



App issues

1 min

About the Resource

If your Spark Driver™ app isn't working, you can try these troubleshooting steps.

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Identify any potential issues

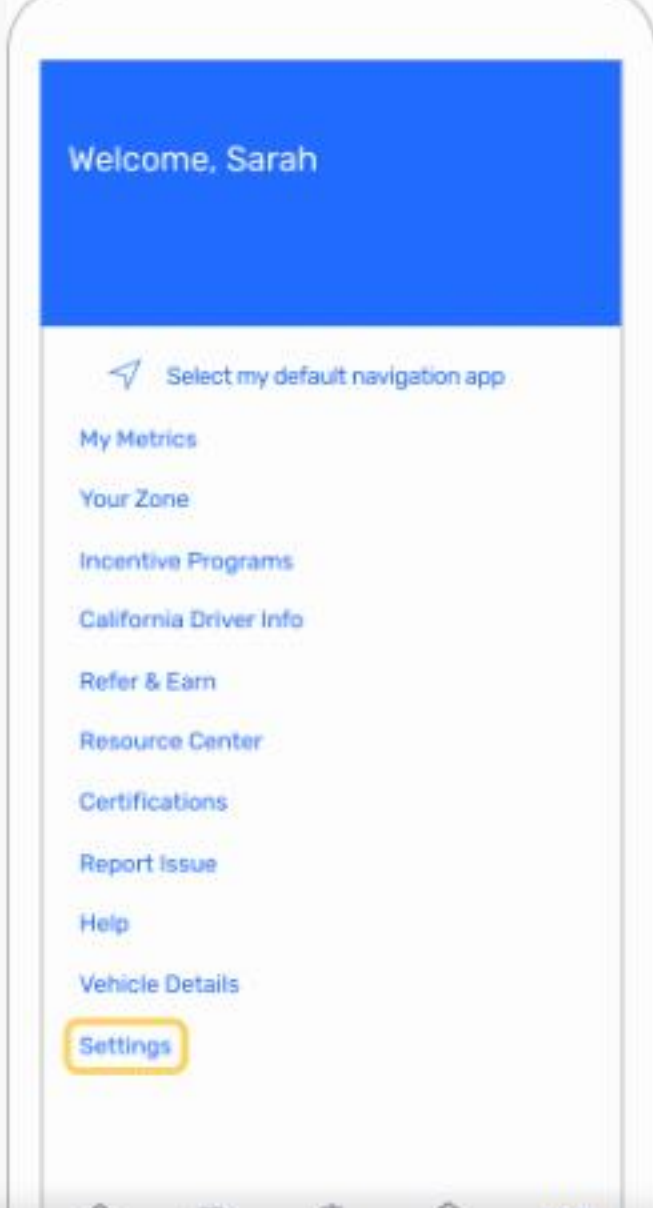
If your Spark Driver™ app isn't working as expected, you can try these troubleshooting steps to identify any potential issues:

- Make sure you're using the latest version of the Spark Driver app.
- If you're in a store, try connecting to the store's free Wi-Fi.
- Close and then reopen the app.
- Restart your device, if possible.
- Sign out of the Spark Driver app and sign-in.
- For GPS/location/navigation issues, uninstall the app, and download the latest version of the Spark Driver app.
- If *Spark Now* is disabled, be sure to check the banner for instructions on how to update your account information and/to resolve this issue. [Updating your driver's license and auto insurance](#) can help resolve this issue.

Troubleshooting - iOS

If you're not receiving notifications or offers on iOS, you can run these troubleshooting tests if you're having settings, notifications, or registration problems.

