



Matter and Space:

Detailed Getting Started Guide

Welcome to the first day of your Matter and Space pilot program! These **two-weeks** are a chance for you to explore the program while helping us refine it.

Please review and follow this guide to ensure you are well prepared for your Matter and Space learning journey!

This detailed guide is provided for your convenience, but you can always reference the Quick Start Guide if you prefer it.

Stuck? Need some help?

Check out our *Support Hub!*

Or send us an email:

support@matterandspace.com



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Pilot Details + Expectations

Pilot Dates: Monday, November 10 to Monday, November 24

- Expect to spend **15–30 minutes** per day on the experience.
- You can **pause or return to sessions anytime** within the two-week window, but we ask for you to learn for **at least 10 days** within the 2 week testing period.
- Please **connect your wearable device** ([Step 4](#)) and wear it for the two weeks of the pilot to enhance your personalization experience.
- You'll be asked to provide **candid feedback** about your experience throughout. Expect to fill out surveys and participate in discussions or interviews.
 - **Keep an eye on your email for the duration of the pilot - this is how we'll contact you about feedback opportunities!**
 - If you'd like more information about the feedback methods we'll use during this test, please review the [Providing Pilot Feedback section of this presentation](#).

Getting Started

Getting Started: Quick Guide

In order to set up your account, download the app, and start your learning journey, please complete the following steps in order:

- 1) Activate your MAS account
- 2) Download TestFlight & the MAS Pilot App
- 3) Sign In to the MAS Pilot App, then begin learning!
- 4) Post-Orientation: Connect your wearable / smartwatch

Step 1

Activate your MAS account

[Quick Guide](#)

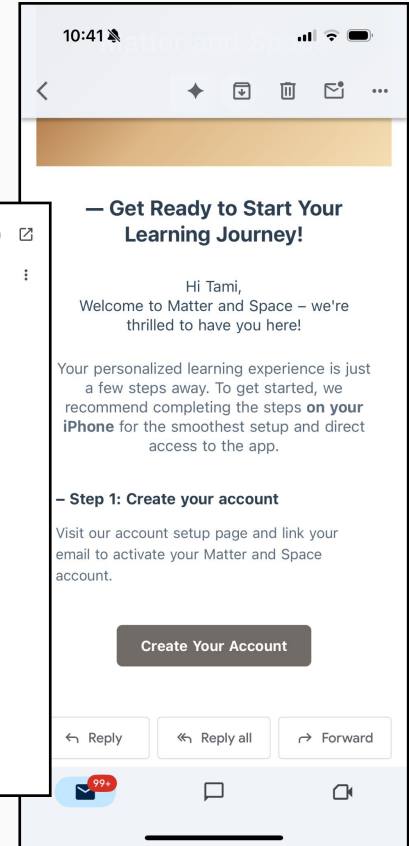
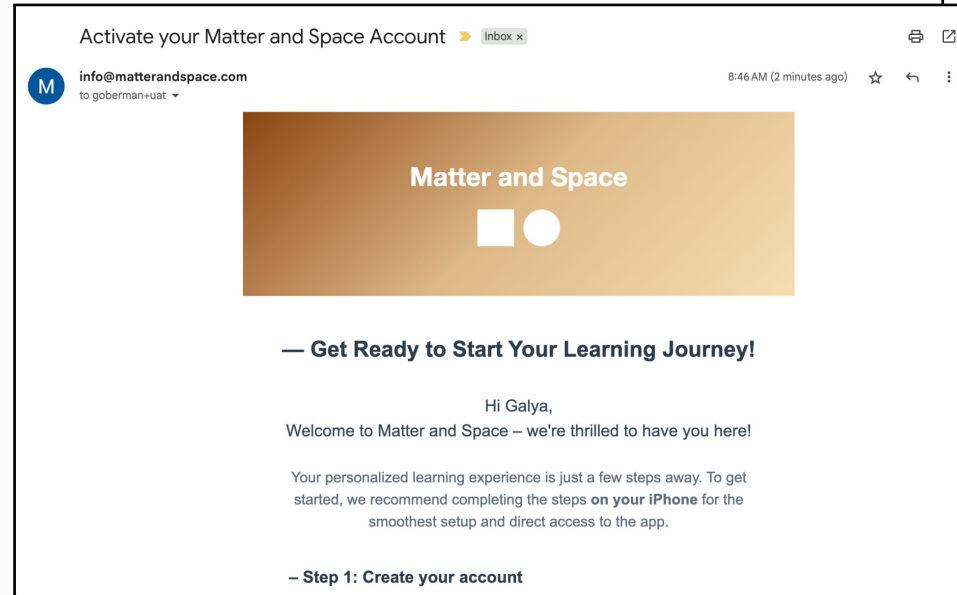
[Detailed Guide](#)

