Employee Manual

For easy use of the myo web

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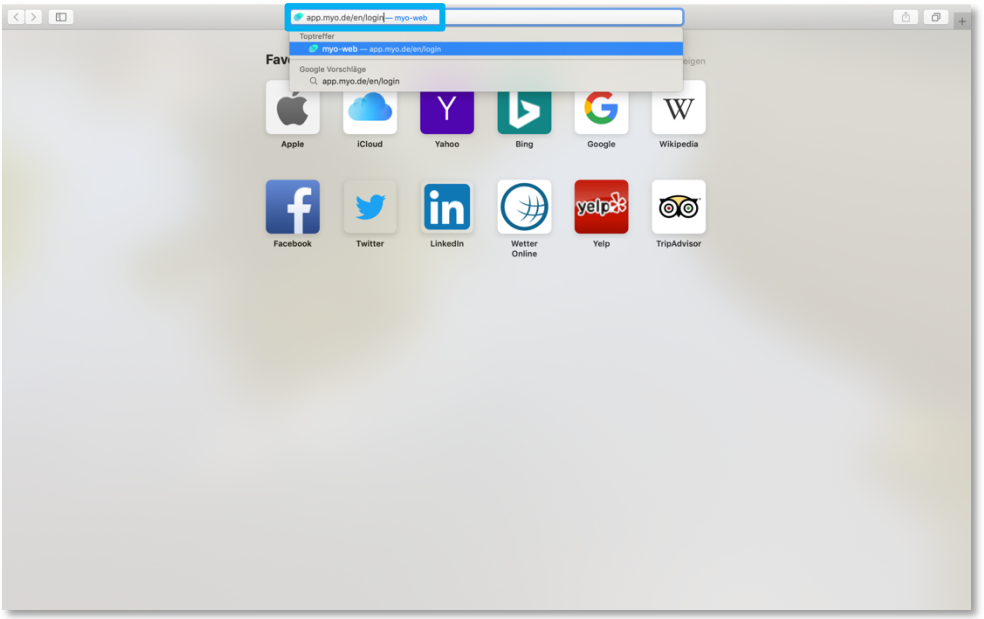
1. Log in to myo web

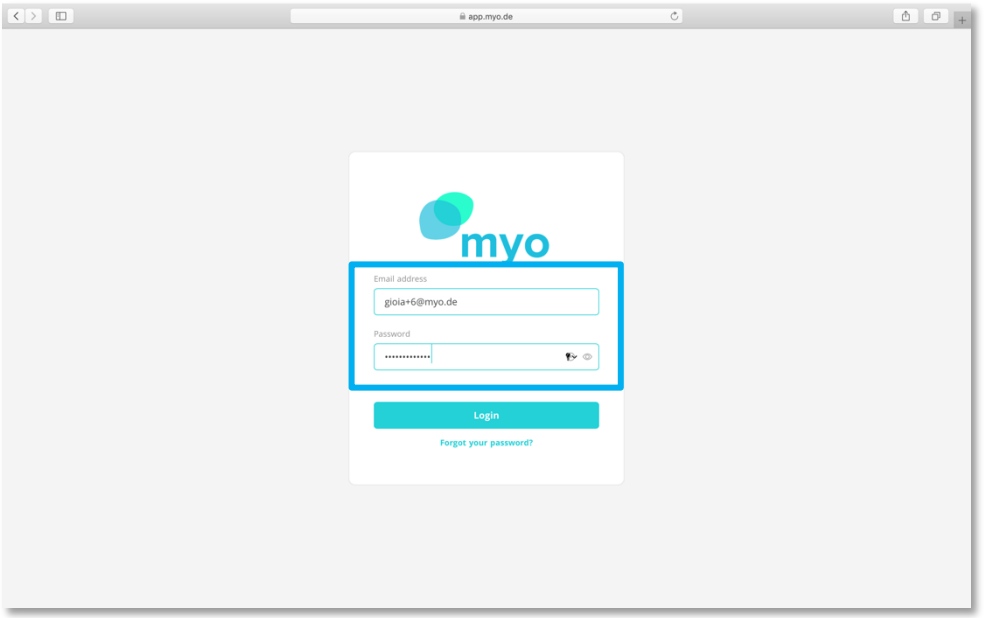
Type **app.myo.de/en/login** into your internet browser to get to the **login mask of the myo Web.**
Alternatively, you can also select ‘Login’ on the myo.de/en website.



Note: The myo web can only be accessed via the ‘company administrators’, ‘care home heads’ and ‘heads of unit’, but not via ‘caregivers’.

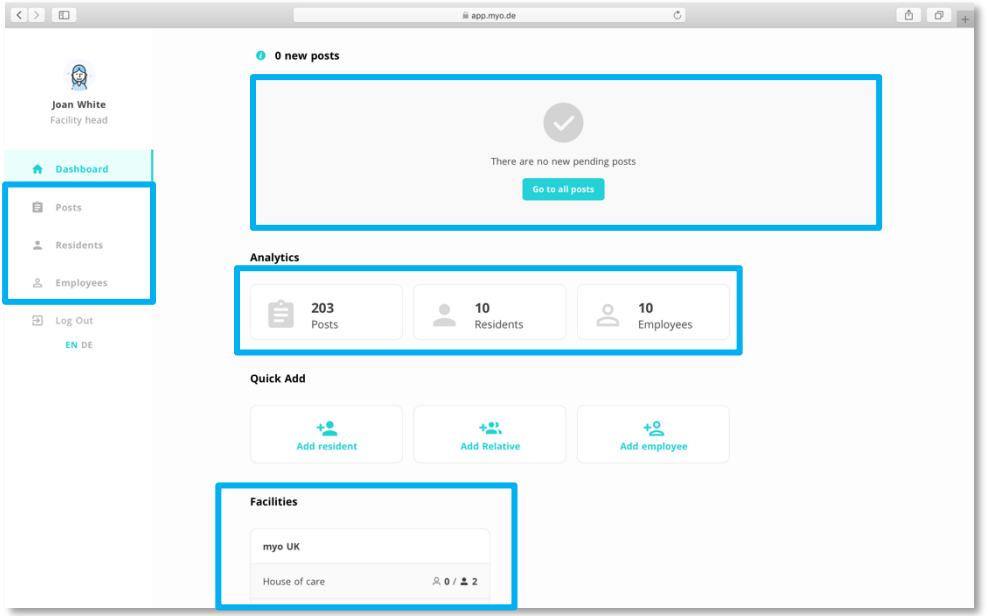
1.1 Login in to myo web - credentials

Type in your **email address** and your own **password**, which you created during registration following your invitation email. Then click the blue **'Login' button** to log in to myo web.



