

# Operation Life Mobile Application: Clinicians Guide (iOS)

The Clinicians Guide to the Operation Life mobile application (app) describes the purpose, features and functions of the app. It provides information and advice on how the app can help your clients and be used to effectively support treatment for those at risk of suicide.

The Guide will help you to become familiar with the app so you can help your clients setup and use the app.

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## What is the Operation Life app?

*Operation Life* is a mobile device app for use by your client to help them deal with suicidal ideation between clinical sessions. It is free from the App Store (iOS) and Google Play (Android).

## What is the purpose of the Operation Life app?

Developed by the Australian Department of Veterans' Affairs (DVA) in consultation with clinicians working with veterans, the Operation Life app provides your client with:

- easy access to emergency and professional support services;
- their personal support network;
- a grounding exercise;
- a positive reminder exercise;
- a reminder notification function to schedule regular reviews of their personal settings; and
- advice on staying safe and warning signs, including when to seek immediate help.

## Who can use the Operation Life app?

The Operation Life app is designed for serving and ex-serving members of the Australian Defence Force (ADF) as an adjunct to professional treatment. It includes ADF and DVA support information.

When recommending its use, clinicians should determine, and if necessary facilitate, the client's familiarity with using health related mobile device apps. If a client is not familiar with using apps, it is important to step them through the setup process and use of the Operation Life app.

## How do I integrate Operation Life into my client's care regime?

Tele-mental health technologies, such as mobile apps, offer innovative mechanisms for delivering care and mental health services.

The Operation Life app is not designed as a stand-alone product. Rather, it is a tool to supplement face-to-face treatment and to complement an individual's Safety Plan. It acts as a resource for your client to use between clinical sessions including facilitating access to support when they experience thoughts of suicide.

Most people take their mobile devices with them everywhere, so apps are a great way of providing access to information and tools 'on the go', whenever and wherever there is a need. In this way, the use of the Operation Life app offers an advantage over pencil and paper options.

The core components of the app are informed by best practice clinical interventions for at-risk behaviour. The 'Keep Calm' grounding strategy and 'Positive Reminder' cognitive strategy replicate clinical techniques that clinicians utilise with clients experiencing a major life crisis, depression, suicidal ideation or anxiety.

To maximise the app's benefits, it is important you work with your client during a clinical session to:

- help them download and set up the app, including adding personally relevant content;
- become acquainted with the various functions and tools;
- explain when to use the app and how it can effectively support their treatment; and
- monitor any problems utilising the app as part of the homework review process.

*Remember – this app does not replace face-to-face or formal interventions. Rather, it is an adjunct to treatment.*

## Before you begin...

Clients can download the Operation Life app free to their personal mobile devices. Note, it is only available for use on iOS (Apple) and Android mobile devices.

Before setting up the app with your client, you should become familiar with the following functions and tools:

1. Need Help Now
2. Personal Support Network
3. Positive Reminder Tool
4. Keep Calm grounding exercise
5. Stay Safe Information
6. Warning Signs Information
7. Settings – Reminder Notification Function
8. Settings – Data Collection

A guide on how to set up these functions and tools is provided from **page 9 of this Guide** onwards.

### 1. NEED HELP NOW

**NEED HELP NOW** is always accessible and is found at the bottom of each screen.

Tapping **NEED HELP NOW** allows the client to select and call:

- 000 emergency;
- pre-set 24/7 professional support helplines which includes Australian defence and veteran resources, including
  - VVCS – Veteran and Veterans Families Counselling Service;
  - Australian Defence Force All Hours Support Live;

- Lifeline Australia;
- Suicide Callback Service; and
- anyone listed in their Personal Support Network.

## 2. Personal Support Network

Recent research indicates almost 90% of men found support from someone they trust and respect was the most important factor in interrupting a suicide attempt (Proudfoot et al, 2014).

The *Personal Support Network* function provides an opportunity for your client to add contact details of people who they trust to contact if they need help.

The client should include contact details of those people and services identified in their individual safety plan, including key health professional(s). When discussing who clients feel safe to reach out and ask for help from, the client should consider letting people know that they have been included in the support network.

The *Personal Support Network* can be accessed from either the main menu or selecting *the Need Help Now* function.

## 3. Positive Reminders Tool

The *Positive Reminder* tool allows clients to record the aspects of their life that provide meaning or hope. This tool can be used by your client for mood improvement and distraction when they are feeling distressed.

The app provides easy access to a collection of photos, music or messages of support that the client has identified as useful. The most powerful reminders are those that lift mood, include positive life experiences and engage future aspirations. For example, 'I enjoy doing...', 'I am looking forward to...', 'I enjoy being with...'.

The inclusion of personalised emotionally based reminders should enhance the user's engagement with the app and encourage repeated use.

## 4. Keep Calm Grounding Exercise

*Keep Calm* is a grounding exercise for your client to use when they are feeling overwhelmed or are not sure what to do. The exercise will help distract them from negative thoughts.

Even when the client is feeling positive and well, *Keep Calm* is a useful tool to practice as it can improve their ability to deal with tough times.

## 5. Stay Safe

*Stay Safe* provides reminders for the client on how to stay connected, be healthy and maintain meaning in their life. This content can reinforce key messages and psycho-education covered in counselling sessions.

The section provides links to key information websites including:

- DVA's *At Ease* portal ([www.at-ease.dva.gov.au](http://www.at-ease.dva.gov.au)) which provides access to a wide range of resources to help users recognise the symptoms of poor mental health, access self-help tools and advice, and find useful contacts and resources.
- *mindhealthconnect* website ([www.mindhealthconnect.org.au](http://www.mindhealthconnect.org.au)) which includes a range of mental health resources including online programs, fact sheets, audio and video and online communities.

## 6. Warning Signs

The *Warning Signs* includes a list of reminders to help clients identify when to seek immediate assistance. It includes indicators of a heightened immediate risk suicide and, where needed, provides the ability for the individual to call immediate support.

## 7. Settings – Reminder Notification

This feature allows users to schedule a reminder to review their personal settings i.e. contacts in the *Personal Support Network* or their *Positive Reminder* messages.

The app sends a push notification to the user's mobile device with a prompt to review their 'Personal Settings'. By accepting the notification the app will automatically open to the Main Menu of the app.

You may wish to review and update these during your regular consultations.

## 8. Settings – Data Collection

During setup, a prompt asks if the client wishes to share anonymous data with DVA.

It is important your client is comfortable using the app, knowing that DVA is unable to identify any individual user or their phone details from the anonymous data collected.

Clients should also note that the app does not include any specific security features. Clients should turn on the security features built into their phone, such as a password or Personal Identification Number (PIN) that must be entered to unlock the device. For instructions, clients should contact the phone manufacturer or read the mobile device's manual.

DVA only collects aggregated data. It uses this information to better understand which parts of the app are accessed most frequently in order to improve the content over time.

By default, the data collection option is turned off so that no data is being collected. Data collection can be turned on by swiping the 'data collection' button in Settings.