Activate your MAS Account: **Quick Guide**

- 1) Open the Matter and Space account activation email with the subject: “*Activate your Matter and Space Account*”
- 2) Click the button to open the unique link
- 3) Create an account and sign in with Apple or Google to link it to Matter and Space
- 4) Once you see the “*Let’s get you where you need to go*” page, close it and move to the next step

Activate your MAS Account: Detailed Guide

1) Open the Matter and Space account activation email with the subject: *“Activate your Matter and Space Account”*



Activate your MAS Account: Detailed Guide

2) Click the button in the email to open the unique link

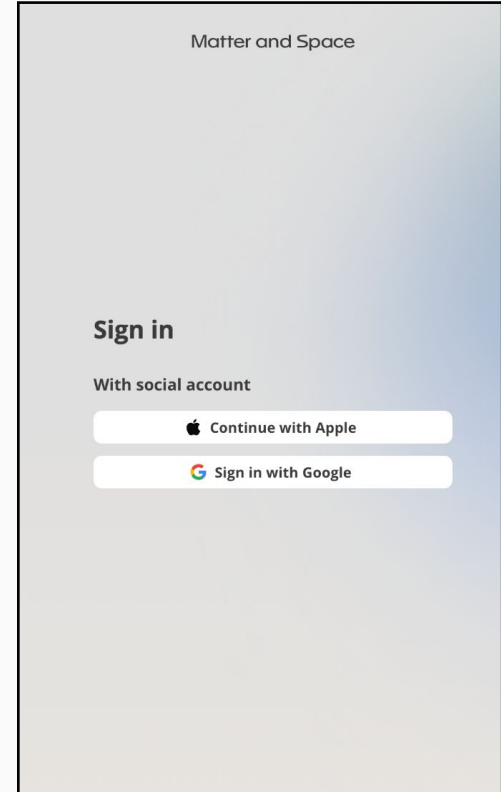
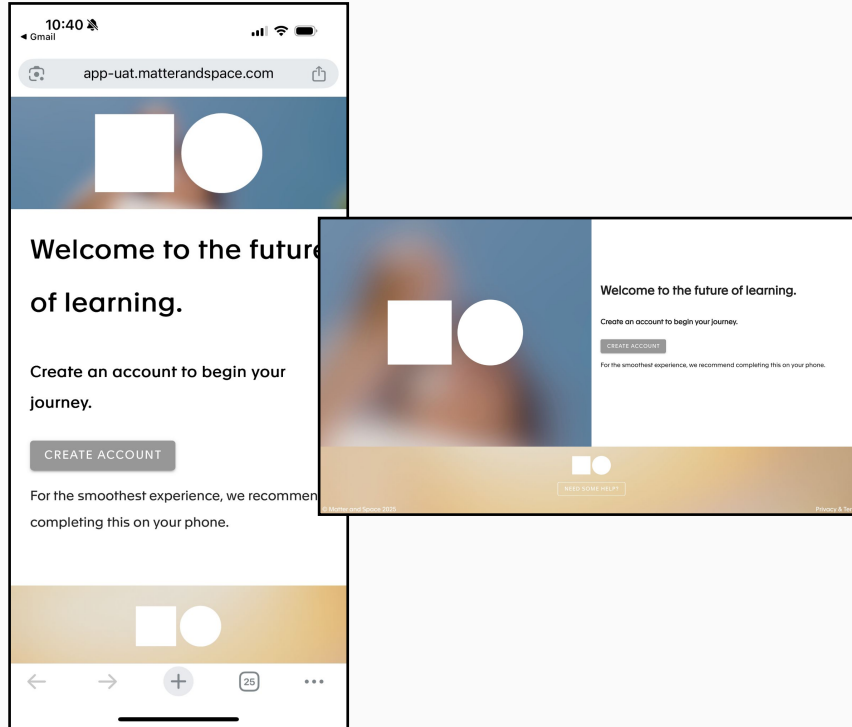
– Step 1: Create your account

Visit our account setup page and link your email to activate your Matter and Space account.

