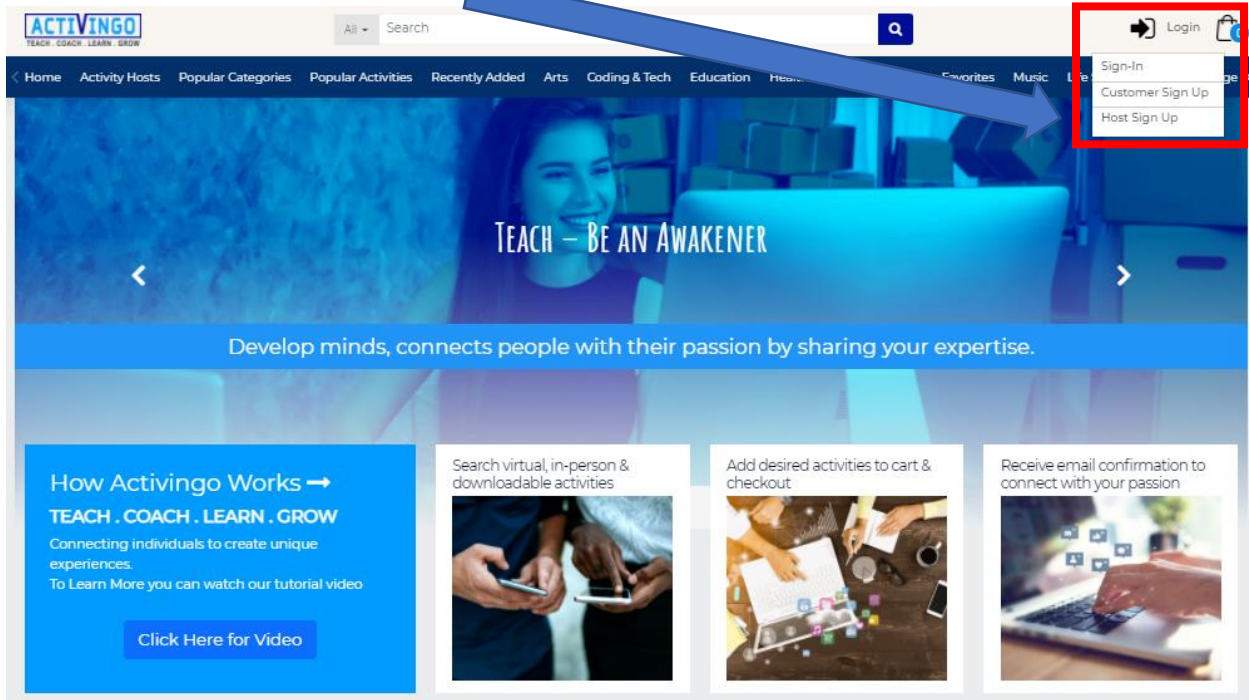
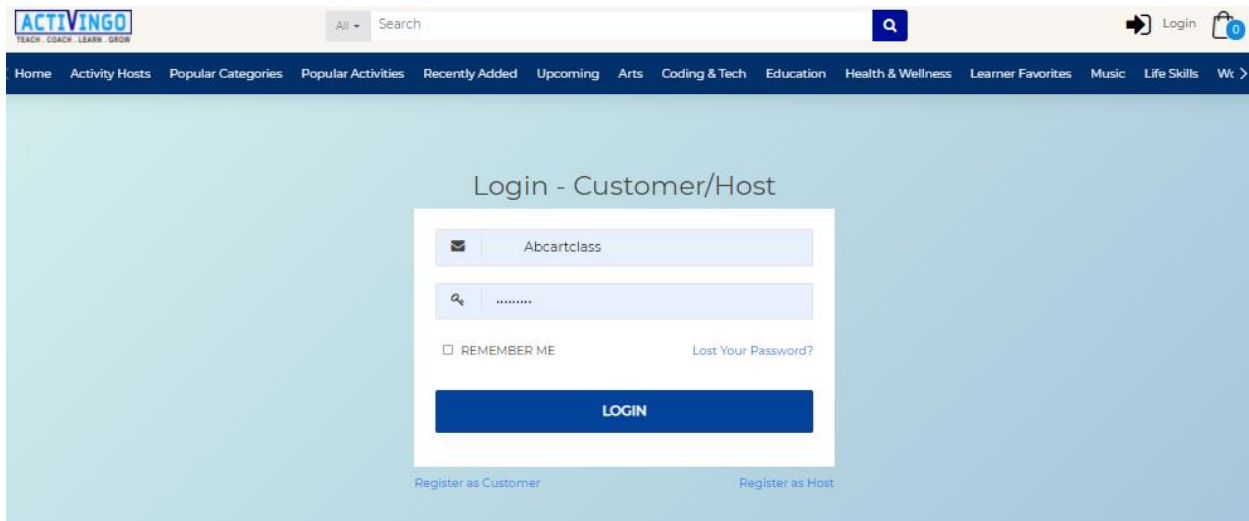


## Getting in Touch with Host on Activingo as a Customer

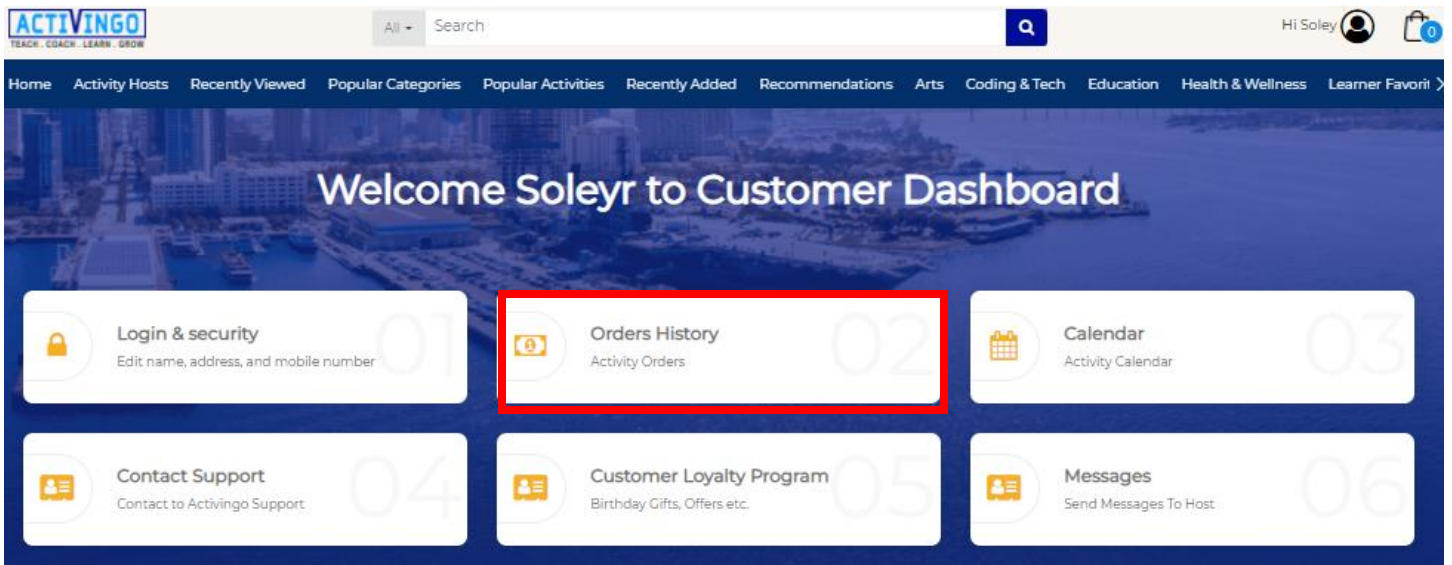
**Step1:** Access your dashboard by clicking Sign-in from the Login menu on the top right corner of the webpage.




