

Attic Storage App Troubleshoots

1) Before logging into the Attic App:

- **Ensure that you are fully connected to the Attic Storage Wi-Fi.**

To do this you need to go to your Wi-Fi settings, select Attic Storage and make sure to accept the terms of Use. Without accept the terms of use you will not be able to connect to the internet, even though you will be connected to the Wi-Fi.

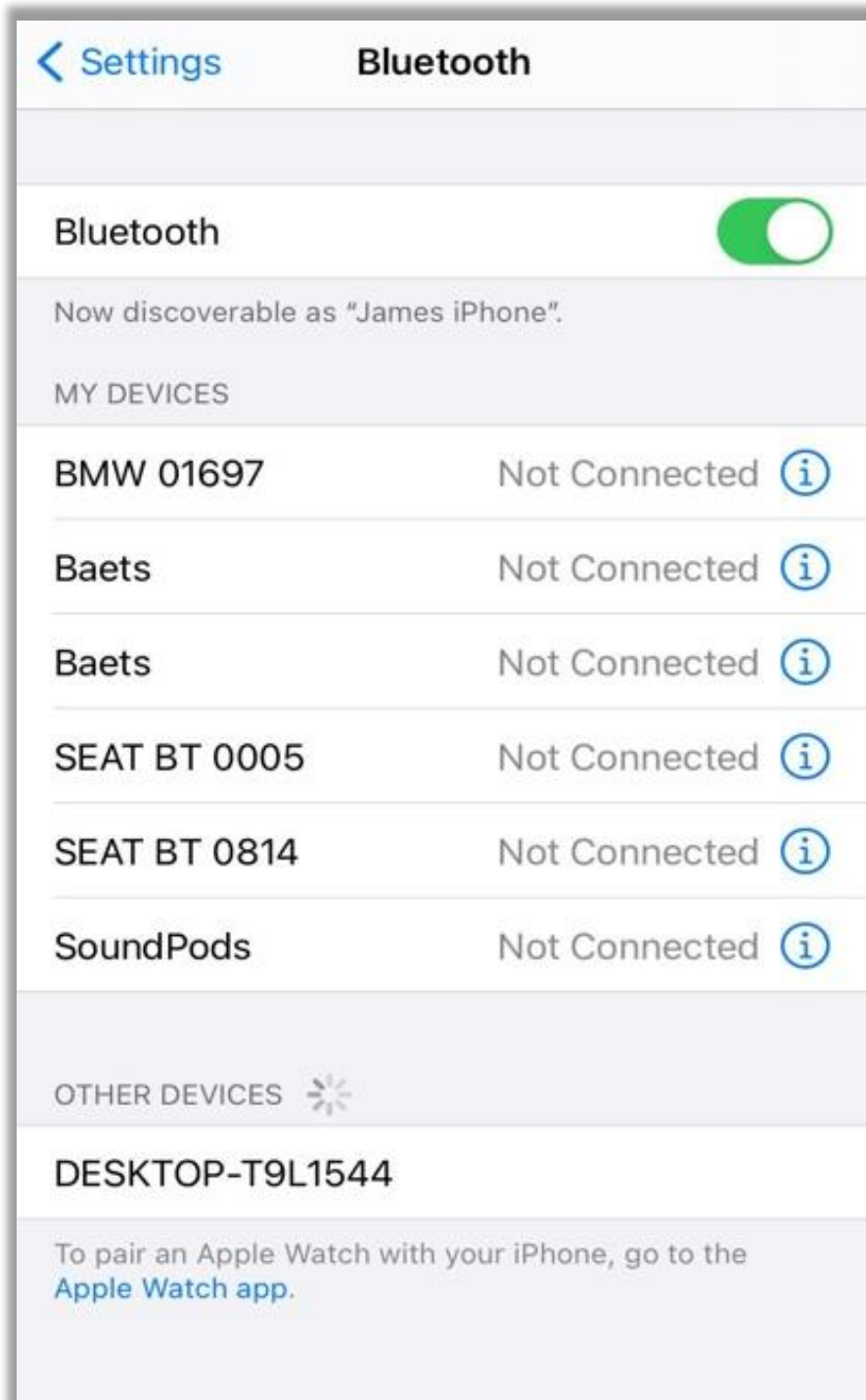
Always ensure that you are connected to the Wi-Fi and internet before initiating the app, if you have accepted the terms and condition previously, please make sure to check that you have an Internet connection.



