



Support at **your fingertips**

My Support App by integratedliving®
Getting started guide





Innovation of the Year (Care Model)
My Support App



Best Smart Care Technology
Solution

My Support App by integratedliving® adds a new way for you, your family members and staff to communicate with each another.

My Support App makes it easier for you to view and manage integratedliving services.

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

Please use this guide to set-up *My Support App* and find out how to use its features.



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How to download *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 would like a family member to access your schedule you can provide their mobile number to integratedliving and we will grant them access.

integratedliving will provide you with an authorisation form that will need to be completed and returned before access is granted.



Step 2

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

Visit integratedliving.org.au/services/help-at-home/my-support-app

Click on the download button for your type of device:

Apple Device (iPhone):



Android Device (Samsung, etc):



Apple Device
(iPhone):



Android Device
(Samsung, etc):



The button will direct you to the App Store to download *My Support App*. This is free to download. Click on the button **Install** situated in the top right of your screen.

Alternatively you can use the QR codes to access the link directly:

- Open the camera on your phone or tablet and hover over this QR code;
- Look for a notification banner on the screen;
- Tap the notification banner to trigger the code's action.



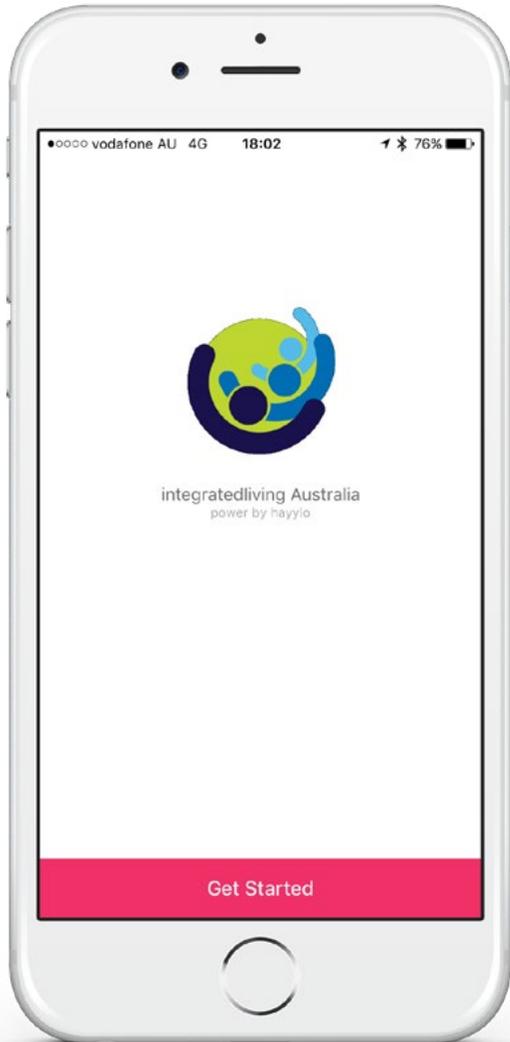
Having trouble downloading?

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

Get started

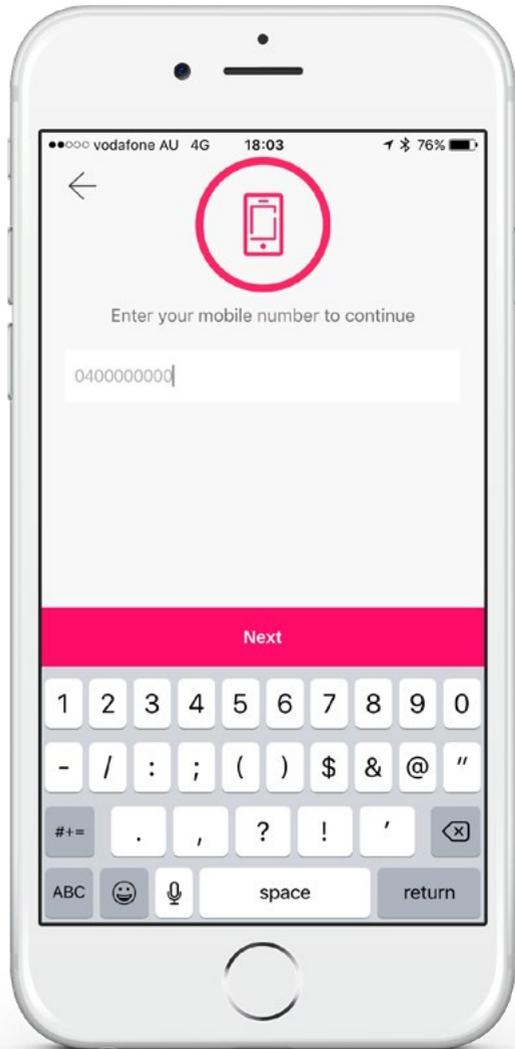


Once *My Support App* is downloaded and opened, click on the **Get Started** button.



