Stay Strong App
User Guide

Version 2.1

MENZIES.EDU.AU

Acknowledgements

We would like to acknowledge the generous contributions of Aboriginal Mental Health Workers on the Tiwi Islands and in Darwin, and of many health professionals in the Northern Territory and across Australia who have engaged with the AIMhi team and contributed their expertise to this story. In particular we acknowledge AIMhi First Nations[1] researchers past and present, especially Patj Patj Janama Robert Mills, Carolyn Griffin, Valerie Thompson, John Cusack and Daniel Mulholland.

Suggested citation: Dingwall, KM & Nagel, T. (2025) AIMhi Stay Strong App: User Guide V2.1 Darwin: Menzies School of Health Research.

Icon Legend

⬇	Information Management Tips
🔒	Security/Confidentiality Tips
	Tip Relevant for iPad/Apple Users
G	Tip Relevant for Samsung Galaxy/Google Users

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

Contents

Introduction

The Stay Strong app was developed by the Menzies School of Health Research (Menzies), in partnership with the Queensland University of Technology (QUT). It is based on the tools developed by Aboriginal people for Aboriginal people as part of the Aboriginal and Islander Mental Health Initiative (AIMhi).

The AIMhi Stay Strong app is a motivational care planning tool that assists health providers to promote wellbeing with Aboriginal clients by considering their social supports, strengths, worries and the goals or changes they would like to make. Users are first asked to identify the people in their life that help keep them strong. They are then asked to identify their strengths in four areas of their life, and this is represented visually as leaves on a tree. As more strengths are inputted, the leaves grow stronger and healthier. Similarly, users are asked to identify things in their life that take away their strength and as more worries are identified, the leaves on the tree wilt and change colour. Users are then left with a visual representation of the areas in their life where they are strong and not so strong. The app includes tips for making change and wellbeing assessments including the Kessler 5 and 10 and now the PHQ-2. It is designed for use by Aboriginal Health Workers, nurses, GPs, allied health professionals, wellbeing workers and others to facilitate delivery of a structured brief intervention. The app provides help text and audio instructions to reduce the impact of low computer or English literacy. A summary of the Stay Strong Plan can be securely transferred or printed in text, pictorial or csv format to keep a record of the session. The app is password protected to ensure client confidentiality. Users will always be asked to re-enter their password upon opening the app and again when accessing existing client data.

Digital mental health (dMH) provides an efficient and cost-effective opportunity to reach populations with poor service access. The AIMhi Stay Strong app is designed to provide an effective, visually appealing, culturally relevant and person-centred low intensity intervention suitable for clinician 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 implementation of the AIMhi Stay Strong app, including the development and delivery of a training and support package for using dMH strategies in primary healthcare. This evaluation is part of the eMental Health in Practice (eMHPrac) project. Training in dMH approaches for organisations working with Indigenous clients including training in the AIMhi Stay Strong app is currently being offered in selected locations. A preview of the app is available here.

iPad Set Up

To set up the Stay Strong app on an iPad or iPhone you will need an Apple ID and internet/Wi-Fi connection.

- Download the Stay Strong app from the App store: https://apps.apple.com/au/app/aimhi-stay-strong/id1558614011

- To download the app, you will need an Apple ID. If you don't already have one, set one up following the on-screen instructions or follow this guide (https://support.apple.com/en-au/HT204316).

   🔒 If you are using an iPad owned by your organisation, you may like to set up an Apple ID for your organisation rather than using a personal one. It may be worth checking with your IT department whether your organisation already has an Apple ID.

- If you are setting up a new Apple ID, you will need to provide a credit card number.

   🔒 If you do not wish to keep the credit card details linked to the Apple ID/iPad (eg: if multiple staff members or clients are to use the iPad), as soon as you have set up the Apple ID and downloaded the free Stay Strong app you can remove the credit card details by going to Settings>iTunes & App Store>Apple ID>Payment Information. For more information, see http://support.apple.com/en-us/HT204034

   ⬇ Please note: the Stay Strong app is not yet compatible with laptops, desktops and some other devices.
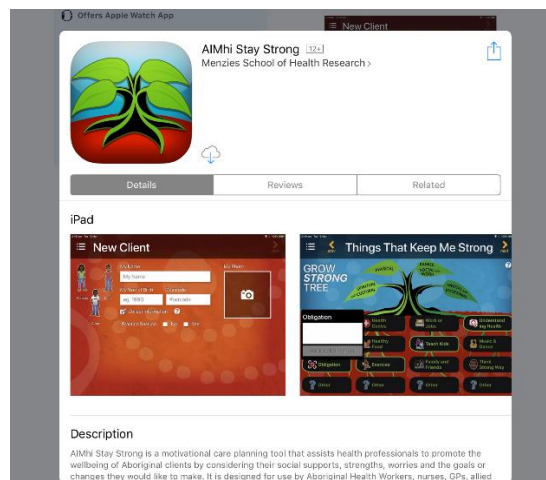

Figure 1: 🍎 *App Installation Apple Store*

Google Play (Android/ Samsung Galaxy) Set Up

To set up the Stay Strong app on a Samsung Galaxy device you will need to have an active Google Account and access to internet/Wi-Fi connection.

To Set up a Google account:

1. On your device- Open your Settings.
2. Search for Accounts › Add account ＋ › Google .
3. Follow the instructions to add your account.

Download the Stay Strong app from the Google Play Store: https://play.google.com/store/apps/details?id=au.edu.menzies.aimhistaystrong

⬇ Please note: the Stay Strong app is not compatible with some Samsung Galaxy devices. Please ensure that you check the compatibility of the device before purchasing any new devices or the app.

A warning will be displayed on Google Play Account if the device is incompatible.

