true VWORLD

true VWORK

User Guide

Updated : Jan 2022

Content

Topic	Page
Type of account	4
Registration	6
Steps to Log in	17
Steps to Log out	20
Personal information (Profile)	23
Steps to change password	27
Features and permission	34
How to use true VWORK	37
Menu : People	40
Menu : Chat	44

Content

Topic	Page
Menu : Video Conference (true VROOM)	51
Menu : Check in	60
Menu : Task	70
Menu : Card	75
Menu : Form (Online approval)	80
Menu : Workflow (Online approval)	87
Menu : Library	94
Menu : Discover	100
Menu : Portal	106
Menu : Calendar	110

Types of Account

Account type

Official Account

Create official working or learning spaces for organizations, departments, companies or educational institutions.

This type of account will receive subdomain names as desired and users will be able to use all features available. To register, documents of the organization, department, company or educational institutes must be attached in order to verify identity

General Account

Create unofficial working or learning spaces for the general public or different departments.

This type of account will use a central domain name and users will be able to use all features available. It is easy to register and users can change to an Official Account later on

Registration

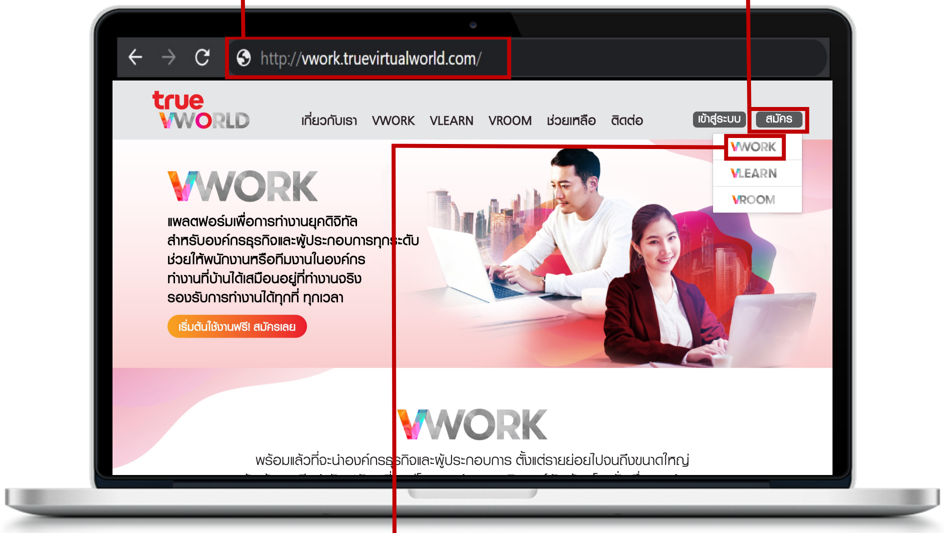
Steps to Register

Official Account

Steps to Register (Official Account)

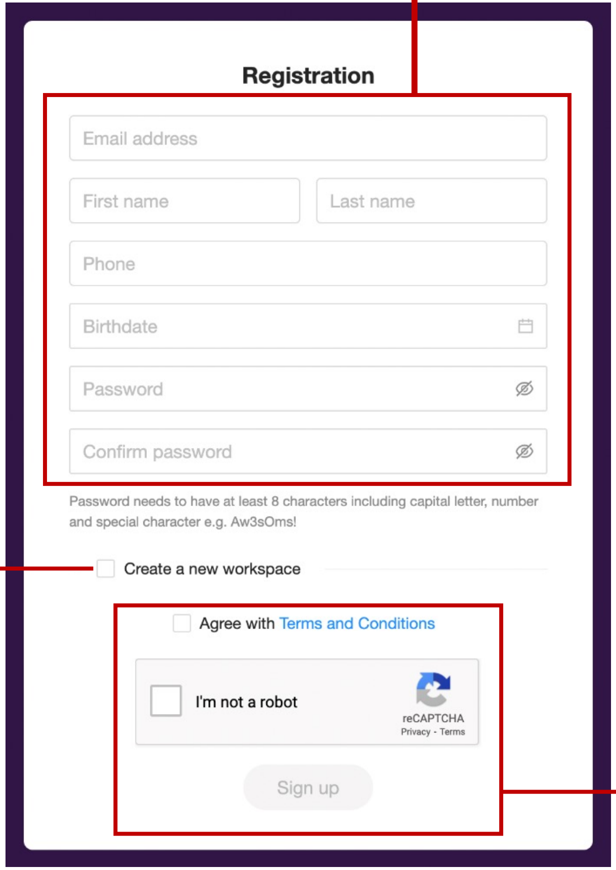
1 Go to : http://truevirtualworld.com

2 Click สมัคร



3 Tap VWORK

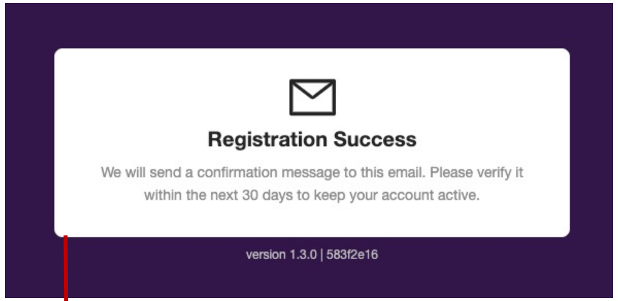
4 Enter all the information



**Don't Tap "Create a new workspace"

5 Check box ☑

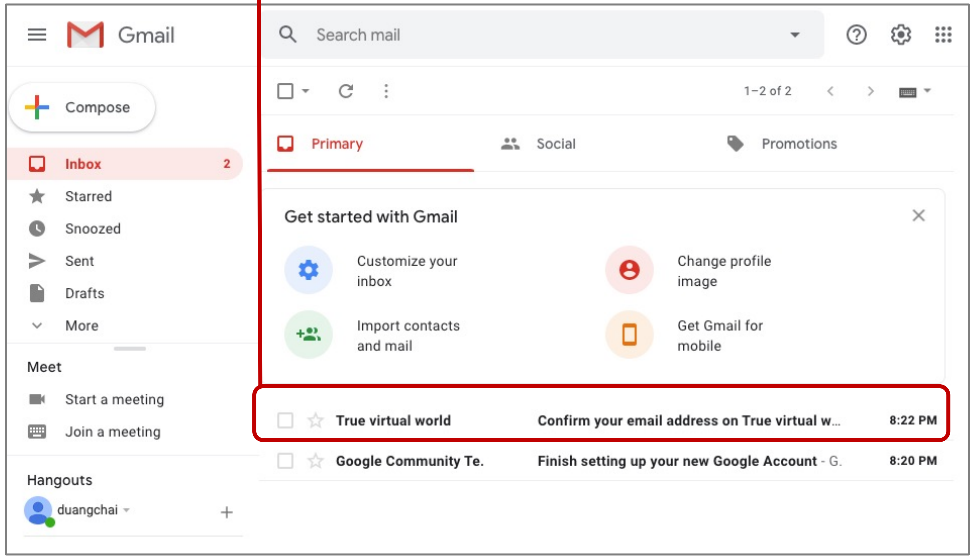
and Tap "Sign up"



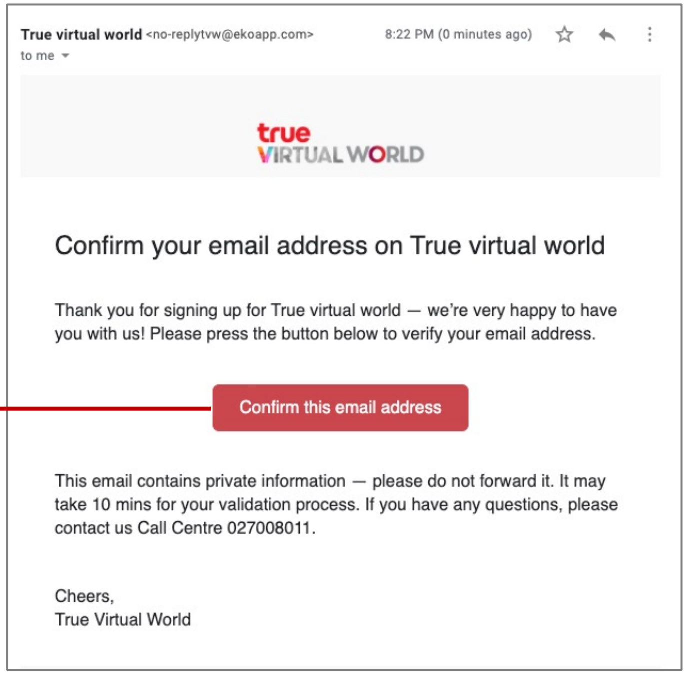
6 Verify via an Email

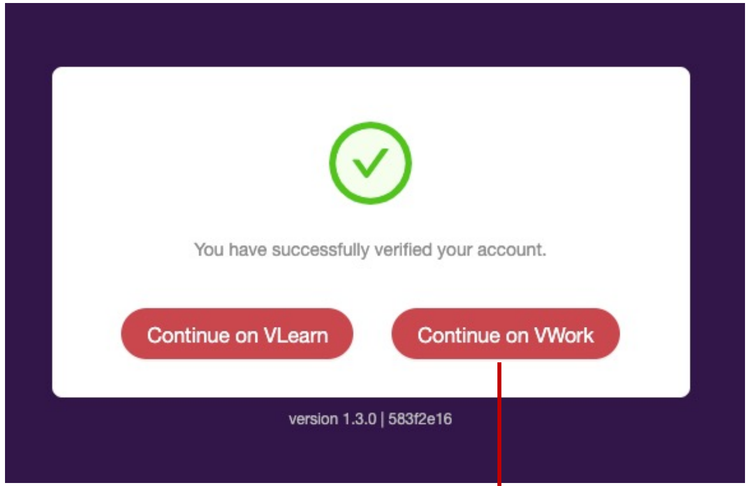
Steps to Register (Official Account)

7 Check an Email



8 Tap Confirm this email address





9 Continue on VWork

Tap Continue on VWORK only

Steps to Register (Official Account)

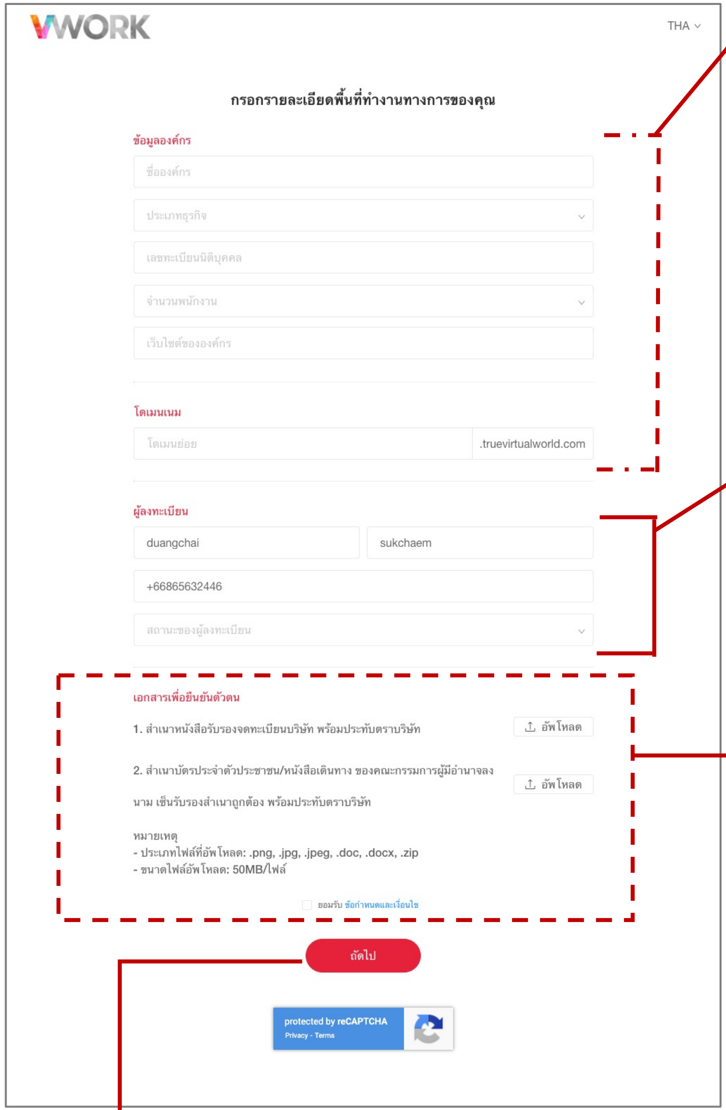
Tap บัญชีทางการ only!!!

10 Select a “Types of account”

to create a new workspace

or เข้าร่วมพื้นที่ทำงานที่มีอยู่แล้ว

If want to join an existing workspace



11 Enter all information

Business organization information

- Organization name
- Business type
- Business registration No.
- Number of employee
- Website
- Domain name

Registrant information

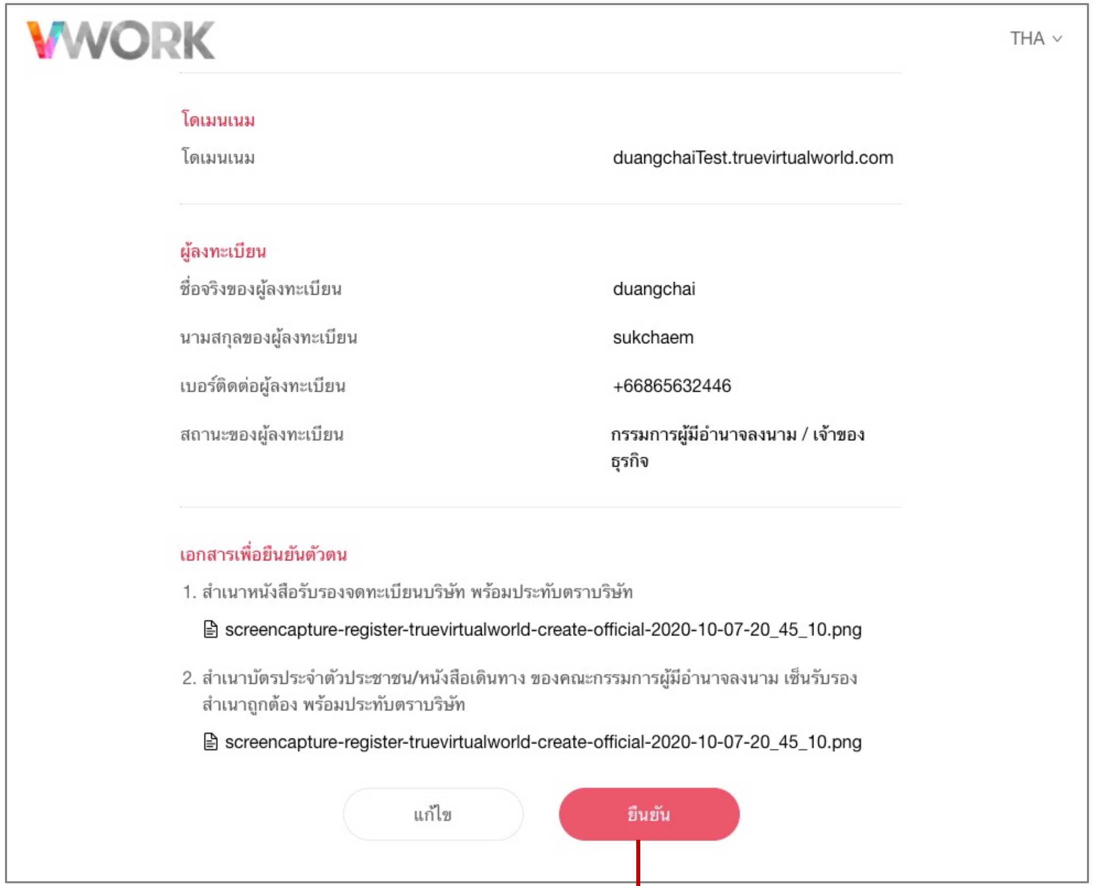
- Name - Last name
- Phone no.
- Status of registrant

12 Upload an attachment

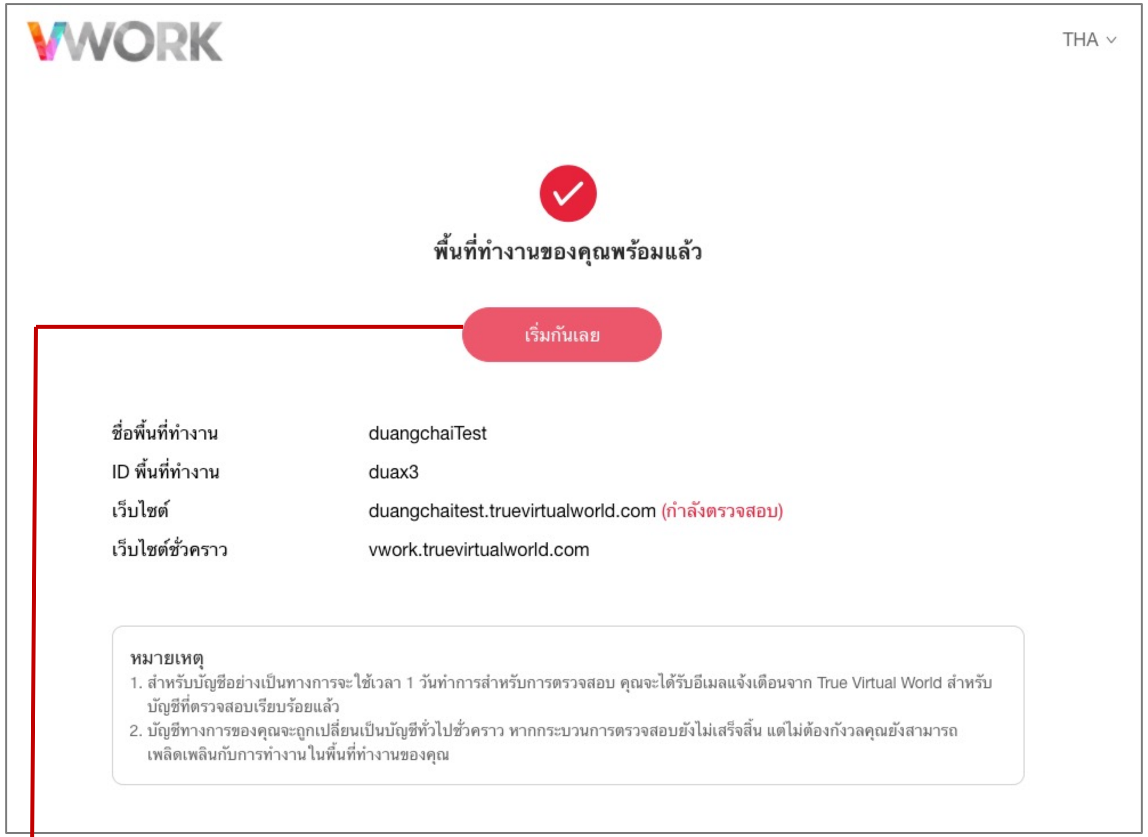
- Copy of company certificate (Must be signed and/or stamped)
- Copy of ID card of authorized representative (Must be signed)
- Power of attorney (Granted to register on behalf of organization)
- Copy of ID card of attorney (Must be signed)

13 Tap ถัดไป

Steps to Register (Official Account)



14 Tap **ยืนยัน**



15 Tap **เริ่มกันเลย** → GO TO WORKSPACE

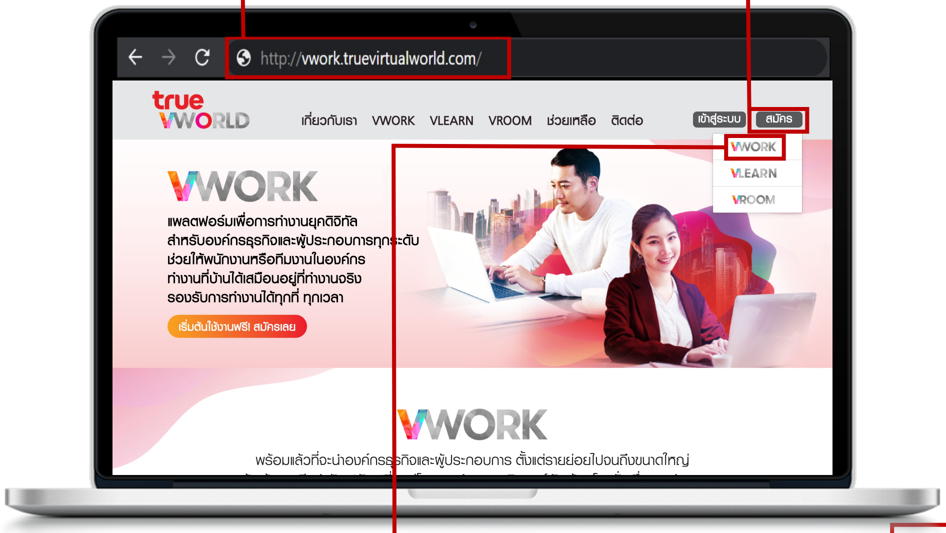
Steps to Register

General Account

Steps to Register (General Account)

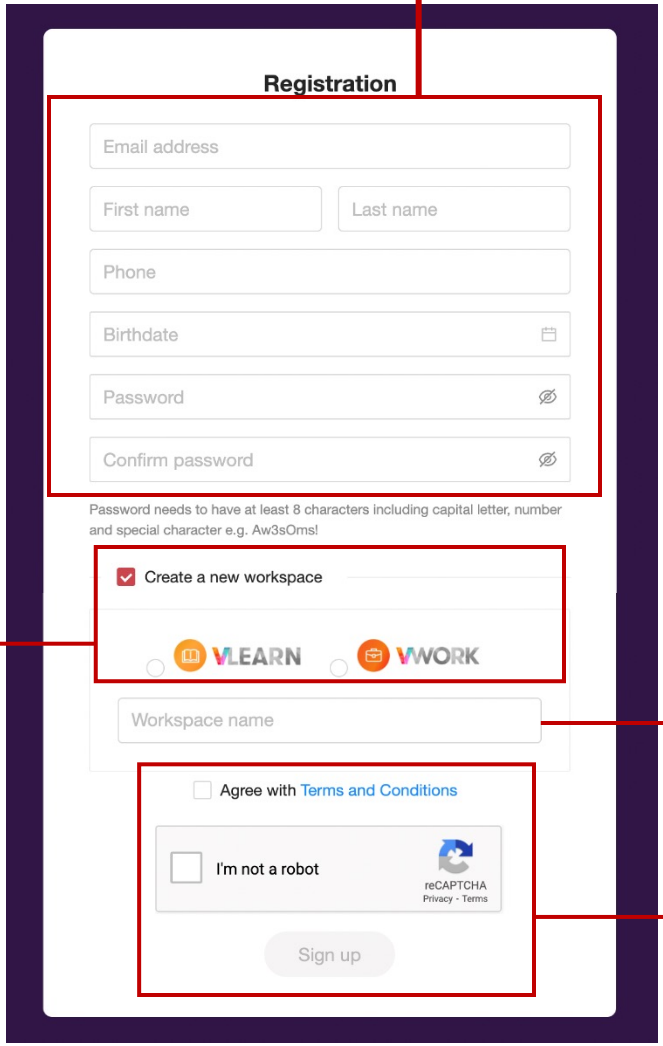
1 Go to : http://truevirtualworld.com

2 Click สมัคร



3 Tap VWORK

4 Enter all the information

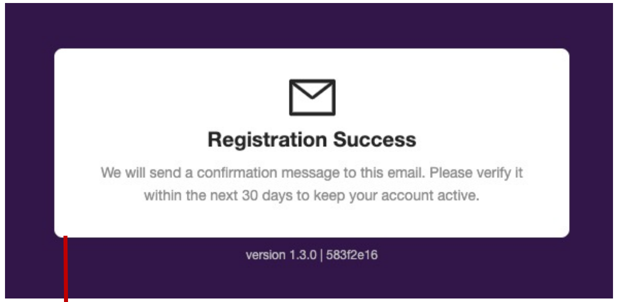


5 Select a platform

- VLEARN
- VWORK

6 Enter Workspace name

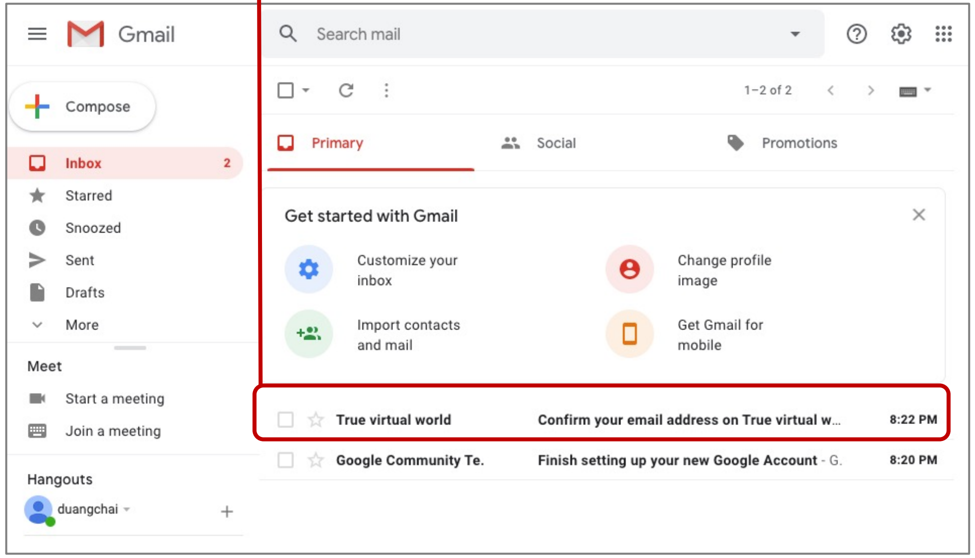
7 Check box ☑ and Tap “Sign up”



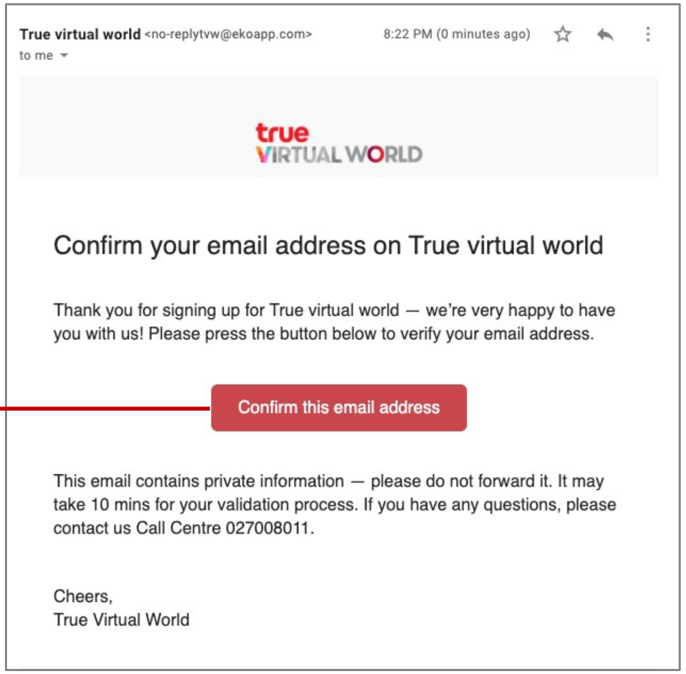
8 Verify via an Email

Steps to Register (General Account)

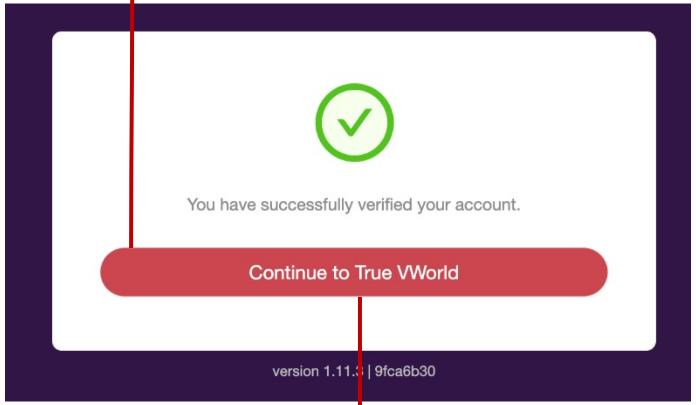
9 Check an Email



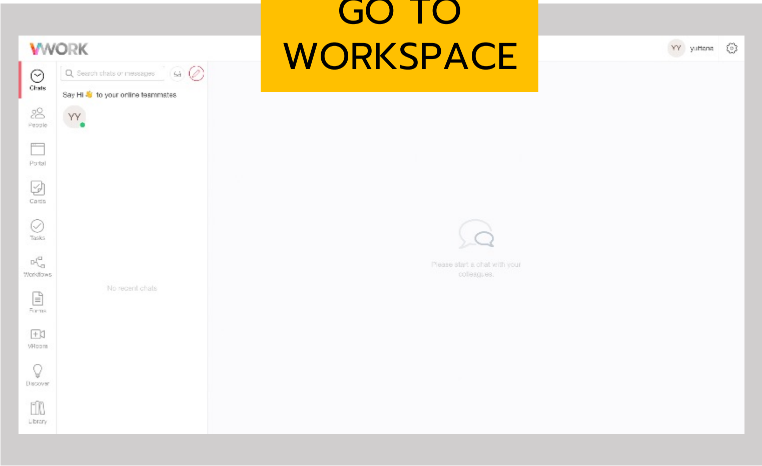
10 Tap **Confirm this email address**



11 Tap **Continue to True VWorld**



GO TO WORKSPACE



Getting started (Web browser & Application)

Direct link :

https://accounts.truevirtualworld.com/sso/login

or

Website :

https://truevirtualworld.com/

Choose VWORK

TRUE VWORLD

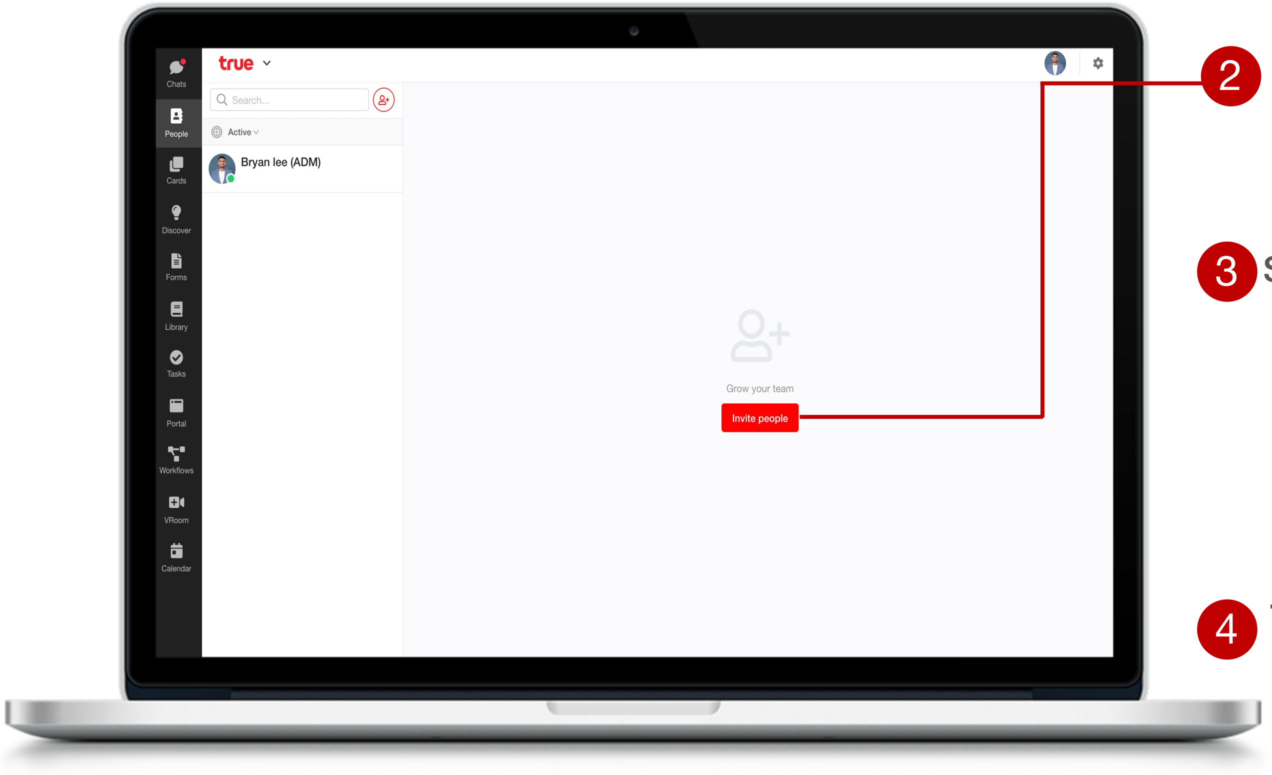
Download on the App Store

Google Play

Download now!!

How to invite your team into the Workspace

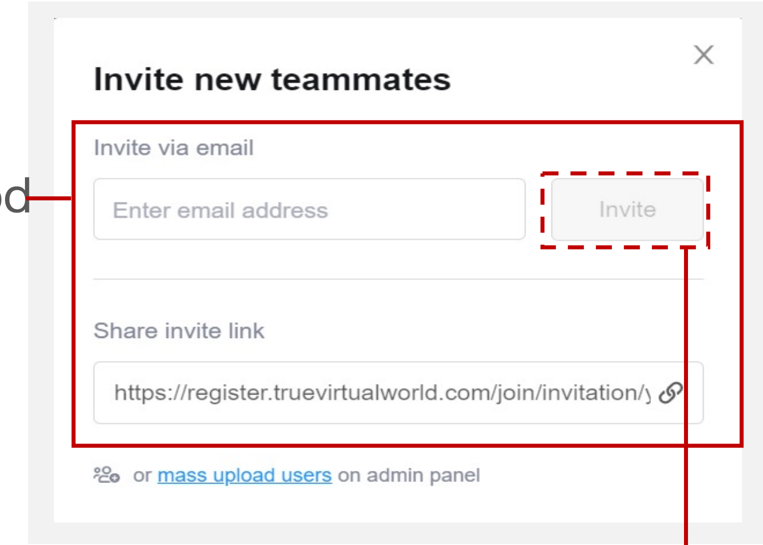
1 Tap icon People



2 Tap Invite people

3 select an invite method

- Invite via email
- Share invite link

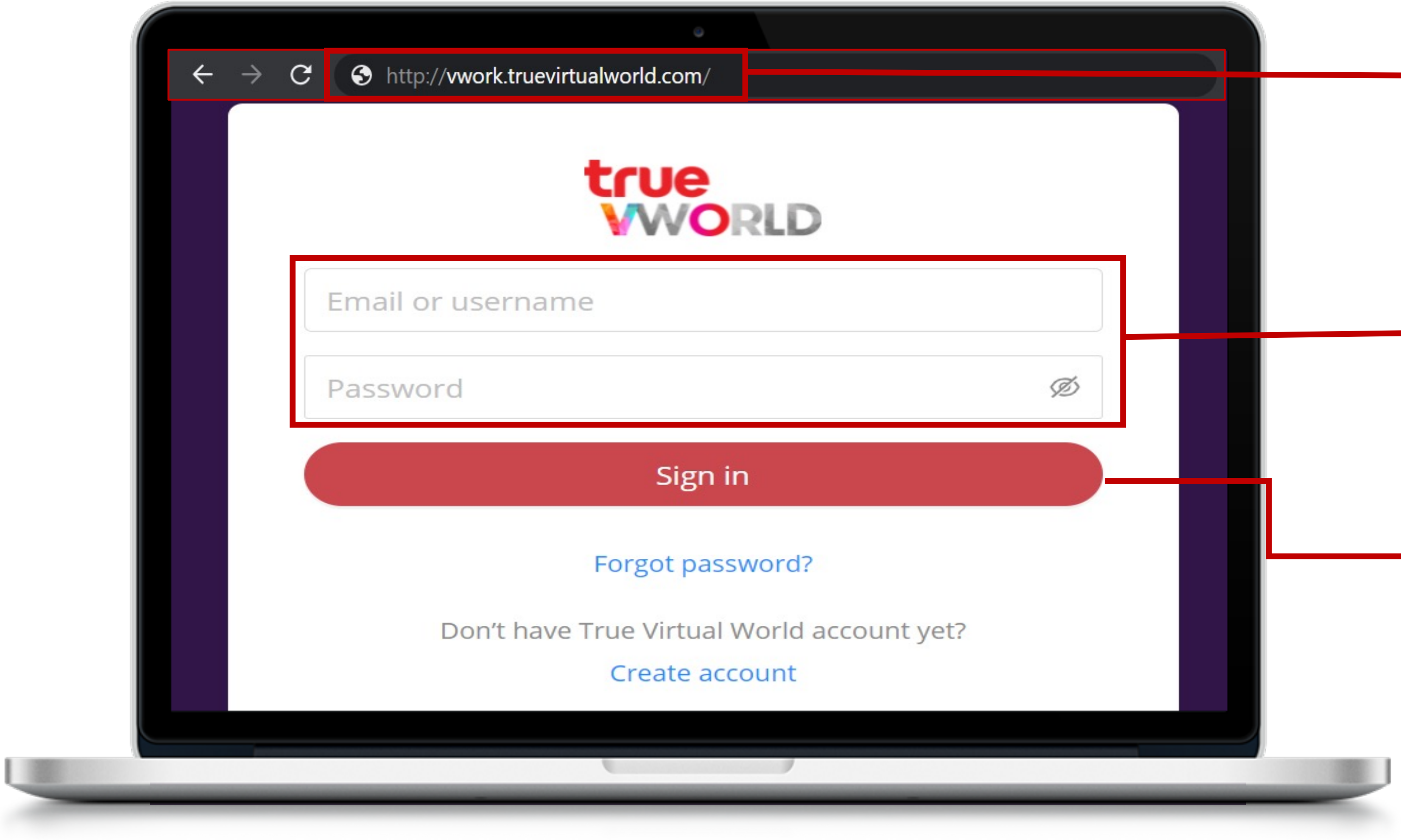


4 Tap Invite

Steps to Log in

Steps to Log in

Web browser



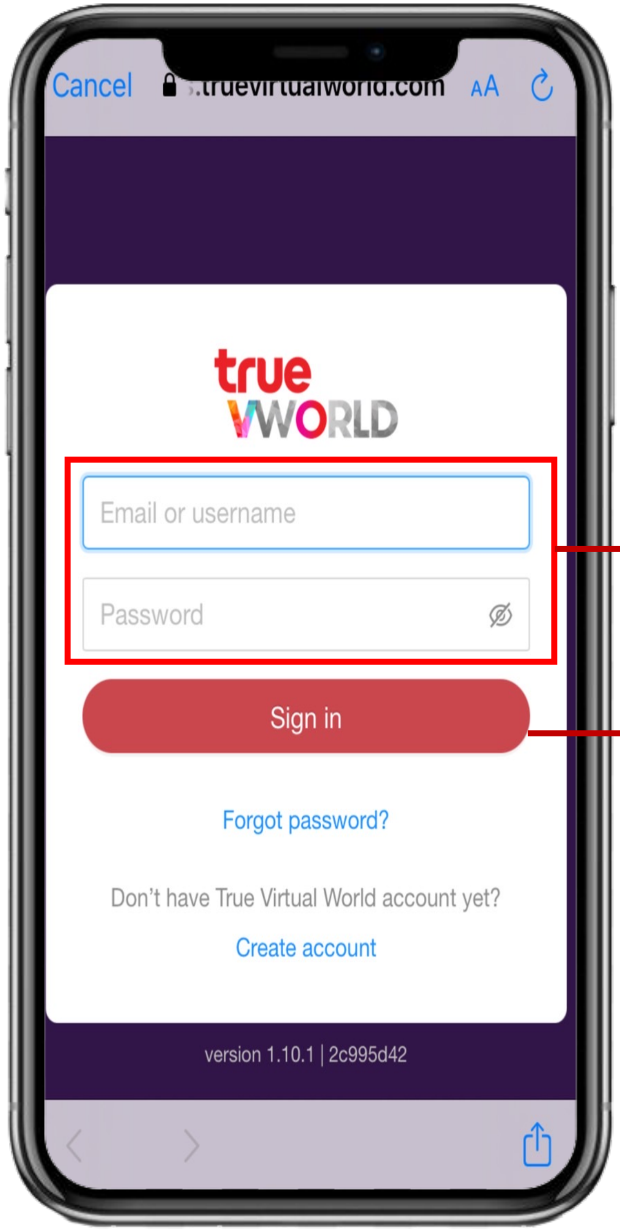
1 Go to :

http://vwork.truevirtualworld.com/

2 Enter "Username, Password"

3 Tap "Sign in"

Steps to Log in



Application

1 Go to "True VWORLD"

2 Enter "Username, Password"

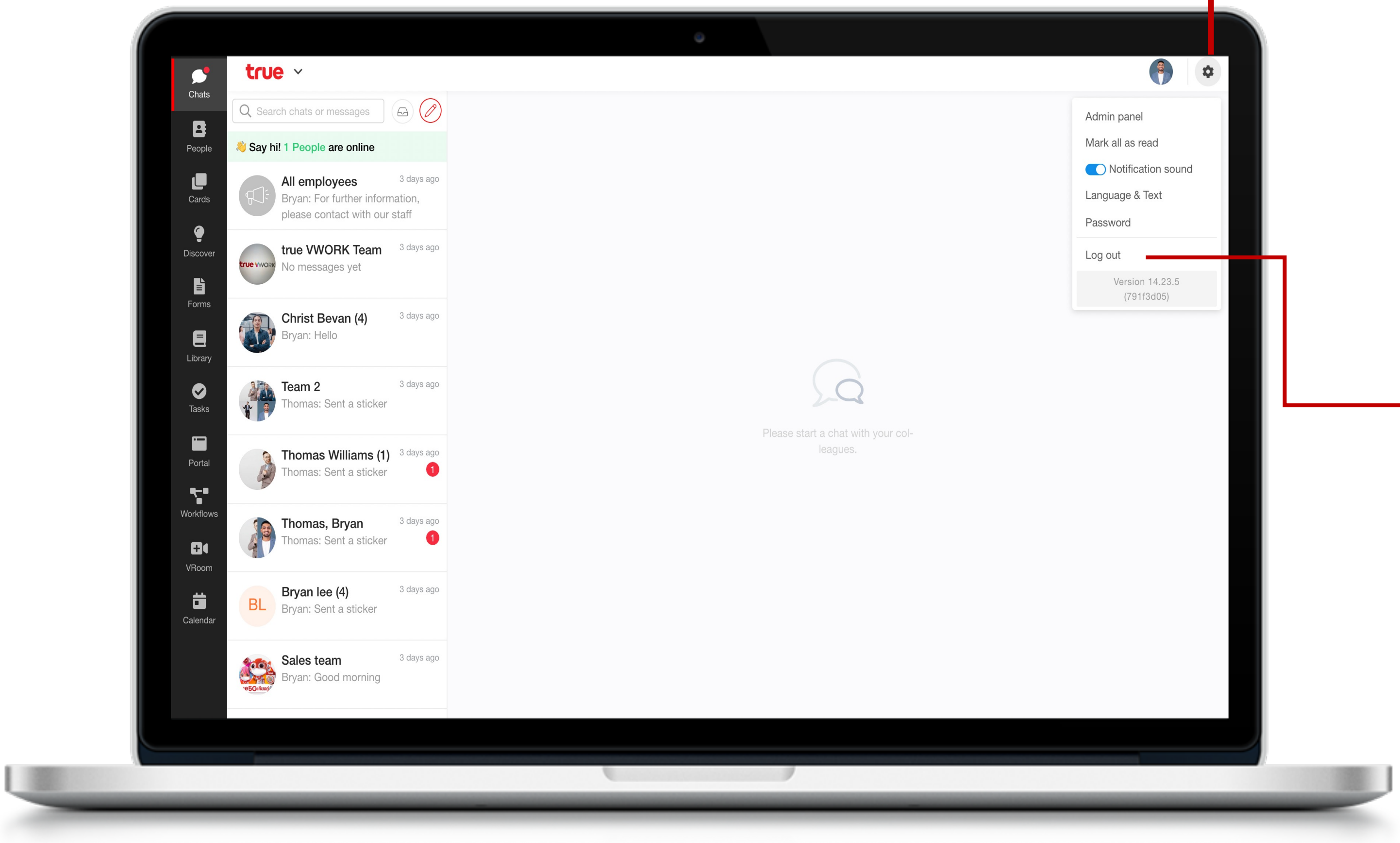
3 Tap "Sign in"

