NEW GEN APP
SETUP GUIDE

V2

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Overview

A new generation of Como-powered apps is now available—based on a new React technology and with newly designed screens and flows to provide a better user experience. The app provides significant improvements in appearance, usability, and performance, along with flexibility in design.

Design Concept

Instead of pre-defined layouts, the new design concept provides a home screen based on widgets—which present a concise dashboard of data, along with images and buttons. It also offers better navigation options (with a navigation bar), a scrollable home screen, and more.
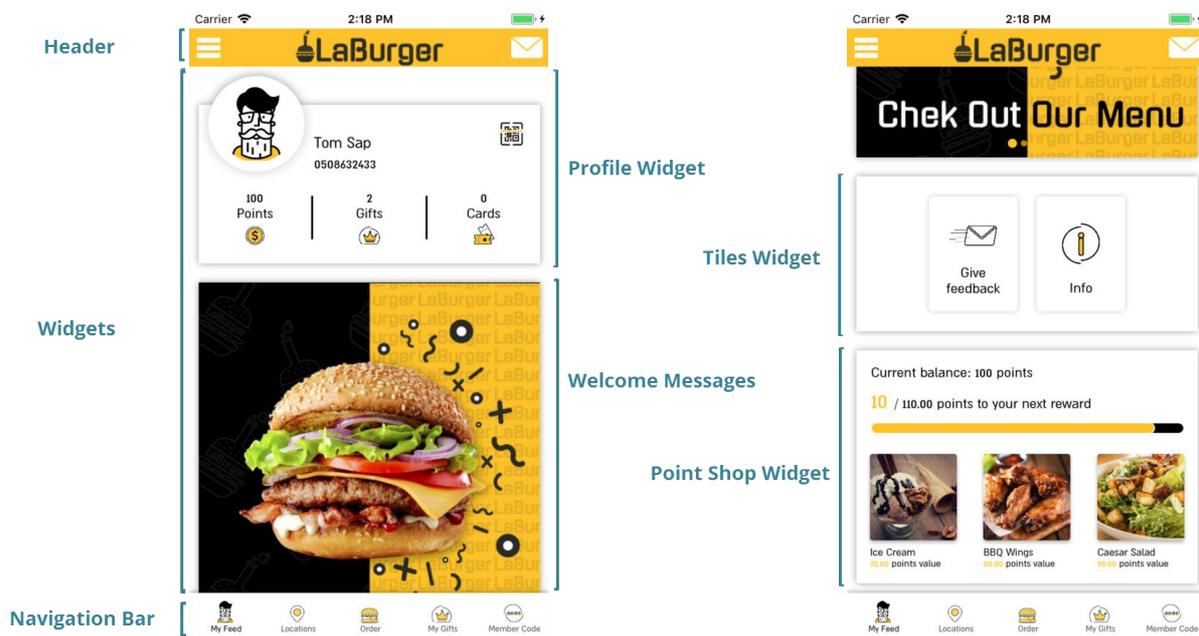
Requirements

Existing businesses can request to migrate their apps if they don't require a capabilitity that isn't yet supported (see below). A new gen app requires dedicated Hub configurations and submitting it to the app stores as a new gen app.

Supported Features

The following widgets, screens and button actions are currently supported for React apps.

WIDGETS	SCREENS	BUTTON ACTIONS

✓ Member Profile
✓ Welcome Messages
✓ Point Shop
✓ Tiles
	✓ Gifts
	✓ Punch Cards
	✓ Point Shop
	✓ General Info
	✓ Locations
	✓ Catalog
	✓ Member Profile
	✓ Web Views
	✓ Side Menu
	✓ Login
	✓ Registration
	✓ My Activity
	✓ Invite Friends
	✓ Member Code
	✓ Coupon Code
	✓ Payment Code (Points/Credit)
		✓ Empty Block
		✓ Open App Screen
		   ✓ Location List
		   ✓ General Info
		   ✓ Member Profile
		   ✓ Gift List
		   ✓ Punch Card List
		   ✓ Point Shop
		   ✓ Invite Friends
		✓ Close App Screen
		✓ Open URLs in External Browser
		✓ Call Us
		✓ Give Feedback
		✓ Navigate to Location
		✓ Share Text (General)
		✓ Open Web Page
		✓ Open Web View
		✓ Filter Location List by Tag
		✓ Open Catalog
		✓ Open Catalog Items
		✓ Open Home Screen
		✓ Show Member Code*
		✓ Pay with Points/Credit at POS
		✓ Enter Coupon Code
		✓ Open Specific Asset Screen
		✓ Open Pop-Up Message**

*This action now lets you show the code as number only, QR or barcode (**App Settings** > **Code Display**).*
***Supported as a button action only, and cannot be triggered from an activity, automation or Filter Members*

Unsupported Features

Any feature or capability <u>not</u> listed above is not currently supported by the new gen app, such as:

- ✗ No accessibility support (required for apps in Israel)
- ✗ No credit card payment screens (pay with points/credit is supported)
- ✗ No pop-up messages triggered from rules, Filter Members, etc. (button action is still supported)
- ✗ No app inbox
- ✗ No photo gallery
- ✗ No custom screens
- ✗ No scan QR codes
- ✗ No beacons
- ✗ No scratch cards
- ✗ No Appsflyer (external app analytics platform)
- ✗ No scan receipt (used to take a picture)

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Migration Process

Here's what you need to know about creating a new gen app for businesses that already have an app.

Before You Start

Check that all the button actions and screens from the existing app are supported by the new app. Button actions and screens that aren't supported will still work in the old version (Zapp) but will display an error in the new gen app. If these unsupported components aren't essential features, you may be able to make adjustments to the apps to enable them to migrate.

By default, all Hub menus related to the new gen app are hidden for all users and businesses. It will be enabled to specific businesses as required.

Basic Checklist

These are the essential steps for creating a new gen app. Additional steps may be required.

- ✓ Create widgets for your Home Screen.
- ✓ Add a navigation bar.
- ✓ Create a side menu (optional).
- ✓ Choose your colors.
- ✓ Add your logo for the app header (from custom icons).

Common Settings

Certain buttons, screens and settings are shared for both the old app and the new one. Pay special attention to settings that could affect both, such as:

- New color scheme—affects internal Como web views in both apps (ex: registration form)
- Design—changes to the default icon set or the font affect both apps
- Custom icons—if default icons were overridden in the old app, override them in the new one
- Location buttons—buttons configured from the location layout will appear in both apps

App Resubmission

Once the new gen app is configured, it needs to be submitted to the app store as a new gen app. Once the app is live, app users will need to upgrade their app on their device to use this version.

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Widgets

The new Home Screen presents only *widgets*—containers of data, images and buttons. Clicking on components of the widget will open other relevant screens.

