**NDCF User Guide – Supplemental 1**

According to the NDCF Team, the following app issues are some of the most common reasons that NDCF users contact them.  Keep these tips handy, as most provide easy fixes.  However, the NDCF Team is available to help if app problems persist and for any other issue related to the NDCF.  Use any of these options: Visit [carseatcheckform.org](http://carseatcheckform.org/) (request support under Contact Us), email info@carseatcheckform.org, or call 844-573-6531.

**Can’t log in to the NDCF app the first time?** The beauty of the app is that no data connection (like WiFi) is needed, except when downloading the app from your device’s app store and during the initial login. Advise techs to download the app and do an initial login before arriving at the checkup location.  If they are car-side and can’t log in, they’ll need to wait until they have a data connection to log in for the first time.  (Note: We have successfully connected to a cell phone hot spot to overcome this issue while at a car seat check.)

**Suddenly can’t access the NDCF app?** If you have been using the app successfully and suddenly are locked out, it might be because you have recently recertified.  The certification system isn’t tied to the NDCF system, so, as CPSTs must do when setting up an NDCF account initially, they must supply the NDCF with an electronic copy of their new certification card each time they recertify.  To do this, log into your account at [*www.carseatcheckform.org*](http://www.carseatcheckform.org/)and select Update Profile from My Account.

**Checks don’t appear in your raw data?**Although entries can be logged into the app in locations with no data connection, a final step for each check is to select “Submit” from the app’s homepage once a link to WiFi (or other data connection) has been reestablished. The raw data should appear in your account as soon as you have successfully submitted the check.

**App won’t allow you to submit a check?**Sometimes an error message comes up when trying to use the app’s submit button. The NDCF Team says this can occur for a variety of reasons, which vary based on the network and device used.  Often, a simple solution is to log out of the app, log back in, and then push “Submit.”  In most cases, this “log out/log in” approach will clear the problem (much like rebooting a glitchy computer).  Since app issues can arise when a person stays logged in for a long period, it’s a good idea to log out when you are done using the app for a while. (You will not lose your data; if you need to wait to submit checks, the data will still be there when you log back in.)

Here is an example of an error message. From this homepage, there is no indication that the form isn't yet complete, and the error message does not make that clear.  In this case, it was a result of not completing the county field.

A request has been made to the NDCF team to provide more description with a code error meaning and/or additional list of error codes and meaning.

**Tablet won’t charge completely?**Reboot tablet.Press and hold the top button and the Home button at the same time. When the Apple logo appears, release both buttons.

To prevent the tablet from experiencing issues when charging:

* Be sure the connection is secure and the case is not interfering
* Don’t use your tablet while charging
* Only use the power cord that came with the tablet
* Plug directly into an outlet instead of a power strip
* Haven't turned your iPad off in a while? Shutting it down every now and then can fix bugs and glitches that may be affect charging. To turn it off, tap Settings > General > Shut Down, then use the slider at the top.

**To speed up charging on your tablet.**

* TURN ON AIRPLANE MODE WHILE CHARGING

Putting your iPad in Airplane Mode while it's charging turns off features like Wi-Fi and Bluetooth®, which saves battery and may result in faster charging.

To turn it on, swipe down from the top-right of the screen to open the Control Center, then tap the airplane icon.

* TURN OFF ACTIVE DOWNLOADS

Make sure you're not downloading or updating apps or software while your iPad is charging.

* DECREASE THE SCREEN BRIGHTNESS

Keeping your screen bright can run down the battery. To decrease the brightness, tap Settings > Display & Brightness, then use the slider to turn it down.

* CLOSE UNNECESSARY APPS

Check to see if you have a lot of applications open by swiping up and to the right from the bottom of the screen. Closing apps will help you use less battery so your iPad can charge more quickly.

* DISABLE BACKGROUND APP REFRESH

Turning off this feature can save battery and speed up the charging process.

Tap Settings > General > Background App Refresh.

Tap Background App Refresh, then tap Off.

**Using seat checks for seat sign-offs?**Be sure to add the CPST Instructor/Proxy name as *additional technicians attending.*

**Conducting a check by appointment and not affiliated with an agency?** Select *No Agency* for individual appointments.

**Staffing a car seat check event?** Ask host agency what you should select for *Agency*; or if you need to add a partner name in *Event/Inspection* field.

**Error messages when submitting a check?** The errors show up in a red box. You must go back into the form and fix/input any data.

**NDCF PROGRAM WILL BE DOWN ON 10/3/22 and 10/4/22.**

If your tablet is not set to auto update, be sure you check for updates to receive the revised version of the NDCF check sheet. You can also find the form at

Version 7.0 is the form which must now be used.

**HAVE FEEDBACK FOR THE NATIONAL DIGITAL CHECK FORM?**

Sign in to the NDCF site; Contact Us; Provide Form Feedback.

Include your name in the description field and a phone number.