

## Downloading and using the Access Care Planning (Mobizio) app

The Mobizio app is very easy to use so please don't worry.

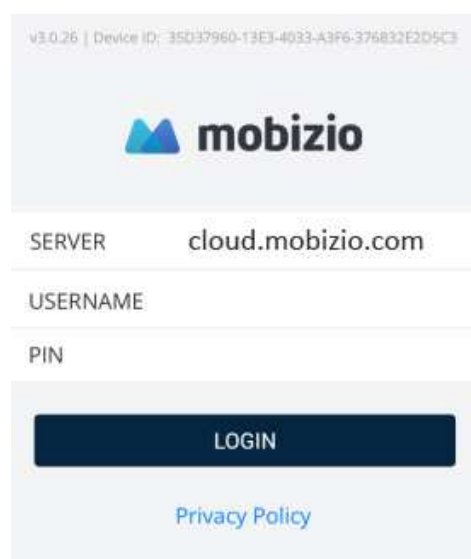
### 1. Downloading the app

You can download the app from google play (android devices) or the app store (apple devices)


- Search for 'Mobizio' and download to your device. **The app is called Access Care Planning**
- Once downloaded, you'll need to register the device that you've downloaded it to (mobile phone or tablet)
- To do this just click on the app and when it's open, you'll see right at the top of the screen there's some grey writing that says 'Device ID' followed by a series of numbers and /or letters (see the pic below)
- Press on the grey writing with your finger and you'll see a window open asking for you to enter an email address to send your Device ID to. Please enter [hr@jrhsupport.co.uk](mailto:hr@jrhsupport.co.uk)
- **PLEASE ALSO INCLUDE YOUR NAME HERE SO WE KNOW WHO IS SENDING US THE INFO**
- If by any chance a window does not open (this can sometimes happen if you use Outlook for emails) then please take a screenshot of the open app so the Device ID can be seen, and email that to [hr@jrhsupport.co.uk](mailto:hr@jrhsupport.co.uk)
- You will then be emailed your login details within 24 hours

### 2. Logging in for the first time

When first opening the Mobizio app, the below screen will display:



v3.0.26 | Device ID: 35D37960-13E3-4033-A3F6-376832E2D5C3

 mobizio

SERVER cloud.mobizio.com

USERNAME

PIN

LOGIN

[Privacy Policy](#)

To log into the App:

**THE FIRST TIME YOU LOGIN TO THE APP, YOU'LL NEED TO BE CONNECTED TO THE INTERNET, BUT YOU WON'T NEED TO BE FOR LOGGING IN AFTER THIS FIRST TIME**

- Enter the Server details – cloud.mobizio.com
- Enter your Username and PIN
- Click Log In

The app will remember the Server and your Username for the next time you log in, so you'll only need to remember your PIN.

### 3. Syncing

To ensure the device is up to date, you can sync it. This will send all data back to the office software system and vice versa. To sync a device:

- Click on the Sync icon



You will be notified once the sync has completed.

### 4. Notifications

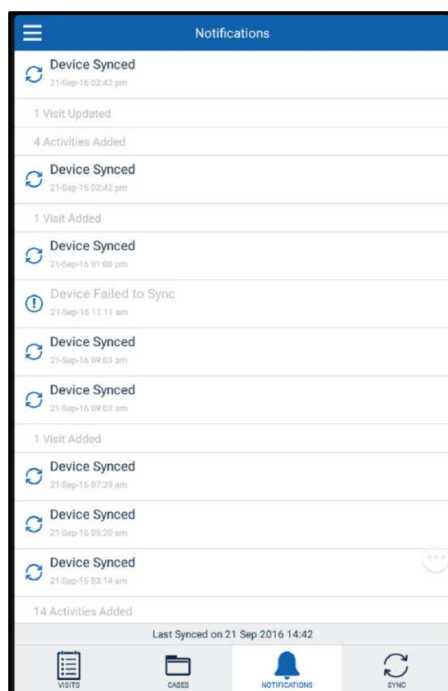
When new information is added by syncing, for example, a new service user record, a red circled number will appear over the Notification icon:

To view this information:

- Click on the Notification icon



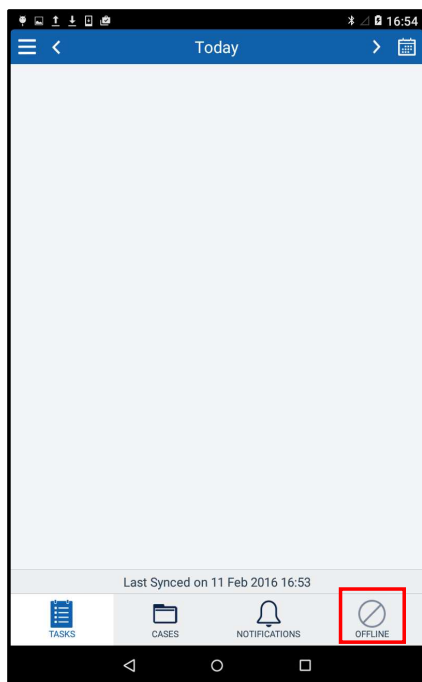
- This will display all historic information added during the sync.
- Click on the item to expand for further details.



## 5. Working Offline

When a device is not connected to the internet, the sync icon will be replaced with an offline icon.

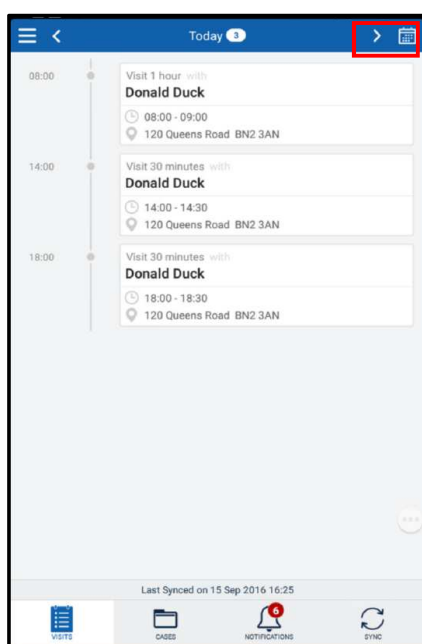
**When offline you can continue to work as usual.** All the information entered will be recorded on the device and will sync as soon as a connection is available again (for example – on a bus with a free WIFI connection or when you get home)



## Visits

The first tab on the app is the Visits tab. This will display any visits you are scheduled to attend.

As a default, it will show visit data for today. You can use the arrows at the top right and top left of the screen to navigate through the days.

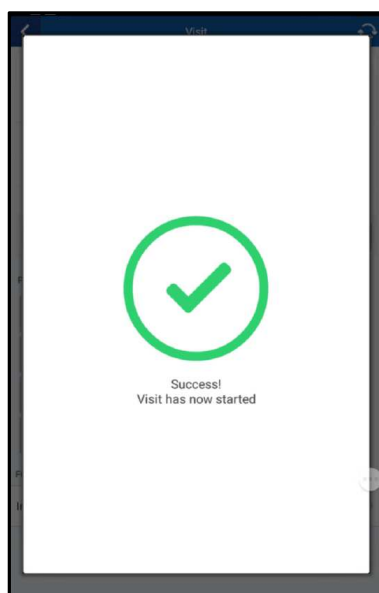
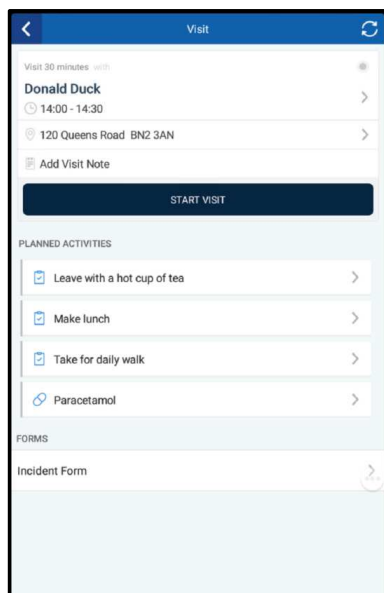


## 1.1 Booking On/Off a Visit

Booking on and off should be done at the **ACTUAL** beginning and end of support.

To book on a visit:

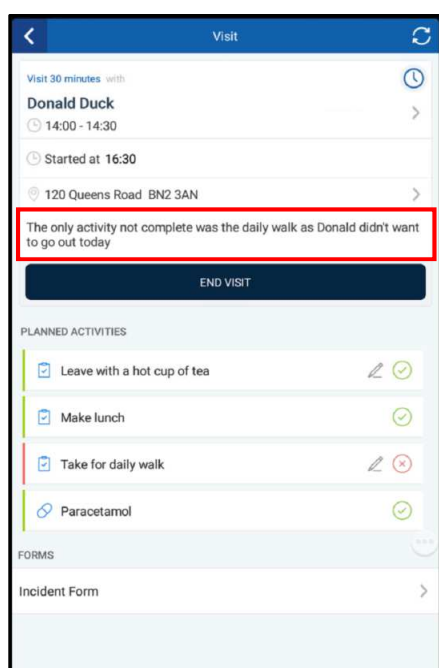
- Select the visit you wish to start
- Select **'START VISIT'**



You will then need to enter visit feedback.

