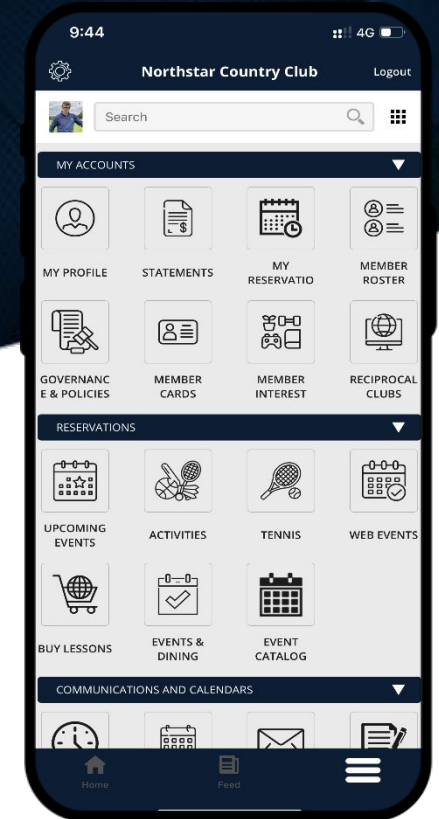
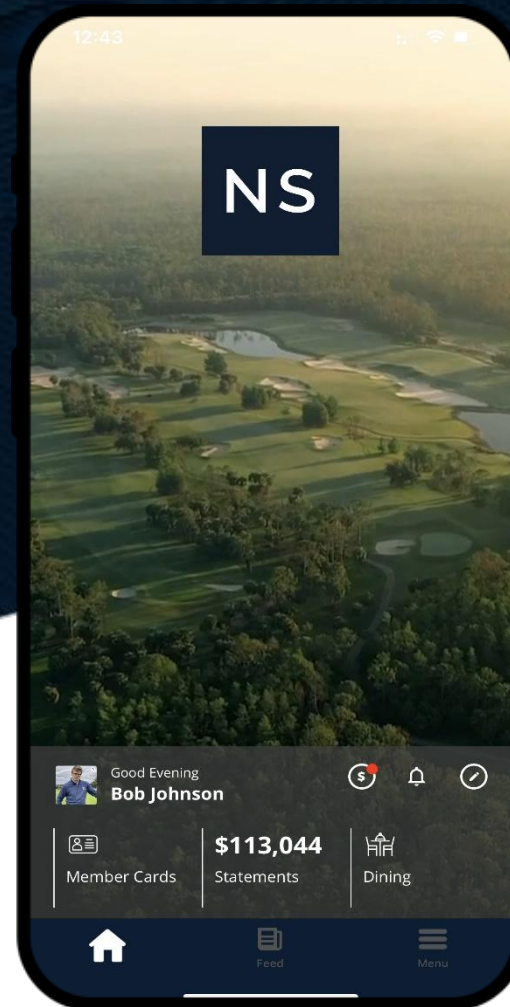




NORTHSTAR  
LEADING THE WAY

HOW TO GUIDE

# Mobile App



For more information or to get in touch with NS: ☎ 678 389-4300

✉ [info@globalnorthstar.com](mailto:info@globalnorthstar.com)

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## COMMUNICATIONS

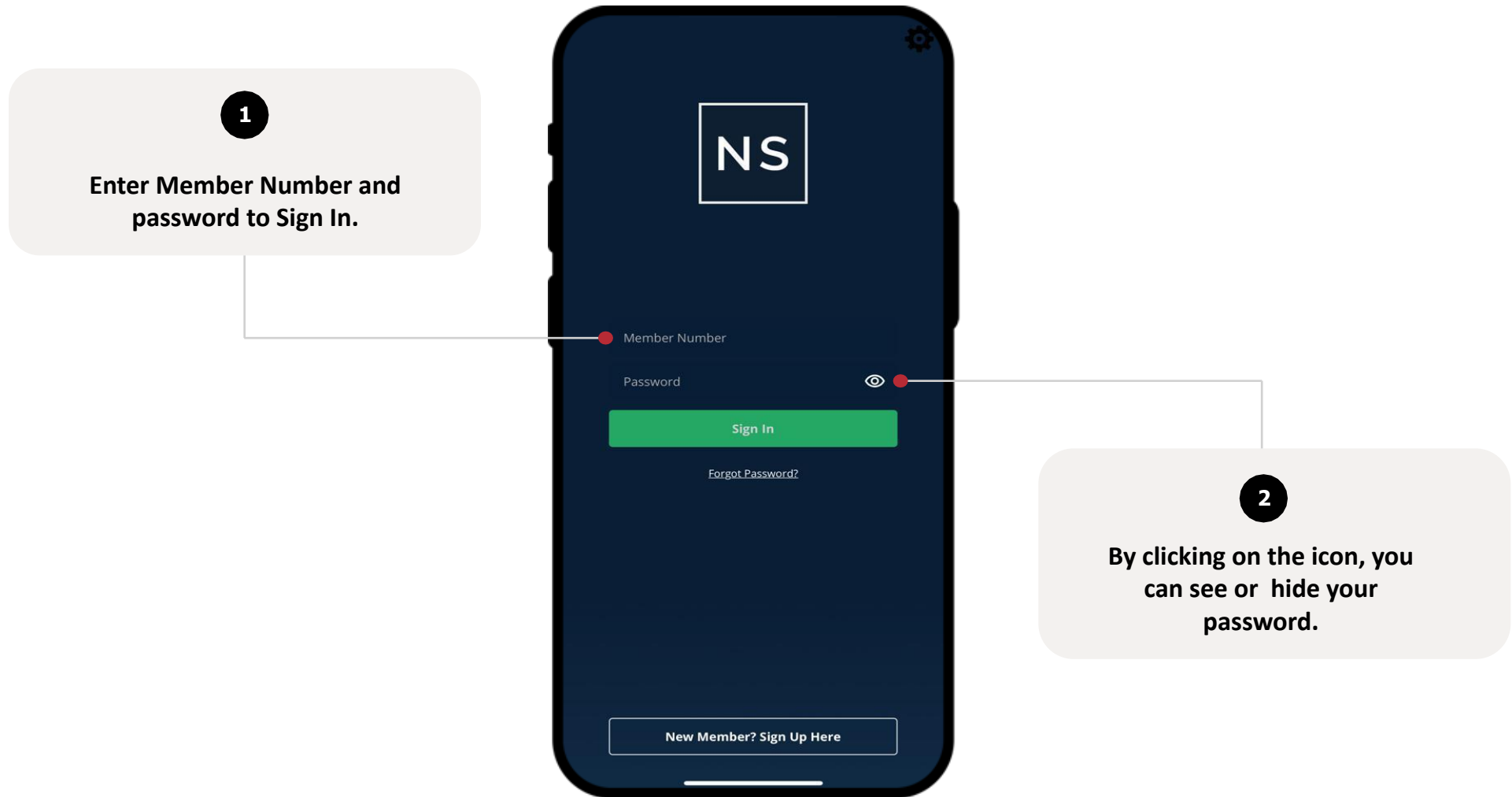
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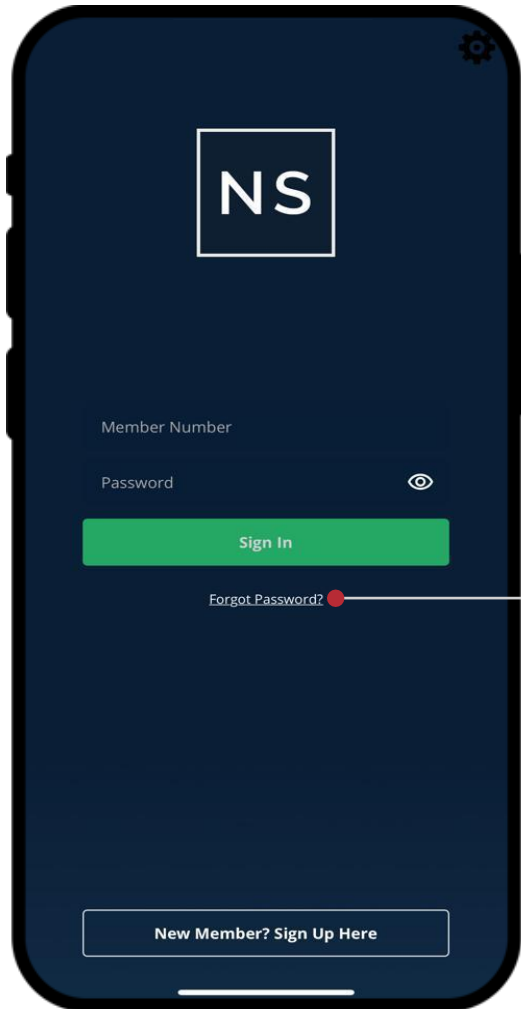
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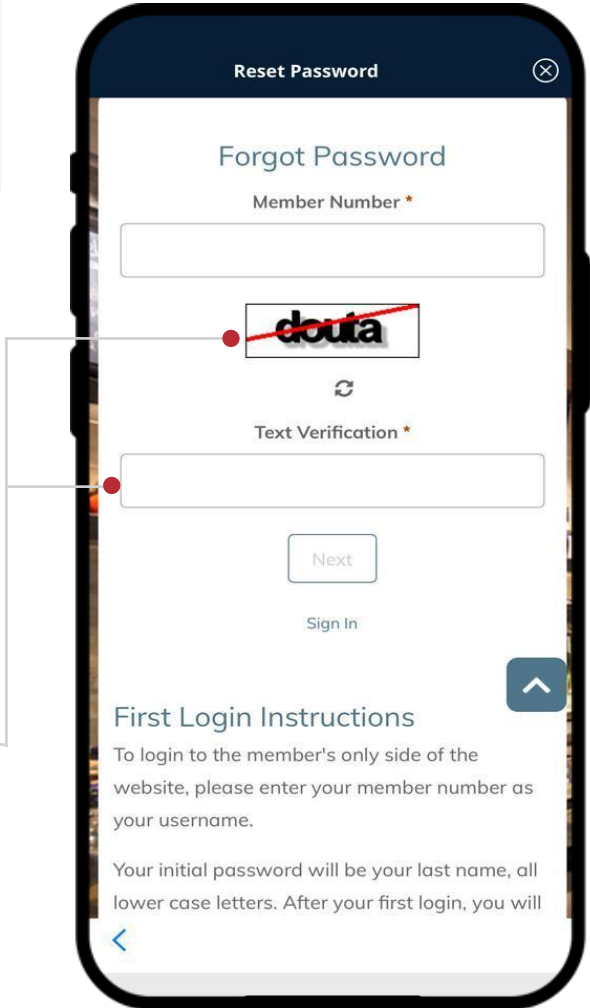
INCIDENT REPORT	PG# 53 - 54
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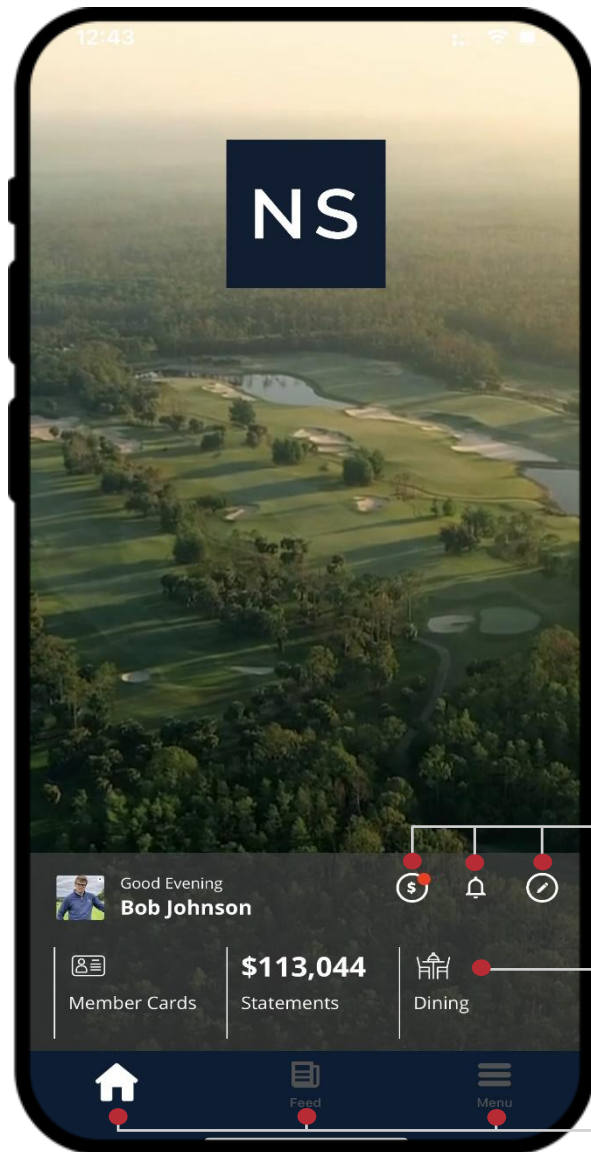




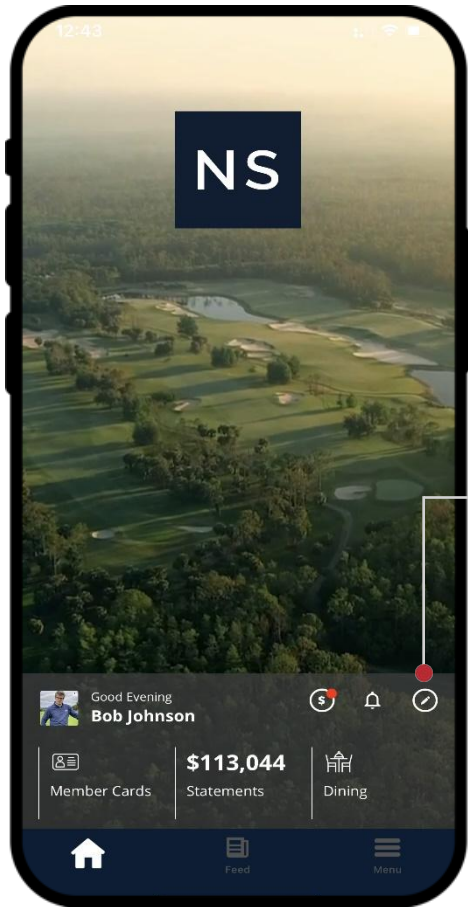
**3**  
If you've forgotten your password, simply click on the "Forgot Password" link to reset your password.

**4**  
On the next screen, you'll need to submit a text verification code to receive a password reset email.





**1**  
The Home Screen allows you to explore different features with easy navigation icons.



**1**

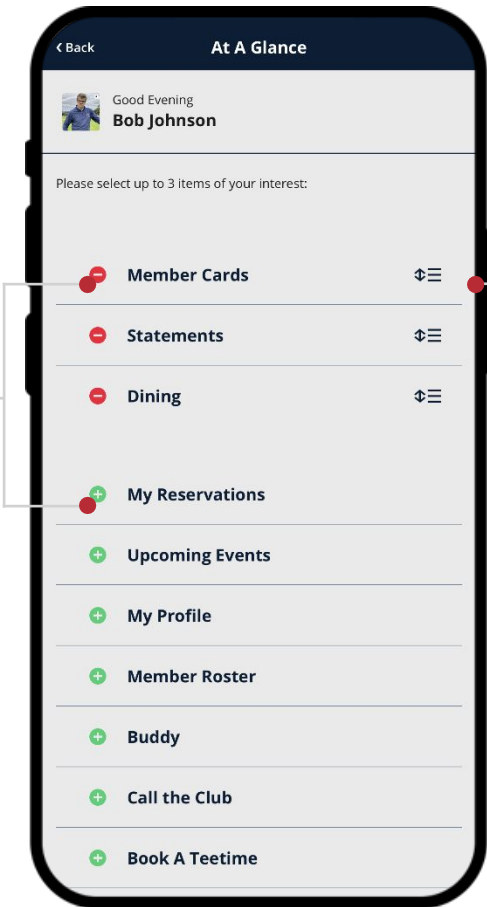
A new feature called “Glances” allows you to customize your home screen. You can configure Glances by tapping the edit icon, which allows you to add or remove specific options.

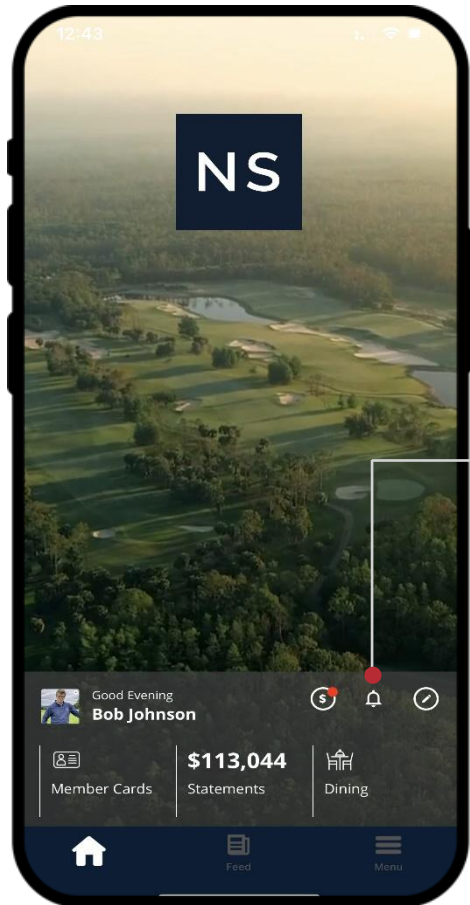
**2**

You can also rearrange their order by tapping, holding, and moving them to your desired location.

**3**

To remove a glance tap on the red minus icon or tap on the green plus icon to add it to your selection.

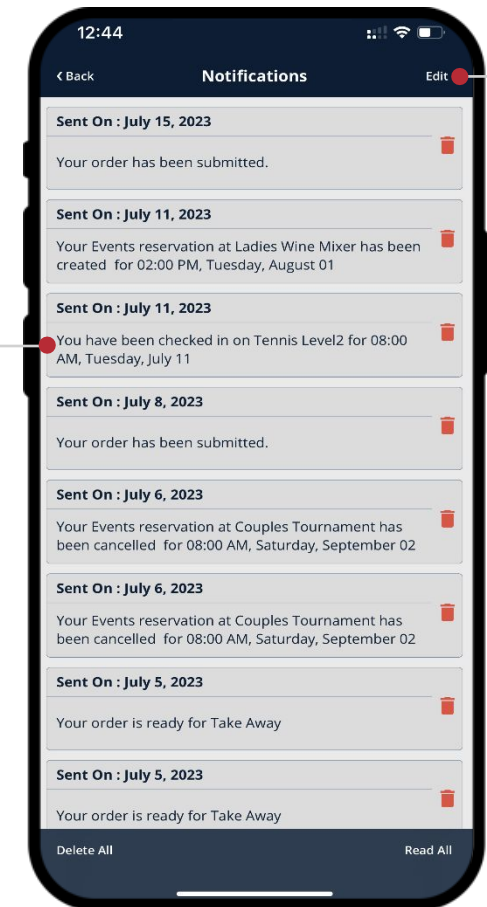




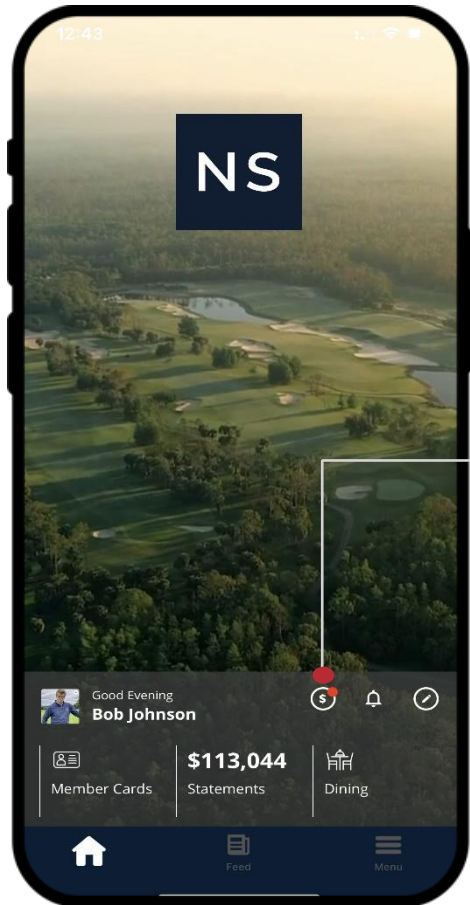
**1**  
Tap the bell icon to view all your notifications.

**3**  
Tap individual notifications for more details or delete one by tapping the delete icon to the right.

**2**  
Choose multiple notifications by tapping the "edit" option.



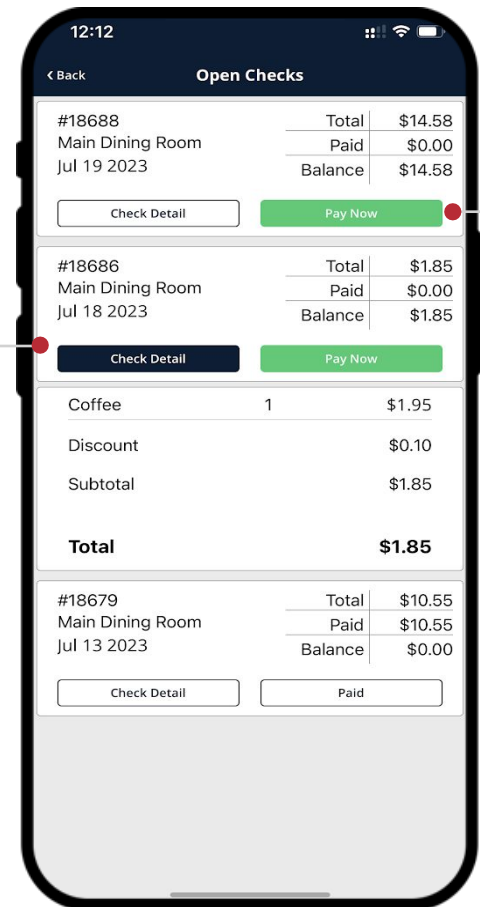
# APP OVERVIEW - OPEN CHECKS



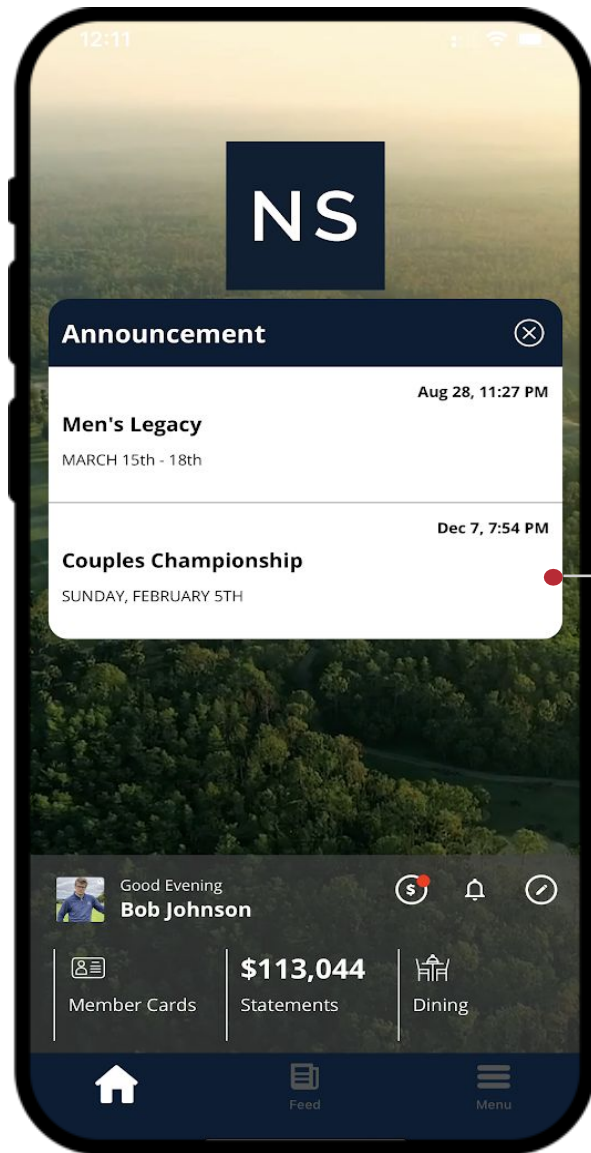
**1**  
Tap the \$ icon to view all your open checks.

**2**  
Click on the Check Detail button to view a break down of the total amount.

**3**  
Click on the 'Pay Now' button to pay your open checks via the app.

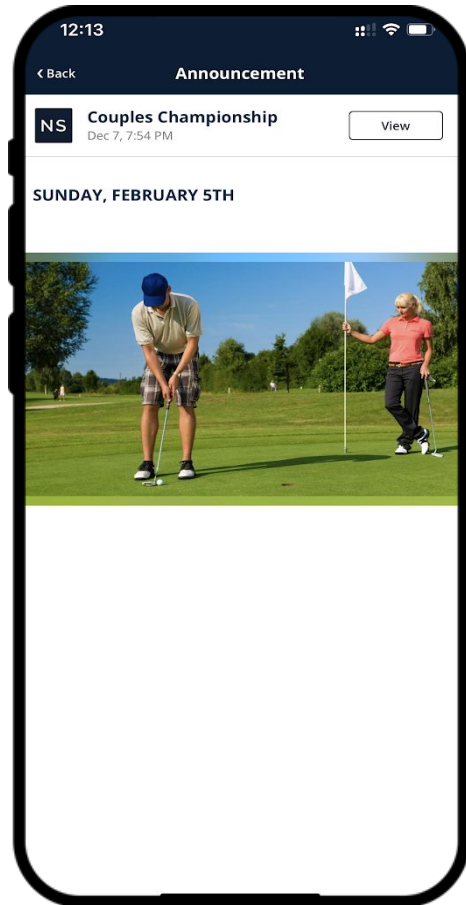






**1**

The Announcement view allows you to view the basic info about the announcements placed by the club from the website.

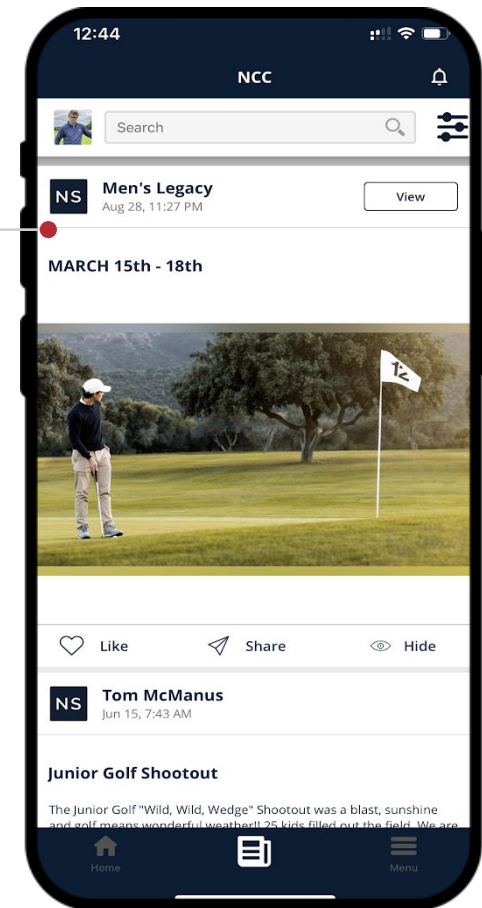


**2**

Upon clicking on the announcement on the homescreen, you can view additional details along with the announcement image.

**3**

The Announcements can be found on the feed screen as well along with the feed notifications.

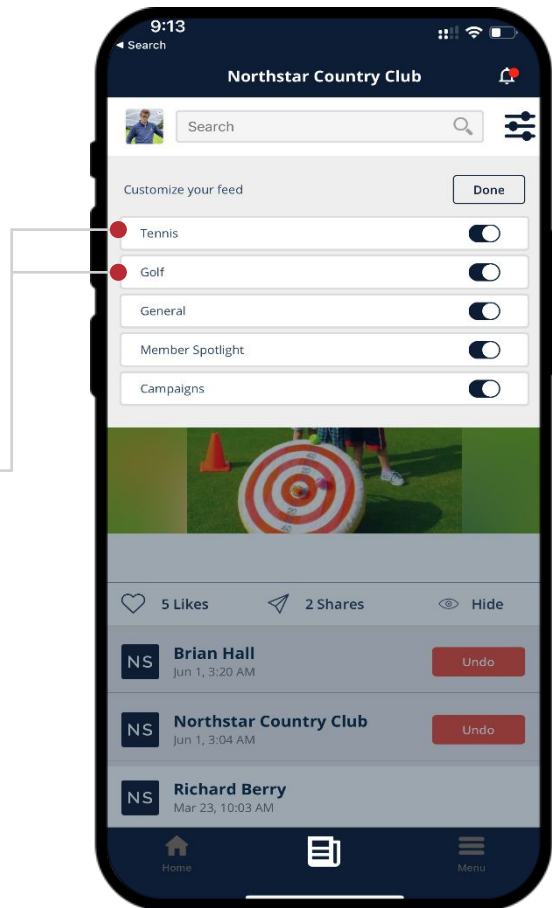


# APP OVERVIEW - MEMBER FEED



**1**  
Tap the filter icon located next to the search field.

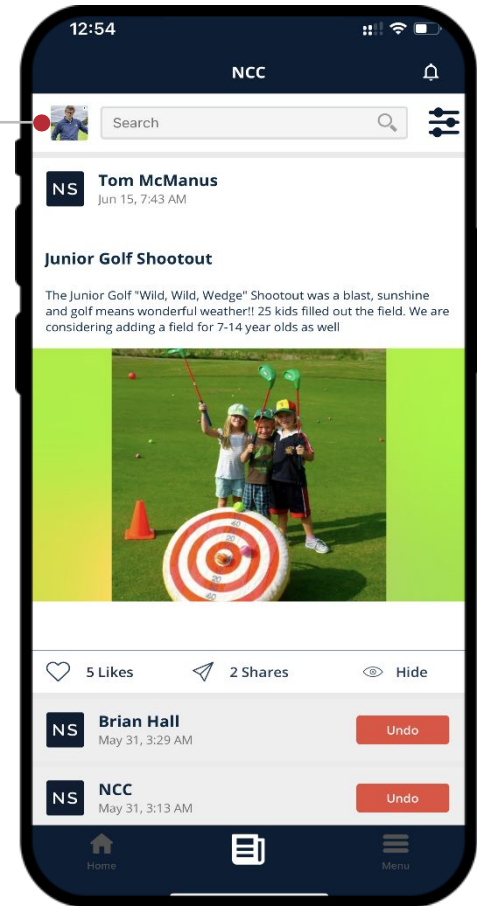
**2**  
This will open a menu where you can select the types of entries you want to see.





**3**  
The Member Feed is a scrollable feed that displays the latest events, announcements, alerts and notifications.

**4**  
To search the Feed for specific entries, tap the search field and enter the keyword you're looking for.

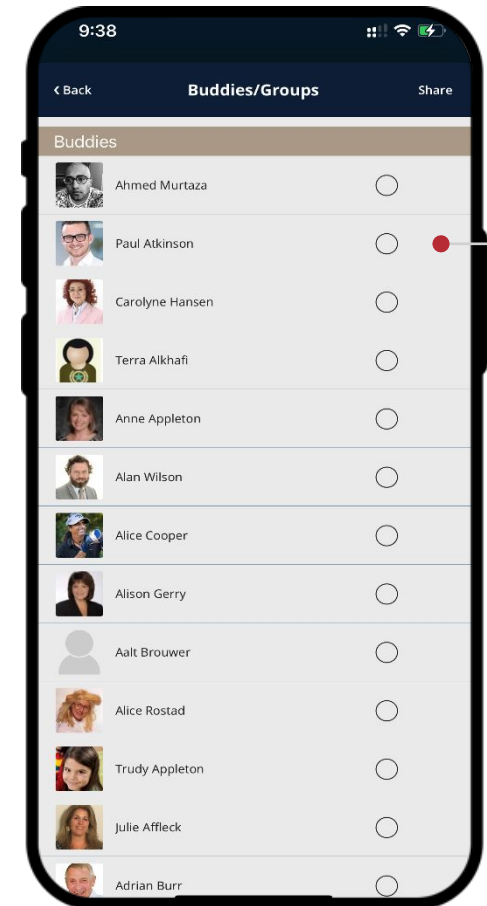


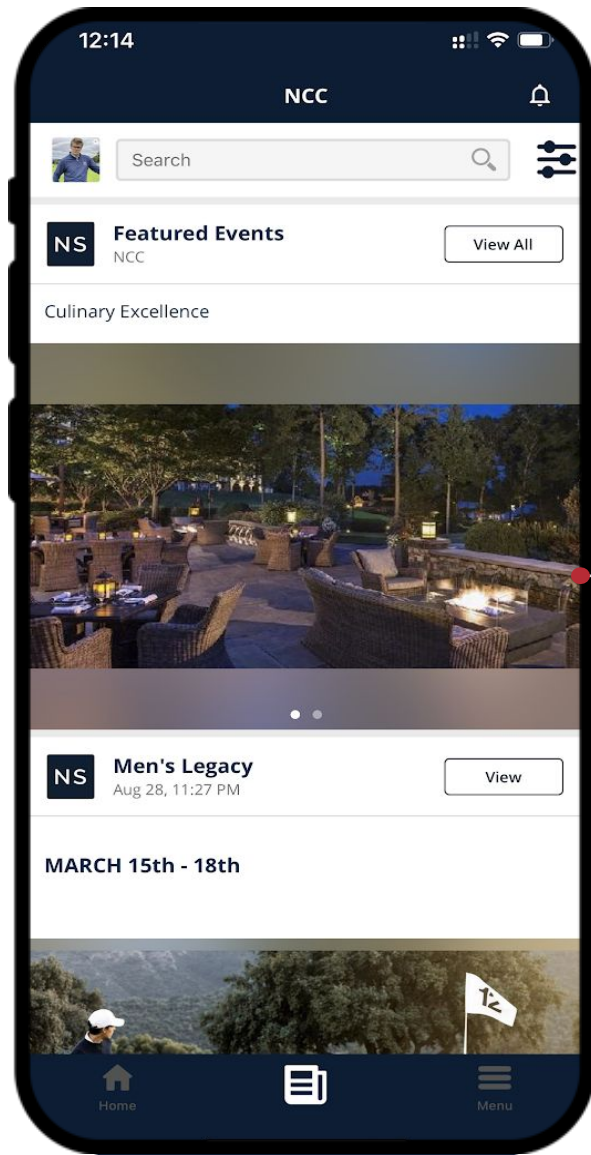


**7**  
select the member or group you would like to share it with and send the message

**5**  
To share something with another member, simply tap the share icon.

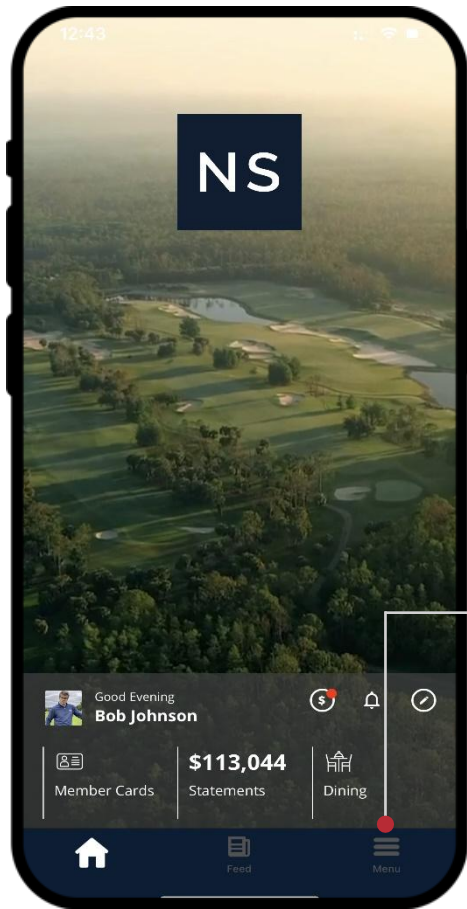
**6**  
If you want to hide a single feed from your Feed menu, you can simply hide it by tapping the "hide icon"





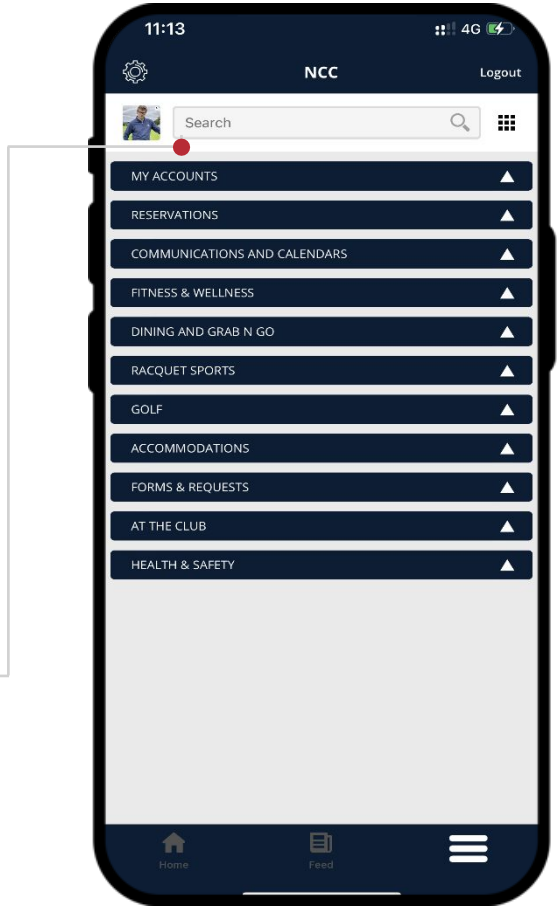
**1**

The club can display and highlight upto 10 events on the feed screen. These events show on top of the feed screen and display events in a carousel view.