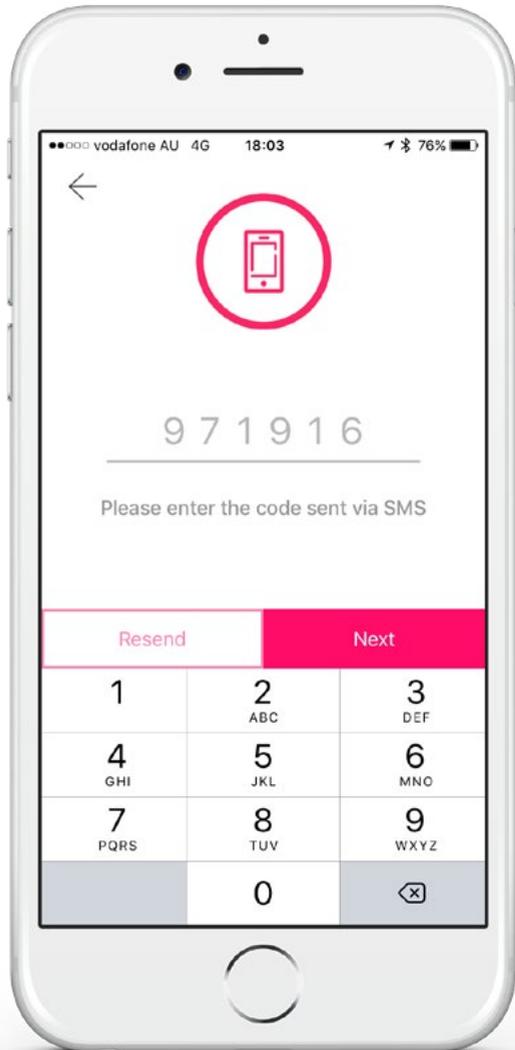
Step
2

Enter your mobile phone number and click Next.



Step 3

As a security step *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.



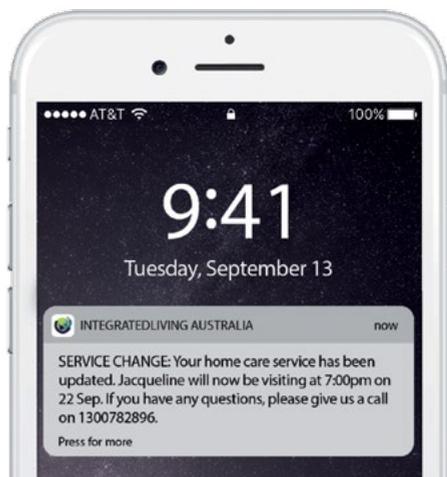
Step 4

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

Please note, now that you have access to *My Support App* and can use it to reschedule services, integratedliving will send you push notification messages (see example below) to your mobile device for service changes including:

- Change to your service time; and
- Change to the duration of a service.

▶ If you have an additional communication method you wish to use to receive any notifications of service changes, please contact Customer Services Centre on **1300 782 896** to provide these details.

