

# Frequently Asked Questions (FAQ)

## About Me - Autism Passport





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Version 1.0



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## 1. General


### 1.1 What phone do I need to run the application?

The About Me app needs an android smartphone or Tablet with a minimum 4.1 version.

### 1.2 How much does it cost to purchase the new app?

The app is absolutely FREE to download from Google Play Store.

### 1.3 Why does the device 'Back Button' exit the app?

The device 'Back Button' is disabled on the 'About Me' screens and therefore when used it exits the app. The User can click on the Home Icon  from any screen on the app to navigate to other sections.

## 2. Installation

### 2.1 How can I Install the app on my smart device?

The app can be downloaded for free from:

<https://play.google.com/store/apps/details?id=ua.com.doublekey.aboutme>

Or

Visit <http://play.google.com> and search for "**aboutme autism**".

Or

Go to Google Play Store Mobile App and search for "**aboutme autism**"

Once downloaded simply follow the instruction on the screen.

### 2.2 How can I Uninstall the app?


To uninstall the app, press and hold the app icon and follow the instructions on screen.


### 2.3 Can I re-install the app?

Yes you can. If reinstalled in the same device the updated version will show existing information if you have saved the information in that device. If installed in a different device it will treat you as a new user.










## 3. Symbols & Icons

### 3.2 What does the Home Button and three dots do?

The homepage can be accessed from any screen by clicking on the  icon from any screen within the app.

The 3-dots icon  is a setting button and in the app it displays the submenu of the current module if any.

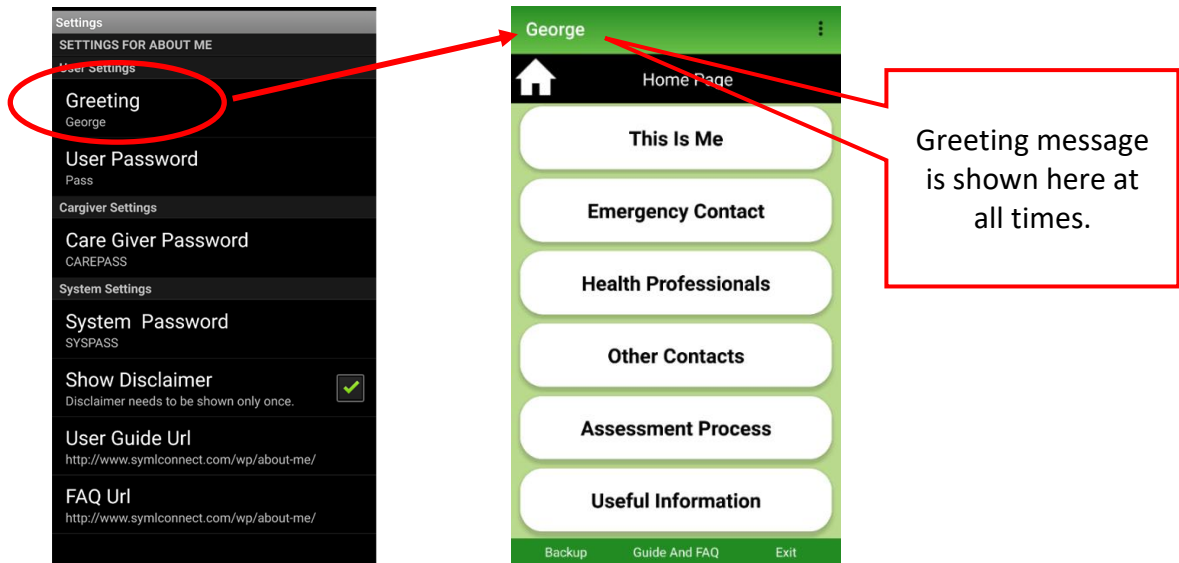
### 3.1 What does the different symbols/icons mean?

|   |   |
|---|---|
|  | Home Button (use to go to home page from any screen)    |
|  | 3-dots setting or submenu                               |
|  | Add New information box                                 |
|  | Edit exiting information box                            |
|  | Take a new picture                                      |
|  | Select a picture from device gallery                    |
|  | Attach a file from device                               |
|  | Save entered information                                |
|  | Close the editable screen or delete the information box |

