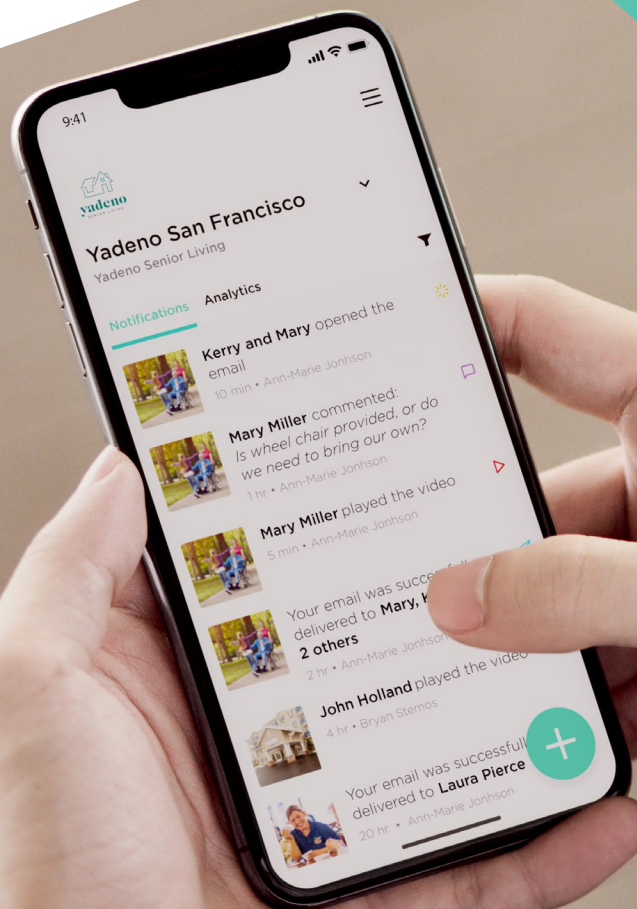








Frequently Asked Questions:

Video Engagement & Feedback

a training guide by oneday





What do the notification symbols mean?

-  Video was delivered to the recipient(s)
-  Video was opened via email
-  Video was played
-  Recipient(s) commented on the video; this also counts your initial comment you sent out with the video from the Share Video screen

Where do I see my videos and engagements in the OneDay mobile app?

- + Once you have opened the app, tap on “My Videos” to see what actions have been taken for each of your videos
- + Tap on “Notifications” to see additional insights and reply directly to recipients who have commented on your video
- + You can also tap the notification icons on the prospect/resident profile to see which actions have been taken by each recipient

How can I communicate with prospects or families in the OneDay app?

- + On the home screen of the OneDay app, tap “Notifications” to the right of “My Videos” [FIGURE 2]
- + The notifications that have this icon:  indicate a comment was made
- + Tap on the comment to see more details
- + You can then tap  Reply to respond to the comments
- + The recipient will be notified of your response

Note: Any of your recipients to this video will be able to see the comments anyone writes