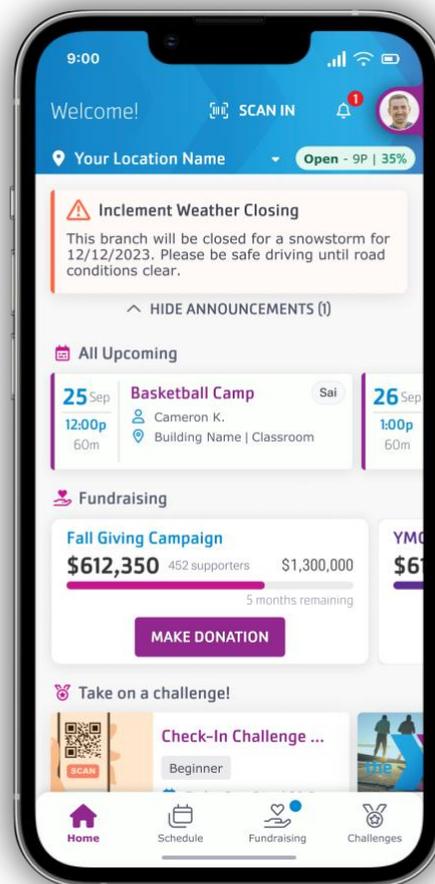


Daxko Mobile: Member & Guest App User Guide

The new Daxko Mobile app makes it easier for mission-driven organizations to look after their work and connect with their community. With the app, everything members need is in one place: member logins, program sign-ups, exercise schedules, account management, a simple barcode for check-in and so much more – all using the same username and password members already use to manage their online account through Daxko Operations.

This user guide provides a high-level overview of the **member & guest app** capabilities so that your staff can better assist your members who may have questions about the app:

- App Access & Member Login
- Manage Member Account
- App Home Screen
- Using Member Barcode
- Sign up for Classes & Programs
- Viewing Fundraising Information
- Joining Challenges
- Push Notifications
- Guest App Experience



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Logging Into The Member App

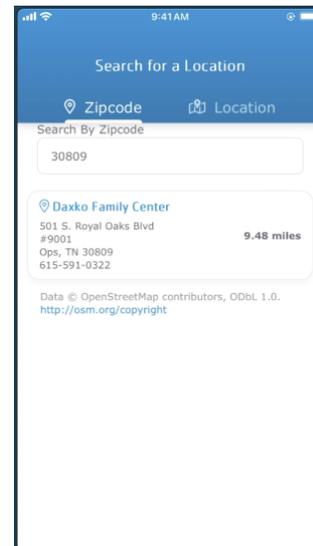
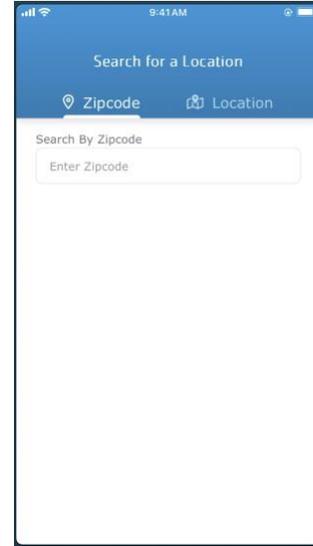
If your organization is using a white-labeled version of the app, members will immediately see your app home page when opening the app.

If you're using the container version of the app, members will first need to search for and select your location. This can be done by a ZIP code search or by using the mobile device's location services feature.

Members will only need to do this the first time they access the app. Once they select their location, the app will remember this setting.

After a location is selected, users will see a screen that allows them to access the app as a **guest** or to login as a **member**.

Let's begin with the member experience.



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Members will log into the app using their existing Daxko Operations username and password. The login screen should look familiar to members who already access their online member portal.

The app also supports the same password assistance flow for members who may have forgotten their password and may need to reset it.

