

TROUBLESHOOTING



UNC Check-In

1

Location Services



Check that Location Services is enabled

iOS Location settings:

Tap on 'Settings' then 'Privacy.'
Tap 'Location Services' then tap the toggle bar next to 'Location Services' so that the color is changed from grey or white to green or blue.

Android Location settings:

Go to your Settings menu.
Tap 'Location services' or 'Location access.' From here, you can toggle location services on or off.

2

Bluetooth



Check that Bluetooth is enabled

Bluetooth for iOS:

Tap on 'Settings' then tap 'Bluetooth' or the Bluetooth symbol to enable it.

Bluetooth for Android:

Under the Settings on your Android device, choose 'wireless & networks' then look for 'Bluetooth' or the Bluetooth symbol. Tap the symbol to enable it.

3

Wifi [eduroam]



Check your Wifi connection

Eduroam is available in all campus classrooms. If you are experiencing problems with the UNC Check-In App, be sure your device is connected to eduroam. Mobile data may not be reliable in all locations.

help.unc.edu
Visit the UNC Help site

Find answers to common questions regarding the UNC Check-In App at checkin.unc.edu or by searching 'UNC Check-In App' at help.unc.edu. If you are unable to resolve your issue, help is always immediately available via chat, email or by calling 919-962-HELP.