


# Troubleshooting: iOS




## To Access This Troubleshooting Screen

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

### Internet Access

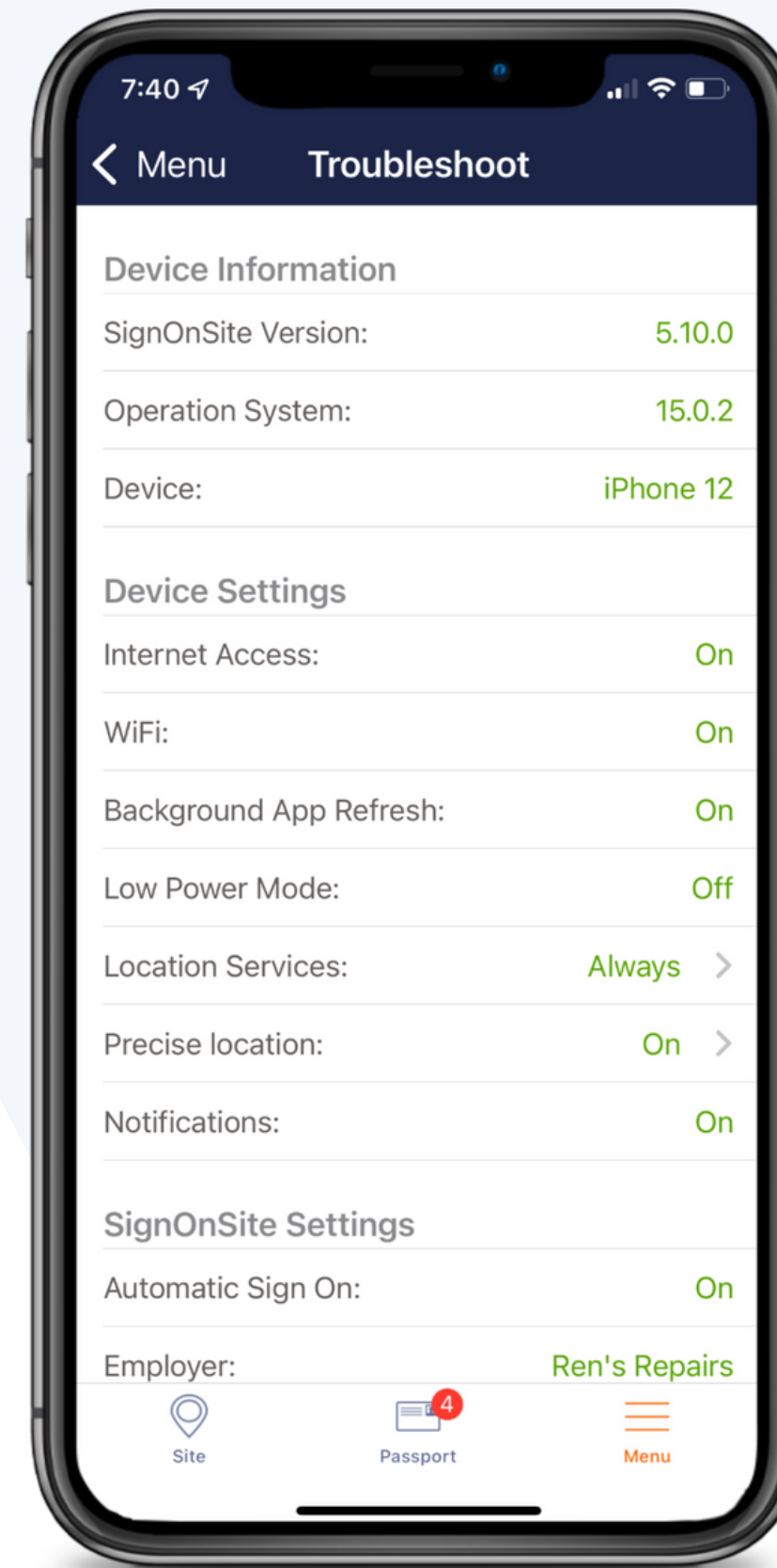
1. Swipe down from the top right of your screen to access the control panel
2. Tap the mobile data  icon

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



### 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



**SignOnSite**