

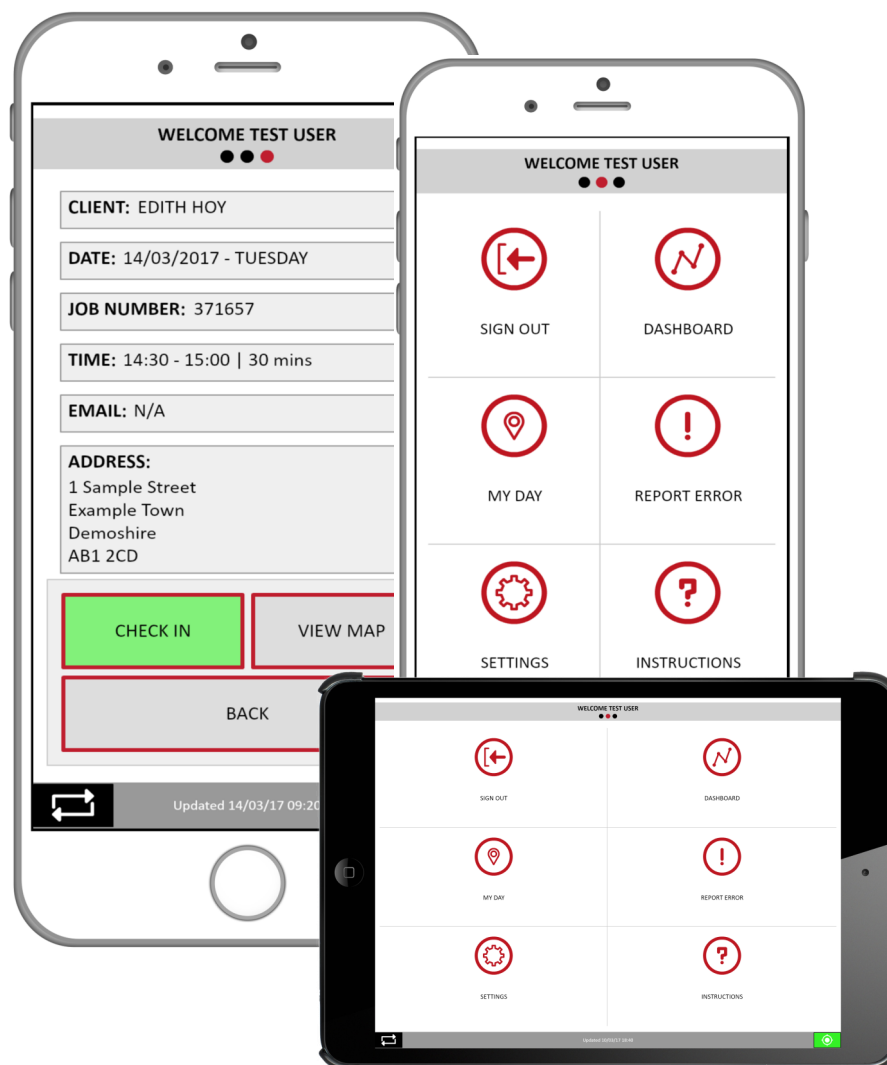


The **ICT** Bureau

CARER CONNECT

CARER CONNECT—APP USER INSTRUCTIONS

v.17.3.5



Step One—Logging into the App & Creating a PIN Code

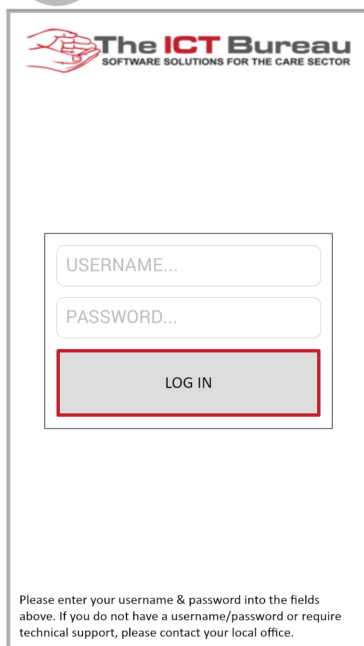
Carer Connect has been designed to allow users to quickly access their daily duties, view relevant call information and use the Check In / Check Out call monitoring feature with ease. To ensure you are able to access the app quickly you will need to login using your assigned username (either email address or mobile phone number) and your unique password.

