



Trouble-Shooting Guide

August 2021

Eleyo Child Care Attendance App – Trouble Shooting

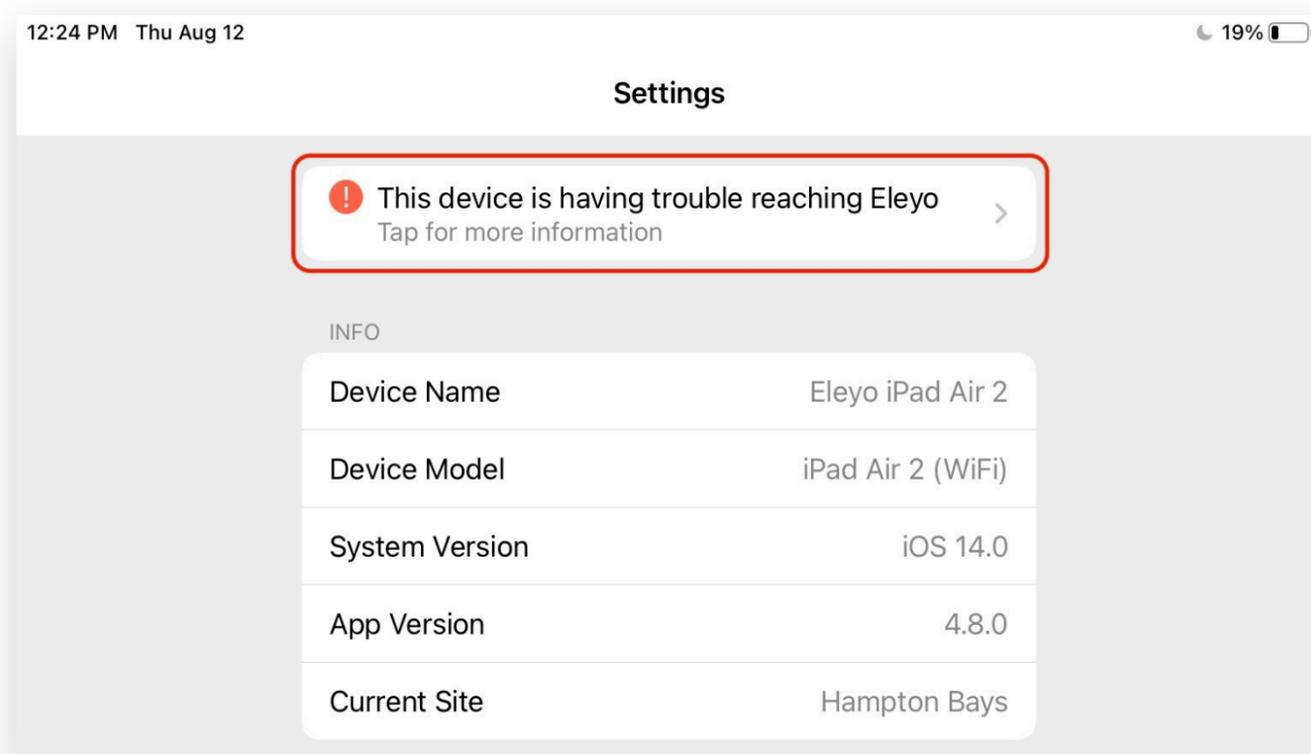
REAL-TIME UPDATES

The Eleyo Child Care Attendance app works both online and offline. However, the device running the Eleyo Child Care Attendance app needs to have a strong network connection to transmit data to the Eleyo Administration site and receive real-time updates –including updates to sites, child care contracts, and attendance data. If a site uses multiple devices, all devices must have a strong network connection to receive real-time updates from the other devices.

