



U.S. ARMY RESERVE DOUBLE EAGLE APP USER TOOLKIT



28 March, 2019

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BLUF

The Double Eagle App is the official United States Army Reserve mobile interface. The primary purpose of the Double Eagle App is to increase Soldier Readiness by providing a secure platform for Soldiers to engage with each other and the Office of the Chief of the Army Reserve. The app can be used anytime, anywhere in the world to connect with fellow Soldiers, access key Army Reserve resources or catch up on the latest Army Reserve news.*

The following toolkit provides an overview of the key features of the official Army Reserve Double Eagle App for Soldiers, key messaging/FAQs and use cases for both Soldiers and Family & Friends.

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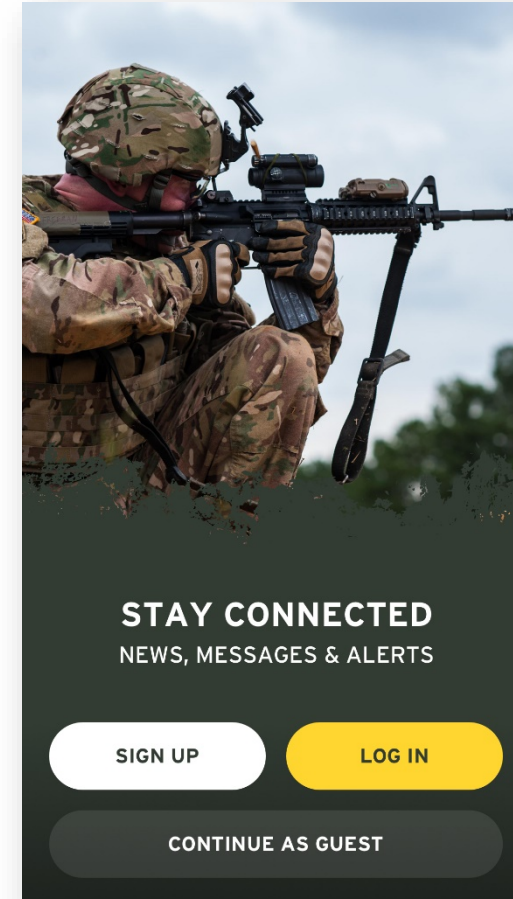


GUIDE TO THE DOUBLE EAGLE APP



SIGN UP AND LOG IN

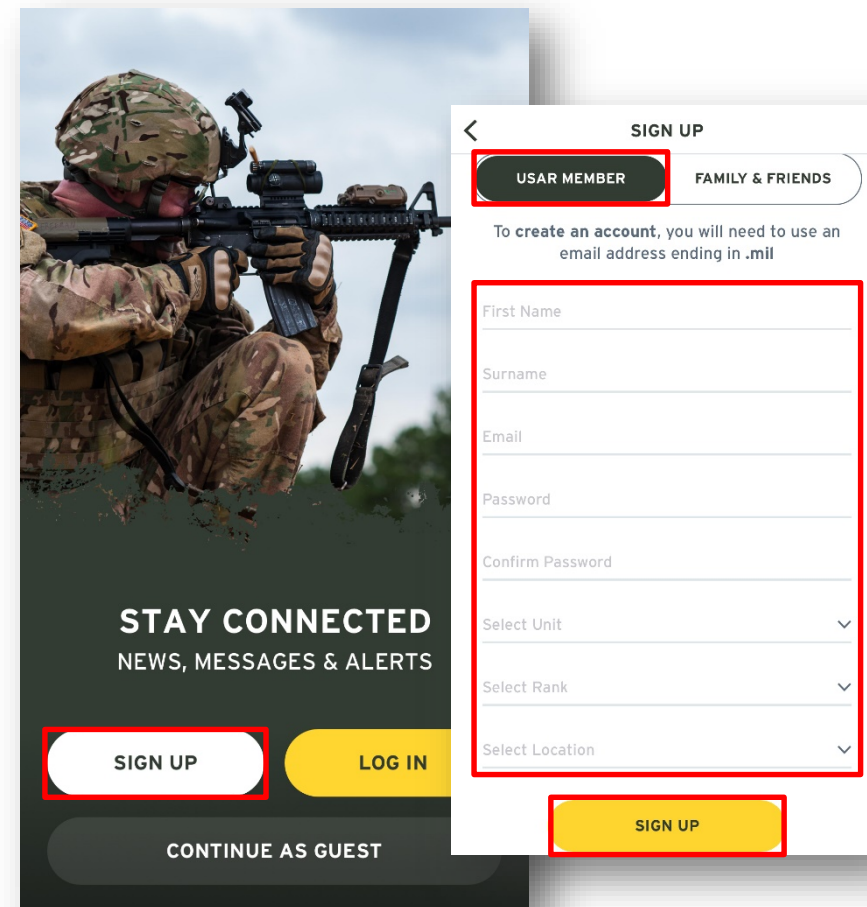
While the Double Eagle App is available to the general public (guest users) only Soldiers and Family & Friends of Soldiers can create accounts with full access to the app.



USAR MEMBER SIGN UP

How to register for an Army Reserve Member account:

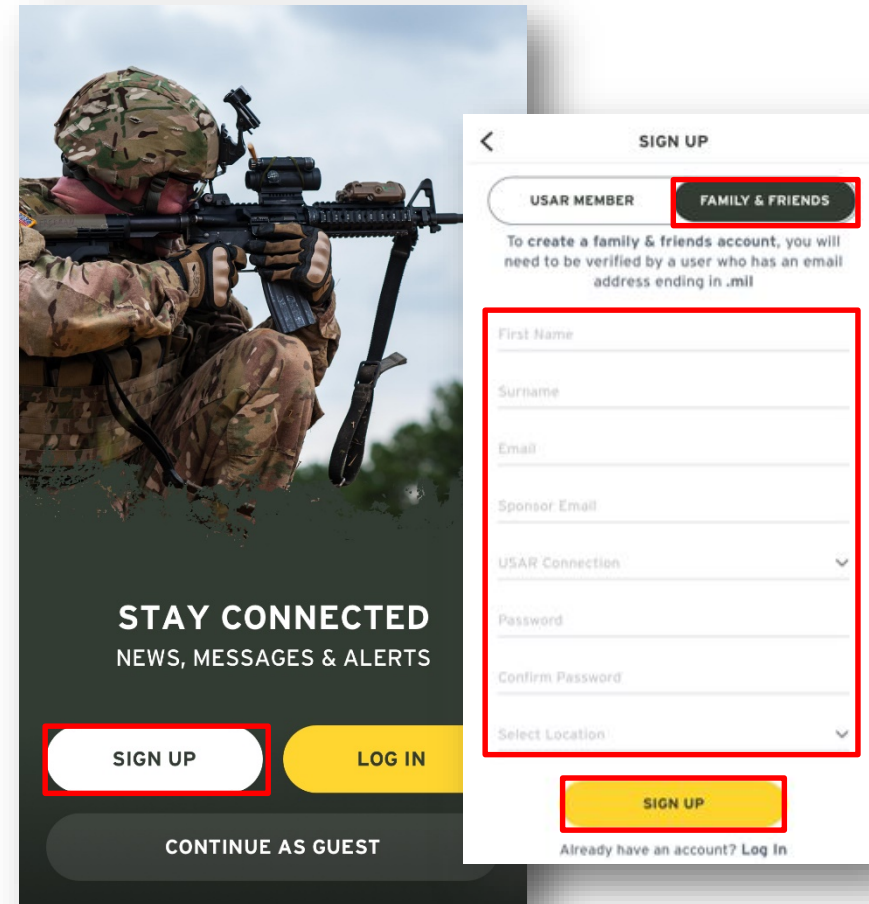
1. Launch the app and select the white “Sign Up” button
2. Enter first name and last name (“surname”)
3. Enter **official .mil email**
4. Create and confirm password
5. Select command from “unit” drop-down menu
6. Select rank from drop-down menu
7. Review the Terms and Conditions and elect whether or not to allow notification and location services
8. Confirm email sign up via email
9. Once confirmed, log in with .mil email and new password



FAMILY & FRIENDS SIGN UP

How to register for a Family & Friends account:

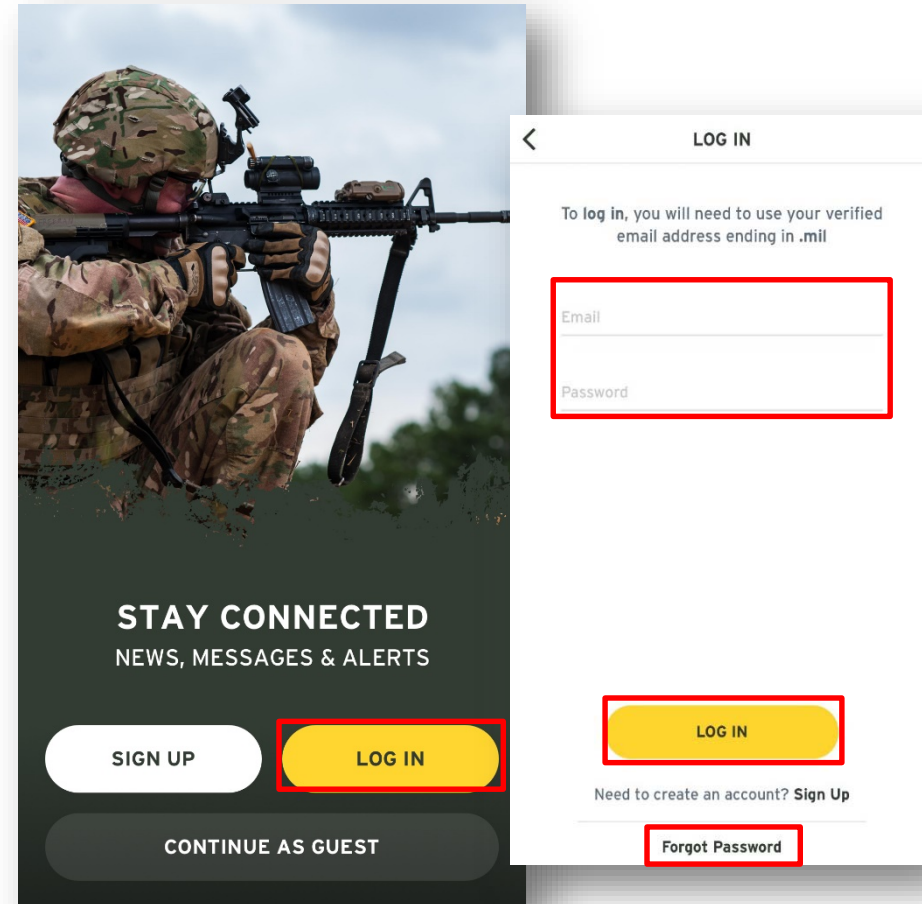
1. Launch the app and select the white “Sign Up” button
2. Select “Family & Friend”
3. Enter first name and last name
4. Enter personal email
5. Enter sponsor’s **official .mil email**
6. Select relation to USAR member
7. Create and confirm password
8. Select location of residence
9. Review the Terms and Conditions and elect whether or not to allow notification and location services
10. A confirmation email will be sent to both the USAR sponsor’s .mil account as well as the personal email.
11. Once confirmed, log in with email and new password



