



ConnectPortal Tutorial

This guide explains how to manage all your venue's features, content, and quickly and confidently.

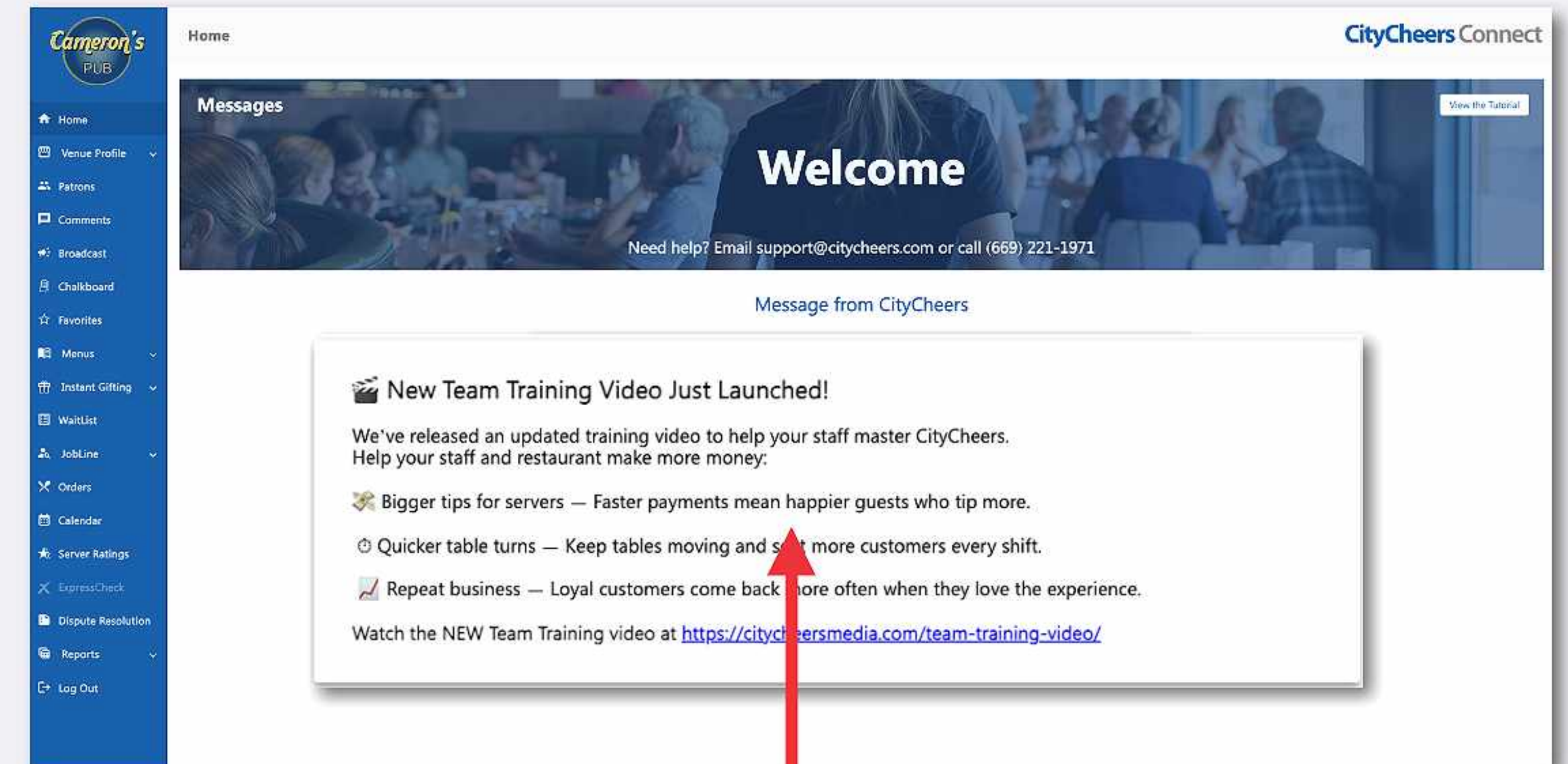
Connect Portal

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

Access your Connect Portal at connect.citycheers.com with your name and the name of your restaurant, bar, or tavern. Questions? Email connect@citycheers.net or call (408) 831-6448. We're happy to help!

Venue Profile

Hours & Tagline/Slogan - About Us

Add your Hours of Operation & Tagline or Slogan
They will appear instantly in the app
when you hit save.

Home

Venue Profile

Hours & Tagline/Slogan

About Us

Search Terms

Patrons

Comments

Broadcast

Chalkboard

Favorites

Menus

Instant Gifting

WaitList

JobLine

Orders

Calendar

Server Ratings

ExpressCheck

Dispute Resolution

Hours & Tagline/Slogan

Hours of Operation

☐ Open 24 Hours

☒ Sunday

8:00 AM - 3:00 PM

☒ More

5:00 PM - 10:00 PM

☐ Monday

☐ More

☒ Tuesday

8:00 AM - 10:00 PM

☐ More

☒ Wednesday

8:00 AM - 10:00 PM

☐ More

☒ Thursday

8:00 AM - 10:00 PM

☐ More

☒ Friday

8:00 AM - 12:00 AM

☐ More

☒ Saturday

8:00 AM - 12:00 AM

☐ More

Save Changes

Tagline/Slogan

Tagline or Slogan

Where Comfort Meets Classic

Character Count: 27 / 60

Clear

Save

Add your About Us & History
Your story builds trust, creates connection,
and turns first-time guests into regulars.

About Us

We're all about simple pleasures done right: hearty plates, cold drinks, and a warm, laid-back atmosphere that feels like your home away from home. Whether you're here for a quick bite, catching a game, or spending the evening swapping stories over pints, there's always a seat waiting for you. At Cameron's, everyone's a regular — even on their first visit.

Character Count: 359 / 333

Clear

Save

History

Our Story:
Cameron's Pub started with a simple idea: great food, cold drinks, and a place where everyone feels at home. In 2002, Cameron O'Malley combined his Irish roots with a love for classic American pub fare to create the kind of neighborhood spot he always wanted. What began as a small corner hangout quickly became a local favorite — where birthdays are toasted, stories are shared, and strangers become friends. Today, we're proud to keep that tradition alive, serving up scratch-made comfort food, ice-cold drinks, and plenty of good times.

Character Count: 550 / 333

Clear

Save

CityCheers
Super App

Venue Profile

Search Terms

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

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

Home
Venue Profile
Hours & Tagline/Slogan
About Us
Search Terms
Patrons
Comments
Broadcast
Chalkboard
Favorites
Menus
Instant Gifting
WaitList
JobLine
Orders
Calendar
Server Ratings
ExpressCheck
Dispute Resolution
Reports

Search Terms

Venue Types

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

[Basic](#)

Cuisine

☒ American	☐ Asian	☐ BBQ	☐ Breakfast
☒ Burgers	☐ Cajun	☒ European	☐ Mexican
☐ Middle-Eastern	☐ Pizza	☐ Seafood	☐ Steaks
☐ Thai	☐ Vegan	☐ Gluten Free	☐ Farm to Table
☐ Other			

[Advanced](#)

Entertainment and Features

☒ Axe Throwing	☒ Billiards	☒ Cornhole	☐ Dancing
☒ Darts	☐ DJ	☐ Happy Hour	☐ Karaoke
☐ Large Screen TVs	☐ Live Music	☐ Pickleball	☐ Trivia
☐ Dog Friendly			

[Advanced](#)

Patrons

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

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

Click on the Patron email address and see the patron profile.

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 Rating

ExpressCheck

Dispute Resolution

Reports

Log Out

Patrons

Total patrons: 3600

Here Right Now

Email	First Name	Last Name	Zip
b...	Bob	Frazier	33410
m...	Mia	Jerva	60025
d...	DJ	LaForge	95118
m...	Jodi	Marciano	97229
p...	Peter	Dille	28451
t...	Peter	Quill	78586
e...	Evan	Brammer	97220
d...	Diana	Prince	67114
t...	Tyler	Durden	95118

Items per page:

All Patrons

Email	First Name	Last Name	Zip	Age	Created
a...	adam	Bomb	32765	40	09/17/23
a...	Allie	Robinson	75007	22	05/23/24
a...	Amanda	Ramos	75240	27	10/15/24

Back

Patron Profile

Patron Name: DJ LaForge

Birth Month: November

Phone: 408-781-3456

Email: dj@citycheers.net

First ExpressCheck Transaction: 09/14/2017

Age: 55

Zip: 95118

Signup Date: 08/28/2012

Last ExpressCheck Transaction: 12/09/2025

Block Patron

Preferences

Global

Preferences: Clean silverware

Dietary preferences: No onions

Venue-Specific

Preferences: Makers Mark manhattan

Favorite Entree: Moms old fashioned beetloaf

Venue Preferences: Prefer patio seating

Venue Info

Cameron's Pub

Loyalty: Type: Punchcard (ExpressCheck based)

Punches Needed: 5

Patron's Punches (5):

Favorite Date: 05/30/2023

Notes

Leave a comment

Save

Comments

Real-Time Guest Feedback

Choose who will receive the comments.

