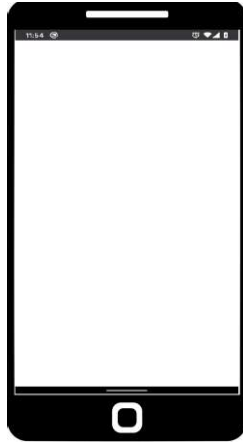


CenPoint Mobile App Not Loading on iPhone/iPad

Please Call CenPoint Support at (801) 478-6822 opt. 4 if you have any questions
Revised on February 28, 2020

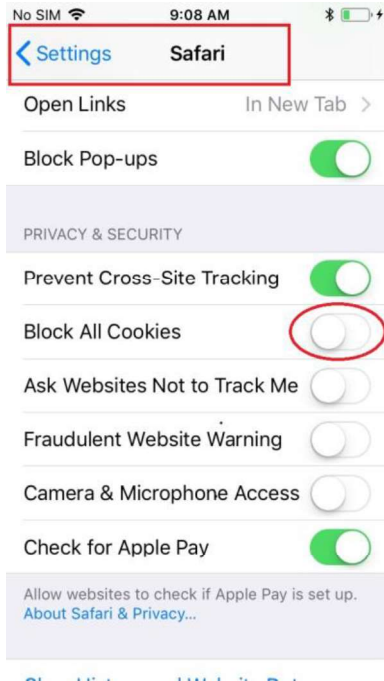
If you are not able to get past this screen when opening the mobile app on your iPhone/iPad try the following steps to solve the problem.



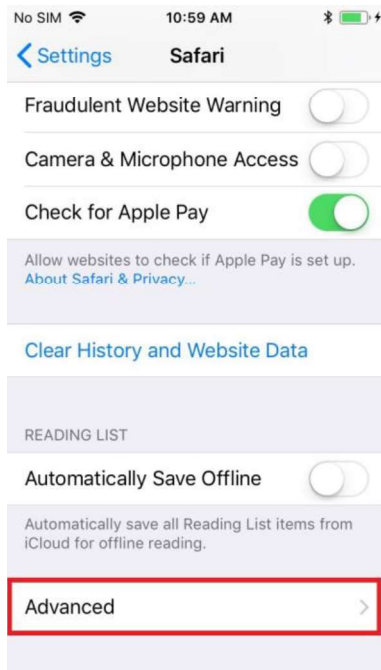
1. Make sure you are using the Safari search engine.
2. Go to your iPhone/iPad settings and find Safari



3. In Safari settings find Block All Cookies and check that the setting is "Off"



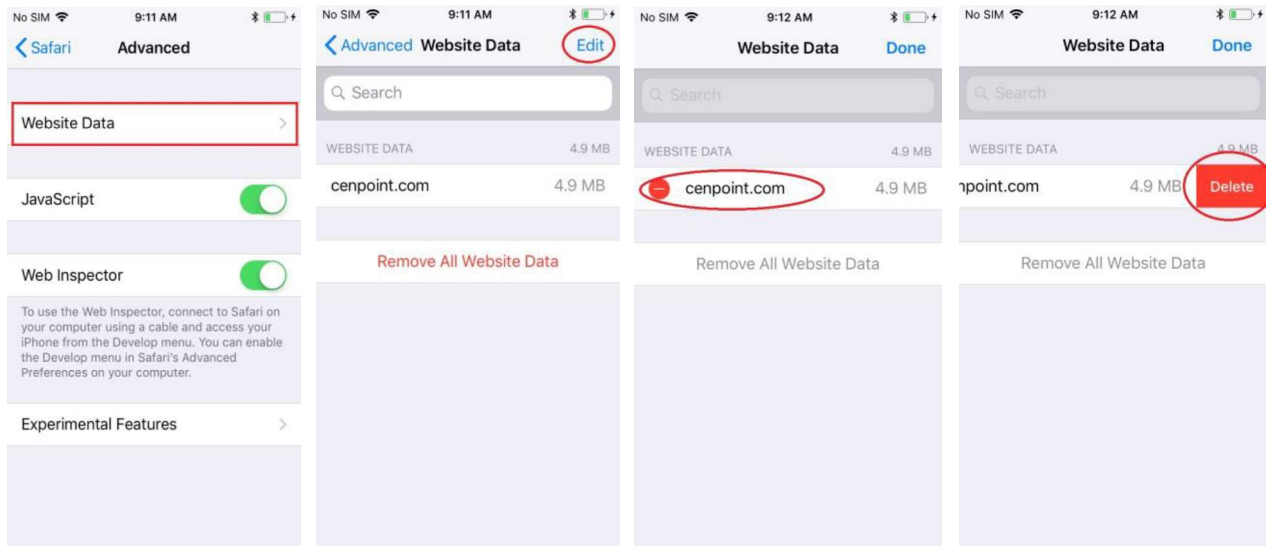
4. Under Advanced check that JavaScript is "On"



