



FLOPIX

Don't flop, build a site!

GUIDE

Managing your account

Your site, your subscription, your settings

flopix.fr/en

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💡 Everything is managed from your personal account, on a computer, tablet or phone: your sites, their subscriptions, your invoices and your settings. This guide walks you through it, section by section.

1. Logging in to your account

Everything happens in your personal Flopix account. You can reach it anytime, from a computer, tablet or phone, with the login details you chose when you signed up.

How to log in

- 1 Go to flopix.fr/en and click **"Log in"**.
- 2 Enter your email address and password, then confirm.
- 3 If you created your account with Google or Apple, use the "Continue with Google" or "Continue with Apple" button instead: you won't be asked for a Flopix password.
- 4 If you've turned on two-factor authentication, enter the 6-digit code you're asked for (see the Security section).

Forgot your password?

On the login page, use the "Forgot your password?" link: you'll get an email explaining how to set a new one. Your account email address is your main username.

Signed up with Google or Apple?

You can set a Flopix password at any time from your Settings, so you can log in either with your email or with your Google or Apple account.

In English or in French

Your account is available in English and in French. Switch languages with the FR / EN flags at the top or bottom of the page, or under **Settings**, **"Site language"**: your choice is remembered for your next visits.

2. Your dashboard

Once you're logged in, you land on your dashboard. It greets you with a "Welcome" and shows you, at a glance, the status of everything you manage on Flopix.

The three counters at the top

Counter	What it shows
Sites created	The number of sites in your account, online or not.
Active subscriptions	The number of sites with an active subscription (free trial included).
Referrals	The number of people you've referred through the affiliate program.

While a counter is at zero, it offers the action that gets it going: "Create a site", "Pay for the site" or "Start referring".

Your list of sites

Each site shows up as a card: its name, its address, its QR code (once it's online), its status explained in one sentence, and the **"Manage site"** button, which opens its page.

Status shown	What it means
Online	Your site is visible to all your visitors.
Online (verification in progress)	The subscription is active but the site didn't respond to our last check: try again in a few minutes.
Offline: payment pending	The site hasn't been paid for yet, so visitors can't see it. The "Put my site online" button takes you to payment.
Offline: subscription cancelled	The paid period is over. The site will be permanently deleted within 3 days unless you reactivate it ("Reactivate the subscription" button).
Offline: transfer pending	An ownership transfer is in progress: the site is on hold until the transfer is accepted or canceled.

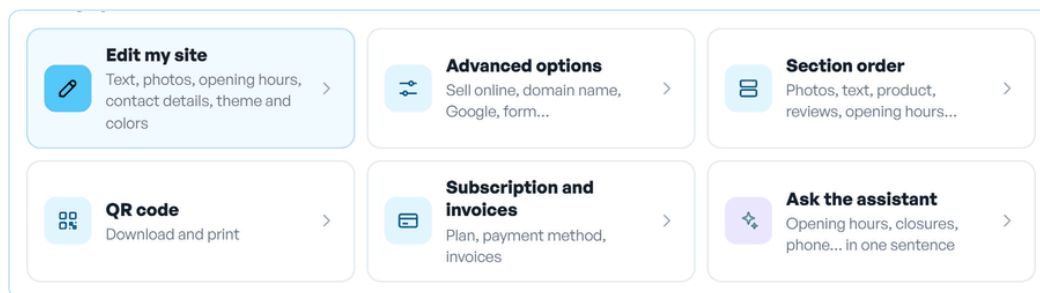
Finding your way around

The side menu has two groups. **"My site"** (or "My sites") takes you back to the dashboard and lists the pages unlocked by your advanced options (SEO, Statistics, Orders, Contacts, Campaigns, Automations). **"My account"** gives you Discounts, Affiliate program, Subscription, Invoices, My tickets, Settings and Security. On a phone, open the menu with the "Account menu" button. When you have several sites, filters and a search field appear above the list.

3. Managing and editing your site

You can change your site's content and look as often as you like, at no extra cost. Everything starts with the **"Manage site"** button on the site's card, which opens its page:

Tile	What it's for
Edit my site	Text, photos, hours, contact details, theme and colors
Advanced options	Sell online, domain name, Google, contact form... (included, active once the site is online)
Section order	The order of the blocks: photos, text, product, reviews, hours...
QR code	Download and print your QR codes
Subscription and invoices	Plan, payment method, invoices
Ask the assistant	Hours, closures, phone number... in one sentence



The tiles in the "Manage your site" section, on your site's page.

The same page also has the "Your site: to-dos and tips" box, your **legal notice** and the **"More actions"** section (change the address, transfer, delete).

