FYNCH

EVERY TRIP COUNTS

USER MANUAL

FYNCH

Create
account

Add your (company) e-mail address and create a password. The passwordt 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

Create a new account

Business account
If your employer has invited you to use Fynch

Individual account
If you want to try Fynch for yourself

Sign in
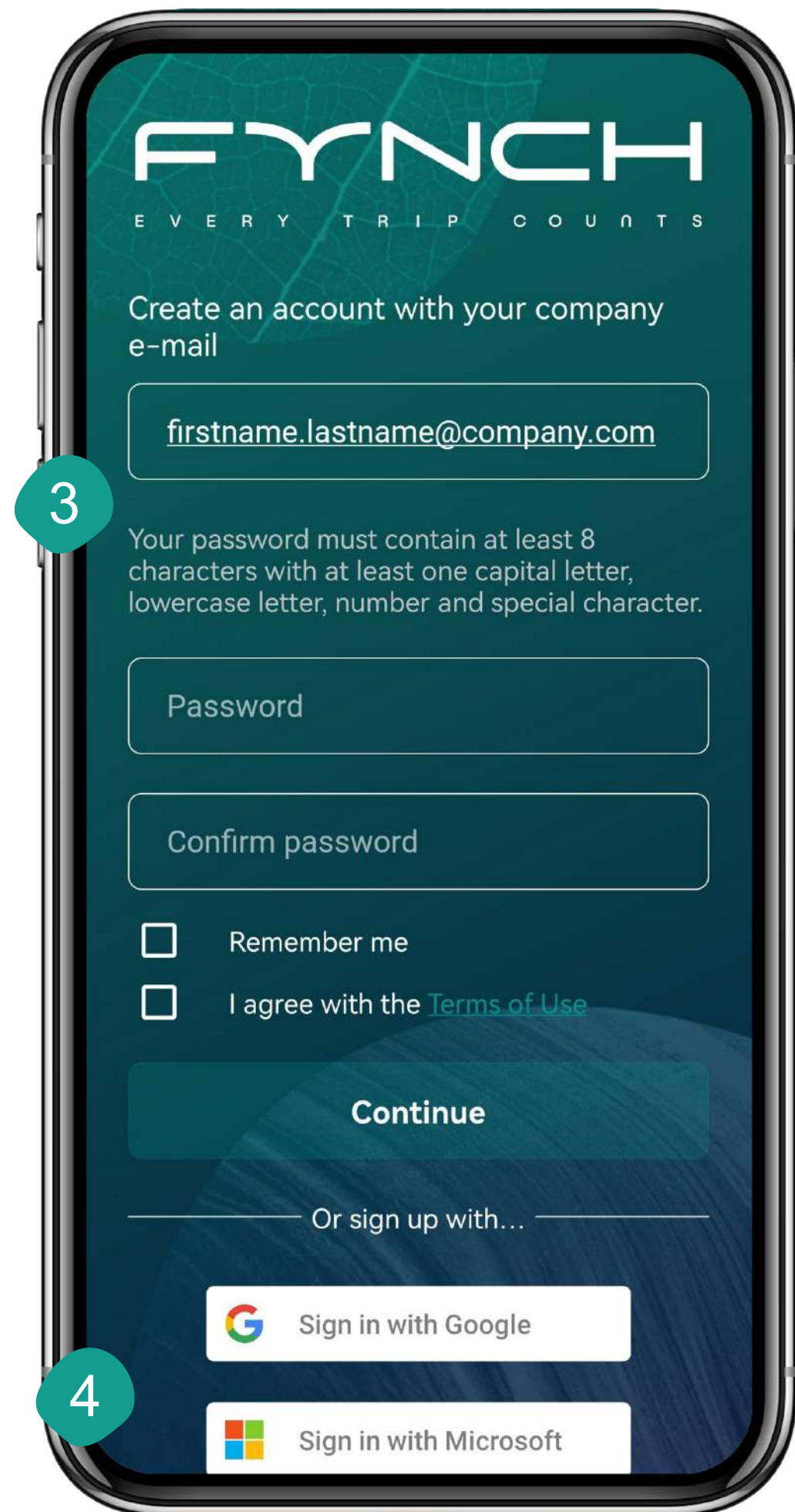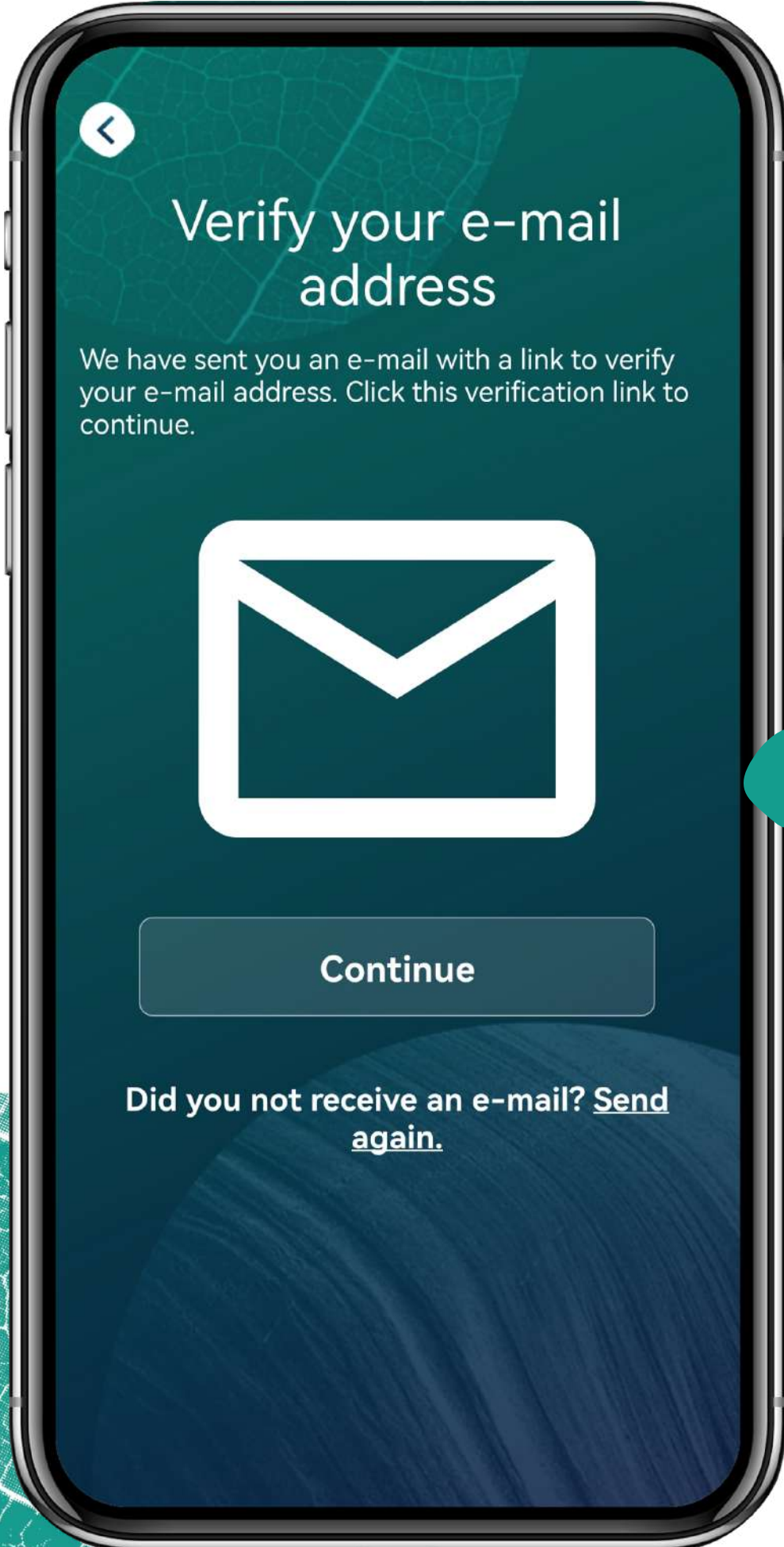
Create a new account

FYNCH
EVERY TRIP COUNTS

Sign in

Create a new account

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

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.

Choose if you want to sign in or create an account

FYNCH
EVERY TRIP COUNTS

Create an account with your company e-mail

firstname.lastname@company.com

Your password must contain at least 8 characters with at least one capital letter, lowercase letter, number and special character.

Password

Confirm password

☐ Remember me
☐ I agree with the Terms of Use

Continue

Or sign up with...

Sign in with Google

Sign in with Microsoft

1

2

3

4

Create
account

1 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. **2**

FYNCH
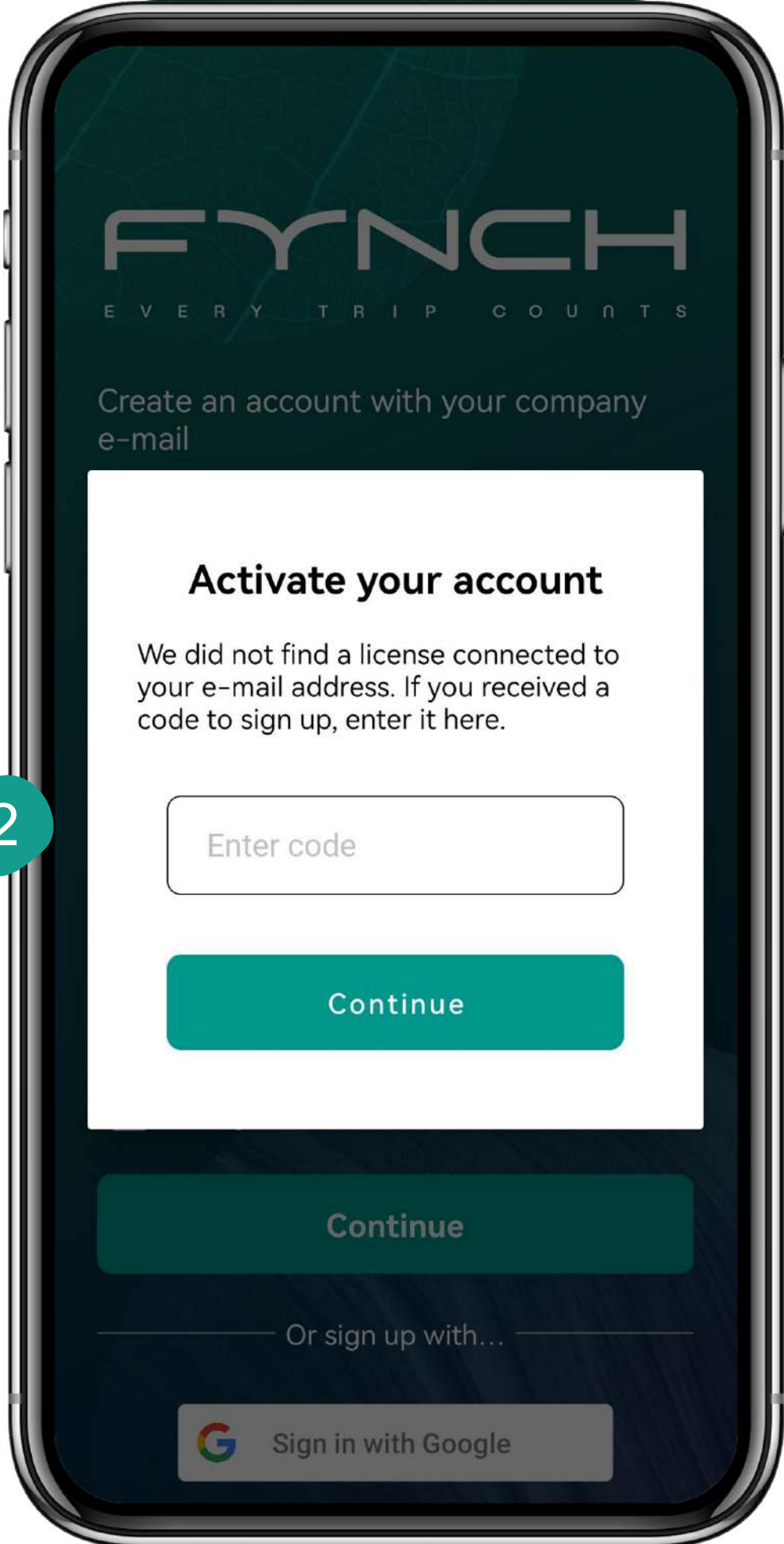
Dashboard

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.
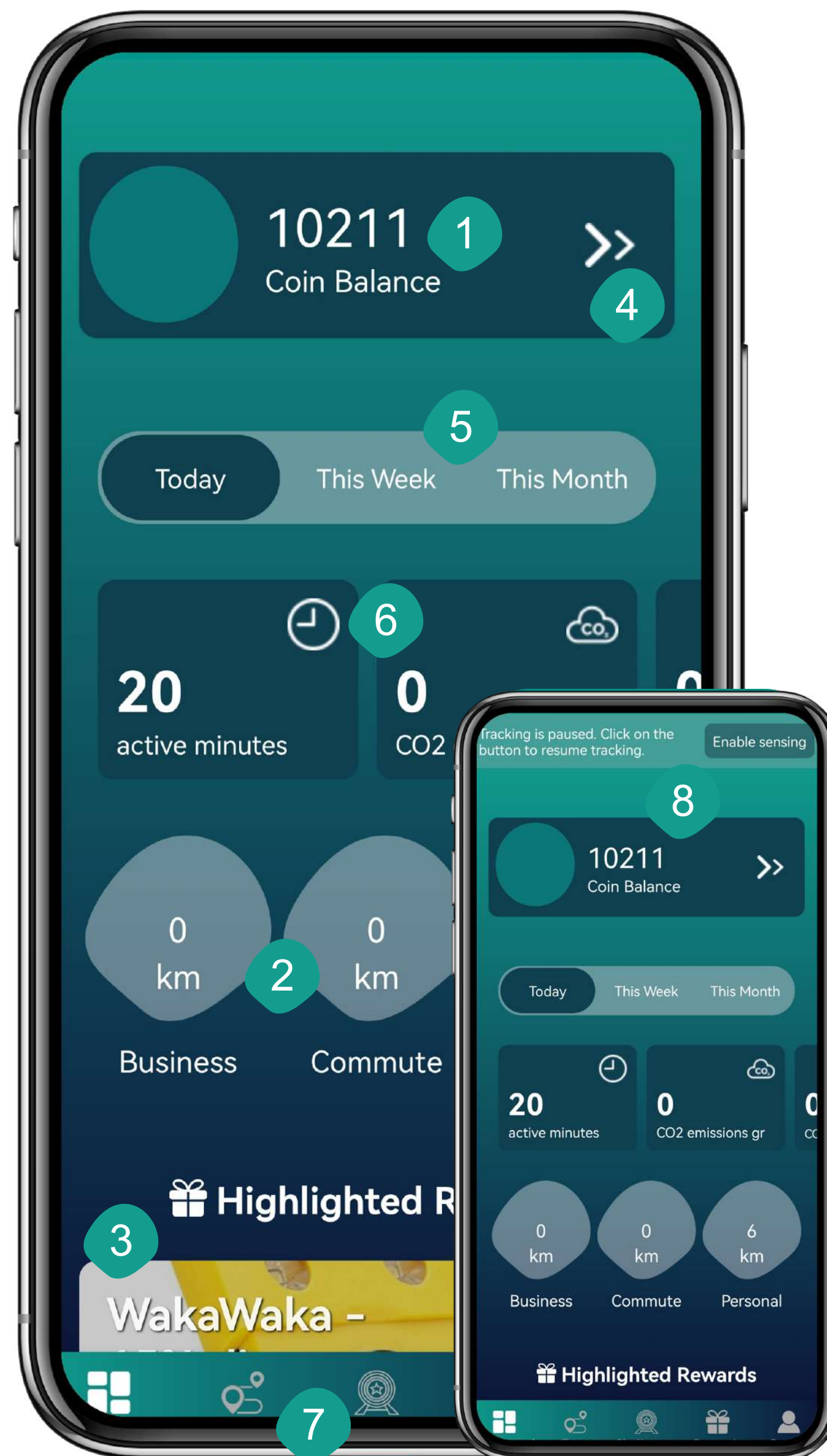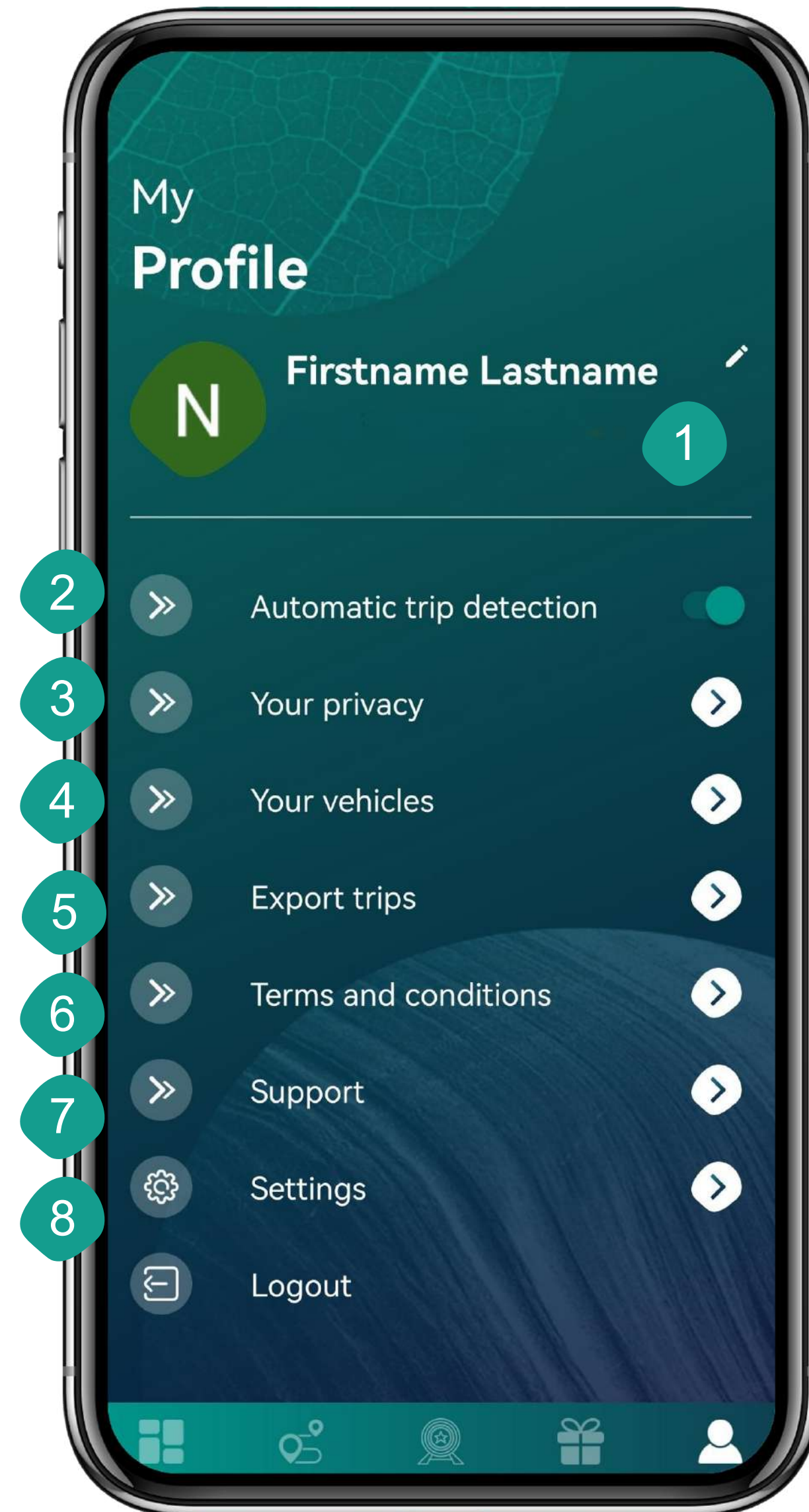
5 Select a time period for which you want to show data in the carrousel (today, this week, this month).

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.
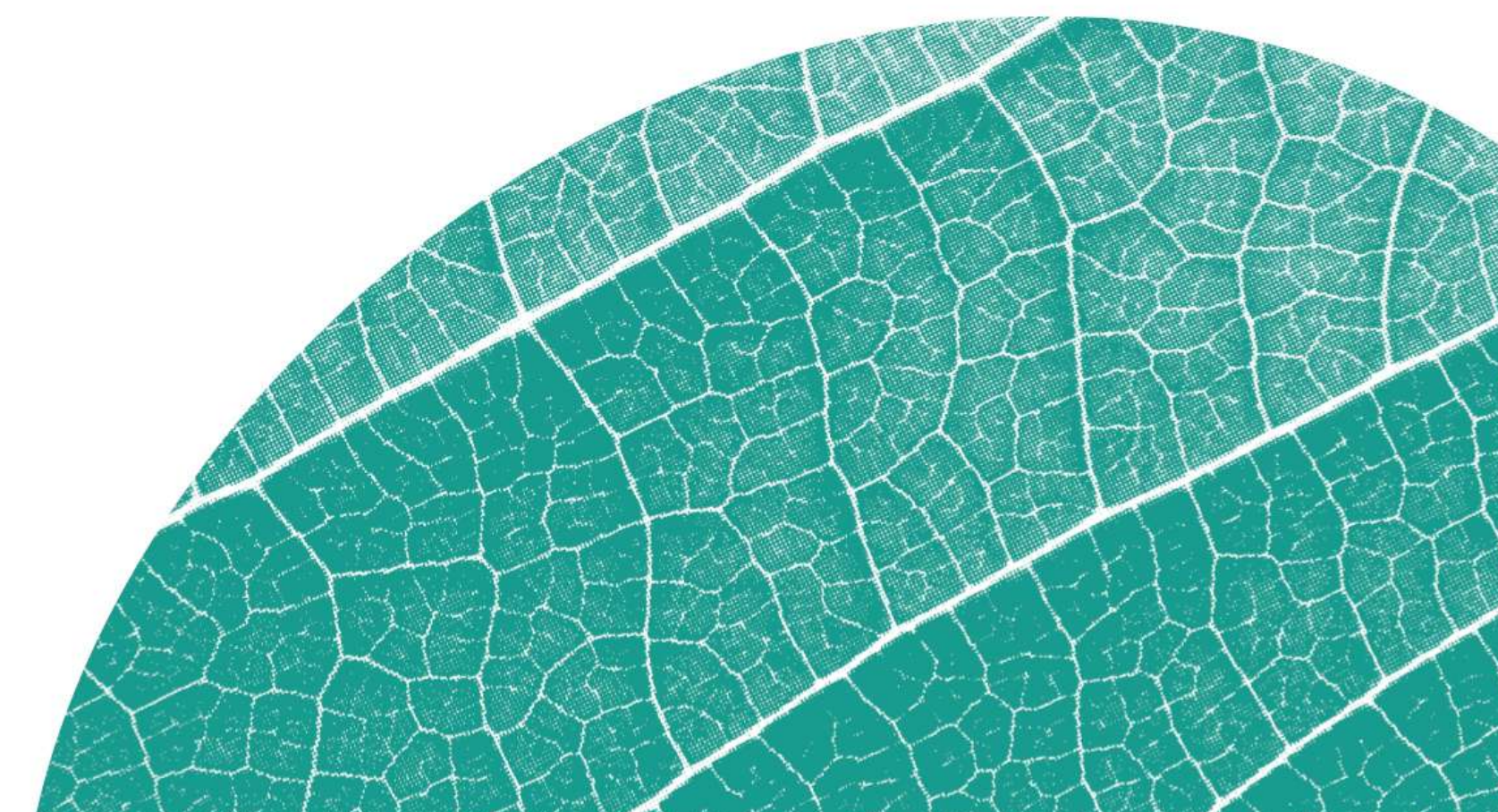
Profile

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.

My Profile

Firstname Lastname

N

1

2 Automatic trip detection

3 Your privacy

4 Your vehicles

5 Export trips

6 Terms and conditions
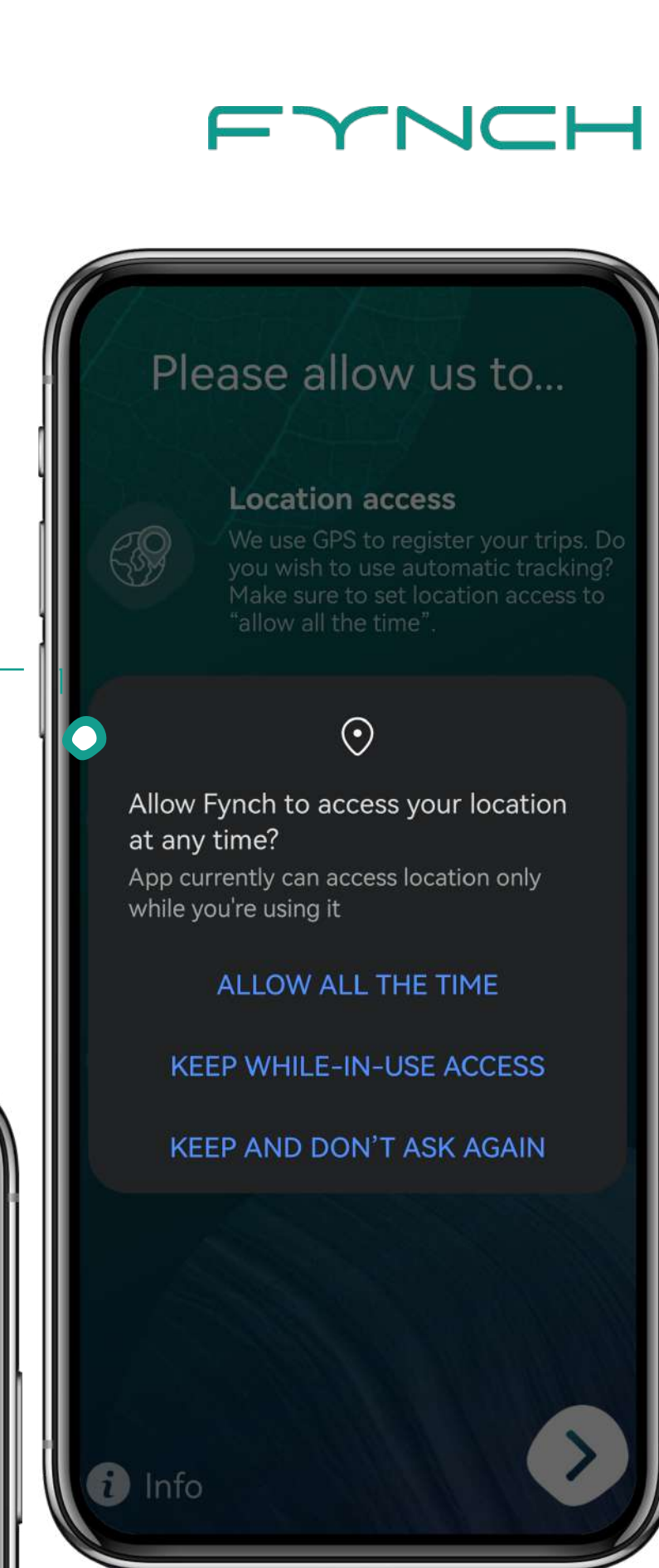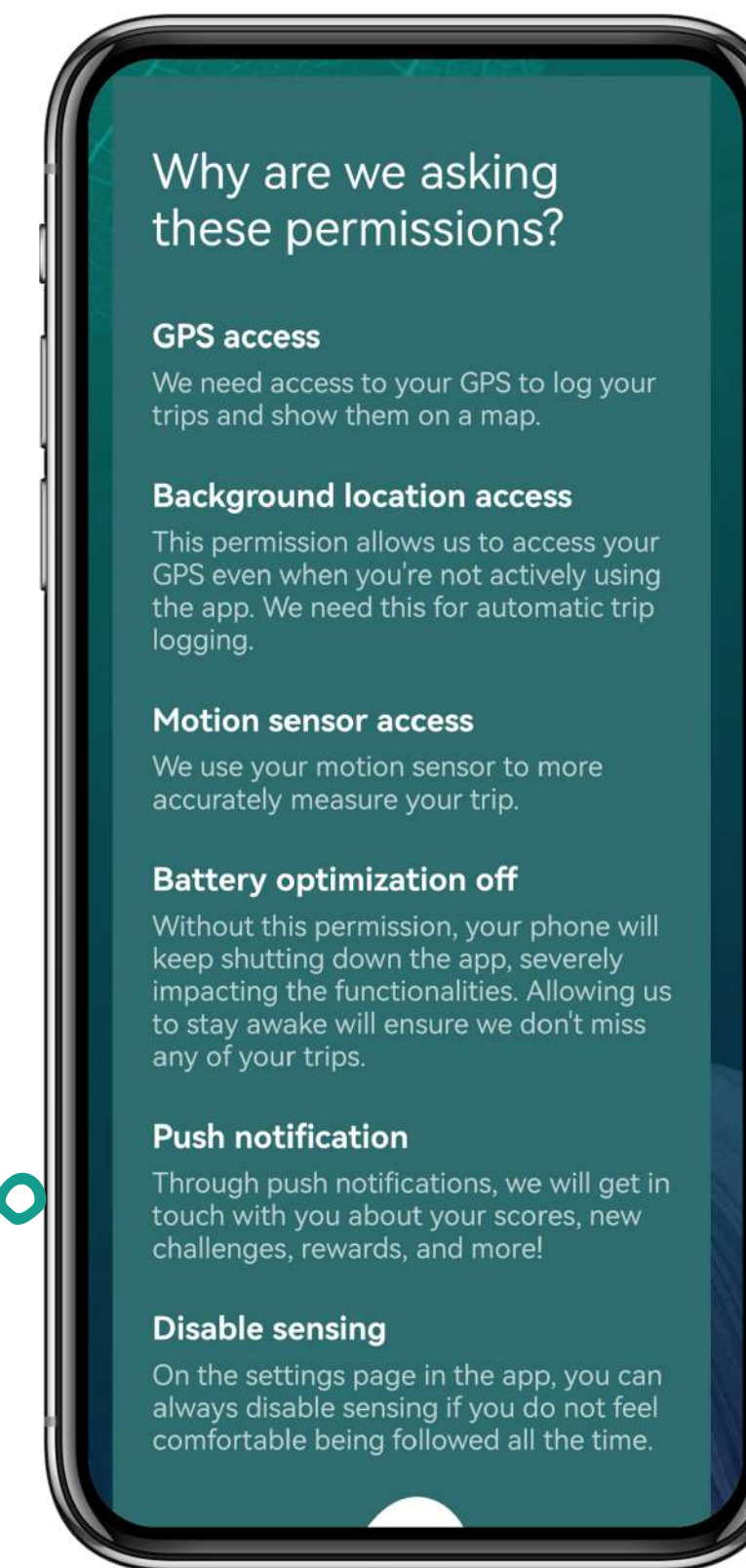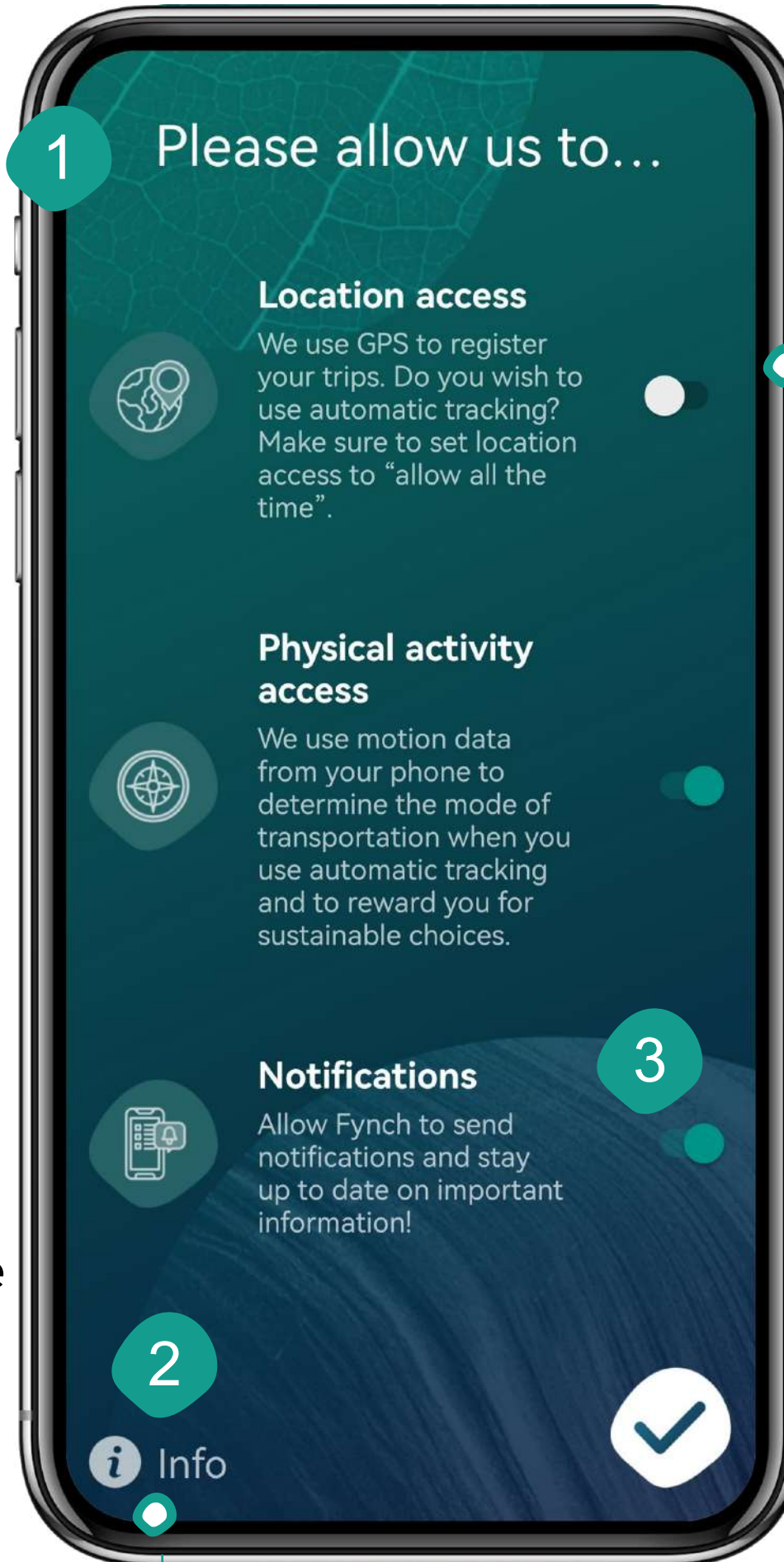
7 Support

