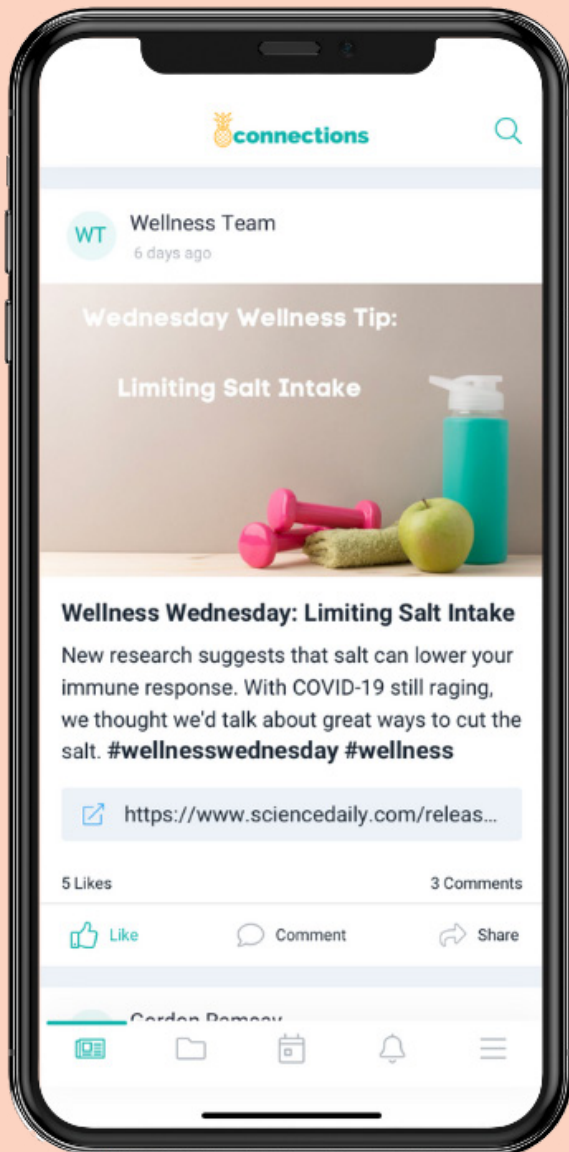


USER GUIDE

How to Use theEMPLOYEEapp



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How to Use the Mobile App

Introduction

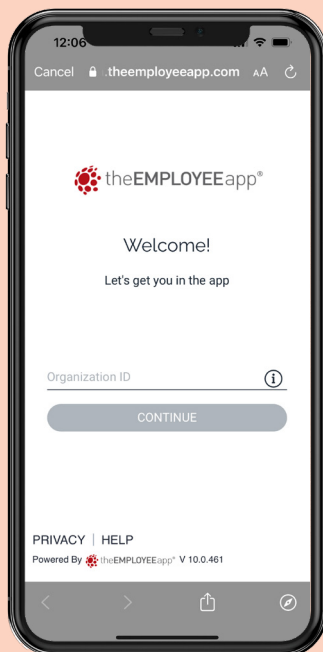
theEMPLOYEEapp's mobile app was designed to be easy to use. In this section, we'll walk through how to use the app and navigate to all the features and functionality it has to offer.

Logging In & Registering

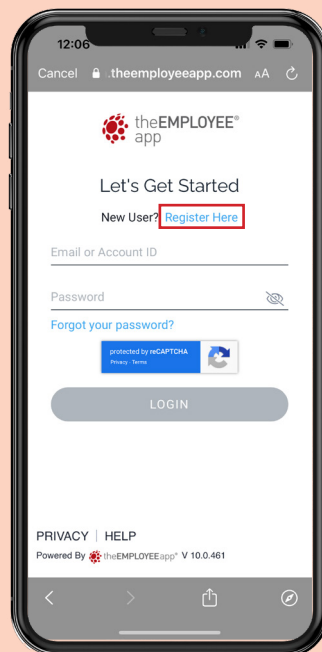
After you've downloaded your company app on your phone, the first step is to log in. Depending on how your organization is set up with us, you may first see:

- A screen asking for your "organization ID" (your company will provide this to you). After entering your organization ID, it will take you to the login page.
- The "Let's Get Started" login page.

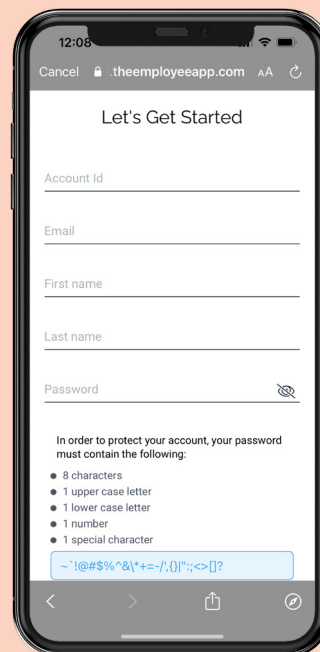
If it is your first time using your employee app, you need to Register before you will be able to log in. To register, click "Register Here." Once you've registered, you will be able to log in with your email or account ID and the password you just set during the registration process.



