

## MyCutcoRep Troubleshooting

- White screen when pulling up contacts to refer (after customer survey)
  - Have the customer go into settings and confirm they gave the app access to contacts
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- Screen is completely white when someone logs in (before survey)
  - Make sure the phone software is up to date
  - Try uninstalling and re-installing
  - Customer might have antivirus software on their phone that could block MCR from functioning properly
  - Check storage, make sure they have enough to run app
  - Check permissions, make sure everything is granted
    - If so, have the rep close MCR, go into the app settings, have them turn off all permissions, go to previous page. Then go back into permissions page and grant all permissions again and re-open app
- Parsing Issue
  - Your device doesn't have permission to install this app – Check google settings by going to 'settings', searching 'Chrome', select the app, scroll to where it says 'Install unknown apps', and approve.
  - The installation process is blocked by antivirus or security software – Check the phone to see if there's antivirus software preventing the download/functioning of the app, disable.
  - The smartphone OS version or the hardware of their smartphone is not compatible with the app – Depending on the age of the phone, if it cannot run the latest phone software, it may not be compatible.