

--- Account & Profile Setup ---

Q: How do I create a new account?

A: Sign up using your mobile number, email, or social login (Google/Facebook/Apple).

Q: Can I register on behalf of someone else?

A: Yes, you can register on behalf of your son, daughter, sibling, or relative.

Q: How do I upload/change my profile picture?

A: Go to Profile > Edit > Upload Photo. You can change or remove photos anytime.

Q: How do I edit my personal details?

A: Navigate to Edit Profile and update your details like name, age, height, religion, community.

Q: Can I hide my age or date of birth?

A: You may choose to show/hide certain details from privacy settings.

Q: Is uploading a photo mandatory?

A: It's optional, but profiles with photos get 10x more responses.

Q: How do I verify my phone/email?

A: Enter your number/email, and we'll send you an OTP for verification.

Q: Can I add horoscope details?

A: Yes, you can upload or manually fill horoscope details in your profile.

Q: Can I hide my profile temporarily?

A: Yes, use the 'Hide Profile' option in account settings.

Q: How do I delete my account?

A: Go to Settings > Privacy & Account > Delete Account.

--- Search & Matchmaking ---

Q: How do I search for matches?

A: Use the Search option and apply filters like age, caste, religion, profession, income, and location.

Q: Can I search by profession?

A: Yes, you can filter by education, job type, and income range.

Q: What are daily recommendations?

A: These are AI-based suggestions based on your preferences and activity.

Q: Can I view only verified profiles?

A: Yes, apply the 'Verified Profiles' filter while searching.

Q: Can I shortlist/save profiles?

A: Yes, click 'Shortlist' on a profile to save it for later viewing.

Q: Can I block someone?

A: Yes, open their profile > Block. They will not see or contact you.

Q: Can I undo a block?

A: Yes, go to Blocked List > Unblock the member.

Q: Can I search for NRI/foreign-based matches?

A: Yes, filter by country/region to see international profiles.

Q: Can I search by community or sub-caste?

A: Yes, we support caste and sub-caste filters.

Q: Do you provide horoscope-based matchmaking?

A: Yes, you can use automatic horoscope matching.

--- Communication & Interests ---

Q: How do I send interest?

A: Click 'Send Interest' on a profile. The person will be notified.

Q: What happens when someone accepts my interest?

A: You will be able to chat with them and exchange contact details.

Q: What if my interest is declined?

A: You will be notified, and the profile will move to 'Declined' list.

Q: Can I send multiple interests per day?

A: Yes, but free accounts have a daily limit. Premium accounts have no limit.

Q: How do I chat with a match?

A: Once an interest is accepted, you can use the in-app chat option.

Q: Can I make voice/video calls?

A: Yes, premium members can use in-app calling features.

Q: Can I see who viewed my profile?

A: Yes, premium members can view 'Profile Visitors' list.

Q: How do I hide my contact details?

A: Set visibility preferences under Privacy Settings.

Q: Can I retract an interest?

A: No, once sent it cannot be retracted. You can block the member instead.

Q: How do I manage my inbox?

A: Go to Messages section to see accepted, pending, and declined interests.

--- Privacy & Security ---

Q: Can I hide my photo?

A: Yes, you can keep it visible only to accepted matches.

Q: How do I report abuse?

A: Go to profile > Report > Choose reason. Our team reviews within 24 hours.

Q: Is my phone number visible?

A: No, it is hidden by default unless you choose to share it.

Q: Can I control who contacts me?

A: Yes, use filters like 'Only verified users' or 'Preferred communities only'.

Q: How safe is my data?

A: We use industry-standard encryption and strict privacy controls.

Q: Can I restrict my profile to only certain members?

A: Yes, use advanced privacy filters in your settings.

Q: What happens to my data if I delete my account?

A: All personal data will be permanently removed from our servers.

Q: Can I login from multiple devices?

A: Yes, but you will be notified of new logins for security.

Q: Can I recover a hacked account?

A: Yes, contact support and verify your ID for recovery.

Q: Can others take screenshots of my photos?

A: We discourage it, and you can watermark photos for protection.

--- Payments & Membership ---

Q: What are free vs. paid membership benefits?

A: Free users can browse and send limited interests. Paid members can chat, view contacts, and use advanced filters.

Q: What are the available plans?

A: We offer 3-month, 6-month, and 12-month premium plans.

Q: How do I make payment?

A: You can pay via UPI, credit/debit card, net banking, or wallets.

Q: Is auto-renewal available?

A: Yes, you can enable auto-renewal in your subscription settings.

Q: Can I cancel my subscription?

A: Yes, you can cancel renewal anytime but the current plan will continue till expiry.

Q: Do you offer refunds?

A: No refunds once a subscription is activated.

Q: Can I transfer membership?

A: No, memberships are non-transferable.

Q: Are there discounts?

A: Yes, we offer seasonal promotions and referral discounts.

Q: Can I get an invoice for my payment?

A: Yes, invoices are emailed after successful payment.

Q: Is EMI option available?

A: Yes, EMI is available on credit cards for selected plans.

--- Family Involvement ---

Q: Can my parents manage my profile?

A: Yes, select 'Managed by Parents' during registration.

Q: Can I switch to 'Managed by Self' later?

A: Yes, you can update it anytime in profile settings.

Q: Can parents contact other parents directly?

A: Yes, if both profiles are managed by parents.

Q: Can siblings manage my account?

A: Yes, siblings or relatives can manage profiles with permission.

Q: Is there a separate login for parents?

A: No, the same account can be used, but activity will be marked as 'managed by family'.

--- Advanced / Regional Features ---

Q: Do you support Telugu language?

A: Yes, we support multiple Indian languages including Telugu.

Q: Can I upload Jathakam/Kundli?

A: Yes, horoscope upload and matching is available.

Q: Do you support Dosham/Manglik filtering?

A: Yes, you can filter matches by astrological conditions.

Q: Can I search only within my caste?

A: Yes, caste-specific search is supported.

Q: Do you show NRI matches?

A: Yes, NRI profiles are shown separately with location details.

--- Technical Issues ---

Q: I forgot my password.

A: Use the 'Forgot Password' option to reset with OTP or email.

Q: I am not receiving OTP.

A: Check your network and ensure your number/email is correct.

Q: The app is not loading.

A: Try clearing cache or reinstalling the app.

Q: I cannot upload photos.

A: Ensure the file size is below 5 MB and format is JPG/PNG.

Q: How do I deactivate temporarily?

A: Go to Settings > Hide Profile to temporarily pause visibility.

--- Miscellaneous ---

Q: Do you have success stories?

A: Yes, view them under the 'Success Stories' section.

Q: Can I share my story?

A: Yes, submit your marriage story via the 'Share Success' page.

Q: Do you provide wedding services?

A: Yes, we partner with vendors for venues, photography, etc.

Q: Is customer support 24/7?

A: Yes, you can reach us anytime via chat, email, or phone.

Q: Do you offer referral rewards?

A: Yes, invite friends and earn discounts on memberships.