

FAMILY PLAN INSTRUCTIONS FOR INSTALLING ON APP

THREE DIFFERENT SCENARIOS FOR STARTING A FAMILY PLAN

SCENARIO 1: NEW CUSTOMER – COMPLETE SIGN UP FOR YOUR SUBSCRIPTION. NEW MEMBERS MUST COMPLETE SIGN UP PRIOR TO INVITING FAMILY MEMBERS. FOLLOW INSTRUCTIONS AS PRIMARY MEMBER INVITING A FAMILY MEMBER.

SCENARIO 2: EXISTING SUBSCRIPTION MEMBER AND WANT TO ADD A FAMILY MEMBER WHO DOES NOT CURRENTLY HAVE A REGISTERED ACCOUNT. FOLLOW INSTRUCTIONS TO SCENARIO #2.

SCENARIO 3: EXISTING SUBSCRIPTION MEMBER AND WANT TO ADD A FAMILY MEMBER WHO ALREADY HAS A SEPARATE MEMBER SUBSCRIPTION. FAMILY MEMBER MUST CANCEL THEIR ACTIVE SUBSCRIPTION BEFORE SIGNING UP AS A FAMILY MEMBER. AT THE END OF THEIR BILLING CYCLE, THEY CAN ADD THE FAMILY PLAN MEMBERSHIP. FOLLOW INSTRUCTIONS FOR SCENARIO #3

PRIMARY MEMBER – INSTRUCTIONS TO INVITE FAMILY MEMBERS

STEP 1: GO TO SETTINGS ON THE APP

STEP 2: CLICK ON FAMILY CODE

STEP 3: CLICK ON SHARE CODE TO FAMILY MEMBER

STEP 4: CLICK NEXT

STEP 5: CLICK ON THE TEXT SYMBOL (BOTTOM RIGHT SYMBOL)

STEP 6: SEND TEXT LINK TO THE FAMILY MEMBER'S PHONE

NOTE: REPEAT THIS PROCESS FOR ADDITIONAL FAMILY MEMBERS

SCENARIO #2

FAMILY MEMBER WHO DOES NOT HAVE AN ACCOUNT REGISTERED ON APP

STEP 1: CLICK ON THE TEXT LINK

STEP 2: ON SIGN UP PAGE, CLICK FAMILY CODE AND MAKE SURE CODE IS SHOWING IN "PROMO CODE" SECTION PRIOR TO COMPLETING INFORMATION. **CLICK APPLY CODE**

STEP 3: COMPLETE INFORMATION (NAME, PHONE NUMBER, & EMAIL ADDRESS)

STEP 4: CLICK PRIVACY AND TERMS OF SERVICE AGREEMENT

STEP 5: CLICK NEXT

STEP 6: COMPLETE CAR INFORMATION

STEP 7: CLICK ON COMPLETE SIGN UP

STEP 8: PUT IN VERIFICATION CODE

STEP 9: CLICK ON "IN BAY/TUNNEL" FOR AUTOMATIC WASH

STEP 10: SELECT YOUR WASH PACKAGE

STEP 11: CLICK ON THE PAY BUTTON AT BOTTOM OF SCREEN **(PRIMARY MEMBER'S CARD WILL BE CHARGED)**

THE NEXT SCREEN WILL CONFIRM SUCCESS!

SCENARIO #3

FAMILY MEMBER HAS AN INACTIVE SUBSCRIPTION.

STEP 1: SIGN IN TO YOUR ACCOUNT

STEP 2: GO TO SETTINGS AND CLICK ON FAMILY PLAN

STEP 3: PUT IN FAMILY CODE SENT BY PRIMARY MEMBER INTO FAMILY CODE BOX

STEP 4: SELECT APPLY

STEP 5: SELECT SUBSCRIPTIONS TAB AND SELECT IN BAY/TUNNEL

STEP 6: SELECT YOUR WASH PACKAGE (THE FAMILY PLAN DISCOUNT WILL SHOW THE DISCOUNT AMOUNT)

STEP 7: CLICK ON THE PAY BUTTON AT BOTTOM OF SCREEN **(PRIMARY MEMBER'S CARD WILL BE CHARGED)**

THE NEXT SCREEN WILL CONFIRM SUCCESS!