

Clear app cache and data

1. From any Home screen, tap the **Apps** icon.
2. Tap Settings.
3. Tap **Apps**.
4. Tap **Application** manager.
5. Tap the desired **application** in the default list or tap MORE > Show system **apps** to display preinstalled **apps**.
6. Tap Storage.
7. Tap **Clear** data and then tap OK.
8. Tap **Clear cache**.

Here is the list of troubleshooting steps for the app. Feel free to disregard the steps that have already been completed.

If a customer is reporting an issue on the App:

- Check for TLS 1.2 compatibility by using this link <https://tlscheck.csiweb.com/>
- Check the app permissions I.e. Camera access is turned on for mRDC.
- Check the app for updates. If the user does not know how, ask them to delete and re-download the app which also ensures the software is up to date.
- Check the device's operating system for updates.
- Check the device's available memory.
- Clear the device's cache.
- Fully close and re-open the app.

If the issue persists, provide the following details:

Have the user login to Internet Banking or Digital Banking and send the time and date for the login
Steps to recreate the issue

Username

Device I.e. iPhone 5 // Samsung Galaxy S6

Screenshot of the TLS compatibility check

Screenshot of the app permissions

Screenshot of the app version number as seen in the App Store or Google Play I.e. v10.6.2

Screenshot of the operating system I.e. iOS 10.3.3 // Android v7.0

Screenshot of the available memory

Screenshot(s) of issue

Time(s) and date(s) of screenshot(s)

Recording (only necessary if screenshot(s) do not clearly demonstrate the issue)