



Your support **at your fingertips**

My Support App
Getting started guide





integratedliving's *My Support App* adds a new way for customers, their family members and staff to communicate with one another.

The *My Support App* makes it easier for our customers to view and manage integratedliving services.

Designated family members can also use the *My Support App* to stay up-to-date on the support their loved ones are receiving.

Please use this guide to set-up the *My Support App* and find out how to use it's features.



Table of contents

How to download the <i>My Support App</i>	04
Get started	06
Schedule	10
Re-scheduling	12
Invite family members	17
Requests	20
Feed	22
Update personal information	24
Notifications	26

How to download the *My Support App*

Step 1

Ensure integratedliving has a mobile phone number on file for you or your family member/s.

Phone our Customer Service Centre on **1300 782 896** to provide or update your mobile phone number.

If you do not have a mobile phone number but would still like a family member to access your schedule you can provide their mobile number to integratedliving and we will grant them access.



Step 2

Download the *My Support App* to your mobile phone or device.

Visit integratedliving.hayylo.com/get-app

Click on the download button for your type of device:

Apple Device (iPhone):



Android Device (Samsung, etc):



The button will direct you to the App Store to download the *My Support App*. The *My Support App* is free to download.

Click on the button Install situated in the top right of your screen.



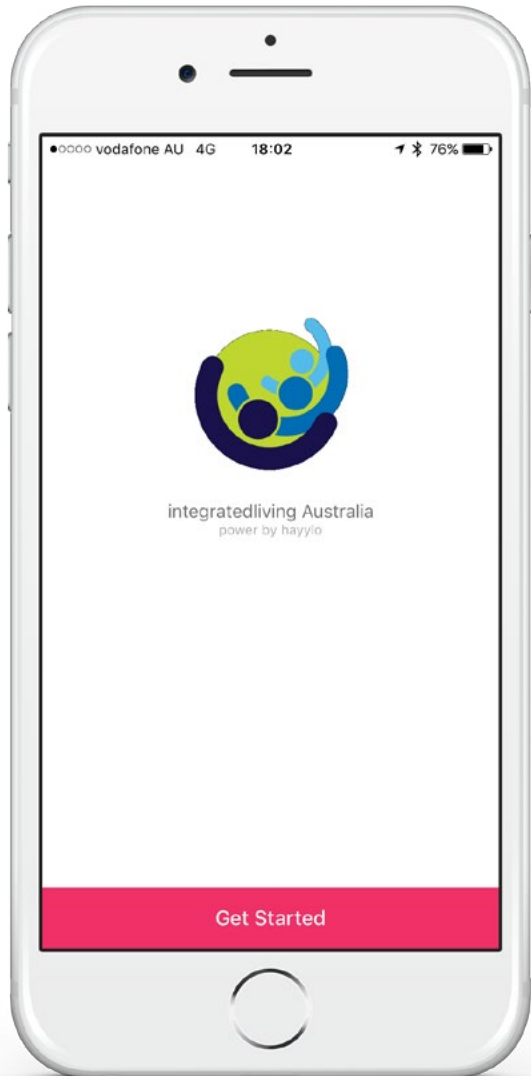
Having trouble downloading?

Call our Customer Service Team on **1300 782 896** who can assist you with downloading the *My Support App*.

