

TeamComm



User Guide

V1.0

1. **Getting Started** - TeamComm has a simple and intuitive user interface. To get started with TeamComm simply send an email with your contact information to info@teamcomm.us or complete the entry at <https://www.teamcomm.us/trial>.
 - a) Once your trial subscription is initiated, the person you designate to be the admin for your organization will be invited to TeamComm, under your first named location.
 - b) Your admin will receive an email from TeamComm with a One Time Passcode (OTP). Once TeamComm is downloaded from the App Store on your phone, use this passcode and the appropriate email address to log into TeamComm. You will be prompted to create your password as part of the initial log on process.
 - c) The admin now has full access to TeamComm and can invite the remaining team members.

2. Team

2.1 Adding Team Members

- a) Go to the Team menu, found at the bottom of the Chats menu. Chats is considered the “home” screen in TeamComm.
- b) On the Team menus, press the “+” button in the upper right corner.
- c) Fill in the team member name (first name only is ok), along with their email address and phone number. Note that phone numbers are visible only to the GM’s/admins.
- d) Select a Role for this team member.
- e) Click “Send Invite”.
- f) The invited team member should receive an email with the One Time Passcode. They can then use the OTP to log in and create their own password to TeamComm.
- g) If a user does not receive the OTP email for any reason, the GM/admin can view the OTP on that users Profile on the Team screen and give it to them verbally.

2.2 Removing Team Members

- a) Go to the Team menu and select the appropriate team member.
- b) Select “Remove From Team” at the bottom of the user profile.
- c) Click “OK” to confirm.
- d) Team member is removed from TeamComm and can no longer use the TeamComm app on their phone.

2.3 Send a Direct Message to a Team Member

- a) On the Team screen, select the team member, then select Send Message. This is a private chat and is not seen by other team members.

2.4 Other Admin Functions from the Profile screen

- a) View a team members phone number
- b) Review the most recent Availability entry
- c) Mute a team member who is posting inappropriate comments or material for 1 hour, 24 hours, or indefinitely, until you have had a chance to speak with the team member.

3. Chats – Home Screen

- a) The Chats screen is considered your “Home” screen.
- b) Here is where you can view the “Everyone” chat, Announcements, and any direct/private chats you are in with other team members.
- c) Tapping on “Everyone” will take you into the team group chat where you can see the most recent chats.
 - a. Scroll up to see older chat messages.

- b. Add a message by typing in the message bubble at the bottom of the screen. Click the “+” symbol to add pictures (either from saved photos or directly from camera), videos, or a document (PDF). Team members are notified of a new message.
- c. Pressing and holding on a message will allow you to:
 - i. Copy the message
 - ii. See who has read the message (read receipts)
 - iii. Reply to the message
 - iv. Report the message to the administrator
 - v. Remove the message (if you are the administrator)
 - vi. React to the message with an emoji
- d) Announcements can only be posted by admins. An announcement consists of a subject line, a message body, and can also contain pictures, videos, or a PDF. Team members are notified of a new announcement.
- e) On the home screen you will also see a list of any direct/private chats you are involved in. These disappear after a team member has been removed from TeamComm.

4. Schedule

- a) Here is where a team member can go to see a photo of the current schedule.
- b) Clicking on “Show More Schedules” will allow the team member to select a future schedule, if one exists, as well as to review older schedules.
- c) Time Off Requests is where the team member will make any future time off requests to the GM
 - a. After pressing “Time Off Requests”, click on the “+” sign in the upper right corner.
 - b. Select a Start Date, an End Date, and a Reason (required).
 - c. Click Submit and the GM will be notified of the Time Off Request.
 - d. The team member making the request will be notified with the GM approves or denies the request.

- d) My Availability is where team members can detail their availability to the GM, or make any adjustments if their schedule changes.
 - a. For each day, select your availability and if you select a closing shift, also enter your earliest available starting time for that day.
 - b. Enter the desired number of hours each week (required).
 - c. Add notes if you need to explain to the GM why your schedule is changing.

5. More

The More screen is designed primarily for admins in TeamComm. However, non-admins will use this screen to view the installed version number, should any bugs or issues arise. Additionally, they can view the required Privacy Policy, Terms and Conditions, as well as a contact section for TeamComm Support.

By clicking on the “Admins Dashboard” admins will use the More screen for:

- a) Review and approve or reject Current Time Off Requests (sender will be notified)
- b) Review Past Time Off Requests (already approved or rejected)
- c) Review any Availability entries
- d) Review Reported Users (any user can report another user for sending inappropriate messages, even ones that are not removed by the profanity filter)
- e) Review Reported Messages (any user can report an inappropriate message)