

## **EasyBid Online on iPad with PocketCloud App: IOS7 issues**

### **Applies to:**

1. **iPad / iPhone** upgraded to IOS 7
2. **PocketCloud App** to v2.2.168

**Summary:** We have received a few recent eMails detailing problems logging on to / using EasyBid Online with the iPad. Thanks to feedback from those users, we have confirmed the issue(s) and identified workarounds. We have produced this 'Info Sheet', which we will keep updated until the issue(s) are solved.

### **Issue(s):**

1. Difficulty navigating to EasyBid Password entry box
2. Buttons requiring 2 clicks to action
3. Difficulty entering Password to submit eBid

**(Interim) Solutions / Workarounds:** If you experience the above issues, our testing indicates all can be overcome by using the PocketCloud App's '*Virtual Mouse*' to navigate between / select the Text Entry Boxes / Buttons. This might require some additional 'Keyboard Up/Down' actions.

### **Advice:**

1. Do not upgrade to IOS 7 if possible
2. Use the PocketCloud built-in Cursor (Mouse) to select Text Boxes / Buttons (rather than the Return / Tab keys / screen finger taps)
3. EasyBid Online works as usual, and using same settings / bid as via iPad, on a Mac/PC
4. Please feedback to us any further issues or workarounds.

### **References:**

1. The Wyse (Dell) website has a forum where this issue is being frequently commented on:
  - a. <https://community.wyse.com/forum/forumdisplay.php?8-PocketCloud-for-iOS-iPhone-iPad-and-iPod-Touch>
  - b. When a PocketCloud update fixes this issue and is submitted to the App Store, I suspect it will be notified here e.g. by 'Josh'
2. **App Store** When a PocketCloud update to a version *later than* v2.2.168 is available, again hopefully it will solve these issues.

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