SignOnSite Troubleshooting: iOS

01. INTERNET ACCESS

1. Swipe up from the bottom of your screen to access the control panel.
2. Tap the mobile data icon (next to airplane mode).

02. WIFI

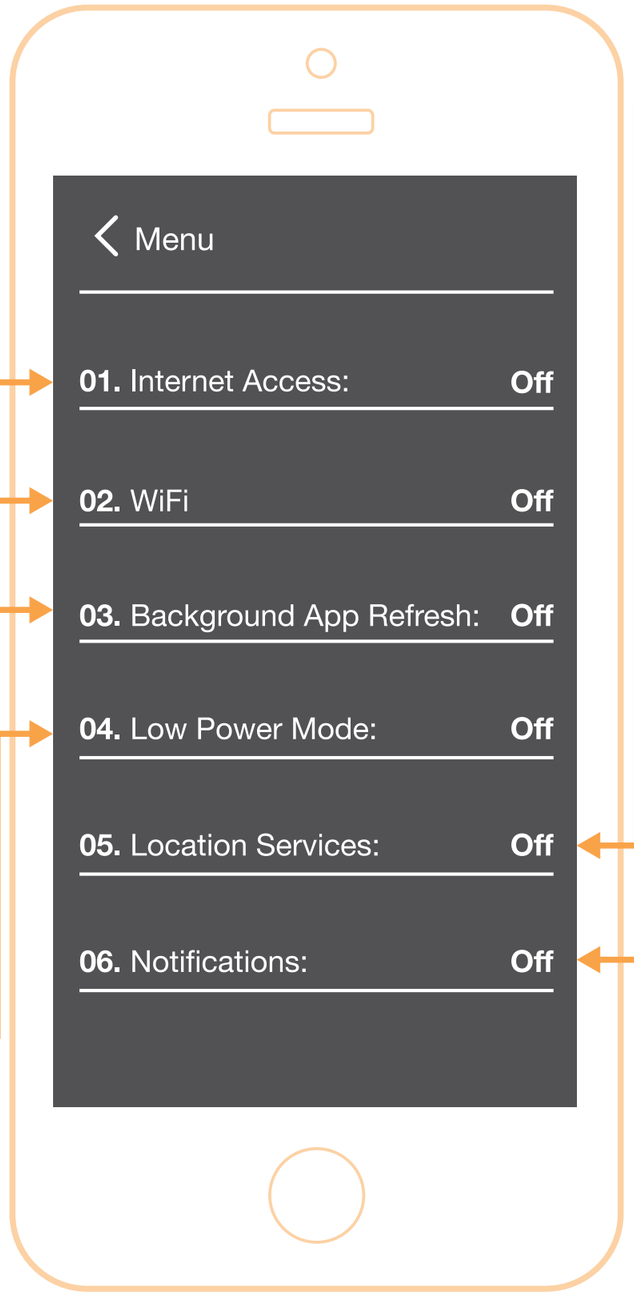
1. Swipe up from the bottom of your screen to access the control panel.
2. Tap on the Wifi symbol to turn WiFi on.

03. BACKGROUND APP REFRESH

1. Open Settings > General.
2. Go to Background App Refresh.
3. Scroll down to the SignOnSite icon and tap on the slider until it turns green.

04. LOW POWER MODE

1. Open Settings > Battery.
2. Tap on the slider until it turns green.



05. LOCATION SERVICES

1. Open Settings > Privacy.
2. Tap on Location Services.
3. Scroll down to the SignOnSite icon and tap on it.
4. Select “Always”.

06. NOTIFICATIONS

1. Open Settings > Notifications.
2. Scroll down to the SignOnSite icon and tap on it.
3. Find Allow Notifications and tap on the slider until it turns green.

To access this screen:

1. Open the SignOnSite app and click on the menu button.
2. Click on the troubleshooting button

Find out more: **support.signonsite.com.au**

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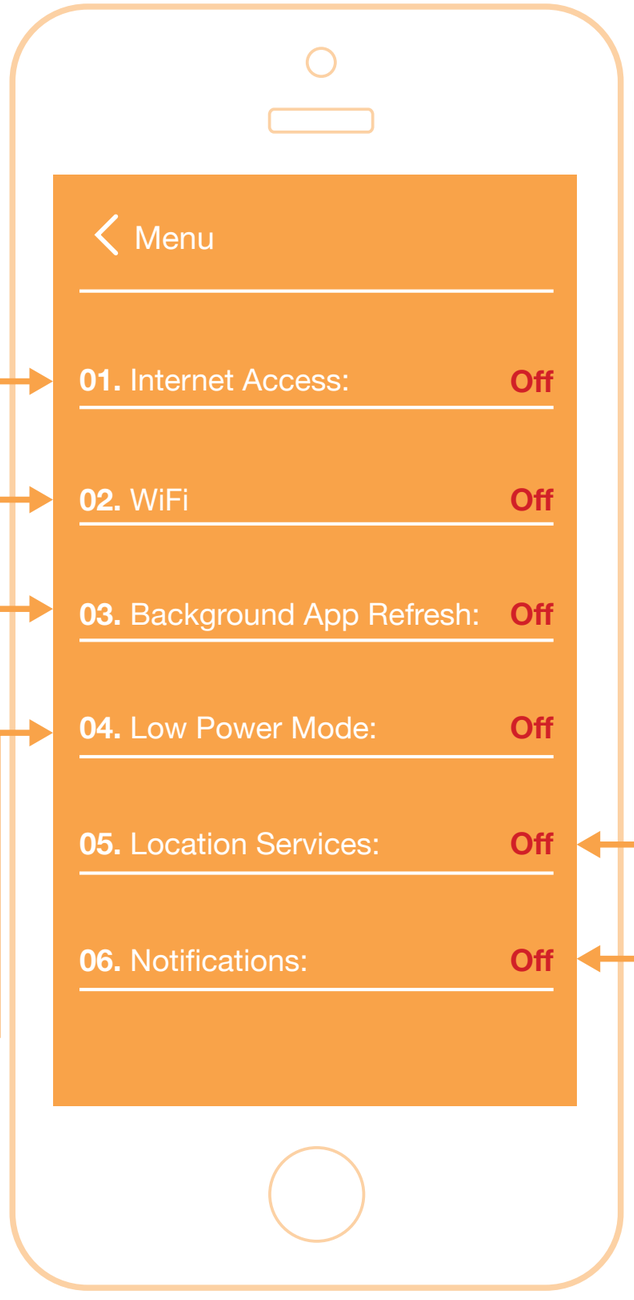

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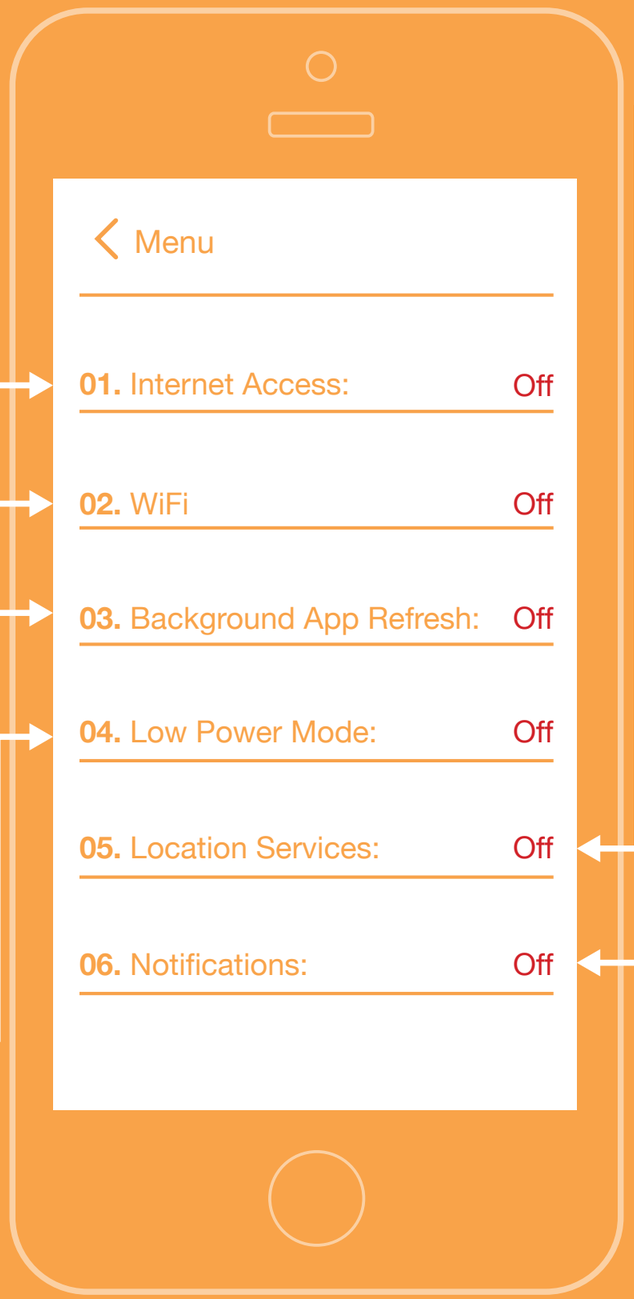

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