



HAVING TROUBLE WITH YOUR APP?

While most users do not have issues with the new app, some phones still aren't happy! Try out these troubleshooting tips if you're experiencing an issue.



WHITE SCREEN ISSUE?

If you get a blank white screen or a non-responsive screen, you have lost data connection to the app. Simply "hard close" the app and reopen. Applicable to both iPhone and Androids.



LOOP OF DOOM - ANDROID

Android users are directed to a web browser to authenticate their Daxko account, then re-directed back to the app as a logged in user. If you don't return to the app as a logged in user OR if you have to log in every time you open the app, then you need to set Google Chrome as the default web browser on your phone.

