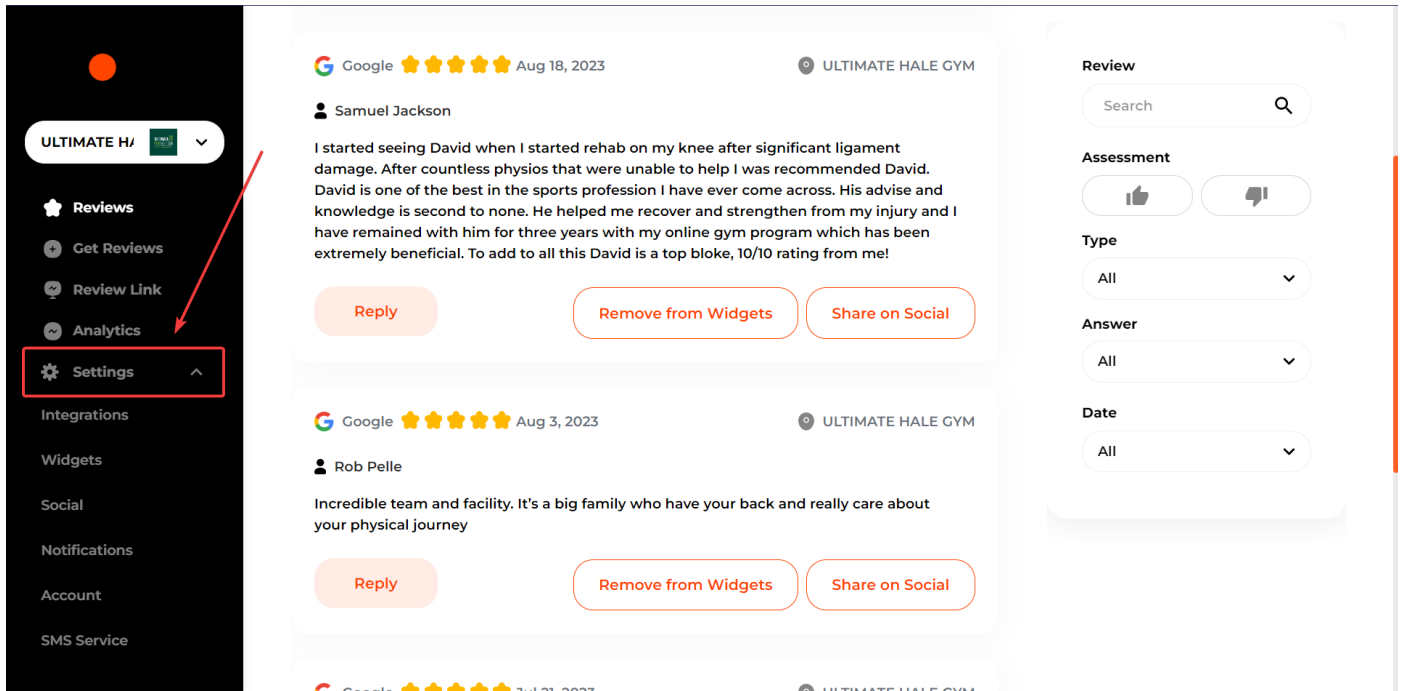


Platform Quick Start Guide

Updating Password

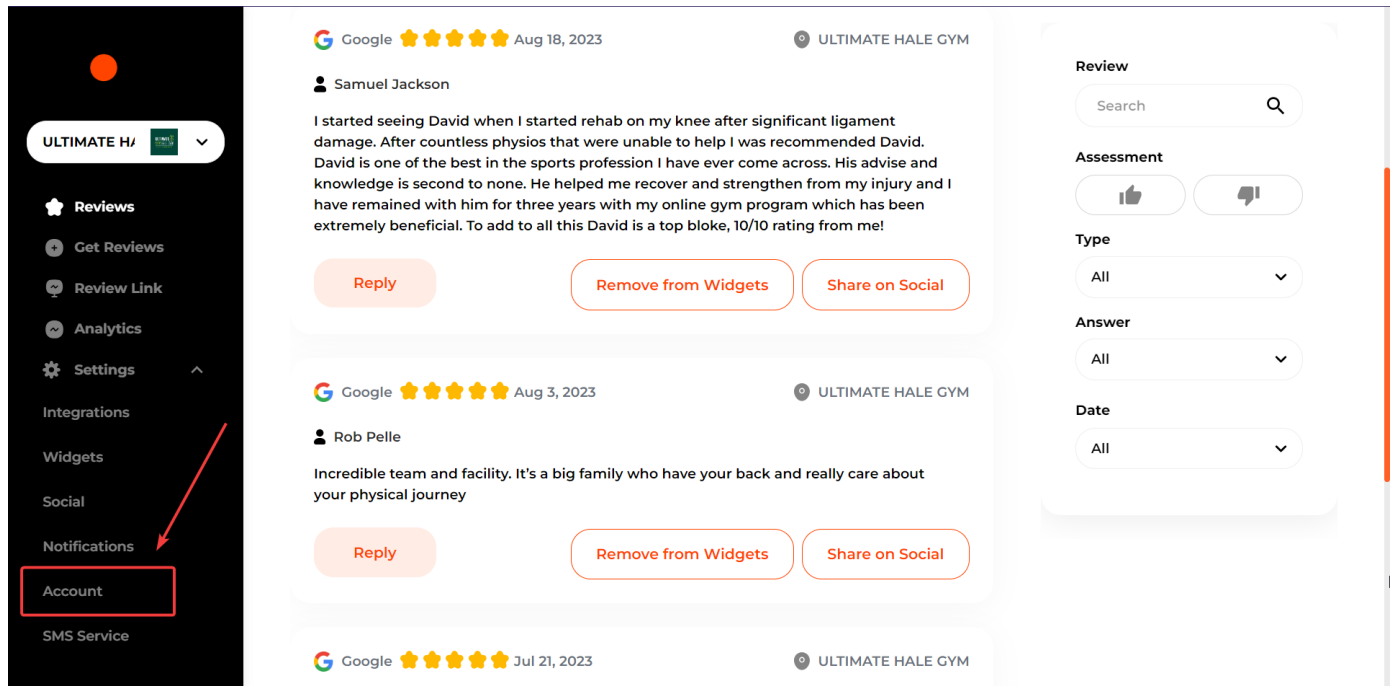
Changing your password helps to keep your account safe.

As soon as you sign in using the credentials sent with the welcome email, you should change the initial password by clicking **Settings** on the left sidebar.

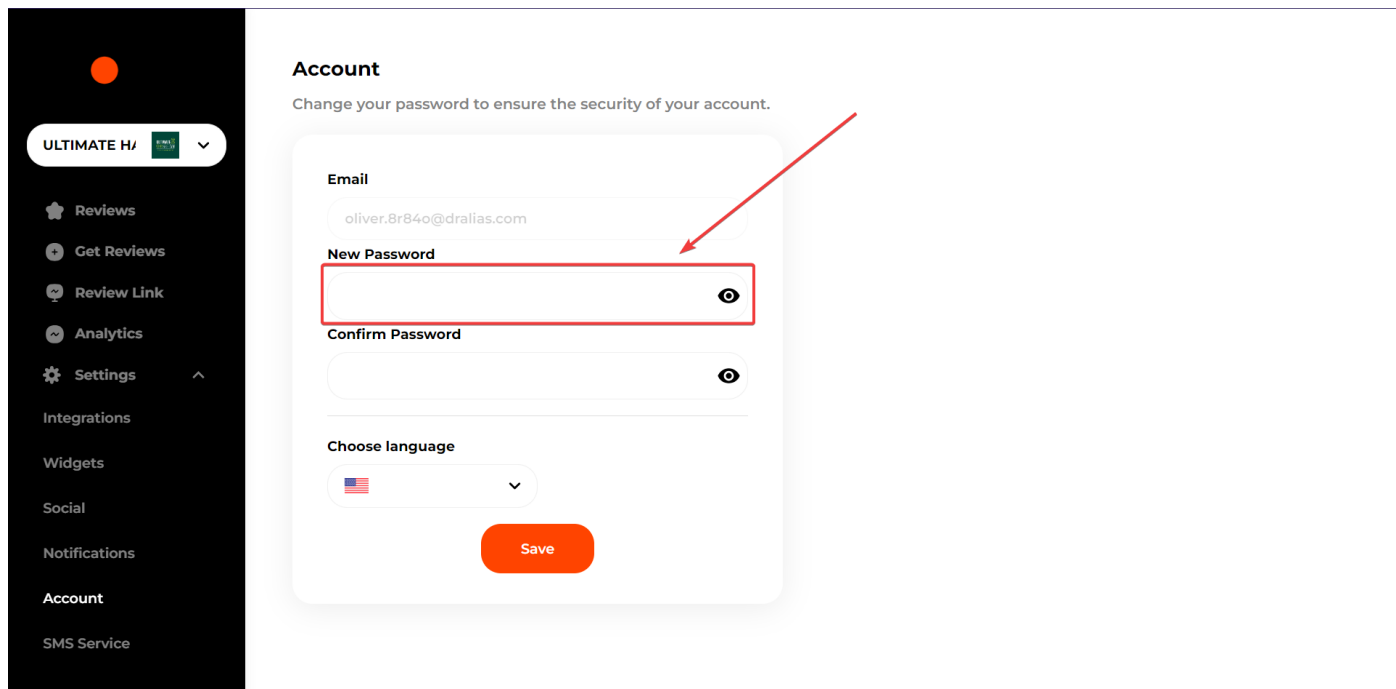


The screenshot displays the Ultimate Hare Gym platform interface. On the left is a dark sidebar with a navigation menu. The menu items are: Reviews, Get Reviews, Review Link, Analytics, Settings (highlighted with a red box and a red arrow), Integrations, Widgets, Social, Notifications, Account, and SMS Service. The main content area shows a list of reviews for 'ULTIMATE HALE GYM'. The first review is from Samuel Jackson, dated Aug 18, 2023, with a 5-star rating. The second review is from Rob Pelle, dated Aug 3, 2023, with a 5-star rating. The third review is partially visible, dated Jul 21, 2023. On the right side of the interface, there are filters for Review, Assessment, Type, Answer, and Date, all set to 'All'.

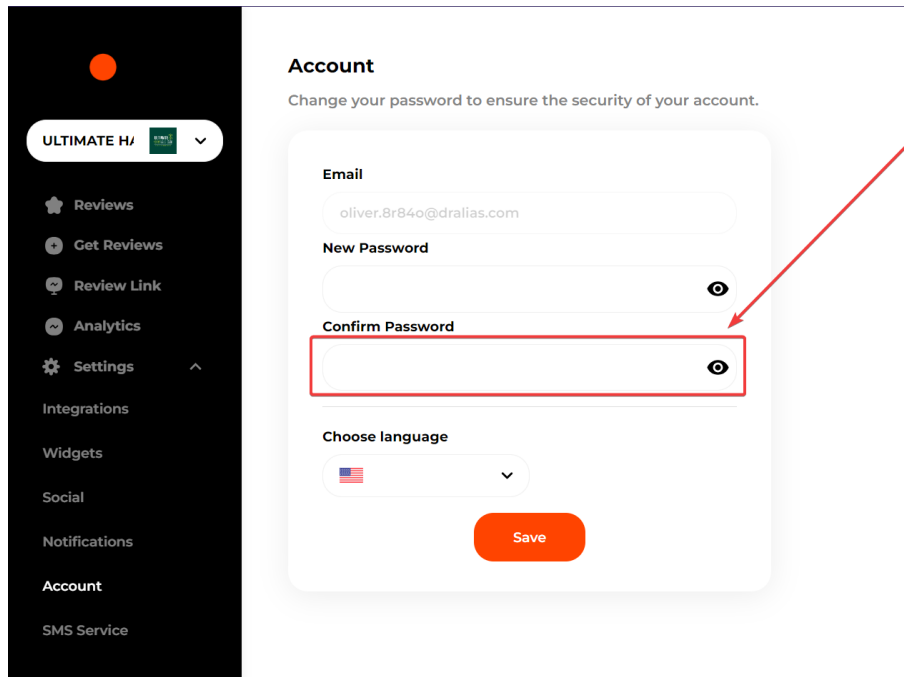
Then click **Account**.



You'll be presented with the field to enter your **New Password**.



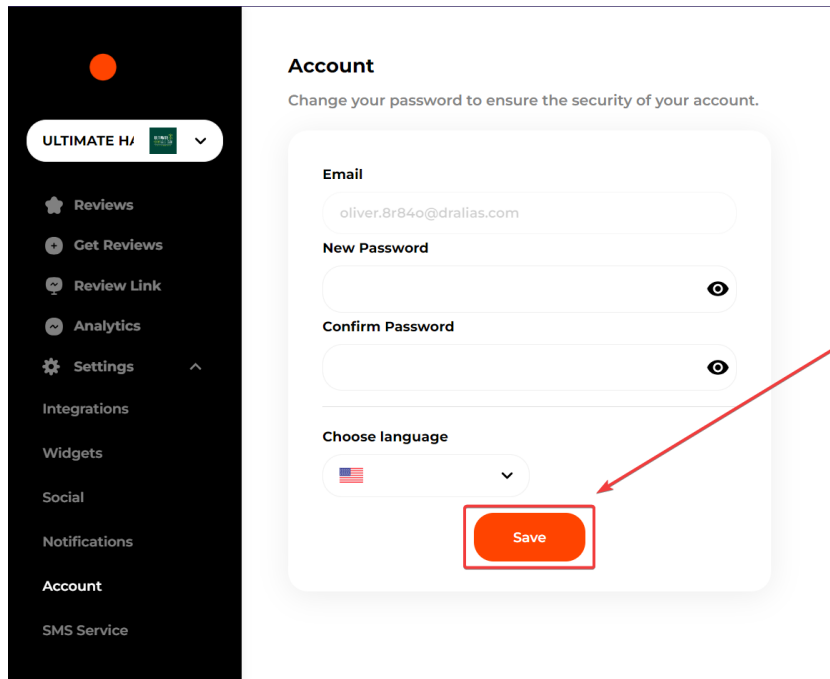
Repeat the same password in the **Confirm Password** field



The screenshot displays a user interface for account management. On the left is a dark sidebar with a menu containing: 'Reviews', 'Get Reviews', 'Review Link', 'Analytics', 'Settings' (highlighted with an upward arrow), 'Integrations', 'Widgets', 'Social', 'Notifications', 'Account' (highlighted with a white background), and 'SMS Service'. The main content area is titled 'Account' and includes the instruction 'Change your password to ensure the security of your account.' Below this is a form with the following elements: an 'Email' field containing 'oliver.8r84o@dralias.com'; a 'New Password' field with a toggle icon; a 'Confirm Password' field, which is highlighted with a red rectangular border and has a red arrow pointing to it from the right; and a 'Choose language' dropdown menu showing a US flag. At the bottom of the form is an orange 'Save' button.

Finally, click **Save**.

Keep your password safe. Moving forward, use your new password to log into your account.



The screenshot displays a user interface for account management. On the left, a dark sidebar contains a menu with items: Reviews, Get Reviews, Review Link, Analytics, Settings (highlighted with a caret), Integrations, Widgets, Social, Notifications, Account, and SMS Service. The main area is titled 'Account' with the instruction 'Change your password to ensure the security of your account.' Below this, there are three input fields: 'Email' (containing 'oliver.8r84o@dralias.com'), 'New Password', and 'Confirm Password'. Each password field has a toggle icon to the right. Below the password fields is a 'Choose language' section with a dropdown menu showing a US flag. At the bottom of the form is an orange 'Save' button, which is highlighted by a red rectangle and a red arrow pointing to it from the right.

Integrations

To start integrating review platforms, firstly click **Settings** on the left sidebar. Then click **Integrations**.

ULTIMATE H/ 

Reviews

Get Reviews

Review Link

Analytics 1

Settings ^

Integrations 2

Widgets

Social

Notifications

SMS Service

Agency Mode

Integrations

Integrate the platforms where you receive or want to receive reviews. Connect with Google and Facebook directly via the login, so you can reply to reviews from the Public reviews section. For the other platforms, simply enter your page link to import reviews. We don't import all the reviews but the most recent ones.

All

E-Commerce

Restaurants

Hospitality

Legal

Healthcare

Ca >



Google

Edit



Trustpilot

Edit



YellowPages

Edit



Facebook

Integrate



Tripadvisor

Integrate



Custom Integration

Integrate



MioDottore

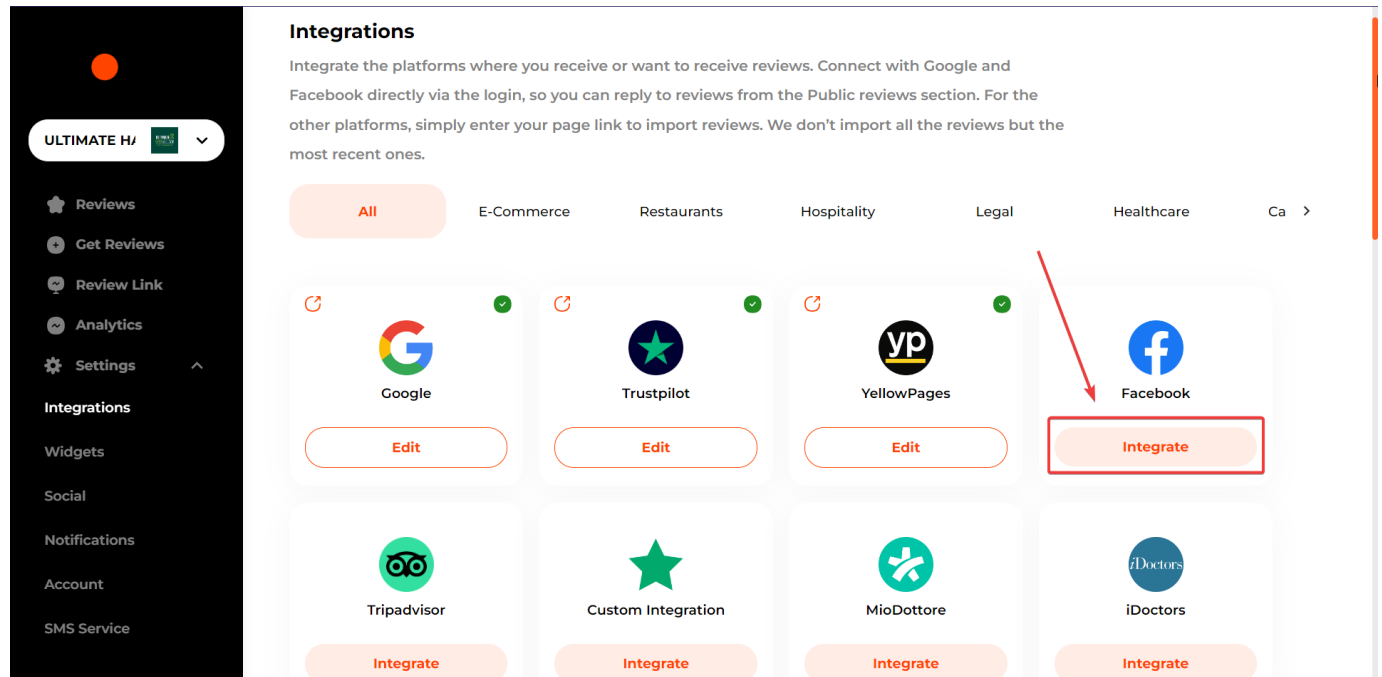
Integrate



iDoctors

Integrate

You can integrate over twenty different review platforms. To connect your platform, simply click **Integrate** below each platform.



After hitting the **Integrate** button, you will see on-screen instructions, guiding you through the platform integrating process.

For instance, the following screenshot shows the integration instructions of the Facebook page.



Link your page

We need to link your business's Facebook page to import reviews. Sign in with the account that manages the page, select your page, and allow access to Online Reviews.

If you've linked other pages before, press "Change Settings" and check the page you want to connect, without removing the others.

Important: Before submitting review requests make sure the "reviews" tab on your Facebook page is active.



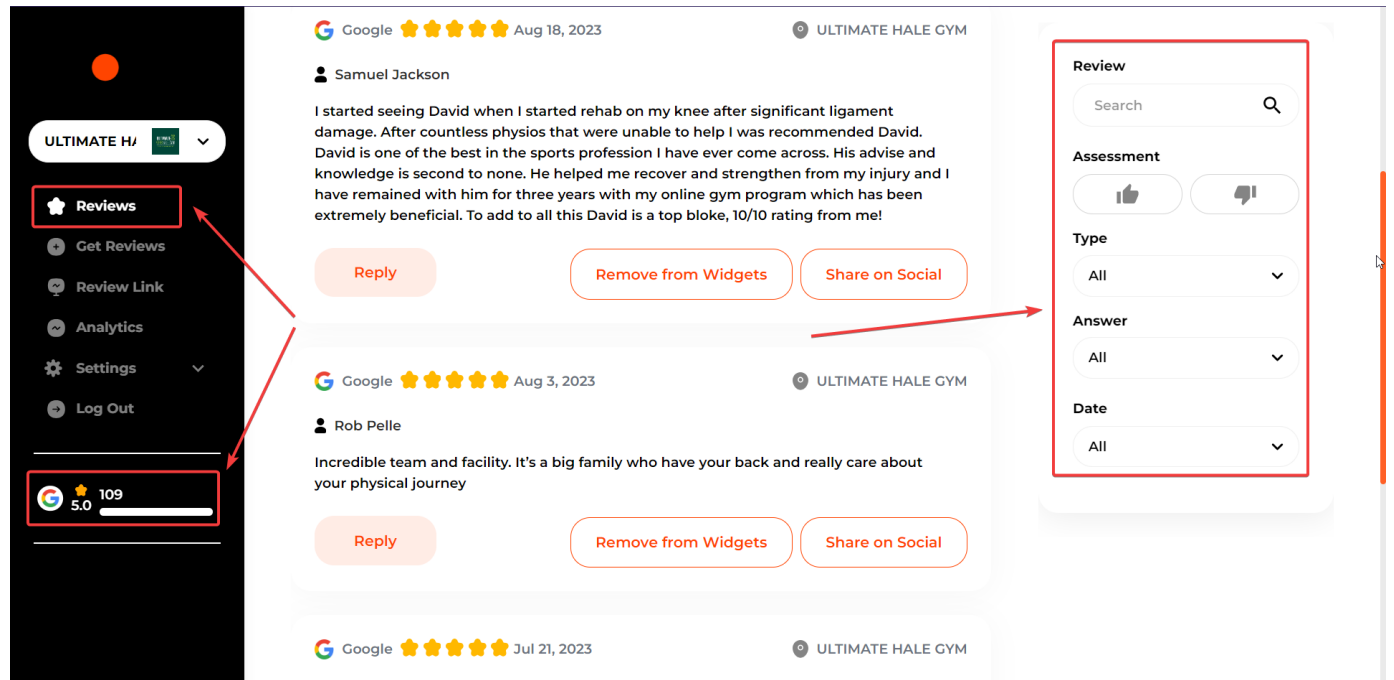
Log in with Facebook

Reviews

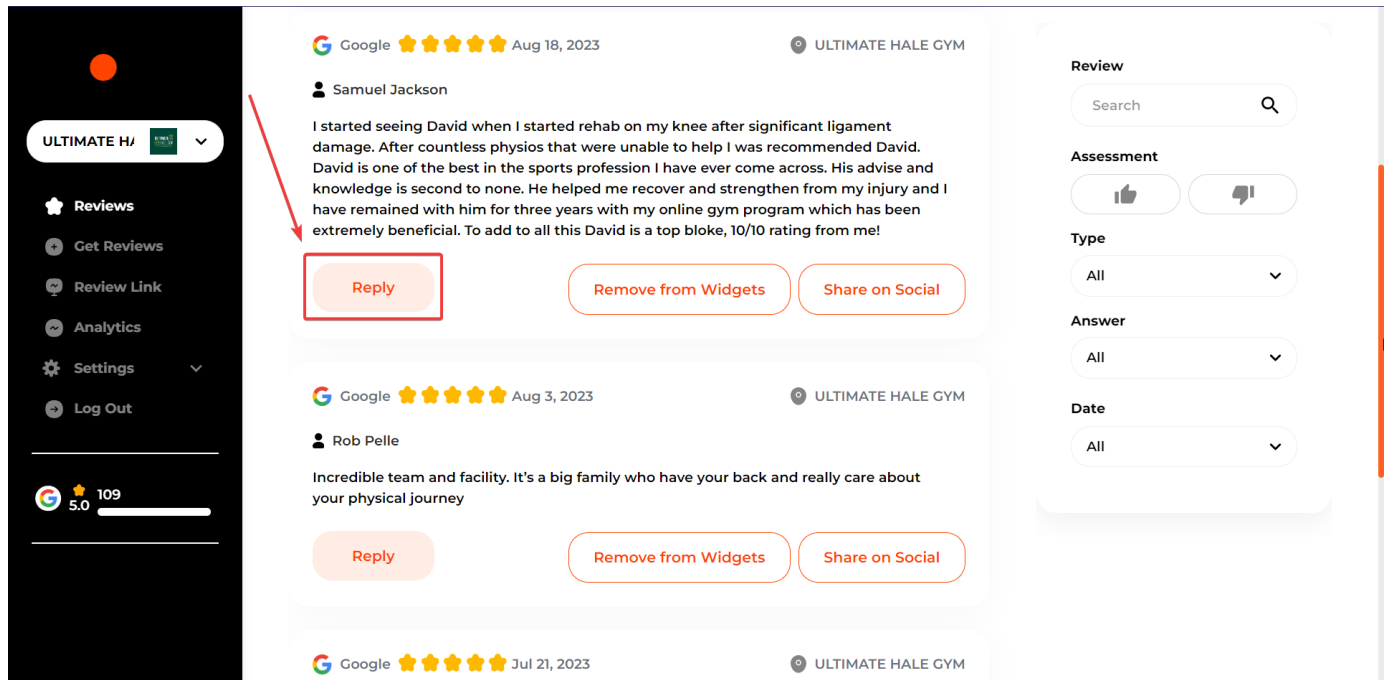
Platform feed automatically updates four times a day with new reviews.

On the left sidebar of **Reviews** section, you will see the list of integrated platforms with rating and number of reviews.

Whereas, on the right sidebar you can search and find reviews with entering keywords, filter reviews by *Assessment*, *Type*, *Answer* and *Date*.



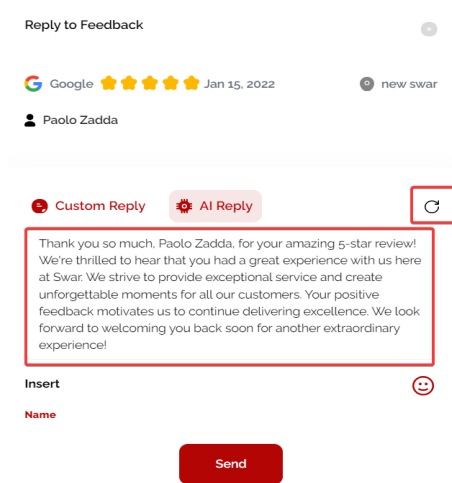
We give you an opportunity to monitor and respond to all reviews right from the platform. To do so, just go ahead and click **Reply** under each review.



