



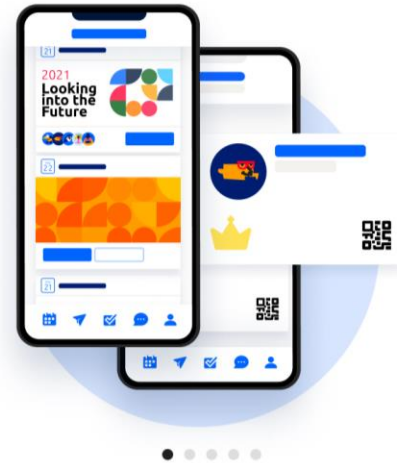
# How to Use My Glue Our Member Engagement Hub

Engage with Our Community.  
Via Desktop or Mobile.  
Anywhere, Anytime.



## Engage Better

Transform your event and membership  
experience.

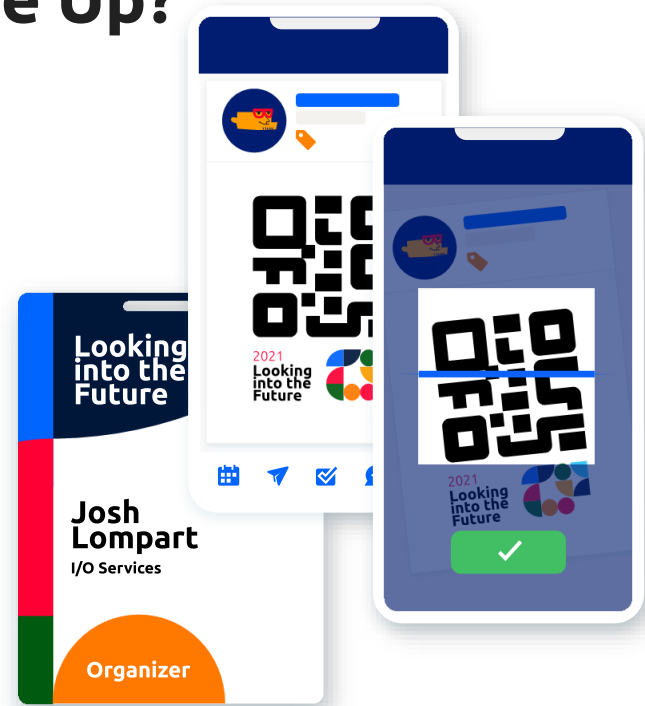


Login

Register

# Why Register an account on Glue Up?

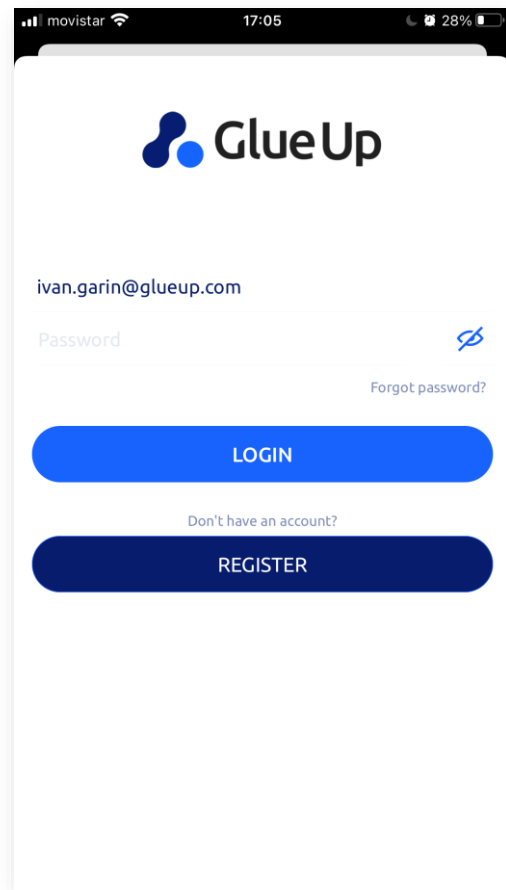
- **1.** Find all our organizational activities on a single platform.
- **2.** Access your registrations to events and manage your membership information independently.
- **3.** Get access to your member benefits 24/7 and access member-only information.
- **4.** Have the ability to network with other members.
- **Use the My Glue app, to enjoy all of the benefits.**



# How to get the mobile app?

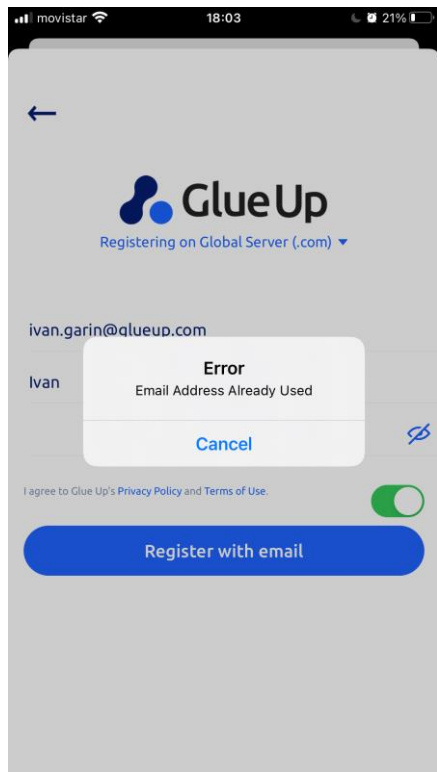
- Download the My Glue App on [App Store](#) or [Google Play](#)
- If you are a new user, **register** you Glue Up account directly on the app. Otherwise, simply log in to your existing account.
- Start exploring My Glue app!
- *Check the following 3 slides to understand how you should proceed based on your user status.*

Scan and Download here! >>



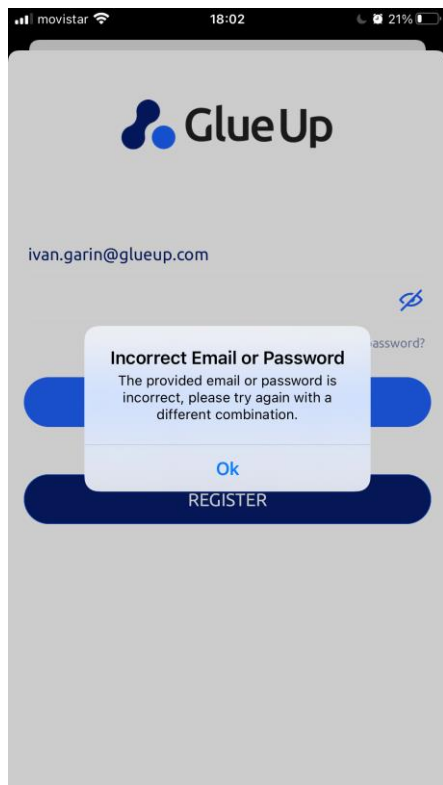
**Having errors to login?  
Following possible errors and how to  
solve them.**

