

Rising Tide Technology (RTT) Frequently Asked Questions

Question 1: I Am Subscribed But I Can Not Post A Problem

Answer 1: You need to connect your Cashapp, Venmo or Zelle on the “Accounts” section (left-hand side of the front page) before posting a problem.

Question 2: I Can Not Access Or Pay Other Users’ Problems

Answer 2: The ability to access other posted problems are limited to Tides & Rising Tides, you must upgrade your subscription to one of these user accounts to view other’s posts.

Question 3: How Can I Make A Community?

Answer 3: You must be subscribed as a “Rising Tide” to make a community.

Question 4: How Can I Join A Community?

Answer 4: Any user can join a community either through a custom code provided by the administrator of that community or being manually added by that community administrator.

Question 5: Why Is There A Subscription?

Answer 5: Subscriptions are used to first pay for the cost of the RTT platform. RTT is not looking to maximize profits, instead any additional cash flow left after company costs will be allocated back to users on the platform in monthly giveaways.

Question 6: How Can I Be A Part Of The Monthly Giveaways?

Answer 6: When you post your problem, make sure that you include “Public” for one of the visibilities. RTT will choose which users to send money to dependent on their **1) Amount paid forward** **2) Length of time subscribed to the platform** **3) Type of user** (Rising Tides will be given preference to Tides & Boats). The DecurioRex account will act as RTT’s main profile & “total amount sent” by the platform can be viewed in the “Leaderboards” tab of the Dashboard section (this functionality is only available to “Rising Tide” users).

Question 7: What Is Cashapp / Venmo / Zelle & How Do I Receive My Money From Them?

Answer 7: These are financial technology companies that allow person to person (P2P) transactions between users. Given these are third party platforms, you will need to confirm receipt of payment on each post once received. If you are having any issues with the RTT interface, please leave your comment on the user feedback form at the bottom of the RisingTide.Technology landing page. If you are having any issues with Cashapp / Venmo / Zelle themselves, please contact their separate support numbers.

Question 8: My Problem Has Been Paid But I Did Not Receive The Funds

Answer 8: This platform is centered around community trust. Rising Tide is the social layer that allows for people in your community to ask for a helping hand but does not facilitate any payment flows. In order to ensure money is sent & received, please confirm each payment on your RTT profile. If an account pledges money on the RTT platform but does not actually send the funds, their profile will be banned.

Question 9: Does Rising Tide Technology Hold Any Money On The Platform?

Answer 9: No, RTT is **not** a bank, so no funds are stored on the platform. Instead, RTT is a social media / social payments platform that allows users to send money to other community members in need of cash with the understanding that they will pay it forward to another community member once they have the funds.

Question 10: Is There A Legal Obligation To Pay Back The Funds?

Answer 10: No, RTT does **not** provide loans so there is no legal obligation to pay the money back to another community member. Instead, this platform is based on the good nature of people & will survive as long as the people continue to provide their neighbor with a helping hand.

Question 11: Does Rising Tide Technology Work Internationally?

Answer 11: Currently, RTT is only available in North America (United States & Canada), but we plan to expand our services internationally at a later date.

Question 12: How Can I Help The Cause?

Answer 12: RTT does not accept any donations, instead we encourage everyone to find a problem on the platform to help someone in your community that is in need of a helping hand. You never know how far your act of kindness could spread.

Question 13: How Do I Reach Customer Support?

Answer 13: If you are experiencing any difficulties with the platform or have any platform suggestions, please provide your feedback in the User Feedback section of the landing page on this website.

Question 14: I Am Having Trouble Subscribing

Answer 14: Subscriptions are updated manually by the RTT team once payments are received from the Cashapp or Venmo payments gateways. Our team aims to add participants within the hour of receiving payment, but please add a comment on the user feedback form if you have paid but can not access the additional features.

Question 15: What's Next For Rising Tide Technology?

Answer 15: Please watch and comment on the video “Let’s Not Play Games...Let’s Carry The Boats...And The Logs” posted to Rising Tide Technology on YouTube, for new and exciting updates on the future of the pay-it-forward economy!