iAccu Troubleshooting Guide

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Attempt to open your Accudemia account in Safari:
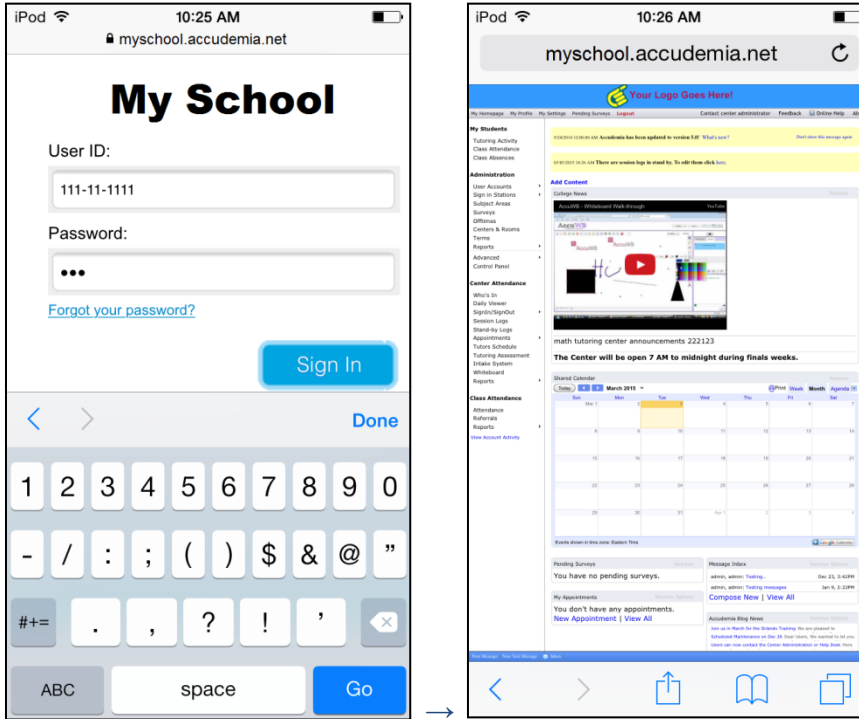
1. Tap the Safari app icon to open it.
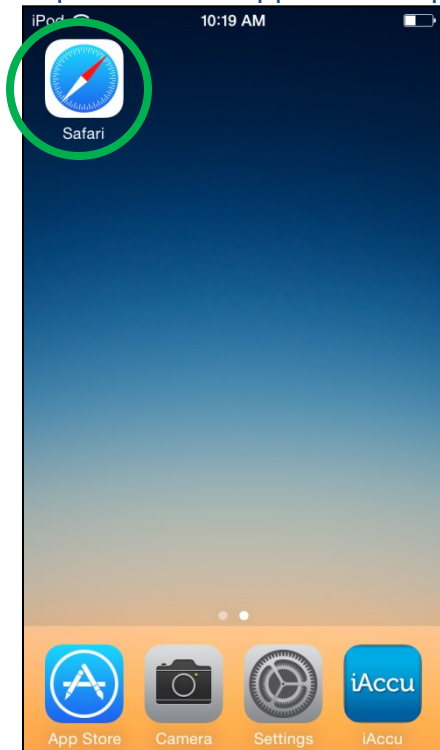
2. Tap the address bar and type in <myschool>.accudemia.net (replace <myschool> with whatever your domain is) and tap go.
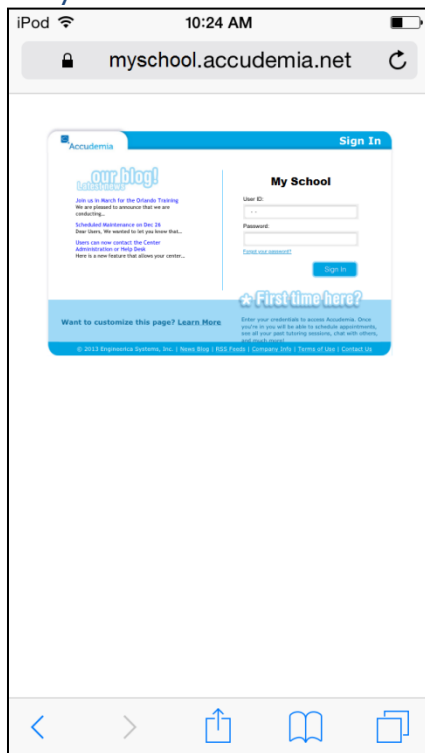
3. Once the login page loads login using your administrator credentials.
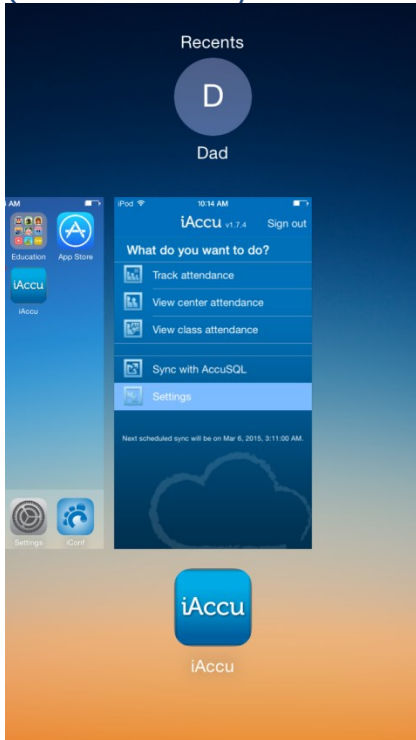

