In the following pages are issues experienced by previous users with some common solutions. This list is based on user feedback to the HTHC Team – if you experience a problem that isn’t addressed here, please let us know so we can help you and so we can improve this list for other users. If your problem can’t be solved by following these steps, contact HTHC (email [bugwood@uga.edu](mailto:bugwood@uga.edu)) and include as many details as you can about what is happening.

**iOS/Apple Devices**

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| The app cannot find my location. | **Solution 1:** Wait a few seconds. Mobile devices can take time to find their location.  **Solution 2:** Check the strength of your cellular or WiFi connection.  **Solution 3:** Check your device’s settings and ensure location services are turned on for the HTHC Mobile App  **If none of these solve the problem, contact HTHC.** |
| The My Trees list does not show the trees near me/does not show any trees (Apple devices) | **Solution 1:** Press ‘Sync’ at upper right. Trees should load after a few moments.  **Solution 2:** Ensure you are using the latest version of the HTHC app. Check the App Store and update if needed.  **Solution 3:** Make sure you are signed in to the correct account – My Trees/Assigned Trees are user specific.  **If none of these solve the problem, contact HTHC.** |
| The Map does not display my Assigned Trees or my My Trees. | **Solution 1:** Go to the My Trees list in the main menu. Press ‘Sync’ at upper right. Trees should load after a few moments.  **Solution 2:** Wait a moment. The map can take a little time to load if cellular or WiFi connection is weak.  **Solution 3:** Ensure you are using the latest version of the HTHC app. Check the App Store and update if needed.  **Solution 4:** Make sure you are signed in to the correct account – My Trees/Assigned Trees are user specific.  **If none of these solve the problem, contact HTHC.** |
| The app freezes or crashes when attempting to do a particular function. | **Solution 1:** Try logging out, then logging back in to the app.  **Solution 2:** Ensure you are using the latest version of the HTHC app. Check the App Store and update if needed.  **Solution 3:** Uninstall the HTHC App, and then re-install it from the App Store. |

**Android Devices**

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| The app cannot find my location. | **Solution 1:** Wait a few seconds. Mobile devices can take time to find their location.  **Solution 2:** Check the strength of your cellular or WiFi connection.  **Solution 3:** Check your device’s settings and ensure location services are turned on for the HTHC Mobile App  **If none of these solve the problem, contact HTHC.** |
| The My Trees list does not show the trees near me/does not show any trees (Apple devices) | **Solution 1:** Give the list a few moments to load. This can take more time if the list is long or if the cellular connection is slow.  **Solution 2:** Ensure you are using the latest version of the HTHC app. Check the Google Play Store and update if needed.  **Solution 3:** Make sure you are signed in to the correct account – My Trees/Assigned Trees are user specific.  **If none of these solve the problem, contact HTHC.** |
| The Map does not display my Assigned Trees or my My Trees. | **Solution 1:** Give the list a few moments to load. This can take more time if the list is long or if the cellular connection is slow.  **Solution 2:** Make sure you are signed in to the correct account – My Trees/Assigned Trees are user specific.  **Solution 3:** Ensure you are using the latest version of the HTHC app. Check the Google Play Store and update if needed.  **If none of these solve the problem, contact HTHC.** |
| The app freezes or crashes when attempting to do a particular function. | **Solution 1:** Try logging out, then logging back in to the app.  **Solution 2:** Ensure you are using the latest version of the HTHC app. Check the App Store and update if needed.  **Solution 3:** Uninstall the HTHC App, and then re-install it from the App Store. |
| I cannot search for trees by Common/Scientific name when Adding a Tree. | **Solution 1:** The search bar for species in Android is found by tapping on a magnifying glass-shaped button on the top bar of the screen. You can type in either common or scientific names to search for a species. |