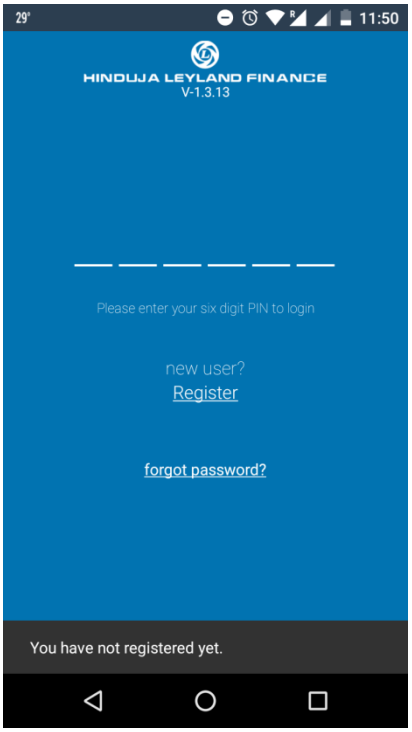
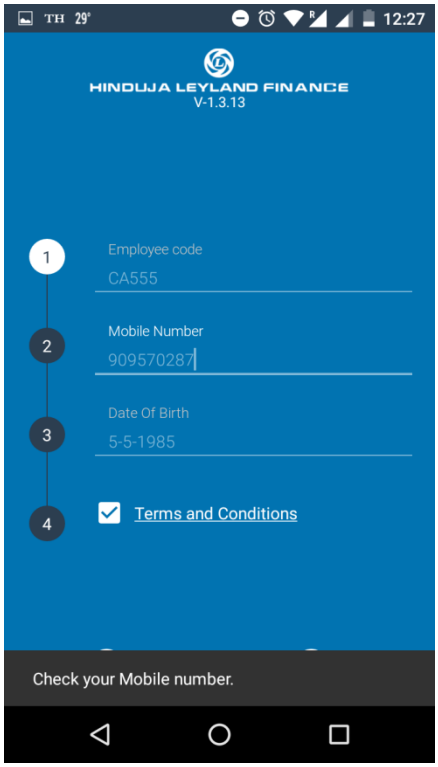
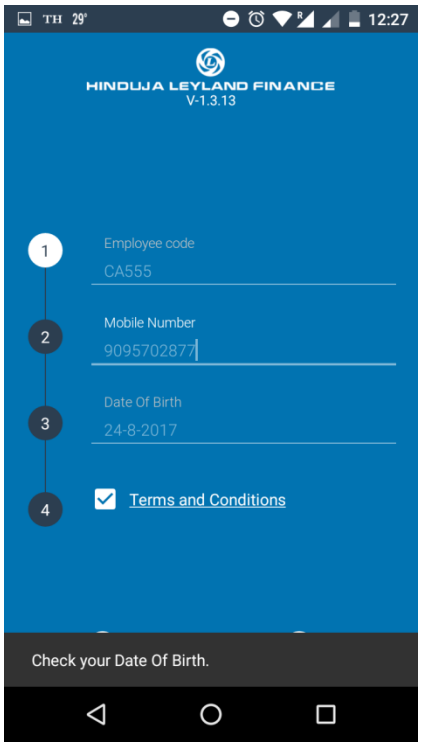
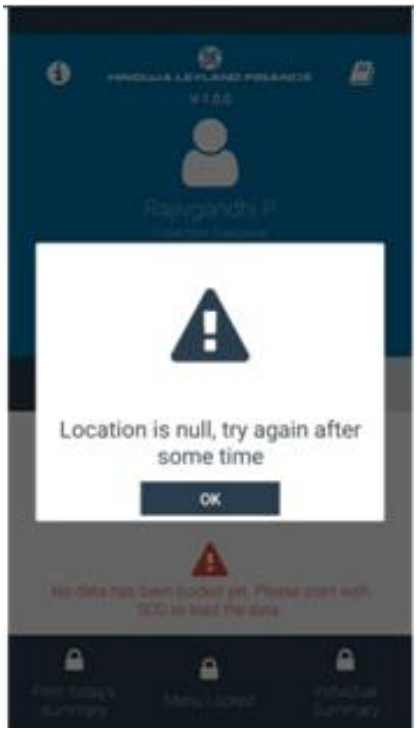
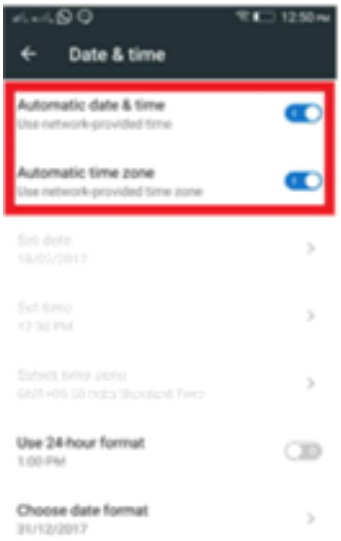
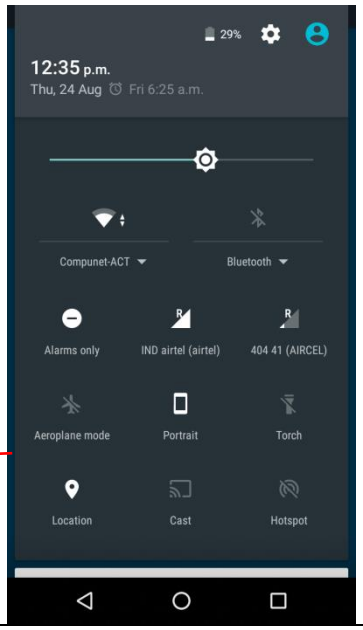
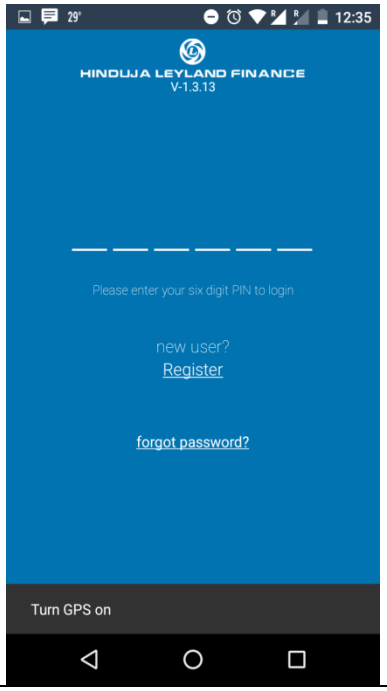
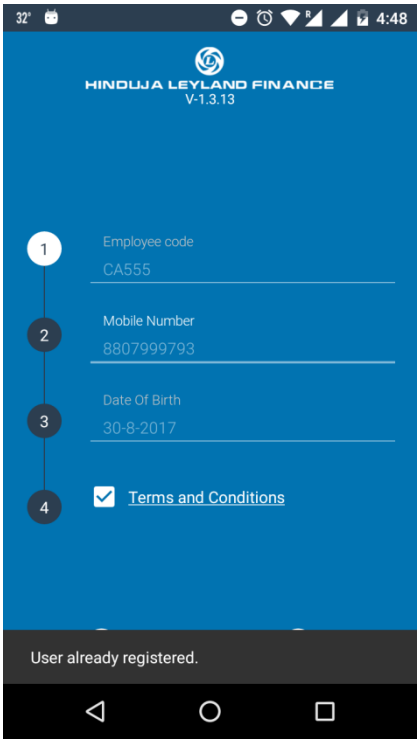
Frequently asked questions while using the HLF CollecT mobile application

