# Article

CRM Mobile - Clear User Session, Clear Android App Data, and Uninstall/Reinstall on iOS and Android

Occasionally, issues with Accela CRM's mobile app may be best resolved by clearing a stuck user session, which can be accomplished by: 1. Logging out and back into the app (if available), 2. Clearing the app's storage data (Android), or 3. Uninstalling/Reinstalling the app (if steps 1 and 2 didn't fix it or are unavailable).
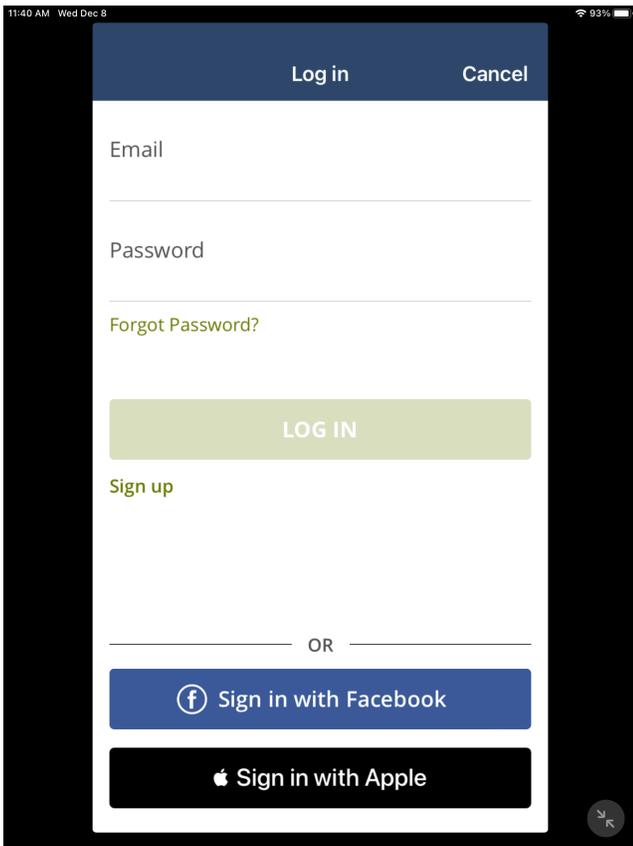
Tap the **PROFILE** icon in the lower-right corner:
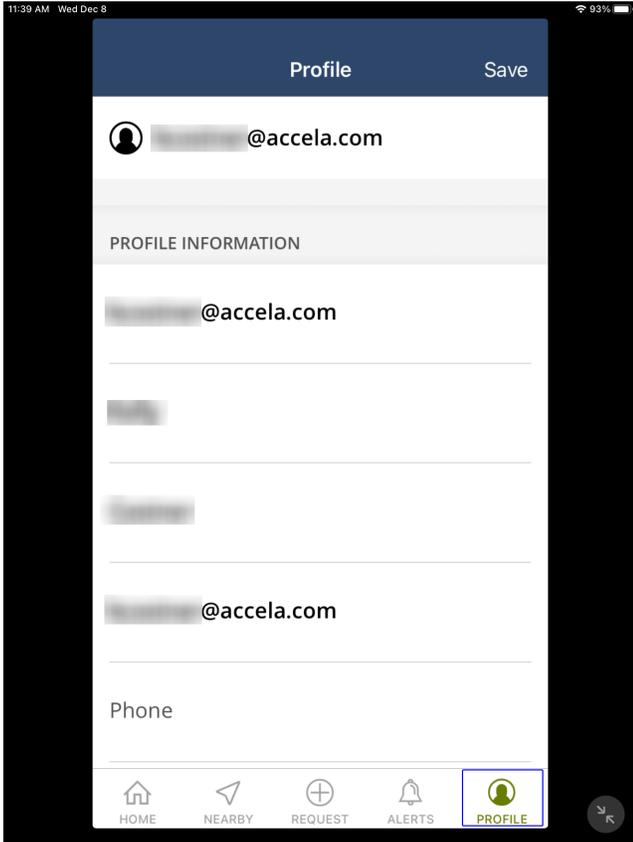