AI Reply

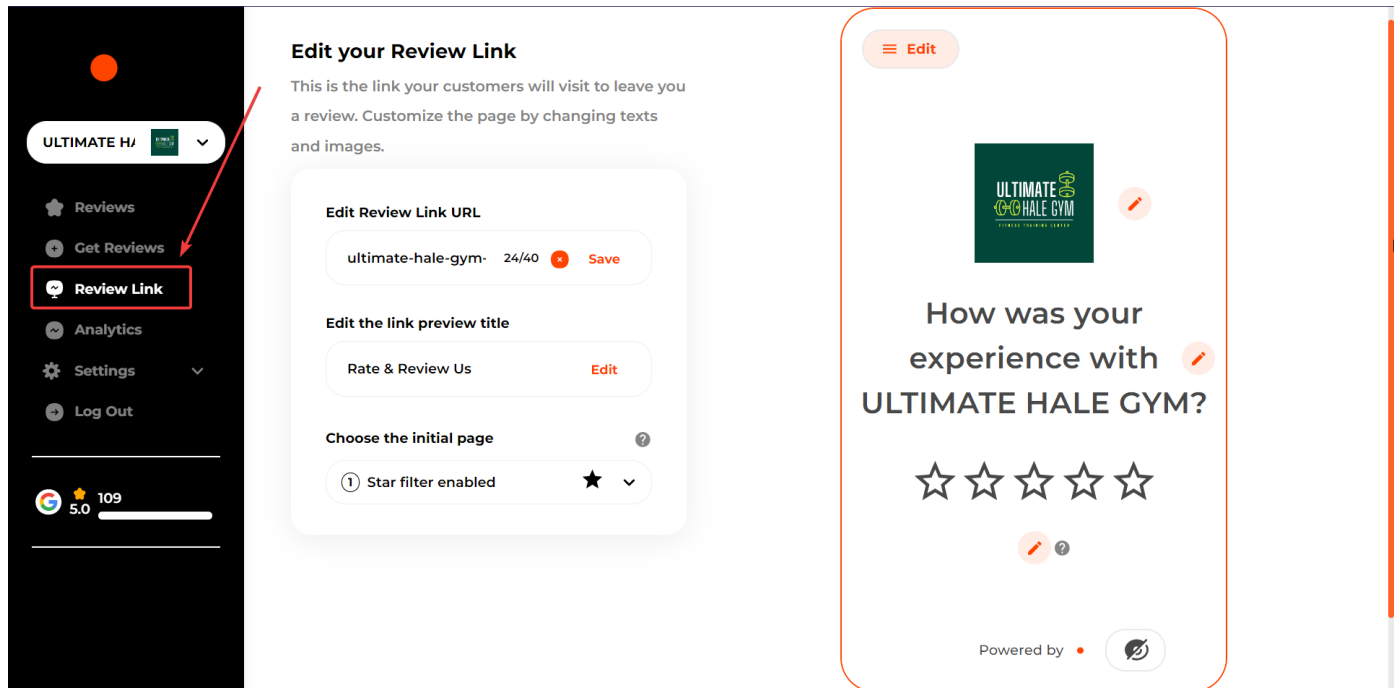
We use the latest AI technology to generate AI replies for your reviews, which ultimately saves you time. After clicking **Reply** on each review, then simply click - **AI Reply**. The platform automatically generates the reply for your review.

If you want AI to generate a new response, simply click a little “reload” button.

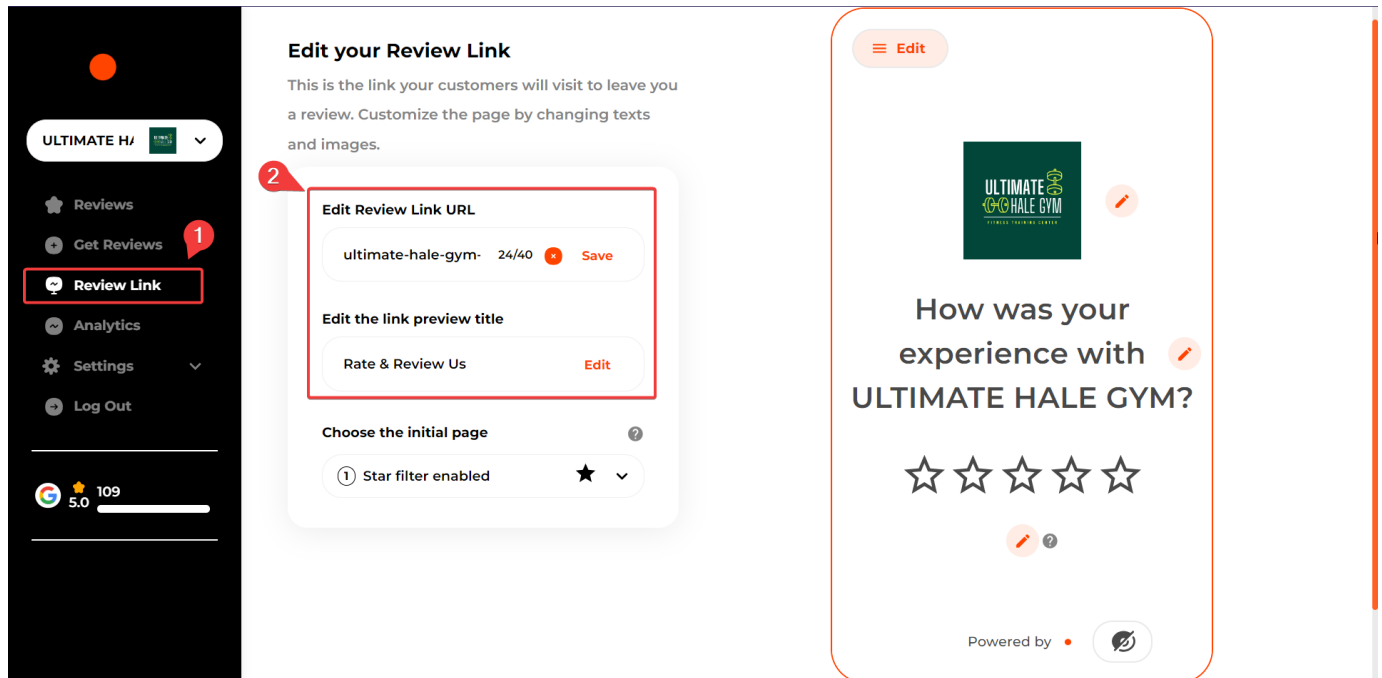


Review Link

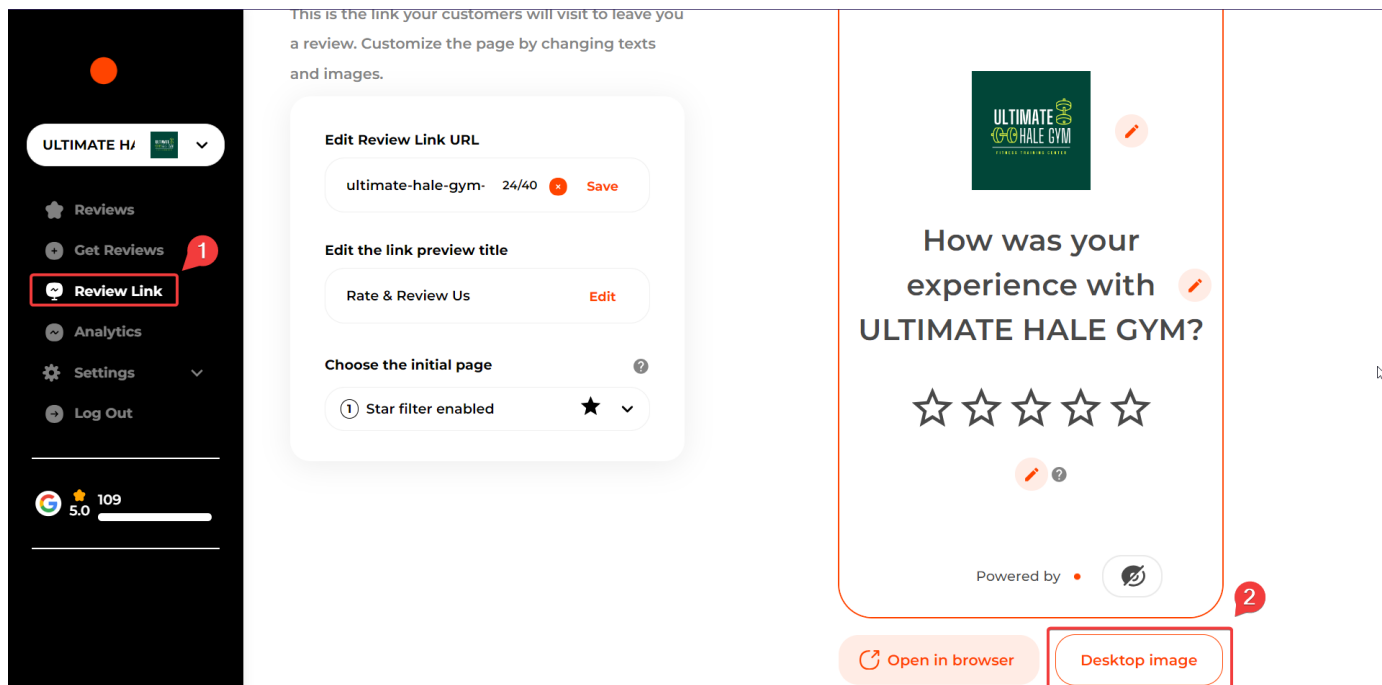
Review Link is the link your customers visit for leaving a review. You can customize the review link by clicking **Review Link** on the left sidebar.

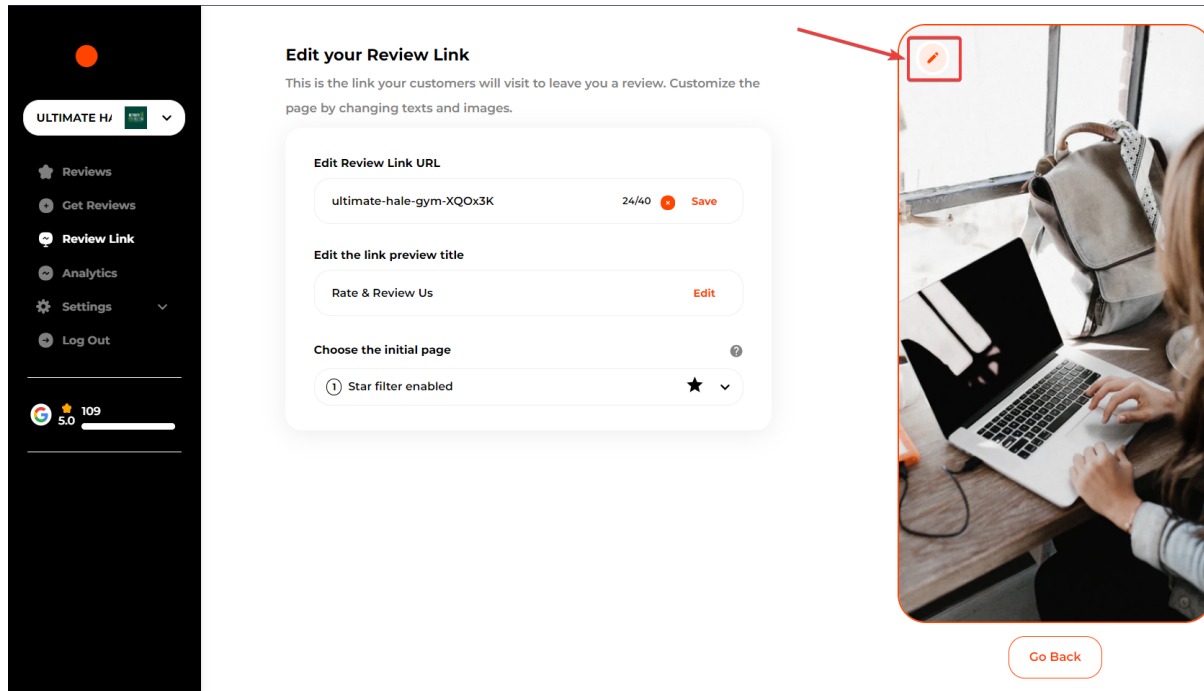


From **Review Link** you can edit review link URL and link preview title.



