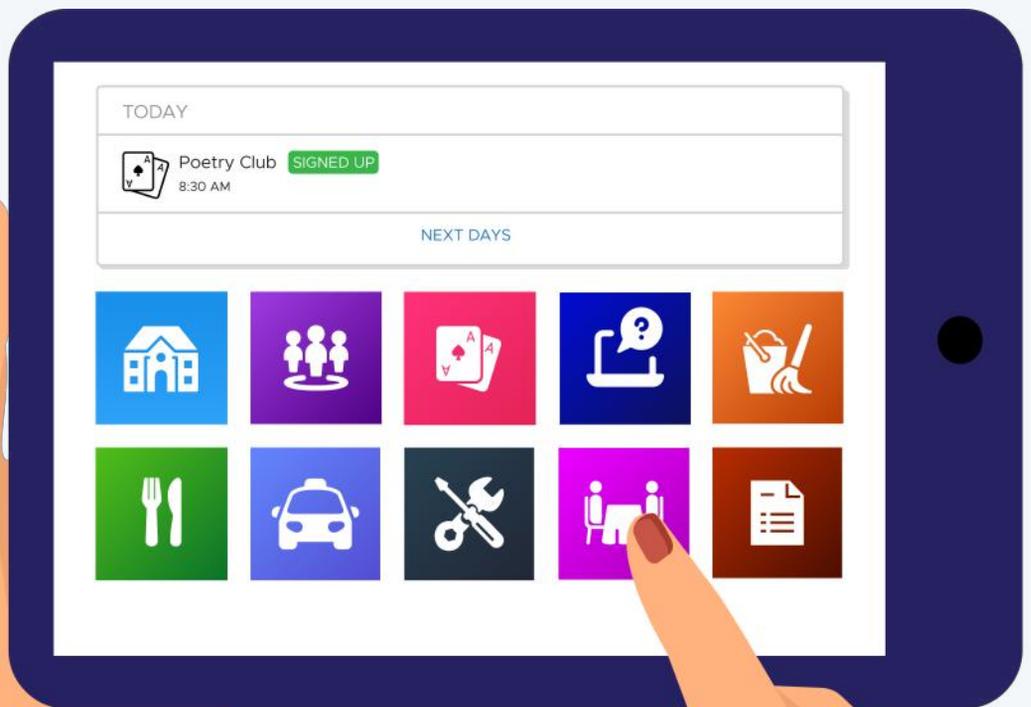




# Quick Start Guide

OUR COMMUNITY ENGAGEMENT PLATFORM



# What can I do?

CUBIGO BRINGS THE COMMUNITY TO YOU!

