Yoshon.com Mobile App User's Guide

Thank you for choosing to purchase the Official Yoshon.com Mobile App!

We here at The Yoshon Network Inc. (TYNI), hope that you enjoy the convenience of our app. If you like what we're doing, please leave a rating for it on the app stores. This page offers the following sections:

INSTALLATION   **HOW TO USE THE APP**   **TROUBLESHOOTING**

INSTALLATION

Download the app from an official app store. If you're on a mobile device, click on one of the badges below.

Upon first install, allow permission for the app to have access to your camera. Also, make sure you are connected to the internet. Our app acts as a kosher browser, and is safe to use on any device. Information is dynamically pulled directly from the Yoshon.com website.

HOW TO USE THE APP

Scanning or Searching

Scanning: To scan a product using the UPC bar code, click on the word "Scan" at the bottom bar of the app. Point the phone's camera at the UPC barcode, so that it is within the frame.

If we have information on your product, it will display the search results of the scanned product UPC within a second or two.

Manual Search: To find out information on your product, you can still manually search for it in the search box. Make sure that the item is spelled exactly as on the package.

Figuring Out Yoshon Status: When your selected product is listed on Yoshon.com, look at the reported information with text colored in orange. This information is the status or date code cutoff date of your product. . The date/lot code on your product must be *on or before* the date we have on our site, in order to be *yoshon*. If your product's date is after our date, it is *chodosh*. For more information, see the article "How to Use Our Site".

To Favorite a Product: Look through the Categories or Recently Updated Products. Click the heart icon in the upper right corner, or choose "Save to Favorites" in the dropdown menu that comes up when you click the three vertical dots next to the heart icon. This will create a stored snapshot of the product entry at the time you selected it. While at the store, always rescan any Favorited item to get the most current Status or Date Code information.

TROUBLESHOOTING

Most issues with using the app are generally caused by one or more of the following three conditions:

1. No internet connection.

2. No access to the Yoshon.com website.

3. The app cannot access your device's camera for UPC bar code scanning.

Some problems can be resolved by uninstalling the app and then reinstalling it.

Note: There is no charge for re-downloading the app.

UNEXPECTED SCANNING RESULTS

If only a UPC number comes up after scanning, one must read the small print below the product's picture and status. Often this will answer the question as to what the problem may be.

Message Comes Up After Search Results and UPC Number

1. **"*No products were found matching your selection.*"** We either have no information on this product, or we are missing its UPC bar code number.

2. **"*Showing all [2 or 3] results.*"** More than one product entry is coming up. Scroll down to see them all. This means that there are specific additional factors that affect the status of a product. This can be something like the hashgacha on the package, or the country it was made in.
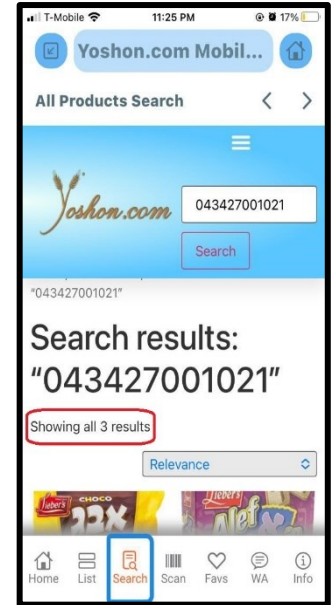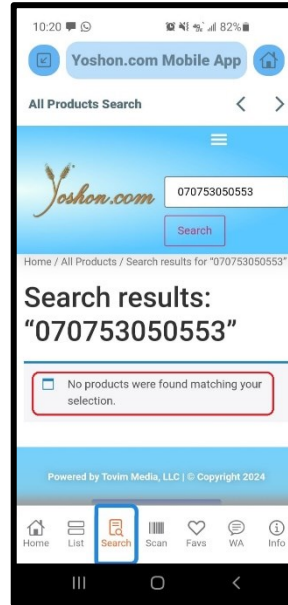

1. Product Not Found   2. Showing All Results

A Product Comes Up, But the Pictured Item is Not My Exact Product.

1. *It is within a list below in the product entry.* You must scroll down and read everything below. Pictures serve as examples, but may not be the exact picture of your product. If a product does come up, it will follow the date code or status of the entry that came up.

2. *There may be certain conditions such as a specific mill code to follow*. These will be listed below in the notes. Scroll down to read what is under the picture.

The App Screen is Black, Gray or White

1. There is no internet connection. Verify that you can connect to the internet and you are able to access the Yoshon.com website.

2. There is no camera connection. Go to your device's settings and activate the camera. (Images shown apply to Apple iPhone or iPad.)

3. Try uninstalling the app, then reinstalling it. Accept permission for the app to use the camera.
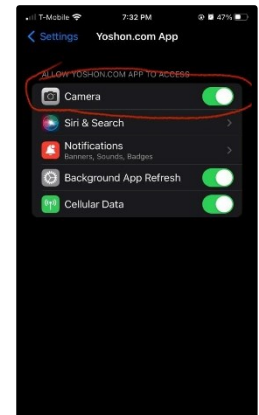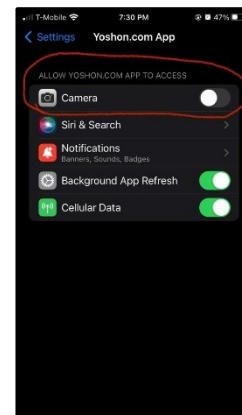
Activating the Camera

The App Shows "Skip to Content" in Upper Left

There is no internet connection and/or a browser filter restriction is blocking access to Yoshon.com. Verify that you can connect to the Yoshon.com website.