Editing with the form

- 1 Click the **"Edit my site"** tile: the form opens with your answers already filled in and a live preview beside it.
- 2 For each step that's already filled in, choose to keep, edit or remove it.
- 3 Click **"Save"**. No need to go through every step: you can save from any of them, and the rest of your site stays as it was.

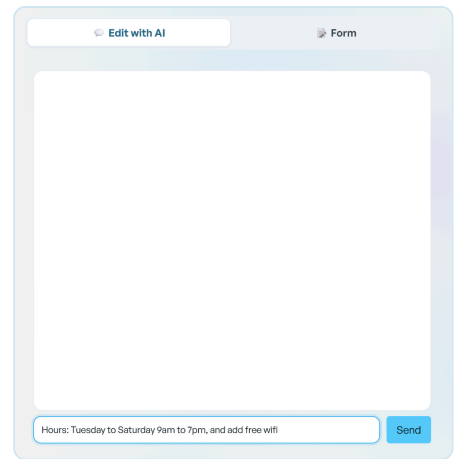
Editing with AI

On the same page, the **"Edit with AI"** tab, next to **"Form"**, lets you simply type your changes: "hours: Tuesday to Saturday, 9 a.m. to 7 p.m.", "add Wi-Fi", "new phone number...", "rewrite the description to sound warmer". The form and preview update. Nothing is saved until you click "Save"; typing "That's it" (or "C'est bon") takes you to the summary, where you save.

How to: edit with AI

- 1 "Edit my site" tile, then the "  **Edit with AI**" tab.
- 2 Write your change in one sentence and click "**Send**": the form and the preview update.
- 3 Write "All good", check the summary and click "**Save**".

For colors and theme, open the step list above the form and choose "Colors" or "Theme". The **Build your site** guide shows it with screenshots.



The "Edit with AI" tab.

What you can change

- The site name, the logo, the colors (Classic, Dark or My colors) and the theme (Essential, Modern or Magazine).
- Your photos (up to 5) and their captions, your description and your action button.
- Your contact details (address, phone, email) and your hours, including a temporary closure message.
- Your social media, delivery platforms and services.
- The section order, the advanced options and your legal notice.

Everyday changes, in one sentence

The assistant bubble, at the bottom right of your account, handles quick changes: temporary closure and reopening, hours, phone, email, services, description. It shows a before / after table and always asks you to confirm.

Your legal notice

Under French law, every public website must display an up-to-date legal notice identifying its publisher. It isn't part of the creation form: you fill it in once your site is live, from the site's page. You alone are responsible for it: Flopix provides the form but never fills it in for you. Until it's complete, a "Complete your legal notice" alert appears on your site's card.

Site address and files

- You change the address from "More actions". Your QR codes are then regenerated (the ones already printed stop working) and the new address is locked for 30 days.
- Photos: common image formats (JPG, PNG, WEBP, GIF...), ideally square or portrait. Videos are welcome too, as MP4 or MOV (1 minute, 20 MB max).

4. Your subscription and the free trial

Your site goes online through its subscription. Each site has its own subscription, which you manage separately from the others.

The plans

Plan	Good to know
Monthly	No commitment, cancel anytime.
Annual	The equivalent of two months free compared with monthly.

Current prices for both plans are on flopix.fr/en, in the [Pricing section](#). You pick your plan when you put the site online; the subscription then renews automatically at each billing date until you cancel it.

The free trial

Your first subscription starts with a free trial: **3 days** on monthly, **7 days** on annual. Stripe saves your card but nothing is charged; the Subscription page shows "🎁 Free trial ongoing until...". Cancel before that date and you pay nothing; otherwise, your first payment is taken when the trial ends. The trial stacks with the referral free month; a discount code, on the other hand, replaces it.

What's included

- Creating, publishing and hosting your site, with backups.
- A custom address (ending in .flopix.fr) and your QR codes.
- Unlimited edits and every advanced option.
- Platform maintenance and technical updates.

Viewing and managing your subscription

- 1 In the My account menu, open "**Subscription**". For each site, you'll see its status, its plan and its start date.
- 2 On the monthly plan, the "Switch to the annual plan (2 months free)" button lets you change plans.
- 3 The "**Manage my subscription (card, invoice, cancellation)**" button opens Stripe's secure billing portal: update your card, find your invoices, cancel.

5. Your invoices

All your invoices are kept in one place, available anytime.

- 1 In the My account menu, open **"Invoices"**.
- 2 The table lists every payment: date, site, plan, amount, and billing name and address.
- 3 Click **"View the invoice"** to open the detailed invoice, which you can save or print.

Record keeping

Your billing records are kept for 10 years, as required by law, even after your account is deleted.

6. Canceling your subscription

There's no commitment: you can cancel your subscription at any time, with no notice and no questions asked, right from your account.