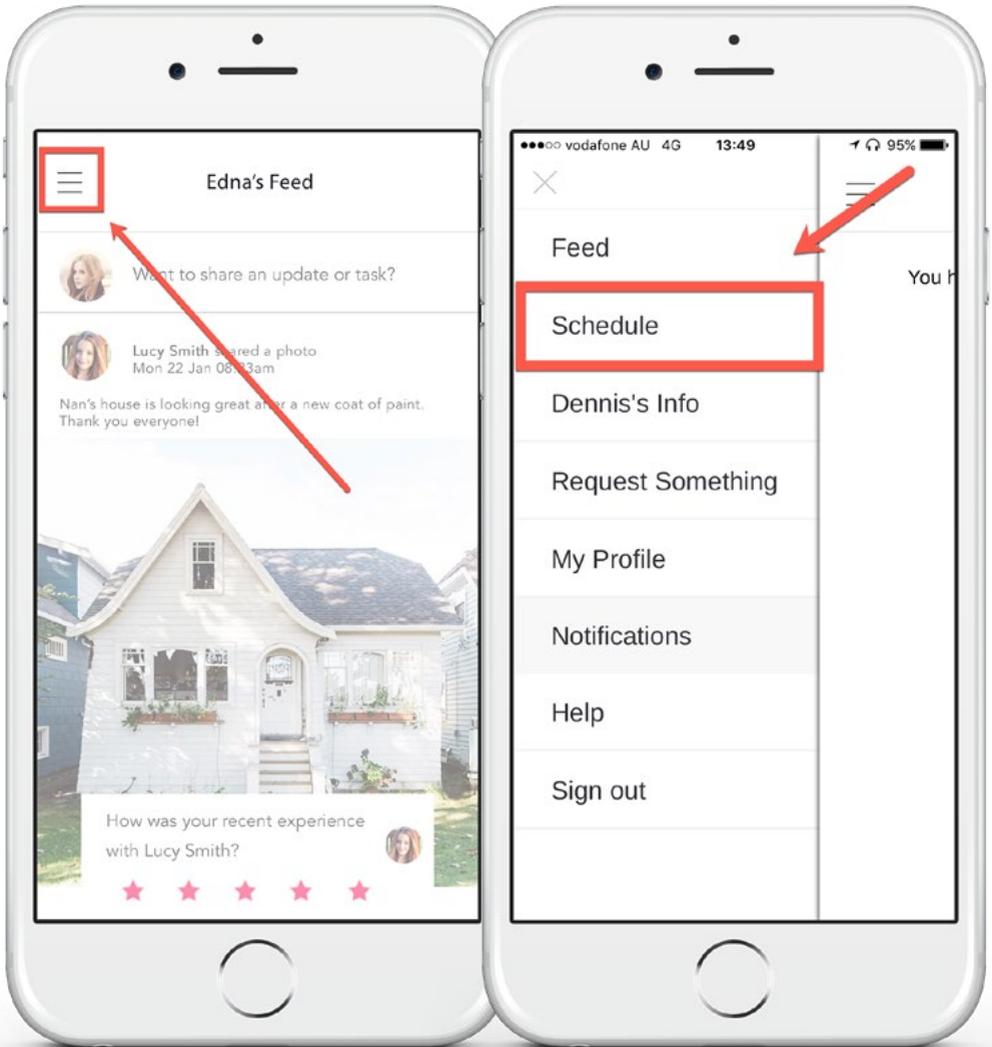


Having trouble accessing *My Support App*?

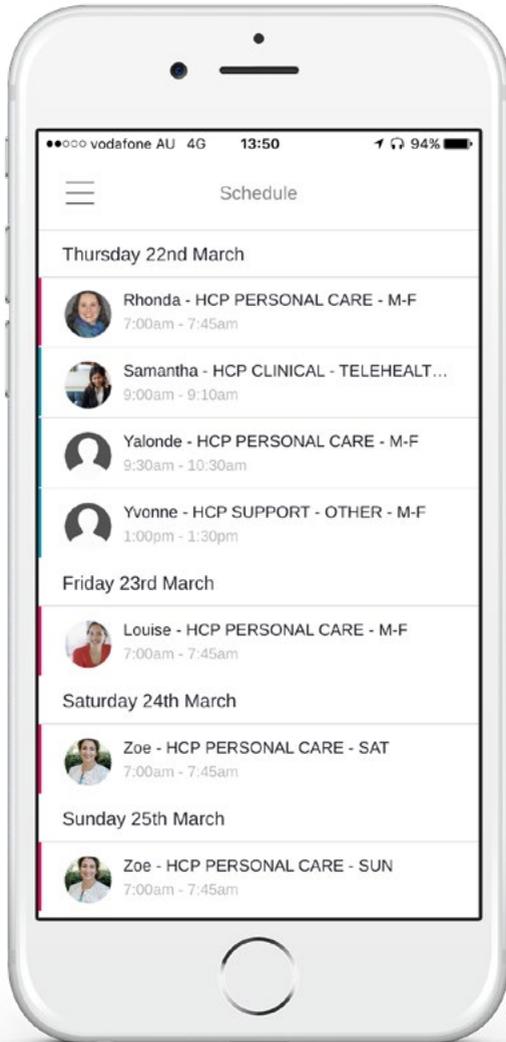
Call our Customer Service Team on **1300 782 896** and we can assist you. Your mobile phone number may not be registered with us.