2. ‘Dashboard’

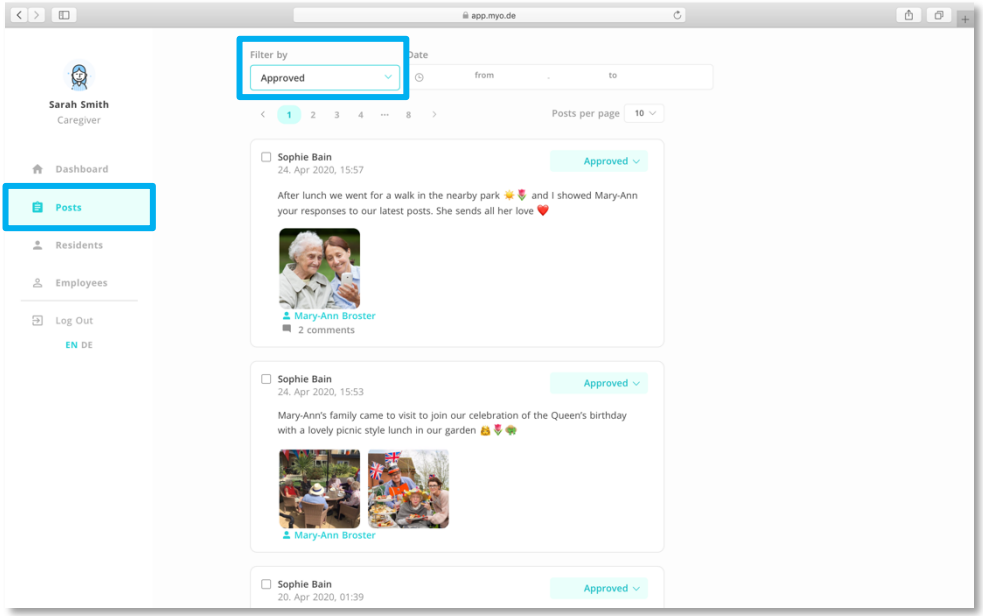
After logging in, you will automatically be directed to the **‘Dashboard’** page. Here you have an overview, can see if posts are waiting for approval and navigate to view **posts, residents and employees**, as well as seeing all **care homes and units**, if this applies to your profile. You can also ‘Quick Add’ new users.



You can access the **‘Posts’, ‘Residents’ and ‘Employees’** pages via the tabs in the middle of the screen, as well as **via the tabs on the left-hand side** of the screen.

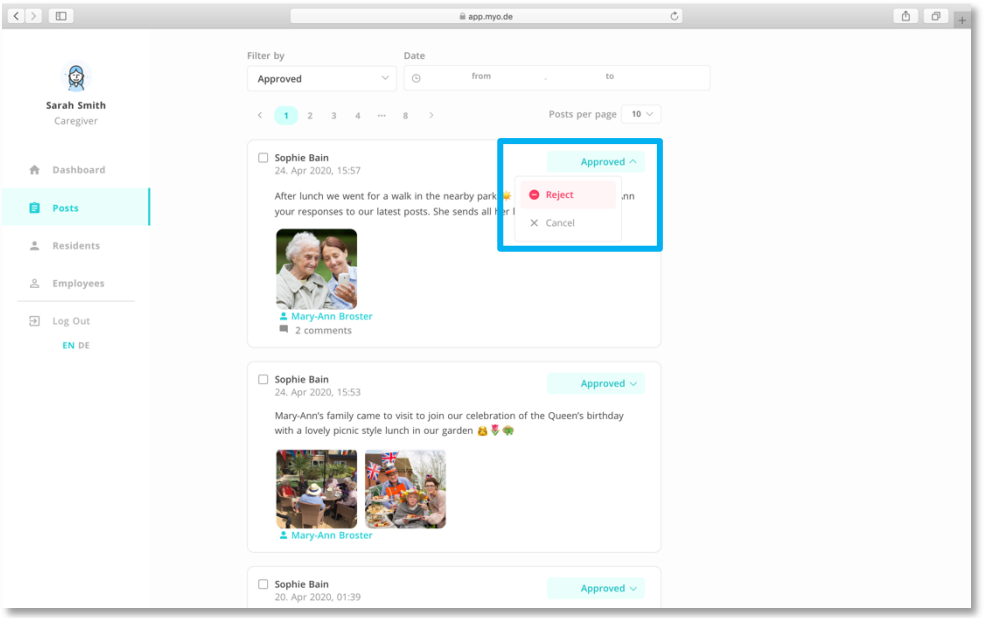
3. ‘Posts’

Click on **‘Posts’** to see all the **content created by employees** as well as the attached **comments**.



Here you can view **all the posts**, which have been created in the unit or care home, listed chronically. To **enlarge the post and read comments**, click on the chosen post.
Additionally, you can use the **filters** at the top of the page to scan for content e.g. post which are waiting for approval.

