

inFlight

 **Children's Miracle Network Hospitals®**



InFlight History

Children's Miracle Network Hospitals (CMN Hospitals) launched InFlight in 2017. The app was created to help track partner stewardship activities, increase visit efficiency, positively impact fundraising, and provide a platform to strengthen relationships with partner contacts.

From 2017 to today, we've encouraged hospitals to use InFlight for any partner interaction. However, in 2020, we recognized the app had limited functionality for Android devices and was not meeting user needs for virtual visits.

In 2020 and 2021, our IT team worked to rebuild the app to ensure all users, regardless of their device, could access the app. Throughout the development of the new app, we've had hospital program directors and our staff testing the functionality. Our group of 75+ users was able to test alpha and beta versions of the app and give feedback in real time.

We are confident that the new InFlight app will enhance user experience, increase efficiency during partner visits, and allow our team to continually enhance the app.





What's New?

- Updated user interface and user experience
- App can be used with data and no internet
- The home screen has an interactive, detailed map to view locations
- Easily toggle between the map view and list view of locations
- Notifications within the app and push notifications
- Users can assign To Do items to themselves and others
- Users can easily navigate these To Do items
- New Quick Action Menu to easily check in, add a photo, create a note or To Do item, and report location issues
- Users can favorite locations to easily sort by favorited locations, distance, or fundraising
- Users can favorite a partner location when on the search list of locations by swiping the location to the right.
- Favorited locations appear as a red balloon on the map to distinguish them from regular locations
- App is dark mode enabled
- With the use of artificial intelligence, users will now see recommended location visits within the app.
- We've rebranded! InFlight has a new, updated logo and aligns with the updated CMN Hospitals branding.



InFlight Statistics

Beacon, a data research and strategy company, helped us analyze the data we have on InFlight. Their findings are summarized below.

- Higher levels of engagement in the form of physical and/or remote check-ins result in much better fundraising compared to no engagement.
- All interactions are not equal; the quality of interactions also matters. Locations that experienced quality interactions tend to outperform locations with basic interactions.
- The volume of interactions correlates positively with fundraising performance.
- Having more program managers working on a campaign tends to result in better performance.
- Though the response of different partner categories to increased interactions is not the same, all of them show improvements with increased interactions.
- When compared to campaigns that have had no interactions, campaigns with check-ins improve fundraising by about 75%.

- **A single interaction, as opposed to no interaction, improves average fundraising by ~ 40%.**
 - **With 5 interactions, this increases by ~ 100%.**
- **More pronounced improvements in fundraising are observed when interactions happen over multiple days (i.e., going from 1 to 5 days increases average amounts raised from \$3,250 to \$6,100.)**



When to Use InFlight

It's important to use InFlight to log any interaction with a partner. It helps you document the conversation for future reference and it helps us show our partners the incredible work you do with their stores on a daily basis.

- **Check-In.** Check-in for physical or virtual interactions.
- **Keep your contacts up to date.** As you meet new associates, ensure they have their own contact in your app.
- **Upload photos.** Capture photos of engaged associates with their campaign materials, patient families in stores, creative fundraisers, and any events that the store hosts during their campaign.
- **Take notes!** This app is meant to support you: jot down notes about how the visit went, topics to discuss in your debrief of the campaign, or a reminder for yourself to set up a meeting to thank the manager.

Make Visits Count

What do you want associates to know, feel, and do?

Know:

- How to ask
- Where the money goes
- Key campaign information

Do:

- Ask every customer
- Encourage their peers
- Sign-Up, Opt-In etc.

Feel:

- Appreciated
- Make a difference
- Doing a good job



Download the App

Download the app by searching for "InFlight" in the Apple Store or Google Play Store.

Once downloaded, log in with your Mission Control credentials. Or, if you're a volunteer, register as a volunteer. You can either log in with your Mission Control credentials, or you can register as a volunteer.

Please see pages eight and nine of this document for detailed instructions for registration and approval of volunteers.



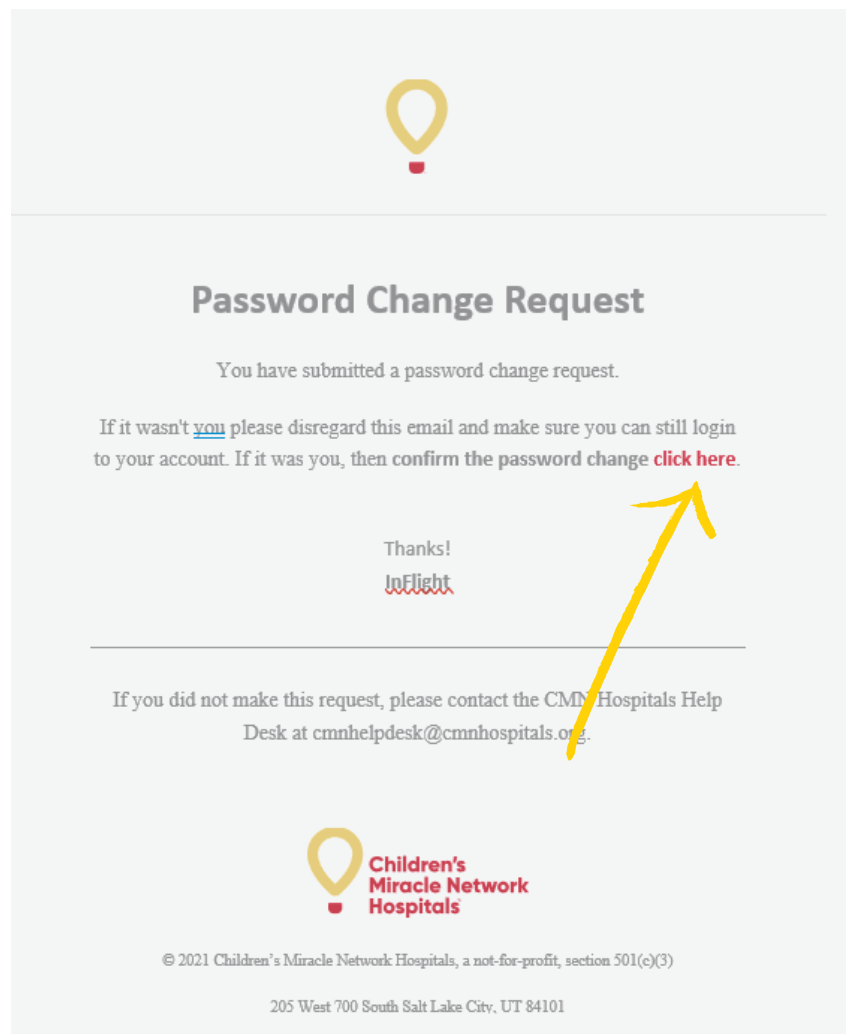
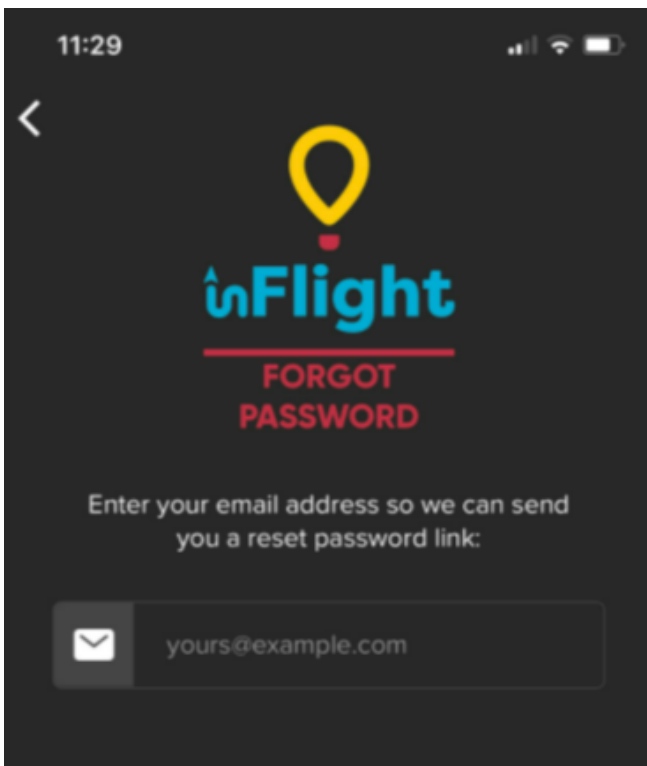


Logging In

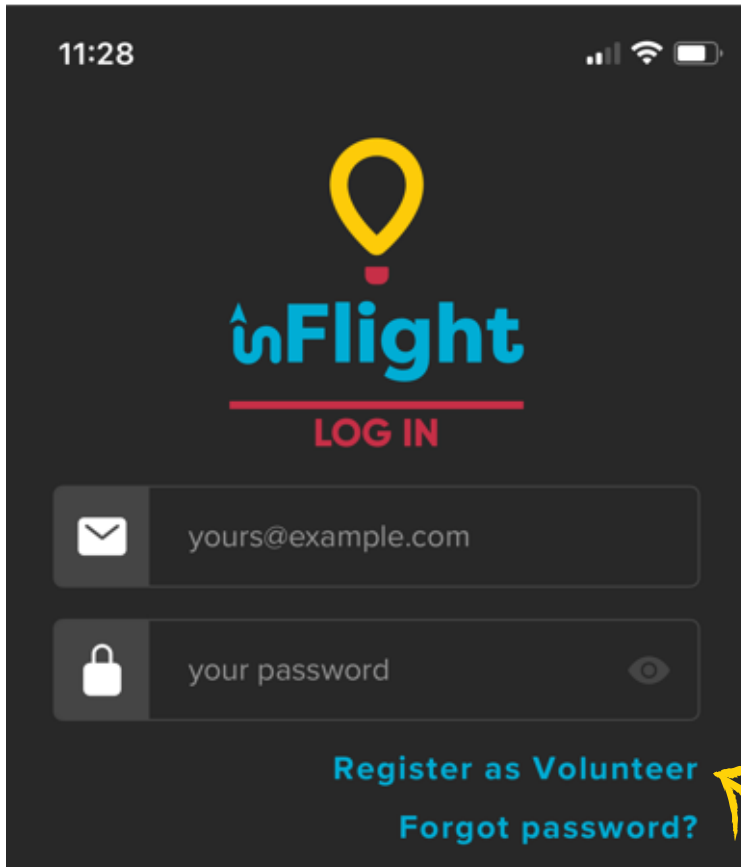
Use your Mission Control username and password to log in to InFlight.

If you need to reset your password, click "Forgot Password" on the log-in page. You will receive an email with instructions to reset your password.

Remember, this will also reset your Mission Control password.



Register as a Volunteer

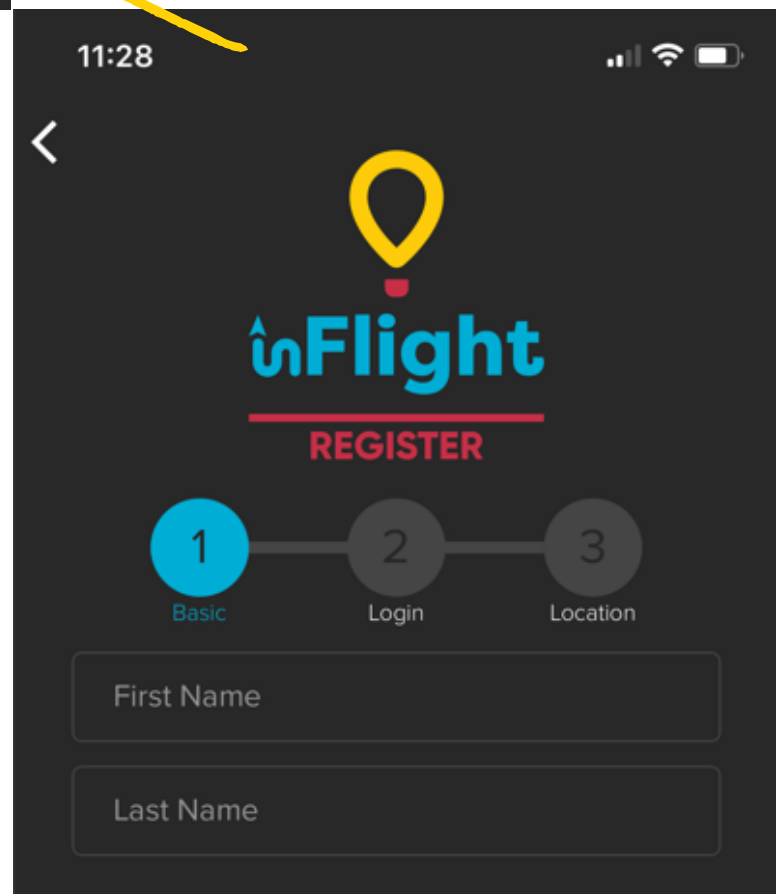


If you are registering as a volunteer, click on "Register as Volunteer" and fill out the following information.

- Name
- Username
- Password
- Address
- Hospital Name

Once you have filled out the information, you will need to wait until your local Primary Program Director confirms your account. Once confirmed, you will get an email notification and will be able to log in to your InFlight account.

