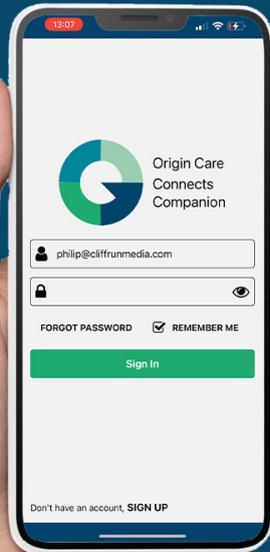


ORIGIN COMPANION APP

QUICK START GUIDE



QUICK START GUIDE INDEX

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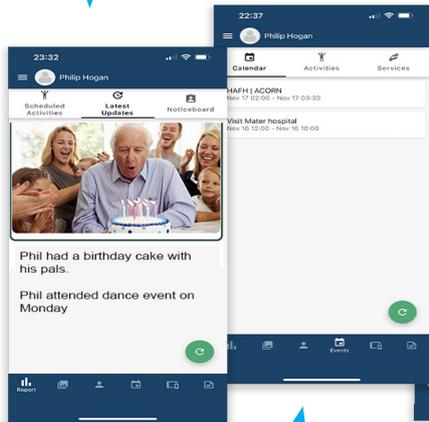
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COMPANION APP OVERVIEW

The Companion App contains a number of useful features to support Residents / Acorn users :

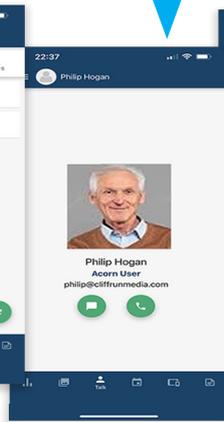
Facility Updates

- Get the latest updates on the facility or organisation



Call or Message

- Call or Message Acorn User or other companion app users connected with the Acorn user



Manage Acorn

- Remotely set up favourite websites
- Configure tablet
- Install Apps



Calendar Tracker

- Keep track of users /residents calendar
- Send reminders to their ACORN



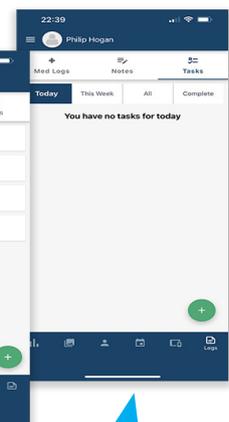
Send Photos / Videos

- Send Photos or Videos and remotely activate display on the users Acorn



Keep Notes and Tasks

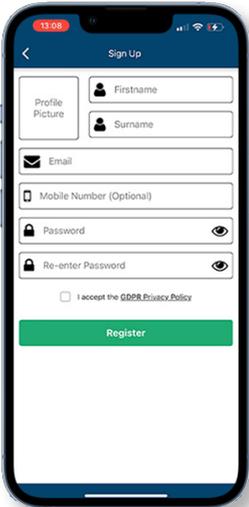
- Add notes and assign tasks



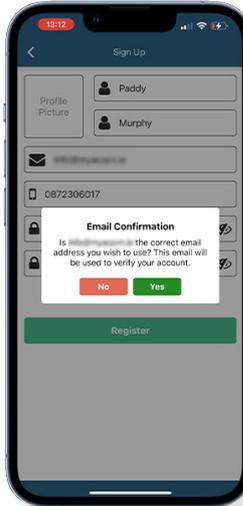
USER REGISTRATION

1

Fill in your details on the registration page.
Make sure to Accept the GDPR terms.
Press the Green Register Button



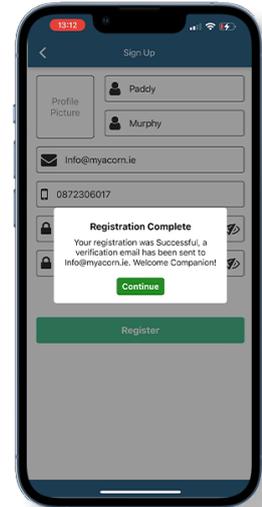
2



Once Registration is complete you will receive a confirmation email. Make sure to go to your email and select.

