

# Resetting TSI Connect PWA App Instructions for iPhone/iOS

## Common symptoms:

- App fails to open
- Only white screen visible after start up
- Login view not responding

## Cause of the issue:

TSI Connect's programme code that is installed and cached by iOS is either incomplete, corrupted, or cannot be loaded correctly.

Normally, iOS and the Safari web browser ensure that an app's programme code is always available in full and without errors. Occasionally, however, errors may occur in the operating system that cause this mechanism to fail and are not resolved automatically.

**This is a system-related issue and cannot be corrected by TSI.**

## Corrective actions

To restore normal functions, a reset of the cached data is required. Steps to execute such a reset are outlined on the right.

## Settings

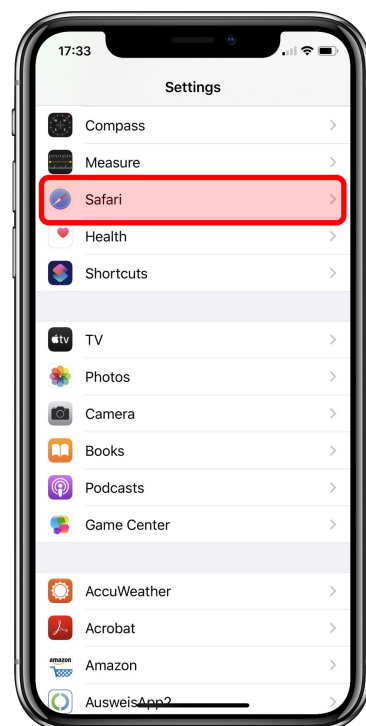
To reset TSI Connect, you need to clear History and Website data.

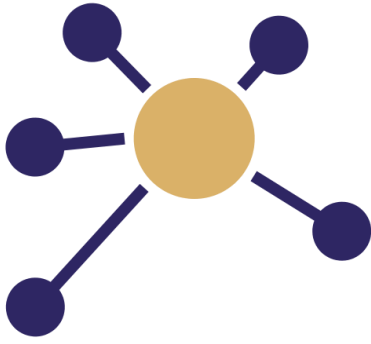
### 1. Open your iPhone's Settings



## Safari

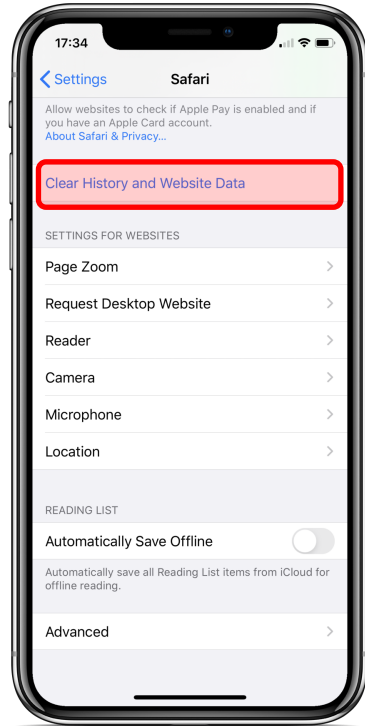
### 2. Select 'Safari' from the settings menu





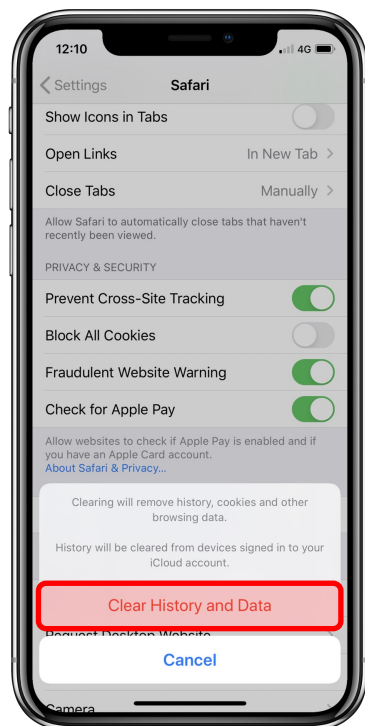
## Clear History and Website Data

### 3. Select 'Clear History and Website Data'



## Confirmation

### 4. Finally confirm deleting history and website data once again.



### Background:

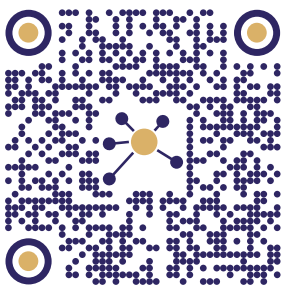
TSI Connect is a PWA (Progressive Web App) application and as such is an extension of the browser. For iOS, this is always the Safari browser which ensures that a complete copy of all app code is loaded and cached locally (=installation). The browser uses an internal cache for this.

This ensures that the app later works without any delays from loading resources as well as functions while offline. Updates and upgrades of the app are similarly performed in the background.

In rare cases, errors can occur during this synchronisation of programme code, especially with poor mobile phone connections, when using VPNs, web accelerators and other mechanisms interfering with the data transmission. The Safari browser is supposed to detect such issues automatically and start corrective actions such as reloading data on its own. However, this does not always work reliably.

### Your data will remain intact!

The current status of your data is automatically transferred again from the server.



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