M Gmail

Justin Reina <justinmreina@gmail.com>

Re: My issue is not listed

---

devprograms@apple.com <devprograms@apple.com>   Fri, Jan 22, 2016 at 3:35 PM
To: justinmreina@gmail.com

Hello Justin,

Thank you for taking the time to reach back out to me regarding the distribution provisioning profiles. I'm glad we could talk about the needed process and work together on this.

As requested, I wanted to provide you some helpful links to assist you further in your submission.

The first link is a break down on how to submit with Application Loader, it provides some great steps and insight on how to use this tool:

https://itunesconnect.apple.com/docs/UsingApplicationLoader.pdf

The next link provides steps on how to prepare and submit your app. When you click on this link, look for the section named "Submitting your App to the App Store", it's located on the left side.

https://developer.apple.com/library/ios/documentation/IDEs/Conceptual/AppDistributionGuide/AddingCapabilities/AddingCapabilities.html#//apple_ref/doc/uid/TP40012582-CH26-SW1

I hope this information helps assist you in getting the app submitted successfully. Feel free to let me know any follow up questions you might have and I will be happy to help.

Best regards,

Nicholas
Apple Inc.

On Jan 22, 2016, at 15:53 Justin Reina <justinmreina@gmail.com> wrote:

current screenshot
On Thu, Jan 21, 2016 at 10:47 AM, <devprograms@apple.com> wrote:

Hello Justin,
I'm following up with you regarding the app your are trying to submit.
I've been unsuccessful at reaching you at the phone number currently listed in your Apple
Developer profile. In order to resolve your issue, please reply back to this email with a
phone number where you may be reached and a time in which it would be best to contact
you.
Alternatively, you may reach me directly at the following:
Nicholas
1-(877)-388-0879 ext. 1029692
9:00AM-6:00 PM US Central
Your case: 1030768940
Thank you for your assistance.
Best regards,
Nicholas
Apple, Inc.
On Jan 17, 2016, at 14:46 <justinmreina@gmail.com> wrote:

Inquiry from Justin Reina regarding My issue is not listed
Email address: justinmreina@gmail.com
Region: devprograms@apple.com
I have spent 4.5 hours today, and I give up. I am a senior embedded (firmware)
electrical engineer from Intel Labs. I am really good at process identification, execution
and then completion. Like, all the time. But I have failed at the process for App Store
submission of my IOS App. It is free and not related to work.
I will pay Apple whatever cost is needed to help walk me through successful App
submission for this first App submission I have (WatchLogs).
To reiterate, because I am beaten and amiss by my inabilities to get one plus one to

equal two -
- I have (1) free, personal IOS App that I would like to publish to the App Store named "WatchLogs"
- I have tried at this for 4.5 hours in immense intent and detail and failed (last shot was a failed provisioning profile)
- To reiterate, a senior embedded engineer has spent 4.5 hours at this and failed
Please let me know what we can do here! I will pay what is needed, can allow full control of my machine and do video chat or phone chat! I am guessing the final resolution will be simple, I am just stuck!!
Thanks,
Justin Reina
(425)760-7291
justinmreina@gmail.com

Support email from Apple
01/21/16 - 10:47 AM
Your support Advisor has a follow-up message for you.
For more information, please open this email on your iPhone.
*Disclaimer: This is for representational purpose only. Please validate it on the actual device.
Hello Justin,
I'm following up with you regarding the app your are trying to submit.
I've been unsuccessful at reaching you at the phone number currently listed in your Apple Developer profile. In order to resolve your issue, please reply back to this email with a phone number where you may be reached and a time in which it would be best to contact you.
Alternatively, you may reach me directly at the following:
Nicholas
1-(877)-388-0879 ext. 1029692
9:00AM-6:00 PM US Central
Your case: 1030768940
Thank you for your assistance.
Best regards,
Nicholas
Apple, Inc.

On Jan 17, 2016, at 14:46 <justinmreina@gmail.com> wrote:
>Inquiry from Justin Reina regarding My issue is not listed
>Email address: justinmreina@gmail.com
>Region: devprograms@apple.com
>I have spent 4.5 hours today, and I give up. I am a senior embedded (firmware) electrical engineer from Intel Labs. I am really good at process identification, execution and then completion. Like, all the time. But I have failed at the process for App Store submission of my IOS App. It is free and not related to work.
>
>I will pay Apple whatever cost is needed to help walk me through successful App submission for this first App submission I have (WatchLogs).
>
>To reiterate, because I am beaten and amiss by my inabilities to get one plus one to equal two -
>- I have (1) free, personal IOS App that I would like to publish to the App Store named "WatchLogs"
>- I have tried at this for 4.5 hours in immense intent and detail and failed (last shot was a failed provisioning profile)
>- To reiterate, a senior embedded engineer has spent 4.5 hours at this and failed
>
>Please let me know what we can do here! I will pay what is needed, can allow full control of my machine and do video chat or phone chat! I am guessing the final resolution will be simple, I am just stuck!!
>
>Thanks,
> Justin Reina
> (425)760-7291
> justinmreina@gmail.com

Support email from Apple
01/22/16 - 15:35 PM
Your support Advisor has a follow-up message for you.

For more information, please open this email on your iPhone.
*Disclaimer: This is for representational purpose only. Please validate it on the actual device.

Hello Justin,

Thank you for taking the time to reach back out to me regarding the distribution provisioning profiles. I'm glad we could talk about the needed process and work together on this.

As requested, I wanted to provide you some helpful links to assist you further in your submission.

The first link is a break down on how to submit with Application Loader, it provides some great steps and insight on how to use this tool: