

Error Code 900

ERROR CODE 900: THIS ERROR OCCURS WHEN YOUR DEVICE IS RECEIVING A POOR SIGNAL. TO RESOLVE THIS ERROR MOVE TO AN AREA WITH A STRONGER SIGNAL OR CONNECT TO WIFI.

[View this result in context - in course Getting the App](#)

Error Code 1070

ERROR CODE 1070: THIS ERROR MEANS EITHER YOUR USER ID NUMBER OR LAST NAME, AS ENTERED INTO THE DEVICE HAS NOT BEEN RECOGNIZED. TO CORRECT THIS DOUBLE CHECK THE ID NUMBER OR USER LAST NAME YOU HAVE ENTERED, AS THEY MAY BE INCORRECT. THE USER LAST NAME NEEDS TO BE RECORDED EXACTLY AS IT APPEARS IN THE OPERATIONS TEAM PORTAL. IF NECESSARY, CONTACT YOUR IT SUPPORT AND CONFIRM THE CORRECT USER ID NUMBER AND THE FORMAT AND SPELLING OF THE USER LAST NAME.

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Error Code 1091

ERROR CODE 1091: USER'S INFORMATION IS ALREADY REGISTERED ON ANOTHER DEVICE. THIS MEANS YOUR DETAILS HAVE ALREADY BEEN USED TO REGISTER A DIFFERENT MOBILE DEVICE. WHEN THIS OCCURS, ASK YOUR IT SUPPORT TO RESET THE OTHER DEVICE.

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Processing Error

This alert triggers when something went wrong while CellTrak was processing an activity. If this error occurs, please contact your internal Support, who will be able to contact the CellTrak Support Team for assistance.

Error Code	Problem / Resolution
Code 900	No/weak signal Connect to wifi
Code 1002	Incorrect license ID Double check entry
Code 1003	Incorrect authentication code Double check entry