

**myRyman
App**

Introductory Guide for iPads and Tablets





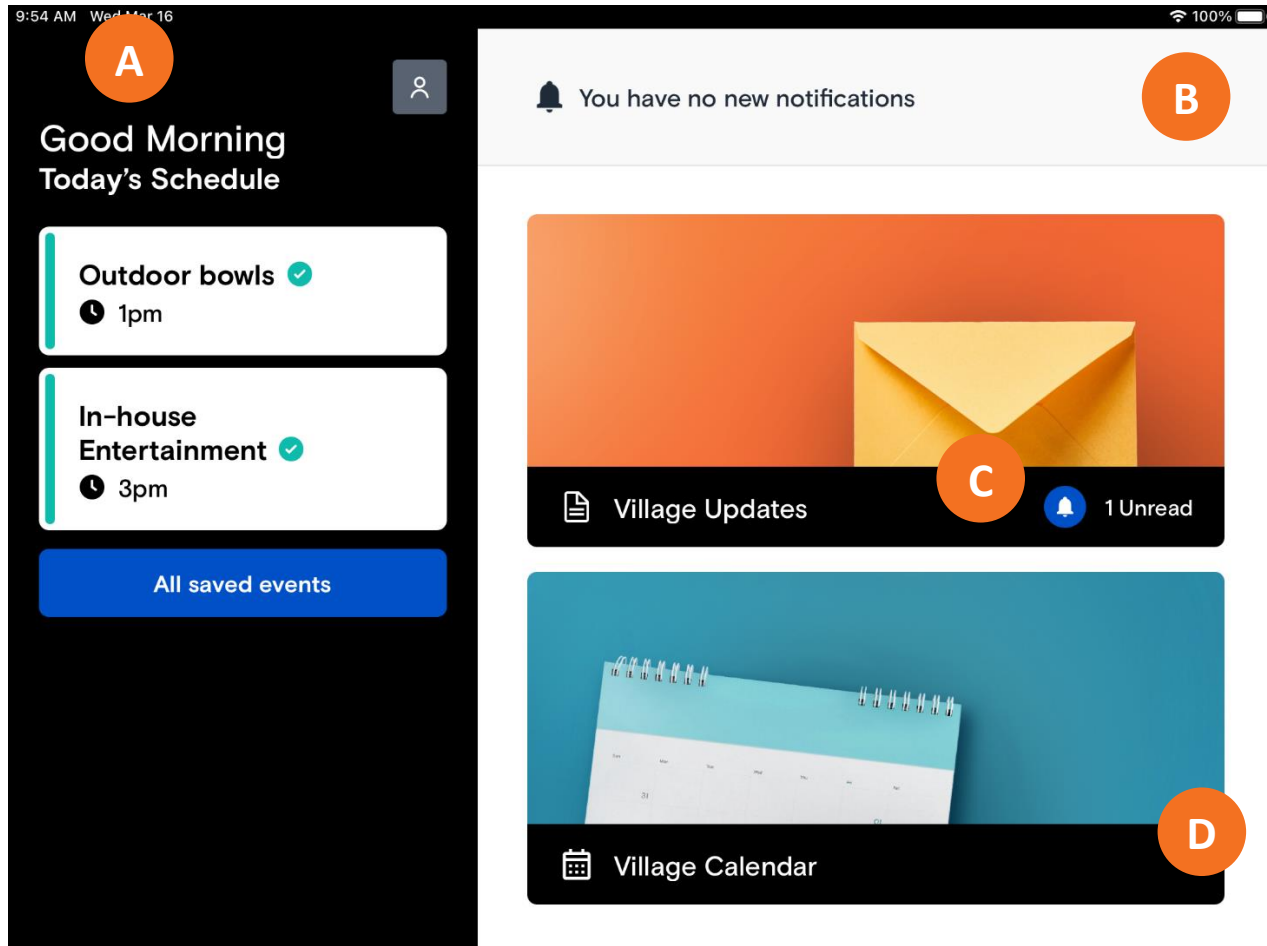
List of contents

- 01.
Home Screen**
- 02.
Village Updates**
- 03.
Village Calendar**
- 04.
Event Details**
- 05.
Bookable Events**
- 06.
Joining a waitlist**
- 07.
Paying for an activity or event**
- 08.
Virtual Events**
- 09.
Notifications**



01. Home Screen

When you tap to open the app, you are presented with the Home Screen. From this screen you can navigate to your schedule, the village calendar, and village updates.

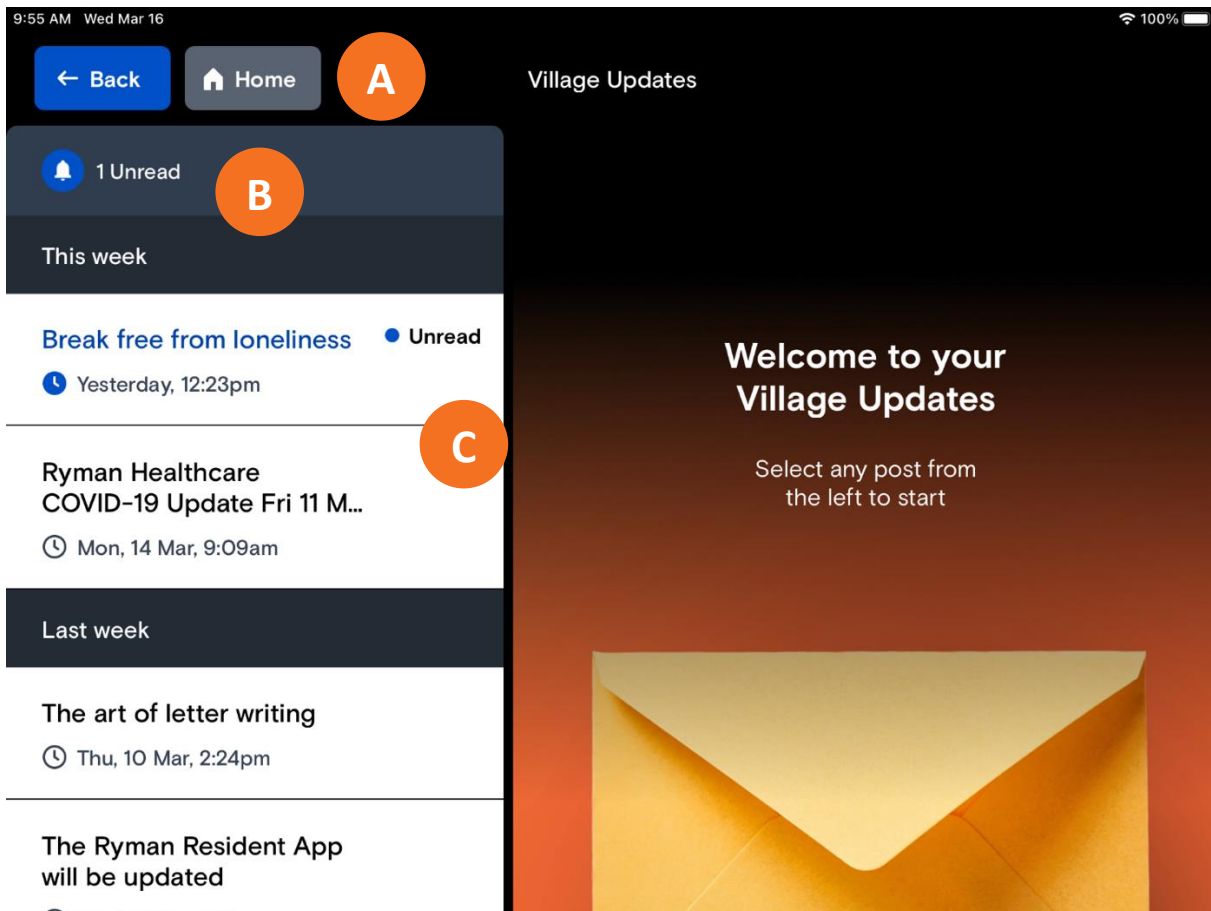




- A My Schedule** – See what you have coming up next. To view your full schedule, tap all saved events.
- B Notifications** – Anything we need to notify you about will appear here at the top. You can tap on these items to read more.
- C Village Updates** – Stay up to date with village announcements and updates. Tap here to view all updates.
- D Village Calendar** – Browse all upcoming village events and activities. Tap here to explore the calendar.

