



# Messenger Pigeon

# Organizational User Guide

Basic Functions

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## Account Setup

If you're a brand new Messenger Pigeon user, you should have received an email to get your account set up. You will be asked to set a password so you can log into the application.

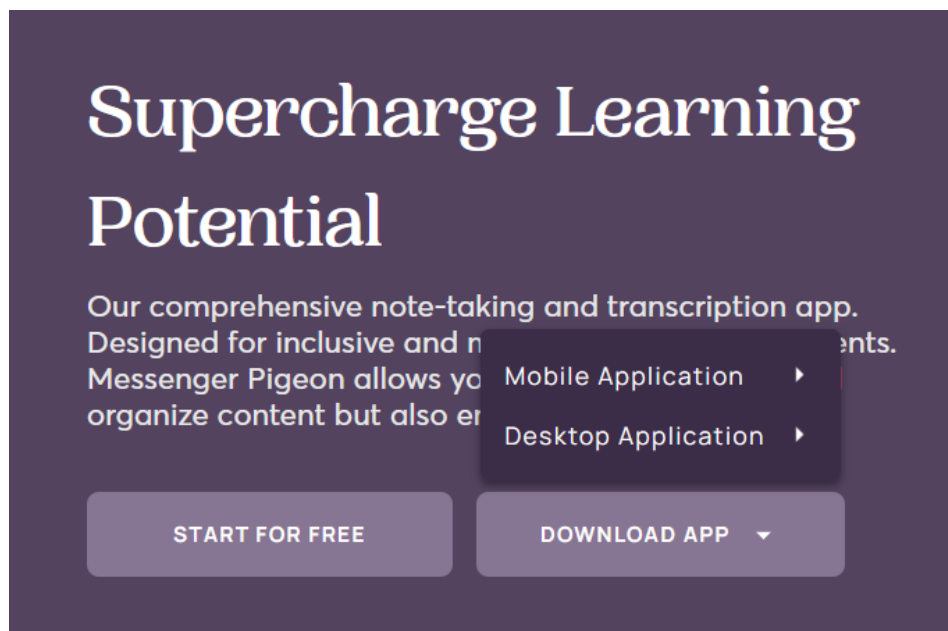
## Download the Application

Messenger Pigeon can be used on your mobile phone, as a desktop application, or straight from your internet browser!

The desktop and web versions are identical. Go to <http://messengerpigeon.habitatlearn.com> and you will be able to log in to your account via the Login button on the top right.



If you'd like to download the application, navigate to the "Download App" button and a dropdown menu will appear.




Depending on the platform you're on, you want to hover your cursor over the right option. Select the appropriate operating system and you will be provided with the appropriate application to download (i.e., Windows or Mac).

If you're doing this on a mobile device, you will be directed to your app store to download the application.

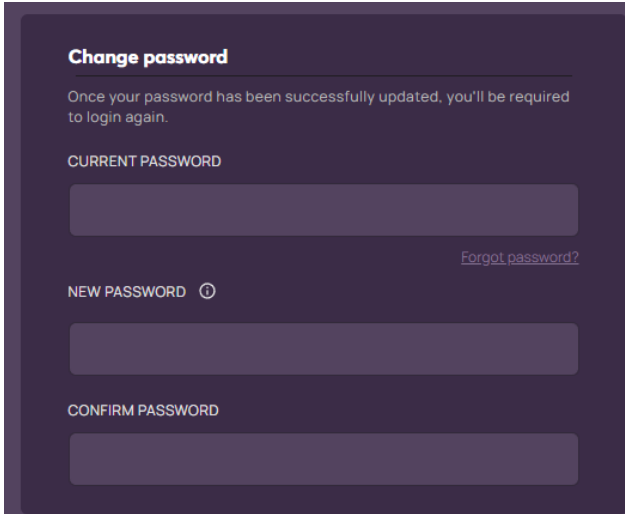
## Dashboard/Home Screen

Here's a quick glance of your dashboard (also known as the Home screen). This will be your landing page whenever you sign in and you will be able to open your uploaded and recorded sessions to help you study.

You can always return to your dashboard by selecting this icon , no matter what platform you're using.

## Reset Password

If you'd like to change your password, navigate to the Settings menu (gear icon on the left bar), scroll down to the Change Password section and reset your password. If you do not remember your previous password but are still logged into your account, you can click on the 'Forgot password?' link and you will get an email to reset it.



**Change password**

Once your password has been successfully updated, you'll be required to login again.

CURRENT PASSWORD

[Forgot password?](#)

NEW PASSWORD ⓘ


CONFIRM PASSWORD

The Forgot Password option is also available on the login page.

Email

Password

Remember me [Forgot password?](#)

If you're using our mobile application, you can find the Settings menu is located within the main menu list. It's the icon that looks like three horizontal lines  and it is located on the top left of the application.



It'll take you to the Settings screen and you'll want to click on Change Password, which will then bring you to this screen:

< Change Password

CURRENT PASSWORD

Current password

NEW PASSWORD

New password

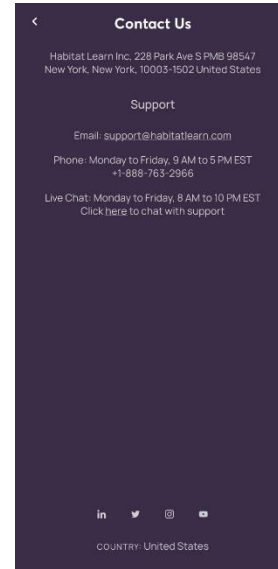
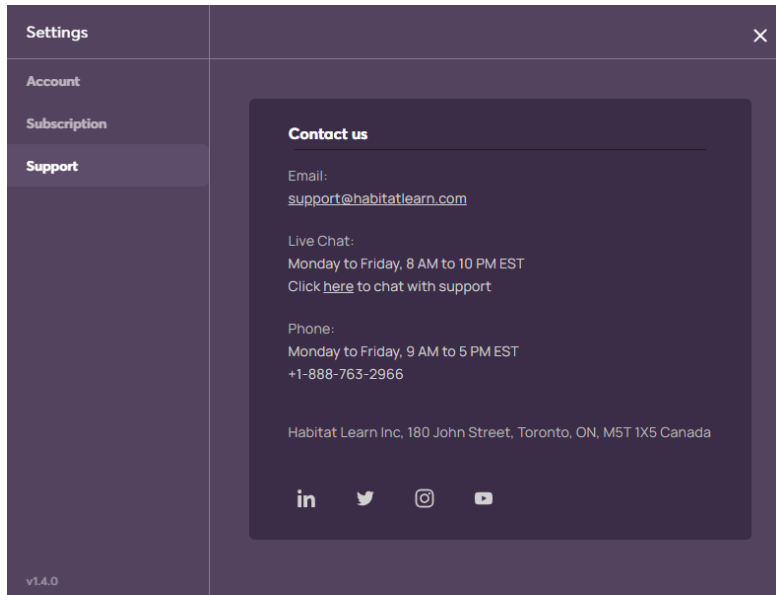
CONFIRM PASSWORD

Confirm password

Submit

## Contacting Support

If you are experiencing any technical difficulties, our support team will be ready to assist you. Under the same Settings menu, select the Support option to contact one of our advisors.



When you submit a support request, please have this information ready:

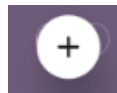
- Your name
- The email address you use to log into Messenger Pigeon
- Version number of your application
  - o You can find out what version you have if you look on the bottom left corner of the Settings pop-up.
- A description of your issue and screenshots of what appears on your screen.
  - o If your issue is related to a particular session, please provide the session title.

## Create a New Session

On your desktop or web app, click on the plus icon on the left vertical panel and a New Session pop-up box will appear.

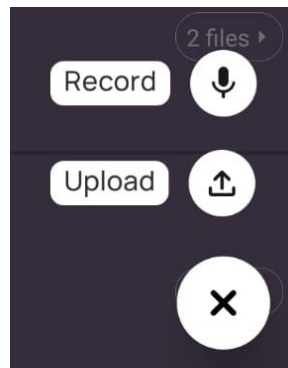


If you're on the mobile app, click the plus button on the bottom right of the screen.



You can currently create three to four types of sessions, depending on your account type. The three primary ones are audio, video and PDF. And you can request professional notes for your audio and video sessions.

On the mobile app, you can upload an existing file or record a new audio session.



On the desktop and web versions, the sessions are divided into two distinct categories on both our desktop and web apps:

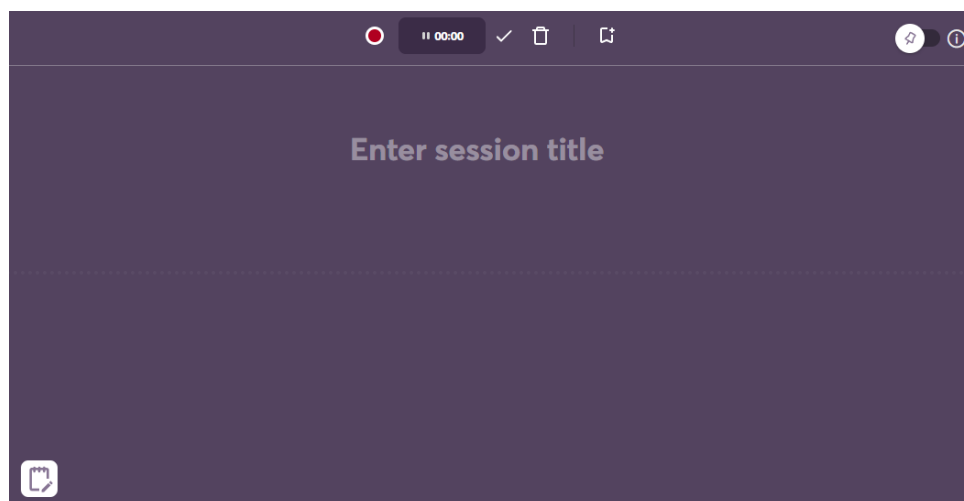
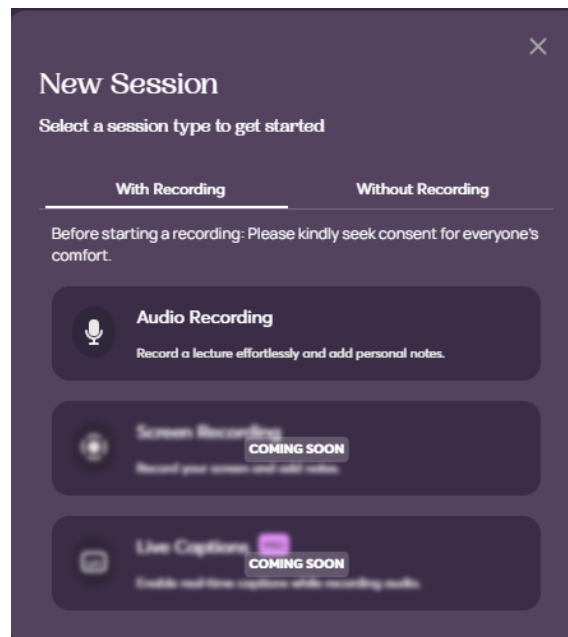
1. With Recording
2. Without Recording

Sessions under the With Recording designation include an audio file that you will record live. In contrast, sessions under the Without Recording designation will allow you to upload existing files from your computer.

## Audio Sessions

### *Desktop and Web application*

If you're planning on recording audio from your device, please make sure you sit as close to the speaker as possible. Alternatively, you can attach an external microphone to your computer, so all the relevant audio gets captured.





To start recording your audio, click on the round red button on the top bar. You will know that your device is recording sound when you see audio waves

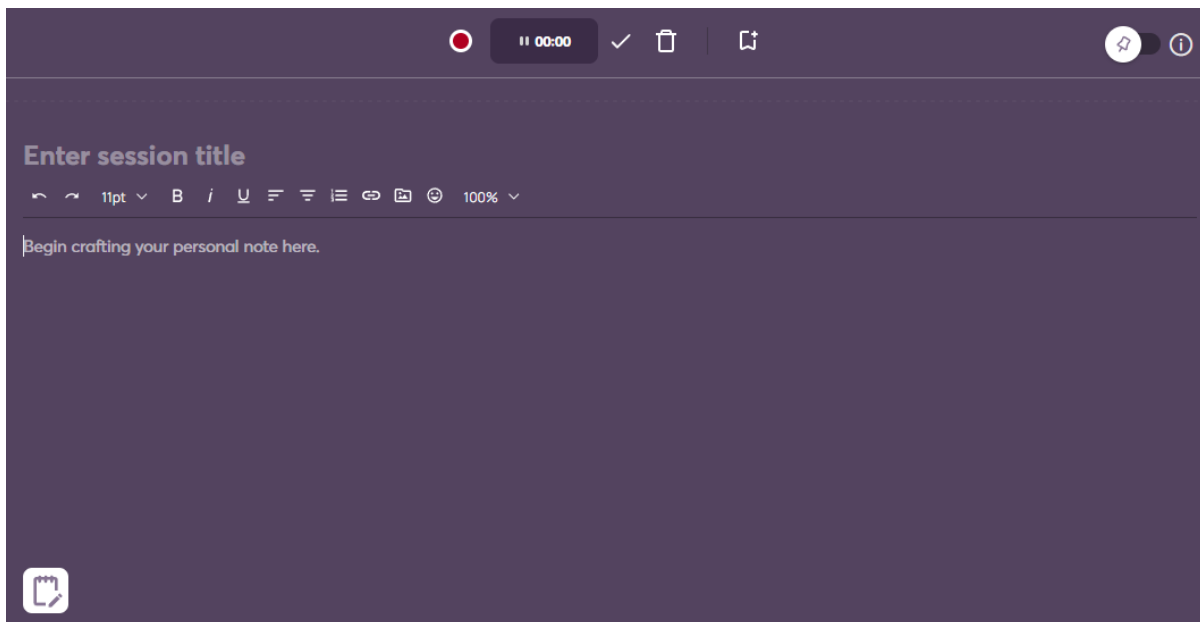


show up under your session title.


To change the name of your session, just click on the “Enter session title” text and give your session a name.


While your audio is being recorded, you can click on this icon  on the top bar to bookmark that section of the audio to revisit later.

You will also notice an icon  on the bottom left of the screen. Clicking that will let you write your own notes while your audio is being recorded. The text will be saved as part of your session.