From **Content** > **Layout** > **Home Screen (NEW)**, add up to 10 widgets in the order you want them to appear. Add only the number of widgets you want and leave the rest empty. You can add the same widget more than once.
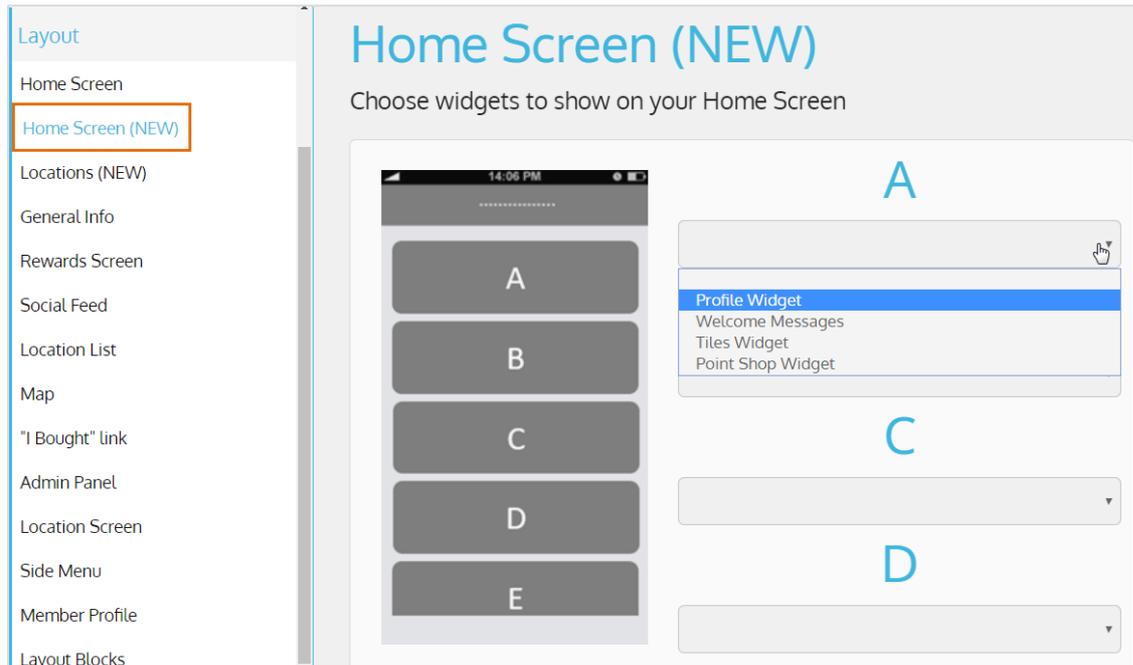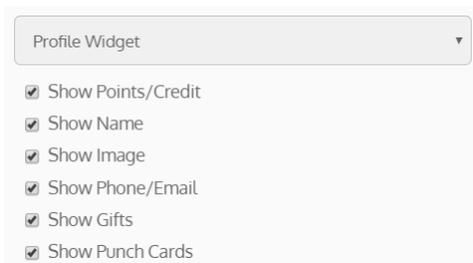
Profile Widget

The Profile Widget displays member details, benefit count and a custom button (optional). Clicking the widget will open the profile screen. If the user isn't logged into the app, a **Login Now** button is displayed instead.
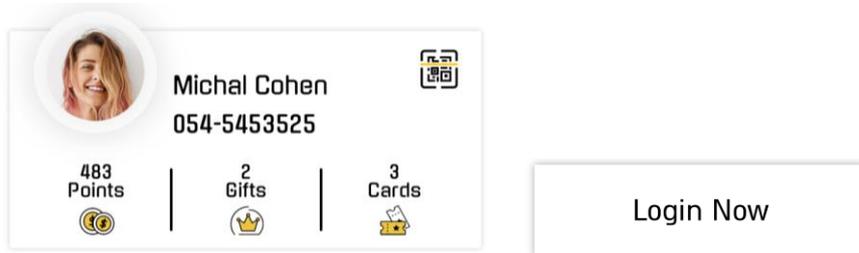
STEP 1 – Add Widget

From **Content** > **Layout** > **Home Screen (NEW)**, select **Profile Widget** and then select what to display:

Component	Description
Image	Member image (when member connects with Facebook), otherwise a (customizable) icon
Name	First and last name
Phone/Email	Phone or email (based on which field we have for this member)
Points/Credit	Points or credit balance _Note: By default, point balance is displayed in the Profile Widget and Profile Screen. You can display the credit balance instead by changing the app text parameter. Learn More_
Gifts	Number of active gifts
Punch Cards	Number of active punch cards (including cards that aren't yet fully punched)

STEP 2 – Add Custom Button (Optional)

You can also add a custom button to your profile widget to appear in the top-right corner by creating a special custom screen for it. Learn more

Welcome Messages

STEP 1 – Create Welcome Messages

Create welcome message from **Content > Information > Welcome Messages**. All the settings still apply, but the button action will only work if it's supported by the new app. See Graphic Guidelines

STEP 2 – Add Widget

From **Content > Layout > Home Screen (NEW)**, select **Welcome Messages** and specify these settings:

Field	Description
Width (px)	Image width and height in pixels
Height (px)	*Note: The image will be adjusted proportionally for different screen sizes. Learn more*
Width Adjustment	Image width can be fitted to the standard widget width (A), or to the screen width (B)
Autoplay Interval (Milliseconds)	How long to show each message before automatically sliding to the next (if **Autoplay** on) *Note: To start, the first message will be displayed for an additional 1.5 seconds*
Autoplay	Whether or not to automatically slide to the next welcome message

Point Shop Widget

Encourage members to accumulate more points so they can buy the *next reward*—the next Point Shop item they will be able to afford (but is now above their current balance).
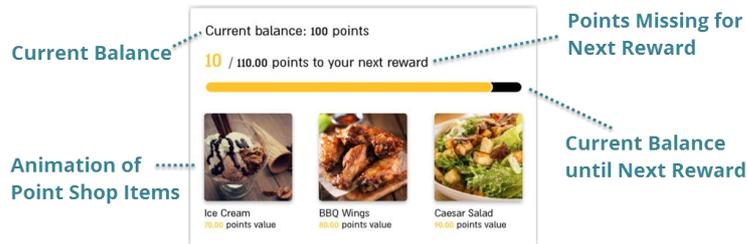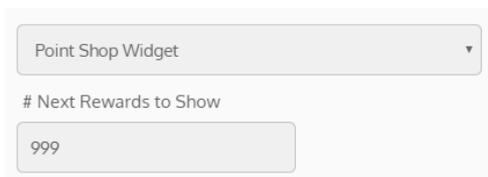

STEP 1: Create Point Shop

Create your Point Shop from **Benefits > Point Shop** (after creating your gifts).