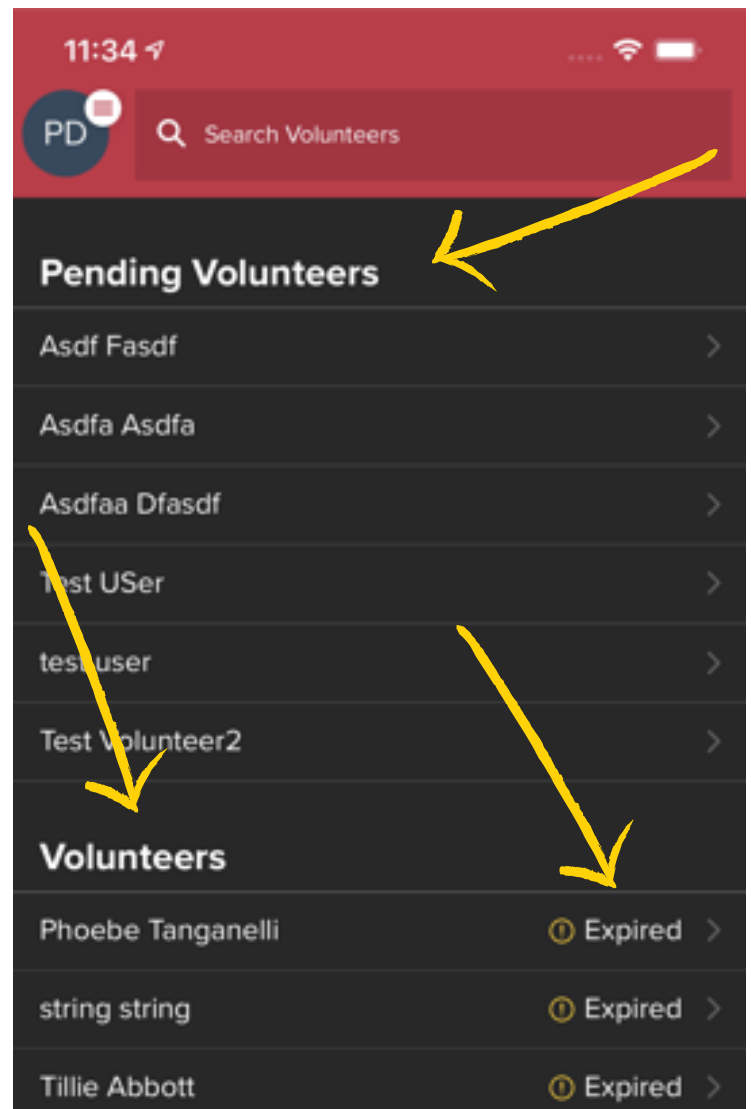
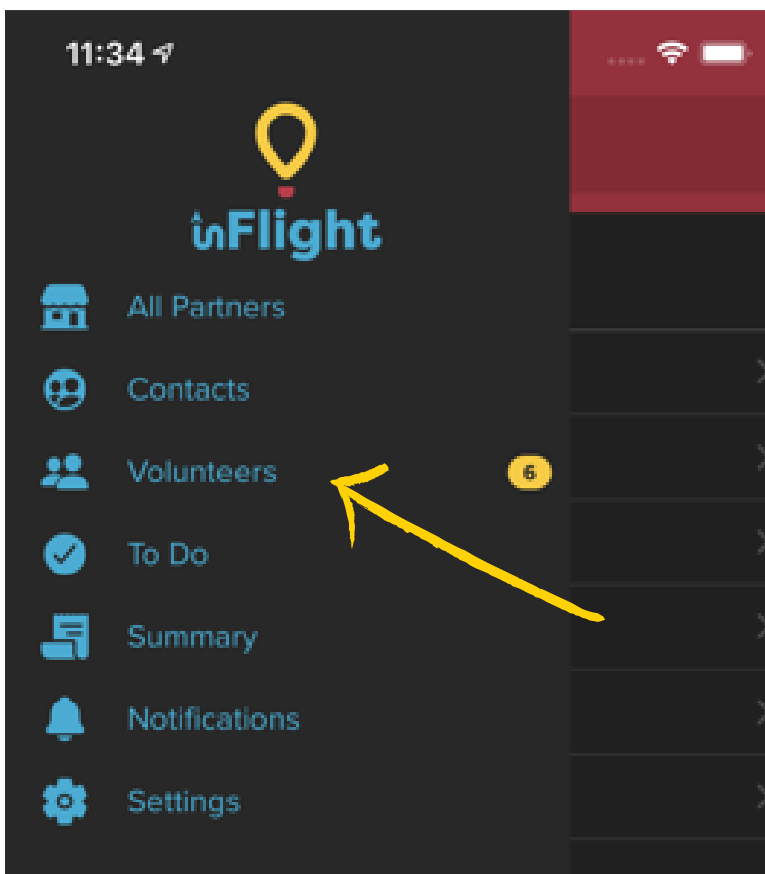
Make sure to click on the link in the email to finish setting up your account.



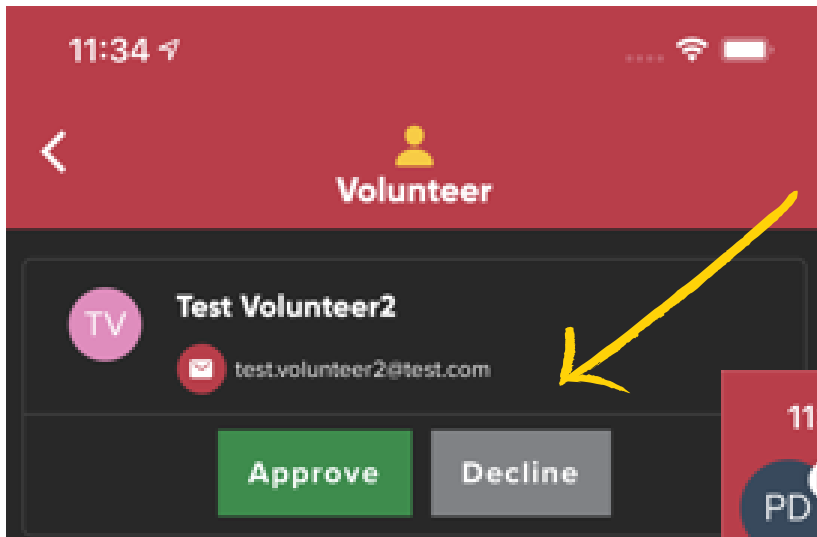
Approving Volunteers

In the new app, the volunteer registration and approval process occurs in the app. Click on your profile photo in the top left corner to open the app menu. Then click "Volunteers".

You'll see two lists: the first is a list of "Pending Volunteers" that needs your approval. The second list is a complete list of all Volunteers that are currently set up as an active user on the app.

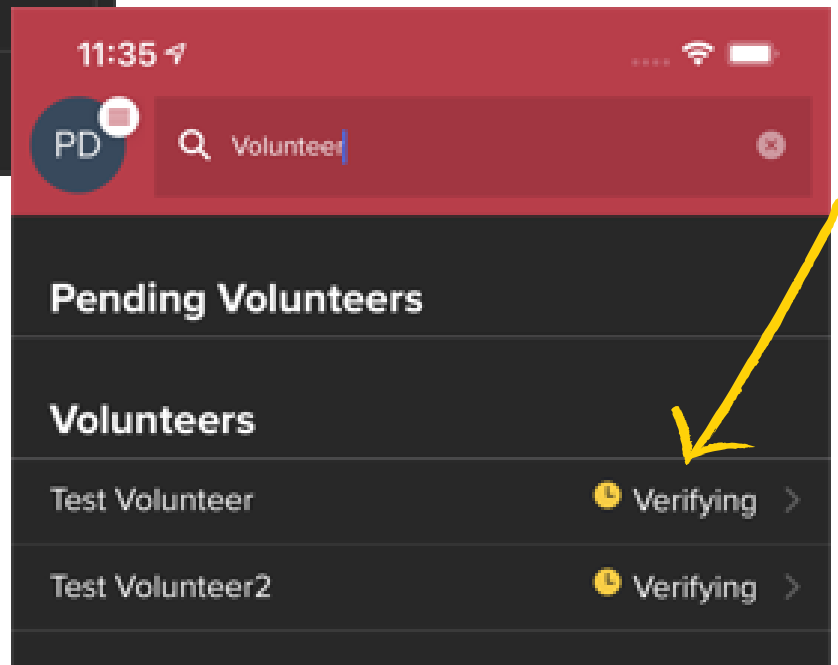


Approving Volunteers, Con't.



Under "Pending Volunteers", click on the user you want to approve or decline.

Click "Approve" to send a confirmation email to the user to finish their registration.



- PD's will see a "verifying" badge next to the user after approving the user and before they have followed the instructions in the confirmation email.
- If a volunteer waits more than 24 hours to click on the link in their confirmation, a PD will need to reset their password. To do this, find the name of the user with the "Expired" tag.
- Click this link and you'll be prompted to send another confirmation email.

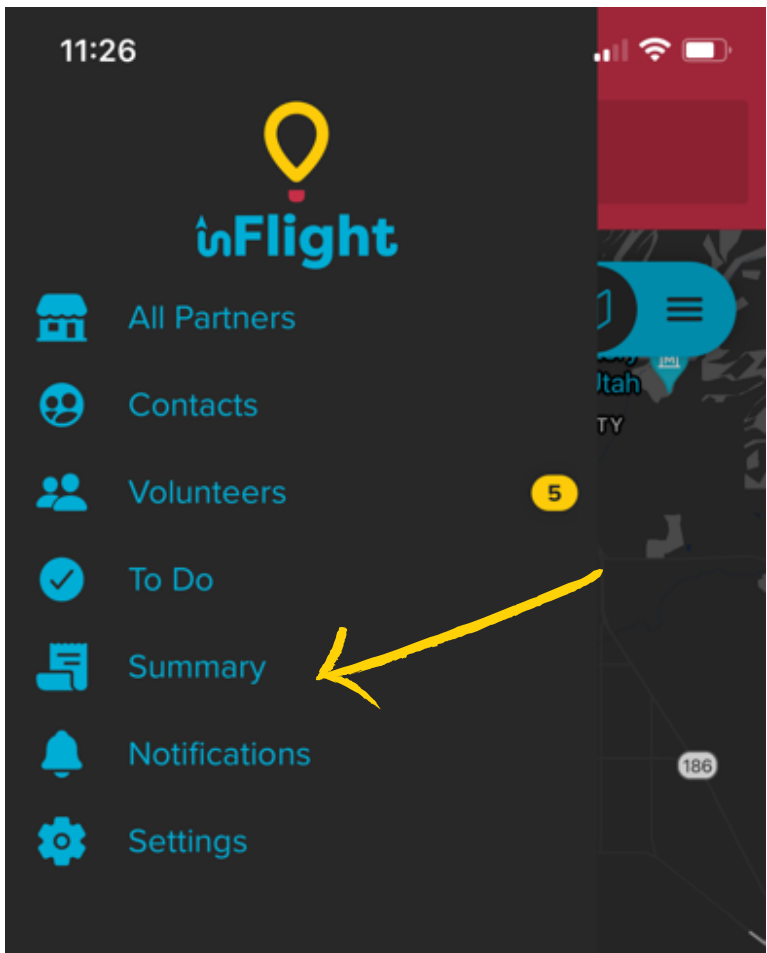
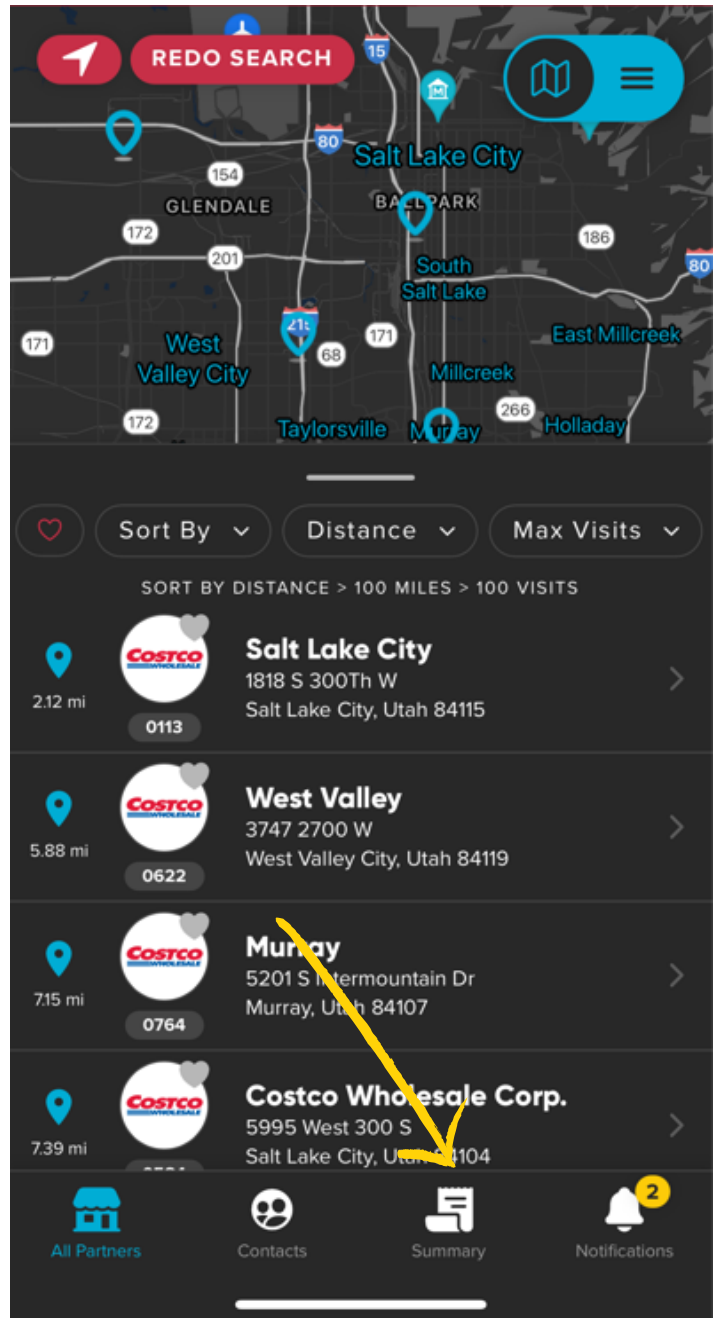
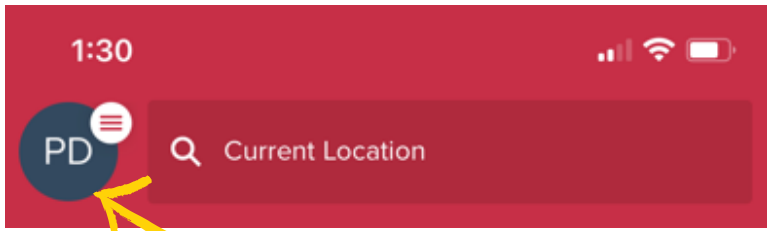
When a Volunteer registers, all Primary and Secondary PDs in that market will get a push notification alerting them of the registration.