Create Your Account

Activate your MAS Account: Detailed Guide

3) Create an account and sign in with Apple or Google to link it to Matter and Space

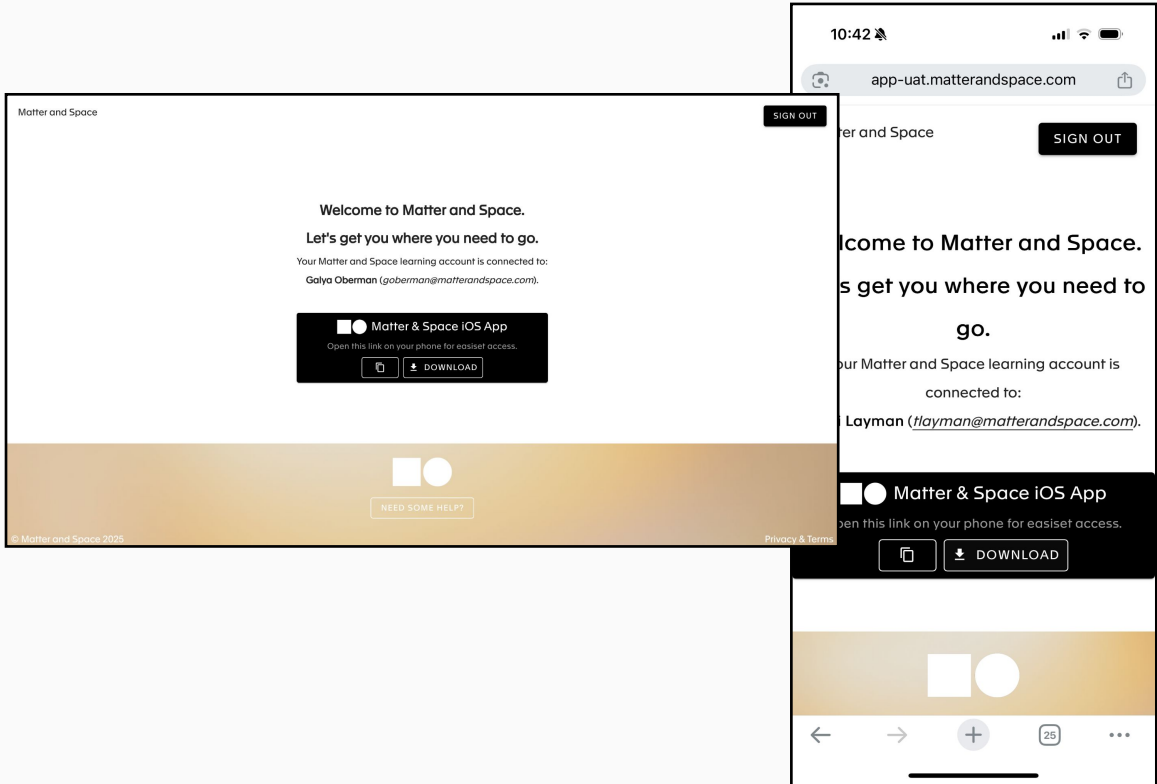


Activate your MAS Account: Detailed Guide

4) Once you see the “*Let’s get you where you need to go*” page, close it and move to the next step

! Warning: Ignore the “Download” button - you’ll install the app through TestFlight instead.

! NOTE: You’ll use the same email address to log in on both the web and app.



Step 2

Download TestFlight & the MAS Pilot App

[Quick Guide](#)

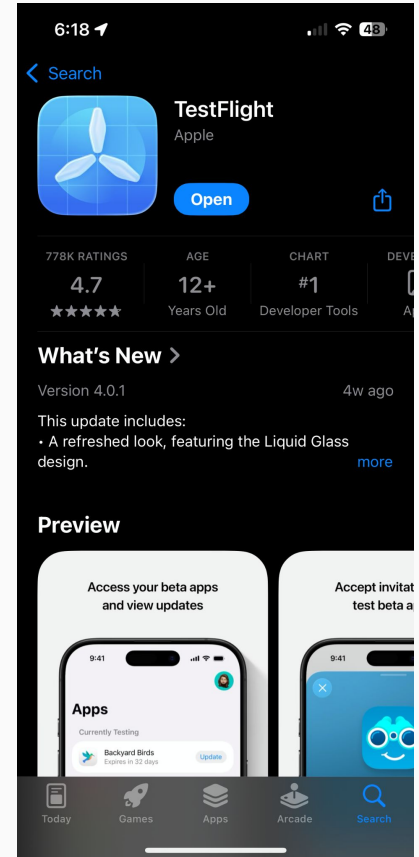
[Detailed Guide](#)

