Downloading The iPad App With A Redemption Code

If you were given a direct link from your agency follow that link and start at step 4, otherwise continue with step 1.

1. Go to www.acidremap.com

2. Find the app for your city, county, or organization by tapping the appropriate state.

3. Tap the name of the protocol set you'd like to download.

4. When the code pops up, tap the link that reads, "Or click here to redeem the code and download the app right now"

5. This will take you to the App Store and you will be asked to enter your Apple ID password.
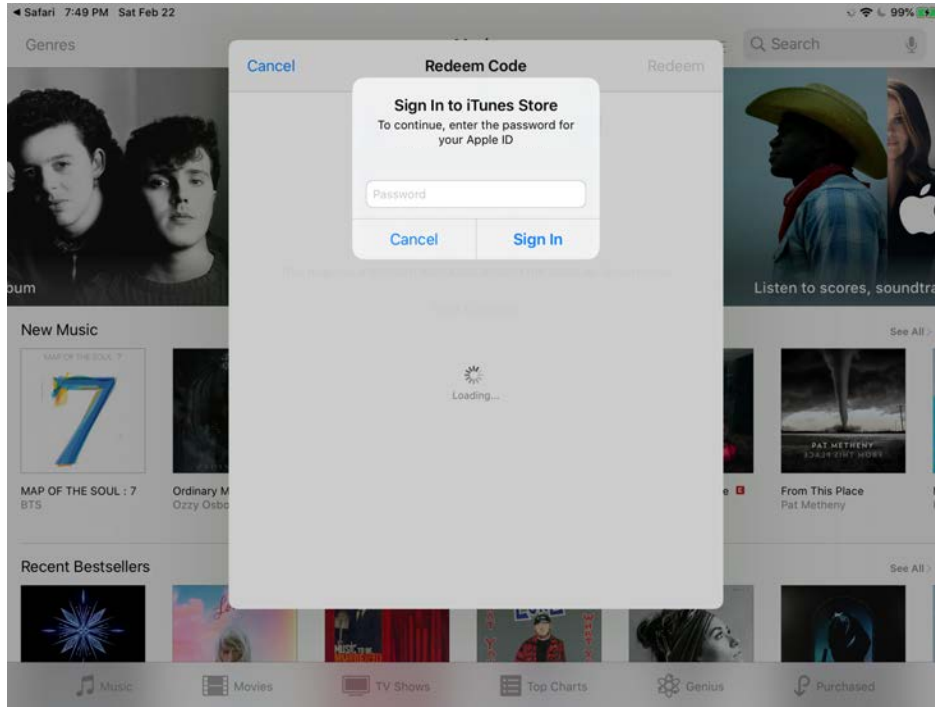
5a. You may receive a screen like this if the download doesn't start right away. If so press "Redeem" in the upper right corner.
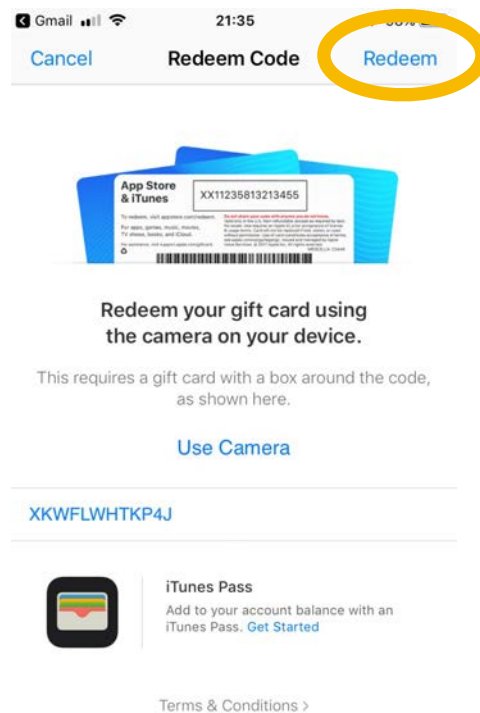
6. Once you've entered the password, the redemption code will be automatically applied and the download will begin.
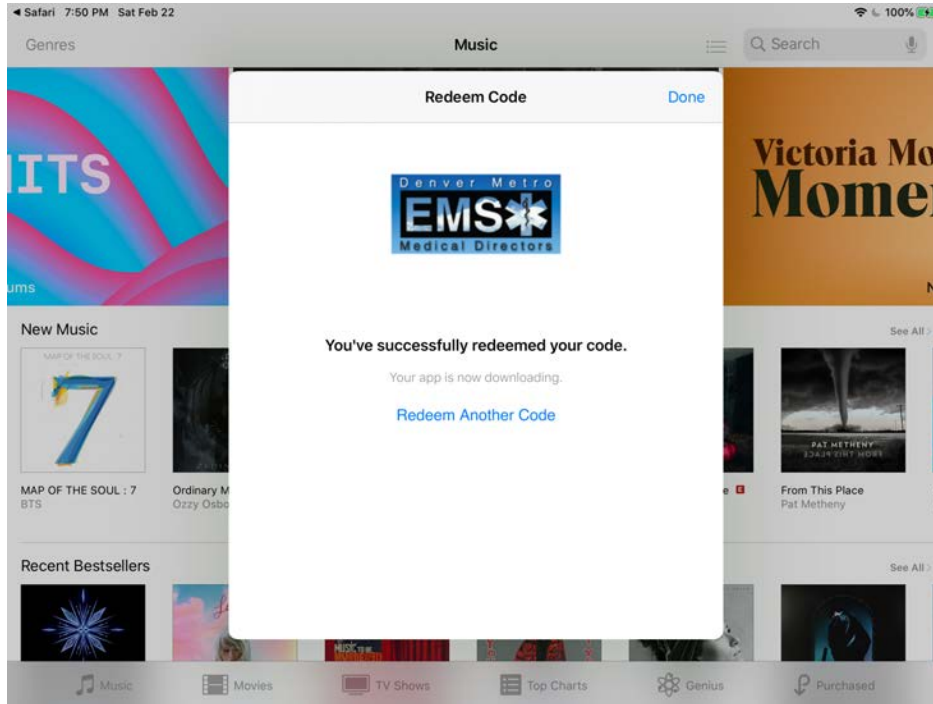
