

Daxko Mobile Documentation

Updated 5/29/19

Created by: Ray Hupfer (rhupfer@ymcalouisville.org)

"Mobile technology is changing fast, and staying ahead of it is critical to connecting with members. That's why Daxko has completely redesigned our Mobile platform to provide a great user experience. The new solution has the ability to build and launch cool new features much faster and will soon have integrated browse programs and messaging centers."

Table of Contents

1. [Daxko Mobile Website & Training Materials](#)
2. [Manage Branch Portal](#)
 - a. [Edit Status](#)
 - b. [Edit Areas](#)
 - c. [Holiday Exceptions](#)
3. [Area Schedules vs Class Schedules](#)
4. [Editing Existing Area/Class Schedule](#)
 - a. [Editing/canceling class schedule](#)
 - b. [Editing/canceling area schedule](#)
5. [Adding New Area/Class Schedules](#)
 - a. [Add new class schedule](#)
 - b. [Add new area schedule](#)
6. [Sending Notifications](#)
7. [Questions](#)

Daxko Mobile Website/Training Materials

Daxko Mobile Website: <http://mobile.daxko.com/login?returnUrl=/>

Daxko Mobile Training Materials: <https://daxko.wistia.com/projects/jktm2en5l1>

Every user will have their own individual login credentials tied to their YMCA email address.

Upon login, this is the screen you will see.

The screenshot shows the mobile interface of the YMCA of Greater Louisville website. At the top, there is a navigation bar with the logo and links for Schedules and Notifications. Below this, the page title is "Schedules @ OLDHAM COUNTY FAMILY YMCA". There are two buttons: "Add Schedule" and "Print Schedules". A calendar navigation bar shows the days of the week from Tuesday (Sep 20) to Monday (Sep 26), with Tuesday selected. Below the calendar, there are filters for Day, Instructor, Area, Level, and Type. The main content area is a list of activities for Tuesday, September 20th, starting at 5:00am. Each activity entry includes the activity name, time, duration, and location, along with an edit icon.

Time	Activity	Duration	Location
5:00am	Lap Swim (6 Lanes)	3 hours 50 minutes	Pool
	Cycling - Any Level with Denise H	45 minutes	Cycling Studio
9:00am	Lap Swim (2 Lanes)	50 minutes	Pool
	Low Intensity Shallow Water - Any Level with Michele P	1 hour	Pool
	Cardio Sculpt - Any Level with Rita S	1 hour	Gym
	Yoga - Any Level with Liz L	1 hour	Group Fitness Room
10:00am	Lap Swim (1 Lane)	2 hours	Pool

Manage Branch Portal

The Manage Branch portal is used to add/edit branch information, including things like address, phone number, facility hours, branch areas, and holiday exceptions. It's unlikely you will need to edit this section often. The two sections you may need to access within this portal are Status, Areas, and Holiday Exceptions.

The screenshot shows the 'Schedules @ OLDHAM COUNTY FAMILY YMCA' page. At the top, there is a navigation bar with 'YMCA of Greater Louisville', 'Schedules', and 'Notifications'. A settings icon is in the top right. Below the navigation, there are buttons for 'Add Schedule', 'Manage Branch' (circled in red), and 'Logout'. The main content area displays a calendar view for Tuesday, September 20th, with a list of activities:

- 5:00am: Lap Swim (6 Lanes) - Tu @ 5:00am (3 hours 50 minutes) in Pool
- Cycling - Any Level with Denise H - Tu @ 5:30am (45 minutes) in Cycling Studio
- 9:00am: Lap Swim (2 Lanes) - Tu @ 9:00am (50 minutes) in Pool
- Low Intensity Shallow Water - Any Level with Michele P - Tu @ 9:00am (1 hour) in Pool
- Cardio Sculpt - Any Level with Rita S - Tu @ 9:00am (1 hour) in Gym
- Yoga - Any Level with Liz L - Tu @ 9:00am (1 hour) in Group Fitness Room
- 10:00am: Lap Swim (1 Lane) - Tu @ 10:00am (2 hours) in Pool

Edit Branch Status

Status indicates whether your facility is open or closed based on your facility hours. If the branch is closed outside of normal facility hours (ex. inclement weather, you can switch the Status to closed and it will send a notification to members who have Oldham County selected as their home branch on the app.

The screenshot shows the 'Edit Branch OLDHAM COUNTY FAMILY YMCA' page. On the left, there is a sidebar with navigation links: 'Branch Details', 'Social', 'Hours', 'Status' (circled in red), and 'Areas'. The main content area is titled 'Branch Status' and contains the following fields:

- Open:** A checkbox with a green 'Yes' button next to it.
- Notification:** A text area with the placeholder text 'Message to send when status is changed.' and a character count of '100 characters left'.

