



COMMUNITIK

MOBILE APP USER GUIDE

A\V/A

TABLE OF CONTENTS

Table of Contents	2
Welcome to Communikit!	3
Download the App	4
What's New in Communikit 2.91?	4
Getting Started	5
Registration & Login	6
Recover Your Password	8
Register for SMS/Phone Alerts	9
Register & Verify Phone Number	10
App Dashboard	11
The Main Menu	12
The User Menu - Registered Users	12
The User Menu - Unregistered Users	13
Manage Your Profile	14
Manage Critical Alert Settings	15
Feed Categories	16
Viewing Posts	17
News Posts	18
Event Posts	19
Job Posts	20
Document Posts	21
Forms Feed	23
Signatures	24
Form Drafts	24
Previously Submitted Forms	25
Your Favourites/Curated Feed	26
Support	27
Submit a Support Ticket	28
Manage Your Support Tickets	28
Ticket Details	30
Troubleshooting	31
I Need More Help	33

WELCOME TO COMMUNIKIT!

If you're reading this, your leadership has created a mobile application in order to keep you informed about what is happening in your community like events, important notices, health directives, press releases and more. The application has been designed to be easy to use, but this guide provides more in-depth insight into the features of the application.

If you ever need any help, please see page 27 ('Support').

We look forward to providing any support you might need!

The Communikit Team

DOWNLOAD THE APP

Your Nation or Organization's mobile app can be easily found on either app store (iOS or Android). A quick search for your Nation or Organization's name in either app store should turn up your app right away.

If you are unable to find your Nation's app on the Google Play Store, you can check <https://get.ckit.app/> and search for your community to install via direct APK download!

WHAT'S NEW IN COMMUNIKIT 2.91?

A. Faster Access to the Home Screen

New users can get to the home screen faster than ever! Access content right away, and *then* you can register an account.

B. No More Usernames!

You no longer need to provide a username when registering or logging in. For existing users, you can still use your username to login in place of your email in the login screen.

C. More Content for Unregistered Users

Unregistered users now have access to Pinned Posts and Announcements!

GETTING STARTED

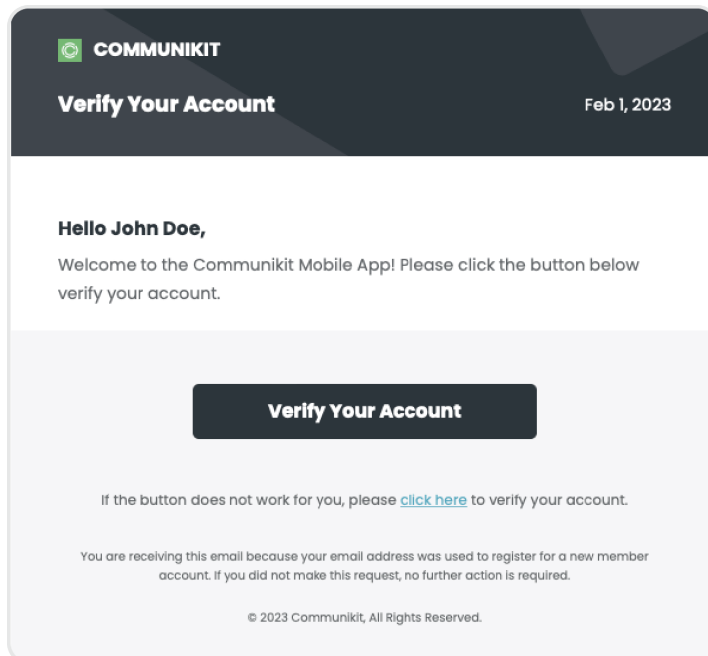
You can access basic content in the app immediately upon opening:

1. Open the mobile application
2. When you receive the prompt, tap 'Allow Notifications' to receive push notifications for updates! Tap 'Allow' on the system prompt afterwards.
 - If you do not want notifications, you can tap 'Not Now' and you will not be alerted to new posts.
3. You will be taken to the app dashboard and you can start exploring general content and **register your profile!**

REGISTRATION & LOGIN

Registering an account with an email address and password unlocks additional content from your community:

4. From the dashboard screen, tap on the user icon to go to the User Menu
5. Tap the large 'Register Now' button at the top of the app screen.
6. On the Create Account screen, fill out the registration form and press the 'Sign Up' button
7. You will receive a confirmation email at the address you registered with; click the confirmation link in the email.
 - If you do not receive the confirmation email, please check your spam folder.
 - If you still cannot receive the confirmation email, please see page 35 for more help!
8. Once you click the verification link, you can return to the app and log in with the username and password you used during registration.



Tip: if you do not receive the verification email, you can attempt to log in which will trigger a new email.

WHAT IF I DON'T REGISTER AN ACCOUNT?

Unregistered users can only access the 25 most recent OPEN posts in the app and cannot access any of the following features:

- Advanced user and technical support
- Favourites
- Form drafts and previously submitted forms

We strongly recommend registering for an account in order to make sure you are able to access all of your organization's content and never miss an update from your community.

RECOVER YOUR PASSWORD

If you previously registered for the App and have forgotten your password, simply click the 'forgot your password?' link (A) below the login form. Enter the email you signed up with in the 'Email' field and press 'Send Link' (B). Check your email for instructions on how to reset your password. If you do not receive the reset email, please check your spam folder.

Note: Password recovery will only work for a verified account. Unregistered users do not have a password to reset.

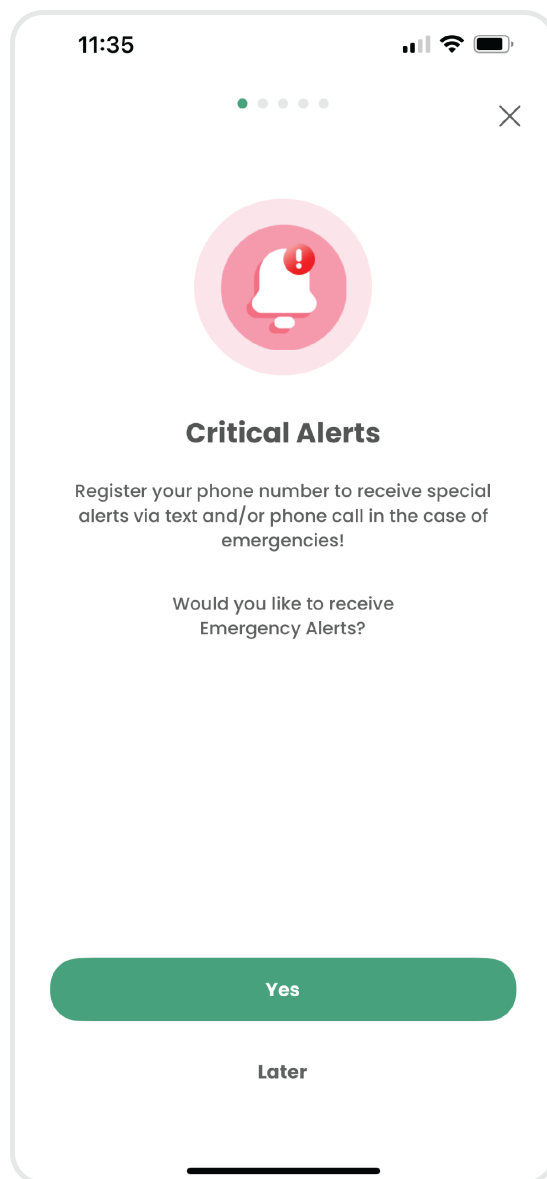
The image displays two mobile app screens for the 'COMMUNIKIT' application. The first screen, titled 'Log in to Internal Test', features a login form with fields for 'Email' and 'Password', a 'Remember me' checkbox, and a 'Sign In' button. A green circle with the letter 'A' highlights the 'Forgot Password?' link located below the password field. The second screen, titled 'Forgot Password?', prompts the user to 'Enter your email' and provides a 'Send Reset Link' button, which is highlighted by a blue circle with the letter 'B'. A 'Back to Login' link is also visible at the bottom of the second screen.

