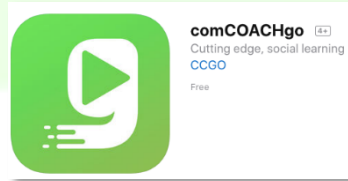
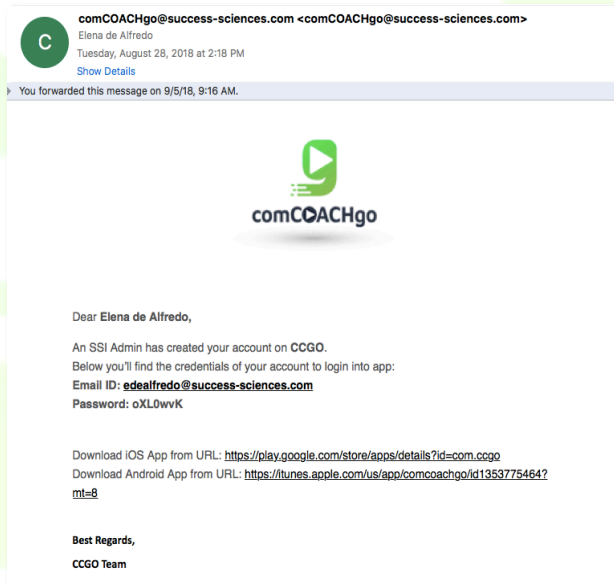


## CCGo App Admin Guide

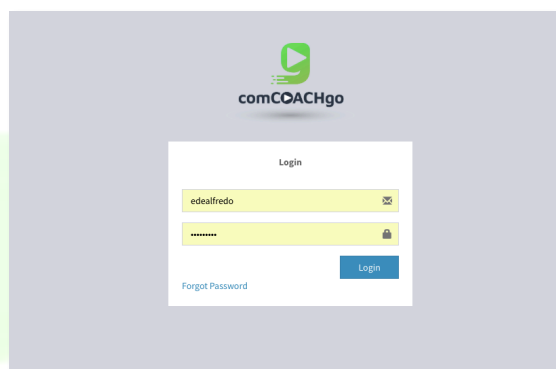
Welcome to **comCOACHgo** App, the fastest, most engaging, social learning, and development system ever built. Below are the easy-to-follow instructions for getting a successful start today:

### » Getting started:

|                                                                                                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>1) Download the comCOACHgo App.</b><br/>This is what the app looks like.</p>                                               | <div data-bbox="816 583 1162 762">  </div> <p>Here are the URL's to download the app:</p> <ul style="list-style-type: none"> <li>- <b>Android App: **Requires Android tablet or phone 5.0 and up.</b><br/><a href="https://play.google.com/store/apps/details?id=com.ccco">https://play.google.com/store/apps/details?id=com.ccco</a></li> <li>- <b>iOS/iPhone/iPad App: **Requires iOS 9.1 or later. Compatible with iPhone, iPad, and iPod touch.</b><br/><a href="https://itunes.apple.com/us/app/comcoachgo/id1353775464?mt=8">https://itunes.apple.com/us/app/comcoachgo/id1353775464?mt=8</a></li> </ul> |
| <p><b>2) Success Sciences</b> will create an Administrative account using your company's name.</p>                               | <p><b>Companyname@success-sciences.com</b></p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| <p><b>3) Success Sciences</b> will provide you with the login information (email and password) for the <b>admin account</b>.</p> | <div data-bbox="695 1241 1305 1822">  </div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |



4) Also, **Success Sciences** will provide you with a **username and password** for the WEB **admin account** panel (for your COMPUTER).



5) If you forget your admin account password or username, you will have to contact Success Sciences to retrieve it.

## » OVERVIEW:

- **What is the WEB admin account?**
  - The web admin account allows you to CREATE and MANAGE the challenge categories that you and your coaches will then use through the app.
  - You can also create challenge templates to push out to specific teams or your entire company.
- **What is the PHONE admin account?**
  - The phone admin account is where you can manage the teams, members, coaches, and the company account.
  - You can also view the challenges being put out by your teams, view the leaderboards for users, and view reports.
- **What is it the PHONE admin account for?**
  - Add new teams and users
  - Assign user roles
  - Delete users or teams
  - Review and manage the rest of the features
  - **You will ONLY use this account to ADD/EDIT/MANAGE TEAMS**

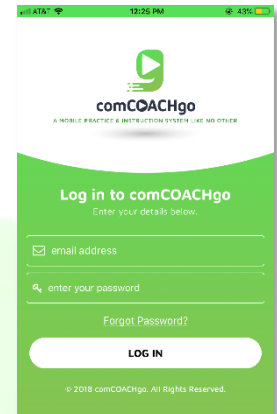
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## 1) LOG IN:

This is your mobile App **LOGIN screen**. (See image on the right)

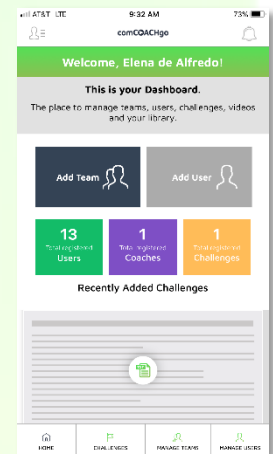
a) **LOG IN** with your **ADMIN account** entering the email address and the password provided in your email by Success Sciences.



b) This is the main dashboard. Here you can do the following:

- **Add/Manage teams and users**
- **Review/Manage challenges created by coaches**
- **Manage the library**
- **Review the leaderboard**
- **Manage challenge categories through the web admin panel**
- **Edit your profile/theme**
- **View reports**
- **Add suggestions**
- **Contact Success Sciences**

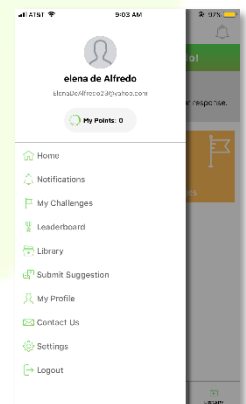
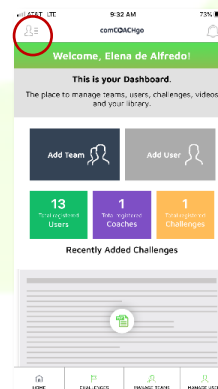
**\*\*All of these features will be explained in the following pages \*\***



c) You can access any app features from the drop-down menu.

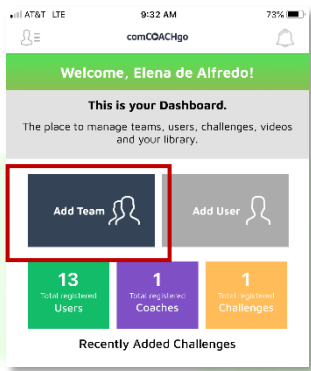
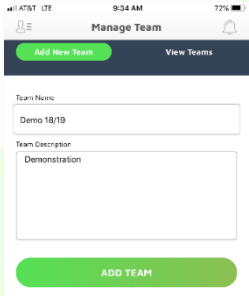
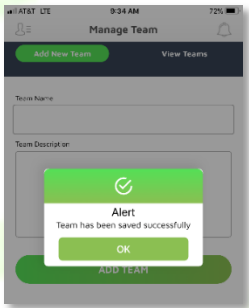
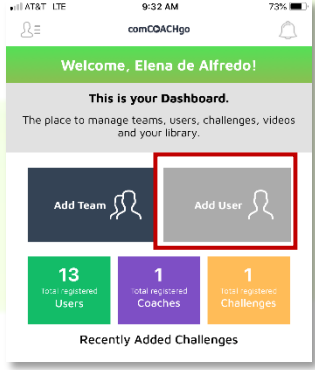
- » In your main dashboard top left-hand side icon:

A menu of contents will display all the app features.





## 2) ADD/MANAGE TEAMS AND USERS:

|                                                                                                                                                                                                                                                          |                                                                                      |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|
| <p>1. Click on "Add a team"</p>                                                                                                                                                                                                                          |    |
| <p>2. Enter your team name and any description you want to add</p>                                                                                                                                                                                       |   |
| <p>3. Once your team is added successfully, you will get a notification on your screen</p>                                                                                                                                                               |  |
| <p>4. Now, it's time to add your team members/users.</p> <ul style="list-style-type: none"> <li>- You can <b>ONLY</b> add users after you have a team</li> <li>- You have to create and assign a coach to the team <b>BEFORE</b> adding users</li> </ul> |  |



**5.** Adding team members/users:  
From the drop-down menu choose their role:

- Company Admin
- Coach
- User

Manage User

Add new user View all users

Role

Select Role

Company Admin

Coach

User

ADD USER

**5.1.** Assigning a coach to a team:

1. From the drop-down menu choose "Coach"
2. Add their email address, first name, and last name
3. Select the Team
4. Click "ADD USER"

**\*\* Please note: you can ONLY add ONE coach per team.**

Manage User

Add new user View all users

Role

Coach

Email Address

johndoe@Success-sciences.com

First Name Last Name

Johnny Doe

Select Team

John Doe's Team

ADD USER

**5.2.** However, as an admin, you can add a second admin.

1. From the drop-down menu choose "Company Admin"
2. Add their email address, first name, and last name
3. Select the Team
4. Click "ADD USER"

