

# Youhere.org: Suggestions on first day issues

## Trouble Checking-in

1. The app needs two things to work properly at check-in. 1) A good network connection and 2) location services (on the phone) that are set properly. Tap the yellow 'Help' button on the app to test these two items.
2. Be sure your phone is on for at least 10 min before arriving in class. Internally, your phone is always working on honing its location and sometimes needs a bit of time to do so. Having it on outside for a bit (as you walk to class, etc.) can help a lot too.
3. Litmus test: Run Google or Apple Maps and be sure these can locate you properly. Youhere uses the same internals as the maps to locate you. If the maps work, Youhere will work (and conversely, if the maps are not working, Youhere will not work).
5. If the app says you are "too far away" even though you are in the geofence, just wait a few moments (see #2) and try again. Your phone is always working to improve knowledge of its location. There is no penalty for attempting multiple check-ins.

### Notes

- Your instructor can manually check you in. Talk to them after class if you could not check in using the app.
- Any check-in problems you are having will not persist, and it's likely not a problem with your phone, etc. Points #1 and #2, with #3 as a check are the most important.

## Trouble Enrolling

<b>Android</b>	<b>iOS</b>
<ol style="list-style-type: none"><li>1. Tap Settings→Apps→Youhere.</li><li>2. Now tap "Storage."</li><li>3. Tap "Clear Data."</li><li>4. Tap "Clear Cache."</li><li>5. Tap the Youhere app again, and now you should be able to start again with enrolling.</li></ol>	<ol style="list-style-type: none"><li>1. Tap Settings→General→iPhone Storage.</li><li>2. Swipe down to Youhere and tap on Youhere.</li><li>3. Tap the red "Delete App" button.</li><li>4. Confirm the delete.</li><li>5. Reinstall from the app store (see <a href="http://youhere.org/app">youhere.org/app</a>).</li></ol>