

Aged Care Services: MyAnglicareTas App User Guide for Client & Family Members

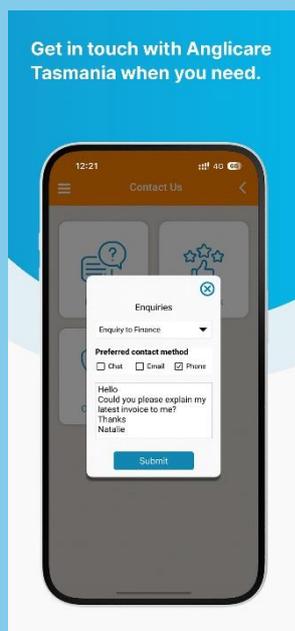
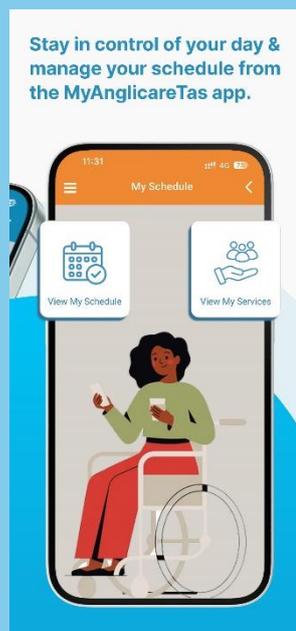


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Download MyAnglicareTas App

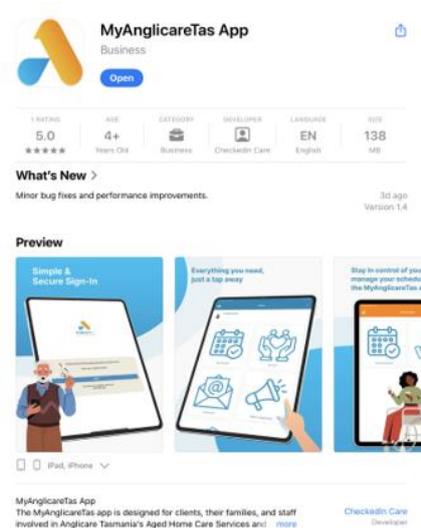
STEP 1. Ensure Anglicare Tasmania Aged Cares Services has a mobile phone number on file for you and/or your family member/s.

Phone our Aged Care Services Support Team on 1800 466 300 to provide or update your mobile phone number.

If you would like a family member to access your schedule you can provide their mobile number to Anglicare Tasmania and we will grant them access.

STEP 2. Download MyAnglicareTas app to your mobile phone or device.

MyAnglicareTas App is available to download from the Apple or Android stores and is available for iPhone 6 and above or Android 7 and above smartphones and tablets.



MyAnglicareTas.

To download the app:

1. Scan the QR code or search for 'MyAnglicareTas' App in the App Store or on Google Play and download it.
2. You can also visit Anglicare Tasmania's website at www.anglicare-tas.org.au follow the links to the Apple and Google play stores to download the app.



3. Once the app has downloaded, you can then open the

Having trouble downloading?

Call our Aged Care Support Team on 1800 466 300 who will assist you

Getting started



STEP 1. Open MyAnglicareTas App

Once you have found or downloaded MyAnglicareTas App, click on the icon to open the log in screen.

STEP 2. Log in to MyAnglicareTas App

Enter your mobile phone number and select **NEXT** then **LOGIN**.

MyAnglicareTas app will send you a SMS containing a six-digit code to your phone. Please enter code and select **Verify Security Code**.

Once logged in, the MyAnglicareTas app home screen will display.

By logging in you agree to the Privacy Policy. If you'd like to view the privacy policy click on the link on the screen where you enter your mobile number.



Please enter the login details provided by MyAnglicareTas

0438415872

NEXT

For help or to register call us on 1800 466 300



Please enter the login details provided by MyAnglicareTas

 AU +61 ▾ 0438415872

LOGIN

For help or to register call us on 1800 466 300



Enter security code you received via SMS

Verify Security Code

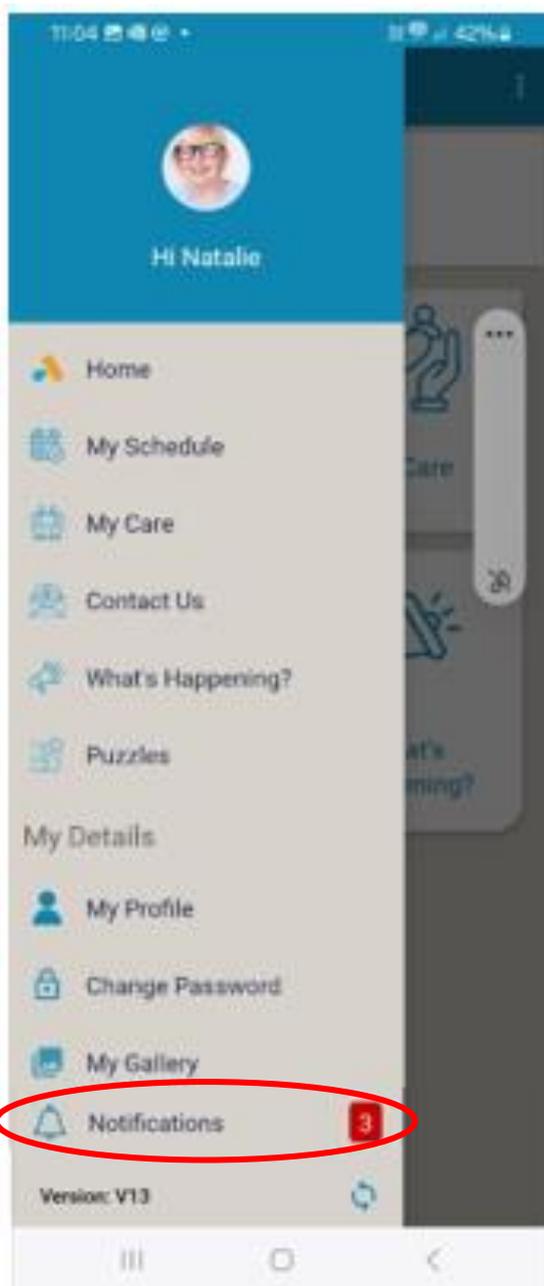
For help or to register call us on 1800 466 300