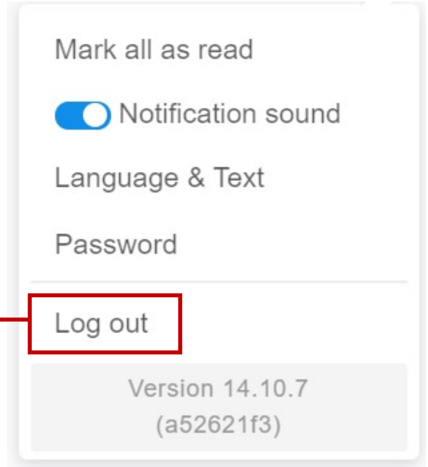
Steps to Log out

Steps to Log out

Web browser

1 Tap and Tap “Log out”

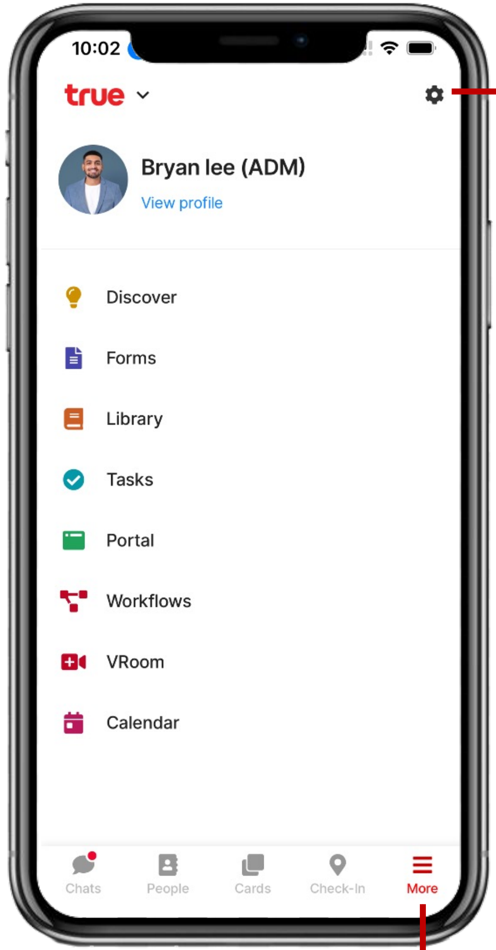


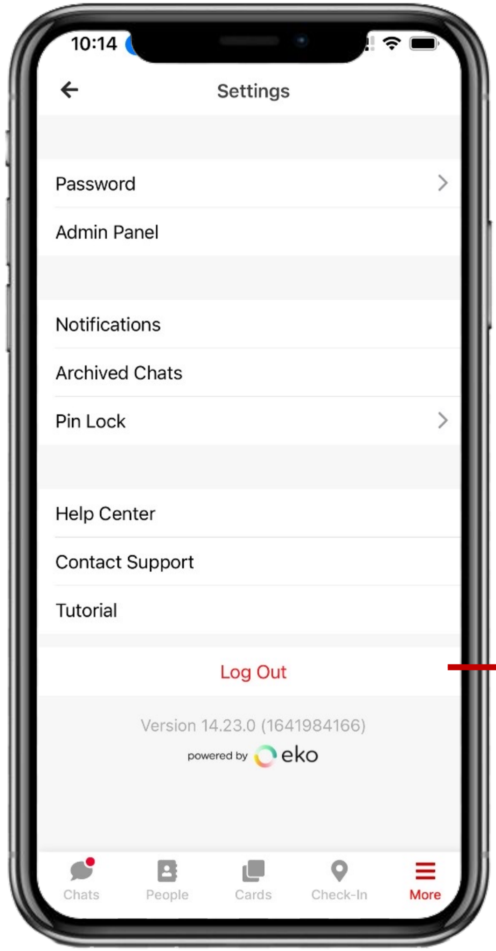


Steps to Log out

Application

2 Tap





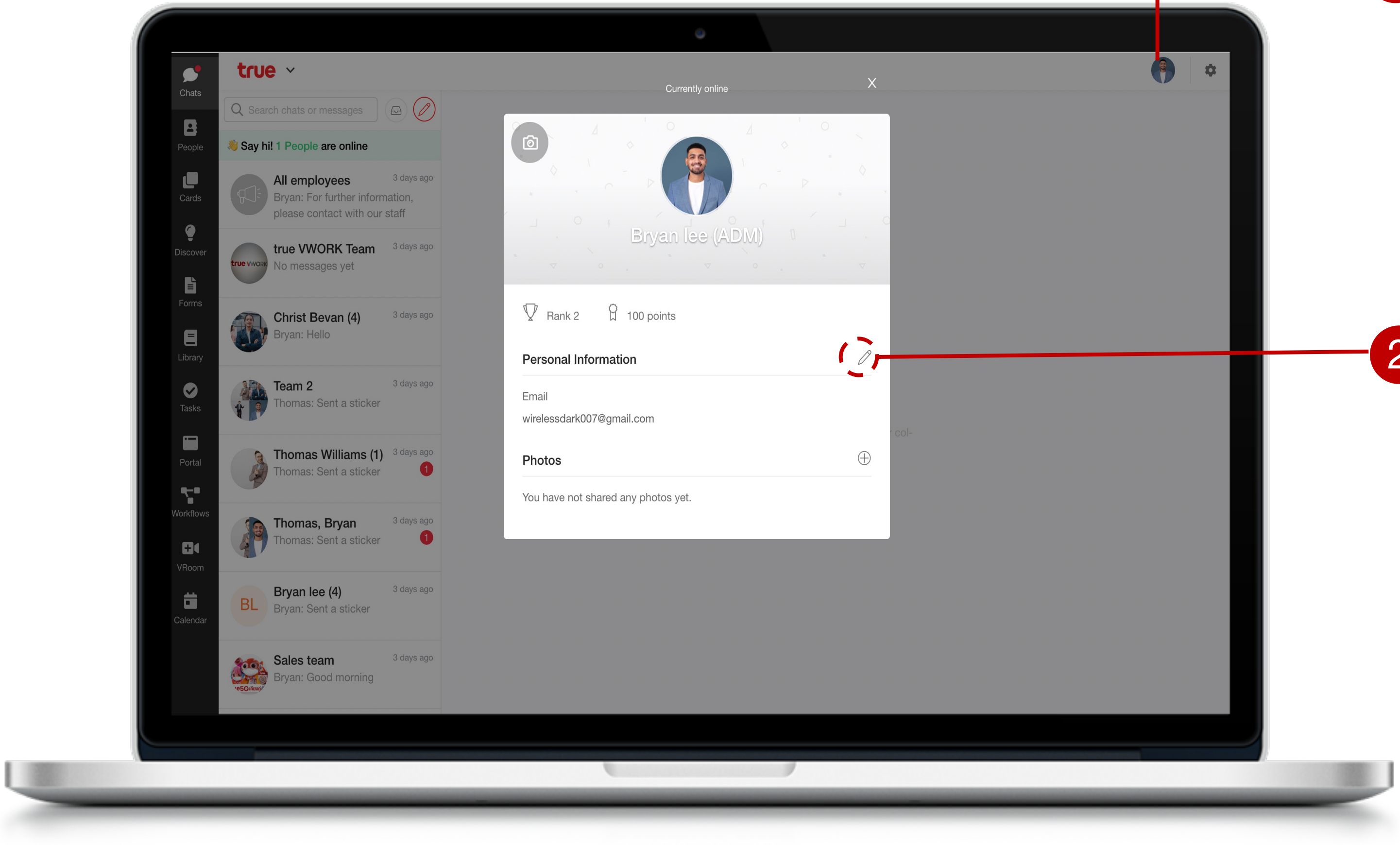
3 Tap “Log out”

1 Tap icon More

Personal information (Profile)

Personal information (Profile)

Web browser



1 Tap icon “Profile”

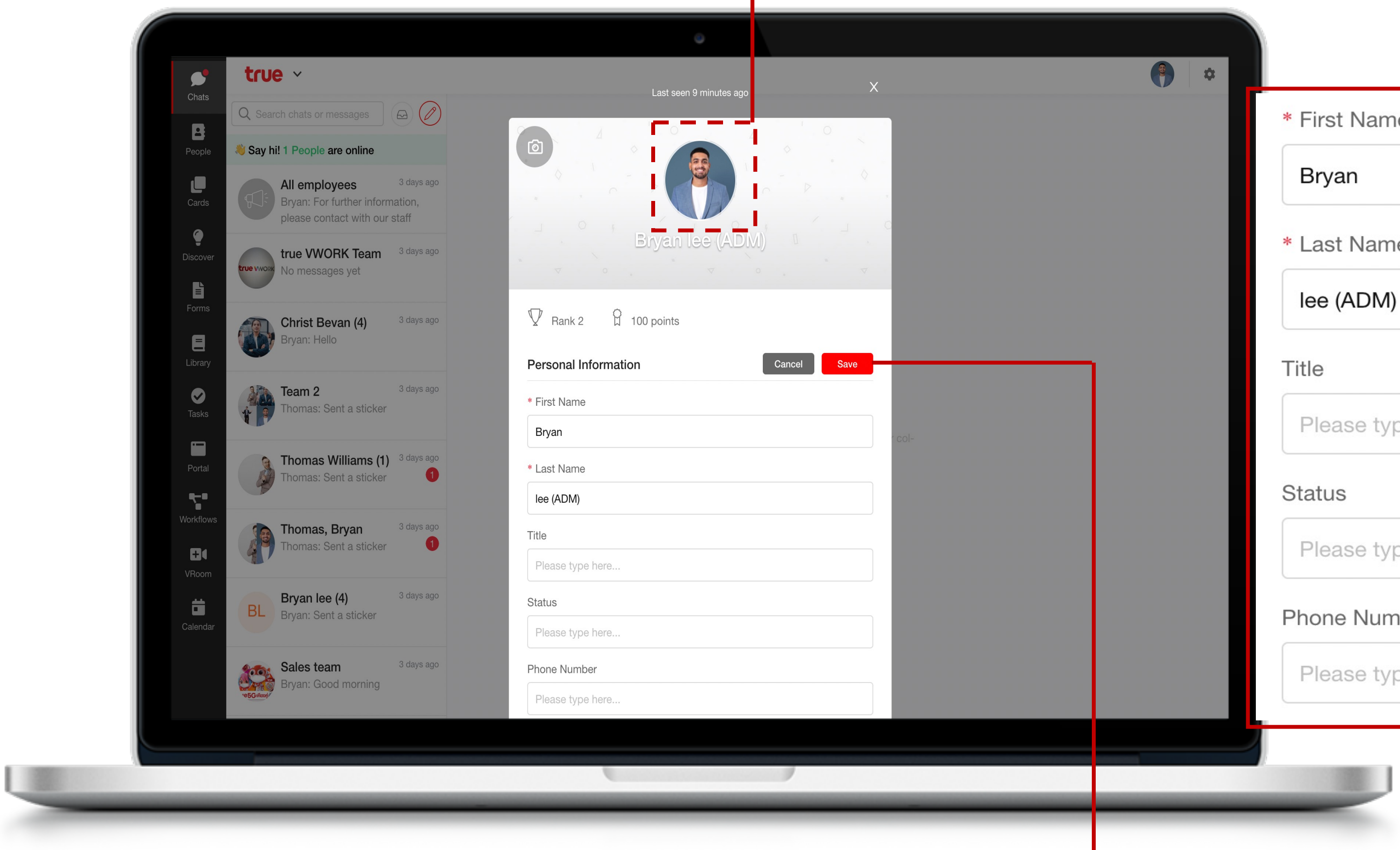
2 Tap ✎ to edit personal information

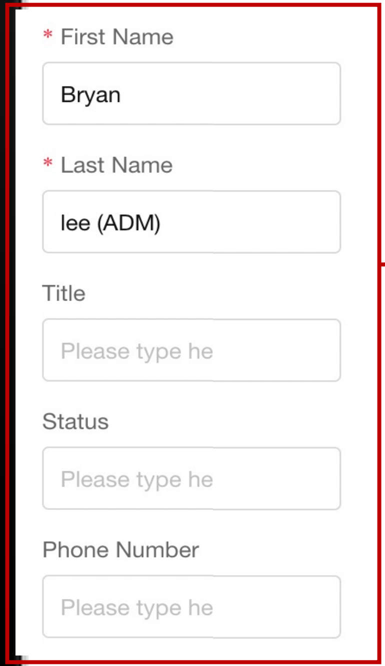
Note : Personal information can be changed depend on organization policy

Personal information (Profile)

Web browser

3 Tap “Photo” if want to edit



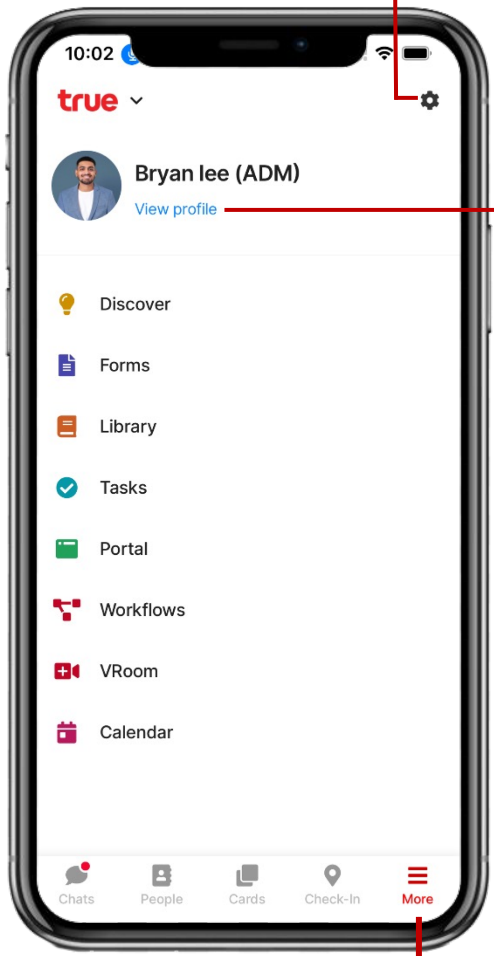


4 Enter your Personal information

5 Tap Save

Personal information (Profile)

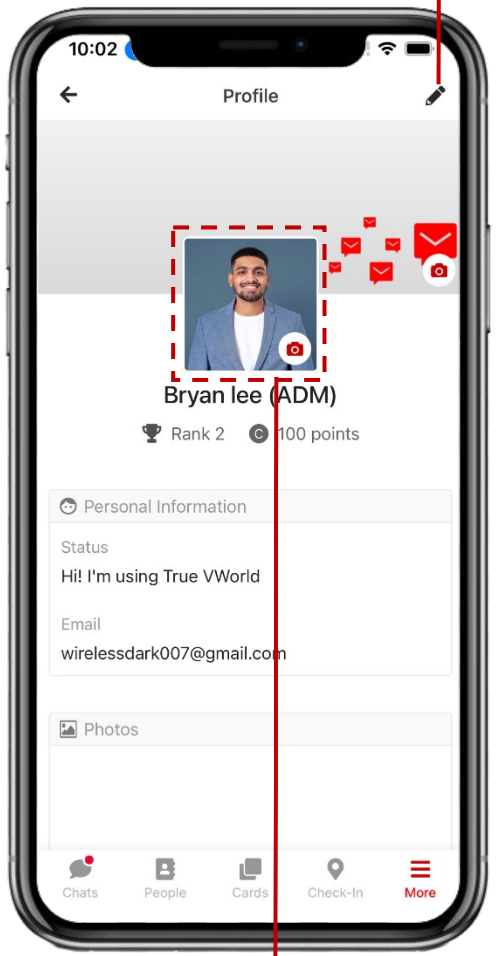
Application



1 Tap icon More

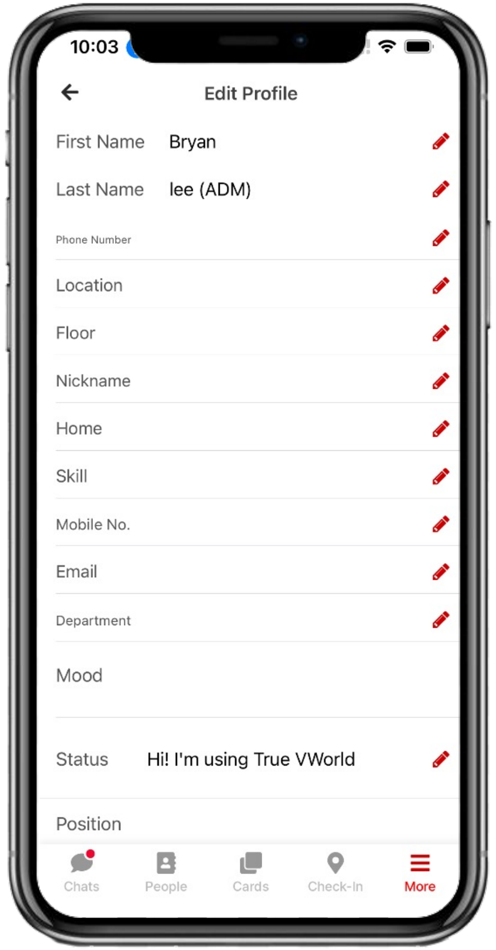
2 Tap

3 Tap "View profile"



4 Tap "Photo" if want to edit

5 Tap change more information



6 Tap to edit personal information

Steps to change password

Change password method

Option 1

Via Forgot password

(Log in page)

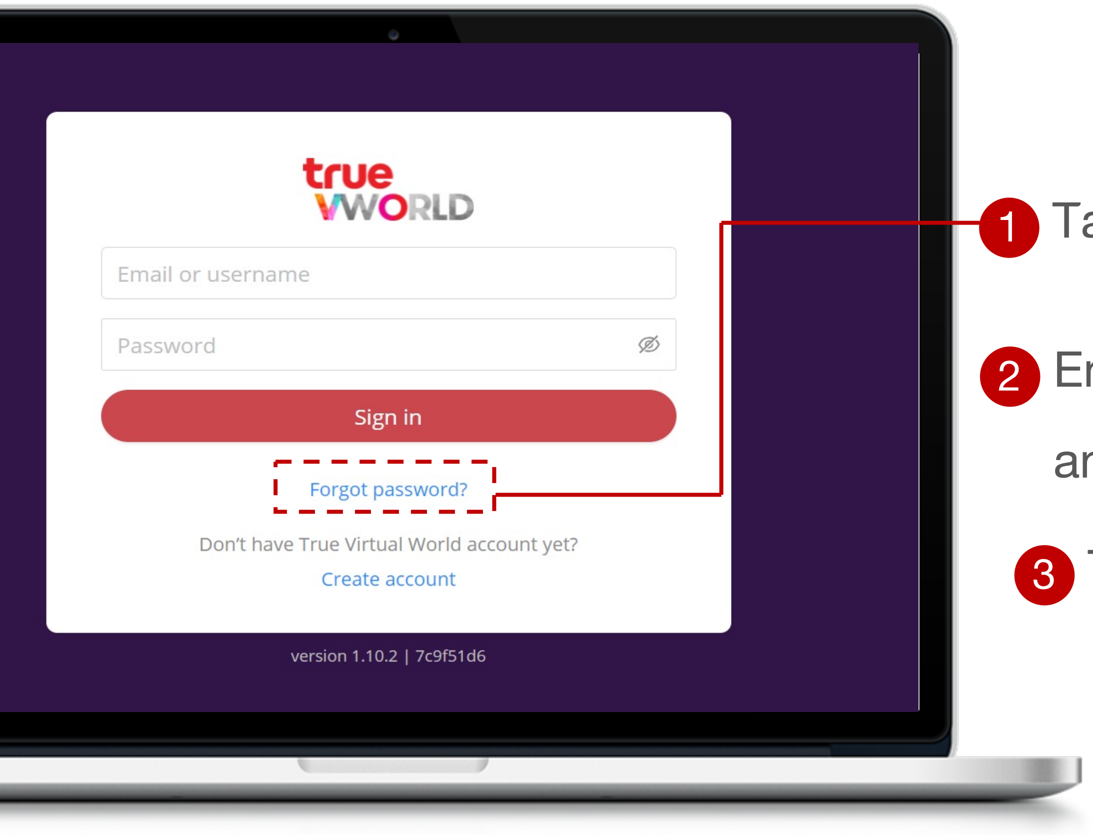
Option 2

Via Change Password

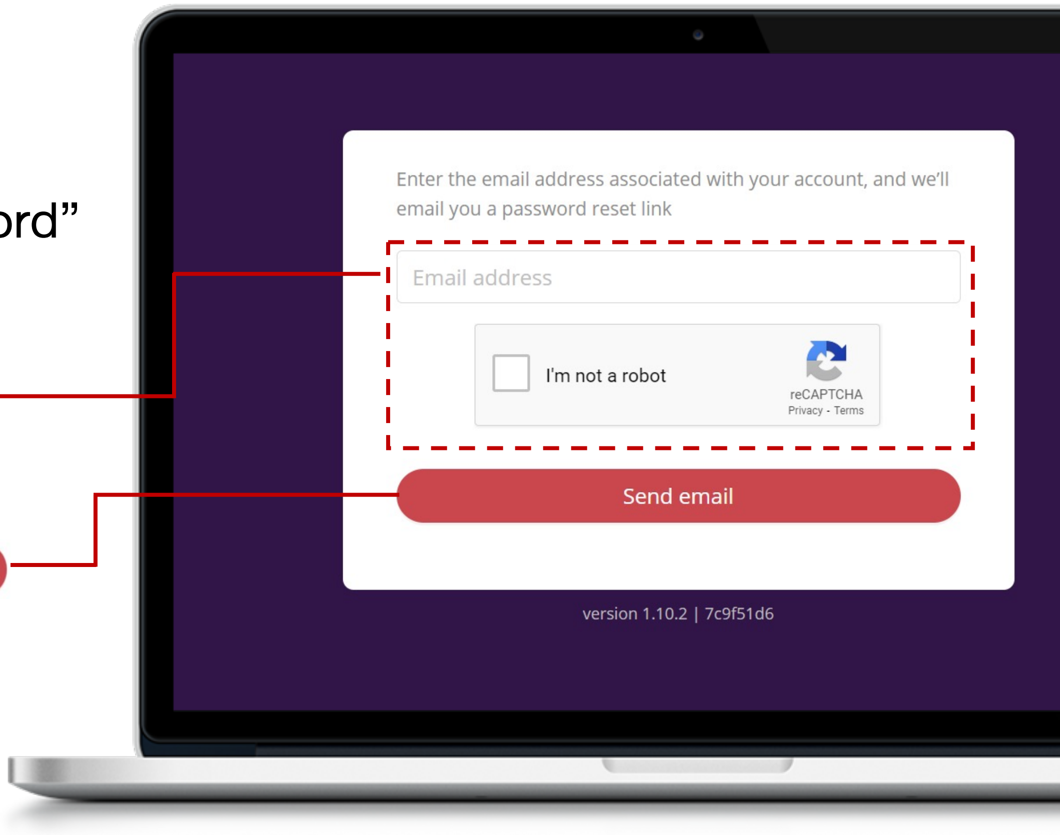
(Into own profile)

Steps to change password

Option 1

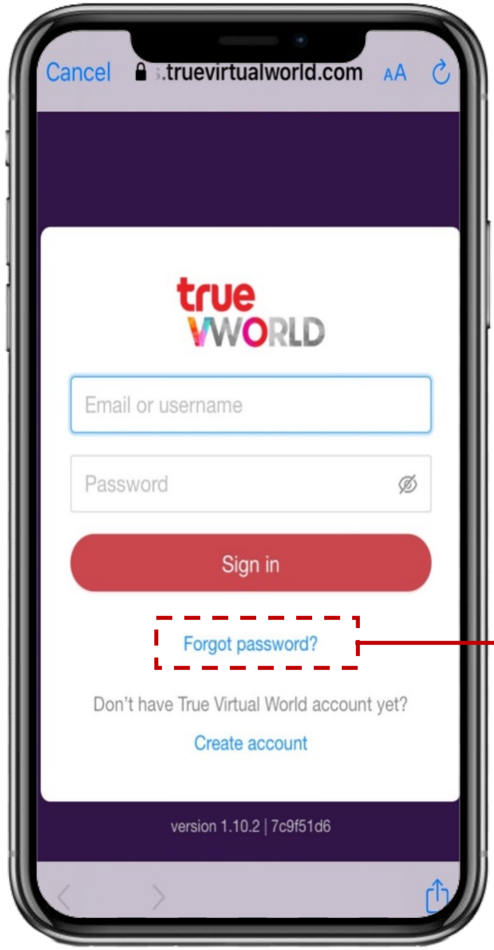


1. Tap "Forgot password"
2. Enter "Email" and Check box
3. Tap Send email

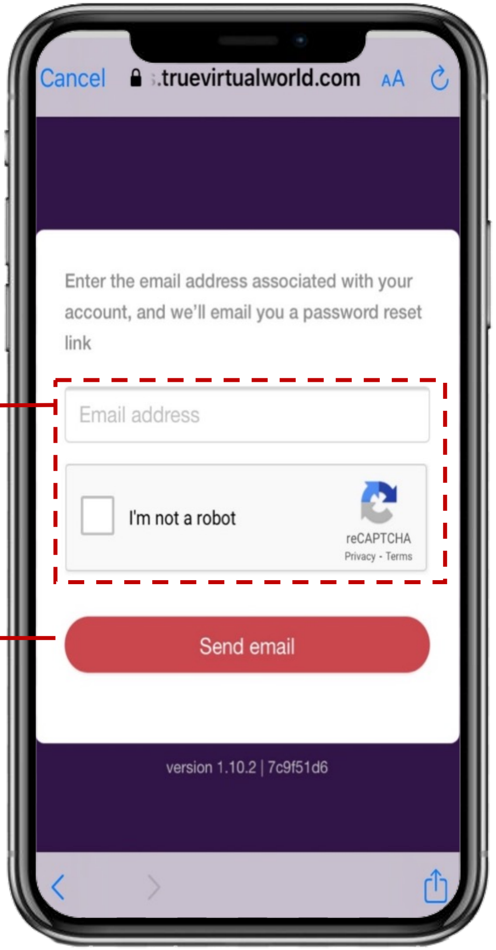


Steps to change password

Option 1

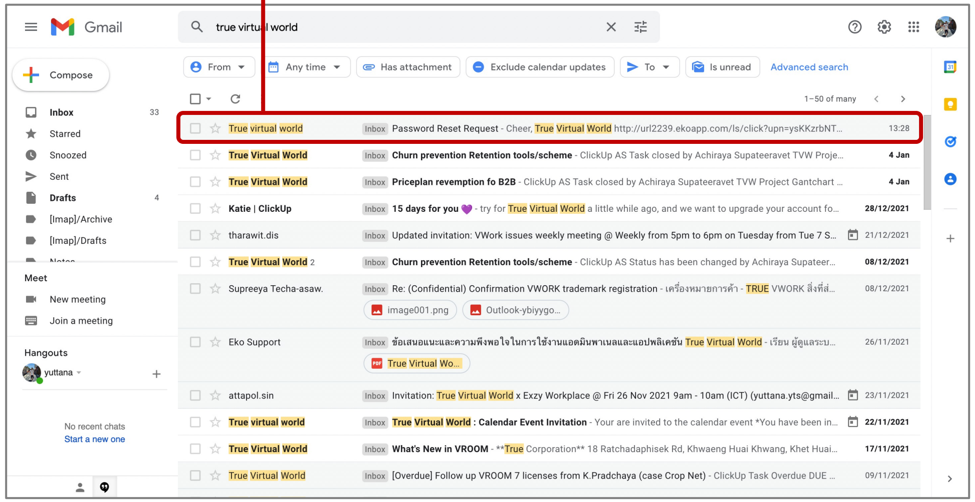


1. Tap "Forgot password"
2. Enter "Email" and Check box
3. Tap Send email

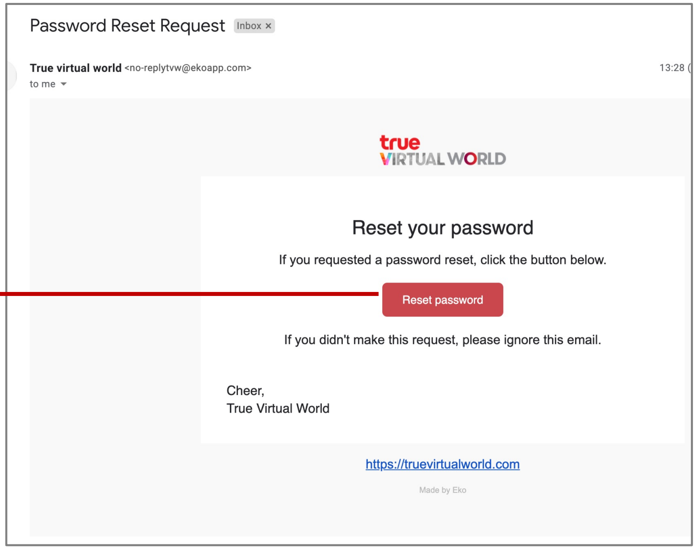


Steps to change password

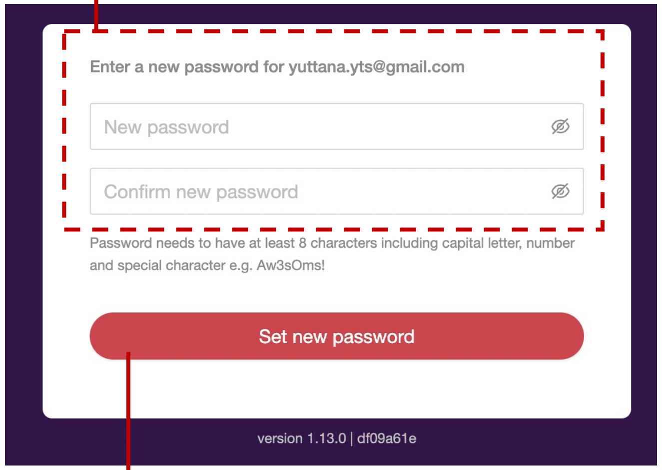
4 Check an Email



5 Tap Reset password



6 Enter a new password

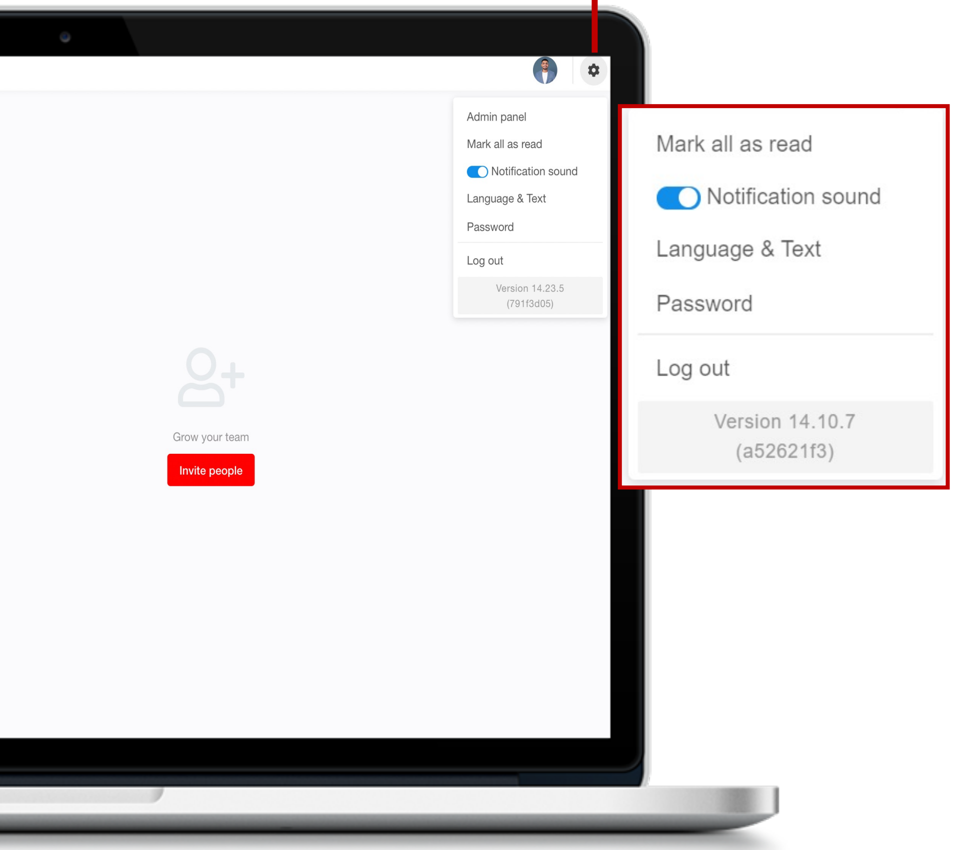


7 Tap Set new password

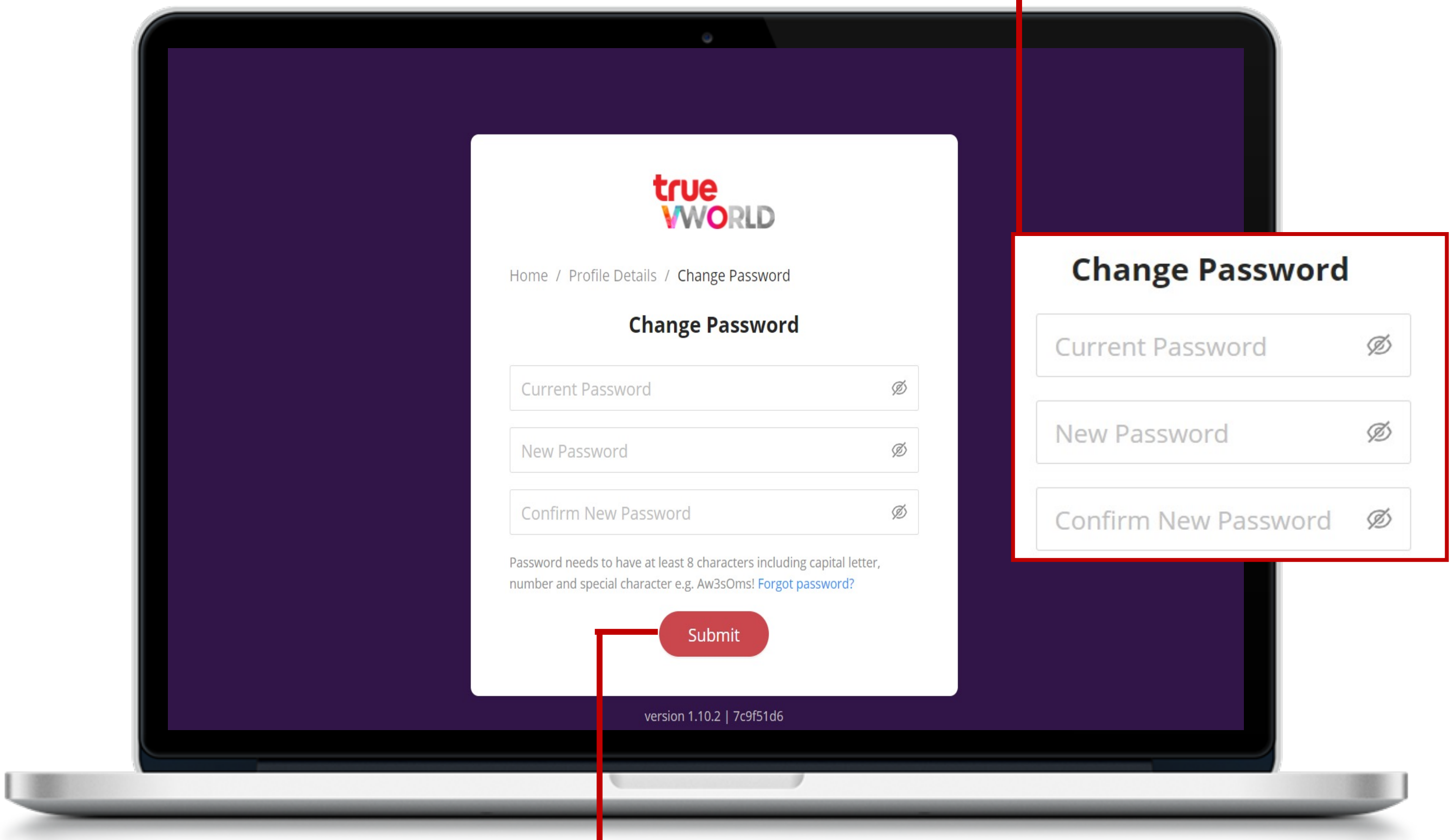
Steps to change password

Option 2

1 Tap ⚙ and Tap “Password”



2 Enter a “current and new password”

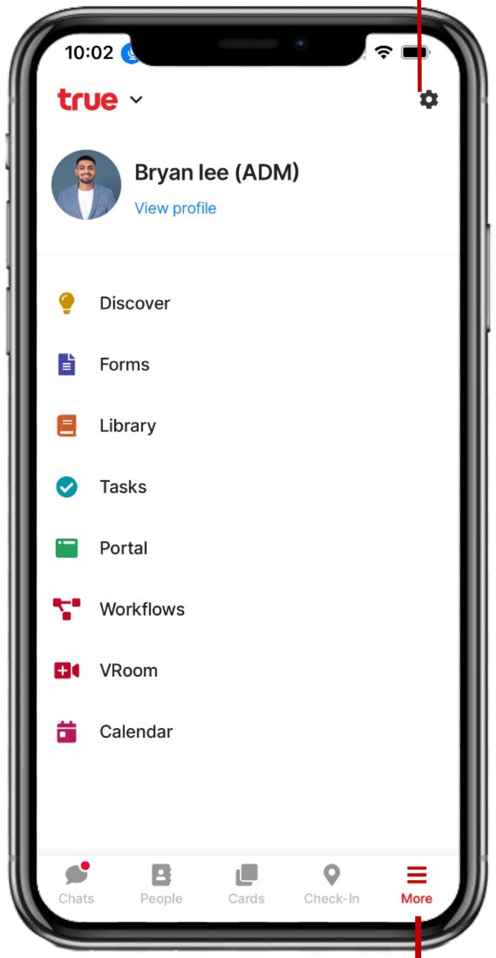


3 Tap Submit

Steps to change password

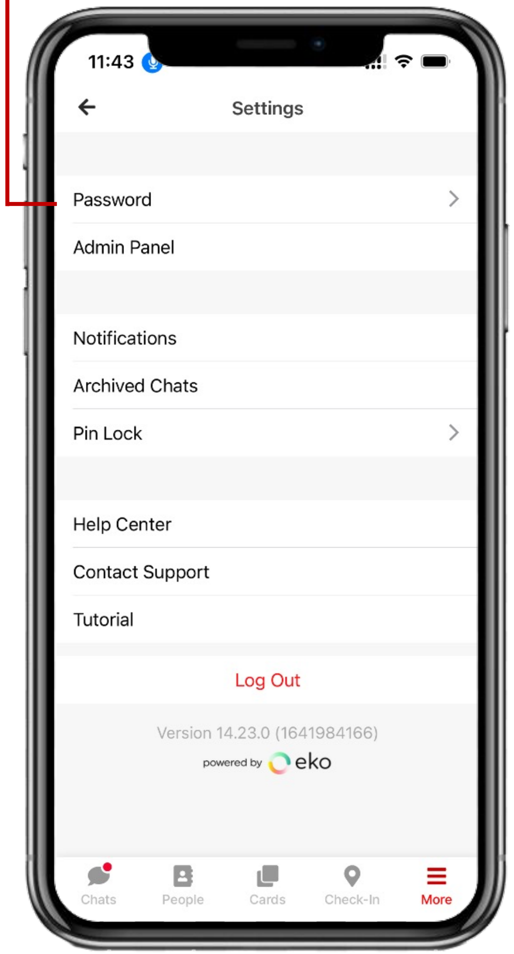
Option 2

1 Tap icon More

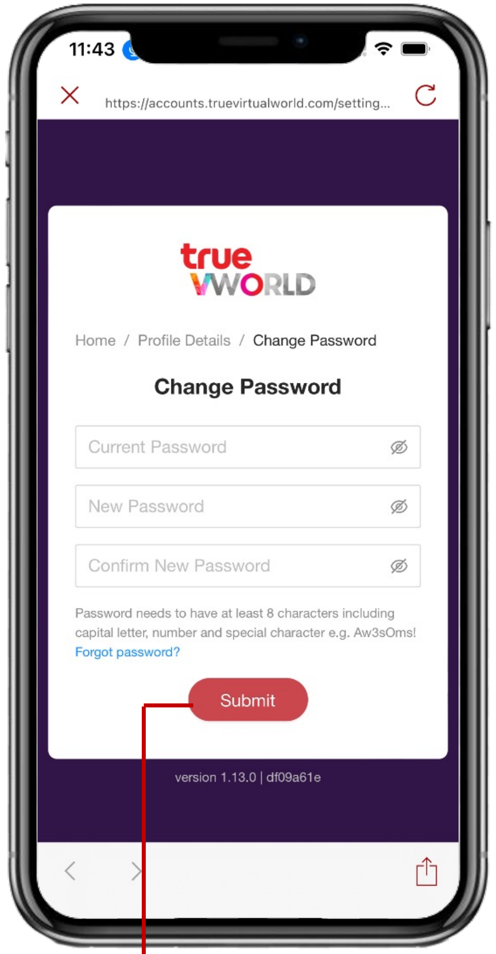


2 Tap

3 Tap “Password”



4 Enter a “current and new password”



5 Tap Submit

Features and permission

Features on true VWORK

Communication	Task	Utilities	Management
PEOPLE Staff information	**CHECK IN** Staff location & time attendant	**PORTAL** Link access	**ADMIN FUNCTION** Admin control and management
CHAT Personal & Group chat	**TASKS** Task assignment & tracking	**LIBRARY** Knowledge center with assessment	
BROADCAST Announce updated news to staff	**CARD** E - memo	**DISCOVER** Internal community hub	
VROOM VDO Conference	**FORMS** E-Document & Approval	**CALENDAR** Meeting or note	
	WORKFLOW E-Document & Approval		

