

What is my password?

- If you've never logged in to the app before, click "Reset Password" on the log-in screen of the app; enter your email address and click "Submit"; follow the directions that have been sent to your email address to set-up your personal password

Can I change my username/password?

- Your username is the email address for the primary family member in our system; it cannot be changed.
- Your password can be changed in one of two ways:
 - If you are already logged into the app: Click "Profile" in the top-right hand corner; Navigate to the "Profile" screen; scroll down to the section titled "Update Password" and enter your NEW password; click Update.
 - If you are not logged into the app or have forgotten your password: Click "Reset Password" on the log-in screen of the app; enter your email address and click "Submit"; follow the directions that have been sent to your email address.

I tried to reset my password, but I still didn't receive the password reset link/email

- Check spam/junk folder for developers@iorworld.com email
 - Please add developers@iorworld.com to your contact list/address book or remove spam filter
- Make sure you are using the email address for the primary family member in our system (usually, the employee for the company that initiated the relocation)

Can I download the app from the app store on my phone?

- No, the IOR Language App is a web-based app. You can access it by visiting iormobileapp.com and logging in with your personal credentials. If you'd like to save the web-page to your home screen so that you can access it like an app, please follow these instructions:
 - iPhone:
 1. Click on the Share button (a small square with an arrow)
 2. Choose "Add to Home Screen"; Click "Add"
 - Android:
 1. Click on the Options button (three vertical dots)
 2. Choose "Add to Home Screen"; Click "Add"

Can I have multiple accounts for each of my family members?

- All language program information for each family member is located within one account; the email address for that account is the primary family member in our system. This cannot be changed, but you can share the email address/password with all family members.

Who do I reach out to with questions or if something isn't working?

- Feel free to reach out to your program manager or languages@iorworld.com for the quickest reply.