

# Frequently Asked Questions and Answers

## **Q. How to change my registered email address/mobile number?**

A. You can change your email address/mobile number by following these steps -

1. Go to [www.tagmango.com](http://www.tagmango.com) and login 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 the View Profile option from the drop down menu.
3. Select the Change number/email tab and you'll get the options to update your email/mobile number via OTP.

## **Q. What to do if I'm not receiving notifications, and how to stop receiving notifications?**

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

For International subscribers, TagMango send notifications over 2 channels - App notifications and Emails.

In order to enable/disable notifications, just download the TagMango app and log in using your registered mobile number/email id via OTP. Once logged in, tap on the bottom right circle to go to the Profile section and then tap on Settings. There would be buttons to enable/disable the notifications of your choice and you can even decide whether or not you wish someone to be able to DM you in the messages section.

In case you are still facing an issue, please reach out to [support@tagmango.com](mailto:support@tagmango.com) with your name, your registered mobile number, email, the service you purchased and a screenshot/screen-recording of the issue. Once you share the complete information, the team shall resolve the issue within 72 hours.

## **Q. What to do if TagMango keeps crashing or keeps getting stuck?**

A. Have you updated the app recently? Please try uninstalling and reinstalling the app from the Playstore (Android) or the Appstore (iOS). Alternatively, you can go to your Phone Settings > Apps > TagMango and then Clear Storage/ Clear Cache.

If your network is working fine and the issue still persists, kindly reach out to [support@tagmango.com](mailto:support@tagmango.com) with a screen-recording of the issue, your name, your registered mobile number, email, the device model number and whether your device is Android or iOS. Once you share the complete information, the team shall resolve the issue within 72 hours.

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

A. Any service or offering you provide on TagMango is called a Mango.

So, creating a new service is nothing but Creating a Mango. Once logged in to your creator profile on TagMango,

(On app) Tap the profile circle on bottom right, then go to Mangoes tab and tap on the "+" button.

(On web) Go to Dashboard and then click on Create a Mango

You can now fill in the basic details like the title of the service (Mango title), when does the service start (Start date), the pricing details (Amount and Frequency), description etc and Save.

You will get a templated welcome message which you may customise. This welcome message can be updated to help subscribers of the particular mango (service) understand their next steps better. Posting the welcome message is optional but recommended.

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

Once your mango is saved, you can go about Creating Workshops and Courses and monetizing accordingly.

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

A. After a Mango is created, you can conduct LIVE Workshops or create Group Video calls with the subscribers of that mango.

These are the steps that you can follow for the same-

1. Go to the "Feed" section and click on "Create" option.
2. Select "Group Video Call" and a panel from the right will appear to set-up the video call slots for a particular mango.
3. You can also Create a recurring call for multiple live sessions.
4. Once you have successfully scheduled the video call, it can be joined by the Creator(you) 15 minutes before the scheduled time.

#### **Q. I have purchased Workshop but haven't received Session Link! What to do?**

A. Are you sure this is a live workshop?

If no, you can simply download the TagMango app and log in using your registered mobile number/email id. Your registered mobile number/email id is the same in which you received the OTP and the purchase confirmation.

Once logged in, tap on the Feed section from the bottom tray and scroll through the feed or select your creator from Manage creators panel at the top. Your creator must have posted the video and other assets here for your perusal. Alternatively, you can check the Course section if the creator has created a full-fledged for you.

If yes, log on to the TagMango app and check the Feed section following the steps mentioned above. Creators usually post the session link (Zoom link/ Facebook/ G-meet etc.) 24 hours before the session in the Feed section. You can even check the particular mango room in the Messages section and see if the creator has shared any details there.

If the workshop starts in less than 24 hours and you have still not received the session link, please reach out to [support@tagmango.com](mailto:support@tagmango.com) with your name, your registered mobile number, email and the service you purchased. Once you share the complete information, the team shall resolve the issue on priority.

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

A. You can build a full-fledged Pre-Recorded course on TagMango from the Courses section.

To build a course on TagMango, you can follow these steps below-

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) so only subscribers of those mango(es) will have access creating to this course.
3. Next, you can add sections and then multiple chapters in each section depending on the desired course.
4. Add the main type of content in each chapter, and then you can even add Resource, like study material, side notes, assignments etc, as well as a 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 on save once done.
6. You can Preview the course and if all looks good, simply click on "Publish" and your course will become immediately accessible to subscribers of only those linked mango(es).

Please note that the course can be edited at any time by click on the "Edit course" button from the courses section.

**Q. My Workshop/ Course Completed but Certificate has not been Issued. What to do?**

A. Did your creator mention that you'll be certified after this workshop/course?

If no, the certification may not have been part of the service. You may reach out to the creator on their social and ask for the same. Whether or not they share depends completely on them.