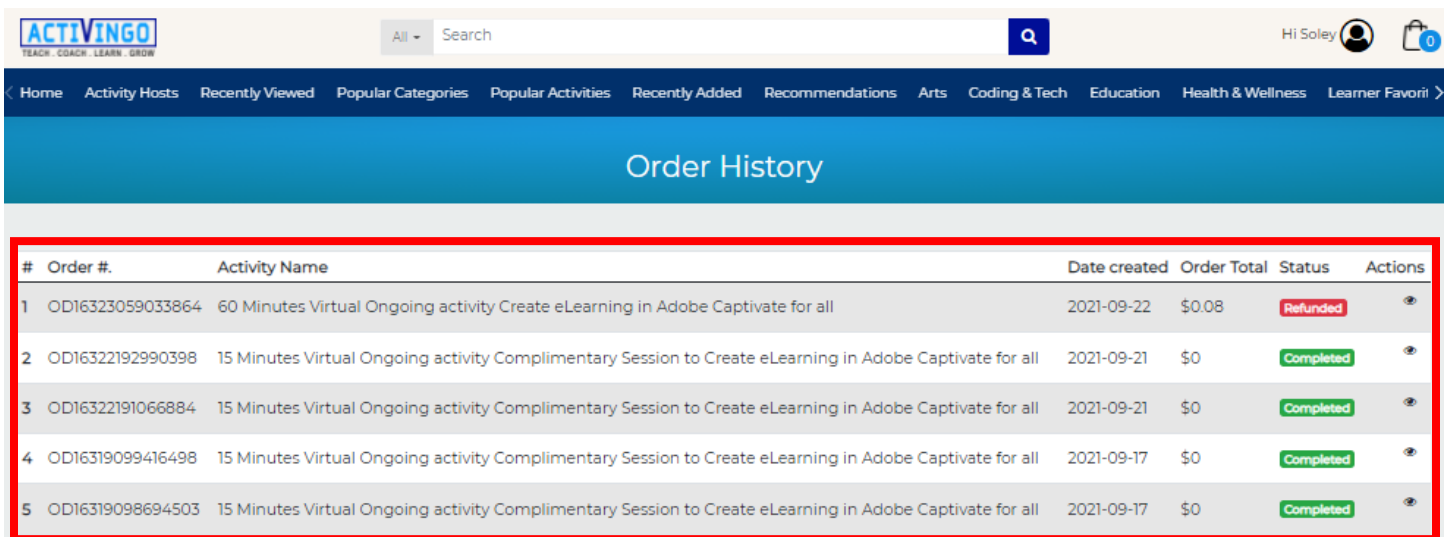
**Step 2:** Login by putting in your username/email address and password




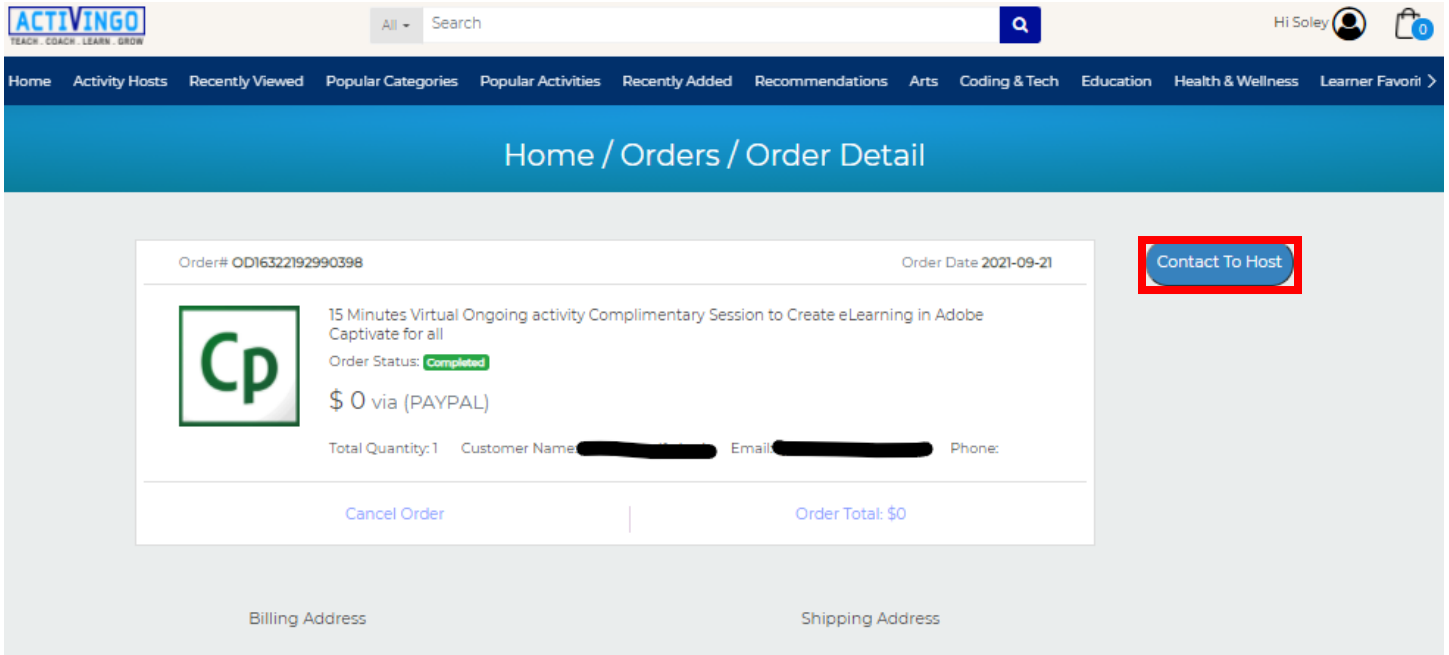
Step 3: You can access anyone of the 6 modules available to you. To get in touch with a Host, click on “Order History” (note: Host from whom you have purchased an activity will be available)



Step 4: Once you are in Order History module, you have the option of sending a message by clicking on the , which will open your order summary.

