



Joining the test team

Getting through Apple's side of it, so the app can reach your phone. Twenty minutes, most of it waiting on Apple.

Read this one first. There is a second document about using the app itself; it is no use until this part is done.

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Why this is more complicated than it should be

You have been asked to test an iPhone app that is not on the App Store yet. Apple does not simply let us send it to you. You have to be added to our developer account first, and **that is a separate thing from the app**, with its own invitation, its own email, and its own way of going wrong.

	What happens	Who it comes from
1	You check which email address your Apple Account actually uses, and tell us. Two minutes, and it saves the whole evening.	You, right now
2	Apple emails you an invitation to join our developer account. You accept it.	Apple
3	You tell us you are in. We add you to the testing group.	You, then us
4	You install TestFlight and the app appears in it.	You
5	A second, different invitation arrives to get you into the app's data. The other document covers that.	Vector

Almost every problem here is one problem wearing two hats

Most people have collected more than one Apple Account over the years — an old **mac.com** or **me.com** address, a personal one, a work one. Apple treats each as a different person. An invitation sent to one of them cannot be accepted by another, and an app sent to one of them will not appear on a phone signed in as another. Steps 1 and 5 are both about making sure everybody is talking about the same account.

STEP 1

Find out which Apple Account you really have

Do this before anything else. If we invite the wrong address, nothing that follows will work, and it will not be obvious why.

- 1 On a computer, go to the address below and sign in.
- 2 Look at **Sign-In and Security**. The address shown there is your Apple Account.
- 3 Send us that exact address. Not the one you usually give people — the one on that screen.



Or type this into Safari:

<https://appleid.apple.com>

Your Apple Account

It is often an address you had forgotten about

If you have had a Mac or an iPhone for a long time, your Apple Account may still be an old **@mac.com** or **@me.com** address from years ago, even though you have not used it for email in a decade. That is normal, it still works, and it is the address we need.

STEP 2

Turn on two-factor authentication

Apple requires it for anybody on a developer account. There is no way around it, and skipping it is what sends people round in circles later.

While you are on that same page, check **Sign-In and Security** for **Two-Factor Authentication**. If it is off, turn it on now. Apple will ask for a phone number it can text, and you will need the phone in your hand.

This is the one that loops people

If two-factor is off when you try to accept the invitation, Apple will send you to set it up, then return you to a page that asks you to accept again, then send you back. It can go round several times. Turning it on first avoids all of it.

STEP 3

Find Apple's invitation email

It goes to the address from Step 1. On a modern iPhone it very often does not land in your inbox.

Apple Mail and Gmail both sort incoming mail into categories now, and an automated message from Apple looks, to a filter, exactly like marketing. Before you decide it never arrived, look in the other categories.

If you use...	Look in these, in this order	Most often it is in
Apple Mail (the built-in one)	All Mail , then Transactions , then Updates , then Promotions — as well as Primary .	Transactions or Updates
Gmail	Updates , then Promotions , then Social — as well as Primary . Also check Spam .	Updates or Promotions

What the email looks like

It comes from Apple, and it is about joining a **developer account** or **App Store Connect** — it does not mention Vector, and it does not mention TestFlight. That is correct. Searching your mail for **Apple** finds it faster than searching for anything to do with the app.

STEP 4

Accept it — on a computer, not your phone

This is the step that goes wrong most often, and the fix is simply where you do it.

- 1 Open a **private** or **incognito** window on a Mac or PC. This matters: it guarantees you are not already signed in as a different Apple Account.
- 2 Paste the link from Apple's email into that window.
- 3 Sign in with the address from Step 1.
- 4 Complete the two-factor prompt.
- 5 Accept the invitation.

If it keeps returning you to the sign-in page

You are signed in as a different Apple Account than the one we invited. Sign out completely, or use a private window, and try once more. If it still loops, tell us which address you were signed in as and we will re-send the invitation to that one instead — it takes a moment and costs nothing.

STEP 5

Tell us, then check your phone's App Store account

Once you accept, we add you to the testing group. Then there is one more account trap, and it is the reason people see an empty TestFlight.

Email support@vectorxpro.com to say you are in. We add you to the group, which takes us about a minute.

Then check this on your iPhone, before you go looking for the app

- 1 Open **Settings**.
- 2 Tap **your name** at the very top.
- 3 Tap **Media & Purchases**.
- 4 Check that the address shown is the same one from Step 1.

"No builds available"

This is what that message almost always means. TestFlight does not use the account you accepted the invitation with — it uses whichever Apple Account is signed in under **Media & Purchases**, which on most phones is a different one. If they do not match, sign out there and back in with the address from Step 1, then reopen TestFlight.

STEP 6

Install TestFlight

Apple's own app. It is how every app on the App Store gets tested before it is released. You install it once and forget about it.

Point your camera at this, or type the address into Safari:



Or type this into Safari:

<https://apps.apple.com/us/app/testflight/id899247664>

TestFlight on the App Store

Open it and sign in with the address from Step 1. **Vector Operations Pro** should be waiting there. Tap **Install**. On your home screen the icon will say simply **Vector** — same app, shorter name.

You are half done

The app is on your phone, but you cannot sign into it yet. That takes a second, completely different invitation, which comes from us rather than from Apple. The other document — **Start here** — covers it, and it is short.

IF SOMETHING GOES WRONG

The things that actually happen

In order of how often. None of them are your fault, and all of them take a minute.

What you see	What it means	What to do
Apple's email never arrives	It went to a different Apple Account, or it is filed under a category you have not opened.	Search all mailboxes for Apple . Then send us the address from Step 1 and we will re-invite.
The accept page keeps coming back	You are signed in as a different Apple Account, or two-factor is not finished.	Private window, sign in as the Step 1 address, finish two-factor.
Apple insists on setting up two-factor	It is required, and it has to be done on your own account first.	Finish it at the Apple Account page, then click the invitation again.
"No builds available" in TestFlight	Your phone's Media & Purchases account is not the one we invited.	Settings → your name → Media & Purchases. Match it to Step 1.
TestFlight is empty and the account is right	We have not added you to the group yet, or the build is still processing.	Tell us. It is usually a minute of our work, not a wait.

None of this is a test of you

Everything on these pages is Apple's account plumbing, not our app. We wrote it down because it caught us out too. If you are stuck for more than five minutes, stop and email support@vectorxpro.com — it is almost always faster for us to fix from our end.