LINK App Troubleshooting Guide

For Administrators and Support

This guide will help Administrators and Support Staff to troubleshoot and fix issues in the LINK app.

Many of these are tips which the user can carry out on their device.

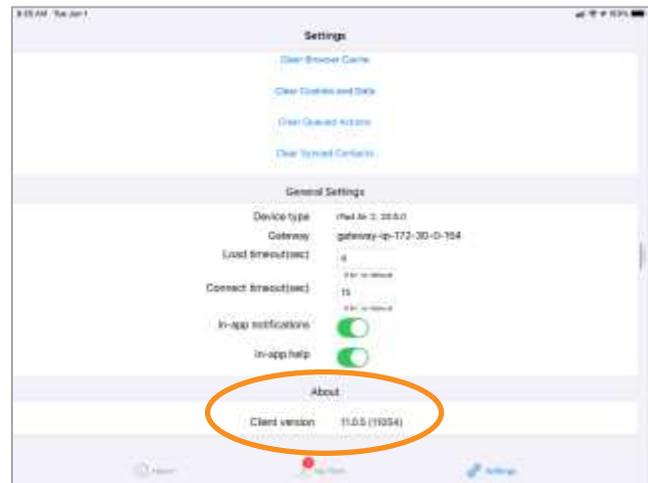For help with any of these issues, write to: support@mobilehelix.com.

Contents of Link App Troubleshooting Guide

I.   First: Confirm That Most Recent LINK App Version is Installed


From the LINK Home Screen, tap "Settings."

Scroll to the bottom of the Settings screen, to the "About" section, then to "Client version."

To find the most recent version number of the LINK app:

- Apple iOS and iPadOS: Go to the Apple Store for the most recent version number: "Mobile Helix Link," https://apps.apple.com/us/app/mobile-helix-link/id773898342

  The version number is shown.

- Google Play Store: Go to "Link Mobile Helix" for the latest version number.

Device OS version: check to see if the device is running the latest version of iOS, iPad OS, or Android OS version.

II. Confirm That the Network is Working, Independently of LINK
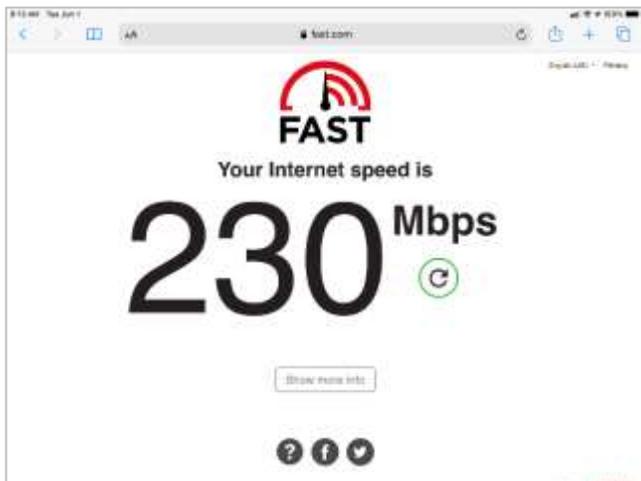
We recommend that you ask the user to go to go to Safari or Chrome on the mobile device and go to https://fast.com.

This URL is short, and the site is low on ads, so it's good for user testing.

III. If a Single App is Not Working

If a single app is not working, start by clearing the browser cache. Press-hold on the app tile, and a menu will appear with two options. Try them in order of listing.