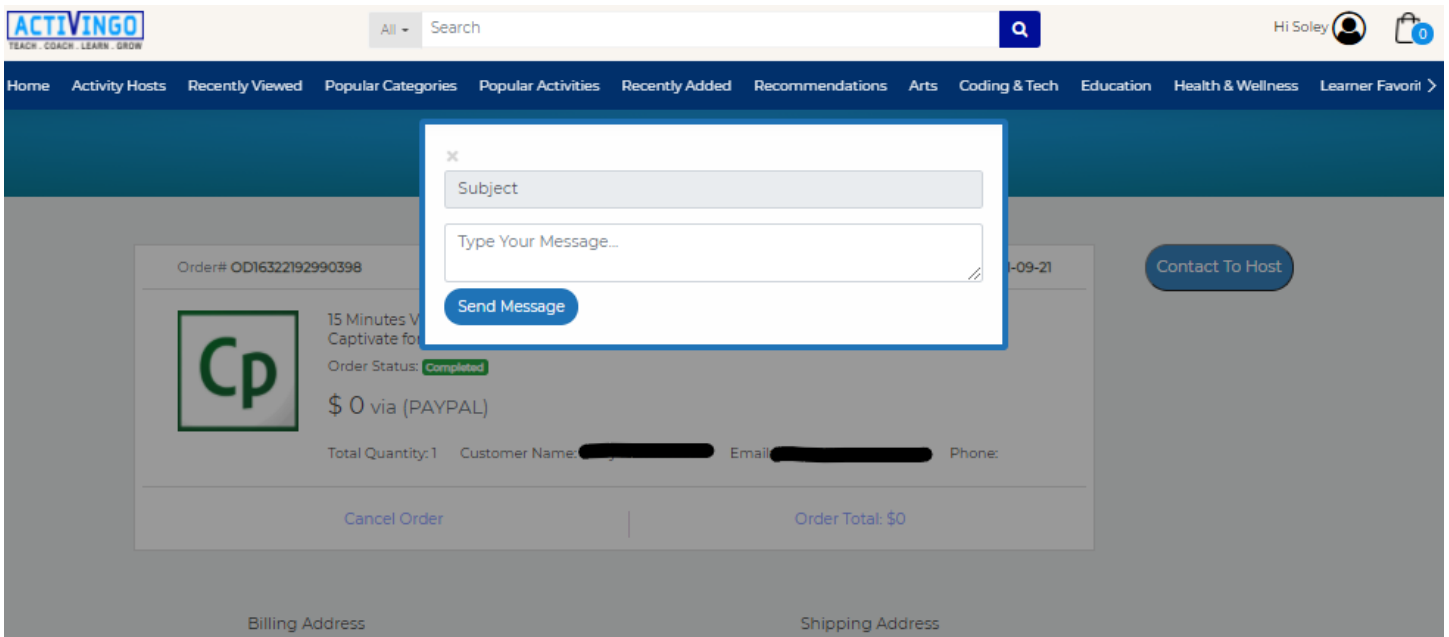


Step 5: Once you are in Order summary, you have the option of sending a message by clicking on the , which will open your order summary. Click on "Contact to Host"



The screenshot shows the Activingo website interface. At the top, there is a navigation bar with the logo 'ACTIVINGO' and the tagline 'TEACH. COACH. LEARN. GROW'. A search bar is present with a dropdown menu set to 'All'. The user is logged in as 'Hi Soley'. The main navigation menu includes: Home, Activity Hosts, Recently Viewed, Popular Categories, Popular Activities, Recently Added, Recommendations, Arts, Coding & Tech, Education, Health & Wellness, and Learner Favorit. The breadcrumb trail reads 'Home / Orders / Order Detail'. The main content area displays an order summary for Order# OD16322192990398, dated 2021-09-21. The order is for '15 Minutes Virtual Ongoing activity Complimentary Session to Create eLearning in Adobe Captivate for all' and is marked as 'Completed'. The payment method is '\$ 0 via (PAYPAL)'. The order status is 'Completed'. Below the order details, there are fields for 'Total Quantity: 1', 'Customer Name', 'Email', and 'Phone'. At the bottom of the order summary, there are buttons for 'Cancel Order' and 'Order Total: \$0'. A 'Contact To Host' button is highlighted with a red box. Below the order summary, there are sections for 'Billing Address' and 'Shipping Address'.

