




The Chain App – TROUBLE SHOOTING –APPLE USERS



1. Check your Device has working internet access

In the top left hand corner of your phone there should be 1 to 5 along with your service providers name. It will then show if you are using cellular data (3G or 4G) or WIFI (shown by radiating lines) 

You require at least 1 dot and 3 or 4G, or if WIFI then the more radiating lines the better. If WIFI is only showing 1 or less lines, then you are best to turn WIFI OFF under your phone settings to ensure you use cellular data until you are near a better WIFI service.

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


2. Check the Chain App is up to date:

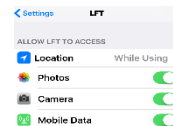
- Find the App Store Icon on your phone and open it 
- In the right bottom corner there is an updates icon 
- Hit the updates icon and make sure there is not an update awaiting to be installed for The Chain App.

3. Check IOS Software is up to date

- Go to **SETTINGS/GENERAL/SOFTWARE UPDATE** and ensure your phones software is up to date. 

4. Check you have allowed The Chain Access to all necessary phone functions:

- Go to **SETTINGS**, Scroll all the way down until you see the Chain App logo. 
- Open by touching the Icon and ensure all requested access is allowed:



5. Reboot the App

- Ensure phone is unlocked.
- Double click on the iPhone main button so all opened Apps appear on screen as smaller pages. Find the Chain App page and swipe upwards to completely close down the app.
- Click on the iPhone button again to return to normal
- Locate the App and try logging in again

6. Completely Delete & Reinstall the App

- Hold your finger on the Chain App icon until it shakes and a small cross appears in the top corner.
- Hit the cross to delete the app
- Go to the App store and search The Chain – driver app to find the app
- Download the app from the cloud or store and try logging in again.

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 (press the on button immediately followed by the main iPhone button) 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