

2019



App goGuide

//2019//



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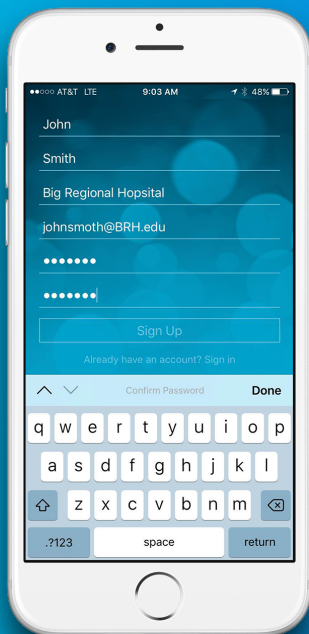
OVERVIEW



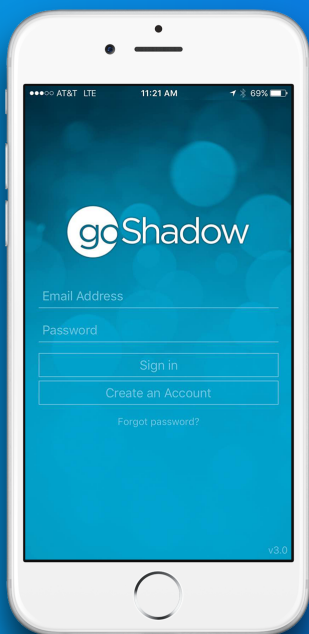
goShadow® is a cloud-based iOS and Android web and mobile app that easily facilitates the shadowing of any experience. The app allows shadowers to track notes, set timers and aggregate data to instantly create reports. Getting started with the app is simple.

1. Create an Account
2. Log in
3. Choose the Organization
4. Create an Experience

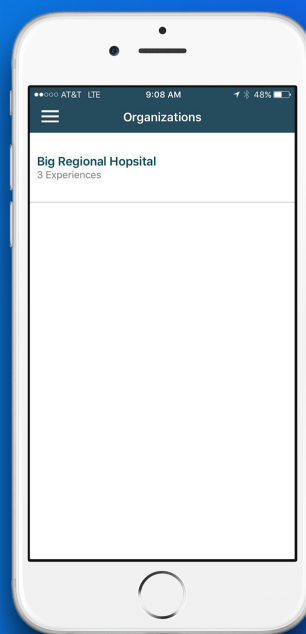
1. Create an Account



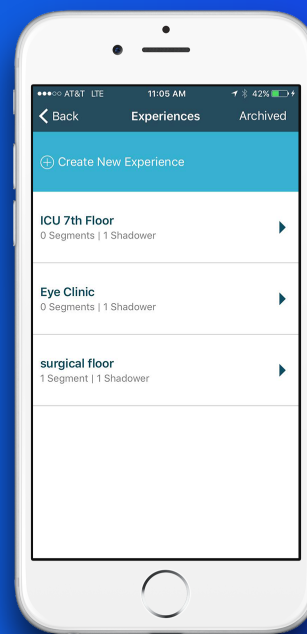
2. Log In



3. Select an Organization



4. Create an Experience



OVERVIEW

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Once an experience is created, add segments to divide and organize any experience, large or small.

