

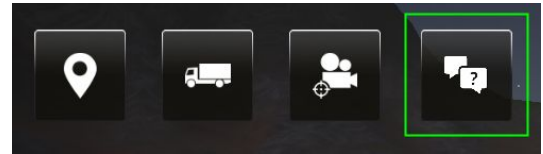
**Before sending us any errors, please take a look at the [Known Issues!](#)**

For technical problems please use the mail address [support.cs3@astragon.com](mailto:support.cs3@astragon.com).

For feedback and errors in the game please use the mail address below!

## Give Feedback / Report Errors

You can use the symbol on the top left to report errors and give us some feedback.



The button opens the Closed Beta Feedback window.



You have the following options there:

- **How-to:** Opens this document
- **Add Screenshot:** Takes a screenshot of your current game. The images are collected and will be sent to us if you press “Send Feedback”. After sending them out, they will be deleted automatically.
- **Send Feedback:**
  - If you have an active mail account on your device, this opens a preformulated mail for you to fill out. The screenshots you took before via the “Add Screenshot” button, further information about your actions in the game and the device specifications will be attached to this mail. Please have a look at the **notes below** before reporting an issue.
  - If you have no mail account activated on your device, your screenshots, gameplay information and device specifications will directly be sent to us. To send us further information regarding your feedback, a TAN number will show up in the closed beta window. By sending us a mail to [beta.cs3@weltenbauer-se.com](mailto:beta.cs3@weltenbauer-se.com), containing the TAN Number and a detailed description, we'll be able to assign your feedback to your gameplay information and specs. Please have a look at the **notes below** before reporting an issue.

## What information should be included in your feedback?

### Content of the feedback - Answer the following questions

- What happened?
- What did you expect to happen?
- What did you do before the problem occurred?
- Is the problem reproducible?
- Can you give any further information about the issue?

**Way of answering**

- The answers should be short and concise, so we can get an overview of the issue, quickly
- Add a clear subject to the mail (e.g. "Machine always tips over" or "graphical error while playing job XY")
- As more detailed your information is, the better we can help. How did the error occur? What did you do before? How can we reproduce the error? Does this only happen once, multiple times or everytime?
- What were the effects of the error (Did the app crash? Could you continue playing?)

**Additional information**

- At the top of the screen you can find some information about what job you're playing and how far you have progressed. If you press the "Add Screenshot" button, this information will also be visible on the screenshot, so we can see directly, at which point the problem occurred.