

Troubleshooting & FAQs

Quick steps to troubleshoot issues during signup



WHAT DO I DO WITH MY ORGANISATION CODE?

Follow the steps in the app once you've downloaded it:

1. Open the app
2. Tap on 'get started'
3. Enter your organisation code
4. Create an account with your email and choose a password. You'll be asked to verify your mobile number and email address to complete your registration.
5. Set up your profile by entering your information

I don't have my organisation code

Your code should have been emailed to you or you may find it on posters in your office or worksite. Submit a ticket with our support team [here](#) to get your code if you can't find it.

I HAVEN'T RECEIVED MY CONFIRMATION EMAIL

- Check that you have entered the correct email address
- Check your junk folders. Emails are sent from no-reply@convergeintl.com.au
- Contact customer support [here](#)

WHERE DO I CONNECT MY WEARABLE, FITNESS TRACKER OR PHONE?

Go to your Profile in the bottom navigation bar of the app. Select 'Settings' and then tap on 'Connect your device' to connect to your own device.

WHAT IF I DON'T HAVE A DEVICE TO CONNECT TO THE APP?

No device? Not a problem. You can connect your phone through your Health App for iPhones and Google Fit for Android phones.

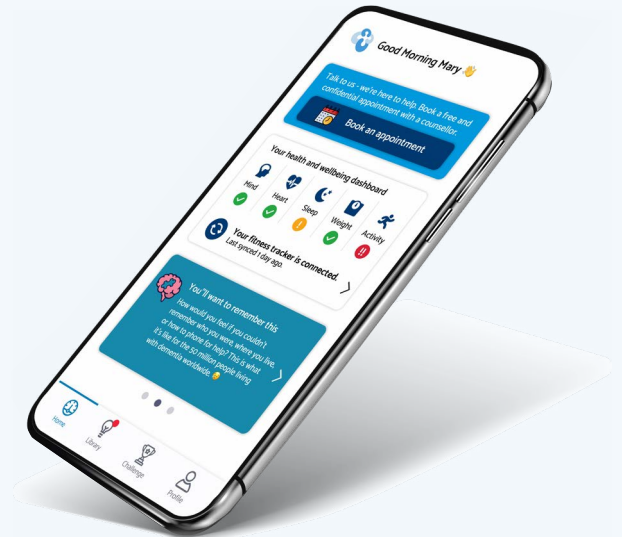
If you prefer not to connect a device, you can still complete lots of the quizzes in the app and get personalised content based on your responses.

ANY OTHER ISSUES WITH THE APP

Check our FAQs [here](#) or contact our [support](#). We're here to help!

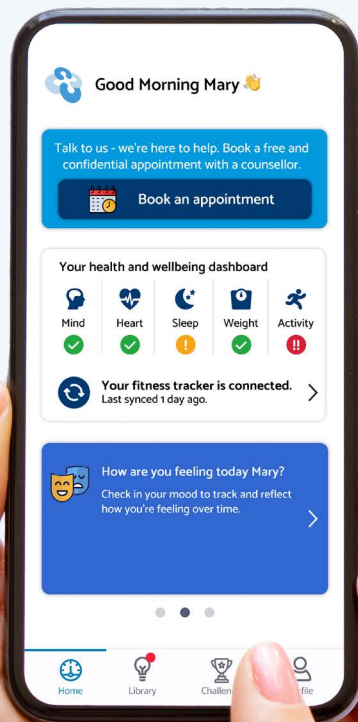
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General FAQ questions



CAN I BOOK A COUNSELLING APPOINTMENT IN THE APP?

Tap on the button for 'Book an appointment' in your app to get real-time availability and book an appointment when it's convenient.



HOW IS MY PERSONAL INFORMATION PROTECTED IN THE APP?

We handle your personal information with utmost care. The Converge App complies to all relevant privacy laws and regulatory requirements. You can review our privacy policy here. You'll also be asked to agree to it when you sign up to the app.

[Privacy Policy](#)

CAN MY EMPLOYER ACCESS MY PERSONAL INFORMATION?

No. All data is aggregated and kept anonymous. We only report overall statistics that are general and non-identifiable.

WHERE IS MY DATA HOUSED?

Your data is hosted on Australian servers.

HOW MUCH DATA DOES THE APP NEED TO WORK?

It's totally up to you!

You can add as much or as little information as you like. The more the app gets to know you, the more personalised the content you will be provided but it is always up to you to decide what you want to share.