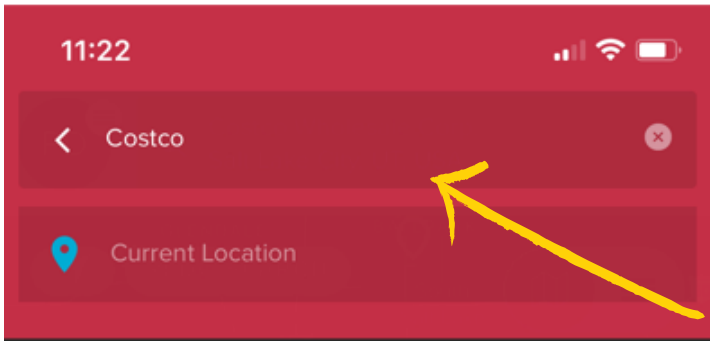
Home Page

After logging in, you'll be taken to the home page. This screen allows you to search for partner locations via the map or a list view.

You can navigate to other pages via the icons on the bottom of the home page or by clicking on your profile photo in the top left corner.

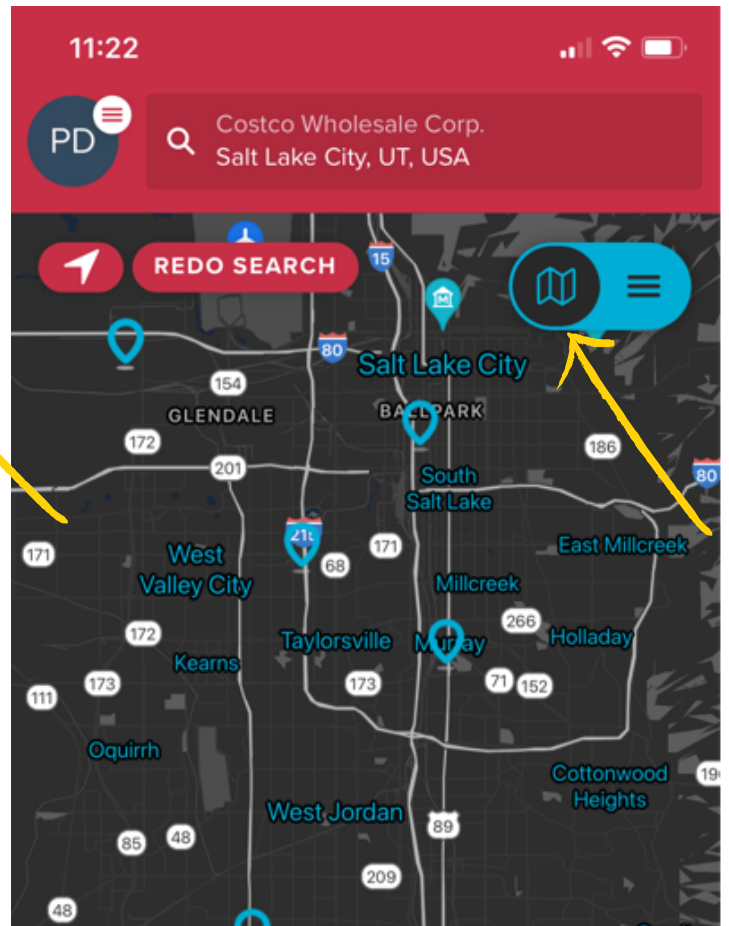
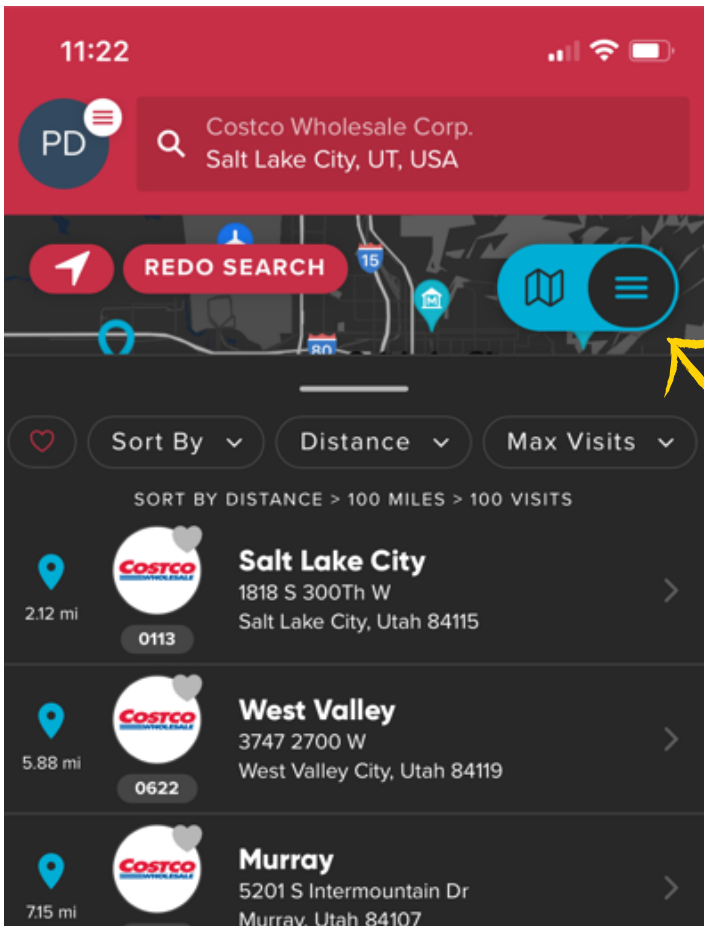


Map Navigation



You can search by current location, partner name, or partner location number.

You can toggle between a map view and a list view of locations nearby. Use the toggle button in the upper right screen.

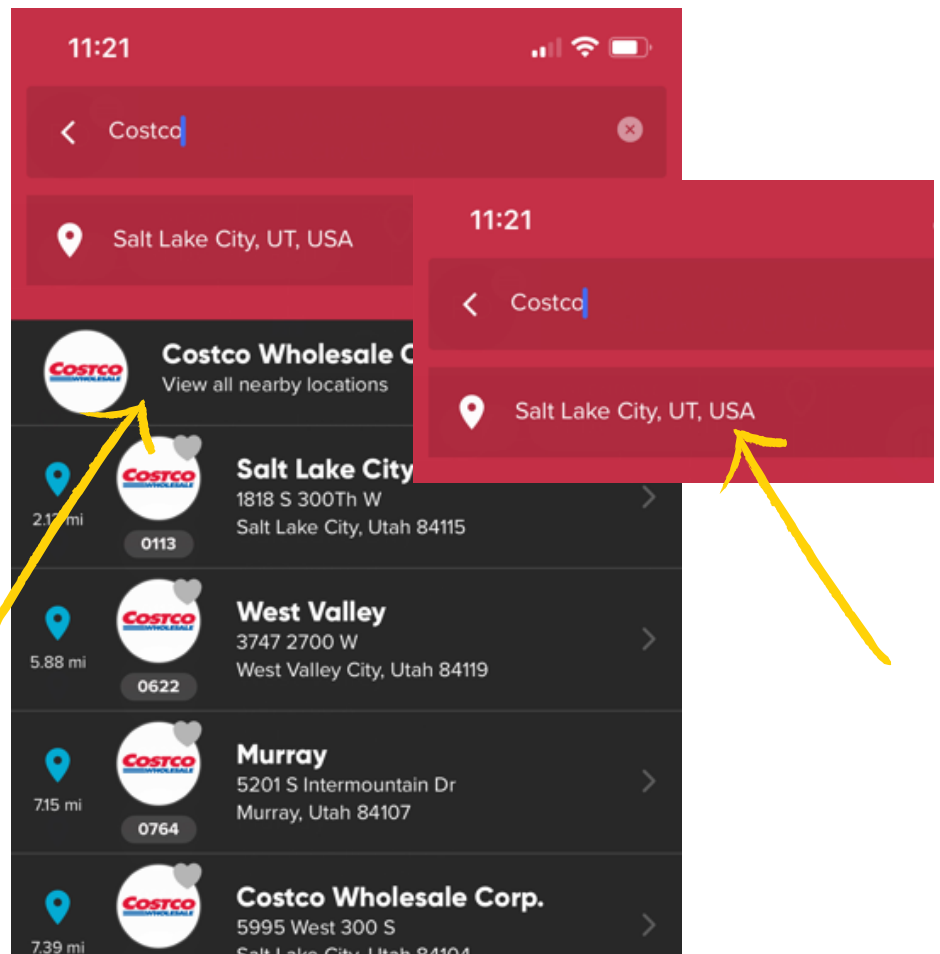
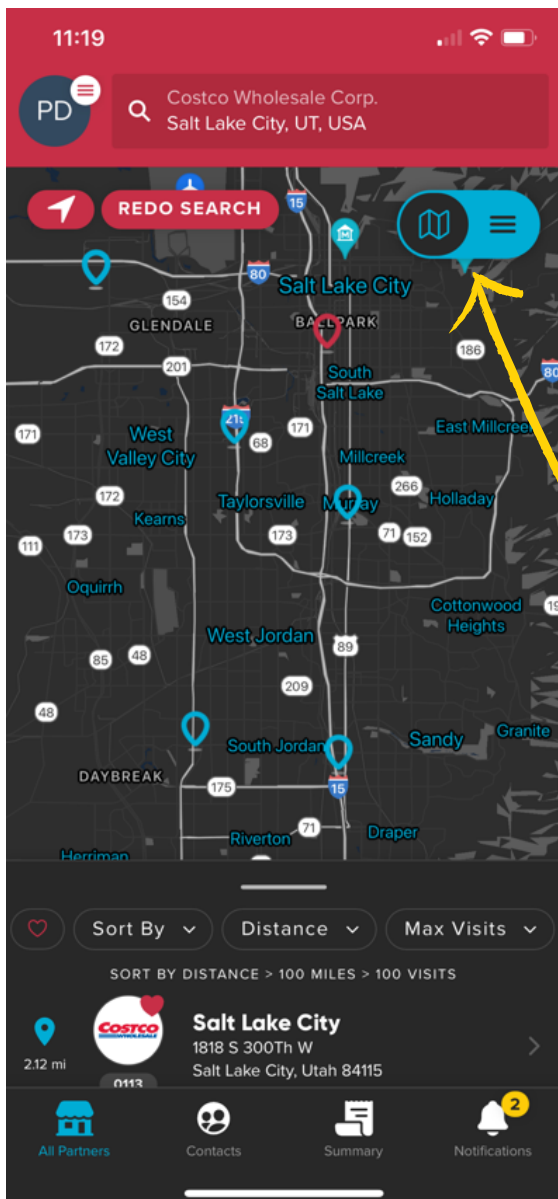


Searching for a Partner

When searching for a specific partner or location, you can search by "current location" or you can enter its associated city.

Once you've entered a location or city, select "View all nearby locations" or you can scroll through the list format.

Selecting "View all nearby locations" will take you to the map where you can toggle between a list view or map view. You are able to drill down onto location-level detail from the list view.

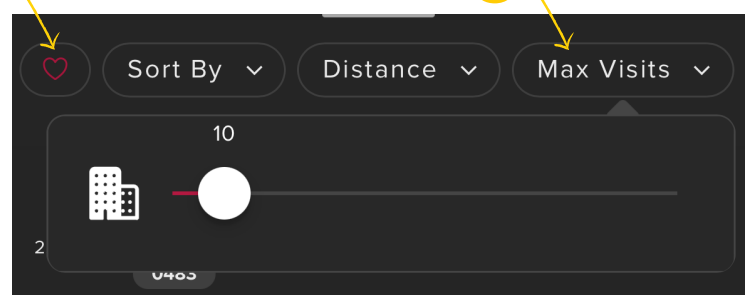
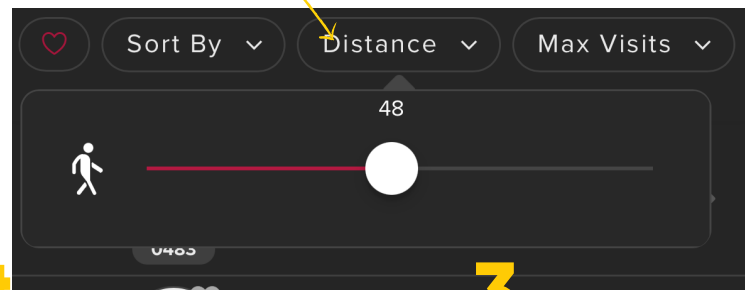
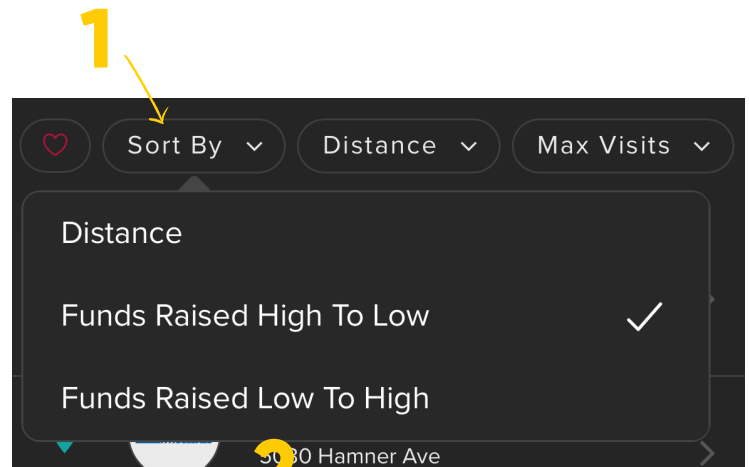
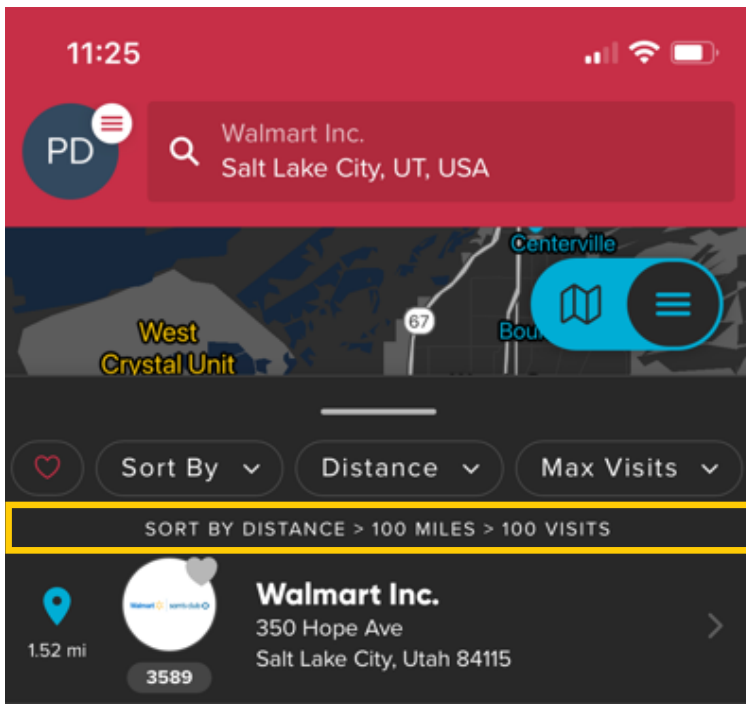