3.1 Managing a post

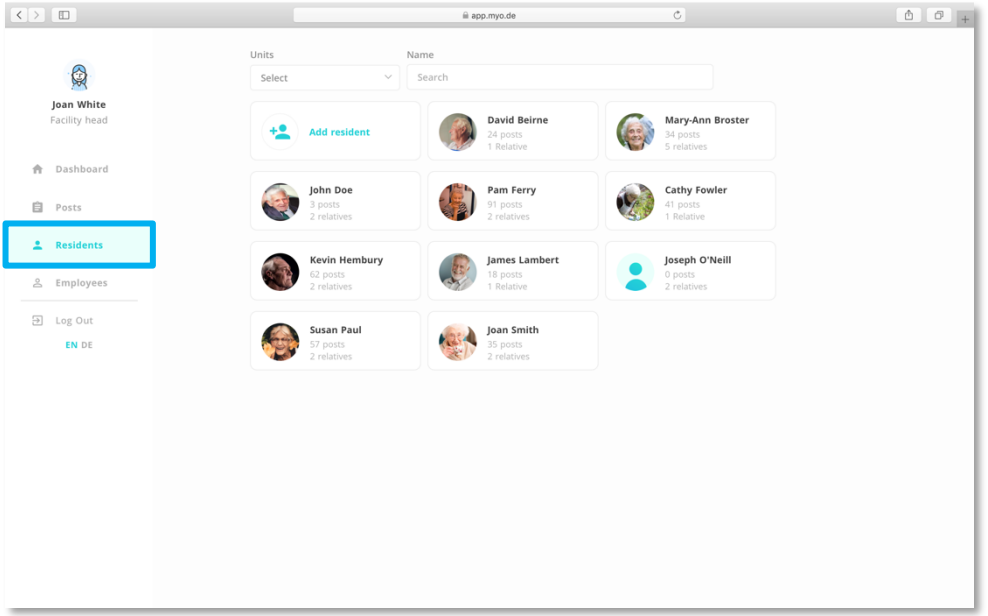


The green **'Approved'** button in the **top right-hand corner of each post** indicates that this post is approved and thus visible in the myo app. Click on this button which will open a drop-down menu with the option to chose **'Reject'**. If you want to delete a post from the app simply click on 'Reject'. The post will **no longer be visible to the family members**. This ensures that it is no longer accessible on any myo app - neither for the care home staff, nor for families.

4. ‘Residents’

To get an overview of all residents, click on **‘Residents’ on the left-hand side** of the screen.

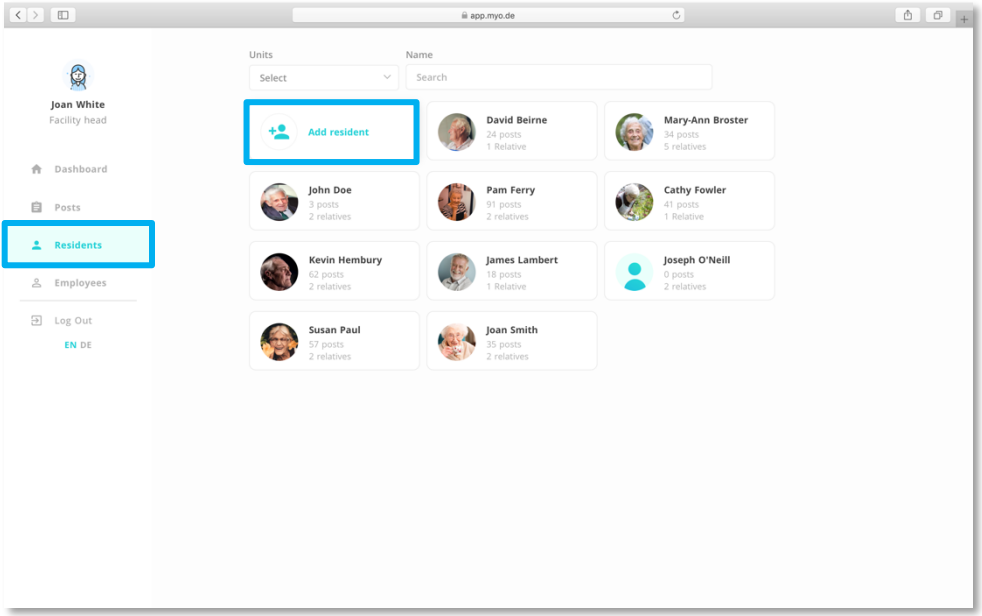
You can view a resident’s profile following the steps in 4.2.



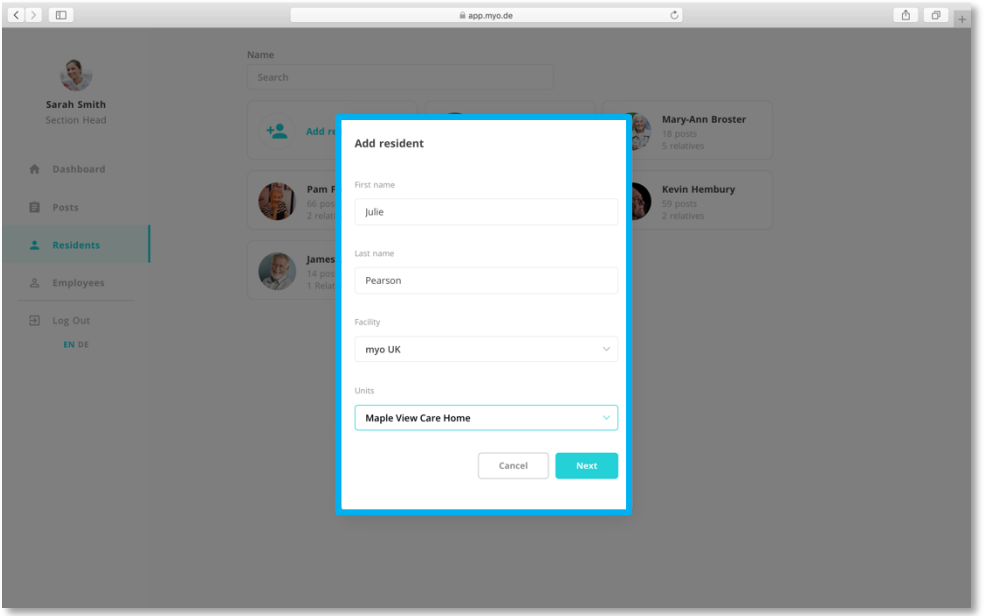
4.1 Add new resident

If you want to **add another resident**, first go back to the resident overview by clicking on the tab on the left-hand side of the screen for **'Residents'**.

You can then simply click on **'Add Resident'.** You can also add a new resident in the Dashboard.

