

MEMBER FIELD GUIDE

Know the platform. Use it well.

A practical, step-by-step guide to joining, managing your account, using platform features, and understanding the choices and risks involved.

Getting started

Balances & payments

Plans & lottery

Referrals & security

Clear steps. Informed choices.

Keep this guide handy as you explore.

MEMBER EDITION

4 OCTOBER 2026

How to use this guide

Synthrosis brings together account tools, funding and withdrawals, tier access, investment plans, partnership invitations, lottery games, and member communities. This guide explains how to find and use those areas in the member interface.

FIRST PRINCIPLE

Read what the screen says before you confirm. Prices, plans, tier limits, supported currencies, prize pools, and availability can differ by account and can change. The live in-platform details take precedence over examples in a static guide.

Important financial and game risk

Using a plan, partnership, or lottery feature involves financial risk. Investment returns are not guaranteed; displayed ROI describes a plan's stated full-term terms, not a promise. Lottery outcomes are based on chance and you can lose the amount played. This guide is operational help, not personal financial advice. Only commit money you can afford to lose.

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Interface labels and navigation names in this guide match the member experience at the edition date. If an area looks different, follow the current screen and its instructions.

Join, verify, and sign in

Registration is invitation-only. You need a valid invitation link before you can create a member account.

Creating your account

- 1 **Open the complete invitation link** you received. It pre-fills the invitation code on the registration page; the field is read-only.
- 2 Enter your name, email address, and password, then confirm the password and submit.
- 3 Check your inbox for the email verification message and follow its verification link.
- 4 If it does not arrive, use **Resend verification email** on the verification screen. Check spam/junk and make sure the email address is correct.

Invitation link not working?

A link can be invalid, fully used, or tied to a referral spot that has already been filled. Ask the person or campaign that gave you the link for a valid one. Do not edit the invitation parameters in the URL.

Signing in and recovering access

- Sign in with your email and password. Select **Remember me** only on a device you trust.
- If you enabled two-factor authentication, enter the current code from your authenticator app after your password.
- Use the password-recovery link on the sign-in screen if you cannot remember your password. Follow the email instructions promptly.
- Repeated incorrect sign-in attempts may be temporarily limited; wait before trying again rather than repeatedly resubmitting.

Invitation link → register → **verify email** → sign in → **dashboard**

Member features require a verified email. Keep access to the mailbox associated with your account.

Your dashboard & balances

The dashboard is the best starting point after sign-in. Use the main navigation to open a feature, then return to the dashboard for an overview.

Available balance

The spendable account amount shown by the platform. Purchases, upgrades, and other actions can reduce it; reserved withdrawals are no longer available to spend.

Bonus balance

A separate balance label. Read the current page's rules before assuming what it can be used for or withdrawn as.

Total revenue

An overview figure, not a guarantee of withdrawable funds. Compare it with the balance and individual activity details.

Recent activity

The dashboard shows a short recent-activity view. Open **Transactions** for the paginated transaction ledger.

Find a feature

What you want to do	Open this area
Add funds to your account	Add Funds
See or upgrade account tier	Upgrade tier
Browse plan terms and invest	Trading
Join a partnership and invite people	Partnership
Play a wheel or draw-ticket game	Lottery
Review credits/debits	Transactions
Request a payout	Withdraw Funds
Update your profile/security	Settings

Figures have different meanings

Do not treat a revenue, bonus, cashflow, or overview figure as the same thing as the available balance. For a decision involving money, inspect the specific feature screen and its latest status.

Deposit carefully

Create payment instructions first, then make one payment that matches those instructions exactly.

- 1 Open **Add Funds** and enter an amount in USD. The current form requires a whole-number amount, with a **\$10 minimum**; your tier's maximum also applies.
- 2 Select the currency and network you intend to use. Review any provider minimum or payment fee shown.
- 3 Choose **Create deposit instructions**. Keep the payment page open and read the invoice details.
- 4 From your own wallet, send to the displayed address using the **same asset and network**. Check the address and amount before sending. If the selected currency/network and payment instructions appear inconsistent, stop and contact support before paying.
- 5 After sending, choose **I've Made Payment** to check the provider status. The screen begins with a 20-minute payment window; a payment still confirming at expiry may require more time to confirm.
- 6 Use the payment page to check the provider status, then check your account balance before treating the payment as credited. The amount credited can reflect the amount the provider reports as paid.

