

# I am unable to log in using the Facebook app. What should I do?

Since the update to iOS9, there has been an issue with logging in using your Facebook information on both the iOS and Android platforms. The following error occurs:



Since there is no current fix, you must use a work-around method:

- From your web browser or smartphone application, click or tap on **Forgot password?**

Login to Hydrawise

Email

Password

[Forgot password?](#)

- Enter the email linked to your Facebook account.

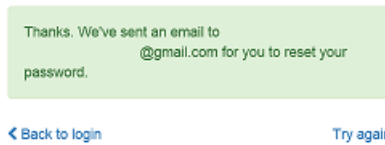
Reset your password

Enter your email address below and we'll send you an email to reset your password.

[← Back to login](#) [Reset password](#)

- Once you click **Reset password**, you will receive email confirmation that your password reset request has been processed.

## Reset your password



- Click on **Back to login**. Then check the email that you use with your Facebook account. Click on the link to reset your password.

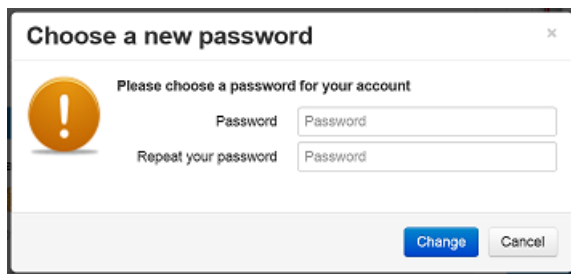
You have requested to reset your Hydrawise password. To reset your password please click the link below and you will be taken to the Hydrawise website to reset your password.



This email is sent out upon request only. If you have received this message without requesting it, please ignore it.

Best Wishes,  
The Hydrawise team

- Once you click the **Reset Password**, you will be launched into your **Dashboard**. You can now type in your new password. For security purposes, we recommend using at least one capital letter and one number in your password.

A screenshot of a dialog box titled "Choose a new password". It contains a yellow warning icon with an exclamation mark. The text reads: "Please choose a password for your account". There are two input fields: "Password" and "Repeat your password", both containing the placeholder text "Password". At the bottom right, there are two buttons: "Change" (blue) and "Cancel" (grey).

Your password has now been reset. You can continue logging in to your application on either your iOS or Android device by entering your email address and password. Don't use the Facebook login option, as this will not work.

Resetting your password this way does not reset your Facebook password, so you can continue logging in to your Facebook account using your known password.