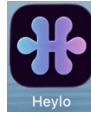


FAQs About Heylo



What is Heylo?

- Heylo is an alternate event organization platform that we are using to replace Meetup. We will use it to schedule hikes and club events. The program will track RSVPs to events, and will allow comments to events and between members.

How do I find information about events in Heylo?

- You can access information through your web browser at <https://www.heylo.com> or download the mobile app.

How do I get Notified about new events from our club in Heylo?

- Click on your Profile in Heylo, then click Notifications. Ensure that Email notifications are selected. You can click on Push notifications to personalize your choices.
- During this transition time, we will be posting new events in both Heylo and Meetup. The Meetup event will be closed for signups but there will be a link to the identical event in Heylo where you can sign up.

How will I pay my club dues using Heylo?

- There is a 15 day free trial when joining through Heylo, after which the \$20 annual dues must be paid. If push notifications have been enabled, a member will be notified 30 days before their current term expires. Then, you can pay through Heylo by entering a credit card, or pay through PayPal. Your current dues payment date will be transferred over from Meetup so you will not have to pay more than once per year.

Why must I answer the initial membership questions again in Heylo?

- Not all the information you have previously submitted when you joined the Outback Hiking Club can be automatically transferred over. We will be asking you to give us your emergency contact information, formal name for the liability insurance, and a description of your hiking ability. This is also a good time for all of us to update this important information.
- If you have trouble saving your member questionnaire answers, try scrolling all the way down to the bottom of the page. It seems to work better on a phone rather than a laptop.

How do I create a new event in Heylo?

- Detailed instructions are provided in this file. [Link](#) It includes how to create a new event, how to set the meeting point, how to set the event size limit.

How can I remove my credit card in Meetup (if you no longer need any payment to Meetup)?

- From the Meetup web browser (you cannot do this from the app), click on your profile, then select Settings. Click on Payment Methods in the left-hand sidebar menu. Find your credit card, and click Delete (or the trash can icon).