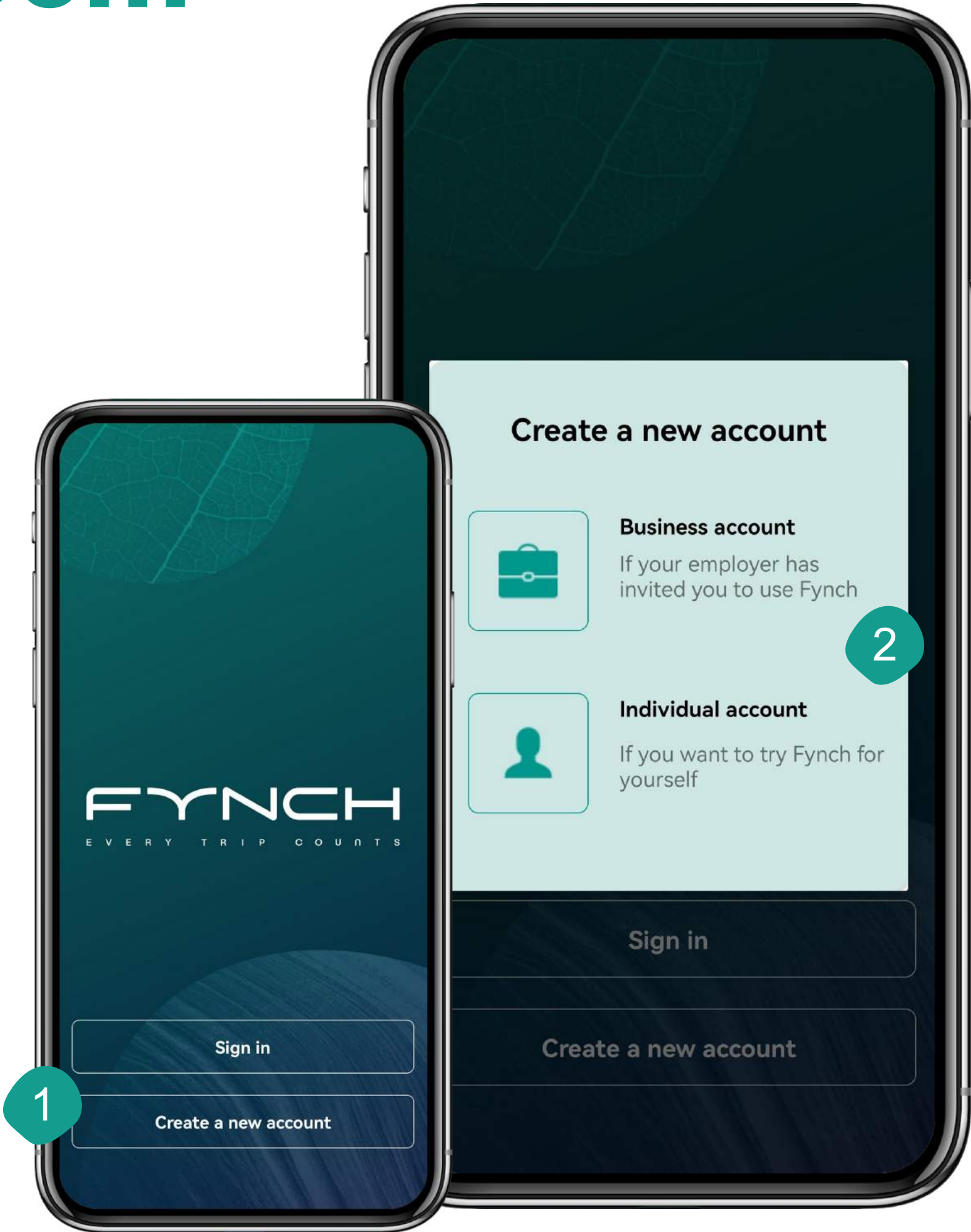




## USER MANUAL

# Create account

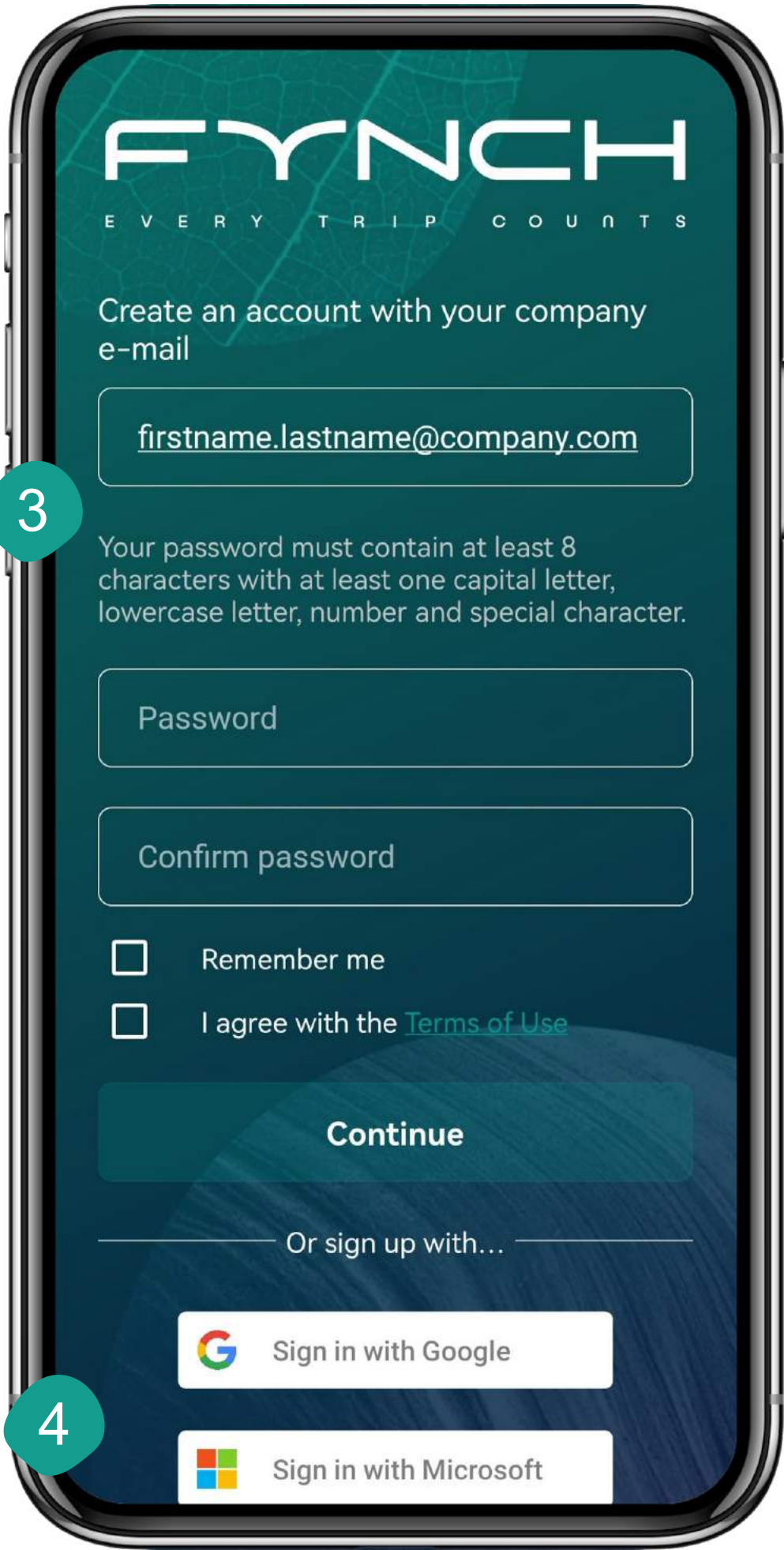
Choose if you want to sign in or create an account



Select business or individual account. Has your employer invited you to use Fynch? In that case, select Business account.

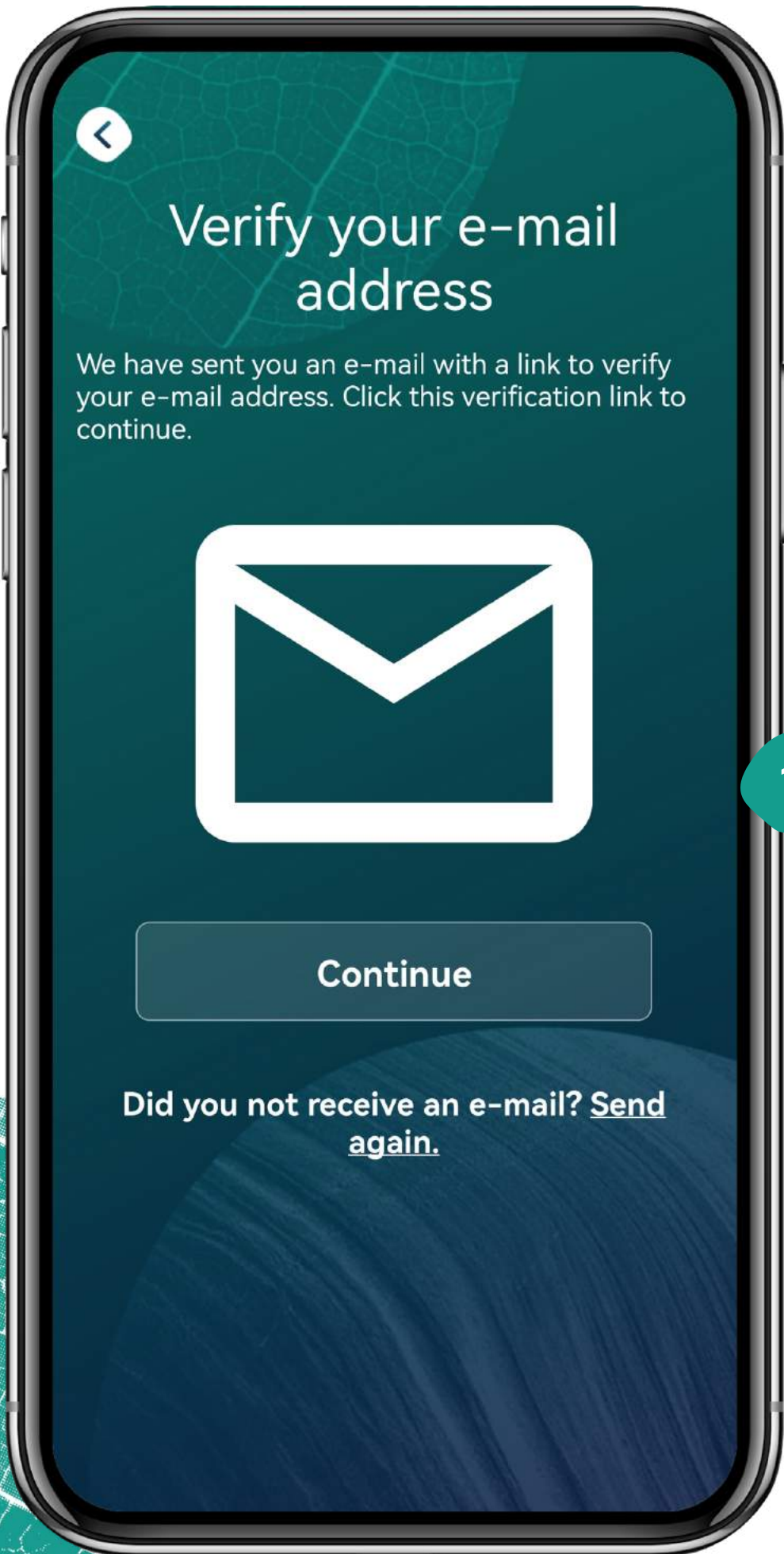
Add your (company) e-mail address and create a password. The password should meet the following requirements:

- At least 8 characters
- At least 1 uppercase letter
- At least 1 lowercase letter
- At least 1 number
- At least 1 special character



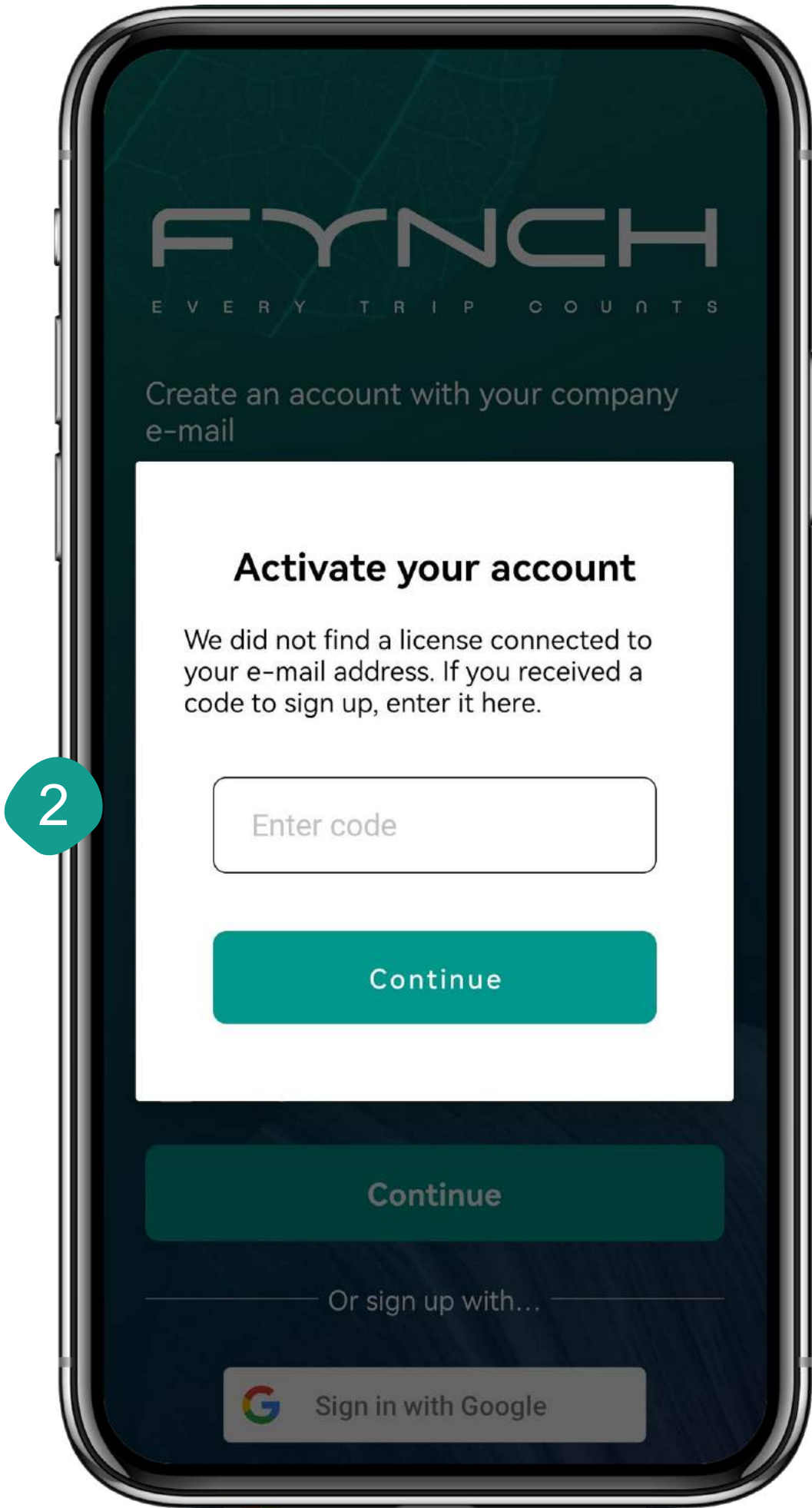
It is also possible to sign in directly with your (company) Google or Microsoft account. If this does not work, it has most likely not been enabled by your employer, and you should enter your e-mail address and create a password at the top of the page.

# Create account



If you did not sign in with Google we need to verify your e-mail address. To do this, we have sent an e-mail to the address you provided with a confirmation link. After clicking this link (on your phone or computer) you can proceed by tapping Continue in the app.

Depending on the type of license you have, we can either recognize your e-mail domain, or we ask you to enter a license code. If the latter is the case, you should have received a license code, which you can enter here. Did you not receive a license code? Go back (tap outside the white box) and sign up using your company e-mail address.



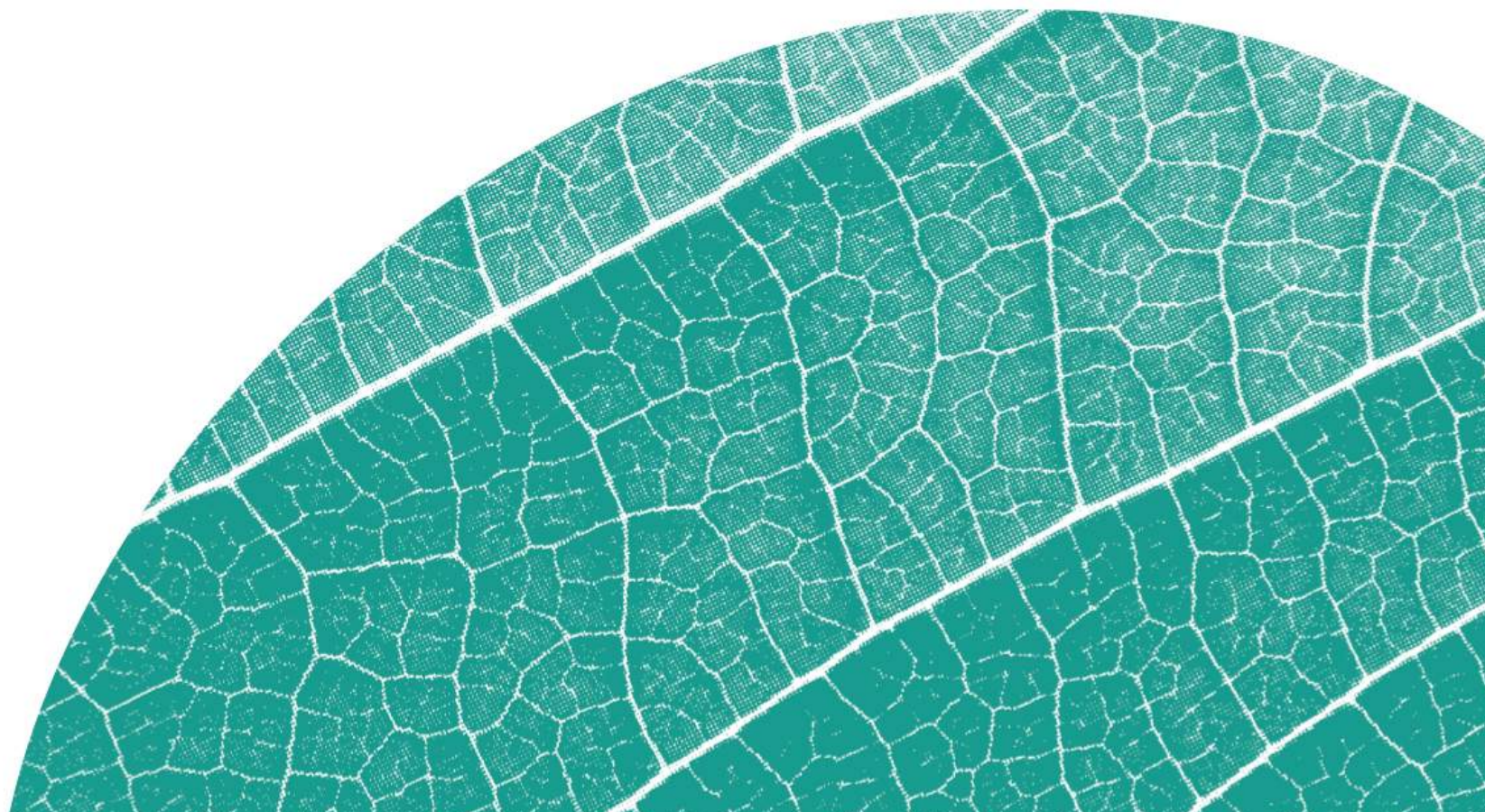
# Dashboard

A global overview of your achievements...

- 1 Overview of your total coin balance.
- 2 Overview of the kilometers traveled per objective (business, commute, private).
- 3 Some highlighted rewards. The highlighted rewards change frequently. Tap the reward to open it.
- 4 Tap the double arrows for a shortcut to the challenges overview. Here, you can see how you've earned your coins.



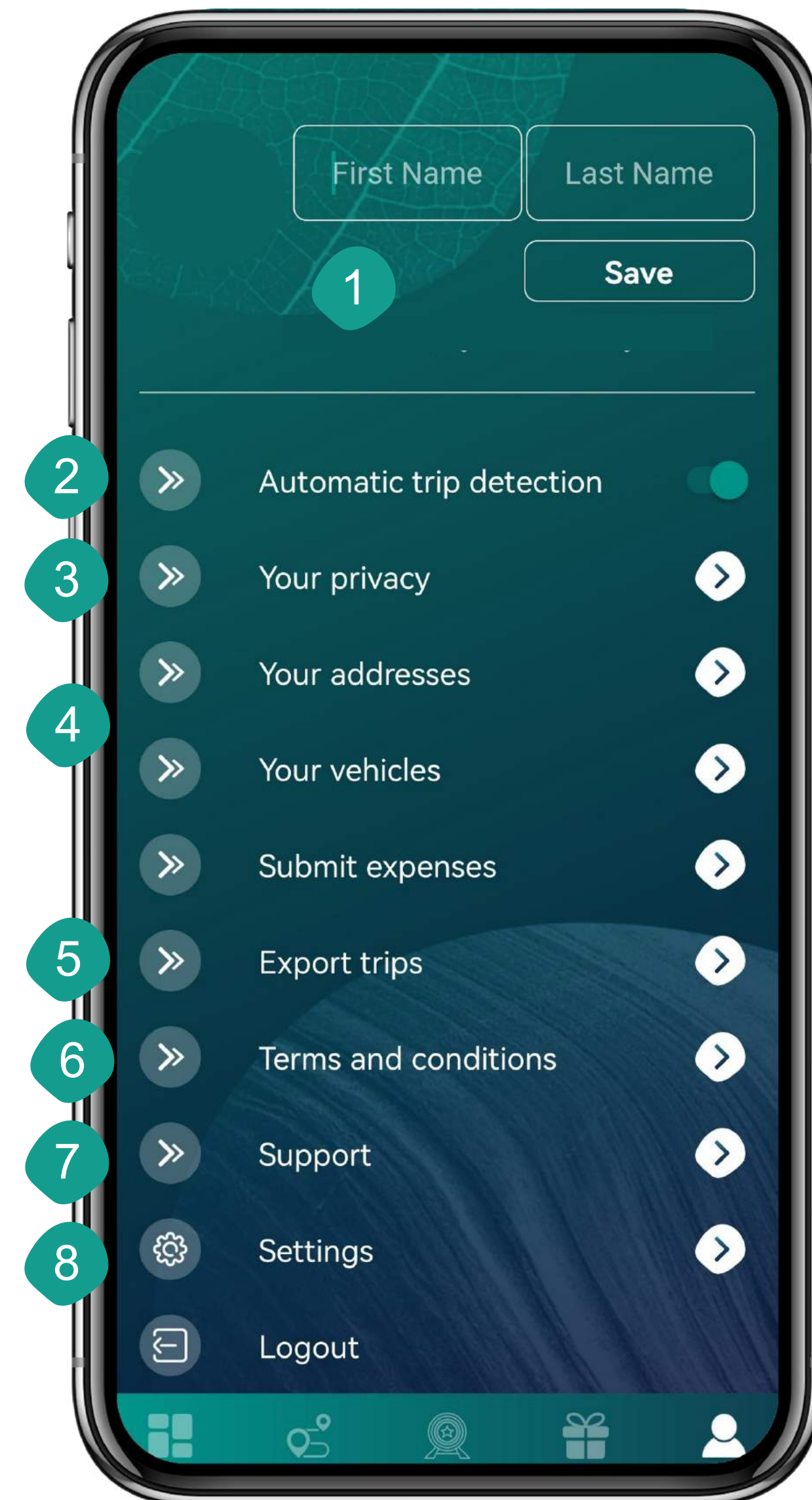
- 5 Select a time period for which you want to show data in the carrousel (today, this week, this month).
- 6 Carrousel: swipe left to see your data over the selected period: CO2 emissions, kilometers traveled, activity.
- 7 Tap here to go to another page.
- 8 In case anything is set up incorrectly, you will see a banner at the bottom of the page explaining what action can be taken.



# Profile

Complete control of your information on the profile page in the app.

- 1 Add your name here and tap the shape on the left to add a profile picture.
- 2 Use this toggle to turn automatic trip detection on and off. In order to use this functionality, you should give the correct permissions (see next page).
- 3 Check the privacy statement here, and select the retention period for your trip data.
- 4 The Your addresses and Your vehicles pages allow you to add additional information to improve trip registration and enable, for example, the office day button.
- 5 You can use this button to send an overview in Excel of all trips and work from home days in a particular month to your e-mail address.
- 6 Tap here to view the terms and conditions on our website.
- 7 Issues with the app? Tap Support for more information and support options.
- 8 Tap settings for information about the app version, changing app language, and delete your account.

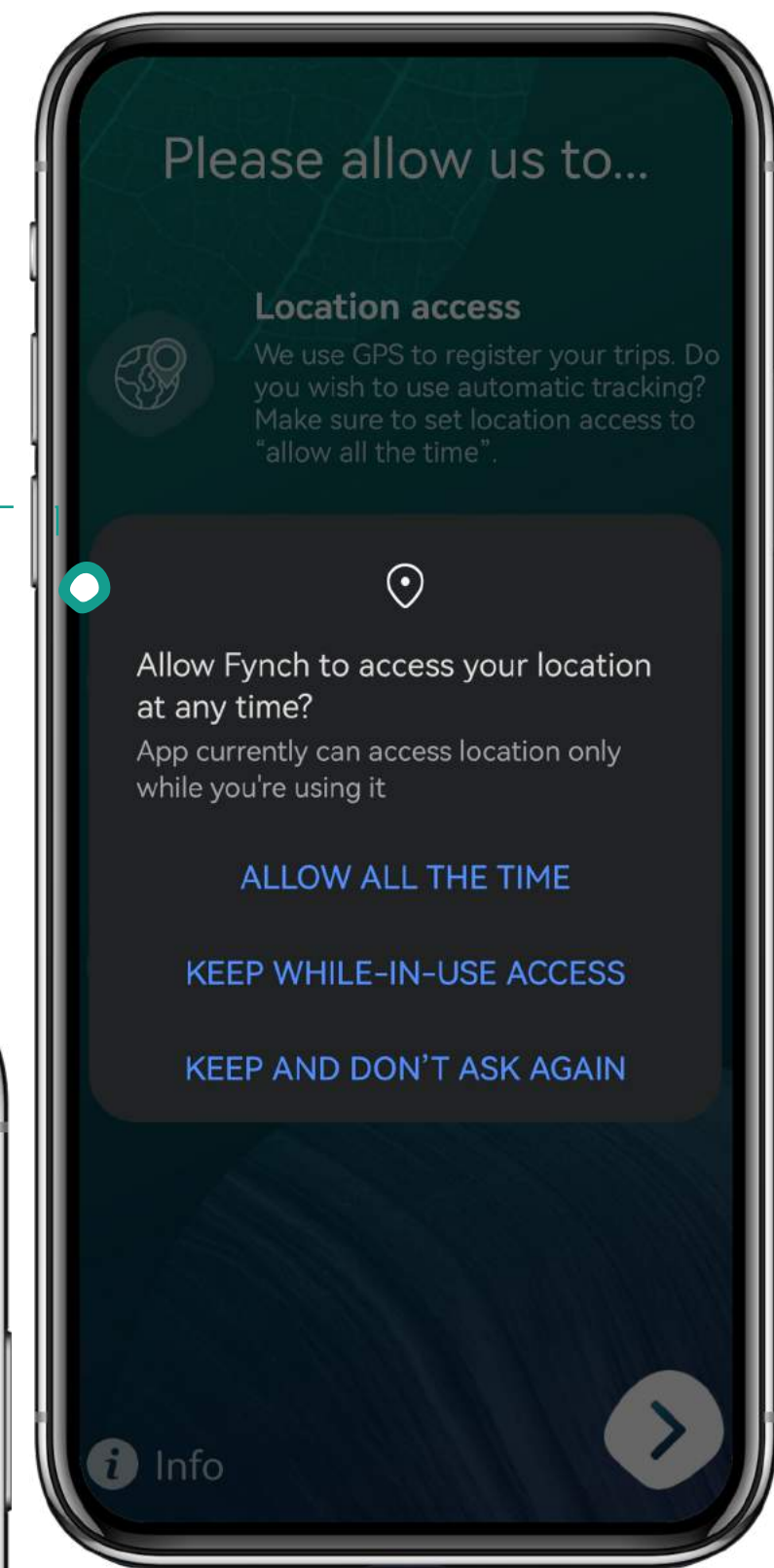
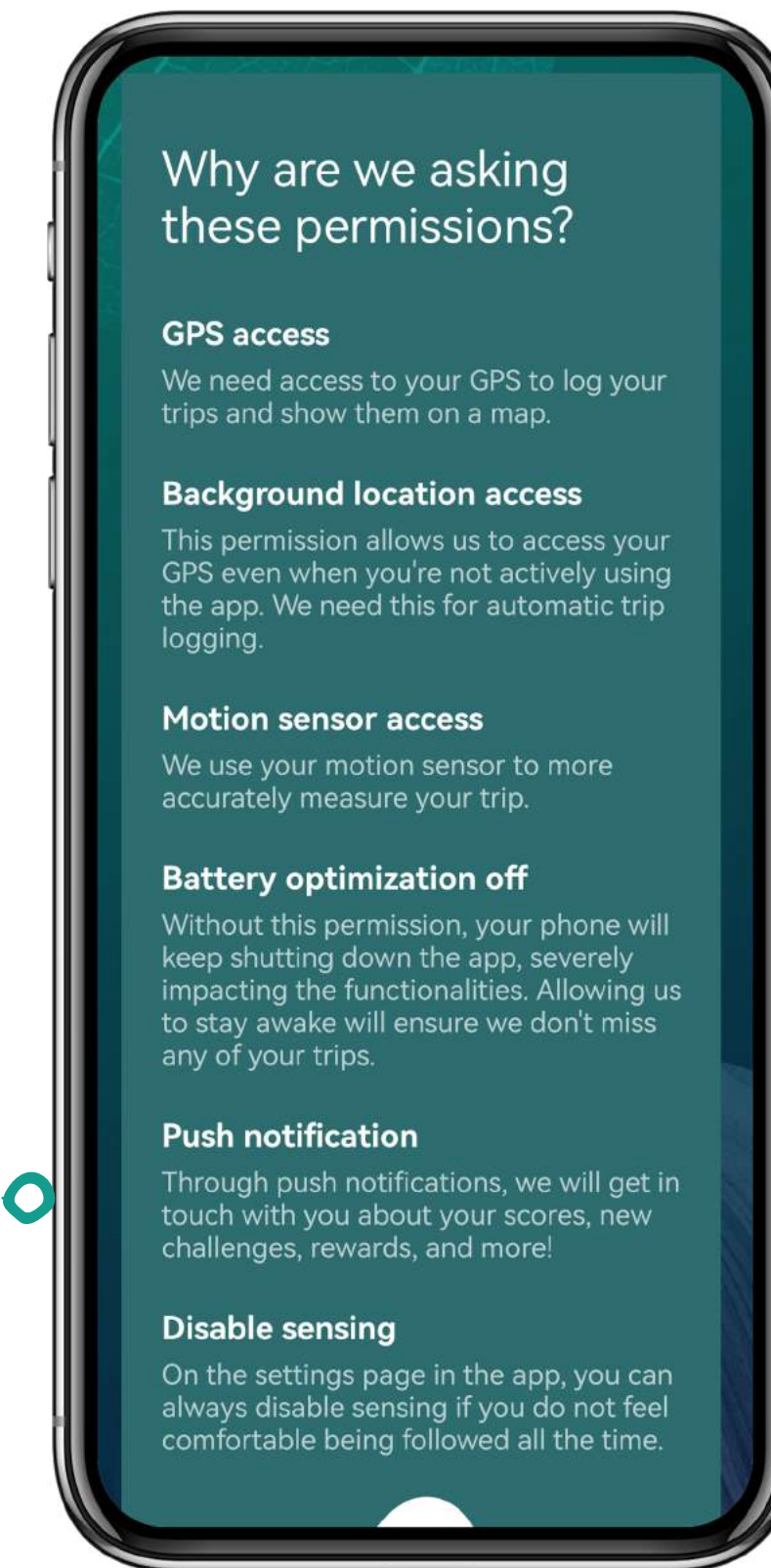
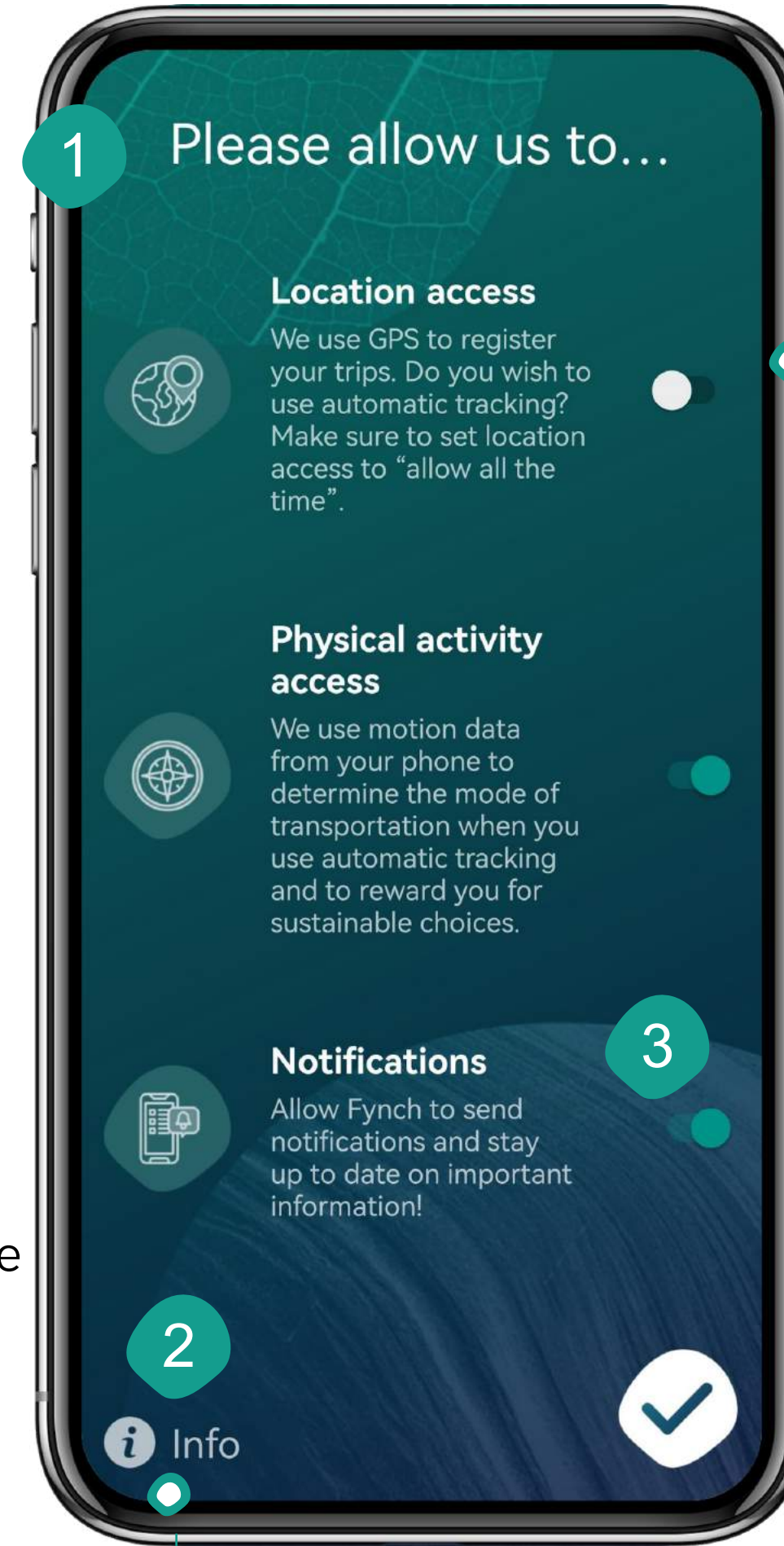


