

Troubleshooting & FAQs

Quick steps to troubleshoot issues during signup

WHAT DO I DO WITH MY ORGANISATION CODE?

Follow the steps in the app once you've downloaded it:

1. Open the app
2. Tap on 'get started'
3. Navigate to the sign-up screen
4. Enter your name, email address and choose a password
5. Enter your organisation code

I HAVEN'T RECEIVED MY CONFIRMATION EMAIL

- Check that you have entered the correct email address
- Check your junk folders. Emails are sent from Converge@headuplabs.com
- Contact customer support [here](#)

WHERE DO I CONNECT MY WEARABLE, FITNESS TRACKER OR PHONE?

Go to your Profile in the bottom navigation bar of the app. Select 'Settings' and then tap on 'Connect your device' to connect to your own device.

If you need help, you'll find detailed instructions [here](#) for all compatible devices.



WHAT IF I DON'T HAVE A DEVICE TO CONNECT TO THE APP?

No device? Not a problem. You can connect your phone through your Health App for iPhones and Google Fit for Android phones.

You can also buy a brand new device in our online shop. [Click here to visit our shop.](#)



If you prefer not to connect a device, you can still complete lots of the quizzes in the app and get personalised content based on your responses.

ANY OTHER ISSUES WITH THE APP

Check our FAQs [here](#) or contact our [support](#). We're here to help!

Troubleshooting & FAQs

General FAQ questions



CAN I BOOK A COUNSELLING APPOINTMENT IN THE APP?

You can request a booking directly in the app by clicking through the icon for 'Book a confidential chat now' on your app dashboard.

HOW IS MY PERSONAL INFORMATION PROTECTED IN THE APP?

We handle your personal information with utmost care. The Converse App complies to all relevant privacy laws and regulatory requirements. You can review our privacy policy here. You'll also be asked to agree to it when you sign up to the app.

[Privacy Policy – HeadUp Systems](#)

CAN MY EMPLOYER ACCESS MY PERSONAL INFORMATION?

No. All data is aggregated and kept anonymous. We only report overall statistics that are general and non-identifiable.

WHERE IS MY DATA HOUSED?

Your data is hosted on Australian servers.

HOW MUCH DATA DOES THE APP NEED TO WORK?

It's totally up to you!

You can add as much or as little information as you like. The more the app gets to know you, the more personalised the content you will be provided but it is always up to you to decide what you want to share.