STEP 2: Add Widget

From **Content > Layout > Home Screen (NEW)**, select **Point Shop Widget.**

Then specify how many *next rewards* to show in the widget (i.e. Point Shop items that cost more than the member's current balance).


For example, suppose the Point Shop has items with the following prices: 50, 100, 150, 200, 300 and the member has 100 points. If you select to show the 2 next rewards, then items with these prices will be shown: 50, 100, 150, and 200 (since the member can already afford the first 2 items, it presents an additional 2 "next reward" items).

Note: These items are displayed in an animation, starting from the most expensive.

Tiles Widget

Each tiles widget can contain 1-3 tiles, and you can add up to 3 tiles widgets with different tiles.
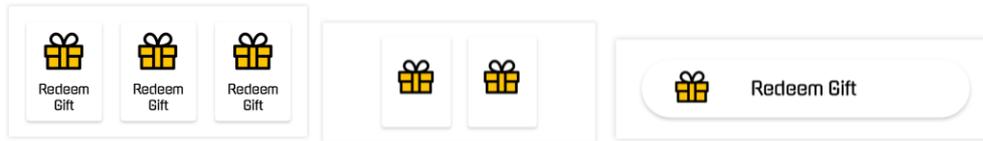

STEP 1 – Create Custom Screen

All buttons (including icons, titles and actions) are specified using a special custom screen. Since you can add up to 3 different tiles widgets for your app (where each widget can have 1-3 buttons), you can create up to 3 different custom screens for tiles widgets (each defining the buttons for a different widget). Learn more

STEP 2 – Add Widget

From **Content > Layout > Home Screen (NEW)**, select **Tiles Widget**. Then select the custom screen you created containing your tiles (ex: Tiles Widget Buttons 1), and the layout (text and icons, icons only or text only).
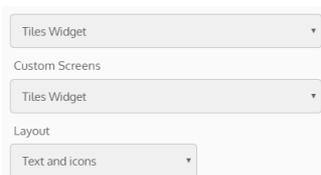
Navigation

Header

Your app header can display the following buttons (at different times):

- Home button
- Back button
- Hamburger button (side menu)
- Custom button

You can add a custom button and/or Home button to your header by creating a special custom screen which includes them. The hamburger button will appear only if you add a side menu. Learn more

Navigation Bar

Add 3 or more buttons to your navigation bar by creating a special custom screen. Learn more

Note: One of the buttons must be the Home Screen, which will be the first screen presented.

From **Content** > **Branding (NEW)** > **Design (NEW)**, you can specify additional settings:

Settings	Description
Navigation Bar - Layout	If to display both the button text and icons, or only the icons
Navigation Bar – Button Colors	How the selected button should appear, in contrast to the unselected buttons - Selected: Text color | Unselected: Text color with opacity - Selected: Original color | Unselected: Text color

Side Menu

You can add 1-7 buttons to your side menu by creating a special custom screen (Learn more), and selecting the **Side Menu** navigation type from **Content** > **Branding** > **Design**.

Buttons

Using special custom screens, you can specify the custom buttons that appear in the following places:

- Header (up to 1 custom button, plus Home Screen button)
- Side Menu (1-7 custom buttons)
- Navigation Bar (at least 3 custom buttons)
- Profile Widget (up to 1 custom button)
- Tiles Widget (1-3 custom buttons)

Note: These custom screens are used only to define the buttons (name, action, icon). The layout is irrelevant.

To specify these buttons:

1. From **Content > Layout > Layout Blocks**, create layout blocks for your buttons (if required).
   Note: Only choose actions supported by the new app.

2. From **Content > Layout > Custom Screens**, click **Add New**.

3. Enter a screen name (for internal use).

4. Select any random layout that contains custom tiles (A, B, C, etc. in the preview).

5. Select **Specify Buttons for New Gen App**, and then select which buttons (ex: Header Buttons).
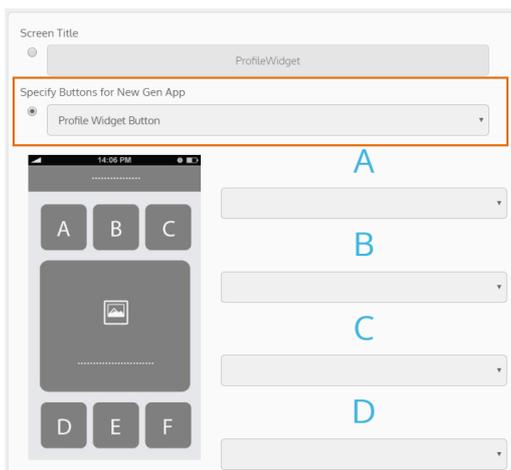
Note: To select buttons for a tiles widget, choose any of the 3 custom screens for tiles widget buttons (ex: Tiles Widget Button 1) and then select the corresponding custom screen when you create the tiles widget.

6. Select layout blocks for A, B, etc. (according to the number of buttons you want to show). If the chosen layout contains more tiles than you need, select **Empty Block** for the rest.

Note: If you no longer want to display a custom button in your Profile Widget or any buttons in your Header, delete the corresponding custom screen you created.

App Screens

Various app screens were updated with a slick and modern design.

Note: *In general, layouts from **Content > Layout** do* *not* *apply to screens in the new app. In some cases, you'll need to choose a random layout just to specify custom buttons for app screens or tiles (but ignore the thumbnail image).*

Location List

The newly designed Location List allows users to search for locations by name or address, click the address to navigate to a specific location, and click the phone number to call. The list is automatically sorted by the nearest (if the user allows the app to access the device location).
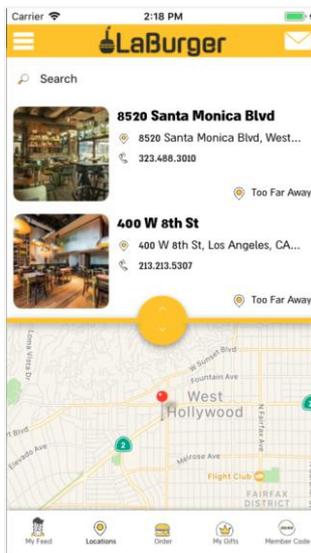

