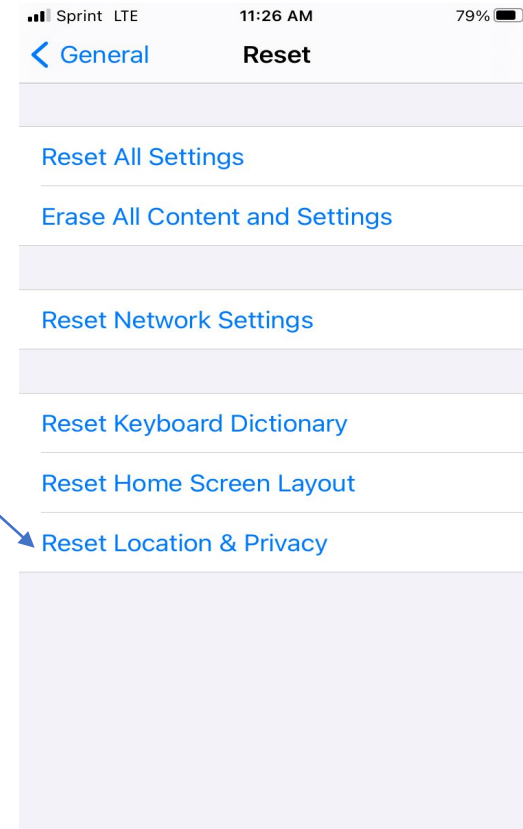
Open Reset

Scroll to find **Reset Location & Privacy.**

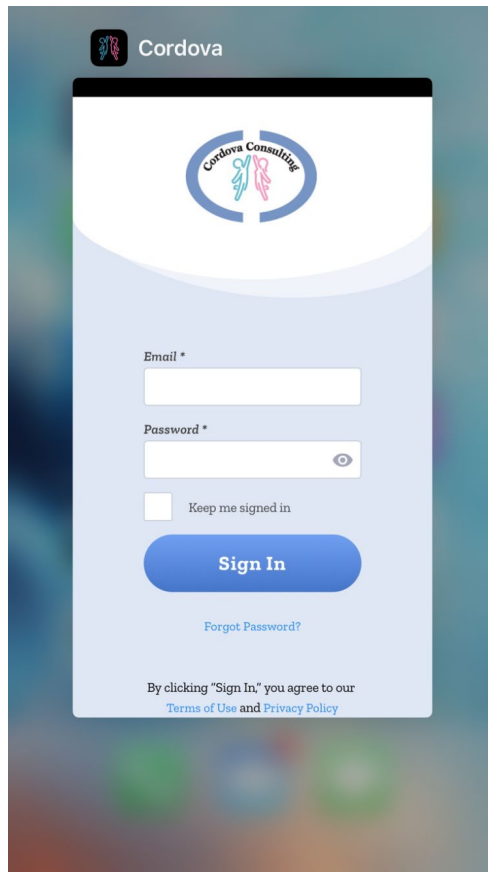
Follow the instructions on the device to reset this option.

Warning

Choosing Reset Location and Privacy will change the settings for all the apps on the device.

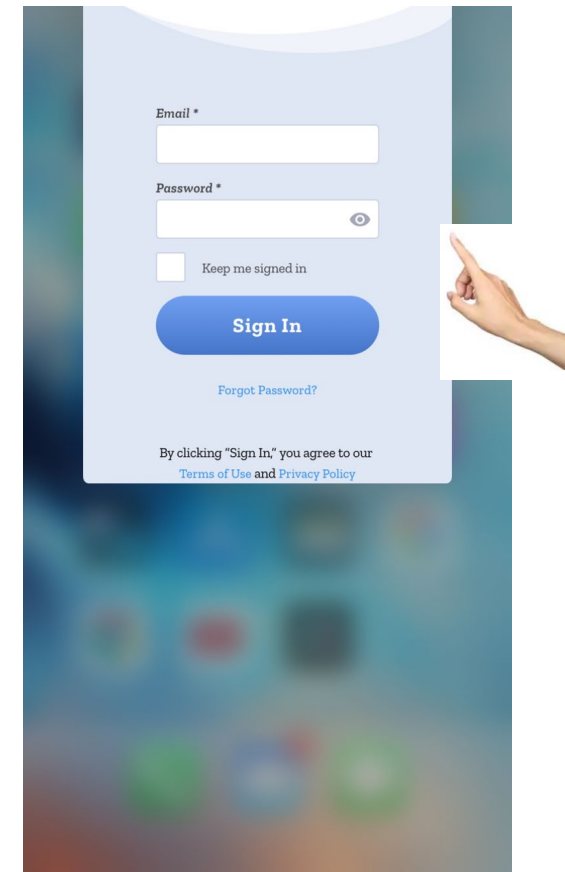


Close the App and Re-open

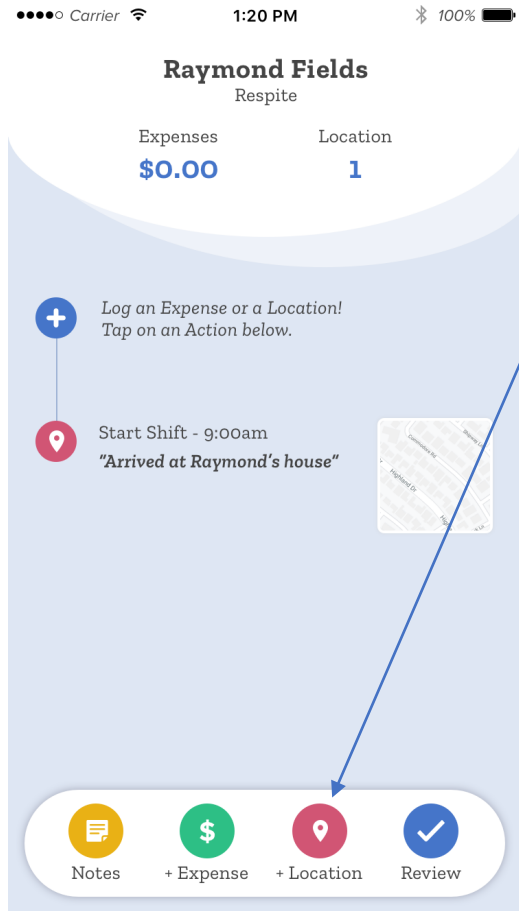


Double tap the home screen or complete whichever action is required by your device to close the app completely on the device.

Swipe the device off the screen.



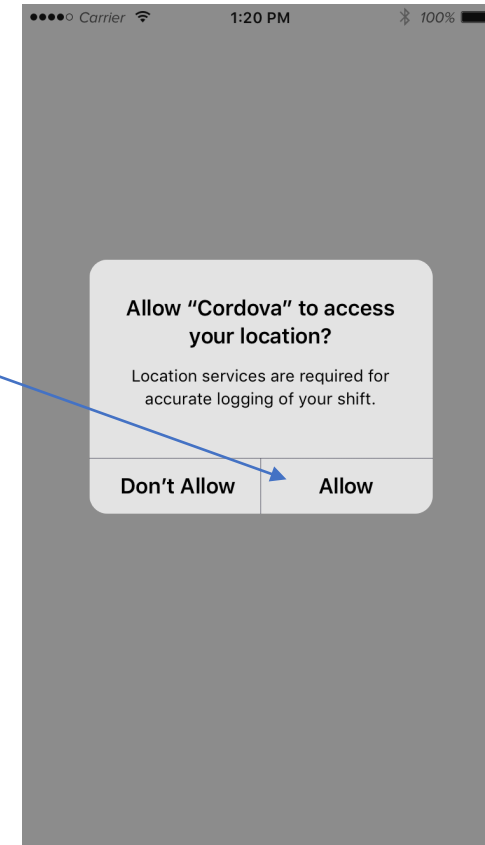
Retry getting the Geolocation



Back in the app touch the **Location Icon** again and retry getting the location.

