



Hot Fix: Clearing McAneny Mobile App. Data to fix login screen connection issues.

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- **The following fix will resolve the issue of a continuous loading screen at the login screen resulting in a failure to connect**
- **When logging into the App. You might experience a continuous loading screen**
- **If this happens please review the following instructions to resolve the issue**
- **If the App. Will not load to the login screen as shown**
- **Proceed back to the main screen of the mobile device**
- **On the main screen, swipe up to view all apps**
- **From this screen, locate and click on the app “Settings”**
- **Now starting from the top of Settings, scroll down until you find “Apps”**
- **Under Apps, scroll down until you find “McAneny Mobile”**
- **Locate and click on “Storage”**
- **At the bottom, click on “Clear data”, Then click “Ok”**
- **Now, return to the home screen and click on “McAneny Mobile App”**
- **If you are still unable to login, contact us or submit a ticket to the helpdesk and we will get back to you as soon as possible**
- **As always from us here at McAneny Brothers, we thank you for you time and continued support**