

QR Sign In/Out – Troubleshooting tips

MY PHONE WON'T SCAN THE QR CODE?

APPLE IPHONE

- Check you have mobile data or wifi turned on and connected
- Your Apple device isn't running iOS 11 or later. If your device is unable to run iOS 11 or later, you can download a [third-party app to scan QR codes](#). You can also [update your iOS version](#).
- Your screen's brightness is too low. It needs to be bright enough for the camera to see the QR code or the QR code won't scan.
- Your camera lens has a smudge on it that's obscuring the camera's recognition of the QR code. If you don't, the QR code doesn't work.
- Your phone is tilted or in any other position than upright. To scan a QR code with an iPhone, your phone must be held vertically.
- Your iPhone may be too close to or too far from the QR code. There's a sweet spot for the camera to be able to recognize and scan QR codes. It's when the 10:1 ratio is hit exactly. A good method to find it is to hold your device about a foot from the QR code. Then slowly move in closer to it until it scans.
- QR scanning is not enabled in the camera app of your iPhone. Check your settings Settings > Camera > Scan QR Codes (make sure it is turned on - green).
- Power off your iPhone and restart it
- You can download a QR scanner app from your phone's app store if you are still having trouble.

ANDROID

- Check you have mobile data or wifi turned on and connected
- Your Android device isn't running Android 9 or higher. If your device can't run Android 9 or higher, you can download a third-party [app to scan QR codes](#). You can also [check and update your Android version](#).
- The screen brightness may be too low. A camera scanning a QR code is just like a camera taking a picture. It needs to be bright enough for the camera to see it.
- There's a smudge on your camera lens that's obscuring your camera's ability to scan and read the QR code.
- Your device is tilted, crooked, or in a position that's not upright. QR codes have to be scanned with your phone held vertically. A QR code doesn't work otherwise.
- Your Android device is possibly too close or too far from the QR code. Again, see the 10:1 ratio above. If you're having trouble finding the right distance, trial and error helps. Move your phone closer and farther until you see the QR code recognised.
- Check your settings - settings > app settings > camera > switch on QR codes and settings > Safari > Camera (make sure it is not set to deny)
- If your device is unable to switch on QR code reader, you can download a third-party app to scan QR codes.

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I HAVE TO RE-ENTER MY DETAILS EACH TIME

APPLE IPHONE

Check cookies

- Disable private browsing. If the Safari browser is in private browsing mode, it won't fill in your information.
- Check your settings - Settings > Safari > Block All Cookies (make sure it is turned off ie: not green)

Check Autofill Settings

In the Safari app , use AutoFill to automatically fill in personal information, contact information, and user names and passwords.

You can save your personal information on your iPhone to speed up filling in online forms.

1. Go to Settings  > Safari > AutoFill.
2. Do any of the following:
 - *Set up contact info*: Turn on Use Contact Info, tap My Info, then choose your contact card. The contact information from that card is entered when you tap AutoFill on webpages in Safari.

ANDROID MOBILE PHONE

Check Cookies

1. Open the web browser that the QR code takes you to when you sign in (eg: Chrome)
2. Open "Privacy and Security" Menu * Note that on Chrome, you need to go to "Site Setting"
3. Mark or Unmark the "Accept Cookies" button. * On the Chrome browser, tap the **Cookies** option and enable the feature

On the default Android Browser there is "Clear All cookie Data" option under the "Accept Cookies" to clear the Cookie

- Chrome: Tap **Settings** > **Site Settings** > **Cookies** > **Allow Cookies**.
- Firefox: Tap the three dot menu > **Settings** > **Enhanced Tracking Protection** > choose **Standard**, **Strict**, or **Custom**.

Check Autofill settings

- Go to **Settings** > **System** > **Language & Input** > **Advanced** > **Autofill service** > **Add service** and follow the onscreen instructions to enable autofill.

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I GET A MESSAGE SAYING I DON'T HAVE PERMISSION TO SIGN IN

• IOS (APPLE) DEVICES

- Share my **location** = ON (also check the browser it opens eg: Safari – location is ask or always – see below)
- Location services = Always or Ask
- Airplane mode = OFF
- Internet access = wifi or mobile data on and connecting
- Power Saving Mode = Off



• ANDROID DEVICES

- Location permission = ON (also check the browser it opens eg: Google Chrome – location is ask or always – see below)
- Location services = ON
- Battery saver = OFF
- Internet access = wifi or mobile data on and connecting
- Airplane mode = OFF
- Power Saving Mode = Off

Check Location Settings on browser app

First look at what app is opening when you scan the QR code – it is usually “Safari” in iOS and Google Chrome in Android phones. Then go to that apps settings Settings > Safari or Settings > Google Chrome etc. to check the following;

ON IOS:

1. Go to iOS Settings, then the browser app (eg: **Safari**)
2. Tap **Location**.
3. Tap **Ask**.
 - If your device is on iOS 14 or higher, ensure that “Precise Location” is also enabled.

ON ANDROID:

1. Go to Android settings.
2. Tap **Permissions**.
3. Tap **Location**.
4. Tap “Allow all the time” or “Always” or “Ask” (options may vary depending on your version of Android).