

# I'm stuck, how do I get support?

If you do get stuck or have a curly one, send us a message via the [contact form](#). Please include as much information as possible, including:

- Screenshots showing the issue you're experiencing
- Any relevant file attachments (e.g. CSV files)
- If using the app:
  - What device you are using (e.g. Samsung Galaxy S10, iPhone 7)
  - What OS you have running on the device (e.g. Android 12, iOS 15.3.1)
  - The Rappt.IO app version number
- If using the website:
  - What OS you are running (e.g. Windows 11, macOS 10.15)
  - What browser you are using (e.g. Firefox, Chrome, Safari)

## How to find the app version number

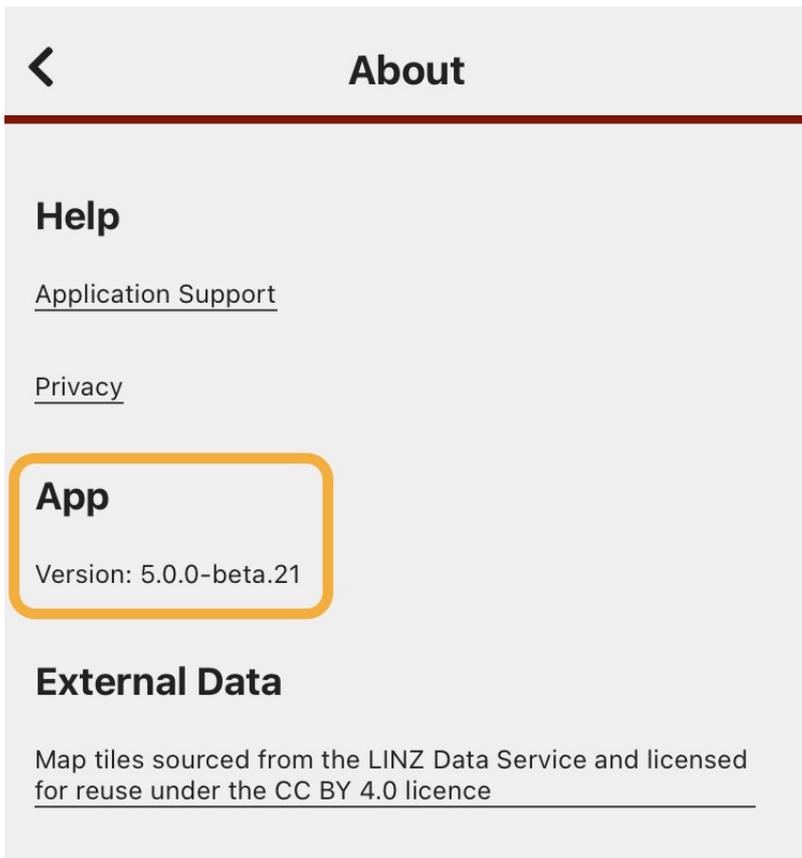
When you're logged in to the app:

1. Select a project - the project map will load
2. Tap the hamburger menu in the top right corner



3. Click "About"

4. The version number is listed under the "App" heading



## How to find your app device information

### Android

Settings > About phone

Edit

Phone number +6422XXXXXX  
Model number SM-N960F  
Serial number XXXXXX  
IMEI XXXXXX

### Status

View the SIM card status, IMEI, and other information.

### Legal information

### Regulatory information

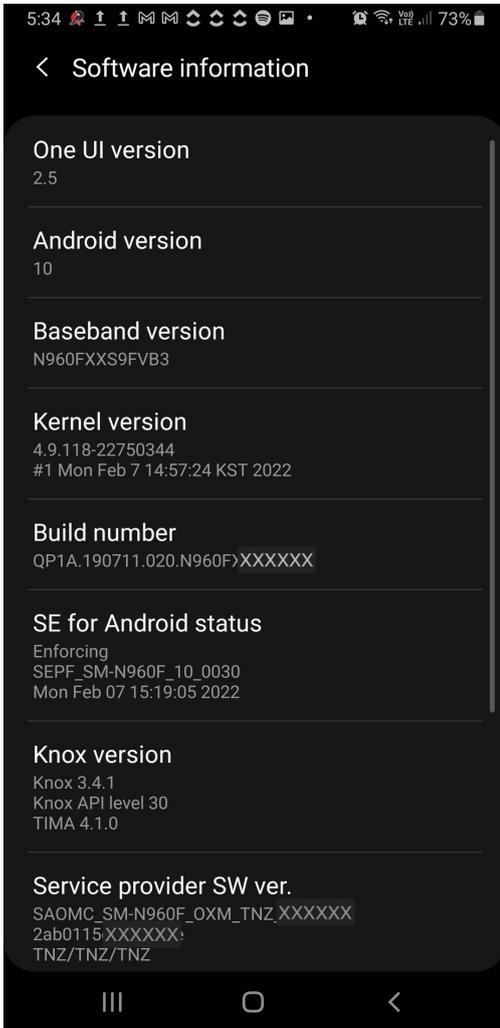
### Software information

View the currently installed Android version, baseband version, kernel version, build number, and more.

### Battery information

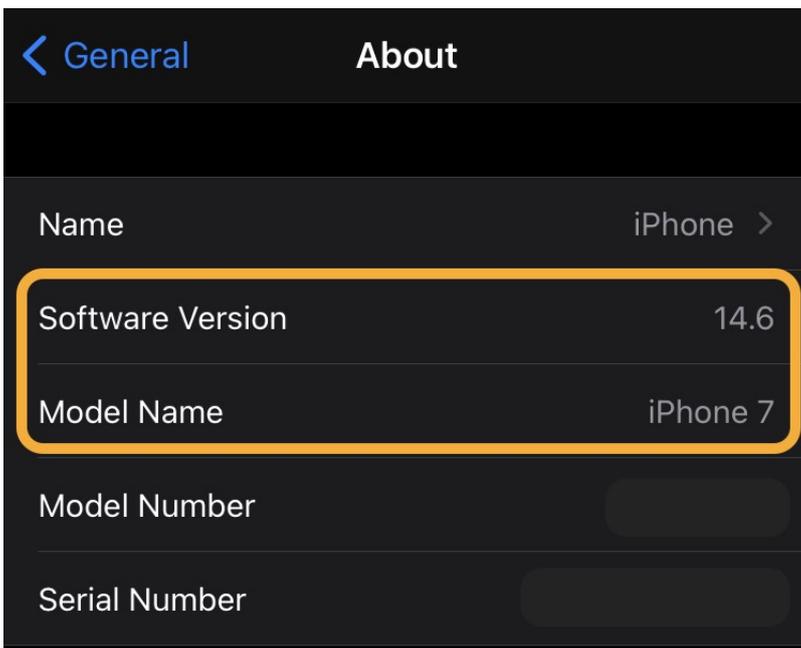
View your phone's battery status, remaining power, and other information.





## Apple / iOS

Settings > General > About



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