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Login

1. Login: Greeting screen

After launching the application you get to the greeting screen which consists of 6 promo images describing main application features. You can look through them by swiping right and left. There is a stylized roundabout slider at the bottom of the screen.

There is "Got It!" Button. After you press it, the Main screen opens.

* When first launched the app requests permission to display notifications on the device. The language used by the app is by default the same as one of the device

2. Login: Main screen

Here are 2 buttons:

Log In - redirects to the Log In screen.
Create a SnatchApp ID - redirects to the Create SnatchApp ID screen.

3. Login: Log In screen

To authorise a Snatch App account you need to enter your **Snatch App ID** and **Password** and press **Log In**. Snatch App ID must be between 4-15 characters.

If successful, you will be redirected to the Profile screen.

You can reset your password if your Snatch App ID is linked to the phone number or email address. To do so, enter your data and press Reset. The message with a verification code will be sent to the specified phone number or email address. Enter the key to the "Verify Key" window and press Verify.

Enter and repeat a new password in the third window and press Save.

4. Login: Create SnatchApp ID screen

The screen contains the following elements:

1. **Country** - the list of countries with phone codes, by default the country corresponding to the device region settings is set.
2. **Create ID** - acceptable Snatch App IDs must start with a letter, end with an alphanumerical character, can contain Latin letters, numbers, '_' and '.' symbol. No series of '_' and '.' are acceptable. The length must be between 4-15 characters. SnatchApp ID must be unique.
3. **Password**
   - Password length must be between 6-64 characters
   - Password must contain one uppercase letter, lowercase letter, and numeric character.
   - Spaces are not allowed.
   - Only latin and the following special characters can be used: ! @ # $ % ^ & * ( ) . , / [ ]
   - Password must not contain a login.
   - Minimum acceptable value for password strength is 3.
4. **Confirm Password**
   The "Password" must match the "Confirm Password".
5. **"I confirm that..."** checkbox must be marked.
6. **Sign Up** - create a new account and open the Profile screen.

Next to the checkbox there is the link which leads to the privacy policy agreement (https://snatchapp.me/privacy).

Settings

1. settings: Settings tab

There is account control button at the top of the screen:

Logout - after you press the button the pop-up menu opens, where you can logout either from the current account or from all active accounts.

If you are authorized in another account, then with a click you are redirected to the "Settings" section of another account.
If you are not authorized in another account or if you press Logout of All Accounts, then with a click you are redirected to the Main screen (for authorization or registration).

2. Settings: Profile

On this tab you can change your Profile Picture, Status and Password.

Also, you can link your phone number or email address to your SnatchApp ID. To do so, press Add Phone or Add email and follow the instructions in the pop up windows.

You have an option to delete your account. By pressing the Erase Account button your account will be blocked and you won't be able to restore it.
In order to delete your account, you have to enter the password.

Accounts
There is the dropdown at the top of the screen:

Accounts (Snatch App ID) - opens the list of accounts authorized on the device.
Tap on another Snatch App ID - switch to another account.
Add Account - authorize a new Snatch App account. After you press the button you get to the Login screen, which contains the additional "Create Account" button.

* When first switched to the Profile screen, the app asks for permission to access your Phone contacts.

3. Settings: Privacy settings

On the tab you can set access to the personal data and protect your account as well. This data is stored on the server-side and synchronized between all devices.

You can select users, which can see your Last Seen status, Profile Picture and your Account Status (Everybody, My Contacts, Nobody).

4. Settings: Current session

On this screen you can see the list of the active sessions and information about them, such as:

- device and OS
- browser name and version (Web)
- mobile app version
- IP address and country
- authorization date and time (for Active sessions only)

Close - remotely terminate the session on another device.

5. Settings: Message requests

Here you can enable / disable users who are not in your friends list to be automatically added to the list.

If the toggle is active and if a user not from the friends list writes a message, the buttons "Add to Contacts" and "Block User" will appear in the chat with this user.