Have the ability to contact the guest or report the comment to CityCheers.



[Home](#)

[Venue Profile](#)

[Hours & Tagline/Slogan](#)

[About Us](#)

[Search Terms](#)

[Patrons](#)

[Comments](#)

[Broadcast](#)

[Chalkboard](#)

[Favorites](#)

[Menus](#)

[Instant Gifting](#)

[WaitList](#)

Comments

Settings

Receive Comments via Email*

net71@mac.com

☒

Receive Comments via SMS Text*

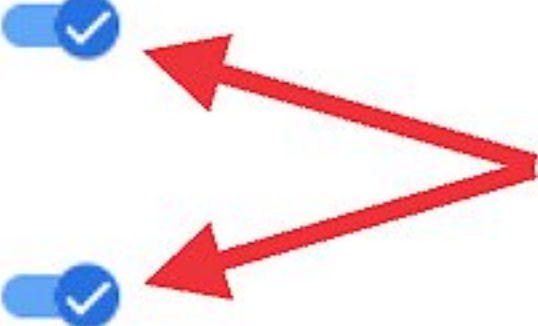
4087813456

☒

Save Changes

Patron Comments

Date/Time	Comment	Patron Email	Report
Feb 10, 2026, 2:13	Susie did a great job as our server. I was with my mom and we had a	Jaysmith10@gmail.co	
Feb 2, 2026, 10:24	Great pancakes. Best syrup	abc@gmail.co	
Jan 10, 2025, 7:46	Trivia Night was a blast. Wish you did it more than once a	def@gmail.co	
Dec 15, 2025, 11:57	Great Holiday	xyz@gmail.co	
Oct 25, 2025, 8:45	I like your daily dinner specials. The Coconut Shrimp was	out@gmail.co	
Aug 1, 2025, 1:22	Great Holiday	cbe@gmail.co	



Enable email, SMS, or both to stay in the loop.

Broadcasts

Connect with your guests to drive traffic and revenue

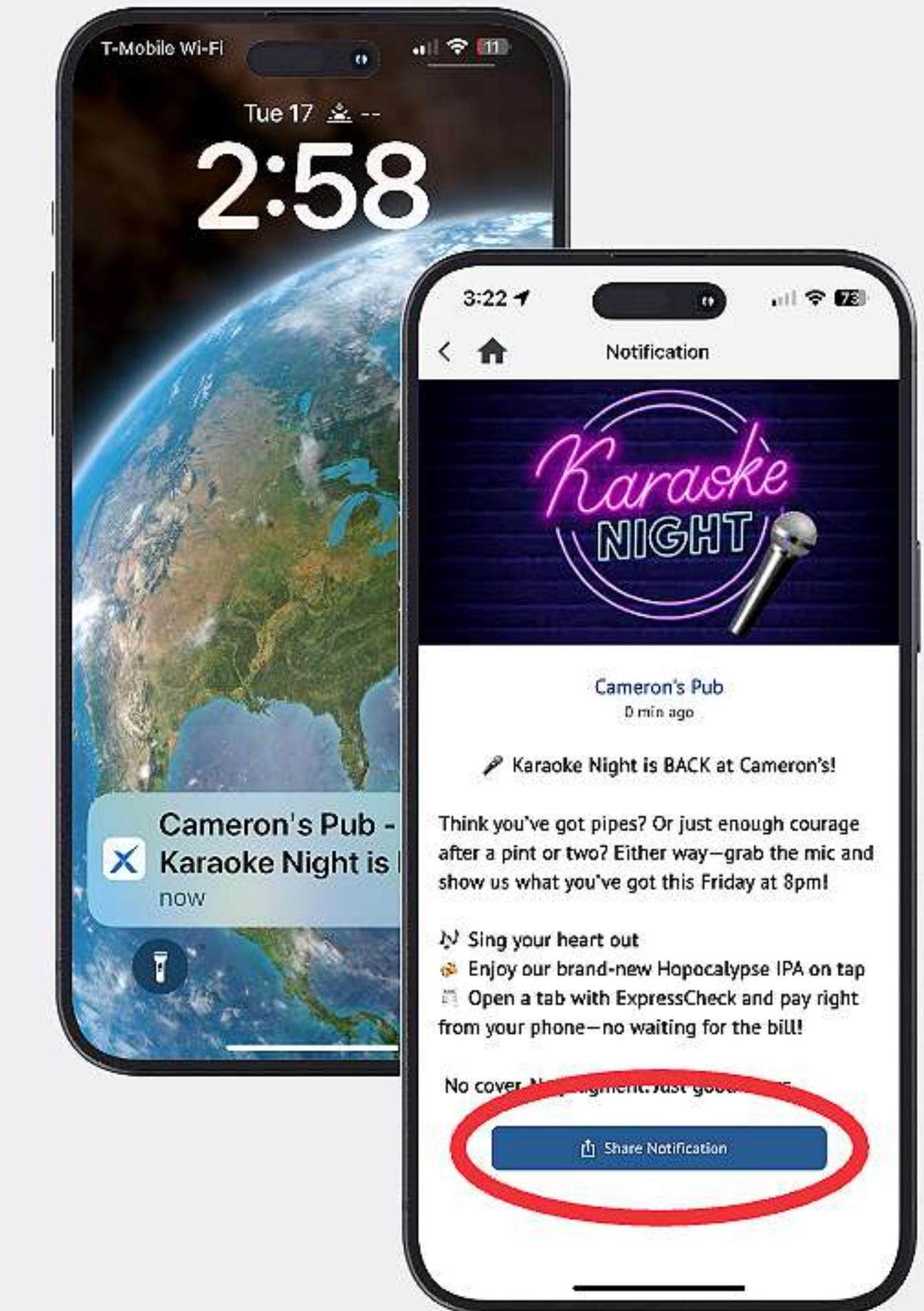
Select whether to send via Email, Push Notification or Both. Choose your Audience.

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' screen in the CityCheers Super App for 'Cameron's PUB'. The left sidebar contains navigation options: Home, Venue Profile, Patrons, Comments, Broadcast, Chalkboard, Favorites, Menus, Instant Gifting, WaitList, JobLine, Orders, Calendar, Server Ratings, ExpressCheck, Dispute Resolution, Reports, and Dispute Resolution. The main content area is titled 'Broadcast' and includes a 'Send a Cheer to your patrons!' prompt. Below this, there are checkboxes for 'Email (3408 patrons)' and 'Push (3408 patrons)', both of which are circled in red. A dropdown menu for 'Audience' is set to 'All'. The 'Message Subject*' field is empty. The 'Message content' field contains a message about a Karaoke Night event, including details about a new IPA and ExpressCheck. Below the message content, there are radio buttons for 'Send Now' and 'Send Later' (selected). There are also fields for 'Date*' and 'Time*'. An 'Attached Image' section shows a file named 'karaoke night.jpg'. At the bottom, there is an 'Attach a Reward' button and a 'Send It!' button.



Shows up on all your patrons' phones. Notification can be shared with contacts.

Broadcasts have two options: Send Now and Send Later. Rewards may be attached to a Broadcast.

Virtual Chalkboards

Keep your guests in the know

Add your Daily Specials and Events.

Choose from a variety of styles and backgrounds.

Hit Save and Chalkboard is live.

Chalkboards can be scheduled.

Chalkboard

Type: Default

Preview: The Best Hour is Happy Hour! Daily 4-7pm
Signature Cocktails, Mouthwatering Appetizers

