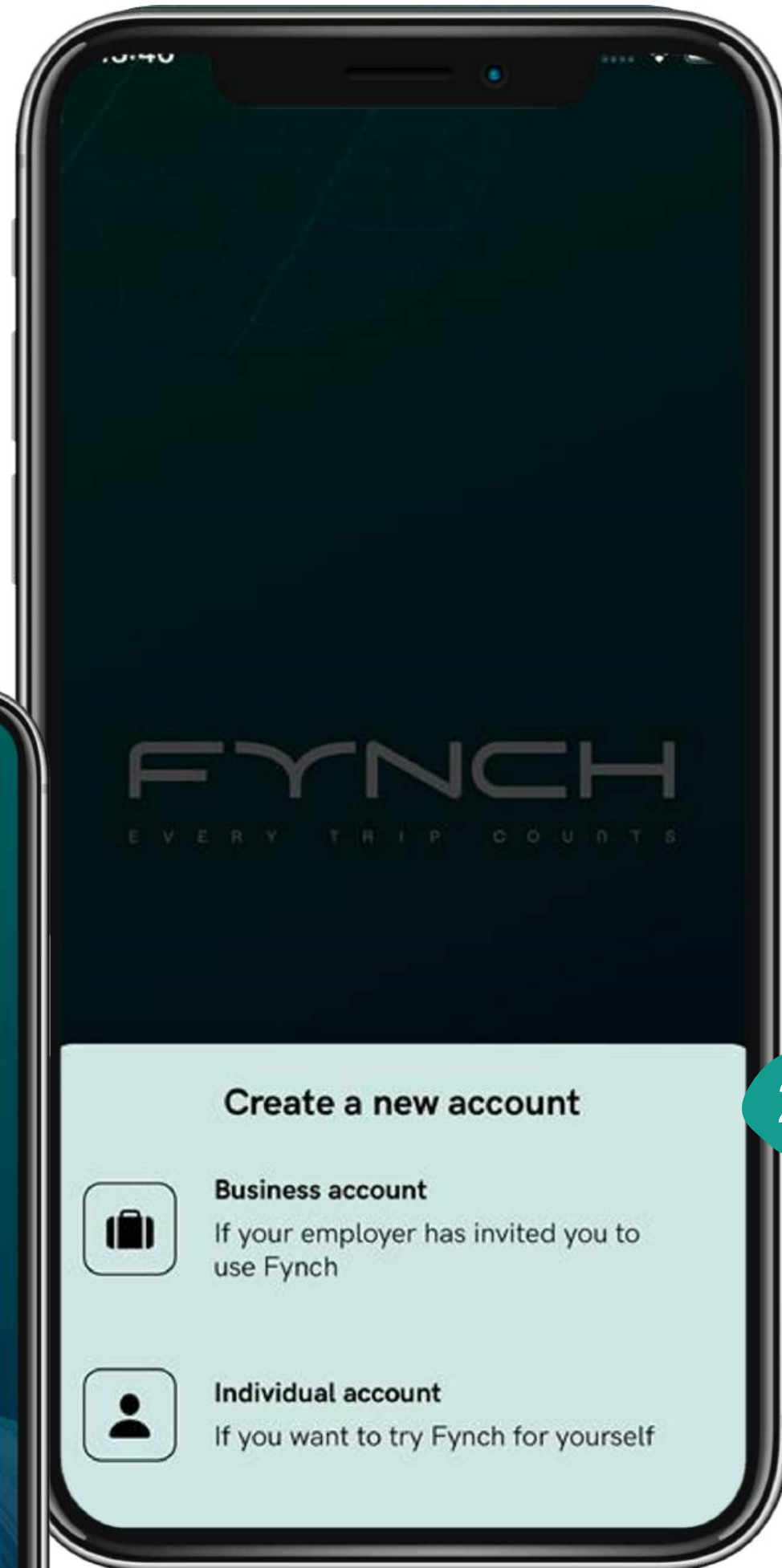


FYNCH
EVERY TRIP COUNTS

USER MANUAL

Create account

Choose if you want to sign in or create an account

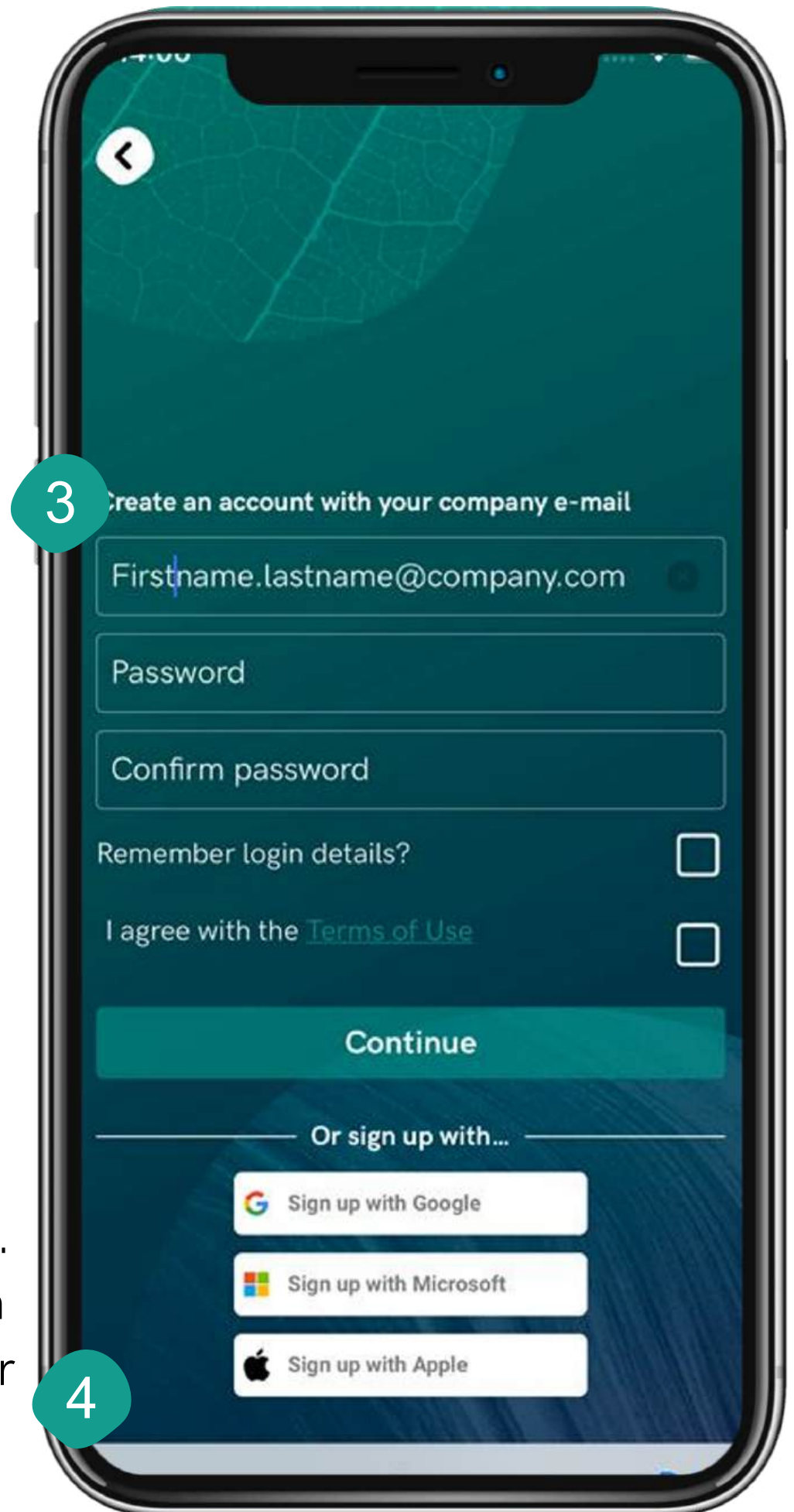


Select business or individual account. Has your employer invited you to use Fynch? In that case, select Business account.

