



GoGo

USING YOUR DASHBOARD: PART 2

www.gogograndparent.com

1 (855) 464-6872

TOPICS COVERED

Payment & Receipts

Settings

Knowledge Base

Contact Us



CREDIT/DEBIT CARD



In the Credit/Debit Card tab you will see three boxes. Here you can pay any outstanding balance, add credit cards and select default payment method.

- Add Credit or Debit Card box:
 - Used to add a new credit or debit card
- Pay Outstanding Balances
 - Used to pay any outstanding balance
- Credit / Debit Cards box
 - Lists all the cards on your account
 - Used to change or remove a previously added credit or debit card

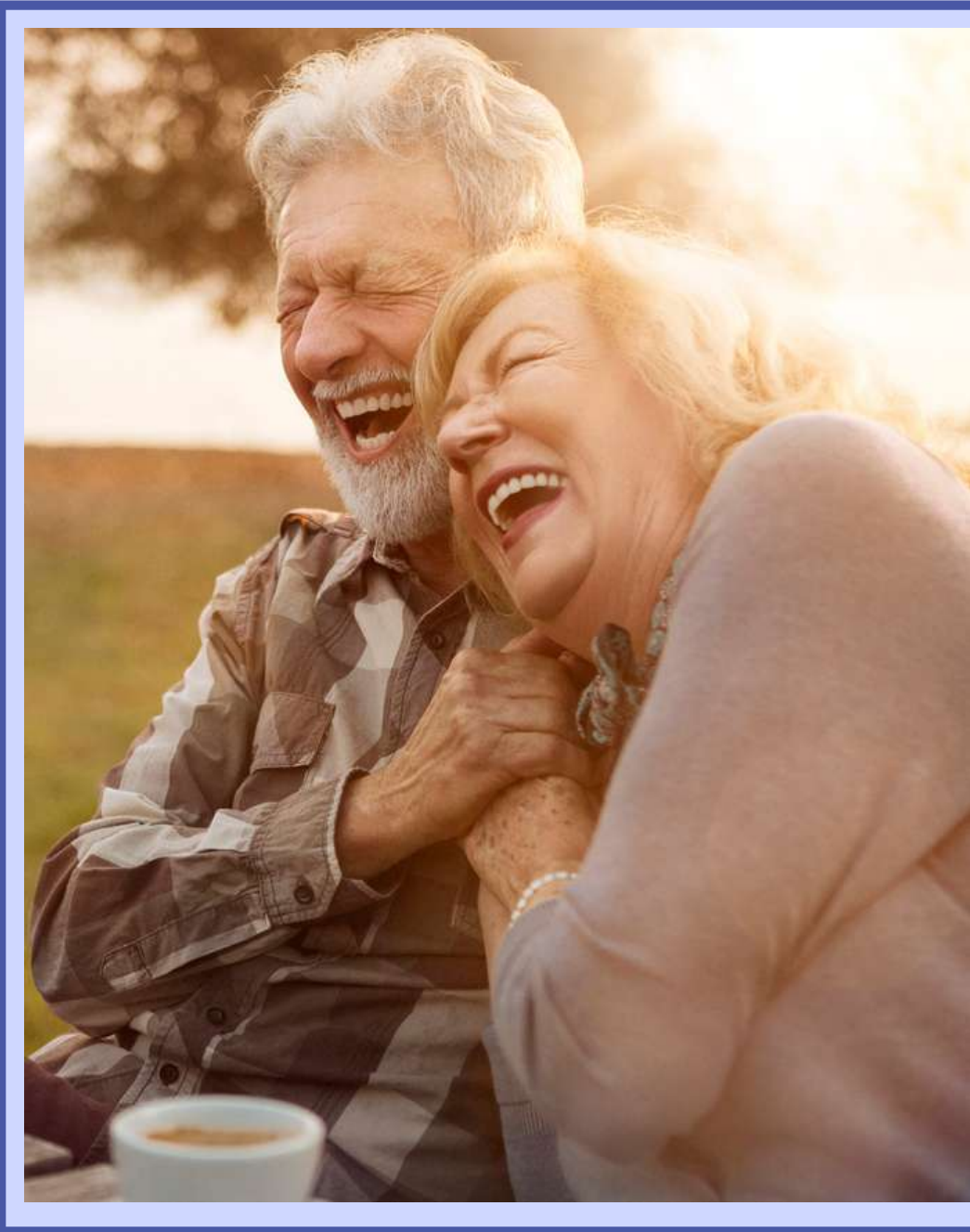
GOGO CREDITS

The GoGo Credits tab allows you to view and add GoGo Credits to your account.

You can add credits with the credit/debit card you already have on file by checking the "purchase with current default card" or by using a new card.

- Add GoGo Credits
 - Use to add credits to your account
- GoGo Credits History
 - To view your credit history. From purchasing to how the credits were used
- Expiring Credits
 - Any credits acquired by a promotion

Fun Fact: GoGo Credits never expire!





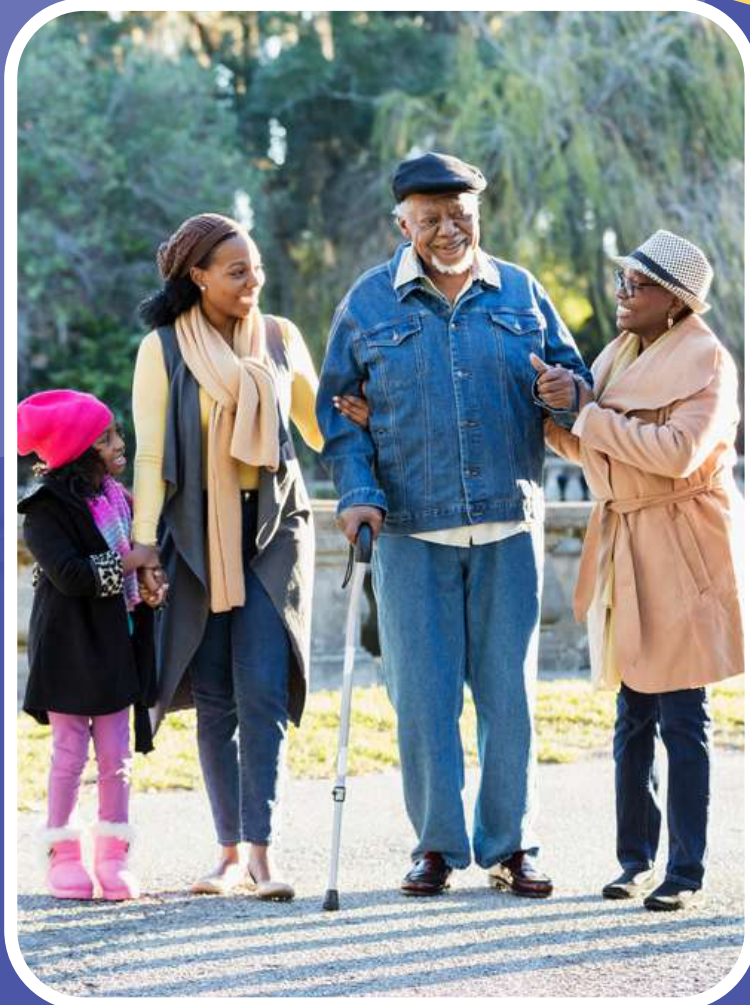
RECEIPTS

In the Receipts tab, you are able to view your receipts for previous rides taken with GoGo.

You will need to know the **ride Request ID**.

You can find the Request ID on the Order History tab in the Rides subsection.

SETTINGS



Family Contacts

Here you can add family members, loved ones, or trusted people so they can have to your account.



Active Hours

This is where you can set specific times when you will be using GoGo services. If you do not want to have specific times, you do not need to select anything.



Home Service Request

Get connected to helpful home services. You can request any service—like landscapers, or dog walkers—and we'll help you find a trusted service provider.

CUSTOM LOCATIONS

In the Custom Locations tab, you are able to add, remove or edit your saved locations.

Custom locations allow you to order a ride to or from any location you often visit, such as:

- Dentist office
- Doctor's office
- Hair Salon
- Love one's home
- And More!