**\*\* Please note: the second admin can add and delete users and teams**

Manage User

Add new user View all users

Role

Select Role

Company Admin

Coach

User

ADD USER



6. Add their work emails, first names, last names and select their teams.

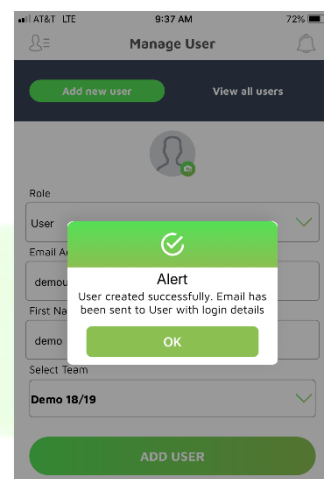
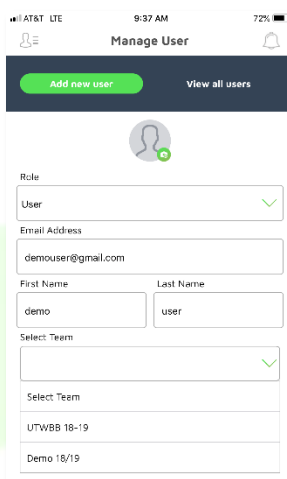
Profile pictures are optional for adding users.

**\*Note: Each email can only have one account associated with it**

Once you are done you will get a confirmation alert.

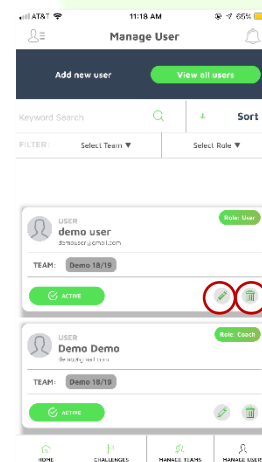
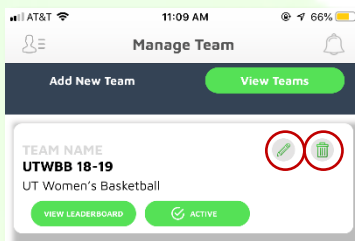
**\*Repeat steps 4 & 5 to add all of your users**

**\*\*See images on your right**



7. You can edit/delete teams/users.

**\*\*See images on your right**



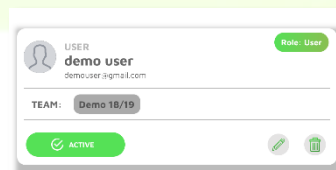
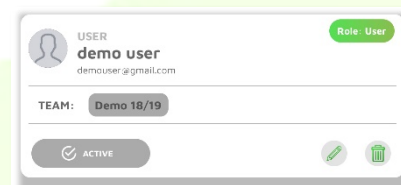
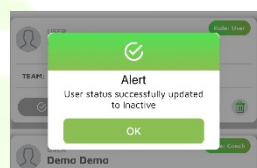
8. Also, you can **ACTIVE/DEACTIVATE** users/teams so they cannot LOG IN into their accounts.

- When you **DEACTIVATE** a user/team an **ALERT** will pop up and the **USER/TEAM** will become **GREY**

- When your **USER/TEAM** is **ACTIVE** it will be **GREEN**

**\*\*See images on your right**

**\*\*Same patterns apply for teams and user for ACTIVATION AND DEACTIVATION**

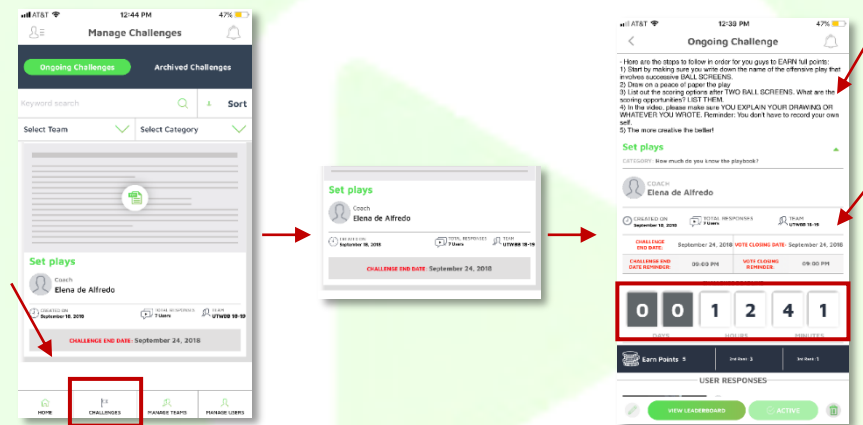


### **3) REVIEW/ MANAGE CHALLENGES CREATED BY COACHES:**

With this option, you can see the following features:

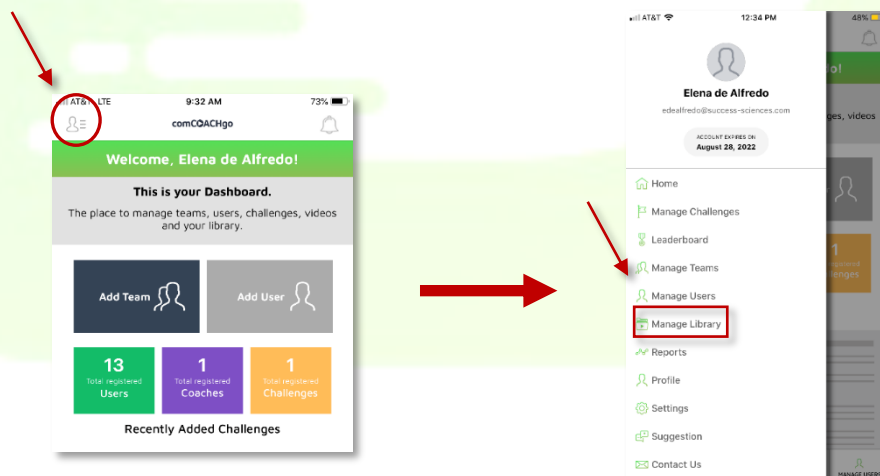
- Challenge start date and the deadline
- User responses
- Team and coach name
- Ongoing challenge and guidelines
- Leaderboard

**\*\*See images below**



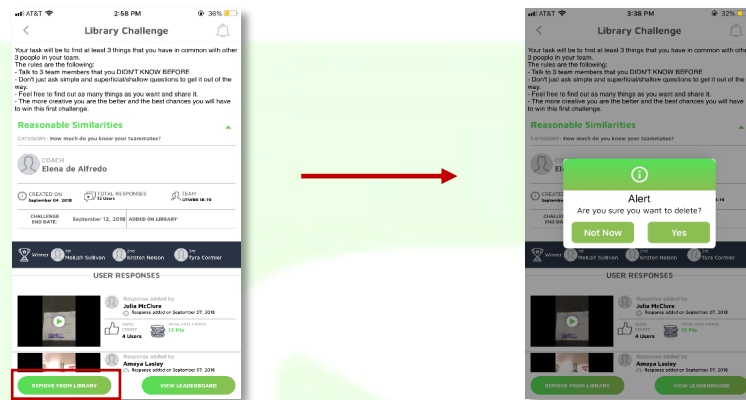
### **4) MANAGE THE LIBRARY:**

- » To access the library:
- » Click on the left-hand-side icon
- » Click "Manage library"



» There is an option to remove content from the Library:

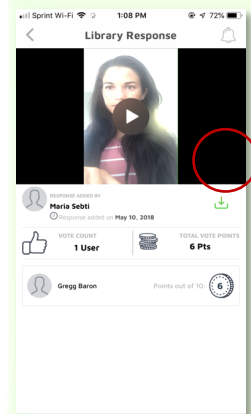
- Once you are inside the Library (following the steps above)
- Click the challenge and click under “Remove from Library.”



» You can download any response that is in the library by pressing the green down arrow.

**\*Please note: you may have to allow CCGo to access your photos. Then a green bar will show up to show the download progress at the bottom.**

It will save the video to your Photos or Gallery.



## **5) REVIEW THE LEADERBOARD:**

» There are two types:

- a) **Overall** Leaderboard
- b) **Challenge** Leaderboard

a) **Overall** Leaderboard:

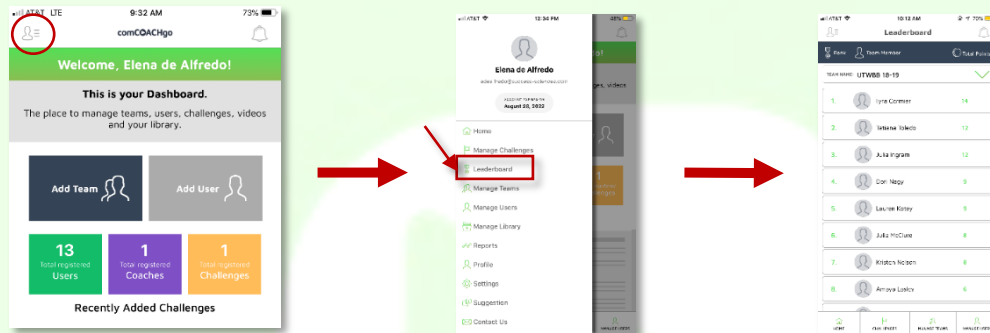
» The points are gained from the following:

- **INTERACTING** with the users. When users vote their other members of the groups they will get 1 point for each time the vote
- **RANKED POINTS** from each individual challenge. These points are added to the interactive points to create their total score. These points amounts are

determined the coach and added based on the coach's choice or the voting results.