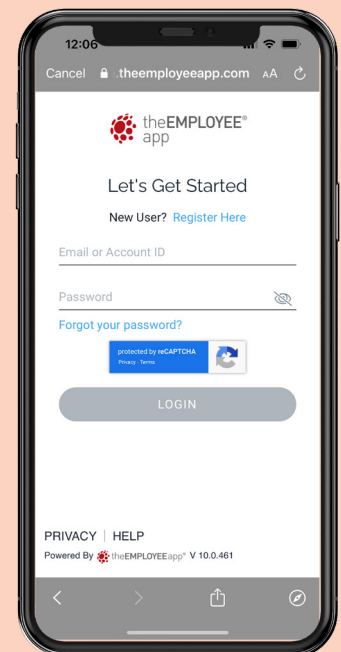
Step 1: Enter organization ID to proceed to login page.



Step 2: First time users should click "Register Here" to register on the app.



Step 3: Fill in all fields to register and create your password.



Step 4: Log in with your credentials.

Using the App

CONTINUED

Home Screen & Navigation

When you've logged in, you will be taken to the home screen of your app. Many companies will have the News Feed set as the default home screen, but some companies may choose to make the Explore folders their home page. In this example, you'll see that the News Feed is the first screen you land on.

The **News Feed** functions like any other social media feed. You can:

- Scroll through the content (posted in order by date)
- Click on a post to open it for more details
- Engage with posts that have engagements enabled (this includes likes, comments, saving it to your device for offline viewing, and even sharing it on external social media)
- View the rotating carousel banner at the top of the news feed. Note that some of these banners may be clickable.







The **Navigation** at the bottom of the app allows you to go to other parts of the app. We'll go through each of these in more detail, but this is how you will view:

- **Explore:** Content folders where content is organized
- **Calendar:** Your company's calendar of events/holidays
- **Alerts:** Text-only messages that are time-sensitive or important
- **More:** A menu where you can swap app profiles, look at your company directory, view your saved content, get app support, change your email/password, and logout.

There is also a search bar in the upper right corner of the News Feed, where you can search for content in the app.

NOTE: Anyone with administrative permissions on the app, will also see a bar at the top of their news feed that says "Add a post..."



-  Search
-  News Feed
-  Explore
-  Calendar
-  Alerts
-  More (Settings)

Using the App

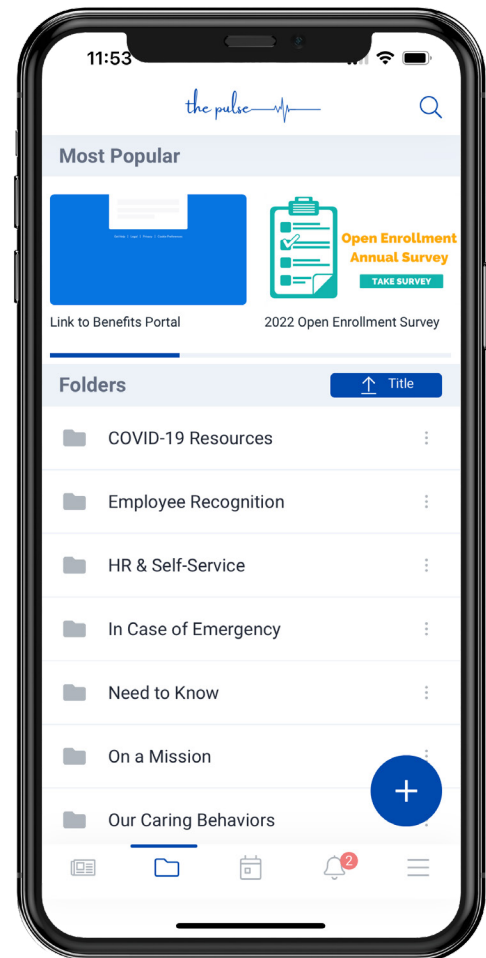
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App Feature: Explore


When you click into **Explore**, you will see a new page on the app. There are two main sections on this page:

- **Most Popular:** This is a carousel of posts that have been viewed the most times on the app.
- **Folders:** All content is organized into folders in your app. This makes it easier for you to find content.

This page also has a search bar and the ability to sort your folders by Title (alphabetical or reverse alphabetical order).



 Search  Sort Folders

 **Add Content:** Only admins will see this icon

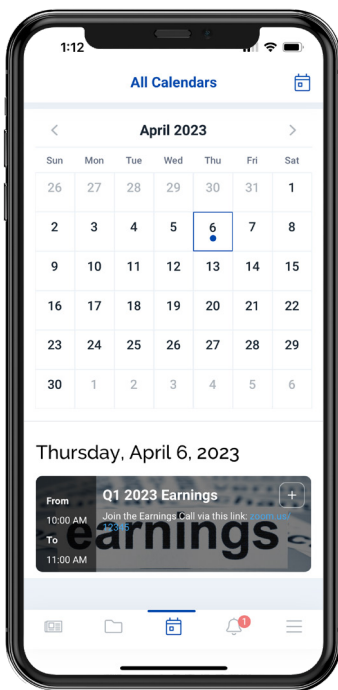
Using the App

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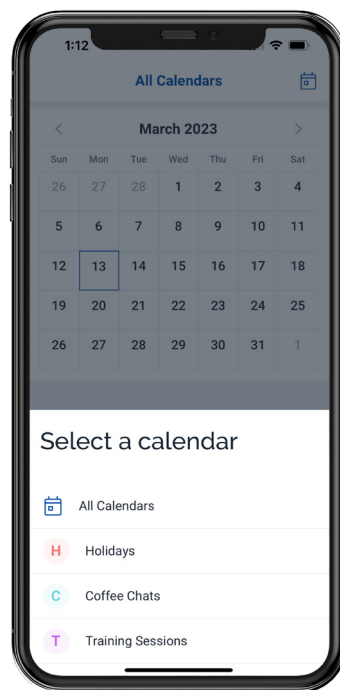
App Feature: Calendar


The **Calendar** shows you events happening at your organization. You can view events for more detail and also add events to the calendar app on your phone.