# Automatic trip detection

All trips uploaded in the app without additional actions from you

- 1 Tap the toggle next to "automatic trip detection" on the Profile page to enable. We ask you to give a couple of permissions in order to make automatic trip detection possible.
- 2 Tap here if you would like to see more information about what we use these permissions for.
- 3 Tap the toggles to give the permissions. This will trigger a couple of pop-up notifications that ask to give the permissions. Select the following permissions if you want to use automatic trip registration:
  - Location access - when app is in use
  - Location access - allow all the time (this is always asked separately; if this second request is not prompted you can change this in your phone settings)
  - Physical activity - allow

It is not necessary to allow notifications in order to use automatic trip detection, but we advise to enable notifications to make sure you don't miss anything!



# Automatic trip detection

- 1

After going through the first permissions page, you will see the page on the right to help with turning off battery optimization. A short clip explains how you can set this permission correctly in the phone settings. This setting is required for automatic trip registration but can otherwise be skipped.

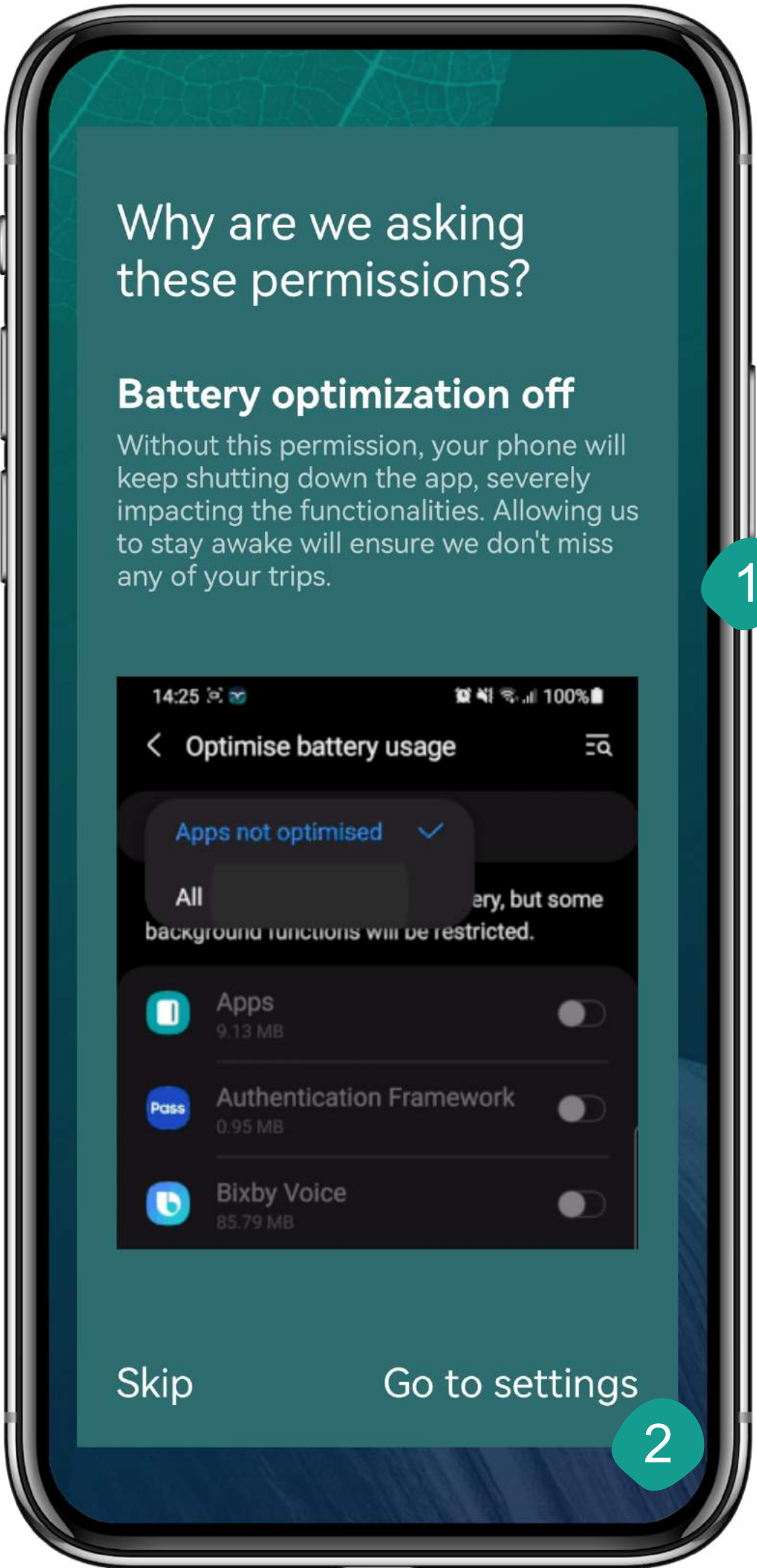
There may be some differences between phones, but for all phones you should be able to tap "Not allowed", "App not optimized", "Allowed" or something similar in the top left corner and select "All apps". Here, search for the Fynch app. On newer phones, these settings will look a little different. The video clip is adjusted on newer phones to provide the correct instructions.
- 2

Tap "Go to settings" to proceed to your phone settings.
- 3

Change the pre-filled setting here. In this case, Battery optimization is set to "don't allow". This means that the phone is not allowed to close Fynch to save battery, enabling the app to stay active in the background and automatic trip registration to work. After changing the permission, return to the app to continue.

