Where the Magic Happens.

Overview
Our members are the heart and soul of our business and our platform was designed with you in mind. Teleport puts you in the driver's seat in full control over your account information with a beautiful, all-in-one easy-to-use dashboard.

Together, Safe & Sound.

All of your information is kept safely and securely in one place. Access your profile, messages, deliveries, orders, notifications, payment history and much more—all under one roof.

Frequently Asked Questions (FAQs)

How do I create an account?
Sign up for a Teleport account <u>here</u>. You'll be required to provide your full name, date of birth, phone number, payment information, and email address.

We will verify your email address and phone number using multi-factor authentication. If you choose to create an account using Facebook or Google, please make sure that all of your information is accurate so we can properly verify you.

How do I set up a profile?
Your profile is your identity on Teleport. Everyone has a verified profile to prevent spam accounts and to help users get to know each other.

To create yours, visit the <u>My Profile</u> tab in the Teleport dashboard. You'll be required to upload a profile photo, so don't forget to smile! :)

Can I have multiple accounts/profiles?
No. Only one Teleport account and/or profile per person is permitted. Multiple accounts/profiles violate our <u>terms of service</u>.

Do I need to create separate shopper/traveler profiles?
Nope. All of your profile information is linked to a single account. Users have the ability to conveniently toggle between shopper and traveler designations from the Teleport dashboard with one easy click.

How do I set or update my current location?
Your current location and country of residence will be automatically detected by the app or browser. However, you can update your location at any time via the My Profile tab in the Teleport dashboard.

How do I manage my notifications settings?
Manage your notifications settings via the Notifications tab in the Teleport dashboard.

How do I communicate with a traveler/shopper?
All conversations are accessible via the Inbox tab in the Teleport dashboard.

How do I reset my password?
Click here to reset your password. You'll be asked to enter your email address and/or phone number to verify your account before we send you a link to reset your password.

How do I deactivate or delete my account?
We're sorry to hear you wish to deactivate your account. Please submit a help ticket and our support team will get back to you within 24 hours to assist your needs.