FAQ’s

General Questions

1. Can I access my account using a different device?

Yes, you can access the app on a different device as long as you remember your username and password because they are required to access your farm information on the app.

1. Is the farm data entered on the app secured?

Client data is the most precious thing we handle day-to-day. We use stronger encryption and password requirements as well as transit encryption (SSL/TLS in the form of HTTPS) to secure usernames, passwords and any other important data that is transmitted from your device to our server.

1. How helpful / relevant is the information entered in the app?

Information you enter helps us organise your data in one place and create meaning out of it. Using information you provide, our algorithms are able to assess your farm’s financial position and provide collective data with pattern recognition to help you understand trends of your farming activities.

1. Where do I find Raining vegetables?

We’re currently located and operate in Kampala, Uganda.

1. How do I contact customer service?

Call us on 0772-the number Mon-Sat 9:00AM - 5:00PM.

User Questions

1. How do I update my personal information?

Go to your profile page, under settings. You will see a button named update farmer, click on it and it will display a page where to update your personal information.

1. How do I add a new farmer in the app?

Go to your profile page, under settings. You will see a button named Add farmer, click on it and it will display a page where to add new farmer information.

1. I’m having difficulties creating an account. What should I do?

Call our customer service help line and someone will walk and assist you with creating an account.

Service Questions

1. How do I add the financial accounting information in the app?

Go to the bookkeeping page, under the Service on the menu. You will find a list of different sectors in boxes. Click on the sector you want to add information to and then click on update farmer information.

1. How do I find the analytics feature?

Go to the choose analytics, under the Service on the menu. You will find a list of different sectors in boxes. Click on the sector you want to see the analytical information.

Subscription Questions

1. How do I find the pricing page?

Follow this link to subscribe now. (link will be added).

1. How do I subscribe to the app?

Follow this link to subscribe now. (link will be added).

1. What do I do when my subscription expires?

You can renew your subscription every month by visiting your profile page and clicking the subscription button to make your subscription payment. You can also call us on 077-the-number to get assistance to complete the payment.

1. How do I unsubscribe?

Go to your profile page, under settings, you will see the option to unsubscribe. -- more on this after implementation.

1. In case I have paid more, can I be refunded and how?

Yes, you will be refunded. Call our customer service number and someone will help you through the refund process.

1. I’m having difficulties processing the payment / subscription. What should I do?

Call our customer service number and someone will help you through the refund process.