

**What is the purpose of Capshul?** Capshul is an app designed off the realisation that at some point in time we are all going to have to rely on others to tell our story. We are going to have to pass on the responsibility of planning our funerals or celebration of life events, and those responsible will be carrying a large amount of grief during this time. Capshul is here to help you capture your life story, your amazing photo memories, stories told directly by yourself - how you lived and remember them.

**How is Capshul different to Facebook or other social media platforms?** Capshul is not a social media app, it is a private and secure place for you to preserve all of your most meaningful life moments, voice recordings and documents. You are in full control of who can view your Capshul, by sending personal invitations to the family and friends of your choosing. You can easily choose what you would like them to see, by selecting items as 'Private' or 'Public'. You can also allocate Administrator/s of your Capshul, so that if you pass they can access your photos, videos and special instructions to share at your celebration of life/memorial/funeral; the way that you would like to be remembered.

**Does Capshul have a website?** Of course - go to [Capshul.com](https://Capshul.com) to check it out!

**How does Capshul ensure the security of my information and content?** Capshul ensures the security of your data through advanced encryption and secure online storage. Click here to view our [Terms of Service](#) and [Privacy Policy](#).

**Is Capshul free to use?** Yes, Capshul has both a limited free version or the full version with additional features and storage for a one-time purchase. You can view the features and benefits of both versions or upgrade your Capshul on your Profile page.

**How do I get started with the Capshul app?** Download the Capshul app from the Google Play Store or Apple App Store, create an account and follow the onboarding instructions to get started.

**Can I access Capshul on my PC?** Not just yet, but it's coming! Capshul is currently available on both Apple and Android phones and tablets, with a build underway so that users can access Capshul on computers as well.

**Can I log into my Capshul on more than one device?** Yes, you can! As long as you have downloaded the app onto the device, you have full access to your Capshul account with your existing username and password.

**How do I add memories to Capshul?** You can easily add photos, videos, audio recordings, and documents to any of the five modules within the app. Simply view the step by step tutorial videos when setting up your account for the first time, or by pressing your Profile picture on the top right of the app.

**How can I share my Capshul with family and friends?** You can share your Capshul with family and friends for viewing, and grant administrative access to up to five people, via the menu options in your Profile. For your privacy, people cannot search or find your

Capshul online - only those whom you have sent a personal invitation can view your Capshul.

**What is the difference between a ‘User’ and ‘Admin’ when sharing my Capshul?** In your Capshul you can allocate each item as either ‘Private’ or ‘Public’. A family member or friend who you invite as a ‘User’ can only view items that are marked as ‘Public’, whereas someone who you invite as an ‘Admin’ can view both ‘Public’ and ‘Private’ items in your Capshul. Only an Admin can view your Vault, and they will need a PIN to enter it each time. Note, the purpose of having an Admin is to provide a trusted loved one with the ability to see the information you don’t want everyone seeing, and who can ensure your special instructions are honoured and carried out to the best of their abilities.

**Can I remove a User or Admin after I have invited them?** Of course, it’s your Capshul! Simply go to your Profile, Shared Capshul, Admins/Users and press on the red ‘rubbish bin’ icon beside the person you wish to remove access for.

**A family member/friend has given me access to their Capshul and I have seen a content that they have uploaded that I am not happy with. Can I get this removed?** We take the use of peoples’ information seriously, so please email us at [support@capshul.com](mailto:support@capshul.com) and let us know if you have any concerns that you are not able to rectify with the Capshul Owner themselves. We will have a look at the content in question and if we believe that it is inappropriate or doesn’t meet our Terms of Service or Privacy Policy, we may take action on your behalf.

**I can’t figure out how to use one of the modules or am stuck trying to do something. Where can I find ‘how to’ information?** Please press on your profile picture at the top right of the app, and then press ‘Tutorials and FAQ’s’ where you can watch step by step tutorial videos for each module as well as sharing your Capshul or viewing Capshuls shared with you.

**How do I contact Capshul if I need help?** We understand that there may be things our users need help with from time to time, and we highly value looking after those who support our app. If you get stuck or are unsure of anything, simply email us at [support@capshul.com](mailto:support@capshul.com) and we’ll respond to your query as quickly as we can.

**How can Capshul help individuals with Dementia?** Capshul’s memory preservation and recollection features can potentially aid individuals with dementia by stimulating memories and providing emotional engagement. For those of us who have loved ones with Dementia or Alzheimer’s, Capshul provides an engaging and beneficial activity to experience together as you help them build, look through and explore their life’s story.

**What happens to my Capshul once I pass away?** By allocating Users and Admins for your Capshul, your memories and legacy are preserved and can continue to be enjoyed beyond your year. Your allocated Admin/s (up to five) can also share your memories at

your Celebration of Life/Memorial/Funeral, thus greatly reducing their stress in this time of grieving, and also ensuring that you are remembered the way that you want to be.