

Frequently Asked Questions (FAQs)

- **How do I reset my password?**

Go to the login page and select "Forgot Password." Follow the instructions to reset your password.

- **What should I do if the app is not syncing data?**

Ensure your device is connected to the internet. If the problem persists, try logging out and back in, or restarting the app. Check for any pending app updates as well.

- **How do I update my profile information?**

Go to the Settings menu and select "Profile." Update your personal information and save the changes.

- **What are the system requirements for the app?**

The app requires iOS 9.0 or later for Apple devices, or Android 8.0 and up for Android devices. Ensure your device meets these requirements for optimal performance.

- **How do I update the app?**

Updates can be installed through the app store/ play store on your device. Go to the app store/play store, search for the Guardian Monitor app, and click "Update" if an update is available.

- **Can I access the app from multiple devices?**

Yes, you can access your account from various devices. For security reasons, make sure you log off any devices you are no longer using.

- **Can I set different roles and permissions for users?**

Yes, in the Admin Management section of the Settings menu, you can assign different roles and permissions to users based on their responsibilities.

- **What should I do if the app crashes?**

Restart the app and try again. If the issue persists, clear the app cache or reinstall the app. Contact support if the problem continues.

- **How do I customize alerts in the Guardian Monitor application?**

Customizing alerts can be done through the settings menu. You can configure the types of alerts you wish to receive, their thresholds, and how they are delivered (e.g., push notifications, emails).

- **How can I provide feedback about the app?**

Use the "Feedback" option in the app's Help section to send your comments or suggestions. Your feedback is valuable for improving the app.

- **How do I contact customer support?**

You can contact customer support through the "Help" section in the app or by emailing support@example.com. (Modify email later)

How do I enable two-factor authentication?

- To enhance your account security, navigate to the Security Settings in the app and enable two-factor authentication. Follow the prompts to set up and verify your secondary authentication method.

- **How do I troubleshoot issues with notifications?**

Ensure that notifications are enabled in your device's settings and within the app itself. Check if "Do Not Disturb" mode is active or if you have accidentally muted notifications for the app.

- **What should I do if I receive an error message?**

Note the error code or message and check the app's support page or contact support for assistance. Common errors might have specific troubleshooting steps.

- **How do I manage app permissions?**

Manage app permissions through your device's settings. You can adjust what data and features the app has access to, such as location services, camera, or contacts.

- **How do I recover a deleted item?**

If the app has a "Trash" or "Deleted Items" section, check there first. If items are not recoverable through the app, contact support for possible recovery options.