

# TipBux FAQ - Common Issues & Solutions

## Account Setup

**Q: I'm having trouble creating my TipBux account. What should I do?**

If you're getting an error message like "Unable to create account at this time," try these steps:

1. **Update your device:** Make sure you have the latest iOS or Android version
2. **Reinstall the app:** Delete TipBux from your device and redownload it from the app store
3. **Check your email:** Verify you're spelling your email address correctly (including .com)
4. **Email verification:** Make sure you complete the email verification step
5. **Try a different email:** If issues persist, create a new Gmail or Yahoo account and try signing up again

**Note:** TipBux partners with Stripe for secure account protection, so some setup steps involve Stripe's system.

## Payment Issues

**Q: My tip payment failed. Why did this happen?**

The most common cause is insufficient funds in your TipBux wallet. Remember:

- Tips under \$100 have a \$1.00 transaction fee
- Tips over \$100 have a 4% fee (capped at \$5.00)
- Your wallet needs to cover both the tip amount AND the fee

**Solution:** Add more money to your TipBux wallet or send a smaller tip to ensure you can cover the transaction fee.

## Security & Privacy

**Q: How secure is my financial information?**

Your security is our top priority:

- **Secure coding:** TipBux uses advanced security features and creates secure passcodes
- **Auto-lock:** Your mobile wallet locks automatically after 15 seconds of inactivity
- **Stripe partnership:** All financial data is protected by Stripe's robust security system
- **Minimal data:** TipBux only collects basic information (name, phone, email) to prevent fraud
- **Future features:** Two-factor authentication for financial transactions is coming soon

## App Technical Issues

### **Q: The app crashes when I try to open it. How do I fix this?**

This usually happens on older device operating systems:

1. Update your OS: Install the latest iOS or Android version
2. Reinstall: Delete TipBux and redownload from the app store
3. Restart: Reboot your device after reinstalling

### **Q: I can't verify my email address. What should I do?**

1. Check spam folder: Verification emails sometimes go to spam/junk
2. Verify email address: Make sure you entered the correct email during signup
3. Reinstall app: If still having issues, uninstall and reinstall TipBux
4. Try different email: Use another email address if available
5. Still stuck? Contact us for further assistance

## **Withdrawals & Banking**

### **Q: I requested a withdrawal but the money hasn't arrived in my bank account.**

TipBux withdrawals are instant once processed through our Stripe connection. If funds haven't arrived:

- Contact your bank: Different banks process incoming transfers at different speeds
- Check processing times: Ask your bank about their typical timeframes for external transfers
- Verify account info: Ensure your bank details in TipBux are correct

## **Account Features**

### **Q: Can TipBux do automatic recurring tips/subscriptions?**

Currently, TipBux focuses on direct, user-initiated tipping. Every tip must be a deliberate action for security reasons and to avoid unwanted charges. We're researching subscription features but want to avoid issues like forgotten subscription charges, insufficient wallet funds for auto-renewals, and unintended recurring payments.

### **Q: What's the maximum amount I can tip?**

Single transaction limit: \$9,999.99. Security note: Large transactions over \$2,500 may be flagged for review to prevent suspicious activity.

## **Refunds & Mistakes**

### **Q: I accidentally sent a tip to the wrong person. Can I get it back?**

TipBux has a confirmation process showing the recipient's name before finalizing tips. If you still sent to the wrong person, contact us with both usernames (yours and the incorrect recipient's). We'll investigate the situation. Resolution depends on the specific circumstances.

## Social Media & Sharing

### Q: Can I link my social media accounts to TipBux?

Direct social media linking isn't available yet, but you can screenshot your QR code and share it on social media platforms, share your username with followers, and use Tip Goals to insert hyperlinks for any website you want. Smoother social media integration is coming soon.

### Q: How can I maximize my earnings as a creator?

Share your unique QR code with followers. Post your TipBux username on social media. Explain why you prefer TipBux over other payment apps. Tell your story and engage with your community. There are no limits to how often you can share your TipBux.

## Understanding Your Balance

### Q: Tips aren't showing in my balance correctly.

Your TipBux balance shows your current wallet total, not individual transactions. To see detailed activity: go to "Past Tips" to see all tips sent and received. Remember your balance reflects both money coming in AND going out. Example: If you received \$20 but also sent \$20, your balance stays the same.

## Tax Information

### Q: How do I report TipBux tips for taxes?

Track your tips using the "View Past Tips" feature for dates, times, and amounts. Keep records manually for tax purposes. The ability to export monthly tip reports is coming soon. Consult a tax professional for guidance specific to your situation. Visit [www.irs.gov](http://www.irs.gov) for official information on reporting tip income.

Disclaimer: This information is for educational purposes only and does not constitute tax advice.

## International Users

### Q: Is TipBux available in my country?

TipBux currently serves users within the United States only. As a growing company, we're focusing on meeting demand for US users first before expanding internationally. We plan to expand to the North American region, though some countries may not be supported due to different tipping cultures and regulations.

## Data & Privacy

### Q: How is my personal data handled? Can I delete my information?

TipBux only collects name, phone, and email. Stripe handles banking/financial information securely. You can permanently delete your profile and all associated data at any time. Volume records are kept for business purposes, but personal data is removed.

## Account Suspension

### Q: Why was my account suspended?

Common reasons include consistently sending/receiving over \$2,500 which may trigger security reviews, or unusual activity patterns that can cause temporary suspension. If suspended, you'll receive an email explanation. If you can still access parts of your profile, your account likely isn't suspended — you may just need to check specific features or wallet balance for fees.

## Feedback & Support

### Q: How can I submit feedback or get additional help?

Visit [www.tipbux.co](http://www.tipbux.co) to leave reviews or feedback. Reach out through our official channels. We actively review user suggestions for future updates.