Troubleshoot CampusClear

If you are having issues completing your **daily** required symptom screening via CampusClear please follow the following steps:

- Trouble completing registration
- Having to re-register every day
- Stuck at the "Loading" screen
- Force quitting the app does not resolve the "Loading" screen issue
- Force quitting the app, and rebooting your phone hasn't resolved the "Loading" screen issue
- I can't install the app on my phone
- I have completed my daily screening but am being contacted as not being in compliance

Trouble completing registration

Device: Phone, Computer

If you are not getting past the registration portion of the CampusClear app

1. Ensure you are using the correct email address
   a. Only CNU.edu email accounts are allowed to register for CampusClear
   b. Spelling your email address correctly is critical!
2. Check your inbox for the confirmation email
   a. The email will come from `team@ivy.ai`
   b. The email subject will be "CampusClear: Email Confirmation"
3. Click the button in the email

Having to re-register every day

There are two causes of this:

1. Web Browser Cookies
2. User logging out

Resolution 1: Web Browser Cookies

Device: Computer

Using CampusClear via your web browser relies upon cookies to remember your enrollment.

If you have to register each day, confirm that your browser is accepting cookies and not deleting them each time the browser is quit.

Resolution 2: User logging out

Device: Computer, Phone

If CampusClear is being used on a shared computer, you should log out, but this will require "re-registration" each day on the shared computer.

If CampusClear is being used on a personal (non-shared) computer, you should not be required to log out. Just closing the browser window or tab will keep you logged in, and not require "re-registration".

Stuck at the "Loading" screen

Device: Phone

If your CampusClear app is stuck at the loading screen please try the following:

1. Force quit the app
   a. iOS - https://support.apple.com/en-us/HT201330
   b. Android - https://www.dummies.com/consumer-electronics/smartphones/droid/how-to-force-close-an-app-on-an-android-phone/
2. Attempt to complete your symptom screening

CampusClear App and Web Addresses

Platform	Address
iOS	Apple AppStore
Android	Google Play Store
Web	Web version

Force quitting the app does not resolve the "Loading" screen issue

Device: Phone

1. Reboot your device
2. Attempt to complete your symptom screening

Force quitting the app, and rebooting your phone hasn't resolved the "Loading" screen issue

Device: Phone

If force quitting the app and rebooting do not resolve the "Loading" screen issue, delete the app from your phone. You will need to reinstall the app and re-authenticate/confirm your participation.

Re-authentication will ensure that your responses are recorded with your previous responses.

I can't install the app on my phone

Device: Phone

You can use the web version of CampusClear on your phone or personal computer - Web version.

I have completed my daily screening but am being contacted as not being in compliance

Device: Phone, Computer

While the option to purge your data and delete your account exists in both the phone and web versions of CampusClear, it is not recommended that you do this, as your submitted symptom tracking is deleted and you will show up in reporting as having not completed symptom screening at all.