Get started

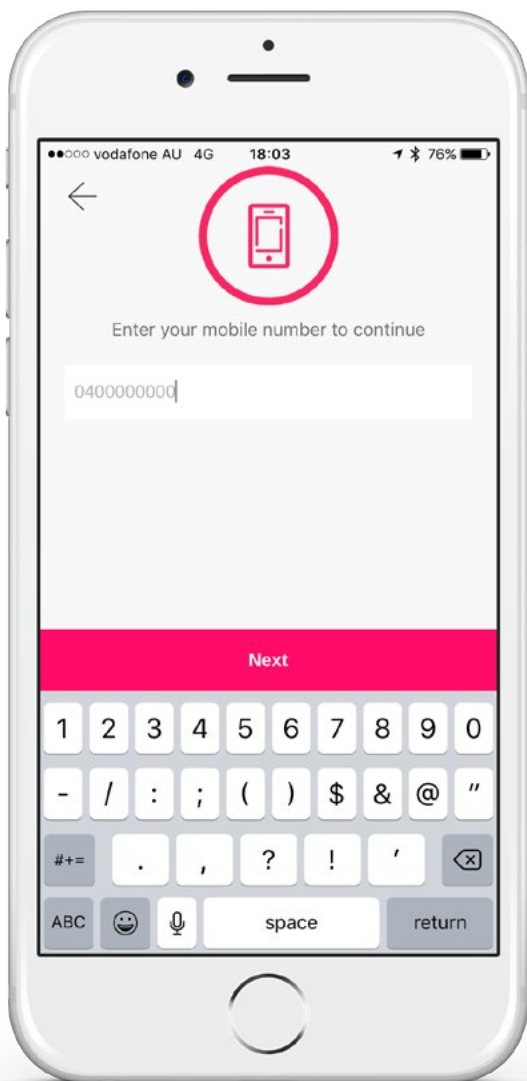
Step 1

Once the *My Support App* is downloaded and opened, click on the **Get Started** button.



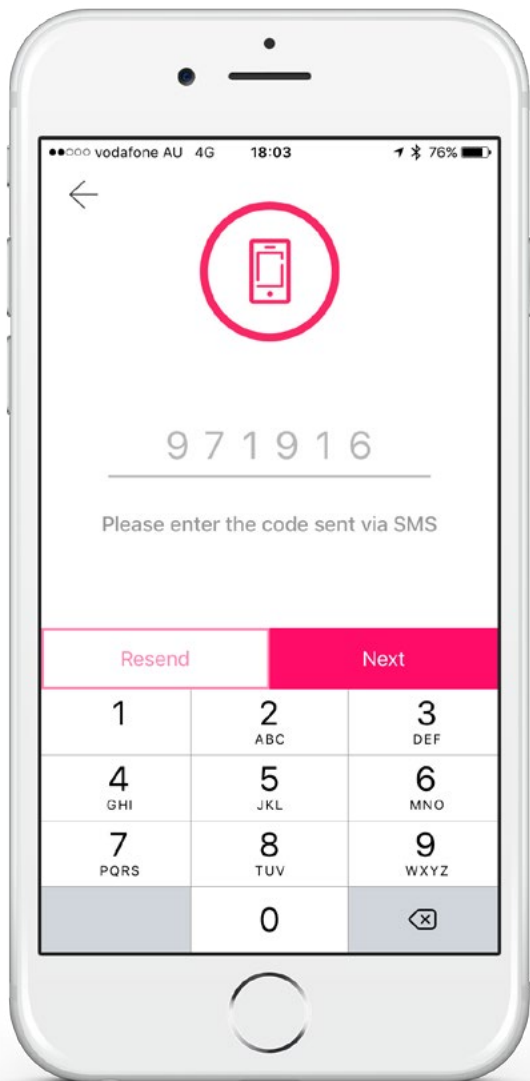
Step 2

Enter your mobile phone number
and click Next.



Step 3

As a security step the *My Support App* will send you a text message with a six digit code to your mobile phone, please enter this six digit code and click Next.



Step 4

Once you have clicked Next you will be directed to your Schedule. Your set up is now complete and you can start using the *My Support App*.




