Purchases

How do I restore my subscription on another device?

You can restore and use all In-App purchases, including subscriptions, across multiple devices **as long as you are using the same Apple ID to both INSTALL ScoreCam and RESTORE.**

Here are the steps to restore an In-app purchase:

1. Open ScoreCam
2. Go to Settings (tap on the gear icon on the top right of the page)
3. Tap "Launch the ScoreCam Store" (at the very top of the page)
4. Tap the "Restore" button (on the top right of the page)

Here is a list of other common issues and how to resolve them:

1) You downloaded the app using a different Apple ID and can't restore using the Apple ID used to purchase ScoreCam:

1. Remove the ScoreCam app from the device
2. Sign out of your Apple ID (the one you did not pruchase ScoreCam with): go to your device's Settings app -> tap on your name (at the very top of page) -> scroll to the bottom, tap "Sign Out" -> enter your Apple ID password and tap "Turn Off"
3. Sign back in **with the Apple ID you used to purchase ScoreCam**
4. Re-install ScoreCam
5. Restore your purchases (by following the steps above)

2) Someone in your family has logged in with a different Apple ID: See steps above.

For more information, see here: [Manage and use your Apple ID](#)

Other things to try:

- Force close the ScoreCam app: [Close an app on your device](#)
- Restart your device: [Restart your iPhone](#)
- Uninstall the app, Restart your phone, Reinstall the app

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