



coo-e

# Welcome to Coo-e App.

Easy alerts and push notifications for organisations

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## USER GUIDE

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Coo-e App Version 1.0





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## Part 1: Getting Started

### Downloading the app

To use the Coo-e mobile app, you have to first download it

#### For IOS - from the Apple App Store

1. Open the App Store and search for "Coo-e App".
2. Download and install the Coo-e mobile app on your device.
3. Open the Coo-e mobile app.

#### For Android – from Google Play

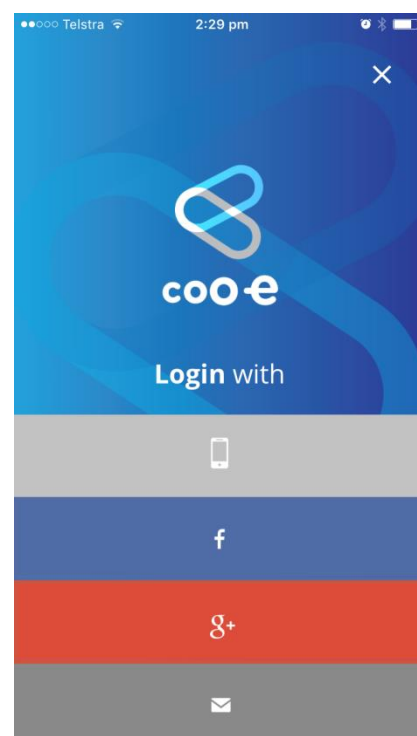
1. Open the Google Play Store app
2. Search for "Coo-e App".
3. Tap "Install" and follow the onscreen instructions.
4. Open the Coo-e mobile app.

### Signing In

When you first download the Coo-e mobile app, you will be asked to sign in.

You can sign in using Facebook, Google, your mobile phone number or your email address.

After the Mobile App has been installed and opened, the app will prompt you to accept the full [Mobile App Terms and Conditions](#).



## You are ready to go!



## Familiarising yourself with Coo-e

Before using Coo-e Mobile App, we suggest you familiarise yourself with the great features to enable you to let Coo-e keep you up to date and informed.

When you are set up and have joined organisations and started receiving Notifications, your HOME screen will have the following features.

**Filter your Notifications by A-Z or Date.** (Callout pointing to the filter icon in the top left)

**Pull out the side menu to discover Organisation Categories, Feedback, Help and Tutorial.** (Callout pointing to the side menu icon in the top right)

**Blue shading shows unread messages.** (Callout pointing to the blue shaded notification card)

**Your notifications will appear on your home screen for 30 days.** (Callout pointing to the notification list)

**Click on the My Organisations icon in the menu to connect to your organisations. The number icon will alert you if you have invitations to join new Organisations.** (Callout pointing to the My Organisations icon in the bottom menu)

**Search for new organisations to add to your network and start receiving notifications.** (Callout pointing to the search icon in the bottom menu)

**Use the Calendar feature to save meetings and appointment updates to your Coo-e Calendar.** (Callout pointing to the calendar icon in the bottom menu)

**Manage your settings to choose how you receive notifications and set your Privacy settings.** (Callout pointing to the settings icon in the bottom menu)

The screenshot shows the app interface with a blue header containing the Coo-e logo and a filter icon. Below the header is a list of notifications, each with a date, time, and a brief description. The first notification is highlighted in blue. At the bottom, there is a navigation bar with five icons: My Organisations, Search, Home, Calendar, and Settings.

## Part 2: Using Coo-e Mobile App

### FEATURES – Push Notifications

#### WHY

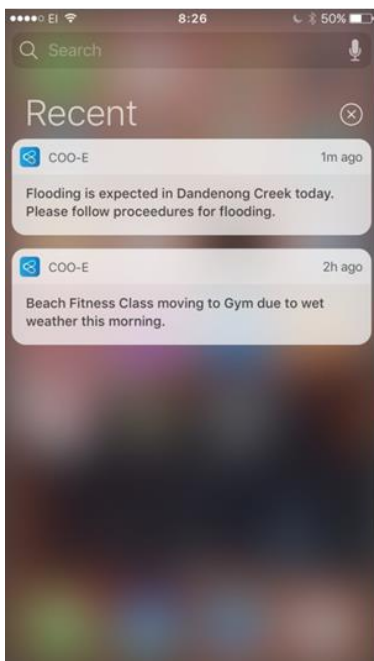
Coo-e Mobile App has been designed to ensure you never miss an important notification again. It provides a single app where you choose what organisations you join and then, only receive important information from those organisations. Push Notifications will be sent straight to your mobile device with all your notifications kept in one place so you don't need to keep track of newsletters, emails or multiple app downloads.