- **Make sure you do not have too many Apps open.**
- **Close all Apps to clear cache (this will also help save your phone battery life)**
- **Ensure your phone has the latest update**
- **Ensure your phone is on the correct time zone**

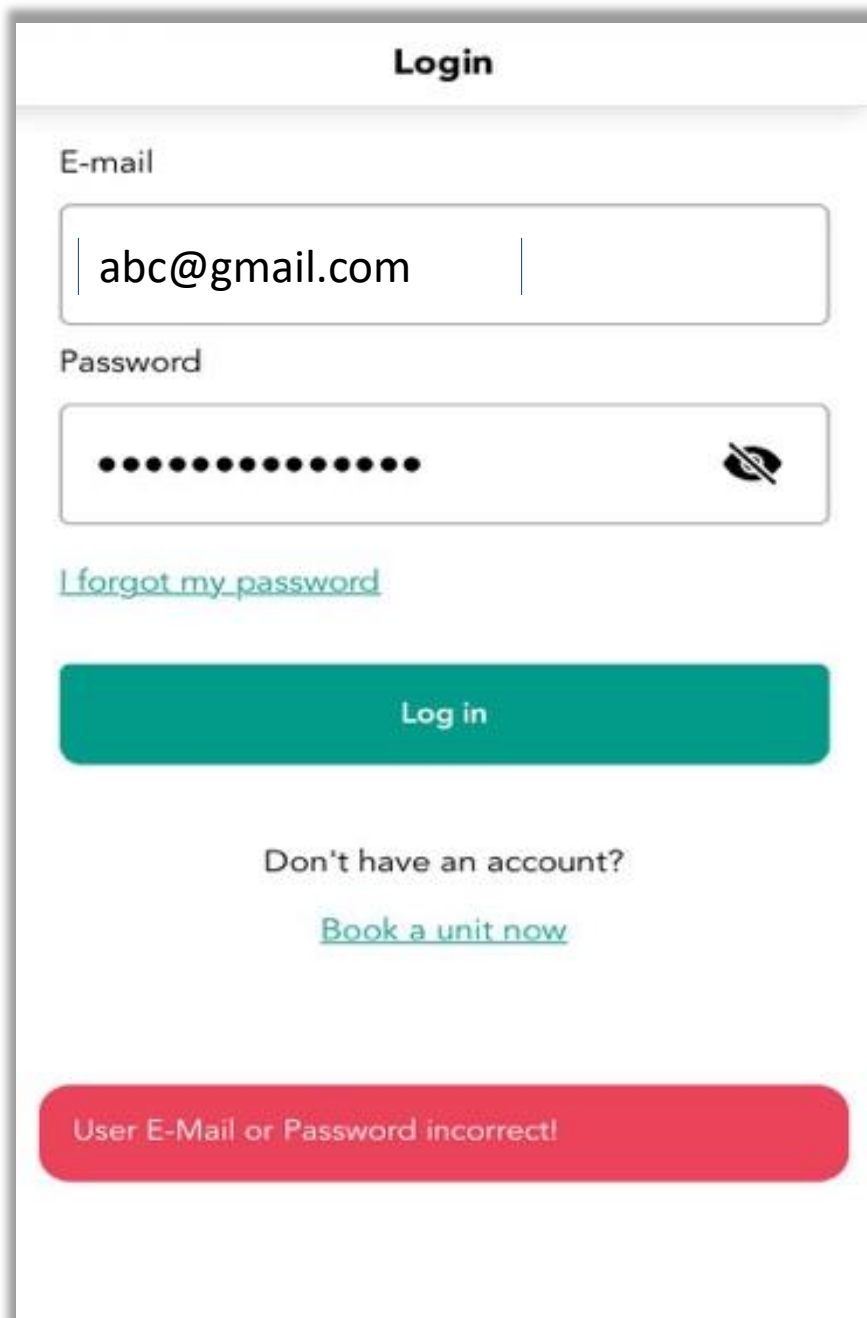
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2) Always ensure that your Bluetooth connection is on and that you are within a 10-metre radius of the access point you are trying to open.



