

CityCheers

America's Hospitality SuperApp

Connect Portal - Tutorial

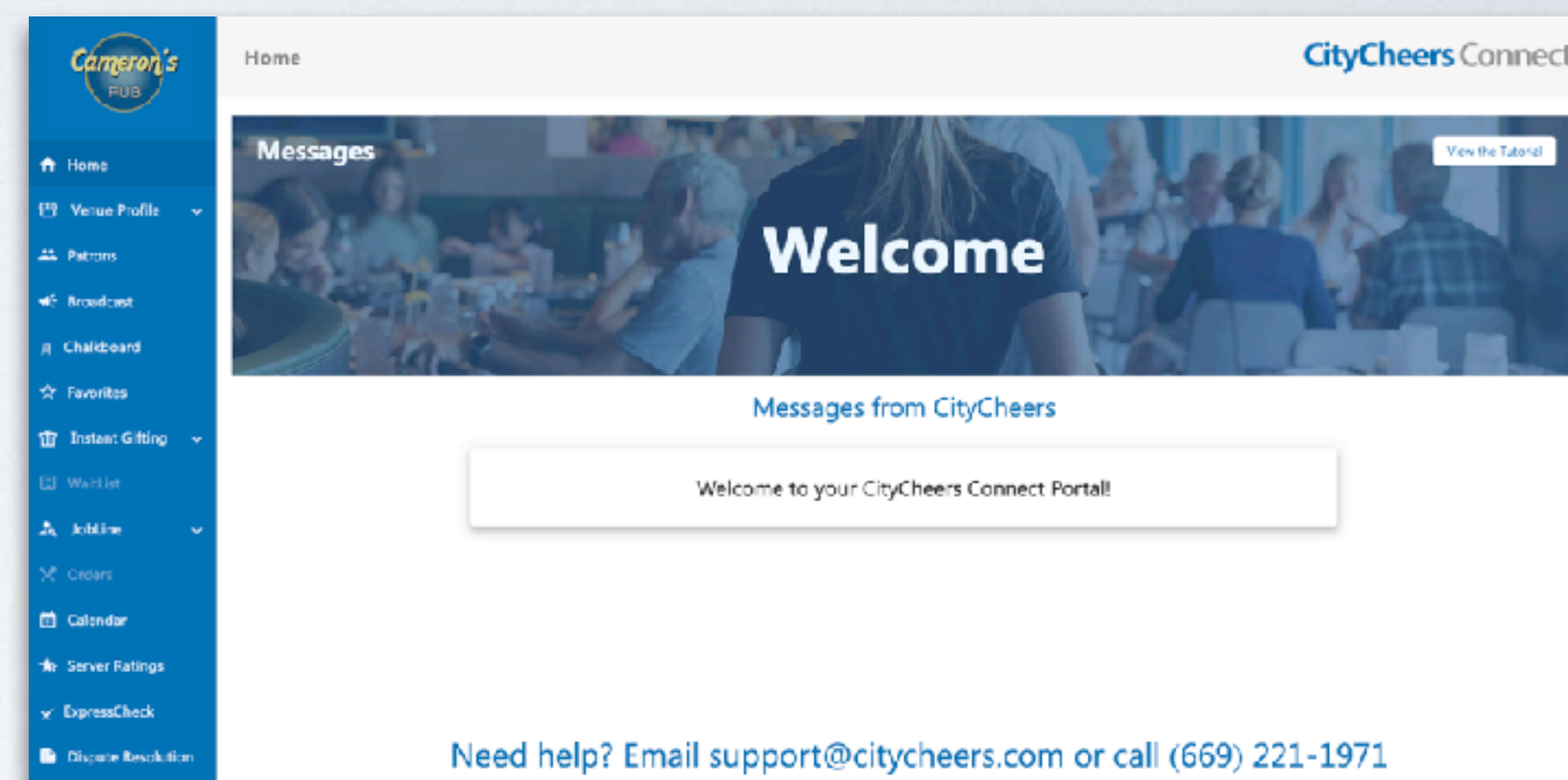
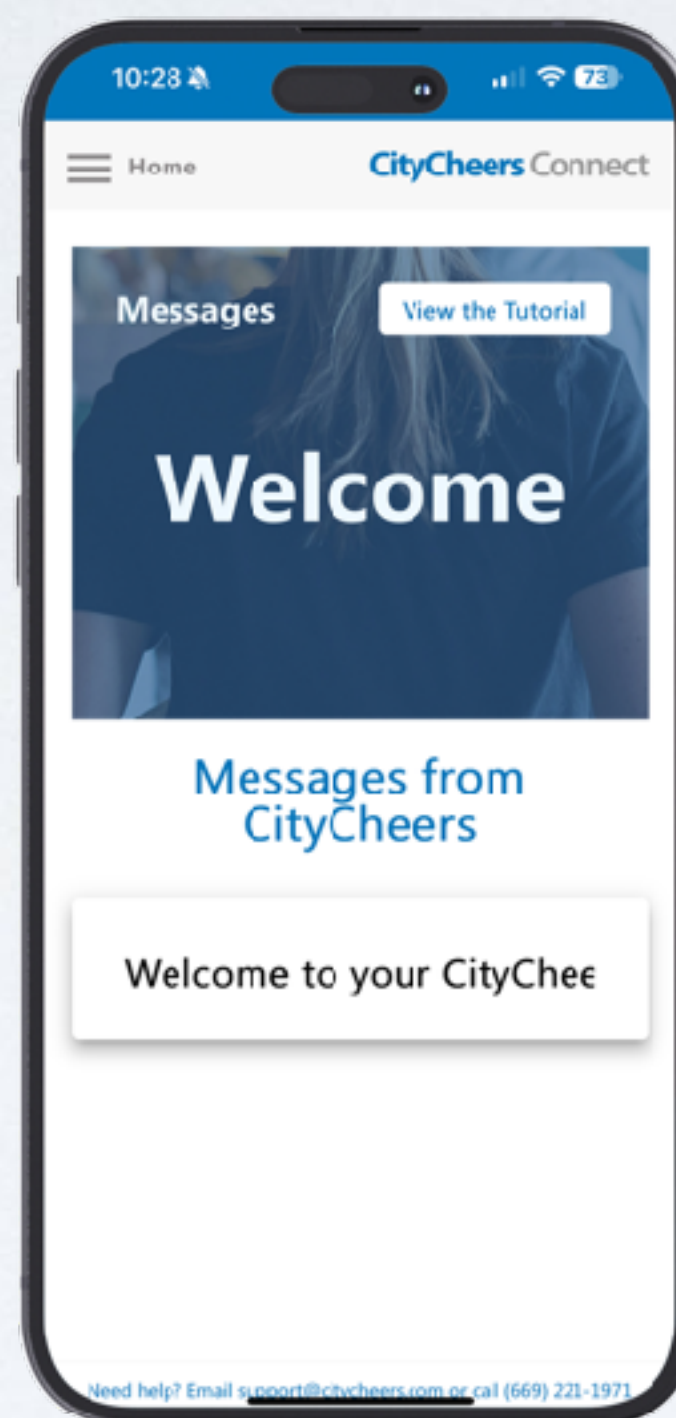
Connect Portal

The CityCheers Connect Portal gives you full control over your app experience—update features, manage content, and reach your guests instantly with broadcasts and push notifications.

Your Customer Success representative will supply you with your login credentials.



Connect Portal can be accessed from a laptop, tablet, or mobile device



Explore new features on our Message Center

Need help locating your credentials? Just email connect.citycheers.com with your name and the name of your restaurant, bar, or tavern. You can also call 408-831-6500 — we're happy to help.

Venue Profile

Search Terms

Select the Search Terms that best describe your bar or restaurant.

These selections improve how your venue appears in customer searches on the app, making it easier for guests to discover you based on what they're looking for.

Tap Basic or Advanced to view more options.

Cameron's PUB

Search Terms

Venue Types

<input checked="" type="checkbox"/> Restaurant	<input checked="" type="checkbox"/> Bar / Lounge	<input checked="" type="checkbox"/> Sports Bar	<input type="checkbox"/> Bowling Alley
<input type="checkbox"/> Country-Western	<input type="checkbox"/> Fast Food	<input type="checkbox"/> Ice Cream Parlor	<input type="checkbox"/> Microbrewery
<input type="checkbox"/> Movie Theater	<input type="checkbox"/> Pub	<input type="checkbox"/> Steakhouse	<input type="checkbox"/> LGBTQ+
<input type="checkbox"/> Other			
<input type="checkbox"/> Buffet	<input type="checkbox"/> Casino	<input checked="" type="checkbox"/> Cocktail Bar	<input type="checkbox"/> Coffee House
<input type="checkbox"/> Comedy Club	<input type="checkbox"/> Country Club	<input type="checkbox"/> Deli	<input type="checkbox"/> Diner
<input type="checkbox"/> Dive Bar	<input type="checkbox"/> Event Planning	<input type="checkbox"/> Fine Dining	<input type="checkbox"/> Gentlemen's Club
<input type="checkbox"/> Go-Karts	<input checked="" type="checkbox"/> Golf Course	<input type="checkbox"/> Health Club	<input type="checkbox"/> Hookah Bar
<input type="checkbox"/> Hotel	<input type="checkbox"/> Juice Bar	<input checked="" type="checkbox"/> Lounge	<input type="checkbox"/> Martini Bar
<input type="checkbox"/> Mini Golf	<input type="checkbox"/> Night Club	<input type="checkbox"/> Officiant	<input type="checkbox"/> Piano Bar
<input type="checkbox"/> Retail Store	<input type="checkbox"/> Salon	<input type="checkbox"/> Social Club	<input type="checkbox"/> Tequila Bar
<input type="checkbox"/> Theater	<input type="checkbox"/> Waterfront	<input type="checkbox"/> Weddings	<input type="checkbox"/> Wine Bar
<input type="checkbox"/> Winery	<input type="checkbox"/> Arcade	<input type="checkbox"/> Bakery	
Basic			

Cuisine

<input checked="" type="checkbox"/> American	<input type="checkbox"/> Asian	<input type="checkbox"/> BBQ	<input type="checkbox"/> Breakfast
<input checked="" type="checkbox"/> Burgers	<input type="checkbox"/> Cajun	<input checked="" type="checkbox"/> European	<input type="checkbox"/> Mexican
<input type="checkbox"/> Middle-Eastern	<input type="checkbox"/> Pizzas	<input type="checkbox"/> Seafood	<input type="checkbox"/> Steaks
<input type="checkbox"/> Thai	<input type="checkbox"/> Vegan	<input type="checkbox"/> Other	
Advanced			

Entertainment and Features

<input type="checkbox"/> Axe Throwing	<input checked="" type="checkbox"/> Billiards	<input checked="" type="checkbox"/> Cornhole	<input type="checkbox"/> Dancing
<input type="checkbox"/> Darts	<input type="checkbox"/> DJ	<input type="checkbox"/> Happy Hour	<input type="checkbox"/> Karaoke
<input type="checkbox"/> Large Screen TVs	<input type="checkbox"/> Live Music	<input type="checkbox"/> Pickleball	<input type="checkbox"/> Trivia
Advanced			

[Save](#)

Patrons

See everyone who has paid on the app or favorited your venue

See guests that are currently checked into your bar or restaurant.

See all guests - Filter by zip code and age.

