



# Vasayo App Frequently Asked Questions and Helpful Tips

## Notifications

This will allow you to receive an email notification letting you know your contact has viewed the pdf, video or article you shared with them through the SMS or email share methods.

1. First click on the settings option found in the menu bar at the bottom of the app screen.
2. Second select the notifications option.
3. Then select the Email Notifications option, turn it on, and then enter up to 5 emails in the spaces found below. Then select the check mark to save.
4. On the notifications screen select the 'Test Notifications' option to ensure that you will receive the notifications after your prospects view the content you sent them.

**Tip:** When entering in the email addresses do not use auto complete, as this will add a space after the completed email address, which will affect the notifications being sent to you.

**Tip:** If you find yourself not receiving the text notifications here's a tip. Some mobile providers will not allow you to receive text notifications since it is not coming from a standard mobile number. One way to work around this is to add the email associated with your mobile number. To find out what that email address is you can send a text a message with your one of personal email addresses as the contact. Once you've received that email look at the email address in the 'From' section and that will be the email you will add under email notifications. You can then test the notifications to ensure you will receive the notifications.

## How much does it cost?

The app is already included in your Vasayo membership. As long as you have an active membership with Vasayo, you will have access to the app.

## What is the function of the lead capture page that is found in the "my information" section of the app?

When this feature is turned on it requires the visitor enter their name and contact information the first time they follow one of your links in a given browser or device, before viewing the content. We recommend this feature remain off as the majority of times you will be sharing content via SMS or email. Requiring the prospect to enter their information is not required.

## Sharing

### What is the Copy feature?

This is the copy link option; if you would like to share the media file through a different channel than what is available, you can then paste the link there.

### What is the download feature? Where I find the downloaded items?

Here you can download the media to the app for off-line viewing. The downloaded items will be displayed and available for offline viewing in the "Downloads" section on the Media page.

## If I need help with the app whom do I contact?

If you are in need of additional assistance with the app, please contact our customer support at [support@mysecureoffice.com](mailto:support@mysecureoffice.com) and please provide your phone number so we can call if needed. You can also contact support through live chat or phone, 800-794-8158 or 801-225-9192, that is available Monday-Friday from 8 am – 5 pm MST.

## If I cannot log in, whom do I contact?

If you are in need of assistance logging in to your account, billing questions, or any additional account information, contact Vasayo Support at [support@vasayo.com](mailto:support@vasayo.com) or by phone 801-415-9888.