



## Mind Your Loved Ones – Support - FAQs

### Why does Mind Your Loved Ones (MYLO) need to access my name and email address?

- Mind Your Loved Ones needs to identify its Users. It uniquely identifies its Users using their user name and email address. This is helpful in allowing you access when you are switching Smart phones or tablets and restore the MYLO app.

### How Secure is my Personal Information?

- Mind Your Loved Ones only accesses the Users name and email address. All other information the User stores in the App is completely NOT accessible to Mind Your Loved Ones and resides on the Users smart phone or tablet. (The User can also choose to back-up their information to their Drop box account). The User is responsible for determining if they want to share information with another person (e.g. doctor, hospital, family member).

### Where do I find the User Guide?

- You can find the user guide in the "Help" section of drawer in MYLO App.

### I accidentally deleted the App. Do I need to purchase it again? Do I need to reload the data?

- Since the data you enter is stored on your phone, it would be deleted if the app is deleted. It is recommended that you back-up your data periodically on Drop box. The backed-up data can be restored at any point.

### How can I back-up my information?

- The Mind Your Loved Ones app offers the back-up functionality. Instructions can be found in the app menu bar on the top left of the screen. See “BACKUP YOUR INFORMATION”. Using this functionality would back-up your data into your Drop box account.