

Support Page Content

Coke Rewards App Support

Welcome to the support page for the Coke Rewards app. Below, you'll find solutions to common issues and answers to frequently asked questions. If you need further assistance, don't hesitate to contact our support team.

1. General App Troubleshooting

Q: The Coke Rewards app is not working properly on my iPhone/iPad. What should I do?

A: Try these steps to resolve the issue:

1. **Update the App** – Ensure that you're using the latest version of the Coke Rewards app by visiting the [App Store](#).
 2. **Restart Your Device** – Power off your device and turn it back on.
 3. **Check for iOS Updates** – Make sure your device is running the latest version of iOS. Go to *Settings > General > Software Update*.
 4. **Clear Cache** – Try clearing the app cache by uninstalling and reinstalling the app.
-

2. Login and Account Issues

Q: I can't log in to my Coke Rewards account. What should I do?

A: Please follow these steps:

- Ensure that you're using the correct phone number.
- Check your internet connection.

Q: I didn't receive my One-Time Password (OTP) during login.

A: Try the following:

- Make sure your phone number or email is entered correctly.
 - Request a new OTP after waiting a few minutes.
-

3. Redeeming Rewards

Q: How do I redeem my points for rewards?

A: To redeem your points:

1. Open the Coke Rewards app.
2. Navigate to the "Rewards" section.
3. Select the reward you'd like to redeem.
4. Follow the on-screen instructions to complete the redemption.

Q: My reward didn't appear after redeeming.

A: If your reward hasn't appeared:

- Check your "My Rewards" section.
- Ensure you have a stable internet connection.
- Contact support if the issue persists.

4. Scanning Codes

Q: I'm having trouble scanning my code from a Coca-Cola product.

A: Follow these tips:

- Ensure your camera lens is clean and the lighting is adequate.
 - Hold the camera steady and focus on the code.
 - Try entering the code manually if scanning doesn't work.
-

5. App Performance Issues

Q: The app is crashing or freezing.

A: Please try the following:

- Close the app and reopen it.
 - Restart your device.
 - Delete the app and reinstall it from the [App Store](#).
-

6. Contact Us

If you need further assistance, our support team is here to help.

- **Support Email:** support@cokerewards.com
- **Phone:** +995551318884