Synvoy - Frequently Asked Questions (FAQ)

Your Complete Guide to Smart Travel & Shopping

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General Questions

What is Synvoy?

Synvoy is a smart travel and shopping platform that helps you plan trips, track prices, find the best deals, and connect with friends for collaborative travel planning. Our mission is to help you save money while making travel planning easier and more social.

Key Features:

- Smart price monitoring for flights, hotels, and travel items
- Collaborative trip planning with friends and family
- AI-powered shopping assistant
- Price alerts and notifications
- Social connectivity for group travel

Who is Synvoy for?

Synvoy is perfect for:

- **Frequent travelers** who want to save money on flights and hotels
- **Budget-conscious shoppers** looking for the best deals
- **Group travelers** planning trips with friends or family
- **Smart consumers** who want AI-powered recommendations
- **Anyone** who wants to make travel planning easier and more social

Is Synvoy free to use?

Yes! Synvoy offers a **free tier** with essential features including:

- Basic trip planning
- Price monitoring for up to 5 items
- Basic price alerts
- Social connections
- AI chatbot assistance

We also offer **Premium** and **Pro** subscription plans with advanced features. See our Billing & Subscriptions section for details.

What platforms is Synvoy available on?

Synvoy is available on:

- **Web Browser**: Access via any modern web browser at www.synvoy.com (http://www.synvoy.com)
- **Mobile App**: Available for Android (iOS coming soon)
- **Responsive Design**: Works seamlessly on desktop, tablet, and mobile devices

How do I contact Synvoy support?

You can reach our support team through:

- **In-App Chatbot**: Click the chatbot icon in the bottom-right corner
- **Email**: contact@synvoy.com
- **Contact Form**: Visit our Contact page on the website
- **Support Hours**: Monday-Friday, 9 AM - 6 PM (your local time)

Getting Started

How do I create an account?

Creating an account is easy:

1. Visit **www.synvoy.com (http://www.synvoy.com)** or open the mobile app
2. Click **"Get Started Free"** or **"Sign Up"**
3. Enter your email address and create a password
4. Verify your email address (check your inbox)
5. Complete your profile (optional but recommended)

Alternative Sign-Up Methods:

- Sign up with Google account
- Sign up with Facebook (coming soon)
- Sign up with Apple ID (iOS only, coming soon)

Do I need to verify my email?

Yes, email verification is required for security and to ensure you receive important notifications about your trips and price alerts. You'll receive a verification email immediately after signing up.

Can't find the verification email?

- Check your spam/junk folder
- Wait a few minutes (sometimes emails are delayed)
- Click "Resend Verification Email" in your account settings
- Contact support if you still don't receive it

How do I log in?

You can log in using:

1. Your **email address** and **password**
2. Your **Google account** (if you signed up with Google)
3. **Social login** options (when available)

Forgot your password?

- Click "Forgot Password" on the login page
- Enter your email address
- Check your email for password reset instructions
- Create a new secure password

What information do I need to provide?

Required Information:

- Email address
- Password
- Name (first and last)

Optional Information:

- Profile photo
- Travel preferences
- Budget ranges
- Favorite destinations
- Notification preferences

Account & Profile

How do I update my profile?

1. Click on your **profile icon** (top-right corner)
2. Select **"Profile Settings"** or **"Edit Profile"**
3. Update any information you want to change
4. Click **"Save Changes"**

You can update:

- Name and email
- Profile photo
- Travel preferences
- Notification settings
- Privacy settings

Can I change my email address?

Yes! To change your email:

1. Go to **Profile Settings**
2. Click **"Change Email"**
3. Enter your new email address
4. Verify the new email address
5. Your account will be updated

Note: You'll need access to both old and new email addresses during the change process.

How do I change my password?

1. Go to **Profile Settings**
2. Click **"Change Password"**
3. Enter your current password
4. Enter your new password (twice for confirmation)
5. Click **"Update Password"**

Password Requirements:

- At least 8 characters
- Mix of letters and numbers
- Special characters recommended
- Not the same as your email

Can I delete my account?