3

Once your email has been confirmed via your email your app registration is complete and you can log in to the app.

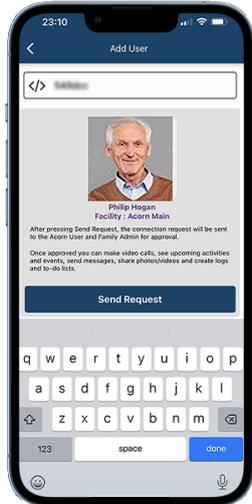


LOGIN AND CONNECT TO A RESIDENT / ACORN USER



1

- Login with your email and password entered during registration.
- Select remember me to keep logged in.



2

- Select the **Add User**
- Enter the Security ID (see page 7)
- Press **Search**
- The associated user will appear
- Choose the connection type you from the list below:
 - Friend
 - Carer
 - Family
- Press **Send Request**

- Once the Administrator or User has accepted your request.
- You will be connected to the user!

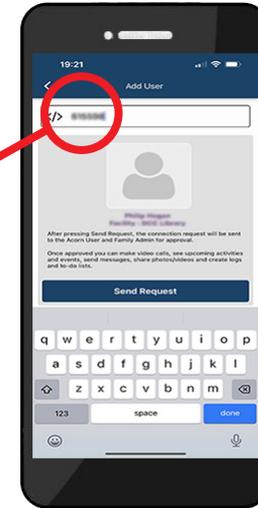
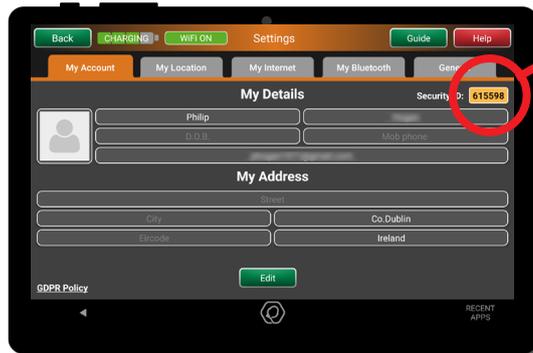
3



COMPANION APP CONNECT

Using a Security ID to connect to an ACORN User

1. Tap **Settings** and locate the **Security Id** in **Yellow box** in **My Account** Section. The Companion App user will need this number to connect to your ACORN.



1. On the Companion App after you have logged in select “**Add New User**”
2. Enter the Security Id into the search field box.
3. Tap “**Search**”
4. Once your Name appears tap “**Send Request**”
5. On the ACORN a notification will appear to say the companion user wishes to connect.
6. Tap **Review Now**

UPDATES SCREEN

1. SCHEDULED ACTIVITIES

- This section presents any activities the Resident is scheduled to attend.

2. USER / RESIDENT UPDATES

- Get updates on the Resident / Acorn User

3. NOTICEBOARD

- Any Important Notices can be presented on this screen
- Enables Companion app user to see general updates on the facility / community.
- Photos / News

Note :

These updates are presented as notifications on your phone



CALL AND TEXT SCREEN

The call screen enables you to make age friendly calls or simple messages to Acorn users.

1. CALL ACORN USER

- Start a video call with the Acorn user.

2. MESSAGE ACORN USER

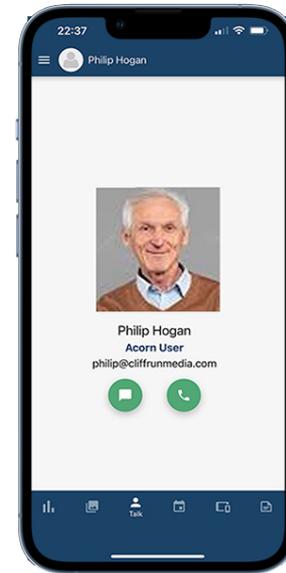
- Send messages to Acorn user.
- Send photos or videos via messaging.

3. MESSAGE OTHER COMPANION USERS

- Communicate with other companion app users connected with the Acorn user / resident.