CHECKING NETWORK CONNECTION

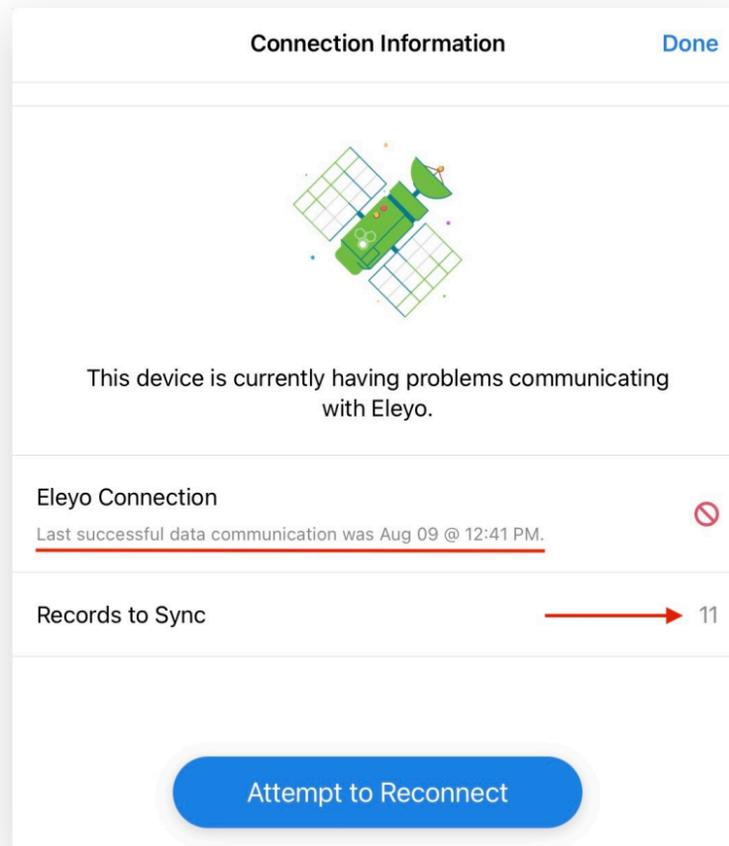
Eleyo’s Child Care Attendance app has a built-in feature that notifies users when the device cannot communicate with Eleyo or if the device has data that has not been transmitted to Eleyo. Below are steps that end users can follow to check Eleyo’s network connection and any records that have not been synced with the Administration site.

- Open the Eleyo Child Care Attendance app.
- Tap the settings button to navigate to the settings tab.
- The following information bar will be displayed if your device is unable to communicate with Eleyo, or has any records not synced with the administration site.

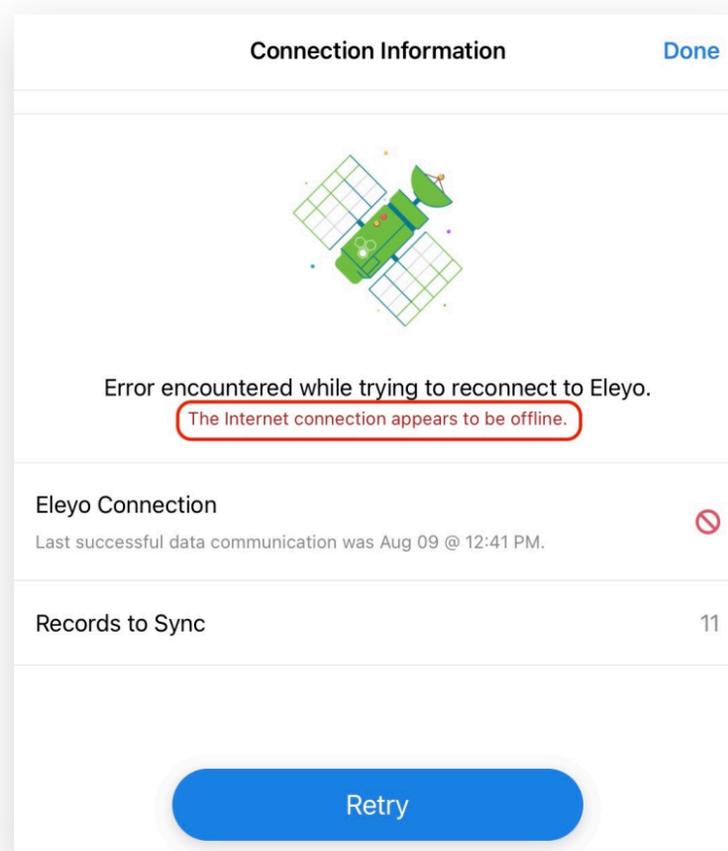


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Tap the notification bar for additional information on the app's Eleyo connection status and to view records not synced with the administration site.