- 1 Open **"Subscription"** in the My account menu.
- 2 On the site you want, click "Manage my subscription (card, invoice, cancellation)".
- 3 In the billing portal, choose to cancel the subscription, then confirm.

What happens next

- You won't be charged again. During a free trial, canceling before it ends means you pay nothing at all.
- Your site stays online until the end of the current period; the subscription then shows "Active until..." with the exact date. You can resume it from the same place until then.
- On that date, the site is turned off and visitors can no longer see it.

No refunds, then 3 days before deletion

Canceling stops future payments but doesn't refund the current period, even partially: that's why your site stays online until the very end of it. Once the period is over, the site enters a 3-day grace period; after that, unless it's been reactivated, it's permanently deleted (content, images and files included).

7. Account settings

The "**Settings**" section holds the settings for your account (not for your sites).

Personal information

You can change your first and last name (both optional) and your email address.

Secure email change

When you change your email, a 6-digit confirmation code is sent to the new address. Until you enter it, your current address stays active. The request expires on its own after 15 minutes, and you can cancel it at any time.

Site language

Choose English or French for the Flopix website and your account. Your choice is remembered for your next visits.

Password

Change your password by entering the current one and then the new one. If you signed up with Google or Apple, this section offers to **set a password** instead, so you can also log in with your email.

Newsletter

Check or uncheck "I want to receive the Flopix newsletter", then save.

Deleting your account

This can't be undone

Deleting your account is permanent. You can only do it after deleting all your sites (from each site's page, under "More actions"): nothing is deleted automatically along with the account. You'll then be asked for a confirmation code sent by email. Your billing records are still kept for 10 years, as required by law.

8. Security

The **"Security"** section lets you strengthen your account's protection with two-factor authentication.

Two-factor authentication

With two-factor authentication, a stolen password is no longer enough to get into your account: a second code, which only you receive, is required every time you log in. Two methods to choose from:

Method	How it works
Authenticator app (recommended)	A code changes every 30 seconds in an app such as Google Authenticator, Authy or Bitwarden. Works offline and can't be intercepted in an inbox.
Email code	A 6-digit code sent to your email address each time you log in. Simpler, but your inbox becomes the weak link.

Turning on the authenticator app

- 1 In Security, click **"Set up the app"**.
- 2 Open your authenticator app and scan the QR code shown (or type the key in by hand).
- 3 Enter the 6-digit code shown in the app, then click **"Enable"**.

For the email method, just click "Enable by email".

Your backup codes

When you turn it on, 8 backup codes are shown to you just once. Write them down and keep them somewhere other than your phone: each one works only once and lets you log back in if you lose access to your usual method. The number of codes left is displayed, and "Generate new backup codes" creates a fresh set (the old ones then stop working).

Turning off two-factor authentication

On the same page, expand "Disable two-factor authentication" and enter your password to confirm. Your account will then be protected by its password only.

9. Discounts and promo codes

The "**Discounts**" section gathers all the discounts you can use when creating your sites.

How discounts work

- A discount applies to the **first payment** of a subscription: at the same percentage, it's worth far more on the annual plan than on the monthly one.
- Your loyalty rate grows with the number of your sites that have an active subscription: 5% for your first site (welcome code), 10% for the next ones, and 20% from your 6th site on.
- A new code is generated automatically every time one of your sites is paid for and activated.
- If someone referred you, a "1 free month" card shows the benefit applied automatically to your first site, with no code needed.

What stacks and what doesn't

- Discounts don't stack with each other, or with the referral free month, which takes priority on your first subscription: one discount per payment.
- The free trial does stack with the referral free month (first the trial, then the free month).
- A discount code replaces the free trial. Remove the code and the trial comes back.

Using a promo code

- 1** Find your code in the Discounts section. Any conditions (plan, first order only, end date) are listed there.
- 2** When you put a site online, enter it on the payment page, in the "Discount or referral code" field: the amount updates instantly, before you confirm.

Some offers need no code at all (a current promotion, the referral free month): they apply automatically.

10. Your tickets and the assistant

The assistant, for an instant answer

The assistant bubble, at the bottom right of your account, answers your questions about Flopix at any hour and can update your site from a single sentence (with your confirmation). If your request needs our team, it can open a ticket for you.

Opening a ticket

The **"My tickets"** section gathers every conversation with our team and lets you follow the replies.

- 1 In My tickets, create a new ticket.
- 2 Describe your request as precisely as you can: the site's address, the page, the message shown, the date. The more precise you are, the faster we can help.

Following up

- Each ticket shows its status: open or closed.
- While a ticket is open, you can reply to add a message.
- Once your issue is solved, you can close the ticket, and open a new one later if needed.

You can also email us at contact@flopix.fr.