If Prompted to allow geolocation choose **Allow**.

If further assistance is needed, please come to the office for personal support.

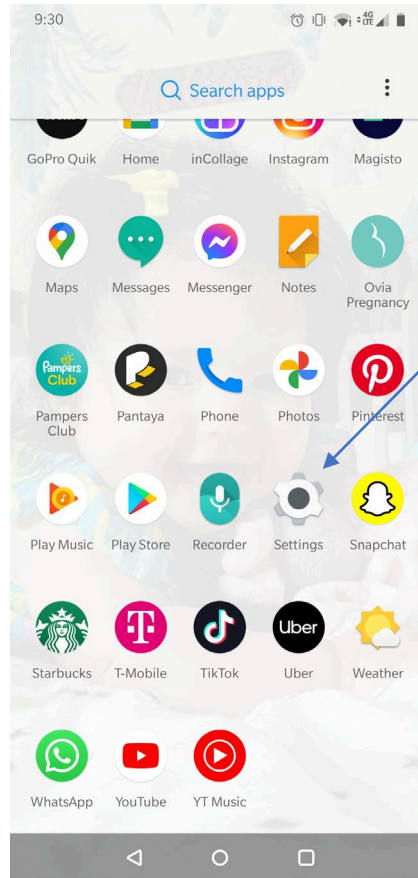


Allowing Geolocation ANDROID

There are multiple options for correcting the Geolocation Error on an Android device. Android devices vary greatly in their functions. If any the following 3 options do not correct your error, please come to the office for assistance. We will need to see your device to troubleshoot the error with you.

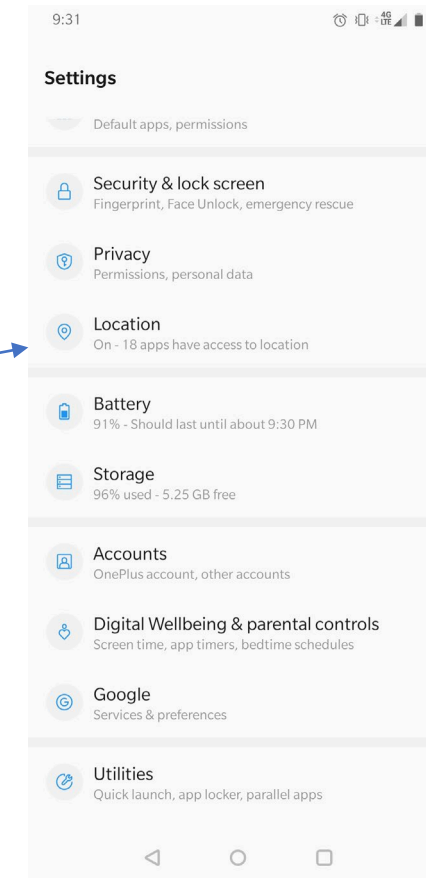
Allowing Geolocation - Android Option 1

Settings and Location



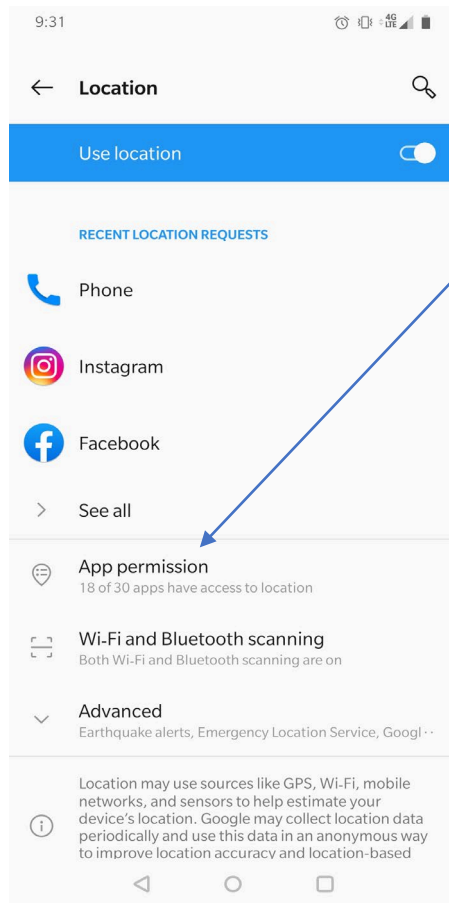
Find and touch the **Settings** app icon.

On the next page find and choose **Location** or **Security and Location** depending on your device's options.



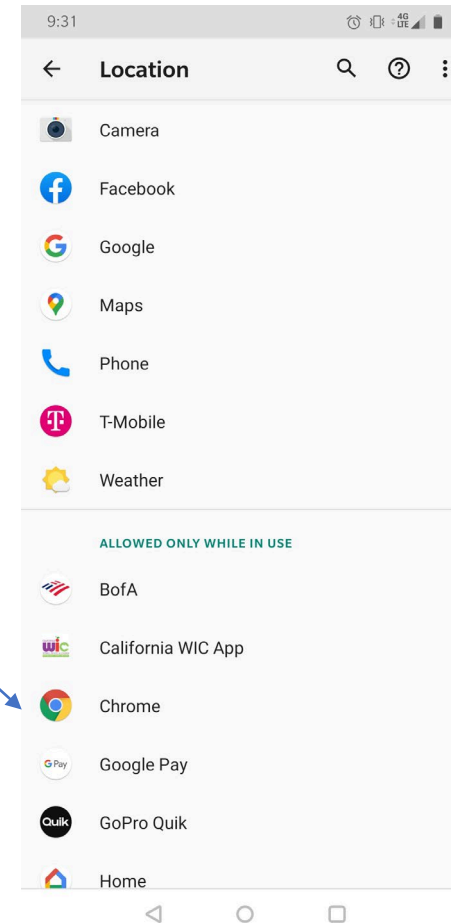
Allowing Geolocation - Android Option 1

App permissions



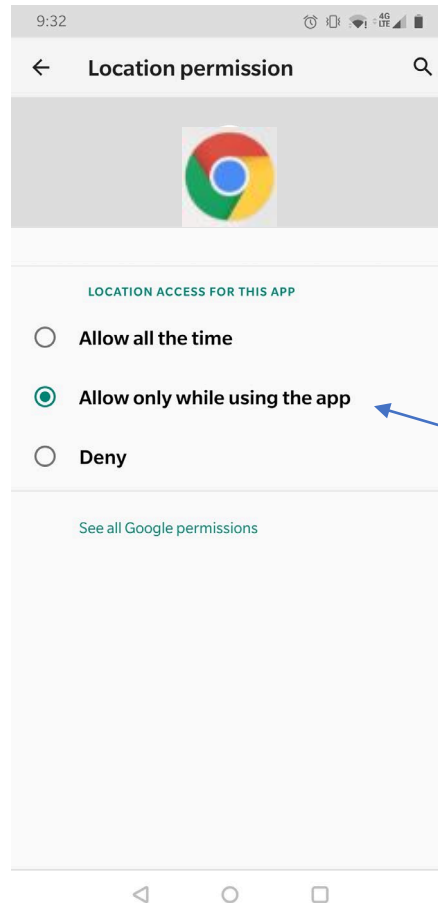
On the Location page, find and choose **App Permission**.

