

LOOP

Help & Feedback Guide

Everything you need to get the most out of Loop

Loop is a social travel app for sharing trips, building itineraries, and discovering your next destination through friends. This guide covers all the features, how to manage your account and privacy, and how to get help when you need it.

1. Getting Started

1.1 Downloading Loop

Loop is available on the Apple App Store (iOS 16 or later) and Google Play (Android 8 or later). Search for "Loop – Travel Together" and tap Get / Install. Loop is free to download and use.

Tip: Always download Loop from the official App Store or Google Play. Do not install Loop from unofficial sources.

1.2 Creating Your Account

When you open Loop for the first time, you will be guided through account setup:

1. Tap Get Started on the welcome screen.
2. Choose to sign up with your email address, Sign in with Apple, or Sign in with Google.
3. Enter your name, choose a username, and set a password (if using email sign-up).
4. Optionally upload a profile photo and write a short bio.
5. Review and accept the Terms of Service and Privacy Policy.

Your account is private by default. You control what others can see from the start.

1.3 Sign in with Apple

If you choose Sign in with Apple, Apple may offer you the option to hide your email address and share a private relay address instead. This is managed entirely by Apple and not by Loop. If you use a relay email, any account communications will be routed through Apple's servers. You can manage this in your Apple ID settings under Password & Security > Apps Using Apple ID.

1.4 Navigating the App

The tab bar at the bottom of the screen is your main navigation:

Tab	Icon	What It Does
Home	House	Your friend activity feed — recent trip posts from people you follow.

Discover	Magnifying glass	Explore destinations, search for places, and find other users.
Add	Plus icon (center)	Create a new trip post or start a trip plan.
Saved	Heart / bookmark	Posts and destinations you have saved for later.
Profile	Person icon	Your profile, world map, trips, wishlist, and settings.

1.5 Finding and Following Friends

Use the Search bar in the Discover tab to find friends by username. Tap Follow on any profile. Once you follow someone and they follow you back, their posts appear in your Home feed. You can also share your Loop profile link with friends to make it easier for them to find you.

2. Home Feed

The Home feed shows recent posts from people you follow. Pull down to refresh the feed manually. Posts display the destination, travel dates, cover photo, star rating, caption, highlights, and optionally an itinerary preview.

2.1 Liking a Post

Tap the heart icon on any post card to like it. The post author will receive a notification. Tap again to unlike.

2.2 Commenting and Replying

Tap the comment bubble to open the comments panel. Type your message and tap Send. To reply directly to a comment, tap Reply beneath it — your reply threads under the original. Comment authors receive notifications for new replies.

2.3 Saving a Post

Tap the bookmark icon to save a post to your Saved tab. Tap again to remove it from Saved. Saving a post does not notify the author.

2.4 Viewing an Itinerary

If a post includes a linked itinerary, tap Show itinerary on the card to expand the day-by-day activity list. Tap Hide itinerary to collapse it.

2.5 Post Visibility

Each post can be set to Public (visible to all Loop users) or Friends Only (visible only to mutual followers). The author sets visibility at the time of posting and can change it afterward.

3. Creating a Trip Post

Tap the plus icon in the center of the tab bar to open the Create screen.

3.1 Adding Photos

Tap the cover photo area to select a photo from your library. Loop will ask for photo library access the first time. You can add up to 6 photos per post. Only photos you actively select are uploaded — Loop does not access your library in the background.

Tip: If you accidentally denied photo access, go to your device Settings and re-enable it for Loop (see Section 9 for instructions).

3.2 Trip Details

- Location: type a city or destination, or choose from suggestions.
- Dates: tap to set departure and return dates.
- Caption: describe your experience in your own words.
- Star rating: rate your trip from 1 to 5 stars.
- Trip tags: choose up to 5 tags (e.g., Adventure, Beach, Food and Drink, Culture, Budget, Luxury).
- Highlights: list your top moments, restaurants, or recommendations.

3.3 Attaching an Itinerary

You can link an existing itinerary to your post or create a new one on the spot. An attached itinerary lets readers see your day-by-day plan directly from the post card.