Crypto transfers are difficult or impossible to reverse

Never guess the network, asset, address, or amount. Do not send from an exchange or wallet unless you understand the transfer steps and network selected. If anything on the invoice is unclear, do not send funds —contact support first.

What to keep

Save the deposit reference and your wallet/provider transaction ID or hash. A provider may credit the amount it reports as paid; do not assume an underpayment or overpayment is handled the way you expect.

Payment confirmation depends on provider/network processing. No confirmation time is guaranteed in this guide. If a deposit is not visible in transaction history, check the deposit's payment page and contact support with the reference before trying again.

Tiers & limits

Tiers control access and account limits. Review the tier table in the platform; actual prices and limits are the ones currently displayed to you.

How an upgrade works

- 1 Open **Upgrade tier** and compare the displayed tier cost, maximum deposit, and maximum withdrawal.
- 2 Check which plan amounts and games are available at each tier; eligibility can differ by product.
- 3 Make sure the upgrade cost is covered by your available balance. The upgrade action deducts the cost.
- 4 Choose the next available tier and confirm. The platform activates the next tier; it does not let you skip straight to a later tier.
- 5 Return to the tier page or dashboard and confirm the new tier before starting an action with a tier limit.

Before you upgrade

- An upgrade is a paid action, not a deposit and not a guaranteed profit.
- Compare the one-time cost with the access and limits you actually need.
- Do not assume an upgrade can be reversed or refunded; check the current terms first.
- Deposits, withdrawals, plan eligibility, and game availability can have different tier rules.

When an action is blocked

Check the displayed tier requirement and limits, your available balance, and whether the item is currently open/active. If the page still seems incorrect, capture the page name and message and contact support.

Compare plans before investing

The member interface labels plan browsing and investing under **Trading**. Plans have their own terms; there is no universal return or duration.

How to start

- 1 Open **Trading** and read each eligible plan card from top to bottom.
- 2 Compare required tier, minimum and maximum amount, duration, full-term ROI, profit frequency, and whether capital is stated as returned at the end.
- 3 Choose an amount within the range and no greater than your available balance.
- 4 Select **Invest now** only after you understand the term. The amount is deducted from available balance when the investment starts.
- 5 Track each investment's active/completed status, next profit time or completion date, installments made versus total, and credited profits on the investment list.

ROI is a plan term, not a promise

The displayed ROI is for the plan's full term. It does not guarantee that a return will be earned or paid on a particular date. Some plans indicate that capital is not returned at term end. Consider the whole amount at risk before investing.

What to verify

- Plan name and availability
- Required tier and amount range
- Full-term duration and payment frequency
- Capital-return wording
- Available balance after committing the amount

Profit credits and maturity updates depend on the platform's settlement processing. If the plan status or schedule looks unexpected, contact support with the investment details.

Understand the games

The Lottery area includes **Spin wheel**, **Draw tickets**, and history. Only active, not-yet-due games available to your account tier are listed. Game prices and dates vary.

DRAW TICKETS

Enter a scheduled draw

1. Choose an open draw.
2. Review ticket price, remaining tickets, total cost, draw time, and prize-pool details.
3. Choose quantity and buy only if the total and your available balance are acceptable.
4. Check lottery history and announcements for updates.

A ticket is an entry, not a promise of winning. In a completed draw, one ticket is selected at random; the full current pool is credited to its holder. Ticket sales add to the pool.

SPIN WHEEL

Pay for an individual spin

1. Choose an available wheel.
2. Check the cost per spin and the listed prizes/top prize.
3. Select **Spin** only after checking the cost; the price is deducted for the spin.
4. A positive prize result is credited to available balance immediately.

The wheel screen shows prizes but does not show each segment's odds. Do not assume equal chances or that a top prize is likely.

Play responsibly

Lottery participation is optional. You can lose the full amount played. Set your own limit before playing, do not chase losses, and do not treat a "spins today" counter as a personal allowance or a guarantee about your odds.

A draw schedule or a community announcement is not a guaranteed completion or payout time. Check the game's own status and history.

Partnerships & referrals

There are two different invitation paths: a member's partnership spot link and an administrator's campaign/ad link. Know which one you are sharing.

Start a partnership

- 1 Open **Partnership** and compare the plans' displayed prices, levels, spots per level, and total spots.
- 2 Check that your tier qualifies and that the plan is ready and affordable.
- 3 Choose a plan. The partnership tree and its spot invitations are created for that plan.
- 4 Copy a link for an open spot. Share that complete link with the intended person.
- 5 Use the tree to see which spots are **Joined** or still **Invite open**.