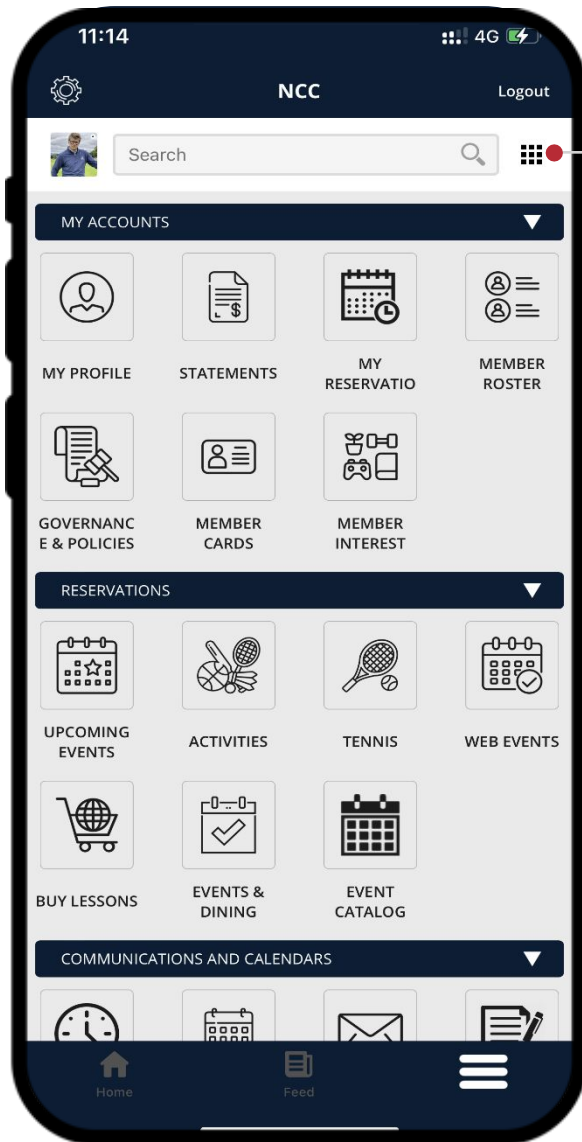


**1**  
The Navigation Menu provides quick access to various features and pages within the app.

**2**  
To search for specific features within the app, tap the "Search" field located at the top of the Navigation Menu.



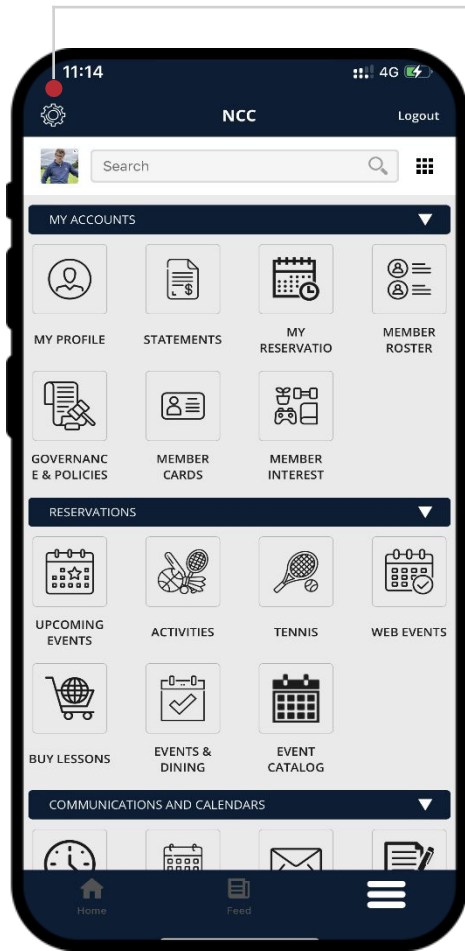
# APP OVERVIEW - MENU



1

To change the way the menu is displayed, toggle the icon to the left of the search field. This will allow you to switch between a grid view or a list view of the menu.



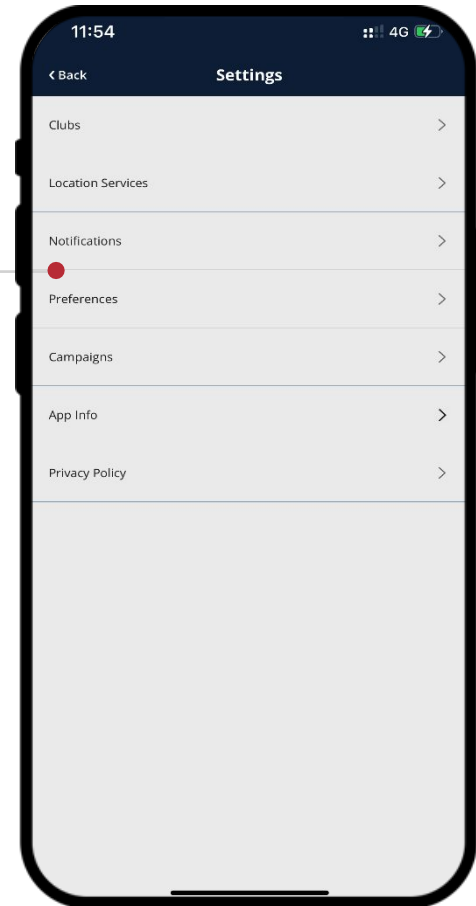


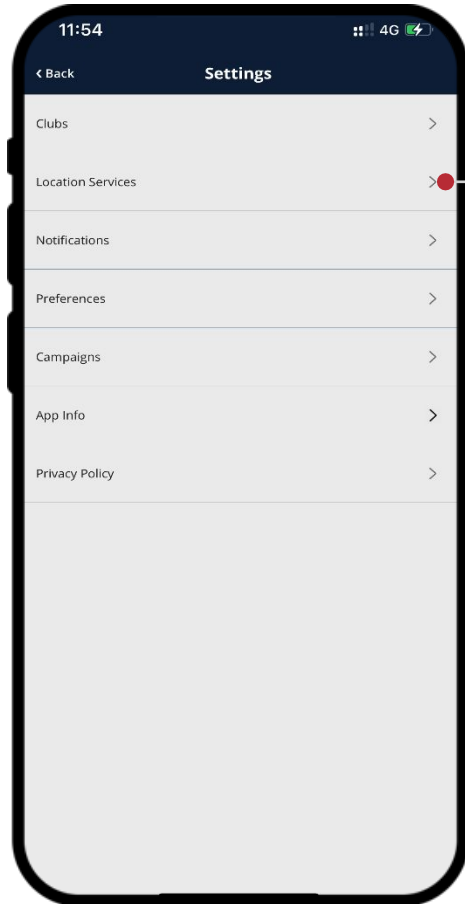
**1**

To access the Preferences menu, tap the gear icon located in the upper left-hand corner of the Navigation Menu.

**2**

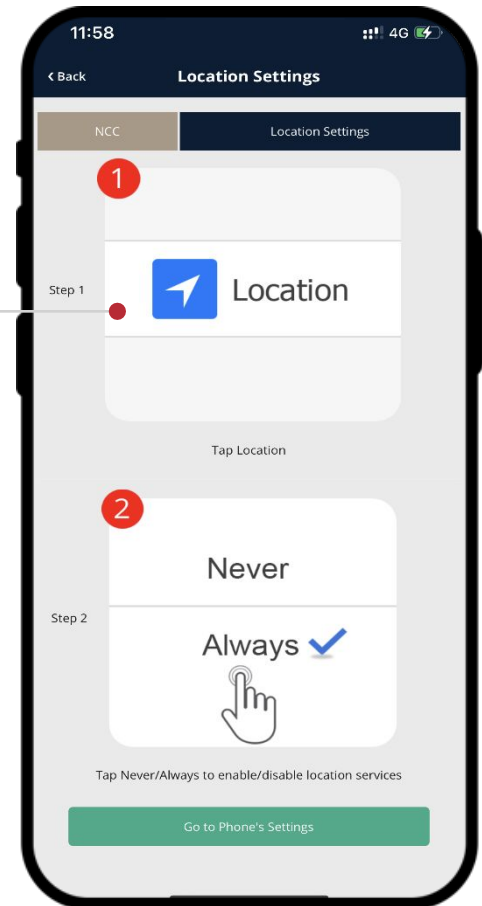
This will open a screen where you can customize your preferences for notifications and the membership directory.

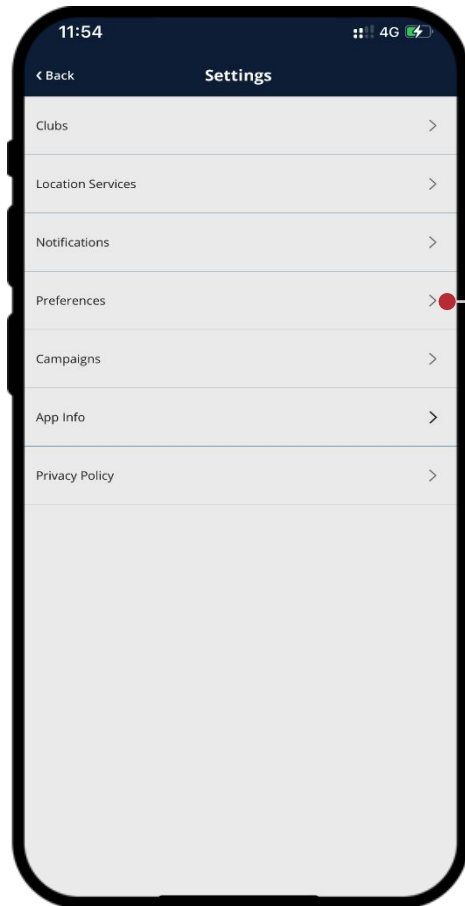




**3**  
Click on the Arrow to view your respective preference settings

**4**  
Configure your notification preferences, such as sound and vibration settings.



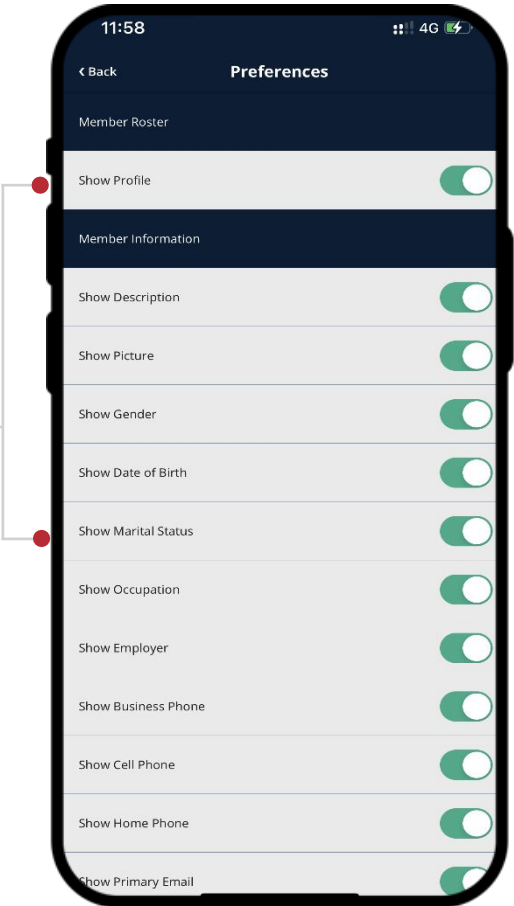


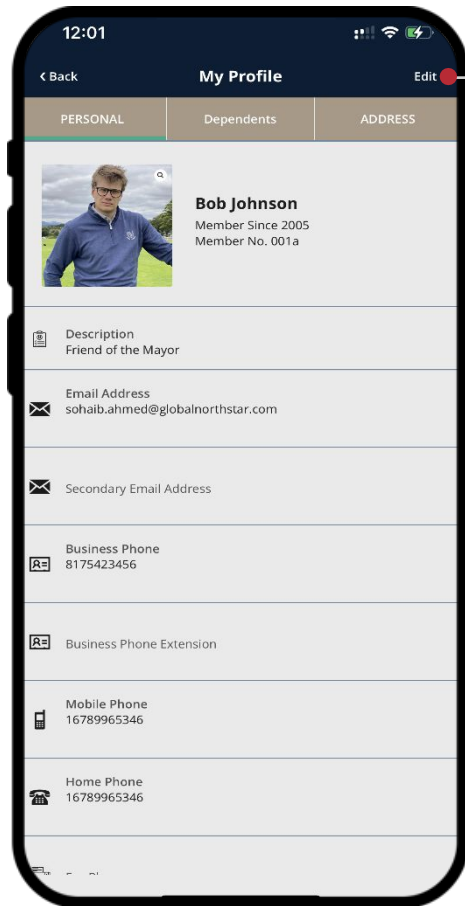
**5**

**Directory settings allow you to configure your directory privacy preferences, so you can enable or disable your profile's visibility on the member directory.**

**6**

**If you do not want your profile to be visible to other members, tap the toggle button next to "Show Profile". To keep your profile visible to other members. You can toggle individual properties/fields to keep certain information private.**



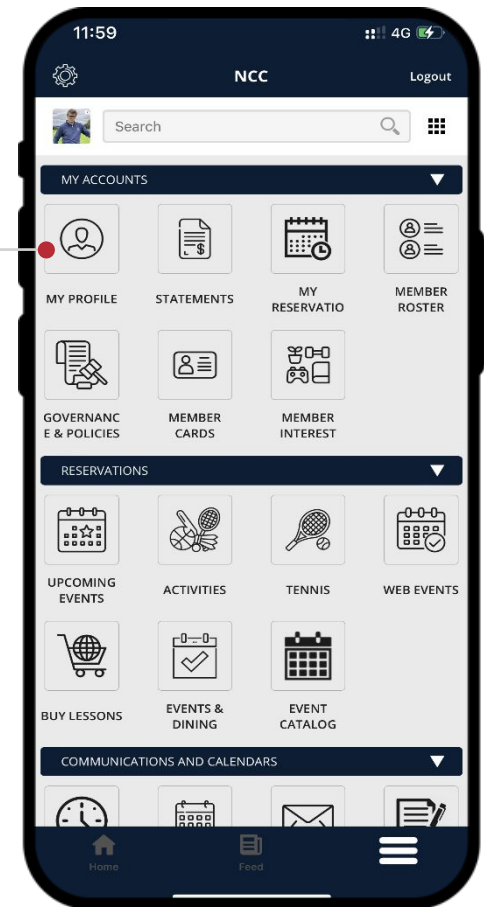


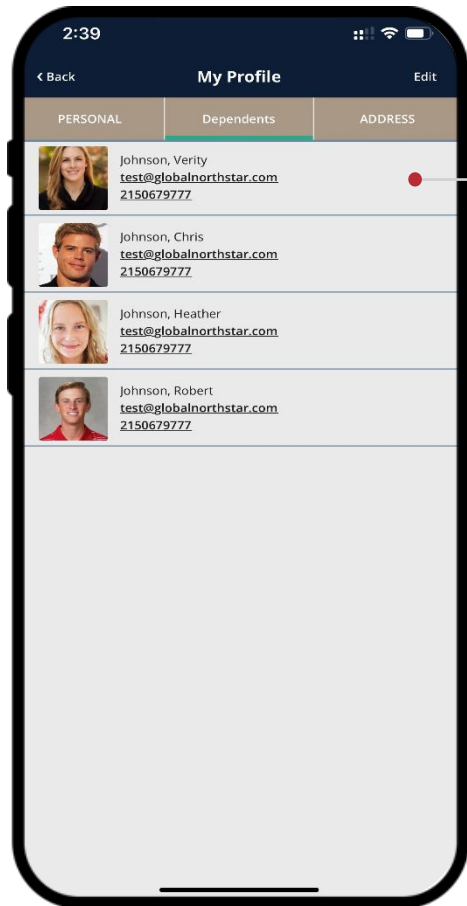
**2**

This page lets you view and update your personal and contact information. Add or edit your email address, phone number, photo and more.

**1**

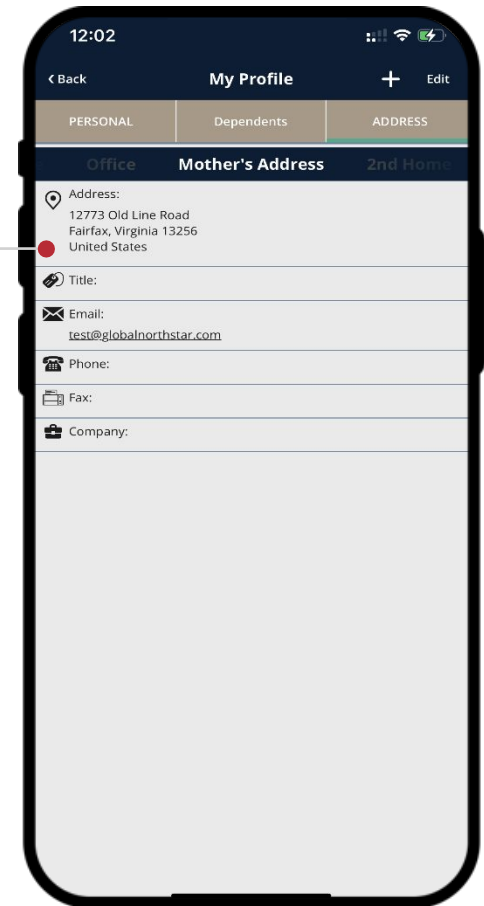
You can do You can access the My Profile section by clicking on this tab.