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4. Done! If you can login to the Accudemia website try logging into the iAccu app again.
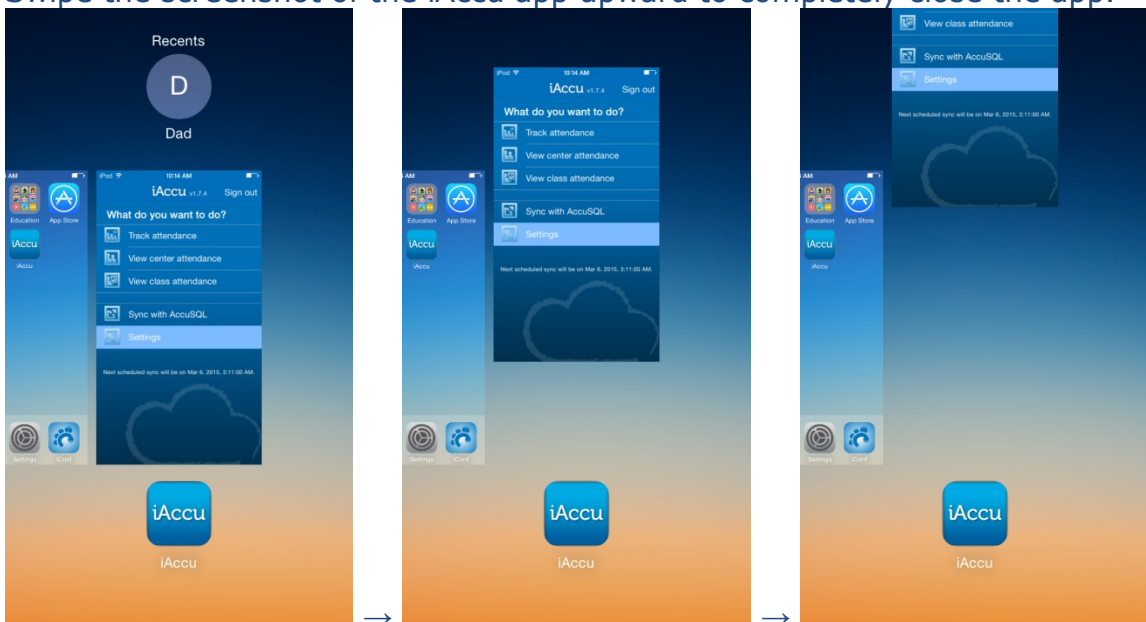
Kill the iAccu app and re-open it:

1. Tap the **home** button on the Apple device to exit the app.

2. Double tap the **home** button on the Apple device now to get this screen. (this screen may look different on iPads)

3. Swipe the screenshot of the iAccu app upward to completely close the app.

Other possible solutions to try:

Power-cycling the Apple device:
- Hold down the power button at the top right of the iPod touch and the home button at the center front of the device.
- Continue holding them even after the slider to turn off the touch appears. Do not let go at this point.
- A few seconds after this, the screen will flash and go black. At this point, the touch has been rebooted.
- Hold down the power button at the top right until the screen lights up again and the Apple logo appears.
- Release the button and let the iPod touch finish booting up and you'll be ready to rock again.