Top Tip

The App is designed for ease of use however as you are carrying some very sensitive data we must ensure its protection from unauthorised access.

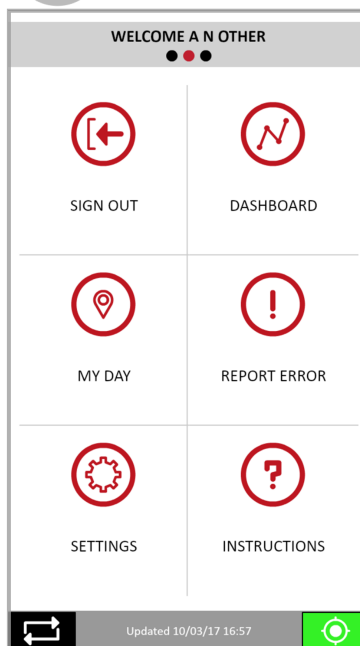
Setting a Pin Code enables you to quickly access the data and keeps it secure. You will be asked to re enter your password every 5 days.

1 Open the app from your device app list



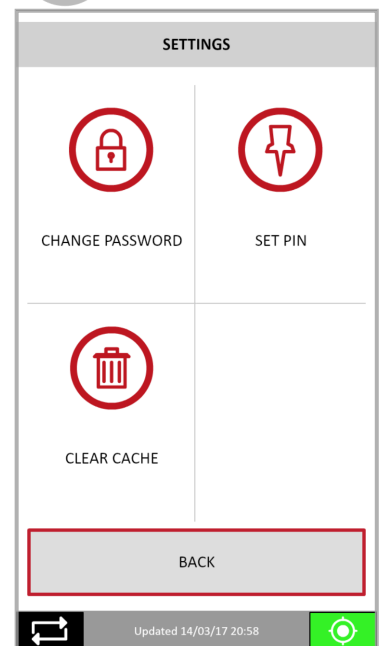
The login screen features the 'The ICT Bureau' logo at the top. Below it are two input fields for 'USERNAME...' and 'PASSWORD...', followed by a 'LOG IN' button. A footer note states: 'Please enter your username & password into the fields above. If you do not have a username/password or require technical support, please contact your local office.'

2 Click on the SETTINGS



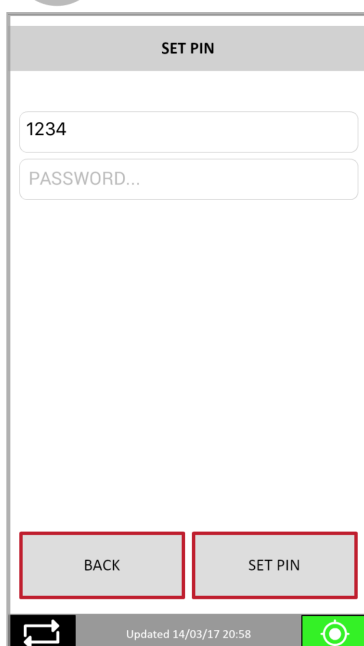
The dashboard is titled 'WELCOME A N OTHER' and displays a grid of icons: 'SIGN OUT', 'DASHBOARD', 'MY DAY', 'REPORT ERROR', 'SETTINGS', and 'INSTRUCTIONS'. A status bar at the bottom shows 'Updated 10/03/17 16:57'.

