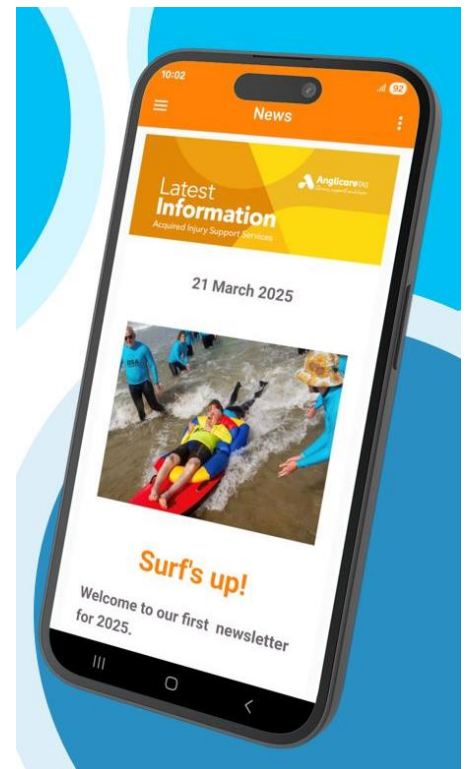
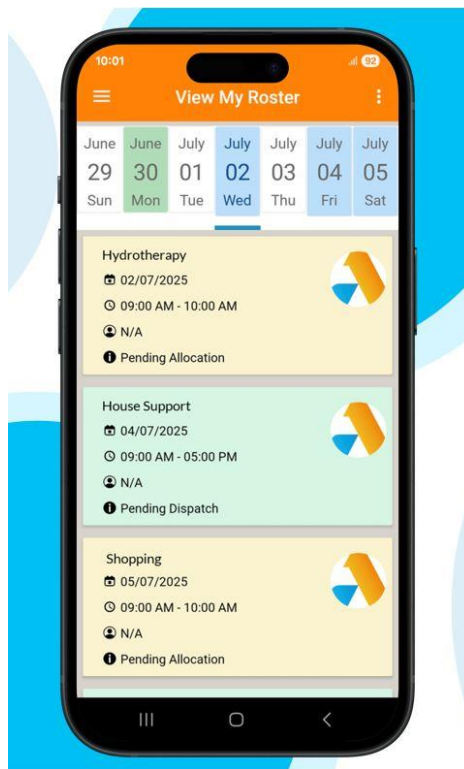
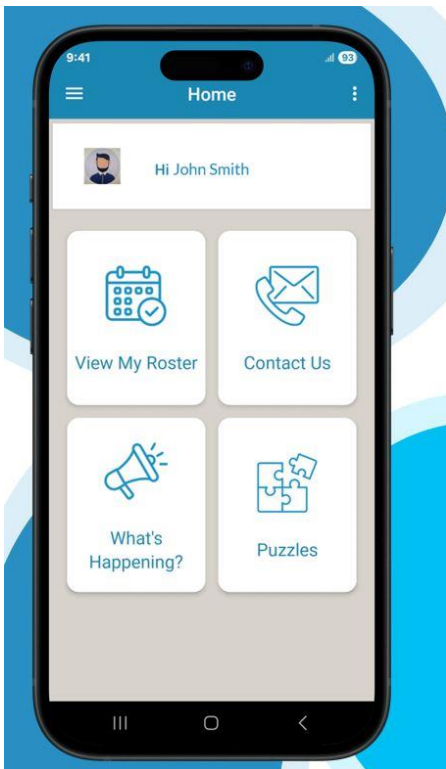


Acquired Injury Support Services

MyAnglicareTas App User Guide

for Clients & Family Members



Introduction

This guide will help you use the MyAnglicareTas App.

What is the MyAnglicareTas App?

The MyAnglicareTas App is a free and secure mobile app made for:

- People receiving support
- Their family members

The app helps you stay organised and connected with your support.

What can you do with the App?

- **View your schedule**
See who is coming to support you and when.
- **Call our support team**
Contact the scheduling team directly from the app.
- **Get updates**
Stay informed with news and important information.
- **Give feedback**
Share ideas, compliments, or complaints quickly and easily.
- **Play games and do puzzles**
Use the app to relax and enjoy some fun activities.
- **Share access with your family**
Let a trusted family member see your schedule and stay involved in your care.

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Download the App

Step 1: Make sure your mobile number is up to date

To use the app, Anglicare Tasmania needs to have your correct mobile phone number.

- Call the AISS Support Team on 1800 017 718 to check or update your number.
- If you want a family member to use the app to help manage your support, you can give us their mobile number too.
- We will set them up with access to your app.