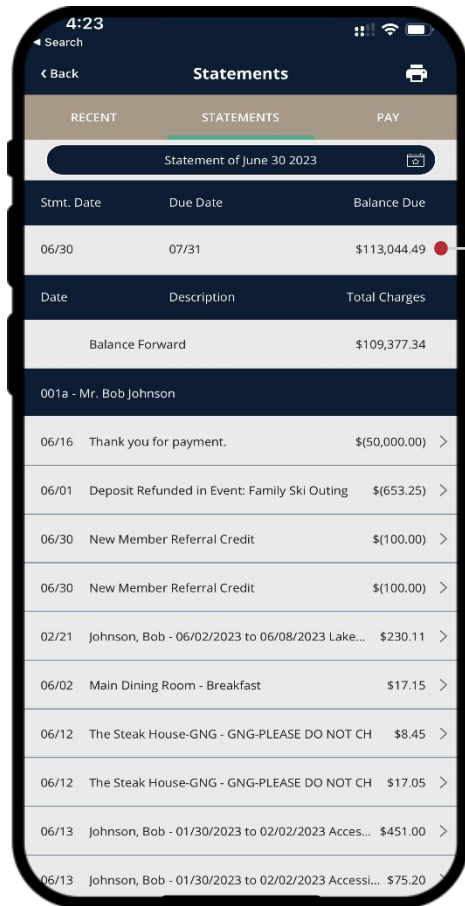




**3**  
View, add or edit your Dependents/Family Members.

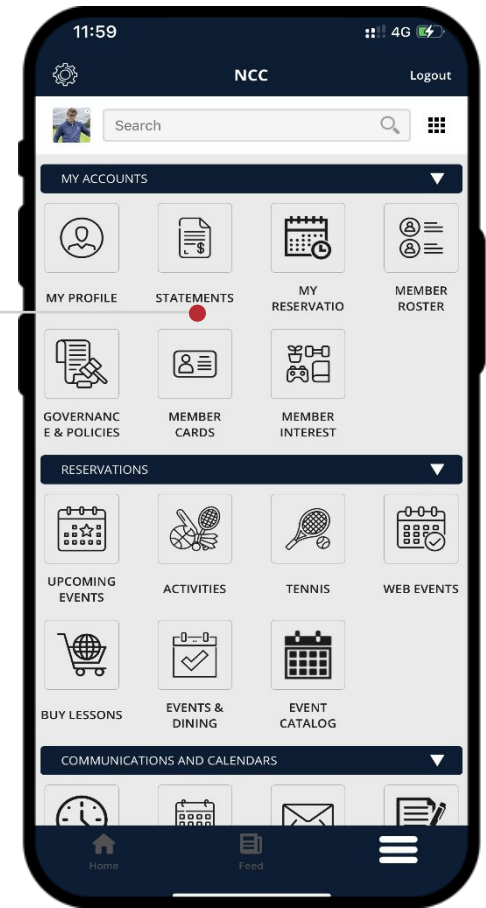
**4**  
View, add or edit your current address or add another one if you have multiple residences.

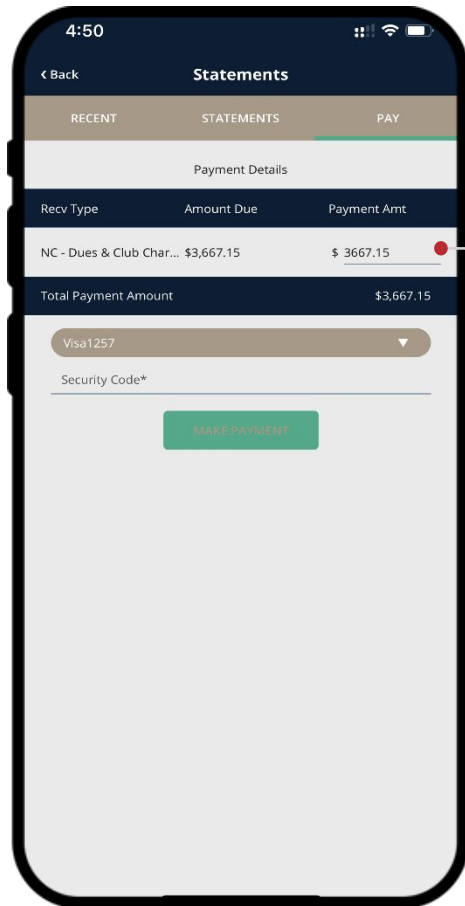




**2**  
You can see the details of each charge and payment on your statement.

**1**  
This page lets you view your current month's statement and past statements



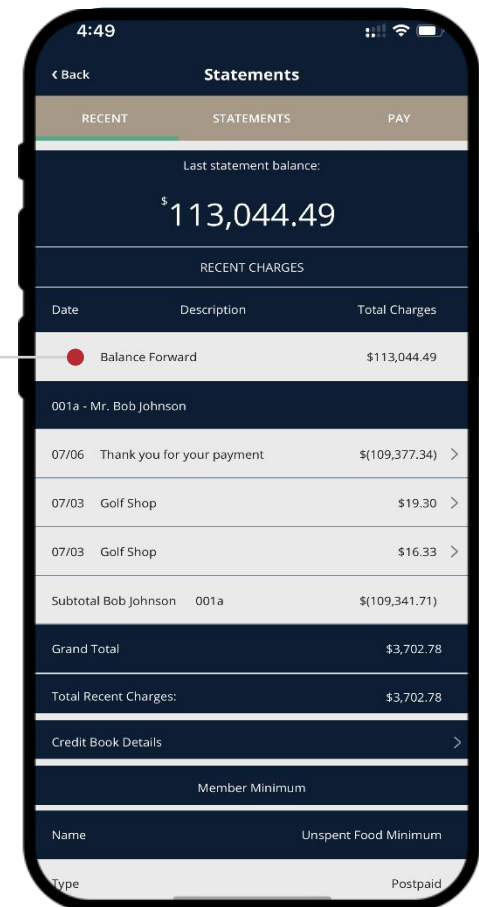


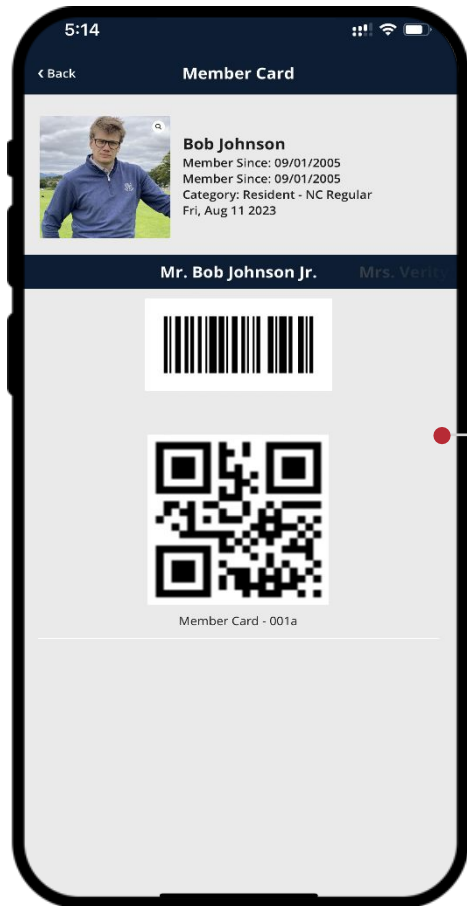
**4**

Click on the pay option to make a payment against your current statement

**3**

To view your current month charges click on the recent charges option.



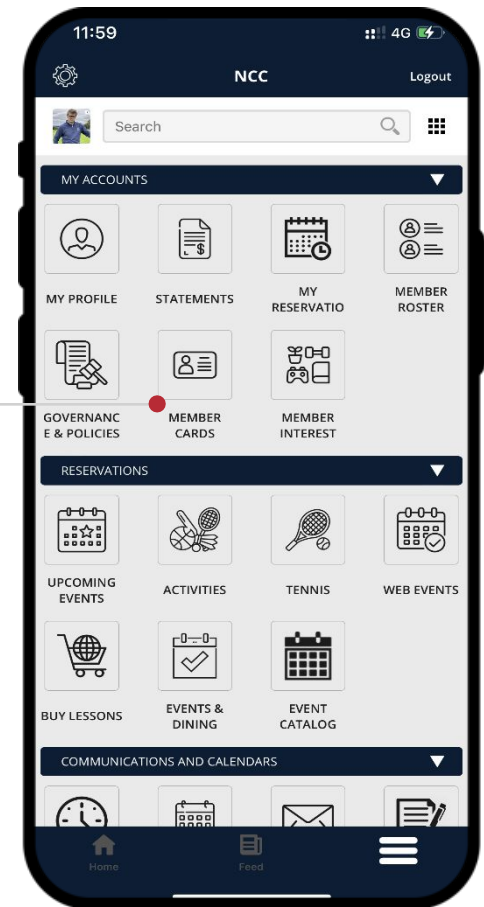


**2**

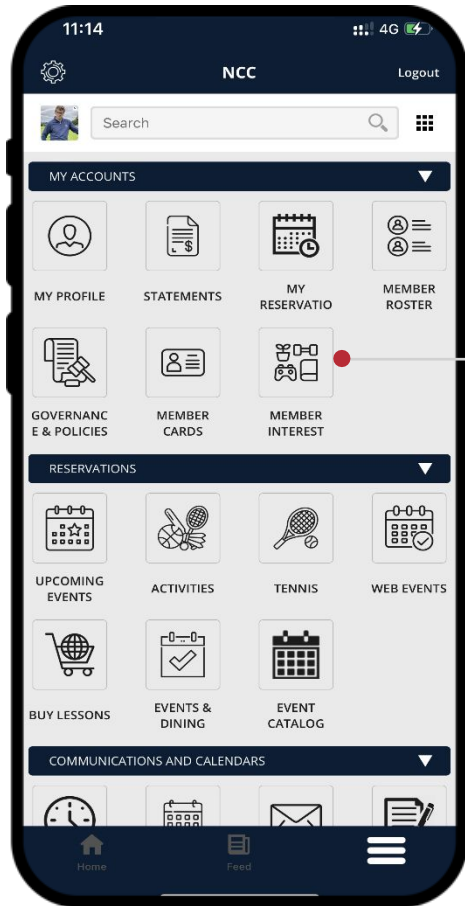
You can access your own member card, along with any family members registered under your account.

**1**

You can access your own member card, along with any family members registered under your account.





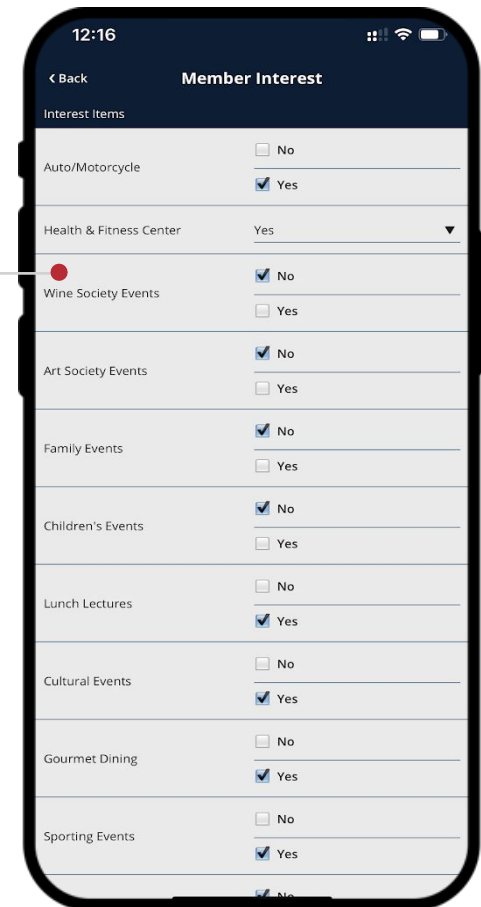


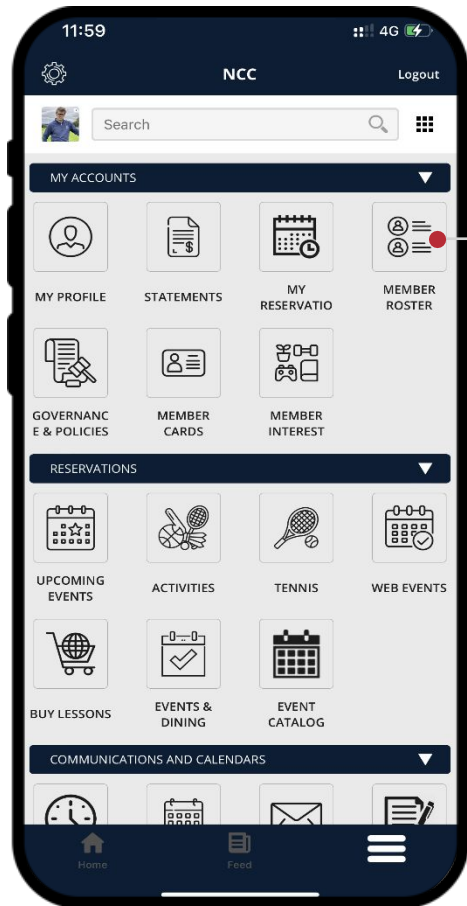
1

To access the Preferences menu, tap the gear icon located in the upper left-hand corner of the Navigation Menu.

2

This will open a screen where you can customize your preferences for notifications and the membership directory.



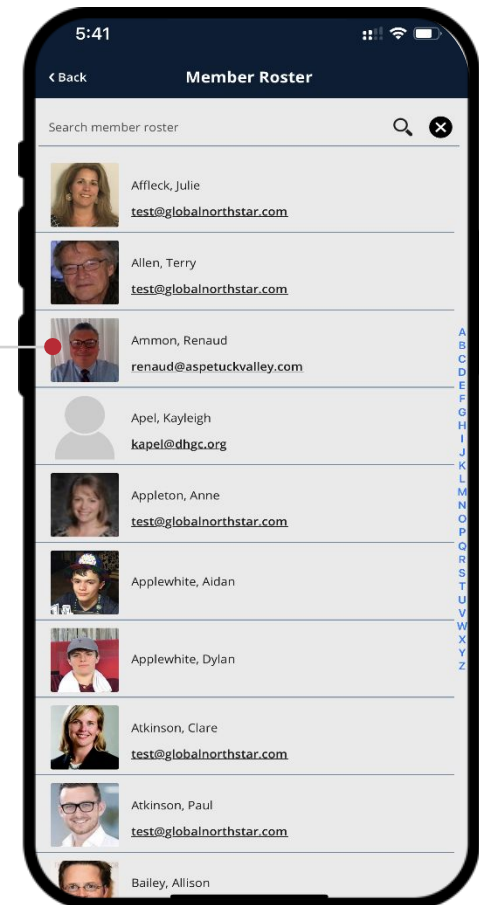


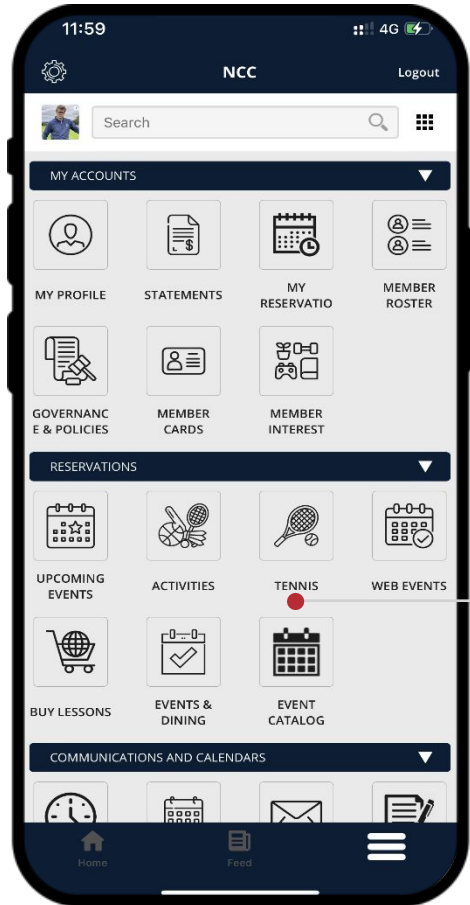
**1**

You can view information of other members at the club through the member roster.

