

## TROUBLESHOOTING ISSUES WITH ACCESSING PROGRESS REVIEWS ON THE SYNERGY APP/PORTAL

1. WHAT PHONE DEVICE ARE YOU USING?



2. HAVE YOU RECENTLY UPDATED YOUR PHONE? IF NOT, PLEASE GO AHEAD AND DO SO, THIS MAY RESOLVE THE ISSUE. IF NOT...



3. HAVE YOU GOT A PDF READER DOWNLOADED TO YOUR PHONE? IF NOT, PLEASE GO AHEAD AND DO SO, THIS MAY RESOLVE THE ISSUE. IF NOT.....



4. ARE YOU USING THE APP TO LOG IN, OR ARE YOU USING A WEB BROWSER TO LOGIN TO THE PORTAL?



### ISSUES ACCESSING REVIEWS VIA THE APP:

IF YOU ARE USING THE APP AND HAVE TRIED UPDATING YOUR PHONE AND DOWNLOADING A PDF READER, TRY LOGGING IN ON ANOTHER DEVICE.

IF YOU STILL CAN'T ACCESS THE PROGRESS REVIEW ON ANOTHER DEVICE, PLEASE CONTACT SYNERGY DIRECT FOR SUPPORT, AS THIS IS AN APP ISSUE. (CONTACT DETAILS ON THE PORTAL)

### ISSUES ACCESSING REVIEWS VIA WEB BROWSERS:

IF YOU ARE USING A WEB BROWSER TO LOG IN, WHAT WEB BROWSER ARE YOU USING?

**CHROME AND EDGE ARE COMPATIBLE WITH SYNERGY AND WILL OPEN DOCUMENTS  
SAFARI AND SOME OTHERS WILL NOT, SO SWAP TO A COMPATIBLE BROWSER**

AGAIN, IF THIS DOESN'T WORK, TRY SWAPPING TO ANOTHER DEVICE AND IF IT STILL DOESN'T WORK, CONTACT SCHOOL AND WE WILL TROUBLESHOOT/SEND THE REPORT HOME TO YOU VIA EMAIL OR POST.