

Getting Started



All you need to know
to start using Flowics

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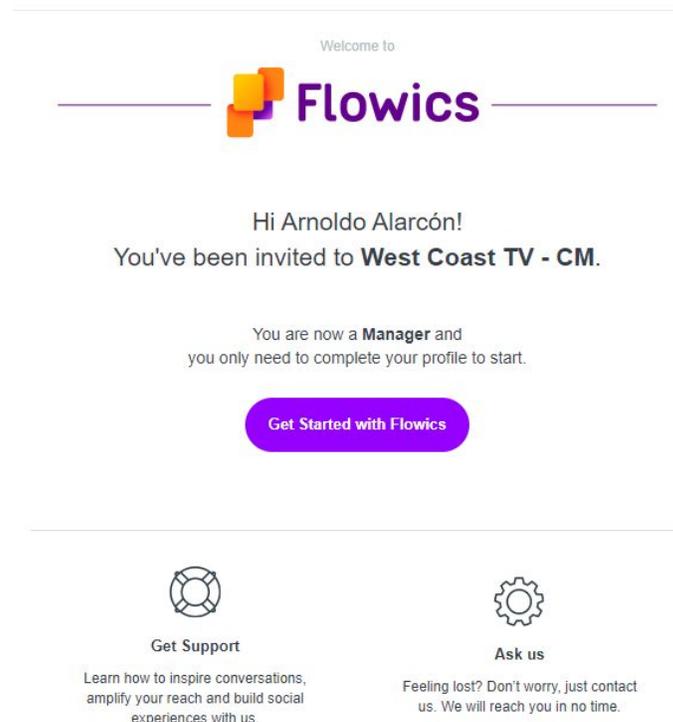
User Activation

To gain access to Flowics and become a team member, your Company Admin or Team Manager must send you an invite from our Teams management section. The process to activate your user is as follows:

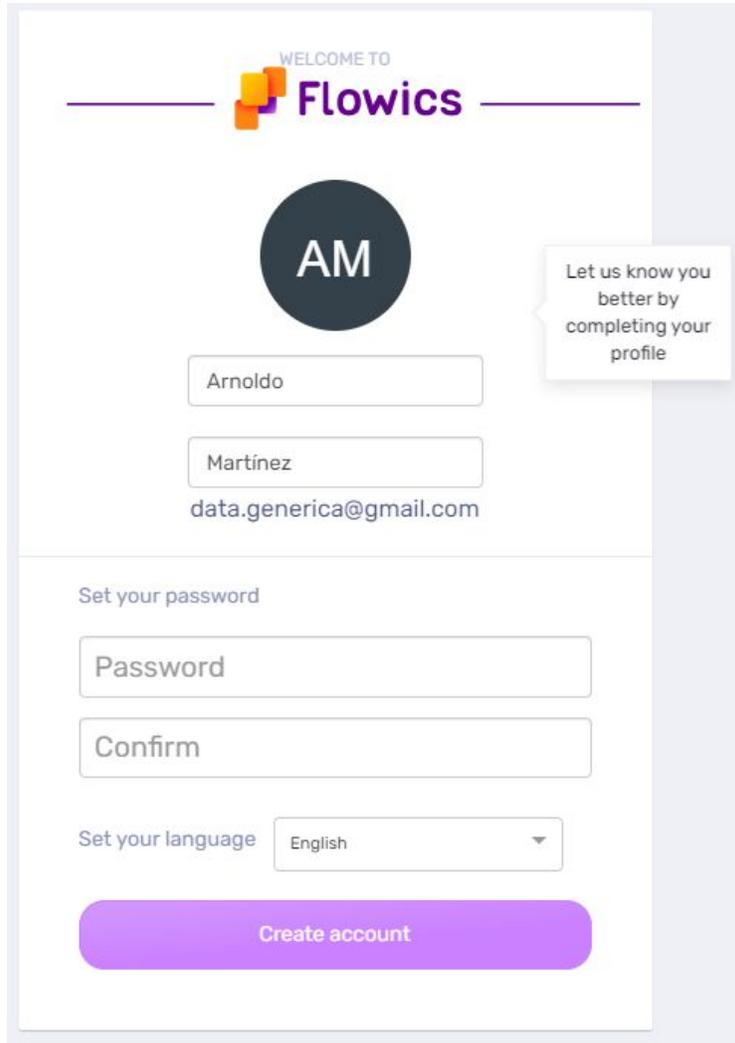
1. Your company admin or team manager emails you an invitation to join Flowics.

Note: If you can't find the email, search for an email from Flowics (noreply@flowics.com) or with the subject "Welcome to Flowics", you can also look for it in your spam mailbox. If that does not work, you can ask your company admin or team manager to resend it.

2. Once you get the email, follow the link **Get Started with Flowics** to complete your profile and create your account.



