

Use this guide if you come across problems when using the EVA Emergency app. We recommend that you read the Quick Start Guide as well. If you don't find your issue, please contact us at [contact@assistem.com.au](mailto:contact@assistem.com.au); we are here to help.

**Troubleshooting Table**

Problem	System	Most Likely Causes	Fix
After installing the app, I cannot log in.	Android / iOS app	Your phone number hasn't been added to the back-end database (i.e. you aren't registered.)	If you are the first person using the app, register your Company in the back-end application (go to <a href="https://admin.evaemergency.com/register">https://admin.evaemergency.com/register</a> ) You also have to create a site, define its boundaries and add yourself to it.
			If you are not the first person using the app in your company, contact your Site Administrator and have your phone number added to the site
		You haven't selected the right country from the log in screen.	Select your country from the drop-down list in the log in screen.
I cannot create a site.	Back-end	The address formatting is wrong, and the system cannot find it in the maps database.	Check all address fields for accuracy.
I don't have any site in my phone.	Android / iOS app	You have been added to the company instead of the site.	Site Administrator to add users directly from the site page.
		The site map hasn't been entered in the back-end application.	Site Administrator to log in the back-end application, go to the site and scroll down to the map area. Click 'Edit' and enter site boundary and emergency equipment.

Troubleshooting Table (cont.)

Problem	System	Most Likely Causes	Fix
I don't have any site in my phones (cont.)	Android / iOS app	You didn't receive the notification with the site update.	Log out and log in again.
I cannot, as Site Administrator, add new users to the Site.	Back-end	Phone number formatting error	Add your country code to the phone number (e.g. +1 555 555 5555 for the USA).
		Company country is not correct in the company page.	Check that the company country is correct.
I don't receive the alarms <sup>(1)</sup> .	Android / iOS app	You haven't logged in.	Log in from the main screen in the EVA app: <ol style="list-style-type: none"> <li>1. select your country</li> <li>2. enter your phone number</li> <li>3. request the verification code SMS and enter it</li> <li>4. read the Term of Use and tick the box</li> <li>5. tap 'Log in'</li> </ol>
		You haven't allowed EVA notifications in your phone.	Allow notifications in your phone (from the settings menu).
		You don't have data / internet access.	Make sure you have mobile data enabled.
			Check that you have mobile coverage at the site.
		Location services not working properly.	Enable high accuracy mode and check that GPS and Wi-Fi are connected.

Troubleshooting Table (cont.)

Problem	System	Most Likely Causes	Fix
I don't receive the alarms <sup>(1)</sup> (cont.)	Android / iOS app	Location services not working properly (cont.)	See if GPS accuracy is good enough by opening a maps app (may not be inside buildings, underground etc.)
		You are too close to the site boundary and GPS inaccuracies make your phone consider you are not on site.	Site Administrator to redefine the Site boundary in the back-end application, allowing for extra distance between the Site boundary (yellow line) and the actual perimeter of the premises.
		Your phone is completely closing the app to save battery.	Go to the battery savings option in your phone and protect EVA from battery savings (aka battery optimization).
			Disable battery saving mode altogether in your phone.
	The alarm notification didn't get sent (very infrequent).	No fix :-(. Despite being high priority, Android and iOS push notifications can get throttled in their servers at times. We recommend testing the app frequently. For emergencies, a back up SMS is sent to all registered site users to mitigate this.	
iOS app	You have force-quit the app (i.e. you have completely closed it by swiping it up.)	Launch EVA and leave it running in the background.	