

Talkify.life User Guide

TM



Talkify.life

TABLE OF CONTENTS

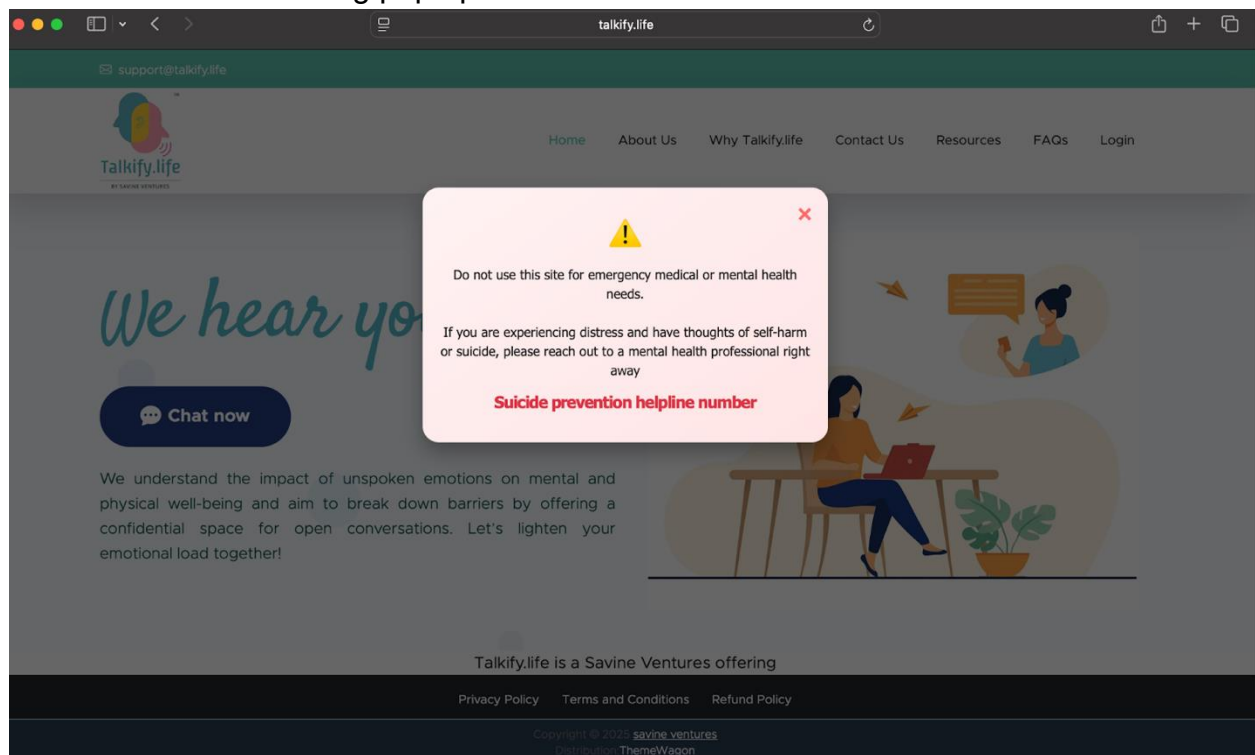
Talkify.life User Guide	1
TABLE OF CONTENTS	2
Talkify.life User Guide: A Step-by-Step Walkthrough	2
1] Accessing Talkify.life Website	3
2] User Registration.....	4
3] User Login.....	8
4] User Profile Editing/Update	9
5] Wallet Recharge	12
6] Package Selection	15
7] Chatting	15
7.1] Chatting – Ending Session a must	23
8] Session History	24
9] Session Feedback	27

Talkify.life User Guide: A Step-by-Step Walkthrough

This guide provides a comprehensive walkthrough of the Talkify.life platform, covering key steps from one time registration to login , profile updation, wallet recharge, chat session management and feedback submission. Each step is illustrated with a screenshot for easy navigation and understanding.

1] Accessing Talkify.life Website

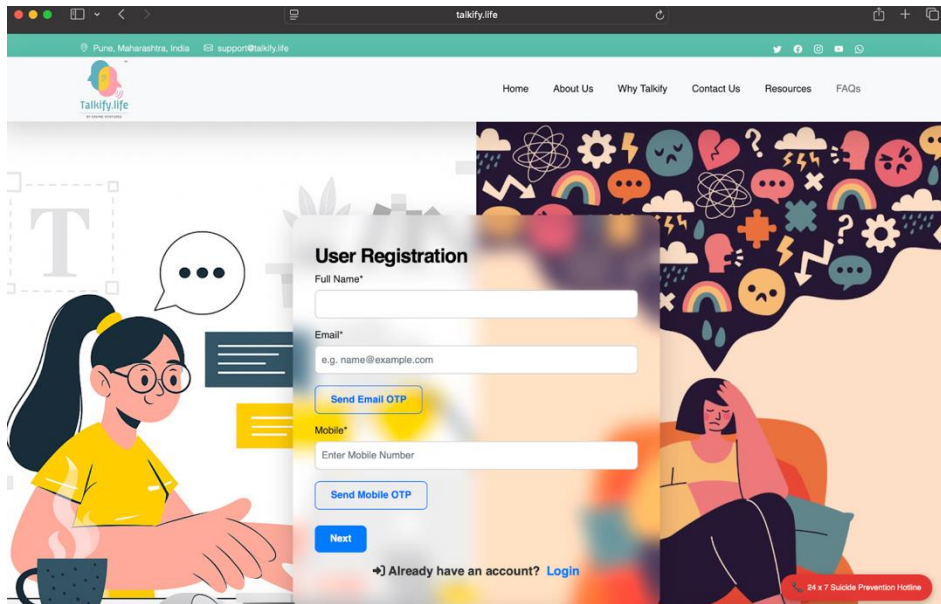
- Open the url <https://www.talkify.life/> in your browser
- Close the resulting pop up window



- If you are a first time user, click on the Chat now button to proceed with a one time registration

Please Note: If you are already a registered user, you should skip these steps and proceed for direct login

2] User Registration

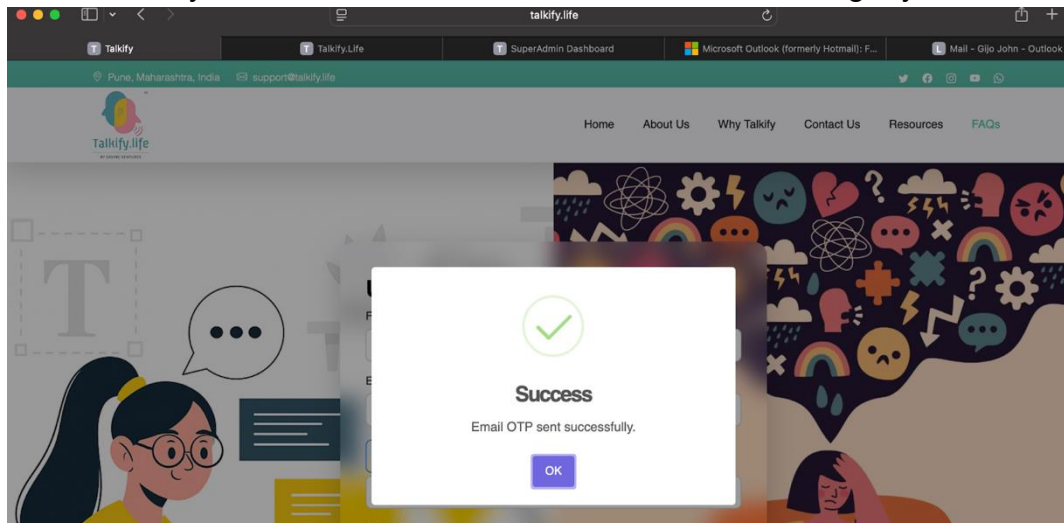


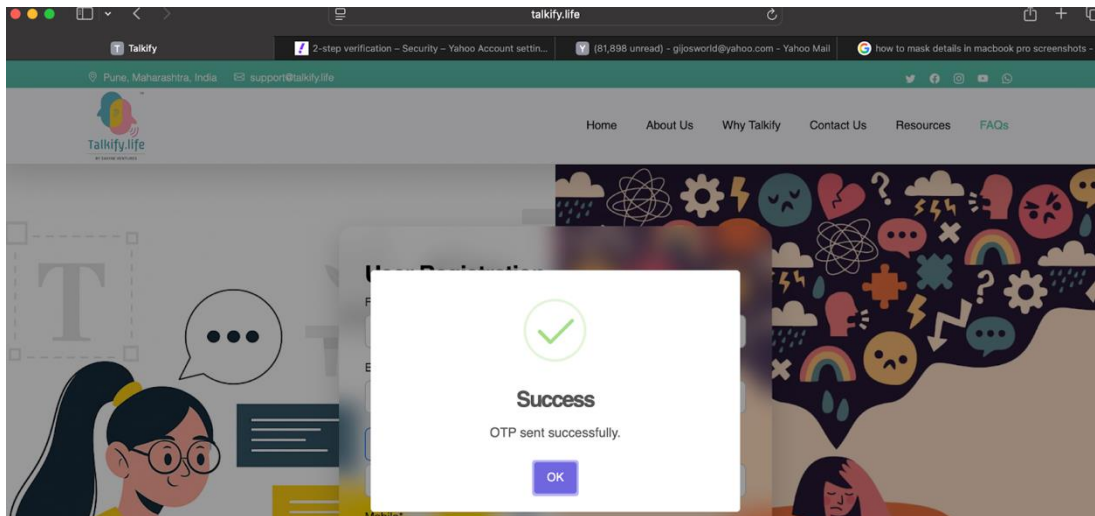
The screenshot shows the Talkify.life website with a user registration form overlaid. The form is titled "User Registration" and contains the following fields and buttons:

- Full Name***: A text input field.
- Email***: A text input field with the placeholder "e.g. name@example.com". Below it is a yellow button labeled "Send Email OTP".
- Mobile***: A text input field with the placeholder "Enter Mobile Number". Below it is a blue button labeled "Send Mobile OTP".
- Next**: A blue button at the bottom of the form.
- Already have an account? Login**: A link below the "Next" button.