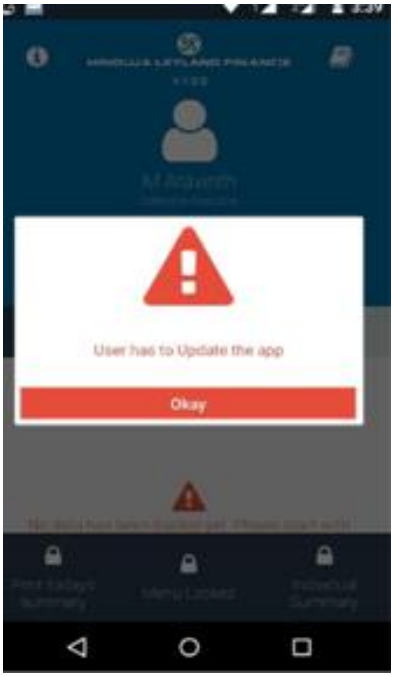
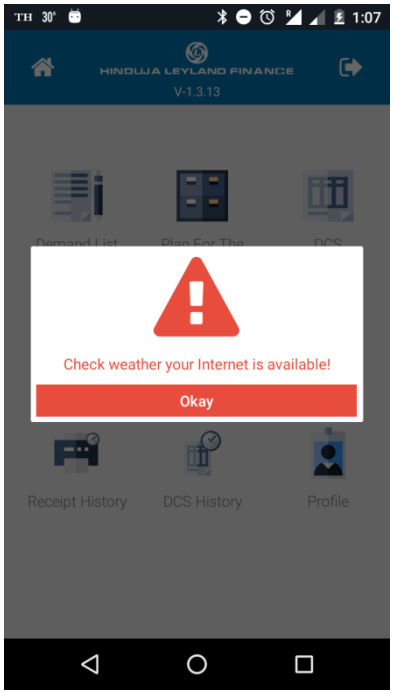
S.NO	Problem	Solution	Screenshot
1.	**You have not yet registered yet** **Reason**: When the user tries to login without registration this error displays.	**Solution:** Please register yourself using register link available in the login screen	

