

Help and troubleshooting

Quick fixes for the things people run into most, your licence and updates, and how to reach us when you are stuck.



TIME

As needed

FOR

Everyone

VERSION

v1.0

Help and troubleshooting

01 Quick fixes

My Mac says Locally may be malware or can't be opened. That is macOS's standard warning for apps that are not yet registered with Apple. Click **Done**, then go to **System Settings → Privacy & Security**, scroll down and click **Open Anyway** next to "*Locally was blocked*". You only do this once.

02 Claude or ChatGPT

Your team thinks with your own subscription. These are the things that can get in the way.

03 Schedules and connections

04 Your licence and updates

05 Ask for help

Support runs through Whop chat. A real person answers, usually within one working day. You can also email info@locallyai.nl, but Whop chat is faster.

Quick fixes

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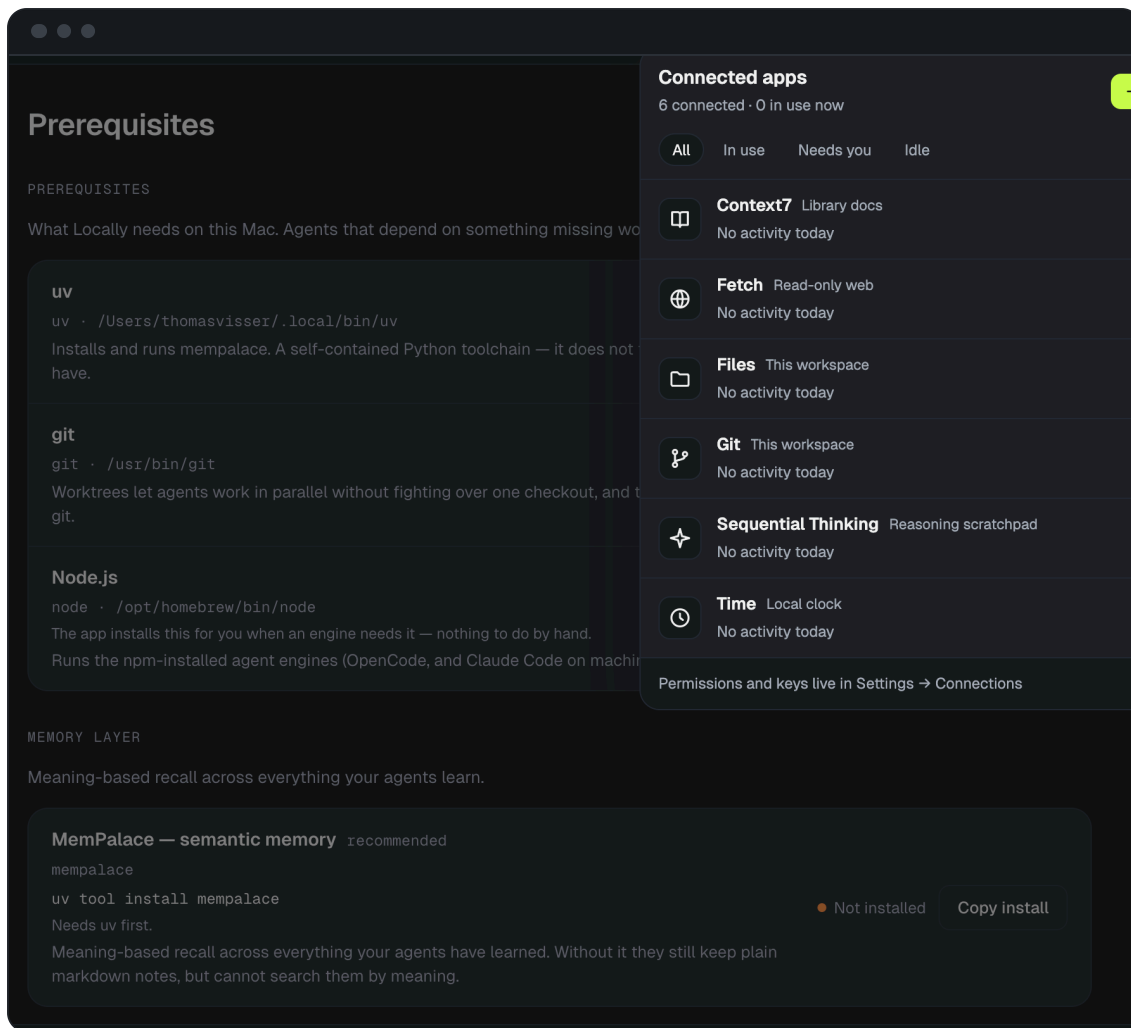
Try these first. Most problems are solved in a minute.