6. Settings: Notifications

On Android, you can set different vibration modes and different sounds for private chat notifications and group chat notifications.

Vibrate on new messages
You can choose the vibration duration for notifications.
There's an option to pre-try each option.

Sound
Here you can choose the notification sound. There's an option to pre-try each sound.

7. Settings: Auto Logout

If you turn on this option, you will be logged out automatically when there is no activity during the pre-set time.

To reopen the app you must enter the account password.

If you want to disable Auto Logout you also need to enter the account password.

8. Setting: QR Code

Here is the QR Code of your account.

Other Snatch App users can find your account, after scanning this code.

9. Settings: Language

Here is the list of languages, available on SnatchApp.

The language of the app is set by default to the device language.

10. Settings: Block List

Here is the list of users, being in your Block List.

You can find users from your Friends list and add them to the Block list.

Also, you can remove users from the Block List.

11. Settings: Default Expiration

Here you set the time interval on the expiry of which the messages sent by you will disappear (Disappearing messages). Time intervals available: 3 seconds - 6 days.

Note: The option applies for new chats only.

12. Settings: Message Settings

Disappearing messages

If the option is on, your messages will be automatically deleted from the chats after they have been read by the recipient.
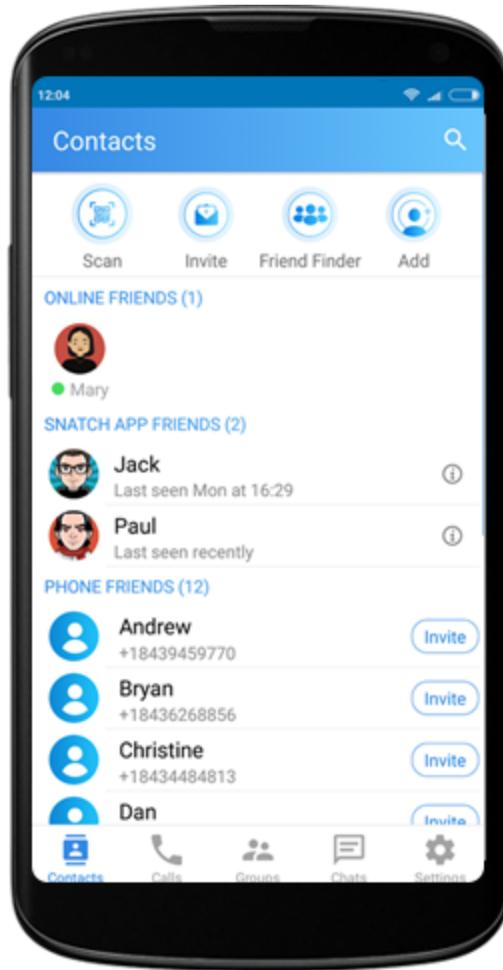Note: The option applies for new chats only.

Hiding messages

If the option is on, your messages will be displayed as hidden in the recipient's chat.
Note: The option applies for new chats only.

13. Settings: Privacy & Support

Here are the links to the privacy policy agreement and FAQ, support email addresses and information about the app version.

Contacts

1. Contacts: Tab description

In the "Contacts" tab there are the "Snatch App Friends" and "Phone Friends" lists, as well as the functionality to search for and add new contacts.

All the contacts are divided into two groups:

- SnatchApp Friends - users registered in Snatch App.
- Phone contacts - contacts, imported from the phonebook on the device, but not registered in Snatch App

In the list headers, you can see the number of users who are currently on the list.