The background of the website features a colorful illustration of a woman with glasses and a ponytail, and a man sitting on a couch. The top navigation bar includes links for Home, About Us, Why Talkify, Contact Us, Resources, and FAQs. The bottom right corner has a red button labeled "24 x 7 Suicide Prevention Hotline".

- Enter your name and email id and mobile number to get your OTPs.





- Enter the OTPs in the respective fields and click Next Button

A screenshot of the Talkify.life website showing the "User Registration" form. The form includes fields for "Full Name*", "Email*", "Mobile*", and a "Next" button. There are also "Resend Email OTP" and "Resend Mobile OTP" buttons. The background features the same colorful illustration as the previous screenshot.

- Fill in the details in the User Registration Form and click "Next" button.

The screenshot shows the 'User Registration' form on the Talkify.life website. The form is overlaid on a background illustration of a woman with glasses and a ponytail sitting at a desk with a laptop and a cup of coffee. The form fields include: 'Date of Birth*' with the value '29/08/2025'; 'Gender*' with a dropdown menu showing '-- Select Gender --'; 'Preferred Language 1*' with a dropdown menu showing '--Select--'; 'Preferred Language 2*' with a dropdown menu showing '--Select--'; and 'Preferred Language 3*' with a dropdown menu showing '--Select--'. Below the language fields are 'Back' and 'Next' buttons. At the bottom of the form, there is a link: '➔ Already have an account? [Login](#)'. A note above the language fields states: 'All language fields are mandatory. However, if you do not know 3 different languages, please repeat the language in the other fields.'

All language fields are mandatory. However, if you do not know 3 different languages, please repeat the language in the other fields.

- Check the checkbox in Disclaimer pop up

The screenshot shows the 'Disclaimer' pop-up on the Talkify.life website. The pop-up is overlaid on the same background illustration as the registration form. The pop-up text reads: 'Disclaimer', 'We are here to provide a listening ear to all that you want to share however, this is not a psychotherapy platform and no psychologists or psychiatrists are involved in the conversations.', 'This also is not a place to receive a diagnosis or treat anyone's mental health. If you feel the need to take therapy or medication for the mental health issues you are facing, please consult a psychologist or psychiatrist.', 'We do not provide any kind of life advice and solutions', and a checkbox followed by 'I have read, understood and accepted the terms and conditions in the disclaimer'. Below the checkbox are 'Back' and 'Submit' buttons. At the bottom of the pop-up, there is a link: '➔ Already have an account? [Login](#)'. The background illustration shows a woman with glasses and a ponytail sitting at a desk with a laptop and a cup of coffee.

- You will find the user registration page with the following password rules
Passwords must have a minimum of 6 characters and maximum of 10 characters and include a mix of letters, numbers, and special characters.

User Registration
Please create a new password

Passwords must have a minimum of 6 characters and maximum of 10 characters and include a mix of letters, numbers, and special characters.

Password*

e.g. Abc@1234

Confirm Password*

Re-enter your password

[Back](#) [Submit](#)

➔ Already have an account? [Login](#)

- Click Submit after entering the password fields

User Registration
Please create a new password

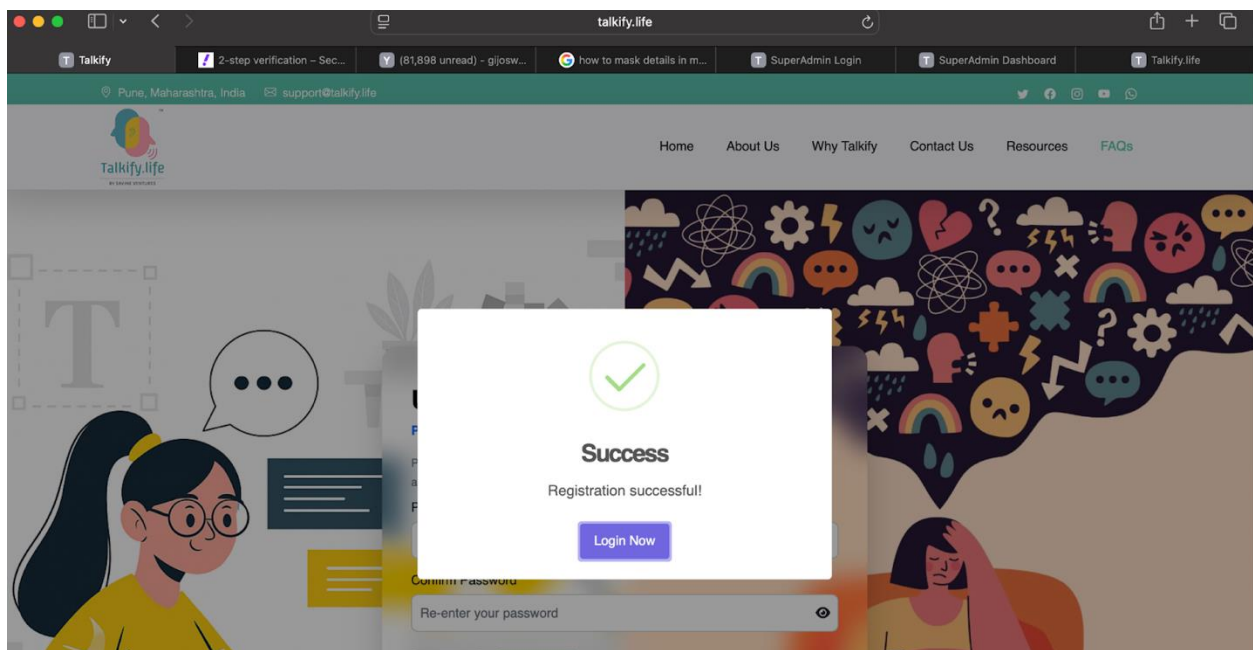
Passwords must have a minimum of 6 characters and maximum of 10 characters and include a mix of letters, numbers, and special characters.

Password*

Confirm Password*

[Back](#) [Submit](#)

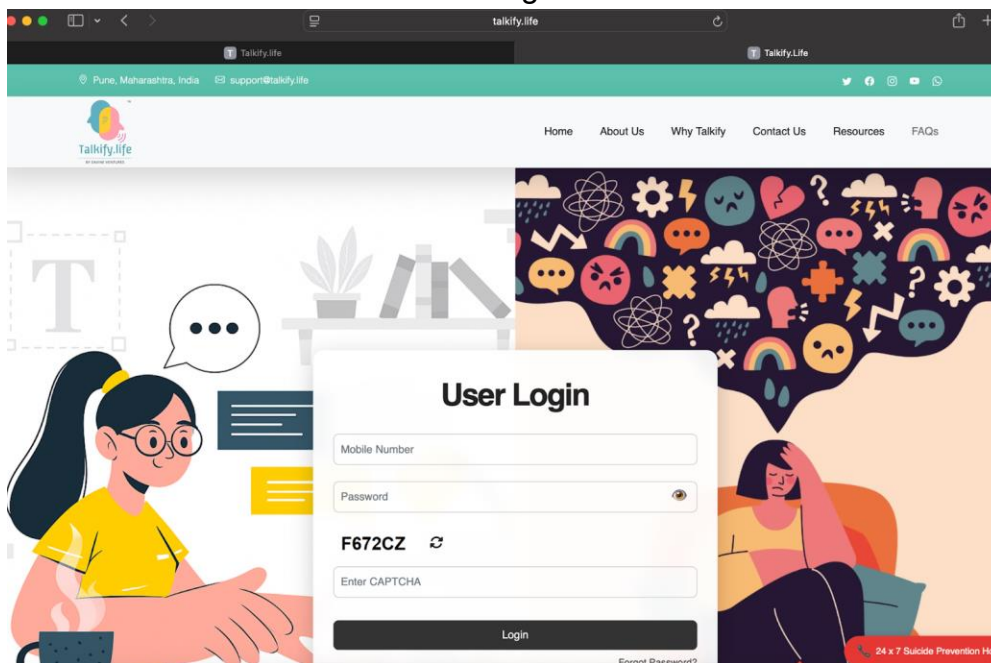
➔ Already have an account? [Login](#)