REGISTER FOR SMS/PHONE ALERTS

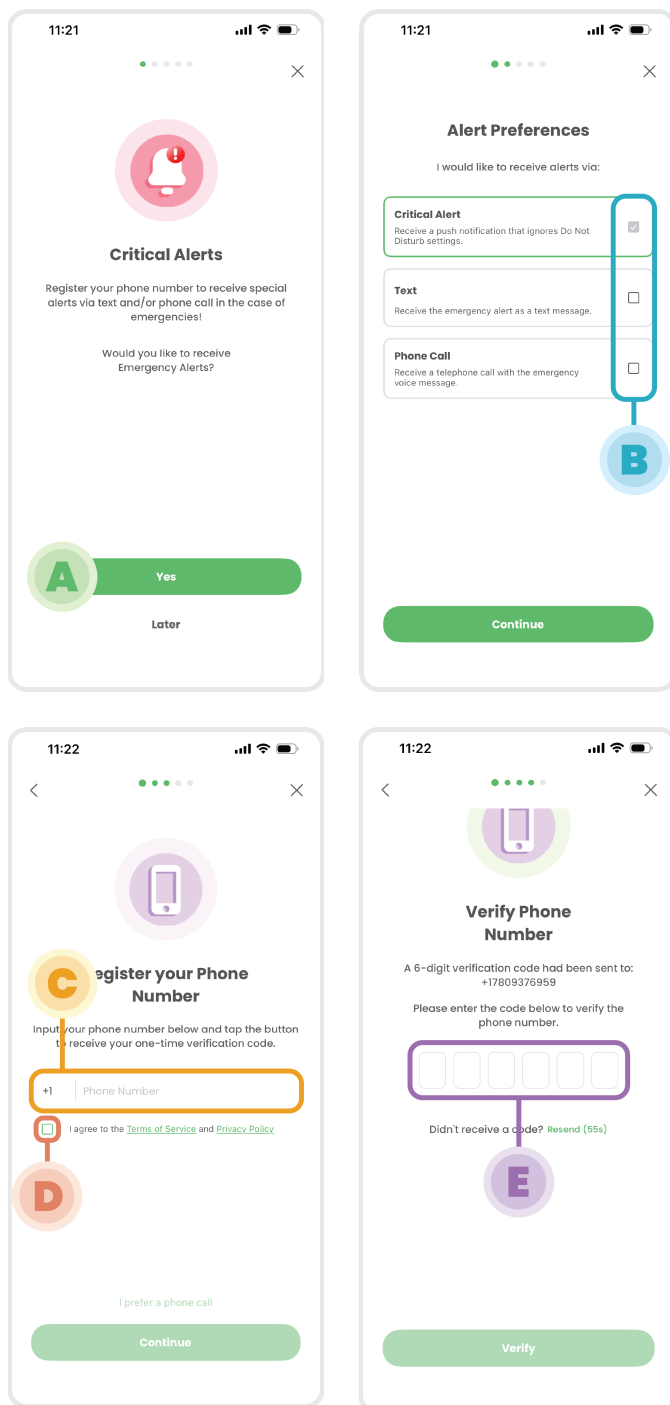
Upon first login after install/update, you will be prompted to enable critical alerts. Critical alert push notifications on a mobile device are urgent notifications that bypass normal settings to immediately get your attention. They warn you of emergencies such as severe weather, public safety threats, or health risks. These alerts ensure vital information is received promptly, even when your phone is on silent. In addition to receiving alerts via push notification, you can also elect to receive them via SMS or phone call by following the prompts.

Tip: Only Critical Alert push notifications will override Do Not Disturb settings. SMS and phone call alerts will not override settings.

You can change your Critical Alerts settings from the User Menu (see page 15).



REGISTER & VERIFY PHONE NUMBER



A. Enable Critical Alerts

Select if you would like to opt-in to critical alerts. You can also access these settings via the User Menu under 'Critical Alerts.'

B. Select Notification Method(s)

You can elect to receive critical alerts via critical alert notification, SMS and/or Phone Call. If you select multiple methods, you will receive emergency alerts via all methods selected. The methods available may depend on your community's permissions from Apple Inc.

C. Register Phone Number

Enter the phone number you would like to receive SMS/phone alerts at.

D. Accept Terms of Service

You must accept the terms of service to receive critical alerts.

E. Verify Phone Number

Enter the 6 digit code you received via SMS/phone call to verify your number.

That's it! You're now set up to receive Critical Alerts!

APP DASHBOARD

A. Categories

Tap any category link to filter the main feed by category. The category menu can be scrolled horizontally to view more options.

B. Filter by Post Tags

By tapping the filter button, you can filter either the entire main feed, or an individual category by one or more tags to locate specific content.

C. Critical Alert

If there is an active critical alert, it will be displayed here.

D. Announcement

Important notices from administration are pinned to the top of the app content feeds.

E. Pinned Posts

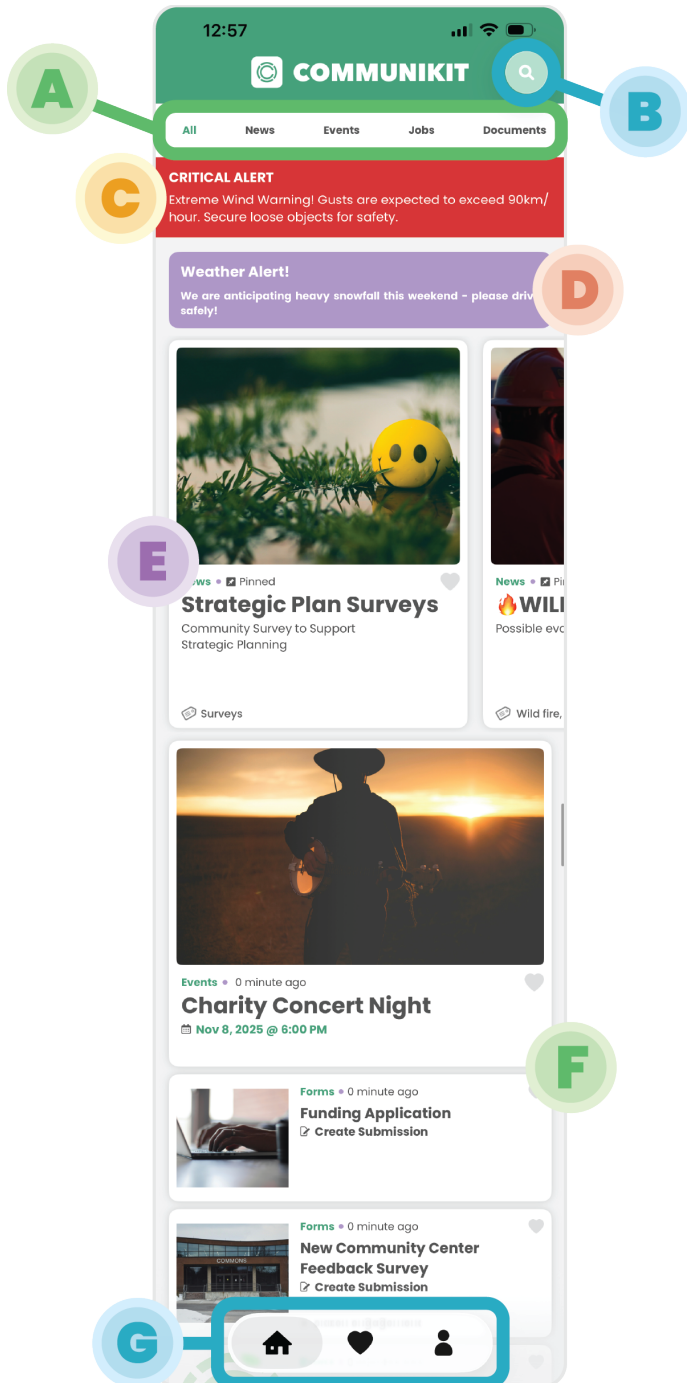
The top of the main dashboard highlights up to 6 pinned posts in a swipeable carousel. This is important information that administration wants to draw your attention to.

F. In-Feed Posts

The chronological post feed.

G. Main Menu

The main menu is the primary navigation for the app.



THE MAIN MENU

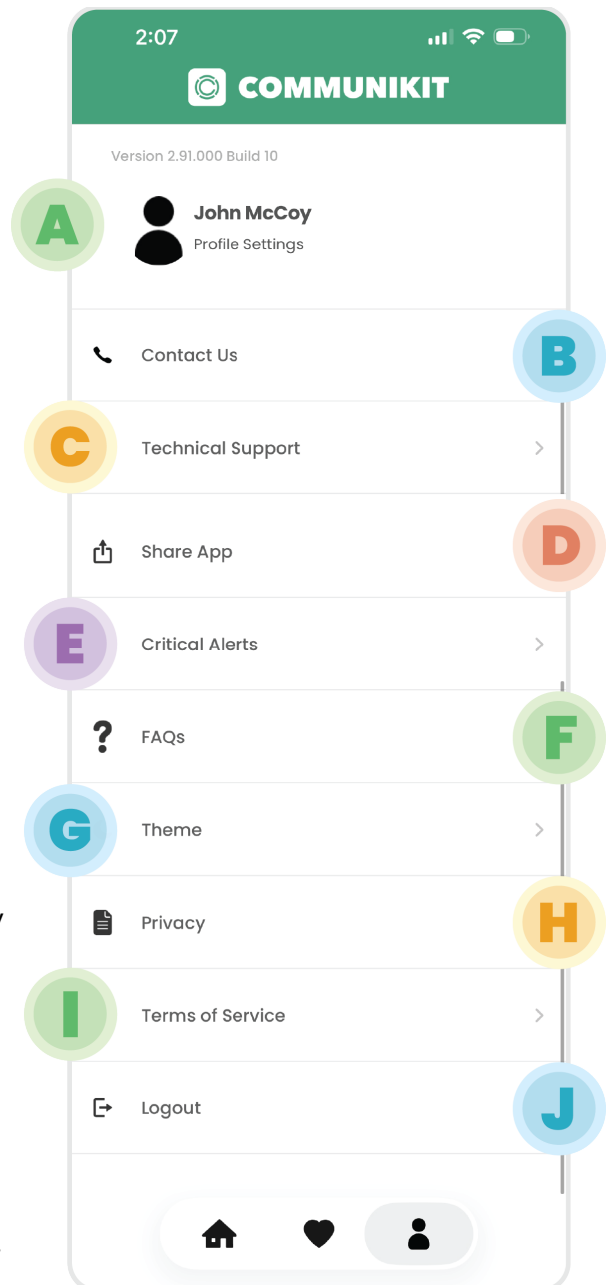
The main menu is located at the bottom of the app interface:

-  Opens the app dashboard (pg. 10)
-  Opens your favourite posts (pg. 26)
-  Opens the user menu

THE USER MENU - REGISTERED USERS

The Registered User menu contains a variety of user settings and selections:

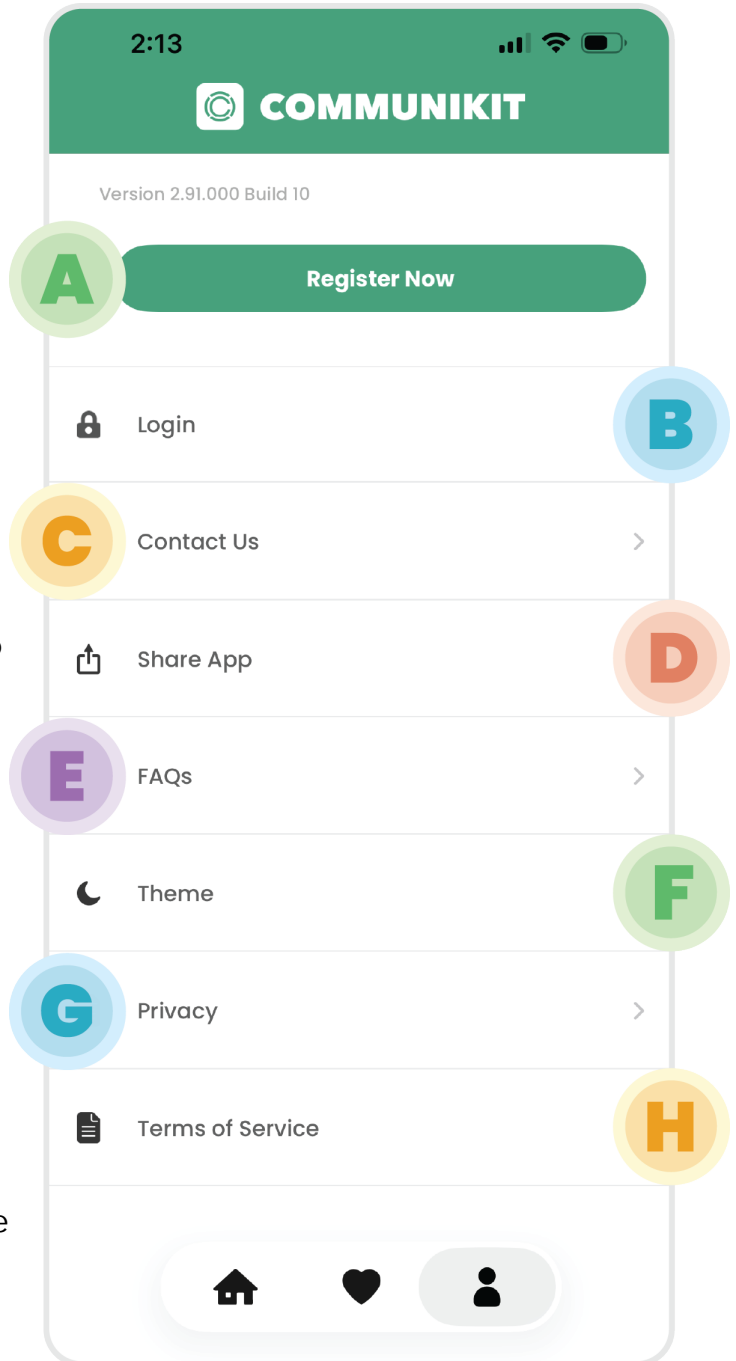
- A. Profile Settings:** Tap to view and edit details about your user account
- B. Contact Us:** Tap to view your Community Administration's contact information; any email addresses or phone numbers shown can be tapped to initiate an email or a phone call
- C. Technical Support:** Contact technical support for help
- D. Share App:** Send the mobile app to your friends and family to install
- E. Critical Alerts:** Manage your emergency alert contact settings
- F. FAQs:** Answers to the most frequently asked questions
- G. Theme:** Set your app to use the Light Theme, Dark Theme, or to use your system settings
- H. Privacy Policy:** Tap to read the App Privacy Policy about what data we collect about you, how we collect it, and how it is stored
- I. Terms of Service:** Tap to read the Terms of Service for the app.
- J. Logout:** Tap to logout of the app and return to the login screen



THE USER MENU - UNREGISTERED USERS

The Unregistered Users menu contains a variety of user settings and selections:

- A. Register Button:** Tap to upgrade your unregistered account to a registered account
- B. Login:** If you have already registered and simply need to log in, just tap to be taken to the login screen
- C. Contact Us:** Tap to view your Community Administration's contact information; any email addresses or phone numbers shown can be tapped to initiate an email or a phone call
- D. Share App:** Send the mobile app to your friends and family to install
- E. FAQs:** Answers to the most frequently asked questions
- F. Theme:** Set your app to use the Light Theme, Dark Theme, or to use your system settings
- G. Privacy Policy:** Tap to read the App Privacy Policy about what data we collect about you, how we collect it, and how it is stored
- H. Terms of Service:** Tap to read the Terms of Service for the app.



MANAGE YOUR PROFILE

The User menu contains a variety of user settings and selections:

A. User Group Information: Quickly view which user groups you have been added to by your community's administrators

B. Change Name: Tap each name field to change your display name. Press the 'Save Changes' button to confirm

C. Change Password: Enter your current password, and your new password twice. Press the 'Update Password' button to save.

D. Enable/Disable Haptic Feedback: Toggle to enable or disable haptic feedback (vibrations)

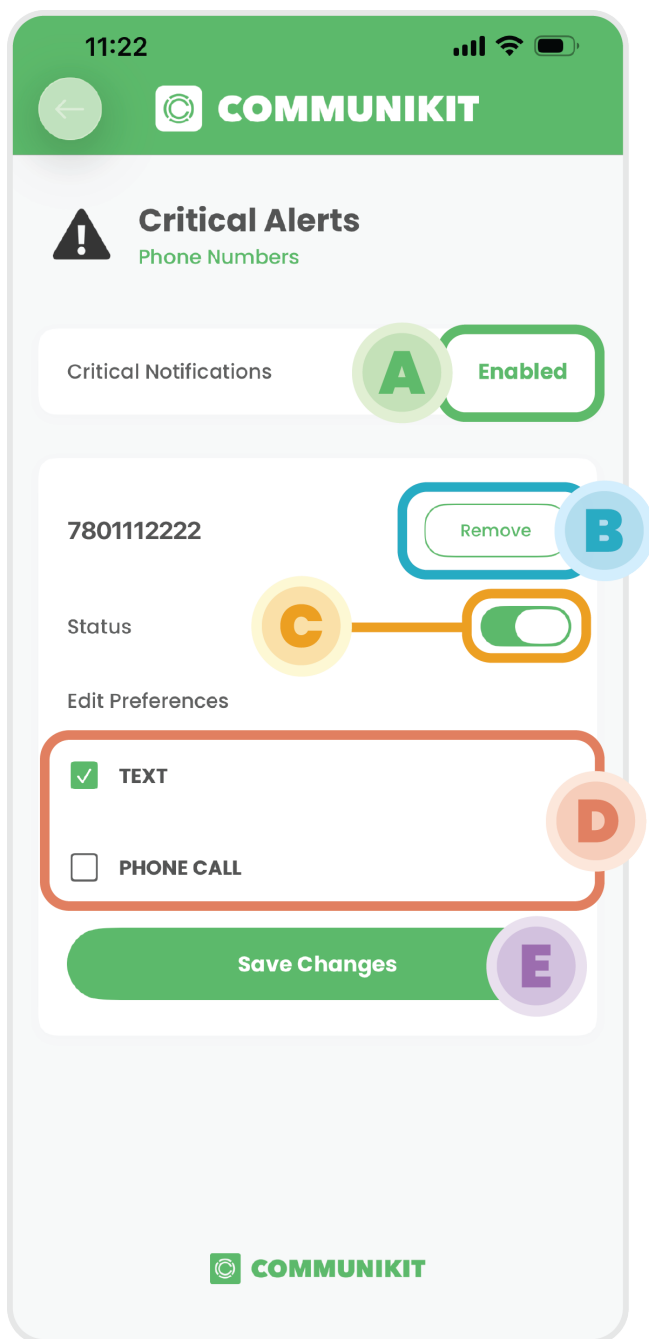
E. Delete Account: If you no longer want to have an account on the app, you can delete your account. Once your account is deleted, it cannot be reactivated; you will need to re-register.

To confirm your account deletion, you will be sent an email with a verification link to click to confirm deletion.

The screenshot shows the 'Manage Your Profile' screen in the COMMUNIKIT app. At the top, the status bar shows 2:15, signal strength, Wi-Fi, and battery. The app header is green with a back arrow, the COMMUNIKIT logo, and the name 'John McCoy' next to a profile icon. Below this is a 'Group Access' section with 'Staff' and 'Community Members' buttons. The 'Edit Name' section has two text fields: 'John' and 'McCoy', with a 'Save Changes' button below. The 'Edit Password' section has three password fields: 'Current Password', 'New Password', and 'Confirm Password', with an 'Update Password' button below. The 'Haptic Feedback' section has a toggle switch that is turned on. The 'Account Options' section has a 'Delete Account' button. Callouts A through E are placed over the screen: A is over the 'Group Access' section, B is over the 'Edit Name' section, C is over the 'Edit Password' section, D is over the 'Haptic Feedback' toggle, and E is over the 'Delete Account' button.

MANAGE CRITICAL ALERT SETTINGS

To manage your critical alert settings, click 'Critical Alerts' in the User Menu. You will be taken to the settings screen.



A. Critical Notification Status: If you have opted-in to Critical Push Notifications, your phone settings will be reflected here. You can change these settings via your device settings.

B. Remove Number: To remove your phone number simply press the 'remove' button in the Critical Alerts Settings. Your phone number will be removed from Critical Alerts.

