

FAQs – YOPP, June 2021

Q: How do I delete a sport?

A: Go to your profile page, press and hold your finger on the sport you want to delete, making sure it is not ticketed, select the delete option.

Q: How do I review or change the skill level/gender selection of a sport?

A: Go to your profile page, press and hold your finger on the sport you want to change or review, select the edit option. Make sure you press the tick button ✓ after to save your changes.

Q: How do I filter for a skill level in a particular sport?

A: Skill levels are not a filter option currently. The skill levels displayed is for information purposes to help you select a suitable practise partner.

Q: Can I suspend my account?

A: Yes, from your profile page select the settings button in the top left, go to “My data” and select the “Pause My Account” button. Your info will not appear in any new “discover” functions until such time that you reactivate it. Existing chats however will remain open and you will continue to receive notifications if these users message you.

Q: Does the app display my personal information?

A: No, the app will never disclose your personal information to a user. Users will only be able to see your profile pic, name, age, distance away, sport and skill level. Once you are matched and chatting to a user, it will be up to the individual users to decide what and when personal information is disclose to each other.

Q: How do I change my search criteria?

A: The app provides matches based on distance, sport and gender. The sport and gender filters you select when you chose the activity you want to find a practise partner in. The distance filter is selected from within your profile page under the “Search” header.

Q: How do I post a photo in my chat window?

A: Currently you are unable to post photos in the chat window. Your profile photo is the only place you are able to upload a photo.

Q: I can't find my sport?

A: Sports have been grouped by broad categories with sub categories under them, keep going into each menu option until you reach the individual sport. If you are still unable to find your sport, use the “Request a Sport” button found under Settings and let us know as we would love to hear how we can grow this app for our users.

Q: Does the app do team sport matching?

A: Currently this app is focussed on providing a practise partner for the user, be that sport individual or team based. For now it does not facilitate sport team compilations nor team games or matches.

Q: Can this app be used in any country?

A: Yes, this app is a global app however the language in each screen is English. Your chats though can will be in the language you choose to converse in.

Q: Do I have to allow my geo-location for the app to work?

A: The app is designed to use the geo location of users in order to accurately show the distance a user is from you thus helping you to connect with someone who is located within your distance filter. It also allows you to easily find a practise partner when you move around depending on if you want to do the sport when at home, at work or even while travelling. Furthermore, knowing that the app uses geo location gives users confidence that the person they are chatting with, or looking to engage with, lives within 200km of their current location (this is the maximum distance range the app search will allow).

Q: What language is the app available in?

A: Currently all the screens are in English. A wide range of icons were used where ever we could to make the app friendlier across different languages. Users can converse in any language they choose in the chat windows.