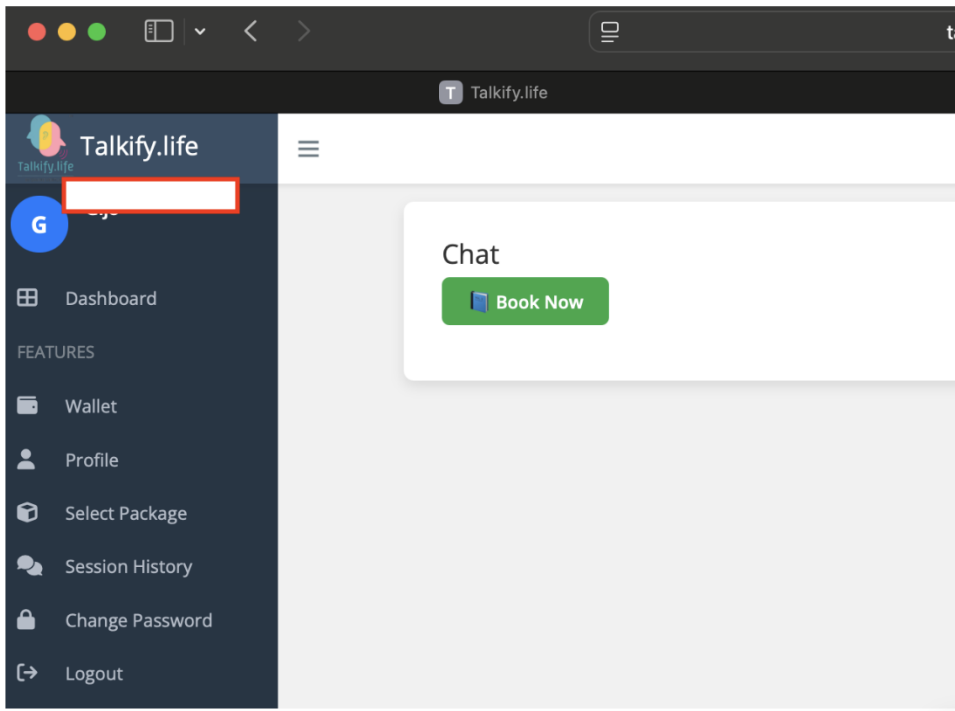
- A Welcome mail from Talkify.life will be sent to your registered email id after successful registration.

3] User Login

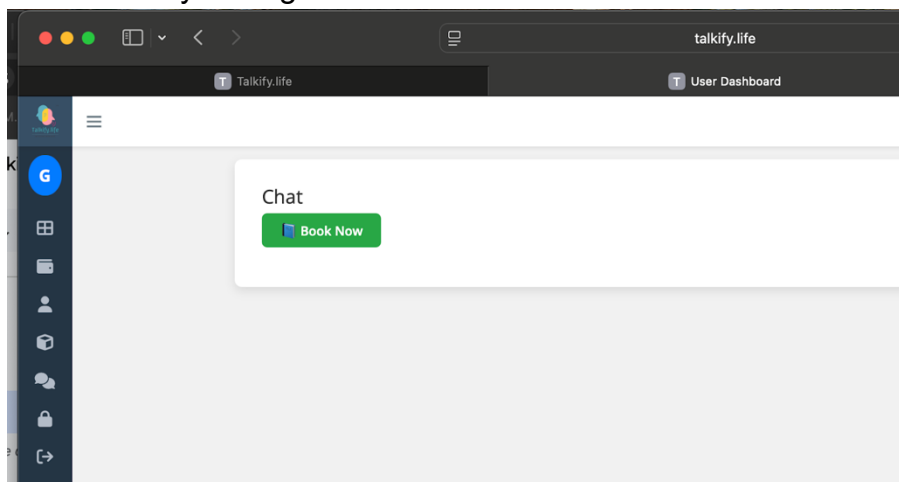
- Enter credentials and click Login button.



- You will be logged in to your Dashboard



- You can hide/unhide the left hand side menu - Features and Dashboard link/section by clicking the three vertical lines , present to the right side of Talkify.life logo



4] User Profile Editing/Update

- Click on Profile

User Profile

User ID

1

Full Name*

Nick Name

G

Gender* (mail us to edit)

Male

Date of Birth* (mail us to edit)

Email*

Send Email OTP

Mobile*

Send Mobile OTP

Preferred Language 1*

English

Preferred Language 2*

Hindi

Preferred Language 3*

Marathi

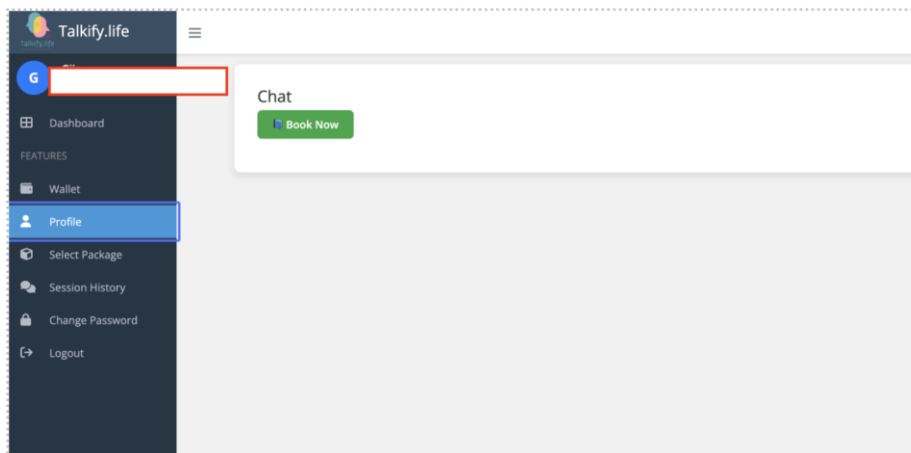
Update Profile

Delete Profile

You can enter a Nick Name for yourself, change your email id, mobile and Preferred Language order.

Profile UpdateAfter logging in

- Access User Profile



- Edit Nick Name in Profile

User Profile

User ID

34

Full Name*

Nick Name

Gender* (mail us to edit)

Male

Date of Birth* (mail us to edit)

