

Use this troubleshooting guide if you come across problems when using the EVA Emergency app. If you don't find your particular 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	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
		<a href="#">All your Sites have expired</a>	<a href="#">Contact the Company Administrator to arrange for payment.</a>
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
Users don't have any Site in their phones	Android / iOS app	Users have been added to the Company instead of the Site	Add users directly from the Site page

Troubleshooting Table (cont.)

Problem	System	Most Likely Causes	Fix
		The Site map hasn't been entered in the Back End application	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
Users don't have any Site in their phones (cont.)	Android / iOS app	The users didn't receive the notification with the Site update	Users to log out and login again from their phones
I cannot add new users to the Site	Back End	Phone number formatting	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	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. 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

Troubleshooting Table (cont.)

Problem	System	Most Likely Causes	Fix
			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
I don't receive the alarms (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
			Disable battery saving model altogether in your phone

Troubleshooting Table (cont.)

Problem	System	Most Likely Causes	Fix
		The alarm notification didn't get sent to the user	No fix. Despite being high priority, Android and iOS push notifications can get throttled in their servers. We recommend to test the app frequently to get a feeling of reliability. For emergencies, a back up SMS is sent to unresponsive users in order to mitigate this.
	iOS app	You have force-quit the app (i.e. you have completely closed it by swiping it up)	Open EVA and leave it running in the background