Employee Manual

For easy use of the myo app

Table of contents

1. Initial registration 3

1.1 Receive the registration email 3
1.2 Download the app 3
1.3 Create your account – invitation email 3
1.4 Create an account – choose password 4
1.5 Create your profile 4

2. 'Home' Screen 5

2.1 Create a post 5
2.2 Add text to post 6
2.3 Select residents and share your post 6
2.4 Select unit 7
2.5 Send internal posts 7

3. View comments of relatives – from home screen 8

3.1 View comments of relatives to a post 8
3.2 Reply to comments 9

4. View notifications 9

4.1 View unread posts and comments 10

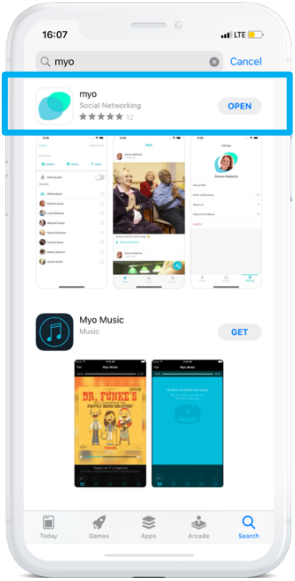
5. 'People' & 'Residents' 10

5.1 Resident's profile 11
5.2 Relative's profile 11

6. 'Caregivers' 12

6.1 Caregiver's profile 12

7. 'Settings' and 'Log out' 13



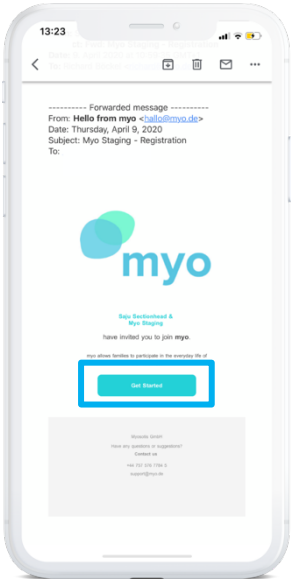
1. Initial registration

1.1 Receive the registration email

Give your **email address** to the representative at your care home who is managing myo web. You will receive an **invite via email** prompting you to register.
Note: You need to be invited in order to access the app.

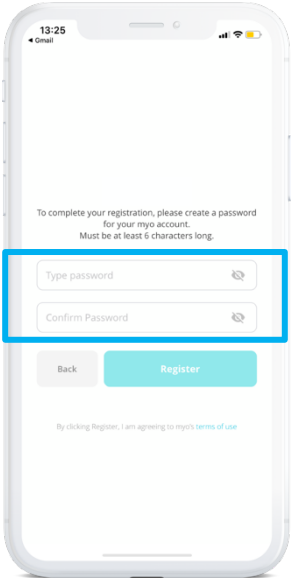
1.2 Download the app

Go to the **Apple App Store (for iPhone)** or to the **Google Play Store (for Android)** and search for '**myo'** with the blue and green logo. You can then download the free app.



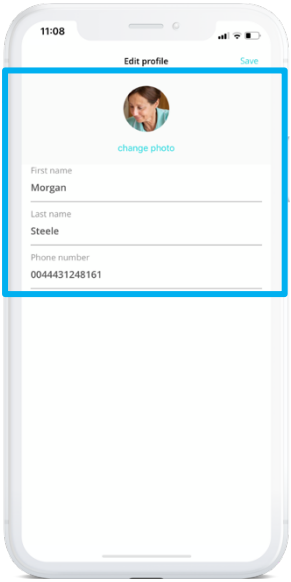
1.3 Create your account – invitation email

On your smartphone, **open the invitation email** with the subject **'Hello from myo'** and tap on **'Get started'.**



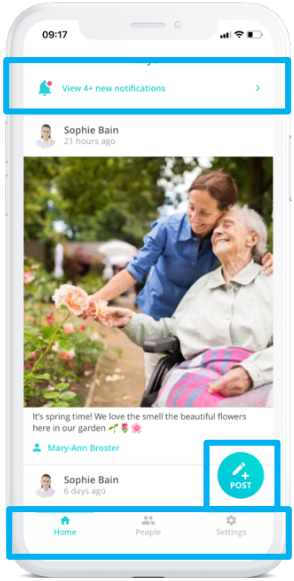
1.4 Create an account – choose password

You will be asked to create your own **password**. Please keep in mind that your password must have at least 6 characters.



1.5 Create your profile

Next, please type in your name. You can also add a profile photo and a mobile number.



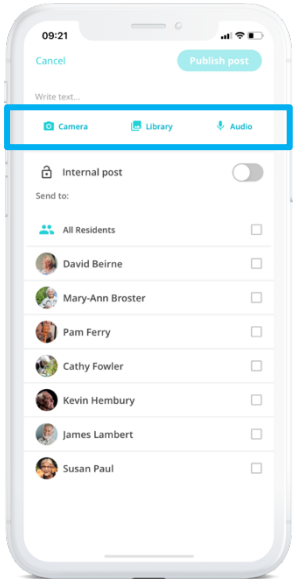
2. 'Home' Screen

In the 'Home' screen all **posts** sent by care home staff to relatives **are listed chronologically**. A post can consist of a photo, a video, a text or a voice message.

When you scroll right to the top of the 'Home' screen you can see, if you have any new notifications – here you can see if families have responded to posts.

Use the bar at the bottom of the screen to switch to **'People'** and **'Settings'.**

In order to **create a new post**, just tap the blue **'+ POST' button** in the bottom right-hand corner of the screen.

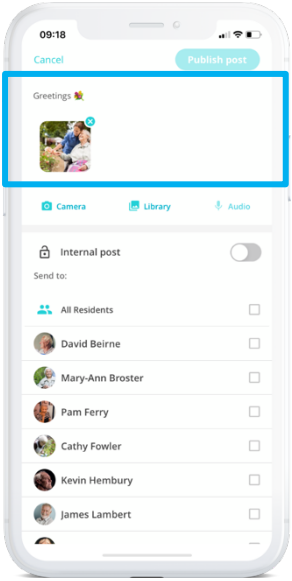


2.1 Create a post

To create a new post, tap the **blue '+ POST' button** in the bottom right-hand corner of the screen. On the next screen you can choose between:

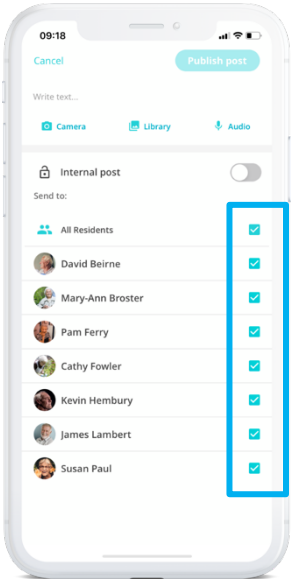
- **'Camera'** to take a new photo or video
- **'Library'** to upload a photo or video from your gallery
- **'Audio'** to record a voice message

You can also send a text message without any attached media by tapping the empty text-box at the top of the screen.



2.2 Add text to post

Once you have uploaded a photo or video or created a voice message, you can add a **description or a greeting as a text** before posting. To do this, **tap the empty text-box** above the relevant photo, video or voice message.

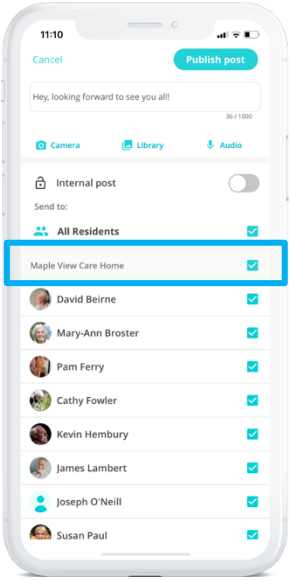


2.3 Select residents and share your post

Now, **select the residents** whose relatives you want to share the post with (the post will be sent to all the relatives who are connected to the resident). Tap one or more **boxes next to the residents' name** if you want to send the post to their relatives.

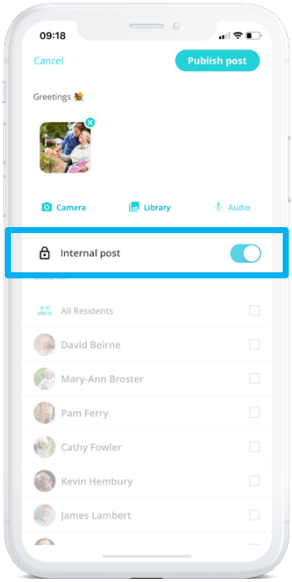
Tap **'All residents'** in order to share the post with all residents in the list. This might be useful for posts with general information or announcements.

Then tap **'Publish post'** in the upper right-hand corner to share your post. The post will then be sent to the selected residents. Unless the post needs to be reviewed and approved in the myo web, the post will be displayed in the 'Home' screen.



2.4 Select unit

You may have the option to send the post **to a certain unit** only, depending on the settings on myo web.



2.5 Send internal posts

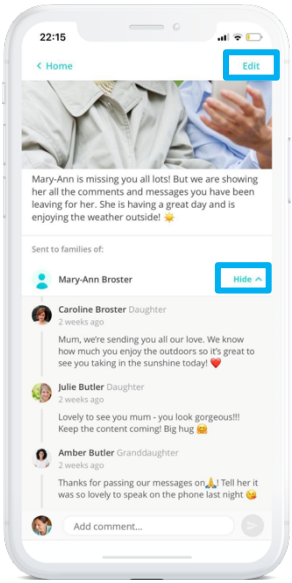
If you want to **send a post** to your **team only**, tap the grey control button next to **'Internal post'**. Only your colleagues or team will be able to see your post.

Then tap **'Publish post'** in the upper right-hand corner to share your post. The post will then be sent to your colleagues. Unless the post needs to be reviewed and approved in the myo web, the post will be displayed in the 'Home' screen.

3. View comments of relatives – from home screen

To view the relatives' comments, go back to the home screen by tapping 'Home' in the bar at the bottom of the page.

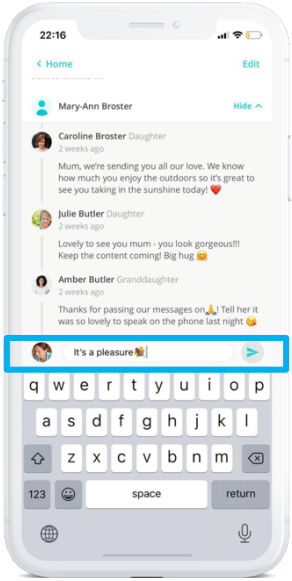
If comments have been added to a photo, they will be marked with 'View x comments' in grey below the post. **Tap 'View 2 comments'.**



3.1 View comments of relatives to a post

First, scroll to the resident name, who's relatives' comments you would like to view and tap **'View 1 comment'.** This will be written in green and available to view under the **comment of the associated relative.** Tap **'hide'** and the comments will fold in again.

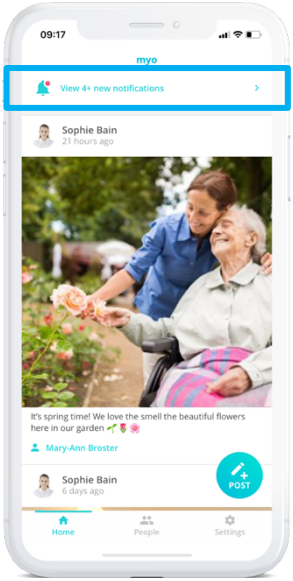
Note: You may also edit a post by tapping on 'Edit' in the upper right-hand corner of the screen. This may be useful for typos or in case you accidentally sent the post to the wrong resident.



3.2 Reply to comments

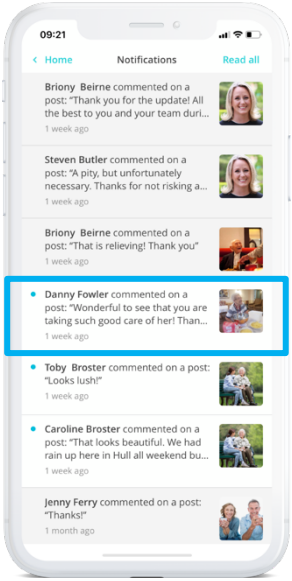
You may **reply to the comments** from relatives by tapping the **text box with 'Add comment'** below the existing comments. Tap the **blue arrow** to post your comment.

Note: In a post where more than one resident is tagged, the comments to the posts are kept separately per resident. This means relatives will only be able to view comments made by care home staff to them or relatives of the same resident.



4. View notifications

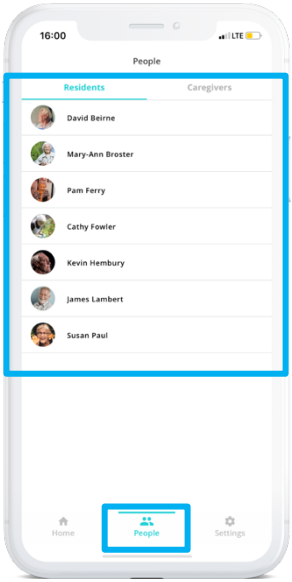
To view the notifications, go to your 'Home' screen and scroll to the top.
Select the bar with the **blue bell** and the text which reads **'View X+ new notifications'** to see **new and unread comments from relatives**. This will take you to the notifications section. The number on this button (e.g. '4+') shows you how many new comments from relatives have been left in the app.



4.1 View unread posts and comments

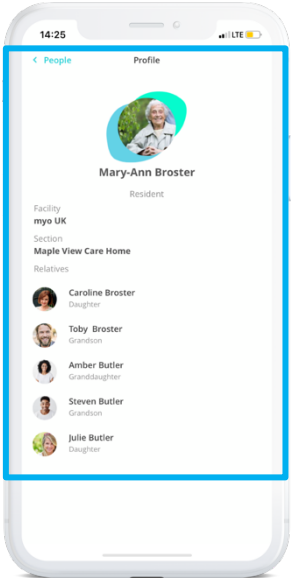
The **notifications section** gives you a chronological overview of the comments sent from relatives. **Unread notifications** are indicated with a **blue dot** on the left-hand side. You can see when the comment was posted in light grey under the preview of each comment.

By tapping on the text or the photo you will be taken to the post. When viewing the post, you can scroll down to see **which residents this post was sent to and all of the comments**.



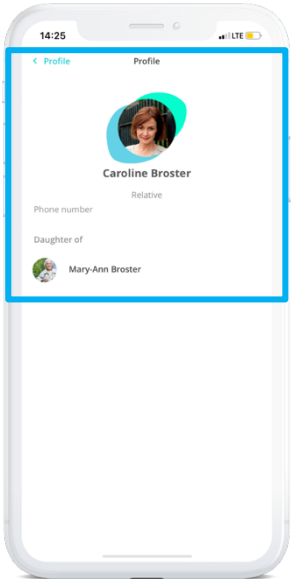
5. 'People' & 'Residents'

Tap **'People'** in the middle of the bar at the bottom of the screen to have an **overview of all residents**. Tap on a resident's name to view their profile.



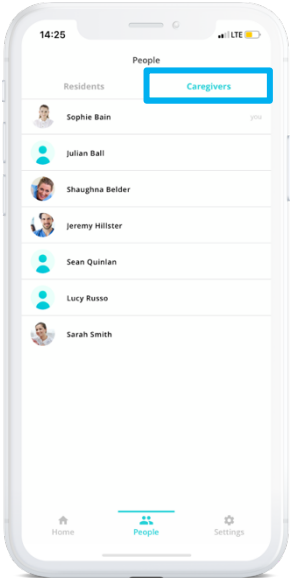
5.1 Resident's profile

The **resident's profile** shows you which 'care home' and 'unit' the resident lives in. It also gives you a list of **profiles of relatives who have signed up** and it indicates their relationship to the resident.



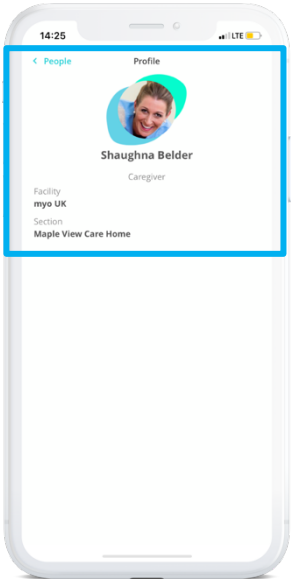
5.2 Relative's profile

To view the **relative's profile,** tap on the relative's name in the resident's profile.
Should they have chosen to include this information in their profile, you can view the phone number of the relative, as well as their relationship to their resident.



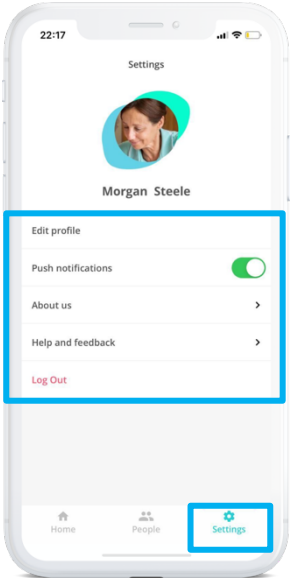
6. ‘Caregivers’

By selecting **‘Caregivers’** in the top bar, you have an overview of **all registered care home staff**. You can contact other care home staff via the app by sending an internal post (see 2.4).



6.1 Caregiver’s profile

In the caregiver’s section, tap on a **caregiver’s name** to view **their profile**.



7. ‘Settings’ and ‘Log out’

In settings you can select ‘**Edit profile**’ and change your profile photo, your name and your phone number. To ensure myo notifications appear automatically, select **'Push notifications'** which will take you directly to your phone's settings where you will be able to apply these settings.

In **‘About us’** you can view the ‘Privacy policy’ of the care home and the ‘Terms of use’ for myo. ‘Help and feedback’ shows you a phone number you can dial or an email address you can use to get support or give feedback. Tap **‘Log out’ in red and confirm in the following screen** to log out of the app.

For further information, please visit:
www.myo.de/oldweb/faq/

Contact customer support

support@myo.de