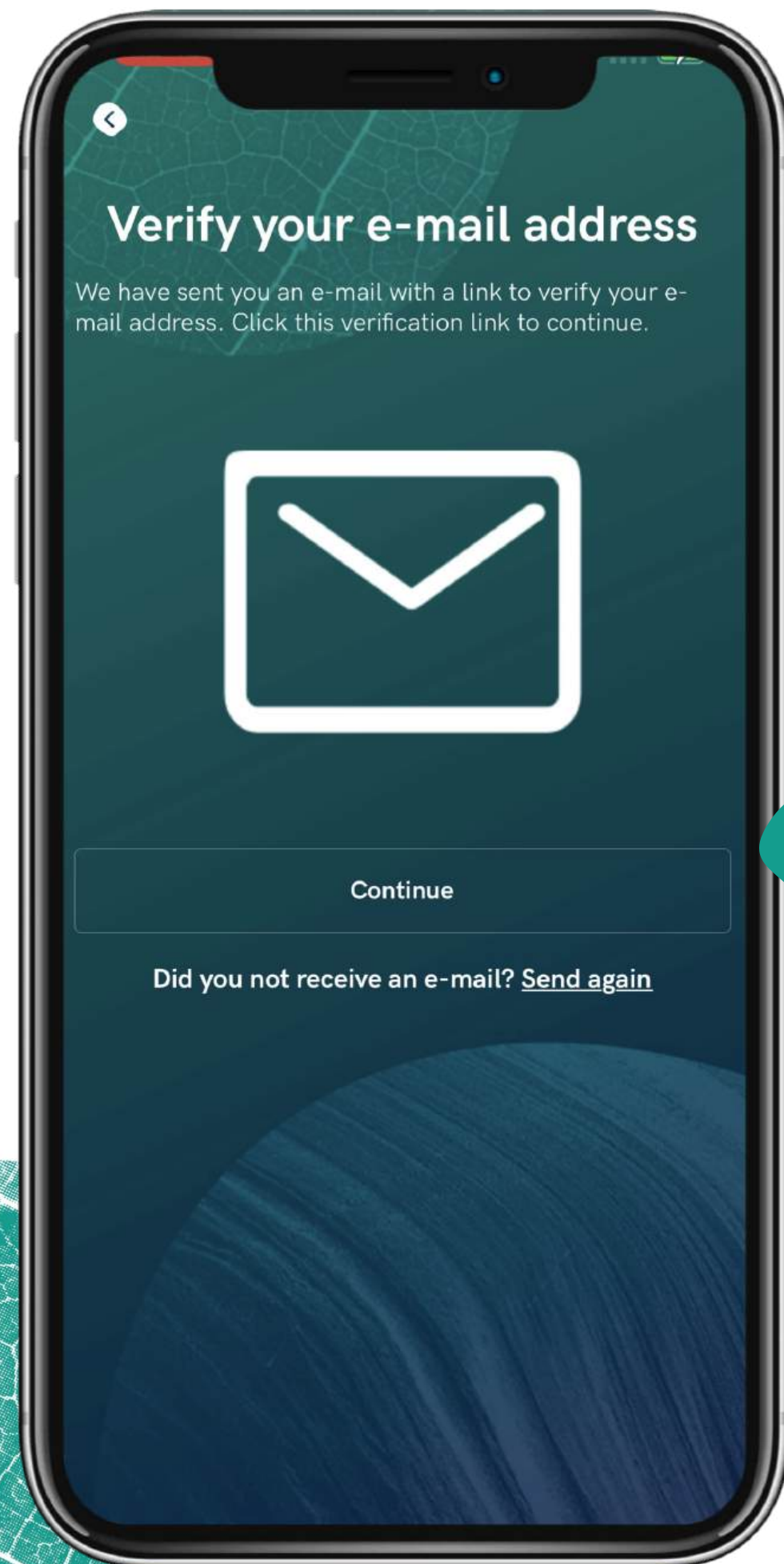
Add your (company) e-mail address and create a password. The password should meet the following requirements:

- 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, Microsoft, or Apple 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.

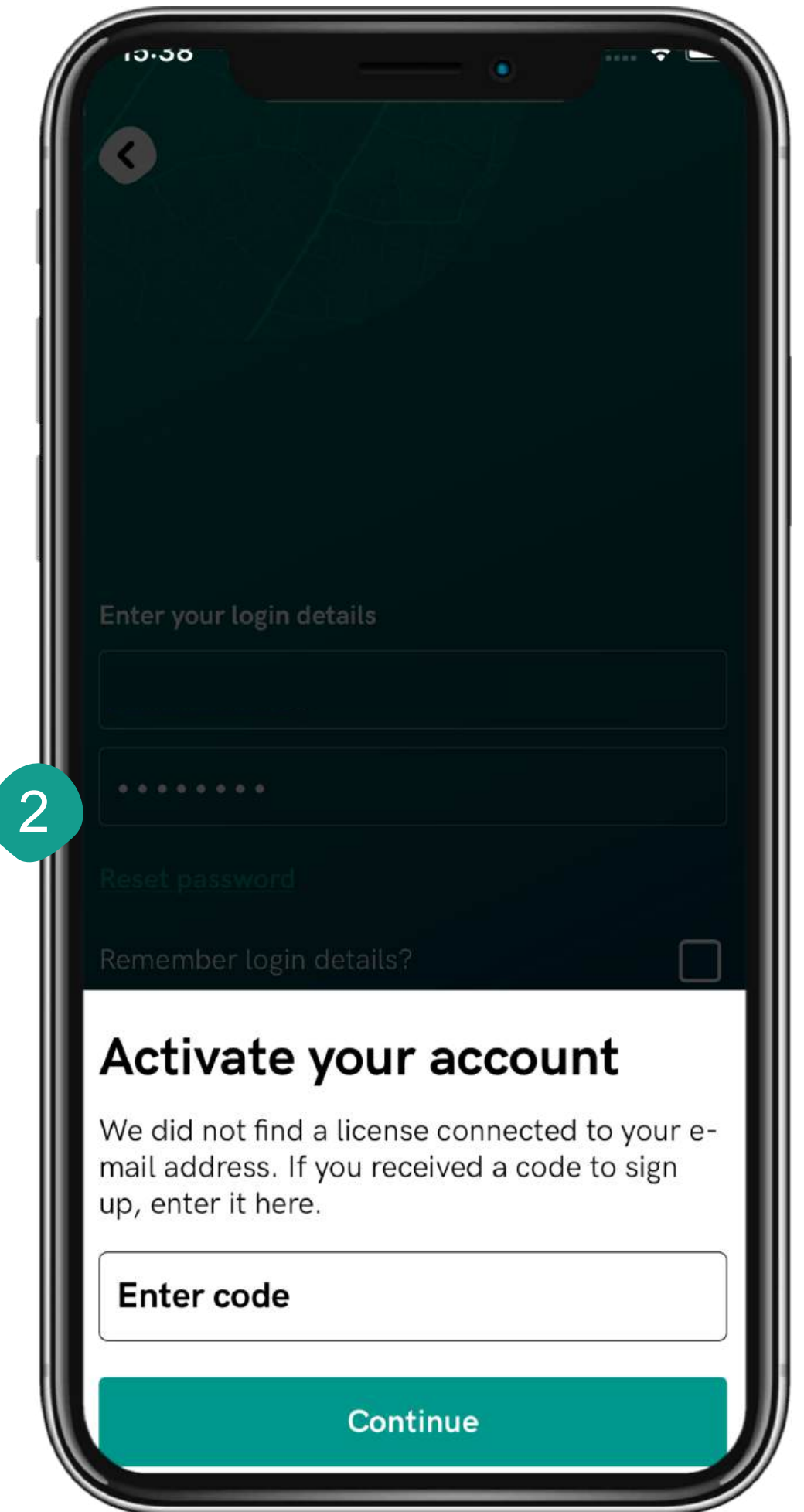


Create account



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.

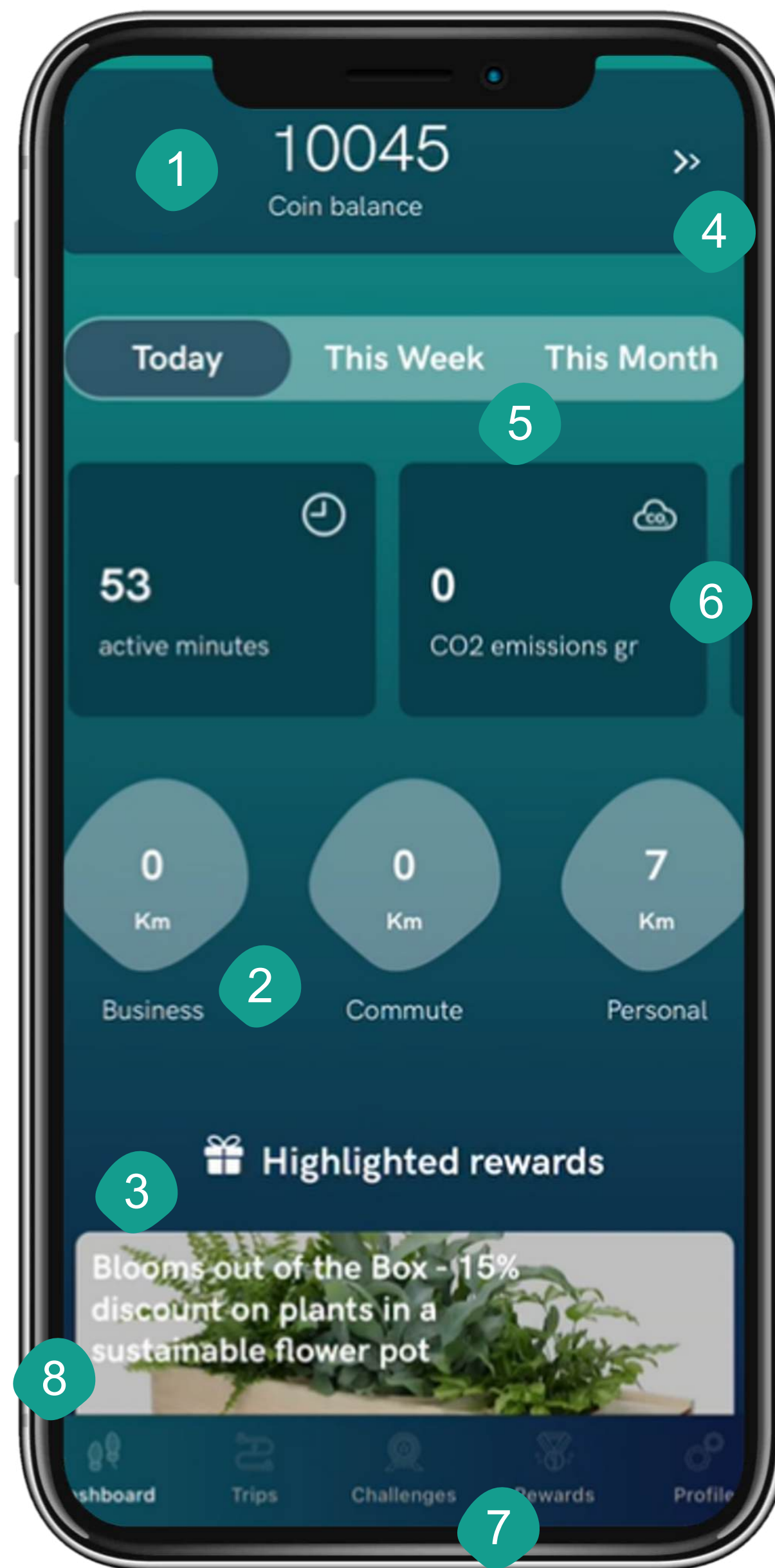
Depending on the type of license you have, we can either recognize your e-mail domain, or we ask you to enter a license code. If the latter is the case, you should have received a license code, which you can enter here. Did you not receive a license code? Go back (tap outside the white box) and sign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



