

Ride Command App Login Troubleshooting

- a. Have you downloaded the most recent software update for the app?
- b. Have you been able to login in the past? If so, when did you start seeing any abnormalities/error messages?
- c. Are you using a device that is supported by our Polaris App powered by Ride Command?
[Supported Devices | Ride Command \(polaris.com\)](#)
- d. What is the default internet browser on your mobile device? Polaris recommends Google Chrome, Microsoft Edge, or Safari (iOS devices).
- e. Have you attempted to reset your password?
- f. Have you tried uninstalling/reinstalling the Polaris App?
- g. Have you attempted to restart your mobile device?
- h. Make sure pop-up blocker is off on your mobile device's default internet browser, and any/all cookies for Polaris websites are accepted.
- i. What error message are you seeing when attempting to login?
- j. Are you able to login to your account on the Polaris website?
 - If so, are you missing anything from your profile (i.e. Missing a vehicle in your virtual garage)? If so, please provide the vehicle make, model, year, and VIN.

If none of the above steps work, please contact our Owner Connections team at 1-800-765-2747 with the information below. Or you may e-mail our team and provide this information:

Mobile device information:

- Device model (i.e. - iPhone 14, Samsung S20, etc.)
- Device software version (i.e. IOS 15.5, Android 12)
- Polaris App version (tap 3 horizontal lines in upper left of screen > Settings > About > note the numbers under "Polaris")
- Brief description of the concern.
- Screenshot showing error messages/abnormalities you are seeing when attempting to login. Providing our team with pictures of these issues helps immensely!
- List any of the above troubleshooting steps already attempted.
- Provide your e-mail address used to log in to your Ride Command website/Polaris App account.