From **Content > Layout > Locations (NEW)**, you can configure settings for the location list:
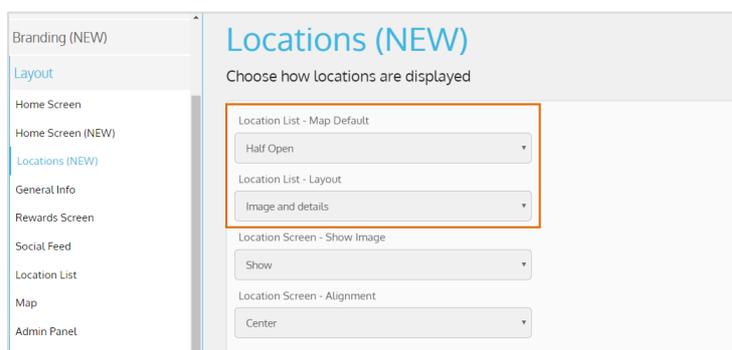
Settings	Description
Location List – Map Default	If by default the map should be fully open, half open or closed
Location List - Layout	If the list should display image and details, image only or details only

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Location Screen

Display location details, and up to 4 buttons—2 buttons to appear for all locations, and 2 buttons configurable per location.
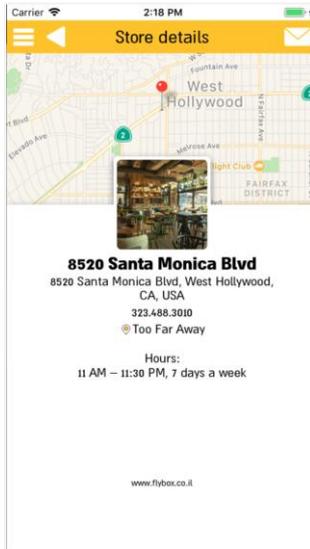
STEP 1: Add Details & Specific Buttons

From **Content** > **Information** > **Locations**, add your location details and select up to 2 buttons for this specific Location Screen (optional).

Note: *If no buttons are selected, default buttons appear in the old app and no buttons appear in the new app.*

STEP 2: Add General Buttons (Optional)

Note: *The settings below affect both the old app and new app. Layouts don't apply to the new app.*

From **Content** > **Layout** > **Location Screen**, you can add 2 buttons to appear on all Location Screens:

1. Select any layout with custom tiles A, B, etc. (such as the **Basic Location** layout).

2. Select layout blocks for up to 2 tiles (A and B) and select **Empty Block** for the remaining tiles.
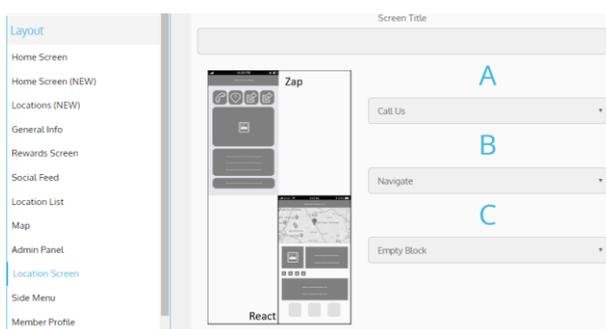
STEP 3: Customize Design (Optional)

From **Content** > **Layout** > **Locations (NEW)**, you can configure settings for the new location screen:
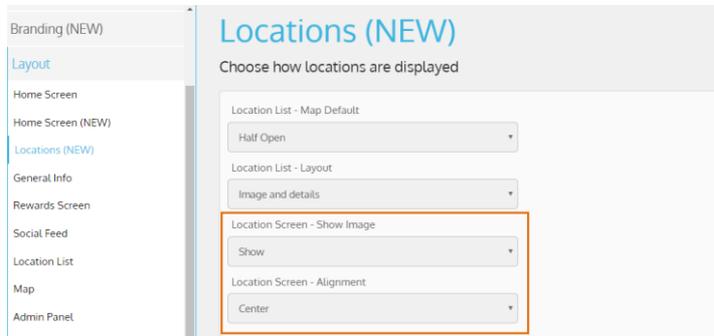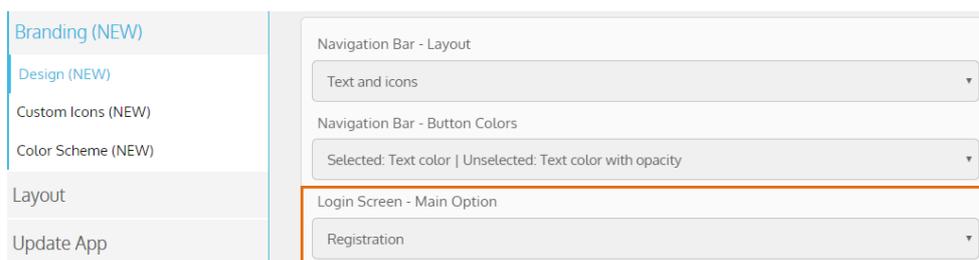

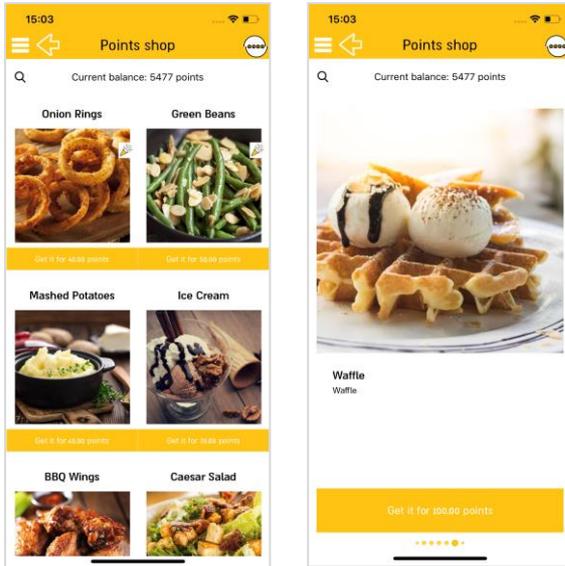| Settings	Description
Location Screen – Show Image	If the location image should appear on the location screen
Location Screen – Alignment	If the location screen content should be aligned left, right or center

