App Launch

Value-added Service > App Service

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Contents

1 Service Introduction

Tuya provides a fully hosted App launch service, which customizes the launch content for you and helps you reduce the App launch time, seize market share, and win customers. The service content is as follows:

2 Material Preparation and Review

You only need to provide basic information, such as the App name, App description, and App launch scope. Tuya personnel take on other complex tasks, for example, making operation instruction videos and preview images.
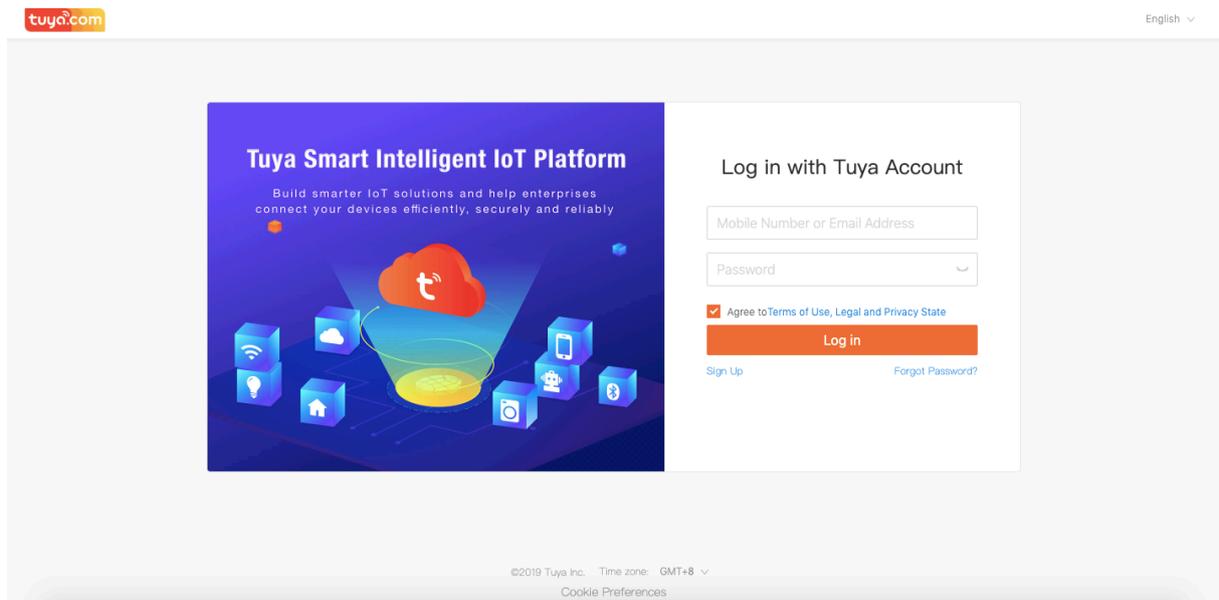
3 Enabling App Message Push

Tuya's App Launch service also includes an application for a message push certificate from the App platform. The certificate enables your App to push messages proactively to users who access the App, improving user loyalty and App activity.

4 Service Subscription Process

4.1 Logging In to the Tuya Smart Platform

Open the Tuya Smart platform login page (https://auth.tuya.com). If you have an account, log in with the account. If you do not have an account, click **Sign Up** to register an account and then log in.

4.2 Opening the Value-added Services Page

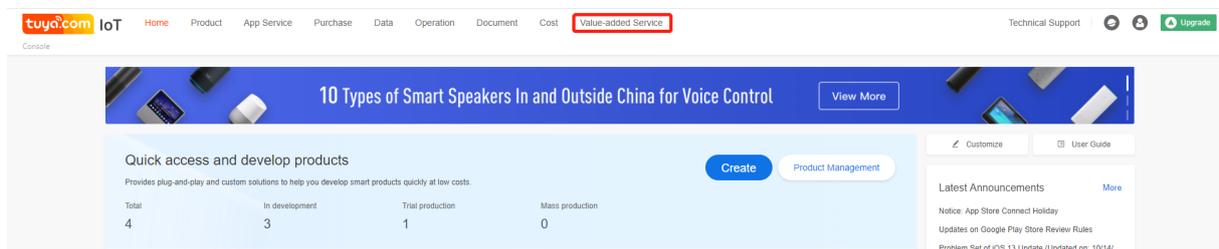Click **Value-added Services** at the top of the homepage to open the **Value-added Services** page.

