

Troubleshooting FAQ

Welcome to Sway.ly's Troubleshooting FAQ.

Here you'll find solutions to problems you may encounter while using the app. If your issue isn't listed, don't worry, help is just an email away (details below)!



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Still need help?

If your issue isn't listed in this document or you're still having trouble, please contact our support team at support@sway.ly.

Or call us on [+44\(0\) 203 916 5626](tel:+44(0) 203 916 5626)

We're here to help!

Troubleshooting FAQ

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1. General Issues

Q: The app won't open/keeps crashing.

Make sure you're using the latest version of the app by checking for updates in your app store.

- Try restarting your device.
- If the problem persists, uninstall and reinstall the app from the app store.
- Still not working? Contact us using the email at the bottom of this FAQ.

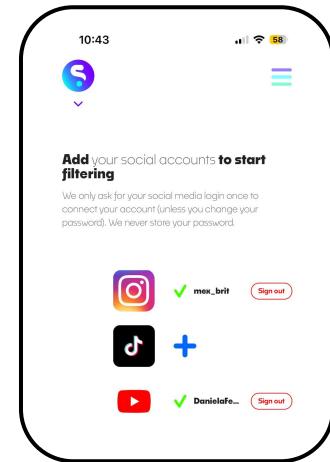
Q: I'm not seeing the latest updates/data for my social media in the app.

Our data refreshes up to three times a day. If you've just added a social feed, please allow some time for it to update. Try this:

- Pull down on the screen to refresh manually.
- Check your internet connection.
- If 24 hours have passed and data still hasn't updated, contact us at support@sway.ly

If your feed was working before but has stopped updating, the social platform may have changed its permissions. Simply sign out and back in:

- Open the app menu
- Tap **Add more social feeds +**
- Sign out of the affected social platform
- Sign back in



Q: The app says I'm offline, but I have internet.

Switch between Wifi and mobile data.

- Try restarting your device.
- Make sure the app has permission to access the internet.

Q: I have forgotten my login code.

Please email us at support@sway.ly, let us know the email that you registered with and if the lost login code is your or for one of your sub accounts. The team will sort this for you.



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1. General Issues

Q: How do I set up a sub account for my child on Sway.ly?

The best way to use Sway.ly is by creating a **separate sub account for your child** and connecting their social media accounts there. This way, your child will receive advice tailored for kids, while you'll get insights designed for parents — and you can easily compare what each of you sees.

To set it up:

1. Open the **app menu** (top right) and tap **"Add more subaccount."**
2. Enter your child's details — name or nickname, date of birth, and gender.
3. You'll see **"Sub account added!"** followed by **"Invite [child's name]."**
4. Choose to send the invite to download the app via **SMS, email or Whatsapp.**
5. You'll receive their **login code by email** — simply forward it to your child.
6. Once your child **downloads the app** on their own device and **logs in** with their **login code**, they can connect their social media accounts to start receiving personalized advice.

 **Tip:** After setting up your child's subaccount, go back to your own account and **add your own socials** too. The app works best when it's a **shared experience** between parent and child.

Q: How can I cancel my subscription?

You can cancel your Sway.ly subscription at any time. If you signed up on the **Sway.ly website or are on an Android phone**, follow these steps to cancel:

- Click on the menu icon in the top right corner of your screen. It looks like three horizontal lines, often called the "hamburger menu".
- Select Manage Subscription.
- The app will then take you to Sway.ly's payment system portal (Paddle), where you can cancel your subscription at any time.

For **Apple Subscriptions**, follow these steps on an iPad or iPhone:

1. Go to Settings and tap your name at the top.
2. Select Subscriptions, you'll see a list of your active and expired subscriptions.
3. Tap the Sway.ly you want to cancel.
4. Tap Cancel Subscription (or Cancel Free Trial) and confirm.

If you decide to leave us, we are sorry to see you go. **We would really appreciate any feedback you can share with us**, please email us at support@sway.ly.

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2. Connecting your social media

Q: YouTube doesn't seem to work for me?

If you've added your YouTube account but it doesn't seem to provide any data, please do the following:

- Ensure your YouTube history is turned on as we can only analyse accounts where Watch History is on.
- You can check and turn it on using this link <https://myactivity.google.com/activitycontrols/youtube>

Q: I can't seem to register for Instagram

If your Instagram account uses a **Meta** (Facebook) login, you'll need to create a separate Instagram password. You can follow the following instructions to separate your Instagram account from your Meta account, which has pros and cons also stated below.

Creating an Instagram-Only Login:

1. On your Instagram App go to Settings → Accounts Centre → **Accounts** (4th section from the top).
2. Remove your linked Facebook or Meta accounts.
3. When prompted, create a new Instagram password and log in again using it.

There are pros & cons to doing this:

- **Pros:** More security, privacy, and independent control
- **Cons:** No shared login or synced info between apps.

Q: I am having issues with installing TikTok

Here are some tips for TikTok setup:

- Accept or decline cookies on the login page before doing anything else, as skipping this can cause issues.
- When prompted to open the full app experience, choose decline.
- Try logging in using the "Use phone/email/username" option, then select "Email/Username" — this usually works more smoothly.

Q: One of my social accounts does not seem to be changing?

If your Instagram, TikTok or YouTube does not seem to be updating or the wheel has changed dramatically, follow these steps:

- Go to the Menu → Select "Add more social feeds".
- Sign-out of the social account(s) that are not working for you.
- Force quit the app and log back in.
- Go back to the Menu → Select "Add more social feeds".
- Add your account(s) again.

