

1. How do I download the app onto my Smart Phone?

You can download the app to your phone by following the instructions below:

Instructions

1. Access the [Play Store \(Android\)](#) or [App Store \(iPhone/iPad\)](#) using your smartphone or tablet.
2. Search **SensesWA**.

Or click here for [Play Store \(Android\)](#)

Or click here for [App Store \(iPhone/iPad\)](#)

3. Select the SensesWA App by Hayylo - the screen below will appear.
4. Click on the GET/INSTALL button (download will start).



Please note: The App is free, there is no cost incurred for downloading or using the App.

2. How do I login to the app for the first time?

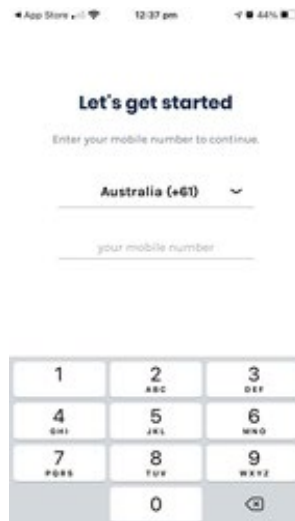
Once you've downloaded the app, you will need to log in for the first time. This is the only time you will be asked to login in.

Your login credentials will be based on the mobile telephone number held by SensesWA. If you are unable to login, please contact support@hayylo.com

Instructions

1. Open the app
2. Click **Get Started**

3. Enter your mobile telephone number
Your login credentials will be based on the mobile telephone number held by SensesWA



4. Once you enter your phone number, you will be sent a PIN via SMS to your mobile phone. Please allow a few minutes for the PIN to be sent.
5. If you do not receive your PIN, check the phone number you entered, and try clicking **Re-send PIN**
6. Enter your PIN then click **Next**
7. Enter your email address in the space provided and click **Send** or click **Skip** to provide your email address later
8. Confirm your name and email address are correct and click **Confirm** or click **Edit** to make a change to your details

Now you are ready to use the app!

3. Features of the App

- View and Manage Your Community Access Schedule.

The home screen shows your community access schedule. You can see your care appointments, with the date, time and who will be coming.

- You can request changes to your scheduled appointments by simply clicking on the appointment and submitting your request.
- Share photos and videos via the 'Feed'

Please note only your Community Access appointments will be visible. No therapy services appointments are currently available via the App.

4. Request something:

You can request something through the App via the “Request Something” menu options.

The current options include:

- Request New Service (Community Access Only)
 - Change a Service (Community Access Only)
 - Cancel a Service (Community Access Only)
 - General Enquiry
 - Concerns & Compliments
-

5. View and edit your profile information:

Your profile is visible to workers and family members in your Circle of Care. It provides some basic information about you - including your name and contact information as well as a brief biography where you are able to introduce yourself and let everyone know who you are. Follow the instructions below to view and edit your profile.

Instructions

1. Select the menu located in the top left corner of the screen
 2. Click **My Profile**
 3. Click **Edit About Me**
 4. Enter a description to give your circle of care some added information about you
 5. Click **Confirm**
-

6. Invite people to join your Circle of Care:

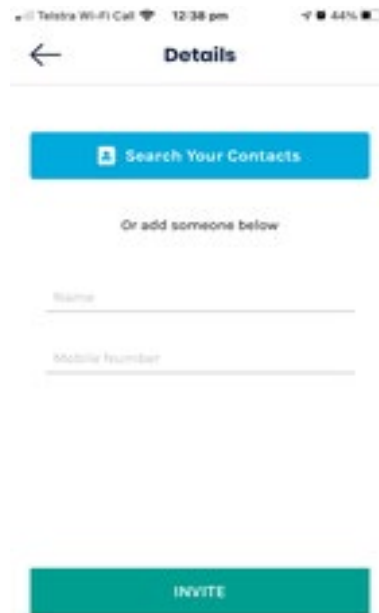
The app allows your close friends and family to communicate and work together as part of your Circle of Care. Follow the instructions below to add friends and family to your Circle of Care and allow them to use the app to communicate with you and other members of your Circle of Care.

Instructions

5. Select the menu located in the top left corner of the screen
6. Click **Invite People**
7. Click the plus symbol located in the top right corner of the screen
8. Enter the name and mobile phone number of the person you would like to invite
9. Click **Invite**

The person is now added to your circle of care. You will be able to see their status as **Active** once they have downloaded the app and logged in.

To add contacts from your phone, click **Search Your Contacts** and select the person from your phones existing contact list.



7. Keep up to date with SensesWA news via the Feed:

The “Feed” is SensesWA’s own internal social feed. You can use the Feed to socialise with family and friends and share updates with photos and videos.

SensesWA will also post company wide messages, to keep you informed of SensesWA news, upcoming events, and services on offer.

