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**FrankSocial FAQ’s**

**CREATING AN ACCOUNT & USERNAME**

**HOW DO I CREATE A FRANKSOCIAL ACCOUNT?**

1. Download the FrankSocial app from the App Store (iPhone) or Google Play Store (Android)
2. Once the app is installed, tap  to open the app.
3. Select Sign Up, then Choose a Username, Password, and enter your email address to create account.

**HOW DO I CREATE A FRANKSOCIAL ACCOUNT FROM A COMPUTER?**

1. Go to FrankSocial.com tap Sign-Up.
2. Select a Username, Password, and enter your email address on the Sign-Up tab.
3. Make sure you enter your email address correctly. If you log out and forget your password, you'll need to be able to access your email to get back into your FrankSocial account.

**WHAT IF I ALREADY HAVE ACCOUNT ON FRANKSPEECH?**

1. Download the FrankSocial app from your app store
2. Choose Sign Up and enter your FrankSpeech username and password to create an account on FrankSocial.

**MANAGING YOUR PROFILE**

**HOW DO I ADD A PROFILE PHOTO OR BANNER PHOTO?**

1. Tap Profile, then tap the gear icon upper right.
2. Tap EDIT PROFILE.
3. Tap on the PROFILE PHOTO or BANNER PHOTO to add or change the photo.
4. Take a Photo or choose an image from your camera roll.
5. Tap UPDATE at the bottom of the screen to save and exit.

**HOW DO I EDIT MY PROFILE?**

1. Tap Profile, then tap the gear icon upper right.
2. Here, you can update your username, password, how your Name is displayed (if different than @username)
3. Tell everyone about you and add a Bio under ‘About You.’
4. Tap UPDATE at the bottom of the screen to save and exit.

**ACCOUNT OPTIONS:**

**MANAGE PROFILE WEBSITES**

1. Enter your website name and full web address

**UPDATE INFORMATION – NAME/USERNAME**

1. You’ll need to log into your account before you can update your profile information.
2. To update your profile information, including your name, username and email address associated with your account.
	* Go to your profile
	* Tap the gear the upper right corner
	* Tap edit profile
	* Type in your information and tap UPDATE at the bottom of the screen (computer and mobile browser.)

Keep in mind that if your account reaches many people, your username change may need to be reviewed. If so, you'll be notified when we've completed a review. If not, your username will change immediately if available.

**CHANGE PASSWORD**

1. If you're logged out of your account and can't remember your password, you can request to reset it from the login screen.
2. If you're able to log into your account and know your current password, you can change it from your Settings:
	* Tap Profile icon to go to your Profile
	* Tap Change Password
	* Enter your new password.
	* Tap Update.

Tip: To create a strong password, use a combination of at least six numbers, letters, and punctuation marks (like ! and %).

**MAKE ACCOUNT PRIVATE**

By default, your FrankSocial account is public, and you can choose to make your account private at any time.

When your account is **Public:**

* Anyone on FrankSocial can see your profile and posts.
* When your Account is **Private**:
	+ Only the followers you approve can see what you share, including your photos or videos on hashtag and location pages and your followers and following lists.
	+ Once you make your account private, people will send you a follow request to see your posts, followers list, or following list.
* Follow requests appear in Notification Activity, where you can approve or ignore them.
* If someone was already following you before you set your posts to private and you don't want them to see your posts, you can block them.

**SHOW BLOCKED LIST**

* This will be a list of people you have blocked.
* To block a user, go to their Profile; at the top to the right of their Name, you will see a black triangle with ! inside; tap and either BLOCK or REPORT user

**POSTING A STORY**

**HOW DO I CREATE A STORY ON FRANKSOCIAL?**

* Tap either "What's on Your Mind" or the bubble with a floating pen to start a post on the app.
* For a Text only post, just start typing in the box "What's on Your Mind."
* You can also Add Photo/Video and select Photo Library, Take a Photo
* If you want to give your Story a Name or Add to a Story you have already posted, tap +Name/Add to Story
* The default view is for Everyone on FrankSocial to see your post; you can change that by tapping on Everyone and selecting from the drop-down menu.

**WHO CAN ADD PHOTOS to My Story?**

* Tap CONTRIBUTORS to select whom you will permit to add photos to your albums.

**HOW DO I SHARE MY STORY ON OTHER SOCIAL NETWORKS?**

* + Tap the SHARE icon.
		- Share Other Places and select from the menu

**HOW CAN I TAG SOMEONE IN ONE OF MY PHOTOS**?

* To tag someone in a comment or caption, type their @username. They'll get a notification to view the post.

**HOW DO I DELETE A PHOTO OR VIDEO I’VE POSTED ON FRANKSOCIAL?**

* To delete a photo or video you've posted, tap the V on the right side above your post to see Story Options, then tap Delete Post.

**HOW TO DELETE A COMMENT ON FRANKSOCIAL.**

* You can delete both your and other people's comments on your posts. However, you can only delete comments that you've written on other people’s posts.
* Tap on the Comments then on the … for Options to Edit Comment, Delete Comment, or Close

**SEARCH AND EXPLORE**

You can use keywords to search for photos and videos, hashtags, accounts using the search bar at the top of Search & Explore.

**TO SEARCH ON FRANKSOCIAL:**

* Tap  at the top of the HOME tab.
* Tap **Search** in the search bar at the top, then type what or who you want to search for (People, Stories, Hashtags)
* Below, the search bar will filter your results.

**How FrankSocial HOME and Social Feeds Work**

FrankSocial is a place where you can share and connect with the people and things that matter to you. When you open FrankSocial, the **HOME feed** will include many of our Influencers so that you can immediately enjoy the app.

To create your personalized Social Feed and connect with the people you care about, search and follow them and their photos and videos will appear in chronological order in your **Social Feed**.

**How do I like a photo or video on FrankSocial**?

* Just tap on the "heart" icon below the post and select from the menu of emoticons.

**How do I reply to someone in a comment thread on FrankSocial?**

* To reply to someone:
	+ Go to the photo or post.
	+ Tap Reply below any comment and add your comment.
	+ Tap Post.

**Editing and Deleting a Post**

To delete a photo or video that you’ve posted:

* Tap V in the upper right corner of the post then select from the menu
* Edit Post – you can edit your caption
* Delete Post – Deletes the post
* Edit Story Name – Edit or Add a Name to your Story/Post
* Edit Privacy – Who can see your post
* Edit Who Can Add – you can choose followers.

**How Do I delete a Comment?**

You can delete both your and other people’s comments on your own posts. On other people’s posts, you can only delete comments that you’ve written.

To delete a comment:

* Tap on Comments
* Swipe left over the comment you’d like to delete
* You can swipe left to report a comment that isn’t yours.

**Sharing to Other Social Networks**

You can share content posted on FrankSocial to other social networks.

* Below a Story/Post is the Share Option
* Share To My Story shares a Story to people that follow you.
* Share Other Places opens the options to other social networks, copy link or email.

**How To Report Things**

The best way to report abusive content or spam on FrankSocial is by tapping the **V** in the upper right corner near the content, which opens Story Options.

* Select **Report Post** and follow the prompts.
* To report a USER, tap on their profile and then tap on the ! inside a triangle there you can BLOCK or Report a User

**Community Guidelines**

**Insert Document**

**Terms of Use**

**Insert Document**

**FrankSocial Platform Terms**

**Insert Document**