


Super DocACO App Troubleshooting Guide


The purpose of this guide is to provide a quick overview of common problems experienced with the app, and to provide solutions that have been known to solve the problem in the past.

Before addressing any problems, please check for the following:

- Users are running the Super DocACO App
- The app is updated to the latest version

Being updated to the latest version of the app ensures that the user receives the latest updates, bug fixes, improvements, and more.

 **iOS:** go to App Store and select “Updates”. If an update for the Super DocACO App is available, update the app.

 **Android:** go to the Play Store, search for “Super DocACO”, go the app page. If the button says “update”, then update the app.

Most Common Issues:

Can't login to the app

- Reset password

My phone isn't notifying me of new alerts

Turn on notifications

iOS: Home Screen > Settings > Notifications > Super DocACO > Enable all settings

Android: Home Screen > Settings > Apps > Super DocACO > Notifications > Enable all settings

I'm not getting notifications on certain patients

Please contact our support team and they can further investigate for you.

Support@techtitanhealth.com

App keeps on crashing

Make sure that you're updated to the latest version of the app

Drastic measures: Uninstall > Reinstall the app


Nuclear option: Reset Settings on iPhone & Android


Won't accept new passwords

Make sure that all your passwords are unique and haven't been used beforehand

Questions regarding app

How do I update the app?

 **iOS:** go to App Store and select "Updates". If an update for the Super DocACO App is available, update the app.

 **Android:** go to the Play Store, search for "Super DocACO", go the app page. If the button says "update", then update the app.

Why doesn't the app accept any of my new passwords?

Please Make sure your password meets the security standards and has not been used before.

Why doesn't my phone alert me whenever new notifications arrive?

Please Make sure all notifications are enabled.

Also Please verify your Quiet hours in the application is disabled or set to late night hours.

Where did my completed alerts disappear to? /Can't see alerts?

Under the notification filters within the application, make sure the "Show Completed Alerts" check box is checked

Why does my app keep on crashing?

Please make sure you have the latest version of the application.

Why does my app keep on logging me out?

Reinstall the application and try resetting your password.

Why does the app crash when completing alerts?

Update or reinstall the Application.

Why doesn't my app icon have an alert badge?

Please make sure your notifications are configured properly

Questions regarding alerts

Why aren't I receiving notifications?

Why am I not getting admission/discharge notifications from this hospital?

Why am I not getting notifications on this patient?

Please Contact our support team regarding these questions

Contact Us, Support

Feel free to send us an email and we will get back to you as quickly as possible.

Support@techtitanhealth.com

