

# Troubleshooting

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## **What is Shopify's IP address?**

When using a third-party or external domain for your shop, usually you must state shopify's IP address for the third-party provider. If so, it is 23.227.38.65. This IP will need to be set as your A record on the other site.

## **How do I change my myshopify.com domain?**

You cannot because your myshopify.com domain is a URL that is a unique identifier for your store, therefore it can't be changed or removed. However, it can be replaced with a custom domain name.

## **Why isn't my Shopify POS synced with my Shopify Admin?**

The Shopify POS app usually updates automatically with any changes made on the admin page, but if you find the desktop and mobile apps aren't synced with the same information, you can force the app to resync with the Shopify admin.

From the Shopify POS app, press your Ipad's home button to send the app into the background.

From the Ipad's home screen, find and tap the Shopify POS app.

Check to see if the app has been updated with the new changes.

If the app still hasn't updated, force close the app, then reopen it.

Double tap the home button to bring up all of the running apps on the Ipad.

Located the shopify app and swipe the window up until the window has left the screen.

Tap the home button again, then located the Shopify POS app and tap it open.