Home Screen

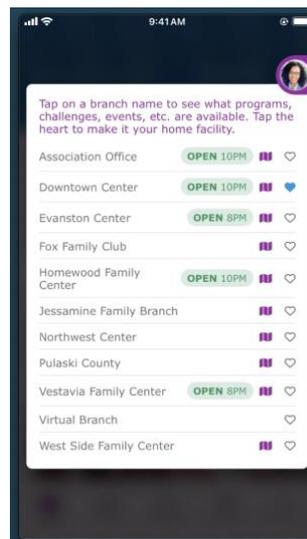
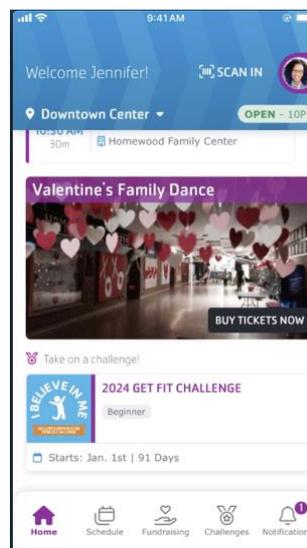
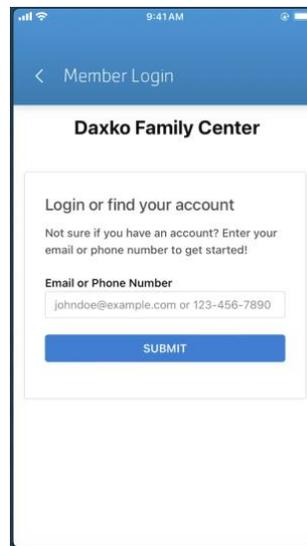
After members successfully log in, the first page they'll see is the home screen. Think of this page as the hub for all the most important information your members need to know.

Note: when members first access the app, their mobile device will prompt them about receiving push notifications. If they do not do so when this prompt is displayed the first time, they can always manage that through their device's Notification settings.

Staff can manage what displays on this page through the mobile admin panel, accessed through Daxko Operations.

This home screen can display announcements, any up upcoming registrations for that member, banners, and challenges.

By default, members will see their home / primary branch. However, if your organization has multiple locations or branches, members can change the branch they're viewing by tapping on the location name. From there, they can simply tap another location. The home screen will update accordingly, depending on how you have configured that content.



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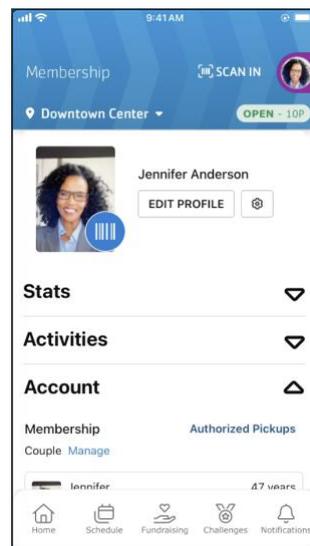
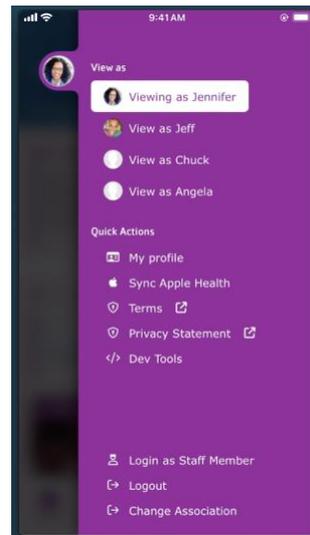
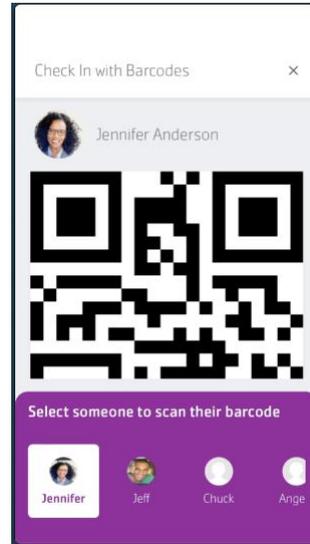
Checking in with Barcodes

We know members love the ability to use a mobile app to access their barcode. With this app, members can tap the **Scan In** button from the home page to view their barcode. They can also save the barcode to their digital wallet.

In addition, members can quickly select another member from the membership to view their barcode. This will streamline the check-in process for the whole family!

