SAYFR

Getting started with
Cultiv8

Super users for HLNG

SAYFR

Super users are employees in your organization who are more familiar with the Cultiv8 app.

They will be your first line of support in case you have any questions or issues.

Your super users are:

Jimlyn Ducanes jimlyn.ducanes@hoeghlng.com
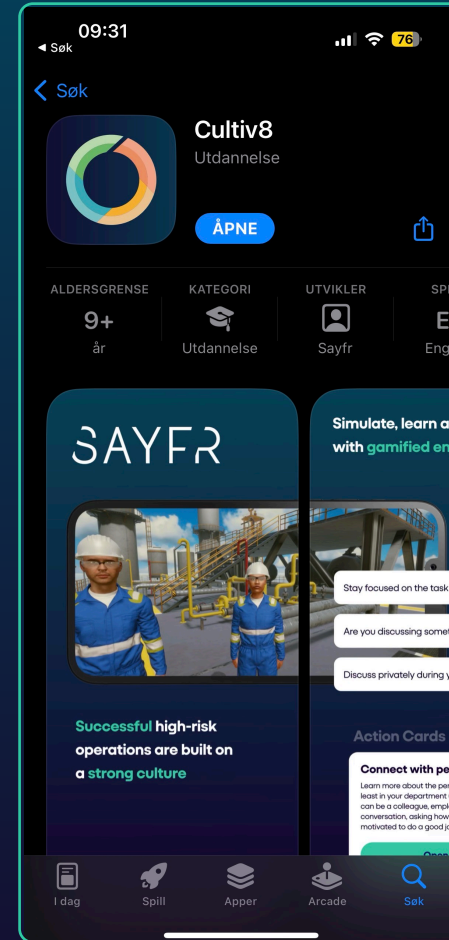
Paul Sopena paul.sopena@hoeghlng.com

For Apple device Step 1: Download the app

1. Go to App Store
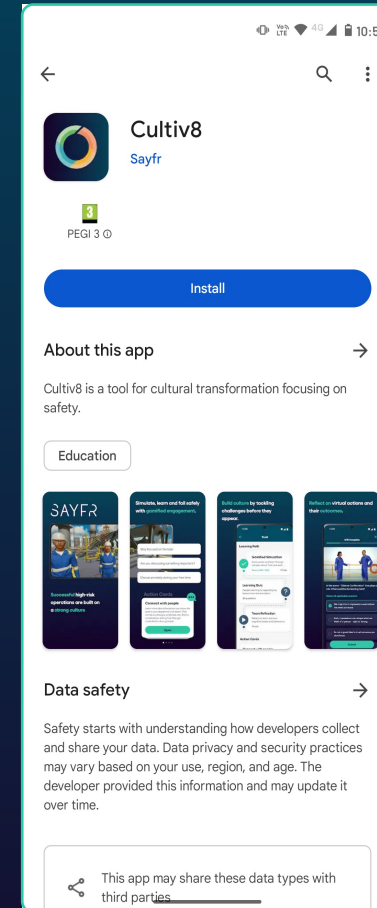2. Search for *Cultiv8* and download the app

Or scan the QR code
to find the app

For Android device Step 1: Download the app

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1. Go to Play Store
2. Search for *Cultiv8* and download the app

Or scan the QR code
to find the app

Are you having trouble with *Step 1: Downloading the app?*

- Please note that the Cultiv8 app is only available in Apple store and Google Play store

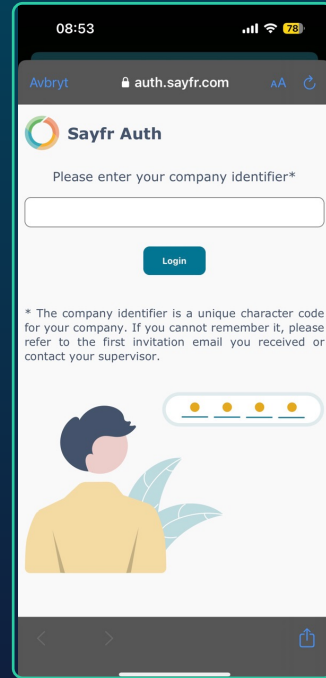**If you are still having trouble, send the following information to one of your super users**

