User Experience Guide

Signing Up

Description / Instructions:

- Signing up for ihiveLIVE is easy

- Your experience will differ based on whether you are signing up directly or were invited by a Partner Charity to sign-up. Either way you'll start at the following page

- Enter your name, email address, your password and the country you are located in

- Scroll down and click Next at the bottom of the page

Choosing Your Preferences

Description / Instructions:

- Every time you shop through ihiveLIVE you generate cashback for your charity, so we want to make sure the experience is good for you

- One of the ways we do this is by asking your preferences when you sign-up. Don't worry you can change these at anytime, and ihiveLIVE does not share this information with any outside party

- We recommend that you select any and all categories you might be interested in, now or in the future. That will ensure that you receive offers based only on your preferences and make it easier to explore the many merchants available on our platform

- As we add more merchants the number of offers and deals will increase

- Once you've placed a checkmark on each category of interest, scroll down to the bottom of the page and click **Next**
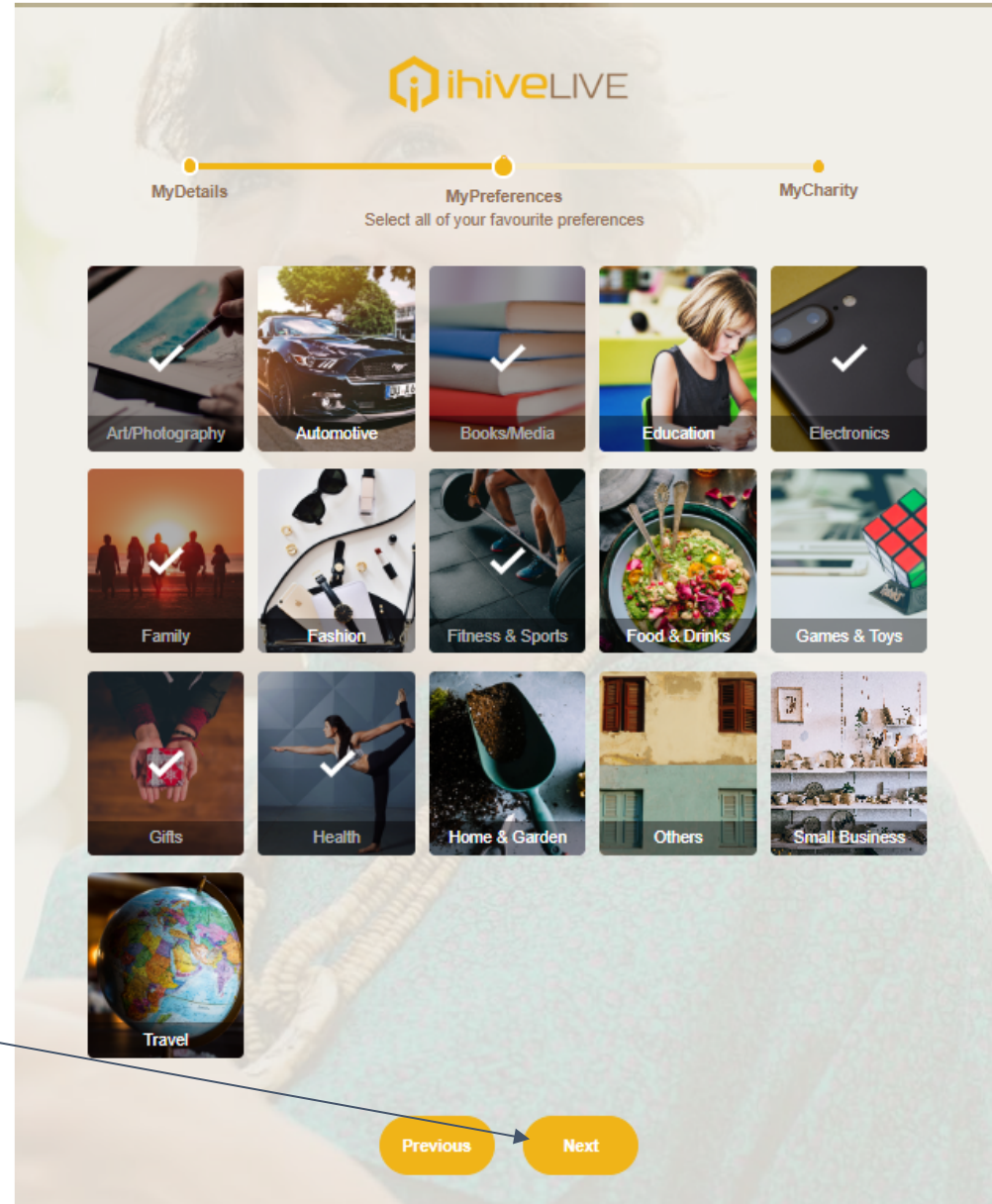
Privacy Policy and Choosing a Charity

Two Different Ways for Completing This Part

Have you been invited to ihiveLIVE by your charity? **If yes, move ahead four pages.**

If you are joining on your own, directly, then stay here and follow these instructions.

On this page you will be asked to do two things:

- "read and accept" our Privacy Policy; and

- choose and confirm" the charity you want to support with ihiveLIVE

Let's deal with the legal stuff first. **Go to the next slide please** …

Privacy Policy

Description / Instructions:

- We want to make sure you understand how we manage your information before you proceed with your ihiveLIVE sign-up, including:
  - You will be acknowledging that 50% of the cashback you generate will be shared with the charity you select. You can change the charity selected at anytime.

  - You'll be asked to launch and review the Privacy Policy for ihiveLIVE, by clicking here ①