Download TestFlight & the MAS Pilot App: **Quick Guide**

- 1) Download TestFlight onto your phone via the App Store
- 2) Still on your phone, open the TestFlight invite email with the subject: “Human Systems, Inc. has invited you to test MAS Pilot.” and click the button
- 3) Click Install to install the MAS Pilot App

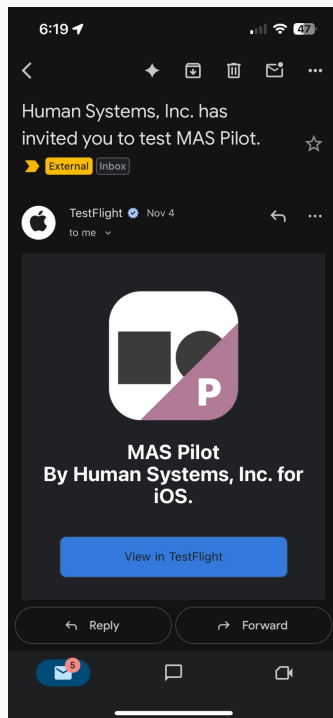
Download TestFlight & the MAS Pilot App: Detailed Guide

1) Download [TestFlight](#) onto your phone via the App Store



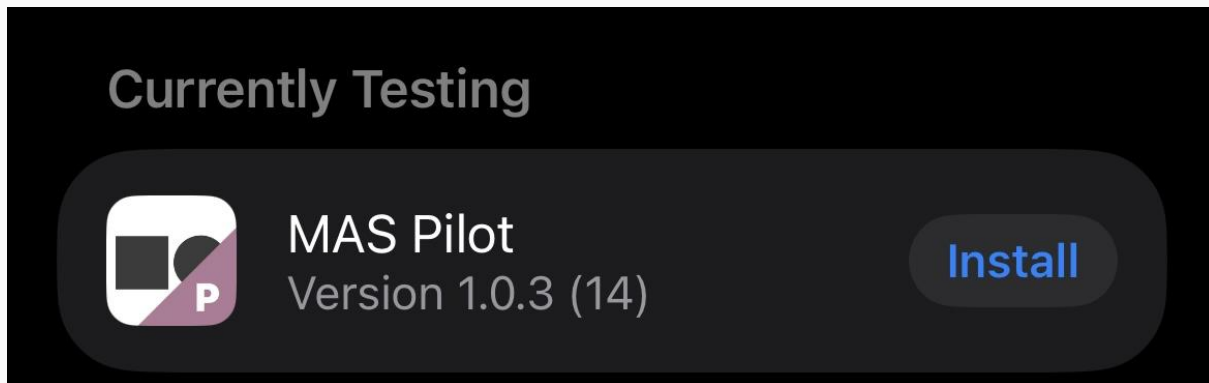
Download TestFlight & the MAS Pilot App: Detailed Guide

2) Still on your phone, open the TestFlight invite email with the subject: *“Human Systems, Inc. has invited you to test MAS Pilot.”* and click the button



Download TestFlight & the MAS Pilot App: Detailed Guide

3) Click Install to install the MAS Pilot App



Step 3

**Sign In to the MAS Pilot App,
then begin learning!**

[Quick Guide](#)

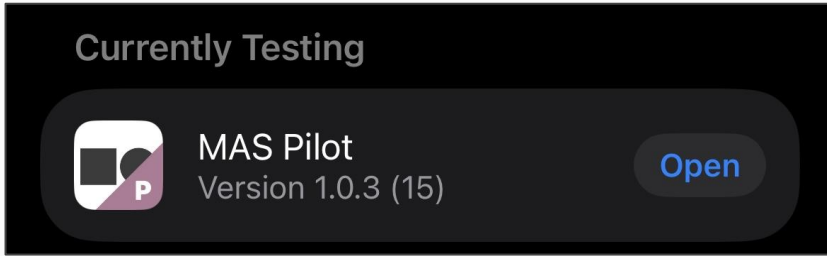
[Detailed Guide](#)

Sign In to the MAS Pilot App, then begin learning: **Quick Guide**

- 1) Open the MAS Pilot app from TestFlight or your phone home screen
- 2) Skip over the few introductory screens: Tap “Next” and “Start Testing” to continue to the main app
- 3) Sign in with the same email you used earlier at account creation
- 4) Start learning!

