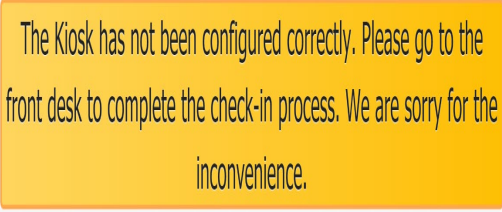
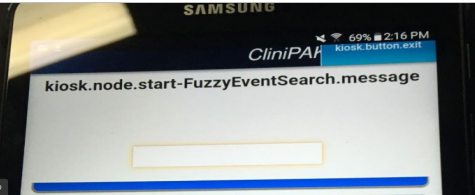


Tablet Troubleshooting FAQs

Issue		Action
<p>A yellow error kiosk screen appears on a tablet.</p>		<ul style="list-style-type: none"> • Wait for 5 seconds, and the system should refresh. • If the yellow alert does not go away, close the app and log back in.
<p>The screen is completely blue, so the user can't log in.</p>	<p>After 30 minutes of inactivity, the user is automatically logged out and the screen goes blue.</p>	<ul style="list-style-type: none"> • Close the app and have the user log back in using the username and password on the back of their tablet.
<p>The screen displays code</p>		<ul style="list-style-type: none"> • Go to the language settings and set the default language to English (United States).
<p>There is no (-) sign on the keyboard</p>	<p>The default keyboard needs to be set to the Gboard.</p>	<ul style="list-style-type: none"> • Go to the language settings and set the default keyboard to Gboard.
<p>A participant's name doesn't show up at a discipline's Check-In.</p>	<p>The participant must be centrally registered for the event before their name will show up in the discipline's Check-In queue.</p>	<ul style="list-style-type: none"> • Check that the participant went through central registration. • Search for the participant's name in different combinations, such as just the first name, just the last name, or the full name. • Confirm there are no Wi-Fi issues • Centrally register the participant again
<p>A participant's name doesn't show up at a station within a discipline.</p>	<p>The participant must be checked in at the discipline before their name will show up in the queue for a station.</p>	<ul style="list-style-type: none"> • Confirm the participant was checked in for that discipline. • Search for the participant's name in different combinations, such as just the first name, just the last name, or the full time. • Confirm there are no Wi-Fi issues • Centrally register the participant again