Troubleshooting

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If you wish to delete the myRandwick app

Before removing the myRandwick app from your device, please remove any notification information in the Settings tab at the top right hand side of the app. Remove your email address and turn notifications off. Save these new settings.

Note: If you delete the myRandwick app without resetting your notifications in the Settings page, you will continue to receive notifications for the favourited items and waste if you have selected this. You will need to reinstall the app, set up the notification information, delete it again and then remove the app once more.

We apologise for the inconvenience and are working to fix this with a future version of the app.

Report a problem form

Some submissions may not be coming through if the "Image upload" field is left blank, so please include a photo when you fill out the form. We are working to fix this.

In the meantime you may like to use the contact us form on our **Randwick City Council website** which also lets you report issues and doesn't require an image.
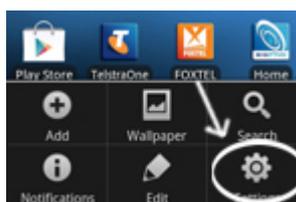
Android devices

For those using Android software, restart the app to solve most issues - below is a guide to 'Force stop' your app so you can reopen it. You can also tap the "myRandwick" logo at the top of the page.

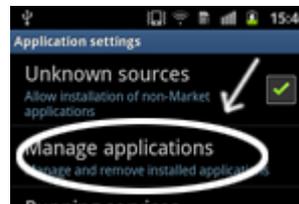**1.** Tap on the options button. This shoud be near the bottom of your device
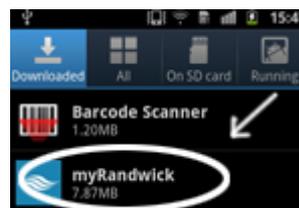

2. Tap on 'Settings'

3. Tap on 'Applications'

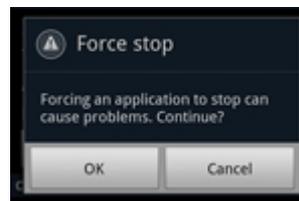**4.** Choose 'Manage applications'

5. You will see a list of all applications on your device. Find the myRandwick app and select it.

6. Choose 'Force stop'

**7.** Choose OK in the popup window. Return to your home view and reopen the app

If restarting the app or browser does not work, uninstall the app from your device and re-download it from the **Google Play store**.

iOS devices

Restart the myRANDWICK app to solve most issues. Please note the app is designed for portrait view - if you are on landscape mode please change to portrait view. If you are on iOS 7 refer to this guide on how to **Force an app to close**.

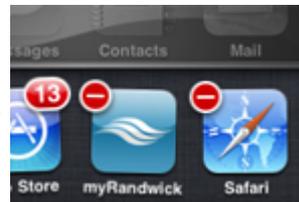To restart the app on iOS6 or below:

1. Double tap the home button. A new tab will show up at the bottom of the screen with all your active apps
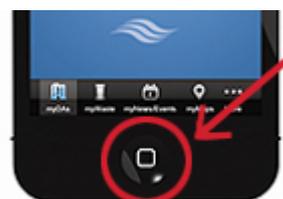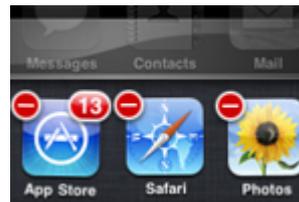
2. Swipe across the screen to move to different apps on the tab and find the myRANDWICK app

3. Tap and hold the app until it shakes and a red circle with a dash appears

4. Tap the red circle to close the myRANDWICK app

5. Press the home button to return to your normal view and tap into the myRANDWICK app to restart

If restarting the app or browser does not work, remove the app from your device and re-download it from the **Apple App Store**.

Contact us

If problems persist please contact us on 1300 722 542 or **webmaster@randwick.nsw.gov.au**