  - Once you have read the Privacy Policy you will want to go back to the charity sign up page. Just close the tab ②
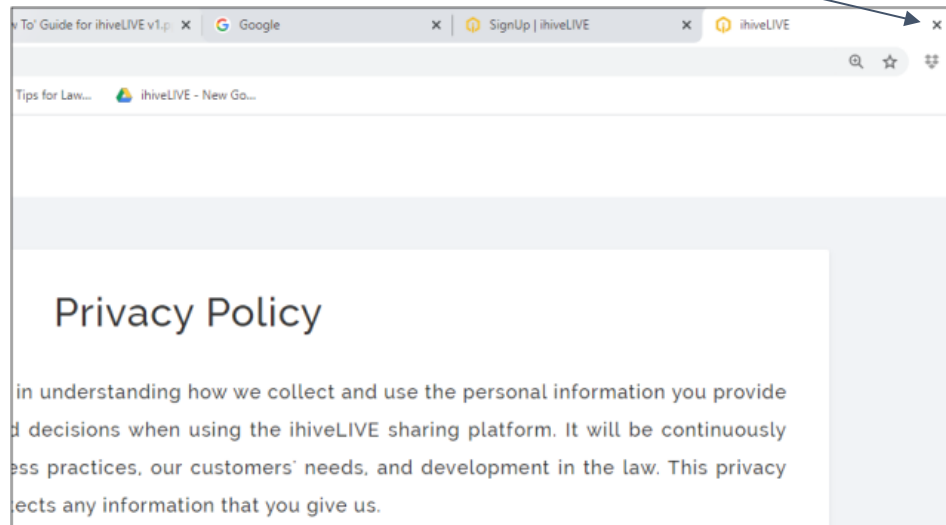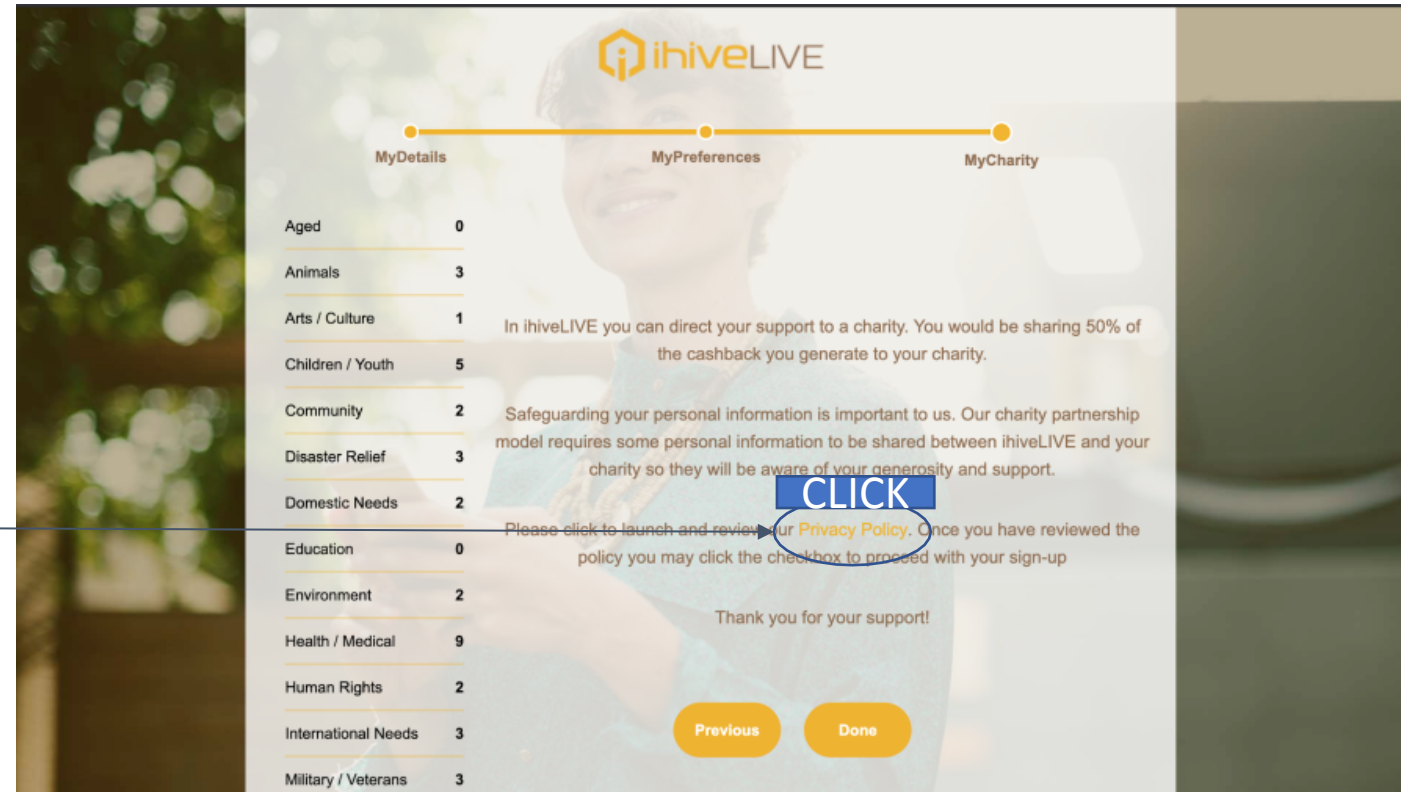
Choosing a Charity

- On the left side of the screen you'll see various categories or groupings of charitable causes

- Click on the categories that interest you to explore the charities

- When you find a charity that you would like to support, click on the charity logo and click **"Done"** to move on

- When you see the following message on your screen, it means that you just need to confirm your email and you will be able to start using the ihiveLIVE sharing platform