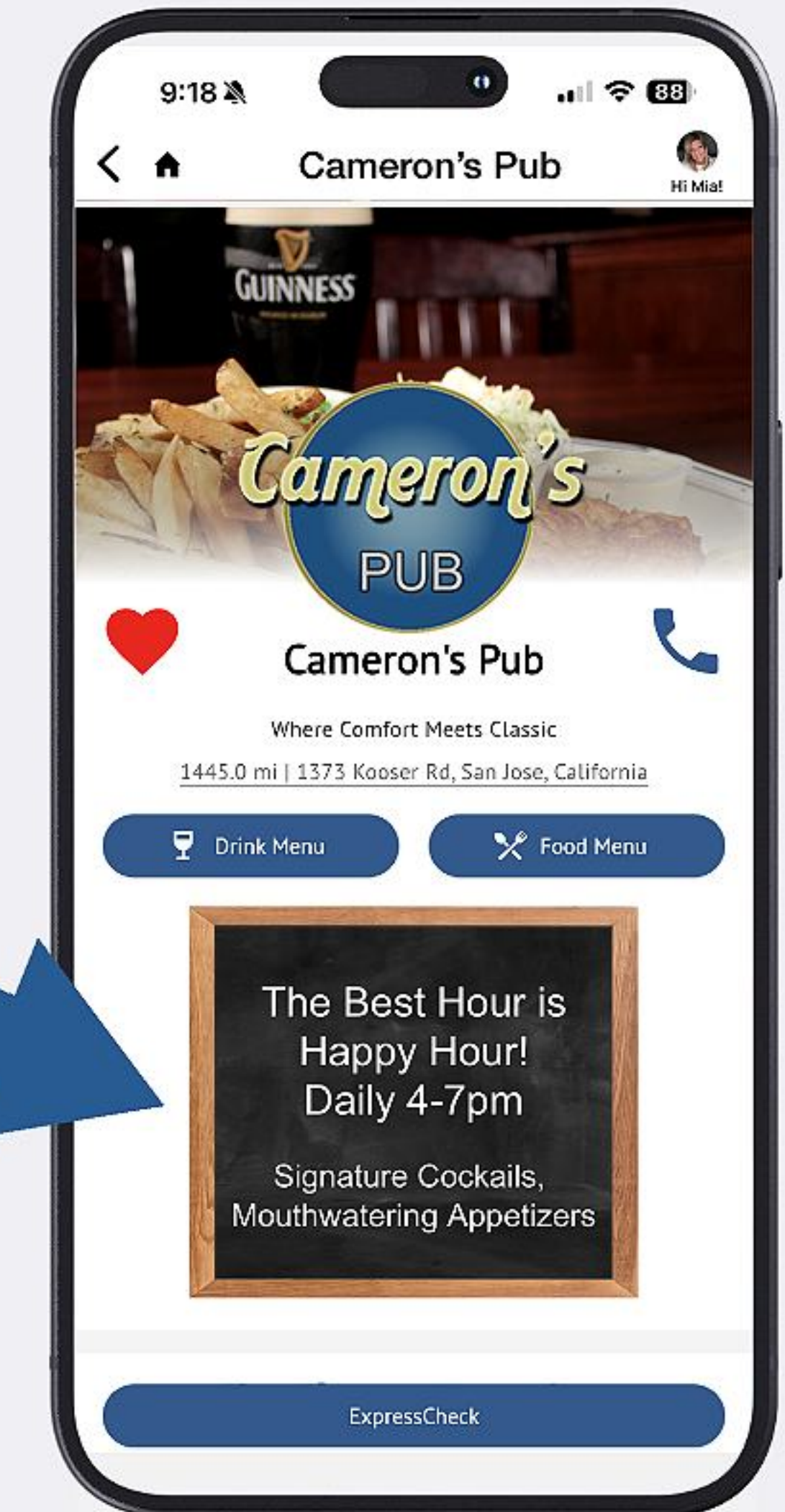
Select board: Blackboard

Display Chalkboard: ☒ On

Buttons: Save, Add Future Chalkboard

Upcoming Chalkboards

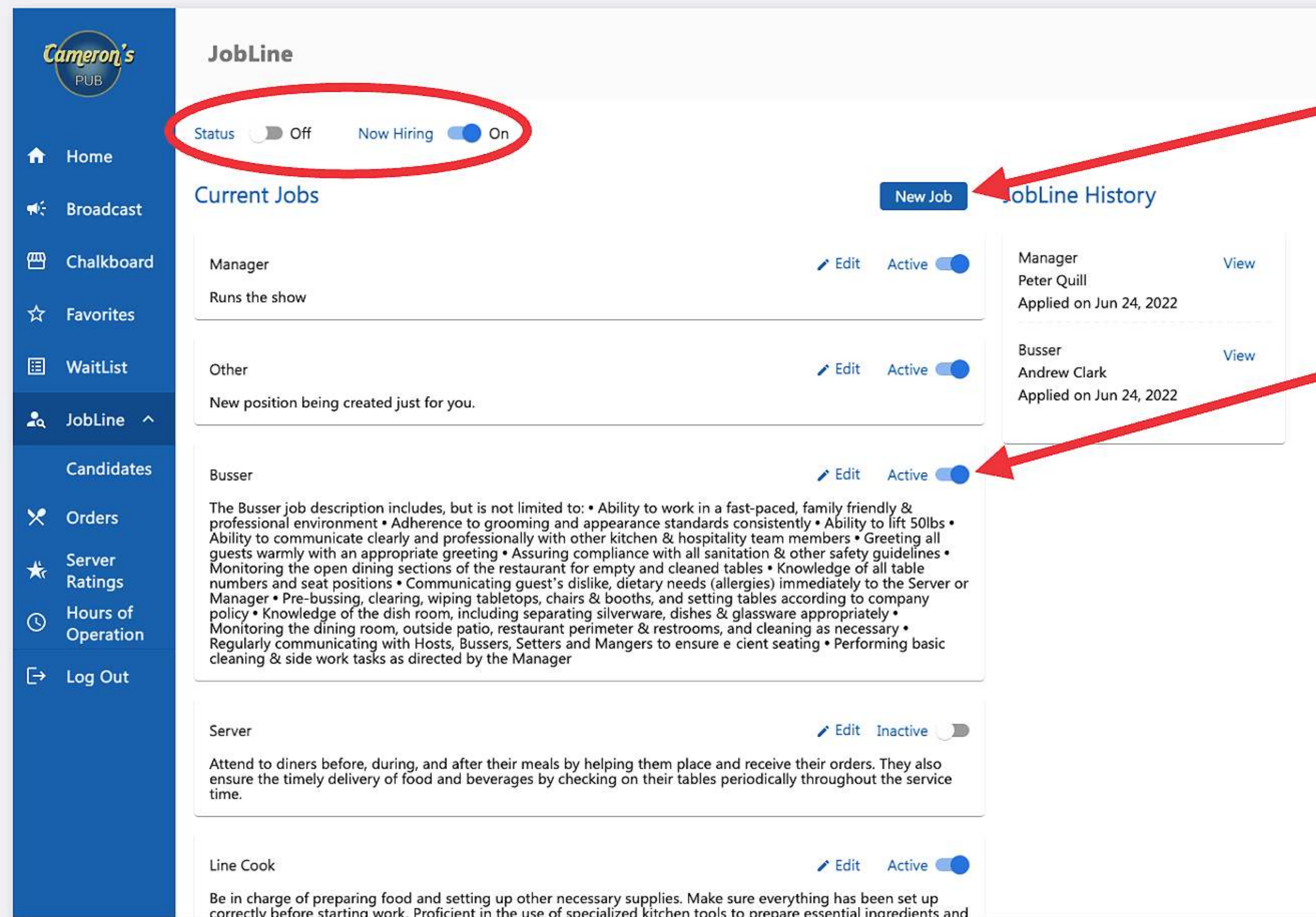
Preview	Name	Date	
	Coffee Martini	04/25/2026	
	Mimosa	04/26/2026	



Jobline

Create job postings & turn on "Now Hiring"

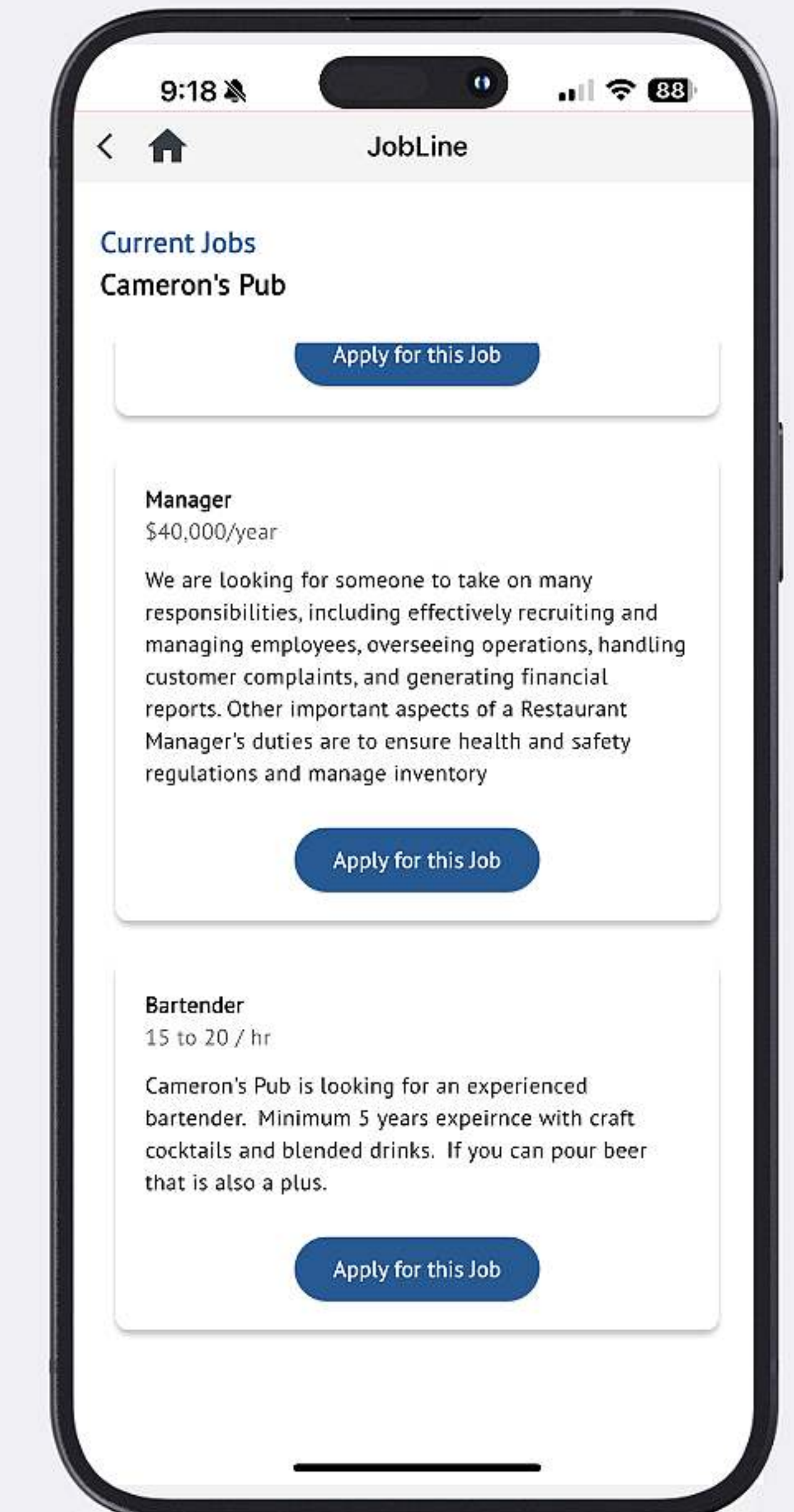
Adjust your Status and Now Hiring buttons at the top.



