WORKPLACE OPTIONS

iConnectYou

Quick Start Guide

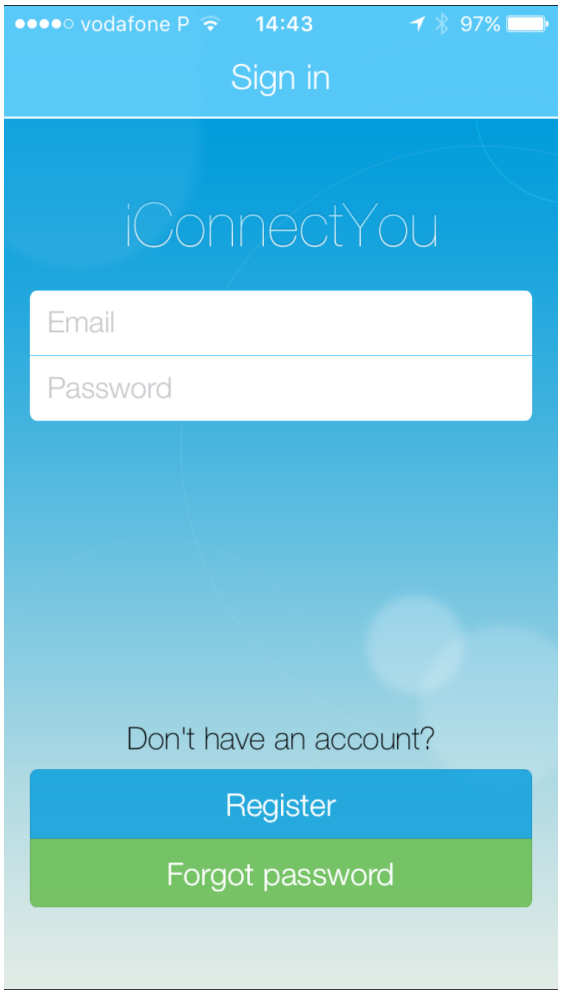
AROUND THE CORNER. AROUND THE CLOCK. AROUND THE GLOBE.

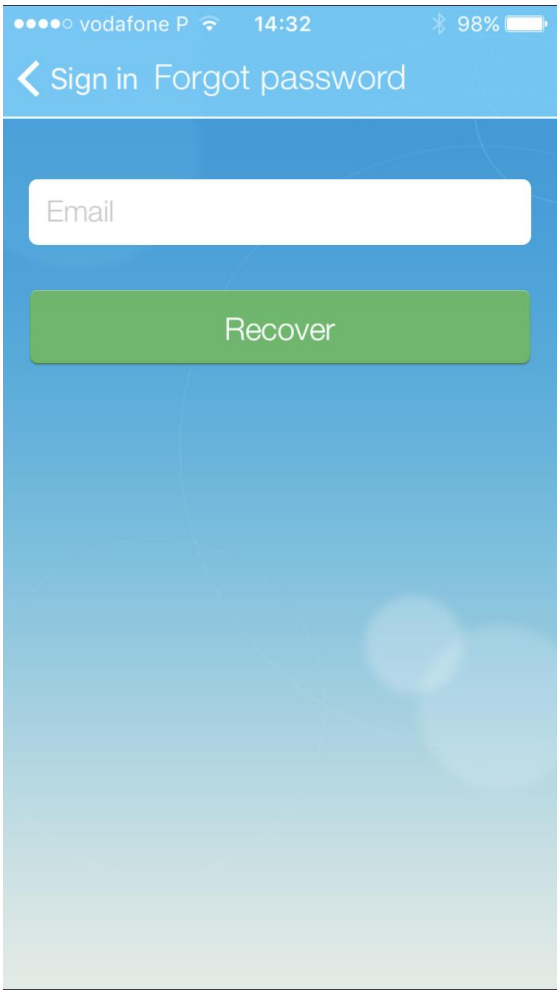
INSTALLATION

- Download and install iConnectYou application from App Store (iOS/iPhone) or Google Play Store (Android)
  - *Download instructions available separately*
  - *Compatibility*: Requires iOS 6.0 or later.
    Compatible with iPhone, iPad, and iPod touch.
    This app is optimized for iPhone 5 or later.
    Requires Android OS Jellybean and later.