At the bottom right, there are two buttons: 'Cancel' and 'Update Status'.

Edit Branch Areas

Areas gives you the option to enter different areas in your facility such as the gym, pool or Kids Club. In order to create Area Schedules (discussed in next section), the corresponding area must exist here.

Edit Branch OLDHAM COUNTY FAMILY YMCA

Branch Details	<table><thead><tr><th>Areas</th><th>Add Area</th></tr></thead><tbody><tr><td><input type="checkbox"/> Cycling Studio</td><td></td></tr><tr><td><input type="checkbox"/> Group Fitness Room</td><td></td></tr><tr><td><input type="checkbox"/> Gym</td><td></td></tr><tr><td><input type="checkbox"/> Kids' Club</td><td></td></tr><tr><td><input type="checkbox"/> Multipurpose Room</td><td></td></tr><tr><td><input type="checkbox"/> Pool</td><td></td></tr><tr><td><input type="checkbox"/> Wellness Center</td><td></td></tr></tbody></table>	Areas	Add Area	<input type="checkbox"/> Cycling Studio		<input type="checkbox"/> Group Fitness Room		<input type="checkbox"/> Gym		<input type="checkbox"/> Kids' Club		<input type="checkbox"/> Multipurpose Room		<input type="checkbox"/> Pool		<input type="checkbox"/> Wellness Center	
Areas		Add Area															
<input type="checkbox"/> Cycling Studio																	
<input type="checkbox"/> Group Fitness Room																	
<input type="checkbox"/> Gym																	
<input type="checkbox"/> Kids' Club																	
<input type="checkbox"/> Multipurpose Room																	
<input type="checkbox"/> Pool																	
<input type="checkbox"/> Wellness Center																	
Social																	
Hours																	
Status																	
Areas																	

Area hours default to being the same as facility hours; however, areas can be customized to have their own hours (ex. Kids Club). To update an area's hours, click on the pencil button next to the area you'd like to update.

Update Area Kids' Club @ OLDHAM COUNTY FAMILY YMCA

Area Name	<input type="text" value="Kids' Club"/>
Active	<input checked="" type="checkbox"/> Yes
Hide In Mobile App	<input type="checkbox"/> No
Monday	<input type="text" value="8:00am"/> to <input type="text" value="2:00pm"/>
	<input type="text" value="4:00pm"/> to <input type="text" value="8:30pm"/>
	+ Add hours
Tuesday	<input type="text" value="8:00am"/> to <input type="text" value="2:00pm"/>
	<input type="text" value="4:00pm"/> to <input type="text" value="8:30pm"/>
	+ Add hours
Wednesday	<input type="text" value="8:00am"/> to <input type="text" value="2:00pm"/>

Holiday Exceptions

Holiday exceptions give you the ability to add special holiday hours for your branches. You have the options to enter specific hours or to mark that you are closed all day. These hours will automatically override any other hours and any previously entered class schedules. So, for example, if you mark that you are closed all day on Christmas Day, then no group fitness schedules will show for that day (it will say facility closed). If you mark that you are open from 7 am-7 pm, then any classes before 7 am and after 7 pm will not show, while classes scheduled between 7 am and 7 pm will continue to show.

YMCA of Greater Louisville Schedules Instructors Messages

Edit Branch NORTHEAST FAMILY YMCA

Branch Details
Social
Hours
Status
Areas
→ Holiday Exceptions

NORTHEAST FAMILY YMCA does not have any holiday exceptions. [Why not add one?](#)

select Manage Branch

YMCA of Greater Louisville Schedules Instructors Messages

Add Holiday Exception @ NORTHEAST FAMILY YMCA

Holiday Exception Name

Date of Exception

Closed All Day

Nevermind Add Holiday Exception

Area Schedules vs Class Schedules

Class schedules include a level and an instructor and should be used for Group Ex/Water Ex classes (ex. Yoga, Zumba, Aqua Fit).

Area schedules should be used for things that do not have a specific instructor but take place within a certain area (ex. Lap Swim, Swim Lessons, Open Gym, Pickup Basketball).

*Note: Area Schedules should be used to designate specific activities within an area. They do not need to be used to indicate the operating hours of an area. For example, you would use an Area Schedule to indicate activities within Kids Club (nap time, story time, play time) but you do not need to use it to say whether Kids Club is open or not (this is controlled through the Manage Branch portal discussed in the previous section).

Editing Existing Area/Class Schedule

To edit an existing Area or Class Schedule, click on the pencil next to the schedule you want to edit.