## 4. Greeting & Passwords

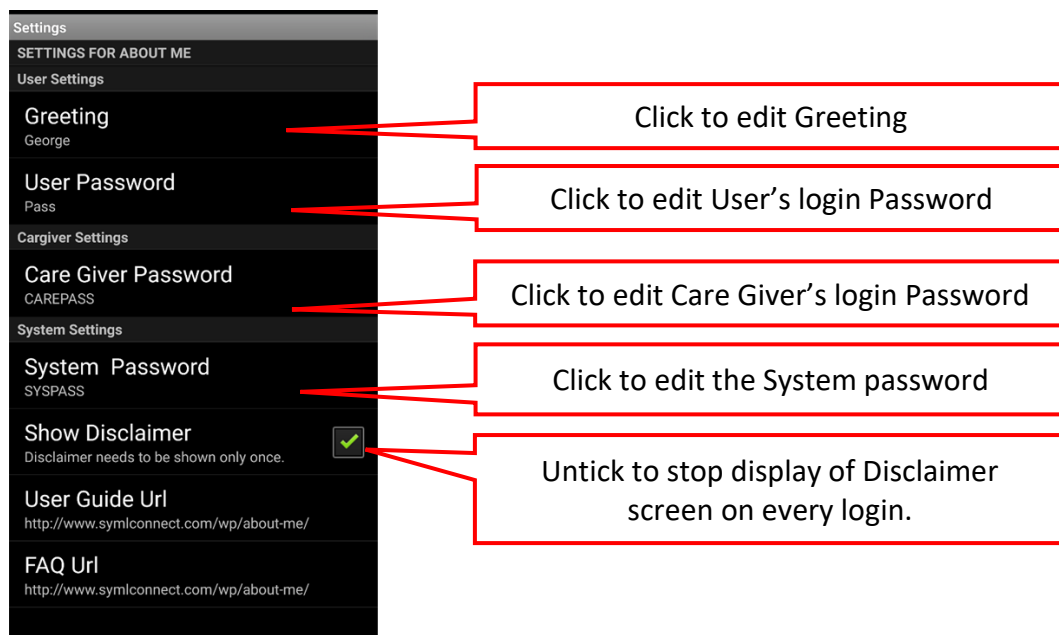
### 4.1 How do I change the Greetings message?

Login as the System User (or use the Initial password given) which will open the Settings' page as shown below, and you will then be allowed to edit the brief Greeting message.



### 4.2 How can I change my Password?

Passwords are changed by login into the app via System password. The following Settings page opens and each field could be altered as desired.



### 4.3 Why do I need three different passwords?

There are three different passwords to allow up to three different types of users, namely User, Care Giver and System Manager. Please note the 'Password Field' is not case sensitive.

### 4.4 What are the roles of the passwords?

The roles of the various passwords are as follows:

**System password:** This password is used to access the settings screen and edit all other Passwords and Greetings text. The initial password shown on installation is hardcoded and is always usable to access the settings screen. However, to allow own passwords the user can use one they can remember easily by editing it in the settings screen.

**Care Giver Password:** It is for an authenticated Person only to be able to edit information in 'Emergency, Health Professional and Other Contacts' section. This is a security especially where general user is a child. One can have the Care Giver and the System User as the same person however the passwords need to be different.

**User Password:** It is for the regular User to enter information and edit sections other than the Contact modules, though information could be added. The User and the Care Giver could be the same person if desired depending on the Users' individual situation however the passwords need to be different.

### 4.5 Can I access the app without a password?

**Yes you can**, only as a User. You need to login with the System password and delete the text in the User password field.

