

Troubleshooting

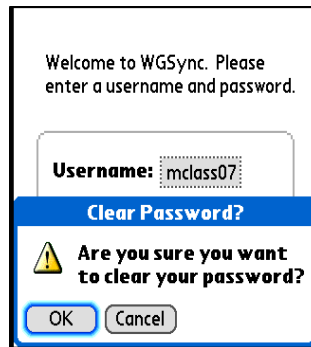
Clearing mCLASS user name from WGSync



- Tap **WGSync** on your PDA's screen to access the mCLASS user name and password
- Tap **mclass07** to edit the user name and password
- Tap **"ABC"** to access the keyboard and use the backspace key to remove data.
- Tap **Done** when completed.



- Tap **--Assigned--** to edit the mCLASS password
- Tap **OK** when "Enter Password" screen appears.
- Tap **OK** to "Clear Password?" screen appears.
- When both fields display "Tap to enter", Username and Password are empty.

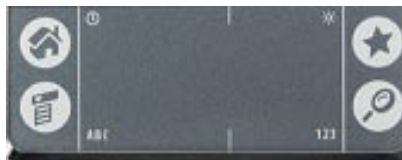


To clear/delete the name on the handheld:

1. Tap the Find soft button on handheld
2. On the right side writing area, draw the ribbon symbol or

ShortCut character

3. Then a period
4. Then draw the number 5
5. If all three symbols disappear from the display, you have successfully cleared the handheld name.



6. Then **sync** your PDA (2 times) and ensure that your classes are transferred to the PDA after syncing. If you need assistance, please contact our customer care team at 800-823-1969 M-F 7:00 a.m. to 7:00 p.m. Opt. 3 or at help@wgen.net.