**Please note**

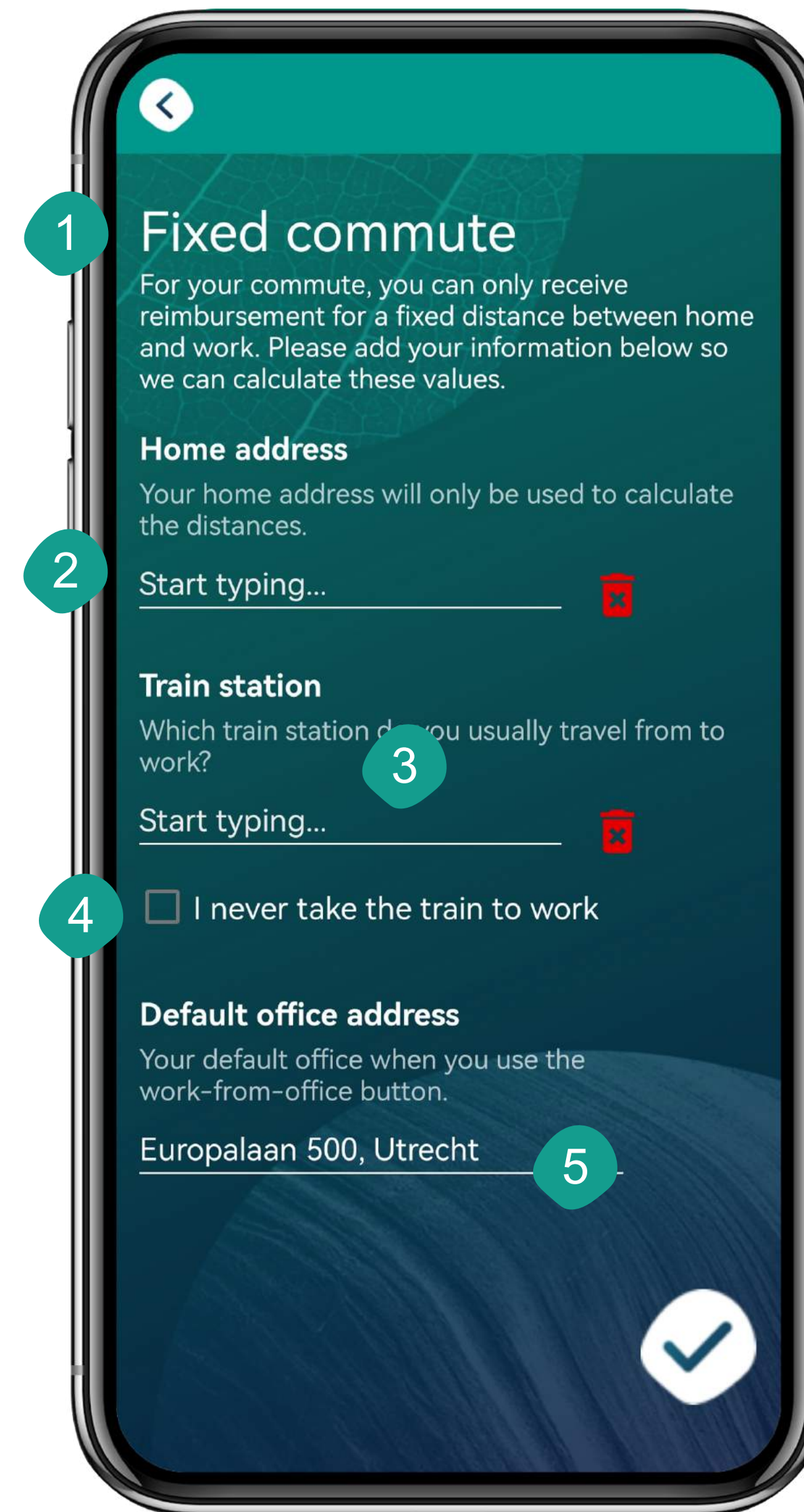
Some phones require additional settings to be changed in order for the app to work correctly. You can find information about what to do here: [fynchmobility.com/instructies-installatie](https://fynchmobility.com/instructies-installatie)



# Commute distance

Fixed commute distance for travel cost reimbursement.

- 1 If your employer makes use of this functionality, you will get access to the Your addresses page. Here, you can enter the information we need to calculate the travel distance between your home and office or fixed work location. This fixed distance automatically overwrites the automatically registered distance of a trip when an expense is created. In addition, the office day button will be enabled on the Trips page. Please note: if you do not enter your information here, we cannot create commute expenses.



The image shows a smartphone screen with a teal header and a dark teal background. The screen displays a form titled 'Fixed commute' with the following sections:

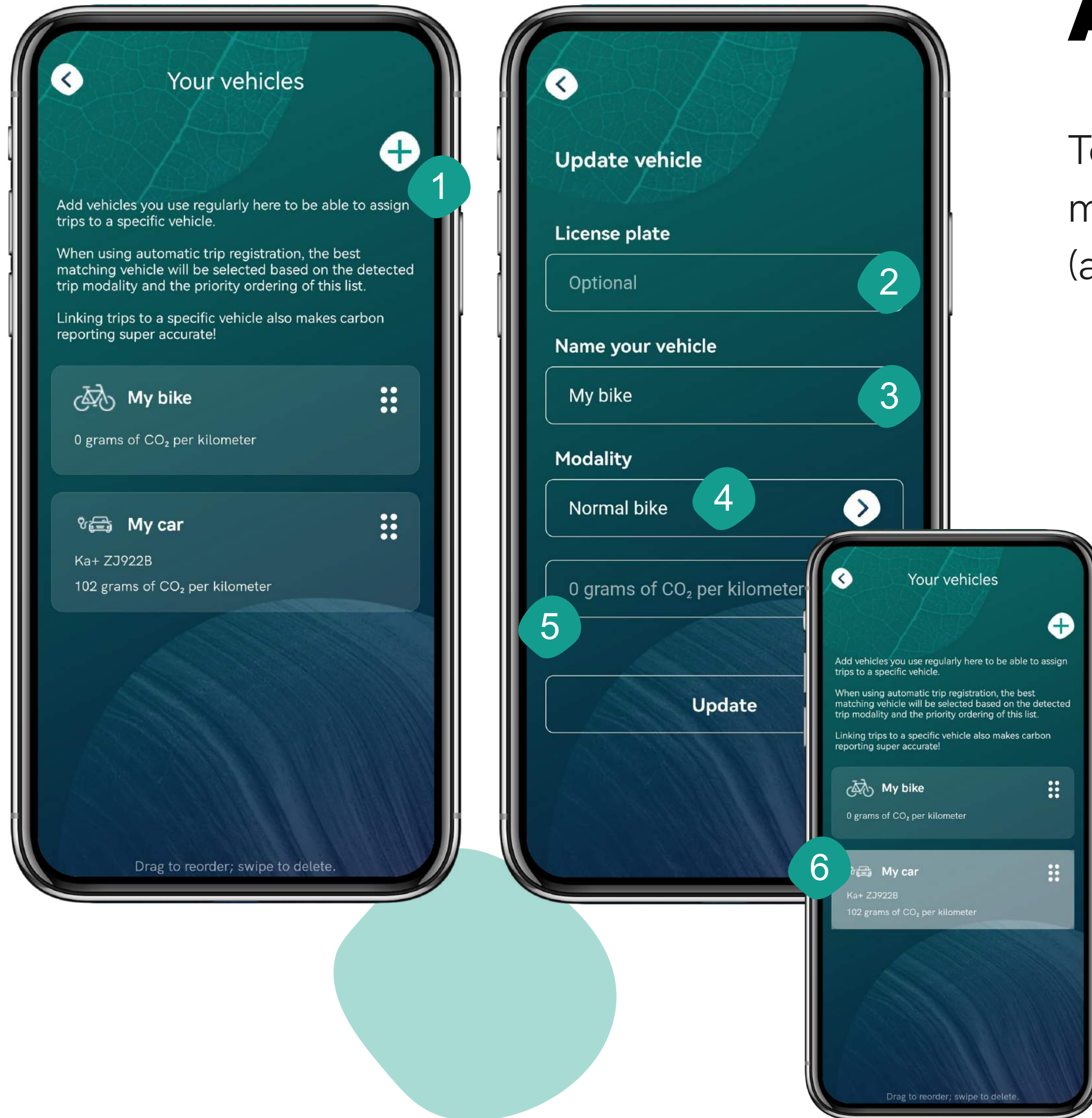
- Fixed commute**: A heading with a subtext: 'For your commute, you can only receive reimbursement for a fixed distance between home and work. Please add your information below so we can calculate these values.'
- Home address**: A section with the text 'Your home address will only be used to calculate the distances.' followed by a text input field labeled 'Start typing...' and a red trash icon.
- Train station**: A section with the text 'Which train station do you usually travel from to work?' followed by a text input field labeled 'Start typing...' and a red trash icon.
- I never take the train to work**: A checkbox option.
- Default office address**: A section with the text 'Your default office when you use the work-from-office button.' followed by a text input field containing 'Europalaan 500, Utrecht'.

Numbered callouts (1-5) are placed around the screen to indicate the steps: 1 points to the title, 2 to the Home address field, 3 to the Train station field, 4 to the checkbox, and 5 to the Default office address field. A white checkmark icon is visible in the bottom right corner of the screen.