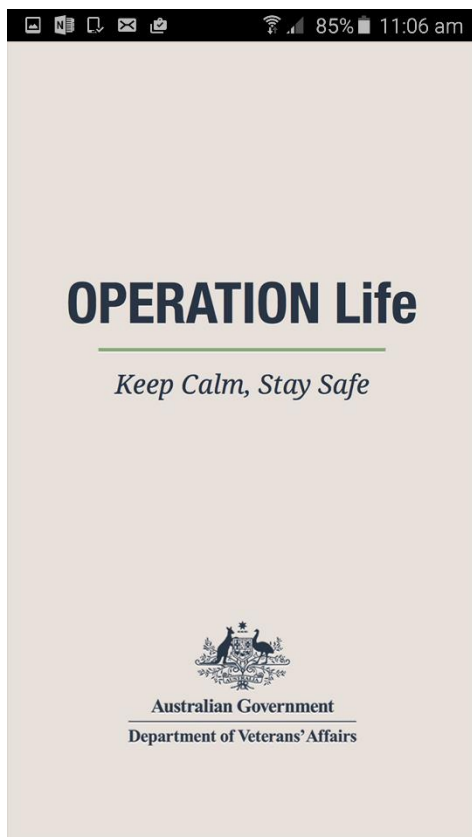
Clients are able to change their Data Collection settings at any time.

## References

Proudfoot, J., Christensen, H., Wilhelm, K., Hadzi-Pavlovic, D. and F. Shand. 2014. *Men's experiences with suicidal behaviour and depression*. Black Dog Institute/NHMRC Centre of Research Excellence in Suicide Prevention. Available from the Beyond Blue website at [https://www.beyondblue.org.au/docs/default-source/research-project-files/bw0290\\_mens-experiences-with-suicidal-behaviour-and-depression---final-progress-report.pdf?sfvrsn=2](https://www.beyondblue.org.au/docs/default-source/research-project-files/bw0290_mens-experiences-with-suicidal-behaviour-and-depression---final-progress-report.pdf?sfvrsn=2).



# OPERATION LIFE MOBILE APPLICATION – iOS GUIDE FOR CLINICIANS



## USER GUIDE FOR iOS

The Operation Life mobile device application (app) aims to help serving and ex-serving members of the Australian Defence Force (ADF) deal with thoughts of suicide. It provides self-help tools, information and a contact list to help those with suicidal thoughts.

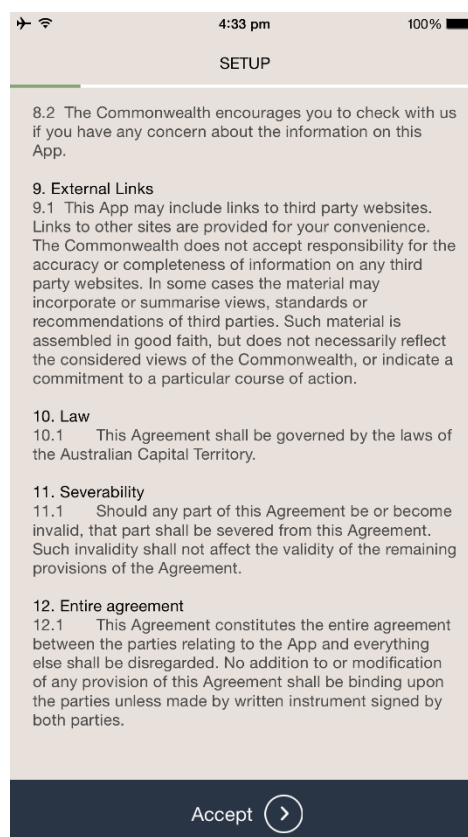
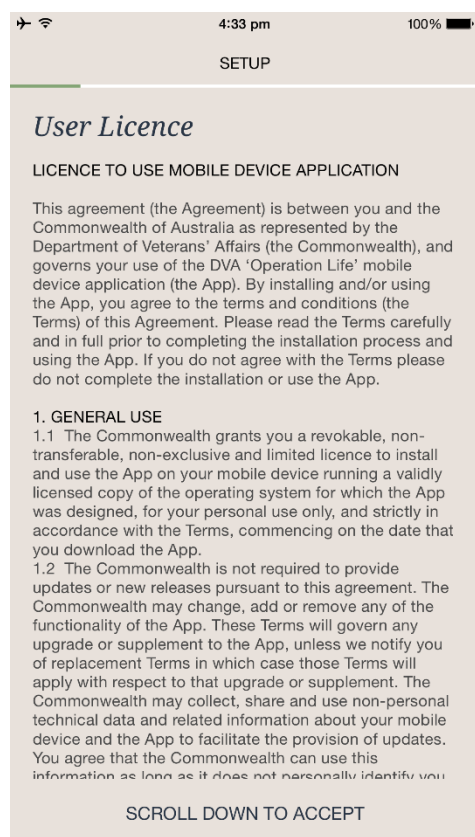
Mental health clinicians can download the app with a client and help them to set it up so that it can be ready when needed. The app can be personalised with contacts, positive reminders on what to live for and the 'Keep Calm' grounding tool.

## How to download the app



The Operation Life app can be downloaded from the iTunes App Store. Search for “Operation Life” and look for the Operation Life icon. Press the “Free” button to download the app onto your phone. You will likely have to enter your iTunes password to download the app.

## End User Licence Agreement



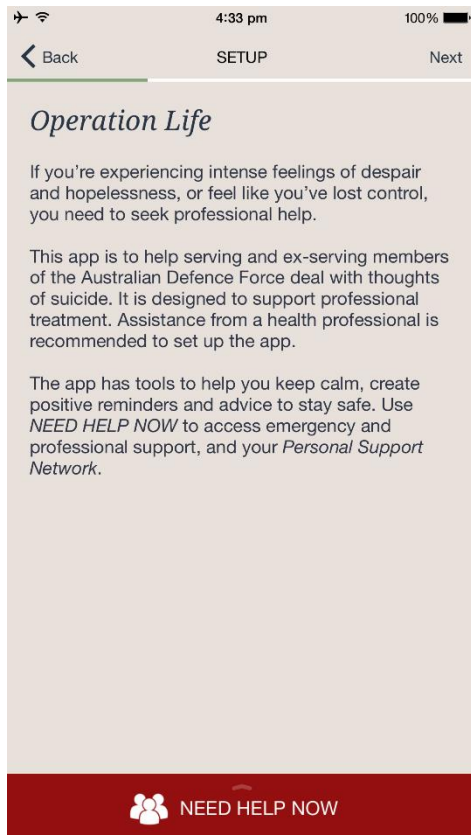
When the app is first opened the user must accept the End User License Agreement (EULA).

Once they have read and scrolled to the bottom of the agreement, the user taps the accept button.

The user only needs to accept the EULA the first time the app is opened. If the user removes the app and re-installs it, then the EULA will need to be accepted again as all settings are removed when the app is uninstalled.

# How to set up and personalise the app

## Welcome

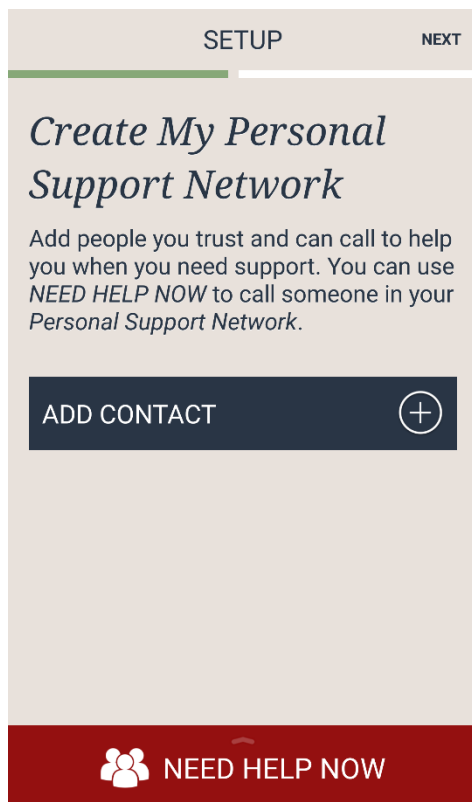


Once the EULA is accepted the user is taken to the Welcome screen. This screen explains the purpose of the app.