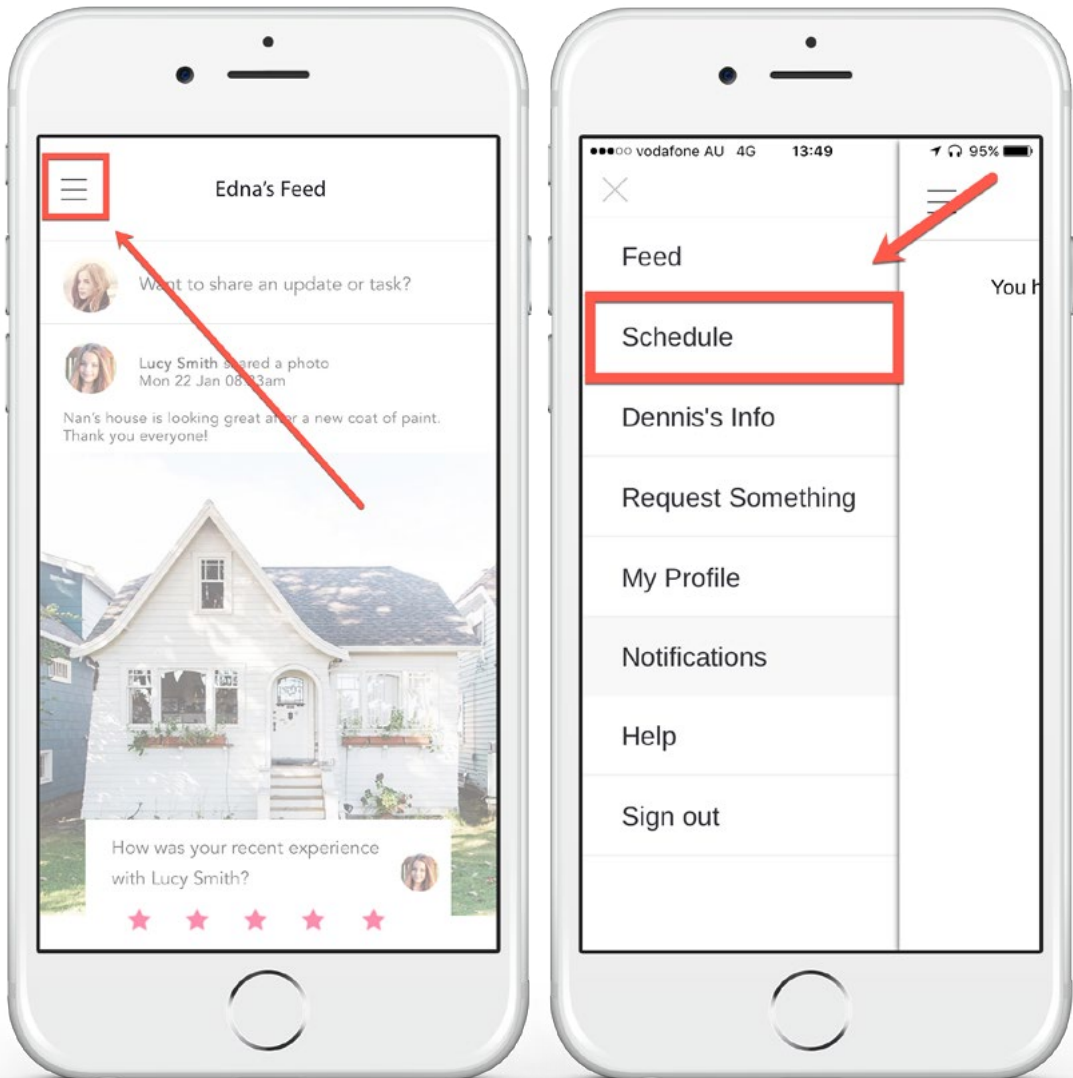
Having trouble accessing the app?

Call our Customer Service Team on **1300 782 896** and we can assist you. Your mobile phone number may not be registered with us.

