

SafePlay™ Troubleshooting Guide

Overview

This comprehensive troubleshooting guide covers common issues, their diagnoses, and step-by-step solutions for SafePlay™ users, venue administrators, and developers.

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Support: Available 24/7 for critical issues

Quick Issue Resolution

Most Common Issues

1. [Geoapify Address Autocomplete Not Working](#)
 2. [Subscription Payment Failures](#)
 3. [Child Check-in Problems](#)
 4. [Real-time Tracking Not Updating](#)
 5. [Authentication and Login Issues](#)
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User Issues (Parents)

Authentication Issues

Problem: Cannot Log In

Symptoms:

- Login page shows "Invalid credentials" error
- Account appears to exist but login fails
- Password reset emails not received

Diagnosis Steps:

1. Verify email address spelling
2. Check if account email is verified
3. Try password reset process
4. Check spam/junk folder for verification emails

Solutions:

- ```
Check if user exists in system
```
1. Contact venue admin to verify account status
  2. Request manual password reset from support
  3. Verify email address with venue staff

##### Parent Steps:

1. **Double-check email address** - Ensure exact spelling
2. **Try password reset:**

- Go to login page
- Click "Forgot Password"
- Check email (including spam folder)
- Follow reset instructions

### 3. **Clear browser cache:**

- Clear cookies and cache
- Try incognito/private browsing mode

### 4. **Contact venue support** if issue persists

## **Problem: Two-Factor Authentication Issues**

### **Symptoms:**

- 2FA codes not working
- Phone not receiving SMS codes
- Authentication app codes rejected

### **Solutions:**

#### 1. **SMS Issues:**

- Verify phone number is correct
- Check for carrier SMS blocking
- Try requesting new code after 1 minute

#### 2. **Authentication App Issues:**

- Ensure device time is synchronized
- Try regenerating QR code
- Use backup codes if available

## **Subscription Payment Issues**

### **Problem: Payment Method Declined**

### **Symptoms:**

- Credit card declined during subscription signup
- "Payment failed" error messages
- Unable to update billing information

### **Diagnosis:**

1. Check card expiration date
2. Verify billing address matches card
3. Confirm sufficient funds available
4. Check for international transaction blocks

### **Solutions:**

#### 1. **Update Payment Information:**

- Go to Account → Subscription → Payment Methods
- Add new payment method
- Set as default payment method
- Remove old payment method

#### 1. **Address Issues:**

- Ensure billing address exactly matches bank records
- Use Geoapify autocomplete for accurate address entry
- Include apartment/unit numbers if applicable

## 2. **Contact Bank:**

- Verify international transactions are allowed
- Check for fraud protection blocks
- Confirm card is active for online purchases

## **Problem: Subscription Not Activating**

### **Symptoms:**

- Payment processed but features not unlocked
- Still showing free tier limitations
- "Subscription pending" status

### **Solutions:**

#### 1. **Wait for Processing:**

- Allow 5-10 minutes for activation
- Refresh browser page
- Log out and log back in

#### 1. **Check Subscription Status:**

- Go to Account → Subscription
- Verify active subscription shows
- Check payment confirmation email

#### 2. **Contact Support:**

- Provide payment confirmation number
- Include subscription plan selected
- Report exact error messages seen

## **Geoapify Autocomplete Issues**

### **Problem: Address Suggestions Not Appearing**

### **Symptoms:**

- No dropdown suggestions when typing address
- "Loading..." state that never completes
- Error messages during address entry

### **Diagnosis Steps:**

1. Test with different addresses
2. Check internet connection
3. Try different browsers
4. Clear browser cache

### **Solutions:**

#### 1. **Browser-Related Fixes:**

```
bash
```

```
Clear browser cache and cookies
```

- Chrome: Settings → Privacy → Clear browsing data
- Firefox: History → Clear Recent History
- Safari: Develop → Empty Caches

#### 1. **Address Entry Tips:**

- Type at least 3 characters before expecting suggestions
- Include street number and name

- Try alternative address formats
- Use common abbreviations (St, Ave, Rd)

## 2. **Technical Solutions:**

- Disable browser ad blockers temporarily
- Try incognito/private browsing mode
- Check if VPN is interfering
- Test on different devices

## **Problem: Selected Address Not Auto-filling**

### **Symptoms:**

- Suggestions appear but clicking doesn't fill form
- Partial address filling
- Form validation errors after selection

### **Solutions:**

#### 1. **Manual Verification:**

- Review auto-filled address for accuracy
- Manually correct any missing fields
- Ensure apartment/unit numbers are included

#### 1. **Browser Compatibility:**

- Update browser to latest version
- Try different browser
- Disable browser auto-fill features