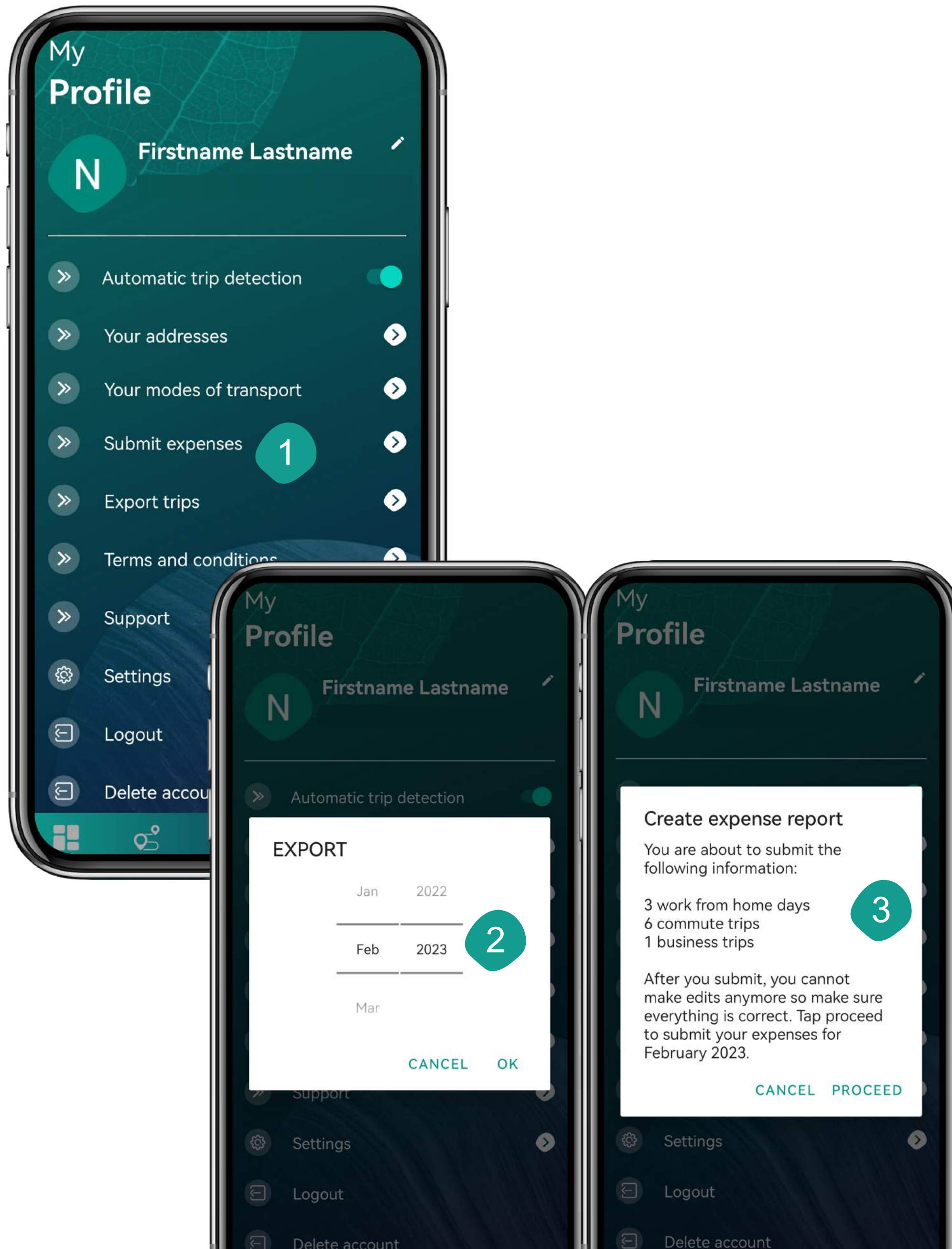
- 2 Enter your home address. This address is only used to calculate the fixed distance.
- 3 Do you sometimes travel to work by train? If so, you can add the train station you usually travel from here. We use this to also calculate a fixed home to train station distance.
- 4 Check this option if you never travel to work by train. You will not have to enter a train station.
- 5 Select your default office location here. This is the location that will be entered when you use the "Office day" functionality.

# Add a vehicle

To make trip registration easier and faster, you can add one or multiple vehicles in the app. These vehicles are used to refine (automatic) trip registration.



- 1 Tap the '+'-icon to add a vehicle. The vehicles you add here can also be selected on the Trips page, and are used to better estimate how you travel when using automatic trip detection.
- 2 When adding or editing a vehicle, you can add a (Dutch) license plate. Based on that we can collect relevant information about your car, such as the specific CO2 emissions.
- 3 Name your vehicle.
- 4 Select the type of vehicle here. If you have added your license plate, this will be auto-filled.
- 5 Here, you can see the CO2 emissions per kilometer for your vehicle.
- 6 Do you have multiple vehicles? In that case, you can change the order by pressing down on the block and swiping up or down when it changes color. The vehicle at the top will automatically be selected when using the office day button on the Trips page.



# Submit expenses

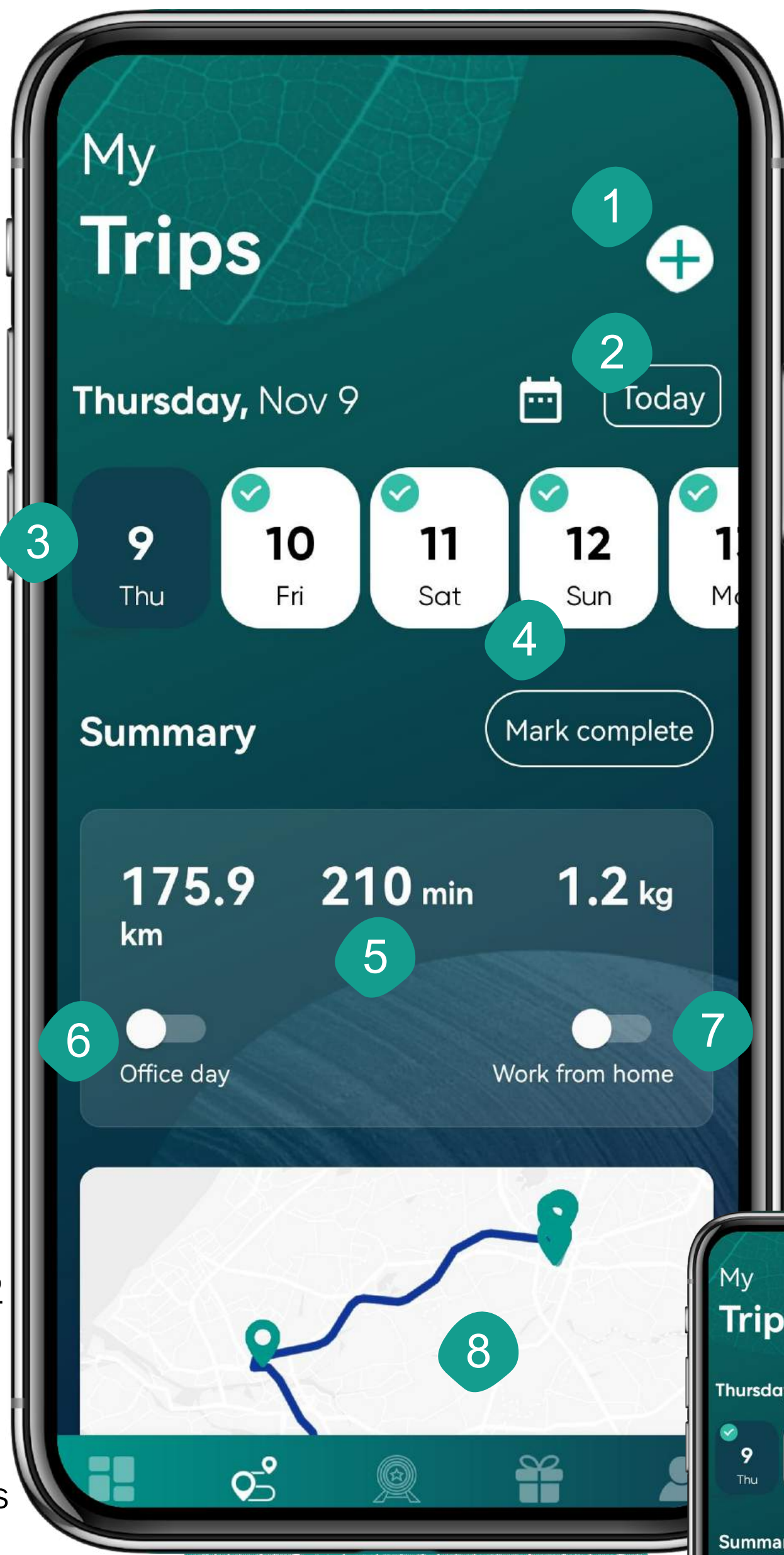
The Fynch app supports you in easily tracking and submitting travel costs and work from home days. On top of that, you can easily generate a report with all registered information.

- 1 If you are required to use Fynch for your travel and work from home expenses you will see either of the following buttons: Create expense report or Submit expenses. In the former situation you can send an expense report to your e-mail that contains all information you need to submit your expenses with your employer. In the latter situation you submit your expenses directly in the app; after submitting them, you don't have to do anything else. You do receive a report as confirmation.  
Please note: submitting expenses is final. Please carefully check your information before submitting in the app.
- 2 Exports and expenses are always created for a full month. For both reports and submitting expenses in the app, you are first asked to choose a month. In case of Submit expenses, you will only see the months for which you can submit expenses at that moment.
- 3 Are you submitting expenses from the app? In that case, you see this notification. Check if all information is correct before tapping proceed. Submitting the expenses cannot be undone.