SIGN IN

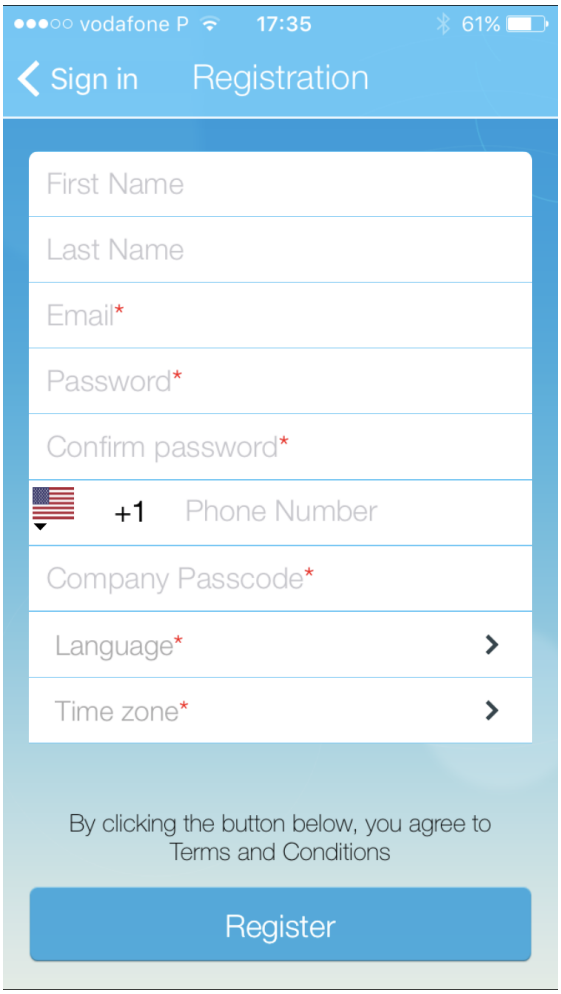
- Enter your e-mail (user name)
- Enter your password
- Tap "*Go*" on the keypad.
  - **If you do not have an account tap the "*Register*" button** to make your account registration
  - If you forgot your password tap the "*Forgot Password*" button to recover it

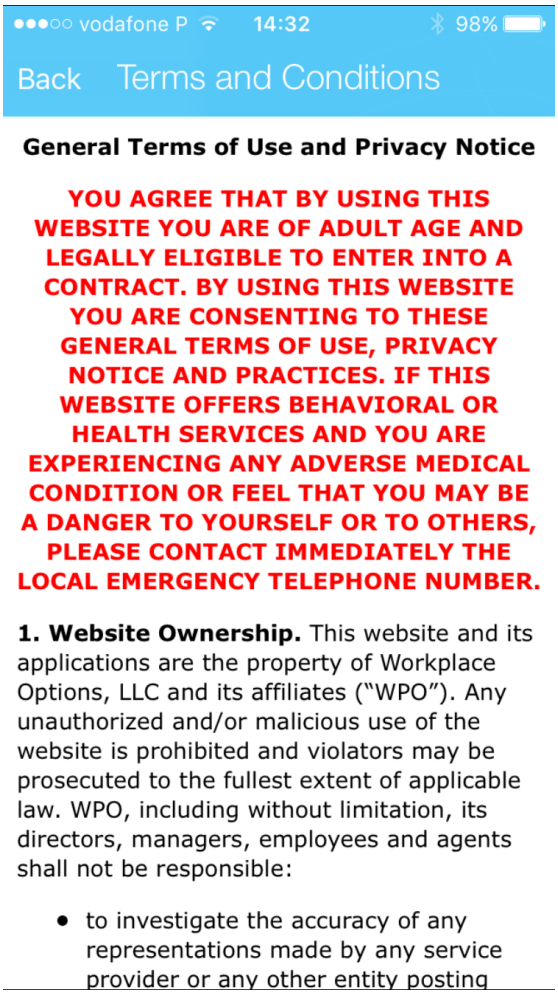




REGISTRATION

- Complete the account information fields – first and last name, e-mail, password (you must type the password twice – once in the "*Password*" field and again in the "*Confirm Password*" field to ensure you typed it correctly), choose your country from the flag dropdown menu (it will insert your country code automatically), insert your phone number (use the number of the cell phone from which you run the application), **passcode (use the code provided by your company),** select language and time zone.
- Review the license agreements (tap on the "*Terms and Conditions*").
- Tap the "*Register*" button to complete the registration.





