

Action Required: Your app is not compliant with Google Play Policies (Park National Retirement Plan)

Google Play Support <no-reply-googleplay-developer@google.com>Sat, Aug 31, 2024 at 12:20 PM



Reply-To: Google Play Support <no-reply-googleplay-developer@google.com>

To: reliusmobileappsupt@gmail.com



Hi Developers at Park National Corporation,

After a recent review, we found that your app Park National Retirement Plan (com.parknationalbank.mobile.retirement) is not compliant with one or more of our Developer Program Policies. See below for more information about your app's status and how to correct the issue.

	<div>App Status: <b>Rejected</b></div> <div>Your app has been rejected and wasn't published due to the policy issue(s) listed below. If you submitted an update, the previous version of your app is still available on Google Play.</div>
	<div>Issue found: Violation of Play Console Requirements</div> <div>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, and any other resources needed to review your app.</div> <div>Please note the following requirements when providing login credentials:</div> <div><ul style="list-style-type: none"><li>• Your login credentials must be accessible at all times, reusable, and valid regardless of user location.</li><li>• Your login credentials must be maintained at all times without any error.</li><li>• Your login credentials must be provided in English. Please make sure the credentials (ID, password, etc.) that you provide do not include languages other than English.</li><li>• If your app requires you to bypass the login wall with other accounts ("sign in with Google, Facebook", etc.), please provide all account details with the detailed instructions.</li><li>• If your app requires the users to set up their own password (for example, PIN, etc.), please provide the instructions and upload it on Google Play Console.</li></ul></div>

- Please provide all supplements (for example, QR codes, barcodes, etc.) needed in order to bypass the login wall.

In this case:

- We could not access the in-app content with the login credentials that you have provided.

#### Issue details

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

- **In-app experience:** Please see attached screenshot IN\_APP\_EXPERIENCE-7845.png

**To bring your app into compliance, follow these steps:**

**Please consider following these steps to provide instructions for app access**

1. Read the instructions in this [Help Center](#) article.
2. Go to the [App access](#) page.
3. Update your app access information.
4. Click **Save**.
5. Go to the [Publishing overview](#) page.
6. In the "Changes ready to send for review" section, click **Send for review**.
7. Read this [Help Center](#) page to learn more about managing when changes are reviewed and published.

**Note: The fastest way to resolve this issue and get your app back on Google Play is follow the instructions provided above.** If you have already updated valid credentials following the instructions, you do not need to contact our policy support team to provide this information.

#### About the [Play Console Requirements](#)

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.)

Visit [Google Play's Academy for App Success](#) to get contextual learning on this Google Play policy.

**Action required: Submit an updated app for review**

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

1. Make sure to read the applicable policies or requirements listed below:
  - [Play Console Requirements](#)
2. Make appropriate changes to your app (if possible), and be sure to address the issue described above. You may also want to check your app's store listing for compliance, if applicable.
3. Double check that your app is compliant with all other [Developer Program Policies](#).
4. If you made changes to your app bundle, store listing, or APK, please sign in to your [Play Console](#) and submit the update(s).

#### Contact support

If you've reviewed the policy and feel our decision may have been in error, please reach out

to our [policy support team](#). We'll get back to you within 2 business days.

## Learn More

Visit the [Android Developers Blog](#) to learn more about free tools and resources for building safe and successful apps. Check out the latest Google Play policy updates on Full Screen Intent Permission, Health Apps, Photo and Video Permissions, AI-Generated Content, and more! Watch now: [#PolicyBytes](#)

Thanks for your continued support in helping to make Google Play a positive experience for both developers and consumers.

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

The Google Play Team



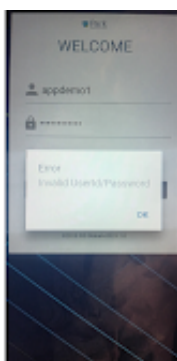
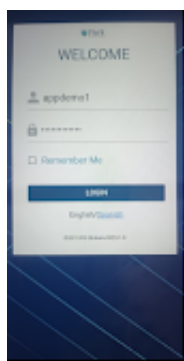
## Learn more about Google Play policy

[Get started on Play Academy](#)

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Click [here](#) to configure your notification preferences.

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