

## LVPPACE App Troubleshooting Guide

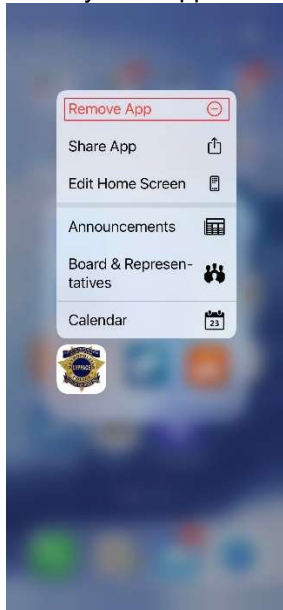
This document is a reference for Members to follow when having difficulties receiving notifications via the LVPPACE App. Please note that the document is broken up into two distinct sections: one for IOS or iPhone users and the other for Android users.

When the LVPPACE office sends out “push notifications”, there are a few variables every Member should be aware of if they don’t receive them. The first is your signal. As with any other app, for it to work correctly, you should have a good signal. If you are in an area where your connectivity is very weak or if you are indoors and without a strong WIFI signal, you may miss notifications.

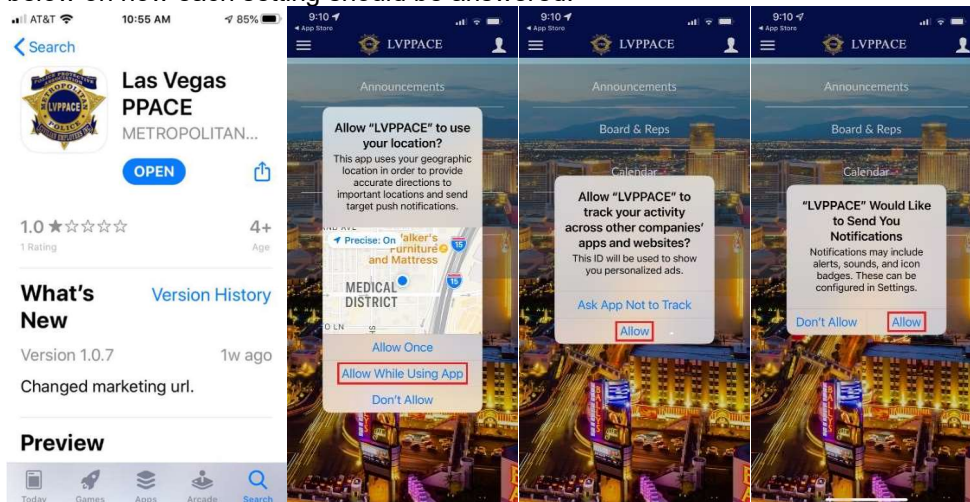
Every app has a setting (or settings) as it relates to notifications. When you installed the LVPPACE app initially, you may have inadvertently disabled some important settings which are preventing you from receiving notifications now.

### IPHONE Users

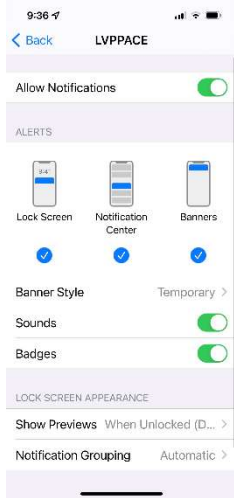
1. The easiest way to “reset” your app if you are not receiving notifications is to uninstall and reinstall it. Click and hold your app on your screen and you will receive some options. Select “Remove App”.



2. Once the app has been removed from your phone, it is time to reinstall it. Go to your “App Store” and search for an app called “LVPPACE”. Install this app. Be VERY CAREFUL to accept all notifications. Examples are listed below on how each setting should be answered.



3. Once the app has been reinstalled, you can also verify the notifications of the app by going to Settings > Notifications > scroll down until you see “LVPPACE” and select. Default notifications should be set as follows:



4. After the app has been reinstalled, log back in by clicking on the head icon in the top right corner of the app. Use your personal Email address on the top line and the password you created for the bottom line. If you do not remember your password, leave the bottom line blank and click on the link below this line for “forgot password”.

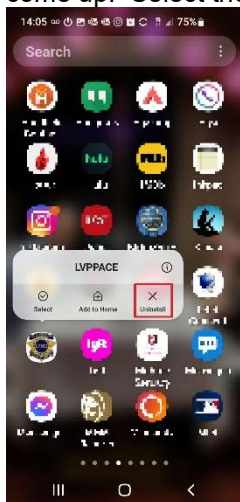
An email will be sent to your personal email address. If you do not receive an email within a couple of minutes, check your spam and/or junk folders to be sure it didn't go there. If you did not receive an email at all, you can call the LVPPACE office at 702-382-9121. The email will allow you to change your password to something only you know both for the app as well as the website (<http://www.ppace.org>)

One thing to remember with the LVPPACE app. When you are not using it, just close out of it like you would any other app, but never log out. When you open the app back up, you will automatically be logged in. In addition, even though the app may not be running, you will still receive push notifications.

