# BRIA - Quick Troubleshooting User Guide for Desktop & Smartphones

The following steps below are to be taken when a user is experiencing issues with the BRIA Enterprise App, Mobile and Desktop:

1. Confirm what issues the user is having.

2. Check if the user is using their Wi-Fi or Mobile Data.

> **-** Try to toggle between these settings to see if the issue clears up, or if the user experiences the same issue on Wi-Fi or Mobile Data.

3. If the user ONLY experiences issues when using Wi-Fi.

> **-** Change the DNS for the specific user.

4. If the user experiences the same issues while using both Wi-Fi and Mobile Data, please enable **Verbose Logging** as described on the next page.
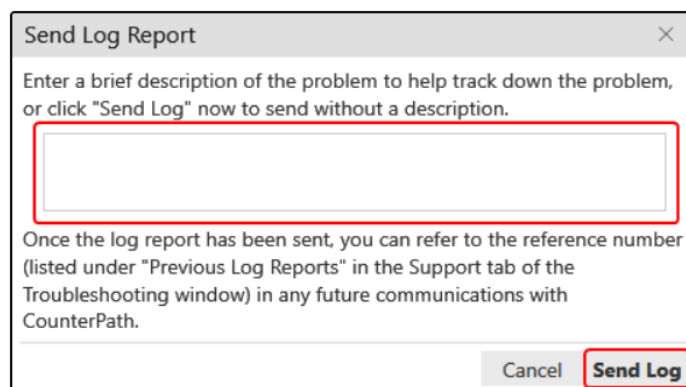
Desktop Troubleshooting

1. On the main menu click on **Help**, then click on **Troubleshooting**.
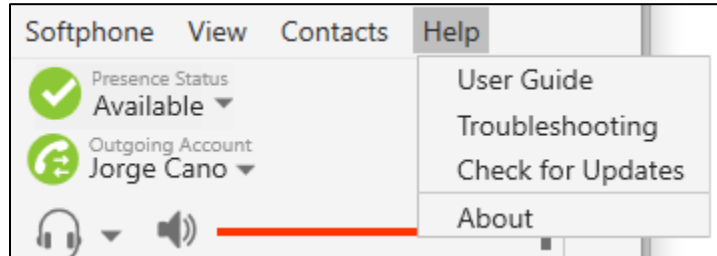
2. On the Support tab, change the log level to **Verbose** by moving the slider next to View Log (Windows) or View Current Log (Mac).
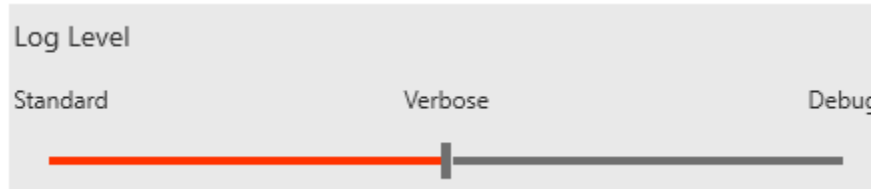

3. Close the Troubleshooting window.

4. Reproduce the problem you are having.

5. Return to the Support tab in the Help menu > Troubleshooting.

6. Click Send Log and the Send Log Report window opens.

7. Type a brief description of the problem you are having and click Send Log (Windows) or Send Log Report (Mac).

8. Please write down the LOG number giving by the system as we will need this to follow up on.
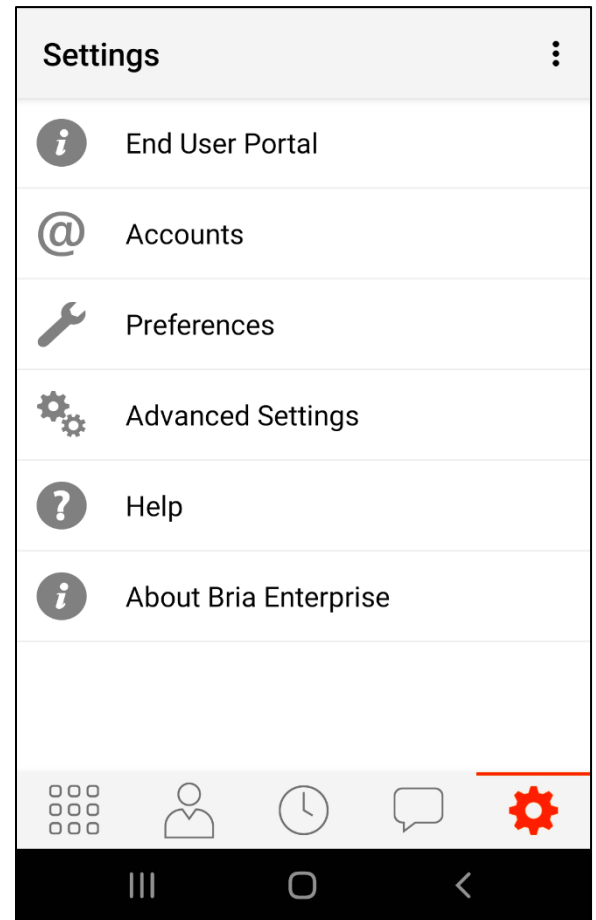
Smartphone Troubleshooting

