

ManageIT Mobile – Troubleshooting Tips

When experiencing issues please complete the following troubleshooting tips below.

1. Make sure you're connected to the Internet.
2. Make sure you have the most recent version of the App installed.
3. Force Close (swipe the app away) then re-open the application and try to sync again. If this don't resolve the issue, go to #4
4. Go to **Settings** select **Clean database** to Clear cached data. If this don't resolve the issue, go to #5
5. Go to **Settings** scroll to the bottom and select **Reset all App information**. This function will Sign you out and delete all local app information.
 - Reapply the credentials
 - **Enter your company name**; the company name is the beginning of your Restoration Manager URL this is not case sensitive.
 - Apply your Restoration Manager **Username & Password**
Note: The login credentials are the same as .NET (RM Desktop) and case sensitive.
 - Go to **Settings** to complete the Initial Setup. If this don't resolve the issue, go to #6
6. Uninstall and reinstall the App. If this don't resolve the issue, go to #7
7. If you have tried all the above steps and are still experiencing issues with the application, please reach out to our technical support department at
 - **Technical Support:** 800-583-8474 Monday - Friday 6:00 am to 6:00 pm Mountain Time
 - **Online Support:** 24/7 at the eService Center [eService Center - Customer Help](#)

When reporting an issue please be specific. The more information you can provide up front is extremely beneficial in the trouble shooting process.

Please provide the following information:

- Device information including the Make & Model i.e., iPhone 13 Pro Max, Samsung Galaxy S22
- What operating system/version is installed on the device? i.e., Android v5.1, iOS v16.3.1
- What version of ManageIT Mobile is installed? Go to Settings
- Detailed explanation and step by step description of what is being experienced.
- If the issue is with uploading Documents/Pictures, include the size and how many?
- Provide screenshots; when applicable
- Name & Contact Number of the user experiencing an issue if they are not the individual directly reporting the problem.