1. **Getting Password expired error. How to reset the password in OASIS?**
   - OASIS and Installation portal shares the same credentials and Authentication process.
   - If OASIS is showing Password expired
     i. Please login into Installation portal and try login using old password, IP would prompt technician to reset the password.
     ii. If password lost/forget, Use the “Forget Password” link on Installation portal login page or OASIS login page to reset the password in IP followed by some security checks.
     iii. Once the password reset and login is successful in IP, then try the updated password in OASIS.

2. **I am having trouble login into OASIS or I am encountering “Invalid token - token not found” error.**
   - For any **Dish Installers login issues**, please call 888-332-3474 and select option 3 (Mobility Support Desk). If calling after 5 pm, please call 303-723-2222 for IT Support Group.
   - For others, make sure you have Internet connectivity for each first login after downloading the app.
   - Make sure the Installation Portal is operational by logging in via a web browser from same device.
   - Make sure your password has not expired. Passwords expire every 90 days. You must log into the Installation Portal via a web browser to change your password.
   - Avoid using special characters in your password.
   - **Note:** Installer account is different from Dealer/Distributor account and changing password for one will not change password for other.

3. **Sync issue - OASIS is not showing up my new work orders in home page**
   - OASIS will not sync past jobs, make sure FSO has been scheduled for current date or future.
   - Also make sure FSO is not closed/completed, cancelled, nor re-assigned. OASIS will sync only tentative/confirmed job schedules.
   - Make sure FSO has been assigned to same installer account# that is being used for OASIS.
   - Check with tech Dealer/Distributor for further help if any recent re-assigns or re-scheduling has been done.

4. **Data Loss - OASIS is not showing the FSO that was previously completed**
   Firstly, look for FSO’s in both previous schedules and then verify in All Records screen.
   - All records will list out all the work orders if any data saved/collection so far.
   - If any FSO has been deleted from records by accident – Not possible to recover it back. Once deleted, data is gone for permanent.
Would recommend to verify all information uploaded successfully in portal before deleting it from app.

**Safe step**: Whenever you complete an FSO, would recommend exporting all of the attachments to the device gallery to safeguard against data loss.

**Note**: Also storing too many old FSO’s would cause some strange storage issues in device, would recommend installers to do timely manual housecleaning/clean up in app to store only limited work orders.

5. I am having issues with uploading my FSO information (attachments) to the Installation Portal.
   - Make sure you have a stable and strong Internet connection (i.e., not 3G or 4G).
   - Make sure the Installation Portal is operational by logging in via a web browser.
   - Try to resubmit your upload. In the OASIS FSO workflow summary page, tap Clear Upload Status, and then tap “Submit Data to Server” to resubmit the FSO data.
   - If you are trying to upload multiple FSOs at once, try instead to upload one at a time.
   - If still all failing, use the “Export Attachments” option from Records screen to save all the attachments to device gallery.
   - Now, you can upload those manually through installation portal via browser.
   - If issues with Exporting, you can take screenshots of the individual attachment inside FSO and upload those screenshots manually to the Installation Portal via browser.

6. The LOS (Line of Sight) tool in OASIS is not functioning properly (e.g., the crosshairs are not moving correctly).
   - LOS interacts with native compass inside the device.
   - Firstly, device model should support native compass (should be installed by default).
   - If supported, compass can freeze in some exceptional cases. So, calibrate or heavy device shake can resume the Compass needle and LOS can work much better.

7. I am using an Android device and am having issues with its GPS functionality in OASIS.
   - Make sure you have location services turned on and “high accuracy mode” is enabled in the mobile settings.

8. I am using an iPhone 4/4s with iOS >8 and am encountering problems with the OASIS.
   - OASIS no longer supports the iPhone 4/4s.

9. I am unable to load a photo or am having other problems on the photo screen of OASIS.
• If you have already completed the Departure workflow, OASIS will lock some features. You need to re-arrive on same site to capture the photos.
• If you have multiple old FSOs stored on your device, this could cause memory issues with the app. Ensure all old FSOs are uploaded to the Installation Portal, then delete/clear them all from records screen.

10. I lost data when I switched to a secondary login.
• OASIS stores the information of only one user at a time. Switching to another installer login will erase the previous user’s data. OASIS warns you before it deletes the previous user’s data.

11. OASIS is consuming a lot of my cellular data.
• To upload, always recommended to use Wi-Fi network (i.e., not your cellular network – 3G/4G). Uploading attachments would kill your data if cellular used.

12. My device is not able to correctly scan barcodes.
• Barcode scanning in OASIS requires your device having a rear-facing camera with autofocus with at least 5-megapixel resolution.

13. I am not able to connect with the Terminal; on Wi-Fi/IDU page the status is Connection to IDU Failed & on Sat Info page – Ping Terminal & Query Pointing Statistics command is giving failed response.
• Go to the Sat Install page & tap on the Terminal icon, wait & it will open a pop-up saying “Terminal (IDU) is Unavailable, do you want to continue?” Tap on “Yes”.
• This will launch the Safari browser in the Phone & will try to connect with the terminal. Wait till the browser is able to connect with the terminal. Once the browser is able to connect & show you the terminal page. Come back to the OASIS app this time you will be able to connect with the terminal.

14. IOS certificate issue
• After downloading OASIS App on your device, please follow the below steps:
  • Open settings app on your Apple device.
  • Go to General option.
  • Then go to “Device Management”.
  • Select the "Hughes Network Systems, LLC" option that is coming in the Enterprise App section.
  • Tap on the option "Trust Hughes Network Systems" to validate the certificate.
  • Now open OASIS App to continue

15. IOS Camera issue
• Open Settings app of iPhone.
• Scroll down at the bottom to go to “HughesOASIS v5.0” settings.
• Give the permission to access “Photos” and “Camera” by turning ON the toggle button.
• Go back & use the OASIS App. Now user should see the camera view.
16. **Loading on photo screen after taking a picture**
- Close the application, even from the background
- Open application again and then open Config screen
- Change photo resolution to minimum
- Click on save button and then continue from photo screen for the job

17. **OASIS not loaded/installed successfully in my phone (Android only)**
- By default, web view updates are automatically handled by Android OS internally.
- But, some older phones require manual process, “Android System Web View” as shown in image below to be updated from play store.