1. Tap on the **Settings** button on the lower right side of the screen.

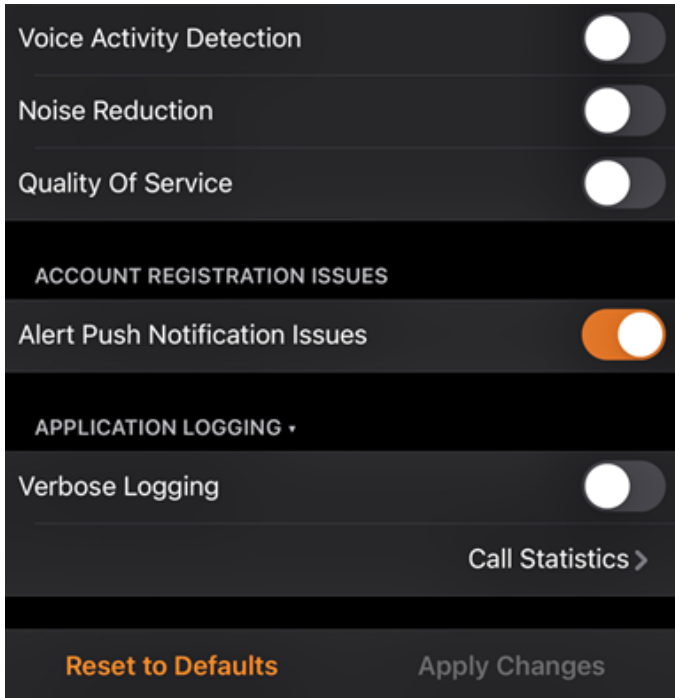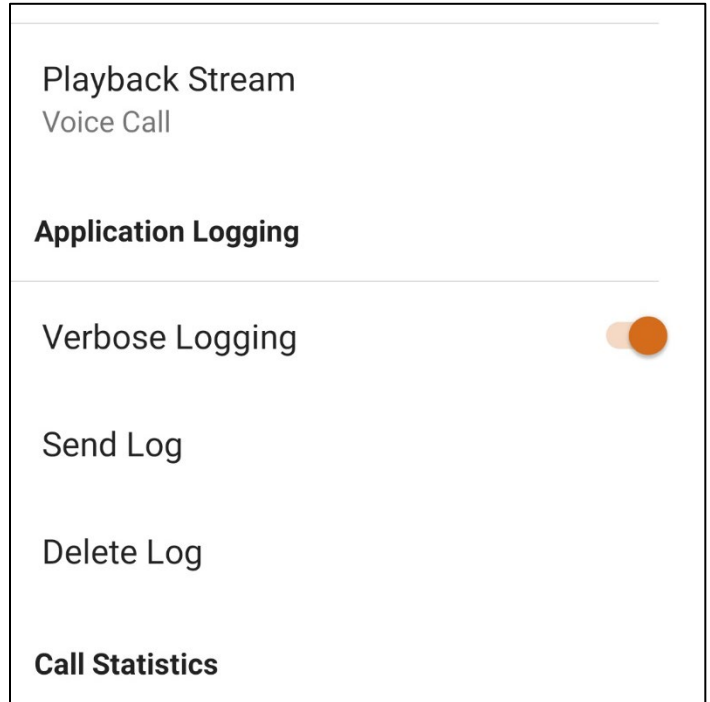**2.** Within the **Settings** Menu, click on **Advanced Settings.**