- A screen shot of what your issue looks like

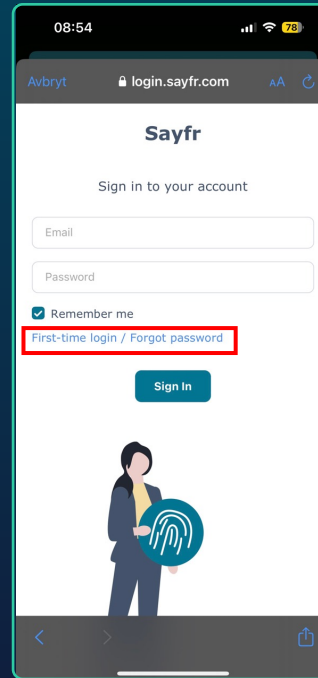- Your device information, both hardware and operating system

Step 2: Signing up

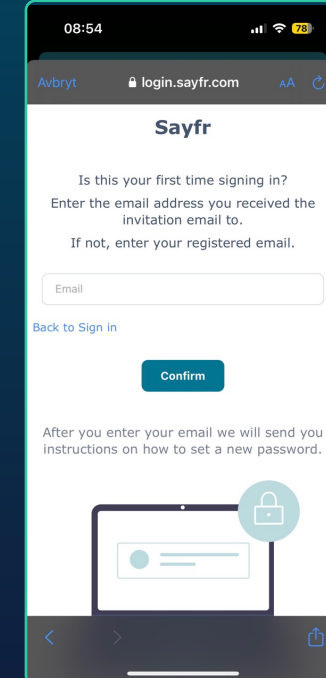*Once the app is downloaded, you can sign up in the app.*

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1 Click *Sign in*

2 Enter the company identifier: hlng

3 Click *First-time login / Forgot password*

4 Enter **your** email address (the **same email address** you received the invitation mail to)

You will now receive an email to set a password of your choosing.

Please follow the instructions in the email.

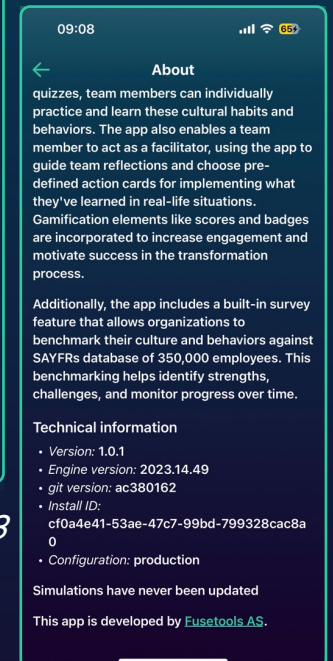# Are you having trouble with *Step 2: Signing up*?

- Make sure you have tried signing up with the same email address that you received the invitation email to. <u>It will not work using any other email address</u>

- Make sure you have received the email to set your password.

If you are still having trouble, send the following information to one of your super users

- The email address you have used to sign up.

- A screen shot of what your issue looks like.

- A screen shot of the app version you have installed. See screen shot for where to find this technical information

- Information about which step you are having trouble with starting with «Step 2: Signing up» and then detailing where in step 2, using the numbers on the previous page (1-4).

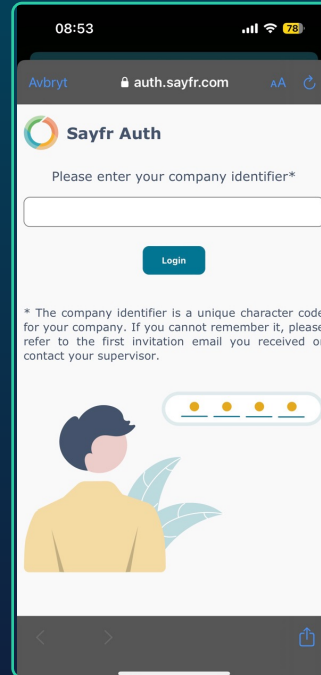Click *Sayfr Cultiv8*
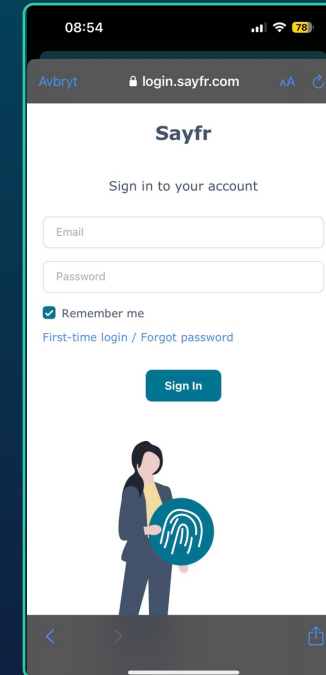
This is the screen

shot we need

Step 3: Signing in

Once you have set a password in step 2, you can sign in.