**2**

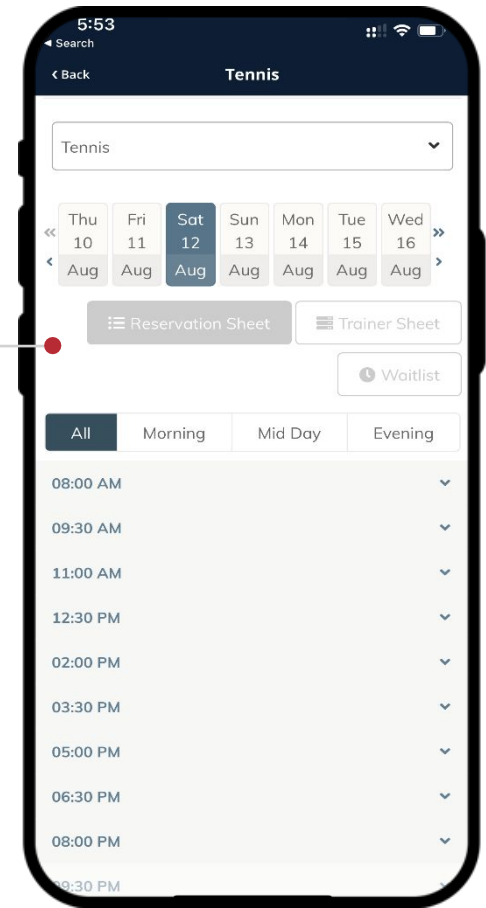
By clicking on the name of any member from the directory, users can view that member's profile information, other than the data that is marked hidden

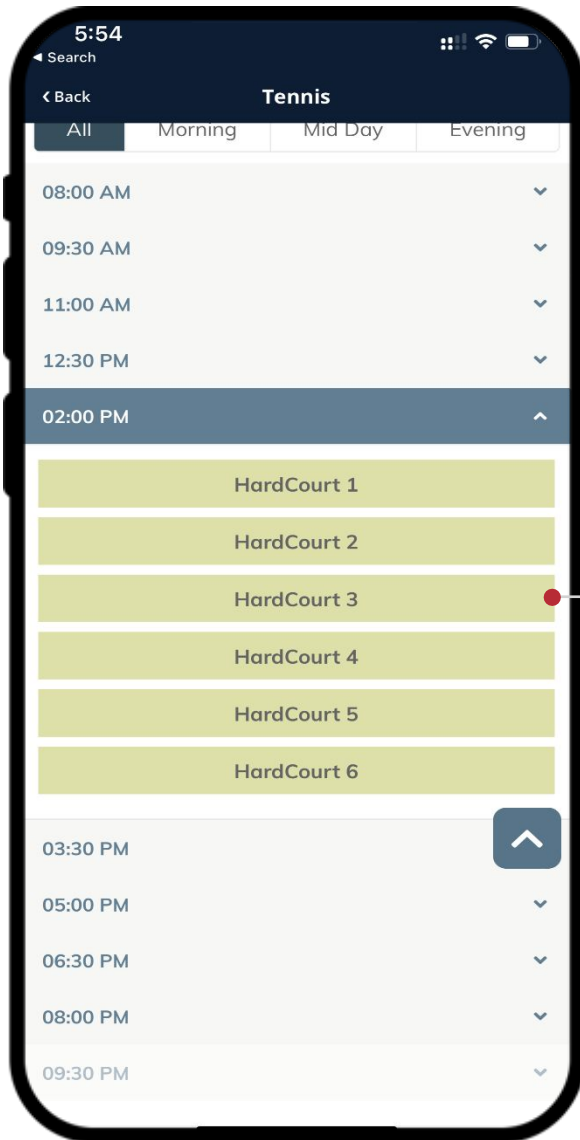




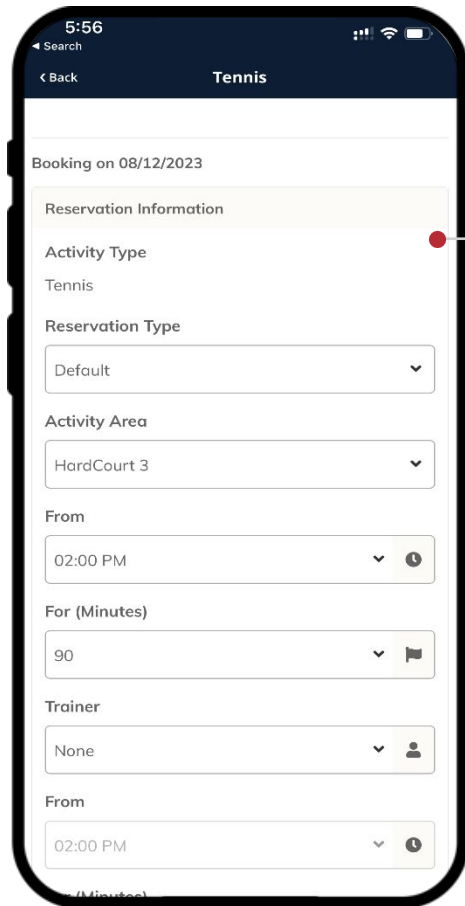
**1**  
You can click the tennis tab to reserve a court.

**2**  
You can navigate to a specific date of your liking, select a specific time of a day that suits you and scroll through the various time slots available.



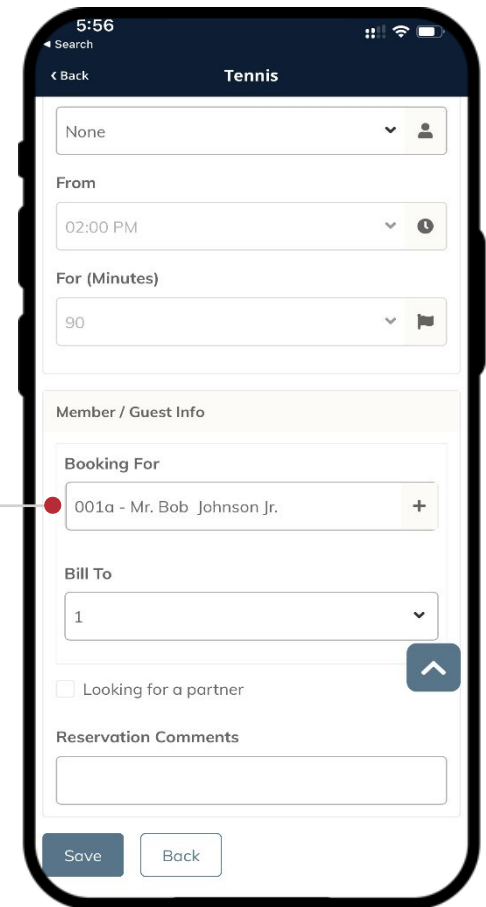


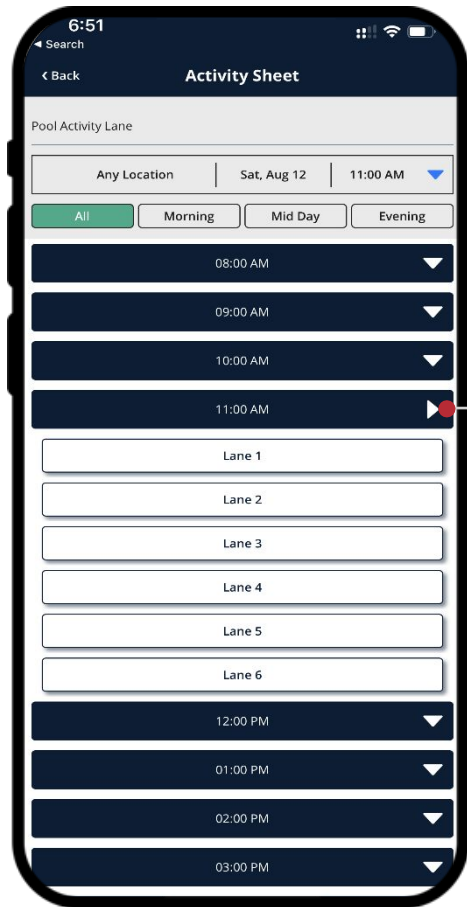
**3**  
To make a reservation select a court you would like to play on and proceed to the reservation page



**4**  
You can select the necessary information like time duration, trainer information etc.

**5**  
You can add additional guest/members by clicking on the "+" icon. Once done you can confirm/create your reservation by clicking on the save button.



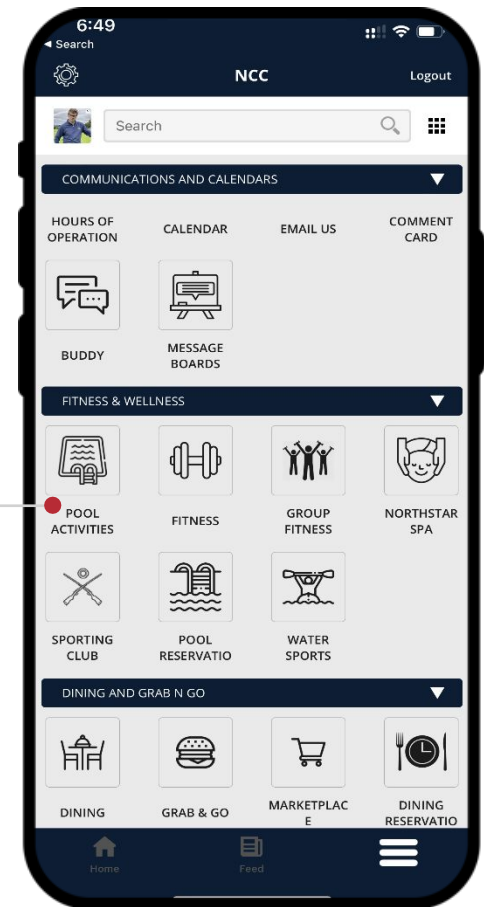


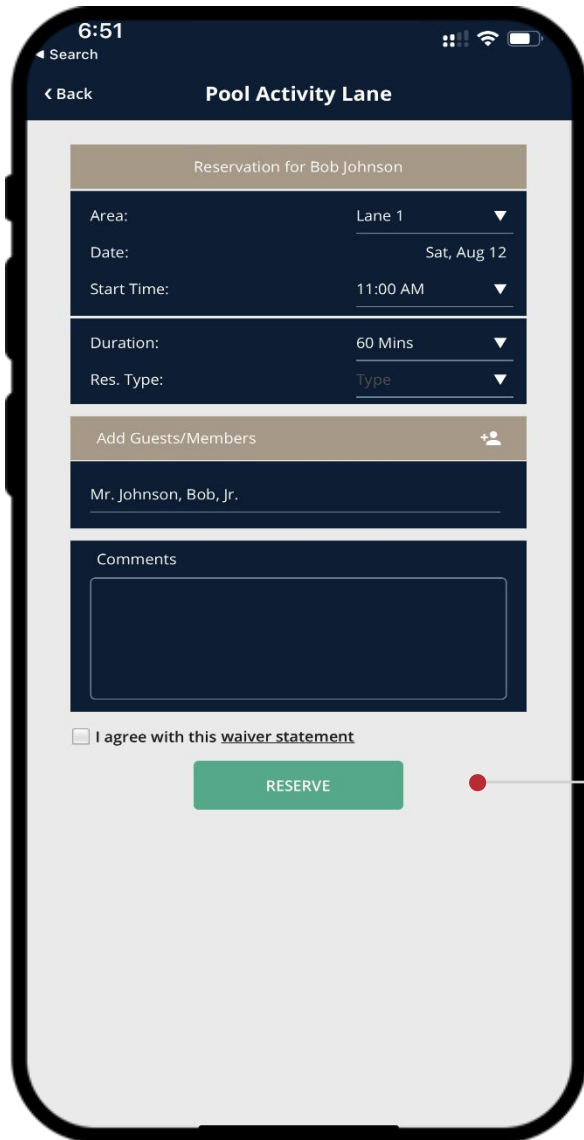
**2**

You can navigate to a specific date of your liking, select a specific time of a day that suits you and scroll through the various time slots available. Once done select the reservation area to proceed to the reservation screen.

**1**

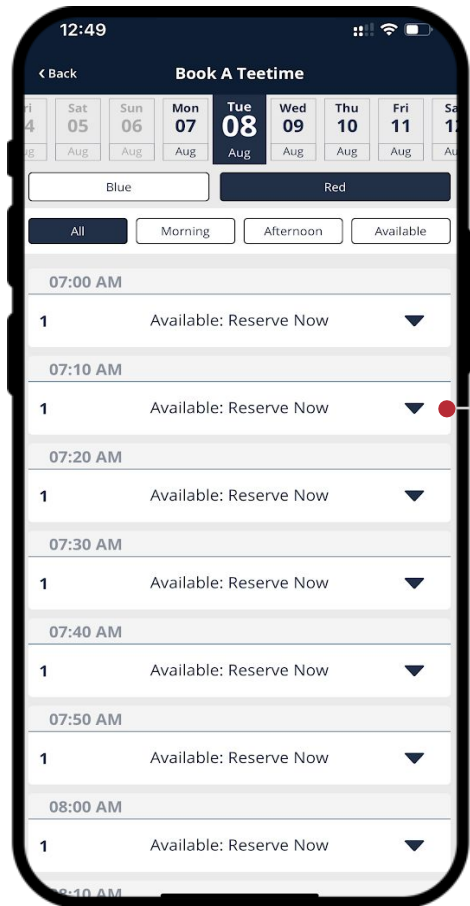
You can reserve a pool lesson or make a pool reservation by clicking on the pool activities tab.





3

You can add additional guest/members by clicking on the “+” icon. Once done you can confirm/create your reservation by clicking on the reserve button.

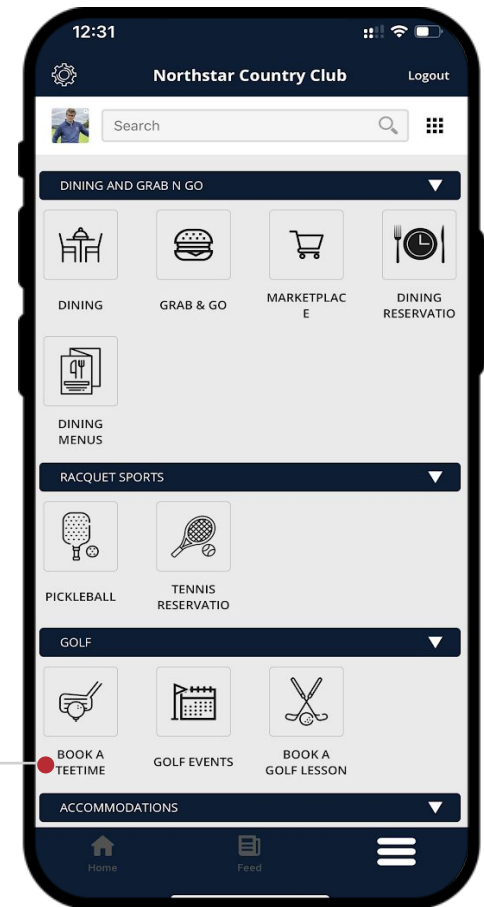


**2**

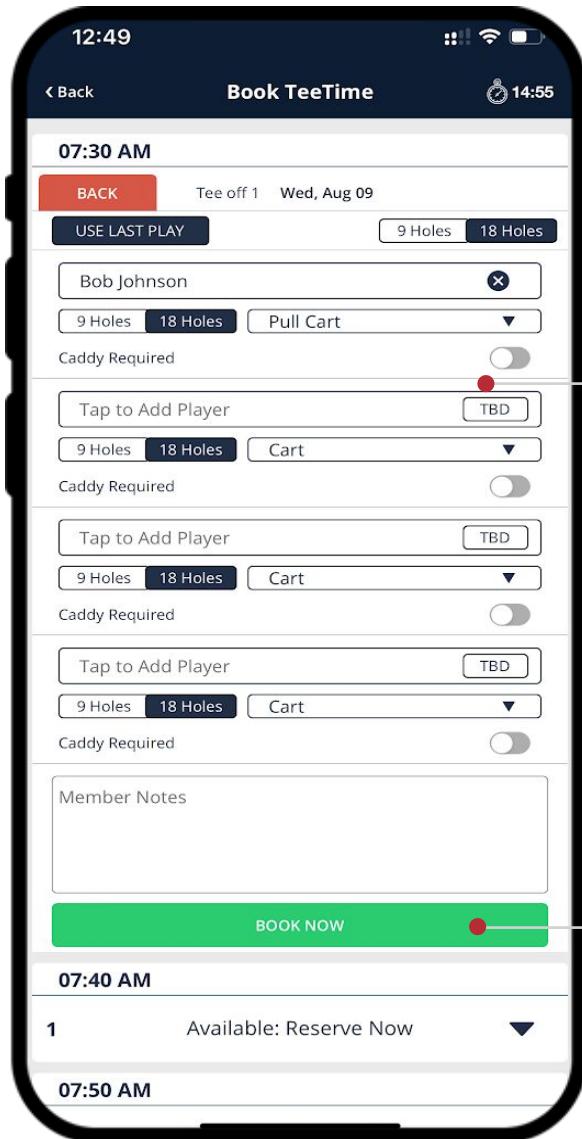
You can navigate to a specific date of your liking, select your desired course, select a specific time of a day that suits you and scroll through the various time slots available. Once done select the reservation area to proceed to the reservation screen.

**1**

Click on the book a tee time tab to reserve a 18/9 Hole course.

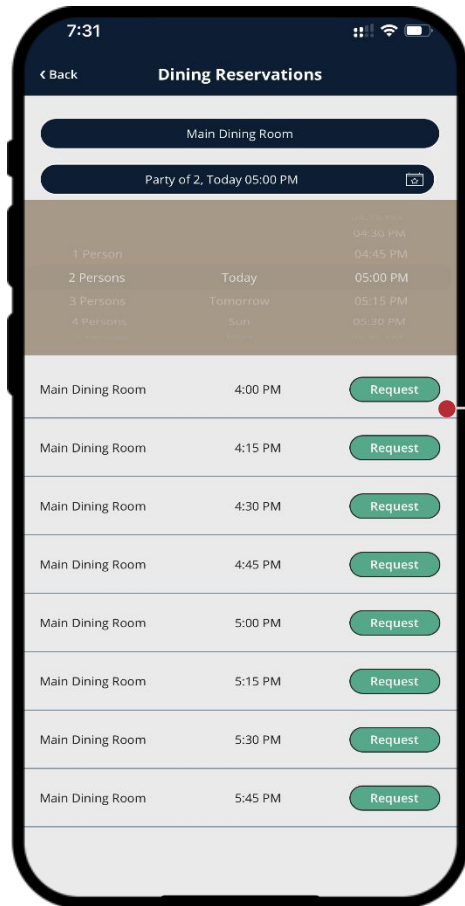






**3**

You can add additional players by clicking on the “Tab to Add Player” box. Select your desired mode of transportation and holes. Once done you can confirm/create your reservation by clicking on the Book Now button.