Home

Venue Profile

Patrons

Broadcast

Chalkboard

Favorites

Instant Gifting

WaitList

JobLine

Orders

Calendar

Server Ratings

ExpressCheck

Server Ratings

ExpressCheck

Dispute Resolution

Reports

Log Out

Patrons

Total patrons: 3600

Search patron

Search

Clear

Here Right Now

Email	First Name	Last Name	Zip	Age	Created
b...@gmail.com	Bob	Frazier	33410	78	12/09/23
m...@gmail.com	Mia	Jerva	60025	57	07/31/20
d...@gmail.com	DI	LaFerge	95118	54	08/28/12
m...@gmail.com	Jodi	Marciano	97229	63	04/20/20
p...@gmail.com	Peter	Dille	28451	45	07/23/22
t...@gmail.com	Peter	Quill	78586	64	01/05/15
e...@gmail.com	Evan	Brammer	97220	37	12/10/20
d...@gmail.com	Diana	Prince	67114	49	01/05/15
t...@gmail.com	Tyler	Durden	95118	32	01/05/15

Items per page: 15 1 - 9 of 9

All Patrons

Email	First Name	Last Name	Zip	Age	Created
a...@gmail.com	adam	Bomb	95120	60	09/17/23
a...@gmail.com	Allie	Robinson	75007	22	05/23/24
a...@gmail.com	Amanda	Ramos	75240	27	10/15/24
b...@gmail.com	Ben	Conner	22701	39	02/29/24
b...@gmail.com	Bob	Lopez	95120	70	01/16/24

Broadcasts

Connect with your guests to drive traffic and revenue

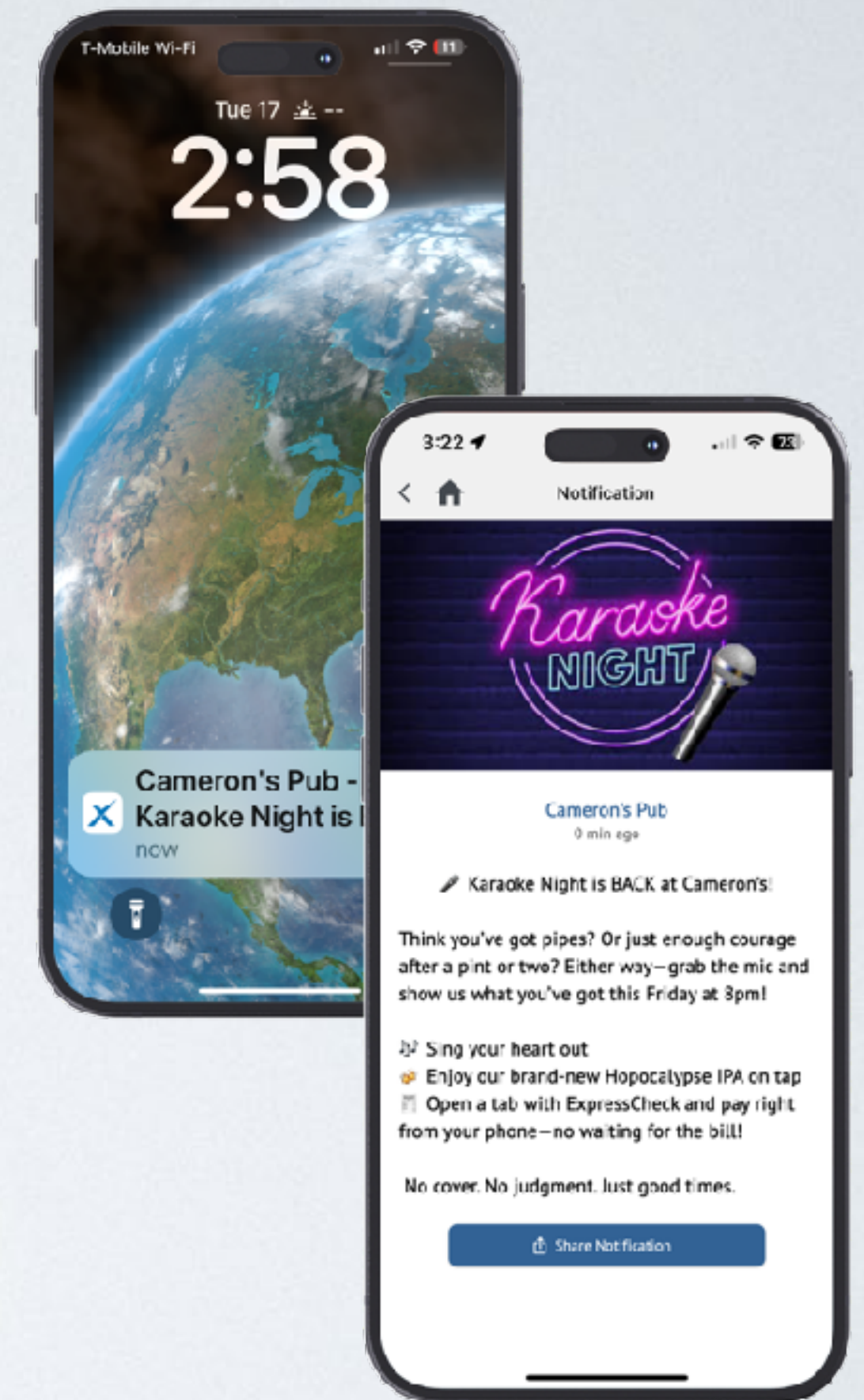
Select whether to send via
Email, Push Notification or Both
- Choose your Audience

Create your message - Write a
subject line & message content.

Set an Expiration date

Upload a high - resolution image
to grab attention

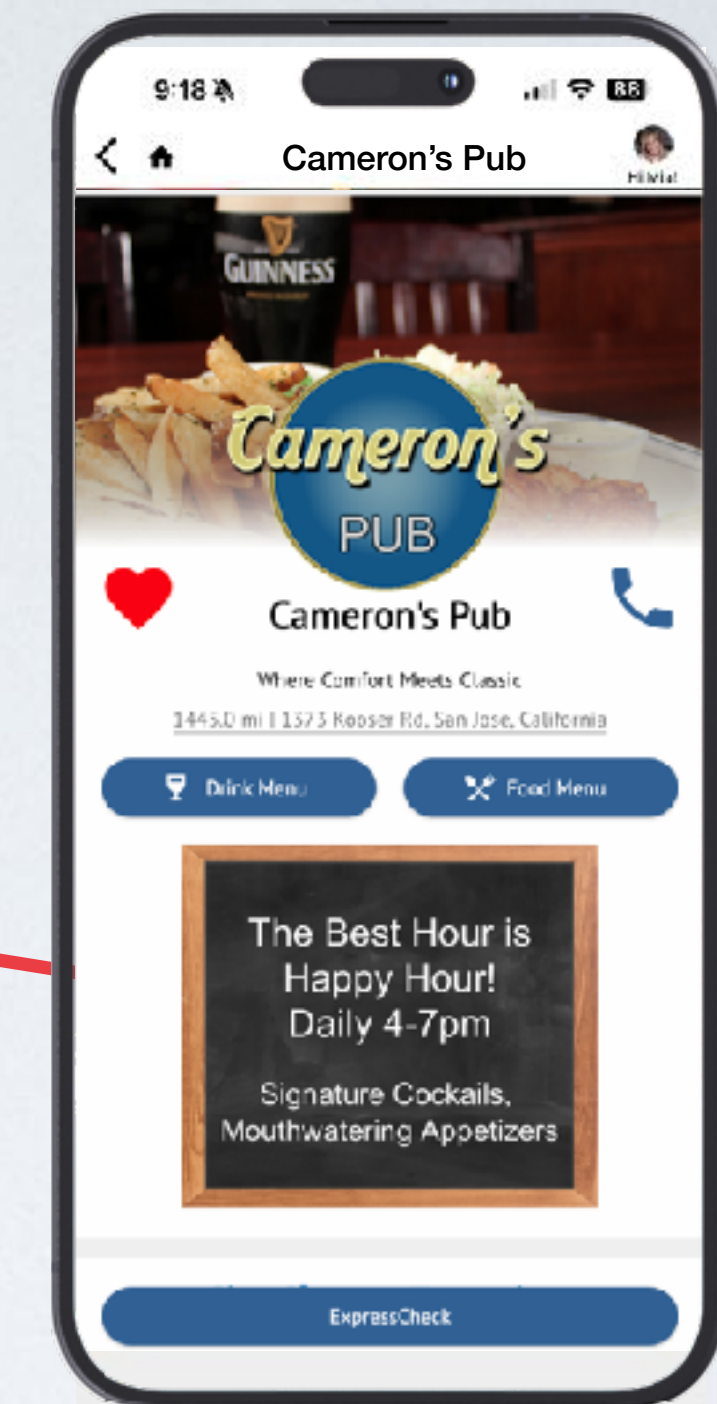
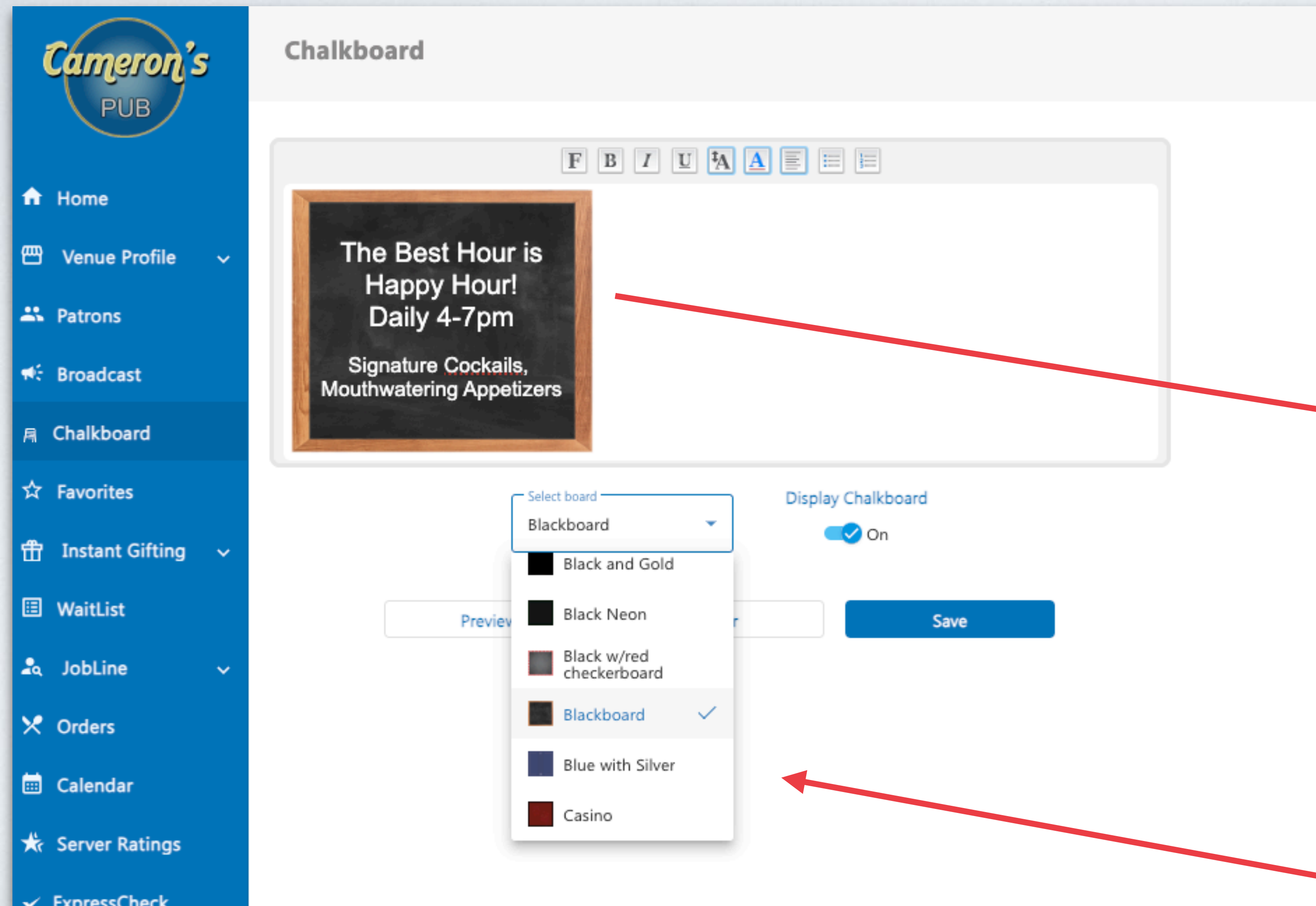
The screenshot shows the 'Broadcast' interface for 'Cameron's PUB'. A red circle highlights the 'Send Via' section, which includes checkboxes for 'Email (3408 patrons)' and 'Push (3408 patrons)', both of which are checked. Below this is a dropdown menu for 'Who do you want to reach?' set to 'All'. The 'Message Subject' field contains 'Karaoke Night is BACK at Cameron's!'. The 'Message content' area has a rich text editor with the following text: 'Think you've got pipes? Or just enough courage after a pint or two? Either way—grab the mic and show us what you've got this Friday at 8pm! Sing your heart out Enjoy our brand-new Hopocalypse IPA on tap Open a tab with ExpressCheck and pay right from your phone—no waiting for the bill! No cover. No judgment. Just good times.' At the bottom, there are fields for 'Expires Date' (6/20/2025) and 'Expires time' (12:00 AM), an 'Attached image' field showing 'karaoke night.jpg', and a 'Send It!' button. Red arrows point from the text blocks to the 'Venue Profile' menu item, the message content area, the 'Expires Date' field, and the 'Attached image' field.