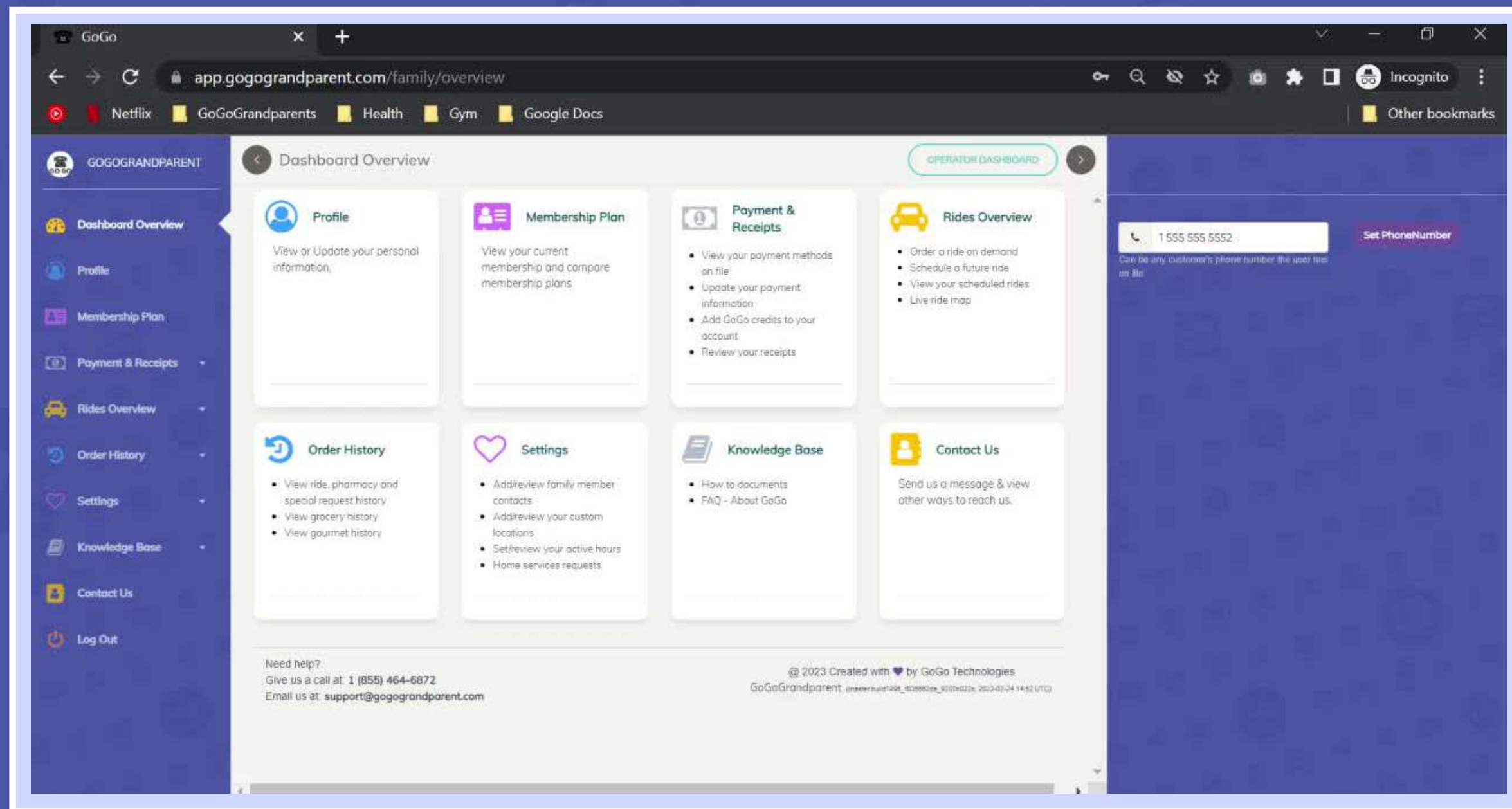
GoGo gives you access to save 11 custom locations to your account with those options being **3-5** and then ***1- *8**. Please remember that **option 1 will always be your home.**