7. Once you've installed the app, make sure you turn off "App Offloading" in your settings, otherwise the app could disappear and not be there when needed. To do this open settings:
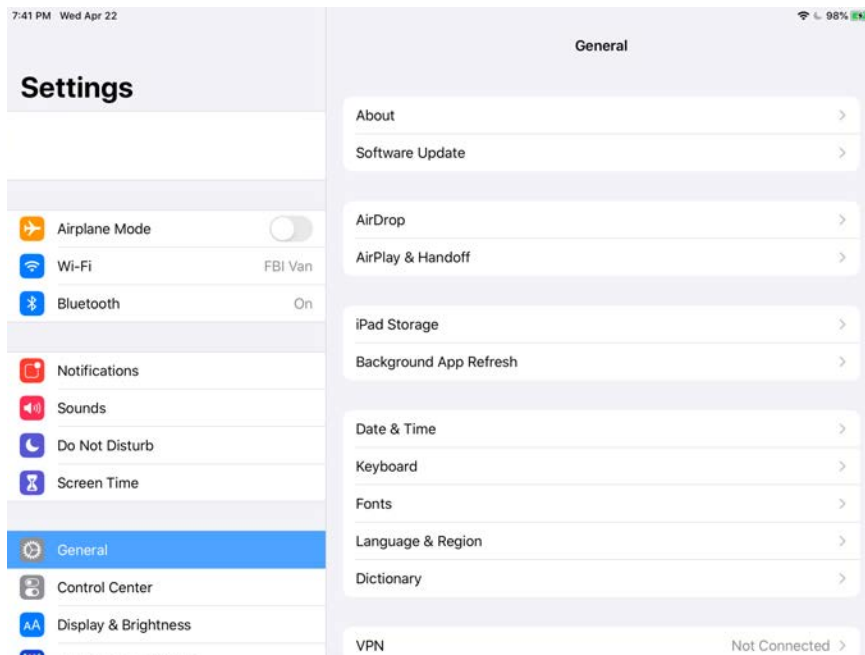
8. Scroll down to "iTunes & App Store"
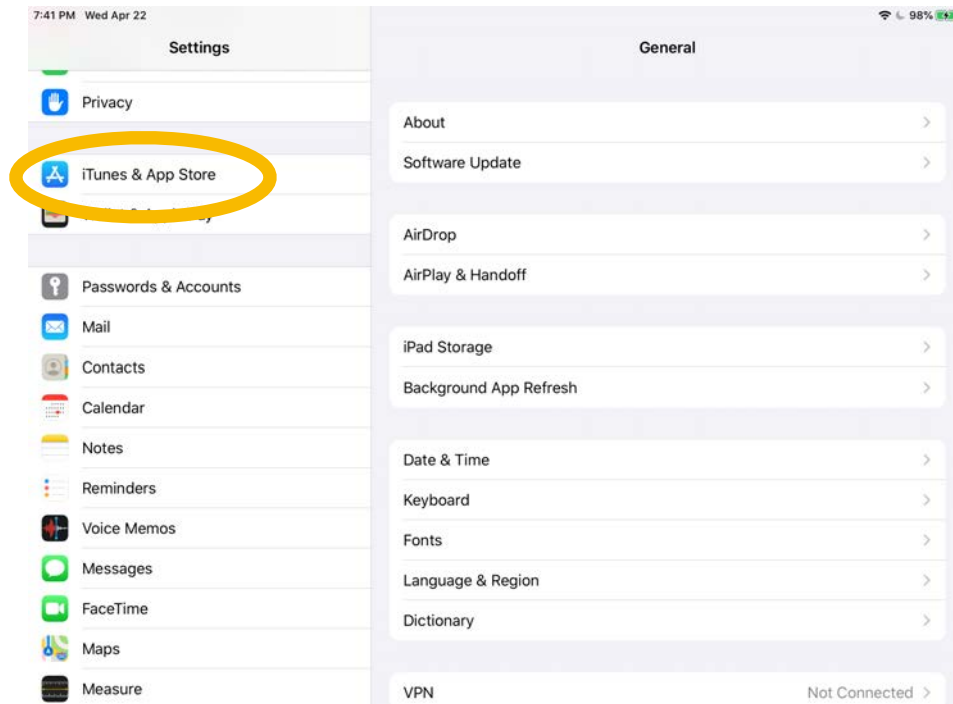
9. Tap on "iTunes & App Store" and you'll see the option for "Offload Unused Apps"
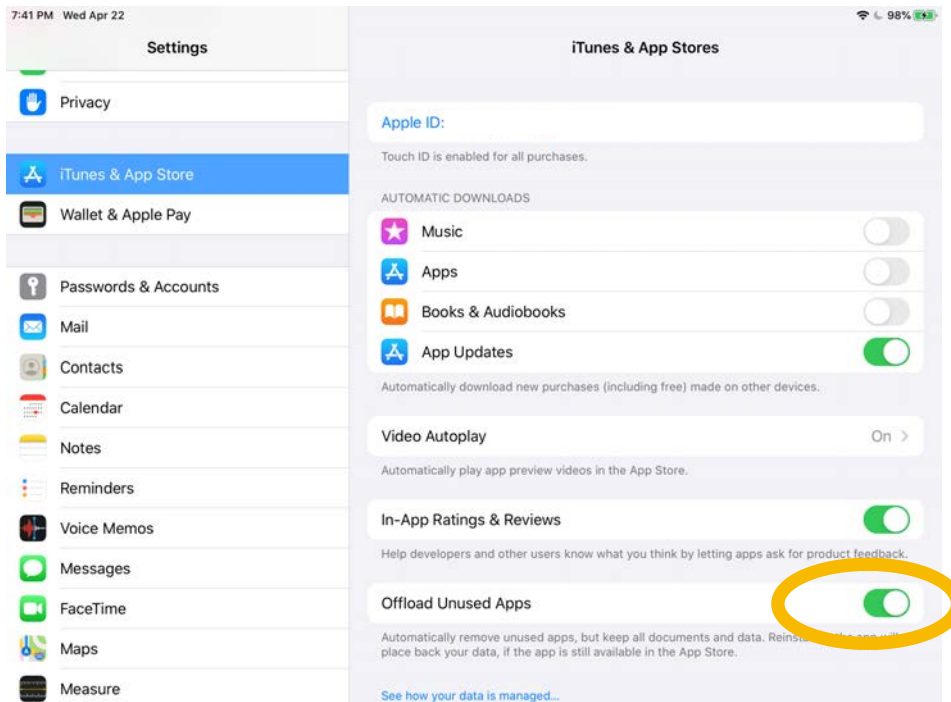
10. Tap the switch to turn it off.
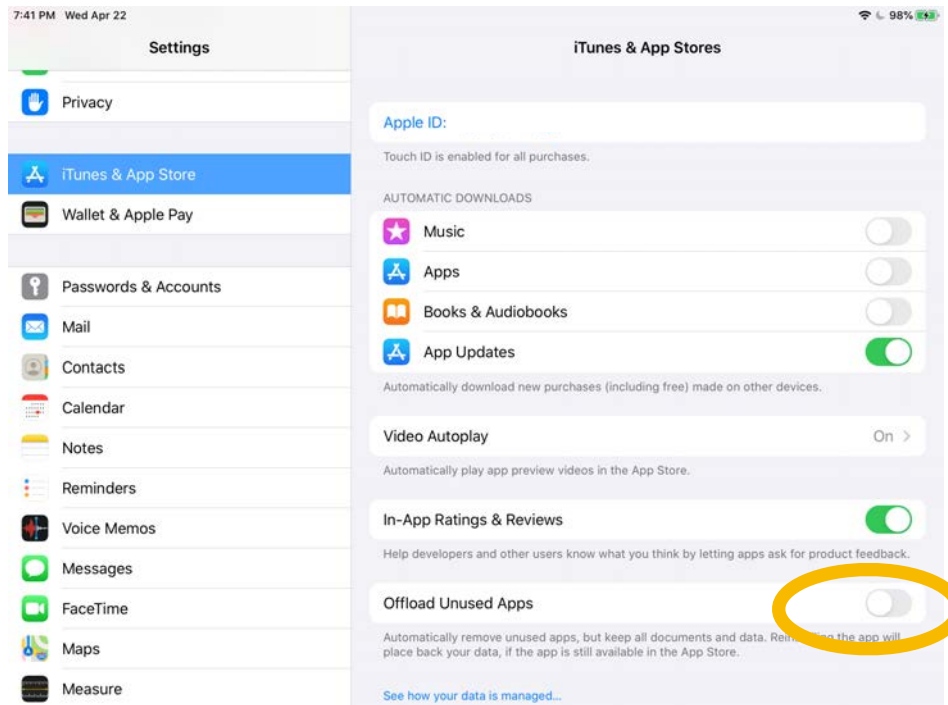
Trouble Shooting