**IMPORTANT:** Do not navigate away from this screen while you’re in the midst of recording something.

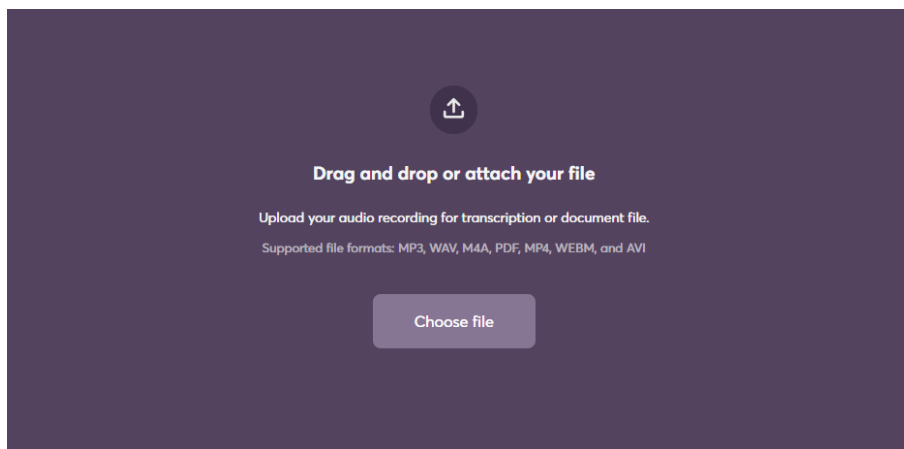
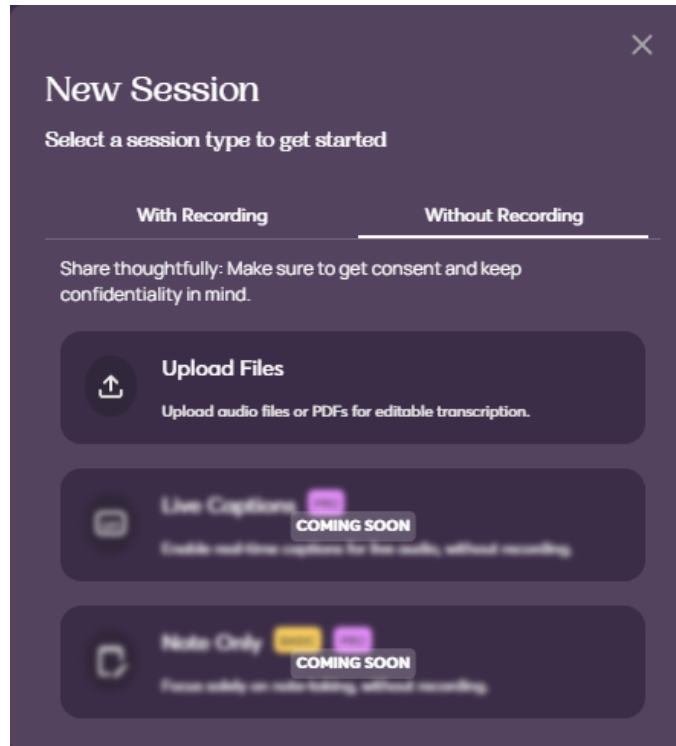
Once you’re done, you can save the session by clicking the checkmark 

on the top bar. If you’d like to delete this, click on the bin icon . The associated pop ups will appear asking you to confirm your choice.

Alternatively, if you have an existing audio file on your computer and want to upload it, you can do by clicking the New Recording plus button, then

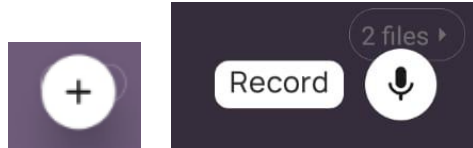
choosing the Without Recording tab.

- Then you'll want to select the Upload Files button.
  - o This is also the function to pick if you want to upload a video file or PDF document.
- Accepted audio file formats: MP3, WAV, MP4 and M4A.



### *Mobile application*

To record audio on your mobile device, just hit the plus icon on the bottom right of your dashboard and select the Record option.



This is what the recording screen looks like:



To start recording your audio, tap the round red button on the bottom bar. You can name your session if you tap on the "Enter Session Title" text (your mobile keyboard will pop up).



While your audio is being recorded, you can add a bookmark to that part of the audio by clicking on the Bookmark icon on the bottom right and type notes by tapping on the Note icon.

- Please do not exit the app while you're recording audio, we will not be able to retrieve any data that's lost during the recording process.

Once you're done, hit the round Pause button and click on the Save button. Another screen will pop up, giving you the chance to edit the name of your title and confirm the save.