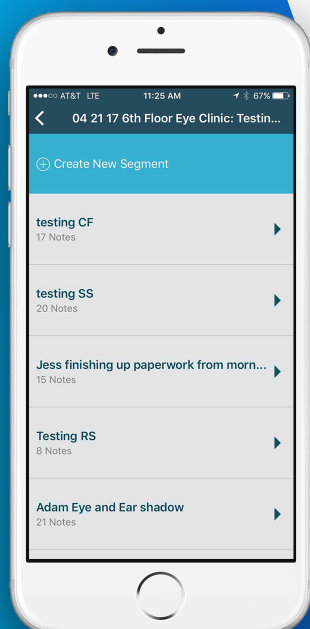
4. Create Segments

5. Take Notes, Add Timers and Photos

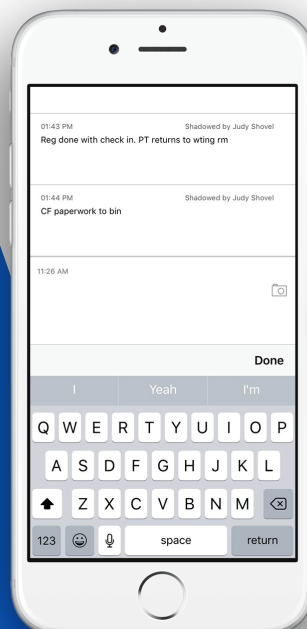
6. Add or Edit Segments While Shadowing

7. Sync Data to the goShadow Web App

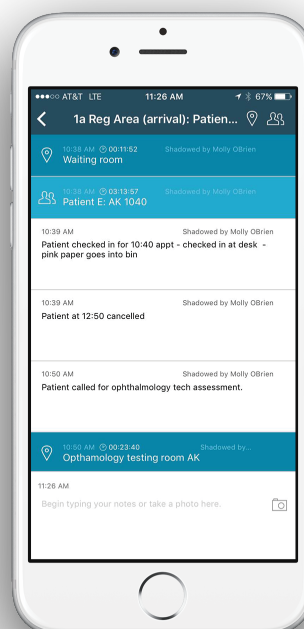
4. Create Segments



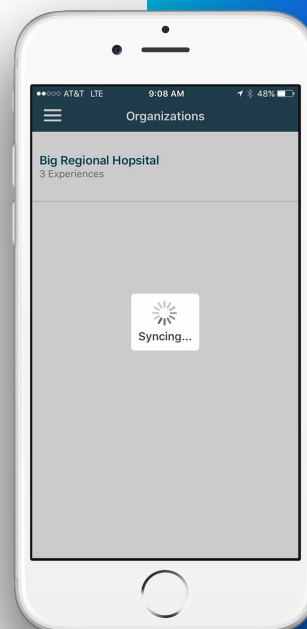
5. Take Notes



6. Build Notes and Timers



7. Sync Data

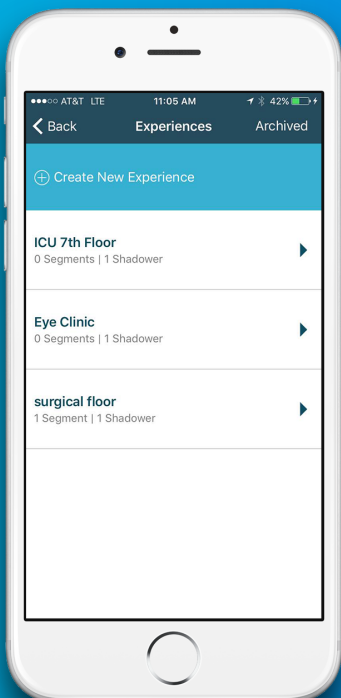


EXPERIENCES

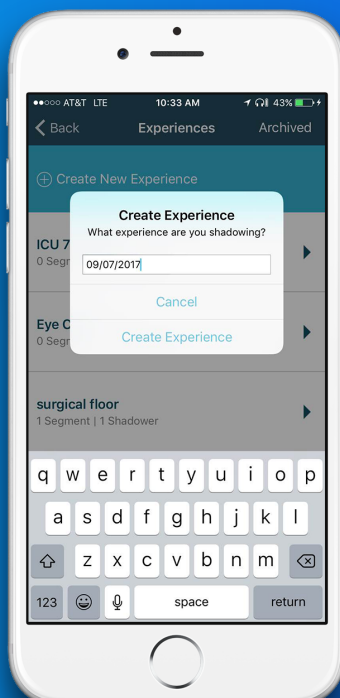
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View and organize individual shadowing experiences and keep count of the number of segments and shadowers for each experience. To add a new experience, tap the Create New Experience button. Next, name or label that experience. Once the experience has been created, add segments by tapping Create New Segment. The name and details of the experience can be edited at any time.