Figure 2: App Installation from Google Play (no eligible devices)

Set-up Service Name and User Accounts

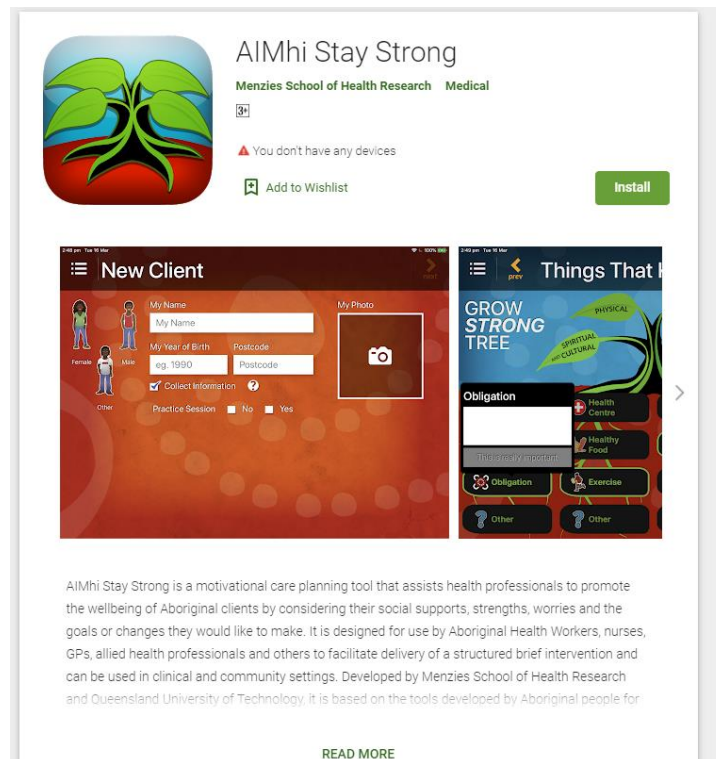⊕ The first time you open the app; the app will spend a minute or two downloading files after which you will be asked to enter your service name and register as a practitioner. Please either choose a service name from the list or enter a service name that clearly identifies your service. **You will need to be connected to the internet/Wi-Fi for this process; however,** once this is set up you can use the app without internet/Wi-Fi access. See Connecting to Wi-Fi help

⊕ The first person who registers will be the **Administrator** for that device.

⊕ The **administrator** can access all users' client files, reset other practitioner'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 practitioner account for each user so that they have their own password.

⊕ To set up a new practitioner you will need to 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).

🔒Passwords must be at least 8 characters with one uppercase letter, one lowercase letter, a numeral and a symbol in them.

Subsequent users will be identified as **Practitioners** and will only have access to their own client files (i.e. only the client files they create).

Getting Started Using the App

Password Changes
You can change your password by tapping on the 'Administration' tab (for administrators) or the 'My Details' tab (for practitioners) in the menu.

If you have forgotten your password, you can reset your password by tapping on the words 'Forgot Password' underneath the login button. If you do this, an email will be sent to the email address you registered with. You should open this email from the device and tap on the link in the email. If you are unable to access the email from the device, you can open the app, tap the "forgot password" link and type in the code given to you in the email. When you tap 'submit' your details will appear with a blank password field. Type in a new password and tap 'next'.

Create a Client Session
When you create a client session you will be asked to enter or select the client's:

- First name

- Year of birth
- Postcode
- Gender
- Audio language (note this applies to audio not written text)

You will also be asked to:
- Agree to collection of deidentified information from the app in the app database (see Database and Confidentiality sections below)
- Select whether it is a practice client session or not (see below)

Taking Client Photo

If your client wishes, you can incorporate a photo of them into the app. Simply tap on the 📷 camera icon and use the device to take the client'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.

🔒 You will need to allow the app to access the device's camera by clicking 'allow' when prompted.

🔒 Client photos are not stored on the device; they are only stored in the app itself.

Trialling the App without Client Contact

↧ If you do not work directly with clients or would like to practice with the app when not with a client, please select 'yes' for 'practice session' on the 'New Client' page (see picture below) by tapping on it.
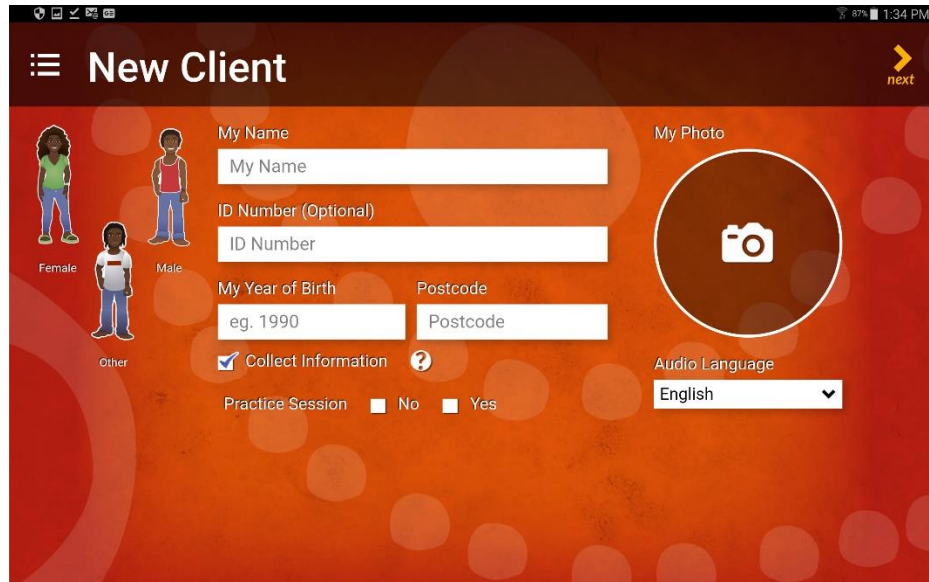
↧This helps Menzies identify and exclude 'practice' data in the database. This way any practice sessions can be separated from the analysis of real client data for evaluation.