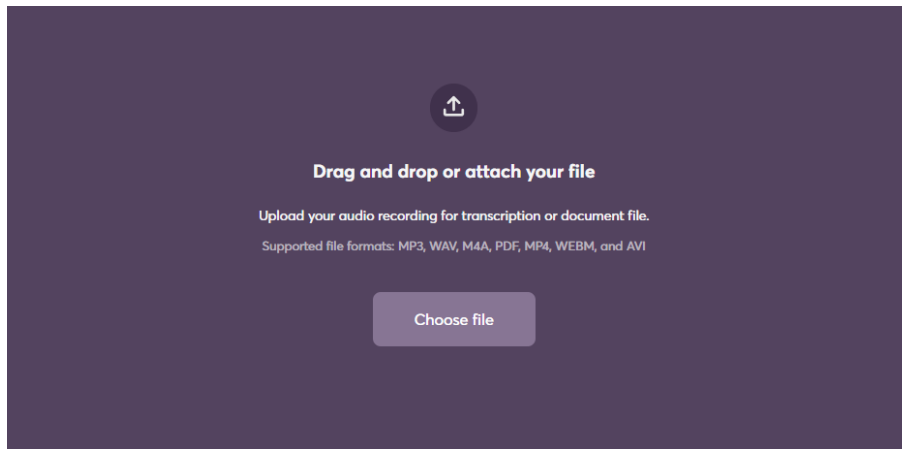
- Please keep the app open while the session is being processed and uploaded to our servers.

**USER TIP:** If you are recording audio on your phone, make sure the microphone is facing the speaker. Your phone's microphone is usually located at the bottom of the device.

## Video Sessions

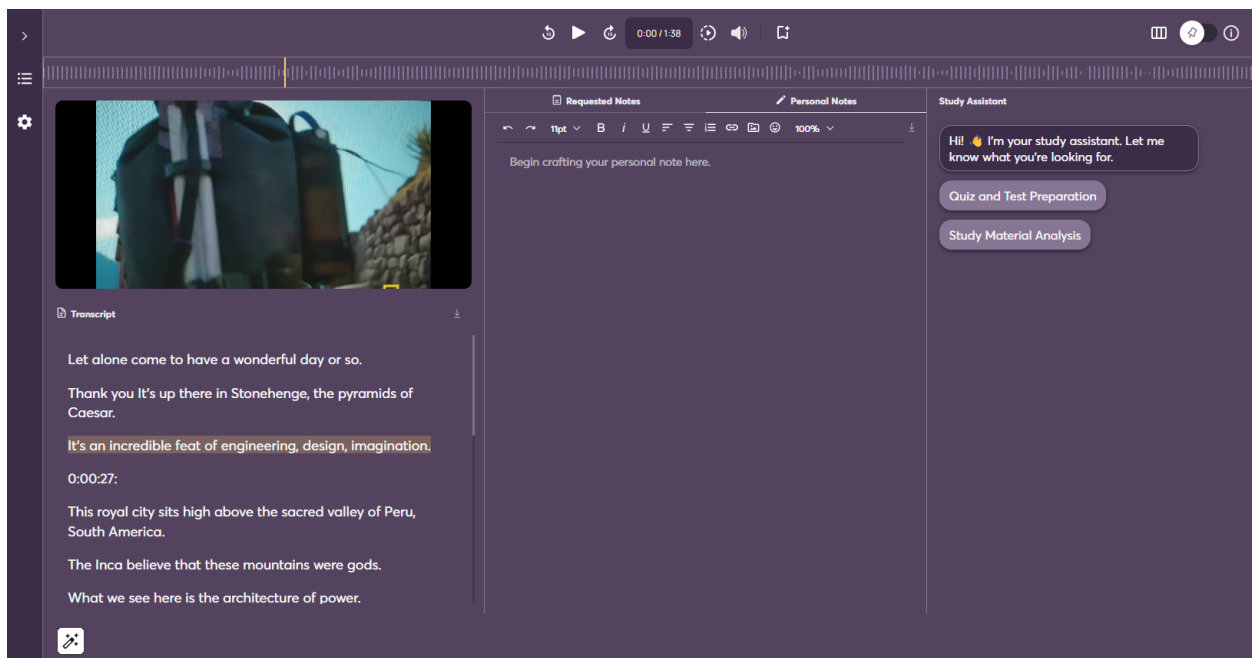
### Desktop and Web application

You can also upload an existing video file using Upload Files feature under the 'Without Recording' tab (New Session pop up), similar to how you upload an external audio file.





The best video file formats to upload are MOV, MP4, WEBM and AVI.