# Possible Error #1



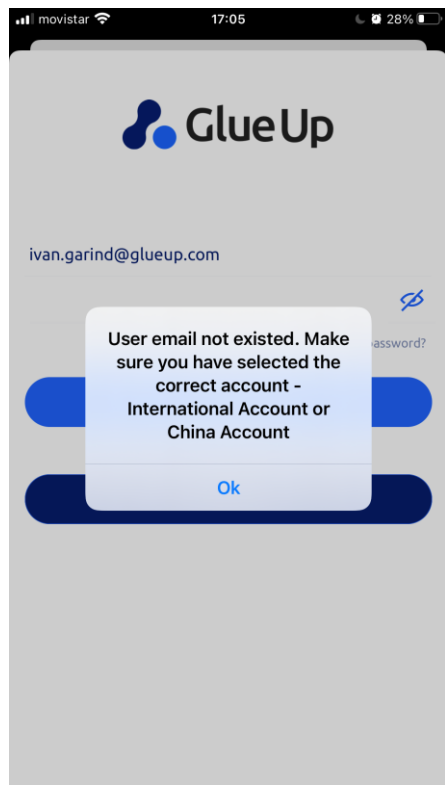
- Error message: 'Email Address Already Used'
- Scenario: Register new account attempt
- Reason: However this email address already is associated with a registered Glue Up account
- Solution: Try to log in instead. Forgot password? Please refer to the next slide.

## Possible Error #2



- Error message: **'Incorrect email or password'**
- Scenario: Log in attempt
- Reason: You have successfully registered an account with this email before, but you are inserting in an incorrect password.
- Solution: Click on **forgot password** and follow the steps > check your inbox or spambox for auto email > Click on the email button > **follow instructions** > Reset password and log back in

## Possible Error #3



- Error message: 'Error - email address does not exist'
- Scenario: Log in attempt
- Reason: You are trying to register, but this email has no account associated to it.
- Solution: try logging in again with another email that might have been used to register your account instead
- Solution 2: if you actually did not previously register an account, instead of logging in, you should be registering an account instead.

## If none of this works..

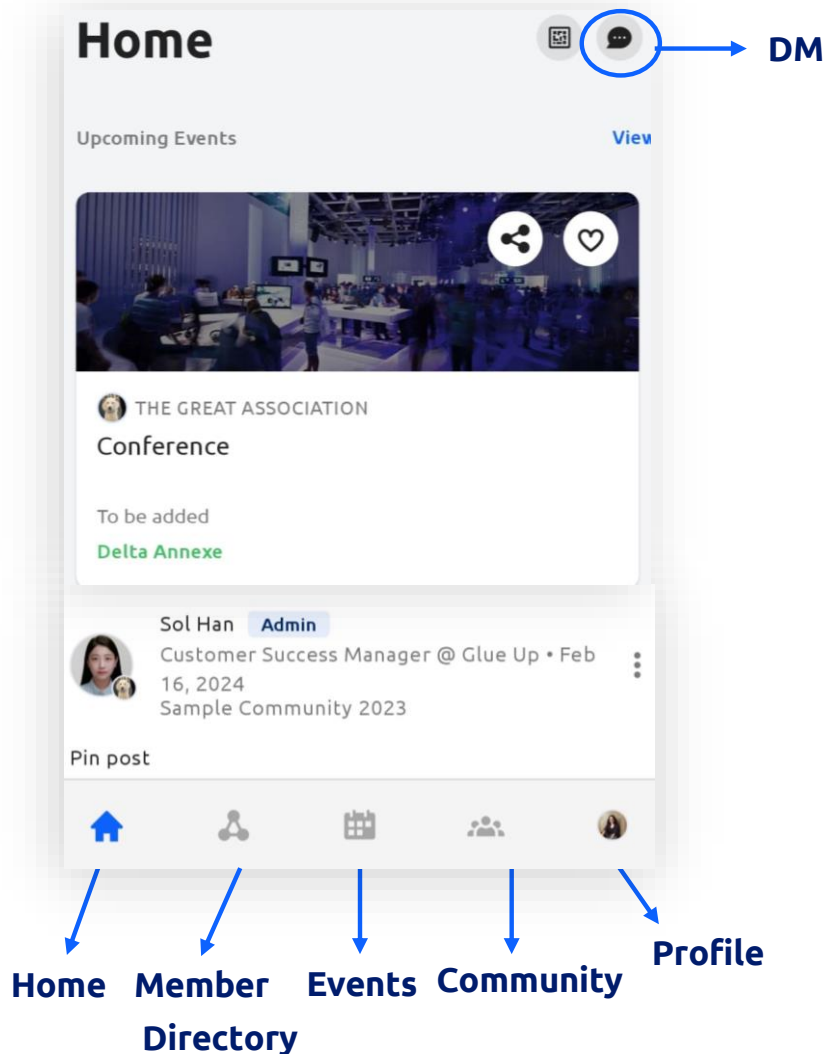
- Please reach out to your main contact at our organization:
  - [Vlad.dutescu@emccromania.org](mailto:Vlad.dutescu@emccromania.org)
  - [Mihaela.batrinca@gmail.com](mailto:Mihaela.batrinca@gmail.com)



**Once logged in,  
Access the same features  
via the mobile app and desktop**

## Navigate the menus (My Glue mobile app)

Glue Up's all-in-one Community Management Suite is the easiest way to build and grow your community through events, memberships & other digital tools.



## Top right corner on My Glue Desktop



## Navigate the menus (Desktop)

Glue Up's all-in-one Community Management Suite is the easiest way to build and grow your community through events, memberships & other digital tools.