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.



Favorites

Showcase your signature dishes and drinks

CityCheers Favorites

Cameron's PUB

Home
Venue Profile
Patrons
Comments
Broadcast
Chalkboard
Favorites
Menus
Instant Gifting
WaitList
JobLine
Orders

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.

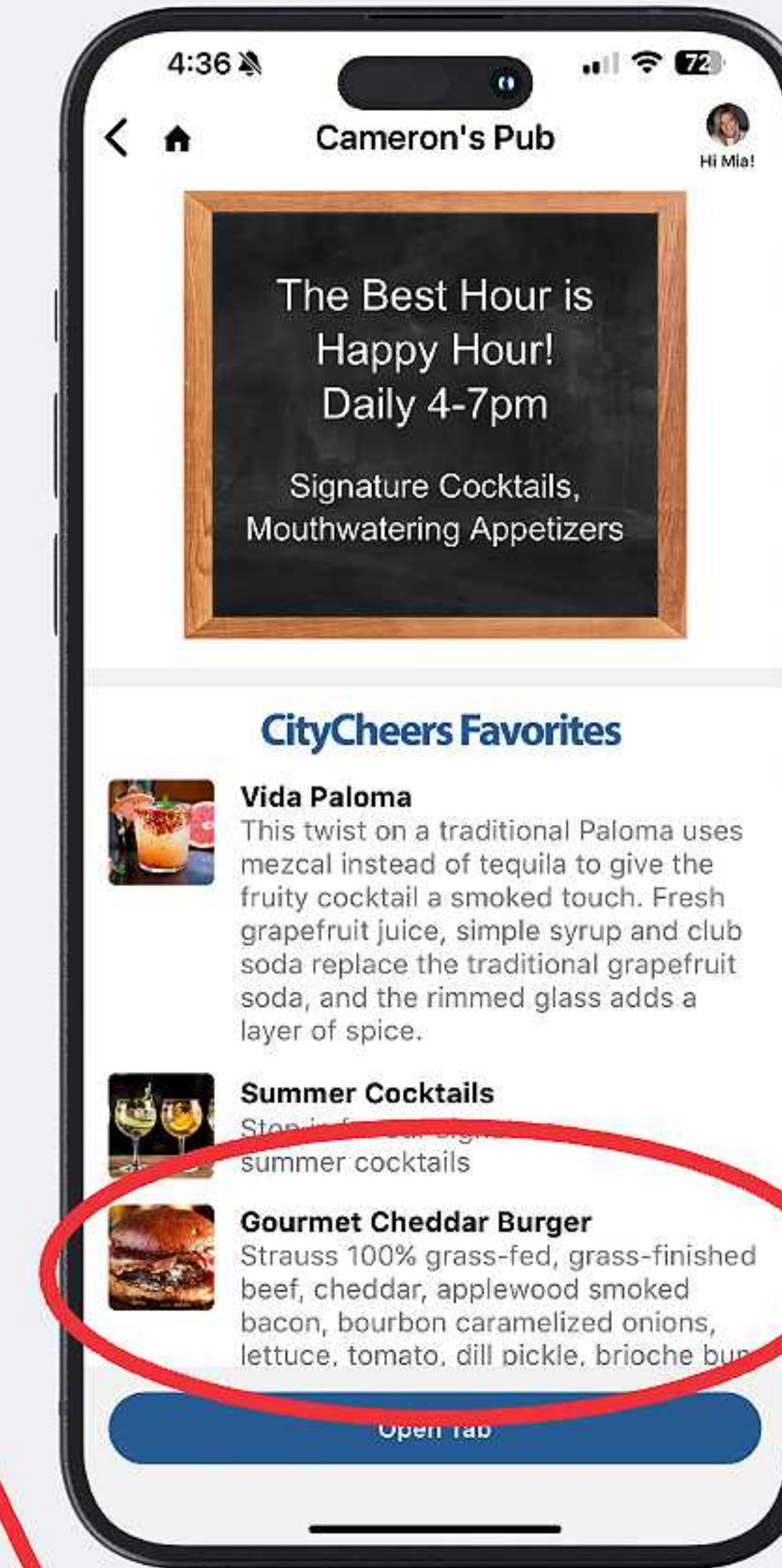
Summer Cocktails
Stop in for our signature summer cocktails
Stay cool on a hot summer day

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 to top it off.
Waffles aren't just for breakfast!

Nachos
nachos

Add a photo, title, description, and optional "Tagline" for your item.
- Tagline appears *italicized* when the favorite is tapped.



Toggle items off and on.
Go to the edit symbol & uncheck the active box.



Tap any Favorite to expand and view full details.