Yes, you can delete your account at any time:

1. Go to **Profile Settings**
2. Scroll to **"Account Management"**
3. Click **"Delete Account"**
4. Confirm your decision
5. Enter your password to confirm

Important: Deleting your account will:

- Remove all your trips and data
- Cancel all active price alerts
- Remove your social connections
- This action cannot be undone

Before deleting: Consider exporting your data first (feature coming soon).

How do I manage my notification preferences?

1. Go to **Profile Settings**
2. Click **"Notifications"**
3. Toggle notifications on/off for:
    - Price alerts
    - Trip reminders
    - Social connections
    - Marketing emails
    - System updates

You can also manage notifications from your device settings.

Trip Planning

How do I create a new trip?

Creating a trip is simple:

1. Click **"Create Trip"** or **"New Trip"** button
2. Enter trip details:
   - **Trip name** (e.g., "Summer Vacation 2024")
   - **Destination(s)** (you can add multiple)
   - **Travel dates** or **date range** (flexible dates)
   - **Budget** (optional)
   - **Description** (optional)
3. Click **"Save Trip"**

Tips:

- Use flexible dates to get better price alerts
- Add multiple destinations for multi-city trips
- Set a budget to track expenses

Can I add multiple destinations to one trip?

Yes! Synvoy supports multi-destination trips:

1. When creating or editing a trip
2. Click **"Add Destination"**
3. Enter the destination name or city
4. Repeat for each destination
5. Arrange destinations in order (optional)

Benefits:

- Monitor prices for all destinations
- Plan multi-city itineraries
- Get alerts for the best deals across all locations

How do I set a budget for my trip?

1. Open your trip
2. Click **"Edit Trip"** or **"Trip Settings"**
3. Enter your **total budget** amount
4. Optionally set budgets for:
   - Flights
   - Hotels

- Food & activities
    - Shopping
5. Click **"Save"**

Budget Tracking:

- Synvoy will track your expenses
- Get alerts when you're approaching your budget
- See spending breakdowns by category

Can I share my trip with friends?

Yes! Synvoy makes collaborative trip planning easy:

1. Open your trip
2. Click **"Share Trip"** or **"Invite Friends"**
3. Choose how to share:
    - **Invite by email**: Enter friend's email
    - **Invite by username**: If they're already on Synvoy
    - **Share link**: Generate a shareable link
4. Set permissions (view-only or edit access)
5. Send invitations

Collaborative Features:

- All participants can add destinations
- Share expenses and split costs
- Group chat for trip planning
- Everyone gets price alerts

How do I delete a trip?

1. Open the trip you want to delete
2. Click **"Trip Settings"** or the **menu icon** (three dots)
3. Select **"Delete Trip"**
4. Confirm deletion

Note: This will also cancel all price alerts associated with this trip.

Can I duplicate a trip?

Yes! To duplicate a trip:

1. Open the trip
2. Click **"Trip Settings"** or the **menu icon**
3. Select **"Duplicate Trip"**
4. Edit the new trip as needed

5. Save

This is useful for planning similar trips or annual vacations.

Price Alerts & Monitoring

How do price alerts work?

Price alerts monitor prices for your trips and notify you when:

- Prices drop below your target price
- Prices fall within your budget range
- Special deals or promotions are available
- Best booking times are detected

How it works:

1. Create a trip with destinations and dates
2. Synvoy automatically starts monitoring prices
3. Receive notifications when prices change
4. Click the alert to view and book deals

How do I set up a price alert?

Price alerts are automatically created when you:

1. Create a trip with destinations
2. Set a budget or target price
3. Enable price monitoring in trip settings

Manual Setup:

1. Open your trip
2. Click **"Price Alerts"** or **"Set Alert"**
3. Choose what to monitor:
   - Flights
   - Hotels
   - Car rentals
   - Activities
4. Set your target price or price range
5. Save the alert

How often are prices checked?

- **Free users**: Prices checked daily

- **Pro users**: Prices checked every 6 hours
- **Premium users**: Prices checked hourly

Real-time alerts are sent immediately when significant price drops are detected.

What types of prices are monitored?

