

# iConnectYou

## Quick Start Guide

CLIENT



## INSTALLATION

- Download and install iConnectYou application from App Store (iOS/iPhone) or Google Play Store (Android)

① [Download instructions available separately](#)

① **Compatibility:** Requires iOS 6.0 or later.

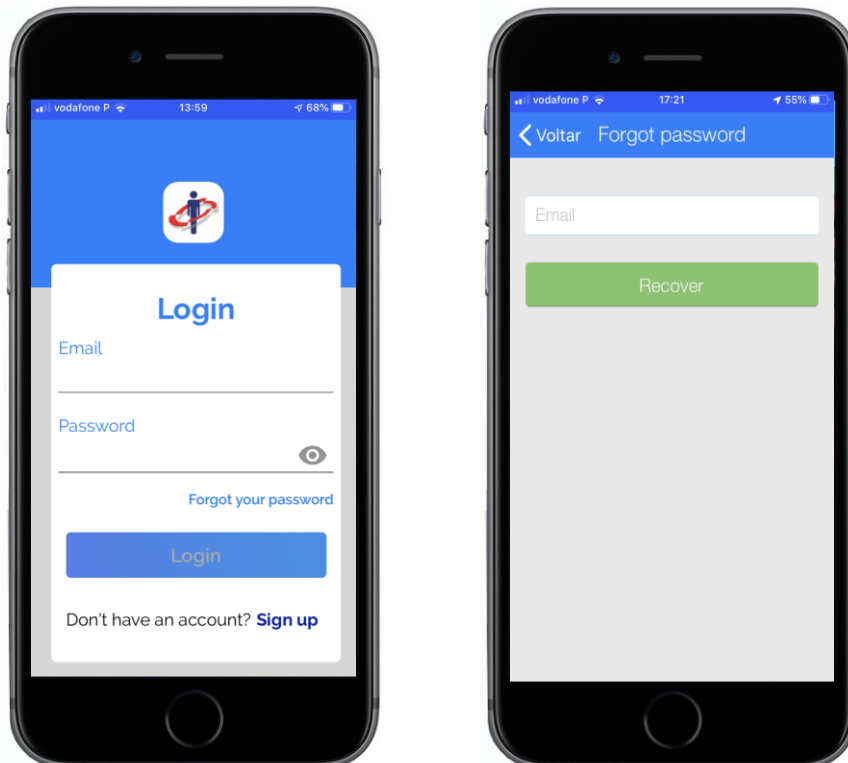
Compatible with iPhone, iPad, and iPod touch.

This app is optimized for iPhone 5 or later.

Requires Android OS Jellybean and later.

