

Action Required: Your app is not compliant with Google Play Policies (RWSDM-MRD)

1 message

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



Sun, Aug 13, 2023 at 8:26 PM



Developer update

Hi Developers at Ministry of Rural Development,

After a recent review, we found that your app RWSDM-MRD (io.mrd.rwsdm) 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.

	<p>App Status: Rejected</p> <p>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.</p>
	<p>Issue found: Violation of Play Console Requirements</p> <p>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. In this case:</p> <ul style="list-style-type: none">You didn't provide an active demo/guest account or a valid username and password which we need to access your app. <p>Issue details</p> <p>We found an issue in the following area(s):</p> <ul style="list-style-type: none">In-app experience: Please see attached screenshot IN_APP_EXPERIENCE-5585.png <p>Additionally, follow these steps to bring your app into compliance:</p> <p>Please consider following these steps to provide instructions for app access</p> <ol style="list-style-type: none">Read the instructions in this Play Console Help Center article.Go to the App access page.Update your app access information.Click Save.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. If you are unable to provide test credentials and instructions or feel our decision may have been in error, please reach out to our [policy support team](#).

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 Console Requirements, Device and Network Abuse, Financial Services, and more! Watch this [#PolicyBytes](#) for all the details.

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

[Get started on Play Academy](#)

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

This message was sent to inform you about important updates to your Google Play developer account.



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