Access community news

Connect with other residents using the chat

Get reminders for your events

Schedule transportation requests

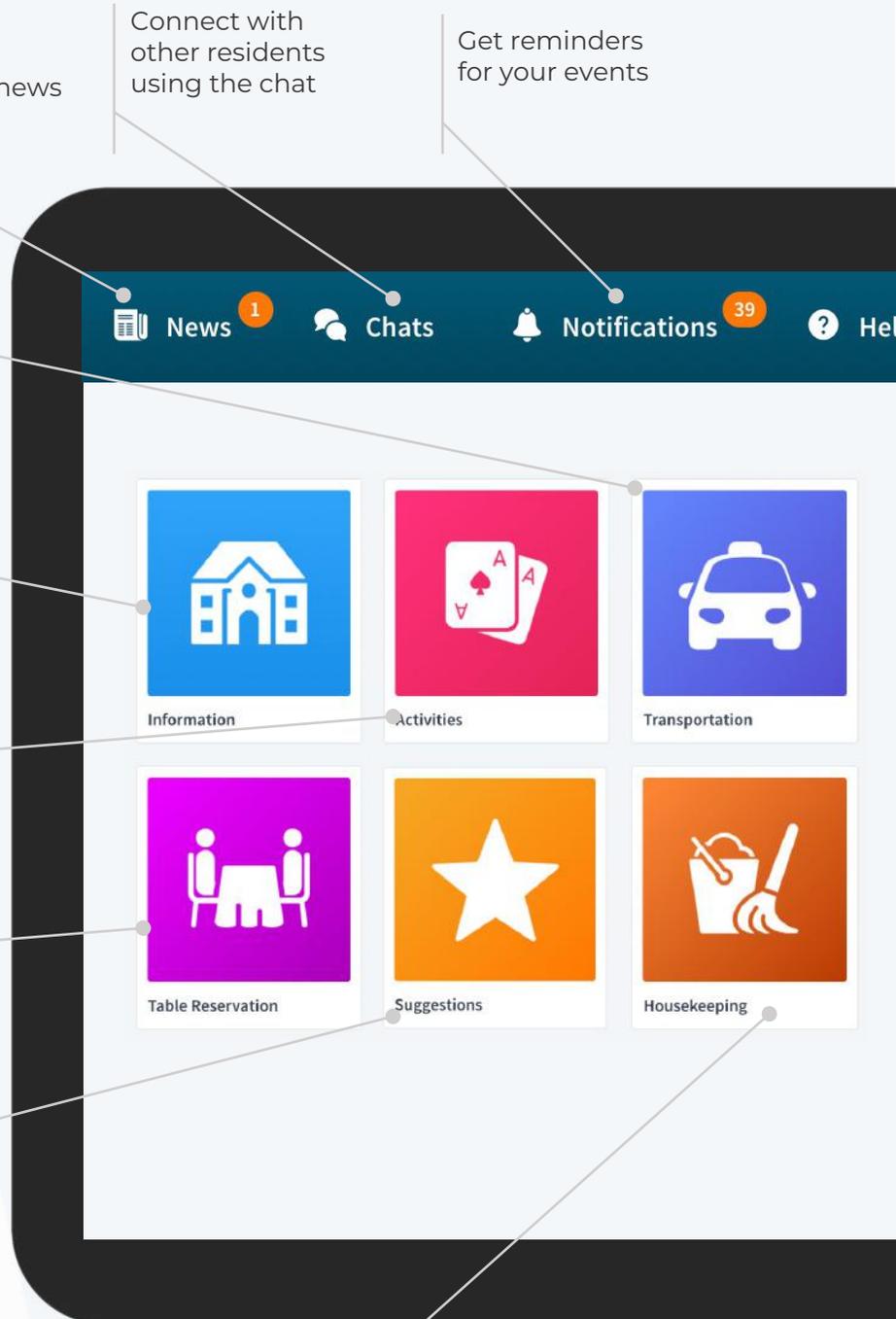
Resident handbook and newsletters  
Resident and team member directories

