



Mobile App Quick Guide



DRIVN is your customizable team/club communication hub.

The combination platform and mobile app consolidates and manages schedules, messaging, data tracking, and more to help you and your team improve performance.

## DRIVN Support

FAQ & “How to” – <https://docs.drivn.today>

Video Tutorials - [https://www.youtube.com/playlist?list=PLqh4mS\\_ikL6GJkSxnpTOwoF6mwcJxmosF](https://www.youtube.com/playlist?list=PLqh4mS_ikL6GJkSxnpTOwoF6mwcJxmosF)

Email the Support team - [support@drivn.today](mailto:support@drivn.today)

For additional questions or issues  
please contact  
Mike Gosselin:  
[mike@drivn.today](mailto:mike@drivn.today)

# APPLE/iOS (You may not see all icons based on your group settings)

## Navigate Calendar:

Touch any day to see agenda view of that day. Swipe left or right to move from month to month.

**News:** Team or club news feed controlled by coach & operations.

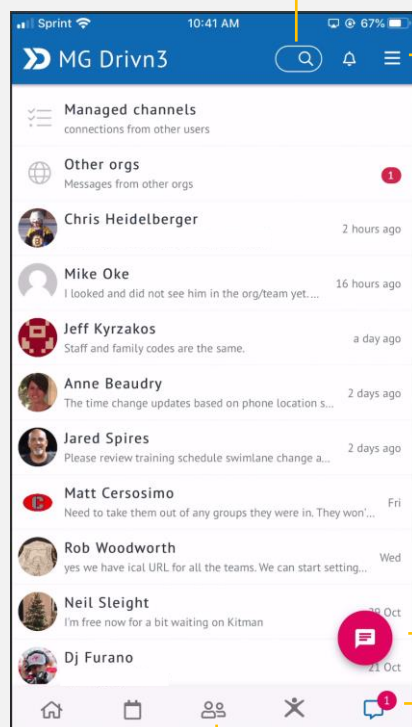
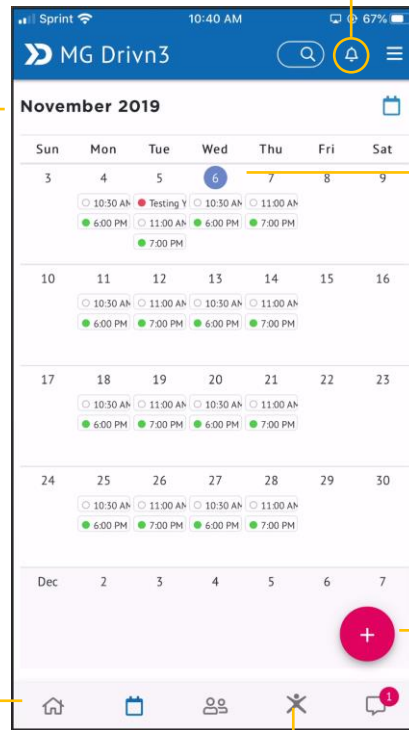
**Performance Icon:** Where trackers are located. Trackers are where progress and data is inputted. Wellness, RPE, injury report, weekly weigh in, vote on Player of the Week.

**Bell Icon:** New feature. Calendar notification count will appear here and take you to dispatches.

**Blue circle:** Indicates "Today".

## Add to Calendar:

Touch + button to add dispatches to calendar. Can include links, files, videos, etc. that will be shared with group. (Admin only)



**Search:** Search for any users you are connected with. Find the user's profile and any chat messages you have exchanged with that user privately or within a chat group.

**Menu:** Access your team files, local files, notifications, profile, & your other orgs. Also, access to join other teams as needed.

## Start & Manage Chats:

Real-time communication between all members of your team. Find users to begin new 1:1 chat threads or to create ad-hoc chat groups as needed.

## Current Chat:

Read current 1:1 chat messages and group chats.

**Roster:** This view has been customized to meet the needs of your club. Player profiles can be reached via the roster for those granted access to that information.

# ANDROID (You may not see all icons based on your group settings)

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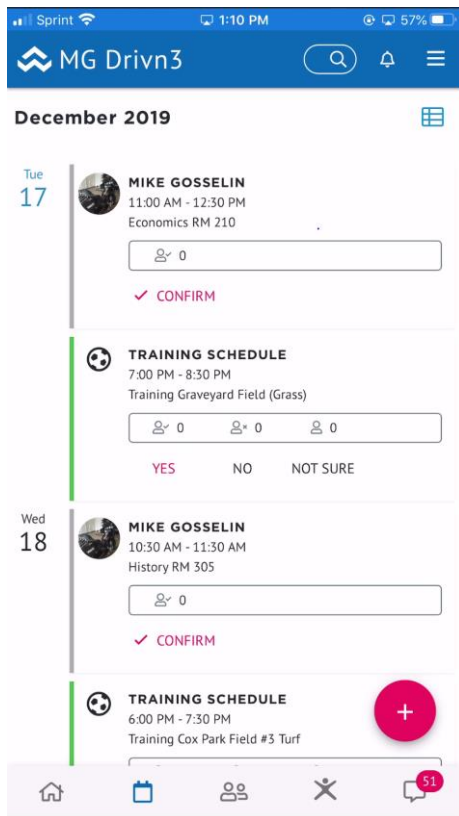
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## Additional Views

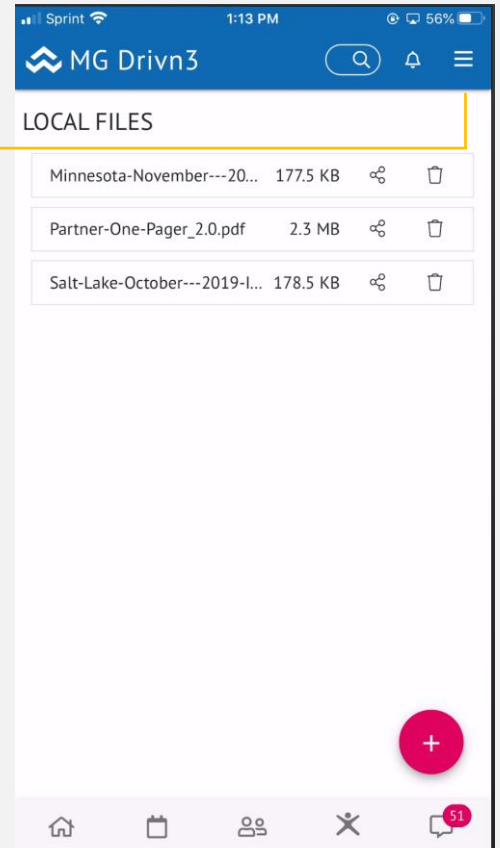
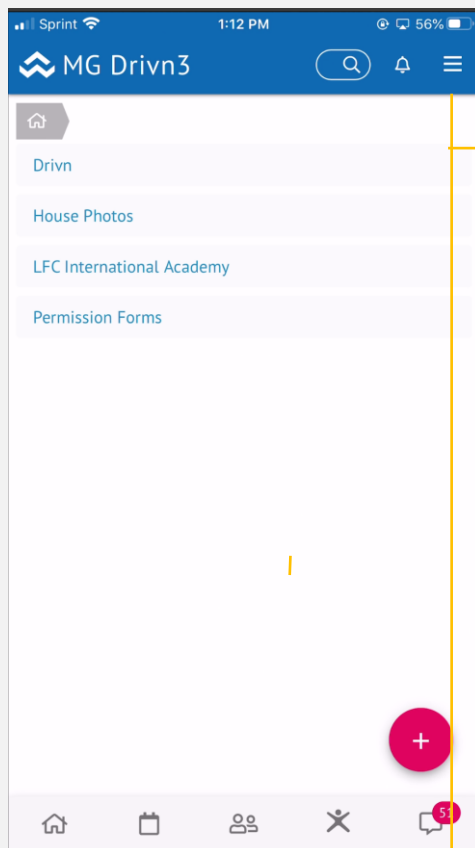
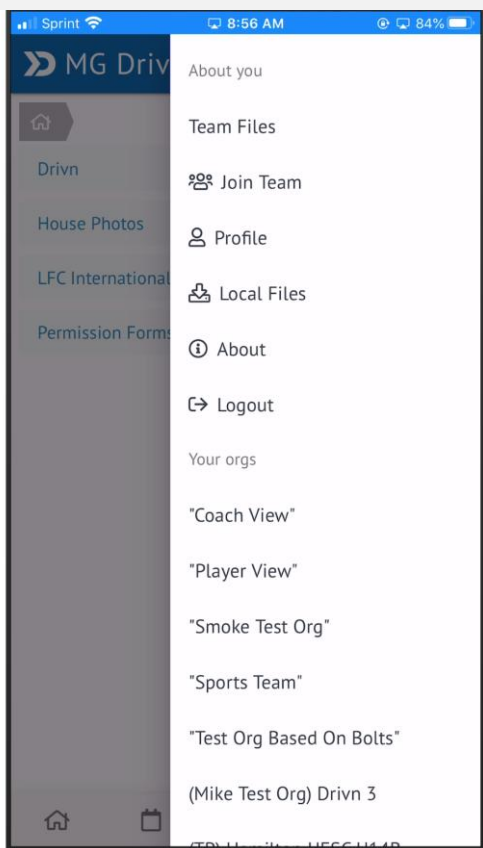
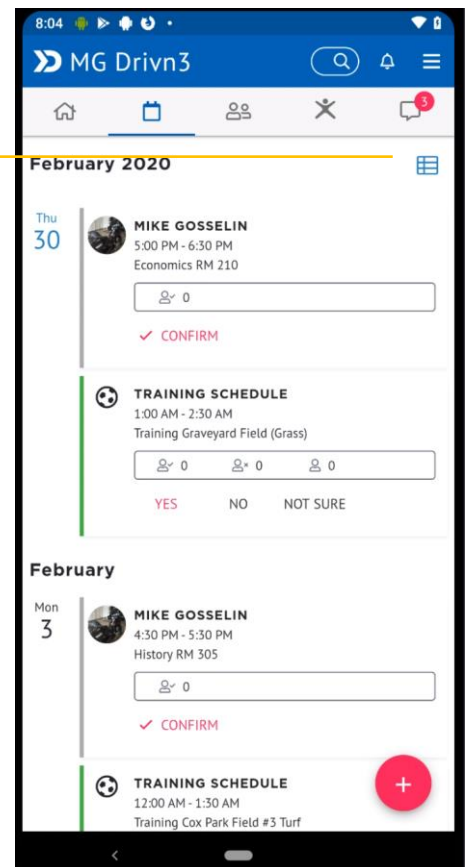
### iOS



#### Navigate Calendar:

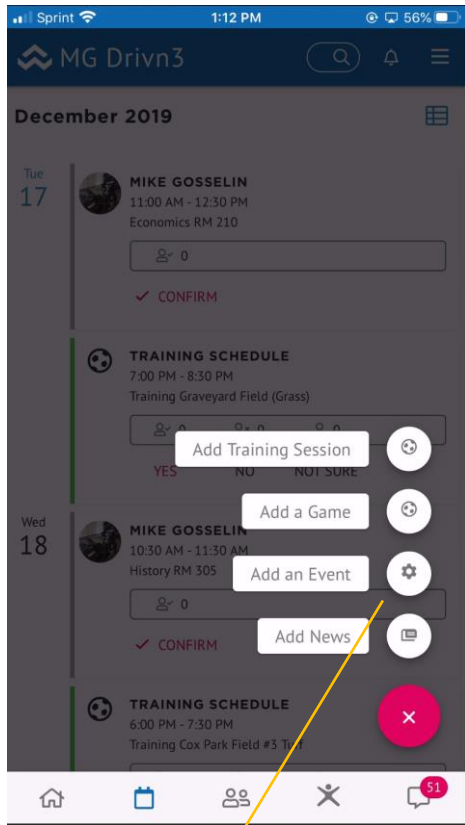
Touch calendar icon to go between Agenda view and monthly view.