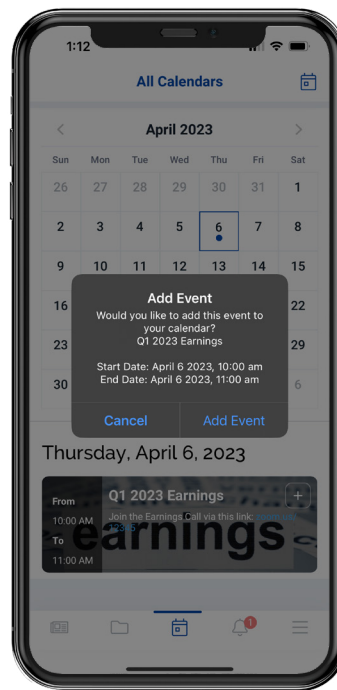
Your company may also have multiple Calendars to allow you to sort your calendar by type of event (e.g. Holidays, Paydays, Town Halls, etc).




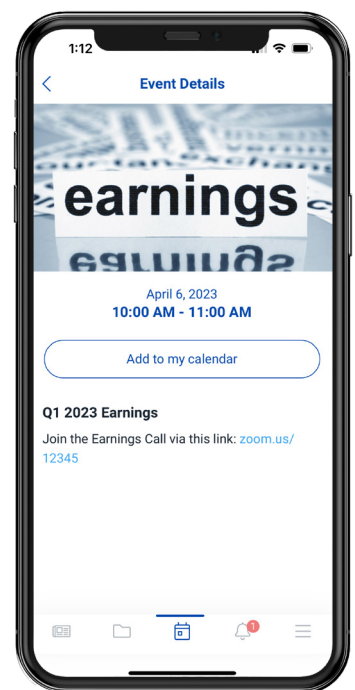
Blue dots under a date indicate that there is an event on that day. Below the calendar, you'll see all events for the month listed out.



Clicking the  icon will allow you to select which calendar you would like to view (all or a specific one like "Holidays").



Clicking the  on the top right of each listed event allows you to quickly add that event to the calendar on your phone.



Clicking on an event listing will open up more details on that event. You can also add it to your calendar from here.

Using the App

CONTINUED


App Feature: Alerts

Alerts are text-only posts in your employee app. These are primarily used by your company to send:

- Urgent messages (e.g. a safety risk)
- Time-sensitive reminders (e.g. the last day to enroll in employee benefits or take a training)

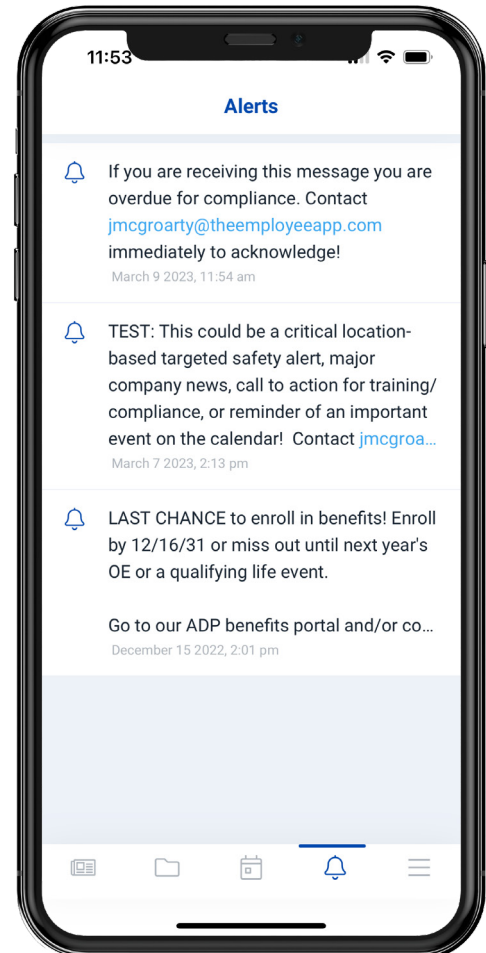
When an Alert is sent, it will first appear on your phone as a notification. Clicking on that banner notification will open the app and take you to the full message.

But you can also view Alerts by going to the Alerts section of the app (bell icon) and reading them here.

If you have unread Alerts, you will see a red number next to the bell icon like this: 

IMPORTANT: To ensure you receive Push Notifications and Alerts, you'll want to allow notifications when you first log into the app.

If you aren't sure or turned them off and would like to turn them back on, you can do this in your phone's settings.



