



Tips for Troubleshooting the App

2 min

About the Resource

Are you experiencing issues with the Spark Driver™ App? Many issues can be resolved by making sure the app is the most recent version. We'll show you how.

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Check for Latest Version of the App

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Screen in the Spark Driver App

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Open the App Store or Play Store

To check on iOS:



Open the App Store.

Press your profile icon. Scroll to find the Spark Driver app and press **Update** if it appears.

To check on Android:



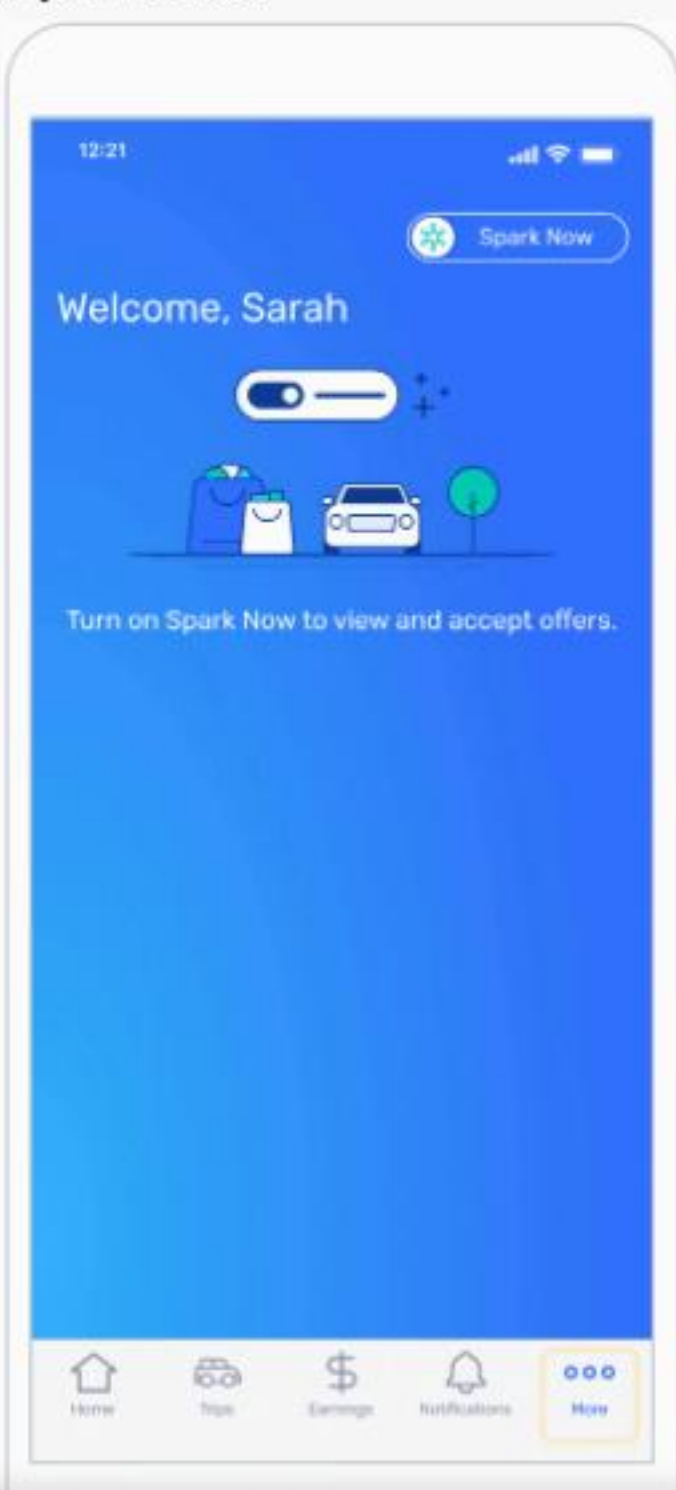
Open the Play Store. Press your profile icon.

Press **Manage apps & device**. Press **Manage** and then **Updates available**.

If the Spark Driver app appears, press **Update**.