Adding Snatch App friends

There are four ways to add a user to your Friends list:
1. Scanning friend's QR code.
2. Send an invitation message to a user via external applications.
3. Send an invitation email message to a user via Yahoo, Google or Outlook.
4. Search for a user using his Snatch App ID.
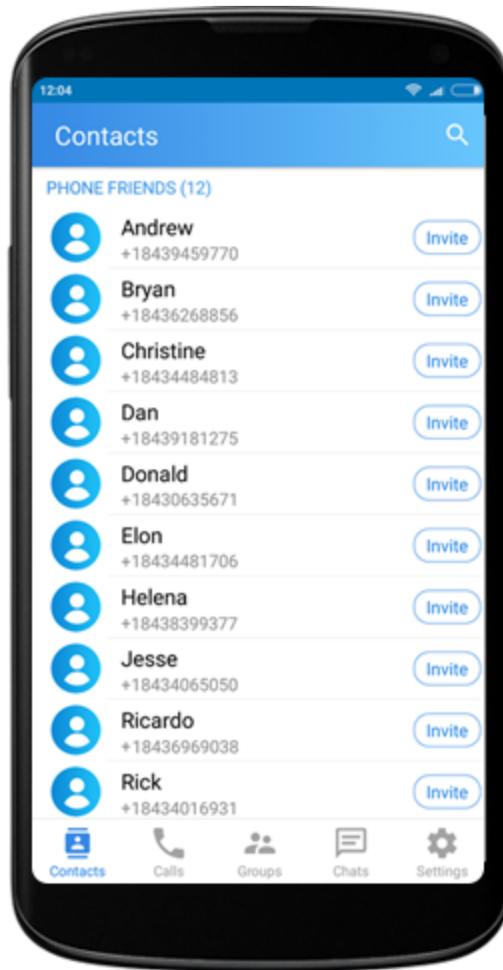
2. Contacts: Lists

Online Friends

In the Online Friends list, there are users from your Snatch App Friends, who are currently online. If a user is Online, he is moved from the Snatch App Friends list to the Online Friends list.

Note: Users from the Contacts list are never displayed in the Online Friends list.

Snatch App Friends

In the Snatch App Friends list, there are your Snatch App Friends, who are currently offline.

You can see the user's Snatch App ID, Profile Picture and Last Seen status.

Users are sorted by their "Last Seen" status. The users who are on the Favorite List are displayed at the top of the list and their icons are marked with a special sign.

Phone Friends

This list includes contacts imported from the phonebook of the device.

You can see the user's name (if there's any), contact picture, phone number.

Note: The contacts won't be imported if the app has no access to the phonebook.

If a user from your phonebook is registered in Snatch App, then you can start a conversation with a user.

If a user from your phonebook is not registered in Snatch App, there will be the "Invite" button next to his name. The button allows:

1. Send an invitation message to a user via system SMS app.
2. Send an invitation email message to a user via system email app.

3. Contacts: Search bar

On the top of the tab, there's a Search bar. The users are filtered by Snatch App ID and by contact name and that is done automatically.

When the Search bar is activated, you can see the list of Recent searches in the tab. It contains the users who were chosen during the previous searches.

User Info

The window contains user's Snatch App ID, Profile Picture, buttons to make audio and video calls, and buttons to perform basic actions with an account:

1. **Favourite** - add / remove the user from the Favorite list.
The icons of the users who are on the favorite list are marked with a special sign and are displayed at the top of the Snatch App Friends list.
2. **Block / Unblock** - add / remove the user from the Block list.
3. **Delete** - delete a user from Snatch App Friends and delete a dialog with them.
4. **Message** - open a screen for a chat with this user

A user is automatically added to your Friends List, as soon as you open their User Info window (if they are not on your Friends List).

1. User Info: Friend Finder

On this screen there are Yahoo, Google and Outlook buttons.

Each button launches a corresponding service in order to send an invitation to Snatch App.

* When the Google button is tapped, the app requests the access to use of your personal data.

Calls

1. Calls

In the "Calls" tab you can see the history of all the audio- and video-calls made in Snatch App, as well as make private or group calls.

You can switch between all and missed calls, using buttons in the header.
You can open the Search bar by pressing the Search button in the header. Calls are searched by the user's Snatch App ID and the group names and that is done automatically.

