

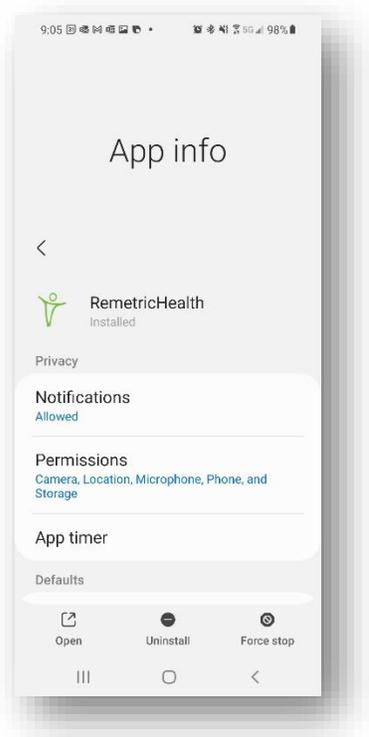
TROUBLESHOOTING MISSING POP-UPS ON THE MOBILE APP

MOBILE APP LOGIN ERROR

1. Verify that the User ID (phone number or email) is correct in the Administrator Portal
2. Ensure that the user is entering the User ID listed in the Administrator Portal
3. Confirm that the initial password is at least eight characteristics

MISSING POP-UP ON THE MOBILE APP

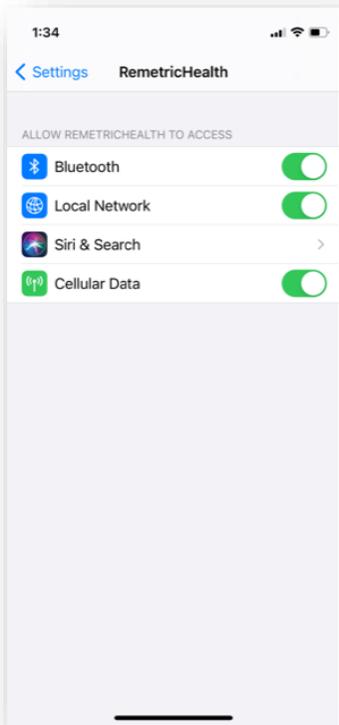
1. Ensure that all RemetricHealth App permissions are turned on in the phone's settings.



Android Devices

- a. Go to Settings
- b. Select Apps, and then select All Apps
- c. Scroll down the app list to the RemetricHealth App and select it
- d. Select Notifications and ensure that Notifications are allowed
- e. Go back and select Permissions. Verify that no permissions are denied

RemetricHealth



iOS Devices

- a. Go to Settings
- b. Scroll down to the RemetricHealth App and select it
- c. Ensure that the permissions are enabled

2. Go to the Bluetooth Settings on the phone and look for the medical device. If the device has been paired, select “Forget Device/Unpair”
3. Ensure that the RemetricHealth App is open and logged in. Take a reading and accept the pop-up.

If the steps above do not work, please restart the phone. Once the phone has turned back on, please reopen the RemetricHealth App, login, and take a reading.

If you have any questions, please contact customer@remetrichealth.com.