**WARNING:** Please note not using a password leaves the app vulnerable for malicious use, or if device lost or stolen.

**You cannot** use the app in the role of System Manager or Care Giver without a password.

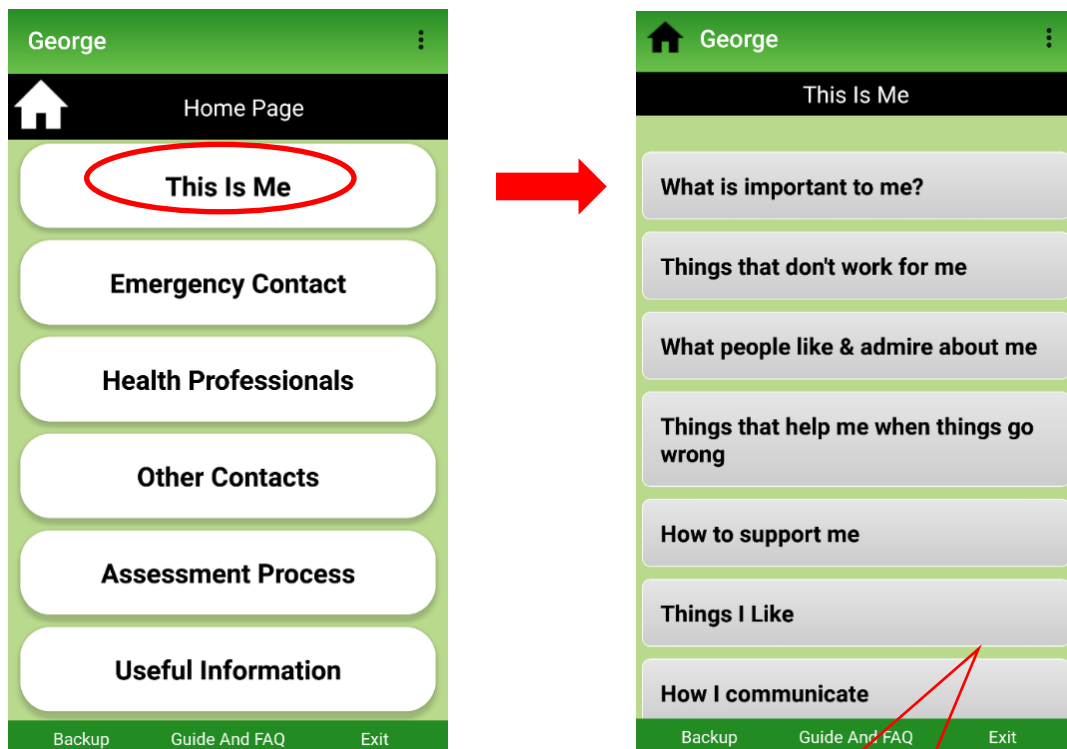
## 4.6 How do I exit the Settings page?

After making the desired changes, use the device 'Back Button' or device 'Home' button to exit the settings Page. Click on the About Me App Icon to login as normal.

## 5. Adding Information

### 5.1 Where do I enter information about myself?

Click on 'This Is Me' module and choose a tab to enter information.



Click on any tab to access, edit or add new information

### 5.2 How do I add more text boxes in 'This Is Me module'?

Click on the module to open it and then click on  to open a new text box.



### 5.3 How many text boxes can I add to the 'This Is Me' module?

You can add multiple text boxes and can edit or delete them as desired. To view old ones you will need to scroll down. The number is only limited by the mobile device capabilities you use.

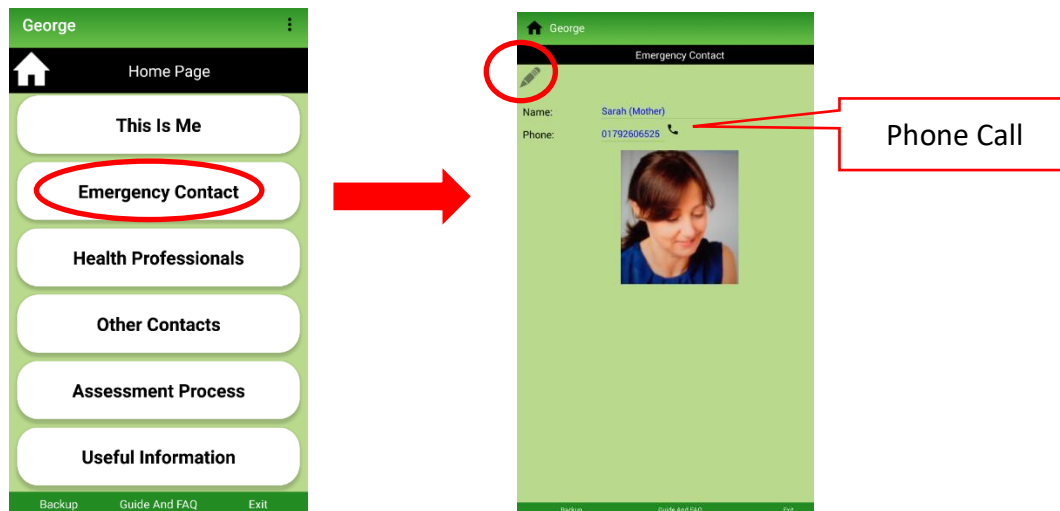
### 5.4 Is there a way to view or jump between 'This Is Me' questions?

Yes, use the 3-dots setting button  to jump between the questions as shown below.



## 5.5 How can I enter emergency contact details?

On the homepage, choose Emergency Contact tab and Click on the 'Edit' box to edit the details. Please note editing is only allowed here via the Care Giver's Login.



## 5.6 What if I have more than one Emergency Contacts?

You can use the Other Contact module to add any extra contacts as desired.

## 5.7 How can I make a phone call?

You are allowed to make a call if your device has an appropriate SIM.

The call facility is only available in the Emergency contact module.