Menus

Update your menus or add website menu links

Menus

Menu Tab Name
Dining Menu

Save

Food Menu Drink Menu Food and Drinks Menu ⓘ

Please enter URL
<https://pinewoodpub.wixsite.com/pinewoodpub/new-menu>

Save

Image Menu ✓ Url Link Menu

Upload Image

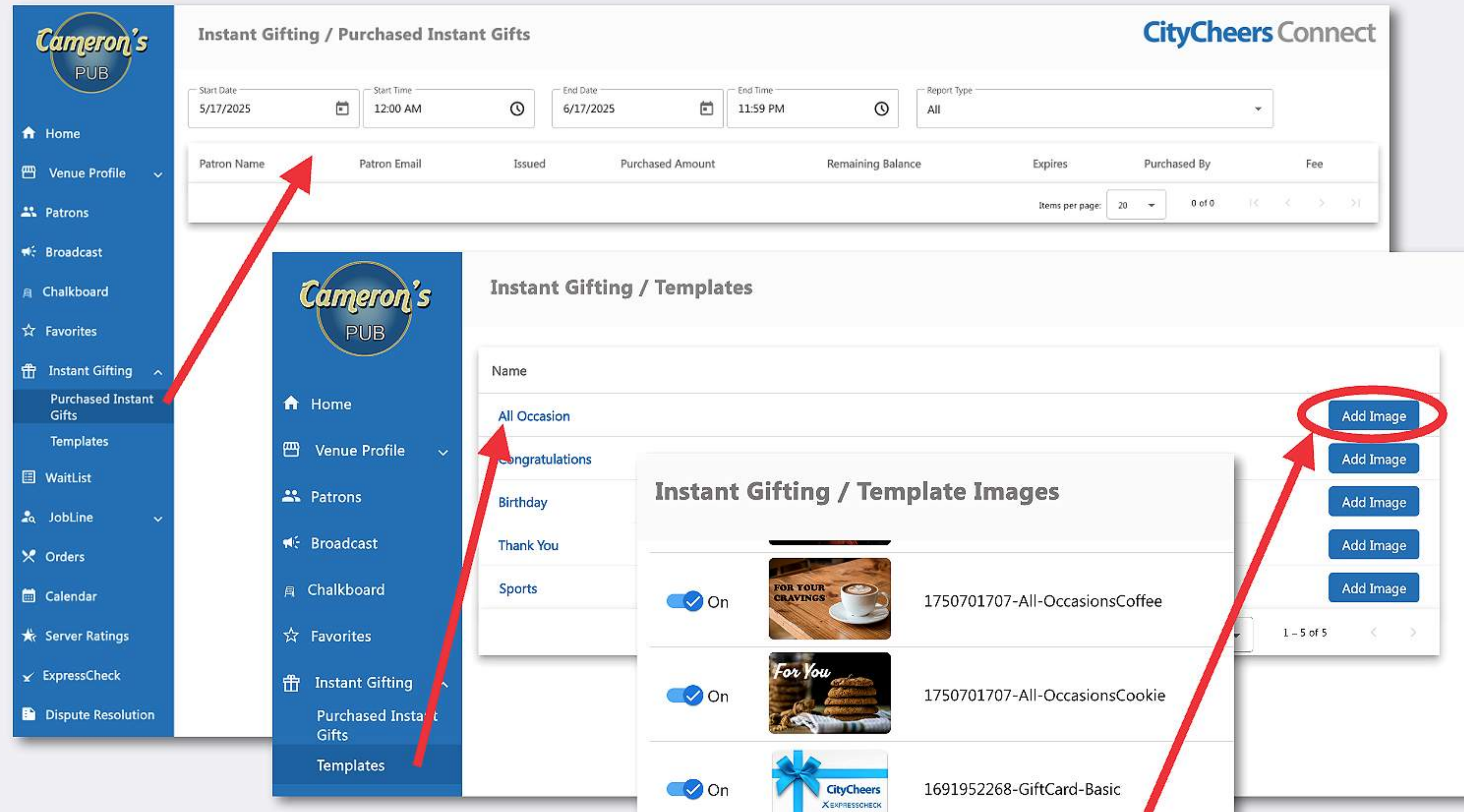
Current Photos

Photo	Menu Name	Type
	Specialties	Food Menu

CityCheers Super App

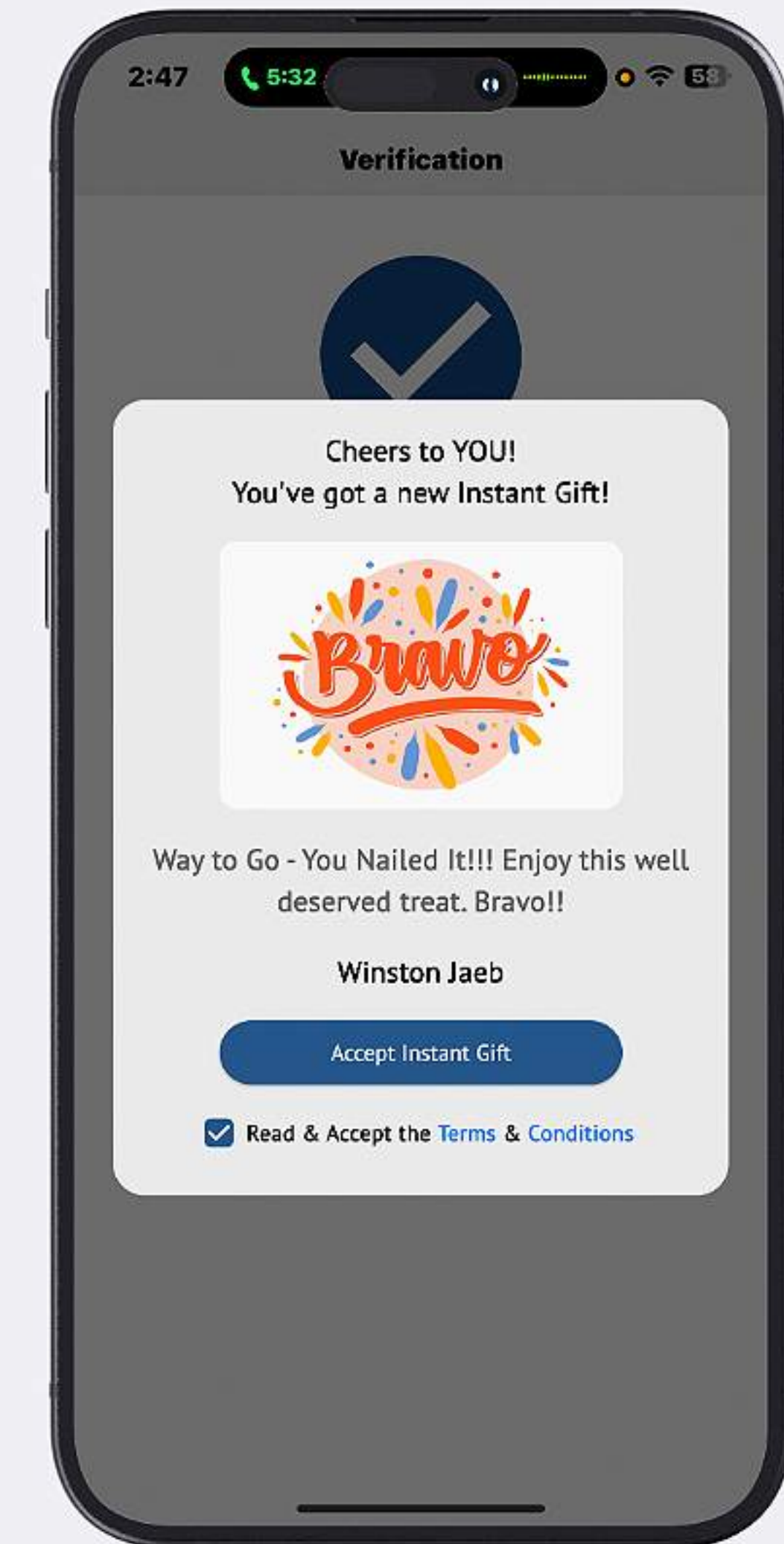
Instant Gifting

Guests can purchase Instant Gift Credits at any CityCheers Venue



Purchased Instant Gift: Report type will show: all, balance pending, or closed.
Templates can be toggled on or off.
Custom templates may be added by uploading a photo.

They are not redeemable for cash.

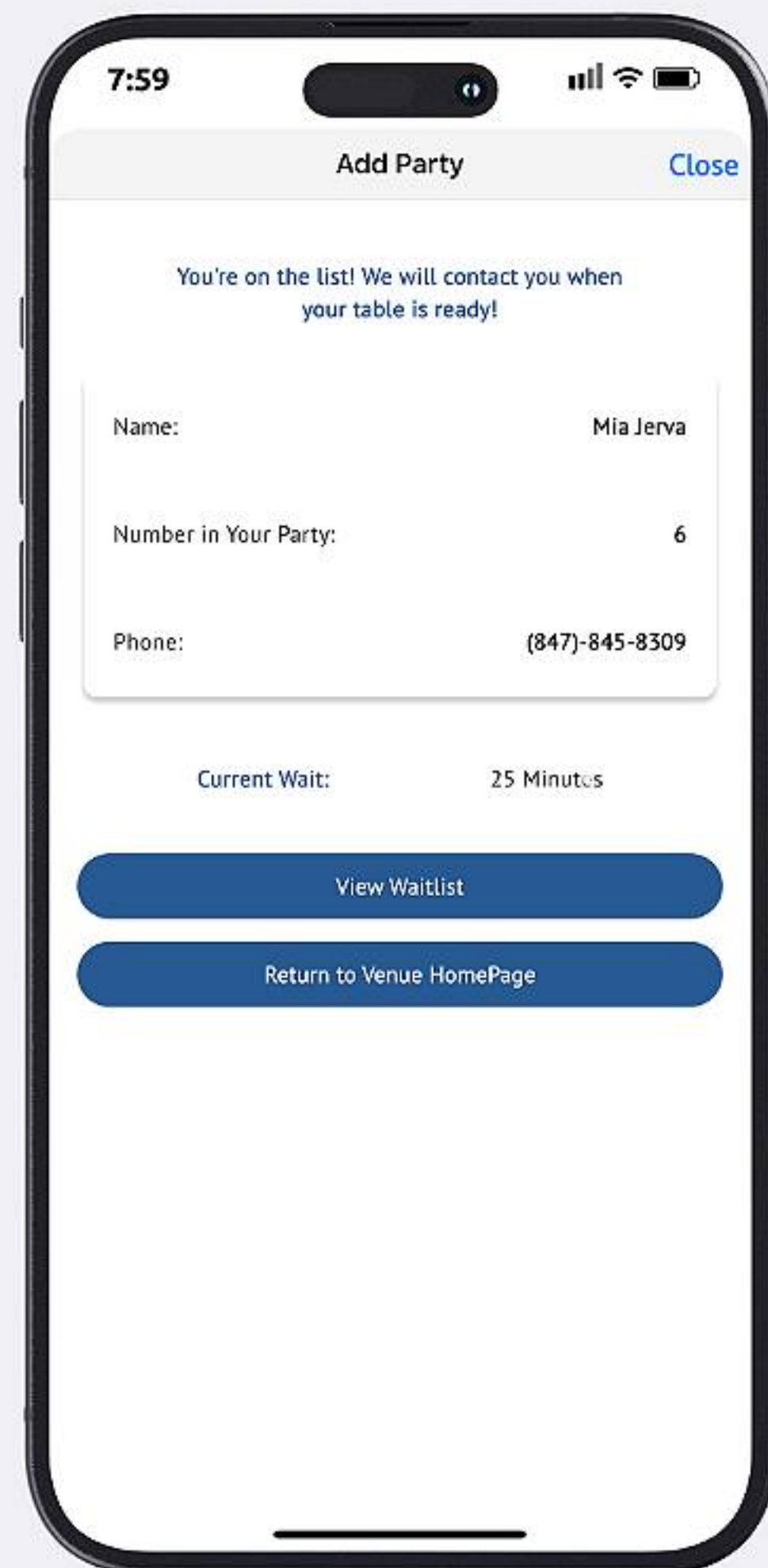


Once purchased, the guest is notified and the Instant Gift is held in the app.