Schedules @ OLDHAM COUNTY FAMILY YMCA

Add Schedule ▾

Print Schedules

Tue Wed Thu Fri Sat Sun Mon
Sep 20 Sep 21 Sep 22 Sep 23 Sep 24 Sep 25 Sep 26

Day ▾ Instructor ▾ Area ▾ Level ▾ Type ▾

5:00am	Lap Swim (6 Lanes) Tu @ 5:00am (3 hours 50 minutes) in Pool	
	Cycling - Any Level with Denise H Tu @ 5:30am (45 minutes) in Cycling Studio	
9:00am	Lap Swim (2 Lanes) Tu @ 9:00am (50 minutes) in Pool	
	Low Intensity Shallow Water - Any Level with Michele P Tu @ 9:00am (1 hour) in Pool	
	Cardio Sculpt - Any Level with Rita S Tu @ 9:00am (1 hour) in Gym	
	Yoga - Any Level with Liz L Tu @ 9:00am (1 hour) in Group Fitness Room	
10:00am	Lap Swim (1 Lane) Tu @ 10:00am (2 hours) in Pool	

Editing/Canceling Class Schedule

When editing a Class Schedule, you can change the level, instructor, area, start time, end time and frequency. When editing a schedule, it defaults to one-time frequency. In order to make changes that impact all future classes, you must change the Frequency to Recurring.

Edit Class Schedule @ OLDHAM COUNTY FAMILY YMCA

Name: **Cycling** Level: **Any Level** **Beginner** **Intermediate** **Advanced**

A class designed to mirror a road bike experience. You will be climbing hills, racing down flat roads & not worrying about weather. Please arrive a few minutes early to set up your bike. Bikes are available on a 1st come, 1st served basis.

Instructor: **Denise H** Area: **Cycling Studio** Start Time: **5:30am** End Time: **6:15am**

Frequency: **Recurring** **One Time** This class will occur only once.

On: **09/20/2016**

Cancel **Cancel Instance** **Update Schedule**

Edit Class Schedule @ OLDHAM COUNTY FAMILY YMCA

Name: **Cycling** Level: **Any Level** **Beginner** **Intermediate** **Advanced**

A class designed to mirror a road bike experience. You will be climbing hills, racing down flat roads & not worrying about weather. Please arrive a few minutes early to set up your bike. Bikes are available on a 1st come, 1st served basis.

Instructor: **Denise H** Area: **Cycling Studio** Start Time: **5:30am** End Time: **6:15am**

Frequency: **Recurring** **One Time** This class will occur multiple times until ended.

Start Date: **09/14/2016** End Date: **mm/dd/yyyy** Every: **Mo** **Tu** **We** **Th** **Fr** **Sa** **Su**

Cancel **Cancel Series** **Update Schedule**

To cancel a single class, make sure Frequency is set to One-Time and click Cancel Instance. To cancel all future classes (ex. you offered Barre but you no longer have a barre studio), change Frequency to Recurring and click Cancel Series.

Editing/Canceling Area Schedule

When editing an Area Schedule, you can change the area, start time, end time and frequency. When editing a schedule, it defaults to one-time frequency. In order to make changes that impact all future days, you must change the Frequency to Recurring.

Edit Area Schedule @ OLDHAM COUNTY FAMILY YMCA

Name

Lap Swim (6 Lanes)

6 lanes open for lap swim

Area

Pool

Start Time

5:00am

End Time

8:50am

Frequency

Recurring

One Time

This class will occur only once.

On

09/20/2016

Cancel

Cancel Instance

Update Schedule

To cancel a single day, make sure Frequency is set to One-Time and click Cancel Instance. To cancel all future days (ex. you offered Family Swim but you no longer do), change Frequency to Recurring and click Cancel Series.

Add New Area/Class Schedule

To add a new Area or Class Schedule, click Add Schedule and select either Class Schedule or Area Schedule.

Schedules @ OLDHAM COUNTY FAMILY YMCA

Add Schedule

Print Schedules

Tue Sep 20 Wed Sep 21 Thu Sep 22 Fri Sep 23 Sat Sep 24 Sun Sep 25 Mon Sep 26 Day Instructor Area Level Type

New Class Schedule
New Area Schedule

5:00am	Lap Swim (6 Lanes) Tu @ 5:00am (3 hours 50 minutes) in Pool	
	Cycling - Any Level with Denise H Tu @ 5:30am (45 minutes) in Cycling Studio	
9:00am	Lap Swim (2 Lanes) Tu @ 9:00am (50 minutes) in Pool	
	Low Intensity Shallow Water - Any Level with Michele P Tu @ 9:00am (1 hour) in Pool	
	Cardio Sculpt - Any Level with Rita S Tu @ 9:00am (1 hour) in Gym	
	Yoga - Any Level with Liz L Tu @ 9:00am (1 hour) in Group Fitness Room	
10:00am	Lap Swim (1 Lane) Tu @ 10:00am (2 hours) in Pool	

Add New Class Schedule

To add a new Class Schedule, begin typing in the Class Name in the Name field and select from the choices that autopopulate.