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1 Click *Sign in*

2 Enter the company identifier: hlng

3 Type in your email and password

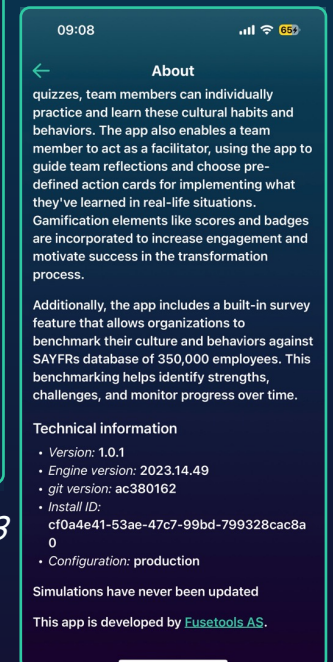# Are you having trouble with *Step 3: Signing in?*

- Make sure you have internet connection.

- Make sure you have indeed completed step 2 successfully and set a password.

If you are still having trouble, send the following information to one of your super users

- The email address you have used to sign up.

- A screen shot of what your issue looks like.

- A screen shot of the app version you have installed.

- Information about which step you are having trouble with starting with «Step 3: Signing in» and then detailing where in step 3, using the numbers on the previous page (1-3).

SAYFR

Successful **high-risk operations are built on a strong culture.**

Sign in

By signing in you agree to the terms and conditions for the Sayfr Cultiv8 app.

Click *Sayfr Cultiv8*

About

quizzes, team members can individually practice and learn these cultural habits and behaviors. The app also enables a team member to act as a facilitator, using the app to guide team reflections and choose pre-defined action cards for implementing what they've learned in real-life situations. Gamification elements like scores and badges are incorporated to increase engagement and motivate success in the transformation process.

Additionally, the app includes a built-in survey feature that allows organizations to benchmark their culture and behaviors against SAYFRs database of 350,000 employees. This benchmarking helps identify strengths, challenges, and monitor progress over time.

Technical information
- *Version:* 1.0.1
- *Engine version:* 2023.14.49
- *git version:* ac380162
- *Install ID:* cf0a4e41-53ae-47c7-99bd-799328cac8a0
- *Configuration:* production

Simulations have never been updated
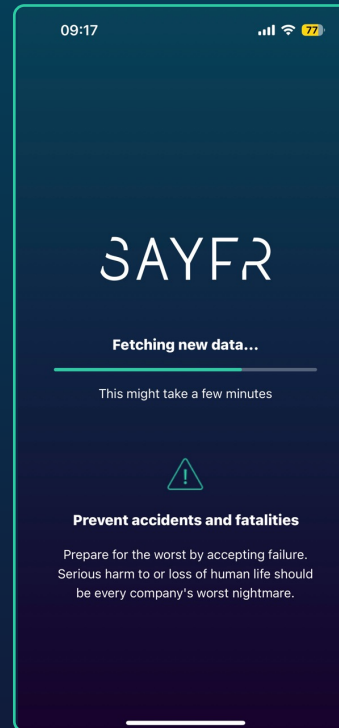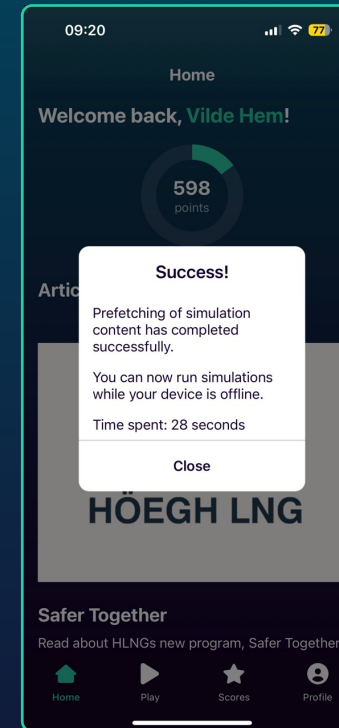
This app is developed by Fusetools AS.