Shows up on all your patrons' phones

Chalkboard

Keep your guests in the know



- Add your daily specials & events
- Hit save & Chalkboard is live
- Choose from a variety of styles & backgrounds

Favorites

Showcase your signature dishes and drinks

CityCheers Favorites

Title*

Description*

Tagline

Upload Image

☒ Active

Clear Add New

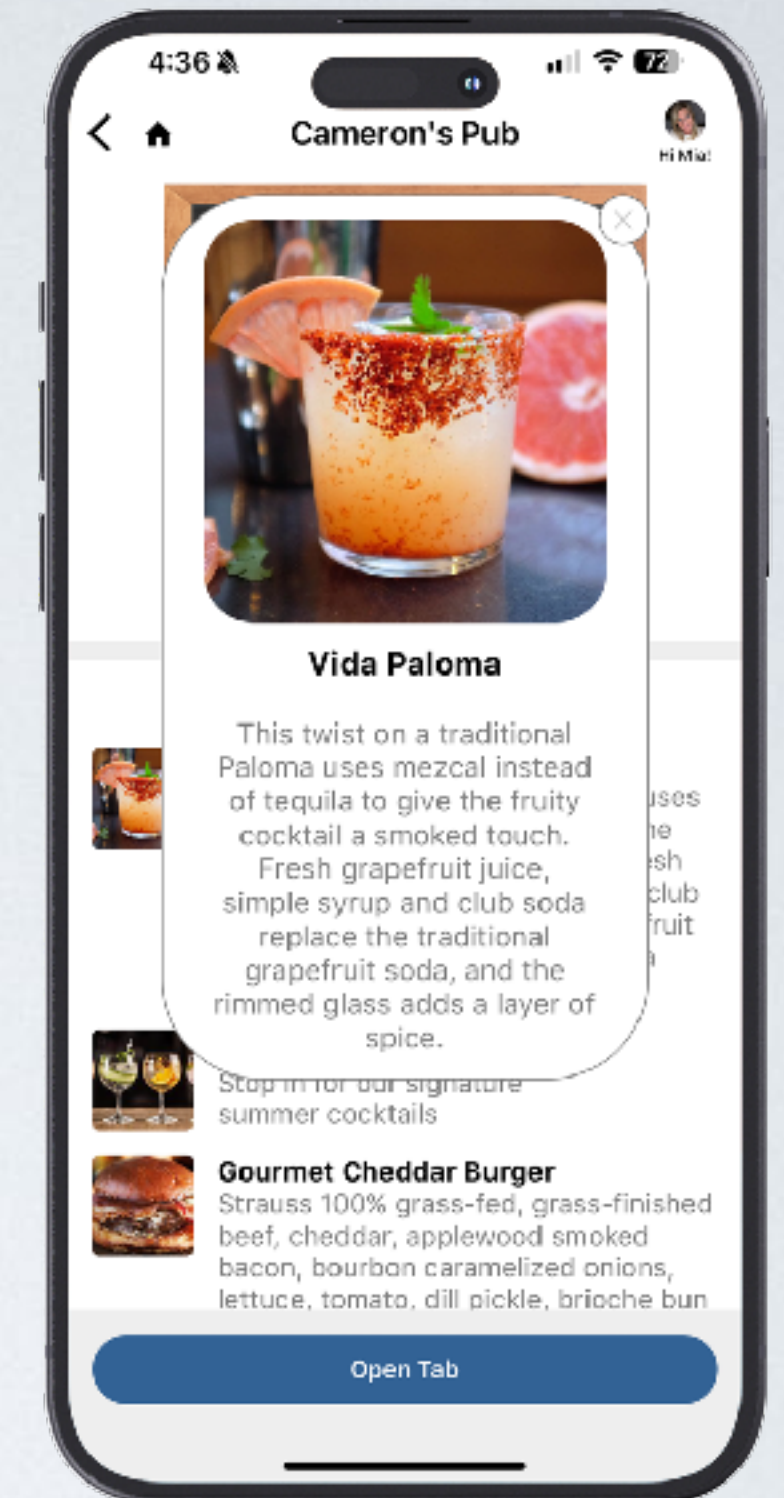
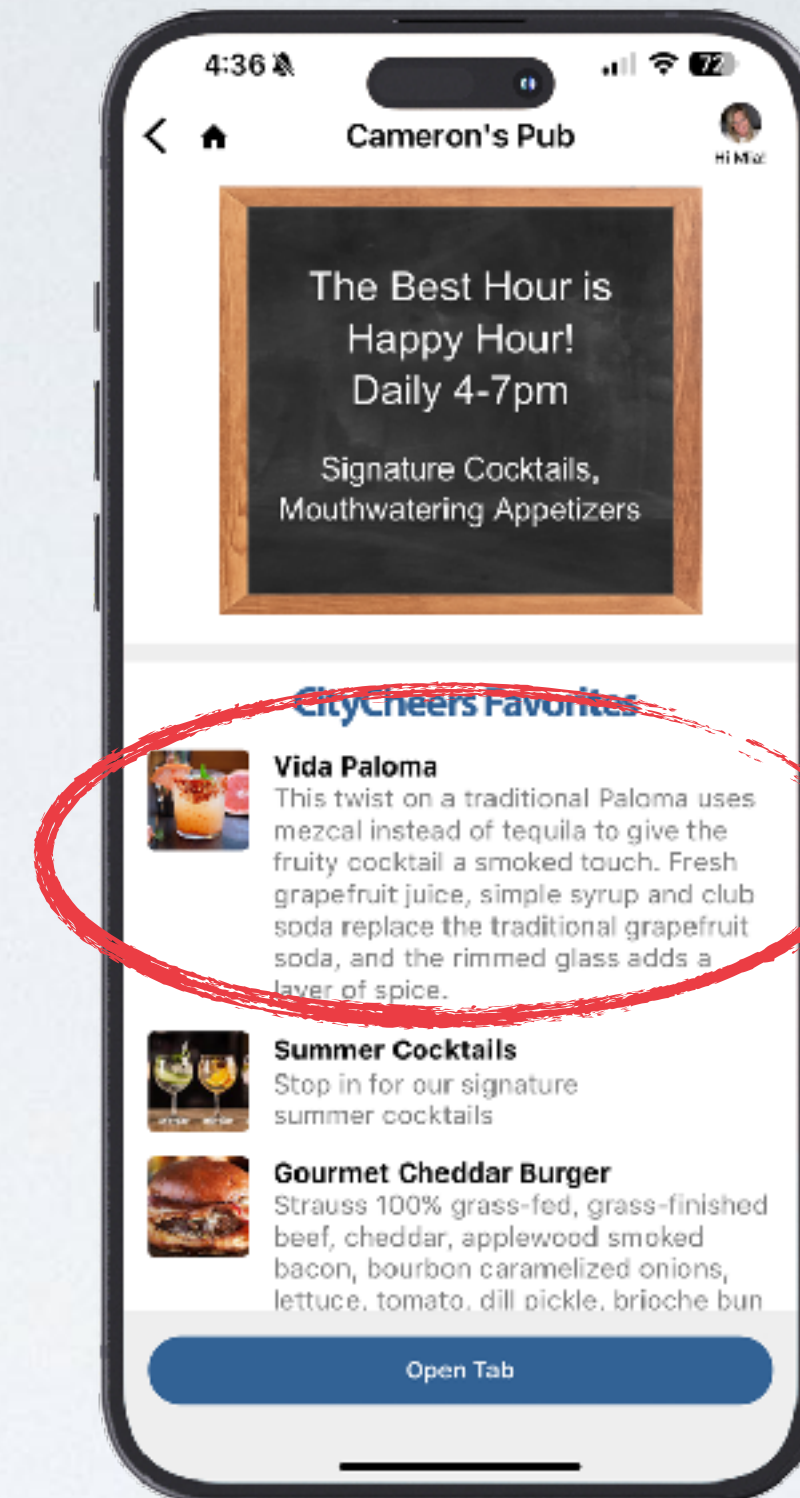
Vida Paloma
This twist on a traditional Paloma uses mezcal instead of tequila to give the fruity cocktail a smoked touch. Fresh grapefruit juice, simple syrup and club soda replace the traditional grapefruit soda, and the rimmed glass adds a layer of spice.

Summer Cocktails
Stop in for our signature summer cocktails
Stay cool on a hot summer day

Gourmet Cheddar Burger
Strauss 100% grass-fed, grass-finished beef, cheddar, applewood smoked bacon, bourbon caramelized onions, lettuce, tomato, dill pickle, brioche bun

Waffle Burger
A juicy half pound burger nestled between 2 Belgian waffles. Sharp cheddar, peppered bacon and a tangy, sweet maple bourbon bbq sauce on top it off.
Waffles aren't just for breakfast!

