

Troubleshooting Guide

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LOGIN ISSUES

It is taking a long time to log into the Myndlift app.

Ensure the Myndlift app is up to date by downloading the latest version of the app at myndlift.com/download

Login Failed: Wrong credentials

This error message is shown when the entered e-mail and password do not match an existing account in the system. If you see this, try the following steps:

- Carefully re-enter your e-mail and password
- Make sure there are no spaces before or after your e-mail address
- If you use a password manager to enter your credentials automatically, try manually typing them in
- If someone else registered your account for you, check with your provider for the correct e-mail and password

No internet connection detected. Please ensure that you are connected to a WiFi network, or cellular data is enabled.

This error message is shown when the app does not detect internet connectivity. If you see this, try the following steps:

- Make sure that your connection works by loading the Myndlift website on your device: myndlift.com
- Try connecting to a different WiFi network
- Try connecting to a phone hotspot
- Try restarting your device

If none of these steps work, it is possible there's no connection to the internet or the Myndlift app cannot access it through your network.

Please contact Myndlift Customer Care through phone or e-mail.

I AM STUCK IN THE EQUIPMENT PLACEMENT CHECK SCREEN

This screen ensures the equipment is sensing the brainwaves correctly. Misplacement, excess body and facial movements, or faulty hardware, can impact how clear the sensing is to the equipment.

At the center of the screen, there is an illustration of a person wearing a Muse headband. This headband glows **red** to indicate when a sensor is not detecting the brainwaves correctly, and **green** when the equipment is well placed and working as designed.

If the forehead area glows red:

- Too much head/eyes movement or excessive blinking can impact the headband placement
- Ensure to have it sit snug on the forehead, and relax the facial muscles

If the earpiece area glows red:

- The headband sensors must touch the skin on the top/back of the ears
- Ensure the earpiece placement is correct and wait a few seconds after adjusting it

If the golden-cup electrode is glowing red (right side of the head):

- Place some paste inside the cup of the electrode, and press it down against the scalp, avoiding any hair
- Wait still for a few seconds after each adjustment

VIDEO TROUBLE

The video and audio activities are training options where you may choose from a video on the internet and the neurofeedback training is done by modulating the screen's brightness on Video and/or the sound's volume on Audio.

I cannot find/play any videos!

There are two ways videos are available in both activities:

- 'Preset Videos', added by the Myndlift team or your Practitioner, which you may choose from multiple categories
- 'YouTube Search', a feature that allows you to use keywords to look for videos of your preference

If you cannot find a video using the search filter, or if a video is unavailable on the categories menu ('grayed-out'), it could be that it is unavailable in your region or on mobile devices.

The video doesn't start / The video keeps freezing!

If the video you'd like to watch doesn't start or constantly freezes, you may try the following troubleshooting steps:

- Try switching between cellular data/3G/4G and a Wi-Fi network. Or, try a different Wi-Fi network/hotspot.
- Open the YouTube app on your device and make sure you can find and play the same video with no issues.
- Have you changed the privacy and control settings of your device? Certain Android and iOS devices have menus to limit access to content such as videos on the internet. Make sure this is not enabled.
- Hold down the power button of your device and turn it OFF. Then, turn it back ON and try again.
- If you have a different compatible smartphone or tablet available, you may download the Myndlift app for free, sign in, and try again!

MY GOLDEN-CUP ELECTRODE DOES NOT WORK

The Myndlift golden-cup electrode is an external accessory used to sense brainwaves coming from other areas of the scalp the Muse headband does not reach

Testing the electrode: place the electrode on your forehead, where there is no hair or any other obstruction between the electrode and your skin. If you cannot pass the Equipment Placement Check screen, please reach out to Myndlift Customer Care through the in-app chat.

CONTACT US

Call us: 702-748-9642

Email us: michelle@bamcounseling.com

CONTACT MYNDLIFT FOR SUPPORT

Call us: 866-994-3210

Email us: support@myndlift.com

Chat with us from the Myndlift mobile app