AIMhi Stay Strong App:

User Guide

Contents

Icon Legend

ICON	MEANING
!	Information Management Tips
☼	Security/ Confidentiality Tip
	Tip Relevant for iPad/ Apple Users
G	Tip Relevant for Samsung Galaxy/ Google Users

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 Indigenous[1] researchers past and present, especially Jana (Robbie) Mills, Carolyn Griffin, Valerie Thompson, John Cusack and Daniel Mulholland.

Suggested citation: Dingwall, KM & Nagel, T. (2014) AIMhi Stay Strong App:

User Guide. Darwin: Menzies School of Health Research.

---

[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

Introduction

The Stay Strong App is based on the Aboriginal and Islander Mental Health Initiative (AIMhi) tools and was 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 leaves on a tree. As they input more strengths, the leaves grow stronger and healthier. 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 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 the areas in their life where they are not as strong.

The process is assisted and supported by the health provider and provides help text and audio instructions to reduce the impact of low computer or English literacy. A summary of the Stay Strong Plan can then be emailed and printed to keep a record of the session for clients and health providers.

Digital Mental Health 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 the implementation of the AIMhi Stay Strong App into routine care, including the development and delivery of a training and support package for health professionals in primary healthcare such as Aboriginal Health Workers, Aboriginal Mental Health Workers, nurses, allied health professionals and GPs in Digital Mental Health strategies.

This evaluation is part of a project funded by the Department of Health and involving collaboration between organisations nationally, including Menzies, Queensland University of Technology and the University of Sydney to promote Digital Mental Health approaches for Indigenous people in rural and remote regions. Training in Digital Mental Health approaches for organisations working with Indigenous clients including training in the AIMhi Stay Strong App is currently being offered in selected locations. A preview is available at: https://www.menzies.edu.au/page/Resources/Stay_Strong_iPad_App/.

iPad Set Up

In order to set up the Stay Strong App on an iPad you will need an Apple ID, an email account on the iPad and internet/Wi-Fi connection.

- Download the Stay Strong App from the App store: https://itunes.apple.com/us/app/aimhi-stay-strong-app/id912289264

- In order to purchase 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 whether your organisation already has an Apple ID with your IT department.

- 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 purchased the 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

- In order to purchase the app, you will need either a credit card linked to the Apple ID or an iTunes voucher.

  ☼ It may be easier and/or more secure to personally purchase an iTunes voucher and get reimbursed from your organisation. In the App store, when asked for payment information, simply scan the voucher or manually type in the voucher number. More info on using iTunes vouchers can be found here https://support.apple.com/en-au/HT201209

- ! If you are setting up more than one iPad, you only need to purchase the Stay Strong App once. Use the same Apple ID to sign into the iTunes store on each iPad and download from the cloud. To sign in to the same apple account go to Settings> iTunes and App store>Sign in.

