

TROUBLESHOOTING GUIDE



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 admin@evaemergency.com ; we are here to help.

Troubleshooting Table

Problem	System	Most Likely Causes	Fix
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. You can search your address on Google and copy it from there
I cannot add new users to a Company or Site	Back End	Phone number formatting needs country code	Add your country code to the phone number (e.g. +1 123 456 7890 for the USA)
		Company country does not match phone country code	Check that the Company country is the same as phone numbers country code
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 https://admin.evaemergency.com/register). You also have to: <ol style="list-style-type: none"> 1. Create a Site; 2. define its boundaries; and 3. add yourself to it
			If you are not the first person using the app in your company, contact your Company / 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

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Troubleshooting Table (cont.)

Problem	System	Most Likely Causes	Fix
After installing the app, I cannot log in (cont.)	Android / iOS app	All your Sites have expired	Contact the Company Administrator to arrange for payment. If you need an extension of the trial period, contact us at admin@evaemergency.com
I cannot see any Site in 'Your Sites' screen	Android / iOS app	You are registered as Company Administrator and not as Site User	You need to be registered on the 'Site' screen in the Back End.
		The Site map hasn't been entered in the Back End application	Site / Company Administrator to log in to the Back End application, go to the Site and scroll down to the map area. Click 'Edit' and enter Site boundary and emergency equipment
I don't receive the alarm notifications	Android / iOS app	You haven't allowed EVA notifications in your phone	Allow EVA notifications in your phone (Settings > Notifications)
		You don't have data / internet access	Make sure you have mobile data enabled
			Check that you have mobile coverage at the site
Your phone is restricting app functionality to save battery	Go to the battery savings option in your phone, and protect EVA from battery savings		

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Troubleshooting Table (cont.)

Problem	System	Most Likely Causes	Fix
I don't receive the alarm notifications (cont.)	Android / iOS app	The alarm notification didn't get sent to the user	In very rare occasions, the server fails to send or throttles the delivery of the notifications. The SMS with the web link acts as a back-up for the notification. Upon app launch, all information is retrieved.
		The user never logged in before	Have all users log in once so the Back End knows the phone ID and can send the notification. They can log out after that.
I don't receive the SMS	Android / iOS app	If two new alarms were triggered within a very short period of time (a few minutes) and the mobile carrier restricted the second SMS	If the alarm conditions change, use the edit icon in the app (looks like a pencil) instead of clearing and issuing a new alarm.