After your video session is processed successfully, you will be able to open it via your Session Dashboard/Main Page. A processed video session looks like this on:

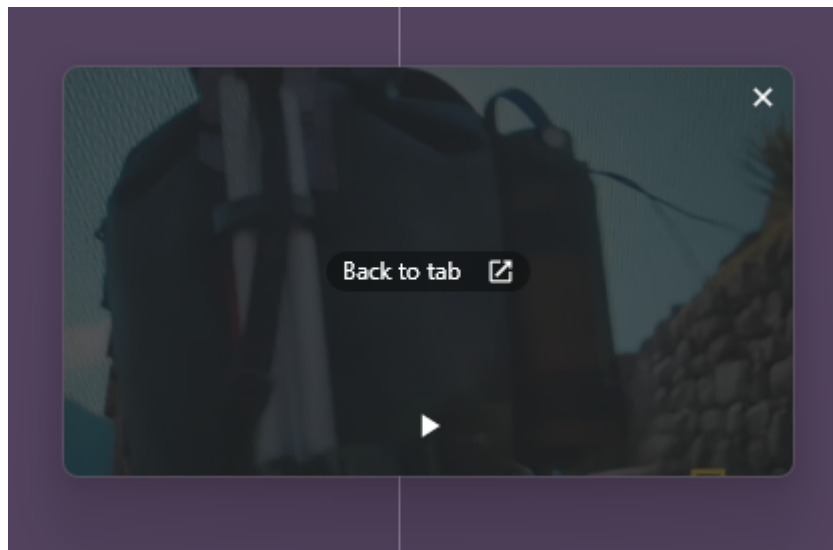


If you hover your cursor over the video, two icons will appear on the top right corner of the viewer.



This icon  moves your video viewer onto the notes panel. And the icon next to it  detaches the viewer from a panel altogether.


You will be able to hold onto the detached viewer and move it around your screen.



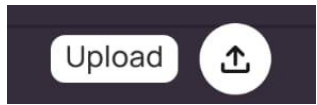
If you hover over it, a few other options will appear. You can play the video and click on the 'Back to tab' or close button to snap it back to either the transcript or notes panel.

### *Mobile application*

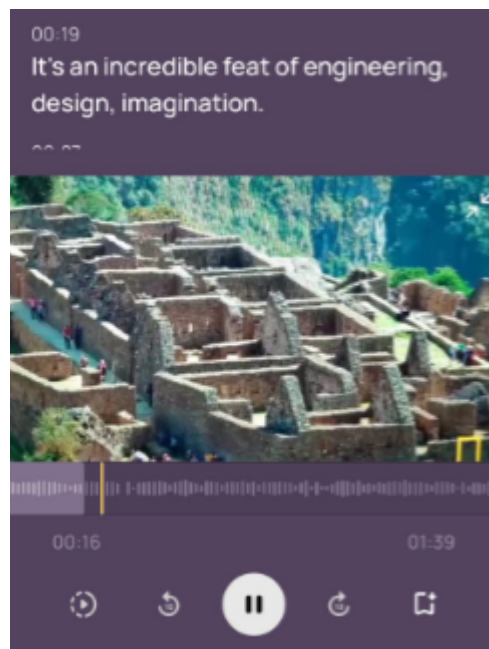
Like the desktop application, you will be able to upload a video file onto Messenger Pigeon through your mobile app.

Click the plus button on the bottom right  and select the Upload

option



If you'd like to re-watch your video, it will appear under the Transcript folder of that specific session.



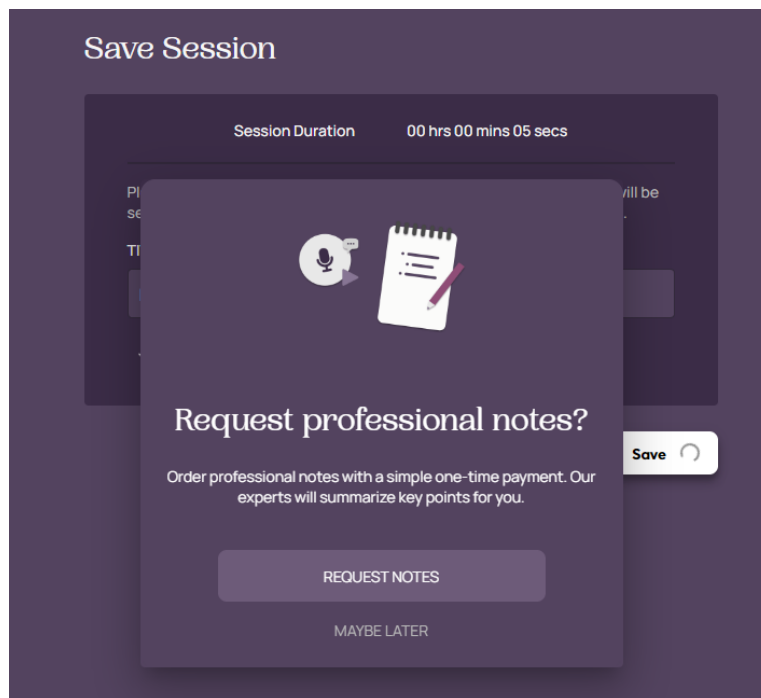
You will be able to resize the viewer if you click on the icon on the top right of the video.

## Request Professional Notes

### *Desktop and Web application*

You will be able to request professional notes for audio and video sessions. And there are two ways to do so!

