

Weathering Well App: User Guide

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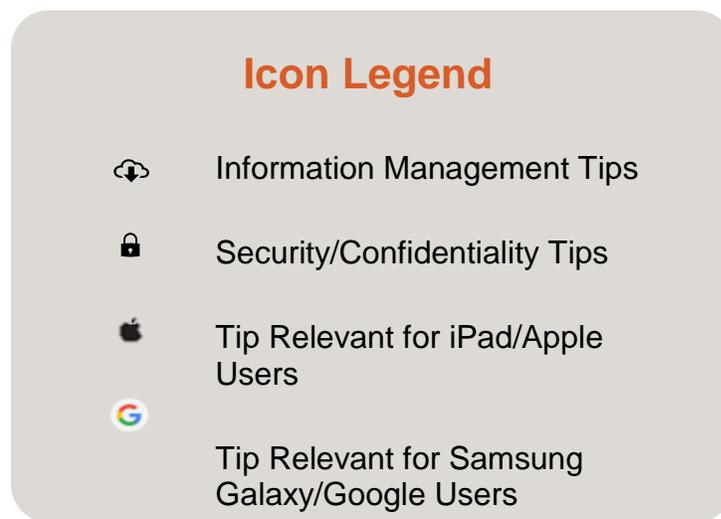


Acknowledgements

We would like to acknowledge the Western Queensland PHN (WQPHN) and service providers from within the farming community, who worked with us to adapt the Stay Strong app to the Weathering Well app, a version for farmers, growers and graziers.

We also acknowledge the generous contributions of Aboriginal Mental Health Workers on the Tiwi Islands and in Darwin, and of many health professionals AIMhi Indigenous¹ researchers past and present in the Northern Territory and across Australia who have engaged with the AIMhi team and contributed their expertise to the story of the Weathering Well app.

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¹ Please note that when we mention the term 'Indigenous' we include all Aboriginal and Torres Strait Islander people and acknowledge their rich traditions and heterogeneous cultures

Contents

Acknowledgements	2
Introduction	4
🍏 iPad Set Up for Weathering Well	5
Setting-up Service Name and User Accounts	5
Using the App	6
Password Changes	6
Create a Participant Record	7
Taking Participant Photo	7
Trialling the App without Participant Contact	7
Database	7
Database Confidentiality	8
Navigating the App	8
Navigation Menu	9
Help Icon	10
People Who Support My Wellbeing	10
Things that Keep Me Well	10
My Worries	11
Tips for Wellbeing.....	12
Kessler 10 Scale	12
Help Page.....	13
Exporting Summary.....	14
Session Rating Questions	15
Existing Participants.....	16
Deleting, Emailing or Copying Sessions.....	16
Goals Review	16
Frequently Asked Questions	18
Technical Support.....	20
Helpdesk Support.....	20
🍏 Connecting to a Wi-Fi Network	20
Installing a SIM Card	21
Inserting a SIM Card	21
Activating a SIM Card.....	23

Introduction

The Weathering Well app is based on Aboriginal and Islander Mental Health Initiative (AIMhi) tools developed by the Menzies School of Health Research (Menzies), in partnership with the Queensland University of Technology (QUT). The app centres on the person's strengths and worries and helps to set goals for change. Users are first asked to identify the people in their life that help keep them strong, their relationships and the role they play in the person's life. They are then asked to identify their strengths in four areas of their life, and this is represented visually as a farming scene. As they input more strengths, the landscape grows greener and more fertile. Similarly, users are asked to identify things in their life that take away their strength in same four areas. As they input more worries, the scene changes colour and simulates drought and tougher times. Users are shown a metaphor for their lives, with worries and strengths changing the farm scene accordingly.

The process is assisted and supported by a support person or facilitator. A summary of the Weathering Well Plan can be emailed and printed to keep a record of the session for the person or participant and their support person or health provider.

Digital Mental Health provides an efficient and cost-effective opportunity to reach populations with limited service access. The Weathering Well App is designed to provide an effective, visually appealing, culturally relevant and person-centred low intensity intervention suitable for supported delivery in a variety of primary care, specialist care and community settings. The App, once downloaded, does not require ongoing access to the internet.

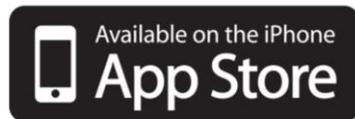
Menzies is evaluating the implementation of the Weathering Well app with WQPHN, including delivery of online training and support for workers and health professionals in primary healthcare such as financial counsellors, and allied health professionals. Please contact weatheringwell@menzies.edu.au for more information on training options or to request access to the online training.

This evaluation is also part of the eMHPprac project, funded by the Department of Health and to promote Digital Mental Health approaches across Australia.

🍏 iPad Set Up for Weathering Well

Weathering Well is intended for use by health, community and social service organisations, funders and researchers and can be accessed from the app store via this link or the QR code below:

<https://apps.apple.com/au/app/weathering-well-app/id1566825340>.



- Open Weathering Well, then input your specific organisation, then name, email and a password.
- You will need an email account set up on the iPad so that you can email a summary of the Weathering Well Care Plan from the iPad to the participant or for saving in the participant record.
 - 🔒 If multiple staff members will be using the iPad it may be best to set up a generic account on the iPad from a web-based email service provider (eg: gmail). All users of the iPad can access the email.
- To link an iPad to a generic email account, go to settings > mail, contacts, calendars > add account and then follow the prompts.
- Please note: The Weathering Well app is not compatible with iPhones, laptops, desktops or any other devices other than iPads. Please ensure that you check the compatibility of the device before purchasing the app.

Setting-up Service Name and User Accounts

🔗 The first time you open the app, you will be asked to enter your service name and register. *You will need to be connected to the internet/Wi-Fi for this process* however, once this is set up you can use it without internet/WiFi access.

🔗 The first person who registers will be identified as the '**Administrator**' for that device.

🔗 The '**administrator**' can access all users' participant files stored on a device, reset other facilitator's passwords, assign administrator privileges to other users and delete user accounts (from 'Administration' section in the menu).

🔒 You will need to set up a new facilitator account for each user so that they have their own password.

🔗 To set up a new ‘facilitator’ you will need to click on the ‘**New Facilitator**’ button, enter a name, email address and a password. The email address entered will be used to reset your password if you use the ‘forgot password’ link on the login page (see below).

Subsequent users will be identified as ‘**Facilitators**’ and will only have access to their own participant files (i.e. the participant files they create). They cannot reset other facilitator passwords, assign administrator privileges or delete accounts.

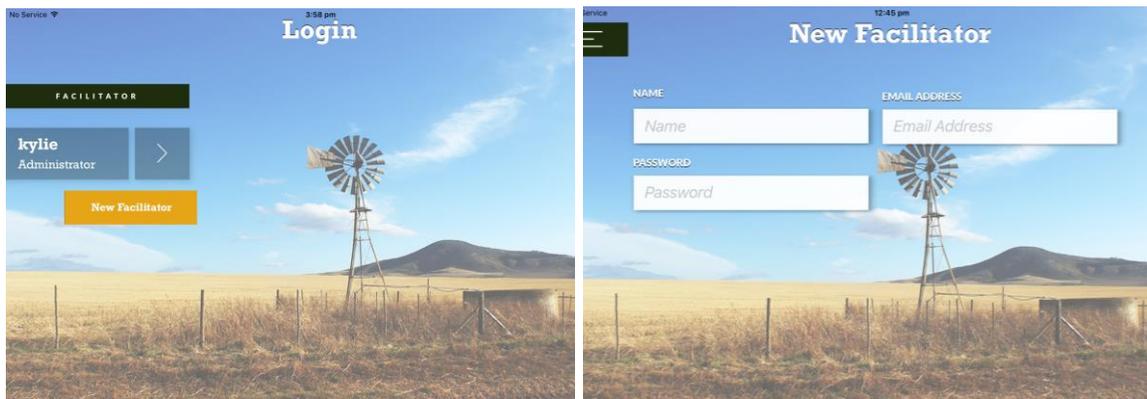


Figure 1: Login and New Facilitator

Using the App

Password Changes

You can change your password by tapping on the ‘Administration’ tab (for administrators) or ‘My Details’ tab (for facilitators) in the menu.

If you have forgotten your password, an Administrator can reset your password for you.

Create a Participant Record

When you create a participant record you will be asked to enter or select the participant's:

- First name
- Year of birth (optional)
- Postcode (optional)
- Gender (tap on the picture)

You will also be asked:

- Whether the participant allows the collection of information from the app in a database (see Database and Confidentiality sections below)
- Whether it is a practice session/client (see below)

Taking Participant Photo

If you wish, you can take a photo of the participant that will be incorporated into the app. Simply tap on the 'my photo' box and use the iPad to take the participant's photo. If you are happy with the photo click 'use'. You also have the option to retake the photo if you are not happy with it.

🔒 Participant photos are not stored on the device, they are only stored in the app itself.

Trialling the App without Participant Contact

🔗 If you do not work directly with participants or would like to practice with the app when not with a participant, please select the 'practice session' box on the 'New Participant' page (see picture below) by tapping on it. This helps identify and exclude 'practice' data. This way any practice sessions can be separated from the analysis of real participant data in the database.

Database

🔒 For evaluation purposes, anonymous data from the app is collected in a database. The database is only accessed by the Menzies research team. Information collected is non-identifiable and will include how much time is spent on each page of the app, the types of relationships entered and their roles in participants' lives (no names are collected); strengths and stressors; the participants goals, support networks for achieving goals and the steps they will take.

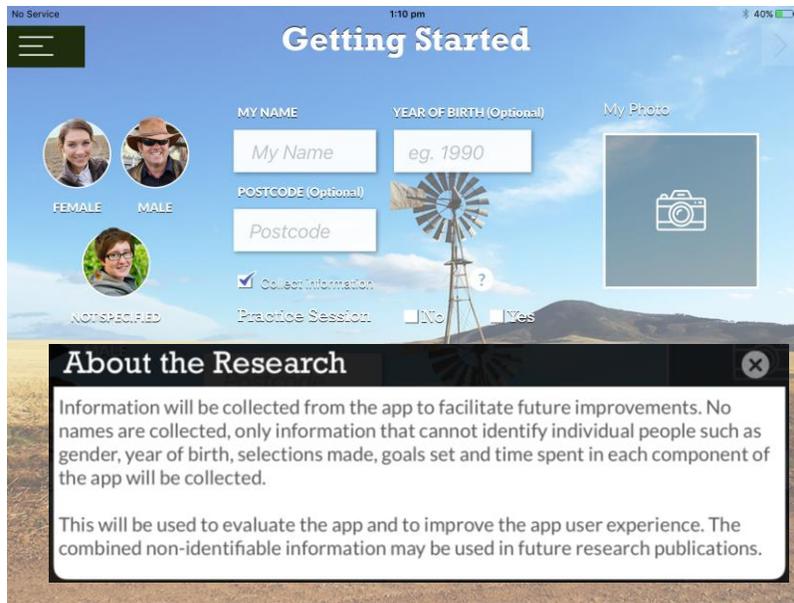


Figure 2: New Participant Registration and Popup About Collecting Information

Database Confidentiality

🔒 No names are exported to the database to ensure the information remains anonymous. We have approval from relevant ethics committees to collect non-identifiable information from the app for research and quality improvement purposes. If willing to share anonymous participant information with us, please ensure that the box 'Collect information' is ticked on the 'New participant' page (see Figure 2 above).