## **Check-in/Check-out Issues**

### **Problem: QR Code Won't Scan**

#### **Symptoms:**

- QR code scanner not recognizing code
- "Invalid QR code" error messages
- Camera not activating for scanning

#### **Solutions:**

#### 1. **QR Code Quality:**

- Ensure QR code is not damaged or blurry
- Increase screen brightness
- Clean phone camera lens
- Try printing QR code if using digital version

#### 1. **Scanner Issues:**

- Allow camera permissions for website
- Try different scanning angle
- Ensure adequate lighting
- Use QR code reader app as backup

#### 2. **Get New QR Code:**

- Contact venue staff for new code
- Request email delivery of fresh QR code
- Verify QR code hasn't expired

## **Problem: Child Not Found During Check-in**

### **Symptoms:**

- “Child not found” error during scan
- Child appears in app but not at venue
- Check-in process stuck or fails

### **Solutions:**

#### **1. Verify Child Registration:**

- Confirm child is added to parent account
- Check child profile is complete
- Ensure child photos are uploaded

#### **1. Venue Registration:**

- Verify venue has child information
- Check if venue-specific registration required
- Confirm parent authorization is current

## **Location Tracking Issues**

### **Problem: Real-time Location Not Updating**

#### **Symptoms:**

- Child location shows outdated information
- “Last seen” timestamp is old
- Location marker not moving on map

#### **Diagnosis:**

1. Check if child is currently checked in
2. Verify venue tracking system is operational
3. Confirm app permissions are granted

#### **Solutions:**

##### **1. Refresh Location Data:**

- Pull down to refresh on mobile
- Refresh browser page on desktop
- Log out and log back in

##### **1. Check System Status:**

- Contact venue to verify tracking system
- Confirm cameras are operational
- Check for venue-wide technical issues

##### **2. App Permissions:**

- Ensure location services enabled
  - Allow notifications for location updates
  - Check battery optimization settings
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# Venue Administrator Issues

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## System Setup and Configuration

### Problem: Camera System Not Connecting

#### Symptoms:

- Cameras showing offline status
- No video feed in dashboard
- "Connection failed" error messages

#### Solutions:

##### 1. Network Connectivity:

```
bash
```

```
Check camera network settings
```

- Verify IP camera addresses
- Test network connectivity to each camera
- Check firewall settings
- Ensure sufficient bandwidth

##### 1. Camera Configuration:

- Verify camera login credentials
- Check camera firmware versions
- Ensure compatible camera models
- Test individual camera connections

##### 2. System Integration:

- Restart camera management service
- Check system logs for errors
- Verify camera permissions and access
- Contact technical support for integration

### Problem: Floor Plan Upload Issues

#### Symptoms:

- File upload fails or times out
- "Invalid file format" errors
- Floor plan not displaying correctly

#### Solutions:

##### 1. File Format Requirements:

- Use PNG, JPG, or PDF formats
- Maximum file size: 10MB
- Minimum resolution: 1000x1000 pixels
- Ensure file is not corrupted

##### 1. Upload Process:

- Try smaller file sizes
- Use stable internet connection
- Clear browser cache before upload
- Try different browser

## Child Tracking and Safety

### Problem: Safety Alerts Not Triggering

#### Symptoms:

- Expected alerts not appearing
- Alert notifications delayed
- False positive or negative alerts

#### Solutions:

##### 1. Alert Configuration:

- # Review alert settings
  - Check alert sensitivity levels
  - Verify zone configurations
  - Confirm alert triggers are enabled
  - Test alert system manually

##### 1. System Calibration:

- Recalibrate camera positions
- Adjust AI detection thresholds
- Review zone boundary accuracy
- Test with known scenarios

##### 2. Staff Training:

- Review alert response procedures
- Ensure staff understand alert types
- Practice emergency protocols
- Update staff contact information

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## Technical Issues (Developers)

### Development Environment

#### Problem: Database Connection Failures

#### Symptoms:

- "Database connection timeout" errors
- Prisma client initialization failures
- Migration errors

#### Solutions:

```
Check database connectivity
npx prisma db pull

Reset database (development only)
npx prisma migrate reset

Regenerate Prisma client
npx prisma generate

Check environment variables
echo $DATABASE_URL
```

## Problem: Build Errors

### Symptoms:

- TypeScript compilation errors
- Next.js build failures
- Module resolution errors

### Solutions:

```
Clear build cache
rm -rf .next node_modules
yarn install

Fix TypeScript errors
yarn type-check

Update dependencies
yarn upgrade
```

## API Integration Issues

### Problem: Stripe Integration Failures

#### Symptoms:

- Payment processing errors
- Webhook delivery failures
- Subscription status sync issues

#### Solutions:

##### 1. API Key Validation:

```
bash
Test Stripe connection
curl -X GET https://api.stripe.com/v1/account \
 -H "Authorization: Bearer sk_test_..."
```