There is the editing mode, where you can select and delete particular calls or clear the call history completely. The edit mode gets activated with a long tap on the cell.

The cell contains the following data:
- profile picture and Snatch App ID (group picture and group name)
- online status indicator (for users)
- call status and the number of entries in a log
- date and time of the call. Date and time format depends on the Snatch App language and the regional settings of the device
- call duration (for Outgoing Calls)
- "Call back" button (for Missed Calls) - make a call

The cells are filtered by the date when the calls were made.

2. Calls: Call log

All the calls fall into two groups: incoming and outgoing. In one log you can see the calls from one group only.

Incoming calls:

Missed Call - you have missed a call.
Rejected Call - you have rejected a call.
Incoming Call - you have answered a call.

Outgoing calls:

Unanswered Call - The interlocutor hasn't answered your call.
Rejected Call -The interlocutor has rejected your call.
Outgoing Call - The interlocutor has answered your call.
* also the cells in the "Calls" tab fall into audio-and video calls.

You can perform the following actions, as well:
- **Message** - open a user / group chat screen.
- **Audio / Video call** - make an audio- or video call, respectively.
- **Block / Unblock** - add / remove a user from the block list. For group calls the button is disabled.

3. Calls: New Call

Here you should select users from your Friends list and start an audio- or video-call.

If you are making a private call, simply select a user and type of the call and press the button next to the user name.

If you are making a group call:

- Select at least one user. Maximum 10 people. You can use the Search bar to find users from your Friends List.
- (optional) Enter the name of the group. You will make a call in that group.
  By default the name is "Call from: [your_Snatch App ID]".
- (optional) Set a Group picture.
- Press the Call button in the header of the screen.

4. Calls: Outgoing audio calls

On the screen you can see:
- Snatch App ID of the called user (or a group name).
- Connection status "Calling" or Call duration.
- The Profile Picture / Group Picture of the called user / group.

Tap on the header opens the screen with the list of the call participants:

- On this call - connected users
- Not on this call - not connected / disconnected users (for groups)

Available actions:

Speaker - enable / disable loudspeaker mode
Stop call - end a call
Microphone - enable / disable the microphone

You can minimize and maximize the screen during the call.
For group calls: if a caller ends the call, the call will be ended for all the other users.

* when you make a call and if the app has no access to the device microphone, then the app requests access to it.

5. Calls: Outgoing video calls

On the screen you can see:
- Snatch App ID of the called user (or a group name).
- Connection status "Calling" or Call duration.
- The Profile Picture / Group Picture of the called user / group. It disappears after the connection with an interlocutor / interlocutors, and their camera images appear on your screen.
- A dockable window with your camera image.

Available actions:

Camera - hide / display the dockable window with your camera image

Speaker - enable / disable loudspeaker mode

Stop call - end a call

Microphone - enable / disable the microphone

Switch Camera - switch between front and rear camera

You can minimize and maximize the screen. When minimized, a dockable window with your camera image and interlocutor's camera image / profile picture appears in the interface. Tapping on that window rolls you back to the video call screen.

For group calls: if a caller ends the call, the call will be ended for all the other users.

* when you make a call and if the app has no access to the device microphone and camera, then the app requests access to it.

6. Calls: Incoming calls

You can receive calls from all Snatch App users, including those who are not on your Friends List.
Possible actions when you receive calls:

Decline call
When you decline a call you and your interlocutor get the "Rejected Voice / Video Call" notification in the "Calls" tab.

Accept call
When you accept a call:
 - you get the "Incoming Voice / Video Call" notification in the "Calls" tab.
- your interlocutor gets the "Outgoing Voice / Video Call" notification in the "Calls" tab.
* if the app has no access to the microphone, with an incoming call it will request access
** if the app has no access to the camera, with an incoming video call it will request access

7. Calls: Miss call

If you have missed a call or you were making another call (the line was busy), then:
In the Calls section:

- you get the "Missed Voice / Video Call" notification. You also receive a "Missed Call" in-app notification
- your interlocutor gets the "Unanswered Voice / Video Call" notification.
- In the Chats section:
- you receive a system message "Missed Voice / Video Call" in the chat with your interlocutor.
- your interlocutor gets a system message "Unanswered Voice / Video Call".
  There is the "Call Again" button in the message.

