Good day,

Thank you for registering to use the mobile app that integrates with the tracking dashboard at the Clay Hub, Lourensford. If you have not already done so, please complete the following signup form to ensure your account is activated, submitting proof of payment to info@cyclesense.co.za. Once this is done, please follow the instructions set out in Section A and B below to ensure your app is properly configured.

Section A: App download instructions.

You can download the iOS app or the Android app and log in using your cell phone number (e.g. 0845245994) without any spaces or special characters.

Once logged in you can:

- Enable/disable tracking as required under the ***Settings*** tab.
- Find out more about activities offered at the Clay Hub through the ***Book*** tab.
- ***Chat*** to our team if you have questions or want to make them aware of trail related maintenance tasks.
- Use the ***SOS*** button in case of an emergency. The Clay team will then be notified of your location and take the necessary steps to respond.
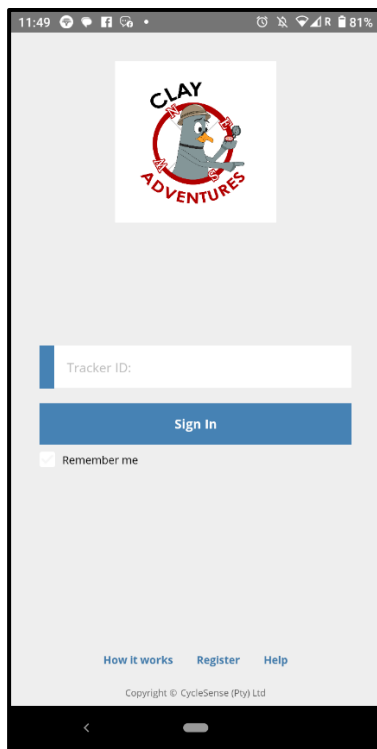
Additional usage instructions are provided in Section B on the following page (note, the iOS screens may differ slightly from what is shown, but the principles remain the same).

If you have any questions, or need support, please contact us at info@cyclesense.co.za. We are working on more value-added services offered by the CycleSAFE tracking platform for '24.

Kind Regards,

The CycleSAFE team
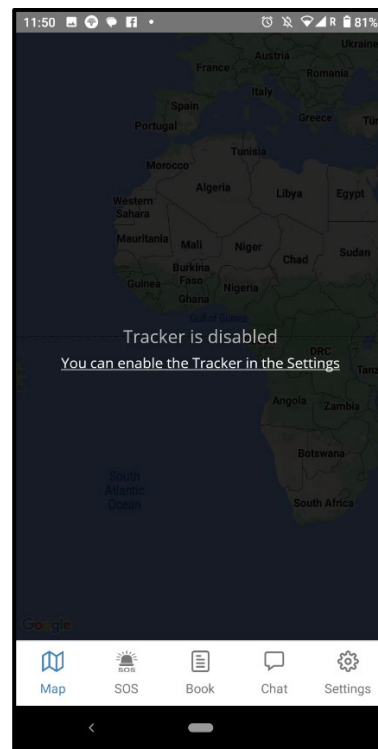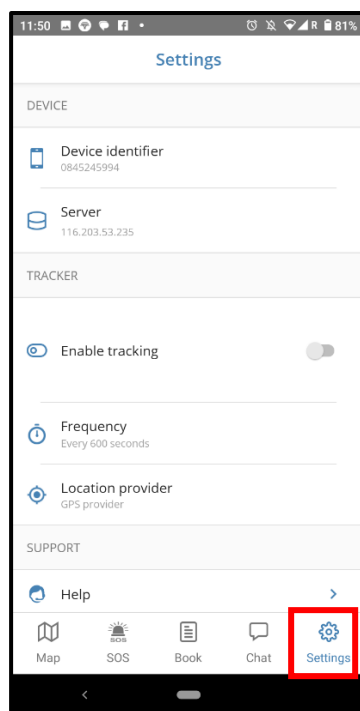
Update: 2024/02/09
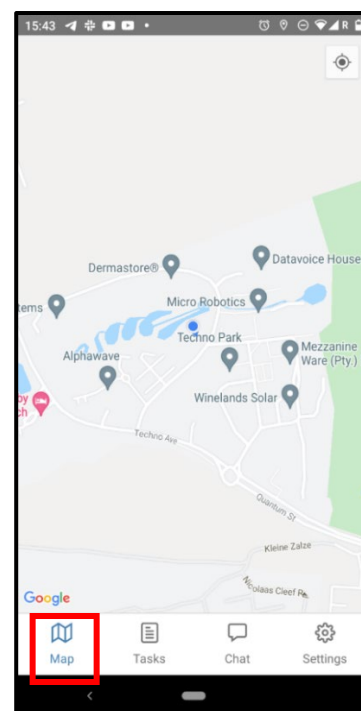
Section B: Quick Start

Step 1: Open the app and log in using your cell number. You can select "Remember me" to simplify future sign-ins.

Step 2: You will note that the tracker is disabled after logging in. You will need to enable it under your Settings tab at the bottom (see Step 3).

Step 2: Open the Settings page and click on "Enable Tracking". Please also ensure that your phone's GPS / Location service is switched on.

Step 4: You can verify that your tracking is active by opening the Map tab, where a map of the region is displayed.

Terms & Conditions / Privacy Statement

- Ultimately it is your responsibility to ensure that you always activate the app on the premises during an activity. You can disable your tracking once you leave the premises (just follow the same step shown in Section B, Step 2 to disable the app).

- When you open your app, please do not close it/exit it while on the Lourensford farm, or other areas where you want to be tracked, as tracking will then be disabled.

- No data will be shared with any third parties whatsoever.

- Historic tracking data will only be available to Lourensford for the times allocated for the activities.

- Please note that the SOS signal accompanying the Clay Adventures app is to be used under emergency conditions only and will be relayed to the tracking dashboard where it will be detected by allocated personnel. No part of the CycleSense (Pty) Ltd team is liable for any medical or emergency response whatsoever.