#### HOW

- When you receive a Push Notification, open the Coo-e Mobile App.
- On your HOME Screen, notifications from all your organisations will appear. From here you can tap in to each notification to find out the details.

Push Notifications will be sent straight to your mobile device so you stay informed.

When you open Coo-e App, all your notifications will be displayed on your HOME screen



A number icon will show on your Coo-e App icon to alert you to new Notifications.



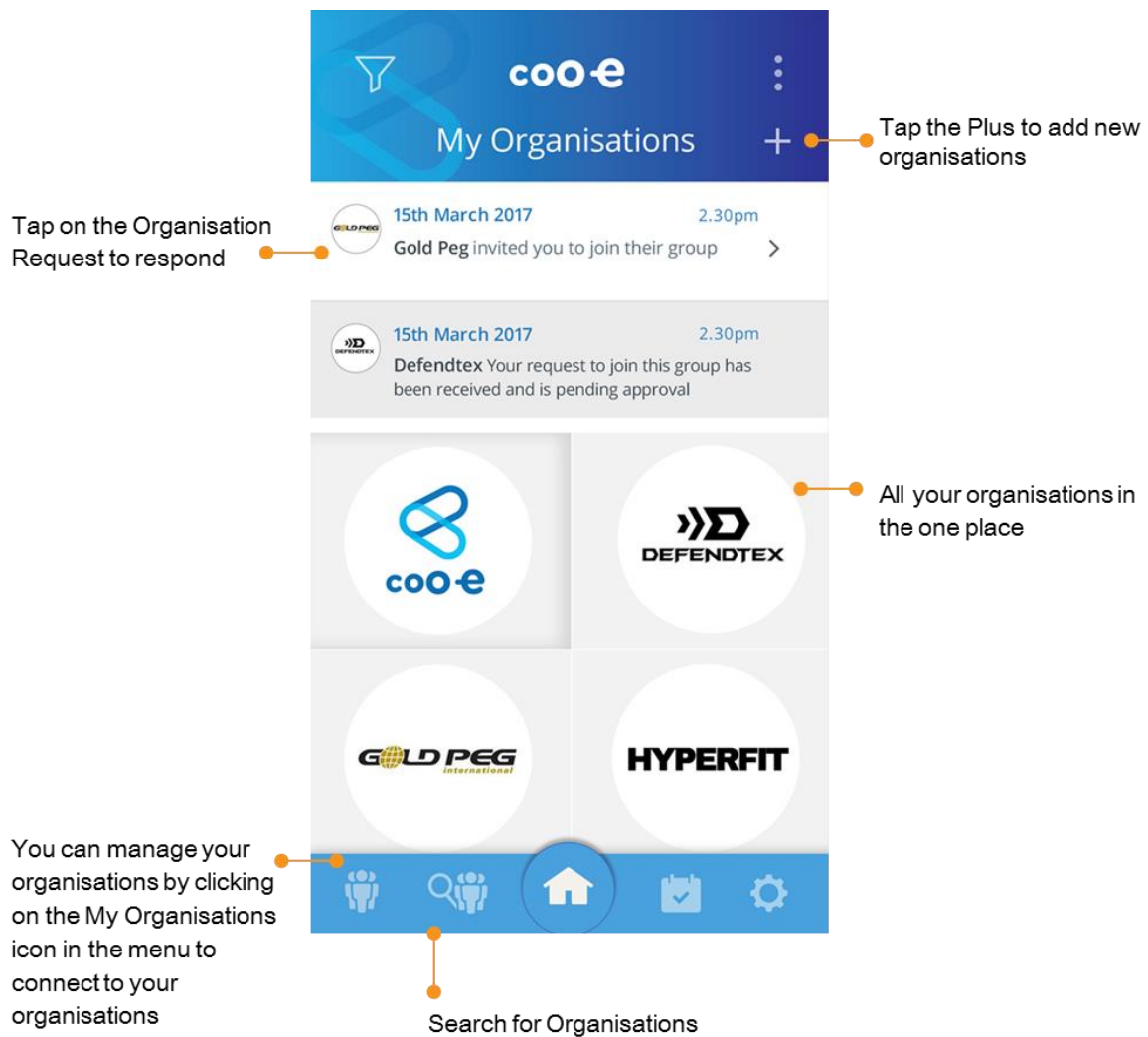
## FEATURES – Notifications

### WHY

All your Notifications will appear on your Home screen. From here you can tap in to each notification to find out the details.

### HOW

- To find out more about the Notification, tap on the Notification to open.
- When you tap on the Notification you will see all the details.



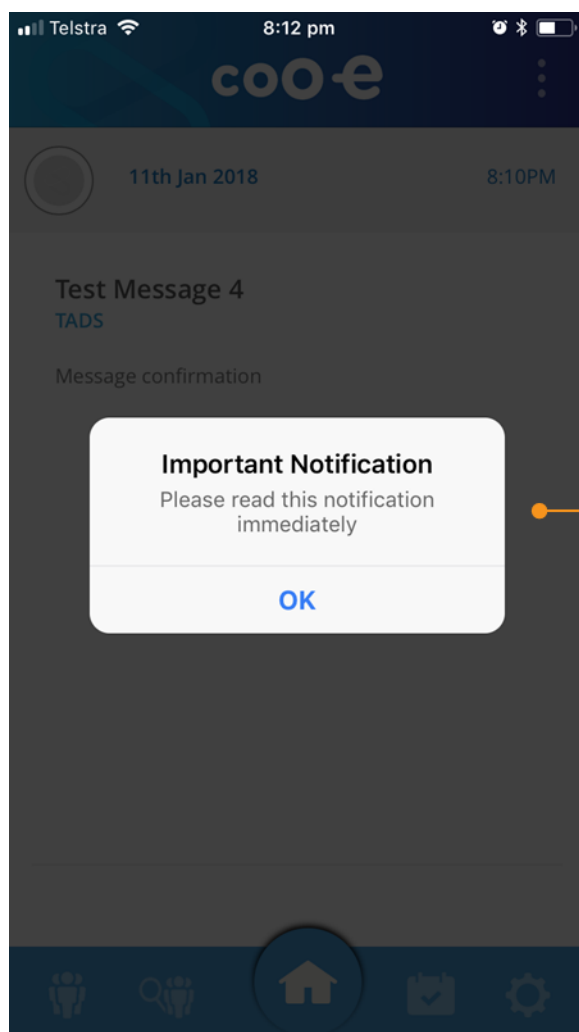
## FEATURES – Notification Confirmation

### WHY

Some notifications are so important that an organisation will want to make sure you have received the notification – this is called a Notification Confirmation. For these notifications, your Organisation will send you a notification that will ask for a Confirmation. Your Organisation will then be able to keep track of who has received the notification and who has not and will be able to follow up with those who have not received the notification.

### HOW

- Messages will be sent as normal to your Coo-e App.
- When you open Coo-e App, you will receive an IMPORTANT NOTIFICATION message.
- When you tap OK you will be sent through to the message and a CONFIRMATION will be sent to the organisation.



When you receive a message which requires a confirmation the IMPORTANT NOTIFICATION message will appear when you open the Coo-e App. When you click OK, you will be taken to the message and your CONFIRMATION that you have received the message will be sent to the organisation.

## FEATURES – Delete Notifications

### WHY

Your notifications will remain for 30 days and then automatically expire. Coo-e Mobile App allows you to delete notifications before they expire.

### HOW

- On your HOME screen tap EDIT and you can then tick the circle next to each notification to delete the selected notification.
- You can also right swipe on the notification and tap DELETE.