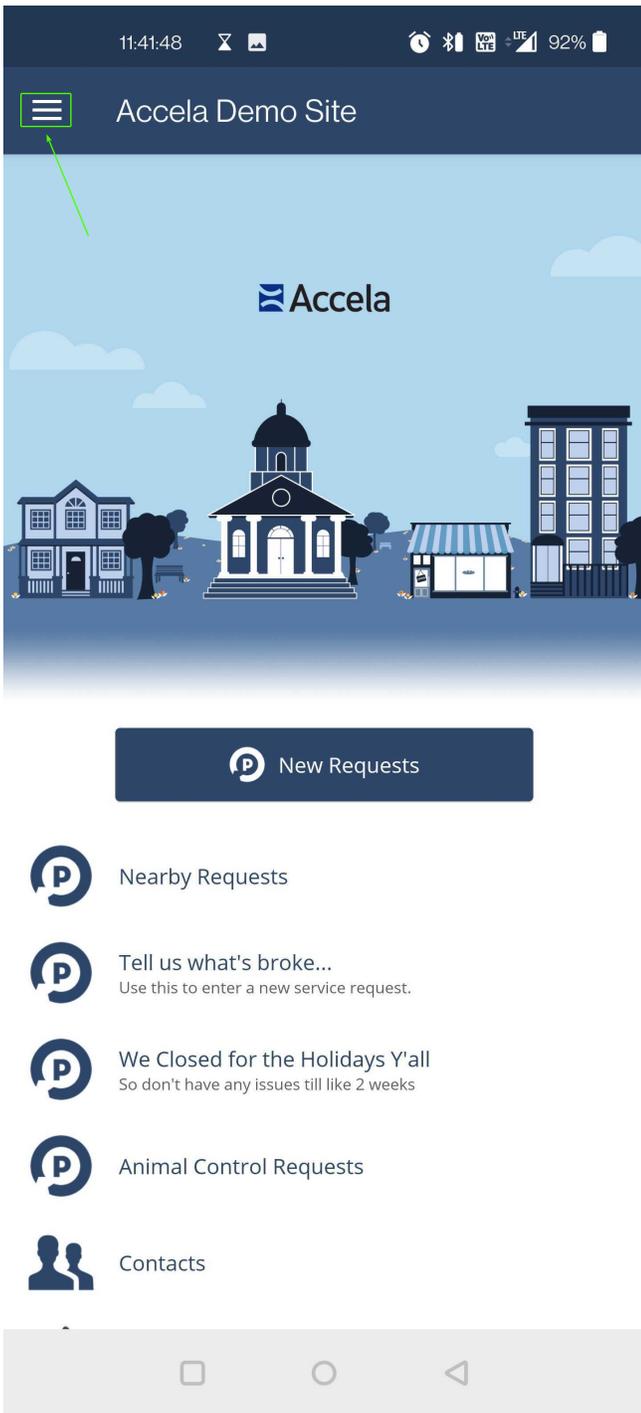Scroll down to the bottom and tap **LOG OUT:**
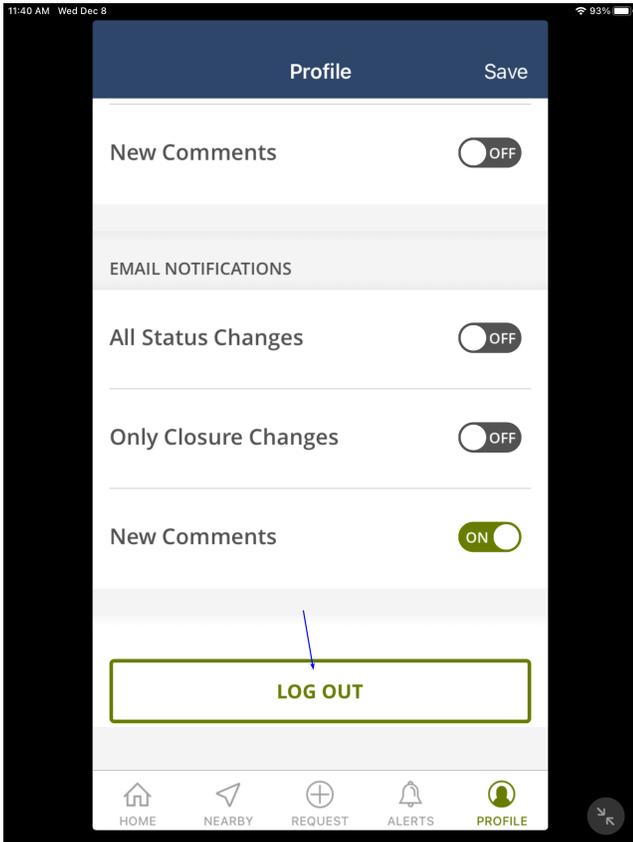
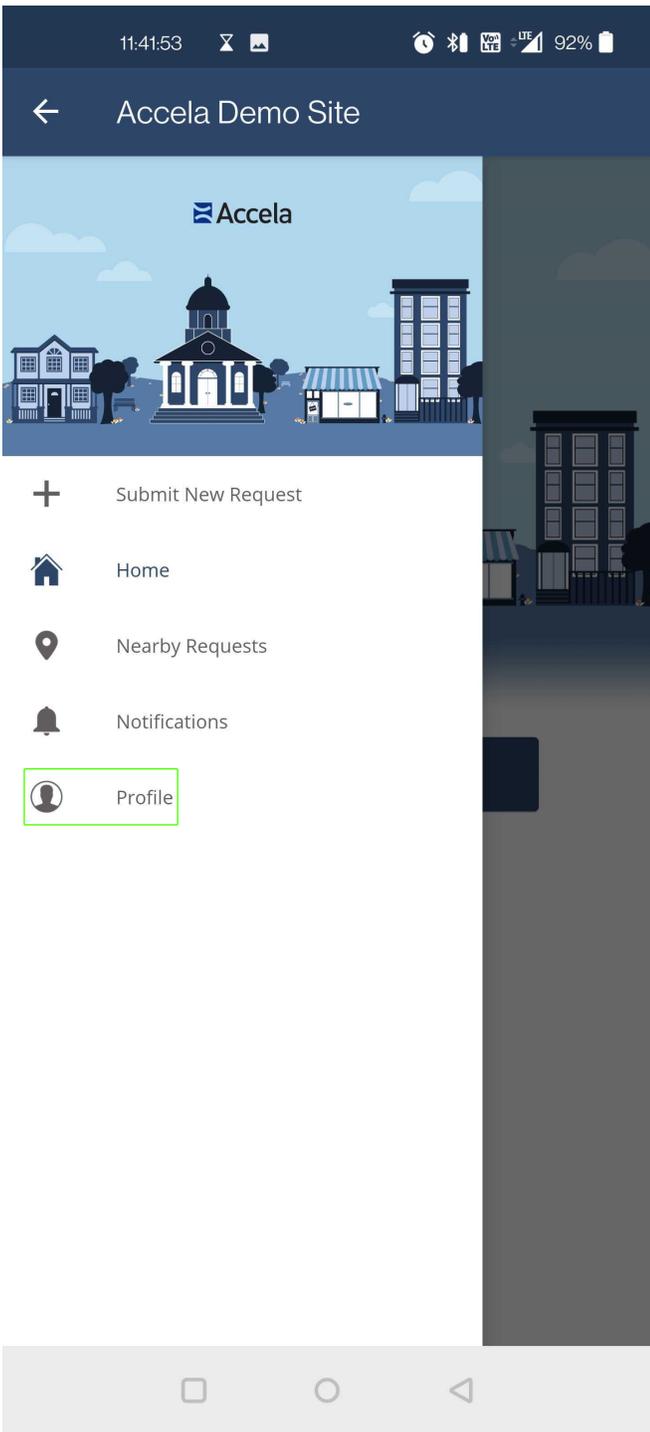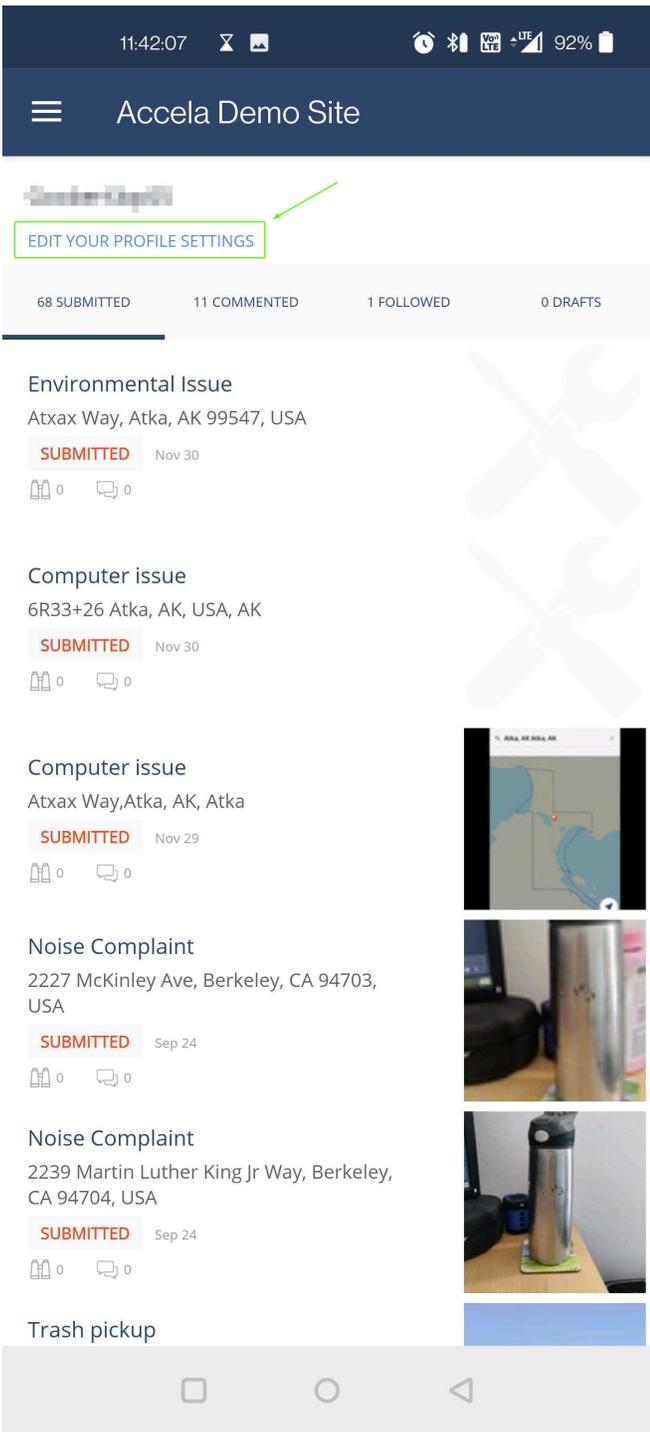Go back to the **PROFILE** area and log back in:

