

FREQUENTLY ASKED QUESTIONS

Have a question? Read through our FAQ below. If you can't find an answer, please email our support team. We're here to help.

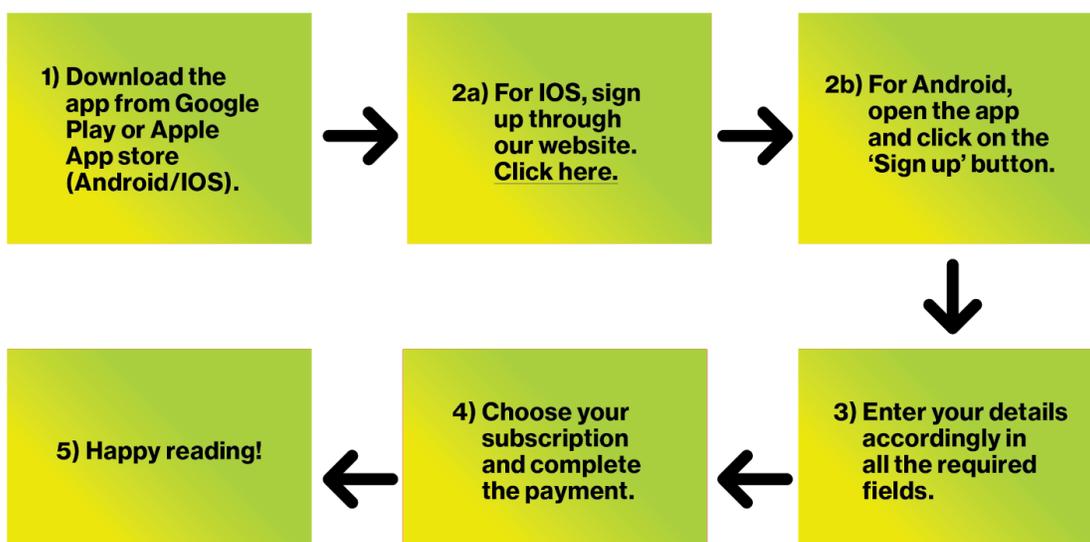
The logo for FuturArc, featuring the word "FUTURARC" in a bold, black, sans-serif font. A thin, curved line arches over the letters "U" and "R".

YOUR NEW READING EXPERIENCE, FOR A NEW GREENER FUTURE

At FuturArc, we are working hard to continue improving to bring a new reading experience to you so that together, we can continue to explore and share ideas to create a Greener, healthier built environment, one that is more harmonious with nature, for the next generation. In this crisis, we understand that confusion and uncertainties still abound. It has become challenging to stay motivated, let alone drive positive change for a better future. Let's not give up!

SUBSCRIPTION

1. How do I subscribe and make payment?



An account will be created for you, based on the email address and password that you have provided during registration. You will then receive an email with your login details and selected subscription duration.

- Open the FuturArc app.
- Enter your login details and click on the “Login” button to start reading.
- For more details, refer to the [USER GUIDE](#).

2. What is the duration/price of my subscription?

You may select any one of the following subscription durations:

- **USD 7.99*** (1 year = 4 issues)
- **USD 14.99*** (2 years = 8 issues)
- **USD 22.99*** (3 years = 12 issues)
- **USD 30.99*** (4 years = 16 issues)
- **Trial** (1 month = 1 issue)

*Prices will be adjusted according to your local currency.

A successful purchase of a subscription will contain the following:

- Latest issue available at the time of purchase.
- Three (3) upcoming issues.

3. Can I purchase single issues?

- For digital content, only yearly subscription (1 to 4 years) is available.
- For single issues, you may purchase the print issue from our online shop here: <https://bci-media-group.myshopify.com/collections/futurarc>.

4. When will my subscription begin?

- Digital subscription will begin once payment for your selected subscription is completed.
- Login to the FuturArc app and click on the “All Editions” button to start reading FuturArc’s latest content.

5. I have just subscribed to my digital magazines. Will this be an auto-renewal?

Yes, subscription automatically renews.

- Your account will be charged for renewal within 24 hours prior to the end of the current period. A reminder email will be sent to your registered email address.

6. I purchased a subscription five months ago but have decided that the publication is no longer in line with my interests. Can I get a refund?

- Once a subscription is selected and payment is made, the subscription fee is non-refundable or transferable.
- Your annual subscription offers a minimum of one year of reading access to the FuturArc app. Please email us (app@futurarc.com) for any further enquiries regarding your digital subscription.

7. I am an existing subscriber with a paid annual subscription for the app. But I am unable to access the content now.

- Please email the receipt of your purchase to app@futurarc.com as well as your registered email address to login for the app.
- If you no longer have the receipt, you may renew your subscription from this link here: <https://www.futurarc.com/faappsubscriber/> (see #8 below for the process).

