medAL-*reader* Troubleshooting Guide

# medAL-*reader* does not launch

* Try to empty the cache (Android settings → Applications → medAL-*reader* → empty cache)  
  And restart
* If that did not work, try also emptying the storage and reinstalling the application (long-press on the app → Press “Uninstall” → Navigate in Google PlayStore → Search and install medAL-*reader*)

# medAL-*reader* loading but not starting

* Try to restart the application (Go to Android’s home screen → press the “currently running apps” (physical) button → close all apps → restart medAL-*reader*)
* If that did not work, please try all the steps above (medAL-*reader* does not launch)

# medAL-*reader* does not appear in the app list

* Ensure that the app is correctly installed by going in the Google Play Store → Search for “medAL-r*eader*” → Click on it → If “uninstall / Open” is displayed, then simply click on open. If it says “Install” press on it to install it.

# medAL-*reader* Crashes when I try to do X

* Apply all steps from “Medal-R does not launch”
* If that still does not work, please take a screenshot and explain all the details to reproduce the crash to your local IT coordinator so the problem can be reported to the IT team

# I want to input a value that medAL-*reader* doesn’t accept

* Check your value twice and make sure it is correct
* If it still doesn’t seem incorrect, please contact your local IT coordinator and give them all the details so they can check with the IT team if this is an issue

# I cannot find my name in medAL-*reader*

* It may be a cache issue, please try to apply all the steps from “Medal-R does not launch”
* If that doesn’t work, please contact your local IT coordinator so they can check if your username is correctly created in the Health Facility settings of medAL-*creator*.

# What is the login email

* If you forgot the login e-mail needed at the first launch of the application (or after emptying the cache / storage / reinstalling), please contact your local IT coordinator, they will give you the details

# I Forgot the PIN

* If you forgot the PIN needed at every launch of the application, please contact your local IT coordinator, they will give it to you