Common issues Gimme Field users may experience and steps to resolve the issue

Scheduled visits disappear after force quitting Gimme Field and/or using the re-sync button under Settings.

Gimme Field users can still service machines in areas with poor or no signal, the app will cache the data until the driver can sync to a mobile or WiFi network. However, if a driver force quits Gimme Field and is in an area with a poor network signal, their schedule may appear blank. Here are detailed steps taken to troubleshoot this issue:

1. **Ask the driver to:**
    1. Force quit the app (this won't delete any past visit data)
    2. Re-sync the app from the Menu page
    3. If that doesn't work...
2. **Ask how many signal bars they have**
    1. If they have poor signal, and are indoors, ask them to move outside and repeat Step 1
3. **Last resort option (warning, if the driver is mid visit, following these next steps will delete any visit data that has not been synced to the cloud server!)**
    1. If the driver has completed and synced any past visits (you can verify this in VMS on the Operations page), they have a network connection (Step 3 of Step 2), and they have access to the App Store on their mobile device:
        1. Instruct the driver to tap the home button
        2. Long press on the Gimme Field icon
            1. The icon will wiggle and have a gray circle with a line through it at the top right of the icon - tap this to delete Gimme Field
            2. Open the App Store and search "Gimme Field" to reinstall
                1. If they don't remember their log in credentials, anyone with Gimme VMS access can reset their password in Settings > User > Edit
        3. If reinstalling the app doesn't work, contact Gimme Support to report this issue

DEX status bar gets "stuck" or won't DEX at all or General Gimme Field Issues:

1. **Verify hardware**
    1. Gimme Key is plugged all of the way into the port
    2. Machine is cleared of errors
        1. Turn machine on and off
    3. Try a different Gimme Key
        1. If using a DEX jack, try plugging directly into the DEX board or use a different jack
2. **Mobile Device and App troubleshooting**
    1. Force quit Gimme Field by double tapping the home button, then swipe off screen

2. Tap the top left three line menu button, then re-sync the app by tapping the circle arrow at the bottom
3. Network/Bluetooth reset
    1. Swipe down from the top left of the iPad/iPhone and tap the WiFi, Bluetooth, and mobile network icons.
    2. Wait 30 seconds, then turn on the mobile network and Bluetooth only (unless you have WiFi access)
    3. Force close Gimme Field and re-sync after opening
    4. If none of this works, have the driver open a web browser or a navigation app to verify that it can connect to the network
        1. If it does not connect, the driver will need to relocate, use WiFi, or use hotspot from another mobile device
        2. If other apps connect to the network check, go to the next step...
3. **User with VMS access verify in "Edit POS" that the "Has DEX" toggle is on (will display as red) and labeled as "Active"**
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    1. If the driver has completed and synced any past visits (you can verify this in VMS on the Operations page), they have a network connection (Step 3 of Step 2), and they have access to the App Store on their mobile device:
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