Try Pitch

## Left bar on My Glue Desktop

Home Thread ←

Community ←

Member Directory ←

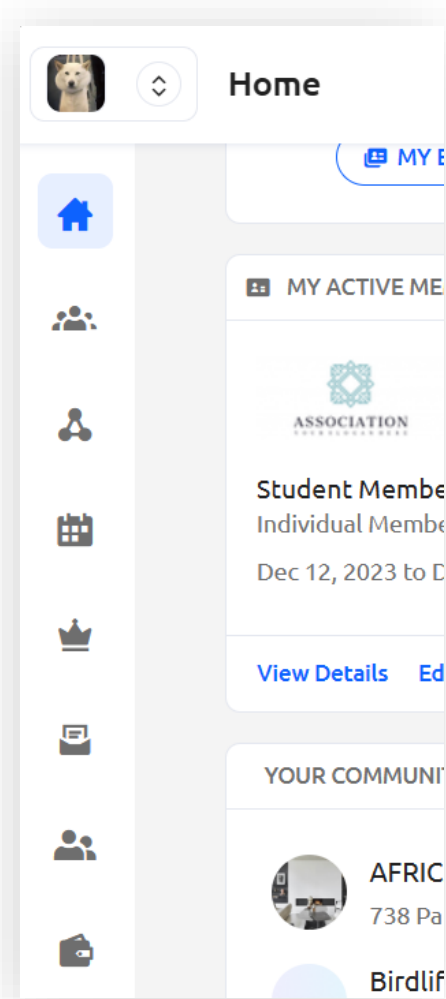
Events ←

Manage your membership ←

Subscriptions ←

Committee ←

Save your Payment details ←

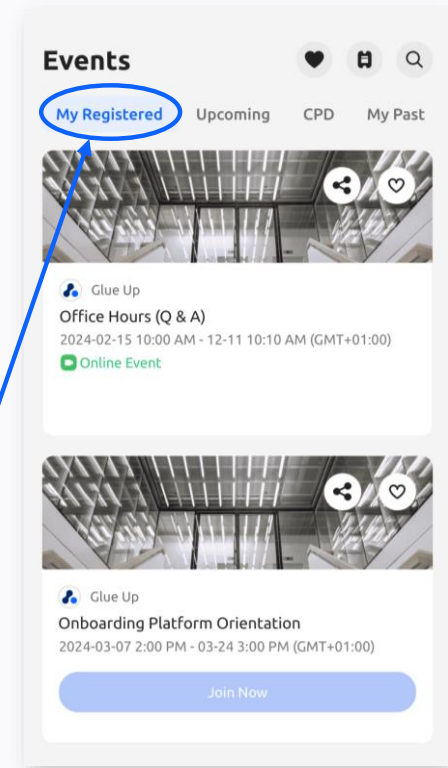
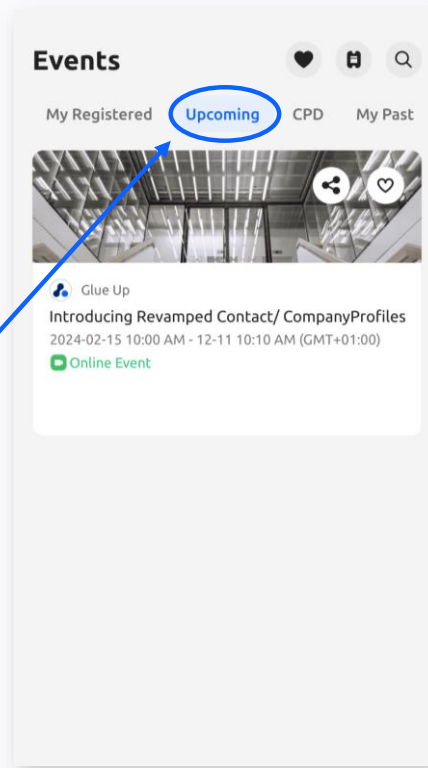


**Access Upcoming, Current, and Past events information, and also your registration details.**

## One place for all our organization events

Find updated information about your past and future events, access your registration, and engage with other attendees.

- **Browse through upcoming events**
- Click on the event title to find more information
- Click on Register to fill up the registration form



- **Find your registration**
- To edit registration details, please reach out to the event's public contact on the event page or on the confirmation email)
- If it is an online event, click on 'click to join' to access the event

Discover upcoming events on Desktop as well

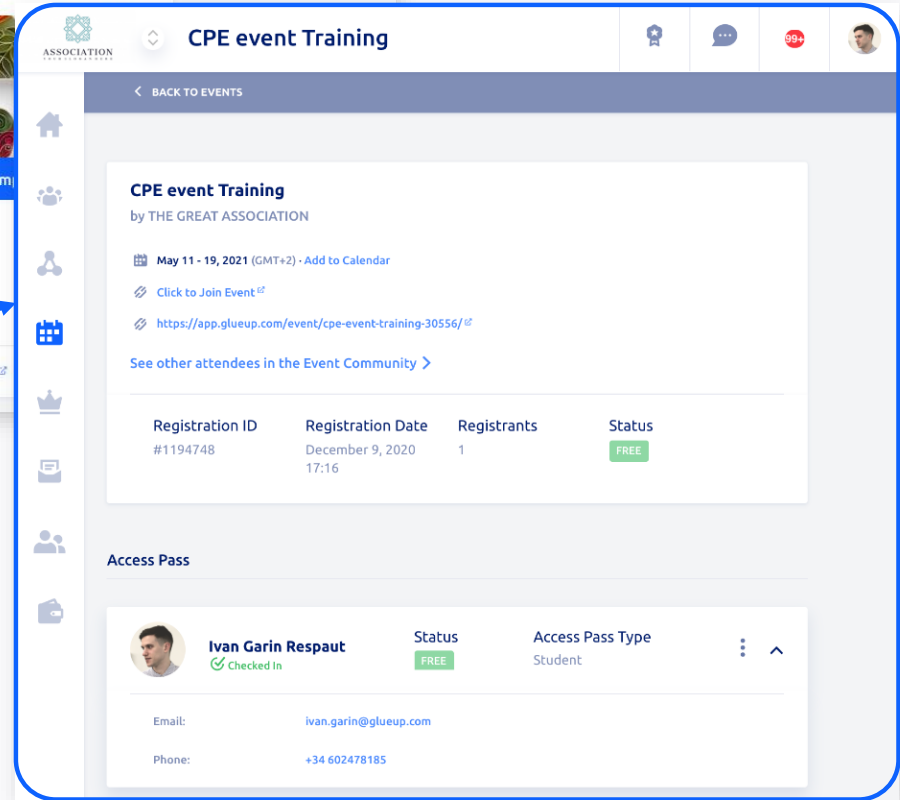
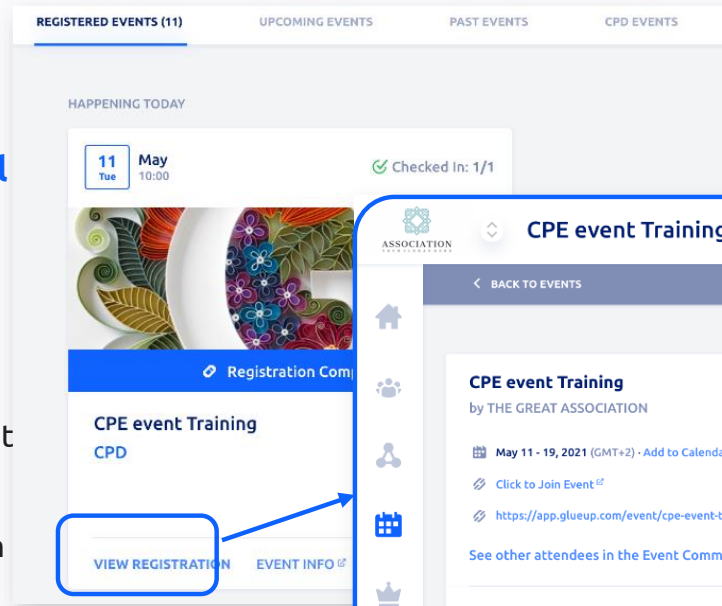
Find updated information about your past and future events and engage with other attendees.

