MAF FAQs – Mobile Apps

Below is a list of commonly asked questions for the MAF mobile app. If you don't see your question in our list, please feel free to reach out to our team on social media.

Does it cost money to use the Making Authentic Friendships mobile app?
Yes. To use the MAF Mobile App, you must choose between a monthly ($4.99/month) or yearly ($39.99/year) subscription plan. We understand that this is not ideal for our users, but each subscription helps support this app and authentic community.

How can I cancel my subscription?
Canceling a subscription on an Apple Device (https://support.apple.com/en-us/HT202039).
Canceling a subscription on an Android device (https://support.google.com/googleplay/answer/7018481?co=GENIE.Platform%3DAndroid&hl=en).

What devices can I install the app on?
You can install the app on most Android and Apple phones.

I am having trouble signing in.
Please confirm that you are using the correct email and password to sign in. If you are still having trouble, click the "Forgot password? Click here…" link on your login screen. This will let you reset your password. If you do not receive any reset password links to your email, that probably means that the email you are using is incorrect.

We always recommend writing down your login information after you create an account, but if you really can't remember, we suggest cancelling your subscription and creating a new account.

How can I see more people near me?
When we show friend suggestions near you, we search for about 50 miles. If you have trouble seeing users near you, that probably means there are not other user accounts nearby.

Try changing your matching criteria on your "Friend Suggestions" screen by clicking the puzzle button in the top left corner.

Why do I have 0 friend suggestions?
There are a lot of users in our MAF Community, so this probably means your search criteria is too specific. Try removing criteria or trying new ones. You can do this on your "Friend Suggestions" screen by clicking the puzzle button in the top left corner.

Can someone see my location?
Nope! We do not use a map on our mobile app. If a user is trying to find friend suggestions near them, we do not display where you are. The only location information other users can see is the zip / postal code you gave us when you created your account.

How many friends can I have?
As many as you want! We only show about 50 friend suggestions at a time, so to see new suggestions either become friends with someone listed or change your matching criteria. Your friend suggestions will not include any of your actual friends, so making more friends will get you more suggestions!

I have an idea for a new feature. How can I share it with MAF?
Suggestions are welcome! You can either submit it in the Help/FAQ section of your mobile app or contact us on social media.

I am having trouble with the app working on my device.
If you can get to the Help/FAQ screen on the mobile app, please submit your issue there. Please also try to include as much detail as possible so we can fix the issue for you! If you cannot get to this screen, feel free to reach out to us on social media.

Can I see if someone is currently logged into the app?
Nope. We do not track when users are logged in.

If I block someone, can they still see me?
Nope! If you block someone, they can no longer see you in their friend's list and cannot create meetups with you. If you have a meetup already scheduled, we suggest that you do not go.

How will someone know I've messaged them?
New to our mobile app – if you receive a message, you will also get a push notification letting you know a message is waiting.

Why am I not getting push notifications?
There are two reasons why this might be happening. First, make sure you've given MAF permission to send you notifications. Second, if you gave us permission before the latest app update, you might have to turn this permission off and back on again. There are more details on your MAF Settings Screen!