If the collect information box displays a red cross, this means that that participant's data will not be exported to the research database, it will only be stored on your iPad for you to access. Data stored on the app is partially de-identified as the full date of birth is not collected, only year of birth.

🔒 The photo is never collected in the database and is only stored in the app (which is password protected). It is not stored in the iPad's photo album. (see above).

Navigating the App

You can use the 'Menu', 'next', and 'help icon' to help you navigate the app, to go back to a previous page or jump ahead to a different page (see above).



Figure 3: App Navigation

Navigation Menu

The Menu pops out (as below) when you tap the 'menu' button in the top left corner. The menu allows you to navigate to any page of the app and return to previous pages if you need to.

🔒 If you tap on 'existing participants' you will always be asked to re-enter your password. This ensures that your existing participant list remains private and is only accessible by authorised users.



Figure 4: Navigation Menu

Help Icon

When you tap on the 'help icon', help text will appear with the instructions on what to do for that part of the app. If you tap outside the help text box, the box will disappear.



Figure 5: Help icon on people who support my wellbeing page

People Who Support My Wellbeing

This page (Figure 5) allows participants to put in the people in their life who support them and their wellbeing, describe the relationship and role they play. The picture can be changed by tapping on the photo to scroll through all photos to choose one most representative of the person.

Things that Keep Me Well

On this page, the participant can identify the things in their life that keep them well (Figure 6). By pressing and holding on an icon, the participant can enter more text about how that thing helps them stay well and also identify it as really important to them. As more things are input in each area, the farming scene becomes more fruitful and productive.

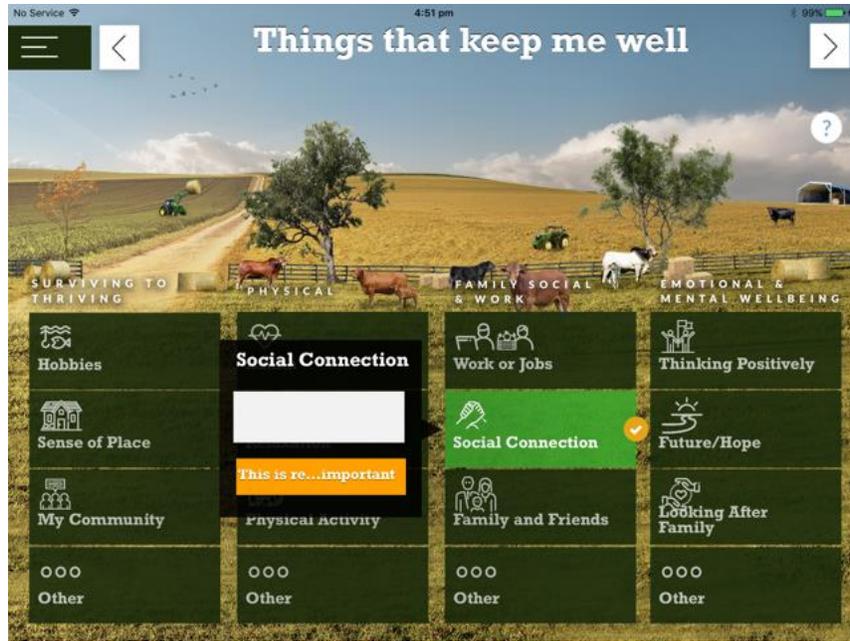


Figure 6: Things that keep me well page

My Worries

The participant's worries can also be entered on the 'My Worries' page in a similar way to the things that keep me well. Pressing and holding on the icon allows the participant to enter text and identify which are big worries for them. As more worries are entered, the farming scene changes in the background.

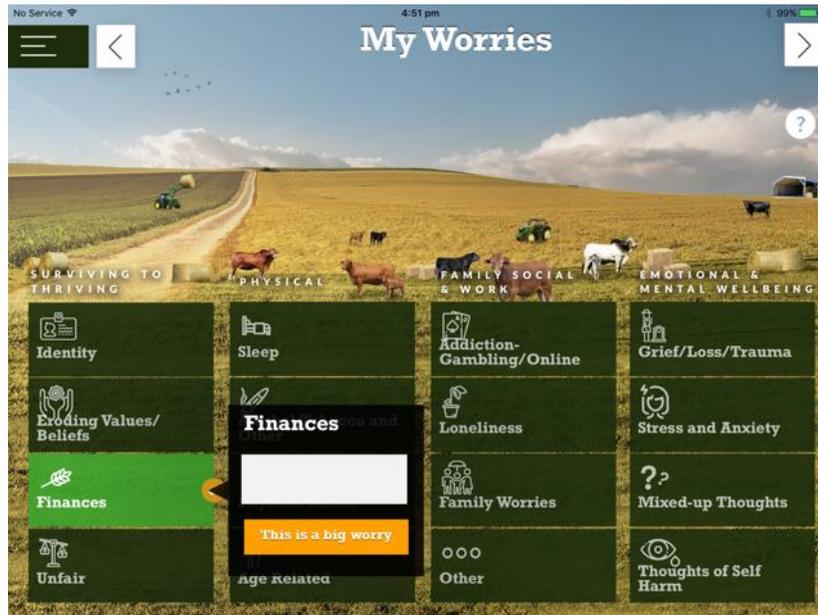


Figure 7: My worries page

Tips for Wellbeing

There are three pages that provide some tips for supporting wellbeing, reducing substance misuse and for 'Weathering Well'. Participants can choose tips that will then appear in the summary, and by pressing and holding the tip they can personalise or enter their own tip.



