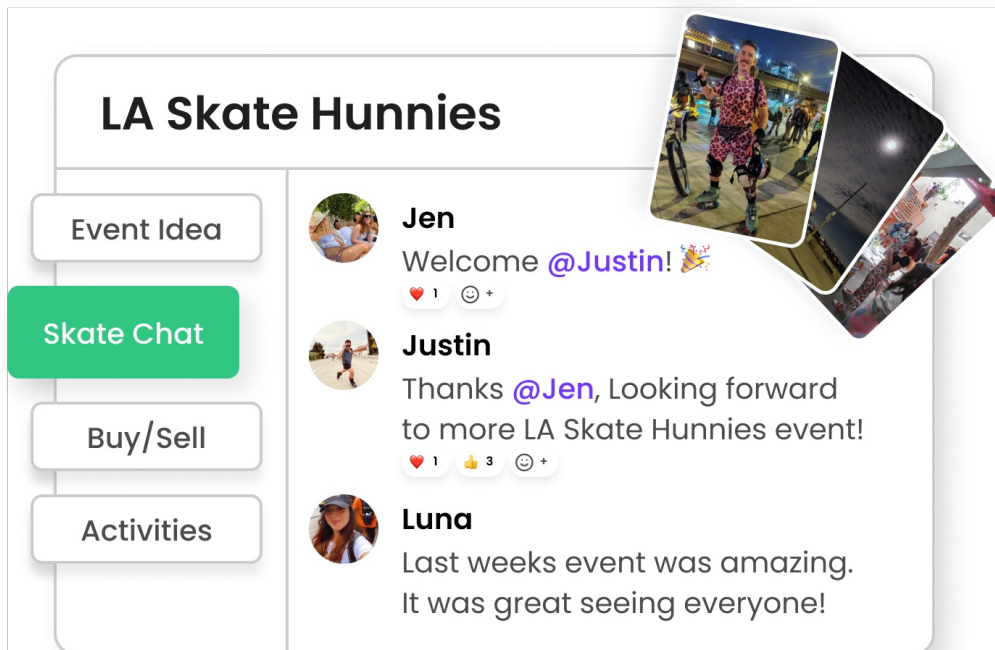


# Communications

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## Build community on Heylo

Heylo is designed to help groups build a vibrant and engaged community. Whether it's [signing waivers](#), [collecting payments](#), or [joining events](#), every interaction within a Heylo group is an opportunity to bring people together and spark member engagement.

Heylo empowers members to communicate with each other without distracting from important leader communications. Member communications welcome new members, answer other members' questions, and help members get more value out of the group without creating more work for leaders. Members of groups on Heylo have made life-long friends, sought career help, and supported one another through their most challenging times. These interactions create a huge impact on members' lives, and the value accrues back to the group.

In addition to member communications, leaders get a dedicated space to communicate with and reach all members. Heylo's communication features are designed to strike a balance between member-to-member interactions and leader-to-member communications, ensuring that both aspects are well-served in a Heylo group and actually complement one another.

## Communication tools on Heylo

There are several ways to communicate on Heylo:

1. **Topics:** Topics are organized chats categorized by specific themes or interests. Members have

the freedom to join the topics that align with their preferences and engage in discussions that interest them. By categorizing conversations, members can communicate in the topics that interest them and avoid information overload, noisy chats, and too many notifications. Topics are easily discoverable and facilitate focused discussions and help members connect with like-minded individuals within the group.

2. **Event Chats:** Event chats provide dedicated spaces for attendees of specific events to communicate. When an event is created, an associated chat is automatically generated, and members are added to the chat upon signing up for the event. These event chats allow attendees to coordinate logistics, ask questions, and share excitement leading up to the event. Once the event concludes and there is no further activity in the chat, it is automatically archived, preserving the conversation history for future reference but keeping it separate from daily communications.
3. **Announcements Topic:** The Announcements topic serves as a dedicated space where group admins can send messages to all members. It is prioritized at the top of the screen so important leader communications reach every member reliably. Additionally, the Announcements topic is integrated with email, enabling admins to extend their reach beyond the Heylo platform and communicate with members who may not be actively using the app.
4. **Direct Messages:** Direct messages provide a private communication channel for one-on-one or small group conversations. Members can connect with specific individuals within the group, facilitating personal discussions, sharing confidential information, or collaborating on specific tasks. Direct messages enable deeper connections and more personalized interactions within the community.
5. **Benefits.** Benefits are a dedicated space to display partners, playlists, and merch. Each benefit now comes with its own dedicated chat.

Strong communications serve as the backbone of groups and help everyone get the most out of the community.