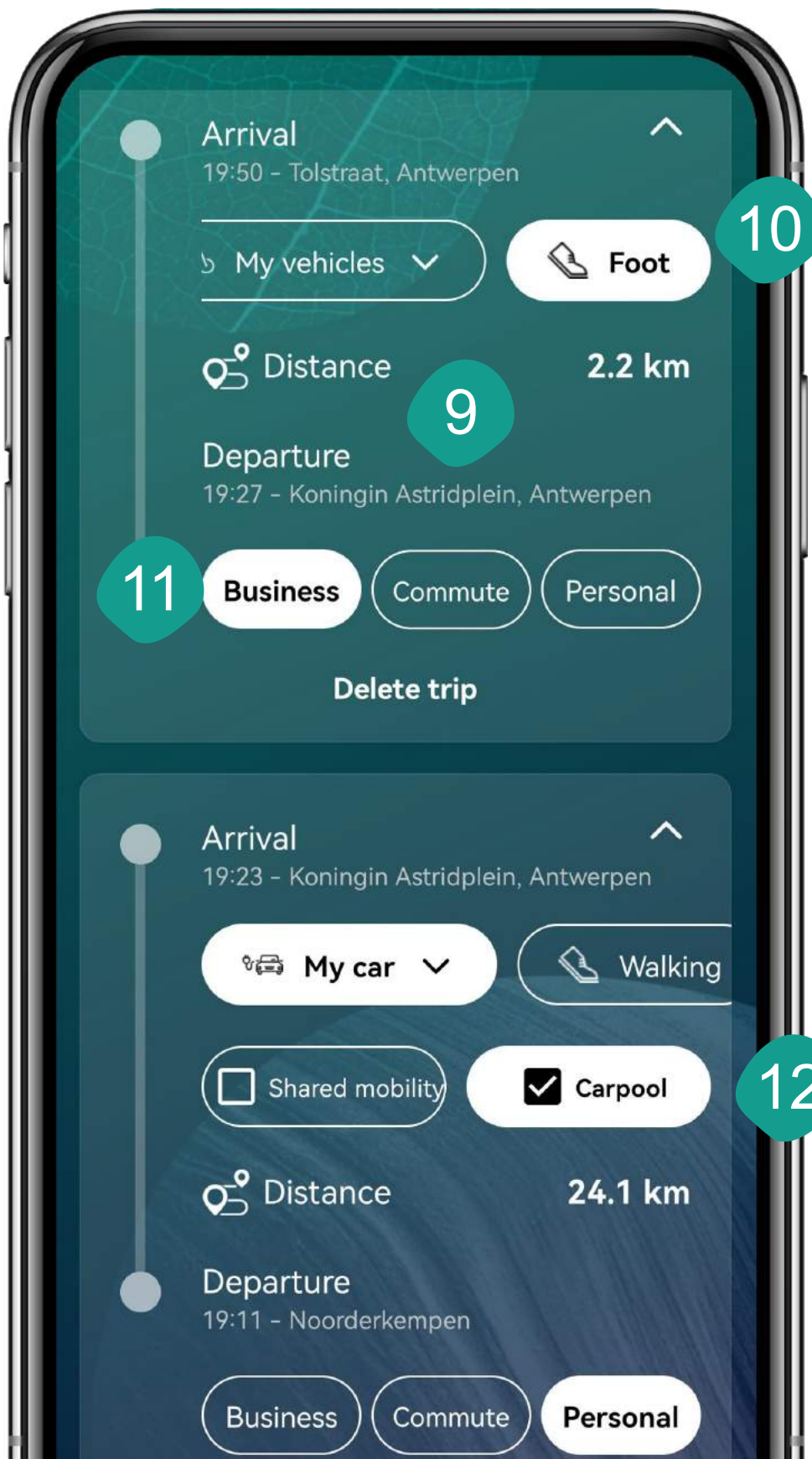
# Trips

## View and edit trips

- 1 Tap the '+'-icon to manually add a trip.
- 2 Tap the calendar to select a day or tap Today to jump to the current date.
- 3 Carrousel: swipe left or right to choose a date.
- 4 You can use Mark complete to keep track of the days on which you have finished editing and therefore do not need to return. Once marked as complete, a checkmark appears in the carrousel.
- 5 A overview of the total traveled distance, travel time and total CO2 emissions on your travel day.
- 6 With the Office day toggle, we instantly add 2 commute trips. This toggle can only be used when automatic trip detection is turned off.



- 7 Use this toggle to mark a certain day as work from home day.
- 8 Automatically registered trips are shown on the map. Tap to zoom.
- 9 Tap any place of the trip card to open trip details.
- 10 Use these buttons to change modality of the trip. You can also choose any of the vehicles you added on the Profile page.
- 11 Select your trip objective: business, commute, or personal. Automatically registered trips are by default marked as personal to protect your privacy.
- 12 With some modality types, it is possible to select that the trip was a carpool and/or shared modality trip. With Carpool, you can select whether you were driver or passenger and how many people were in the car, so we can calculate your exact CO2 emissions.

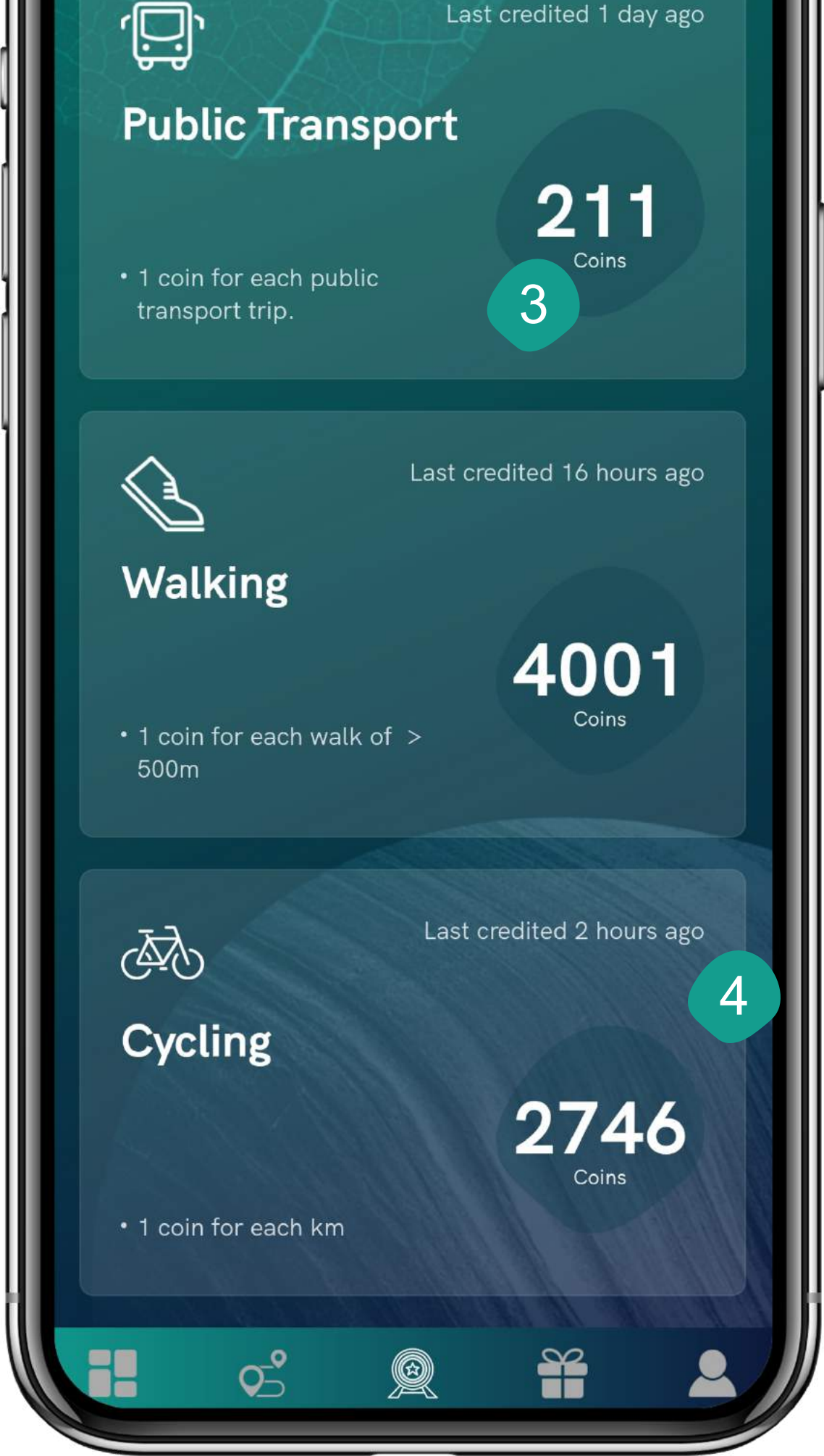
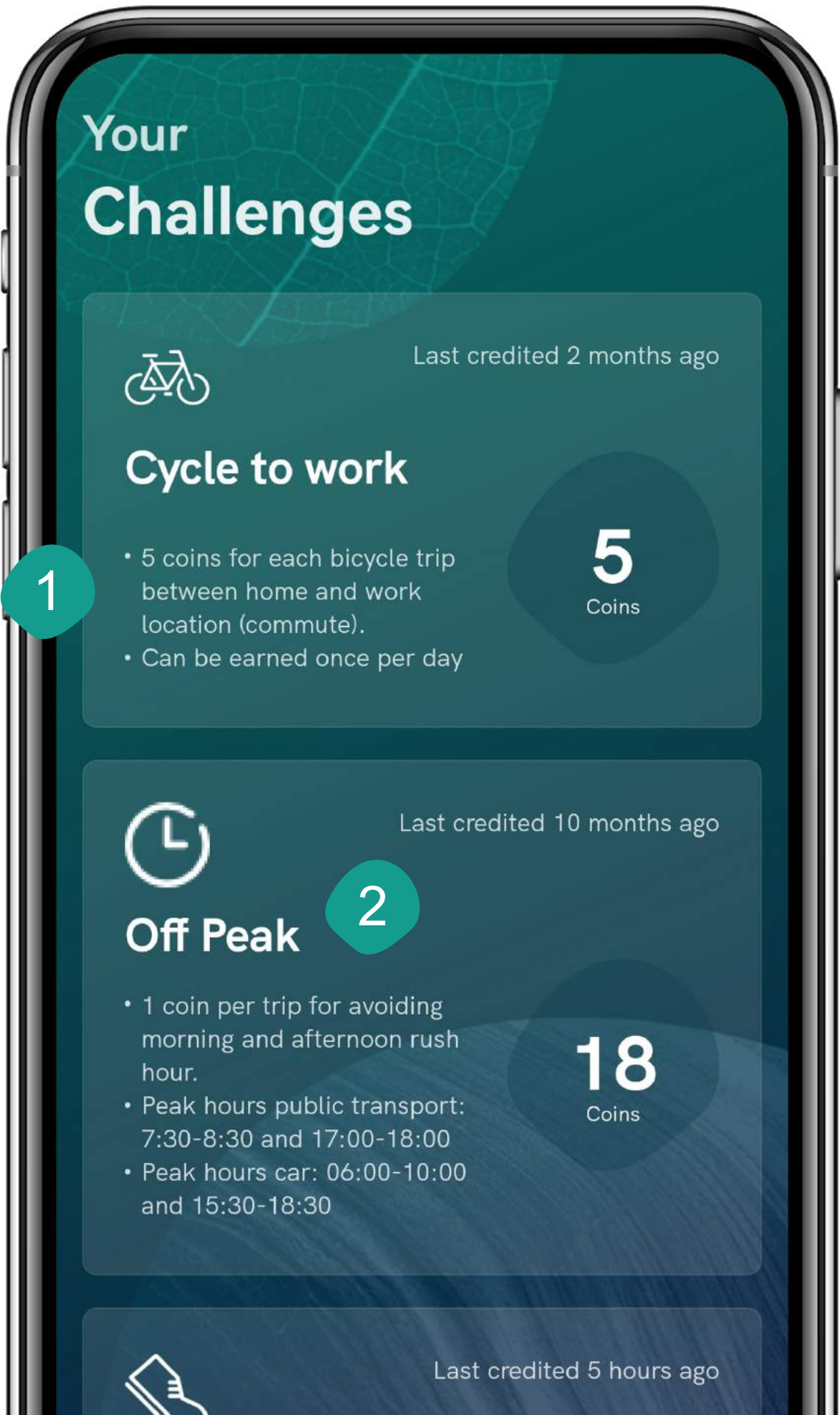


# Challenges

Check out how you can earn coins and what you have earned so far.

