



# Lumo Member Registration Guide

Upgrading from Little Help Connect to Lumo

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# 1. Overview of Changes

This guide explains the changes resulting from the migration and the steps you need to complete in advance.

## Reason for the Change

**This migration is part of a service upgrade**

Lumo is the successor to LITTLE HELP CONNECT and will be the product you use going forward.

## Service Provider and Operations

**The provider and basic operations will remain unchanged.**

The service will continue to be provided by the same company, and the core features and operating procedures will remain unchanged.

## Interface Changes

**Some parts of the interface and item locations will change**

The basic workflow remains the same, but the names and locations of some menus and settings have changed.

## Required Action

**You must register as a member in Lumo**

Each member must register separately. You may use the same email address and password that you used for LITTLE HELP CONNECT.

### Terminology Used in This Guide

In this guide, a LINE Official Account is referred to as an "account," and a person who uses Lumo is referred to as a "member."



### Key Point

Some materials may still show the former product name, "LITTLE HELP CONNECT," or the previous interface. Going forward, please follow the Lumo interface when performing operations.

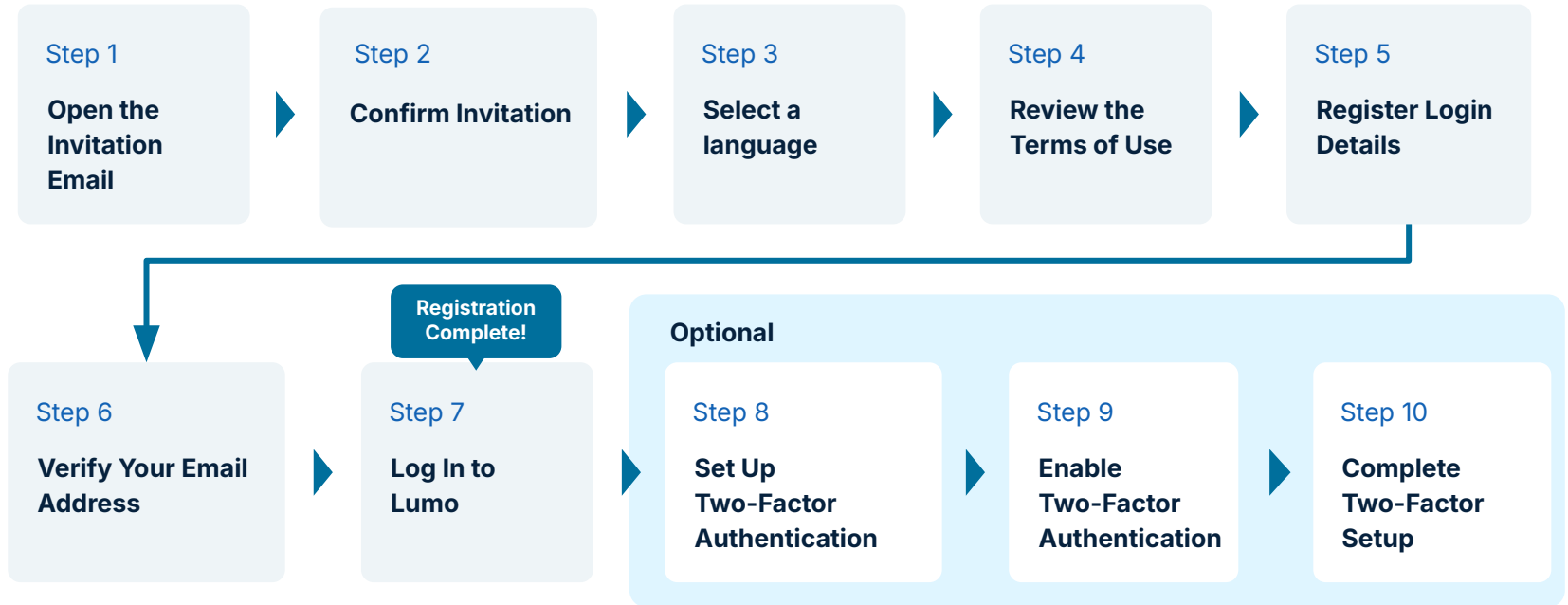


## 2. Member Registration Process

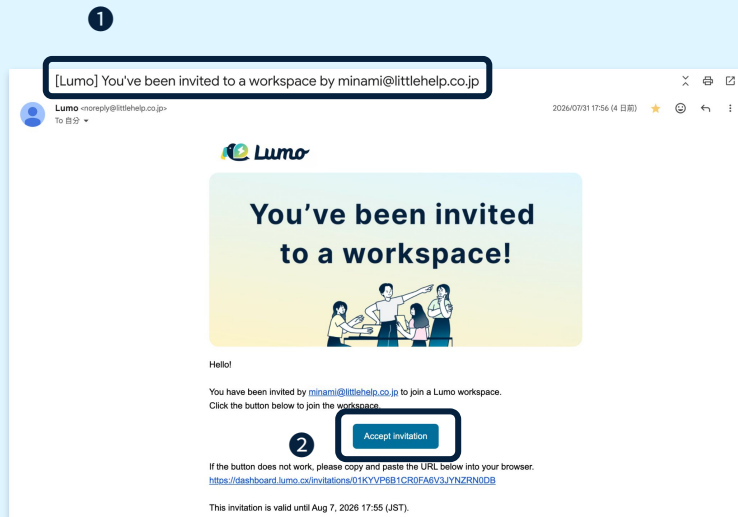
Member Registration | Steps 1–7

**About 5–10 minutes**

※The time above does not include two-factor authentication setup in Steps 8–10.



## Step 1 | Open the Invitation Email



### Check the subject line

Open the email with the subject line "【Lumo】 You have been invited to a workspace by ○○ (name) ."



### Accept the invitation

Click "Accept Invitation" in the email to open the Lumo registration page.

The invitation link has an expiration date.  
If it has expired, ask an administrator to send you a new invitation.