iOS
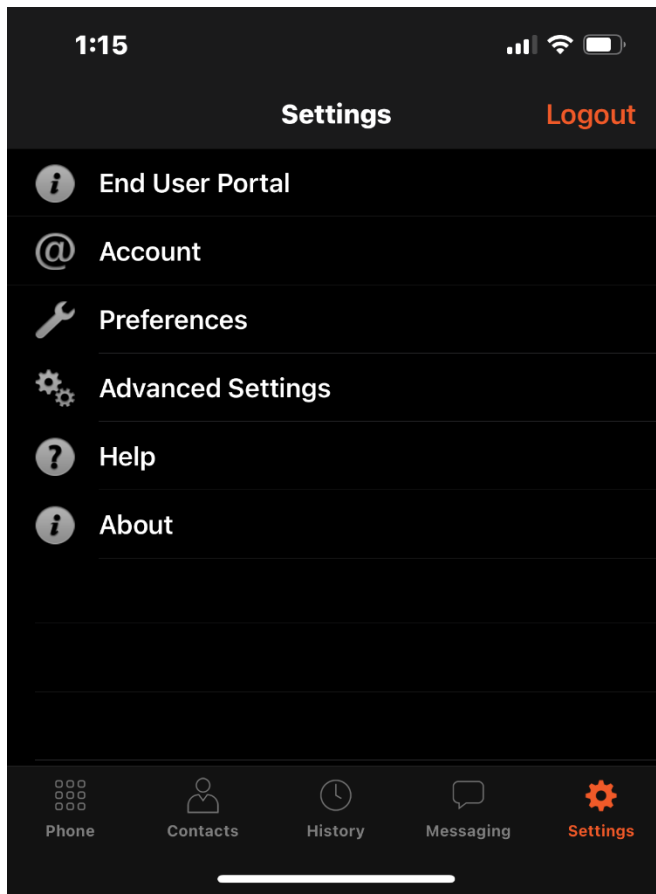
Android

3. Under Application Logging, enable "**Verbose Logging.**"
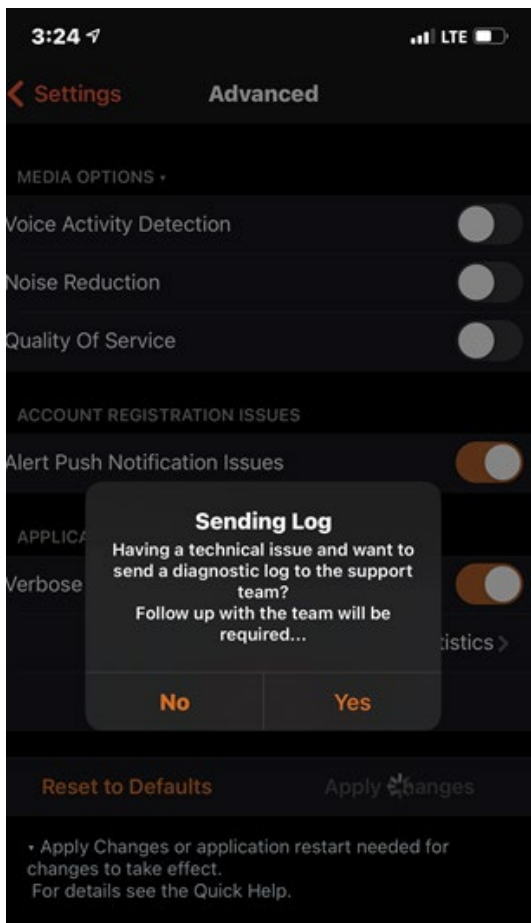
iOS

Android

4. Switch the Verbose Logging to **ON** and apply changes.

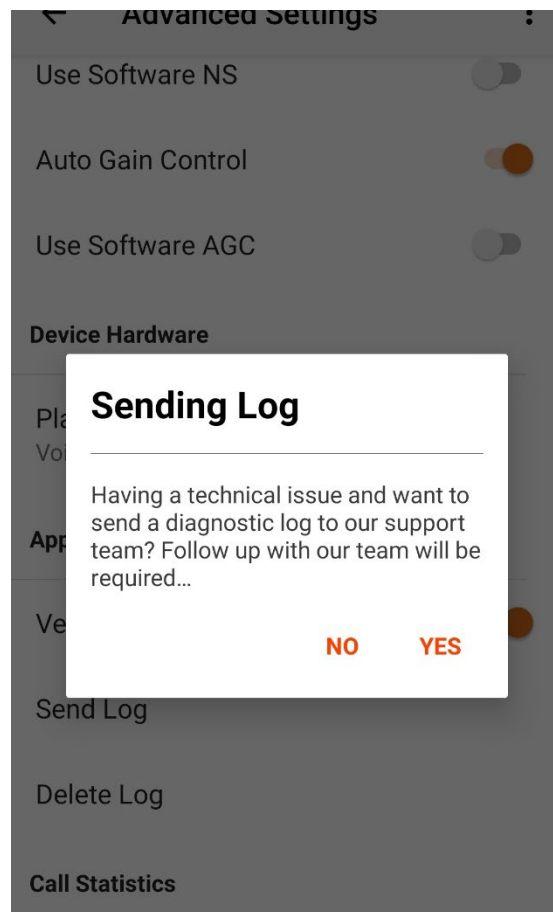# Submitting A Log Report on Your Smartphone:

1. On the **Settings** Menu, tap on **Advanced Settings.**

2. Tap on the **Send Log** option.

<div align="center">

iOS   **Android**

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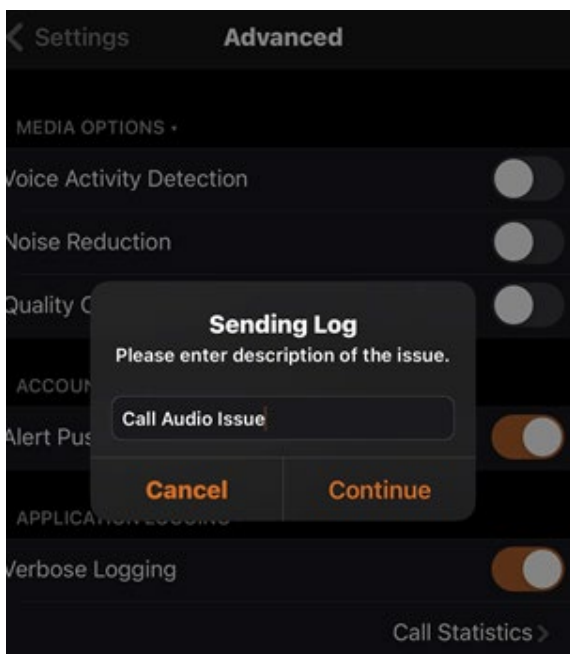**3.** Tap on "**Yes**" to send the log report.
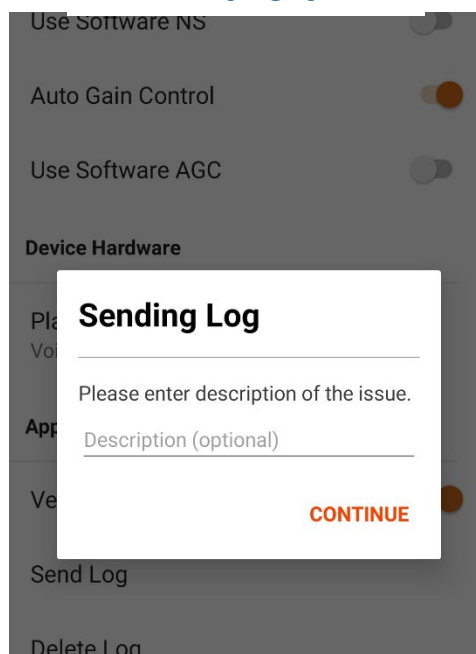
4. Type a brief description of the application's issue.

<div align="center">

iOS   **Android**

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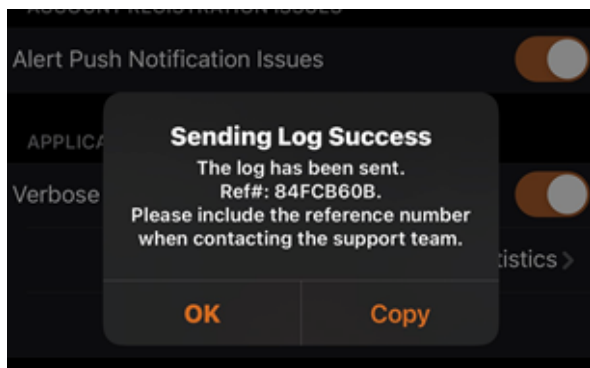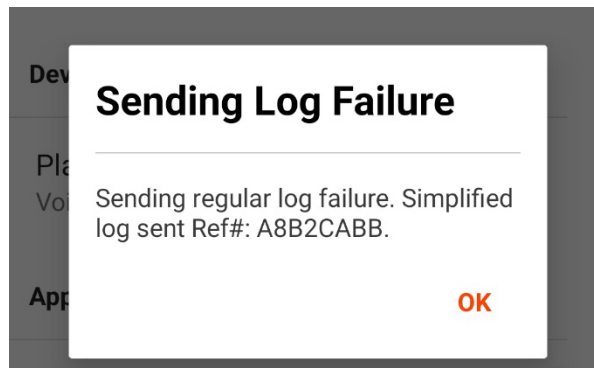**5.** Once you have written the description that you are experiencing, tap on **Continue.**

<div align="center">

iOS   **Android**

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6. Please write down the REF number giving by the system as we will need this to follow up on.

Note: If all the steps above do not correct the reported issues, we will remove the user from the BRIA backend and rebuild their credentials.