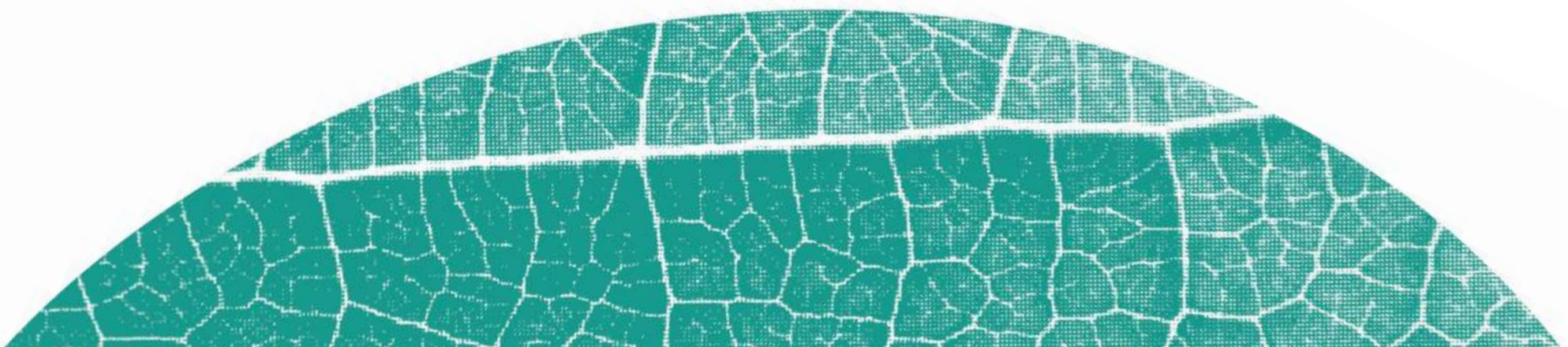
1 Explanation of the conditions of the challenge.

2 Challenge name.



3 Number of coins you have previously earned with this challenge.

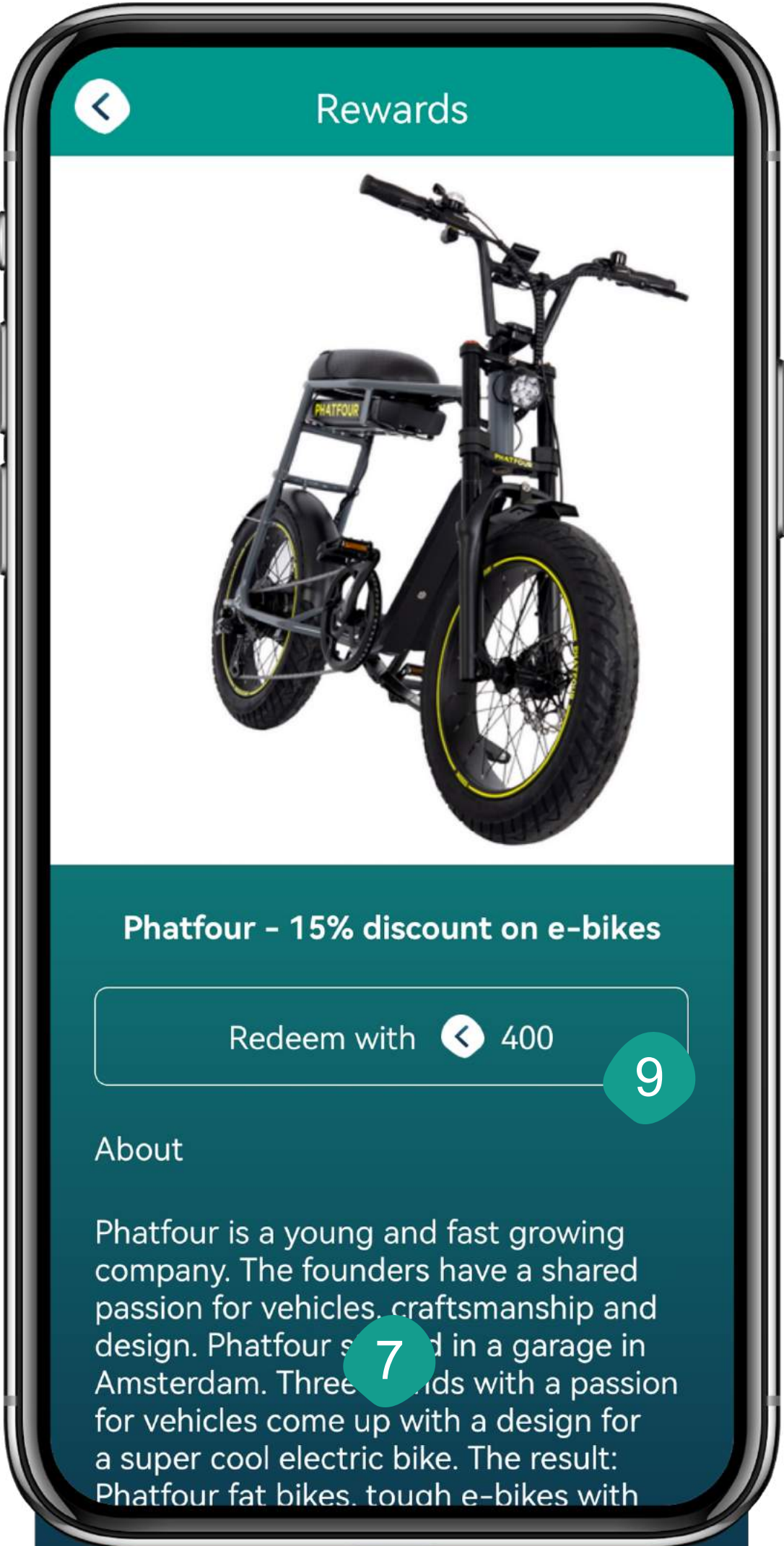
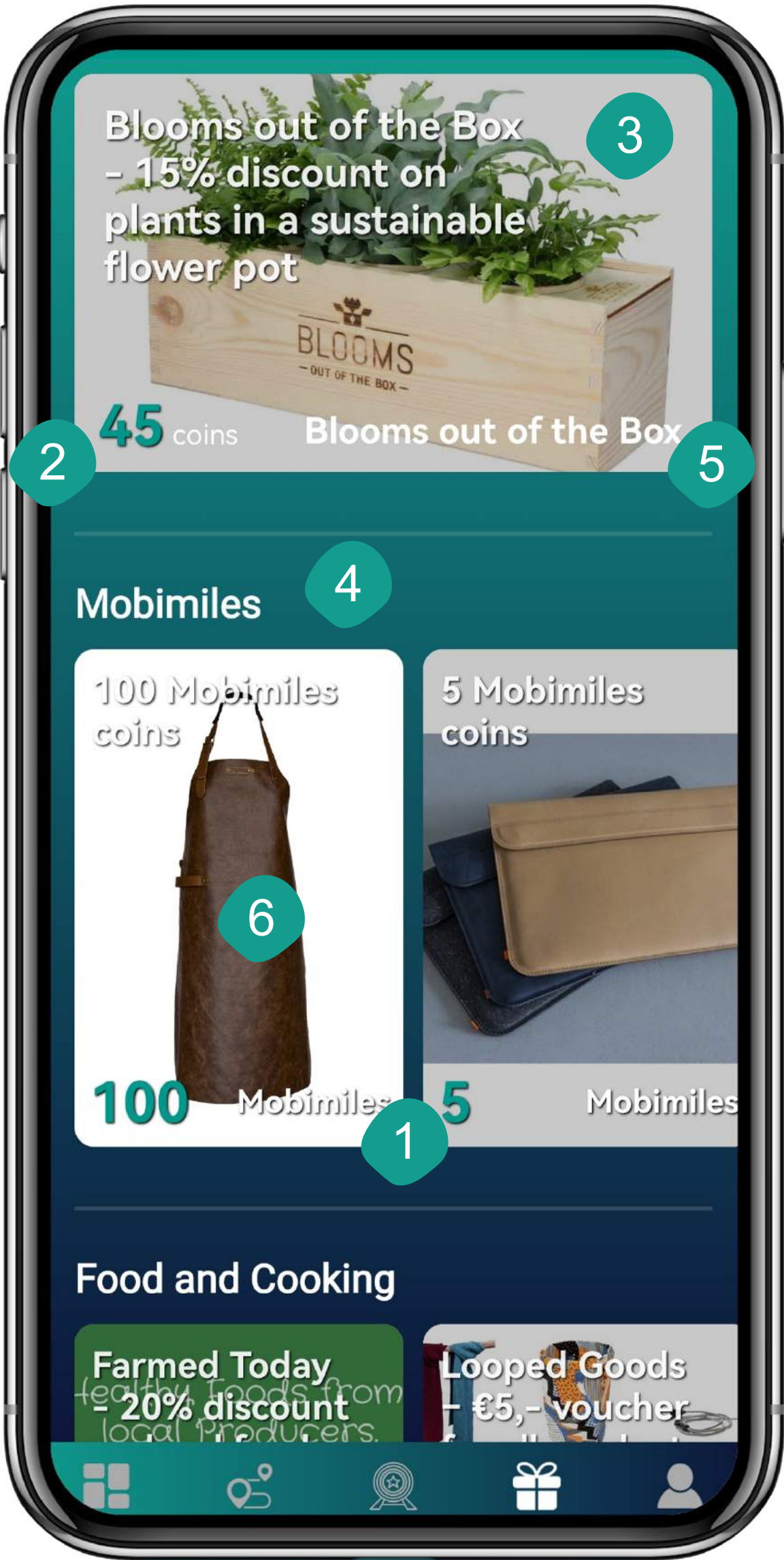
4 How long ago you last earned coins with this challenge.



# Rewards

Overview of the rewards you can purchase with your coins.

- 1 Carrousel: swipe left or right to see more rewards within the category.
- 2 Number of coins to be exchanged for the reward.
- 3 Highlighted reward (changes periodically).
- 4 Reward category.
- 5 Name of the reward partner.
- 6 Tap the reward card for more information about the reward and to have the option to purchase it.



- 7 Short explanation about the reward partner and the exact details of the reward.
- 8 Button to partner website where voucher can be redeemed.
- 9 Tap this button if you want to exchange your coins for this reward. Proceed by tapping "confirm and proceed" to confirm your purchase. Tap "cancel" to cancel the purchase. After confirming your purchase, you will see a pop-up message confirming the transaction. Within a few minutes you will receive an e-mail with the voucher code and further instructions. You can use the voucher code to claim your reward at our partner's website.

FYNCH

E V E R Y   T R I P   C O U N T S