Access the activities calendar  
Sign up for activities

Make a table reservation in the dining room

Provide suggestions and feedback

Schedule housekeeping requests



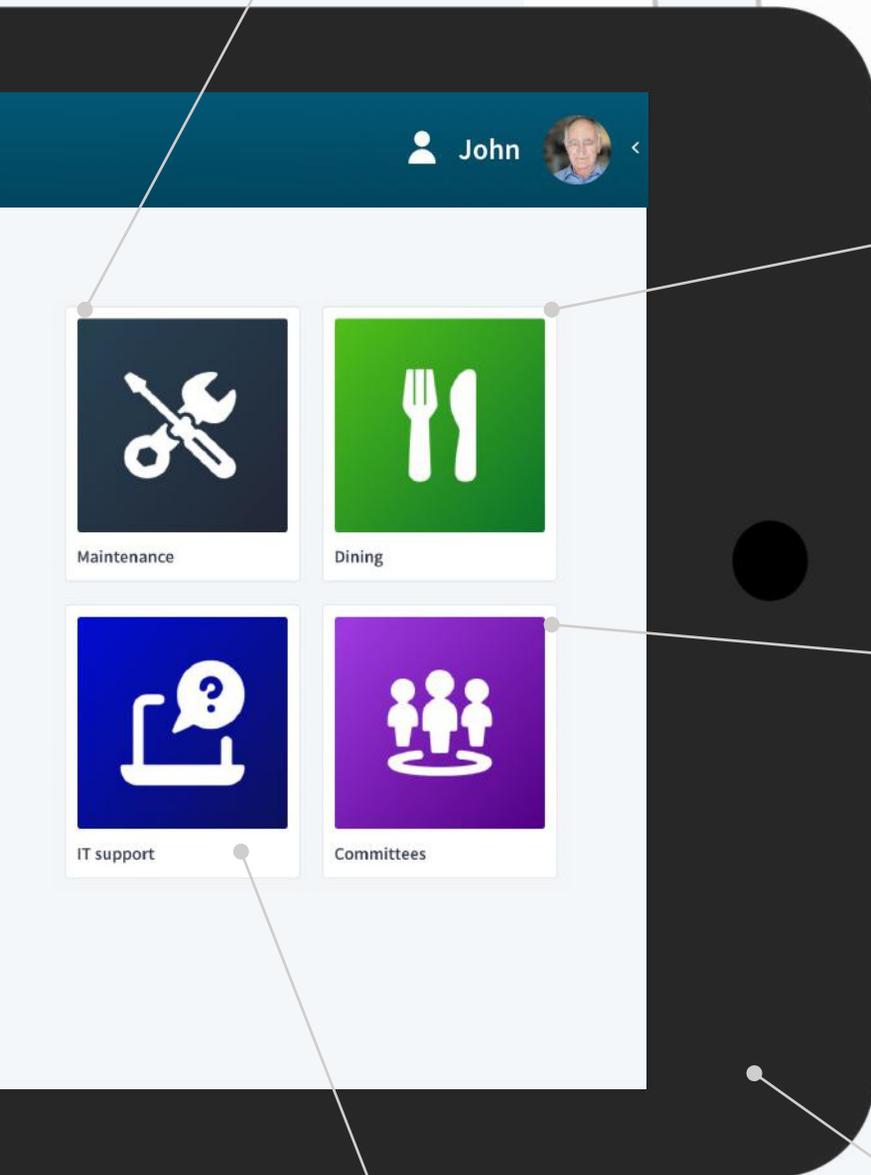
Schedule maintenance requests

View the menu and order your meals

Access community committee information

Schedule I.T. support requests

**Available on:**  
computer  
tablet  
smart phone  
in-suite television  
digital signage



# Frequently Asked Questions

**Q Does the app work on a Kindle?**

**A** You can use the web version and add it as a bookmark. There is no Cubigo app for Kindle.

**Q Can residents keep their default password?**

**A** Yes, but we advise you to change it for privacy reasons.

**What should we do if we are a couple with the same**

**Q email?**

**A** You can link one account to the email address and the other one to a fake address  
(frstname.lastname@cubigo.app)

**Q Will we receive notifications?**

**A** If you allow notifications when you download the application—then you will receive pop-up notifications on your phone. Team members can also choose to send you an email notification for important communications.

**Q Where can I find my Apple ID and how can I download the Cubigo App?**

**A** Find your Apple ID by going to: [support.apple.com/en-us/HT201354](https://support.apple.com/en-us/HT201354)

Navigate to the App Store/Play Store and type in “Cubigo” to find the Cubigo Community Application.

*continued...*

*FAQ continued...*

**Q What to do if I forgot my password?**

**A** If you have a verified account (linked to your personal email address), you can reset your password via the “reset password” button. If you don’t have a verified account, the admin of the platform can change your password.

**Q What about my privacy?**

**A** Cubigo is a closed platform, only available for users within the residence. Data is never shared with anyone outside your own residence. You can also manage what information you choose to share in the directory, by updating the privacy settings in your profile.

**Q What if we have product requests or feedback for new features?**

**A** Please communicate issues to the local team members and they will pass it to Cubigo. Your team members can also look for a temporary work-around.

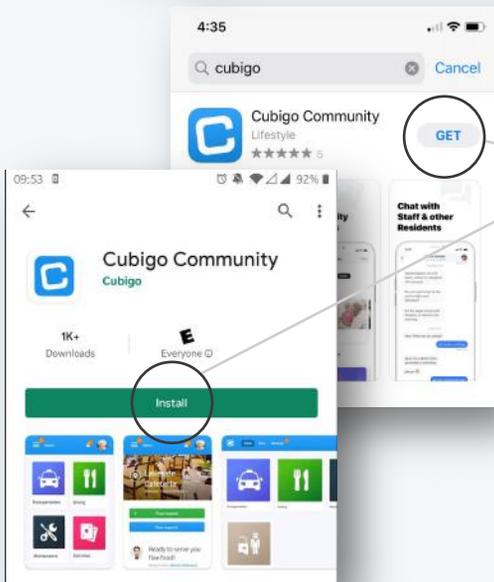
**Q What is the difference between *Google Play Store* and *App Store* from Apple?**

**A** Google Play Store is for all Android devices (mobile phones and tablets). App Store is for iPads & iPhones. For every other device (laptop or desktop computer, Windows tablet, or Amazon tablet), please use the webpage version.