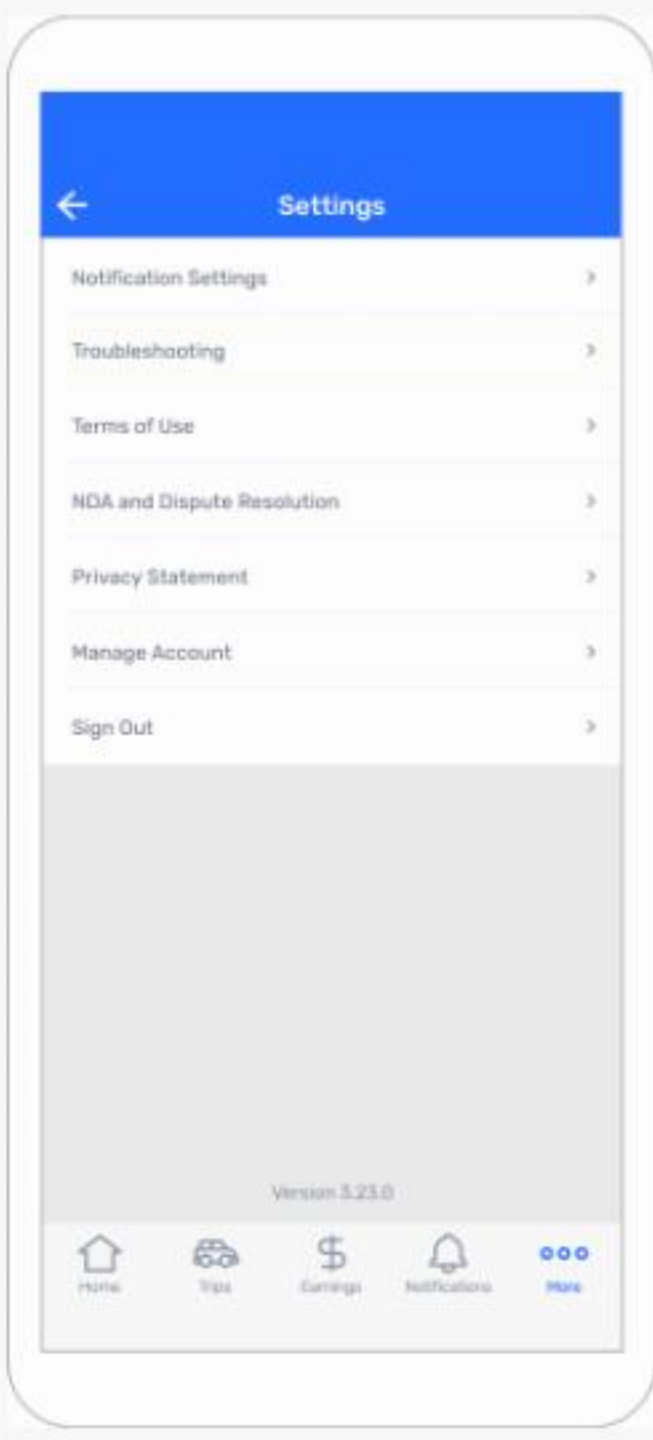
- Press **More** in the bottom-right, and then press **Settings** from the navigation menu.