During your first log in, a screen will ask for you to accept app to access items. Please ensure you accept otherwise the app may not function as required.

View your Home and Menu

Your **Home** and **Menu** both provide you with quick access to all of MyAnglicareTas app features. When you log into MyAnglicareTas app the Home page will display.

Home features - My Schedule; My Care; Contact Us; What's Happening; Puzzles



To access the **Menu**, select the menu icon in the top left-hand corner. To access Home again, select the Home icon at the top of the Menu screen.

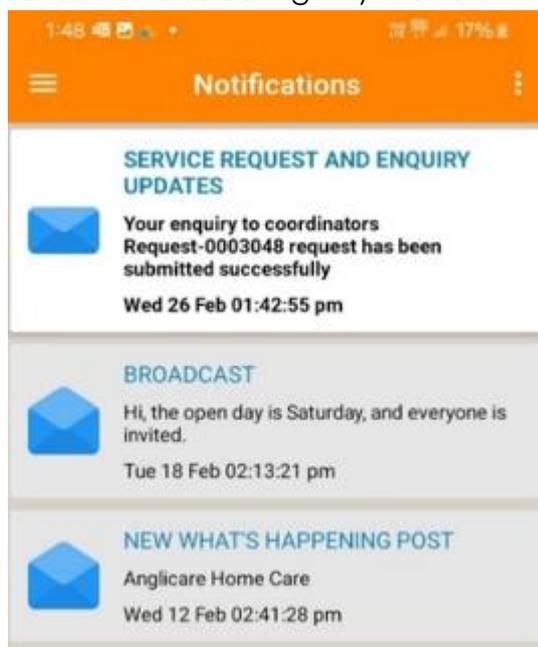
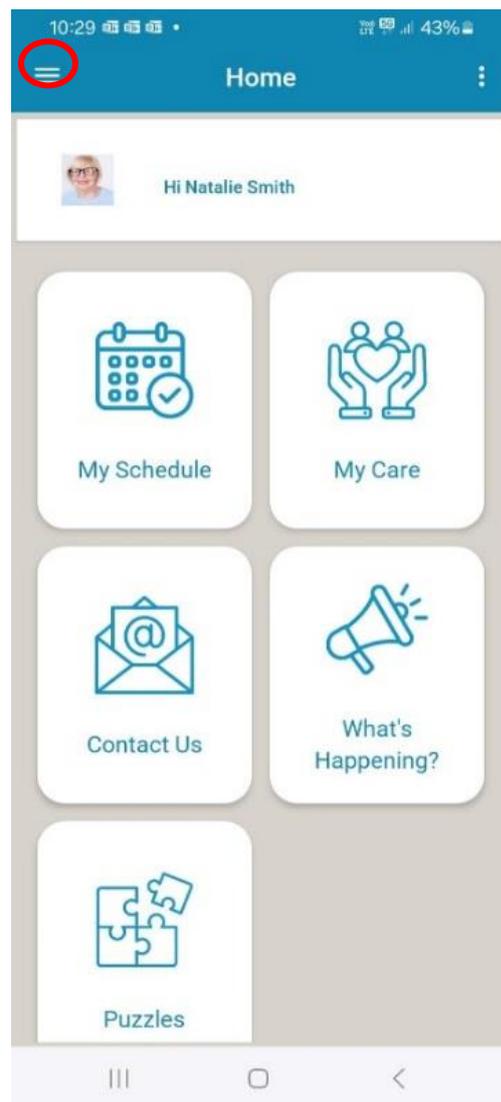
Menu features

My Profile - You can view and modify your stored profile details via the menu icon and selecting 'My Profile'. The following options are available:

Modify Photo - This feature enables you to upload or change your photo.

Notifications

You can view the communications we have sent to you in Notifications.



Invite Family Members

MyAnglicareTas app allows you to keep your family members up-to-date with the services that Anglicare Tasmania are delivering to you. You can let Anglicare Tasmania know that you wish another to have access then they will be able to download the app.

There are two types of permissions you may choose to give others.

General access

By adding others, they will be able to download the app and access some information.