To continue with the setup process the user taps the Next button on the top right hand corner of this screen.

**The four step setup process usually takes less than 30 minutes to complete.**

## Setup – Step 1. Create Personal Support Network

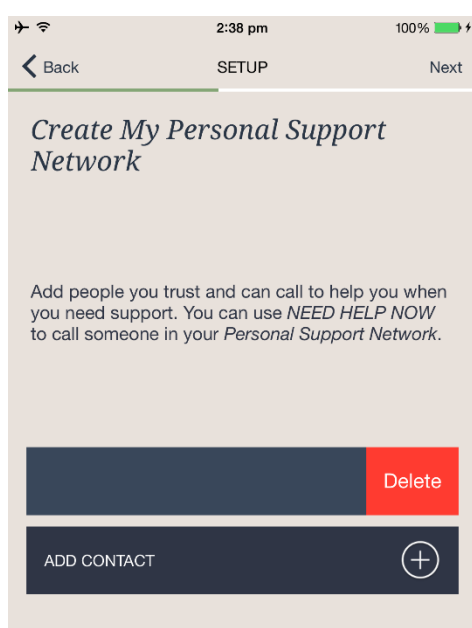


During the setup process the user is prompted to *Create Your Personal Support Network*. The user is able to add contacts from their phone's address book. This allows quick access to people they trust for support if are they are thinking of suicide.

### Add Contact

To add a contact, the user taps on the *Add Contact* button and is taken their phone's contacts. Tapping on a contact will add that contact to their *Personal Support Network*. The user repeats this process to continue adding contacts to their *Personal Support Network*.

### Remove Contact



To remove a contact from the *Personal Support Network*, swipe the contact name to the left in order to bring up the delete button. Tapping on the Delete button will remove the contact.

**Note,** if a user wishes to update a contact person's details, they should do this from the phone's contacts and not from within the app.

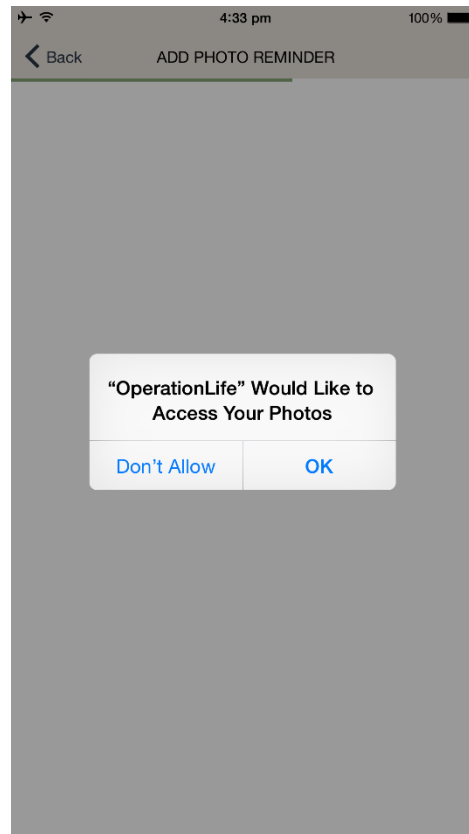
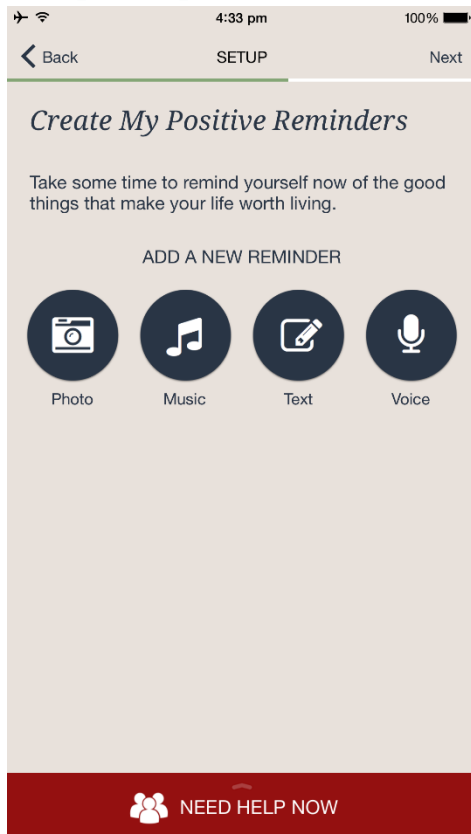
The user is able to add and remove contacts for their *Personal Support Network* from the Main Menu after the setup process.

## Call Contact

To call a contact the user taps on the contact's name. This will bring up the contact's details in their phone's contact list. If that person has multiple numbers, the user will need to select the number they wish to call.

To move to the next part of the app setup the user taps on the Next button on the top right hand corner of the screen.

## Setup – Step 2. Create Positive Reminders



## Photo Reminder

### Add Photo Reminder

To add a photo to the *Positive Reminders*, tap the Photo icon. The first time the user does this they will be prompted to allow access for the Operation Life app to their photos. Tap 'OK' to allow and add photos.

They will be taken to their photos. From here the user taps on the image they would like to add. Tapping the image will add that image to their *Positive Reminders* screen.

Tapping on the thumbnail of the image from the *Positive Reminders* screen will bring up the whole image. Pinch the image to enlarge or shrink on the screen. Double tap to zoom in or out of the photo.

To return to their *Positive Reminders* screen the user must tap the Back button at the top left hand corner of the app.

### Remove Photo Reminder



To remove an image from their *Positive Reminders*, simply tap the **X** in the top right hand corner of the thumbnail. The user will then receive a prompt to confirm if they want to remove the image from their *Positive Reminders*. This will not remove the image from their phone.

### Song Reminder

#### Add Song Reminder

To add a song to their *Positive Reminders*, tap the Music icon. The first time the user does this, they will be prompted to allow access for the Operation Life app to their music. Tap 'OK' to allow and add songs. They will be taken to the Apple music menu. From here, the user can select the song they would like to add to their *Positive Reminders* screen.

Tapping on the thumbnail of the song from the *Positive Reminders* screen will take the user to a screen with song controls to play, fast forward and rewind the music track as well as change the volume.

To get back to their *Positive Reminders* screen the user must tap the Back button at the top left hand corner of the app.

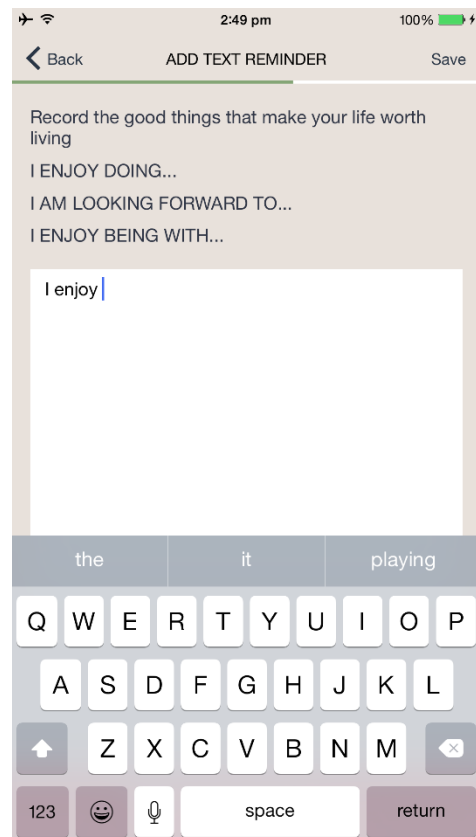
### Remove Song Reminder

The user can remove a song from their *Positive Reminders* by tapping the **X** in the top right hand corner of the thumbnail. They will receive a prompt to confirm if they want to remove the song from their *Positive Reminders*. If they select 'Remove', this will not remove the song from the phone.

