# Relative 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 your account – give consent ..... 4
1.5 Create an account – choose password ..... 4
1.6 Create your profile ..... 5

**2. 'Home' Screen ..... 5**

2.1 'Home' – View notifications ..... 6
2.2 View unread posts and comments ..... 6

**3. Comments ..... 7**

3.1 Comment on employee's post ..... 7
3.2 Write a comment ..... 7
3.3 View comments of relatives or employees' replies ..... 8
3.4 Reply to comments of relatives or employees ..... 8

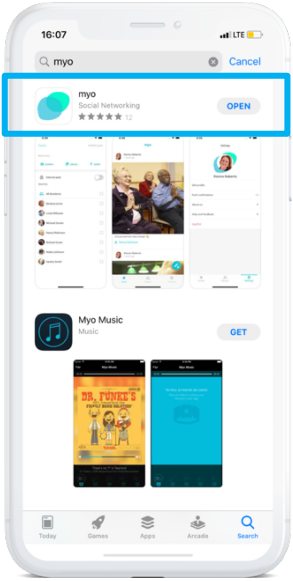
**4. 'People' ..... 9**

4.1 Add new relative ..... 9
4.2 Resident's profile ..... 9
4.3 Relative's profile ..... 10

**5. 'Caregivers' ..... 10**

5.1 Caregiver's profile ..... 11

**6. 'Settings' and 'Log out' ..... 11**



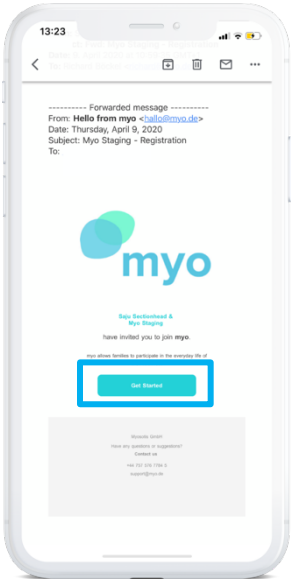

## 1. Initial registration

### 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.

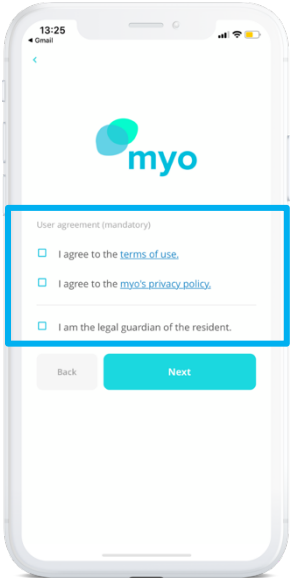
### 1.2 Download the app

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

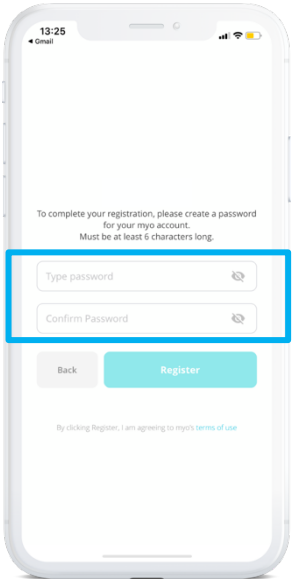
On your smartphone, open the invitation email with the subject **'Hello from myo'** and tap on **'Get started'.**




## 1.4 Create your account – give consent

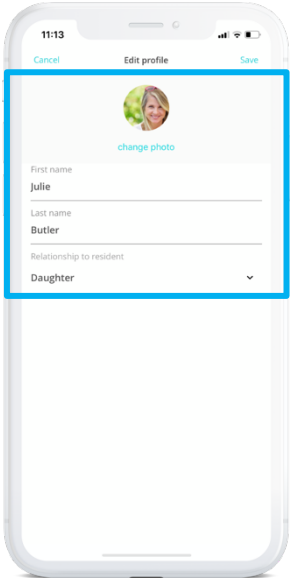
You will be directed to the app automatically (or to the app store to download the app). All relatives will now be asked to **give consent, review the privacy policy, the terms of use and the guidelines.** For the relative that has Power of Attorney, they are the **only person permitted to tick the last box**, 'I am the legal guardian of the resident'. It is imperative that only the relative who has Power of Attorney for the respective resident does this. The care home will then confirm with the resident the correct Power of Attorney has been assigned to the app.

Select 'Next' when you are done.



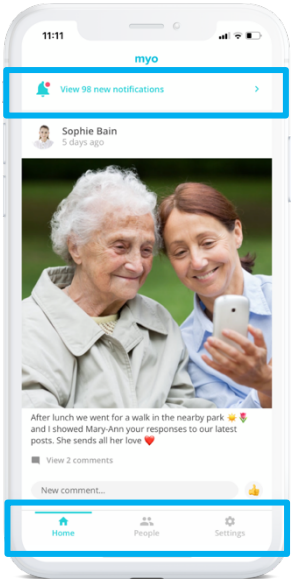

## 1.5 Create an account – choose password

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




## 1.6 Create your profile

In the next step, please type in your name if it has not already been done. Please further indicate your relationship to the resident by choosing one of the options in the drop-down menu.

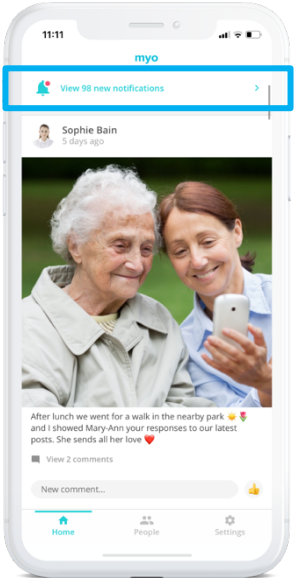



## 2. ‘Home’ Screen

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.

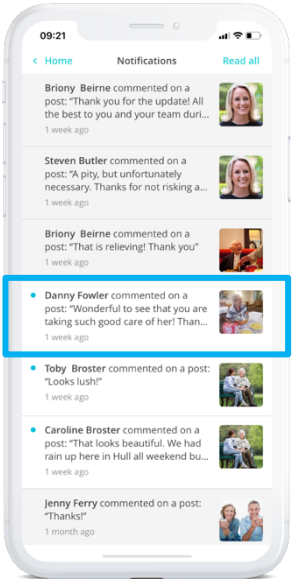
When you scroll right to the top of the ‘Home’ screen you can see, if you have any **new notifications** – here you can view the new posts as well as seeing responses to earlier posts from other relatives or employees.

Use the toolbar at the bottom of the screen to switch to **‘People’** and **‘Settings’.**




## 2.1 'Home' – View notifications

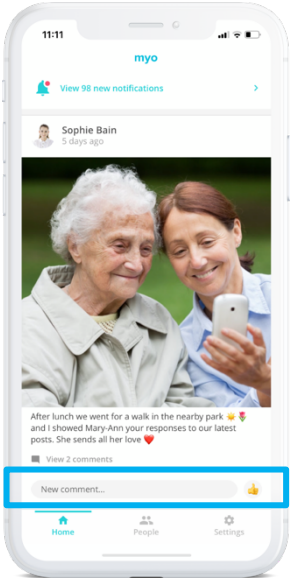
To view the notifications, go to your 'Home' screen and scroll to the top.
Select the bar with the **blue bell** and the text which reads **'View X+ new notifications'** to see **new posts and unread comments from employees or other relatives**. This will take you to the notifications section. The number on this button (e.g. '5+') shows you how many new posts or comments have been left in the app.




## 2.2 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 **all of the comments** which have been added to this post.




## 3. Comments

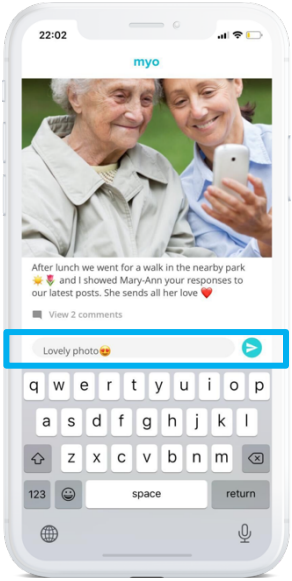
### 3.1 Comment on employee's post

To **comment on an employee's posting**, go back to the home screen by tapping 'Home' in the toolbar at the bottom of the page.

Tap **'New comment...'** below a post and write your comment.

For **quick response** you may simply tap 👍 to insert it automatically into the textbox.

When you are done with writing your comment, tap the blue arrow (see 3.2) to send your comment.



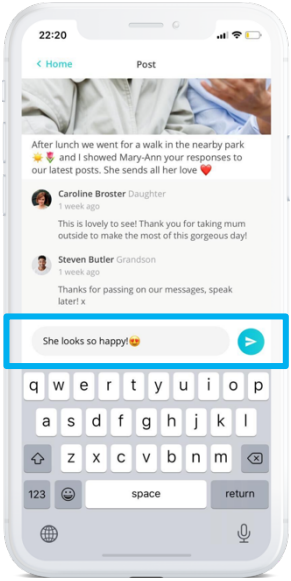

### 3.2 Write a comment

After tapping 'New comment' below the post, write your comment. When you are done, tap the blue arrow to send your comment.

## 3.3 View comments of relatives or employees' replies

To **view the comments and replies** from other relatives and employees, go back to the home screen by tapping 'Home' in the toolbar at the bottom of the page.

