



SOCi Go Mobile App Quick Reference Guide

Manage Your Social Media Strategy and Online Reputation on the Go!

Enjoy all the workflow efficiency, ease of scheduling, and access to analytics you have come to expect from SOCi, now via mobile app - available for both Android and iPhone.

Logging In

Step 1: Navigate to the SOCi App (or click "open" if you just downloaded the app from your respective app provider)

Step 2: You will be led to the login screen where you will input your email and password - the same used to access SOCi by desktop or laptop.

Step 3: Once you fill out the fields, select 'Login'. This will lead you to your Account Insights dashboard.

Note: Should you forget your password, please reset your password by going to the SOCi platform on your desktop or laptop computer (<https://app.meetsoci.com/admin/login>) and selecting, 'Forgot password?' on the login page.

Scheduling a Message

Step 1: Once logged in, click on the Hamburger icon at the top left corner.

Step 2: Choose the Scheduler from the drop down menu.

Step 3: Create a new post by clicking on the calendar to add a post.

Step 4: You can choose which networks you want this post to publish to by clicking on the icons at the top. Check or uncheck accordingly.

Step 5: Write your message in the gray box

Step 6: Click on the image icon to take a photo*, add a photo from your gallery or choose the video icon to upload a video from your gallery.

*TIP: For Android users, you need to take the photo or image you would like to post BEFORE scheduling a message in SOCi Go. Only images and videos from your gallery can be accessed directly from the app.

Step 7: Choose the date and time you would like your posts to publish. Posts can be submitted immediately or scheduled for a future date. You can also choose to allow the platform to publish at the Peak Time - this will update the time for you based on previous post performance.

Responding to or Resolving Engagements

Reviewing and Filtering Engagements

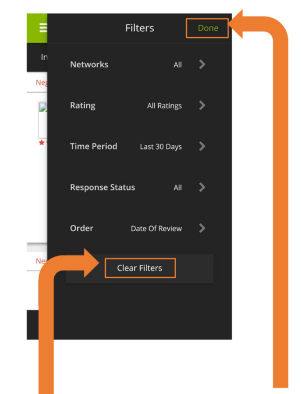
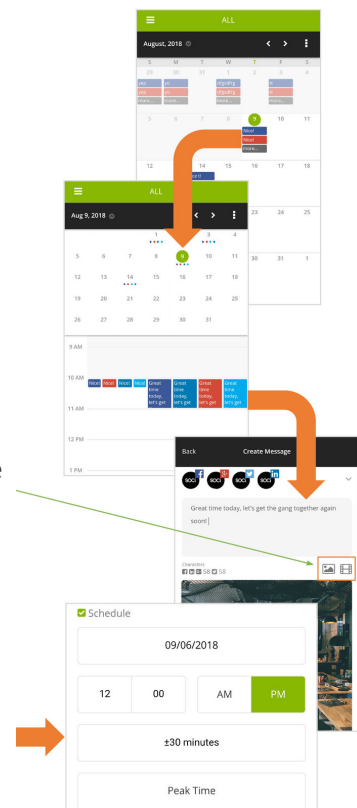
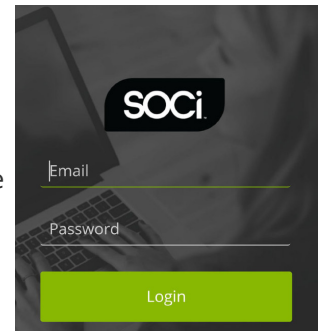
Step 1: Click on the Hamburger icon in the top left corner of the screen.

Step 2: Click on "Engagements" from the drop down menu.

Step 3: Click "All Engagements" and scroll down to select your desired filter from the following

- All Engagements
- My Tasks
- Resolved Tasks
- Archived Tasks
- Deleted Tasks
- All Facebook

Step 4: Select the filters icon in the top right, which will allow you to choose from Networks - ie. Facebook, Twitter, Sentiment or Engagements - ie. Facebook PM, Twitter Mention



Managing Reviews

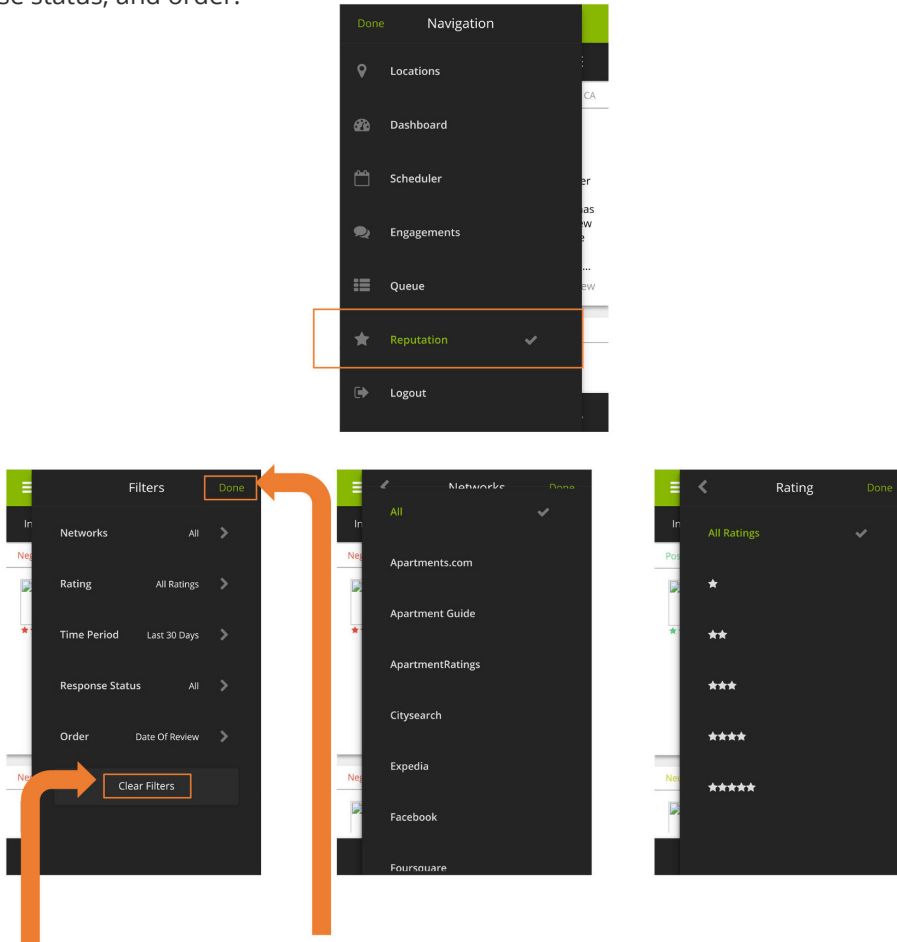
Filtering Reviews

Step 1: Click on the Hamburger in the top left corner.

Step 2: Select "Reputation" from the drop menu.

Step 3: When in the Reputation feature, click the filters icon.

Step 4: From here you can sort the reviews using several filters: rating, time period, response status, and order.



Step 5: Click "Done" at the top right of the drop down once you have selected the desired filters.

Step 6: To turn off the filter, simply click the filter icon, select Clear Filters, then hit done.

You're All Set!