Database

🔒 To assess how the app is used, anonymous data from the app is collected in a database. The database is only accessed by the Menzies research team and is secured by a complex password. Information collected is non-identifiable and includes how much time is spent on each page; whether all components of the app are completed; number of people entered; which strengths and worries were chosen; the goals and steps entered; outcome measure data if completed; number of sessions; the number of times the help page was triggered.

Database and Confidentiality

🔒 No names are exported to the database to ensure the information remains anonymous. We have received approval from relevant ethics committees to collect non-identifiable information from the app for research and quality improvement purposes. If your client is willing to share anonymous information with us, please tick the box 'Collect Information' on the 'New Client' page (see below).

Figure 3: New Client Registration

🔒 If the collect information box displays a red cross, this means that that client's data will not be exported to the research database, it will only be stored on your device 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, and you may use only the first name.

🔒 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 device's photo album.

Navigating the App

You can use the 'Menu', 'next' button and 'help icon' to help you navigate the app (see below).

Menu icon

Next button

Help icon
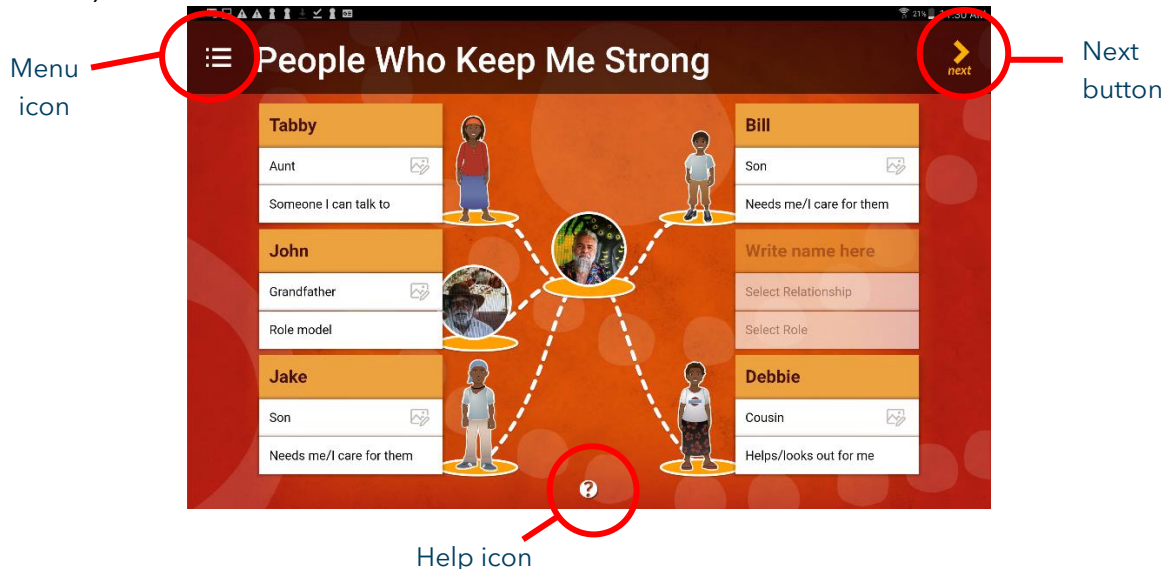
Figure 4: App Navigation

Navigation Menu

The Menu pops out (as below) when you tap the '**menu**' icon 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 Clients**', you will always be asked to re-enter your password. This ensures that your existing client list remains private and is only accessible by authorised users.
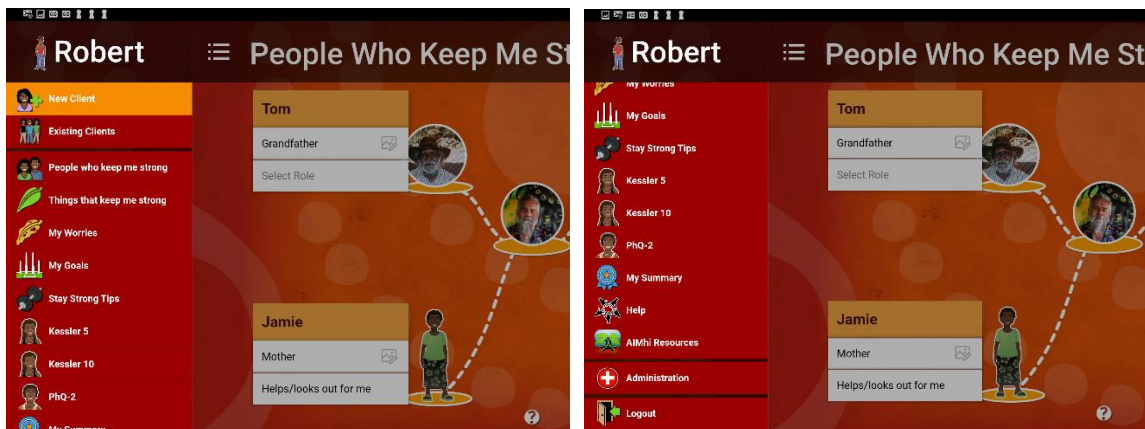
Figure 5: Navigation Menu

Help Icon and Audio

When you tap on the 'help icon', help text will appear with the instructions on what to do for that part of the app. This box also allows you to tap the 'audio icon' to play the audio instructions for that page. You can pause the audio instructions by re-tapping the audio icon or stop the audio by tapping the square next to the audio icon. If you tap outside the help text box, the box will disappear while the audio keeps playing.
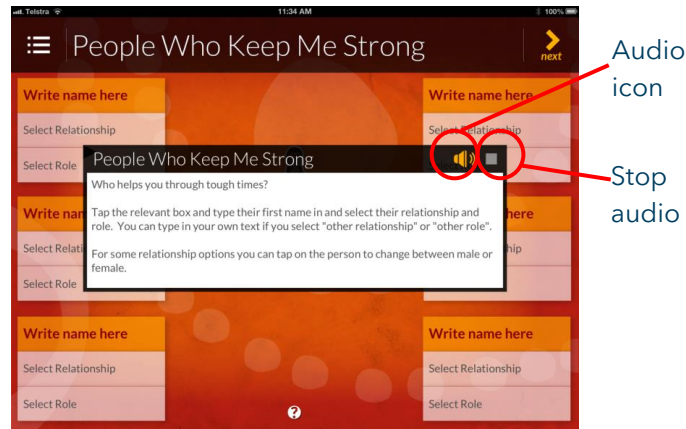
Figure 6: Help icon and Audio function

Kessler and Patient Health Questionnaires

The Kessler 10 (K10), the Kessler 5 (K5), and the Patient Health Questionnaire (PHQ-2) have been incorporated into the app. The Kessler scales (K10 and K5) are each a short measure of non-specific psychological distress. The PHQ-2 is the short form version of the PHQ-9, a measure of depression. These are optional features accessed through the navigation Menu.