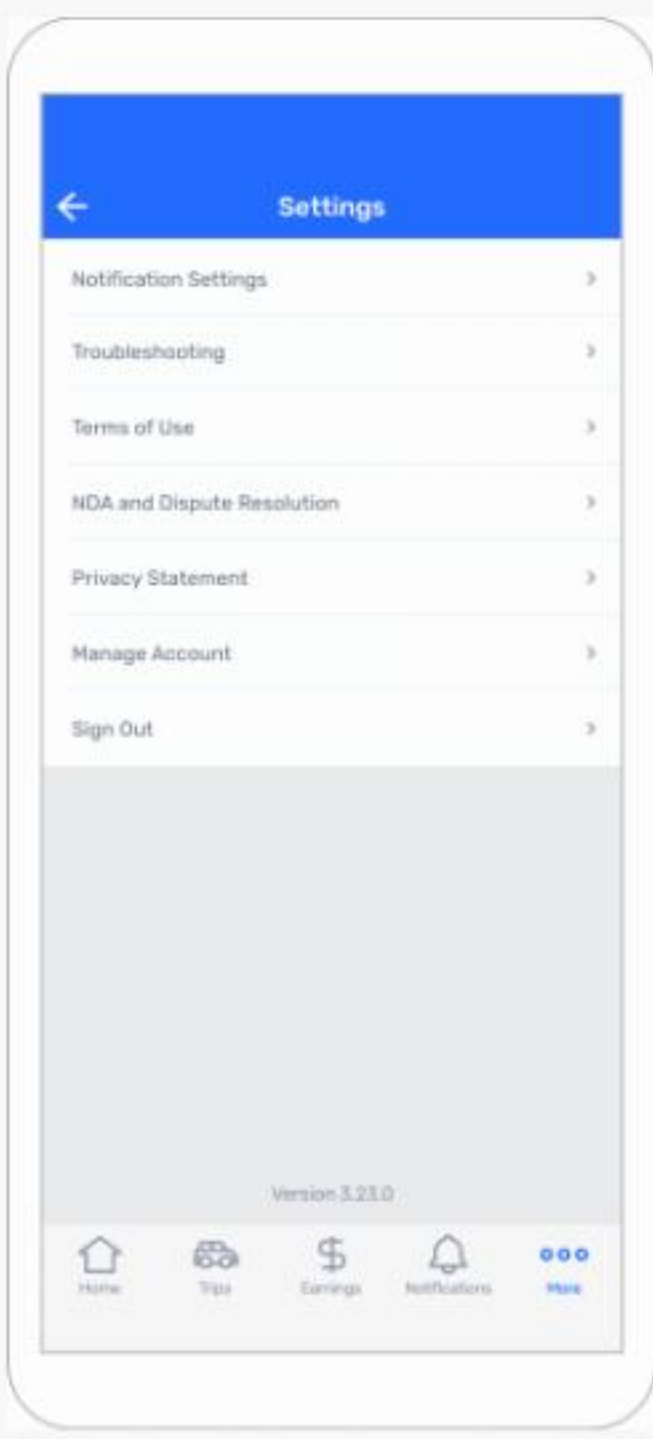
PREVIOUS

NEXT

- The *troubleshooting* menu is located in the *Settings* screen (as below).



- Select **Troubleshooting**
 - The app automatically runs the *Spark settings*, *Token registration*, and *Test notification tests*.
- You can press the **RUN TESTS** button to manually run the tests in case they don't run automatically
 - A test result notification displays.
 - If *Spark settings*, *Token registration*, and *Test notification* all have green checkmarks, your app is functioning correctly.