3 Click on SET PIN



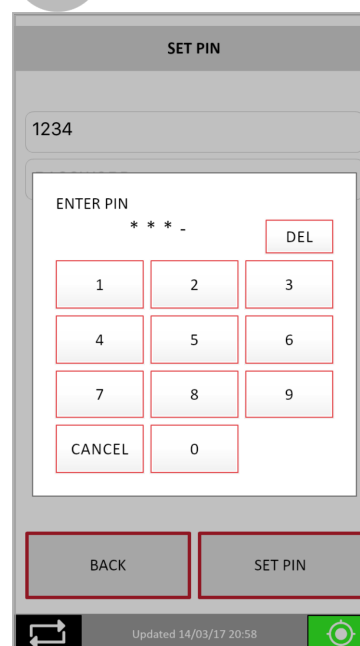
The settings screen includes options for 'CHANGE PASSWORD', 'SET PIN', and 'CLEAR CACHE', along with a 'BACK' button. The status bar at the bottom indicates 'Updated 14/03/17 20:58'.

4 Re Enter your Password



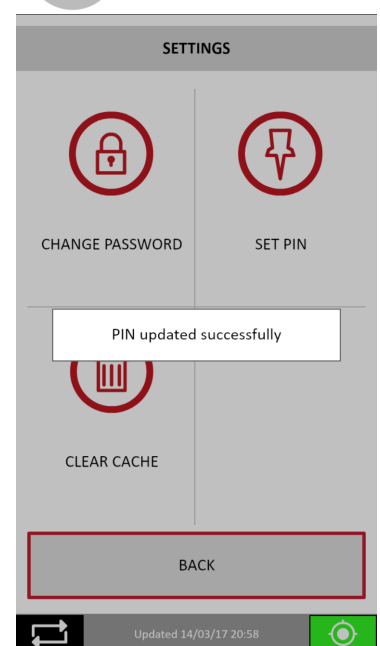
This screen prompts the user to 'SET PIN' and shows a '1234' input field and a 'PASSWORD...' input field. It includes 'BACK' and 'SET PIN' buttons. The status bar at the bottom shows 'Updated 14/03/17 20:58'.

5 Enter a memorable 4 Digit Pin Number



The 'ENTER PIN' screen displays a numeric keypad (0-9), a 'DEL' button, and a 'CANCEL' button. It also features 'BACK' and 'SET PIN' buttons. The status bar at the bottom shows 'Updated 14/03/17 20:58'.

6 Completed



The settings screen now shows a confirmation message: 'PIN updated successfully'. It includes 'CHANGE PASSWORD', 'SET PIN', and 'CLEAR CACHE' options, along with a 'BACK' button. The status bar at the bottom shows 'Updated 14/03/17 20:58'.

Step Two—Home Screen

The Home Screen has been designed for ease of use.

Page Navigation

The app has been developed using a page system. The default page will always be the main menu. Swiping Left will display your daily schedule and swiping right will display your dashboard

Sign Out

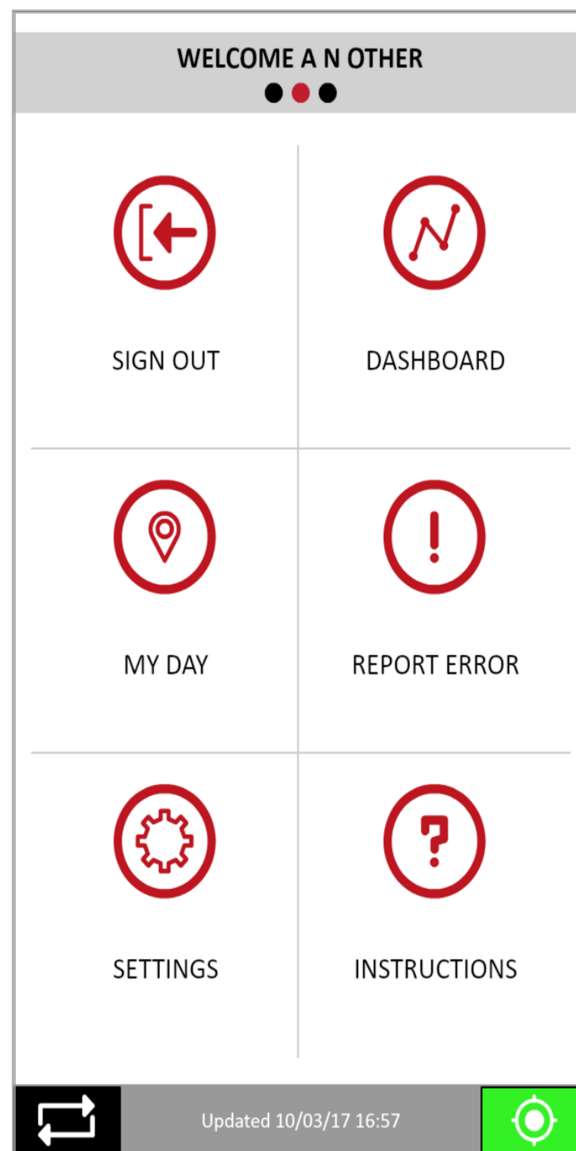
This Button will sign you out of the App. If you have created a PIN Code, you will only need to enter the PIN Code to gain access to the app on your return visit