1. Clear browser cache - **try this first!** It resets the JavaScript code in each app tile. That is often enough. This takes a few seconds.
2. Clear all local data - this blows away all locally stored files and databases. This forces a full re-sync of a user's inbox for email, and clears out all browser cookies for the app. If step (1) is not working, or if the problem is related to email synchronization, then this is the right option to choose. Note that the re-sync may take a minute or longer.
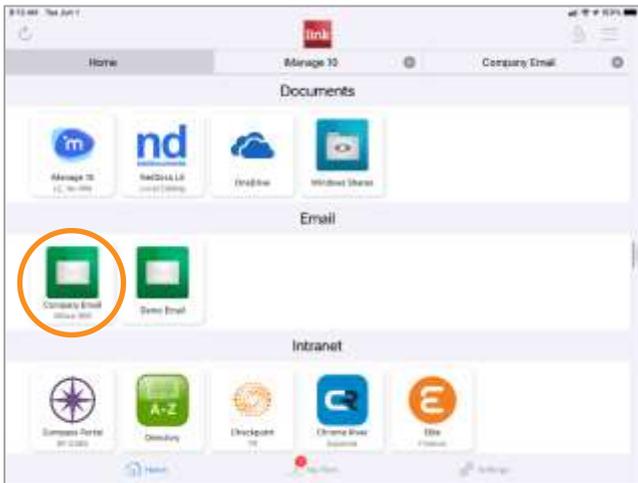
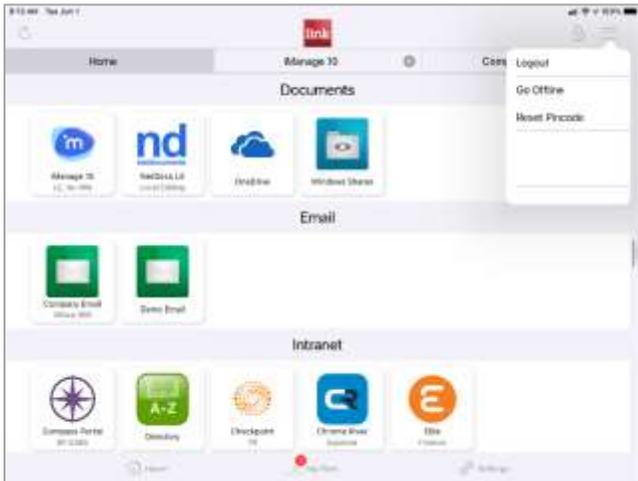From the LINK Home Screen, press-hold on the specific app tile.
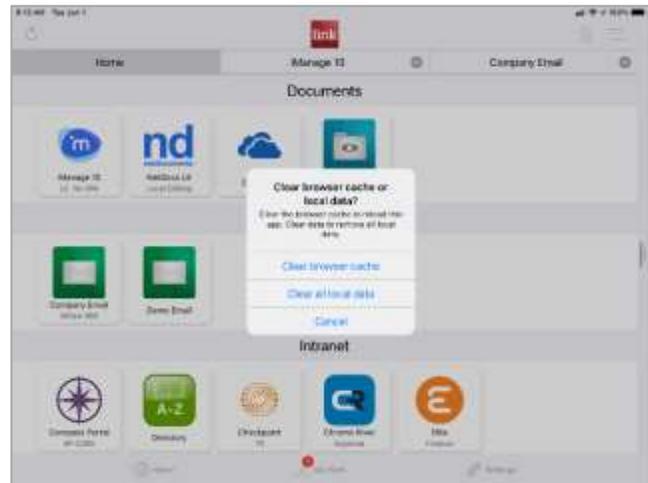
First: tap on "Clear browser cache."

If needed, press-hold on the app tile again, then tap on "Clear all local data."

IV.   If No Apps Within LINK Are Working

If no apps are working, logout and login.

This clears the memory of all browsers and starts a fresh session.

From the LINK Home Screen, tap the 3-bars menu in the upper right.

Tap "Logout."

1. Login with your firm Active Directory/network password.
2. Then authenticate with Face ID or Touch ID.

Clear Browser Cache and Clear Cached Actions

After logout and login, "Clear Browser Cache" and "Clear Queued Actions" on the "Settings" tab. This resets the app code and it clears out any network requests that were made when the device was offline, and that might now be causing issues in LINK.
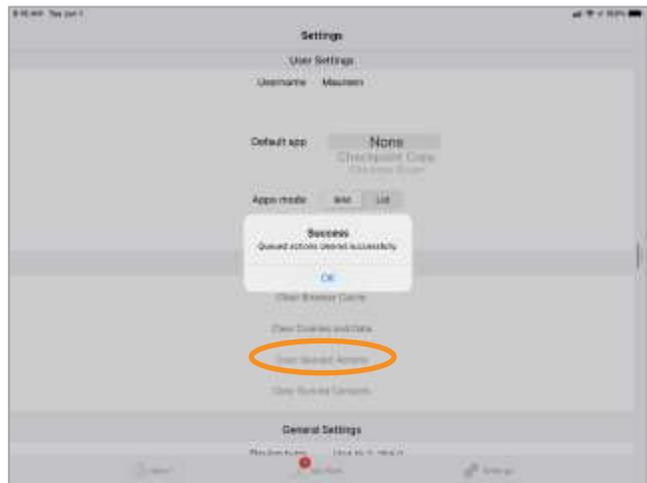

From the LINK Home Screen, tap Settings.
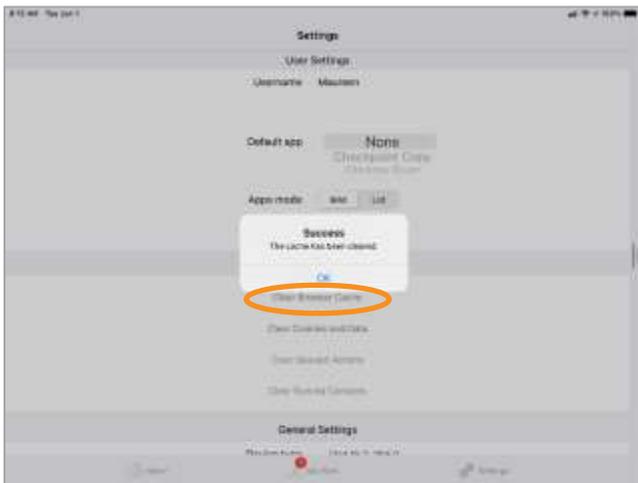
Tap "Clear Browser Cache."

Tap "OK."

Tap "Clear Queued Actions."

Tap "OK."

V. Force-close / force-stop the LINK App

Force-closing the LINK app clears out all in-memory state. This means the browsers themselves and any session state. If somehow the LINK app got confused, or the OS got confused, the in-memory state might be bad in some way or another. Hard-killing is a fresh start.