## Step 2 | Confirm the Invitation Details [Source title unclear]

**Lumo**

### Workspace Invitation

You've been invited to 小南@littlehelp.co.jp

|            |                         |
|------------|-------------------------|
| Workspace  | 小南@littlehelp.co.jp     |
| Invited by | Yuying Peng             |
| Email      | bianlixiaonan@gmail.com |
| Role       | Administrator           |

Create an account or log in to accept this invitation.

**Create Account**

Already have a workspace? [Log in](#)

### Review the invitation details

Check the workspace, inviter, email address, and role shown in the invitation.  
Make sure the email address is the one you intend to use with Lumo.



### Select “Register as a Member”

If the details are correct, click “Register as a Member” to proceed to the registration page.

“Role” refers to the permissions assigned when the invitation was sent. In this example, the role is set to “Member.”  
If you are already registered as a Lumo member, select “Log In” at the bottom of the page.

## Step 3 | Select a Language

1 Language — 2 Terms of Service — 3 Email & Password

 **Lumo**

**Language Selection**  
Language Selection / 語言選擇

1 Language  
English

2 Proceed to Terms of Service

Already have a workspace? [Login](#)

### Select a language

Select the language you want to use in Lumo from the “Language” drop-down menu.



### Proceed to the Terms of Use

After selecting a language, click “Review the Terms of Use.”

You can change the display language in Personal Settings after registration.

## Step 4 | Agree to the Terms of Use

1 Language — 2 Terms of Service — 3 Email & Password

### Review Terms of Service

1

**利用規約**

**第1条 (定義)**

本規約において使用する用語の意義は、次の各号に定めるとお  
りします。

1. 「本規約」とは、「利用規約」を指します。
2. 「当社」とは、リトルヘルプ・エージェンシー合同会社を指  
します。
3. 「本サービス」とは、当社が提供する、LINE公式アカウン

2

**I Agree to the Terms**

[< Back to Language Selection](#)

### Review the Terms of Use

Review the Terms of Use displayed on the page.



### Agree to the Terms of Use

After reviewing the terms, click “Agree to the Terms of Use” to continue.

To return to the previous page, click “Back to Language Settings.”