Next of Kin access

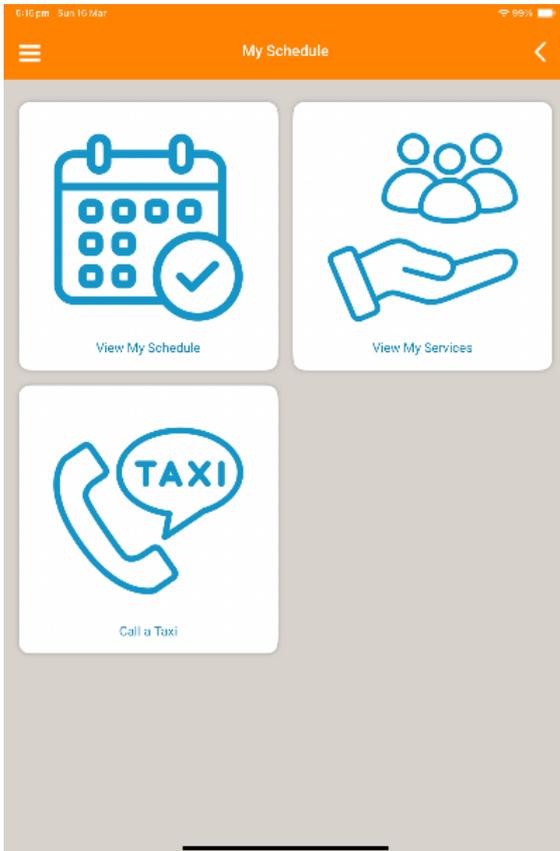
If you would like to a person designated as your Next of Kin, this will give them access to your schedule and allow them to change / cancel visits and see all the information that you can see.

You can only nominate one Next of Kin.

You can request access for others within the app by creating an Enquiry from the Contact Us file on the Home page. Select the 'Care and Support' enquiry and let us know the name and contact details so our Aged Care Support Team can create a log in and get in touch.

Alternatively, you can speak with your Coordinator or call the Support Team by using the Call Us file in Contact Us or phone 1800 466 300.

My Schedule



You can view your schedule or services at any time by navigating to [Home](#) or [Menu](#) and select [My Schedule](#).

My Schedule features

[View My Schedule](#)

[View My Services](#)

[Call a Taxi](#)

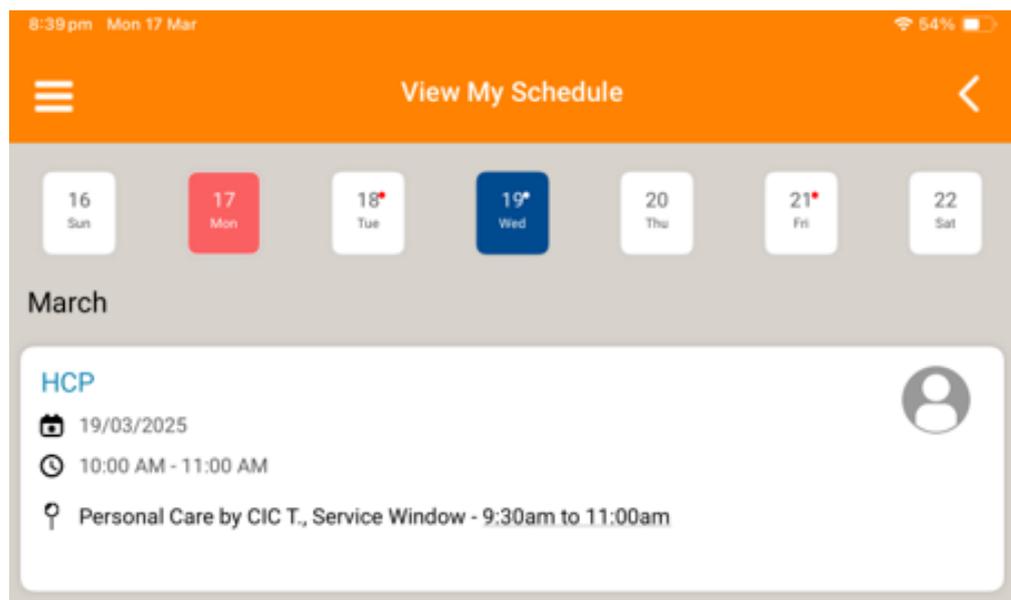
View My Schedule

You can view your upcoming visits on this screen. Your schedule shows the past week and 3 weeks in advance.

The red asterisk * notes the dates when you have a visit scheduled.

By clicking on a visit you can request a change or cancel that visit.

You can view who is coming, what service is being completed and when the service window of when they will arrive.



