

TAP the APP Troubleshooting Guide 2/2/2017

This is what is happening.....

Try this...

Player is using their TAP Player ID as the User Name and their Pool Net Login and Cannot Login....

Under Your Licensees Login Go into App, Top Right Magnifying Glass Put the players ID Number or name in, Click on players name, and reset password. Passwords are 8 digits and must be put in correctly. If they do not get their password emailed to them, you need to make sure their correct email is in Pool Net.

Player cannot login to Phone App because of membership.

Licensee must go into Pool Net and update the membership.

Licensee cannot login.

Licensees can have one Login for Pool Net and One for TAPTHeAPP or you can make them the same. If you are player your player ID is user name just like the players.

Both teams submitted scoresheet they cannot see it anymore.

Since it is no longer "Live" only the licensee would see it in Pending until the licensee submits it to Pool Net. If a licensee needs to edit they can edit in Pool Net.

How do I know a new player added into Open Player

Players Name in Italics in the game tab they played in.

Player getting Invalid Credentials

They are not typing in the case sensitive password correctly.

Can't find the App on Stores

BetterRival TAPTheAPP

Blank Lines come up for division, team names, etc.

If running Android 5 this is happening.

What is defer match scoring?

Team A starts scoresheet, Team B jumps in same LIVE scoresheet. Team B can click black "-" button to defer that opponent is keeping score of that match.

Can I delete a scoresheet from App?

Yes, Login using your licensee account and click on the pending button in the header. You'll see the score sheet there under

Can players add new players not in pool net?

Yes they can add new players. New Players/OpenStats *italicized*.

A Server Error has occurred. Please contact an administrator.

Anywhere they get phone service this App should work. Not A lot of draw on data. If they can connect to Wifi great. If they get this message they are not connected to App. It could be device or internet not connected. Try other device as well.

What is the minimum operating system for app?

Android 4.1 and iOS 8