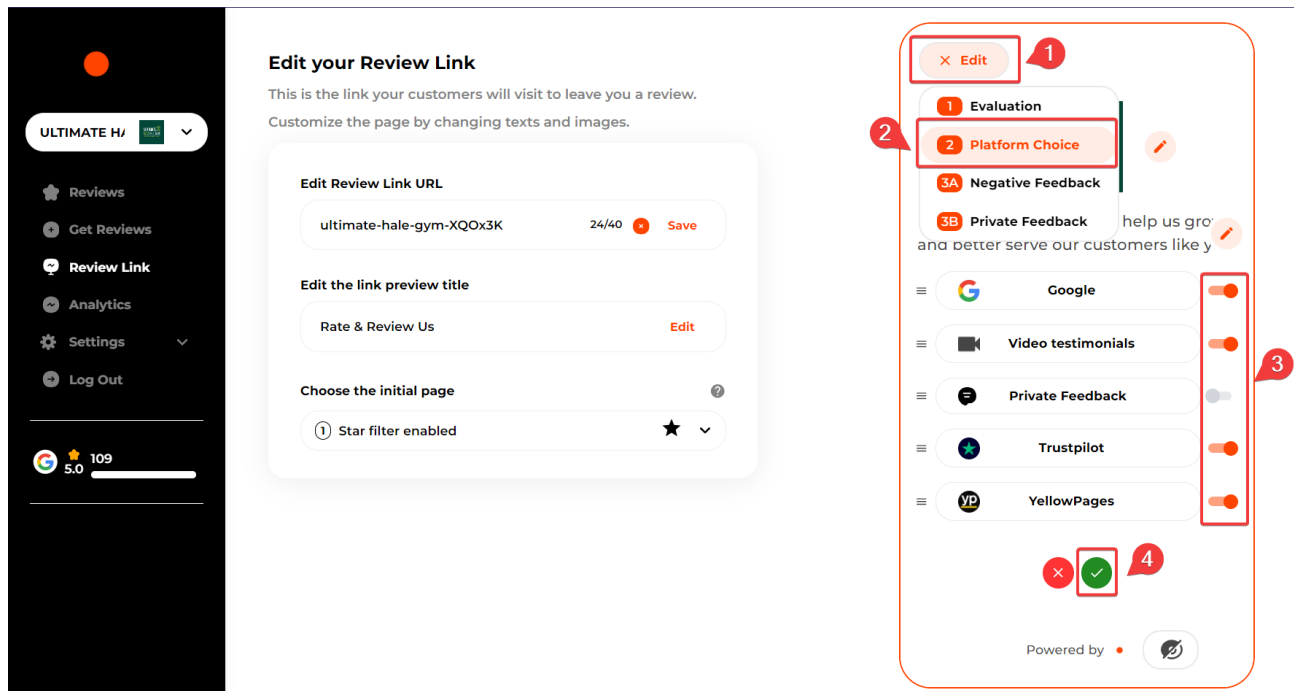
Click **Desktop Image** and then, **a little pencil** icon in the top left corner to update the desktop image. Image size - 720 px x 900 px.



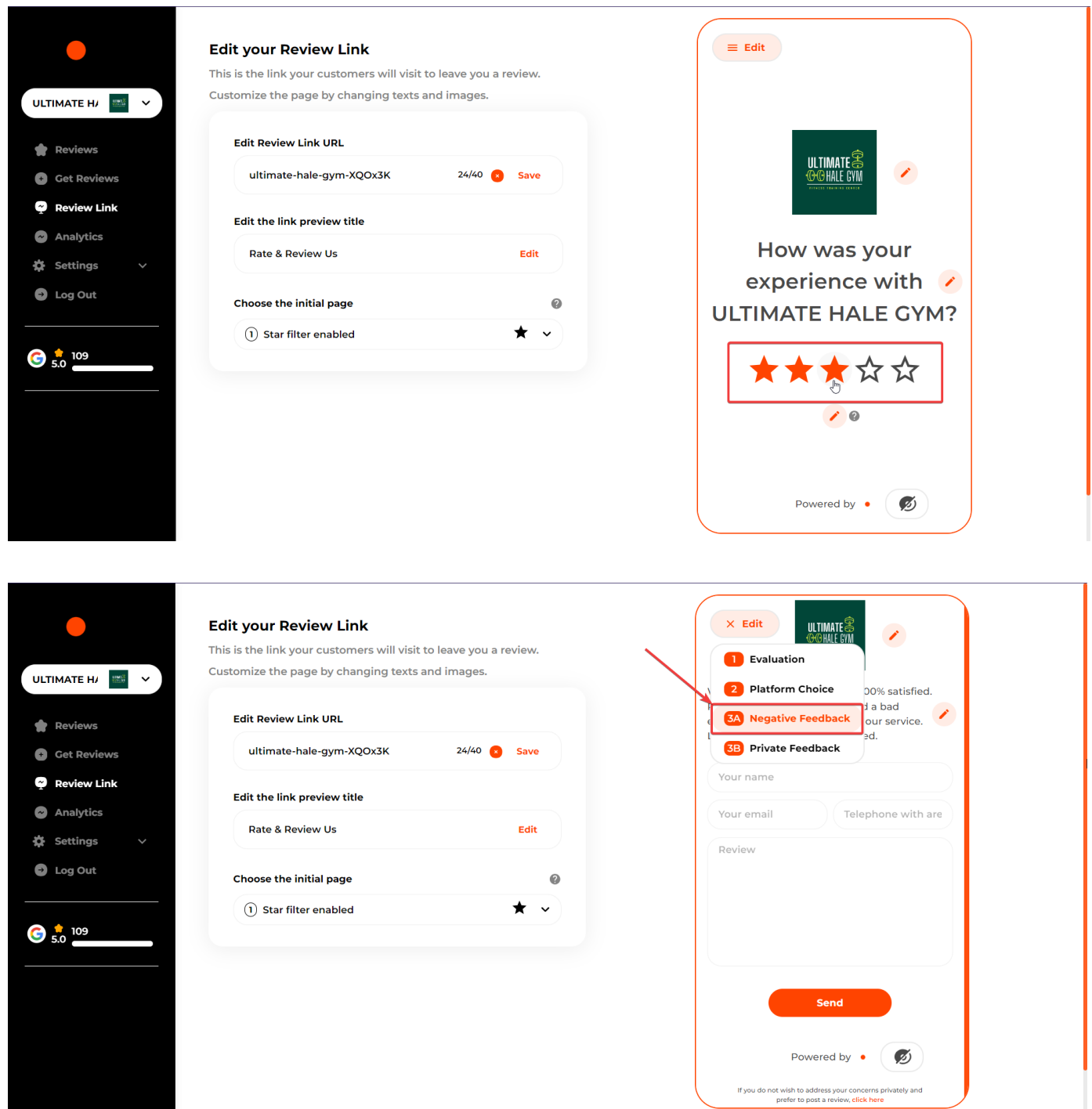


On **Platform Choice** section, you can enable or disable platforms you'd like to showcase on the Review Link.

Once you choose platforms of your choice, make sure to save changes by clicking the green checkmark button.

