

# **Help Center**

## 1. Create a new user or log in:

- New user: click 'Create an account' on the Login page and fill in your email/username & password.
- Existing user: enter your Username and Password then press Login.
- Use the 'Show password' checkbox if you want to see what you're typing.
- You need to accept the Terms and Conditions of KhushiKahani before creating a profile.

## 2. How 'Edit My Profile' works:

- Click 'Edit My Profile' from the header.
- You'll see the 7-step wizard. Move step-by-step, add/remove details, and update any field.
- Use Next/Back to navigate. Required fields must be completed.
- At the end, press 'Review & Save' to commit your changes.
- Heads-up: leaving the wizard mid-way means your changes won't be saved.

## 3. Create Profile — Steps & Guidelines

- Click Create an account on the Login page.
- Fill in your username/email and password to register.
- After logging in, go to Edit My Profile to start the 7-step wizard.
- Complete all required fields in each of the 7 steps:
- Personal details (name, age, gender, etc.)
  - Location (country, state, city)
  - Education & profession

- Family details
- Preferences & lifestyle
- Horoscope or other optional info (if applicable)
- Contact details
- You must complete all steps before you can Review & Save your profile.
- If you leave midway, your profile will not be saved.
- You can upload up to 4 photos (≤ 8 MB each).
- After submission, the KhushiKahani team will call and verify your profile.
- Only after verification will your profile be visible in Profiles View.
- Also, only after verification, the other profile views will be visible to you.

## 4. Complete all required fields in the 7-step process

- You must complete all required fields across the 7 steps and then press Review & Save.
- Don't exit early: if you leave mid-way, your profile is not saved.
- If you need a break, keep the tab open and continue later.

## 5. Add your photos:

- You can attach up to 4 photos of yourself.
- File types: JPG or PNG recommended.
- Limit: 8 MB per photo (each file must be ≤ 8 MB).
- Tips: use clear, recent photos; good lighting; face visible.

## 6. Browse profiles in 'Profiles View':

- After verification, open 'Profiles View' to browse members.
- Filter by location: Country, State and City.
- Filter by gender: show only male or only female candidates.
- Use Clear to reset filters and see all available verified profiles.
- Click the profile "card" to see details of the person in an easy to read format!

## 7. Profile verification (manual)

- The KhushiKahani team manually calls and verifies every profile to ensure it's real.
- Once you submit your profile, our team will contact you for verification.
- Only verified profiles are visible in Profiles View.

## 8. Helpful tips & safety

- Privacy first: share personal info only when comfortable.
- Report concerns: if you notice a suspicious profile, report it to the team.
- Keep your profile fresh: update city, preferences, or photos regularly.
- Respectful community: be courteous and truthful.

## 9. KhushiKahani Fees & Membership Activation (Effective October 15, 2025)

#### Namaskaru!

KhushiKahani has grown to 150+ Konkani members across India, the US, New Zealand, Australia, the UK, UAE, Singapore, Canada, Ireland, Denmark, and more. We've received wonderful feedback that the experience is simple, intuitive, and heartwarming — and we're constantly adding new features to help you connect with eligible Konkanis in your city or across the world.

To sustain this growth and quality - including hosting, infrastructure, cloud & security, ongoing feature development, and member support - we've introduced a small, more affordable membership fee to view other verified profiles.

## What stays free

- Creating an account
- Completing your 7-step profile
- Manual verification by our team

You'll be asked to choose a plan only when you want to view other verified Konkani profiles.

## **Membership plans**

## India:

- Monthly Plan ₹1,249
- 3 Months ₹1,999
- 6 Months ₹2,999
- Lifetime (until you get married!) ₹4,999

## Outside India (US & Rest of the World):

- Monthly Plan USD \$19.99 or equivalent
- 3 Months USD \$29.99 or equivalent
- 6 Months USD \$44.99 or equivalent
- Lifetime (until you get married!) USD \$64.99 or equivalent

## Special Diwali Offer:

Enjoy an **additional 50% OFF** on all above membership plans until October 31st, 2025 Let this festive season be the start of your own *Khushi Kahani!* 

## Payment methods:

- Secure checkout via PayPal
- Credit/Debit Card payments
- Zelle (for US users)
- Bank transfer (ICICI NRO/NRE accounts for India & International users)

#### How activation works

- Complete your profile (7 steps)
- Select a plan (6 months or 1 year)
- Pay securely on the payment page
- Your account moves to verification (if not already verified)
- Once verified, you can view and browse all verified profiles

## Important notes:

- Plans available as Monthly, 3-Month, 6-Month, or Lifetime options
- Diwali 50% discount valid until October 31, 2025
- No installment or partial-payment options
- Memberships are non-refundable and non-prorated please choose the duration that suits you best.