Note:

Only Available for residents with ACORN tablets



SEND PHOTOS & VIDEOS

1. ADD PHOTOS AND VIDEOS

- Tap the menu button and select + “Add”
- Choose from photos, videos or your camera

2. DISPLAY ON ACORN TABLET

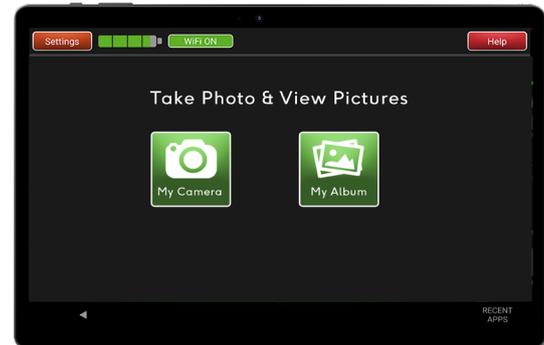
- This feature allows you to display a photo remotely on the Acorn users tablet.
- Tap the menu button and select View on Tablet, this will present the picture on the Resident / Acorn tablet

3. MESSAGE OTHER COMPANION USERS

- Communicate with other companion app users connected with the Acorn user / resident.

Note:

Only Available for residents with ACORN tablets



REMOTE SUPPORT ACORN TABLET

1. CHECK ACORN DEVICE BATTERY LEVEL

- Check device parameters such as battery level, which can be helpful to support regular charging of the Acorn.

2. ADD WEBSITE BOOKMARKS

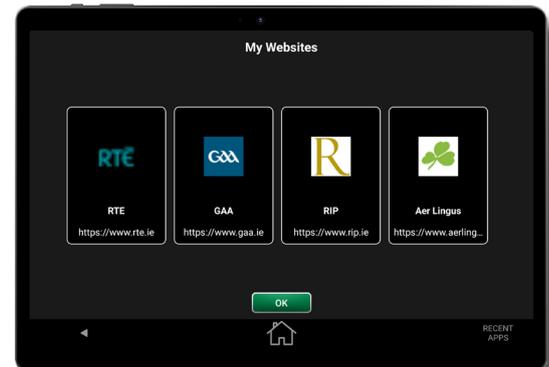
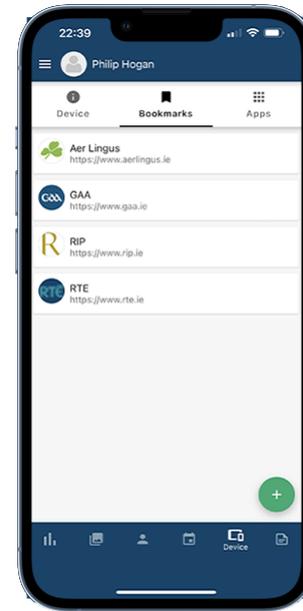
- Remotely add website bookmarks so that Acorn users can easily access their favourite websites.

3. INSTALL APPS

- Remotely install apps making accessing new interesting apps easier for the Acorn user.

Note:

Only Available for residents with ACORN tablets



CALENDAR

1. REVIEW ACORN USER / RESIDENT CALENDAR

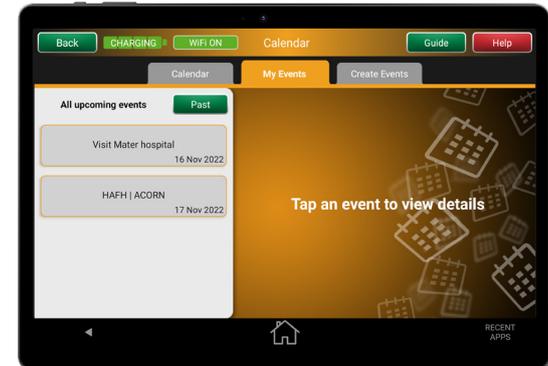
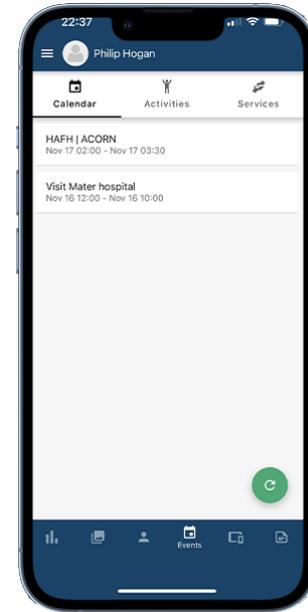
- Check events scheduled for the Acorn user / Resident
- Send reminders to Acorn / users residents on upcoming events.