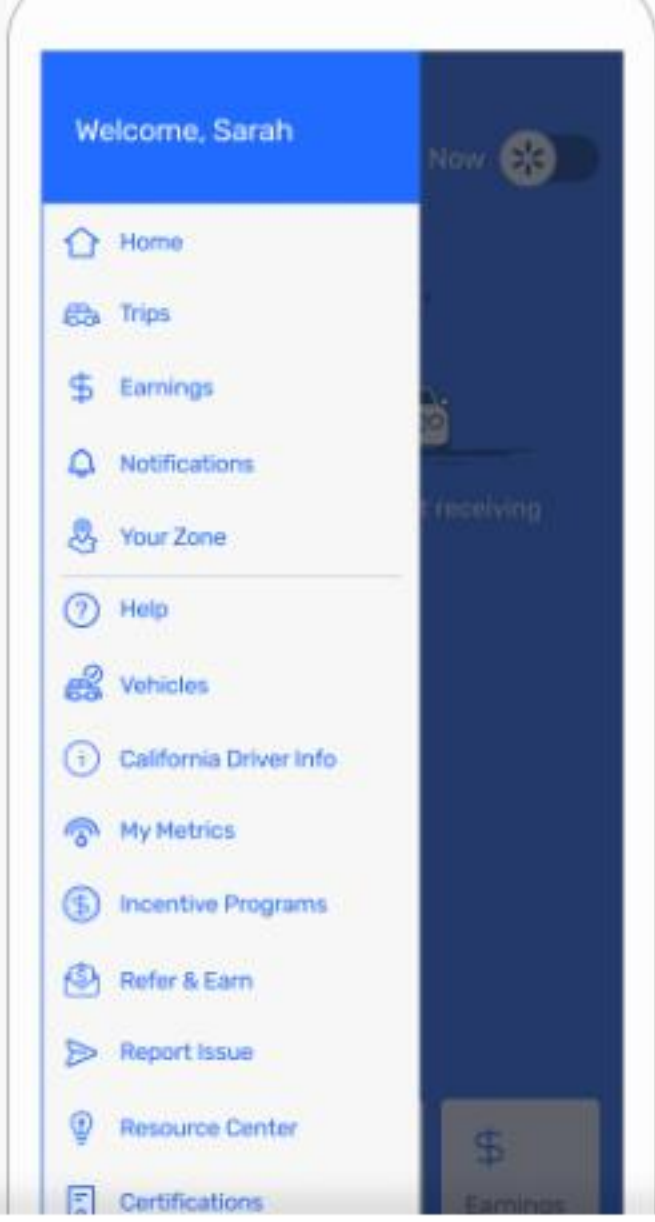


- If there is a red exclamation mark next to *Spark settings*, *Token registration*, or *Test notification*, you'll be provided with helpful information to resolve the issue.

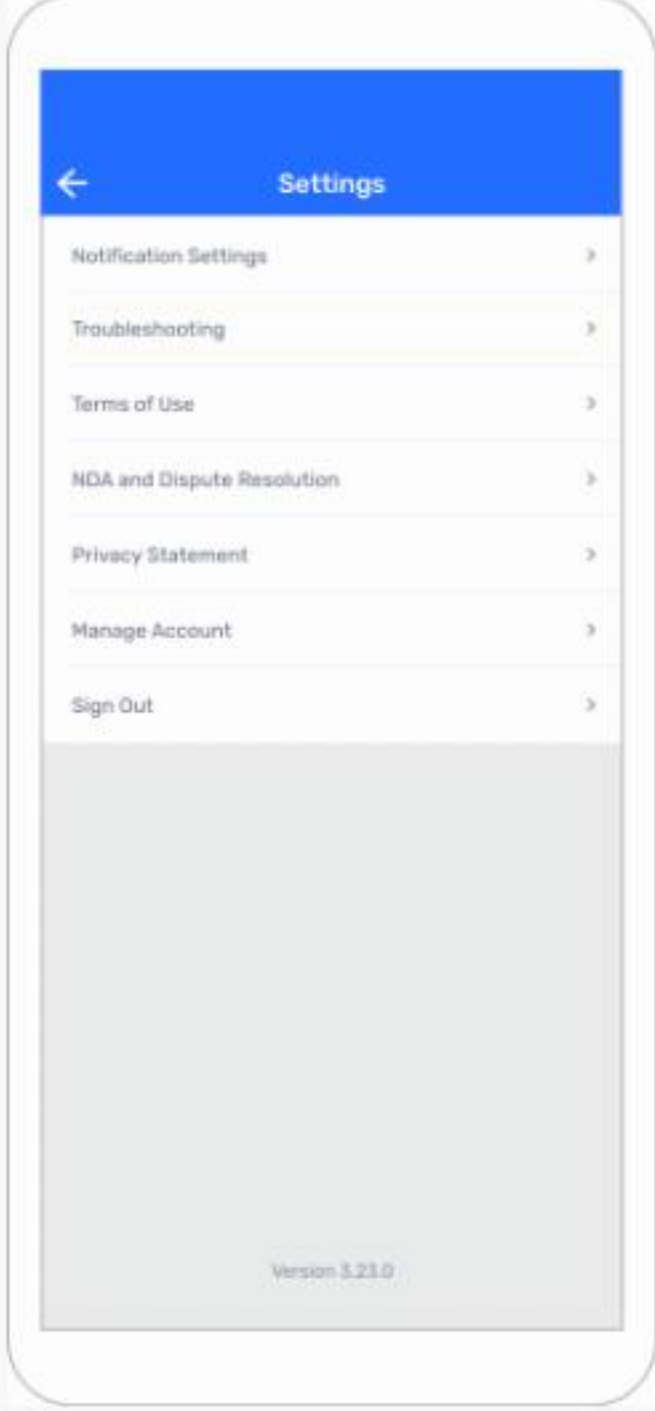
Troubleshooting - Andoird

If you're not receiving notifications or offers on Android, you can run these troubleshooting tests if you're having settings, notifications, or registration problems.

