589 MOBILE APP & MEMBERS PORTAL

FREQUENTLY ASKED QUESTIONS

LOCAL | 589

BOSTON CARMEN 589

ABOUT:

In 2019, the Local 589 Executive Board commissioned the development of a custom software platform aimed at enhancing connectivity between Members, Union Officers, and Delegates. The primary effort centered around the creation of a ***Mobile App,*** with features and content for exclusive use by Local 589's Active Members. Mobile App features are also located online through the ***589 Members Portal***, accessible from any Computer or Tablet.

General Questions

Q: Does it cost anything to use the Mobile App?

A: *No. Our Mobile App is completely free to download and install*

Q: What is the difference between the 589 Mobile App and Members Portal?

A: *Our Mobile App can be downloaded and installed on your mobile phone or tablet, while the members portal duplicates the features and resources of the app but is accessible from any computer with internet access*

Q: Is my phone/computer supported?

A: *Our Mobile Apps are supported on the following platforms:*

- *iOS 9+ and newer (iPhone, iPod touch, and/or iPad)*
- *Android 9 and newer*
- *Google Chrome*
- *Safari*
- *Internet Explorer*

Q: Is the mobile App Secure

A: *Yes! All critical information is encrypted, and no personal information is stored on your mobile device. However, mobile devices do offer you the ability to store your login information for apps installed on the device. If you choose to store your login information, any person who has access to your mobile device can access your account*

Q: Can the Mobile App track my location?

A: *No! The app does not use or store user's location data*

Q: Who can access my profile data?

A: *Only the 589 Executive Board and designated administrators can view or access the information listed under your profile. Contact information listed for Union Leadership positions is viewable by all members/users.*

Q: What happens when I submit the electronic forms, such as the Grievance form or Delegate contact forms available within the Mobile App and Member's Portal?

A: *Once information is entered in the mandatory fields and "Submit" is selected, an electronic PDF will be generated and sent via email to your assigned delegate.*

Q: How, and what type of messaging can I expect to receive through my mobile phone and App?

A: *User may receive important union related messages and announcements via App Push Notifications and/or text messaging*

Log-In & Support

Q: How can I download the Local 589 Member's App?

IPHONE

1. Open the App Store on your iPhone.
2. Search for "Local 589 App"
3. Push the "Install" button to download the App.
4. Once the App has finished downloading, press the "Open" button.
5. Allow App to use your current location and send notifications
6. Login using : **User ID** : First/Last Initials followed by Last 5 #'s of SSN (Member's Social)
                   Password : First/Last Initials followed by Last 5 #'s of SSN (Member's Social)

Example:

**Users will be prompted to change their password after initial Log-In

ANDROID

1. Open the Google Play Store on your Android Device.
*2. Search for **"Local 589 App"***
3. Push the "Install" button to download the App.
4. Accept App permissions
5. Once the App has finished downloading, press the "Open" button.
6. Allow App to use your current location and send notifications
7. Login using : **User ID** :   First/Last Initials followed by Last 5 #'s of SSN (Member's Social)
                    Password : First/Last Initials followed by Last 5 #'s of SSN (Member's Social)

Example:

**Users will be prompted to change their password after initial Log-In

Q: How do I access the Member's Portal?

A: *From any computer or tablet :*
   1) *Access URL*: https://carmensunion589.org/
      Select Member's Portal icon on the right side of the homepage

   OR:

   2) *Access URL* : https://local589.com/

Q: What is my Log-In Username and Password?

A: *Refer to log in instructions above; Password for both the Mobile App and Portal will always remain the same. Member will be prompted to change password after first log in attempt.*

Q: I can't log in, who should I contact?

A: *Email account support at :*   **administrator@local589.com**