

# NPH iMed Troubleshooting



## Downloading the NPH iMed App

### iPhone

Download the app from the link in your confirmation email or search 'NPH iMed' in the Apple App Store.

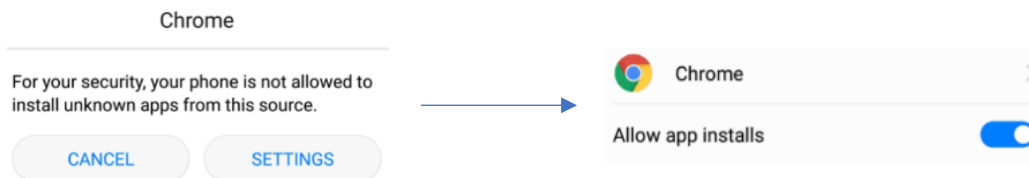


### Android

**NPH iMed is currently unavailable on the Google Play Store.**

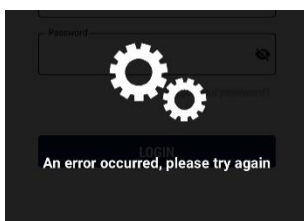
Download the app from the link in your confirmation email. Once you click the link, a notification will appear on your screen, allow this to proceed with download.

If you receive an error message stating you are unable to install the app, please follow the below steps and attempt to install again:



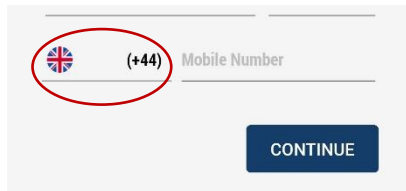
## Logging out / Logging in

If you receive the below error when trying to log back into your account, please check there is not a space at the end of you email address after typing:



## Verification text message

If you do not receive your verification code via text, please ensure you have selected the correct country before your telephone number and try again:

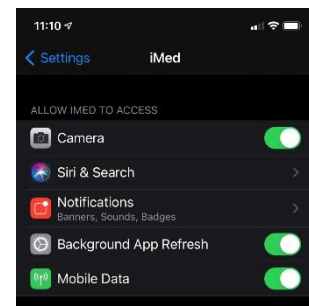
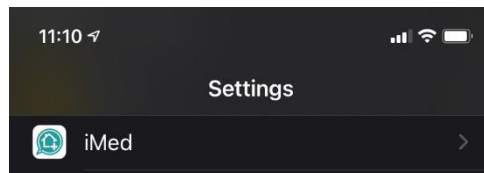


## Camera Access

If the camera is not working on the app, please ensure you have allowed access via the setting on your mobile device.

### iPhone

1. Go to Settings
2. Find the iMed app and open
3. Swipe the camera button to green
4. Exit settings and try again on the app



### Android

1. Go to Settings, then apps
2. Find the iMed app and open
3. Under Permissions, click Camera and Storage
4. Click Camera, then Allow
5. Exit settings and try again on the app