My Day View

The My Day View shows all of your calls for the day in one easy to view Map.

Settings

This menu item is home to items such as the PIN Number Setting option and Password Change. You can also clear the apps Cache (usually only required following technical advice)



Dash Board

This feature is designed to provide you with some additional, useful information. Take a look for yourself to see what information is available to you

Report Error

This menu item is for reporting any problems you may encounter using the app. All reports are analysed by our technical developers and used for future app updates.

Instructions

Clicking this link will display these instructions & provide you with an option to send this instructions booklet to your email address as a useful PDF document.

Footer Icons

The icons at the bottom of the screen are for refreshing the apps data on the left hand side and to give you an indication if you have a valid GPS Signal on the right hand side. The GPS Icon will turn from Green to Amber to Red informing you a valid GPS Signal is not obtainable. Buildings and built up areas can affect GPS Signal therefore standing outside to obtain a signal is recommended.

Step Three—The Duty Plan (Screen-Shots)

The duty plan has been designed for ease of use and to provide you with all the information you need for your duty.

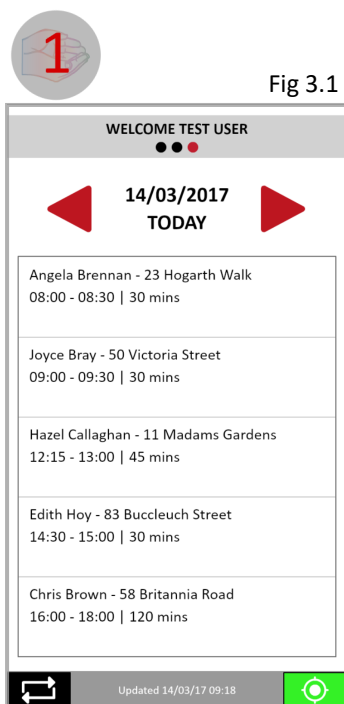


Fig 3.1

The screen shot above shows the layout of your daily duties. Clicking on a duty will display the details of this duty. (See Fig 3.2)

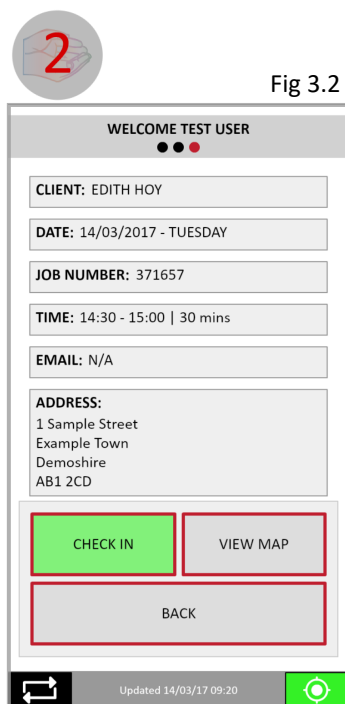


Fig 3.2

All the necessary information required to complete your duty will be displayed in the call screen along with any additional workers (for Double Up duties).