Synvoy monitors:

- **Flights**: All major airlines and booking sites
- **Hotels**: Hotels, hostels, and vacation rentals
- **Car Rentals**: Major rental companies
- **Activities**: Tours, experiences, and attractions
- **Shopping Items**: Products you're tracking

Can I set a target price?

Yes! You can set target prices for:

1. **Individual items**: Set a specific price you want to pay
2. **Price ranges**: Set a minimum and maximum price
3. **Percentage discounts**: Alert when prices drop by X%

Example:

- "Alert me when flights to Paris drop below $500"
- "Notify me when hotel prices are between $100-$150 per night"
- "Alert when prices drop by 20% or more"

How do I manage my price alerts?

1. Go to **"Price Alerts"** in the main menu
2. View all active alerts
3. For each alert, you can:
    - **Edit** the target price
    - **Pause** temporarily
    - **Delete** if no longer needed
    - **View history** of price changes

Why am I not receiving price alerts?

Common reasons:

- Notifications are disabled (check settings)
- Email notifications are going to spam
- App notifications are blocked on your device

- Price hasn't changed significantly
- Alert was paused or deleted

To fix:

1. Check notification settings in your profile
2. Check device notification settings
3. Verify your email address is correct
4. Check spam/junk folder
5. Contact support if issues persist

Can I get alerts for multiple destinations?

Yes! When you create a trip with multiple destinations, Synvoy monitors prices for all of them. You'll receive alerts for:

- Each destination separately
- Combined trip deals
- Best overall prices across all destinations

Shopping Features

How do I track product prices?

1. Click **"Shopping"** or **"Track Product"**
2. Enter the product name or paste a product URL
3. Set your target price (optional)
4. Click **"Start Tracking"**

Supported Sources:

- Major e-commerce sites
- Retailer websites
- Product URLs from any supported site

What products can I track?

You can track:

- Electronics
- Clothing and accessories
- Home goods
- Travel items (luggage, accessories)
- Books and media
- And much more!

Limits:

- **Free users**: Up to 5 products
- **Pro users**: Up to 50 products
- **Premium users**: Unlimited products

How do price alerts work for shopping?

Shopping price alerts work similarly to travel alerts:

1. **Set target price**: Enter the price you want to pay
2. **Automatic monitoring**: Synvoy checks prices regularly
3. **Instant notifications**: Get alerted when prices drop
4. **Price history**: See price trends over time

Can I compare prices across different retailers?

Yes! Synvoy shows you:

- Prices from multiple retailers
- Price history and trends
- Best current deals
- Price predictions

Pro Tip: Use price comparison to find the best deal across all retailers.

How do I remove a product from tracking?

1. Go to **"Shopping"** or **"Tracked Products"**
2. Find the product you want to remove
3. Click the **menu icon** (three dots)
4. Select **"Stop Tracking"** or **"Remove"**

Can I track prices for items I want to buy for my trip?

Absolutely! This is one of Synvoy's key features:

1. Create or open your trip
2. Click **"Add Shopping Item"** or **"Trip Shopping List"**
3. Add items you need for your trip
4. Set target prices
5. Get alerts when prices drop

Examples:

- Luggage and travel bags
- Travel accessories

- Clothing for your destination
- Electronics for travel
- Travel guides and books

Social Features & Connections

How do I connect with friends?

There are several ways to connect:

1. **Search by username**: Search for friends by their Synvoy username
2. **Invite by email**: Send invitations to friends not yet on Synvoy
3. **Import contacts**: Connect with people in your contact list (with permission)
4. **Share link**: Share your profile link

To connect:

1. Go to **"Connections"** or **"Friends"**
2. Click **"Add Connection"** or **"Find Friends"**
3. Choose your preferred method
4. Send invitations

What can I do with connections?

When connected, you can:

- **Share trips**: Collaborate on trip planning
- **See shared trips**: View trips your friends are planning
- **Group chat**: Message within trip groups
- **Split expenses**: Track and split costs
- **Share deals**: Send price alerts to friends
- **Travel together**: Plan group trips

How do I share a trip with a connection?

1. Open your trip
2. Click **"Share Trip"** or **"Invite"**
3. Select connections from your list
4. Set permissions (view or edit)
5. Send invitations

Permissions:

- **View Only**: Friends can see the trip but not edit
- **Edit Access**: Friends can add destinations, edit details, etc.

