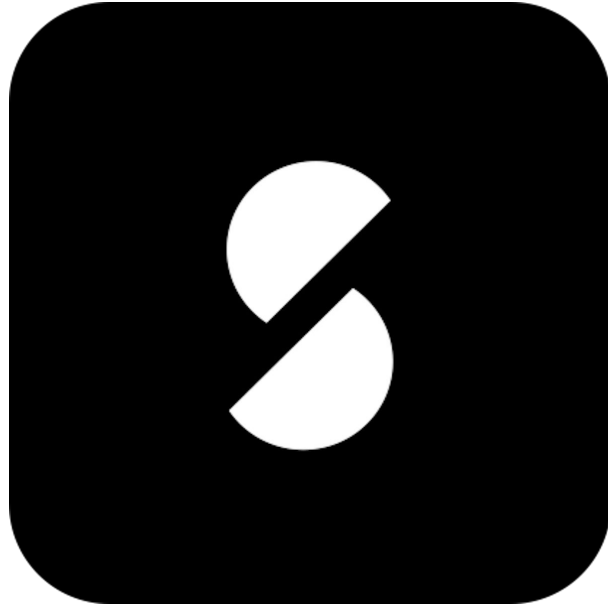


Introducing your workplace app!

**Welcome to the
Optix App!**



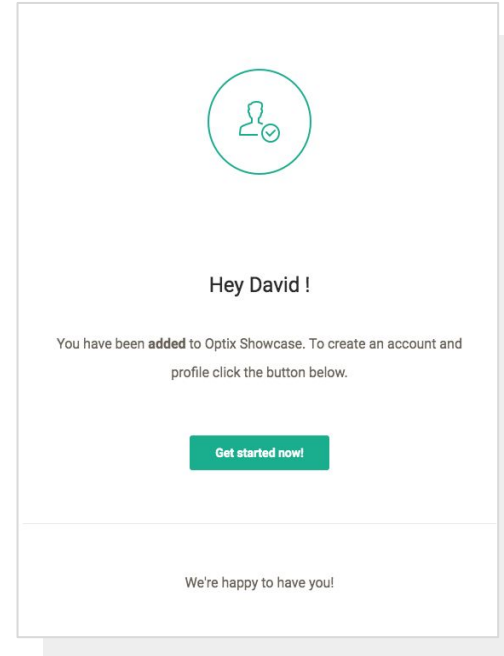
OPTIX

Download the app now

There are two ways to access your app:

1. Check your email and click the **'Get started now!'** button
2. Search for **Optix** in the Apple App or Google Play Store

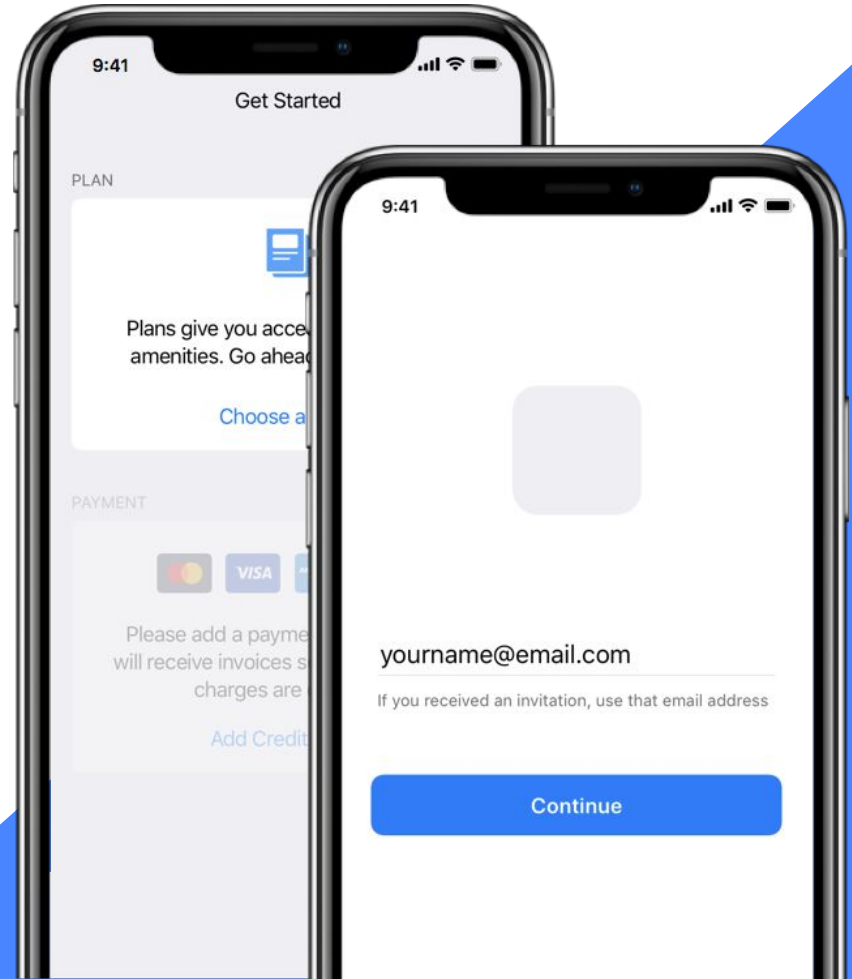
Quick Tip: If your coworking space uses the Optix branded app, simply search for 'Optix'