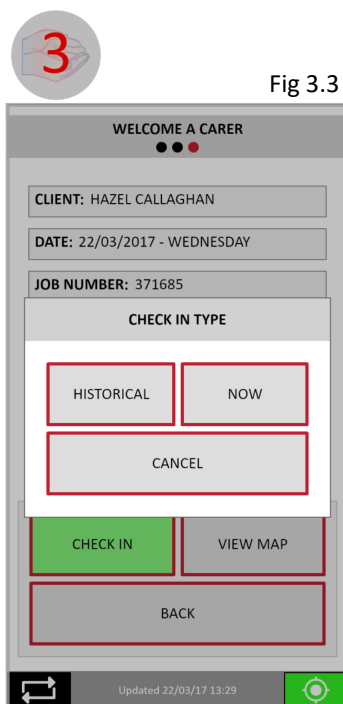


Fig 3.3

When arriving at a call ensure you select the 'Check In' Button. This will take a note of your time and location. If you are not at your location you may see a message (See Fig 3.4). Ensure you have a GPS signal to avoid this message

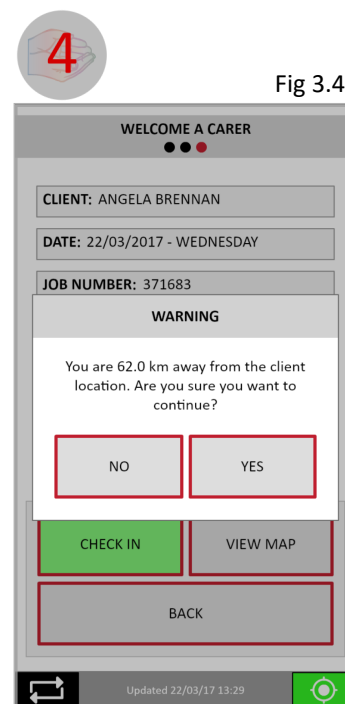


Fig 3.4

In the event that your device recognises that you may not be at the call location please ensure you have a valid GPS signal (indicated by the green icon in the lower right hand corner of the screen) and that you are at the correct call address. **NB. This is only a warning message**



Fig 3.5

Once the call has been Checked In the Check In button will change to a Check Out button. Once the call is completed, click the check out button to complete the call.

NB. The bottom bar indicates who you are currently checked into.

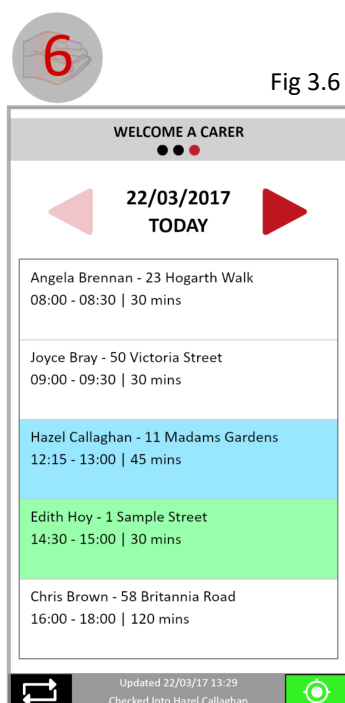


Fig 3.6

Your timetable is colour coded to indicate the status of your days calls. White indicates the call has not been started, blue indicates the call has been checked into and green indicates the call is completed.

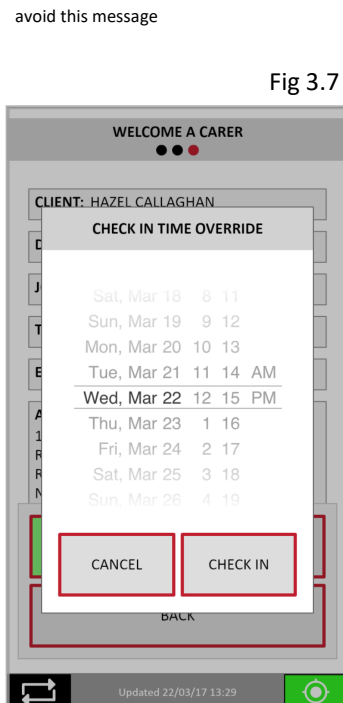
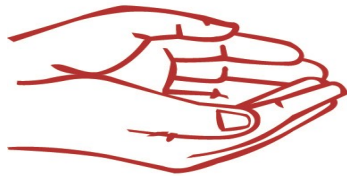


