



[Knowledgebase](#) > [Troubleshooting](#) > [Issue 8 - App Issues](#)

Issue 8 - App Issues

Joel Barcillo - 2024-02-09 - [Troubleshooting](#)

Issue

My App is not working properly

Possible Cause

The smartphone or app is in a bad state

Suggested Actions

- Close and reopen the app
- You may also refer to the smartphone manual on how to forcibly stop the app.
- Restart the smartphone
- Uninstall and re-install the app

[Go back to the Patient Help Directory](#)

[Go back to Troubleshooting Directory](#)