- **Go to your email**, open the message that you have received from ihiveLIVE and click on the blue box to confirm your account
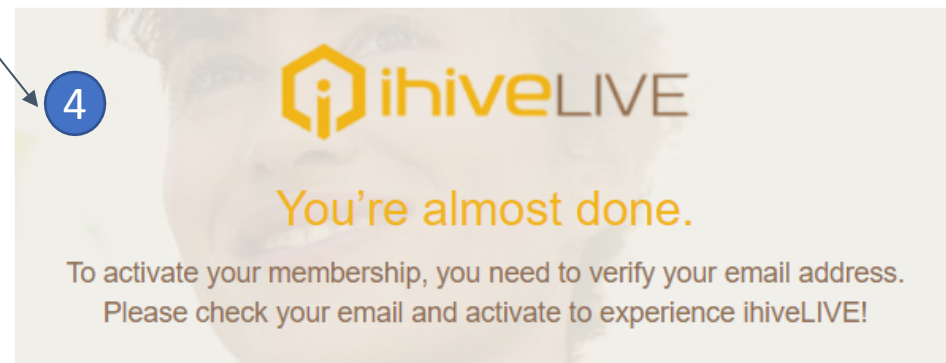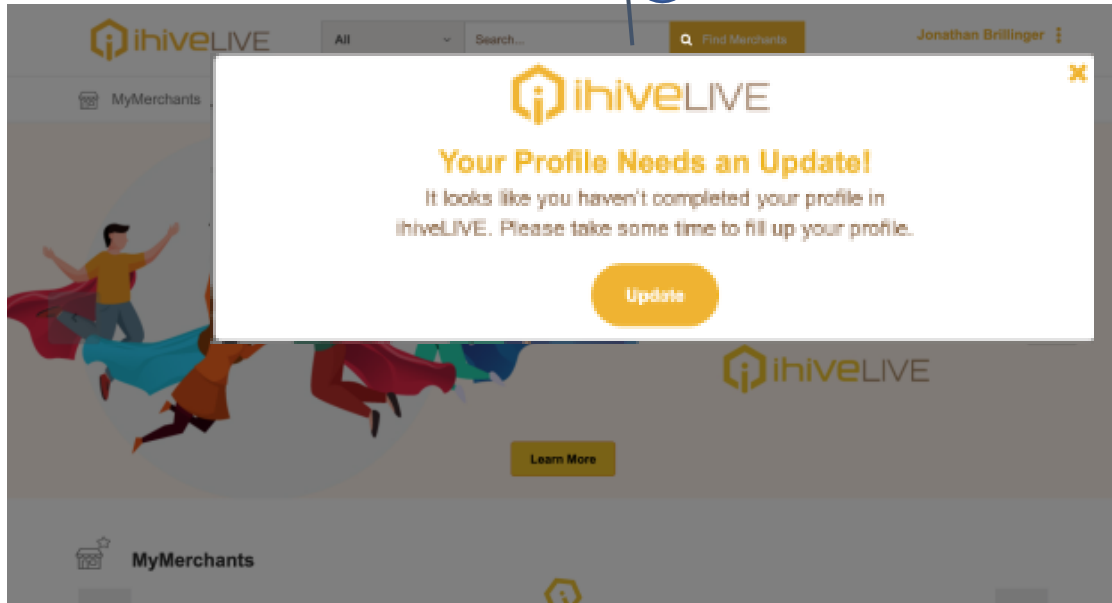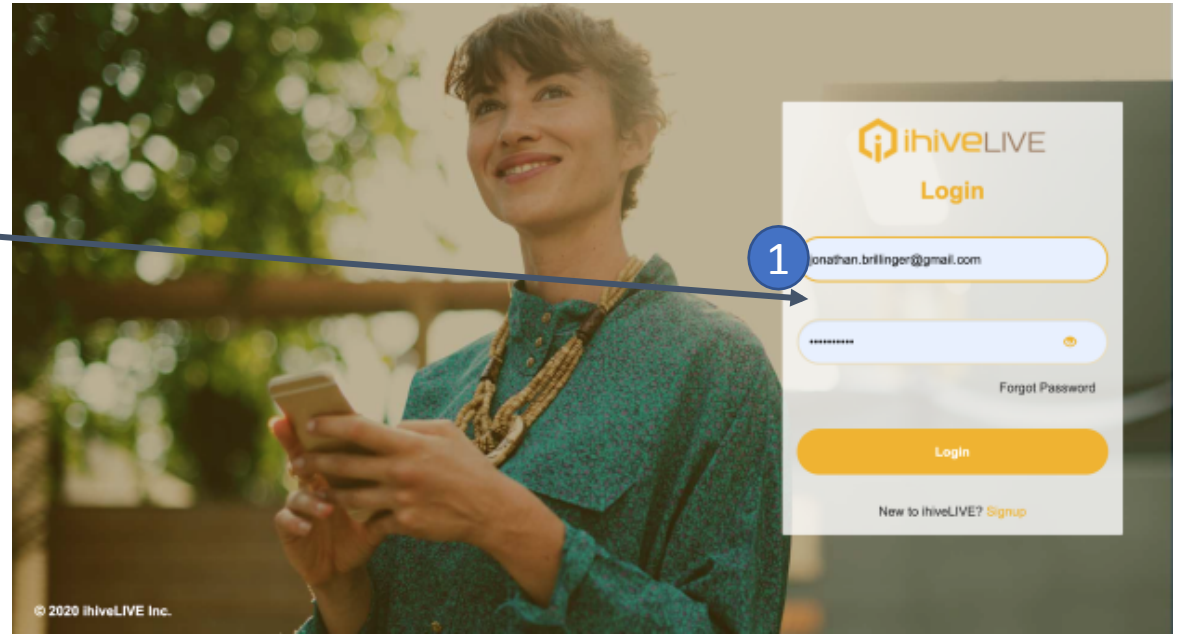
Log In

Description / Instructions:

- Ready to start using the platform? Type in your **email address and password** and click Login to launch ihiveLIVE

- Note: When you first launch ihiveLIVE there's some additional information we need to collect about you. You may be asked to update your personal preferences or that you've reached a payment threshold and we need additional information to process your payment.

1

ihiveLIVE
Login

jonathan.brillinger@gmail.com

••••••••••

Forgot Password

Login

New to ihiveLIVE? Signup

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2

ihiveLIVE   All   Search...   Find Merchants   Jonathan Brillinger

MyMerchants

ihiveLIVE

Your Profile Needs an Update!

It looks like you haven't completed your profile in ihiveLIVE. Please take some time to fill up your profile.

Update

ihiveLIVE

Learn More

MyMerchants

3

If you want to go straight to shopping, click the 'x' in the top -right corner of the pop-up and close the notification. You'll be reminded the next time you enter to remind you as it's important we gather more information to process your future payments

What to Do If Referred by Your Charity

- When you click on the link that was sent directly from your charity, you will be asked to sign up, and when you get to the MyCharity page you will see a pop-up message that tells you that your financial support has been pre-selected to go to that charity.

- NEXT, click on the Privacy Policy link

- Once you have read the Privacy Policy go back to the MyCharity page and click on the DONE button.