Sign In to the MAS Pilot App, then begin learning: Detailed Guide

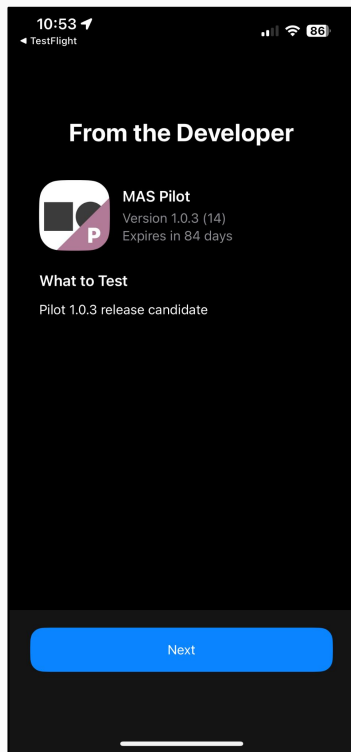
- 1) Open the MAS Pilot app from TestFlight or your phone home screen



! NOTE: You may see the app referred to as either "LE-1", or "MAS Pilot".
They are the same!

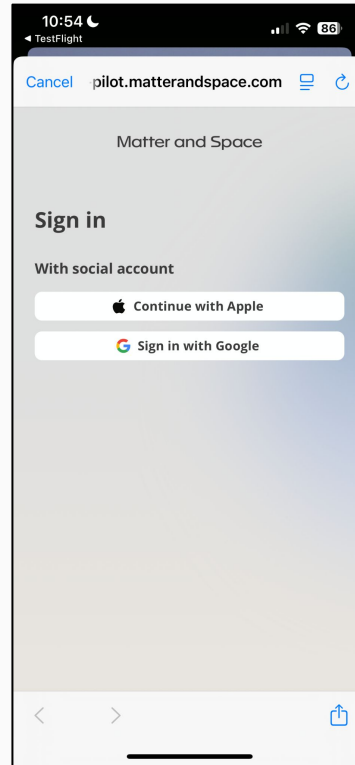
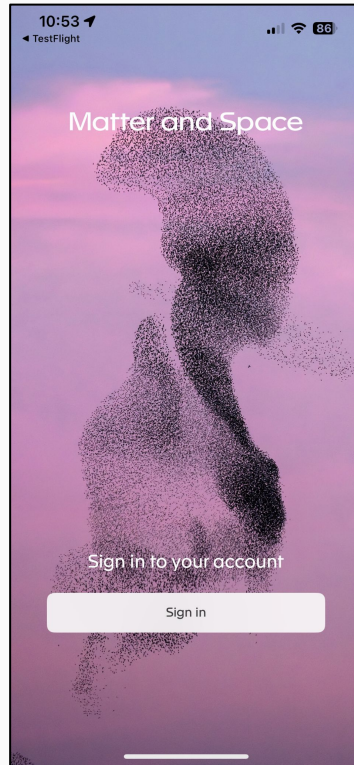
Sign In to the MAS Pilot App, then begin learning: Detailed Guide

2) Skip over the few introductory screens: Tap “Next” and “Start Testing” to continue to the main app



Sign In to the MAS Pilot App, then begin learning: Detailed Guide

3) Sign in with the same email you used earlier at account creation

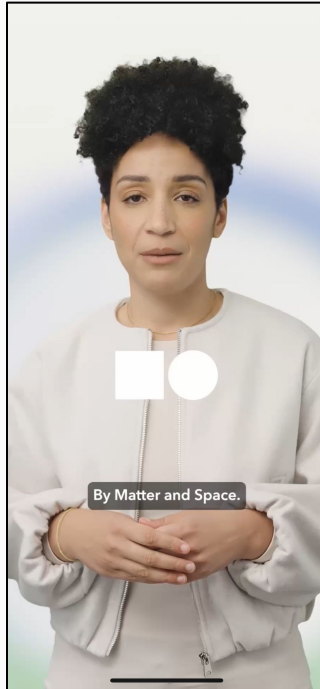


! NOTE: You'll use the same email address to log in on both the web and app.

Sign In to the MAS Pilot App, then begin learning: Detailed Guide

3) Start learning!

Once you see this video, you're in the app and successfully logged in! Your learning journey begins now.



