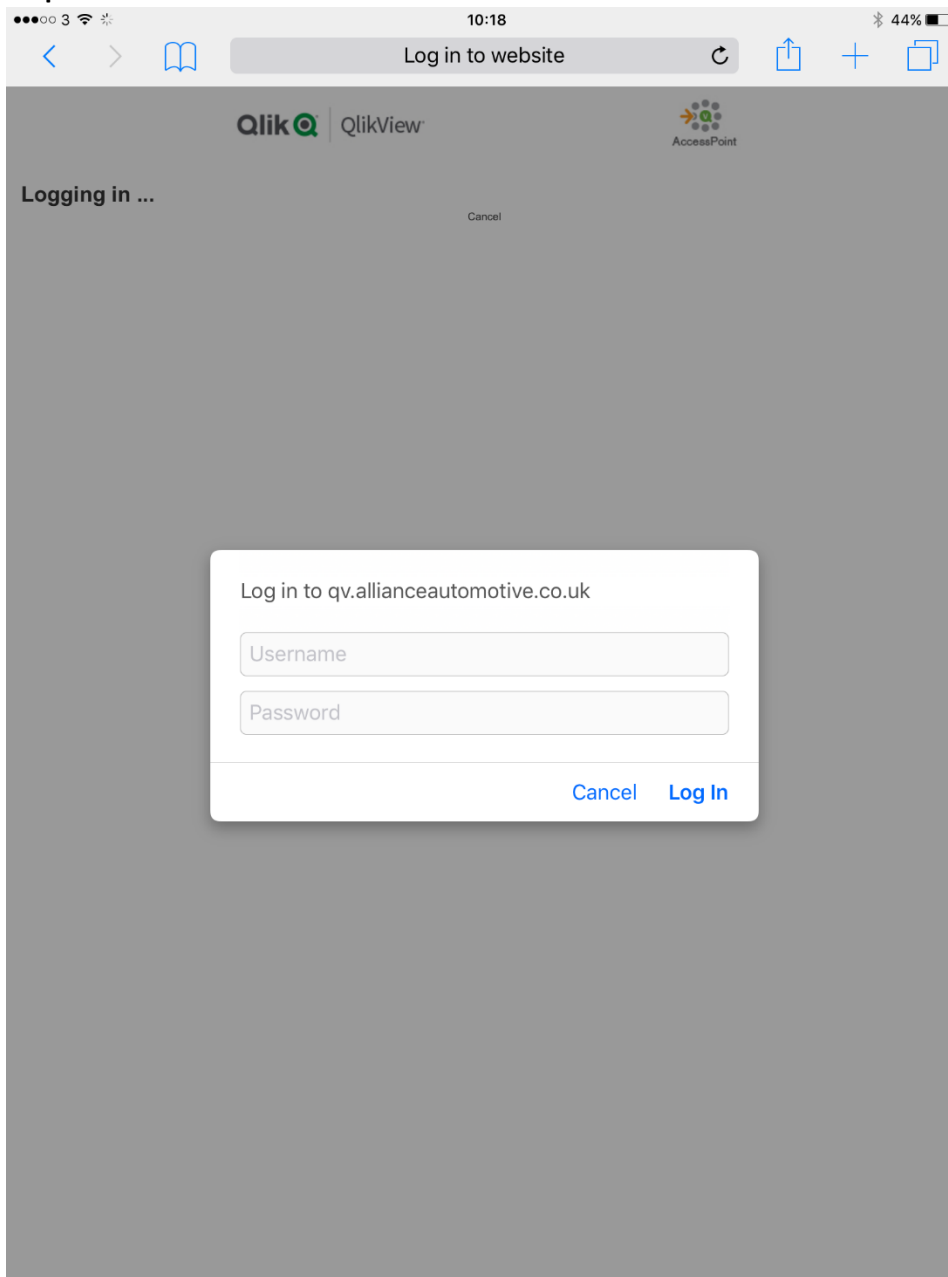


BI Access Troubleshooting Guide – September 2019

Ipad connection difficulties:

Symptoms:

- **Box asking for username and password appears over and over again – you are stuck in a loop**



