



LOVE WYTHENSHAWE

TROUBLESHOOTING GUIDE

I CAN'T FIND MY ACTIVATION EMAIL

(Please note: you are looking for an email from **noreply@lovewythenshawe.org**).

1. It may be in your spam, junk or clutter folders. Please check all such folders.
2. If it is nowhere to be found, but you clicked 'register', then the email is probably caught in a superior spam filter. During the Pilot of our App, this happened to a couple of work email addresses, where a work (employer) server held the email. If that's the case, please either:
 - Contact your email administrator, letting them know you are looking for an email from **noreply@lovewythenshawe.org**. They should be able to locate it and forward it to you or
 - Simply register again, using a different email address, but noting to create a different username to last time (because the first one is already logged). General emails such as Gmail and Yahoo are usually fine.

I AM TRYING TO RE-REGISTER, BUT IT WON'T LET ME USE MY USERNAME

Please try a different username to last time.

I AM TRYING TO INSTALL THE APP ONTO MY COMPUTER, BUT I'VE GOT STUCK

We recommend only installing the app onto your phone. If you want to use the app on your computer, simply go in via the website - **lovewythenshawe.org/pray**

THE ROADS I WANTED TO EARMARK, ARE ALREADY TAKEN

This means someone else is going to prayer walk them or has already. There is nothing to stop you prayer walking them anyway (although you won't be able to use the app to show that). To help build-up the coverage across the city, please choose some other roads that haven't yet been chosen.

I KEEP TAPPING ON THE ROAD, BUT IT WON'T SELECT

This is usually resolved, simply by zooming in a little closer.

THE APP WON'T LET ME SELECT ALL THE ROADS I WANT

There is a 5km limit to each route. It is possible your route has exceeded this. Please simply choose a few less roads for now. Once they are completed, you can select a fresh route and some more roads.

If you have any questions please email info@lovewythenshawe.org