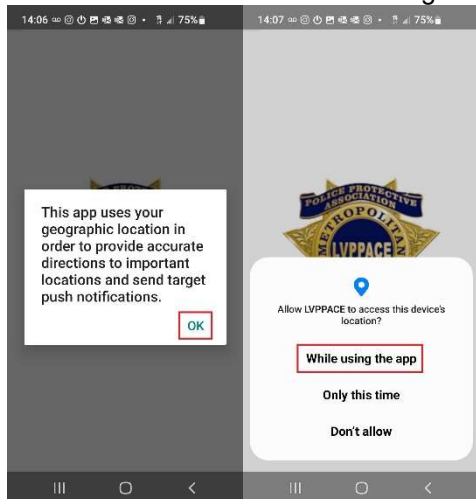
5. If you are still not receiving notifications, please call the LVPPACE office and ask for Shane. There are a couple of other steps we can take on our end to try and correct the situation, which include deleting your account and recreating it. We can also add you to a test group and send out test notifications to be sure you are receiving everything as you should.

## Android Users

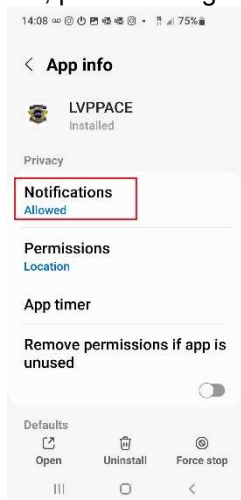
1. Same as with the iPhone users, your first step to take if you are not receiving notifications is to reset your application. The way we do this is to uninstall the app. Go to your application and press/hold on the icon until you see options come up. Select the “Uninstall” option.



2. Once the app has been removed from your phone, it is time to reinstall it. Go to your “Google Play” store and search for an app called “LVPPACE”. Install this app. Be VERY CAREFUL to accept all notifications. Examples are listed below on how each setting should be answered.



3. Once the app has been reinstalled, you can go into your app settings and verify notifications are turned on. If it is not, please change this otherwise you will not receive notifications.



4. After the app has been reinstalled, log back in by clicking on the head icon in the top right corner of the app. Use your personal Email address on the top line and the password you created for the bottom line. If you do not remember your password, leave the bottom line blank and click on the link below this line for “forgot password”.

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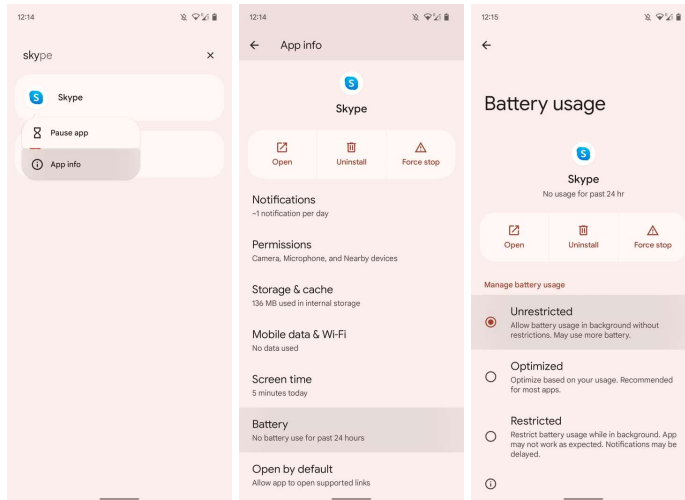
### **Android – Sleep Mode**

Unlike the iPhone, some Android phones can detect if an app has not been used in a long time and effectively “put the app to sleep”, which changes some of the settings. One unintended consequence when this is done is it changes the notification settings for apps such as LVPPACE and prevents push notifications from being received. The below steps can walk you through most of the Android Phone models and how to disable sleep mode for important apps.

### **Google and most other manufacturers**

The below steps should work for most Android phones with Oreo (Android 8.0) or above. Some smartphone manufacturers, however, completely replace Android's battery optimization for their own implementations.

1. Locate the app you want to work more reliably on your home screen or launcher.
2. Hold and tap it to invoke the long-press menu, and then select the App info shortcut (it should be an (i) symbol or something along those lines).
3. Locate the Battery entry in the menu that just opened and tap it.
4. On the next screen, select Unrestricted, which will allow the app in question to run with far fewer limits while in the background.



That's it — though you will need to repeat that process for each app which you want to keep awake in the background. These settings usually survive a reboot of your phone and will allow these apps to run normally. If you ever want to turn the battery optimization back on, just go back to the menu and select the Optimized option. Since Android 12 doesn't offer a list of exempted apps anymore, it might be a good idea to keep a tab on which apps you've left unrestricted in a note.

### **Samsung**

If you have a Samsung device running One UI, Samsung provides another way to control sleeping background apps. It's somewhat easier to use, and can supersede (but also kind of duplicate) the OS-level battery optimization setting. If you have a Samsung phone, make sure you've set this up as well as the above battery optimization setting to make sure an app doesn't go to sleep. If you tell the Android OS not to optimize the battery life of an app, but not the Samsung settings, your phone may still put it to sleep.

1. Follow the instructions given in the section above.
2. Once that's done, you're going to have to go deep to find Samsung's controls. Start the Settings app and tap Battery & device care. Then tap Battery. On the Battery page, head to Background usage limits.

3. Here, you'll find three different lists of apps that have some form of power management enforced on them. To see the list of apps that are allowed to run in the background with as few restrictions as possible, tap Never sleeping apps. You can add additional apps to this list by tapping the plus sign in the top right corner.

