

MedRecord Support and Account Deletion Guide

Public support and self-service instructions

MedRecord 1.2.1 build 2 | Prepared October 2, 2026

Medical and emergency notice

MedRecord does not diagnose conditions, recommend treatment, calculate dosages, or replace a qualified healthcare professional. For a medical emergency, contact local emergency services. Do not rely on MedRecord as the only copy of information needed for care.

Contact support

Email: maggi.honda@askmaggi.com

Include the MedRecord version, device model, iOS or iPadOS version, affected screen, steps taken, expected result, and actual result. Do not send passwords, encryption keys, prescription labels, or identifiable medical information in email or screenshots.

Account and data recovery

Native MedRecord accounts and records are stored locally on the device. There is no cloud synchronization or portable encrypted backup. If records cannot be unlocked, preserve the app and device and contact support. Do not uninstall the app as a troubleshooting step because uninstalling can permanently remove local records and the device-only encryption key.

- Confirm that the app remains installed on the original device.
- Unlock and restart the device, then try again.
- Do not clear app data or remove the app.
- Preserve any original legacy import files.
- Understand that copying encrypted .dat files to a different device does not guarantee recovery.

Delete a local account

1. Sign in to the account you want to delete.
2. Open Settings and choose Delete this account.
3. Enter the current password.
4. Type DELETE in the confirmation field.
5. Confirm the deletion.

Deletion removes that authenticated local account and its app-managed record file, including medications, dose logs, allergies, surgeries, doctor details, and saved doctor-card images. It does not delete another local account or copies previously printed, exported, shared, or sent to support.

Privacy requests

Send privacy questions or requests concerning support information held by the operator to maggi.honda@askmaggi.com. Device-local records normally cannot be accessed, corrected, or deleted remotely by the operator. Use the in-app controls for device-local records.

Reporting a security concern

Report suspected unauthorized access, unintended record exposure, cross-account access, or destructive data loss promptly to maggi.honda@askmaggi.com. State the app version, device type, approximate time, and steps observed without attaching sensitive medical content unless support specifically requests a secure method.

Useful links

Privacy Policy: <https://askmaggi.com/MedRecord/privacy.html>

Support page: <https://askmaggi.com/MedRecord/support.html>