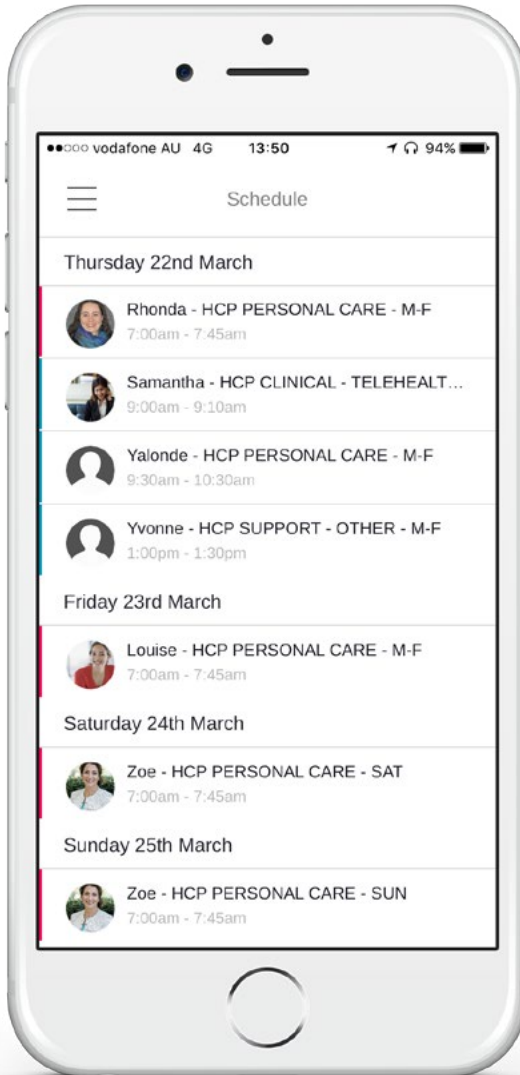


Schedule

Your schedule can be accessed at any time by navigating to the Menu button  and selecting Schedule.



Your schedule is organised for two weeks in advance. You can view who is coming, what service is being completed and when they will arrive.



Want to reschedule a service?

To ensure your request is approved and rescheduled we would recommend you submit your change request by 5pm on Monday to be rostered for the week following. Please note that we cannot always guarantee a service request change due to Support Worker availability, however we will always try our best to meet your service request.

Once a change is submitted you will be notified by the *My Support App* that your request is being processed. You may be contacted by a Customer Service Team member if we have any questions about rescheduling your service. If you are not contacted by phone, the *My Support App* will notify you 72 hours prior to the service to let you know the change has been successful.

You can always check whether your service has been changed by calling our friendly Customer Service Team anytime on **1300 782 896**.



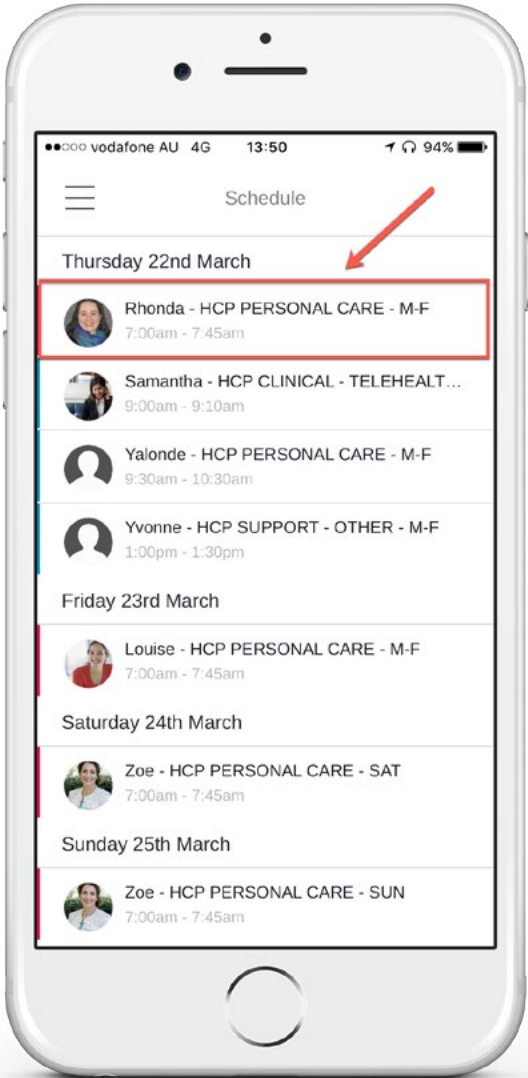
Looking to request a late change to a service within the current week?

If you would like to reschedule a service that is within the current week (e.g. it is Monday the 1st and I would like to change a service that is scheduled for Wednesday the 3rd) we would suggest submitting a change request via the *My Support App* and following up this late change request with a phone call to our Customer Service Centre on **1300 782 896** who will escalate the matter.

Due to the short notice of the late change request we may not always be able to action the change on the date and time you request. If this is the case we will call you to reschedule a suitable time.

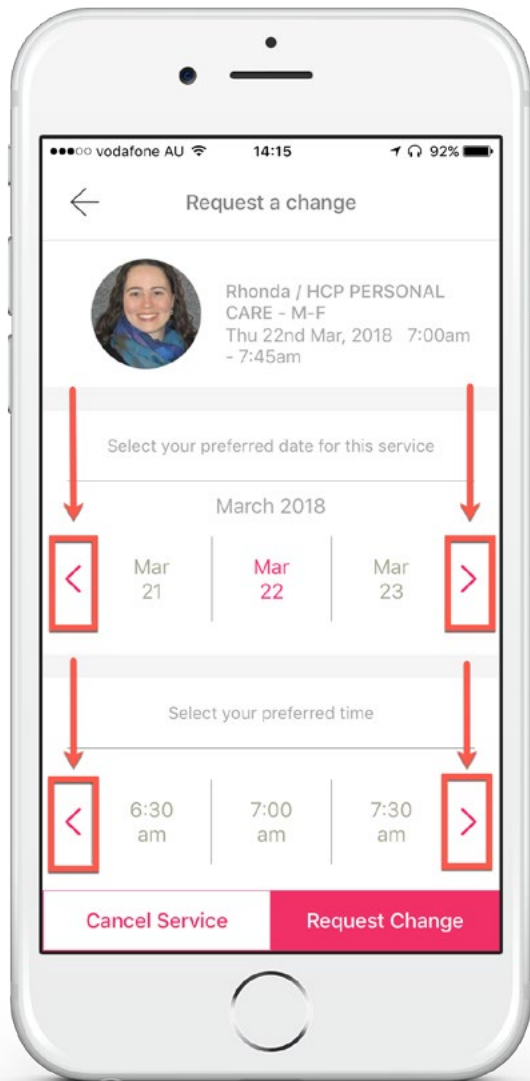


To reschedule a service, click on the day you want to reschedule.



Select your preferred date and time by using the arrows.


- Once you have selected your preferred day and time click Request Change.

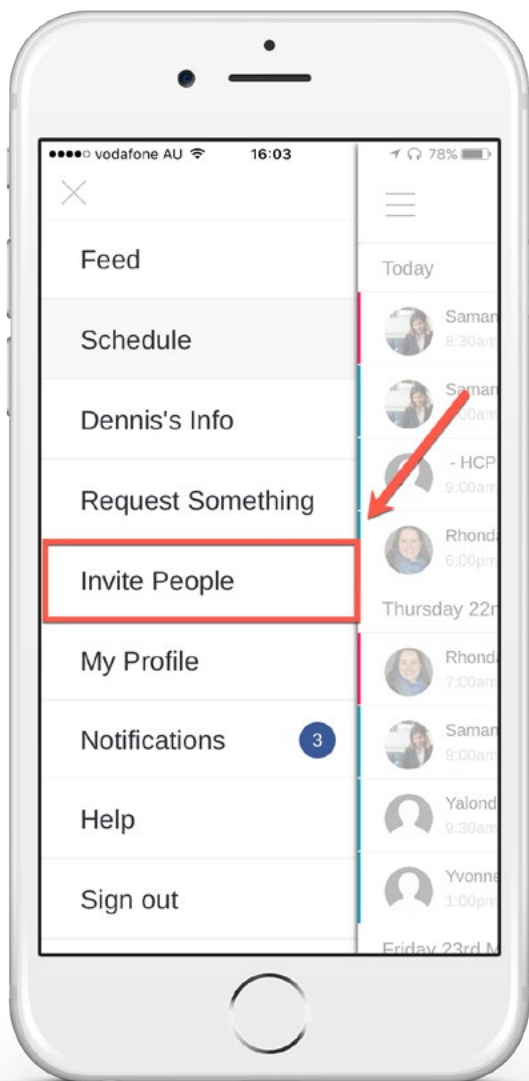


Confirmation will be provided to ensure you are happy with the day you have selected, if so click Confirm. To amend anything click Back.

Invite family members

It's important to keep your family up to date with your health and schedule so why not add them to your *My Support App* network so they can see what you're up to.