8. I've subscribed to the Trial option, and I am interested in purchasing a yearly subscription. Do I need to go through the registration process again?

No, you do not have to go through the registration process again. To login as an existing subscriber, follow the steps below.

- Open your FuturArc App. On the login page, click the SIGN UP button. For IOS click on the website sign up form [here](#).
- Enter your registered email address and click on the following option at the top of the sign-up form: "If you have previously registered for the Construction+ or FuturArc app, please click HERE to login."
- Once logged in, select your preferred subscription and click the **RENEW** button.
- Process your payment.

9. I have signed into the app, but the magazines still show the prices instead of "AVAILABLE". How do I read the issues?

- **Annual subscription:** If you have successfully completed payment, you will be able to access the content of the latest issue (and the upcoming issues).
- **Trial subscription:** If you have selected the Trial option, this is valid for one (1) month only. You may email us (app@futurarc.com) to confirm if your subscription duration has ended.

10. The new print issue is on the newsstands. Why is it not available in its digital edition yet?

- Our team redesigns every digital edition for a better reading experience on the app platform. We seek your kind understanding and patience in this matter as we expedite this process.
- The print issue will be published quarterly. You will get a notification from your FuturArc app once the digital issue is published.

11. How do I access past issues?

Please contact us at app@futurarc.com if you wish to access the past issues on your app or purchase through our [online shop](#).

12. I am an existing subscriber. What happens if I subscribe again during a new promotion?

Your new subscription will automatically start after the existing one expires. You may email us at app@futurarc.com to confirm the duration of your current subscription.

For example, if your current subscription ends in Jan 2021, your new subscription will continue and begin from Feb 2021.

NAVIGATION

How do I navigate the digital magazine?

For the navigation tutorial, please open the app and click on the HELP button on the main page.

Click on the link below for tutorials:

[Android Phone View Tutorial](#)

[iOS Phone View Tutorial](#)

[Web View Tutorial](#)

DEVICE

1. How many devices can I use to access my digital magazines at the same time?

You may access your digital subscriptions on up to two (2) devices at the same time.

2. Is there a limit on how many times I can download or access each digital issue?

There is no limit. You will only need to download each digital issue ONCE, after which it will be tagged to your iTunes or Google account. This means that each time you are signed in to the app store, even on your other devices, you will be able to access the content that you have downloaded.

3. I recently purchased a new phone/tablet. Are my issues still available to me?

Yes. Access the app using the same email address and password that you have used during registration (limited to 2 devices at the same time).

4. Can I use the same login details on both Android and iOS platforms?

Users who registered on iOS will not be able to use the same login details on an Android device. However, users who registered on Android will be able to login on both platforms.

5. Can I use the same login credentials for both FuturArc and Construction Plus apps?

Yes, you can use the same login credentials for both apps. If you have already signed up for either [FuturArc](#) or [Construction Plus app](#), simply login on the sign-up form using the same login credentials from the intended app to add subscription.

6. How do I reset/change my login password?

Reset Password

- 1- Click on the Forgotten password link.
- 2- Key in your email address.
- 3- Pop-up box will appear after a successful change.
- 4- Check your email for your new email password
- 5- Enter your new password and log in

Change Password

- 1- Click on the Change Password button.
- 2- Enter both your old and new passwords to reset.
- 3- Pop-up box will appear after a successful change. Log in using your new password.

7. Do I need to be connected to the internet to be able to read my digital magazines?

You may consider downloading the digital magazine first with the internet connection, after which you will be able to read it offline anytime.

8. What is your privacy policy?

Information concerning privacy policies of the apps can be found at <http://www.bciasia.com/privacypolicies/>

9. Device compatibility

The FuturArc app is compatible with current devices in the market. If you are experiencing compatibility issues with your device, please email the following details to us (app@futurarc.com):

- Model of device:
- Version of the app: Please refer to your own mobile setting under APPS.

TECHNICAL ISSUES

1. How long does the development team take to resolve general/technical enquiries?

All issues will be prioritised and undergo a review process accordingly.

- General enquiries: 2 working days
- Technical issues: 1 week, depending on the severity of the issue. Users will be kept updated on the process.
- Please email us (app@futararc.com) for all enquiries.

2. My digital issue is not downloading.

- Ensure that you are connected to the Internet
- Ensure that you have downloaded the latest version of the app and iOS / Android software. You can check this under **App Store / Play Store >> Updates** and ensure that there is no pending update for the app.

Once you have confirmed the above:

- Restart your device.
- Reinstall and reopen your app.
- If you are still unable to access the issue, please email the magazine issue to us for further investigation: app@futararc.com.

3. What do I do if I encounter a problem that is not mentioned here?

Please send an email to us (app@futararc.com), together with the following information so that it can help us give you a better answer to your query:

- Your name & email address (the one for your login credentials to the FuturArc app)
- Model of device:
- Version of app:
- What is the problem encountered: