


Safety, security and admin controls

10/17/2023 11:13 am PDT




Giving Back - To Mother Nature

📅 Jan 21 2024 @1:30 - 3:00 PST

📍 Camino de las Colinas a...

[Sign Up](#)




Group hike: Parents day off!

📅 Jan 24 2024 @1:00 - 5:00 PST

📍 Golden Gate Park

[Take attendance](#)



Giving Back - Trash Cleanup Day

📅 Jan 14 2024 @1:30 - 3:00 PST

📍 Boston Commons

[Join chat](#)

We strive to keep Heylo a safe and secure place for groups. On Heylo, [admins](#) have the ultimate control over their group. Admins can make anyone else an admin, or they can remove admin status from anyone, including themselves. There are no limits on the number of admins in a group. Admins can access controls of the group from the “Admin Settings” button on the group tab.

Group management

Admins have the authority to [create](#) and manage groups on Heylo. They can set group guidelines, [configure settings](#), and customize the group's appearance and branding:

- Customize the group link
- Change the group appearance
- Create new events, topics, page
- [Invite](#) members
- Update [permissions](#)

Member management

Admins can [invite](#) and add new members or admins to the group, as well as remove or ban members or admins. They have control over membership and can ensure the group remains

inclusive and aligned with its purpose.

- Approve new members (if required in permissions)
- Designate another admin
- Invite admins
- Grant [leadership titles](#)
- Nominate [group reps](#)
- View member insights
- Remove admins or member
- Ban admins or members
- [Export member info](#)

Event hosts

Admins also have [host](#) rights over every event in the group. That means they can take attendance, edit, delete, or cancel any event, or export attendees, even if they aren't the host.

Communication controls

Admins have the ability to moderate group content, including [messages](#), [topics](#), [events](#), and [pages](#) shared within the group. They can delete any content that violates group rules or guidelines.

- [Delete any message](#), GIF, or image in any topic or event chat
- Delete any event, topic, or page

Note, admins do not have visibility into [private chats](#) or [direct messages](#) they are not a part of.

Payment settings

When a group collects [payments](#) on Heylo, admins control the payment settings including [event tickets](#), [membership plans](#), and [linked bank accounts](#).

- Access payment and member analytics
- Change membership plans
- Create ticketed events
- Add, edit, or remove bank account info
- Refund member payments

On Heylo, admins have ultimate control over the group.

Group permissions

Permissions

We strive to keep Heylo a safe and secure place for groups. [Admins have the ultimate control](#) over their group. These permissions help maintain order, privacy, and the overall functioning of the group.

To edit group permissions, navigate to admin settings from the group tab, and then select "Permissions."

Permissions can be granted to all members, admins only, or specific [Roles](#).

Permission controls for onboarding new members

Admins control who joins their group and how their group appears on Heylo.

- **Discoverability.** Heylo can help promote your group by making it [discoverable](#). Discoverable groups appear in [Heylo Discover](#) and on the [profiles](#) of members. When they join other groups on Heylo, all the members in those groups can see the discoverable group. Furthermore, Heylo helps discoverable groups by indexing group pages and surfacing them on the web and [search engines](#), like Google and Bing.
- **New member approval.** When set to manual, admins must approve [all new members](#) before they join the group on Heylo. This setting is agnostic of discoverability. Instead of seeing a "join" button on a group page, new prospective members can "request to join". The request sends a [push notification](#) to admins, and the prospective member is listed at the top of the members screen. Admins can either accept or reject the member. If accepted, the member gets automatically added to the group, notified, and presented with an invitation on Heylo. If rejected, the pending request disappears, and no one is notified. An admin can always initiate a [direct message](#) with a prospective member as well if any additional information is needed.
- **Invitations.** Admins can restrict who can send [invitations](#) to the group. When restricted to admins, members must communicate directly with admins via in-person or chat to request new members to be invited to the group.

Permission controls for members

Group permissions on Heylo also determine the level of access and actions that members can perform within a group.

- [Topics](#). New members can create new topics from the topics screen
- [Pages](#). New members can create new topics from the content screen
- [Events](#). New members can create new topics from the events screen
- [Event check-in counts](#). Admins can control who can see total check-in counts on other members' profiles.

It's critical for admins to carefully consider and configure group permissions to strike a balance between collaboration and privacy. By setting appropriate permissions, admins can create a safe and productive environment for group members to interact and engage according to the group's culture and values.

Waiver signatures

Waivers, or liability releases, can provide members with context on the group's activities and risks associated with them. Furthermore, when legally sound, they can serve as a release of liability from the leaders of the group.

Heylo can help group leaders get waivers signed. By uploading the waiver language to Heylo, members must sign the waiver in order to participate in the group's activities by digitally signing with a check mark: "I have read, understand, and agree to..." on the waiver. If the member does not sign, they are not allowed to join the group. Members only need to sign the waiver once, not for every single event.

Launch waiver signatures

To launch your waiver:

1. Head to the admin settings under the group tab and select "Waiver Collection"
2. Copy and paste your waiver language into the text section on Heylo. Note, rich text is not supported
3. Save and select who should sign. The selected recipients must sign the waiver in order to continue to participate in the group.

To update a waiver, admins can add new text to the form and select save. Admins can select who should sign the new waiver - [only admins](#) or [just new members](#)

View waiver status

An admin can view waiver status anytime:

1. [Member insights](#)
2. During [event attendance](#), admins can see who has not yet signed a waiver
3. [Member CSV export](#)

When a waiver is signed, a timestamp and version of the document are marked in Heylo's databases and recoverable if ever required by either party. To recover a signed waiver document, [contact the Heylo team](#).

Group leaders should give members adequate time to read and accept the waiver. While seemingly complex, waivers can help members understand the potential risks associated with joining the

group and attending events. Heylo handles the friction by collecting waiver signatures and providing sufficient time for members to read and accept the terms of the group before joining.

Member insights

[Group admins](#) on Heylo can access insights into their members. From the profile of the member, admins can select the three-dot more menu, and then “member insights”.

There, admins can see analytics about members on a granular level including:

- Date joined
- Waiver sign date
- [Total events hosted and attended](#)
- Total [payments](#) collected
- [Membership plan](#), if set
- Private info

Ultimately Heylo is a comprehensive space for admins to control and lead the groups according to their own culture and values.

Integrations

Heylo serves as the place for your members to access the info they need to belong to your group and communicate with other members. However, Heylo doesn't do everything! Where there are missing gaps, we strive to integrate Heylo with other software platforms to keep groups operating as seamlessly as possible.

Integrations include:

- **Google and search engines.** Groups and events can be listed on Google and [search engines](#). Admins can make their group discoverable in their [admin settings](#), and their [group page](#) indexed on web and available for search on Google and search engines. It is optimized for search engine discovery to enable easy discoverability. Event pages can be indexed as well. As always, group and event pages can be controlled and disabled by a group admin.
- **Google and Apple calendar.** When a host creates an event, or a member signs up for an event, they can add the event details directly to their [personal calendar](#) (mobile app only). However, they must check Heylo for any changes in the event status.
- **Google Maps.** An event host can integrate a specific [location](#) for their event for easy navigation. Members can tap the navigation button, and the location automatically opens to Google Maps.
- **Mailchimp.** Admins can automatically pass a member's name, email, and associated tag to an existing [Mailchimp](#) account. To set up Mailchimp integration, admins need their Mailchimp API key.
- **Instagram.** Events on Heylo can be [published to Instagram stories](#) with one tap. Heylo will automatically generate an event promo card, and hosts and members can seamlessly share.
- **Shopify.** Admins can automatically pass member emails from Heylo to a Shopify store to

verify discount codes (see stores for more info).

Reporting inappropriate behavior

Everyone has access to reporting tools to flag inappropriate behavior on Heylo. Inappropriate behavior can include unwanted [messages](#), unacceptable actions, or inappropriate photos.

There are two ways to report a member:

1. Navigate to a member's [profile](#), select the three-dot menu and then select "report". Reports from profiles are best for issues with that specific person.
2. Open the overview of a topic or private message, and select "report". Reports from [topics](#) or [private messages](#) are best for issues with that specific conversation.

When a report is submitted, the Heylo team first reviews the behavior. Anyone sending spam is removed entirely from the Heylo platform. Other issues are escalated to the specific [group leaders](#). Only with permission from the reporter, details of the case are shared with the leaders of the group, and the leaders are encouraged to help resolve the issue with the support of the [Heylo team](#).

Remove member

[Admins](#) can remove any member from the group.

When a member is removed, they cannot contribute to group [topics](#) or [event chats](#), nor can they [sign up for new events](#) or view [members](#), [stores](#), or [pages](#) in the group. They are also no longer visible in the member list to members and cannot initialize [direct messaging](#) or [private chats](#) with other members. Removed members are not included in member counts. However, admins can still see and direct message removed members under "past members" at the bottom of the members tab.

Removed member's history is not altered, however. The following are not deleted:

- [Messages](#) in topics and event chats
- [Attendance data](#)

Leave group

Anyone can leave a group anytime. No one is notified when you leave. To leave a group, head to the group tab and then scroll down to "leave".

Data is handled in a similar fashion to a member removed from the group. Members can rejoin the group at any time and your profile will remain intact. However, joined [topics](#) and [event sign-ups](#) will reset. Furthermore, a removed member can continue to use any existing [private communications](#) on Heylo.

Delete group

A group is automatically deleted when there are no members in the group. [An admin](#) of the group can remove any and all members, and then leave the group themselves.

If there are lots of members, admins [get in touch with the Heylo Team](#) to get a hand with group deletion.

Data privacy and Encryption

In order for groups to build community, they must be safe. On Heylo, we strive to help groups have a safe space to organize and connect with each other.

Data inputted into Heylo is stored securely using modern cloud infrastructure. All Heylo team members do not have access to all messages or information shared; a handful may retain access to handle disputes or serve legal requests. Learn more details in Heylo the [privacy policy](#).

[Messages](#) are not encrypted. They are stored in a secure database and are not associated with the name of any specific person.
