

OPEN HOUSE

Troubleshooting Guide for Event Attendees

Welcome to the Open House App Troubleshooting Guide! If you're experiencing issues while using the app during an event, refer to this document to provide you with step-by-step instructions to help resolve common problems and make the most out of your event experience.

1. Introduction

The Open House App is a web-based application designed to enhance your event experience. It provides access to event schedules, maps, program areas information, and more. If you encounter any issues while using the app, this guide will help you troubleshoot and resolve them.

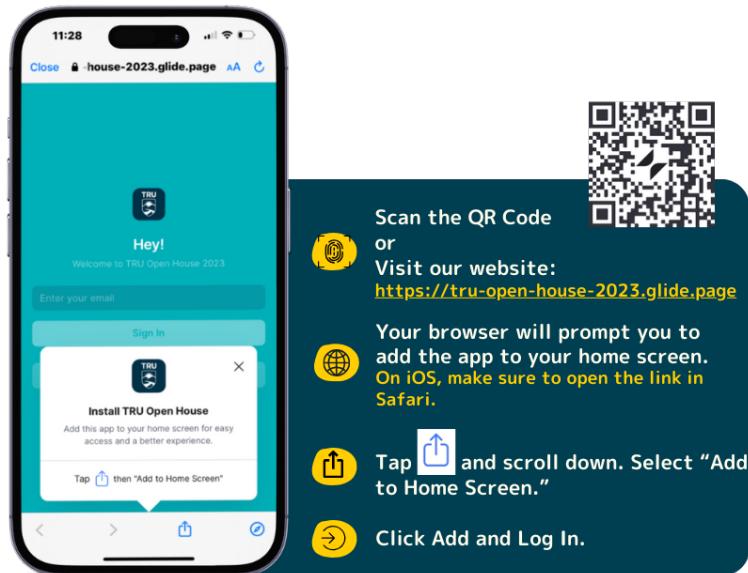
Contact Information for Support

If you cannot resolve your issue, please reach out to Future Students Office for further assistance:

Email: futurestudents@tru.ca

Phone: +1-250-828-5006

Live Chat: Visit our website at <https://www.tru.ca/future.html>



2. Common Issues and Solutions

2.1. App Installation Problems

Issue: You're having trouble installing the Open House App on your device.

Solution:

Check if you have a working internet connection.

Ensure that the camera lens is clean to scan the QR Code.

Open the link in Google Chrome or Safari browser to add to the Home Screen.

Restart your device and try the installation again.

If the problem persists, contact support for assistance.

[Learn more about the issue on https://www.glideapps.com/docs/quick-start](https://www.glideapps.com/docs/quick-start)

2.2. Login and Account Issues

Issue: You're unable to log in to your account or are experiencing account-related problems.

Solution:

Double-check your login credentials (email).

If you have not received a Pin to login, try to use another email.

Contact support if you continue to experience login issues.

2.3. Event Access Problems

Issue: You can't access the event you're interested in.

Solution:

Ensure you've switched "Add to my schedule."

Remove the app from the home screen and install it again.

Check if the event has started, as access might be restricted until the scheduled start time.

Contact any Help Desk if you still can't access the event.

2.4. Navigation and Features

Issue: You're having trouble navigating the app or using specific features.

Solution:

Explore the app's tutorial or user guide for assistance on

<https://www.tru.ca/future/visit/open-house.html>

Contact support if you encounter feature-specific issues.

2.5. Connectivity and Performance

Issue: The app is slow, freezing, or not loading properly.

Solution:

Ensure you have a stable internet connection.

Close other apps running in the background to free up device resources.

Try accessing the app on a different network or device.

3. Troubleshooting Steps

3.2. Verify Your Internet Connection

A stable internet connection is essential for app functionality. Connect to a reliable Wi-Fi network or use cellular data with a strong signal.

3.3. Restart the App

Sometimes, closing and reopening the app can resolve minor issues. Close the app, wait a few seconds, and then relaunch it.

3.4. Contact Support

If none of the above steps resolve your issue, don't hesitate to contact the Open House App support team. Provide them with details about your problem, and they'll assist you in resolving it.

Remember, our goal is to ensure you have a smooth and enjoyable event experience. If you encounter any issues, reach out to us for prompt assistance.

Happy exploring with the Open House App!