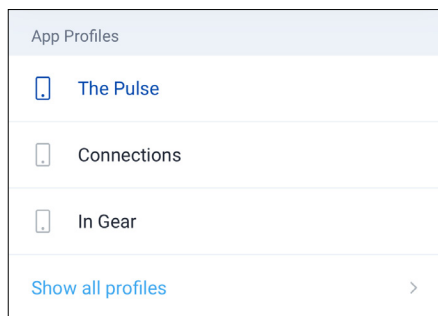
Using the App

CONTINUED

App Feature: More

The **“More”** menu is how you access everything else on your employee app. There are three main sections in “More”:

- App Profiles
- Resources
- Settings



App Profiles: Your company might have multiple profiles that you have permission to see. Going into another app profile is like going into a completely different app. The content will be different and even the branding could be different.

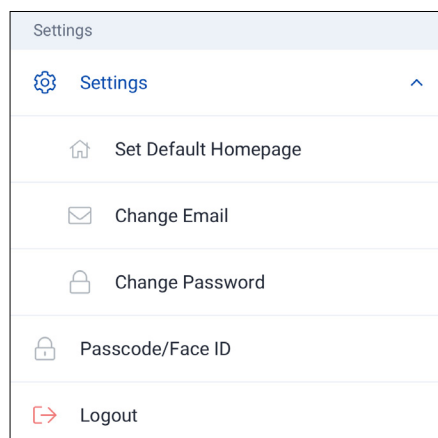
Just click on another profile in this list and it will swap your view.

If you don't have multiple profiles to view, you won't see this section.



Resources: This section includes:

- **The Directory:** See next page for more details
- **Saved Content:** Some posts might allow you to “save” the content. If you do save any content, this is where you'll view it.
- **App Support:** A help center



Settings: Expanding your settings section will allow you to do three things:

- **ADMINS ONLY:** Set a new Default Home Page (e.g. making Explore the home page)
- **Change Email:** Change the email associated with your account for password resets
- **Change Password:** Change your password

Settings is also where you can enable a passcode and Face ID to log in or Logout of the app.

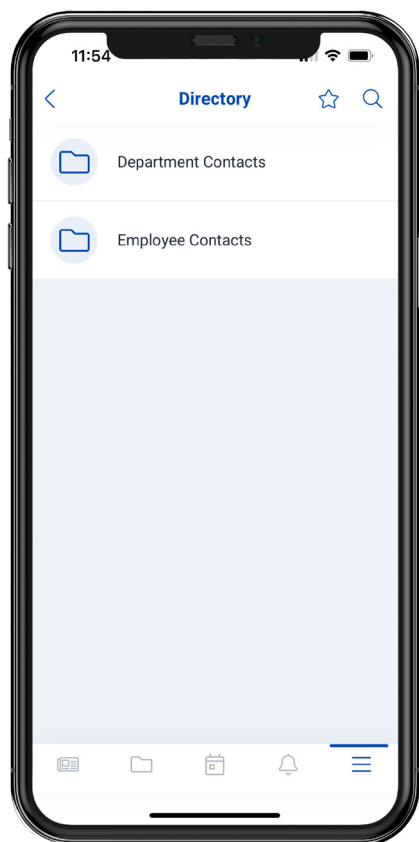
Using the App

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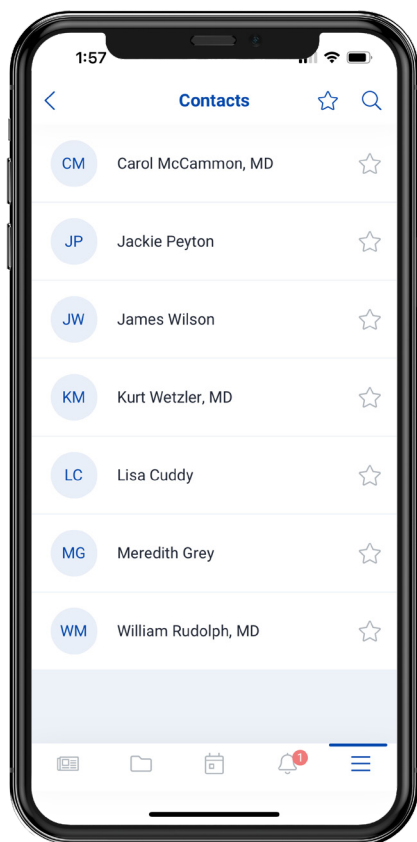
App Feature: Directory

The Directory (if enabled) is a way for your company to share important department and individual contacts. Like with content and calendar events, directories can be organized by folder/type. Click into a directory folder and then search for or scroll to find the contact you are looking for.