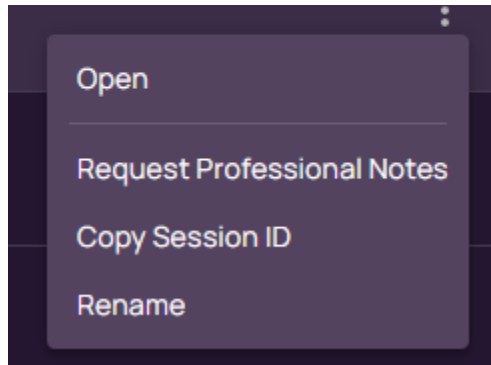
- When you save an audio recording, you will be asked whether you want to request notes for it via a pop up.
- Please note that the request will go through once your audio or video is processed successfully.



If you choose to request your professional notes later, you can navigate to your Session Dashboard, click on the three vertical dots on the furthest right column of your session and click 'Request Professional Notes'.

TYPE	TITLE	LAST MODIFIED	NOTES STATUS
	Test	2023-10-10, 7:43 AM	

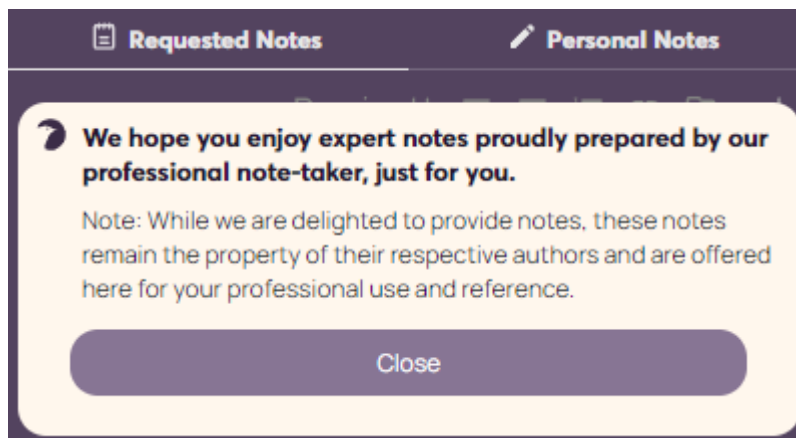




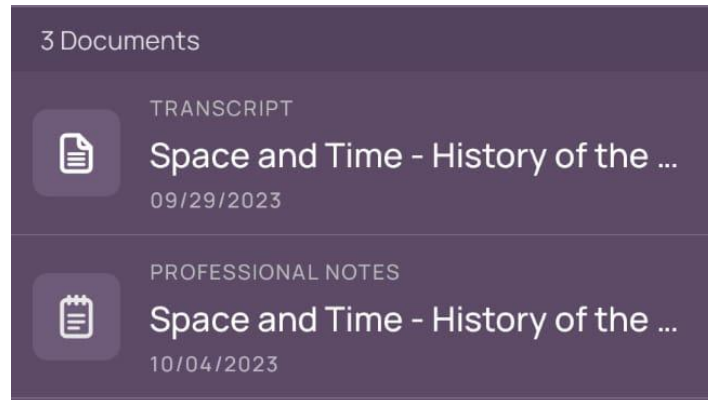
If you'd like to request professional notes on your mobile application, click on the session and you will see the prompt at the bottom of your session screen.




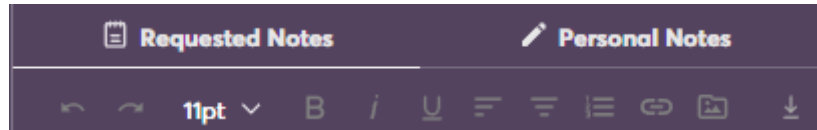
Once your professional notes are completed and they get uploaded, you will receive them in your email inbox as well as show up on the app. You can view and download your notes from the Requested Notes tab of your session on the desktop and web applications.




And via the professional notes folder on your mobile application.

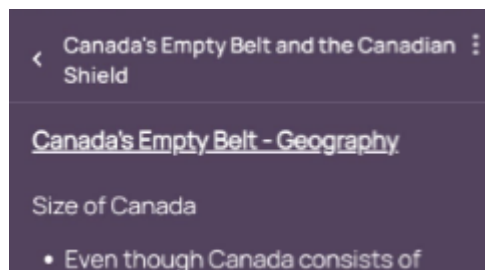


You will be able to download your notes straight from the app. If you're on the desktop/web application, click this icon . It is the icon located on the top right of the Notes panel.

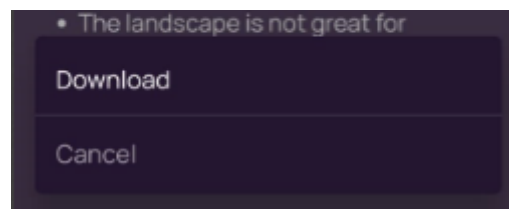


### *Mobile application*

On the mobile app, navigate to your Professional Notes screen under your chosen session and click on the three vertical dots  on the top right corner of the screen.

