



## CoVerified Errors and Solutions

**Here are the 4 most common error messages and the solution to each:**

Error Message 1: Set up freezes at Risk Acknowledgment Screen

- This bug has been fixed, you may need to delete and reinstall

Error Message 2: Asks for a new update but doesn't click through

- Close the app all the way, don't just minimize, and reopen. For instance, on iPhone, double tap the home button and then swipe up on the app to close it.
- When you reopen keep clicking through and re-enter username and password

Error Message 3: Unauthorized, concat administrator to see if your address is mapped to the system

- I received a message on Tuesday night that this bug was fixed.

Error Message 4: Password not correct

- Ensure you are using Anna Maria email and password
- Update your Anna Maria password here <https://passwordReset.annamaria.edu> and try again. This is fixing it for almost everyone who has reported this error.