If yes, creators usually share certificates within 7 days from the last day of the live workshop. If 7 days have passed already, you may check the Inbox/Spam folder of your registered email id for an email from your creator. Your registered email id is the same one in which you received the email confirmation for this purchase.

For pre-recorded courses, the certificate will be sent to your registered email id once you complete 95% of the course.

If you are still facing an issue, please reach out to [support@tagmango.com](mailto:support@tagmango.com) with your name, your registered mobile number, email and the service you purchased. Once you share the complete information, we shall connect with your creator and get back with a resolution within 72 hours.

**Q. I have made my purchase. What to do next?**

If your purchase is complete and you have received a confirmation text/email/Whatsapp from TagMango, you can simply download the TagMango app and log in using your registered mobile number/email id via OTP. Your registered mobile number/email id(non Indian users) is the same in which you received the OTP and the purchase confirmation.

Once logged in, tap on the Feed section from the bottom tray and scroll through the feed or select your creator from Manage creators panel at the top. Your creator must have posted what to do next here. If you don't see any post, you can go to the Messages section and see if he/she has posted a message with the relevant details in the mango room of your service.

If you are still facing an issue, please reach out to [support@tagmango.com](mailto:support@tagmango.com) with your name, your registered mobile number, email and the service you purchased. Once you share the complete information, the team shall resolve the issue within 72 hours.

**Q. I Can't Access Recording for Workshop Purchased. What to do?**

A. Did your creator mention that he/she will be sharing the recording on the TagMango app?

If no, the recording may not have been part of the service. You may reach out to the creator on their social and ask for the same. Whether or not they share depends completely on them.

If yes, please download the TagMango app and log in via OTP using your registered mobile number (if Indian) or email id(if International). Your registered mobile number/email id is the same in which you received the OTP and the purchase confirmation. Once logged in, tap on the Feed section from the bottom tray and select your creator from Manage creators panel at the top. You should be able to access the recording in this section.

In case you don't see the recording, try the following:

- Recordings are usually posted within 72 hours of the session by the creator unless stated otherwise. You may wait if 72 hours have not passed since the live workshop.
- The creator may have made a course out of the recording. You can check the Courses section from the bottom tray and see if there are any videos there.

If you are still facing an issue, please reach out to [support@tagmango.com](mailto:support@tagmango.com) with your name, your registered mobile number, email and the service you purchased. Once you share the complete information, the team shall resolve the issue within 72 hours.

**Q. I have Received Confirmation but Can't Access Subscription on TagMango App. What to do?**

A. If you are an Indian subscriber, please log out of the TagMango app and log in using your registered mobile number. This is the same number on which you would have received the OTP, the confirmation SMS and Whatsapp (if the number is registered on Whatsapp).

If you are an international subscriber, please log out of the TagMango app log in using your registered email id. This is the same email id on which you would have received the OTP and the confirmation email.

Once logged in, tap on the bottom right circle to access the profile section and then go to Subscriptions.

Do you see the desired subscription there?

If yes, Congratulations. Your purchase is successful. Go to the Feed and select your creator from the Manage Creators option at the top. You should be able to access all content posted by your creator there. Alternatively, you may even check the Messages section. Your creator may have posted some important information related to the particular service you purchased. You can DM your creator if something looks amiss.

If no, please reach out to [support@tagmango.com](mailto:support@tagmango.com) with a screenshot of your payment, transaction ID, your name, your registered mobile number, email and the service you were trying to purchase. Once you share the complete information, the team shall resolve the issue within 72 hours.

**Q. When I made a purchase, Amount got debited but I received No Confirmation Email. What should I do?**

TagMango sends payment confirmation messages across 3 channels - Email, Text Message and Whatsapp (if registered no. is available on Whatsapp)

If the amount is debited from your bank account/wallet but you didn't receive a confirmation in any of the above 3 channels, try the following:

- For text: Check your network and try enabling/disabling flight mode. Sometimes, SMS get stuck due to network issues.
- For email: Check the SPAM folder once. At times, GMail may treat the confirmation email as SPAM.
- For Whatsapp: Check the number on which you received the OTP. Some phones may send the OTP to Archived. The number on which you received OTP got registered on TagMango. Is this number on Whatsapp? If not, you shall not receive Whatsapp confirmation.

Note: International subscribers receive only email confirmations. OTP is sent to their email.

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

In case neither of the above work, wait for 48 hours for the payment to reverse. Sometimes, your bank may not transfer the amount to TagMango's account due to server issues/ technical glitch. The amount should automatically get reversed to original payment source.