Using a different Wi-Fi connection:
- Be sure you're in range of your Wi-Fi router (access point).
- Tap **Settings > Wi-Fi** and turn Wi-Fi off and on. If your Wi-Fi setting is dimmed, follow these steps.
- Confirm that your Wi-Fi router and cable or DSL modem are connected to power, turned on, and connected to the Internet. If not, refer to your network administrator or Internet service provider (ISP) for assistance.
- Restart your iOS device.
- Tap **Settings > Wi-Fi** and locate the Wi-Fi network to which you're connected.
- Tap ⓘ and **Forget this Network**.
- Try to connect to your desired Wi-Fi network.
  Note: You may need to enter your Wi-Fi password again if your network requires one.
- Turn your Wi-Fi router off and on[2]. If your ISP also provides cable or phone service, check with them before attempting this step to avoid interruption of service.
- Update your device to the latest version of software.
- Update your Wi-Fi router to the latest firmware[2]. For AirPort Base Stations, install updates using the AirPort Utility.

*More information can be found at: http://support.apple.com/kb/ts1398*

Clear the local database in iAccu on your Apple Device:
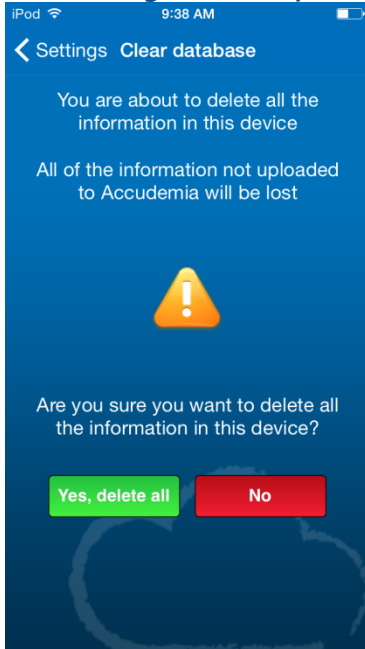*Note: You will lose any swipes collected after the last sync time so use this option as a last resort.*