3. Complete your account and profile: set your password, choose your preferred language and upload your photo by clicking on the little circle with your initials.



WELCOME TO

Flowics

AM

Arnoldo

Martínez

data.generica@gmail.com

Let us know you better by completing your profile

Set your password

Password

Confirm

Set your language English

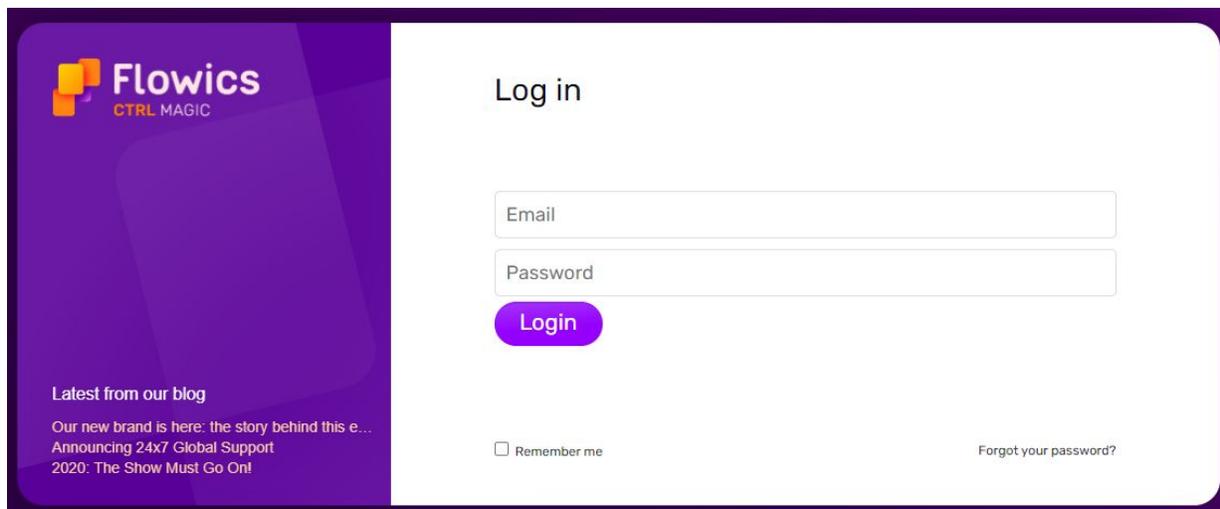
Create account

Finally, click on **Create Account**, to finish the registration process to be redirected to the platform.

- Anytime you need to login back in into Flowics **go to** <https://engage.flowics.com/> enter your username (your email address) and password.

Password Recovery

If you don't remember your password, in the login page click on **Forgot your Password** and follow the steps.

A screenshot of the Flowics login page. The page has a purple header on the left with the Flowics CTRL MAGIC logo and a "Latest from our blog" section. The main content area is white and contains a "Log in" form with fields for "Email" and "Password", a purple "Login" button, a "Remember me" checkbox, and a "Forgot your password?" link.

The logo for Flowics CTRL MAGIC, featuring three overlapping squares in orange, yellow, and purple to the left of the text "Flowics" in a bold, purple font, with "CTRL MAGIC" in a smaller, orange font below it.

Latest from our blog

Our new brand is here: the story behind this e...
Announcing 24x7 Global Support
2020: The Show Must Go On!

Log in

Email

Password

[Login](#)

Remember me [Forgot your password?](#)

Basic Setup

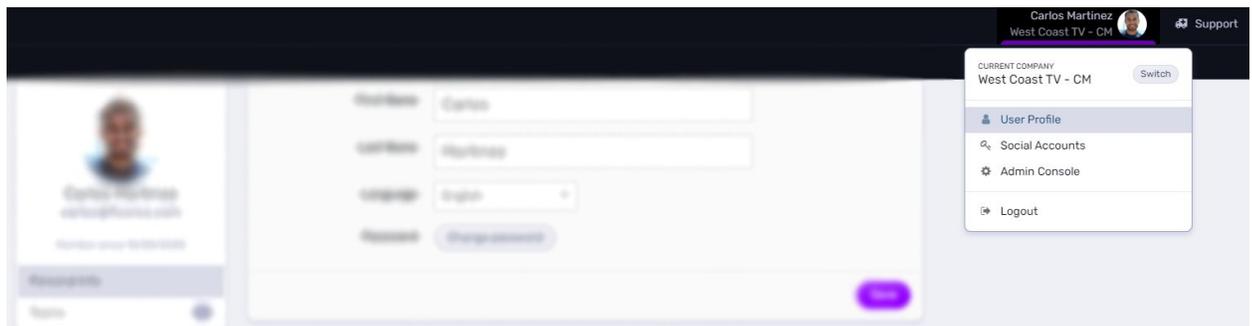
Profile

It contains information about you such as your name, username, teams you belong to, your photo.

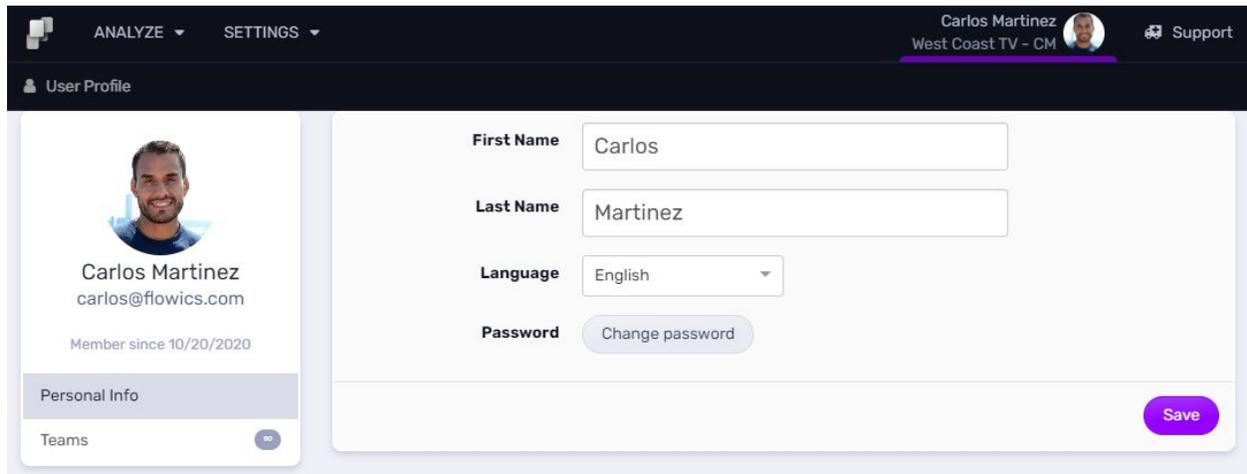
Update your profile by accessing the User Profile in the drop-down menu in the upper right corner.

Things you can do:

- Upload your photo, doing a simple click on the avatar.



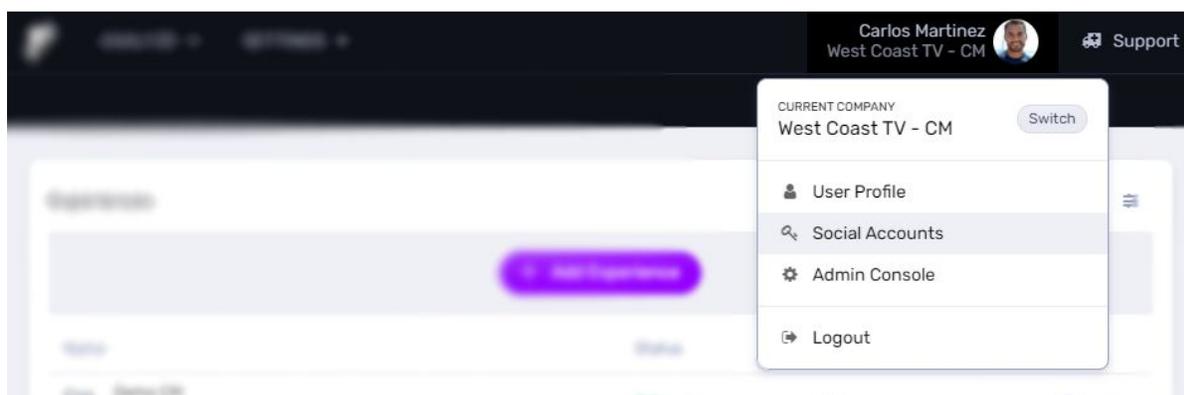
- Edit your first and last name, just in case you missed this during the registration process.
- Change the display language for the User Interface to your preferred language at any time. Our platform is currently available in 3 languages:
 - a. English
 - b. Spanish
 - c. Portuguese
- Change your password.



