# Help and documentation

There isn’t exist a specific manual or a teaching video on how to use the Snapseed app, but I’ve found many unofficial „how-to” videos on YouTube, and google gives us more than 56 million articles for searching „Snapseed how to”, so at all, I think we can say that there is plenty good documentation for it. Also, the UI is intuitive, and we can think about that, if somebody ever used any other photo editing software then this will be understandable for him/her too.

## Help users recognize diagnose and recover from errors

*To get what error situations can happen I used the last 2 years' reviews in the play store. These are relevant because the last update on the app was on April 14, 2020.*

About users’ opinions, the app need’s too much permission to user’s personal data, without reason. Also, the use-cases are different in different platforms, for example on iOS you can use RAW files, but on Android, you can’t.

Also, according to reviews, the user sometimes didn’t get any information about what is the problem behind it, just a loading screen, or even worse, when it’s just freezing. In these cases, there is no solution for this kind of problem for the users.

In a conclusion, we can say that the app’s documentation is fine at all, but the error handling is bad and inconsistent.