Figure 1: 11.png

4.3 Selecting the Required Service

Click **App Service** from the service categories at the top.
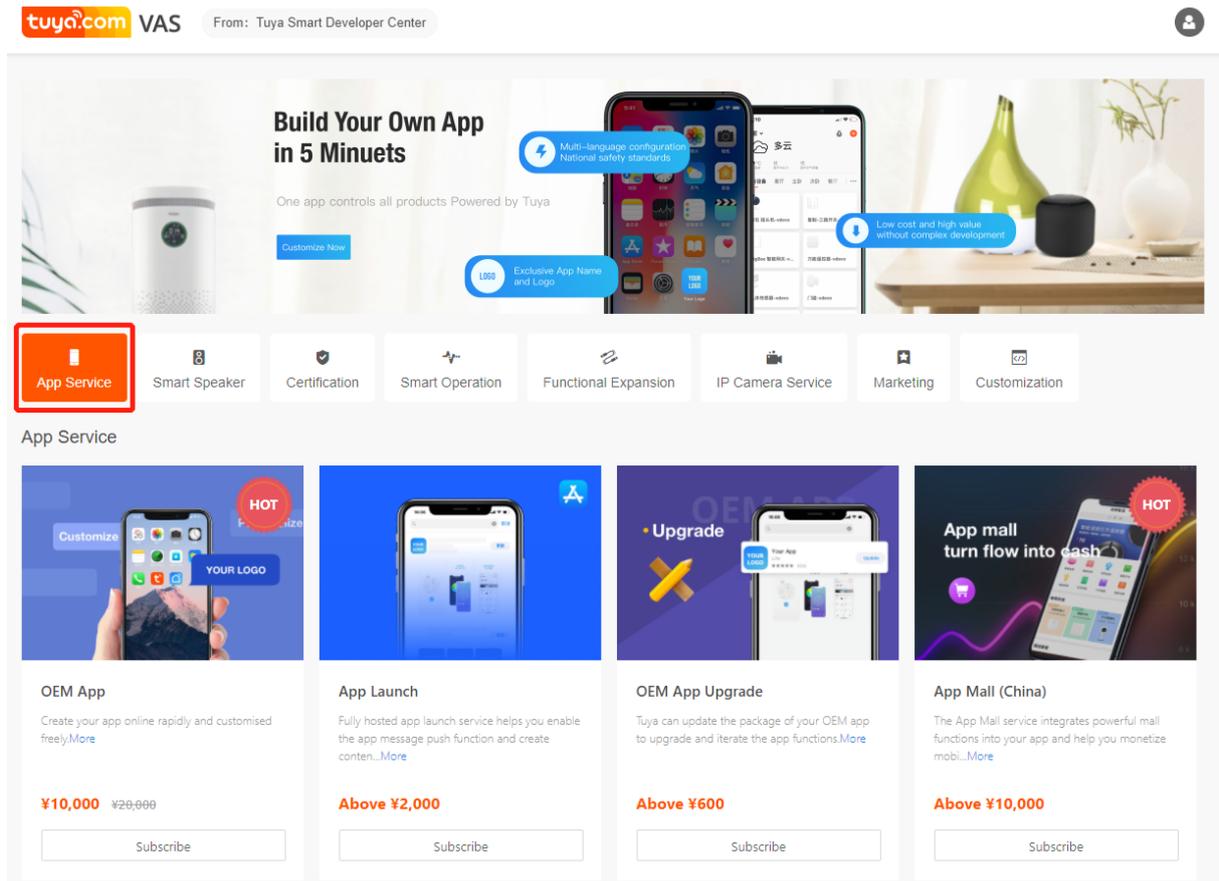

