

How to Service a Vitalacy Kiosk

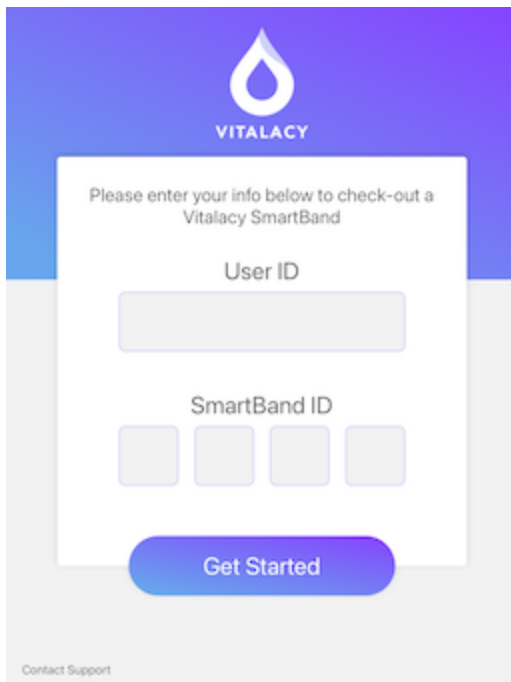


Vitalacy Specialist
2 days ago

Vitalacy utilizes iPads to allow staff members to check-in and check-out their SmartClip or SmartBand. This article will assist with troubleshooting the Vitalacy Kiosk:

Is the iPad on?

Your Vitalacy Kiosk should be on, showing the screen below, at all times. If you approach the Kiosk and do not see the 'Check-out' screen (or a variation of it), follow the steps below:



A. Kiosk is Dead/Unplugged: While it may not happen often, it is possible for your Kiosk to be unplugged, causing the iPad's battery to drain. If this happens, check the wall outlet where the Kiosk is plugged in to make sure that the plug is secure in the outlet.

B. Kiosk is on, but I can't Click Anything: Sometimes the iPad can get stuck in a loading loop. This can be caused by facility Wi-Fi connection issues and requires a soft reset for the iPad. If this is the case, please continue to the next section.

Resetting the Kiosk iPad

There are some instances where a soft restart will resolve interruptions in staff experience. To reset the Kiosk iPad, follow the steps below:

Step 1: Unlock the Kiosk

Each facility should have a set of Kiosk keys that will unlock the metal enclosure to allow you to service the iPad. Insert the key into the side of the Kiosk with the lock and twist until the locking mechanism pops out.

If you do not have a set of Kiosk keys, please contact Vitalacy Support at help@vitalacy.com.



Step 2: Unplug the iPad

Once you have unlocked the Kiosk and have access to the iPad, unplug the device from its charger.

Step 3: Soft Reset

Press and hold the Home and Power buttons simultaneously until the Apple logo appears.

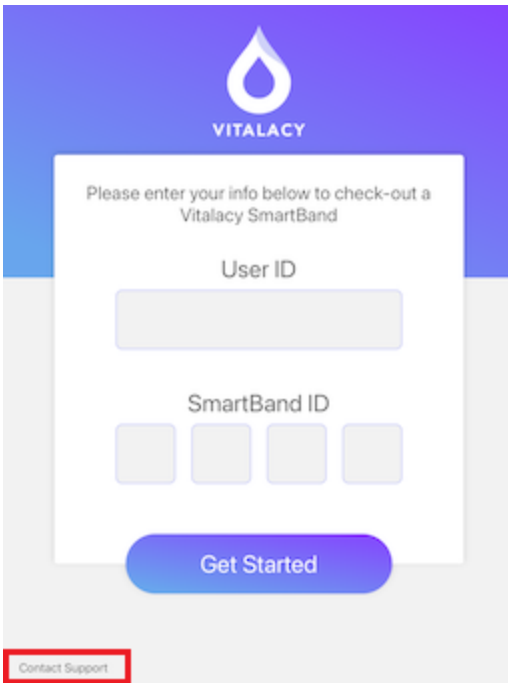


Step 4: Lock Kiosk

If you have followed all of the steps above, please place the iPad back into the Kiosk, plug it back in, and lock the Kiosk back. To lock the Kiosk, simply close the cover then press the locking mechanism back into the lock.

Step 4: Troubleshoot

Now that the iPad has been soft reset, you should be able to use the Kiosk to check-in and check-out a SmartClip or SmartBand. If you are still experiencing issues, please contact Vitalacy Support at help@vitalacy.com or use the 'Contact Support' option in the bottom left of the iPad's screen:



The image shows a registration form for the Vitalacy SmartBand. At the top, there is a blue header with the Vitalacy logo (a white drop shape) and the word "VITALACY" in white. Below the header, the text reads "Please enter your info below to check-out a Vitalacy SmartBand". The form contains two input fields: "User ID" (a single wide box) and "SmartBand ID" (four separate boxes). A blue "Get Started" button is positioned below the input fields. In the bottom left corner, there is a small red-bordered box containing the text "Contact Support".

Contact Support

For continued help and support, please contact us at help@vitalacy.com 😊