cubigo

TRAIN THE TRAINER

10 steps for the **1ˢᵗ training**

1. Downloading and installing the Cubigo App

2. Introducing the Cubigo App

3. The Homepage

4. Updating the profile information

5. Introducing different cubes

6. The News feed

7. Explain how to ask for Help

8. Next steps

9. Upcoming features

10. Q&A

Before the training

- **Communicate** upfront about the application and invite residents at least one week prior to the training

- **Download the Cubigo App** onto resident devices before the training

- Requirements for the training session for residents:
  - All their fully charged devices
  - Their iOS/Android credentials

- Requirements for team members
  - List with credentials (provided by Cubigo)

- Ideal setup:
  - 2 trainers for 10-20 residents
  - A screen to project on
  - A training room with comfortable seats

1. Downloading and installing the Cubigo App

Navigate to: https://www.cubigo.com/en/product/download/ or the device **App Store**

Choose to download it for:
- **iOS:** iPhone, iPad,..
- **Android**: All Android devices
- **Desktop:** for laptops & computers
- **Web access**: Firefox, Safari, Chrome, Edge
(it doesn't work on internet explorer)
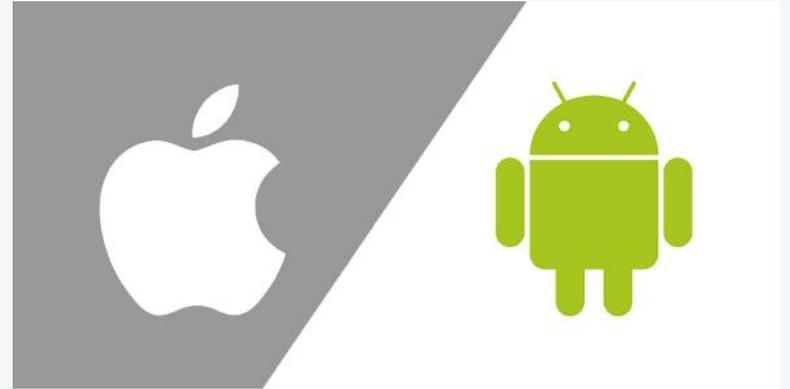
Tips:
- Create a shortcut on the desktop / bookmark the webpage
- Make sure they **Allow Notifications –** so residents get push notifications with updates
- Do this before the training session starts
- This can take up to 5 minutes per resident

2. Introducing the Cubigo App

Explain the benefits:

- User friendly

- All information centralized in one place

- Independence: they can request everything on their own

- Information: stay informed about everything that happens in the residence

- Smart notifications so you never miss an activity

Remarks:

- The product is a work in progress and new features will be added on a monthly basis

- Try to pinpoint their specific needs and use cases, based on community

3. The Homepage

Explain :

- Personal schedule

- Different cubes: activities, information, dining…

- News, notifications and profile settings

- Small cubes v. widgets

4. Updating the profile information

First step is to **set or update their password** instead of keeping the default password

(for users that did not receive the invitation email)

- Go to profile settings > Account

- Change password

- Let them write down their password

What happens if they forget their password?

- If they use email, can reset it from the log-in page

- Otherwise, **admin** has to reset password in back-office

- User Management | Search profile | change password

5. Introducing the different Cubes

Information Cube:

- Easily find all the information regarding the community: Resident Handbook, Floor plan
- Directories: Staff & residents -> Emphasis on privacy

Activities Cube:

- How to look and sign up for activities
- Where to find their activities

Dining Cube:

- Consult the menu

Maintenance Cube or Table Reservations Cube

- How to easily make a request

6. The Newsfeed & 7. How to ask for help

News Feed:

- Show the News feed

- Residents can comment on news articles

- YouTube videos are embedded on the platform

How to ask for help/how to give feedback:

- Contact a local team member

- Help center

- Motivate the residents to join the Cubigo classes

8. Next Steps & 9. Upcoming features

Next steps

- Tell residents when there will be follow-up trainings

- Motivate them to **exercise and experiment** with Cubigo:

    - Sign up for at least one activity by next training
    - Comment on a news article

Ideas to boost engagement:
- Create exclusive content on the platform
- Identify resident ambassadors, let them present how the app improved their lives…

Upcoming features:

Encourage them to come up with feedback for what else they would use the platform for, or what content they want on there.

10. Q&A – FAQ from Residents

Q: Does the app work on a Kindle?
A: You can use the web version and add it as a bookmark. We don't have an appl for Kindles.

Q: Can residents keep their default password?
A: Sure, but we advise to change it for privacy reasons.

Q: What should we do if we are a couple with the same email?
A: You can link one account to the email address and the other one to a dummy address

Q: Where can I find my Apple ID and how can I download the Cubigo App?
A: Apple ID: https://support.apple.com/en-us/HT201354. Navigate to the App Store/Play Store and type in "**Cubigo**" to find the **Cubigo Community Application**

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 (because residents often see it like Facebook, and are worried about data…)
A: Cubigo App is a closed platform, only available for users within the residence. Data is never shared with anyone outside your own residence.

Q: What if we have product requests or feedback for new features?
A: Communicate it to the local staff & they will pass it to Cubigo. Local staff can also look for a temporary work-around.

Virtual Trainings – Key differences

- Installing the app, sending cubigo invite + sharing log-in credentials beforehand is essential as Team Members are not present during the session to help.

- Share the **Zoom Meeting ID + Password** with residents so they can join easily from their home

- If you can **project** the meetings in a large room for residents that don't use Zoom (in a socially distanced way) this is also recommended

A socially distanced virtual training session

- Make the **paper documentation** available for residents to have at home.

- If possible, have a drop in hour once a week for residents that have questions

- post 1 Cubigo video a week on the newsfeed, to gradually increase their knowledge of the platform

Additional resources

- Resident Training Videos that can be shared on the platform

  https://www.youtube.com/playlist?list=PLj1m-wrn5_FylxLq3dvElw6e_NCbvJhR0

- ZenDesk Help Center: https://support-community.cubigo.com/hc/en-us

We will actively support your team through the entire process, sharing training videos and personalized support as needed