Step 2: Download the MyAnglicareTas App to your device

- The MyAnglicareTas App works on:
- iPhones (version 6 and newer)
- Android phones and tablets (version 7 and newer)

How to download the App:

1. **Open the App Store** (on iPhone) or Google Play Store (on Android).



2. Scan the QR code below



Or search for '**MyAnglicareTas**' and tap to download.

You can also visit www.anglicare-tas.org.au and follow the links to download.

3. After downloading, **open** the app to begin.

Having Trouble?
Call our Acquired Injury Support Team on
1800 017 718 who can help.

Logging In

Step 1: Open the App

Tap the **MyAnglicareTas App** icon on your phone or tablet.



Step 2: Log In

1. Enter your **mobile phone number**.

2. Tap **Next**, then **Login**.

3. You will receive a **6-digit code by text message (SMS)**.

4. Enter the code and tap **Verify Security Code**.

A screenshot of the MyAnglicareTas app's login screen. At the top is the AnglicareTAS logo with the tagline 'Choice, support and hope'. Below the logo, it says 'Please enter the login details provided by MyAnglicareTas'. There is a text input field containing the number '0438415872'. Below the field is a blue button labeled 'NEXT'. At the bottom, it says 'For help or to register call us on 1800 466 300'.A screenshot of the MyAnglicareTas app's login screen. At the top is the AnglicareTAS logo with the tagline 'Choice, support and hope'. Below the logo, it says 'Please enter the login details provided by MyAnglicareTas'. There are two input fields: the first contains a flag icon and 'AU +61', and the second contains the number '0438415872'. Below the fields is a blue button labeled 'LOGIN'. At the bottom, it says 'For help or to register call us on 1800 466 300'.A screenshot of the MyAnglicareTas app's login screen. At the top is the AnglicareTAS logo with the tagline 'Choice, support and hope'. Below the logo, it says 'Enter security code you received via SMS'. There is a text input field with a dashed line indicating where to enter the code. Below the field is a blue button labeled 'Verify Security Code'. At the bottom, it says 'For help or to register call us on 1800 466 300'.

5. The App will open to the **Home screen**.

By logging in, you agree to our Privacy Policy. You can read it by clicking the link on the login screen.

Important - First Time Only

The first time you log in, your device may ask you to give the app permission to access certain features.

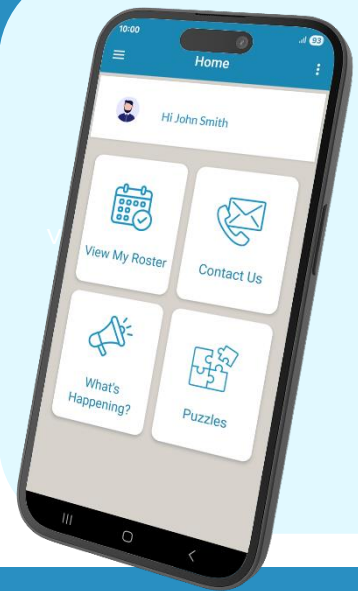
Tap **Allow** for the app to work properly.

Home Screen

When you log in, the **Home screen** shows key features:

- **My Roster** - See your upcoming support visits
- **Contact Us** - Call the team
- **What's Happening** - Read news and updates
- **Puzzles** - Enjoy games and brain activities

These features are explained further on the next page under the orange headings.



Using the Menu

To see more options, tap the **Menu icon** in the top left corner of the home screen.

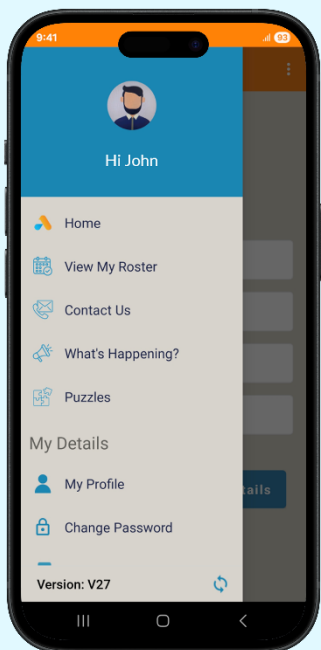
The menu button looks like this.



To return to the Home screen from the menu, tap in the grey area to the right of the menu.

In the menu you can see:

- **My Profile** - Check your personal details
- **Upload or change your photo**



Sharing Your App

You can give a trusted family member or friend access to your MyAnglicareTas App. This helps them stay up to date with your support.