Scenario 1: If the link does not take you to the App Store, or the download does not automatically start, follow these steps.

1. Press and hold on the redemption code until it is highlighted.
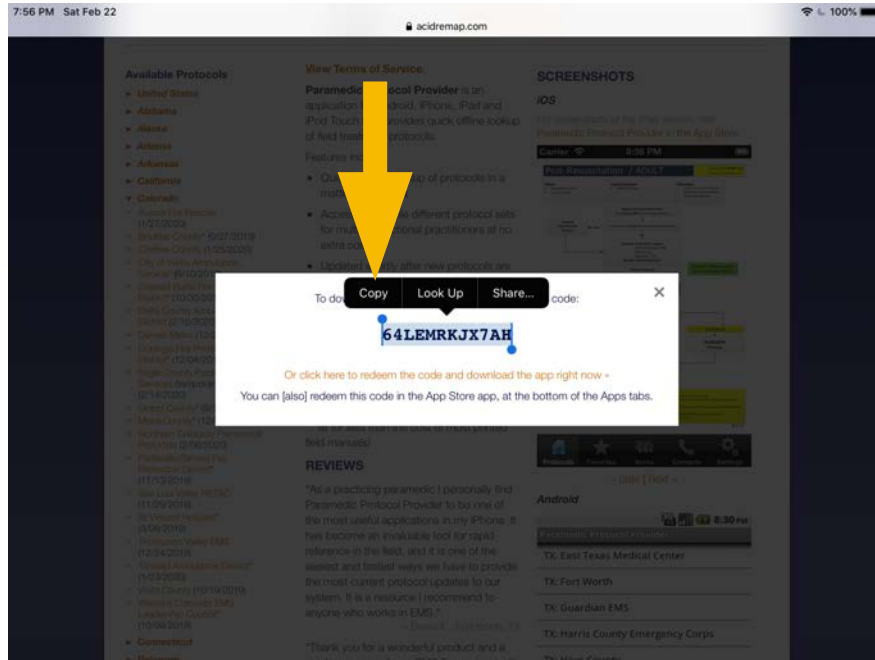
2. Press "Copy" over the highlighted text to copy the redemption code.

3. Open the App Store.

4. Click the "Apps" tab at the bottom of the screen.
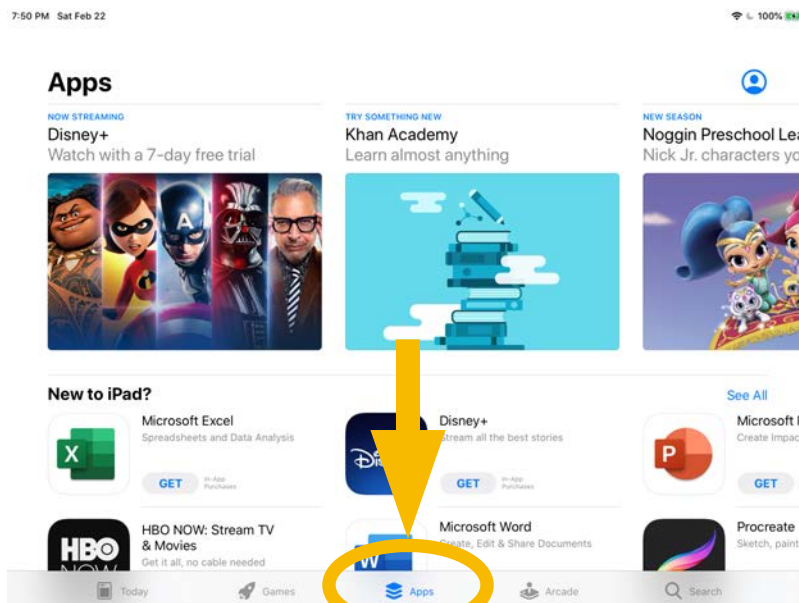
5. Scroll down to the bottom of the page.