Nachos
nachos



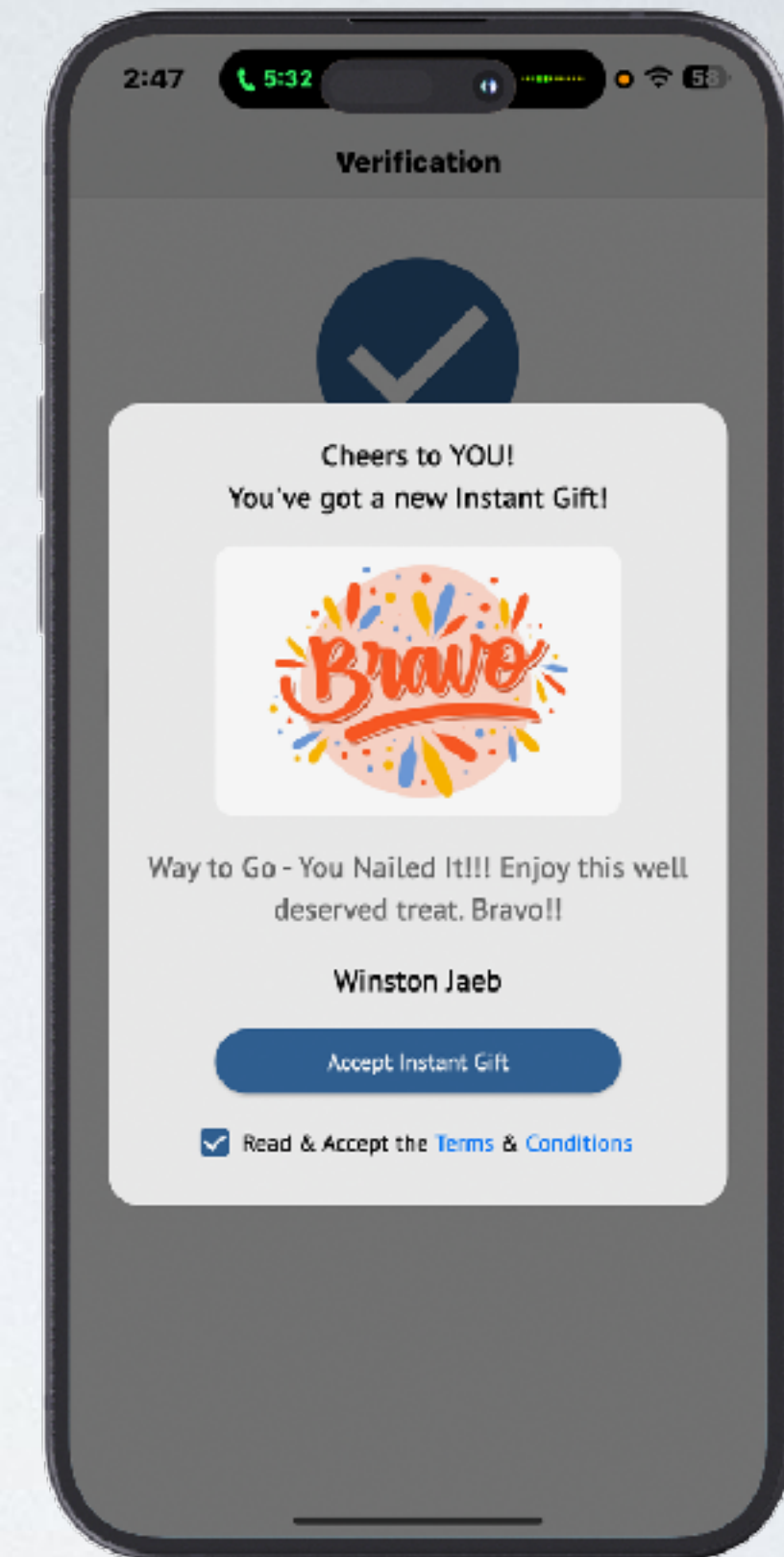
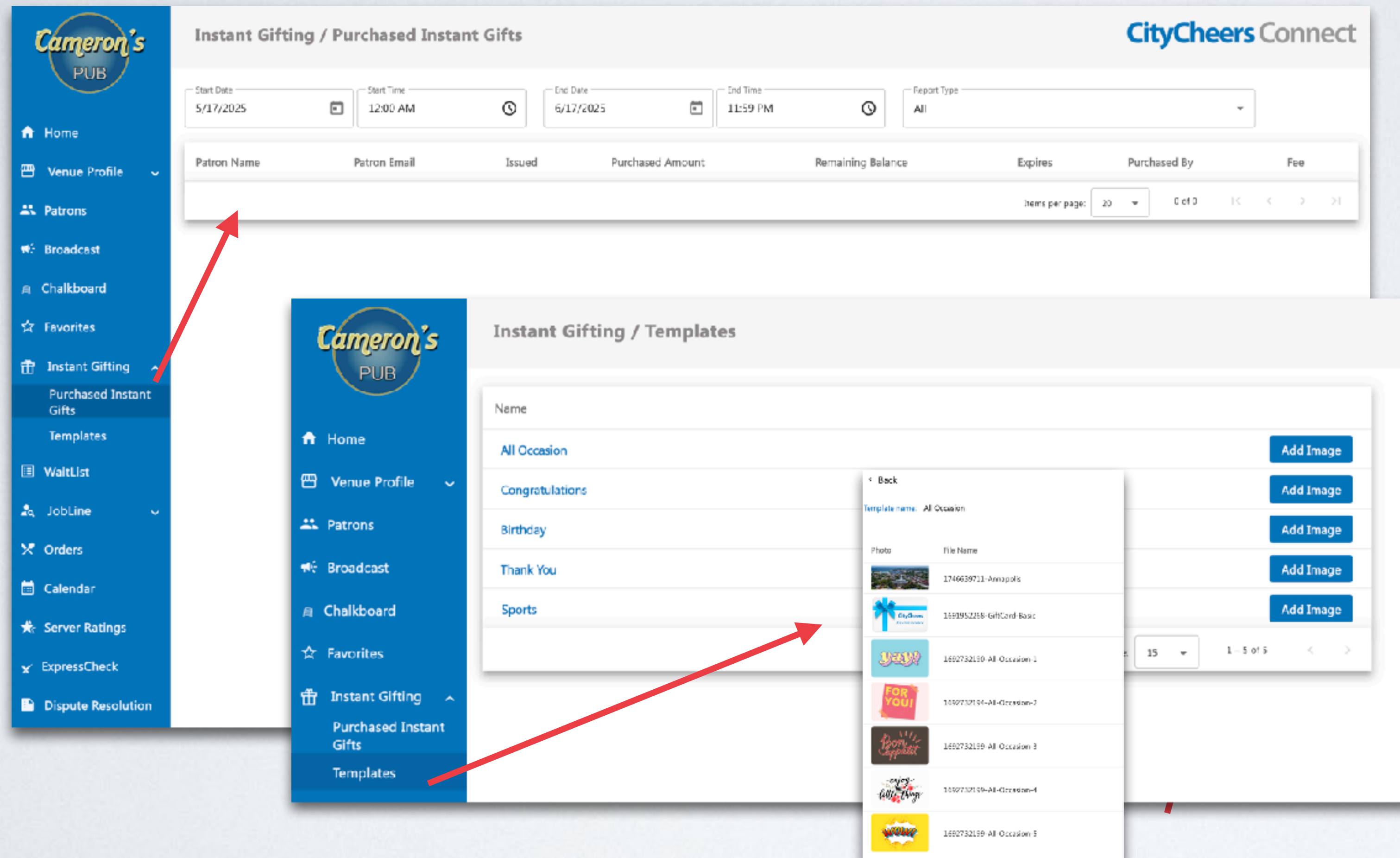
- Add a title and description for your item
- Add an optional “Tagline” - This appears italicized when the favorite is tapped.
- Add photos to get ‘em hungry (or thirsty)