If the user receives a phone call while listening to a song in *Positive Reminders*, the song will stop. Once they finish the phone call, the user can restart the song again.

The song will also stop playing when the user exits the *Positive Reminders* section of the app or if they close the app.

## Written Reminder



### Add Written Reminder

The user can tap the Text icon to add text to their *Positive Reminders*.

They will be taken to a screen where they are able to type a positive message using the phone's keyboard. To save this message to their *Positive Reminders* screen, they need to tap the Save button at the top right hand corner of the screen.

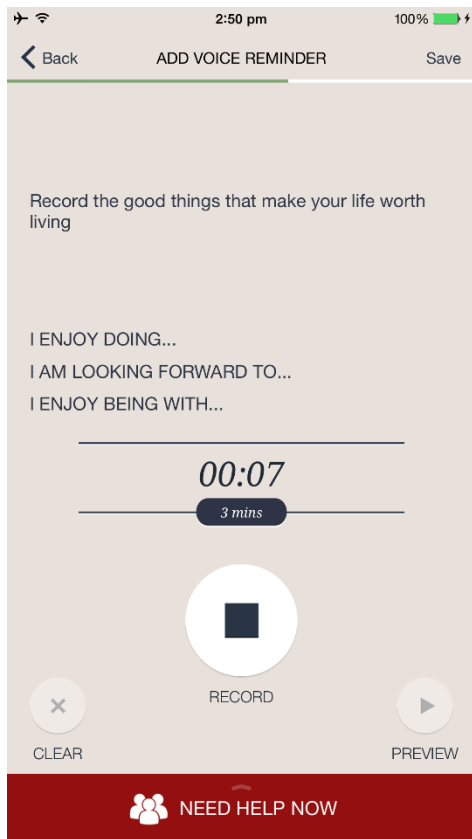
Tapping on the thumbnail of the text from the *Positive Reminders* screen will bring up the note. The user can then read and/or edit the message. To edit the message the user taps the Edit button in the top right hand corner of the screen. They can then use the phone's keyboard pop up to edit the message.

To get back to their *Positive Reminders* screen the user must tap the Back button at the top left hand corner of the app.

### Remove Written Reminder

The user can remove the note from their *Positive Reminders* by tapping the X in the top right hand corner of the thumbnail. They will then be prompted to confirm if they want to remove the note from their *Positive Reminders*.

## Voice Reminder



### Add Voice Reminder

The user can tap the Voice icon to add a voice recording to their *Positive Reminders*.

Users will be taken to a screen where they can voice record the good things that make their life worth living. They are able to record a maximum 3 minute audio clip by tapping on the Record button to start recording and then the Stop button to stop the recording. They are then able to review this recording by tapping on the Preview button. If not happy with the voice recording, they can remove it by tapping the Clear button and starting the process again. They can save the recording to their *Positive Reminders* screen by tapping on the Save button at the top right hand corner of the screen.

### Listen to Voice Reminder

Tapping on the thumbnail of the voice recording from the *Positive Reminders* screen will bring up a playback screen for the user to listen to the Voice Reminder. To get back to their *Positive Reminders* screen the user can tap on the back button at the top of the screen.

### Remove Voice Reminder

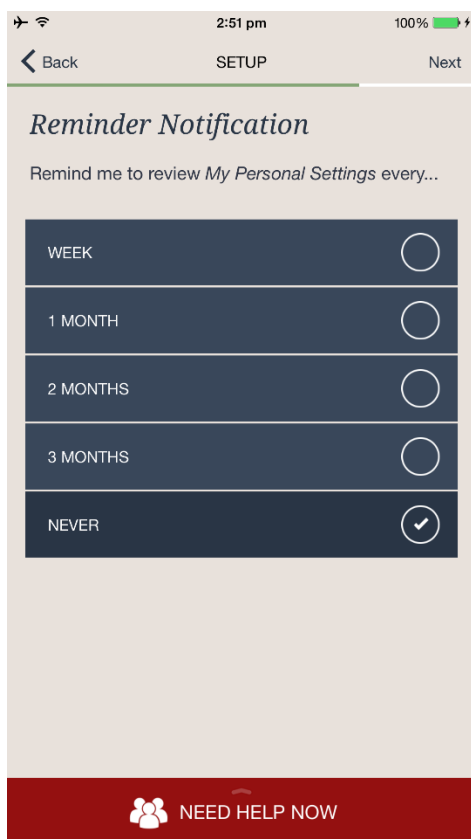
The user can remove the voice recording from their *Positive Reminders* by tapping the X in the top right hand corner of the thumbnail or from the delete button in the top right of the playback screen. They will then be prompted to confirm if they want to remove the voice recording from their *Positive Reminders*.

The user is able to add and remove positive reminders in their *Positive Reminders* from the Main Menu after the setup process.

To move to the next part of the app setup the user taps on the Next button on the top right hand corner of the screen.



## Setup – Step 3. Reminder Notification



The user is prompted to set their phone schedule to remind them to update their Personal Settings. The phone will notify the user via a pop-up notification.

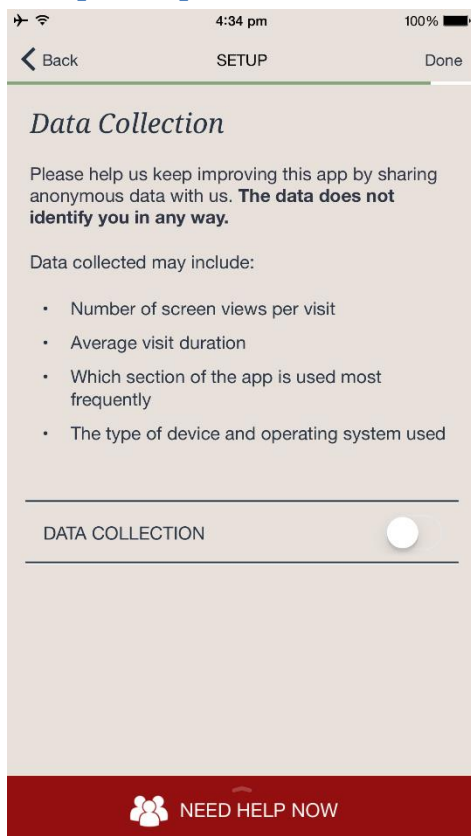
When the user receives the pop up notification, tapping on this notification will open the app to the main menu.

These notifications can be set to be weekly (7 days), 1 monthly (30 days), 2 monthly (60 days), 3 monthly (90 days) or never.

To move to the next part of the app setup the user taps on the Next button on the top right hand corner of the screen.

The user is able to change their reminders from the My Settings section of the app once they have finished the setup process.

## Setup – Step 4. Data Collection



In the final step in the Setup process, the user is asked to select whether they want their data collected. The default selection is OFF, meaning no data is collected. If they are happy for their data to be collected, they can swipe the Data Collection slider to ON.

The data is anonymous and collected as an aggregate. It is not able to identify the user or their mobile device in any way.

