



Alloy – In Cab Guidance

In the event of the tablet failing, whether it be from a failed sync or the tablets going blank, below are step by step instructions on how to reset the app.

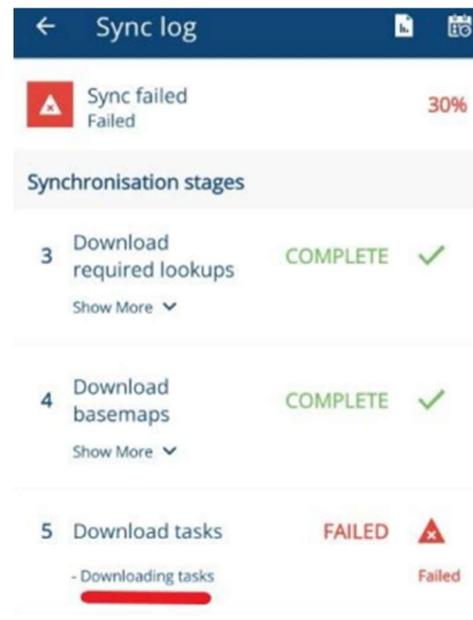
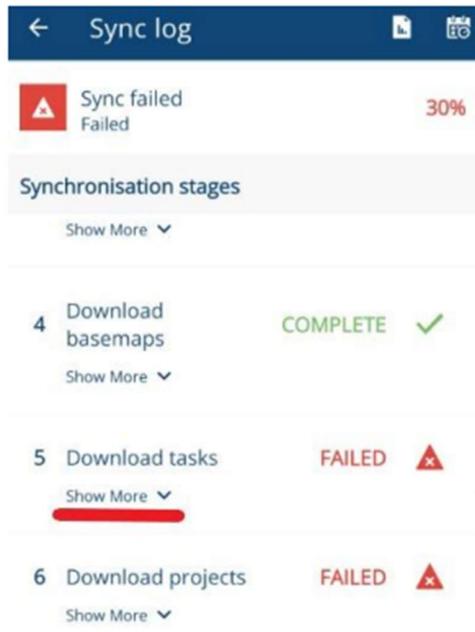
Sync Fail

A sync may fail for several reasons. **If you are in a low signal area, please wait and try again when you have a strong signal.**

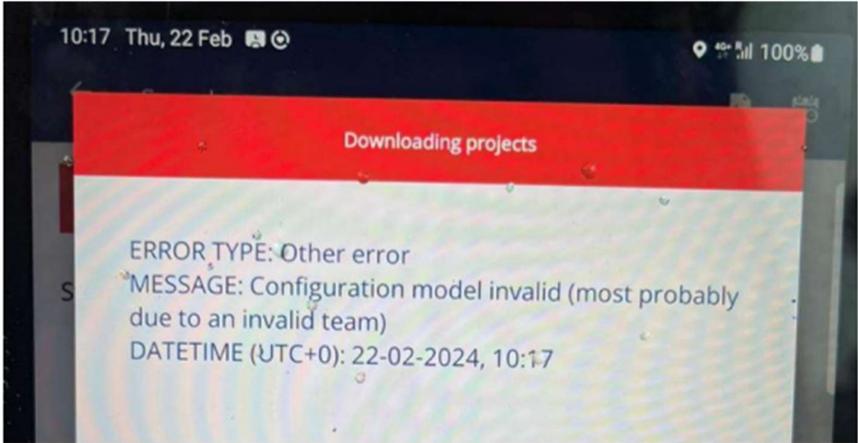
If it is a continuous issue, the back office will need to know the cause. To access the sync log:

- Click Menu → Sync Long

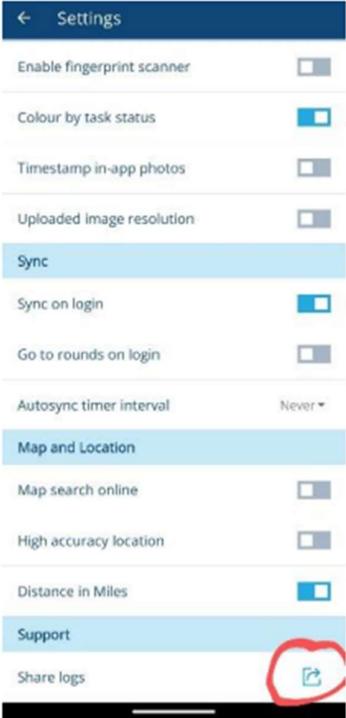
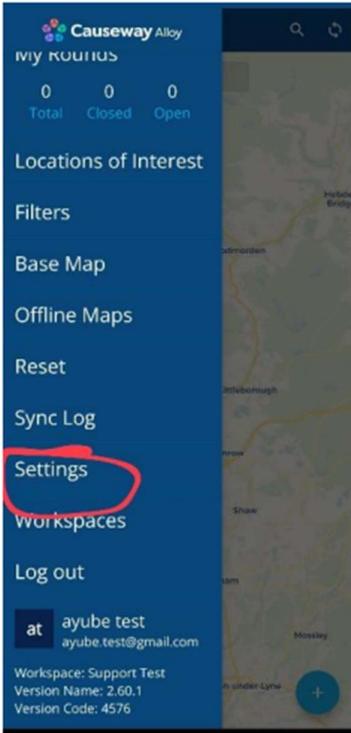
Below you can then see where it has failed.



