

****Frequently Asked Questions and Answers****

****Q. How do I change my registered email address/mobile number?****

A. To change your email address/mobile number, please follow these steps:

1. Go to www.tagmango.com and log in using your registered email ID (for Non-Indian Users) / mobile number (for Indian Users).
2. Once logged in, click on your Profile Picture on the top right corner and select "View Profile" from the drop-down menu.
3. Choose the "Change number/email" tab, and you'll find the options to update your email/mobile number via OTP.

****Q. What should I do if I'm not receiving notifications or want to stop them?****

A. For Indian subscribers, TagMango usually sends notifications through 3 different channels - App notifications, Emails, and WhatsApp (if your registered number has WhatsApp).

For International subscribers, TagMango sends notifications through 2 channels - App notifications and Emails.

To enable/disable notifications, follow these steps:

1. Download the TagMango app and log in using your registered mobile number/email ID via OTP.
2. Once logged in, tap on the bottom right circle to access the Profile section and then tap on "Settings."
3. You will find buttons to enable/disable the notifications of your choice, and you can even decide whether or not you wish to receive DMs in the messages section.

If you still face issues, please contact support@tagmango.com and provide your name, registered mobile number, email, the service you purchased, and a screenshot/screen-recording of the issue. The team will resolve the issue within 72 hours.

****Q. What can I do if the TagMango App keeps crashing or gets stuck?****

A. If you experience app crashes or it gets stuck, try the following steps:

1. Have you updated the app recently? If not, please try uninstalling and reinstalling the app from the Play Store (Android) or the App Store (iOS).
2. Alternatively, you can go to your Phone Settings > Apps > TagMango and then Clear Storage/Clear Cache.

If the issue persists, ensure that your network is working fine and then contact support@tagmango.com. Provide a screen-recording of the issue, your name, registered mobile number, email, the device model number, and whether your device runs on Android or iOS. The team will resolve the issue within 72 hours.

****Q. How to Create a New Service on TagMango?****

A. Creating a new service, called a Mango, on TagMango is simple. Here's how you can do it:

1. Log in to your creator profile on TagMango.

- On the app, tap the profile circle on the bottom right, then go to the "Mangoes" tab, and tap on the "+" button.
- On the web, go to the Dashboard and click on "Create a Mango."

2. Fill in the basic details for your service, such as:

- Mango title (title of the service)
- Start date (when the service begins)
- Pricing details (Amount and Frequency)
- Description, etc.

3. Save your mango once all the details are filled in.

4. Optionally, customize the templated welcome message to help subscribers understand the next steps for the service. Posting the welcome message is recommended but not mandatory.

5. After posting, you'll receive a unique mango link. Share this link with your subscribers so they can purchase the mango (service). You can copy the link to your clipboard or share it directly using the "Share Your Mango" button.

6. Once your mango is saved, you can also create workshops and courses and monetize them accordingly.

****Q. How to conduct Workshops or Create Group video calls on TagMango?****

A. After creating a Mango, you can conduct live workshops or create group video calls with the subscribers of that mango. Here are the steps to follow:

1. Go to the "Feed" section and click on the "Create" option.
2. Select "Group Video Call," and a panel will appear on the right to set up the video call slots for the specific mango.
3. You can create recurring calls for multiple live sessions if needed.
4. Once the video call is scheduled, you (as the Creator) can join the call 15 minutes before the scheduled time.

****Q. Purchased Workshop but haven't received Session Link!****

A. If you haven't received the session link for a purchased workshop, please follow these steps:

1. Confirm if the workshop is a live one. If not, you can log in to the TagMango app using your registered mobile number/email ID and check the "Feed" section or the "Course" section, where the creator may have posted the video and other related content.
2. If the workshop is indeed live, log on to the TagMango app and check the "Feed" section as mentioned earlier. Creators usually post the session link (Zoom link/Facebook/G-meet, etc.) 24 hours before the session in this section. You can also check the particular mango room in the Messages section for any additional details shared by the creator.

3. If the workshop is starting in less than 24 hours and you still haven't received the session link, please reach out to support@tagmango.com with your name, registered mobile number, email, and the service you purchased. The support team will prioritize resolving the issue for you.

****Q. How to build a Pre-Recorded course on TagMango?****

A. Building a Pre-Recorded course on TagMango is a straightforward process. Follow these steps:

1. After creating the required Mango, go to the "Courses" section on your laptop/PC and click on the Create button.
2. Enter a title and link the mango(es) to ensure that only subscribers of those mango(es) have access to this course.
3. Next, add sections and multiple chapters within each section based on your desired course structure.
4. Add the main type of content to each chapter, and you can also include additional resources such as study materials, side notes, assignments, and a course description.
5. Once all the content is uploaded, go to the "Course set-up" section from the left panel and enter the basic details of the course. Click "Save" when done.
6. Preview the course, and if everything looks good, simply click on "Publish," and your course will be immediately accessible to subscribers of the linked mango(es).
7. Please note that you can edit the course at any time by clicking on the "Edit course" button from the courses section.

