

# Hootsuite Amplify Troubleshooting Steps

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*Error when sharing/"Cannot post to X network"*

*What if I have multiple of the same social network connected, how do I select which one to post to?*

*The most up to date versions of the Amplify mobile app are below (as of Feb 5/2019):*

## Amplify and Hootsuite Synchronization

The Hootsuite dashboard and Amplify synchronize with each other. When a user is invited to Amplify, a simultaneous Hootsuite account is created for them that share the same login credentials (email/password). This means that actions, like removing/adding a social profile, will mirror on both Amplify and Hootsuite.

## How to connect and disconnect social networks from Amplify

### To connect your social networks

Amplify supports sharing to Twitter, Instagram, LinkedIn profiles, and Facebook profiles and Pages. However, some organizations may disable sharing to certain social networks.

1. Tap Profile 
2. Tap Settings in the top right corner 
3. Tap Connect (social network), enter your social network credentials, and then tap Authorize app. Tap OK for all additional Facebook prompts
4. Tap Continue

If you are already signed in to the native Twitter or Facebook app on your mobile device, your account will be auto-authenticated when you tap Connect.

### To disconnect a social network

Amplify supports sharing to Twitter, Instagram, LinkedIn profiles, and Facebook profiles and Pages. However, some organizations may disable sharing to certain social networks.

1. Tap Profile 
2. Tap Settings in the top right corner 
3. Tap the social profile to disconnect
4. Tap OK

If you are already signed in to the native Twitter or Facebook app on your mobile device, your account will be auto-authenticated when you tap Connect.

## "Your email is not in our system or your company is not set up with Amplify yet!"

1. Ensure you are entering email/password correctly
2. Try both "Sign in with other account" (if logged into the Hootsuite mobile app on your device as well) and "Continue" login options
3. Reinstall Amplify app

If these steps fail, contact Amplify Administrator/CSM to investigate.

## "Your email or password do not match. Please try again"/ Reset Password

1. Double check that you are entering your password correctly
2. Click "Forgot Password" > "Send email" to trigger a password reset email to be sent to you
3. Use the newly created password to login to Amplify

## Cannot see certain topics/content within the Amplify app

1. Open the Amplify app
2. Go to Profile > Settings > Manage Topics
3. Select the Topics you wish to 'subscribe' to in order to see content and press the back arrow

*Please note, only OPEN topics will appear here to subscribe to. CLOSED topics must be manually subscribed to by Amplify Admins*

## Not receiving mobile notifications for new posts

1. Login to your Amplify app
2. Go to Profile > Settings
3. Under "Notifications," ensure that "New Articles" is enabled

*Please note, mobile notifications are only sent when an Amplify Admin specifically triggers a notification for a post on their end. Notifications are not sent by default for every single post.*

## How do I edit a post?

1. Login to Amplify
2. Locate the post you wish to share
3. Select "Share" > "Edit Post"
4. Make the changes you wish to the post
5. Select "Next" > "Share now"/"Schedule for me"/"Pick a time"

## I'm having loading/slowness/display issues in the Amplify app

1. Logout of the Amplify app (Profile > Settings > Sign Out)
2. Login to the Amplify app again

*If the issues persist*

3. Reinstall the Amplify app on your mobile device

## "Why can't I share this post to X network?" / Locked social network

Amplify Admins are able to 'lock' off certain social networks on a post-by-post basis. This is used if the post is created for a specific social network.

## "I scheduled a post, but now I don't know where to see it"

Amplify does not currently have an integrated content calendar. To view/edit/delete content scheduled through Amplify, you need to access Hootsuite:

1. Go to Hootsuite (<https://hootsuite.com/login>)
2. Enter your Amplify credentials (Amplify and Hootsuite share the same credentials)
3. Once logged in, go to your Publisher (paper airplane icon) > Planner

### Error when sharing/"Cannot post to X network"

Ensure that you have that specific social network connected to Amplify/Hootsuite

1. Login to Amplify
2. Go to Profile > Settings
3. Click "Connect" beside the social network you wish to connect
4. Once the network is connected, it will display under "Social Networks"
5. Attempt to share to that social network again

### What if I have multiple of the same social network connected? How do I select which one to post to?

You can select your 'Default' social profile to publish to from Amplify if you have multiple of the same social network connected in Amplify/Hootsuite

1. Go to Profile > Settings
2. Press "Select Social Networks"
3. Select the drop-down menu for the social network you want to choose your 'Default' for
4. Select your desired 'Default'

**Note:** *It is very important to ensure users are using the most up-to-date versions of their OS (operating systems on their mobile devices as well as the Amplify mobile app. The most up-to-date versions of the Amplify mobile app are below (as of Feb 5/2019):*

**Android** = 5.3.3

**iOS** = 5.3.1