## Step 5 | Register Your Login Information

The registration form is displayed on a light blue background. At the top, there are three numbered steps: 1. Language, 2. Terms of Service, and 3. Email & Password. Step 3 is highlighted with a green circle. Below the steps, the form is divided into three sections: 1. Email Address (with a text input field containing 'example@email.com'), 2. Password (with a text input field and an eye icon), and 3. A blue 'Save and Continue' button. Below the button, there is a horizontal line with the word 'or' in the center. Underneath, there is a 'Sign up with Google' button with the Google logo. At the bottom, there is a link that says '< Back to Terms of Service'.

### Enter your email address

Enter the email address that received the invitation.



### Set a password

Enter the password you will use to log in to Lumo.  
You may use the same password as your LITTLE HELP CONNECT account.

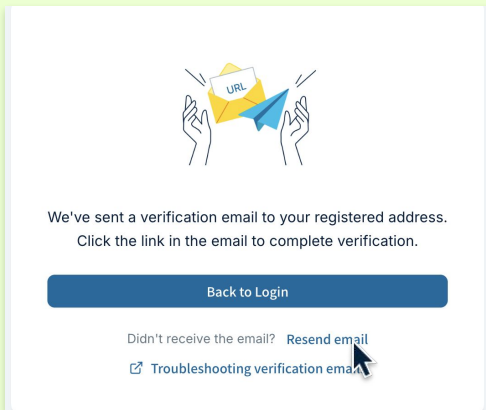


### Proceed to log in

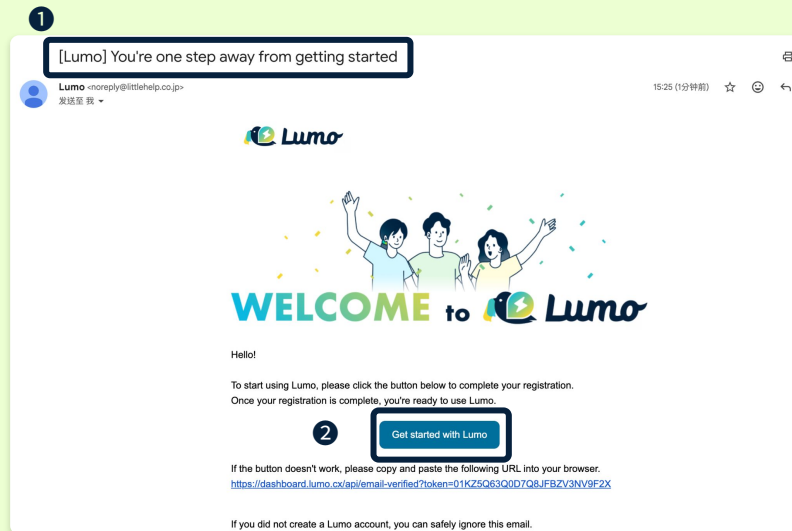
Review the information you entered, then click "Set Email Address and Password and Proceed to Log In."

If you use a shared company email address,  
we recommend registering with an email address and password.

## Step 6 | Verify Your Email Address



**If you do not receive the verification email  
Check your inbox and spam folder. If you  
still cannot find it, click "Resend Email."**



### Check the verification email

Open the email sent to your registered address with the subject line "[Lumo] You're one step away from getting started."

