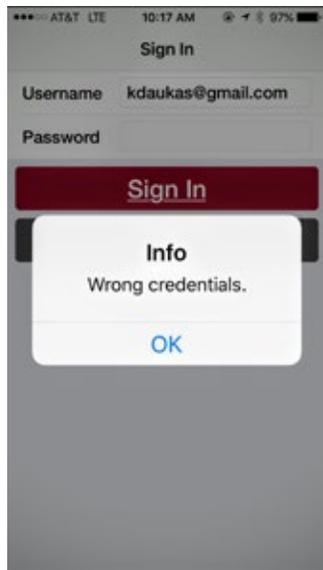


# What to Do If You're Experiencing an Issue Using the USConnectMe App



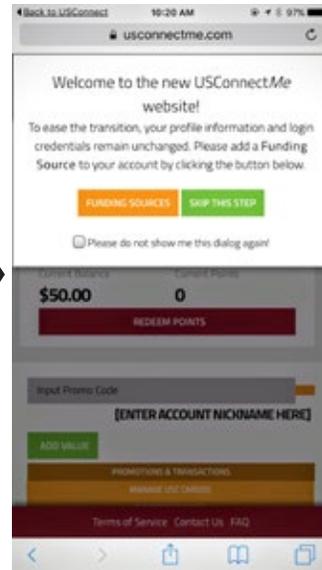
If you open your app and see the message "Wrong Credentials", follow these steps to get the app to work for you.

1: Delete the app and then reinstall it from either the App Store or Google Store.



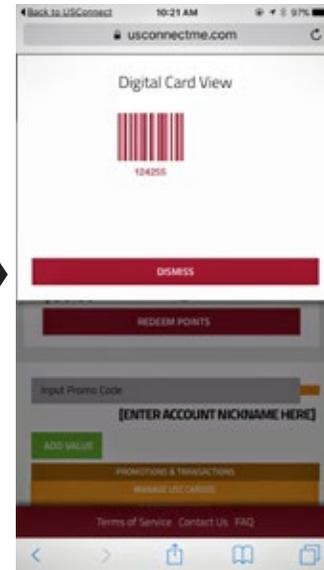
2: Open the app and you should see this screen.

3: Click on the "Visit Our Website" button (shown in blue).

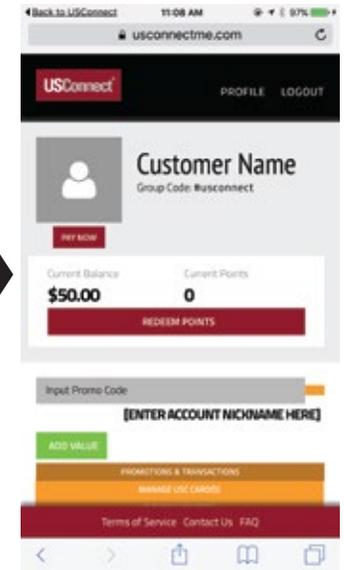


4: Click "LOG IN" which is located in the top right corner of your screen.

5: Log in to your account with your existing username and password



6: Continue using the app to make purchases.



Now, each time you open the app, you should be taken directly to your account, but some users have experienced having to log in again.

Please direct any questions or issues to [info@usconnect.biz](mailto:info@usconnect.biz) and as always, we appreciate your business and your patience as we transition!

**USConnect**<sup>®</sup>