LOG IN

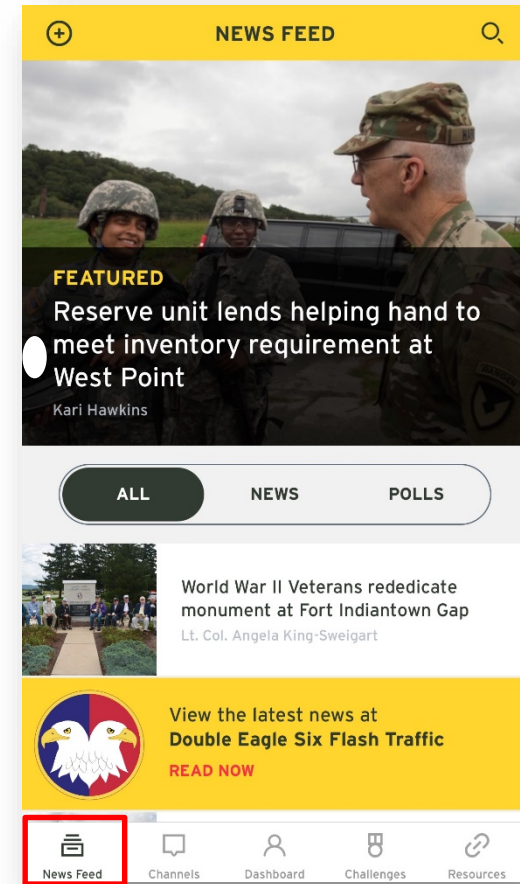
How to log in:

1. Launch the app and select the yellow “Log In” button
2. Enter official **.mil** email address if USAR member or civilian email if Family or Friend
3. Enter password created during sign in
4. Select “Log In”
5. To recover a forgotten password, select “Forgot Password.” For USAW Members, a link to reset the password will be sent to the official **.mil** account attached to the log in. For Family & Friends, a reset link will be sent to the personal email.



NEWS FEED

The News Feed displays Army Reserve articles and polls. Soldiers and Family & Friends are able to read any article and participate in every poll. The general public (guest users) will only be able to read select articles and cannot participate in polls.

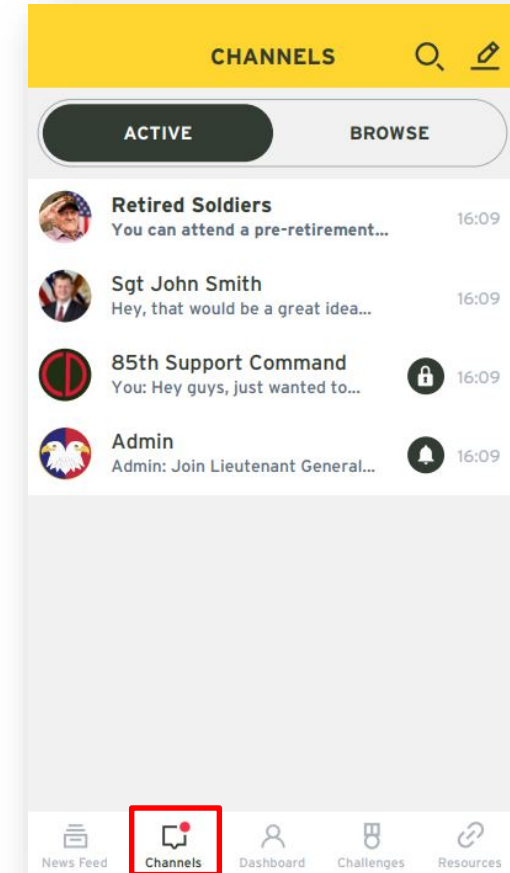




CHANNELS

The Channels feature is the messaging tool of the Double Eagle App. Each unit of the Army Reserve has a channel for direct communication as well as a specific Family Readiness Group, but users can also send direct or group messages to any other users on the app.

Under Channels, Soldiers and Family & Friends can see all threads they have, even if they were started through other avenues, such as the Nearby tool or the Leaderbook. Channels can be deleted by the user, or may be automatically deleted by app administrators at their discretion.

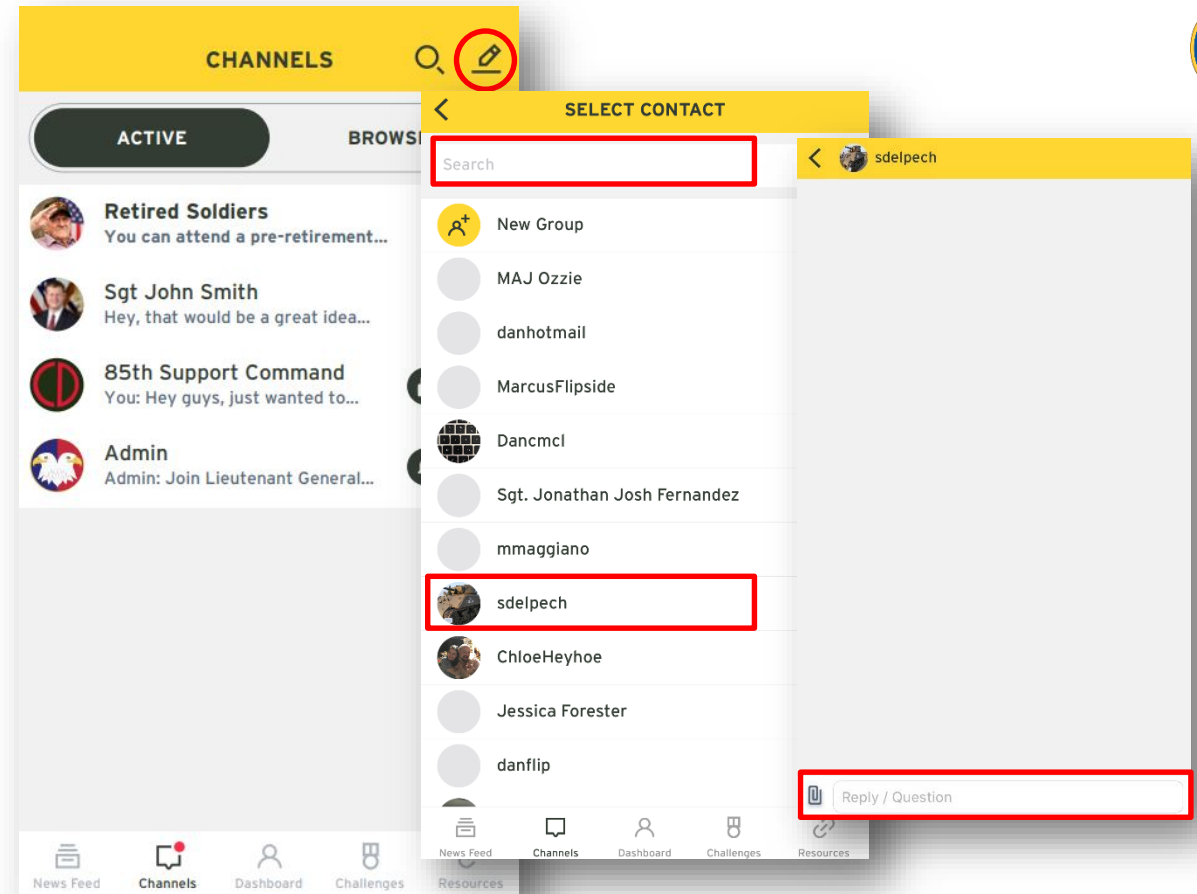


DIRECT MESSAGE

There are several messaging options within the Channels section, including direct, group and unit messaging. All threads, no matter the message type, are displayed by most recent under the “Active” tab. To begin a private direct message:

1. Select the pencil icon in the top right corner
2. Search or select username of desired recipient
3. Click on recipient’s name to begin message
4. User can now send messages, videos and photos

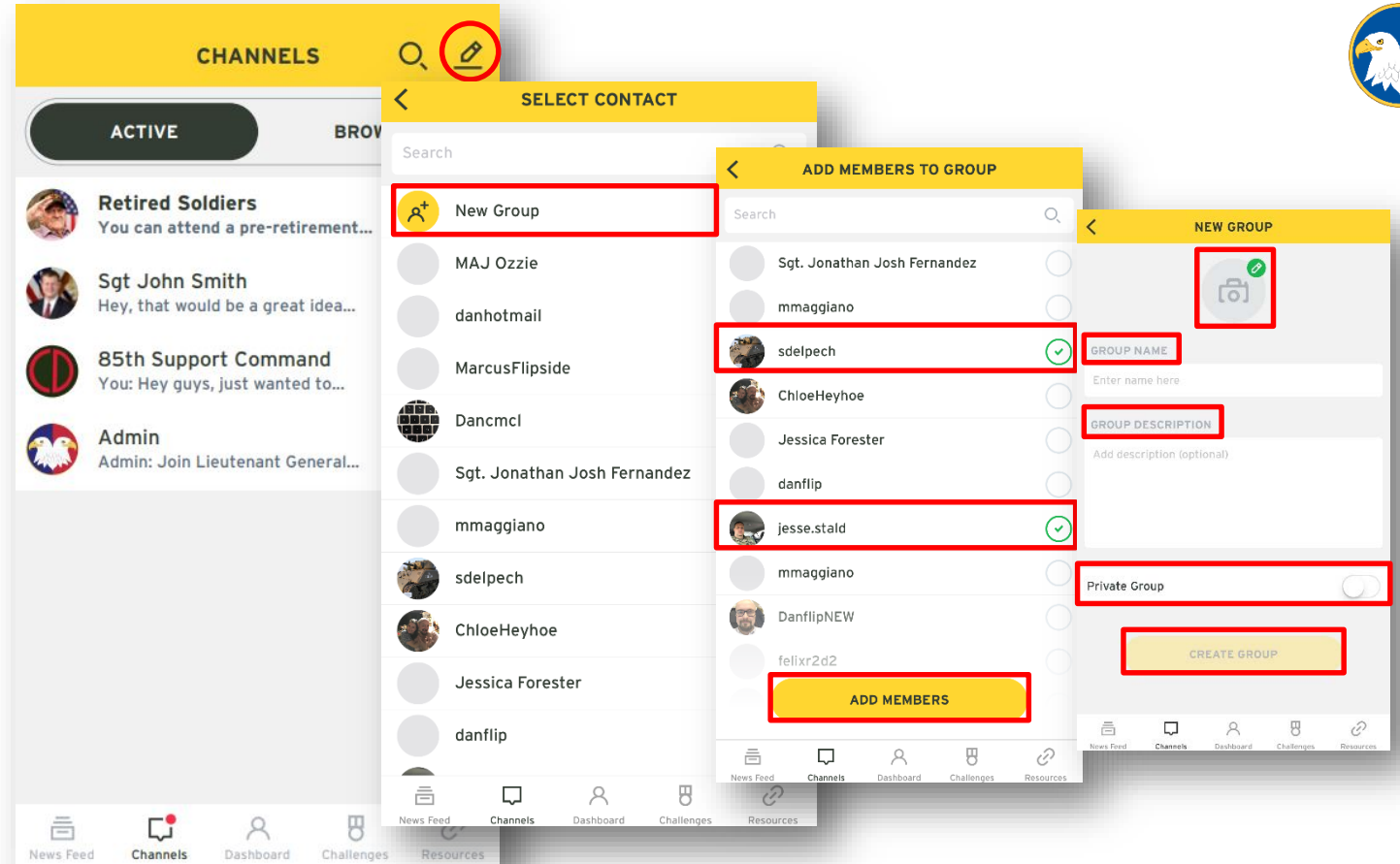
Disclaimer: This is a U.S. Army-owned platform. All messages should be appropriate and reflect Army policy.



