

Eclipse Help & FAQ Guide

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Introduction

Welcome to **Eclipse** — the nightlife dating platform built for real-world connection.

This guide explains how Eclipse works, what you can expect as a user, and answers the most common questions about our system, safety, and mission.

Eclipse helps people meet naturally and safely — spending less time on their phones and more time out in the world.

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1) How Eclipse Works

What is Eclipse?

Eclipse connects people who are going out in the same area on the same night. We're not reinventing dating — we're helping people make introductions and meet naturally, safely, and in line with what they're already doing.

How does the daily flow work?

From **7 AM – 7 PM**, you select your neighborhood or venue for the night. At **7 PM**, Eclipse opens match pools and shows you profiles of people going out in the same neighborhood zone. When two users independently like each other, it's a match.

At **7 AM**, all matches, chats, and selected locations reset — starting each day fresh.

Why can't I see users before 7 PM?

Eclipse is designed around real nightlife timing. You can't see profiles before 7 PM because matches only open when people are actually heading out. This keeps everything in-the-moment, authentic, and relevant to that night's plans.

Why does everything reset at 7 AM?

Eclipse mirrors real nightlife — spontaneous and short-lived. The daily reset encourages intentional matches, protects privacy, and ensures plans stay current.

2) My Profile & Preferences

What kind of profiles does Eclipse use?

Profiles are light, honest, and conversational — like the first impression you'd make if someone noticed you out. Only your **first name** is visible, and profiles are designed so no one can find more about you unless you choose to share it.

Your profile always displays:

- First name
- Age
- Gender
- Height
- City
- 5 profile pictures
- 2 Convo Starter prompts

Your **sexual orientation** is optional to show.

Your **preferred age range** and **who you're interested in** are never visible to anyone.

What are Convo Starters?

Convo Starters are quick, natural prompts that make introductions easy — simple icebreakers to start a conversation.

What is my main profile picture?

Your main profile picture is the **first photo users see** when they view your profile on the Match Page.

To change it, go to **Settings** → **View & Edit Profile** and drag or replace your first profile image.

How do I edit my profile?

Go to **Settings** → **View & Edit Profile**. You can edit everything except your name, age, and gender — those are verified at sign-up and locked afterward for authenticity and safety.

How do I update my romantic preferences?

You can update them in **Settings** → **View & Edit Profile**.

Eclipse doesn't use algorithms or paywalls — you simply see users who fit your preferences and are out in the same area that night.

3) Neighborhoods & Location

What are neighborhood zones?

Neighborhood zones are broader nightlife areas made up of multiple districts — bars, clubs, and lounges.

Each zone includes 75+ venues and covers a distance that's walkable or about a 20-minute drive end-to-end.

Each zone is built around two main hubs (e.g. *Lakeview* + *Wrigleyville*) and includes nearby smaller areas like *Boystown*.

If you search for a smaller neighborhood or venue, Eclipse automatically aligns you with the broader zone that includes it.

What are primary and secondary neighborhoods?

Primary and secondary neighborhoods are the smaller nightlife areas that make up a larger Eclipse zone.

For example, *Lakeview* and *Wrigleyville* may be the main neighborhoods, while *Boystown* is a secondary area within that zone.

What are the different ways I can select a location?

- Search neighborhood or venue name
- Tap a highlighted zone directly on the map
- Press a button to align with your current neighborhood

What can I search for in the search bar?

You can search for both **venues** and **neighborhoods**.

How do I confirm my location?

Press **Select Neighborhood** to confirm your choice and set that zone as active. You can change or re-confirm before entering the match pool.

How many times can I change my location before 7 PM?

You can update your location as many times as you want before 7 PM — there are no restrictions.

What happens if I forget to select a location before 7 PM?

You can still choose a location at any point during the day, even after 7 PM.
You'll immediately be added to that neighborhood's match pool once selected.

When does the 30-minute location rule apply?

After **7 PM**, once you've entered a match pool, you can change neighborhoods only once every 30 minutes.

The timer starts when you enter the pool — not when you select a neighborhood.

Before 7 PM, you can switch freely.

You can always switch back to your *current* neighborhood without restriction.

Why the 30-minute rule?

It prevents constant hopping between zones while still letting your night move naturally.
It keeps match pools accurate and ensures everyone you see is genuinely nearby.

If I select a venue, will I see others going to that specific venue or will they know I'm going?

No. Eclipse groups users by the broader **neighborhood**, not by specific venues.

If you select a venue, it simply aligns you with the larger neighborhood zone it belongs to.