Android:

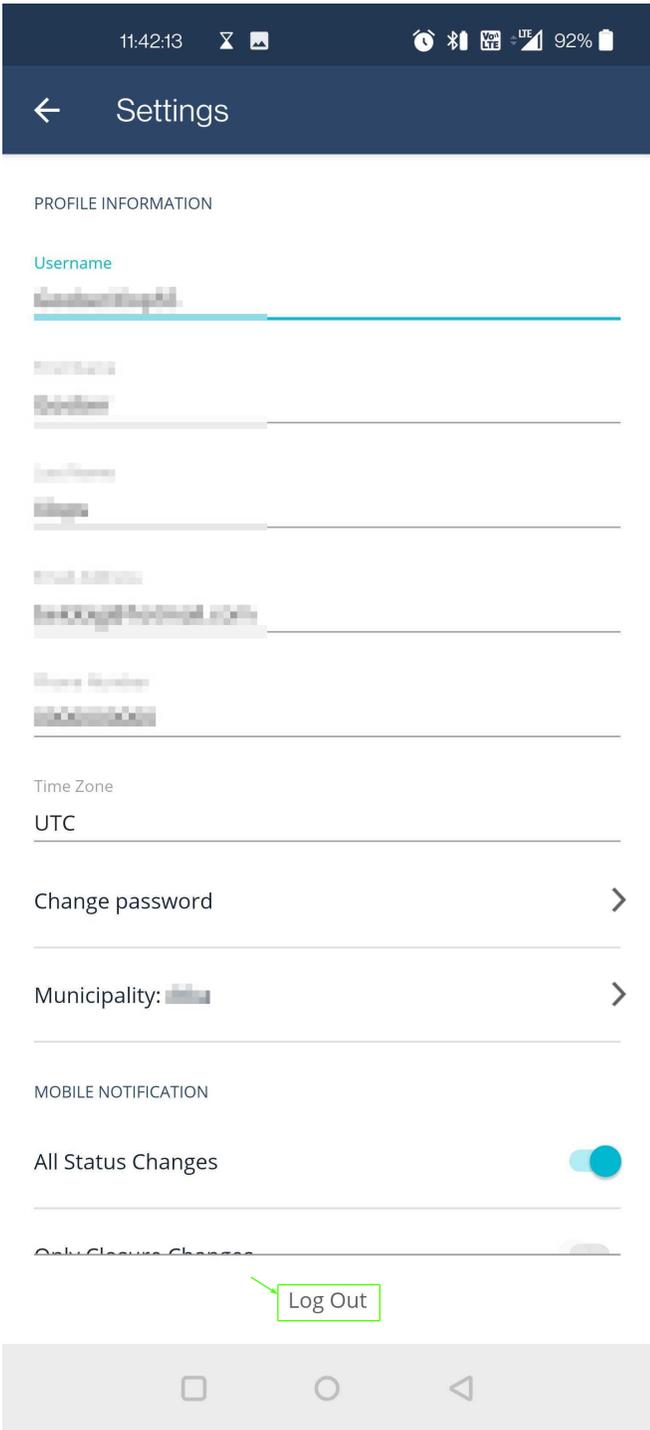Tap the Menu button (three horizontal lines) at the top-left:
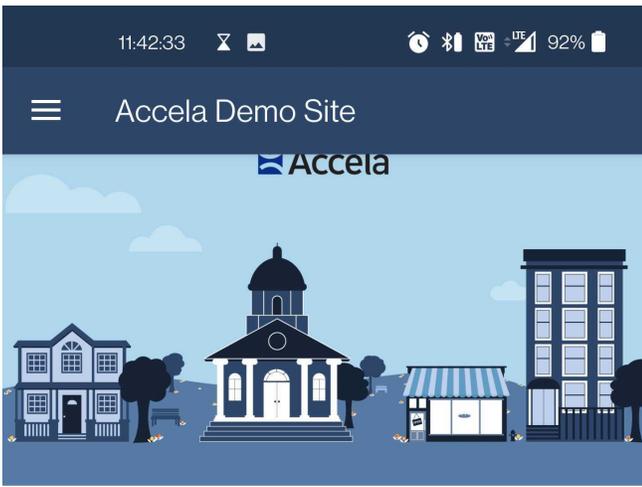
Tap the **Profile** icon:

Tap **EDIT YOUR PROFILE SETTINGS:**

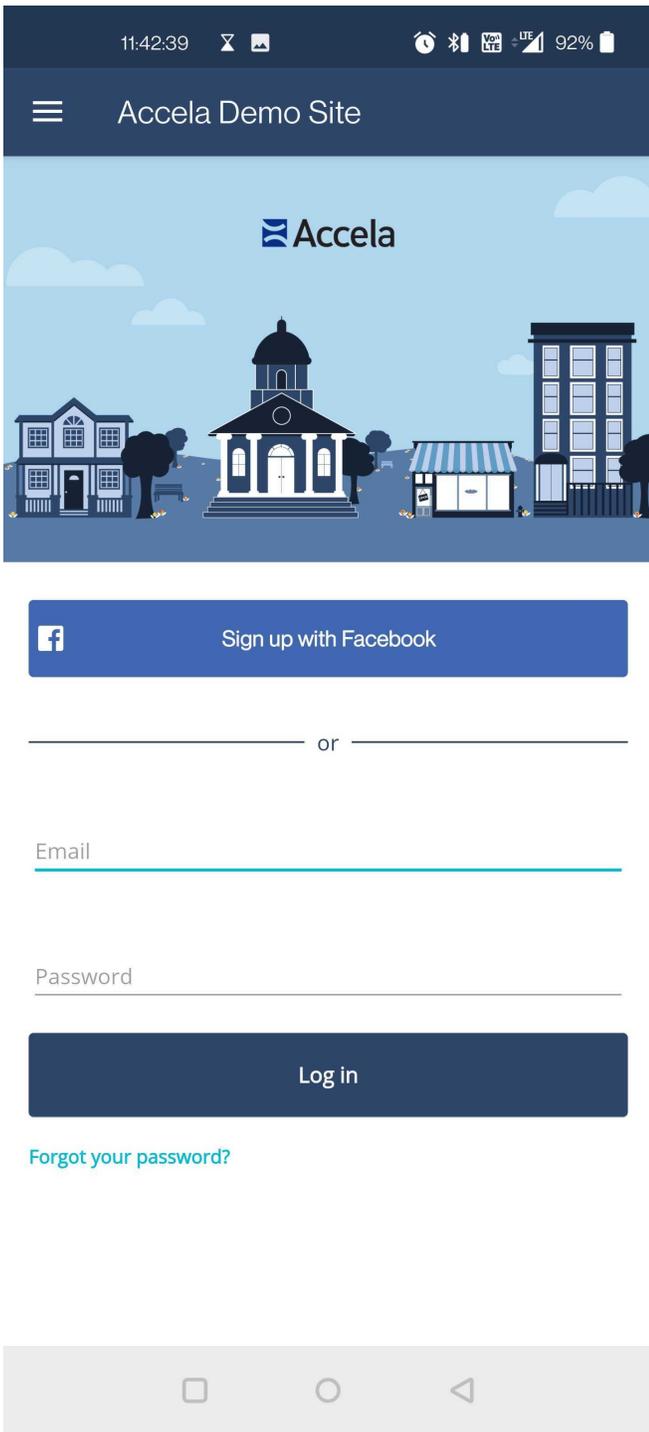Then tap **Log Out** at the bottom:

Then go back to the **Profile** section and first tap **Already have an account?**
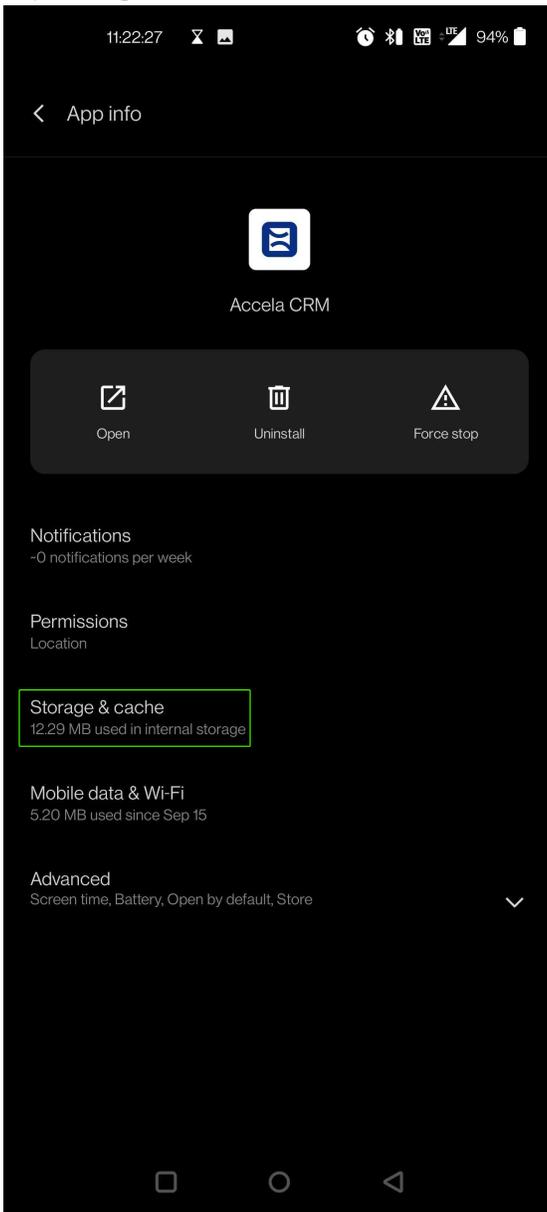
Then log back in:

2. If the Logout/Login features are not available due to failing functionality on the app, and you're using it on an **Android** device, try clearing the app's storage data. (If not, skip to Step 3)
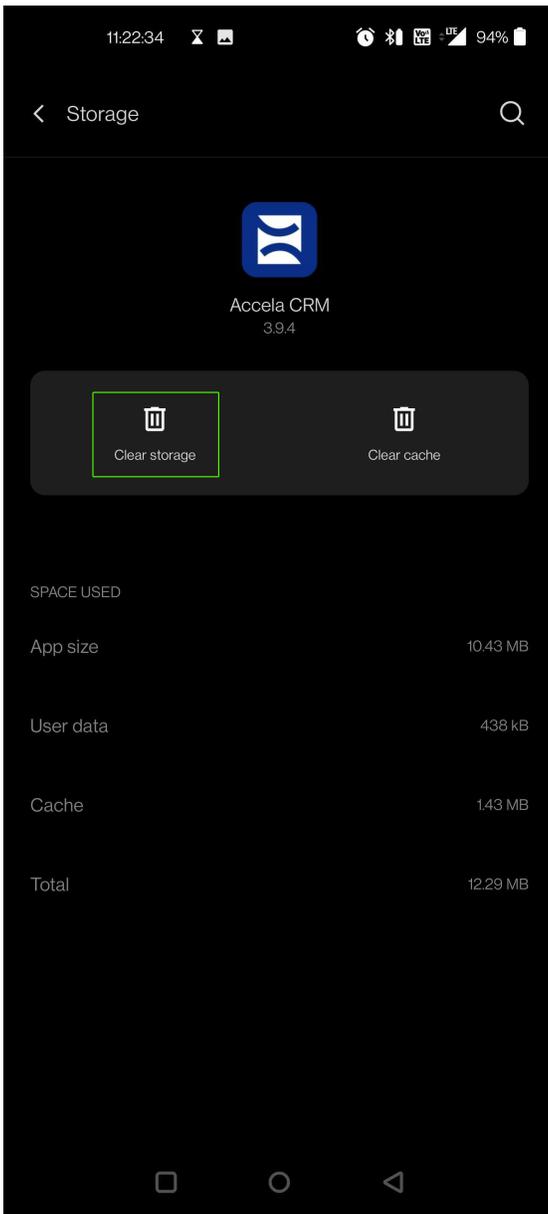
Long-press on the app's icon from your home screen, and tap the **App Info** ⓘ icon (Note: These steps may vary by Android version and device):
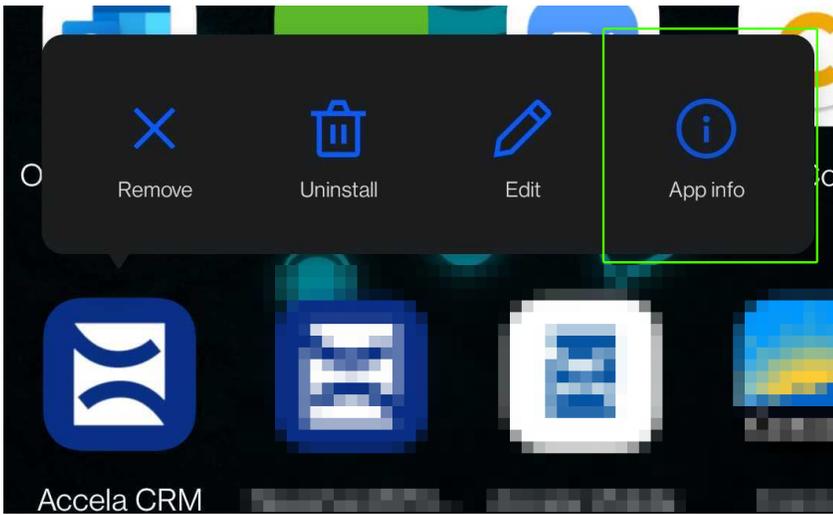
Tap **Storage & Cache:**
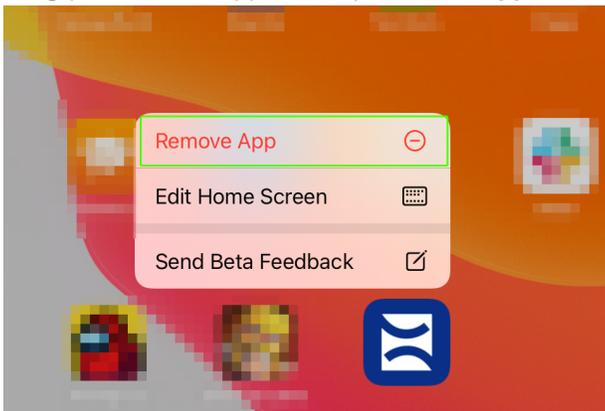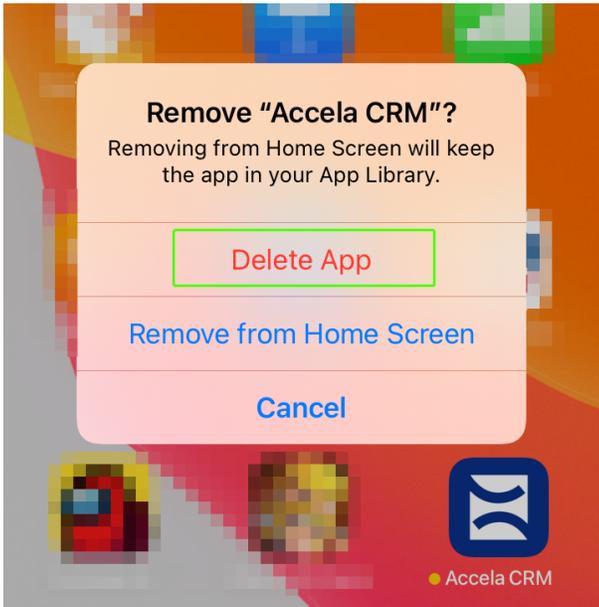