Getting started

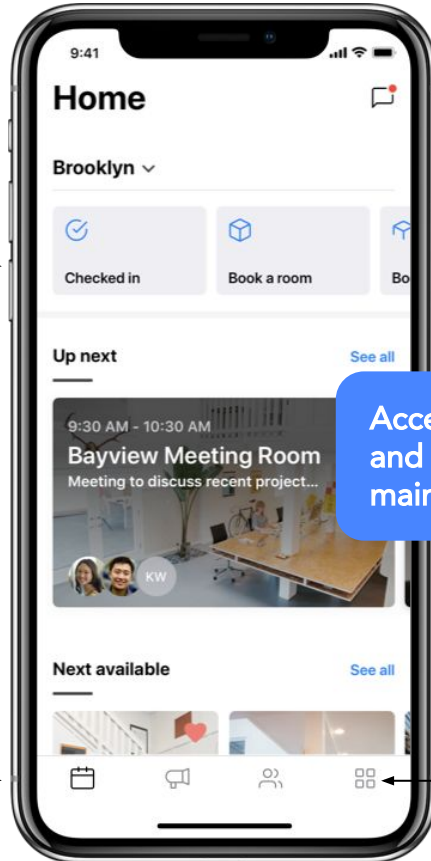
After downloading the app, you'll be prompted to **enter your email address**

You may also be asked to fill out some required details and/or add a payment method



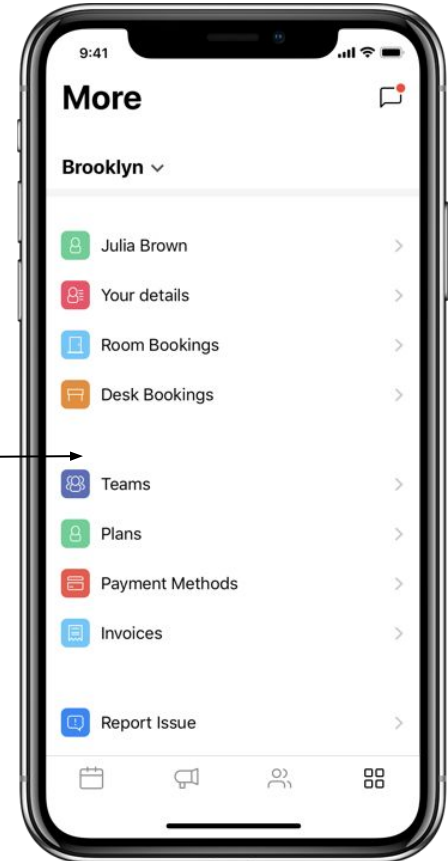
Navigating your app

Quick access to key actions



Easily switch between home screen, community and connect screens

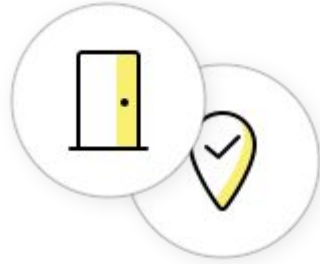
Access invoices, plans and more from the main menu



What can I use the app for?



Plans



**Bookings &
Check-ins**



**Invoicing &
Payments**



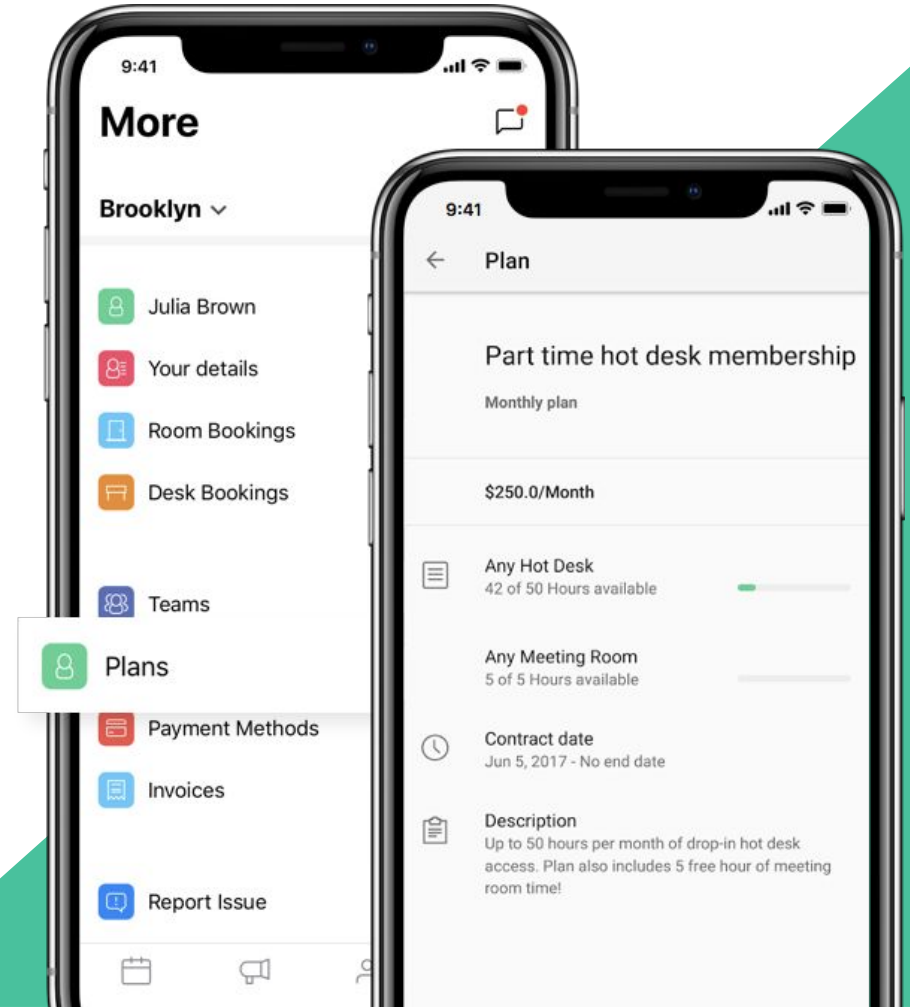
**Communication
Tools**

Plans

Plans define what is included in your membership – this may include bookings, check-in allowances and/or discounts

View your allowance and usage details on the **'Plans'** screen

Quick Tip: Daily allowances relate to check-ins, hourly allowances relate to bookings



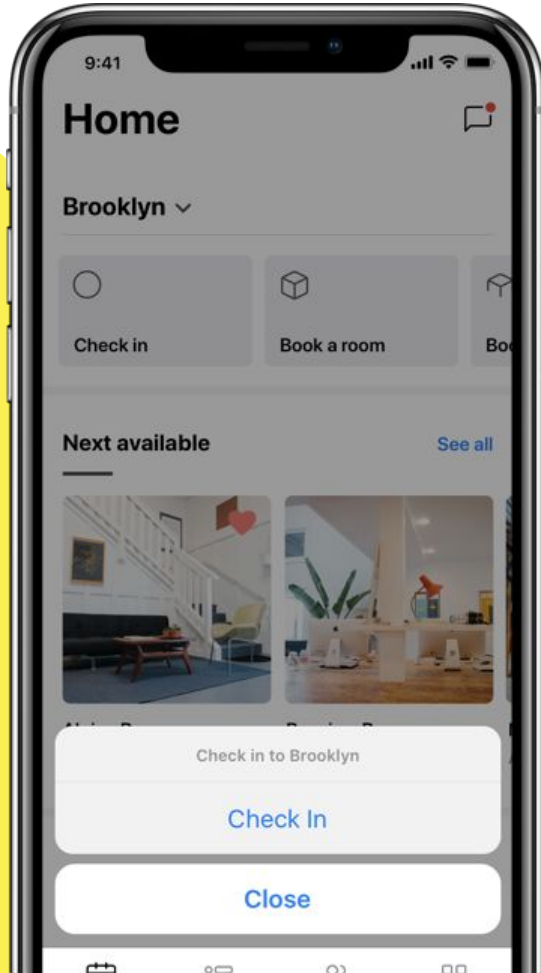
Checking in

Check-ins are how you register a day of use in the space!

Check-ins can be created:

- Automatically (requires location services to be enabled)
- Manually (from the home screen of your app)

Quick Tip: If your plan has a check-in allowance, your available days will be reduced with each check-in



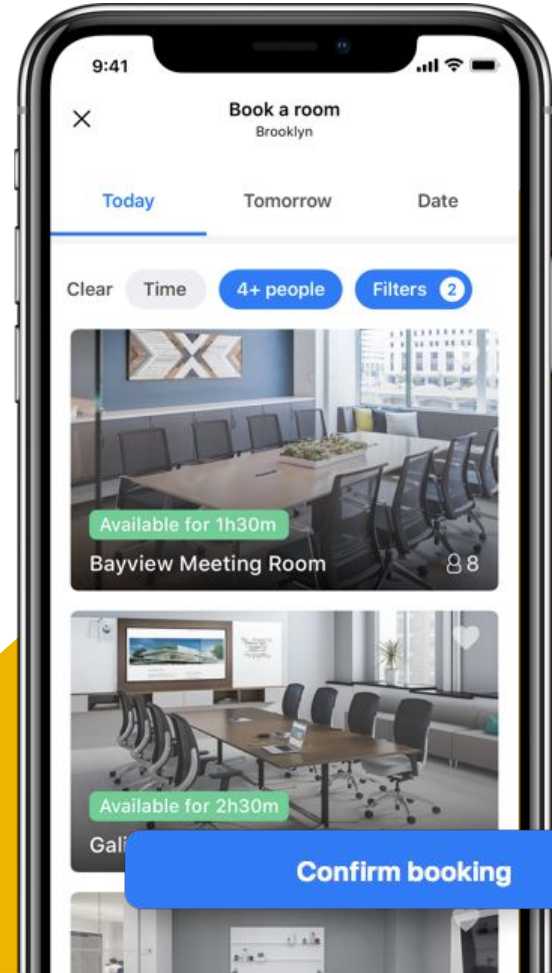
Room and desk bookings

From the home screen click
Book a room or **Book a desk**

Filters can help you find spaces that meet your needs

Upcoming bookings will show on the home screen of your app

Quick Tip: Bookings will automatically deduct from your plan allowance if one is available. Otherwise, a charge will be created

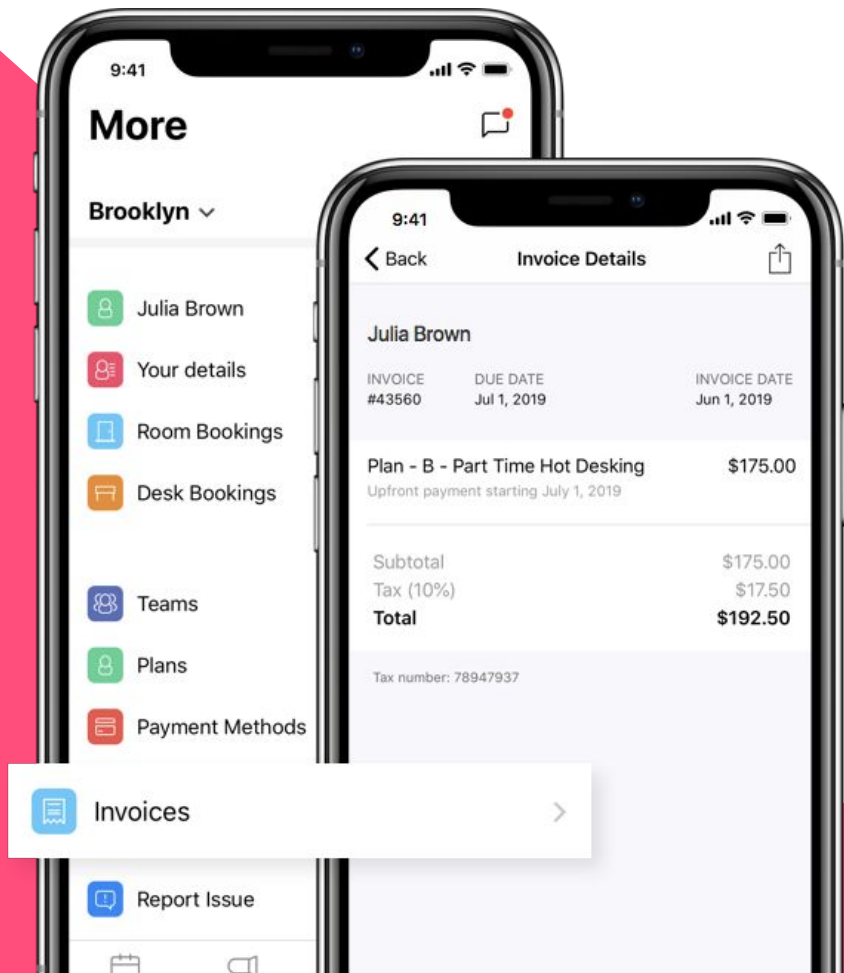


View Invoices

Navigate to the **'Invoices' screen** where you can see all current & past charges

Email a copy of an invoice using the mail icon

Quick Tip: Contact an admin if you have an accountant or finance team who should be receiving your invoices automatically each month