- If you have a problem going back to the MyCharity page, go back to slide 5 on how to do that
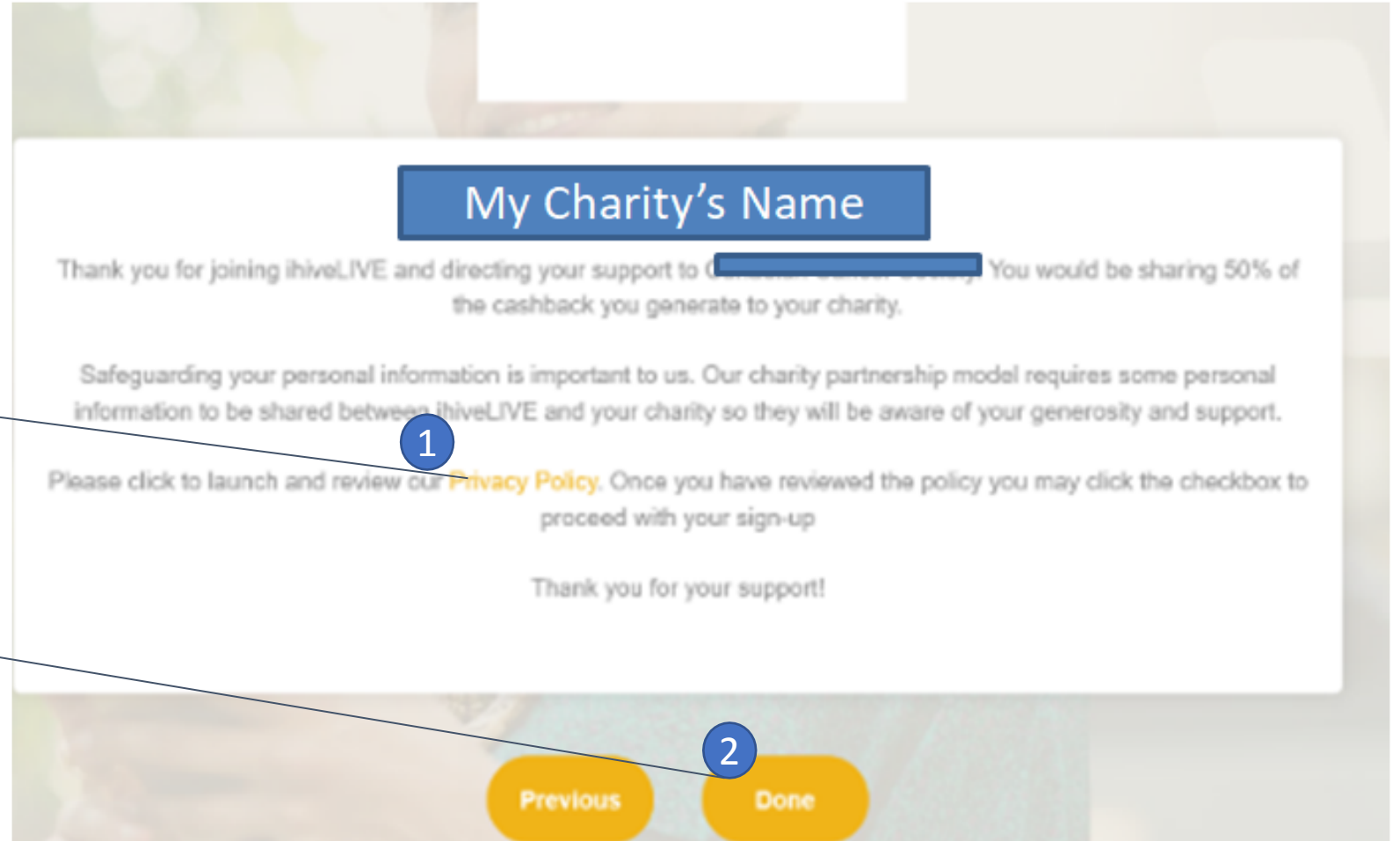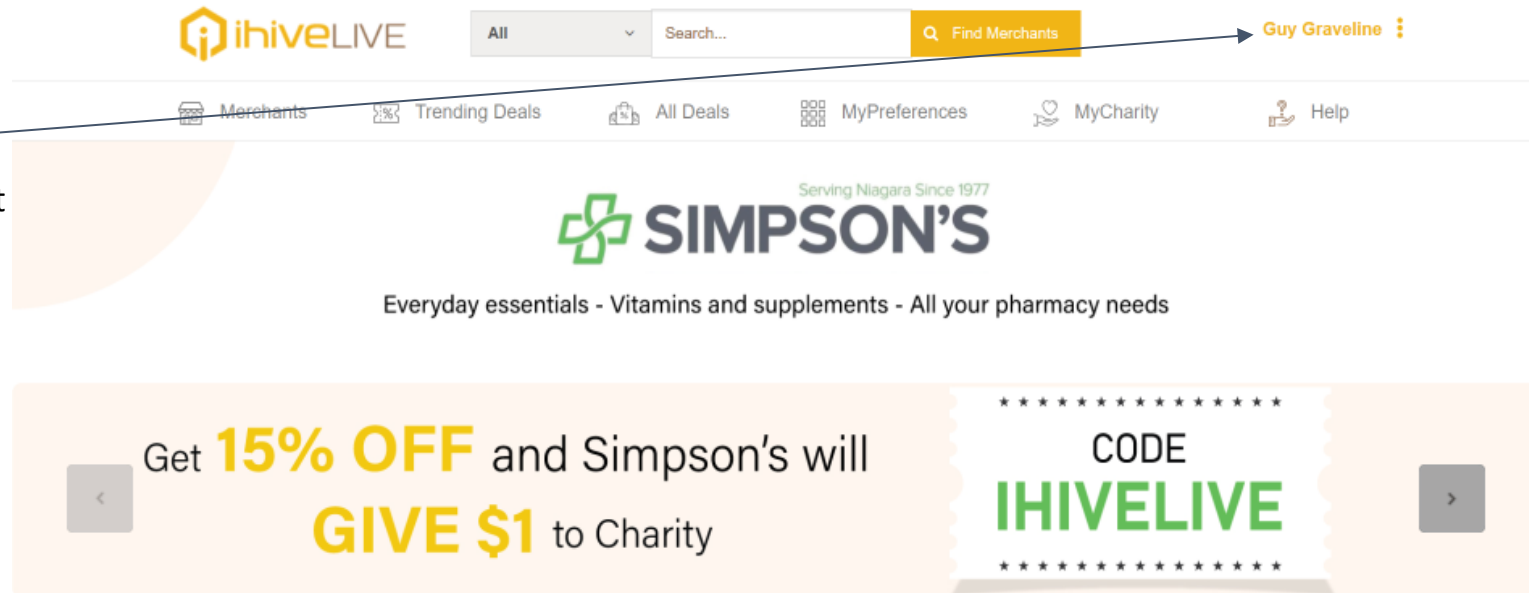
Start Shopping