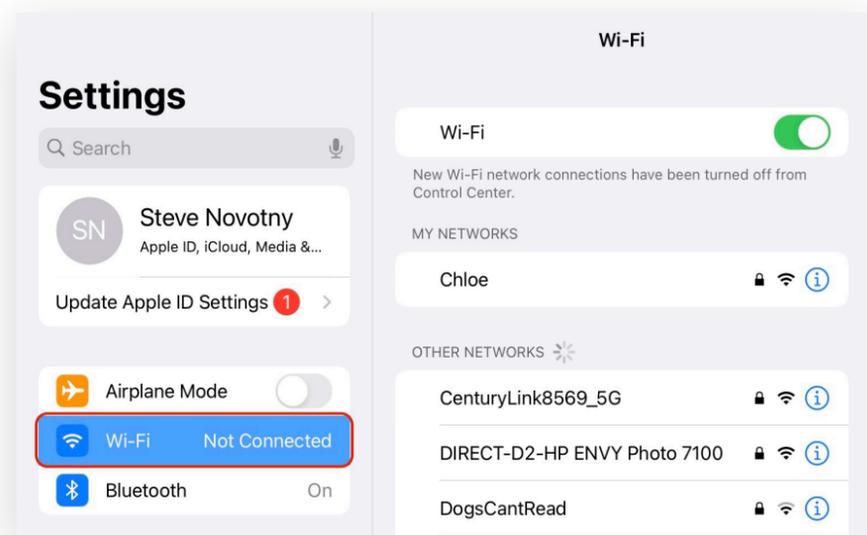
Tap Attempt to Reconnect. If the app is still unable to connect to Eleyo, an error message will display more details about why the app is unable to connect. Typically, this is due to the device being offline.



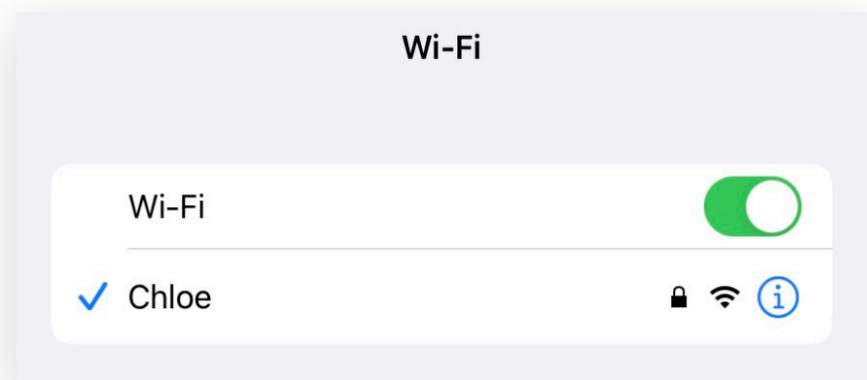
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If the device is offline, navigate to the device settings and check your network connection using the steps outlined below.

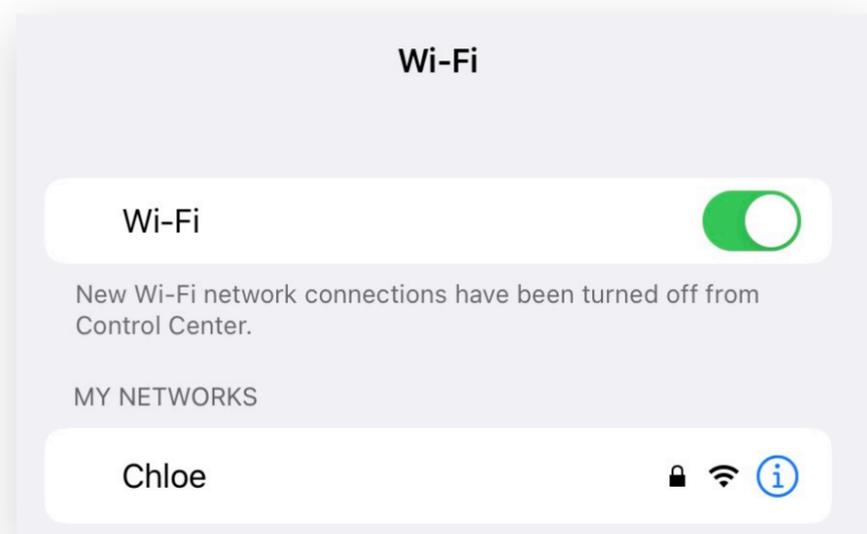
- Open your device settings
- Tap the Wi-Fi



If your Wi-Fi is connected to your network, there will be a blue checkmark next to your network name.



If your device is not connected to the network, it will be displayed under MY NETWORKS with no blue checkmark. Tap the network and enter your security code or password if necessary. If you do not know your network password, contact your district's IT department.



