



Government of Haryana

Income Verification App Issues Resolution Guidelines

(for Parivar Pehchan Patra)

25th February 2022



**Citizen Resource Information Department
Government of Haryana**

Guideline for resolution of common problems/issues on Income Verification App (25th February 2022)

About this document

This document shares details of the various common issues being faced by LC members while using the Income Verification mobile App. Different categories of issues are mentioned, along with the possible reasons why they are occurring and the solutions. Some issues which have already been resolved are also mentioned here for improving understanding of the reader.

Channel of issue reporting and resolution

The issues need to be reported by LC members to their respective ADCs or District Citizen Resource Information Managers (DCRIMs). The DCRIMs report the issue to CRID HQ team which in turn coordinates with its technical team. Once the issue is resolved, ADC cum DCRIO and DCRIMs are informed, who in turn need to inform the original issue reporter.

1) *General recommendations related to App installation. To offer the best user experience, we recommend the following*

❖ Installation

Kindly download the app from the official CRID LC website. An **updated version** of the app is now available for download at <http://cridlc.edisha.gov.in>.

❖ Compatibility

At present, Income verification App is compatible with all Android mobile devices. **As of now the app is not IOS compatible.**

Common issues on App and its remedies

2) *Issues related to App Installation/download*

- ❖ The LC member is not able to download the app
 - Check if you have enough storage/space in your phone.
 - Delete the apps/photos/documents you do not require to make space in your phone
 - Please download the app again.

- ❖ The app does not work after downloading, please follow these instructions: -
 - Check if the app is downloaded from WhatsApp
 - If this is the case, remove the app from your phone.
 - Please visit the CRID LC website to download the app
 - Reinstall the app.

3) Issues related to app unable to load

- ❖ The app continues to load/crashes
 - If the location is switched off, the app will not function properly. Keep location services on all the time while using the app.
 - In order to resolve this issue please check that the location is turned on.
 - If not, enable location services on your device.

4) Issues related to the complete visibility of the screen on the app

- ❖ The LC member is unable to see the lower portion of the screen including important features such as submit/ok button. Issue date- 29-01-2002
 - This is a technical issue and has been resolved soon.

5) Issues related to data showing in the app login of the LC member

- ❖ The LC member is unable to see or select LC Code. This may be due to internet connectivity issues or wrong/missing mapping of the LC member to LC or the user is not using the updated version of the app.
 - Please check your internet connectivity.
 - In case you are working on an older version of the app. Please down the updated version of the app from the official CRID LC website
- ❖ The LC member is unable to see data in his login. This issue generally occurs when there are some server/database level technical faults. The PPP technical and domain teams keep watching for such errors and these are resolved at the earliest. The LC member may communicate the issue when they experience it, to their respective District CRID Information Managers (DCRIM). The PPP technical team continuously works on minimizing the recurrence of such issues.
- ❖ The data in the login is not properly fetched. This was a technical issue and it has been resolved.
- ❖ The LC member is not able to see the mobile number of the families. This issue has been resolved.

6) Issues related to data submission

- ❖ The LC member is not able to upload data for more than 5 members. This issue has been resolved.
- ❖ Team lead is not able to mark the families untraceable on the app. This issue has been resolved.

7) Issues related to not being able to update the app

- ❖ The LC member is not able to update the app on his mobile number and keeps getting the notification to update the app.
- Please delete and uninstall any older version of the app. And down the updated version of the app from the official CRID LC website and install it again.

8) Issues related to not being able to edit/update family information on the Existing tab in the app

- ❖ Editing information of the families that have already been verified by the LC member is currently **not allowed** on the app.
- The LC members are advised to be extremely careful while entering data on the app.