On the next screen find and choose **Chrome**.



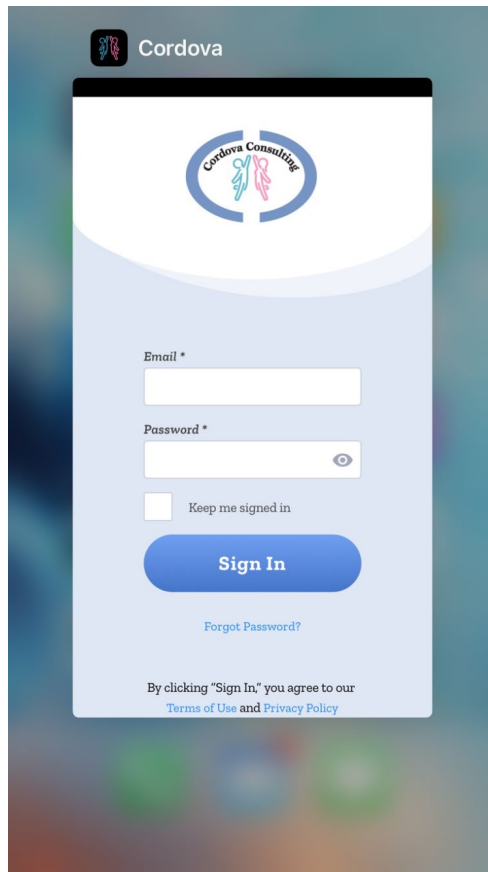
Allowing Geolocation- Android Option 1

Allow while using the app



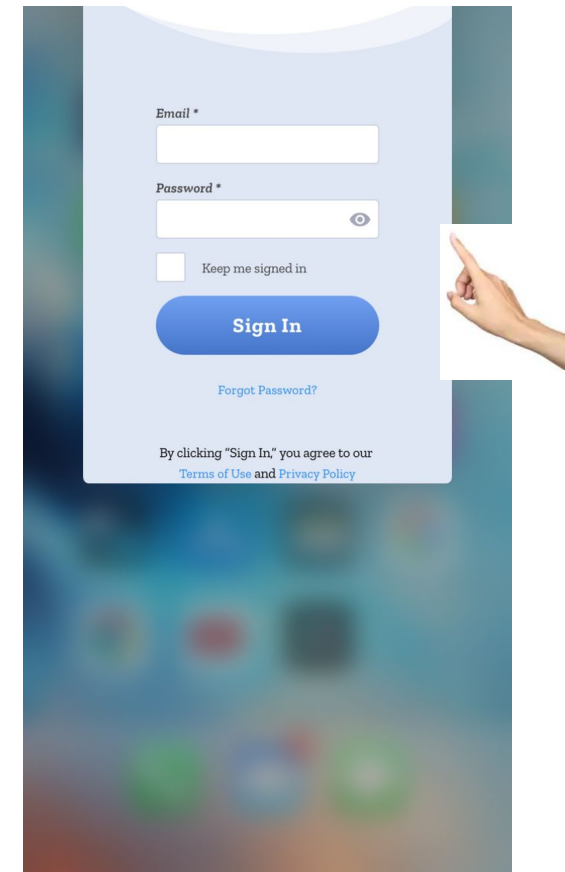
Choose
Allow all the time
or
**Allow while using
the App.**

Close the App and Re-open

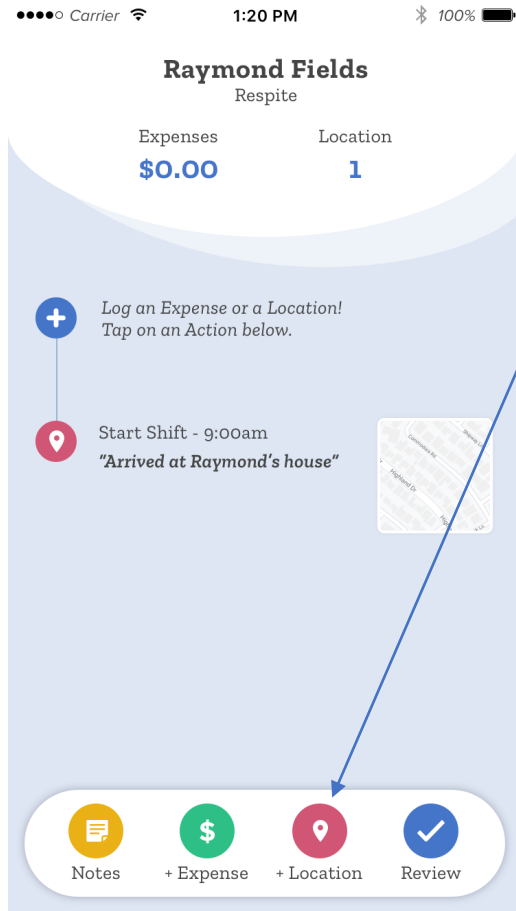


Double tap the home screen or complete whichever action is required by your device to close the app completely on the device.

Swipe the device off the screen.



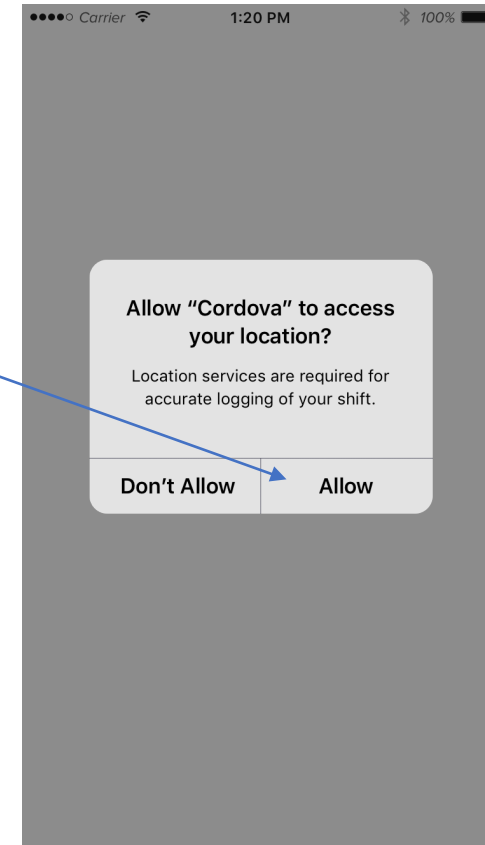
Retry getting the Geolocation



Back in the app touch the **Location Icon** again and retry getting the location.