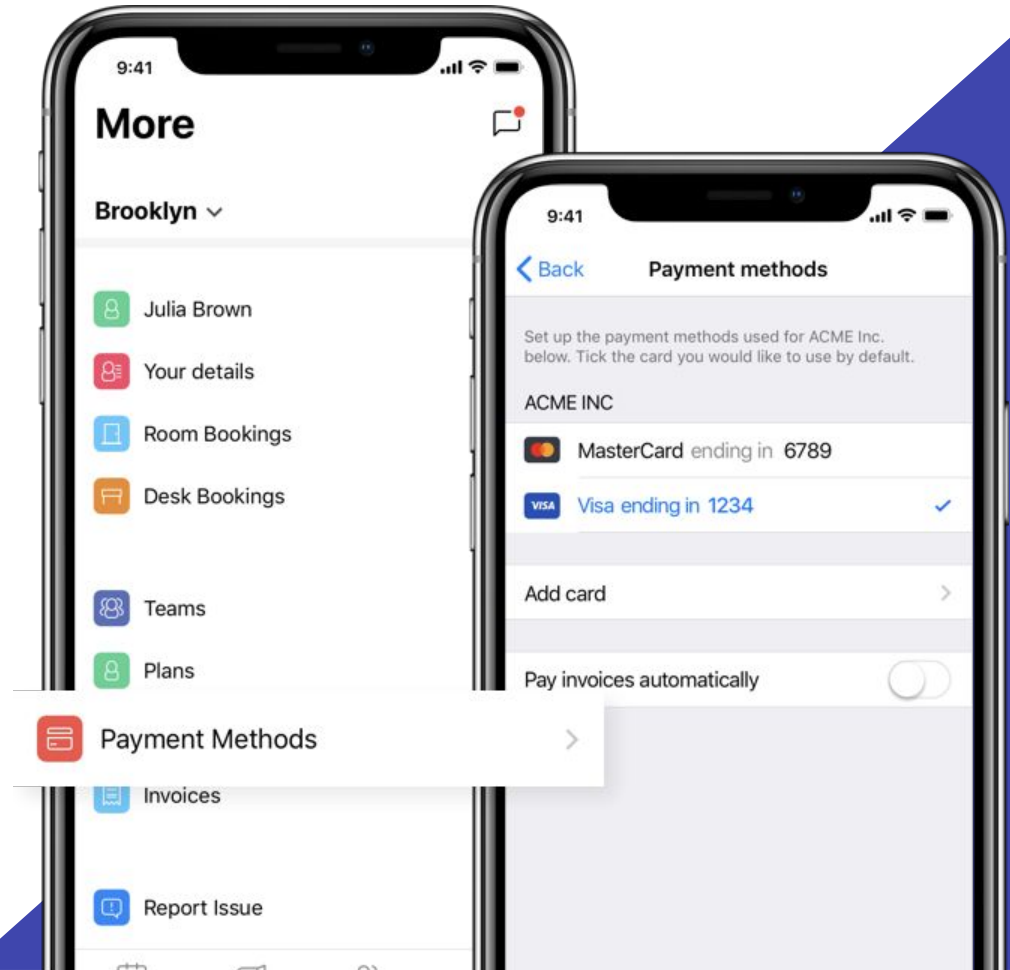


Pay invoices

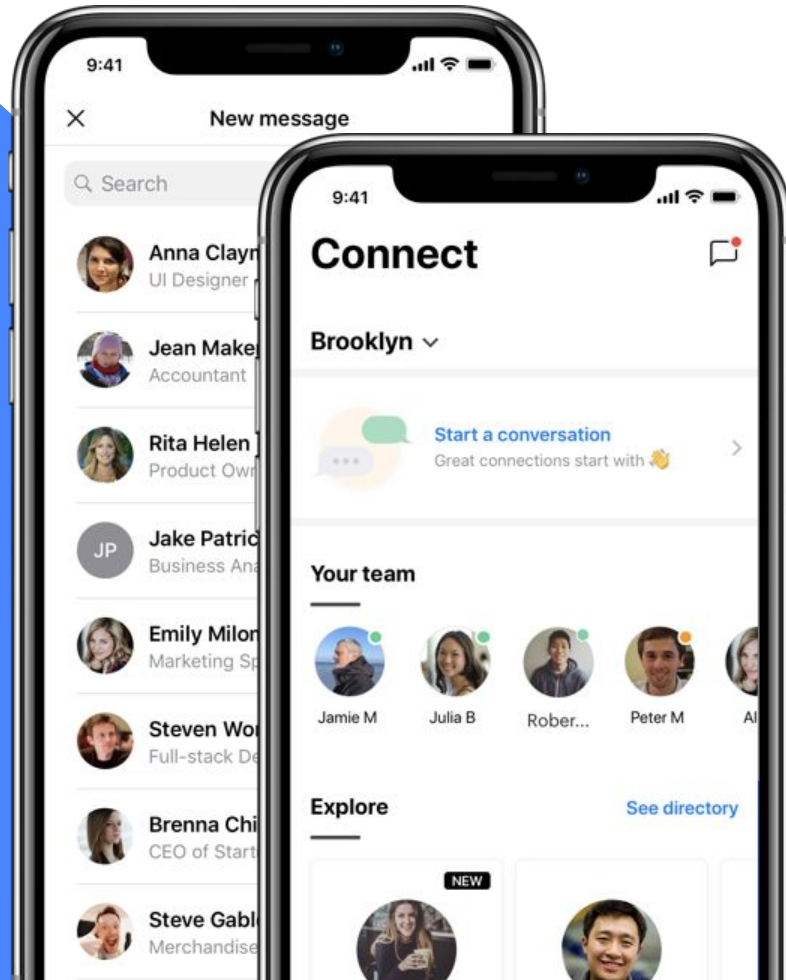
Navigate to the **'Payment Methods' screen** to add or update payment details

If auto-payments are enabled, invoices will be processed automatically on the due date

Quick Tip: If auto-payments are not enabled, view an invoice and click the payment icon to trigger payment