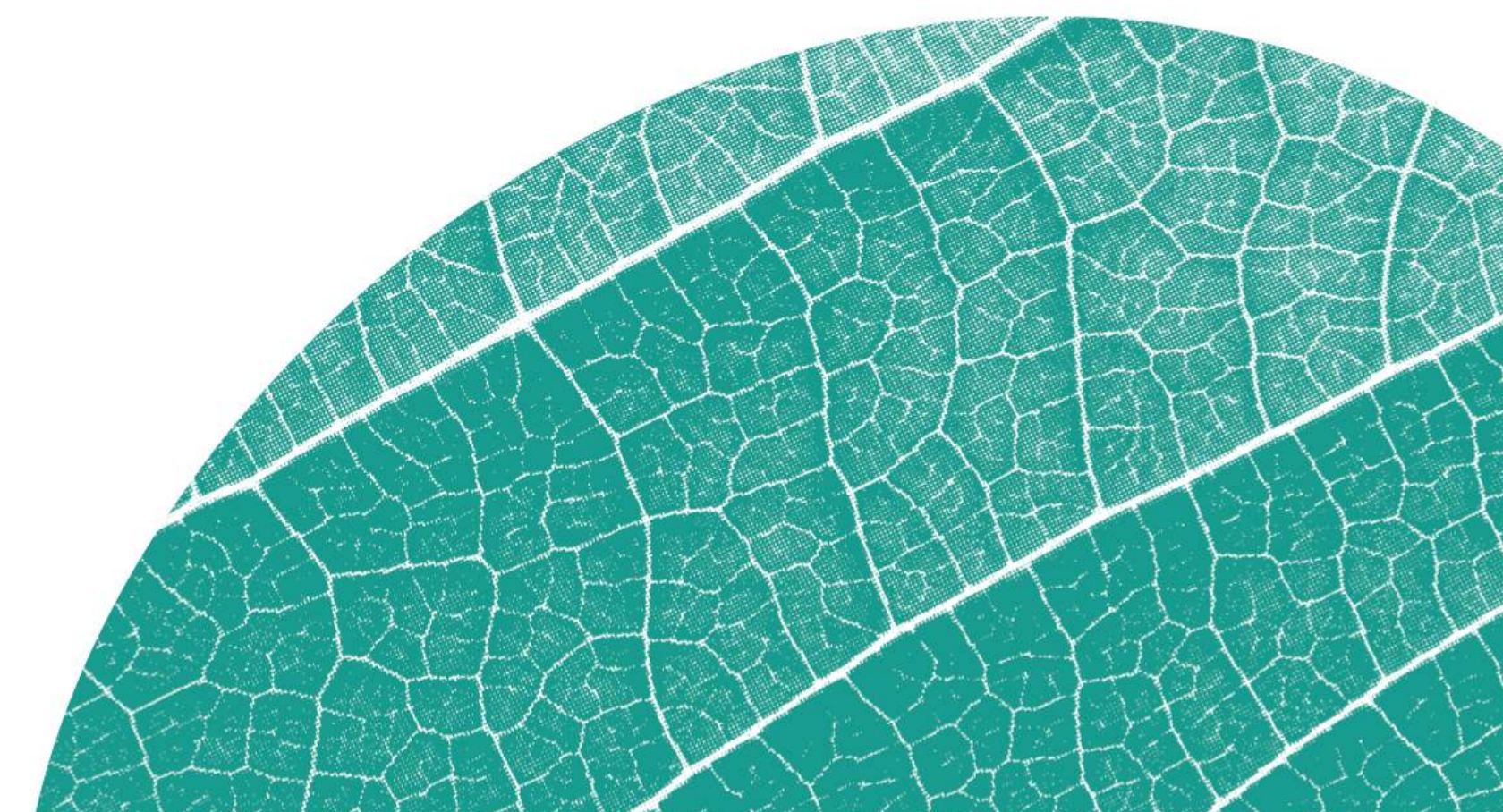
Dashboard

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.



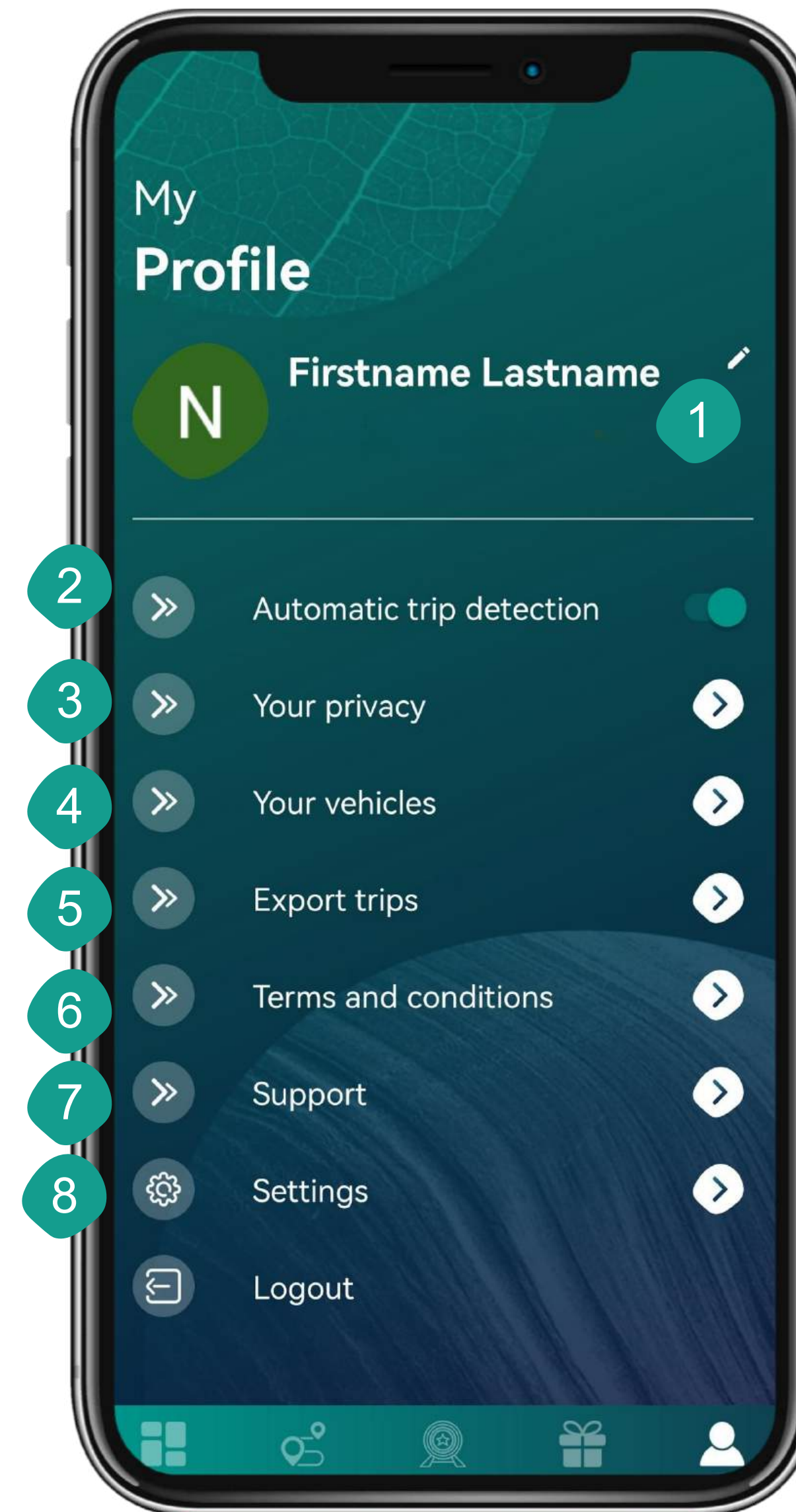
- 5 Select a time period for which you want to show data in the carousel (today, this week, this month).
- 6 Carousel: swipe left to see your data over the selected period: CO2 emissions, kilometers traveled, activity.
- 7 Tap here to go to another page.
- 8 In case anything is set up incorrectly, you 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.

