

I'm stuck, how do I get support?

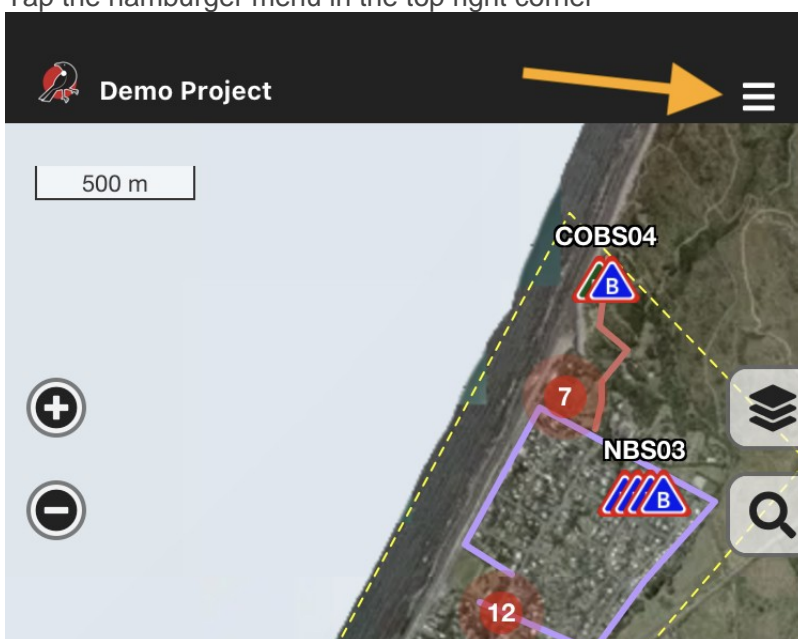
If you do get stuck or have a curly one, send us a message via the [contact form](#). Please include as much information as possible, including:

- 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

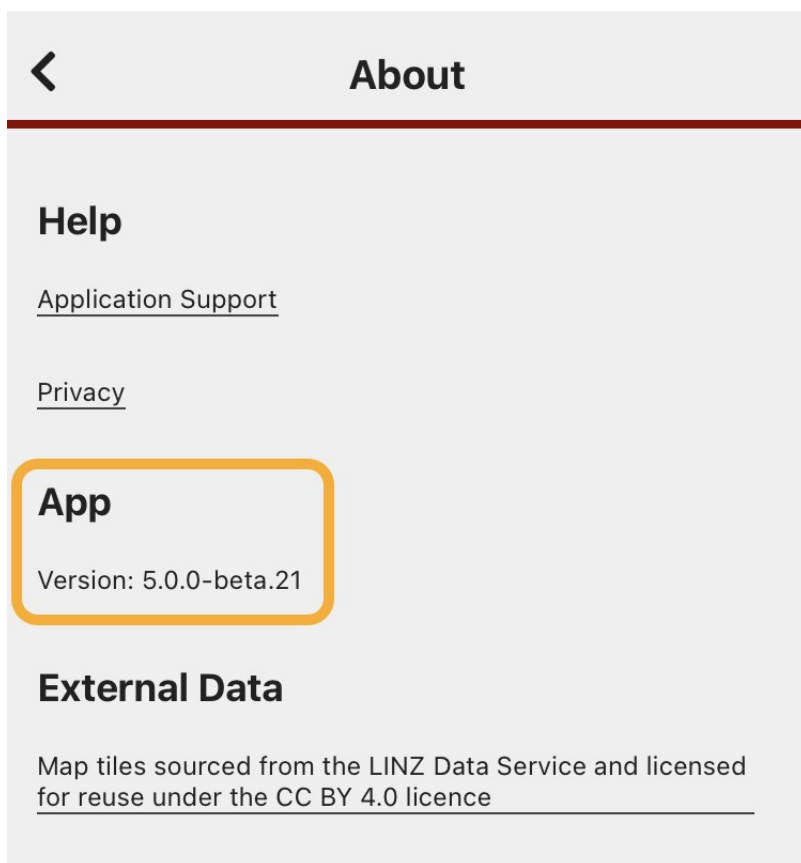
When you're logged in to the app:

