

Tablet Tips

If you are having connecting issues or data filing issues with your tablet, try the following tips.

Check you are on the latest version by going to the Play Store to check if Discover needs to run an update

Software updates should be updated after session

Sign in isn't working for staff or visitors – (You must be connected to the internet have phone and tablet together)

First, reset the internet on the phone, turn the mobile data and hotspot icons off, wait 10 seconds then turn mobile data and hotspot icons back on, once completed turn Wi-Fi icon on the tablet off and back on again.

Phone must have the mobile data & hotspot icon turned on, and the tablet must have the Wi-Fi icon turned on.

Tap the 3 lines at the bottom of the tablet and close all. This should reset the

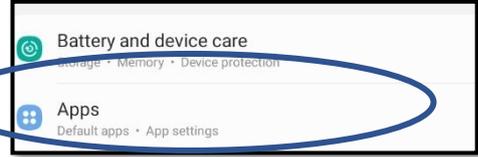
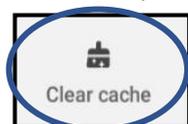


network connection. If the network connection still not working, then go on the

mobile and search for something on the web browser. – If you have internet then contact your [Regional Funding Admin for more assistance](#) or if you have no internet then contact asktelecoms@playcentre.org.nz

Addresses not picking up on Visitor enrolment – (You must be connected to the internet have phone and tablet together)

Try clearing out your tablets cache - when the tablets get too full of information they stop working properly.

<p>1) Pull down from the top Click settings cog</p> 	<p>2) Tap on Apps</p> 
<p>3) Tap on Discover</p> 	<p>4) Tap on storage</p> 
<p>5) Tap Clear Cache only (NOT clear data) <i>If you tap clear data, contact your Regional Funding Admin for a token</i></p> 	<p>6) Tap on the three lines at the bottom of the screen and close all</p> 
<p>If no solutions can be found contact your Regional Funding Admin at the time of the issue, to ensure no loss of funding. (If possible, take a photo and email through to help navigate the issue)</p>	

Not showing on Roll Call

Tapping the refresh button reconnects to the internet to sync.

If still not showing, ask them to sign in with the **Access Pin**.



If they have signed in again and it still does not show then contact your Regional Funding Admin at the time of the issue.

*Remind all members regularly to sign in and out with their Access Pin- If you don't sign both in and out with pin numbers **the sign-ins get out of sync**, you are not recorded in the Staff roster for licencing and attendance is not recorded for Education Practicum. (Do not use the Discover Admin Pin to mark attendance)*

Closing down

Discover needs to be closed between sessions- a simple way to do this is to click on the three lines at the bottom of the screen and click **close all** before starting to sign in each day.



Tablet Icons have turned grey after software update

This often resolves on its own after a few minutes, however to fast track pull down the notifications from the top, tap on the notification for Lock Screen Security – If you lose the notification go to **Settings – Lock Screen – Screen Lock type** - reset the Lock Screen Pin **7529** you will need to put this pin in twice, this will re sync the policies and the tablet icons will open again.