One-time active-referral credit

The owner of a member referral spot can receive a **\$5 referral credit once** when that referred member first qualifies by doing any one of these:

- Upgrade a tier; or
- Start an investment; or
- Spend a total of **\$50 on lottery within the preceding 24 hours** (draw-ticket purchases and wheel spins count together).

This is one credit for the referred user/spot, not a recurring payment for every later action or level. Look for **Referral Commission** in transaction details.

Admin campaign / advert invitations

These links are created by administrators for campaigns and can have a limited number of registrations. They are for registration access and **do not earn referral commissions**. Campaign links and member spot links are not interchangeable.

Only invite people who understand the platform and its risks. Do not describe a reward as guaranteed income or encourage anyone to spend or invest money they cannot afford to lose.

Requesting a withdrawal

Withdrawals require a confirmed password and are subject to your available balance, current tier limit, supported currency, and provider rules.

- 1 Open **Withdraw Funds**. If prompted, confirm your password before continuing.
- 2 Enter the amount in USD. The minimum is **\$10**; your tier's maximum and available balance apply.
- 3 Select a supported payout currency and network. Enter the receiving wallet address and any required memo/tag.
- 4 Choose **Validate address & estimate**. Check the address/network carefully, then review the estimated crypto amount and network fee.
- 5 If everything is correct, choose **Request withdrawal**. The requested USD amount is reserved/deducted from available balance while the request is processed.
- 6 Return to the withdrawal page to follow the request status and any transaction hash or failure reason.

The estimate can change

The displayed crypto payout and network fee are estimates. The page warns they can change; the actual crypto amount and fee are set during processing. Check everything before requesting.

Common status labels

Initializing · Payout setup · Awaiting verification · Processing · Sending · Completed · Failed / refunded · Rejected / refunded

Double-check the destination

Crypto transfers sent to the wrong address or network may not be recoverable. Use an address you control, verify the full address and any tag/memo, and never rely only on a copied first/last few characters.

A pending status is not a failure or a guarantee of completion by a particular time. If the status is unclear, contact support with the withdrawal reference. Failed/rejected requests may show a refunded status; confirm the balance before submitting another request.

Transactions & activity

Use transaction history to review recorded credits and debits. It is a ledger view, while each feature page provides its own operational status.

- 1 Open **Transactions**.
- 2 Select **All**, **Credit**, or **Debit** to narrow the list.
- 3 Review the reference, type, description, game if applicable, amount, and date. Newer entries appear first.
- 4 Open a transaction for its detail view. Use the reference when asking support about a specific entry.

Use the right status screen

A transaction detail view is not a live payment tracker. For a pending deposit, check the deposit payment page; for a payout, check Withdraw Funds; for a plan, check its investment card; for a game entry, check lottery history.

Keep your own records

- Save payment-provider references and blockchain transaction IDs/hashes.
- Record the date, amount, currency/network, and the status shown by the relevant feature.
- When contacting support, do not send your password, authenticator code, recovery codes, or private wallet keys.

If an entry is missing

Check the feature-specific status first. If the platform does not show an expected record, contact support with the reference and supporting transaction ID rather than repeating the payment or purchase immediately.

Communities & testimonials

Community rooms

The member area has four rooms: **General announcements**, **Partners club**, **Trading forum**, and **Lottery arena**. Open them from the sidebar. Messages are shared with other members; write respectfully and do not post passwords, private financial details, or sensitive personal information.

- Messages must contain text and are limited to 2,000 characters.
- Recent messages are shown in the room; official lottery start/completion/winner posts may also appear there.
- Community posts are not official account support. Use the Contact page for private account/payment questions.

Share your experience

Use **Share experience** to submit a testimonial. The quote must be 20–1,000 characters; title is optional and the rating is 1–5. Submissions wait for review. Only approved testimonials appear publicly; submitting one does not guarantee publication.

Be accurate and protect privacy

Do not publish another person's details or make claims about guaranteed results. A testimonial or community post may be displayed or moderated under the platform's terms.

Contact support

The public **Contact** page accepts your name, email, subject, and message. Choose the closest subject—Technical, Support, Feedback, Payments, Legal services, Consulting, or Other—and describe one issue clearly.

Include the page name, approximate time, and relevant reference. Never include passwords, one-time codes, recovery codes, or private keys. The platform does not show a guaranteed support response time.