### Android



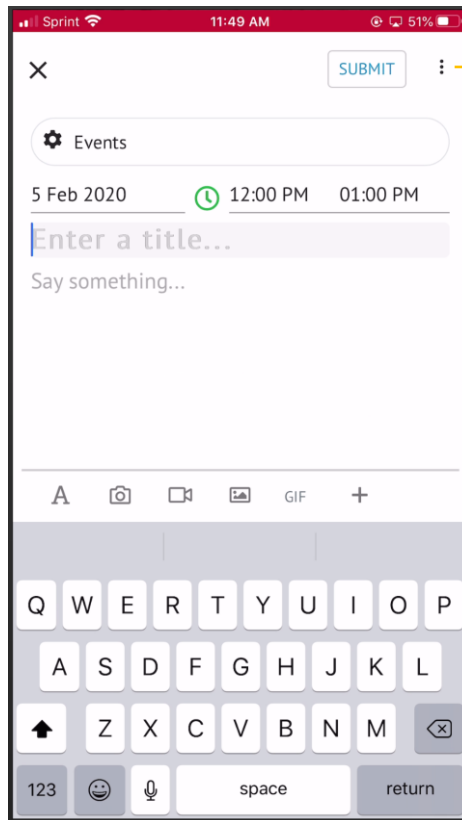
**Menu:** Access Team Files, Local Files, Profile, & Your orgs. Also, access to join other teams as needed.

## Additional Views

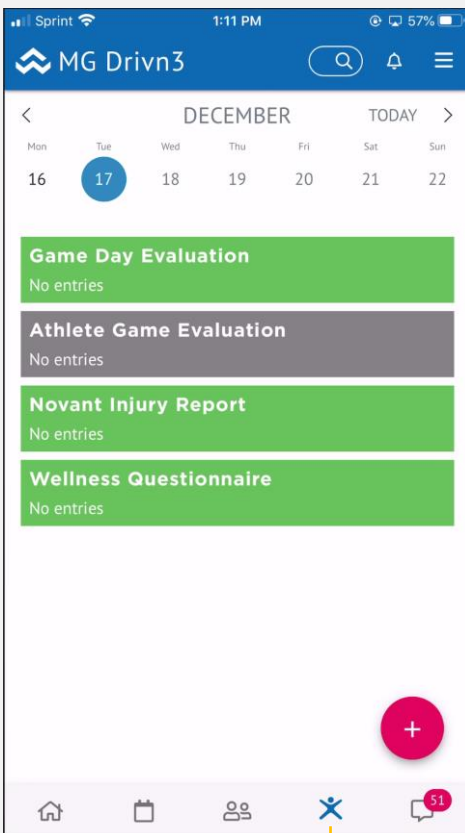
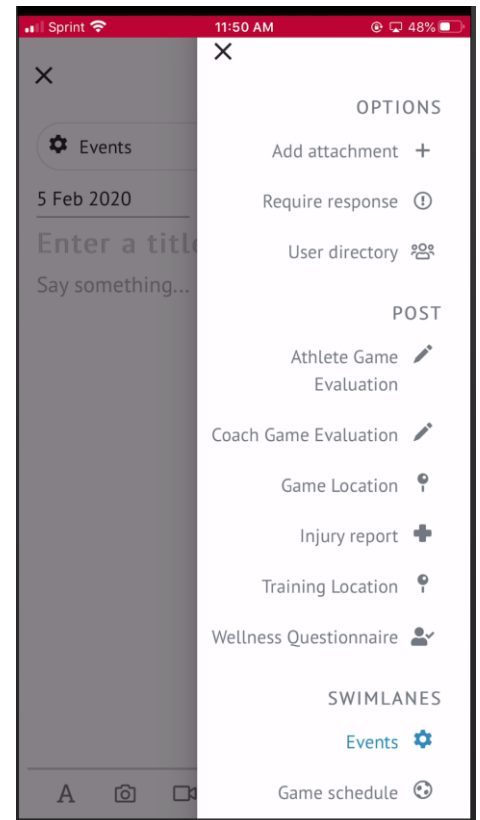


