Youth Services App—April 2022 Beta Version: Planned Improvements for the Youth Services App

The following issues have been observed but infrequently. If any occur, and the recommended solution is ineffective, please use the "Report Problem" button on the Settings page of the Youth Services App, or email *app@strategiesforyouth.org* with a description.

1) <u>Installation</u>: On a few occasions during installation, the operating system has indicated that it could not connect to ysa.strategiesforyouth.org. Restarting your device should clear that up, though in some cases there are firewalls that can block web locations. We are working on fixing this bug.

2) <u>Texting, Note, Suggestion, Report Problem, and Add Request</u> messages can be lost when the internet is inaccessible. Currently, once you press the send button and return to the prior page, the App will prompt you to try again when back on the internet. A future release will store any items that you have sent until you are back on the internet and will transmit them then.

3) <u>If the category and service load has a problem</u>, you will be prompted to press RESET which is available once the Find Services page appears. Until you press RESET your categories will contain no services. We are working on fixing this bug and expect it will be corrected in a future release.

4) <u>Pasting some text into the "Note", "Suggestion", "Report Problem", and "Add Request" message windows,</u> may not let you send the message immediately. If this happens make any trivial change (for example, add a space) to the text you pasted, then you will be able to send the message. This problem will be corrected in a future release.
- It is important to make the home screen icon for YSA without registering at that point, then to delete the YSA running in the browser, then to register from the YSA started by the Home Screen

icon. See the YSA instructions link for detailed installation and use instructions.

- Once you have YSA installed *do not* Log Out from the Settings page unless you need to change your department or email. You can close the app or simply let it continue in the background, and tapping the Home Screen icon will always open up YSA. If you Log Out from the Settings page you will need to register again.
- If you happen to register YSA in the browser, you should simply delete the browser version and install it properly as a Home Screen icon before registering.
- If you happen to delete your Home Screen icon you will need to set it up again. See the YSA instructions link for detailed installation and use instructions.

5) <u>Be careful when adding text</u> in certain cases—extra blank spaces may confuse the app--in particular, during registration entering your email address or verification code. This will be corrected in a future release.