

FREQUENTLY ASKED QUESTIONS

[What exactly is RoommateClick.com?](#)

[Where is RoommateClick.com located?](#)

[How do I contact RoommateClick.com for customer support?](#)

[How much does RoommateClick cost?](#)

[What do I get by paying that I don't get with free registration?](#)

[How do I upgrade my account for full access?](#)

[Do RoommateClick.com memberships automatically renew?](#)

[How do I cancel my RoommateClick.com membership?](#)

[What is Account Deactivation and how is it different from canceling my membership?](#)

[Can I put my paid subscription on hold?](#)

[I received more than one receipt for my payment. Have I been charged twice?](#)

[I paid for full service. Why doesn't my account show the upgrade?](#)

[Does RoommateClick need any special settings on my computer?](#)

[Is your site secure?](#)

[How do I know if another user's profile is truthful?](#)

[Can I change my username?](#)

[Can I upload photos to my profile?](#)

[Why can't I find or contact someone who contacted me?](#)

[When I conduct a search, is there any way to tell which of the members who show up in the results is most active?](#)

[How do I search for a specific user by their username?](#)

[I blocked another member from sending me emails and how I want to unblock them. How do I do it?](#)

[How do I cancel RoommateClick.com's automated emails about new matches?](#)

1. **What exactly is RoommateClick.com?**

RoommateClick.com is an online roommate listing and matching service that helps like-minded, congenial people who have or need a place to live find one another. It is not a real estate agency or brokerage, does not in any way participate in transactions between its users, and neither offers nor is qualified to offer advice regarding specific transactions.

2. **Where is RoommateClick.com located?**

Our offices are at 598 Broadway, New York NY 10012 – in the Soho neighborhood of Manhattan.

3. **How do I contact RoommateClick.com for customer support?**

Email us at customerservice@roommateclick.com or call us on 646.264.0725 (between the hours of 9 am and 5 pm Eastern time, Monday through Friday).

Please include in the email or be ready to tell us your full name and the email address that you used to register on the site.

4. How much does RoommateClick cost?

It costs nothing to sign up on RoommateClick and search our listings for possible roommates. You can even send emails to other users to express interest in their place, or in having them join you in yours. Other members can send you emails too. Where we finally get you with a modest fee, though, is when you want to read more than the subject lines of your incoming emails. Our rates change from time to time: please click [here](#) to see what you'd pay today.

[Return to Top](#)

5. What do I get by paying that I don't get with free registration?

You can do everything with free registration except read your incoming e-mails. This means that you don't pay until you begin to see results. See also [question 4](#), and click [here](#) for pricing.

6. How do I upgrade my account for full access?



After logging into your account, click “Upgrade” on the left side of your home page. On the following page, pick the package to which you'd like to subscribe, and then click on “continue.” Fill out your credit card information on our secure page and click on “continue.” Please then allow the system some time to complete the transaction: if you interrupt it in any way, you may cause a duplicate payment.

[Return to Top](#)

7. Do RoommateClick.com memberships automatically renew?

RoommateClick.com memberships do not automatically renew unless you specifically “opt in” to a renewable membership. If you do choose a renewable membership, you can cancel it at any time: please email us at customerservice@roommateclick.com or call us on 646.264.0725 (between the hours of 9 am and 5 pm Eastern time, Monday through Friday), including or having ready your full name and the email address that you used when you registered on our site.

8. How do I cancel my RoommateClick.com membership?

Your RoommateClick.com membership expires automatically unless you specifically choose automatic renewal when you sign up. See the answer to question 7. for how to cancel a renewable membership.

[Return to Top](#)

9. What is Account Deactivation and how is it different from canceling my membership?

Canceling your membership (i.e. your billing) leaves your RoommateClick.com profile active as an unpaid registered user. Deactivating your account removes you from the system entirely.

When you *cancel your membership* (see question 7. on how to do this), you will continue to have full access until your current subscription expires. After that will no longer be able to open any emails that you receive, but will be able to use all the other features of the site. You will still be able to search RoommateClick.com listings and send emails and other users will still see your profile and be able to send you emails. You will also still receive emails from us to tell you about new roommate matches.

When you *deactivate your account*, your profile is removed from the system: you will no longer appear in search results, and, after a short delay, nobody can or will be able to send you emails. (You can reactivate your account at any time by contacting customer service.)

10. Can I put my paid subscription on hold?

Yes. If for any reason you are not able to use the balance of your subscription right way, please contact customer service to have it put on hold.