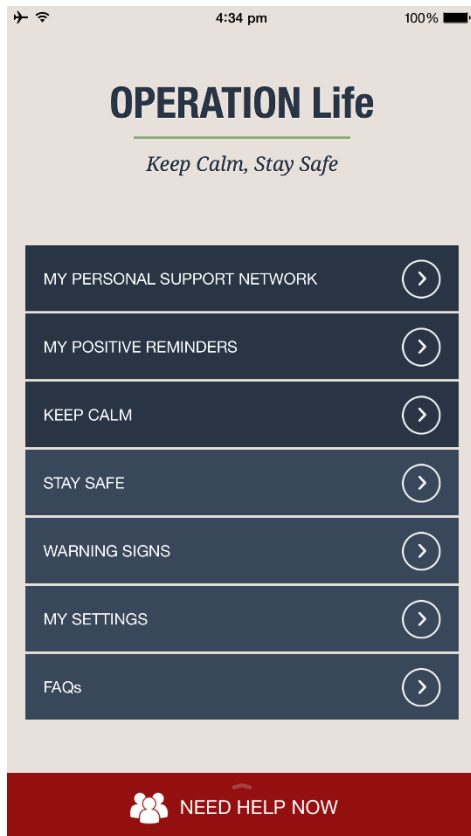
The data collected will be used by DVA to see what sections of the app are most used, average duration of app usage and so on. This information is used by DVA to improve the app in the future.

To finish the setup the user taps the Done button in the top right hand corner of the screen.

The user is able to change the Data Collection selection from the My Settings section of the app once they have finished the Setup process.

The app setup is now completed.

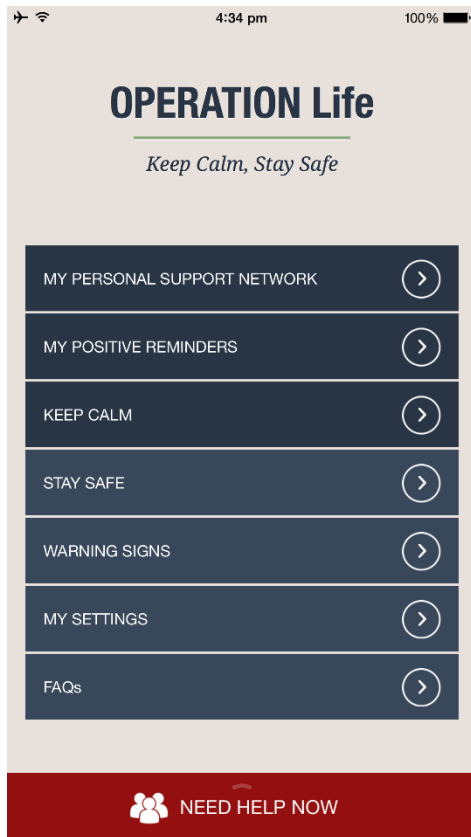
## Main Menu



Once the user has completed the setup process they will arrive at the main menu. This home screen will be first screen the user sees when they open the app on subsequent visits.

Users can select any sections that they have previously setup during the initial setup of the app. Other features on the home page include the Keep Calm tool, Stay Safe information, Warning Signs information and Frequently Asked Questions.

# Need Help Now



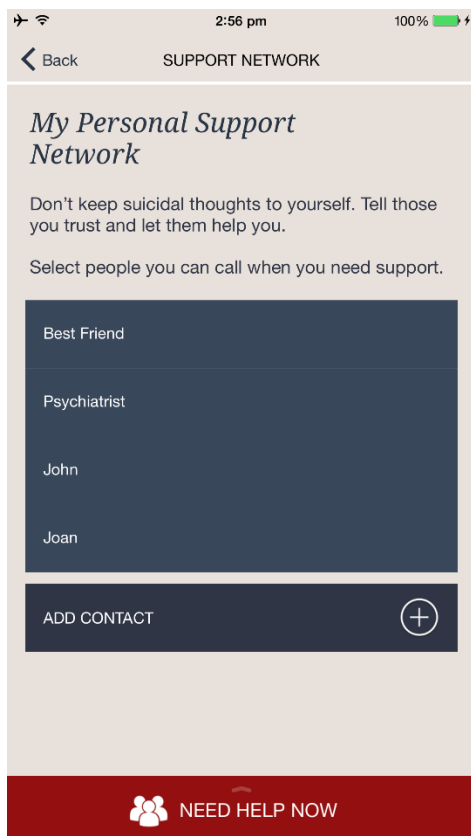
There is a consistent red button at the bottom of the app. Tapping on the red Need Help Now button will bring up a screen with contact details for immediate support.

## Need Help Now > 000 and Professional Support Helplines

The first number is Australia's emergency number 000 (triple zero).

Tap the Professional Support Helplines button to bring up the contact details for specific Defence and Suicide crisis lines that are available 24/7.

Tapping on any of the Professional Support Helplines or the 000 Emergency number will prompt the user to dial the number.

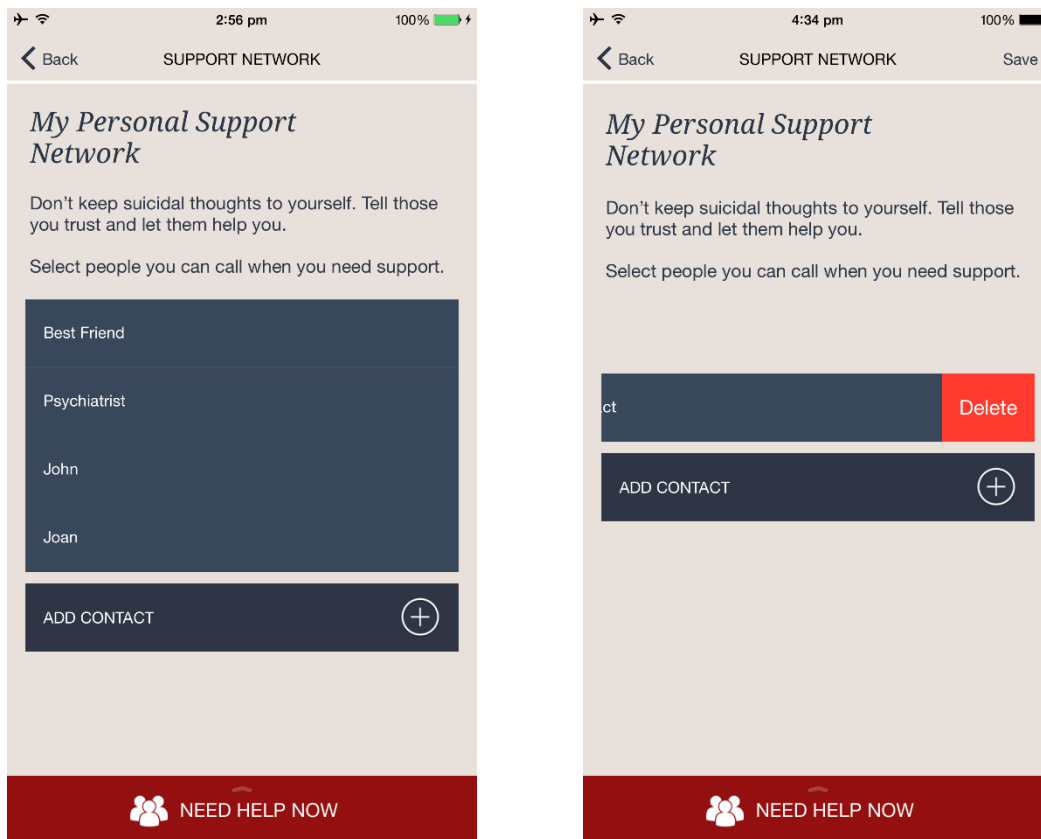


## Need Help Now > My Personal Support Network

If personal support contacts have been added to the *Personal Support Network* the user will be able to tap the My Personal Support Network button to display the names of these contacts.

