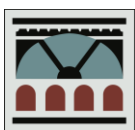# My River North mobile app

User FAQs

Thanks for using My River North. This mobile app was developed by the River North Residents Association to connect our residential and business communities and support the local economy.

Question	Answer
Is MRN compatible with Apple & Android devices?	Yes, the most recent editions of each
Who can get the app?	Anyone! Only RNRA members (and employees of RNRA sponsors at the discretion of sponsor management) have access to discounts.
Is there a cost to download the app?	No, it's free to all users
Do app users have to register?	Yes, they'll enter their name, email & residence
What is a user code?	A simple code assigned to each member property & sponsor business for redeeming discounts
Must users enter the code to use the app?	No, only to redeem a discount offer
What if users forget their code?	For RNRA member properties, the code is the first letter (upper case) of the street address, followed by the street number.
Can discount offers change?	Yes, as often as each business day
How do users redeem a discount offer?	On the selected offer screen, click "redeem" & enter user code. Ask staff to enter redemption code. Click "submit" and enjoy!
Do users have to pay fees or purchase coupons?	No
Must businesses always display a discount offer?	Yes, the types of discounts offered are up to each business
Can users contact participating businesses?	Yes, phone and website links are on each offer screen
What if non-members try to redeem discounts?	Codes won't work. Eligible properties are invited to join RNRA
Can a business be listed in multiple categories?	Yes, they choose one or more when they sign up
Can an offer be redeemed more than once?	Generally yes, but details are up to each business
What if a business refuses to honor the offer?	Advise us via email at info@rnrachicago.org
Can users search for a business by name?	Yes, pull down the "near me" or "category" screen
Can users recommend a business for the app?	Absolutely! Email us at info@rnrachicago.org
Why must businesses enter a redemption code?	To capture app usage data
Is the app integrated with social media platforms?	Yes, Facebook and Twitter
Does the app use location sharing & push notifications?	Yes, authorized by users after download
What kind of notices will be pushed?	River North events, community alerts and app updates
Can users suggest changes to the app?	Definitely, all input is appreciated
How many members does the RNRA have?	Over 7,500 households, or nearly 11,000 individuals
Do businesses advertise their participation onsite?	"MRN Accepted Here" signage is provided to each business
Is there a limit to the number of MRN businesses?	No, the more the merrier!
How do users get help?	Via email at info@rnrachicago.org

RNRA
RIVER NORTH
RESIDENTS
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