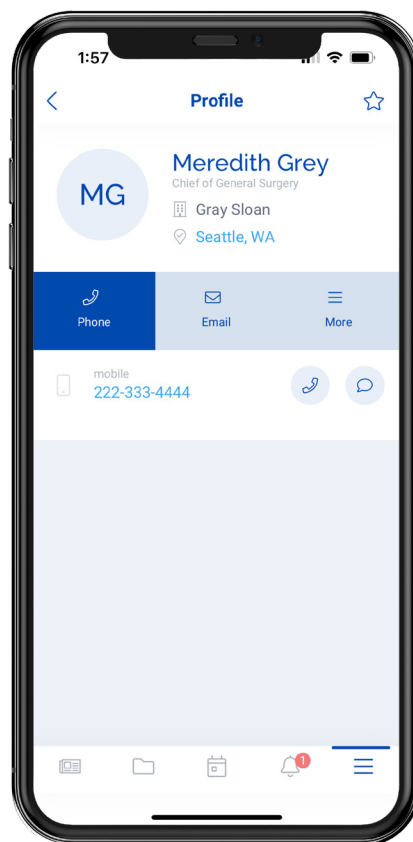
Within a contact card, you will be able to see the details provided by your organization, including that contact's email, phone number, location, and so on.



When you first open the directory, you will see your company's directory folders. Click into one to see the contacts.



In this example, we clicked into the "Employee Contacts" folder. And now you see all the individuals within that directory.



When you click on an individual contact, you will see all the details and contact information for that person.

 **Favorite:** You can click this star icon to "favorite" a Directory folder or contact for easy access finding them in the future.

How to Use the Employee Intranet

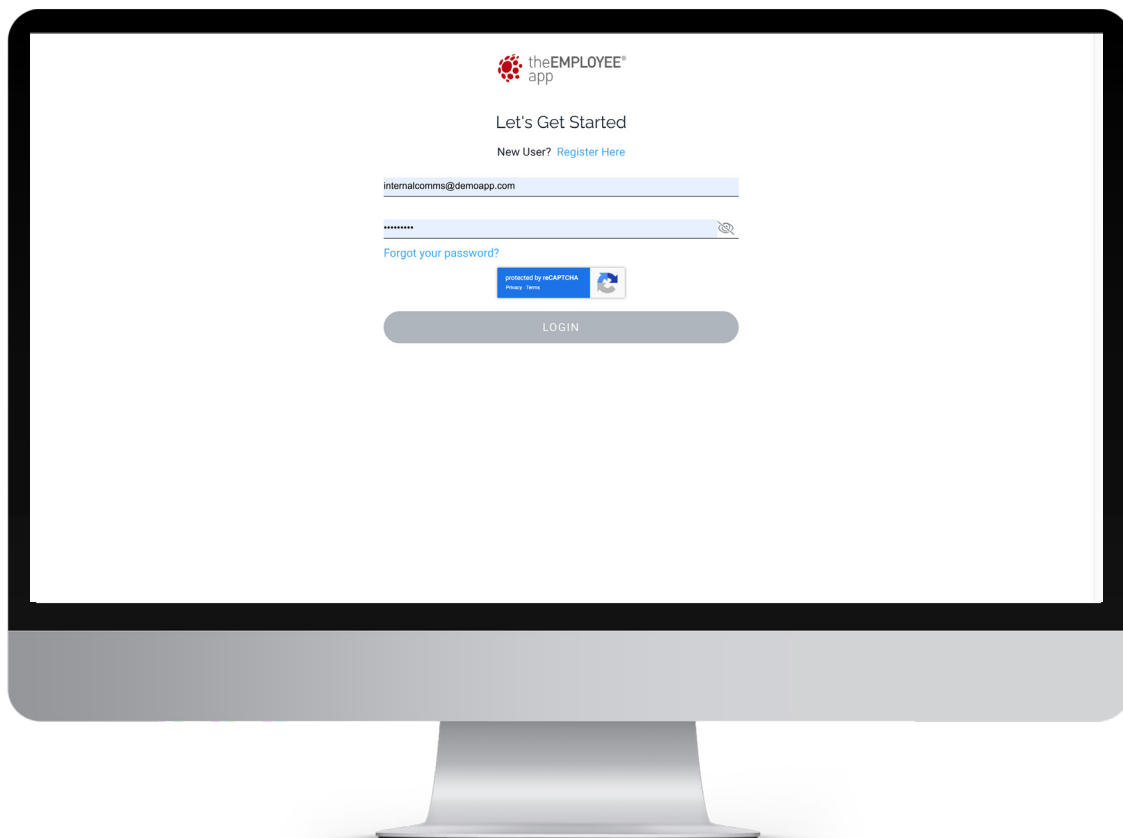
Introduction

theEMPLOYEEapp also has an employee intranet. This intranet contains all the same information as the mobile app, however it has a different layout and feel since it is accessed on a laptop or desktop computer.

Logging In

Just like on the mobile app, first time users will need to Register before they can log in. That process is exactly the same from a computer as it is on a phone.

As you see, the log in fields look the same as well. So, enter your credentials to log in to the intranet.



Using the Intranet

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Home Page & Navigation

When you first log in to the Intranet, you will be taken to the home page. The home page contains your News Feed as well as many widgets that can be customized and selected by your company.