Fig 3.7

In the event that a call has passed the scheduled time or a check in was forgotten, the Historical Check feature will allow you to enter a historical time when the call was Checked In and Check Out. **NB. Historical Entries will be noted in Agency Manager.**



The ICT Bureau

CARER CONNECT

Carer Connect Suggested User Guide & FAQ's

Carer Connect has been designed to assist you with your daily duties. We have made every effort to replace the old paper timesheet with a new up-to-date electronic app ensuring you can operate with greater ease and efficiency. The following pages give you suggested user instructions and lists answers to FAQ's.

Suggested User Technique—Per Visit

- 1 Before you begin your day, log in to the App using a reliable Wi-Fi connection. This will ensure all of your calls are up to date before you begin them. This is also an opportunity to ensure your PIN Code is set for the day which will make using the App during the day far easier.
- 2 When arriving at a call, log in to the app using your PIN Code and navigate to your Duty Plan. Ensure you have a green GPS signal available in the Bottom Right Hand corner of the screen. If the GPS is Orange or Red, click the button to obtain an up to date GPS location. (It will help to be outside of a building and not overshadowed by tall structures).
- 3 When you are ready to start your duty, click the Check In Button to take a record of your Start Time. At this point you may receive a message saying you are xxx metres away from you call. Verify you are at the correct call and click the necessary button to continue.
- 4 When you have finished your visit, exit the building and log in to the app using your PIN Code. If you need to make any notes regarding the visit you can do this now.
- 5 Ensure you have a green GPS Icon and click Check Out. If the GPS Icon is **not** Green, click the icon to refresh your position.
- 6 You have now used the App for one complete visit.

Feedback & Technical Support

We hope Carer Connect will become a useful tool and help you to deliver the best care possible to your clients. However should you experience any problems using the App or would like to feedback any issues you have or suggest improvements please email appdev@ictbureau.co.uk.

Please also find our frequently asked questions at the back of this document.

Many Thanks

Carer Connect Development Team



The ICT Bureau

CARER CONNECT

Frequently Asked Questions

Q: What if I don't have a phone signal?

A: The app is designed to store the information you gather throughout the day and so a phone signal is not necessary when starting or even finishing a call however the office staff will need to know that a call has been completed so the app will attempt to send the information as soon as a signal becomes available.

Q: I keep getting a message telling me I'm not near my call, why is this?

A: The app has a record of where it thinks each call should be. When you check in to a call it then cross checks this against the position of your device and displays a message. Ensuring you have an up-to-date GPS Fix will prevent this message from being displayed.

Q: I forgot to check out of a call, what can I do?

A: The app will recognise that you have moved away from your call and record the time at which you left. When you remember to checkout you can simply visit the call your duty plan screen and click check out. You will be presented with three options. Live Checkout will take your immediate position and time, Historical Check Out will allow you to enter a check out time and Suggested Check Out will use the time the app recorded a movement away from the call.

Q: I checked in to a call by mistake, How can I undo this check-in?

A: If you have accidentally checked into a call and wish to undo the check-in, you can simply click to Undo Check In button to reverse the check in. *NB. You cannot undo a check out.*

Q: Will the app use any of my data allowance?

A: Yes, the app will use a small amount of data on your device however during extensive testing, it was found to be approximately 1 mega bytes per day or less. Most phone contracts come with at least 500 mb per month.

Q: Will the app drain my battery?

A: The app has been tested to perform a full day of duties. During these tests it was shown that Carer Connect used approximately 35% battery power during a full day of use.

Q: Do you use the app to track my location?

A: During development we were aware of the implications of using the app to track the location of its users. Furthermore, Apple Inc. would not allow us to develop an application which used the background location services to constantly record the users location. We have therefore used the location services to ensure the correct calls are attended and to help you in the event that a check in or check out is forgotten.