

# Wasp

## BARCODE TECHNOLOGIES

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### PackageTracker Android app: pinch & switch procedure for login issues

Scott Leonard - 2024-04-25 - in PackageTracker

How to force PackageTracker to download a fresh set of user credentials (in case of login issues)

Note: On the older HC1 (or other Windows Mobile device), the login screen had a Tools button, with the Download Data button. This procedure is the equivalent for the newer Android app.

At the login screen, use two fingers to pinch (squeeze together) on the username field (as if zooming out a touchscreen).

There will be a message "Would you like to switch to a different database or different server?" Tap Confirm.

You will now see an additional field Server URL on the login screen. Do not change any info in that field.

If needed, specify the username and/or password, and tap the Login button. Assuming this info is correct and the user is valid in the system, the app should now log in.