# TytoCare | Platform Troubleshooting

1. User exceeded login attempts, "Login failed - Your account is temporarily locked".

   - User will be temporarily locked out of the application for 2 minutes.

   - After 2 minutes, attempt application login using the provided login credentials.

   - To view the password entered, select the icon to the right of the password field (see images below).
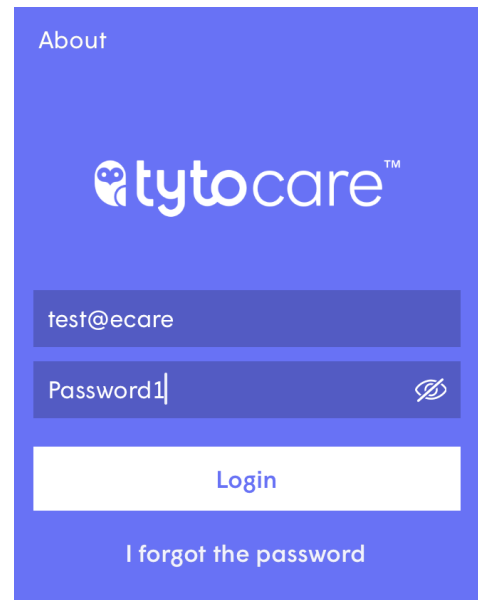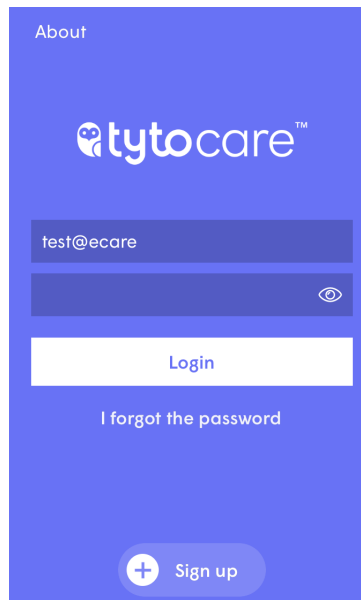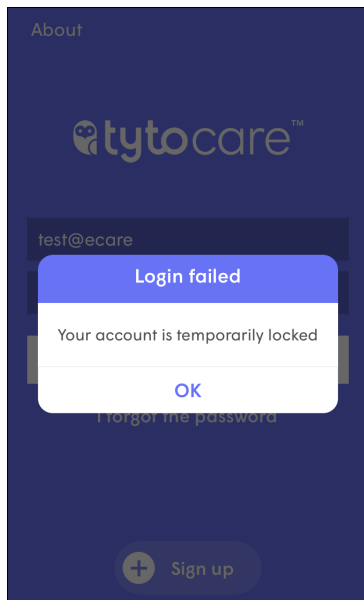
2. I cannot hear the provider.

   - On the side of the iPad, locate the volume control button and ensure the volume is turned up.

   - If user is still unable to hear the provider, contact the eCare team to facilitate troubleshooting.

3. I cannot log into the TytoCare application.

   - Confirm the iPad is connected to the internet.

   - Confirm the TytoCare username and password is accurate. See 'User Login Instructions' located on the cart to confirm.

   - Force close the TytoCare application by swiping upward from the bottom of the screen followed by swiping the TytoCare application upward to push it off the screen.