The screenshot shows the Intranet home page with the following components and callouts:

- 1 Profile:** Internal Comms Team profile card with a 'View profile' link.
- 2 Calendar Widget:** A monthly calendar for March 2023 with the 13th highlighted.
- 3 Recent Content:** A section titled 'My Recent Content' showing a 'Weekly Update | February 27' card.
- 4 Directory:** A 'Directory' section with links for 'Department Contacts' and 'Employee Contacts'.
- 5 Search:** A search bar at the top right with the text 'Search here ...'.
- 6 Carousel Banner:** A banner for 'Fix It' with the text 'Use this form to report any issue in need of repair' and a 'We Can Repair It!' image.
- 7 My Apps:** A 'My Apps' section with icons for ADP, Bamboo, Concur, Microsoft, and Workday.
- 8 Quick Links:** A 'Quick Links' section with links for 'Company Resolutions', 'Fix It | Report an Issue', and 'New England Journal of Medicine'.
- 9 Recent Folders:** A 'My Recent Folders' section with a list of folders: 'COVID-19 Resources', 'Employee Recognition', 'HR & Self-Service', and 'In Case of Emergency'.

- 1 **Profile:** See your profile, change your name & profile picture
- 2 **Calendar Widget:** Quick access to upcoming events
- 3 **Recent Content:** See the content you viewed most recently
- 4 **Directory Widget:** Get quick access to directory folders
- 5 **Search:** Search for content/folders/contacts

- 6 **Carousel Banner:** View and/or click on the rotating banners
- 7 **My Apps:** Quick access to other "apps" your company set up
- 8 **Quick Links:** Quick access to important company content
- 9 **Recent Folders:** View the folders you opened most recently

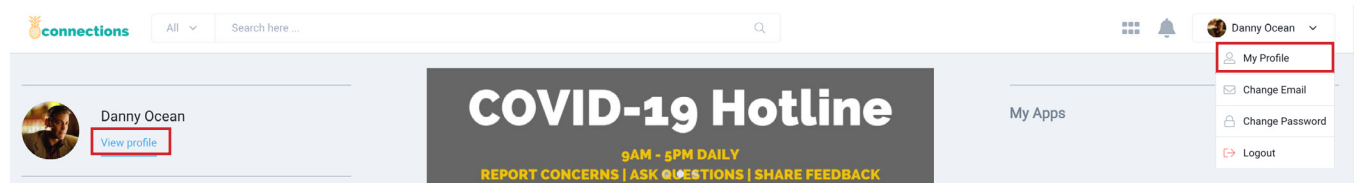
Using the Intranet

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Intranet Feature: User Profile

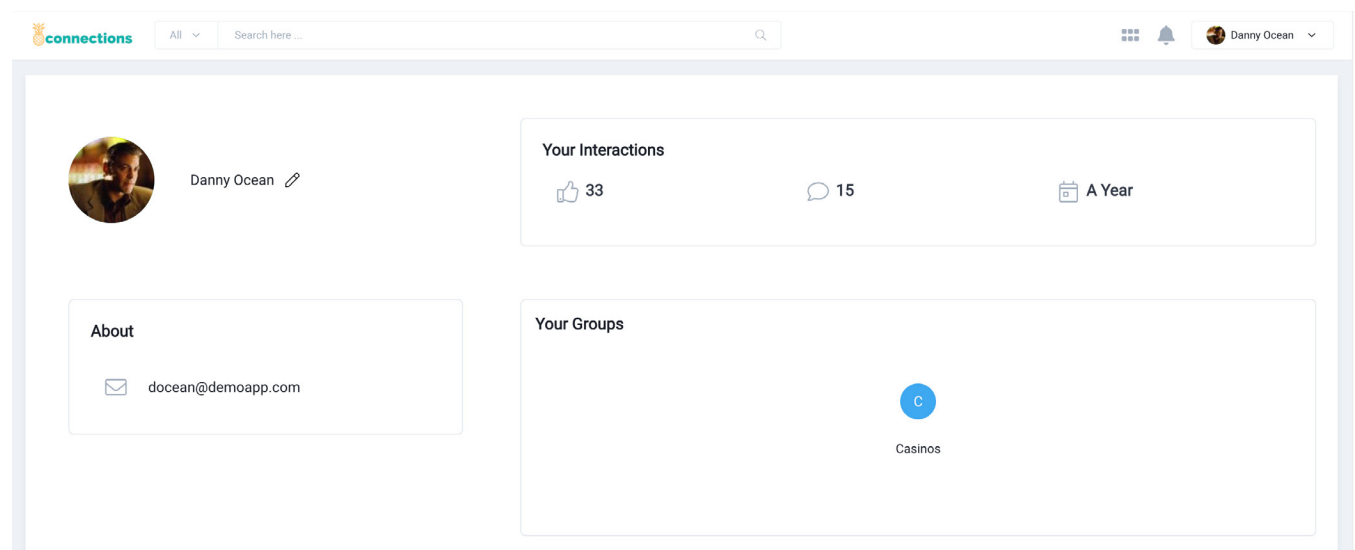
On the Intranet, you can view and update your **User Profile**. You can access your profile from two places:

- The “view profile” link on the home page
- From the drop-down in the main navigation



Your profile page contains information about your account, including your interactions on the app/intranet, the groups you belong to, the email associate with your user profile, and your name and profile photo.

You can edit your name by clicking the pencil icon next to it. And you can add or change your profile photo by clicking on your picture.