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 *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, *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**.



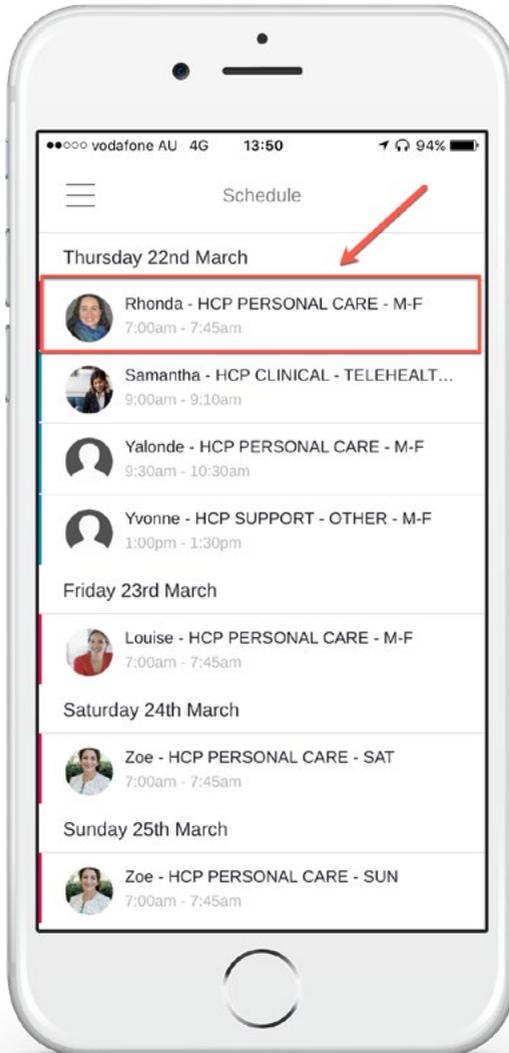
Looking to request a late change to a service within the current week?

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 *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.

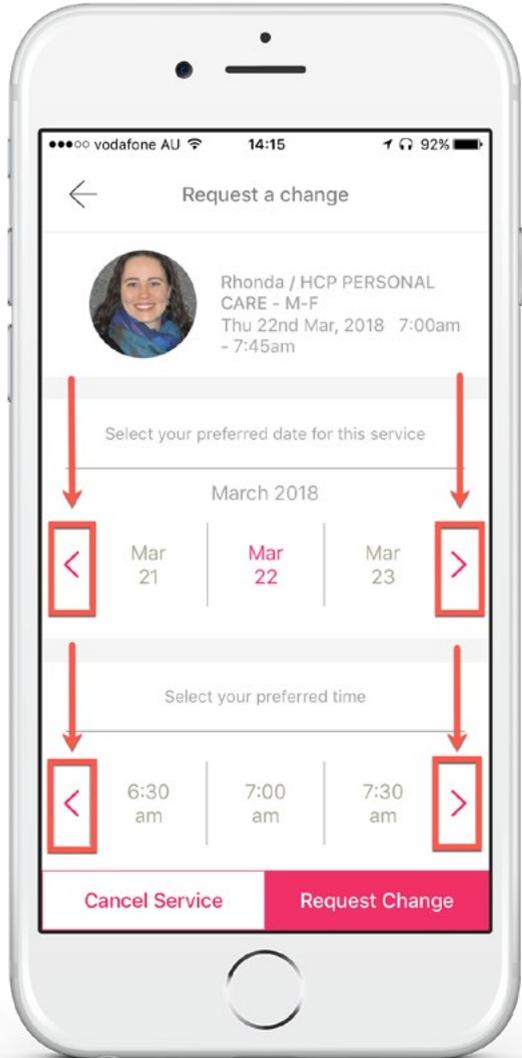


To reschedule a service, click on the day you want to reschedule.



Select your preferred date and time by using the arrows.