Search Filters

When searching for locations, use any of the four filters to narrow your results:

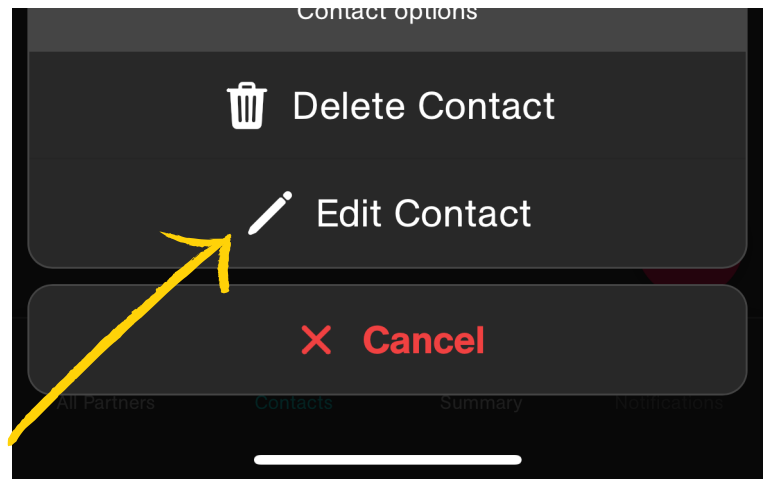
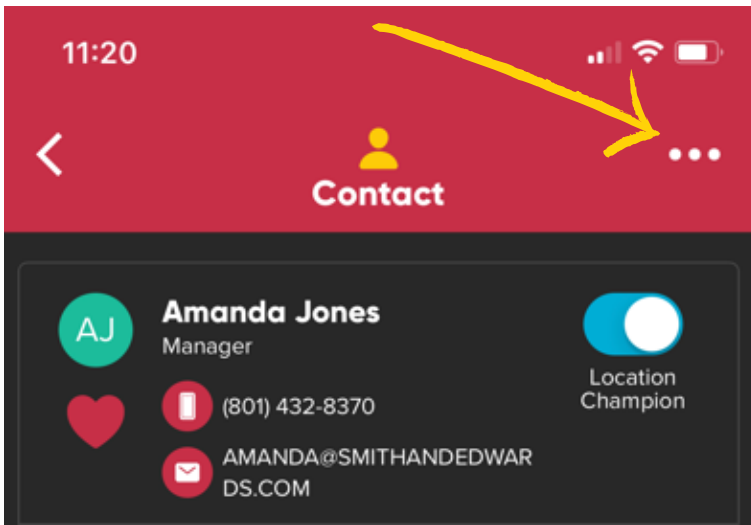
1. Sort By: This filter allows you to search by distance, or show location fundraising totals from High to Low or Low to High.
2. Distance: Adjusting this filter will narrow your results to only see locations within the distance from your current location.
3. Max Visits: Max visits will pull up locations based on whether or not they have a certain number of visits/ check ins.
4. Heart: If you click the heart icon it will pull up the locations you have selected as your favorite locations.

Check Current Filter Settings Here

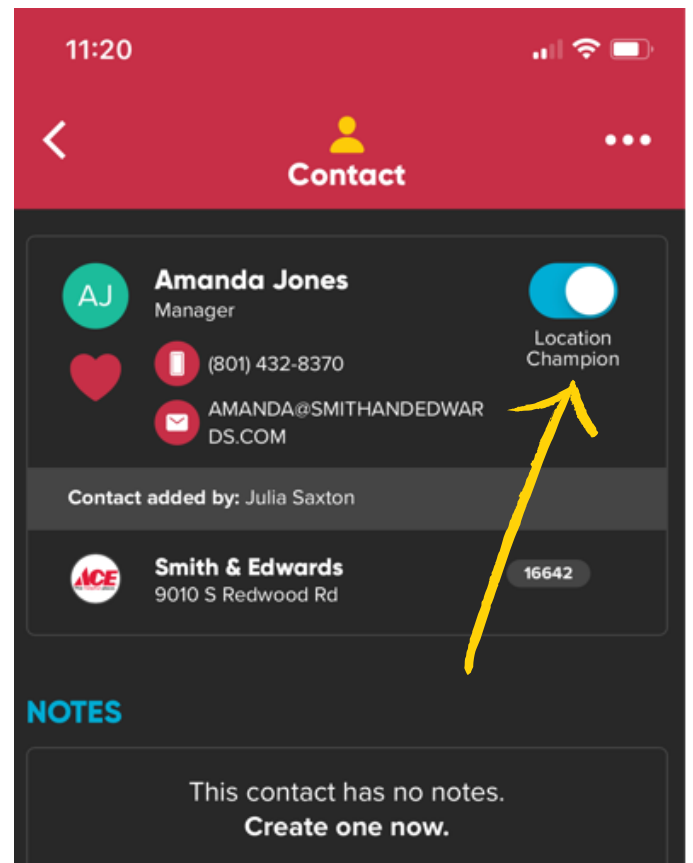


Contacts

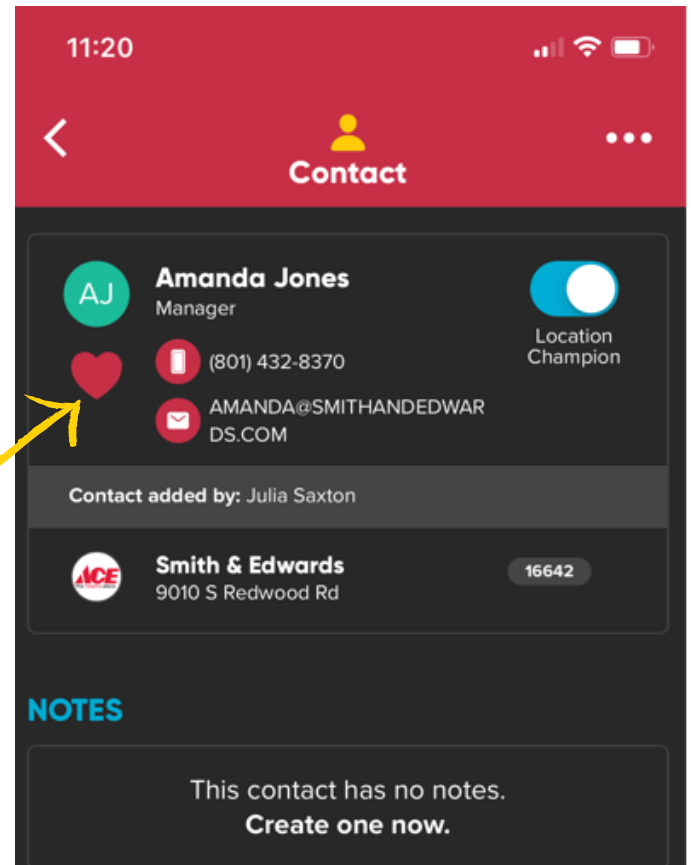
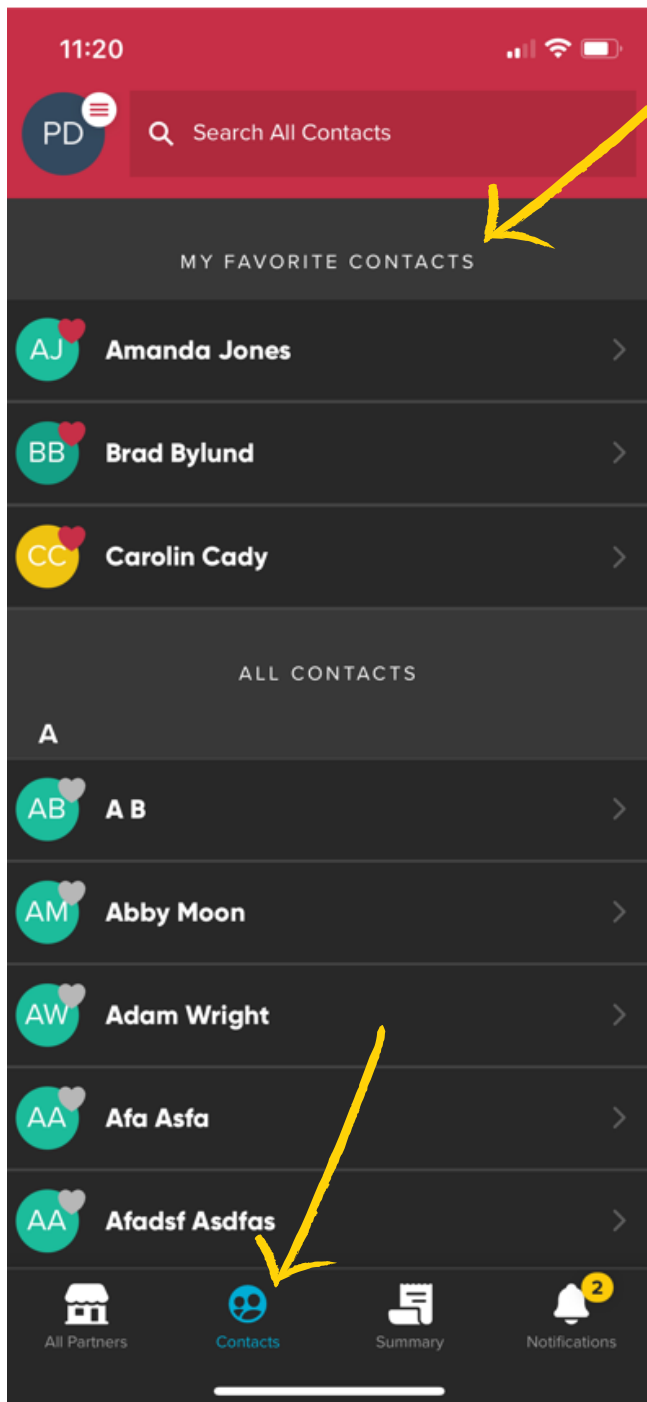
It is important to keep your contacts updated. Whether it is changing their email, updating their name, or adding notes from a visit etc., you can edit contacts by clicking on the three dots in the top right-hand corner of the contact page. You can then Edit or Delete the contact.



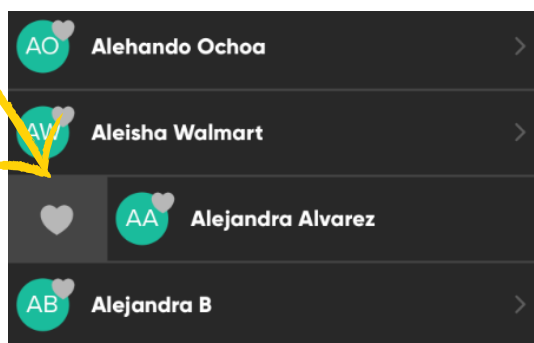
- A Location Champion is an associate who excels at promoting their campaign and inspires other associates.
- This contact is typically instrumental to a store's fundraising efforts.
- When the "Location Champion: toggle is in the "on" position, the button will appear blue.



Favoriting Contacts



- If there is a contact with whom you communicate frequently, mark them as a favorite by clicking on the heart on their contact page, or by swiping their contact name to the right on the "All Contacts" list.



