



Home Support App

Set up

The following steps are only necessary during the initial use of the app.

Download

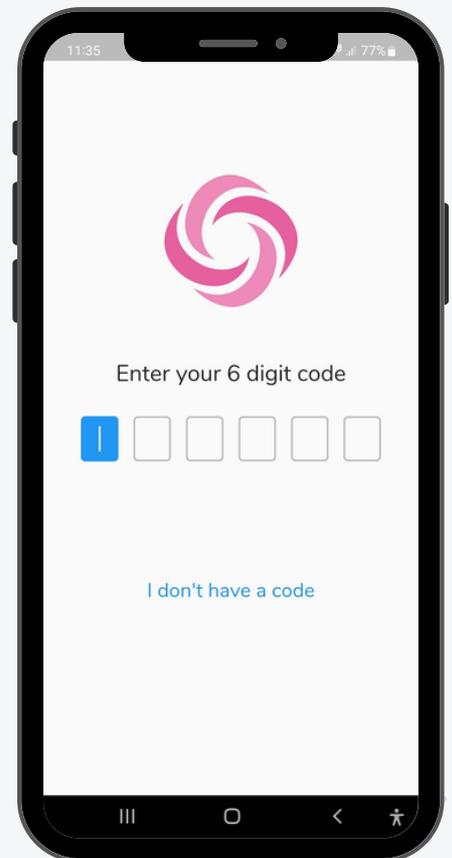
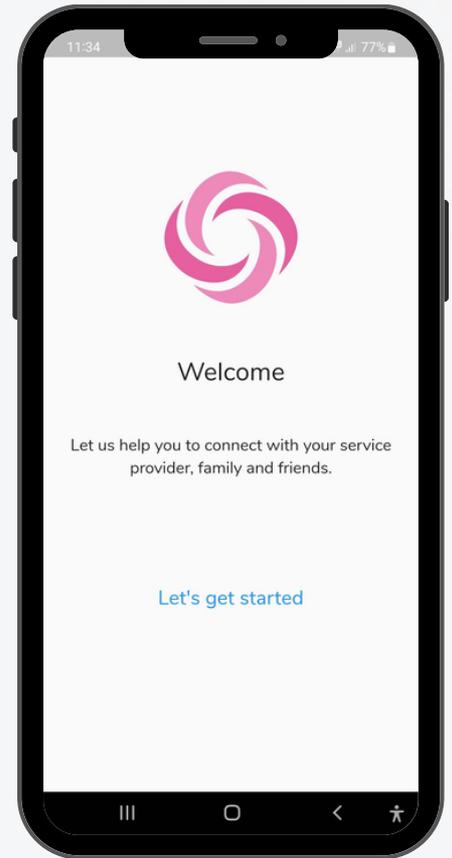
Download the Sandwai Home Support app from your app store.