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3) If you have been signed out of your App, please sign in using your email address and password. Please ensure you use the email address associated with your attic storage account otherwise you will see an “User E-mail or Password incorrect” notification as below.

A screenshot of the Attic Storage App login interface. At the top, the word "Login" is centered. Below it, there are two input fields: "E-mail" containing "abc@gmail.com" and "Password" which is masked with dots and has a toggle icon. A link "[I forgot my password](#)" is positioned below the password field. A large teal "Log in" button is centered below the fields. Underneath the button, the text "Don't have an account?" is displayed, followed by a teal link "[Book a unit now](#)". At the bottom of the screen, a red rounded rectangle contains the error message "User E-Mail or Password incorrect!".

Login

E-mail

abc@gmail.com

Password

.....

[I forgot my password](#)

Log in

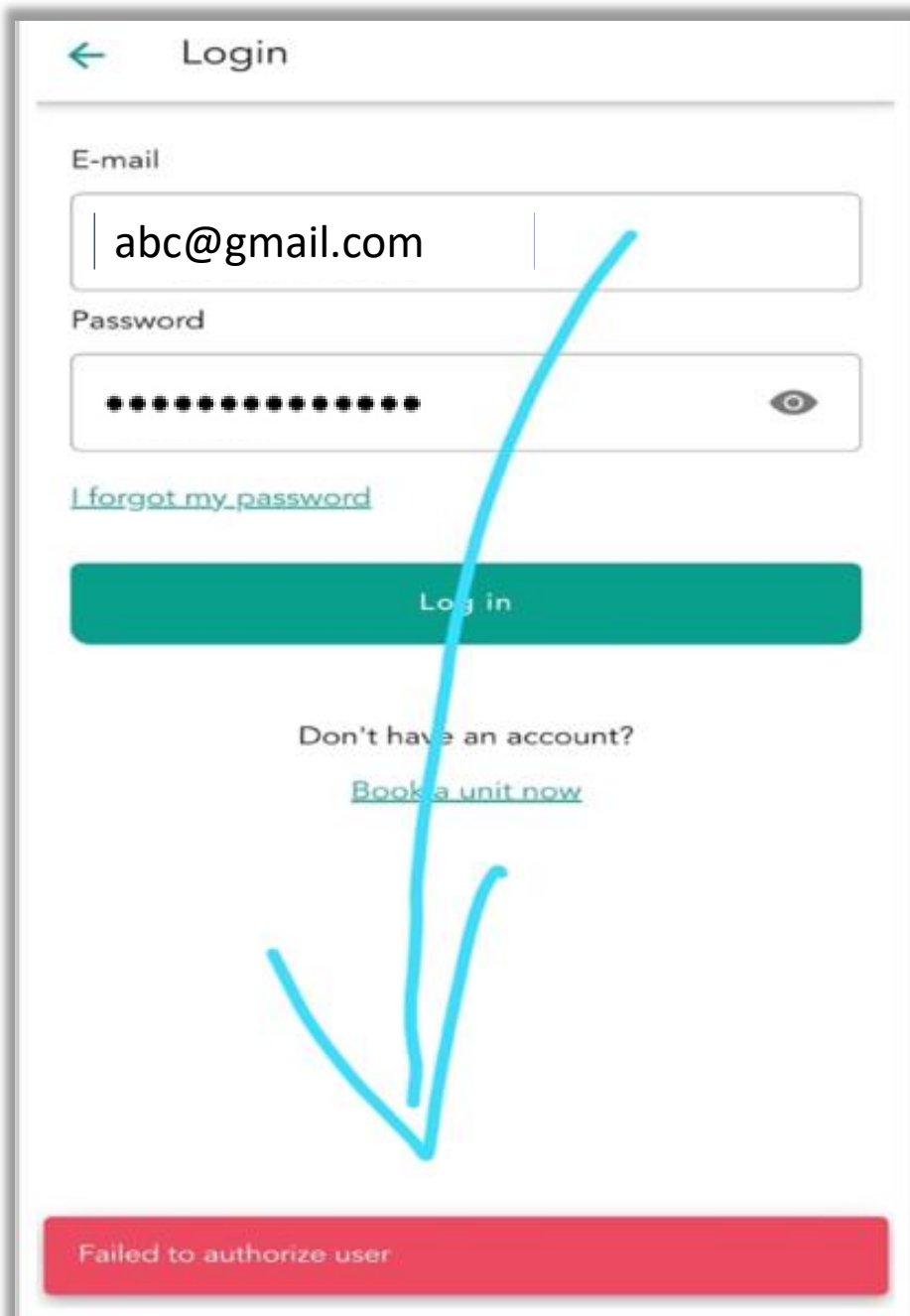
Don't have an account?