Figure 8: Tips for improving wellbeing and reaching goals

Kessler 10 Scale

The Kessler 10 (K10) scale and the Kessler 5 (K5) are in the Weathering Well app, accessed through the navigation Menu. They are each a short measure of non-specific psychological distress based on questions about feelings such as nervousness and tiredness.



Figure 9: Kessler 10

Kessler 5 or 10 results appear on the Weathering Well 'summary' page

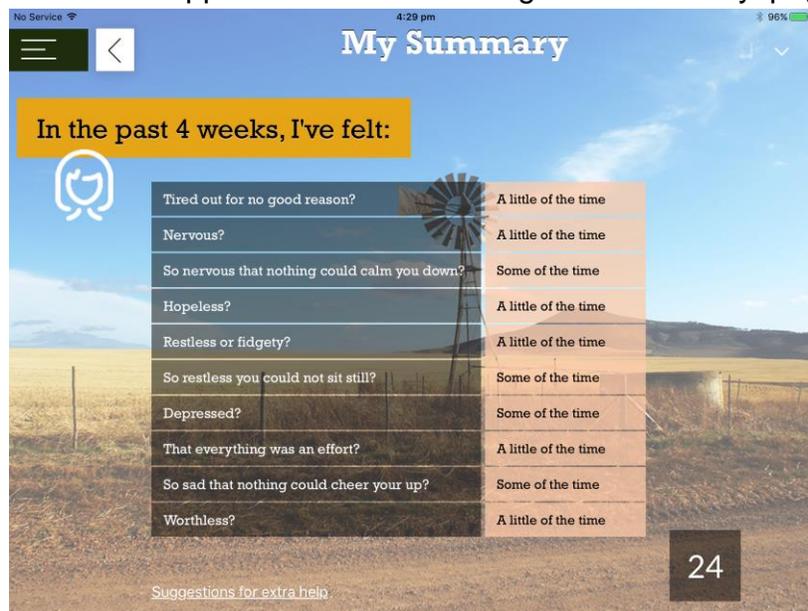


Figure 10: Kessler 10 summary

Help Page

If a participant's Kessler score suggests high distress, the app will automatically direct you to the 'Help' page. You will also see a prompt for '**suggestions for extra help**' at the end of the summary page which links to the 'help' page.

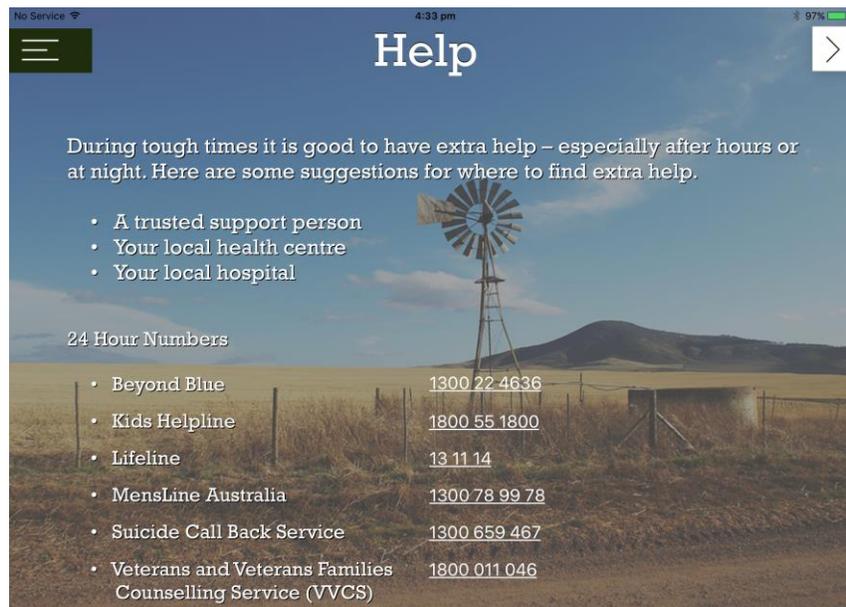


Figure 11: Help page

Exporting Summary

When you have navigated all the way to the end of the 'My Summary' section, you will have the option of emailing a text or pictorial summary of the data that you have entered into the app (Figure 12 and 13). To do this, simply tap the 'Email Summary' button and enter your (or your participant's) email address.