Can I remove a connection?

Yes:

1. Go to **"Connections"**
2. Find the person you want to remove
3. Click the **menu icon** (three dots)
4. Select **"Remove Connection"** or **"Unfriend"**
5. Confirm

Note: This will also remove shared trip access (unless you're the trip owner).

Is my trip information private?

Yes! Your privacy is important:

- **Private trips**: Only you can see them (default)
- **Shared trips**: Only people you invite can see them
- **Public trips**: Can be set to public (optional)

Privacy Settings:

1. Go to **Profile Settings**
2. Click **"Privacy"**
3. Adjust visibility settings for:
   - Your profile
   - Your trips
   - Your connections
   - Your activity

Can I block someone?

Yes, you can block users:

1. Go to their profile
2. Click the **menu icon**
3. Select **"Block User"**
4. Confirm

Blocked users cannot:

- See your profile
- Send you connection requests
- See your trips
- Message you

AI Assistant & Chatbot

What is the AI Assistant?

Synvoy's AI Assistant is a chatbot that helps you with:

- Trip planning advice
- Destination recommendations
- Price monitoring questions
- Shopping recommendations
- General travel tips
- Technical support

How do I use the chatbot?

1. Look for the **chatbot icon** in the bottom-right corner
2. Click to open the chat window
3. Type your question or request
4. Get instant AI-powered responses

The chatbot can help with:

- "What's the best time to visit Paris?"
- "Set up a price alert for flights to Tokyo"
- "What should I pack for a beach vacation?"
- "Find hotels under $100 in New York"

Is the chatbot available 24/7?

Yes! The AI Assistant is available 24/7 to help you with:

- Questions about using Synvoy
- Travel planning advice
- Technical support
- General inquiries

For complex issues, you may be connected to human support during business hours.

What languages does the chatbot support?

Currently, the chatbot supports:

- English (primary)
- Additional languages coming soon

Can the chatbot help me book trips?

The chatbot can:

- Help you find the best deals
- Provide booking links
- Compare prices
- Give recommendations

However, actual bookings are done through partner sites (we may earn affiliate commissions).

Billing & Subscriptions

What subscription plans are available?

Synvoy offers three plans:

1. Free Plan

- Basic trip planning
- Up to 5 price alerts
- Basic price monitoring (daily checks)
- Social connections
- AI chatbot access

2. Pro Plan ($4.99/month)

- Everything in Free
- Up to 50 price alerts
- Enhanced price monitoring (every 6 hours)
- Advanced trip features
- Priority support
- Ad-free experience

3. Premium Plan ($9.99/month)

- Everything in Pro
- Unlimited price alerts
- Real-time price monitoring (hourly)
- Advanced AI features
- Early access to new features
- Premium support
- Data export

How do I upgrade my plan?

1. Go to **Profile Settings**
2. Click **"Subscription"** or **"Upgrade"**
3. Choose your plan (Pro or Premium)
4. Enter payment information
5. Confirm upgrade

Benefits start immediately after payment confirmation.

How do I cancel my subscription?

1. Go to **Profile Settings**
2. Click **"Subscription"**
3. Click **"Cancel Subscription"**
4. Confirm cancellation

Important:

- You'll continue to have access until the end of your billing period
- After cancellation, you'll be moved to the Free plan
- You can resubscribe at any time

What payment methods are accepted?

We accept:

- Credit cards (Visa, Mastercard, American Express)
- Debit cards
- PayPal (coming soon)
- Apple Pay (iOS, coming soon)
- Google Pay (Android, coming soon)

Can I get a refund?

Refund Policy:

- Full refund within 7 days of purchase (if not used)
- Prorated refunds for annual subscriptions (case-by-case)
- No refunds for monthly subscriptions after 7 days

To request a refund:

1. Contact support at contact@synvoy.com
2. Include your account email and reason
3. Our team will review and respond within 48 hours

Will my subscription auto-renew?

Yes, subscriptions automatically renew to ensure uninterrupted service. You can:

- **Disable auto-renewal** in subscription settings
- **Cancel anytime** before the renewal date
- **Change plans** at any time

How do I update my payment method?