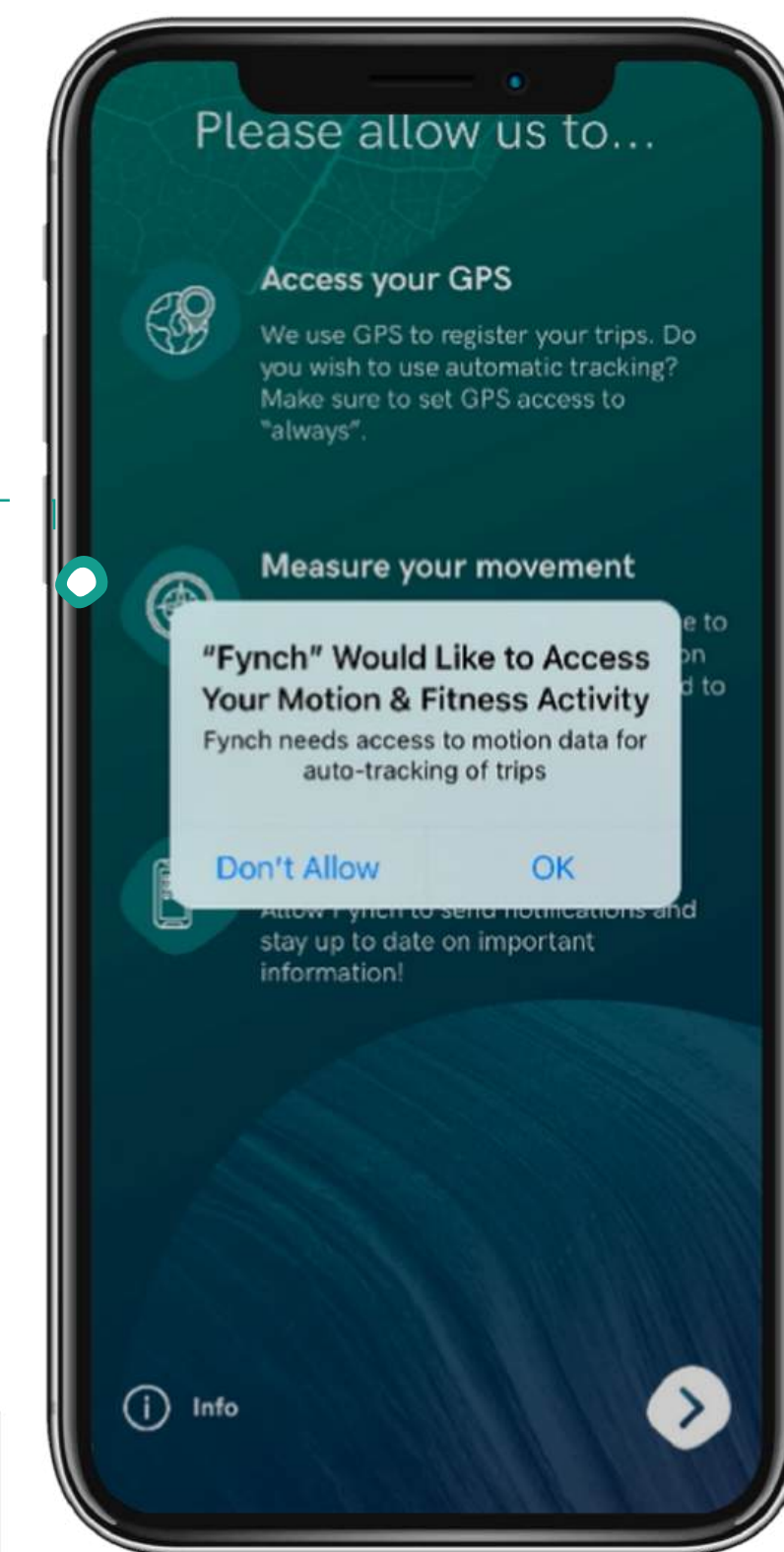
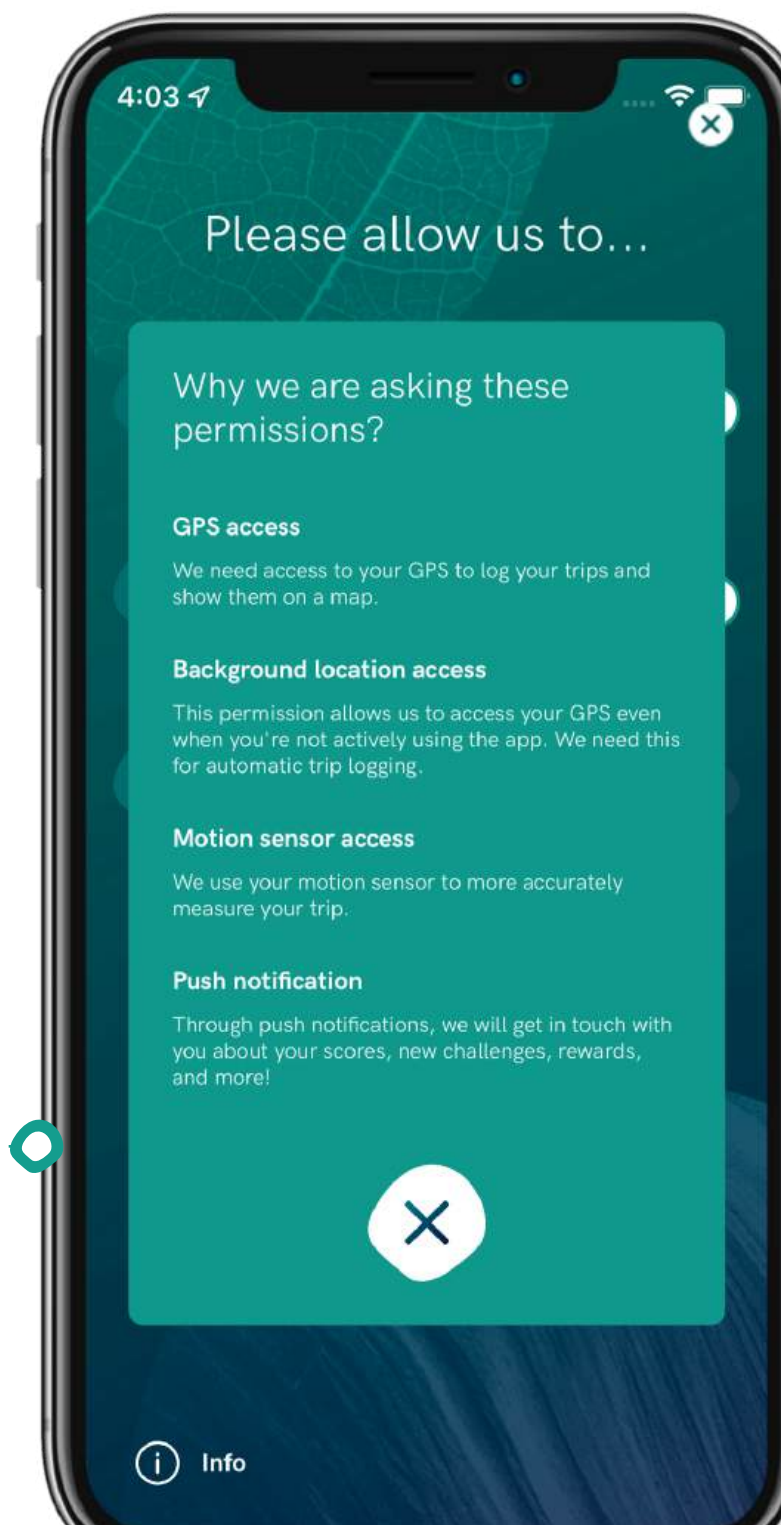
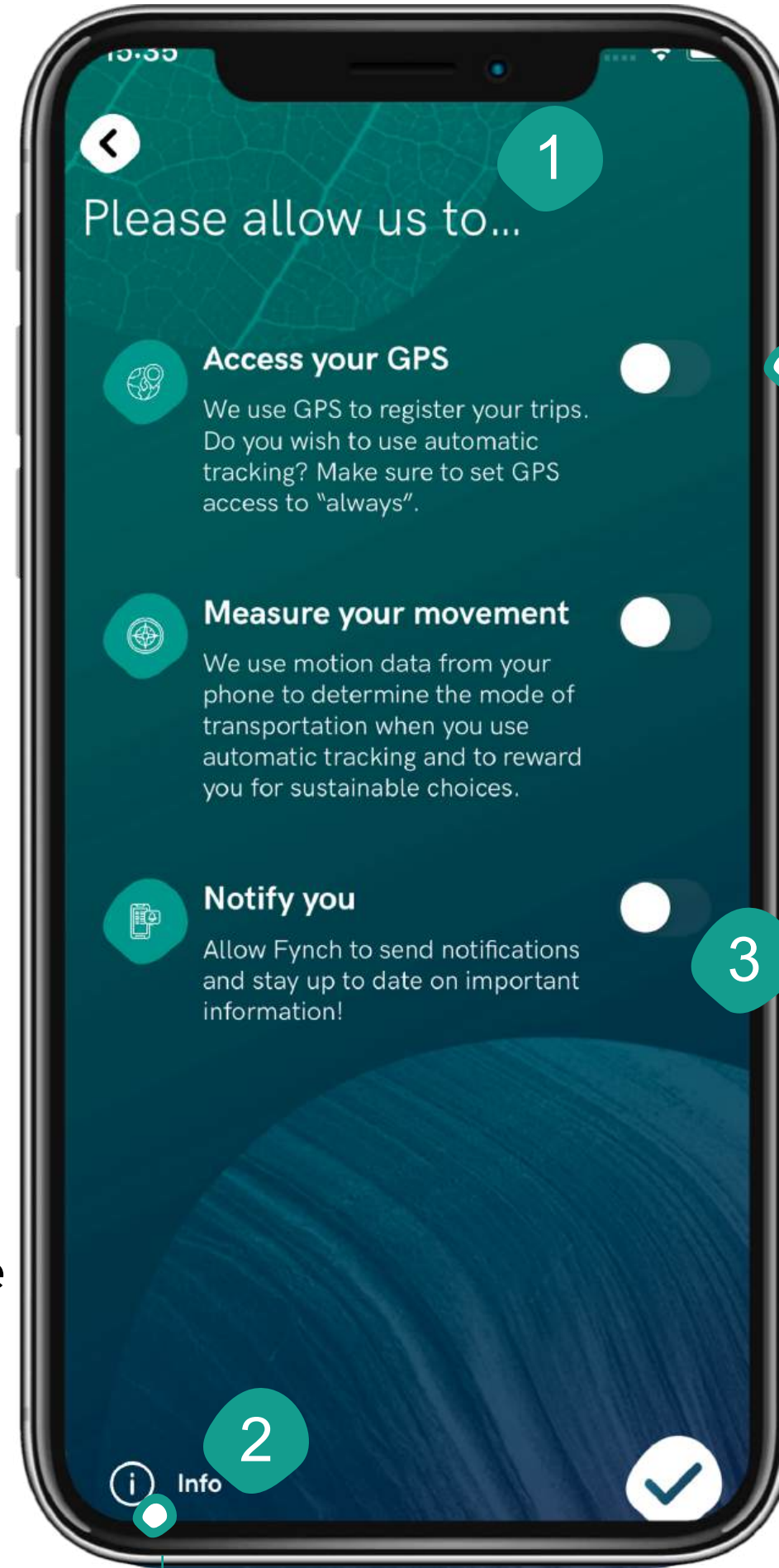