GROUP MESSAGE

Group Messages allow Soldiers to send a private message to a group of their choice. To send a group message:

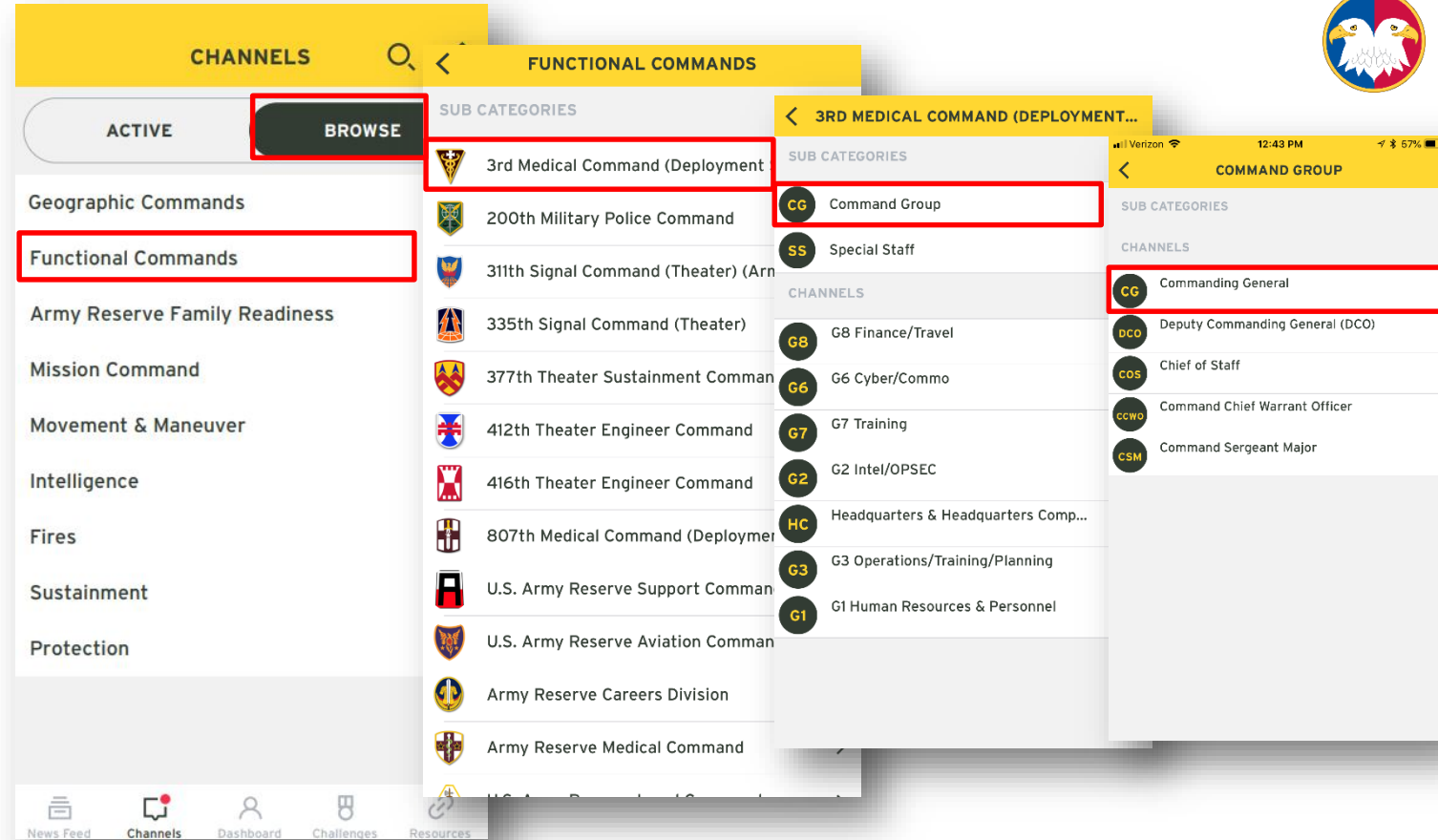
1. Select the pencil icon in the top right corner
2. Select “New Group”
3. Select any number of users to add
4. Select “Add Members”
5. Add a group name and optional image and description
6. Select “Private Group” if desired, if not selected, the group will be visible to all users
7. Select “Create Group” to begin messaging



UNIT CHANNEL

Unit Channels allow Soldiers to communicate with important resources as well as Soldiers and leaders in their unit

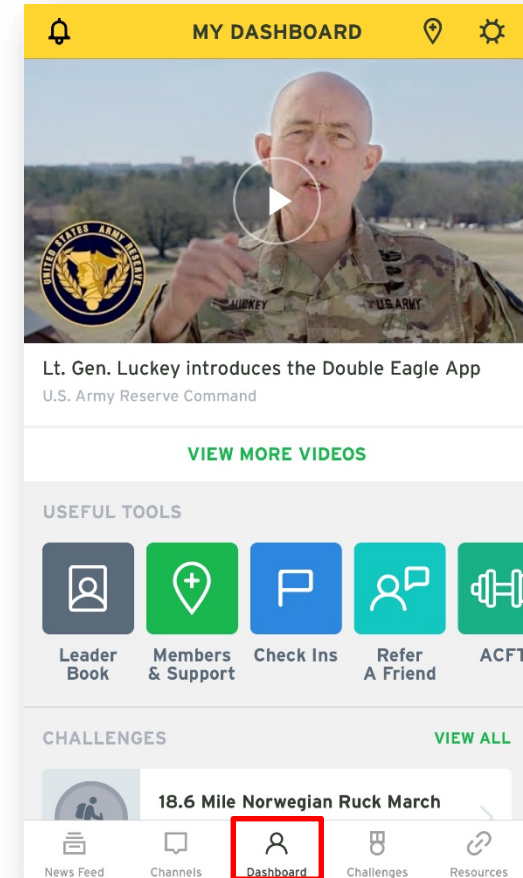
1. Select “Browse” and
2. Select unit or resource type (*this example uses Functional Commands*)
3. Select desired unit or resource and sub channel
4. Select person or resource to message
5. User may now send a message



DASHBOARD

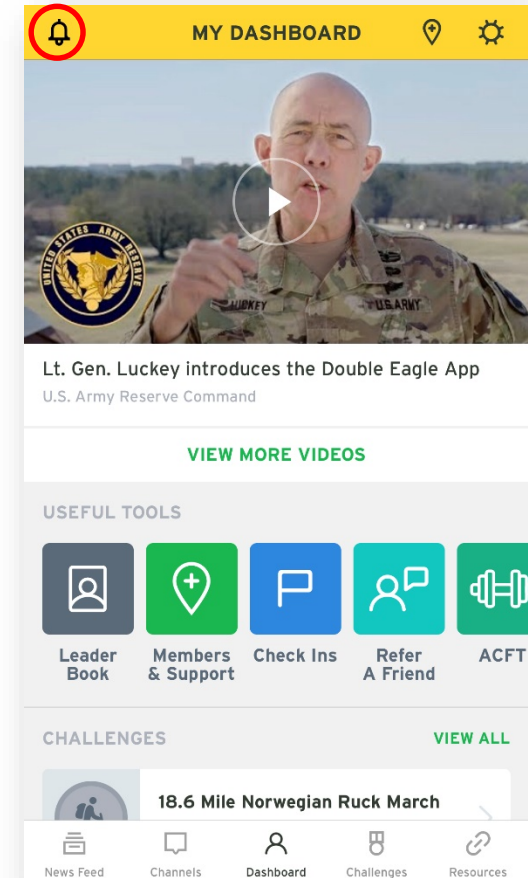
The Dashboard is the home page for the app user. The Dashboard displays the latest polls, challenges, and news stories. From here, account holders can access settings, the “Nearby” feature, location check ins and the notifications center.

The general public (guest users) does not have access to the dashboard or any features listed on it, including Nearby, Leaderbook, Refer a Friend, Check ins, Challenges or Polls. The only features guest users can access are news and resources.



NOTIFICATIONS

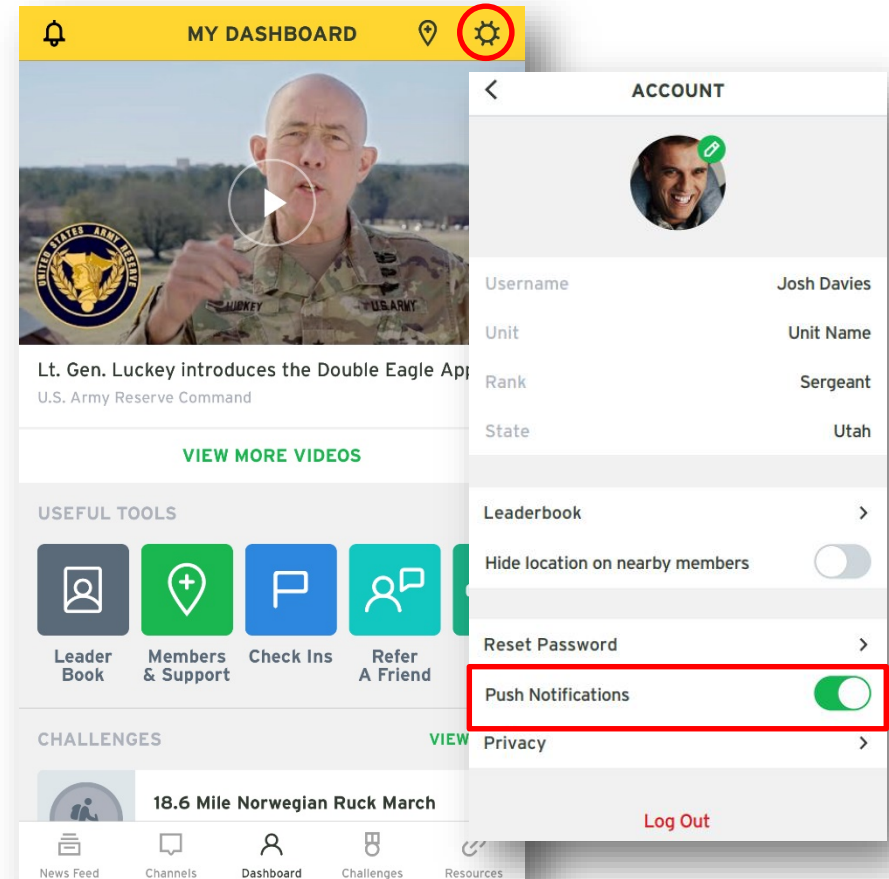
From the Dashboard, Soldiers may access Notifications. Should Soldiers opt-in to push notifications upon log in, they will be notified each time they receive a message and each time a poll or announcement is posted.