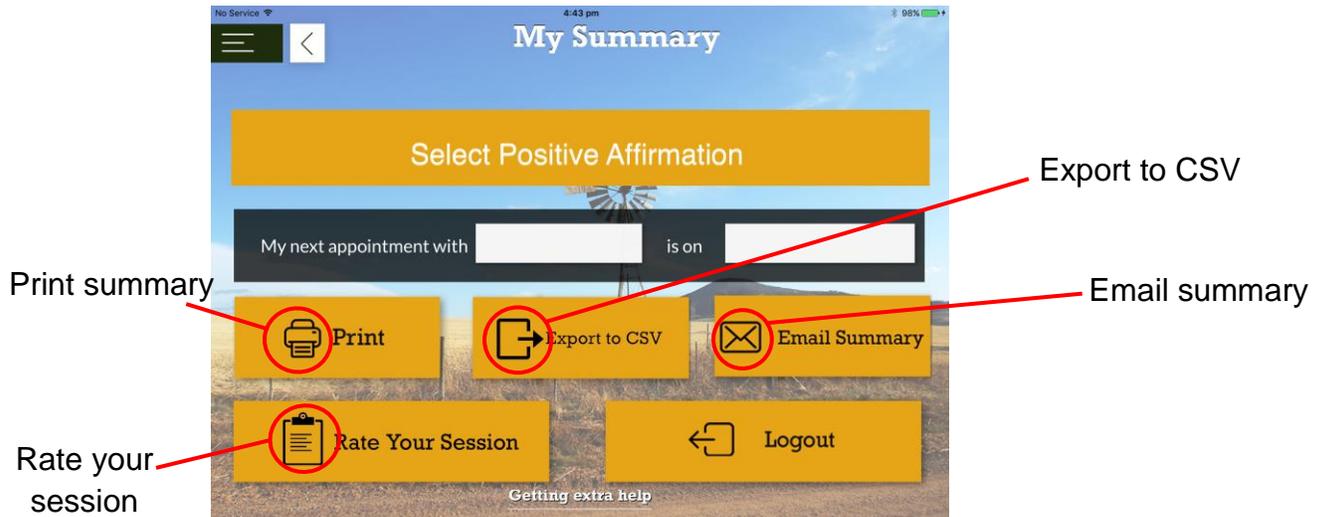


Figure 12: Email summary, print, export to CSV

You can also email a summary from the 'Existing Participants' page. Simply slide across the yellow triangle on the left of each participant record and you will have an option to email (envelope icon) or delete (trashcan icon) each participant session (see picture in Existing Participant section below). You can edit any of the text in the email. The email summary is partially de-identified as it does not include full date of birth. Follow your organisation's protocols for printing and saving the email summary.

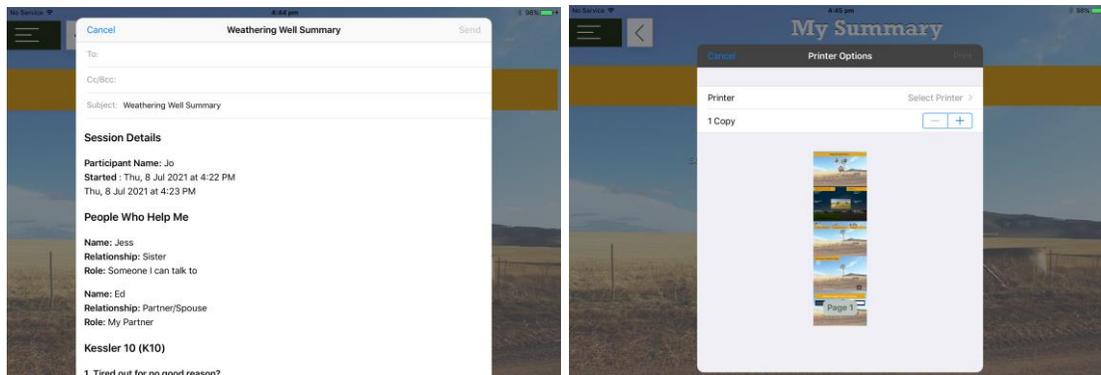


Figure 13: Email summary and print summary functions

🔒 Once sent, a copy of this email summary will be saved in the 'Sent' folder of your device's email account. If you are using a shared device, you might like to delete this from the sent folder in the devices email account to prevent unauthorised users accessing this confidential summary. *You can also email or print the pictorial version of the plan through tapping on the print icon.*

In addition, the 'Export to CSV' button (Figure 12) allows the data within the app to be exported as an excel file. You can use this data to track participant progress. It also allows monitoring and evaluation of app use. This is confidential participant and service information and is stored within the password protected app on your device. Once the file is exported from the app the information is sent via the email account set up on the device. It is important to ensure that your device is password protected so that the information in your email is secure.

Session Rating Questions

In addition, there is a **'rate your session'** button which appears in the summary. It allows the participant to let us know about their experience of the app in terms of their understanding of wellbeing, how they are feeling, and a snapshot of their motivation.

