THE CHAIN APP PTY LTD
Peace of Mind for the Logistics Industry....
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The Chain App – TROUBLE SHOOTING –ANDROID USERS

As every Android device is slightly different it is hard to give an exact process but please do your best to follow the steps below to resolve any issues:

1. Check your Device has working internet access

At the very top of your phone there should be bar grid showing your cellular service and whether it is currently on 3G or 4G or radiating lines to indicate you are using a WIFI connection.

The more lines showing the better connection and the better your app will work.

You can also check your internet connection by opening a web browser google and try searching various webpages and content. If your searches are working, then your internet is good.

2. Check The Chain App is up to date:
- Find the Playstore Icon on your phone and open it
- Hit the menu bars at the top left of screen
- Select MYAPPS & GAMES
- Locate the The Chain APP and ensure it is UP TO DATE

3.Check Your phones Software is up to date
- Go to SETTINGS/SYSTEMS / SYSTEM UPDATE – check your phones software is the latest version.

4. Check you have allowed The Chain App Access to all necessary phone functions:
 - Go   to SETTINGS / MORE SETTINGS / MANAGE APPS
- Scroll all the way down until you see The Chain App Logo
   -    Open by touching the Icon and ensure all requested permissions are granted.

5, Reboot the App
   -   Hold the menu button at the bottom right of phone
       Smaller versions of each open app should appear.
   -   Find The Chain App page and hit the CROSS in the top right corner of the page
   -   Click your phones main central button to return to normal mode
   -   Re open the App and try logging in again

6. Completely Delete & Reinstall the App
       Go   to SETTINGS, / MORE SETTINGS / MANAGE APPS /
   -   Scroll all the way down until you see the Chain app logo.
   -   Hit UNINSTALL button
   -   Once complete **YOU MUST TURN YOUR PHONE OFF & THEN BACK ON** in order to clear any memory of errors.
   -   Locate the Playstore and search The Chain – driver app and re install App.

7.Other Common issues
   -   Remember username and password are case sensitive
   -   Ensure all Safety check boxes are ticked and Mandatory fields completed (red dot highlights these)

If you still have no luck, then please take a screen shot of your phone at the point where the app is failing.
Please text this along with a brief description as to what is happening to Lara on 0422111477