Email*

Send Email OTP

- Select Preferred Language 1

Email*

Send Email OTP

Mobile*

Send Mobile OTP

Preferred Language 1*

English

Preferred Language 2*

Hindi

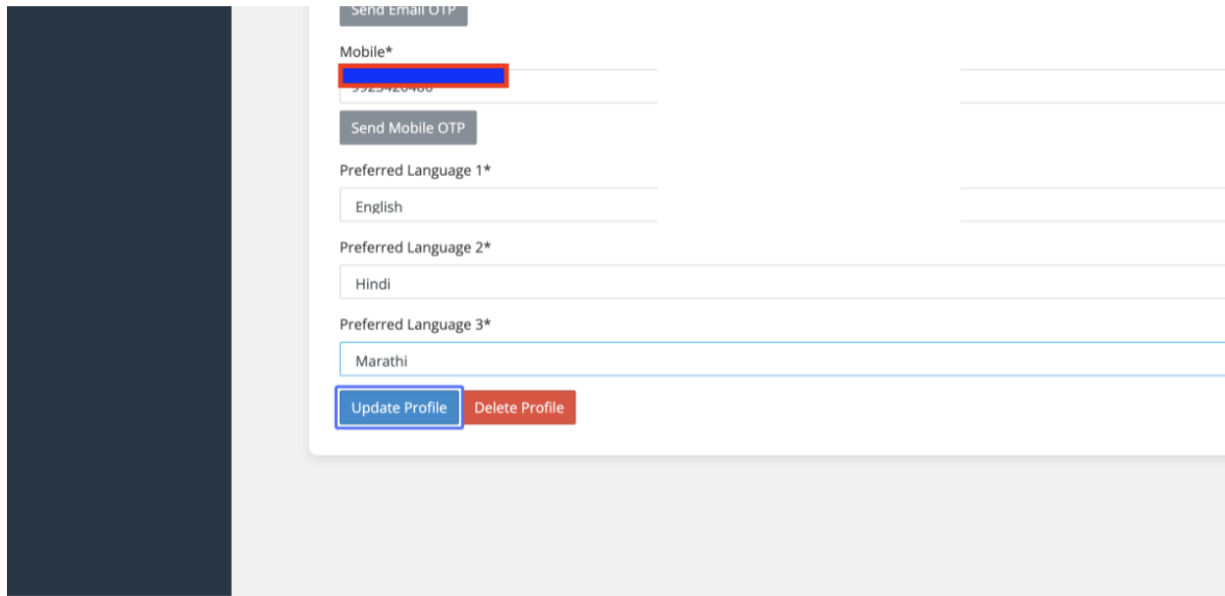
Preferred Language 3*

Marathi

Update Profile

Delete Profile

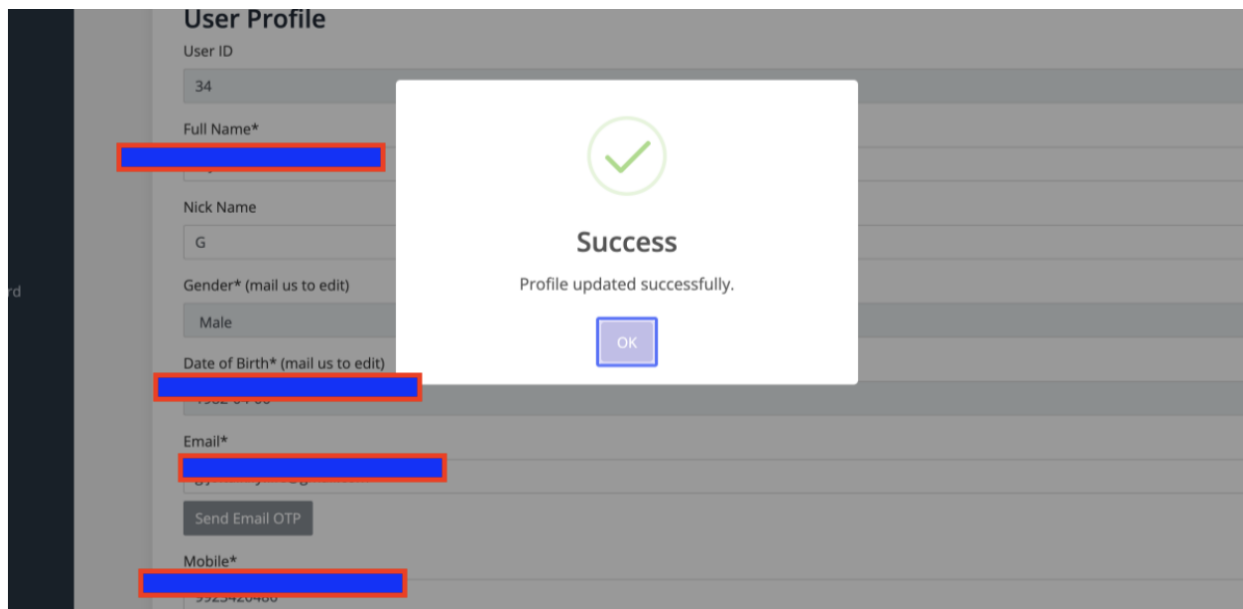
Update Profile



The 'Update Profile' form is located on the right side of the page. It contains the following fields and buttons:

- Send Email OTP** button
- Mobile*** text input field with a red border and a blue highlight.
- Send Mobile OTP** button
- Preferred Language 1*** text input field with 'English' selected.
- Preferred Language 2*** text input field with 'Hindi' selected.
- Preferred Language 3*** text input field with 'Marathi' selected.
- Update Profile** button (blue border)
- Delete Profile** button (red border)

The listener will be assigned to you based on your language preferences.



The 'User Profile' form is displayed on the left side of the page. It contains the following fields and buttons:

- User ID** text input field with '34' entered.
- Full Name*** text input field with a red border and a blue highlight.
- Nick Name** text input field with 'G' entered.
- Gender* (mail us to edit)** text input field with 'Male' selected.
- Date of Birth* (mail us to edit)** text input field with a red border and a blue highlight.
- Email*** text input field with a red border and a blue highlight.
- Send Email OTP** button
- Mobile*** text input field with a red border and a blue highlight.

A success modal is displayed in the center of the page, featuring a green checkmark icon, the text 'Success', and the message 'Profile updated successfully.' Below the message is an 'OK' button.

Profile Update Confirmation

5] Wallet Recharge

- Click Recharge Wallet



Your Wallet Balance

₹ 0.00

 We recommend keeping extra wallet balance beyond your package cost – you'll need Rs. 200 to extend an ongoing chat by 20 minutes (once per session if the same listener is available).

Recharge Wallet

 Payment once made will not be refunded (to your bank) and may be added to your wallet.

Transaction History

Type	Amount (₹)	History	transactionID.	Date
Package Purchase	1.00	Debit	426	18-Sep-2025 04:05 PM
Recharge	1.00	Recharge	order_RJ27GfgIbL1RTm	18-Sep-2025 04:04 PM
Package Purchase	1.00	Debit	424	18-Sep-2025 03:22 PM
Recharge	1.00	Recharge	order_RJ1MzOIWY0qr3l	18-Sep-2025 03:20 PM

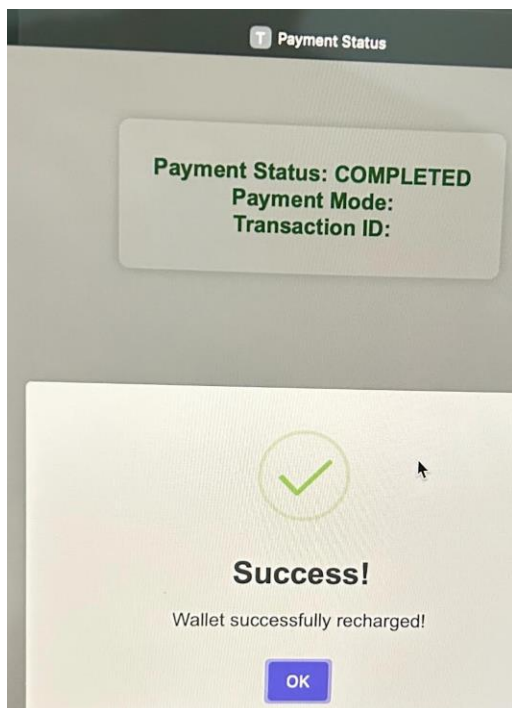
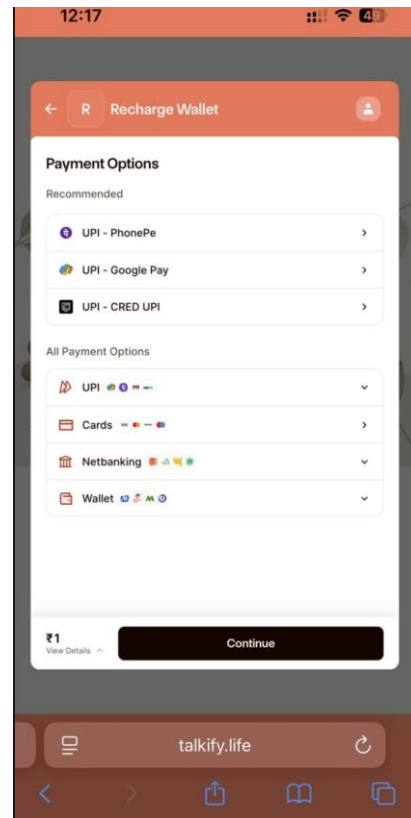
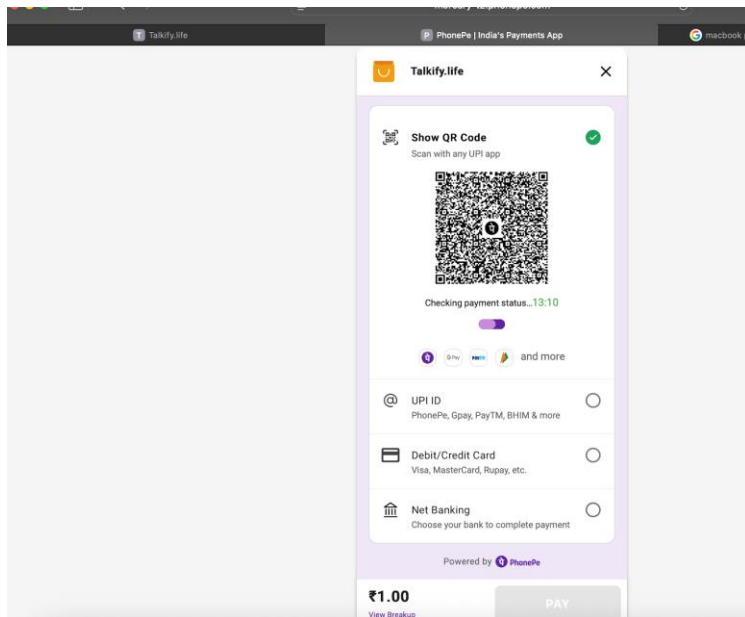
talkify.life

Talkify.lifeRecharge Wallet - PhonePe

Recharge Wallet (INR)

1

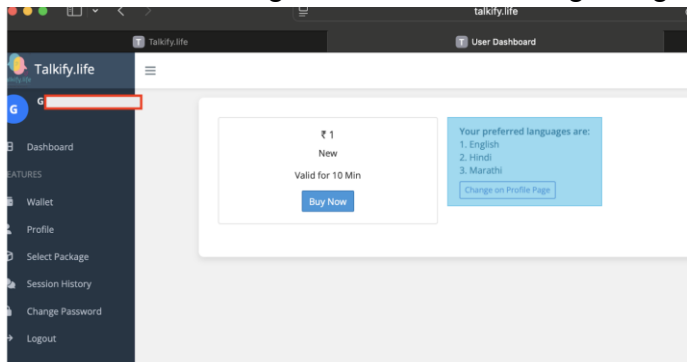
Recharge Wallet



- You will be mailed an invoice for the above.