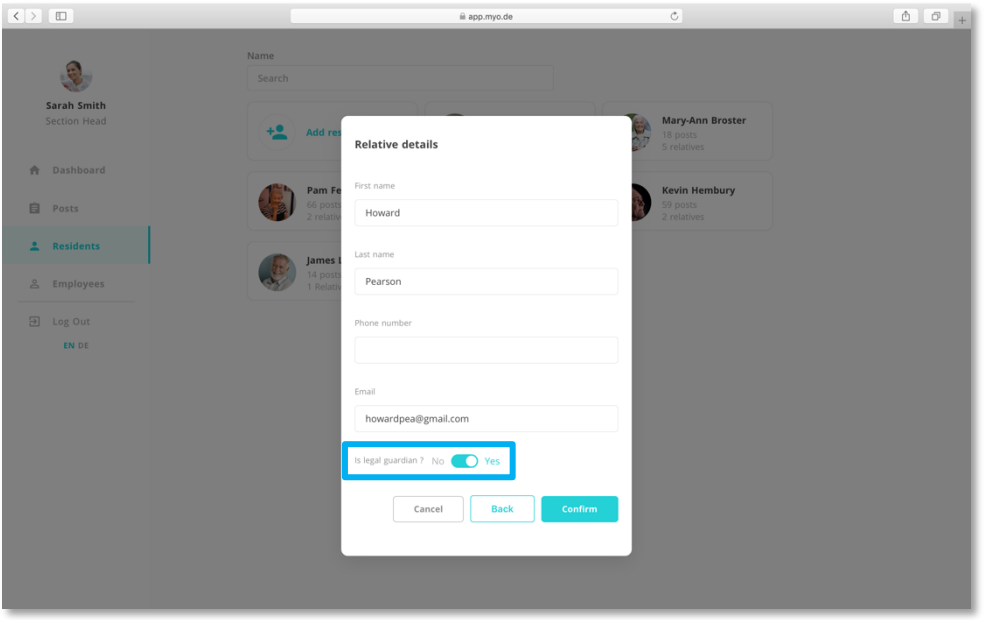


First, enter the **first and last name of the resident**. Next, select **the care home and the unit** the resident lives in. After clicking **'Next'** you will be asked to add an additional relative. This must be completed before you move to the next step.



Enter **the first and last name, e-mail address and telephone number** of the relative and click **'Next'**.
Also indicate whether this relative can 'act on behalf of the resident' by switching the control button to **'No' or 'Yes'**. This is a crucial step, as it will trigger that the relative will consent, on behalf of the resident, for their use of myo.

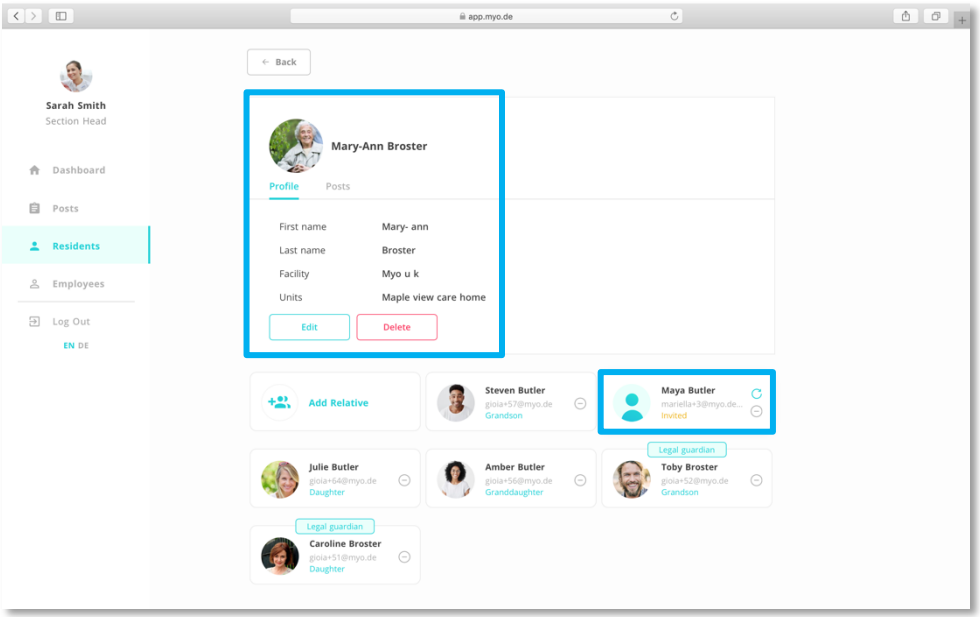
The new resident will now be listed in the resident's overview.



Note: Relatives who have been added to the app can independently invite further relatives who will only be connected to this particular resident.

4.2 View resident's profile

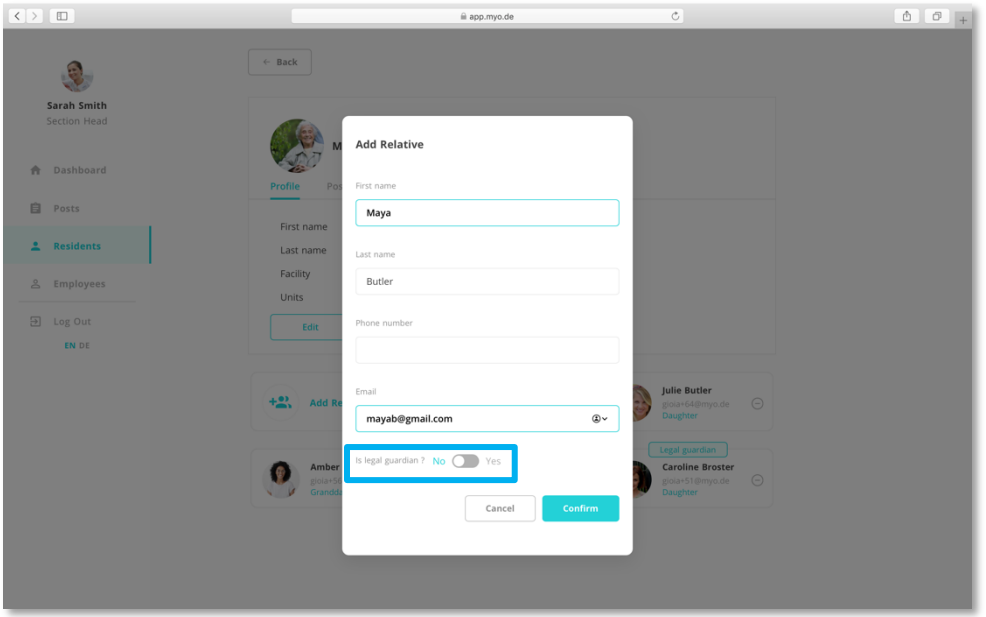
To view more **information about the resident and their relatives**, click on the respective resident.



Here you can check which care home and unit this resident lives in and see which **relatives are registered or have been invited**, and how they are related to the resident. You can invite additional relatives by clicking on **'Add Relative'**.