[Book a unit now](#)

User E-Mail or Password incorrect!

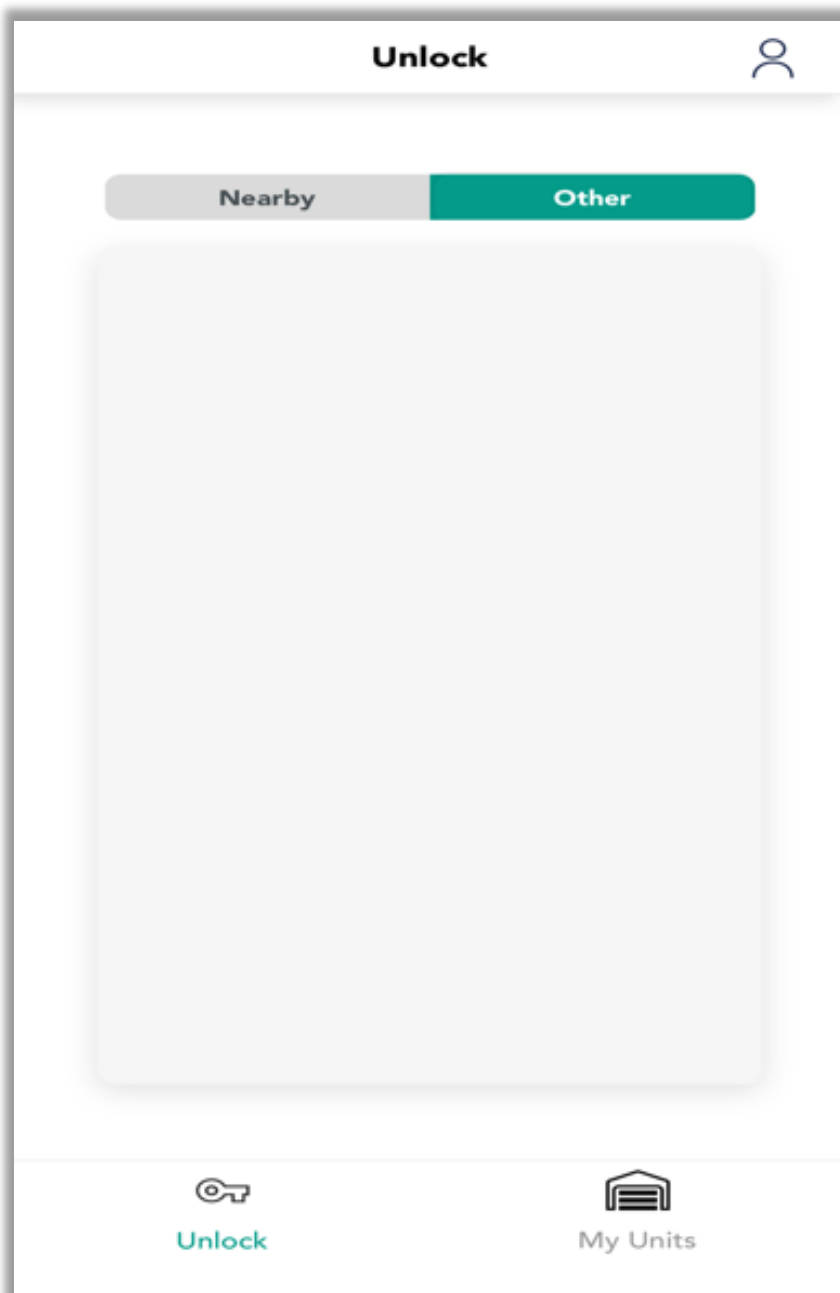
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4) If when you attempt to sign-in you see a “Failed to authorize user” message, simply close the app and re-open it. Doing the above will allow you to sign-in.