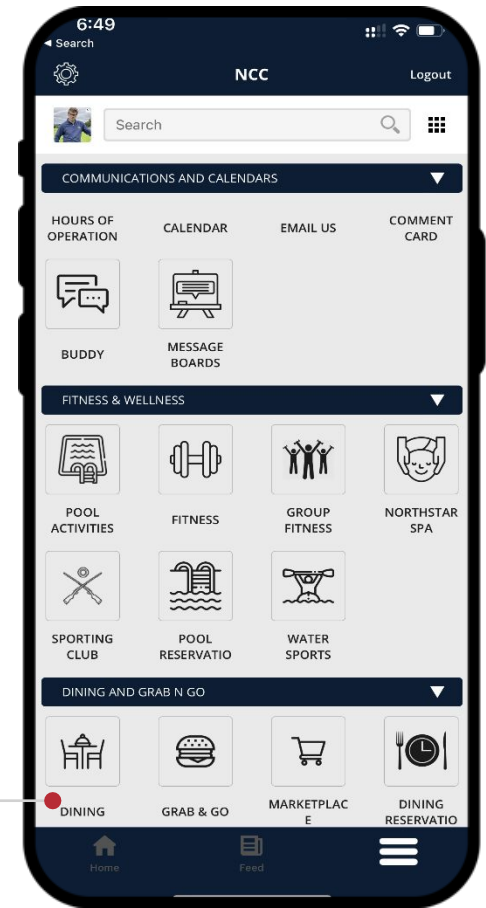


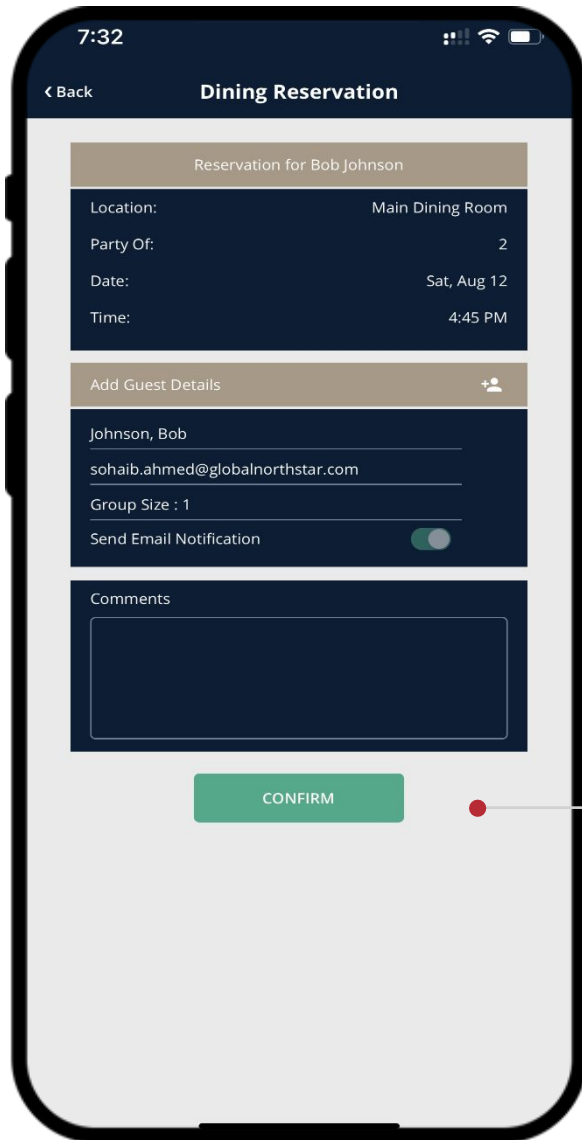
**2**

You can navigate to a specific date of your liking, select a specific time of a day that suits you and scroll through the various time slots available. Once done select the reservation area to proceed to the reservation screen.

**1**

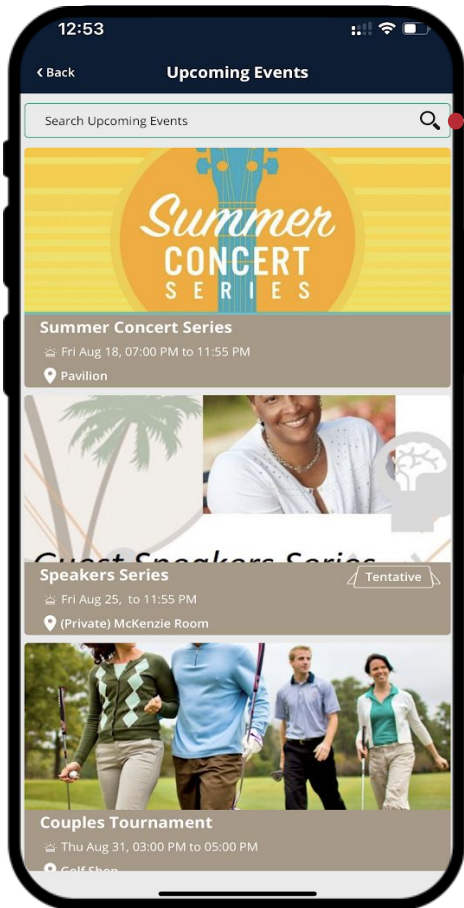
To book a reservation for 2 or a group of people at the grill, click on the dining tab.





3

You can add additional guest/members by clicking on the "+" icon. Once done you can confirm/create your reservation by clicking on the reserve button.



**1**

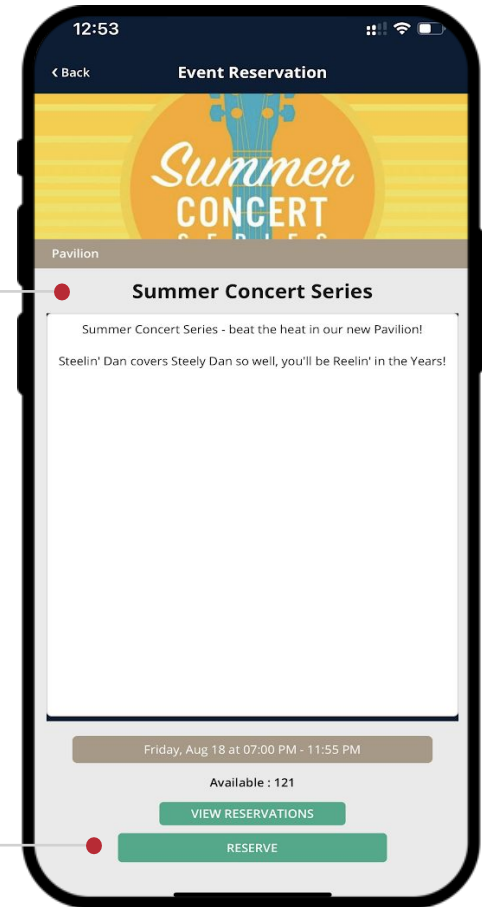
You can click on the 'Search Upcoming Events' box to search for events based on event types, titles, locations, and dates

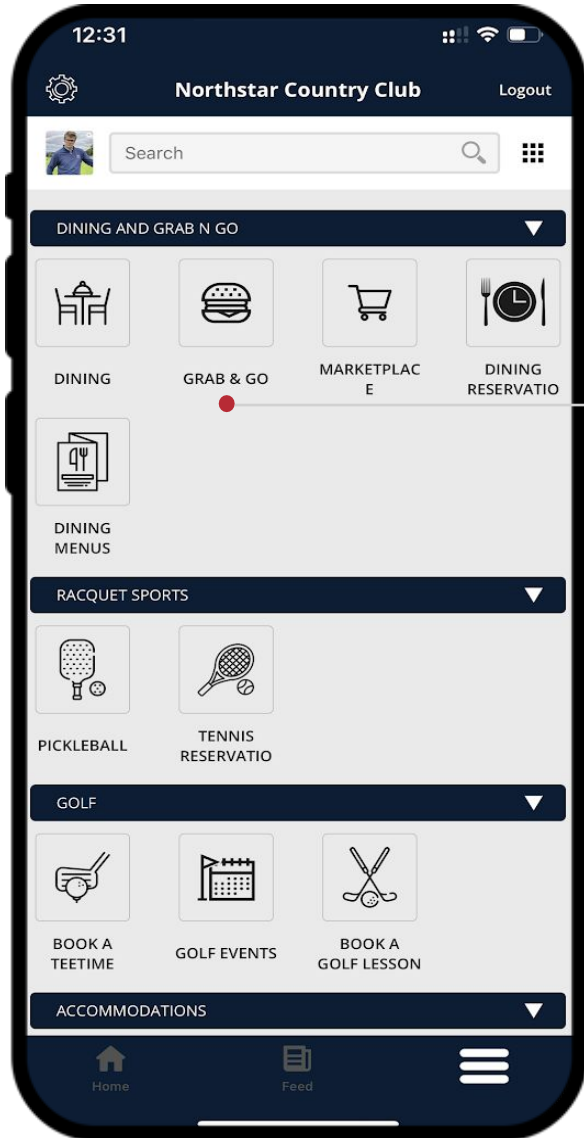
**2**

You can view here all the events published from the Northstar application. Clicking on the event will take you to the event reservation screen.

**3**

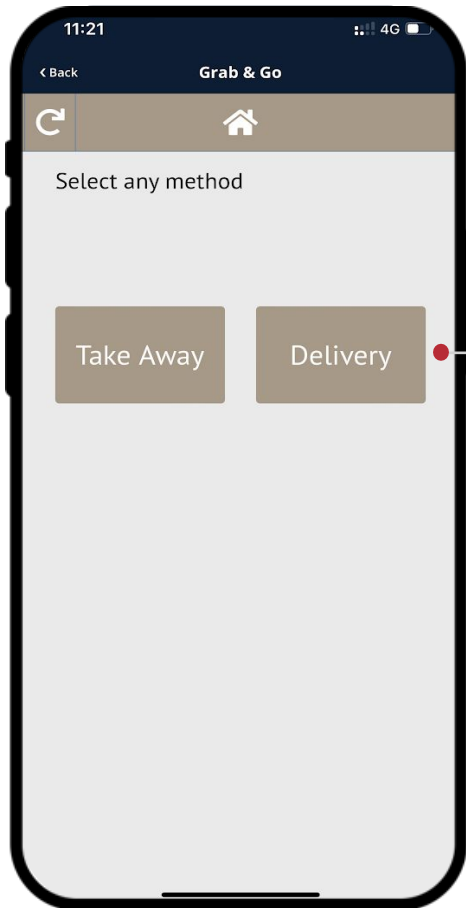
Members can click on the 'Reserve' button to create event reservations.





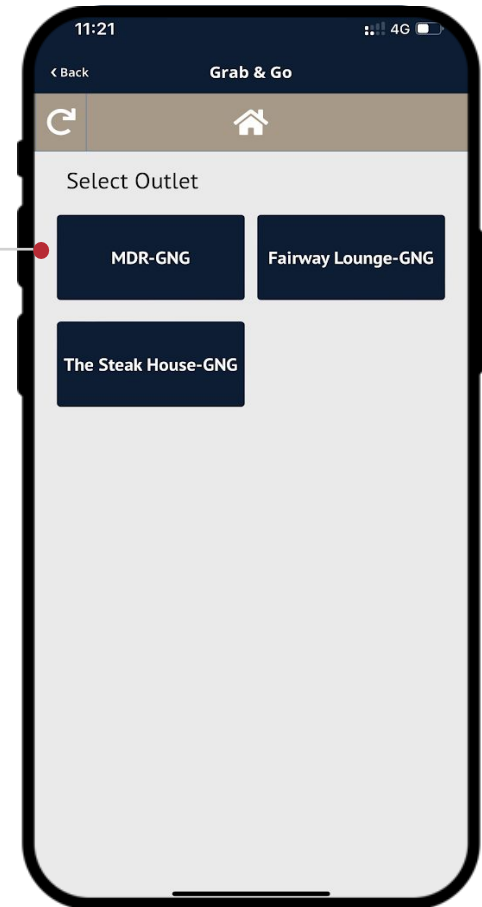
1

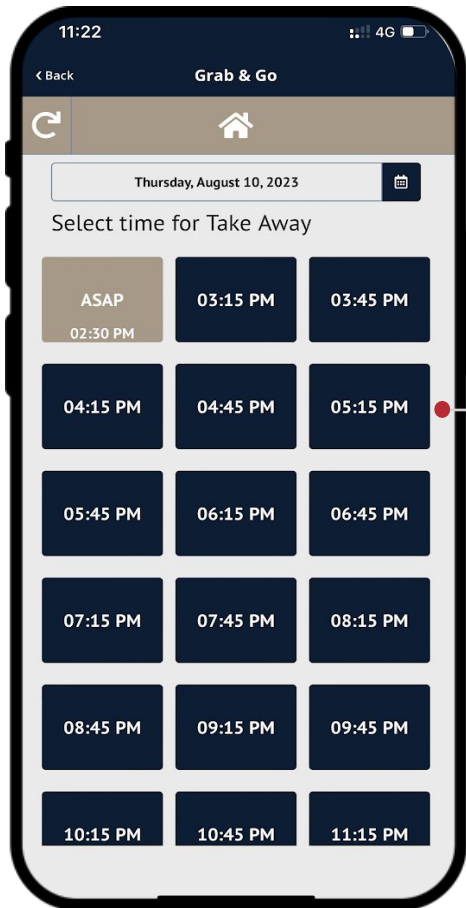
You can place a takeout order from  
Grab & Go restaurant here.



2  
Then select the type of method.

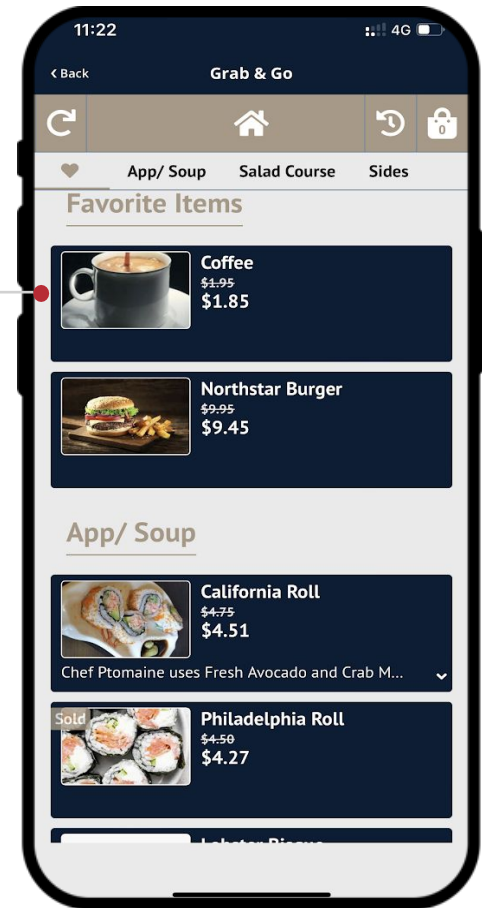
3  
Select your desired outlet

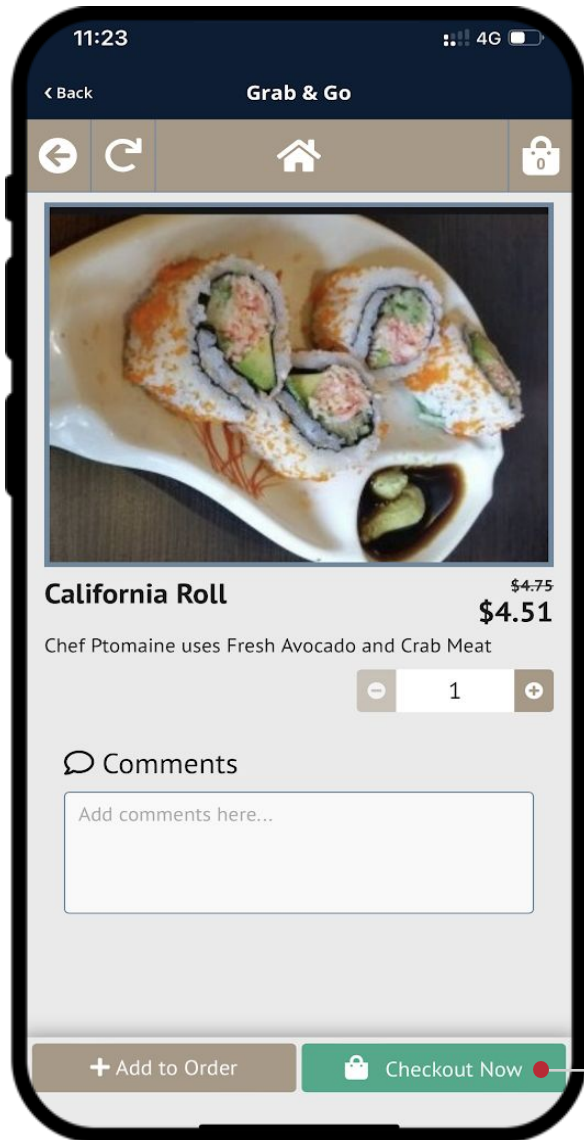




4  
Then select your desired time for take away.

5  
Select your preferred menu items and add it in the shopping cart

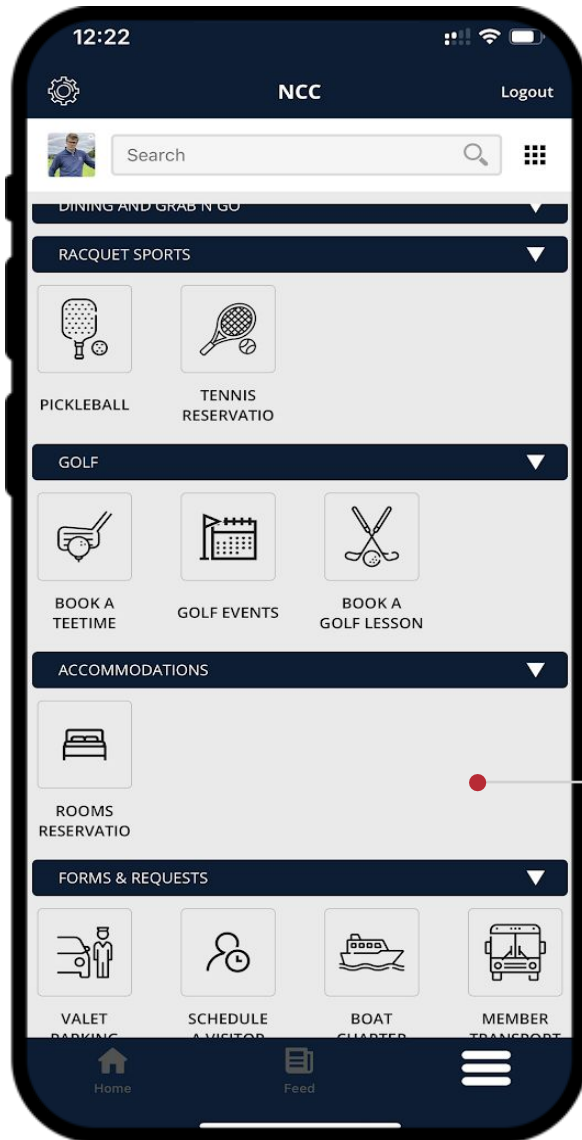




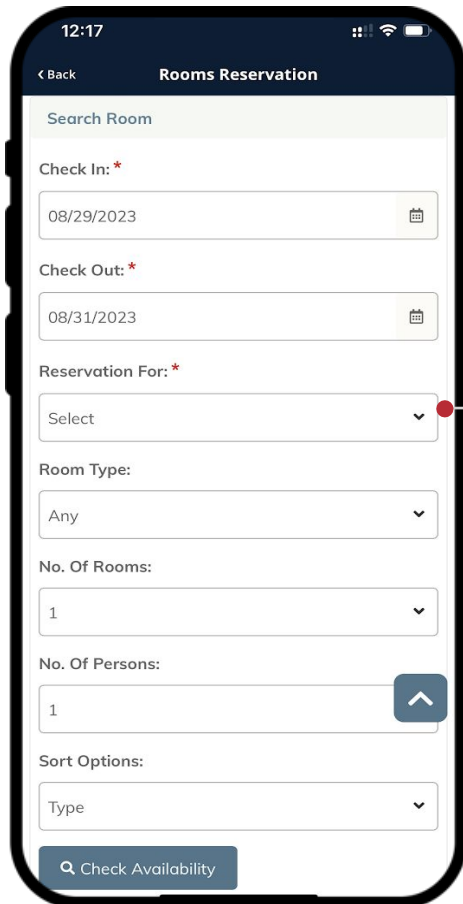
6

Click on the Checkout Now button to confirm your takeaway order.