After you leave the MyCharity page you will see this pop -up.
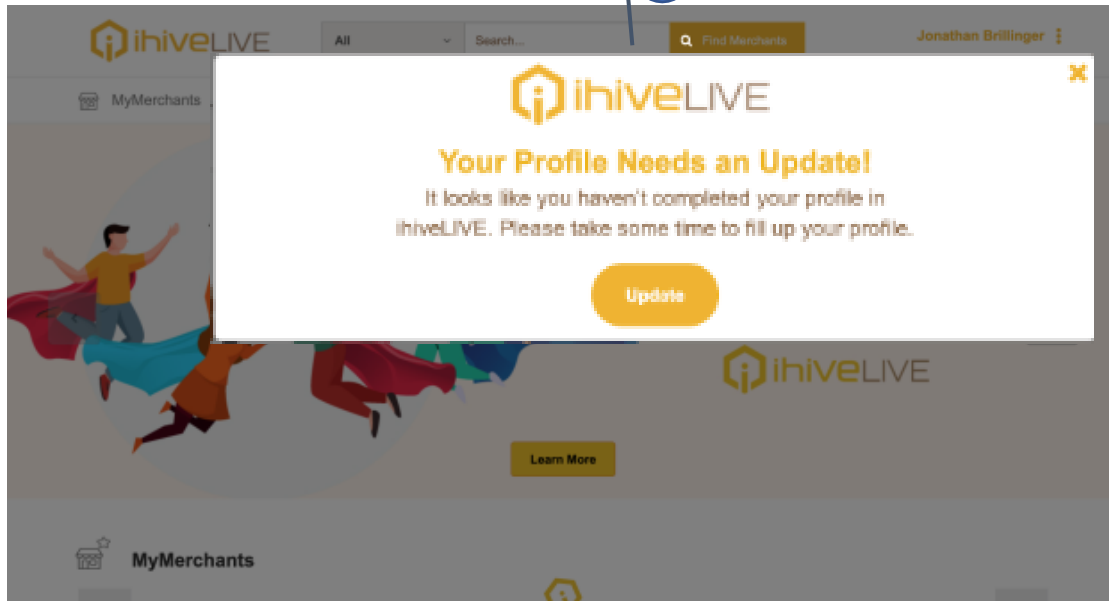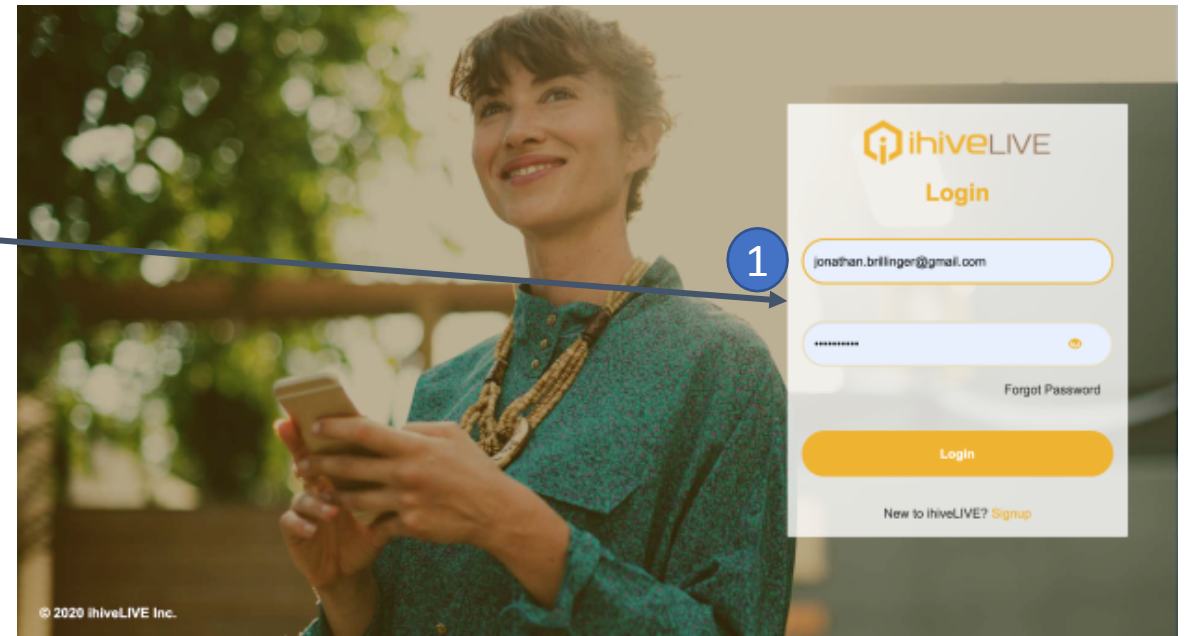Click on the SIGN IN button.
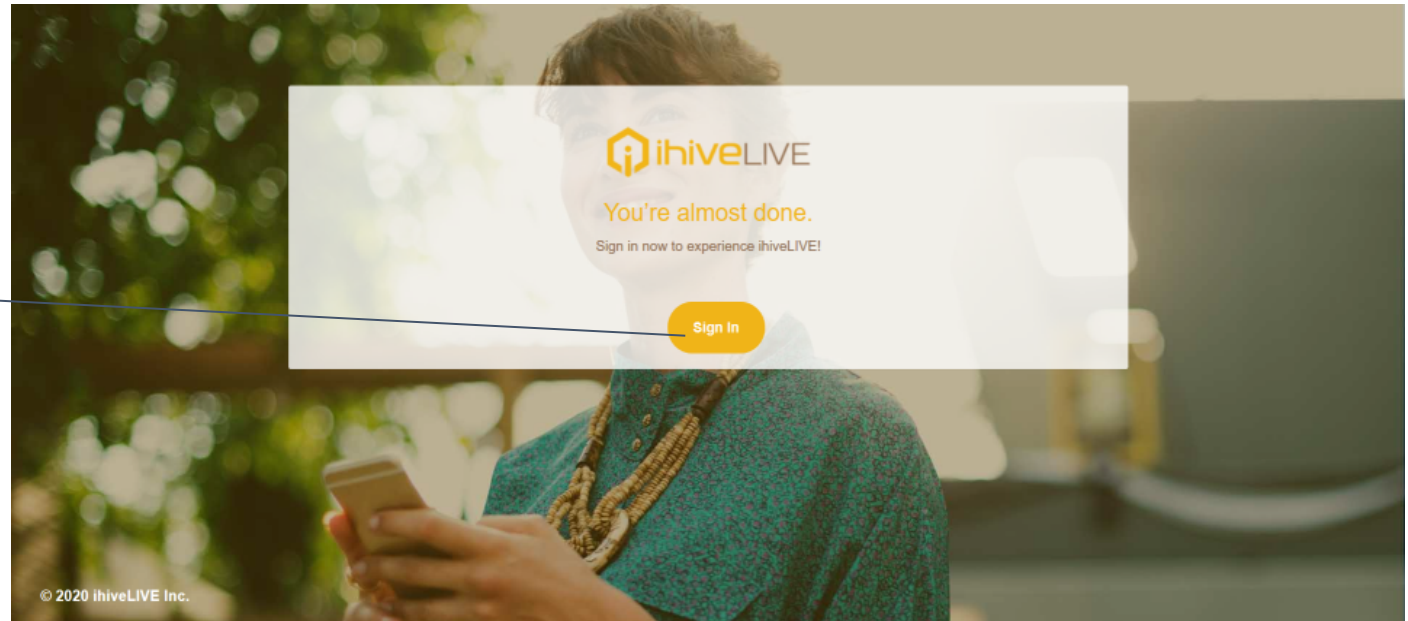
You will be brought to your personalized ihiveLIVE page
where you can begin to review the advertising offers and start
shopping and supporting your charity.

Log In

- Every time you **Log In** to ihiveLIVE. Type in your **email address and password** and click Login to launch ihiveLIVE

- Note: When you launch ihiveLIVE there may be some additional information we need to collect about you. You may be asked to update your personal preferences or that you've reached a payment threshold and we need additional information to process your payment.

1

2

3

If you want to go straight to shopping, click the 'x' in the top -right corner of the pop-up and close the notification. You'll be reminded the next time you enter to remind you as it's important we gather more information to process your future payments

ihiveLIVE
Login

jonathan.brillinger@gmail.com

••••••••••

Forgot Password

Login

New to ihiveLIVE? Signup

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ihiveLIVE

Your Profile Needs an Update!
It looks like you haven't completed your profile in ihiveLIVE. Please take some time to fill up your profile.

Update

Updating Your Profile Personal Information

Description / Instructions:

- Enter your name, gender and date of birth.

- When you're done, click Next

Guy Graveline

gravelineguy@gmail.com

Basic Details   Contact Details

First Name	Last Name	Gender	Date of Birth
Guy	Graveline	Male	26 Nov 1954

Edit

Next

Contact Details

Description / Instructions:

- Enter your mailing address and cell number and click DONE

Guy Graveline

gravelineguy@gmail.com

Basic Details   Contact Details

Edit

Address 1	Address 2	Country	Postal Code
232 Riverview Blvd		Canada	L2T 3M8
City	**State/Province**	**Cell Number**	
St Catharines	ON	1-905-980-1840	

Back   **Done**

Description / Instructions:

- Welcome to the ihiveLIVE web-based portal

- The menu near the top of the screen gives you quick links to **Merchants, Trending Deals, All Deals, Preferences, Charity and Help**

- If it's your first time visiting make sure you've updated the MyPreferences and MyCharity tabs

- If you're here to shop you can click on Merchants, Trending Deals or All Deals

- If you have a particular Merchant you're searching for click the search box at the top of the screen, enter the name of the Merchant and click the button "Find Merchants"

- Please note, ihiveLIVE is new and we may not have signed up your preferred merchant yet. We will update you as new merchants are added. In the meantime, we hope you'll explore all our merchants and make purchases that benefit you and your charity.