Reporting a site that's down

If your site stops working or doesn't display properly, report it with a ticket. We'll acknowledge it and do everything we can to get it back up as quickly as possible.

11. Transferring your site to someone

Built a site for someone else? You can transfer ownership to them: they'll activate it with their own subscription and become responsible for its content and its legal notice.

How to transfer

- 1 From your dashboard, click "Manage site", then expand "**More actions**" and the "Transfer ownership of this site" section.
- 2 Enter the recipient's email address and click "**Send the transfer**".
- 3 The recipient gets an email to preview the site, then accept it (by logging in or creating a Flopix account) or decline it.

Good to know

- A transfer is only possible when no active subscription is attached to the site. If yours is active, cancel it first.
- While a transfer is pending, the site is on hold: it can't be edited, paid for or deleted. The "Cancel the transfer" button gives you back control.
- If it's declined, the site stays yours and you can offer it to another email address.
- Once the transfer is accepted, the recipient has 3 days to activate a subscription; otherwise, the site is deleted.
- If they activate a subscription on the site they received, the 30% affiliate commission goes to you (see the Affiliate program guide).

After acceptance

As soon as a transfer is accepted, the recipient becomes the site's publisher: it's up to them to update the legal notice right away so that it shows their own details. You're no longer responsible for a site's legal notice once it has been transferred and accepted.

12. Frequently asked questions

Does my site stay online if I cancel?

Yes, until the end of the period you've already paid for (end of the current month or year), then it's turned off. You won't be charged again in the meantime.

Will I get a refund for the current period?

No. Canceling stops future payments without refunding the current one. During the free trial, though, nothing is charged: canceling before it ends costs you nothing.

Can I edit my site as much as I want?

Yes, at no extra cost: "Manage site", then "Edit my site" (the form or the "Edit with AI" tab), or a single sentence to the assistant.

Does each site have its own subscription?

Yes. You manage, pay for and cancel each site separately.

How do I update my credit card?

In "Subscription", click "Manage my subscription": the secure billing portal lets you change your card, view your invoices and cancel.

How do I switch from monthly to annual?

In "Subscription", click "Switch to the annual plan (2 months free)". If you're unsure, open a ticket.

I lost access to my authenticator app. What should I do?

Use one of your backup codes to log in (each works only once), then generate new ones from the Security section.

Why can't I delete my account?

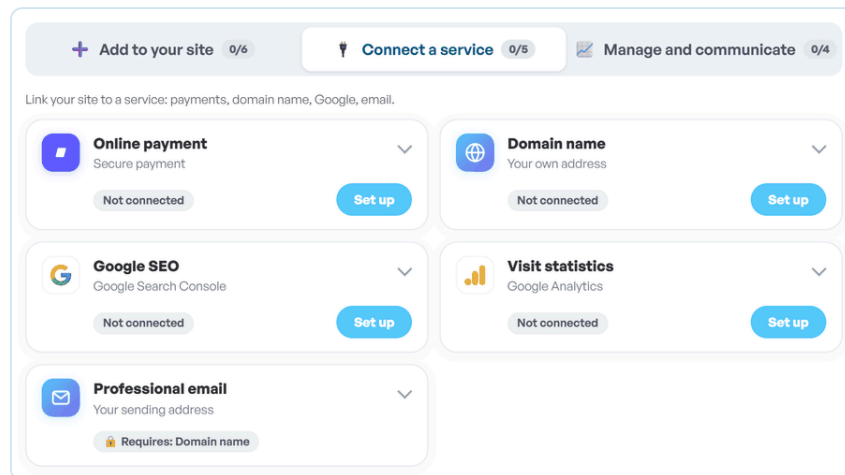
You first need to delete all your sites. Deleting the account is then confirmed with a code sent by email.

Where do I find my discount codes?

In the "Discounts" section. You enter the code on the payment page when you put a site online. Discounts don't stack with each other, and a code replaces the free trial.

Do advanced options cost extra?

No. They're all included in your subscription and unlock as soon as your site is online, free trial included. Use the "Advanced options" tile on your site's page: expand a card, click "Turn on this option", fill in the fields. Every option is explained step by step, with screenshots, in the **"Advanced options, step by step"** guide (flopix.fr/en/aide).



The Advanced options page, "Connect a service" tab.

My site looks wrong or is unreachable. How do I let you know?

Open a ticket from "My tickets" and describe the problem precisely (address, page, message, date), or ask the assistant to do it for you.

Can I give my site to a client or a relative?

Yes, through an ownership transfer, as long as no active subscription is attached to the site. The recipient has to accept it from their Flopix account.

Can I use my account in French?

Yes: use the FR / EN flags at the top or bottom of the page, or Settings, "Site language".

Questions? The assistant answers right away, and our team on "My tickets":

contact@flopix.fr