For Group calls: if at least one of the users misses a call, then they will receive a system message "Unanswered Voice / Video Call" from the caller (the message will be sent to the group chat). Only the caller and the users who missed the call will see that message.
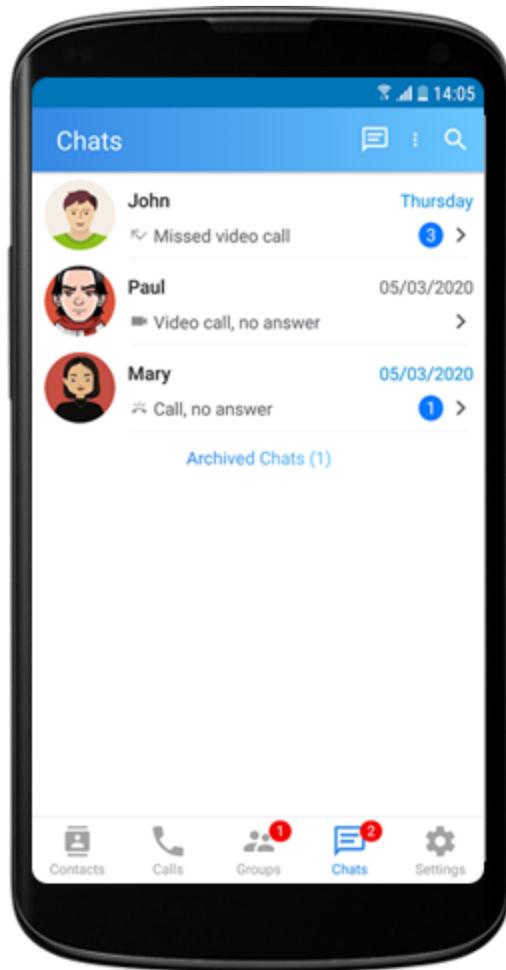
Chats

1. Chats

In this section you can view the list of the conversations in your account.

Conversations are sorted by the date of the latest sent / delivered message.

With a tap on the cell the chat screen opens.

You can open the Search bar by pressing the Search button in the header. Searching is carried out by Snatch App ID's.

If there are archived chats, then you will see the Archived Chats button under the list of conversations. The button opens the "Archived" section.

2. Chats: Available Actions

Long tap on the cell activates the cell selection mode and ticks the current cell.
Also, in the header of the screen the following buttons appear:

- **Mute** - mutes chat. When tapped the "Enabled" mode is activated. You can see the "Muted" sign in the cell, if the chat is muted.
  Unmute - unmutes chat. When tapped the "Diabled" mode is activated.
- **Add Participants** - create a new group.
- **Delete** - deletes the dialogue.
- **Archive** - moves the dialog to "Archived Chats"
  Unarchive - moves the dialog to "Chats".

3. Chats: Archived Chats

On this screen the list of archived conversations is located, each cell is marked "Archived".

If you send a message to the chat, it will get unarchived and move to the "Chats" section.

You can open the Search bar by pressing the Search button in the header.

4. Chats: Private chat

Here is the main private conversation screen, where you can chat with your interlocutor.

You can search for the messages in the chat history. To do so, tap on the header and press Search in the context menu - the search bar will open.

You can also make audio and video calls.

The sent message can have one of the following statuses:
The server did not receive the message yet, Sent, Delivered, Read / Listened

Message batches
All the messages in the chat are grouped by the messages received/sent in a day. When a dialogue is scrolled, at the top of the chat you can see the date of the current message batch.

