

## TECHNOLOGY TROUBLESHOOTING

*Already in our virtual platform but having an issue? Check here:*

### **I am having trouble logging in. I navigate to the login screen and I'm asked for payment.**

Y Wellness 24/7 is provided as a free benefit of your membership. You should not be requested to enter payment information. This is an error; please contact [customercare@burnalong.com](mailto:customercare@burnalong.com) to correct this.

### **My screen is not clear? Connection seems fuzzy?**

The virtual wellness platform has a new troubleshooting steps to assist you:

1. Click the blue NETWORK button on the bottom left of your screen to determine if your connection is strong or if there are network issues on your end.
2. If your connection looks good, please email Tim Wilson at [twilson@cyedc.org](mailto:twilson@cyedc.org) to report this issue.

### **I cannot hear audio for my class using my phone.**

Click the new RESET AUDIO button to re-sync the audio on your device. This should correct the issue but if you continue to have issues please email Tim Wilson at [twilson@cyedc.org](mailto:twilson@cyedc.org) to report.



### **I'm using my phone and my screen is blank**

This could be due to your browser settings. Adjust the settings on your phone to allow Safari (iphone) or your current browser access to camera and microphone.

### **I can't edit my profile**

This issue is being worked on and is coming soon.

### **I had a login to the virtual wellness platform before and now it's not working.**

Please contact [customercare@burnalong.com](mailto:customercare@burnalong.com) as they can quickly correct this issue.

### **Why can't I see myself when I click the 'camera'? Why can't I invite friends?**

We see those features too! Those features are currently in development and are not currently working. But they are coming soon!