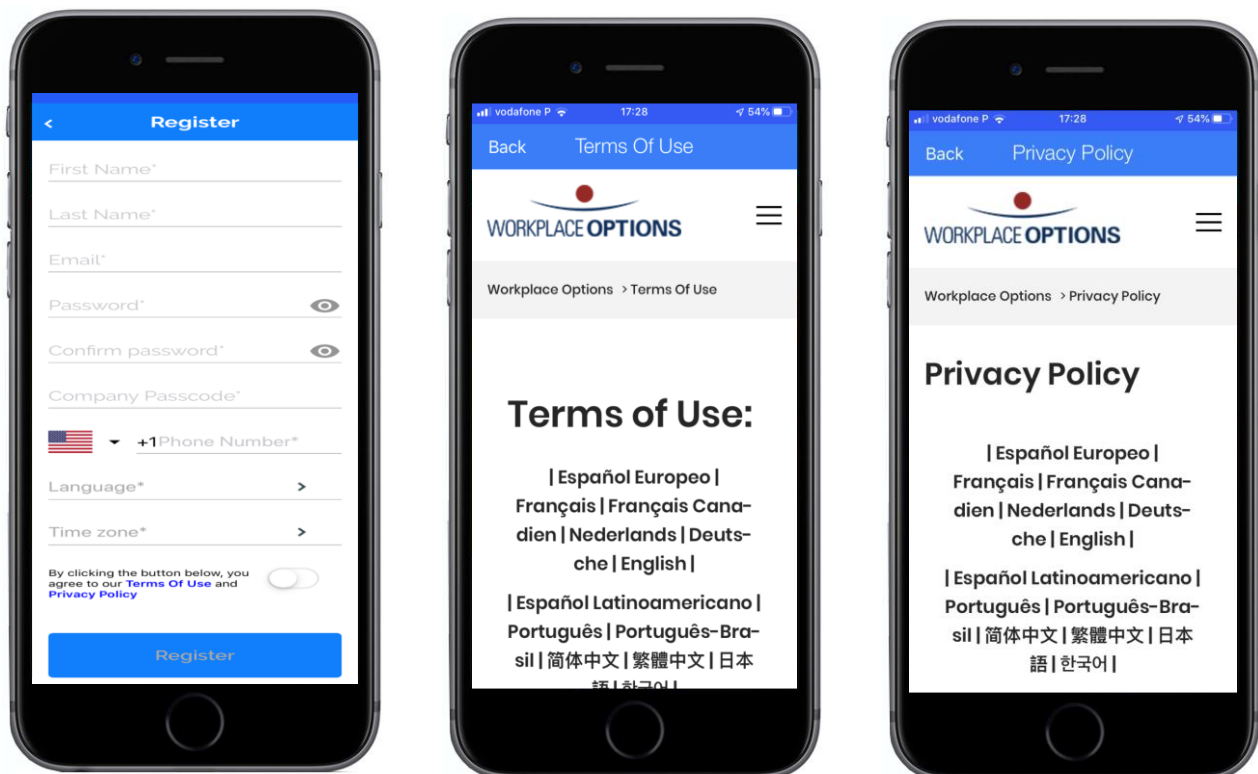
## SIGN IN

- Enter your e-mail (user name);
  - Enter your password;
  - Tap "Go" on the keypad or click on "Login";
- ① **If you do not have an account tap the "Sign up" button** to make your account registration;
- ① If you forgot your password tap the "Forgot your 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 are running the application), **Company Passcode** (use the code provided by your company), select language and time zone;
- Review [Terms of Use](#) and [Privacy Policy](#) (tap on the blue hyperlinks) and slide the button to the right;
- Tap the “Register” button to complete the registration.



## iCONNECTYOU APPLICATION HOME SCREEN

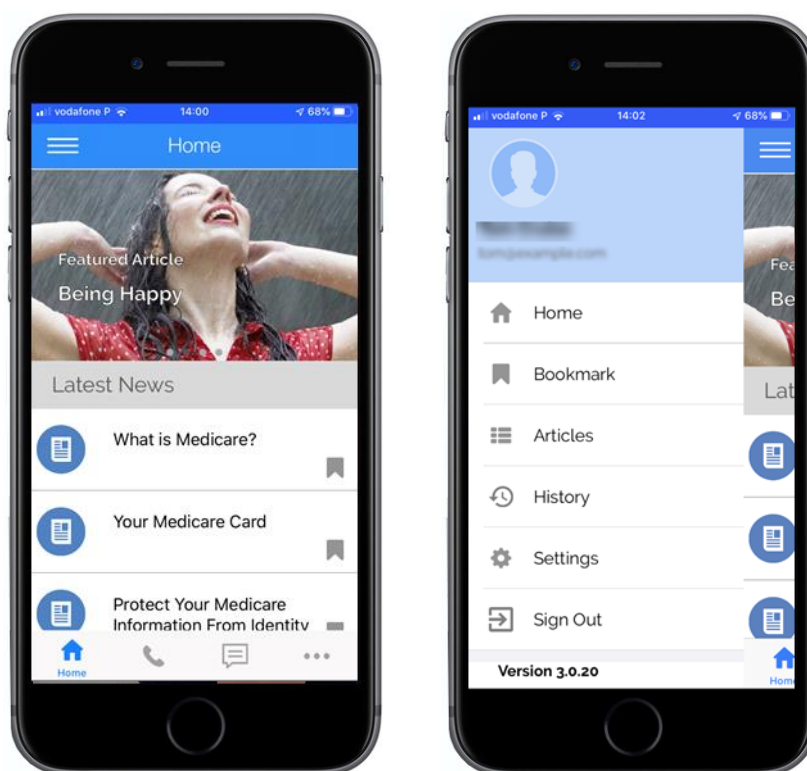
- Once you login the home screen shown below appears (see left figure) with the featured articles and the communication functionality icons on the bottom (*Call, IM and More*).