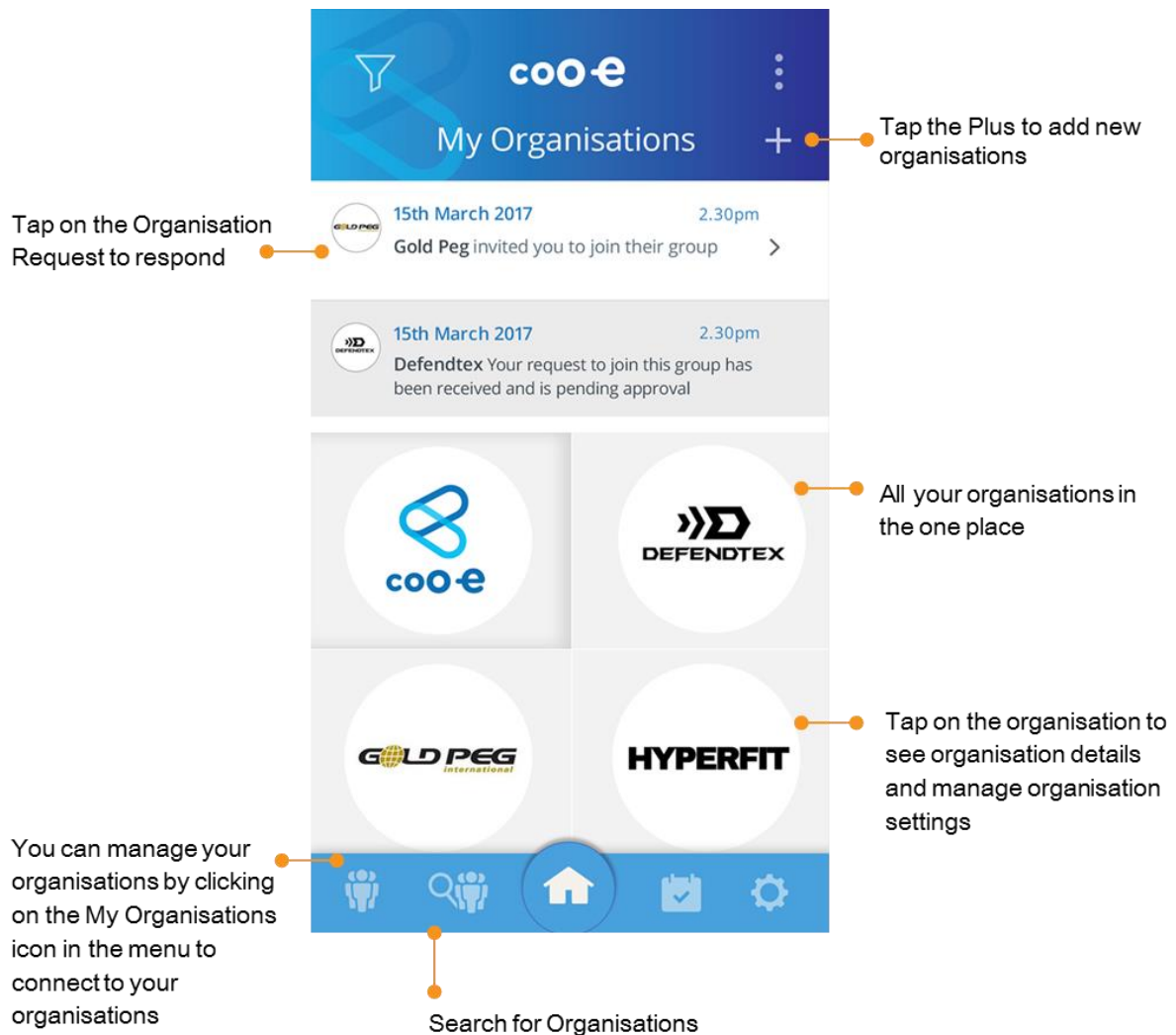
## FEATURES - My Organisations

### WHY

The My Organisations feature lets you manage your organisations so you receive notifications from organisations that are important to you.

### HOW

- Tap on the My Organisations icon to manage your organisations.



## FEATURES – Add Organisations

### WHY

As new organisations subscribe to Coo-e, you can keep all your important notifications in one place. You can choose to receive notifications from different organisations or you may be invited to join an organisation. Coo-e Mobile App allows you to add new organisations to ensure you are kept up to date.

### HOW

- Tap on the PLUS sign on your HOME screen or the SEARCH for organisations icon.



