



# eC-Card Fault Report

Device Details	
Make (eg Samsung, Apple):	Model (eg S7 / iPhone6s):
Connection type being used:	
Operating System (eg Android 7.1.2 / iOS 11.4.1):	
Mobile Operator:	
Amount of Free Memory*:	

Error Details	
What were you (user) trying to do when the error occurred?	
What did the App do when the error occurred?	
Where you (user) doing anything such as pressing buttons etc?	
What does the App do (eg Closes completely / shows error message / freezes):	
Had the App worked successfully previously?	

Specific Details	
Please provide any detail that may help the investigation such as a screen shot etc:	

Print Name:	Date:
Contact details:	

Please return for to: [provide.essexsexualhealthservice@nhs.net](mailto:provide.essexsexualhealthservice@nhs.net)

## Quick guide\*

On an **Apple** device:

From Home go to **Settings > General > About**. This screen displays several pieces of information

- ▶ **'Version'** will give the software version number
- ▶ **'Carrier'** will confirm the network operator
- ▶ **'Capacity'** confirms total memory
- ▶ **'Available'** confirms free memory space available

On an **Android** device:

From Home go to: **Settings > About device > Software info**. Top item gives Android software version.

From Home go to: **Settings > Storage**. Lists 'Total Space' for total memory of the phone, 'Available Space' is memory available.

From Home go to: **Settings > Mobile networks**. Network operator confirms carrier.