Sign In

Enter the 6-digit access code supplied by your service provider

View your dashboard

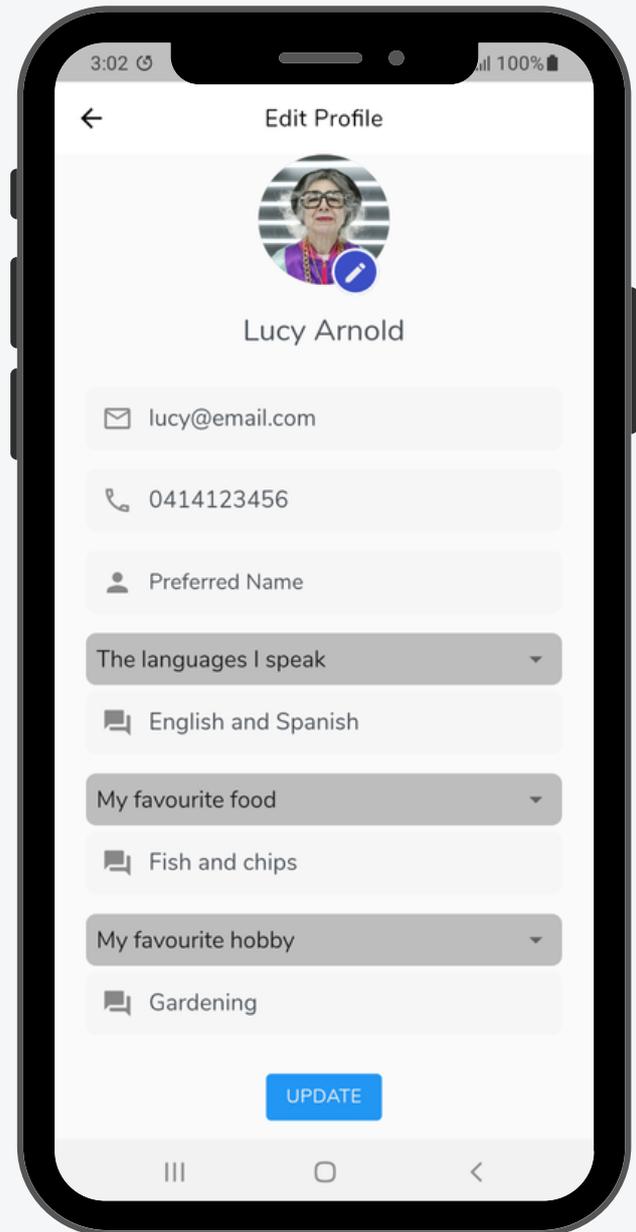
After entering the correct code, you will be automatically directed to your dashboard



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Personalise Your Profile To access your profile tap on “My Profile” in the top right corner of your dashboard

- To add a profile picture, tap on the pencil icon at the top of the screen.
- Enter any personal contact details such as email address, phone number or preferred name (your preferred name will be displayed at the top of the dashboard).
- You can personalise your profile and help the support workers to know you better by answering the questions at the bottom of the screen.
- Don't forget to click “Update” after you make any changes to save the changes to your profile.