ACTIVATE NOTIFICATIONS

To activate push notifications within the app:

1. Ensure your phone has enabled push notifications for the app by checking individual phone settings
2. Select the gear icon in the upper right corner of the dashboard
3. Scroll down the bottom of the settings page
4. Switch on “Push Notifications” within the app



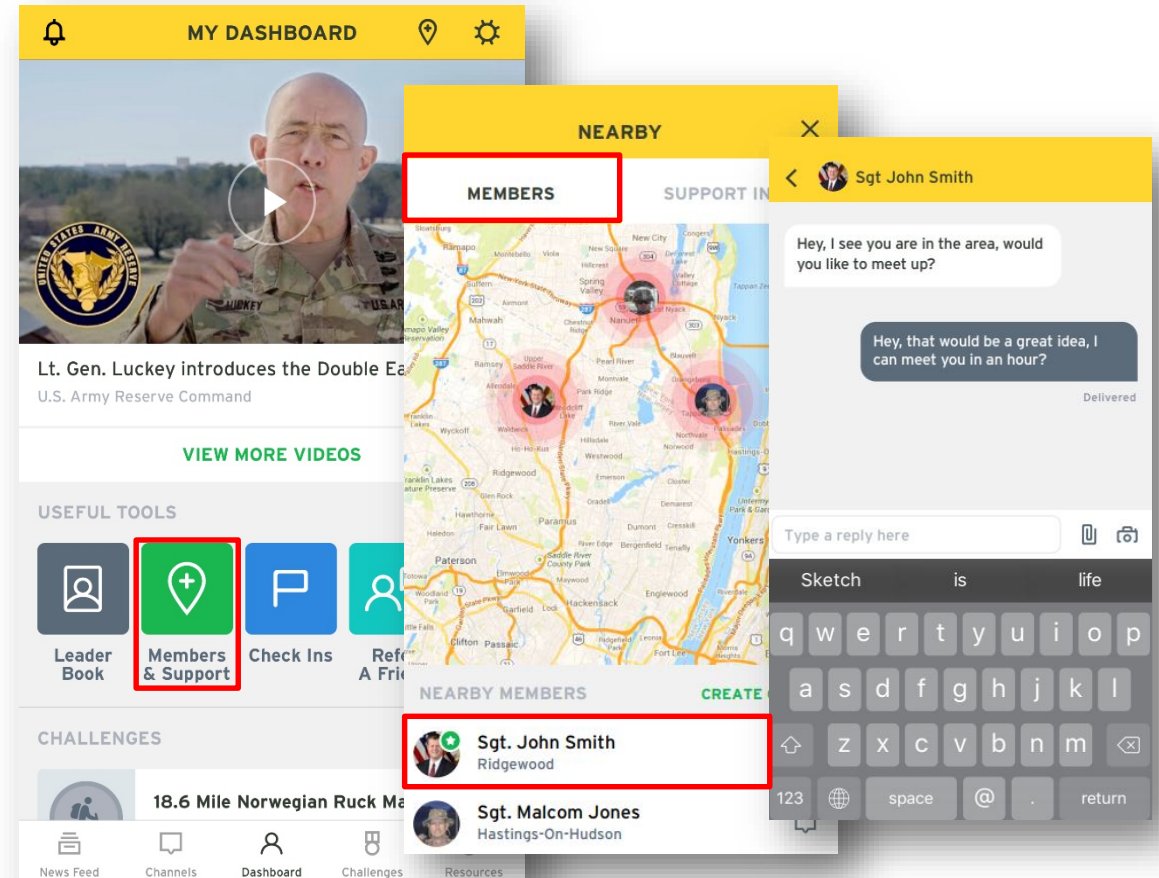
NEARBY

From the Dashboard, Soldiers may access the “Nearby” feature. This feature shows other Soldiers and resources within the area, allowing Soldiers and Family & Friends to connect with each other and support resources.

Location services are voluntary, and users can opt-in or opt-out at any time. Locations are generalized within 6 to 10 miles and the app does not store location information, provide directions or share it with any other applications, ensuring the safety and security of users.

Messaging a Nearby Soldier

1. Ensure location services is on
2. Select the ‘Members & Support’ button
3. Browse nearby members in the ‘Nearby Member’ list
4. Select the Soldier’s name from the ‘Nearby Member’ list
5. Users may now send messages and images



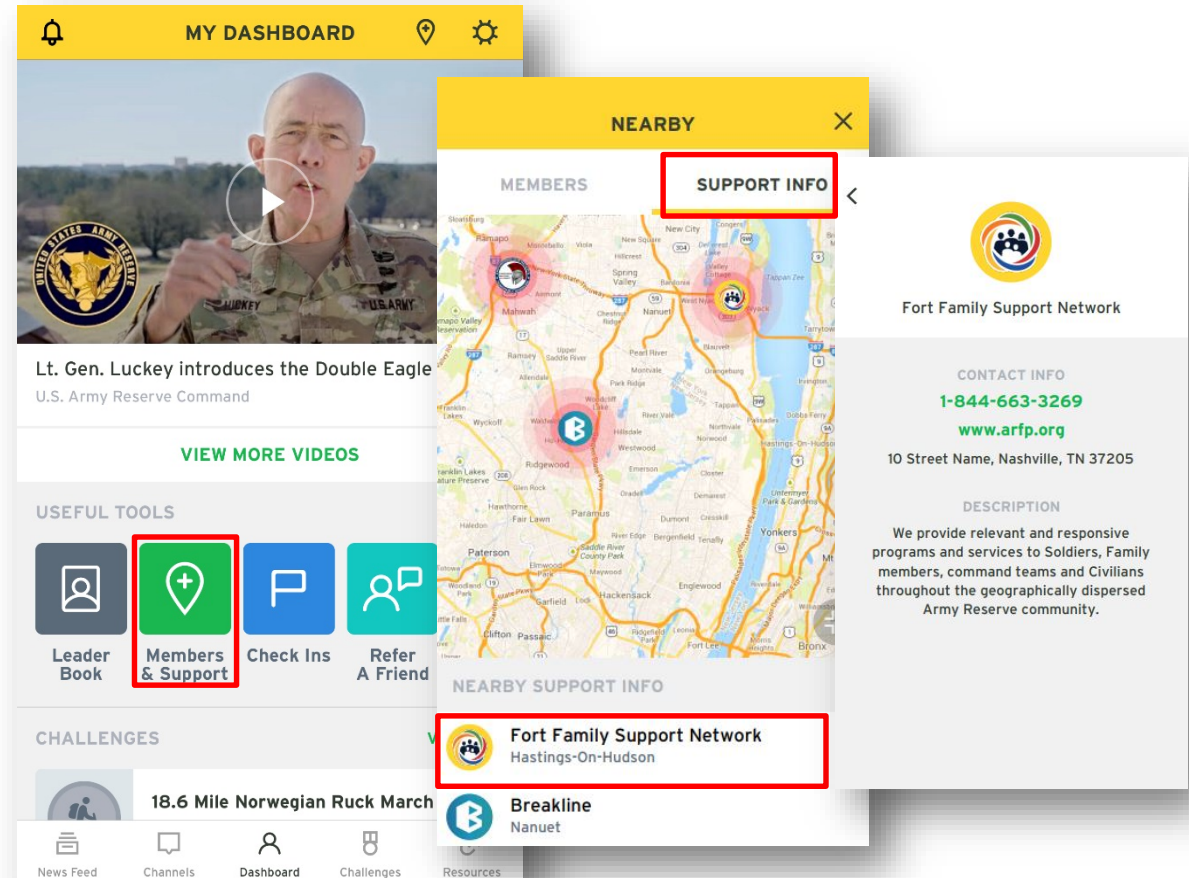
NEARBY CONT.

The “Nearby” feature also includes an option that displays nearby support information and resources such as family services and hospitals. Rather than a messaging feature, the nearby support information feature displays a description of the resource as well as contact information.

This feature will grow over time as additions are made to key support resources.

Nearby Support:

1. Ensure location services is on
2. Select the ‘Members & Support’ button
3. Browse nearby support information in the ‘Nearby Support Info’ list
4. Select the resource name from the ‘Nearby Support Info’ list
5. Users may now view the description and contact information for the resource