Then tap **Clear storage:**

Then re-launch the app and log back in as described in Step 1.

3. If steps 1 and 2 didn't work or were unavailable, Uninstall and Reinstall the app:
iOS:
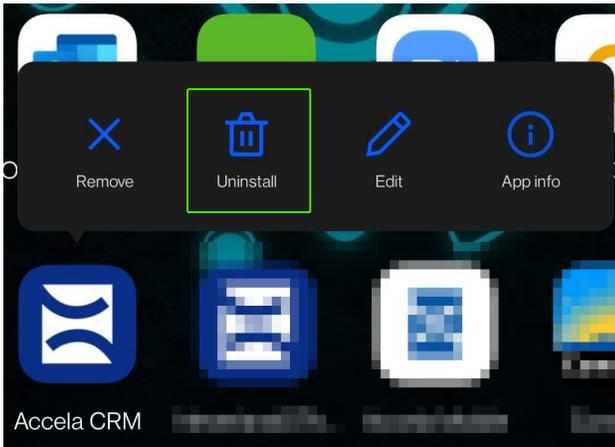Long-press on the app then tap **Remove App:**

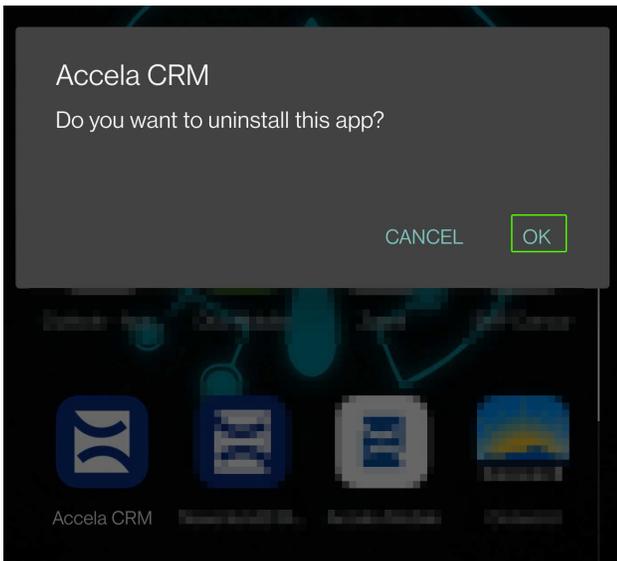Then confirm you want to remove it by tapping **Delete App** when it asks if you really want to remove it:

Then reinstall the app from the **App Store**

Android:
Long-press the app icon, then tap **Uninstall:**

Then confirm when it asks if you really want to remove it by pressing **OK:**

Then reinstall the app from the **Google Play Store**

Note: Depending on your specific version of Android OS and/or your specific device, uninstalling/reinstalling the app may not be sufficient to clear the app's data containing your user session. This is why clearing the app data is recommended to be done before reinstalling on an Android device (see step 2).