Tapping on a contact in the *Personal Support Network* will open the selected person's details in the phone's contact list. If that person has multiple numbers the user will need to select the number they wish to call.

# Personal Support Network



Tapping on the *My Personal Support Network* button from the main menu will take the user to their Personal Support Network. This will show the names of contacts that the user has previously added. If there are no contacts currently added previously, only the *Add Contact* button will appear.

## Add Contact

To add a contact, the user taps on the *Add Contact* button and is taken their phone's contacts. Tapping on a contact will add that contact to their *Personal Support Network*. The user repeats this process to continue adding contacts to their *Personal Support Network*.

## Remove Contact

To remove a contact from their *Personal Support Network* the user swipes the contact name towards the left side of the screen to bring up the delete button. Tap the Delete button to remove the contact.

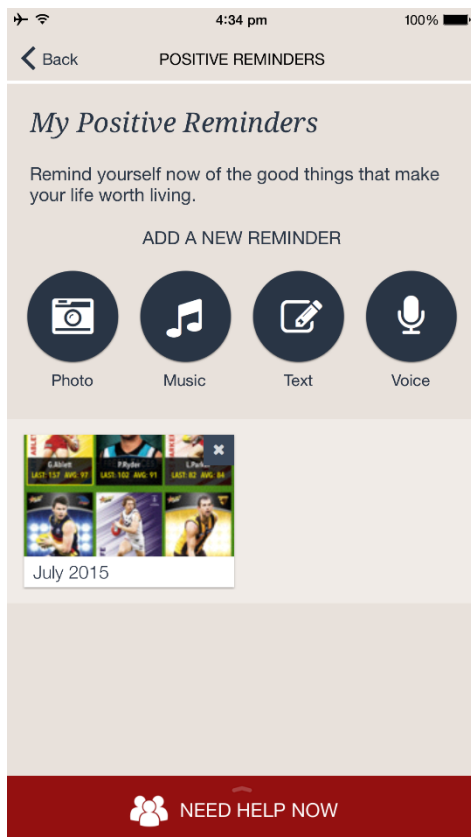
**Note,** if a user wishes to update a contact person's details, they should do this from the phone's contacts and not from within the app.

### Call Contact

To call a contact the user taps on the contact's name. This will open up the contact person's details in their phone's contact list. If that person has multiple numbers, the user will need to select the number they wish to call.

To return to the Main Menu, the user should tap the Back button in the top right corner of the screen.

# Positive Reminders



Tapping on the *My Positive Reminders* button from the main menu will take the user to their Positive Reminders. This will show the reminders that the user has already added.

## Photo Reminder

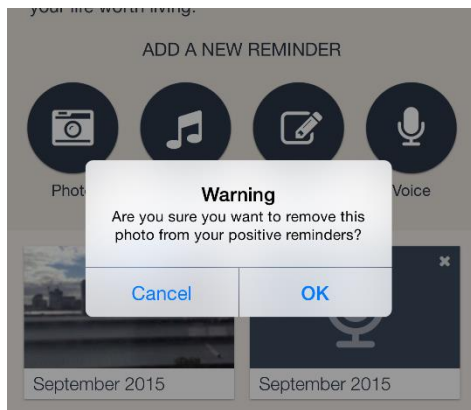
### Add Photo

To add a photo to the *Positive Reminders*, tap the Photo icon. The user will be taken to their photos. From here the user taps on the image they would like to add. Tapping the image will add that image to their *Positive Reminders* screen.

Tapping on the thumbnail of the image from the *Positive Reminders* screen will bring up the whole image. Pinch the image to enlarge or shrink on the screen. Double tap to zoom in or out of the photo.

To return to their *Positive Reminders* screen the user must tap the Back button at the top left hand corner of the app.

## Remove Photo



To remove an image from the *Positive Reminders*, simply tap the **X** in the top right hand corner of the thumbnail. The user will receive a prompt to confirm if they want to remove the image from their *Positive Reminders*. This will not remove the image from the phone.

## **Song Reminder**

### Add Song Reminder

For the user to add a song to their *Positive Reminders* they tap the Music icon.

They will be taken to the Apple music menu. From here the user can select the song they would like to add. Tapping the song will add that song to their *Positive Reminders* screen.

### Listen to Song

Tapping on the thumbnail of the song from the *Positive Reminders* screen will take the user to a screen with song controls to play, fast forward and rewind the track as well as change the volume.

To get back to their *Positive Reminders* screen the user must tap the back button at the top left hand corner of the app.

### Remove Song Reminder

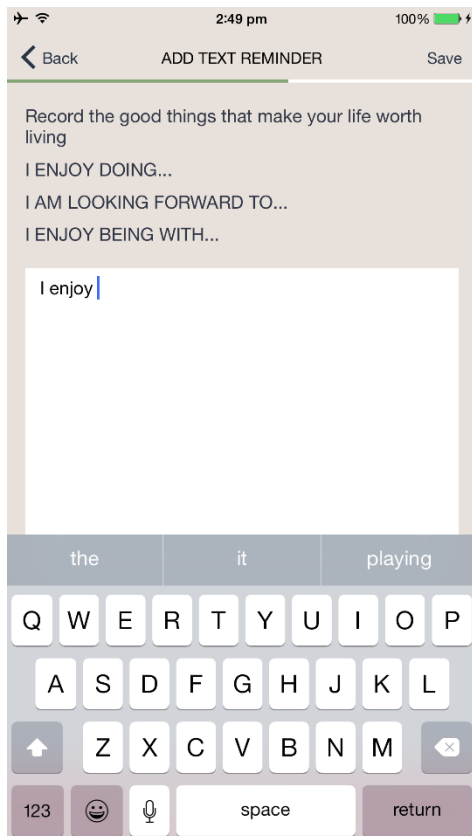
The user can remove the song from their *Positive Reminders* by tapping the **X** in the top right hand corner of the thumbnail. They will receive a prompt to confirm if they want to remove the song from their *Positive Reminders*. If they select 'Remove' this will not remove the song from the phone.

If the user receives a phone call while listening to a song in *Positive Reminders*, the song will stop. Once they finish the phone call, they will be able to restart the song.

The song will also stop playing when the user exits the *Positive Reminders* section of the app or if they close the app.



## Written Reminder



### Add Written Reminder

The user can tap the Text icon to add text to their *Positive Reminders*.

They will be taken to a screen where they are able to type a positive message using the phone's keyboard. To save this message to their *Positive Reminders* screen, tap the Save button at the top right hand corner of the screen.

### Edit Written Reminder

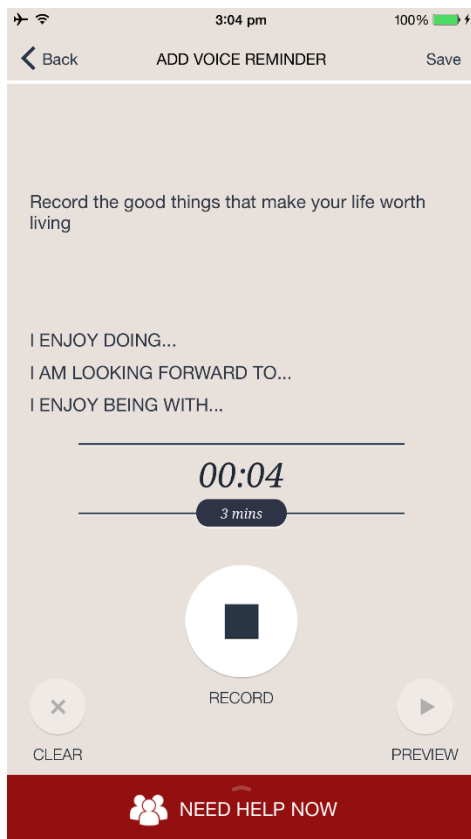
Tapping on the thumbnail of the text from the *Positive Reminders* screen will bring up the message. The user can then read and/or edit the message. To edit the message the user taps the Edit button in the top right hand corner of the screen, the phone's keyboard pops up to edit the message.