3.4 Visibility

Choose Public or Friends Only before tapping Post. To save for later, tap Save as Draft — drafts appear under the Drafts tab on your profile.

3.5 Editing or Deleting a Post

Open a post you authored, tap the three-dot menu in the top-right corner, and select Edit Post or Delete Post. Deletion is permanent and cannot be undone.

4. Planning a Trip

Tap the plus icon and select Plan a Trip (or tap Plan from the Discover screen).

4.1 Choosing a Destination

Search for any destination or browse featured picks and popular destinations. Tap a card to select it and move to the planning stage.

4.2 Building Your Itinerary

Create a day-by-day itinerary for your trip. For each day, tap Add Activity to log a place, experience, or note. Long-press any activity to reorder or delete it.

4.3 Saving Your Itinerary

Itineraries are saved to your profile. Completed trips appear under Trips Taken; future plans appear under Wishlist. You can attach any saved itinerary to a post when you share your trip.

5. Discover

The Discover screen is your gateway to destination inspiration.

5.1 Browsing

Scroll through featured destination cards organized by theme and region. Tap any card to open the destination detail page, which shows photos, a summary, and Loop posts from users who have been there.

5.2 Searching

Use the search bar at the top of the Discover screen to find a specific destination by city or country, or to search for a user by username.

5.3 Saving Destinations

On any destination page, tap Save to add it to your Saved tab for future reference. You can also add it directly to your Wishlist from there.

6. Saved

The Saved tab collects everything you have bookmarked:

- Saved Posts: posts you have bookmarked from your feed.
- Saved Destinations: destination pages you have saved from Discover.

Tap any saved item to open it in full. Tap the bookmark or heart icon again to remove it.

7. Your Profile and World Map

7.1 Profile Overview

Your profile shows your stats (countries visited, wishlist count), your interactive world map, and four content tabs: Trips Taken, Wishlist, Activity, and Drafts.

7.2 The World Map

The interactive world map visualizes your travel footprint:

- Visited countries are filled in your profile color.
- Wishlist countries are outlined.

Tap any country to mark it as Visited or Wishlist, or to view your trips there. Swipe between the Been and Wishlist views at the top of the map.

7.3 Profile Tabs

- Trips Taken: all completed trips you have posted. Tap any card to view the full post.

- Wishlist: destinations and trips you have flagged as future goals.
- Activity: a log of recent interactions — new likes, comments, and followers.
- Drafts: posts you started but have not yet published. Tap to continue editing.

7.4 Viewing Other Profiles

Tap any username or profile photo anywhere in the app to visit that user's profile. You can follow them, view their public trips, and see their world map if they have made it public.

8. Account Settings

Access Settings by tapping the gear icon on your Profile screen. From Settings you can:

- Edit Profile: update your name, username, bio, and profile photo.
- Change Password: update your login password (email accounts only).
- Manage Login: link or unlink Sign in with Apple or Google.
- Notifications: turn individual notification types on or off (likes, comments, new followers, etc.).
- Default Post Visibility: set your preferred default to Public or Friends Only.
- Connected Permissions: view and manage device permissions granted to Loop.
- Legal: read the Terms of Service and Privacy Policy.
- Help & Feedback: access this guide, send feedback, or contact support.
- Delete Account: permanently remove your Loop account.

9. App Permissions

Loop requests the minimum permissions needed to provide its features. Here is what each permission is used for and how to manage it:

Permission	Purpose	Manage on iOS	Manage on Android
Photo Library	Attach photos to trip posts. Only selected photos are uploaded.	Settings > Privacy & Security > Photos > Loop	Settings > Apps > Loop > Permissions > Photos
Notifications	Receive alerts for likes, comments, replies, and new followers. Opt-in only.	Settings > Notifications > Loop	Settings > Apps > Loop > Notifications
Camera (future)	Take photos directly in the app to attach to posts. Not required; not currently used.	Settings > Privacy & Security > Camera > Loop	Settings > Apps > Loop > Permissions > Camera

Note: Revoking a permission affects future use only. Photos already uploaded to existing posts are not deleted when you revoke photo library access.