Automatic trip detection

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:
 - GPS access - when app is in use
 - GPS access - always (this is asked separately; in case this doesn't happen, you can change this in your phone settings)
 - Motion and fitness - 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!



Office day

Easy manual registration with the Office Day toggle

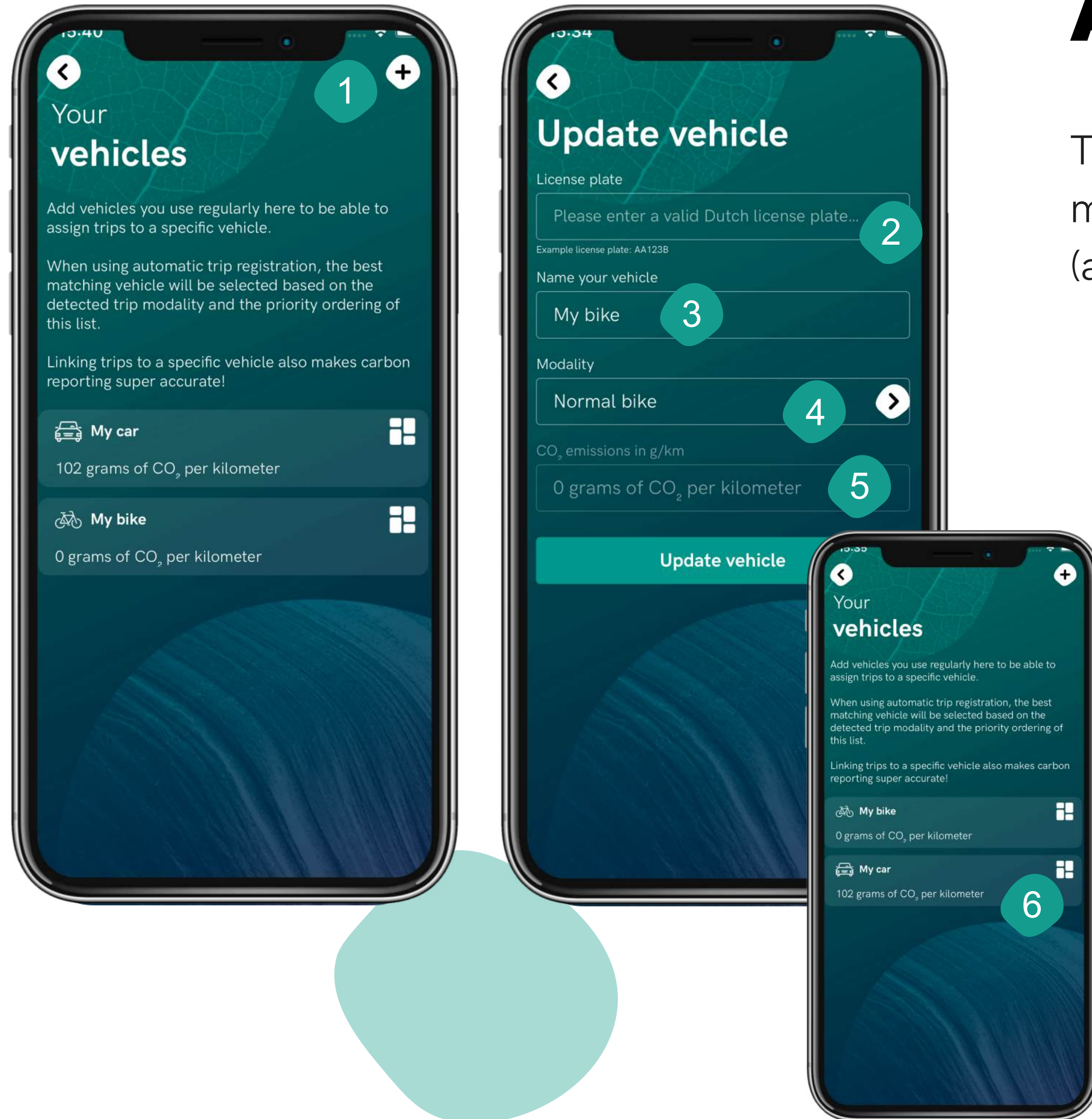
- 1 If enabled by your employer, you can find the Your addresses page on the Profile page. Here, you can enter the information we need to calculate the travel distance between your home and office or fixed work location. After the information is added, you can use the Office Day toggle on the Trips page.

The image shows a smartphone screen with the 'Your addresses' registration form. The form is titled 'Your addresses' and includes a back arrow at the top left. Below the title, there is a text block explaining that the home address is used for reimbursement calculations. The form has three main sections: 'Home address' with a text input field and a trash icon; 'Train Station' with a text input field and a trash icon, and a toggle switch for 'I never take the train to work'; and 'Office Address' with a text input field containing 'Europalaan 500, Utrecht'. A checkmark icon is at the bottom right. Numbered callouts 1-5 point to the title, the Home address field, the Train Station field, the toggle switch, and the Office Address field respectively.