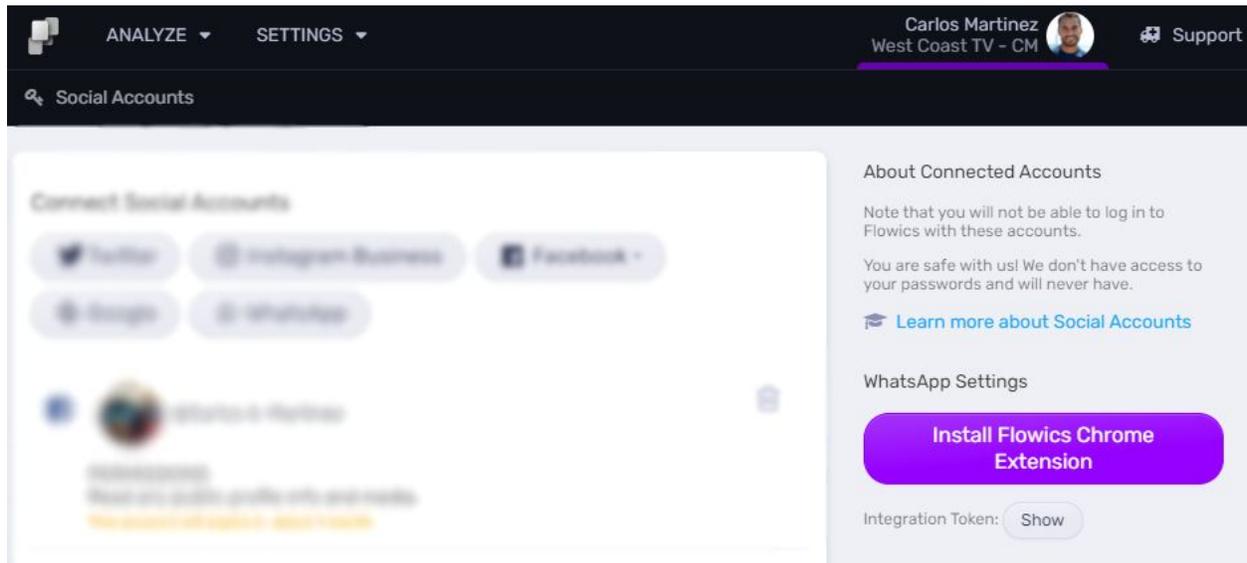
Connecting Social Accounts

This is required to collect content from social networks like Facebook, Instagram, Youtube, WhatsApp. Also for Facebook it is required to associate a personal so you can add the Facebook filters to your Flow.

To connect your social accounts click on the top right corner menu and go to **Social Accounts**



Note: For Facebook and Instagram, make sure to Log Out first on your pc before associating or renewing your social account.

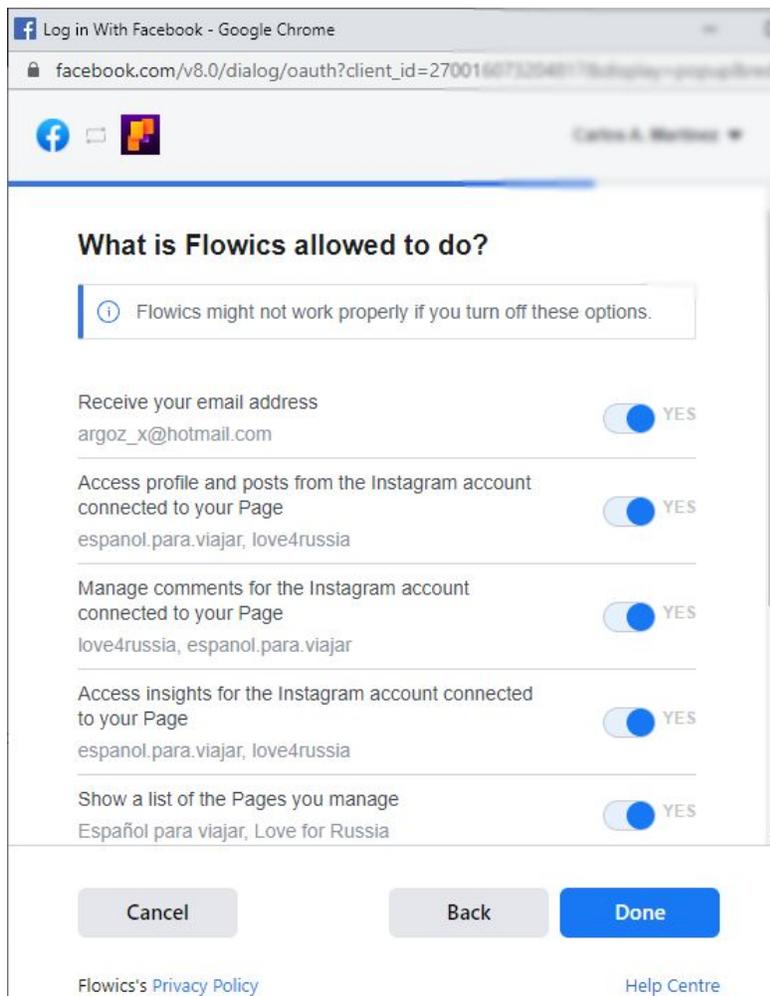


You can currently connect the following types of social accounts:

- **Twitter:** required to integrate Twitter native polls with Flowics. Also for validating a list of accounts when using the Twitter User stream filter.
- **Instagram:** required to search for public posts by hashtag, comments, mentions to your account. Also required to retrieve recent posts from one or more specific Instagram accounts.
Bear in mind the account you are connecting must be an Instagram Business account.
- **Facebook:** Connect your Facebook pages to collect social content from Facebook. Bear in mind that the Flowics user that will associate the Facebook page must be the admin of that page.
To be able to add the Facebook filters to your Flow, remember that you must add a Facebook personal account first.
- **Google:** Connect the account from which you will be streaming your live YouTube video to collect the live chat messages. Also connect your google account to give access to your google drive account which is necessary for integrations with google sheets.

