

## **RxFiles 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 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.

### **Is online access provided with purchase of the app?**

- Unfortunately, it is not possible to provide online access with the app.

### **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>

#### **RxFiles Apps - Info/Links on Website**

<http://www.rxfiles.ca/rxfiles/uploads/documents/RxFilesApps-WebInfo.htm>