Click the 'Show More' under the title of what failed. Please take a picture and show your supervisor.



Once you have captured the error, click on Settings and Share Logs. Please send it onto your supervisor via email.



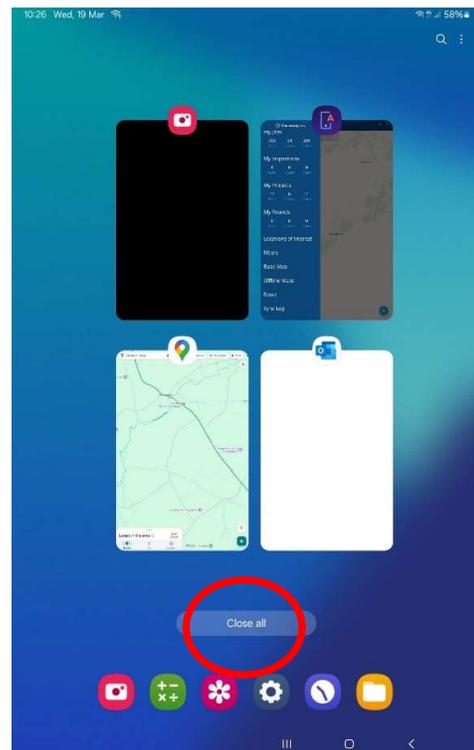
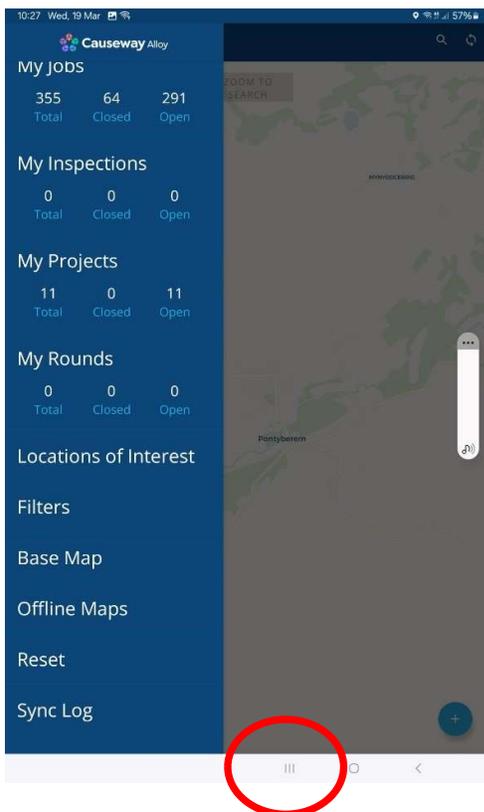
Fixing a Sync Fail

Once the error has been captured, there are a few ways to fix the error. **Firstly, try and resync when you are in a high signal area, if that is not possible, please try the following.**

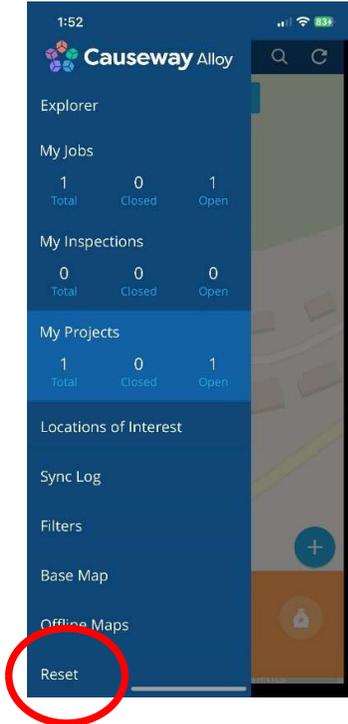
1. Closing the app down

By closing the app down, you are essentially rebooting the app. **Please note that by doing this, you will lose any jobs done since the last successful sync.**

To do this, click the 3 vertical lines (circled below) and then select CLOSE ALL. You will then need to sign in again.



