

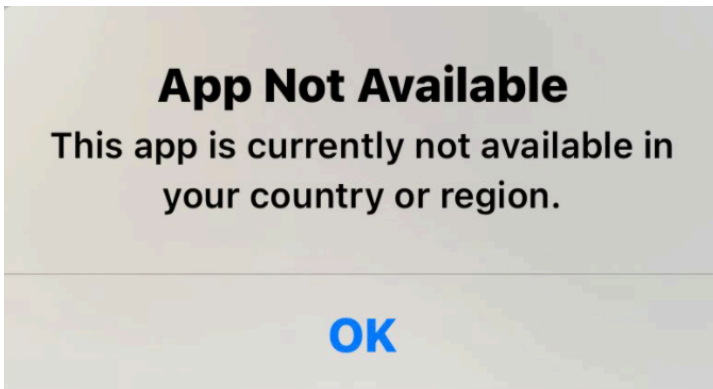


BIASHARA PLUS > "APP NOT AVAILABLE" ISSUE

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"App Not Available" Issue

Some FBOs face difficulty finding the Biashara Plus App on the App Store. They come across the **"App not available"** message. This problem hinders them from downloading and installing the app.



Causes of the Issue:

This problem arises in two cases:

1. If you're not in a country with Biashara Plus access

The service is presently accessible only in these countries:

- Tanzania
- Kenya
- Uganda
- Burundi
- Rwanda
- Zambia
- South Africa
- Botswana

- Namibia
- Ghana

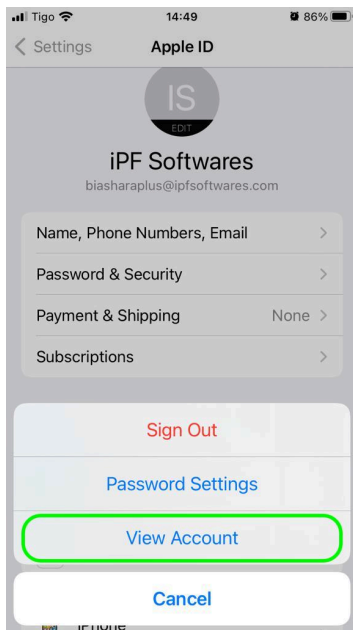
2. If your App Store is registered in countries without Bishara Plus access,

How to Change Country in the App Store

- Navigate to Settings and Select “**Media & Purchases.**”



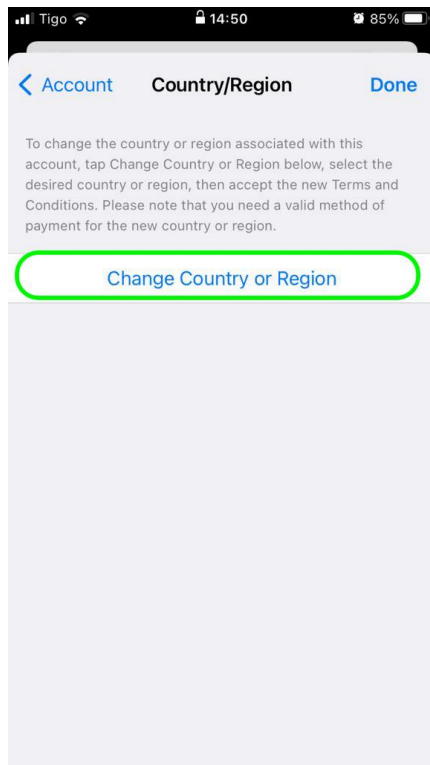
- By clicking on Media & Purchases, you will be taken directly to “**View Account.**”



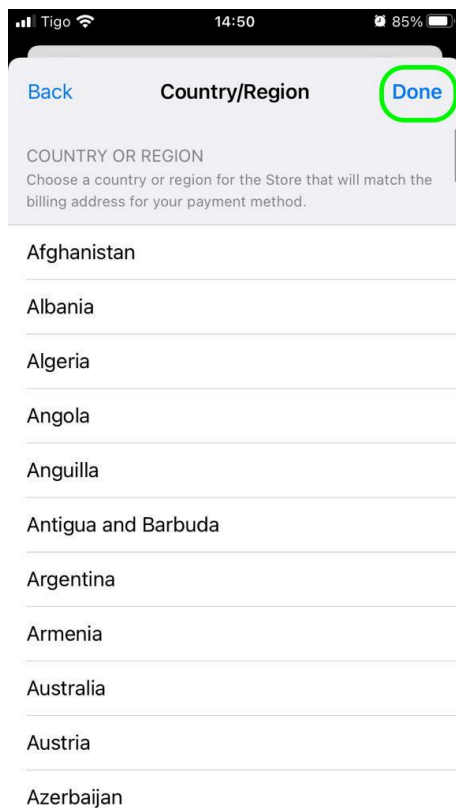
- On the account page, locate and select **"Country/Region."**



- Country/Region will directly take you to **Change Country or Region**



- Select your country under "**Change Country or Region**," then tap "**Done**" to save your selection.



For further support, contact our customer support team at +255679516178

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