

## **Hfiles FAQ's**

1. How can I add my family member to my account?

Ans- To add a family member, simply navigate to the 'My Profile' section on the homepage, and then click on the 'Add Members' option. From there, you can easily include your family member by providing their relevant details.

2. How many family members can I add to my account?

Ans- You can add up to 5 family members and 2 pets to your account. This allows you to efficiently manage health data for your entire household, ensuring comprehensive care for everyone.

3. Can I add a pet as a member to my profile?

Ans- We understand the importance of pets in your family. To add a pet as a member to your profile, navigate to the 'My Profile' section on the homepage and click on the 'Add Members' option. While creating the profile for the new member, you will find the option to select their relation, and you can simply choose "Pet" to include them in your account. This way, you can conveniently manage your pet's health data along with the rest of your family members.

4. Can I edit my profile once it is made?

Ans- Absolutely! You have the flexibility to edit your profile and make changes to your details in the 'My Data' section. If you find that the option to edit certain personal information is not available, please don't hesitate to contact us at [hfiles.in@gmail.com](mailto:hfiles.in@gmail.com). Our support team will be more than happy to assist you with any modifications you need.

5. How many documents can I upload?

Ans- For users with a free account, a total of 2GB of document space is allocated. This means you can upload and securely store your important health documents up to the specified storage limit. If you require more document space, we offer premium plans with higher storage capacities to cater to your needs.

6. What type of documents can I upload?

Ans- You can upload any relevant medical history, including X-rays, sonograms, lab reports, prescriptions, and other important healthcare documents. Our platform is designed to securely store a wide range of medical records, ensuring you have easy access to your health information whenever you need it.

Extra questions-

7. How often should I update my health records?

Ans- It's a good practice to update your health records whenever there are significant changes in your medical history, such as new diagnoses, treatments, or medications.

8. What if I encounter technical issues with the app?

Ans- If you experience any technical issues while using the app, please reach out to our support team at [hfiles.in@gmail.com](mailto:hfiles.in@gmail.com). We'll be glad to assist you and resolve any problems promptly.

9. How do I ensure my family's data is well-organized?

Ans- Our app allows you to create separate profiles for each family member, making it easy to organize and manage their individual health data efficiently.