8 Settings

Logout

Automatic trip detection

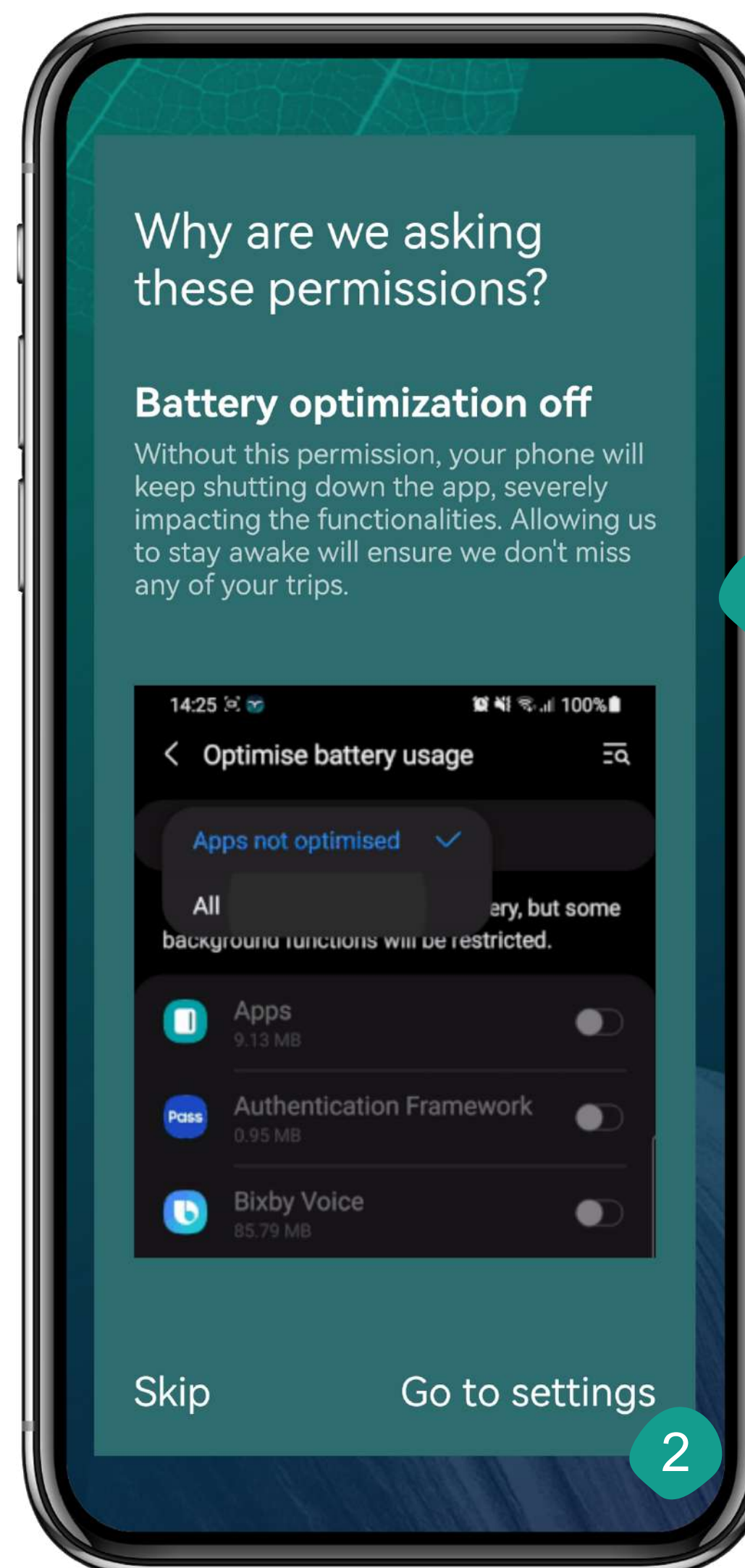All trips uploaded in the app without additional actions from you

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!
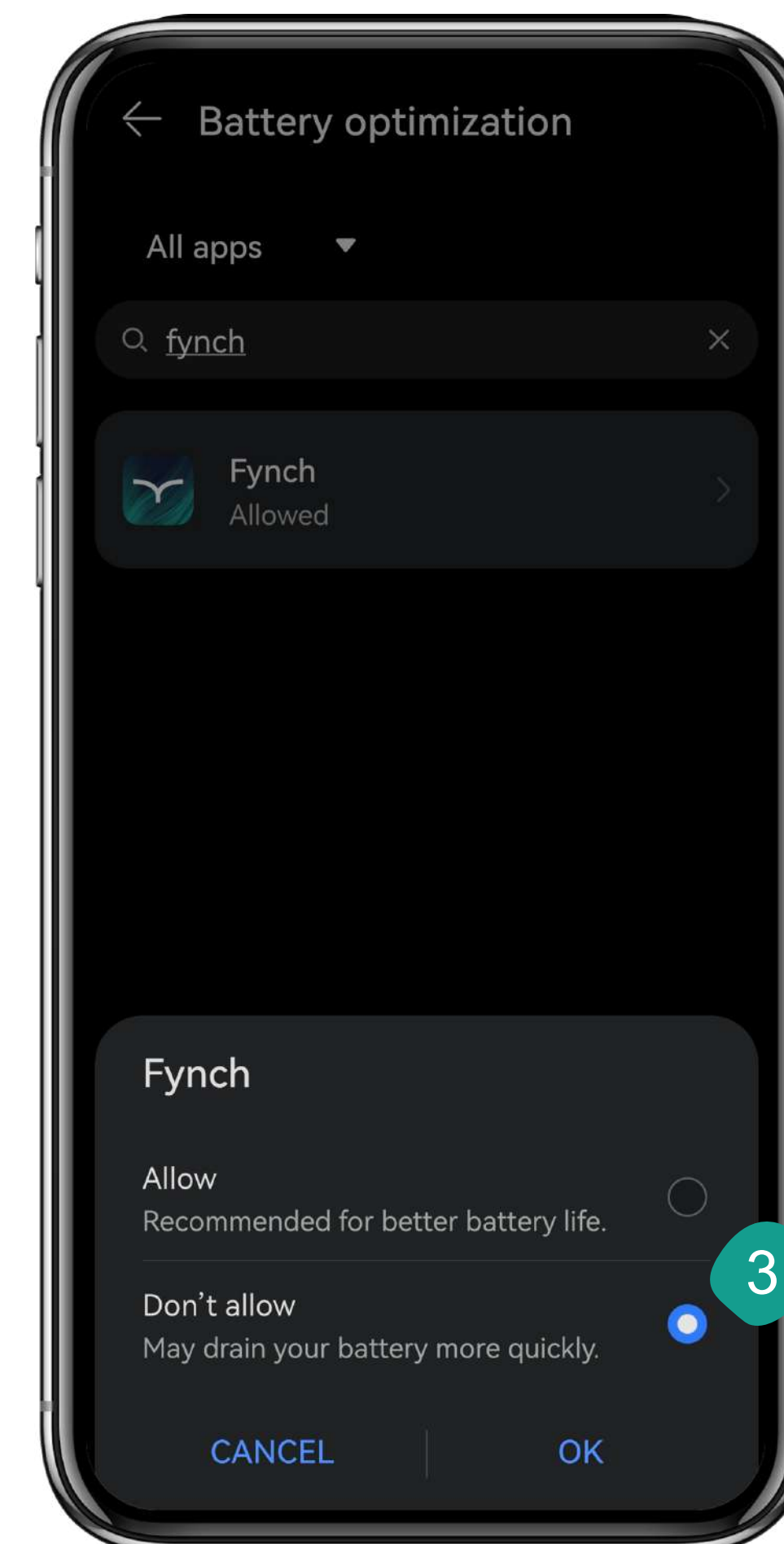

FYNCH

1 Please allow us to...

Location access
We use GPS to register your trips. Do you wish to use automatic tracking? Make sure to set location access to "allow all the time".

Physical activity access
We use motion data from your phone to determine the mode of transportation when you use automatic tracking and to reward you for sustainable choices.

3 **Notifications**
Allow Fynch to send notifications and stay up to date on important information!