Your Landing Page

Tip: Make sure to scroll down on the landing page to check out our TOP CANADIAN MERCHANTS!

Merchants

Description / Instructions:

- As you scroll down the merchant page you'll first see a listing of Merchants. These merchants are presented based on some of the preferences you selected at sign-up. Please note you can update your preferences at any time and it will change the types of merchants presented to you

- If you are interested in a particular merchant, then you simply click on 'Shop Now' it will take you directly to the merchant's website, so that you can explore all of their products and make your purchase

- Please note that all transactions are completed within the merchant's website and no credit card / or other information is required or retained by ihiveLIVE

- Your transaction information will be captured and posted in the ihiveLIVE platform after we receive the information from the merchant (usually 24-48 hours)

All
Art/Photography
Automotive
Books/Media
Education
Electronics
Family
Fashion
Fitness & Sports
Food & Drinks
Games & Toys
Gifts

HireWriters.com
Up to $5.00
Up to $5.00
Shop Now

Bulk Office Supply
Up to 1.75%
Up to 1.75%
Shop Now

isango!
Up to 1.50%
Up to 1.50%
Shop Now

MagicWorld
Up to 1.75%
Up to 1.75%
Shop Now

Top Canadian Merchants   See More

TOMS (Canada)
Up to 1.75%
Up to 1.75%
Shop Now

NHL Shop
Up to 1.50%
Up to 1.50%
Shop Now

Merrell Canada ULC
Up to 1.75%
Up to 1.75%
Shop Now

Grosche International Inc.
Up to 2.00%
Up to 2.00%
Shop Now

More Deals as you scroll down the page…

Trending Deals

Description / Instructions:

What's a trending deal? Trending deals are the most popular deals based on all users across all preference categories. This is your opportunity to look outside of your existing preferences to see what other members are interested in.

As the number of ihiveLIVE members grow you can check trending deals to find out what other people are buying.

This may help you identify great deals or new opportunities you may not have noticed

## All Deals

Description / Instructions:

"All Deals" includes every deal available on ihiveLIVE.

Why would you select preferences and then want to browse 'All Deals', you ask? Well, we've heard from many shoppers that although they like to be pointed toward their preferred categories, sometimes they like to see other marchant deals when they are looking for gift ideas, for example.

Searching for a specific Merchant

Description / Instructions:

- Search by merchant name or a keyword associated with the merchant. Keywords could be any word that describes the types of products the merchant sells. For example, 'shoes' will return Footwear merchants from the Clothing or Fitness & Sports categories

- If you'd like to see every merchant within a specific category: click the dropdown menu and select the category (e.g. Automotive) and simply click the Find Merchants button without inputting a merchant name

- If you want to check to see if a particular merchant is available then type the name in the search bar and click Find Merchants

- The results will be presented below

Setting your Preferences
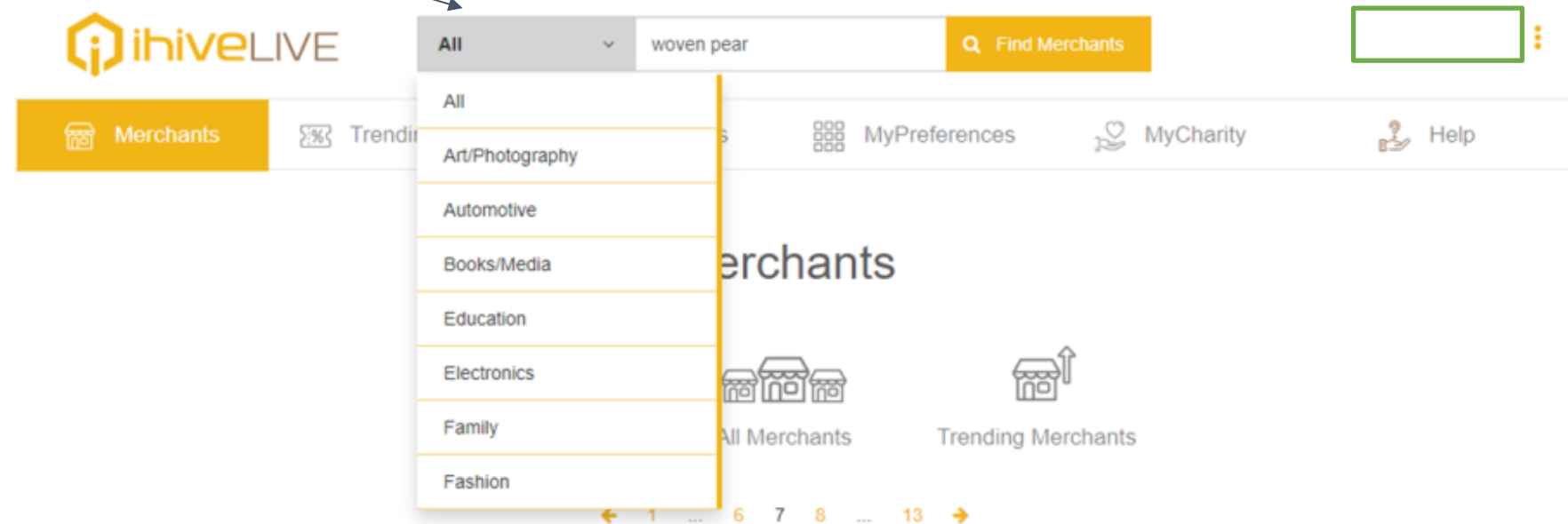
Description / Instructions:

- If you would like to update your preferences click on the Preferences menu

- You can choose any number of preference categories

- If you feel that you are not receiving enough deal or coupon opportunities try expanding the number of categories you've selected, or if you're receiving too many you can try limiting the number of categories you've selected

- Please note some of the categories have a limited number of merchants currently signed-up, however we are constantly expanding the number of merchants every day to find new partnerships and expand the number of available merchants for each category

