



TRUEVIEW
DATING YOU CAN TRUST

FREQUENTLY ASKED QUESTIONS

How can I sign up to TrueView?

We've made signing up easy, so you can get up and running in no time. There's two ways to create a new account, either by email or Facebook. Once you've chosen how you'd like to sign up, you will be prompted to upload a profile picture and select some basic details about yourself (if you sign up with Facebook, your TrueView profile picture will automatically be set the same as your current Facebook profile picture). Once you've followed these two simple steps, you're all set to explore and meet your matches.

What happens if I allow TrueView access to my Facebook information?

Upon signup, if you don't allow TrueView access to your Facebook information, we will be unable to import correct profile information about you. Your name, age & pictures are synchronised to your TrueView profile via your Facebook account, therefore it is important that your information is up to date. If your TrueView profile contains a mistake after importing information from your Facebook account, you can always edit your details within the TrueView app.

Will TrueView post on Facebook or my other linked social networks?

If you sign up via Facebook, link Twitter or any other networks TrueView will never publish anything on these networks or notify your friends or community that you are using TrueView.

Why do I have to verify my phone number?

Within TrueView there are a number of verification systems in place. These are non-intrusive, we share non of your personal data with third parties or other users. We simply want to make sure that all of our users are real, honest and serious about finding a relationship. It is there to help you and remove those who want to abuse the system and individuals on it.

Can I create a TrueView account if I am under 18?

TrueView is only available to people aged 18+

How can I change my profile information?

You can change your name, ethnicity, profession, date of birth, height, or gender by heading to Personal Settings. Tap My Profile > tap the cog icon which is situated in the top right-hand corner of your screen and tap on the field that you'd like to edit the information of. Once you've finished updating your information, tap Save and you're good to go.

How do I change or delete my photos?

You can add images by tapping My Profile > + > Add Photo. Scroll down your profile to view any pictures you have posted and on the image you would like to edit / set as your profile picture, tap the ⋮ icon and choose which action you wish to perform.

How can I start a conversation with someone?

There are two ways for you to start a conversation. Firstly, you can tap the love heart icon on a person's activity, a message request will be sent and it is up to this person whether they wish to accept your request or not. Alternatively, you can start a conversation around a person's activity by tapping the speech bubble icon and leaving a comment. Commenting directly on a shared post starts a private conversation.

Can I see who's been looking at my profile?

You sure can. Make sure you enable Who Viewed You in your notification settings and you will be notified each time somebody looks at your profile.

How do I change what i'm looking for?

When on the Matches tab, tap the slider icon in the top right-hand corner of the screen and adjust your preferences.

What happens if I block somebody?

Once you block somebody, they will no longer be able to like or comment on your activity, nor will they be able to message you. You don't have to worry about the person finding out that you've blocked them, as you will simply be removed from each other's feed.

How do I delete a conversation?

Press the Chat tab > Swipe left > Press Delete

How do I change my password?

If you sign up via email address and would like to change your password, log out of your TrueView account and on the sign-up page tap I already have an account > For-got password? Input the email address you signed up to TrueView with and you will be sent a password reset request.

Do I need to activate my Location Settings for TrueView to work?

You sure do. Your matches are displayed in order of location, from nearest to the furthest away from you so we need to know your GPS. To enable your Location Settings, open iPhone settings > Privacy > Location Services > scroll down to TrueView > While Using the App / Always

How do I change my location?

Your location will be automatically set based on your phone's GPS and cannot be set manually. If you think that your location is incorrect, please email support@trueview.me

How do I enable/disable push notifications?

To enable/disable push notifications open iPhone settings > Notifications > TrueView > Allow Notifications. To choose which notifications you would like to receive, open TrueView > My Profile > tap the cog icon in the top right-hand corner of your screen > Notifications.

How do I delete my account?

If you decide to leave TrueView, there are two ways to remove your profile. Firstly, tap My Profile tab > tap the cog icon which is situated in the top right-hand corner of your screen. Scroll down and tap Account Status. If you feel like taking a short break from TrueView but think you'd like to return in the future, tap the green button where it says Enabled. This will switch your account status to Disabled, meaning that your profile will be removed from the matches feed but you'll still be able to sign-in at any point, should you wish to re-enable your account. Once you have chosen to disable your account, you will automatically be signed out of TrueView. Alternatively, if you've met somebody or decide that TrueView just isn't for you, tap Delete Account on the Account Status page and you will be asked to confirm that you definitely want to delete your account. Once you have chosen to delete your account, you will no longer be able to retrieve it. In other words, it's gone forever.

How do I remove somebody from my matches feed?

Scroll down to the bottom of a person's profile and tap Remove. Once you do so, you will be prompted to select a reason as to why you wish to remove this person from your feed. When you select a reason, this person will be removed from your feed and they will no longer be able to contact you.

How can I report someone?

To ensure the safety of our members, we take our community guidelines super seriously at TrueView. If somebody has acted inappropriately towards you, you can report them by scrolling down to the bottom of the person's profile and tapping Report For Abuse. Once we receive the report, we will review it as soon as possible. If someone has made you feel unsafe whilst using TrueView and you are concerned about this, please email sophie@trueview.me and we will look into your report immediately.

Why am I not seeing any new matches?

TrueView has members throughout the UK. Depending on where you are may require you to broaden your filter settings. You can increase the distance and age parameters both of which will widen your search.

Are there any rules?

TrueView is based on trust. If any member is reported or we feel they are trying to use TrueView in a dishonest, illegal or abusive way. We will look into that individual and take the necessary action. This could include suspension of account or passing information over to the authorities.

How does TrueView work?

TrueView has been built to allow users to express their personality by showing more than just a photo. The rich media profile builder lets you upload and add content you feel represents you and start conversations with others more easily. We look at your activity, behaviour, search filters and location and based on that we add the users we feel you are best suited to into your matches feed. Combined with your Trust Score and Community Rating we are hoping that we have created the safest, most secure dating app on the planet, making it much easier to start conversations and increase confidence with meeting potential matches in the real world.

What is a Trust Score?

Your trust score is compiled by the content you share and the badges you earn or add to your profile. The more open, honest and connected you are with TrueView the better your score.

What is a Community Rating?

Most online dating services are open to abuse. TrueView is tailored to those genuinely seeking a long term relationship. Our Community Rating is a non intrusive way to introduce accountability and allow your behaviour across the whole system to help inform potential matches of your intentions. It is a simple but effective way to weed out those using the system for the wrong reasons and help those with good intentions to perform better.

How are my matches generated?

We look at your activity, behaviour, search filters and location and based on that and a dash of some special tech sauce we add the users we feel you are best suited to into your matches feed.

Can't find the answer to your question?

Email us at support@trueview.me and we will look into any question you have.