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 Trap.NZ 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
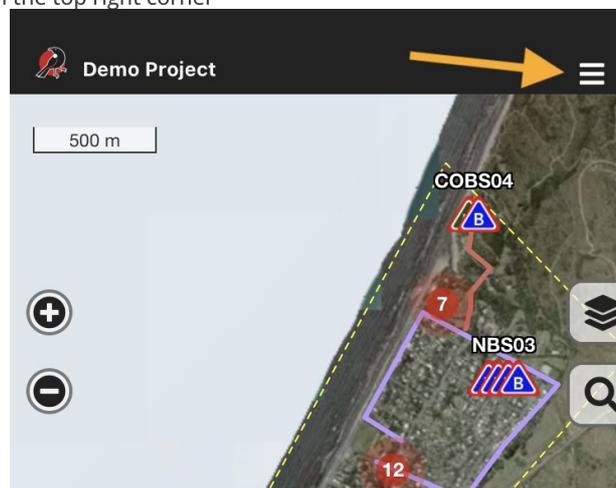
3. Click "About"
4. The version number is listed under the "App" heading
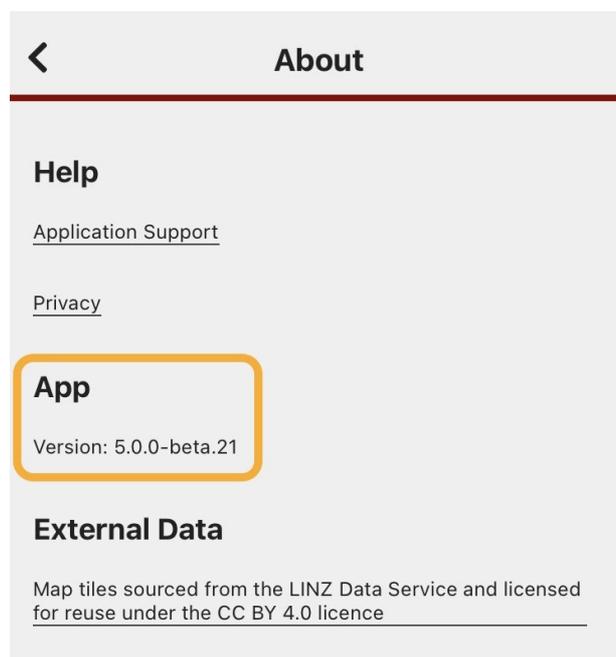
How to find your app device information

Android

Settings > About phone
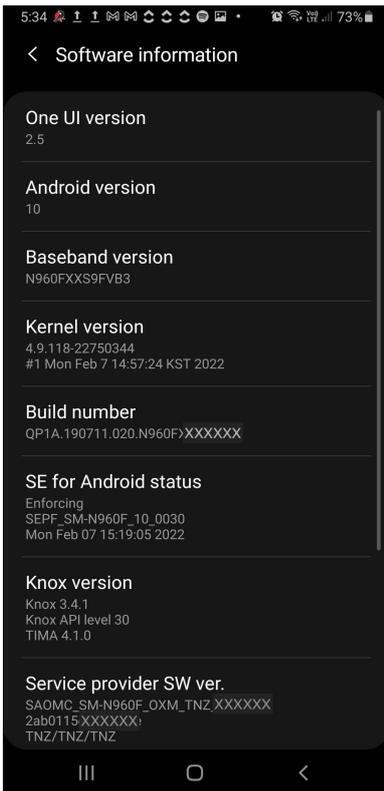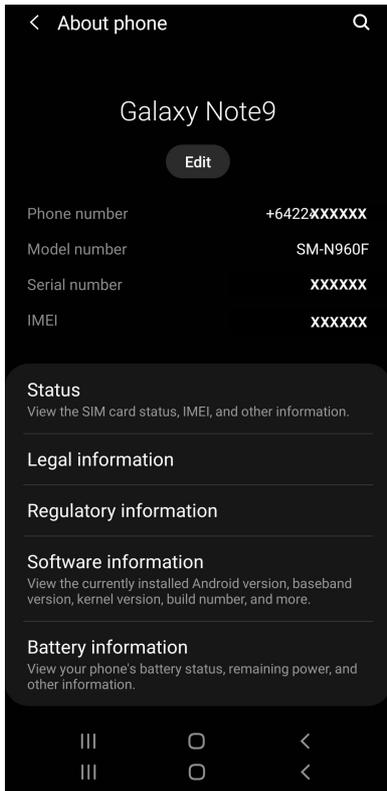
Apple / iOS

Settings > General > About

General   **About**

Name	iPhone >
Software Version	14.6
Model Name	iPhone 7
Model Number	
Serial Number	
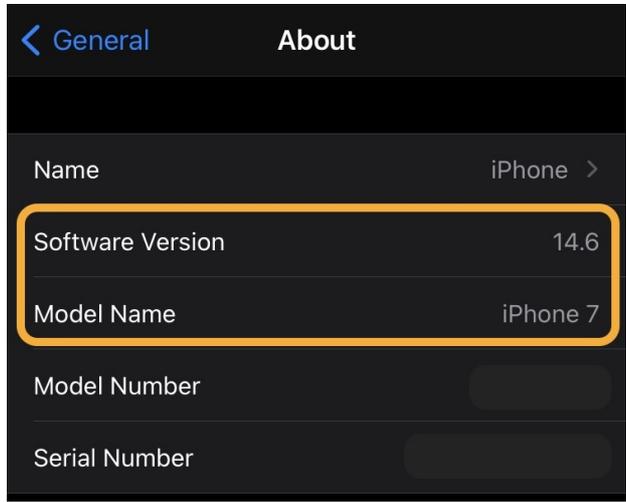
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