

**Q. I have logged in but now I can only see a blank screen. How do I get into the app?**

A. Click on “Done” or “Close” at the top of the page after login is successful to get into the app.

**Q. I don’t understand how to use the app, can someone walk me through it?**

A. Resources are available to review the app usage and functionality. Consult the FAQ document and/or the Remote Inspection Guidelines for more information.

**Q. I have saved my evidence, do I still need to submit it?**

A. Yes. Evidence is not uploaded for an Inspector to see until “Submit for final review” is completed.

**Q. I tried searching in the app by city, but got no results?**

A. Search in the app only works for full Notification number, partial street address, or partial site name. City is not a searchable field.

**Q. I can’t find the Notification number. Can I sort the notification list in the app?**

A. No. The list is sorted by the most recently actioned notification at the top and can’t be resorted. Scheduling a notification will move it to the top of the list, or you can search by street name or site name.

**Q. I have submitted my evidence and now it has disappeared from the Notification on the app. Where did it go?**

A. Submitting the evidence sends it through to ESA Online where it will be visible to the Inspector and yourself. Once submitted, it is no longer visible in the app.

**Q. I submitted my evidence, but I don’t see it in ESA Online Services?**

A. It takes some time for the evidence to be visible in our system, depending on the size and type of file. Larger or multiple items of evidence will take a little longer.

If you were offline when you submitted the evidence, ensure that you have gone back online since. The evidence will only be visible in ESA Online Services once the submission process is finished, which requires online access to complete.

**Q. Why don’t my LEC portal credentials work for the ESA ON Mobile app?**

A. You need to confirm that you have enabled (logged in) to ESA Online Services in the past and that you have been registered for Remote Inspection.

If you have been registered for Remote and Inspection, and you have logged in to ESA Online Services, consult your system administrator and ask them to enable your access to the app.

**Q: I have updated my password in ESA Online, and now I can't save the updated password on my phone.**

A: That is a function of your phone, not of the app. If you are having difficulty with this, try updating the password in your device's password manager rather than doing it through the app.

**Q. I can't open the app at all.**

A. Make sure your phone or tablet is using the latest version of its operating system. Refer to the Guidelines document to get the minimum system requirements.

**Q. I can't view my uploaded videos via ESA Online Services.**

A. Check your browser. Edge browser is not supported. Ensure you are using Google Chrome and then videos should be viewable.

**Q: Is there a way to schedule my notification via this app?**

A: No, unfortunately not. You still need to schedule your notification as you normally would, by using ESA Online Services or speaking with a CSR.

**Q. I took a video with sound, but I can't hear anything when I preview it. What is the issue?**

A. Your microphone may not be turned on. Within the device app settings, ensure your microphone is set to 'on'.

**Q. I hit the back button on my device and was logged out of the app. What is the issue?**

A. That is a function of your phone, not of the app. Navigation buttons are available within the app.