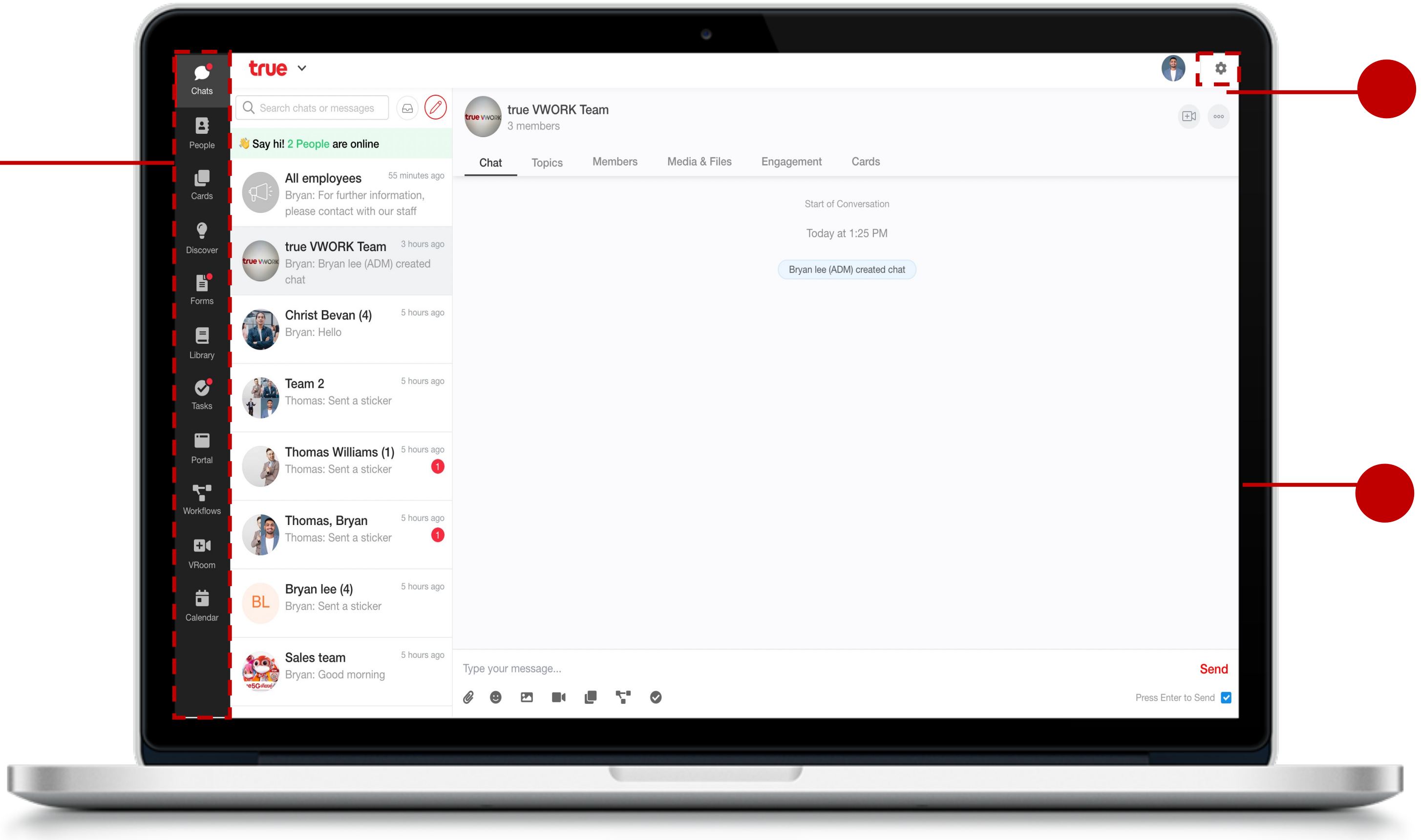
Comparison features on permission

	LITE	STANDARD
Admin Panel	✓	✓
People	✓	✓
Chat	✓	✓
Broadcast	✓	✓
Check in	✓	✓
Library	✓	✓
Discover	✓	✓
Portal	✓	✓
VROOM	LITE	STANDARD
Calendar		✓
Form & Workflow		✓
Tasks		✓
Card		✓

How to use true VWORK

Screen layout on web browser

Navigation menu bar

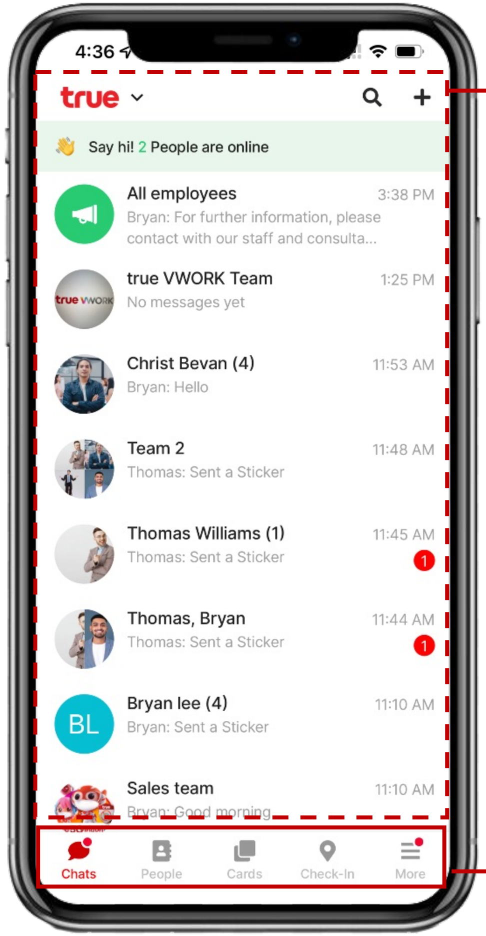


Personal setting

e.g. Language, Password, Log out

Main screen

Screen layout on application

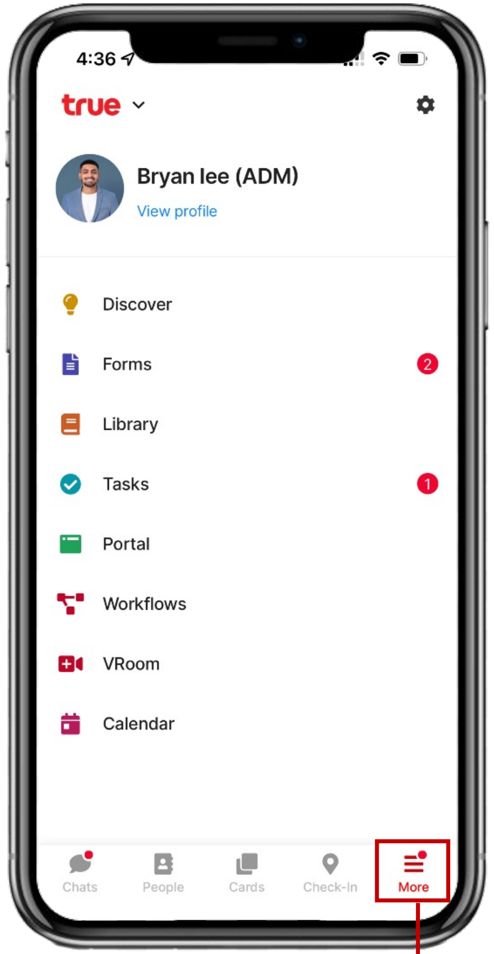


Main screen

Icon menu

(maximum show 4 menu

Exclude icon more)

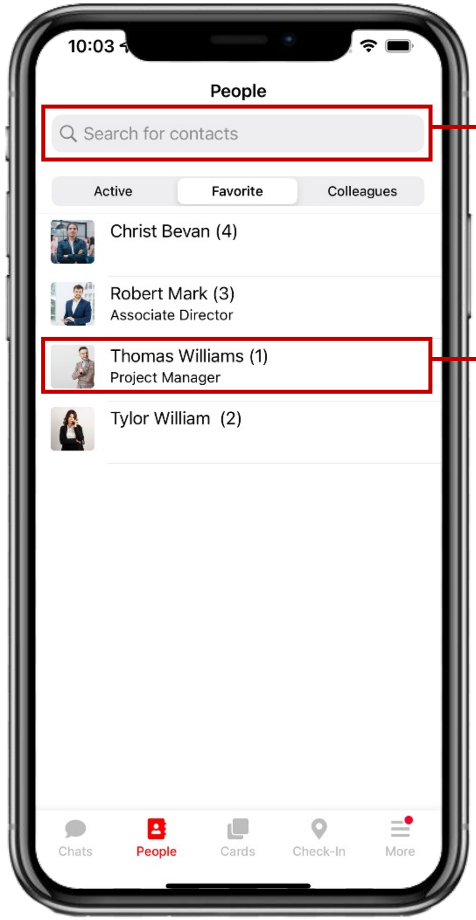


Other menu tap on More

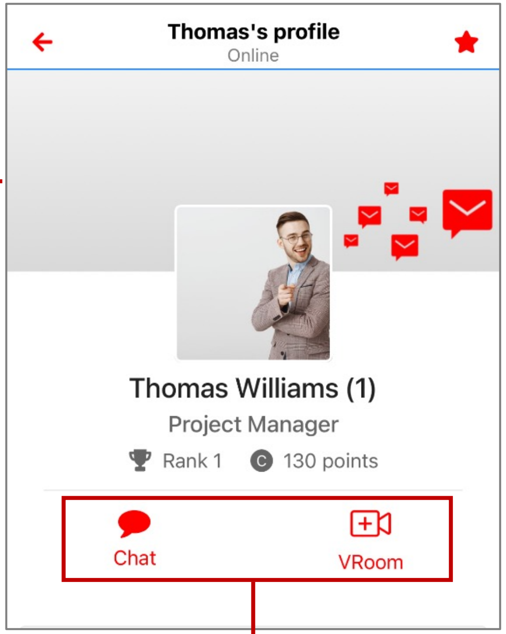
Menu : People

Menu : People

Organizes all staff contact details into one place and can be searched up so you can directly chat, or video call instantly

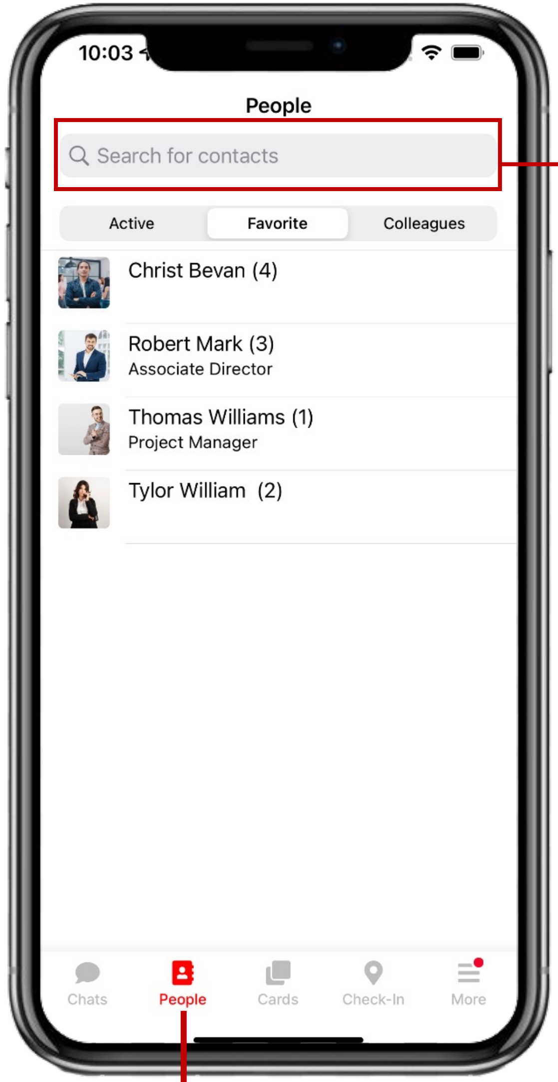


Search for your colleagues



Start a chat or make a Video call to your colleague

Search for colleagues



1 Tap icon People

2 Enter a keyword to search e.g. name, last name, email

Types of people

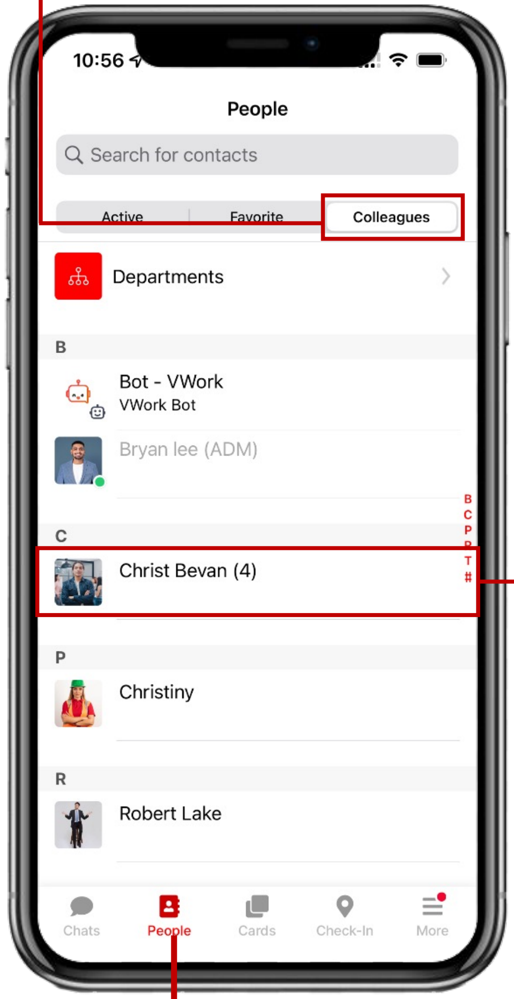
- **Active :** Show colleague current online
- **Favorite :** Show colleague add to favorite
- **Colleagues :** Show all colleague

Add favorite colleagues

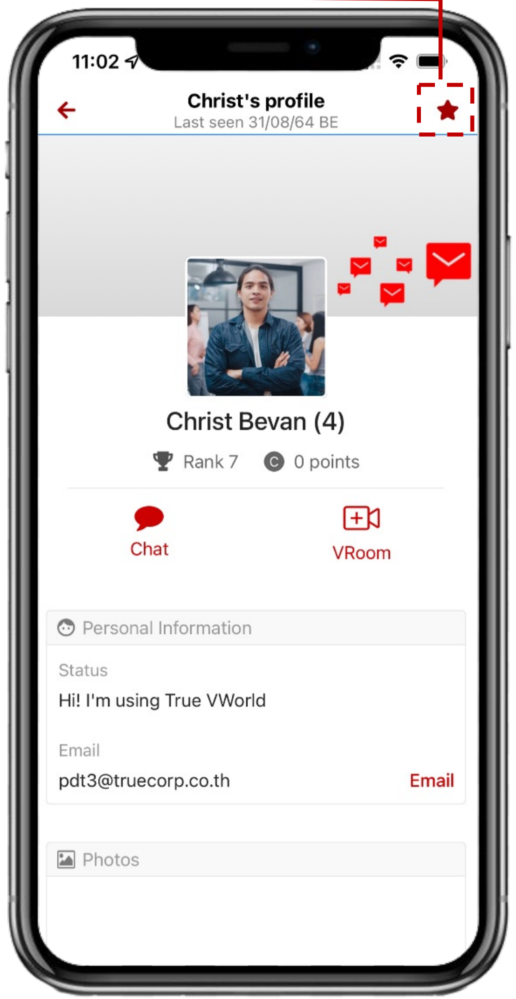
2 Go to “Tab : Colleagues”

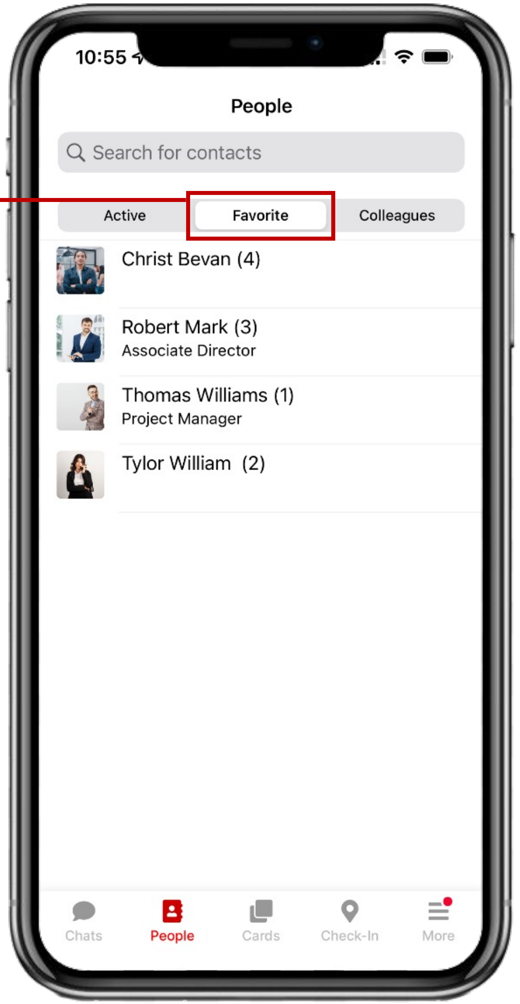
4 Tap “Favorite icon”

5 Your favorite show at “Tab : Favorite”



3 Select a colleague



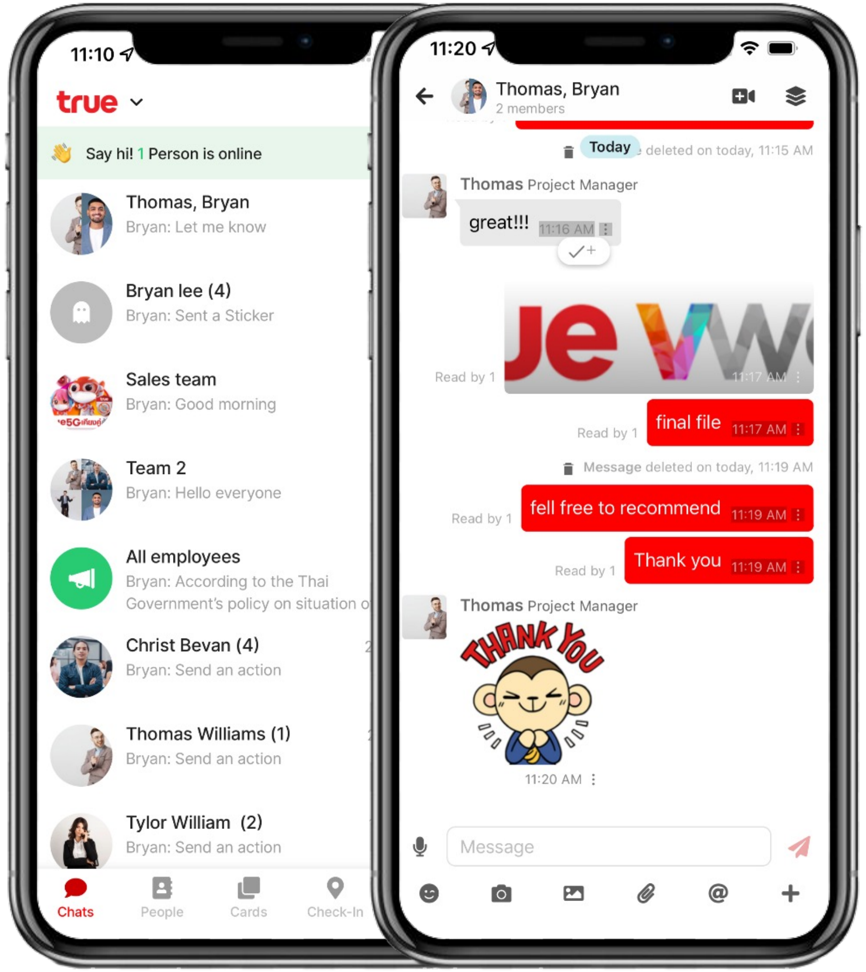


1 Tap icon People

Menu : Chat

Menu : Chat

Make individual or group chats with unlimited participants, Send voice messages, Make a video call, Send stickers and share files instantly with no expiration date

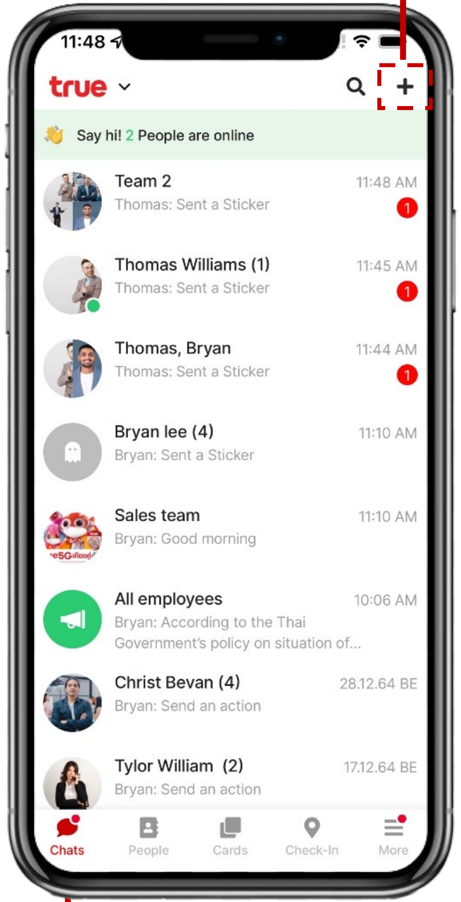


Chat	User can create both 1-1 chat and group chat, send files and sticker
Shortcut	Easy way to access other menu through icon shortcut (e.g. Form, Workflow, Task, Card)
VDO Conference	Make a communication with your team
Topic	Separate special topic from chat room
Broadcast	Sending a Broadcast is an easy way to share announcements or reminders with your group

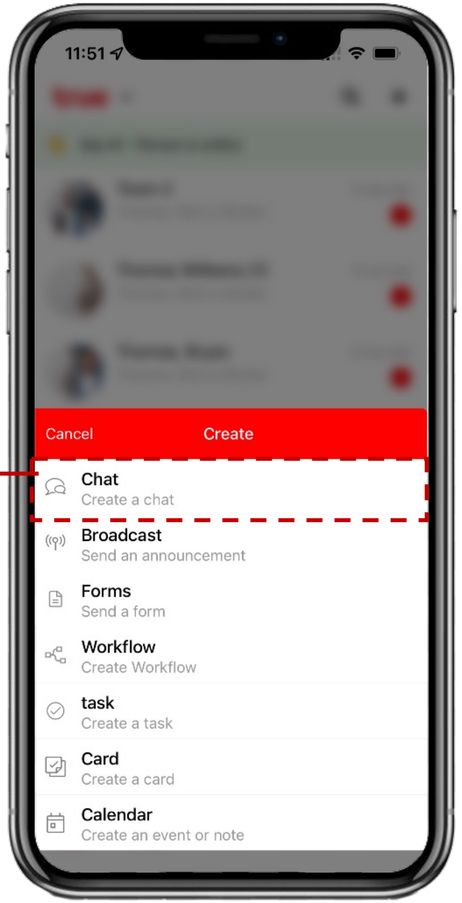
Direct Message

Create direct message

2 Tap icon +

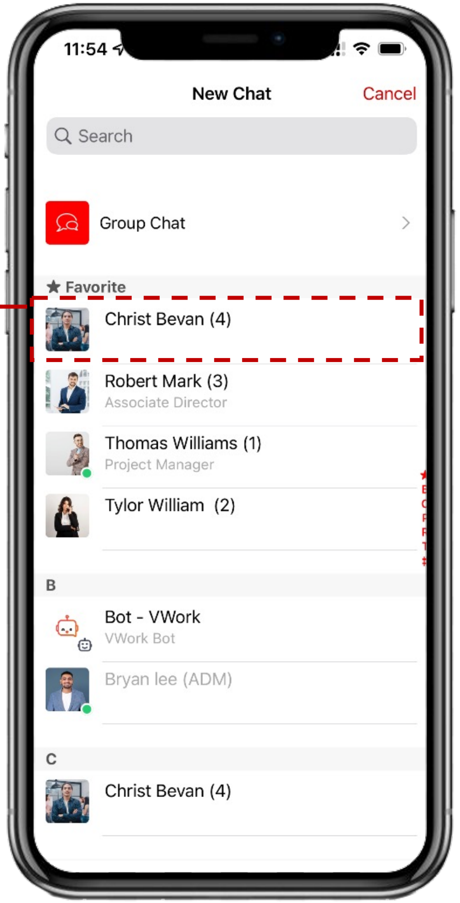


1 Tap icon Chats

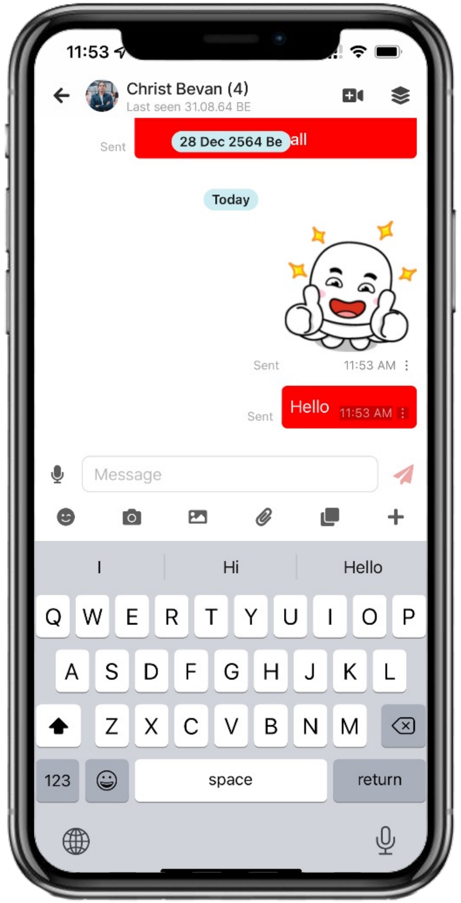


3 Tap "Chat"

4 Select a colleague to chat

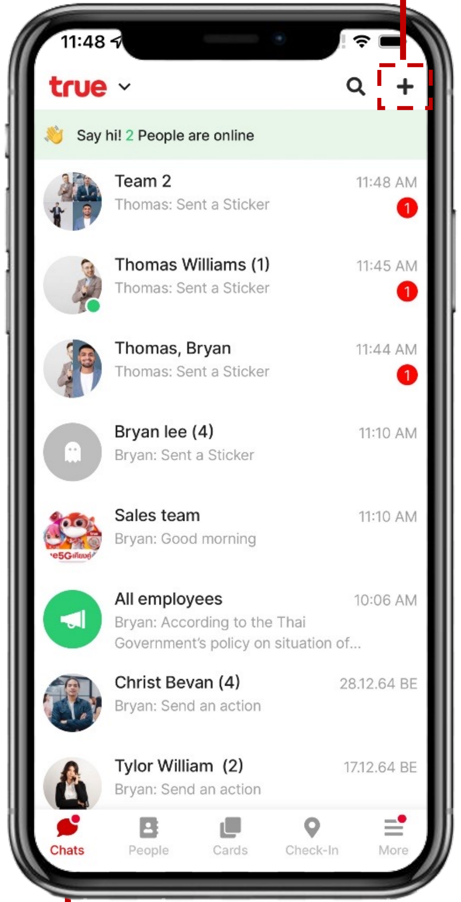


5 Go to direct message room

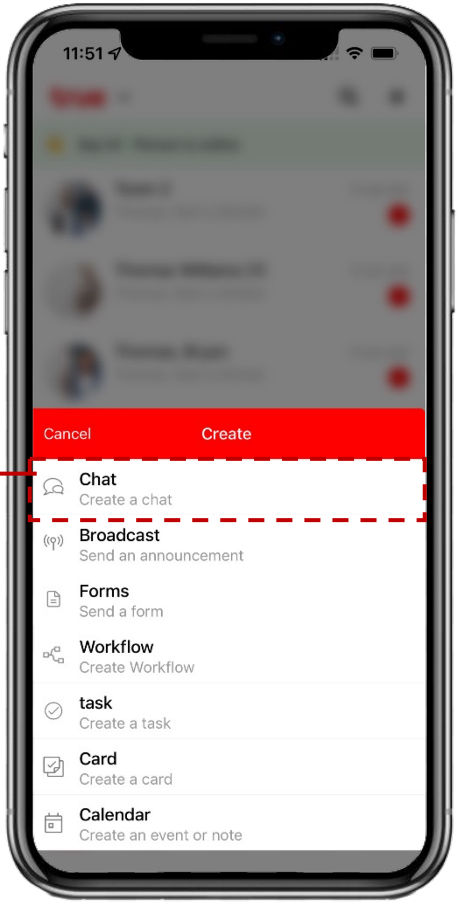


Create group chat

2 Tap icon +

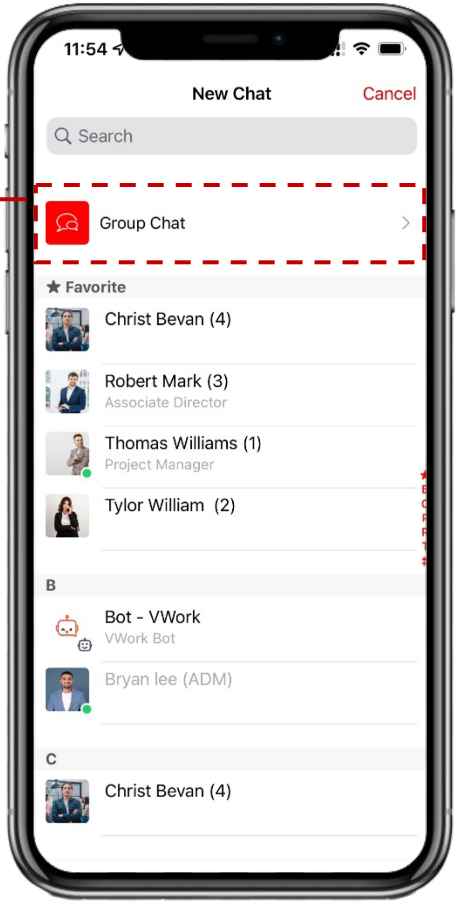


1 Tap icon Chats

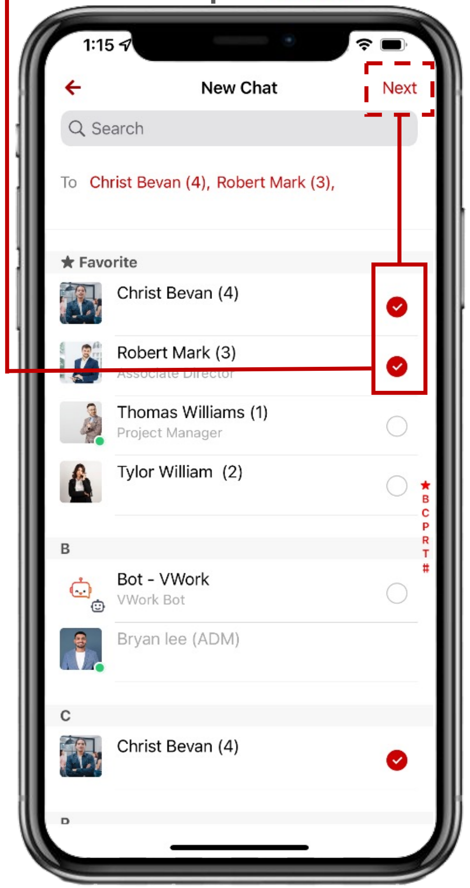


3 Tap "Chat"

4 Select "Group Chat"

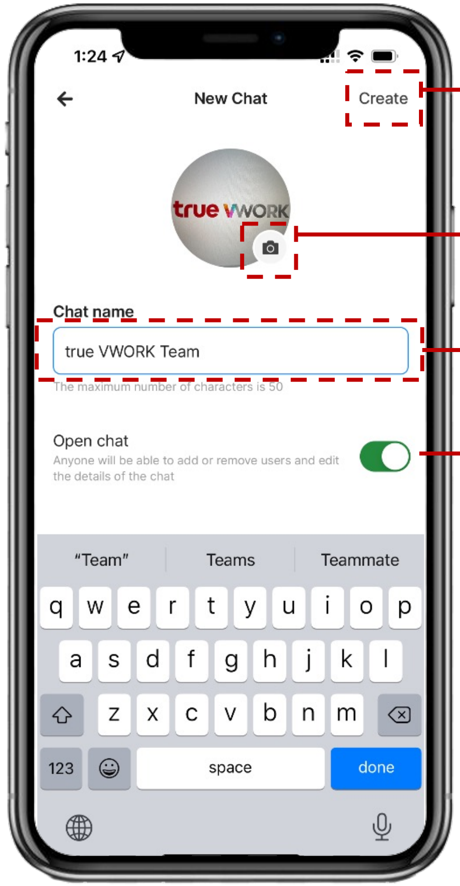


5 Select "Colleague" and Tap Next



Group Chat

6 Enter the chat room information and Tap Create



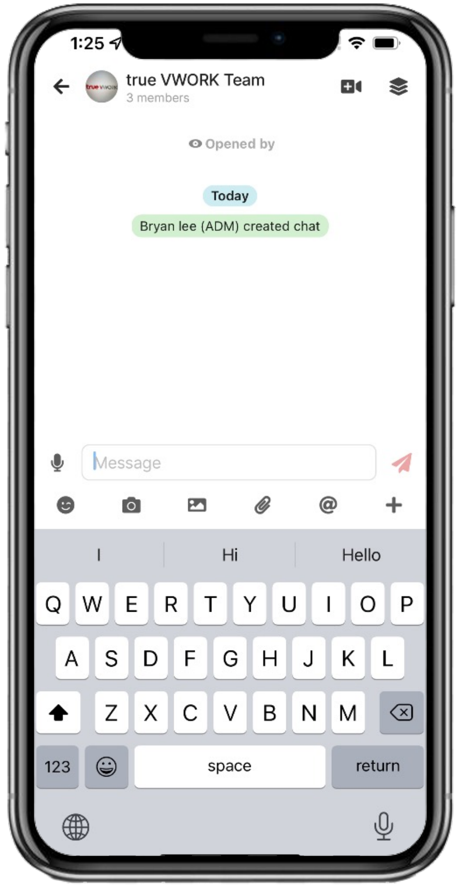
Set a profile photo

Enter a name

Types of chat room

- Open chat : Toggle the switch to "on", Anyone will be able to add or remove users and edit details of the chat
- Close chat : Toggle the switch to "off", Only you will be allowed to add or remove users and edit details of the chat

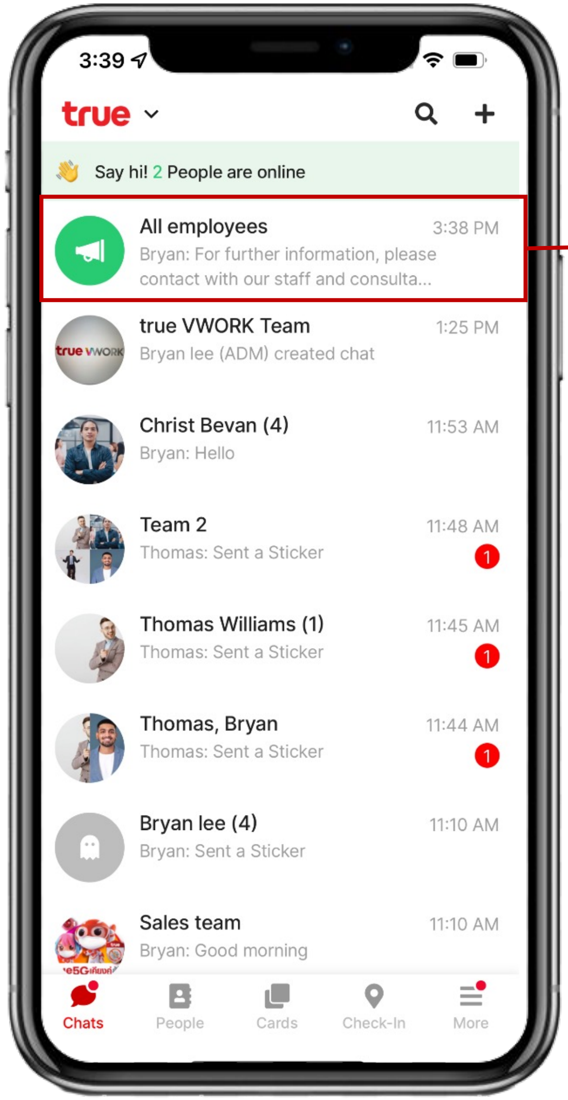
7 Redirect to group chat room



Symbol in chat room

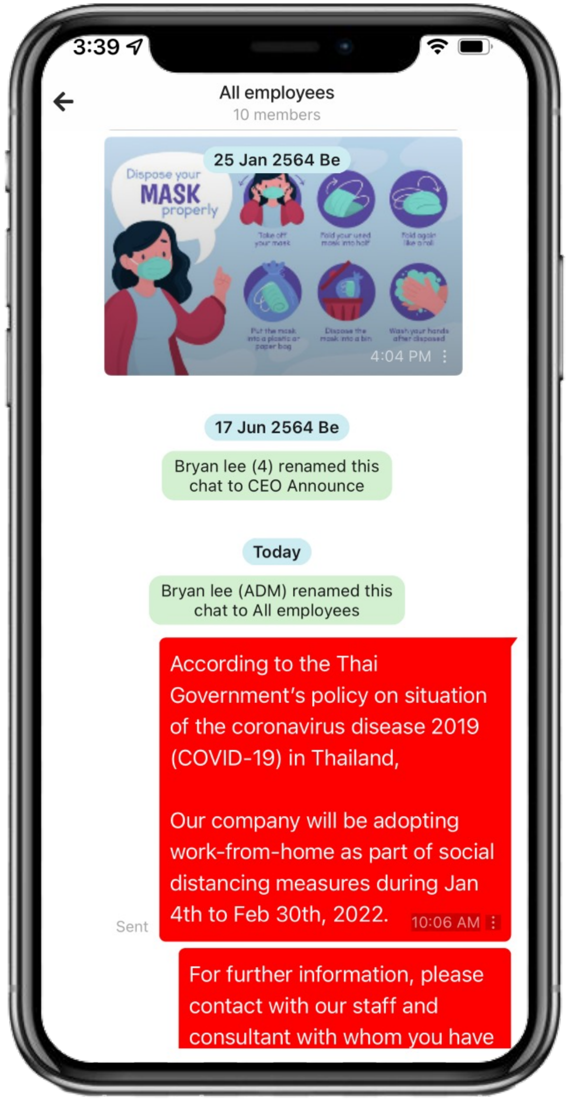
	Voice message
Type a message...	Typing message box
Send	Send message
	Sticker
	Access to photo (Take photo, Photo library)
	Photo library
	File attachment
@	Mention member in chat room
+	Access to other menu e.g. Card, Task, Form
	VDO Conference via true VROOM
	create a Topic