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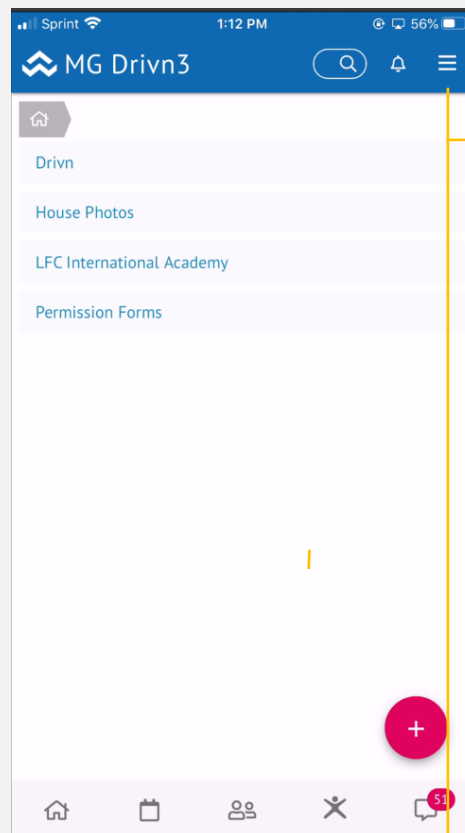
Touch + button to add dispatches to calendar. Can include links, files, videos, etc. that will be shared with group. (Coaches-Admin only)



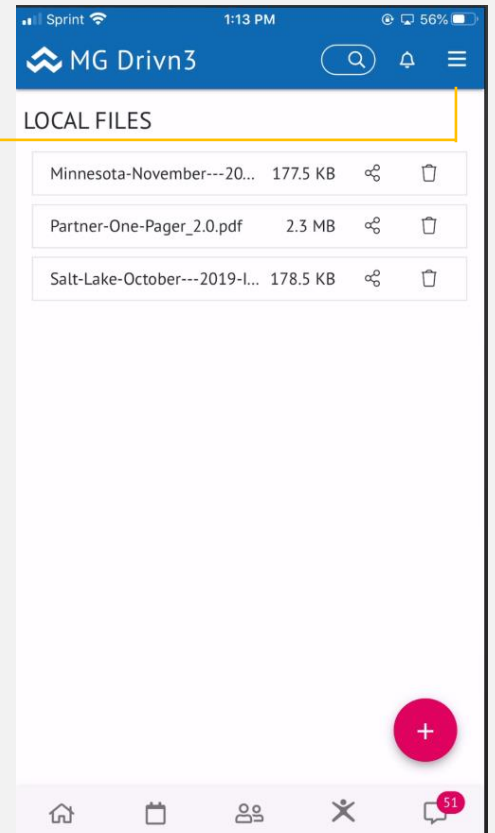
**Meatball Menu:** Access Add attachments, require response (attendance) as needed by dispatch. Engaged items turn blue.