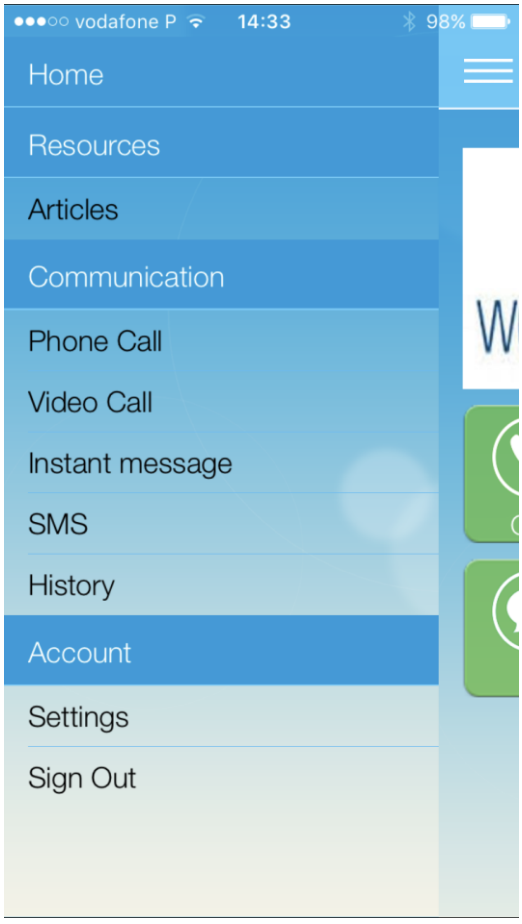
iCONNECTYOU APPLICATION HOME SCREEN

- Once you login the home screen shown below appears (see left figure) with the company logo and the main communication functionalities buttons for phone call, video call, IM and SMS.

From the navigation screen (see right figure) you can access:

- **Resources –** list of articles that you can read;
- **Communication –** phone call, video call, IM to chat with counselors, SMS texting and see the history of your actions in the application;
- **Account –** your settings (company, account, passcode, etc.) and sign out from the application.

Use this button to switch to the navigation screen and **to toggle again to the home screen.**

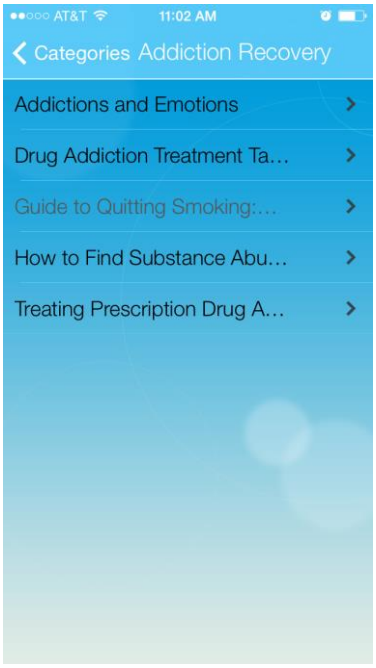


RESOURCES – ARTICLES

From the application navigation screen tap on the "*Articles*" from the "*Resources*" menu; you will see the categories of all articles available for your company. For each category you will see the number of available articles; tap on the category to see the specific articles from the category. If you wish to find specific articles, just type your search criteria in the "*Search*" box of the *Categories* screen and you will see the articles that meet your criteria.

ⓘ The articles already read by you are shown in grey color.

Tap on the title of the article to open and read it. When the article is opened, use the "*Back*" button on the top left corner of the screen to return to the list of categories and articles.



COMMUNICATION

From the "*Communication*" menu you can perform the following actions:

Phone Call – make a phone call to the company pre-configured phone number; you can also use the green "*Call*" button to make this call.

- Note: the call will be made directly from your cell phone, not within the application.

Video Call – request a video call; you can also use the green "*Video*" button to make this call. See the *Video Call* image on the right for details.