» Accessing the **Overall Leaderboard**:

- Click on the top left-handed corner icon
- Click "Leaderboard"
- See the "Overall Leaders"

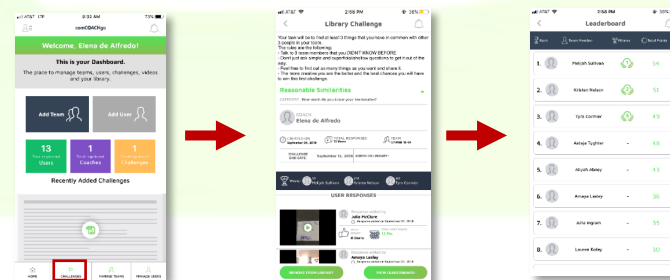


b) **Challenge Leaderboard**:

- » Shows the three ranked winners determined with the respective total points in that single challenge.
- » The ending points come from adding the following:
  - Each time a teammate votes on a challenge response, they receive the points that are given by teammates votes
  - The points that are given by the coach at the end of the challenge.

» Accessing the **Challenge Leaderboard**:

1. Click the tab on the bottom of the phone screen that says "Challenges"
2. Click under the challenge itself
3. Click "View Leaderboard"



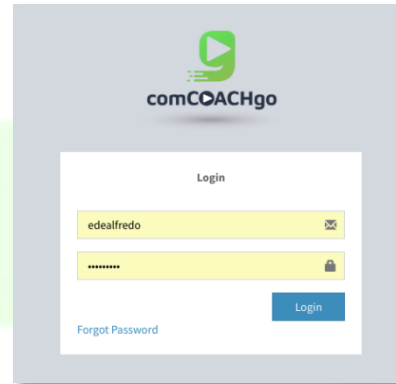
**\*\* You can view the challenge leaderboard at any point by clicking the challenge itself and selecting "View Leaderboard"**



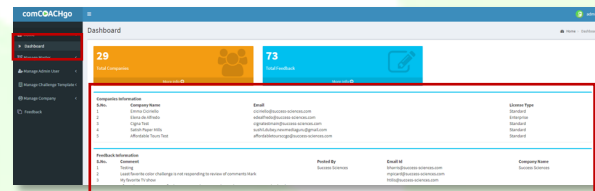
## 6) MANAGE CHALLENGE CATEGORIES THROUGH THE WEB ADMIN ACCOUNT:

### 1. Log in to your **web admin account**.

**\*\*Success Sciences provided you with your USER ID, password and URL to the page. If you lose the password/username you will have to contact Success Sciences**



### 2. This is your **comCOACHgo** main dashboard.

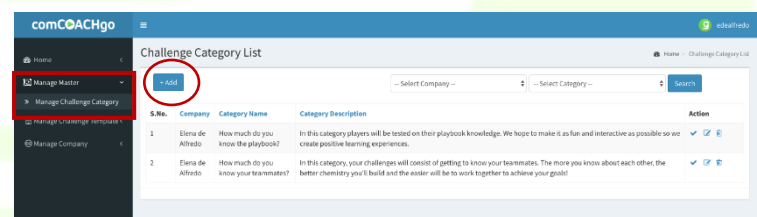


\*Users can also see feedback sent to company admin and Success Sciences.

**3. You can add challenge categories and challenge templates on the **web admin account**.**  
**Challenge Categories** are necessary for your coaches to publish challenges to your users.  
**Challenge Templates** can be used to create a challenge that needs to be pushed out to everyone in the company. These challenges can be seen by all coaches in a company

#### 1) Manage Challenge Category:

- Click under Manage Master
- After that, click under Manage Challenge Category
- Add the Category name and Description  
Clicking the "+Add" button on your left-hand corner