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

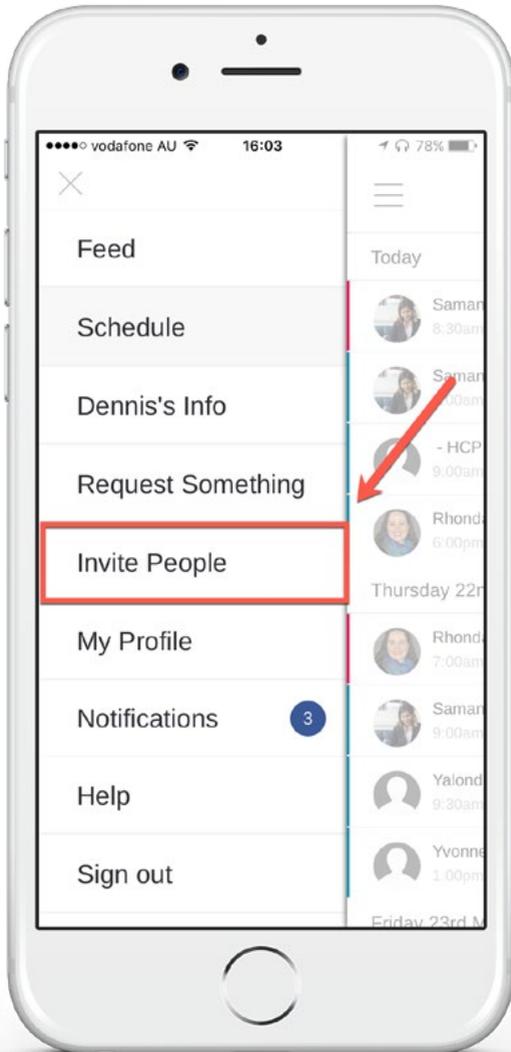


Confirmation will be provided to ensure you are happy with the day you have selected, if so click Confirm. To amend anything click Back.

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.

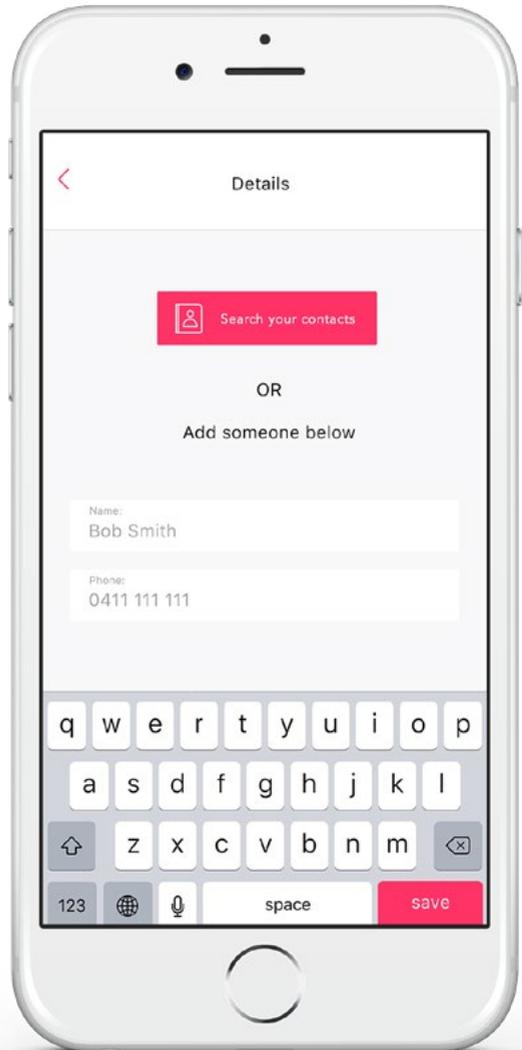


You can either:

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.

► **Please note:**
Family members are unable to invite people to access *My Support App* on your behalf.