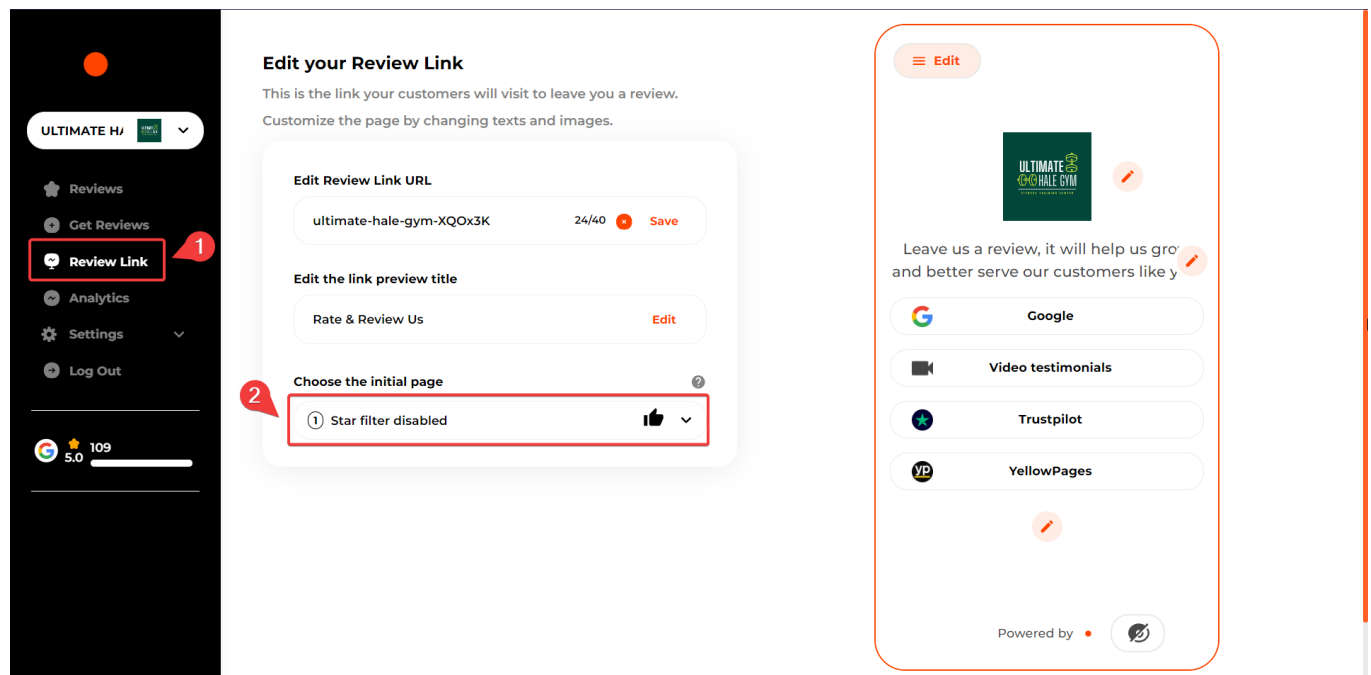


Negative Feedback section shows the page your customers see when they want to write a 1, 2 or 3-star review. We ask your dissatisfied customer to leave their contact information to follow-up later on, in order to answer their concerns privately.

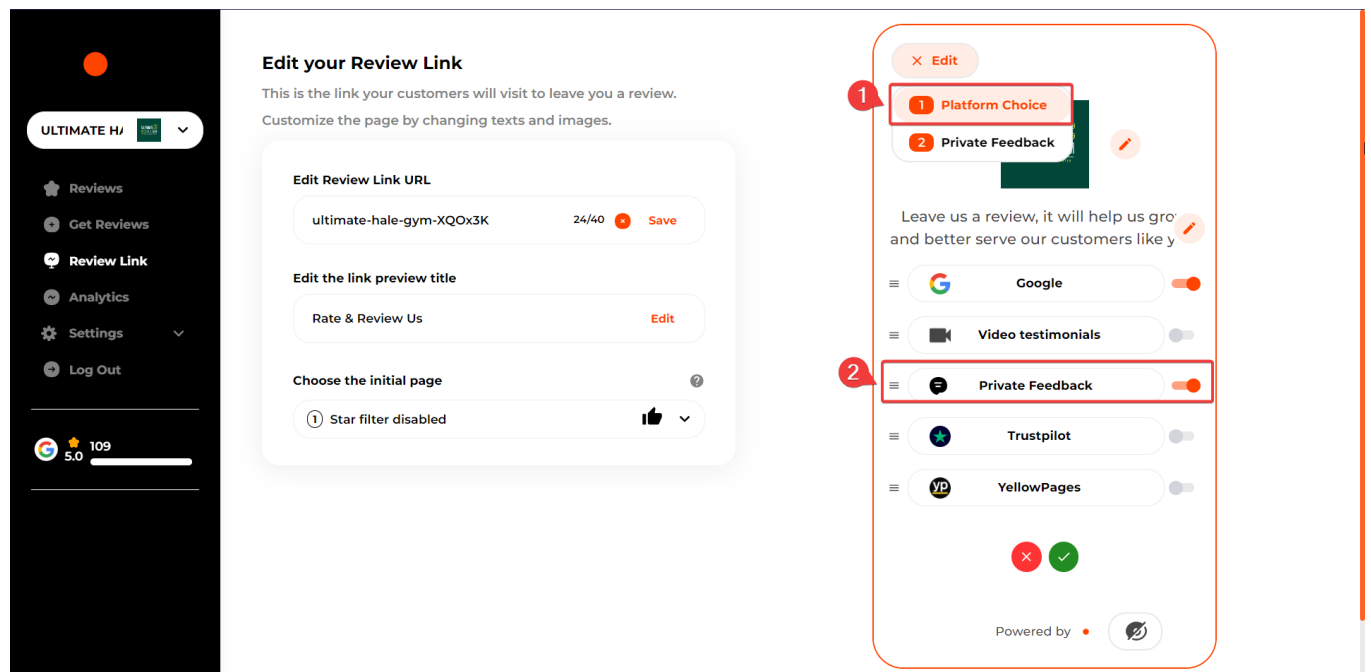


If your customers want to write a 4 or 5-star review, a Negative Feedback page **will not be presented**.

Showing **Negative Feedback** page / Internalizing negative feedback is optional, and you can disable it by clicking **Review Link** and choose **Star filter disabled**.



Private Feedback section shows the page your customers see when they want you to leave a private feedback from your review link.



Customers can leave private feedback/rate their recent experience by choosing 1 to 5 stars, filling out a quick form and then click **Send**.

The image displays the 'Edit your Review Link' interface for 'ULTIMATE HALE GYM'. On the left is a dark sidebar with navigation options: Reviews, Get Reviews, Review Link (selected), Analytics, Settings, and Log Out. Below the sidebar is a Google rating of 5.0 with 109 reviews. The main content area is titled 'Edit your Review Link' and includes instructions: 'This is the link your customers will visit to leave you a review. Customize the page by changing texts and images.' It features three sections: 'Edit Review Link URL' with the text 'ultimate-hale-gym-XQOx3K' and a 'Save' button; 'Edit the link preview title' with the text 'Rate & Review Us' and an 'Edit' button; and 'Choose the initial page' with a dropdown menu showing '1 Star filter disabled'. To the right is a mobile preview of the review form, which includes a star rating (4 stars selected), input fields for 'Your name', 'Your email', and 'Telephone with are', a 'Review' text area, and a prominent orange 'Send' button. A red arrow points from the 'Send' button in the preview to the 'Send' button in the main interface.

Request Reviews

You can request reviews by clicking **Get Reviews** on the left sidebar and start requesting reviews via SMS, Email, WhatsApp and QR Code.

To send review requests, you can Upload a CSV file or invite customers individually by entering Name and Number/Email manually (to add a new customer, click “Add line”).

Make sure you have consent to send messages. Check *I have consent to send messages to this contact* and then click **Request a review**.

The screenshot displays the 'Get Reviews' section of a dashboard. On the left, a dark sidebar contains navigation links: 'Reviews', 'Get Reviews' (highlighted with a red box and callout 1), 'Review Link', 'Analytics', 'Settings', and 'Log Out'. The main content area is titled 'Request reviews via email' and includes a sub-header 'Invite your customers' with a 'Monthly limits: ∞' indicator. Below this, a question 'Do you have a list of contacts?' is followed by an 'Upload a CSV' button (callout 3). There are two input fields: 'Name' (callout 4) and 'Email'. A checkbox labeled 'I have consent to send messages to this contact' is checked (callout 4). At the bottom of this section are two buttons: 'Add line' and 'Request a review' (callout 5). Below the main form is an 'Edit Template' section with a 'Customize the Review Link' link. It features a preview of an email template with the 'UHG' logo and a 'Customize the sender' field showing 'UHG' and '3/40'.

Once you are in the **Get Reviews** section, just scroll, and you can customize review request templates for SMS, Email and WhatsApp.

You can optionally send an automatic SMS/Email reminder after 3 and/or 7 days if the customer doesn't leave a review on the initial request.

We give you an opportunity to customize SMS/Email reminder templates too.

ULTIMATE H/

Reviews

Get Reviews

Review Link

Analytics

Settings

Log Out

109

UHG

Hi andrea,
Thanks for choosing us. We ask you to leave us a review.
[ultimate-hale-gym-XQOx3K](#)

Customize the sender ?
UHG 3/11

Customize the message
Hi **Name**,
Thanks for choosing us. We ask you to leave us a review.
Your link

Insert
Company name Name Your link

Save template

ULTIMATE H/

Reviews

Get Reviews

Review Link

Analytics

Settings

Log Out

109

Send an automatic SMS reminder every 3 and/or 7 days if the customer did not leave a review.