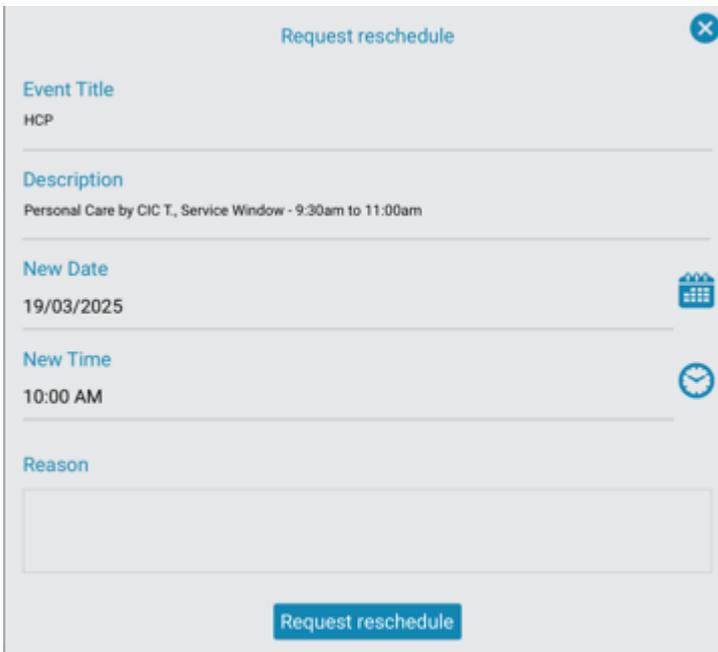
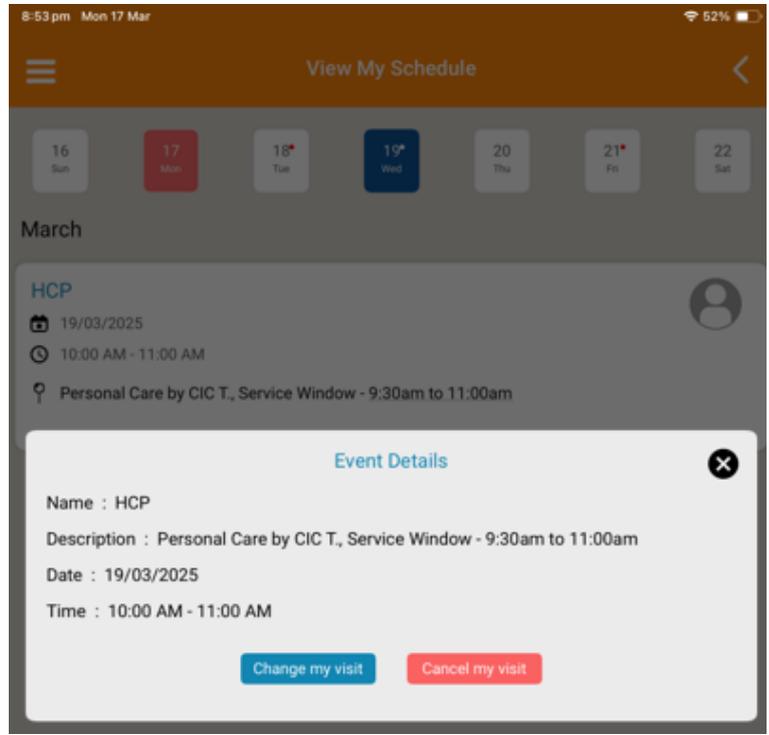
My Schedule

Reschedule a Visit

To ensure your request is approved and rescheduled we would recommend you submit your change request 48 hours before the scheduled start time.

To submit a change service request, click on the visit and select Change my visit. Complete the **New Date** and/or **New Time** and a **Reason** for the change and select 'Request reschedule'.

You will receive a notification when the request has been approved. Our support team will be in touch if they require more information.

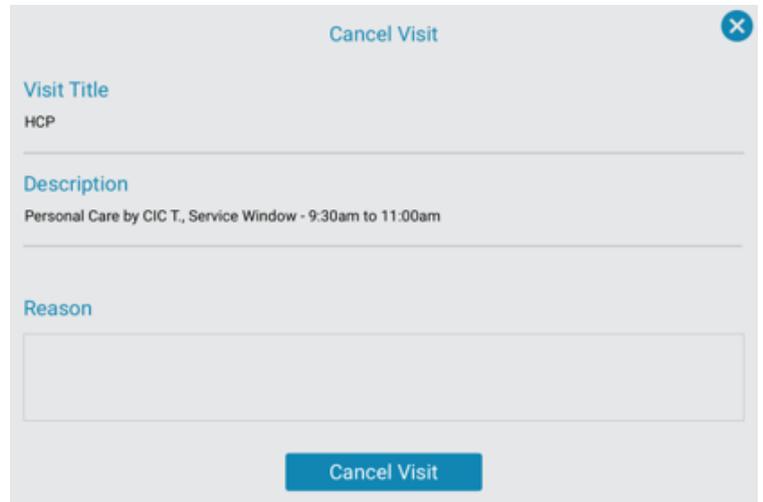


when the visit has been cancelled. Our support team will be in touch if they require more information.

Cancel a Visit

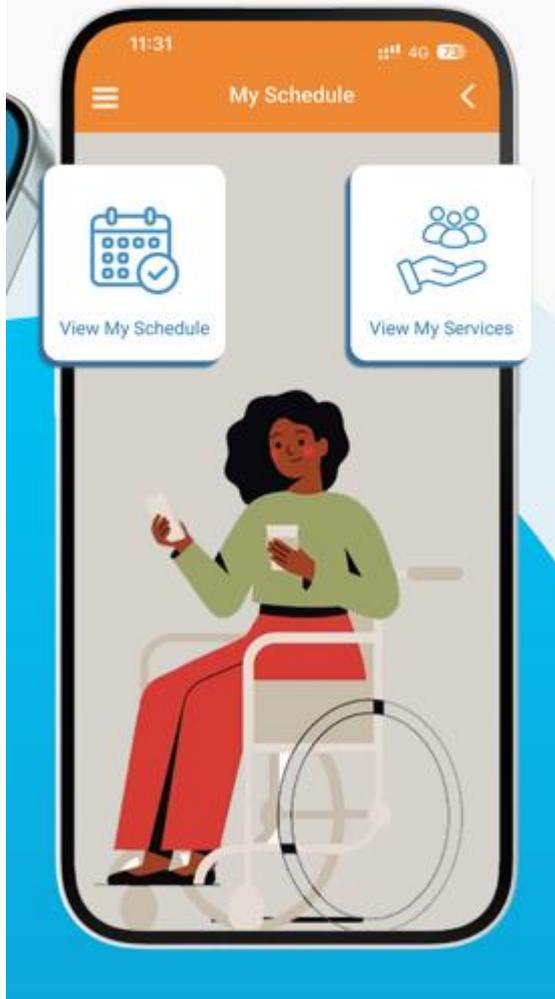
To cancel a visit, click on the visit and select 'Cancel my visit'. Complete the **Reason** for the cancellation and select 'Cancel Visit'.

You will receive a confirmation notification



My Schedule

Stay in control of your day & manage your schedule from the MyAnglicareTas app.



