

What to do if you run into problems with the Scorekeeper App during league play...

EMERGENCY GUIDELINES: IF THE APA SCOREKEEPER APP GOES DOWN, FOR WHATEVER REASON, STOP YOUR MATCH AND WAIT ABOUT 5-10 MINUTES FOR THE APP TO COME BACK UP. IF IT DOESN'T, TRY THE TROUBLESHOOTING GUIDELINES LISTED BELOW. IF THAT DOESN'T WORK, AND YOU HAVE TO REVERT BACK TO KEEPING SCORE ON A PAPER SCORESHEET, CONTINUE WHERE THE SCOREKEEPER APP LEFT OFF, THEN DO THE FOLLOWING AT THE END OF THE NIGHT:

1. Take a picture of your completed scoresheet with your cell phone, and email it to: scoresheet@apapool.com
2. Pay your Weekly Fees (for the CURRENT WEEK) through the APA POOL LEAGUE (Member Services) APP.

Troubleshooting Guidelines

- ✓ Hook up to Wi-Fi if it is available at their Host Location
- ✓ Perform any needed updates
- ✓ If you are using an Android, clear the app cache (directions below)
- ✓ Close app and re-open
- ✓ Delete app and re-install
- ✓ Try using a different phone or tablet

How to clear an app cache on an Android phone:

1. Open Device Settings on your Android phone (swipe down and click on the gear icon).
2. Select Apps.
3. Find the App you want to clear app data for (Scorekeeper), tap it, then select Storage.
4. Tap Clear cache to delete all cached data for the selected app.

Again, if following the above troubleshooting guidelines doesn't work, please have paper scoresheets nearby, or grab some from the bar. At the end of the night, take a picture of your scoresheet and email it to the league office: scoresheet@apapool.com. Don't forget to Submit your Weekly Fees to the League Office through the APA Pool League (Member Services) APP.

NOW THAT YOUR TEAM HAS CHOSEN TO GO FULLY ELECTRONIC ... IF YOU RUN ACROSS A SCOREKEEPER APP PROBLEM DURING LEAGUE PLAY ... THAT YOU CAN'T RESOLVE WITH THE ABOVE GUIDELINES ... CALL THE NUMBER BELOW TO REACH A LIVE SCOREKEEPER REPRESENTATIVE FROM OUR OFFICE BETWEEN 6PM AND 11PM ON LEAGUE NIGHT AT 410-255-5400 Option 7. FOR NON-EMERGENCY QUESTIONS, EMAIL MELISSA FRANK AT: melissaf@apapool.com. Please show all the other teams in your Division just how easy the APA Scorekeeper App is to use!