

# Action Required: Provide instructions for app access (JabAlert)

To: ask.cml@gmail.com

This email has been sent to the account owner



Developer update

Hi Developers at Anand S K,

After a recent review, we've identified that we need additional information about your app JabAlert (com.vaccine.alert) in accordance with our policies. See below for more information about your app's status and how to correct the issue.



## Issue: Need login credentials for app review

In order for us to review your app for compliance with Developer Program Policies, we will need you to provide valid login credentials for your app.

- If users need credentials to access your app, please provide all appropriate credentials via Play Console.
- If you previously supplied credentials, please ensure that they have not expired.
- If your app normally uses 2-Step Verification (e.g. SMS verification), biometrics (e.g. a fingerprint or face scan) or a location-dependent password (e.g. geo-gate), please provide valid demo credentials that we can use instead.

### Issue details

We found an issue in the following area(s):

- **In-app experience:** Please see attached screenshot com.vaccine.alert-InAppExperience-260.png



## About the Play Console Requirements Policy

Before you submit your app for review, you must provide an active demo account, login information, and all other resources needed to review your app

(i.e., login credentials, QR code, etc.)



### App status: **Rejected**

Your app has been rejected and wasn't published due to this policy issue. If you submitted an update, the previous version of your app is still available on Google Play.

## Action required: Provide instructions for app access

Here's what to do to help get your app back on Google Play:

1. **Provide access details** for your app using the instructions described in this [Play Console Help Center article](#) under the "App Access" section.
  1. If your app typically requires a 2-Step Verification code or One Time Password, please provide us with reusable login credentials that do not expire through the Google Play Console.
  2. If your login credentials are not numeric or alphanumeric (for example, QR code, barcode), please generate a static URL and upload it to the Google Play Console.
2. **Resubmit your app** for review after double checking that it is compliant with the [Developer Program Policies](#), including the [Play Console Requirements](#).
  1. If your Update status is 'Ready to send for review', or if your [Publishing overview](#) has a section for 'Changes ready to send for review', then you must click 'Send for review' from the Publishing overview page to submit your changes for review.

**Note:** You can complete these steps without contacting our policy support team.

## Contact support

**The fastest way to resolve this issue and get your app back on Google Play is follow the instructions provided above.** You do not need to contact our policy support team to provide this information. If you've reviewed the policy and feel our decision may have been in error, please reach out to our [policy support team](#).

## Learn more

Visit the [Android Developers Blog](#) to learn more about free tools and resources for building safe and successful apps.

Thanks for your continued support in helping to make Google Play a positive experience for both developers and consumers. We look forward to seeing an updated version of your app on Google Play.

Please complete a [two question survey](#) to help us improve this experience.

The Google Play Team



# Learn more about Google Play policy

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You have received this mandatory email service announcement to update you about important changes to your Google Play Developer account.

## 1 attachment

[Download attachment](#)



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