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

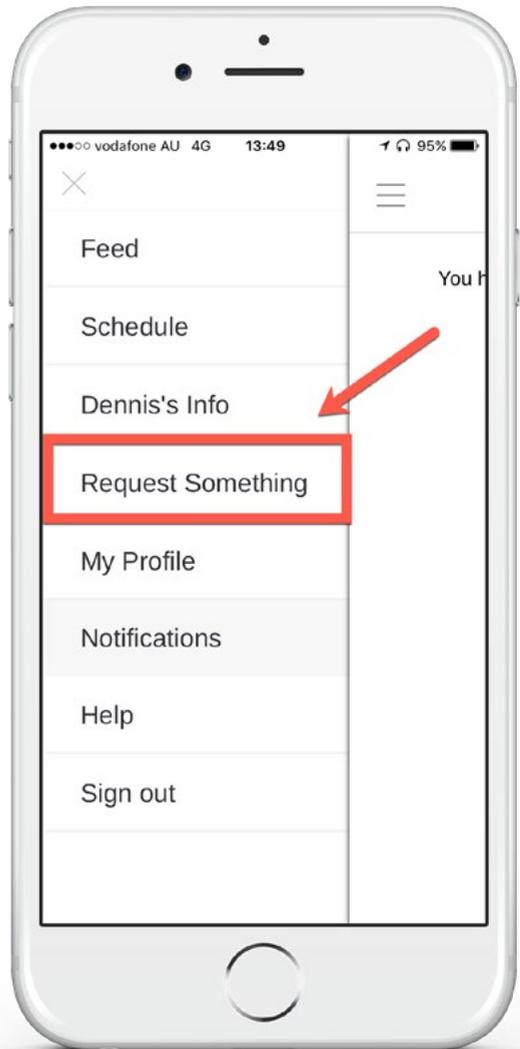


Requests

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.

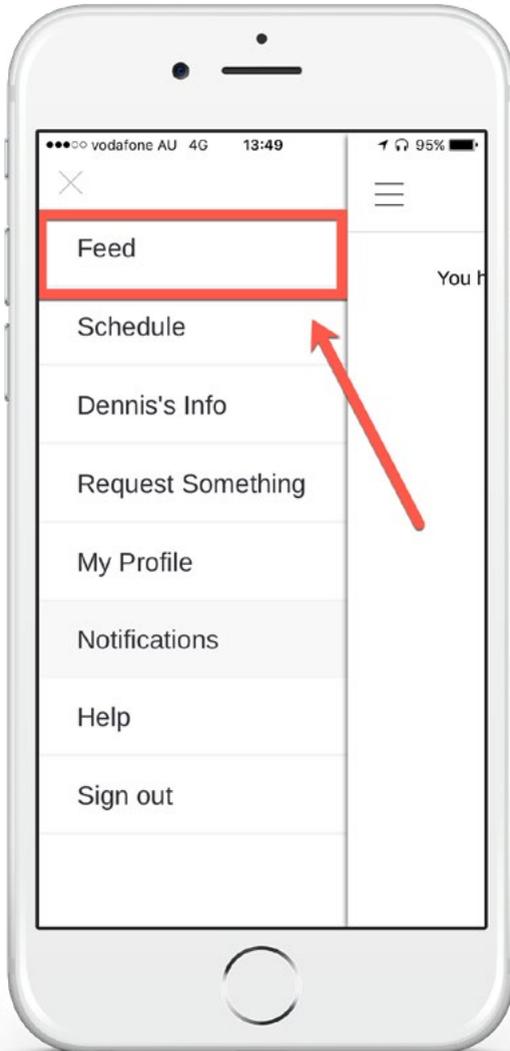
- ▶ Once you have navigated to the Request Something page you will be given options for your request type. Follow the prompts to fill out your enquiry.



Feed

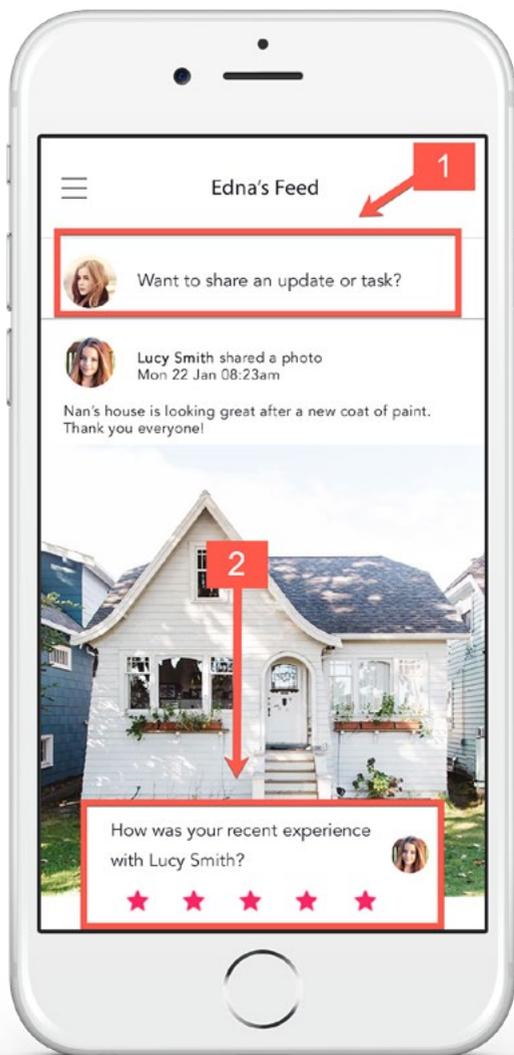
The feed allows you to keep up-to-date with family members. You can use the feed to share an update, assign a task and rate your last Support Worker.