Toggle items off and on - go to the edit symbol and uncheck the active box

Tap any Favorite to expand and view full details

Instant Gifting

Guests can purchase Gift Cards at any CityCheers Venue



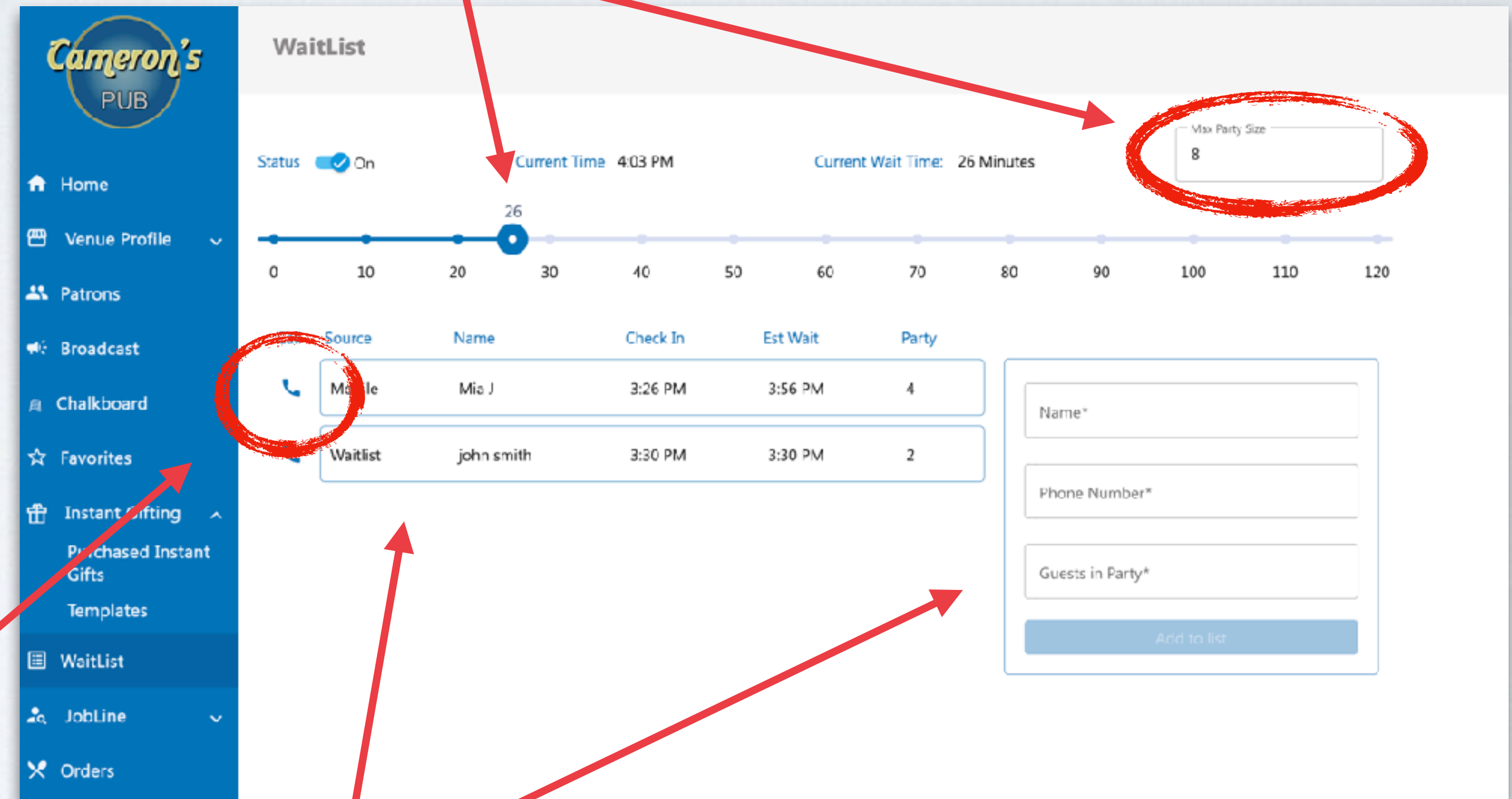
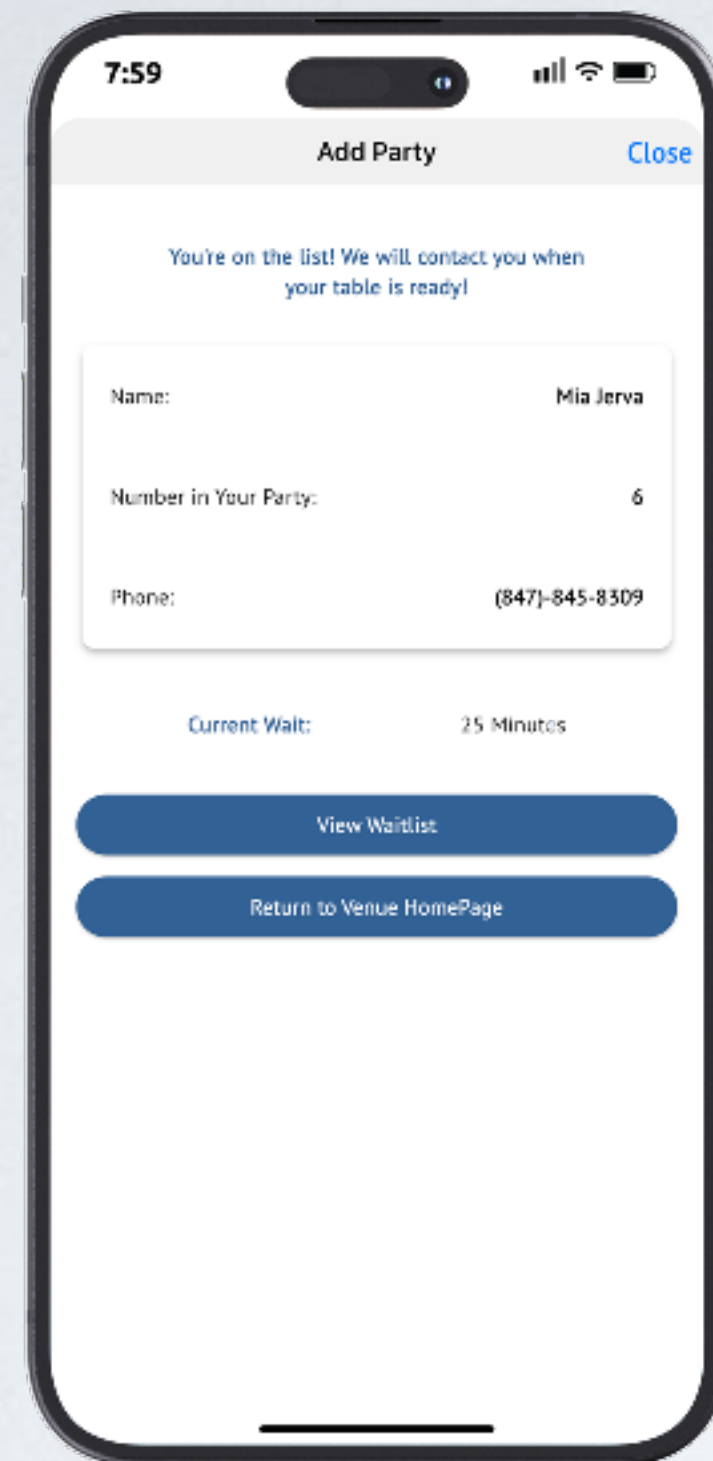
- See all purchased Gift Cards
- View available Gift Card templates OR add your own

Once purchased - the guest is notified and the Gift Card is held in the app

Waitlist

Toggle Feature: I-Pad Based Waitlist

Adjust your wait-time and cap your party size



When the table is ready - Call your guest with an automated message

See guests who have added themselves to the list OR add guests yourself

Jobline

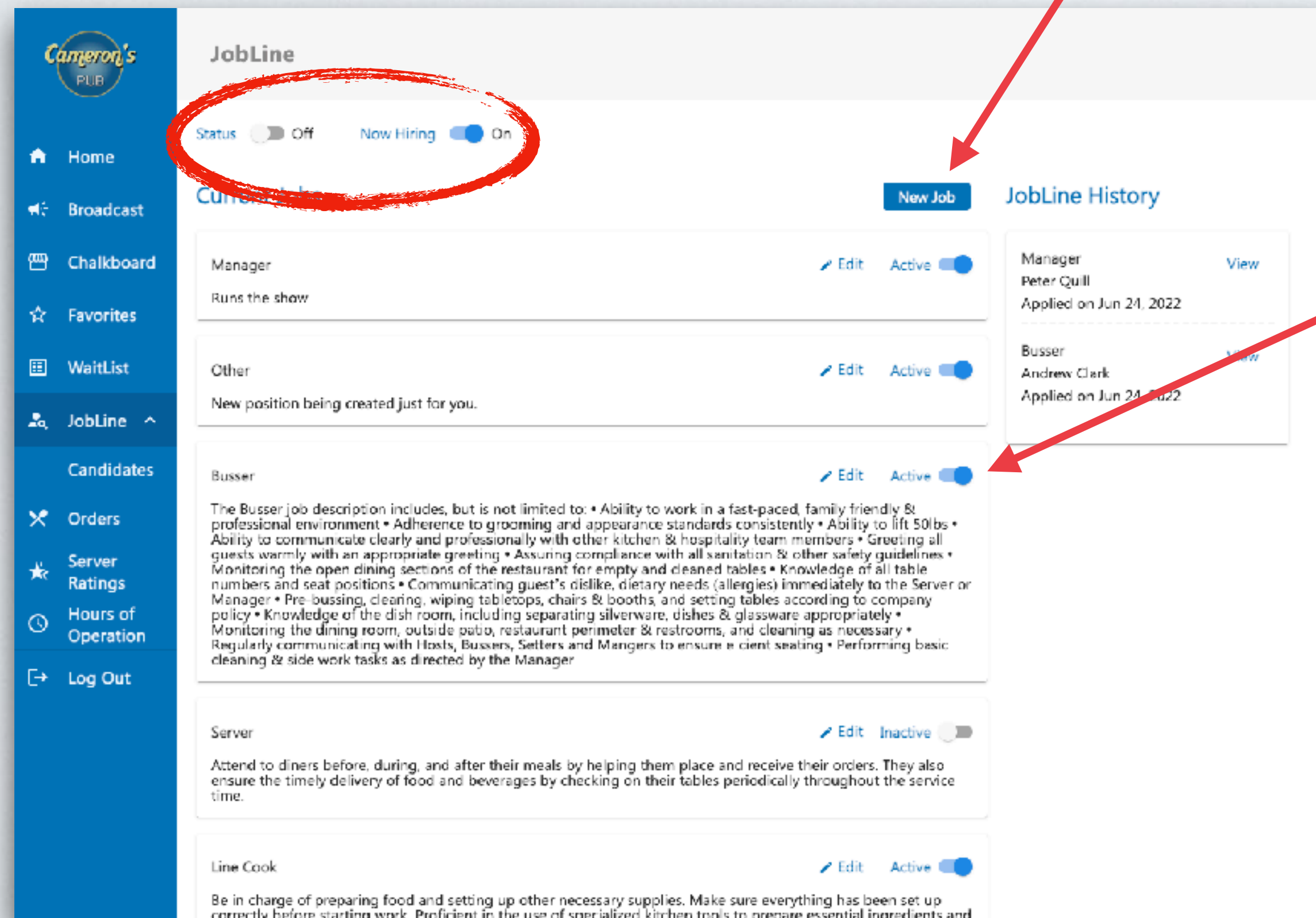
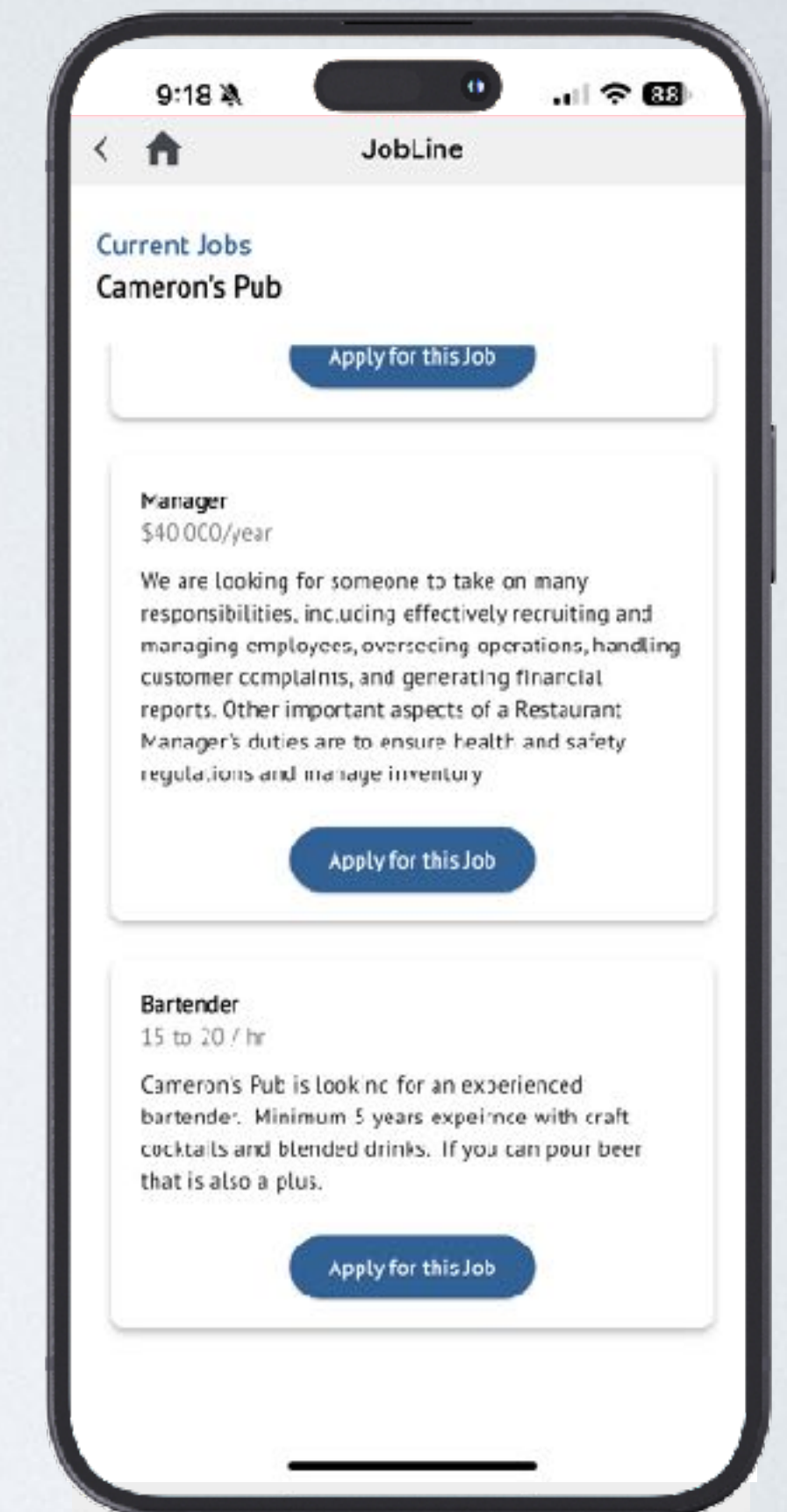
Create job postings & turn on “Now Hiring”