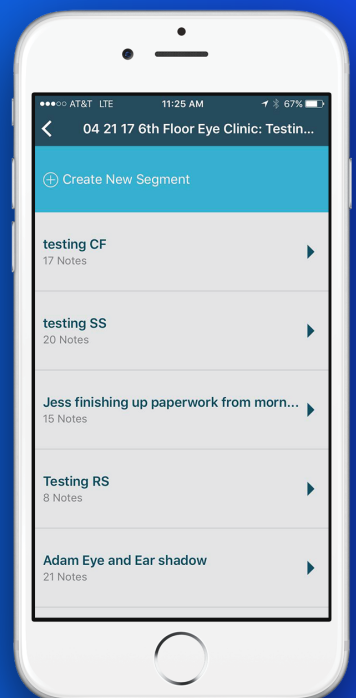
1. Create New Experience



2. Name the Experience



3. Create Segments

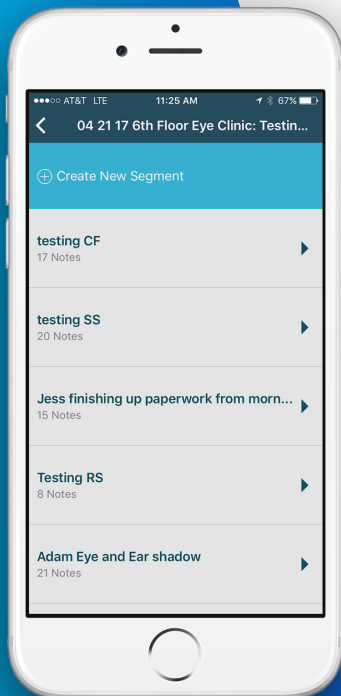


SEGMENTS

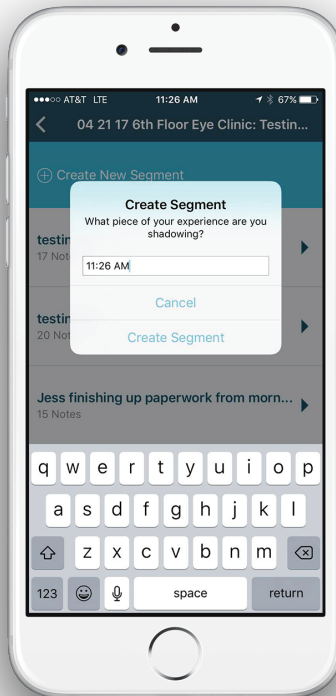
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Segments organize the individual sections of an overall shadowing experience. Add as many segments as necessary and identify notes, places and people, to track the flow of any experience. To add a new segment, tap the Create New Segment button. Next, name the segment. Then, begin taking notes, setting timers and adding people, places and categorizing information.

