

## **Youhere: Check-in troubleshooting**

If your phone is not allowing you to check-in, please be sure of a few phone settings:

### **Android Users**

1. Go to Settings > Location
  - a. Be sure "Location" is ON
  - b. And under Location Services, be sure "WiFi scanning" and "Bluetooth scanning" are both ON
2. Go to Settings > Apps > Youhere > Permissions
  - a. Be sure Location is set to "Allow only while using the app" and Precise Location is toggled ON
  - b. And be sure Nearby Devices is set to "Allow"

### **iOS (iPhone) Users**

1. App Permissions: Go to Settings > Youhere
2. Set Location to "While Using the App"
3. Ensure Bluetooth and Precise Location are toggled ON
4. System-Wide Settings: Ensure your main Bluetooth is toggled ON in Control Center or Settings