Using the Intranet

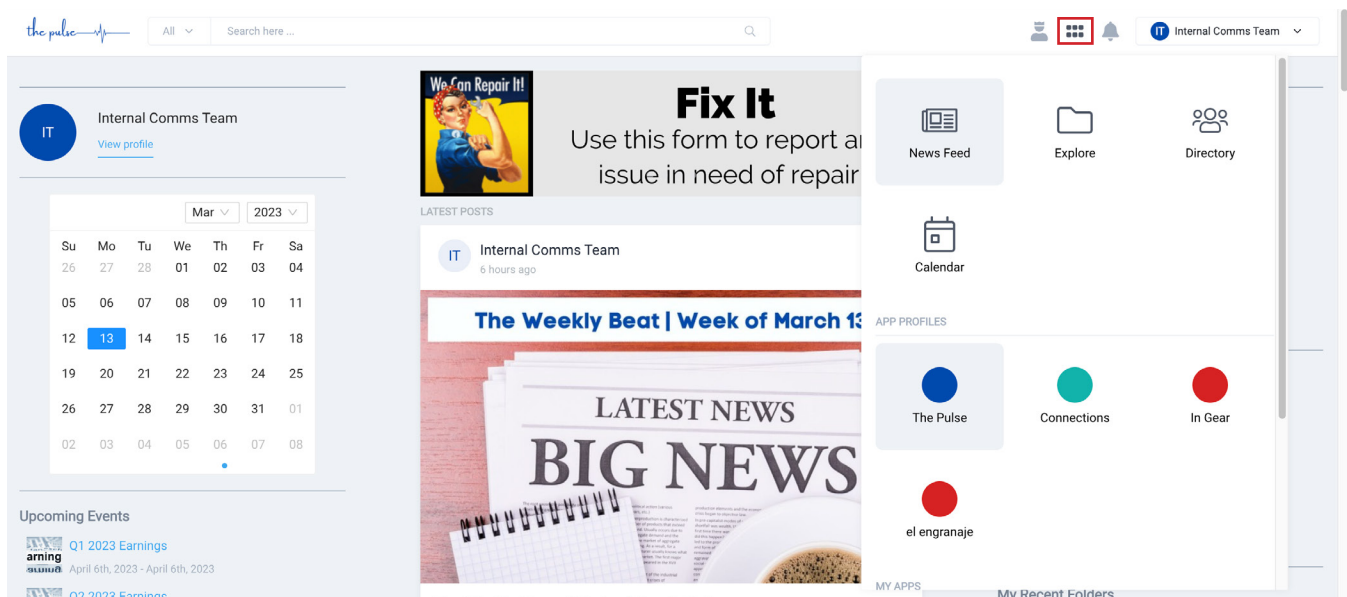
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Intranet Feature: App Profiles

Like on the mobile app, you can swap between **App Profiles** on the Intranet.

Just a reminder, going into another app profile is like going into a completely different app. The content will be different and even the branding could be different. Not all companies use this feature of our app though, so if you don't see multiple profiles, don't worry!

To change your view to another profile, go to the 6-dot matrix in the navigation menu and down to "App Profiles." Then just click on the profile you want to swap to.



Using the Intranet

CONTINUED

Intranet Feature: Explore

Content on the intranet is also organized in folders, like on the mobile app. You can access **Explore** in one of two ways.

- **Option 1:** Click “see all folders” in the “My Recent Folders” widget
- **Option 2:** Click on the 6-dot matrix in the navigation and select “Explore”

Once on the Explore page, you’ll see your most popular content in a banner above. And below the most popular is the rest of your folders. Click on a folder name in the left-hand column to view the content within that folder on the right.

You can also sort your folders either with the drop-down menu on the left-hand side or using the buttons above the content.

The screenshot displays the Intranet Explore page. At the top, there is a search bar and a user profile for 'Internal Comms Team'. Below this is a 'Most Popular' banner featuring six promotional cards: 'We want to hear from you!', 'EMPLOYEE ENGAGEMENT SURVEY', 'HEALTH CHECK', '2021 Strategic Initiatives', 'Fix It | Report an Issue', and 'Sign up for the Blood Drive!'. A red box highlights a sorting menu above the content feed, which includes 'Content Title', 'Content Date', and 'Reset Sort'. The 'The Pulse Folders' list on the left is also highlighted with a red box, showing options like 'Sort Folders By', 'Folder Name Ascending', 'Folder Name Descending', and 'Default Sort'. The content feed below shows three posts: 'Internal Comms Team Dreamcation Contest Winners!', 'HR Team Employee Spotlight: Mia', and 'HR Team Employee Shoutout: Brian'.

Using the Intranet

CONTINUED

Intranet Feature: Calendar

There are many ways to access your **Calendar**. The first is by using the Calendar widget on the home page of the Intranet. But you can also view the full calendar by going to the 6-dot matrix in the navigation.

Like on the mobile app, you can filter the events you see by Calendar type (e.g. Paydays or Holidays) by checking and unchecking the boxes.

And you can click on an event to see more details or add it to your personal calendar.

The screenshot shows the Intranet calendar interface. On the left, there is a sidebar titled "All Calendars" with a list of filters, each with a checked checkbox:

- Holidays
- Coffee Chats
- Training Sessions
- Earnings Calls
- Caring for the Community
- Town Halls
- Company Holidays

The main area displays a calendar for April 2023. A popup window is open over the calendar, showing details for an event titled "Q1 2023 Earnings". The popup includes the following information:

- Event title: Q1 2023 Earnings
- Close button (X)
- Event times: April 6th 2023, 10:00:00 am and April 6th 2023, 11:00:00 am
- Button: Add To Calendar
- Image: A graphic with the word "earnings" in large letters over a background of a keyboard.