C. Toggle Active Status: If you want to temporarily disable Critical Alert SMS or phone calls without removing your phone number, you can toggle your phone number's active status on or off.

D. Communication Methods: You can change which channel(s) you would like to receive Critical Alerts through by toggling the options for text and/or phone call on and off.

E. Save Changes: Press to save your changes.

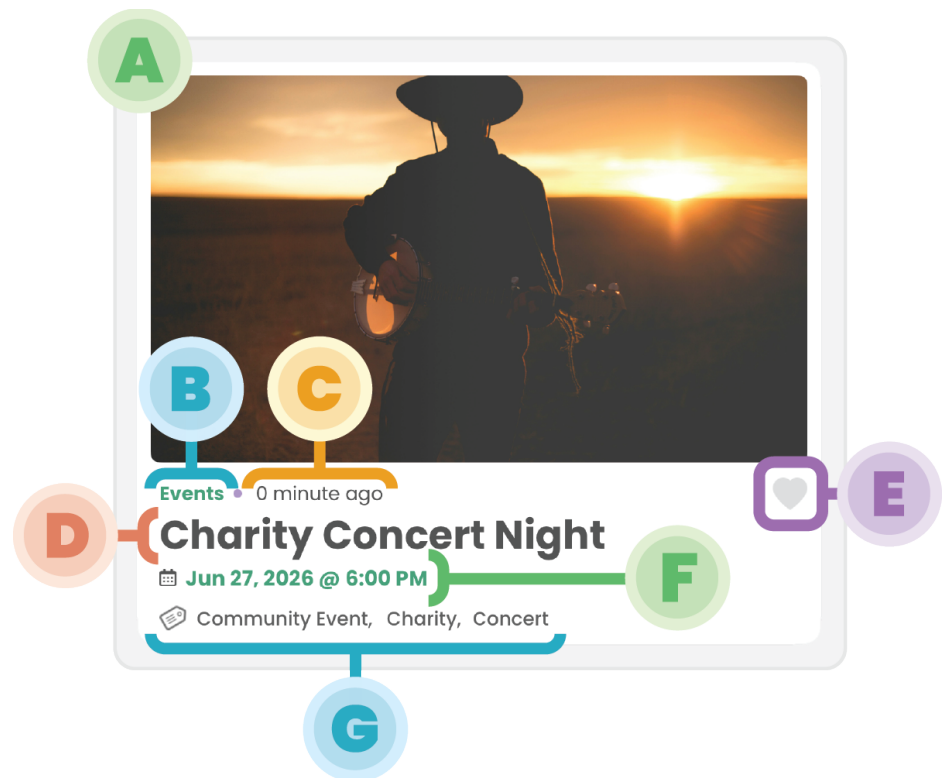
FEED CATEGORIES

There are 6 different feed categories that can be selected from the scrollable categories menu:

- All
- News
- Events
- Jobs
- Documents
- Forms

Each standard post displayed in the feed shows:

- A. Thumbnail Image**
- B. Type of Post**
- C. Date Posted**
- D. Post Title**
- E. Add to Favourites**
- F. Date of Event (Events Category Only)**
- G. Associated Tags (Optional)**



Tapping on any post will bring up the full details, including any embedded links, phone numbers, or email addresses.

VIEWING POSTS

Tapping on any post in any feed category will bring up the full details of the post including any embedded links, phone numbers, or email addresses.

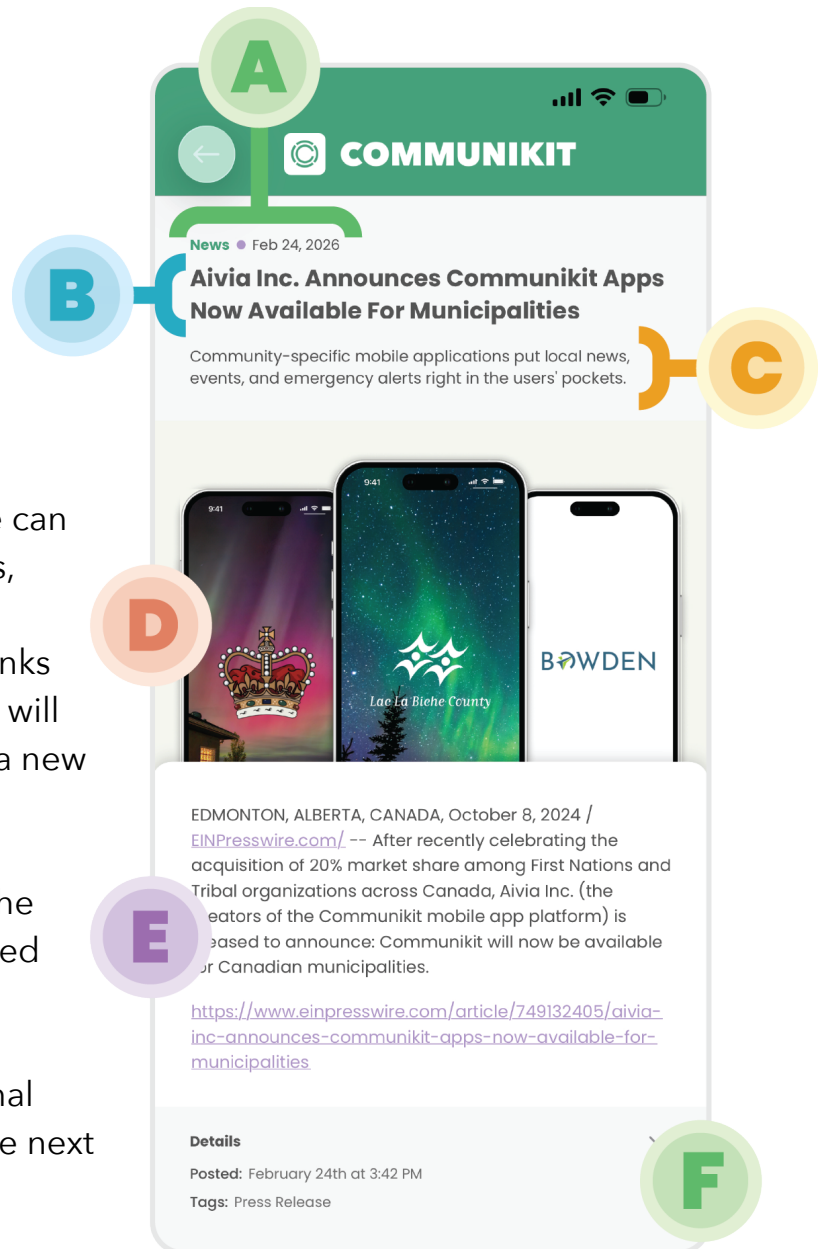
The basic parts of any post are:

- A. Post Date and Category**
- B. Post Title**
- C. Post Subtitle**
- D. Image**
- E. Body Text**
- F. Tags and Post Details**

The body text area of any post type can contain hyperlinks, email addresses, and phone numbers that will automatically convert to clickable links (e.g. email addresses when tapped will open the user's mail program with a new message to that address).

The image can be tapped to view the full image. The image can be pinched to zoom in.

Non-news post-types have additional information attached. Please see the next section for details.



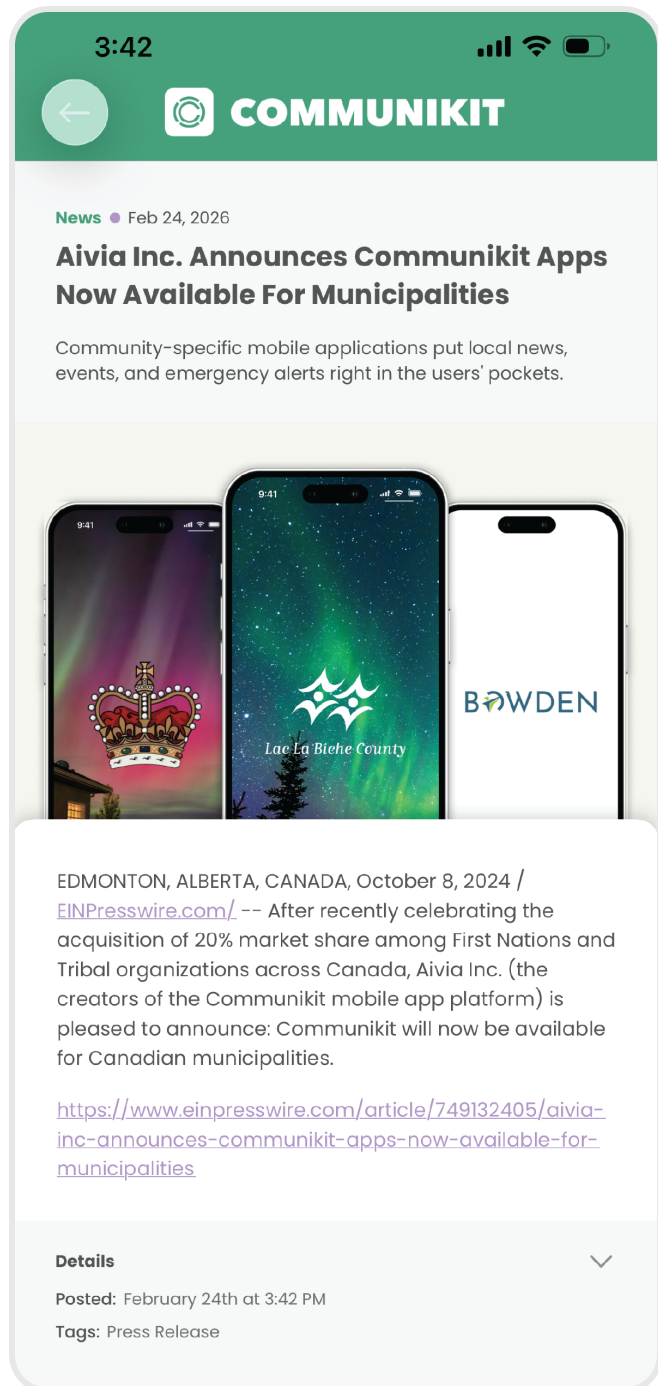
NEWS POSTS

In the news feed, you can find informational posts about goings-on in your community or organization.