1. Login to the iAccu app using your Accudemia credentials.
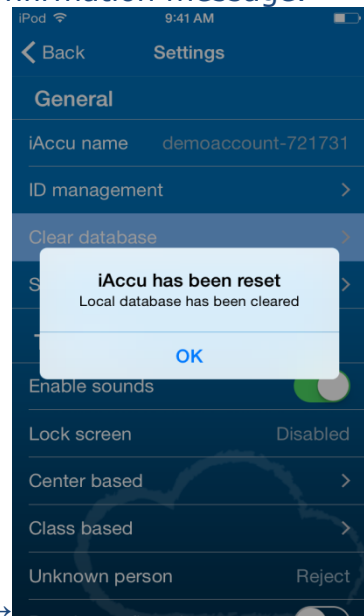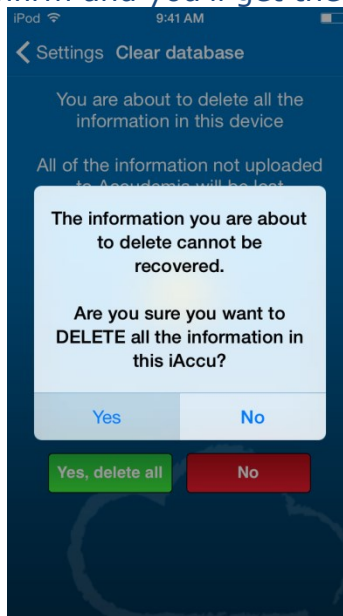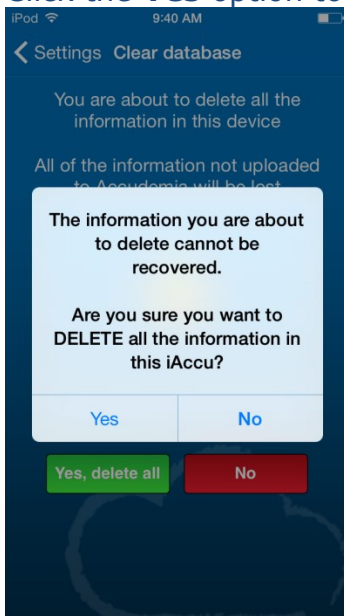2. Tap the **Settings** title or icon from the *What do you want to do?* screen.
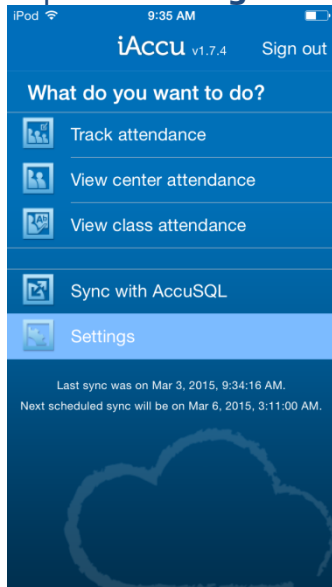
3. Tap **Clear Database**.
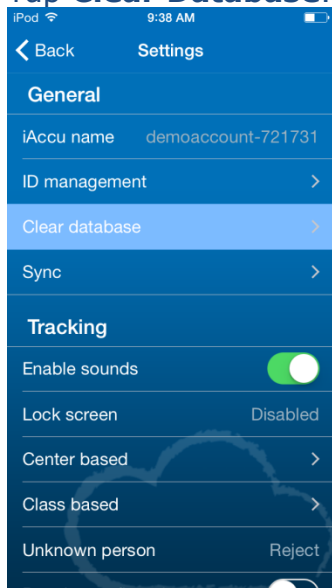
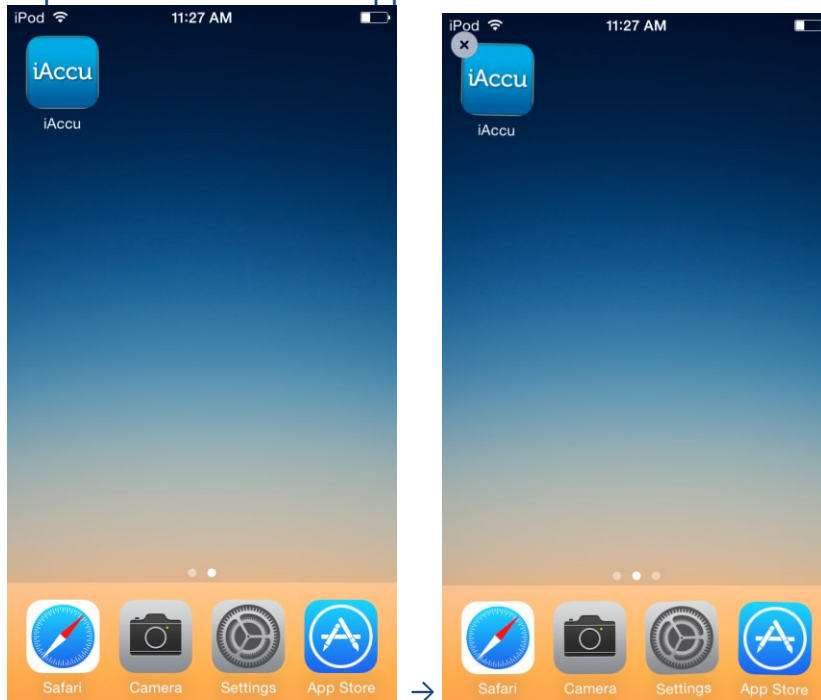4. Click the green **Yes, delete all** button.