- **Whatsapp:** use the phone number associated with the whatsapp account from which you want to collect incoming messages.

As an example let's connect an Instagram business account. After clicking on Instagram Business on the social account section a pop up shows up, enter your Instagram username and password, click login then read the permissions and then authorize Flowics.



For Facebook and Instagram, the more social accounts you and your teammates connect, the faster content will be fetched and made available on our platform.

Note: Bear in mind, Flowics won't be able to see or use your password, nor access to your full account on the social networks associated.

Teams

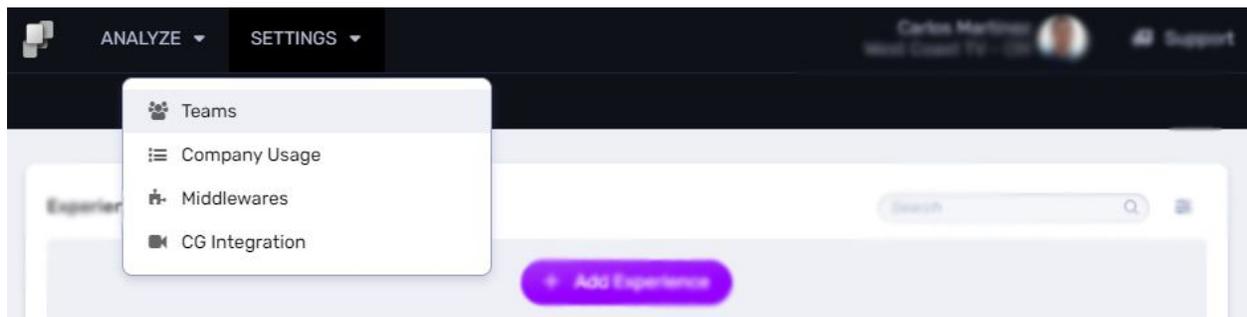
Flowics provides a way to organize users within your company. By creating a team you can organize users into groups. Users within a team are assigned a specific role that determines what they can and cannot do within the platform, meaning that each of these roles represent different levels of permission.

Company Admin is not associated with any team however being admin you can access to all experiences within your company, create teams, invite new user and assign them one of the available roles:

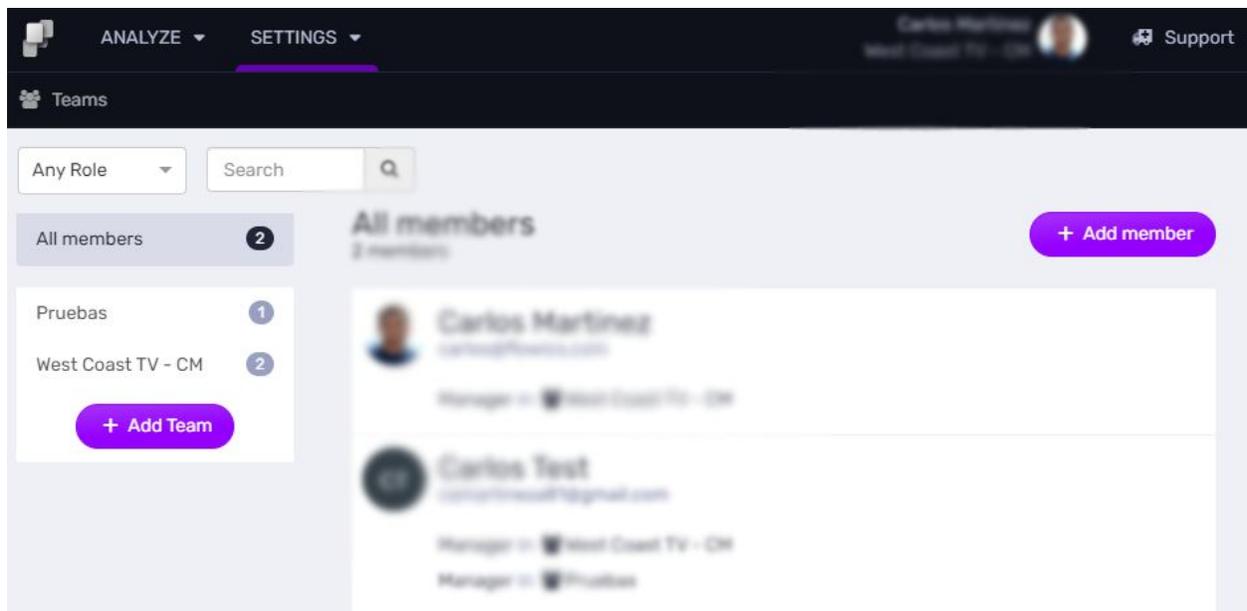
- **Manager:** As a manager you can create Experiences, Flows, Visualizations, Broadcast data sources, and delete them too. You can also complete some actions like run, stop, edit, publish, reset, import, invite new users to your team, assign user roles to your team members but you can't create new managers nor view experiences you don't have access to.
- **Expert:** Can manage the experiences you have access to, can create, edit and delete Flows, Visualizations, Broadcast data sources and more. Cannot manage team members.
- **Moderator:** Have access to the Content Inbox where you can accept and reject content. As moderator you can create and delete collections, add and remove content from them as well.
- **Viewer:** You will see listed mechanics from other teams as a viewer. This way, you can connect the mechanics created by other teams to display on screen the results of the Poll or Scoring.
- **Guest:** The user with this role has access only to the social accounts section and is useful for associating third party accounts. For example, you are from the production team and you need to collect social content from the official accounts of the guests / participants of your TV show to display that content on screen, so you need then to invite them to Flowics so they can associate