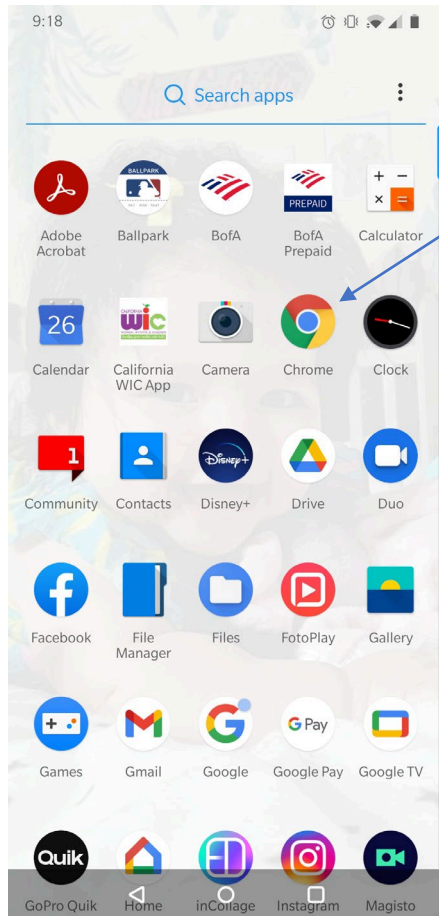
If Prompted to allow geolocation choose **Allow**.

If further assistance is needed, please come to the office for personal support.



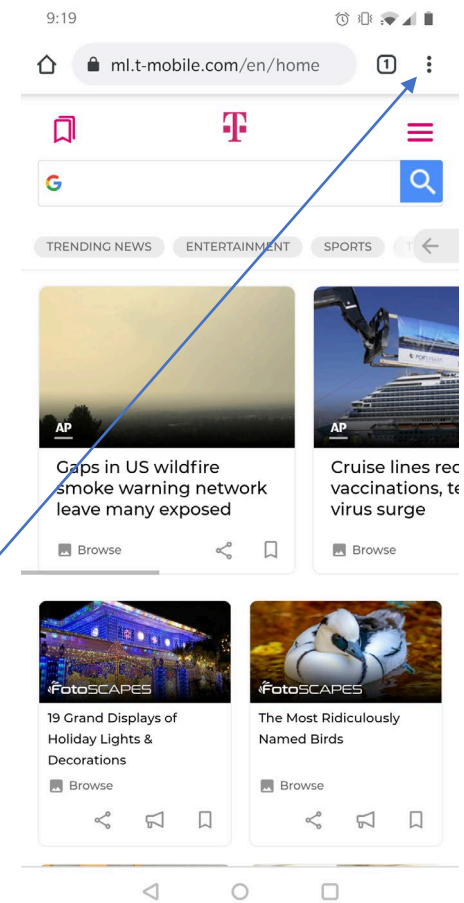
Allowing Geolocation - Android Option 2

Chrome



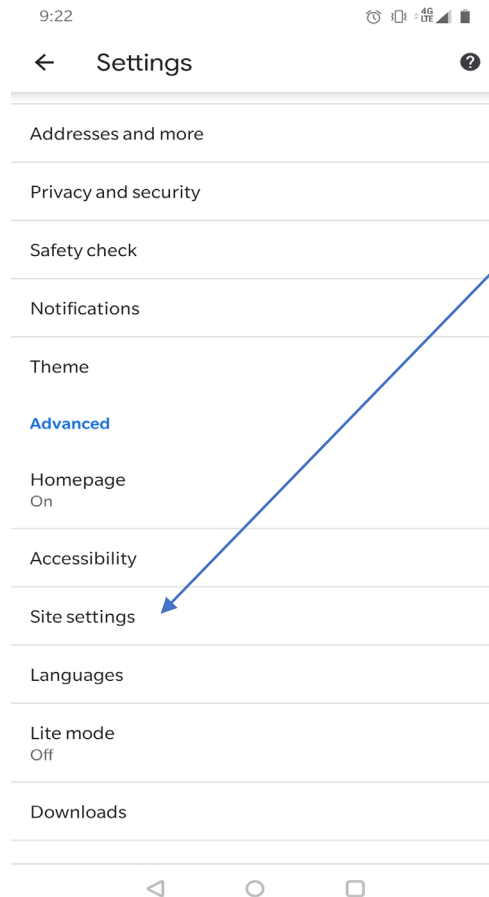
Fine and Choose **Chrome** on your device.

On the next page choose the 3 dots ⋮
Settings icon.



Allowing Geolocation - Android Option 2

Site Settings

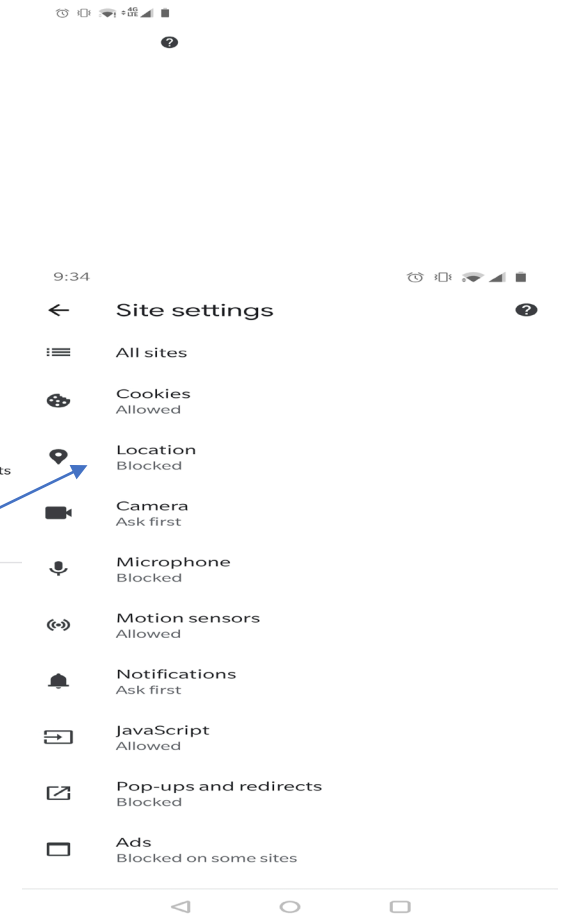
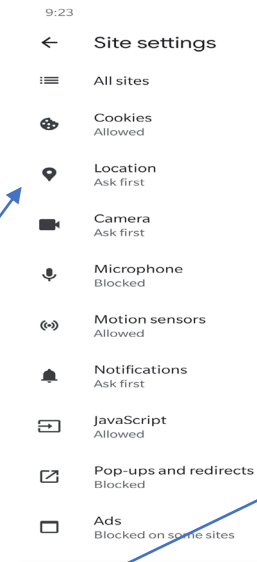


Scroll down to find **Site settings**.

Find **Location**. Does it say Ask First?

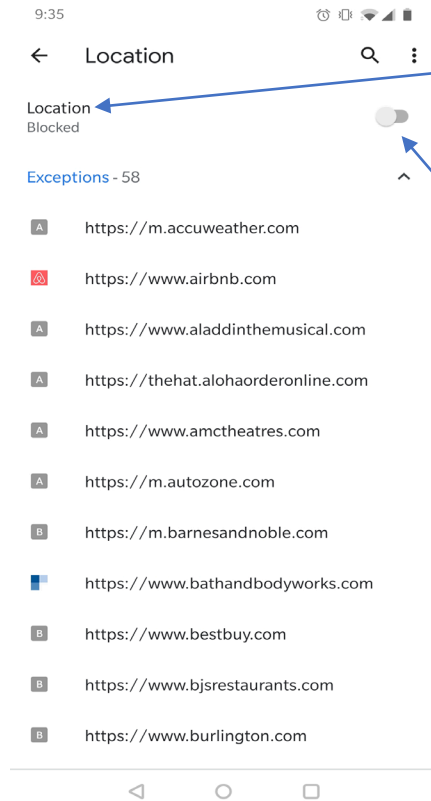
If Yes – This setting is correct. Search another error correction option for support.