Login Screen
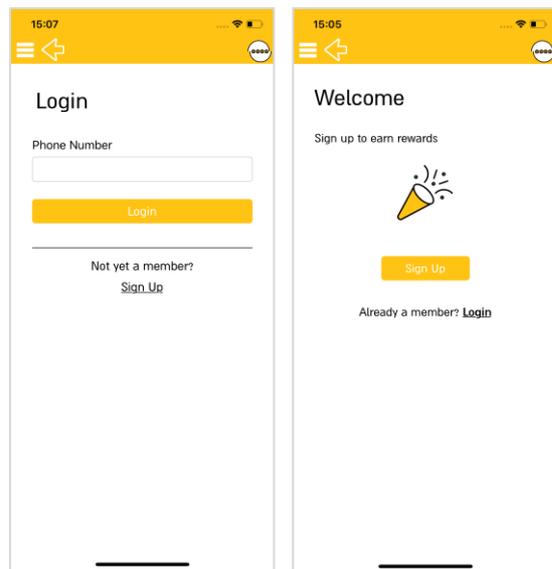
From **Content** > **Branding (NEW)** > **Design (NEW)**, select whether to show login or registration as the main option on the Login Screen.
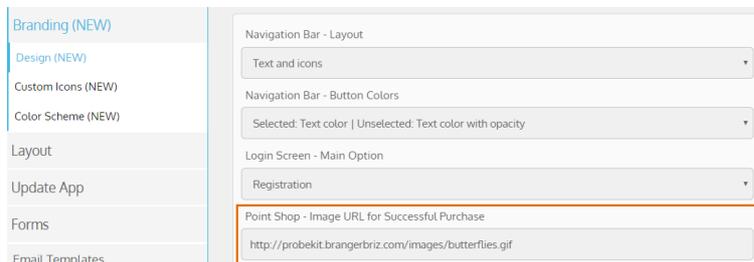
Point Shop Screen

From **Content** > **Branding (NEW)** > **Design (NEW)**, you can specify an image to show when a user successfully purchases an item from the Point Shop (such as a GIF animation).
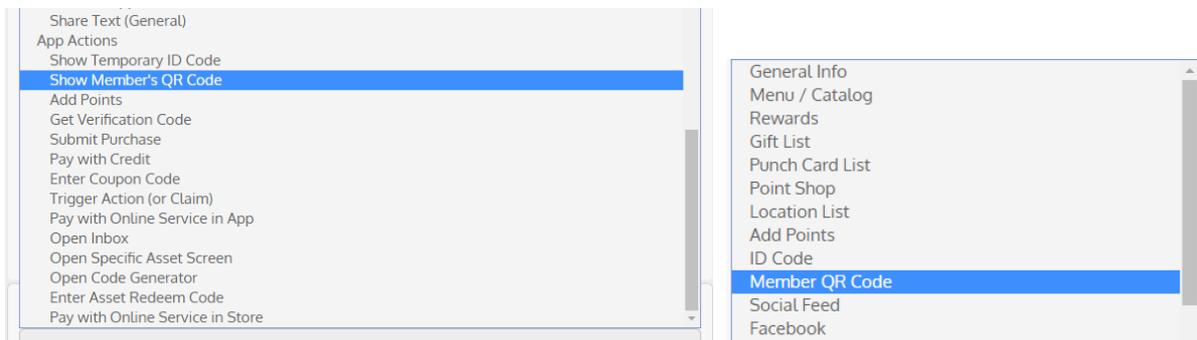
The Point Shop displays points by default, but you can change this to credit from app text. Learn more
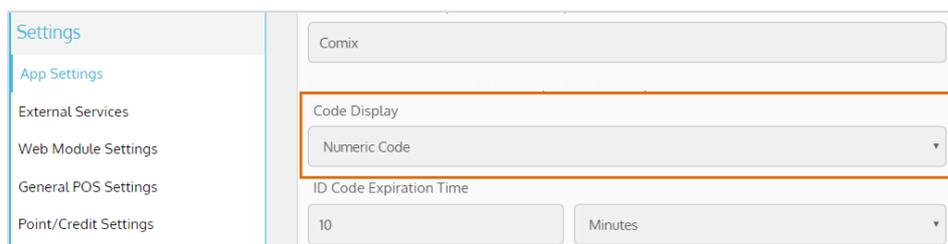
ID Code Screen

In the new app, a member's temporary ID code can only be shown using the **Show Member's QR Code** button action (not **Show Temporary ID Code**). Or you can choose the preset **Member QR Code** layout block (not **ID Code**).
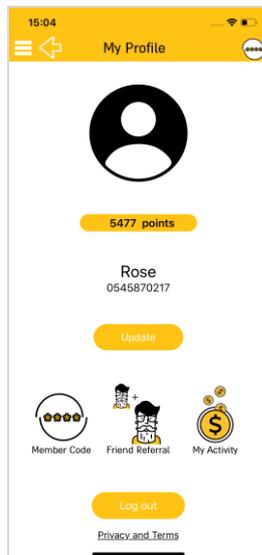
From **Operation** > **Settings** > **App Settings** > **Code Display**, select whether to display this code as a number, QR or barcode.

Profile Screen

In addition to member details, you can choose to display up to 3 custom buttons and a log out button.

Note: The settings below affect both the old app and new app.

To add buttons to the profile screen:

1. From **Content** > **Layout** > **Member Profile**, select either the **New** or **New (+Logout)** layout.

2. Add up to 3 blocks and select **Empty Block** for any remaining tiles you don't need.
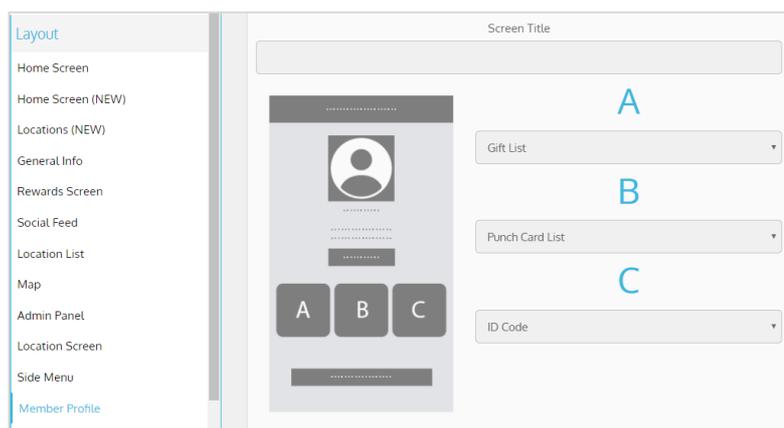
The profile displays points by default, but you can change this to credit from app text. Learn more

Info Screen

The new Info Screen displays the "about us" business info (**Content** > **Information** > **General Info**), map, and up to 3 custom buttons.
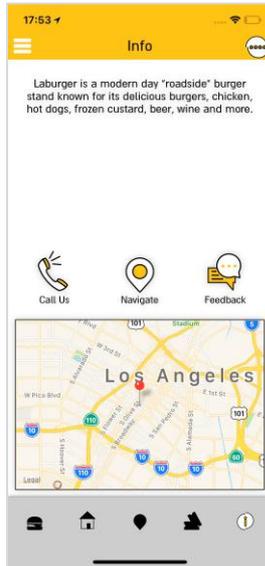

Note: The settings below affect both the old app and new app. Layouts don't apply to the new app.

