Hello Take Stock in Children Mentors and Mentees!

Here are some troubleshooting tips for the TSIC App:

The most important things to remember is that our database must have students and mentors paired in order for the app to work AND each user needs to use the same email address that we have on file to log in. If you want to check to be sure of this, please contact Stacie Allen, contact information below.

With the TSIC Chat App you can start mentoring right now!

Attached are a few references to help you get started. Please review the attached PDFs, and watch the training videos below. If you are still having issues, our state office has asked that you look over the following common issue list and if your issue is not addressed or fixed, complete a form to initiate a work order. Thank you!

To access mentor AND mentee training videos, please visit and share the links below:

Take Stock Mentor App Training for New Users - Click here
Take Stock Mentor App Training for Returning Users - Click here
Take Stock Mentee App Training for New Student Users - Click here
Take Stock Mentee App Training for New Student Users - Click here

Challenge # 1: I do not see my correct Mentor/Mentee listed.

Resolution: Update your Take Stock App to ensure you have the latest version. Visit your App Store and download the latest TSIC App for updates.
Apple App Store https://apps.apple.com/us/app/tsic/id1476056526
Android Google Play https://play.google.com/store/apps/details?id=com.tsic

Challenge # 2: I cannot see some text with the Take Stock App.

Resolution: Please check your phone settings and turn off Dark Mode. The current version of the mobile application does not display well in Dark Mode.

Challenge # 3: Reset Password/Forgot Password is not working.

Resolution: Update your Take Stock App to ensure you have the latest version. Visit your App Store and download the latest TSIC App for updates. Click on the Forgot Password Link from the Login Mentor/Mentee screen. Then enter in your registered email that is on file with Take Stock in Children. Next, you will receive an automated email that provides a Unique Code that you will use to receive your next steps within the Take Stock App. If you do not receive this email providing you with your Unique Code, please check your Spam/Junk mail folders.

If after reviewing some of the Take Stock App's most common user issues and you find you are still experiencing trouble, complete the Take Stock App Support Form - Click here and our state TSIC office will work to assist you with your issue as quickly as possible.

We apologize for any difficulties you may have with the app and appreciate your patience. Please feel free to reach out to the TSIC Pinellas office with any questions or concerns

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