From anywhere within the app, members and guests will see a small circle photo or icon on the right-hand side of the app. Tapping on this will slide out the side panel, which includes some helpful tools:

- Viewing the app as another member on the membership unit
- Accessing their member profile, which allows them to view and edit their online member profile in Daxko Operations
- Sync Apple Health (iOS devices)
- Login as Staff Member (this requires a Daxko Operations user login and password for staff with the appropriate permissions to use the staff app)
- Logout
- Change Association (this feature is only displayed in the container app, not white-labeled apps)



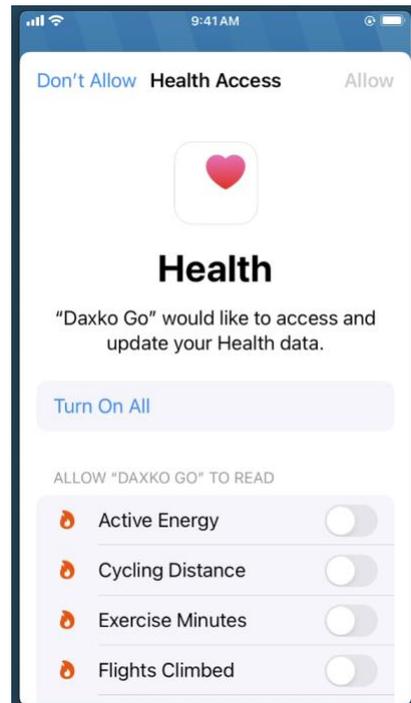
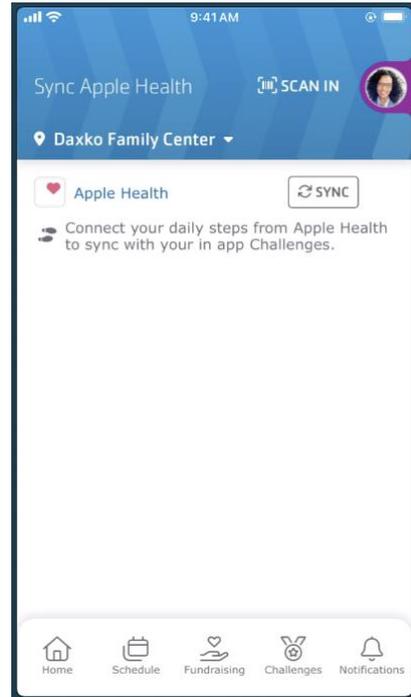
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Sync Apple Health

If your organization runs daily step challenges through Daxko Mobile, members can connect their Apple Health to the app, making it simpler to sync step counts to the app.

Members using an iOS device will simply tap “Sync” to do so. From here, they will toggle on the “Steps” data.

As Daxko continues to develop the mobile app, additional Apple Health data may become available.



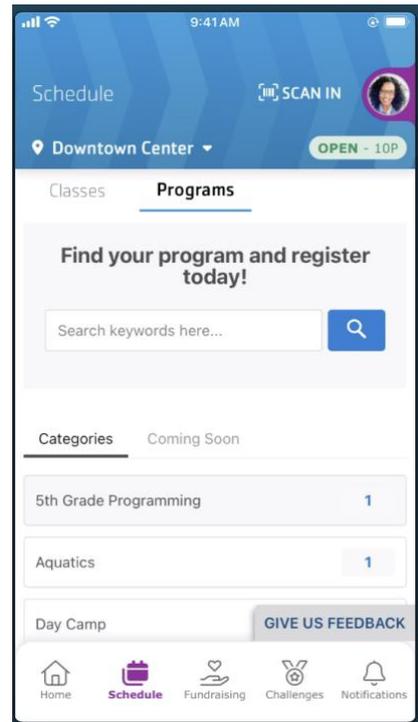
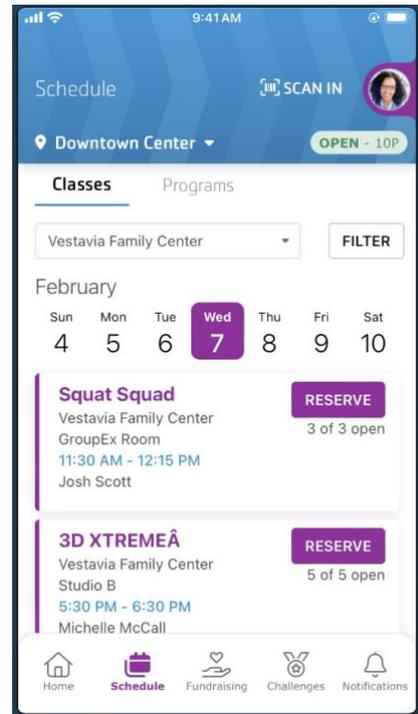
Schedule

The **Schedule** tab serves as the all-in-one home for all group exercise classes and programs.

