

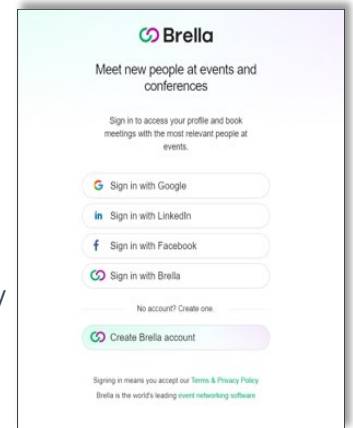
## If this is your first event with Brella, welcome!

Learn how to create an account [here](#). You only need one Brella account for all events using Brella. If you have used Brella at another event, you can use the same account for this event. Go to [next.brella.io](https://next.brella.io) to sign in and follow the instructions in your invitation email.

If you don't have the email at hand or you lost it, we explain to you how to do it.

1. Click 'Sign In' on the [top right corner of our website](#) or [next.brella.io](https://next.brella.io). You will be show different methods to sign in.

- **If you sign in with Google or Facebook**, your email, name and photo will automatically be pulled into Brella. Then you will be asked to fill in the company you work at and your title.
- **If you sign in with LinkedIn**, your photo, email, name and surname will automatically be pulled into Brella. Then you will be asked to fill in the company you work at and your title.
- **If you sign in with Brella** then you will have to create the account form scratch.



After creating the account you can [create a profile for the event](#) where you'll add a personal pitch and choose your interests.

**Tip:** When creating your Brella account, it's mandatory to add your name, surname, email, job title and company name to be able to start networking.

2. Or, download the Brella app from the [App Store](#) or [Google Play](#) and sign in using your Brella account. Add the join code and click Start networking, then you will be prompted to choose a method to join in.

## Now you're IN. What if you have issues while using the app?

Usually any technical issue is caused by the cache, so here is the step-by-step guidance for you how to *clear the cache* on the Brella app:

- When on the app, click on the “**More**” tab in the bottom right corner.
- Click “**Edit your profile**” below your photo, name, company and title.
- Click on the bar marked “**Edit account information**”
- Click the “...” in the top right corner and select “**Clear app cache**”
- When on the browser, click on this link: <chrome://settings/clearBrowserData>

### 6 basic troubleshooting steps that will help you solve most of your technical difficulties:

1. Try to clear cache, refresh your phone/browser and login once again.
2. Try to close the app and open again; or try to log out-log in; and refresh the phone.
3. Use a different Brella app: try to test this on Brella app version you're not using. E.g. next.brella.io instead of mobile app and vice versa.
4. Use a different browser: try it in a different browser (e.g. Safari or Chrome).
5. Use a different device: try it on another device. E.g. you can ask your colleague.
6. Update your mobile app: check your mobile app version, and if it is not the latest, please download the latest version from the App Store.



If the above steps aren't helpful, please contact [support@brella.io](mailto:support@brella.io) and describe your problem in as much detail as possible.

Please include:

- Description of your issue
- The browser you use, OR the phone model and operating system
- This information will help us solve your issue as fast as possible.