

Community guidelines

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Using Wangie

What is Wangie?

It's a space where you can talk anonymously and openly. In Wangie you can book time with therapists who are online now, in a casual - non-therapy setup and ask anything anonymously, without judgment.

How can I start using Wangie?

You can download our App through the App Store or Play Store on your phone.

Who is Wangie for?

For anyone who wants to talk, listen and ask anything to therapists who are online.. Remember that in order to use our platform you need to be at the legal age in your country and that Wangie is not a clinical therapy platform.

I'm going through/I'm in a crisis. Can you help me?

We do not have tools or training to help people in crisis. You can find helpful resources here: <https://www.wangie.app/crisis>

Remember, if you are in danger you can always call 911

Can I advertise my business on Wangie?

If you would like to find out please send us an email at hello@wangie.app

Are there any subjects that are not allowed on Wangie?

Wangie is for TALKING. About anything you want and need to. But always remember: be sensible, kind and sensitive to other people. Respect each other.

What if I go into a room and there's no one there?

If that happens, someone will definitely show up soon! Say Hi and we will see that you are around!

How can I find someone on Wangie?

We created Wangie to fight loneliness and to let people feel part of something bigger which is why there is no way to have direct conversations with other members at this point. You can, however, find therapists who are online - they are not anonymous.

Can I get therapy through Wangie?

We are unable to offer therapy. If you believe you need therapy you can ask questions about it to one of the therapists, but for clinical therapy itself - you need to talk to them outside of Wangie.

Is Wangie free to use? / How much does it cost?

Having a conversation on Wangie group chat 'You ok?' is free. Talking to therapists is charged and fees are defined by them - we are a marketplace for that.

Your Account and Profile

I think someone has gotten hold of my login credentials/someone is using my account. What should I do?

Please send us an email at hello@wangie.app so that we can check what happened. We may put you in touch with our IT department depending on the situation.

Why do I need to provide my email?

Our Platform is fully anonymous but we must have ways to be able to get in touch with Members. This also allows us to verify that you are human.

I forgot my password or the email address I registered with. What should I do?

If you remember your email, you can reset your password by following the instructions in our app. If you've forgotten both email and the password, please send us an email to hello@wangie.app and we will guide you through the recovery process. It may not be possible however to recover your account - but we will try our best to!

Can I let someone else use my account?

This goes against our Privacy Policy which can be found [here](#).

Can I let my underaged child use Wangie?

Wangie is for people who have reached legal age in their country. You can find the details in our Privacy Policy [here](#).

My account got blocked. Can I do anything about it?

Please send us an email to hello@wangie.app and we will see what we can do to help.

My Account got blocked even though I didn't do anything wrong.

Sorry to hear that! Please send us an email with your account information (do not include your password) at hello@wangie.app and we will review the situation.

How do I remove my account?

Sorry to see you go! Please go into your profile tab and follow the instructions there. You can also email hello@wangie.app

Where is my information stored and who has access to it?

For information about how we store your details and who has access to it please read our Privacy Policy which can be found [here](#).

How secure is my personal information?/How does Wangie protect my personal information?

For information on how we secure your personal information please read our Privacy Policy which can be found [here](#).

MISC

I have a blog/website/project dealing with Mental Health and Wellness, can I partner up with Wangie?

We love partnerships! If you would like to partner with Wangie please get in touch with us at partnership@wangie.app. Any personal data you choose to provide will be processed in line with our Privacy Policy which can be found [here](#).

What is the best way to leave my feedback?/I have a complaint about Wangie.

We are constantly growing and any feedback you provide is greatly appreciated. You can leave any comments you might have by sending an email to us at support@wangie.app