



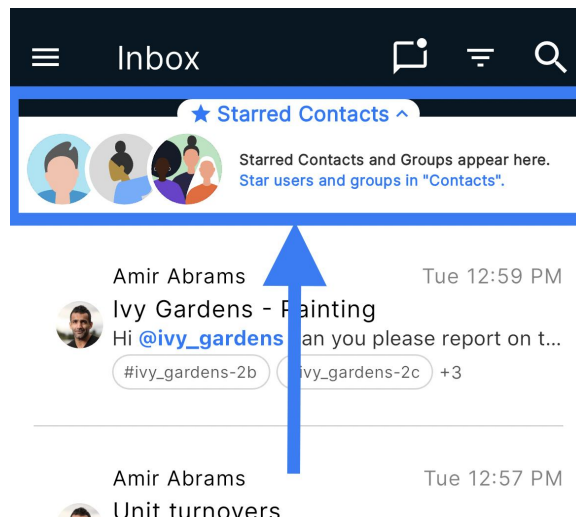
Getting Your Staff Set Up on Synco

ACCOUNT SETUP

1. Download the Synco app from the iOS App Store or the Google Play Store.



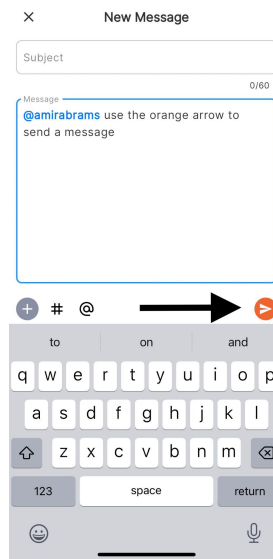
2. Login to Synco with the user's cell phone number or work email address.
 - When logging in for the first time please ensure NOTIFICATIONS are turned ON
 - If you're unsure, go to app settings>notifications>turn ON
3. Move the Synco app onto the user's home screen (when unlocking their phone the Synco app should be front and center for them).
4. Set the user's Starred Contacts: these should be set as the user's manager and anyone else they're expected to communicate with regularly
 - Press on the starred contacts section on the top of the inbox
 - Press on the empty star next to any user or group that they'll be messaging



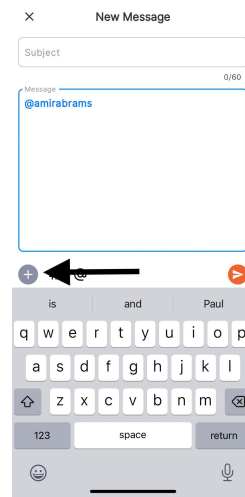
5. Set the users preferred language
 - Press on the menu button (3 lines on the top left hand corner of the screen)
 - Select My Profile
 - Change the Preferred Language to the user's native language

HOW TO USE SYNCO

1. Sending Messages
 - Press on the user's name (starred contact) at the top of your screen to send them a message
 - Use the orange arrow to send the message



2. Sending Photos & Videos
 - After selecting the user you want to message, press the gray plus arrow
 - Here you can: Take or select an existing photo/video from your phone



3. Translating conversations

- When any conversation is opened the user will see a translate button on the top of their screen
- Press the button to translate that conversation into their selected language



TIP: Users can utilize “talk to text” to speak their native language into their keyboard microphone to transcribe a message. Encourage your staff to type out the messages in their native language, as the person they’re sending it to can translate it into their own language.