

AxisStars Star Guide

Welcome to AxisStars! We are so glad to have you onboard. As we've told you during the onboarding process, we truly want this platform to be win win for both you and our Partners. We want you to tell us what you think of the platform, how you use it, what improvements you would like to see etc so that we can make it even better.

During this testing period, if you have any feedback you can [report it here](#) or by emailing MemberCare@axisstars.com

If you find any bugs that are stopping you from doing something in the platform you can [report them here](#).

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Before you get started

1. You can download the app here in the [App Store](#) For the moment AxisStars is only available for iOS but an Android version will come later this year
2. Make sure you have your email which includes your temporary password, you will be able to change this for something you remember during the login process

Logging In

When you first login you will be asked to choose a password that you remember. It must be at least 10 characters long, include 2 numbers, include 2 capital letters and one of these special characters: **\$£!@#** Please note that only those characters will work, if you try other ones such as ? or = it will not let you proceed.

Your AxisKey

Once you have changed your password you will be given an AxisKey. Make sure that you copy and paste this somewhere safe. There is an option to copy it to your clipboard but you must then paste it into a notes page or somewhere else safe. You won't be able to retrieve it in the future. This is the key that ensures that your encrypted messages can still be seen when you change device.

You will then be taken through the stages to add your profile photo, complete some more information for your profile and select those all important interests.

Your Profile

What you tell us about yourself in your profile is what will feed the list of Opportunities that you see in your app. Partners are able to target Opportunities at certain types of Star, age, gender, location and also based on the interests that you have selected. Questions like your net worth are not shown anywhere publicly in the app but they are used in the back end of the system to ensure that you see the most relevant Opportunities for you.

Once in the app you can add to your profile by adding a bio, any photos you want to show and links to your social media accounts. This will give Partners more information about you, particularly if they are looking for ambassadors for their brand.

You can get to your profile at any time by clicking on your profile photo at the top left of the screen. Here you can edit all the information about you as well as add or remove interests.

Opportunities

Your Opportunities Feed

When you first open the app you will see your Opportunities feed. This section is where you can see all of the listings which are targeted for you. At the moment the feed is randomised and will refresh into a different order when you drag the screen down. To make sure that you can easily find the Opportunities that caught your eye, make sure you save them by clicking the bookmark icon. You can then see all of your saved Opportunities by clicking on your profile picture.

Deals

This is your shopping feed where you can find a whole range of products and services to purchase. Some items will have the option to make an instant purchase. We use Stripe as our payment provider and you can simply enter your card details to checkout. For other items you will see a Discuss button on the Opportunity. Clicking this will start a message thread with the Partner so you can find out more about the offer.

Sponsors

This section is for any revenue generating or career development Opportunities. For now we will also include Charity Opportunities in this section with longer term plans to add a new section.

In this section you can find paid work such as after dinner speaking or media work along with larger endorsement deals with brands looking for ambassadors.

Experts

This section is where all the different members of a Star's entourage can be found - anyone who can assist you or make your life easier. Here you can find lawyers, wealth managers, investment opportunities, PA services, security and more.

Opportunity Listings

You can click on any Opportunity in your feed to find out more about it. You will be able to scroll through more images and watch a video if the Partner has included one. They will also have

added more detail on their product or service. At the bottom of each Opportunity you will see a click through to their Company Profile Page. Here you can find out more about their business, their team and see all of the Opportunities that they have listed in the platform.

Filtering Opportunities

When you first go into your feed, you will see all the Opportunities relevant to your personal profile. However if you want to refine the Opportunities on show, you can click the filter icon top right and select to see just the Opportunities targeting a specific or multiple interests.

StarWall

You will notice a coming soon message in the StarWall section. This will be a feed which will have the latest news and useful information from Partners. We want to make sure that this is really useful for our Star Members so do let us know if you have any thoughts on what you would like to see.

You will notice that there is an option to follow people on their individual profiles. This will really come into its own when the StarWall is live as you will see posts from these people. It's still worth doing now though too as it enables you to group together people that you may want to contact.

Messaging

Sending a message

You can send a message from several places in the AxisStars platform

1. Messaging - by going into the messaging section you can click the + icon top right and choose to either create a chat with an individual or a group
2. Opportunities - many Opportunities have a discuss button on them. By clicking on that you will create a chat with the Partner so that you can ask them more about the product or service
3. Profiles - you can click on the message option on a member's profile to start an individual chat with them

When you first create a chat, the recipient(s) will receive an invite in their messaging inbox. They need to accept the invite for the message to move into their conversations list.

Message Notifications

Make sure you switch on notifications in the App to know when you get new messages.

Group Chats

Unlike What's App, if you add a person to a group which has already been chatting for a while, they will also see the message history from before the time they joined.

Message Contents

At launch you will only be able to type messages but we have development plans for you to be able to add media to your messages over the coming months. You can add links to messages for people to be able to click to go to external websites.

Leaving/Deleting chats

If you 'Leave' a chat, the chat thread will also be deleted from your app so make sure you have stored any information in advance.

We are still working on some of the Messaging functionality. At the moment if you delete a chat and the other person continues to message, they won't know that you haven't received the messages. One way to check if the person is still in the chat is to click the three dots at the top of a conversation thread. If they are no longer there, you can delete that chat thread and send a new invite.

Push Notifications

You can turn notifications on and off in Settings which can be accessed by clicking on your profile picture. You can choose to have them for Messages, when you are targeted with an Opportunity, when someone follows you and transaction updates. The Messages one is working now and the others will be live in the coming weeks.

Transactions

When you purchase an Opportunity, it will be recorded in the transactions section of your Profile. Here you will be able to see the details of the order and will see any updates on its progress from the Partner.

Requesting Feedback

Trust and transparency are super important to us at AxisStars. We want this platform to be a safe place for Stars and Partners alike. We are assisted by an Admissions and Ethics Committee when we review applications to join the platform and then the members themselves can help us to ensure that the community is self policing. After every transaction Partners can ask the Star for a rating. At launch this is a straightforward thumbs up or down. As a Star you can only rate a Partner once - if you rate them again it will overwrite your previous rating.

If you are an existing customer of one of our Partners, you can give a rating straight away from their Organisation profile page. This page can be accessed from the bottom of any of their Opportunities. Once we have enough data, the recommendation will be shown as a % recommended which is calculated as the number of thumbs up out of the total number of ratings.

Our plan is to make this rating more sophisticated over time and to add the ability for Partners to rate Stars too. So please do share any ideas you have for this with us.

FAQs

Why can't I set my new password when trying to login for the first time?

Make sure that you are only selecting from these specific special characters **\$£!@#**. Other special characters cause the reset to just hang and never complete.

Can Partners pay to appear in the top of search results?

No. We want this platform to be showing the most relevant results for each Star. Initially this will be based purely on the targeting Partners choose and then will develop to include behavioural targeting as well as the recommendation rating of Partners.

Can Partners pay for exclusivity in their category?

No we are creating a curated collection of top class Partners in every category so that Stars have a selection to choose from.