Type the name of the organisation you are looking for in the search field

If you have a group code you can enter the code to join. Group Codes are required for secure Organisations so that only those members who have been invited with a Code will be able to view Notifications



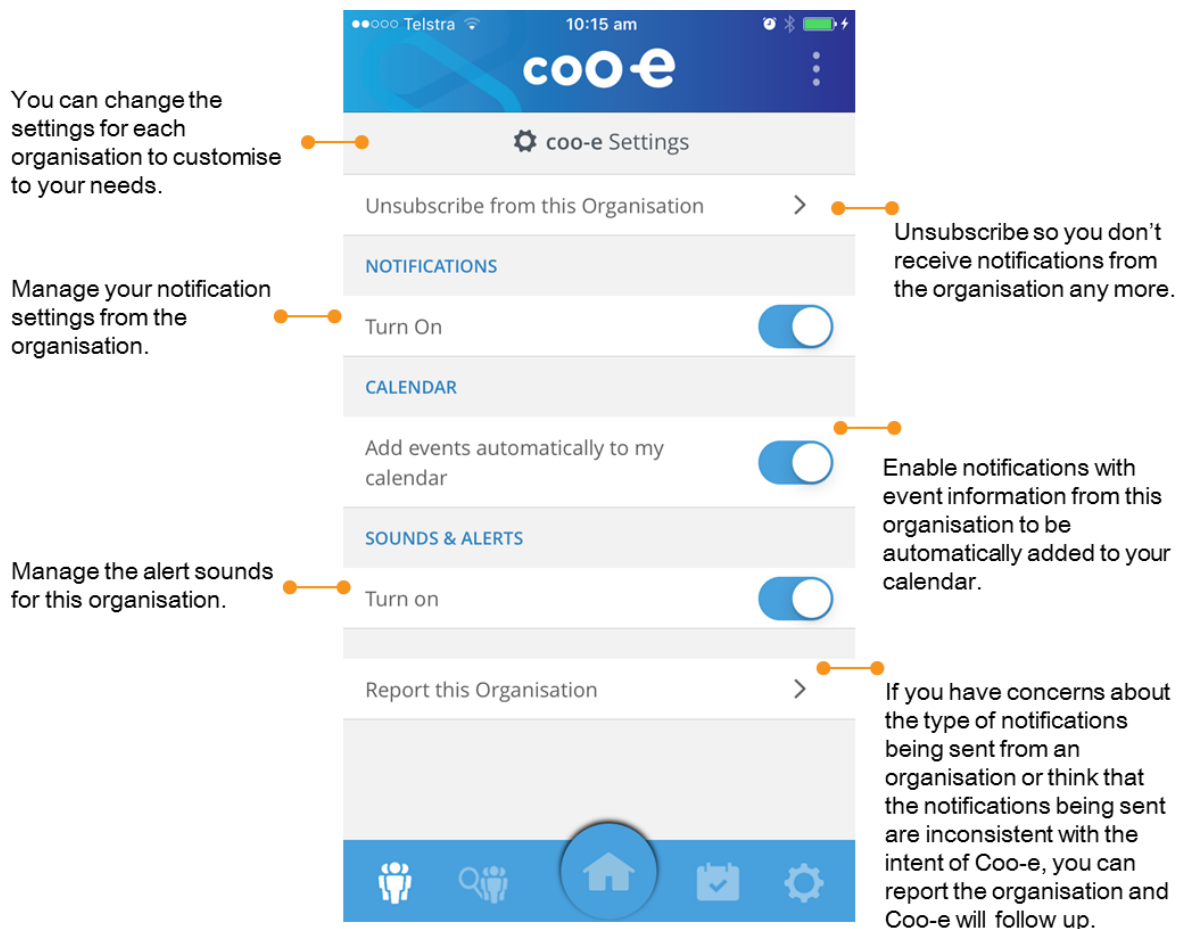
## FEATURES – Organisation Settings

### WHY

Coo-e Mobile App allows you to customise your settings for each organisation. This will allow you to unsubscribe from an organisation, change your notifications, sounds and alerts and select whether you want event notifications from the organisation to automatically link to your calendar.