Adjust your Status and Now Hiring buttons at the top

Click “New Job” to begin a job posting

Toggle the active button to make it live

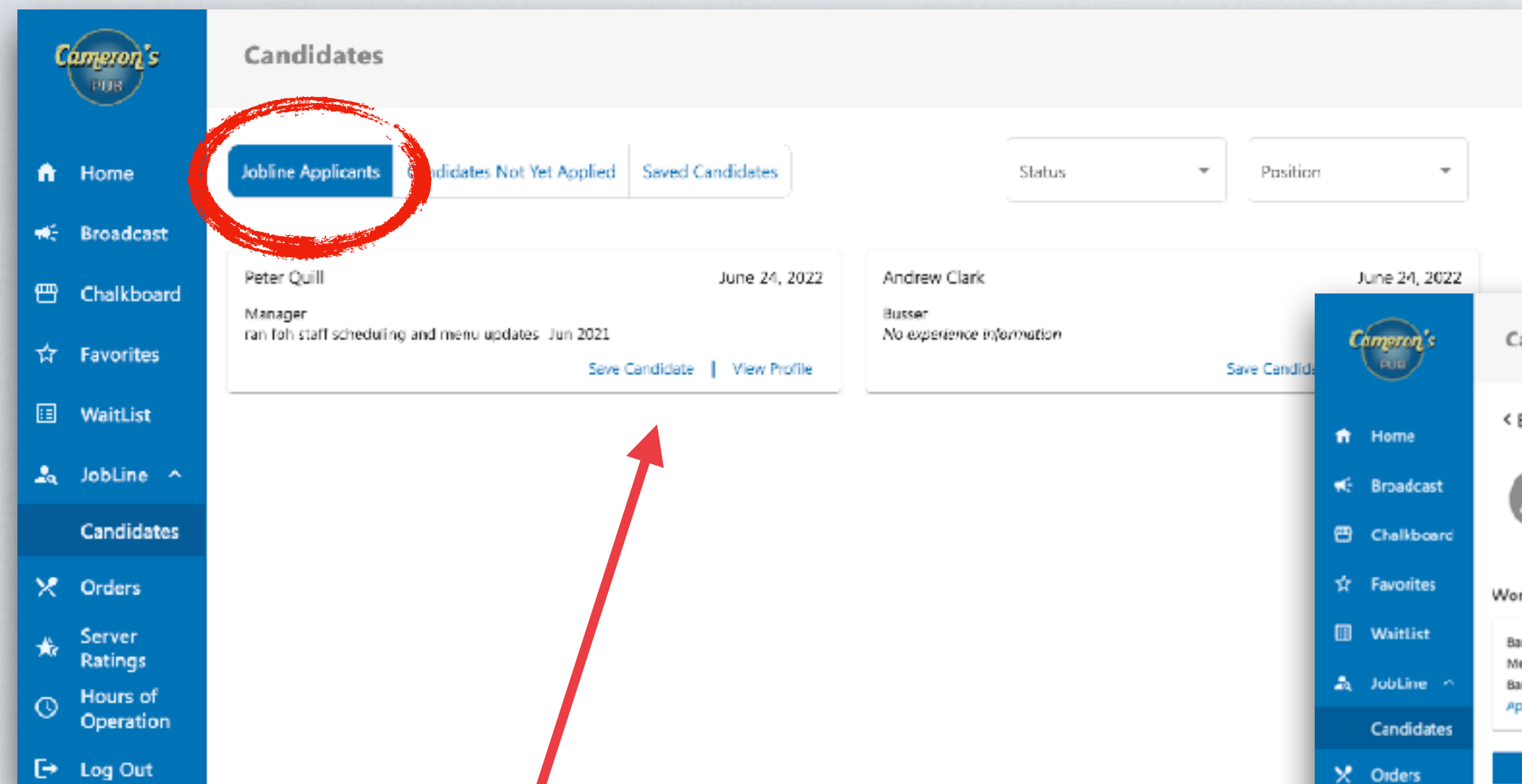
Create multiple listings and choose which ones are active.



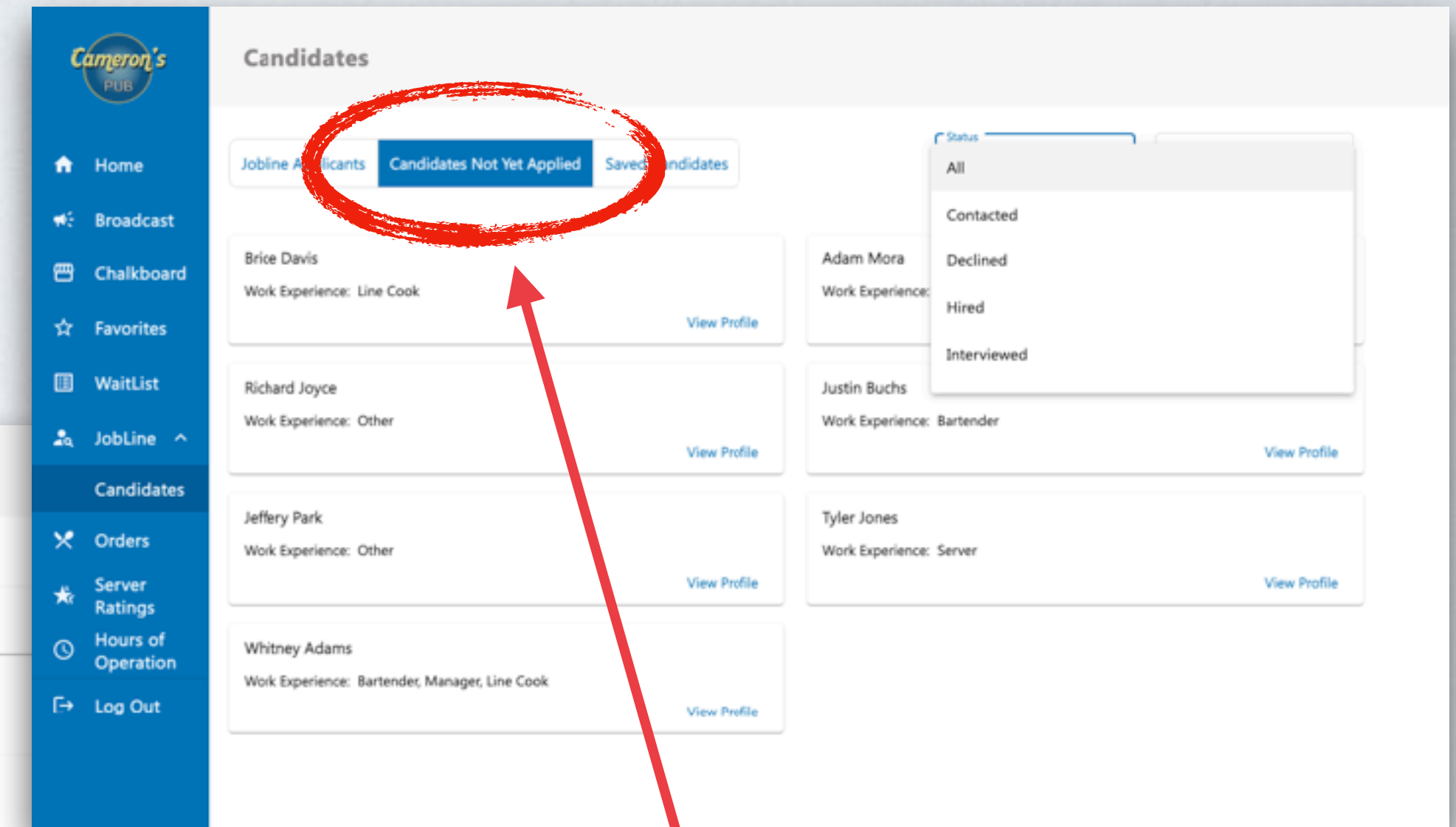
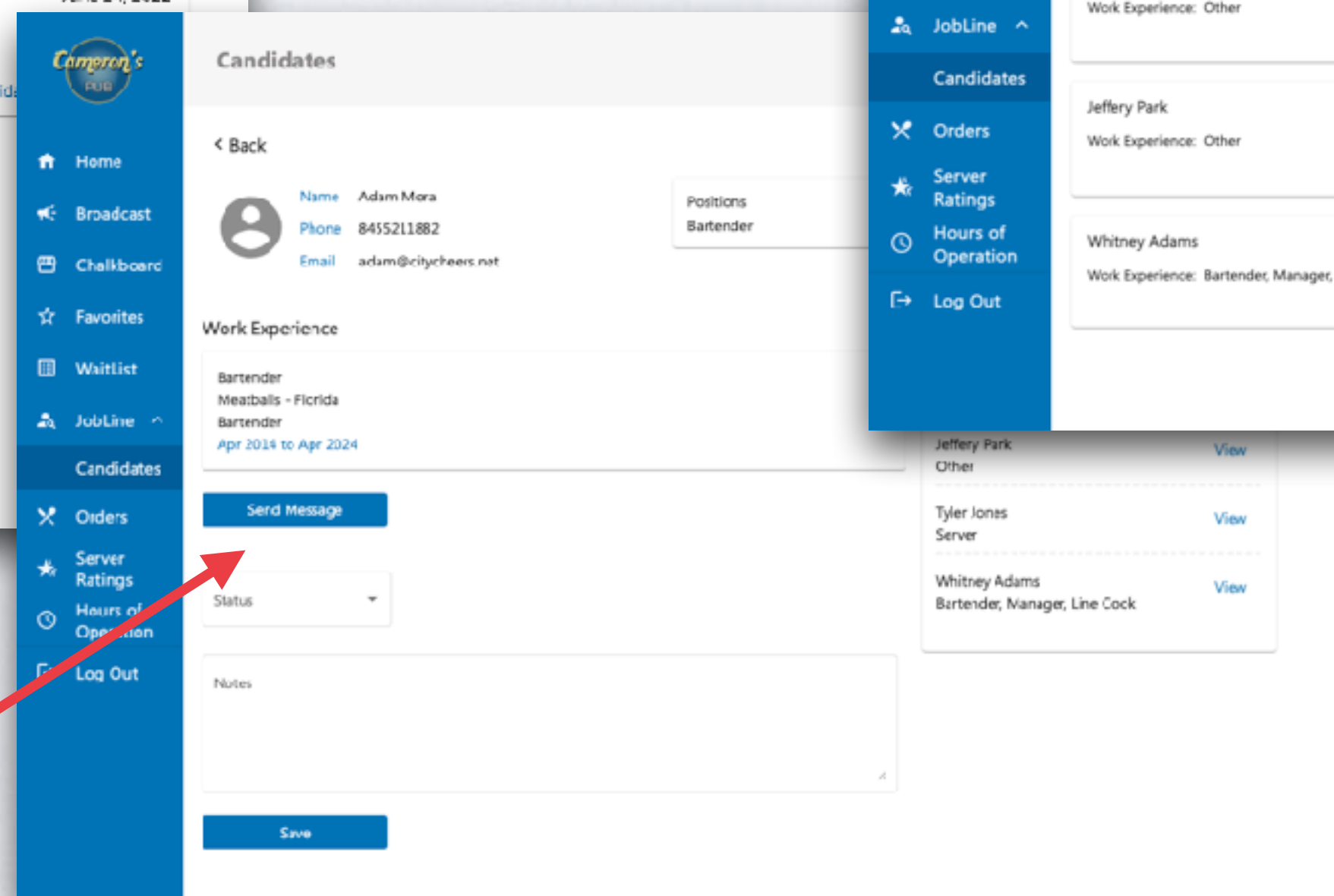
Jobline