Figure 7: Kessler 10

Wellbeing measure scores appear on the summary page:

Figure 8: Kessler 5 summary

Help Page

On the wellbeing measures summary page, you will also see a prompt for '**Suggestions for extra help'** which will take you to our new help page.
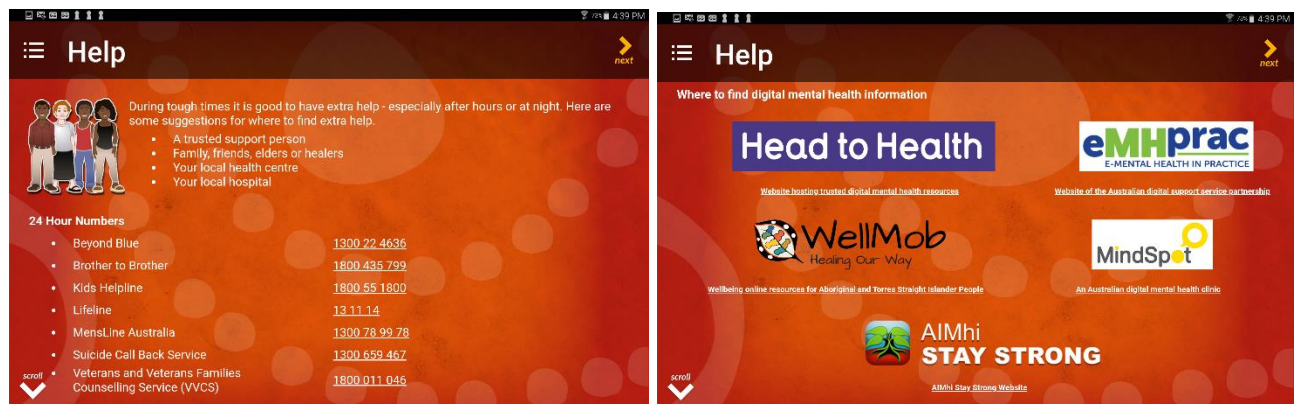
Figure 9: Help page

This page also appears if a client chooses self-harm or suicide when inputting their worries, or if they score 'high' distress on one of the wellbeing measures. It is also available as an option at the end of the summary page by clicking '**Getting extra help'.**

Email Summary

When you have navigated through all pages of the app (and you navigate to the end of the '**My Summary**' section) you will have the option of emailing a text, pictorial pdf or csv (i.e. excel) summary of the data that you have entered into the app (Figure 10). To do this, simply tap the '**Email Summary**' button and enter your (or your client's) email address and select the summary format you wish to export. You can also email a summary from the Existing Clients page. Simply slide across the yellow triangle on the left of each client record and you will have an option to

email (envelope icon) or **delete** (trashcan icon) each client session (see picture in Existing Client section below). The email summary is partially de-identified as it only has a first name and not a full date of birth. The email is sent from a secure server (Figure 10).

You can print the pictorial version of the plan through tapping on the **'Print'** icon.

Figure 10: Email, Print and Export summary functions

In addition, the **'Export'** button allows you to share the data securely in text, pictorial pdf, or CSV format from any of the file sharing apps set up on your device (Figure 11). Simply click export, choose the file format you would like to export, and choose the app you would like to use to share it (e.g. google drive, onedrive, dropbox). To find an app not already listed, click on 'more'. You can also send it as a message or email from here, however, please note that if you email using this method, a copy will be stored in your sent folder for the email account set up on this device. If it is a shared email or device, please ensure you delete this sent email to maintain confidentiality).
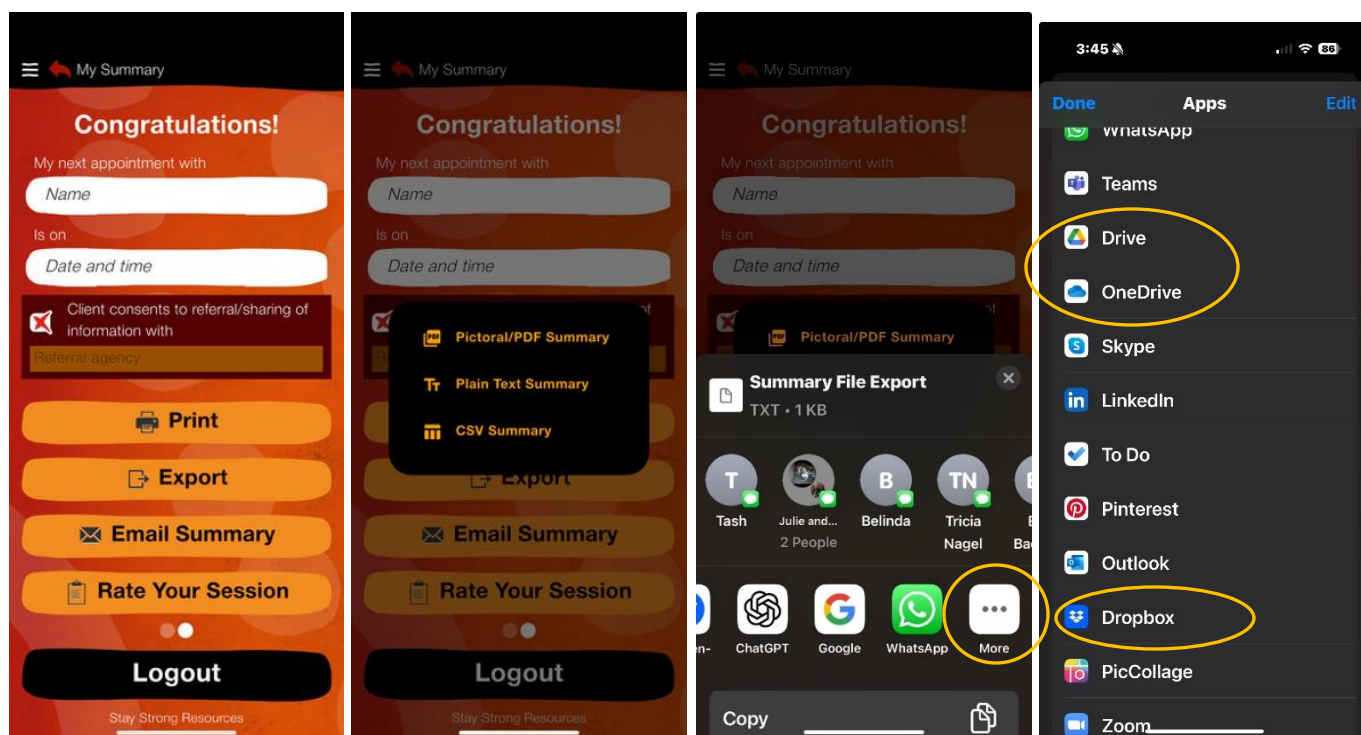
Figure 11: Export summary via secure file transfer

