Technical Troubleshooting Techniques for MSRs

Member is unable to open app and complete enrollment after download (App crashes on open).

- Please verify that your member is running on a supported device.
- List of supported devices:
    - Android 64-bit - Android 6 and above.
    - iOS - 10.2 and above.
    - Windows - not supported.
- If they are on a supported version, please open a ticket with MemberPass support and provide the Make, Model, and Version Number of the device. Additionally, please instruct the member to navigate to the MemberPass settings within the app and click the 'Send Logs' feature. This will send error logs to our engineering team that they can review.

Member sees "Contact your Credit Union" after downloading the MemberPass App.

- This could occur if the member downloaded the MemberPass App without clicking the URL sent by your credit union in the MemberPass text invitation. Please have your member close the MemberPass App and click the URL specified in your text message. This will kick off the process for establishing a connection and issuing a credential from your credit union. *NOTE: If 20 minutes have passed since the text message was delivered, please restart the enrollment process.*

- If the message is still appearing after re-enrolling, then it is possible their network connection is preventing the process from starting. Please have them try a different network such as Wi-Fi or LTE.

- If the issue is still occurring, please instruct the member to open the MemberPass App and navigate to 'Settings' in the top left corner of the app. In Settings there is a 'Send Logs' button that you should instruct them to click. This will send any error logs generated in the app to our engineering team. Once the logs have been delivered, please open a Support Ticket with MemberPass and let us know the date and time (please include time zone) the logs were sent along with details about the device being utilized (Make, Model, Version Number, etc.).

Member is not receiving the question notification when attempting to authenticate them.

- This normally occurs if the member is on a network that is blocking connections to the MemberPass App. Please have them use a different network provider if possible.

Member is not receiving the SMS text invitation to download MemberPass.

- This can occur if the member's mobile carrier does not allow SMS short codes. Please open a ticket with MemberPass support and provide the member's phone number that they SMS text message is not arriving at. Our engineers can review the SMS logs to determine if there is an ERROR_RESPONSE being returned by their mobile carrier.

Push Notifications are not arriving to the member's phone.

- If push notifications are not arriving, please instruct the member to open the MemberPass App and see if the notification appears in the app interface. If it does and they did not receive a push notification, please walk them through steps for enabling push notifications on their device.

    - iPhone Devices:
        1. Navigate to Settings -> Notifications -> ON
        2. A list of apps that support push notifications will appear.
        3. Touch the MemberPass app to turn on notifications and choose your options.
        4. Sounds, Alerts and Badges can all be turned on or off individually.

    - Android Devices:
        1. Open the Settings on your android phone.
        2. Tap "Apps" or "Applications" to view a list of installed applications on your phone.
        3. Find and tap the "MemberPass" app.
        4. In the app settings page that appears, tap the "Notifications" category.
        5. Next, make sure the "Block All" setting is turned off.

Where can we see upcoming MemberPass releases?

- Release notes are published for MemberPass at the following URL: https://docs.google.com/document/d/1-IJJlUN8CagmXURVNu0YMUgYJYe1MnfpU4uUUs1XY40/edit

    We provide a 30-day notice to our credit union clients via a Release Communication when there is an upcoming release.

Where can I find the MemberPass FAQ?

- All MemberPass FAQs can be found on the MemberPass website listed below >>https://www.memberpass.com/faq/<<

My member has lost their device.

- When a member has lost their device, you should take steps to unenroll them from MemberPass through our core banking provider (IE: Symitar or Corelation, etc.)
- Once the member has received a new device, you can perform a fresh enrollment for them after you've gone through your standard KYC checks.

    NOTE: You may have a tailored version of the simulator and will need to use the URL provided. The remainder of the steps here will apply.

Member Controlled.
Privacy Driven.

An error is thrown in the core banking system when attempting to Enroll or Authenticate a member in MemberPass.

- Open a ticket with MemberPass and provide a screenshot of the error.
- If this issue is urgent and is affecting all members, please follow SEV-1 escalation procedures and contact the MemberPass on-call number. 720-706-8528

What to include when contacting MemberPass.

- Our top priority is to serve our customers and provide timely resolutions to issues being experienced while using the MemberPass product. Providing our technical support team with as much details as possible will allow us to troubleshoot your request quickly and accurately to in order to provide the quickest solution. Please refer to the example provided below that outlines the best information to include when contacting MemberPass.

  Subject: Brief Description of Issue (MemberPass Enrollments Failing for Member)

  Body: A detailed overview of the issue. Please consider the following information that would be helpful in our troubleshooting process when issuing a support ticket.

  - Is this issue reproducible? If so, please provide detailed steps for us to mimic the same behavior on our end.
  - Did this issue recently begin occurring or has it been ongoing? Please try to include time stamped information so we can refer to our build releases to determine if the issue began occurring as a part of an application release.
  - Is this issue occurring on multiple devices? If it appears to be isolated to a single device, then please provide us with the make and model of the phone encountering the issue.
  - Please include a screenshot or copies of any errors being displayed within the consumer or member interfaces.