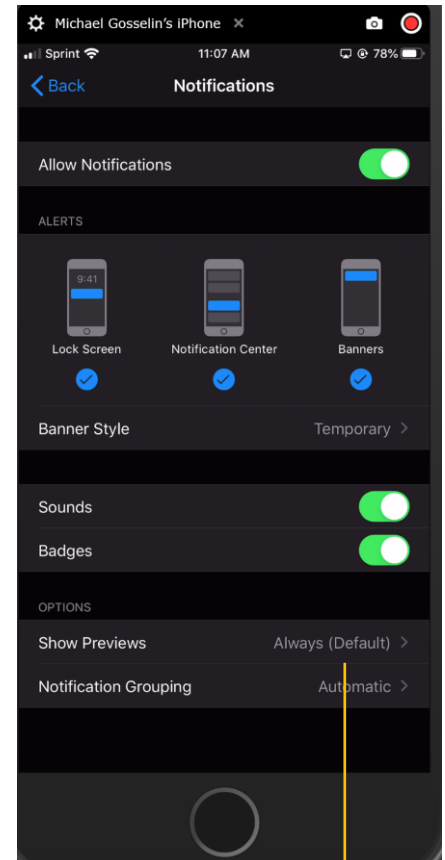
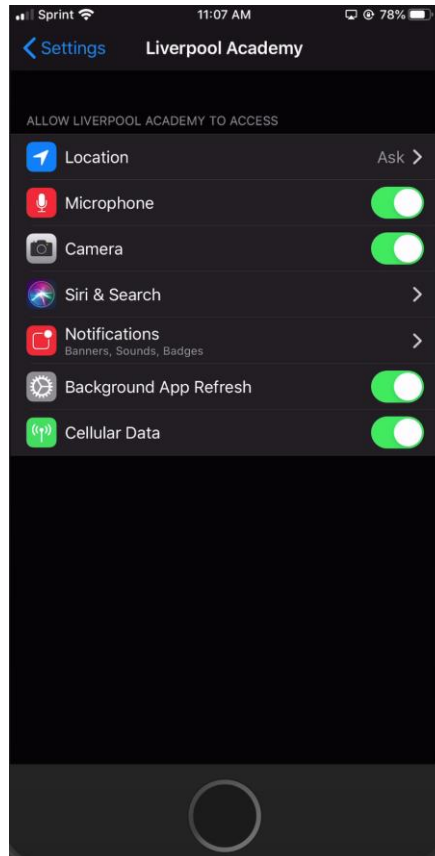
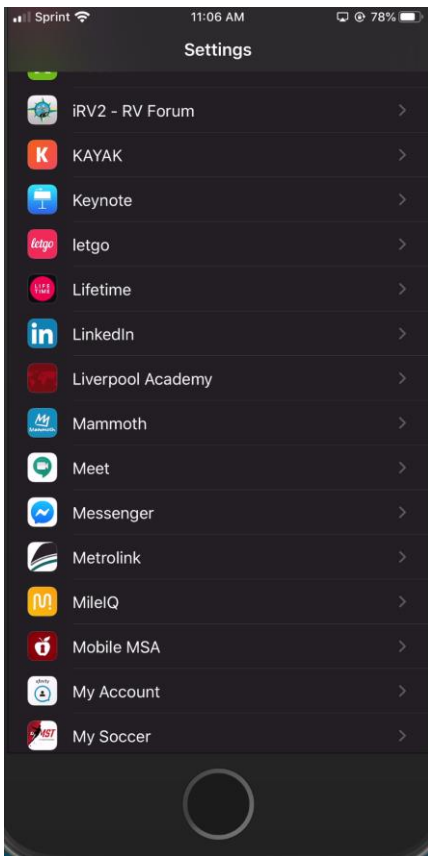
**Performance Icon:** Where trackers/forms are located. Data collection. Wellness, RPE, injury report, weekly weigh in, vote on Player of the Week. Coaches, athletes, parents have different trackers/forms.



**Menu:** Access wiki-team files, local files, notifications, profile, & your other orgs. Also, access to join other teams as needed.



# Drivn App Settings iOS



**Settings:** Above are screenshots on where users can adjust/set up personal notifications/banner notifications and such for the Liverpool Academy App.

**Show Previews:** Controls your banner notification based on you phone being locked or unlocked. We suggest Always (default) setting.

- Setup:**
- 1) Turn on Auto update as the app is updated on a regular basis.
    - iOS: Settings / iTunes & App Store / App Updates should be toggled on (Green)
  - 2) Turn on Allow Notification, Sounds, Badges, Banner alerts, display on lock screen.
  - 3) Calendar Notification appear under the bell icon at the top of the app.
  - 4) Chat notifications appear under the chat icon. If you are in multiple orgs/teams you will have **Other orgs** heading in chat to see all notifications (chat & calendar) for those specific orgs/teams. Touch blue name and it takes you automatically to that org/team.

