

Frequently Asked Questions (FAQs)

Account Related Questions:

Q: How do I create a Lynccup account?

A: To create a Lynccup account, click on the "Sign Up" button on the onboarding page, fill in the required information accurately, and follow the prompts to complete the registration.

Q: I'm having trouble creating an account. What should I do?

A: Ensure you are providing accurate information during Sign Up account creation. Verify your email address and password. If issues persist, use the "Forgot Password" link on the login page to reset your password.

Q: I'm having trouble logging in. What should I do?

A: Double-check your email address and password. If you've forgotten your password, use the "Forgot Password" link on the login page to reset it.

Q: Why can't I see the events I've created in my account?

A: Ensure you are logged into the correct account. If the issue persists, check your profile and view lynccs you created or contact our support team for assistance.

Event Creation and Ticket Purchase:

Q: How can I create an event on Lynccup?

A: Log in to your account, go to the "Create Lyncc" icon on the explore homepage and booked pages, then follow the step-by-step instructions. Make sure to fill in all required details for a successful lyncc creation.

Q: I can't create an event. What might be the issue? A: Ensure all required fields are filled out when creating an event. If you're still experiencing issues, check for error messages or contact our support team for further assistance.

Q: I'm unable to purchase tickets. What should I do?

A: Confirm that you are using a supported payment method and that your billing information from your region is accurate. If issues persist, contact our support team for assistance.

Q: I bought tickets but didn't receive confirmation with a ticket number. What should I do?

A: Check your email, including the spam folder, for the confirmation. If you still can't find it, contact our support team with your transaction details for assistance.

Q: Can I edit the number of tickets an organizer is selling for an event?

A: Yes, event organizers can set the number of tickets available for sale in each event category, either early bird/first sale, regular/standard, vip or vvip. Specify the number of event tickets for each category during the lyncc creation process.

Payment and Security:

Q: Is it safe to pay for events on Lynccup with my credit card?

A: Yes, Lynccup prioritizes the security of your transactions. We use secure payment gateways like Stripe for European and American transactions, then Flutterwave for African transactions to ensure your financial information is protected.

Q: Can I use Apple Pay for ticket purchases in Europe, USA, and Canada regions?

A: Absolutely! Lynccup supports Apple Pay for users in these regions, providing a convenient and secure payment option.

Q: How can I delete my Lynccup account?

A: For account deletion, navigate to the settings page in your profile to delete your account or contact our support team via email, and they will guide you through the process.

Viewing Highlights and Events:

Q: Why can't I see highlights for a Lyncc?

A: Ensure you are logged into your Lynccup account. Click on the top circular features on the home trending page or explore page and view the highlights of the events. If there are no highlights visible yet, it means there are no uploaded highlights from the community in your Lynccup. Interact more with organizers and people on Lynccup by buying or selling tickets and posting comments. You can also create a highlight by registering for a lyncc and posting a highlight by tagging the lyncc while creating this highlight. The importance of highlights is to show happenings from lynccs on Lynccup, engaging users to experience the lynccs wherever they are in the world. If the issue continues, check your internet connection or contact our support team for assistance.

Q: I can't see the events I've created. What should I do?

A: Make sure you're logged in the account you created the event. Also, verify that the lynccs are set in a correct date and time to improve its visibility. If the issue persists, contact our support team for further assistance.

These FAQs are here to provide assistance with common issues and inquiries. If you have additional questions or need further support, don't hesitate to reach out to our dedicated support team on support@lynccup.com. We're here to help make your Lynccup experience seamless and enjoyable!