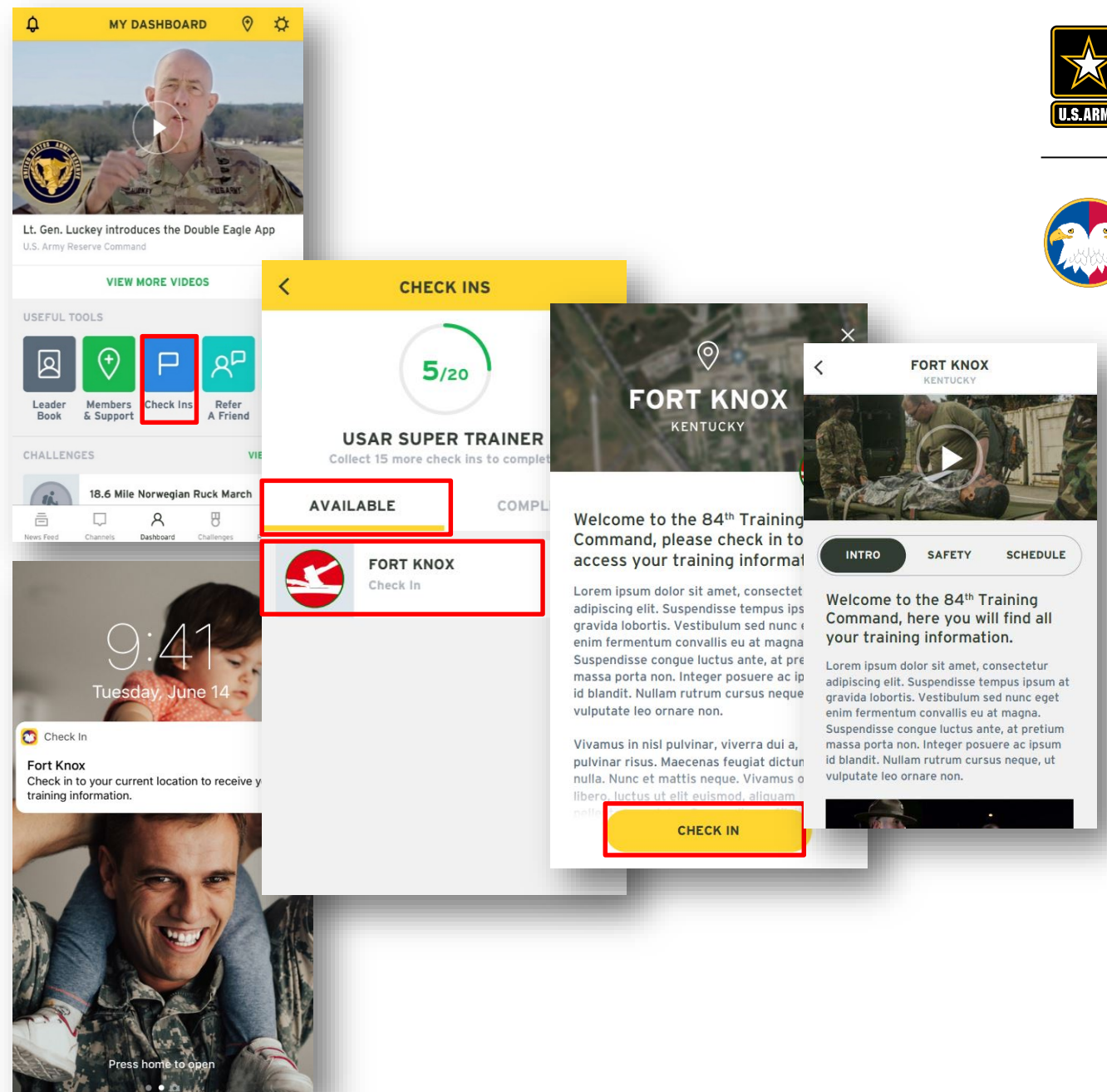


CHECK INS

The Check In feature has two uses: general check ins, which are available during events and trainings, and emergency check ins, which are available during emergency situations. Both are triggered by location and require only one simple action from Soldiers: click the check in button. If Soldiers complete 20 check ins, they receive the status of “Super Trainer.” **Users will only be notified of check ins if location services and notifications are enabled*

General Check Ins:

1. Select the red ‘View Check Ins’ button or select the check in notification
2. View ‘Available’ tab for available locations to check in
3. Select the location
4. Select ‘Check In’ to view the training information

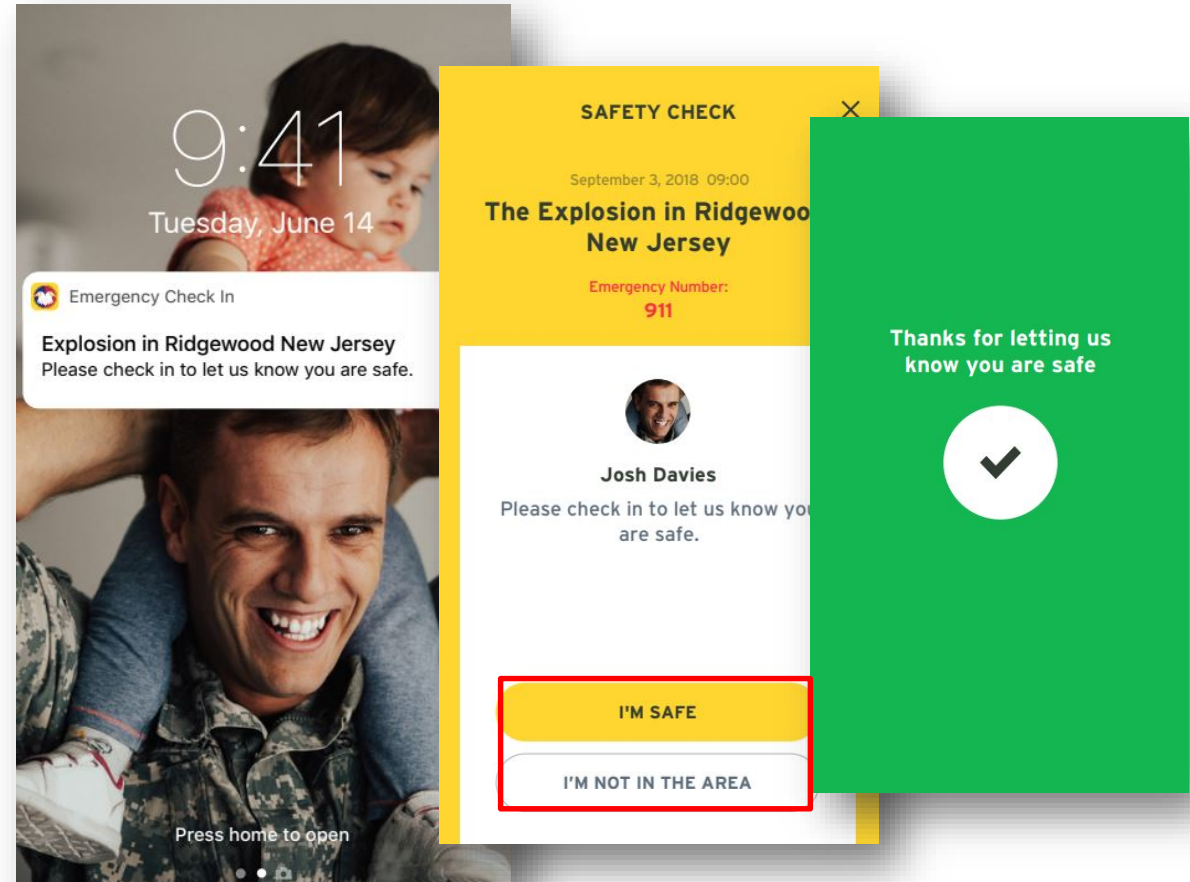


CHECK INS CONT.

Emergency check ins track the safety of Soldiers within the radius of a disaster.

Check In During an Emergency:

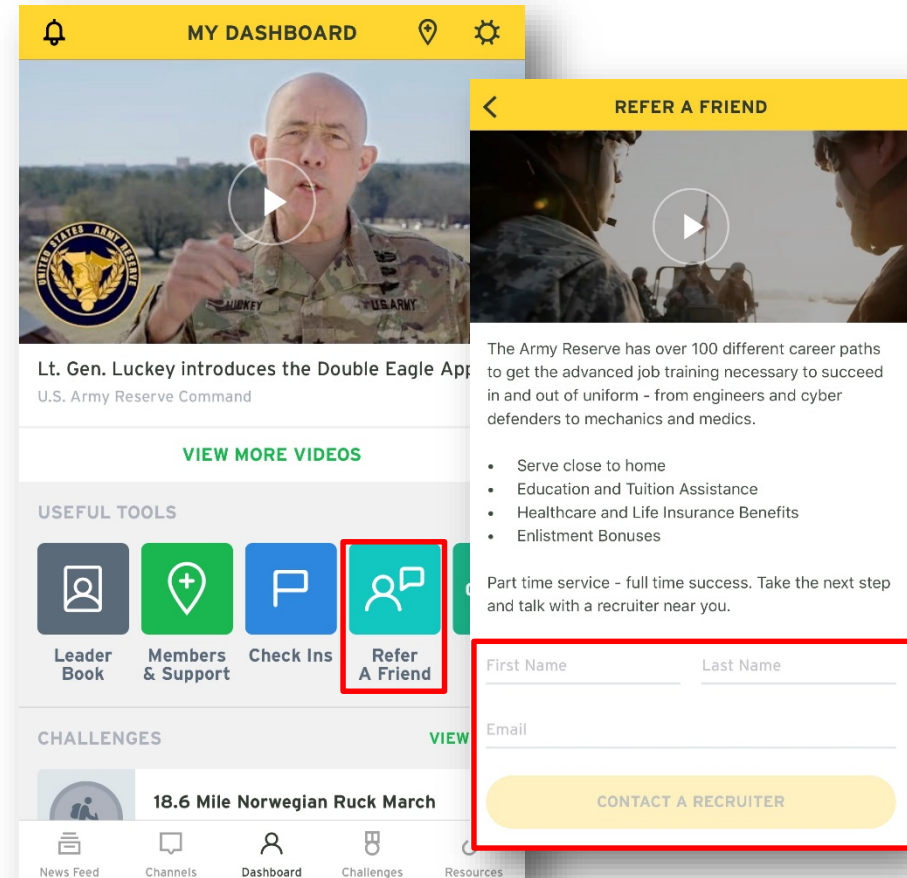
1. A notification will appear on the home screen of the app **only if location services and notifications are enabled*
2. Open the app
3. A 'Safety Check' screen will open prompting a response
4. Select 'Safe' if in the area and unharmed and 'I'm Not In The Area' if not nearby
5. The check in will also include an emergency number to contact if assistance is required



REFER A FRIEND

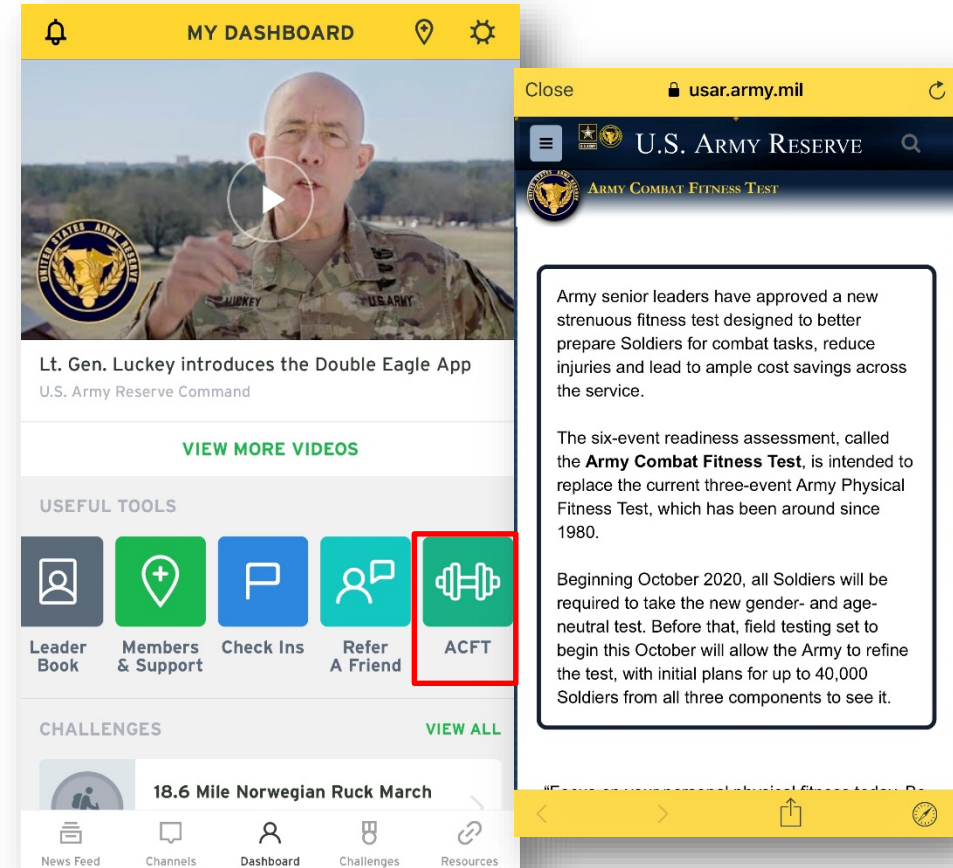
Soldiers can easily refer a civilian interested in joining the Army Reserve to a recruiter via the “Refer A Friend” button. To access the form:

1. Select the ‘Refer a Friend’ button
2. Direct the civilian to fill out the referral form fields: First Name, Last Name and Email.
3. Select ‘Contact a Recruiter’
4. The civilian will then be contacted by a recruiter



ACFT INFORMATION

The ACFT button on the dashboard provides Soldiers direct access to the latest updates on the ACFT on the Army Reserve website. Soldiers can scroll view articles, guidelines and videos about the ACFT live on the Army Reserve website.