If you are still facing an issue, please reach out to [support@tagmango.com](mailto:support@tagmango.com) with a screenshot of your payment, transaction ID, your name, your registered mobile number, email and the service you were trying to purchase. Once you share the complete information, the team shall 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 processed within 3 business days (excluding Weekends and Bank Holidays) in the Bank Account provided by you in the Payment Details section. As soon as the status changes to Success, the earnings should reflect within working 24 hours (excluding Weekends and Bank Holidays) as it indicates the bank has released the payment.

In case your issue persists, kindly reach out to [support@tagmango.com](mailto:support@tagmango.com) with a screen-recording of the issue, your name, your registered mobile number and email. Once you share the complete information, the team shall resolve the issue within 72 hours.

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

A. Once your purchase is complete and you've received the confirmation email, you can simply download the TagMango app from the Playstore (Andorid) or the Appstore (iOS) and log in using your registered mobile number/email id. Your registered mobile number/email id is the same in which you received the OTP and the purchase confirmation.

For Workshops, tap on the Feed section from the bottom tray and all your Upcoming Workshops will be available right at the top. You can access the workshop from the same section or View All to explore further. You can join the session directly through the TagMango app and website.

You can even scroll through the feed or select your creator from Manage creators panel at the top for all your creators posts. Sometimes the creator may be conducting the session on Zoom, Google Meet or Facebook so they'll share the link in the feed section.

For Courses, tap on the Courses section from bottom tray and all your Purchased Courses will be available along with the number of lectures and progress bar. You can

You can even explore the Messages section from the bottom tray and see if your creator has posted a message with the relevant details in the mango room of your service.

If you are still facing an issue, please reach out to [support@tagmango.com](mailto:support@tagmango.com) with your name, your registered mobile number, email and the service you purchased. Once you share the complete information, the team shall resolve the issue within 72 hours.

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

A. On purchasing any service on TagMango, you get added to the community of that particular service along with the creator and the other participants. You can access this community by downloading the

TagMango app from the Playstore (Andorid) or the Appstore (iOS) and then logging in using your registered mobile number/email id. Your registered mobile number/email id is the same in which you received the OTP and the purchase confirmation.

Messages\_section.jpeg      DMs.jpeg

Once logged in, you can go to the Messages section from the bottom tray and open the Mango Room for the particular service. You can text your creator there or you can go to the participants list and tap on your creator's profile to DM directly.

Note: Messaging in the Mango Room or DMing the creator directly is available only if your creator allows it.

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

A. There is No Refund policy unless your creator has explicitly communicated a refund. However, we strive our best to serve you in the best possible way.

Kindly reach out to support@tagmango.com with your name, your registered mobile number, email and the service you purchased, and the reason of the refund. Once you share the complete information, the team shall investigate and get back to you with a resolution within 7 business days.

Charged twice for the same service? Check this article out!

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

A. You can update the bank details any time on your TagMango profile and the next withdrawal will be transferred to the updated bank account. Here's how:

(On App) - Tap on the bottom right circle to go to Profile section and then tap on Payment information. You'll reach the Payment info page which allows you to update your Bank Account, PAN and GST (Optional).

(On Web) - Tap the circle with your profile image on top right and select View Profile from the dropdown. Go to Payment Details and update your Bank Account, PAN and GST (Optional) from there.

Note: The Bank details, PAN and GST (Optional) should all be linked to avoid any unnecessary delay or failure in fund transfer.

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

A. Withdrawal history helps you understand and collate all the earnings you have withdrawn from the TagMango dashboard. Here's how you can go about downloading it.

(On App)

Go to your profile from the bottom right circle and tap Earnings.  
Tap on Withdraw Money in the next section and then tap on Download withdrawal history.  
The CSV of the withdrawal history will be downloaded on your system instantly.  
(On Web)

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

Note: If you aren't being able to see any withdrawal history, it indicates that you haven't made any withdrawals yet. You think there's an issue? Kindly reach out to [support@tagmango.com](mailto:support@tagmango.com) with your name, your registered mobile number, email, and the screenshot of the payment info (with transaction ID) that you have withdrawn before. Once you share the complete information, the team shall resolve the issue within 72 hours.

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

A. Becoming a Creator on TagMango couldn't have been any simpler than this!

Simply login to [tagmango.com](https://tagmango.com) from your Laptop/Desktop or just login to the TagMango app using your Mobile Number(for Indian users) or Email ID(for International users). Fill in your Name, Contact Details and a Profile Picture.

And Boom! You are a Creator on TagMango!

You then need to create mangoes (or subscriptions), and with that, your profile will be ready for promotion.

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

A loyal subscriber is more important than 100 followers. No minimum following is required to join TagMango as a Creator.

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

Yes, you can be a creator on TagMango and still subscribe to your favourite creators to view their content, and vice versa.