2 *i* Info

Please allow us to...

Location access
We use GPS to register your trips. Do you wish to use automatic tracking? Make sure to set location access to "allow all the time".

Allow Fynch to access your location at any time?
App currently can access location only while you're using it

ALLOW ALL THE TIME

KEEP WHILE-IN-USE ACCESS

KEEP AND DON'T ASK AGAIN

i Info

Why are we asking these permissions?

GPS access
We need access to your GPS to log your trips and show them on a map.

Background location access
This permission allows us to access your GPS even when you're not actively using the app. We need this for automatic trip logging.

Motion sensor access
We use your motion sensor to more accurately measure your trip.

Battery optimization off
Without this permission, your phone will keep shutting down the app, severely impacting the functionalities. Allowing us to stay awake will ensure we don't miss any of your trips.

Push notification
Through push notifications, we will get in touch with you about your scores, new challenges, rewards, and more!

Disable sensing
On the settings page in the app, you can always disable sensing if you do not feel comfortable being followed all the time.

FYNCH

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.
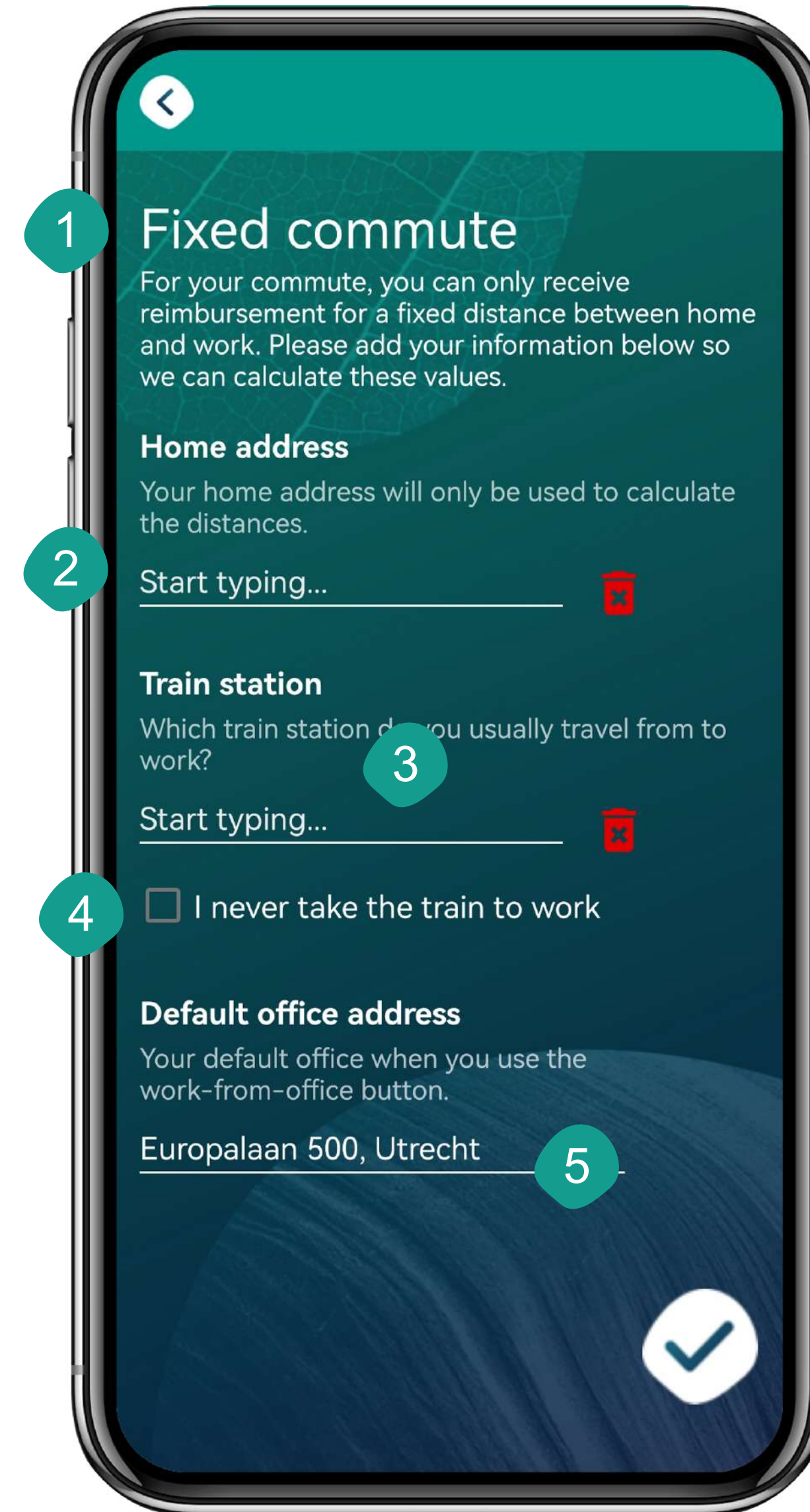

Why are we asking these permissions?

Battery optimization off
Without this permission, your phone will keep shutting down the app, severely impacting the functionalities. Allowing us to stay awake will ensure we don't miss any of your trips.

14:25 100%
< Optimise battery usage

Apps not optimised ✓

All ...ery, but some
background functions will be restricted.

Apps 9.13 MB

Authentication Framework 0.95 MB

Bixby Voice 85.79 MB

Skip   Go to settings

← Battery optimization

All apps ▼

🔍 fynch ✕

Fynch
Allowed

Fynch

Allow
Recommended for better battery life.

Don't allow
May drain your battery more quickly.

CANCEL   OK

Office day

Easy manual registration with the Office Day toggle

1   If enabled by your employer, you can find the Your addresses page on the Profile page. Here, you can enter the information we need to calculate the travel distance between your home and office or fixed work location. After the information is added, you can use the Office Day toggle on the Trips page.

Fixed commute

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
Your home address will only be used to calculate the distances.

Start typing...

Train station
Which train station do you usually travel from to work?

Start typing...

☐ I never take the train to work

Default office address
Your default office when you use the work-from-office button.

Europalaan 500, Utrecht

2   Enter your home address. This address is only used to calculate the distance and create the trips.

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 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.
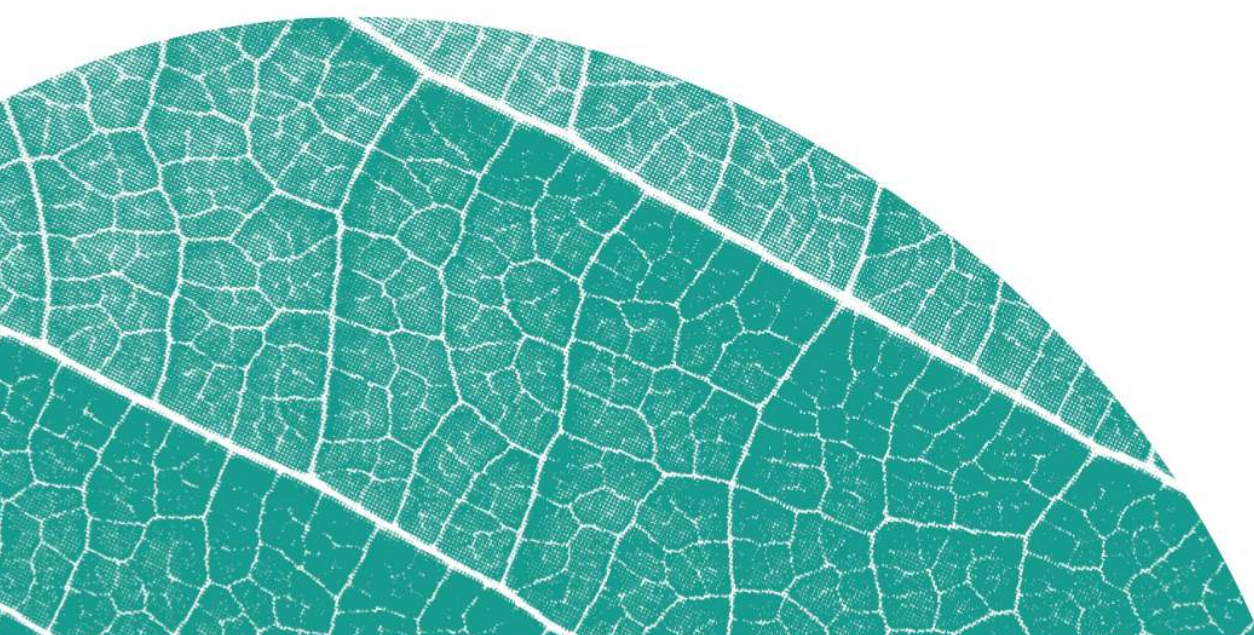
Add a **vehicle**