Waitlist

Toggle Feature: iPad/Tablet Based Waitlist

Adjust your wait-time and cap your party size.



The main interface for 'Cameron's PUB' WaitList. It includes a sidebar menu with options: Home, Venue Profile, Patrons, Comments, Broadcast, Chalkboard, Favorites, and Menus (Food Menu, Drink Menu, Food and Drinks Menu). The main area shows 'Status: On', 'Current Time: 12:52 PM', and 'Current Wait Time: 10 Minutes'. A slider for wait time is set at 10 minutes. A 'Max Party Size' input field is set to 8. A table lists waitlist entries with columns: Call, Source, Name, Check In, Est Wait, Notified, and Party. A red circle highlights the 'Call' icon in the first row. A red arrow points from the 'Max Party Size' field to the text 'See Waitlist history'. Another red arrow points from the 'Call' icon to the text 'When the table is ready, call your guest with an automated message.' A third red arrow points from the 'Party' column to the text 'See guests who have added themselves to the list OR add guests yourself.' An inset shows a detailed view of the waitlist table with columns: Source, Name, Check In, Est Wait, Notified, Seated, Party, and Date.

Source	Name	Check In	Est Wait	Notified	Seated	Party	Date
Mobile	Tyler	2:23 AM	2:53 AM		9:31 AM	11	10-20-20
Mobile	Diana Prince	4:38 PM	5:08 PM		9:23 AM	2	01-07-21
Mobile	Diana Prince	5:23 PM	5:53 PM		9:26 AM	3	01-07-21
Waitlist	Kevin	5:09 AM	6:19 AM		5:28 AM	3	01-28-21
Waitlist	bob	5:41 AM	6:51 AM		10:32 AM	2	01-28-21
Waitlist	DJ L	1:26 PM	2:36 PM		5:42 AM	2	01-28-21
Waitlist	DJ L	1:42 PM	2:52 PM		10:32 AM	3	01-28-21
Waitlist	Evan	1:56 PM	3:06 PM		1:57 PM	2	02-18-21
Waitlist	Evan	1:57 PM	3:07 PM		6:23 PM	2	02-18-21

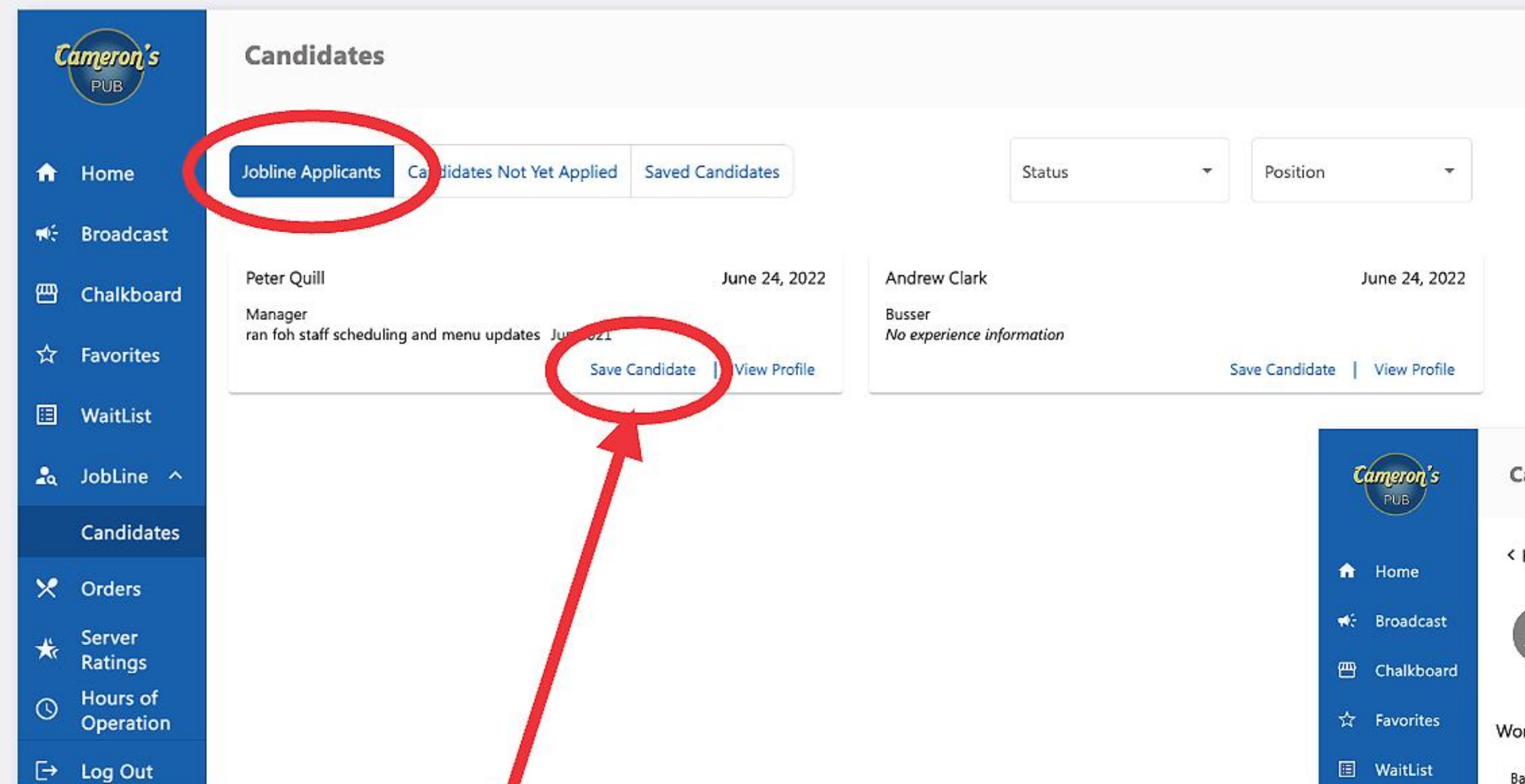
When the table is ready, call your guest with an automated message.

