



## Technical support FAQs and tips for resolving issues with the My SSP APP

### MY SSP APP FAQs

**Question:** What mobile devices are compatible with the My SSP app?

**Answer:** The My SSP app is compatible with iOS (iPhone and iPad) and Android mobile devices.

**Question:** What is the minimum operating system requirements needed to be installed on my device to run the My SSP app optimally?

**Answer:** For mobile devices running on the iOS platform, the device needs to have iOS 11 or higher installed. For mobile devices running on the Android platform, the device needs to have Android 6.0 Marshmallow or higher.

**Question:** Where can users find the My SSP app?

**Answer:** Users can download the My SSP app from the App Store on their iPhone/iPad devices, and from the Google Play Store for their Android mobile devices.

**Question:** How to prevent the timeout error from populating?

**Answer:** This issue is caused by a weak/unstable mobile or wifi network connection. Users will need to connect their device to a stable network before being able to proceed through the app.

**Question:** What is the minimum browser requirement on desktop and laptop?

**Answer:**

#### Desktop Browsers

- Chrome
- Firefox
- Edge (ver. 79.0.309 or newer)
- Safari

#### Mobile Browsers (iOS and Android)

- Safari
- Chrome
- Android native browser
- Firefox

**For any student having trouble with the app, there are several steps that they can take to correct technical issues:**

### Tips for resolving technical issues with the App

1. Restart device.
2. Check for any updates for the My SSP app from the App Store or Google Play Store.
3. Delete the My SSP app and download a fresh version
4. Review the My SSP “tech support” information on our website, [here](#).
5. Submit a ticket to our team from our website, [here](#).

### Support is always accessible

If the student needs support and the app is not working on their device for any reason, they can call in directly anytime or chat using the website:

- 1-866-743-7732 US student SSP phone number
- 1-678-799-7451 Int'l student SSP phone number
- My SSP website chat, [here](#).