SKY Troubleshooting Essentials

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The following questions were created to help troubleshoot any issues you may be experiencing in Apply or Dispatch App within SKY.

Apply Troubleshooting

1. What version of iOS is the user on?
2. What version of Apply is the user on?
3. Can user send support email of error?
4. Can user log out and log back in?
5. Has user uninstalled and reinstalled app?
6. How many users are having this issue?
7. Are there any errors or messages that show?
8. Is the user an App only or Full Sky user?
9. Is this issue with blend tickets and/or delivery ticket?
10. Is the user able to access the email account that the account is linked to?

Dispatch Troubleshooting

1. Has user clear cache and hard reset?
2. Are filters set correctly?
3. Can user log out and log back in?
4. How many users are having this issue?
5. Are there any errors or messages that show?
6. Is this issue with blend tickets and/or delivery ticket?
7. Is the user able to access the email account that the account is linked to?