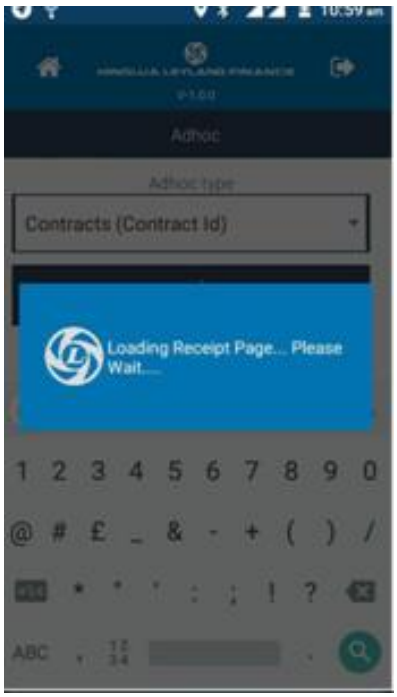
2.	**Check your mobile number** **Reason:** When the user enters incorrect mobile number during registration.	**Solution:** If the mobile number is wrong, Please login to your **HRMS** and register your correct mobile number in **my profile**	
3.	**Check your date of birth**	**Solution:** If the Date of birth is wrong, Please **send copy of your pan or Aadhar or driving license to HR** requesting them to change the **DOB.**	

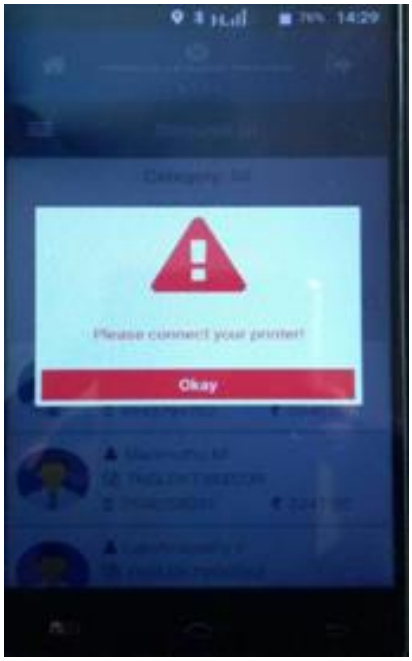
4	**Location is null, try again after some time.** **Reason:** This occurs when the GPS is off.	**Solution:** 1. Turn on GPS and then login to the application. 2. Login to your G-mail account for accessing maps. 3. If the error continues, Please do factory reset and then continue. (Please make sure to take back up of your contacts, photos and important documents before doing factory reset.)	
5	**No data has been loaded yet (In your dashboard screen)** **Reason 1**: This occurs when the user has not marked SOD for the day. **Reason 2:** This occurs when no contracts have been allocated to the user.	**Solution:** 1. Click the refresh button available in the dashboard screen to load demand list 2.Ask your **reporting managers** to allocate contracts to you 3. In mean time user can use **ADHOC receipts** to do collection and raise receipts.	

