



Troubleshooting Tips for Users

VisitorTap may prompt questions when churches are getting started with this new technology. To make things easier, we've included some quick troubleshooting tips to help leaders and volunteers resolve common issues right away.

If a Tap product isn't opening any link on a phone:

1. **Confirm that the user can access any webpage or app:** If the user's cellular service is weak inside the building and no Wi-Fi connection is available, they won't be able to open any link on their phone — whether from a QR code or a Tap link.
2. **Hold long enough:** Ensure the person holds their phone against the tap card for at least 2-3 seconds.
3. **Adjust Phone placement:**
 - **iPhone:** The NFC reader is located near the top of the device —so hold the top of the iPhone to the tap card.
 - **Android:** The NFC reader varies by model, but is often near the center or back. So hold the center back of the phone to the tap card.
4. **Check NFC settings:**
 - Make sure NFC is turned ON in the phone's Settings. (If user has tapped to pay before then NFC chip is turned on)
 - Many Android phones have the NFC chip turned OFF and need to be turned on.
 - If it's off, toggle it on and try again. Visit [How to Turn On NFC on Your Android Phone](#) for more information.

If the phone displays an error message:

This means the destination (URL box or TapTree) was not set up in the VisitorReach Dashboard. The church staff must [Log in to their Dashboard](#) and set the destination link correctly.

More Troubleshooting Tips

Find additional help in our Knowledge Base:

[Connect.visitorreach.com/help/tap-troubleshooting-for-churches](https://connect.visitorreach.com/help/tap-troubleshooting-for-churches)