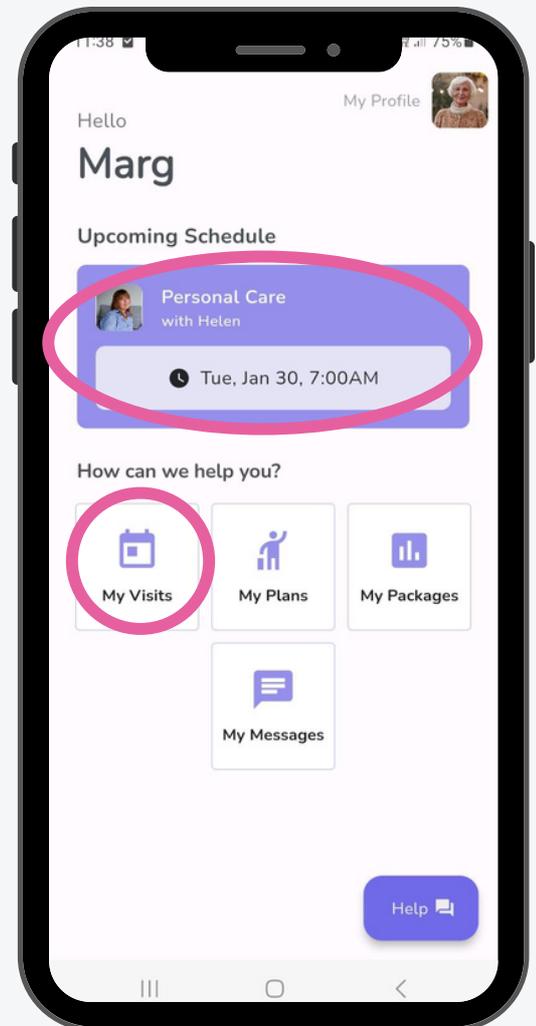


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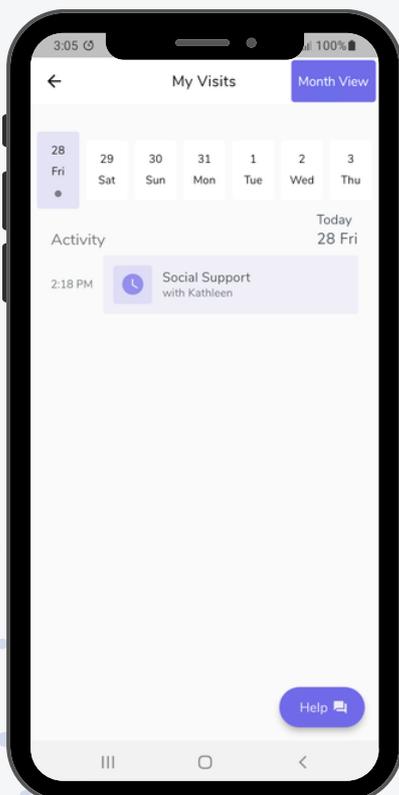
How to See My Upcoming Visits

In the middle of the dashboard, you can see the next service you have scheduled. It shows the date and time of the service, who the care worker is, and the type of the service.

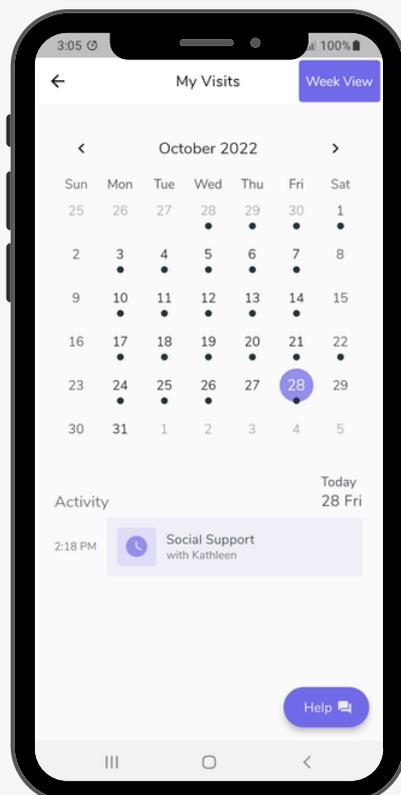
- You can tap on the upcoming service or on “My Visits” from the dashboard to view all scheduled visits.
- You will then see all scheduled services as of today, including any that have been cancelled.
- Tap on “Month View” to change the view from weekly to monthly.
- Tap on any service listed to see more details.



Weekly view



Monthly view



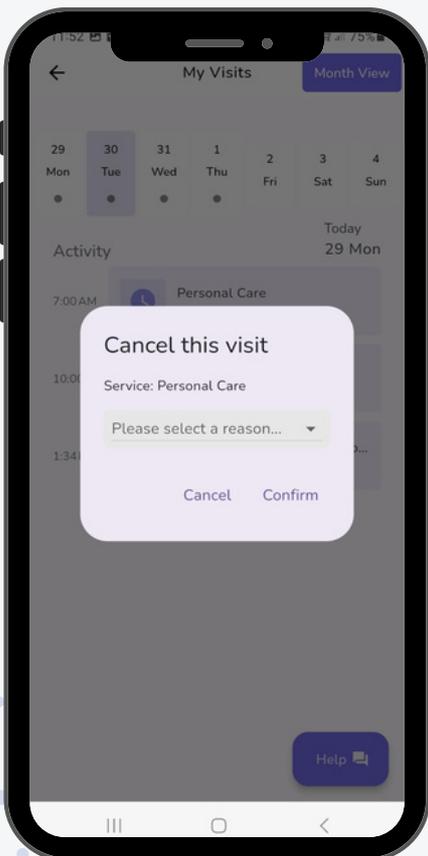
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How to Request to Cancel or Change a Visit

- Tap on the service from the schedule view.
- From here, you can request to cancel or change the service.
- This request will be sent to your provider for them to approve and action.