**1**  
You can click on the 'Room Reservation' icon to book a room.



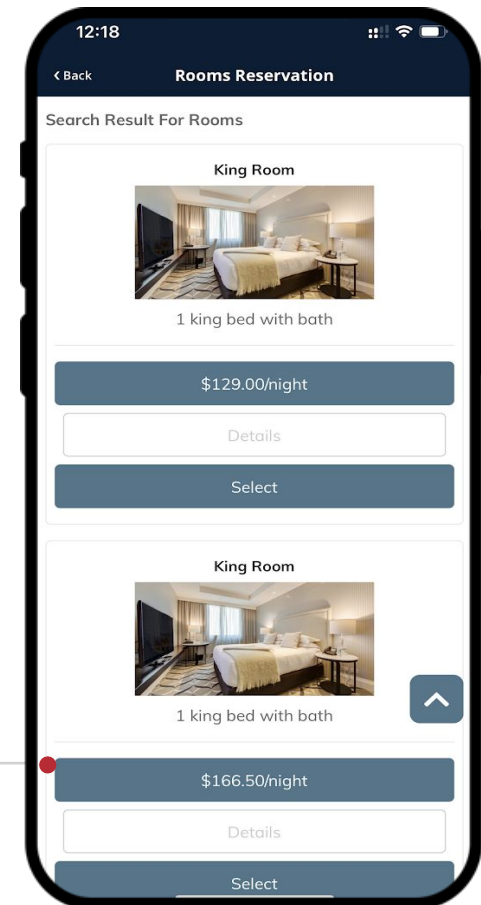
2

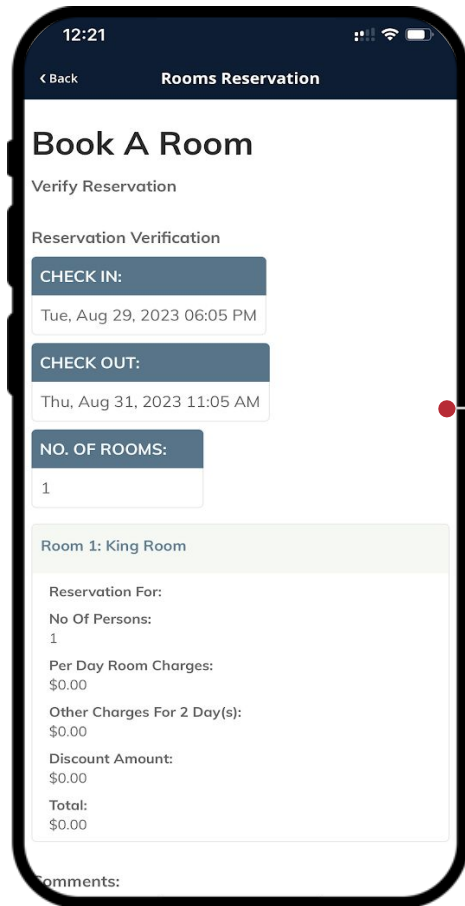
You can search for rooms based on your desired check in and check out time, room types, and number of rooms. You can also select the option to create reservation for. Once done press the check availability button to view available rooms for booking.

3

Based on the filters you set, the system shows you the available rooms for booking. You can click on the details button to view additional details about the room, similarly you can click on the prices button to see price breakdown for the room.

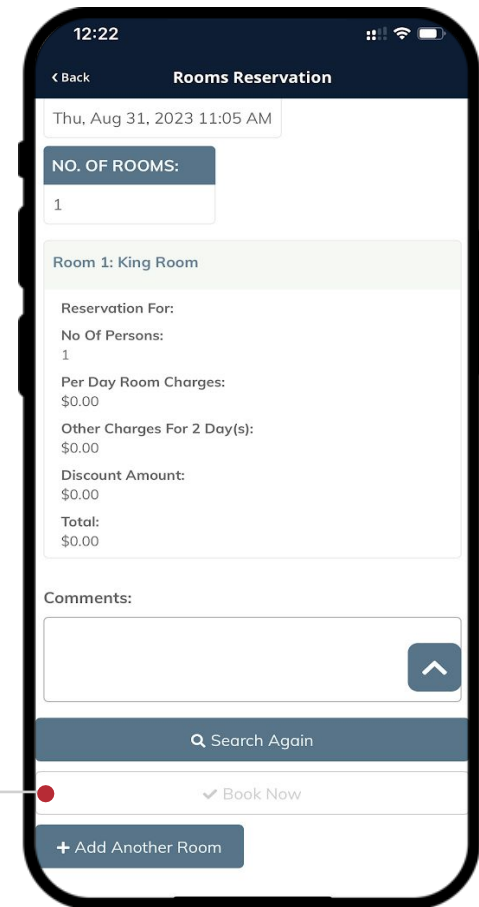
You can then click on the 'Select' button to head over to the reservation screen.

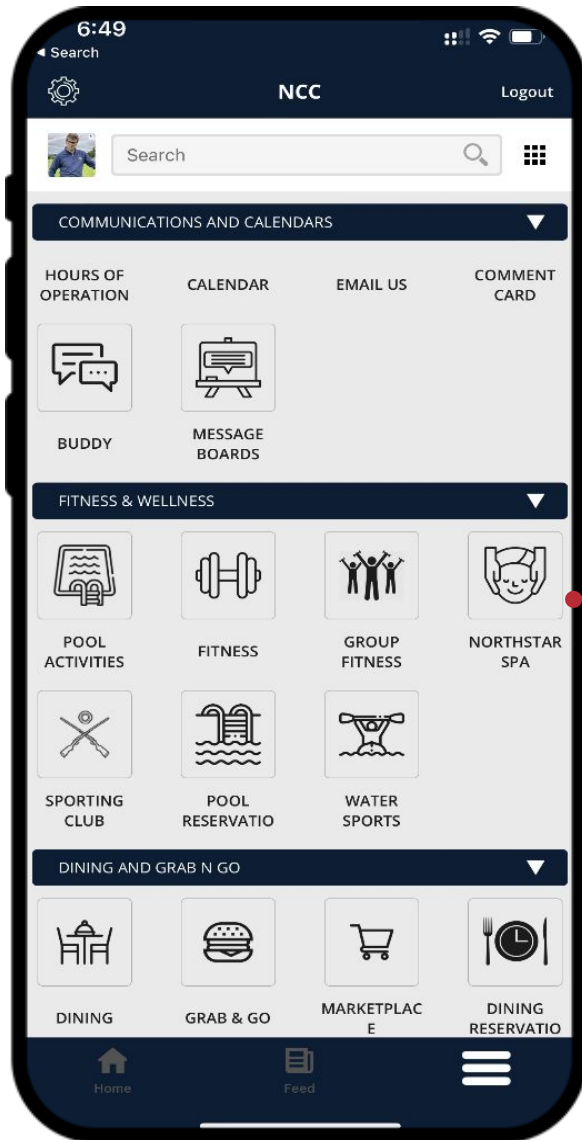




**4**  
This area shows you the summary of your reservation along with the price and room details.

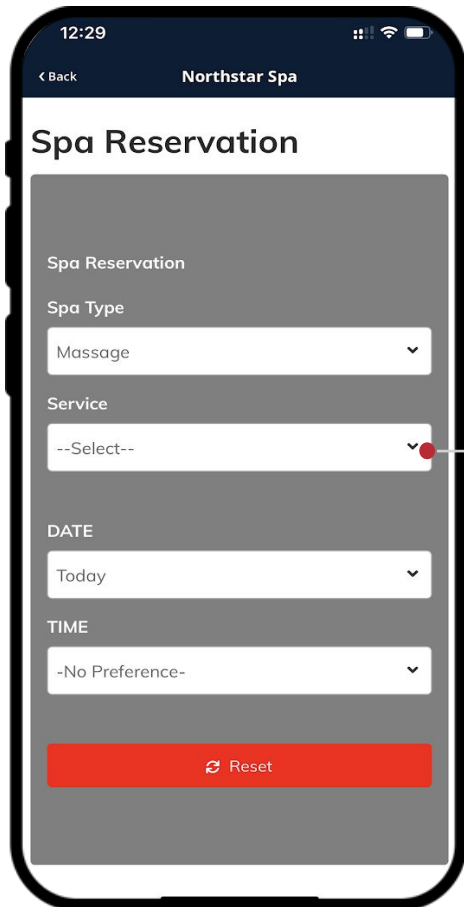
**5**  
You can click on the 'Book Now' button to create reservation.





1

You can click on the 'Northstar Spa' icon to create spa reservation.

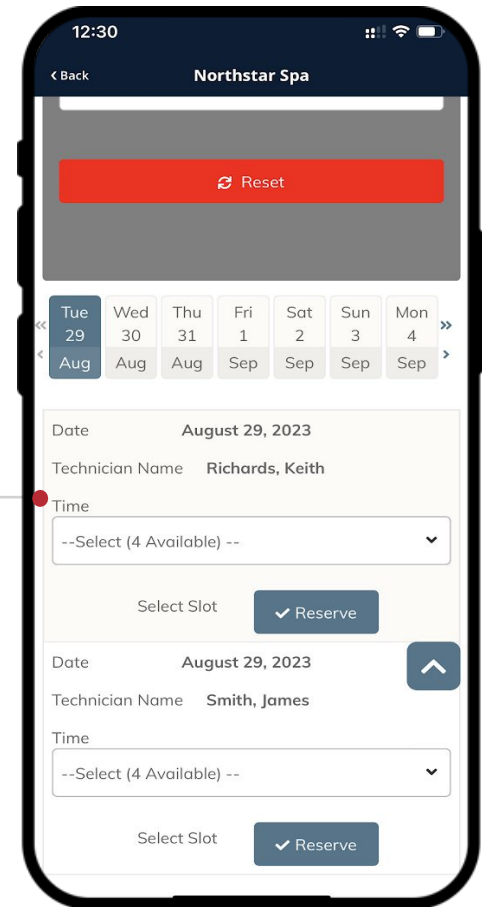


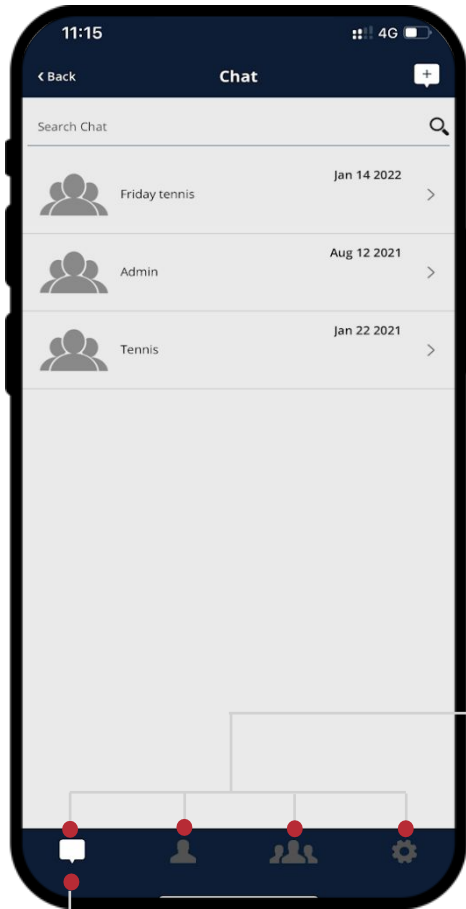
**2**

You can select your desired spa type, service along with the date and time preference to view the available slots.

**3**

The available slots and service providers will display below the filters and you can click on the 'Reserve' button to create reservation.

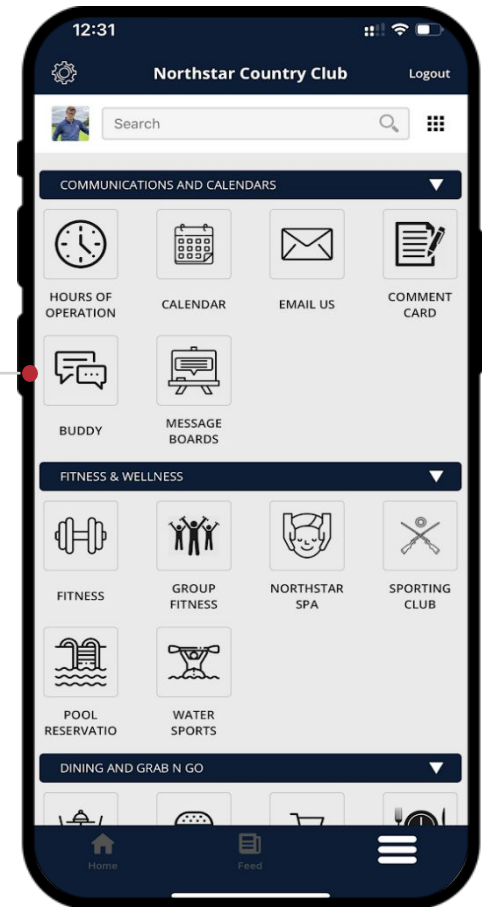


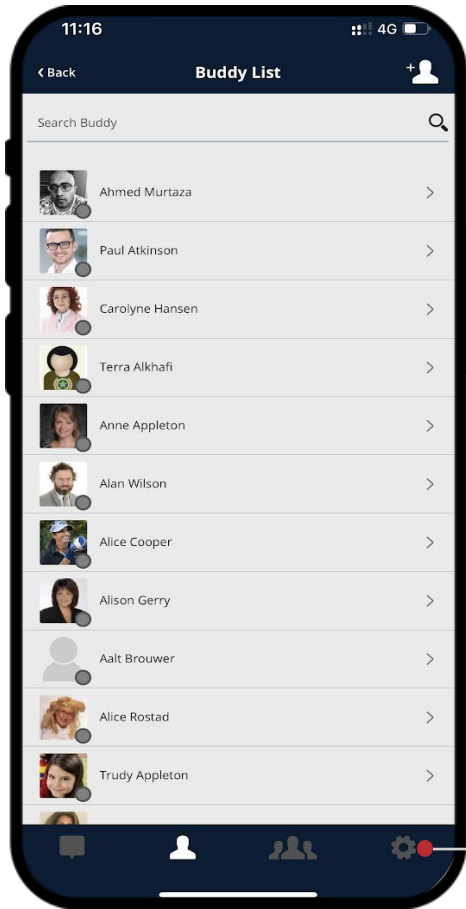


**1**  
This feature allows you to chat among members.

**2**  
The buddy screen has a navigation at the bottom which you can use to navigate to different screens.

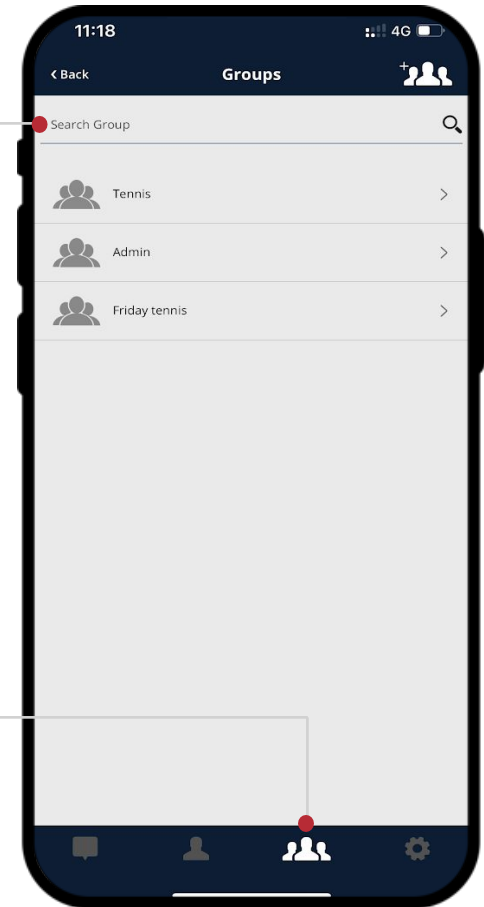
**3**  
The first option displays all your conversations.

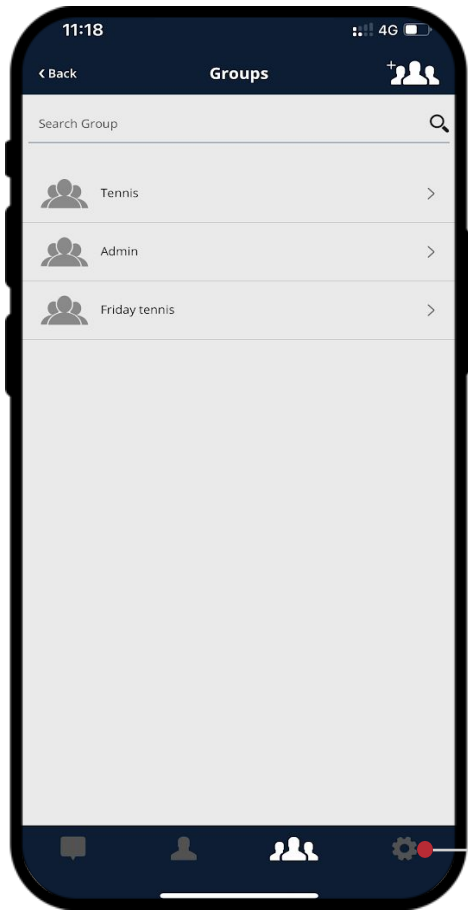




**4**  
The second screen shows you the list of your friends.

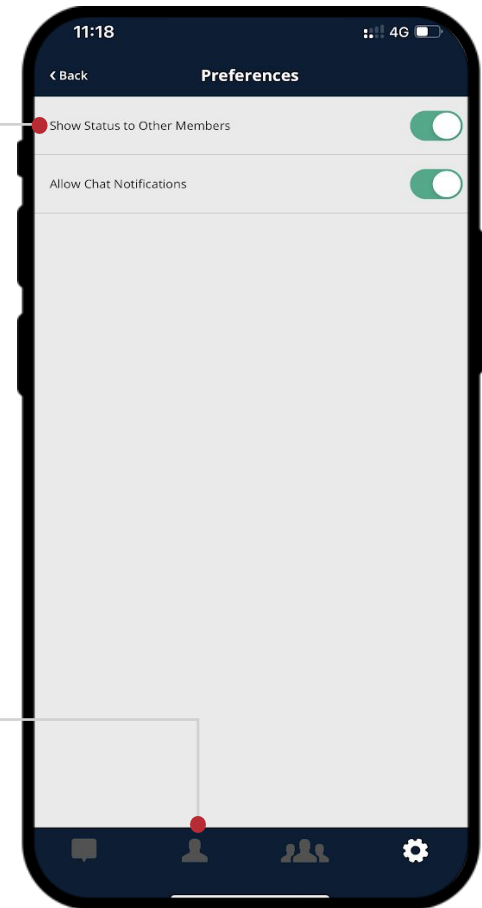
**5**  
The third option shows you a list of groups you have created or are a part of.



