

Troubleshooting guide

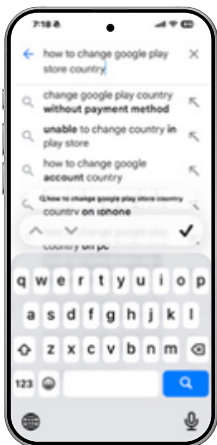
Accessing Sonder on Chinese issued Android devices



Step 1

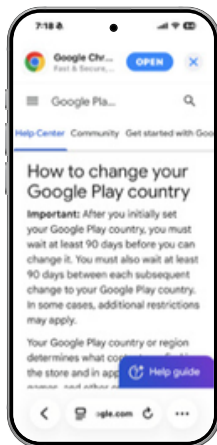
Try updating your Google Play Store location

In some cases, this issue can be resolved by updating your Play Store country to New Zealand



1

Google 'how to change google play store country'



2

Read this article



Step 2

If you cannot change your Play Store location

Some devices are region-locked and won't allow location changes. In these cases, downloading the Sonder app will not be possible on that device.

In some instances, this limitation can only be resolved by using an Australian mobile device. However, we do not expect students to purchase a new device to access support.

For students who may already be considering upgrading their phone, using an Australian device would enable access to the Sonder app and its full functionality.

Step 3

Access Sonder via phone (no app required)

Students can still access 24/7 support by calling the Sonder Care Specialist team directly:

 Call our New Zealand toll free number: 0800 447 444

 We have interpreters on hand to assist you if you would prefer not to speak English.

What to expect:

- You will be asked to provide basic details including your full name so a record can be created
- Sonder's team will still provide the same triage and support services to ensure you receive the right care