



San Joaquin Chapter 6, CA



Technology – KC EPCS Troubleshooting Guidelines

If you experience any kind of an App error, hang/freeze, or crash we suggest the following:

1. **Close and reopen the app and see** if it works as expected.
2. **Restart your device**, then open the app to see if it works as expected.
3. **Check for updates (App Updates) and make sure you are running the latest version.**
4. **Delete the app, then go back to the App store and download it and install again.**

If you still experience an error please email us at: Contact@dhspirit.org

- Be sure to include device make and model and software version being used.
- If at all possible, a screen shot of the error would be greatly appreciated.