To do this:

- Click on the visit feedback section
- Enter your visit feedback (**you can either type this or press the microphone key on your keyboard and it will write whatever you speak**)
- Save



Once visit feedback has been entered, you can end the visit on the app by clicking **'END VISIT'**

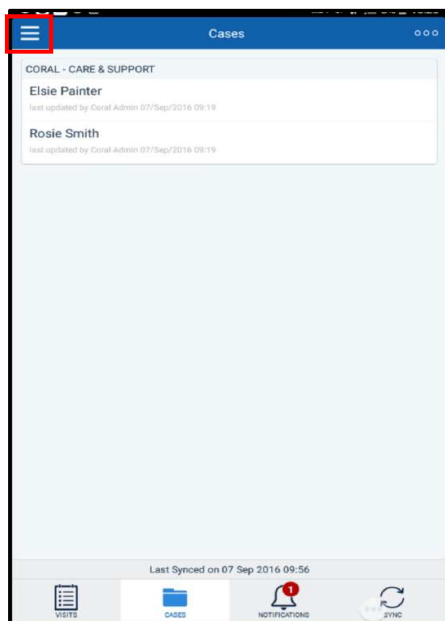
Please note the following:

- You will **not** be able to end the visit until you have written visit feedback
- Visit feedback should be written during the support visit and treated as part of the support.

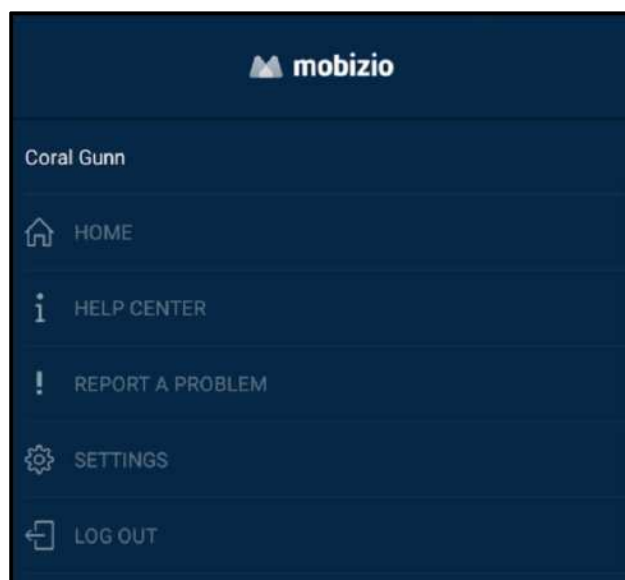
## 6. Settings

To view the menu icons:

- Click on the menu icon in the top right hand corner



This will display the below information:



### 1.2 Home

Clicking Home will take you back to main screen displaying the Visits you are currently allocated to.

### 1.3 Help Centre

Selecting Help Centre will provide you with two options; view a How To Use This Application guide and an FAQ document.

## 1.4 Report a Problem

If you need to report a problem with the App, you can do this from this area.

- Choose the category of the problem
- Describe the problem
- Click Submit

The screenshot shows a mobile application interface for reporting a problem. At the top, there is a blue header bar with a white menu icon on the left and the text 'Report a Problem' in the center. Below the header is a light gray box containing the text 'Please let us know if you experience any problem in using this app'. The main content area is white and contains a 'CATEGORY' label, a dropdown menu, and a text input field. The dropdown menu is open, showing four options: 'Feature is not working' (which is selected and has a blue checkmark), 'Feature is not working', 'Sync fails', 'Bug in Application', and 'Other'. The text input field has the placeholder text 'Describe your problem...'.

## 1.5 Settings

Within the Settings option, you can:

- Change the auto-sync configuration
- Alter the Data Retention Policy for visit data
- View the date and time the device was last synced
- View the server the device last connected to
- Perform a Clean Sync – this will sync as if the App has never been synced before (please note this option will cause you to unfollow all cases on the device)