1. Go to **Profile Settings**
2. Click **"Subscription"**
3. Click **"Payment Methods"** or **"Update Payment"**
4. Enter new payment information
5. Save changes

Privacy & Security

How does Synvoy protect my data?

We take security seriously:

- **Encryption**: All data is encrypted in transit and at rest
- **Secure Authentication**: Industry-standard password hashing
- **Regular Security Audits**: We regularly test and update our security
- **Privacy by Design**: We only collect necessary data
- **GDPR Compliant**: We follow international privacy regulations

What data does Synvoy collect?

We collect:

- **Account Information**: Email, name, profile information
- **Trip Data**: Your trips, destinations, preferences
- **Usage Data**: How you use the app (to improve service)
- **Device Information**: Device type, operating system (for compatibility)

We do NOT collect:

- Payment card details (handled by secure payment processors)
- Sensitive personal information beyond what's needed
- Location data (unless you enable location services)

How is my data used?

Your data is used to:

- Provide and improve our services
- Send you price alerts and notifications
- Personalize your experience
- Analyze usage patterns (anonymized)
- Comply with legal obligations

We do NOT:

- Sell your data to third parties
- Use your data for advertising (without consent)
- Share your trips with others (unless you share them)

Can I export my data?

Yes! Data export is available for:

- **Premium users**: Full data export (all trips, alerts, etc.)
- **All users**: Basic export (coming soon)

To export:

1. Go to **Profile Settings**
2. Click **"Data & Privacy"**
3. Click **"Export My Data"**
4. Choose what to export
5. Download your data file

How do I delete my data?

You can:

- **Delete individual trips**: From trip settings
- **Delete price alerts**: From alerts settings
- **Delete account**: Removes all your data (see Account section)

   Note: Some data may be retained for legal/compliance purposes (e.g., transaction records).

Does Synvoy use cookies?

Yes, we use cookies and similar technologies to:

- Keep you logged in
- Remember your preferences
- Analyze website usage
- Improve our services

You can control cookies through your browser settings.

Is my payment information secure?

Yes! Payment information is:

- **Never stored** on our servers
- **Processed securely** by certified payment processors
- **Encrypted** during transmission
- **PCI DSS compliant** (payment card industry standards)

Technical Support

How do I contact support?

Multiple ways to get help:

1. **In-App Chatbot**: Click the chatbot icon (24/7)
2. **Email**: contact@synvoy.com
3. **Contact Form**: Visit the Contact page on our website
4. **Support Hours**: Monday-Friday, 9 AM - 6 PM (your local time)

For Premium users: Priority support with faster response times.

What information should I include when contacting support?

To help us assist you quickly, please include:

- Your email address (account email)
- Description of the issue
- Steps to reproduce (if it's a bug)
- Screenshots (if applicable)
- Device/browser information
- Error messages (if any)

How long does it take to get a response?

Response Times:

- **Free users**: Within 48 hours
- **Pro users**: Within 24 hours
- **Premium users**: Within 4 hours (business hours)

Urgent issues (account security, payment problems) are prioritized.

Can I request a feature?

Yes! We love feedback:

1. **In-App**: Use the chatbot to suggest features
2. **Email**: Send feature requests to contact@synvoy.com
3. **Feedback Form**: Available in the app settings

We review all suggestions and consider them for future updates.

How do I report a bug?

1. **In-App**: Use the chatbot and describe the bug
2. **Email**: Send detailed bug report to contact@synvoy.com
3. **Include**:
   - What you were trying to do
   - What happened instead
   - Steps to reproduce
   - Screenshots or screen recordings
   - Device/browser information

Troubleshooting

I can't log in to my account

Try these steps:

1. **Check your email and password**: Make sure they're correct
2. **Reset password**: Click "Forgot Password" and follow instructions
3. **Clear browser cache**: Sometimes cached data causes issues
4. **Try a different browser**: Rule out browser-specific issues
5. **Check internet connection**: Ensure you're connected
6. **Contact support**: If nothing works, we're here to help

I'm not receiving email notifications

Check these:

1. **Spam folder**: Check your spam/junk folder
2. **Email settings**: Verify notifications are enabled in settings
3. **Email address**: Make sure your email is correct and verified
4. **Email filters**: Check if filters are blocking our emails
5. **Add to contacts**: Add contact@synvoy.com to your contacts

Still not working? Contact support with your email address.

