

RxFiles Plus App for Apple Devices: iPad, iPhone FAQ & Troubleshooting

Installation of App

- Go to iTunes store
- Ensure you have signed in with the Apple ID used to purchase the app via iTunes store on your device.
 - Note, if your Apple ID is not recognized, go to the bottom of iTunes store and look for option to sign-out; and then sign back in to your Apple ID
- Search and download/install the RxFiles Plus App from the App Store on your device
 - Once the app has been downloaded, you can use the trial version at no charge
 - To access full RxFiles app, you must do an in-app purchase via the subscribe button or purchase/restore within the app.
 - If at any point the RxFiles app does not work, you can delete and reinstall via the App Store without being charged again (as long as your subscription is still valid).
 - NOTE: depending on your internet speed, it may take a several minutes to download the full App.
- If you have multiple devices with the same Apple ID, you will be able to install the app to all devices without extra charge.

Can I print from the RxFiles App?

- The app data consists of image files, and is not in pdf format like the online version.
- However, printing may be possible by capturing the image on the screen (simultaneous use of home and on/off button) and printing via a printer app such as “WePrint” to a wireless or network printer.

App Related Links:

Working with Apple Auto-renew:

<http://www.rxfiles.ca/rxfiles/uploads/documents/Auto%20Renewal%20Opt-Out.pdf>

Requesting an app refund from Apple iTunes:

<http://www.rxfiles.ca/rxfiles/uploads/documents/To%20request%20a%20refund%20for%20the%20RxFiles%20App.pdf>