

Appendix 2: DigiVis Trouble Shooting Guide



English is not my first language and I don't understand the video

Visit <https://www.youtube.com/watch?v=thq5zZji3sg&t=5s> . Press  then select Subtitles / CC the auto-translate and choose your language.

The login code won't work

You need to log in to the www.digivis.org website on both devices using the login code you were given by the requesting healthcare professional or organisation before you can move to the next step. The device will generate a random 6 letter code – this is the test-code – this needs to be typed into the other device to make them work together once you are logged in.

When I put in the test-code, a blue circle appears but nothing else happens

First, check that you have put in the correct 6 letter test-code. If you have, something is blocking the two devices from linking with each other over your internet connection. This could be a firewall or security setting on the wifi, these are common in institutions like schools or hospitals. You can ask the IT department of the institution to approve the website or find another internet connection.

The camera won't work on my handheld device / no green square appears

Some smartphones and non ipad tablets have camera settings which cannot use the distance measuring system. If you can't use the automated system, you will need to manually measure the 2 metre distance with a tape measure. It is important that you **don't guess** the distance between you and the distant device display because this will make the test inaccurate.

I can't start the vision test itself – I just get the blue circle

The blue circle means that the distant device is waiting for you to start something on your handheld device. To start the test you need to choose which eye you will test first and press "Test".



Once you have covered the other eye and are ready for testing, you then need to press the green "Start test" button. You may need to scroll down on your smartphone to see this.



I can't see my result – I just get the blue circle

You need to click the yellow button when you have finished testing to see the