Step 4

Post-Orientation:


Connect your wearable / smartwatch

[Quick Guide](#)

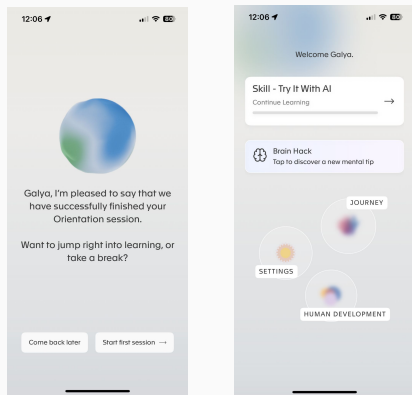
[Detailed Guide](#)

Connect your wearable / smartwatch: Quick Guide

✓ **Tip:** This process can only be completed once you've [completed in-app Orientation](#), but it's an important step for pilot participation!

- 1) Open the MAS Pilot app and log in *(if needed)*
- 2) Navigate to the home page in the app and tap the “Settings” bubble
(NOTE: the homepage is only accessible after in-app Orientation is complete!)
- 3) Select Health Accounts > Apple Health or Fitbit Connect
- 4) Allow the MAS app the requested access. You'll see a confirmation screen with “Connected ” when you successfully allow the access.

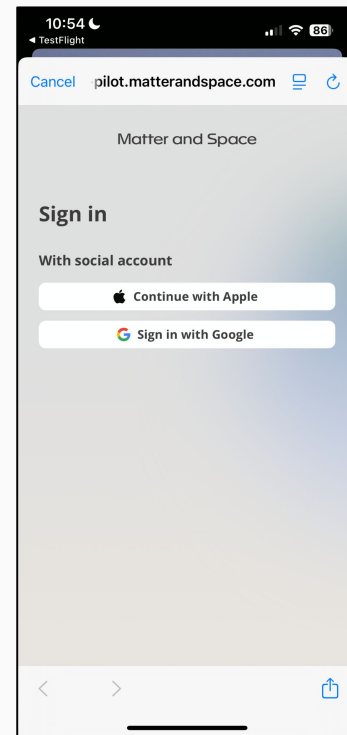
Connect your wearable / smartwatch: Detailed Guide



✓ **Tip: This process can only be completed once you've completed in-app Orientation, but it's an important step for pilot participation!**

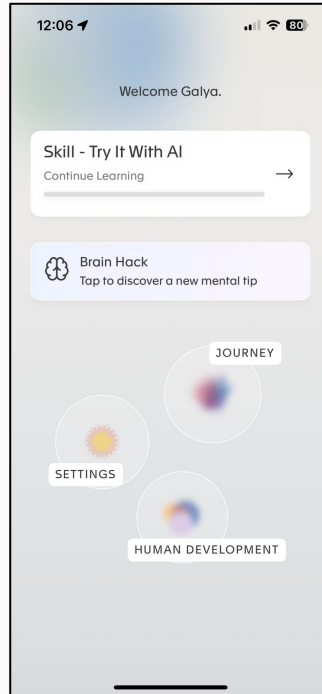
You'll know you've completed Orientation when you reach this completion screen with L.E.
Another way to know is if you can access the home page that has the **“Settings”** bubble.

- 1) Open the MAS Pilot app and log in *(if needed)*



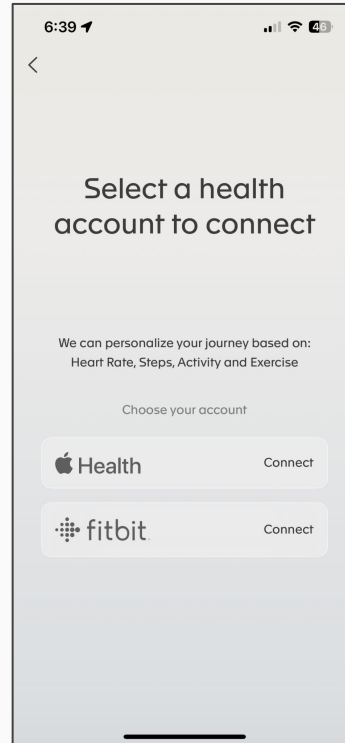
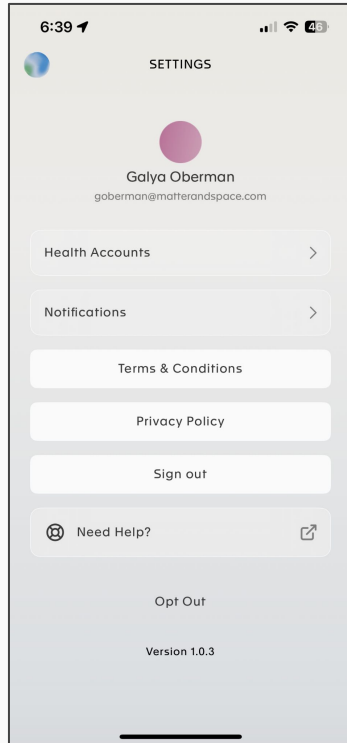
Connect your wearable / smartwatch: Detailed Guide

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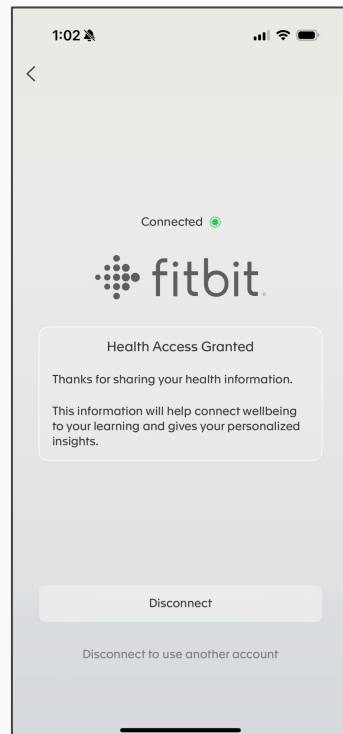
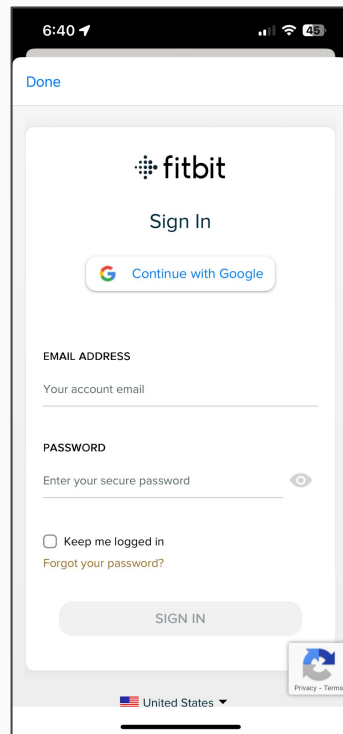
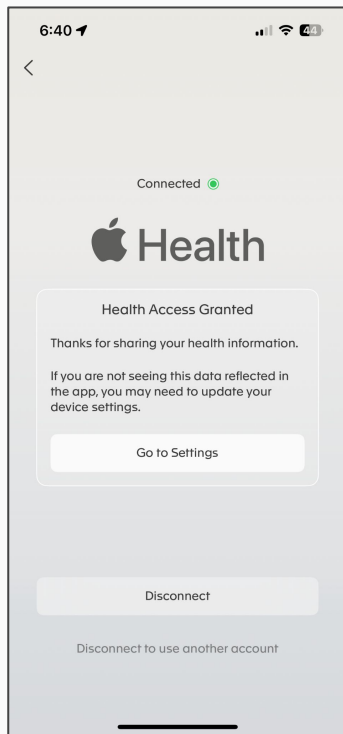
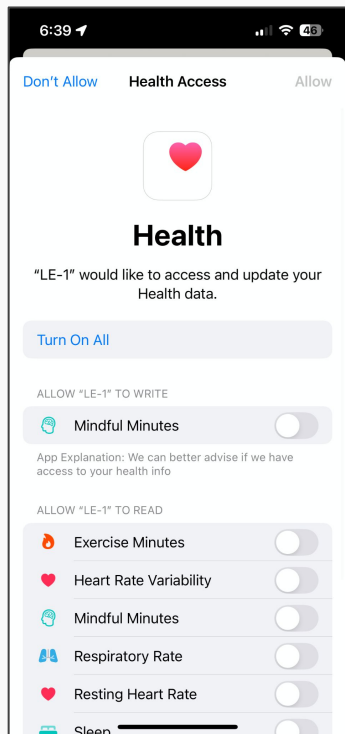
Connect your wearable / smartwatch: Detailed Guide

3) Select Health Accounts > Apple Health or Fitbit Connect



Connect your wearable / smartwatch: Detailed Guide

4) Allow the MAS app the requested access. You'll see a confirmation screen with "Connected  " when you successfully allow the access.