View My Services

You can view what current services you have available.



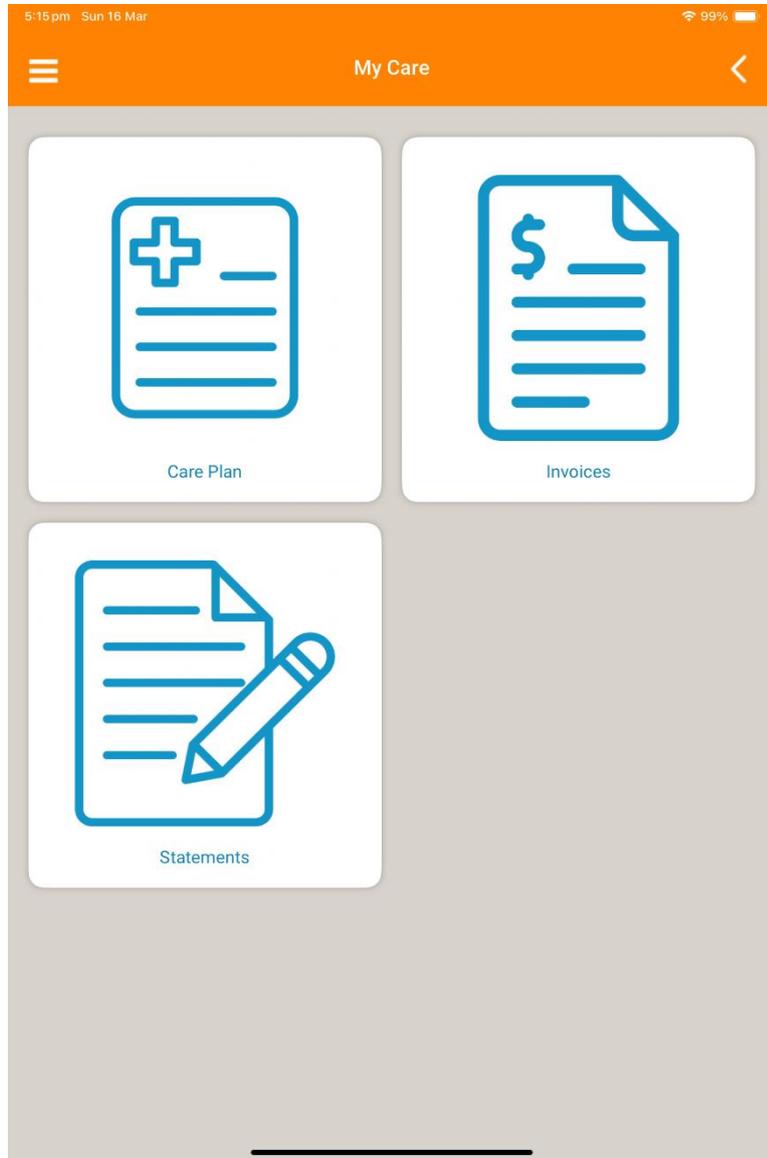
View My Services

Call a Taxi

This feature allows a quick and easy option to order a taxi.



Call a Taxi



My Care features

Care Plan

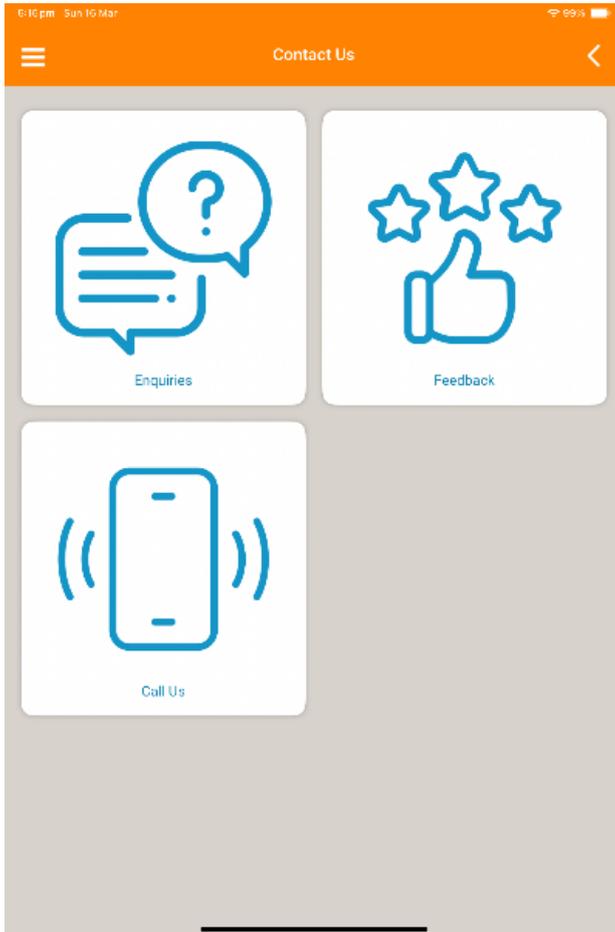
You can view your current Care Plan.

Invoices

View your invoices here.

Statements

This feature enables you to view your statements here.



Contact Us features

Enquiries

If you wish to ask a question on your service, schedule or invoice/statements, send us an enquiry.

Feedback

We are interested in your opinion, whether you have an idea, a compliment or a complaint. This icon will take you straight to our feedback form. Once received we will follow up with you.

Call Us

This will display our Aged Care number for you to ring us direct.