The screenshot displays a web interface for GlueUp events. At the top, there are navigation tabs: 'REGISTERED EVENTS (4)', 'UPCOMING EVENTS' (highlighted with a blue circle), 'PAST EVENTS' (highlighted with a blue circle), 'CPD EVENTS', and 'VIEW ALL EVENTS'. A left sidebar contains icons for home, profile, network, calendar, crown, mail, group, and location. The main content is divided into two sections: 'HAPPENING TODAY' and 'HAPPENING NEXT WEEK'. Under 'HAPPENING TODAY', there are two event cards for 'Office Hours (Q & A) - EMEA' and 'Office Hours (Q & A) - NA', both scheduled for February 05 (Monday) at 9:00 AM. Each card shows 'Checked in: 0/1' and 'Registration Complete'. Under 'HAPPENING NEXT WEEK', there is one event card for 'Office Hours (Q & A) - EMEA' scheduled for March 08 (Friday) at 11:00 AM, also showing 'Registration Complete'. Each event card features the GlueUp logo, the event title, a subtitle 'A Live Q&A with Glue Up Experts', and a blue bar with 'Registration Complete' and a checkmark icon. Below each card are links for 'VIEW REGISTRATION' and 'EVENT INFO'.

## Access your Organization upcoming and past events as well as your registrations

### From your registration:

- Access the event link (online event only)
- Find out who are the other attendees and network with them



**Manage your member profile**  
**Get access to member-only benefits**



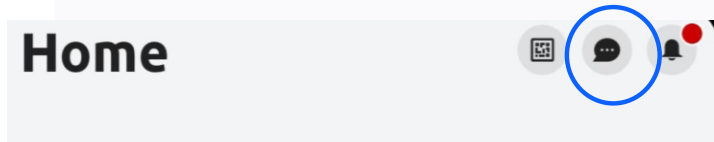
## Direct Messaging

# Talk with other Members

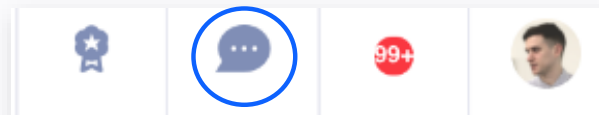
Develop lasting relationships with members, and be part of the community!

## 1-on-1 Chats allow, Member to member

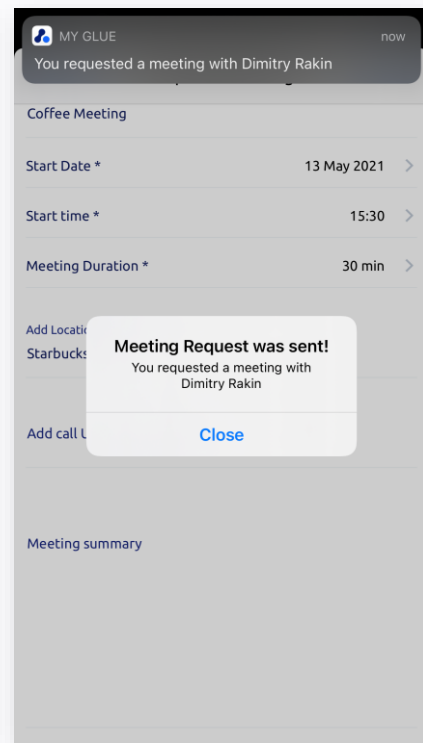
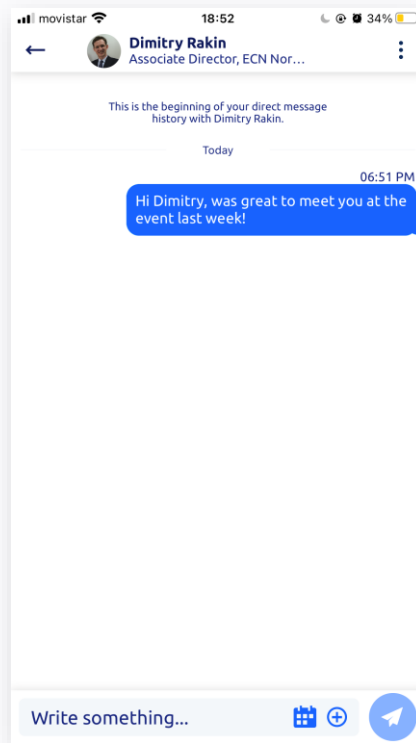
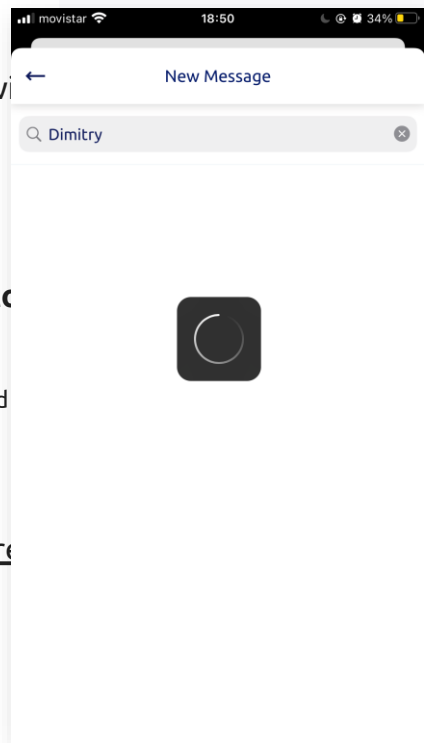
- The other member must be registered too
- Look for first or last name
- Functions include send a meeting request