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

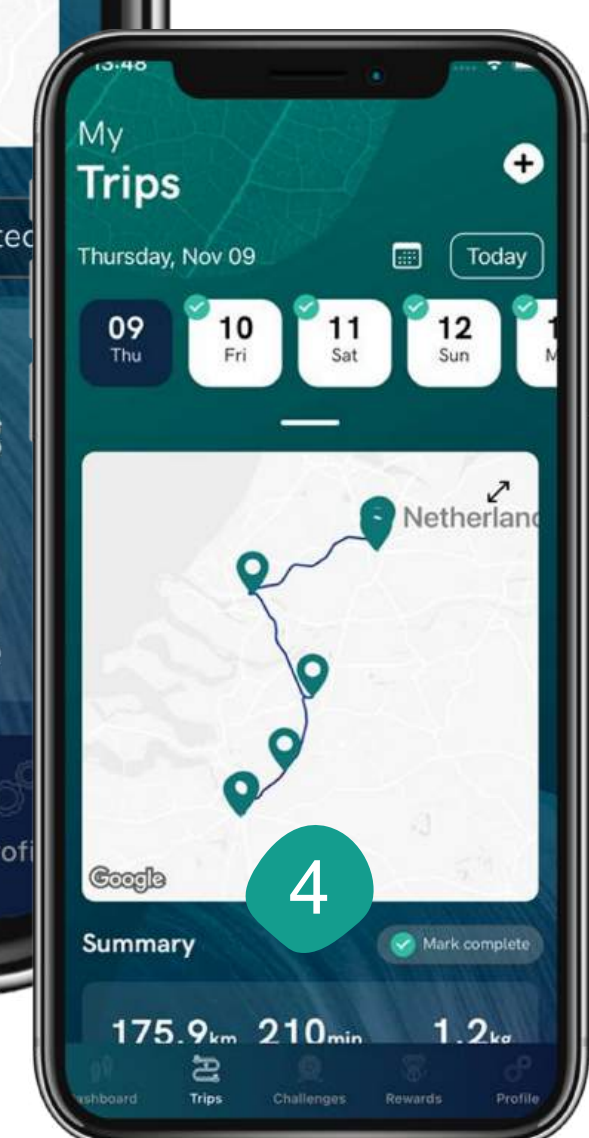
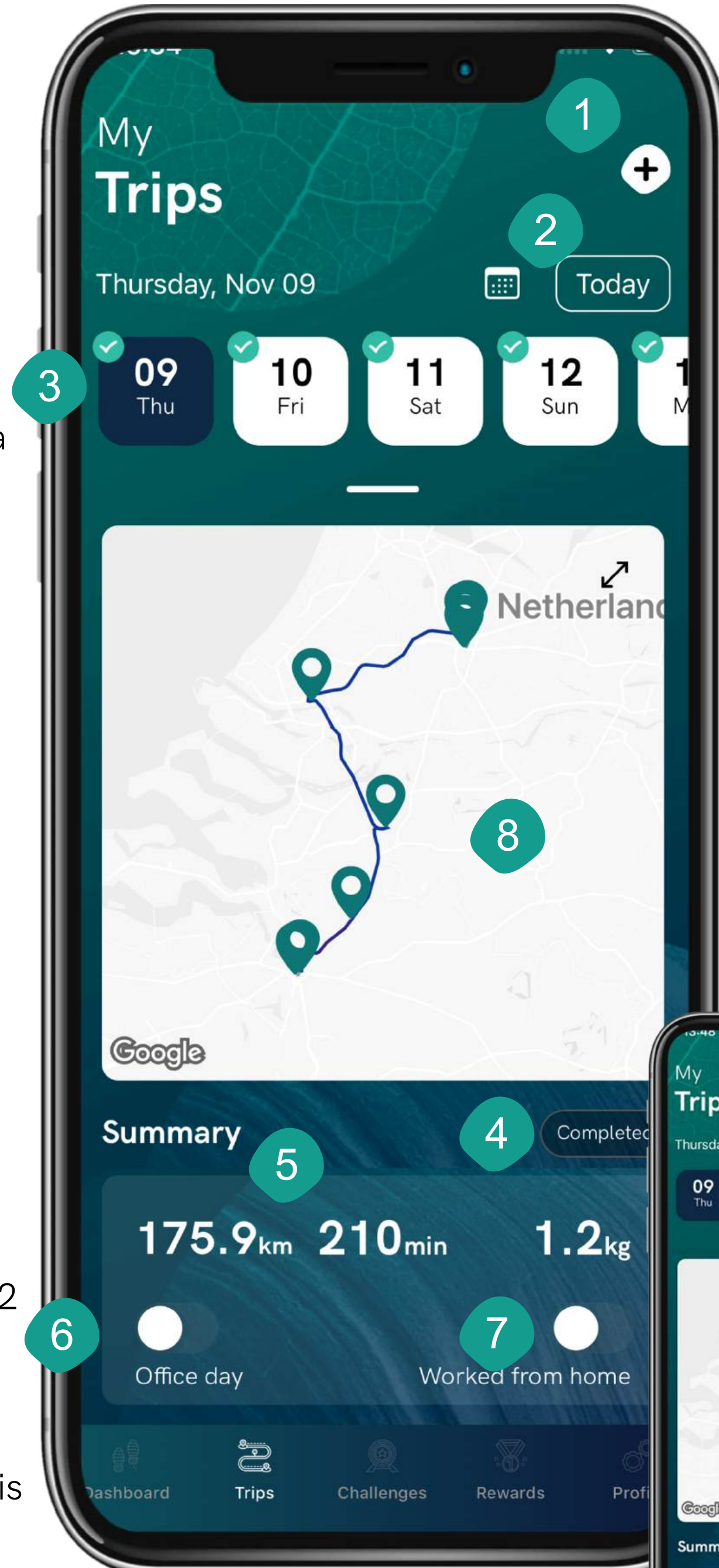


- 1 Tap the '+'-icon to add a vehicle. The vehicles you add here can also be selected on the Trips page, and are used to better estimate how you travel when using automatic trip detection.
- 2 When adding or editing a vehicle, you can add a (Dutch) license plate. Based on that we can collect relevant 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.

Trips

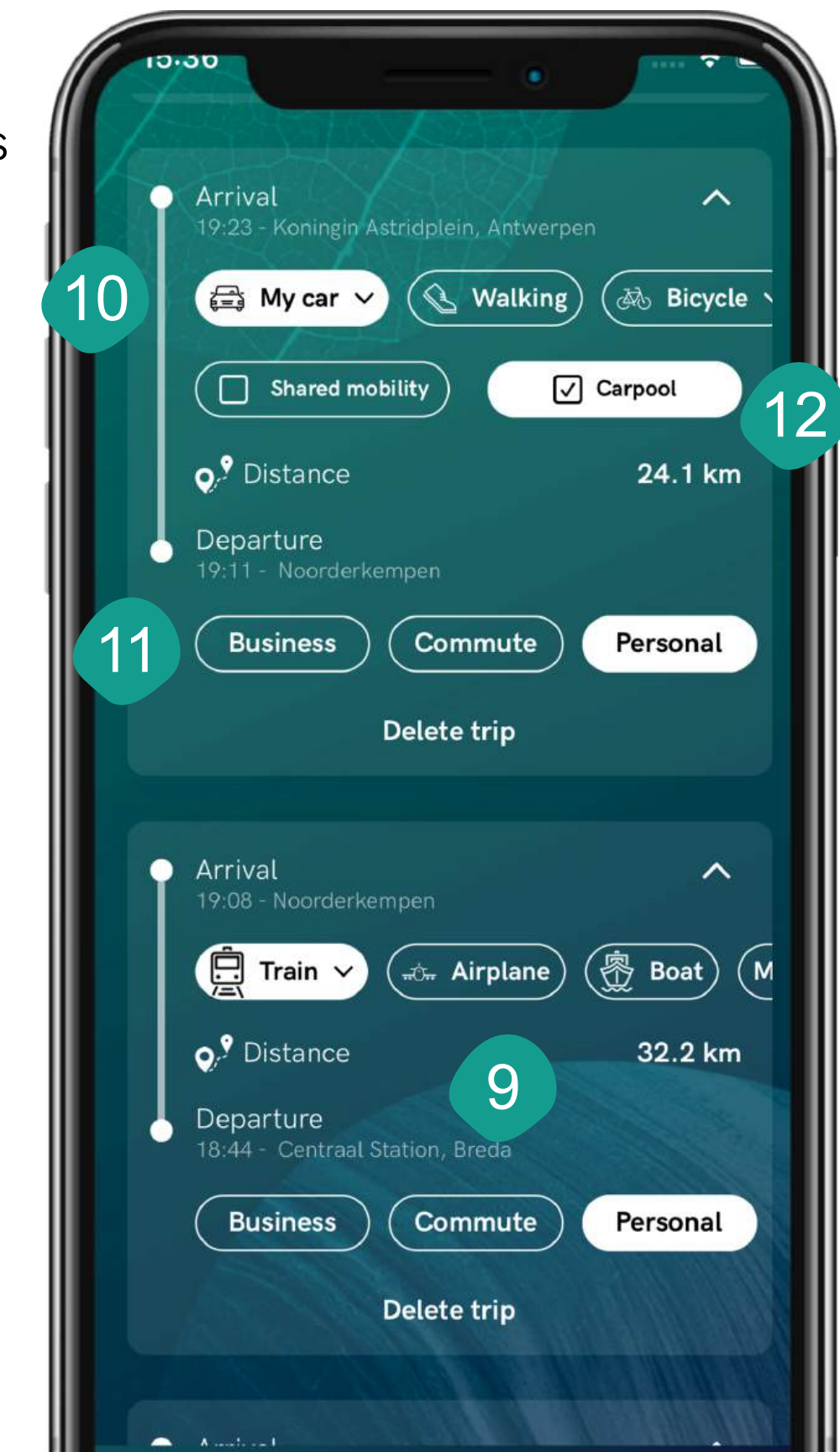
View and edit trips

- 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.