Session Rating Questions

The '**Rate your session'** button allows clients 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 12).

Figure 12: Rating the Session

Existing Clients

Exporting and Importing a Client Record
You can now share client records across devices. First, open the app to the 'Existing Clients' list (Figure 13). Slide across the yellow triangle and press the **'export'** icon (square with arrow pointing out). A code and password will be displayed. You can then copy and email it to another practitioner or yourself.
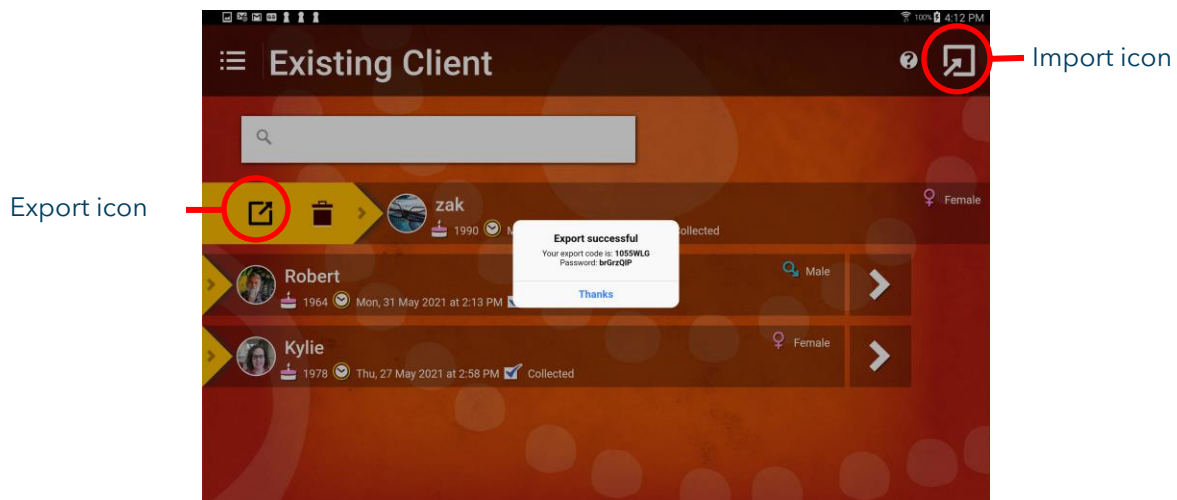

Figure 13: Existing client list

Copy this code and password from your email. Open the Stay Strong app on the device you want to import to and navigate to the 'Existing Client' list, press the import icon (square with arrow pointing in),paste in the code and password, then click on '**import**' (see Figure 14).
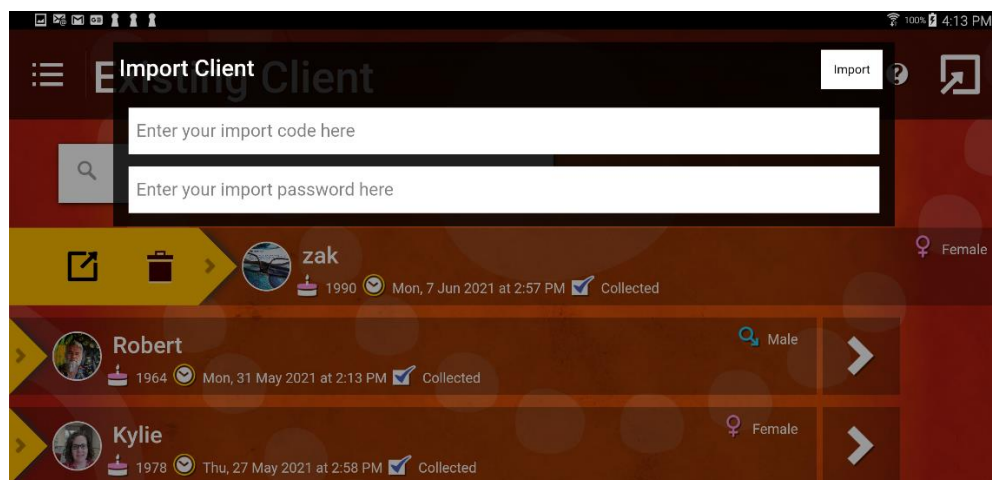
Figure 14: Importing a client

