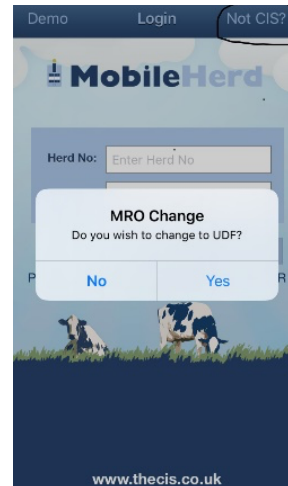


CIS MobileHerd Troubleshooting

- Log out of current version before deleting previous version and installing new version.
- When logging in make sure MRO is set to CIS or UDF depending on which MRO you record with.



- Latest versions of MobileHerd:
 - 2.2 is compatible with Apple devices.
 - 2.1.0 is compatible with Android devices.
- Apple devices must be a model 6S or more recent.
- Apple devices earlier than an iPhone 6S can be used for all aspects of MobileHerd apart from the treatment section.
- Apple devices must be set to “24hr clock London” within Settings > General > Date and time.
- Apple devices must be set to “Light Mode” within Settings > Display > Brightness.

- Synchronise newly added events and any medicine treatments using the “Sync All” button.



- Make sure “Medicine Book Lock” is unlocked before synchronisation.

- If you experience any issues, please email an events log to info@thecis.co.uk.
- The event log is found by selecting:
 - “More”
 - “System”
 - “Event Logs” View
 - Today’s Date
 - “Export”
 - Press the blue arrow to send