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

- [Home Screen](#) – featured articles;
- [Bookmark](#) – all the articles that you have marked;
- [Articles](#) – all articles available;
- [History](#) – all requests placed with dates and times;
- [Settings](#) – your current account settings;
- [Sign Out](#) – To sign out from the app. The app times-out after 5 minutes of inactivity for confidentiality reasons.




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

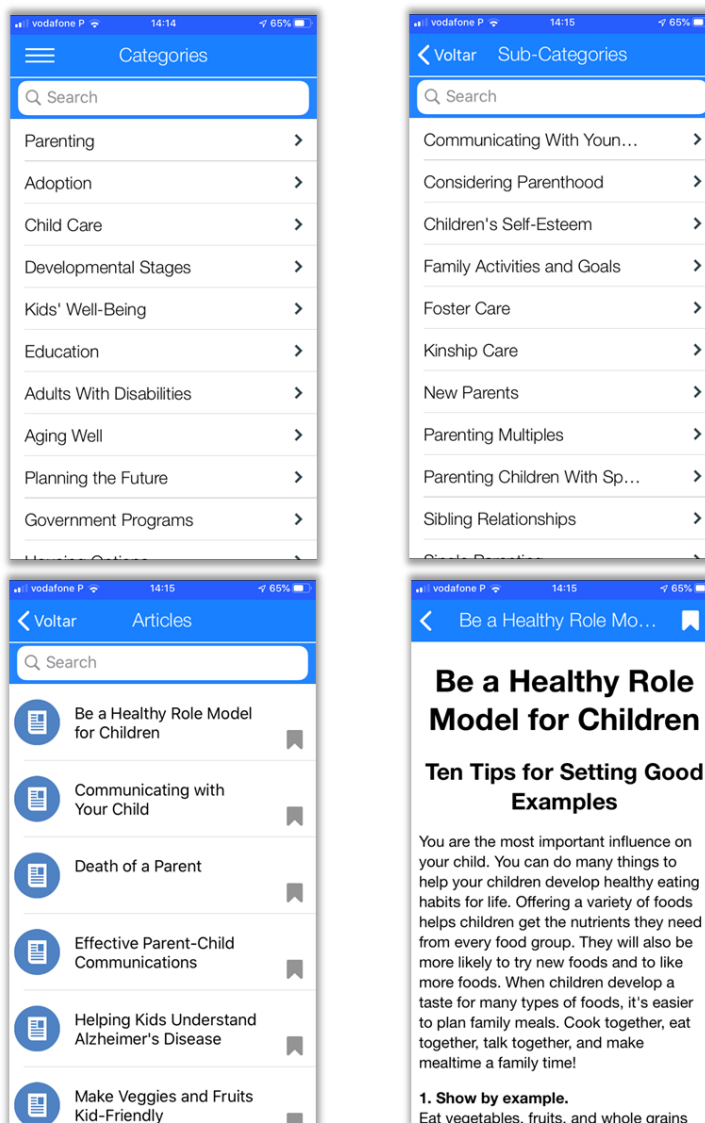




## RESOURCES – ARTICLES

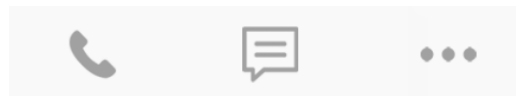
From the application navigation screen tap on “Articles”; you will see the categories of all articles available for your company. For each category you will see the sub-categories and then the articles within each of them; tap on the sub-category to see the specific articles. If you wish to find specific articles, just type your search criteria in the “Search” box of the Categories or Sub-Categories screens, and you will see the articles that meet your criteria;

- ① Tap on the title of the article to open and read it;
- ① When the article is opened, use the “Back” button on the top left corner of the screen to return to the list of articles;
- ① You can bookmark articles to read later, by clicking on the  symbol at the right of each article title, or by clicking on the same icon on the top right corner of the article page. Those articles will be under the Bookmark tab on the Navigation Screen



