

do it LOCAL

Troubleshooting

What do I do if my app isn't loading?

Close the app in the background. For apple users, you can simply close apps by double clicking your home button on the phone and then swipe up on the screen that shows the Do It Local app. After this step return to your phone's home screen and reopen the Do It Local app. This should fix it!

If you are still having trouble, try logging out and then logging back into the Do It Local app. (You can log out under the menu screen in the app). If you forgot your password, you can reset it easily online here: <https://doitlocalapp.com/login?action=lostpassword>

Another option you can try is to delete the app from your phone, reinstall it, and then log back in. We recommend doing this for anyone who downloaded the app prior to February 15th, 2018. A major update was released in February 2018 that fixed a lot of initial bugs. **Make sure you accept location & push notifications settings during the reinstall so that your app automatically updates with new deals when they are available.**

Some Tips:

1. Count to 15 after opening your Do It Local App
 - o Occasionally when new deals are being added & you are redeeming a deal at the same time, the Do It Local App takes up to 15 seconds to load deals. (Don't give up - count to 15 before assuming the app isn't working).
2. Don't see the new deals? Categories? Easiest Fix: Delete the Do It Local app & reinstall it. When you reinstall the app **make sure you accept the location settings & the push notifications settings**. This will automatically turn on all of the proper settings for you to get all of the new deals instantly!
 - o Don't worry - you won't get a ton of push notifications. We tweaked our system back in February to control this.

We want to hear from you!!

If you have any other feedback or ideas Please send us an email:

local@doitlocalfundraising.com

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