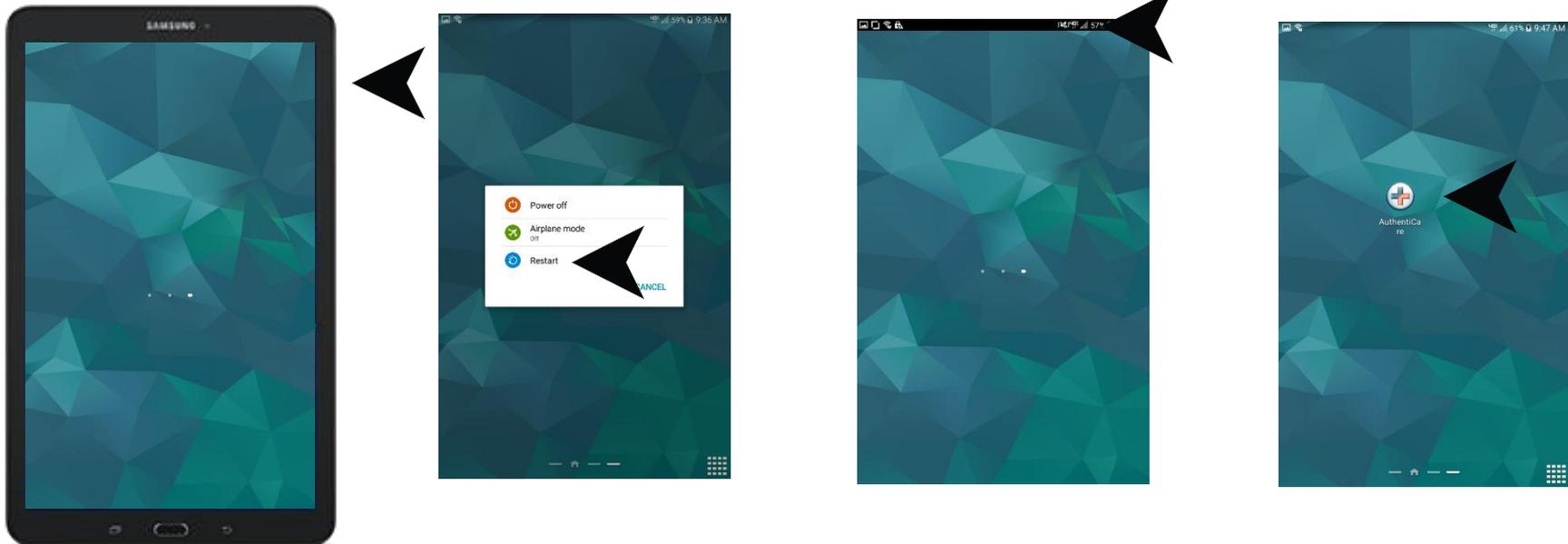


## Authenticare Troubleshooting Steps

This is a diagram of how to resolve issues with the Authenticare App. If you are unable to resolve the issues after attempting all troubleshooting steps, then please give Mobility Exchange a call at 1-888-716-9528

