# Troubleshooting Common Issues

## Expired Credential

Each credential has a defined validity period. Once this period ends, the credential becomes expired and can no longer be used. Expired credentials are marked with a red ellipse labeled “EXPIRED.”

Image not found or type unknown
image.png

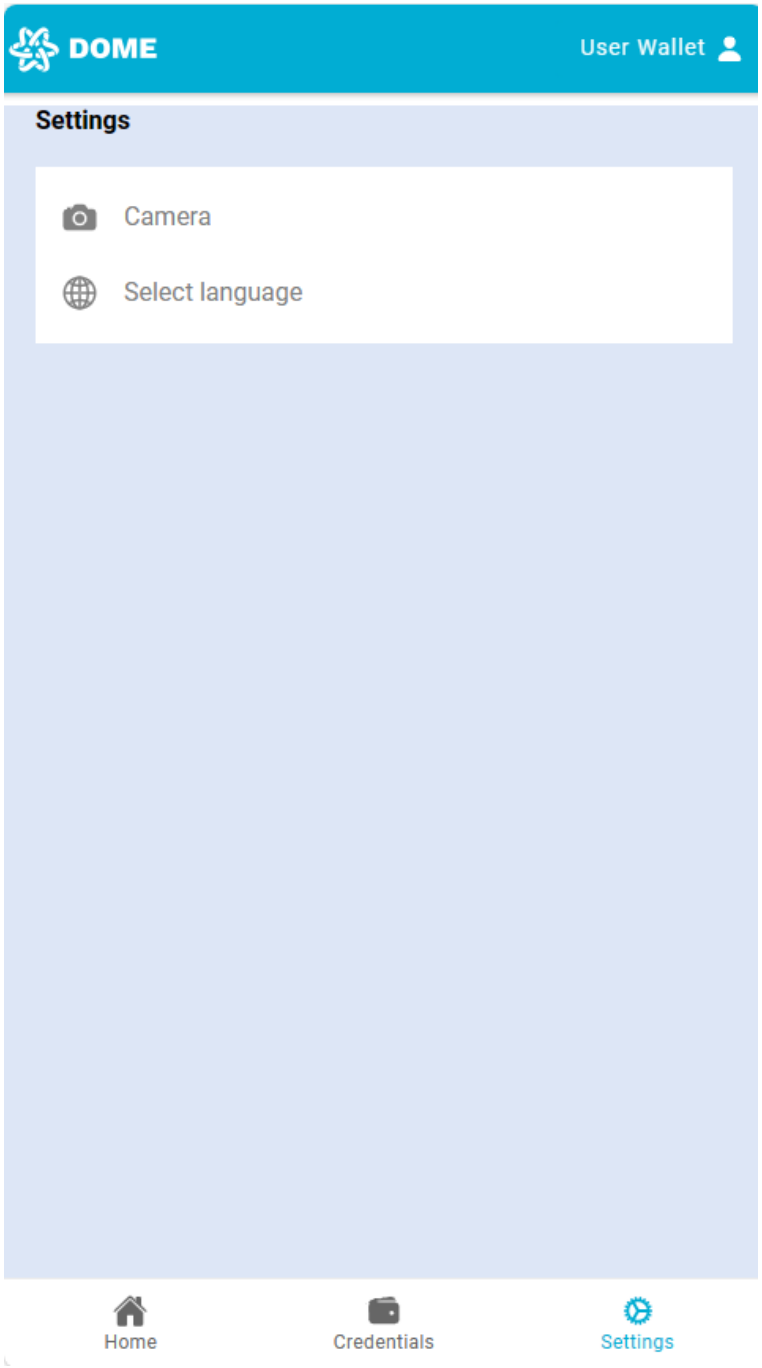
To get a new credential, contact the LEAR of your company; if you are the  LEAR, open a ticket to the support ticketing system to ask for a new credential.

## Camera Not Activating for QR Scan

If the camera does not activate when you attempt to use the **Scan QR** function, follow these troubleshooting steps to resolve the issue:

