I'm In

## Participants - Basic troubleshooting guide

Getting ready for the session

1. You must have an iPhone/iPad with IOS 8.0 + or an Android/Tablet Android 5.0 + for the application to function correctly. The app is only available for Apple and Android phones/tablets and excludes Windows phones and operating systems.
2. Ensure you have done the latest software updates on your phone/tablet.
3. Download the I'm In app from the app store or google play store. Try searching "Im in healthy Tasmania".

4. If you don't have an existing account, register a new account with the app. You will need to give yourself a unique username. We recommend you make your username your firstnamelastname. For example, johnsmith. Please ensure all your details are correct, particularly your email address.
5. Verify your email by clicking on the link in the email you are sent (check your junk mail).

I can't accept the projects Terms and Conditions (T&C's), please help

Issue: There doesn't appear to be a 'yes' option when the app prompts me to, "Please accept the project terms and conditions to continue"

Possible solution: Try reducing your phones font size. Depending on the model and make of your device, close the app, go to your settings under settings > Display > Font size and style. If this is reduced it should allow access
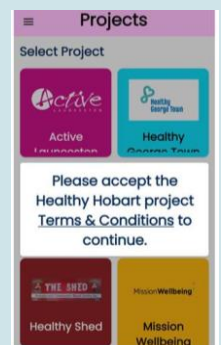
Troubleshooting at the session

Having problems with the app? Here are the first things to check and try:

1. Make sure your username and password are correct – use the 'forgot password' function if you have forgotten your password. Unless you made it something else when you registered, your username could be your firstnamelastname. You can also retrieve your password by entering your email.
2. Close the app down or turn off your device and turn it back on.
3. Log out of the app and then log back in.
4. Delete and reinstall the app as this will ensure you have the latest version.
5. Check your connectivity and ensure you are using the phone/tablets data rather than Wi-Fi.

Still having problems?

You can report any I'm In issues/bugs via emailing our helpdesk@iminconnect.com