Find qualified candidates

“Jobline Applicants” has candidates that have applied for your positions



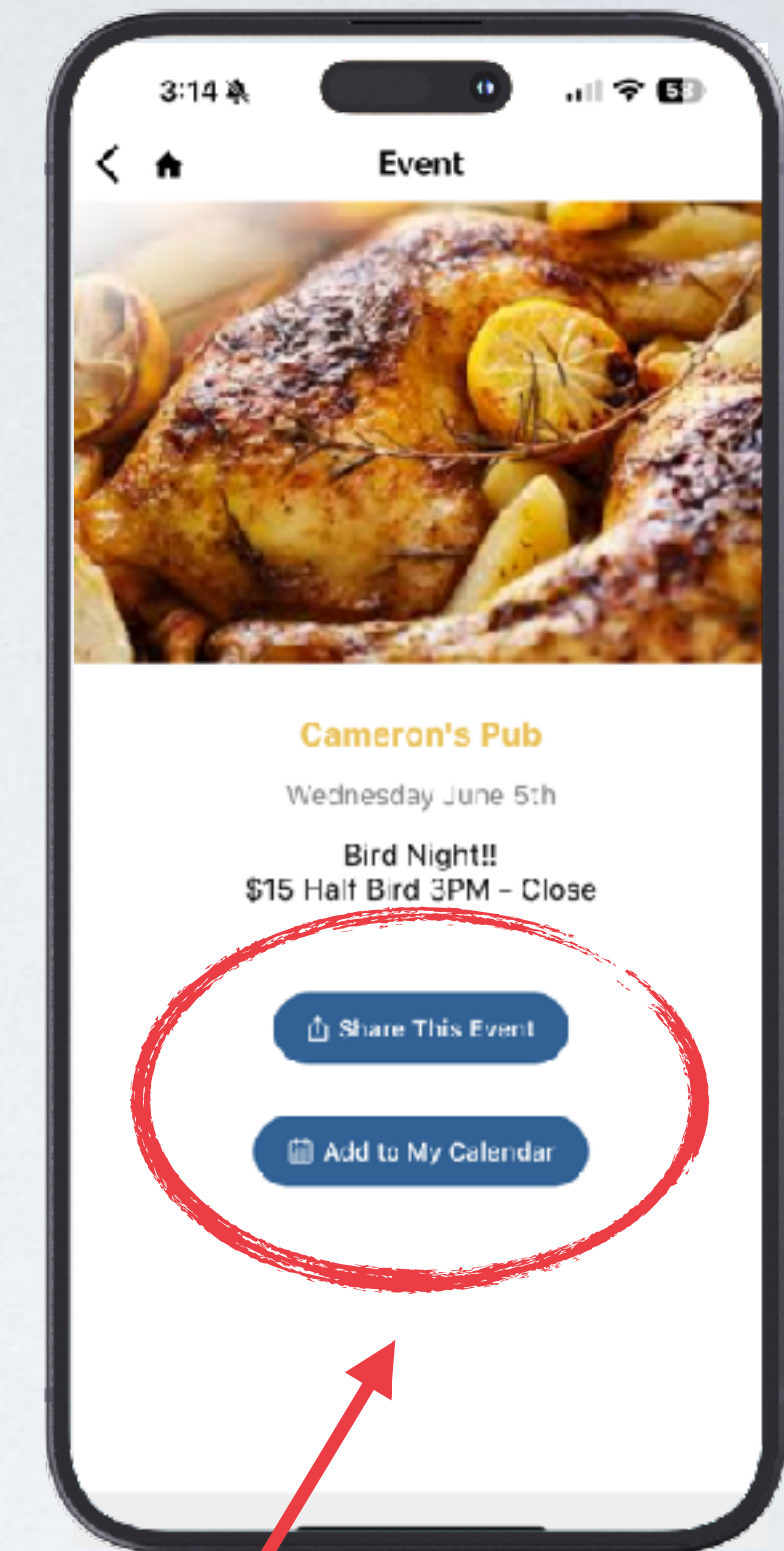
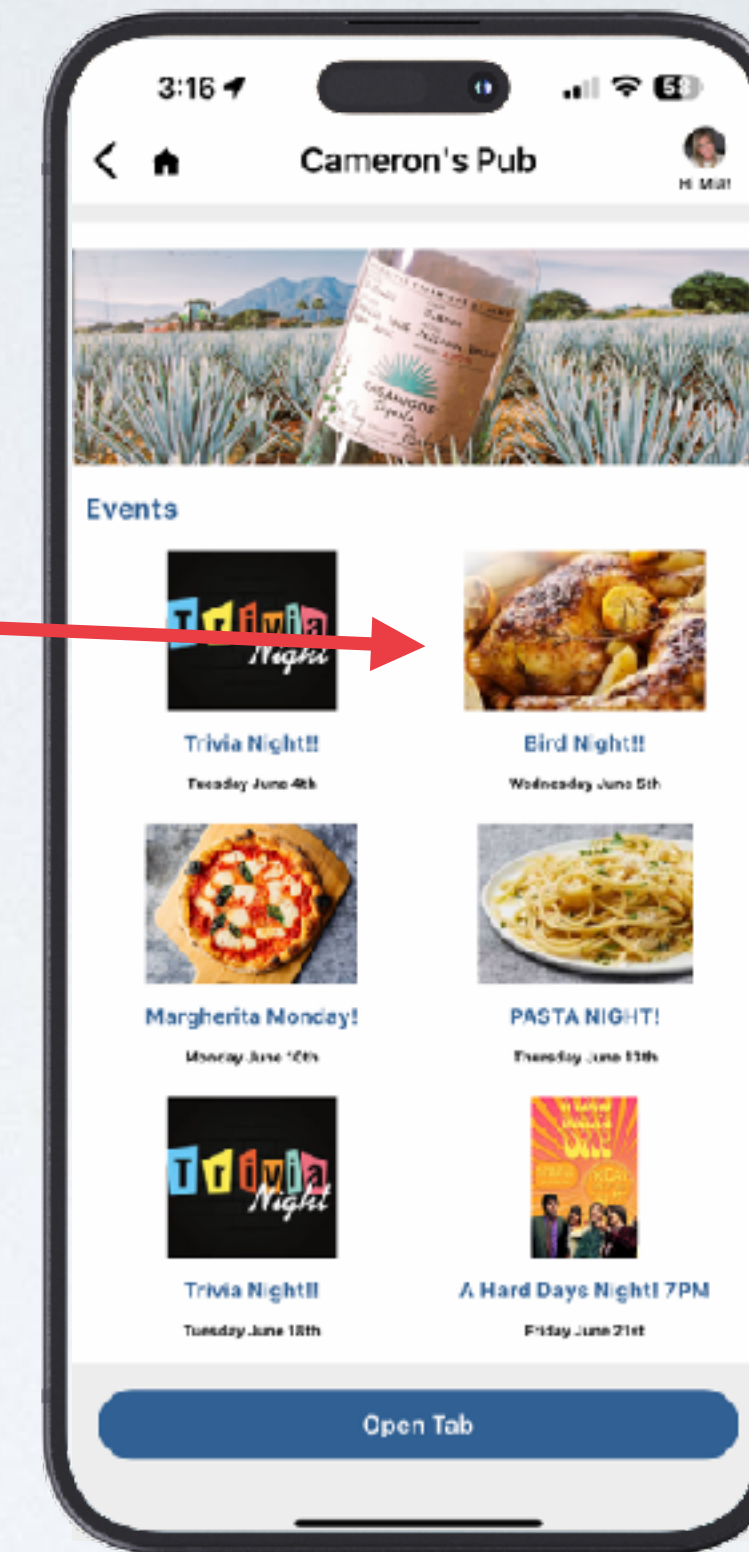
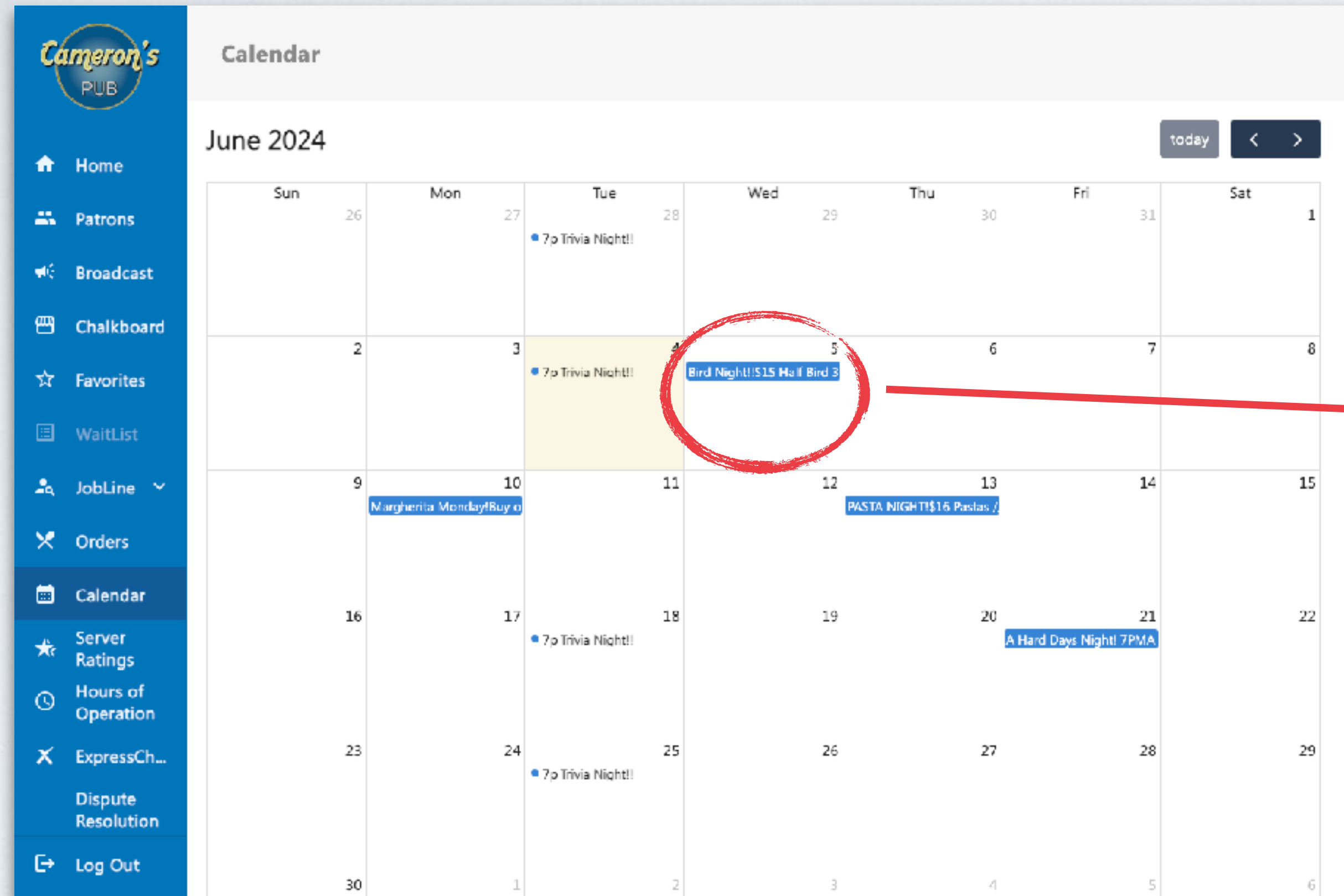
Save the candidate to view later or send a personalized message and update their status.