## Chat and messaging

On Heylo, communications are built on real-time messaging and chat, like texting. Everyone can communicate in chats like a modern messaging platform with:

- Text-based messages
- [Photos and videos](#)
- GIFs
- [React](#) to messages
- Reply to messages
- [@mention](#) other members

## Topics

Topics on Heylo provide a streamlined way to organize group chats. They allow admins and members to create separate chats for messages focused on specific subjects or themes within your group.

Every member of the group has a topics screen with two sections: Joined and Not Joined. People who join topics can contribute to the conversation by sending messages. They can also receive notifications for that topic. For topics not joined, they can still see the messages in the topic but cannot send any messages or receive any notifications, unless they were [@mentioned](#).

Everyone in the group can choose the topics to join, with the exception of the [announcement topic](#) and private topics.

Topics are organized on the topic screen by the most recent message sent. Heylo does not use an algorithm to determine which topics to display.

### **Join a topic**

To join a topic, navigate to the topics screen and select an interesting topic. Tap the "join" button, and you'll be added to the topic. Joining a topic enables you to contribute to the conversation by sending messages and receiving relevant notifications. When you join a topic, a system message will indicate you joined, and others will receive a [notification](#) if enabled. There is no limit to the number of topics that anyone can join.

### **Leave a topic**

Leaving a topic is as simple as selecting the topic header and selecting "leave quietly". When someone leaves, no notifications or system messages are sent when you leave a topic. Alternatively, topics can be [muted](#) to prevent message notifications while still remaining a member of the topic. Members only receive messages from a not joined topic if they are specifically [@mentioned](#) and have those notifications enabled in [permissions](#).

Long press the topic from the topics tab to leave or mute a topic.

### **Creating a new topic**

Depending on the group's [permissions](#), admins or members of a group can create a new topic. A new topic can have a name, photo, and description to help others understand what the topic is all about.

When creating a new topic, the topic creator can choose to invite specific members. Invited members are automatically added to the topic, and the topic appears in "joined." Public topics will also send everyone in the group a push notification and/or email depending on their personal

notification settings. In addition, the topic is listed at the top of the topics screen and labeled as “new”.

There is no limit to the number of topics that anyone can create.

## **Moderators**

Moderators have administrative privileges over a specific topic. Moderators can edit the topic details such as the name, description, or image. They can also add or remove members from the topic, and delete any message or photo shared in the topic. Anyone can be a topic moderator, including both [admins](#) and [members](#). By default, the topic creator is the moderator of the topic. If all moderators are removed, then everyone in the topic is a topic moderator.

## **Viewing topic details**

To see the topic details, navigate to the topic and then the top header. Anyone in the group can see the topic photo, description, and full list of members.

## **Archived and deleted topics**

Topics with more than 30 days of inactivity are automatically archived for the group. Only [admins](#) can delete any topic.

## **Announcements**

[Admins](#) can make announcements that reach everyone in the group. They are integrated with email. All members receive a notification in Heylo, a push notification, and an email notification. Recipients include both active and inactive members - essentially, anyone who signed up for the group.

To make an announcement, select “@announce” in any event chat or topic chat message.

Or, use the announcement topic. This special topic is always pinned to the top of the topics screen and visible to everyone in the group at all times.

Emails are sent to any members who have signed up for the group, as well as any members invited to the group by email.

## **Event chat**

Event chats on Heylo provide a dedicated space for real-time communications with attendees.

[Hosts](#) can reach everyone with real-time communications, and members can ask and answer their

own questions. Whether it's planning logistics or sharing photos, event chat helps connect everyone before and after the event, without blowing up the full group communications.

When an event is [created](#) on Heylo, an event chat is automatically generated for that event. Hosts and [registered](#) attendees are automatically added to the chat.

Once the event concludes and there are no more messages for 24 hours, the event chat is automatically archived. This helps keep the group chats organized and focused on the specific event timeline. However, anyone can still access the chat history to revisit previous discussions and retrieve important information by going to that specific event and selecting the "chat" button.

Event chat empowers attendees to connect with each other, ask questions, share updates and photos, and engage in conversations related to the event. It helps create a sense of community among event attendees and facilitates effective communication before, during, and after the event.

## Benefits

Use the benefits tab to showcase all your group has to offer.

The benefits tab is a dedicated space to display your group's partners, playlists, and merch. Every benefit has a summary, direct link, and discount code storage for your members.

In addition, each benefit has its own dedicated [chat](#). In the benefit chat, members can convene and make the benefit interactive. Whether it's sharing photos, product reviews, or asking questions, the benefit chat keeps the benefit relevant over time and helps members get more out of your group benefits.

## Private topics

Private topics enable people in the group to communicate in private. They remain on the topics tab, and only members of the group can be invited. They are separate from a private group chat where anyone connected to others on Heylo can be invited to join outside of the group.