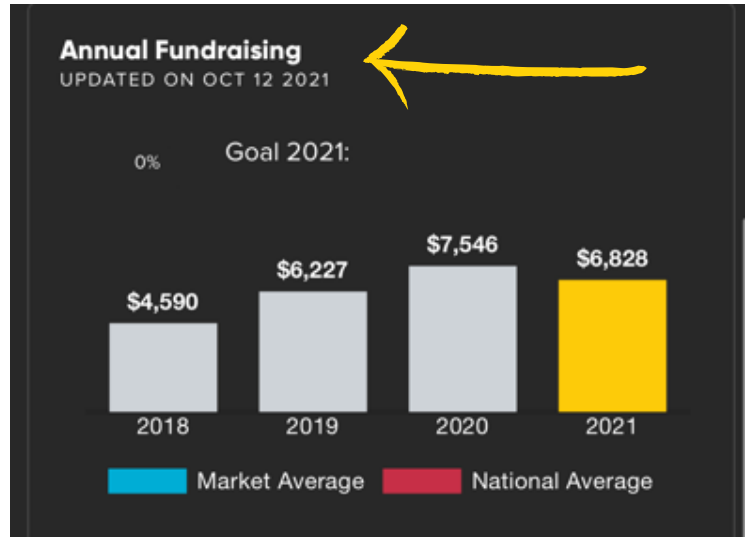
- To see all of your favorite contacts, click the "Contacts" icon on the bottom of the screen. Your favorited contacts will then appear in list format.

Location Pages

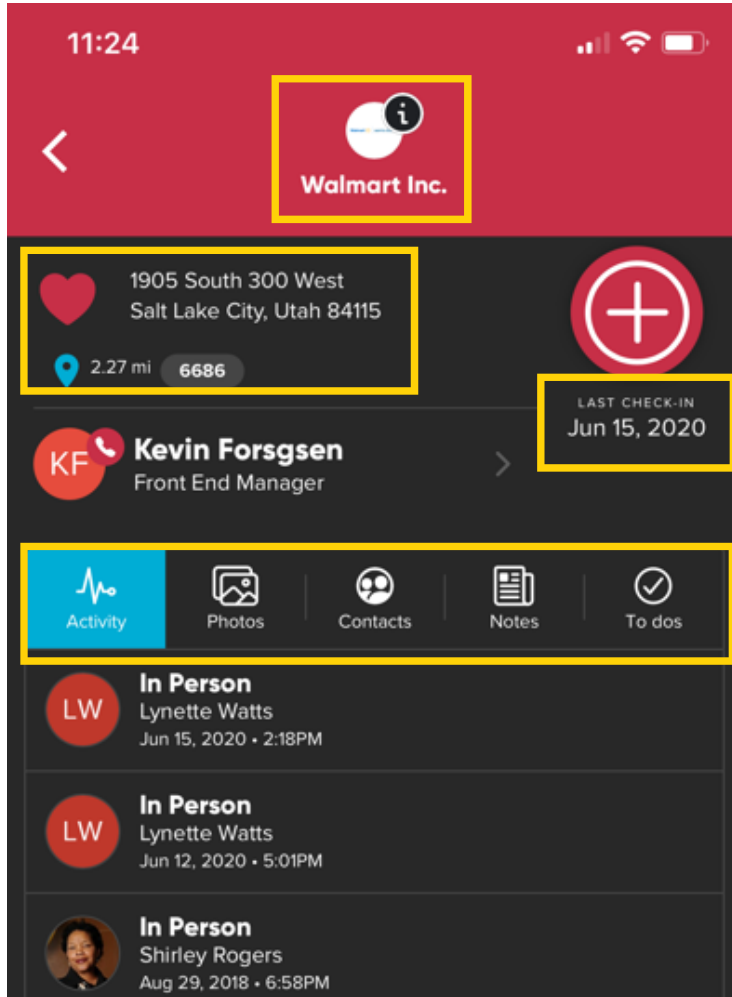
Each national partner we work with provides us a list of their store locations. These are uploaded to our database and surface in InFlight.

Users logged in to InFlight will see those locations in their market. Each location (store) has its own page.

Here you'll also see your latest activity, photos, contacts, notes, and any To Do items associated with this location.



Annual Fundraising shows the past three years and current years' totals.



11:24

Walmart Inc.

1905 South 300 West
Salt Lake City, Utah 84115
2.27 mi 6686

LAST CHECK-IN
Jun 15, 2020

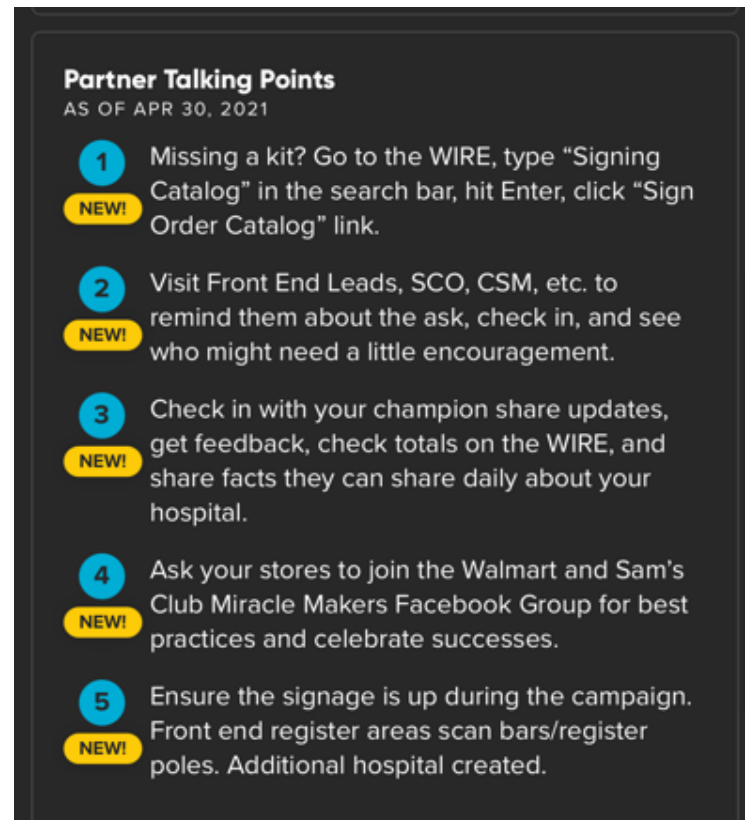
KF Kevin Forsgsen
Front End Manager

Activity Photos Contacts Notes To dos

In Person
LW Lynette Watts
Jun 15, 2020 • 2:18PM

In Person
LW Lynette Watts
Jun 12, 2020 • 5:01PM

In Person
Shirley Rogers
Aug 29, 2018 • 6:58PM



Partner Talking Points
AS OF APR 30, 2021

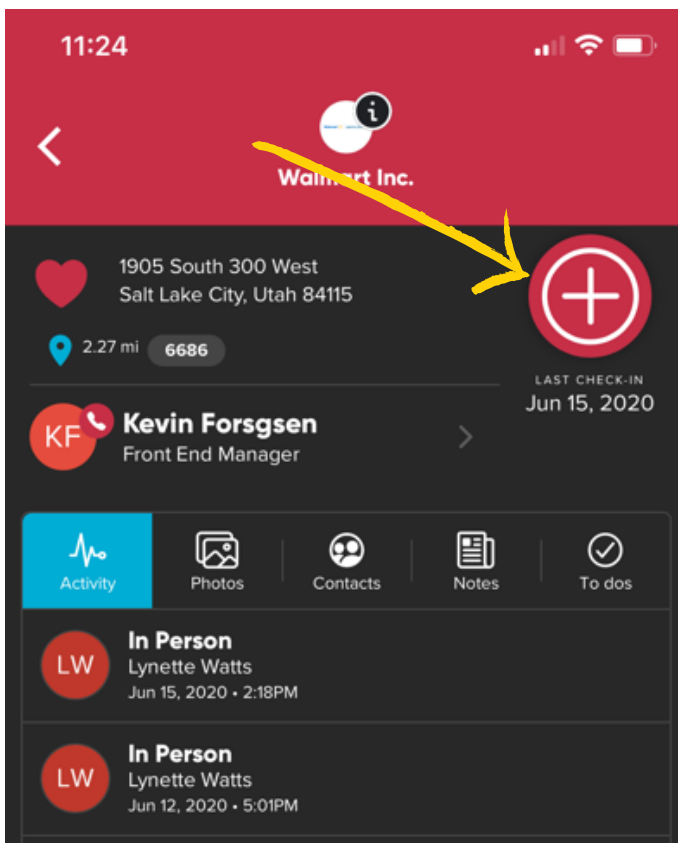
- 1** Missing a kit? Go to the WIRE, type "Signing Catalog" in the search bar, hit Enter, click "Sign Order Catalog" link. **NEW!**
- 2** Visit Front End Leads, SCO, CSM, etc. to remind them about the ask, check in, and see who might need a little encouragement. **NEW!**
- 3** Check in with your champion share updates, get feedback, check totals on the WIRE, and share facts they can share daily about your hospital. **NEW!**
- 4** Ask your stores to join the Walmart and Sam's Club Miracle Makers Facebook Group for best practices and celebrate successes. **NEW!**
- 5** Ensure the signage is up during the campaign. Front end register areas scan bars/register poles. Additional hospital created. **NEW!**

Partner Talking Points are updated by the Account Director at CMN Hospitals to help guide conversation during an interaction with a partner

Checking In

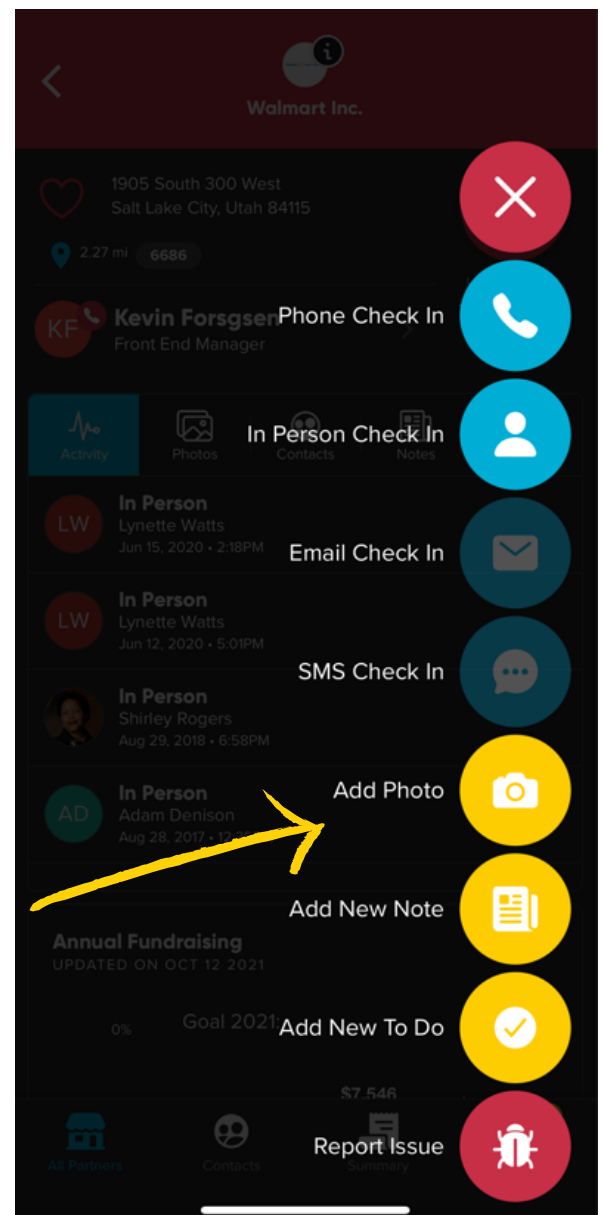
In the old app, in-person store visits were considered the only type of check-in. In our more virtual world, the new app offers various ways to check in: phone calls, text messages, email, or in-person visits are all considered check-ins and should be documented.

You can easily record your check-in by accessing the Quick Action Menu on any location page. Click the red plus sign to open the menu.



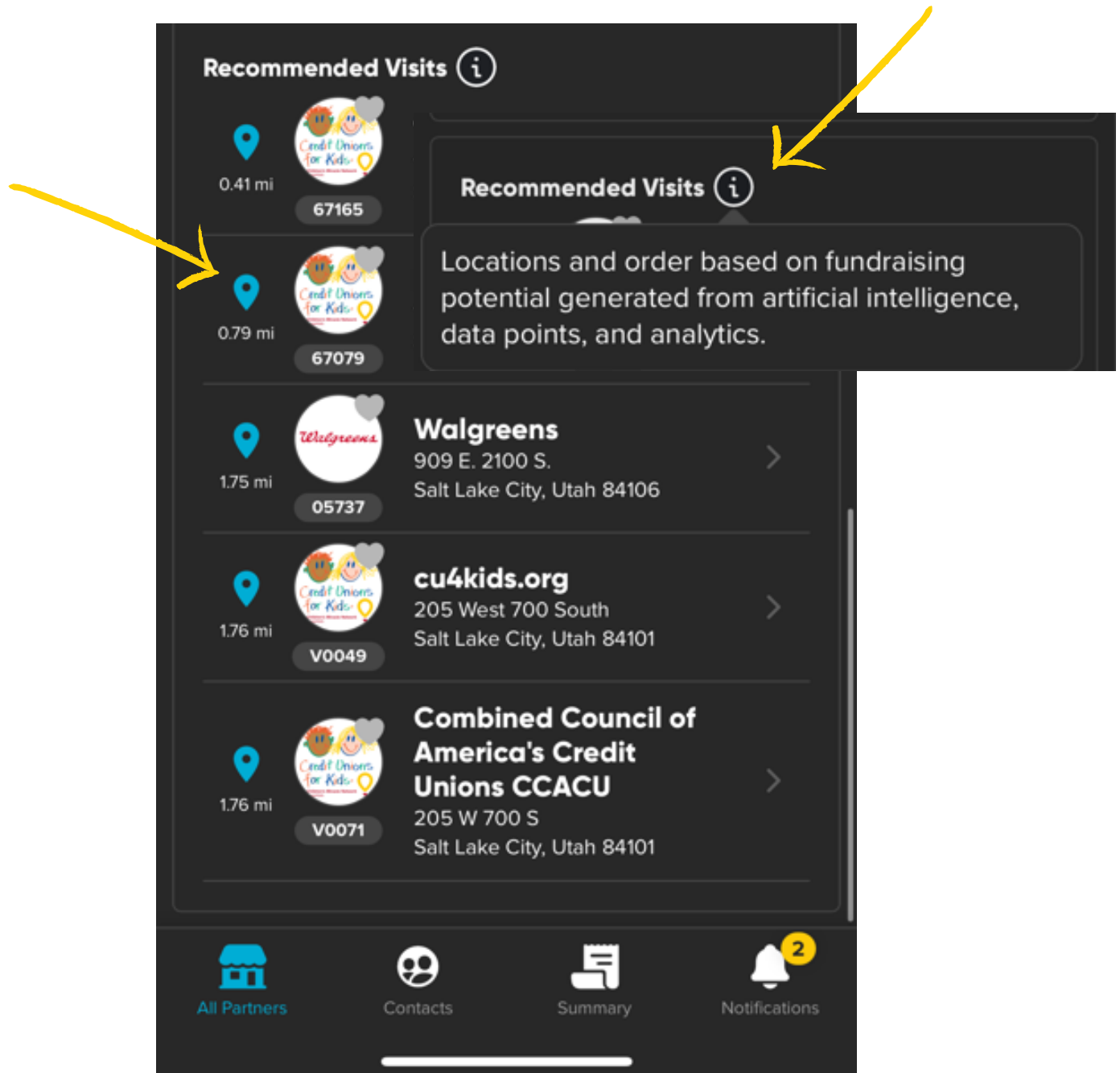
If a check in option is grayed out, that means the main contact on the partner location page is missing information such as an email or phone number. Once the contact information is updated, the check in option

Quick Action Menu



Location Pages, Con't.