Deleting, Emailing or Copying Sessions

If you slide the yellow triangle across next to the client session (see Figure 15), you can choose to email (envelope icon) or delete (trashcan icon) that session. If you click on the copy icon, you can copy the whole record and then edit, whilst keeping a copy of the original plan.
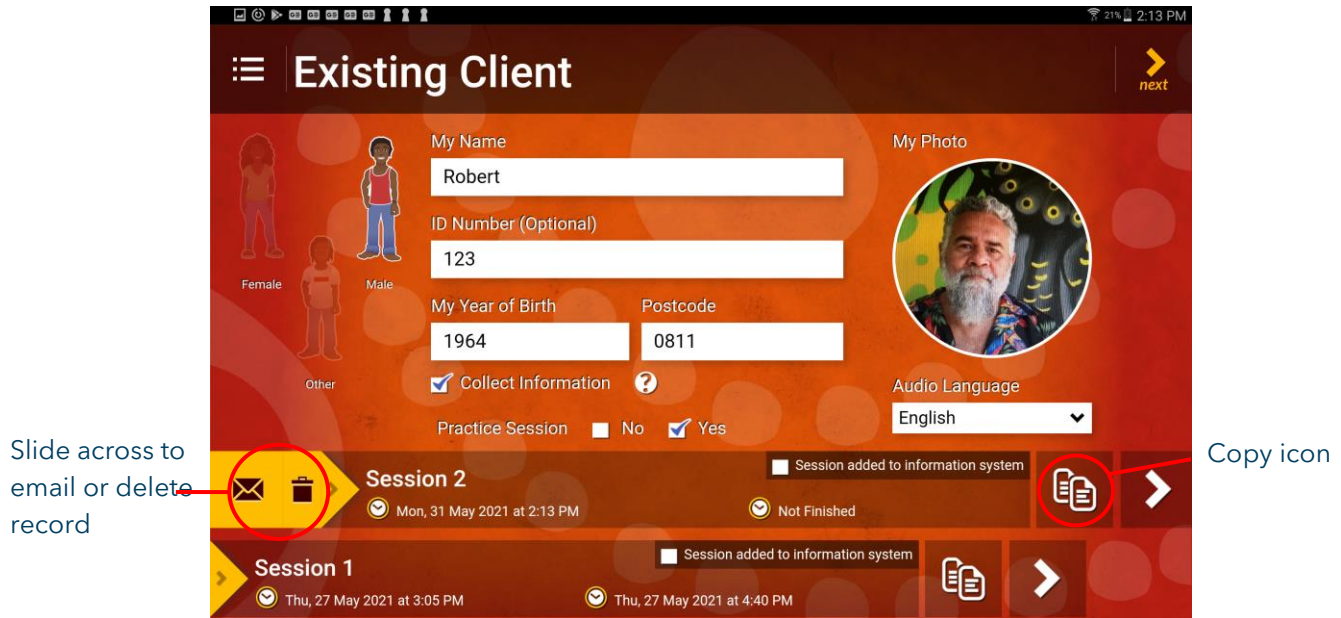
Figure15: Existing record navigation

Goals Review

To review a session, you open the '**existing clients'** tab, click on the **'copy'** icon and 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 client is going in these areas. Once you reach the goals section you are prompted to review 'current' goals.
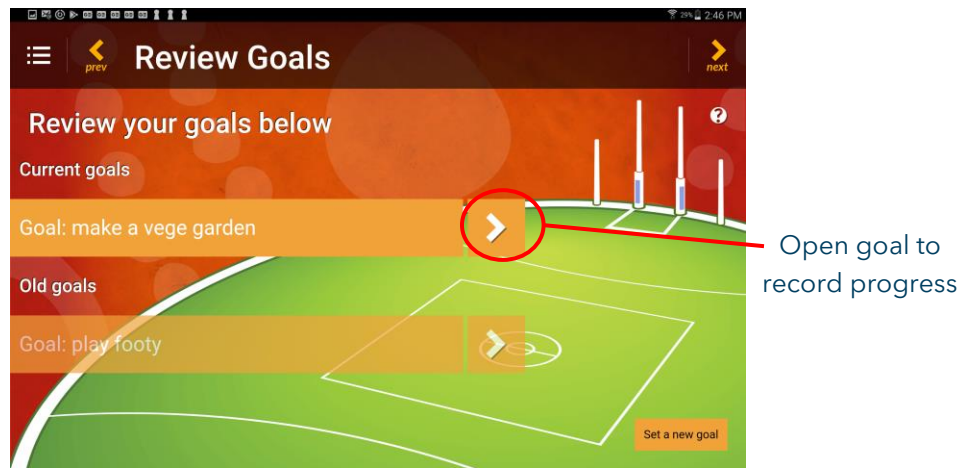
Figure 16: Review current goals or set a new goal