Chat functionality:
Message Actions
Attachments, System and Text Messages
Input field and Attach Menu
Hiding and Disappearing Messages

5. Chats: Side Menu

To open the side menu swipe left or tap on the interlocutor's profile picture in the header.

The menu contains audio- and video call buttons, an interlocutor's profile picture, Snatch App ID and status.

You can perform the following actions with the interlocutor:

- **Favourite** - add / remove the user from the Favorite list.
- **Share** - send a current contact to other users or Groups.
  With a tap, the "Share Contact" screen opens (similar to "Forward").
- **New Group** - create a group with a selected user.
  With a tap, the "Snatch App Friends" screen opens (like when you create a group).
- **Block / Unblock** - add / remove the user from the Block list.

Additional functionality:

- **Files** - here you can view the files downloaded to your device from the selected dialog.
  For all the files from this section two actions are available: Share and Forward.
- **Saved Messages** - there are files added to bookmarks with the "Save" button.
  for each type of file, the same actions as in the chat are possible.
- **Mute Notifications** - mute chat control.
  Possible options: mute, mute for 1 hour, mute for 8 hours, mute for 2 days, unmute.
- **Export Chat** - send the chat history by email.
- **New Event** - open the system "Calendar" app to add a new event and set a reminder.
- **Invite People** - share a link to the app to the third-party sources.
- **Archive** - archive / unarchive a dialog
- **Report user** - report the user.

Groups

1. Groups

Snatch App functionality enables you to create groups and broadcasts:

- **Groups** are meant for several users to communicate in one chat.
- **Broadcasts** are used to send messages to each user personally. All the messages in the broadcasts are encrypted.

Groups and broadcasts are sorted by the date of the last sent / received message and synchronized on all devices.

You can open the Search bar by pressing the Search button in the header.
Searching is carried out by group and broadcast names.

If there are archived groups or broadcasts, then you will see the Archived Groups button under the groups list which opens the "Archived" section.

2. Groups: Available Actions

Long tap on the cell activates the cell selection mode and ticks the current cell.
Also, in the header of the screen the following buttons appear:

- **Archive** - moves the group or broadcast to "Archived Groups".
  Unarchive - moves the group or broadcast to "Groups".
- **Mute** (groups only) - mutes chat. When tapped the "Enabled" mode is activated. You can see the "Muted" sign in the cell, if the chat is muted.
  Unmute (groups only) - unmutes chat. When tapped the "Diabled" mode is activated.
- **Leave** (groups only) - leave the group. When you have left the group, it remains in the tab, but you cannot write or read new messages, read group Info or be able to see the group icon.
- **Delete** - deletes broadcast or group. The button is displayed after you have left the group.

3. Groups: Archived Groups

On this screen the list of archived groups and broadcasts is located, each cell is marked "Archived".

If you send a message to the group or broadcast, it will get unarchived and move to the "Groups" section.

You can open the Search bar by pressing the Search button in the header.

4. Groups: Add Participants

When you tap the "Create New Group" or "Create New Broadcast" buttons, then the "Add participants" screen opens so that you can choose the group participants or broadcast recipients.

On this screen, you can see the list of your Snatch App Friends.
The maximum number of participants is 100.

There is the search bar available.

Once you have selected at least one participant press Next.

5. Groups: New Group / New Broadcast List

Here you need to enter the group or broadcast name (1-25 characters), set the Group picture (optional) and press Create to proceed.

You can remove participants by pressing **X** next to their icons, but make sure you have selected at least one participant.

6. Groups: Group chat screen

Here is the main group conversation screen, where you can chat with other users.

You can search for the messages in the chat. To do so, tap on the header and press Search in the context menu - the search bar will open.

You can also make audio and video calls. Note that calls are not available for broadcasts.

The sent message can have one of the following statuses: The server did not receive the message yet, Sent, Delivered, Read / Listened

Message batches
All the messages in the chat are grouped by the messages received / sent in a day. When a dialogue is scrolled, at the top of the chat you can see the date of the current message batch.