This is the screen shot we need

Step 4: Downloading content

Once you are logged in, the app needs to download content.

Please be patient in this step

1 The app will automatically start this download process.

2 Once the download is complete you get this pop-up.

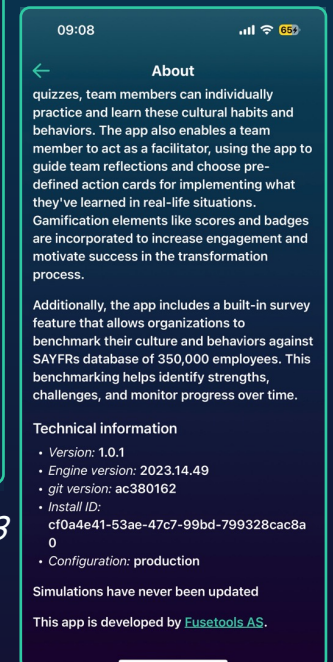# Are you having trouble with *Step 4: Downloading content?*

- Make sure you have internet connection.

- Make sure your screen has not turned off while the app has been downloading. If it has, please quit the app and relaunch it. If this doesn't work, please delete the app and download it again.

If you are still having trouble, send the following information to one of your super users

- The email address you have used to sign up.

- A screen shot of what your issue looks like.

- A screen shot of the app version you have installed.

- Information about which step you are having trouble with starting with «Step 4: Downloading content» and then detailing where in step 4, using the numbers on the previous page (1-2).
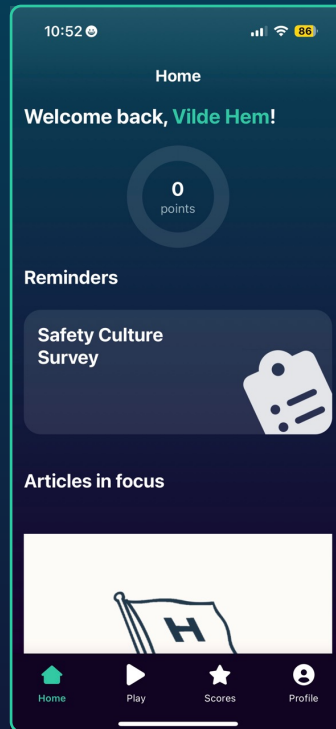
Click *Sayfr Cultiv8*

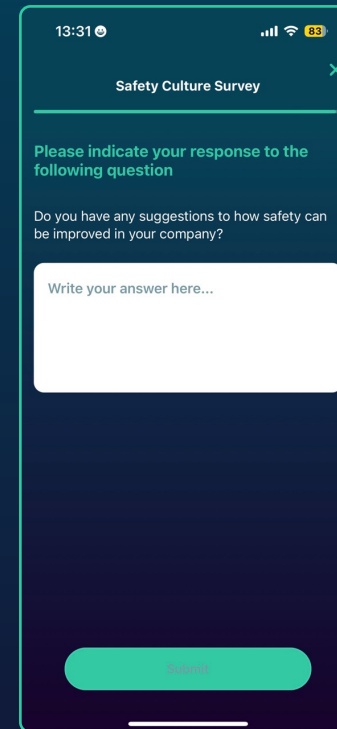This is the screen shot we need

Step 5: Answer Safety Culture Survey

The results from the culture survey will be the baseline measurement of your company's culture.

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① Find the Survey on the home screen

② Answer the 47 questions

And one free-text question

Deadline

1st of October

Are you having trouble with *Step 5: Answer Safety Culture Survey?*
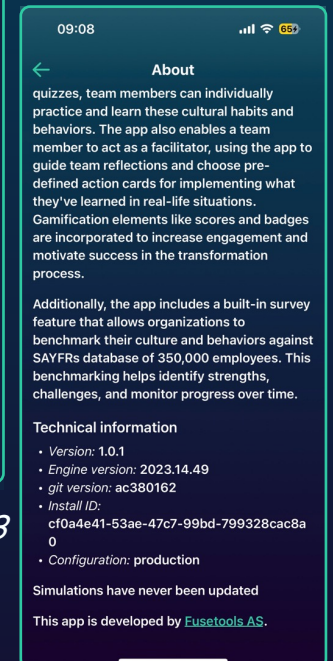
- Please quit the app and relaunch it

If you are still having trouble, send the following information to one of your super users

- The email address you have used to sign up.

