

TEXT CLIPPER — FAQ (Frequently Asked Questions)

GETTING STARTED

Q: How do I save text?

A: Select any text on a webpage, right-click, and choose "Save to Text Clipper". Your clip will appear in the side panel.

Q: How do I open the side panel?

A: Click the Text Clipper icon in your browser toolbar. The side panel will open on the right side of your browser.

Q: Can I save text from any website?

A: Yes! Text Clipper works on any webpage. However, some browser pages (like chrome:// settings) are restricted by Chrome and won't work.

ORGANIZING CLIPS

Q: How do I add tags to my clips?

A: First, enable tags in Settings (gear icon). Then click "Add tag" on any clip to categorize it.

Q: How do I find a specific clip?

A: Use the search bar at the top of the side panel. Type any keyword and matching clips will be highlighted.

Q: How do I filter my clips?

A: Use the dropdown filter to show: All clips, Favorites only, specific tags, or clips from specific websites.

Q: Can I reorder my clips?

A: Yes! Drag and drop clips to reorder them.

Q: How do I mark a clip as favorite?

A: Click the star icon on any clip to mark it as a favorite.

EDITING & DELETING

Q: Can I edit a saved clip?

A: Yes! Click the edit (pencil) icon on any clip to modify the text.

Q: How do I delete a clip?

A: Click the trash icon on the clip you want to remove.

Q: How do I delete all clips?

A: Click the "Clear all" button at the top. You'll be asked to confirm before deletion.

EXPORT & BACKUP

Q: How do I export my clips?

A: Click the "Export" button and choose TXT or PDF format. You can include or exclude metadata (source URLs, dates).

Q: How do I backup my clips?

A: Export your clips regularly as TXT or PDF files. Store them in a safe location.

Q: Can I import clips from a file?

A: This feature is not available yet. We're considering it for future updates.

FREE VS PREMIUM

Q: What's the difference between Free and Premium?

A:

- Free: Save up to 10 clips, all features included
- Premium: Unlimited clips + support indie development

Q: How do I upgrade to Premium?

A: Click "Upgrade" in Settings. You'll be directed to a secure payment page powered by Stripe.

Q: Can I get a refund?

A: Yes, contact us within 7 days of purchase for a full refund.

Q: Will I lose my clips if I don't upgrade?

A: No! Your existing clips are safe. You just won't be able to save new clips until you delete some or upgrade.

PRIVACY & DATA

Q: Where is my data stored?

A: All your clips are stored locally in your browser. Nothing is uploaded to any server.

Q: Do you collect my browsing data?

A: No. We don't track, monitor, or collect your browsing activity.

Q: What happens to my data if I uninstall?

A: All locally stored data (clips, settings) is permanently deleted when you uninstall the extension.

Q: Is my payment information safe?

A: Yes. Payments are processed by Stripe, a trusted payment provider. We never see your credit card details.

TROUBLESHOOTING

Q: The extension icon is grayed out. What's wrong?

A: Some pages (like Chrome settings, Web Store, or browser internal pages) don't allow extensions to run. Try on a regular webpage.

Q: My clips disappeared. What happened?

A: This can happen if:

- You cleared browser data (including extension storage)
- You uninstalled and reinstalled the extension
- You're using a different Chrome profile

Unfortunately, locally stored data cannot be recovered. We recommend regular exports for backup.

Q: The "Save to Text Clipper" option doesn't appear in the menu.

A: Make sure you have text selected before right-clicking. The option only appears when text is highlighted.

Q: The side panel won't open.

A: Try these steps:

1. Refresh the page
2. Disable and re-enable the extension in chrome://extensions
3. Restart Chrome

Q: Export to PDF doesn't work.

A: PDF export opens a new tab with your clips formatted for printing. Use Ctrl+P (or Cmd+P on Mac) to save as PDF.

CONTACT & SUPPORT

Q: How do I report a bug?

A: Open the side panel → Settings (gear icon) → "Report a Bug". Describe the issue and optionally leave your email for follow-up.

Q: How do I suggest a feature?

A: Use the "Report a Bug" button and describe your feature idea. We read all feedback!

Q: How do I contact support?

A: Email us at: ayanchimitov@gmail.com