### HOW

- Tap the My Organisations icon to see all your organisations.
- Tap the organisation logo for which you want to change the settings.
- Tap the organisation logo.
- The organisation home screen will appear, tap the settings icon on the top right of the screen.
- The organisation SETTINGS screen will appear.



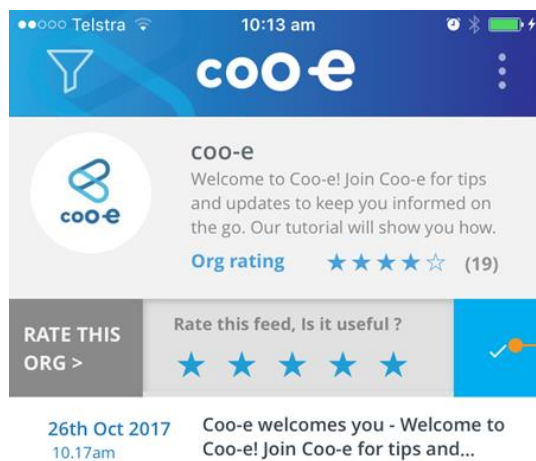
## FEATURES – Organisation Rating

### WHY

Coo-e Mobile App allows organisations to cut through the noise in today's busy world and get important information through. To ensure you are getting the right level of information in your notifications, the Coo-e rating feature provides feedback to organisations so they can improve their communications with you.

### HOW

- Tap the My Organisations icon to see all your organisations.
- Tap the organisation logo for which you want to provide a rating.
- Tap the Org rating stars
- The RATE THIS ORG feature will appear.



You can rate the organisation or individual notifications to help your organisation communicate effectively with you.



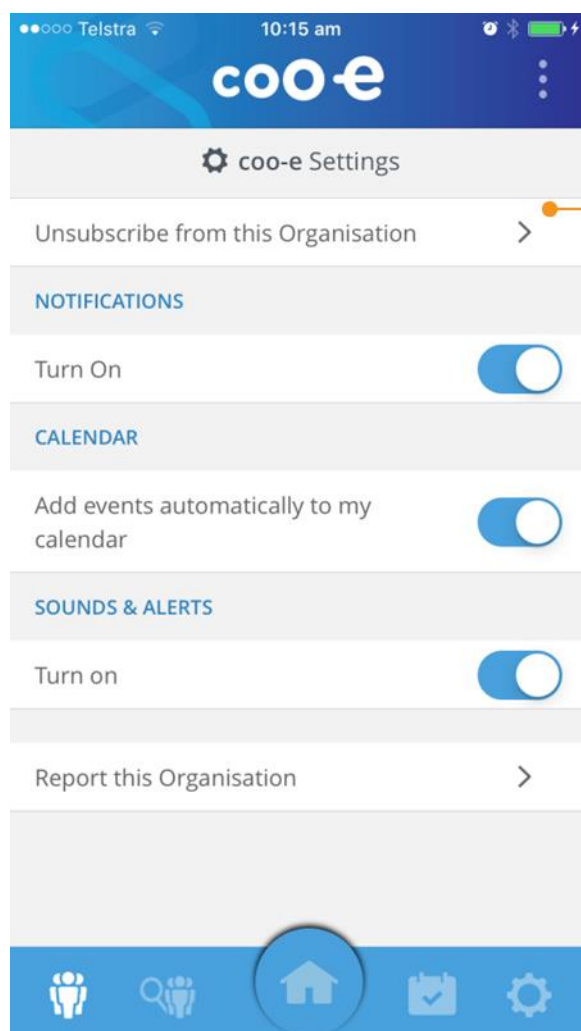
## FEATURES – Unsubscribe from an Organisation

### WHY

When you are no longer a member of an organisation or do not need to receive notifications from an organisation, you can select to stop receiving notifications.

### HOW

- Tap the My Organisations icon to see all your organisations.
- Tap the organisation logo for which you want to unsubscribe.
- Tap the organisation logo.
- The organisation home screen will appear, tap the settings icon on the top right of the screen.
- The organisation SETTINGS screen will appear.



Unsubscribe so you don't receive notifications from the organisation any more.