# Drivn App Settings Android

## Settings / Notification and status bar instructions:

### In the Drivn app you can configure the notifications in detail:

- 1) Turn on Auto update so the app is updated with all new versions.
  - 1) <https://support.google.com/android/answer/9079661?hl=en>
- 2) Allow Notifications: Set to **ON** to allow notifications
- 3) Display **ON** screen lock: This allows notifications to be displayed in the lock screen
- 4) Show badge on home screen icons: This setting will show a number of unread notifications above the application icon.
- 5) View at top of the screen: This allows the application to display notifications via banners at the top of the display.
- 6) Priority notifications: This allows the visualization of the notifications of the application, even in a do not disturb mode.
- 7) Calendar notifications appear under the bell icon at the top of the app.
- 8) Chat notifications appear under the chat icon. If you are in multiple orgs/teams you will have **Other orgs** heading in chat to see all notifications (chat & calendar) for those specific orgs/teams. Touch blue name and it takes you automatically to that org/team.



# Group Chat Update

## LIVE NOW

- 1) How do I notify all users in a chat group: @channel must be used somewhere in the message.
- 2) How can I send a push notification to only certain users in the group: @someuser (for example @martynHollands or @jasonLeveille) will just send push notification to specific users but all users get in app notification.

Use **@channel** to trigger push notifications (think banner, vibration, or audible notification).

**@channel** & **@User** icons are now on mobile & desktop in group chat channels. Once you touch @ symbol box will self populate with **@channel** (Notify everyone) & all users in that specific group chat channel. Just start typing name and list will sort automatically.

Feedback has indicated most users find group channels too disruptive when a conversation is occurring between several people resulting in lots of push notifications to entire group.

To address this, we have implemented a best practice used by other popular platforms. Now, when conversing in a group chat channel, no push notification will be sent unless the author includes **@channel** somewhere within the message.

If you do not include **@channel** the message will post without a push notification. Users will still be alerted there is a new message in the group chat channel once they open the app or will see the notification in Other orgs if they are apart of multiple teams.

### Live (Jan 16<sup>th</sup>, 2020)

Use **@someuser (@jared or @tracey)** in a group chat channel message, only the person you listed in **@someuser** will get a push notification on that message. All users will see the notification once they open the app.

For most users this will effect the following group chat channels. If you have created your own personal group chat channels it will effect those also.

Full Team

Coaches/Athletes

Coaches Only

Athletes Only

Parents Only

This does not effect one-to-one chats and users will still be alerted of new messages in group channels once they open the app or will see under Other orgs if they are apart of multiple teams.

Any questions please email, [support@drivn.today](mailto:support@drivn.today)

# Drivn Acronyms

## General Terms

Orgs = Teams

Users = members of team

Swimlanes = Schedules in Calendar (training, games, events)

Dispatches = Calendar entries

Trackers = Data collection by persona (coach, athlete, parent)

Wiki = Team Files

Attributes = first, last, name, mobile, email

Group = current user's group, coaches, athletes, parent

About = Version # of App under Menu in mobile

News Feed = Populated by team and club

Master Org = LFCIAMA Master Org (all coaches should be in this org and see under menu/Your orgs)

Hamburger menu icon  or Meatballs icon  in platform represents hidden menu options.

Admin Access, four areas (Management, Data, Program Design, Design)

## Management

Users = members of team

Add Users = Create New User or Find existing users

Groups = Athletes, Coaches, Parents users

Adhoc channels = visibility into user created chat groups

Group Channels = Chat groups controlled by group access

## Data

Wiki = Team Files

Schedules = recurring events

## Program Design

No need to change

## Design

Trackers = list of trackers being used by team by persona

User Labels = can identify users by labels (Example: Forward, Defender, Midfield, GK)