10. Privacy Controls

10.1 Post Visibility

Set each post to Public or Friends Only when you create it. To change a published post's visibility: open the post > tap the three-dot menu > Edit Post > change visibility.

10.2 Profile Visibility

Your profile is visible to all Loop users. Your username, bio, profile photo, and stats are always public. Your world map visibility can be set separately. Future updates will add a private account option.

10.3 Blocking Users

If another user is harassing or bothering you: visit their profile > tap the three-dot menu > Block. Blocked users cannot see your profile or posts, and their content will not appear in your feed.

10.4 Deleting Your Account

To permanently delete your Loop account and all associated data: go to Settings > Delete Account. Read the confirmation carefully — this action cannot be undone. Your data will be removed from Loop's systems within 30 days per our Privacy Policy.

11. Updating the App

11.1 iOS (App Store)

6. Open the App Store on your iPhone or iPad.
7. Tap your profile photo in the top-right corner.
8. Scroll down to see pending updates. Find Loop and tap Update.

You can also enable automatic updates: Settings > App Store > turn on App Updates.

11.2 Android (Google Play)

9. Open the Google Play Store.
10. Tap your profile photo > Manage apps and device > Updates available.
11. Find Loop and tap Update.

To enable automatic updates: in Google Play, tap your profile > Settings > Network preferences > Auto-update apps.

11.3 Why Updates Matter

Loop updates include new features, bug fixes, and security improvements. We recommend always running the latest version for the best experience. Some features may require an updated version to function correctly.

12. Rating and Reviewing Loop

If you enjoy Loop, leaving a review on the App Store or Google Play helps other travelers find us — and means a lot to the team.

12.1 Rate on the App Store (iOS)

12. Open the App Store and search for Loop.
13. Scroll down to the Ratings & Reviews section.
14. Tap Write a Review, enter your feedback, and select a star rating.
15. Tap Submit.

Alternatively, Loop may show an in-app prompt asking you to rate the app. Tap Rate Loop to go directly to the App Store review page.

12.2 Rate on Google Play (Android)

16. Open the Google Play Store and find Loop.
17. Scroll to the Ratings & Reviews section.
18. Tap Write a Review, enter your rating and comments.
19. Tap Post.

Note: Ratings and reviews are managed by Apple and Google, not by Loop. We cannot edit, remove, or respond to reviews outside of the official platform reply tools.

13. Accessibility

Loop is designed to work with your platform's built-in accessibility features:

13.1 VoiceOver (iOS) and TalkBack (Android)

Loop's interactive elements — buttons, post cards, the world map, and navigation tabs — are labeled for screen reader compatibility. Enable VoiceOver (iOS: Settings > Accessibility > VoiceOver) or TalkBack (Android: Settings > Accessibility > TalkBack) to use Loop hands-free.

13.2 Dynamic Type / Font Size

Loop respects your system font size settings. Increase your device's font size (iOS: Settings > Display & Brightness > Text Size; Android: Settings > Display > Font Size) and the app's text will scale accordingly.

13.3 Display Accommodations

Loop supports Reduce Motion (iOS: Settings > Accessibility > Motion > Reduce Motion) to minimize animations throughout the app.

13.4 Reporting Accessibility Issues

If you encounter an accessibility barrier in Loop, please email us at support@thelooptravel.app with a description of the issue and your device and OS version. We are committed to making Loop usable for everyone.

14. Troubleshooting

14.1 App Won't Load or Keeps Crashing

20. Close Loop completely and reopen it.
21. Check your internet connection (Wi-Fi or mobile data).
22. Make sure you have the latest version of Loop installed (see Section 11).
23. Restart your device.
24. If the issue persists, uninstall and reinstall Loop. Note: locally stored drafts not yet published may be lost.
25. If still unresolved, contact us at support@thelooptravel.app with your device model, OS version, and a description of what happened.