On My Glue mobile app



Top right on Desktop screen

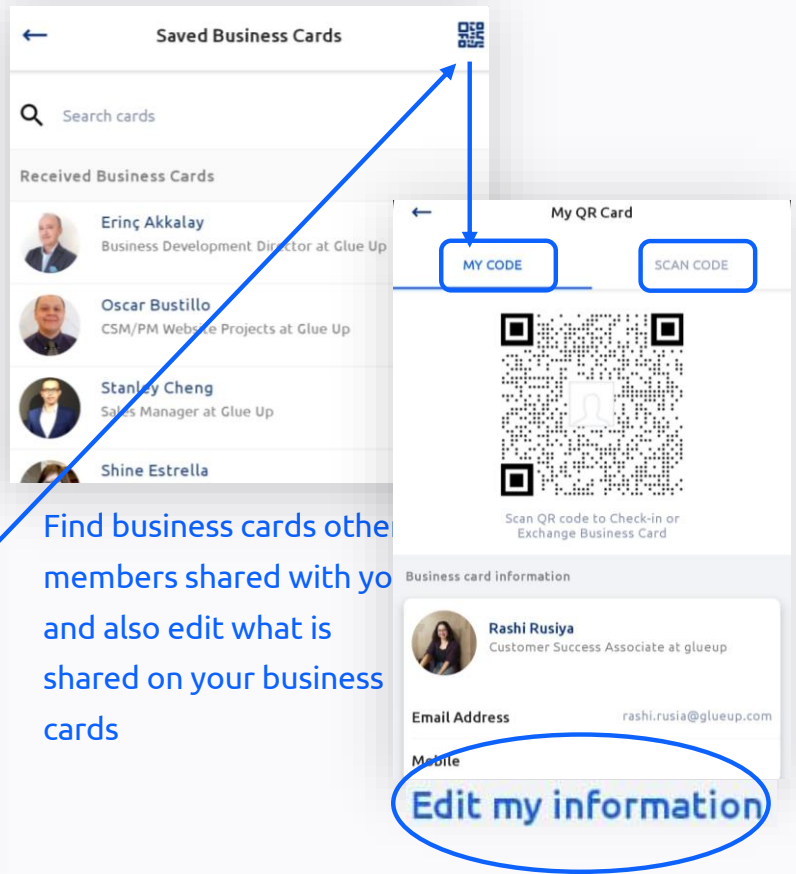
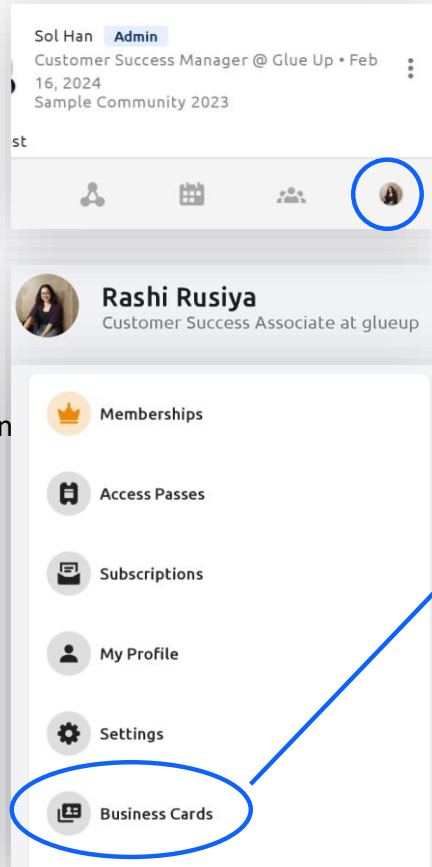


## App - Digital Business Cards

# Network with other members

Manage the business cards collected, and edit your business card details

- Business Card Scanner
- Personal QR-Code
- Individual CRM



Find business cards other members shared with you and also edit what is shared on your business cards

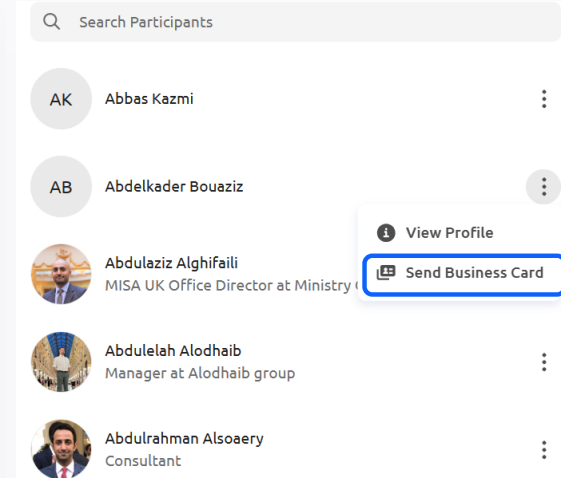
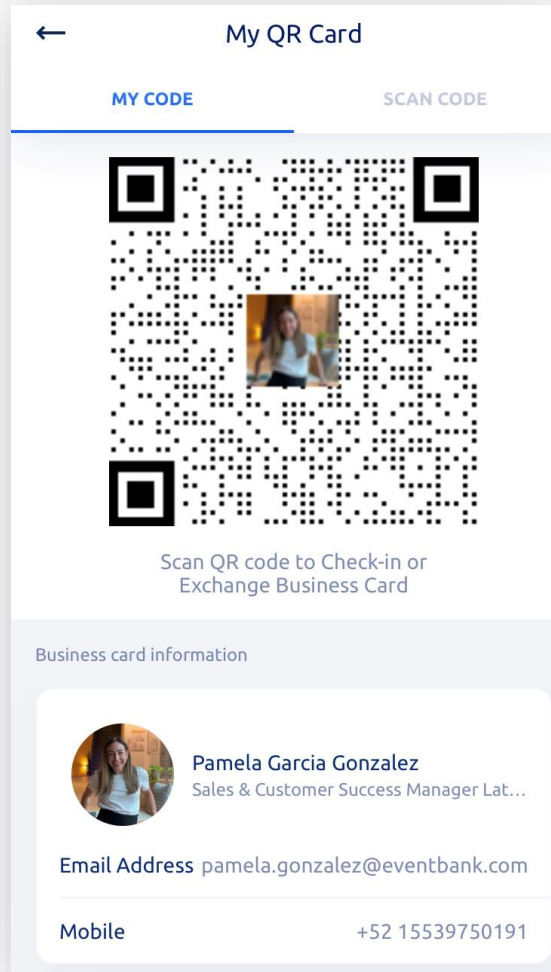
Access business card section from your bottom right profile pic icon > Business cards

## Share your Digital Business Cards

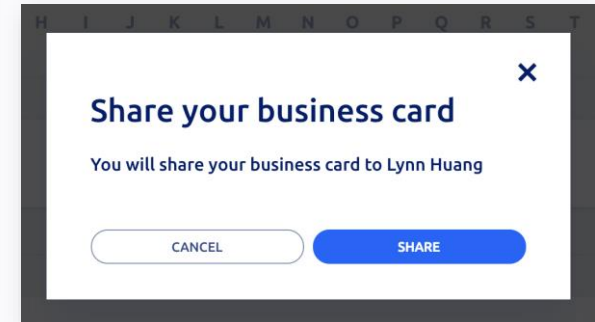
# Network with other members

Create and share your own digital business cards, save contacts of your interest, and effectively network with everyone no matter where they are

- Tilt your phone horizontally to access either:
  - Business Card Scanner
  - Business Card QR code



Share your virtual business card with event attendees or community member



## Community

# Engage with your groups and community

Be part of the conversation from your community's dashboard.