User directory and search



Build connections using the member directory on your **'Connect'** screen

Filter the directory by skills and promote your skills via your member profile

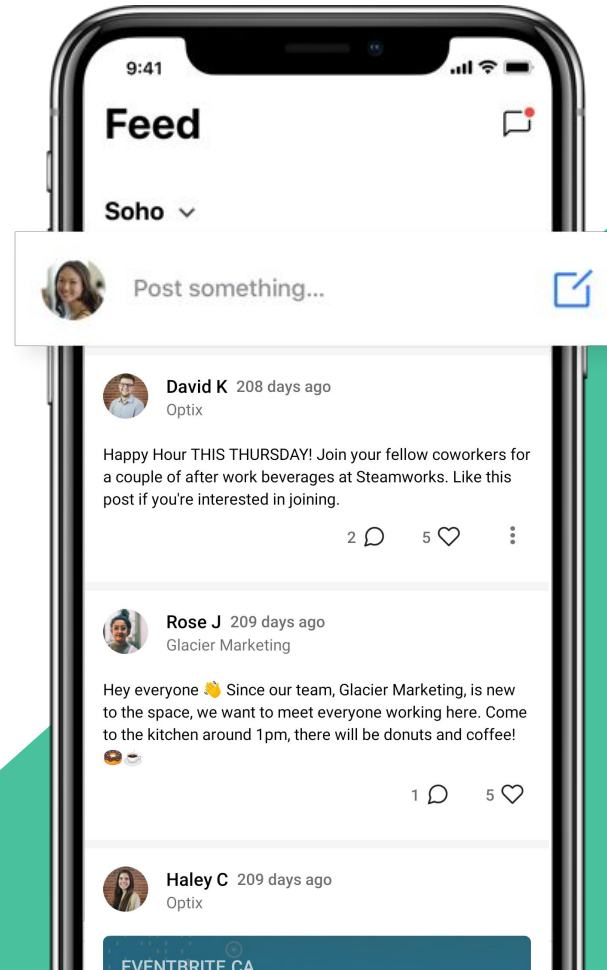
Quick Tip: Team profiles are a great way to showcase your company

Community Feed

The Community Feed is the central hub for announcements, events, organizing group lunches and more!

View, post, and comment by navigating to the **'Community' tab** of your app

Quick Tip: A red notification dot will let you know when there are new posts

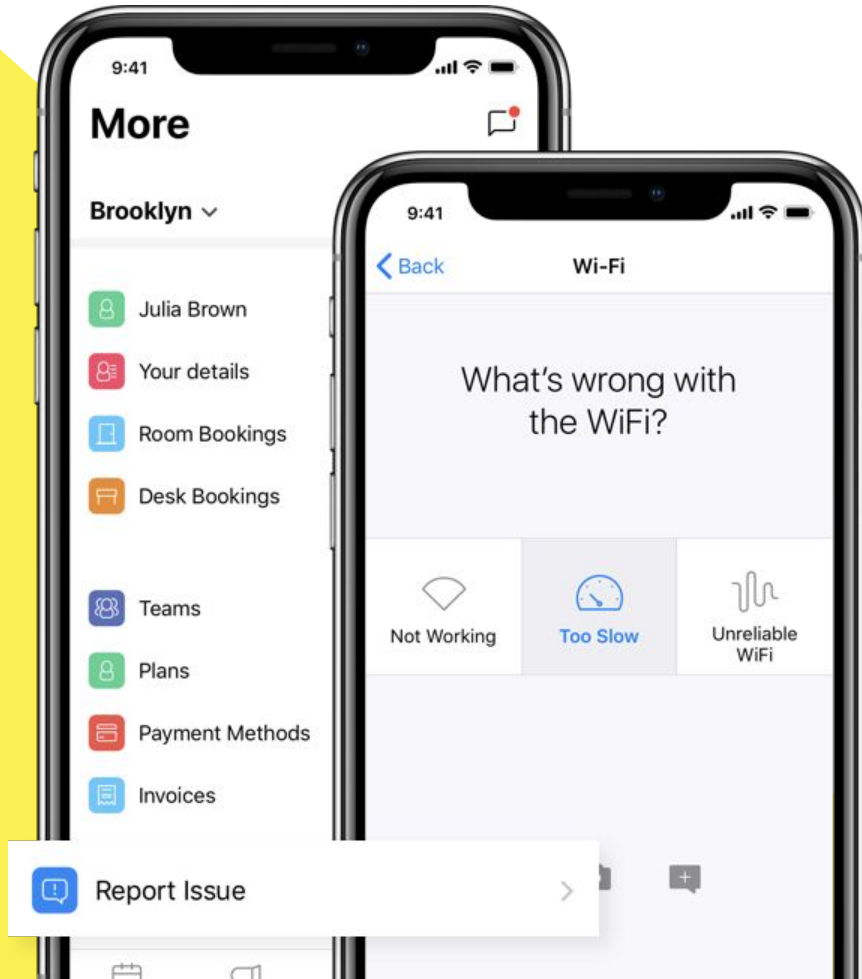


Reporting Issues

Report any issues to a venue administrator from the **'Report an issue' screen**

Attach comments, a photo or your location

Quick Tip: Your venue administrator will be notified of your issue and can send you messages with status updates