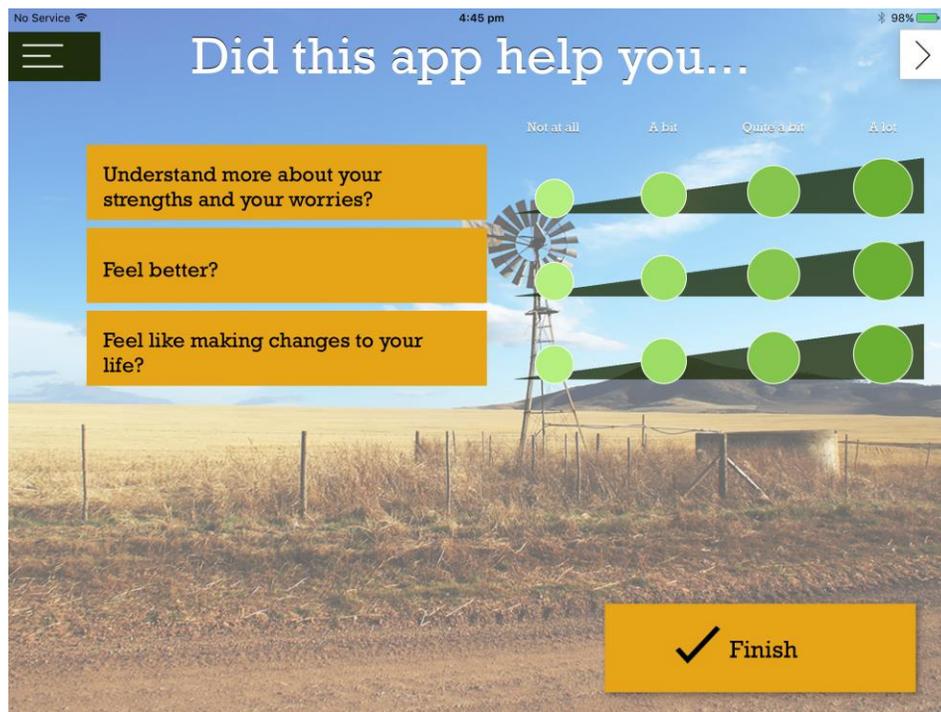


Figure 14: Rating the Session

Existing Participants

Deleting, Emailing or Copying Sessions

On the 'Existing Participant' page, if you slide the yellow triangle across next to the participant information, you can choose to email (envelope icon) or delete (trashcan icon) that data. If you click on the copy icon, you can copy the whole record and then edit, whilst keeping a copy of the original plan.



Figure: 15: Existing participant record navigation

Goals Review

To review a session, you open the '**existing participants**' tab, click on the '**copy session**' icon (Figure 16). Your previous session will be duplicated, and the goals review pages become available. You can then revise the session while keeping the original session intact

You can review family, strengths and worries as usual, making changes where they arise and listening to how your participant is going in these areas. Once you reach the goals section you will be prompted to review 'current' goals.

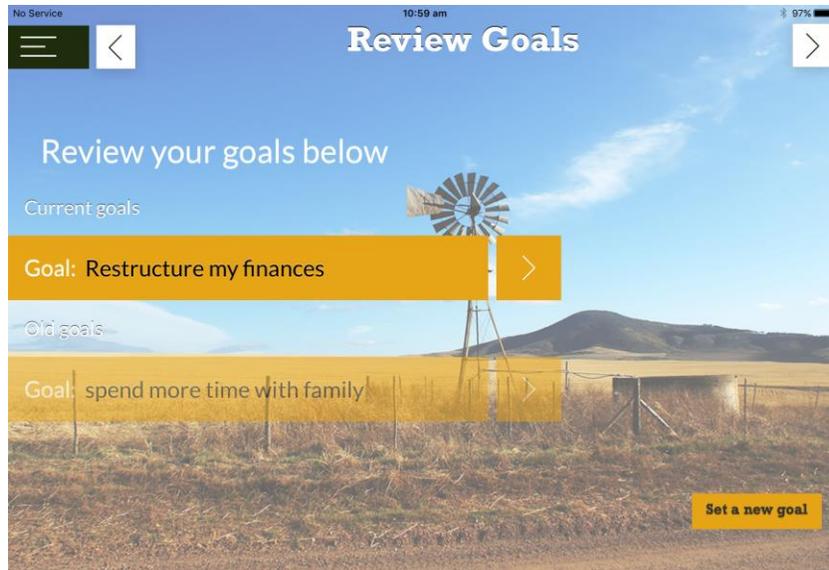


Figure 16: Review goals page

By clicking on the yellow arrow, you have an opportunity to ‘score’ progress toward those goals, to add a *new* step to an *old* goal, or to add a *new* goal altogether. We have maintained a maximum of two current goals so as not to overload participants, but we have also made sure that previous ‘old’ goals can still be seen and accessed.