To get back to the *Positive Reminders* screen the user must tap the Back button at the top left hand corner of the app.

### Remove Written Reminder

The user can remove the message from their *Positive Reminders* by tapping the **X** in the top right hand corner of the thumbnail. They will then be prompted to confirm if they want to remove the message from their *Positive Reminders*.

## Voice Reminder



### Add Voice Reminder

The user can tap the Voice icon to add a voice recording to their *Positive Reminders*.

Users will be taken to a screen where they can voice record the good things that make their life worth living. They are able to record a maximum 3 minute audio clip by tapping the Record button to start recording and then the Stop button to stop that recording. They are then able to review this recording by tapping on the Preview button. If not happy with the voice recording, they can remove it by tapping the Clear button and starting the process again. They can save the recording to their *Positive Reminders* screen by tapping the Save button at the top right hand corner of the screen.

### Listen to Voice Reminder

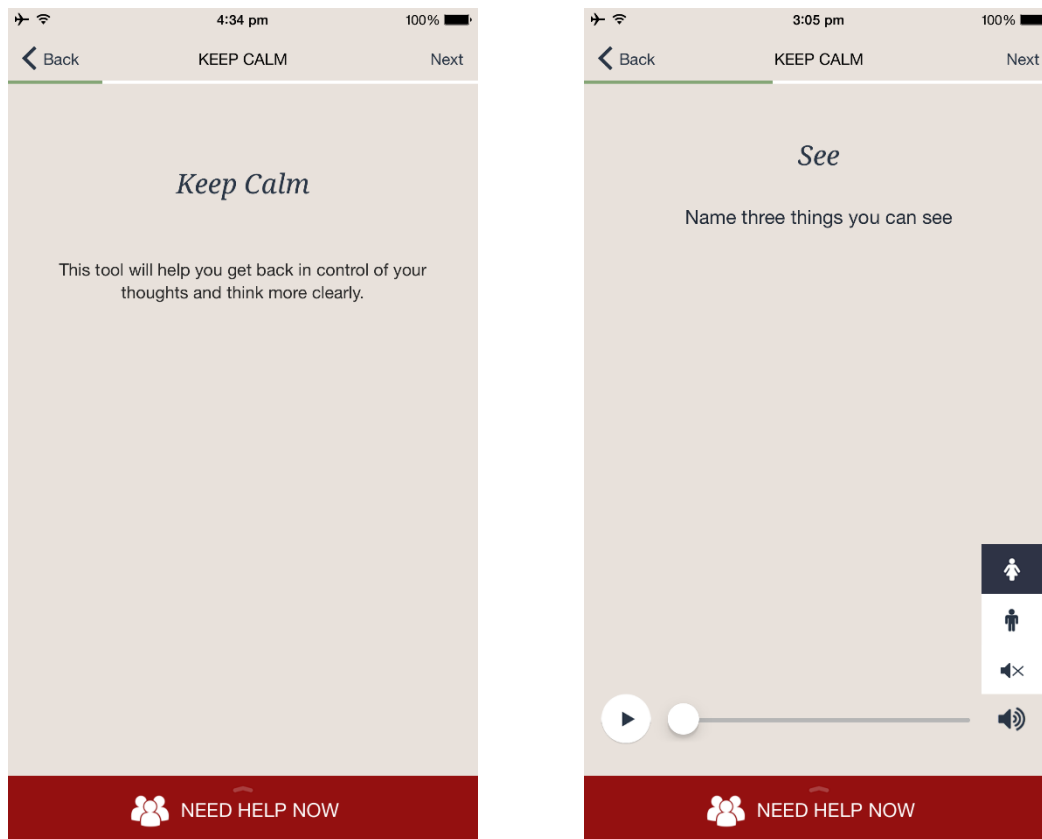
Tapping on the thumbnail of the voice recording from the *Positive Reminders* screen will bring up a playback screen for the user to listen to the Voice Reminder.

To get back to the *Positive Reminders* screen the user can tap on the back button.

### Remove Voice Reminder

The user can remove the voice recording from their *Positive Reminders* by tapping the X in the top right hand corner of the thumbnail or from the delete button in the top right hand corner of the playback screen. They will then be prompted to confirm if they want to remove the voice recording from their *Positive Reminders*.

# Keep Calm



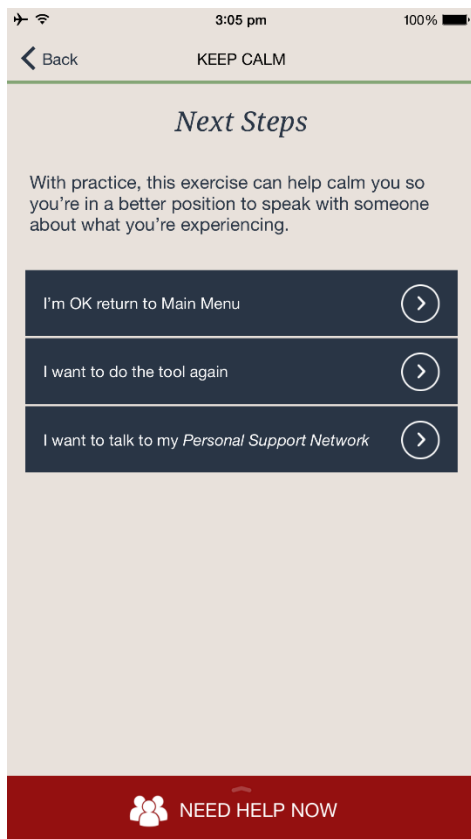
Select the Keep Calm button from the main menu to access the Keep Calm tool.

The accompanying audio will guide the user through three sections (See, Hear and Touch) to help them calm down and get back in control of their thoughts.

The user listens to the instructions by tapping the play button. They are able to pause the instructions by tapping the pause button at any time.

The user is able to choose between a female and male voice and is also able to mute the playback by tapping the appropriate icon in the sound menu on the right. To bring this menu up the user taps on the speaker icon. To hide the sound menu the user can tap anywhere on the screen away from any of the other buttons.

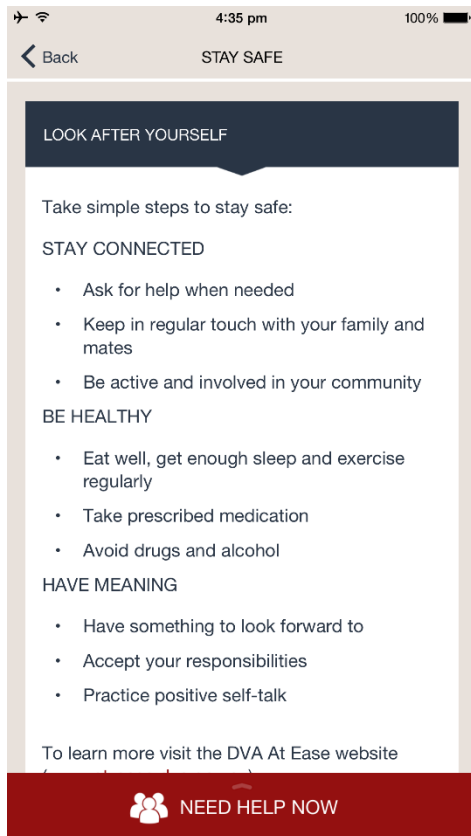
The user taps the Next button in the top right hand corner of the screen to move forward to each section and can go back to a previous activity by tapping the back button on their phone.



