

This is an beta website by [Inclusive Bytes CIC](#), The aim is to create one location for digital resources in Oldham.



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# What to do if your social media is not working

**Solution 1:** Close the app and re-open it. Check to see if that fixes your problem.

**Solution 2:** If the first step didn't work try changing from using wi-fi to using your mobile data or vice versa. You can also choose to delete the wi-fi you are connected to and then reconnect to it.

**Solution 3:** You can try restarting your phone and this commonly fixes most issues.

**Solution 4:** If the first 2 solutions didn't work go into your phone settings look for the app list and search the app that isn't currently working. Click on it and click delete cache.

**Solution 5:** This may be a disliked solutions but if previous solutions don't work then deleting the app and re-installing the app, make sure to know your you login details in case the app logs you out from deleting it.

If you have tried all the mentioned solutions then it is best to wait it out for a few days or finding a way to contact the support team of the app about the problem. You should tell them what previous solutions you tried that failed.

### **Things to look out for:**

If you are using a VPN either disconnect or change the server you are using this may be because the IP location is banned or your ISP (Internet service provider is blocking data from going through a VPN).

Go online and search for the website of the app and see if it is letting you on, if their website doesn't load up it may be that their server is down, you can further check this by looking for a website that detects if certain app/websites are down, such as <https://downdetector.co.uk/>. If they are down you will just have to wait until they get the server up and running.

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