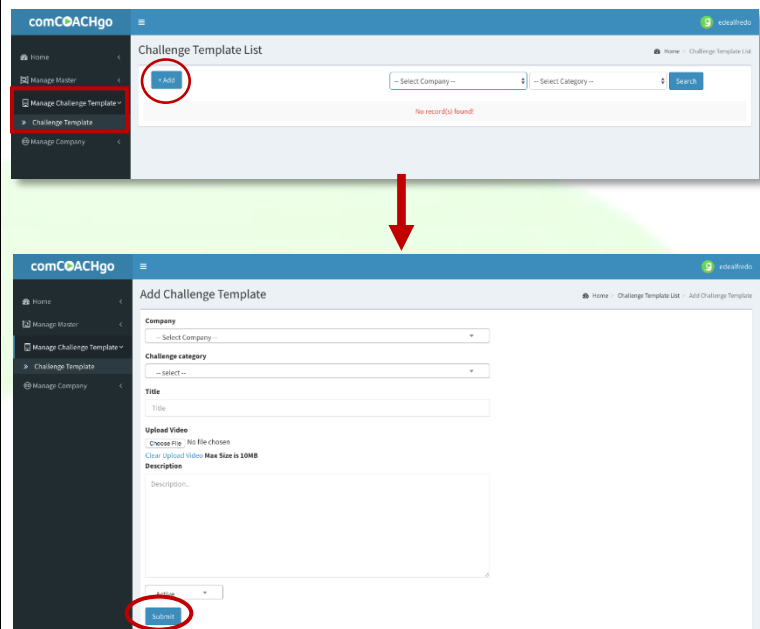
#### 2) Manage Challenge Template:

- Click under Manage Challenge Template
- After that, click under Challenge Template
- Add the Template from your files clicking the "+Add" button on your left-hand corner.
- You can add text or video challenge templates

**\*Videos must be in MP4 format**

**\*\*Please note: text challenges are a maximum of 255 characters; video files are a max. of 10 MB.**

- Click submit when you are ready
- You can only add text OR video, not both

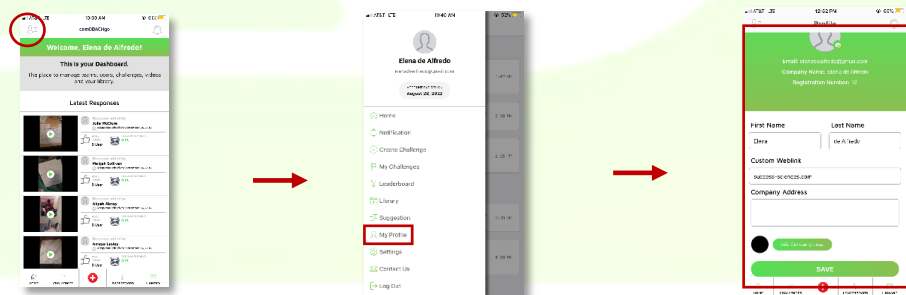


## 7) EDIT YOUR PROFILE/THEME:

» How to **edit your profile:**

1. Tap the top left-hand icon to display the table of contents
2. Click "My Profile"
3. You will be able to edit/add your **name and last name, custom Weblink**, add/edit your **company address**, and add/change **your company logo\*\*\*** and **profile picture\*\*\***
4. Click "Save" once you are finished

**\*\*See images below**

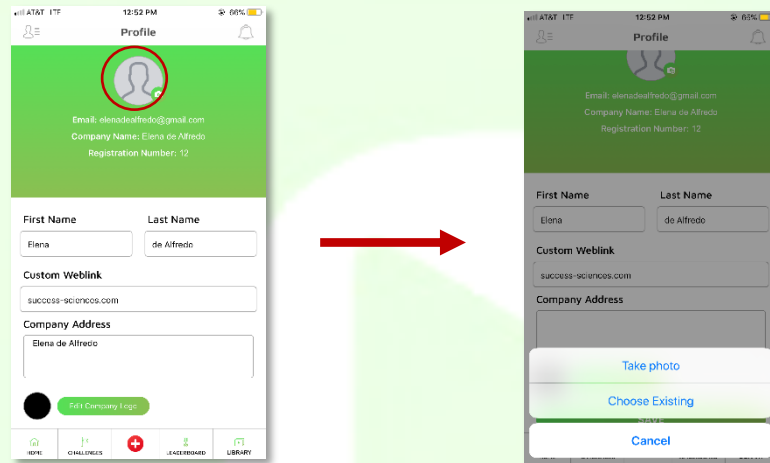


» How to **change your profile picture\*\*:**

1. Follow the same steps to access your profile
2. Once you are in your profile, tap the grey circle

3. You will be able to take a photo or choose from a picture from your phone
  4. When you are done, fill out the rest of the boxes and click **SAVE**
  5. **Your profile picture will show up in the leaderboard along with your name.**
- \*May have to allow **CCGo** to access your photos.