7. Groups: Group Call

With a tap on the audio or video call button, the "Add Participants" screen opens so that you could choose the call participants from your Friends list. The Search bar is available.

You should select at least one and maximum of 10 participants.

Press Call to proceed. With a tap, an audio / video call is made.

* If the app has no access to the device microphone or camera, then when the button is tapped, the app requests access.

8. Groups: Side Menu

To open the side menu swipe left or tap on the group icon in the header.
The menu contains a group picture, a group name, group participants, audio- and video call buttons. If you're not a group participant, the calls will be unavailable.

If you are an administrator of the group, then you will be able to manage the group:
- add and remove participants
- change the group picture and group name
- make one of the participants a new administrator of the group

Additional functionality:
- **Files** - here you can view the files downloaded to your device from the selected dialog.
  for all the files from this section two actions are available: Share and Forward.
- **Saved Messages** - there are files added to bookmarks with the "Save" button.
  for each type of file, the same actions as in the chat are possible.
- **Mute Notifications** - mute chat control.
  Possible options: mute, mute for 1 hour, mute for 8 hours, mute for 2 days, unmute.
- **Export Chat** - send the chat history by email.
- **Set Event Reminder** - open the system "Calendar" app to add a new event and set a reminder.
- **Invite People** - share a link to the app to the third-party sources.
- **Archive** - archive / unarchive a dialog
- **Report group** - report the group.

9. Groups: Edit Group / Group Info

On this screen, you can see the list of the group participants.

Group Admin has an "ADMIN" mark.
Users who are on your Friends List are displayed at the top of the list.

Group administrators are able to:
- Edit the group name.
- Change the group picture.
- Add / remove participants from the group.
- Make a participant a new admin of the group.

All the users can leave the group from this screen.

Chat functionality

1. Chat functionality: Message Actions

Long tap on a text message opens the menu with the following options:

- **Save** - add the message to bookmarks / remove from bookmarks

Saved messages are marked with a "bookmark" sign and are stored in the "Saved messages" section in the side menu.

- **Reply** (not available for Broadcasts) - quote a message. The quoting mode can be started by swiping right on the message, as well.
- **Delete** - delete the messages from your chat history. With a tap, the message selection mode is activated.
- **Revoke** (not available for Broadcasts) - revoke the message (delete for all users). Available only for outgoing messages.
- **Forward** - select the recipients and forward a message.

Additional Options (three buttons):

- **Copy** - copy a message to the clipboard.
- **Share** - share a message with the third-party sources.

2. Chat functionality: Attachments, System and Text Messages

System messages
System messages come after the calls, after revoking the messages, after making changes to the groups, after adding or removing users to / from the group, after editing the settings for disappearing и hiding messages.

Text messages
You can perform the following actions with text messages: Save, Reply, Copy, Revoke, Delete, Forward.

Images
You can perform the following actions with images: Save, Reply, Copy, Revoke, Delete, Forward. You can open and download images to the device, as well.

Videos
You can perform the following actions with videos: Save, Reply, Revoke, Delete, Forward.
You can play and download videos to the device, as well.

3. Chat functionality: Attachments

Links

You can perform the following actions with links: Save, Reply, Revoke, Delete, Forward, Share, Copy. You can open the link in a browser, as well.

Email

You can perform the following actions with emails: Save, Reply, Copy, Revoke, Delete, Forward, Share. Also, you can start the system functionality to interact with emails (long tap).

Phone number

You can perform the following actions with phone numbers: Save, Reply, Copy, Revoke, Delete, Forward, Share.
Also, you can start the system functionality to interact with phone numbers (long tap).

4. Chat functionality: Attachments

Snatch App Contact

You can perform the following actions with Snatch App contacts: Save, Reply, Revoke, Delete, Forward, Share.

Also, you can save the contact in the "Phone contacts" app on the device and make an audio call or video call via Snatch App.

