



Connect Now

Frequently Asked Questions (FAQs) for Associates

Please see information below for answers to common questions.



Q: What can I do in the app?

A: The app offers a number of features:

- Messaging- Chat with your manager and co-workers.
- Knowledge Management (Library)- Easy access to useful documents, such as the Associate Handbook.
- Workflow- Submit a request electronically instead of filling out a paper form.
- Web Apps- Links to frequently used websites.

Q: What is the purpose of the app?

A: The app is intended to benefit you as a Delaware North associate in several ways:

- Make it easier for you to reach your manager to share information or ask a question.
- Allow you to receive information quickly from your manager or your General Manager, such as big news or last-minute updates.
- Help you to connect to other associates within your unit without needing to share your personal information, such as your email or phone number.
- Provide greater visibility into job opportunities and career advancement in your location and across Delaware North.
- Have easier access to view materials of interest to you.
- Put more control in your hands to submit a needed request, such as a Historical Punch Edit to report missed punches to your manager and the payroll department.

Q: How do I download and log in to the app?

A: Delaware North Connect Now is available as a free app in the App Store (Apple) and in the Google Play Store (Android). You can also access Delaware North Connect Now on the web at connectnow.ekoapp.com/login.

Upon accessing the app for the first time, you will be redirected to Okta, Delaware North's secure login system, to complete your one-time registration.

- Associates with an existing Delaware North email address will sign into Okta using the same credentials used to access their computer and Delaware North email account. After signing into Okta, select Connect Now.

- Associates without an existing Delaware North email address will sign into Okta using the credentials included below:
 - Username: your 6-digit Employee ID number
 - Password: Dnconnectnow1! (case sensitive)

You will be prompted to select a new password and answer a few security questions that will be used should you ever forget your password in the future. Once complete, select Connect Now to access the app.

Q: Does the app require data?

A: Yes- the app requires a WiFi or data connection to send and/or receive information.

Q: Which devices are supported?

A: Currently, the following mobile devices are supported:

- Android
 - Model: Standard Android smartphones (e.g. Samsung, Oppo, Galaxy, etc.)
 - Software Version: Android 3.1 (Jelly Bean) or above
- iPhone
 - Model: iPhone 4S or above
 - Software Version: iOS 8.2 or above
- Tablet
 - Model: iPad2 or above
 - Software Version: iOS 8.2 or above

If you are using the desktop version, it is recommended to use Chrome as your browser.

Q: Can my managers read my private messages?

A: No, all conversations are confidential and can only be viewed by the chat participants. If participating in a group chat, all members of the group can view the message.

Be aware, however, messages and activity can be retrieved as part of an official investigation. Please be mindful of your conversation and activity within the app and remember all associates are expected to interact with respect and display the values you would in face-to-face interactions.

Q: What should I do if I am not receiving messages from a group chat I think I should be included in?

A: If you believe you should be included in a specific group chat, please contact your manager or a designated change agent at your location.

Q: Can I remove myself from a group chat?

A: The answer depends on the type of group. By default, you are added to permanent groups based on your position. For example, you belong to a work location group and a department group. You cannot

remove yourself from a default group. You can, however, leave a group chat if it is not a default, permanent group, such as a group formed by a peer. From the group chat screen, click the name of the group (at the top of the screen) and select “Leave Group.”

Q: Can I turn push notifications on/off?

A: You have full control over which notifications you receive and which you do not. To turn push notifications on or off, click on the More tab, select Profile, select the settings icon in the top right corner and tap notifications. From there, you can customize your chat notification preferences.

Q: I am not permitted to use a mobile device while working. Do I have other options?

A: If you need to access your account while working, you can log in to your account through a company owned device.

Q: Who can I contact if I have a question?

A: For questions about the app, please contact your manager.