

**Q1: How can a user reset their password?**

**A1:** If a user forgets their password, they can reset it by clicking the "Forgot Password" link on the login page. A password reset link will be sent to the registered email address. The link is time-sensitive and must be used within the specified validity period. If the email is not received, users should check their spam folder or request a new reset link.

**Q2: Why does an account get locked and how can it be unlocked?**

**A2:** An account may be locked after multiple unsuccessful login attempts to protect against unauthorized access. The lock is temporary and usually lasts for 30 minutes. If the user cannot wait, they may contact customer support to verify their identity and request an immediate unlock.

**Q3: How can a user update their registered email address?**

**A3:** Users can update their registered email address from the Account Settings section after logging in. Once the new email is entered, a verification link is sent to confirm ownership. The change is applied only after successful verification to ensure account security.

**Q4: What should a user do if they do not receive the email verification or reset link?**

**A4:** Users should first check their spam or junk mail folders. If the email is still not received, they should ensure that the registered email address is correct and request the link again. If the issue persists, customer support can manually verify the account and assist with the process.

**Q5: What are the common reasons for payment failure?**

**A5:** Payment failures may occur due to insufficient balance, expired or blocked cards, incorrect card details, or temporary issues with the payment gateway. Users are advised to recheck their billing details or try an alternative payment method.

**Q6: How can a user resolve a failed payment issue?**

**A6:** Users should verify their card information, ensure sufficient balance, and retry the payment. If the issue continues, they may contact their bank or use a different payment method. Customer support can also check transaction logs to identify the failure reason.

**Q7: How can a user cancel their subscription?**

A7: Subscriptions can be cancelled anytime from the Billing section of the account dashboard. Once cancelled, the subscription remains active until the end of the current billing cycle unless stated otherwise in the subscription policy.

Q8: Are refunds available after subscription cancellation?

A8: Refund eligibility depends on the active subscription policy. Some plans may offer partial or full refunds, while others may be non-refundable. Users are advised to review the refund policy before cancelling.

Q9: How long does it take to process a refund?

A9: Refunds are typically processed within 5–7 business days. The exact time depends on the payment method and the user's bank or payment provider. Delays may occur during weekends or public holidays.

Q10: What are the key updates introduced in the Owntrail 2025 policy?

A10: The Owntrail 2025 policy introduced several improvements, including the launch of a mobile application, a customer rewards program, an extended 60-day return policy, and mandatory two-factor authentication (2FA) to enhance security and user experience.

Q11: How can a user enable two-factor authentication (2FA)?

A11: Users can enable two-factor authentication from the Security Settings section. Once enabled, users must verify their identity using an OTP or authentication app during login, providing an additional layer of protection against unauthorized access.

Q12: What should a user do if they are unable to log in due to 2FA issues?

A12: If a user cannot complete 2FA verification, they should try regenerating the OTP or checking network connectivity. If the problem continues, customer support can verify the user's identity and temporarily disable 2FA to restore access.

Q13: How can a user update their phone number?

A13: Users can update their phone number from Account Settings. The new number must be verified using a one-time password (OTP) before the update is confirmed to prevent unauthorized changes.

Q14: How can a user delete their account?

A14: Users may request account deletion from the Privacy section of their account. This action permanently removes personal data after the mandatory processing period and cannot be reversed once completed.

Q15: How long does account deletion take?

A15: Account deletion requests are processed within 14 days. During this period, the account may remain inactive while data removal and compliance checks are completed.

Q16: What information should a user provide when contacting customer support?

A16: Users should provide their registered email address, account ID if available, and a clear description of the issue. This helps customer support resolve the request faster and more accurately.

Q17: What issues can customer support assist with?

A17: Customer support can assist with login problems, account recovery, billing issues, refunds, subscription management, security concerns, and general product usage queries.

Q18: When should an issue be escalated to customer support?

A18: Issues should be escalated if automated solutions fail, account access is blocked, payments are repeatedly unsuccessful, or there are security-related concerns such as suspected unauthorized access.