6] Package Selection

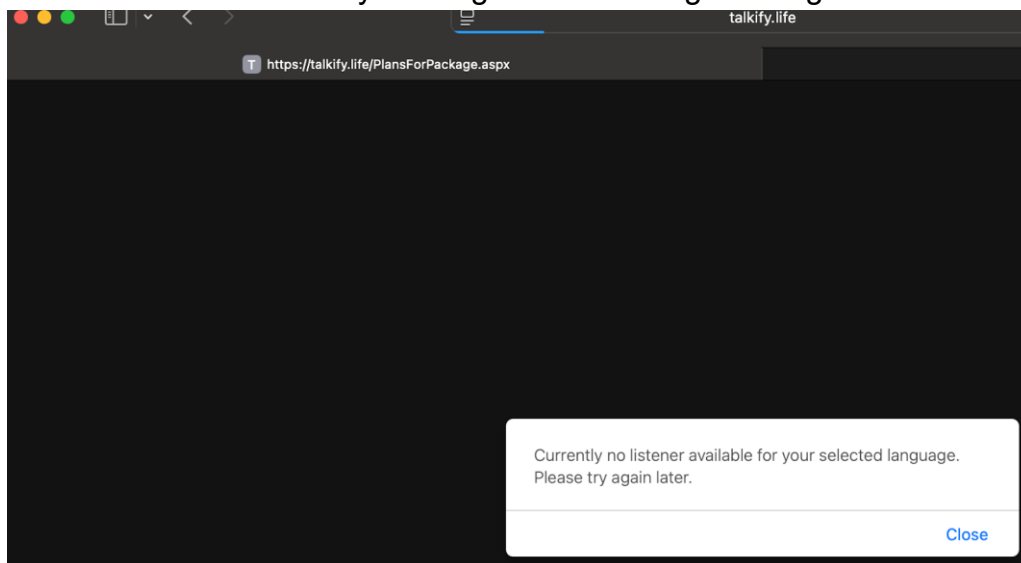
- The control goes to Select Package Page



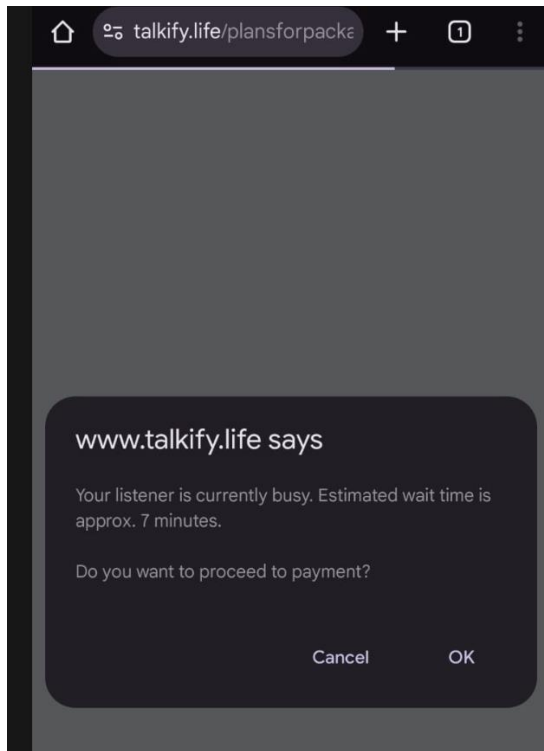
11] Book Now/Buy Now Package

You can either go to Dashboard -> Click 'Book Now' button or Select Package → Click 'Buy Now' from the available package options.

If no listener is available you will get the following message.



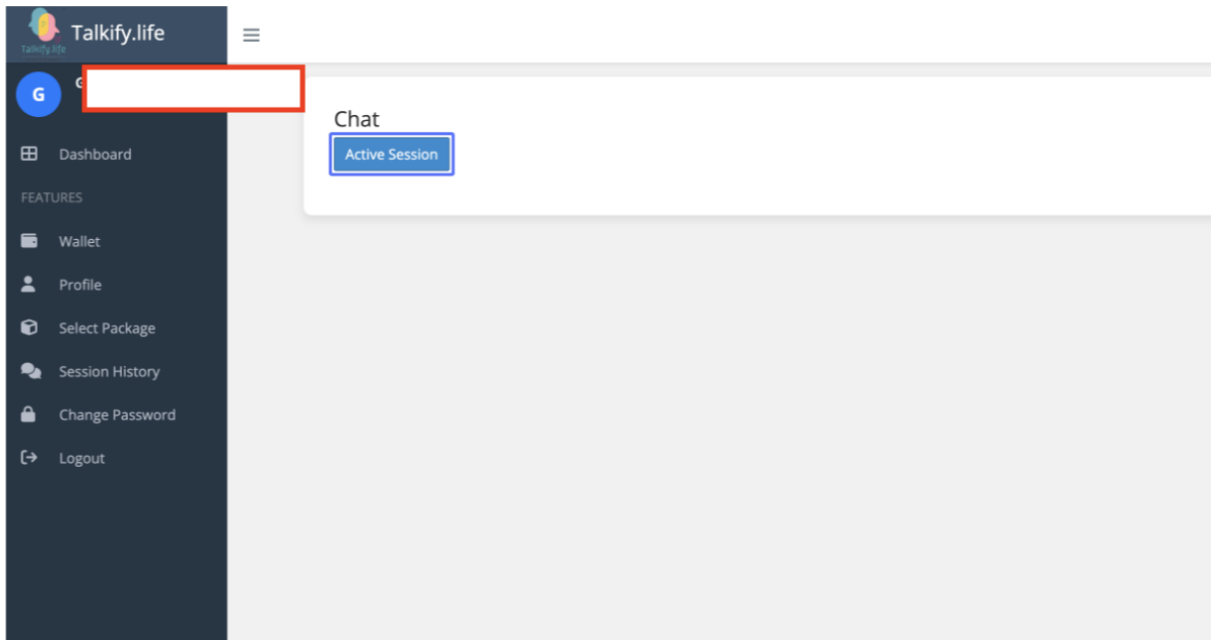
7] Chatting



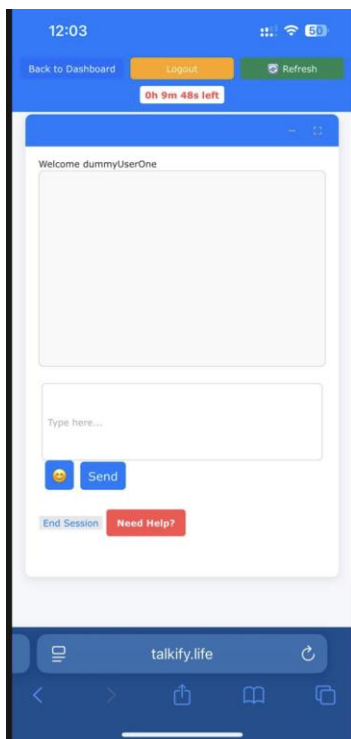
When listener/s are available, you will get a message accordingly in your dashboard area, you will receive email notifications before your chat starts and just when your chat is about to start.