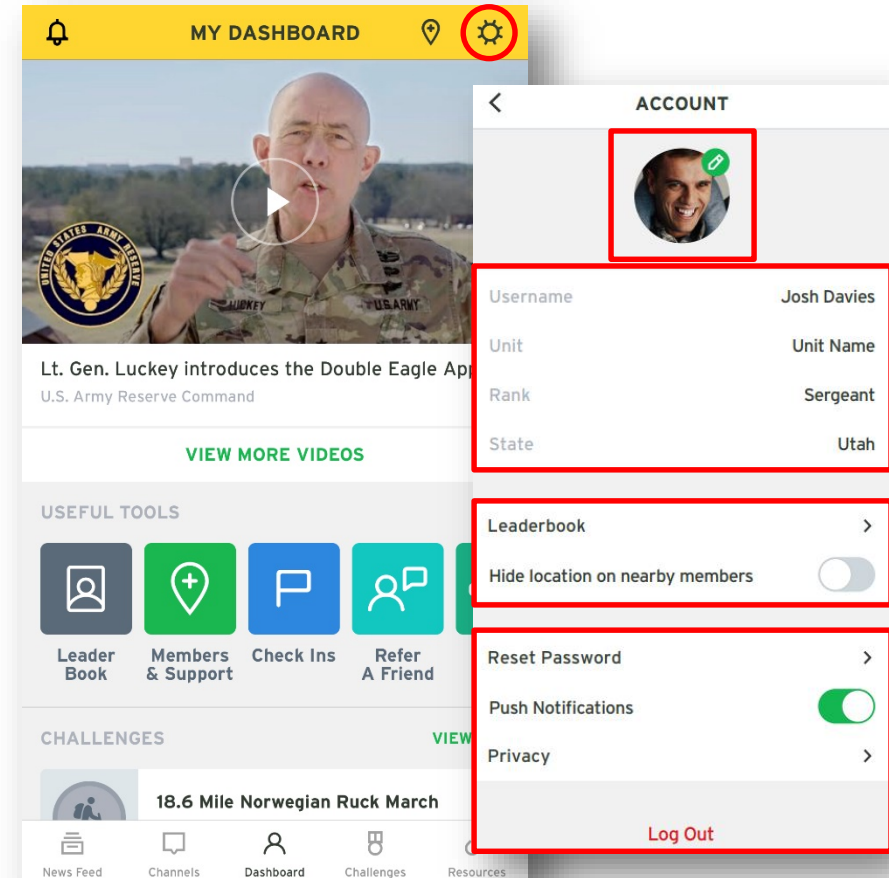


SETTINGS

From the Dashboard, users may access the “Settings” tab. This feature allows users to access and edit the following information:

1. Username, password and profile picture
2. Rank and unit
3. Privacy and notification settings (*Soldiers have the option to turn off the Nearby Members function*)
4. The log out button

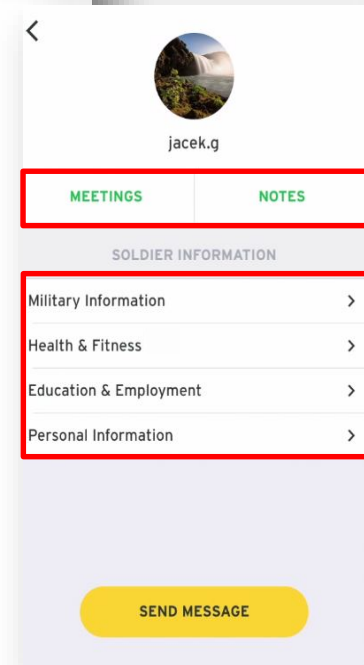
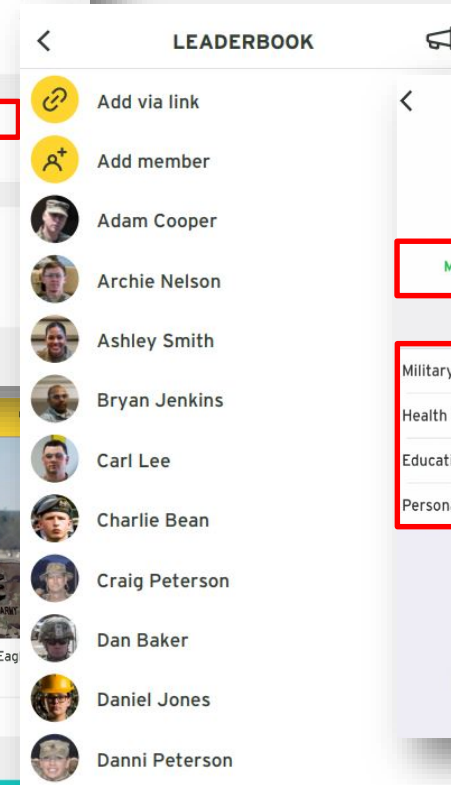
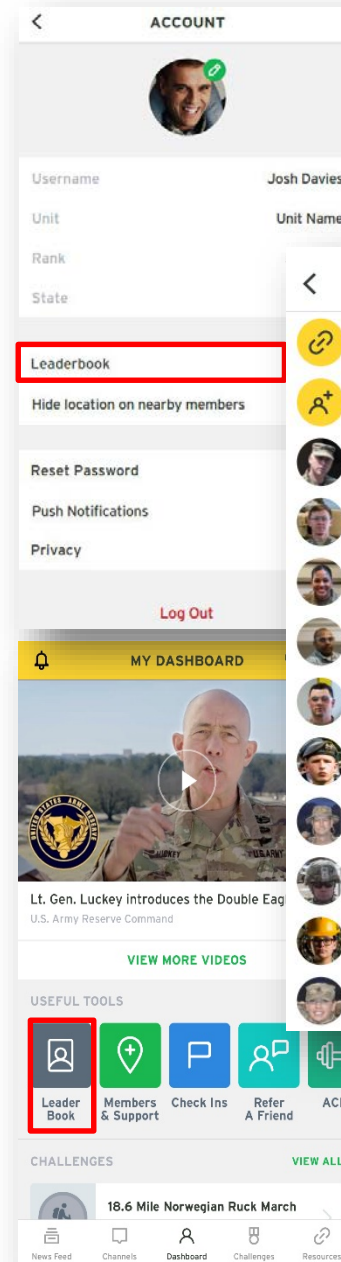
Users may also access their Check in History (see “Challenges”).



LEADERBOOK

Only Army Reserve leaders have access to a feature called the Leaderbook, which may be accessed via the Dashboard homepage or Settings.


The Leaderbook allows leaders to enter Military, Health & Fitness, Education & Employment and Personal information for Soldiers under their command as well as schedule meetings and make notes.

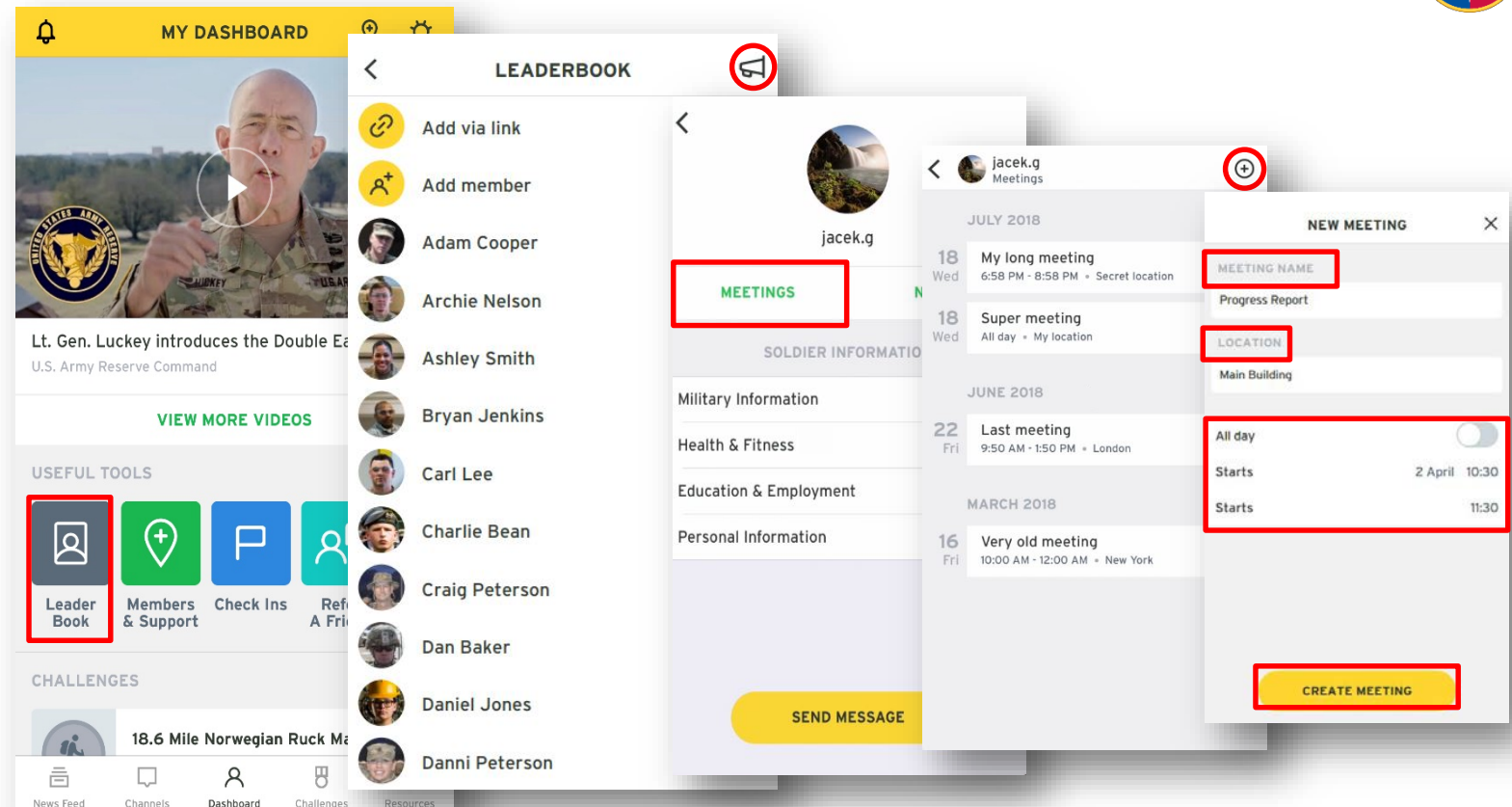




LEADERBOOK MEETINGS

Through the Leaderbook, Army Reserve leaders may create and manage meetings with Soldiers under their command. To schedule meetings:



1. Select “Meetings”
2. Select the  button in the upper right corner
3. Enter meeting name and location
4. Select start and end time
5. Select “Create Meeting”

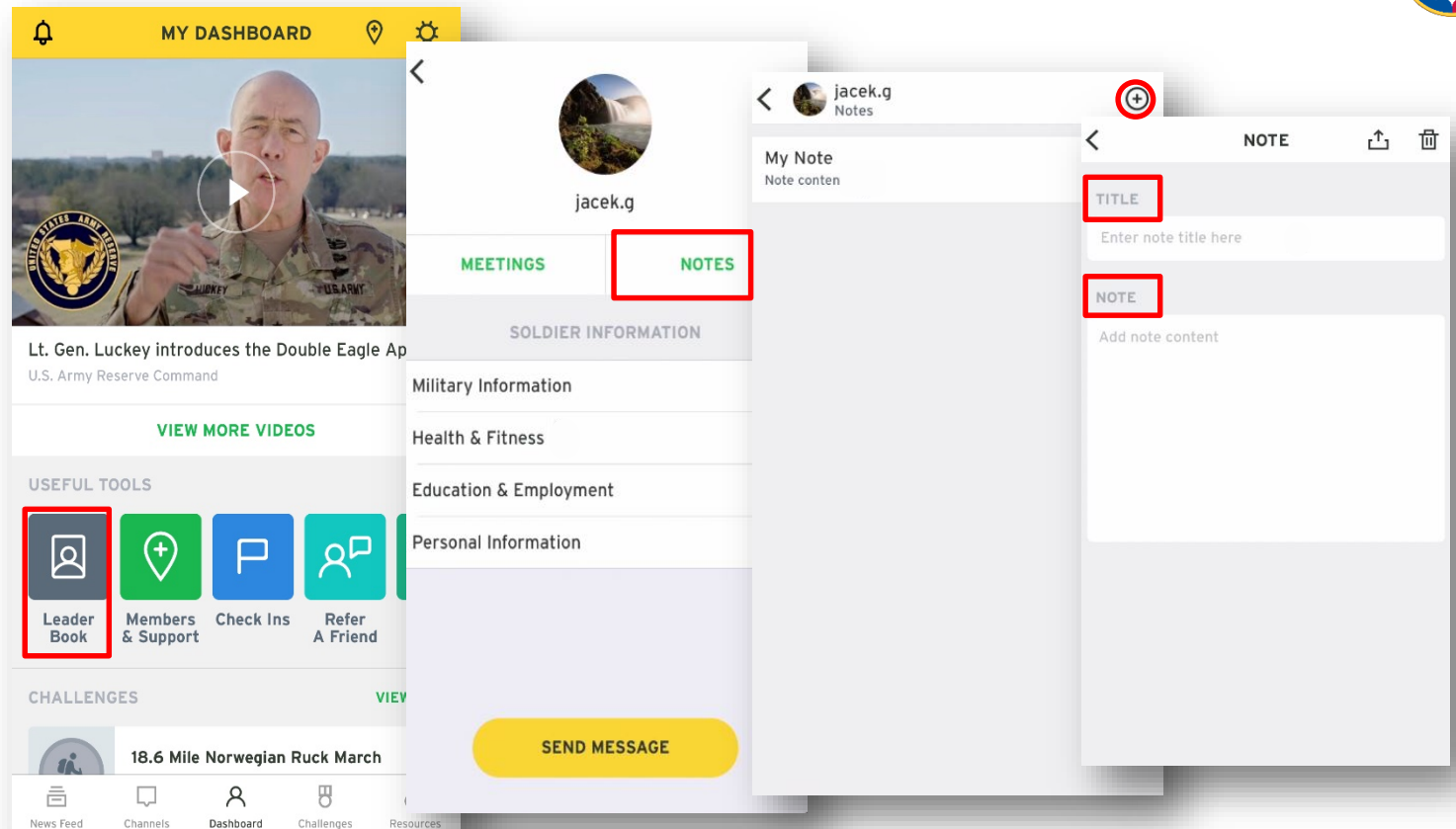


The screenshot illustrates the steps to create a meeting in the Leaderbook app. It shows the 'MY DASHBOARD' with a video of Lt. Gen. Luckey. The 'USEFUL TOOLS' section includes 'Leader Book', 'Members & Support', 'Check Ins', and 'Referrals'. The 'LEADERBOOK' menu is open, showing a list of members and a 'MEETINGS' option. The 'NEW MEETING' form is displayed, with fields for 'MEETING NAME', 'LOCATION', and 'Starts' time. The 'CREATE MEETING' button is highlighted at the bottom.

LEADERBOOK NOTES

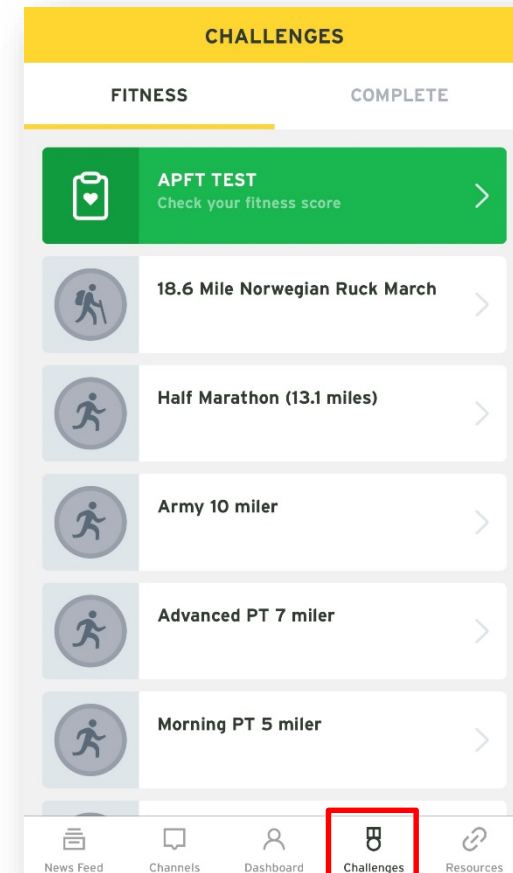
Through the Leaderbook, leaders may create and manage notes about their Soldiers. To write notes:

1. Select “Notes”
2. Select the  button in the upper right corner
3. Enter note a note title
4. Enter the body of the note
5. To delete the note, select the trash can in the upper right corner
6. To send note to another leader, select the  icon and select the leader to send to



CHALLENGES

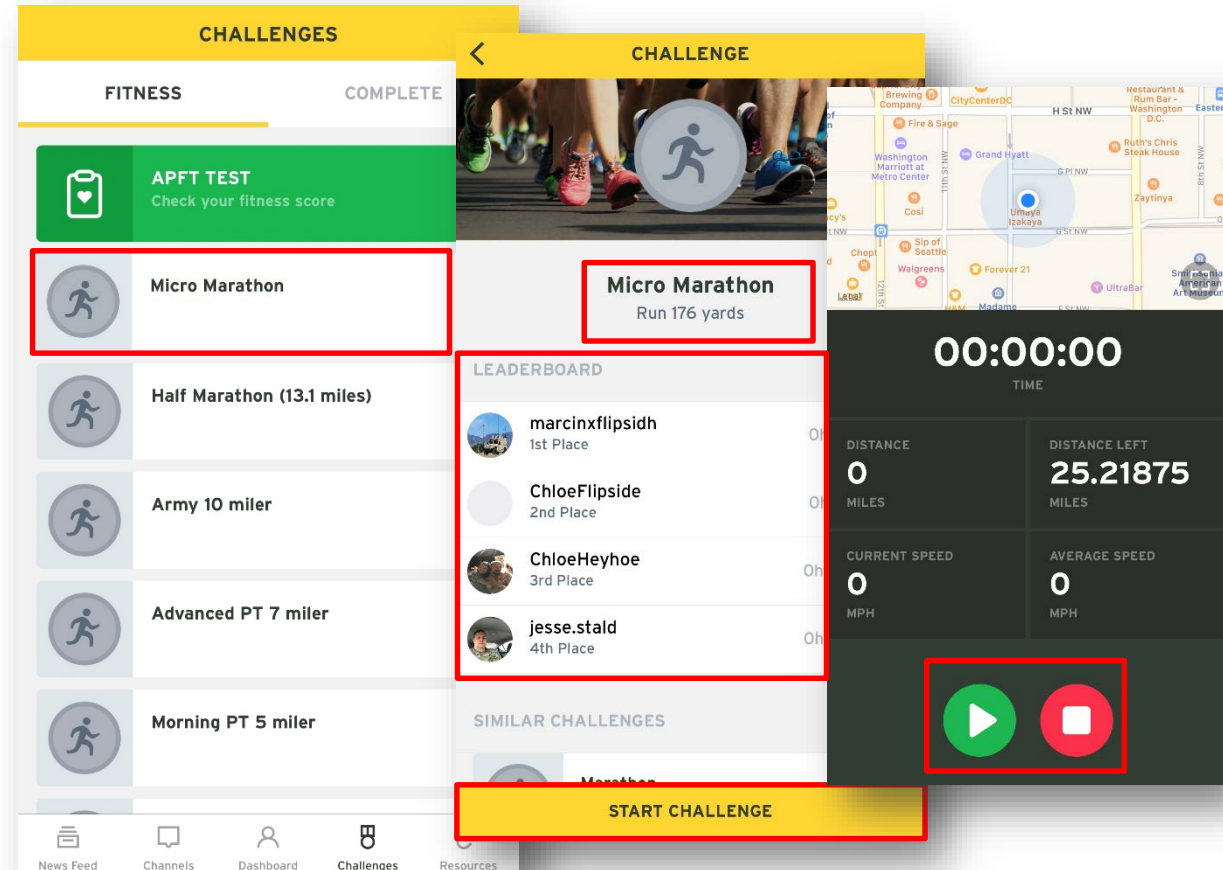
The Challenges feature allows Soldiers to take part in fitness challenges put forth by the Army Reserve and test their physical Readiness.