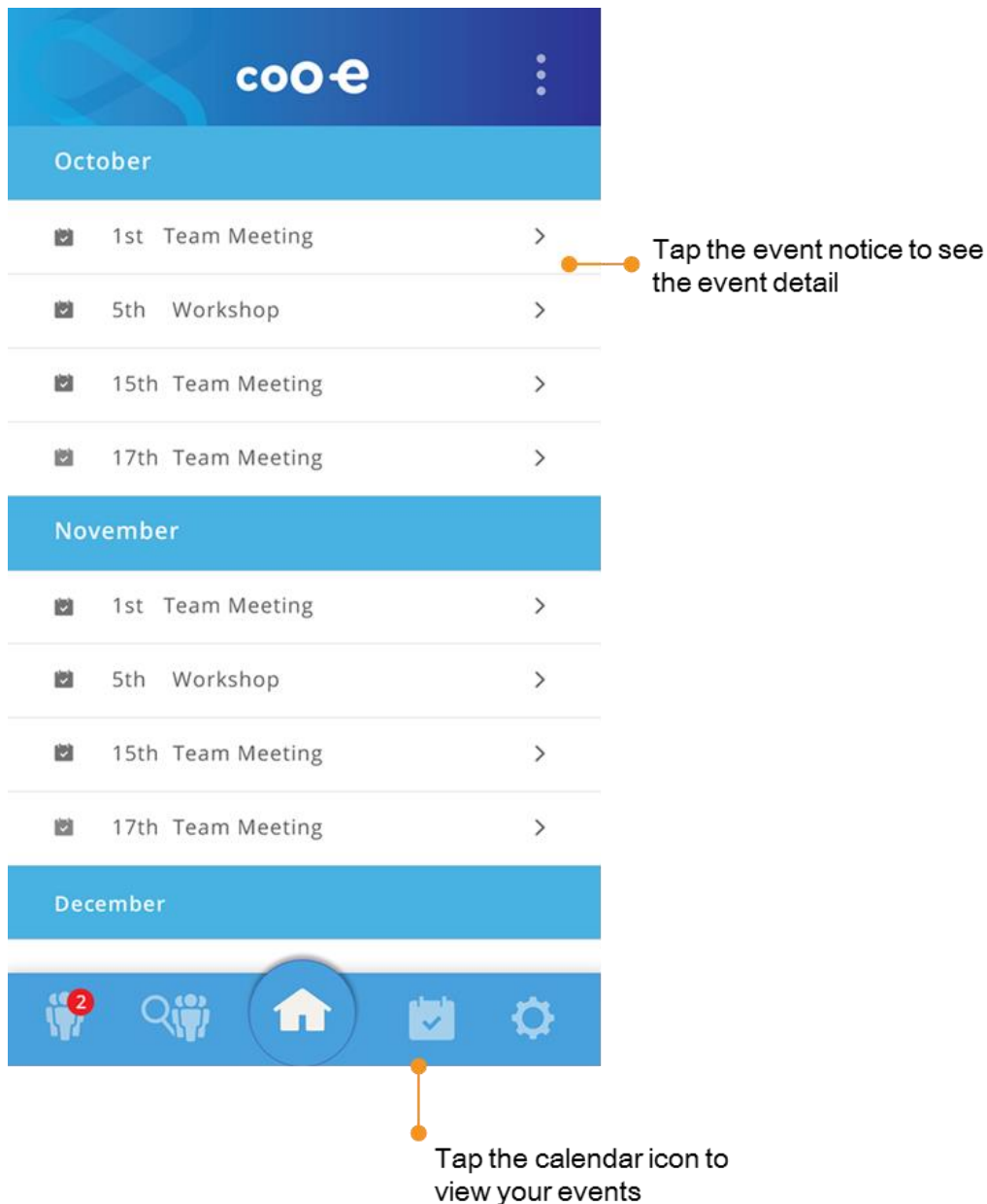
## FEATURES – Calendar Events

### WHY

Sometimes important Notifications will be associated with events. Coo-e can be integrated with your calendar to allow you to automatically upload events and keep all your important events in one place.

### HOW

- Tap the calendar icon to view your events.





# Thank you for using Coo-e App.

We welcome your feedback.

You can contact us at [info@cooeapp.com](mailto:info@cooeapp.com).