**Please note:** the phone call will be charged according to your mobile phone service provider.

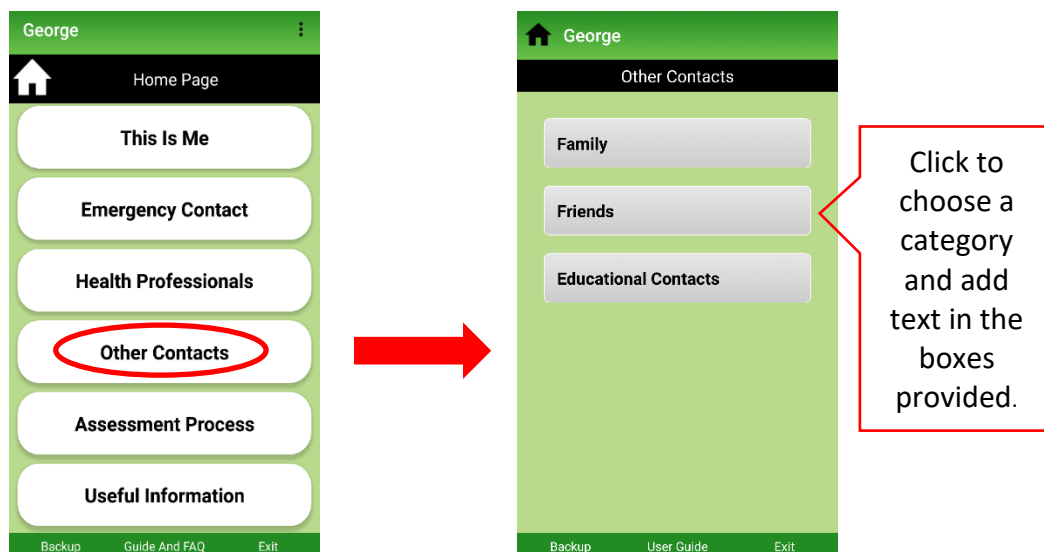
## 5.8 How can I enter my 'Health Professionals' contact details?

On the home page choose 'Health Professionals' and follow the steps below:



## 5.9 How can I enter my friends & families' contact details?

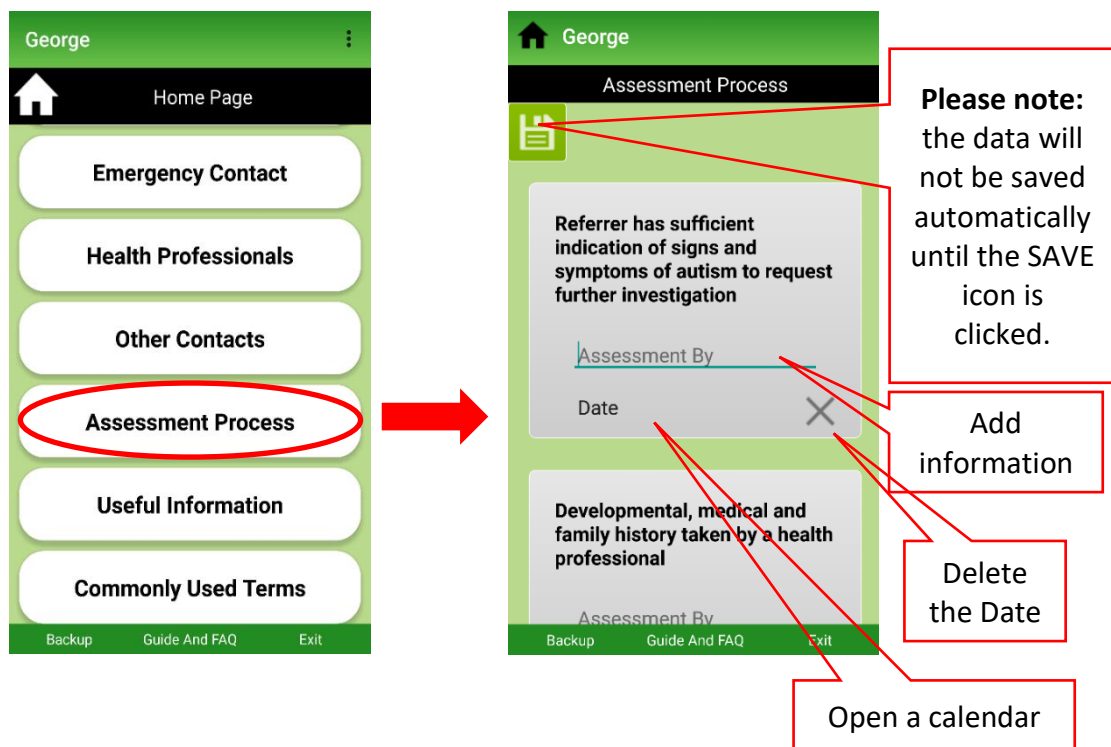
Choose 'Other Contacts' from the Home page and follow the steps below:



## 5.10 What information can I add regarding my Diagnosis?


You could add your clinician's name and date of the appointment in each of the Assessment process within this Assessment Process module.

A standard protocol has been used for this section and the protocol is not editable.



## 6. Editing Entered Information


### 6.1 How can I edit information?

Click on  icon in the information box to edit. Contact Details under 'Emergency Contacts', 'Health Professionals' and 'Other Contacts' can only be edited with 'Care Giver's Password'.



### 6.2 Why does it not allow me to edit the Emergency Contact?

The Emergency contact is editable when you log in with the Care Giver password. This is for added security from any malicious use.

### 6.3 How do I save the information?

Any information you enter should be saved via the 'SAVE' button .


### 6.4 How do I delete the information?

Deletion is possible when you are in the edit mode (  ) and can use  button to delete the text box.

### 6.5 What happens if I do not save the data I have entered?

The entered data will be lost – there is no way to recovering data not saved. Saving data only saves it on the device. The data also needs to be backed up for safe keeping in case the device is changed, lost or stolen.

### 6.6 Can I delete the text boxes in 'This Is Me' module if I change my mind?

Yes, you can delete existing text boxes or the one you have started in the edit mode by using the delete button .

## 7. Data Access

### 7.1 Who will view the information I have in the app?

The information can only be viewed from the device on which the app has been installed on, and only by using the passwords created on that particular Settings page. You can give access to clinicians or emergency staff to support your condition as you desire with your password on your device.

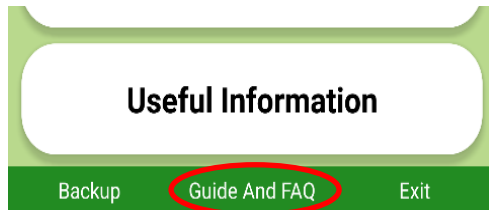
### 7.2 If I give access to my Carer or Nurse, can they view my information?

Yes, however they can only view your information on your own device you're your designated passwords. The app information is exclusively available **only** on the device the app has been installed on.

## 8. User Guide & FAQ

### 8.1 Is there a User Guide?

Yes, click on the 'User Guide & FAQ' at the bottom of any screen to view and download the PDF versions to your device for offline use. The url is also available on the settings page.



### 8.2 What is a FAQ?

FAQ is a list of Frequently Asked Questions. Downloading this pdf will allow you quick access to information on some of the functionalities and processes used in the app.

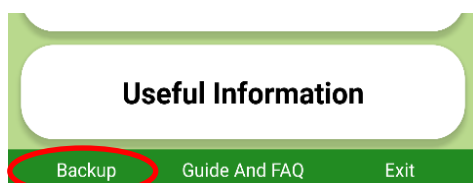
## 9. Back-up

### 9.1 Why do I need to back-up?

This app is not connected to any external servers, and it belongs totally to you. You are responsible for the information you collect. Saving the information helps you to recover them in case the mobile device gets lost or stolen or simply does not work for some other reason. Backing up your data helps you save and access your historic information. You can re-install the app on another device and use the backed up data to update the new installation and carry on using it as previous.

### 9.2 How can I back-up my data?

Backup is performed in your own methods. Click on the Back-up button to get some information on backup.



## 10. Others

### 10.1 What does the useful websites do?

The Useful information module is a selection of web links where you can explore information to support your understanding.

Choose Useful Information tab on Home page and click on the web-links given. If your device has Wi-Fi access the links will open or else you can copy and paste to open the links on other computers.

### 10.2 Can I add to these useful information sites?

This module is not editable. However, you can add information in Other Contacts as desired.

### 10.3 What does Commonly Used Terms do?

A selection of commonly used terms are included in this section to familiarize you with clinical terms which you might hear when visiting the clinical appointments. These descriptions will give you a better understanding and increase your knowledge on your condition if present in a simple and easy way. This module is not editable.

### 10.4 How do I exit the app?

Click on the 'Exit' at the bottom of any screen. **Please Note** any information entry not saved will not be visible on next login once you exit the app. Using the device Back or Home button also closes the app but is not recommended for Exit, as it will not alert you that you are exiting the app and any unsaved data will be not available further.



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