Support & Contact

Need help with Reminder Pass? We're here for you.

How to get help

Email us at **support@reminderpass.com**.

To help us solve things quickly, please include:

- Your store's `.myshopify.com` domain.
- A short description of the issue and the steps to reproduce it.
- Screenshots, if possible.
- The device and wallet involved (iPhone with Apple Wallet, or Android with Google Wallet), if the issue concerns a pass.

Response time: we reply within **1–2 business days** (Monday–Friday, excluding U.S. holidays, Arizona time).

Frequently asked questions

How do I install Reminder Pass?

1. Find **Reminder Pass** in the Shopify App Store and click **Install**.
2. Review the permissions requested and approve them in your Shopify admin.
3. Choose a plan. Billing is handled securely through Shopify.
4. Follow the setup steps in the App to design your pass and set your reminder timing.

How do I customize the pass?

Open Reminder Pass from **Apps** in your Shopify admin and go to the pass designer. There you can:

- Upload your logo.
- Set your brand colors.
- Edit the pass text.
- Choose which products customers reorder should get reminders.
- Set reminder timing.
- Add reorder or subscription links.

The preview shows how the pass will look in Apple Wallet and Google Wallet before you publish.

How do customers add the pass?

After you turn on the pass, customers get an **Add to Apple Wallet** or **Add to Google Wallet** button through the channels you enable, such as the order status page or an email link. They tap the button, confirm, and the pass is saved to their wallet. From then on, reminders appear as Wallet notifications, and the pass links straight back to your store to reorder.

Can customers turn off reminders?

Yes. Customers can turn off notifications for the pass in their Wallet settings, or remove the pass entirely. Removing the pass stops all reminders.

How do I uninstall Reminder Pass, and what happens to my data?

Go to **Settings → Apps and sales channels** in your Shopify admin, select **Reminder Pass**, and click **Uninstall**. Your subscription ends and billing stops through Shopify. Existing passes stop receiving reminders. All store and customer data is permanently deleted within **48 hours** of uninstall, in line with Shopify's `shop/redact` requirements.

How are customer data requests handled?

Reminder Pass supports Shopify's mandatory privacy webhooks (`customers/data_request`, `customers/redact`, and `shop/redact`). Requests made through Shopify are processed automatically. Customers or merchants can also email support@reminderpass.com. See our Privacy Policy for details.

Contact

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