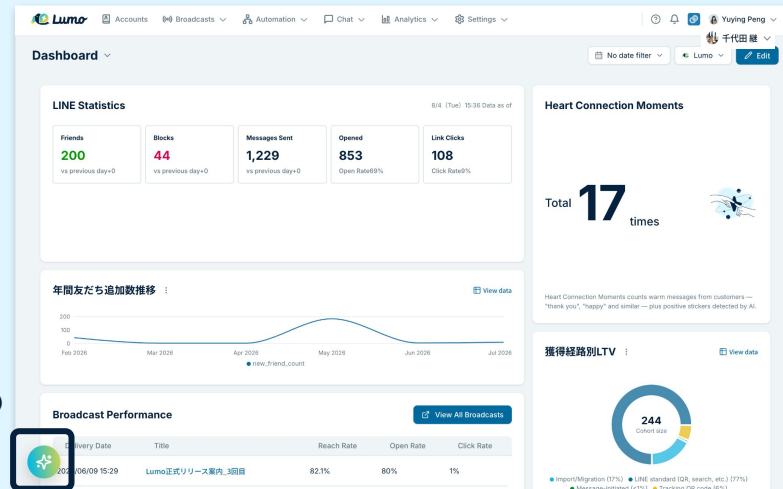
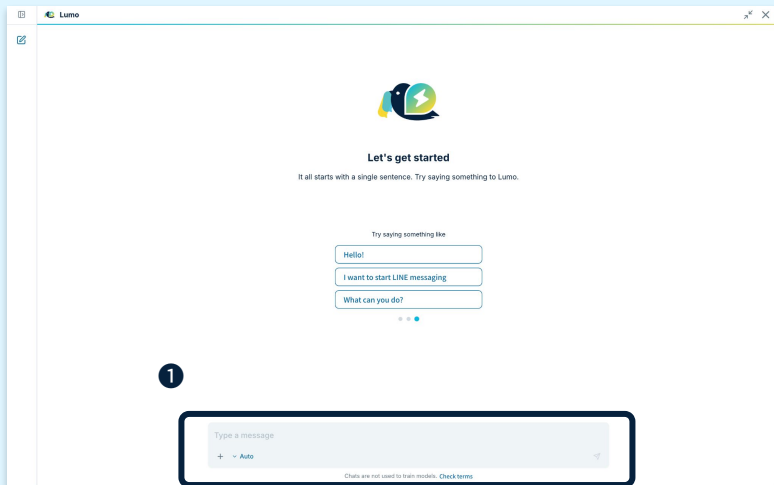
### Click "Get Started with Lumo"

Click "Get Started with Lumo" in the email to complete email verification.



## Step 7 | Log In to Lumo

Registration  
Complete!



### Confirm that you are logged in

The Lumo start screen or dashboard confirms that you are logged in.

### Enter what you would like to do

The Marketing Agent suggests next steps based on your request.

### Resume the conversation

Click the gradient icon in the lower-left to resume the conversation.



You're all set

**Your Lumo registration is complete** 🎉

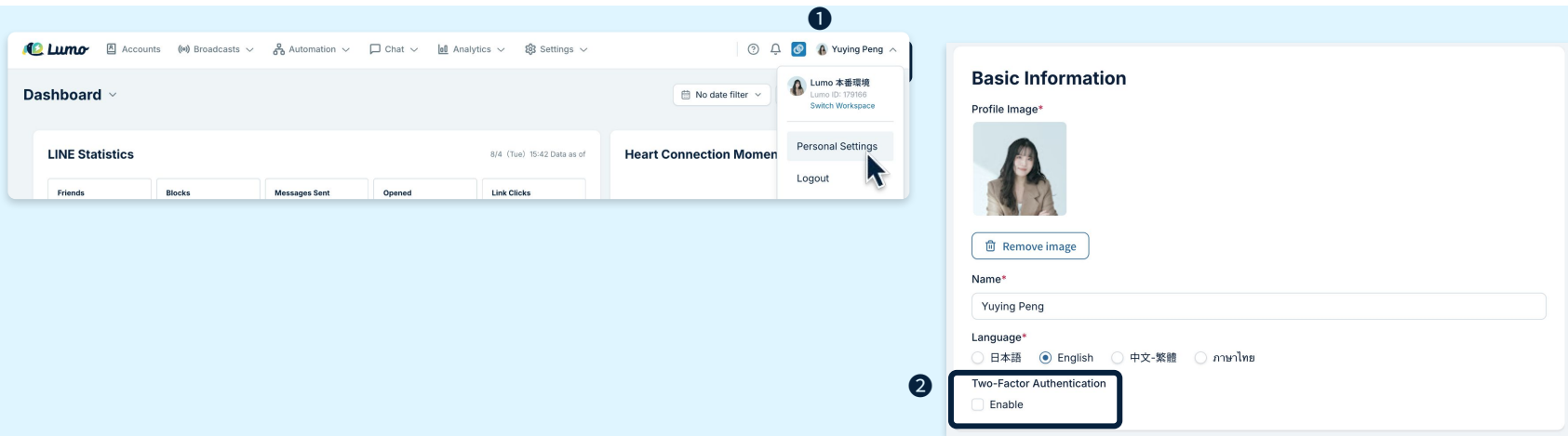
Keep building stronger customer relationships with Lumo.