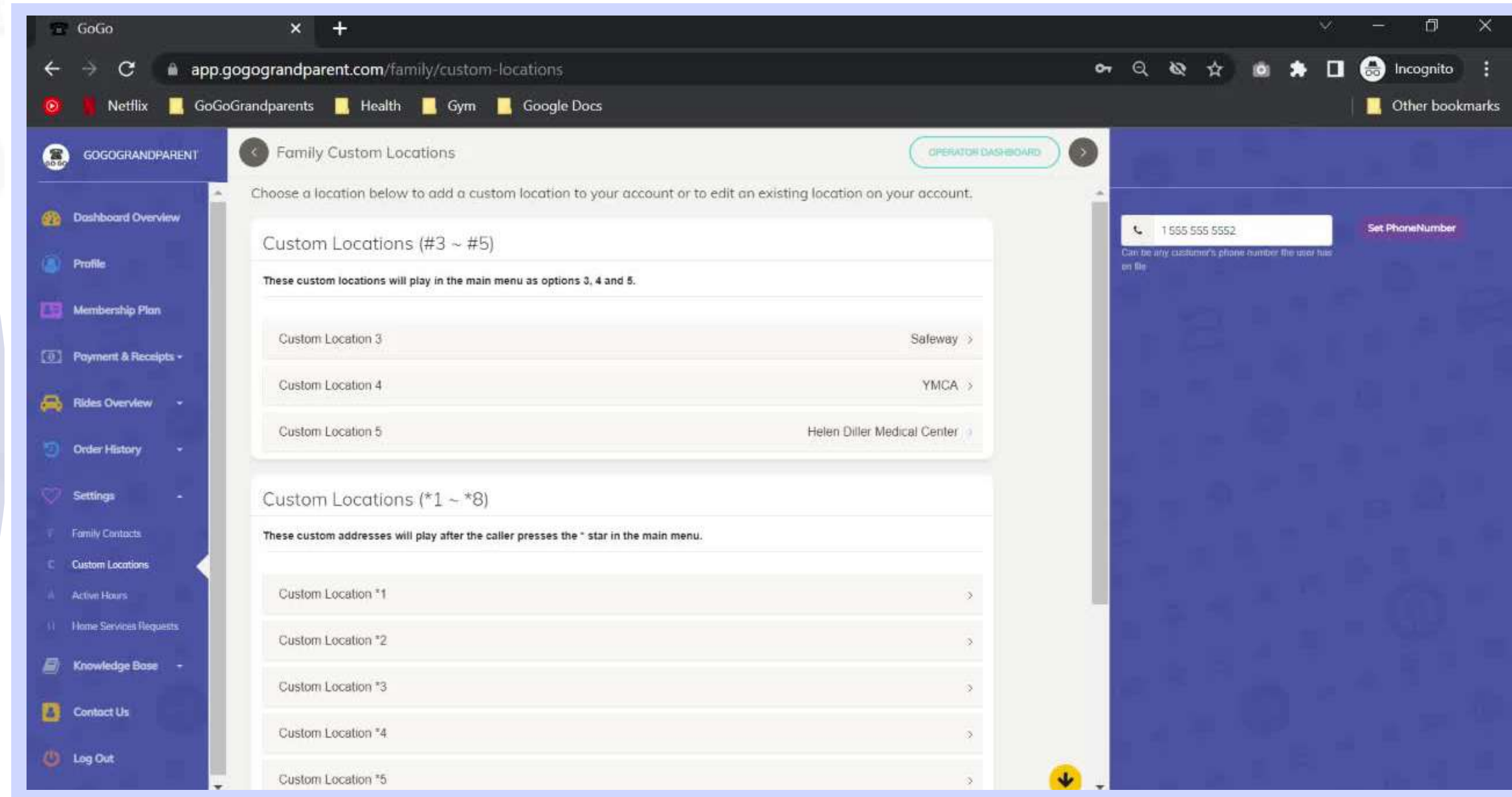


ADD A LOCATION

To **add** a custom location please:

1. Click on the arrow (>) for the desired location
2. Enter the name of the location
3. Enter the address of the location
4. Double check the map and make sure it's pinned in the right location
5. Click "Update"





To **update** a location please:

1. Click on the arrow (>) for the desired location
2. Enter the change you wish to make
3. Click "Update"

To **delete** a location please:

- Click on the arrow (>) for the desired location
- Click "Remove"

UPDATING A LOCATION

KNOWLEDE BASE

In the knowledge base tab, you will find two sections.

- How To Documents
 - Currently being worked on and we should be uploading documents soon
- FAQ - About GoGo
 - It addresses the most common questions customers have and is useful to customers at all stages of their journey.



CONTACT US

The contact us tab allows you to contact GoGo easily without leaving the Family Dashboard or the open browser.

Here you can:

- Provide feedback for us
- Request a phone call from us
- and more!



MEET OUR CUSTOMERS



Hamp, a customer

GoGo is amazing! Easy to use and my grandparents love the service!



Donna, a customer

GoGo is a great service with wonderful customer service. Great ease in which to ask questions!



Henry, a customer

I am so happy with GoGo. Every time I call, everything is so organized and I am always fully informed of the process. Thank you GoGo for always improving!

CONTACT US

Call: +1 (855) 464-6872

Email: support@gogograndparent.com

Visit: www.gogograndparent.com

Connect with **@gogograndparent**
on Social Media!



START YOUR LIFE ON THE GO TODAY!

Thank you for being
with us!

