NATIONAL CONVENIENCE DISTRIBUTORS

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HOW TO FIX SYNC ISSUES ON NCD SMART ORDER

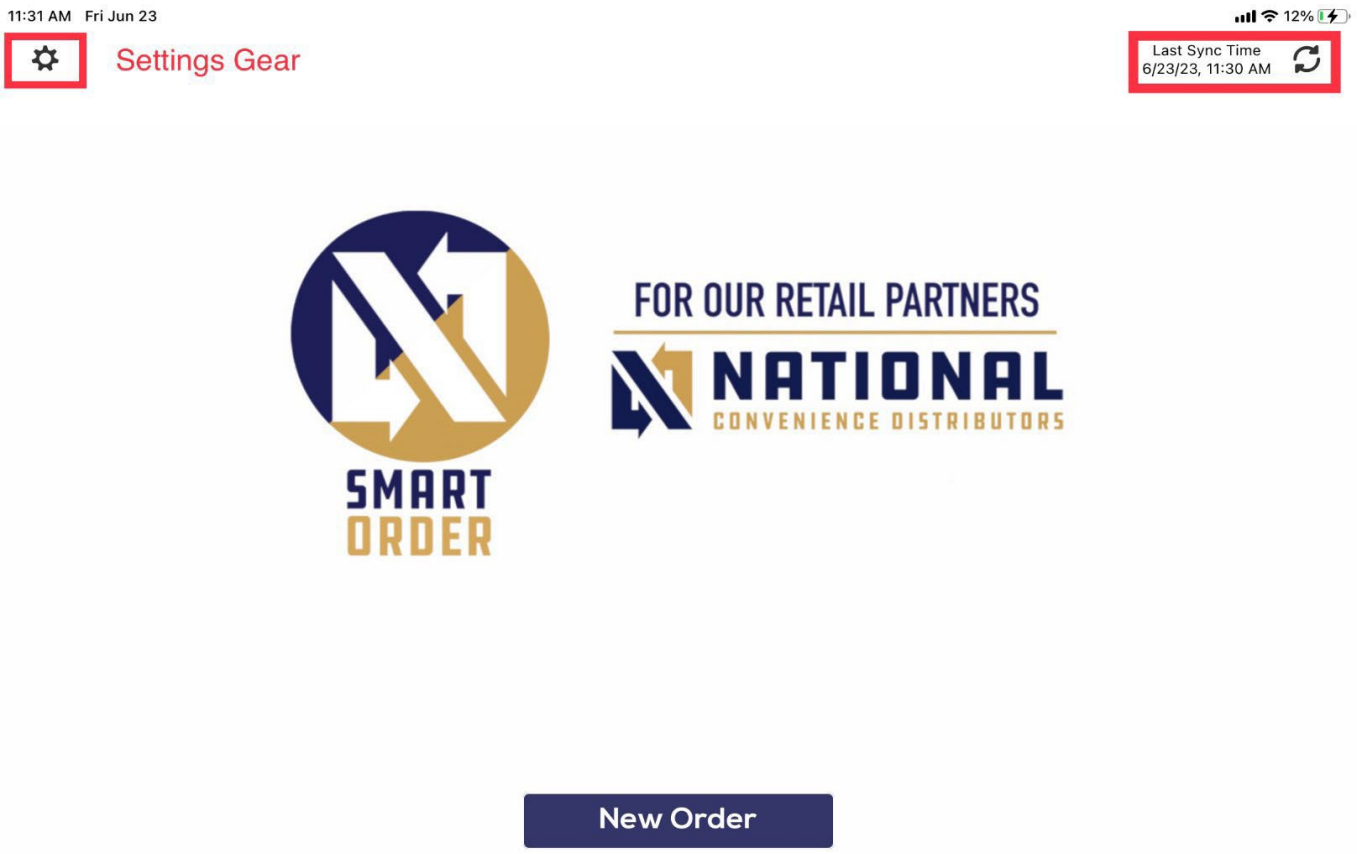
1. Verify that your data connection, cellular, or wifi is enabled and working properly. If you do not intend to be on wifi, turn off your wifi antennae.