From **Content** > **Layout** > **General Info**, you can add up to 3 custom buttons:

1. Select any layout with custom tiles A, B, etc.

2. Select layout blocks for up to 3 tiles and select **Empty Block** for the remaining tiles.
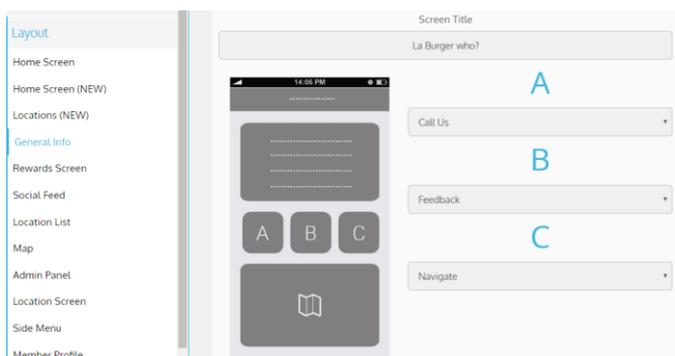
Punch Card Screen

You can add the punch icon from **Benefits** > **Punch Cards**, and the remaining icons (such as the placeholder for punches) from **Custom Icons (NEW).** Learn More.
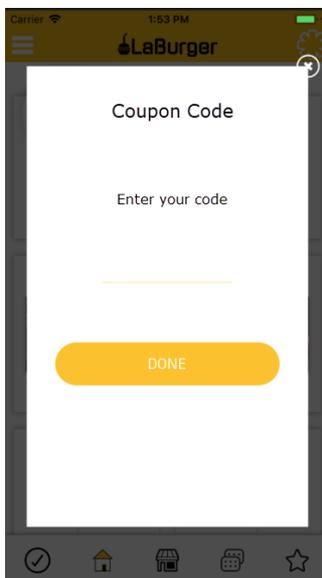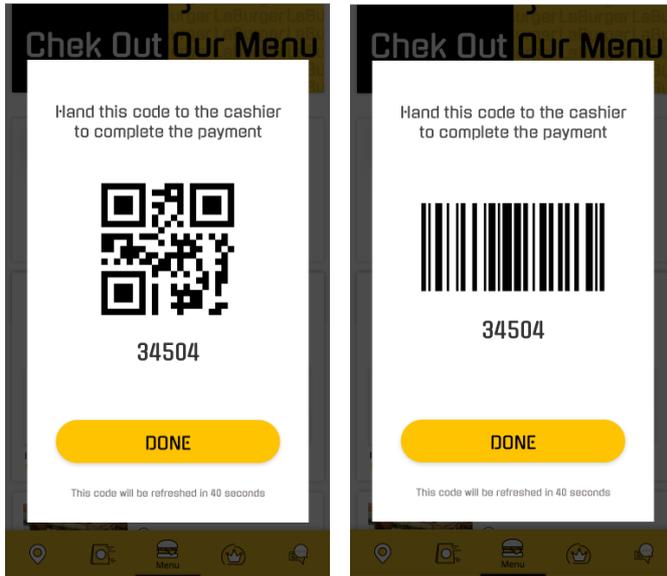
Coupon Code Screen

Allow members to enter coupon codes in the new gen app—to trigger rules that send them rewards.

Point/Credit Payment Code Screen

Allow members to generate payment codes from their app to pay at the POS with their points or credit balance. You can also select whether to display this code as numeric, QR or barcode.

To add a payment code screen:

1. Add the **Pay with Points/Credit at POS** button to either your navigation bar, tiles widget, side menu, etc.

2. From **Operation** > **Settings** > **App Settings** > **Code Display**, select whether to display this code as numeric, QR or barcode.

   <u>Note</u>: This setting also affects how the temporary member ID code is displayed (used to identify on a purchase).
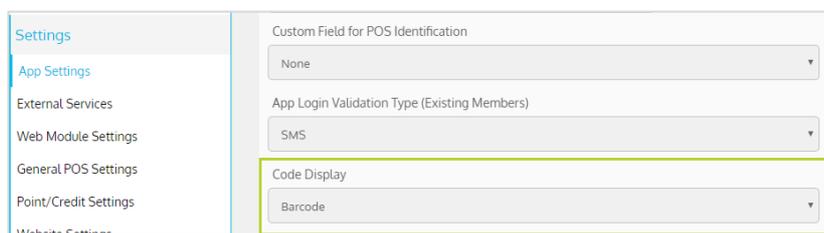
3. From **Operation** > **Settings** > **Point/Credit Settings**, select whether to use points OR credit for payment at the POS:

   a. If the business uses one wallet, the wallet is specified in **Business Wallet**.

   b. If the business uses both points and credit, the wallet is specified in **Pay with Credit**.

Other Screens

The designs for other screens were also updated—such as the catalog, gifts, and more. No new settings are available for these screens. However, be aware that settings and buttons for these screens may apply to both the old app version and new gen app.
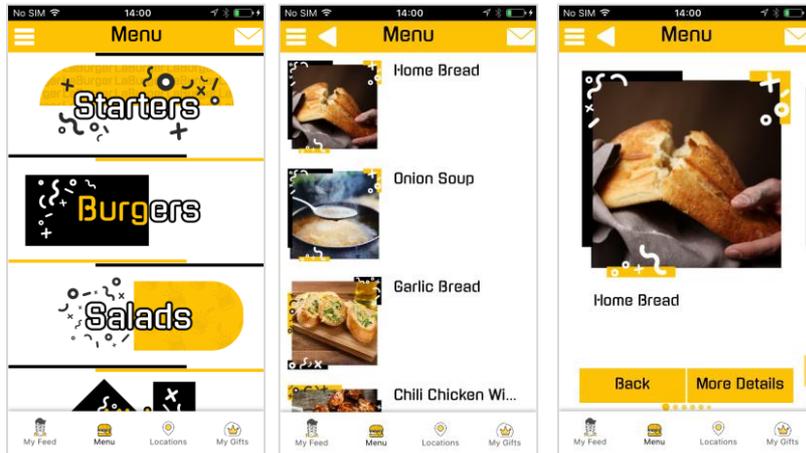
App Text

You can customize the text shown on your app screens—such as to override the default text or to change which wallet is displayed (points vs. credit).