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.
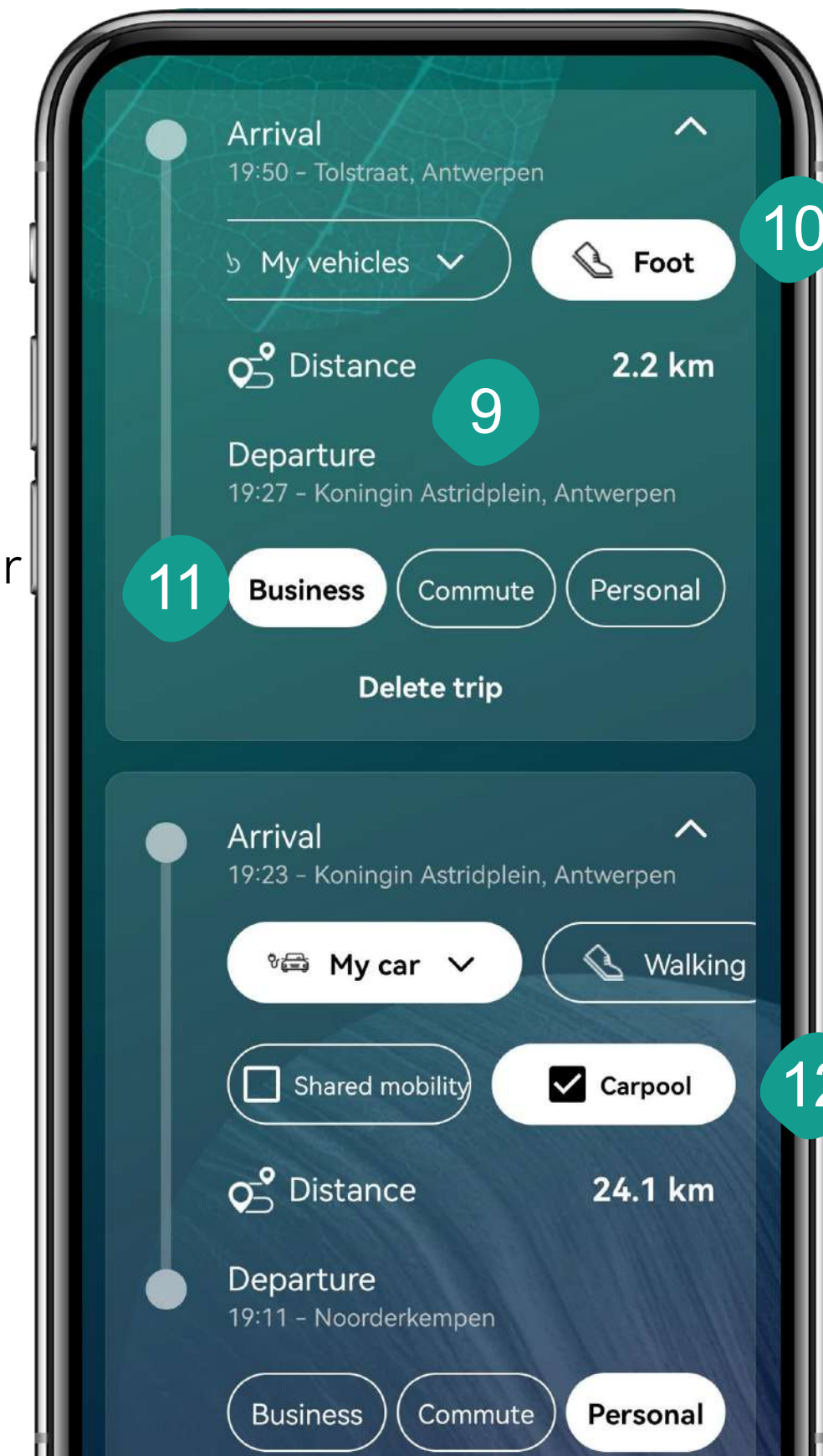
FYNCH
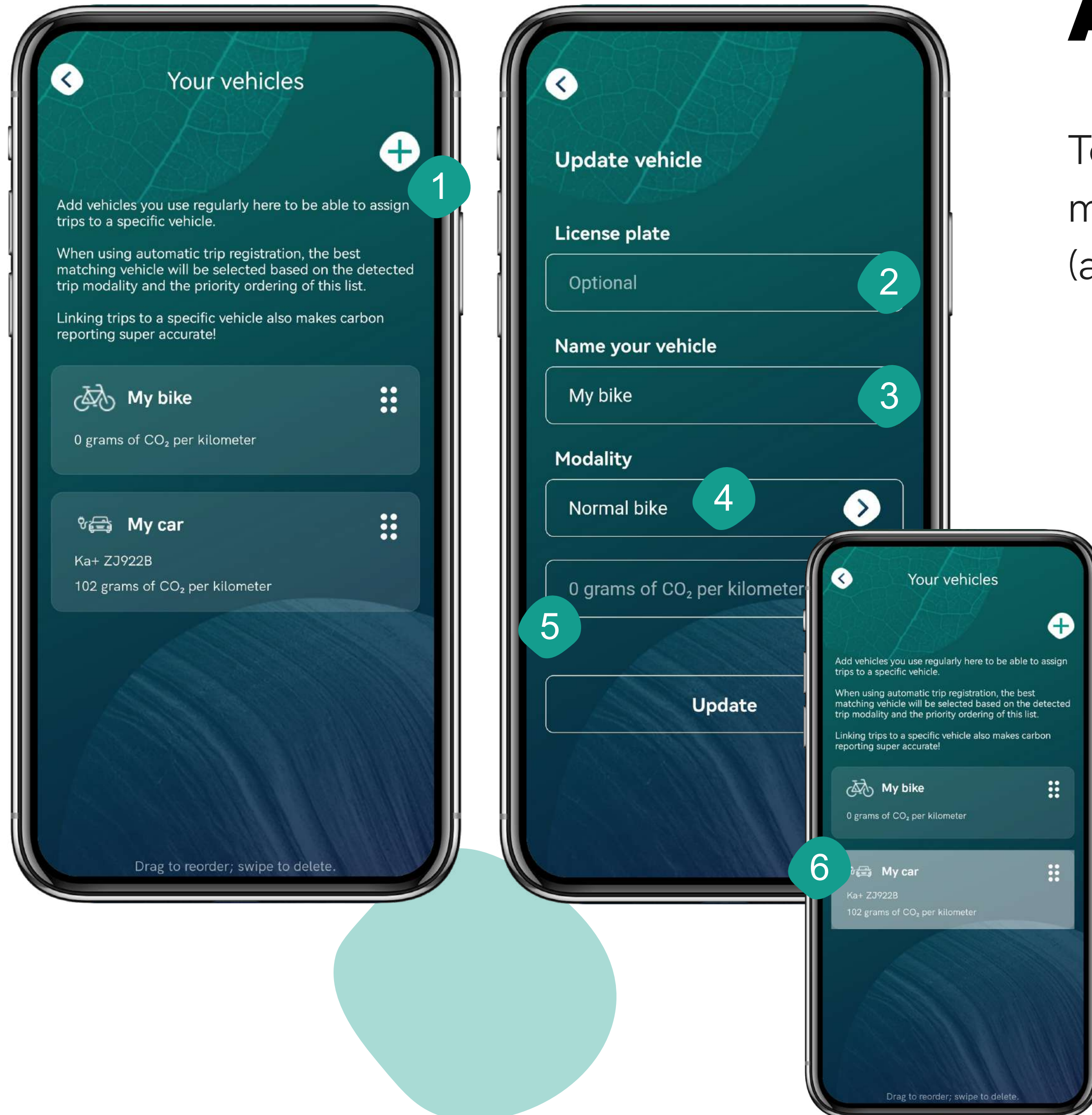
Trips

