**Common Qurio App Problems and Troubleshooting Steps**

**1) I have Qurio app installation issues.**

* Check your Wi-Fi / internet connection for connectivity.
* Please check your mobile storage space. If you don't have enough space in your disk, the app will not be installed.
* Verify that the app you're trying to install supports your android version. (Android Smartphone version 5.0 and above, Minimum available storage space of 2GB in the phone ,Minimum 2GB RAM ,Functioning front camera, microphone and speakers )

**2) My Qurio app is not updating properly in my phone.**

* Please check your Wi-Fi / mobile data connection and verify that it is working properly. It may be down and stopping you from updating the Qurio app.
* Confirm that you have enough storage space in your phone to download updates. If you don't have enough storage space, it can be blocking the app updates.

**3) My Qurio app is not getting loaded or not working properly (loading error / server error / connection error / Screen Freeze / Ping Problem).**

There are few situations that may cause the load issue in mobile apps.

* The Qurio app server may be down and that is causing the loading issue. Please try after few minutes.
* Your Wi-Fi / mobile data connection not working properly. Please check your data connection.
* Too many users using the app at same time. Please try after few minutes.

**4) I'm having Qurio login issue or account related issues.**

If you have login or account related issue, please check the following steps.

* You may be trying with wrong login credentials. Please confirm the details that you are entering is correct.
* If you're using third-party social networks to login such as Facebook, twitter, google etc., check whether that service is working properly by visiting their official website.
* Your account may be banned or deactivated for activities. Please read error messages.

**5) I'm getting black screen / white screen (blank screen) when I open Qurio?**

It is one of the most common problem in android operating system. Usually when you open an app, you will see a black screen for few seconds and then app will crash with or without an error message. There are few ways to fix this problem.

* Most of the times, it might be a temporary loading issue. You just need to press the recent applications menu (usually the first left button) in your phone. Then you close the app that has this issue. Now open the app again. It may work normally.
* Try Hard reboot in your Android mobile. Press and hold down the "Home" and "Power" buttons at the same time for upto 10 seconds. Then, release the buttons and hold down "Power" button until the screen turns on.Now you can try opening the app, it may work fine.
* If none of the above working, you can wait till your phone battery drains and it turns off automatically. After that put it to charge, and press the power button. It may work after this.
* Finally, if you can't fix it with anything, you may need to uninstall the app and re-install it. Android usually restores all settings after you re-install and log into the app. You can see if that fixes it.
* Even in some rare cases, the re-install step also doesn’t work. If that is the case, try installing older versions of the app. Good luck!

**For any Issues regarding Qurio app or Examination,Kindly contact**

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