

CHECKLIST · TECHNOLOGY

Spotify may make Family plan members scan a QR code in person

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- ☐ **Update the Spotify app.** Spotify says the QR code check only works in the mobile app, so install the latest version on every phone on the plan.
 - ☐ **Know where the code lives.** If a member is prompted, plan managers open it from their profile picture, then Your Premium, then Manage.
 - ☐ **Watch for the prompt.** If you're a member and get a verification notification, scan the plan manager's code in person within 7 days.
 - ☐ **Check the address on the plan.** Plan managers can check or change it on their Family page in their Spotify account.
 - ☐ **Sort out members who've moved out.** Someone who no longer lives with the plan manager can switch to their own Individual or Student plan rather than risk a 12-month lockout from other Family and Duo plans. Members can only switch plans once every 12 months.
 - ☐ **Fix scan problems first.** If the scan fails, check the time and date are correct on both phones, then close and reopen the app.
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