2. Reset



If the issue persists, try to reset the app. This can be found in the menu. Press reset and it will ask you to confirm and re-sign in.

Please note that if you have items still to synchronise, if you reset the app, this will lose any work you have done since the last successful synchronisation.

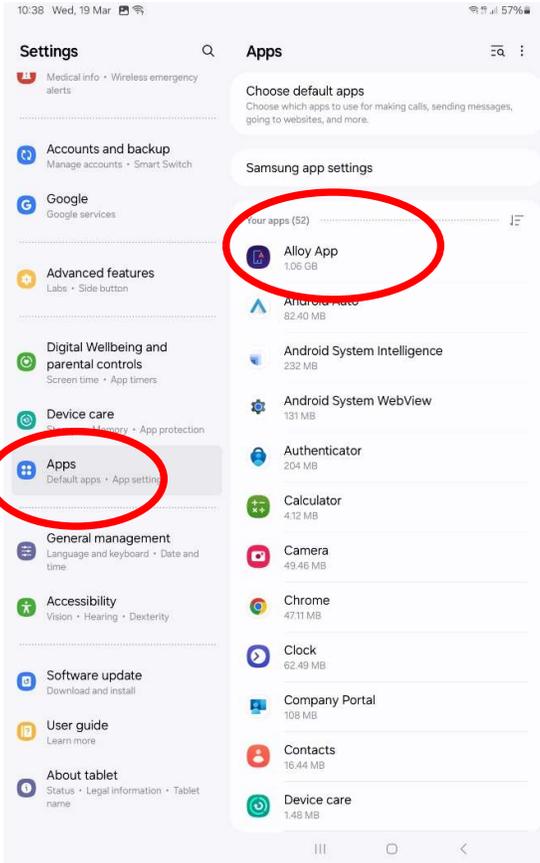
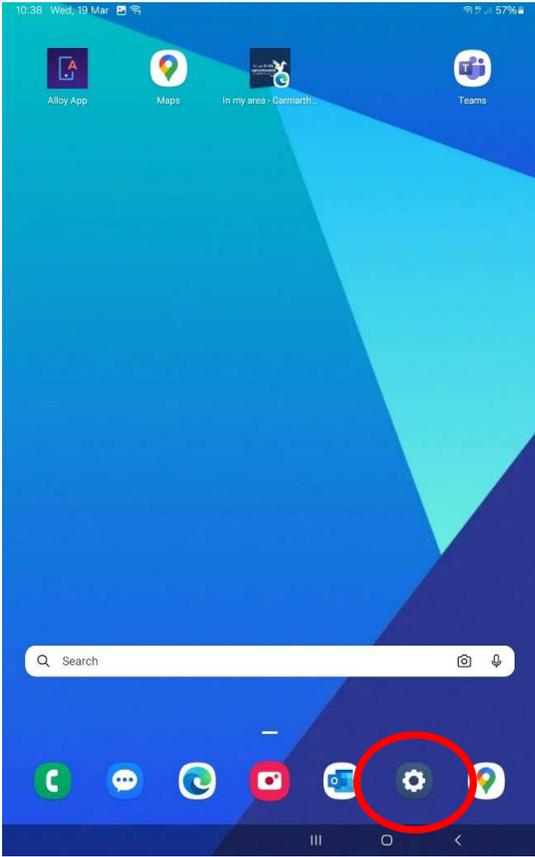
3. Clear Cache

