

Gallery

- What are the supported video formats?
 - Our app supports mp4, video formats.
- Can I edit my video or its title after uploading them?
 - No, video or its title cannot be edited after it is uploaded. It is suggested that you check the details of your video before publishing it on the application. Alternatively, you can delete and re-upload a video.
- Can I upload long videos?
 - Our app can support a 10 minute video, however, it is suggested to upload short videos to maintain better client engagement.

Diet

- Can I add food macros?
 - Yes, you and your client can add food macros that are not available in our list.
- How long can I design diet plan for my clients?
 - You can design and add diet plan as long as wish.

Workout

- How to create workout plan?
 - Choose a title, select a date and the workout video along with their details and submit.
- What do we find in the review section?
 - You will find your assigned workout and your client's input in the review section.

Feeds

- What can I post in feeds?
 - You can only post images with captions on feeds. Videos cannot be uploaded directly, however, you can share your YouTube link in feeds.
- Who can see my feeds?
 - Only your client can view your feeds.
- Can anyone share or comment on my feed?

- Currently, commenting and sharing of feeds are disabled.

Accounts

- What is a public account?
 - On a public account, your profile and workout galleries would be visible to everyone.
- What is a personal account?
 - Your workout gallery would not be visible to anyone on a personal account unless you allow and accept payment.
- Who can provide trials and for how many days?
 - Private account holders can allow a 7-day trial to a new client.
- Can I block a client?
 - You cannot block your client's account.
- Who can use this app?
 - Gyms, Personal Trainers, Dietitians, Nutritionists and Yoga Instructors can use this app.

Subscription

- Can I add subscription details?
 - Yes! You can add your subscription details.
- Can I accept payment through TWS app?
 - You can accept payments directly through our app.
- What is the settlement timeline and charges?
 - Settlement of payment takes up to 24 hours on domestic transaction and up to 48 hours on international transaction. Payment gateway charges are 2% and 3.5% respectively.