## COMMUNICATION

On the bottom of the home screen, you will find these icons:



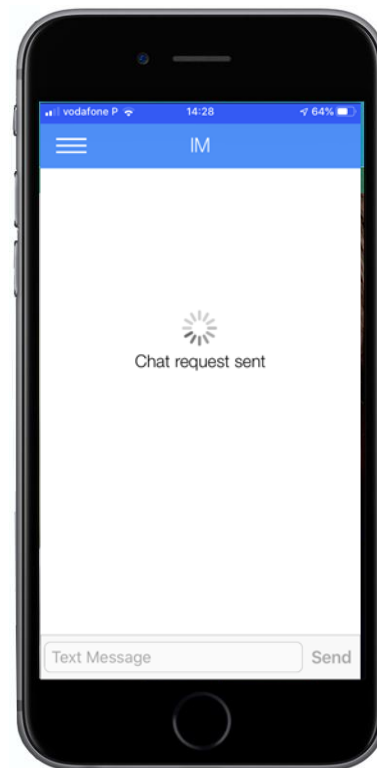
**Phone Call** – makes a phone call to the company pre-configured phone number.


- ① Note: the call will be made directly from your cell phone, not within the application.



**Instant Message** – Requests a text-based chatting session. See the *IM Chat* image on the right for details.

- ① Note: dedicated iCY Counselors will be able to chat with you.



Under the icon  you will find the other communication functionalities



**Video Call** – requests a video call. See the *Video Call* image on the right for details.

- ① Note: dedicated iCY Counselors will be able to take your video call.

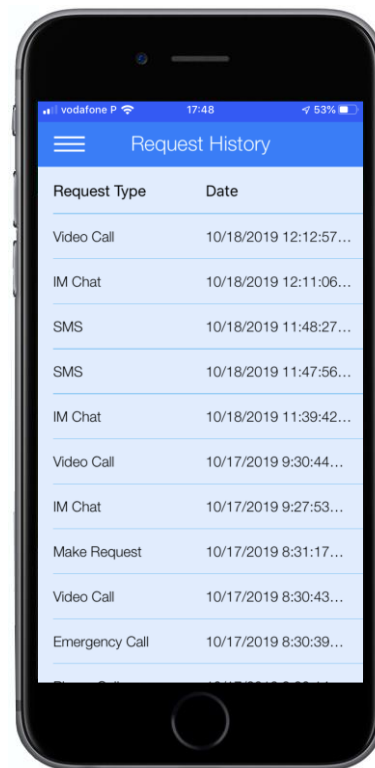


**SMS** – sends an SMS text message.

- ① Note: Check with your employer if this function implies international roaming charges.

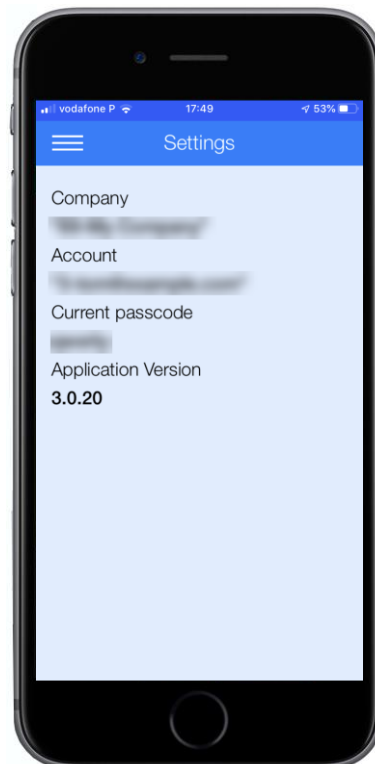


- **History** – see the history of your actions in the application; the Request History screen shows the history of your phone, IM, SMS and video requests. See the right figure for details.
  - ① Click on a specific request to see more details.



## ACCOUNT - SETTINGS

- From the navigation screen tap on "Settings"; the *Settings* dialog on the right appears. Here you can see the names and identifiers of your company and account, the current passcode, as well as the iConnectYou application version.
  - ① Note: At the moment it is not possible for members to change account settings directly on the app.





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