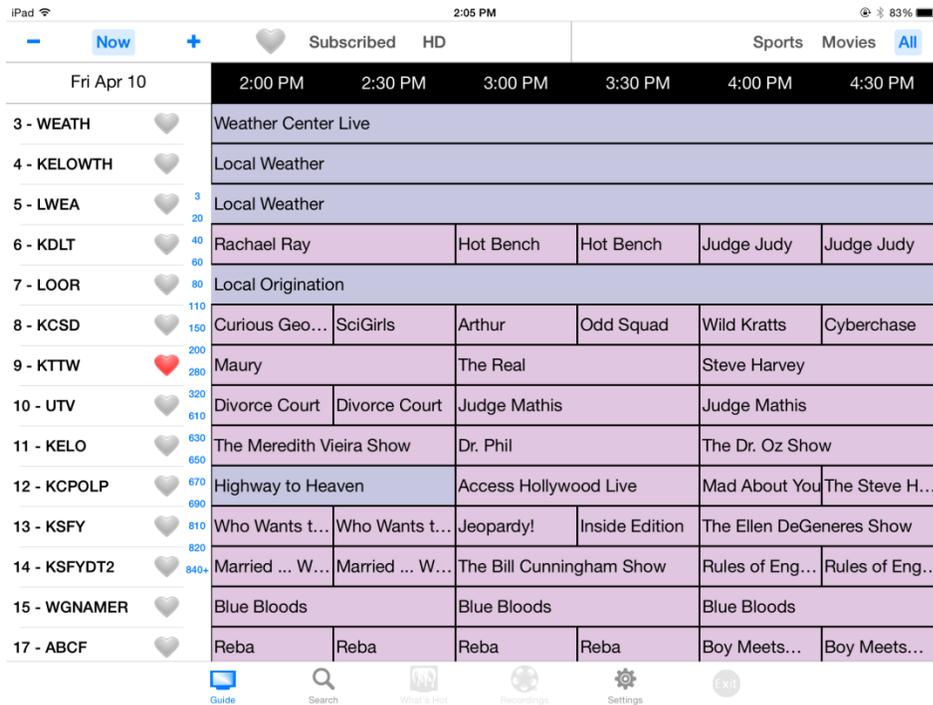




## ManageMyTVs Application Issue Notice (April 10, 2015)

If your subscribers are reporting problems with the ManageMyTVs app after taking an update that was posted to the iOS App Store on the evening of 4-9-2015 and their home screen looks like Figure 1-1, please have them follow the steps below to fix the problem:

Figure 1-1



1. In the ManageMyTVs app, click on the *Settings* tab from the Menu on the bottom. Click *Sign Out* to log off of the app.



2. The ManageMyTVs Sign-in Screen will appear. Figure 1-2
3. Enter your URL in the URL field, username in the Username field and password in the Password field. Some of these fields will automatically populate for you.
4. Select the *Sign In* button. The ManageMyTVs app will load and should be fixed.

Figure 1-2