Trigger reminders after 3 days

Customize the message
Hi **Name**,
Thanks for choosing us. We ask you to leave us a review.
Your link

Insert
Company name Name Your link

Save

Trigger reminders after 7 days

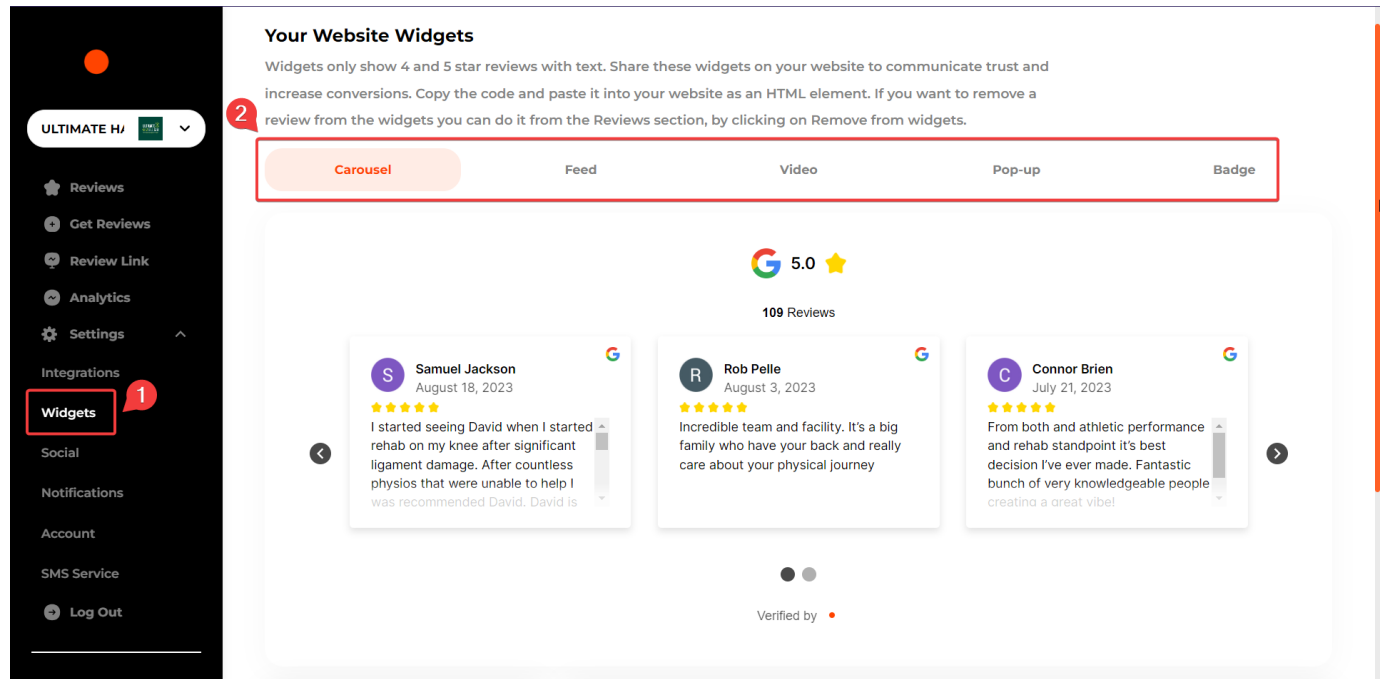
Customize the message
Hi **Name**,
Thanks for choosing us. We ask you to leave us a review.
Your link

Insert
Company name Name Your link

Save

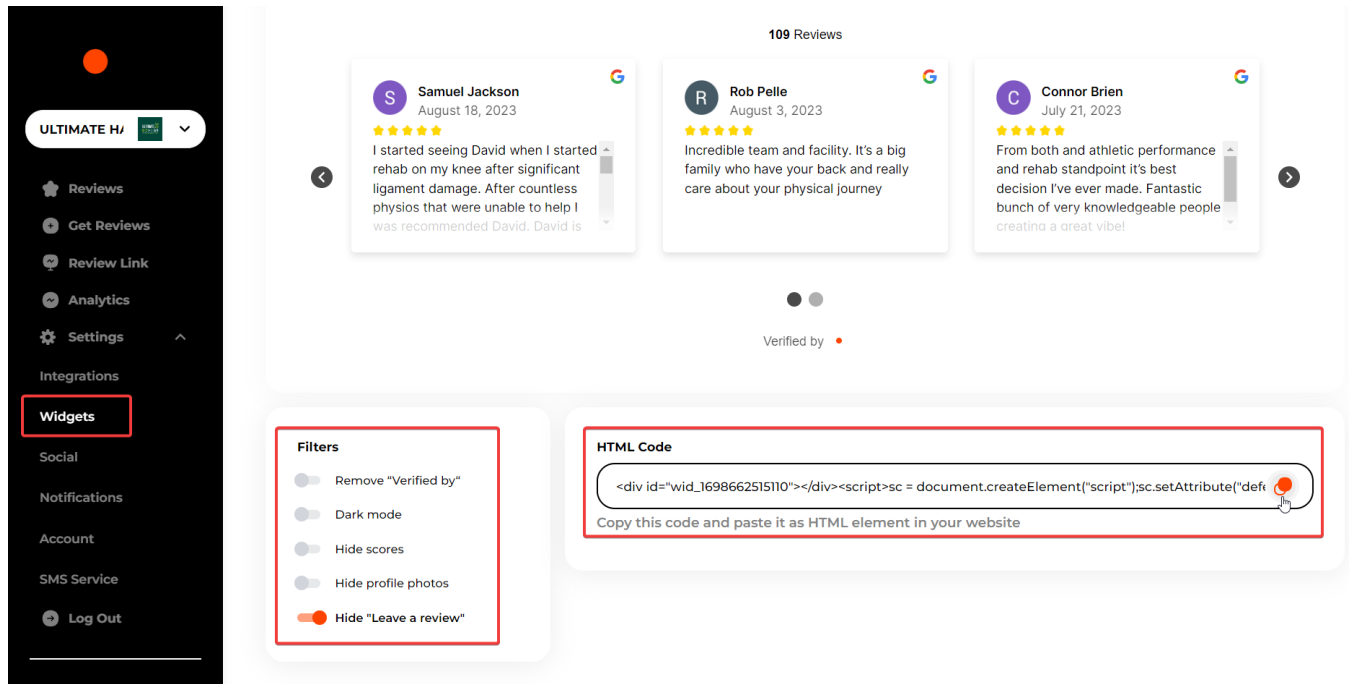
Website Widgets

We have five types of website widgets (Carousel, Feed, Video, Pop-up, Badge) showcasing 4 and 5-star reviews with text on the customer's website.



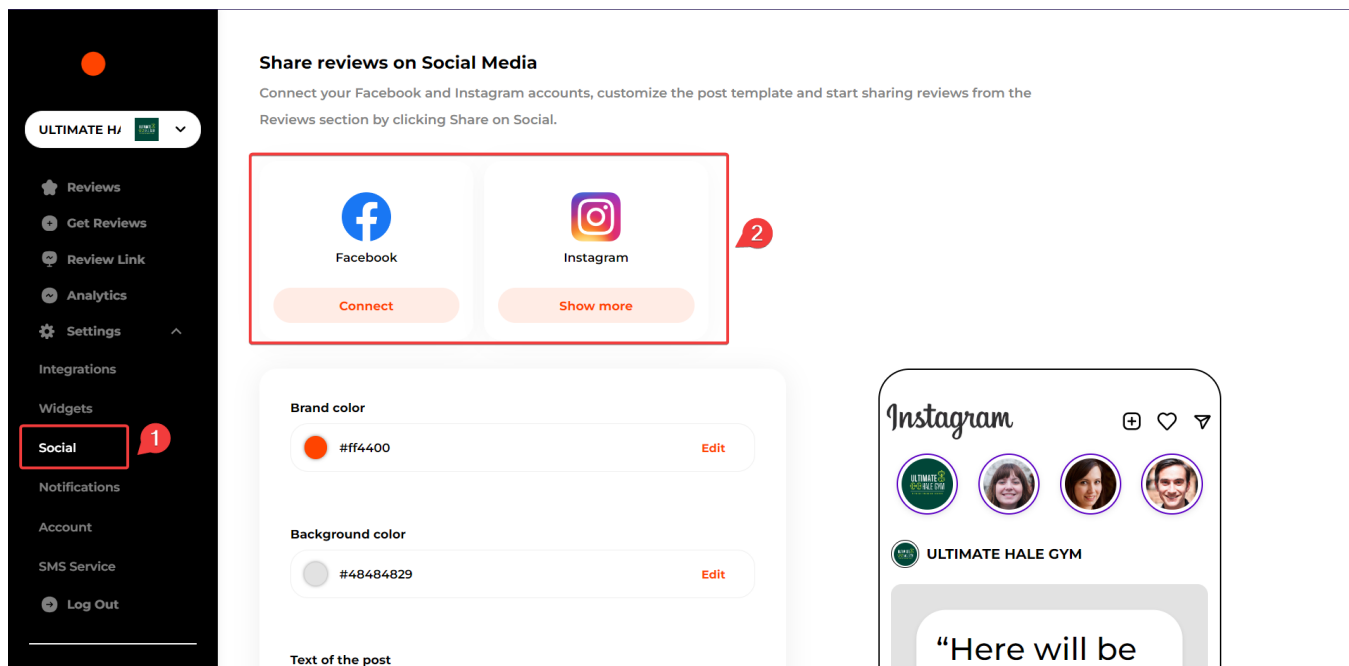
You can scroll down and further customize website widgets using different filters: **Remove “Verified By”** on the website widget, **Dark mode**, **Hide scores** of the integrated review platforms, **Hide profile photos** of the reviewers, **Hide “leave a review”** of the website widget.

After choosing your favorite website widget type with customization, simply copy the HTML code and paste it on your website.