02. Village Updates

When you tap on Village Updates from the Home Screen you are taken to this screen, where you can read all the village updates and announcements.

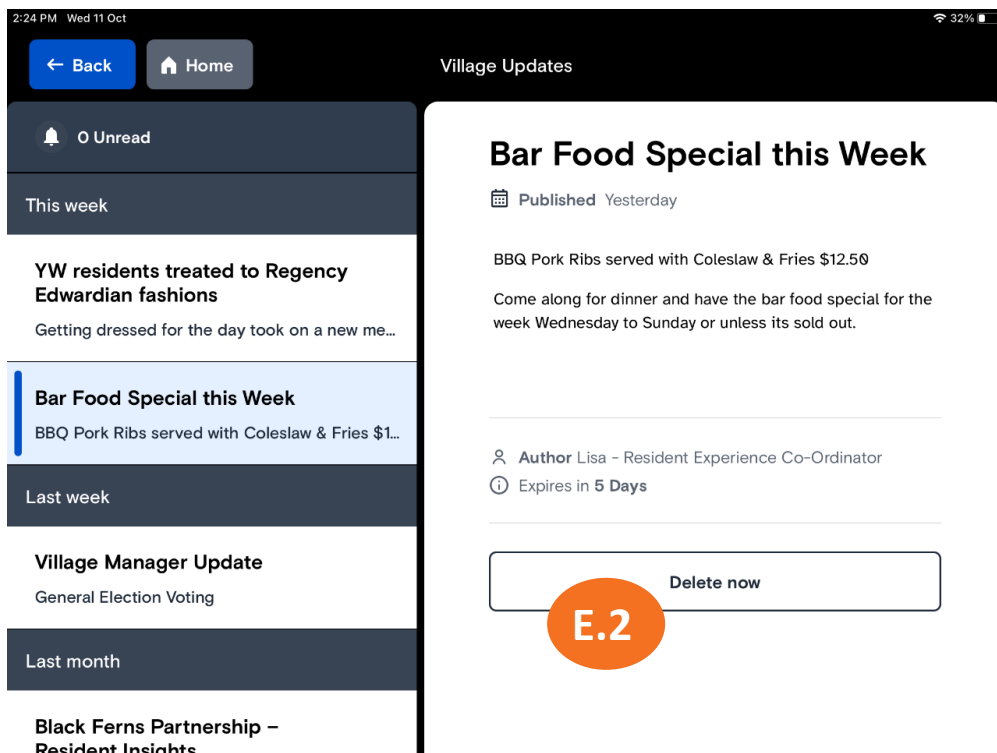
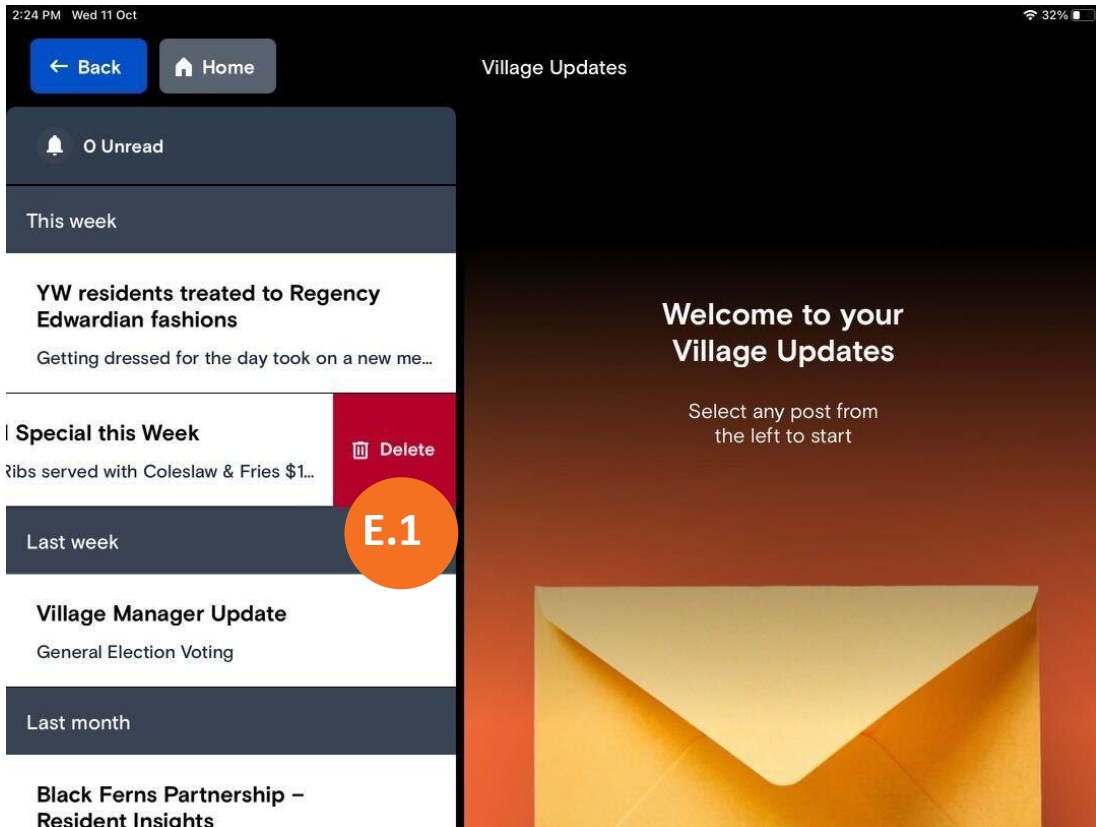
Any especially important updates will be highlighted in red and pinned to the top of the screen for a short period of time.



- A**  These buttons display on all the screens. Tap **Back** to return to the previous screen, or **Home** to return to your Home Screen.
- B**  This indicates the number of unread updates you have.
- C** New updates which you haven't read yet are highlighted and marked as 'Unread'. Tap on the title of the update to read it.
- D** Updates are displayed in chronological order, apart from important ones which are pinned to the top. You can scroll through the page to explore all the updates.