How to use broadcast (Read only)



2 Select a broadcast room

3 Redirect to broadcast room



1 Tap icon Chats

Menu : Video Conference

(true VROOM)

Menu : Video Conference (true VROOM)

Stay connected and communication with your team through video conference with more experience, Start making video calls with simple steps

Getting start : Video Conference (true VROOM)

You can start a video call from any channel with simple steps

Option 1

Via menu chat

Option 2

Via menu people

Option 3

Via menu calendar

Getting start : Video Conference (true VROOM)

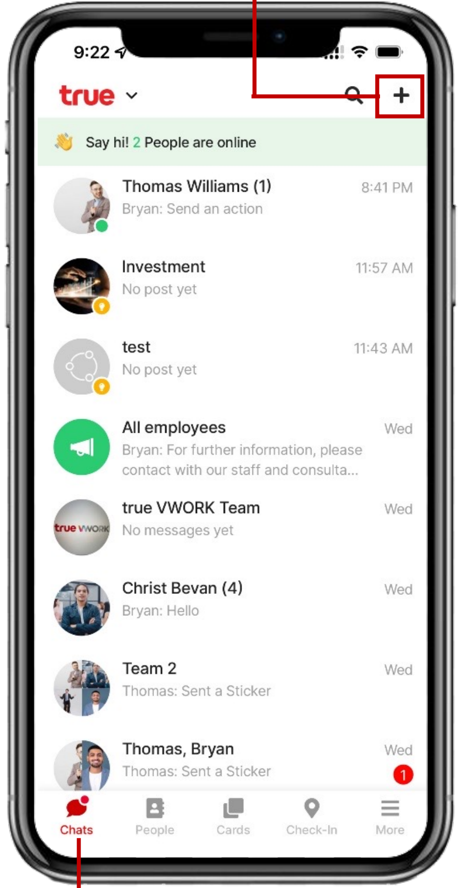
Option 1 : via menu chat

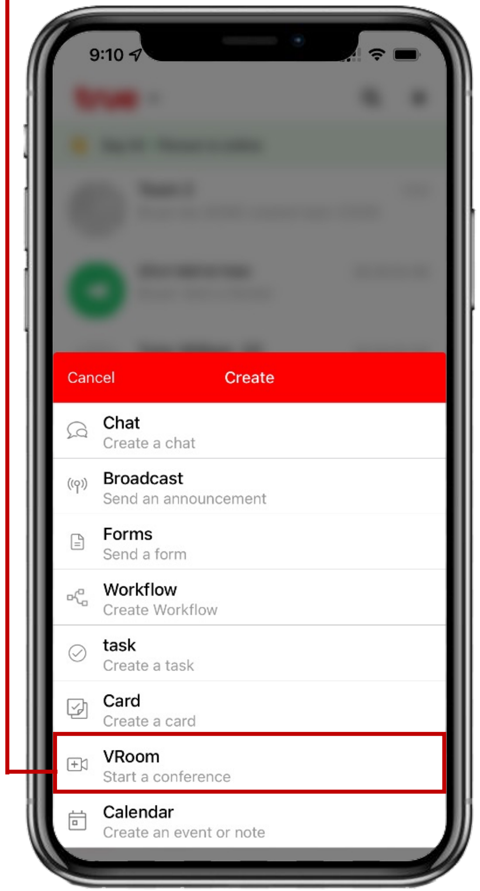
2 Tap icon +

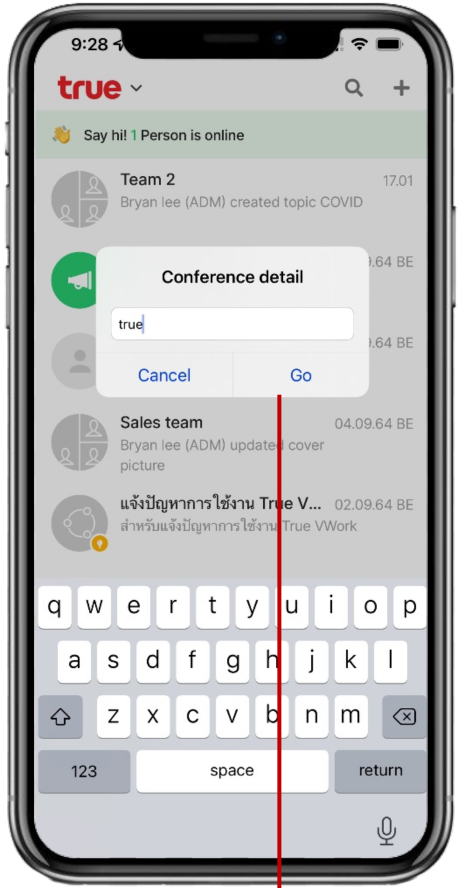
3 Select VROOM

4 Enter meeting room

6 Display to VDO call







1 Tap icon Chats

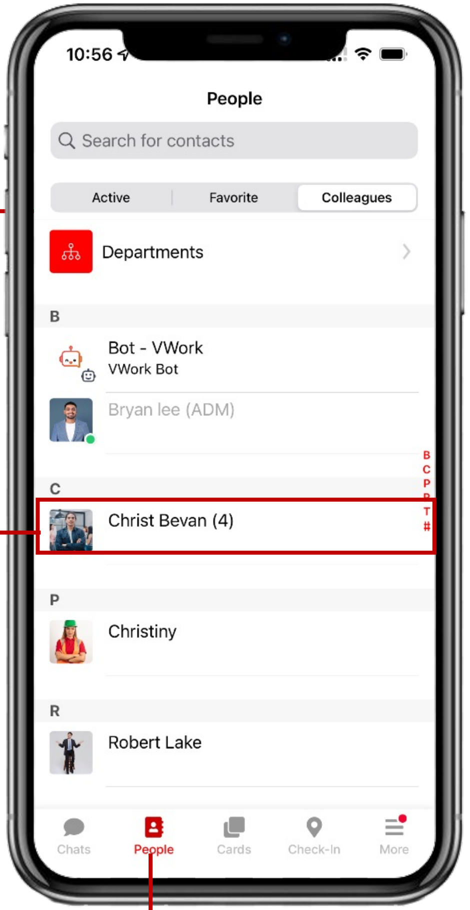
5 Tap Go

Getting start : Video Conference (true VROOM)

Option 2 : via menu people

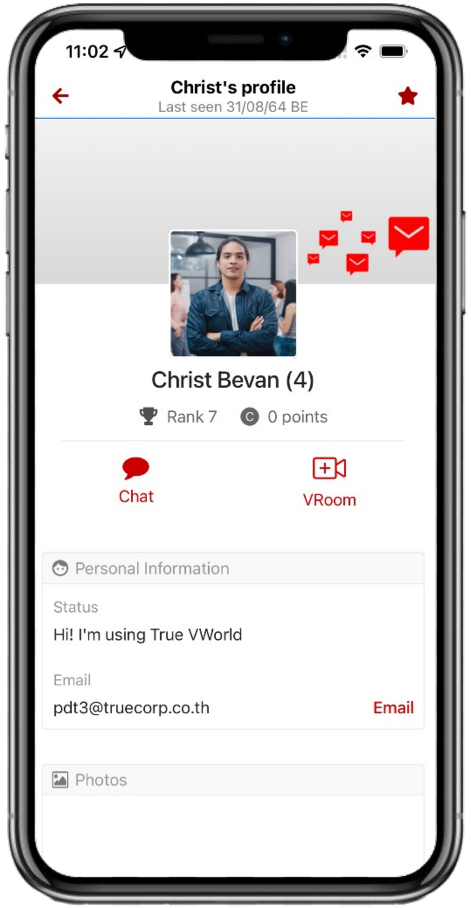
2 Go to “Tab : Colleagues”

3 Select a colleague



1 Tap icon People

4 Tap icon VRoom



5 Display to VDO call

Getting start : Video Conference (true VROOM)

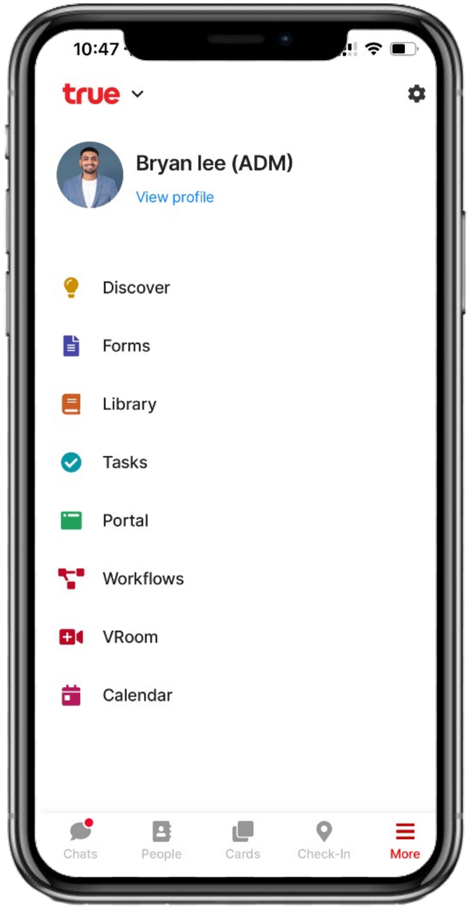
Option 3 : via menu calendar (create event / conference)

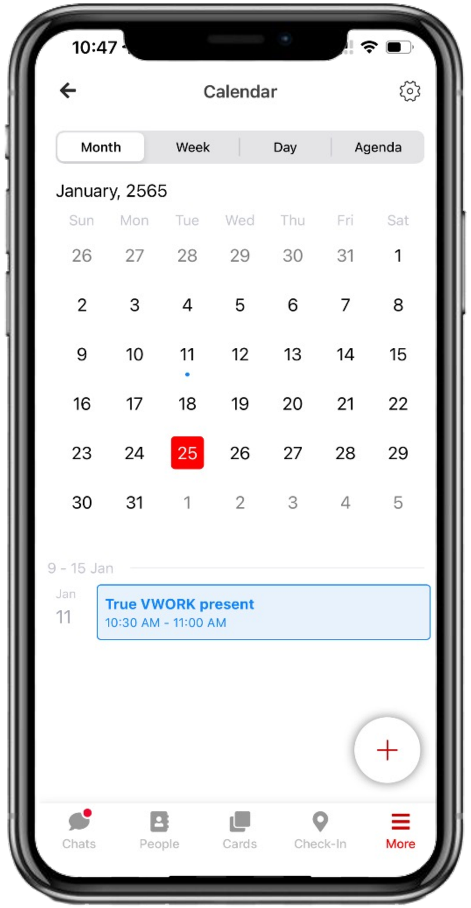
1 Tap icon

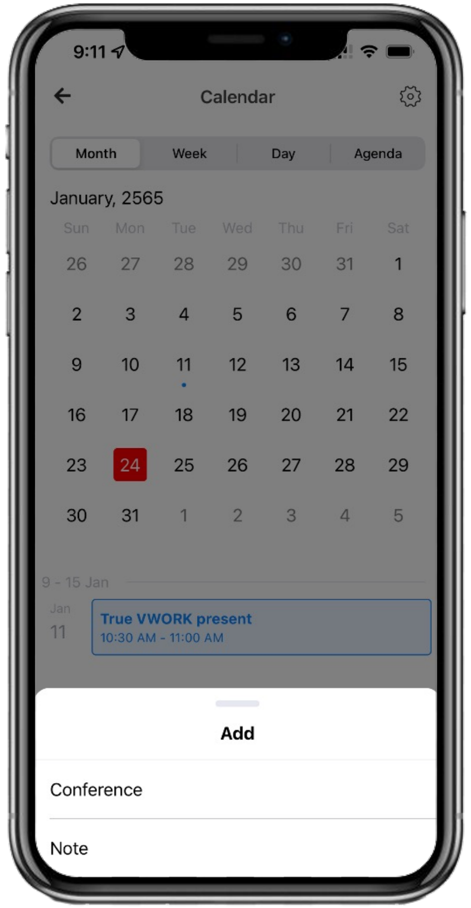
2 Tap icon

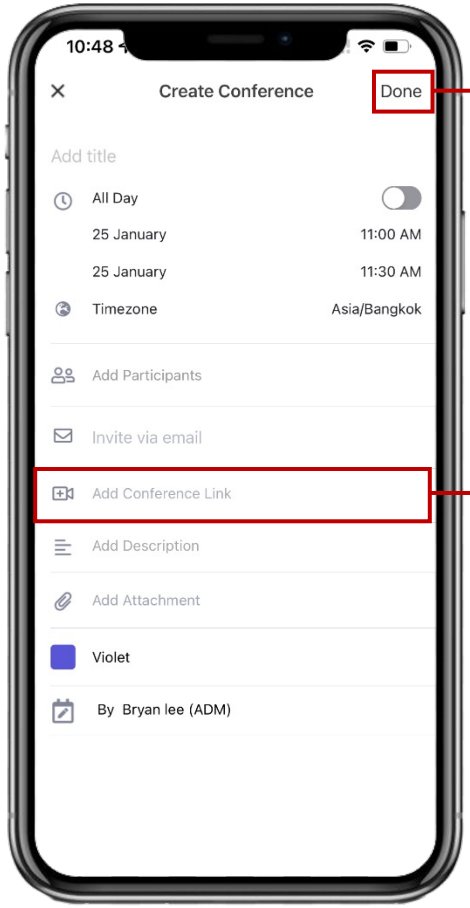
3 Select conference

4 Enter information to create conference









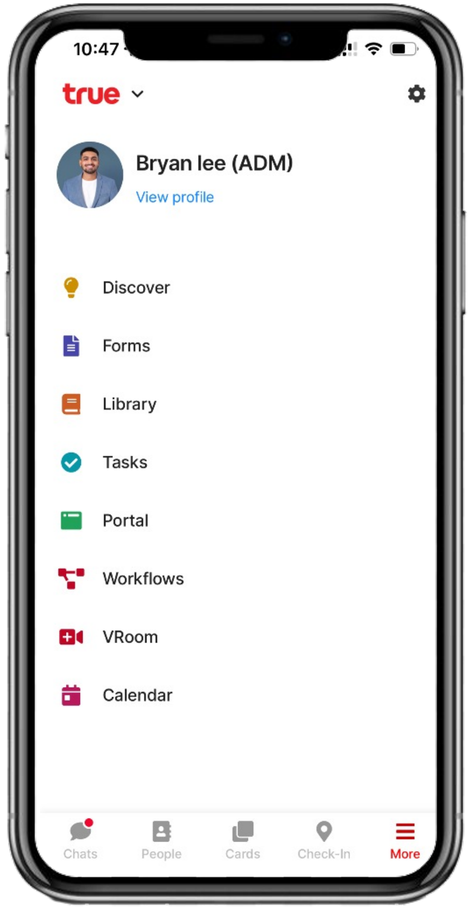
5 Tap Done

Don't forget to tap add conference link

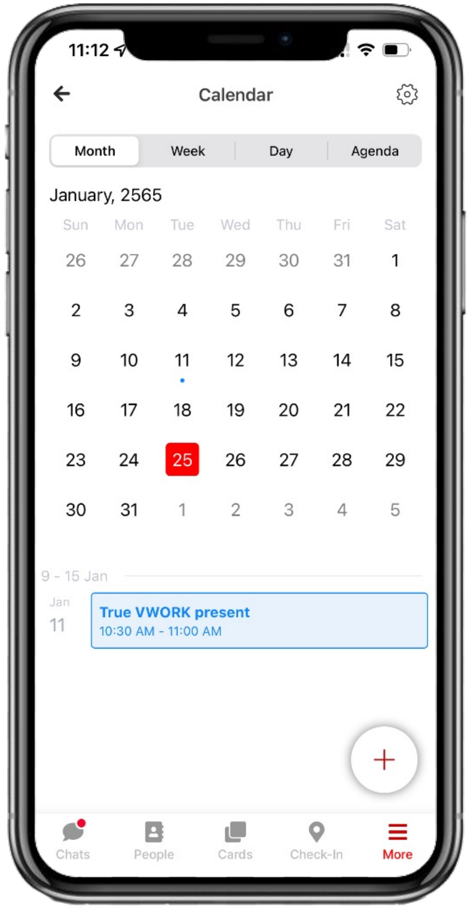
Getting start : Video Conference (true VROOM)

Option 3 : via menu calendar (join event / conference)

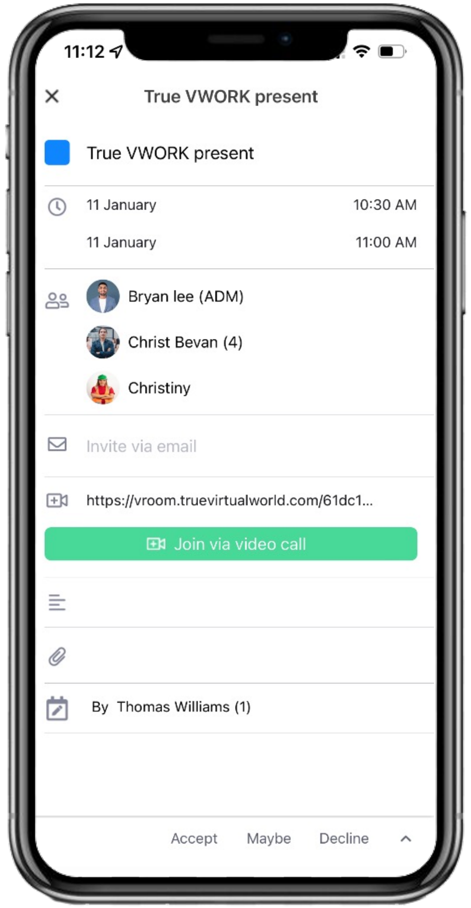
1 Tap icon



2 Select an event



3 Tap Join via video call



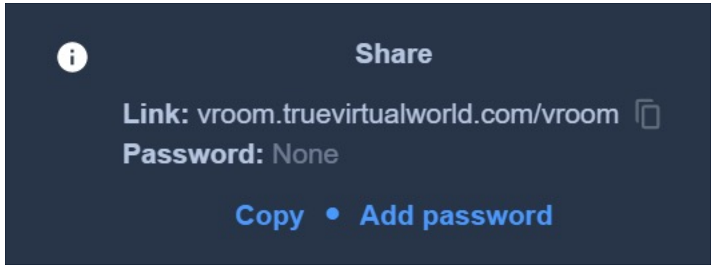
4 Display to VDO call

How to invite your team into the Video Conference

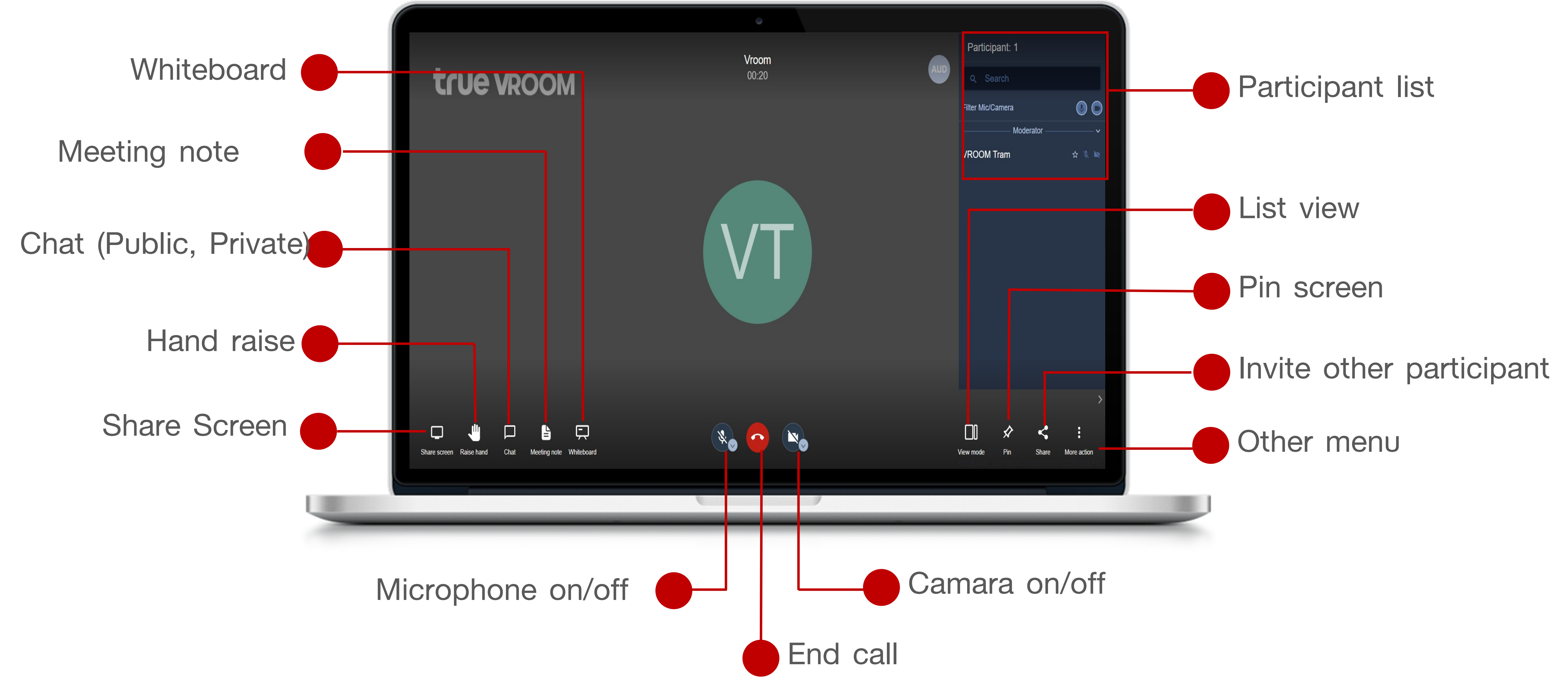
Tap

Next tap a copy url link

and share for participants



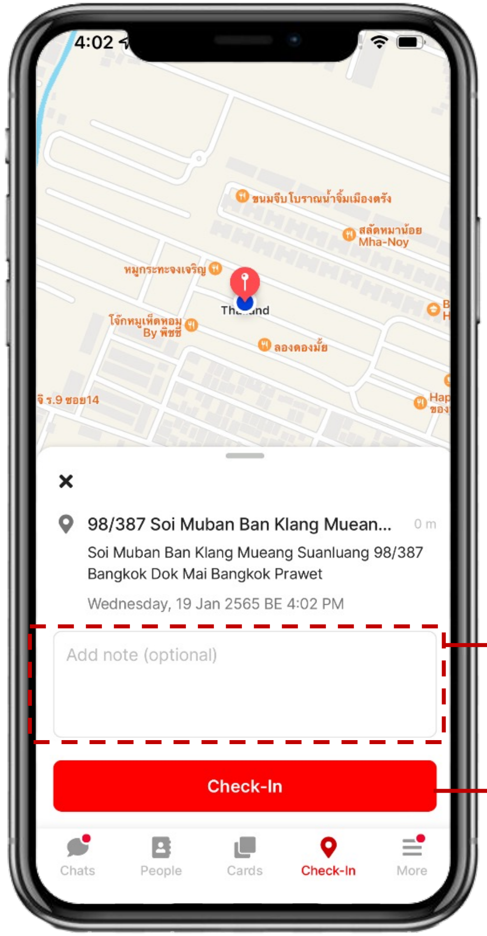
Symbol in Video Conference



Menu : Check in

Menu : Check in

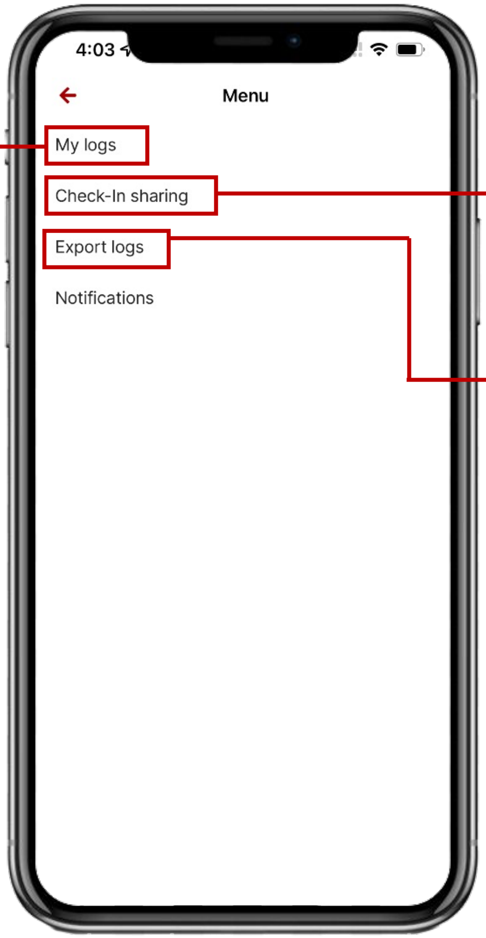
Allows user to report or update their live location to their supervisor or manager by check in and out at any time



See your check in logs

Add a note before check in, update or check out (optional)

Tap to check in, update or check out

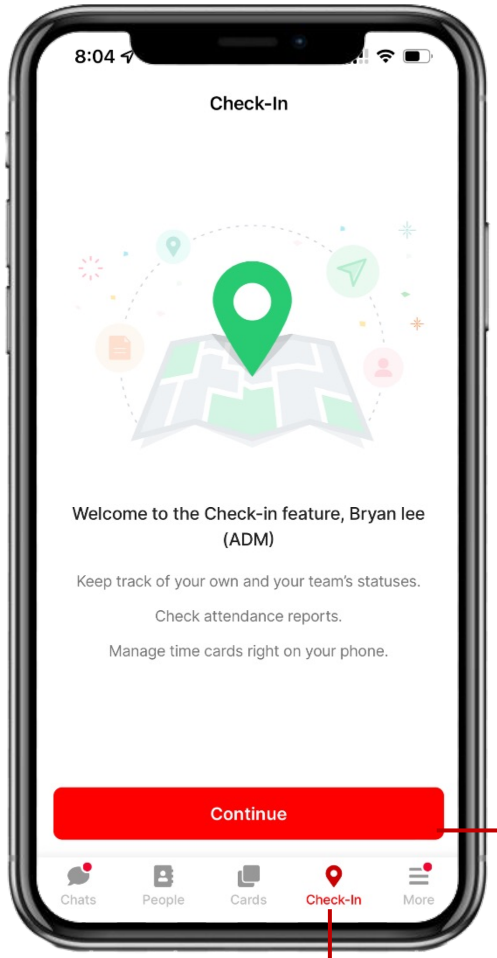


Tap to choose or change your manager

For manager to check your direct report check in logs

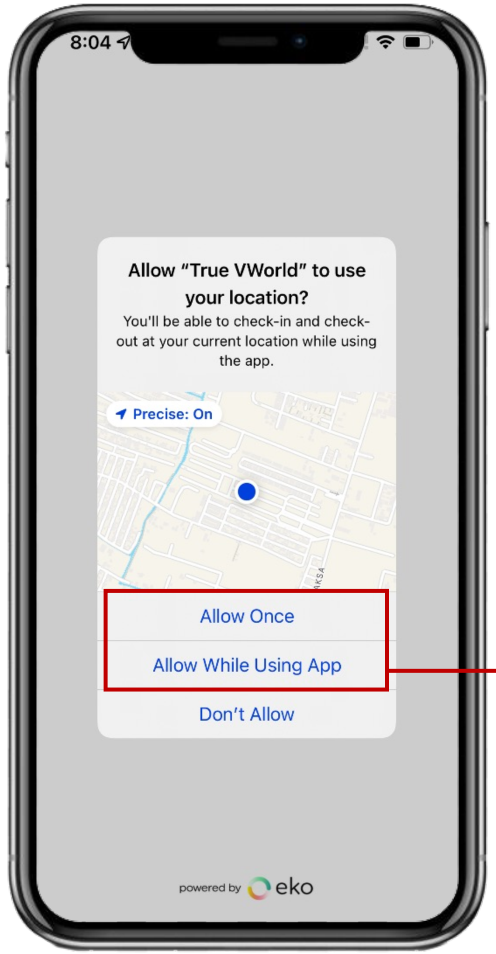
Note : This feature is available on Mobile application only

Getting Started : Set location access



2 Tap Continue

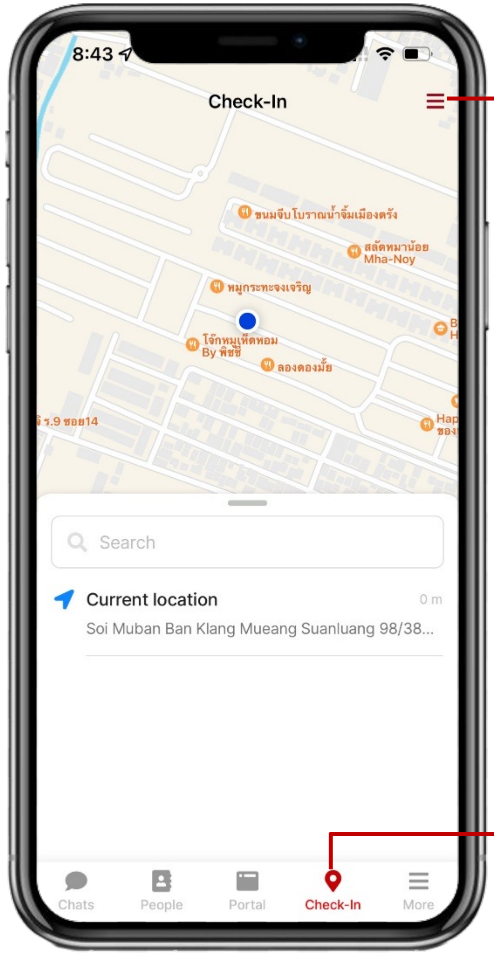
1 Tap icon Check-In



3 Select one option

Note : This step is only done in first time

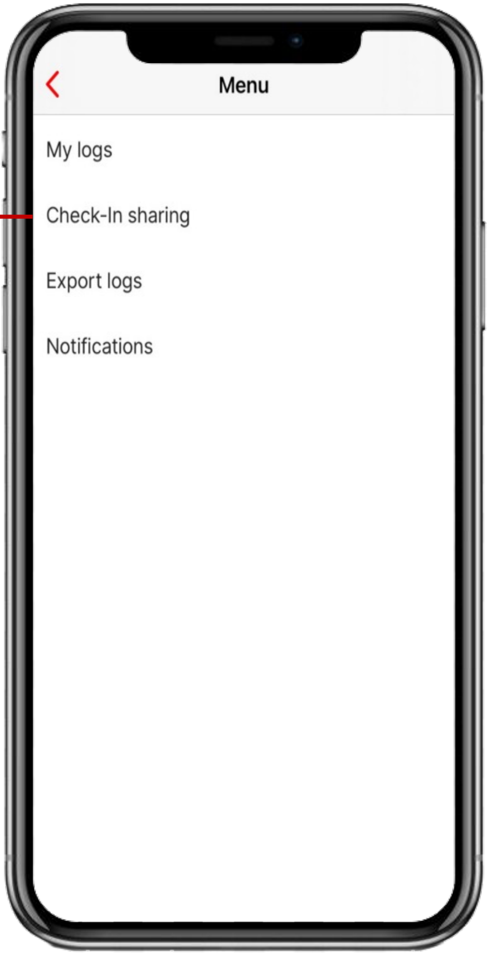
Getting Started : Set Manager



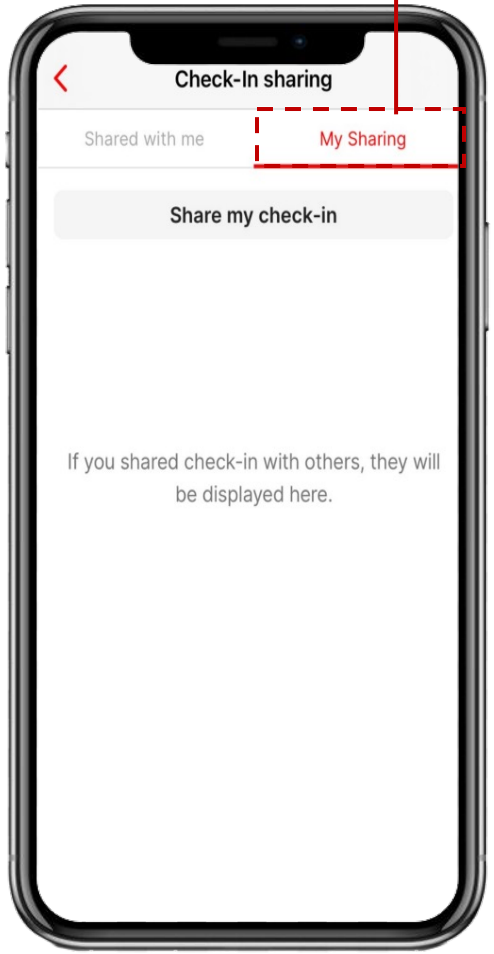
2 Tap

1 Tap icon Check-In

3 Select “Check-in sharing”

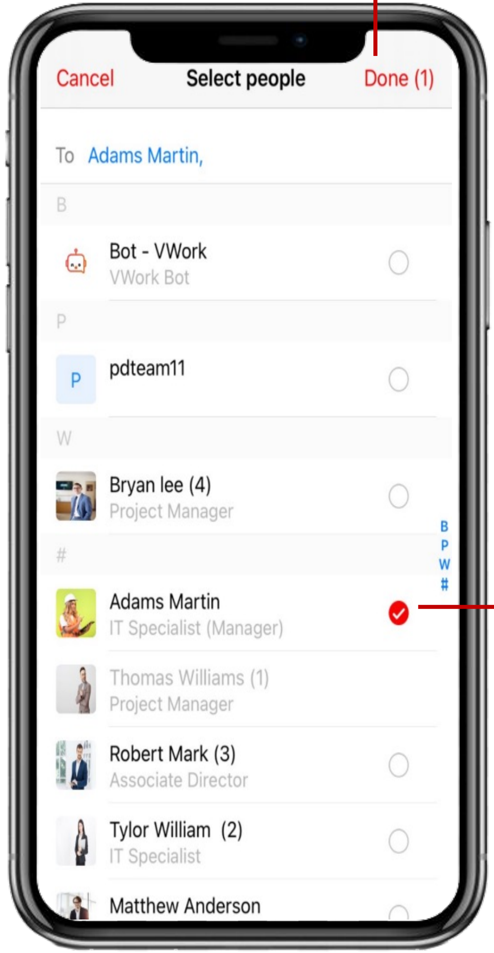


4 Tap “My Sharing”

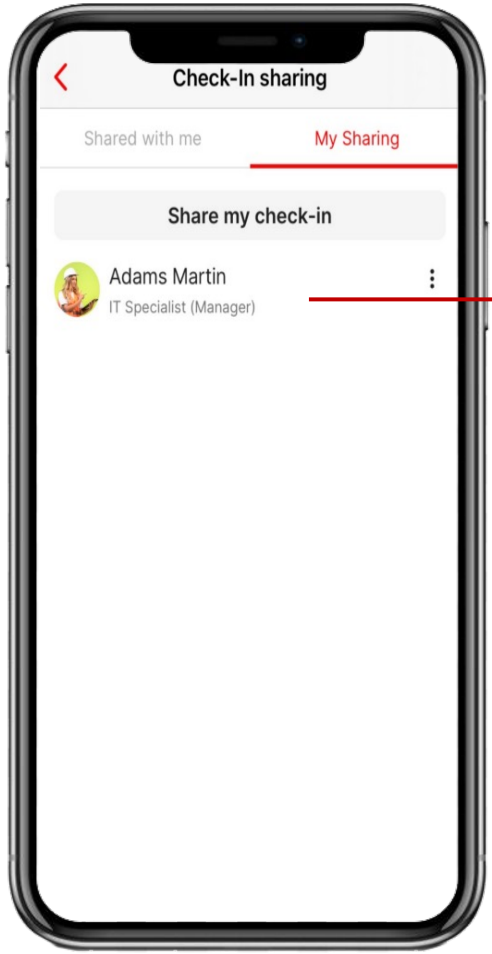


Note : This step is only done in first time

6 Tap Done



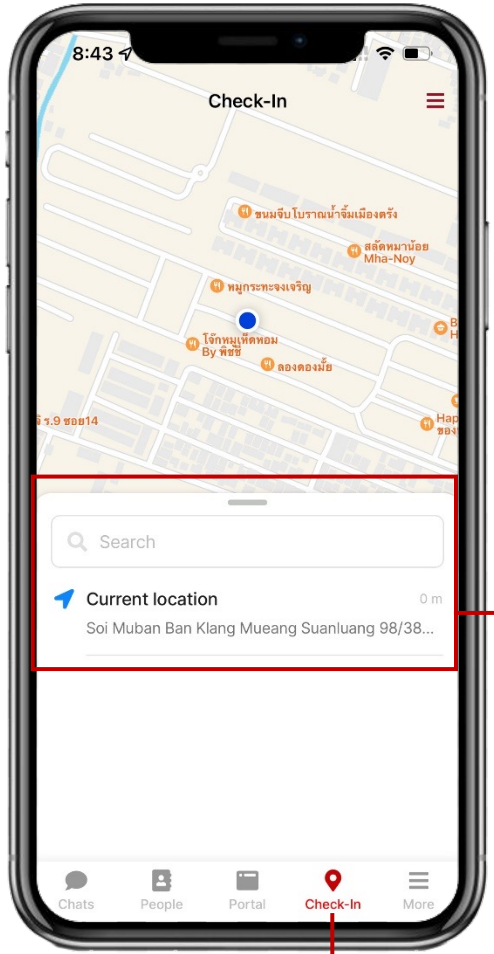
5 Select your manager



7 Screen show your manager

Note : This step is only done in first time

Steps to check in

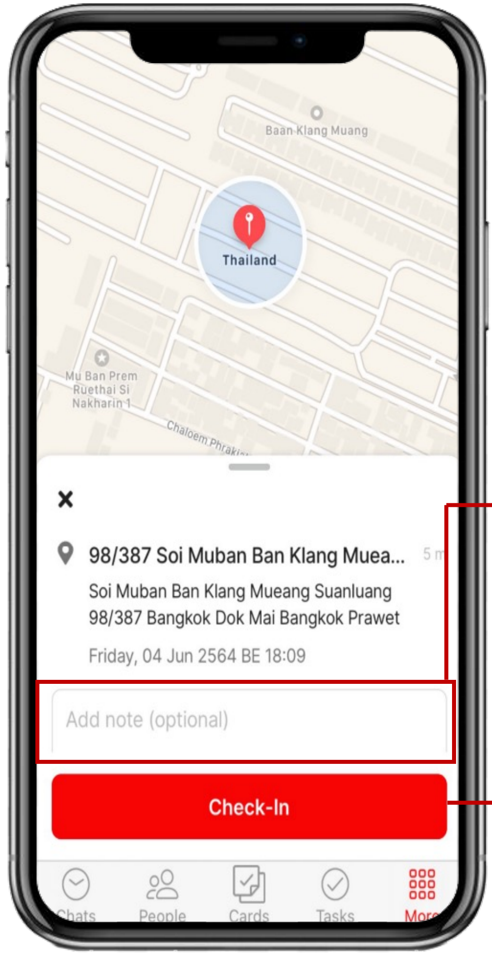


2 Select "Current location"

Or

"Search" for other location

1 Tap icon Check-In

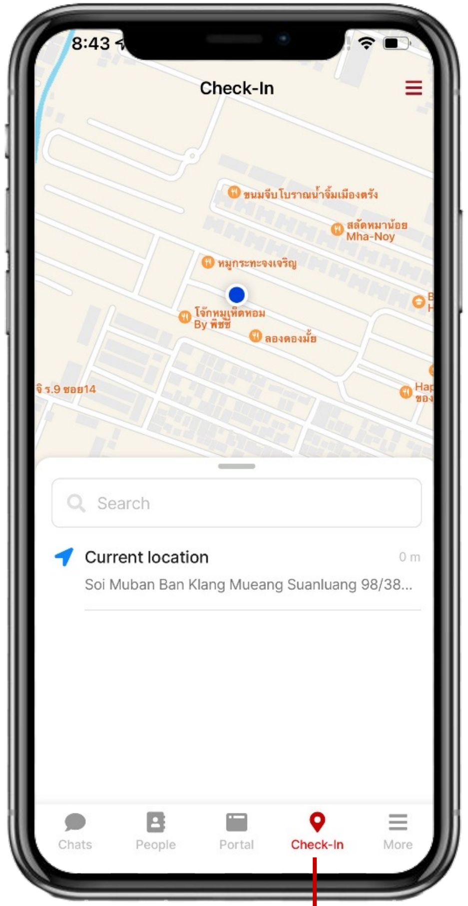


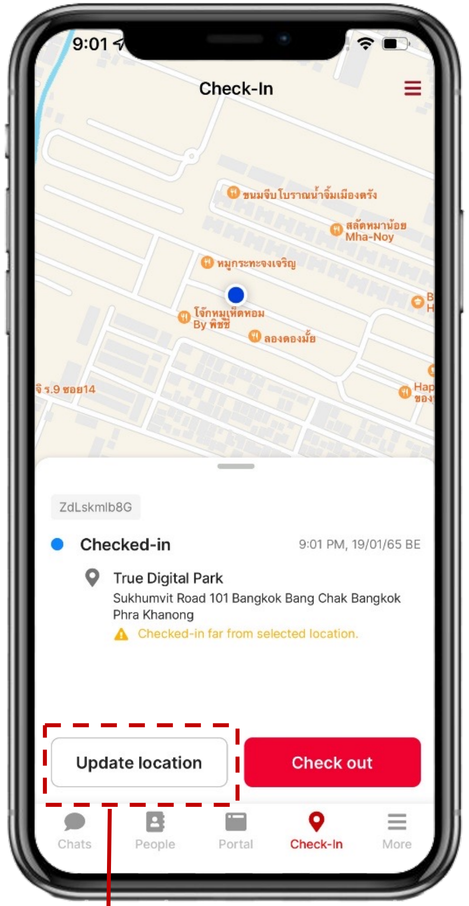
3 You can add note or explain for your activity

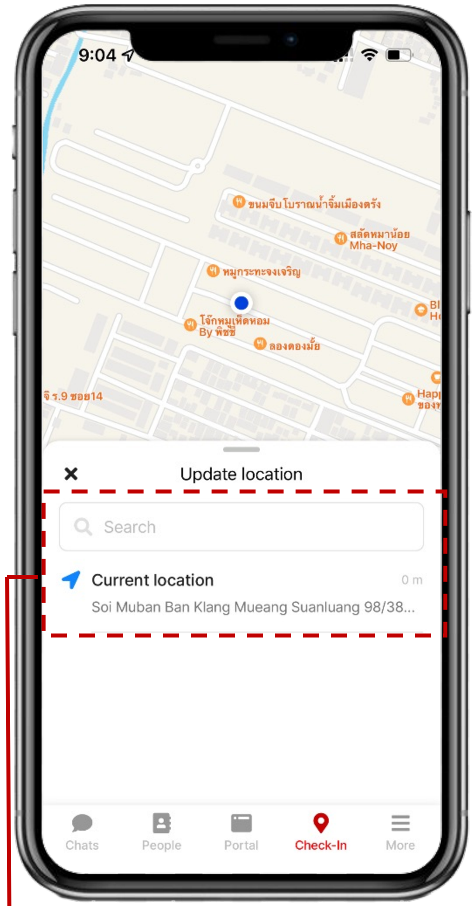
4 Tap Check-In

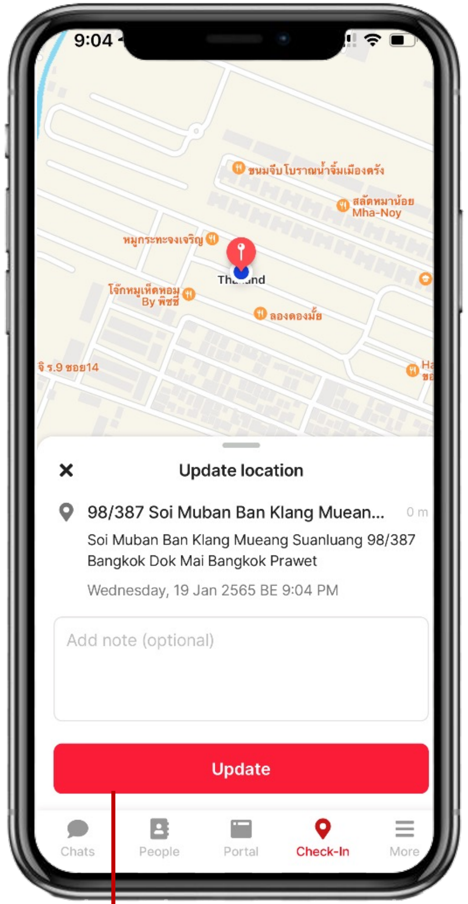
Steps to update location

- Update Location button will appear after you first check in









1 Tap icon Check-In

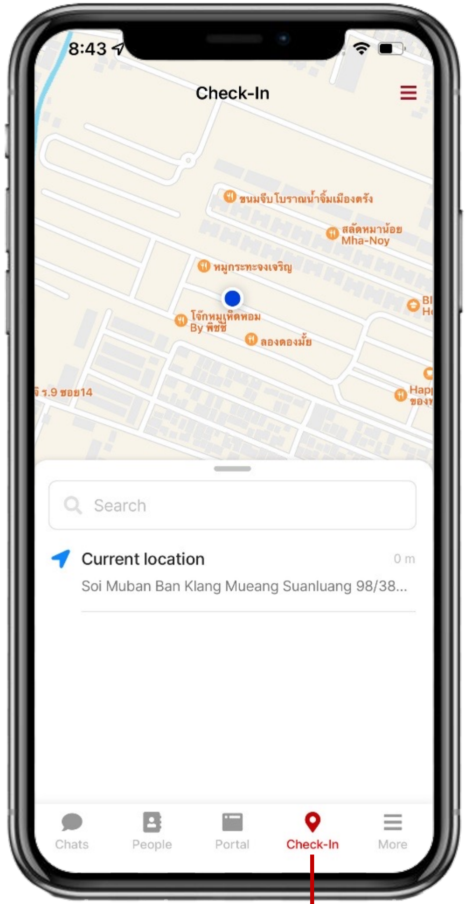
2 Tap Update location

3 Select "Current location" Or "Search" for other location

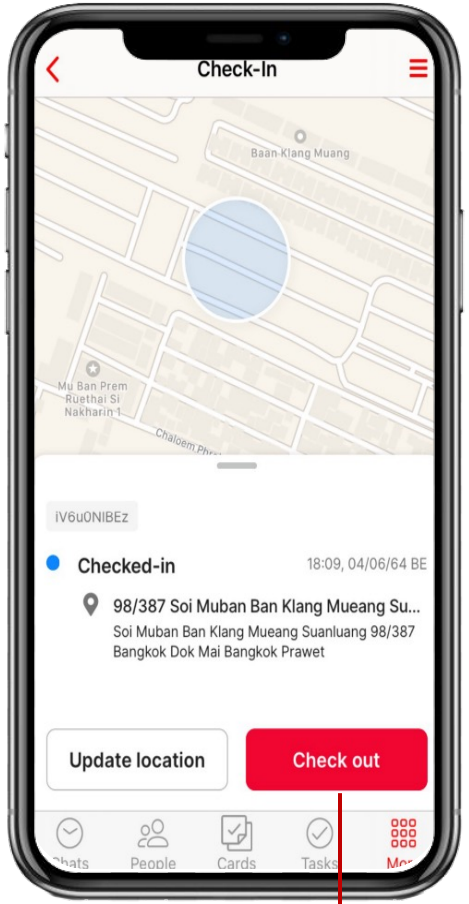
4 Tap Update

Steps to check out

- Check out button will appear after you first check in



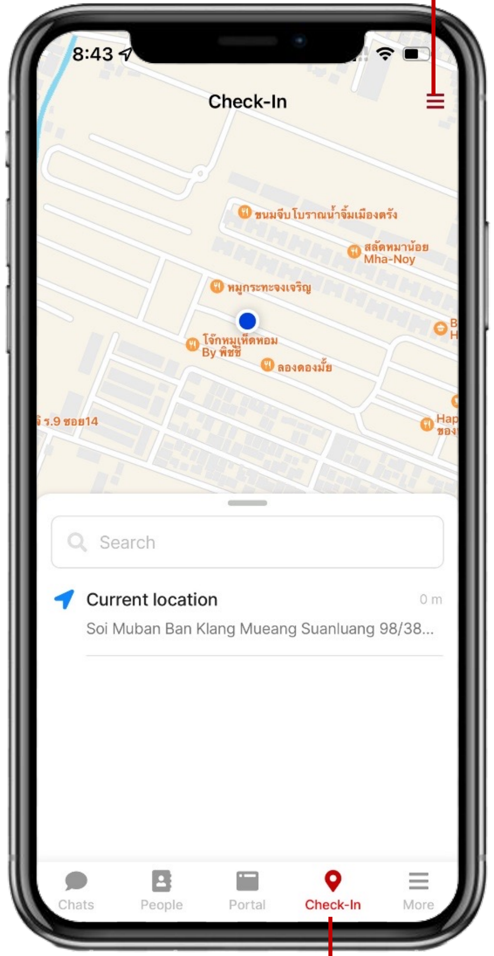
1 Tap icon Check-In



2 Tap Check out

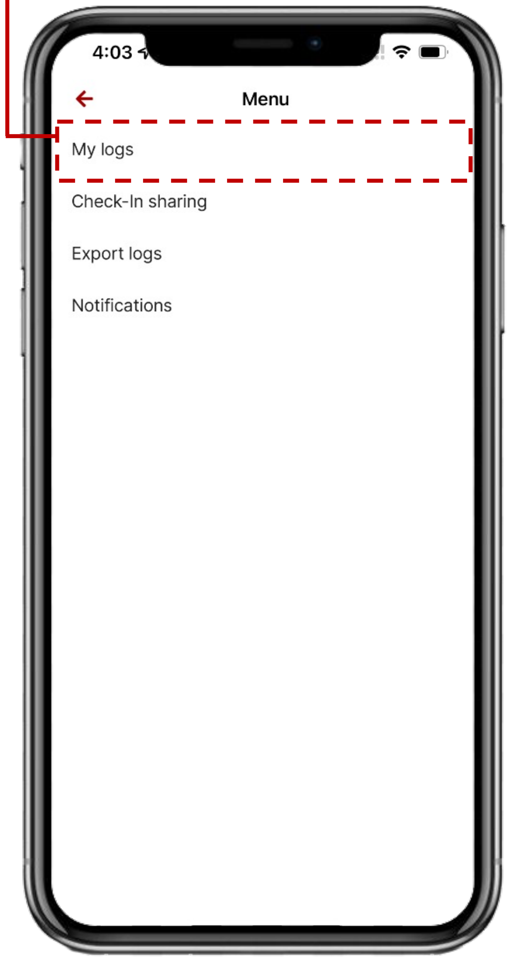
Review my check in logs

2 Tap



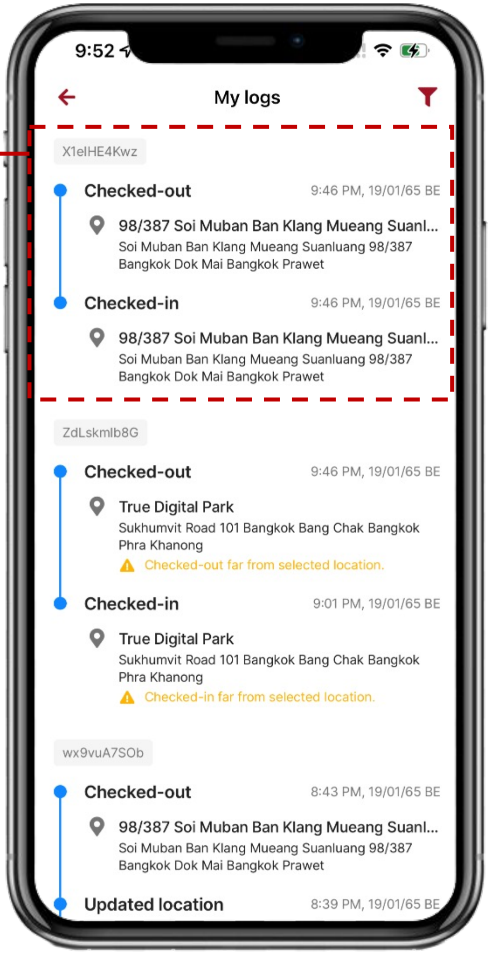
1 Tap icon Check-In

3 Tap "My logs"



4 Logs show the details

Date, Time, Location

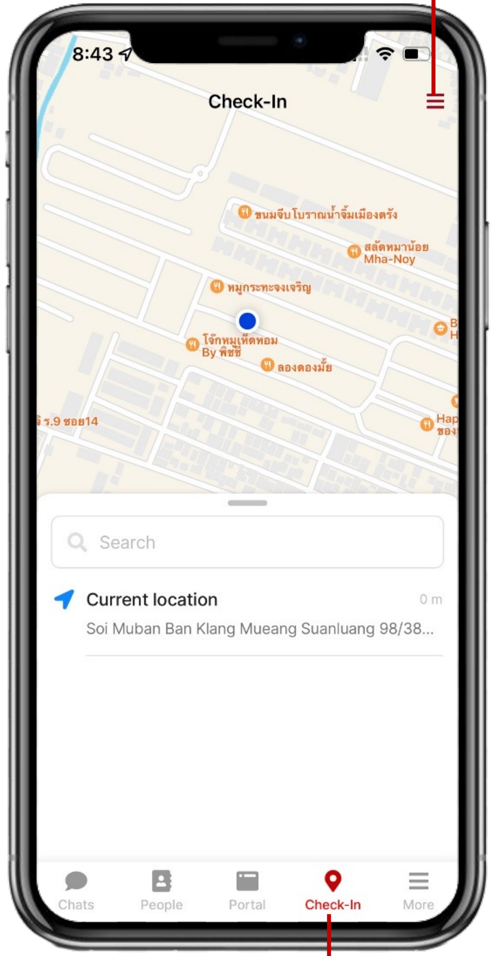


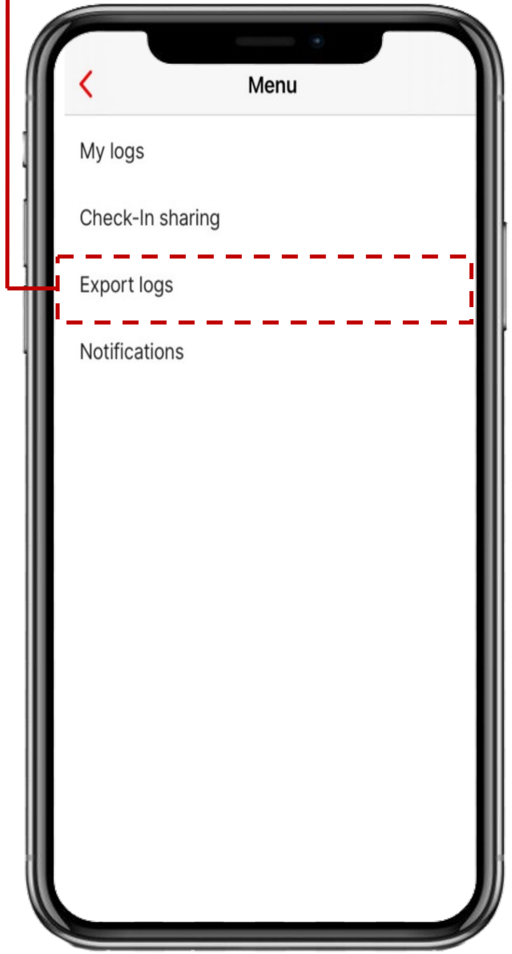
Reporting (For manager)

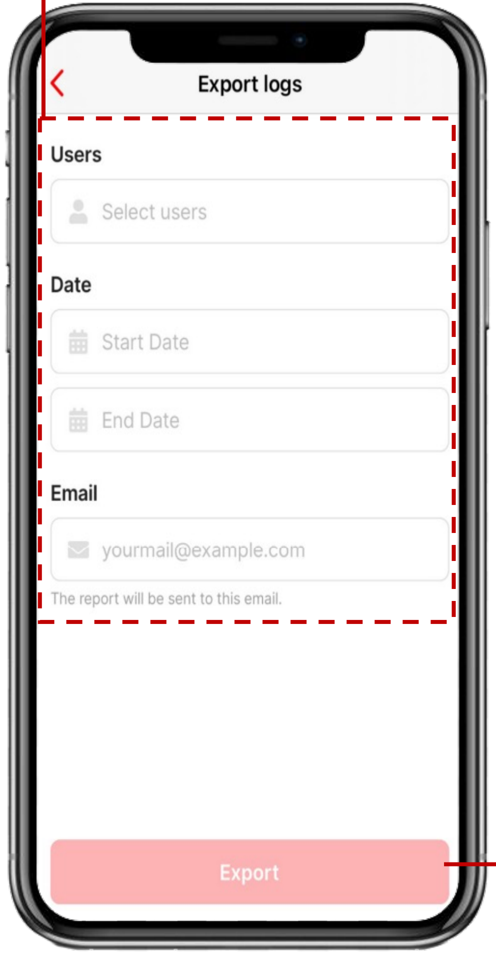
2 Tap ☰

3 Tap “Export logs”

4 Enter the information







5 Tap Export

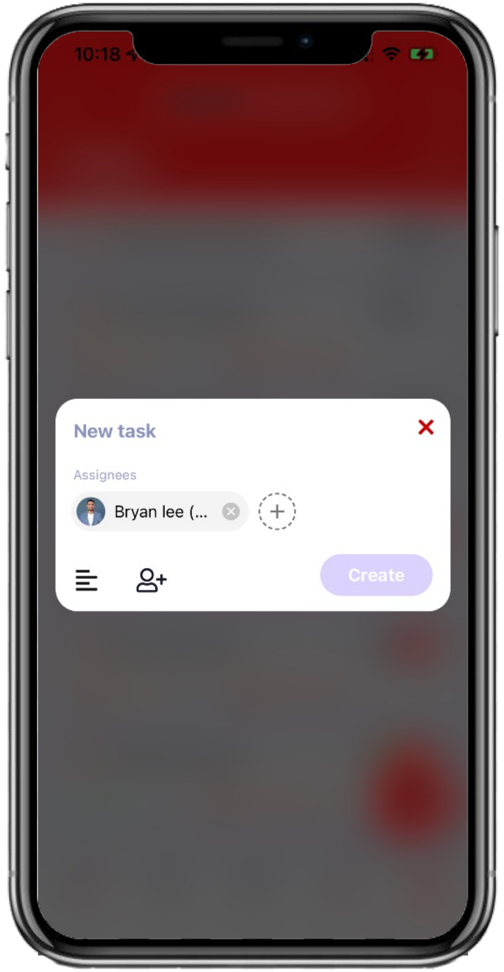
1 Tap icon Check-In

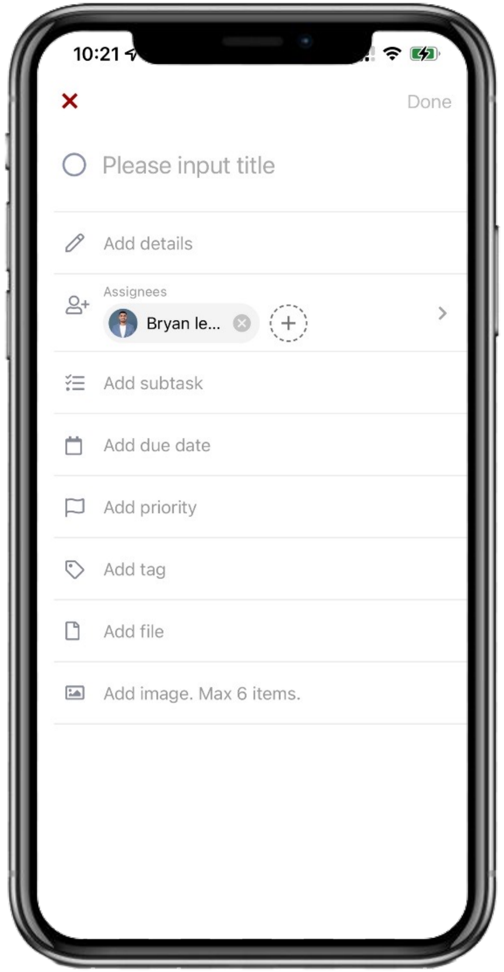
Note : After tap button export, report will be send file into email

Menu : Task

Menu : Task

Manage your team's tasks in one platform, Start your collaborate with a simple To-Do-List and add more details, Making your team faster, easier and more efficient





- ✓ Add task detail
- ✓ Add assignees
- ✓ Checklist / subtask
- ✓ Set priority (high, medium, low)
- ✓ Set due date
- ✓ Tag
- ✓ Attach file / photo
- ✓ History log

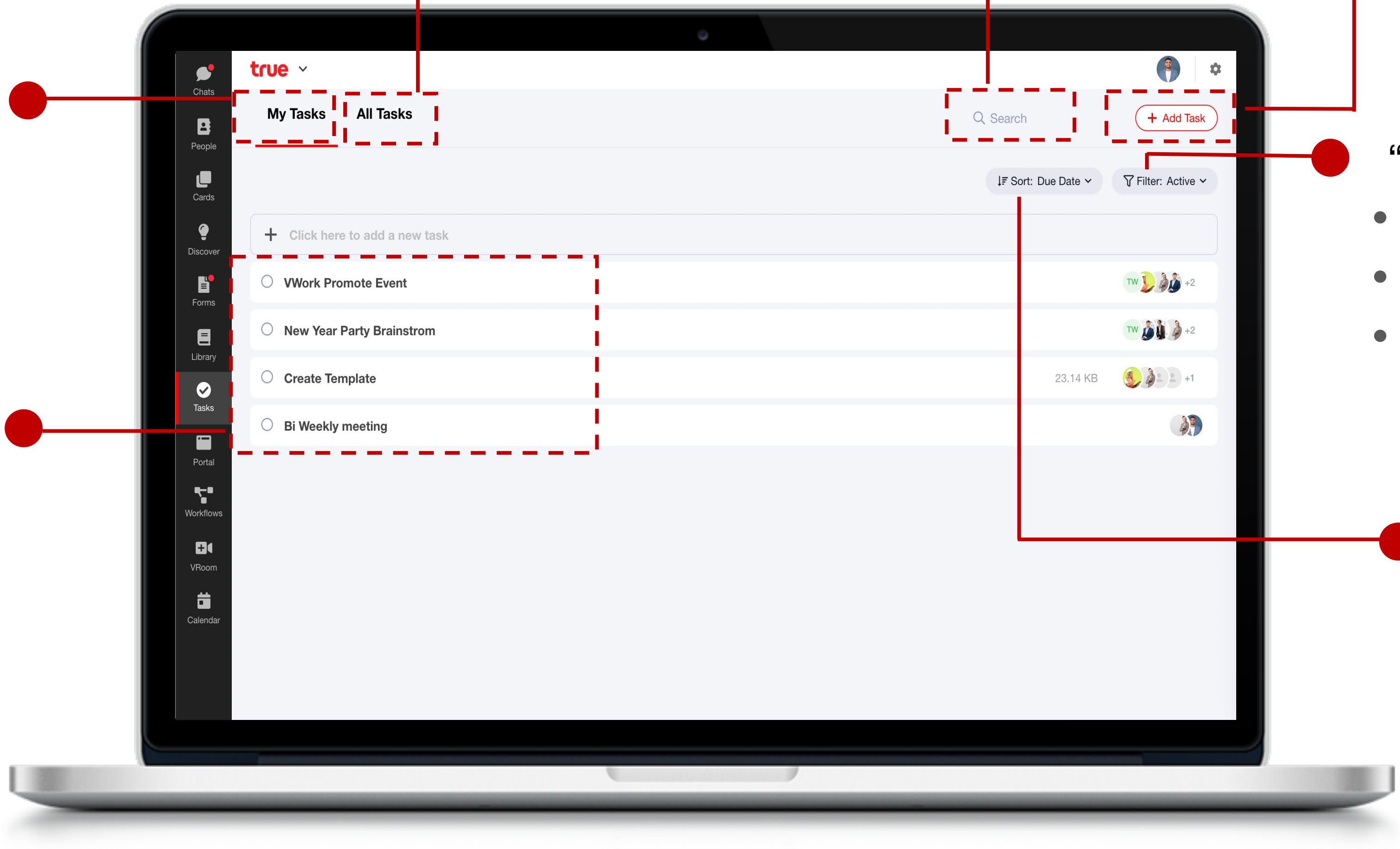
Screen layout of Menu : Task

Show all task

Search a task

Create new task

Show my task only



“Filter”

- Active
- Closed
- All

All task is appear on screen

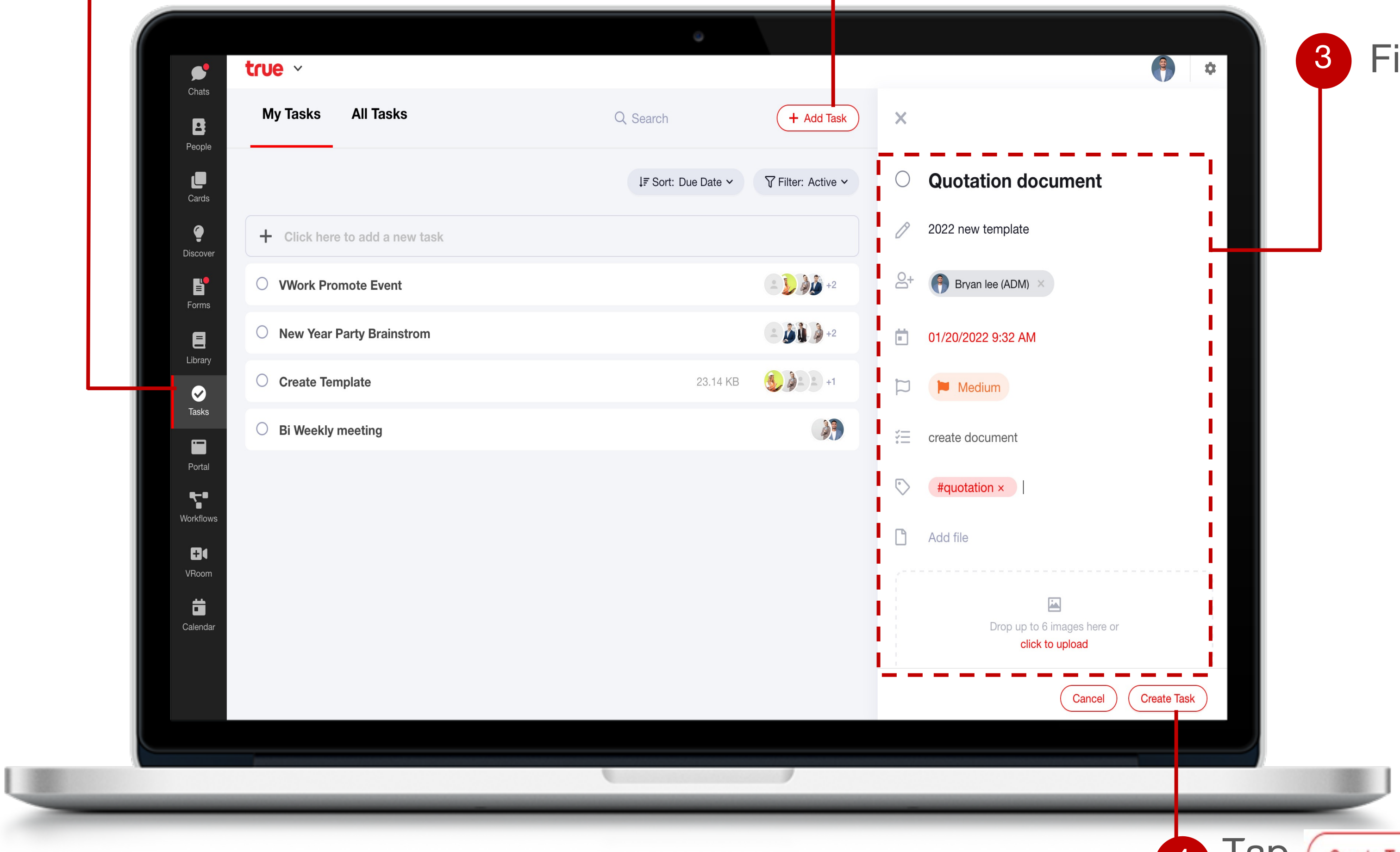
“Sort”

- Due Date
- Priority
- Last updated

Create new task

1 Tap icon Tasks

2 Tap + Add Task



3 Fill the information

- Add task name
- Add task detail
- Assign team member
- Set due date
- Set priority
- Add sub task / Checklist
- Set hashtag (#)
- Attach file
- Attach image

4 Tap Create Task

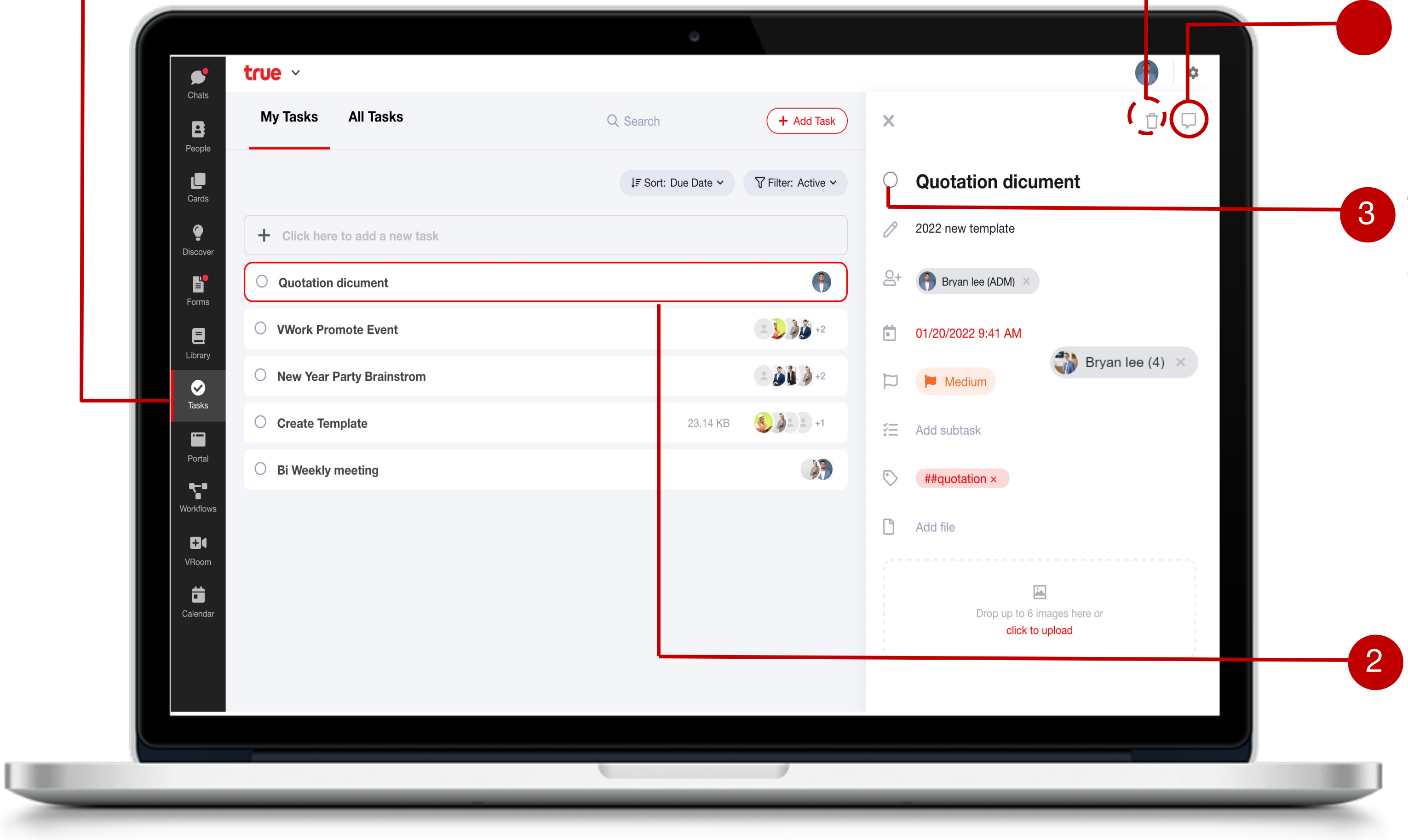
Update / Close task

1 Tap icon Tasks

Delete a task, It will be permanently deleted if it is deleted

In a task,
you can communicate with your team member

3 Tap an icon ○ (this icon will be change to red)
to closed a task



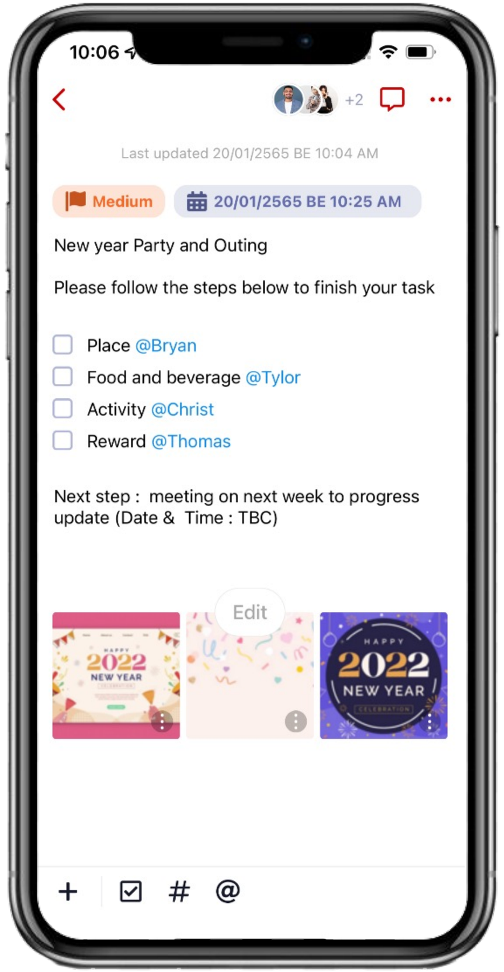
2 Select a task

Note : The task has been closed, and it will be removed from the screen.
You can view it again by using the filter (filter = closed / all)

Menu : Card

Menu : Card

Manage project more efficiently by having team member collaborate by creating and sharing notes, attachment and minutes all in one place and in real time



- ✓ Card title
- ✓ Card detail
- ✓ Add assignees
- ✓ Checklist
- ✓ Set priority (high, medium, low)
- ✓ Set due date
- ✓ Attach file / photo / Video
- ✓ @mention

Screen layout of Menu : Card

Search a card

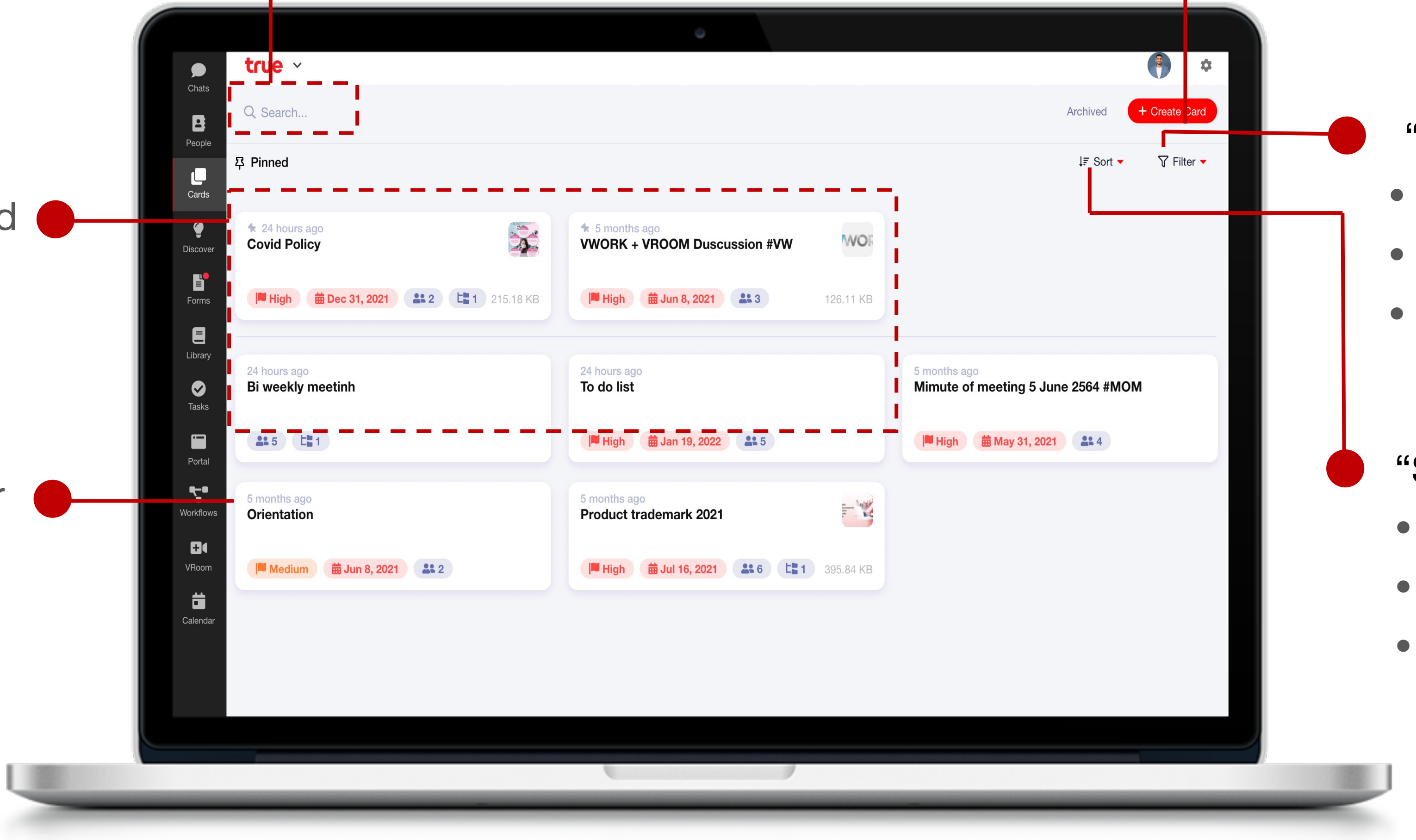
you can input “keyword” or “#tag”

Create new card

Pinned card

All card is appear

on screen



“Filter”

- Active
- Closed
- All Card

“Sort”

- Due Date
- Priority
- Last updated

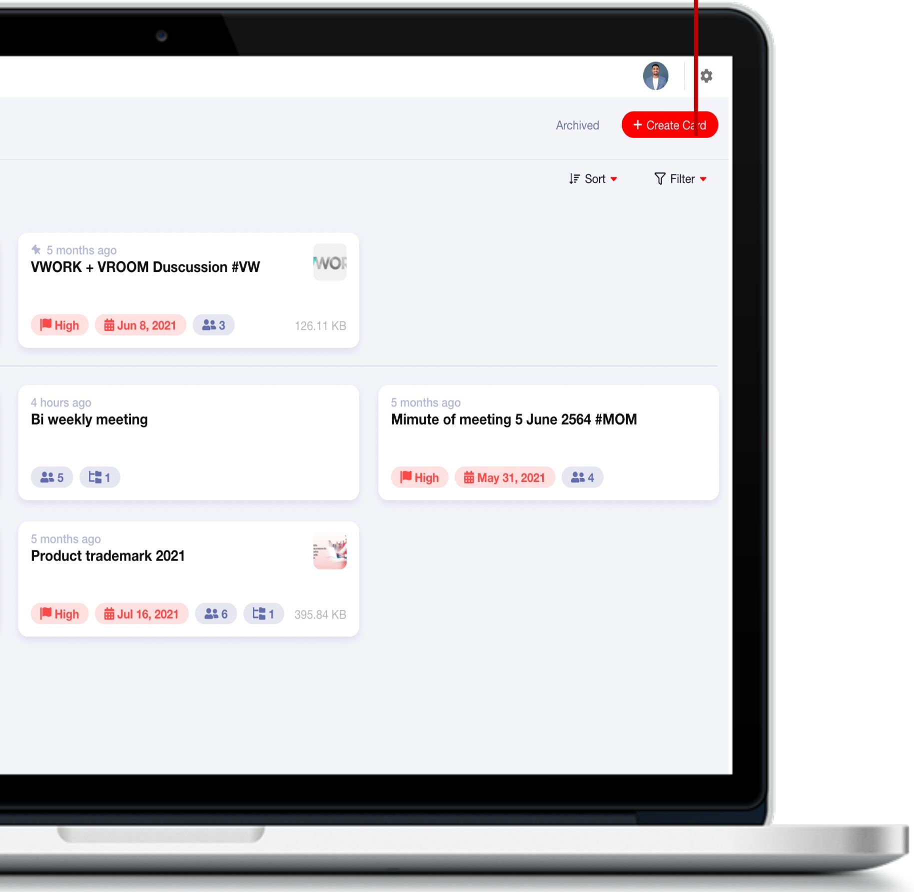
Create new card

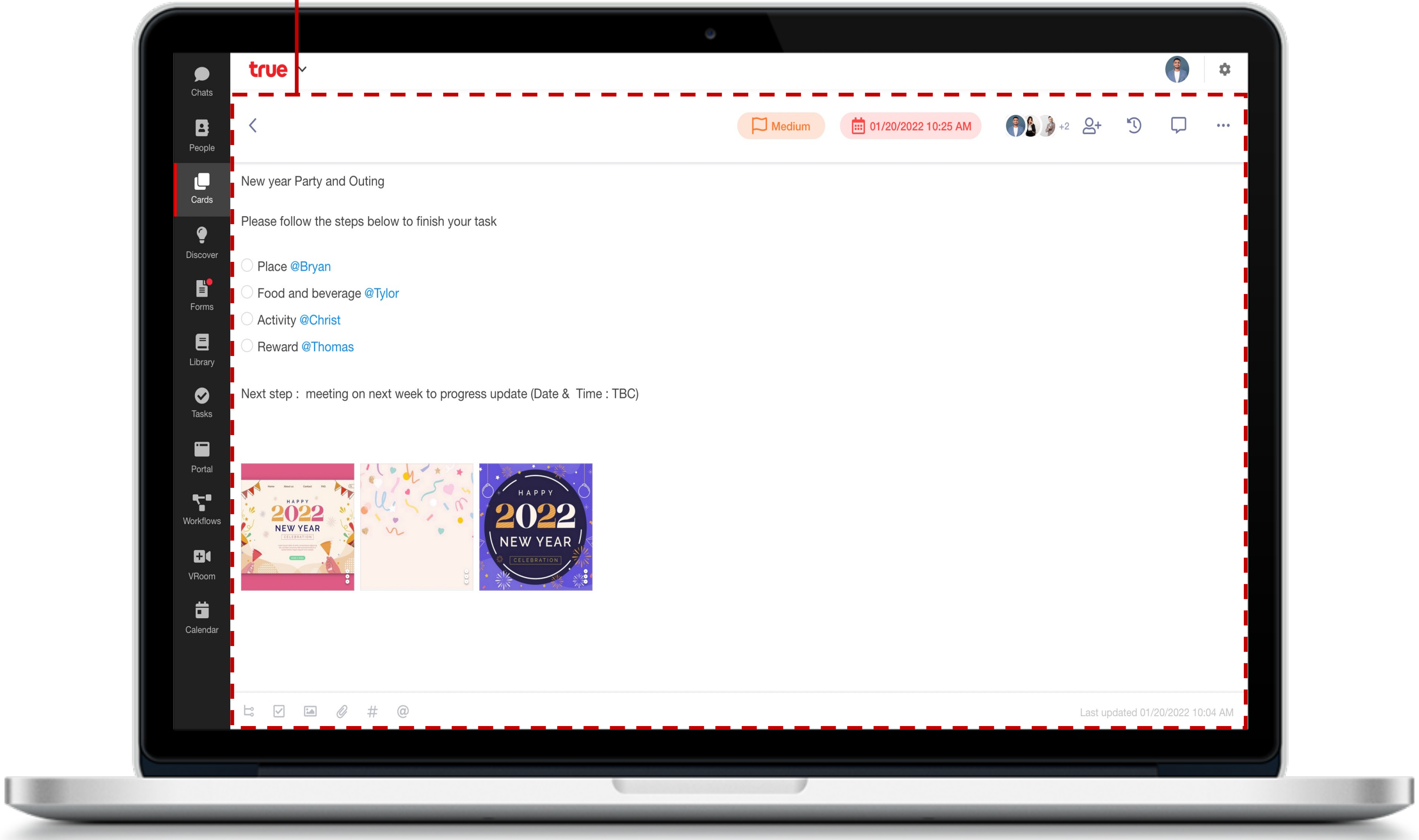
1 Tap icon Cards

2 Tap + Create Card

3 Enter information

e.g. Text, Photo, Priority, Due date, etc.