SAMPLE USE CASES

News Feed items might include:

- Press releases
- Announcements
- Emergency alerts
- Promotions or contests
- Facility closures



EVENT POSTS

In the events feed, you can find information about events taking place in, or hosted by, your community or organization.

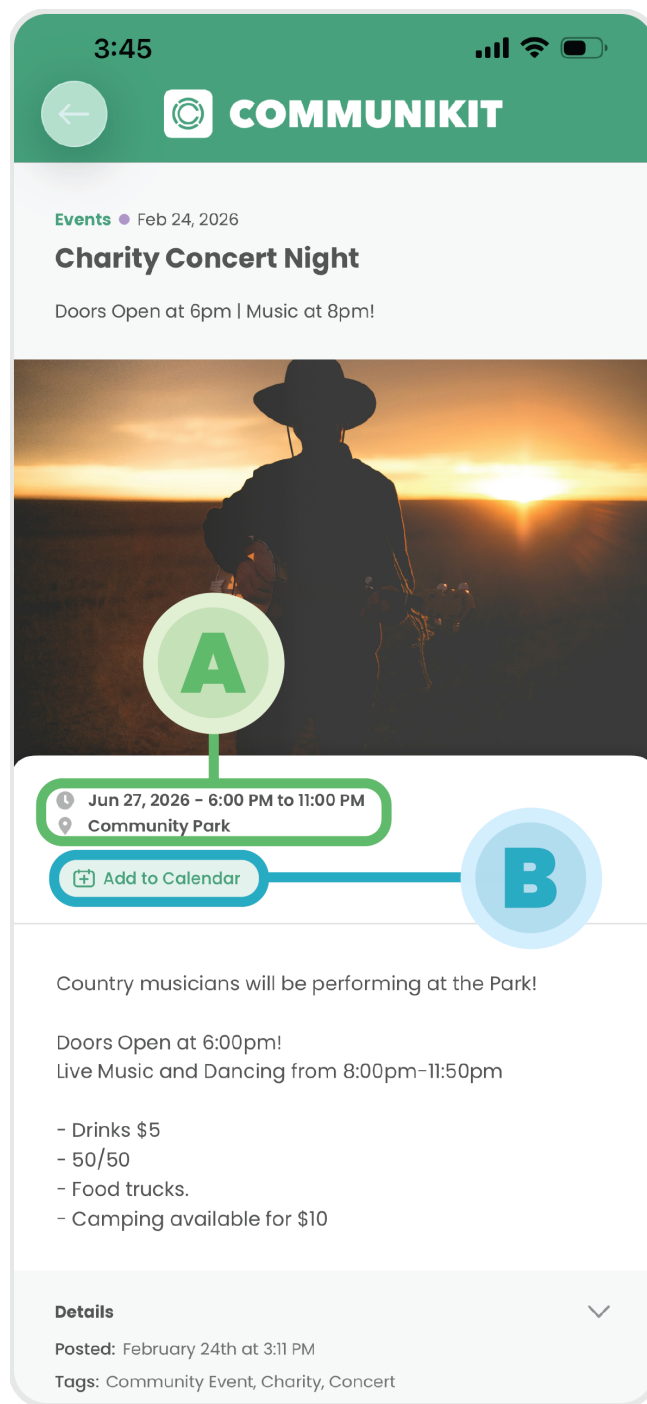
Event posts have additional information attached to them:

- A. Date & Time:** Date and time information
- B. Add to Calendar:** Add event to your phone's calendar

SAMPLE USE CASES

Events Feed items might include:

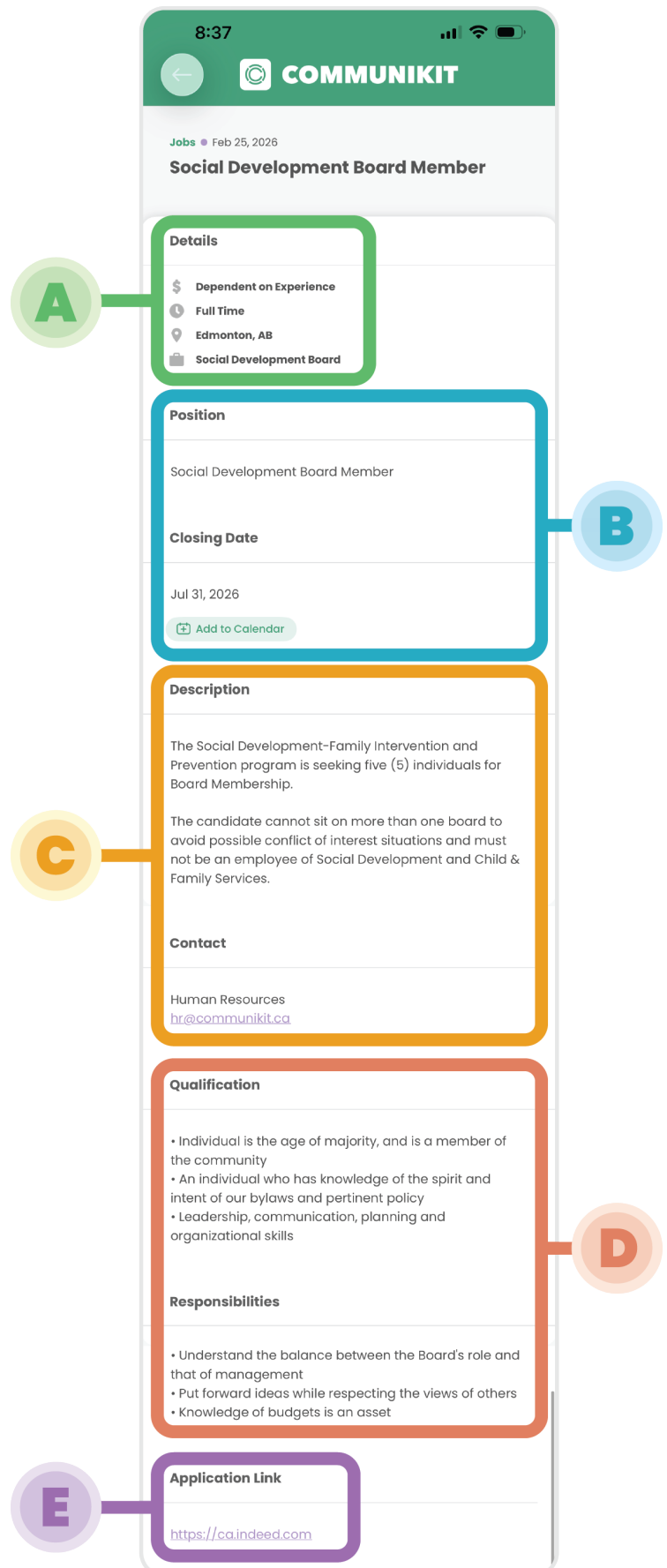
- Powwows
- Workshops
- Band meetings
- Job fairs
- Educational events
- Vaccination and health clinic dates
- Sports events
- Community events



JOB POSTS

In the jobs feed, you can find information about available career opportunities.

- A. Basic Details:** Salary, job type, job location, and hiring organization
- B. Title & Closing Date:** Job title and closing date
- C. Job Description:** Job description and contact information
- D. Additional Details:** Job qualifications and responsibilities
- E. Web Link:** External web link for applications and details



DOCUMENT POSTS

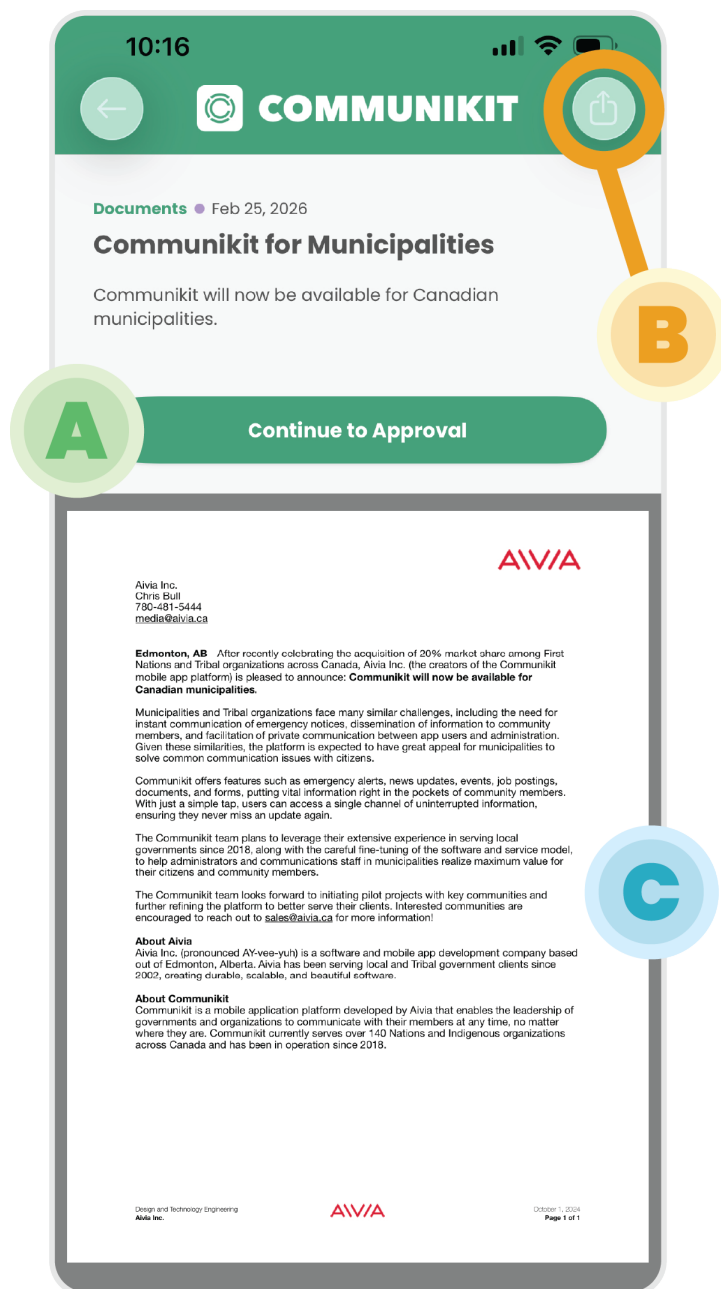
In the documents feed, you can find various documents and resources. Document posts have options to share, print, and save.

