

troubleshooting the app

NEED HELP?

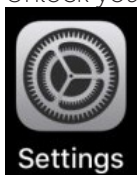
The Parkpoint App can be a great tool for accessing your account and updating information, checking daily class schedules, enrolling in spin, and even checking in at Club entry. But as with all technology, it's not fun when it's not working for you. Below are instructions to help navigate some of the more common technical challenges.

1. Make sure you're using the most current version of your phone's OS.
2. As with all apps, part of the problem may be associated with your phone's operating system. See instructions (right) on how to identify your operating system.
3. Check to be sure your Wi-Fi connection is relatively strong. Check with the front desk if you need help identifying and connecting to Parkpoint Wi-Fi.
4. Reboot your phone (turn completely off, wait one minute, then turn back on).
5. Make sure you have the most current version of the Parkpoint App by deleting and reinstalling the App from the AppStore or the GooglePlay store. Often this will resolve any issues.

No luck? If you've tried all of the steps above and your problem is unresolved, please fill out a Parkpoint App Error Report information sheet so that Parkpoint can report and troubleshoot the issue.

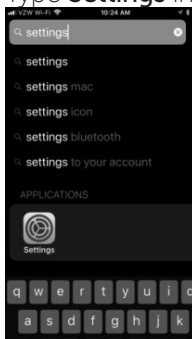
APPLE USERS

1. Unlock your phone & locate the **Settings** app.

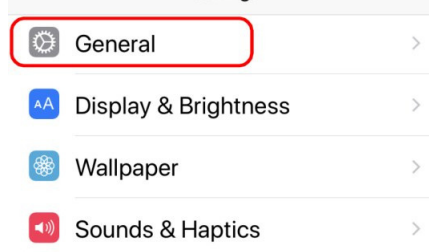


If you do not know where the **Settings** app is located, proceed to step 2. Otherwise, proceed to step 5.

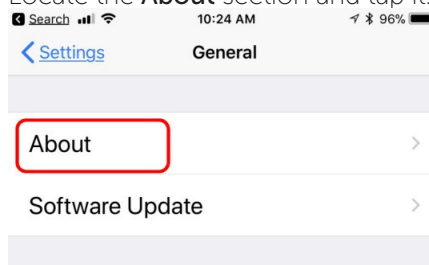
2. From the home screen, with a finger, pull down on the screen to reveal the **Search** screen.
3. Type **Settings** in the search bar.



4. When the gray square with a gear icon appears, tap it.
5. Scroll down to the **General** section and tap it.



6. Locate the **About** section and tap it.



7. A list of items will appear: Network, Songs, Videos, etc. Look for **Version** and note on the form the version of the OS installed on the phone.

Network	VZW Wi-Fi
Songs	778
Videos	54
Photos	836
Applications	123 >
Capacity	128 GB
Available	86.77 GB
Version	11.2.2 (15C202)

ANDROID USERS

Many Androids unlock and activate apps in different ways, but here are some steps to try:

1. Touch **Home** button to get to the main screen.
2. Touch **Settings** icon.
3. Scroll down the left-hand list to the bottom looking for **About Phone** or **About Device**.
4. Locate the **Android Version** and write it down on the App Error Form.