Symbol in card

Priority Set priority (high, medium, low)

Due Date Set due date

Assign team member

History logs

you can chat with other team member, Within each card

Other setting e.g. Pin card, Close card, Delete card

Link other card

Checklist

Photo library

Attachment

Hashtag (#)

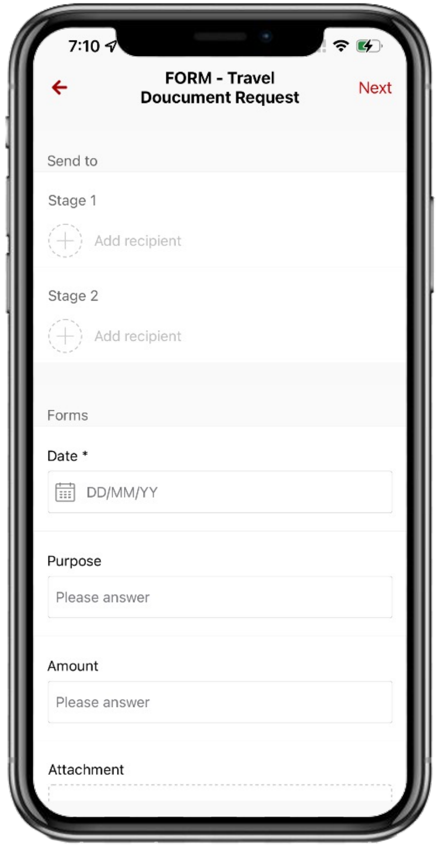
Mention member

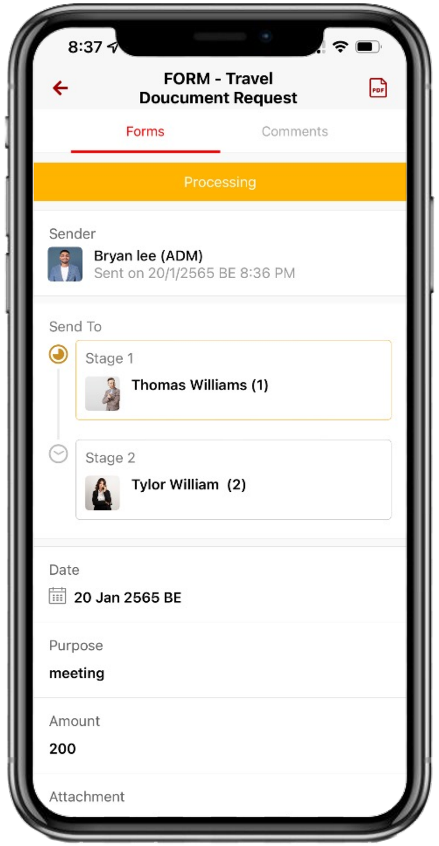
Menu : Form (Online approval)

Apply for uncomplicated template

Menu : Form

Form is an online function that allows you to request and approve documents, It's making for simple and uncomplicate template, you can create a new request or status tracking at anytime





- ✓ Submit request
- ✓ Approve / Reject
- ✓ Status tracking
- ✓ E-signature support
- ✓ Data export

Screen layout of Menu : Form

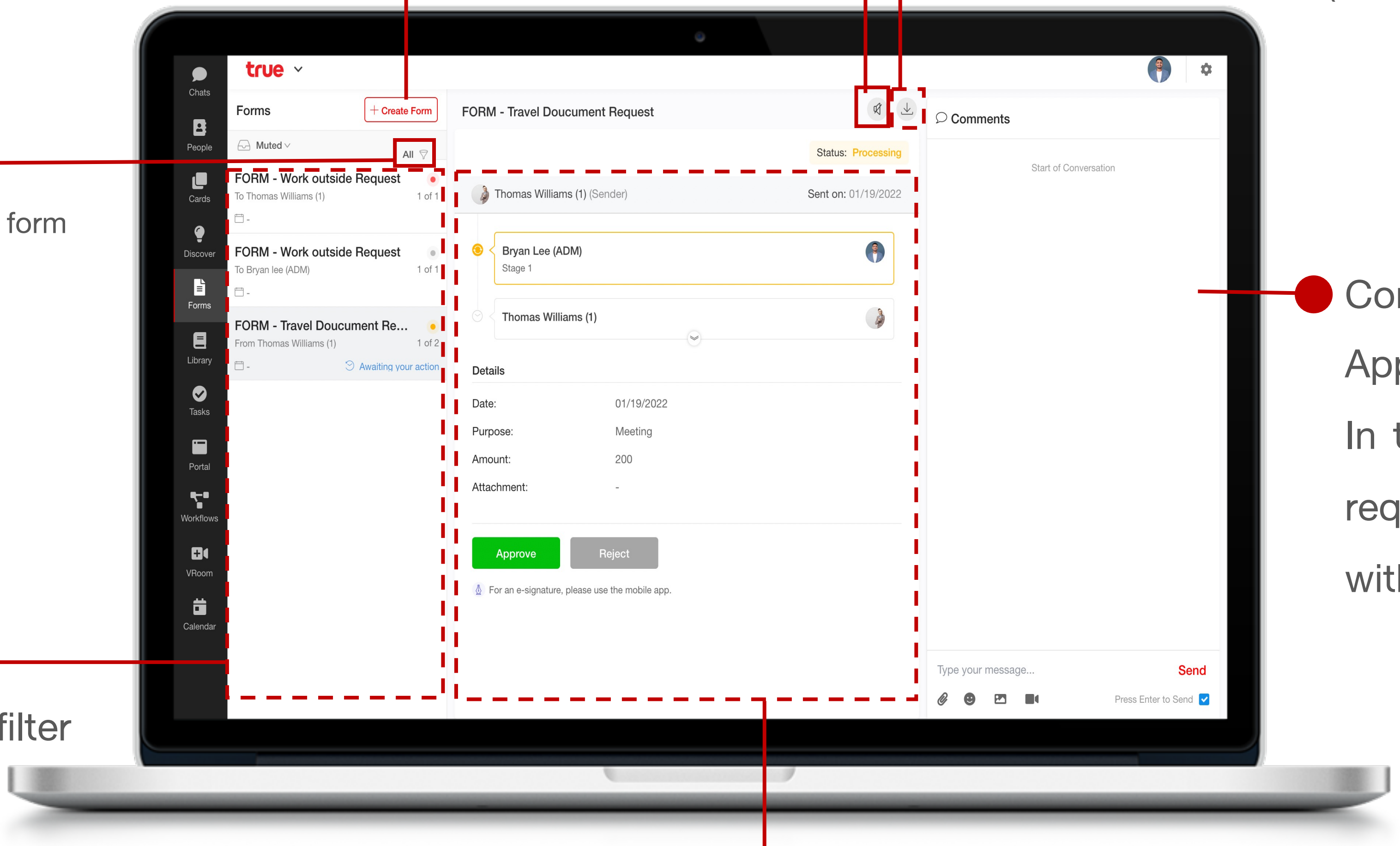
Mute : You will not be receiving any notifications from this Workflow if you mute it

Create new request form

Download a file (PDF)

Filter by status

- All : Show all your request form
- Awaiting your action
- Processing
- Completed
- Rejected
- Cancelled



Comment form

Approver,

In this section, the requester can discuss with the approver

Existing request form,

It will be show relate from filter

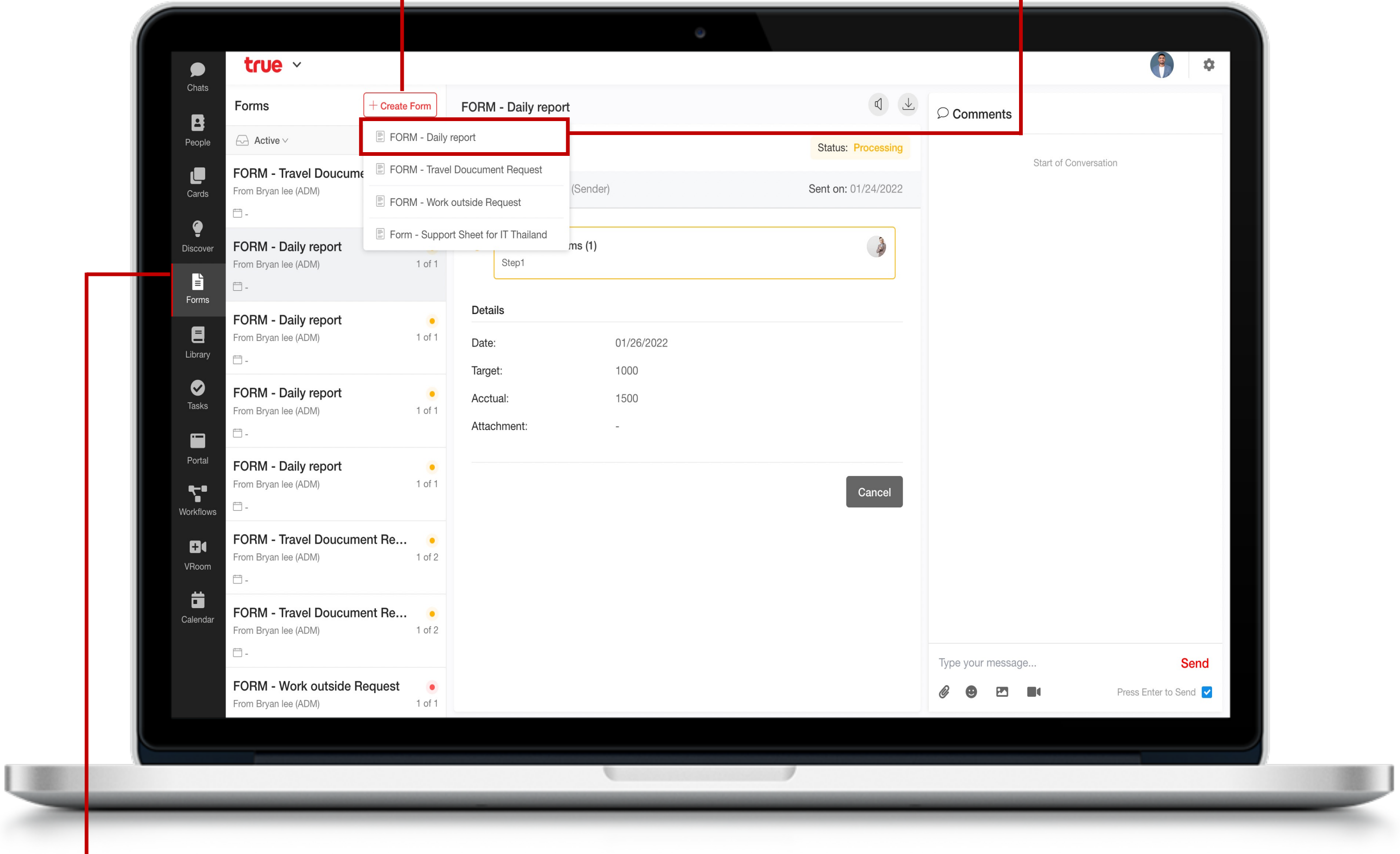
Details a form

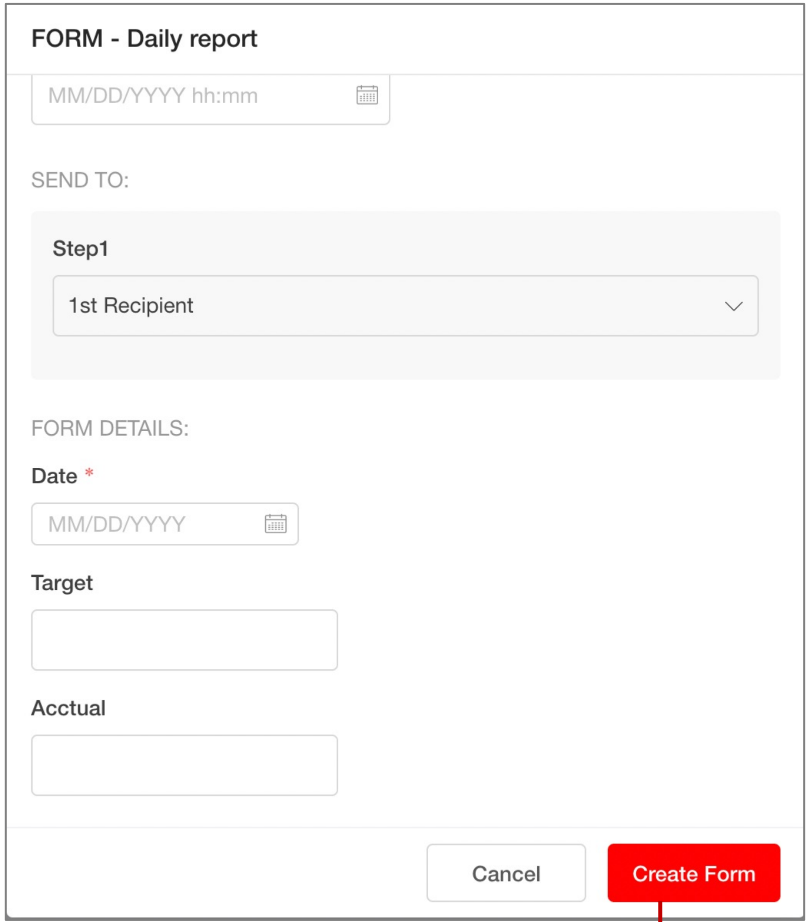
Create new request form (requester)

2 Tap + Create Form

3 Select a form template from list

4 Enter an information





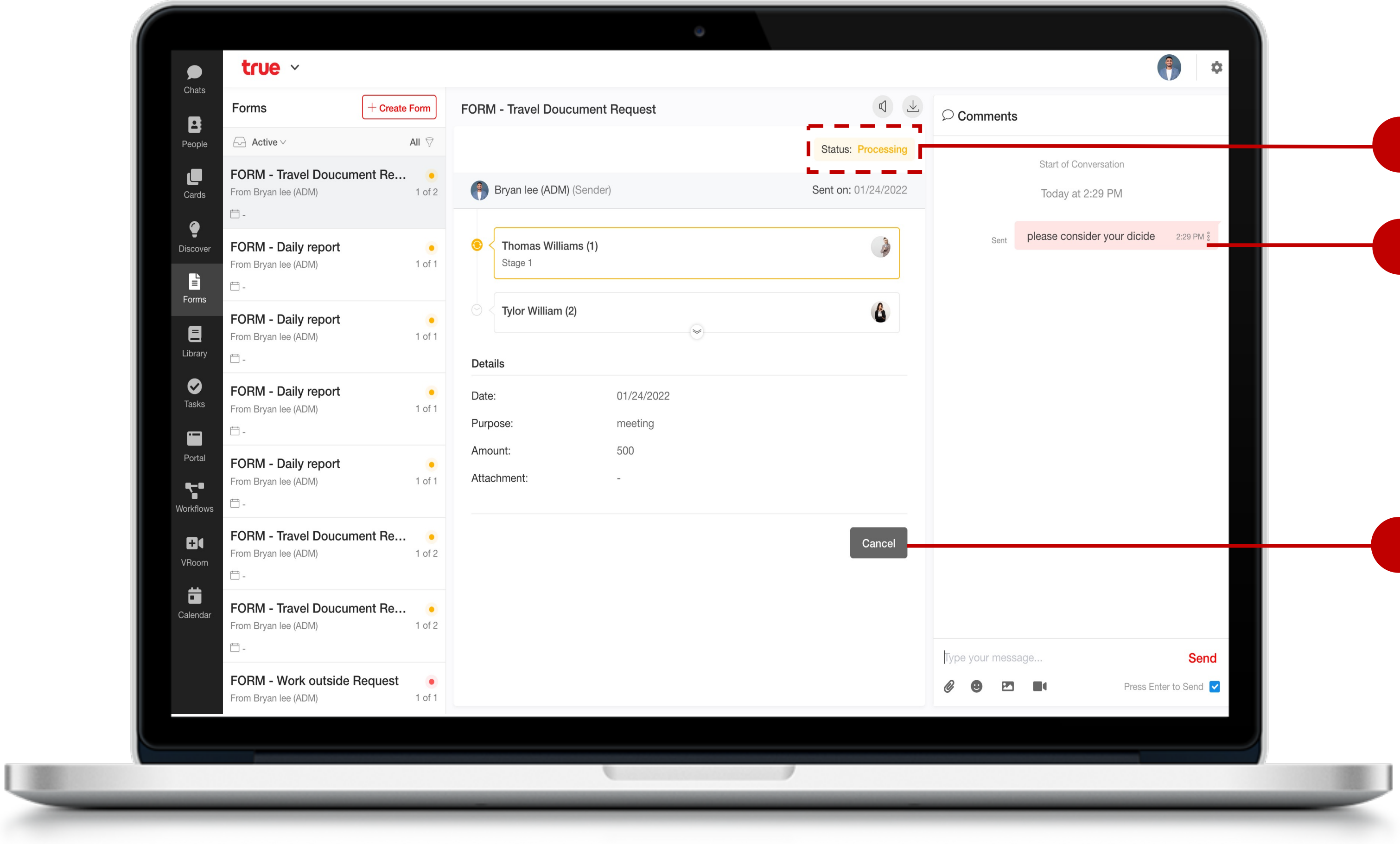
1 Tap icon Forms

5 Tap Create Form

Create new request form (requester)

Tips

- It will be changed to "Processing" after submission and sent to the approver.
- If a document's status is "Processing," The requester has the ability to cancel their request at any time



Status = “Processing”

You can chat or comment in this document

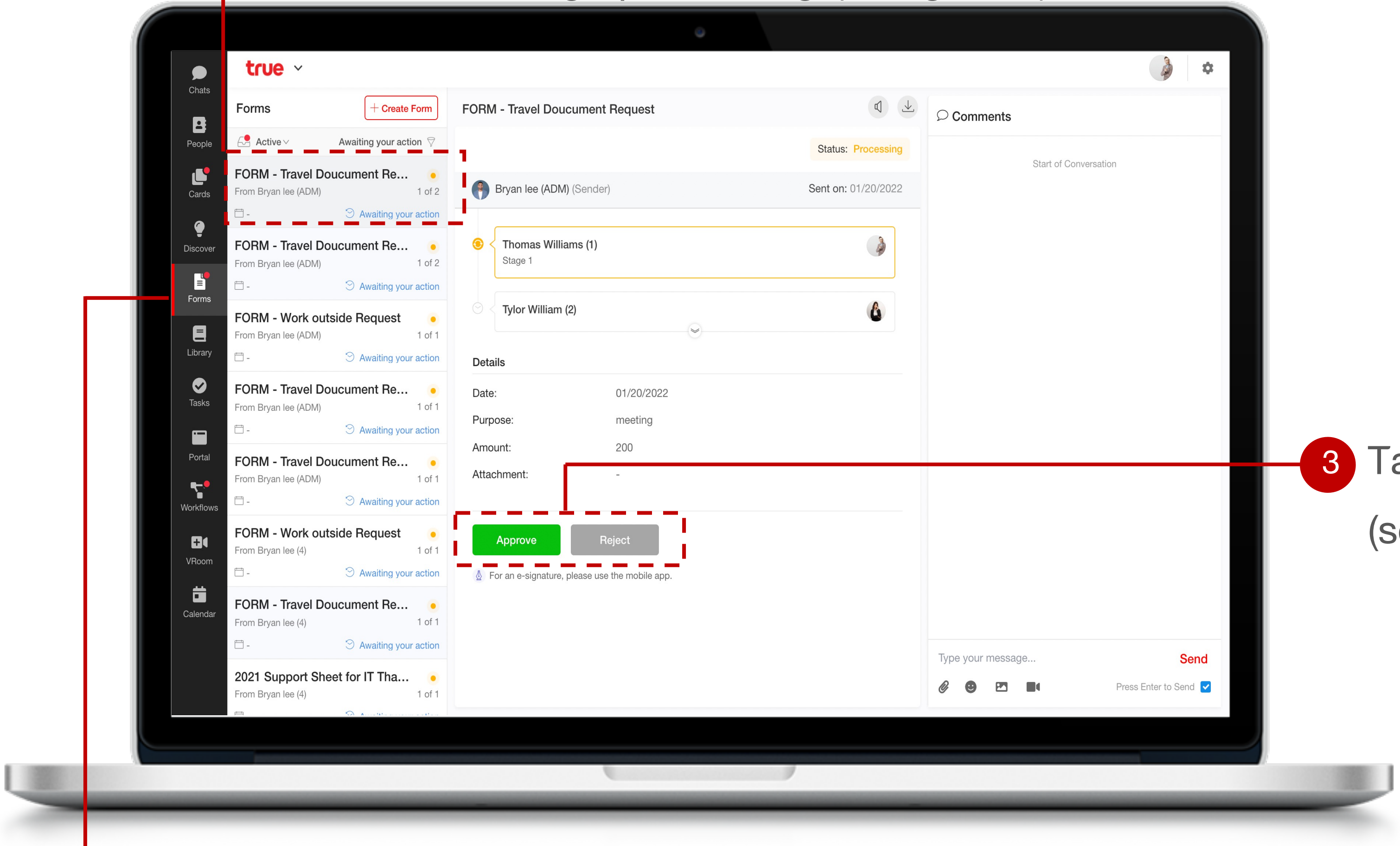
You can be cancel a request

Approve or Reject request (approver)

Select a request document,

Status = Awaiting your acting (orange dot)

2



3 Tap Approve Reject

(select one button)

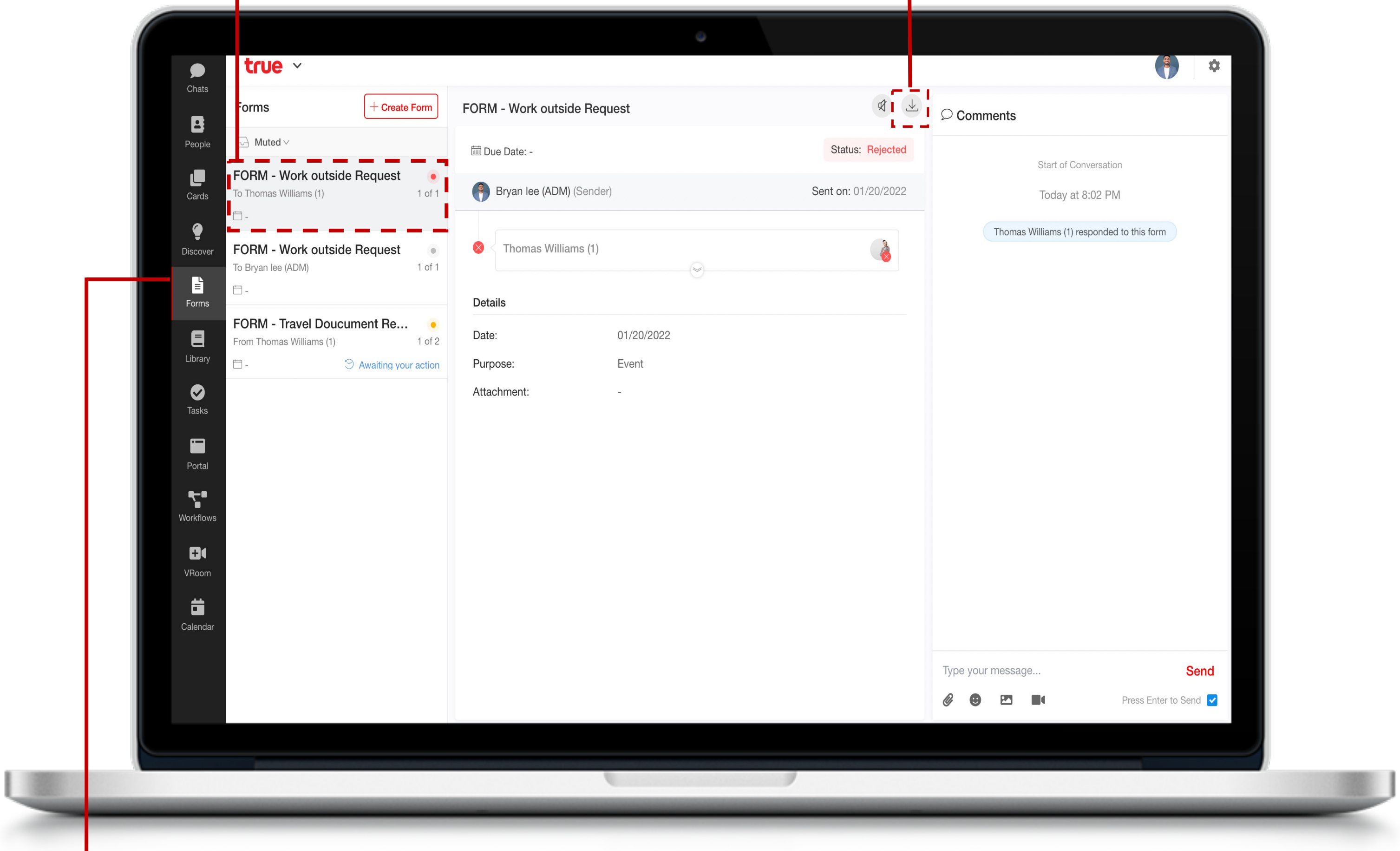
1 Tap icon Forms

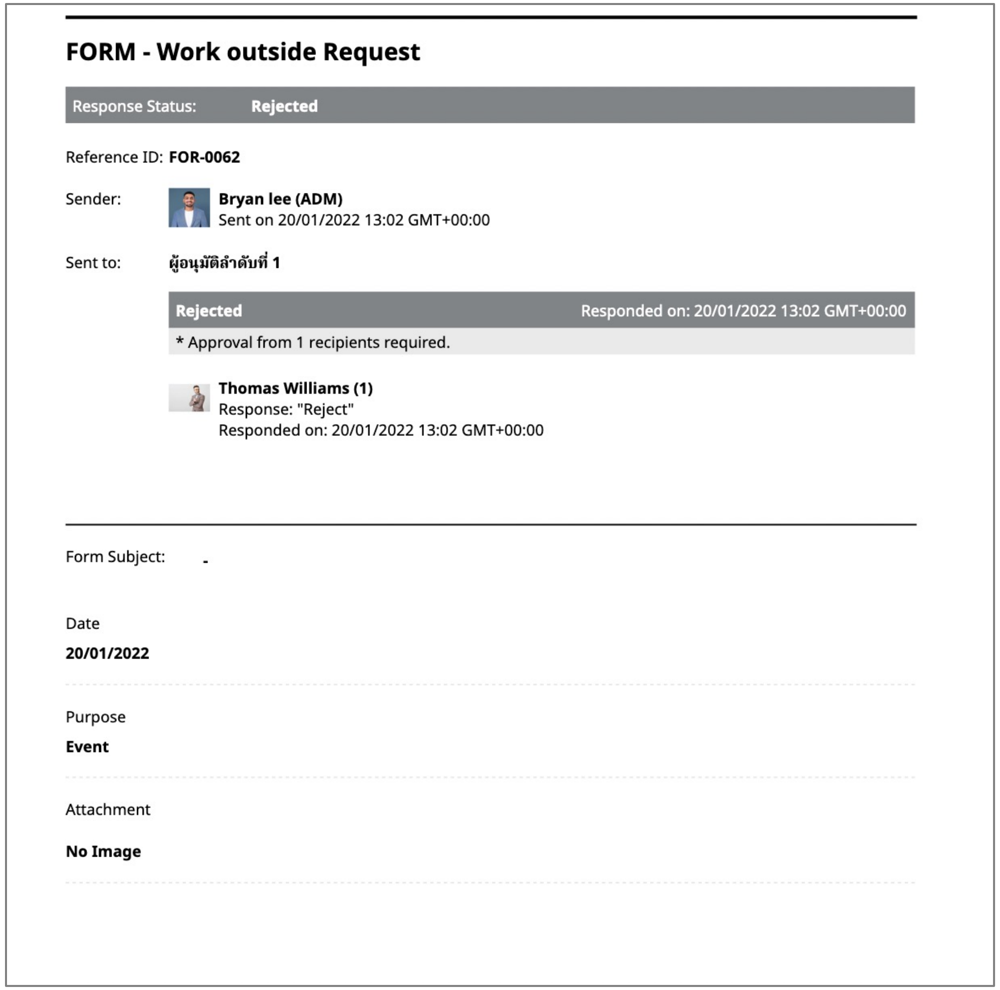
Download file (PDF)

2 Select an existing request document

3 Tap an icon

4 Redirect to new windows, you can save as a file





FORM - Work outside Request

Response Status:	Rejected

Reference ID: **FOR-0062**

Sender: **Bryan lee (ADM)**
Sent on 20/01/2022 13:02 GMT+00:00

Sent to: **ผู้อนุมัติลำดับที่ 1**

Rejected	**Responded on: 20/01/2022 13:02 GMT+00:00**
* Approval from 1 recipients required.	

Thomas Williams (1)
Response: "Reject"
Responded on: 20/01/2022 13:02 GMT+00:00

Form Subject: -

Date
20/01/2022

Purpose
Event

Attachment

No Image

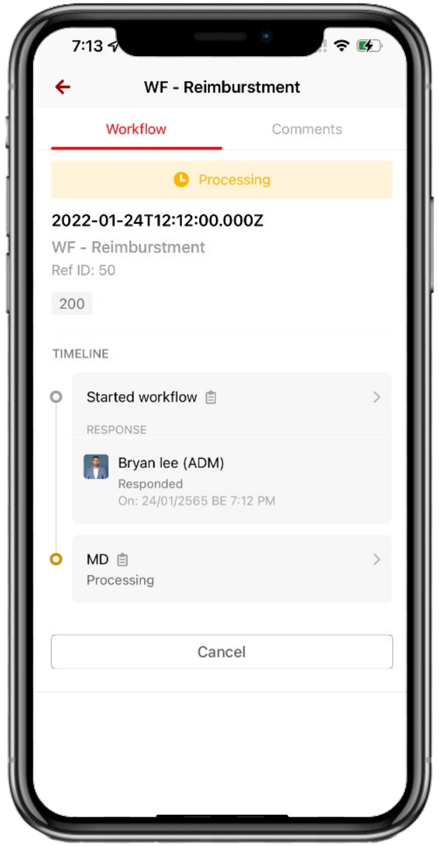
1 Tap icon Forms

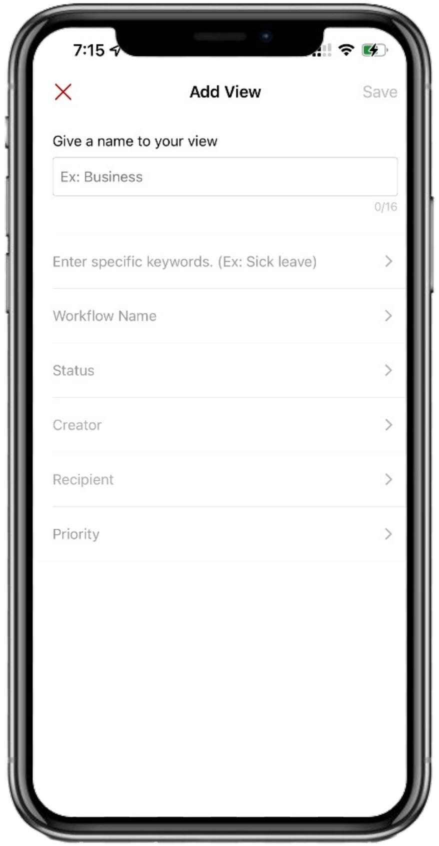
Menu : Workflow (Online approval)

Apply for complicated template

Menu : Workflow

Workflow is an online function that allows you to request and approve documents, It's making for simple and uncomplicate template, you can create a new request or status tracking at anytime





- ✓ Submit request
- ✓ Approve / Reject
- ✓ Status tracking
- ✓ Schedule to reminder
- ✓ Custom view
- ✓ Data export

Screen layout of Menu : Workflow

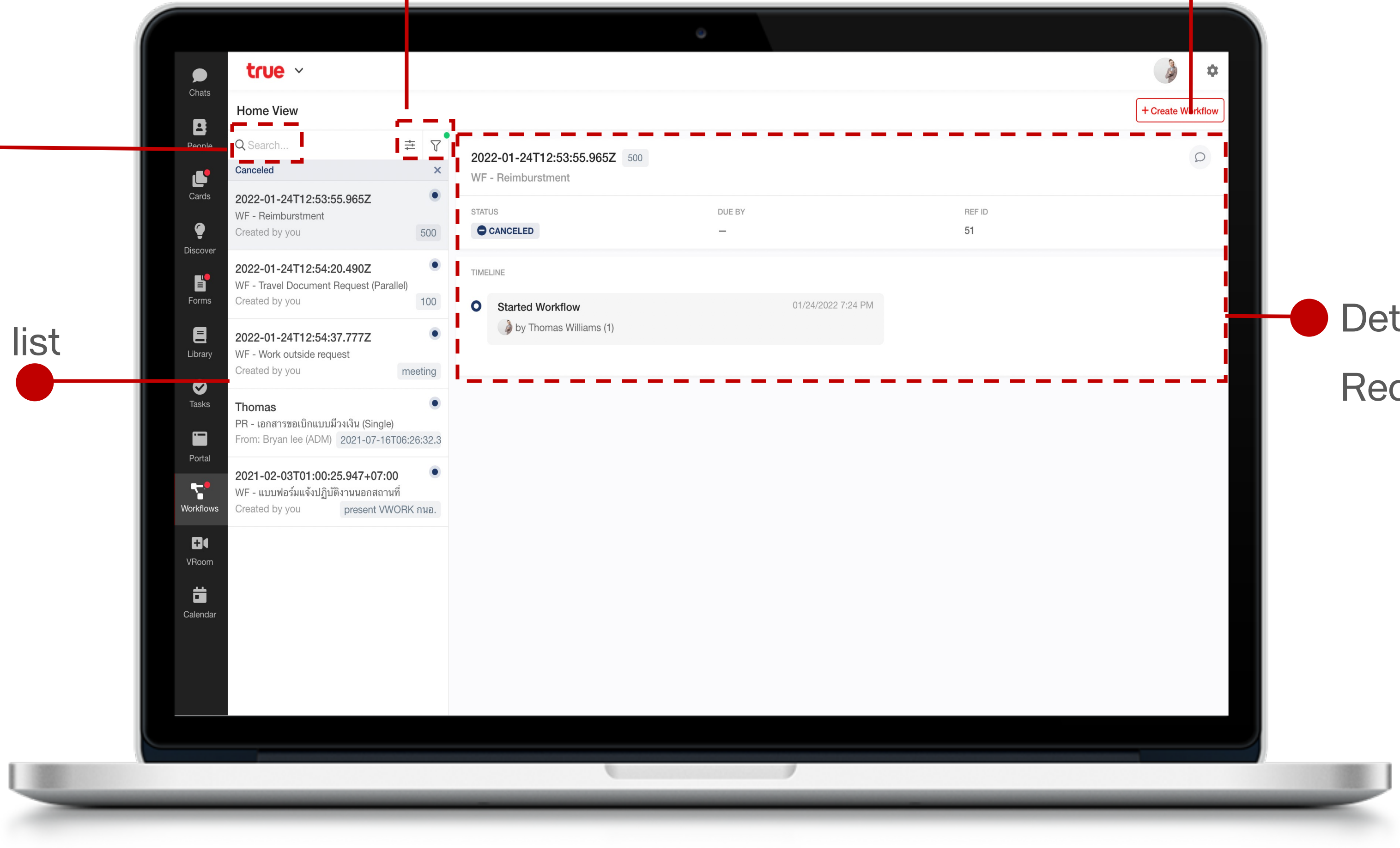
Filter by status

Create new workflow request

Search an existing request

All existing request list

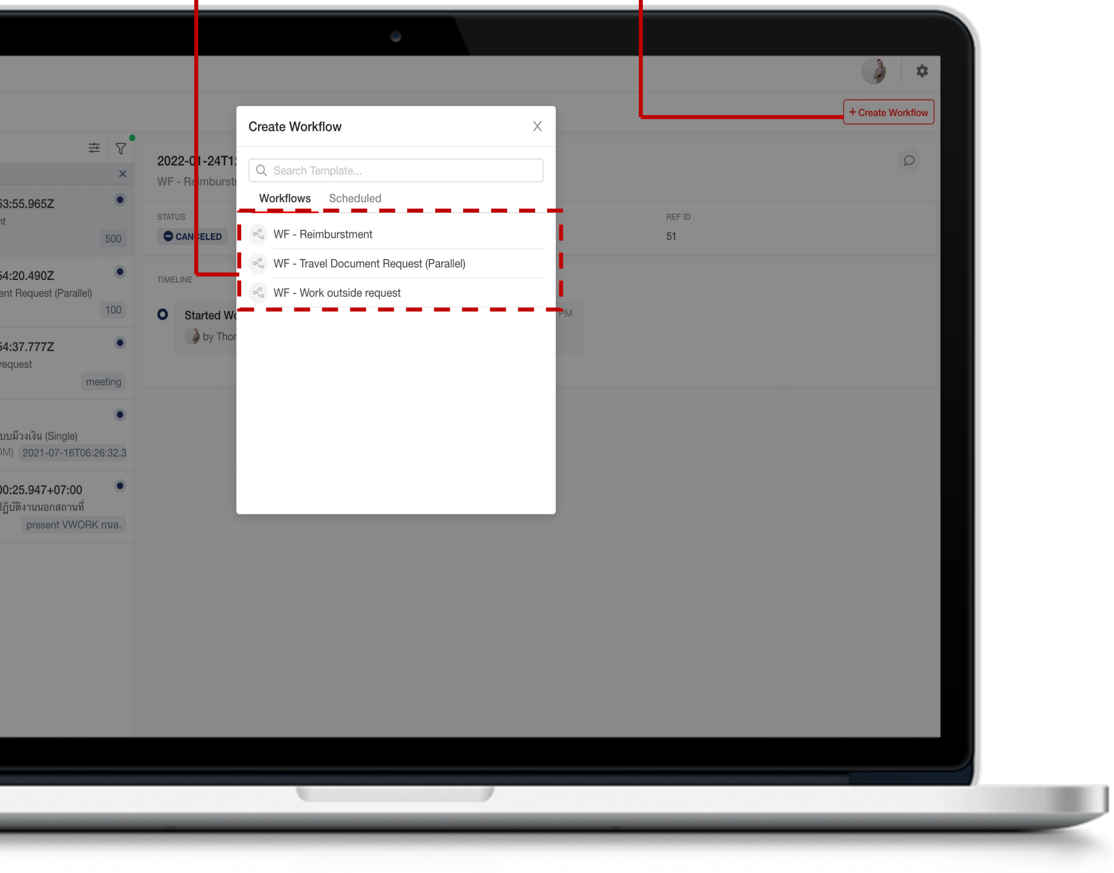
Details of request e.g. status. Request date, etc.