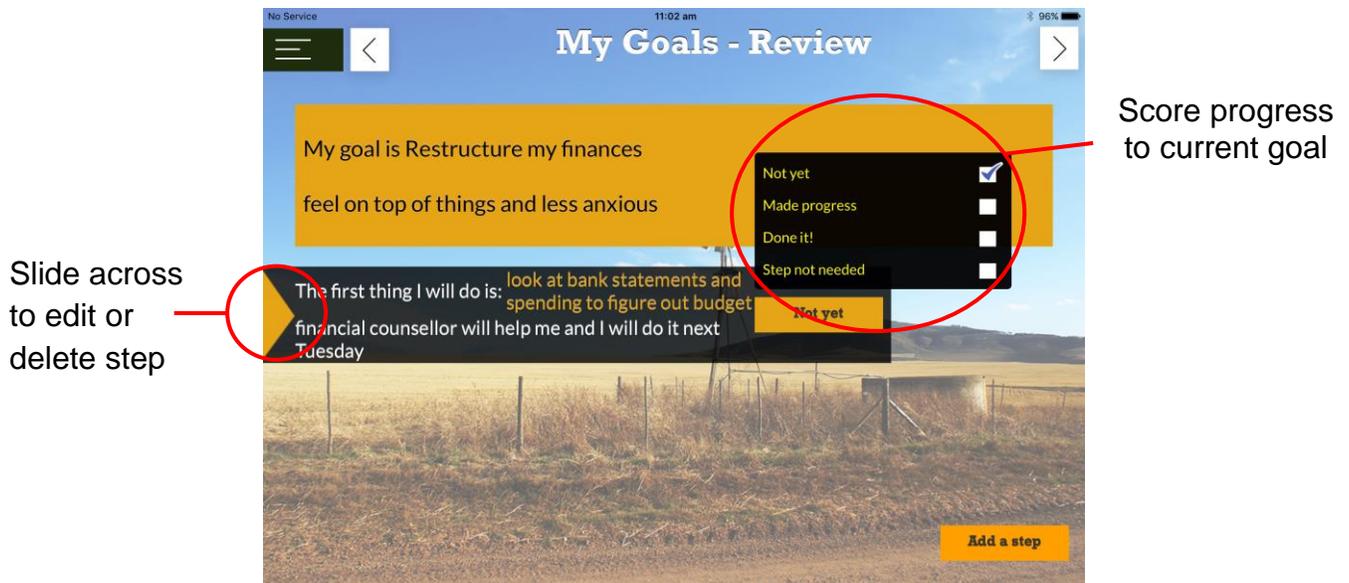


Figure 17: Score progress on current goals

Frequently Asked Questions

Do I set up an account as administrator or as facilitator?

On each iPad, there must be at least one administrator. During setup the first person who sets up a login account becomes an 'administrator'. If more than one person is going to be using the same device, when others register, they can become either 'administrators' or 'facilitators'.

The main difference between administrators and facilitators is that administrators can see the entire participant records stored on the iPad, whereas facilitators can only see their own participant records (i.e. Only the participant records they created). This is to help with case management and in case someone from the organisation leaves. The administrator can also reset passwords for other users and assign admin privileges to other users.

If more than one person from your organisation will be using the same device, you'll need to think about who the administrator/s should be and how you plan to manage this.

Do I need to register as a new administrator/facilitator each time?

No. You should log in using the same facilitator or administrator username each time.

I've forgotten my password what do I do?

If this happens, and there is another person who is an administrator on that device, they can log in and change your password for you through the 'administration' option in the menu.

Does the app security ensure participant's information is confidential?

Participant data is password-protected within the app and cannot be accessed remotely from another device. However, it is up to you and your organisation to make sure that the device and all emails and hard copies are kept safe through rules or policies around the use of the devices. We recommend deleting emails of participant summaries from the sent box on your device and email account, delete any screenshots you take that are stored in your photo album on the device and to set up a password or pin to protect the device itself (as well as on the app). The email summary is partially de-identified as it only has year of birth. To maximise confidentiality and assist in filing you could change the name in the email to just initials.

☀ Data collected in the research database is non-identifiable as no names are exported. The database is protected by a secure and complex password and is only accessible by WQPHN.

How do I give the participant a copy of their summary?

You can print the email summary by connecting your device to a printer via Wi-Fi or emailing the participant summary to a computer connected to a printer. If the participant has an email address, you could also email the participant their summary directly.

If I review a participant and update their plan do, I lose their previous session?

No. Each time you see an existing participant, you have the option of starting a new session on the app or changing a previous session. You can copy a previous session to update by clicking on the copy icon ([Figure:15 Existing record navigation](#)) on the existing participants sessions page. This means you won't have to re-enter all the information you entered previously, you can change it but the original copy remains unchanged.

If I delete or uninstall the app, do I lose data?

We don't recommend deleting/ uninstalling the app as you will most likely lose your data. However, if you have emailed participant and stored the summaries before deleting, you will still have a record of the data. If the app is uninstalled, the data contained within it is deleted.

What if the app crashes when I haven't finished the session do I lose my information?

Once you reopen the app all the information has been stored and you can start where you left off.

Do I have to retype all the information in again every time I see someone?

No. You can copy ([Figure:15 Existing record navigation](#)) the previous session and adapt, add and take away information without affecting the first session. In the existing participants file, look for the participant you are working with and the session you want to work from.

Press the copy icon. This takes you to people who keep me strong page with all information from previous session entered. Change whatever needs to be changed during the session. This will be saved as a new session with current dates and times.

Technical Support

Helpdesk Support

For help with downloading or using the Weathering Well app, go the Weathering Well website

🍏 Connecting to a Wi-Fi Network

Source: <https://support.apple.com/en-au/HT202639>

Wi-Fi is a technology that allows you to wirelessly connect to a local area network. A Wi-Fi connection will allow you to browse the Internet, connect to the app Store and iTunes Store, and use many other features of your iPad. There are multiple ways to connect to a Wi-Fi network. Here are ways to connect to the most common Wi-Fi network configurations.

Make sure Wi-Fi is on and that you can see your network

Tap Settings > Wi-Fi and make sure Wi-Fi is turned on. Tap the name of your Wi-Fi network to join. A blue checkmark beside a network name means you're connected.

To connect to a network

1. Tap Settings > Wi-Fi.
2. When Wi-Fi is on, your device will automatically search for available Wi-Fi networks.
3. Tap the name of your desired Wi-Fi network.
4. When your device is connected to a Wi-Fi network, a checkmark will appear to the left of the network name. The Wi-Fi logo will also appear in the status bar at the top left of your display

To connect to a password-protected network

1. Tap Settings > Wi-Fi.
2. When Wi-Fi is on, your device will automatically search for available Wi-Fi networks.
3. Tap the name of your desired Wi-Fi network. A password-protected network will have a lock icon to the right of the network.
4. You will be prompted to enter the password. Enter the password for the Wi-Fi network.
5. Tap Join.

6. When your device is connected to a Wi-Fi network, a checkmark will appear to the left of the network name. The Wi-Fi logo will also appear in the status bar at the top left of your display.

