
EFFECTIVE AUGUST 8, 2026

Support

Need help with Seen? Email us and we will get back to you.

Support: carlo@joincraze.com

Include your app version, your iOS version, and a short description of the problem. Never send passwords, API keys, full payment details, or sensitive medical records.

Account and privacy

Delete your account in Seen under Settings. Delete individual Coach memories from Journey. Reply STOP to end iMessage outreach. This does not turn off push notifications. Disable those in iOS Settings.

Subscriptions

Manage or cancel your subscription in your Apple account settings under Subscriptions. Billing and refunds are handled by Apple.

Safety

Seen is not an emergency or medical service. For an immediate emergency, contact local emergency services. In the United States, call or text 988 for the Suicide and Crisis Lifeline.