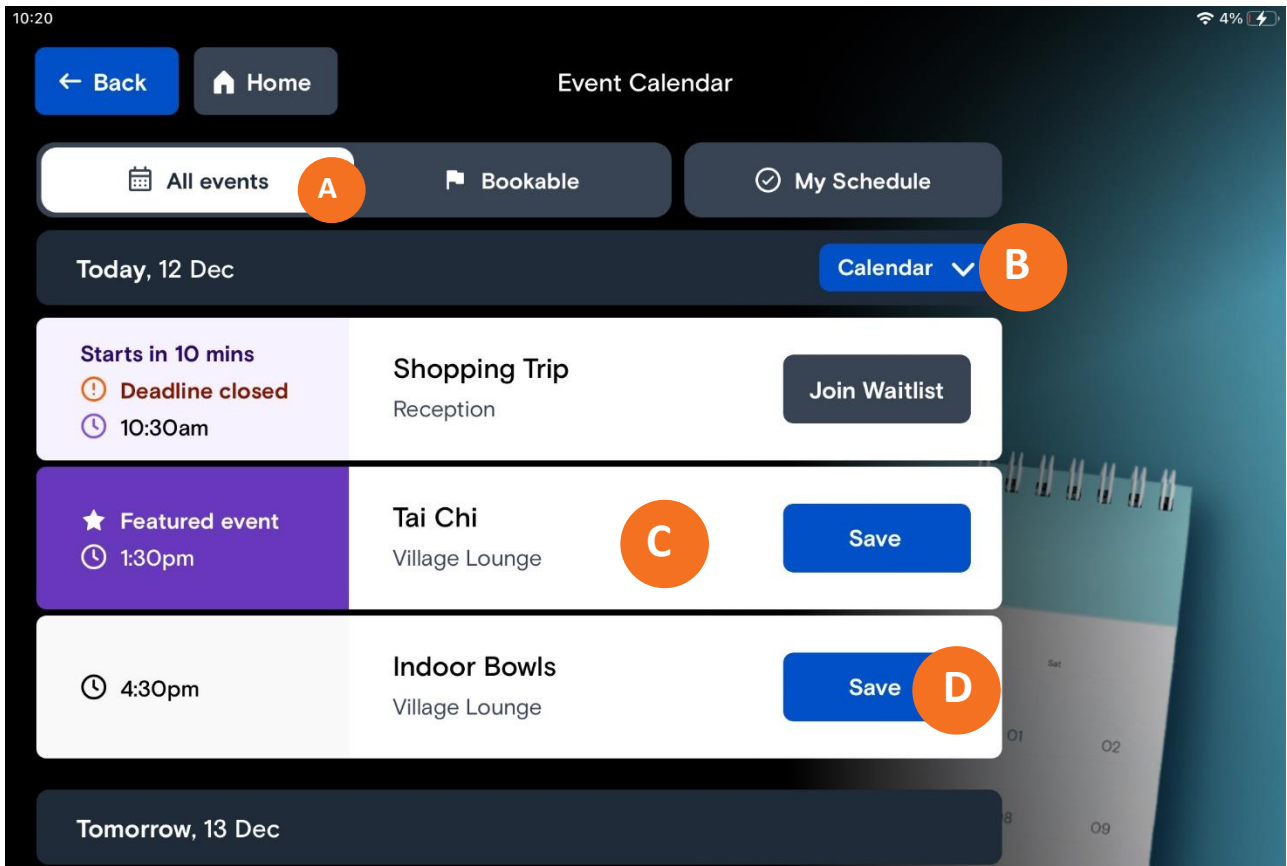


- E You can delete updates once you have read them. There are two ways you can delete an update.
 - E.1 Swipe left on the update title and 'Delete' will appear
 - E.2 When you have finished reading an update, you can click the 'Delete now' button at the bottom of the page.



03. Village Calendar

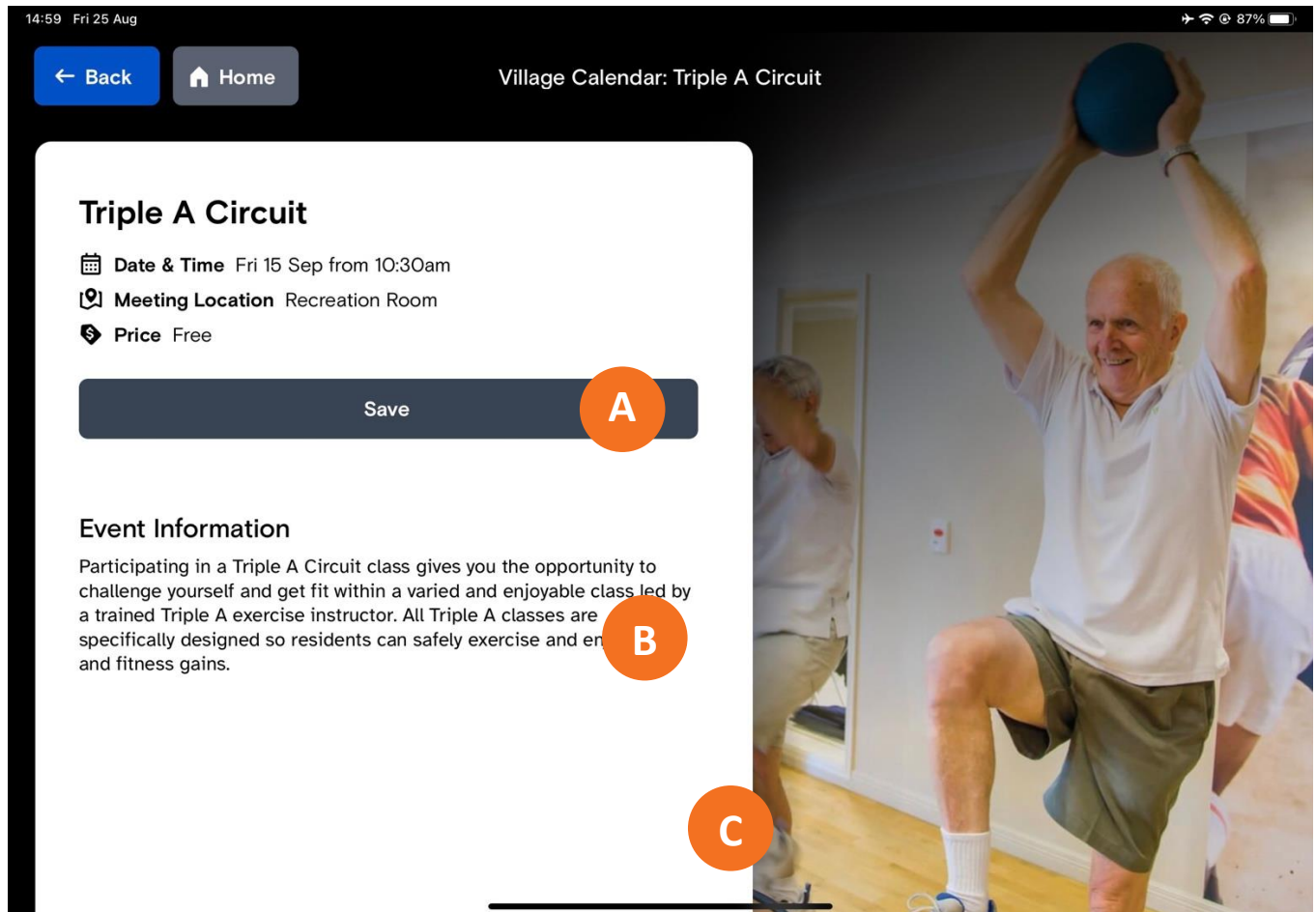
When you tap on the Village Calendar from the Home Screen you are taken to this screen, where you can browse all upcoming village events and activities.



- A All events** – Here you can browse all upcoming village events and activities. If you only want to see **events with limited capacity**, you can tap the filter button Bookable to do so. If you only want to see **events you have Saved or Booked**, you can tap My Schedule. To explore the calendar simply scroll down the page.
- B** To view what activities are available on a particular day in your monthly events calendar, tap calendar and choose a date you want.
- C** Tap anywhere on the event to view more details, such as description, location, time, and if there is a cost involved. We refer to this as the Event details screen.
- D** If you are interested in an event, tap save. This will add it to your schedule.