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2. Connecting your social media

Q: Why does my dashboard wheel show no Trusted or Untrusted content for one or more social platforms?

There are a few scenarios this can indicate:

1. Dashboard shows 0% Untrusted and 100% Trusted, and your accounts are connected:

This usually means that most of your recent content falls into our **Caution category** — not fully trusted, but not harmful enough to flag. To be sure, try logging out and back into the social accounts showing this.

2. Dashboard shows 0% Trusted and 0% Untrusted:

This can happen for two reasons:

- You haven't used this social media account in the past 7 days. If you've been using our app for a while, the weekly report is a good way to identify when you have/haven't used your social media account.
- There is an issue with how your data is being stored in the app. If you suspect a data storage issue, please **contact our support team at support@sway.ly**. They can help resolve the problem quickly.

Q: I do not remember my social media password(s). Can you help me?

Please follow these steps for the relevant platform

INSTAGRAM



1. Tap "Forgot password?" on the Instagram login page.
2. Enter your associated username, email, or phone number.
3. Instagram will send you a link or code to reset your password, (via email or SMS).
4. Follow the instructions in the message to create a new password and regain access to your account

Instructions from Instagram can be found [here](#).

 **TIK TOK:** There are a couple of clicks involved to get to the "Forgot Password?" link:

1. Tap the Tik Tok app, tap "Sign up".
2. Tap "Log in" at the bottom of the page.
3. Select "Use phone / email / username".
4. Choose "Email / Username".
5. Tap "Forgot password?"
6. Choose to reset your password with Phone number or Email.
7. Tik Tok will send you a message with instructions to regain access.

Instructions from Tik Tok can be found [here](#).

 **YouTube:** YouTube is linked to your Google account, so you will need to reset your Google password:

1. Go to the YouTube sign-in page and click Sign in.
2. Click Forgot password? (or Need help?)
3. Enter your email or phone number linked to the account.
4. Follow Google's steps to verify your identity (recovery email, phone, etc.).
5. Once verified, create a new password — this will also update YouTube.

Google provides more tips and details [here](#)



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3. Security & Privacy

Q: Why does the app ask me to log into my social media accounts?

Sway.ly requires access to your social platforms to help deliver the service you've signed up for. We do not store your username or passwords and we solely access the information relevant to deliver our service.

You may receive official notifications or messages from the platforms confirming access from a new location, these are a normal part of the connection process.

Q: I received a message from my social platform after using the app. Is this normal?

Yes, you may receive security alerts or notifications when a new app is linked to your account. These are standard platform security features. If you used our app and recognise the activity, there's no need to worry.

Q: Is my data safe?

Absolutely. We follow strict data protection practices and comply with industry standards and we never sell or rent your data. We also don't use advertising and our cookies are strictly functional. Your information is encrypted and only used for the purposes you've agreed to. You can further read about this in our [Privacy Policy](#).

4. Notification Alerts

Q: I'm not getting any notification alerts from the app.

Check your device settings to make sure notifications are enabled:

- In the app, go to Settings > Notifications to adjust your preferences.

If you still don't receive notifications, please contact us at support@sway.ly

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5. Login & Account Management

Q: How do I get started?

We're glad to have you! Please follow these steps:

1. Subscribe through our website [here](#)
2. Select the package you want:
 - a. Solo = 1 Adult
 - b. Duo = Parent + Child
 - c. Family = 5 users
3. Once you've signed up to the trial, **you will receive via email a Login code and instructions.**
4. Download the app from Google Play or Apple App Store, search for Sway.ly
5. Set-up your account and send invites to your subaccounts.
6. Add your social media accounts.

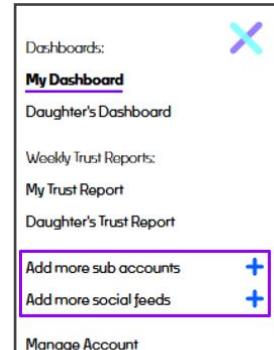
Q: Where is my login code?

Your login code is included in the Sway.ly Login Email that was sent to the email address you used to register for Sway.ly. If it is not in your inbox, you may want to have a look at your '**junk mail**' folder and see if it is there. If you haven't received it within 10 min, something went wrong. Please contact us at support@sway.ly.

Q: How can I add my child/children to my Sway.ly account, and how do I add my social feeds?

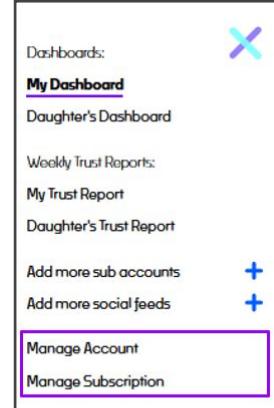
Click on the top right of your screen to access the main menu (it looks like a hamburger and has three horizontal lines).

- To add your kids to your account, click on 'Add more sub-accounts'.
- To add your own social feeds, click on 'Add more social feeds'



Q: How can I manage or delete my account?

Click on the top right of your screen to access the main menu (it looks like a hamburger and has three horizontal lines). Then click on 'Manage Account' or 'Manage Subscription' if you are thinking of leaving us. We're sorry to see you go!





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6. Features & Settings

Q: A button/feature isn't working.

Try restarting the app.

- Make sure you have the latest update installed.
- Get in touch if the issue persists.

Q: Can I use the app in dark mode?

Yes! Go to Settings > Appearance and toggle Dark Mode on.

7. Device Compatibility

Q: On what operating system is the app available?

The app is currently available for iOS 15 and Android 14 mobile devices and tablets.

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Thank you for being part of the Sway.ly Community.

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