You will have to click on Active Session in your dashboard to go to chat window

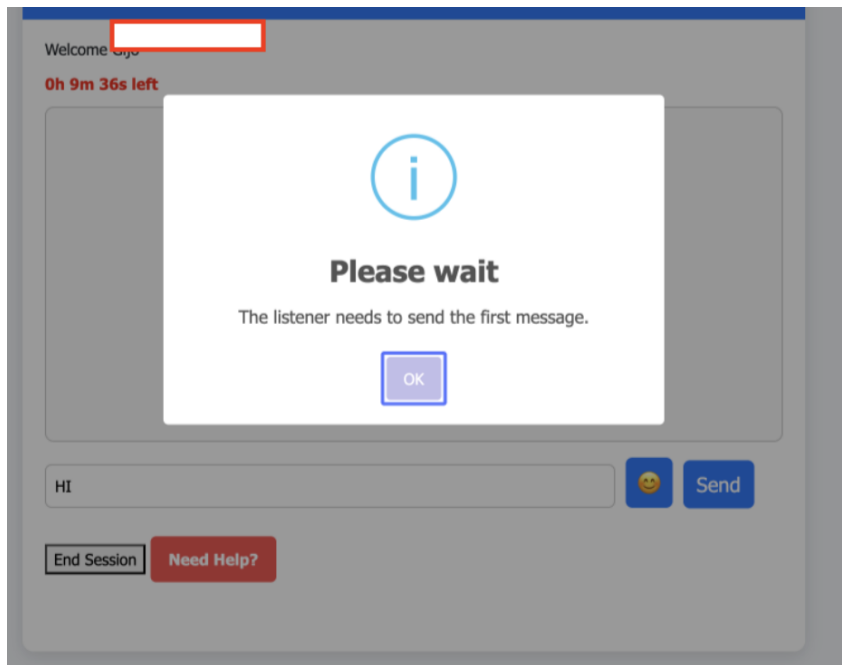
Join Active Chat Session



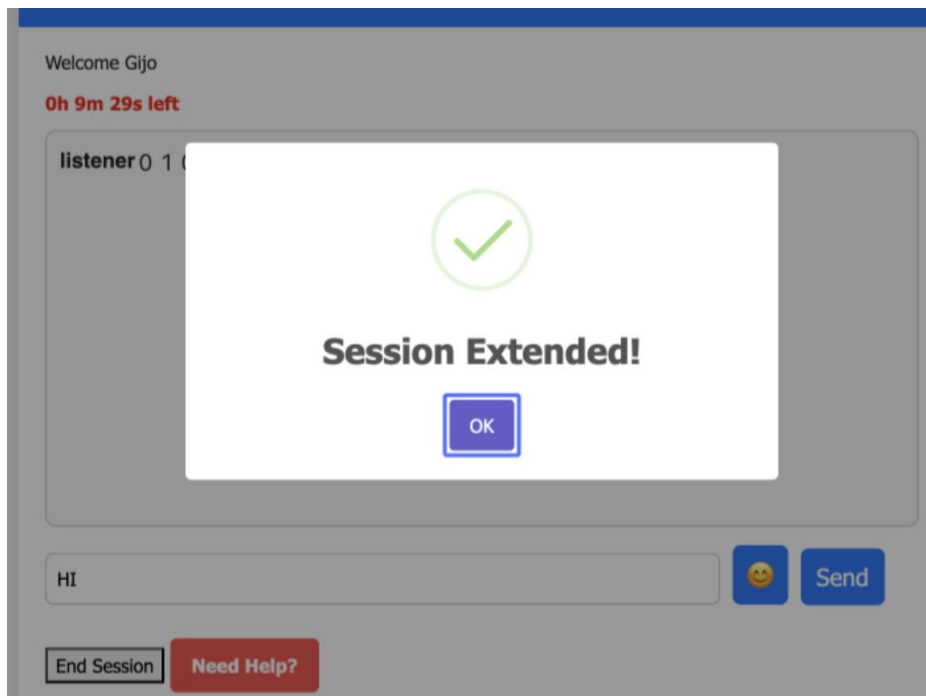
Type a Message in Chat



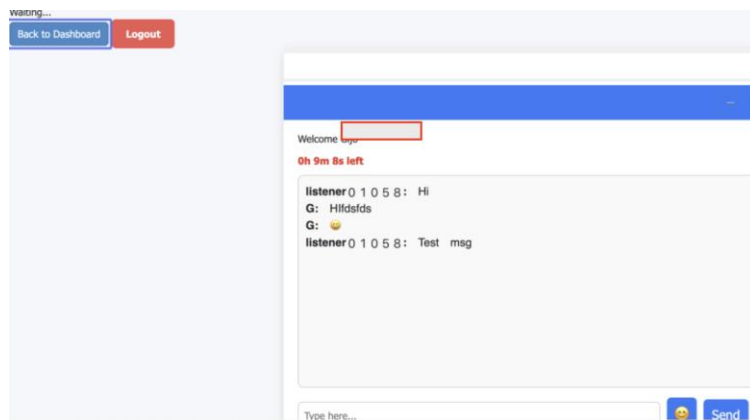
The listener needs to start messaging only then you as the user will be able to start chat.



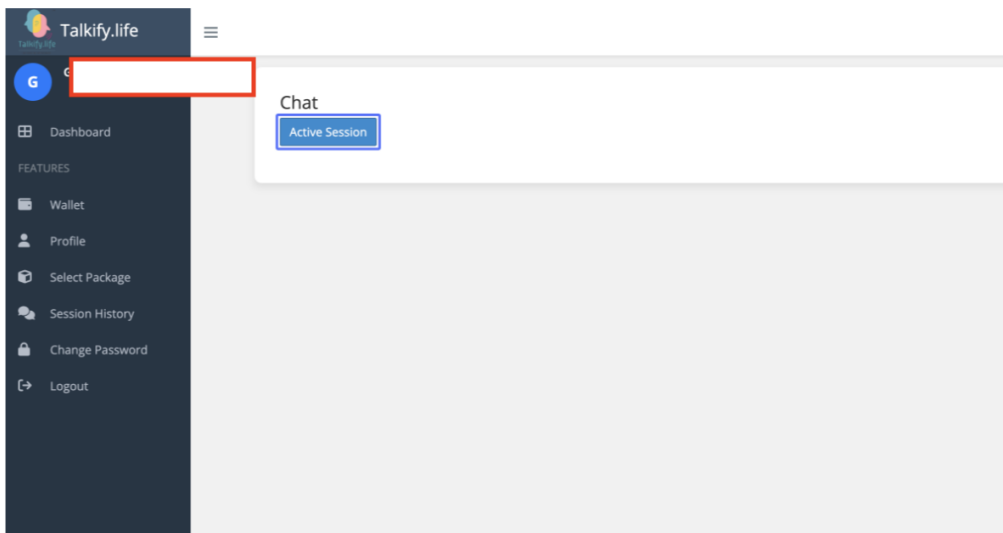
If listener joins after the stipulated time you will be given the time extension – Session Extension Confirmation



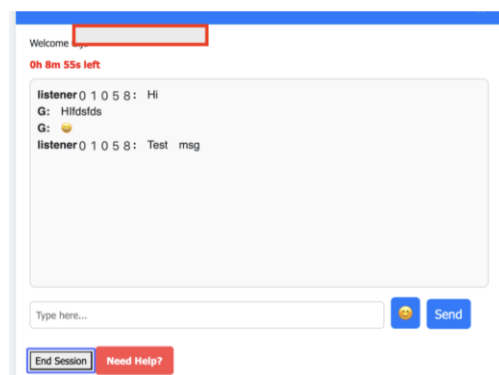
You can Return to Dashboard from Chat



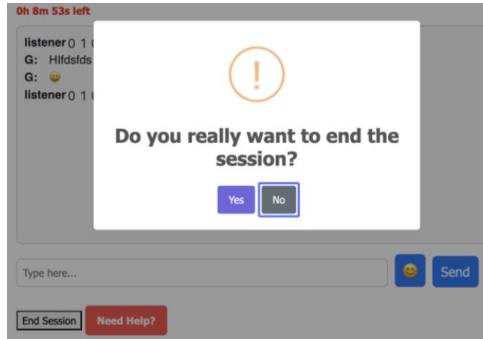
And Join Active Chat Session (from Dashboard)



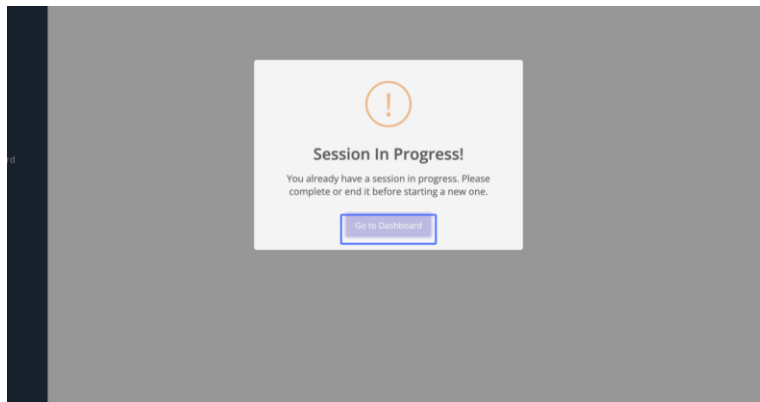
Ending Chat Session



Canceling Session End Confirmation



If you try to purchase package during an on going session -Dismissing Package Purchase Confirmation

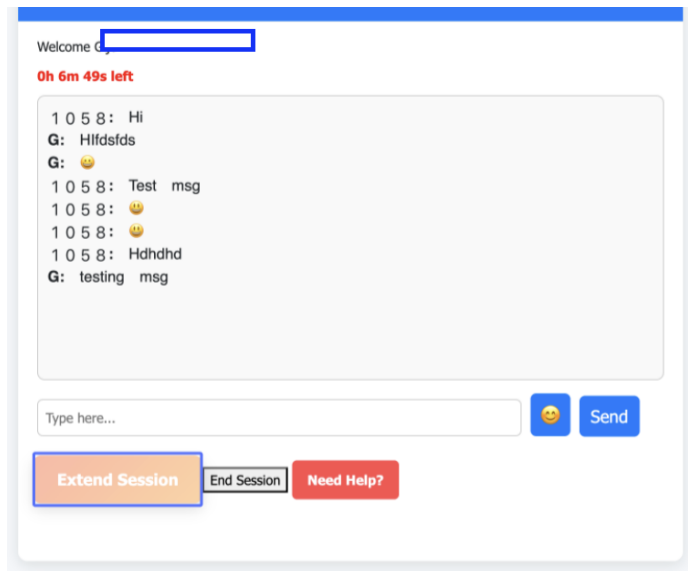


You can logout during an active chat session and login back to your active chat session if required