2. SELECT AN ACTIVITY

- Remotely add activities for users to participate in.
- These activities will appear on the Acorn users/ Residents calendar.

3 SELECT A SERVICE

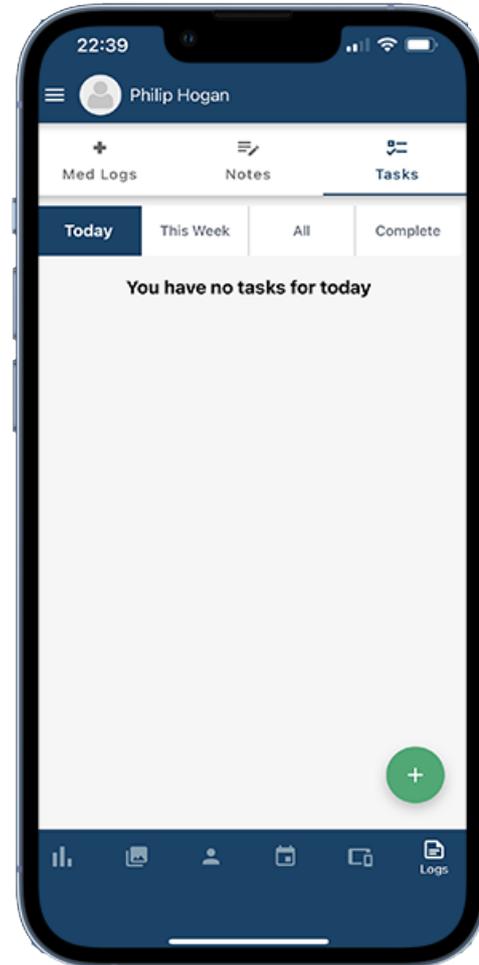
- This feature allows users to select services on behalf of Residents / Acorn users
- Choose the services, the practitioner and the available times. (These services may have an associated cost)



NOTES AND TASKS

Keep notes and track tasks associated with a resident.

This can be a helpful app for family or carers tracking visits or tasks associated with the resident.



EXTRA ADMIN FEATURES

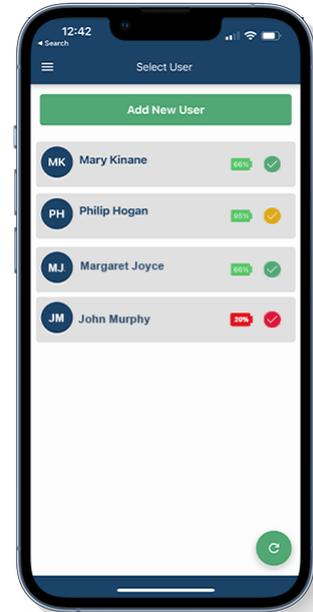
There are features designed specifically for Administrative staff.

ACORN USER CHECK IN

- This feature sends a message to the Acorn user to make sure they are ok. If they answer “No” this is indicated in the companion app as a red check mark.

MAINTENANCE

- Manage maintenance requests logged by administration.



TROUBLESHOOTING

I can not log in

- Make sure your password is exactly as it was registered including case. Press the “eye” symbol to verify
- Choose Forgot Password and follow steps for resetting your password.
- Check your internet connection.

Locating the End user Device ID

- On the ACORN tablet in Settings -> My Account
- Security ID located in yellow box on right hand side above customer details.

I cant send photos

- Restart the Companion app
- Restart the Acorn

NOTES:

Acorn

The Age-Friendly Smart Tablet.

Need Help?

Visit our support page



085 888 1657



info@origincaregroup.com



[@acorn_nation](https://twitter.com/acorn_nation)



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