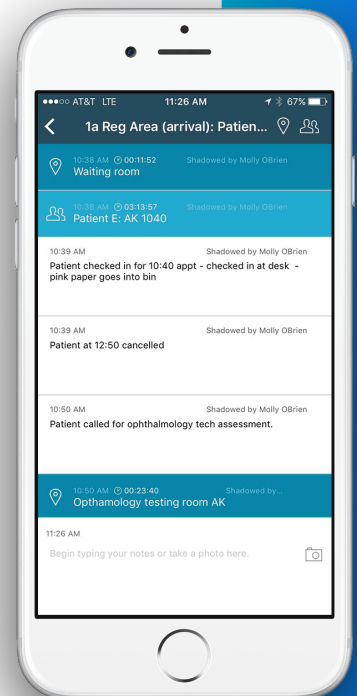
1. Create New Segment



2. Label the Segment





3. Begin Shadowing!



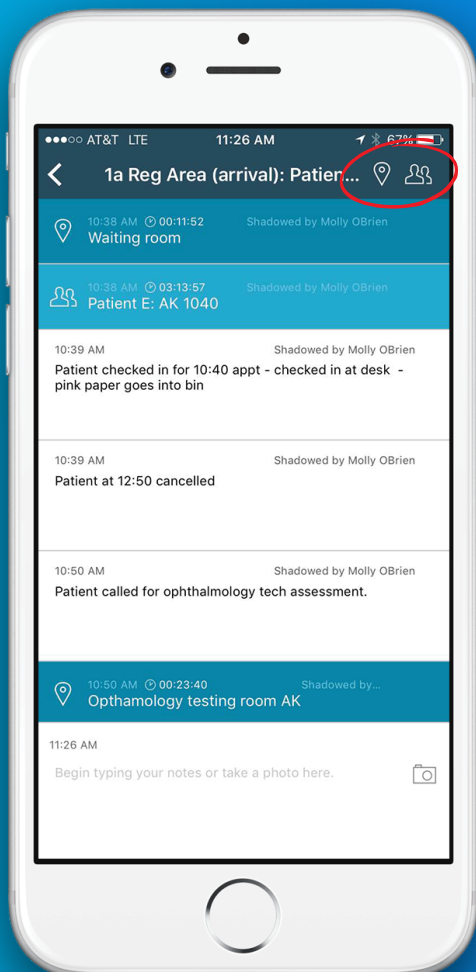
PEOPLE AND PLACES

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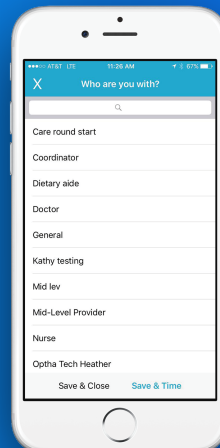
Two of the most important pieces of shadowing data are the **people and places** involved in an experience. Adding people and places is easy! Once a segment has been created, look for 2 icons in the upper right corner of the screen (indicated by the red circle below). Tap the people  or place  icon to add a person or a place to the segment.

- **Remember: When starting a new segment, always begin with a place followed by a person to ensure that the data collected and resulting reports will be as accurate as possible.**
- **When beginning to shadow, type the name of a person or place and hit **Save & Time** to begin a timer or **Save & Close** to create a timestamp.**