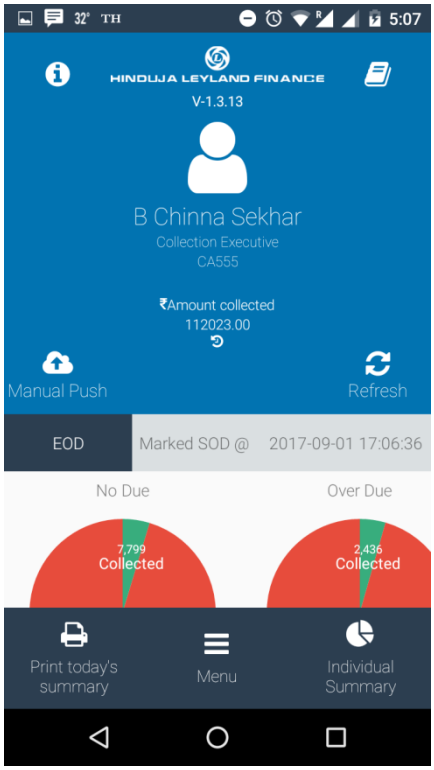
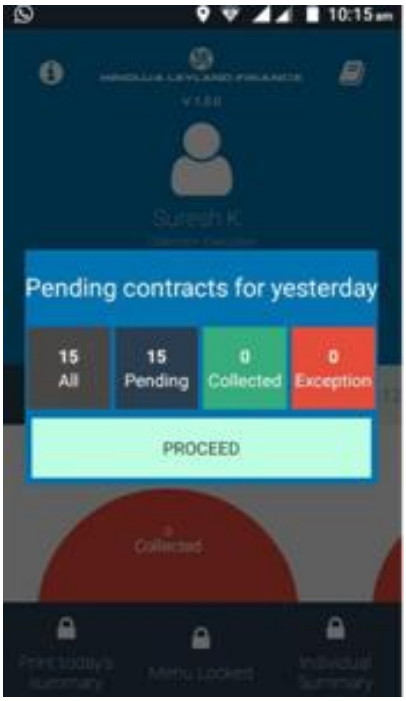
6	**Turn automatic time ON.** **Reason:** App wont function if the your date & time is not set to **automatic time zone in** mobile**.**	**Solution:** 1. Please go to date/time settings and change the time to **Automatic.** 	
7	**Turn On GPS** **Reason:** This error occurs when your GPS is off. **This occurs when ever you access GPS dependent features.** Turn ON GPS	**Solution:** Turn on your **GPS** n your phone settings 	

