



My Market – Tips & Help

1. Check Your Internet Connection

- Make sure you are connected to the internet via Wi-Fi or mobile data
 - Try opening a website in your browser to confirm your connection is active.
 - If using Wi-Fi, try toggling it off and on again.
 - If the signal is weak, move closer to your router or switch to mobile data.
 - Try turning off VPN
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2. Force Close and Reopen the App

- On **iOS**: Swipe up from the bottom of the screen and swipe My Market away.
 - On **Android**: Tap the square/overview button and swipe the app away.
 - Reopen the app and try again.
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3. Check for App Updates

- Go to the **App Store (iOS)** or **Google Play Store (Android)**.
 - Search for "**My Market**" and see if there's an "Update" button.
 - If yes, update the app and then reopen it.
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4. Restart Your Device

- Power off your device completely.
- Wait 10–15 seconds.
- Turn it back on and open the app again.

5. Clear App Cache/Data (Android only)

- Go to **Settings > Apps > My Market > Storage**.
- Tap **Clear Cache**. If that doesn't help, try **Clear Data** (this may log you out).
- Reopen the app and log in again.

6. Check If My Market Servers Are Down

- Visit a website like <https://downdetector.com> and search for **My Market**.
- Or check our official social media or website for service outage notifications.

7. Check for Login Issues

- Make sure your **mobile number and password are correct**.
- If you forgot your password, use the **"Forgot Password"** link to reset it.
- Check your spam folder for any password reset emails.

8. Uninstall and Reinstall the App

- Delete **My Market** from your device.
- Reinstall it from the **App Store** or **Google Play**.
- Log back in and check if the issue is resolved.

9. Check for Device Compatibility

- Make sure your device is running the latest version of iOS or Android.
- Some older devices may not support new features or updates of My Market.

10. Enable Required Permissions

- Go to **Settings > Apps > My Market > Permissions**.
- Ensure necessary permissions like **Location**, **Camera**, or **Storage** are enabled depending on your feature usage.

11. Free Up Storage Space

- Low storage can cause apps to crash or misbehave.
- Delete unused apps or large files to free up space.
- Then try using My Market again.

12. Still Need Help? Contact Us

If none of the above steps solve your issue, please contact our support team:

-  Email: **support@mymarket.com**