11. I received more than one receipt for my payment. Have I been charged twice?

If each receipt has the same RoommateClick.com order confirmation number, then there is no need to worry: you have not paid twice and have just received multiple copies of the same receipt. If, however, those order confirmation numbers are different, please email copies of the receipts to us at customerservice@roommateclick.com. We will then arrange for the appropriate refund, with our apologies. And remember, if you have any other concerns about billing, we want to help. Email us at the same address or call us (between 9 a.m. and 5 p.m. Eastern time, Mon-Fri) at 646.264.0725.

[Return to Top](#)

12. I paid for full service. Why doesn't my account show the upgrade?

Sometimes this problem arises when a payment has not gone through. Please first check that yours did—if so you should have received a receipt from RoommateClick confirming it.

If we didn't send you a receipt, your payment did not go through. We regret that you will have to go through the payment process again (if you have any concerns about this, please contact us at customerservice@roommateclick.com or call 646.264.0725 (Eastern time from 9 a.m. to 5 p.m. Mon-Fri)

If your payment did in fact go through, the next step is to log out of RoommateClick, close and then reopen your browser, and log back in again.

If that doesn't do it, it's time delete the "cookies" on your computer.

In Internet Explorer click "Tools → Internet Options → Delete Cookies."

In Firefox click "Tools → Options → Privacy → Show Cookies → Remove All Cookies." (More advanced users can select cookies from RoommateClick.com and delete just them.)

Still having problems? Unfortunately we can't cover everything here: please don't hesitate to contact us at customerservice@roommateclick.com or call 646.264.0725 (between the hours of 9 am and 5 pm Eastern time)

[Return to Top](#)

13. Does RoommateClick need any special settings on my computer?

To use all the site's capabilities you should make sure that your browser has javascript enabled, and that pop-up windows are enabled for RoommateClick.com (different browsers do this in different ways). Errors are also sometimes caused by old "cookies" on your computer. For how to delete cookies, go [here](#). If you experience difficulties getting RoommateClick.com to function on your computer, please contact customer support at customerservice@roommateclick.com or call 646.264.0725 (between the hours of 9 am and 5 pm Eastern time)

14. Is your site secure?

Yes. All of our billing pages are encrypted and we divulge no personal information without your explicit permission. For our privacy policy, [click here](#).

[Return to Top](#)

15. How do I know if another user's profile is truthful?

You should exercise the same caution and judgment when interacting with another RoommateClick.com user as you would with any other contact that you make on the Internet. Our service works extremely well for users who provide truthful honest descriptions of themselves and their apartments—and the vast majority of RoommateClick.com members do exactly that. We work hard to police and remove obvious falsehoods and offensive content, but unfortunately we have no means of detecting them all.

[Return to Top](#)

16. Can I change my username?

You cannot change your username directly in your “edit profile” page, but we will happily do it for you. Email customerservice@roommateclick.com with your current username, your password and your new username and we will see to it. Remember that if someone else already has the name, you can’t have it – so try to send us something unique or we may have to add some numbers to it.

17. Can I upload photos to my profile?

Yes. You can load up to 5 pictures of up to 200KB each, in JPEG or GIF format. Click on “photos” under “edit profile” in the left hand menu bar and follow the instructions. If you need assistance with photo uploads, you can always email them to us, along with your photos, at photohelp@roommateclick.com. A member of our team will make sure your photos get uploaded quickly to your profile.

18. Why can’t I find or contact someone who contacted me?

Because they have recently deactivated their account.

19. When I conduct a search, is there any way to tell which of the members who show up in the results is most active?

RoommateClick.com automatically sorts search results by putting the members who most recently logged in to the site at the top. For this reason we recommend contacting people near the top of your results list first, as they are more likely to respond promptly.

[Return to Top](#)

20. How do I search for a specific user by their username?

On the left hand side of your homepage, click on “advanced search.” Scroll down to the bottom of the next page, type in the username you want, and click “search.” If this does not work and you are sure that you have spelled the username correctly, this means that the member has found a roommate and deactivated his/her account.

21. I blocked another member from sending me emails and now I want to unblock them. How do I do it?

If you are already logged on, [click here](#) to go directly to your mailbox options page, then follow the instructions below. Otherwise, log on now and click on “mailbox” in the left hand menu bar on your homepage. On the next page, click on the “options” tab to reach the page where you can manage your email blocks.

[Return to Top](#)

22. How do I cancel RoommateClick.com’s automated emails about new matches?

If you are already logged in, [click here](#) to reach your “edit profile” page and follow the instructions below beginning at “Scroll to…” If you are not logged in,

do so now. Then click on “edit profile” in the left hand menu bar on your homepage. Scroll to the “Terms of Use” section at the bottom of the page, and uncheck the box next to “Yes, please send me new roommate matches via email.” Click. At the bottom of the page “save changes and preview.”

[Return to Top](#)