****Q. Workshop/ Course Completed but Certificate not Issued****

A. If you haven't received a certificate after completing a workshop/course, follow these steps:

1. Check if the creator mentioned that you'll be certified after the workshop/course. If not, certification may not have been part of the service. You can reach out to the creator on their social platforms and ask about it.
2. If certification was promised, creators usually share certificates within 7 days from the last day of the live workshop. If 7 days have passed and you haven't received it, check your Inbox/Spam folder of your registered email ID (the same one used for purchase confirmation).
3. For pre-recorded courses, the certificate will be sent to your registered email ID once you complete 95% of the course.
4. If you are still facing an issue, contact support@tagmango.com with your name, registered mobile number, email, and the service you purchased. The support team will connect with the creator and resolve the issue within 72 hours.

****Q. Purchase Complete but Next Steps Unclear****

If you have completed your purchase and received a confirmation through text/email/WhatsApp from Tagmango, follow these steps:

1. Download the TagMango app and log in using your registered mobile number/email ID via OTP (the same one used for purchase confirmation).
2. Once logged in, tap on the "Feed" section from the bottom tray and scroll through the feed. Alternatively, select your creator from the "Manage creators" panel at the top. Your creator should have posted instructions on what to do next in these sections.
3. If you don't see any relevant posts, check the "Messages" section to see if the creator has posted any instructions in the mango room of your service.
4. If you are still facing an issue, contact support@tagmango.com with your name, registered mobile number, email, and the service you purchased. The team will resolve the issue within 72 hours.

****Q. Can't Access Recording for Workshop Purchased****

A. If you are unable to access the recording for a purchased workshop, please follow these steps:

1. Check if the creator mentioned that they will be sharing the recording on the TagMango app. If not, the recording may not have been included in the service. You can reach out to the creator on their social platforms and inquire about it.
2. If the recording was promised, download the TagMango app and log in via OTP using your registered mobile number (for Indian subscribers) or email ID (for international subscribers). Your registered mobile number/email ID is the same one used for OTP and purchase confirmation.
3. Once logged in, tap on the "Feed" section from the bottom tray and select your creator from the "Manage creators" panel at the top. The recording should be accessible in this section.
4. If you can't find the recording, consider the following:
 - Recordings are usually posted within 72 hours of the session by the creator unless stated otherwise. Wait if 72 hours have not passed since the live workshop.
 - The creator may have turned the recording into a course. Check the "Courses" section from the bottom tray for any relevant videos.
5. If the issue persists, contact support@tagmango.com with your name, registered mobile number, email, and the service you purchased. The support team will resolve the issue within 72 hours.

****Q. Received Confirmation but Can't Access Subscription on TagMango App****

A. If you have received a confirmation but can't access your subscription on the TagMango app, follow these steps based on your subscriber type:

For Indian Subscribers:

1. Log out of the TagMango app and log in using your registered mobile number. This is the same number you used to receive the OTP, confirmation SMS, and WhatsApp messages (if your number is registered on WhatsApp).
2. Once logged in, tap on the bottom right circle to access the profile section and then go to "Subscriptions."
3. If you see your desired subscription there, congratulations, your purchase is successful. Go to the "Feed" section and select your creator from the "Manage Creators" option at the top. You should be able to access all the content posted by your creator there. Also, check the "Messages" section, as your creator may have posted important information related to the service you purchased. Feel free to DM your creator if something seems amiss.

For International Subscribers:

1. Log out of the TagMango app and log in using your registered email ID. This is the same email ID you used to receive the OTP and confirmation email.
2. Once logged in, follow the same steps as mentioned for Indian subscribers.
3. If you don't see your desired subscription, contact support@tagmango.com with a screenshot of your payment, transaction ID, your name, registered mobile number, email, and the service you were trying to purchase. The support team will resolve the issue within 72 hours.

****Q. Amount debited but No Confirmation Email****

If the amount has been debited from your bank account or wallet, but you haven't received any confirmation email, try the following steps:

- For Text: Check your network and try enabling/disabling flight mode. Sometimes, SMS messages can get delayed due to network issues.
- For Email: Check your SPAM folder. Sometimes, confirmation emails may be mistakenly marked as SPAM by email providers.
- For WhatsApp: If you received the OTP on a registered WhatsApp number, make sure you haven't archived the message. Also, note that international subscribers receive only email confirmations; no OTP is sent on WhatsApp.

If you have received any of the above confirmations, download the TagMango app and log in using the registered mobile number/email ID. You should have access to all the content shared by your creator in the app.

If none of the above solutions work, wait for 48 hours for the payment to reverse. Sometimes, there might be server issues or technical glitches causing delays. The amount should automatically get reversed to the original payment source.

If the issue persists, contact support@tagmango.com with a screenshot of your payment, transaction ID, your name, registered mobile number, email, and the service you were trying to purchase. The support team will resolve the issue within 72 hours.

