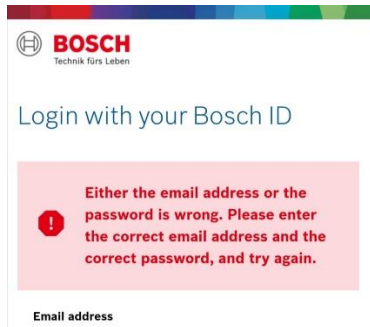


## EasyControl Login Fix for Android

### Problem:

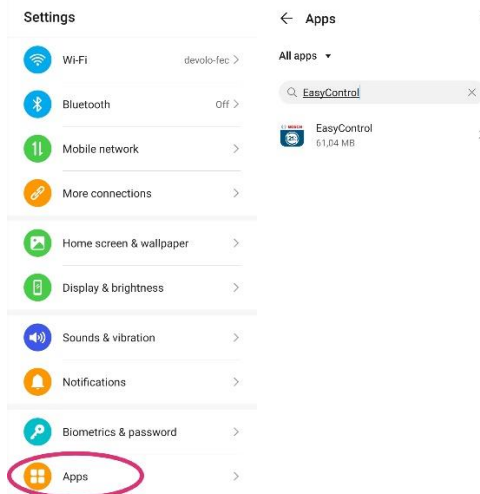
When you log in with your Bosch ID on the EasyControl app, you repeatedly get the following error message:



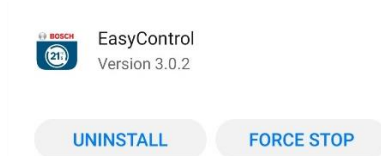
### Solution:

#### Step 1: Delete the EasyControl app\*:

- Go to your smartphone Settings
- Click on 'Apps' and search for the EasyControl app:



- Click on the EasyControl app and then on 'Uninstall':



#### Step 2: Re-Install the latest EasyControl app version in the Google Play Store

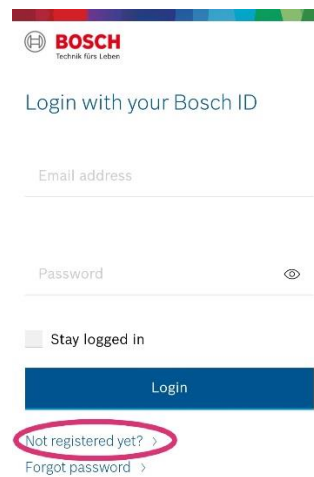
#### Step 3: Open the EasyControl app and follow the steps until you reach the Bosch Login

Please log in again with your credentials.

Are you able to log in again? If yes, great! 😊

If not, continue to [step 4](#).

#### Step 4: If you still get an error message, please click on 'Not registered yet?' and make a new account with your credentials:



#### Step 5: Complete the remaining steps of the on-boarding process in the app and you will be able to use the EasyControl app with no further issues! 😊

Still experiencing problems with the app or do you have additional questions? Do not hesitate and contact our Customer Service:

[technical-advice@uk.bosch.com](mailto:technical-advice@uk.bosch.com)

\*The exact tabs naming could differ slightly depending on the model of the smartphone