- **Note: You can have maximum ten devices associated with your Apple ID and iTunes at one time.**
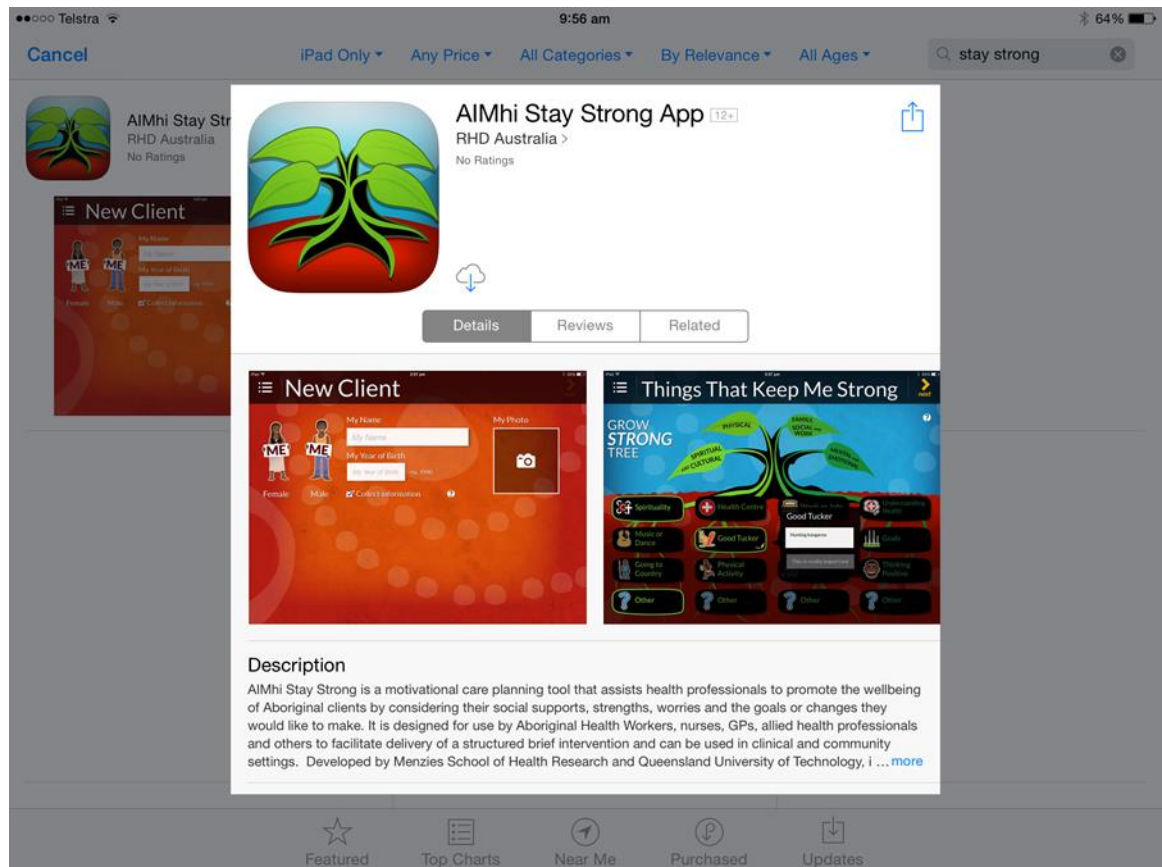
Figure 1: <img> *App Installation Apple Store*

- You will need an email account set up on the iPad so that you can send a summary of the Stay Strong Care Plan from the iPad for saving in the client record or to the client. It may be worth setting up a generic email account (eg: staystrong@yourorganisation.org.au).

  ☼ 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 to a generic email account go to settings > mail, contacts, calendars > add account and then follow the prompts.

- Please note: the Stay Strong App is not compatible with iPhones, laptops, desktops and some other devices. Please ensure that you check the compatibility of the device before purchasing the App.

Google Play (Android/ Samsung Galaxy) Set Up

In order to set up the Stay Strong App on a Samsung Galaxy device you will need to have an active Google Account, an email account and access to WiFi connection

1. Set up a Google account.
2. On your device- Open your Settings.
3. Search for Accounts ＞ Add account ＋ ＞ Google .
4. Follow the instructions to add your account.

Download the Stay Strong App for the Google Play Store https://play.google.com/store/apps/details?id=com.menzies.staystrong

There is a cost associated to the Installation of the App. When you enter new payment information for a Google product or service, it gets saved in a payment profile. The next time you buy something through Google, you can reuse the information in the profile or create a new profile associated with your Google Account.

☼ Organisations can create an administration account or a Business payment profile as part of the Google Payment Profile to manage the Google Payment features and increase security on the account. To manage your Google Account Payment Profile please refer to the Google Payments Help

! If you are setting up more than one Samsung Galaxy device, you only need to purchase the Stay Strong App once. Use the same Google Account on multiple devices repeat steps above to sign into the Google account and download the App from the cloud.