To connect to hidden network

1. Tap Settings > Wi-Fi. By default a hidden network will not appear in your available network list.
2. Tap Other.
3. Enter the exact name of the network:
4. Tap Security to choose the security type. Note: Not all hidden networks are secure. Please check with the network administrator if necessary.
5. Choose the appropriate security type, and then tap " Back" in the top left.
6. You will now be able to type the network password in the Password field.
7. Tap Join.

When your device is connected to a Wi-Fi network, a checkmark will appear to the left of the network name. The Wi-Fi logo will also appear in the status bar at the top left of the display.

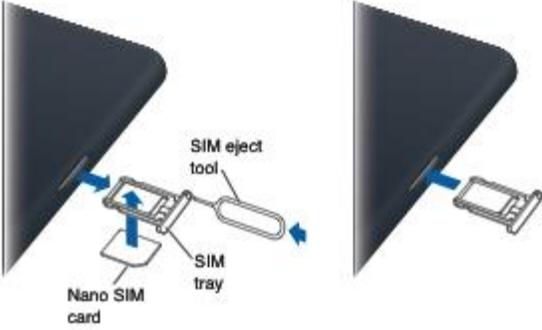
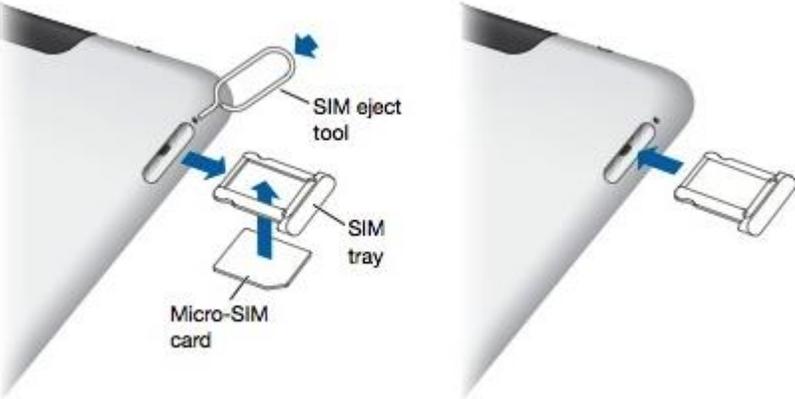
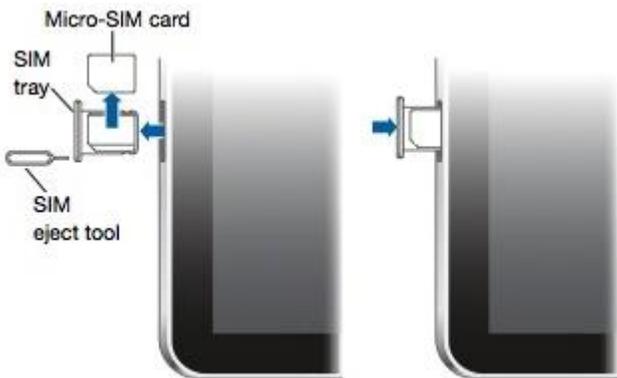
Installing a SIM Card

A Subscriber Identity Module (SIM) card is a portable memory chip used mostly in mobile phones and tablets. These cards hold the personal information of the account holder, including his or her phone number, address book, text messages, and other data. Each card has a unique number printed on the microchip, which the carrier needs to activate it. SIM cards are tied to a particular carrier and can only be used with a service plan from that carrier.

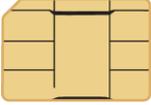
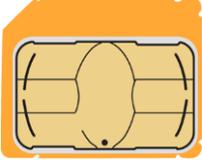
Source: <https://support.apple.com/en-us/HT201337>

Inserting a SIM Card

1. Insert the SIM tool provided with your iPad or a paperclip into the small hole in the SIM tray on the side of your device and push to remove the SIM tray
2. Place the SIM on the SIM tray, ensuring that the angled corner of the SIM is aligned with the angled corner of the SIM tray.
3. Re-insert the SIM tray and push until it clicks into place.

<p>iPad Air 2 iPad mini 3 iPad Air iPad mini 2 iPad mini</p>	
<p>iPad (4th generation) iPad (3rd generation) iPad 2 Wi-Fi + 3G (GSM model)</p> <p>Note: Insert the SIM-eject tool that came with your iPad at a 45° angle.</p>	
<p>iPad Wi-Fi + 3G</p>	

Here's a list of the iPad models and the SIM cards they use:

		
Model	nano-SIM card	micro-SIM card
iPad Air 2 Wi-Fi + Cellular*	✓	
iPad Air Wi-Fi + Cellular	✓	
iPad (4th generation) Wi-Fi + Cellular		✓
iPad (3rd generation) Wi-Fi + Cellular		✓
iPad 2 (Wi-Fi + Cellular)		✓
iPad (Wi-Fi + 3G)		✓
iPad mini 3 Wi-Fi + Cellular*	✓	
iPad mini 2 Wi-Fi + Cellular	✓	
iPad mini Wi-Fi + Cellular	✓	

Activating a SIM Card

http://www.ekit.com/userguides/ipad_data_userguide_en.pdf

1. Check the service (mobile) number or SIM serial number on the SIM card pack
2. Activate online or over the phone following your carrier's instructions.
3. For Telstra, enter your details and follow the prompts at

<https://www.my.telstra.com.au/activate?ti=TR:TR:june12:ppaapp:prepaidactivation:ppa>