

Troubleshooting

Common issues and how to resolve them quickly.

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If something isn't working the way you expect, this guide covers the most common issues. If you don't find an answer here, contact us at support@getlovely.app.

I'm Not Receiving Push Notifications

Check notification permissions

Go to your device Settings → Apps → Lovely → Notifications and make sure notifications are enabled. On iOS, check Settings → Notifications → Lovely.

Check in-app notification settings

Open Lovely → Settings → Notifications. Make sure nudges and reminders are turned on and your preferred day and time are set.

Check Do Not Disturb

If your device is in Do Not Disturb or Focus mode, Lovely's notifications may be silenced. Adjust your focus settings to allow Lovely notifications.

The AI Suggestions Don't Feel Relevant

Your Partner Profile may need more detail

Lovely's suggestions are only as good as the information you've shared. Visit the Partner Profile tab and add more specifics — especially their love language, current interests, and anything relevant in the Things to Avoid section.

Give feedback on suggestions

When a suggestion is of poor quality, please give Lovely feedback. Over time, Lovely learns from your feedback and calibrates to your partner's specific preferences.

I Can't Log In to My Account

Forgot your password

On the login screen, tap "Forgot Email or Password?" and enter your email address. You'll receive a reset link within a few minutes. Check your spam folder if it doesn't arrive.

Account not recognized

Make sure you're using the email address you signed up with. If you signed up through Apple Sign In or Google, try those options on the login screen.

Trouble with Sign in with Apple

If you created your account with Sign in with Apple, always use the Apple button on the login screen — a password reset by email won't work for these accounts. If you chose "Hide My Email" at sign up, your account is linked to Apple's private relay address rather than your personal email, so use the Apple button and make sure your device is signed in to the same Apple ID you used originally. You can review which apps use your Apple ID under device Settings → [your name] → Sign-In & Security → Sign in with Apple.

Still can't access your account

Contact us at support@getlovely.app with your account email and we'll help you recover access.

The App Is Running Slowly or Crashing

Update the app

Make sure you're running the latest version of Lovely. Check the App Store for any available updates.

Restart the app

Close Lovely completely and reopen it. On iOS, swipe up to close; on Android, use the recent apps menu.

Check your internet connection

Some features require an active internet connection. Make sure you're connected to WiFi or cellular data.

Reinstall the app

If the app is still crashing, try uninstalling and reinstalling Lovely from the App Store. Your account data is saved to the cloud — reinstalling will not delete your Partner Profile or history.

My Subscription Isn't Activating

After subscribing, your access should activate within a few minutes. If it hasn't:

- Close and reopen the app
- Go to Settings → Billing → Restore Purchases
- Make sure your App Store account is the same one you used to subscribe

If the issue persists, contact us at support@getlovely.app and include your email address and the approximate time you subscribed.

I Want to Delete My Account

To permanently delete your account and all associated data: Settings → Personal Information → Delete Account. This action is irreversible. All your data, including your Partner Profile and conversation history, will be permanently deleted within 30 days.

Something Else Isn't Working

If you encounter an issue not covered here, please reach out to us at support@getlovely.app. Include a brief description of the issue, your device type, and what you were doing when the problem occurred. We typically respond within 1-3 business days.