



## Zippin in Practice

### March 8, 2024 Updates

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### Operational Updates

#### New option to update "Store Mode" from a mobile device

There are times when someone may need to change the store mode (up, down, crew-only) when a laptop is not readily available. To solve this, you can now access the Zippin Dashboard Store Mode functionality from a browser on any mobile device. You can read more about how this works [here](#).

### Reminders and Tips

#### Please keep Zippin updated on your point of contacts!

We need an accurate contact list for our customers so that you can receive important updates like these. If you know that there have been personnel or role changes at your company, please notify us at [retailer-support@getzippin.com](mailto:retailer-support@getzippin.com).

#### One-page training guides are available

Do you have new or rotating crew who might need a quick overview of how Zippin stores work? We have quick-start reference guides for both managers and store crew that can be downloaded [here](#).

## Zippin Knowledge Base

A complete knowledge base of Zippin functionality and how to use it is always available to you in our Zippin Knowledge Base, available at [support.getzippin.com](https://support.getzippin.com).

- From your desktop, connect via the quicklink from the Dashboard
- From a mobile device, go to [support.getzippin.com](https://support.getzippin.com) and you will be taken directly to the articles

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