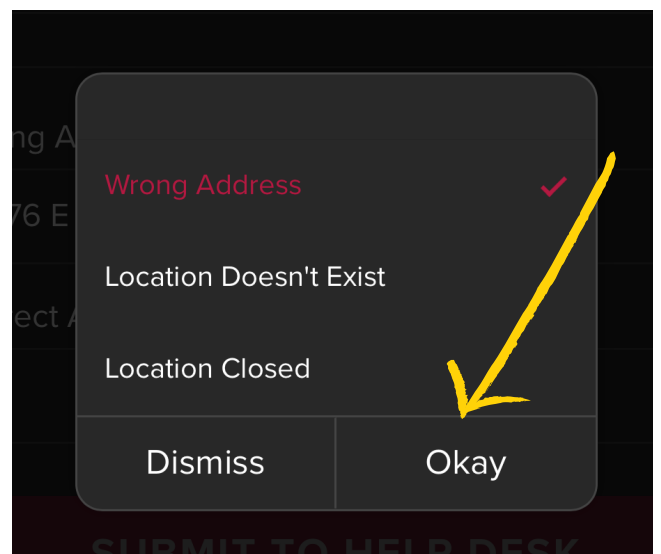
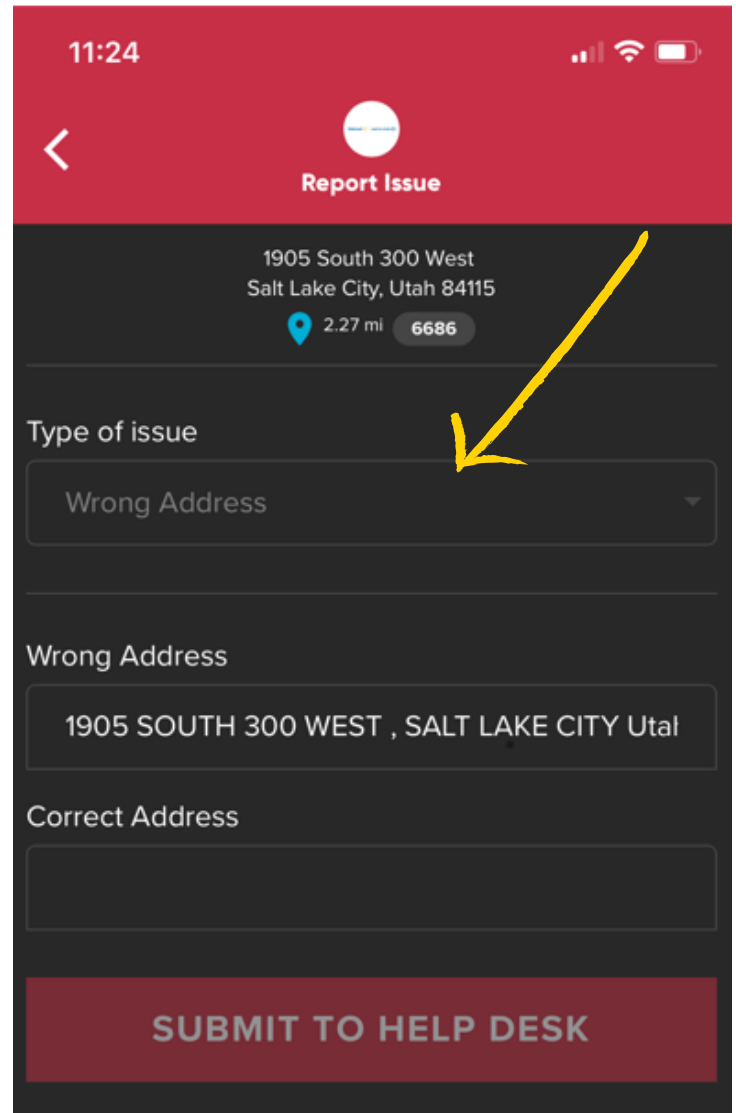
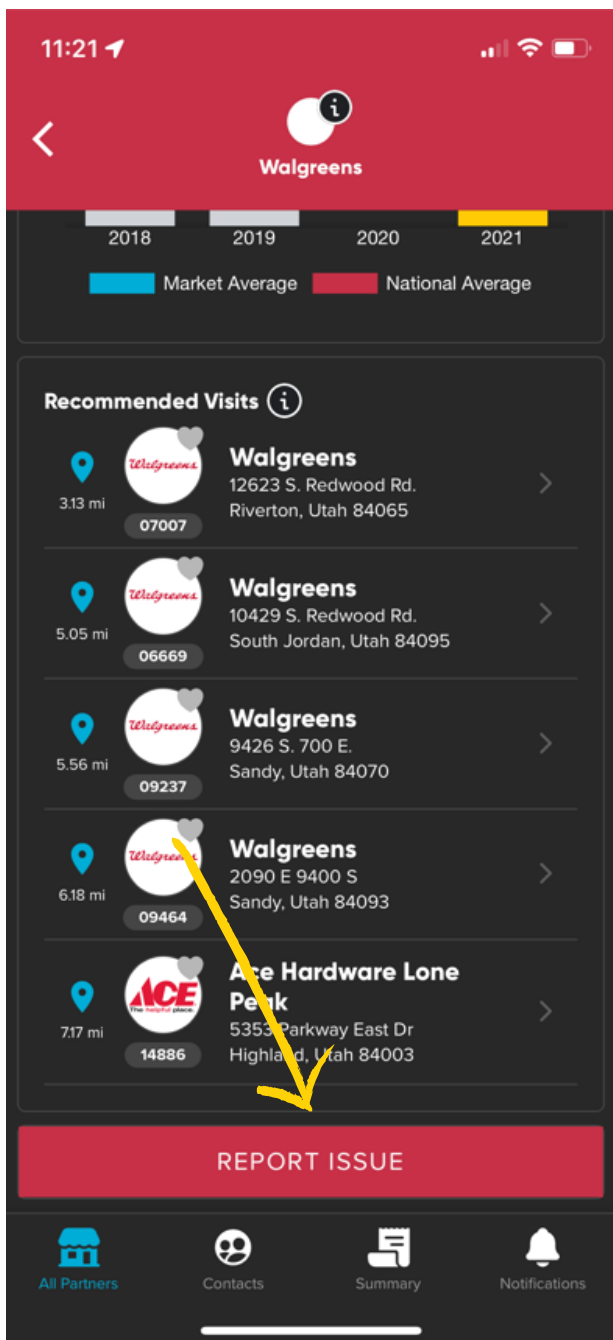
The Recommended Visits section is at the bottom of each location page. Using artificial intelligence, these are location recommendations to visit next, based on fundraising potential.



Report a Location Issue

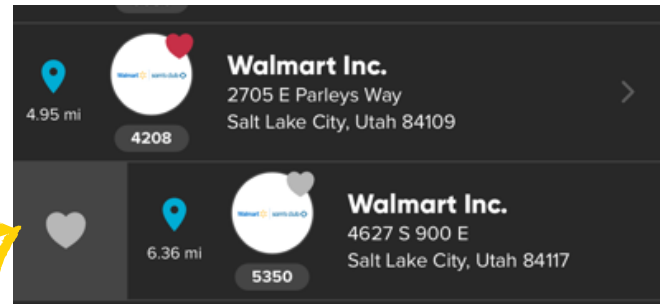
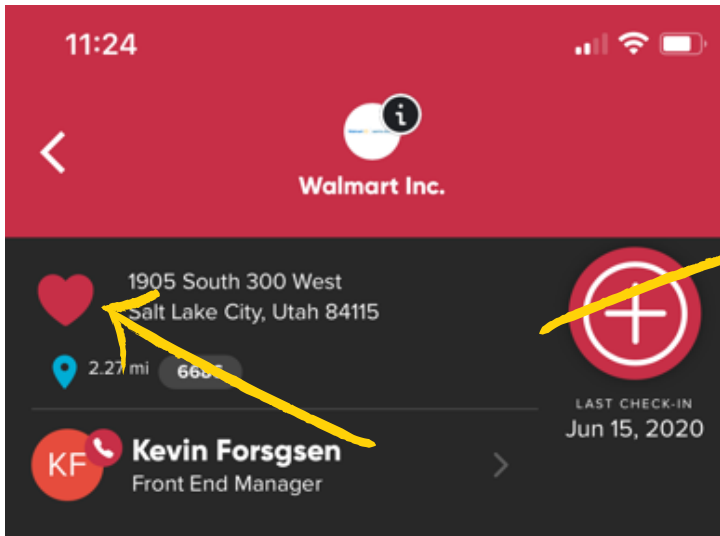
Scroll to the bottom of the location page and click "Report Issue".
There are three types of issues you can submit:

1. Wrong Address
2. Location Doesn't Exist
3. Location Closed



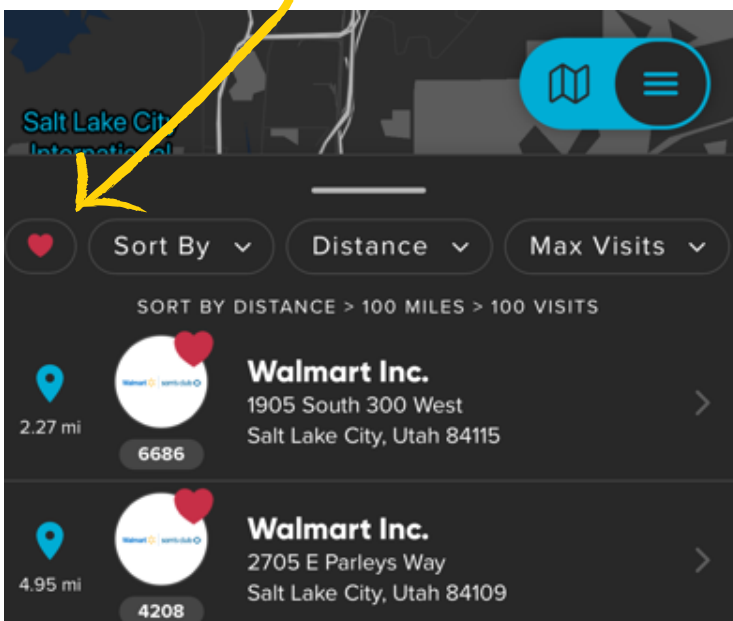
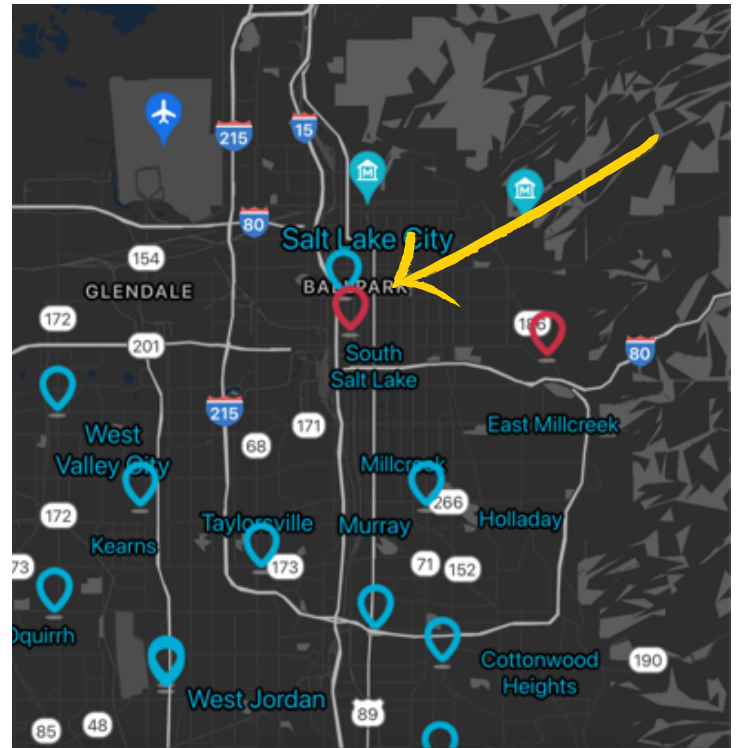
Location Favorites

If you favorite a location on a partner location page. You can see your favorite locations list on the list view of the map on your homepage.



You can also favorite a location by swiping the location to the right.

To view your favorites list, start by clicking on the red heart on the left side of the map list view.