- A. (If approval was requested) continue to add comments or feedback/approval
- B. Save, share, and print options
- C. The posted document

SAMPLE USE CASES

Document Feed items might include:

- Policy and bylaw documents
- Printable/downloadable PDF forms
- Benefit information
- Newsletters
- Press releases
- Financial reports



Authorizing Documents

You may receive notifications requesting your authorization on a document - in this case you will view the document in the app as normal, but there will also be a button labelled 'continue to approval' at the top of the screen. Tap this button after reviewing the document to provide your feedback:

- A. Authorization Status:** Is the document approved (yes/no)
- B. Comments:** Enter any additional comments
- C. Submit/Cancel:** Submit your response

Once you have entered your details, you can press 'submit' at the bottom of the screen to send in your response.

Note: Authorization functionality is only available to registered users.

10:16

COMMUNIKIT

Documents • Feb 25, 2026

Communikit for Municipalities

Communikit will now be available for Canadian municipalities.

Do you approve this document?

Yes No

Do you have any comments?

Please enter any comments here

Cancel Submit

FORMS FEED

In the forms feed, you can find fillable forms that can be submitted to your Nation/Organization.

Tap on any field to fill it out (the appropriate selector will be provided by your device). Press the submit button at the bottom of the form to send in your response.

A. Form Field

B. Form Section

C. Submit Response or Cancel

SAMPLE USE CASES

Forms Feed items might include:

- Contact forms
- Application forms
- Surveys
- Contests
- Feedback forms

11:45

COMMUNIKIT

Forms • Feb 25, 2026

Change of Address

Update your contact information

Contact Information

Full Name Required

New Address

Street Required

City Required

Province Required
Tap to select

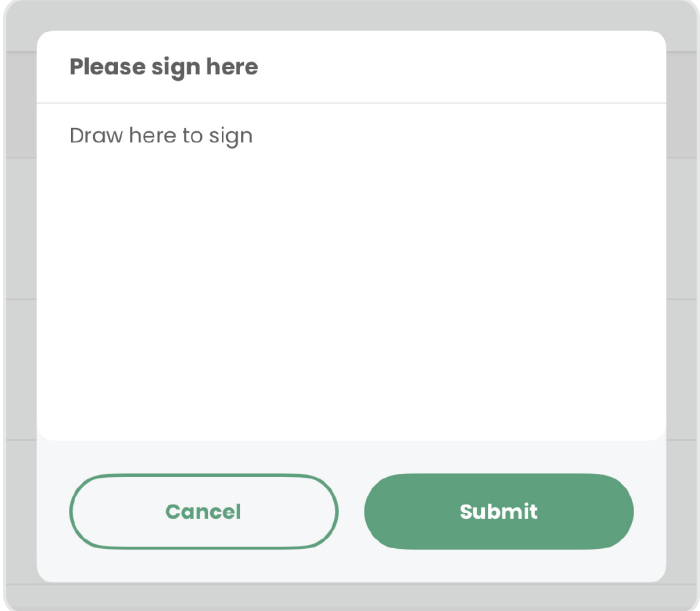
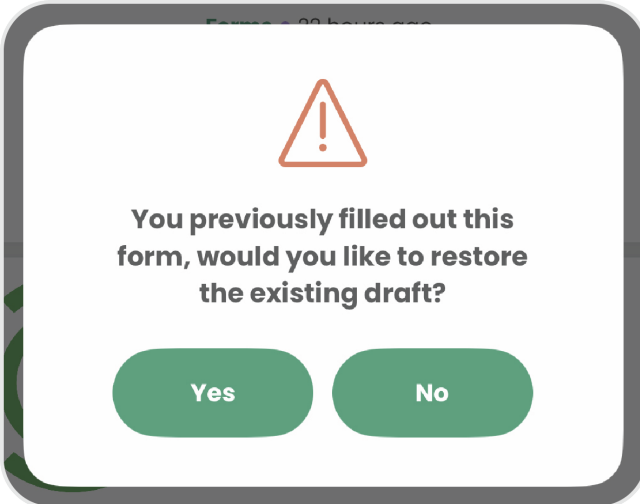
Postal Code Required

Cancel Submit

SIGNATURES

A form might request you sign-off on your entry. If this is the case, you will see a field that says 'tap to sign'. Tapping on this text will open a modal signature pad on which you can draw your signature with a fingertip or stylus.

Signatures are sent securely as encrypted data - not as a JPG or PNG as an added security measure, keeping your signature image secure.

A modal signature pad interface. At the top, it says "Please sign here". Below that is a large white rectangular area with the text "Draw here to sign". At the bottom, there are two rounded buttons: "Cancel" on the left and "Submit" on the right.A modal dialog box with a warning icon (a triangle with an exclamation mark) at the top. Below the icon, the text reads: "You previously filled out this form, would you like to restore the existing draft?". At the bottom, there are two rounded buttons: "Yes" on the left and "No" on the right.

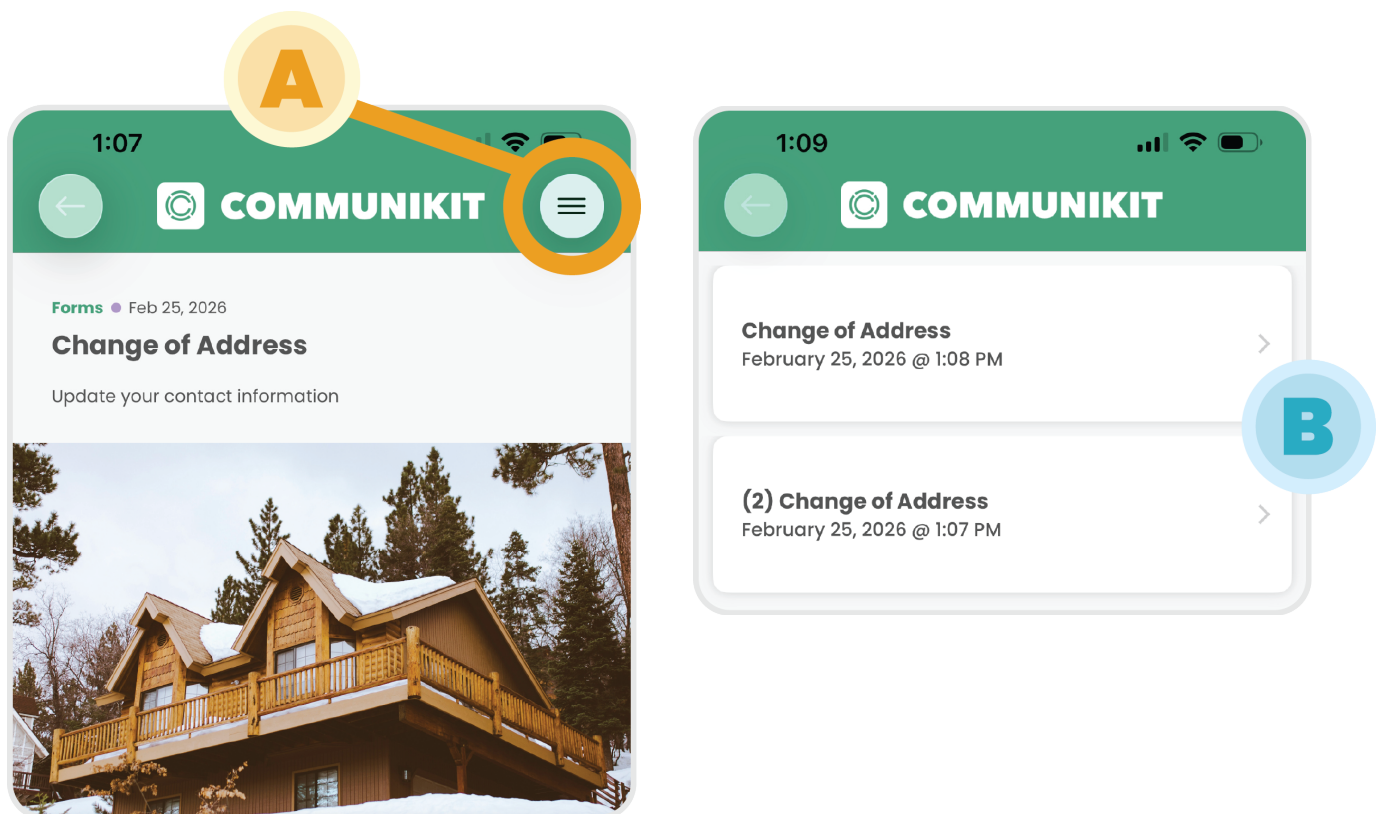
FORM DRAFTS

When filling out in-app forms, you can pause at any time and later return to complete and submit the form. To continue an existing draft, simply tap on the form you previously started and you will be prompted to either continue your previous draft or start from scratch. **Form drafts are only available to registered users.**