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

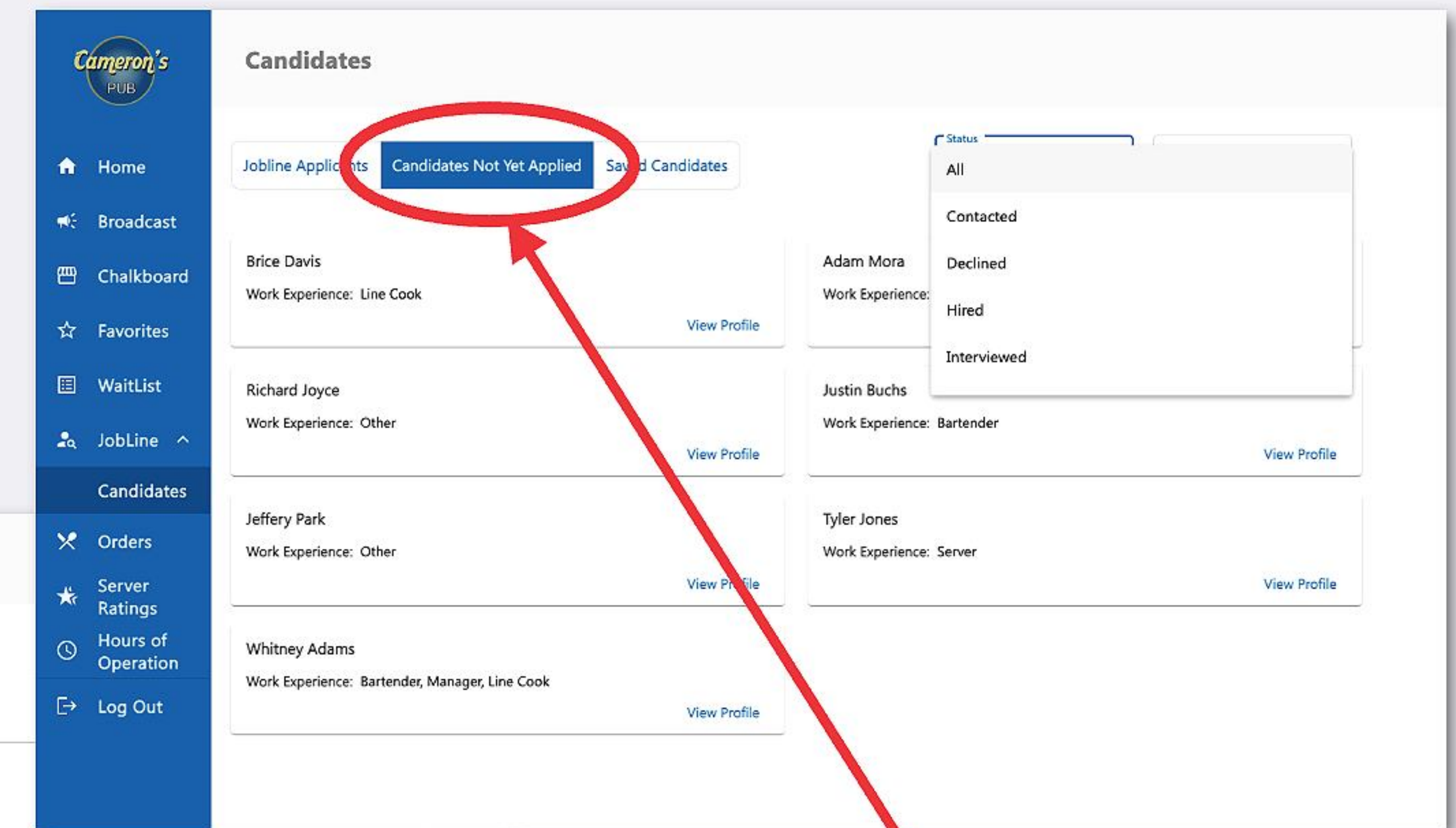
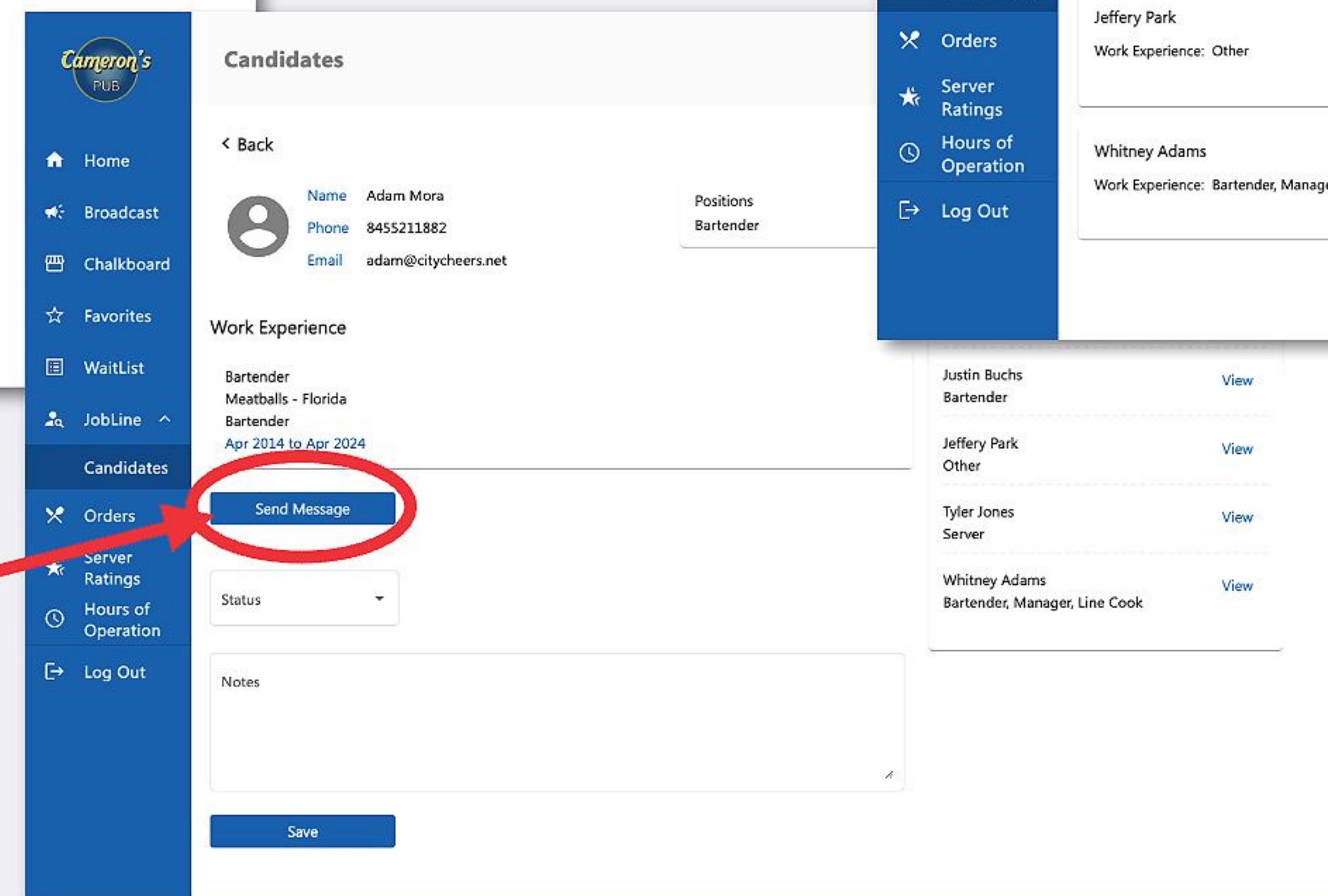
Jobline

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.

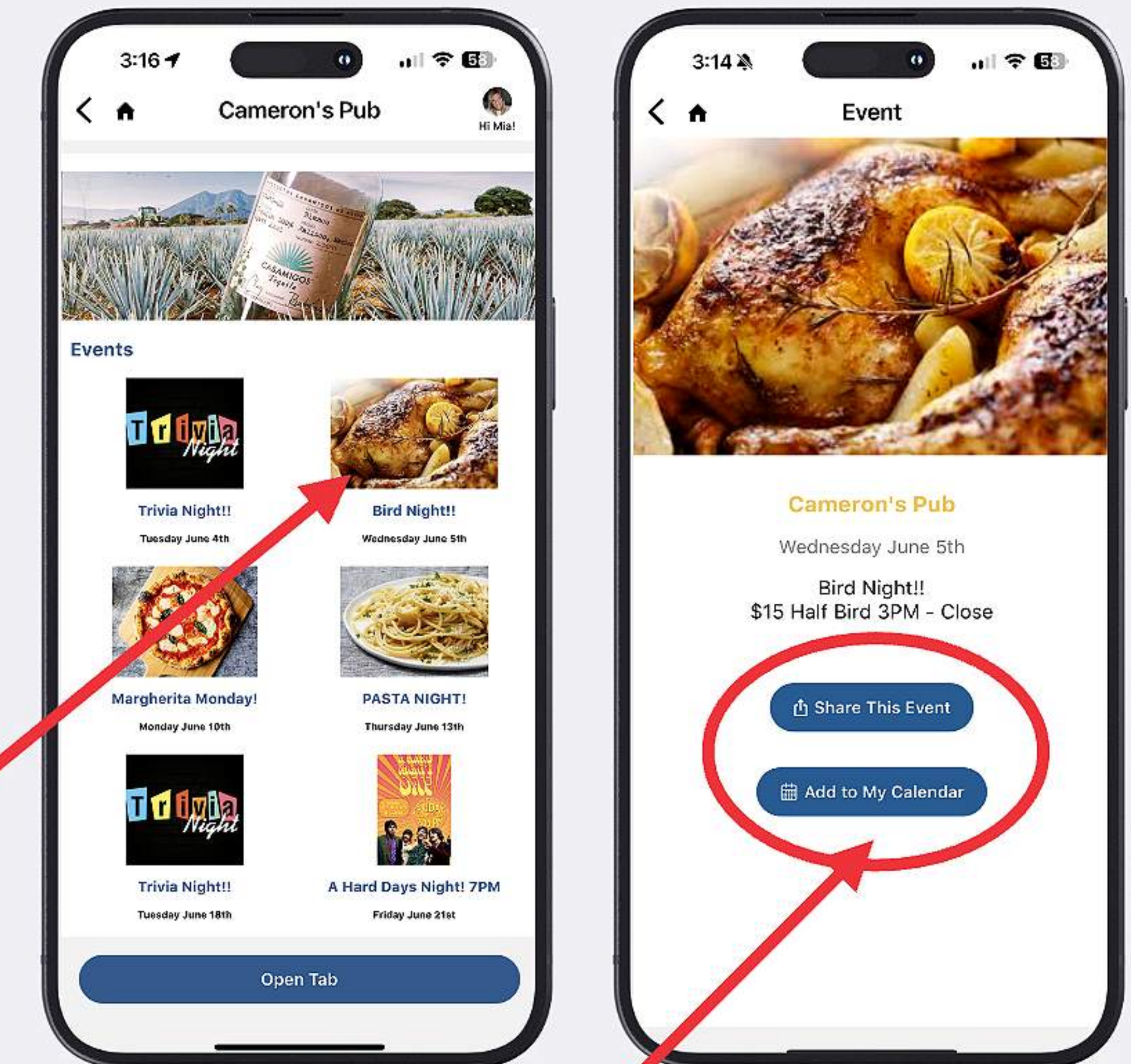


View “Candidates Not Yet Applied” but have profiles on the app.