their social accounts and that way they can grant the permissions to collect the content generated in the social networks associated.

If you're a Company Admin or a Team Manager you should **access the Teams section from the top bar under Settings**.



Create a team clicking on **+ Add Team** (can only be done by the company admin) and start inviting new users (Company Admin and Team Managers can do this) clicking on **+ Add Member**.

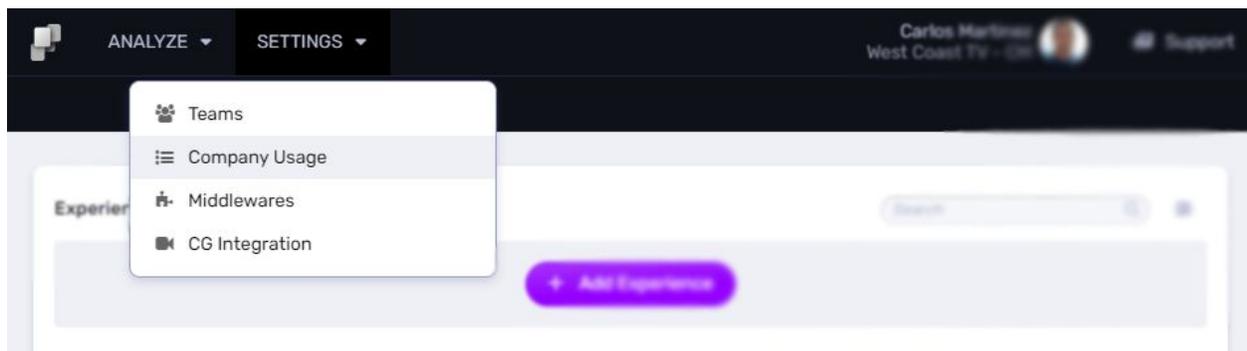


Company Usage

By contract, your company is entitled to a certain number of monthly social posts collected from Twitter. In the company usage section you can see the number of total posts collected based on the filters defined in your Flows. Remember only Twitter posts collected by your Flows consume your quota.

Important: Each Twitter post on each Flow counts. For example, if you have multiple Flows (let's say 2) collecting the same search query, a post X will be collected 2 times, one for each Flow, meaning that your consumption for the same post is 2.

To keep track of your contract usage, you can **access Company Usage from the top bar under Settings.**



Company Admins can see the total consumption for all teams and for each team. Team Managers and Experts can only see their team's consumptions.

Usage for West Coast TV

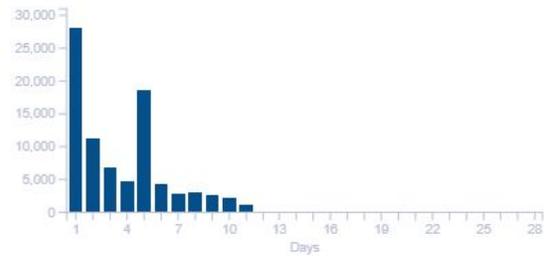
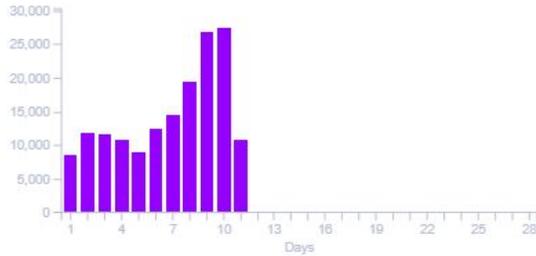


All teams ▼ < February 2021 >

[Learn about Company Usage](#)

162,995 ⁱ
BILLABLE POSTS

85,361
PAGEVIEWS



TEAM	BILLABLE POSTS
ESPN FC International	87,243
ESPN FC Argentina	37,843

TEAM	PAGEVIEWS
ESPN FC International	83,862
ESPN FC Argentina	1,256

In addition, a company admin can see additional information such as the type of license contracted, contract start and end date, the total amount of post and impressions assigned per month. They can also see the active modules, the quotas for each module and its consumption.

