

LifeguardApp is designed to be reliable and easy to use. If you cannot access or are having trouble using the app, please use the following steps to resolve the problem.

### Troubleshooting Step 1

## Does the phone have power?

Check that the power cable is connected to the phone and that phone is fully charged. Look for the battery icon  in the upper right corner of the screen. If it is not at least at 50%, charge the phone before trying to use the app or the dashboard.

### Troubleshooting Step 2

## Is the phone connected to the internet?

Look for the wifi icon  in the upper right corner of the screen. If this icon is not visible, tap on Settings, Wi-Fi and select the correct network name. You will be prompted to enter the passkey for the network.

### Troubleshooting Step 3

## Is the LifeguardApp icon visible under Apps?

From the home screen of your phone, scroll through the alphabetical list of apps. If you do not see the LifeguardApp icon, contact the Lifeguard Help Desk at [support@lifeguardDH.com](mailto:support@lifeguardDH.com).



### Troubleshooting Step 4

## Is the phone's screen soiled?

If there are finger marks or other dirt on the screen, it may not respond correctly to tapping. Clean the screen with an approved screen cleaner.

### Troubleshooting Step 5

## Is there physical damage to the phone or power cord?

If the screen is cracked, the buttons are not responding or the power cord is damaged, contact the Lifeguard Help Desk at [support@lifeguardDH.com](mailto:support@lifeguardDH.com).

### Troubleshooting Step 6

## Did you select your drug?

The timer will not start if you do not select a drug.

If none of these steps resolved the problem, contact the **Lifeguard Help Desk** with the following information:

- ▶ Contact name and telephone
- ▶ Type of problem (e.g. damage, wifi connectivity, login, etc.)