Calendar

Update your Specials & Events

The screenshot shows the Cameron's Pub web interface. On the left is a navigation menu with options: Home, Patrons, Broadcast, Chalkboard, Favorites, WaitList, JobLine, Orders, Calendar (highlighted), Server Ratings, Hours of Operation, ExpressCh..., Dispute Resolution, and Log Out. The main area displays a calendar for June 2024. A red circle highlights the event 'Bird Night!! \$15 Half Bird 3PM - Close' on Wednesday, June 5th. An arrow points from this event to the 'New Event' form. The form includes a title field with the text 'Bird Night!! \$15 Half Bird 3PM - Close', a description field, a 'All day' checkbox, a frequency dropdown set to 'Once', an 'Upload Image' button, and a 'Save' button. The Cameron's Pub logo is visible at the bottom of the form.



Guests can share your events with their contacts or add them to their calendar.

Click on date to add a new Event and a high resolution photo.
Events can be scheduled daily, weekly, monthly, or yearly.

Server Ratings

Guests can rate their service when using ExpressCheck

Cameron's PUB				
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	

4:25

ExpressCheck

Customer: **Davis Martin**
Server: **LAYLAH SMITH**
Check number: **35:9643**

BUD LT BTL(1) \$3.50
CHICKEN STRIP(1) \$5.00
SYBERG'S SAUCE(1) \$0.00
TOASTED RAVIOLI(1) \$5.00

Subtotal: \$13.50
Tax: \$1.46
ExpressCheck Get Up N' Go: \$0.50
22% Tip: \$3.29
Total Amount Due: \$18.75

Change tip amount
Cash | 18% | 20% | **22%** | Other

Rate your server
★ ★ ★ ★ ★

Paying with your Visa ending in 1963

Pay Now

Manage Cards

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

Portal 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.

Portal shows Checked in and Assigned. History shows transactions for a specific time frame.

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.

Visit Log (abdbb7d4)

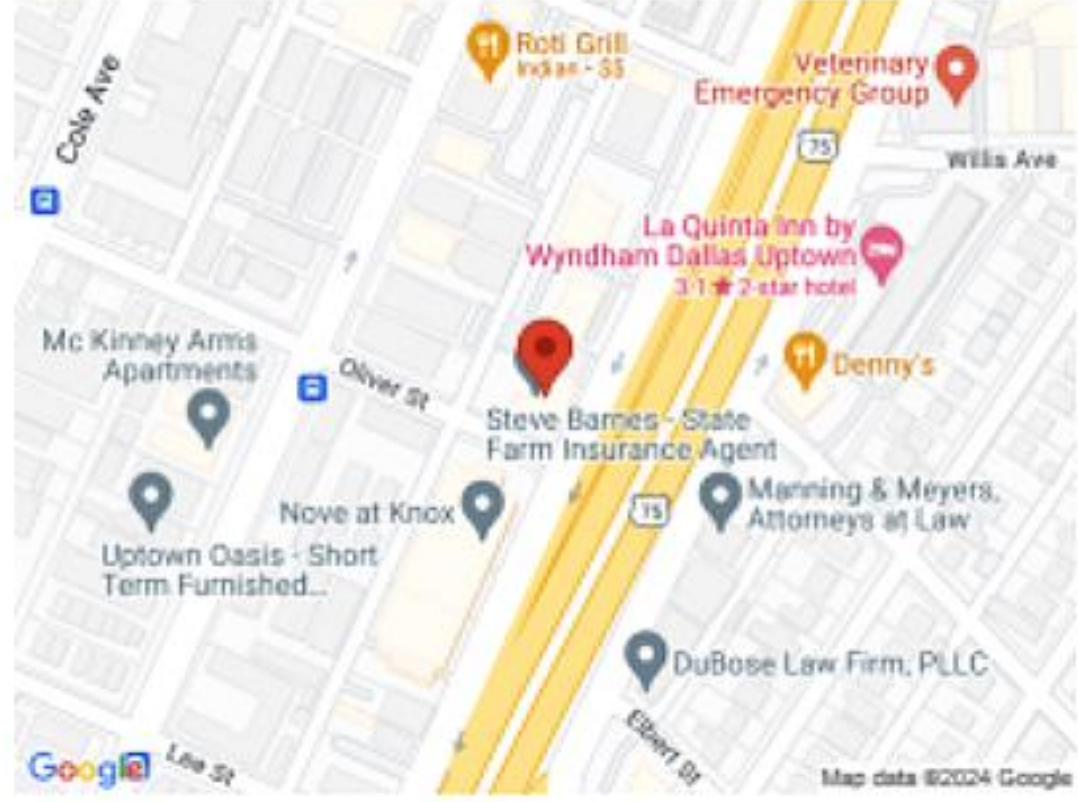
Patron information

 **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



Patron Profile

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: 42.061466, -87.808757



Patron validated via phone biometrics at: 01/15/2024 4:29 PM
Biometric Authentication type: Face ID
Biometric token: 94c02270ad74eb5e77b08fb5410b7072d92b41bb223ad89ad63ed825de580

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: \$ 18.27
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:

Location Validation

Guest closes a tab.
Biometric Signature is taken.

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
Expek Reward Club Fee	\$0.50
Subtotal:	\$14.49
Tax:	\$0.82
20% Tip:	\$2.96
Total Amount:	\$18.27

 **SECURED BY EXPRESSCHECK**

ID: abdbb7d4

We hope you enjoyed your visit!

Guest Check

Search for report based on Patron name, date, POS check number.

Reports

Track your Tickets and Rewards

Reports / Auto Close - Order

Start Date
4/23/2026

Start Time
12:00 AM

End Date
4/23/2026

End Time
11:59 PM

Report Type
All

Date

First Name

Last Name

Items p

Save as CSV

Save as PDF

All

Inactivity

Specific Time

CityCheers Connect

Reports / Rewards

Awarded: 543 Redeemed: 9 Outstanding: 23

Save as CSV

Save as PDF

Type
All

Status
Awarded

Search (Title, Server Name, Patron Name)

Search

Clear

Start Date

Start Time

End Time

Awarded

Redeemed

Title	Description	Outstanding	Patron Name	Server Name	Created	Expires	Redeemed
Birthday Reward	Happy Birthday from ...	Birthday	adam Bomb		03/31/2026 07:00 PM	04/30/2026 07:00 PM	
Birthday Reward	Happy Birthday from ...	Birthday	Bob Lopez		02/28/2026 06:00 PM	03/29/2026 07:00 PM	
Birthday Reward	Happy Birthday from ...	Birthday	Jay Sellers		01/31/2026 06:00 PM	03/02/2026 06:00 PM	
Birthday Reward	Happy Birthday from ...	Birthday	Diana Prince		12/31/2025 06:00 PM	01/30/2026 06:00 PM	
\$5 off your first Expre...	Thanks for loading th...	Welcome	Charles Taylor		12/09/2025 11:41 AM	12/09/2026 11:41 AM	
Birthday Reward	Happy Birthday from ...	Birthday	Peter Quill		11/30/2025 06:00 PM	12/30/2025 06:00 PM	
Birthday Reward	Happy Birthday from ...	Birthday	Andrew Clark		10/31/2025 07:00 PM	11/30/2025 06:00 PM	
Birthday Reward	Happy Birthday from ...	Birthday	Winston Jaeb		08/31/2025 07:00 PM	09/30/2025 07:00 PM	
\$5 Off	\$5 Off	Broadcast	diane haggard		08/05/2025 04:00 PM	08/19/2025 04:00 PM	
\$5 Off	\$5 Off	Broadcast	Jodi Marciano		08/05/2025 04:00 PM	08/19/2025 04:00 PM	

Auto Close: Track your Tickets that are auto closed by time or inactivity.

Rewards: Look at all awarded Rewards, filter by redeemed and outstanding.

Support & Information

Technical Questions: Call the Help Line
(669) 221-1971 • (408) 377-5100

CityCheers Customer Success
connect@citycheers.net • (408) 831-6500

For more tutorials and videos
citycheersmedia.com/resources