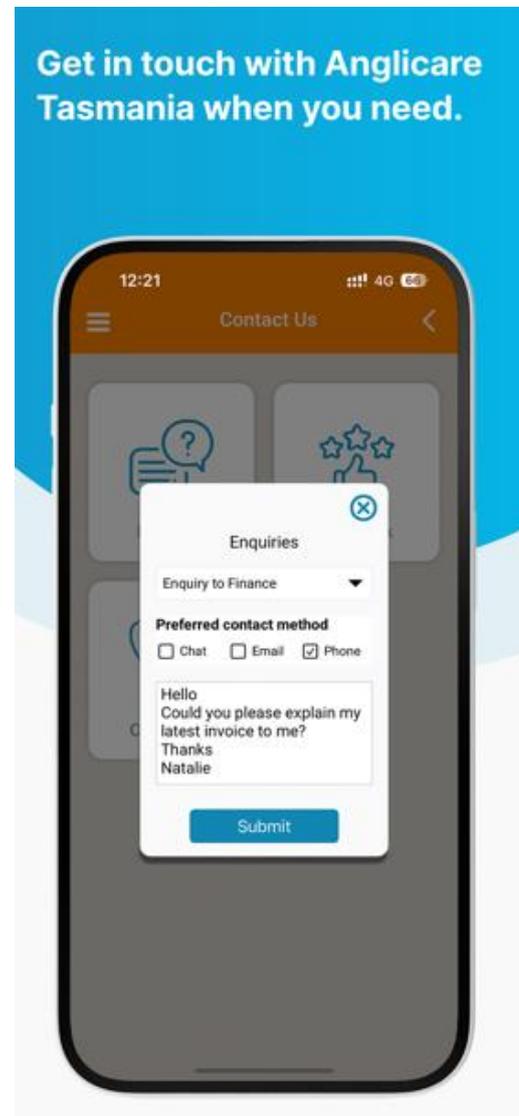
Make an Enquiry

At any time, you can submit a general enquiry by going to [Contact Us](#) and selecting [Enquiries](#). Select the relevant enquiry type from the drop-down options.

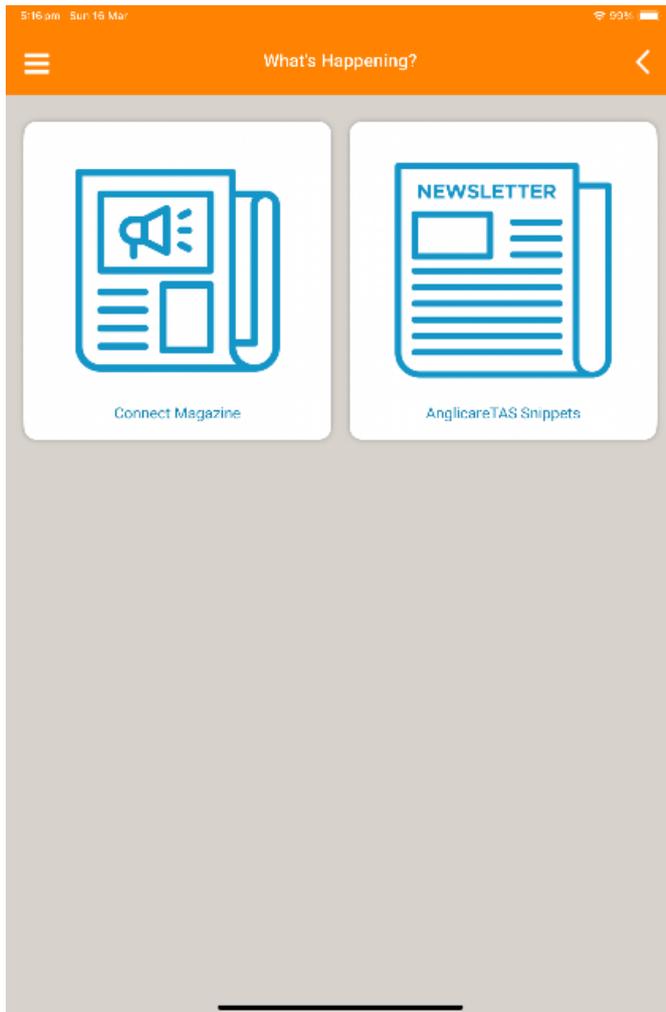
Care and Support enquiry – if you have a query on the support you are receiving or wish to receive. You can also use this to place an order for cab charge vouchers, reorder resource drinks, continence aids etc.

Visit schedule enquiry – if you have a general enquiry on your visit schedule. If you wish to change/cancel a current visit please refer to the [My Schedule](#) section.

Finance enquiry – if you have a query over your statement or invoice. This may be referred onto our Finance team.



What's Happening



Anglicare Tas Snippets

If we have any Anglicare Tas news that we wish to share with you, it will be here for you to view.

What's Happening features

Connect Magazine

Our Connect Magazine will now be available for you view.



Puzzles



Device Settings

Voice to Text Function

If you wish to speak to your device rather than type using the keyboard, devices have a voice to text feature.

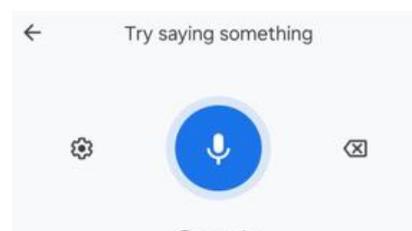
ANDROID DEVICE

When your device's keyboard is displaying, there is a keyboard icon at the bottom left corner.



This will give you the option to toggle between using the keyboard (for typing) or Google Voice Typing (where you can speak and the device will type for you).