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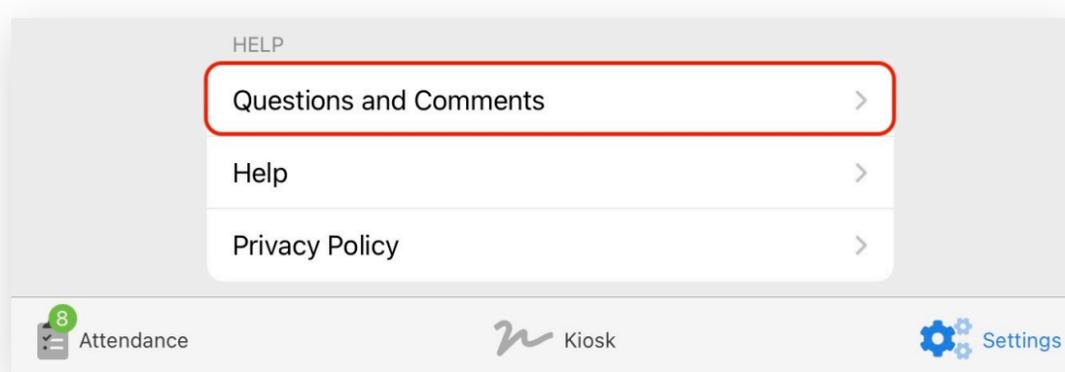
Once the device has established a network connection, open the web browser on the device and enter your Eleyo web address.

- If you can connect to your Eleyo web address through a browser, then relaunch the Eleyo Child Care Attendance app and repeat the steps outlined above. **Note: If there is no notification bar when navigating to the settings page, the device has connected to Eleyo, and all records have been synced.**
- If you cannot connect to your Eleyo web address through the web browser, contact your Districts/Organizations IT department.

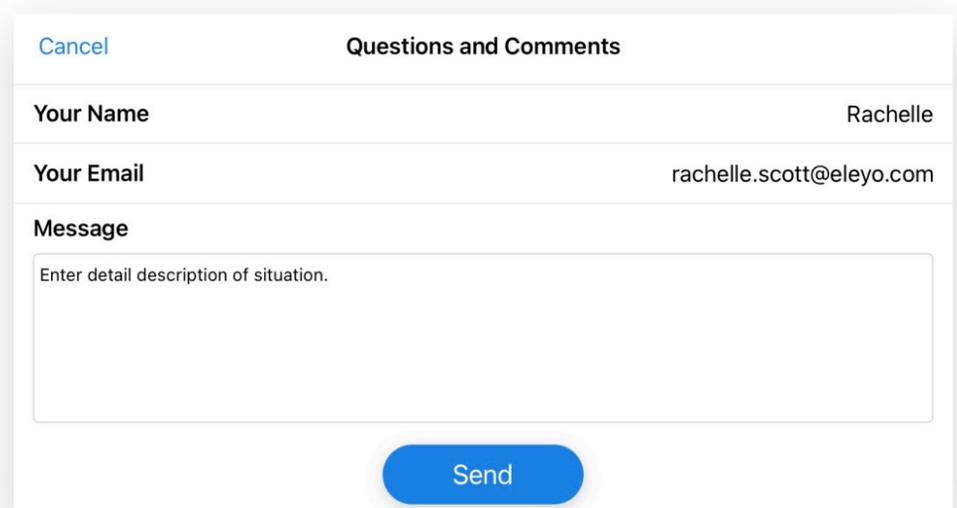
Note: Users must follow the steps above for all devices at the site.

If your device is still missing updates from the administration site after establishing a network connection, follow the steps below to submit a support request to Eleyo for further assistance.

- Navigate to the *Settings* tab on the device
- Tap *Comments & Questions*



- Enter your name
- Enter a valid email address you can access
- In the *Comments and Questions* section, describe the situation needing to be resolved, including the child's name
- Tap *Send*

A screenshot of the 'Questions and Comments' form in the Eleyo app. The form has a title bar with 'Cancel' on the left and 'Questions and Comments' on the right. Below the title bar, there are two input fields: 'Your Name' with the value 'Rachelle' and 'Your Email' with the value 'rachelle.scott@eleyo.com'. Below these fields is a large text area labeled 'Message' with the placeholder text 'Enter detail description of situation.'. At the bottom right of the form is a blue 'Send' button.