- Find general information of your community and members
- View your groups
- Live wall
- Members directory

## Community on My Glue Desktop

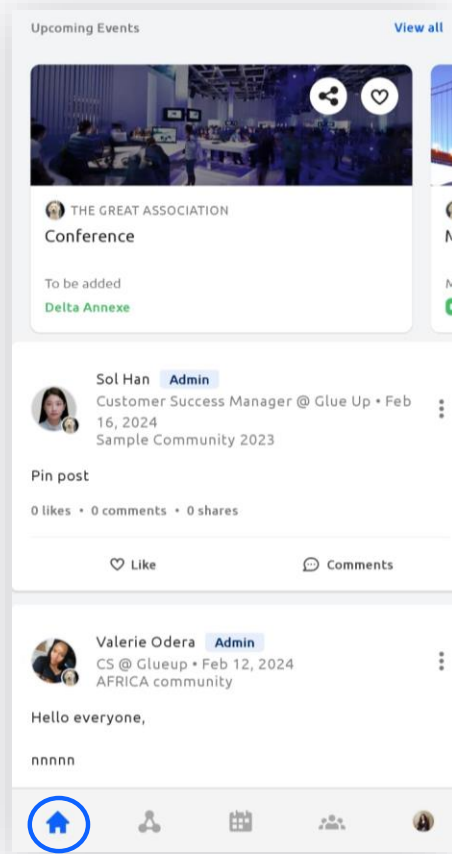
The screenshot shows the 'My Community' dashboard for the 'AFRICA community' (742 members). On the left, there is a navigation menu with five items: 'Feed', 'Groups', 'Members', 'Files', and 'About', each with a corresponding icon and a blue outline. Below the menu is a section titled 'My Groups'. On the right, there is a large image of a modern living room. Below the image, the community name 'AFRICA community' is displayed, followed by '742 members' and 'Community by THE GREAT ASSOCIATION'. At the bottom right, there is a text input field with a profile picture of a woman and the placeholder text 'Write something'. The top right corner of the dashboard features four circular icons: a calendar, a shield, a speech bubble, and a notification bell with a red '9' badge.

## Community

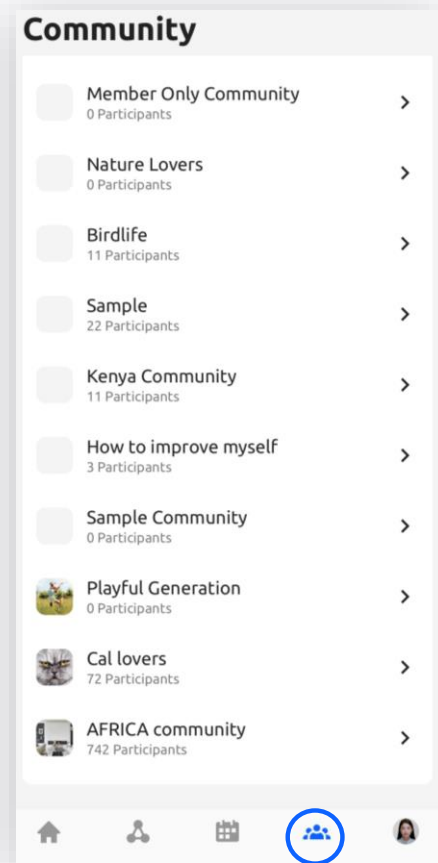
# Engage with your groups and community

The community allows you to interact with other members

- On a main wall
- On a private group
- Via Direct Messaging
- Files shared by your organization also available there



On Mobile, main community wall is on 'Home' icon



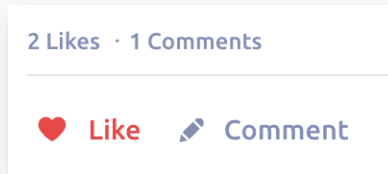
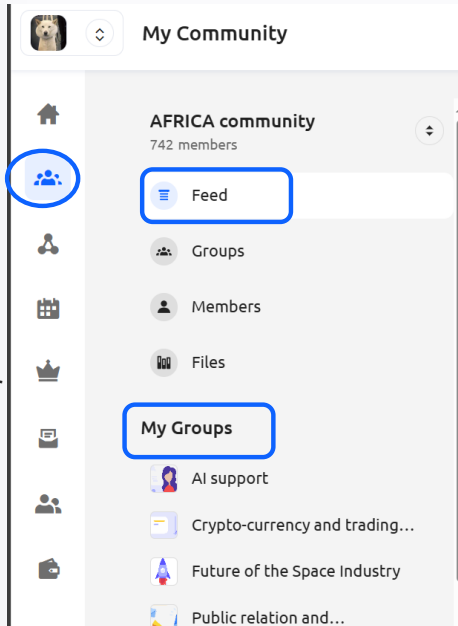
All community list is on 'Community Icon'

## Community

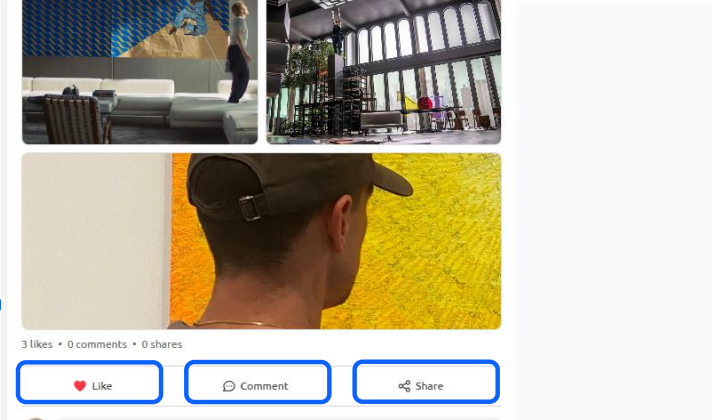
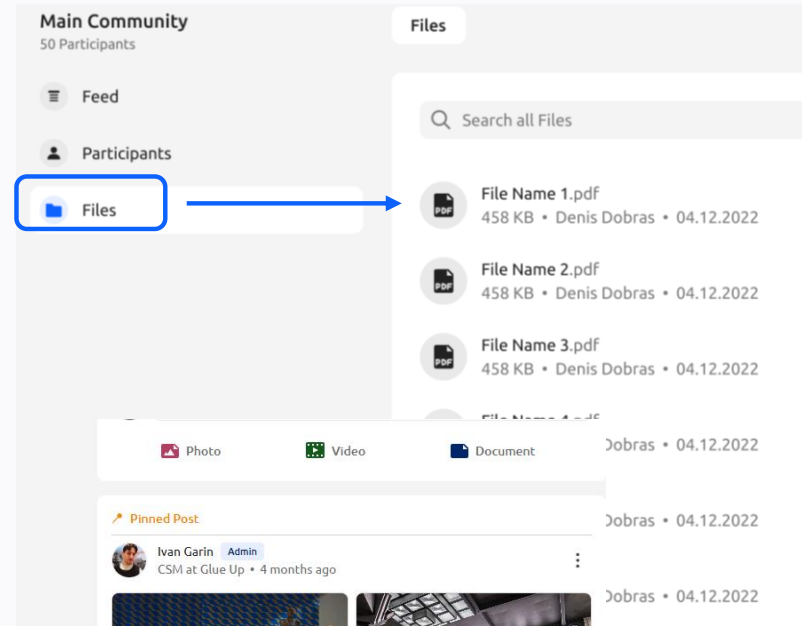
# Engage with your groups and community

Be part of the conversation from your community's dashboard.