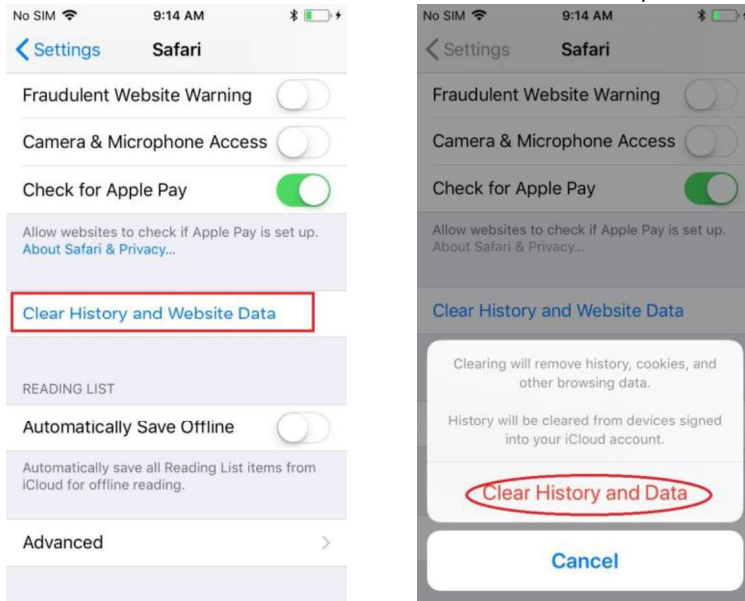
5. Now clear the history and website data by either:

a. Clearing just the Cenpoint Data

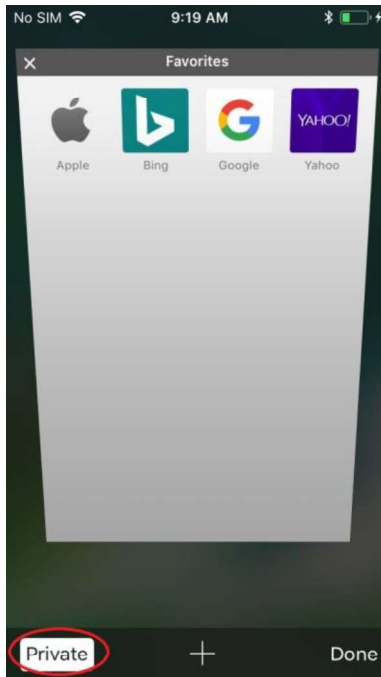
Go to Website Data-> Edit-> Find CenPoint in the List-> Select -> Delete



b. or Go Back one screen and Clear All the History



6. Finally, check if you are in Private Browsing Mode. CenPoint Mobile App Will Not work in Private Browsing Mode



7. If you are still unable to load the Cenpoint Mobile App, go home and enjoy a day off!! Just Kidding! Give us a call at 801-478-6822 Opt.4 and we'll be happy to help you.