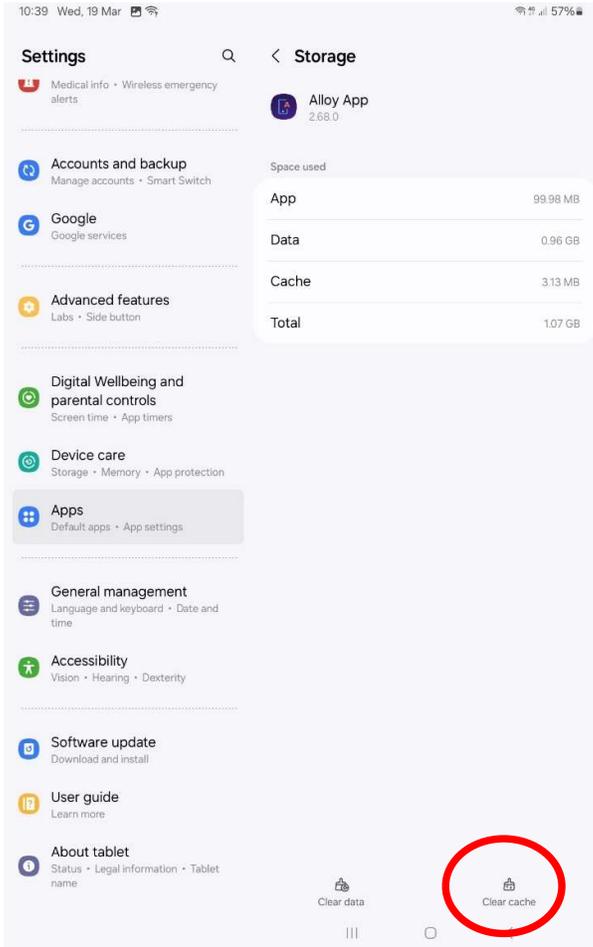
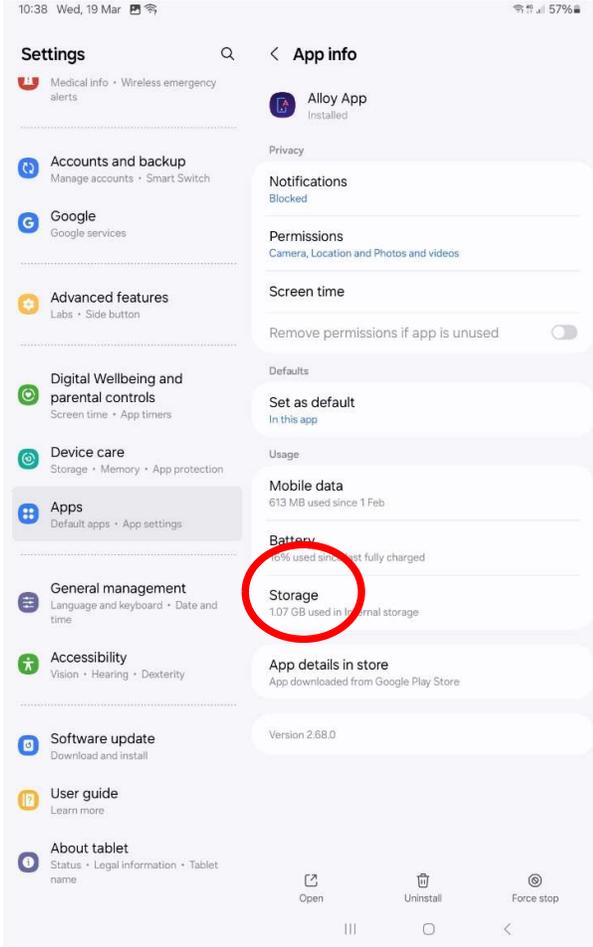
If the issue persists after steps 1 and 2, you will need to clear the cache for the app itself.

To do this, you will need to go:

Settings app on the tablet itself → Apps → Alloy → Storage → Clear Cache (bottom of the screen).

Only Clear Cache and NOT Clear Data

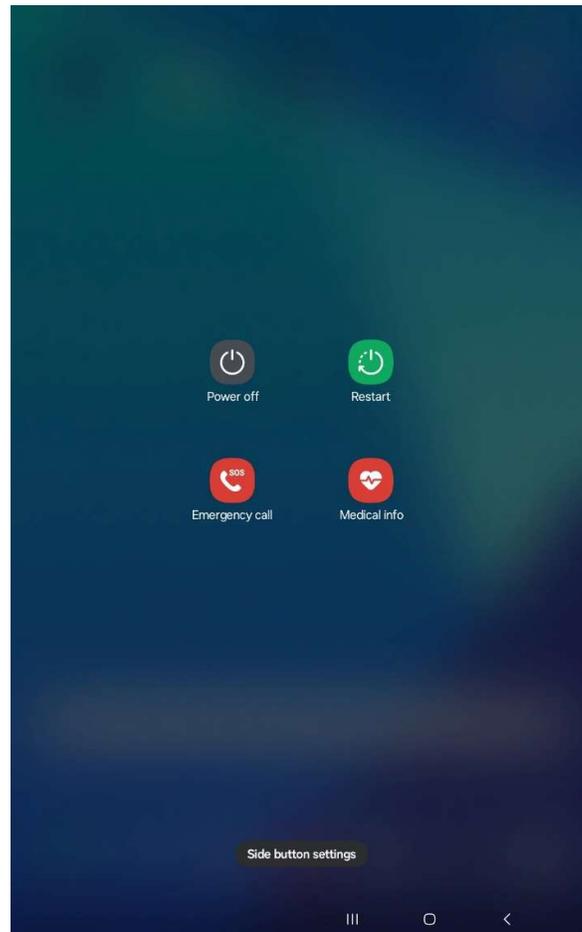




Once this has been actioned, close the app down, outlined in step 2 and log back in.

4. Restarting the tablet

If the issue persists, try restarting the tablet. Hold down the power button and click restart.



If you are still experiencing issues, please inform your supervisor.