To set up two-factor authentication, continue to the next page ►

## Step 8 | Start Setting Up Two-Factor Authentication

Two-factor authentication is optional



### Click your member name in the upper-right corner

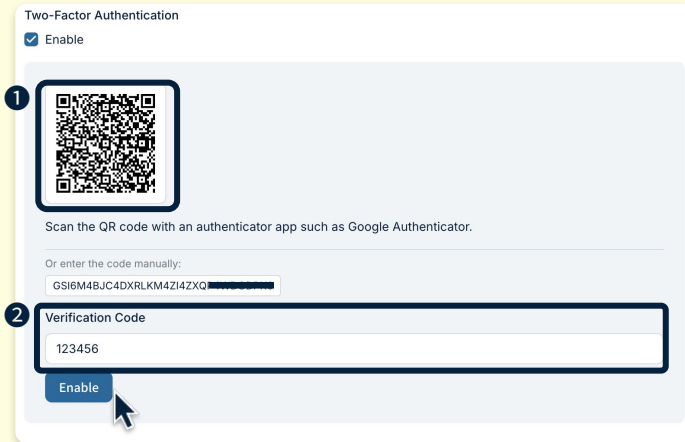
Click your member name or profile image in the upper-right corner to open the menu.

### Select "Personal Settings"

Select "Personal Settings" from the menu.

### Enable "Two-Factor Authentication"

Under "Basic Information" in Personal Settings, select "Enable" for "Two-Factor Authentication."



Two-Factor Authentication

☒ Enable

1



Scan the QR code with an authenticator app such as Google Authenticator.

Or enter the code manually:

GSi6M4BJC4DXRLKM4ZI4ZXQ

2

Verification Code

123456

Enable

### Scan the QR code with an authenticator app

Open an authenticator app, such as Google Authenticator, and scan the QR code displayed on the screen.

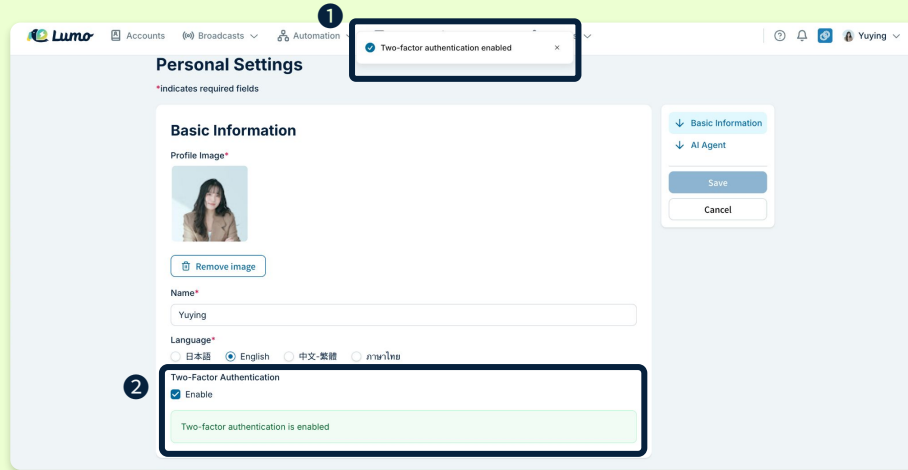


### Enter the verification code and enable authentication

Enter the six-digit code shown in the authenticator app in the "Verification Code" field, then click "Enable."

## Step 10 | Complete Two-Factor Authentication Setup

Two-factor authentication is optional



### Confirm the completion message

Confirm that "Two-factor authentication has been enabled" appears at the top of the screen.

### Confirm that it is enabled

Setup is complete when "Two-Factor Authentication" is selected and "Two-factor authentication is enabled" is displayed.

### Setup complete



For future logins, you will need to enter the verification code shown in your authenticator app.