- Feeds (all members can access)
- My Groups > find your chapter and participate there
- Participants: find other community members
- Files: find files shared



Like, comment, share pics or files under others' posts

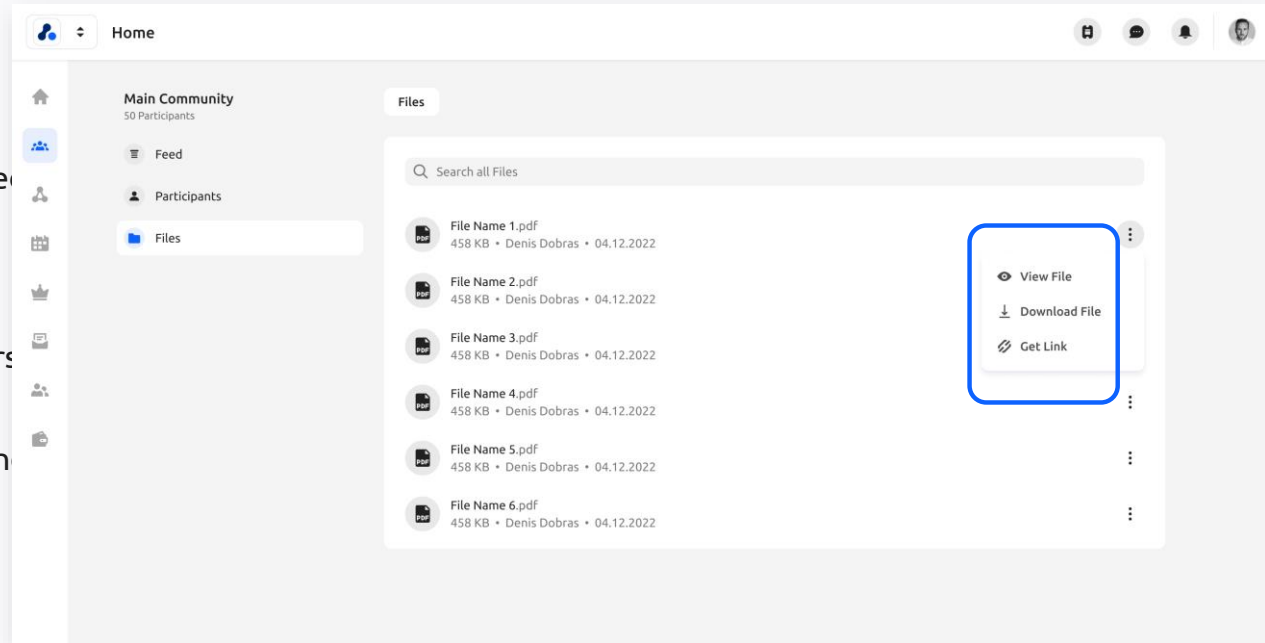


## Community

### File Share Access

Find, save, share and pin files uploaded to your availability.

- Discussions: main wall (all members can access)
- Your Groups > find your chapter and participate there
- Members: find other members
- Latest org docs: find files shared



You can pin (bookmark at the top) files so you do not lose track of them

**Manage your preferences**  
**Freely opt-in and opt-out**

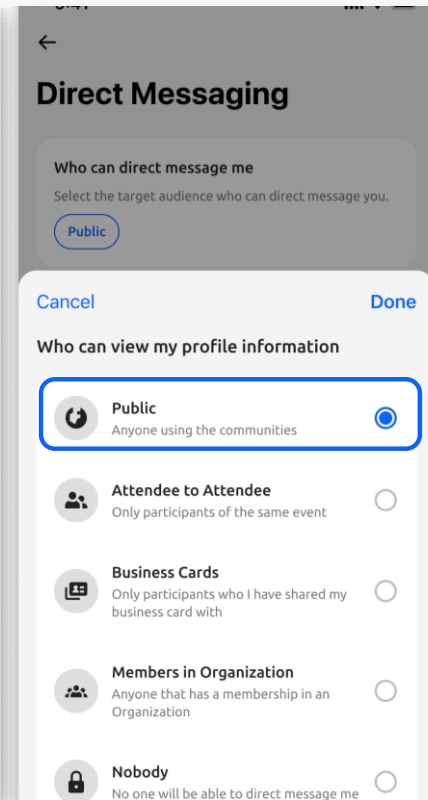
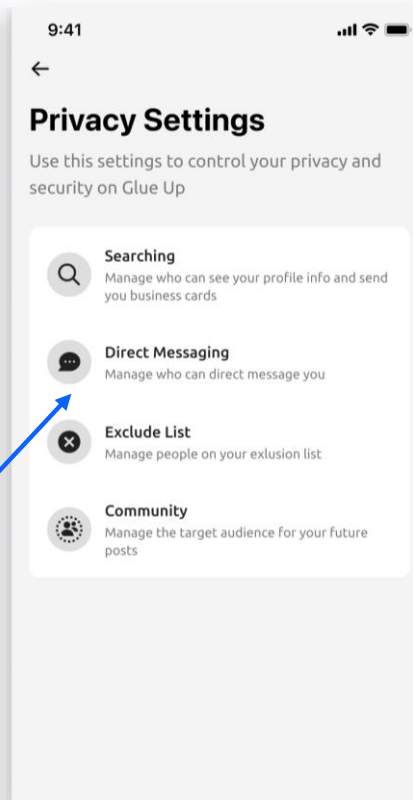
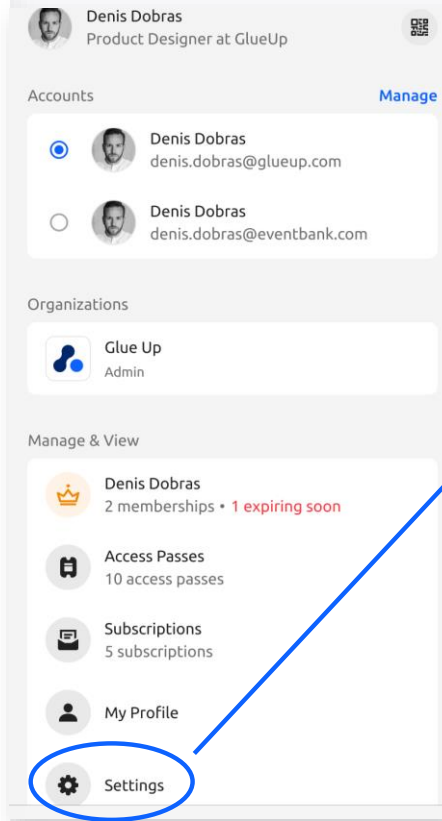