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.
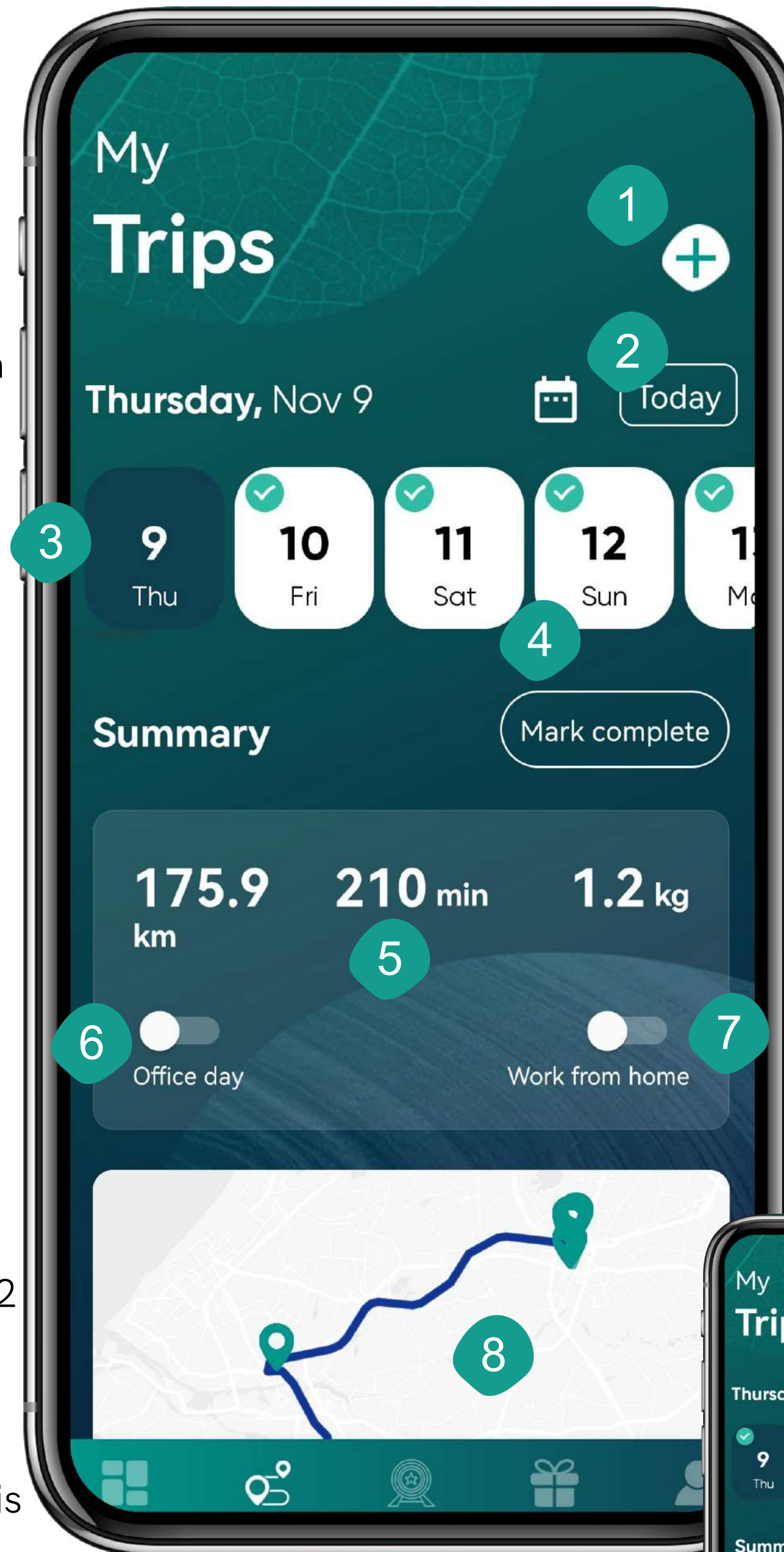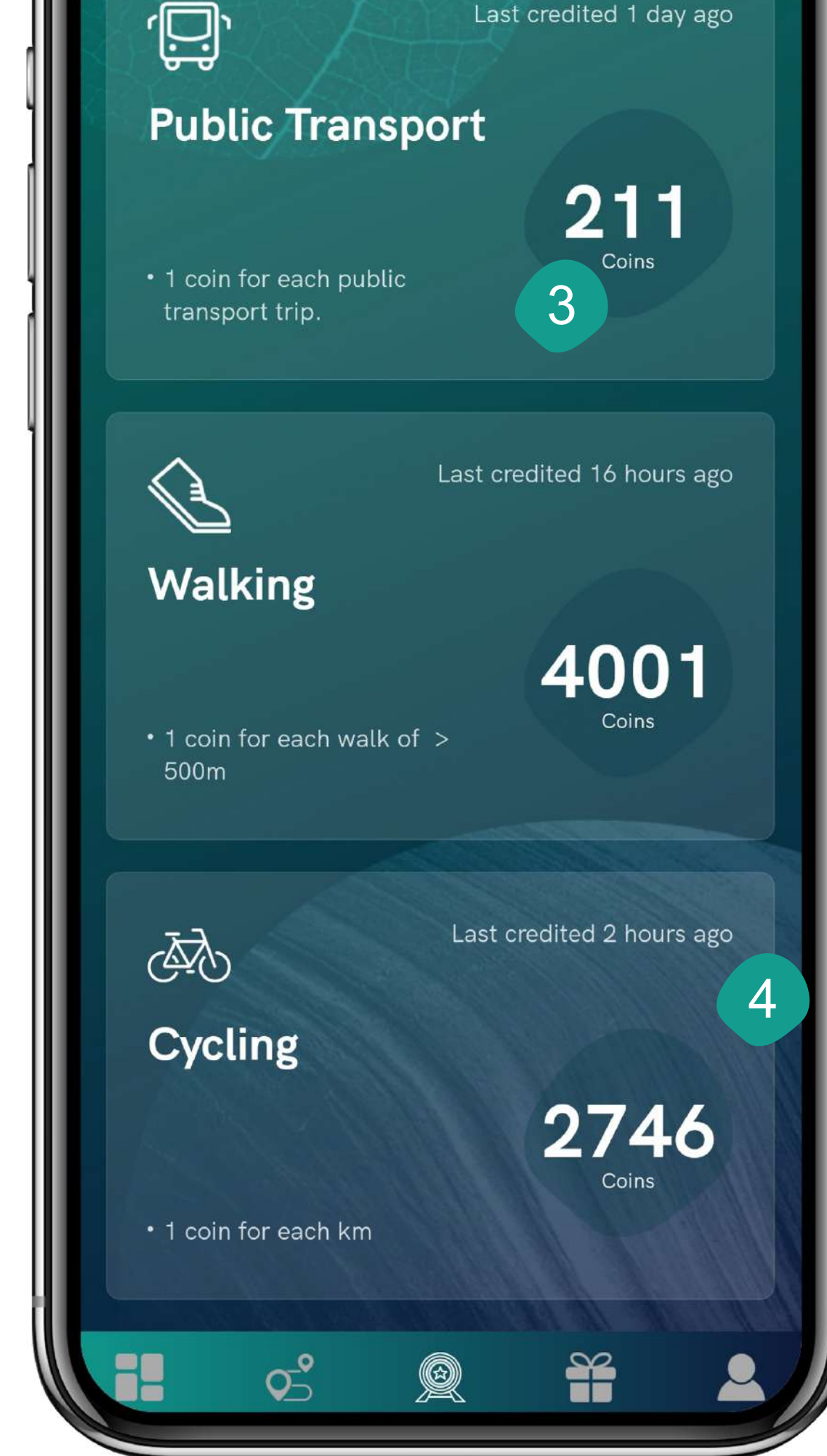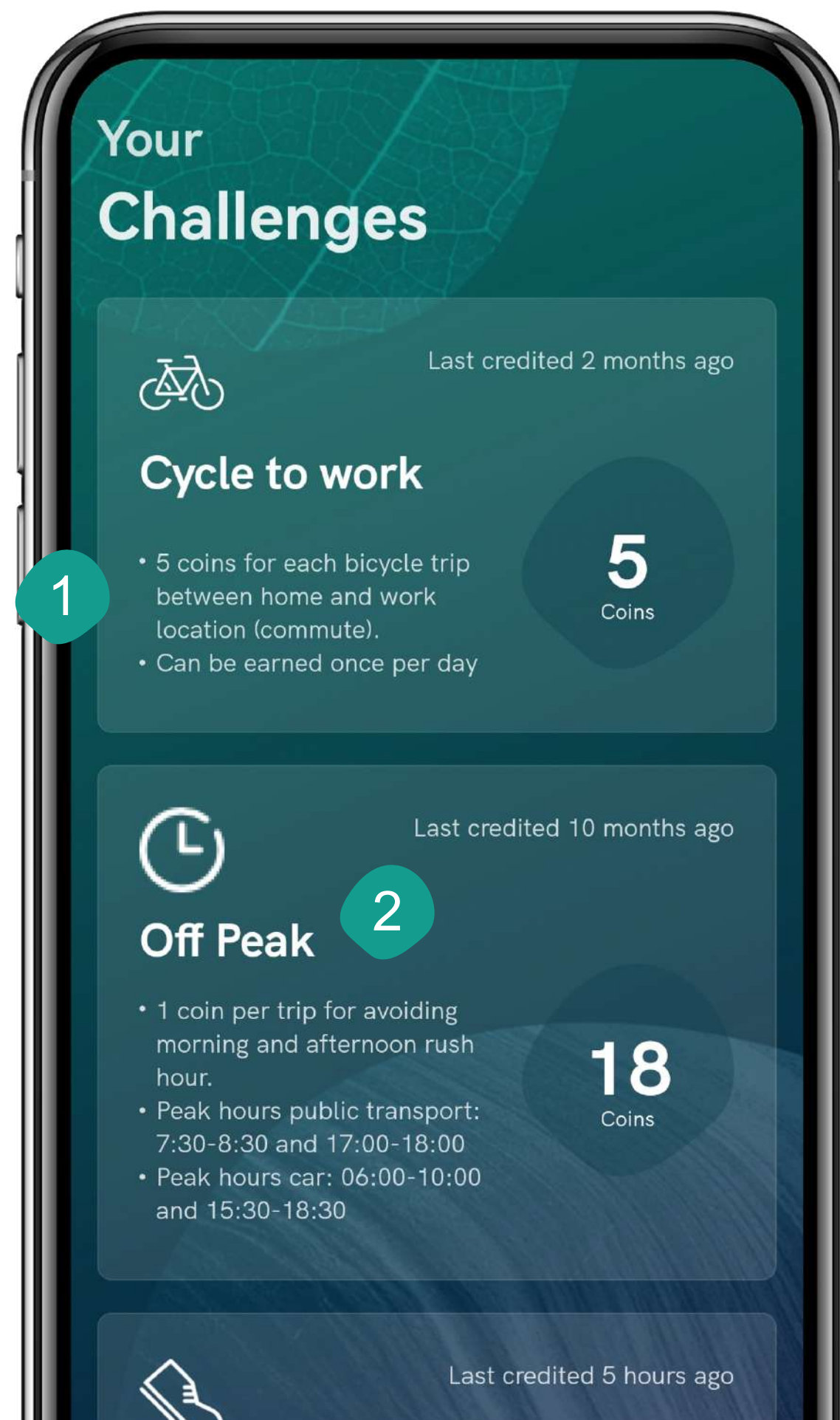
7 Use this toggle to mark a certain day as work from home day.

8 Automatically registrered 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.
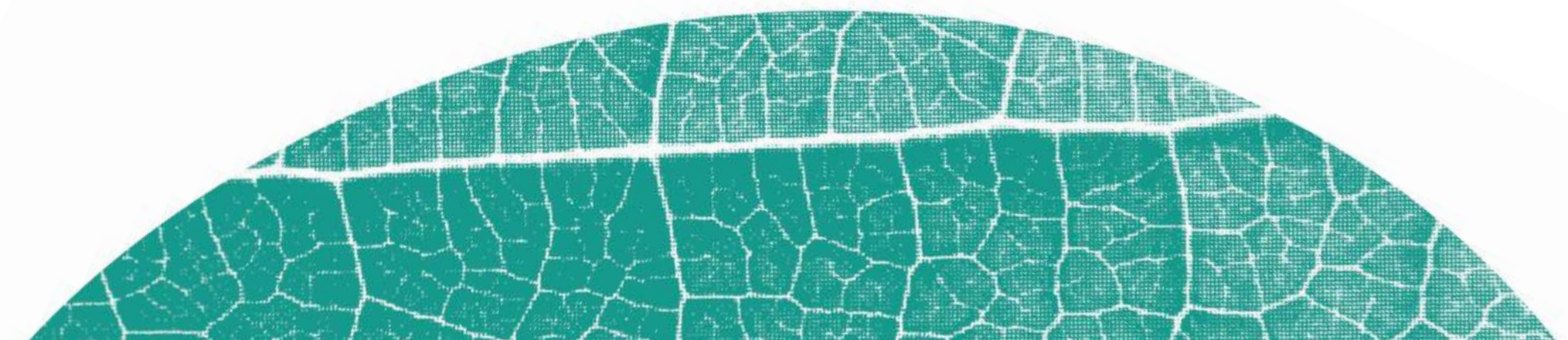
Cha**llenges**

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

Public Transport

Last credited 1 day ago

211
Coins

• 1 coin for each public transport trip.

3

Walking

Last credited 16 hours ago

4001
Coins

• 1 coin for each walk of > 500m

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

Cycling

Last credited 2 hours ago

4

2746
Coins

• 1 coin for each km

Your Challenges

Cycle to work

Last credited 2 months ago

5
Coins

• 5 coins for each bicycle trip between home and work location (commute).
• Can be earned once per day

1

1 Explanation of the conditions of the challenge.

Off Peak

Last credited 10 months ago

2

18
Coins

• 1 coin per trip for avoiding morning and afternoon rush hour.
• Peak hours public transport: 7:30-8:30 and 17:00-18:00
• Peak hours car: 06:00-10:00 and 15:30-18:30