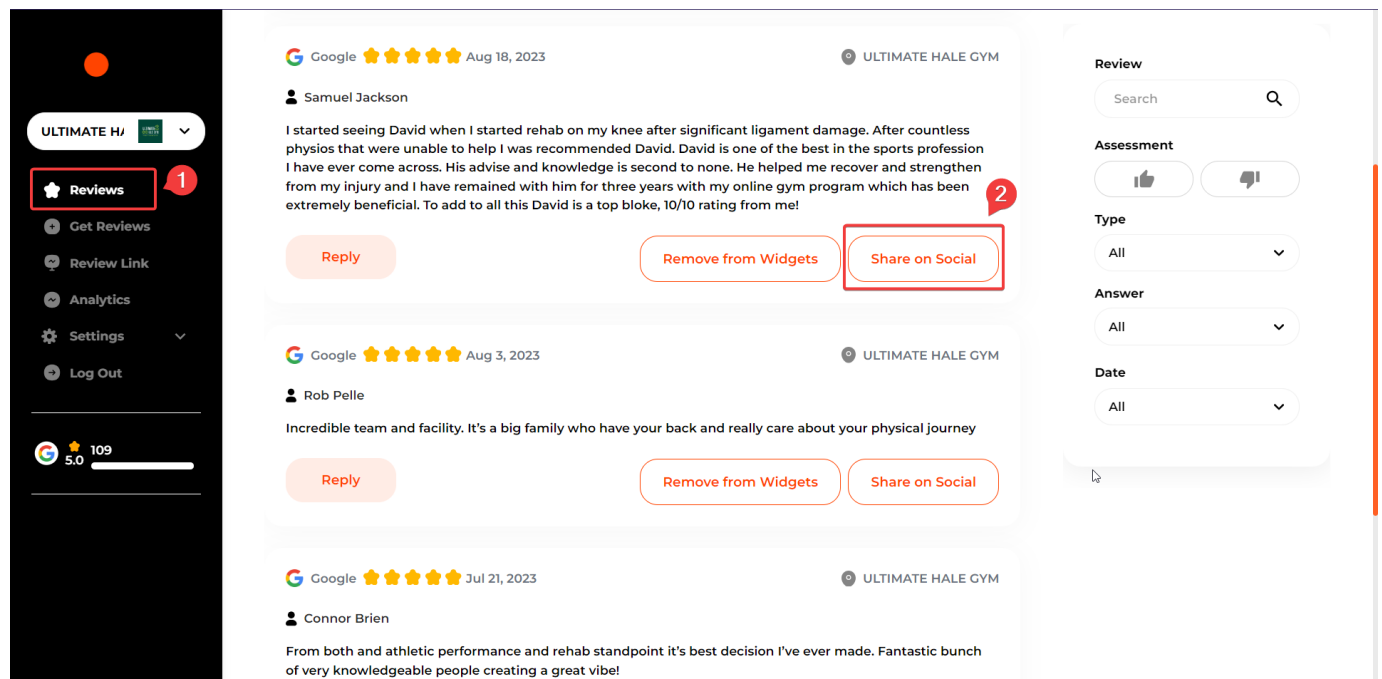


Social Sharing

With the social sharing feature, you can connect your Facebook/Instagram accounts and customize the post template.



Now go ahead and start sharing reviews by clicking **Share on Social** under each review.



Analytics

The Analytics section enables you the opportunity to visualize your growth with charts, populated with data that's updated once a day.

Analytics section shows Number of **New Public Reviews**; **Reviews Growth** chart, representing the number of reviews over time; **Average Rating Growth** representing the average of the reviews over time, which have been normalized on a scale from 1 to 5.

Reviews Funnel consists of:

Invites Sent: Total number of email, SMS and WhatsApp campaigns sent in the selected time frame.

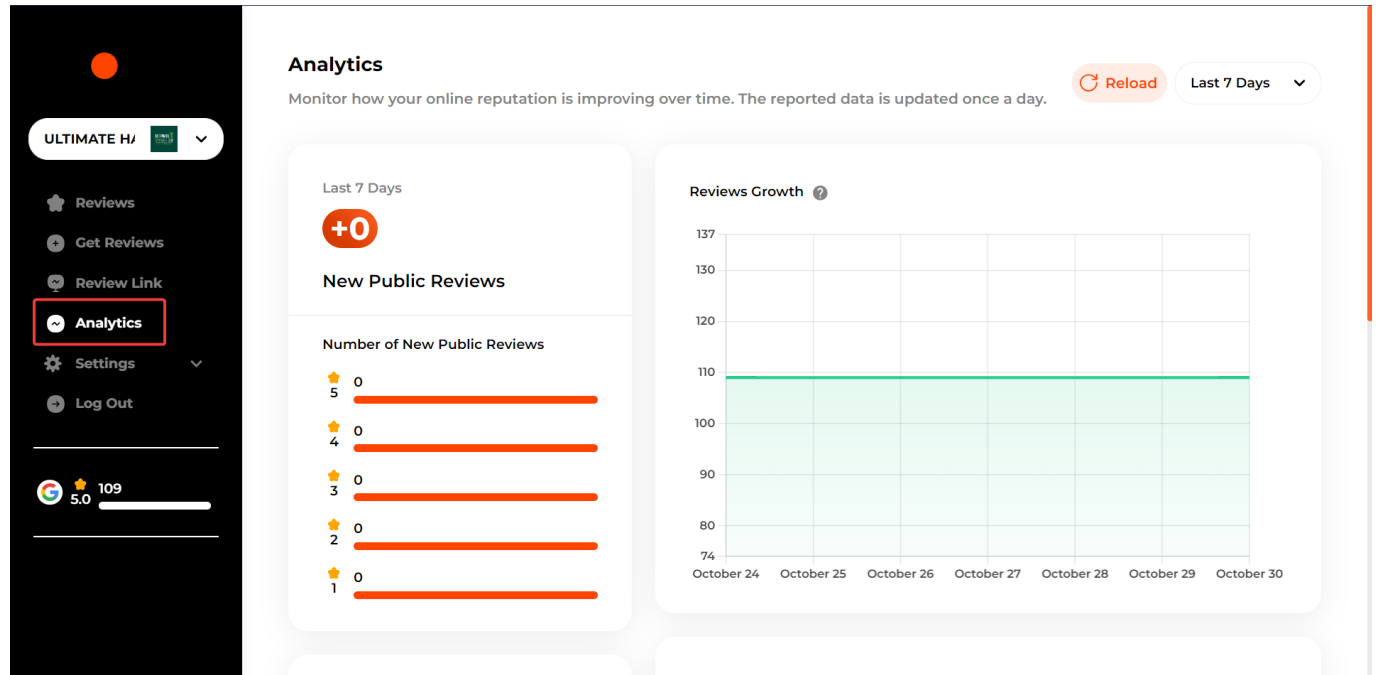
Total Visits: The total number of visits to your Review Link in the selected time frame.

QR Code Visits: the total number of visits to the Review Link deriving from the QR code in the selected time frame.

New Public Reviews: reviews on public platforms (e.g. Google) in the selected time frame.

Video reviews and private reviews are excluded.

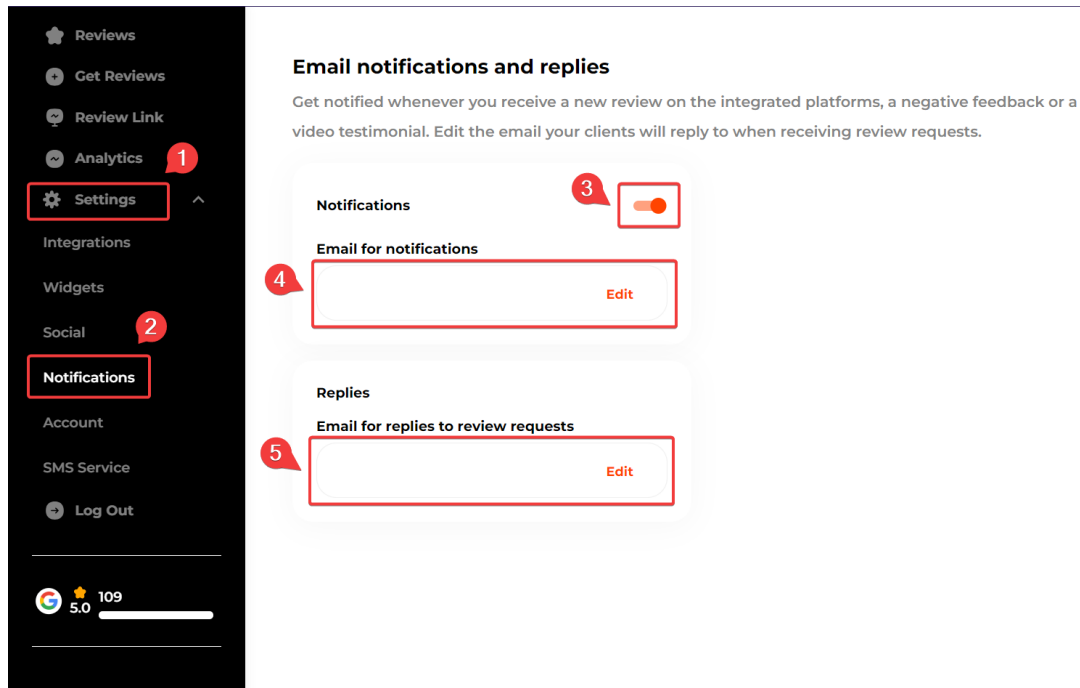
Negative Feedbacks: private reviews resulting from negative customer experiences in the selected time frame.



Notifications

To receive email notifications for new reviews, please go to **Settings**, then click **Notifications**.

Make sure **Notifications** toggle is on. Then go ahead and enter your email in the following fields: *Email for notifications* and *Email for replies to review requests*.



SMS Service

SMS Service enables you to connect your own messaging provider to send SMS review requests. If you are sending SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign.

To access SMS service, click **Settings** → **SMS Service**

Set up Twilio by entering **Account SID** and **Auth Token**. Once you're done, click **Save** to save changes.

Reviews

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Account

SMS Service

Log Out

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5.0

SMS Service

Connect your own messaging provider to send SMS review requests. If you are sending SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign.

Twilio

Telnyx

Setup Twilio

Connect your Twilio account to send SMS with your own Twilio phone number. To register a 10DLC campaign via Twilio [click here](#).

Account SID

Auth Token

Reset All

Save

You can also set up Telnyx by entering the Api Key and click **Save**.

Reviews

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5.0

SMS Service

Connect your own messaging provider to send SMS review requests. If you are sending SMS to United States numbers, your connected phone must have an approved 10DLC or toll-free campaign.

Twilio

Telnyx

Setup Tenyx

Connect your Telnyx account to send SMS with your own Twilio phone number. To register a 10DLC campaign via Telnyx [click here](#).

Api Key

Reset All

Save