Update Your Charity
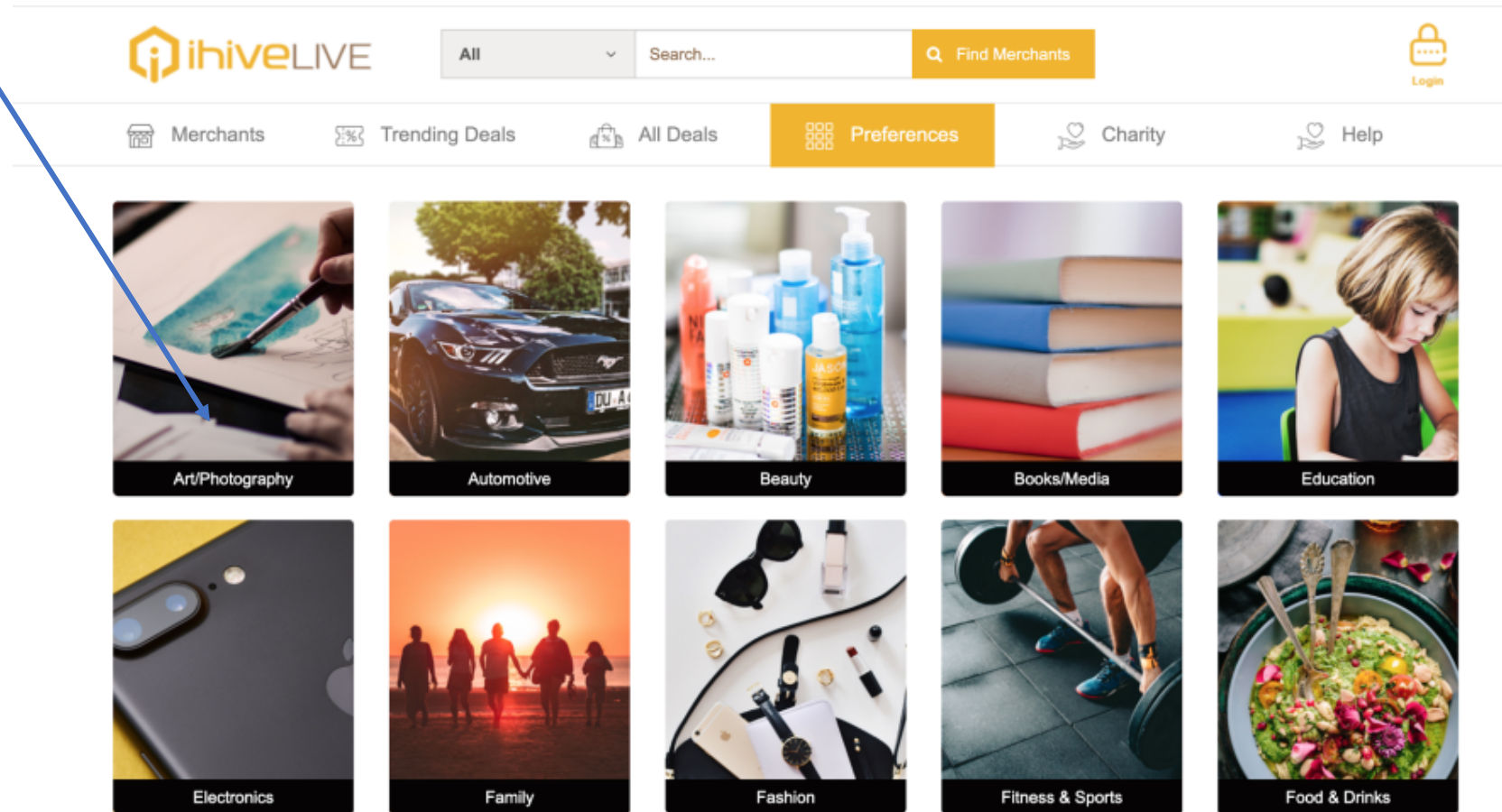
Description / Instructions:

- Your charity relies on you and we encourage you to continue to support your charity over the long-term. However changes in your life and experiences may prompt you to support a new cause

- To make a change to your selected charity, simply click on different categories of charitable causes to explore the various charities available. As we partner with more charities you'll see new charities added regularly.

- Please note that any cashback you have generated up to the date of your change in charity will be directed to your previous charity, however new cashback generated from that day onward will be paid to the new charity selected

Aged	1
Animals	1
Arts / Culture	1
Children / Youth	4
Community Development	2
Disaster Relief	3
Education (Postsecondary)	1
Education (Primary/Secondary)	1
Environment	1
Health / Medical (Domestic)	7
Health / Medical (International)	1
Human Rights	1
Religion / Spiritual	1
Sports / Fitness	1
Veterans	1

Niagara Childrens Centre

Niagara Children's Centre is recognized throughout the Niagara Region as the provider of rehabilitation and support services to children and youth with physical, developmental and communicative delays and disabilities.

🌐 http://www.niagarachildrenscentre.com

Active
698
Days

American National Red Cross
Founded in 1881 by Clara Barton, the American National Red Cross provides emergency assist..

🌐 http://www.redcross.org

The Canadian Red Cross
The Canadian Red Cross is leading humanitarian organization assisting vulnerable people in..

🌐 https://www.redcross.ca/

Doctors Without Borders Canada
Doctors Without Borders, a Nobel Peace Prize winner, provides medical services in war-torn..
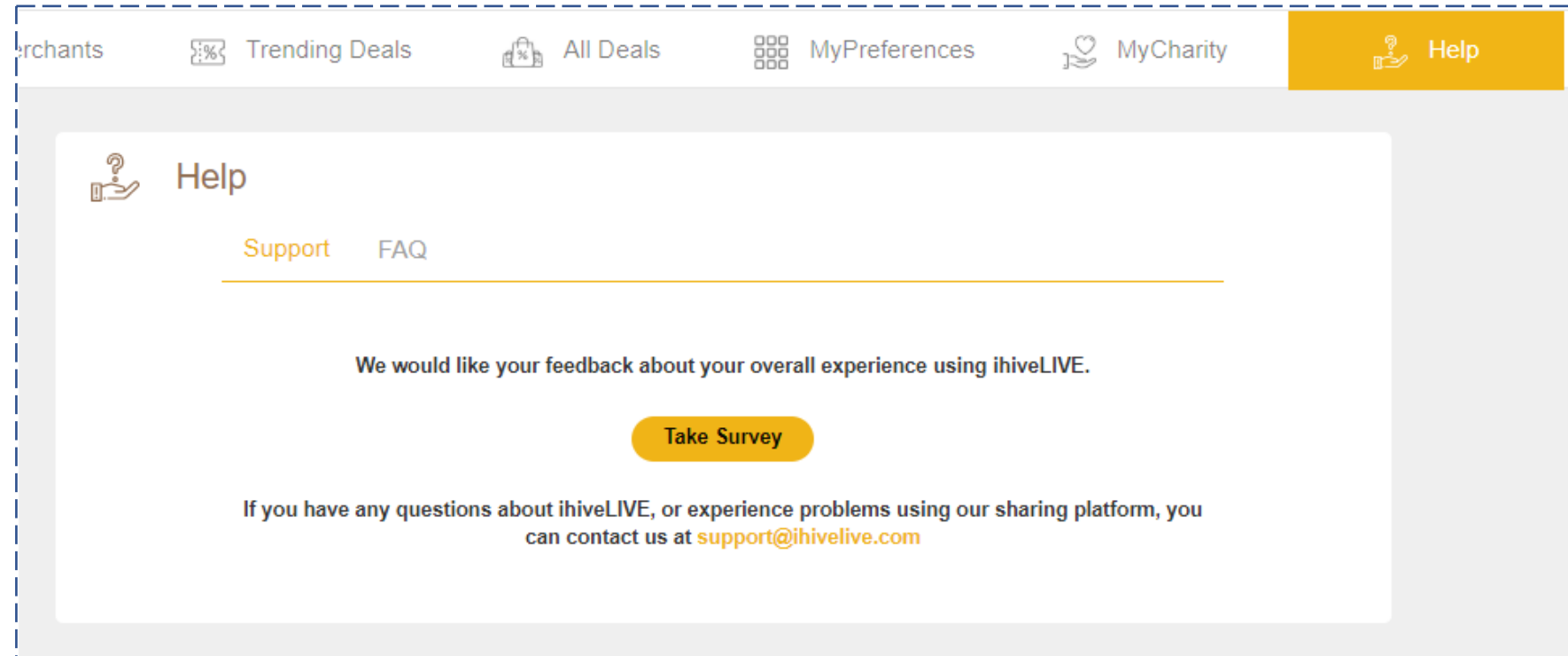
🌐 http://www.msf.ca