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

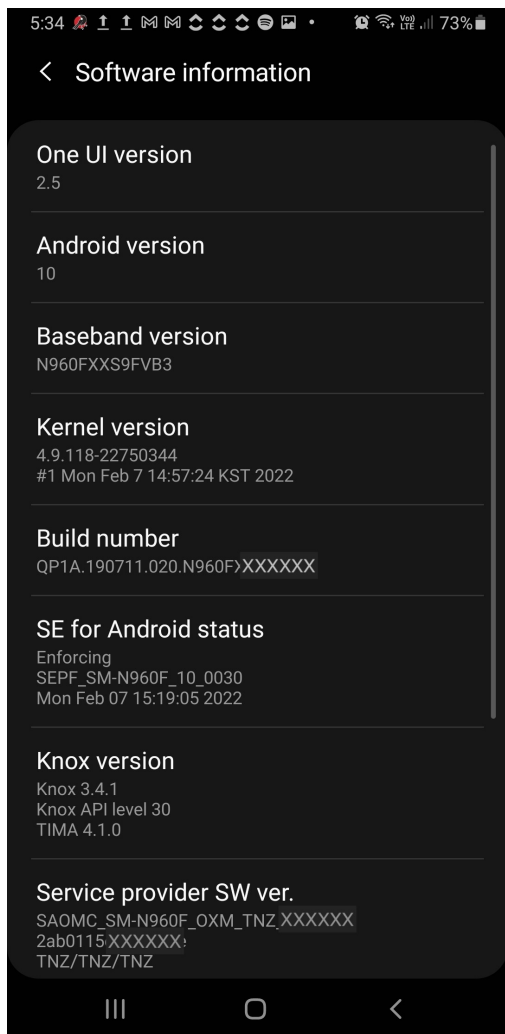
Software information

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

Battery information

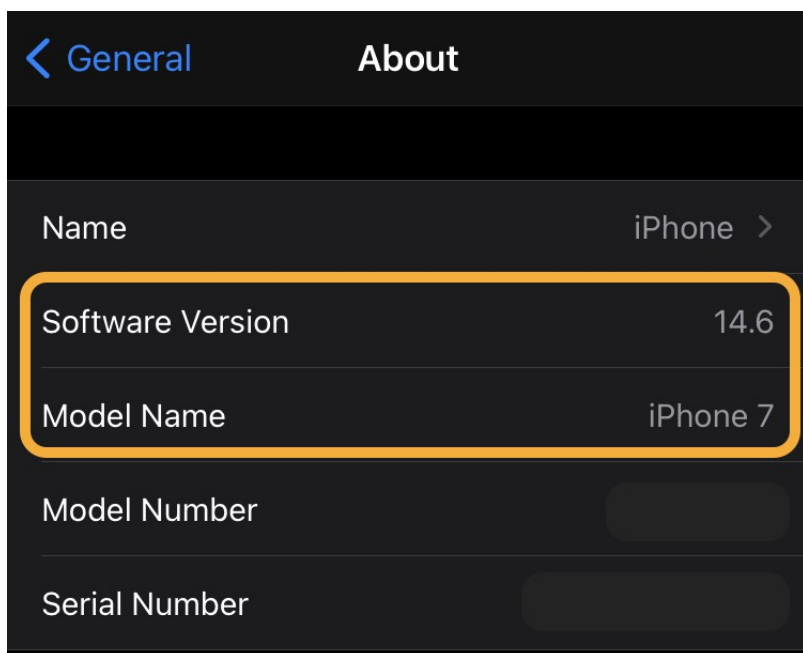
View your phone's battery status, remaining power, and other information.





Apple / iOS

Settings > General > About



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