To create a private topic, press the create topic button from the topic screen, and then toggle on "private." Invite initial participants from the group, and they'll be automatically added to the private topic. Anyone can leave the private topic at any time, and a system notification will be printed when left.

After a private topic is created and messages are sent, new members can still be added by any member of the private topic. When someone new joins a private topic, they are not able to see messaging history.

Any member of the private topic can remove any other member as well. To rejoin, simply get an invite from another member.

### Default private topic: Admins

Groups on Heylo have a default private topic for admins. Admins can use the private topic to plan upcoming events, chat about big initiatives, or more admins to bring on to the leadership team.

Anyone with the Admin role is automatically added to the admin private topic. If an admin leaves the private topic, they can still remain admin but must be invited back to the private admin topic as a member.

## Direct messaging

Direct messaging is a one-on-one conversation with another person and therefore private. No one else can see direct messages.

A direct message can be initiated by anyone in the group to another person in the group. Only others in your group can be contacted via direct message, not anyone on Heylo, generally.

To initiate a direct message, navigate to the [profile](#) of the member and select the "chat" button. Or navigate to private messaging and select "new." All of direct messaging is housed under the personal "messages" icon on the top right of Heylo.

To leave a direct chat, select the arrow button in the top right header, and then "Leave chat." No one is notified and the direct chat is no longer visible to you or the other person in the direct chat. Direct chats can also be [muted](#).

## Private chat groups

Private chats on Heylo offer a way to engage in more personal and focused conversations that are not limited to members of a single group. These private chats can include members from the same group or even individuals from different groups.

Private chats are not discoverable by members - they are invite only.

Here's how to start a private group chat:

1. Navigate to private messages by selecting the "message" icon in the top right corner.
2. Click on the "New" button to create a new private chat.
3. Invite the desired individuals to join the private chat.
4. Begin the conversation by sending the first message.

Invited participants are instantly added to the private chat and can start receiving notifications and messages right away. The private chat will appear in their private messages.

Private chats are not discoverable by other members. They are invite-only, ensuring that only those who are specifically invited can join and participate.

In a private chat, any participant has the option to leave the chat by navigating to the arrow icon in the top right corner of the chat and selecting the "leave" option. While others in the private chat are

not directly notified, a system notification is displayed in the chat to inform everyone about the departure (unlike leaving a topic). If someone leaves, they cannot rejoin the private chat unless they are re-invited by another participant.

The management of private chats is flexible. Any participant can invite new individuals or remove existing ones as needed.

When someone joins a private chat, a system notification is displayed in the chat to indicate when someone is added to the conversation. New participants do not have access to the message history.

## Polls

Polls provide instant group feedback. Whether planning an event or looking for advice, a poll in Heylo can gauge the preferences and insights of group members.

### Target your audience

Polls on Heylo live in [chat](#), and chats are organized by [topics](#). The poll creator can choose their audience by selecting the appropriate chat. Because Heylo chats are categorized, the poll creator can select which category to post the poll and only target the appropriate members in that chat. Admins can everyone as well with polls in [announcements](#).

Polls can:

- **Make an announcement.** Find a good date that works best for the whole group and add a poll as an announcement
- **Seek feedback.** Get specific feedback after an event and add a poll to an event chat
- **Learn about a benefit.** Add a poll to a benefit chat and learn from people who are most interested in the benefit.
- **Keep it private.** Share a poll in a private topic, like Admin chat, to only get responses from private topic participants.

### Getting started

Create your poll and get feedback instantaneously:

1. To set up a poll, head to the appropriate chat and press the "poll" icon
2. Add the question
3. Add a few options for your members to select
4. Hit 'Send' to make it live
5. Receive real-time notifications for each response. Note: Responders will not be notified

6. Access live results that are visible to everyone in the chat

### Details

- Polls are not randomized
- Anyone in the group can create a poll
- Everyone can see responses
- Members can select multiple options
- Polls cannot be edited
- Polls do not currently have an “end” time

### @mentions

@mentions send notifications to specific individuals in the group or chat. They work like tags as a way to draw someone specifically into a conversation. To see who all available people are to @mention, type the “@” symbol on the keyboard in a message.

When @mentioned, the mentioned person receives a notification, ensuring that they are alerted to the message or conversation that requires their attention. Notifications can be received through the Heylo app via [push notification](#), [email](#), or both, depending on the member's notification settings. In all cases, the person will receive a notification in their [notification center](#) as well.

### Reactions

Message reactions on Heylo provide a convenient way to respond to a message without a full written reply. To react, tap or long-press on a message in the mobile app or click a message on the Heylo desktop to access a range of reaction emojis.

- ❤️ for love
- 😄 for laughter or humor
- 😲 for surprise or shock
- 😠 for anger or frustration
- 🔥 for excitement or energy
- 🙌 for admiration or support
- 👍 for liking or approval
- 👎 for disliking or expressing a negative sentiment

When submitting a reaction, only the message sender receives a notification. Notifications are limited to [push notifications](#) and [notification center](#).