Customize App Text

1. From **Operation** > **Override App Text**, search for the text you want to change.

   Note: If there are multiple search results, make sure to choose the right one (contact us if you aren't sure). If you don't have any search results, the text might not editable from here or the text may contain parameters (try searching for only part of the text instead).
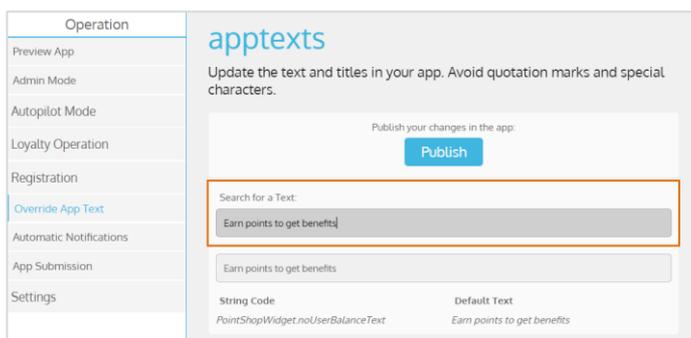
2. Enter a new value and click **Save**. Then click **Publish**.
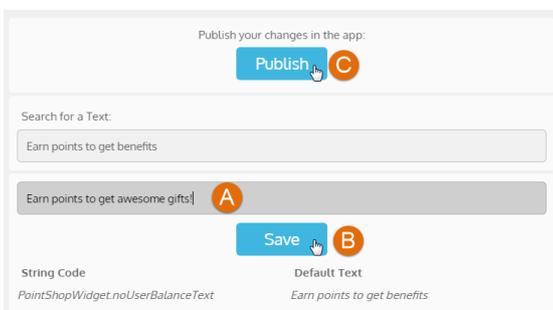
Show Points vs. Credit

A member's point or credit balance may appear in the following places:

- Profile Widget
- Profile Screen
- Point Shop Widget
- Point Shop Screen

By default, points are displayed. However, you can choose to display credit instead by changing the text and parameter in the app text. If the business uses both points and credit, you can display points in the Point Shop and credit in the profile.

To show credit instead of points:

1. From **Operation** > **Override App Text**, search for the relevant text:

    a. To change Point Shop balance, search for **PointShopWidget.balanceText**

    b. To change Profile balance, search for **UserProfileTC.UserPoints**
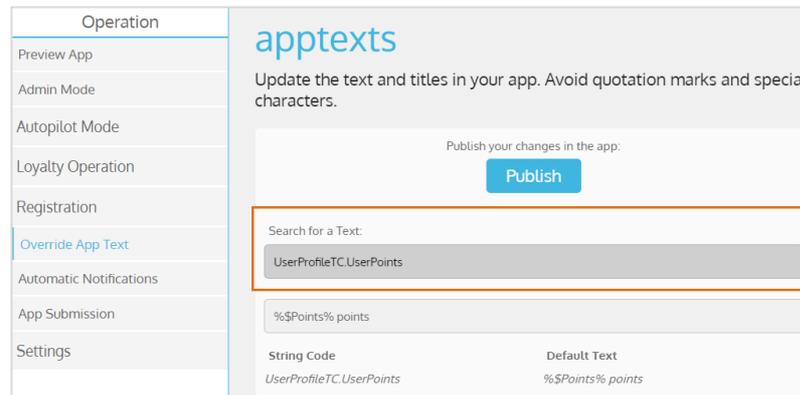
2. Replace the relevant parameter. Click **Save**, and then **Publish**.

    a. For the Point Shop, replace **#$Points#** with **#$Budget#**

    b. For the Profile, replace **%$Points%** with **%$Budget%**

    Note: You can also replace the text shown after the parameter if relevant. For example, change **%$Points% points** *to* **%$Budget% credit**
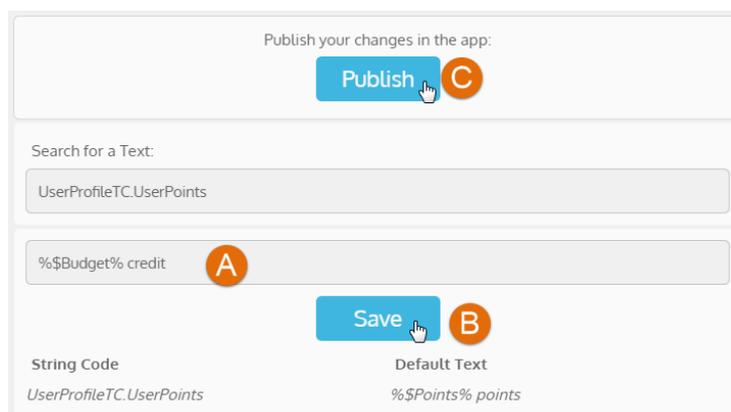
Colors & Design

Colors

All the colors for the new app are configured from **Content > Branding (NEW) > Color Scheme (NEW).**
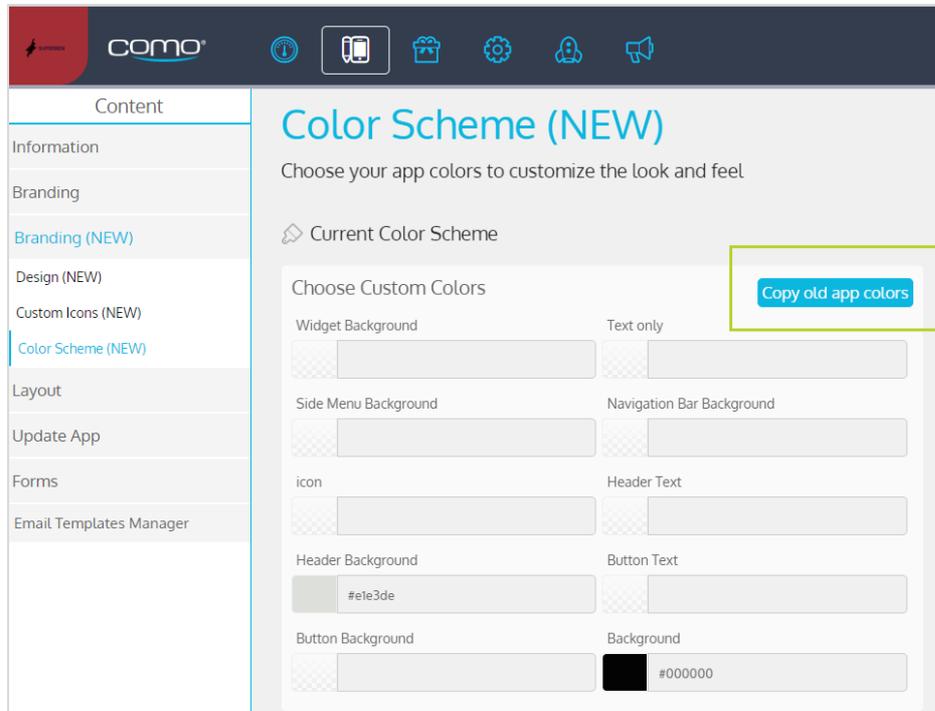
If a business already has an app, the old color scheme can be migrated automatically to the new gen app by clicking **Copy Old App Colors**. The colors are migrated as follows:

Old Color Scheme	New Gen App Color Scheme
Background Overlay	Background
-	Navigation Bar Background
Text	Icon
Text	Text Only
Page Header Text	Header Text
Page Header Background	Header Background
Button Text	Button Text
Strokes and Buttons	Button Background
Side Menu	Side Menu Background
-	Widget Background

Some Important Tips:

- You can even customize the color of your icons using the **Icon** color.

