

Bfriendz App – Frequently Asked Questions (FAQ)

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1. Getting Started

How do I register?

1. Download Bfriendz from the App Store or Google Play.
2. Sign up using your phone number.
3. Set up your profile by adding photos and details.

How do I log in?

Use the same phone number you registered with. You'll receive a code to log in.

Is verification required?

No. Verification is optional, but highly recommended for trust and safety. Verified users receive a badge and may be more visible in the feed.

2. Profile Setup & Photos

How do I complete my profile?

Fill in your bio, interests, activity tags, and upload high-quality photos.

What kind of photos should I upload?

- Clear, recent solo photos.
- Avoid group shots, heavy filters, or inappropriate images.
- Aim for variety: one face shot, one full-body, and one candid/lifestyle photo.

3. Invites: Creating, Finding & Managing

How do I create an Invite?

1. Tap "Create My Invite."
2. Add activity, location, preferences, and notes.
3. Post to go live (optional: Boost for extra visibility).

Tips for a great Invite

Be specific, authentic, and use a catchy title. Clear expectations = better matches.

How do I find Invites near me?

Enable location services and apply distance filters.

Can I see Invites in other cities or countries?

- Other cities and countries → requires Bfriendz Plus.

Can I hide an Invite from the feed?

Yes. Use “Archive Invite” when posting to keep it private.

Why was my Invite deleted by a moderator?

Invites may be removed for violating our Acceptable Use Policy or community guidelines.

4. Chat & Communication

When can I chat with someone?

Chat opens when both users mutually accept each other’s invite.

What is Instant Message?

Instant Message lets you send one message before a mutual match. Available through subscription plans or Boost Store purchases.

How do I get more Instant Messages?

You can buy them individually or in bundles in the Boost Store.

What is the Chat Extension feature?

Chats expire 48 hours after opening or 24 hours after the scheduled date. Chat Extensions (available via add-ons or subscriptions) let you extend the conversation.

What happens when a chat expires?

The chat closes automatically unless you’ve extended it.

5. Subscriptions, Boosts & Add-Ons

What is a Boost?

A Boost (Top Spot) puts your invite at the top of the feed for 24 hours.

What is a Super Invite?

A premium feature that pins your invite for 48 hours with a badge and top search visibility.

How do I use Boosts or Super Invites?

After posting an invite, tap “Boost Invite” or choose “Super Invite” in the Boost Store.

What are Add-Ons?

Optional purchases like extra invites, Boosts, Super Invites, Instant Messages, and Chat Extensions.

Can I try paid features before subscribing?

Yes. New users get trial features, and one-off Boost Store items can be purchased before subscribing.

Do add-on purchases carry over if I subscribe?

Yes. They remain tied to your account even if you later subscribe.

What happens when I run out of invites?

Wait for your monthly reset, upgrade to a higher plan, or buy extra invites via the Boost Store.

Do I need to cancel my subscription if I delete my account?

Yes. Deleting your account does not cancel your App Store or Google Play subscription.

How do I cancel a subscription?

- iOS: Settings → Apple ID → Subscriptions.
- Android: Google Play → Subscriptions → Bfriendz → Cancel.

6. Notifications

How do I manage notifications?

Go to Settings → Notifications to toggle chat alerts, Invite updates, and reminders. You can also manage app-level notifications in your phone's settings.

Note: without notifications enabled, you won't be alerted when someone accepts your invite or messages you.

7. Verification

How long does verification take?

Most verifications complete in seconds. Manual review may take a few minutes.

Can I verify on my phone?

Yes. Use your phone camera to scan your ID and take a selfie.

Is my data safe with Veriff?

Yes. Verification is handled by Veriff OÜ in line with GDPR, ISO 27001, and SOC 2 Type II standards. Bfriendz never stores your ID documents.

Do you accept non-English IDs?

Yes. Veriff supports IDs from 230+ countries in multiple languages.

What if I don't have a valid document?

You won't be able to complete verification.

Do you accept IDs without a photo?

No. All IDs must include a photo of the holder.

8. Location & Geo Features

Can I post Invites outside my city?

- Other cities & countries → requires Bfriendz Plus.

What if I turn off geolocation?

You can manually set your city in Profile Settings. Your feed will be limited to Invites in that city.

9. Safety & Community

How does Bfriendz keep users safe?

We provide in-app tools for verification, reporting, and blocking. We also publish Safety Tips to help you stay protected.

How do I report a user or Invite?

Tap the three-dot menu and select Report. Reports are reviewed confidentially.

How do I block someone?

Go to their profile and tap Block to prevent contact.

What happens if I get banned?

- Your profile is hidden.
- All chats and invites are suspended.
- You can still contact support.

Why was I banned?

Accounts are banned for violating guidelines, repeated reports, or unsafe behavior. Contact support if you believe it was a mistake.

Will my subscription pause if I'm banned?

No. You are responsible for cancelling active subscriptions via your app store.

10. Support

How do I contact customer support?

- In-app: Settings → Contact Support
- Email: support@bfriendz.app