6. Press "Redeem"
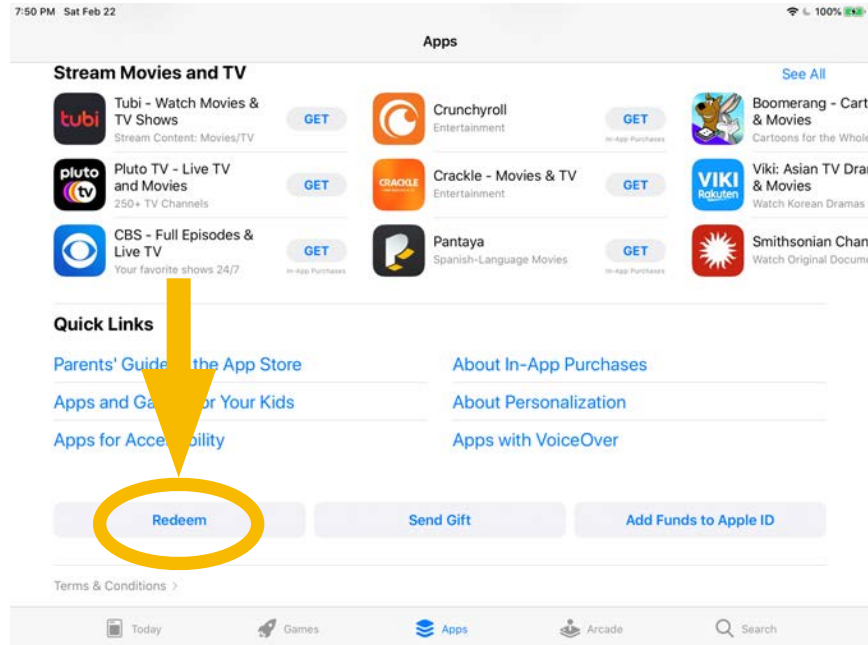
7. Tap once where it says "You can also enter your code manually"

8. Press "Paste" to paste the code into the box.

9. Press "Redeem" in the upper right corner of the box.

Scenario 2: If you receive an error message like this:
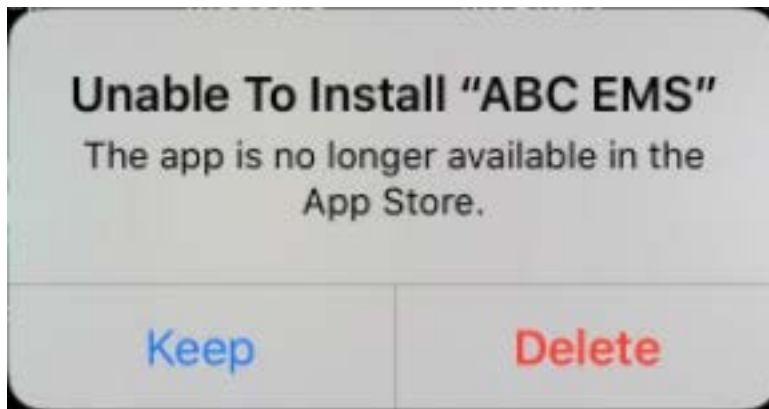
you will have to reinstall the app by using a new code. Follow the steps listed in this document.