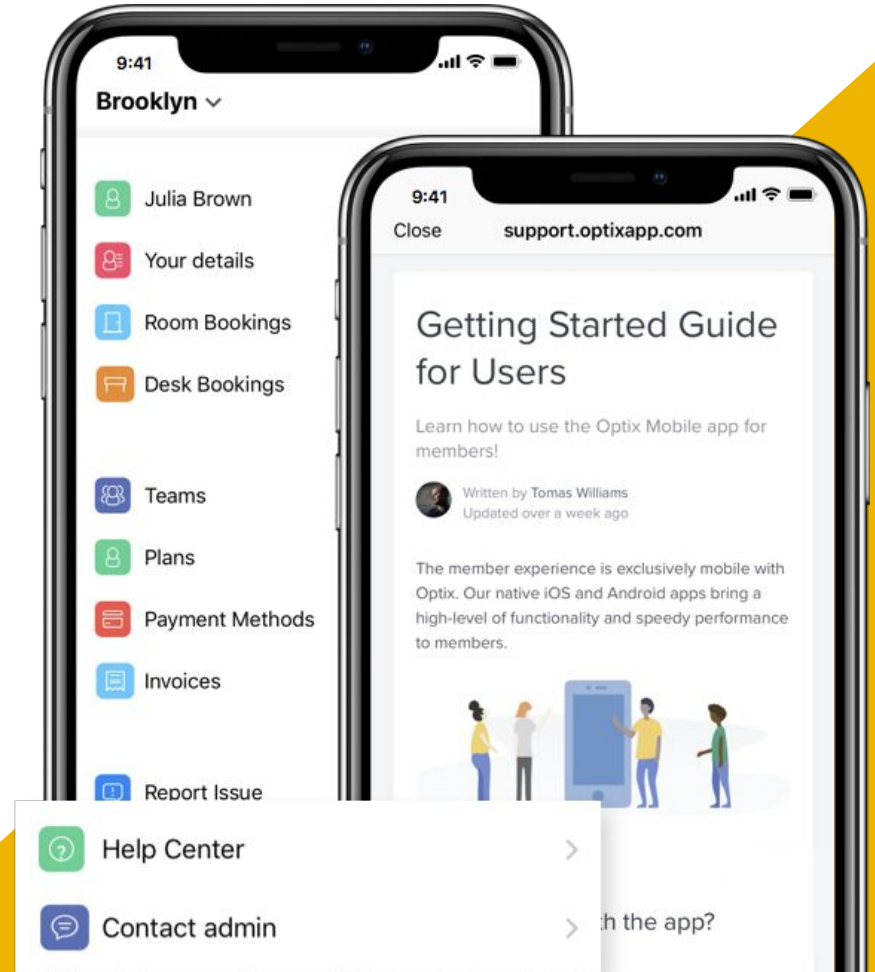
How can I get help?

Have a question about getting started?

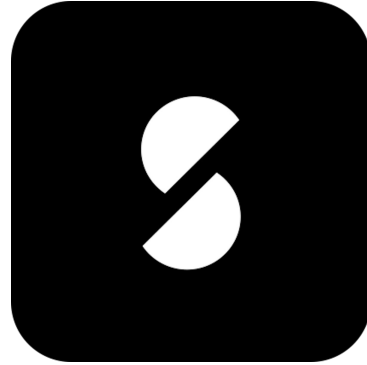
Check out the [Getting Started Guide for Users](#)

You can access the **Help Center** from within your app for answers to the most frequently asked questions

Quick Tip: You can also use the 'contact administrator' button on your app menu to get in touch with your venue administrator



**We hope you enjoy the experience
with your new workplace app!**



OPTIX



FAQs

Q: Is there a web portal I can use instead of the app? 📱

A: No, the user experience is 100% mobile. Everything you need to do can be done with a few clicks within your app!

Q: I want to handle all payments for members of my team. Is this possible? 💳

A: Yes, contact an admin to make sure you're set up as a team. When this is done, only the designated team admin will receive invoices and be responsible for payment.

Q: Do I have to provide the app access to my phone's location? 📍

A: No, but we highly recommend it. If you choose not to, you will be required to check-in from the home screen of your app each time you come in to the space vs. having it done automatically for you.