

Troubleshooting guide for iOS camera access issue

1. Check App Permission

- a. Go to Setting>OneServiceApp> See if the camera toggle is enabled/ visible
 - If not visible please go to step 2;
 - If the toggle is visible; please try step 3 and 4 before step 2

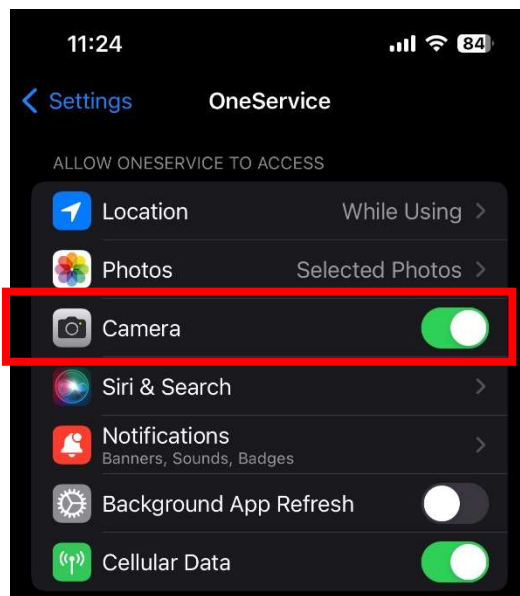
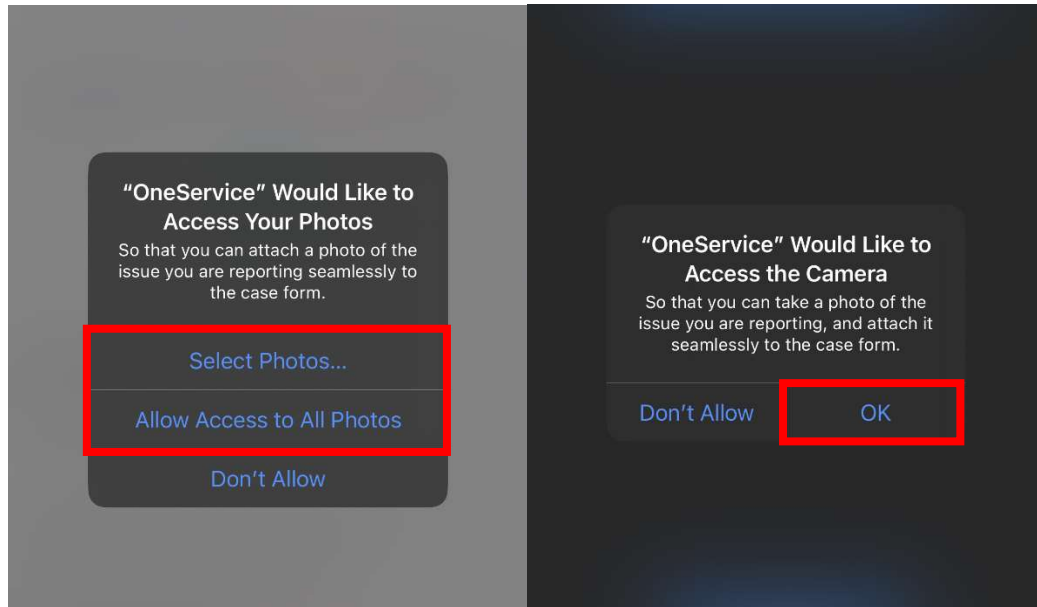


Fig 1. Illustration of camera permission for OSApp

2. Attempt to grant permission through the app

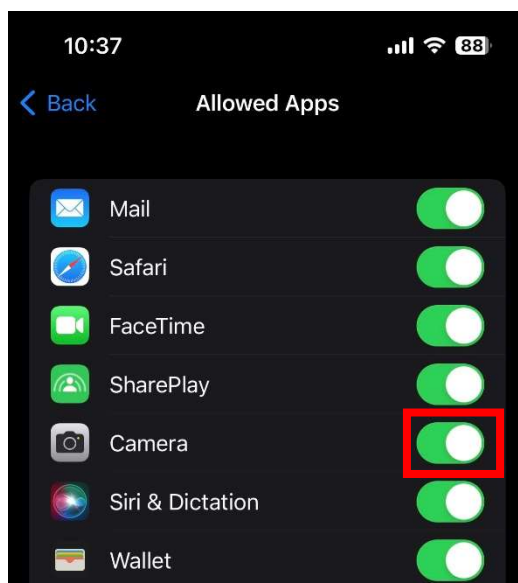
- a. Open OneService App> Submit Case> Cleanliness>Dirty Public Area> click on the add photo icon> when prompted allow storage access> camera access.



- b. If the above does not appear or you are still unable to submit/take photos please reinstall OneService App from App Store and retry step 2a above

3. Check restriction settings

- a. Open Settings> Screen Time> Content & Privacy Restrictions> Allowed Apps> check that Camera toggle is set to on(green)



4. Check privacy settings

- a. Open Settings> Privacy and security> Camera> OneService App> ensure that the toggle is set to on(green)