04. Event Details

You can tap on any event in the app to view more information, such as the date, time, meeting location, whether you need to book the event, and if there is a cost involved.



A Here you will see some key information about each event. You can also save events from this screen.

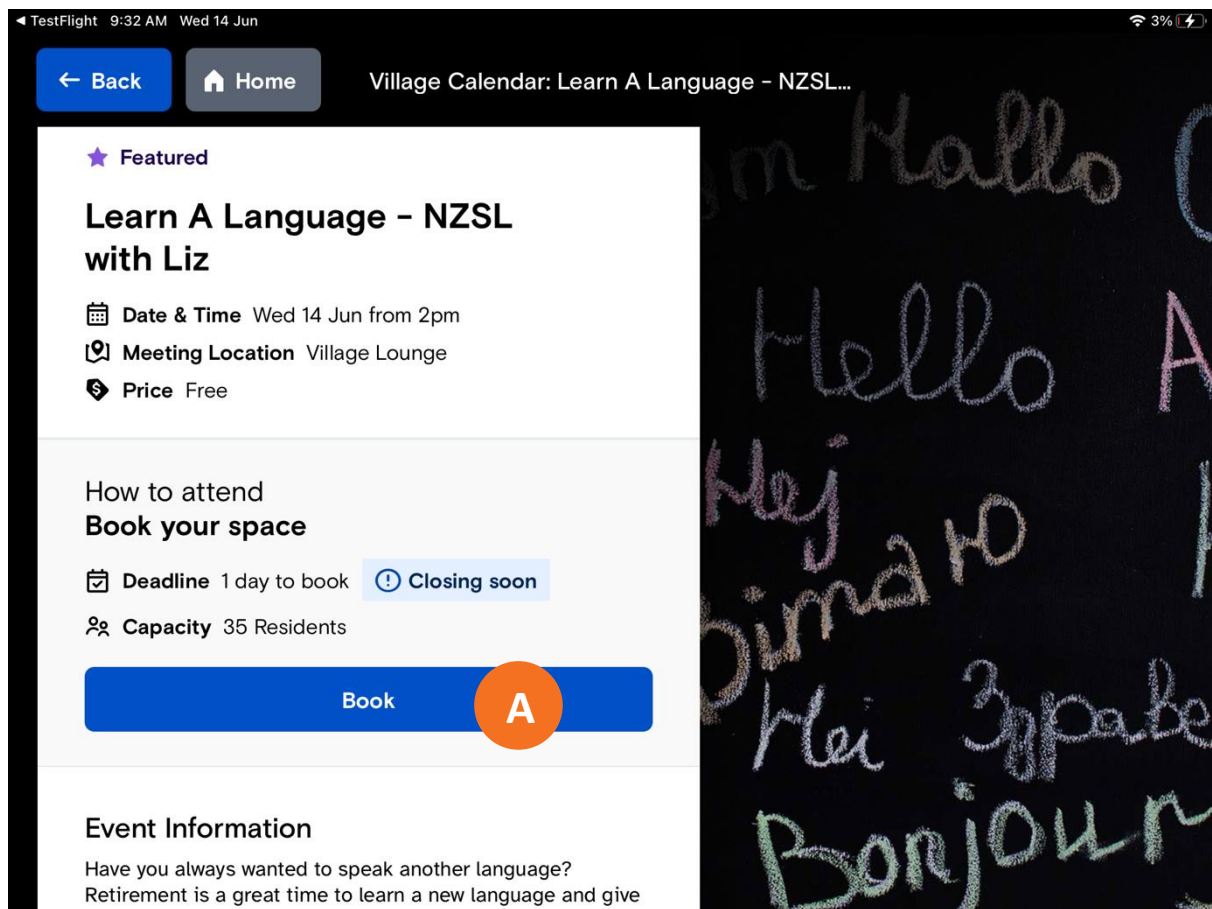
The 'Save' button will turn green when you have saved the event. Tap on it again to unsave it and remove it from your schedule.

B If an event requires you to book, it will be indicated here.

C Scroll down the screen to read more information about the event.

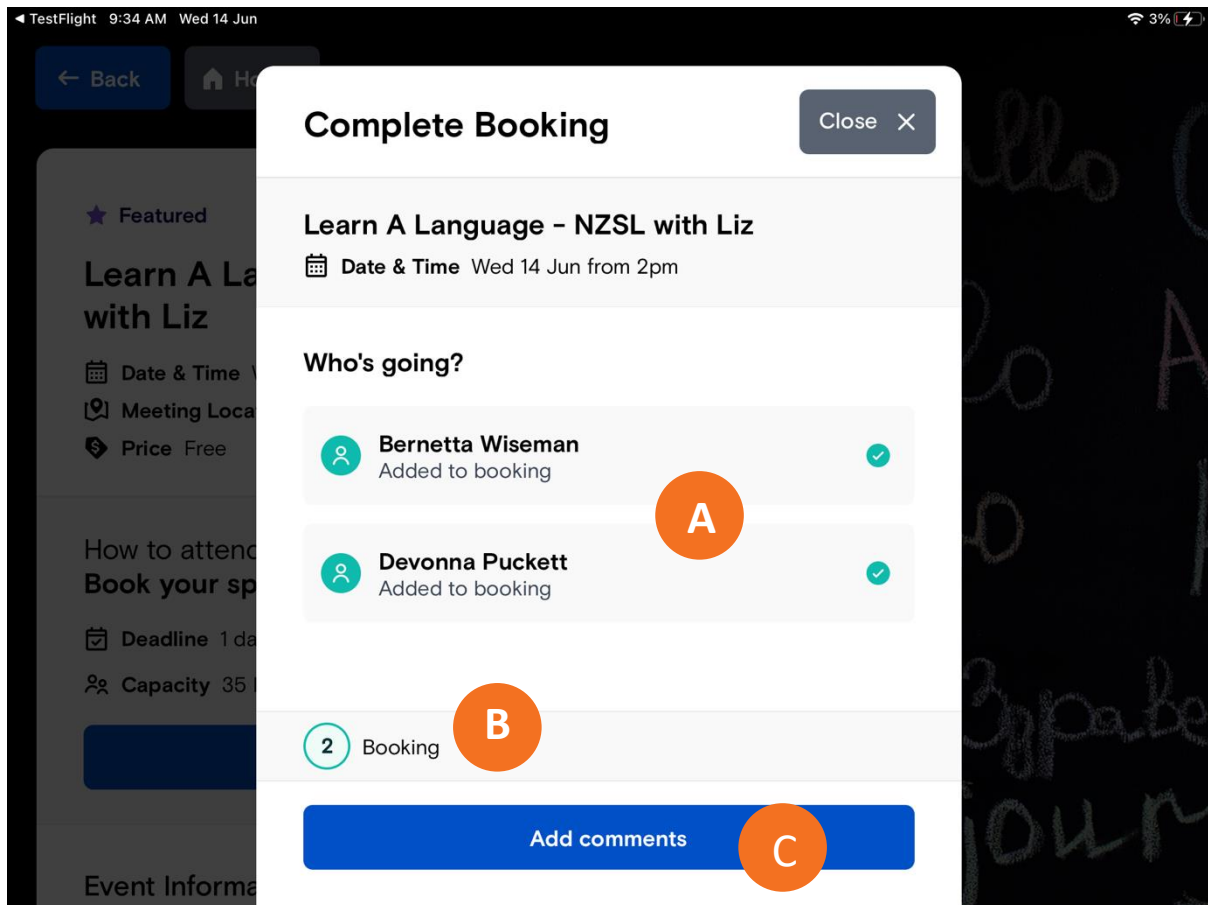
05. Bookable Events

Some events and activities in your calendar will require you to book as these events might have limited capacity. To book through myRyman follow the steps outlined below.