## Manage your Profile

# Adjust settings & preferences

Personalize your profile settings, including:

- Profile information
- Payment Methods
- Notificaciones Preferences
- Member Directory Visibility
- Access to community or Direct Messaging
- Saved Business Cards



From Settings you can edit the functions you wish to enable

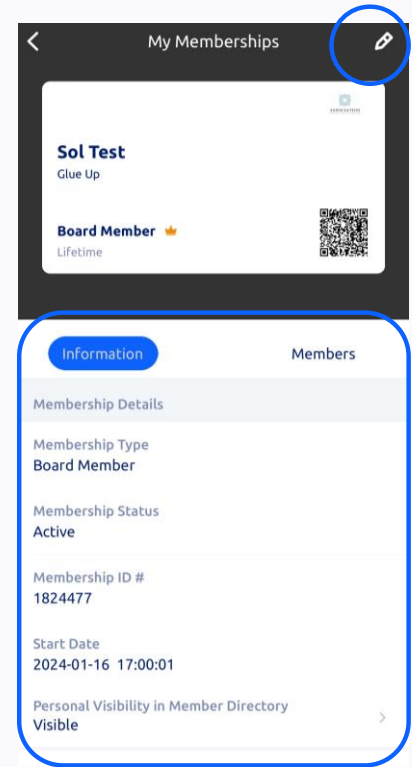
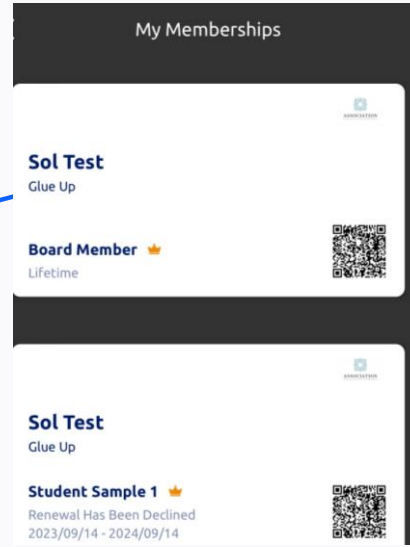
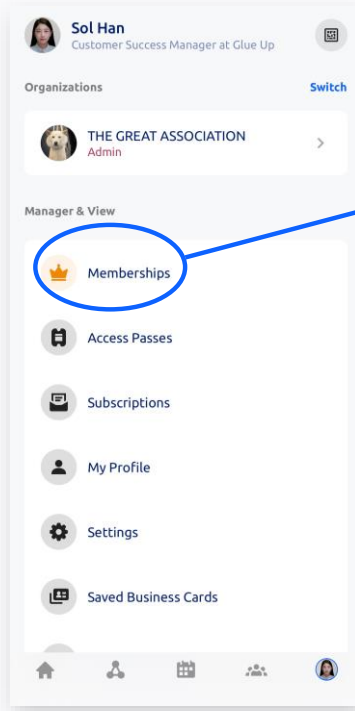
Go to privacy settings to opt-out of Direct Messaging

## Manage your Profile

# Adjust settings & preferences (mobile)

## Personalize your profile settings, including:

- Profile information
- Payment Methods
- Notificaciones Preferences
- Member Directory Visibility
- Access to community or Direct Messaging
- Saved Business Cards



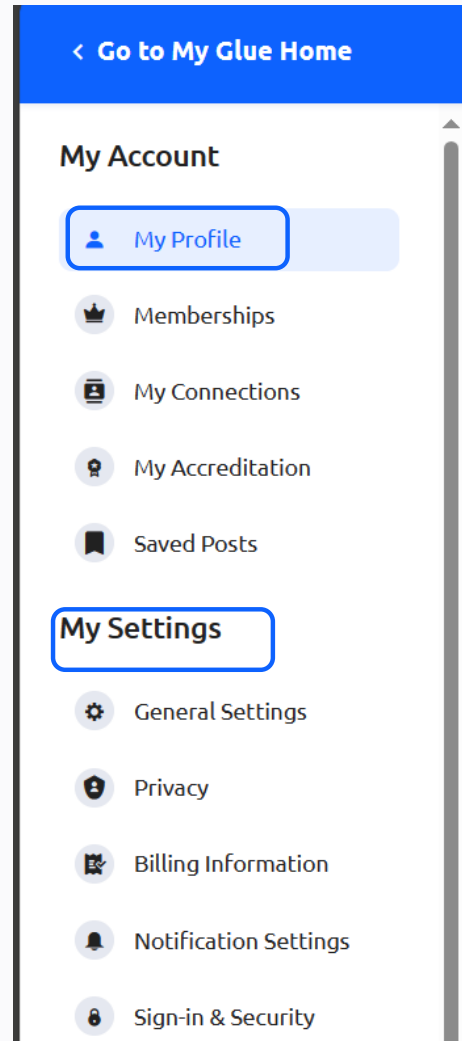
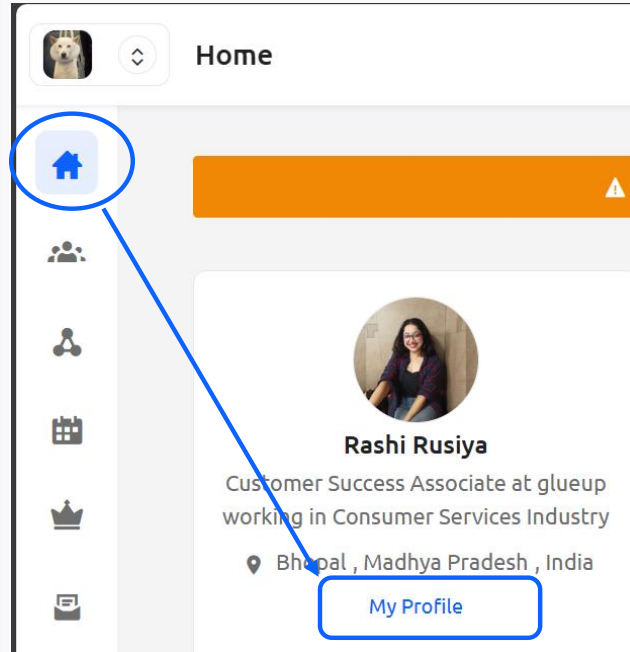
From Settings > Memberships > Click on member card > click on pencil (top right) scroll down > remove org or individual from Member Directory

## Manage your Profile

# Adjust settings & preferences (desktop)

### Personalize your profile settings, including:

- Profile information
- Payment Methods
- Notificaciones Preferences
- Member Directory Visibility
- Access to community or Direct Messaging
- Saved Business Cards



# Thank You !



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Try Pitch