

Support

Welcome to MoneyWorks Lite support. We're here to help.

Contact us

The fastest way to reach us is by email:

support@moneyworkslite.app

We aim to respond within 1–2 business days. When you write to us, please include: - Your device model (e.g., iPhone 15 Pro) - iOS or Android version - App version (visible in Profile → About) - A clear description of the issue - Screenshots if applicable

Frequently asked questions

Account & sign-in

How do I sign in? You can sign in with Apple ID, Google account, or email + password. Choose any method on the welcome screen.

I forgot my password. On the email sign-in screen, tap "Forgot password" to receive a reset link by email.

Can I change my display name? Yes. Go to Profile → tap "Edit profile" → change your name and save.

Can I change my main currency? Yes. Go to Profile → tap "Edit profile" → choose a different currency. All historical data will be recalculated using current exchange rates.

Data

Can I edit a transaction after I added it? Yes, within 30 days of entry. After 30 days, transactions become read-only to preserve historical accuracy.

My data is missing after I switched to a new device. Sign in with the same account you used before (Apple, Google, or email). Your data is stored securely in the cloud and will sync to your new device automatically.

How do I delete my account? Go to Profile → scroll to the "Delete account" option at the bottom. This action is permanent and will remove all your data.

Is my data secure? Yes. Data is encrypted in transit (HTTPS/TLS) and at rest. Each user can only access their own data — we use Firebase security rules to enforce this. We do not sell or share your financial data.

Subscriptions

How do I subscribe to MoneyWorks Pro? Go to Profile → tap "Manage subscription" → tap the upgrade option. Subscriptions are processed through the App Store.

How do I cancel my subscription? On iOS: Settings → tap your name → Subscriptions → MoneyWorks Pro Annual → Cancel. On Android: Google Play Store → Profile icon → Payments & subscriptions → Subscriptions → MoneyWorks Pro Annual → Cancel.

Can I get a refund? Refunds are handled by Apple or Google, not by us. Visit <https://reportaproblem.apple.com/> (Apple) or contact Google Play support.

What happens if I don't renew my Pro subscription? Your data is preserved. You will lose access to Pro features (multiple business profiles, "Pay Yourself" function), but your personal profile and all data remain intact.

Features

What is the difference between personal and business profiles? The personal profile is your own money — gamification (streaks, levels, goals) is shown there. Business profiles represent separate financial spaces for your business activities (restaurant, salon, rental, etc.). They have the same dashboard but no gamification, plus the "Pay Yourself" button to transfer money from business to personal.

What is "Pay Yourself"? A Pro feature in business profiles. With one tap, the app records an expense in the business profile and an income in your personal profile, simulating a salary payment from your business to yourself.

Why can I only add transactions in the last 30 days? This is a deliberate design choice. Adding very old transactions disrupts statistics and gamification. If you need to enter historical data, do it gradually as the date window allows.

The streak counter reset to zero. Why? The streak counts consecutive days with at least one income entry. If you missed a day, the counter resets. Your maximum streak is preserved as a personal record.

Technical

The app is slow or freezing. Try closing and reopening the app. If the problem persists, restart your device. If still affected, please email support with your device model and iOS/Android version.

My speedometer numbers look wrong. Speedometers show a 30-day rolling window. The minimum is your historical lowest 30-day total (excluding zero), and the maximum is your historical highest. They reset at midnight local time.

Sync between devices isn't working. Make sure you are signed in with the same account on both devices and have an internet connection. Sync happens automatically in the background.

Privacy and Terms

For details on how we handle your data, see our [Privacy Policy](#).

For terms governing your use of the app, see our [Terms of Service](#).

Mailing address

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