

***FITNESS EVALUATION SYSTEM
TECHNICAL TROUBLESHOOTING***

Issue / Problem	Possible Causes	Possible Solutions
Device does not turn on...	LAPTOP • Socket / Outlet • Power Adapter	• Check that all power cable connections are secure.
	LAPTOP • Battery issue	1. Remove the bottom cover and release the clips securing the battery. 2. Pull the tab to remove the battery. 3. Hold down the power button. 4. Replace the battery and try to turn the power on again.
	LAPTOP • Motherboard issue	• Contact CFMWS IT.
	ROUTER • Switch	• On / Off switch is located on the side near the top antenna.
	ROUTER • Switch	• The power bar also has an illuminated power switch.
	ROUTER • Power supply loose	• Ensure the adapter is firmly pushed into the socket behind the laptop.
	ROUTER • Hardware failure	• Contact CFMWS IT.
	iPad • Battery	• Connect to a charger – ensure the USB charger is firmly in the socket beneath the laptop.
	iPad • Hardware Failure	• Contact CFMWS IT.
	AIRCARD • Power supply loose	• Properly shut down the system and re-launch the software. If the software still does not auto launch, contact CFMWS IT.

TOOL 3

Issue / Problem	Possible Causes	Possible Solutions
Device does not turn on...	AIRCARD <ul style="list-style-type: none"> Power supply cord loose 	<ul style="list-style-type: none"> To verify, select the FORMeFIT shortcut from the desktop.
Software does not auto launch	LAPTOP <ul style="list-style-type: none"> Did not shut down properly 	<ul style="list-style-type: none"> Properly shut down the system and re-launch the software. If the software still does not auto launch, contact CFMWS IT. Select the FORMeFIT shortcut from the desktop.
	iPad <ul style="list-style-type: none"> Did not shut down properly 	<ol style="list-style-type: none"> Select the "Extras" folder from the home screen. Select FM GO, and then Hosts. Select FORMeFIT.
Connectivity (Devices are not communicating with each other)	iPad <ul style="list-style-type: none"> Single iPad not connecting to router 	<ul style="list-style-type: none"> Turn iPad off / on or wait for a Wi-Fi symbol in the top-left corner of the iPad. Go to Settings and select Wi-Fi to see if it is connected to the same network as the other iPads. Contact CFMWS IT.
	iPad <ul style="list-style-type: none"> No iPads are connecting to router 	<ul style="list-style-type: none"> Check the network cable connection from the laptop to the router. Switch the router radio button off / on (top left covered by foam). Turn the laptop off / on. Contact CFMWS IT.
	AIRCARD <ul style="list-style-type: none"> Disconnected 	<ul style="list-style-type: none"> Check the power supply. Check USB connections on the aircard.

Issue / Problem	Possible Causes	Possible Solutions
Connectivity (Devices are not communicating with each other)	AIRCARD <ul style="list-style-type: none"> • Reception 	<ul style="list-style-type: none"> • Move the kit away from potential interference. • Attach external antenna. • Contact CFMWS IT.
	NETWORK <ul style="list-style-type: none"> • Maintenance • All connectivity down 	<ul style="list-style-type: none"> • Wait 10 minutes for update. • Postpone the event or switch to manual entry of data and validate once connectivity has been re-established. • Contact CFMWS IT.
Unable to access reservation website	BROWSER / 9Link <ul style="list-style-type: none"> • Unsupported • Incorrect Link 	<ul style="list-style-type: none"> • Use Internet Explorer 11 or Chrome • https://formefitreservation.cfmws.com
	ACCOUNT <ul style="list-style-type: none"> • Forgotten Password 	<ul style="list-style-type: none"> • Select the “Forgotten your password” link on the login screen, enter email address and wait for an activation email.
	ACCOUNT <ul style="list-style-type: none"> • Forgotten / not receiving email 	<ul style="list-style-type: none"> • Contact CFMWS IT.
	ACCOUNT <ul style="list-style-type: none"> • Deactivated 	<ul style="list-style-type: none"> • Contact Local PSP (Manager, Fitness and Sports / Fitness Coordinator) to activate account or grant access to new location. • Contact PSP HQ.
	ACCOUNT <ul style="list-style-type: none"> • Limited access 	<ul style="list-style-type: none"> • Contact Local PSP (Manager, Fitness and Sports / Fitness Coordinator) to grant access to new location or Dept (UIC). • Contact PSP HQ.
	NETWORK <ul style="list-style-type: none"> • Maintenance 	<ul style="list-style-type: none"> • Wait 10 minutes and try again. • Contact CFMWS IT.

TOOL 3

Issue / Problem	Possible Causes	Possible Solutions
Unable to add CAF personnel	EVENT <ul style="list-style-type: none"> Already conducted 	<ul style="list-style-type: none"> Check the date of the event.
Unable to find CAF personnel	BASIC SEARCH <ul style="list-style-type: none"> Restricted to conditions of event 	<ul style="list-style-type: none"> Try the Advanced Search function to find additional CAF personnel (Reg / Res – Other Wing / Base, etc.).
	ADVANCED SEARCH <ul style="list-style-type: none"> Other evaluations 	<ul style="list-style-type: none"> Select Eval Type to add participants who require a FORCE Eval, but usually perform a different trade-specific evaluation.
	ADVANCED SEARCH <ul style="list-style-type: none"> Event restrictions 	<ul style="list-style-type: none"> Remove filters and search by partial Surname and / or partial SN#.
	DND HRMS Data Error	<ul style="list-style-type: none"> Contact HRMS or Local Orderly room to update info. CAF personnel can still be scheduled and evaluated. Participant Info (including D.O.B) can be corrected to ensure an accurate debrief but will not upload to DND until the error has been resolved within HRMS and re-validated.