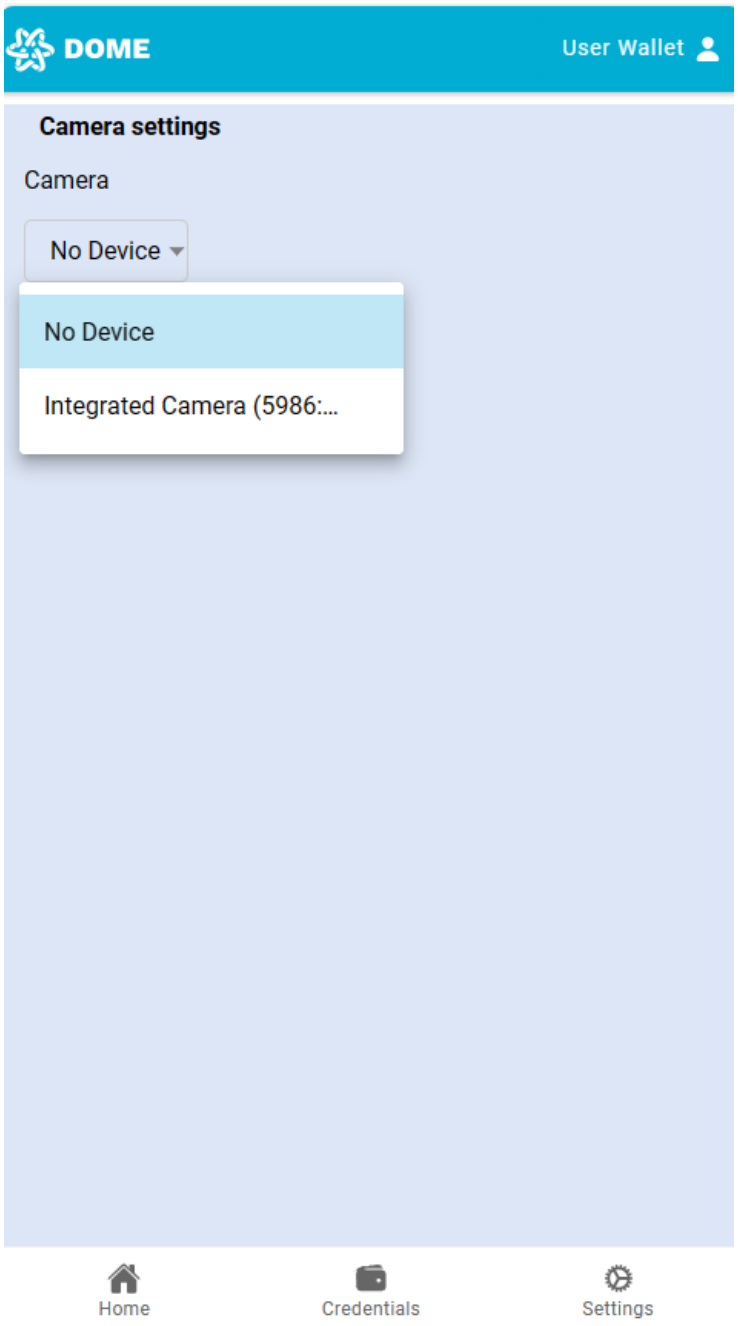
### Navigate to Settings

- Within the DOME Wallet app, navigate to the **Settings** section.



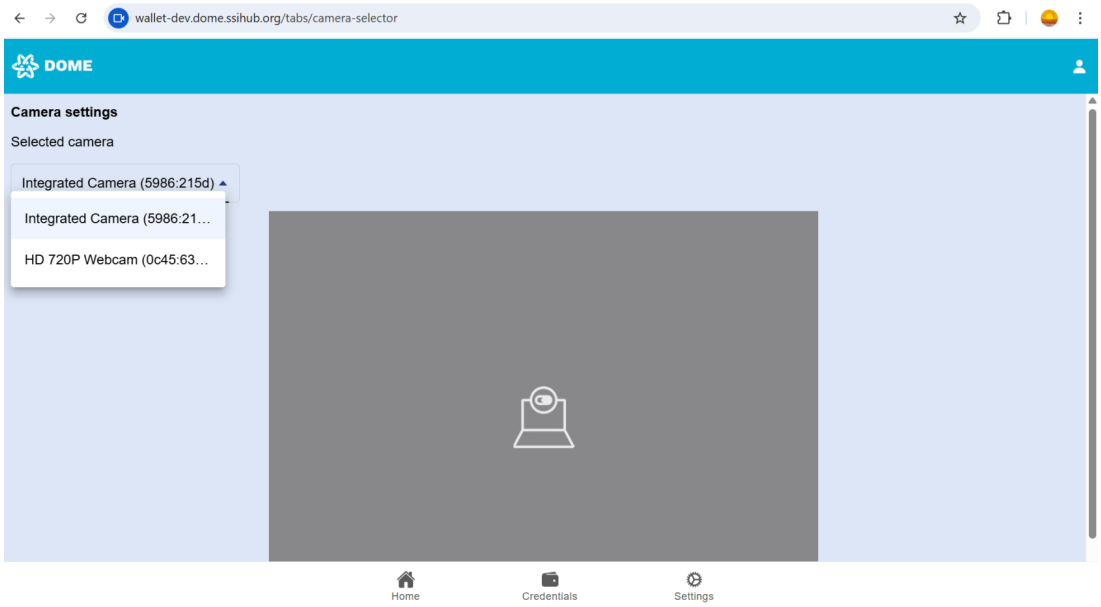

## Access Camera Settings

- Find and select the **Camera** option to configure your camera settings.




# Select Your Camera

- Choose your preferred camera for QR scanning. If you have more than one camera, you may need to select which one to use.




# Ensure Camera Permissions are Enabled

- Make sure the DOME Wallet app has the necessary permissions to access the camera in your device's settings.
  - On Android: Go to Settings > Apps > Your Browser Permissions and ensure the Camera permission is enabled.
  - On iOS: Go to Settings > Privacy > Camera, find Your Browser and ensure the toggle is enabled.

# Retry QR Scan

- Return to the home screen and try to scan the QR code again.

# Reset Camera Permissions (Optional)

- If the issue persists, you can try resetting your camera permissions:
  - Go to your device's App Permissions settings.
  - Find the DOME Wallet app and remove the camera permissions.
  - Reopen the app and grant camera permissions again when prompted.

# Restart Your Device

- If the problem continues, try restarting your device. This can refresh system processes that may be preventing the camera from functioning correctly.

# Update Your Browser

- Ensure that you are using the latest version of your browser. Check your app store for any available updates, as newer versions may include fixes for known issues.

# Check for System Updates

- If your device's operating system is outdated, it may cause compatibility issues. Check for any available system updates in your phone's settings and install them if necessary.

# Contact Support

- If none of these steps resolve the issue, you may need to open a ticket for further assistance.

By following these steps, you should be able to resolve any issues with the camera not activating for QR code scanning.

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