
Barberini App

1. Platform affected

- iOS or Android
- operating system version
- device name, model year (if applicable)
- app version: main screen / menu / about / additional information (bottom)

2. Exact description of error

- Can the error be reproduced, and if so, how?
- In what situation does the error occur (e.g., at the beginning of the visit or tour, in the middle, or at the end)?
- Under what conditions (e.g., in the museum or outside it)?
- Is Bluetooth activated?
- Is Wi-Fi activated and connected?
- Was there an error notification, and if so, in what screen (tour, discover mode, etc.)?

Ticketing App

1. Platform affected

- iOS or Android
- operating system version
- app version: main screen / menu / about / additional information (bottom)

2. Exact description of error

- Can the error be reproduced, and if so, how?
- At what point in the process did the error occur?
 - Date selection
 - Ticket selection
 - Personal information
 - E-mail address entry
 - Country selection
 - Payment method and information entry

If possible, please make a screenshot or take a photograph of your screen and send it, along with the information above, to mub.support@micromovie.com. Thank you very much for your assistance.