### 3. Important Operational Notes

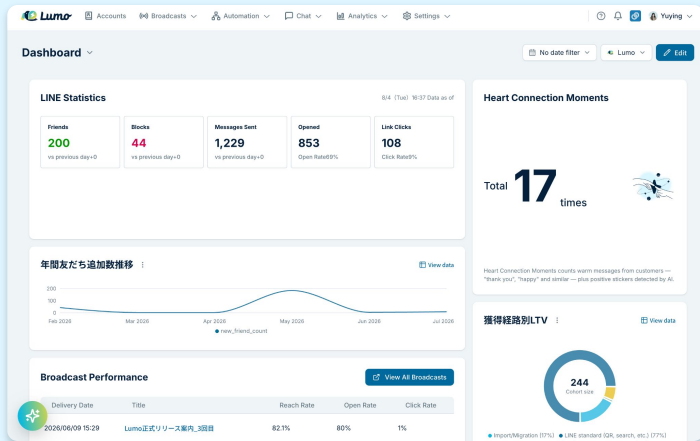
This section explains two important points to know when using Lumo.

#### **About Workspaces**

#### **How to Change Your Member Name**



## About Workspaces

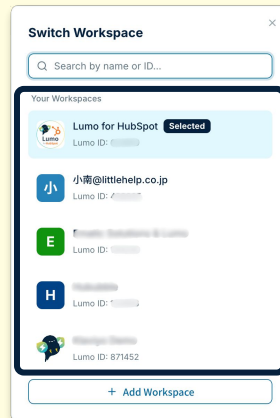
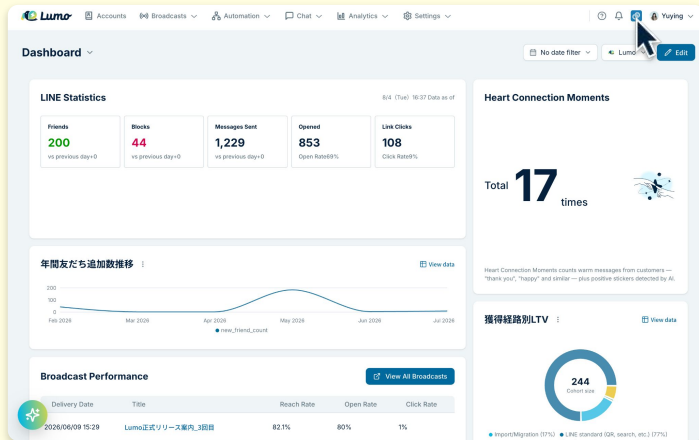


## What is a workspace?

A workspace is where you connect a LINE Official Account and use Lumo together with other members.



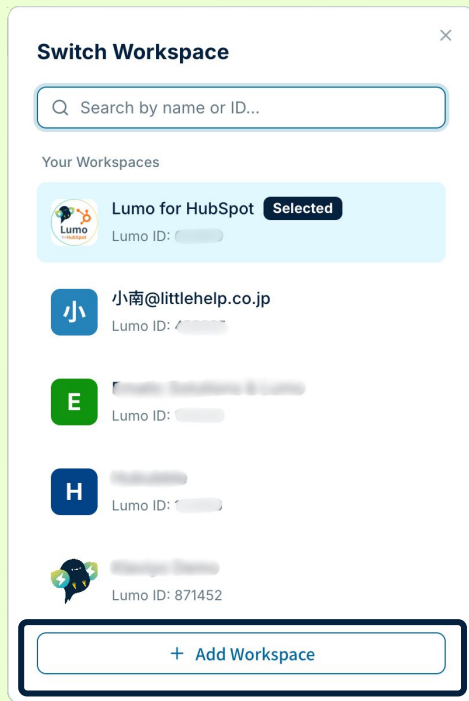
## About Workspaces



### Viewing the workspaces you have joined

Select the workspace icon next to the 🛎 icon in the navigation menu to view the workspaces you are currently a member of.