Phone Contact

You can perform the following actions with phone contacts: Save, Reply, Revoke, Delete, Forward, Share.

Also, you can save the contact in the "Phone contacts" app on your device, make a phone call via the device.
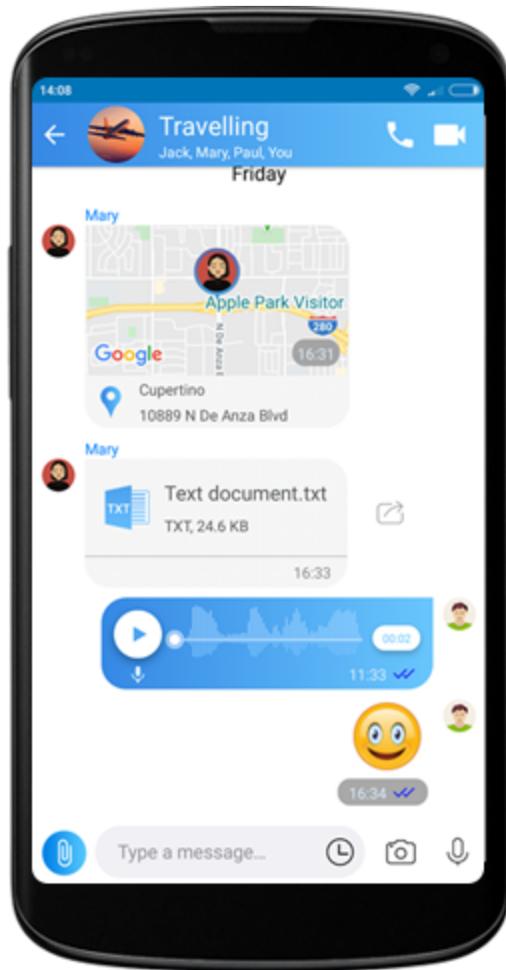
5. Chat functionality: Attachments

Location
You can perform the following actions: Save, Reply, Copy, Revoke, Delete, Forward, Share.
Short tap - start the system app with maps.

File
You can perform the following actions: Save, Reply, Revoke, Delete, Forward, Share.
Also, you can open the file.

Voice Message
You can perform the following actions: Reply, Save, Delete, Revoke, Forward, Share.
Also, you can listen to the audio track using the media player.

Sticker
You can perform the following actions: Reply, Revoke, Delete, Forward, Share.

6. Chat functionality: Input field and Attach Menu

You can attach the following items:

- **Camera** - take a picture or record a video and attach it to the message.
- **Gallery** - upload and attach an image / video file from the gallery on your device.
- **File** - upload and send a file from device or from one of the cloud services: Google Drive, Dropbox, One Drive.
- **Microphone** - record and send an audio message. Before sending you can change the voice pitch.
- **Location** - send the message with geolocation of your device.
- **Contact** - send a contact from your phone book of your device.
- **Stickers** - select and send a sticker to the chat.
- **Transfer** - not implemented yet.

Camera - take a picture or record a video and attach it to the message.
Microphone - record and send an audio message.

Send - send a message to the chat. The button is displayed if the "Type a message" field is filled.

7. Chat functionality: Hiding and Disappearing Messages

In this window, you can set the Hiding and Disappearing Messages settings for the current chat.

Note: the "Verify Encryption Key" functionality is not available for Groups and Broadcasts.

Disappearing messages
Enable / disable the automatic deletion of messages.

You need to set the "life-span" of your messages. When time is out, your messages will automatically be deleted from your and your recipient's chat.

The recipient receives a usual-looking message, with a timer in the bubble.
The countdown starts when the message gets a "Read" status.

Hiding Messages
Enable / disable the hiding of messages.

The recipient will see the hidden messages "in an envelope". To view those they simply tap on a message.

Note: in Groups, every participant has their own message settings.

Download Snatch App

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