Members can browse **Classes**, which surfaces **GroupEx PRO** classes for organizations using GroupEx PRO or other custom schedules managed through the staff mobile admin panel.

Members can browse classes across the organization using filters and the date selector. If classes can be reserved, members can do so with a few taps.

To view **Program** offerings, members can tap on the Programs tab. This will surface the online browse program experience from Daxko Operations. Because members are already logged into their Daxko Operations member account, registering for programs is a breeze!



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Fundraising

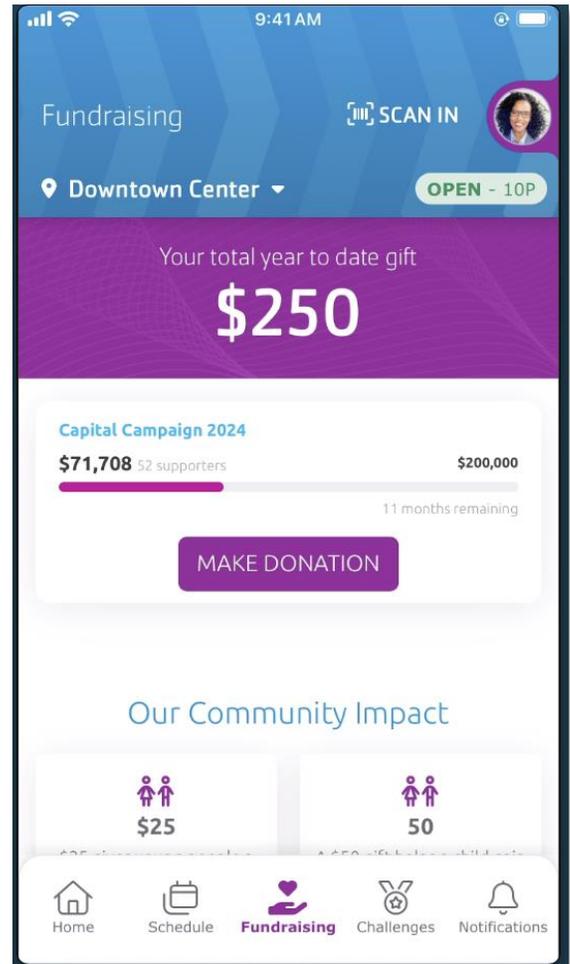
From the mobile admin panel, staff can configure the **Fundraising** module of the mobile app to create an engaging experience that makes it easy for members to view a summary of their giving history, make a donation, and read about your community impact.

The top section on this page displays the **total gift amount** for the entire membership unit to date.

Below that, your association can add an active Daxko Operation fundraising campaign. Doing so will display a campaign progress bar along with a **Make Donation** page that will open the online giving from in Daxko Operations.

Finally, members can scroll through the **Community Impact** tiles to learn more about the good your organization does in the community.

Note: while it is not recommended, the Fundraising module can be toggled off in the staff admin panel. In that case, members will not see this in the bottom panel.



