

Purchases

I purchased the yearly prescription and I'm unable to restore my subscription on another device. Is this not possible? Please help!

Yes, 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.**

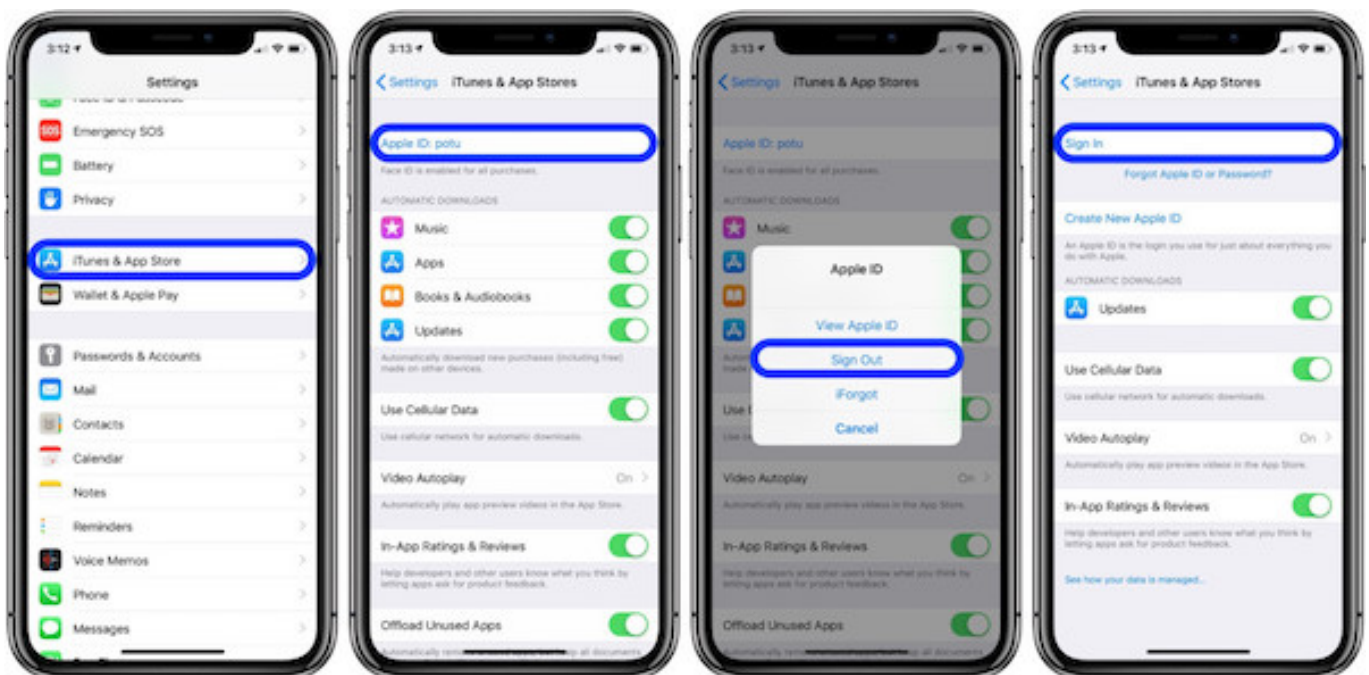
Here are the steps to restore an In-app purchase:

1. Open ScoreCam
2. Tap on the gear icon (aka Settings)
3. Tap "Purchase (w/ Free Trial) or Restore"
4. Tap the "Restore" button on top right of screen

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

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

1. Remove the ScoreCam app from the device
2. Sign out of the iTunes & App Store account (see image below)
3. Sign into the iTunes & App Store account **with the Apple ID you used to purchase ScoreCam**
4. Re-install ScoreCam
5. Restore your purchases



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

Purchases

More information here: <https://support.apple.com/en-us/HT203993>

Other things to try:

- Force close the ScoreCam app: <https://support.apple.com/en-us/HT201330>
- Restart your device: <https://support.apple.com/en-us/HT201559>
- Uninstall, Restart, Reinstall (if all other options fail to work)

Unique solution ID: #1003

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Last update: 2021-02-02 17:57