Please note: the Stay Strong App is not compatible with smart phones and 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.
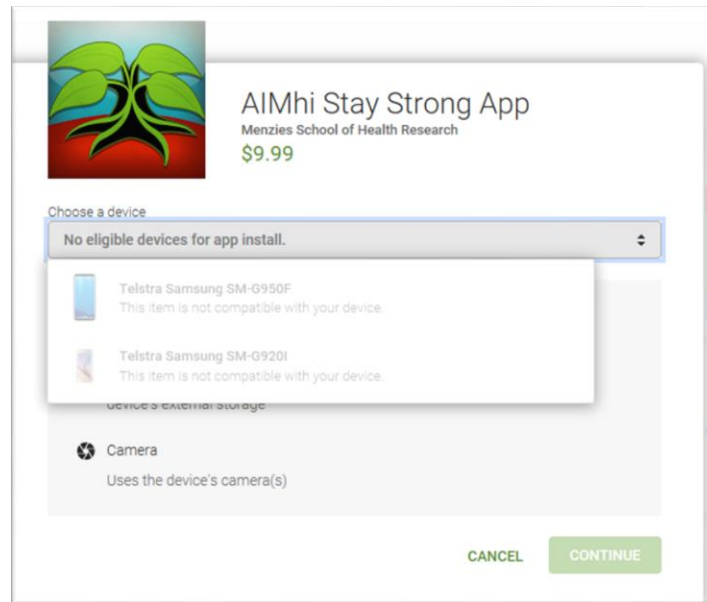
Figure 2: G *App Installation from Google Play (no eligible devices)*

Set-up Service Name and User Accounts

! The first time you open the App, you will be asked to enter your service name and register as a practitioner. Please 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/WiFi access. See Connecting to WiFi help

! The first person who registers will be identified as 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).

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

Using the App

Password Changes

You can change your password by tapping on the 'My Details' tab 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 as a practitioner with.

You should open this email from the iPad and tap on the link in the email. If you are unable to access the email from the iPad, you can open the App, tap the "enter activation code button" and type in the 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'.

Create a client record

When you create a client record you will be asked to enter or select:

- The client's first name
- Year of birth
- Gender (tap on the picture of the woman or man)
- Agree to allow information from the App to be collected in a database (see Database and Confidentiality sections below)

Taking client Photo

If you wish, you can take a photo of the client that will be incorporated into the App. Simply tap on the 'my photo' box and use the iPad 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. ☼ Client photos are not stored on the device, they are only stored in the App itself.

Trialing 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 create a new client record and de-select the 'collect information' box on the 'New Client' page (see picture below) by tapping on it. ! This helps Menzies identify and exclude 'practice' data, please also use '1900' as the year of birth. This way any practice sessions can be separated from the analysis of real client data in the database.

Database

☼ In order to assess how the App is used, anonymous data from the App will be collected in a database. The database will only be accessed by the research team and is secured by a complex password. Information collected will be non-

identifiable and will include how much time is spent on each page of the App, whether clients finish all the components of the App or just some, the types of relationships entered and the role they play in clients' life (no names will be collected); items selected that help to keep client strong (e.g. exercise, work, medication) or that take away their strength (e.g. unhealthy lifestyle, grog); the clients goals, who will help with the goals and the steps they will take.

Database and Confidentiality

☼ No names will be exported to the database to ensure the information remains anonymous. Regardless, we encourage you to only use first names in the App. We have received approval from ethics committees to collect non-identifiable information from the App for research and quality improvement purposes.

If you are willing to share anonymous client information with us, please ensure that the box 'collect information' is ticked on the 'New client' page (see below).
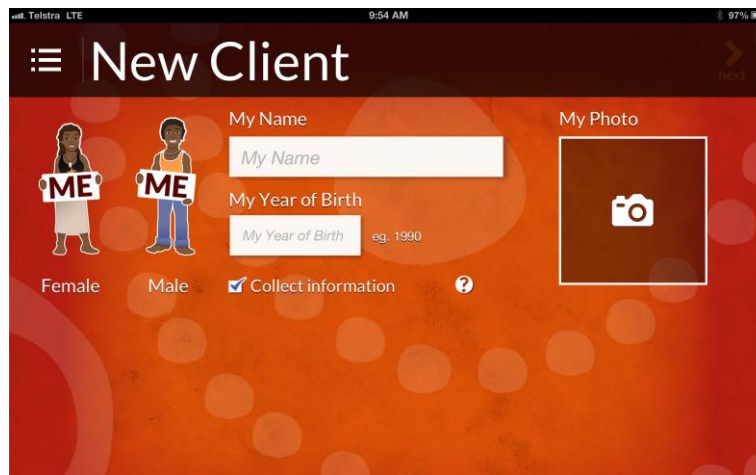
Figure 3: New Client Registration

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 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, and first name only can be used. ☼ 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.