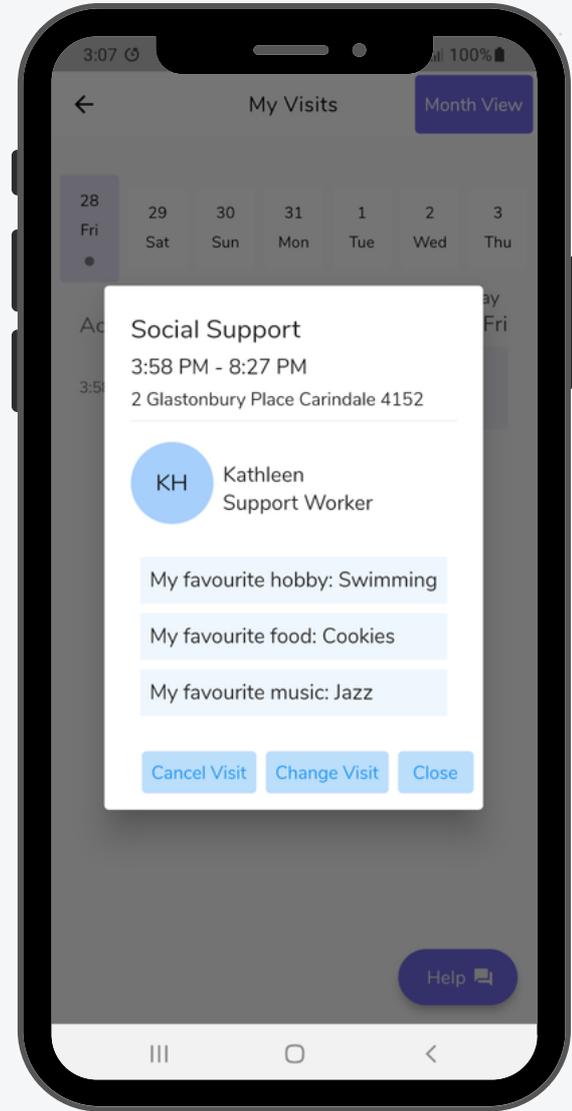
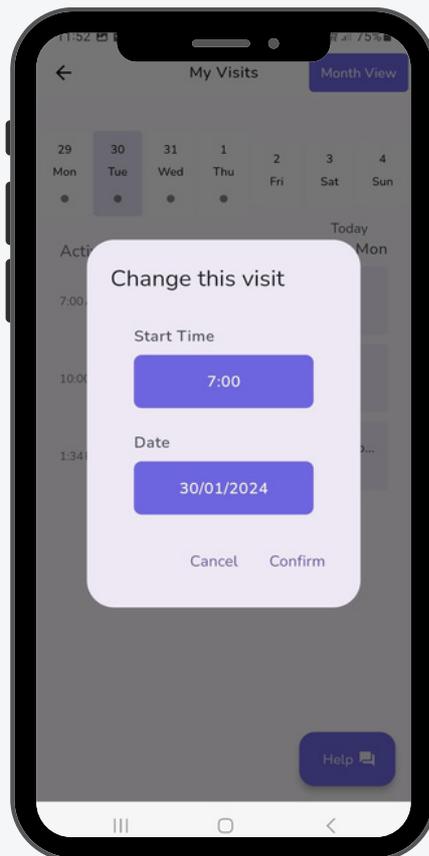
Cancellation request