Contract

Lite

LICENSE

10/04/2018

START

12/31/2021

END

25,000

MAX BILLABLE POSTS PER MONTH

100,000

MAX PAGEVIEWS PER MONTH

In Use

Broadcast, Web

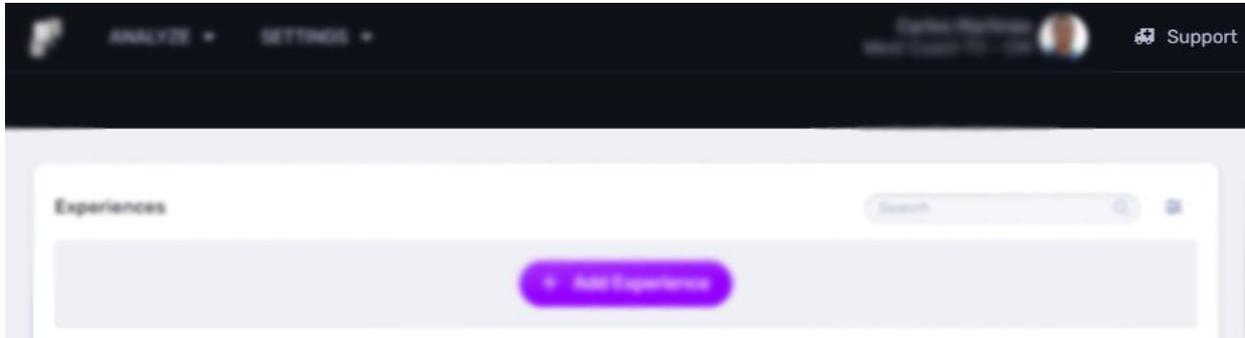
ACTIVE MODULES



Note: If you have exceeded the total posts allowed please stop the experiences and/or flows you are not using and then get in contact with your designated Customer Success Manager because additional charges will apply.

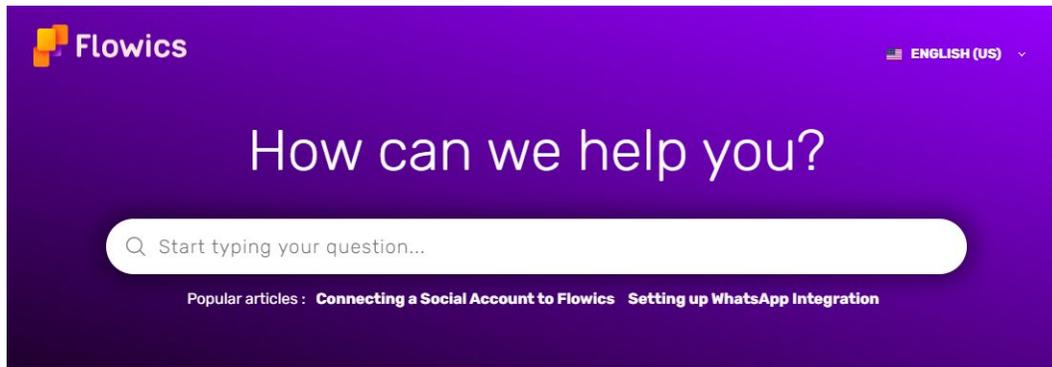
Support

Need help or have questions? Visit our Knowledge Base (KB) or get in contact with our support team, you just need to **click Support in the top right corner**.



Using our Knowledge Base (KB)

Visit our online KB to find quick answers, helpful articles with detailed explanations about all the important components and modules of the platform, tips & tricks and more!



There are many ways for you to find what you need in our KB. You can enter your question in the search bar to easily find the answer and related results. Or you can go through the different categories looking for what you need and discovering new information that can help you to become a Flowics master user.

Categories

- **Getting started:** Find general information and basic concepts that will help you understand which are the most important components of the platform.
- **Platform:** Find information about What is an experience, Users & Teams, profile settings, recovering your password and company usage.
- **Social:** Learn how to Collect social content, setting up Flows and filters, curation rules, moderation using the Content Inbox, using Collections and how to Discover Content.