### Keep Calm > Next Steps

The final screen of the *Keep Calm* tool has three options for the user, *I'm OK return to Main Menu* which takes the user back to the main menu. *I want to do the tool again* which takes the user back to the start of the Keep Calm tool. The last option is *I want to talk to my Personal Support Network* which opens the Need Help Now screen.

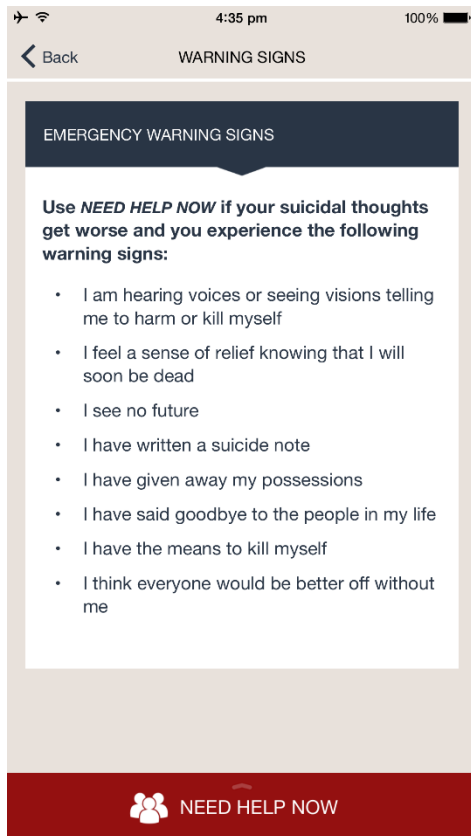
# Stay Safe



Tapping on the Stay Safe button on the main menu takes the user to a screen with useful information and links to help the user look after their mental health.

To get back to the main menu the user can tap the Back button on the top left hand corner of the screen.

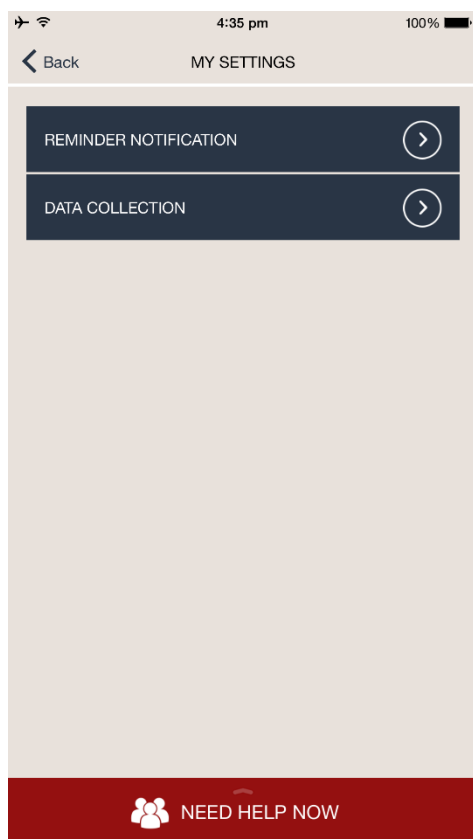
# Warning Signs



Tapping on the Warning Signs button on the main menu takes the user to a screen with useful information on emergency warning signs that their mental health maybe deteriorating.

To get back to the main menu the user can tap the Back button on the top left hand corner of the screen.

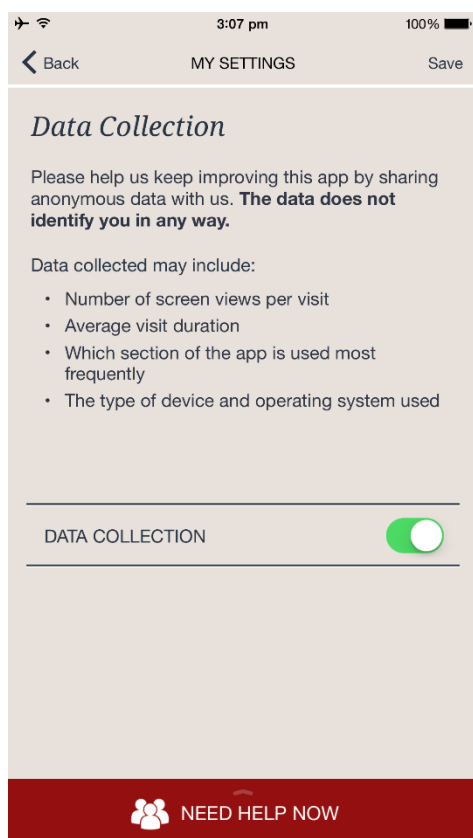
# My Settings



Tapping on the My Settings button on the main menu takes the user to a screen where they are able to update their Reminder Notifications and Data Collection settings.

## Reminder Notification

Tapping the Reminder Notification button takes the user to a page where they set the duration between reminders. These can be set to be weekly, 1 monthly, 2 monthly, 3 monthly or never. The user selects one of these options and then taps the Save button at the top right hand corner of the screen. This will take the user back to the My Settings page.

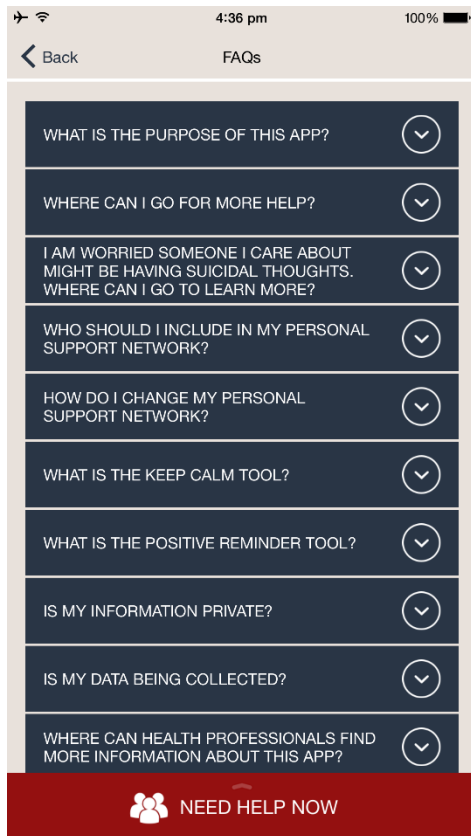


## Change Data Collection

Tapping the Data Collection button takes the user to the page where they can change the opt out/in status for the apps data collection. If the user changes the opt out/in status they will need to tap the Save button in the top right hand corner of this screen, which will return them back to the My Settings page. Alternatively, if the user doesn't want to change their current status they can tap the Back button to take them back to the My Settings menu.

To get back to the main menu the user can tap the Back button on the top left hand corner of the screen.

# FAQs



Tapping on the FAQs button on the main menu takes the user to a screen where they are able to read the frequently asked questions.

The user is presented with a list of questions. Once the user taps the down arrow button the answer will expand..

Tapping that same button will close the answer.

Tapping another question, while the user already has an answer expanded, will close the current answer and expand the answer for the question that the user tapped.

To get back to the main menu the user can tap the Back button on the top left of the screen.