4.3 Add new relative

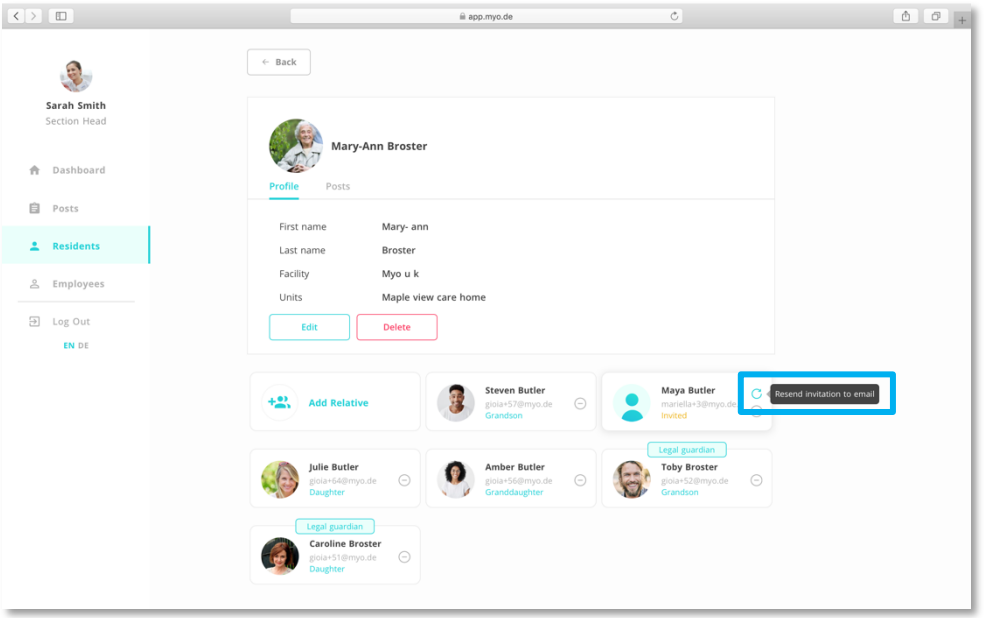
You can invite additional relatives in the resident's profile by clicking on **'Add Relatives'**. Next, enter their **first and last name, email address** and, if you have it, telephone number.



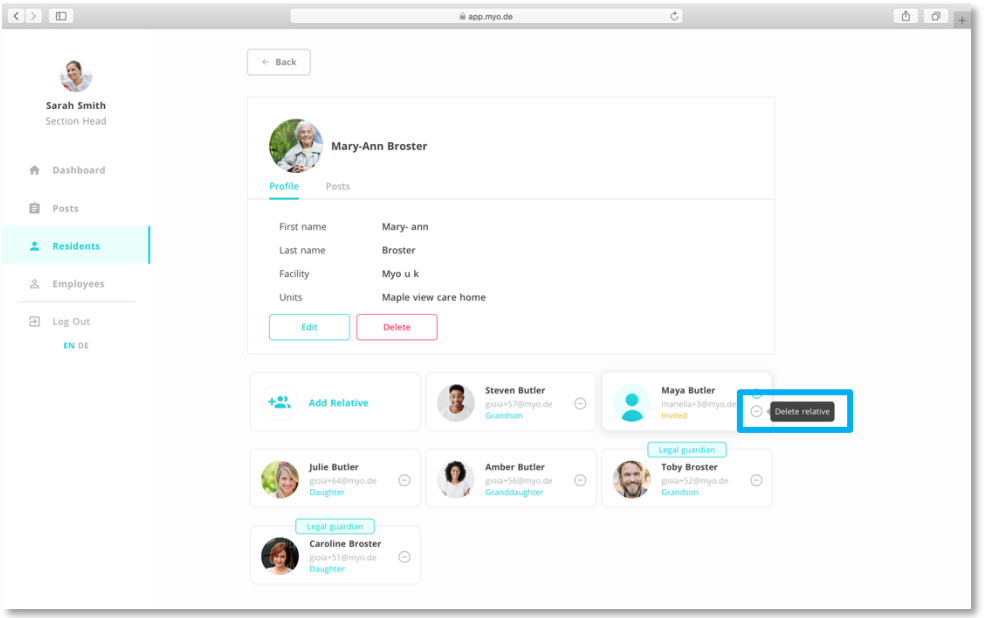
Also indicate whether this relative can **'act on behalf of the resident'** by switching the control button to **'No' or 'Yes'**. This is a crucial step, as it will trigger that the relative will consent, on behalf of the resident, for their use of myo.
When you click 'Confirm', the new relative will automatically receive an **invitation email**. You can invite as many relatives as you like for each resident.

4.4 Re-invite and delete relatives

Relatives who have already been invited once but have not yet registered **can be invited again**.
You will see a small arrow to the right of the relative's name. By clicking this, another invitation will automatically be sent to the relative's email address. This is necessary, as invitations to join myo automatically expire after five weeks.

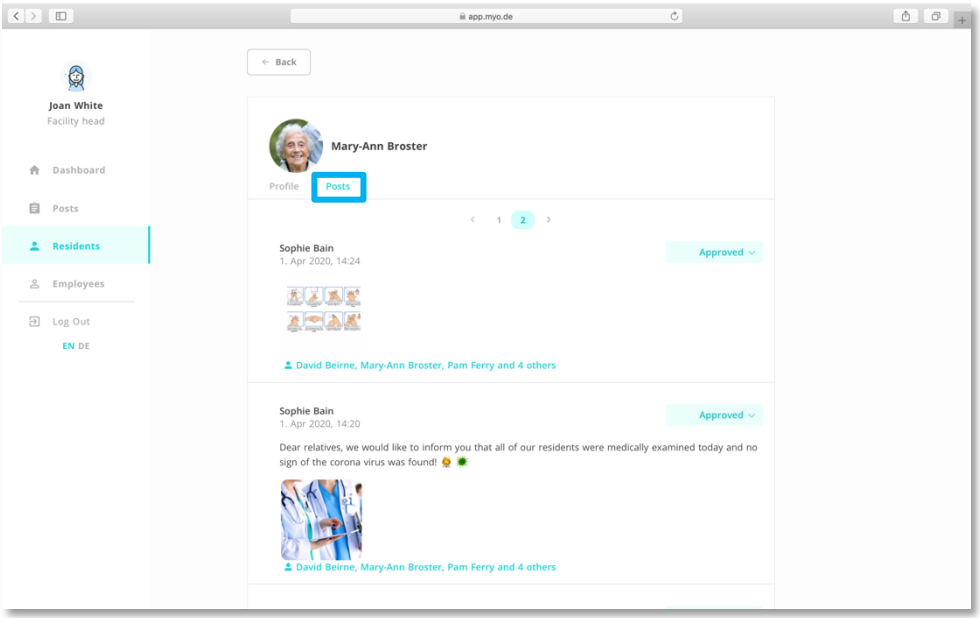


To **delete a relative**, simply click on the **minus symbol** right below the arrow. If you accidentally deleted a relative, please get in touch with the myo team and we will be happy to help you.