Navigating the App

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

Menu

Next button

Help icon

Figure 4: 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 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, they box will disappear while the audio keeps playing.
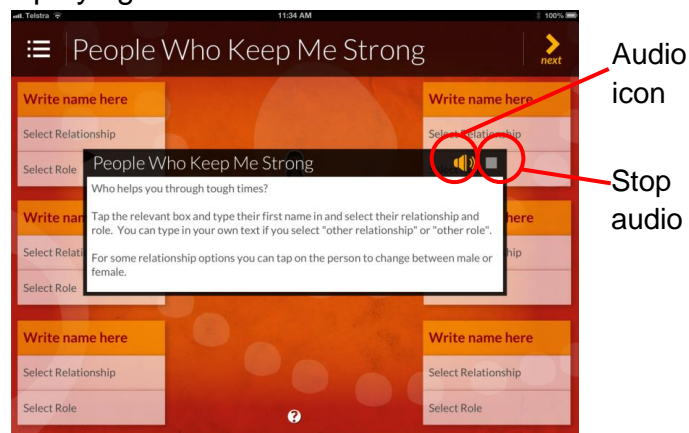

Figure 6: Help icon and Audio function

Kessler 10 scale

The Kessler 10 (K10) scale has been incorporated into the Android App. It is a short measure of non-specific psychological distress based on questions about the level of nervousness, agitation, psychological fatigue and depression.

The K10 is an optional feature accessed through the navigation Menu.

Figure 7: Kessler 10

Recording Pictorial Summary (iPad)

To store a copy of the pictorial summary, go to the 'My summary' section and take a screen shot of the 'page' by pressing the on/off button, and the 'home' button at the same time. This will store a 'photo' of the screen in the photo album on your iPad which you can insert into the email summary (see below).

'Home' button

On/Off Button

Figure 8: iPad taking a screen shot

Email Summary (iPad)

When you have navigated through all pages of the App (or you navigate to the end of the 'My Summary' section) you will have the option of emailing a text

13

summary of the data that you have entered into the App (Figure 9: iPad Email summary). To do this, simply tap the 'Email Summary' button and enter your (or your client's) email address.

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). You can edit any of the text in the email. The email summary is partially de-identified as it only has a first name and not a full date of birth. To maximise confidentiality and assist with filing your summary, you may like to change the name to just initials.

☼ 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.
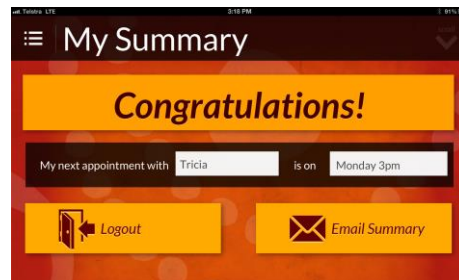

Figure 9: *iPad Email summary*

Whilst in the email summary, you can add photos/screenshots to the email by tapping and holding the cursor until an option comes up to 'insert photo or video'. Click this option and select the screen shots you took earlier to insert.
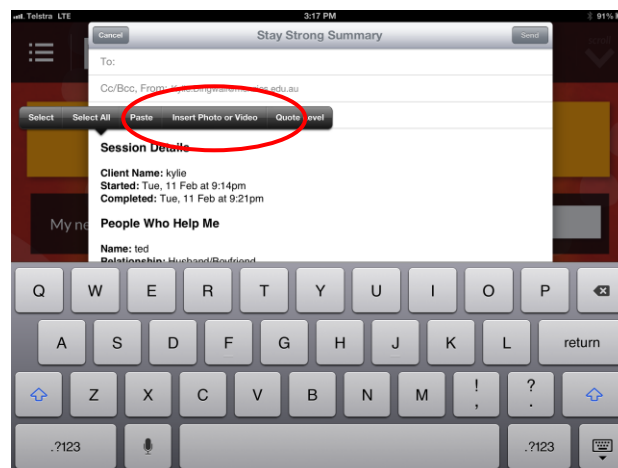
☼ Be sure to delete the screenshot from your photo album when you are finished so that unauthorized users cannot access the information.