You'll only see other people going out in that neighborhood — no one will ever know your exact location or where you're going.

Will users see my location?

No. Users will never see your specific location. They only see the **broader neighborhood** you selected.

Only you can see your own live location on the map.

What if I don't see my neighborhood or venue?

Email hello@theeclipseapp.com to suggest a new area or venue.

4) Connecting with Matches

How does the Match Page work?

At **7 PM**, you'll see profiles of users in your selected zone who match your preferences.

You can like or pass on as many as you want.

If two people independently like each other, it's an instant match — both receive a match notification and can start chatting immediately. Likes and passes are completely private unless they're mutual.

Will users know if I like or dislike them?

No. Users are never notified when someone likes or passes on them.

The only way either person knows is if both like each other's profiles — then it becomes a match.

How many matches can I have per night?

You can have up to **three matches per neighborhood zone per night**.

This keeps interactions intentional and avoids overload.

Can I message users I haven't matched with?

No. You can only message users you've matched with.

Why can't I see users before 7 PM?

Profiles open only when match pools do — after 7 PM — to keep everything real-time and relevant.

What happens if I change neighborhoods after 7 PM?

Your matches and chats disappear, and you join the new zone's match pool.

What happens if my match changes neighborhoods?

If your match moves to another neighborhood, your chat disappears and that slot re-opens for a new match.

What does unmatching do?

Unmatch removes that person from your matches — you might see them again another night or in a different zone.

What does blocking do?

Block permanently removes that person — you'll never see them again anywhere on Eclipse.

What does reporting do?

Reporting flags a user for manual review by our safety team. Once submitted, that user is permanently removed from your experience.

When can I message my matches?

You can message your matches until **7 AM** — long enough to make plans, not to live in a chat thread.

5) User Safety & Reporting

How does Eclipse protect user safety?

Safety is built into every layer.

Your exact location is never shared — matching is always zone-based, not GPS-based.

For emergencies or immediate danger, contact local authorities. For non-emergency issues, use in-app reporting or contact us directly.

What kind of venues are included?

We focus on safe, reputable, and well-staffed nightlife venues that create a comfortable experience for everyone.

How do I report or block someone?

In any chat, open **Safety Options** → **Report & Block**.

Reports are anonymous and reviewed manually by trained moderators.

What happens after I report someone?

Every report is reviewed by a real person.

Once submitted, that user is permanently removed and never allowed back on the platform.

Who can I contact for safety issues?

You can contact our safety team **anytime** at **safety@theeclipseapp.com**.

We review every case personally and respond within 24–48 hours.

You can also review our full **Safety FAQs** at www.joineclipse.co/safety or through the app's Settings page.

6) Our Commitment to Our Users

Eclipse isn't trying to change how people date — we're just trying to **make the introduction** easier, safer, and more natural.

What is Eclipse's mission?

To help people meet in person — safely, efficiently, and authentically. We're completely free to use, with no paywalls or premium tiers.

What does Eclipse value most?

- Safety & Comfort
- Simplicity
- Seamless Real-World Integration
- Purpose

How does Eclipse operate differently?

No advanced algorithms. No boosted or premium profiles. No payments. Every user experiences Eclipse equally — focused purely on genuine, real-world connection.

7) My Account & Legal

How do I delete my account?

Go to **Settings** and press **Delete Account**.

This permanently erases your data, matches, and chats. Deletion cannot be undone.

How does Eclipse protect my data?

Your data is encrypted and stored securely.

We never sell, rent, or share user information.

Safety reports may be retained for moderation or legal compliance, but profile and chat data are deleted upon account deletion.

Where can I read the Privacy Policy and Terms?

Visit joineclipse.co/legal for full details.

Eclipse is for users **18 years or older** and designed for use within the United States.

8) Support & Feedback

How can I contact support?

For general questions, feedback, or technical issues, email hello@theeclipseapp.com.

For safety matters, email safety@theeclipseapp.com.

We typically respond within 24–48 hours depending on volume.

Having trouble with the app?

If you encounter bugs, login issues, or crashes, email hello@theeclipseapp.com with:

- Your phone number
- Device model
- A short description of the issue

How are my messages handled?

Messages are powered by **CometChat**, which securely delivers chats between users.

We also use **Twilio** to send one-time passcodes and essential SMS notifications.

Neither provider uses your data for marketing or external purposes.

Where can I follow Eclipse?

- Instagram: [@theeclipseapp](https://www.instagram.com/theeclipseapp)
 - Website: joineclipse.co
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For full legal details, visit joineclipse.co/legal

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