There are two access options:

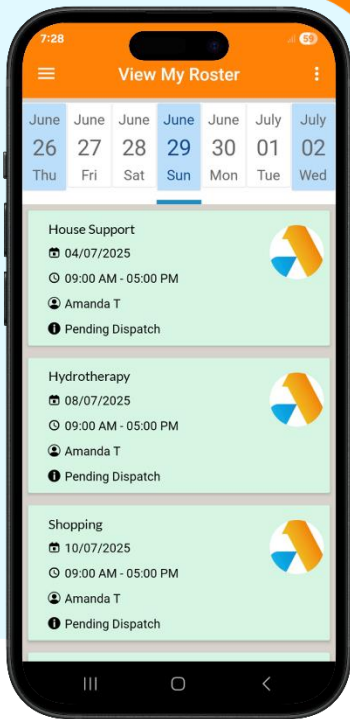
- General Access
The person can see some basic information in the app.
- Next of Kin Access
This gives full access to your schedule and updates—just like what you see. *You can choose only one Next of Kin.*

How to Give Someone Access:

Call our Support Team on **1800 017 718**.

Let us know who you want to give access to, and we'll set it up for you.

Key Features



My Roster

You can use the app to see your upcoming support visits. Your **roster shows the next 4 weeks**.

Green or blue dates across the top mean you have support scheduled for that day.

For each shift you can see:

- If the shift is filled
- Who is coming
- What time support is rostered for

Each shift has a different colour:

- Yellow shifts are **being filled**
- Green shifts are **filled**
- Grey shifts have been **cancelled**

If you need to change or cancel a visit, you can do this by calling our Support Team.

Contact Us

Give Feedback

We want to hear from you – whether it's a **suggestion**, **compliment**, or **complaint**.

- Tap the **Feedback icon**
- This will open a short form for you to fill out.
- Once we receive your feedback, we'll follow up with you.

Call Us

- Tap the **Call Us icon** to see our phone number.
- You can call our AISS Support Team directly from the app.



What's Happening

Stay up to date with news from Anglicare Tasmania.

News

- Read the latest updates and messages from our team.
- New information is added regularly to keep you informed.

Anglicare Tas Snippets

- Quick news bites and announcements.
- We'll post anything important here so you don't miss out.

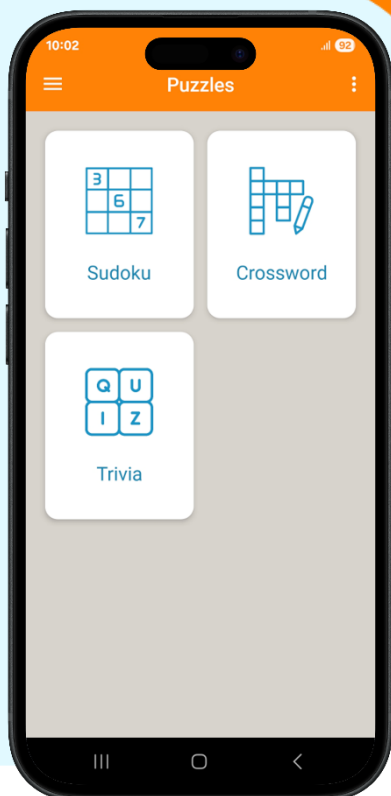


Puzzles

Relax with puzzles and games right in the app.

You can play:

- Sudoku
- Crosswords
- Trivia



Frequently Asked Questions

Can I use the app on my phone?

Yes. The app works on:

- Apple iPhones 6s or newer
 - Android phones and tablets with version 7 or newer
-

How do I get the app?

Go to the App Store (Apple) or Google Play Store (Android), search for 'MyAnglicareTas App', and download it.

You can also visit our website: www.anglicare-tas.org.au for help.

I can't log in - what should I do?

- Check that Anglicare Tasmania has your correct mobile number.
 - You'll receive a one-time 6-digit code by SMS.
 - Still having issues? Call the team on 1800 017 718.
-

Will someone help me learn how to use the app?

Yes. You can:

- Call 1800 017 718
 - Ask your Support Worker during their next visit
-

Who can I contact for help?

You can contact our Acquired Injuries Support Team

- Phone: 1800 017 718
 - Email: schedulingrequests@anglicare-tas.org.au
-

Who can see my information in the app?

Only the people you give permission to will have access—such as a trusted family member.

How do I update my details (like phone or email)?

You can do this by contacting Anglicare Tasmania on 1800 017 718 or schedulingrequests@anglicare-tas.org.au.

The app won't install or log in. What do I do?

- Make sure your phone is supported (iPhone 6s+ or Android 7+).
 - Make sure your software is up to date.
 - If you're still stuck, call us.
-

I forgot my login. How do I get in?

- Your login is your mobile phone number.
 - You will receive a new one-time SMS code each time you log in.
 - Need help? Call the Acquired Injury Support Team.
-

What does adding a family member mean?

You can let a trusted family member use the app to help keep track of your support. Contact us to arrange to have someone added to the app.

**Need some more help?
Call our Acquired Injury Support Team on
1800 017 718 who can help.**