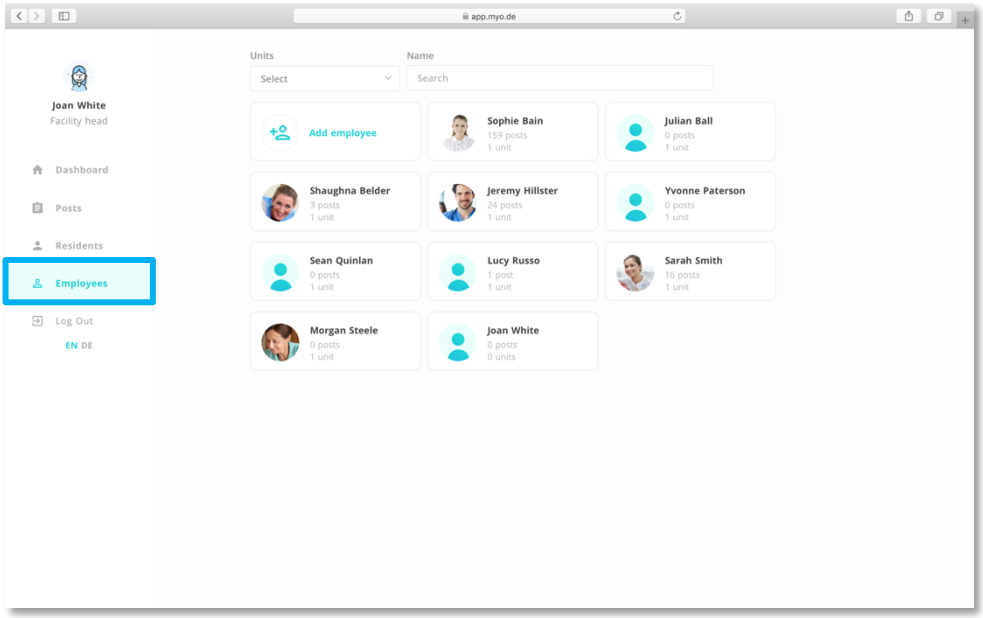
4.5 View posts of one resident only

To view all the posts that have been sent to the particular resident, simply click on **'Posts'** in their profile.



5. ‘Employees’

To get an overview of all employees, click on ‘**Employees’ on the left-hand side** of the screen.

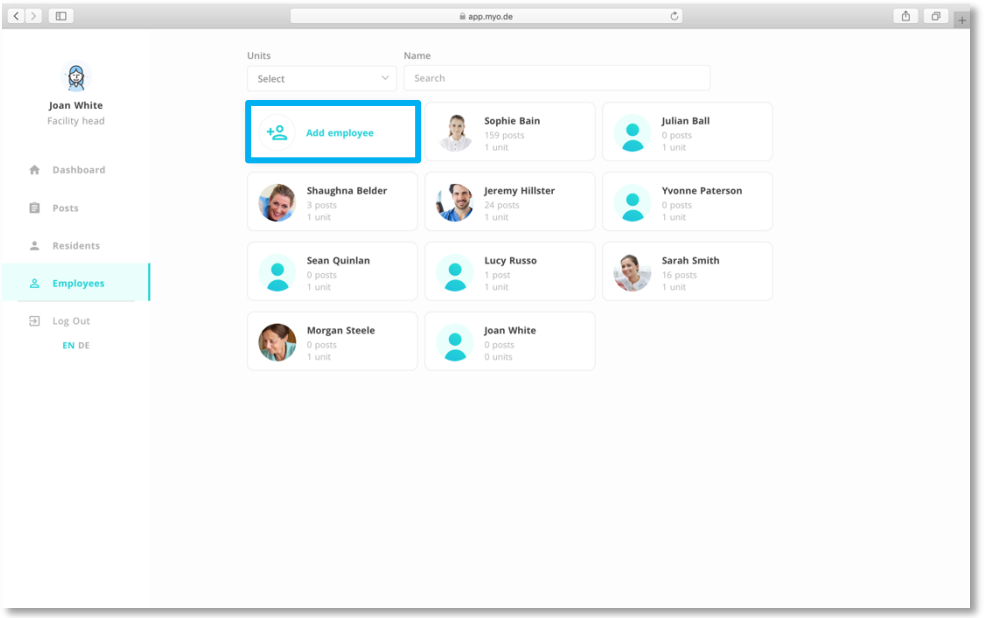


Here you have an overview of **all employees who are registered** with myo.
To view an employee’s profile, click on their name.

5.1 Add new employee

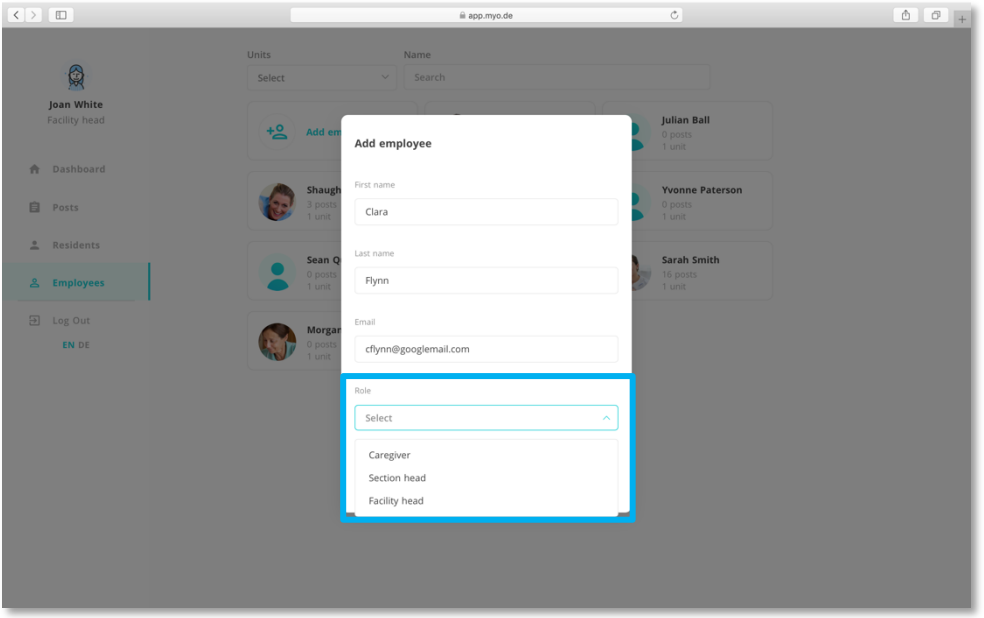
To **add a new employee**, go to the employee overview by clicking on the **'Employees'** tab on the left-hand side of the screen.

