How to Find "Troubleshooting" in the App

Learn where to find the "troubleshooting" section of the app if prompted by your service rep.

If you're experiencing an issue with the ONE-KEY[™] mobile app and have filled out a <u>support ticket</u>, your support agent may ask you to navigate to the **Troubleshooting** section of the app to help resolve your problem.

Why? They can determine, for example, whether the issue you're experiencing is due to an outdated app version, software version, or whether a smart tool syncing or tool tracking issue is due to not having your <u>app permissions properly configured</u>.

In this article, we'll show you how to find the Troubleshooting section of the app on your **Android** or **iOS** device, so your service rep can better assist in resolving an issue you may be experiencing.

Learn how to find troubleshooting on Android
Learn how to find troubleshooting on iOS

Get Started the One-Key mobile app

•Launch the One-Key app on your mobile device.

•Your inventory will load by default.

How to Find "Troubleshooting" in the App on Android

Note: The screens featured in this article may appear different than what you see on your device due to different phone manufacturers having different procedures.

•You'll first want to navigate to Settings. Along the bottom navigation menu, find and tap into **Settings**.



 In settings, scroll down past the "Profile," "Admin," and "Phone Settings" headers to "Help." Under the "Help" header, you'll see "Troubleshooting," just below "Getting Started"; tap into "Troubleshooting."

 Troubleshooting 	
One-Key App version 8.18.0	
Device samsung SM-G950U	
Android 9	
SHARE DIAGNOSTIC & USAGE INI	FORMATION
Bluetooth	>
Android Location Services	>
One-Key Location Permission	>
Network Connection	>
Bluetooth, location and network ac o perform diagnostics.	cess are required
SUBMIT DIAGNOST	rics
Help our app developers and supp	ort team
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•You'll be redirected to the Troubleshooting screen, where you'll be able to access device-specific information when prompted by your service rep who can help you resolve.

How to Find "Troubleshooting" in the App on iOS

•You'll first want to navigate to Settings. Along the bottom navigation menu, find and tap into **Settings**.

Settings		Setti	ngs
ROFILE		PHONE SETTINGS	
ly Profile		Tool Tracking	Enabled
lotifications	×.	Battery Saver	Disabled
references	× 2	Advanced	
ly Permissions	5	HELP	
DMIN		Getting Started	
ompany Info	>	Troubleshooting	
em Security	>	One-Key Products	
oles	>	One-Key Support	
HONE SETTINGS		1-800-SAWDUST	
ool Tracking	Enabled >	End User License Agree	ement
attery Saver	Disabled >	Rate Our App	
dvanced		Log	Out
D 0	8 0	D (9	2 0

In settings, scroll down past the "Profile," "Admin," and "Phone Settings" headers to "Help." Under the "Help" header, you'll see "Troubleshooting," just below "Getting Started"; tap into "Troubleshooting."

Back	Troublest	nooting	
One-Key A	pp Version 8	.24.0	
Device: iPh	ione10,3		
OS Versior	n: 14.8		
SHARE DIAGN	IOSTIC AND US	AGE INFORM	ATION
Bluetooth			\bigcirc
iOS Locatio	on Services		\bigcirc
One-Key Li	ocation Acce	ss	\bigcirc
Network Co	onnection		\bigcirc
Bluetooth, loc perform diagr	ation, and netwo lostics.	ork access a	re required to
	Submit Dia	gnostics	
Help our app our app by se	developers and in nding diagnostic	support tean	n troubleshoo about how
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•You'll be redirected to the Troubleshooting screen, where you'll be able to access device-specific information when prompted by your service rep who can help you resolve.

You now know where to find troubleshooting, should you need to find it or should your service rep ask you to navigate here.