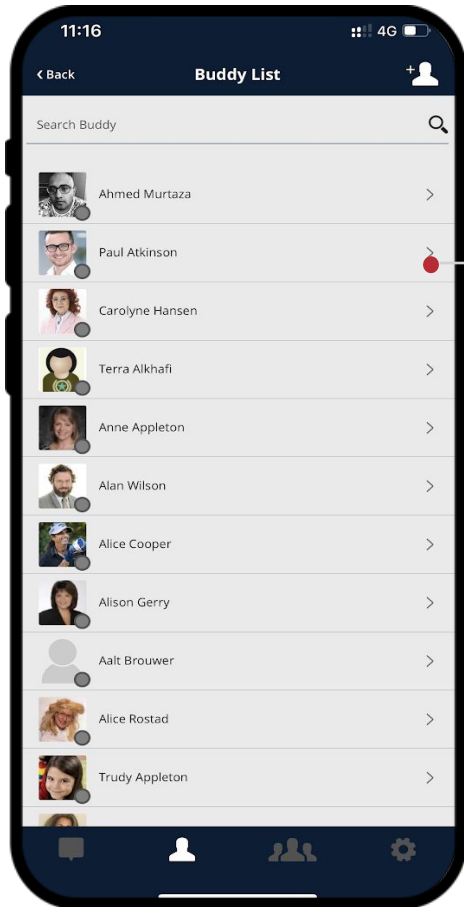


**6**  
The last option allows you to configure your settings.

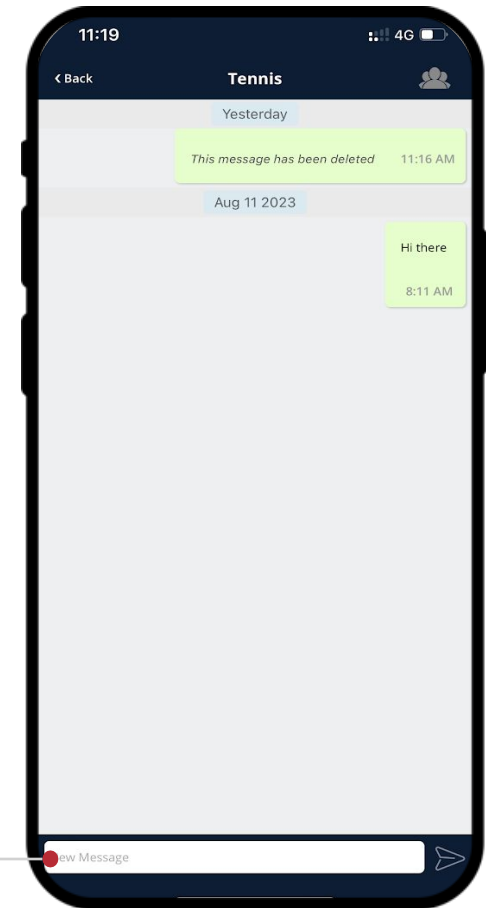
**7**  
To add someone to your list, tap on the second option.

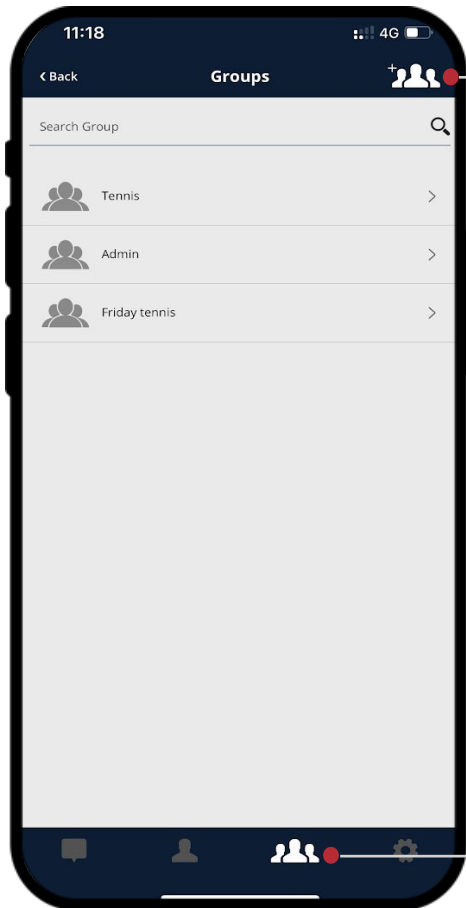






8  
Simply tap on the friend's name and send them a message.





9

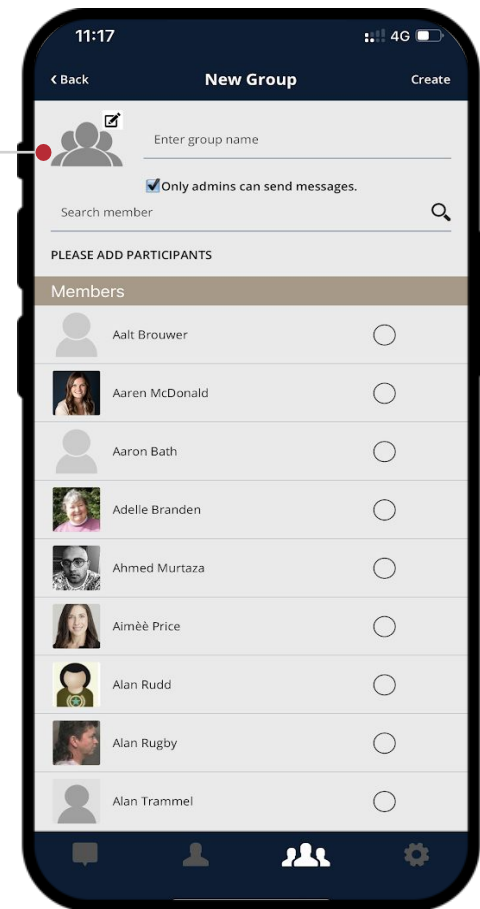
To create a group with multiple members, tap on the third option in the navigation.

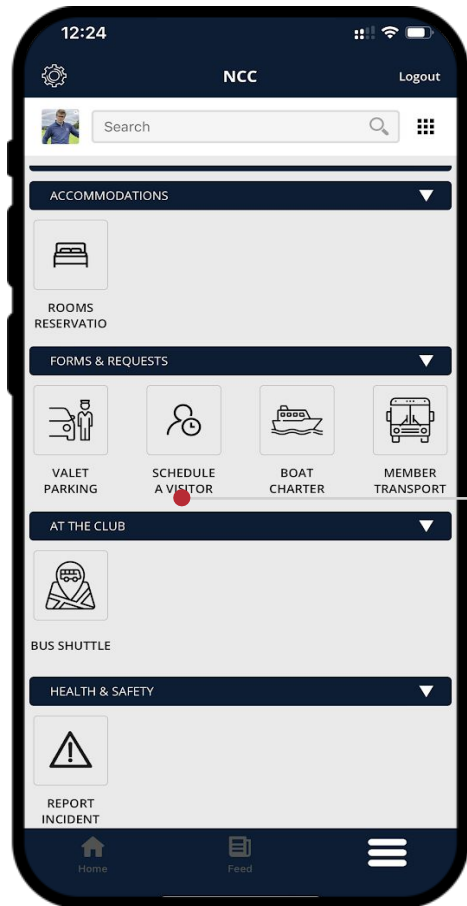
Once you're on the groups screen, tap on the add group icon on the top right.

10

Type in the name of the group you would like to create and add a picture if you want.

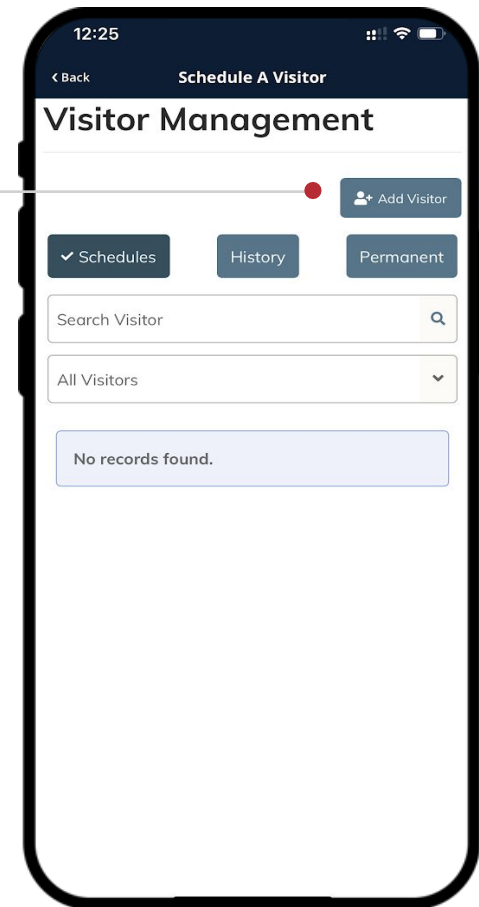
Simply search for and add members to the group by tapping on their name, you can add multiple members to the group at the same time.

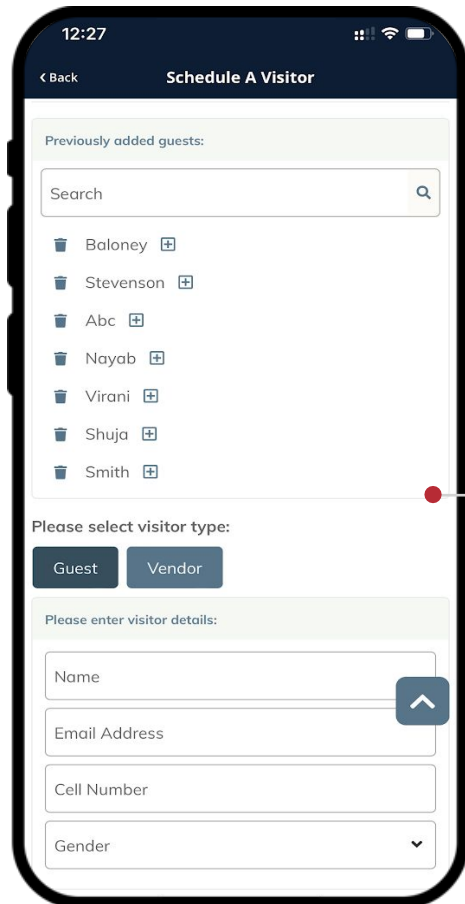




**1**  
Click on the icon to Schedule A Visitor.

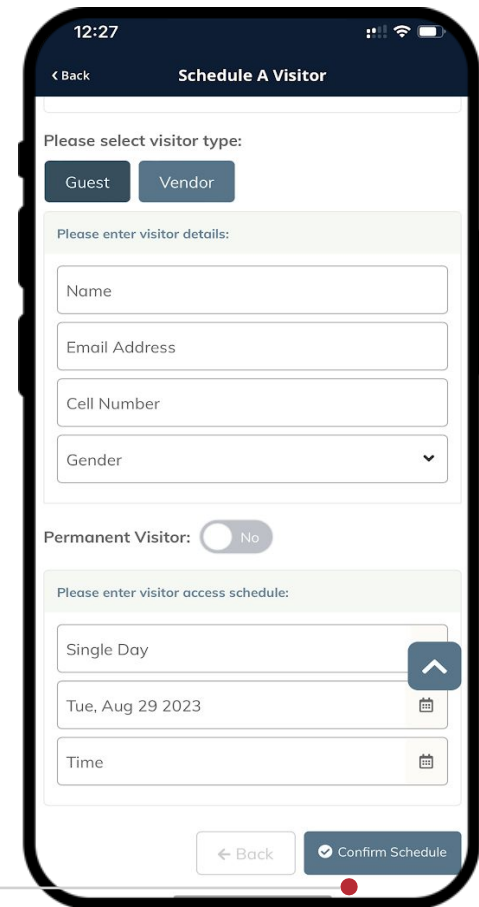
**2**  
You can see your scheduled visitor and schedule new visitors as well by clicking on the 'Add Visitor' button.

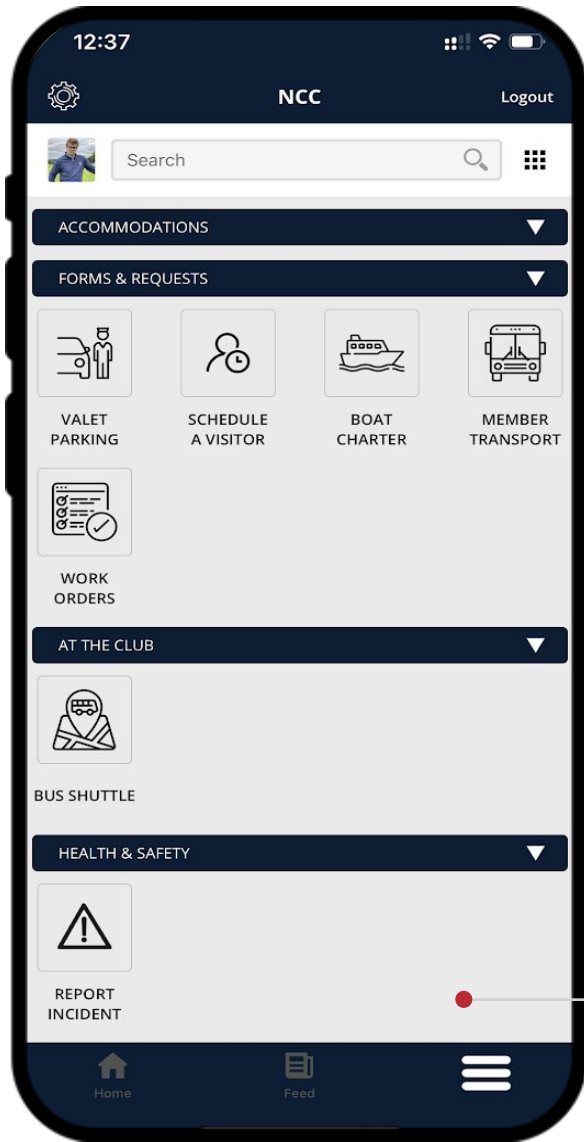




**3**  
You can add schedule previous visitors or schedule new visitors based on the visitor types.

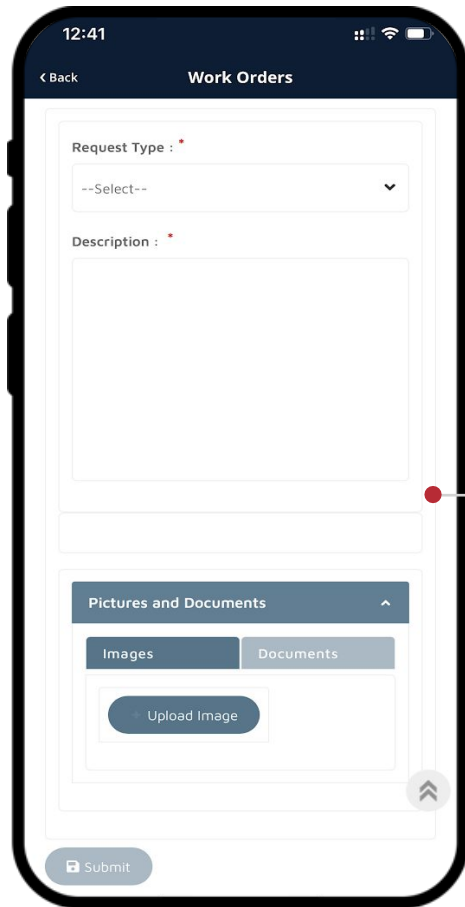
**4**  
You can add permanent visitors and also define the access schedule. Once done, click on the 'Confirm Schedule' to schedule a visitor.





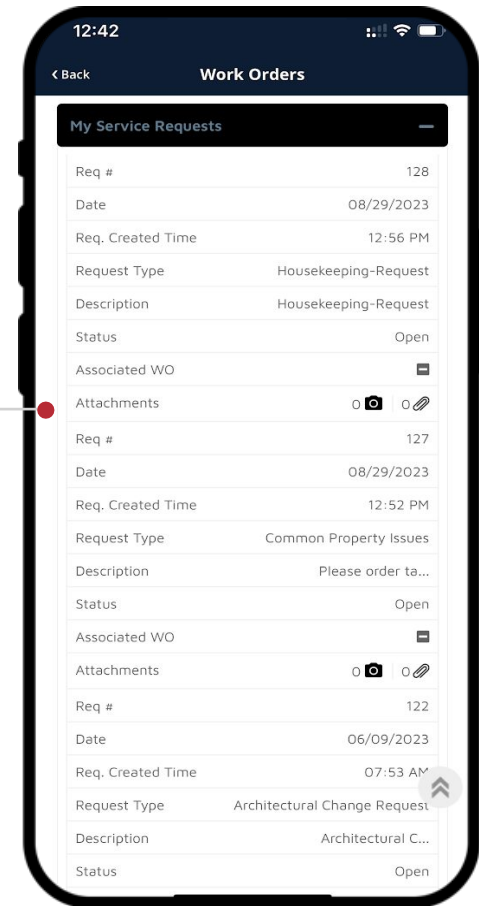
1

You can click on the 'Report Incident' icon to assign a work order or report an incident through the app.



**2**  
You can select your request type, add some detailed description along with relevant images or documents to submit the work order request.

**3**  
Also you can keep track of your past requests along with the status of the requests through the 'My Services Requests'.





N O R T H S T A R  
LEADING THE WAY