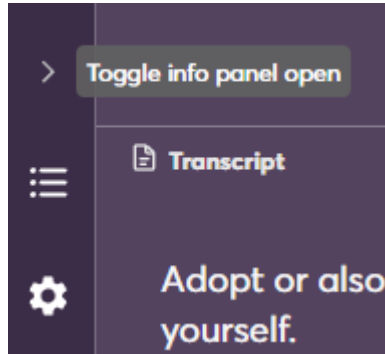


The download option will show up at the bottom of the screen.

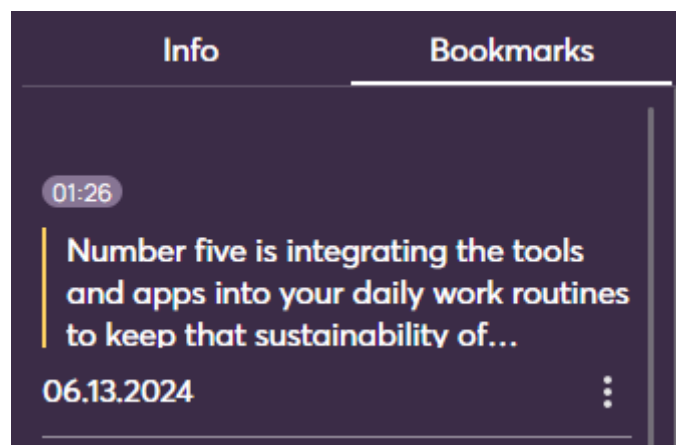


## Viewing and Editing your Bookmarks

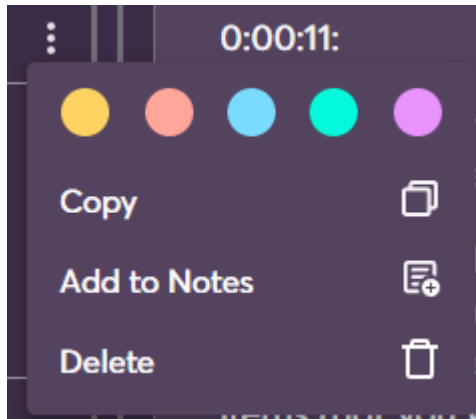
If you bookmarked portions of your recordings or files, you can view them by expanding the left panel on the desktop/web app when you click on a specific session. Click the arrow on the top left.



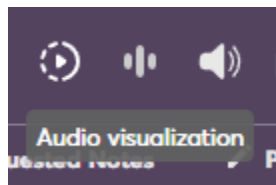
And select the Bookmarks tab. If you have any bookmarks, they will show up as a list.



You will also be able to change the colour of your bookmark indicators and delete the bookmark by clicking on the three vertical dots.



The bookmark indicators will show up on the audio visualizer portion of your session. It is located on the top audio playback tray.



You can click that button again to hide the audio visualizer.

## PDF Sessions

Under the Without Recording session creation option, you have the option of uploading a PDF document to study from.

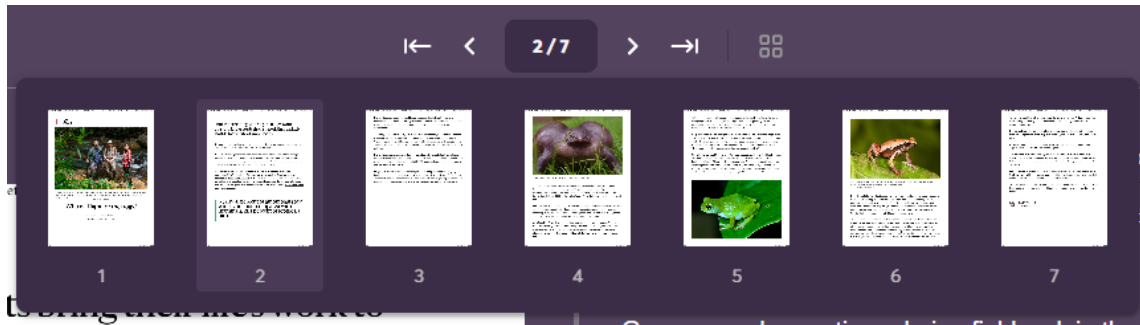
- This is the only session type that does not have a professional notes option but it is there to help you create your own personal notes, if you so wish.
- Please note that this function is only available on the desktop and web app.

You can sift through the pages of the document by using the arrows on the top navigation bar.



And if you need to skip to a particular page, click on the icon with four

squares and it will display the pages within that file, so you can select a specific one.



Another thing you will be able to do is copy and paste text from the document and add them to your Personal Notes panel.

- Use your cursor and highlight the chosen text from the document.
- Hit Ctrl and C on your keyboard.
- Click on the Personal Notes panel.
- Hit Ctrl and V to paste the text onto the Personal Notes panel.

You can adjust the text using the text edit ribbon on the top of the Personal Notes panel.