Providing Pilot Feedback

There are a few different ways you can provide feedback to the Matter and Space team.

In-App Feedback

Off-App Feedback

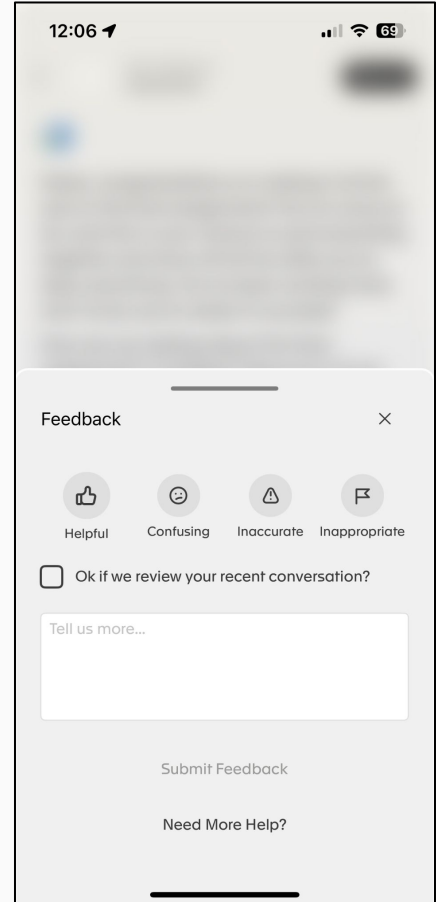
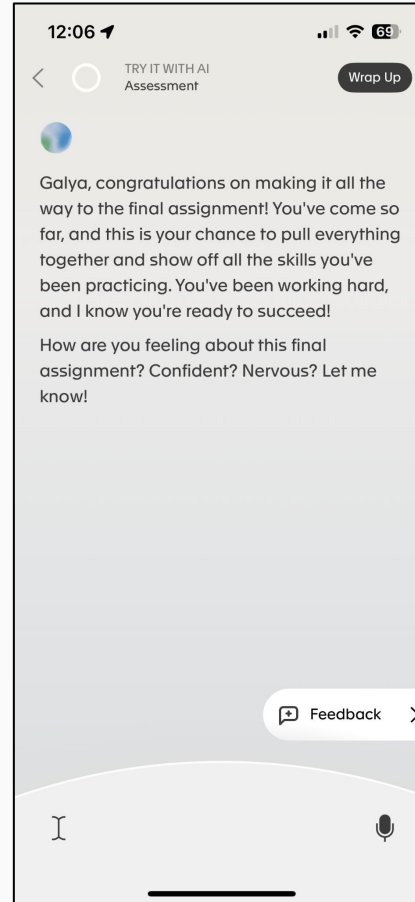
Which Feedback Method Should I Use?

In-App Feedback

Feedback Button

***Best For:* Submitting feedback about L.E.'s interactions and conversations with you.**

While in a learning session with L.E., you will be able to click the “Feedback” button to provide specific feedback about your recent conversation with L.E.



Bug and Issue Reports

Best For: Bugs, issues, and errors you encounter while in the app.

Submit a support ticket through an email to support@matterandspace.com to report your issue and receive help. Mention what happened, when it happened, and if you're unable to move forward in the app.

Experience Surveys

***Best For:* Providing detailed quantitative and qualitative feedback about specific areas of the experience.**

You'll receive 2 surveys throughout your program: one at the midpoint and another at the end. These surveys will be sent out via email and will be hosted in Google forms.

Which Feedback Method Should I Use?

SCENARIO: I encountered something while in the app that I'd like to give feedback about. The feedback I'd like to give is about:

A bug, issue, or error I encountered while using the app.

→ *Submit a Bug or Issue Report through an email to support@matterandspace.com.
Mention what happened, when it happened, and if you're unable to move forward in the app.*

L.E.'s conversation with me being either Helpful, Inappropriate, Confusing, or Inaccurate.

→ *Use the [In-App Feedback Button](#) to send your feedback and last 5 conversation messages to our team.*

Which Feedback Method Should I Use?

SCENARIO: I have feedback I'd like to provide about the experience as a whole.

I received a survey from Matter and Space that I still need to fill out.

→ *Provide your feedback within the survey sent to you at either the midpoint, or the end of the pilot. There will be an open response question at the end of each survey that you can use if needed.*

I don't have a pending survey from Matter and Space that I need to fill out.

→ *Provide your feedback by sending an email to support@matterandspace.com for our team to review!*