



Do It Local Mobile Coupon App Troubleshooting - iPhone

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. **Log out** and back in to the Do It Local app. (You can log out under the menu screen in the app). If you forgot your password, reset it here: <https://doitlocalapp.com/login?action=lostpassword>
 - If you are seeing outdated/expired deals – do this right away!
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. Other tricks:
 - **Close the app in the background.** For most iPhone (Apple) users, you can simply close apps by double clicking your home button on the phone and then swipe up on the Do It Local app screen. After this step return to your phone's home screen and reopen the Do It Local app. For other device users, you can google search how to close apps on your phone if you are unfamiliar. This should fix it!
 - **Delete/Reinstall** and 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.*

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

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