Recording Pictorial Summary (Samsung Galaxy)

On Samsung Galaxy devices the pictorial summary is automatically recorded. At the end of the summary you are given an option (final client summary Page) to export the summary to the device or email the summary (see below).
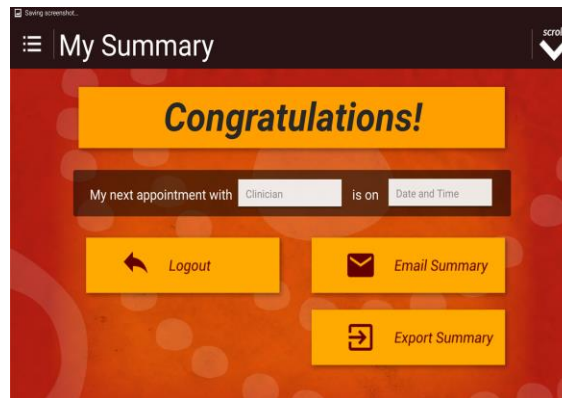
Figure 11: Samsung Email and exporting summaries

Email and Exporting Text and Pictorial Summary (Samsung Galaxy)

When you have navigated through all pages of the App (or you navigate to the end of the 'My Summary' section you will have the option of emailing a text and pictorial summary of the data that you have entered into the App. To do this, simply tap the 'Email Summary' button and enter your (or your client's) email address. The pictorial summary will send as a pdf attachment.

You can also email a summary from the Existing Clients page (Figure:12 Existing record navigation). 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). You can edit any of the text in the email. The email summary is partially de-identified as it only has a first name and not a full date of birth.

☼To maximise confidentiality and assist with filing your summary, you may like to change the name to just initials.

Deleting, emailing or copying data

If you slide the yellow triangle across next to the client information, you can choose to email (envelope icon) or delete (trashcan icon) that data. If you click

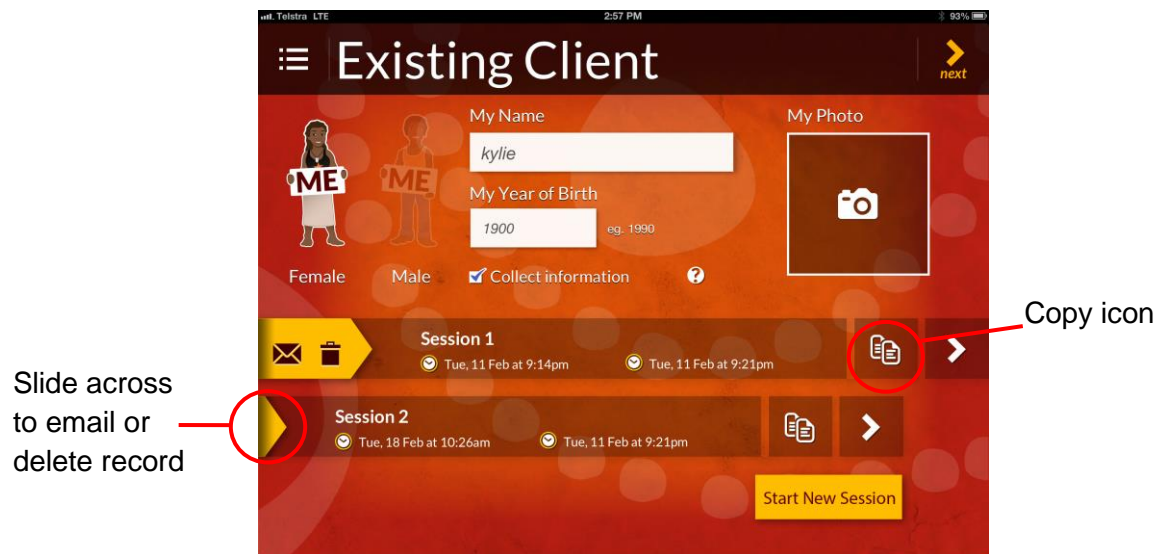on the copy icon, you can copy the whole record and then edit, whilst keeping a copy of the original plan.