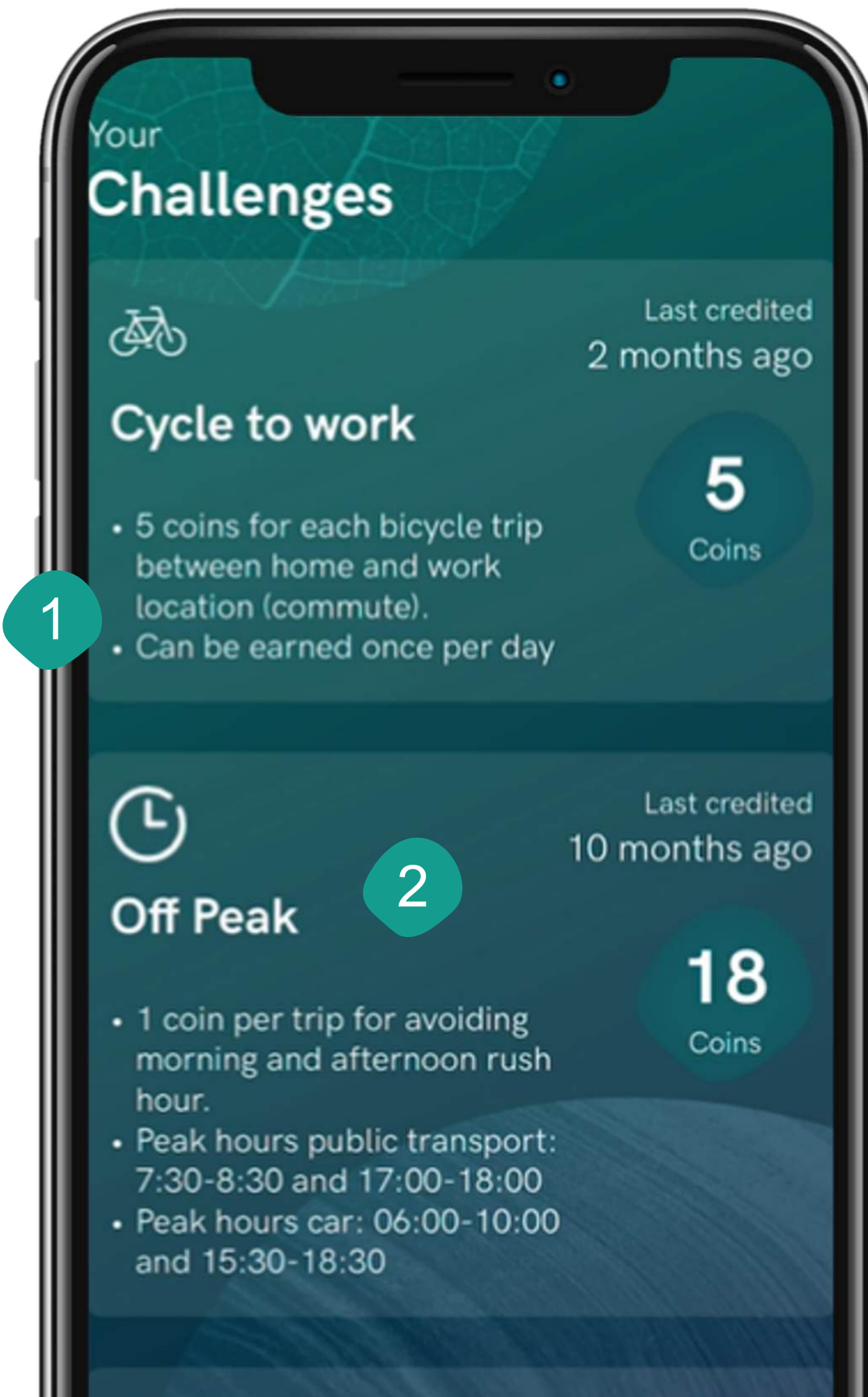
- 7 Use this toggle to mark a certain day as work from home day.
- 8 Automatically registered trips are shown on the map. Tap to zoom.
- 9 Tap any place of the trip card to open trip details.
- 10 Use these buttons to change modality of the trip. You can also choose any of the vehicles you added on the 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.



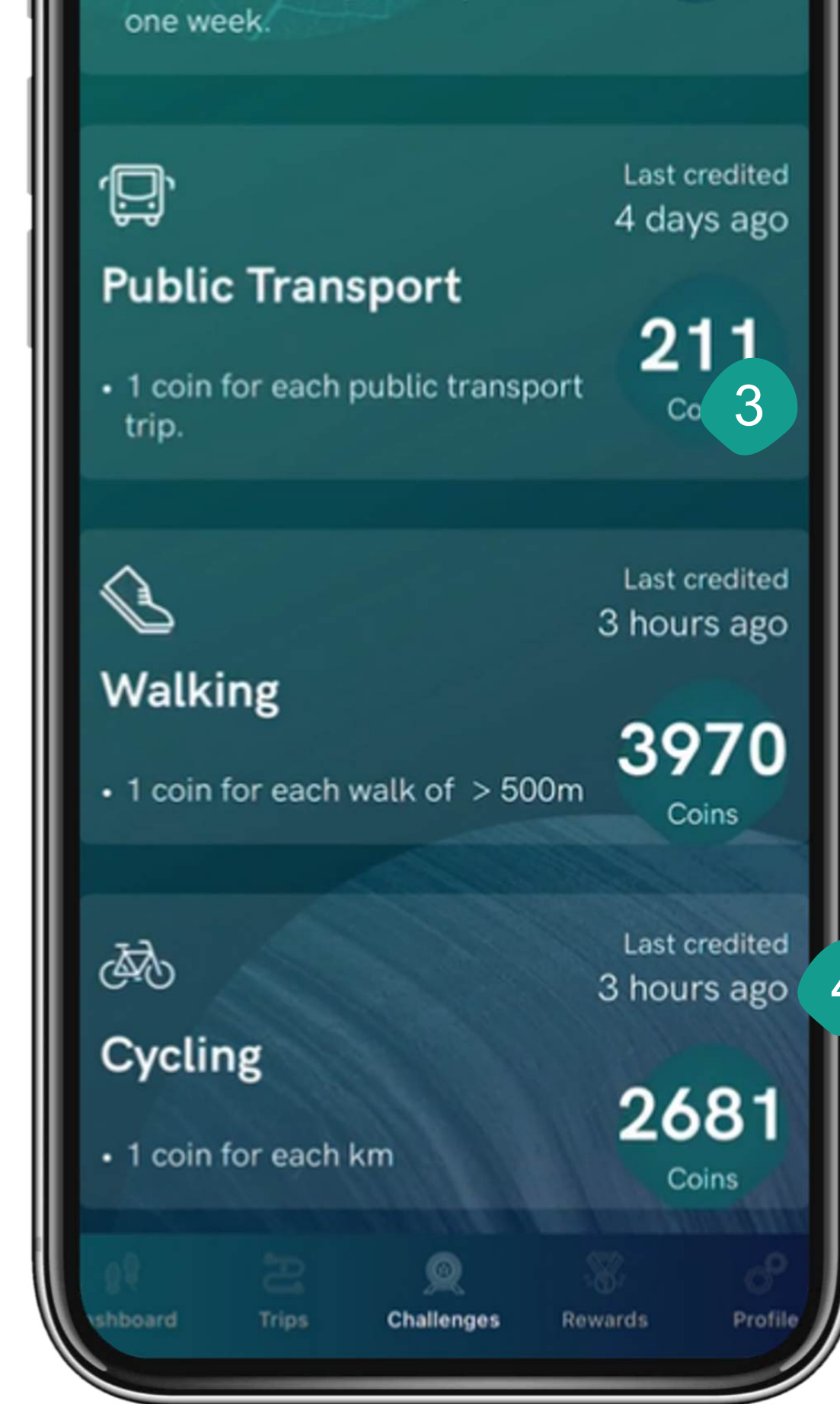
Challenges

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



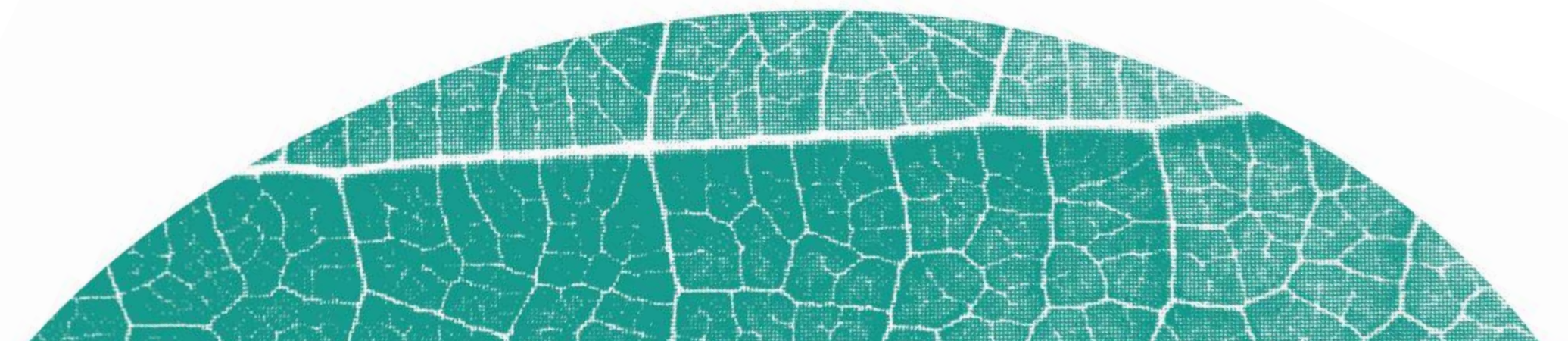
1 Explanation of the conditions of the challenge.

