



**Children's  
Miracle Network  
Hospitals**

## Troubleshooting Guide

In Flight Mobile App

*As of 6/15/2016*

**PwrdbY**

# Introduction

This document is meant to support users who may be having issues when using the App.

The intent of this document is to record frequently identified Mobile App support issues and provide a resolution to reduce the impact to the Mobile App User.

# Getting Started

Incident	Potential Cause	Steps to Resolve Incident
I cannot download the app	<ul style="list-style-type: none"><li>• No Internet or wifi</li><li>• OS version update</li><li>• App Store issue</li><li>• Google Play Store issue</li></ul>	<ol style="list-style-type: none"><li>1. Ensure Wifi and/or Internet is connected</li><li>2. Download newest smartphone operating system</li><li>3. Contact Apple</li><li>4. Contact Google</li></ol>
I cannot login to the app	<ul style="list-style-type: none"><li>• Input wrong Username/Password</li><li>• No Internet Connection</li><li>• Forgot Username/Password</li></ul>	<ol style="list-style-type: none"><li>1. Confirm Name/Password</li><li>2. Check for Internet Connection</li><li>3. Contact CMNH Mission Control help desk</li></ol>
The app glitches, features do not exist, shuts down unexpectedly	<ul style="list-style-type: none"><li>• Using an older version</li><li>• OS isn't updated</li></ul>	<ol style="list-style-type: none"><li>1. Go to the iTunes or Play store and download the newest version of the application</li><li>2. Completely close out of the app and open it again</li><li>3. Try restarting your phone</li><li>4. Update your OS</li></ol>

# Settings

Incident	Potential Cause	Steps to Resolve Incident
Distances are in kilometers	<ul style="list-style-type: none"><li>• "Show Canada in KM" setting is activated</li></ul>	<ol style="list-style-type: none"><li>1. Go to the settings page and see if the "Show Canada in KM" is green (activated)</li><li>2. Toggle the setting off</li><li>3. Click on Save Settings button</li></ol>
Only Canadian partner locations are showing up	<ul style="list-style-type: none"><li>• "Show Canada in KM" setting is activated</li></ul>	<ol style="list-style-type: none"><li>1. Go to the settings page and see if the "Show Canada in KM" is green (activated)</li><li>2. Toggle the setting off</li><li>3. Click on Save Settings button</li></ol>
I can see partners from other markets	<ul style="list-style-type: none"><li>• All users have access to all CMNH national partners</li></ul>	<ol style="list-style-type: none"><li>1. All users have access to all CMNH national partners</li></ol>

# Partners

Incident	Potential Cause	Steps to Resolve Incident
No partners are showing up	<ul style="list-style-type: none"> <li>• Location Services is not turned on</li> <li>• Filter's "Distance" or "Maximum Visit" settings are restricting results</li> <li>• Partner search results may still be provided</li> <li>• Page may be displaying previous search results</li> </ul>	<ol style="list-style-type: none"> <li>1. Make sure Location Services is turned on and you have cell or Wifi signal</li> <li>2. Go to filter and make sure the following are set:               <ol style="list-style-type: none"> <li>a. Sort by distance</li> <li>b. Distance 100 miles</li> <li>c. Maximum visits this year is 10</li> </ol> </li> <li>3. Clear search bar or enter new partner name</li> <li>4. Check to see if "Current Map Area" or a specific address is in the location search bar; if it is different than what you want change it</li> </ol>
I expected a location to appear and cannot find it	<ul style="list-style-type: none"> <li>• Location Services is not turned on</li> <li>• Filter's "Distance" or "Maximum Visit" settings are restricting results</li> <li>• Partner search results may still be provided</li> <li>• Page may be displaying previous search results</li> </ul>	<ol style="list-style-type: none"> <li>1. Make sure Location Services is turned on and you have cell or Wifi signal</li> <li>2. Go to filter and make sure the following are set:               <ol style="list-style-type: none"> <li>a. Sort by distance</li> <li>b. Distance 100 miles</li> <li>c. Maximum visits this year is 10</li> </ol> </li> <li>3. Clear search bar or enter new partner name</li> <li>4. Check to see if "Current Map Area" or a specific address is in the location search bar; if it is different than what you want change it</li> <li>5. If the partner is still not there, go to Menu &gt; Add Location information &gt; Report Missing Location</li> </ol>

# Data

Incident	Potential Cause	Steps to Resolve Incident
Location data is incorrect	<ul style="list-style-type: none"><li>• Data may be outdated</li><li>• CMNH may have incorrect information</li></ul>	<ol style="list-style-type: none"><li>1. Go to the bottom of the partner location page in question and click on the "Report Location issue" button.</li><li>2. Submit Issue + new information to Help Desk</li></ol>
Fundraising data is incorrect	<ul style="list-style-type: none"><li>• Data may be outdated</li><li>• CMNH may have incorrect information</li></ul>	<ol style="list-style-type: none"><li>1. Check against Mission Control, if you're sure it is incorrect go to the bottom of the partner location page and click the "report location issue" to let us know</li><li>2. Submit Issue + new information to Help Desk</li></ol>
I am unable to save contact information	<ul style="list-style-type: none"><li>• Did not add in first and last name fields</li><li>• Application bug</li></ul>	<ol style="list-style-type: none"><li>1. Ensure user puts in first and last name of the new contact</li><li>2. Contact CMNH Mission Control help desk</li></ol>

# Appendix

# Audience

Role	Responsibility	Tools Access
CMNH Help Desk	<ul style="list-style-type: none"><li>● Provide basic or limited In Flight support to end users when they call</li><li>● Tag In Flight problems to PwrDBy technical team for resolution</li></ul>	<ul style="list-style-type: none"><li>● Desk.com</li><li>● In Flight app</li></ul>
PwrDBy Help Desk	<ul style="list-style-type: none"><li>● Answer questions received from CMNH Help Desk or end user within a timely manner</li><li>● Provide friendly, courteous, and quality systems support to all users</li><li>● Determine the nature of the issue and obtain needed information and history</li><li>● Prioritize and evaluate end user issues into: No Priority, P1, P2, Enhancement</li><li>● Develop and maintain knowledge of the In Flight application</li><li>● Troubleshoot and assist CMNH Help Desk with end user issues</li><li>● Keep track of unresolved issues and action items</li><li>● Collaborate with CMNH and other team members to share experiences to identify patterns</li><li>● Track all reported issues utilizing Help Desk software</li></ul>	<ul style="list-style-type: none"><li>● Desk.com</li><li>● Pivotal tracker</li><li>● In Flight app</li></ul>
Super Users	<ul style="list-style-type: none"><li>● Knowledgeable users of the application</li><li>● Champions for other users</li><li>● Testers for new concepts and technology</li></ul>	<ul style="list-style-type: none"><li>● In Flight app</li></ul>



# Document Control Information

Version	Date	Additions/Modifications	Prepared/Revised By
1.0	3/28/2016	Initial Draft	CMN Help Desk
2.0	6/15/2016	Limited Release Draft	PwrdbBy Team