Step 6: Clicking on "Contact to Host" will open a dialogue box. You can choose your subject and type your message. Once done, hit "Send Message"



The screenshot shows the same order summary as in Step 5, but with a 'Contact to Host' dialog box open. The dialog box has a close button (X) in the top left corner. It contains a 'Subject' input field, a 'Type Your Message...' text area, and a 'Send Message' button. The background of the order summary is dimmed. The 'Contact To Host' button on the order summary is now a greyed-out button.

Step 7: Once you receive a reply for a host, you will be notified via email that you have message waiting from a host. Click on “View Message” and it will take you to your customer dashboard.

## Samantha just messaged you



Samantha Del Vecchio via Activingo <support@activingo.com>

To [redacted]

If there are problems with how this message is displayed, click here to view it in a web browser.

Hello Soley Runolfsdottir,

1 new message from Samantha Del Vecchio awaits your response.

To view the message, please click the following link

[View Message](#)

Thank you,



Email: [Support@activingo.com](mailto:Support@activingo.com)


Web: [www.activingo.com](http://www.activingo.com)

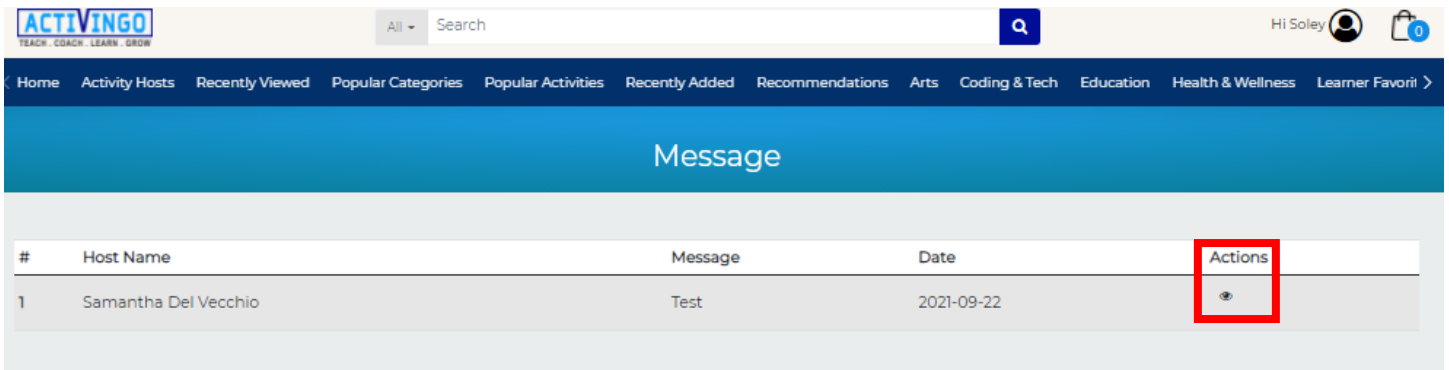
Step 8: Once in your customer dashboard. Click “Messages” module.

The screenshot shows the Activingo Customer Dashboard. At the top, there is a navigation bar with the following links: Home, Activity Hosts, Recently Viewed, Popular Categories, Popular Activities, Recently Added, Recommendations, Arts, Coding & Tech, Education, Health & Wellness, and Learner Favorites. The main content area is titled "Welcome Soley to Customer Dashboard" and contains six modules, each with a numbered icon:


- 01 Login & security: Edit name, address, and mobile number
- 02 Orders History: Activity Orders
- 03 Calendar: Activity Calendar
- 04 Contact Support: Contact to Activingo Support
- 05 Customer Loyalty Program: Birthday Gifts, Offers etc.
- 06 Messages: Send Messages To Host


The "Messages" module (06) is highlighted with a red border.