Click on the arrow (see Figure 16) to open a current goal and record progress, add a new step or edit a step or the goal (Figure 17). We have maintained a maximum of two current goals so as not to overload clients, but we have also made sure that previous 'old' goals can still be seen and accessed.
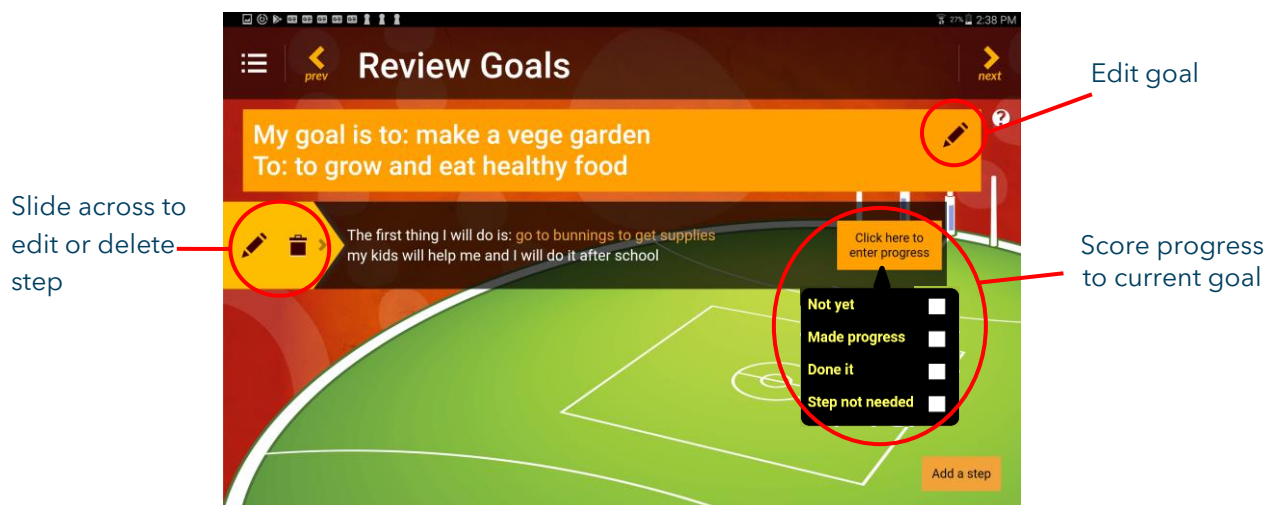
Figure 17: Score progress to current goals

Goals Review on Smartphone

Click on the goal under 'current goals' to open the edit function. Click on the '**click here to enter progress**' bar to find options to enter progress. Click on '**add a step**' (top right-hand corner) to add a new step and then save it.
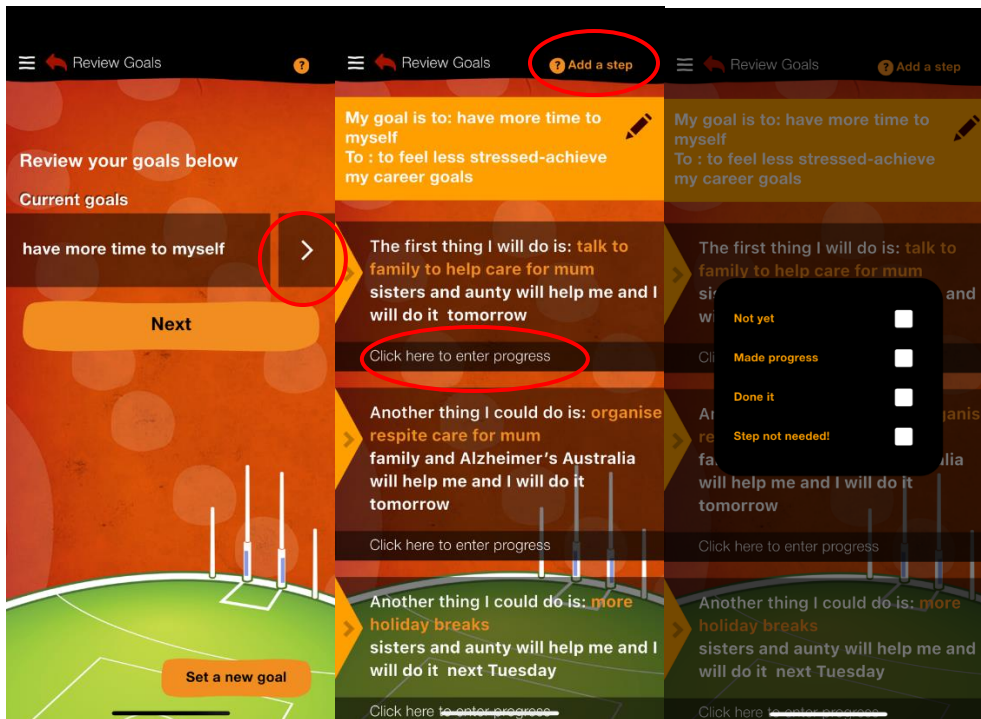
Figure 18: Review current goals and progress on smartphone

Slide out the yellow arrow to edit steps. Choose whether to keep goal current on the 'Congratulations' page
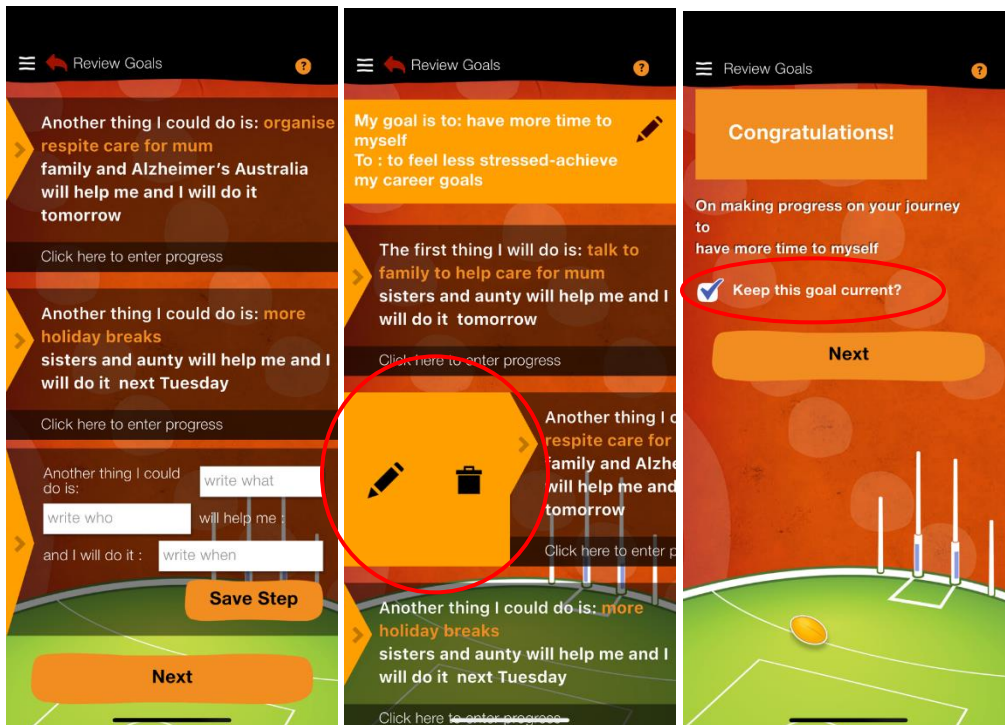
Figure 19: Edit steps and choose to keep current goal

Frequently Asked Questions

Do I log in as administrator or as practitioner?
On each device, 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 'practitioners'.