## About Workspaces



### Add a workspace when needed

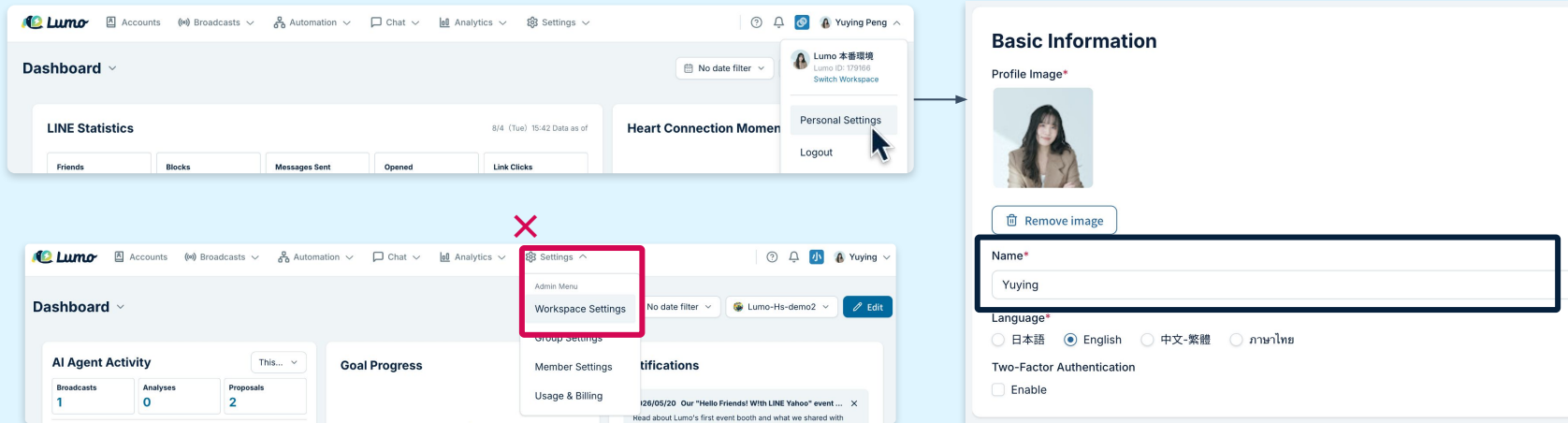
Adding a workspace creates a new workspace.

#### Examples of when to add one

- Connect a LINE Official Account for testing
- Test Lumo's features and behavior
- Run tests separately from the production environment

Only you can access a workspace you create unless you invite other members.

## How to Change Your Member Name



### Change your name in Personal Settings

Open "Personal Settings" from the profile icon.

Edit the name displayed in Lumo in the "Name" field.

### Common Mistake

Changing the workspace name to your personal name in "Workspace Settings"

Changing the workspace name affects what all members in the workspace see.

## 4. Troubleshooting

Use the following guidance if you encounter an issue while using Lumo.

|   | Issue                                          | Resolution                                                                                                                                                                |
|---|------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1 | Invitation link has expired                    | Ask an administrator to resend the invitation email.                                                                                                                      |
| 2 | Registration email has not arrived             | Check your spam folder and resend the registration email.                                                                                                                 |
| 3 | Unable to log in                               | Check the information you entered. If the issue persists, contact an administrator.                                                                                       |
| 4 | Will operating procedures change?              | Basic operating procedures will remain unchanged, but parts of the interface and some operations will change.                                                             |
| 5 | An item is in a different location than before | First, click the gradient icon in the lower-left corner of the Lumo screen and ask the Marketing Agent.                                                                   |
| 6 | Unsure how to use a feature                    | If the issue remains unresolved, click the Help icon in the upper-right corner and use the "Community." (Human support is available only on the Business plan or higher.) |

## 5. Completion Checklist

Your migration preparations are complete once you have confirmed the following after registration.

- ✓ You created a Lumo account from the invitation email
- ✓ You verified the email address you registered
- ✓ You can log in to Lumo and view the initial screen
- ✓ You joined the correct workspace with the correct permissions



Little Help Agency LLC

xLINK, 3F Shin-Otemachi Building, 2-2-1 Otemachi, Chiyoda-ku,  
Tokyo 100-0004, Japan

<https://www.lumo.cx/en/>

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