



How do I activate MonikaGo?

When you receive your Starter Pack, there will be a Quick Start Guide in the box which has your unique licence key on the back. Visit my.monika.com/activate and click 'Activate Licence now', then select how frequently you want to pay for future subscriptions. You'll then be asked to Register and can proceed to enter the Licence Key.

How do I set up MonikaGo?

You simply follow the step by step Wizard to configure MonikaGo for your business. This will take you through staff, extra tasks and checks, products sold etc. Get started at <https://connect.monika.com/go/>.

We recommend access to the WebApp is limited to one person who accepts overall responsibility for the information input.

What is included in my subscription?

The MonikaGo subscription licences you to use the MonikaGo software, receive software enhancements and benefit from a lifetime parts warranty on all your MonikaGo devices. In addition, you can access support through your My Monika dashboard Support section, or via Monika Customer Services, email: gosupport@monika.com.

Does MonikaGo come with a Warranty?

Yes. You will receive a Lifetime Parts Warranty with MonikaGo, which means we will replace any defective device free of charge if you return it to us for assessment first. We recommend you follow our Recommended Usage Guidelines to ensure you do not invalidate your warranty through improper use.

The warranty covers all parts of your MonikaGo system except third party devices (namely power leads and plugs). View our full Terms & Conditions for more details.

How do I return an item?

If you need to return an item to us under the Lifetime Parts Warranty, please print and complete the Returns Form which you'll find in the Support section of the MyMonika dashboard or App. We recommend using the original box and shipping to:

Monika Returns, 10 Brook Park, Gaddesby Lane, Rearsby Leicestershire LE7 4ZB. Please enclose your completed returns note including a description of the problem you are having. We recommend contacting Monika Customer Services for help first on: gosupport@monika.com.

How do I manage my subscription?

Your subscription will automatically continue until you wish to cancel. To manage your payments or preferences, log in to My Monika Dashboard, select Subscriptions and 'Manage'.

How do I cancel my subscription?

You can cancel this at any time by logging into your Dashboard at My Monika, click the Subscriptions tile and 'Manage'. From here you can choose to cancel your subscription or change your payment method. On cancellation, we will return your data and will notify you as to how long your system settings will be stored. Your lifetime parts warranty will be immediately invalid.

What happens if I fail to make a subscription payment?

If a payment is not received, we will immediately notify you. After 30 days, we will automatically cancel your subscription and remove your data from our database.

Can I resubscribe to MonikaGo if I change my mind?

If you want to re-establish your MonikaGo subscription after cancellation, you will need to contact Monika for a new licence key and order number on 0845 230 45 46. Once you have received this, you can visit My Monika and set up a new subscription. We will ask you to return your equipment to us to ensure it's still fit for purpose, and will be charged a fee for this. If you don't return your equipment for assessment, your lifetime parts warranty will be invalid.

Please see our full Terms & Conditions for more details.

What do I do if I'm having problems?

Your My Monika account gives you access to step by step guides, troubleshooting guides and FAQs. If you can't find what you are looking for, contact Monika Customer Services through your Dashboard or at gosupport@monika.com and we'll do our best to help.

What do I need to be able to use MonikaGo?

You should have a robust WiFi connection in all operational areas to get the best connectivity.



What if my WiFi is unreliable?

MonikaGo is shipped with a Sim card which you can choose to activate via the Monika Store to ensure the most robust solution. The Sim costs £10 per month. This will be billed automatically until you cancel. Alternatively you could boost your WiFi signal using repeaters and other commercially available solutions.

What do you do with my personal data when I register?

We will use your registration details to process your order, deliver your Starter Pack (if purchased directly) and take payment via our secure third-party payment providers. For more details please see Monika's Privacy & Security Policy.