- **Digital:** Find information about setting up mechanics of participation through your digital properties (website, mobile app) and build web Pages to display social content through our content / stats widgets.
- **Graphics:** Find information about how to build cloud based graphics using the Graphics editor in Flowics and how to integrate your set of graphics through a cloud based or desktop production software for your live streaming or through traditional TV Broadcast workflows vía SDI, HDMI, etc.
- **Broadcast:** Learn how to integrate Flowics using our Middleware / Viz Social plugin with your characters generator using the available broadcast data sources.
- **Facebook Live:** Learn how to integrate Flowics with a Facebook live, setting up the Facebook live polls, Facebook questions to trigger the graphics on the streaming with the audience's comments and poll results.

Within each of these categories you will find articles with very valuable information

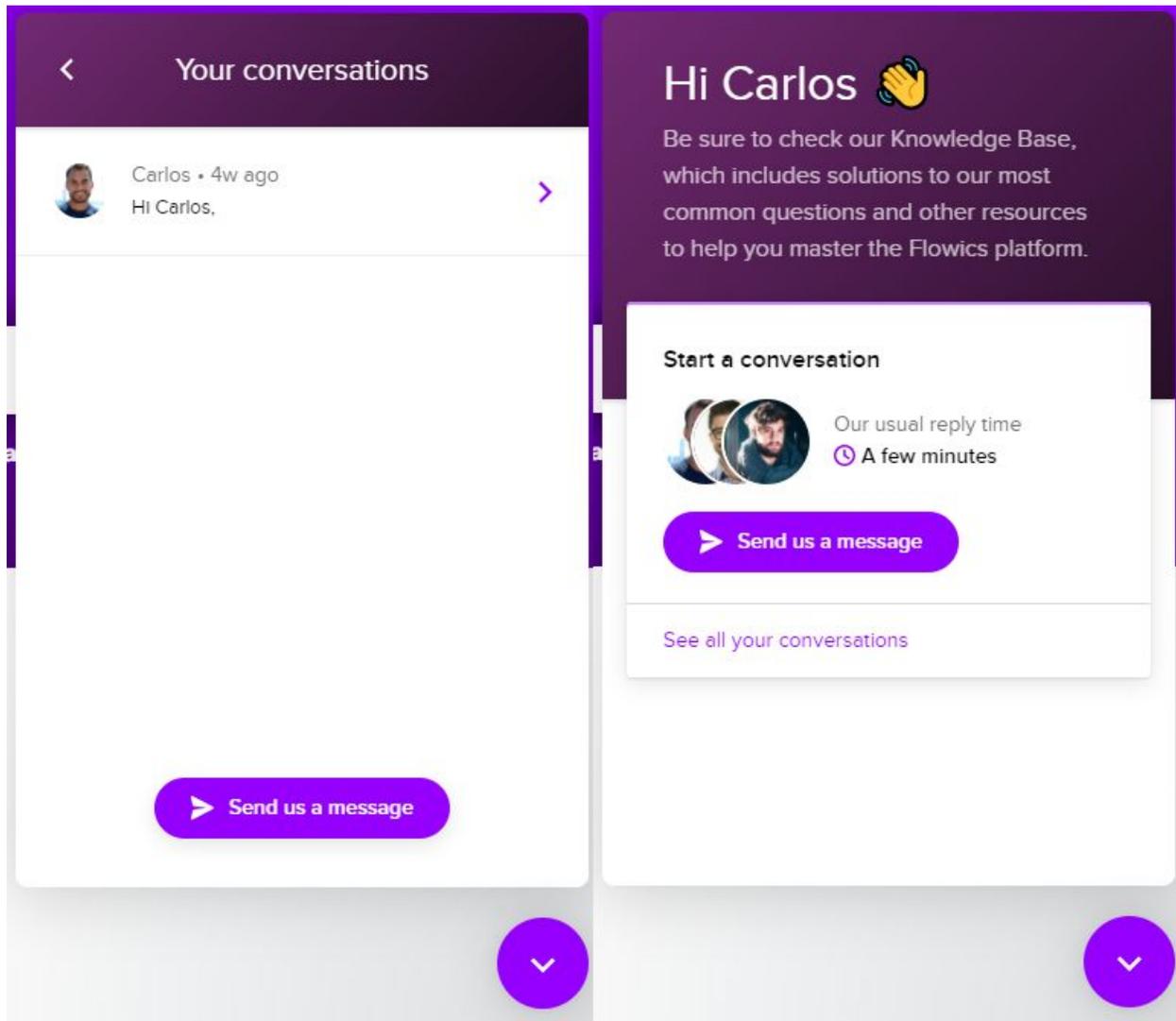
Access to the KB is available 24 hours a day, 7 days a week.

Contacting Customer Support

We are here to help! Get support starting a live chat or sending us an email.

Live Chat

To start chatting with a customer support representative, go to Support, find the chat icon at the bottom, click new conversation and send us your questions.



Email

Send us an email with your questions at

- support@flowics.com (English)
- soporte@flowics.com (Spanish)
- suporte@flowcis.com (Portuguese)

The support team is available for live chat or email 24 hours a day - 7 days a week