# Download and access Cubigo on iOS and Android

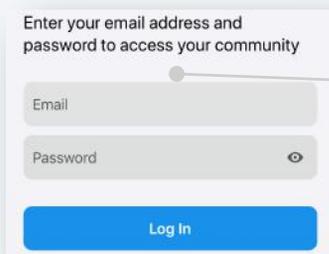


1 Go to the App Store/Google Play via your Homescreen



2 Look for **Cubigo Community** and click **GET/INSTALL** to download to your iPhone or device

3 Open the **Cubigo App** on your device by clicking on the Cubigo icon



4 Enter your email and password



5 If a window appears saying "Cubigo would like to send you notifications" click **ALLOW**



## Download and access Cubigo on your computer



1 GO to the Cubigo website: [cubigo.com/en/product/download](https://cubigo.com/en/product/download) and click **DOWNLOAD**

2 Once the application has downloaded, **CLICK** and **OPEN** the downloaded file

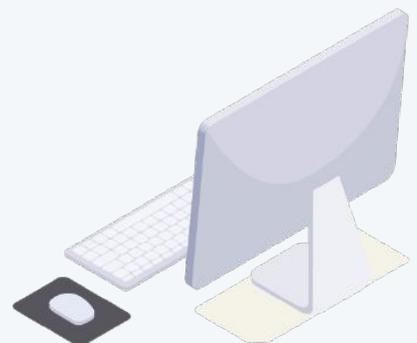
3 **DRAG** the Cubigo logo onto the applications folder (for Mac)



4 **DOUBLE CLICK** on the Cubigo app to open it

5 Several pop-up messages will appear. Cubigo is a safe developer and the application is verified and secure. Click **OPEN** or **OK** for each message.

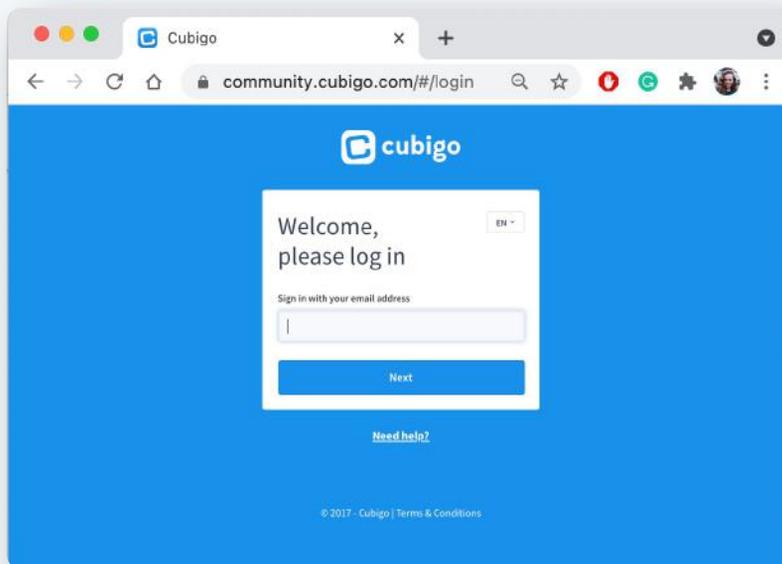
5 That's it! **DOUBLE CLICK** on the Cubigo app in the applications folder to login.





## Access Cubigo from a computer browser\*

- 1 **GO** to community.cubigo.com
- 2 Enter your email and password



- 3 That's it! **CLICK** on each icon in Cubigo to use that function.

*\*Cubigo does not work on Internet Explorer; please use a more recent browser.*