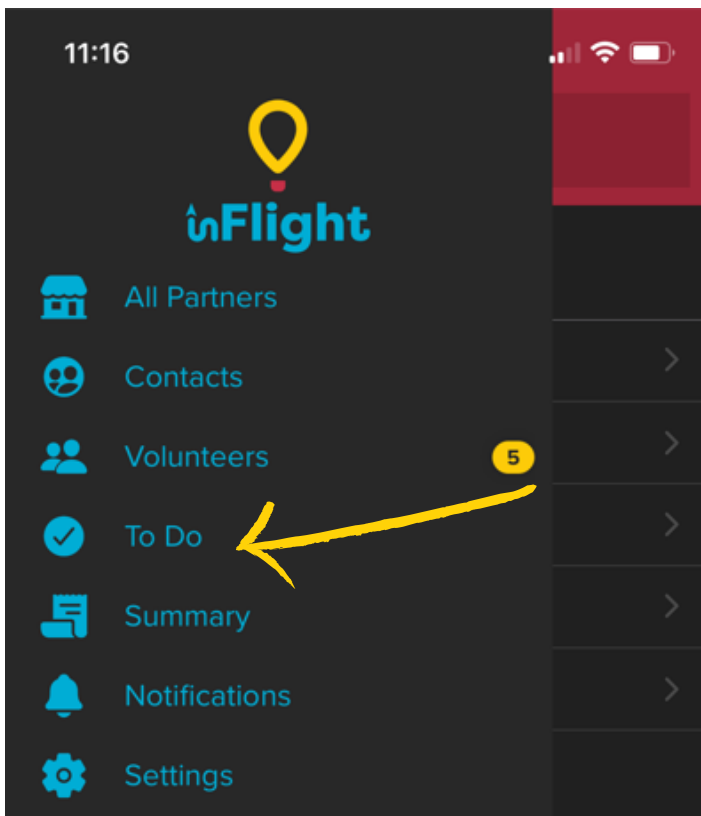
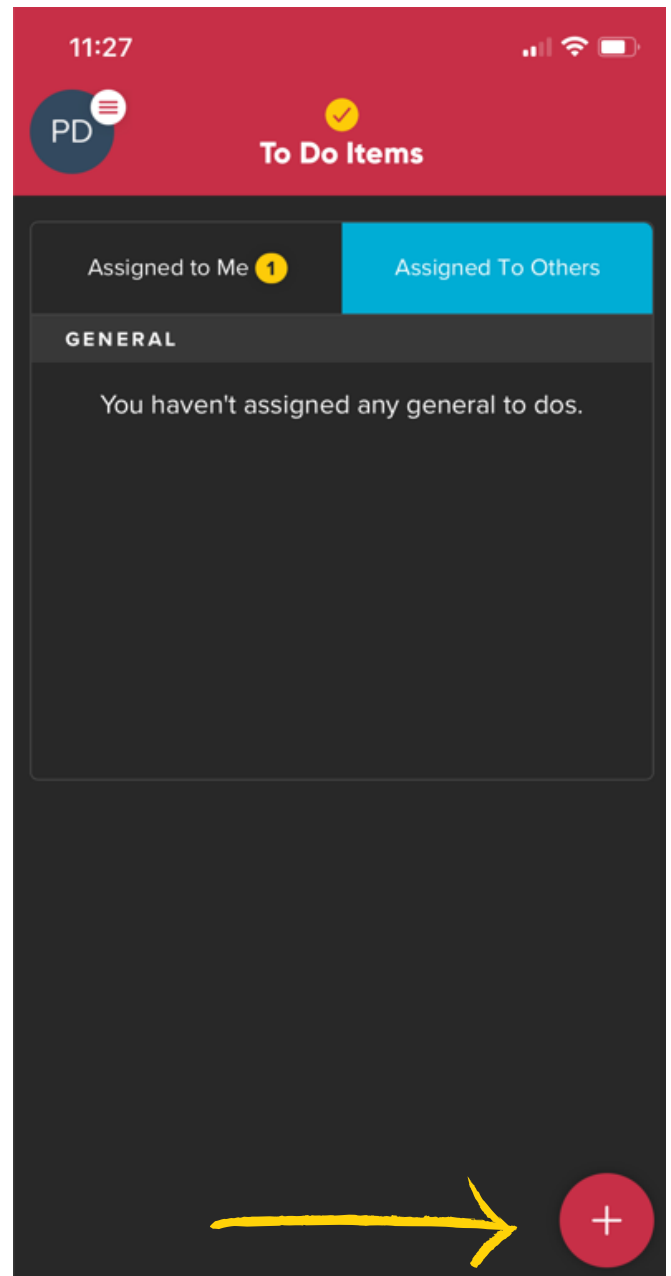
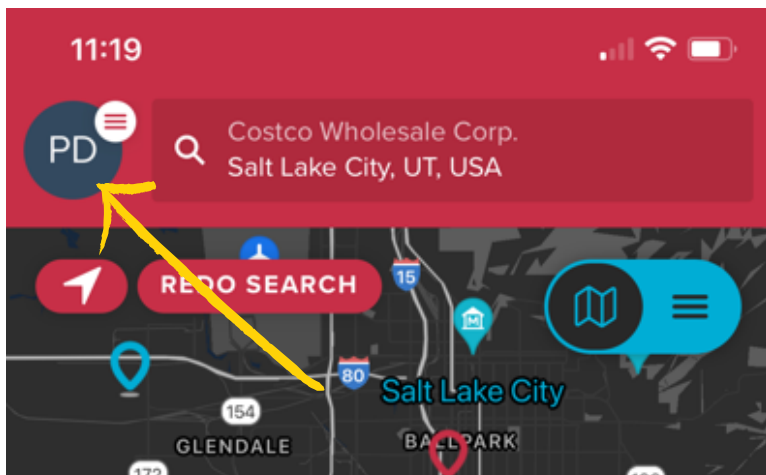
A favorited location will appear in red instead of blue on the location map.

To Do Lists

Create and access your To Do list by clicking on your profile photo in the top left of the home page and then selecting "To Do".

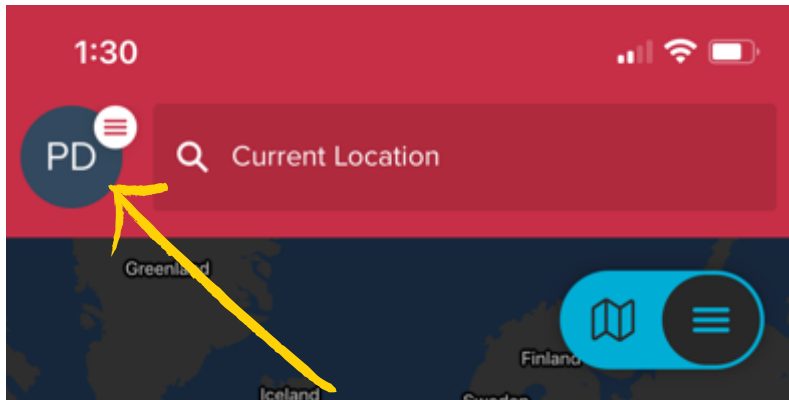
Toggle between two list views: To Dos assigned to you, and those To Dos you've assigned to others.

Click the red plus sign in the bottom right to create a To Do to assign to yourself or another PD or Volunteer in your market.

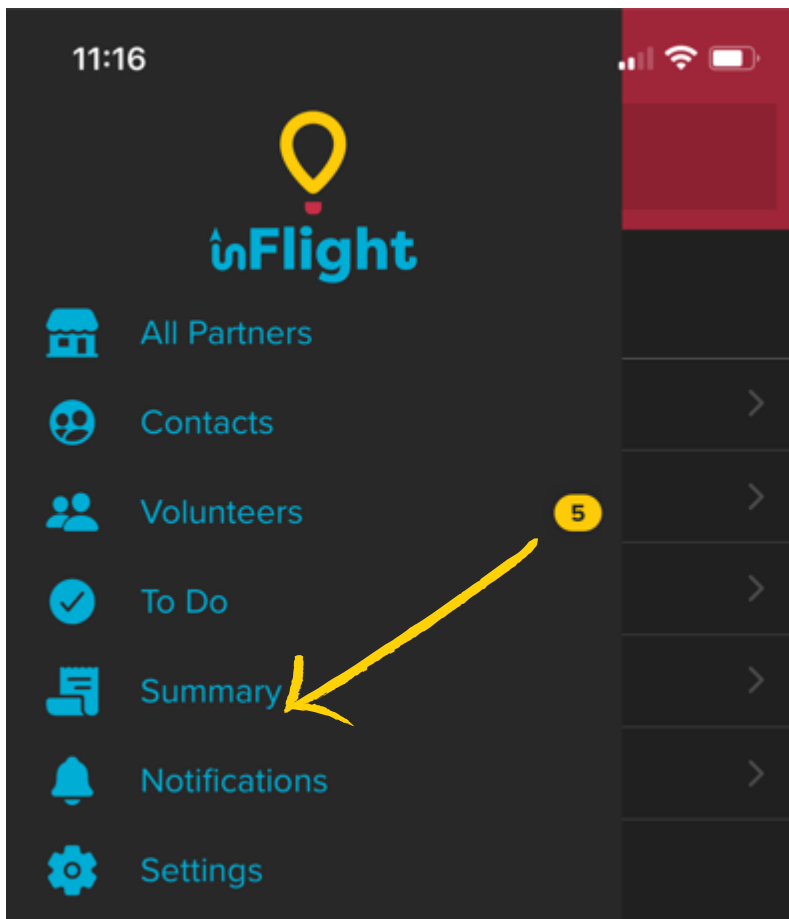
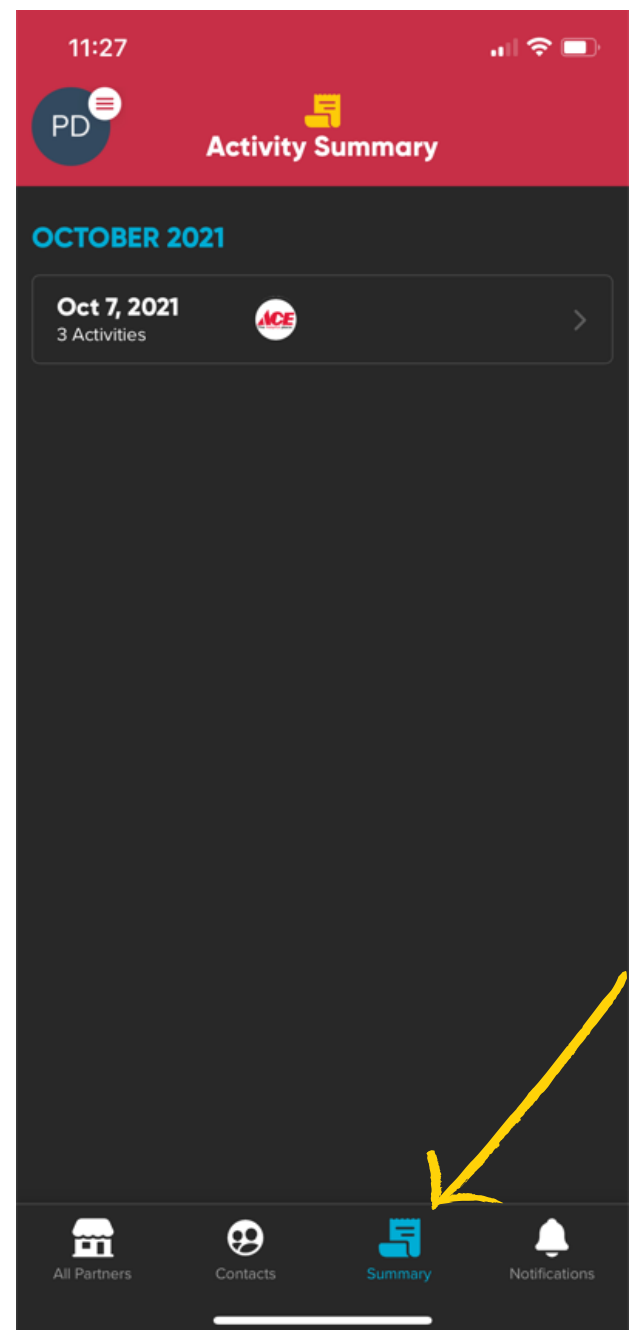


Summary

Access the Summary tab by clicking on your profile picture and choosing "Summary". This will show you an overview of all activities you've completed and logged in InFlight. You'll see check-ins, notes, photos, and any other updates in the app.



You can also choose "Summary" from the bottom of any page.

