EASY NG TROUBLESHOOTING

If the Easy NG App is not working, it is most commonly caused by an interruption in internet connectivity. Things to try:

1. Try a different Wifi network (avoid areas with poor Wifi)
2. Turn off Wifi and use cellular data
3. Close the App and open/log in again
4. Hard power off the phone and power on again
5. Make sure your phone IOS version is up to date
6. Install any Easy NG updates as soon as they are available

If all those attempts fail you may want to try uninstalling and reinstalling the App…

HOW TO UNINSTALL AND REINSTALL EASY NG APP

1. Uninstall the app from your phone
2. Download the Easy NG App from the App store or Google Play store
3. On the opening screen, enter mobile.cvmedpc.com where it shows [www.myserver](http://www.myserver).com -GO
4. Then log in with your username and password.
5. Close the app and on the second log in it will let you set up Face ID, or fingerprint ID.