MANUAL
POWERED BY RELEASE U

CHAPTER FAQ

# GETTING STARTED

Answers to the questions chapters ask most as members start using MANUAL.

## WHAT IS MANUAL?

A men's mental wellness and personal development program from Release U. Members get 1:1 confidential text coaching, 60+ hours of short videos, and expert-hosted podcasts.

## WHAT IF I DON'T KNOW MY EMAIL?

That's okay! Sign up using the email that you prefer, then choose Beta Theta Pi as your organization while signing up.

## DOES IT COST MEMBERS ANYTHING?

No. Access is included through Beta Theta Pi's partnership with MANUAL.

## HOW DO MEMBERS GET ACCESS?

All Beta Theta Pi members have been auto-enrolled using the email tied to their membership. Look for an onboarding email from tech@releaserecovery.com that should already be in your inbox.

## HOW DO MEMBERS SIGN UP?

Scan the QR code or go to download.u.releaserecovery.com. Download the app, then sign in with the email affiliated with your Beta Theta Pi member profile.

## WHAT APP STORE IS IT AVAILABLE ON?

Apple App Store and Google Play Store. Members should keep the app updated to the latest version.

## SCAN TO SIGN IN

**DOWNLOAD.U.RELEASERECOVERY.COM**

# TROUBLE SIGNING IN

Find the issue below and try the fix before reaching out. Most sign-in problems come down to the link, the email, or an outdated app.

## The QR code won't scan.

Open your phone's camera app and hold it steady a few inches from the code. If nothing pops up, type **download.u.releaserecovery.com** into your browser instead.

## My enrollment email never came.

Give it a few minutes, then check spam, junk, and promotions. If you still cannot find the email, send an email to events@beta.org to verify which email you were enrolled under.

## My sign-in code isn't showing up.

MANUAL doesn't use passwords. Instead, we email you a one-time code each time you sign in. If it hasn't arrived, give it a few minutes, then check your spam, junk, and promotions folders. Make sure the email you entered is spelled correctly. If it's still missing, go back to the sign-in screen and request a new code.

## I can't find the app in the app store.

Use download.u.releaserecovery.com instead of searching so you land on the right app. If you do search, look for Release U.

## I got a new phone.

Download the app on your new phone and sign in with the same email. Confirm that your saved videos and coaching history carried over.

## The app is frozen or won't load.

Check your Wi-Fi or data, update to the latest version, then fully close and reopen the app. Still stuck? Delete and reinstall it.

### STILL NOT WORKING?

Contact MANUAL support at releaseu@releaserecovery.com. Include your name, your chapter, and a screenshot of what you're seeing so we can fix it faster.

# USING MANUAL

## Is coaching really confidential?

Yes. Conversations stay between the member and their coach. Chapter leaders, advisors, and Administrative Office staff do not have access to member conversations. The only exception is when a crisis protocol is triggered, and a Beta Theta Pi Administrative Office team member is notified.

## How do I start a coaching conversation?

Open the app and type in the Send Message bar at the bottom of the home screen. You can also navigate using the hamburger menu on the left-hand side to the chat page to send a message. MANUAL coaches respond Monday–Friday, 10 AM - 8 PM ET.

## What can I watch or listen to?

Short videos and expert-hosted podcasts on mental wellness, relationships, fitness, sexual health, career advice, and more. Your feed updates based on what you watch and bookmark.

# FOR CHAPTER LEADERS

## How should we introduce it?

Share the QR code at a chapter meeting and give members five minutes to download and sign in together. Sign-in questions get solved on the spot. You can also post the QR code around the chapter facility for year-round access for your members.

## Can we see who's using it?

The MANUAL team can see a list of users who have been enrolled in the platform, claimed their account, and are active during any time frame. Specific user data is not shared for confidentiality.

## Who's our Release U contact?

For any questions or concerns, you can reach out to:

- Becca Lahr, Partner Success Associate, rebeccal@releaserecovery.com
- Irving Montgomery, Partner Success Manager, irving@releaserecovery.com
- Marlaina Widmann, Partner Success Associate, marlaina@releaserecovery.com

**NEED HELP RIGHT NOW?**

MANUAL coaching isn't an emergency service. If you or someone you know is in crisis, call or text 988 (Suicide & Crisis Lifeline), or call 911.

## SCAN TO SIGN IN

**DOWNLOAD.U.RELEASERECOVERY.COM**