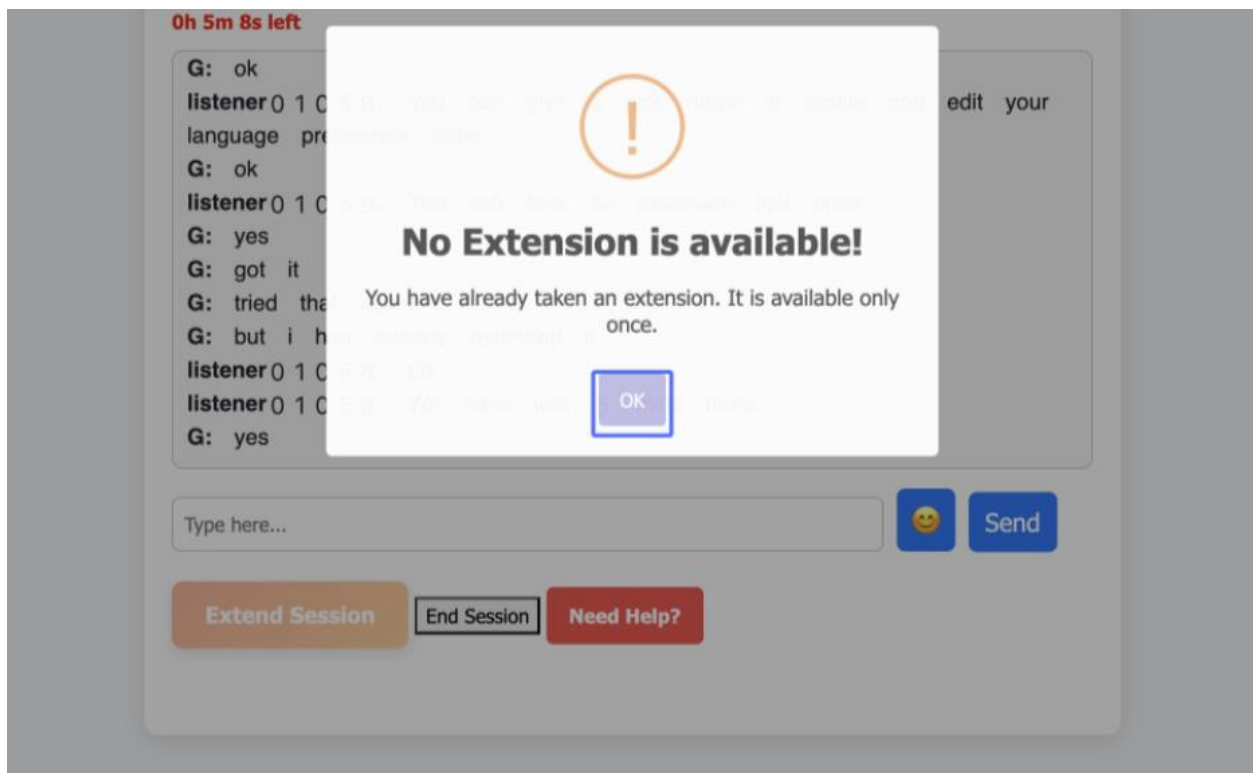
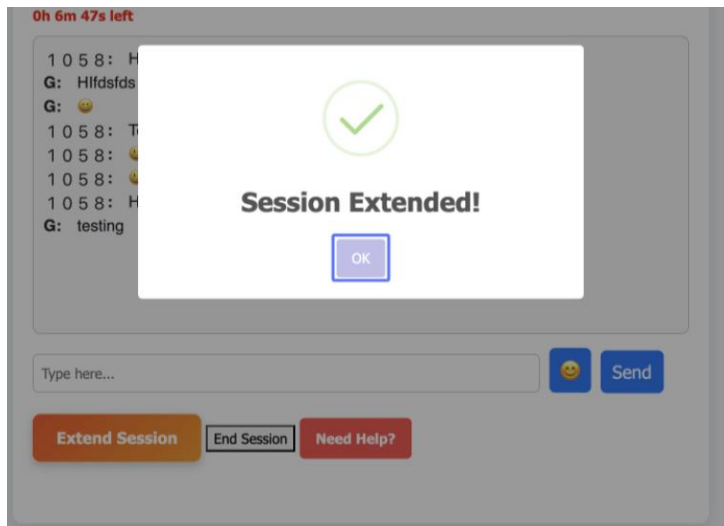
You can extend session towards the end of the session.

We recommend keeping extra wallet balance beyond your package cost – you'll need Rs. 200 to extend an ongoing chat by 20 minutes (once per session if the same listener is available).

The button enables automatically extending Session 7 mins to 4 mins before the session ends



Accepting Session Extension Confirmation -



Chat extension can be done only once

You can use help button and choose relevant options during chat session

Opening the Help Options

0h 26m 6s left

1 0 5 8: Hi
G: Hlfdsfds
G: 😊
1 0 5 8: Test msg
1 0 5 8: 😊
1 0 5 8: 😊
1 0 5 8: Hdhdhd
G: testing msg
G: session extended

Type here...



Send

End Session

Need Help?

- ☐ Non responsive listener
- ☐ Harsh language, harassment, threats, defamation, vulgarity and obscenity by listener
- ☐ Listener asking for contact details

Help Request Confirmation

0h 25m 50s left

1 0 5 8: Hi
G: Hlfdsfds
G: 😊
1 0 5 8: Test msg
1 0 5 8: 😊
1 0 5 8: 😊
1 0 5 8: Hdhdhd
G: testing msg
G: session extended



Sent

Your concern has been sent to the admin. Thank you.

OK

Type here...



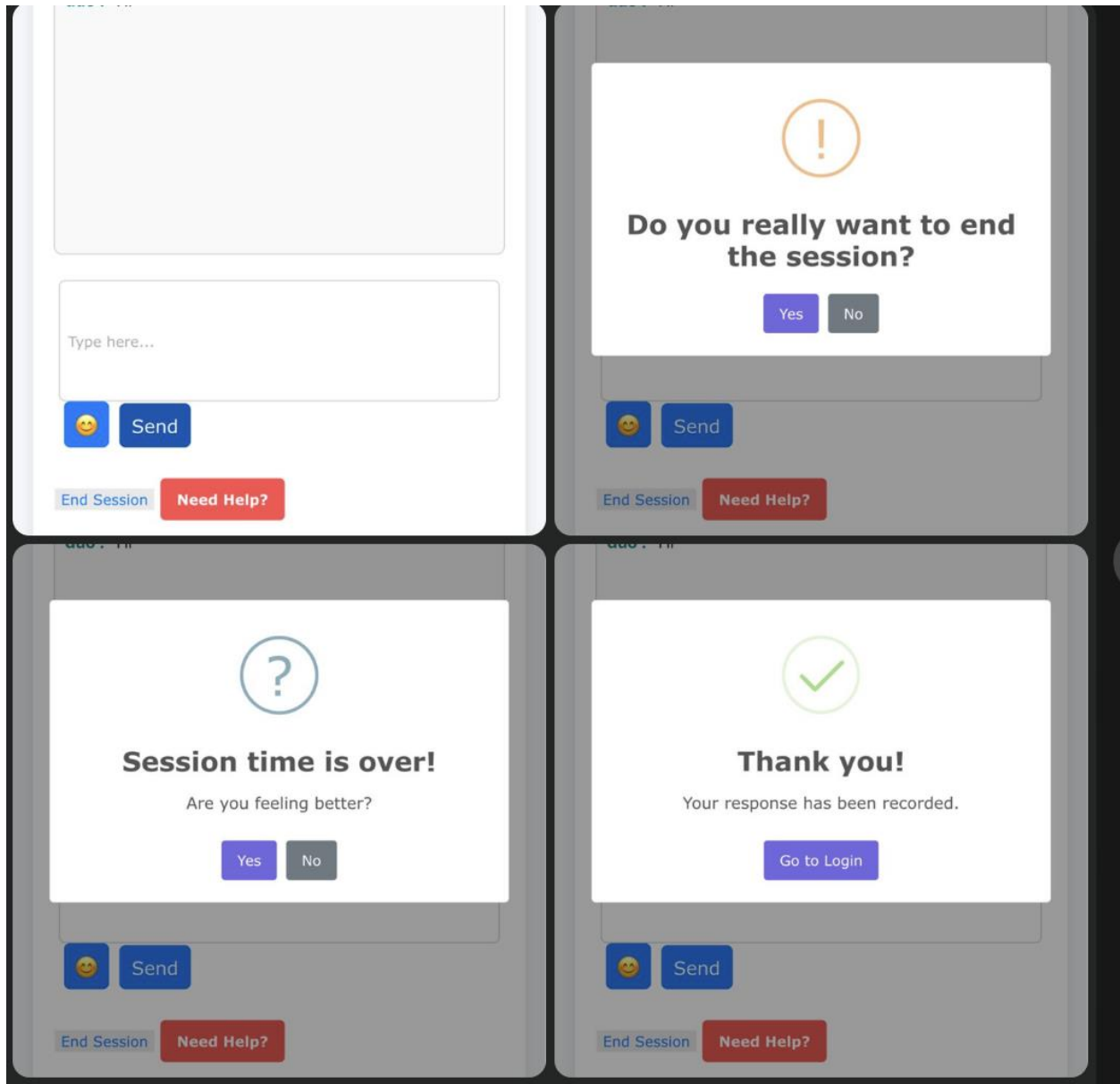
Send

End Session

Need Help?