5. Click the **Yes** option to confirm and you'll get the confirmation message.
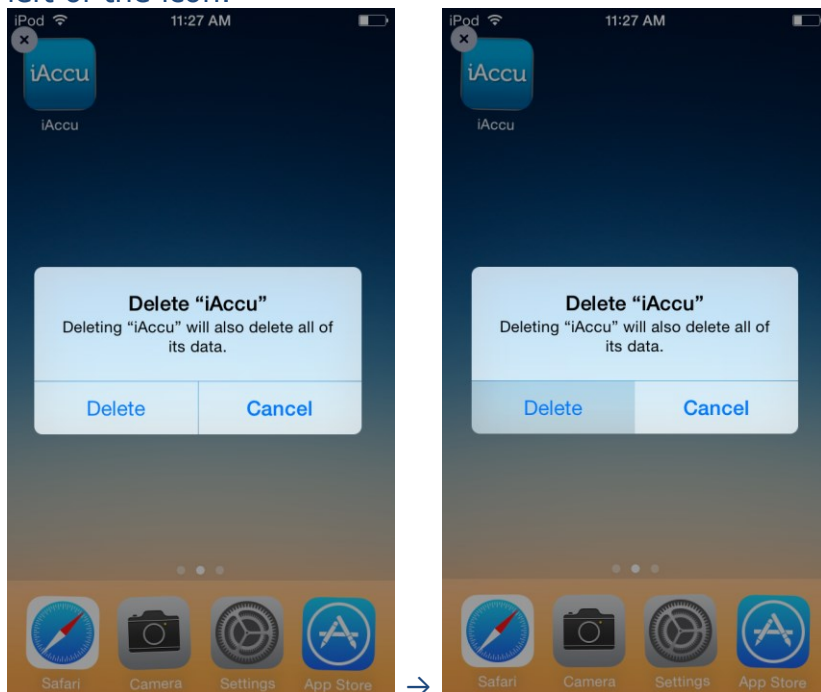
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Uninstalling and re-installing iAccu:

1. Tap and hold the iAccu app icon from the home screen on the Apple device.
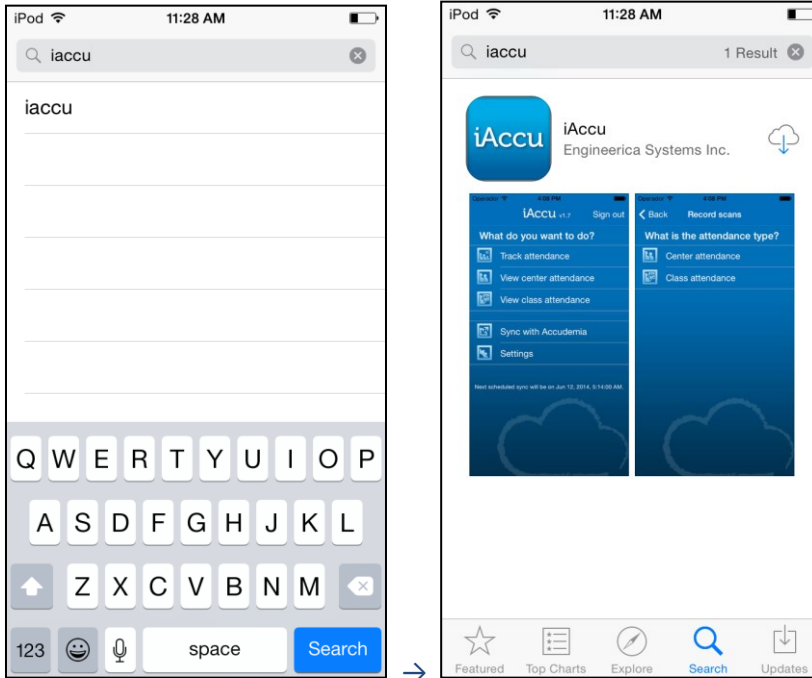

2. Notice that the icons begin to wiggle and now tap the (X) symbol on the top left of the icon.
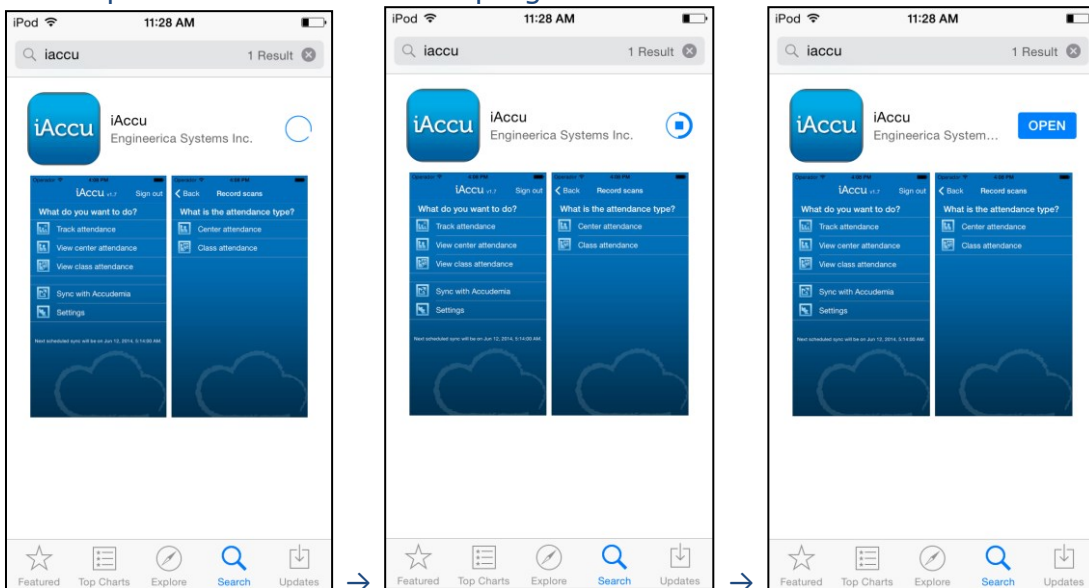

3. Once you click **delete** on the next message iAccu will uninstall from the Apple device.
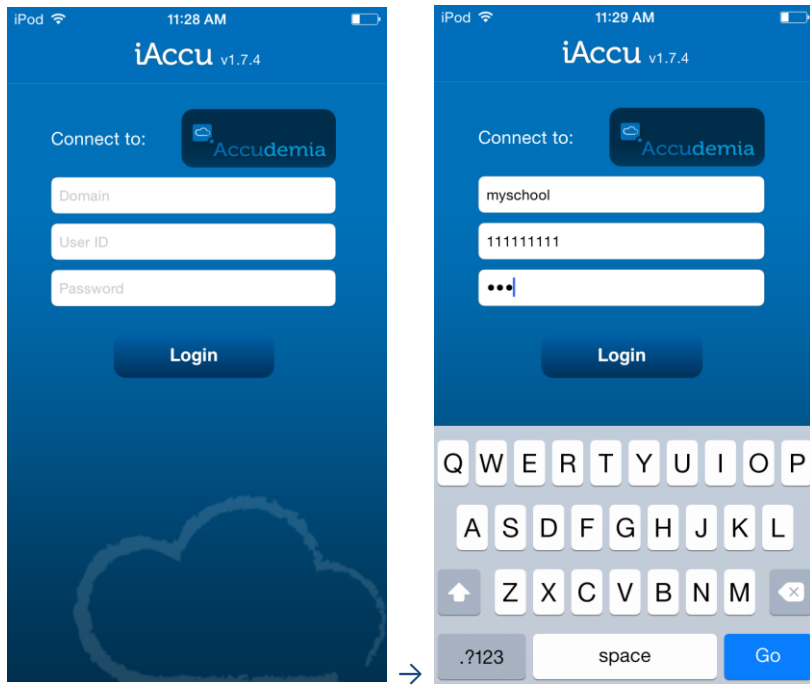
4. Now tap the App Store icon and search for iAccu.

5. Now tap the cloud icon in the top right of the search results as shown above.

6. Let it install, click OPEN when it is ready, and login to iAccu with you Accudemia login credentials.

Contact Accudemia and iAccu Support

If all else fails please e-mail support@accudemia.com or call support directly at 321-214-0012.