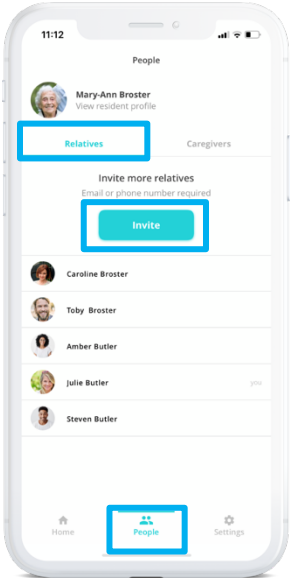
If comments have been added to a photo, they will be marked with 'View x comments' in grey below the post. **Tap 'View X comments'**.




## 3.4 Reply to comments of relatives or employees

First, scroll to the post where you left your last comments. The new responses will have been added underneath.

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

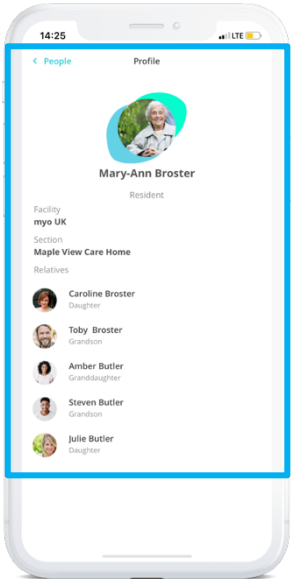



## 4. 'People'

Tap **'People'** in the middle of the toolbar at the bottom of the screen to have an **overview of all associated relatives to the resident**.

### 4.1 Add new relative

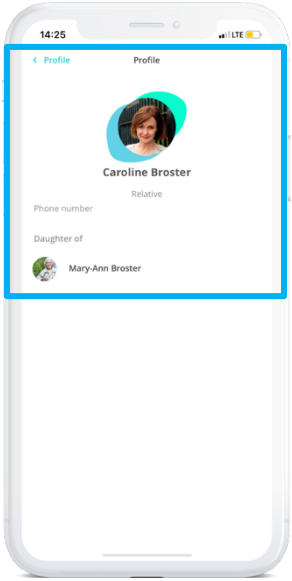
Here you may also **add further relatives** to the residents' profile. Tap on **'Invite'** and fill in the new **relative's name** and most importantly their **email address**. When you are done, tap 'Send'. The new relative will receive an invitation mail to this email address.




### 4.2 Resident's profile

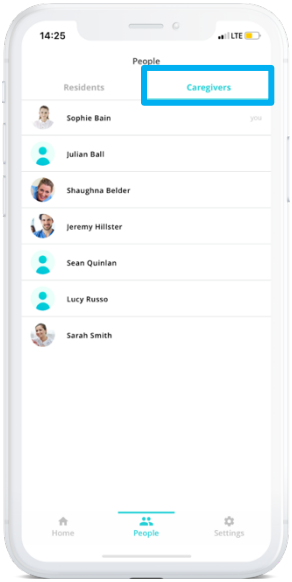
In the 'People' screen, tap on the resident's name to view its profile.

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.



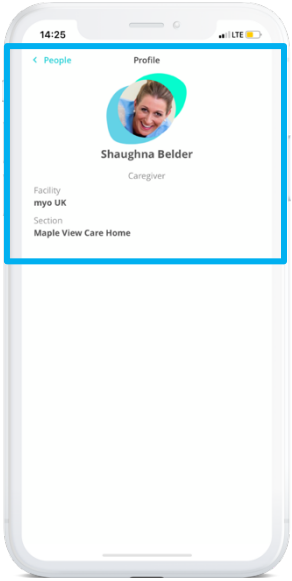

## 4.3 Relative's profile

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.



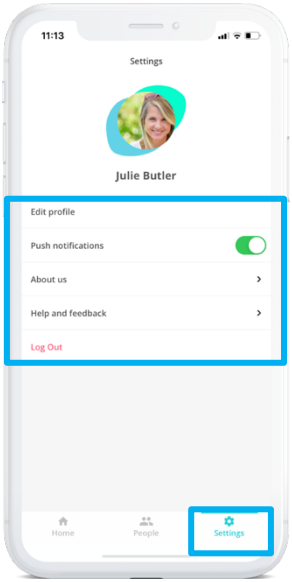

## 5. 'Caregivers'

By selecting **'Caregivers'** in the top bar, you have an overview of **all registered care home staff**. Everyone listed here will be able to send you posts in myo.




## 5.1 Caregiver's profile

In the caregiver's section, tap on a **caregiver's name** to view **their profile** and see which unit they are responsible for.




## 6. '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'**.
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