PROBLEM	FIX
Mac says Locally can't be opened	Right-click Locally in Applications , choose Open , then Open again. Or System Settings → Privacy & Security → Open Anyway . Once only.
Windows says the app is unknown	In the blue box click More info , then Run anyway .
The app opens from the download window every time (Mac)	Drag Locally into Applications first and open it from there.
My licence key is not accepted	Copy it again from your Whop order without spaces. One key works on one computer at a time.
"Couldn't reach the license service"	Check your internet. Switch off a VPN or company firewall and try again.
"This purchase is no longer active"	The purchase was refunded or cancelled. Message us on Whop if that is a mistake.
No Ready-made team cards in Settings	Your licence is not active yet. Paste the key in Settings → General .
A team member says "not connected"	Connect that app in Settings → Connections , or paste the information in the chat yourself.
A draft is not what I wanted	Tell the specialist what to change, specifically. They rewrite it.

Claude or ChatGPT

Your team thinks with your own subscription. These are the things that can get in the way.

PROBLEM	FIX
Prerequisites shows Not installed	Click Ask Michael to set up everything , send, wait, then Check again . Still missing? Click Copy install , paste it in Terminal (Mac) or PowerShell (Windows), press Enter, Check again .
The browser login did not come back to the app	Finish the login in the browser, then return to Locally. Claude: type <code>/login</code> in Michael's terminal and try again. ChatGPT: close and reopen Michael.
"You've hit your usage limit"	Your subscription has a cap per few hours. Wait for the reset, use fewer team members, or upgrade (Claude Max, ChatGPT Pro).
Logged in with the wrong account	Claude: type <code>/logout</code> , then <code>/login</code> in Michael's terminal. ChatGPT: sign out in its window and sign in again.
The team is slow or stops	Usually the usage limit above. Also check that your computer is awake and online.



Settings → Prerequisites. Everything marked recommended should say Ready.

03

Schedules and connections

PROBLEM	FIX
Scheduled rounds did not run	Locally must be open and the computer awake. Turn on Keep working while away and Open at login . Missed rounds run when the computer wakes.
Too many messages	Switch a schedule off under Triggers , or ask Michael: "Pause Nina's afternoon round."
Mail login fails	Use an app password , not your normal one, and make sure 2-step verification is on. Outlook and Microsoft 365 are not supported yet.

Shopify will not connect

In the Shopify Dev Dashboard check that the version is **released** and the app is **installed** on your store. The shop address looks like `my-shop.myshopify.com`.

A key or token is rejected

Make a new one with exactly the permissions on the card and paste it again. Many apps show a key only once.

TIP

Ask **Otto** first. He is the tech help on every team: "Otto, why isn't my mailbox connecting?" He explains it step by step.

04

Your licence and updates

- One licence works on one computer at a time.
- 12 months of updates are included. Locally checks every six hours; **Settings → General → Check for updates** checks now.
- After year one your version keeps working. For newer versions, buy the Update Plan (€79 a year) on Whop and paste its key under **Settings → General → Extend updates**.
- New computer? On the old one go to **Settings → General → Move to another computer → Deactivate here**, then activate on the new one. Old computer gone? Message us on Whop.
- Self-install includes a 14-day "works on your computer" guarantee. If Locally does not run on your computer and we cannot fix it together, message us on Whop within 14 days of purchase for a refund.

Ask for help

Support runs through Whop chat. A real person answers, usually within one working day. You can also email info@locallyai.nl, but Whop chat is faster.

1

Make a screenshot

Mac: Shift Cmd 4, then drag over the window. **Windows:** Win Shift S.

2

Send it on Whop

Go to whop.com/locallyai, open the Locally member area and start a chat. Include the screenshot, whether you use Mac or Windows, and what you clicked just before it went wrong.

NOTE

Never send us your licence key, passwords or app passwords in chat. We do not need them to help you.

Stuck? We help.

Send us a message with a screenshot of what you see. A real person answers.

SUPPORT

Whop chat: whop.com/locallyai · Email: info@locallyai.nl

WEBSITE

locallyai.whop.site

WHOP

whop.com/locallyai

LINKEDIN

linkedin.com/company/locallyaiorg

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