If No - it may say Blocked. Touch **Location** to open this tab.



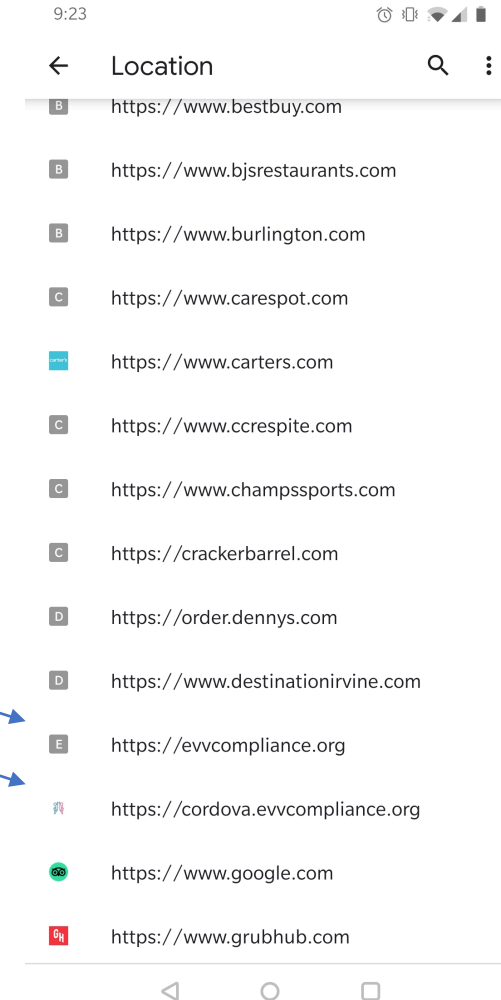
Allowing Geolocation - Android Option 2

Un Block Location



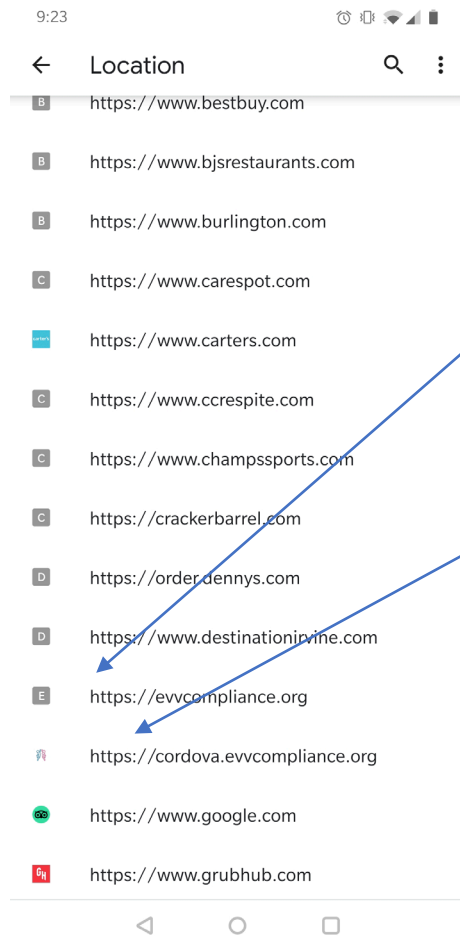
On the Location page, you will see Location and Blocked on the left side of the page. On the same line, on the right side of the page is a sliding button. Touch this button to turn on Location.

Scroll down to find and choose, <https://evvcompliance.org> and <https://cordova.evvcompliance.org>



Allowing Geolocation - Android Option 2

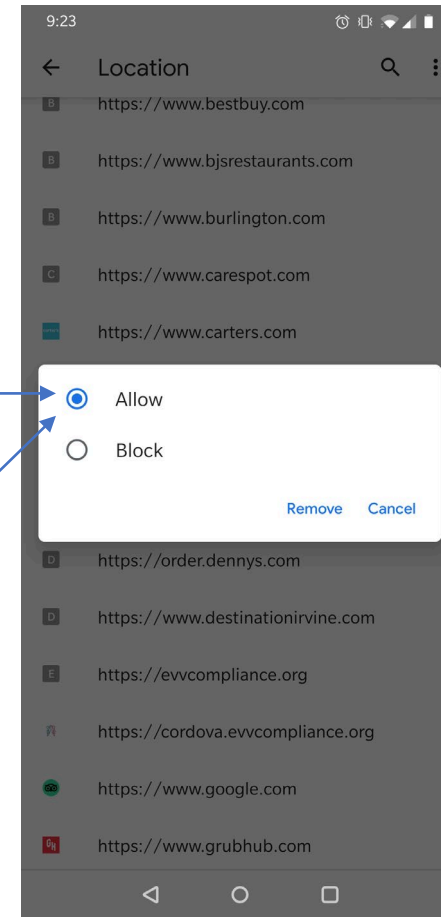
Allow Website



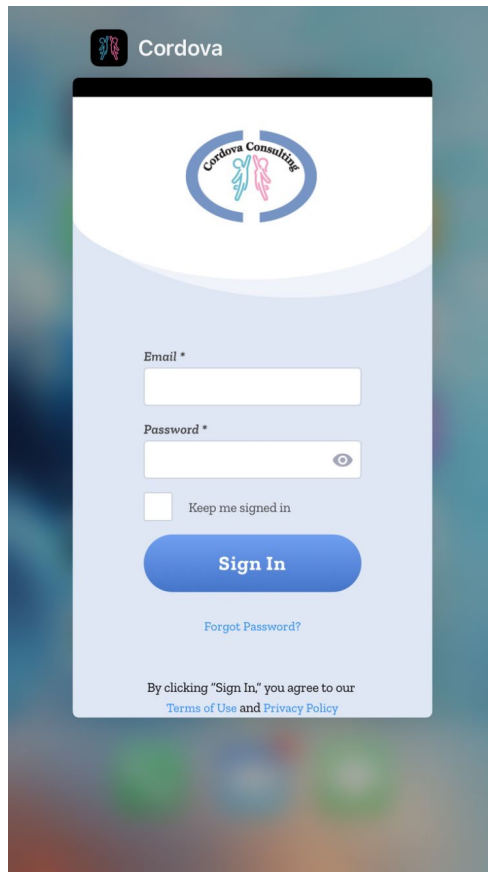
One at a time:

Choose
https://evvcompliance.org
On the next page choose **Allow**.

Choose
https://cordova.evvcompliance.org
On the next page choose **Allow**.