- A screen shot of what your issue looks like.

- A screen shot of the app version you have installed.

- Information about what you are having trouble with starting with «Step 5: Answer Safety Culture Survey» and then detailing what your issue is.
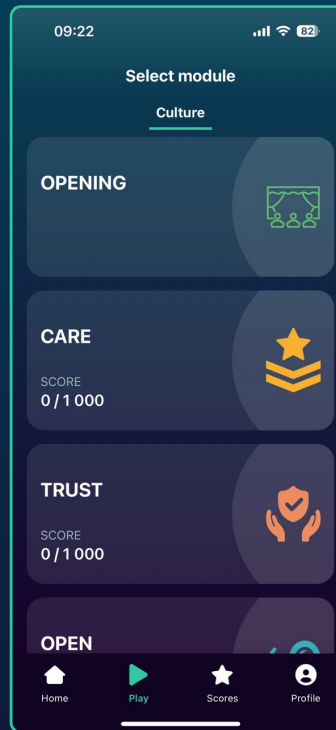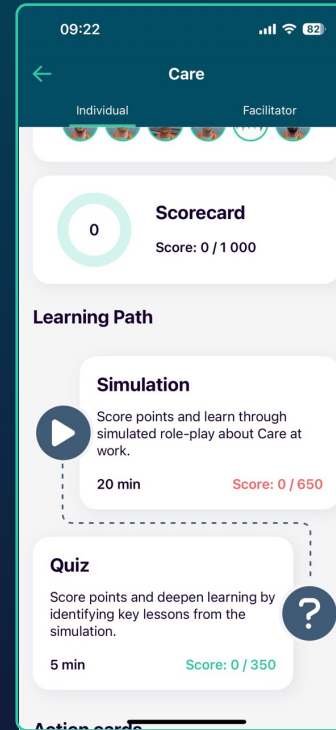
Click *Sayfr Cultiv8*

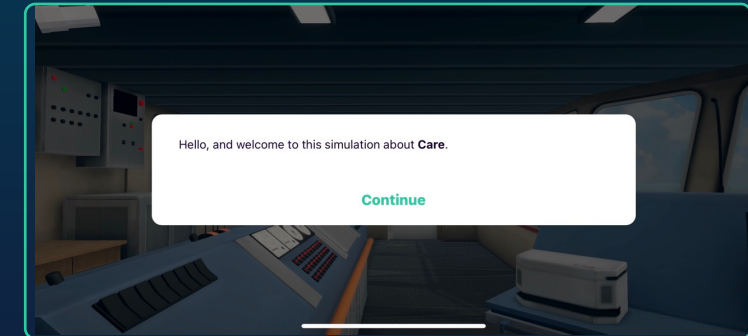This is the screen

shot we need

Step 6: Playing a simulation

Please test a simulation to make sure it is working properly.

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1 Navigate to the *Play* tab and click the *Care* module

2 Scroll down and start the simulation

3 Play a few minutes to test that the sound works and the simulation plays correctly

Are you having trouble with *Step 6: Playing a simulation?*

- Please quit the app and relaunch it

If you are still having trouble, send the following information to one of your super users

- The email address you have used to sign up.

- A screen shot of what your issue looks like.

- A screen shot of the app version you have installed.

- Information about what you are having trouble with starting with «Step 6: Playing a simulation» and then detailing what your issue is.

Click *Sayfr Cultiv8*

This is the screen

shot we need

Good to know

SAYFR

Please do not log out of app while offline
If you do, you run the risk of loosing all play data that has not been synced and you will have to redownload all content when you log back in.

Remember that you always need internet connection when signing in to the app.

In general the app works best in online mode and without the use of a bluetooth headset.

Be mindful of the fact that if you have allowed automatic app updates on your device the app will automatically try to install the newest version.