

Detailed below are common issues people get when trying to install the 1stTouch application.

Android

1. Security Verification Issue

After installing the 1stTouch application on my Android device and trying to configure the application, I can connect the software to the server but I CANNOT connect the Operatives username. It says that '*It cannot verify the security of this message*'?

First check that the PAYExxxx/SCxxxx number is valid. The password will always be 'Handheld1'.

You will need to navigate to the following area on the Android device;

1. Go to SETTINGS on the device (All Apps > Setting)
2. Tap on Apps
3. Tap on 1stTouch
4. Tap on 'Clear Cache'
5. Restart device
6. When device is back on, try the Operatives login again inside the 1stTouch application.

2. Reference Update Issue

I have installed the application just fine and also configured the software correctly (confirmed). The software however, fails to complete a REFERENCE Update even if I keep retrying?

Any REFERENCE Update issue can usually be rectified by clearing the update information and getting the device to try again.

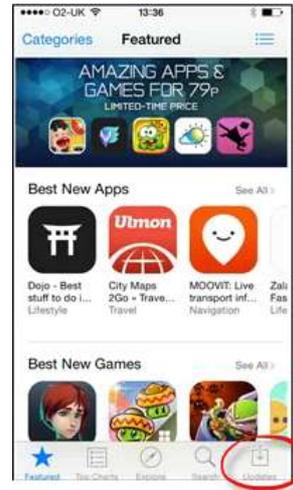
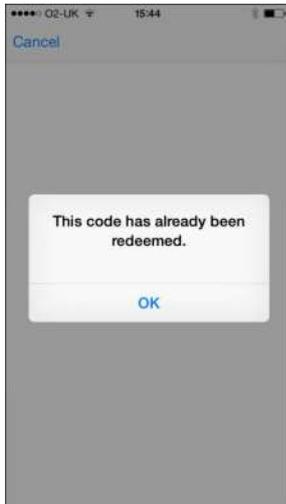
Navigate to the following area for ANDROID devices;

1. Go to SETTINGS on the device (All Apps > Setting)
2. Tap on Apps
3. Tap on 1stTouch
4. Tap on 'Clear Data'
5. Restart Device
6. Load the 1stTouch Application
7. Press '3 dots' in top right hand corner and tap on 'View Reference Data'
NOTE: SAMSUNG users must press the MENU button to the left of the HOME button on their device to bring up the same options)
8. Click on the DETAILS tab towards the top of the screen.
9. Tap on the arrows at the top of the screen to initiate a Reference Update. Once finished it will confirm today's Date and Time.
10. Restart the device after the Update has completed.

Apple iOS

CODE ALREADY REDEEMED ISSUES

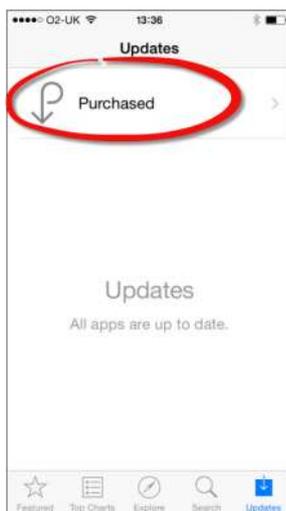
If there was an issue during the initial download of the new 1st Touch application, it may be the case where the code was redeemed, but the app not fully installed. The following screen may appear:



1. Click 'OK' and then return to the home screen by pressing the button on the bottom of the iPhone or iPad.

2. Click on 'Updates' in the bottom right of the screen (Or 'Purchased' for an iPad)

Open up the App Store -



3. Click on 'Purchased'

4. The app for which the code was already redeemed will show with a cloud. Click on the cloud icon to finish the download process