FITNESS CHALLENGES

Through the Challenges feature, Soldiers can participate in distance-based fitness challenges and share their results. To participate in a challenge:

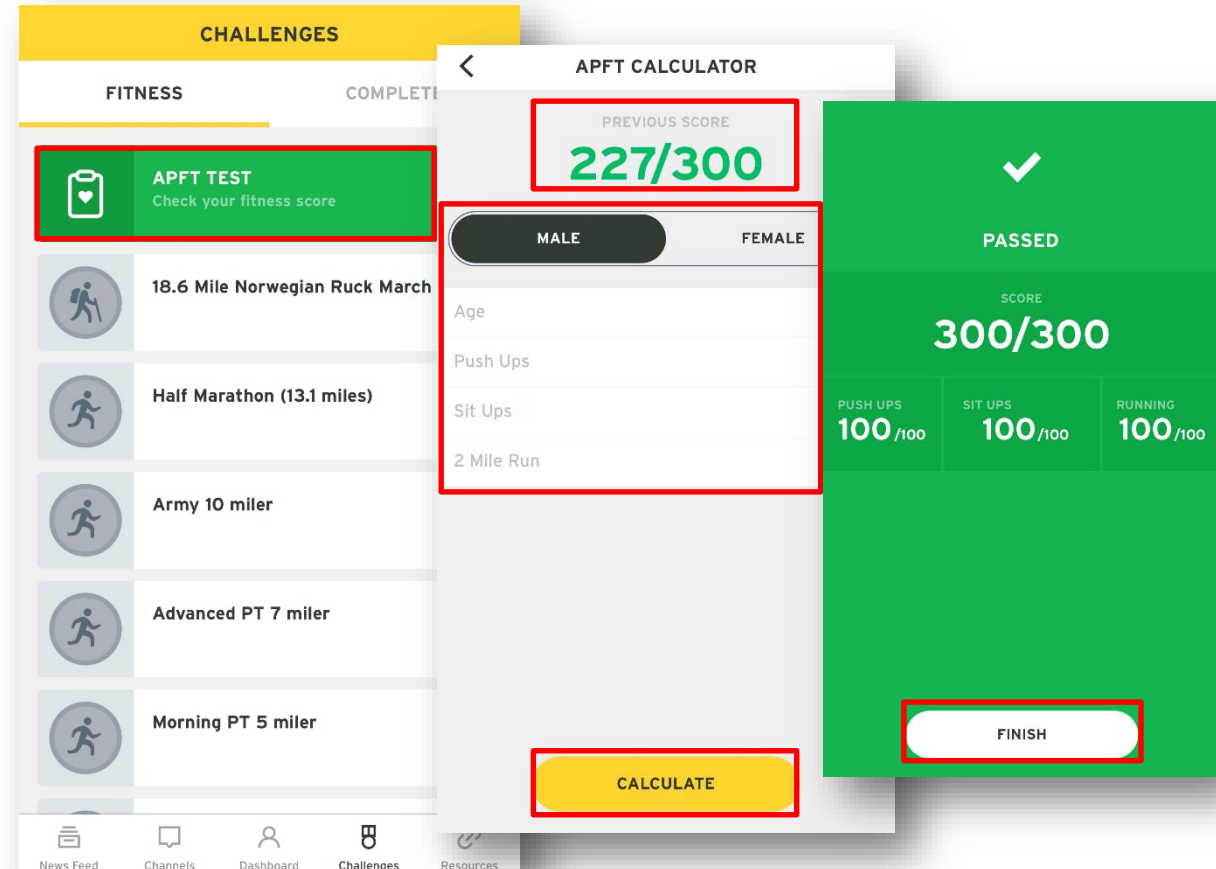
1. Select which challenge to join
2. Read the details of the challenge and view the leaderboard (*the leaderboard displays the top performing users*)
3. Select “Start Challenge”
4. Follow the directions of the challenge. (*Ex: running challenges will include a distance and time tracking feature users can start and stop by using the play and stop buttons. Like “Nearby Soldiers,” this tool will not store or share location information.*)



ARMY PHYSICAL FITNESS SCORE

Soldiers can use the APFT calculator to measure their fitness against the Army Physical Fitness Test. To calculate an APFT score:

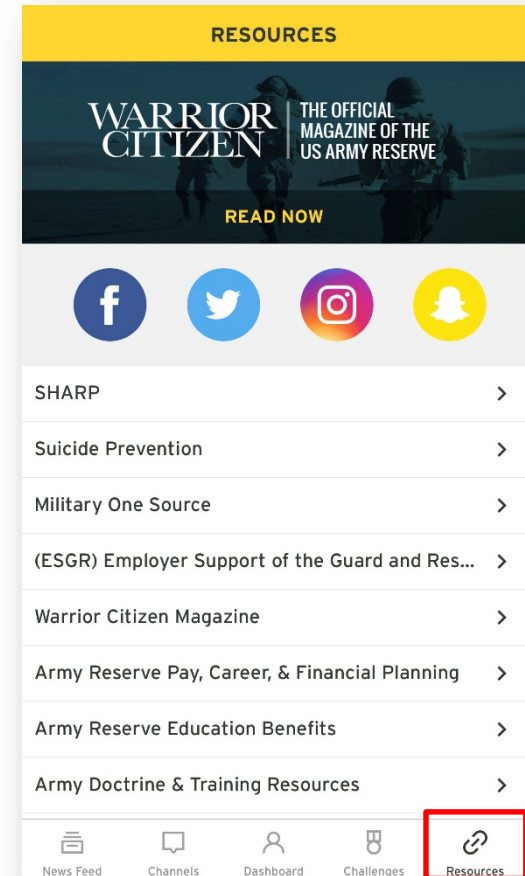
1. Select the clipboard icon in the upper left corner
2. If the calculator has been used in the past, the Soldier's previous score will be displayed for reference
3. To continue with calculation, select gender
4. Enter age, number of push ups, sit ups and 2-mile run time
5. Select "Calculate"
6. The calculator will display the Soldier's new score
7. Select "Finish" to exit and save the score



RESOURCES

The Resources page provides links to all Army Reserve social media including Facebook, Twitter, Instagram and Snapchat, and key resources, including family programs, the Army Training Network, the military pay calculator and the Warrior Citizen magazine website.

It is important for Soldiers to follow all Army Reserve social media, particularly Facebook, in order to keep up with the latest Army Reserve news and activities.





DOUBLE EAGLE APP USE CASES



SOLDIER USES

Nearby Feature

Sgt. Smith is visiting Fort Belvoir for the first time for an assignment. He has four free hours on base before his next meeting and would like someone to show him around. Luckily, Sgt. Smith remembers the Nearby feature on the Double Eagle App. The Nearby feature reveals that Sgt. Doe is on base within a 10-mile radius, so Sgt. Smith messages him and they agree to meet up for a quick tour and lunch at the cafeteria.

Challenges

It's January and Sgt. Smith is excited to kick start his 2019 fitness journey to increase his physical Readiness. The Double Eagle App has the perfect feature to provide workouts and track fitness progress: Challenges. Sgt. Smith begins his fitness transformation by completing the inaugural "Run with LTG Luckey" challenge. Seeing how he performs compared to other Soldiers inspires him to continue his journey, pushing to be as fit as he can.

Check In Feature

Sgt. Smith has to go to Fort Bragg for a Cold Steel training. When he arrives on base, he is prompted to check in via a notification on his home screen. When he opens his Double Eagle App, he is met with welcome message from Fort Bragg and a check in option. Once he selects 'check in' he is presented with information about the Cold Steel training, including the schedule of events and safety precautions.



FAMILY & FRIEND USES

Resources

Mary Smith and Sgt. Smith have a five-year-old daughter and Sgt. Smith has to deploy soon. Mary would like to know what resources the Army Reserve offers for military children of deployed Soldiers. Luckily, the Double Eagle App has all Army Reserve and related resources in one easy to find location, allowing Mary to discover Our Military Kids and apply for a grant.

Nearby Feature

Mary Smith and Sgt. Smith just moved to North Carolina. Mary doesn't know anyone in the area and is feeling overwhelmed. Mary heard about the new Double Eagle App's Nearby feature, so she downloaded the app and created a family/friend account. Mary used the Nearby feature to find other Army Reserve families in her neighborhood and built a network of friends in her new town.

Check In Feature

Mary Smith lives in North Carolina and is at risk of hurricanes. In September of 2019, a hurricane hits her area, just barely missing her home. Mary Smith has location services turned on for the Double Eagle App, so the app knows she is in the disaster zone. It therefore sends her a message asking her to check in if he is safe and provides emergency contact information. If she is unsafe, she can use the contact provided. If she does not respond, Mary's Chain of Command will be notified to attempt alternate means of contact.



DOUBLE EAGLE APP KEY MESSAGING



KEY MESSAGES FOR THE DOUBLE EAGLE APP

What is the Double Eagle App?

The Double Eagle App is the official United States Army Reserve mobile interface. The primary purpose of the Double Eagle App is to increase Soldier Readiness by providing a secure platform for Soldiers to engage with each other and the command. The app was born out of LTG Luckey's desire to help Soldiers get to know each other better and belief that improving connection and communication between Soldiers would strengthen the Force and improve Readiness. The app can be used anytime, anywhere in the world to connect with fellow Soldiers, access key Army Reserve resources or catch up on the latest Army Reserve news.

What is the News Feed?

The News Feed of the Double Eagle App is the resource for Army Reserve articles and polls. The articles are visible to the general public (guest users), but only select Soldiers have the ability to upload new articles and only account holders can see and participate in polls. The primary purpose of polls is to engage Soldiers directly around particular issues.

What are Channels?

The Channels feature is the messaging tool of the Double Eagle App that allows Soldiers to communicate directly with other Soldiers, unit leaders and important resources such as Family Readiness and Suicide Prevention. This will allow Soldiers to connect with people they may not have the opportunity to meet or speak to otherwise, fostering a greater feeling of community.

What is the Dashboard?

The Dashboard is essentially the home page of the app. It displays the most recent articles, polls, fitness challenges and houses the Nearby Members, Refer A Friend, ACFT, Check In and Leaderbook features. Users can also access and change their settings from here, including rank and unit information and notification and location settings.



KEY MESSAGES FOR THE DOUBLE EAGLE APP, CONT.

What is the Nearby feature?

The Nearby feature aims to connect Soldiers to other Soldiers and resources within a set radius by allowing them to opt-in to share a general location using the app. Locations are generalized within 6 to 10 miles and the app does not store location information, provide directions or share it with any other applications, ensuring the safety and security of Soldiers. Some potential uses for this feature include messaging another Soldier to meet for a run, networking with other Soldiers and Families in the area and finding and accessing key resources when immediate support is required.

What is 'Refer a Friend'

The 'Refer a Friend' feature allows Soldiers to easily refer civilians to a recruiter within the Army Reserve via a simple in-app form.

What are Challenges?

The Challenge tool is a new, exciting tool to prepare Soldiers physically for the demands of service. It allows Soldiers to take part in fitness challenges put forth by the Army Reserve and test their physical Readiness. Soldiers can also use the Army Physical Fitness Test calculator to measure their fitness against the Army Physical Fitness Test. These tools take the guesswork out of physical preparation and provide a new and exciting way for Soldiers to track and improve their physical fitness without relying on third-party resources. Additionally, Soldiers can compete against each other in challenges, adding another level of motivation to train.

Who can use the Double Eagle App?

Aside from increasing Readiness and connecting Soldiers, the Double Eagle App has two additional use options for those not in the Army Reserve: guest access and family & friend accounts.

- Guests can be any member of the general public (guest users) who downloads the app. They do not need an account and cannot create one. Guests can access select articles and the Resources tab.
- Family & Friends can create accounts as long as a Soldier verifies them with their .mil email