

Troubleshoot Skustack Login Issues

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If you're having trouble logging into Skustack, there are several troubleshooting steps you can take to regain access to the application. The steps below will walk you through some common solutions:

1. Check your internet connection: Ensure that you have a stable internet connection as connectivity problems can often lead to issues when trying to access Skustack or its features.
2. Verify your login credentials: Navigate to the Skustack Admin portal at <https://xx.skustack.com> (replace "xx" with your **server ID** or **team name**) and attempt to [log in](#). Click "Forgot Password?" to reset your password if necessary.
3. Check your [Skustack version](#) and ensure that it is compatible with your server's **Last write** date.
4. Ensure that your Android version is 5.1 or higher.
5. [Clear your server cache](#): Sometimes, cached data can interfere with the proper functioning of the Skustack application. It is recommended to clear the cache to eliminate any potential conflicts.
6. Force close the application, reopen it, and [log in](#).
7. If force closing the application does not resolve the login issue, uninstall the application from your device and [download](#) it again.
8. If the issue persists, contact your onboarding representative or [Sellercloud Support](#) for assistance. When contacting support, be prepared to provide details such as the steps leading to the issue, [error logs](#), and screenshots if possible. The more information you can provide, the easier it will be for them to identify and resolve the issue.

Skustack device logs are also stored in the Real-Time Connect (RTC) Server. [Sellercloud Support](#) has access to this information and can remotely utilize it to troubleshoot and resolve complex issues.