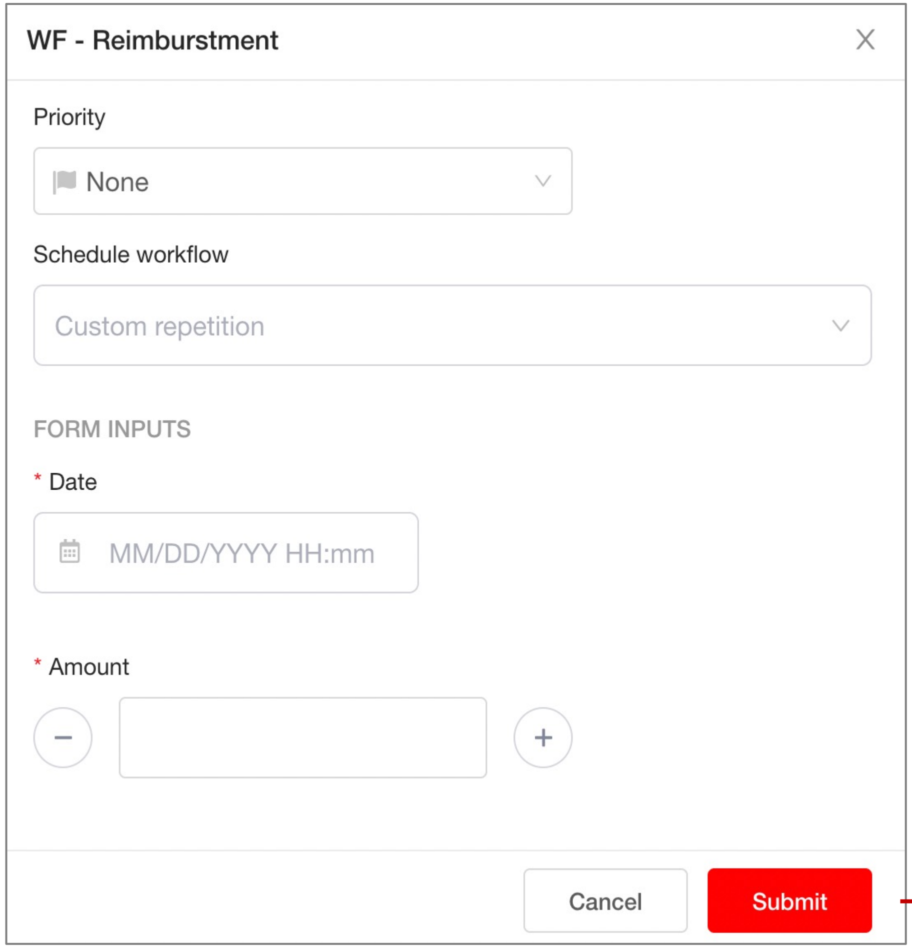


Create new request workflow (requester)

3 Select a workflow template

2 Tap + Create Workflow





4 Enter information

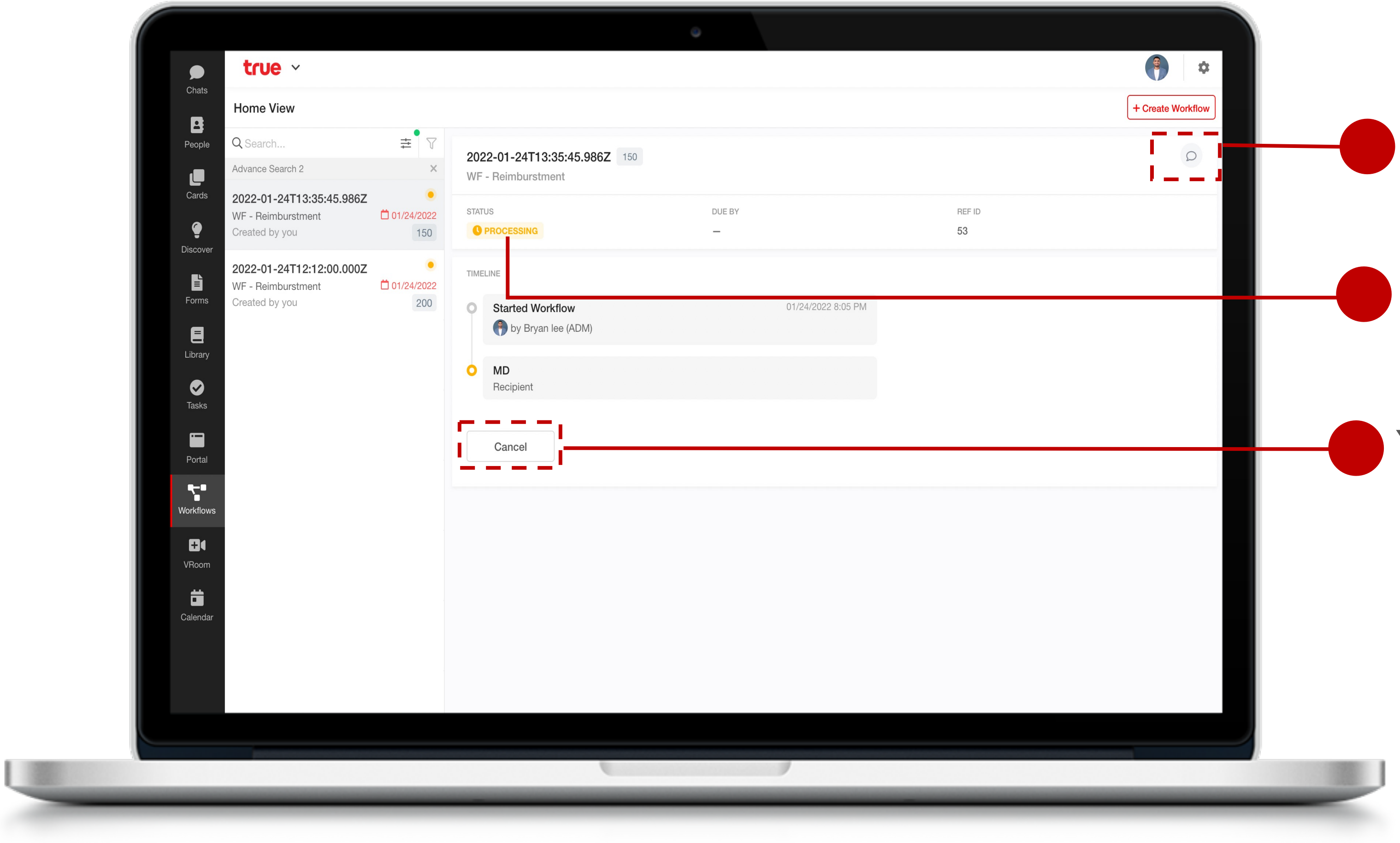
5 Tap Submit

1 Tap icon Workflows

Create new request workflow (requester)

Tips

- It will be changed to "Processing" after submission and sent to the approver.
- If a document's status is "Processing," The requester has the ability to cancel their request at any time



You can chat or comment in this document

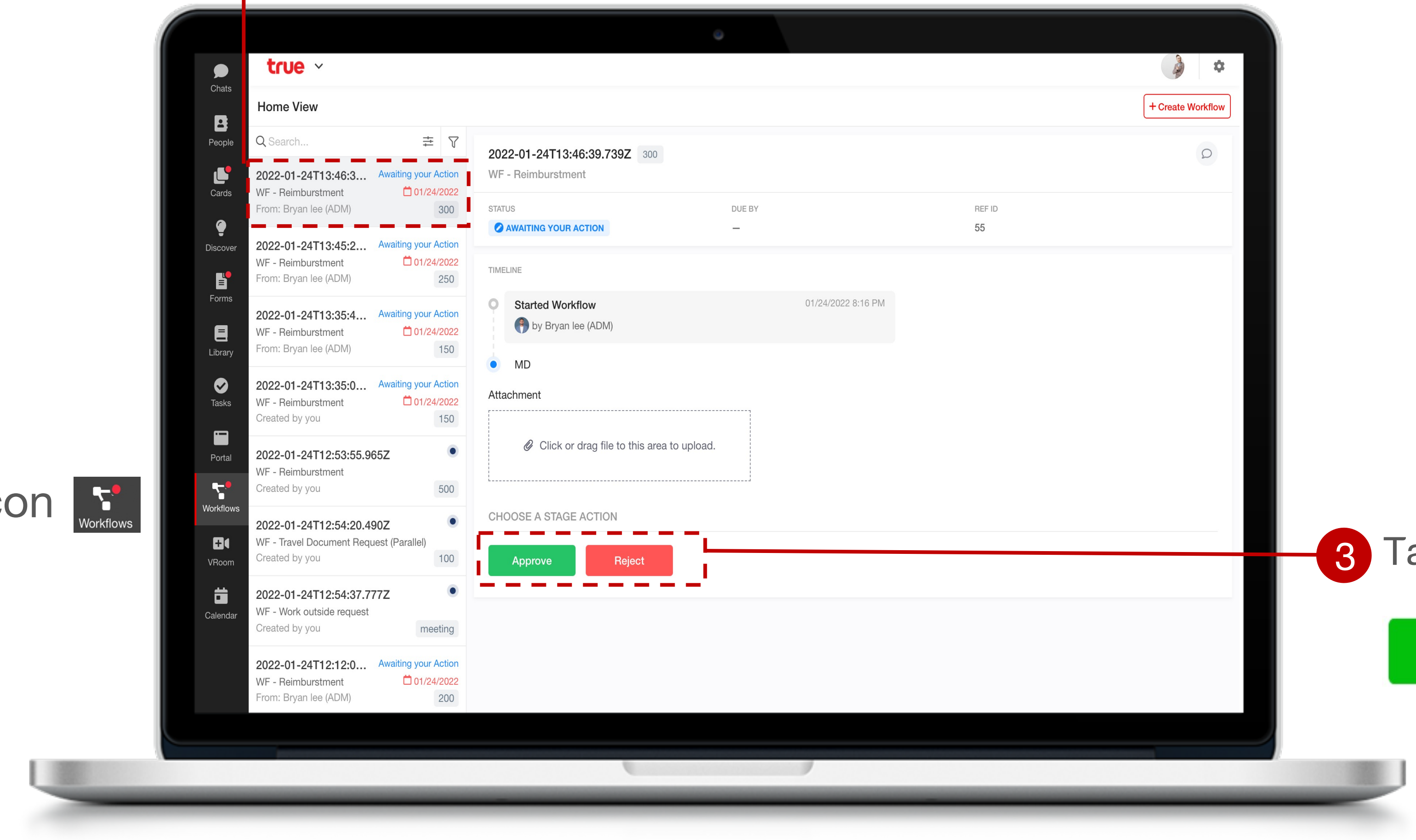
Status = “Processing”

You can be cancel a request

Approve or Reject request (approver)

2 Select a request document,

Status = Awaiting your acting



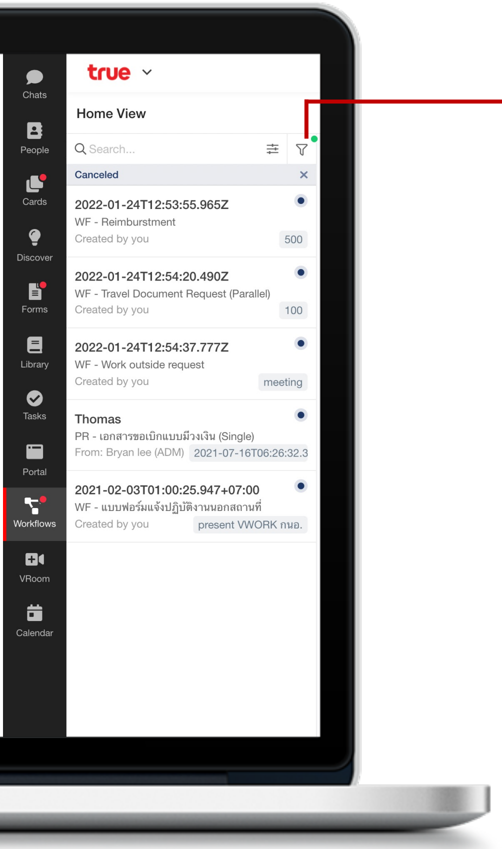
1 Tap icon Workflows

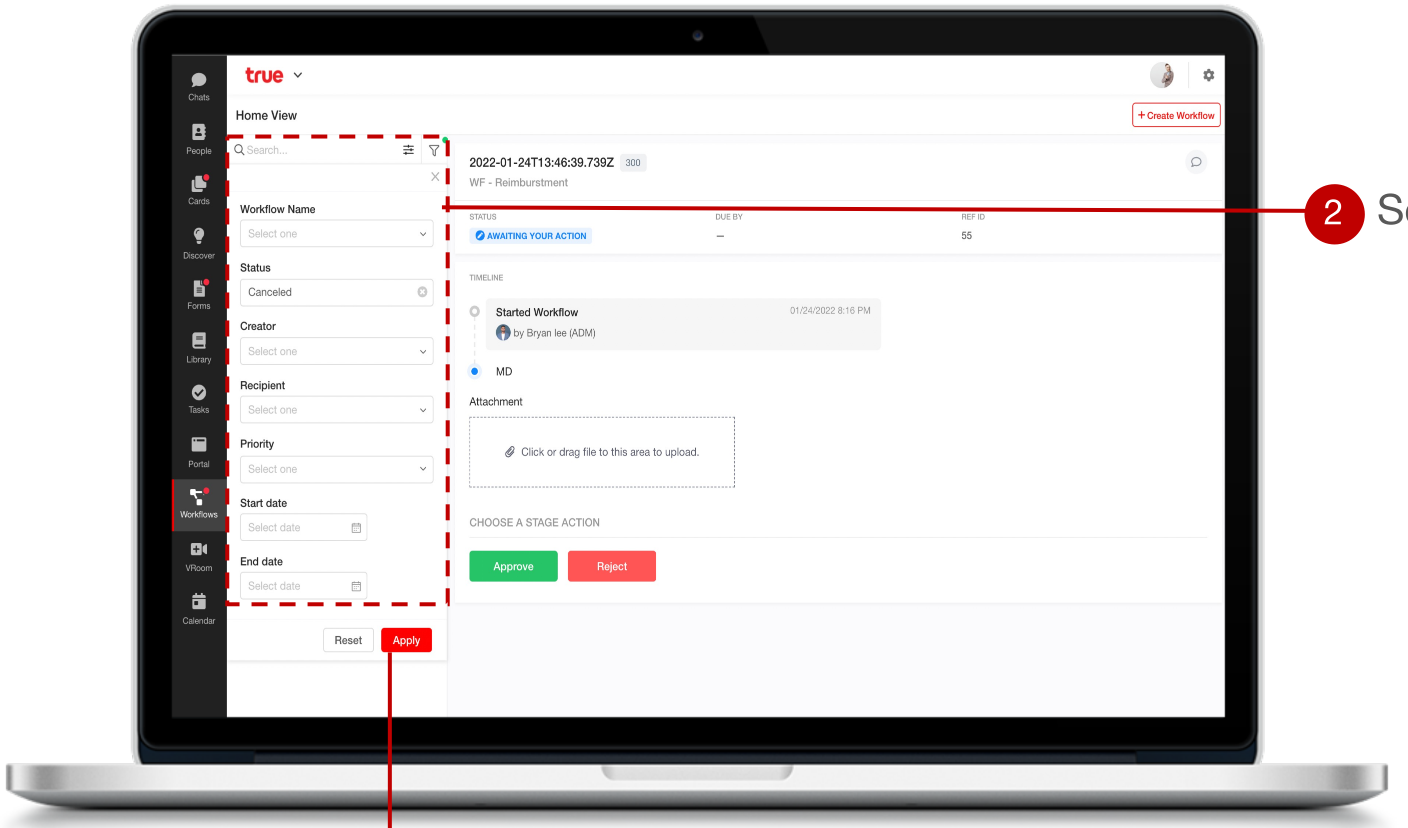
3 Tap one button

Approve Reject

How to use filter

1 Tap **"Filter"**





2 Select condition

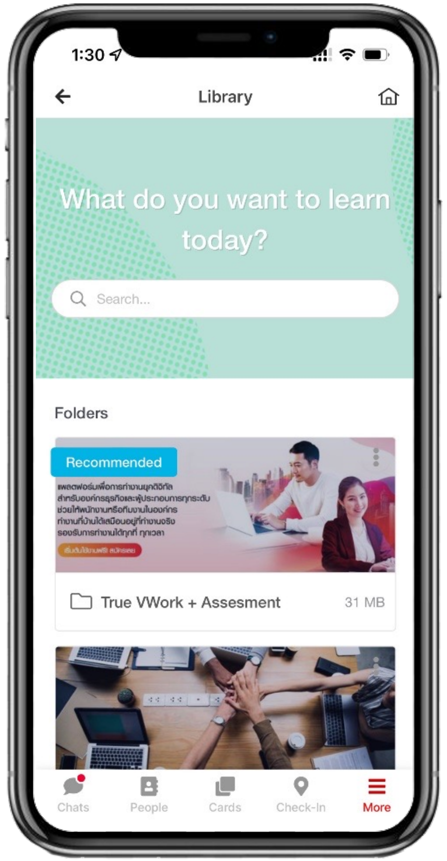
- Workflow name
- Status
- Creator
- Recipient
- Priority
- Start date
- End date

3 Tap **Apply**

Menu : Library

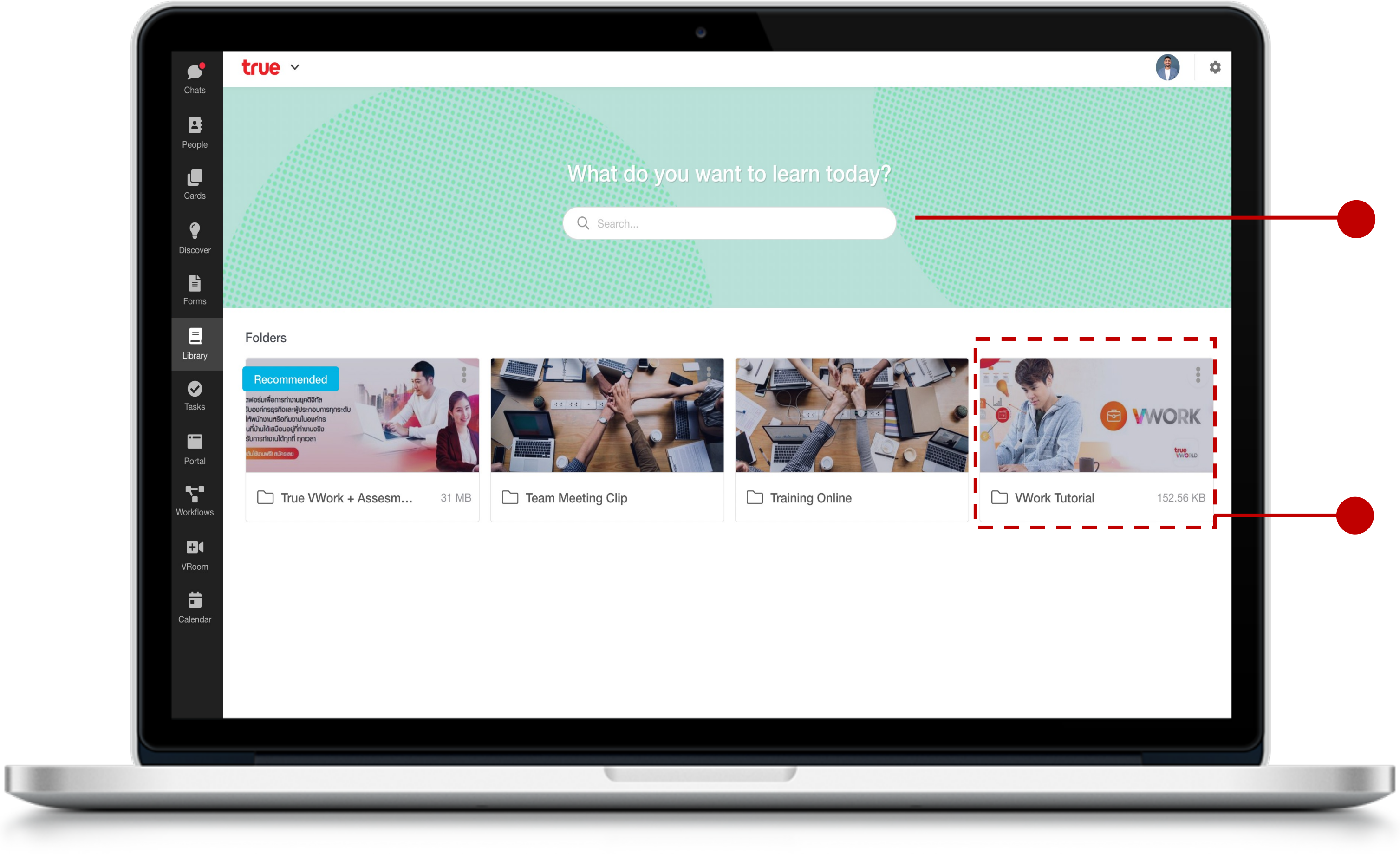
Menu : Library

Your organization can create useful articles, manuals, or organizational knowledge by creating headlines and sub-topics. can go down as needed



- ✓ Search for a content
- ✓ Add content
- ✓ File
- ✓ Picture
- ✓ Quiz
- ✓ Administrators con set and/or change permission for users or groups to access specific content

Screen layout of Menu : Library



Search for a content

Content including

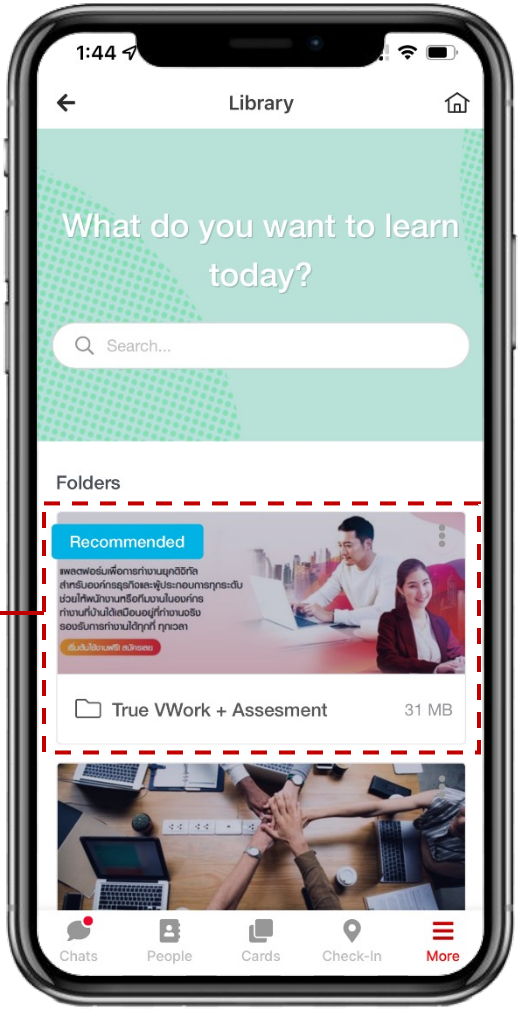
- VDO clip, Attach file, External URLs (YouTube), Photo
- Assessment or Quiz

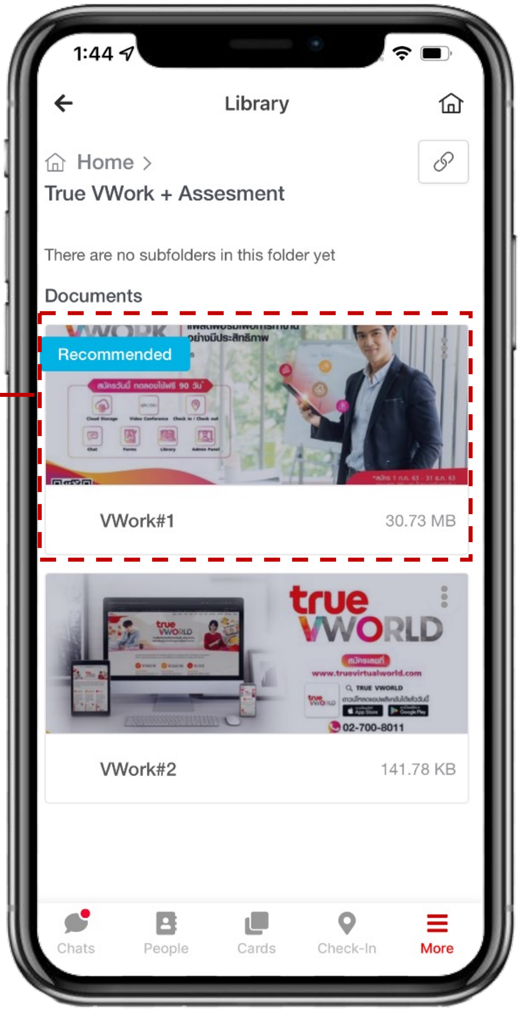
Take a content

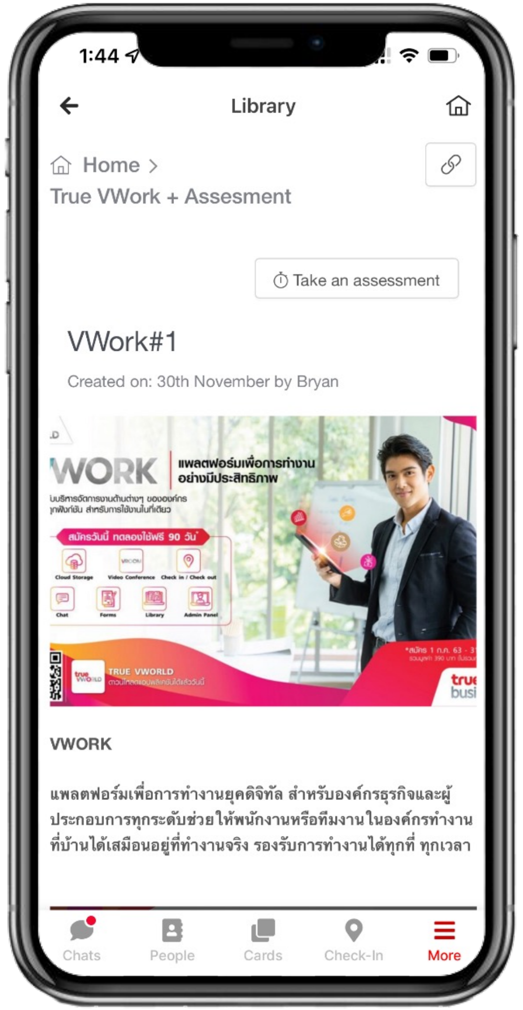
2 Select a folder

3 Tap tour interesting content

4 Display of content







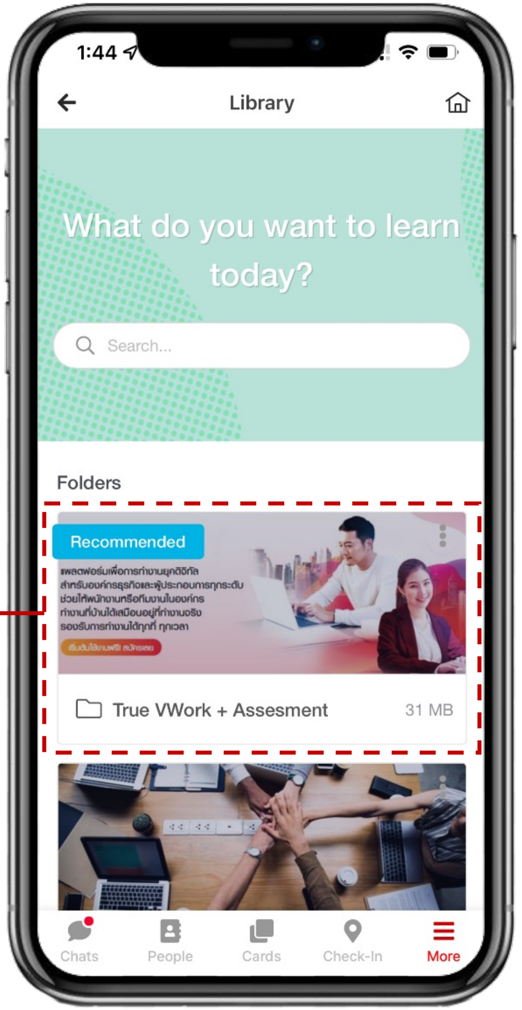
1 Tap icon

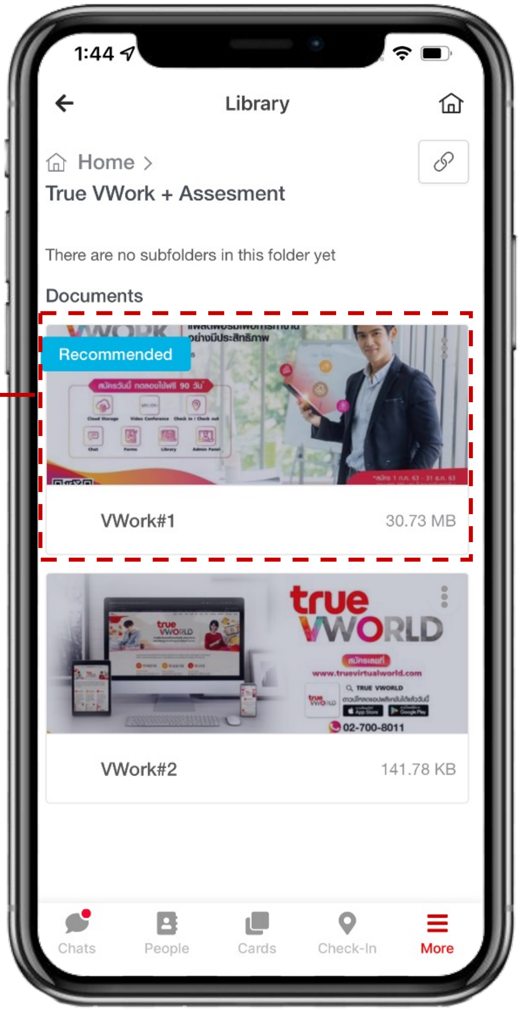
Take an assessment or quiz

2 Select a folder

3 Tap tour interesting content

4 Tap icon Take an assessment



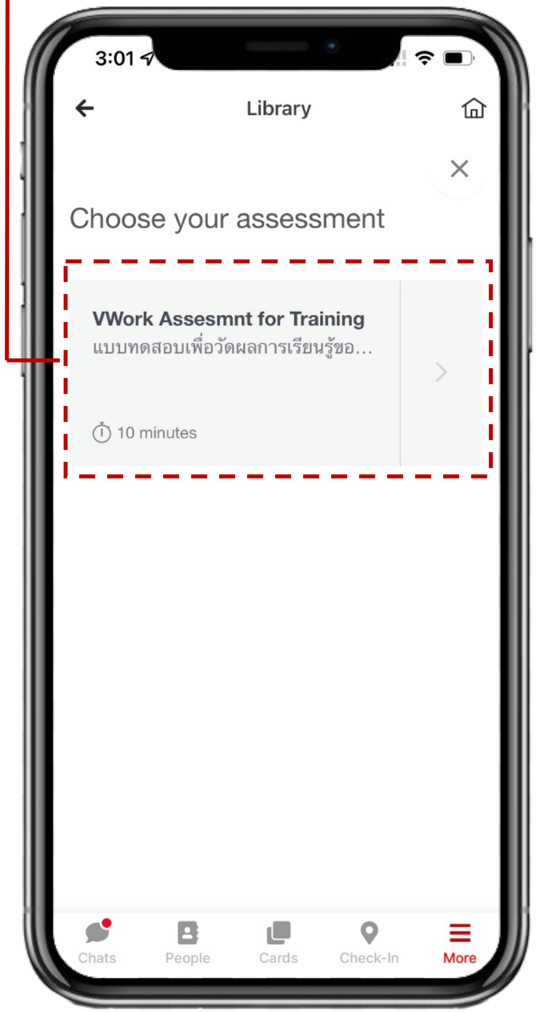


If any content has some quiz it will be show icon Take an assessment

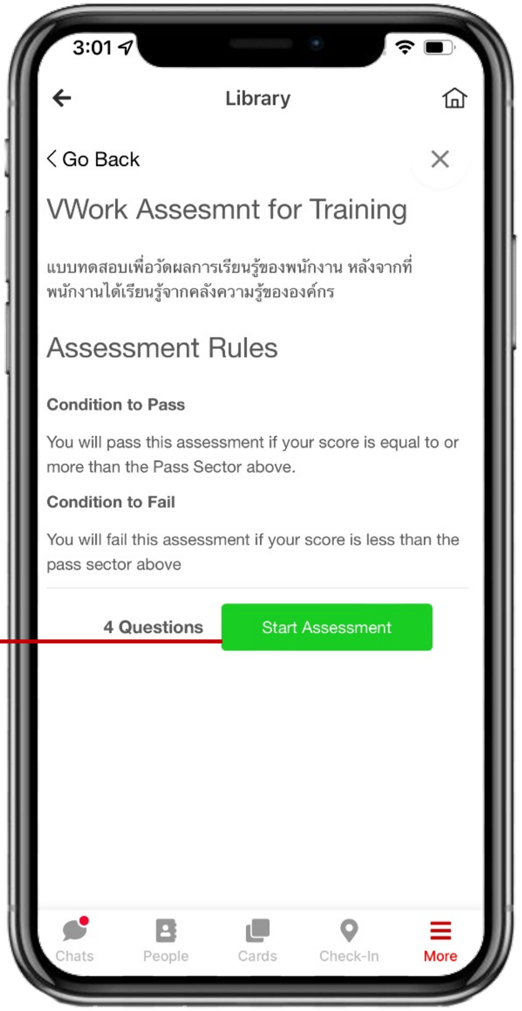
1 Tap icon

Take an assessment or quiz

5 Tap an assessment

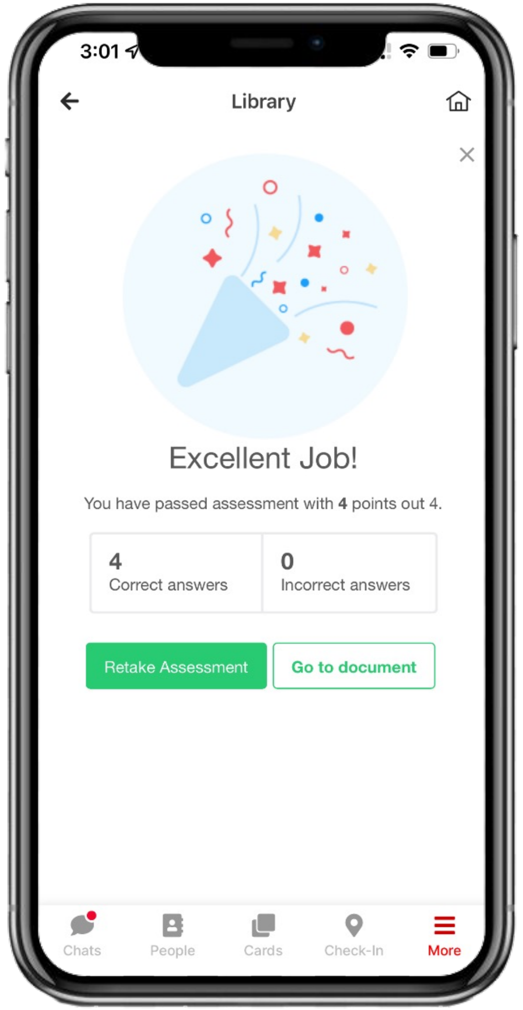


6 Tap icon Start Assessment



7 After finish assessment

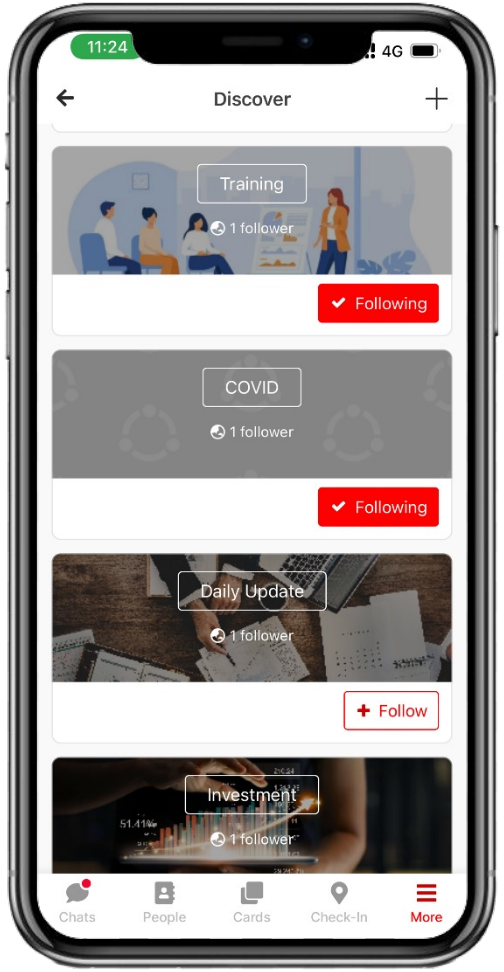
it will show summary score

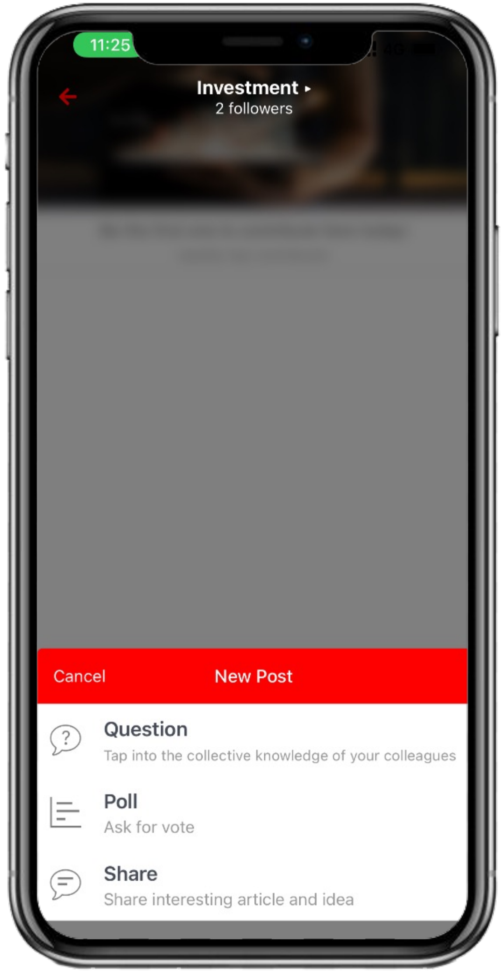


Menu : Discover

Menu : Discover

A collection of various threads, a space where everyone can share their experience and follow one another as they wish





✓ **Ask**

Tap into the collective of your colleagues

✓ **Create Poll**

Ask for vote

✓ **Share**

Share interesting article and idea

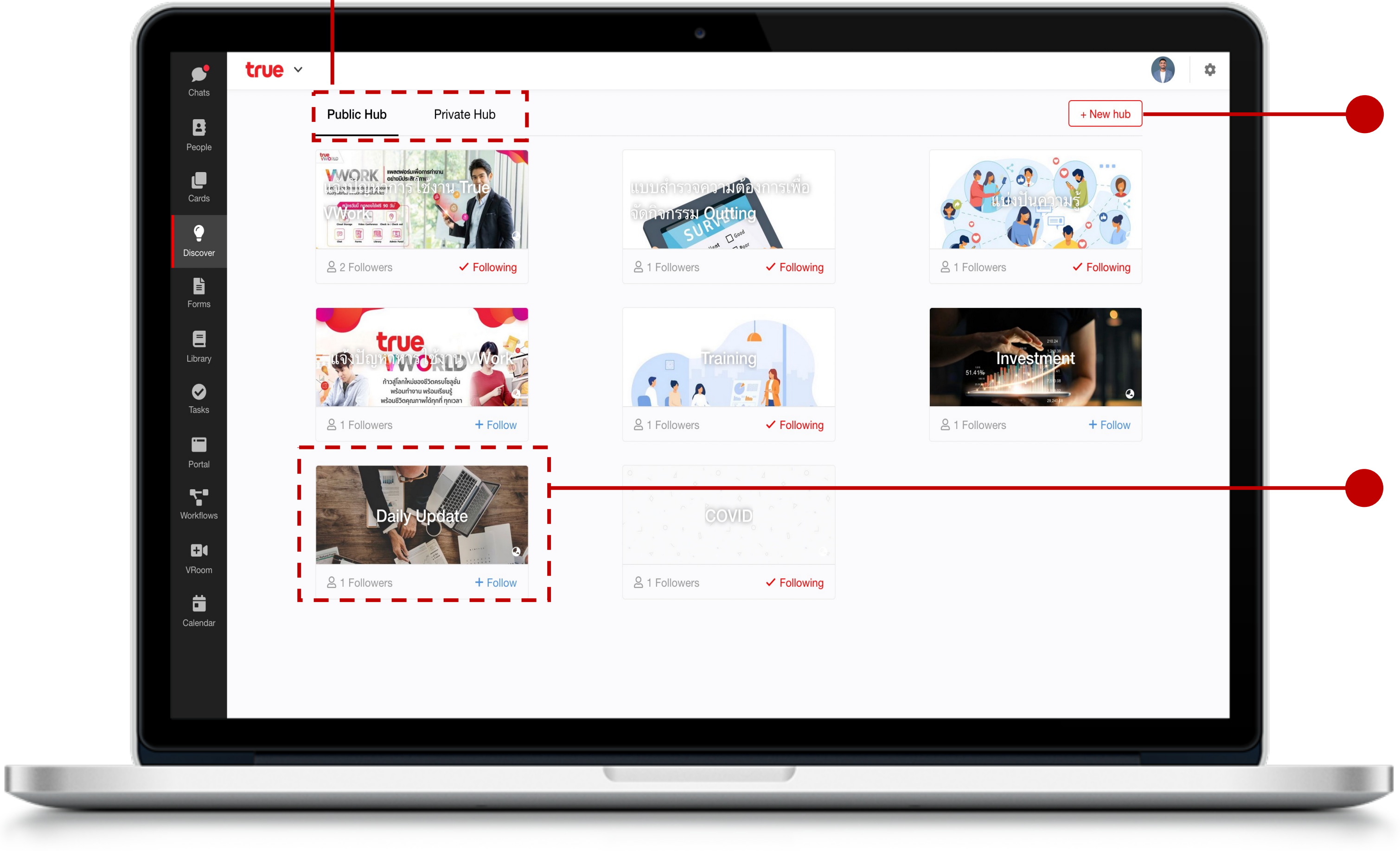
✓ **Follow**

Follow the hub with match theirs interests

Screen layout of Menu : Discover

Types of hub

Create new hub



Hub, you can follow for participate in their hub

Types of Hub

Public Hub

All employees are welcome to join the public hub to engage, comment, or participate in any activity