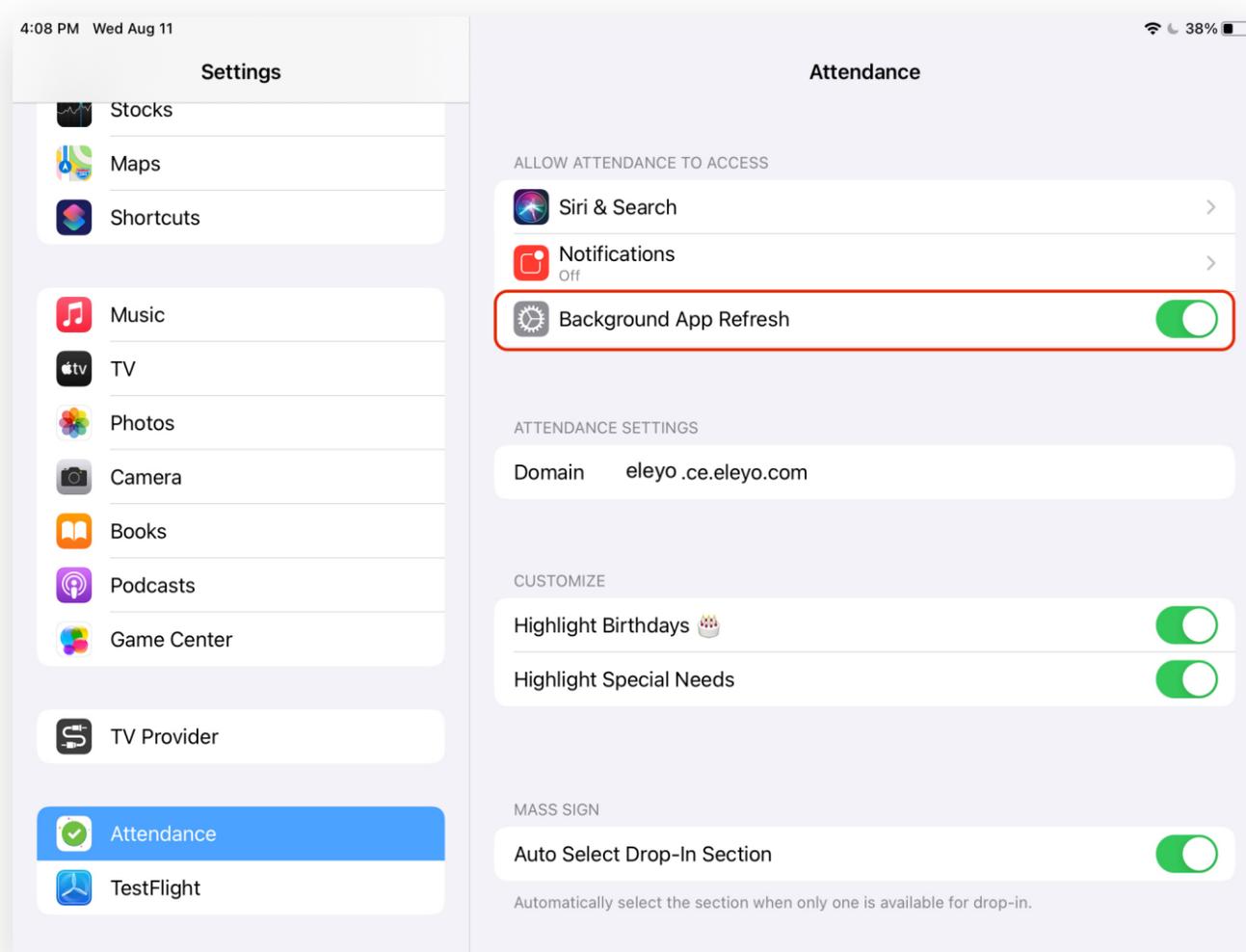
Eleyo support will contact you through the email address provided when submitting the support request. Please keep an eye out for a response.

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DELAYED ATTENDANCE SYNCING TO THE ADMINISTRATION SITE

Eleyo uses several different methods for syncing records with the Administration site. One of these methods is background syncing. Background syncing allows the app to continually sync and attempt to sync any attendance data that has not been synced with the administration site while the app is in the background. Background syncing even occurs when the device is locked. For the app to use background syncing, the feature must be turned on within the app settings under the device settings. Outlined below are steps to enable background syncing.

- Navigate to your device settings
- Scroll down to your apps and tap on the Eleyo Child Care Attendance app
- Switch on Background App Refresh



Note: It is more likely to have delays in syncing when background syncing has not been enabled. If the device is locked, or the app is sent to the background before attendance data is sent to Eleyo, the data is not sent until the app is reopened.