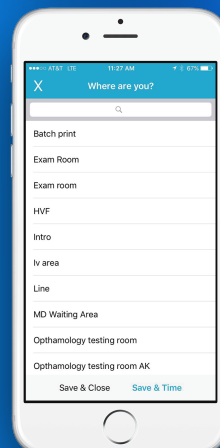
1. Select People or Places Icon



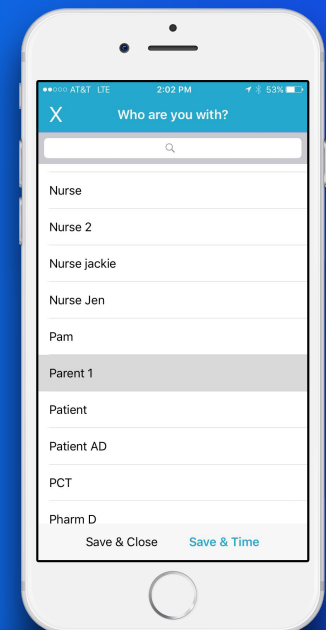
People



Places



2. Add to Segment and Take Notes



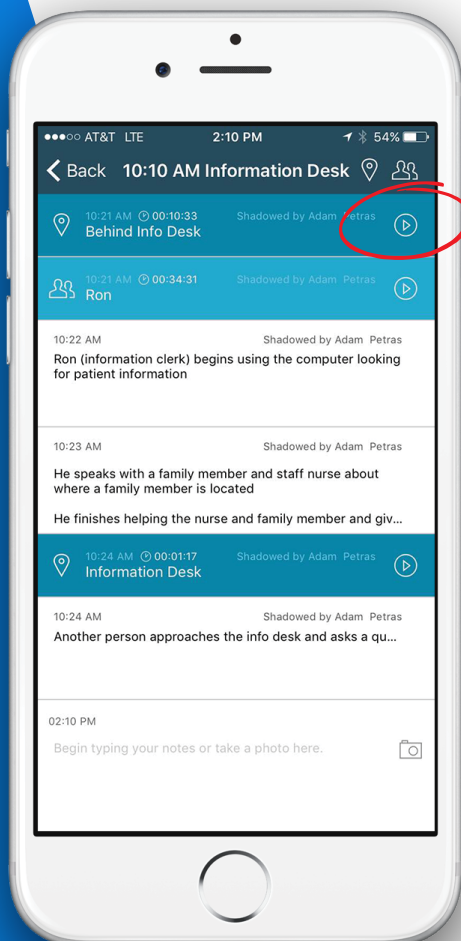
TIMERS

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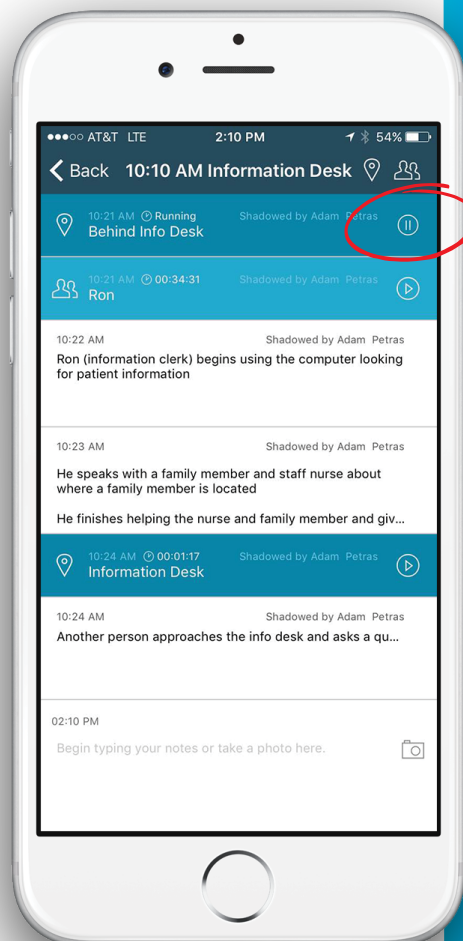
Once a timer has been started, press the ⏸ button on the right-hand side of the note to pause the timer (indicated by the red circle below). Tap again to restart.

- With goShadow, there is no limit to the number of concurrently running timers.
- Timers will pause when syncing. Be sure to restart timers after syncing or sync at the end of the experience. (Don't worry, all data is safe!)
- Timers and time stamps are critical to Time Driven Activity Based Costing. For more information on how to begin true cost identification, email info@goshadow.org.