Next, click on **'Add employee'**.



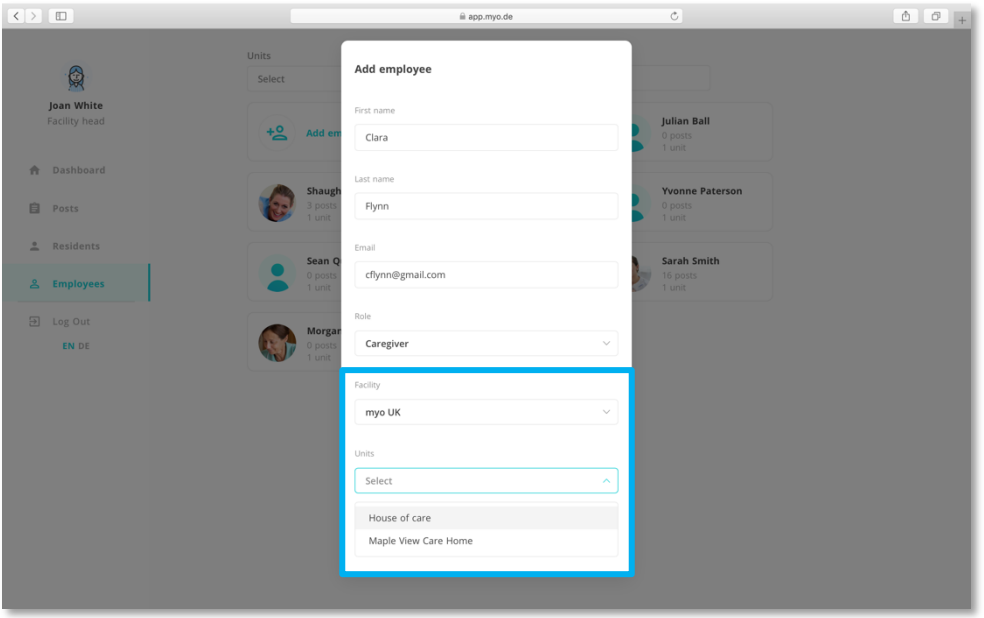
Now enter the **first and last name** of the employee, as well as their **email address and role**.

The **role** determines which **access rights** the employee has.



Anyone with the position **'Caregiver'** can use the myo app, so can create, send and comment on posts in the app. As a **'Head of unit',** you can manage the myo web as well as use the myo app to its full extent. The **'Care home manager'** has access to the myo web but not to the app.

Then, select the **care home and unit** click ‘Confirm’.



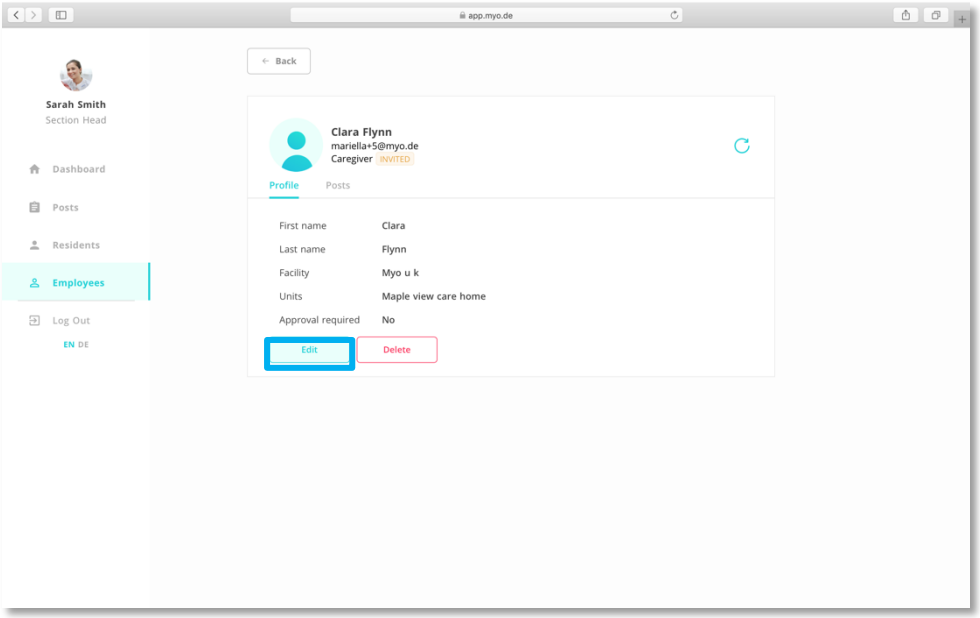
Finally, the new employee will automatically be listed in the overview of the employees.

Note: The unit(s) in an employee’s profile determine his responsibility area. Thus, an employee assigned to ‘House of care’ will only be able to manage the myo app for this area. You can assign employees to several units.

5.2 View employee's profile

To **view the profile of an employee**, simply click on a name in the employee's overview. The profile gives you information about the employee's area of responsibility, their registration status as well as whether their posts require approval before sending.

