



# ClareHome Android: Google and Facebook Sign-in Error

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## Issue

When accessing ClareHome on an Android smartphone, the user may experience an error with Facebook sign-in.

When a user has previously accessed ClareHome using their Gmail account through the Google social sign-in method, removes the Gmail account from their phone, and then attempts to access the App through a Facebook social sign-on that is linked to that same Gmail account, they cannot connect to the App. The user must be signed-in to their Gmail account.

## Example

Your Facebook is linked to your Gmail account. You used your Gmail account to access the ClareHome App. You remove your Gmail account from the phone, or get a new phone that is set to a secondary/other Gmail account. You launch the ClareHome App, and then click the Facebook sign-in. The sign-in does not work.

## Solution

The user must close the ClareHome App, sign-in to their Gmail account, and then re-launch the ClareHome App. Once the user is signed-in, they can select the Facebook sign-in when accessing the ClareHome App.

– or –

The user can opt to sign in with their Gmail account.

## Contact information

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