Launcher Troubleshooting

Common Issues Windows · https://cclearninghub.co.uk/docs/launcher-troubleshooting/

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If you or your team are having trouble with the Care Control Launcher, this guide outlines the most common issues and how to resolve them. From login problems to session timeouts, we've included key updates and fixes introduced in the latest version of the app—along with step-by-step instructions to get you back on track quickly. Please follow the guidance below before reaching out to the Support Team.

User login issues

The Launcher will no longer create a pseudo account when logging in with a pin-code. You have to ensure a user account is set up correctly.

- Ensure the user trying to access the launcher has a valid staff account.
- The account must:
  - Not be locked.
  - Not require a password change at next login.
  - Must be mapped to a staff record.
  - Must have registered their details via the email link.

    - Must have an Active account.
- Ask your system administrator to verify the staff record in Care Control if access is denied.

To create a valid staff account, please see this guide.

Auto extend session not working

If your session is still timing out unexpectedly:

- Ensure you are using the latest version of the Launcher.
- Check that your device is connected to the internet during use.
- Contact your administrator to verify your permissions and session settings.

Error when generating links

- Read the information displayed on the error page carefully.
- The error page will also include a link to a troubleshooting webpage for further support.
- If needed, contact the Care Control Support Team and share a screenshot or description of the error shown.

Still having issues?

If these steps don’t resolve your issue, please send an email to our support team at support@carecontrolsystems.co.uk with the following details:

    - The name of the staff member affected
    - A description of the issue
    - A screenshot of any error messages

Was it helpful ?

- Happy
- Normal
- Sad

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