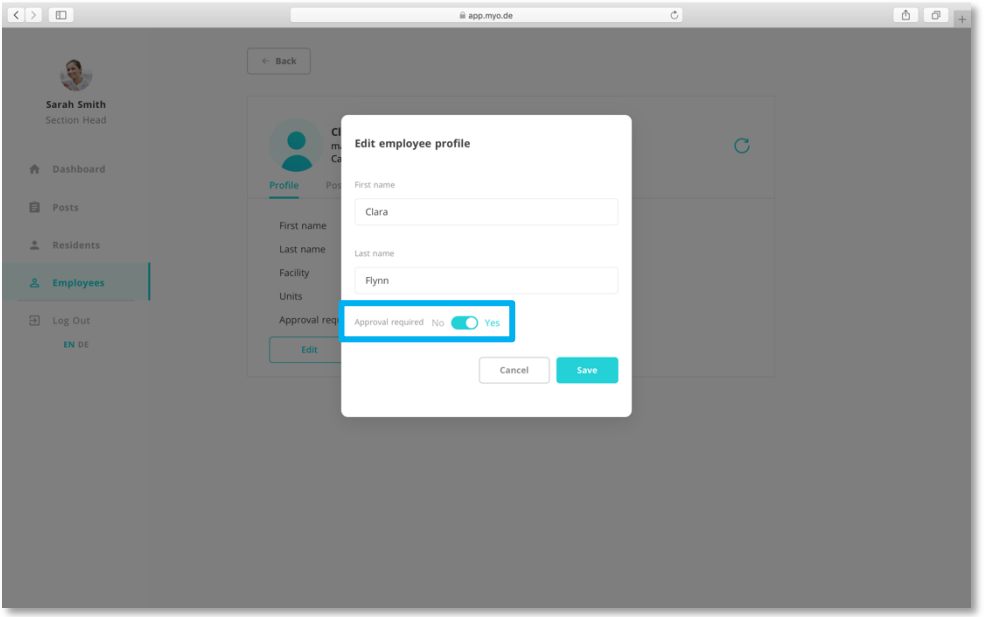
To edit an employee's profile, click on **'Edit'**.



5.3 Edit employee's profile

Here you can also decide whether the **posts of this employee** should be **approved before sending**.

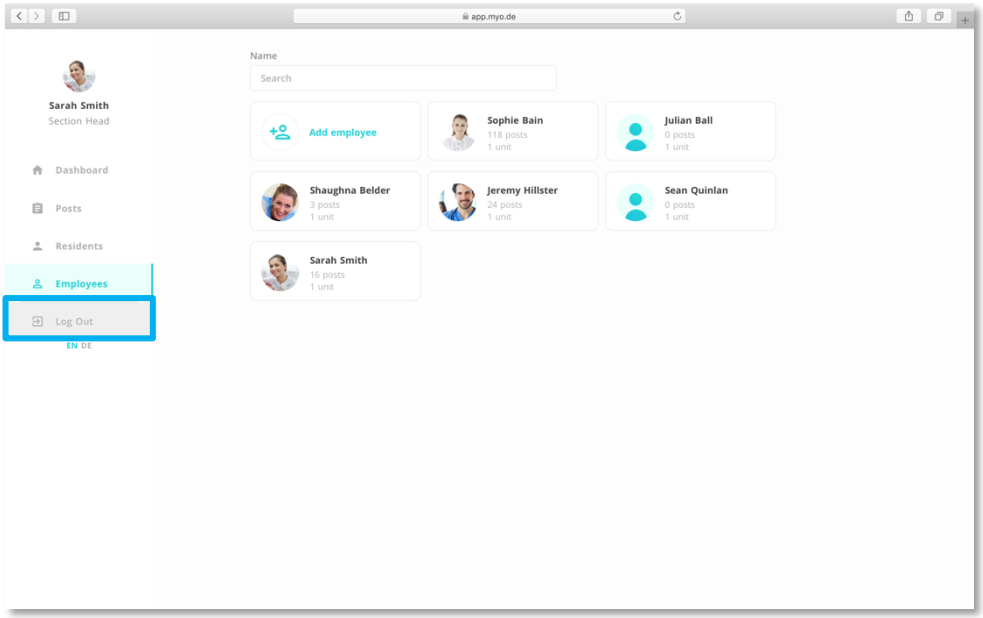
If you switch to **'Yes'** for **'Approval required'**, all posts sent by the employee are stored temporarily on the myo web. You can then individually **approve or reject them before they are sent** to the relatives.

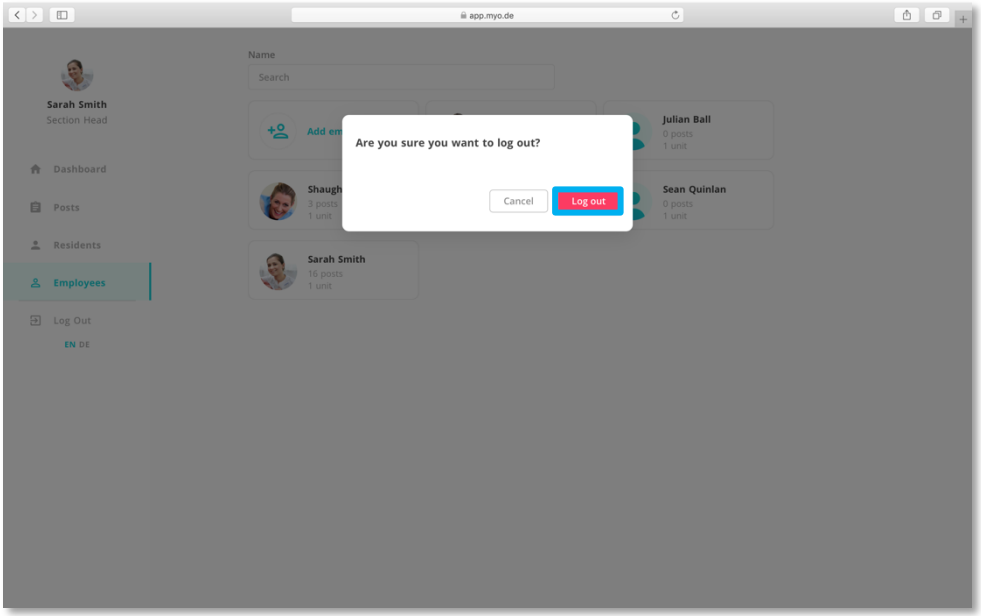


Note: Even if the employee has been deleted, their contributions remain in the app.

6. Log out

If you want to **log out of the myo web**, simply click on **'Log out'** on the left-hand side of the screen and then click **'Log out' again**.




app.myo.de
Sarah Smith
Section Head
Dashboard
Posts
Residents
Employees
Log Out
EN DE
Name
Search
Julian Ball
0 posts
1 unit
Are you sure you want to log out?
Cancel
Log out
Sean Quinlan
0 posts
1 unit
Sarah Smith
16 posts
1 unit

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

Contact Support

support@myo.de