Figure 2: 12.png

Locate the App Launch service, and click **Subscribe** to open the **Create Service Order** page.
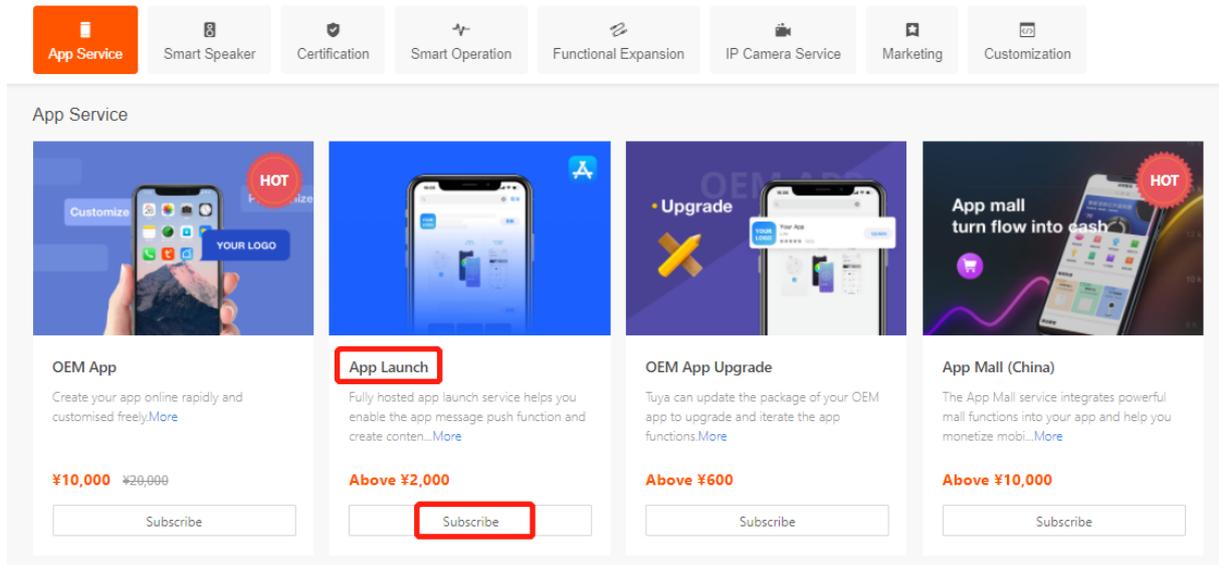
Figure 3: 13.png