14.2 Photos Won't Attach

Loop does not have access to your photo library. Go to your device settings and grant photo access (see Section 9). On iOS, choose Allow Access to All Photos or Select Photos. Then try attaching a photo again.

14.3 Feed Not Updating

Pull down on the Home feed to manually refresh. If content still does not update: check your internet connection, close and reopen the app, and make sure you have not accidentally unfollowed everyone in your network.

14.4 Notifications Not Arriving

Check that notification permission is enabled for Loop in your device settings (Section 9). Then in Loop Settings > Notifications, verify that the relevant notification types are turned on. Also check that your device is not in Do Not Disturb mode.

14.5 Can't Find a Friend

Search by their exact username — usernames are case-sensitive. If they recently changed their username, search for the new one. If their account is set to private (future feature), you may need to send a follow request before seeing their content.

14.6 Post or Comment Still Visible After Deletion

Deleted content can take a few minutes to propagate across the platform. If it is still visible after 30 minutes, please contact support.

14.7 Forgot Password

Tap **Forgot Password** on the sign-in screen and enter your registered email. You will receive a password reset link within a few minutes — check your spam folder if it doesn't arrive. The reset link expires after 24 hours.

14.8 Sign in with Apple or Google Issues

If you signed up with Sign in with Apple or Google and are having trouble logging in: make sure you are using the same Apple ID or Google account you originally used. For Apple ID issues, visit appleid.apple.com. For Google account issues, visit accounts.google.com.

15. Reporting Content and Safety

15.1 Reporting a Post or Comment

26. Tap the three-dot menu on the post or comment.
27. Select **Report**.
28. Choose the reason (spam, hateful content, misinformation, other).
29. Tap **Submit**.

Reports are reviewed by our moderation team. Your identity is kept confidential. We aim to review reports within 24 to 48 hours.

15.2 Reporting a Profile

30. Visit the user's profile.
31. Tap the three-dot menu in the top-right corner.
32. Select **Report Profile** and follow the prompts.

15.3 Safety Emergencies

If you believe someone is in immediate danger, contact your local emergency services first. For serious but non-emergency safety concerns related to Loop — including threats, harassment, or self-harm — email support@thelooptravel.app and our team will prioritize your report.

15.4 Appeals

If your post or account was removed and you believe it was a mistake, email support@thelooptravel.app with the subject line 'Content Appeal' and details of the content in question. We review all appeals and respond within 5 business days.

16. Submitting Feedback

16.1 In-App Feedback

Go to **Settings > Help & Feedback > Send Feedback**. Tell us what you love, what's not working, or what you'd like to see in Loop. Attaching a screenshot helps our team understand the issue faster. We read every submission.

16.2 Feature Requests

Have an idea for a feature? Use the Send Feedback form and select 'Feature Request' as the type. Popular requests are tracked and considered in our roadmap — we can't promise everything, but we do listen.

16.3 Contacting Support

Contact	Use For
support@thelooptravel.app	General help, account issues, bug reports, content appeals
support@thelooptravel.app	Privacy policy questions, data requests, account deletion confirmation
support@thelooptravel.app	Safety concerns, harassment, self-harm reports, emergency situations
support@thelooptravel.app	Accessibility barriers or issues using Loop with assistive technology

We aim to respond to all support emails within 2 business days. For urgent safety issues we respond as quickly as possible, 7 days a week.

17. Community Standards

Loop is a place for authentic travel stories. To keep it welcoming for everyone:

- Share only content you own or have the rights to post.
- Be kind — respectful comments make the community better for everyone.
- Do not post spam, misleading information, or unsolicited promotions.
- Do not impersonate real people or other Loop users.
- Do not use Loop to harass, threaten, or stalk anyone.
- Do not post content that exploits or harms minors in any way.

Violating our community standards can result in content removal, account suspension, or a permanent ban. For the full rules, see our Terms of Service in Settings or at thelooptravel.app/terms.

18. About Loop

Version: 1.0.0.

Platform: iOS (App Store) and Android (Google Play)

Developer: Loop

Website: thelooptravel.app

Support: support@thelooptravel.app

Happy travels, and welcome to the Loop.