- The registration form colors are taken from here if the colors are configured, even if the registration form appears in the old app versions and other places. Keep this in mind before you publish any color changes for your new gen app (even if this app isn't yet available).

- The following colors must be different:
  - Text ≠ Background, Side Menu, Navigation Bar or Widget
  - Background ≠ Text or Button Background
  - Button Background ≠ Button Text or Background

See Graphic Guidelines for tips on how to choose the right colors for your app.

Logo & Background

From **Content** > **Branding** > **Logo & Background**, add the logo for the app icon only.

From **Content** > **Branding (NEW)** > **Custom Icons (NEW)**, add the logo for the app header:
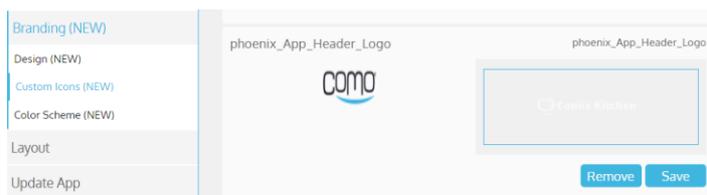
Design

From **Content** > **Branding** > **Design**, only the icon set, font type, and navigation type (side menu vs. regular), will apply to the new gen app. From **Content** > **Branding (NEW)** > **Design (NEW)**, you can configure settings that are only relevant for the new app.

Note: *If you want to use a custom font, it must be selected before submission.*
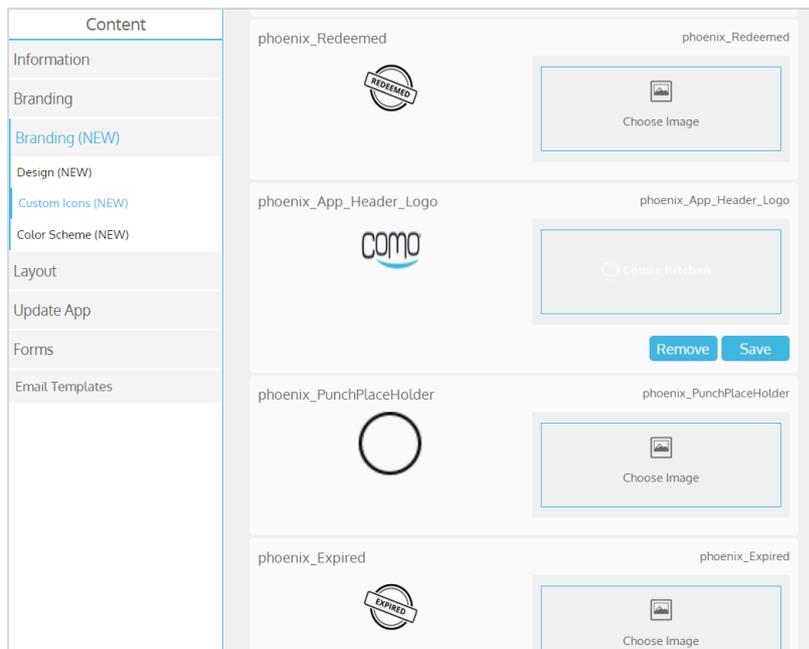
Custom Icons

The icon set is still selected from **Content** > **Branding** > **Design**. However, you can replace icons for the new app from **Content** > **Branding (NEW)** > **Custom Icons (NEW)**.

The icon names indicate where they are used in the app and what the icon represents. If the icon name contains **(custom)**, this means the icon is not used by default anywhere in the app. So if you choose another image for this icon, it will only be used for the button you choose this icon for.

The following icons are only available for the new gen app:

- Stamp for redeemed punch cards
- Stamp for expired punch cards
- Placeholder for punches in a punch card
- Logo for the app header

When migrating existing businesses to the new gen app, note the following:

- The default icon set is the same for both the old app version and new gen app. You can replace the default icons for the old app from the **Custom Icons** and for the new gen app from **Custom Icons (NEW).** Note that if you replaced a default icon in the old app version, you need to also replace it for the new gen app (otherwise, the default will be shown there).

- If you use the same layout block for both the old and new apps or if they share button (such as from the Gift screen), then you can choose either the icons of the old app or the icons of the new app—however, the same icon will appear in both.

Troubleshooting & FAQs

Here are solutions to some common issues that could occur:

How do I adjust the welcome message size?

Images are automatically adjusted to different screen sizes by first fitting the image to the standard widget width (or device width, according to your widget settings). Then adjusting the image height to meet the proportions of the width and height in your widget settings (by cropping the image from the top/bottom or adding extra margin space to the top/bottom).

The best practice is to upload images that are all the same size and at least 370px wide. And then specify the actual image width and height (in pixels) in your widget settings.

Why is the height of the welcome message cut off?

Images are automatically adjusted according to your widget settings and the screen size of the device. If the image height is cut off, increase only the **Height (px)** in your widget settings.

Why is there extra space above and below the welcome message?

Images are automatically adjusted according to your widget settings and the screen size of the device. If there's extra margin space above/below, decrease only the **Height (px)** in your widget settings.

Why do I see an error when clicking on a button?

The button might not be supported for the new gen app (see Unsupported Features). If your button is used to display the member ID code, make sure to use the supported action (see ID Code Screen).

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Why do I see buttons I didn't configure (ex: for catalog, location, gift, etc.)?

Many screens are shared for the old app version and the new gen app. For shared screens, you'll see the buttons that were previously configured for these screens.

How can I add a home button to my app header?

You can add a home button to your app header by creating a layout block that opens the Home Screen, and adding it to the special custom screen used to define the header buttons. Learn More

Why isn't my app loading with widgets (Home Screen)?

For an app to load the Home Screen, you need to have a navigation bar that displays at least 3 buttons and one of these buttons must open your Home Screen. So make sure to create a layout block that opens your Home Screen and add it to the special custom screen used to define the navigation bar buttons. Learn More.

Why isn't my side menu appearing?

To add a side menu to your new gen app, you need to both create a special custom screen used to define the side menu buttons AND enable it from the Design page in the Hub. Learn More.

Why aren't my custom icons being displayed?

The default icon set you choose applies to both the new and old app versions. If you replaced the default icons for the old app, make sure to replace them for the new app from **Custom Icons (NEW)**. Learn More.

Why are there changes to my registration form colors?

The color scheme for the new gen app affects all the Como web views, including the registration form (no matter where it appears).

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