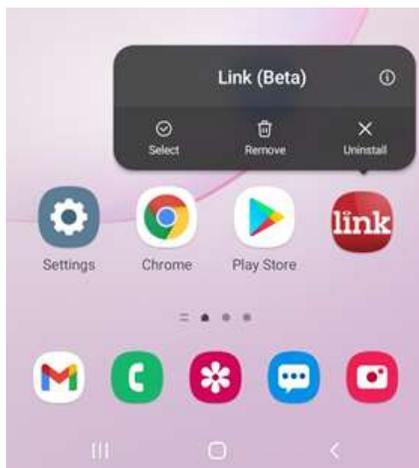**iOS and iPadOS**

Go to the App Switcher screen, shown.

Methods to display the App Switcher:

1. Touch ID – double-tap the device Home Button.
2. Face ID – swipe up from the device's lower edge.
3. From the Assistive Touch menu, tap "App Switcher."
   For more on Assistive Touch:
   https://support.apple.com/en-us/HT202658

Swipe the LINK app up and off the screen.

Android

1. Press on the LINK tile.
2. Tap on the "i".
3. Tap "Force stop".
4. At this prompt, "If you force stop an app, it may cause errors," select "OK"

VI.   Resend the Welcome Email

The LINK Admin should send a new "launch link" to the user.

The launch link is commonly sent via the Welcome Email.

It may also be sent by SMS. To send by SMS, go to the specific User, tap the Pencil icon on the right, add the mobile phone number, and Save in the upper left.

How to send the Welcome Email.

1. Login to LINK Controller.
2. Go to Users tab.
3. Search or navigate to the user's name.
4. Click the Actions button on the right.
5. Click "(Re)send Welcome Email" or other option.
6. In the upper right corner of the screen, you will see a confirmation banner message, "The welcome email was sent."
7. Instruct user to tap the blue Launch Mobile Helix Link hyperlink in the email and login in.

   Note: The Welcome Email has a QR code. It may be sent to the user's work email address. Then the user may point their device camera at the QR code on their PC monitor instead of tapping on a launch link.

# VII.   Final Step: Uninstall the LINK App and Reinstall

It is rare, but if all else fails, uninstall the LINK app and reinstall. Depending on the firm, either have the user install "Mobile Helix Link" from the App Store or push the app via your Mobile Device Management software. This is the last resort, and it will only fix problems that are related to a corrupted client-side state. Hence, the subset of problems that are actually fixed by the full reinstall is smaller than it actually might seem.

 The LINK administrator will need to re-provision by sending the user a new launch link.

Uninstall the LINK App on iOS/iPadOS:

1. Press-hold on the LINK tile.
2. Select "Remove App."
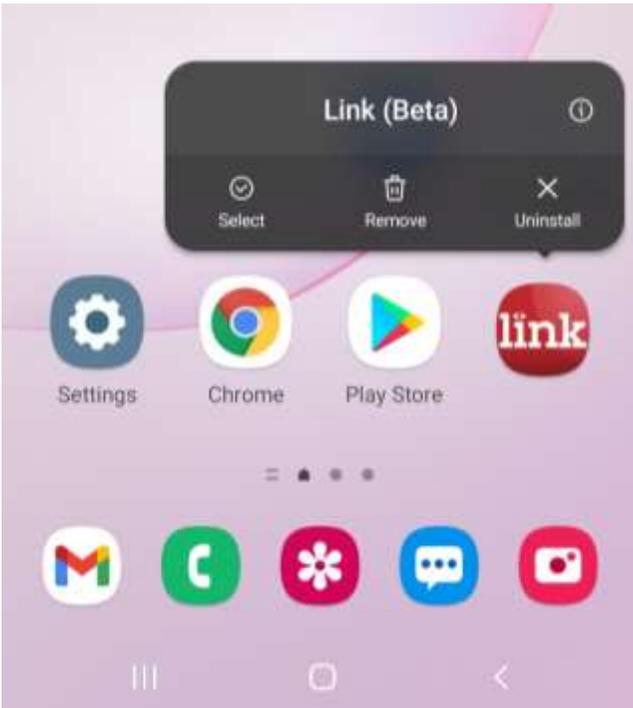
Uninstall the LINK App on Android:

3. Press-hold on the LINK tile.
4. Select "Uninstall."

Reinstall the LINK App:

Apple: "Mobile Helix Link"

Google: "Link Mobile Helix"

Now the user must be re-provisioned on this device.

Re-provision the device by sending a new Welcome Email or launch link:

1. Login to LINK Controller.
2. Go to Users tab.
3. Search or navigate to the user's name.
4. Click the Actions button on the right.
5. Click "(Re)send Welcome Email" or other option.
6. In the upper right corner of the screen, you will see a confirmation banner message, "The welcome email was sent."
7. Instruct user to tap the blue Launch Mobile Helix Link hyperlink in the email and login in.

    Note: The Welcome Email has a QR code. It may be sent to the user's work email address. Then the user may point their device camera at the QR code on their PC monitor instead of tapping on a launch link.