Candlo Support

Need help with Candlo? Email us and we'll help with lessons, practice trading, reminders or purchases.

Email: candlosupport@gmail.com

To help us fix it faster, please include:
• A short description of the problem
• Your iPhone model (for example, iPhone 15 Pro) and iOS version
• Any screenshots that help

Frequently asked questions

Is the money in Candlo real?
No. Every trade in Candlo uses simulated money. Nothing you do in the app touches a real account, and nothing in it is financial advice.

Are the prices real?
Crypto prices are live. Futures, forex, commodities and stocks are realistic simulations, so you can practice any time, even when markets are closed.

How do I restore my purchase?
Tap Restore on the subscription screen, or go to Settings > Restore purchases. Make sure your iPhone is signed in with the Apple ID that made the purchase.

How do I manage or cancel my subscription?
In Candlo, go to Settings > Manage subscription, or on your iPhone open Settings, tap your name, then Subscriptions > Candlo. Deleting the app does not cancel a subscription.

How do I change or turn off my daily reminder?
Go to Settings > Reminders in Candlo.

How do I start over?
Go to Settings > Reset all progress. This deletes everything Candlo stored on your phone and cannot be undone.

Does Candlo work with my prop firm?
Candlo's practice evaluations use generic rules and are not affiliated with any firm. To practice under your firm's exact rules, open the Challenge tab and choose My firm.