2. If wifi is enabled and not connected, it is constantly attempting to connect. This will drain your battery and may interrupt your cellular connection. It is recommended to power your device off occasionally, perform a Hard Boot on iOS, or do a Restart on Android.

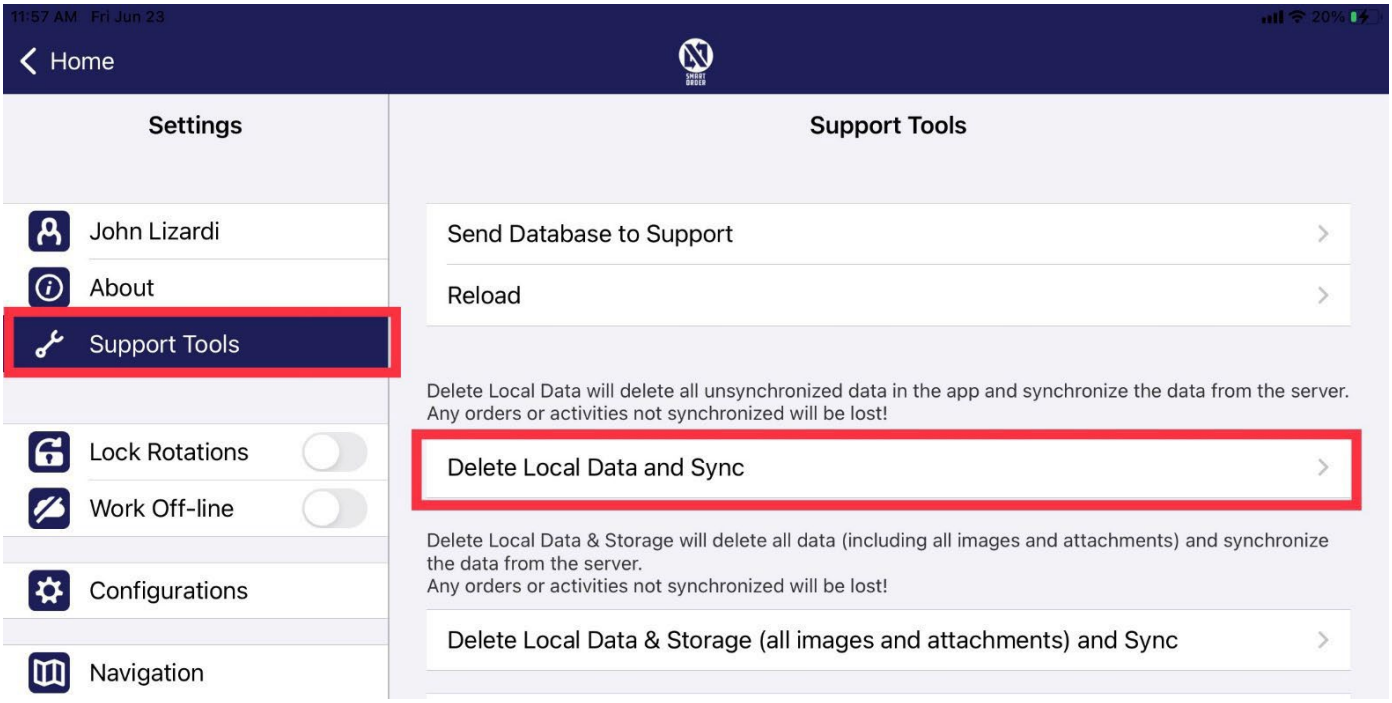
3. **To refresh the app's data and information, back up your work to the cloud, or send an order that is stuck on your device,** select the refresh wheel 🔄 and verify that the Last Sync Time updated to the current date and time. Be advised, if the refresh wheel has a red dot 🔄, you have an order/RMA to send or back up onto the server 🔄

4. **If you selected the app's refresh wheel 🔄 and Last Sync Time date and time is not updating to current,** you can fix most sync issues by performing a Delete Local Data and Sync.