2 Challenge name.

4 How long ago you last earned coins with this challenge.
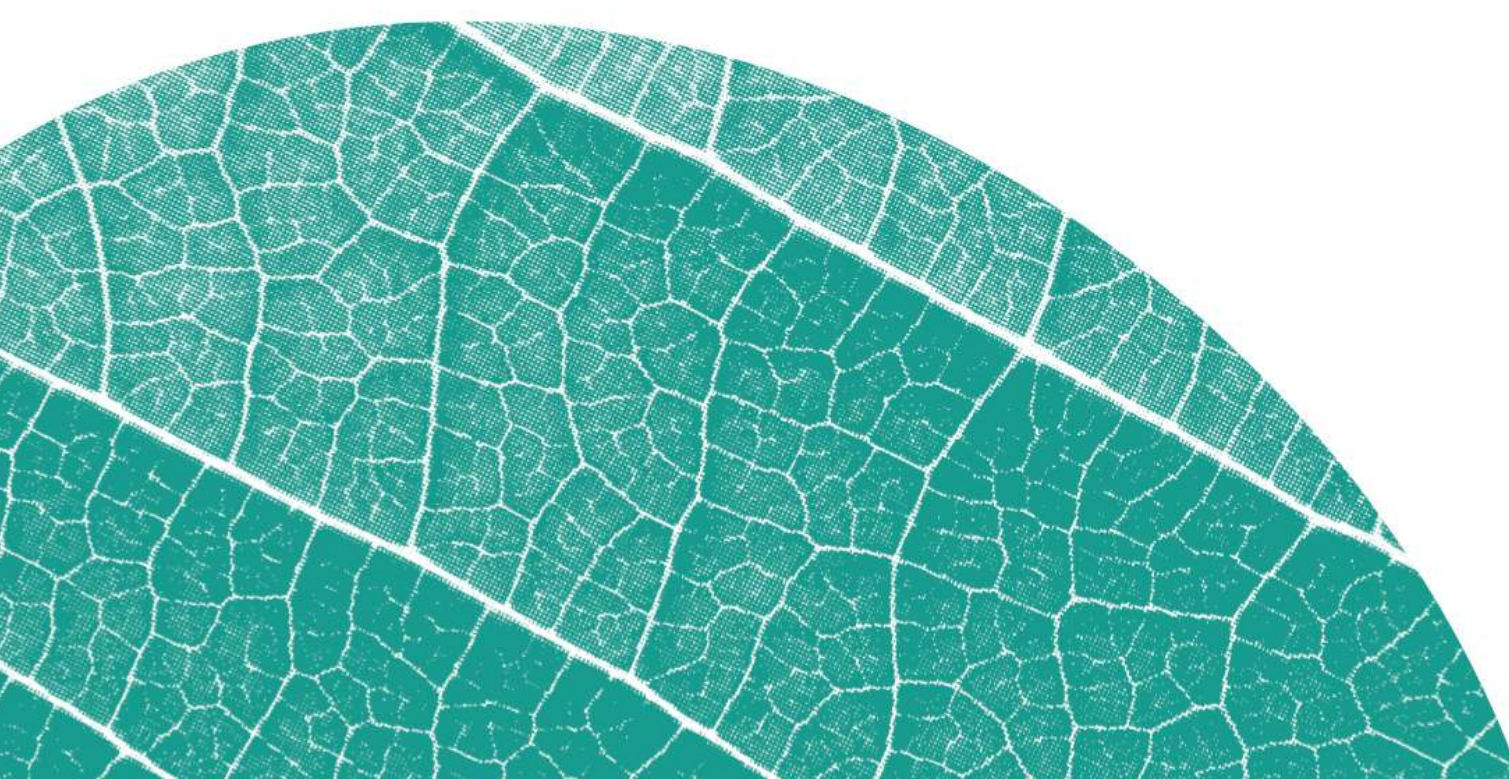
Last credited 5 hours ago

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.
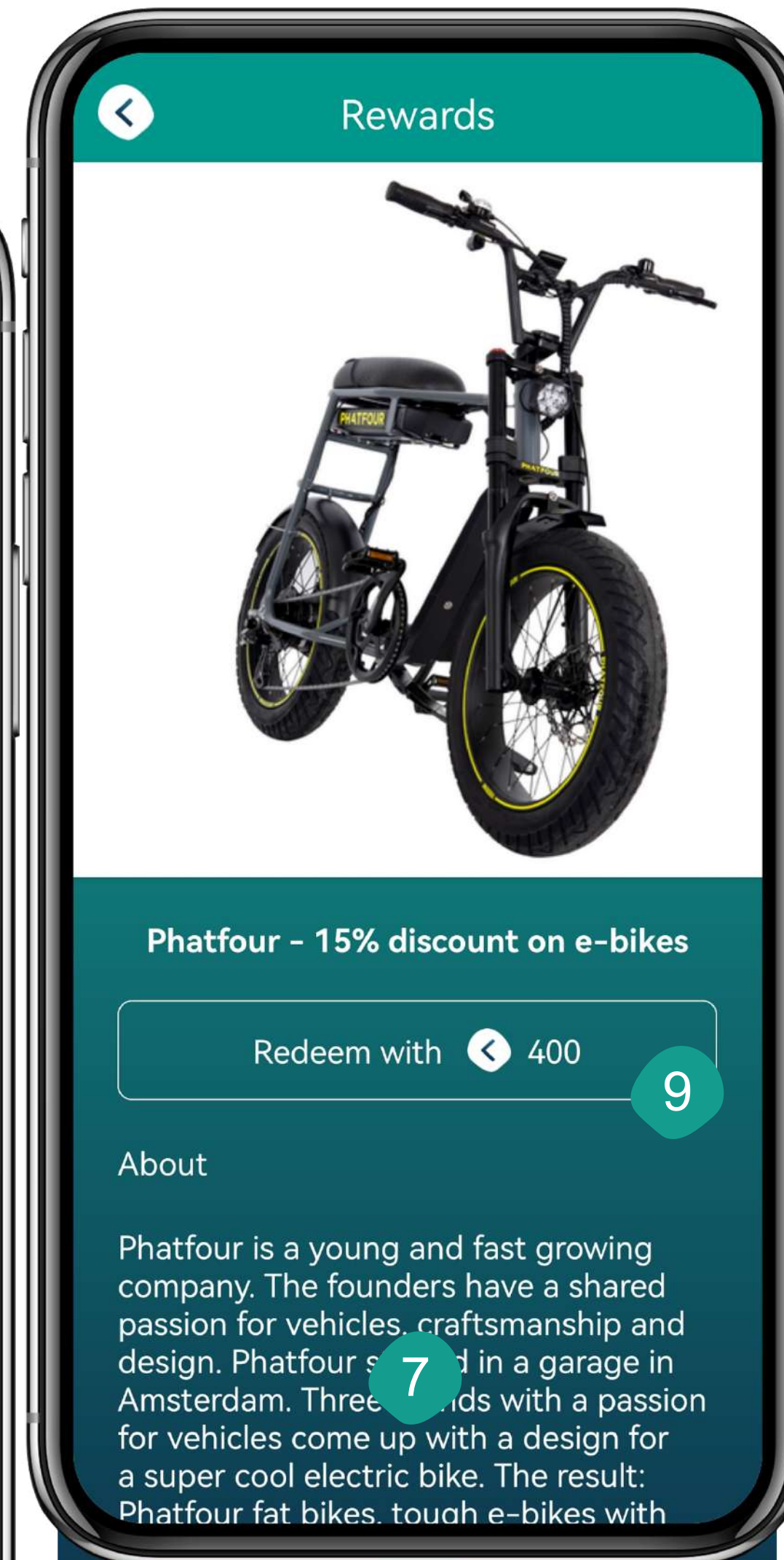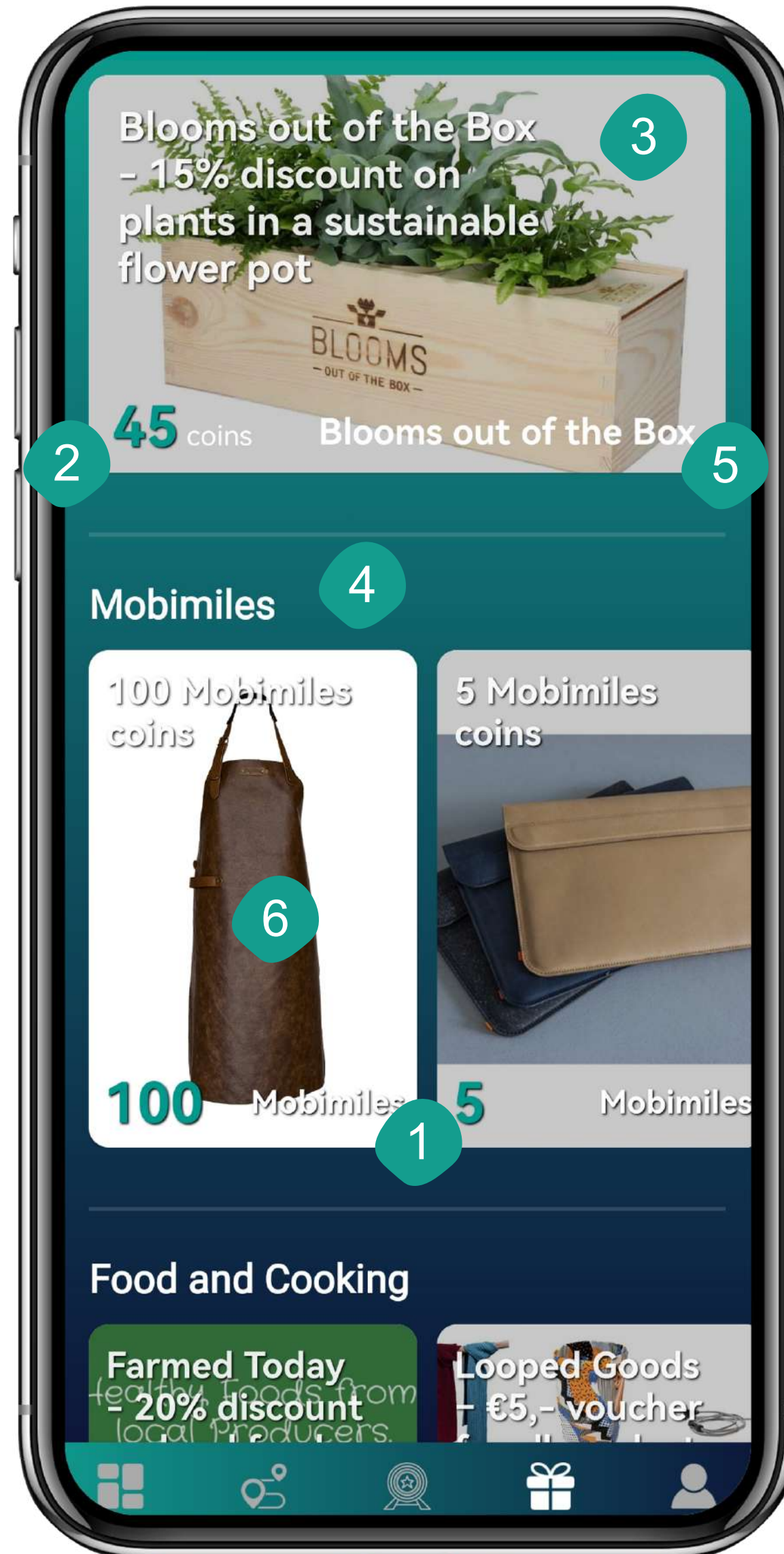
7 Short explanation about the reward partner and the exact details of the reward.

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 transation. Within a few minutes you will receive and e-mail with the voucher code and further instructions. You can use the voucher code to claim your reward at our partner's website.

Blooms out of the Box – 15% discount on plants in a sustainable flower pot

45 coins   Blooms out of the Box

Mobimiles

100 Mobimiles coins

5 Mobimiles coins

100 Mobimiles

5 Mobimiles

Food and Cooking

Farmed Today – 20% discount

Looped Goods – €5,- voucher

Rewards

Phatfour - 15% discount on e-bikes

Redeem with   400

About

Phatfour is a young and fast growing company. The founders have a shared passion for vehicles, craftsmanship and design. Phatfour started in a garage in Amsterdam. Three friends with a passion for vehicles come up with a design for a super cool electric bike. The result: Phatfour fat bikes, tough e-bikes with

Phatfour are all the accessories with which you can completely adjust a Phatfour to your taste. With this code you get a 15% discount on a phatfour e-bike.

Go to Phatfour

FYNCH

EVERY TRIP COUNTS