

Weemarkable™

Frequently Asked Questions for Caregivers

We've compiled a list of answers to common questions.

I keep requesting an access code. Why aren't they working?

Once you have requested an access code, please wait approximately 15 minutes before retrieving the code from your email. Some web services, such as Hotmail, have service delays when receiving emails. Please do not request the access code multiple times.

I forgot my PIN, how do I access Weemarkable™?

For security reasons, the PIN is stored only on your device, so there is no way to recover it. However, if you enter the PIN incorrectly 3 times, the app will then take you through the registration process again, where you can enter your email address to request an access code. From there, you will be able to set up a new PIN.

How do I get my access code?

Your Child Care Supervisor will enter the email address you provided on your registration form, directly into the system. You will then receive a welcome email inviting you to download the app. When you attempt to login to the app for the first time, Weemarkable™ will automatically send you an access code to your email which you will then need to retrieve to complete the set up.

How do I set up a follower in the app?

One of the best features of Weemarkable™ is that you are able to add "Followers" to your children. This is a great way to allow loved ones from anywhere in the world to have a window into your little one's day!

1. Log into the app
2. Click on the menu and choose "Followers".
3. Click on the + (plus) symbol
4. Fill in their information.
5. Click Submit.

6. Choose the types of post that the follower is able to have access to.

They will then be sent a welcome e-mail that will allow them to log in to Weemarkable™

Is my device supported?

We currently support access to Weemarkable™ using an Apple device running iOS, or an Android device.

I'm trying to log in using my browser, why isn't it working?

Weemarkable is an app available on Android and iOS devices and you are unable to connect to the system through a web browser.

For Apple devices, you can download the app

here: <https://itunes.apple.com/ca/app/weemarkable/id1158900757?mt=8>

For Google Android devices, the app can be found

here: <https://play.google.com/store/apps/details?id=ca.ymca.weemarkable>

Once installed, you simply choose a location, then enter your email address. You will then receive an access code that you can enter into the app.

From there, you will set up a 4 digit pin for security, and connect to your child.

I'm on an Apple device, why is my feed not updating?

This is most likely because you are running an older version of Weemarkable™.

Please go to the Apple store on your device and update the app.

Every time I sign out of Weemarkable™, why do I have to enter my e-mail address again?

If you "Sign out", it will force you to reset the access code. In the future, you are only required to close the app without actually logging out. It will then prompt you for the 4 digit pin, but not log you out entirely. This is just an added level of security that the app uses, making it unnecessary to fully log out every time. We only recommend fully signing out when you want to reset the app entirely.

If I require additional assistance, who do I contact?

info@weemarkable.ca

Please provide the following information if possible:

- Location and Centre
- Child/ Caregiver/ Educator name
- Phone Application
- Brief description of the issue
- Screenshots (if possible)