Questions & Feedback

Description / Instructions:

On the HELP menu you'll find a link to the most common questions (FAQs) we've received

We hope that you will take a short survey and give us feedback about how we can make ihiveLIVE better

If you are experiencing technical difficulty or would like to ask a question, please email us at: support@ihivelive.com

Your Personal Dashboard (MyProfile)

Description / Instructions:

- Click on the 3 dots beside your name

- A drop-down menu will appear

- This menu will let you update your profile, check your cashback balances, confirm transactions you've made with merchants are captured and process payments when you've been notified a payment is required

- My Profile will let you update your address if you move

- Note: You cannot change your email for ihiveLIVE once you have signed up. If you no longer have access to your email you will need to sign-up for ihiveLIVE with your new email address and send a request to support@ihivelive.com to merge your accounts.

- Please ensure your cell phone number is on file so that you can be contacted to confirm your identity.

Your Personal Dashboard (MyCashback)

Description / Instructions:

- Here you can see how much cashback you've generated for yourself and how much you generated for your charity
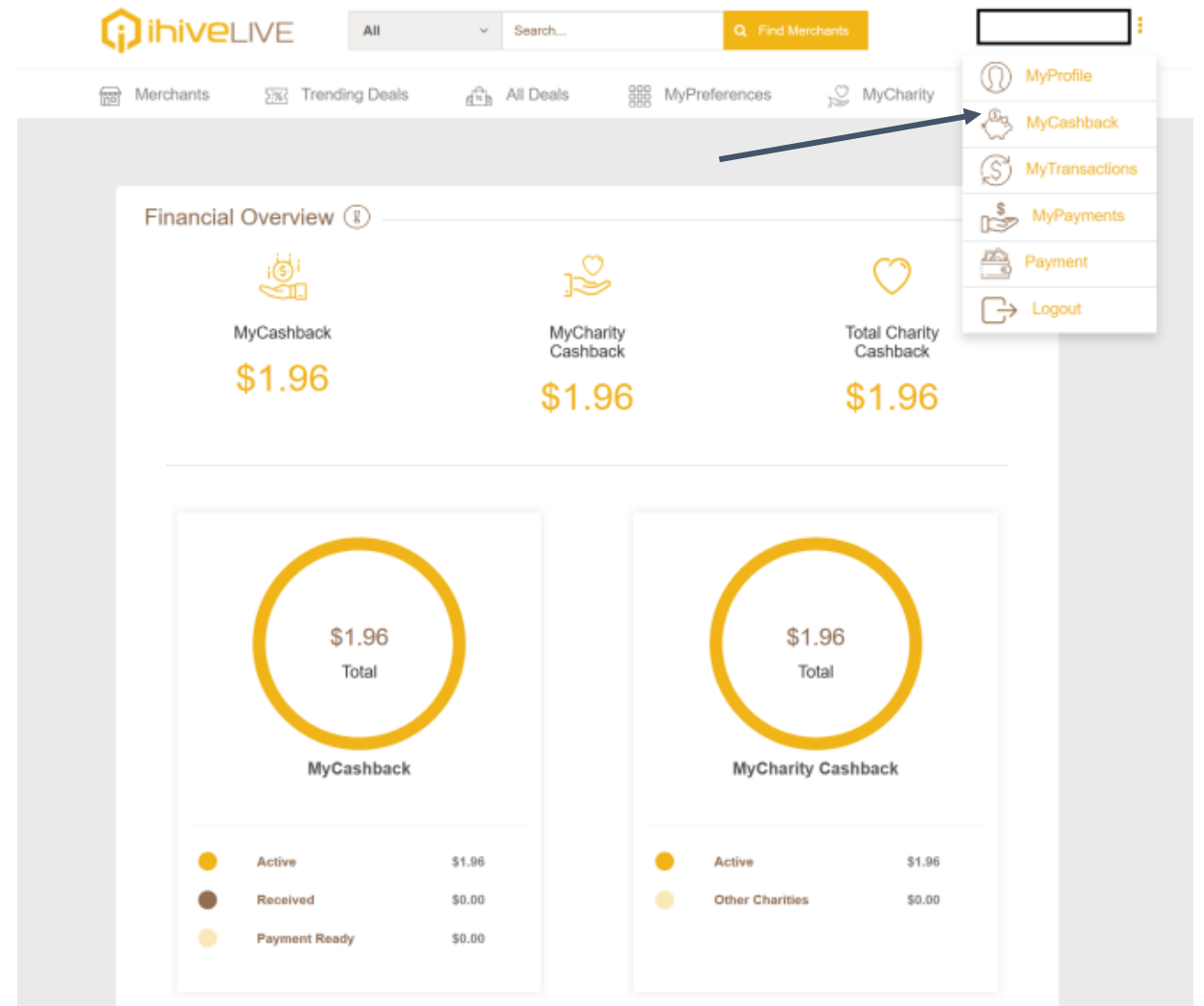
Your Personal Dashboard (MyTransactions)

Description / Instructions:

- Here you'll find a list of all transactions you've made

- Please note that only cashback generating transactions will be captured here. If you make a purchase from a merchant that does not pay cashback then no transaction will be reported in ihiveLIVE

- We recommend that you always search and make purchases through the ihiveLIVE portal to ensure the merchant is able to confirm your ihiveLIVE membership

Your Personal Dashboard (MyPayments)

Description / Instructions:

- Check out the MyPayments page to see when payments were remitted to you

Your Personal Dashboad
(Payment)

Description / Instructions:

- When you generate cashback from your shopping we will notify you when it's time to process a payment to you or your charity

- At that time we will ask your payment preferences

- As mentioned earlier you will be notified at the log-in screen if you have reached the minimum threshold required to make a payment.

- Note: if you try to initiate a payment before reaching the threshold a pop-up will notify you to please return at another time.

Your Personal Dashboad
(MyPayment)

Description / Instructions:

- When you cash out authorize a payment you will be offered the option of giving the full amount of your ihiveLIVE dollars to charity; or keeping half for you.

Pay Charity

We know how important your charity is to you. If you would like to direct your 25% to your charity simply click the "Pay Charity" button to direct the full amount to your cause.

Choose to pay charity

Pay Yourself

If you would like to collect your Cashback, simply click the 'Pay Yourself' button to request your payment

Choose to pay yourself