

Troubleshooting Reminders & Suggestions for HeartOut app and Solo and Ensemble recordings

1. Check that they are using smartphones, not tablets or laptops
2. **Do not use the Director Account Credentials emailed to you by Heartout.io to record videos in the app.** Register in the app with an email and password of your choosing.
3. Check order and accuracy of codes entered. - Invitation Code followed by Media ID Code. You will see the Indiana State School Music Association to verify you are recording in the correct platform.
4. Check that you have not transposed or mistyped the codes. If you do not see the correct event, i.e. violin solo, do not proceed as you will interrupt another user's account. If you have students performing on both weekends, check that you are using the correct Invitation Code. (ISSMA02272021 or ISSMA03062021)
5. Check that they are using the latest version of the app.
6. Try using the back browser button on the phone.
7. If you have not previously recorded, try logging out of the app and then back in. (*Do not logout or uninstall the app if any of the three recorded attempts have recorded on your local device. You may lose any recording that has not been uploaded and submitted through the app.*)
8. Try uninstalling and reinstalling the app. (*see warning in #7*)
9. Check that the Wi-Fi is off while recording. If recording at school, does the school block the use of Vimeo, which is the platform that HeartOut uses?
10. Poor Internet speed causes issues. Try recording or uploading in a new location.
11. Check to see if the student has already registered or recorded on their own using the Media ID Code? The codes are assigned to only one user/registration. You may use different smartphones, but the login must be the same. This is often the case when receiving an error message.
12. If none of this works, contact HeartOut directly through their Tech Help service on the app or their website. <https://heartout.io/support>