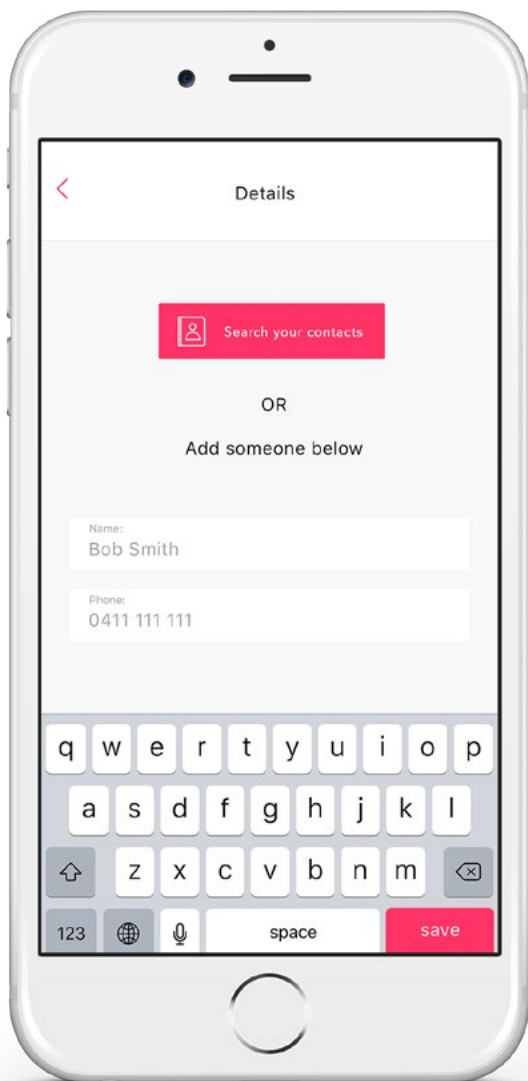
This can be accessed at any time by navigating to the Menu button  and selecting Invite People.



You can either:


1. Click Search Your Contacts, to find your loved ones phone number in your contacts, or;
2. Add their name and mobile number in the fields provided then click Invite.

- To add more than one family member use the + button in the top right-hand corner to add a new member.

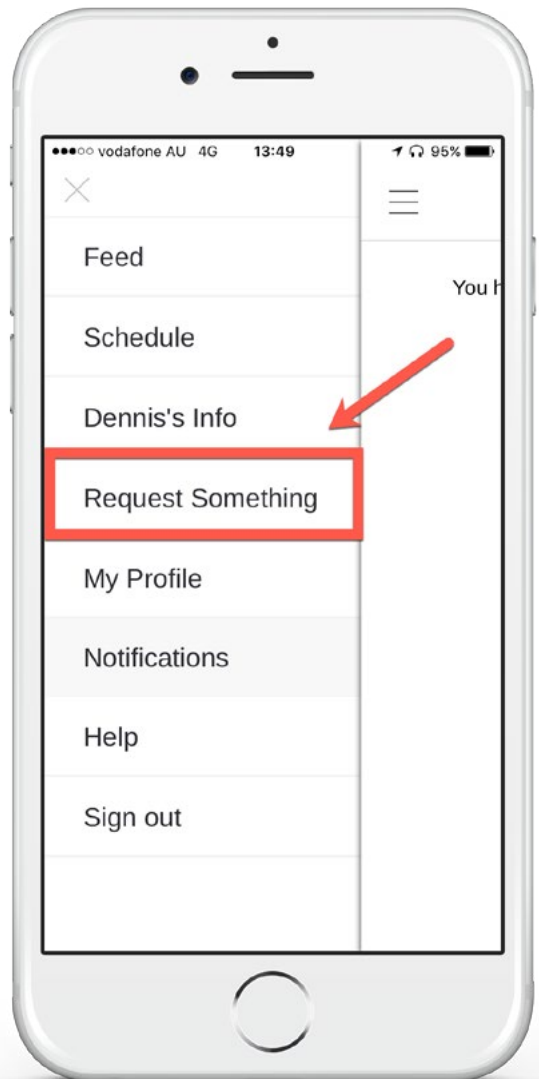


Requests

At any time, you can request a change to a service, make a new request or just send a general enquiry.

This can be accessed by navigating to the Menu button  and selecting Request Something.

