FOUNDRY

Foundry BC Platform:

Some youth and caregivers will receive a notification when attempting to download the Foundry BC app on their mobile devices that says, "App is not available in your region." This document will take you through step-by-step how to change the country your mobile device is registered in.

The Foundry BC app is available on the app Store and Google play store for youth and caregivers living in BC. If you are a young person or caregiver who is unable to download the Foundry BC app because your app store location is not within Canada, you can either use the Foundry BC Web Portal on a web browser (including on your phone browser) to register for an account or change the location on your app store account to access services.

WAYS TO ACCESS THE FOUNDRY BC APP

To access the web portal, click here: **Foundry BC Web Portal (foundrybc.ca)**

Tips:

1. Use the Foundry Web Portal on a computer.
2. Use the Foundry Web Portal on Google Chrome web browser.
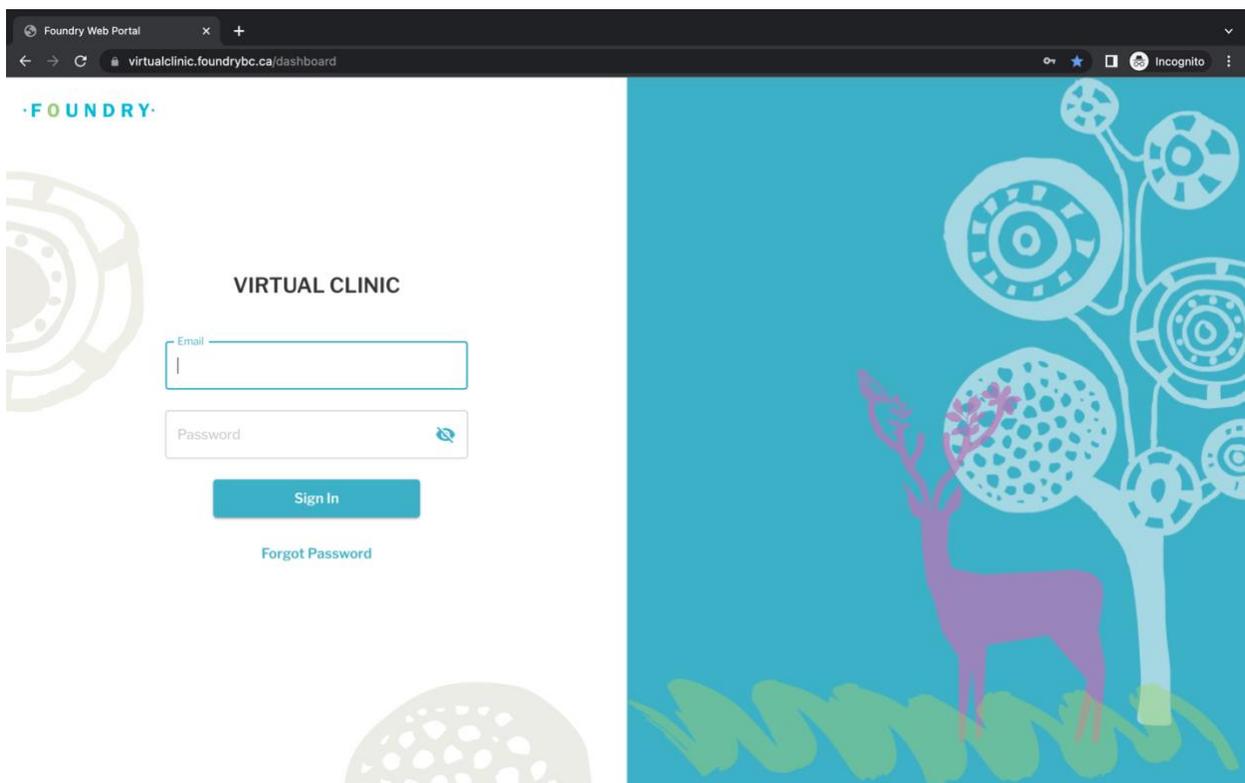
HOW TO CHANGE YOUR COUNTRY IN THE APP STORE ON IPHONE?

1. Open the Settings app on your phone.

2. Tap **your name.**

3. Tap **Media & Purchases**.

4. Tap **View Account**. You might be asked to sign in.

5. Tap **Country/Region.**

6. Tap **Change Country or Region.**

7. Tap **your new country or region**, then review the Terms & Conditions.

8. Tap **Agree** in the upper-right corner, then tap **Agree** again to confirm.

9. Select a **payment method** and enter your new payment information and billing address, then tap **Next.** You must enter a valid payment method for your new country or region.*

   * Please note that the Foundry BC app is FREE. You will not be charged for using the app. Your billing information is required by Apple to download apps.

For additional information on changing your country on iPhone, go to: Change your Apple ID country or region

NOTE: You can only change your 'country' on **Google play store** once a year. If you change your country on the **Google play store** now, you will need to wait for 12 months to change it again.

1. On your Android device, open the **Google play store** app .

2. At the top right, tap the **profile icon.**

3. Tap **Settings > General > Account and device preferences > Country and profiles**.

4. Tap the **country** where you want to add an account.

5. Follow the on-screen instructions to **add a payment method** for that country.*

* Please note that the Foundry BC app is FREE. You will not be charged for accessing any of our services. Adding a payment method on the Google Play store is required by Google to download apps.

Tip: Creating your profile may take up to 48 hours to update.

For additional information on changing your country on Google play store, go to: How to change your Google Play country

If you are unable to change your country or region in your Apple app store or Google play store, you can also access the Foundry BC app on your mobile phone browser. In this case, you will be required to download the Zoom app to join any virtual appointments you may book. If you are only accessing In-person services at a Foundry centre, then you do not require the Zoom app.

NOTE: The Foundry BC app works best on a computer web browser or as an App on the mobile phone. It can still be used on a phone browser, but you may run into some issues.

1. Open **Google Chrome browser** on your mobile phone. (If you do not have google chrome on your phone, we recommend that you download it, or you may run into some issues with other browsers.)

1. To access the web portal, click here: **Foundry BC Web Portal (foundrybc.ca)** OR enter the URL: **webapp.foundrybc.ca** in your browser.

2. Select **Sign In** if you already have an account OR select **Create Account** to create a new account.

3. You can now schedule your appointments.

4. If you wish to access Virtual services, please download the Zoom app on your mobile phone.

   Google Play store: Download Zoom App

   App Store: Download Zoom App

   NOTE: You do not need to have a Zoom account to join a Zoom session.

5. If you are facing any tech issues or have any questions, please submit a ticket here: IT Support Requests Form