The calendar grid shows dates from Sunday 26 to Saturday 1. A purple event bar is visible on Friday, April 6th, corresponding to the "Q1 2023 Earnings" event.

Using the Intranet

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Intranet Feature: Alerts

The bell icon in the main navigation will show you the recent **Alerts** that have been sent. When you have unread notifications, you will see a notification icon over the bell.

To see all the Alerts your company has sent, click “See All.”

The screenshot displays the intranet interface. At the top, there is a navigation bar with the logo 'the pulse', a search bar, and a user profile for 'Internal Comms Team'. Below the navigation bar, the main content area is divided into several sections:

- Internal Comms Team Profile:** A circular profile picture with 'IT' and the text 'Internal Comms Team' and 'View profile'.
- Calendar:** A calendar for March 2023. The date '13' is highlighted in blue.
- Upcoming Events:** A list of events including 'Q1 2023 Earnings' (April 6th, 2023 - April 6th, 2023) and 'Q2 2023 Earnings'.
- Fix It Form:** A prominent banner with the text 'Fix It Use this form to report any issue in need of repair' and a 'We Can Repair It!' graphic.
- LATEST POSTS:** A section titled 'The Weekly Beat | Week of March 13' featuring a graphic with 'LATEST NEWS BIG NEWS' and a stack of newspapers.
- Alerts:** A list of three alerts on the right side of the page, each with a bell icon and a dropdown arrow. The alerts are:
 - TEST:** This could be a critical location-based targeted safety alert, major company news, call to action for training/compliance, or remi... (Monday, March 13, 2023 at 1:11 PM)
 - Compliance:** If you are receiving this message you are overdue for compliance. Contact jmcgroarty@theemployeeapp.com immediately to acknowl... (Thursday, March 9, 2023 at 11:54 AM)
 - Benefits:** LAST CHANCE to enroll in benefits! Enroll by 12/16/31 or miss out until next year's OE or a qualifying life event. Go to our ADP benefits ... (Thursday, December 15, 2022 at 2:01 PM)

At the bottom of the alerts list, there is a blue button labeled 'SEE ALL'.

Using the Intranet

CONTINUED

Intranet Feature: Directory

You can access your **Directory** from the widget on the Home Page or by going to the 6-dot matrix in the main navigation.

Just like on the mobile app, your directory contacts will be organized into folders (e.g. Department vs. Individuals). And clicking on a contact will display their contact information, including phone, email, location, directory photo, and other information your company may choose to provide.

The screenshot displays the intranet directory interface. At the top left, there is a logo for 'the pulse' and a search bar with the text 'Search here ...'. To the right of the search bar are icons for user profile, grid, and notifications, along with a dropdown menu for 'Internal Comms Team'. Below the search bar, the breadcrumb 'DIRECTORY > CONTACTS' is visible, followed by another search bar labeled 'Search'. A list of contacts is shown on the left side, each with a circular profile picture and name: Carol McCammon, MD; Jackie Peyton; James Wilson; Kurt Wetzler, MD; Lisa Cuddy; Meredith Grey; and William Rudolph, MD. The right side of the interface shows the detailed profile for Carol McCammon, MD. It includes her profile picture, name, title 'President of the Medical Staff', and location 'Princess Anne Hospital | Virginia Beach, VA'. Below this, there are three buttons: 'Phone', 'Email', and 'More'. At the bottom of the profile, there is an 'Office' entry with the phone number '757.467.4200'.

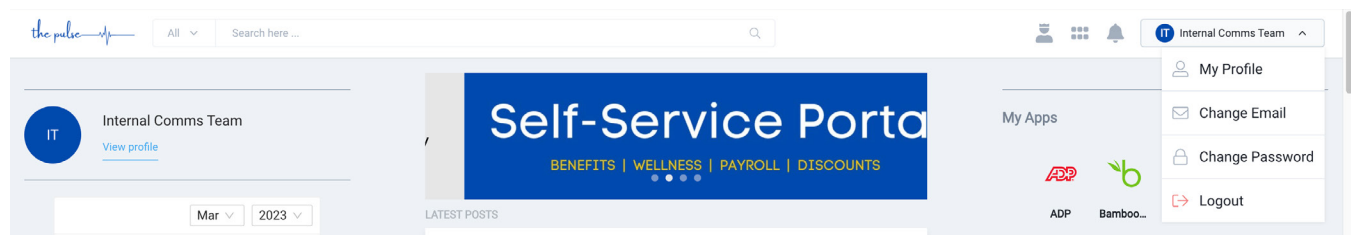
Using the Intranet

CONTINUED

Intranet Feature: Settings

Clicking your name in the top navigation will open the **Settings** drop-down. This is where you accessed your Profile page, but it is also how you:

- Change the email address associated with your account (for things like password resets)
- Change the password for your account
- Logout of the intranet



Note for Admins:

Only administrators of the app and intranet will see a crown icon in the navigation. Clicking this icon will allow you to:

- Access the Content Management System (CMS)
- Access the Analytics portal
- View our Support Site