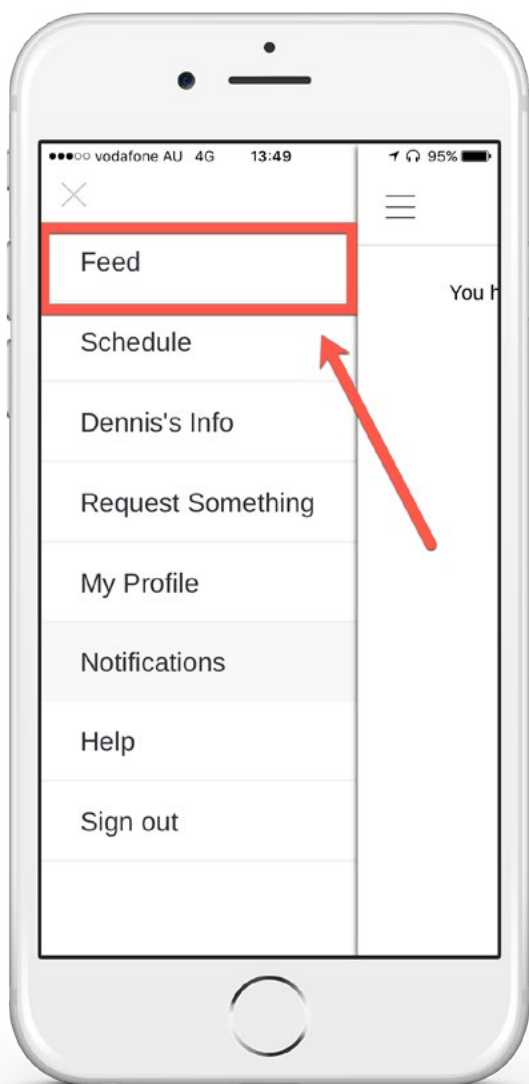
- Once you have navigated to the Request Something page you will be given options for your request type. Follow the prompts to fill out your enquiry.



Feed

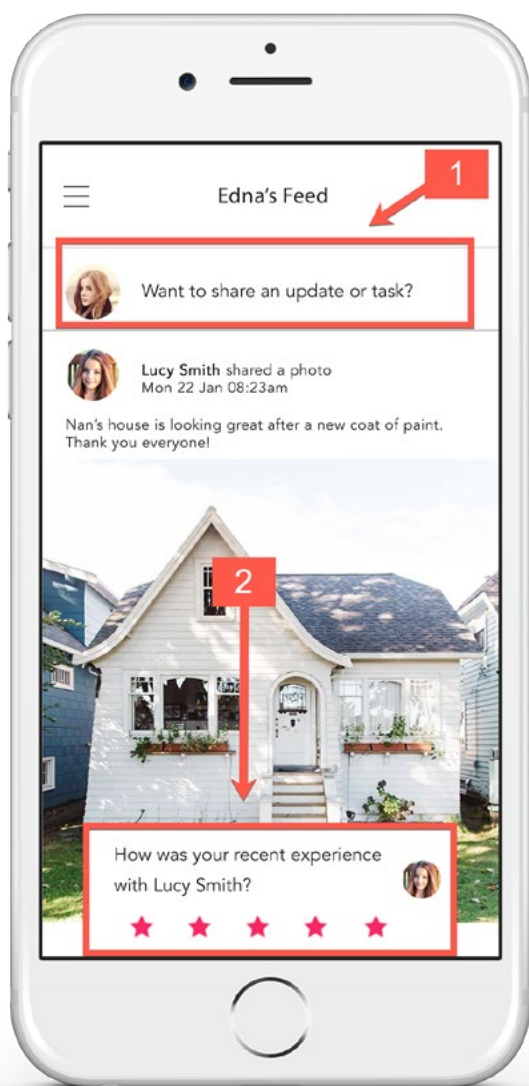
The feed allows you to keep up-to-date with family members. You can use the feed to share an update, assign a task and rate your last Support Worker.

This can be accessed by navigating to the Menu button  and selecting Feed.