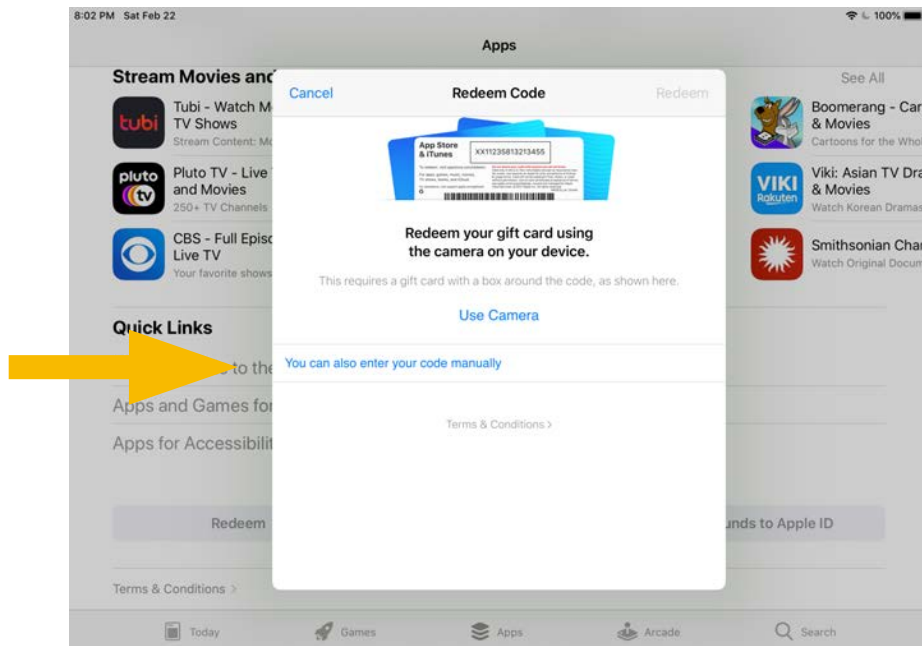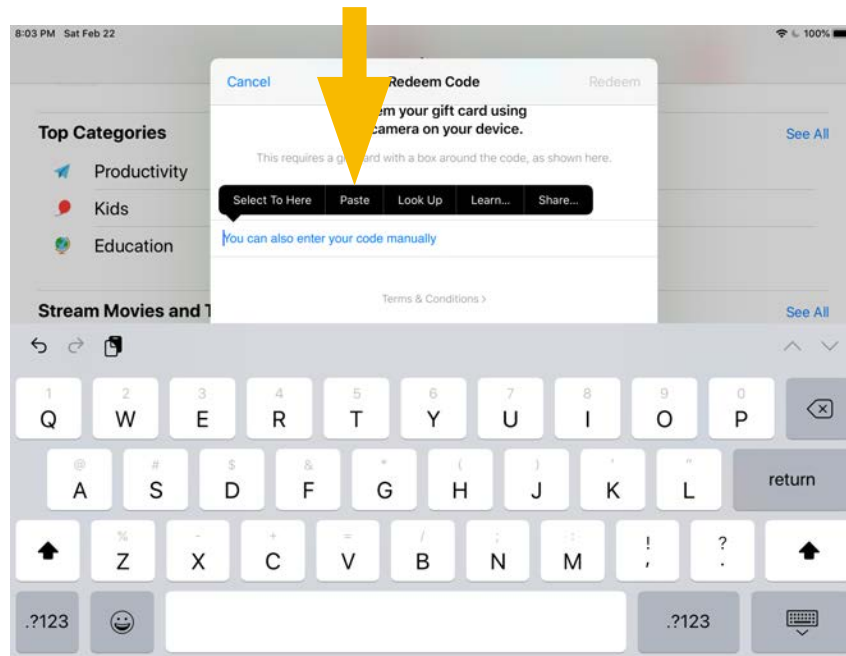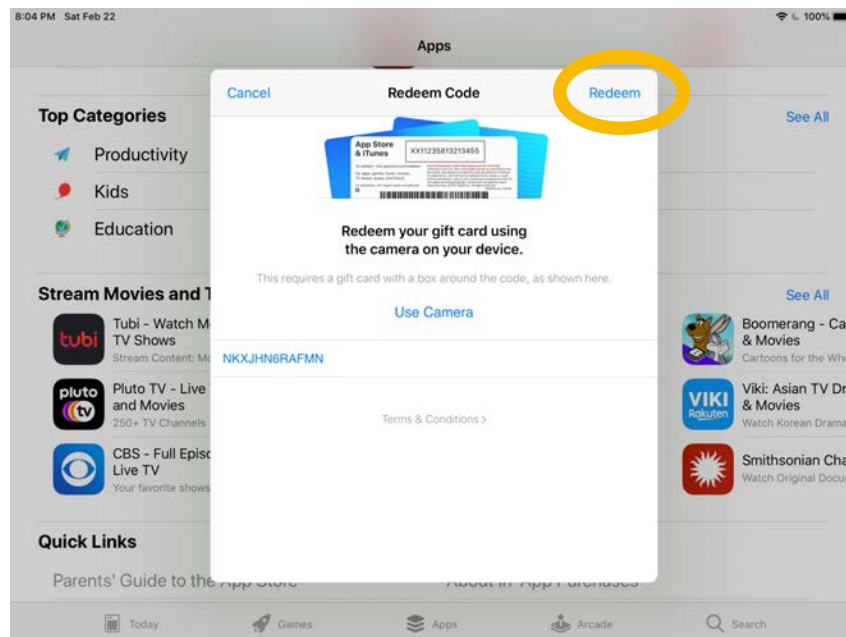**Scenario 3:** If your app will not automatically install (a known problem with iOS build 17E8258), you will have to manually install it as follows:

1. Open the App Store App, and press your profile icon in the upper right.

2. Tap on "Purchased."

3. Then tap on "My Purchases."
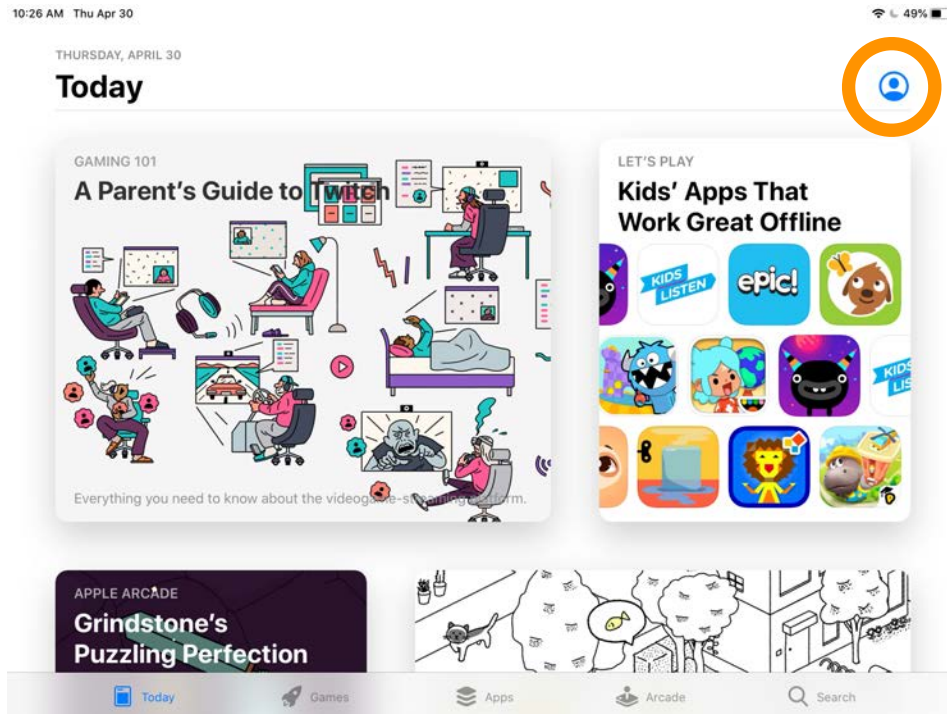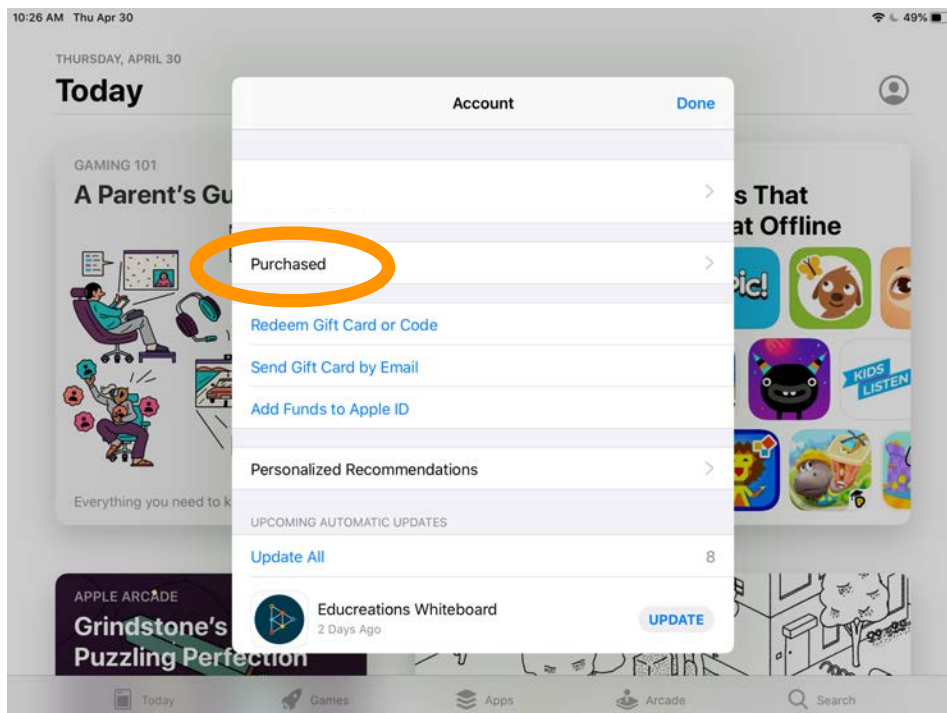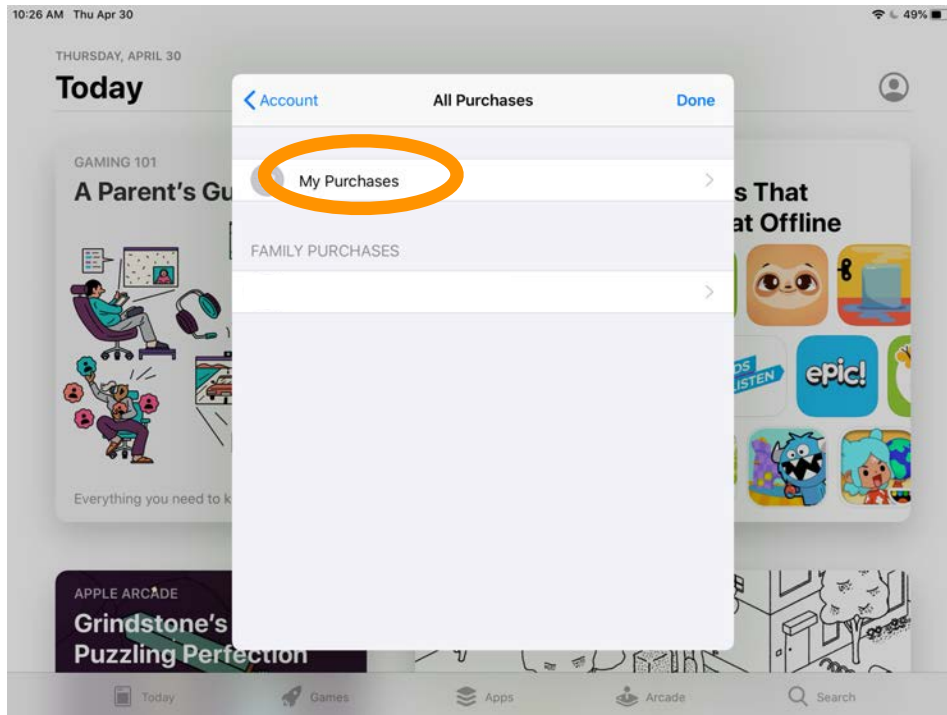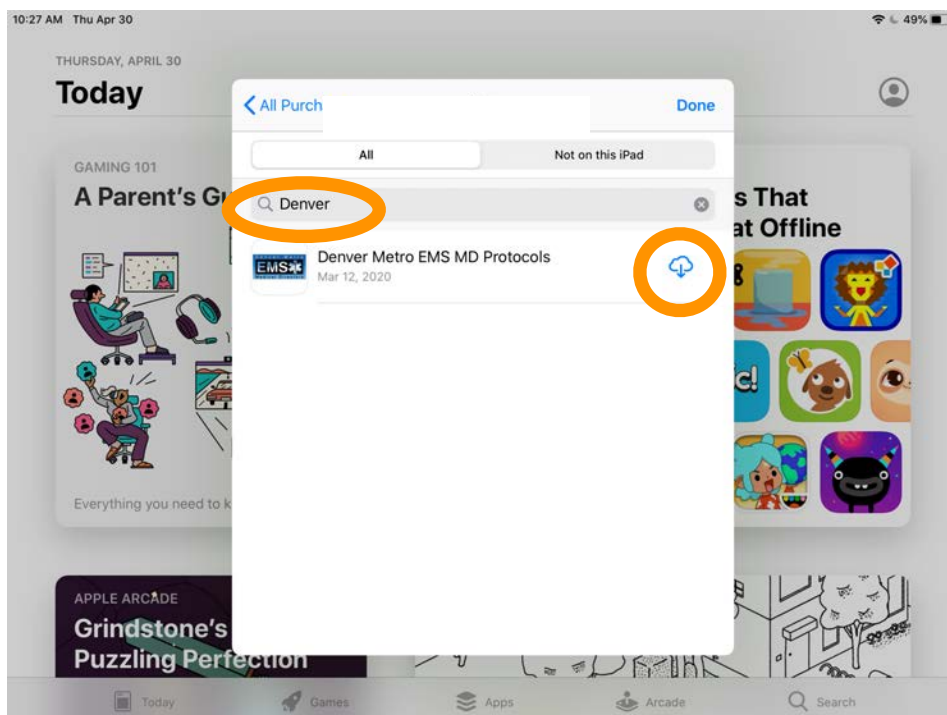

4. Then, if you don't see the app at the top of your recent purchases, you can use the search bar to look for the app. It may take some time after you first redeem the app for it to show up in your purchases. Tap the cloud icon to begin downloading.

5. When downloading is complete, tap "OPEN" to open the app.