If you select Google Voice Typing you will see this screen. When the icon is blue it types what you say. Pressing the microphone icon will change it from blue to white. When white it will not record. You can stop and start the microphone by pressing it, just in case you need to think what to say next.

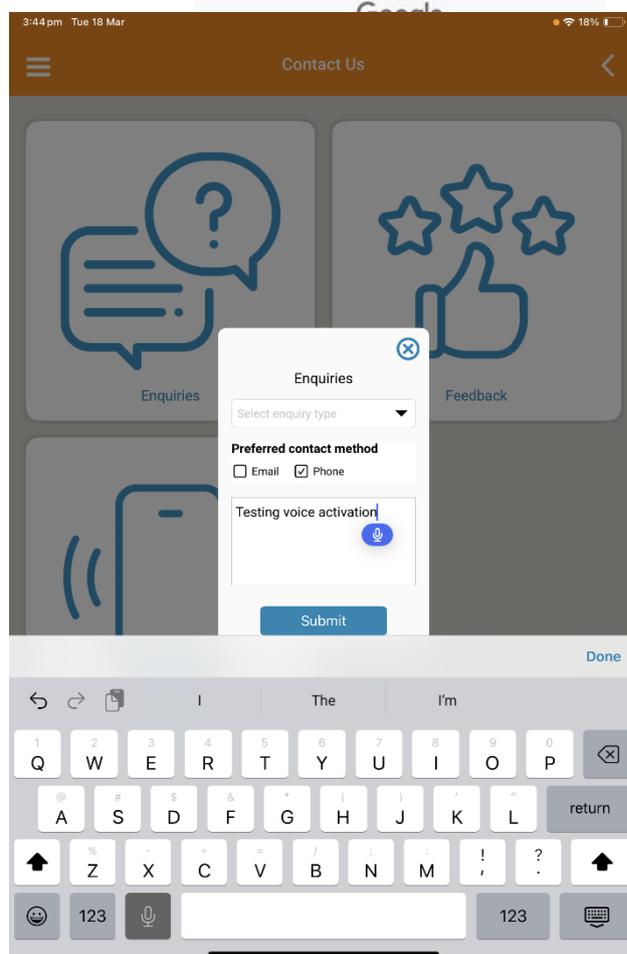


APPLE DEVICE

For your Apple device, you will need to 'Enable Dictation' by going into Settings > General > Keyboard and Turn on Enable Dictation. If a prompt appears, tap Enable Dictation.

When you are on a screen with the keyboard displaying, there is a microphone symbol next to the keyboard space bar. This will toggle this feature on and off. When you hit this icon, a little blue symbol appears in the text field for you to start talking.

NOTE: If there are loud noises in the room like a tv with someone speaking you may have their words on the screen 😬. It may take a bit of mastering but worth it rather than typing.



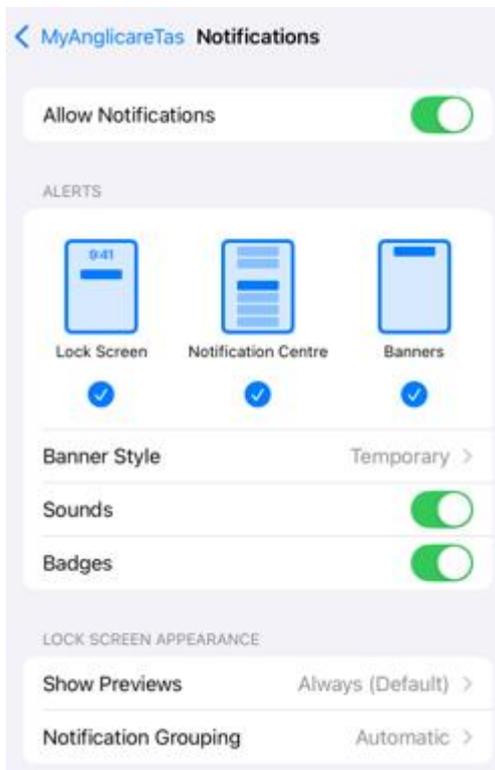
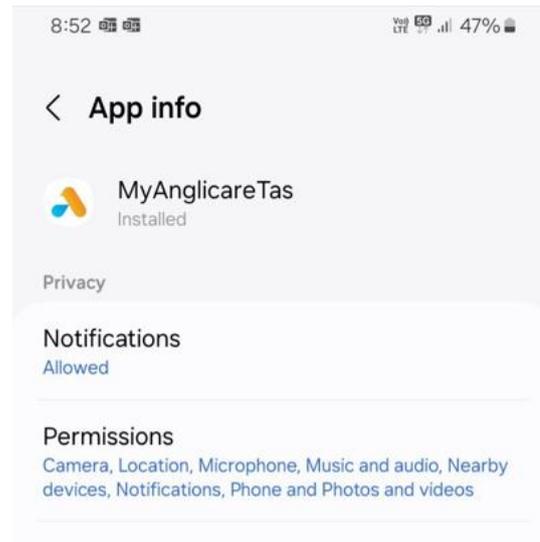
Device Settings

Turn on Notifications

To receive notifications through the MyAnglicareTas App you will need to turn on the app's notifications. If you are already getting notifications this setting may already have been set.

ANDROID DEVICE

Go into your device's Settings then go into Apps and find MyAnglicareTas app. Find the 'Allow Notifications' button and turn to ON.



APPLE DEVICE

Go into your device's Settings then go into Apps and find MyAnglicareTas app. Find the 'Allow Notifications' button and turn to ON.

Frequently Asked Questions

If our FAQ do not assist, please call our Aged Care Support Team on 1800 466 300.

