

**Q. I don't understand how to use the app, can someone walk me through it?**

A. Resources are available to review the app usage and functionality. Consult the FAQ documents, Quick Tip sheets and/or the tutorial videos for more information.

**Q. I have logged in but now I can only see a blank screen. How do I get into the app?**

A. Upon initially clicking the login button, the app may appear unresponsive. You may be experiencing a short lag and should give the app a few moments to load the homepage.

Additionally, there may be a short delay, that displays a white screen, while the app retrieves your information. The app will automatically open the homepage once the information has been loaded.

**Q. I've used the app before, why is it now telling me I need to do an update?**

A. Existing users will need to update the app after the enhancements go live. Selecting 'Update Now' will direct you to your mobile app store. You must update the app to continue.

**Q. I tried searching in the app by a partial notification number, but got no results?**

A. When searching by notification number, you must enter the complete number.

**Q. I can't find the Notification number. Can I sort the notification list in the app?**

A. Yes. The list is presented by the most recently created notification at the top, in descending order and can be resorted to ascending.

**Q. I want to submit evidence, but nothing seems to happen when I search for my notification(s)?**

A. It takes a moment for the app to load your notifications. You will see a progress bar as your notifications are loading. Once the loading is complete, select the Ok button to continue.

**Q. I have saved my evidence, do I still need to submit it?**

A. Yes. When using the Remote Inspection function in the app, evidence is not uploaded for an Inspector to see until "Submit for final review" is completed.

**Q. I have submitted my evidence and now it has disappeared from the Notification on the app. Where did it go?**

A. Submitting the evidence sends it through to ESA Online where it will be visible to the Inspector and yourself. Once submitted, it is no longer visible in the app.

**Q. I submitted my evidence, but I don't see it in ESA Online Services?**

A. It takes some time for the evidence to be visible in our system, depending on the size and type of file. Larger or multiple items of evidence will take a little longer.

If you were offline when you submitted the evidence, ensure that you have gone back online since. The evidence will only be visible in ESA Online Services once the submission process is finished, which requires online access to complete.

**Q. Why don't my LEC portal credentials work for the ESA ON Mobile app?**

A. You need to confirm that you have enabled (logged in) to ESA Online Services in the past and that you have been registered for Remote Inspection.

If you have used the app in the past, you will need to ensure the app has updated to be able to use the newest version.

**Q: I have updated my password in ESA Online, and now I can't save the updated password on my phone.**

A: That is a function of your phone, not of the app. If you are having difficulty with this, try updating the password in your device's password manager rather than doing it through the app.

**Q. I can't open the app at all.**

A. Make sure your phone or tablet is using the latest version of its operating system. Refer to the corporate website or guidelines document for the minimum system requirements.

**Q. I can't view my uploaded videos via ESA Online Services.**

A. Check your browser. Edge browser is not supported. Ensure you are using Google Chrome and then videos should be viewable.

**Q: Is there a way to schedule my notification via this app?**

A. Yes, scheduling a notification, submitting video/photo evidence, and checking the status of a notification are all functions of the app.

**Q. I took a video with sound, but I can't hear anything when I preview it. What is the issue?**

A. Your microphone may not be turned on. Within the device app settings, ensure your microphone is set to 'on'.

**Q. I entered my search criteria, but nothing is happening. Why isn't it finding my notification?**

A. You must select the 'Search' button in the app to generate your desired list of notifications. The enter or return button on the device's keyboard will not execute the search.

**Q. I am using the app on an iPad, but it only displays in landscape mode. How can I change that?**

A. The app orientation on an iPad will always only be in landscape mode, regardless of rotating the device or using the screen orientation lock.

**Q. I am pressing the back button on my device, but nothing happens. What am I doing wrong?**

A. Some Android devices have a "back (<)" button option that is static at the bottom of the screen. This 'back' button is not integrated with the app and will not allow you to navigate back within the application.

You must use the 'Back' button provided in the app or use the app's 'Home' button located in the menu at the top right of the screen.

**Q. The app isn't displaying correctly on my device (i.e., the buttons appear misaligned)?**

A. Check the display settings on your device. The app displays best with the device's default settings.

**Q. I am trying to capture evidence, why does my device's camera keep crashing?**

A. The application uses the device's default camera for remote inspection evidence capture. Adjustments to the device's camera settings (i.e., scene optimizer) may impact the use of the camera in the app. You may need to disable any camera settings that have been turned on while using the app.

**Q. The App froze after I accepted the new terms of service. How can I get past the "authenticating" message and use the App?**

A. Log into the ESA Online Services portal and accept the terms of service there. Afterwards, if the App still doesn't let you proceed, follow the next steps depending on the type of device:

- iPhone: Uninstall the App, restart your device, and reinstall the App from the App Store.
- Android: Navigate to your device settings, select Apps, then ESA ON Mobile. Select Storage, and then select both Clear Data and Clear Cache. If this does not resolve the issue, uninstall the App, and then re-install it.

If this does not resolve the issue, please contact the Customer Service Centre.

**Q. I have been using the new App, but it has since frozen up and it seems unresponsive. What can I do?**

A. Take the following steps depending on which type of device you have:

- iPhone: Uninstall the App, restart your device, and reinstall the App from the App Store.
- Android: Clear the cache and data of the ESA ON Mobile App in your device settings. If this doesn't resolve the issue, uninstall the App and reinstall it.

If this does not resolve the issue, please contact the Customer Service Centre.