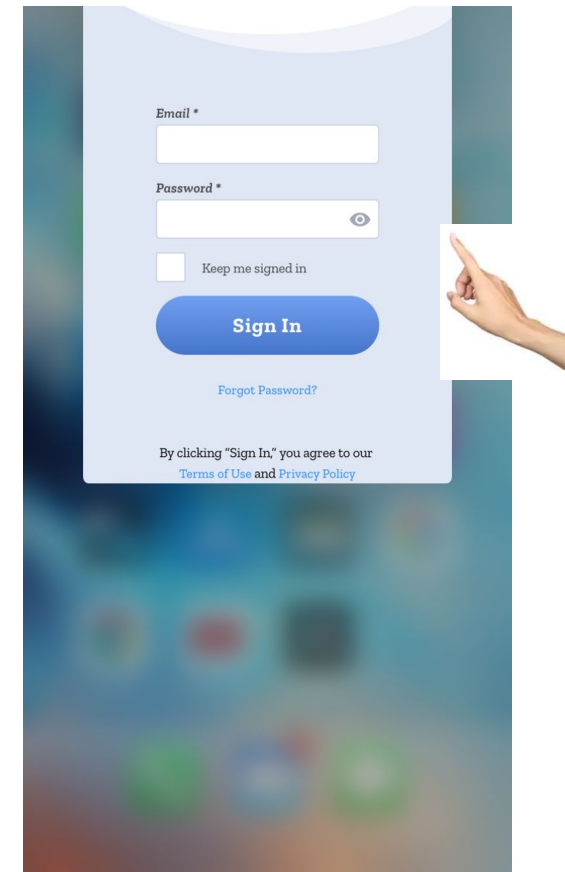


Close the App and Re-open

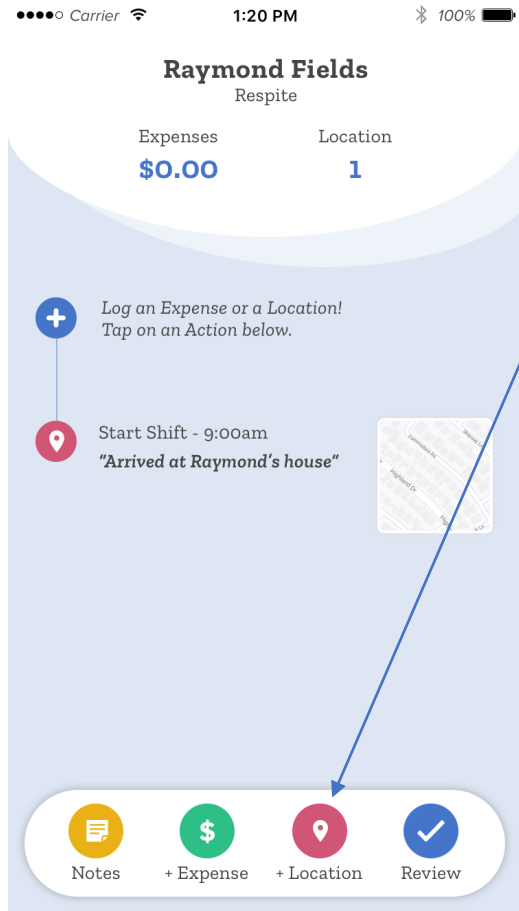


Double tap the home screen or complete whichever action is required by your device to close the app completely on the device.

Swipe the device off the screen.



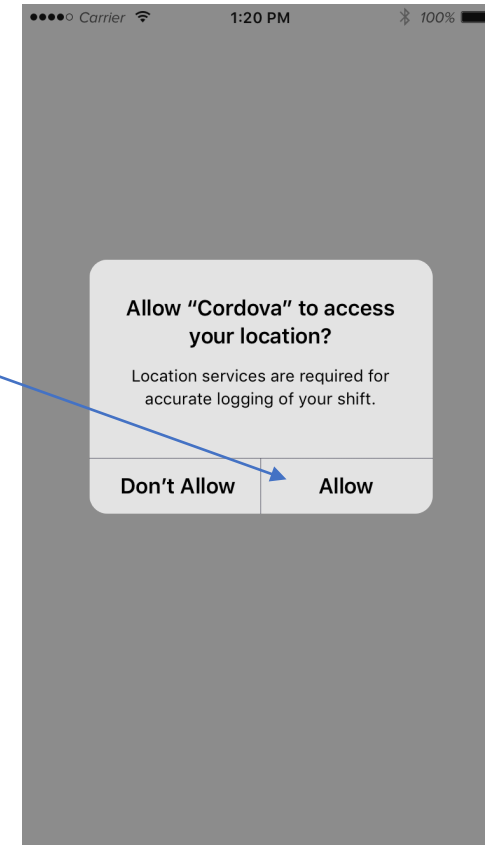
Retry getting the Geolocation



Back in the app touch the **Location Icon** again and retry getting the location.


If Prompted to allow geolocation choose **Allow**.

If further assistance is needed, please come to the office for personal support.



Allowing Geolocation - Android Option 3

List of Other Possible Solutions

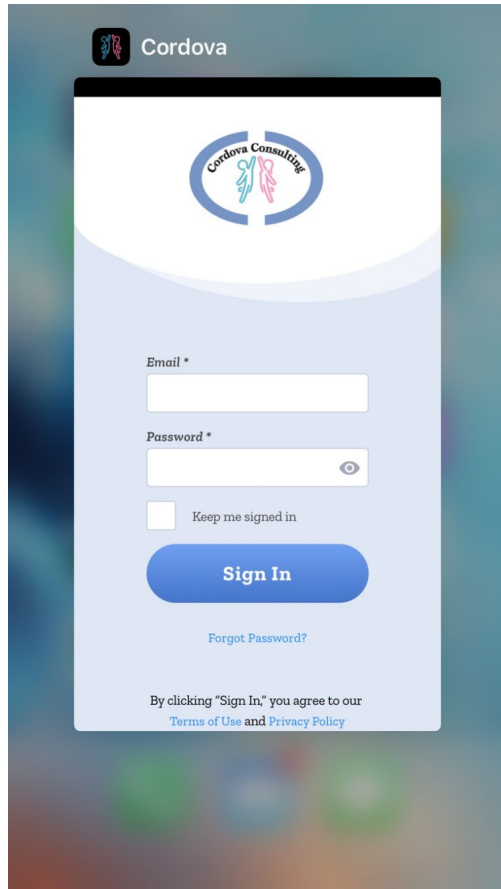
- I. Solution 1: Toggle Your GPS
 - Turn off your GPS for some time (30 secs) then turn it on and allow it to search for the location again.
- II. Solution 2: Toggle Airplane Mode
 - Switch it On and wait for 15-20 seconds before switching it Off again.
- III. Solution 3: Remove the Phone Case
 - There have been some cases where your phone's case can cause an obstruction for the GPS so please ensure that you remove it.
- IV. Solution 4: Power Saving Mode
 - Power Saving Mode disables some important functions like Wi-Fi and GPS. In order to use the EVVCompliance app and use the GPS feature, you must disable Power Saving mode.
- V. Solution 5: Restart Your Android Device
 - Restart your Android device and try using the GPS again. You may find that the GPS problem would have fixed itself with a simple restart.
- VI. Solution 6: Tweak the GPS Settings
 - To check the GPS settings of your phone, follow these steps:
 - Go to the settings menu of your device
 - Scroll to check for Location and tap on it
 - Under Location, tap on Mode
 - You want this in "High Accuracy Mode"
- VII. Solution 7: Enable Location Permission for EVVCompliance
 - Make sure that EVVCompliance has permission to use your location. You can reach this by going to [Settings] > [Applications] > EVVCompliance 
- VIII. Solution 8: Clear Cache and Data for Maps to fix GPS issues on Android
 - Go to the Settings menu of your phone or tablet
 - Scroll down to find Application Manager and tap on it
 - Under the Downloaded Apps tab, look for Maps and tap on it
 - Now tap on Clear Cache and confirm it on the pop-up box.
 - Once the cache files are cleared, tap on Clear Data.