Choose a cancellation reason and click on confirm



Change request

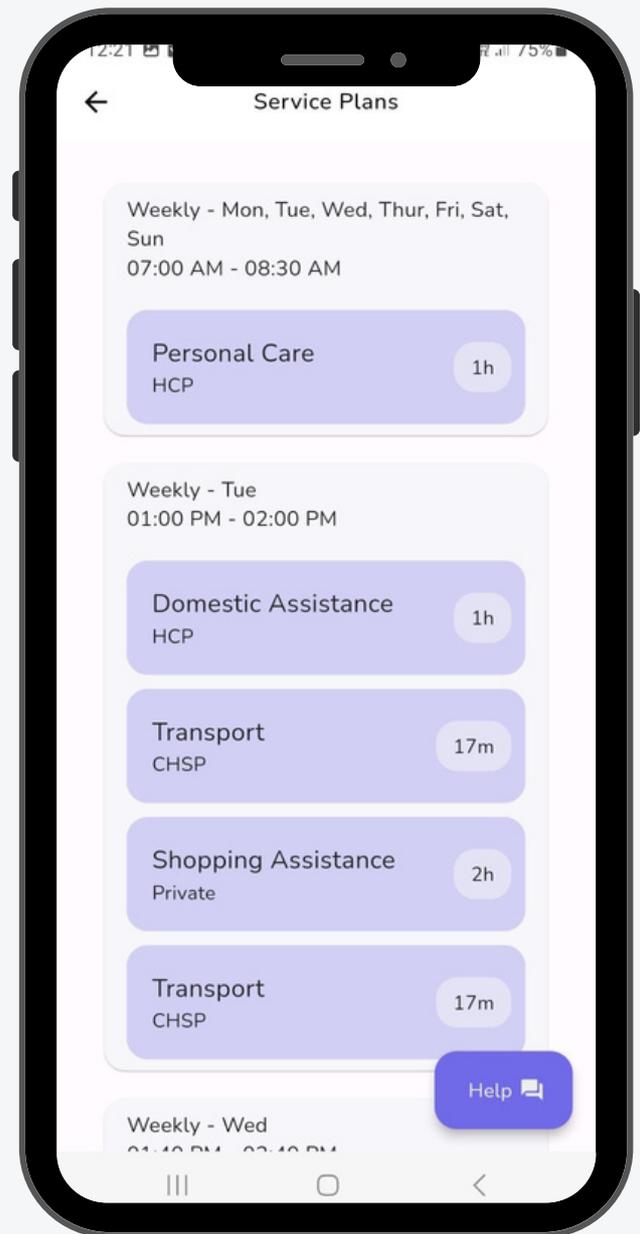
Choose a new time and / or date and click on confirm



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How to See My Service Plans To view your service plans (re-occurring visits) tap on “My Plans” on your dashboard.

Here you can see all the information regarding the re-occurring visits you receive such as, the days, times, length of visit and funding type.



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How to Start a New Chat To view previous messages or start a new chat click on “My Messages” on your dashboard.

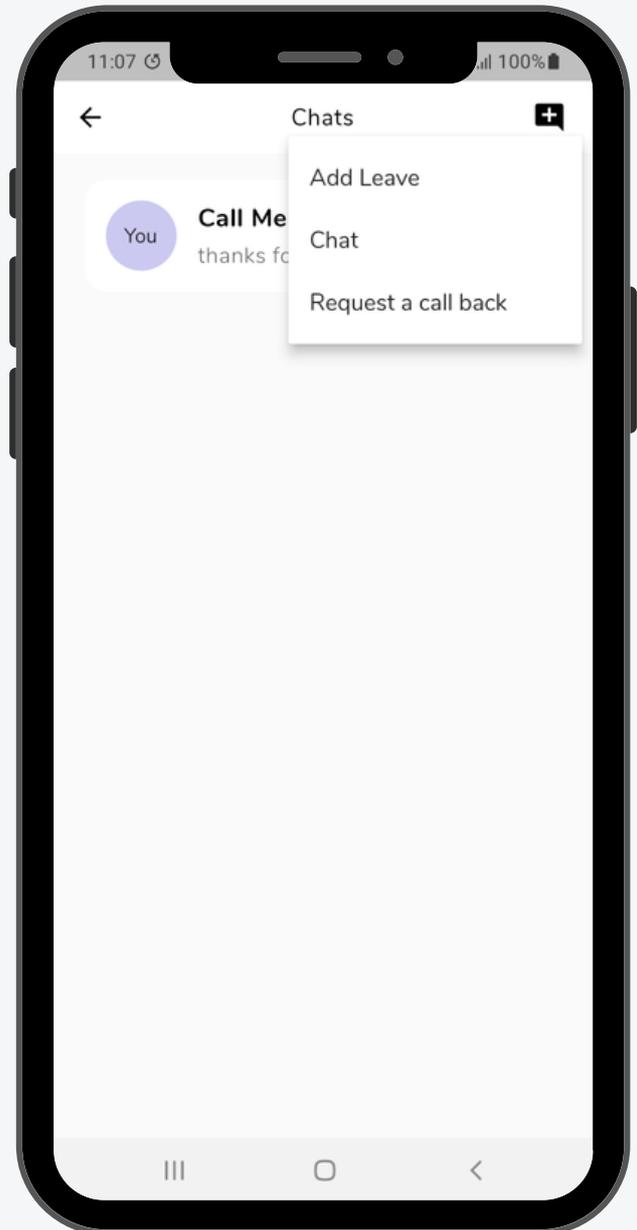
Here you can see a list of all previous messages you have had with your provider.