To remove a reaction, select the “+” icon and then tap or click the selected reaction again. The reaction is removed, and no notification is sent.

### Notification center



Heylo's notification center serves as a centralized hub for all the latest activities and important information on Heylo. It is designed to provide a summary of new events, messages, and other relevant updates. The notification center is also agnostic to individual groups. If you are in [multiple groups](#), all notifications from all groups will be consolidated in the notification center. Access the notification center by selecting the "bell" icon located at the top of Heylo.

Whenever there is a new activity, such as a new [event](#), [announcement](#), or [message](#) in a topic, the notification center will receive a badge notification. This badge serves as a visual indicator to alert new activity.

Each notification is tappable and will navigate to the appropriate screen in Heylo, whether it's an upcoming event or a message sent in a topic.

The notification center ensures everyone stays informed about important updates and can easily navigate to the relevant information on Heylo.

## Push notification settings

Notifications are critical for staying connected and informed in a group. However, managing a flood of notifications can sometimes become overwhelming. Heylo is designed to only provide helpful information and reduce noise. [Admins and members](#) can control their own push notifications to adjust the level of notifications. Notification settings are applied equally across all groups.

Toggle on or off the following push notifications to adjust push notification settings:

### Members

- **New [members](#)**. Receive a notification when new members join the group

### Topics

- **New topics**. Receive a notification when a new topic
- **New messages**. Receive a notification when a new message is sent in a topic or event chat you have joined
- **Members joining your topics**. Receive a notification when members join topics you are in
- **[@mentions](#)**. Receive a notification when someone [@mentions](#)

### Events

- **New events**. Receive a notification when a new event is created, and the host elects to notify everyone
- **Event updates**. Receive a notification when an event you are attending is updated and the host elects to notify everyone
- **Weekly upcoming events**. Receive a notification reminder each week for upcoming events

## Email controls

Members can receive emails for important [announcements](#), [direct messages](#), and [events](#).

Members have ultimate control over the emails they receive from Heylo. To turn off emails, navigate to my account in Heylo and then toggle “Email notifications from Heylo”

## Muting

In addition to the [notification center](#), everyone can control notifications over a specific topic or private message chat. Mute any communication by navigating to that specific chat or topic, selecting the top header, and then the “mute” option. No notifications are sent unless [@mentioned](#) and those notifications are enabled. Similarly, unmute by using the same steps.

## Deleting messages

You can delete any [message](#) you send. In addition, an [admin](#) can delete any message sent by anyone in the group in a [topic](#) or [event chat](#). [Reactions](#) on deleted messages are also removed.

When a message is deleted, no notifications are sent, and any text or content is replaced with “message deleted.” Note that the whole message is not removed because others may have already seen the message and get very confused as to why it’s not there anymore.

To delete a message, open the message menu by long pressing or tapping on the mobile app, or clicking on the desktop.

## Photos, videos: Sizing and multiples

Up to 9 photos or videos can be uploaded into [achat message](#) at any given time.

Photo and video size and resolution are preserved. When a photo is uploaded to Heylo and someone else downloads it, Heylo does not reduce the size or format of the photo.

Share your group shots in all their glory!

## Feedback for hosts and admins

Members can submit feedback directly to [group admins](#). Feedback is not a review; it is a testimonial or real-time suggestion to help improve the group.

Feedback includes a star rating and a comment for the group admins. A member can choose to submit feedback anonymously with their name withheld for sensitive cases as well. In addition, a member can choose whether their feedback can be shared with others outside of the group as well.

Members can submit feedback in several ways:

1. After every [event](#), there is a button on the event details to submit feedback.

2. On the group tab, members can submit feedback anytime.
3. When [leaving the group](#), members can complete feedback.

There is no limit to the number of feedback submissions. Feedback is vital to keeping groups healthy and secure.

## Pages

Pages save important information for your group. They can contain a cover photo and title along with text or a link. Pages serve various purposes, such as displaying group guidelines, sharing helpful tips, or providing access to useful resources.

Pages are easily accessible to your members on Heylo, providing a centralized location for members to access important information and resources whenever they need them. Pages can be accessed via the group tab.

Here are some key features and uses of pages on Heylo:

1. **Information Hub:** Pages can act as a central hub of information for your group. Admins can create pages with details about the group's purpose, guidelines, rules, or any other important information that members need to be aware of.
2. **Resource Library:** Pages can be used to curate and share valuable resources related to the group's interests or objectives. This could include links to articles, documents, videos, or any other relevant materials.

Admins can control who in the group can create and edit pages under Permissions.

By utilizing pages on Heylo, groups can store important information and keep it readily accessible for members.

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