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:



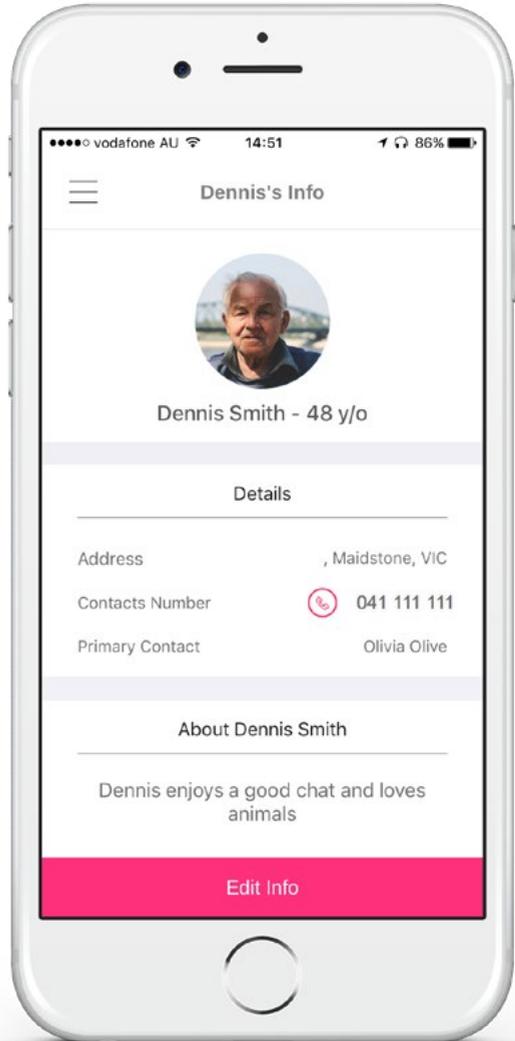
Update personal information

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.

► **Please note:**

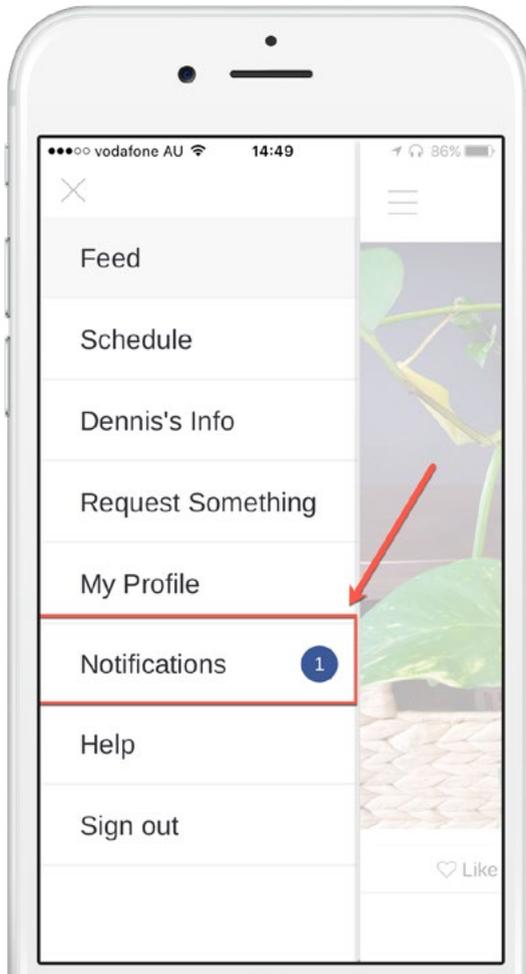
You may not be able to update your personal information within *My Support App*. If your information needs to be updated please call our Customer Service Centre on **1300 782 896** or use the Request Something feature within *My Support App*.



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 *My Support App* please speak with your Support Worker or phone our Customer Service Centre on **1300 782 896**.





integratedliving.org.au | **Phone 1300 782 896** | Find us on     