Alternatively, click **Service introduction** to view the service details and then click **Subscribe** to subscribe to the service.
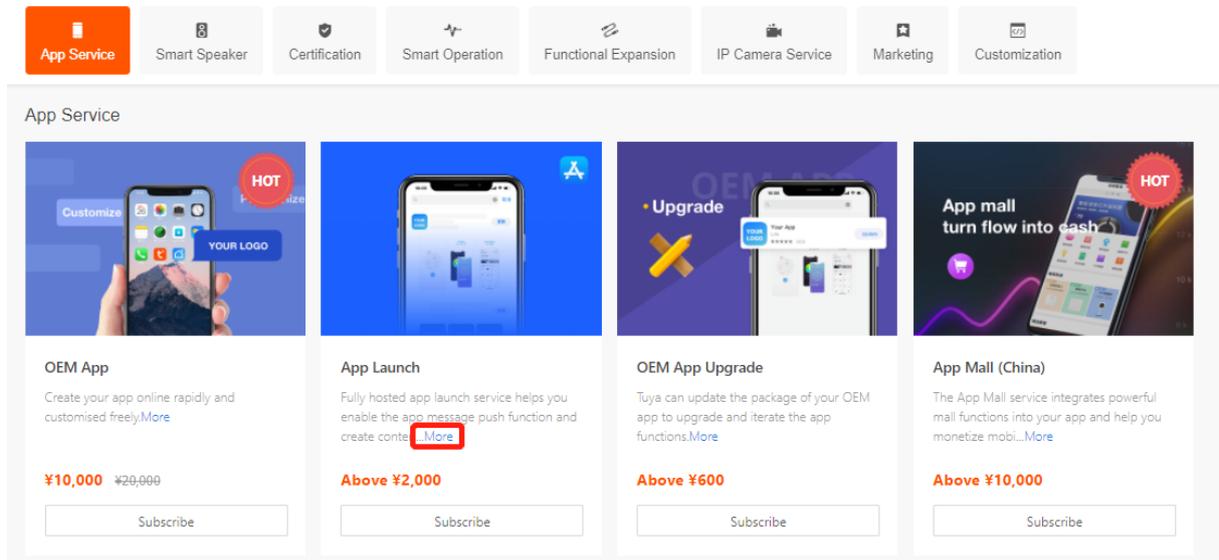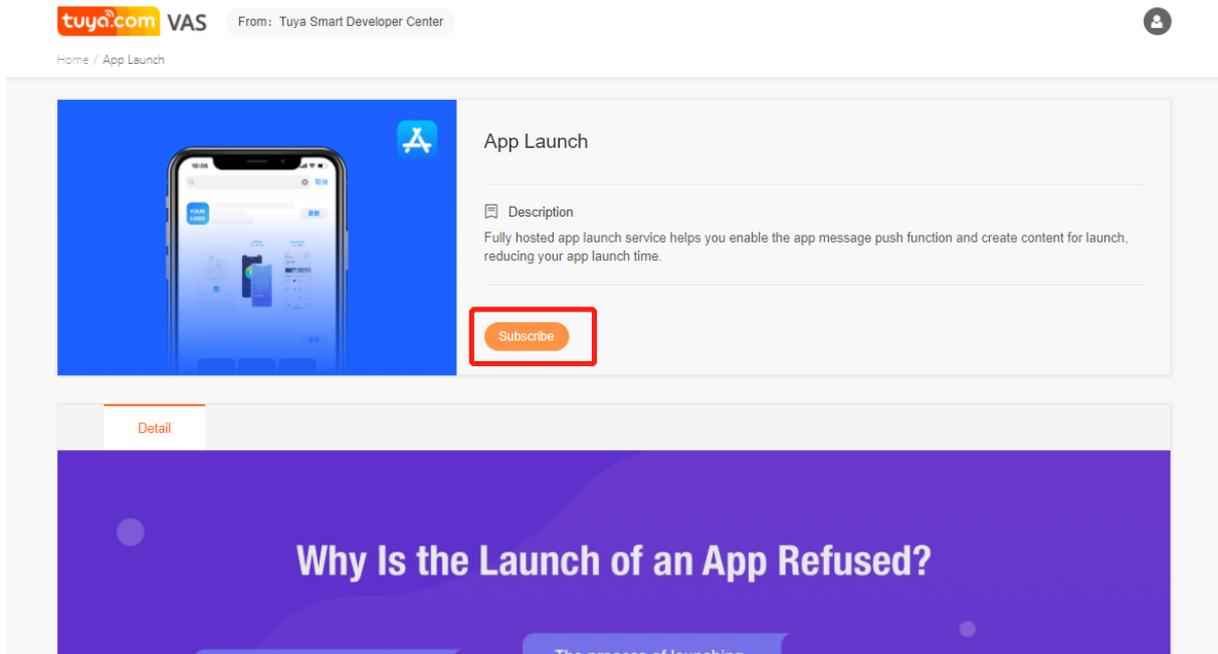

Figure 4: 14.png

Figure 5: 15.png

4.4 Entering Purchase Information

(1) Select an App to launch.

(2) Select a package based on actual requirements. The following three packages are available:

A: App launch on the App Store (in and outside China) and Google Play (outside China)

B: App launch on the App Store (in and outside China) and Android App platforms in China

C: App launch on the App Store (in and outside China), Google Play (outside China), and Android App platforms in China

To view the package price, select a package and view the price in the **Payment info** area.

(3) Download the application template, fill in information as required, and upload it.

(4) Specify your phone number and email address. If you have other special requirements, specify them in the **Remark** text box.

(5) If you have a coupon, redeem it. If you require an invoice, select **Need** for **Invoice** and specify the invoice information. After the service is enabled, contact your Tuya business manager to obtain an invoice.

(6) Click **Buy now** to pay for your order.

Figure 6: 16.png

4.5 Selecting a Payment Method

Select a payment method on the **Corporate online banking**, **Third party payment**, or **Offline remittance** tab page.

Figure 7: 17.png

5 FAQ

- What is the pass rate of App launch service?
- Which App platforms are Applicable to the App launch service?
- How long does it take to launch an App?
- How do I launch an App myself?
- What are the prerequisites for enabling the App Launch service?
- Do I need to send samples when applying for the App launch service?

For more FAQs, visit https://support.tuya.com/en/help/_list?category=459112