Troubleshooting Guide for the UNEA Covid-19 Rapid Test Application and Website

This document serves as a guide for common issues encountered when using the UNEA COVID-19 Rapid Test app and website. **All users experiencing errors should redownload the app or use the web portal before continuing.**

⇒ The mobile app for Apple IOS phones can be downloaded from the Apple App store here.
⇒ The mobile app for Android phones can be downloaded from the App Center here.
⇒ The web portal is accessible at https://unea.unicc.org for participants preferring to report via a web browser or having challenges or concerns installing mobile apps on their phones.

Previous guidance has been published for participants using both the web version and the application versions, available below:

⇒ Download UNEA Covid-19 Rapid Test Mobile Application Manual
⇒ Download UNEA Covid-19 Rapid Test Web Manual

If you are still experiencing issues after redownloading the app and reviewing the above guidance, see below for solutions to other common issues.

Quick Links:

Common issues

Data mismatch: The data entered into the app and the website must match exactly to the data entered into the Indico registration system for UNEA. This includes:

⇒ UNEA Registration ID / Badge number
⇒ Passport /Kenyan ID /UN Index number.
⇒ Email: the email you enter in the app/web portal MUST match the email in the registration.

An email broadcast has been sent on Tuesday, 22 February 2022 from unep-enterprisesolutions@un.org to all in-person participants informing them of the:

⇒ UNEA Registration ID/ Badge number
⇒ Passport /Kenyan ID /UN Index number
⇒ The email address the email was sent to is the email that you registered with. Please use only this email in the app/web portal.

Please check your spam folders if you have registered but did not receive the email. If the Passport /Kenyan ID /UN Index number information in the email is blank, please contact the support team to have it recorded.

Scanning of UNEA registration badge:
In some cases, the app has difficulty reading the QR code on the plastic surface of the registration badge. In this situation participants are asked to either:

⇒ Use the QR code on the event pass that is sent from unep-registration@un.org confirming their registration. The event pass containing the QR code can be opened in a larger screen or printed to enable participants to scan it;
⇒ Type in the UNEA Registration ID/Badge Number; or
⇒ Use the web version (accessible here: https://unea.unicc.org)

Security settings on various smart phones:
Some smart phones have security settings that may not allow the download of the app from the unea.unicc.org website – particularly earlier versions of the Android. In these cases, the web version should be used, and a screenshot can be taken of the test result for use at entry points.

App updates:
Updates are issued regularly to squash bugs and update the app based on user feedback. it is recommended that users

⇒ ensure they have automatic updates enabled for the iOS app store, or
⇒ If automatic updates are not enabled, please check that you are using the most recent version of the app by clicking one of the two options below:
    o Apple App store here.
    o Android App here

Revert from app to web version if issues persist:
If a user encounters issues with the app it is recommended to revert to the web version, accessible here: https://unea.unicc.org.

Common error messages on the website:

"There has been an error, please try again later: The uploaded data is invalid".

This error message occurs when the data uploaded is mismatched between the data. Please refer to the Data Issues section.

Common error messages on the app:

For any error messages when using the IOS or Android app, please contact the hotline email or phone number, below.

Contact information:

It is recommended you use the email contact that allows the sharing of screenshots.

UNEA 5.2 ICT Hotline	Queries or concerns regarding Online/Mobile application reporting of COVID-19 rapid antigen tests	unep-enterprisesolutions@un.org	+254 20 7625299 +254 703 537368