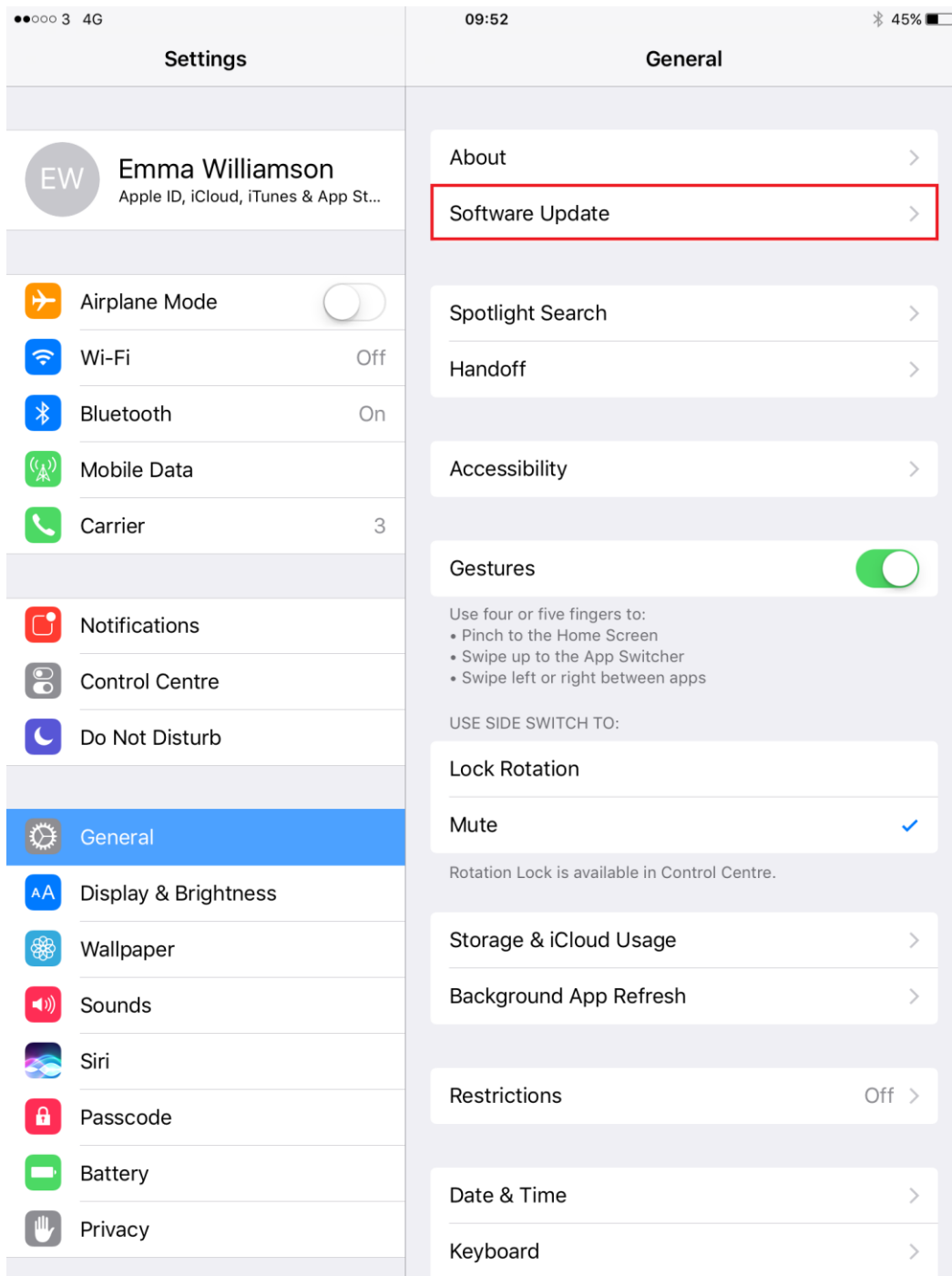
Affects:

- **Ipads**

Steps to take: Please ensure that the iOS is updated to the latest version

Go to

Settings > General > Software Update

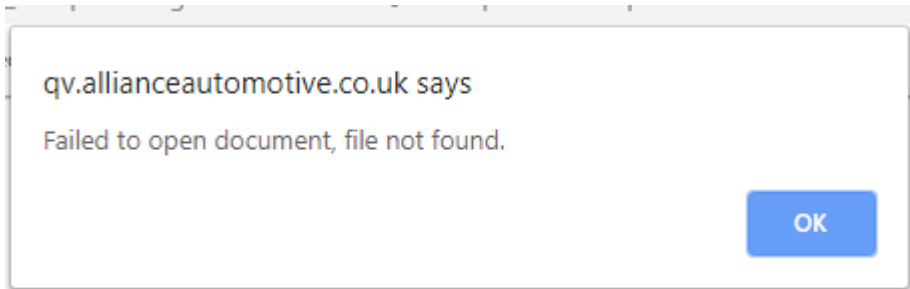


Please update to the latest iOS version available – you will need to be connected to WiFi
Then please follow the steps below

General connectivity issues:

Symptoms:

You are seeing this error:



Affects:

- iPads/tablets
- Laptops
- Desktop computers/PCs
- Mobile phones

Steps to take:

Please open a new browser window and navigate to:

<https://qv.allianceautomotive.co.uk>





The BI documents you have access to will then be available:

Welcome, Emma Webb! | Favorites & Profile

Qlik | QlikView

AccessPoint Showing 1-12 of 33 1 2 3 Next » 12 items per page

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You will be able to access the document you need, and you can then save the new link as a favourite

If you have any other issues which are not resolved by this guide please log a ticket with helpdesk and we (the BI team) will work through them