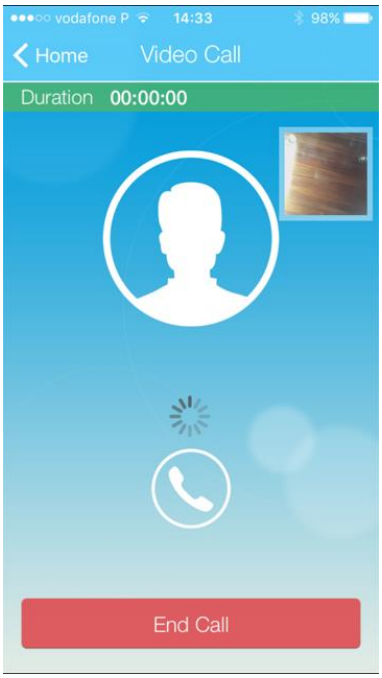
- Note: dedicated iCY Counselors will be able to take your video call.

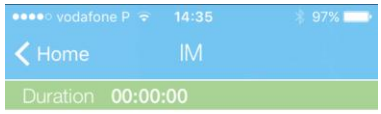
SMS – send an SMS text message; you can also use the green "*SMS*" button.

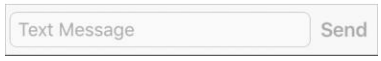
- Note: Check with your employer if this function implies international roaming charges.

Instant Message – Request a text based chatting session; you can also use the green "*IM*" button to request the chat session. See the *IM Chat* image on the right for details.

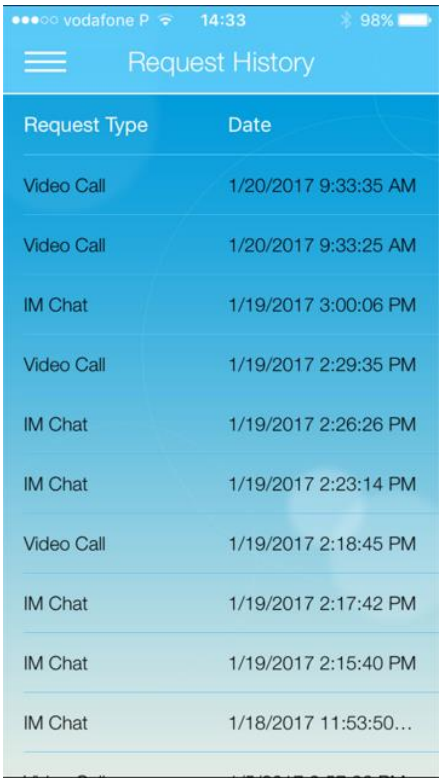
- Note: dedicated iCY Counselors will be able to chat with you.





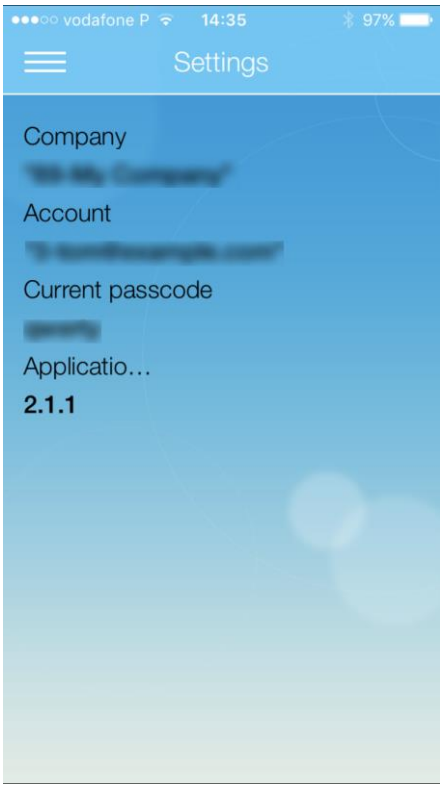


- **History** – see the history of your actions in the application; the Request History screen shows the history of your phone, IM, SMS and video requests. See the right figure for details.
    - ⓘ Click on a specific request to see more details.



ACCOUNT - SETTINGS

- From the navigation screen tap on the "*Settings*" from the "*Account*" menu; the *Settings* dialog on the right appears. Here you are able to see the names and identifiers of your company and account, the current passcode, as well as iConnectYou client application version.



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