Can MyAnglicareTas App run on my phone? What phones are supported?

MyAnglicareTas app supports Apple iPhones versions 6s and above and Android 7 and above.

I do not have MyAnglicareTas App on my device?

Refer to our Anglicare Tasmania Website MyAnglicareTas app page 'Download app' instructions from your relevant device's play store.

I cannot log into MyAnglicareTas App on my device?

Refer to our Anglicare Tasmania Website MyAnglicareTas page 'Log In' instructions for more information on log in details. You will need to contact Anglicare Tasmania to ensure your log in details have been created.

Will Anglicare Tasmania help with training?

Yes, our Anglicare Tasmania support team can answer any questions you have. Contact them on 1800 466 300. Or ask your Coordinator when they next visit you at home.

Who can I contact for help?

Please reach out to our team by emailing homecarescheduling@anglicare-tas.org.au or call the support line on 1800 466 300.

Who can access my information on the app?

Only those that you have given us your permission to add or you have personally invited via onto the app will have visibility of your information on the app.

How do I update my details?

You can update your details by selecting the "Menu" icon on the top left and then "My Profile" located in "My details". From here, you can upload a picture of yourself and update your mobile phone or email. Once submitted, Anglicare Tasmania will receive a notification to update this also, so your correct details will be up-to-date.

I cannot get the App to install and log in on my phone.

Please check that your phone's software is up to date and that your phone is supported (iPhone 6 and above or Android 7 and above) If you cannot find the app in your store, search for 'MyAnglicareTas App' Have you been supplied with login details? If not, please check with Anglicare Tasmania office.

What should I do if I have forgotten my login?

Your login is your mobile phone number and a One Time Password will be sent via SMS. Please contact Anglicare Tasmania Aged Care Support Team if you require assistance.

Frequently Asked Questions

What does adding a family member mean?

In the MyAnglicareTas App, family members who have been designated as Next of Kin see an extra button, which allows them to create accounts for family members who can then log in to the MyAnglicareTas App.

Who can add additional family members?

Family members, who have been designated as the Next of Kin have the ability to, also add additional family members.

Instead of adding family members myself, can I have Anglicare Tasmania do it?

Yes, you can provide the details: name, email address and the relationship to the client, and the account information can be emailed back to the family member. Just go to the Enquiries tile under Contact Us on the home page and select Care and Support Enquiry OR Calls Us under Contact Us on the home page.

How am I designated as the Next of Kin?

You will need to make a request to your Anglicare Tasmania office.

Will the app have new features added in the future?

Yes. We will continually look to add new features and improvements to the app. We welcome any feedback or suggestions you have. Contact your Anglicare Tasmania office via email or phone or use the Contact Us > Feedback tile to send us a brief text message.

Can family add appointments for their loved ones?

Yes they can. Log into MyAnglicareTas App and from Enquiries under Contact Us on the home page create a Care and Support Enquiry with details in the description.

Can I contact my Coordinator directly?

You can send an enquiry direct to your Coordinator from the "Enquiries" tile under "Contact Us" on the home screen. Once your enquiry has been received, the team will respond to you via the preferred method of communication selected when submitting the enquiry.

What is the latest news at Anglicare Tasmania?

All of our latest news stories are automatically shared to our MyAnglicareTas App and you will get a notification every time this happens. All of our news can be viewed under What's Happening on our home page. You can view Connect Magazine and AnglicareTAS Snippets. If you are on social media, you can follow us on Facebook too.

Frequently Asked Questions

I am receiving daily visit notifications; do I need to do anything with these?

The notifications regarding upcoming visits you receive each day do not require you to take any action. We have programmed these as reminders about upcoming services in case you have not looked at your schedule recently. If you do not wish to receive these alerts daily and cannot turn them off yourself, please contact us by either using the Enquiries tile under Contact Us on the home screen OR Call Us tile under Contact Us on the home screen.

How do I view my invoices and statements?

You can view your last month's full statement or invoice from within the "My Care" tile on the home screen. To view the invoice or statement, click on the invoice or statement tile. You can use two fingers to zoom in if needed to read the statement or invoice. Please note, they do not reflect live charges, rather only the last complete month's statement/invoice.

How do I change or cancel my services?

You can request a change or cancellation of service by going to the View My Schedule tile in the My Schedule on the home page then clicking on the service and selecting change or cancel. Once the request has been made, the visit will display the text "Change Request pending" until updated by Anglicare Tasmania. Once your request has been actioned, you will receive a notification to advise the change has been updated and any changes will be updated to view on your schedule. You can make a change or cancellation as long as the visit is not scheduled within the next 48 hours. If you need to make a change within 48 hours, please contact Anglicare Tasmania.

Can I request additional services or a product?

You can request additional services or a product within Enquiries under Contact Us on the home screen. Select 'Care and Support Enquiry' Enquiry type. Once the request has been submitted, your Coordinator will review against your approved care plan and contact you to discuss the request, take required steps to progress the request and update your care plan accordingly. Where the request cannot be accommodated, your Coordinator will contact you to discuss alternative options.

What happens when I submit feedback from the app?

Your feedback will be sent to Anglicare Tasmania who will contact you to follow up.

Can I order items from the app [cab charge vouchers, reorder resource drinks, continence aids etc]?

You certainly can by going into Enquiries found on the home page's Contact Us tile and select request type Care and Support enquiry then in the description write what you would like to order.

Can we have more than one Next of Kin?

No, only one family member is designated as the Next of Kin. If requested another family member can be designated as the next of kin. You can complete this on MyAnglicareTas app by selecting the Enquiries tile under Contact Us on the home page.