Friend Help Center

How Friend works, what it does with your data, and how to get the most out of it. No jargon, no support tickets.

Generated from the Friend Help Center

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Getting started

1. What is Friend, exactly?

Friend is a personal AI companion built to accompany you over years - not a chatbot for quick answers. It remembers what matters, observes what you share, and tries to be useful without being pushy. You decide what to share and when.

2. Why does Friend ask my name?

Friendships start with presentation and curiosity - not forms. Friend asks one thing at a time, when it makes sense. You can skip anything and simply say "not now"; it will respect that and keep working with whatever you have shared.

3. What does Friend remember?

Friend keeps a faithful memory of what you share: your story, preferences, goals and context. It never pretends to forget, and never pretends to know more than it does. If it lacks context for a good answer, it says so honestly.

Conversation & presence

1. Can I talk instead of typing?

Yes. The dashboard supports voice input and spoken replies in your language. Use the microphone orb to speak,

and tap to stop. If your browser does not support speech, the text composer is always available.

2. Can I send photos?

Yes - attach an image to a message and Friend will consider it in the reply. Useful for sharing a document, a meal, a place, or anything visual you are discussing.

3. What are presence modes?

Friend has internal states that shape its tone: everyday (light, rare), attentive (something changed), empathetic (hard phase), direct (a persistent concern), celebratory (real achievements), and reflective (milestones). It appears when it is worth it - never for noise.

Health & wellness

1. How do I connect Google Fit or Apple Health?

Open the Health tab in the dashboard, choose a provider, and grant explicit consent before connecting. Friend reads activity, sleep, heart rate and body metrics only for coaching - read-only, and you can disconnect at any time.

2. How do missions, XP and badges work?

Each week Friend proposes personalized missions (steps, active minutes, sleep consistency) based on your data. Completing missions earns XP; consistency unlocks streaks, streak protection and milestone badges like first streak or consistency keeper.

3. Is this medical advice?

No. Friend offers wellness-oriented, explainable guidance - never diagnosis or treatment. Every score shows its formula, and recommendations degrade gracefully when integrations are off or data is missing.

Privacy & your data

1. Who decides what Friend can access?

You do. Every integration starts with an explicit, revocable consent checkbox. Friend never shares your data, never sells it, and uses each permission only for the purpose it asked for.

2. Can I disconnect or delete my data?

Yes. Disconnect any provider from the Health tab and integration stops immediately. Account removal requests go through the Hub - your data is never held hostage.

Plans & billing

1. How do I subscribe?

Subscriptions are handled centrally by Abkus Hub. Open the landpage and choose Subscribe - billing, invoices and plan management all live in your Hub account, not scattered across apps.

2. My account is suspended. What now?

Suspension happens when a payment fails. Your data stays safe for 30 days. Use the reactivation form on the suspended page - the request goes straight to the superadmin area for quick resolution.

FAQ

1. Do I need to pay to use Friend?

Yes. Friend is a paid subscription. Each plan starts with a 14-day trial that requires a payment method; cancel before it ends and you are not charged.

2. How do I cancel?

Cancel anytime in your Abkus Hub account (billing). Cancellation stops future renewals; you keep access until the end of the period you already paid for.

3. What happens after the trial?

Unless you cancel before it ends, the 14-day trial converts into the monthly subscription at the catalog price shown on the pricing pages.

4. Which languages are supported?

English (United States and Guyana) and Portuguese (Brazil), with the dates, numbers and currency of your market.

5. Does Friend collect health data without asking?

No. Health signals are optional and only collected after you connect a provider and give explicit consent; you can disconnect at any time.