7.1] Chatting – Ending Session a must

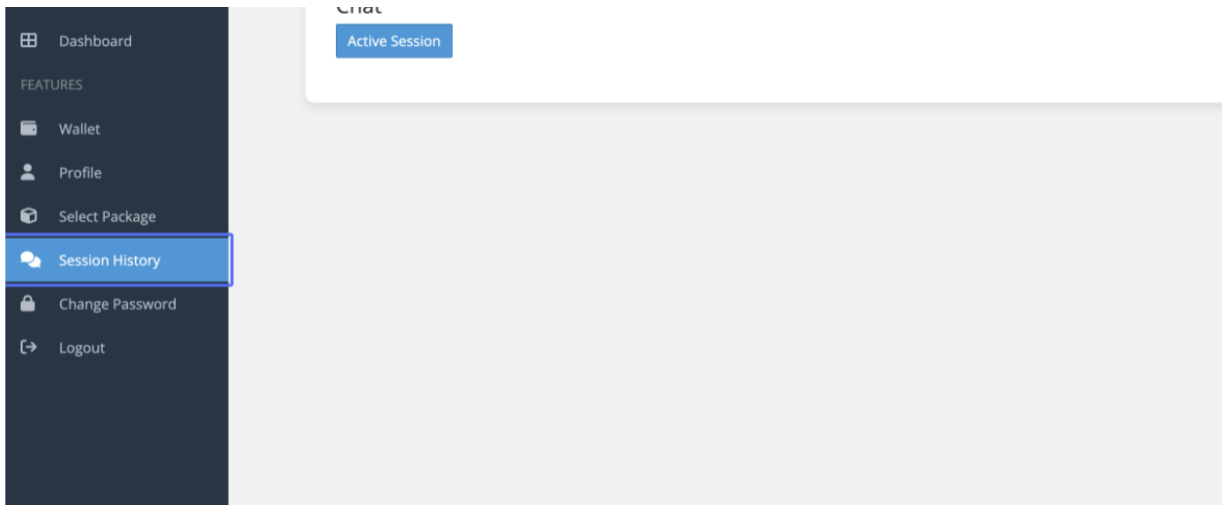
Please Note: Always end the session by clicking the ‘End Session’ button



8] Session History

You can view session history as follows using filter/s as required

Accessing Session History (from Dashboard)



You can use filters like

Chat ID for Search

Listener ID for Search

Entering Date for Search

Session History:

- Number of chats: 9
- Total Duration: 153 mins
- Total Payment: ₹9.00

-- All Status --

Search

Reset

Session List

Chat ID	User ID	Listener ID	Date	Start Time	End Time	Pay
284	15	1067	19-09-2025	12:03	12:13	1
			19-			

9] Session Feedback

Giving Feedback for Session

tal Duration: 133 mins

tal Payment: ₹4.00

Listener ID

Date (dd-mm-yyyy)

Feedback

-- All Status --

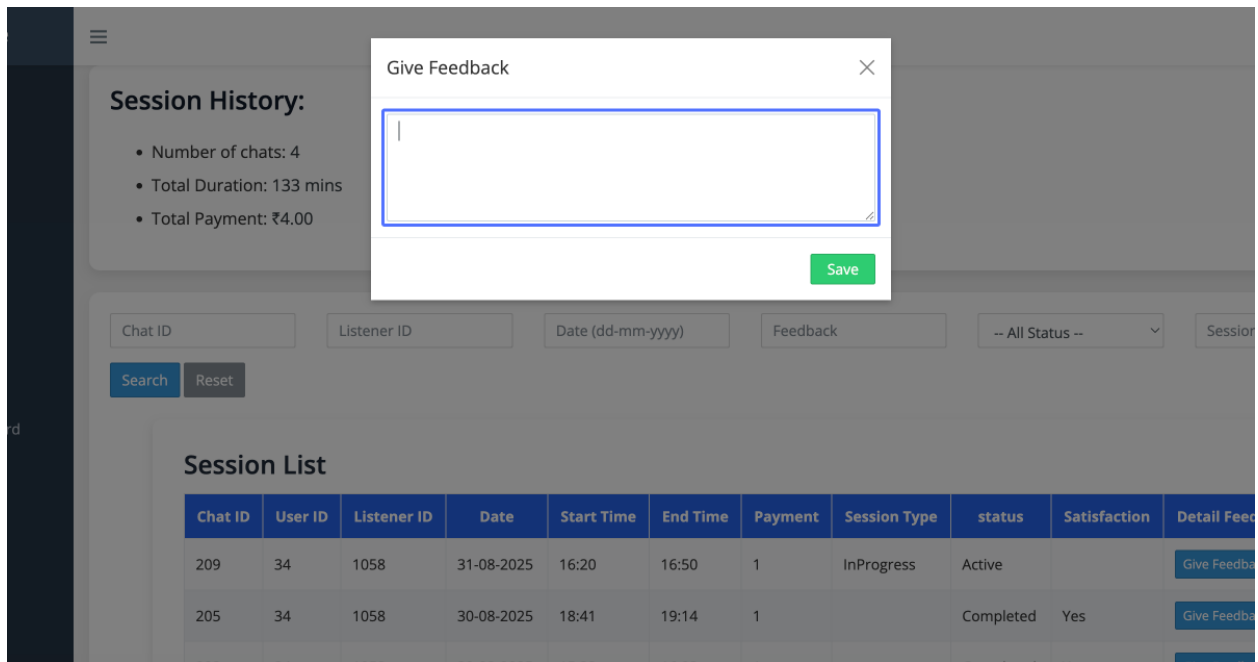
Session Type

Reset

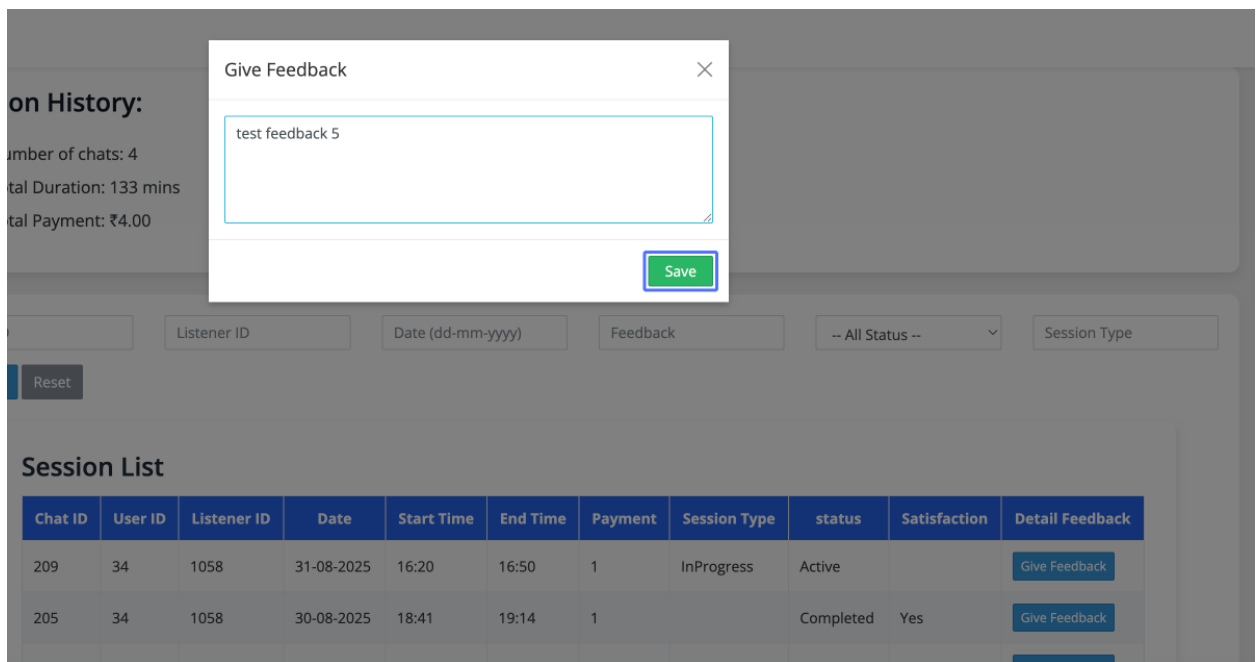
Session List

Chat ID	User ID	Listener ID	Date	Start Time	End Time	Payment	Session Type	status	Satisfaction	Detail Feedback
209	34	1058	31-08-2025	16:20	16:50	1	InProgress	Active		Give Feedback
205	34	1058	30-08-2025	18:41	19:14	1		Completed	Yes	Give Feedback
203	34	1058	30-08-2025	15:32	16:03	1		Completed	Yes	Give Feedback
202	34	1058	30-08-2025	15:14	15:44	1		Completed	Yes	Give Feedback

Entering Feedback for Session



Saving Feedback



Feedback Confirmation

- Total Duration: 133 mins
- Total Payment: ₹4.00

Chat ID

Listener

Search

Reset

-- All Status --

Session



Success

Your feedback has been saved.

OK

Session List

Chat ID	User ID	Listener	[OK]				Session Type	status	Satisfaction	Detail Feedback
209	34	1058					In progress	Active		Give Feedback
205	34	1058	30-08-2025	18:41	19:14	1		Completed	Yes	test feedback
203	34	1058	30-08-2025	15:32	16:03	1		Completed	Yes	Give Feedback
202	34	1058	30-08-2025	15:14	15:44	1		Completed	Yes	Give Feedback