The main difference between administrators and practitioners is that administrators can see all client records stored on the device, whereas practitioners can only see their own client records (i.e. only the client records they created). The 'administrator' can also reset passwords for other users and assign administrator 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 practitioner each time?
No. You should log in using the same practitioner or administrator username each time.

I've forgotten my password and don't have current internet access. What do I do?
If this happens, and there is another person who is an administrator on that device (iPad or Tablet or smartphone), they can log in and change your password for you through the 'administration' option in the menu.

If there are no other administrators on the device, you will need to wait until you have internet access (Wi-Fi or 4G).

When you have internet access, click on the 'forgot password' button'. An email will be sent to the email address with which you registered. You should open this email from the device and tap on the link in the email.

If you are unable to access the email account from the device, you can write down the activation code given in the email, open the app, tap the "forgot email" button and enter the activation code given to you in the email.

When you tap 'login' your details will appear with a blank password field. You will then need to type in a new password and tap 'next'.

Does the app security ensure client information is confidential?
Client 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 is kept safe. If you haven't already, you might like to consider developing some rules or policies around the use of the device. We recommend setting up a password or pin to protect the device itself (as well as the app).

🔒We encourage users to only use first names (not surnames) in the app. Data collected in the research database is non-identifiable as no names or photos are exported. The database is protected by a secure and complex password and is only accessible by the research team.

How do I give the client a copy of their summary?
You can print a copy of the summary directly from the device or email the summary to your email address and then print. If the client has an email address, you could also email the client their summary directly.

If I review a client and update their plan, do I lose their previous session?
No. Each time you see an existing client, 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:13 Existing record navigation) on the existing clients sessions page. This means you won't have to re-enter all the information you entered previously, you can change it, but the original version 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 client summaries and stored the summaries before deleting, you will still have a record of the information. 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 should have 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:13 Existing record navigation) the previous session and adapt, add and take away information without affecting the first session. In the existing clients file, look for the client you are working with and the session you want to work from.

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

Technical Support

Support

For help with downloading or using the Stay Strong app, contact:

Email: info.aimhi@menzies.edu.au

 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 device. 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.

Connecting to a Wi-Fi Network Samsung Galaxy

A good video to watch if you need to set up your Wi-Fi on a Samsung Galaxy tablet is available on the following link.

Source: https://tablets.gadgethacks.com/how-to/set-up-wi-fi-connection-samsung-galaxy-tab-411602/
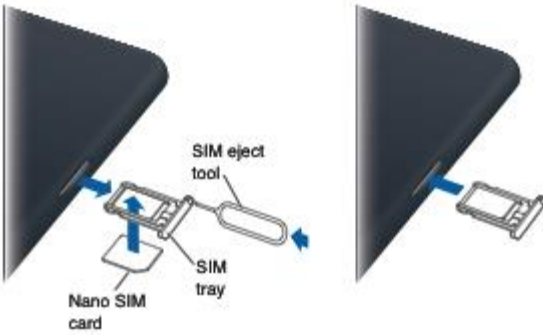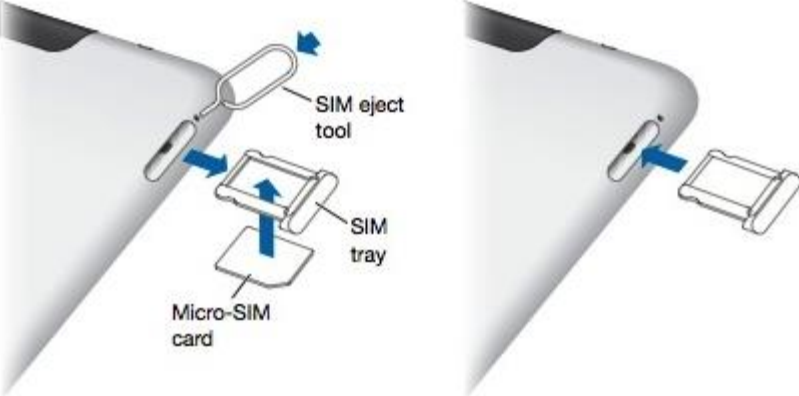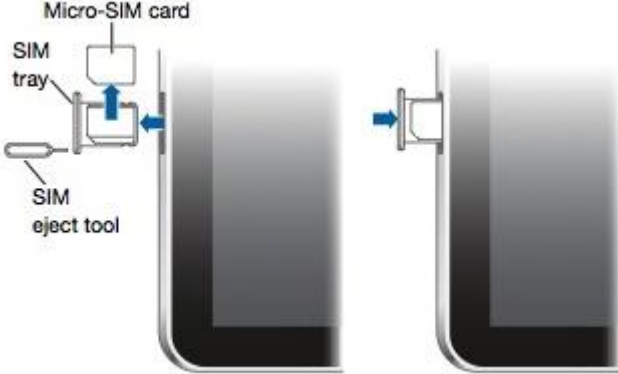
Installing a SIM Card

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.

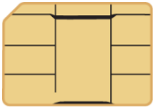Source: https://support.apple.com/en-us/HT201337

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.

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

Finding the right SIM Card

Search online for the appropriate SIM card for your device make and model.

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

	nano-SIM card	micro-SIM card
Model		
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