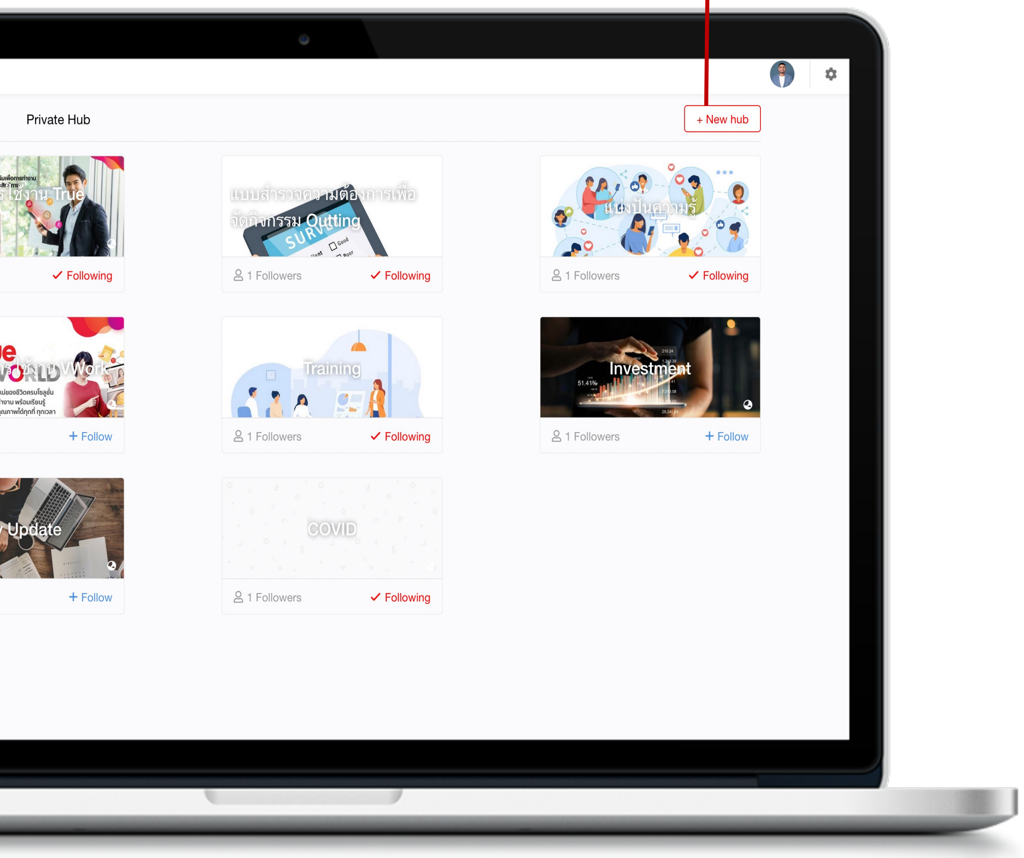
Private Hub

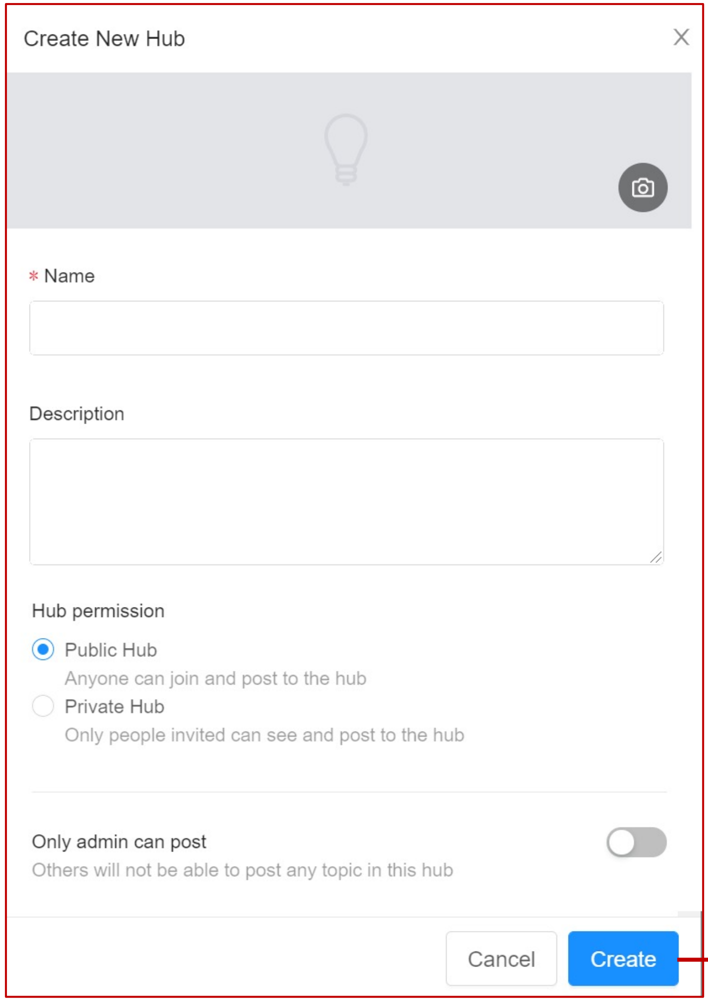
Only members or invitees can join the private hub to participate, comment, or engage in any activity

Create new Hub

1 Tap icon Discover

2 Tap + New hub





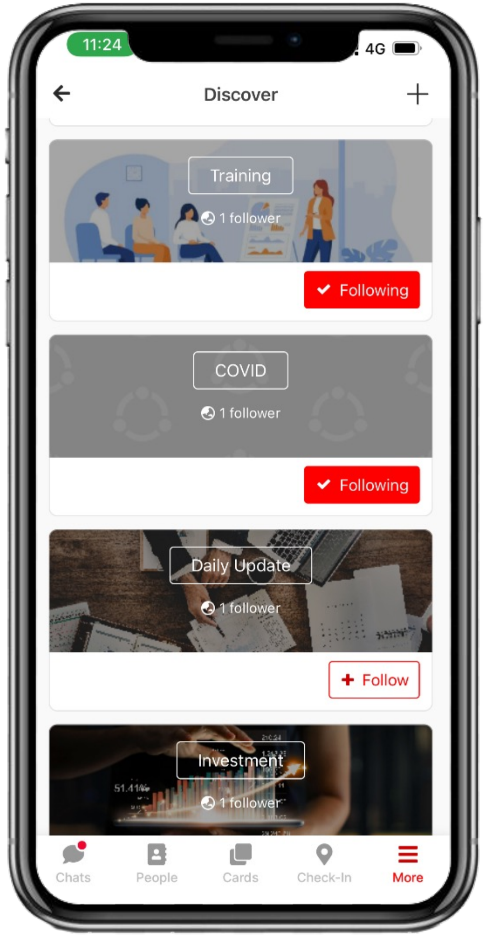
2 Enter all information

- Photo Cover
- Name
- Description
- Hub Permission
  - Public Hub
  - Private Hub
- Only admin can

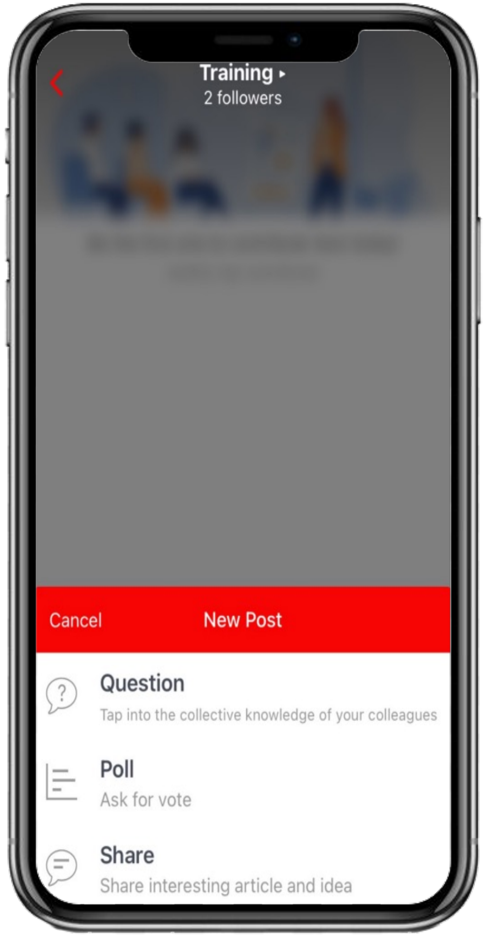
3 Tap Create

Create new threads

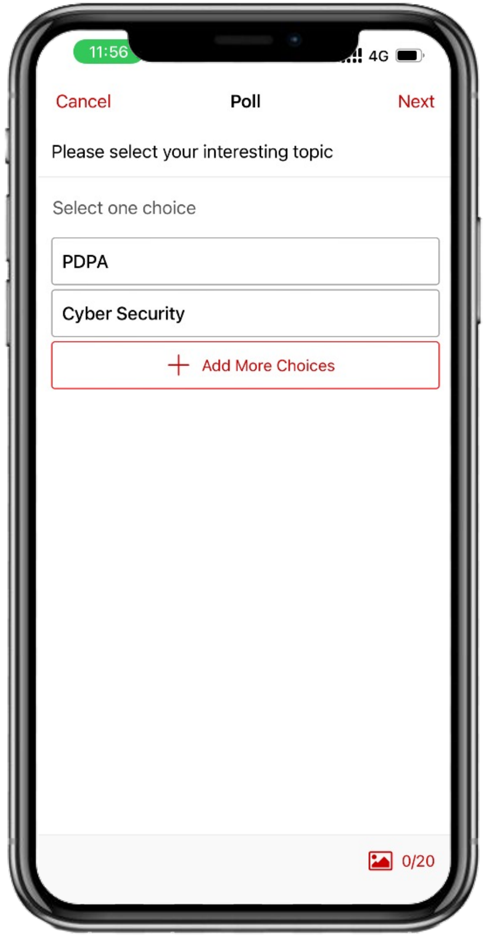
1 Select and follow an interesting hub



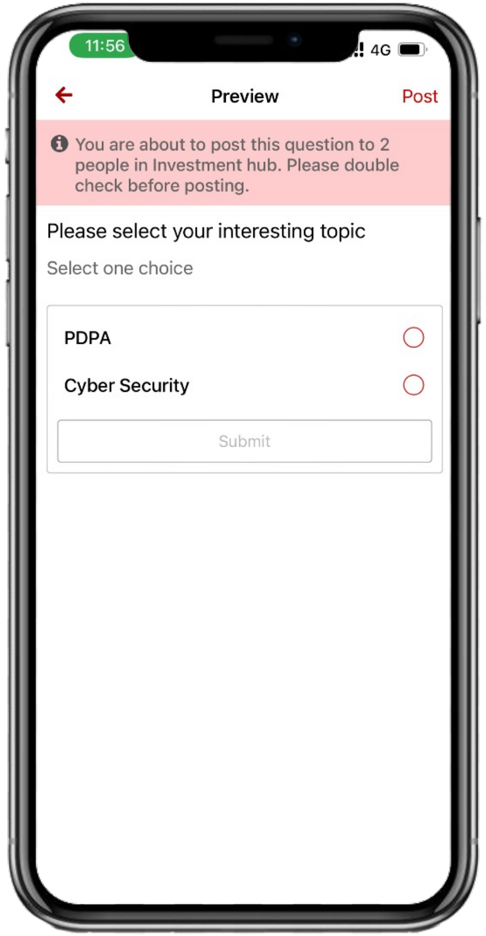
2 Select a types of threads



3 Enter an information and tap Next

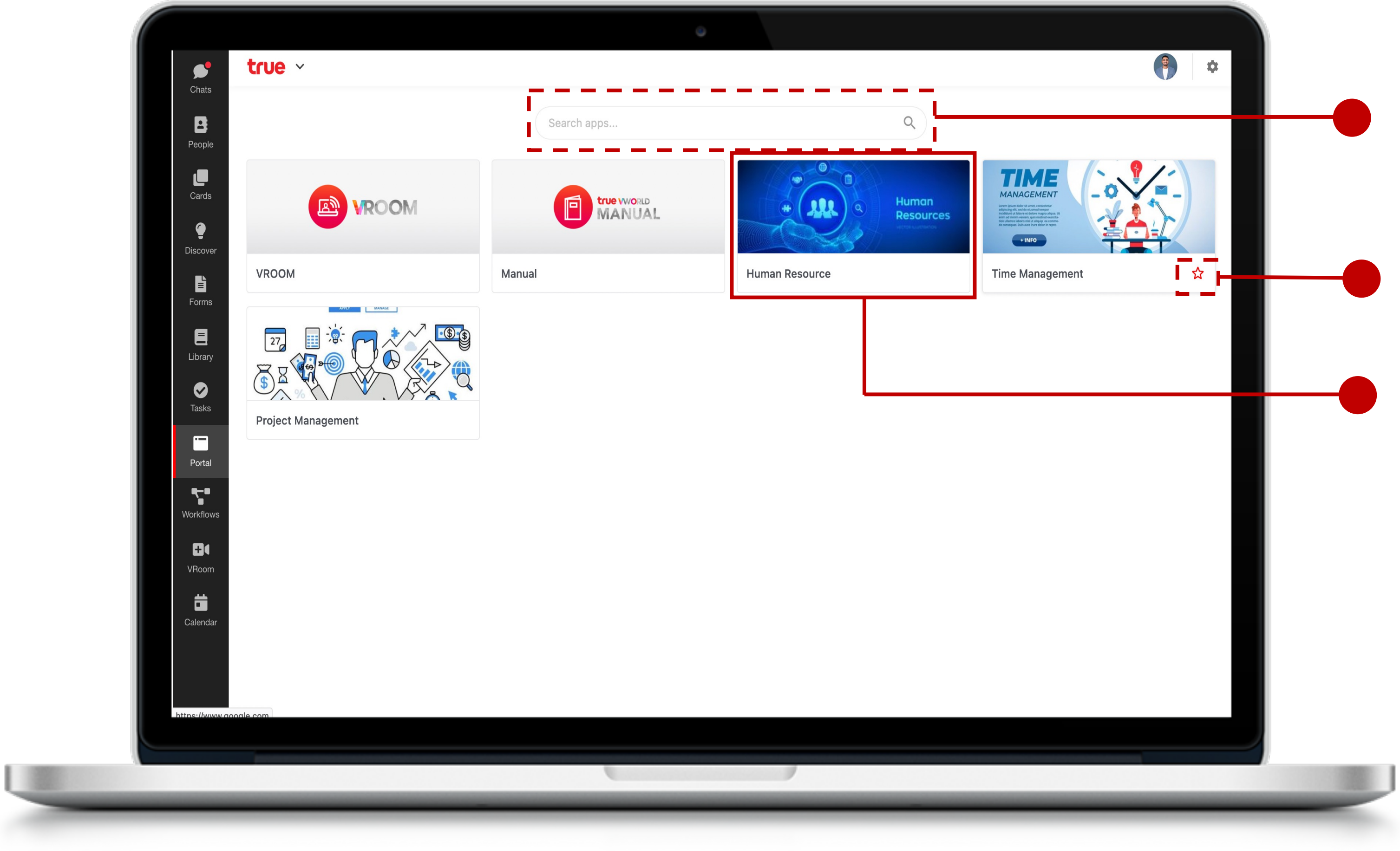


4 Tap Post



Menu : Portal

Screen layout of Menu : Portal



Search a portal

Add to Favorite

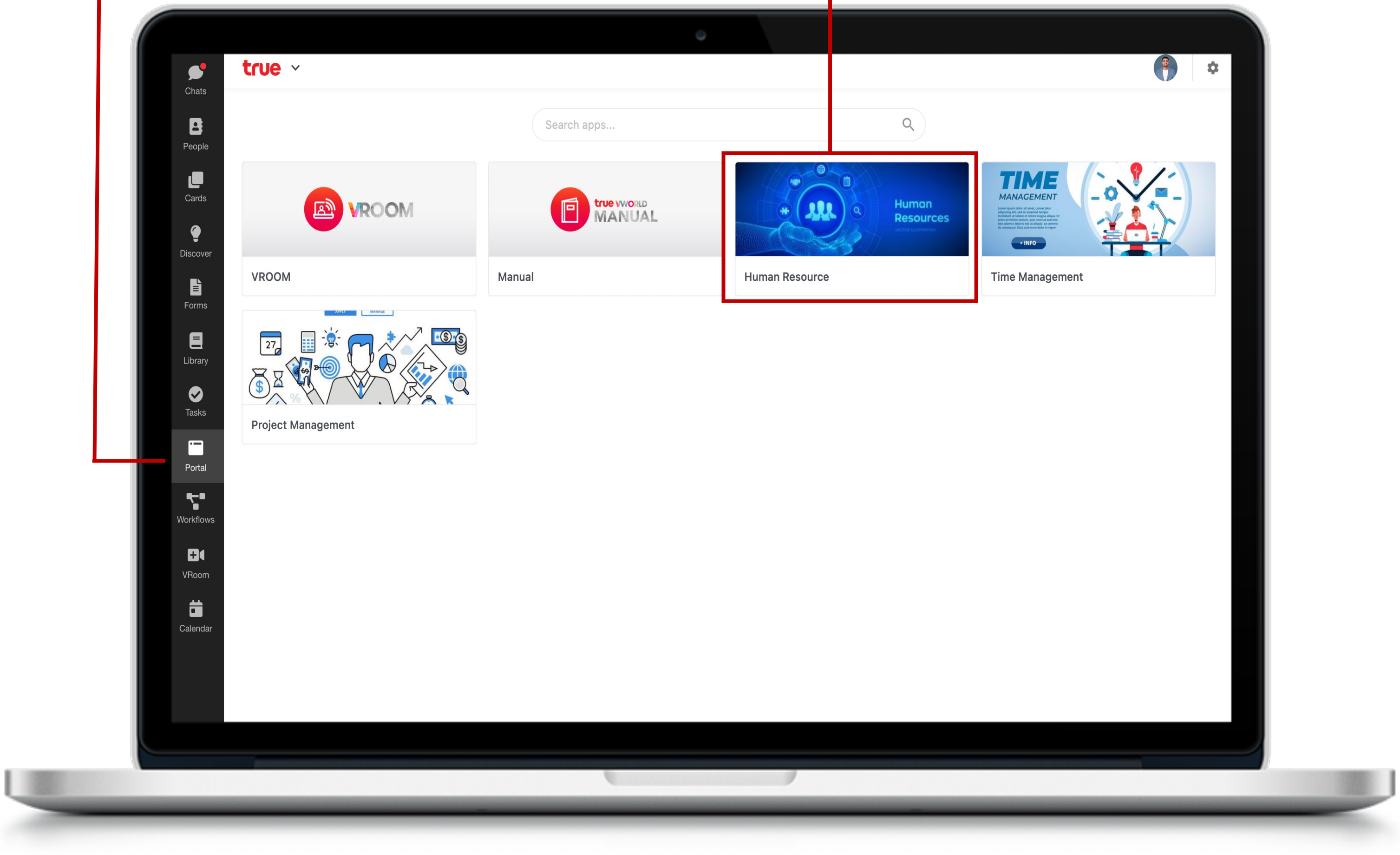
All list portal

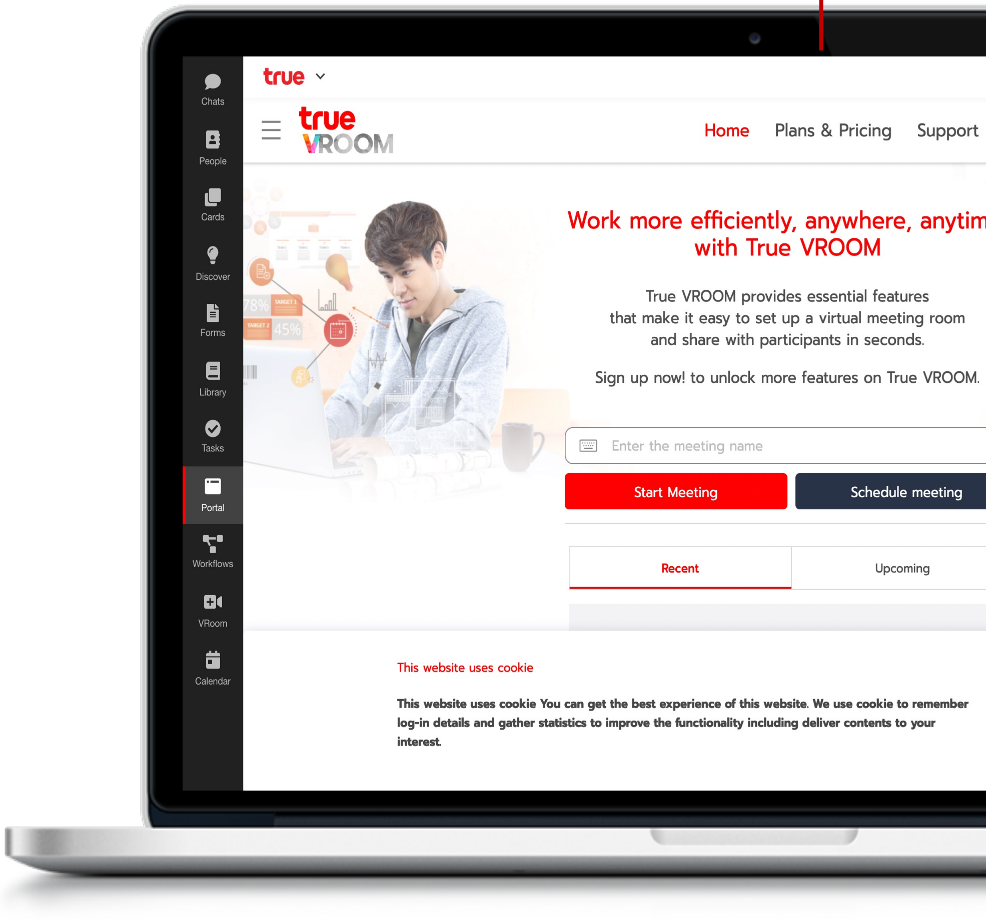
How to use portal

1 Tap icon Portal

2 Select a portal

Redirect to system or website 3



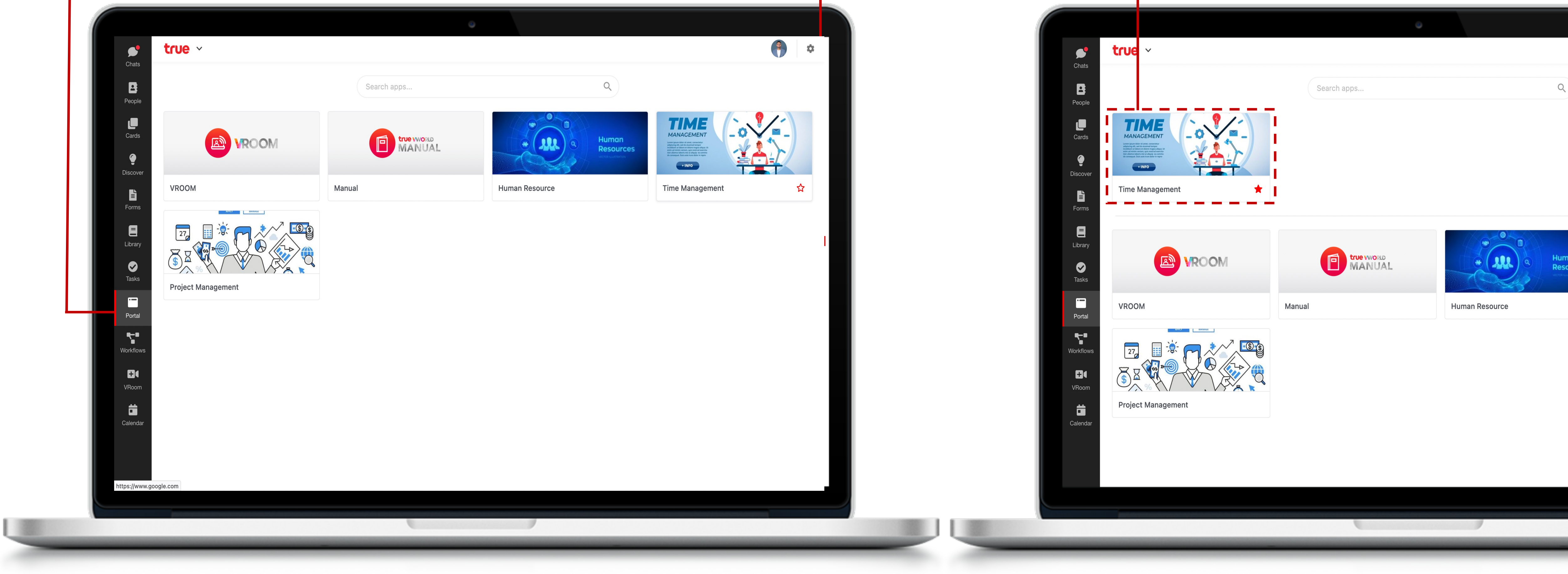


Add to Favorite

1 Tap icon Portal

2 Select a portal and tap icon ☆

3 Favorite portal will rise to the top of the list

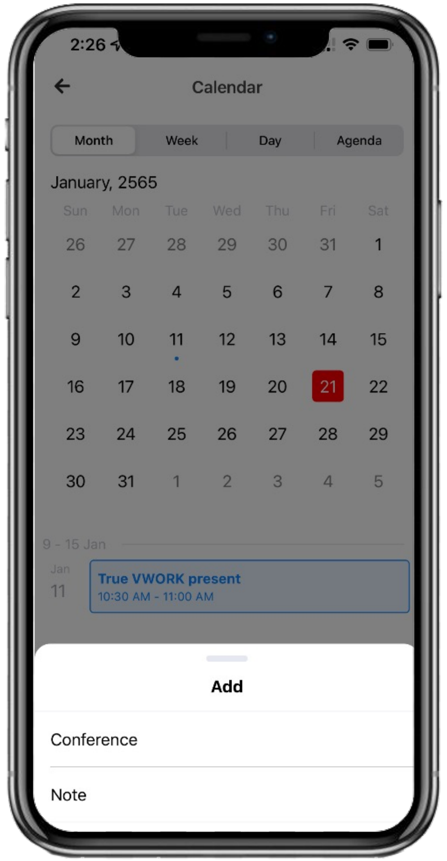


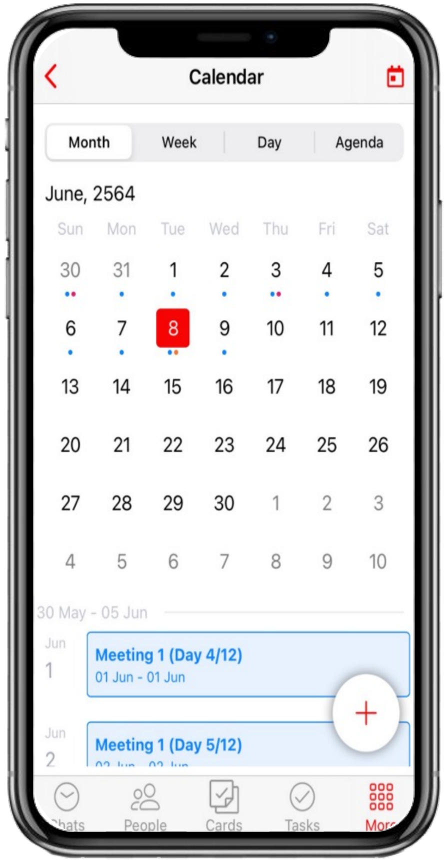
Menu : Calendar

Menu : Calendar

You can quickly schedule meetings or notes / memo, so you always know what's next.

Calendar is designed for teams, making your collaborate together





- ✓ Schedule meetings
- ✓ Create your notes
- ✓ Calendar views
- ✓ Notification on invitation
- ✓ Sync with google calendar

Types of true VWORK calendar

Conference

Create an meetings, add a title, date & time, attach file and auto generate VDO conference link (true VROOM)

Note

Create your note or memo, you can add title, date and time and more details

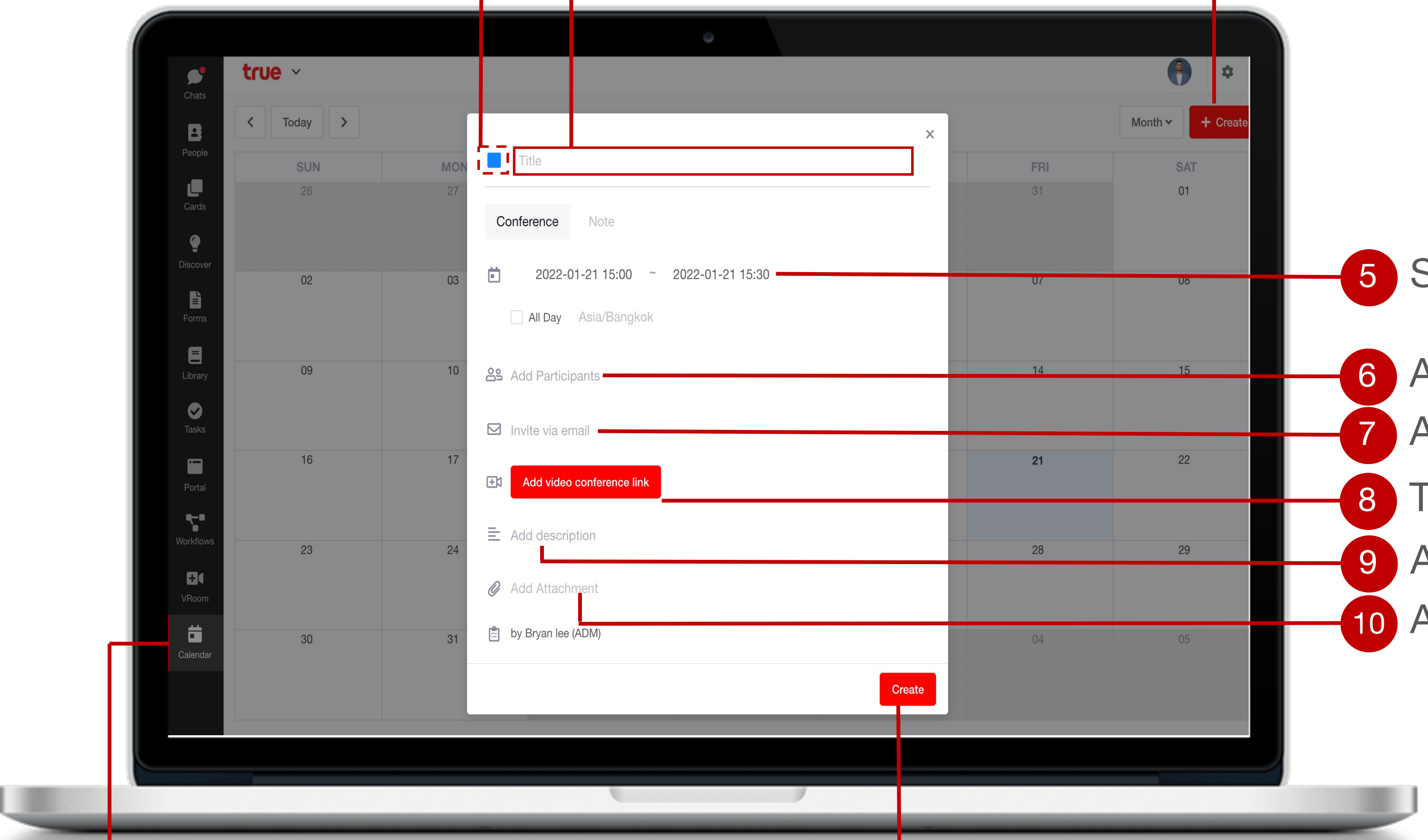
Create a meeting (type : conference)

Select Type : Conference

4 Set color label

3 Add a title

2 กดปุ่ม + Create



5 Set “Date” and “Time”

6 Add “Participants”

7 Add “email” for external participant

8 Tap Add video conference link for generate VDO Conference link

9 Add more details or descriptions

10 Add an attachment

1 Tap icon Calendar

11 Tap Create

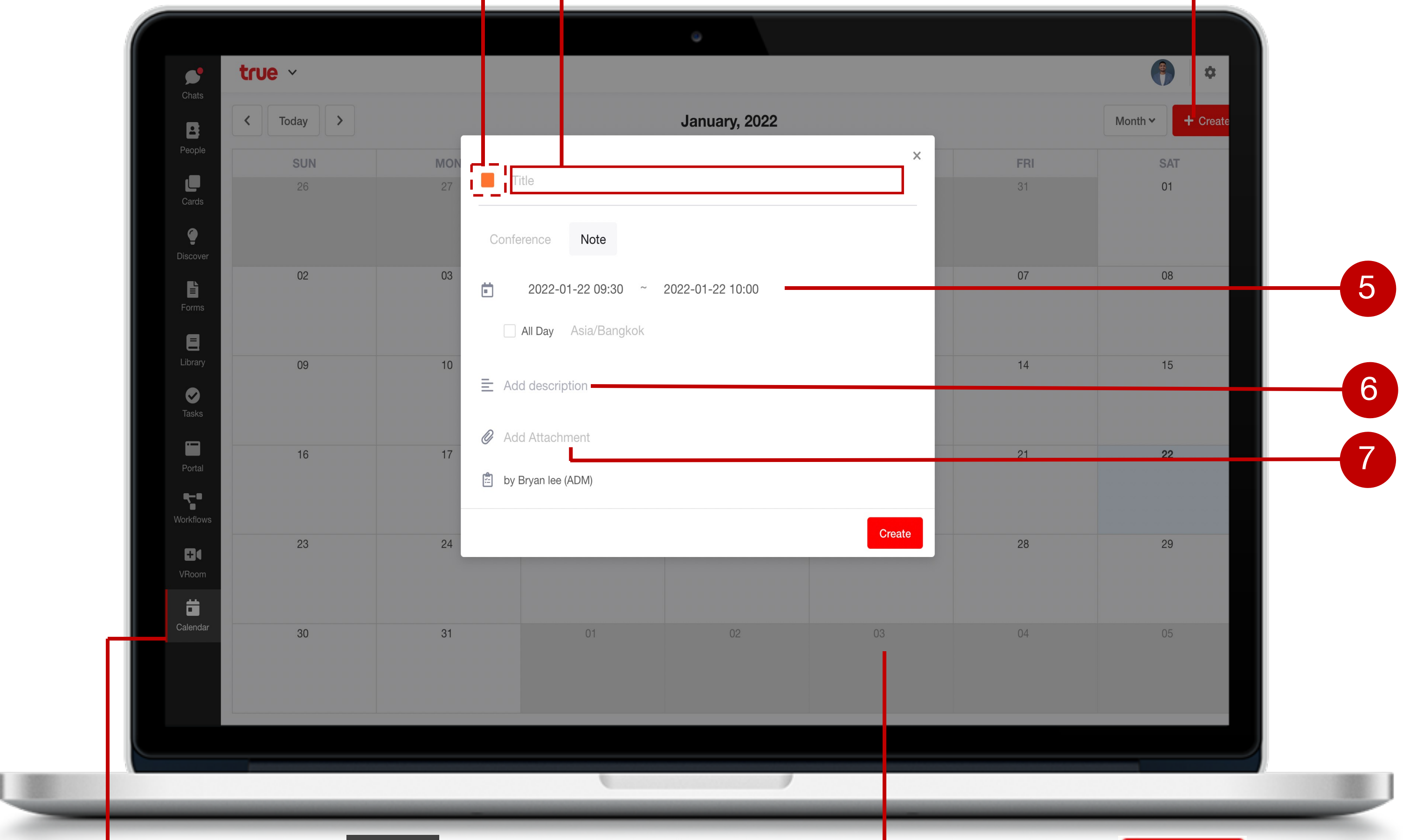
Crate a note (type : note)

4 Set color label

3 Add a title

2 Tap + Create

Select Type : Note



5 Set "date" and "Time"

6 Add more details or descriptions

7 Add an attachment

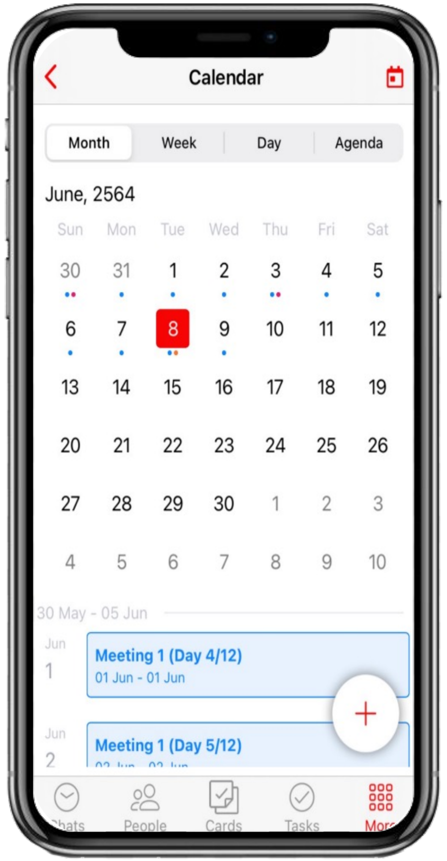
1 Tap icon Calendar

8 Tap Create

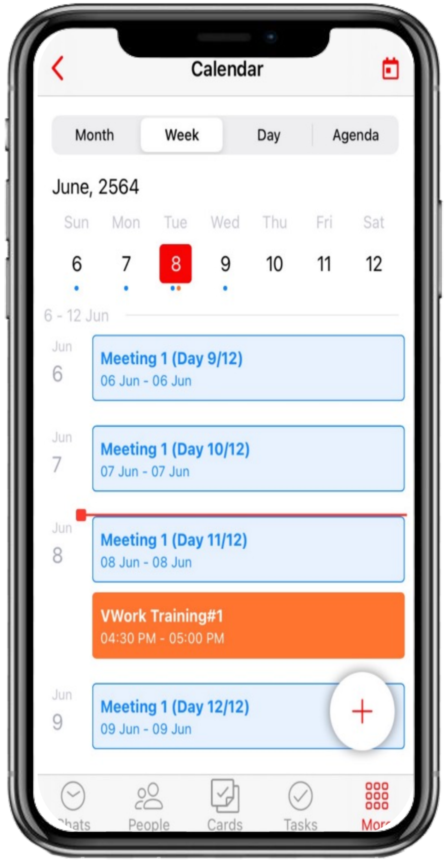
Manage your calendar view

You can choose how many days you see at a time in your calendar view. Select the option that's best for you from 4 options view

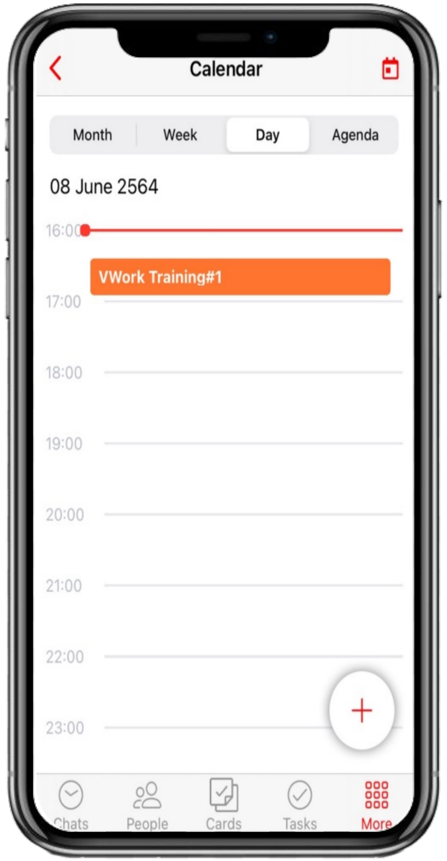
MONTH



WEEK



DAY



AGENDA