Tap on the chat icon in the top right corner to request a call, add leave (to temporarily stop your services) or begin a new chat.

Call: Tapping “Call” will automatically send a message to your provider requesting a phone call.

Add Leave: Tapping on “Add Leave” will open a box where you need to add a date range (when you'd like to pause your services) and any additional notes.

Chat: Tapping “Chat” will start a new chat with your provider. Simply type your message and click on send.



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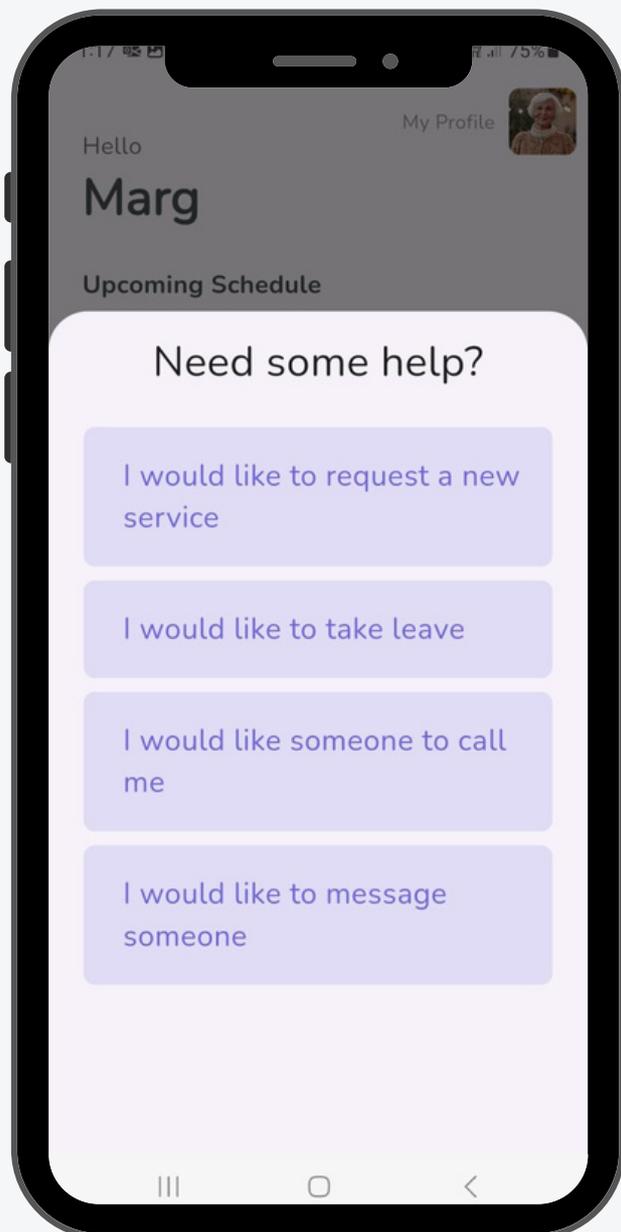
The Help button When tapping on the help button, you can raise requests with your provider.

Call: Tapping “I would like someone to call” will automatically send a message to your provider requesting a phone call.

Add Leave: Tapping on “I would like to take Leave” will open a box where you need to add a date range (when you'd like to pause your services) and any additional notes.

Chat: Tapping “I would like to message someone” will start a new chat with your provider. Simply type your message and click on send.

New Service: Taping on “I would like to request a new service” will open a box where you will need to answer some questions regarding the new service you requesting.



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New Service Request When tapping on the help button, and “I would like to request a new Service” The following dialog box will open.

For each question tap on the option you prefer.