Figure:12 Existing record navigation

Frequently Asked Questions

Do I log in as administrator or as practitioner?

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 iPad, other people can register and become either administrators or practitioners.

The main difference between administrators and practitioners is that administrators can see the entire client records stored on the iPad, whereas practitioners can only see their own client records (i.e. Only the client 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 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), 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 (WiFi or 3G).

When you have internet access, click on the 'forgot password' button'. 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 account from the device, you can write down the activation code given in the email, open the App, tap the "enter activation code button" and type in the 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's 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 and all emails and hard copies are kept safe. If you haven't already, you might like to consider developing some rules or policies around the use of the devices. We recommend deleting emails of client 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 first name and not a full date of birth. To maximise confidentiality and assist in filing you could change the name in the email to just initials.

☼ 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 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?

If you email the client summary to a computer connected to a printer, you can print the client summary from your email and give a copy to the client. If the client has an email address, you could also email the client their summary directly. Pictures can also be inserted into the email summary and printed from there. Consult the user manual for instructions.

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:12 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 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 client 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:12 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 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 Stay Strong App, contact:

Top End:	Stef Puszka	Stefanie.Puszka@menzies.edu.au	08 8946 8422
Central Australia:	Michelle Sweet	Michelle.Sweet@menzies.edu.au	08 89595383

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.

Connecting to a Wi-Fi Network Samsung Galaxy

A good video to watch if you need to set up your WiFi 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/
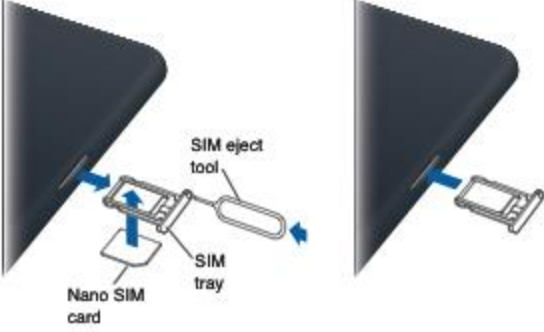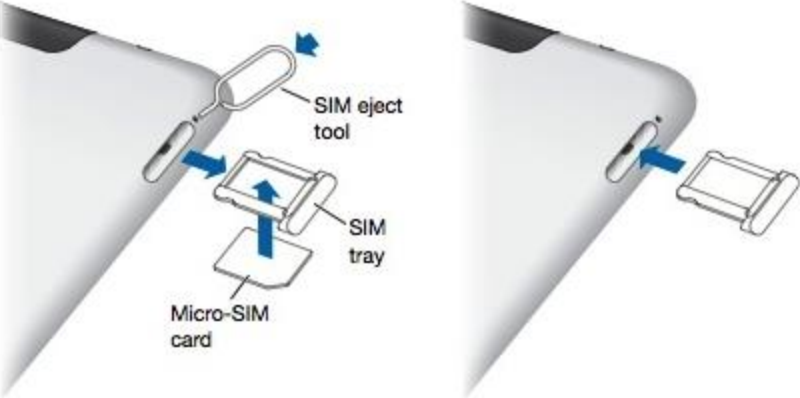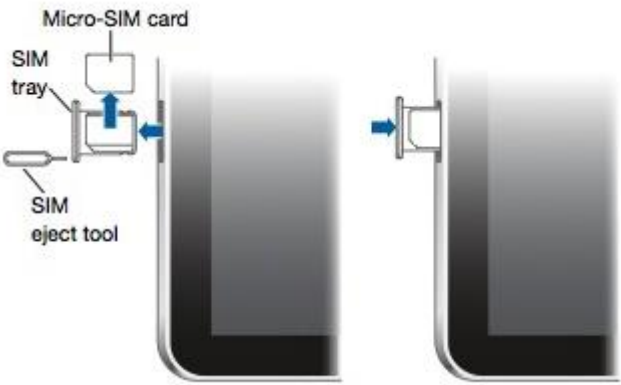
Installing a SIM Card

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.

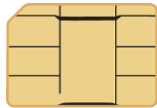Source: https://support.apple.com/en-us/HT201337

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	

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