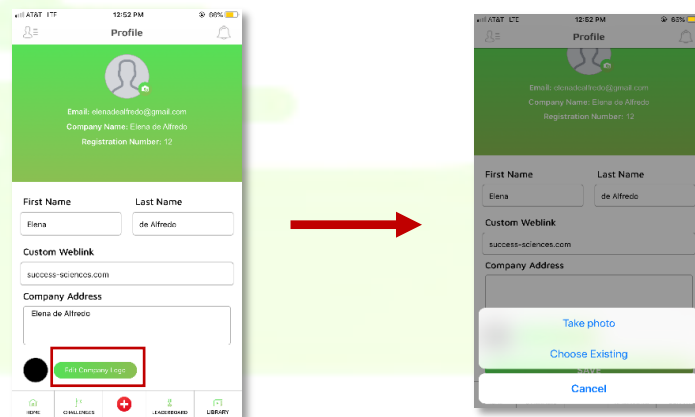
**\*\*See images below**



» How to **change your company logo\*\***:

1. Follow the same steps to access your profile
2. Once you are in your profile, tap the “Edit Company Logo” button
3. You will be able to take a photo or choose from a picture from your phone
4. When you are done, fill out the rest of the boxes and click **SAVE**

**\*See images below**

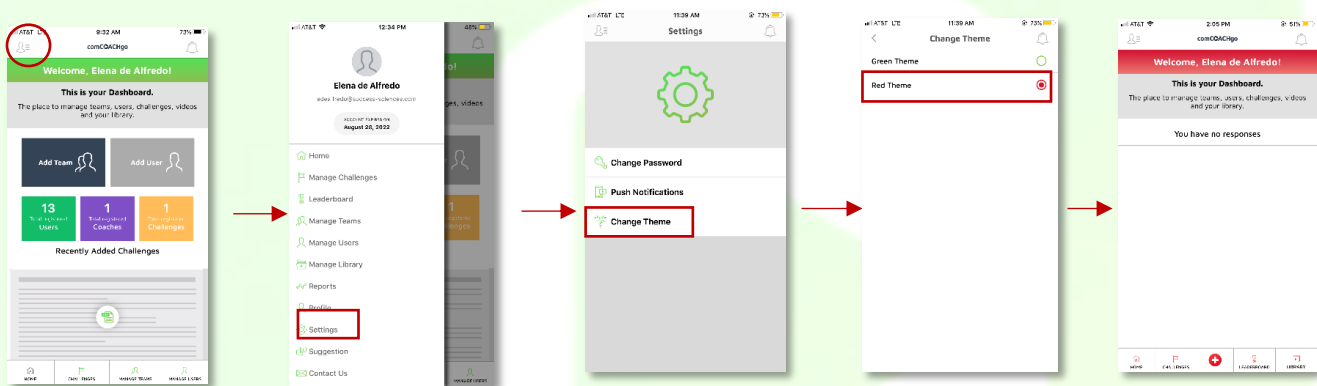


» How to **change your app theme**.

You can change the theme from **GREEN** to **RED**:

1. Tap the top left-hand icon to display the table of contents
2. Click "Settings"
3. Tap "Change Theme"
4. Pick **Red** or **Green**
5. The app will automatically set the color you choose
6. You can change the theme as many times as you want to

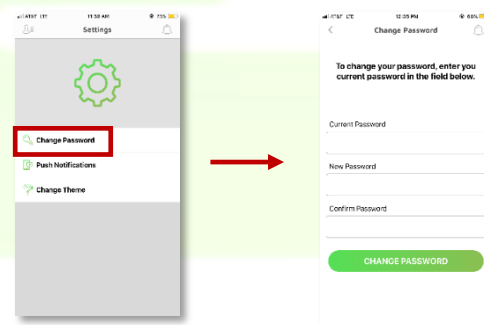
**\*\*See images below**



» How to **change your password\*\***:

1. **Follow the same steps above** to access your settings
2. Click "Change Password"
3. Enter your previous password
4. Enter & confirm your new password
5. Click "Change Password" to save your new changes