1. Start a Timer or Add a Time Stamp



2. Running Timers Can Be Stopped or Paused and Restarted

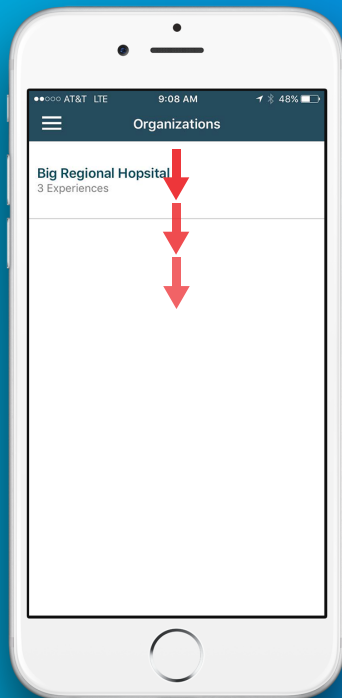


SYNCING

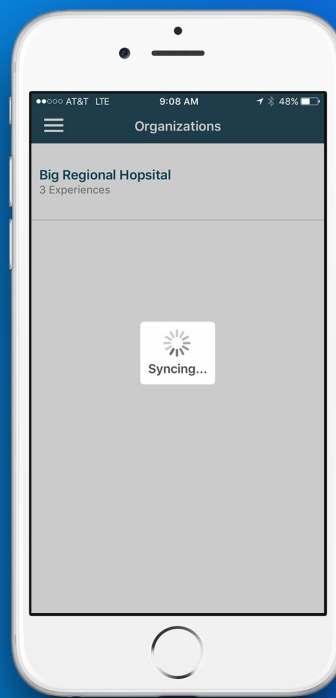
Syncing data sends all shadowing notes, timers, experiences and segments to the goShadow web platform for review, aggregation and reporting. The syncing process is essential to keeping data secure and protected. To sync, go to the organizations screen and drag the screen down. This begins the sync.

- **Remember: goShadow recommends syncing at the end of an experience or when no timers are running. Syncing pauses all running timers. Make sure to restart timers after syncing, if necessary. Syncing over wifi is preferable to cell service. All data is stored on the phone until syncing occurs.**

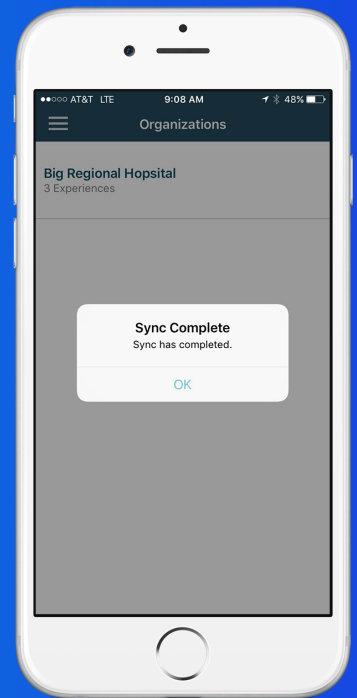
1. Drag Down Organizations Screen to Begin Sync



2. Confirm Sync




3. Complete Sync



MAKING CHANGES

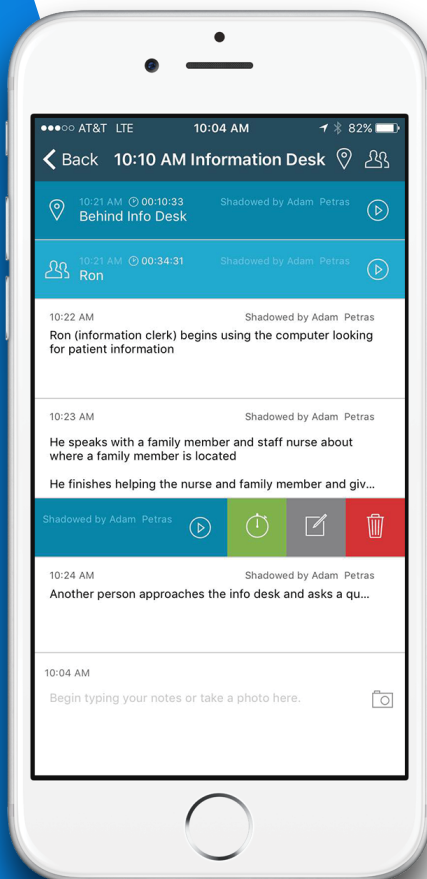
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Mistakes Happen!

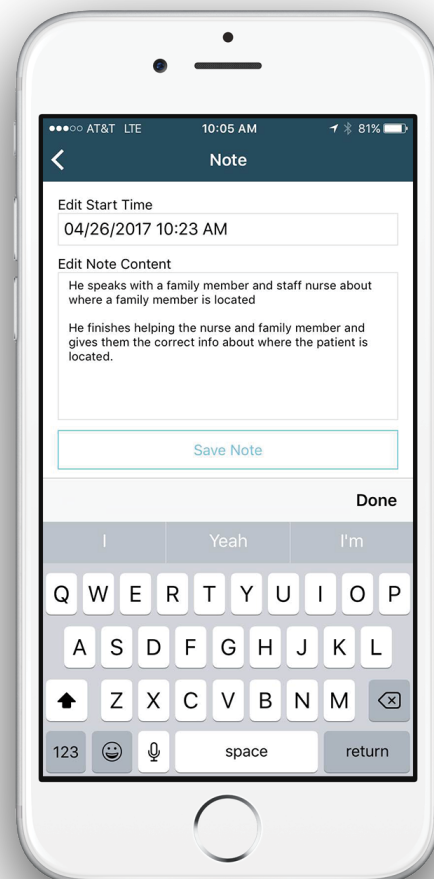
It's possible to make mistakes along the way or need to edit data while shadowing or after shadowing is complete. With goShadow it is easy to edit timers or notes while on the go or on the web app after shadowing data has synced. (Simply swipe left and tap the edit icon .)