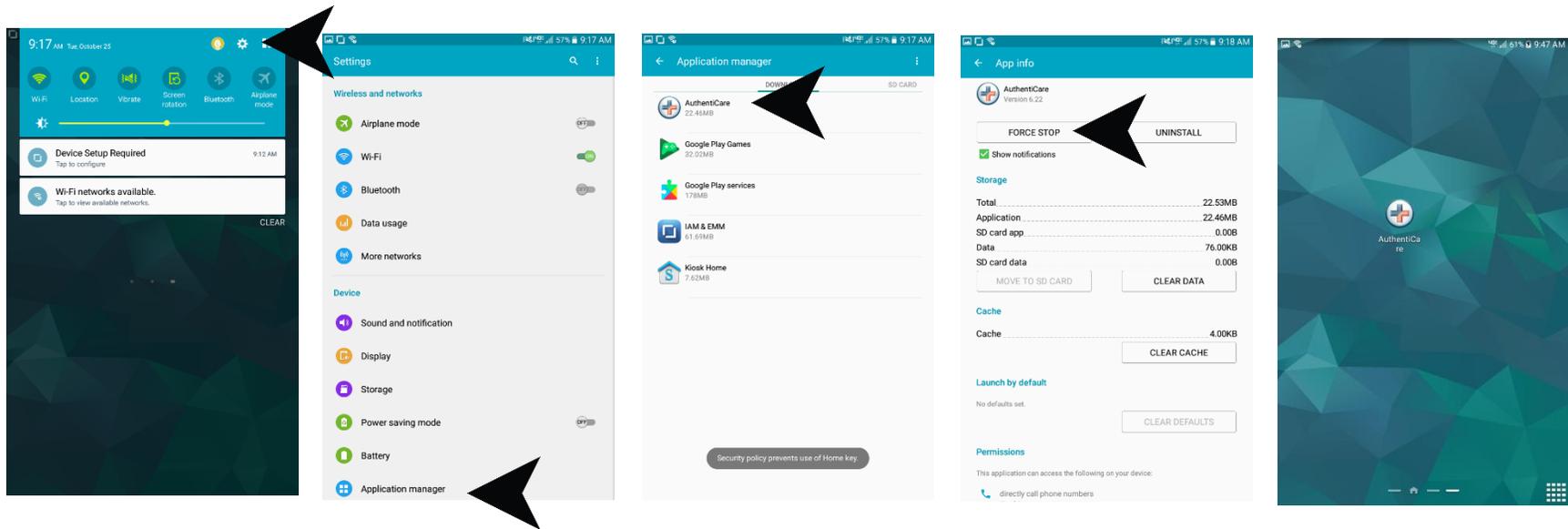
Authenticare App is not showing up:

1. Hold down the power button on the top right hand side of the device
2. Press the "Restart" icon to restart the device
  - a. This will force the tablet to update and recapture the app
3. Once the device restarts let make sure it is connected to the internet
4. Once connected to the internet give the device up to 5 minutes to re-install the application

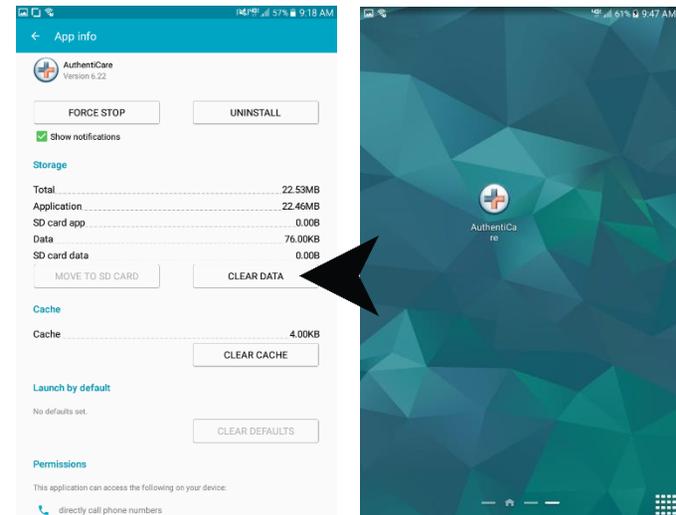


**Authenticare App not loading properly:** This can include: Locked out of app, App freezing or not responding, and any other issues you may have

1. Make sure the device is on and pull down the notification bar
2. Press on the settings icon 
3. Press on the “Application Manager” 
4. Now click on the Authenticare icon 
5. Press the “Force Stop” button on the screen
6. Try logging in again. If you continue having issues continue to step 7



7. Follow steps 1-4
  - a. Instead of pressing “Force Stop” press “Clear Data”
8. Try logging in again. If you continue having issues continue to step 9



9. Make sure the device is connected to Wi-Fi, or to the Verizon Network
  - a. Follow steps 1-4
  - b. Now press “Uninstall”
10. Give the device 5 minutes to update and re-install the app on its own