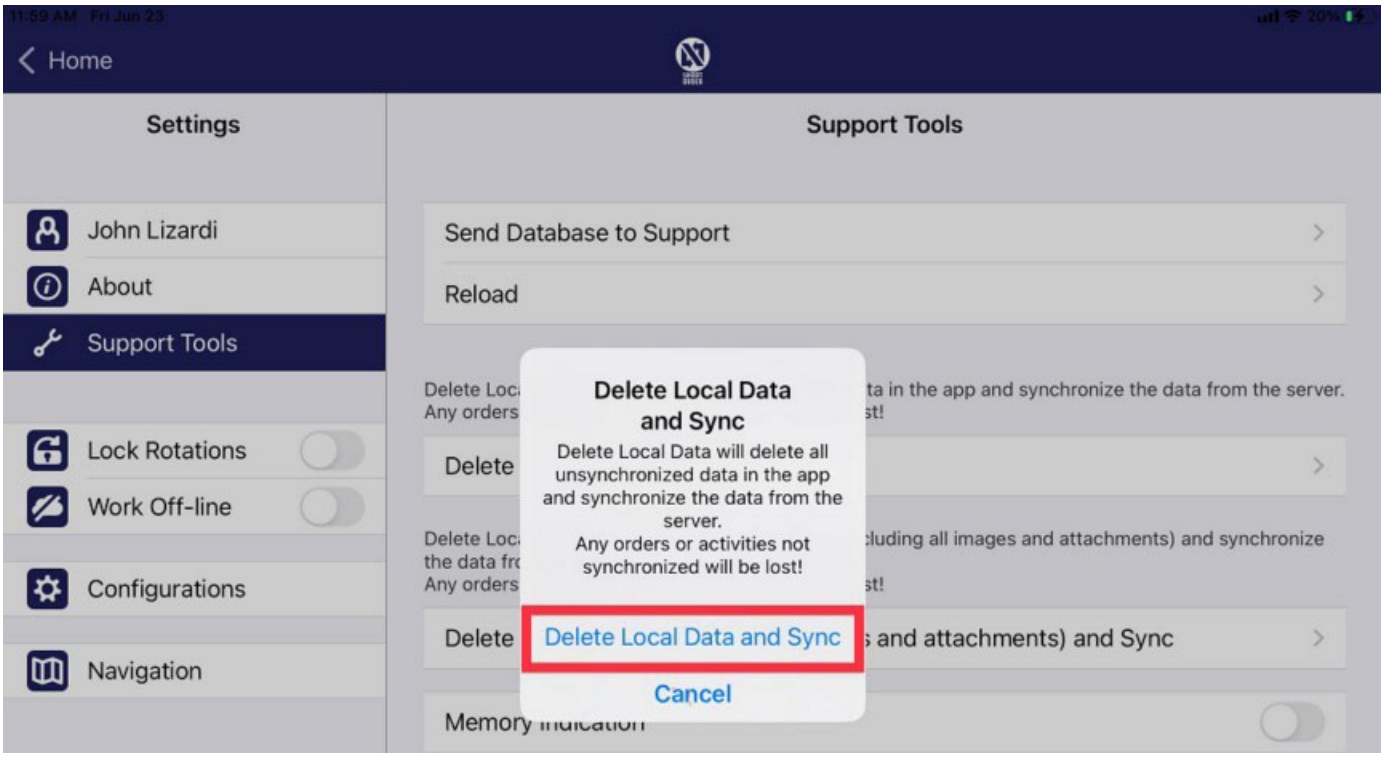
5. **To Delete Local Data and Sync.,** select the **Settings Gear** from the upper left of the app's **Homepage.**



6. Choose **Support Tools** and then select the upper option, "**Delete Local Data and Sync.**"



7. Confirm by selecting **Delete Local Data and Sync**.



The app will send the database to support and refresh. When completed your date and time should be current. If **Last Sync Time** did not update, select the Refresh wheel ↻. Finally, if the **Last Sync Time** did not update then uninstall the app and re-install.