- A** If you want to book for an event tap 'Book'. You will then be prompted to select who you are booking for and given the option to add any comments.

Note: You can cancel the booking any time before the booking deadline.



A Select who is attending the event from the prepopulated list. This can be either you, your spouse/partner, or both of you.

B Confirm the number of attendees is correct

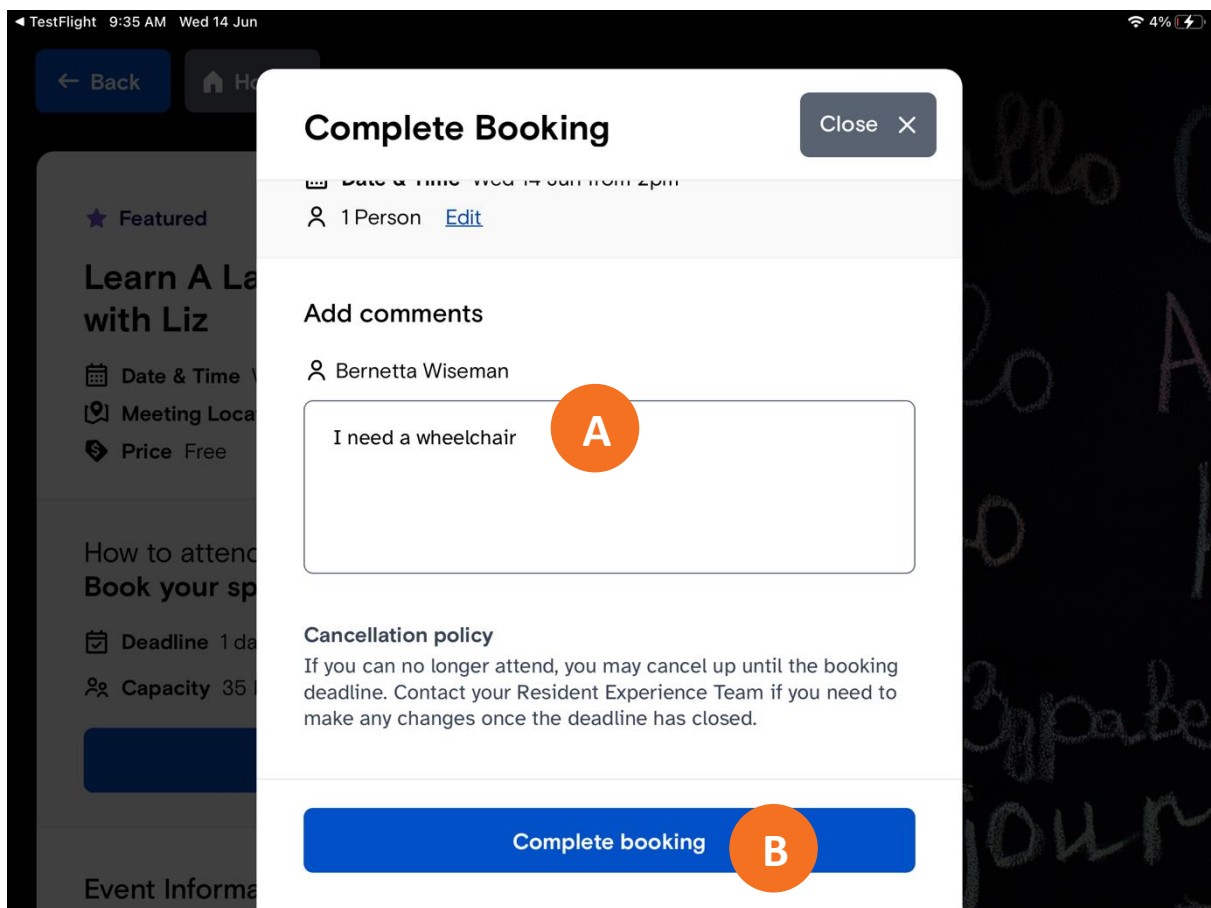
C Click 'Add Comments' to move onto the next screen

A Complete the comments section with any relevant notes, or you can choose to leave this blank if you have nothing to note.

B Click on 'Complete Booking'

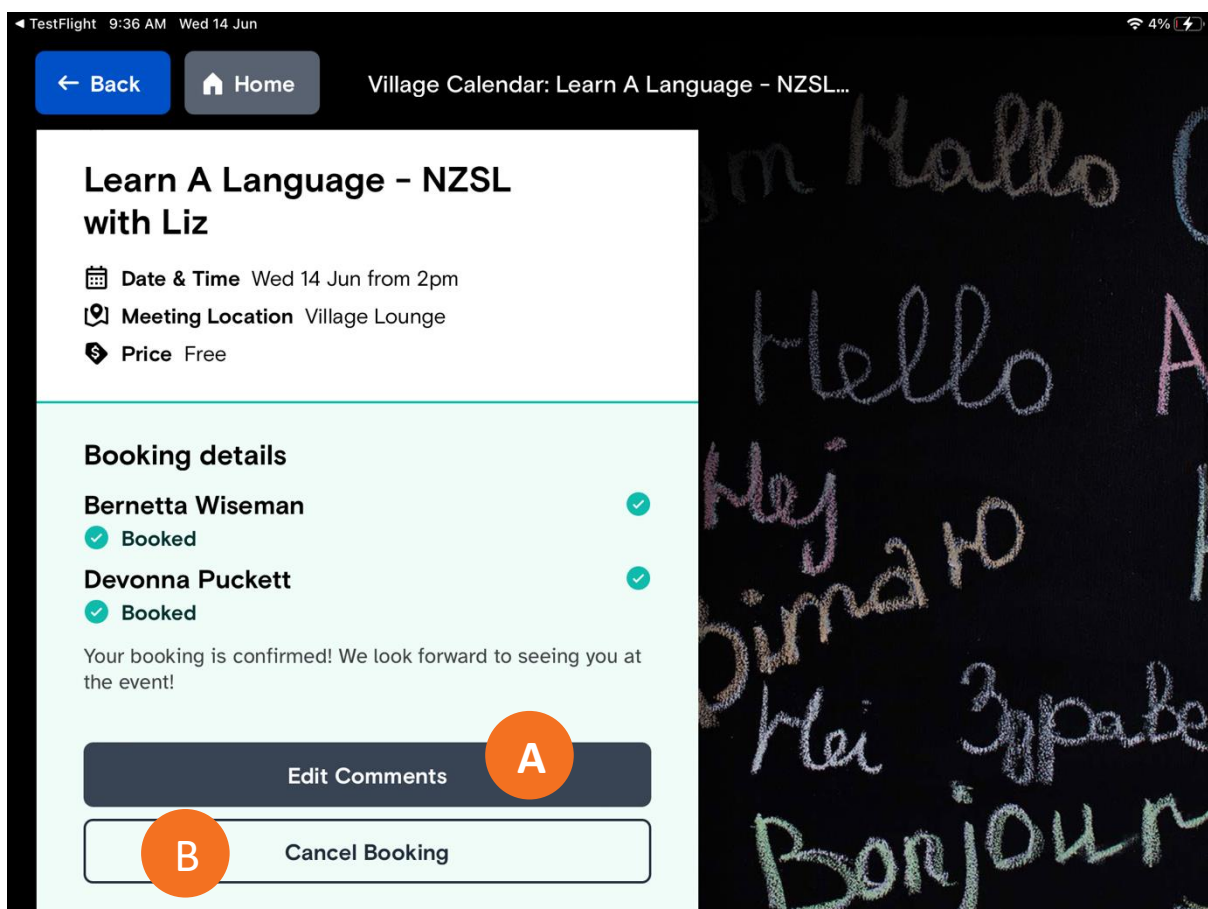
You will receive a message on the screen to advise your booking is received. If the event requires payment, you will need to pay for the event before your booking is confirmed. You cannot pay for an event through myRyman.

More information on how to pay is outlined in section 7.



A If you want to edit the notes for your booking you can press 'Edit Comments' and you will be able to add or update the notes related to this booking.

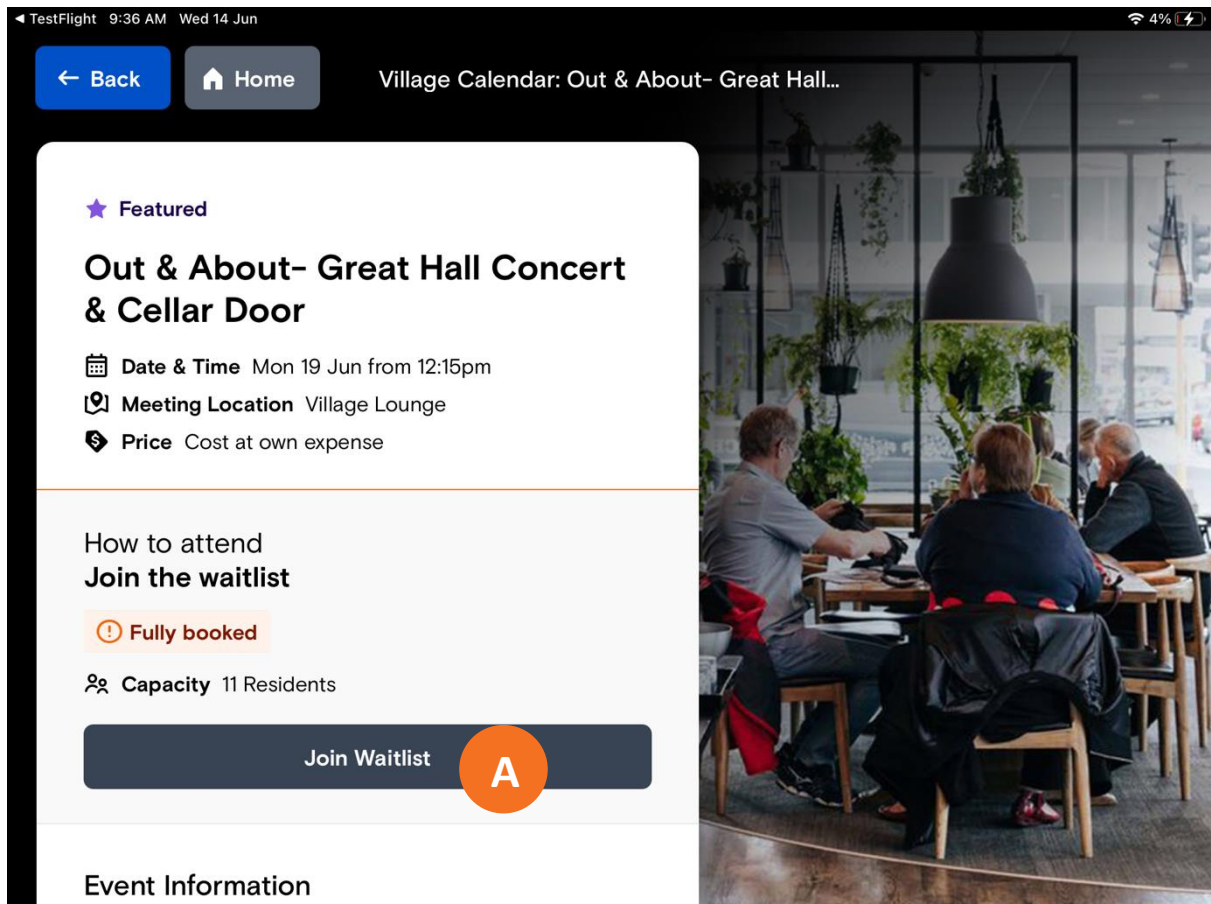
B To cancel your booking, click 'Cancel Booking'. You can cancel the event any time until the booking deadline, but you cannot cancel once you have paid.



06. Joining a waitlist

Some events or activities that require booking fill up quickly which means you might need to put your name on the waitlist.

If this is the case, the app will offer you the option to 'Join Waitlist' rather than book.

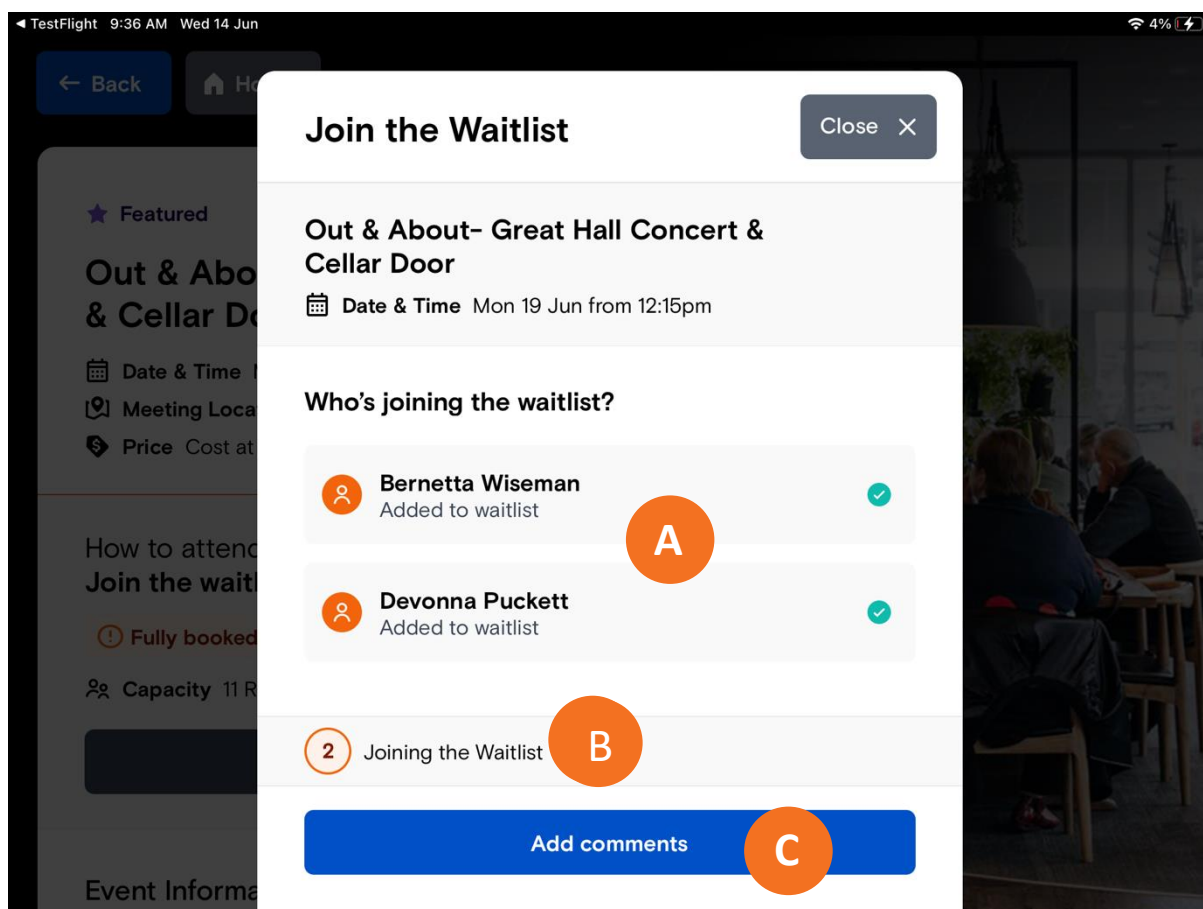


A Tap on 'Join Waitlist'

A Select the name of the person wanting to join the waitlist. This can be you, your spouse/partner, or both of you.

B Confirm the number of people joining the waiting list is correct.

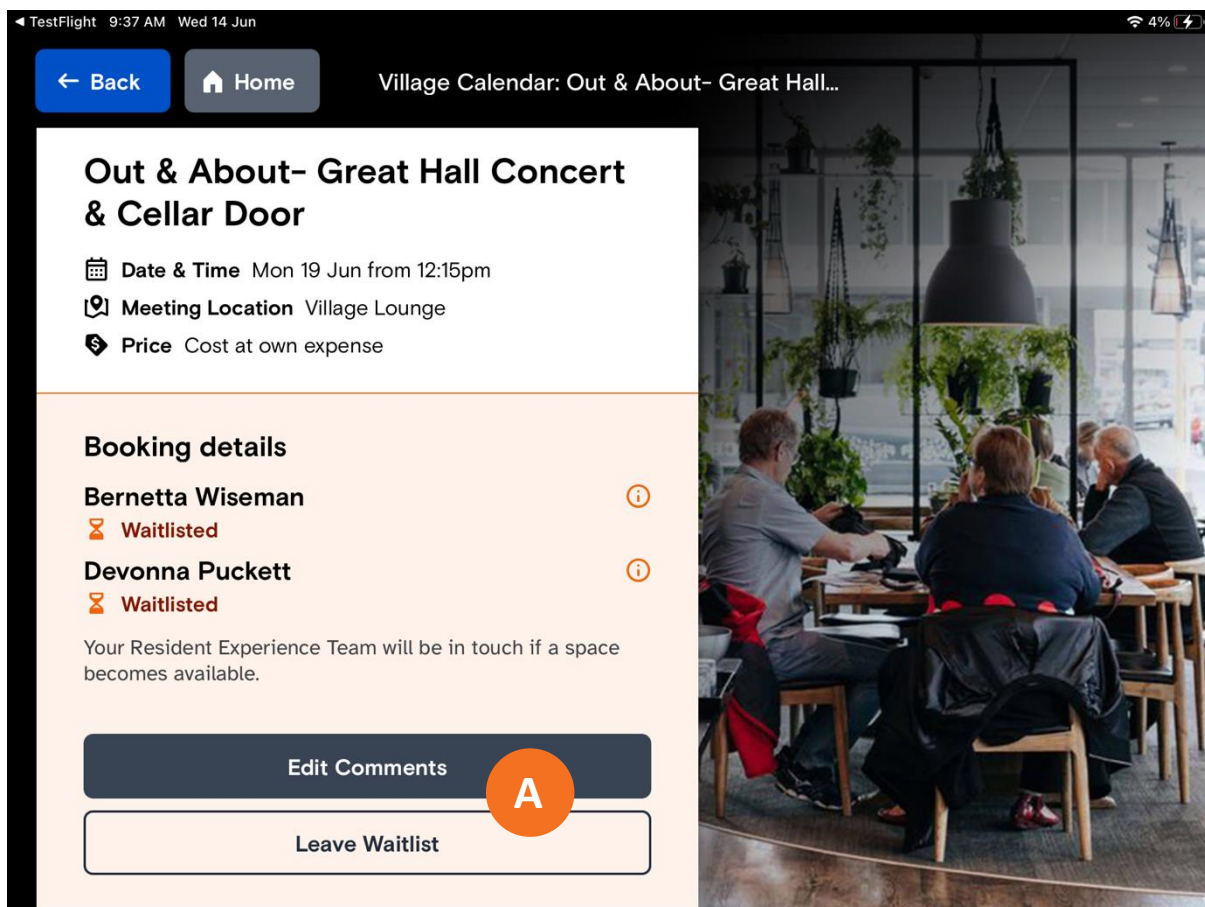
C Tap 'Add Comments' to go to the next screen and add any notes related to dietary or mobility requirements.





Once you have completed your notes/comments, your spot on the waitlist will be confirmed. Your Resident Experience Coordinator will be in touch with you if/when a space becomes available.

A To edit your submission, or to remove yourself from the waitlist if you no longer wish to attend the event, open the event in myRyman and select the relevant option.