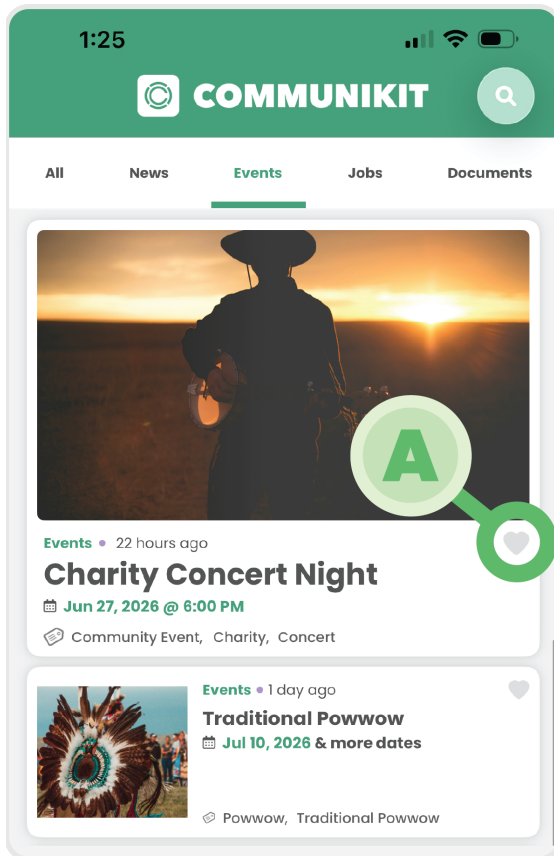
PREVIOUSLY SUBMITTED FORMS

You can review your previously submitted forms at any time by opening the form and tapping the menu icon in the upper-right hand corner (A). All previous form submissions will be displayed in the order submitted with the newest submissions at the top (B).

Note: Viewing previously submitted forms is only available to registered users.



YOUR FAVOURITES/CURATED FEED



As an app user, you can add posts in the app to your own curated feed (Favourites) in order to quickly reference posts that are important to you!

Note: Favourites are only available to registered users.

Adding Favourites

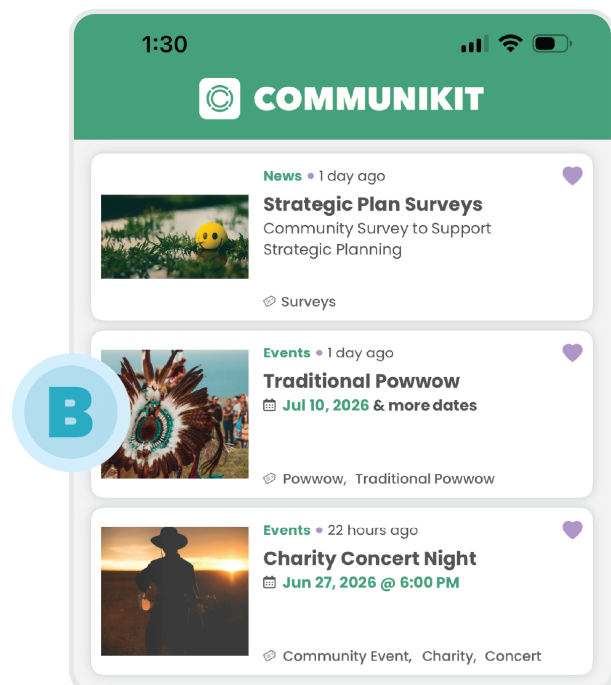
To add a post to your favourites, simply tap the heart icon in the upper-right hand corner of the post so it becomes highlighted (A).

Viewing Your Favourites

To view your Favourites, simply tap the heart icon in the Main Menu at the bottom of the App Screen and you will be taken to your favourites (B).

Removing Favourites

To remove items from your Favourites, simply open your Favourites and tap the heart icon in the upper-right-hand corner of the post so it returns to grey (it will be removed from your Favourites).



SUPPORT

Need help or technical support? You can reach our support team by reaching out using one of the methods below:

In the App

Open the User menu from the Main Menu and select 'Technical Support' (A). In the following screen, select the type of support needed (Support, Info or Other) and enter a short description of your support request.

Tap submit report and your ticket will be sent to the support team (you will receive a confirmation popup).

By Phone

780-481-5444

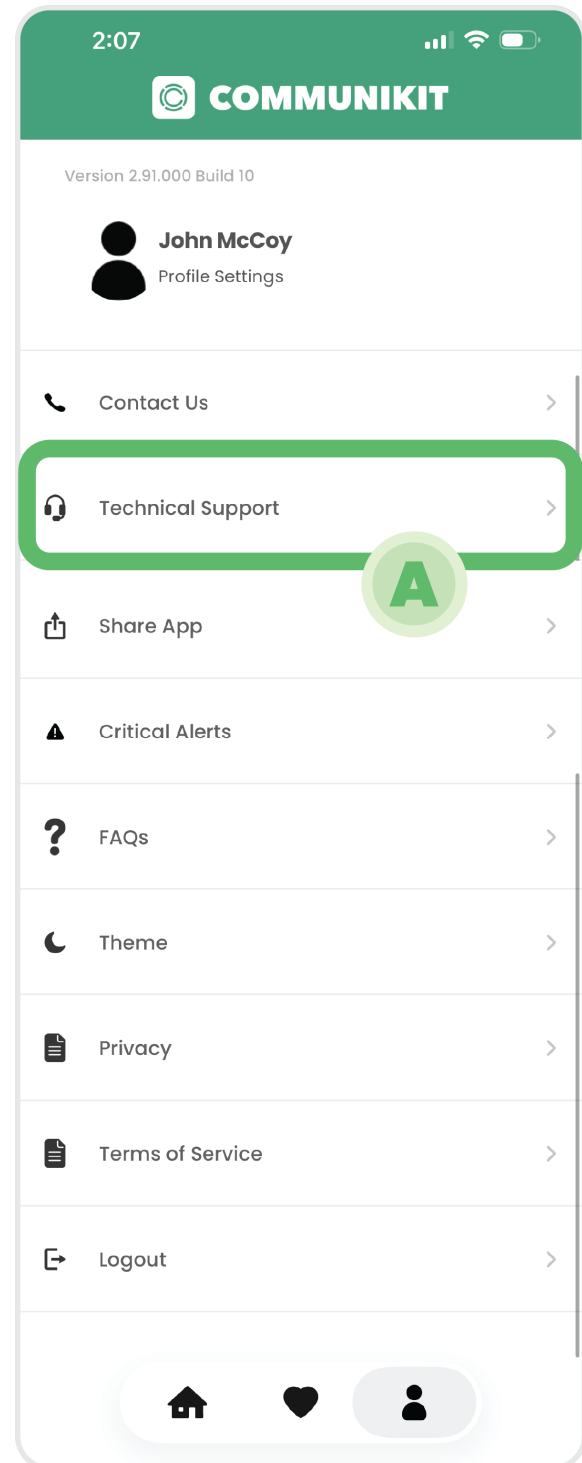
(8AM - 4PM MST | Monday - Friday)

By Email

intake@communikit.ca

(24/7 | We'll reply as soon as we can)

Note: In-app support is only available to registered users.



SUBMIT A SUPPORT TICKET

When you submit a support ticket, you will be asked to fill out the following:

- A. What type of support do you need? Support, Information or Other?
- B. Describe your issue for our support team.
- C. Submit your support ticket
- D. View your previously submitted tickets

MANAGE YOUR SUPPORT TICKETS

You can view your previously submitted tickets at any time from the Contact Support screen by tapping “View Sent Tickets” (D). Each of your previously sent tickets will display and you can tap each one to open the details and check for a response from support.

Ticket Statuses

Your support ticket can have one of four statuses:

A. Closed

Your ticket has been closed either due to the ticket being resolved, no longer being an issue, or unrelated to the App. You will not be able to make any further replies to the ticket.

B. Pending

Your ticket is being worked on by our support staff.