Restart Geolocation

To restart the geolocation, it may be necessary to:

1. Turn off the app completely in your device.
2. Delete the app completely off your device and reinstall it.

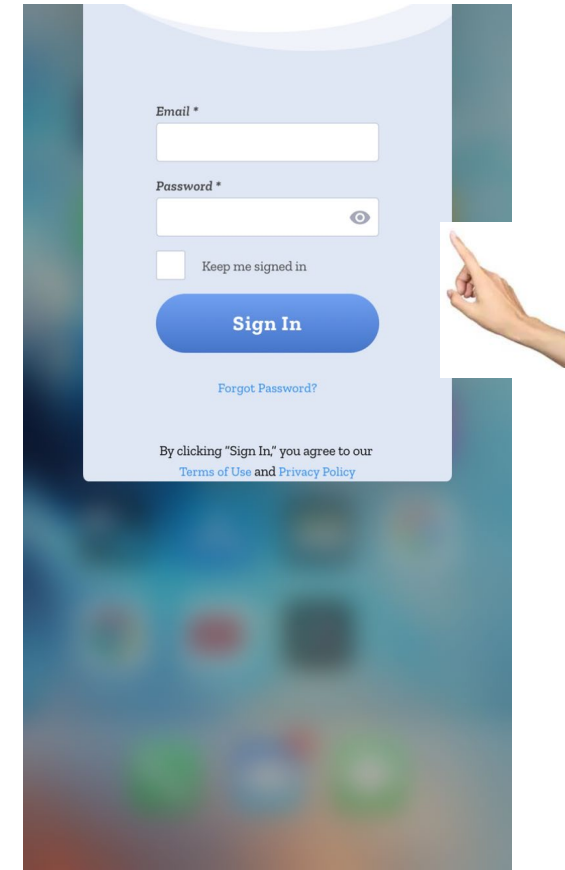
Close the App and Re-open



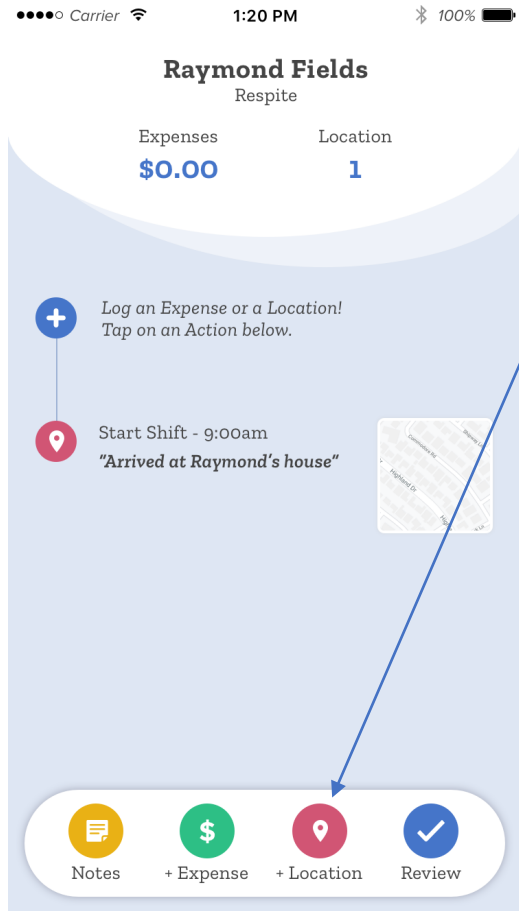
Double tap the home screen or complete whichever action is required by your device to close the app completely on the device.

Swipe the device off the screen.

Go back to the log-in page and re-open the app. This will open the app back to the main page.



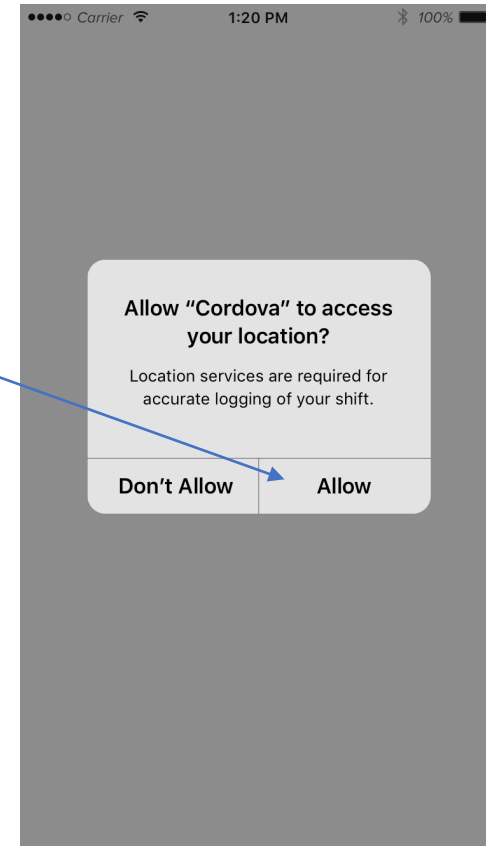
Retry getting the Geolocation



Back in the app touch the **Location Icon** again and retry getting the location.

If Prompted to allow geolocation choose **Allow**.

If further assistance is needed, please come to the office for personal support.



Signature Box Issues

Signature Box Issues



If the Signature box moves around and does not lock in place to allow a signature to be written, try the following steps.

Signature Box Issues

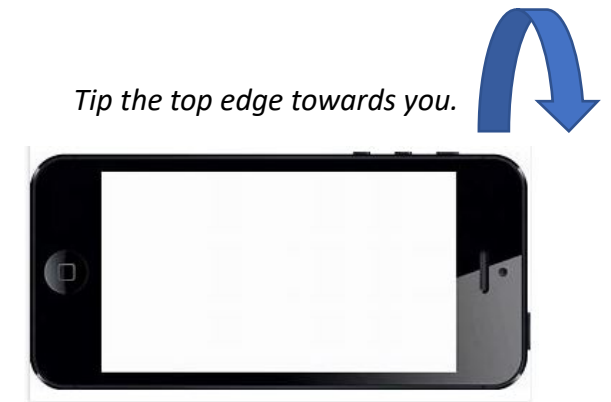
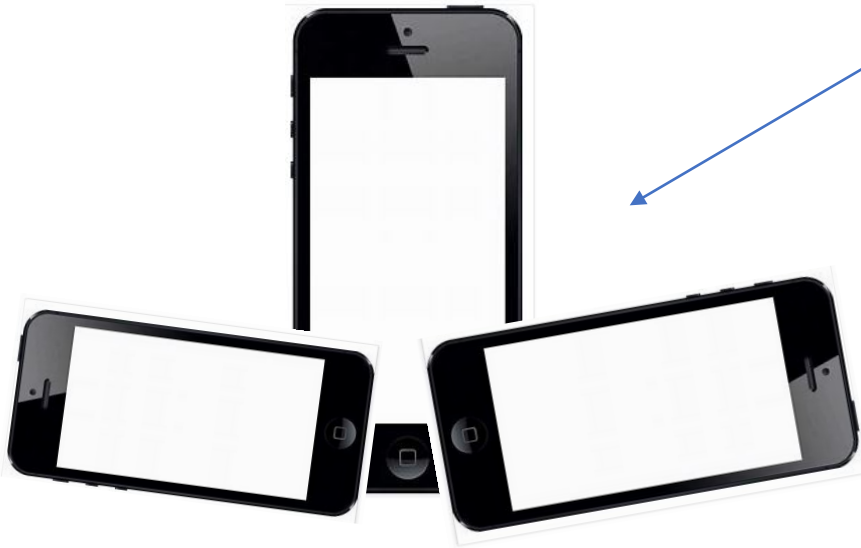
Rotate the Device to Landscape