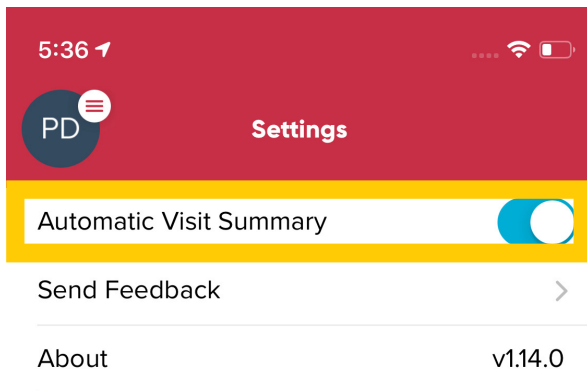




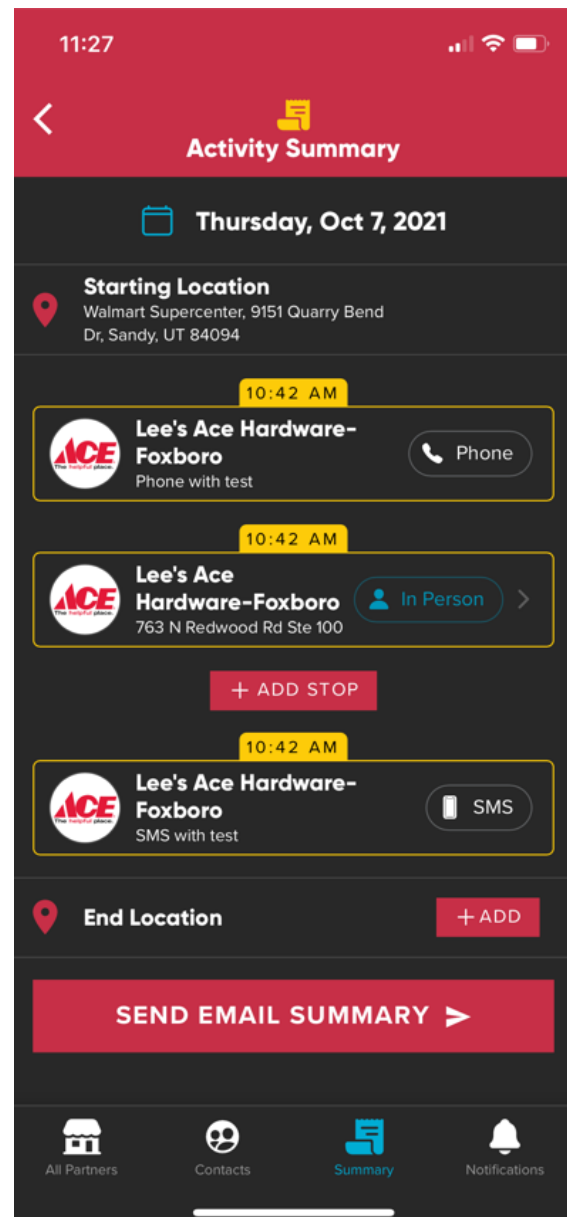
Automatic Summary

If you would like a Summary emailed to you after making visits, click on your profile in the upper left corner.

Choose "Settings" and set the "Automatic Summary" button into the "on" position.



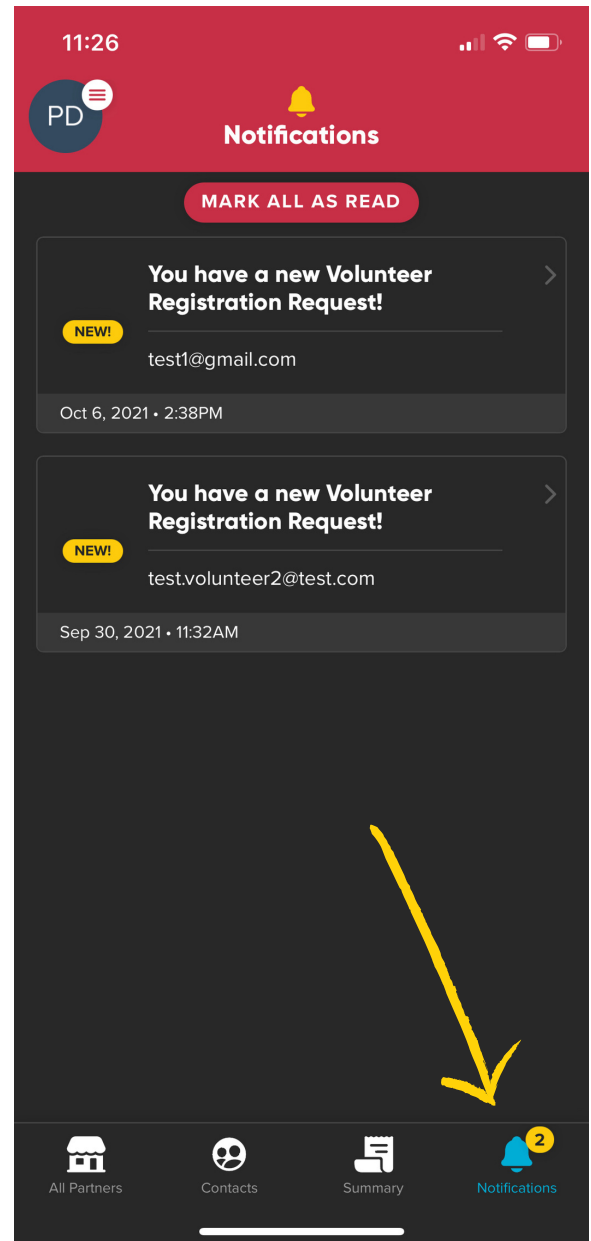
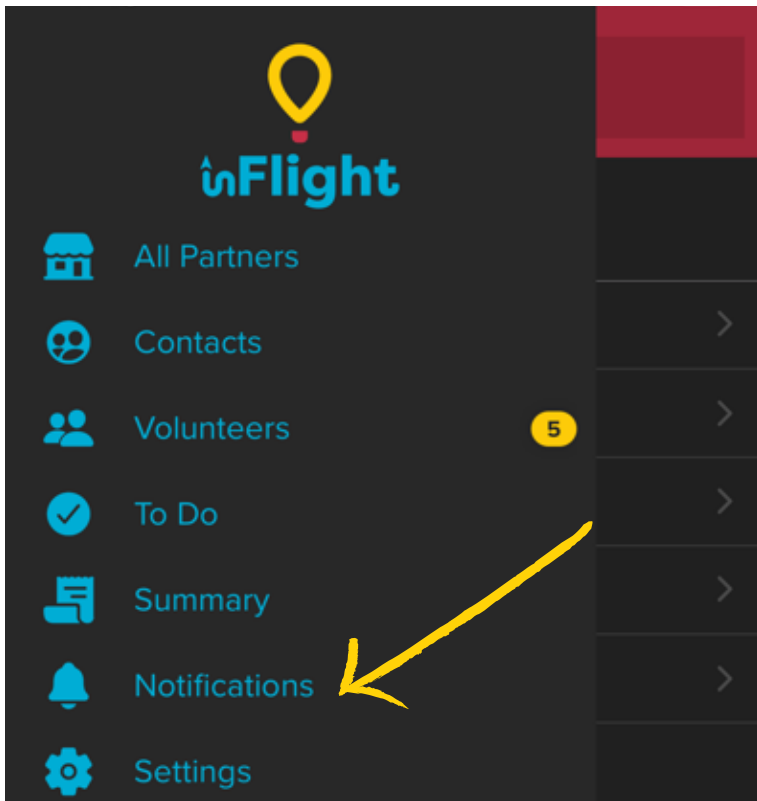
You can also choose "Send Email Summary" at the bottom of your Summary tab. This will require you to enter a beginning and end location.



Notifications

InFlight now has in app notifications and push notifications. When using InFlight, you will now be able to receive notifications you can view and manage within the app. Click your profile photo in the upper left corner or the "Notifications" tab at the bottom of any screen.

In App Notifications



The following will trigger a notification:

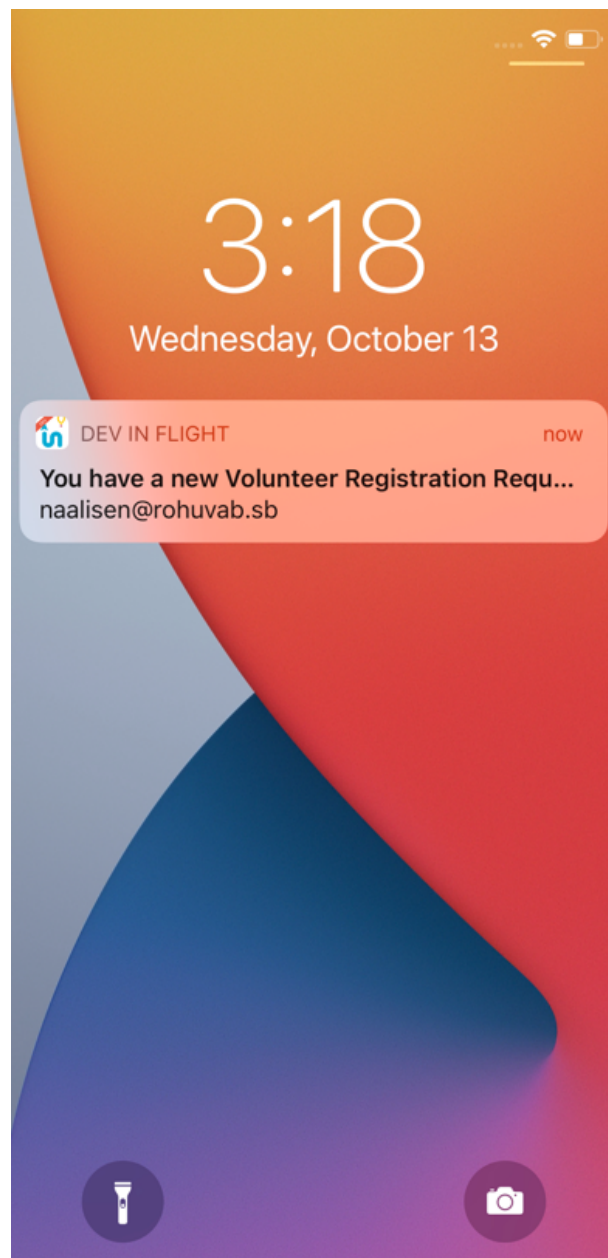
- Note has been deleted
- Note has been edited
- A To Do item has been assigned
- A To Do item assigned has been completed
- A To Do item assigned has been deleted
- New volunteer request

Notifications, Con't.

To ensure you receive push notifications from InFlight:

1. Go to Settings on your mobile device
2. Find the InFlight app
3. Notifications
4. "Allow Notifications" - from here you can manage how you would like your push notifications to appear on your mobile device.

Push Notifications



InFlight Widget Report on Report Central

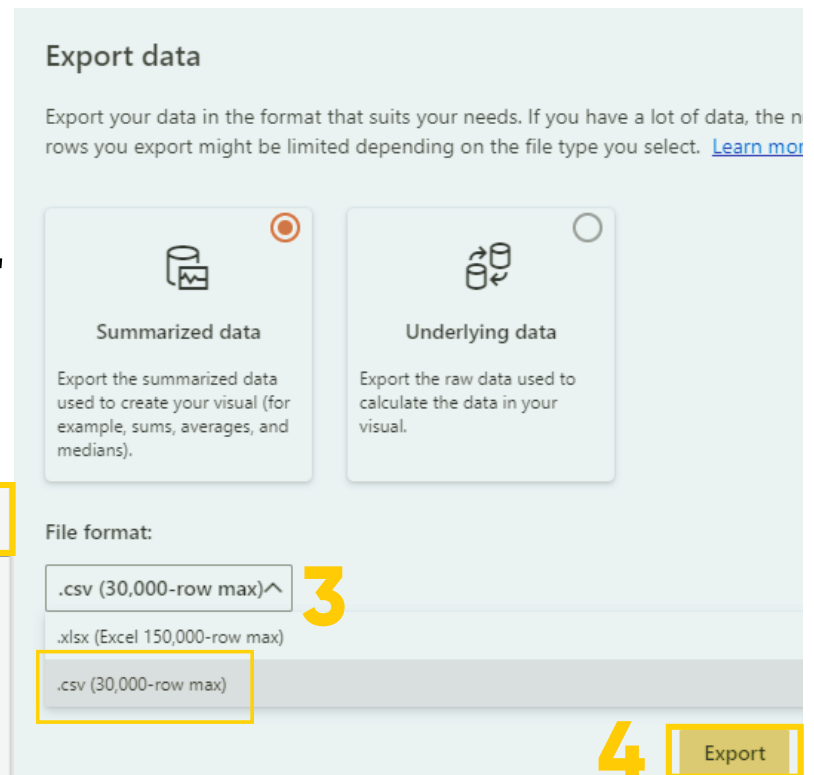
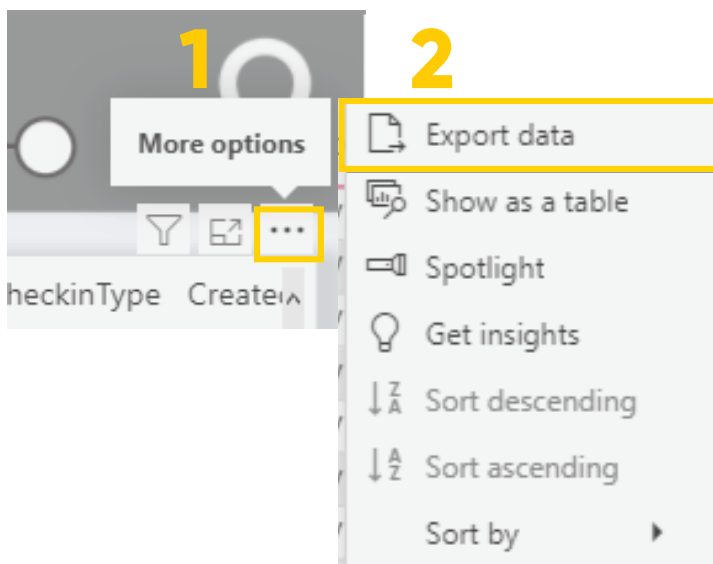
To access all of your InFlight Check In, Contact, and Note information, you can now easily view a report titled "InFlight Widget" on Report Central.

At the top of the report you will find you can filter by MarketName, User, Partner, Checkins, Contacts, Notes, and you can adjust the date. Once you have narrowed down your search and found the information you were looking for, you can export your data to easily upload it to your hospitals CRM system.

To access photos, go to the Asset Library, "Staff + Hospital Tools", click "InFlight", then "Photos" and find your market.

To export the data:

1. Hover over the top right corner of the report and click on the three dots (...)
2. Select "Export Data"
3. Change the File format to ".csv"
4. Select "Export"



***Please note that this report
will update daily.**



Troubleshooting

If you're experiencing issues with the app, try to:

- Close and reopen the app
- Log out and log back in
- Delete your app and redownload it

inFlight



If you're experiencing issues with the app, reach out to your Market Director, Cause Partnerships Manager, or email inflightsupport@cmnhospitals.org.