**\*See images below**

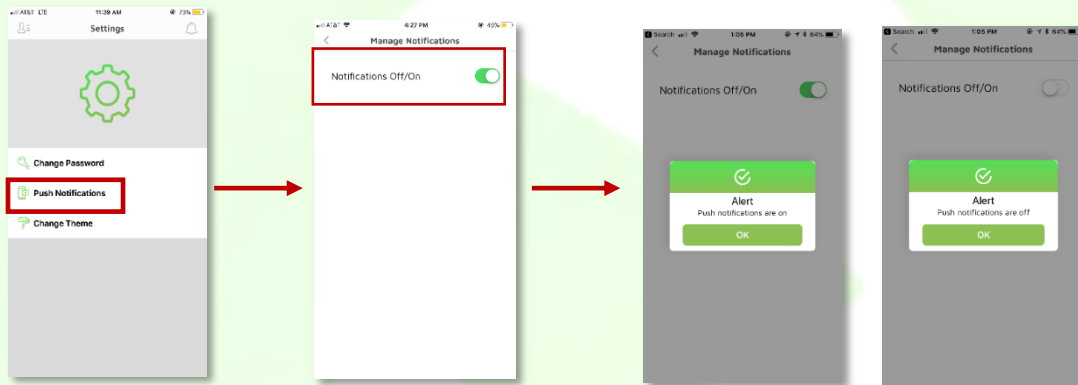


## **8) TURN ON/OFF PUSH/ VIEW NOTIFICATIONS:**

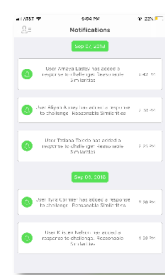
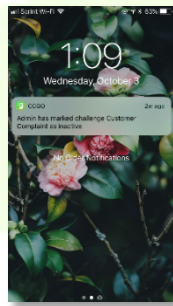
These are messages that pop up on your mobile device from **comCOACHgo**:

- 1) You don't have to be in the app or using their devices to receive them. They show up in the notifications area of your phone and also as a red number on the app icon for unread notifications.
- 2) The **on/off** switch in the settings can turn these **on or off**.
- 3) Turning off push notifications may mean that you **will miss challenges** as you won't be notified when they are published.

**\*See images below**



» This is **how the notifications show**:

|                                                                                                                                                                     |                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| <p>1) On your <b>comCOACHgo</b> app:</p> <p>***You can access the notifications by tapping the left-hand side icon on your screen and clicking "Notifications."</p> |  |
| <p>2) On your phone:</p>                                                                                                                                            |   |

» What are the **notifications**?

The notifications area tells the users what has happened recently in the app.

**\*Note: if after turning these on they are still not working, please see FAQ's at the bottom of this guide**

Admins get notified about:

- About if coach deletes a challenge
- If a coach makes a challenge inactive/active
- If your coach adds a challenge



**\*\*To view notifications, tap the bell in the upper right corner of your app**

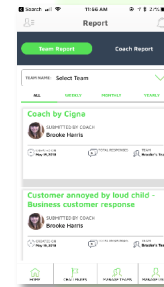
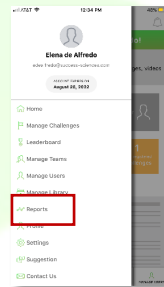
## 9) VIEW REPORTS:

- Reports show all challenges with the number of responses on a challenge, the date the challenges were created, and the team they were created for

How to access it:

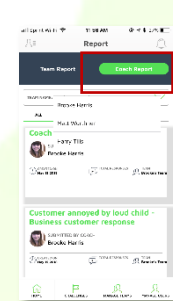
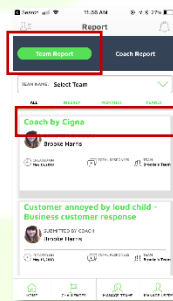
- 1) Tap the top left-hand icon to display the table of contents
- 2) Click "Reports"
- 3) You can view the reports

- Along with the coach name, this is just a summary area, you cannot view responses or challenge videos/text



- You can view the reports by:

- Team
- Coach
- Week
- Month
- Year

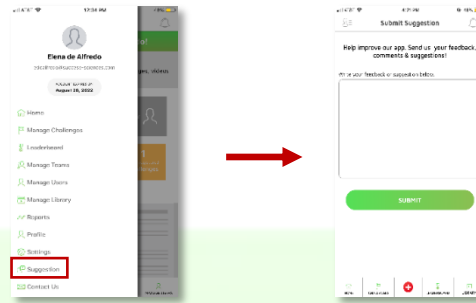


## 10) ADD SUGGESTIONS:

1. Tap the top left-hand icon to display the table of contents
2. Click "Suggestion"
3. **Help us improve our app & give us your feedback**
4. Click "Submit" when you are done! **\*The suggestions go to Success Sciences**

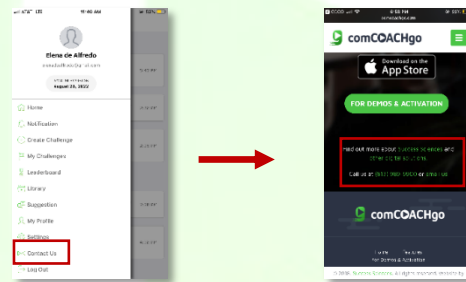


**\*\*See images below**



## **11) CONTACT SUCCESS SCIENCES:**

1. Tap the top left-hand icon to display the table of contents
2. Click **"Contact Us"**
3. This will take you to the **comCOACHgo** website where you can learn more about the app. **\*\*Scrolling down the page you will find our phone number and email**



## **12) FAQ'S:**

If you still have any questions about the App that weren't covered above please go to the following link: <http://comcoachgo.com/faqs/ccgoFAQ.html>