1. To post an update simply click here:

2. To rate your last worker you can click here:

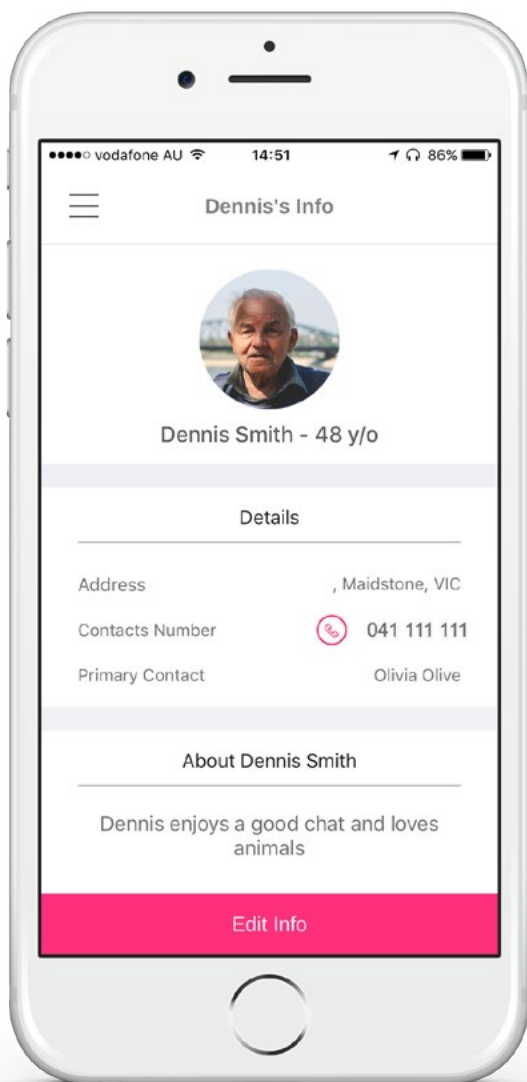


Update personal information

It's important to keep your information up-to-date so we can notify you of updates to your services and news surrounding integratedliving.


To make sure your details are up to date, click on the Menu button  and select My Profile. To update any of these fields select Edit Info.

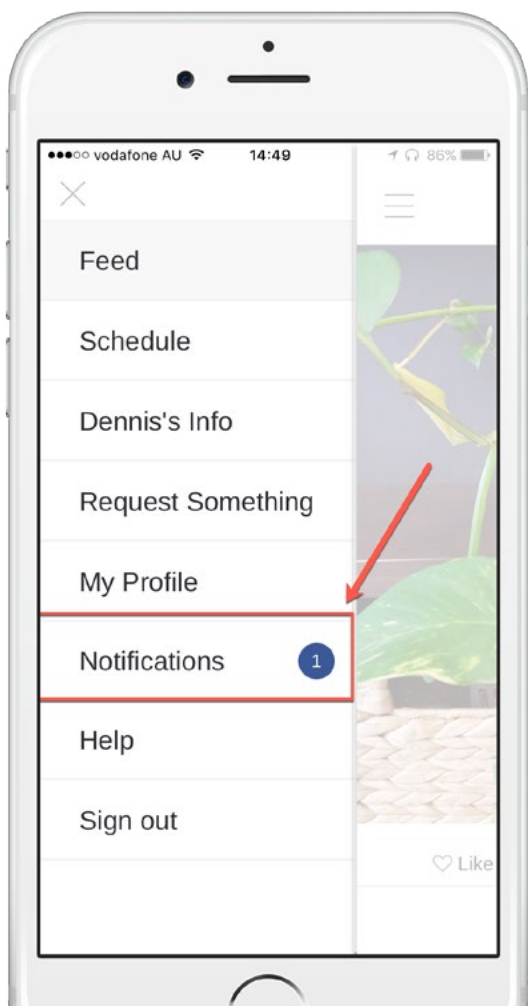
► **Please note:** For launch of the *My Support App* you may not be able to update your personal information within the *My Support App*. If your information needs to be updated please call our Customer Service Centre on **1300 782 896**.



Notifications

Notifications allow you to be notified about the progress of your request/s and also allow you to receive a notification if a Support Worker or family member has commented or posted anything in your feed for you to look at.

To access your notifications, select the Menu button  then select Notifications. New notifications are highlighted and displayed in a blue bubble next to the menu name. This allows you to see if any new information has been posted that you have yet to see.



Conclusion

We hope you enjoy the benefits of using our new *My Support App*.

We have video tutorials available on our YouTube channel to assist you in becoming familiar with using the app. You can visit our YouTube channel by searching for integratedliving Australia.

If you require any further support using the *My Support App* please speak with your Support Worker or phone our Customer Service Centre on **1300 782 896**.





Phone 1300 782 896 | integratedliving.org.au |



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