2 Challenge name.



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

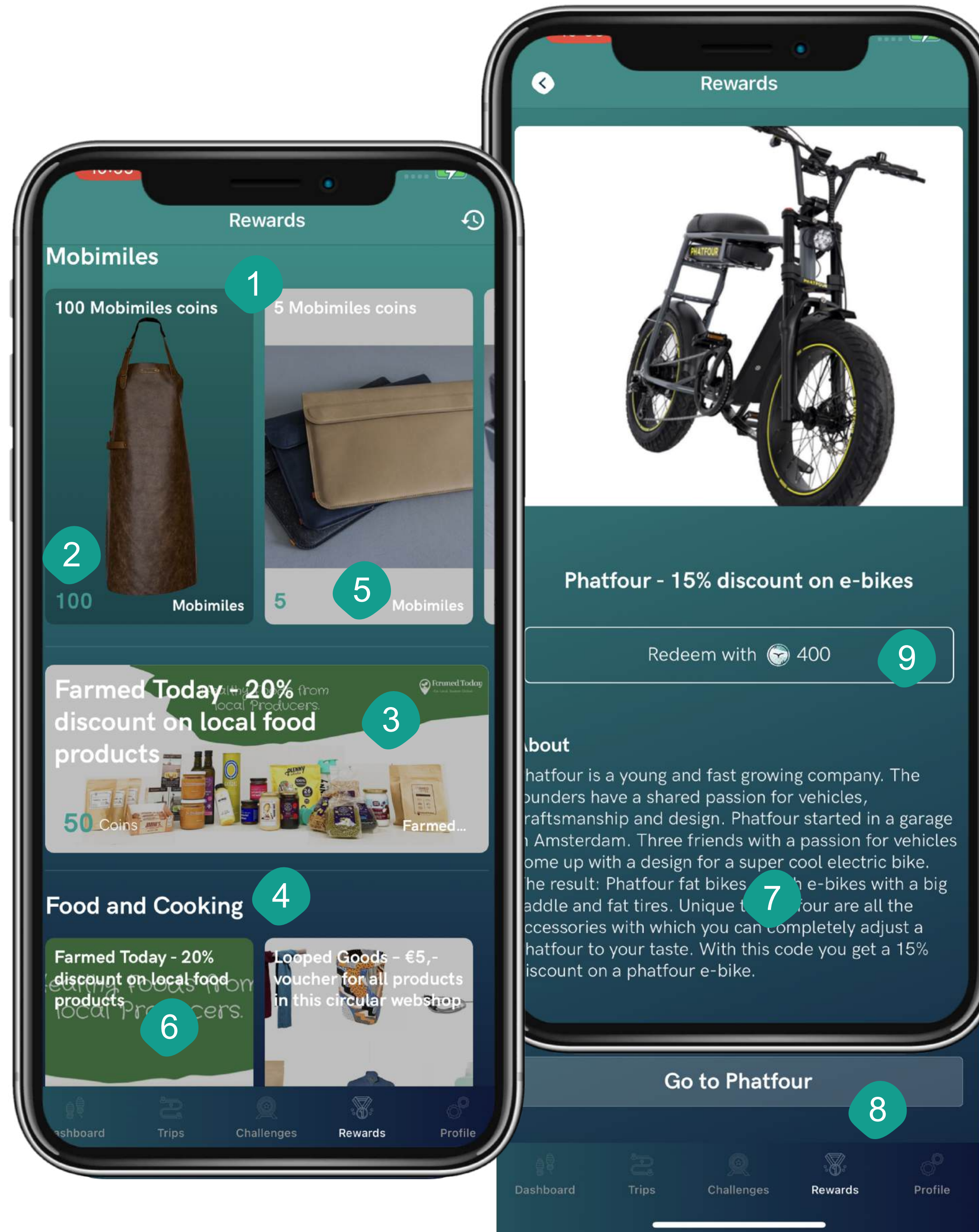
4 How long ago you last earned coins with this challenge.



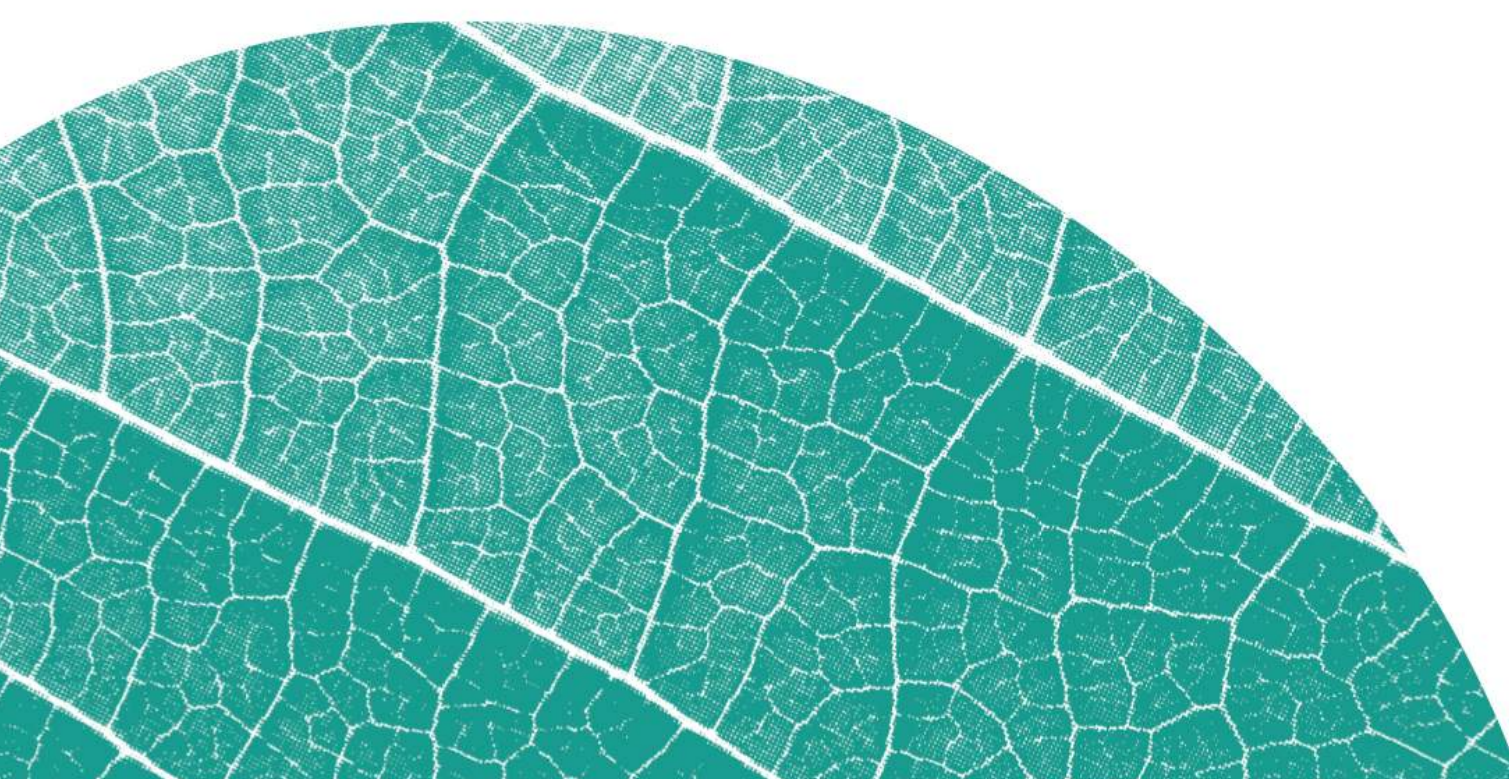
Rewards

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.



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E V E R Y T R I P C O U N T S