

## TECH SUPPORT QUESTIONS

- 1) Does restarting the phone resolve the issue?
- 2) Does deleting the application and reinstalling it resolve the issue?
- 3) Does the issue occur on a mobile application or in a web browser?

*If mobile:*

(Minimum requirements: iOS 7.0 or above/Android v4 “Ice Cream Sandwich” or above)

- Apple, Android, or Other device?
- Model of Phone or Tablet? (e.g. iPhone 6s)

*If web browser:*

(Minimum requirements for desktop computers: Internet Explorer v8 or above, Google Chrome v16 or above, Safari 5.0 or above, Firefox 9.0 or above and Opera 11.5 or above)

- Windows or Mac?
- OS version? (e.g. Yosemite 10.10.3, Windows 8)
- Browser version you were using? (e.g. Safari 8.0.6, IE 9)

- 4) Are you using a Wi-Fi, Cellular or LAN connection?

(Poor connectivity can produce inconsistent functionality)

*If Wi-Fi, is it a ‘Guest’ Network?*

*(Guest Networks often have a splash page that randomly logs people out)*

- 5) Which application were you using? (e.g. Photon, Chat)

- 6) Is there an update available for the application?

(Updating to most current version may correct the issue)

- 7) Which hospital(s) network is involved?

(Some issues may be related to specific hospital(s) data feeds)

- 8) Please describe in detail what happens. Attach a screenshot (exclude PHI).