When the signature box does not lock in place and allow a signature to be written:

Try rotating the phone the opposite direction to obtain landscape position from your first attempt. If you turned it to the right to get landscape mode then turn it to the left to get landscape mode, or vice versa.

In landscape mode, tip your phone so it is straight up and down and see if it locks the rotation in place.

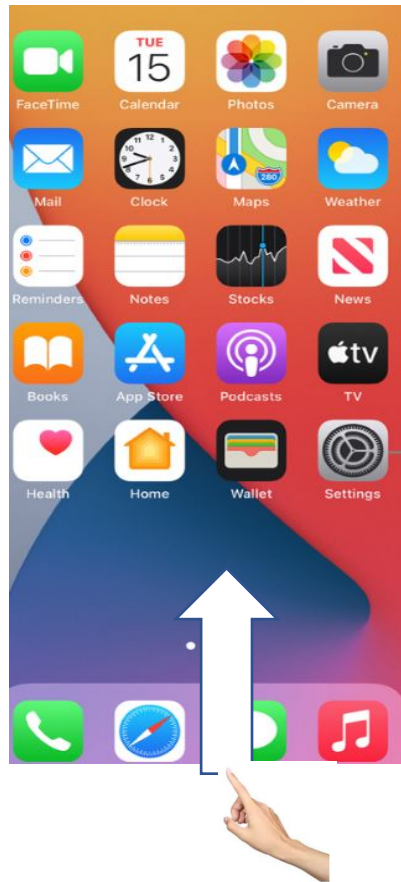
Once the rotation locks you may lay the device flat to sign.



Signature Box Issues

Unlock the Screen Rotation

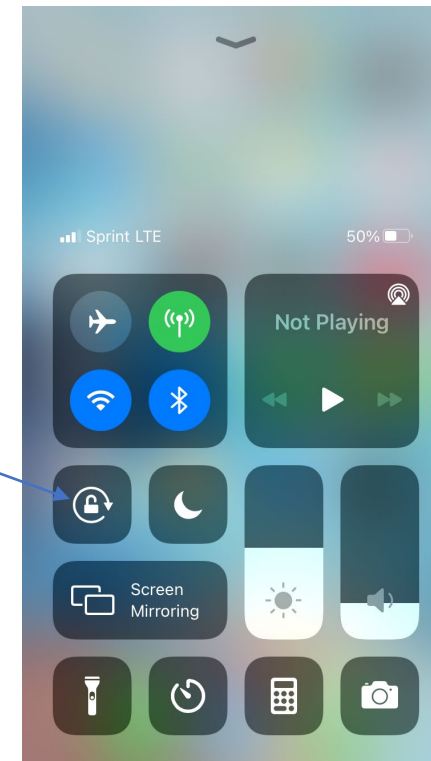
If the previous steps do not help the signature box to lock in place, your phone's **Screen Rotation** may be locked.



Swipe up from the bottom, or down from top.

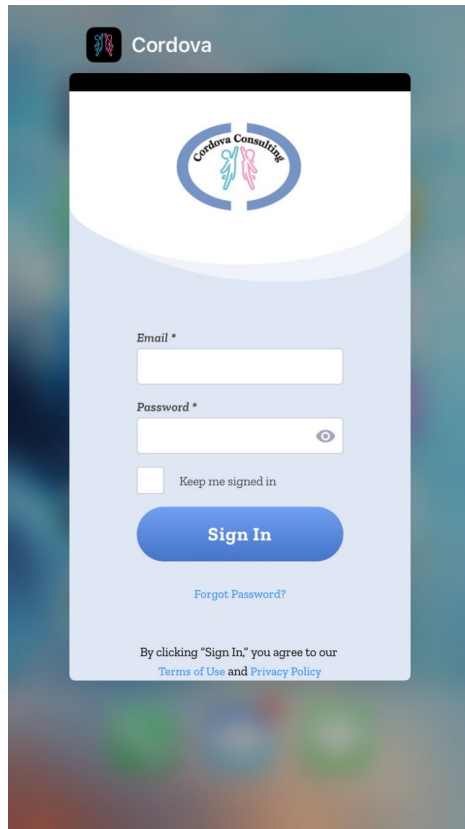
Locate the icon that looks like a lock.

Tap this icon and unlock your screen rotation.



Signature Box Issues

Close the App Completely

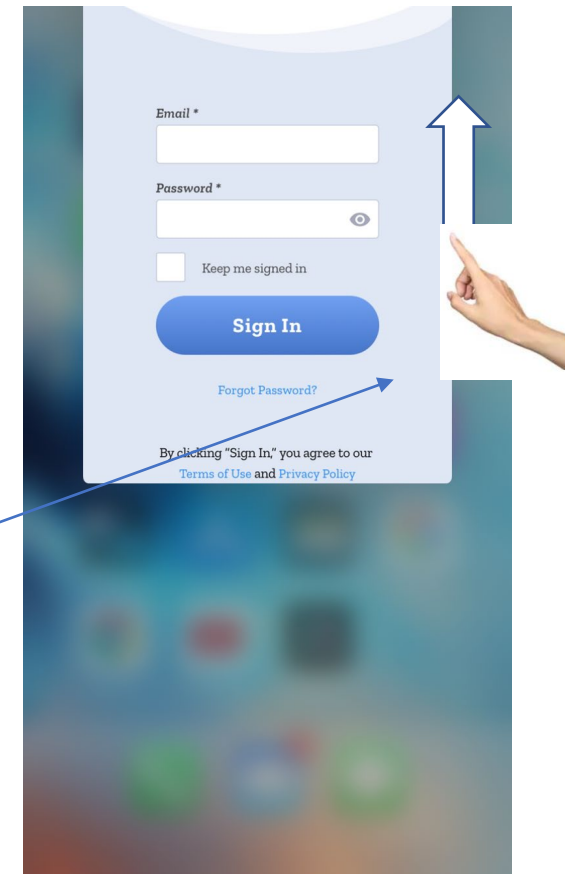


After adjusting settings, the app may need to be closed completely and re-opened.

Double tap the home button or, complete whichever action is required by your device to close the app completely on the device.

Swipe the app off the screen.

Return to the app and open it again.



Signature Box Issues

Retry Signing



Re-open the app. The page will open to where you left off at the signature box. Retry signing.

For more troubleshooting supports please come to the office. We will need to see your device in order to properly troubleshoot the issue together.