Challenges

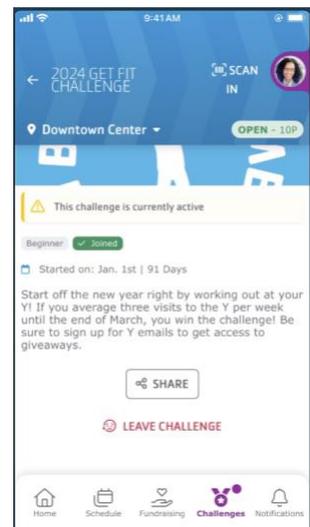
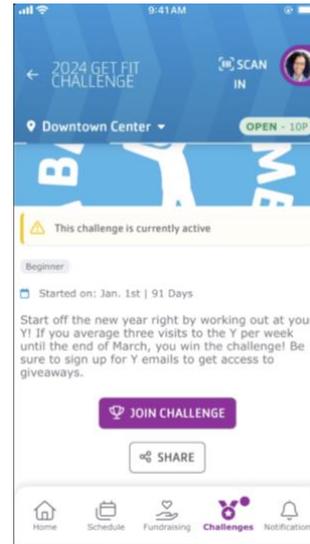
Engage with your members through mobile app wellness challenges. The **Challenges** module will display all the active challenges your organization has set up in the staff admin panel. These can be **daily step challenges** or **facility check-in challenges**.

When you create a new challenge, a badge will display to alert members about the challenge.

When members tap into a challenge, they'll see more details about the challenge, start and end dates, and skill level.

Members can tap **Join Challenge**. This will add it to their "My Challenges" section. Members can also choose to leave a challenge whenever they wish.

Remember that you can send push notifications to members who have joined a particular challenge.



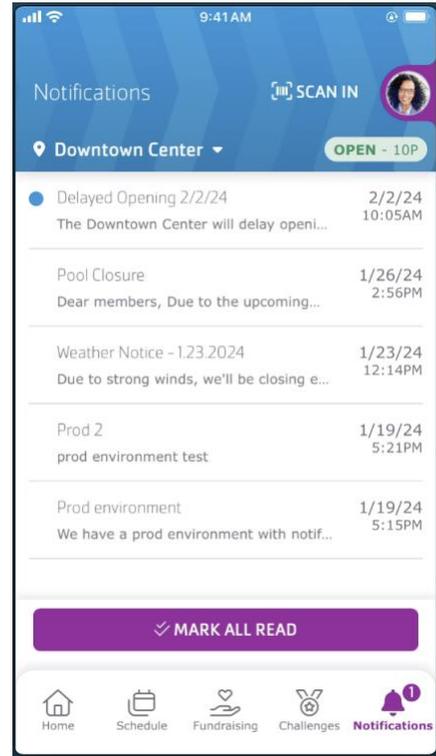
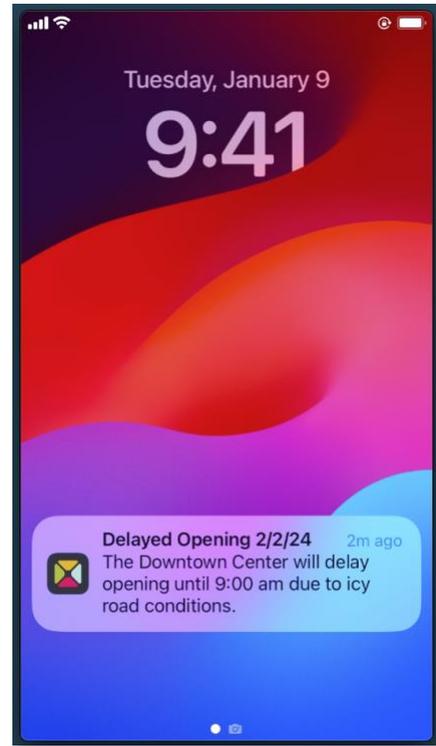
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Notifications

Keep your members informed about important and time-sensitive information with push notifications. If members allow for push notifications, they will see lock screen alerts and/or banners on their device.

Notifications are also visible through the **Notifications** tab in the bottom panel of the app. If there are unread notifications, a small badge will show on the bottom panel.

In the Notifications tab, members can also scroll through past notifications, tap to read more, and mark them as read.



Guest App Experience

Your mobile app can also be a great way to engage with prospective members and show off all you do in the community! Because of that, Daxko Mobile includes a simple **guest experience**.

When opening your app, individuals can choose the “I AM A GUEST” option if they do not have a member login. Guests can see any association-wide banners and challenges on the app home screen.

Guests can also view schedules for group exercise classes and program offerings. However, in order to register, they will be prompted to log in to Daxko Operations or create an account.

Guests can also view the **Fundraising** and **Challenges** tab, but their access will be limited.