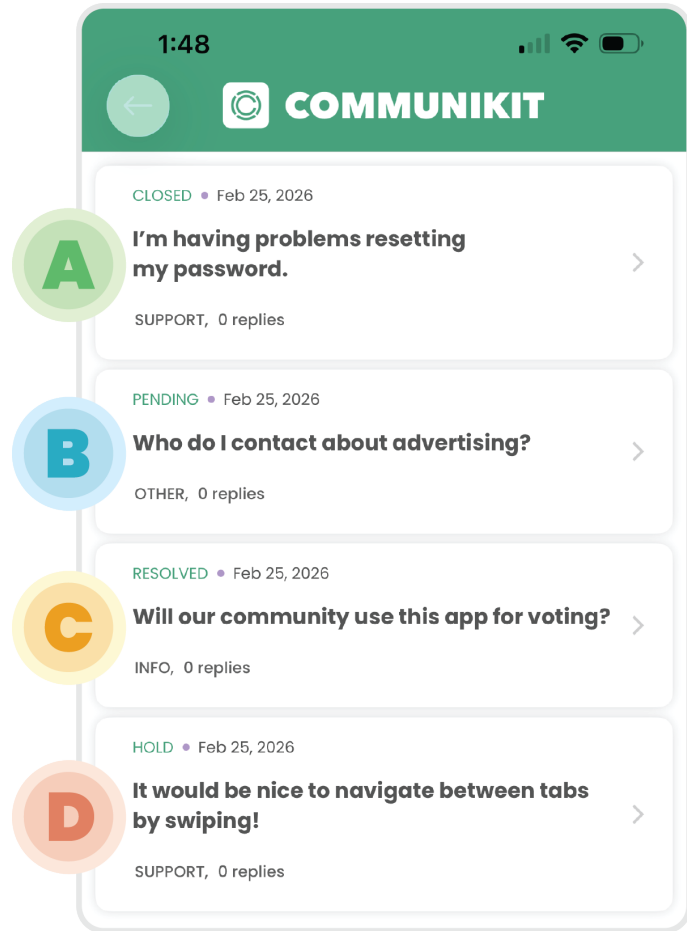
C. Resolved

Your ticket has been resolved! Comments and replies are still open so you can continue to communicate with the support team.

D. Hold

A solution for this ticket is being worked on by our developers but will be released in a new future version of the App.

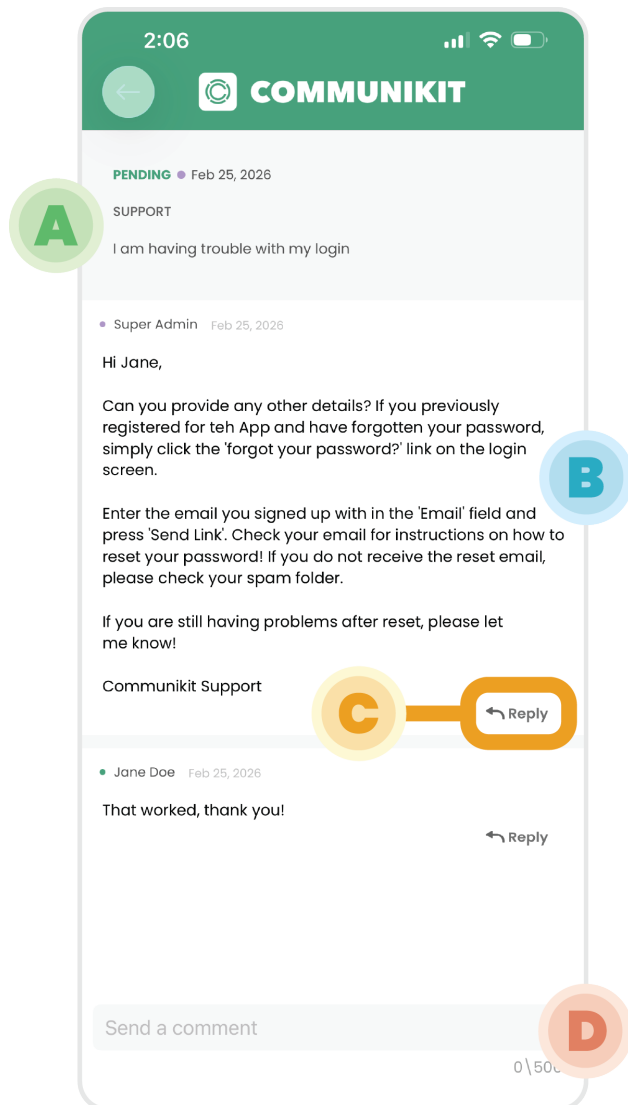
When the status of your support ticket changes, you will receive a push notification.



TICKET DETAILS

Tapping on any ticket in the list of your previously submitted tickets will open the ticket details, including the date of submission, ticket type, ticket status, and any replies from support (dated).

When support replies, their response will appear in the ticket. You may reply to support by tapping the 'Reply' link to open a text field. Press the 'Send' button when you have completed your reply and it will be sent to support (you will receive a confirmation popup).



A. Initial Ticket Message

The initial message you sent including date, type and status.

B. Response Thread

Comments on the support ticket will appear below the initial ticket message as they are added. Responses are ordered by date posted, so the most recent messages will be further down the thread.

C. Reply Button

You can reply to specific comments by tapping the 'reply' button at the bottom right of each threaded comment.

D. Post New Comment

Post a new comment in the thread.

TROUBLESHOOTING

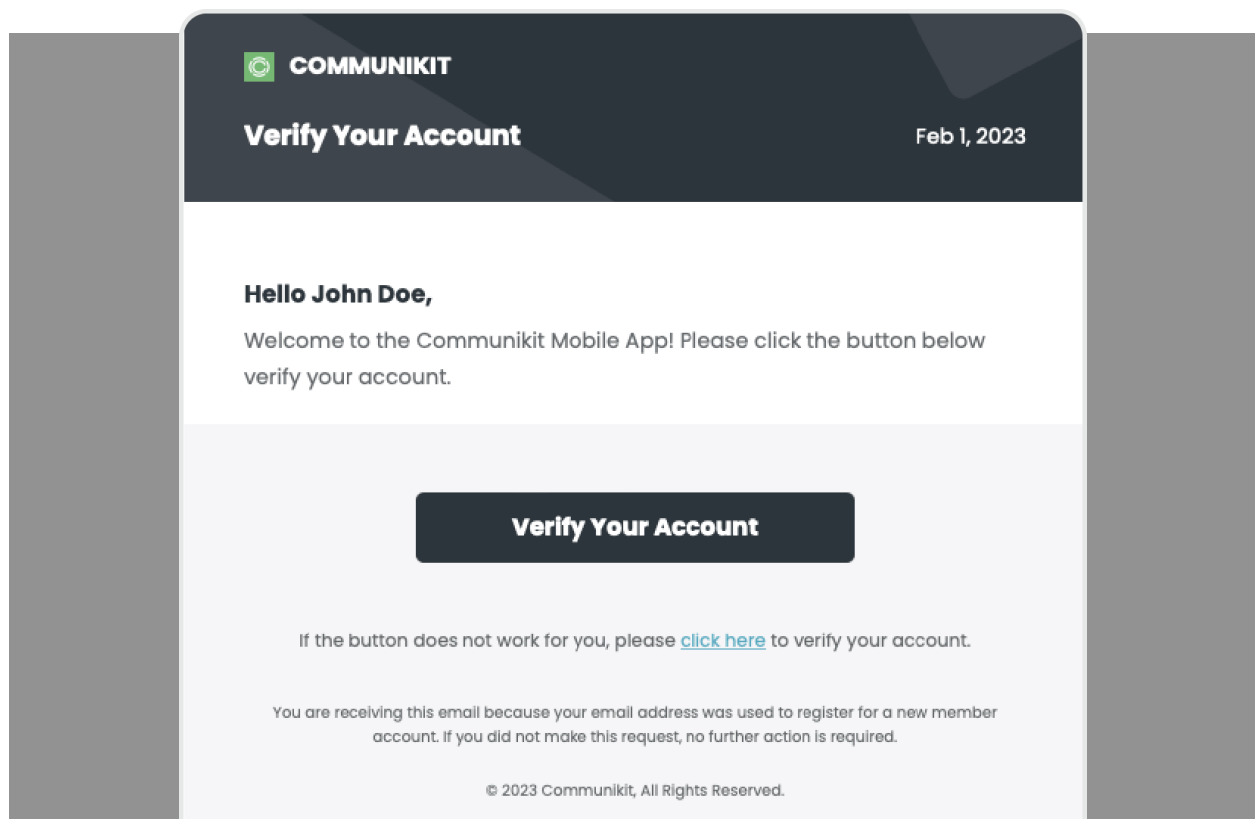
Here are some answers for commonly reported issues:

I registered through the app, but I can't log in to the app.

There are a few reasons you might not be able to log in after registering:

- Have you verified your email address? You will need to click the link in your verification email before logging in. If you have not received the verification email please check your spam or junk folder.
- Are you entering the correct username or email address?
- Are you typing your password correctly? Try opening notepad, typing out your password and then copying and pasting it into the password field.

If the above does not work, you can always reset your password (see page 7) or contact support (see page 27).



I have access to the app and new content appears, but I do not receive push notifications.

The first time you opened the app, you would have been asked to enable push notification permissions. You can confirm that this is enabled through your device's settings.

I can't receive any verification/password reset/other automated email from the Communikit Platform.

If your email's spam filtering is particularly aggressive, emails from Communikit may get caught up in your mail's junk or spam folder.

You can also try whitelisting the address: admin@mg.communikit.ca to ensure these emails are delivered to your inbox.

I'm receiving an error message that says my build has expired?

If you are receiving this error message, you were previously using a beta version of the app. Please delete the app and download the live version from your device's App Store and log back in.

The text in the app is too small.

If the text in the app is too small for you to read, no problem! The app supports dynamic font sizing. You can enable dynamic font sizing on your device by following the instructions linked below.

iOS: <https://support.apple.com/en-sa/guide/iphone/iph3c076905a/ios>

Android:

<https://support.google.com/accessibility/android/answer/11183305?hl=en>

Simply set the size to what is comfortable for you, and when you re-open the app the font size will be adjusted to your selection.

I am a user on more than 1 Communikit App - can I receive Critical Alerts for multiple communities?

Yes! You can register the same phone number for Critical Alerts across multiple communities.

I NEED MORE HELP

No worries! You can reach out to us for help at:

By Phone

780-481-5444

(8AM - 4PM MST | Monday - Friday)

By Email

intake@communikit.ca

(24/7 | We'll reply as soon as we can)