

Welcome to InTouch—your new business-building companion.

We're thrilled to put this powerful platform in your hands as it is designed to simplify your business, strengthen your connections, and help you grow with greater confidence.

As with any exciting new launch, you may have a few questions along the way.

We've created this Frequently Asked Questions guide to provide quick answers, helpful tips, and the information you need to get the most from your InTouch experience.

Let's get started—we can't wait to see what you'll accomplish with InTouch.

InTouch

Getting Started

Contacts

Keyboard

Notifications & Messaging

Media, Sharing & Messaging

AI Messages and Dewscriptions

Feed

Learn & Training

Calendar & Events

Other Tips

GETTING STARTED

Q: How do I download the app?

A: Depending on your mobile device, you can download the MyInTouch app directly from the App Store or the Google Store. Just search for it by name.

Q: How do I log in for the first time?

A: If this is your first time accessing the app you will need to select the Continue as Guest option to set up an account and start your free trial. If you have used the app before then you will need to use the same username and password that you previously set up your account with.

Q: HOW MUCH DOES THE INTOUCH APP COST?

A: The app can be purchased through a monthly or annual subscription. The monthly charge is $7.99 and the annual is $79.99. The annual subscription includes 2 months FREE.

Once you have logged in with your credentials, you can action the following steps:

- Update your username to match your LifeWave username
- Turn on notifications
- turn on the Keyboard feature
- import your contacts

These steps are recommended at the beginning, so once you're all set up, you don't need to think about it again.

Q: Can I invite my brand partners to download the app?

A: To invite your Brand Partners to InTouch, text them this invitation link to open it in the app stores:
https://myintouch.mysecureoffice.com/about/welcome#Download

Q: Can I Access the MyInTouch app from my desktop or iPad?

A: Yes, there is a Desktop version as well. You will first need to make sure you have purchased your MyInTouch subscription through the Google Play or Apple app store. You can then access your account on your desktop by going to myintouch.app Make sure to bookmark it on your laptop for future use.

For Registration Issues, contact Hussle Customer Service at help@hussle.tech

InTouch

CONTACTS

Q: How do I import my Contacts?

In the MyInTouch app, you'll find the LEARN icon at the bottom of the app.
Click on the LEARN icon, then click on App Training.

Click again on App Training and you will find seven training videos.

We recommend watching the CONTACTS video first which explains loading your contacts from your phone, how to make contact lists and many other features such as contact history and notes.

Q: Can I upload contacts via an excel spreadsheet or CSV file?

Yes, the MyInTouch app allows you to import and export Excel and CSV files through the desktop version via: myintouch.app.

Before uploading spreadsheet files, go to the LEARN icon and click on App Training.
Click again and you'll see the video CONTACT MANAGER ON DESKTOP VIDEO.
This video is a tutorial for loading contacts you have in Excel or CSV files.

The video gives clear instructions on the data fields, column labels and data content that need to match for the InTouch app to upload the contacts.

Q: Why do I need to upload my contacts?

A: Uploading your full contact list will mean that when on the app you can select a file, a video, a flyer, and just click SHARE WITH A CONTACT. By doing this you don't need to download anything on your phone, you simply select who to send to and you can do it with the integrated feature on MyInTouch

Q: Can I upload only selected contacts?

A: Yes, you can, but if in the future you wish to add or remove contacts you will need to go to your settings and do the selection one by one.
If you selected only one contact at the start, and now wish to add more contacts you need to go to your phone settings and select "all contacts" under the app settings. When you go back to the MyInTouch app contacts tab you'll be able to import all contacts.

CONTACTS

Q: How do I create contacts lists?

A: From your Contacts page just click on the icon that looks like a paper with a pencil and create a new list, you should only do this after you have uploaded

Q: How do I refresh my app, especially the Contacts?

To ensure that you have the most up-to-date InTouch, you'll need to use the Pull-to-Refresh feature throughout the week.

Click on the LEARN icon, then click on App Training. Once there, watch the Pull-to-Refresh video to learn how to keep your InTouch app current.

Q: Is there a way to delete multiple contacts?

At this time, you will need to delete unwanted contacts manually, one by one as there is no global delete function on the mobile app.

If you log into the desktop version at myintouch.app you can select multiple contacts. After selecting multiple contacts then click the Actions button found at the top, and then click on 'Delete Selected Contacts'

KEYBOARD

Q: How do I set up the Keyboard feature?

A: You should find your Keyboard options in your settings page on your phone. You can access it directly from there and turn it on for MyInTouch, and select “full access”. You can also access it from any messaging app that you use on your phone. By holding the globe icon you will see the list of your current keyboards appear, and you should be able to select Keyboard Settings from there as well.

Q: How do I turn it on step by step?

1.Go to Phone Settings > General > Keyboards
2.Enable the MyInTouch Keyboard in their device keyboard settings
3.Allow Full Access

Q: What does the Keyboard feature do?

A: It allows you to access the MyInTouch app media directly from your keyboard while you are messaging with someone. It’s a shortcut to all media assets on the app to help you find assets to share quickly and without having to open the app.

Q: The keyboard shows nocontent.

A: Possible causes

You are offline

Q: I don ’t see the MyInTouch Keyboard.

A: Check:

1. Keyboard is enabled in device settings
2. You have granted keyboard permissions
3. App is installed and up to date

NOTIFICATIONS

Q: Can I control or limit the notifications I receive?

A: You can turn off push notifications, emails, and texts from your mobile device.
Limited controls are available via the desktop experience, but there is currently no option to set a maximum number of push notifications per day.

MEDIA, SHARING & TRACKING

Q: How does the “heart” icon work to favorite media?

A: As you navigate through the app you can choose your most used or shared assets and click the heart icon on the display page, this will bring those media assets at the top of your app under a section called Favorites, so you can easily access them without browsing.

Q: Is the re a limit to how many items I can favorite?

A: No. You can favorite as many assets as you want.

Q: Who can I share media assets with?

A: You can share any asset in the app with any of your team members, customers, or potential leads. You can also share on your social media accounts directly from the app.

Q: How does assets tracking work?

A: If you choose to share an asset with a contact or via message you will receive an instant notification when the asset has been opened. This is also valid for videos. If you’ve shared a video you will be able to see from the feed if they watched the whole thing or if they stopped half way.

You can share a wide range of content from the in app library, including:
·Videos
·Website links
·PDFs
·Images
·Other digital resources

1 to 1 sharing is designed for individual outreach.
If you wish to send to multiple contacts each contact should receive their own tracked link.

MEDIA, SHARING & TRACKING

Q: How are resources organized in MyInTouch?

A: All assets, including images, videos, PDFs, flyers, and presentations, are organized by topic, format, and purpose. This structure is designed to inspire you and make it easier to select the right assets to share, whether you're communicating one-to-one with a customer, presenting to your team at an event, or sharing content one-to-many across your social media channels.

Q: What's the difference between sharing one-to-one or one-to-many?

A: One- to-one sharing is when you send materials directly to someone you are already in contact with, such as a customer you've spoken to. The message and assets are tailored to their specific needs and support an ongoing conversation.

One-to-many sharing is when you share content with a broader audience, for example by posting a video on social media. The goal is to attract new customers or potential business partners and generate interest, often through a link or call to action.

Q: Is there a limit to group texting?

Yes, InTouch only allows you to text 20 people in a group text. More than 20 people will trigger the message to be sent via email.

Q: Texting to a list: What if I don't want everyone to be notified?

The InTouch app allows you to create specific contact lists, such as Prospects, Leaders, Directors, etc. You can text contacts on each list, however, should you not wish the text to go to a particular person on that list, you will need to manually delete them from the text.

MEDIA, SHARING & TRACKING

Q: I can't find a document I used before.

A: Possible causes:

- Content was updated or replaced
- Content was moved to a different category

You can also:

- Use search
- Pull to Refresh
- Confirm with corporate if the asset is still active

Q: My Media Library isn't updating.

A: First steps:

- Use Pull to Refresh
- C onfirm internet connection
- Delete and redownload the app, if needed

Q: I shared content, but don't see engagement.

A: Possible reasons:

- The recipient has not clicked the link yet

Q: My link isn't tracking.

A: Most common causes:

- Link was copied and resent outside the app.
- Contact was not selected before sharing.
- The recipient accessed a non-tracked version of the link.
- Resend the link directly from the app to the contact.

Q: I want to send this to multiple people.

A: 1 to 1 sharing is designed for individual outreach.
If you want to send to multiple contacts, each contact should receive their own tracked link

MEDIA, SHARING & TRACKING

Q: What happens if I only click “Copy” from the Sharing options?

A: In that case the asset sharing will not be tracked.

Q: How does sharing on Social Media work and which social platforms are supported?

All socia l media platforms installed on your device. i.e. Facebook,

Instagram,
LinkedIn, etc. are supported.
Availability depends on:

- Device operating system Installed social apps
- A pp and device permissions

AI MESSAGES AND DESCRIPTION

Q: How does the templated message tool work?

A: Our resources in the app have a templated description, for example a product flyer will have a simple description of that product in the flyer page. When you click to share that flyer you can choose to “Show the templated message”, this option is at the bottom of the page. This will bring a short description of the asset.

Q: How does the AI message tool work?

A: The AI tool is designed to help craft messages and descriptions for your media sharing. If you wish to further customize the message from the templated message described above, you can click on the refresh button and AI w ill edit it for you. You can click this button as many times as you wish.

You can also click on “AI composer”. If you do so you will be able to further customize the voice of the message, whether you want it to have emojis or not, the purpose, and the audience.

Q: The AI message doesn’t sound like me?

A: Recommended steps:

- Edit the message directly
- Refresh the AI output for a different tone
- Add tags or context in AI Composer
- AI output is meant to be adjusted

Q: Refreshing AI keeps giving similar messages.

A: Possible reasons:

- Limited context or tags applied
- Same audience or platform selected
- Add more context in AI Composer to diversify results

FEED

Q: What can I do from the Feed section in the app?

A: The Feed section will contain all in-app notifications you have received.

At the top of the page in your app you will also see two tabs. One is called Actions and the other is called Reminders.

In the A ctions tab, for example, you will find here any tracking info for assets
you've shared with a customer, it will look like a conversation between yourself and the app. On one side you'll see all your actions, and on the other you will find notifications from the app.

On the Reminders tab you will find any reminders you will have set for yourself.

There are two more icons at the top right corner of that page, they respectively show News and Custom Reminders. Here you will see any news from MyInTouch as well as a widget to set customer reminders for yourself.

Q: My Feed is empty.

A: Possible causes:

- You have not yet shared content
- N o corporate announcements have been sent
- Check device notification permissions and confirm activity has occurred

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Q: I'm not seeing engagement activity.

A: Most common reasons:

- Content was not shared from within the app to a specific contact
- Recipient has not interacted yet

LEARN

Q: What is Learn?

A: Learn is where you will find all your training courses for your business.

Q: How is training organized?

A: Training is grouped into Paths, which contain Courses and Lessons.

Q: Will all training be available to me?

A: Yes, all Partners can access any training courses available.

Q: What is course duration based on in Learn?

A: Course duration is a rough estimate set by the admins. For example, a 4–5 minute video with a quiz and text might be estimated at 6 minutes. It may take you longer or less time.

EVENTS

Q: Can I see company and team events?

A: Yes. You can see all corporate events that have been added.

Q: Can I share events with contacts?

A: Yes. Events can be shared via text and other supported channels. Just click on the event to view the details, and click the share button in the upper right hand corner.

Q: What happens when I share an event?

A: The recipient can add the event to their calendar and receive reminders, even without the app.

Q: W hat information can be included in a calendar event?

A: Events can include full details such as descriptions, virtual meeting links (e.g., Zoom), physical locations for in-person events, and attachments like images or PDFs.

Q: Is AI used when sharing calendar events?

A: Yes. When sharing an event, AI can generate a suggested message describing the meeting, which the user can edit before sending.

Q: What happens when a contact receives a shared event?

A: The recipient can click the event link, add the event to their personal calendar, and receive reminders even if they do not have the app installed.

Q: Can users see engagement when an event is shared?

A: Yes. The sender receives a notification when the contact clicks the shared event link.

OTHER TIPS

Q: Pull To Refresh

A: Pull to Refresh is a manual sync action that ensures you are viewing the most current and up to date content in the Media Library. It forces the app to re sync with the system so newly added or updated resources are immediately available.

Pull to Refresh ensures users have access to:

- The latest videos
- Updated product links
- Newly published resources
- Recently changed or replaced content

This as the first step to try anytime content appears missing or outdated. It is performed directly on the screen where content is displayed.
After refreshing the app re syncs content.

At the top of the screen, below the search bar, the user will see a timestamp or date indicating the last refresh.
This date confirms when the content was last synced.

Q: CAN I RESET MY PASSWORD?

A: If you've forgotten your password, or need to reset it, there is a Password Reset button on the InTouch app login page.

If you are already logged in, you can also reset your password in the app by clicking More → Settings → Account → Password

Q: DOES THE APP HAVE CUSTOMER SERVICE SUPPORT?

A: Yes. Contact the company at help@hussle.tech for customer service support.

Please do not contact LiveYounger with technical questions or needs.

Q: WHAT IF I HAVE SUGGESTIONS FOR THE INTOUCH APP?

A: We would love to know your ideas and suggestions as you work with InTouch.
Please email those ideas to: intouchsuggestions@gmail.com


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