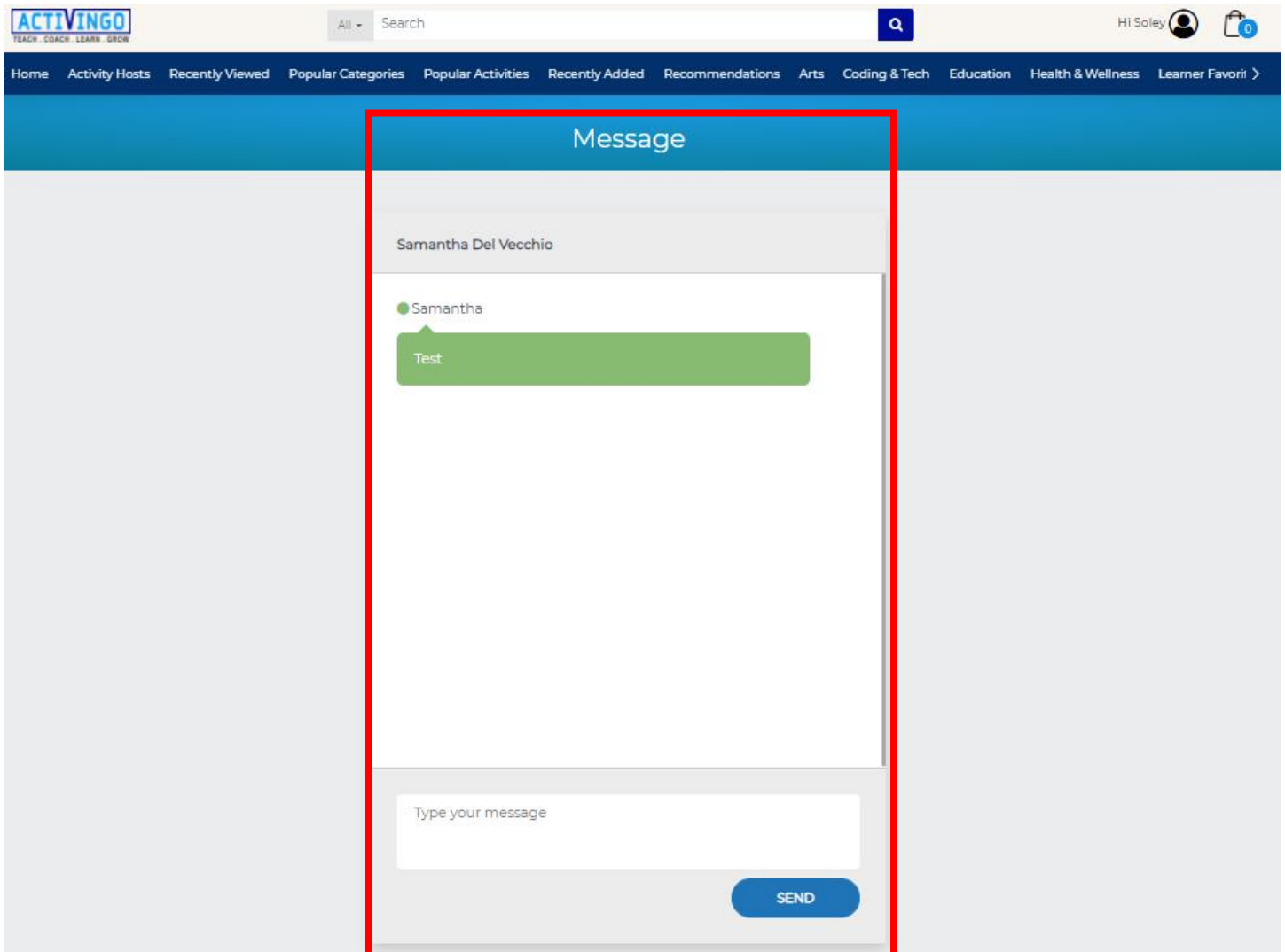
Step 9: Once in the Messages module. You have the option of replying to the message you received by clicking on the 



The screenshot shows the Activingo interface with a navigation bar at the top. Below the navigation bar is a blue header with the word "Message". Underneath is a table with the following columns: #, Host Name, Message, Date, and Actions. The first row of the table contains the following data: # 1, Host Name Samantha Del Vecchio, Message Test, Date 2021-09-22. The "Actions" column for this row contains an eye icon, which is highlighted by a red rectangular box.

#	Host Name	Message	Date	Actions
1	Samantha Del Vecchio	Test	2021-09-22	

Step 10: Clicking on  will open a messaging box and you can reply to your host using the Activingo's messaging system.



The screenshot shows the Activingo messaging interface. A red rectangular box highlights the central messaging area. At the top of this area is the name "Samantha Del Vecchio". Below the name is a message bubble with a green background and the text "Test". At the bottom of the highlighted area is a text input field with the placeholder text "Type your message" and a blue "SEND" button to its right.