**MISCELLANEOUS**

**I FORGOT MY PASSWORD.**

Try our "remind password" button. Then you will get your password send to your e-mail.

**IS MY PERSONAL DATA SAFE?**

Yes! Your personal data is 100% safe. Our service is registered in ……... That means that the government approves the way we storage all the data.

**HOW CAN I SUBSCRIBE/UNSUBSCRIBE TO GET A NEWSLETTER?**

If you want to subscribe or unsubscribe to the newsletter just log in to your account, than go to "MY ACCOUNT". On the left side you can see a "NEWSLETTER" option, simply click on it. Here you can see a tick box. Just check or uncheck it - then hit save. When you unsubscribe, you won't get any useful information from InstaCvBuilder.

**ACCOUNT**

**IS AN ACCOUNT CREATED ON THE CRAFTCV WEBSITE FREE?**

Yes, it is. Account creation and use are toll-free.

**CAN I EDIT MY DATA?**

Yes, you can edit the document easily after logging in to your account. All the provided content is automatically saved to your account. Therefore, you do not need to click the "save changes" option every single time. Thanks to the said fact, using the Resume / CV Builder is much easier and there is no possibility of losing the entered pieces of information.

**CAN I TEST THE CREATOR WITHOUT LOGGING IN?**

Of course you can! Even if you do not have an account, you can check all letter and Resume / CV templates available at InstaCvBuilder. Moreover, you can take advantage of all the functions – especially template and font color change, as well as personal data filling. If you want to resume document edition process on a later date, then you have to create your own account. In the case of the InstaCvBuilder, account creation is totally free.

**ARE THERE TOLL-FREE TEMPLATES AVAILABLE ON THE WEBSITE?**

No, unfortunately there are no free templates. You need to select one of our packages.

**HOW CAN I DELETE MY ACCOUNT?**

You can delete your account together with provided data by yourself. All you have to do is to enter the “My account” section of your profile and confirm the account deletion. Before doing so, you should take into account the fact that you will not be able to use the same e-mail address to register on the InstaCvBuilder website in the future.

**PAYMENTS**

**HOW CAN I PAY FOR MY SUBSCRIPTION?**

Our system is working with **Net Banking and all UPI / Unified Payments Interface**is an immediate real-time payment system that helps in instantly transferring the funds between the two bank accounts through a mobile platform. All payments are tracked in real time so you can download your PDFs right after making the payment.

**ARE THERE ANY HIDDEN PAYMENTS?**

Nope. We hate internet scammers and you can be sure to trust us.

**I HAVE MADE A PAYMENT. WHEN IS THE SYSTEM GOING TO UNLOCK MY ACCOUNT?**

Payment processing typically takes from 5 to 20 minutes. After payment verification, the system will automatically unlock the account.

**SETS**

**HOW MANY CVS/LETTERS CAN I DOWNLOAD AFTER PURCHASING A SET?**

The purchased set allows for the generation of an selected number of documents. You can change templates, colors, content, and adjust documents for every position you would like to apply for. While providing your personal data, remember that after downloading your Resume / CV for the first time, you will lose the possibility of changing your Personal Details.

**WILL MY SUBSCRIPTION AUTO RENEW?**

No! Our subscription will never auto renew. Only you can decide when you want to renew your subscription.

**WHAT WILL HAPPEN TO MY DOCUMENTS (DATA) AFTER ACCOUNT VALIDITY EXPIRATION?**

After account validity expiration, there will be no possibility of downloading documents. Your files will be then only available for viewing within the creator. In order to unlock the Resume / CV downloading function, you will have to undertake a payment via the Net Banking / UPI System

**WHAT ARE SETS AND WHAT DO THEY INCLUDE?**

Details relating to current prices and set types can be found at pricing section at the top of home page.

**CAN I CHANGE THE PURCHASED SET?**

If you want to purchase a better set – you will have to pay for it (the number of available validity days in the new set will be extended by adding the remaining days left for the use of the old set to it)

**DOCUMENT CREATION AND DOWNLOADING**

**WHAT FORMAT WILL THE GENERATED RESUME / CVS BE IN?**

Our tool generates Resume / CVs in the PDF (A4) format. It has become a standard format for application documents that are sent to prospective employers. The use of the said format ensures that the file will look exactly the same as its template.

**WHY CANNOT I UPLOAD AN IMAGE?**

Check the format of the file. Our creator can handle images in the JPG and PNG formats only. File size should not exceed 2MB as well.

**CAN I ADD MORE SECTIONS TO MY RESUME CV?**

Yes, you can. You can add an extra section to your template. You can name it whatever you want, for example: "Training sessions" / "Certificates" / "Achievements"

**CAN I CHANGE THE NAME OF THE “COURSES AND CERTIFICATES” SECTION?**

You can do so in the “Extra section“ tab. You may rename it to, for example: “Training Sessions”, “Certificates”, or “Additional information” – depending on what you want your future employer to know about you:)

**DO I NEED TO FILL IN ALL THE FIELDS?**

No, you do not need to do that. You decide which sections to fill in. If you do not want a given section to be present in your Resume / CV, just click the “hide” option on it.

**CAN I SAVE SEVERAL VERSIONS OF A CV ON MY ACCOUNT?**

While choosing the Package set, you can save up multiple versions of your document.

**I HAVE DELETED A SAVED VERSION OF MY RESUME / CV. CAN I RESTORE IT?**

Unfortunately, there is no such possibility. Before deleting a given version of your CV/Letter, check if you truly want to remove it.

**CAN I REMOVE AN IMAGE FROM THE CV?**

You can do that at any time. Choose the “Personal data” tab and click the “eye” icon…here you go!

**MY CV TAKES UP MORE THAN 2 PAGES – WHAT SHOULD I DO?**

Our CV Builder allows for two A4 pages of content to be created maximally. Check if all the provided pieces of information are relevant for the position you apply for. You should limit the document to key data only. The excessive amount of words may not work in your favor. The more irrelevant pieces of information, the lower the chance that your prospective employer will read the entire CV.