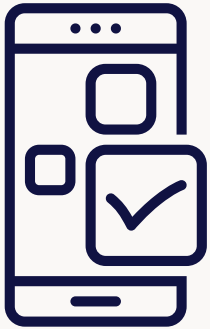


TROUBLESHOOTING

Cheat Sheet

HAVING TROUBLE? TRY THESE SUGGESTIONS:



- ☐ Are you on the most updated version of the Swimmingly app? Check the [device compatibility page](#) on our website for confirmation. If you're on an old version, you may need to update your iOS version before you can download the latest version of the app. The app will not work properly if this is not up to date.
- ☐ Confirm the Scorekeeper iPad is also on the most updated version of the Swimmingly app. The other devices won't connect if the iPad is not updated.
- ☐ Are you connected to local network via internet, cell service, or bluetooth?
- ☐ Confirm your Date & Time settings are correct on your device (General > Date & Time > Set Automatically)
- ☐ Confirm your Club ID and Starter Key are correct
- ☐ Confirm the Scorekeeper has connected to the internet recently to ensure the most updated version of your meet has been synced with the Clubhouse.
- ☐ Swipe out of the app completely and try again.
- ☐ CHECK OUT SWIMMINGLY'S SUPPORT RESOURCES:
 - [Help Center](#)
 - Live Chat feature on [our website](#)
 - Submit a [support ticket](#)
 - Email us directly team@swimmingly.app
 - Give us a call (866)377-7946