

TROUBLESHOOTING TIPS

1. My Clementune App isn't working properly?

If you experience difficulties with the Clementune App, you can swipe to the right, or hit the 3 horizontal bars in the upper left corner and click "Support."



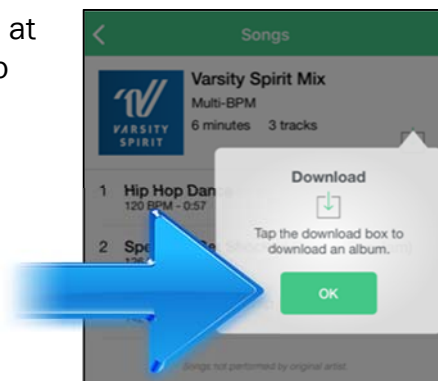
2. How can I get rid of albums and free up storage space on my phone?

If you are low on space or want to clear off some albums you are not using:

- IOS users can swipe to the left on an album listed as "Downloaded" and select "Remove Download"
- Android users can tap and move to trash.

3. My Clementune app is only playing PREVIEWS and not full songs.

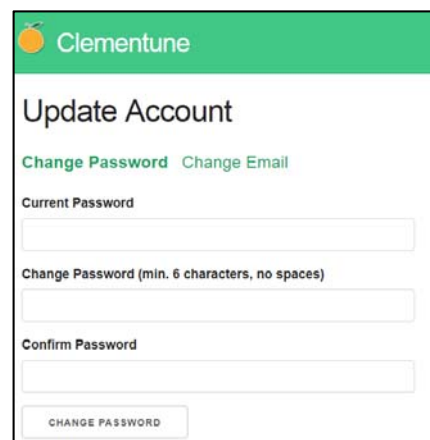
Tap the triangular play button (on IOS) or the + (Android) at the top of the track listing to add the album to the tempo player.



4. How do I change my email or password?

Log in at clementine.yesfitnessmusic.com and click "ACCOUNT" in the upper right corner.

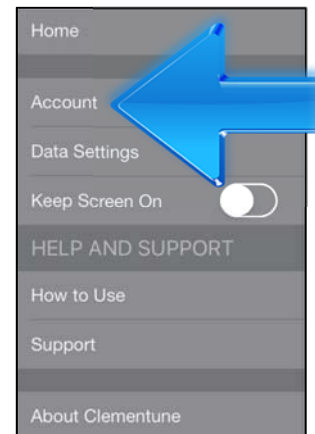
- If you are resetting a password, check your spam/junk folder for emails from instructorcare@yesfitnessmusic.com.
- Resets are sent within 30 seconds

A screenshot of the 'Update Account' form in the Clementune app. The form has a green header with the Clementune logo and the title 'Update Account'. Below the title are two links: 'Change Password' and 'Change Email'. The form contains three input fields: 'Current Password', 'Change Password (min. 6 characters, no spaces)', and 'Confirm Password'. At the bottom of the form is a 'CHANGE PASSWORD' button.

5. I have the app from last year, and have redeemed my code on the Clementune web page, but I don't see the new album.

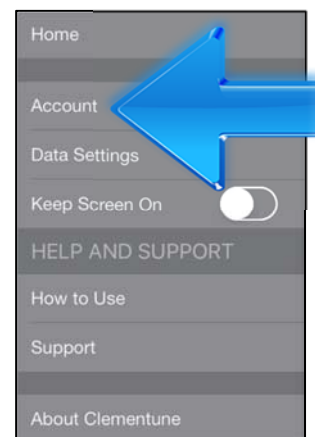
Be sure that you used the same email address and password to log onto Clementune in the web browser that you used to log into your Clementune app. The accounts must match for the information to flow between the two.

- Swipe to the right, or hit the 3 horizontal bars in the upper left corner and click "Account."
- Take note of the email address your account is under.



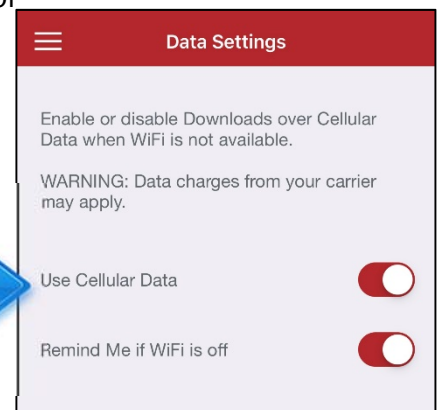
6. I have a new phone, and I see the album, but it's not playing?

- This may require a new app installation.
- Swipe to the right, or hit the 3 horizontal bars in the upper left corner and click "Account."
- Take note of the email address your account is under.
- Uninstall the Clementune app from your phone.
- Redownload the app from the app store.
- Log in with your email and Clementune password to access the music on your account.
- Note: You do not need to redeem codes again.



7. My Music has been downloading for hours.

- Check that your WiFi has a strong connection
- Click the 3 horizontal bars in the upper left corner of the app.
- Click Data Settings
- Enable "Use Cellular Data"



8. My Clementune App is crashing when I open it.

Make sure that you redeem your code at clementune.yesfitnessmusic.com BEFORE you open the app.

9. I see my old music albums, but how do I see my new album?

Visit Clementune.yesfitnessmusic.com and log in with the same email and password you used to redeem your album code. **Note: If you redeem a code under a new/different email , you will not be able to have both albums under the same Clementune App account.**

10. How do I download or share the music outside of the Clementune app?

You cannot share music in the app, however, you can log in to clementune.yesfitnessmusic.com from a desktop or laptop computer and download the full album to burn to a CD.

11. I don't see a video option for my material.

- Not all of the albums come with material videos.
- You could have an outdated version of the app and need to update to 2.0

12. I don't see the ability to download videos.

Videos can only be viewed within the Clementune App and cannot be downloaded.