****Q. My withdrawal status shows processed, but I haven't received my payment. What should I do?****

A. Once the withdrawal button is clicked, the payment is usually processed within 3 business days (excluding weekends and bank holidays). The status changing to "Success" indicates that the bank has released the payment. Earnings should reflect in your bank account within the next 24 working hours (excluding weekends and bank holidays).

If you still haven't received your payment after the specified time, contact support@tagmango.com with a screen-recording of the issue, your name, registered mobile number, and email. The support team will investigate and resolve the issue within 72 hours.

****Q. How to access my workshop/course after purchase?****

A. To access your purchased workshop/course after completing the purchase and receiving the confirmation email, follow these steps:

1. Download the TagMango app from the Play Store (Android) or the App Store (iOS).
2. Log in to the app using your registered mobile number or email ID. The same mobile number/email ID is used for the OTP and purchase confirmation.
3. For Workshops:
 - Tap on the "Feed" section from the bottom tray.
 - Your upcoming workshops will be available at the top of the feed. You can access the workshop directly from this section.
 - Alternatively, you can select "View All" to explore further and find the workshop you purchased.
 - Join the workshop session directly through the TagMango app or website.
4. For Courses:
 - Tap on the "Courses" section from the bottom tray.
 - Your purchased courses will be listed, showing the number of lectures and a progress bar indicating your progress.
 - You can access the course content from this section.
5. Check the "Messages" section from the bottom tray. Your creator may have posted a message with relevant details in the mango room of the service. Explore this section for additional information.

If you encounter any issues or face difficulties in accessing your purchased workshop/course, contact support@tagmango.com with your name, registered mobile number, email, and the service you purchased. The support team will resolve the issue within 72 hours.

****Q. How to connect with my Creator on TagMango?****

A. After purchasing any service on TagMango, you become part of the community of that particular service, which includes the creator and other participants. To connect with your creator, follow these steps:

1. Download the TagMango app from the Play Store (Android) or the App Store (iOS).
2. Log in to the app using your registered mobile number or email ID. The same mobile number/email ID is used for the OTP and purchase confirmation.
3. Go to the "Messages" section from the bottom tray.
4. Open the Mango Room for the specific service you purchased. You can find this by searching for the service or accessing it from your list of purchased services.
5. In the Mango Room, you can interact with your creator and other participants through text messages. You can also direct message (DM) your creator by tapping on their profile in the participants list.

Please note that messaging in the Mango Room or DMing the creator directly is only available if your creator allows it. Some creators may have specific communication channels or preferred methods of interaction.

****Q. How to request a Refund?****

A. TagMango's default policy does not include refunds unless explicitly communicated by the creator. However, if you have a valid reason for requesting a refund, follow these steps:

1. Contact support@tagmango.com with the following information:
 - Your name
 - Registered mobile number
 - Email
 - Service purchased
 - Reason for the refund
2. The support team will investigate your request and provide a resolution within 7 business days.

****Q. How to change the bank account where I receive my earnings?****

A. To update your bank account for receiving earnings, follow these steps:

On the App:

1. Tap on the bottom right circle to go to the Profile section.
2. Tap on "Payment information."
3. Update your Bank Account, PAN, and GST (if applicable).

On the Web:

1. Click on the circle with your profile image on the top right and select "View Profile" from the dropdown.
2. Go to "Payment Details" and update your Bank Account, PAN, and GST (if applicable).

Make sure all the details provided are correct to avoid any delays or issues in fund transfer.

****Q. How to check my withdrawal history?****

A. To download your withdrawal history, follow these steps:

On the App:

1. Go to your profile from the bottom right circle and tap "Earnings."
2. Tap on "Withdraw Money" and then tap on "Download withdrawal history."
3. The CSV of the withdrawal history will be downloaded to your device.

On the Web:

1. Go to your dashboard and click on the "Earnings and Withdrawal" section on the left panel.
2. Click on the hyperlinked text "Download withdrawal history" below the recent withdrawal tab.
3. The CSV of the withdrawal history will be downloaded to your system.

If you do not see any withdrawal history, it means you haven't made any withdrawals yet. If you believe there's an issue, contact support@tagmango.com with your name, registered mobile number, email, and a screenshot of the payment info (with transaction ID) of the withdrawals you made. The support team will resolve the issue within 72 hours.

****Q. How do I become a TagMango Creator?****

A. To become a Creator on TagMango, follow these simple steps:

1. Login to tagmango.com from your Laptop/Desktop or log in to the TagMango app using your Mobile Number (for Indian users) or Email ID (for International users).
2. Fill in your Name, Contact Details, and Profile Picture.
3. Once done, you are now a Creator on TagMango! You can create mangoes (subscriptions), and your profile will be ready for promotion.

****Q. Do I need a minimum following to become a Creator?****

A. No, there is no minimum following required to become a Creator on TagMango. Your content and engagement with subscribers are more important than having a large following.

****Q. Can I be a subscriber and a creator?****

A. Yes, you can be both a subscriber and a creator on TagMango. As a creator, you can create and share your own content, and as a subscriber, you can also follow and subscribe to other creators to view their content.