View “Candidates Not Yet Applied” but have profiles on the app

Calendar


Adjust hours of operation anytime

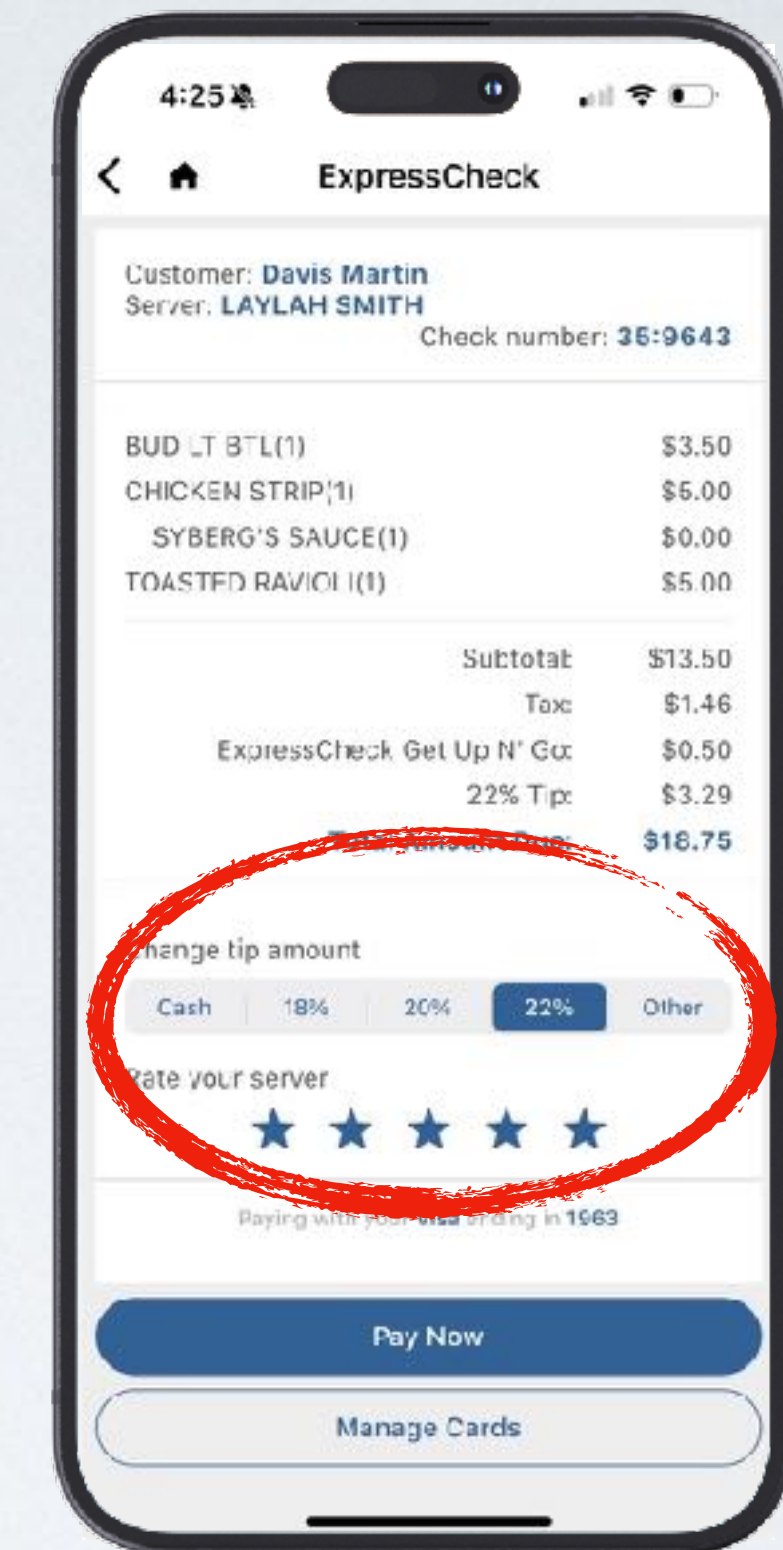


- Add daily events or recurring weekly events
- Add a high resolution photo
- Guests can share your events with their contacts or add them to their calendar

Server Ratings

Guests can rate their service when using ExpressCheck

		Servers Ratings		
Average Rating: 4.7		Average Tip Percentage: 18.5		
Server Name	Average Rating	Average Tip	Number of Transactions	
Michelle	4.9 stars	20.27%	751	
Fredy	4.9 stars	19.15%	323	
Vivianna	4.8 stars	16.2%	6	
Fozia	4.8 stars	19.37%	520	
Marie B.	4.9 stars	20.4%	170	
Brian G.	0 stars	20.01%	1	
Miguel S.	5 stars	16.62%	2	
Nicole	0 stars	0%	1	
Federico O.	4.6 stars	20.77%	17	
Shemar G.	4.7 stars	19.02%	94	
Piolo G.	4.8 stars	25.54%	16	
Arnulfo O.	4.9 stars	20.01%	413	



- View individual server's & restaurant average ratings & tip percentages
- Click on individual server to see ratings from specific guests

ExpressCheck

View your ExpressCheck activity and history

ExpressCheck

History

Reports

Checked In

Andrew Clark Diana Prince Jean Grey Peter Quill

Assigned

Tyler Durden Table #14

Please select an action for Andrew Clark

UnAssign Charge Profile

Walkout

Charge the total plus a 20% tip to the patron's card?

Cancel Yes

- View ExpressCheck Transaction History
- See guests checked in or assigned
- If a customer leaves without paying, you can charge them from this portal

Dispute Resolution

Protects against chargebacks & fraud

Guest opens a tab - Geo location is taken

Guest closes a tab - Biometric Signature is taken

Visit Log (abdbb7d4)

Patron information

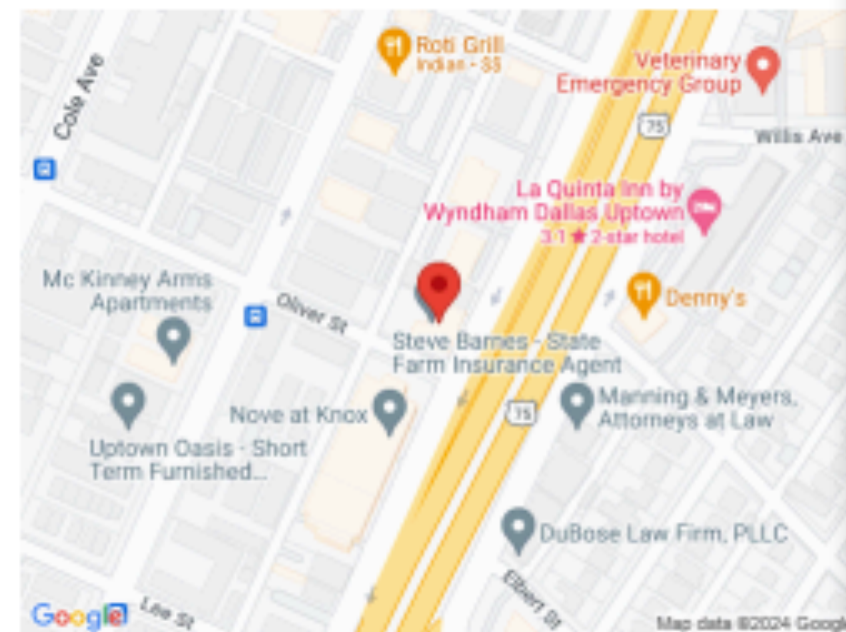


Name: Mia Jerva
Email address: miajerva@gmail.com
Phone number: 8478458309
Zip code: 60025

Phone and user validated via Multifactor Authentication
Date of validation: 12/12/2023 1:53 PM

Venue information

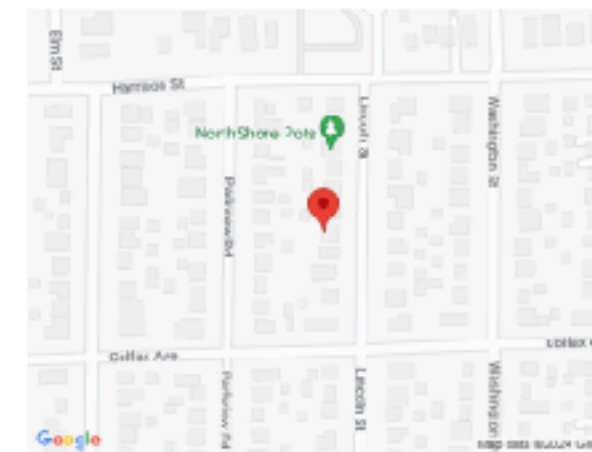
Name: Dylan's Bar & Grill
Phone number: 4088316500
Address: 4403 Central Expy
City: Dallas
State:
Zip code: 75205
Venue location: 32.819199, -96.788101



Visit Log (abdbb7d4)

Open tab

Name: Dylan's Bar & Grill
Patron selected open a tab at the venue at: 01/15/2024 4:29 PM
Phone location: 42.361166, 87.808757



Patron validated via phone biometrics at: 01/15/2024 4:29 PM
Biometric Authentication type: Face ID
Biometric token:
54c02270ed74eb5e77b03fb6410b7072d92>41bb223ac88adfd53ad825ca58c

Pay tab

Name: Dylan's Bar & Grill
Patron selected Pay tab at the venue at: 01/15/2024 4:31 PM
Server Name: Joe Wheeler
Check: #55410
Tip selection: Percent
Tip amount: \$ 2.96
Check total: \$ 15.27
Transaction completed date and time: 01/15/2024 4:32 PM
Card: Mastercard, **** 3267
Auth code:
Phone location:

Patron validated via phone biometrics at: 01/15/2024 4:31 PM
Biometric Authentication type:
Biometric token:

Visit Log (abdbb7d4)

From: Dylan's Bar & Grill <noreply@citycheers.com>
To: Mia Jerva <miajerva@gmail.com>
Subject: ExpressCheck receipt from Dylan's Bar & Grill on 01/15/2024 16:32:04

Thank you for using ExpressCheck at Dylan's Bar & Grill.

This is your receipt for \$18.27 charged to your Visa.

Check #: 55410

Order Details:

Fried Cheese Sticks	\$9.99
Bud Light Bottle	\$4.00
Expck Reward Club Fee	\$0.50
Subtotal:	\$14.49
Tax:	\$0.82
20% Tip:	\$2.96
Total Amount:	\$18.27



ID: abdbb7d4

We hope you enjoyed your visit!

Patron Profile

Location Validation

Guest Check