Navigating to the Report Issue Screen in the Spark Driver App

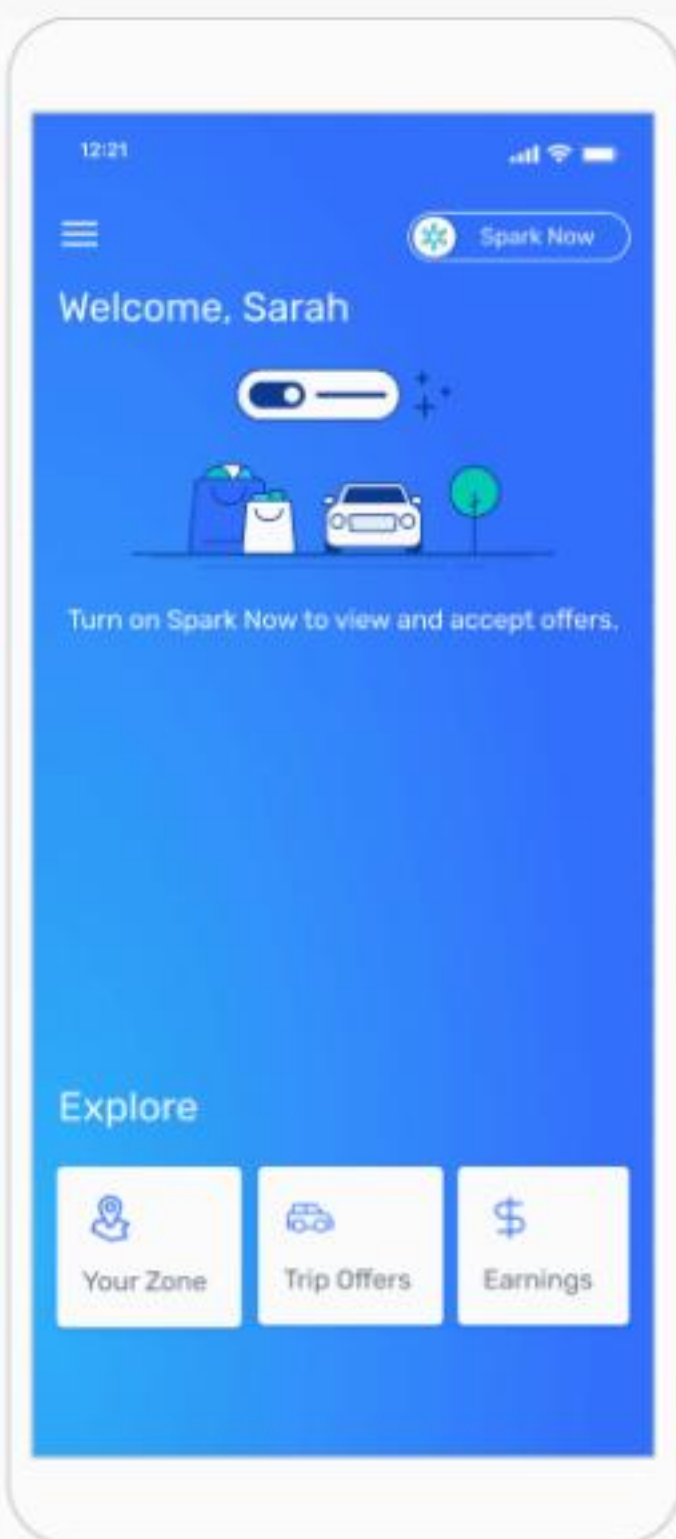
On the iOS home screen, press **More**.
Press **Report Issue**.



PREVIOUS

NEXT

hamburger icon. Press **Report Issue**.



Tap image to replay

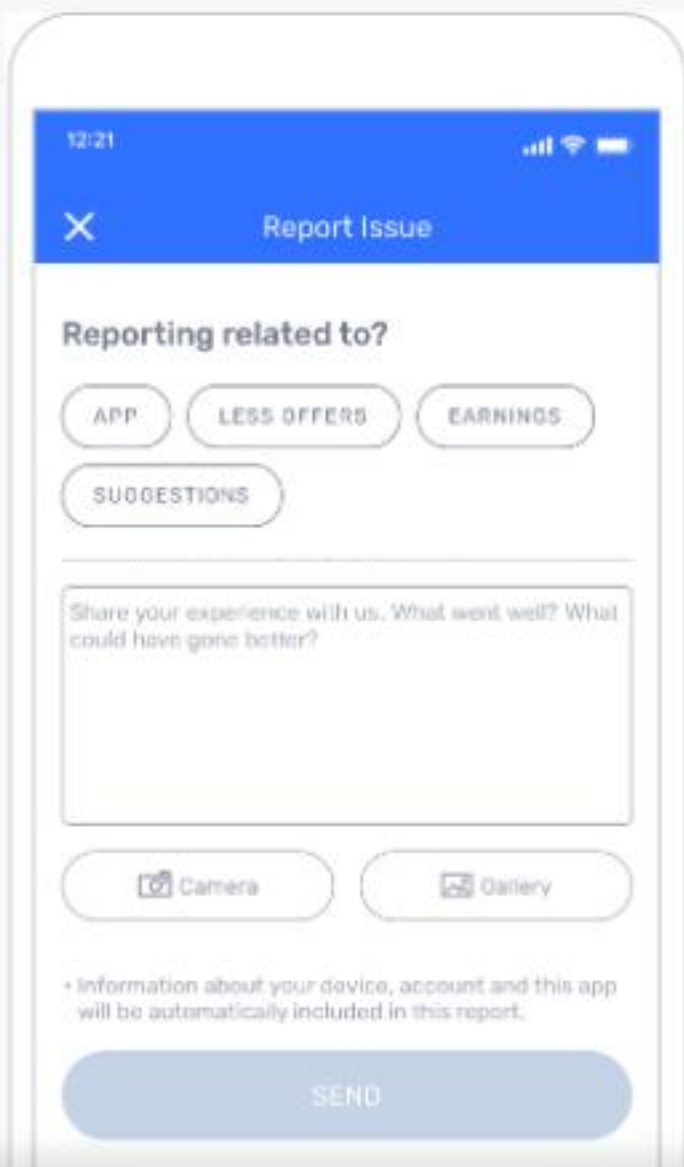
Report the Issue

Press **Report Issue**.

Select an issue category. Add a comment.

If you want, take or attach a photo of the issue you would like to report.

Press **Send**. Driver Support will reach out if more info is needed.



PREVIOUS

EXIT