Brilliant Solutions BizApp™
Troubleshooting & Reporting App Issues:

Have an issue with your app? Follow these simple steps to help resolve the issue:

1. Ensure that your device operating system is up to date. This can be checked in your device settings. Install any update that is available there for you. Apple and Android are frequently updating their software and we work to stay current with all of their requirements, which if your device is not up-to-date, may cause problems in your app performance.

2. Ensure that you have the most current version of the app on your device. This can be checked by either going to the app store and check to see if there is an update waiting for installation, or by simply deleting the app and re-downloading from the app store.

3. Try the action you were doing again - if problem persists, then follow steps 1 – 3 below, submitting the issue and the about screen from your device. That will give us the best chance of duplicating the problem and solving it.

 If the above steps do not resolve the issue, then please send us the following:

1. Screenshot of the about device page from the device settings. Include your app username so that we can check your settings in our user list.

2. Explanation of what is happening, and what the your were doing when it happened (For instance, if selecting a video named "XYZ Video" in Learn More, then it would read: When selecting the XYZ Video in Learn More, the app shuts down and the video does not load or play).

3. Let us know that you have already tried steps 1-3 above. Confirm that you deleted the app from your device, and updated the app from the app store. There have been recent updates, and if a user has not loaded the new version, that could be what is causing the problem.

Submit the requested information to the following, and we will troubleshoot and get back with you right away! Thank you for your interest in the Brilliant Solutions App!

Email: BSGSupport@redmatmedia.com