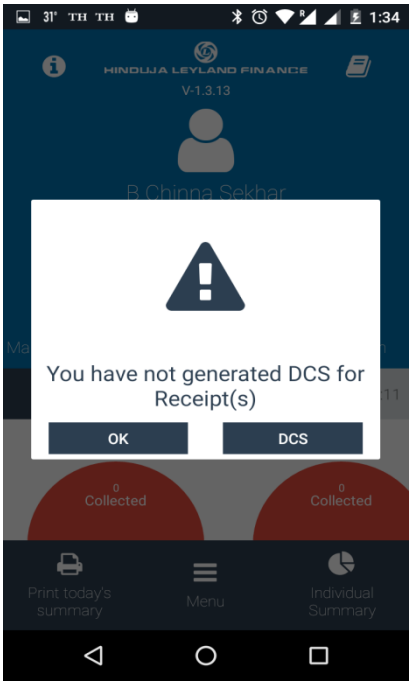
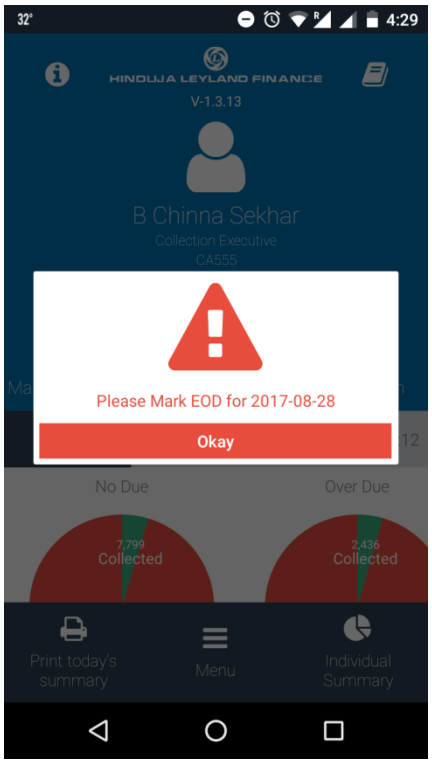
8	**User already registered.** **Reason:** This occurs when the user has already registered and tries registering again.	**Solution:** Please try to login directly since you have already registered. 1. Login with the **Six digit PIN** in the first screen. 2. If PIN is forgotten, use **forgot PIN option** available in the login screen.	
9	**Failed Try again later.** **Reason:** This error occurs during registration process due to **poor internet.**	**Solution:** 1. Make sure your **Mobile data is ON.** 2. Make sure you have a good network or try registration from a good network area.	

10	**User has to update the app.** **Reason:** This occurs when a newer version of the application is available in Google play store.	**Solution:** 1. Just click the **OKAY** button and it will automatically redirect to Google play store. 2. Update the app in Google play store and then access the app.	
11	**Failed Try again later.** **Reason:** This error occurs during registration process due to **poor internet.**	**Solution:** 1. Make sure your **Mobile data is ON.** 2. Make sure you have a good network or try registration from a good network area.	

12	**If the buttons at the bottom of the dashboard are locked.** **Reason:** This occurs when the user has not marked **SOD.**	**Solution:** 1. Please mark **SOD** to unlock all the buttons. 2. **SOD will appear only if you have marked EOD for the previous day.**	
13	**ADHOC, Loading Receipts page, Please wait.** **Reason 1:** This error occurs when there is no proper internet.	**Solution:** 1. Make sure your **Mobile data is ON.** 2. Make sure you have a good network or try **ADHOC** from a good network area.	

14	**Duplicate receipts encountered, Trigger the exception capturing.** **Reason:** This occurs when the system is trying to generate a duplicate number.	**Solution:** 1. Please contact support immediately and don not proceed further.	
15	**Please connect your Printer.** **OR** **Please check the printer and try again .Pair the printer in Utilities section** **Reason:** Receipts cannot be generated without pairing the printer to the app.	**Solution:** 1. Pair your printer through Go to **Utilities -> Pair printer.** **(Utilities is available in menu screen)**	

16	**Receipts not pushed to Server** **Reason:** This occurs when the user tries to do EOD without pushing receipts to the server.	**Solution:** 1. Use the manual push option available in the dashboard to push all the receipts to the server.	
17	**Pending contracts for the day** **Reason:** Informational message.	**Solution:** 1. This is just a informational message displaying your previous day's statistics. 2. Just click **Proceed** to pursue further.	

16	**You have no generated DCS for the receipts.** **Reason:** This occurs when you try to mark EOD without generating DCS for the receipts.	**Solution:** 1. Please generate DCS for receipts and then mark EOD.	
17	**Please mark EOD for (Date)** **Reason:** This occurs when the user does not mark EOD for the day.	**Solution:** 1. Mark EOD option available in the dashboard to proceed further.