- Press the hamburger icon to open the side menu, then press **Settings**.



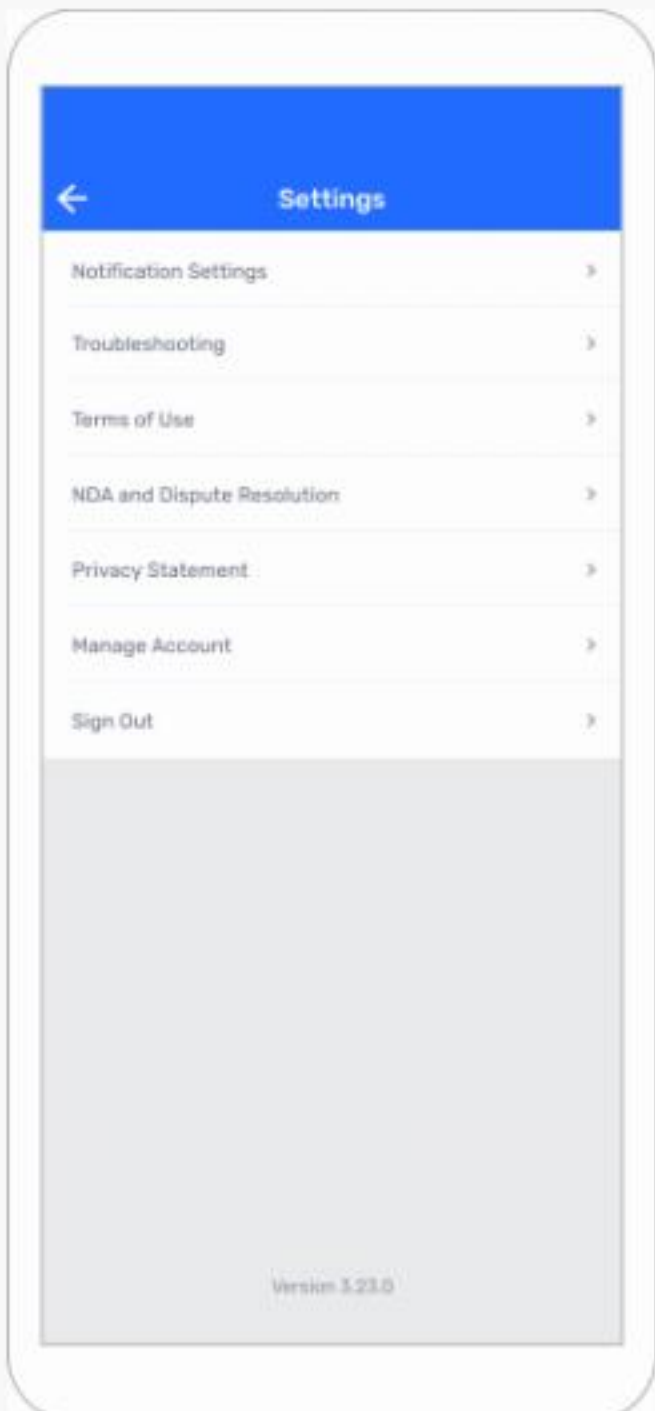
The troubleshooting menu is located in the **Settings** screen (as below).



- Select **Troubleshooting**
 - The app automatically runs the *Spark settings*, *Token registration*, and *Test notification* tests.

You can press the **RUN TESTS** button to manually run the tests in case they don't run automatically.

- A test result notification displays.
 - If *Spark settings*, *Token registration*, and *Test notification* all have green checkmarks, your app is functioning correctly.



- If there is a red exclamation mark next to *Spark settings*, *Token registration*, or *Test notification*, you'll be provided with helpful information to resolve the issue.