Choose your class level if applicable.

Begin typing your instructor's name into the Instructor box and select from the choices that autopopulate. If you have instructors that rotate teaching a class (ex. Saturday cycling is taught by both Bob and Jim), please select YMCA Staff as the instructor.

Choose the area of the Y in which the class takes place.

Enter a start time and end time.

Choose either Recurring or One-Time Frequency.

Enter a Start Date (required) and End Date (if applicable) and choose what day(s) of the week the class takes place.

Click Add Schedule to save.

Add Class Schedule @ OLDHAM COUNTY FAMILY YMCA

Name		Level			
<input type="text"/>		<input type="button" value="Any Level"/> <input type="button" value="Beginner"/> <input type="button" value="Intermediate"/> <input type="button" value="Advanced"/>			
Instructor	Area	Start Time	End Time		
<input type="text"/>	<input type="text" value="Cycling Studio"/>	<input type="text" value="1pm"/>	<input type="text" value="2pm"/>		
Frequency					
<input type="button" value="Recurring"/> <input type="button" value="One Time"/>		This class will occur multiple times until ended.			
Start Date	End Date	Every			
<input type="text" value="mm/dd/yyyy"/>	<input type="text" value="mm/dd/yyyy"/>	<input type="button" value="Mo"/> <input type="button" value="Tu"/> <input type="button" value="We"/> <input type="button" value="Th"/> <input type="button" value="Fr"/> <input type="button" value="Sa"/> <input type="button" value="Su"/>			
		<input type="button" value="Cancel"/>	<input type="button" value="Add Schedule"/>		

***Note: If a class and/or instructor does not autopopulate, you will need to send a support request to ZenDesk (support@ymcalouisville.zendesk.com) with the name and description of the class or the first name and first initial of last name (ex. Ray H) of the instructor to have them added to the system.**

Add New Area Schedule

To add a new Area Schedule, begin typing in the Class Name in the Name field and select from the choices that autopopulate.

Choose the area of the Y in which the class takes place.

Enter a start time and end time.

Choose either Recurring or One-Time Frequency.

Enter a Start Date (required) and End Date (if applicable) and choose what day(s) of the week the class takes place.

Click Add Schedule to save.

Add Area Schedule @ OLDHAM COUNTY FAMILY YMCA

Name

Area Start Time End Time

Cycling Studio 1pm 2pm

Frequency

Recurring One Time This class will occur multiple times until ended.

Start Date End Date Every

mm/dd/yyyy mm/dd/yyyy Mo Tu We Th Fr Sa Su

***Note: If the Name field does not autopopulate, you will need to send a support request to ZenDesk (support@ymcalouisville.zendesk.com) with the name and description of the class to have it added to the system.**

Sending Notifications

To send a push notification to your members about something happening at the branch (ex. pool closed, pool re opened, class canceled, etc), click the Notifications button, enter your message, and click Send Notification.

Schedules @ OLDHAM COUNTY FAMILY YMCA

Add Schedule Print Schedules

Tue Sep 20 Wed Sep 21 Thu Sep 22 Fri Sep 23 Sat Sep 24 Sun Sep 25 Mon Sep 26 Day Instructor Area Level Type

5:00am	Lap Swim (6 Lanes) Tu @ 5:00am (3 hours 50 minutes) in Pool	
	Cycling - Any Level with Denise H Tu @ 5:30am (45 minutes) in Cycling Studio	
9:00am	Lap Swim (2 Lanes) Tu @ 9:00am (50 minutes) in Pool	
	Low Intensity Shallow Water - Any Level with Michele P Tu @ 9:00am (1 hour) in Pool	
	Cardio Sculpt - Any Level with Rita S Tu @ 9:00am (1 hour) in Gym	
	Yoga - Any Level with Liz L Tu @ 9:00am (1 hour) in Group Fitness Room	
10:00am	Lap Swim (1 Lane) Tu @ 10:00am (2 hours) in Pool	

Notifications

Branch OLDHAM COUNTY FAMILY YMCA

There have been no recent notifications sent to this channel.

Message

100 characters left

Send Notification

Questions

If you have questions, please feel free to contact me at rhupfer@ymcalouisville.org or at 502.572.2609.

If a class and/or instructor does not autopopulate when you're trying to add a schedule, you will need to send a support request to ZenDesk (support@ymcalouisville.zendesk.com) with the name and description of the class or the first name and first initial of last name (ex. Ray H) of the instructor to have them added to the system.