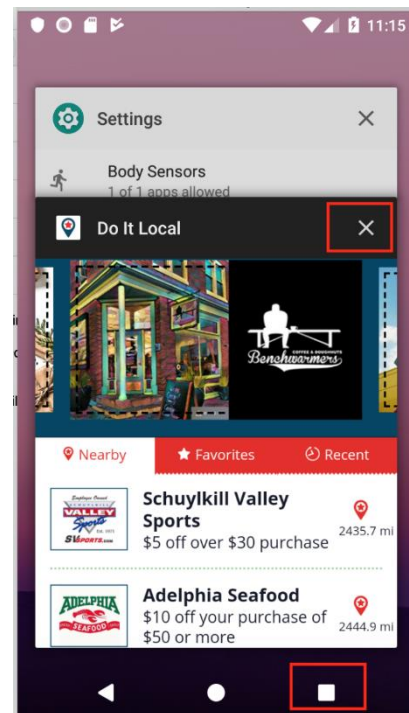


do it LOCAL

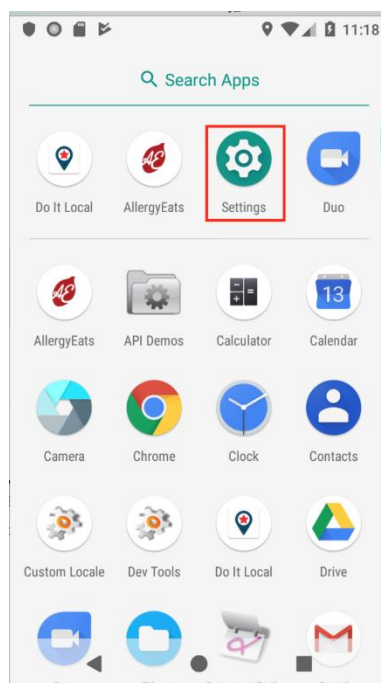
Do It Local Mobile Coupon App Troubleshooting - Android

1. Confirm you are running the updated version 1.1.8.
 - Search your device's App Store for "Do It Local" to see if there is an **update** available for download. We are updating our app throughout the year to continue to address bugs and enhance the user experience.
2. **Clear the Do It Local App's Data from your phone.** (Especially if you were a member prior to January 1st, 2019.) Steps to Clear Data:

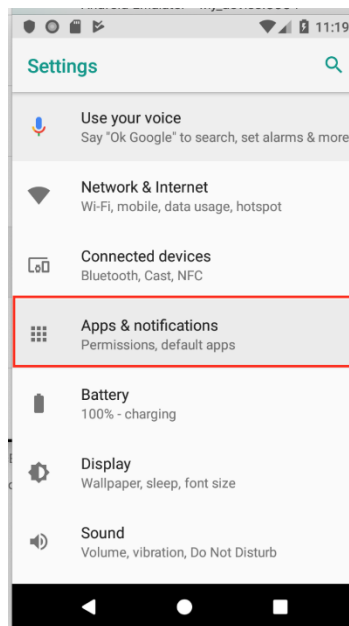
- *Close the App. Press Square Button to Display
Open apps then press the "X" to Close Do It Local.*



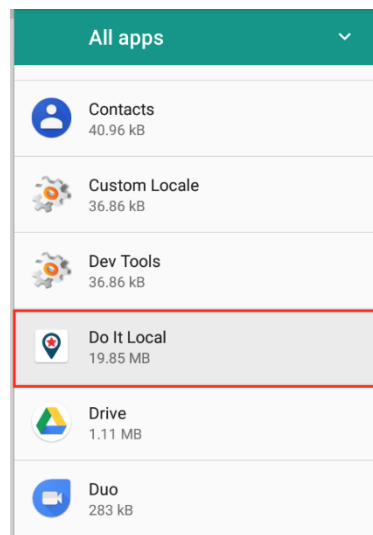
- *Open "Settings"*



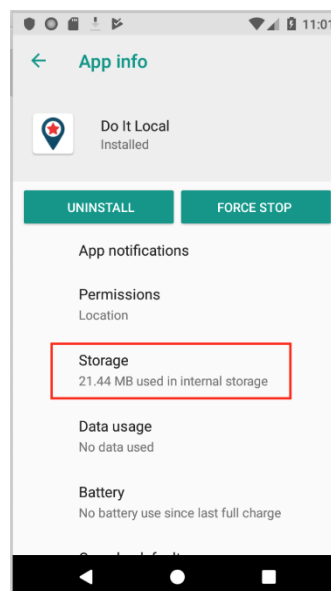
- Select “Apps...”



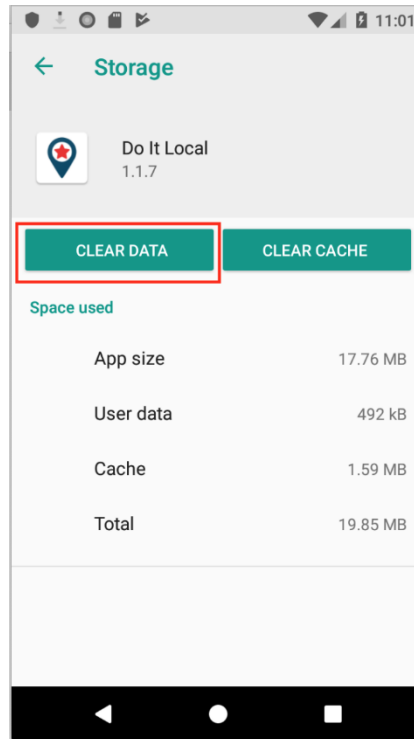
- Locate and select “Do It Local” to display app detail.



- Click on “Storage”



- Press the “Clear Data” button. This will remove all data on the phone for Do It Local. When Do It Local is launched next the user will need to enter Login Credentials.



- Then relaunch/ open the Do It Local App and Log in. You will stay logged in and your app should show all current deals and work great! We apologize for these extra steps, there was some initial app development bugs that were storing old deals in Android devices. Going forward the app won't store old deals allowing new deals to populate as soon as they become available! Enjoy the savings & the fun! Thank you for your on-going support of our movement, our local business partners, and our local charity partners!
3. Devices should be turned off periodically and your smartphone is no exception. If you notice your phone's behaving abnormally, it may just need a quick power cycle. Just turn it off and back on.
 - Restarting your phone every month or two can help keep it in tip-top shape. If you have an older phone you may want to consider doing this on a more regular basis.
 4. If the above doesn't work, try these other tricks:
 - **Close the app in the background.**
 - **Delete/Reinstall** and log back in. We recommend doing this for anyone who downloaded the app prior to February 15th, 2018. *Make sure you accept location & push notifications settings during the reinstall so that your app automatically updates with new deals when they are available.*
 - **Log out & back in.**

Other Tips:

1. If you haven't opened the Do It Local App in over a month, it could take a little longer to load.
2. Turn on location & push notifications settings to use the Nearby Me feature & to ensure you are receiving the new deals. *Don't worry - you won't get a ton of push notifications. We tweaked our system back in February to control this.*

If you still need help, send us an email: local@doitlocalfundraising.com

Fundraising - Localized | Modernized | Simplified

610-985-0353 (Office)

