

Cannot logon after Genius Hub app update

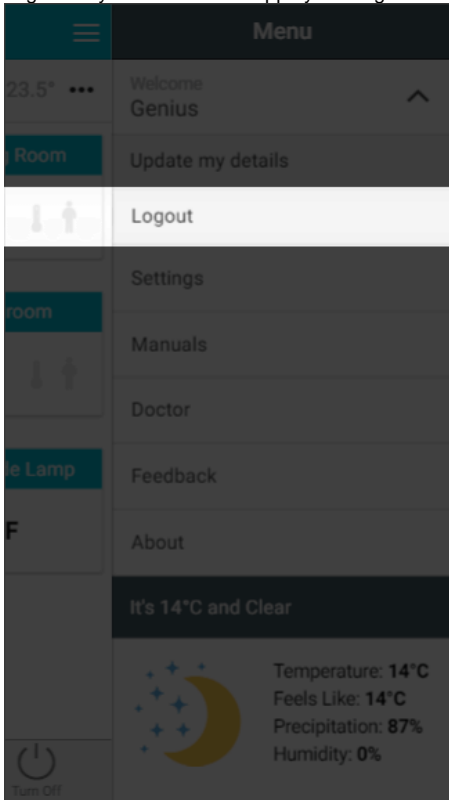
Why can't I login after an update?

If you are unable to login with your login details or you are logged in but cannot see any zones, this is because of a temporary glitch caused by the app not linking to your new hub software correctly.

How to fix this:

If you are logged in:

- Log out of your Genius Hub app by clicking the 'Main Menu' and then the username and 'Logout'.



For Apple (iOS):

- Press the Home button two times quickly. You'll see small previews of your recently used apps.
- Swipe left to find the app you want to close.
- Swipe up on the app's preview to close it.

For Android:

- Open the Applications tab and tap Settings, and next tap Applications.
- Tap Manage Applications. In the list of running applications, select the application you wish to close and tap Force Stop.

Now just re-launch the app and you should be able to log in again.

Related articles

- [Genius App & Hub Changelog](#)
- [Is my Genius Radiator Valve working correctly?](#)
- [2. Logging onto the Genius Hub](#)
- [How Temperature Hierarchy works](#)
- [What do the Device Channels mean?](#)