Price alerts aren't working

Troubleshooting steps:

1. **Check alert settings**: Make sure alerts are enabled
2. **Verify trip details**: Ensure destinations and dates are correct
3. **Check notification permissions**: Allow notifications in device settings
4. **Update app**: Make sure you're using the latest version
5. **Check internet**: Alerts require internet connection

If alerts are paused: Resume them in the Price Alerts section.

The app is slow or not loading

Try these:

1. **Check internet connection**: Slow internet can cause issues
2. **Clear cache**: Clear app cache or browser cache
3. **Update app**: Install the latest version
4. **Restart app**: Close and reopen the app
5. **Restart device**: Sometimes a restart helps
6. **Check server status**: Visit our status page (if available)

I can't create a trip

Possible issues:

1. **Required fields**: Make sure all required fields are filled
2. **Date validation**: Check that dates are valid (not in the past, etc.)
3. **Internet connection**: Ensure you're connected
4. **Account status**: Verify your account is active
5. **Browser compatibility**: Try a different browser

Still having issues? Contact support with details.

The chatbot isn't responding

Try these:

1. **Refresh the page**: Sometimes a refresh helps
2. **Check internet**: Ensure you're connected
3. **Clear cache**: Clear browser cache
4. **Try again**: Sometimes the chatbot needs a moment
5. **Contact support**: If it's still not working, we'll help

I'm seeing error messages

Common errors and solutions:

"Session Expired"

- Log out and log back in
- Clear browser cache
- Check if cookies are enabled

"Network Error"

- Check internet connection
- Try again in a few moments
- Check if our servers are up

"Invalid Credentials"

- Verify email and password
- Reset password if needed
- Make sure caps lock is off

"Feature Not Available"

- Check your subscription plan
- Some features require Pro or Premium
- Contact support for clarification

How do I report a problem?

To report issues:

1. **Use the chatbot**: Quickest way to report problems
2. **Email support**: contact@synvoy.com with details
3. **Include**:
   - What you were doing
   - What went wrong
   - Error messages (if any)
   - Screenshots
   - Device/browser info

Additional Resources

Where can I learn more about Synvoy?

- **Website**: www.synvoy.com (http://www.synvoy.com)
- **Blog**: Coming soon with travel tips and guides
- **Help Center**: Comprehensive guides and tutorials

- **Video Tutorials**: Coming soon

How do I stay updated?

- **Email notifications**: Enable in settings
- **In-app updates**: We'll notify you of new features
- **Social media**: Follow us (links coming soon)
- **Newsletter**: Subscribe for updates and tips

Can I provide feedback?

Absolutely! We value your feedback:

- **In-app**: Use the chatbot or feedback form
- **Email**: contact@synvoy.com
- **Surveys**: Participate in user surveys (occasional)
- **Reviews**: Leave a review in the app store

Quick Reference

Keyboard Shortcuts (Web)

- **Ctrl/Cmd + K**: Search
- **Ctrl/Cmd + N**: New trip
- **Ctrl/Cmd + /**: Open help
- **Esc**: Close modals

Important Links

- **Website**: www.synvoy.com (http://www.synvoy.com)
- **Support Email**: contact@synvoy.com
- **Privacy Policy**: www.synvoy.com/privacy (http://www.synvoy.com/privacy)
- **Terms of Service**: www.synvoy.com/terms (http://www.synvoy.com/terms)

Contact Information

Support Email: contact@synvoy.com
Support Hours: Monday-Friday, 9 AM - 6 PM (your local time)
Emergency: For urgent security issues, email immediately

Document Information

Note: This FAQ is regularly updated. Check back for the latest information or visit www.synvoy.com/faq (http://www.synvoy.com/faq) for the online version.

Thank you for using Synvoy!

We're here to help make your travel planning easier and help you save money. If you have questions not covered in this FAQ, please don't hesitate to contact our support team.

Happy travels! □✈