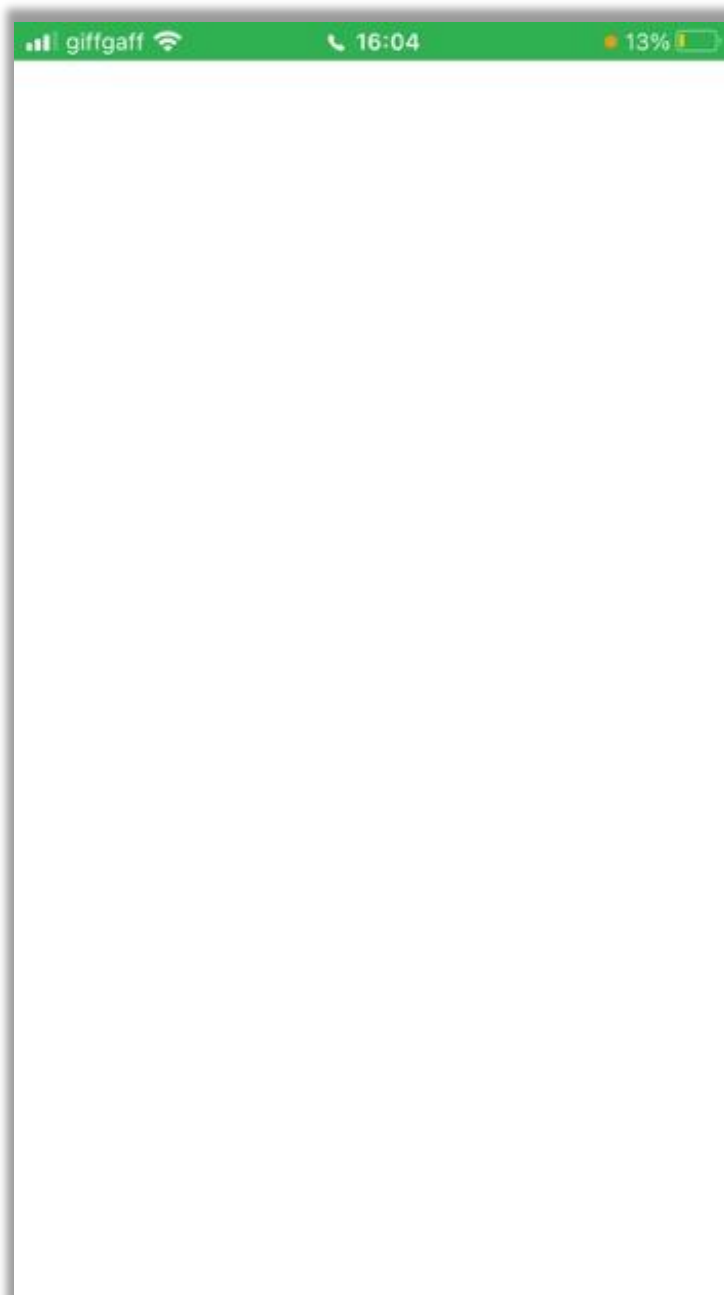
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5) If once signed in you fail to see any of your access groups, such as sliding door, roller shutter, unit number or lifts, please ensure that you are within 10 meters of the access points. Also wait a little while as this might be due to the App downloading from the server.



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6) If once logged in your screen is totally blank of any access points, please attempt to reload the app ensuring again that you have full Wi-Fi connection. If after logging back into the app you are still unable to see any of your access points, please contact a member of staff or call 0203 985 6800.



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7) If once logged in you find that all your access points are greyed out please first ensure that your Bluetooth is switched on and that you are connected to the Wi-Fi and have an internet connection.