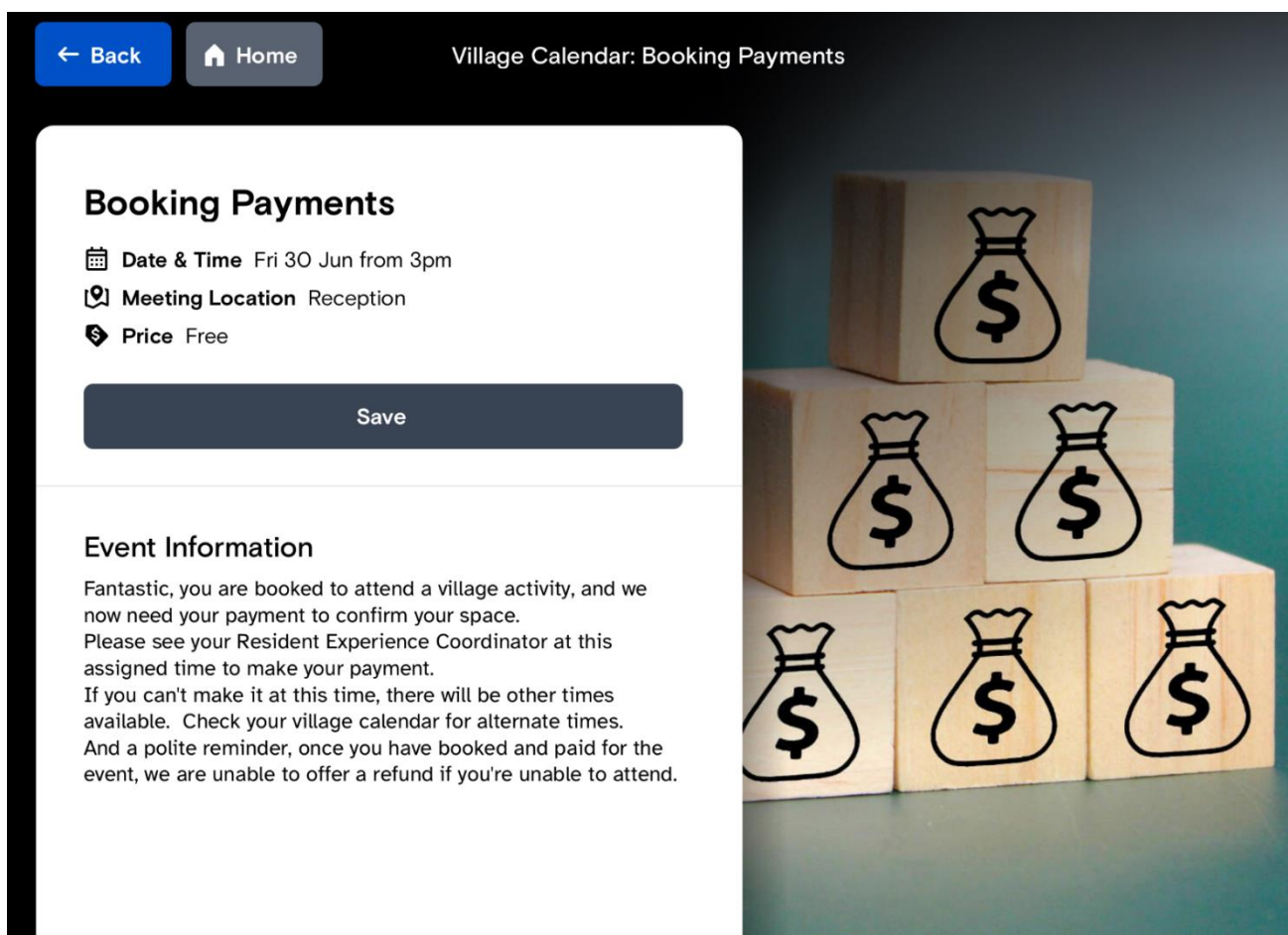
07. Paying for an activity or event

To pay for an event that requires pre-payment, you will need to see your Resident Experience Coordinator at one of the allocated times in your activities calendar. Payments cannot be made through myRyman, and your booking cannot be confirmed until payment is received.

Check each month's calendar entries "Booking Payments" to find out the times available for you to make payment for your booking(s). As your resident experience team is busy planning and delivering activities outside of these times, it would be appreciated if you could make your payment during one of these available times.

However, if you cannot make any of the scheduled times, please see your Resident Experience Coordinator to arrange a suitable alternative.

Please note that once you have booked and paid for an event, there are no refunds available, however, the team will support you to see if there is another resident who may wish to attend in your place.



The screenshot shows the 'Village Calendar: Booking Payments' screen in the myRyman app. At the top, there are navigation buttons for 'Back' and 'Home'. The main content is a white card with the following details:

- Booking Payments**
- Date & Time:** Fri 30 Jun from 3pm
- Meeting Location:** Reception
- Price:** Free

Below the details is a dark 'Save' button. Underneath the card is the 'Event Information' section, which contains the following text:

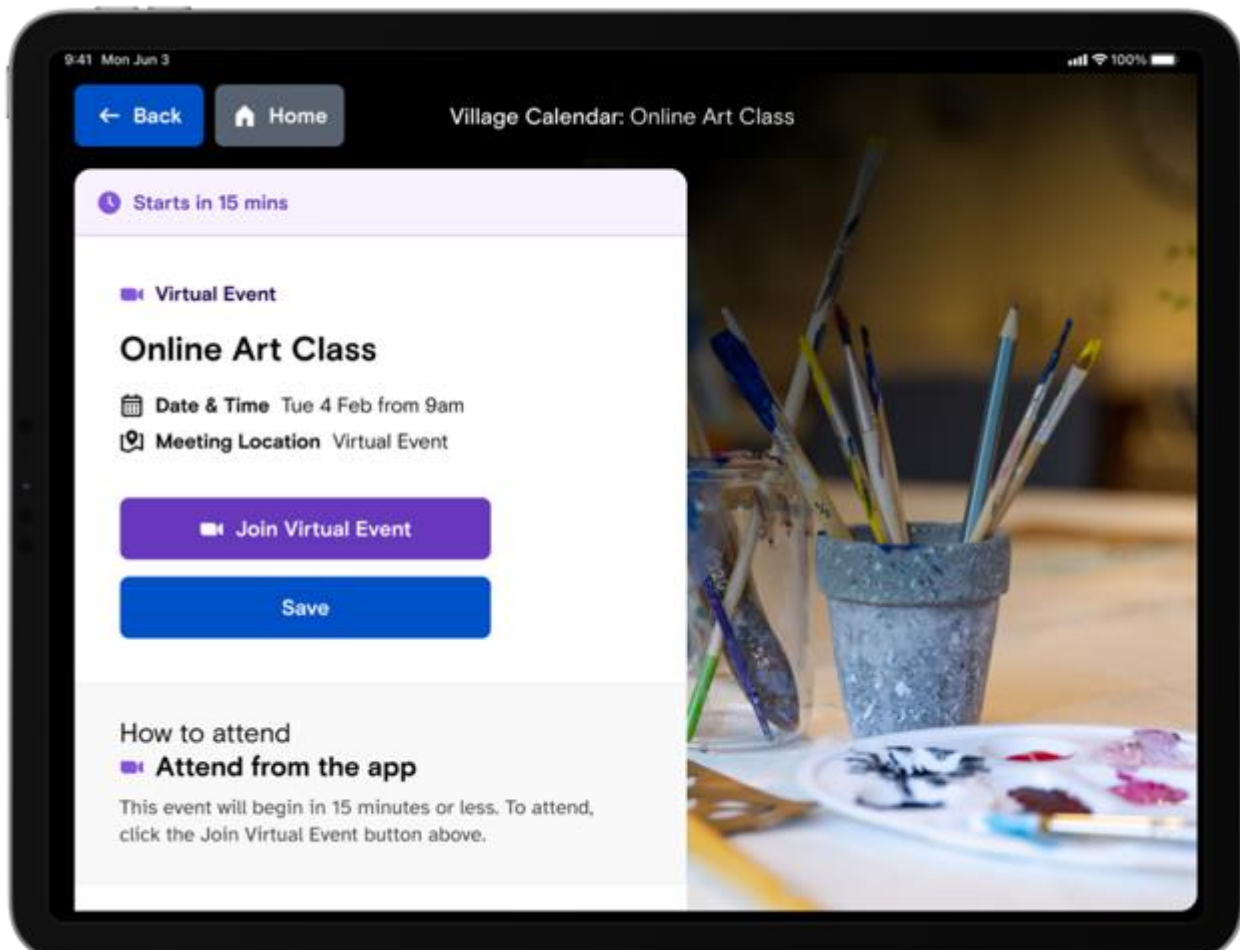
Fantastic, you are booked to attend a village activity, and we now need your payment to confirm your space. Please see your Resident Experience Coordinator at this assigned time to make your payment. If you can't make it at this time, there will be other times available. Check your village calendar for alternate times. And a polite reminder, once you have booked and paid for the event, we are unable to offer a refund if you're unable to attend.

On the right side of the screen, there is a stack of wooden blocks, each with a money bag icon and a dollar sign, symbolizing payment.

08. Virtual Events

You are now able to join Ryman virtual events from myRyman. It is simple and easy you just need to save the virtual event you want to participate in and 15 minutes prior to the start of the event a join button will appear. Tap 'Join Virtual Event' to join the call.

- You can join the event after the event has started, the join button will be available until the event ends.
- You don't need to have Zoom installed on your device.





09. Notifications

Reminder

If you have saved an event, you will receive a notification one hour before it starts.

Cancelled or postponed events

If you have saved or booked an event and it is cancelled or postponed, you will receive a notification. Click on the notification to read more details.

Bookable events

If you are booked to go on an event you will receive a notification when:

- Your payment for the event is updated to paid
- When a household member adds you to a bookable event
- If you have joined the waitlist and a space becomes available, your Resident Experience Team (RET) will move you from waitlist to confirmed.
 - If you are unable to make the event, please cancel your booking or talk to your RET.

About Village Updates

The village team might occasionally send you notifications about important Village Updates. Tap on the notification to open the app and read the Village Update.

If you aren't receiving notifications, you might need to change your device settings.

Ask your Resident Experience Coordinator if you need assistance.