Profile & security

Keep profile details current

- In **Settings** → **Profile**, update your name and email address.
- Changing your email removes its verified status. Verify the new address before relying on account emails.
- In **Settings** → **Password**, a password change requires your current password and confirmation of the new one.

Turn on two-factor authentication

- 1 Open **Settings** → **Two-Factor Authentication**.
- 2 Scan the QR code with a trusted authenticator app, or enter the setup key in that app.
- 3 Enter an authenticator code to confirm setup.
- 4 Store recovery codes somewhere secure and separate from your device. Do not share them with anyone.
- 5 Use a current authenticator code at sign-in when prompted.

Never share authentication secrets

Support should not need your password, authenticator code, recovery codes, or wallet private key. Do not send these through email, chat, or a support form.

Account deletion

Settings includes an account-deletion action. The confirmation asks for your password and warns that account resources and data will be permanently deleted. Review the consequences and export anything you need before confirming.

Troubleshooting & account status

What you see	What to check
Cannot access member pages	Confirm you signed in and verified the email on your account.
Invitation rejected	Ask for a current link; it may be invalid, used up, or tied to a filled spot.
Deposit is not credited yet	Check the payment page/provider status and payment reference. Do not send a duplicate payment before checking.
Plan or game is unavailable	Check account tier, item status/date, required amount, and available balance.
Withdrawal is pending	Use Withdraw Funds to check the status. Do not assume an estimate is a final payout amount.
Sign-in asks for another code	Use the current authenticator code. If unavailable, use a saved recovery code and secure the account afterward.

Suspended or banned account

If an account-status screen offers an appeal, explain the situation clearly and include relevant context. The appeal reason must be at least 20 characters; only one appeal can be pending at a time. Keep your account credentials private. Review and access restrictions remain until the platform's review is complete.

Make support requests easier to resolve

- Write from the email address associated with the account where possible.
- State the feature, date/time, amount, and what you expected versus what happened.
- Include a reference, transaction ID/hash, or a screenshot with sensitive details hidden.
- Do not send passwords, verification codes, recovery codes, or private keys.

At-a-glance rules

Feature	Remember
Registration	Invitation-only; open the complete link and verify your email.
Deposit	\$10 minimum, whole USD amounts, tier maximum applies; match asset/network/address exactly.
Upgrade	Activates the next tier and deducts its displayed cost from available balance.
Investment	Compare full-term ROI, duration, tier, amount limits, frequency, and capital-return wording.
Lottery	Chance-based; each listed price is at risk. Wheel odds are not shown on its screen.
Referral	\$5 one time per qualified member spot; admin campaign links earn no commission.
Withdrawal	\$10 minimum; tier limit applies; crypto estimate and fee may change.
Security	Verify email, use a unique password, enable 2FA, protect recovery codes.

Glossary

Term	Meaning in this guide
Available balance	Balance the interface currently makes available for eligible actions.
Tier	Account level that may determine limits and feature eligibility.
Spot	A place in a member partnership tree with its own invitation link.
Active referral	A referred member who has met at least one of the stated activation actions.
Network	The blockchain/network used to send or receive a supported digital asset.
Full-term ROI	The plan's stated return measure across its full duration, not an assurance of results.

The exact current screen values, account-specific limits, and terms shown inside Synthrosis are the source to check before confirming an action.

Your before-you-act checklist

1. **Understand the action:** Am I depositing, upgrading, investing, buying a ticket/spin, creating a partnership, or withdrawing?
2. **Check current terms:** Have I reviewed the amount, eligibility, duration, network, fees/estimates, and status rules on the current screen?
3. **Check affordability:** Can I afford to lose or commit this amount without affecting essential needs?
4. **Verify destination and amount:** For any transfer, did I confirm asset, network, address, tag/memo, and amount?
5. **Save a reference:** Can I identify the action later using its reference or transaction ID?
6. **Protect access:** Am I using a unique password and keeping authenticator/recovery secrets private?

REMEMBER

No displayed return, referral opportunity, prize, or estimate removes financial risk.

Take time to read the actual offer or game rules. Do not borrow, chase losses, or rely on someone else's outcome as a prediction of your own.

Need help?

Open the platform's **Contact** page and select the closest subject. Include the relevant feature and reference, but never include your password, verification code, recovery code, or wallet private key.

Pause → read the current terms → **check risk** → confirm only if you understand

Synthrosis Member Guide · Edition dated 4 October 2026 · This guide explains the current member experience and is not a substitute for the platform's Terms of Service, Privacy Policy, or the live terms displayed for an individual product.