##### 1. Webhook Configuration:

- Verify webhook endpoint URL
- Check webhook secret configuration
- Test webhook delivery manually
- Review webhook event logs

### Problem: AWS Service Integration

#### Symptoms:

- Face recognition service failures
- S3 upload errors
- Permission denied errors

#### Solutions:



```
Verify AWS credentials
aws sts get-caller-identity

Test S3 access
aws s3 ls s3://your-bucket-name

Check IAM permissions
aws iam get-user
```

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## System-Wide Issues

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### Performance Problems

#### Problem: Slow Application Performance

##### Symptoms:

- Page load times over 3 seconds
- API response delays
- Real-time updates lag

##### Diagnosis:

##### 1. Client-Side Performance:

- Check browser developer tools
- Analyze network requests
- Review JavaScript console errors

##### 1. Server-Side Performance:

- Monitor API response times
- Check database query performance
- Review server resource usage

##### Solutions:

##### 1. Optimization Steps:

- Enable browser caching
- Optimize image sizes and formats
- Minimize JavaScript bundles
- Use CDN for static assets

##### 1. Server Optimization:

- Optimize database queries
- Implement response caching
- Scale server resources
- Use connection pooling

### Security Issues

#### Problem: Suspicious Activity Alerts

##### Symptoms:

- Multiple failed login attempts
- Unusual access patterns
- Data breach notifications

**Immediate Actions:****1. Secure Account:**

- Change passwords immediately
- Enable two-factor authentication
- Review account activity logs
- Remove suspicious sessions

**1. Contact Support:**

- Report security incidents immediately
  - Provide detailed activity logs
  - Follow security team instructions
  - Document incident details
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## Emergency Procedures

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### Critical System Failures

**Problem: Complete System Outage****Symptoms:**

- Website completely inaccessible
- All services down
- No response from support systems

**Emergency Steps:****1. Immediate Actions:**

- Contact emergency support line: **1-800-SAFEPLAY**
- Switch to manual check-in procedures
- Implement emergency communication protocols
- Document incident timeline

**1. Venue Continuity:**

- Use backup registration methods
- Implement manual safety monitoring
- Contact all active parents directly
- Maintain detailed incident logs

### Data Loss Prevention

**Problem: Potential Data Loss****Symptoms:**

- Missing child records
- Lost tracking history
- Corrupted backup files

**Recovery Steps:****1. Stop System Use:**

- Cease all data modifications

- Preserve current system state
- Contact technical support immediately

#### 1. **Recovery Process:**

- Activate data recovery procedures
  - Restore from latest backup
  - Verify data integrity
  - Implement additional safeguards
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## Contact and Support

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### Support Channels

#### Emergency Support (24/7)

- **Phone:** 1-800-SAFEPLAY (1-800-723-3752)
- **Email:** [emergency@safeplay.com](mailto:emergency@safeplay.com)
- **Priority:** Critical safety and security issues

#### Technical Support (Business Hours)

- **Email:** [support@safeplay.com](mailto:support@safeplay.com)
- **Portal:** <https://support.safeplay.com>
- **Response Time:** 4 hours for urgent issues

#### Documentation and Self-Help

- **User Manuals:** </docs> (/docs)
- **API Documentation:** [API\\_DOCUMENTATION.md](#) (./API\_DOCUMENTATION.md)
- **Developer Guide:** [DEVELOPER\\_SETUP\\_GUIDE.md](#) (./DEVELOPER\_SETUP\_GUIDE.md)

### When to Contact Support

#### Immediate Contact Required:

- Child safety incidents
- System security breaches
- Complete system outages
- Data loss or corruption

#### Business Hours Support:

- Feature questions and training
- Account setup assistance
- Integration support
- Performance optimization

#### Self-Service Options:

- Password resets
  - Account information updates
  - Basic troubleshooting
  - Documentation and guides
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# Prevention and Best Practices

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## Regular Maintenance

### Daily Checks:

- ☐ Verify system operational status
- ☐ Check recent alert activity
- ☐ Review active user sessions
- ☐ Confirm backup operations

### Weekly Maintenance:

- ☐ Review system performance metrics
- ☐ Update staff training materials
- ☐ Test emergency procedures
- ☐ Validate data backup integrity

### Monthly Reviews:

- ☐ Security audit and updates
- ☐ Performance optimization review
- ☐ User feedback analysis
- ☐ System capacity planning

## User Education

### Parent Training:

- Complete account setup properly
- Understand safety features
- Practice emergency procedures
- Keep contact information current

### Staff Training:

- Regular system training updates
- Emergency response protocols
- Customer service standards
- Technical troubleshooting basics

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For immediate assistance with any issue not covered in this guide, contact SafePlay support using the channels listed above.