- **Remember: Take as many notes as possible about the shadowing experience. Any notes that are recorded may be valuable after the shadowing experience is complete. There is no limit to the number of notes or timers that can be associated with an experience.**

1. Swipe Left, Select Timer






2. Reset or Start Timer



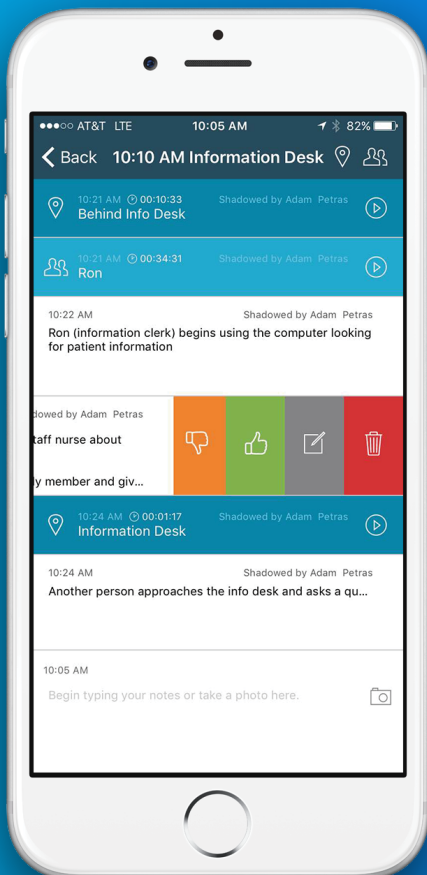
CHANGES (Cont'd)

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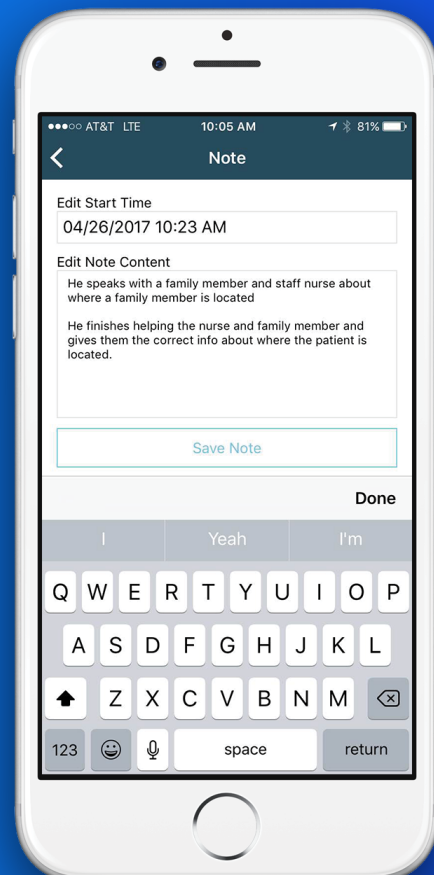
Edit a time stamp or timer duration. Select the edit icon  to make changes to the text of a note. Notes and timers can be added and edited on the web app once data has synced.

- **Swipe left to categorize notes with a thumbs up  or thumbs down .** This indicates opportunities for improvement or accolades that are pulled into reports generated on the web app.

1. Swipe Left and Tap Edit Icon



2. Add or Change Notes



**Thank You
For Choosing
goShadow**