Companion App Specification v 1.4

9th April 2022

Table of Contents

Document History

v 1	Initial draft of specification
v 1.1	Name change from complimentary app to the companion app. Fuller detail in specification after meeting between JH, BF and CB plus a couple of potential additional functions to be reviewed
v 1.2	23rd Feb document updated during an online conversation to clarify the specification to date. Callum, Bregje & Julian
v 1.3	Review of the document post online updates plus the inclusion of the output of the Notifications discussion held at the University of Nottingham on 7th March 2022.
v 1.4	Update of our meeting at BArdill's garden centre (Julian, Callum, Emma, Matthew and Bregje). Note addition of a login screen ==Any significant changes/notes since the previous version are highlighted either within the test or just the title where there would be a lot of yellow.==

Introduction

Background

My Internal World …. a place you can visit to explore and understand how you can improve your capacity to be happy. You answer questions, we analyse the answers and give you personalised feedback on key areas of your emotional health, with options for taking action and improving your happiness.

It is a WordPress based, mobile-friendly website that offers an emotional health assessment, detailed personalised report and development pathways. It holds user data including emails. passwords and their assessment answers and the scores required to create their report.

We are now looking to develop a companion app for everyone who has an active, paid for MIW subscription.

At the same time as starting this project, Julian and Bregje are also considering a rebrand of My Internal World to better include it within the Calm People brand. This would mean a name change to Calm People Anytime Anywhere and the change of the 'Charlie' logo (top right of each page). The timing of the rebrand is not clear at the moment but please develop the app knowing we may not confirm brand colours and image until later in the project.

Objective

The objective of the app is to
(1) allow us to push notify the user to use the MIW website more e.g. take your next assessment, keep working on the Stress pathway, etc.
(2) support the user with the quick tools suggested on the MIW website

Login Screen

User Name
Password

(Using the user name and password from MIW)

Reset Password

Need to work out how we rest the password - either via an email or via a deeplink which will return the user back to the app.

Startup Screen

First-time use

Startup screen Day 1
Welcome to My Internal World *Helping you deal with life and still find the joy*
Quote of the day[1]
[Tap to continue]

Onboarding

Onboarding
Explanation of how the user's data will be used/shared[2]
Offer to set up an affirmation (can set later)
Set push notification to default settings on/off (can change later) [Need to check what the notification toggle options there will be at this stage]

It would be good to have an onboarding guide/avatar with a chosen image/personality.
The first time you go into each in-app function, the guide appears and explains
1 This is the reason this is important
2 Evidence to back it up
3 Would you like to be reminded to do xyz?
If yes - set push notification
Frequency Daily/Weekly
At xx.xx time
And be able to reset to No

[Info] The guide will then appear each time the info button is pressed on each in-app screen to show the same details - why it is important - evidence to back it up - would the user like to be reminded to use it

---

[1] List of quotations are in a separate spreadsheet. There are currently 176 quotes. We will be adding another 200 or so
[2] Wording to be decided nearer completion

Ongoing use

Startup screen ongoing
Quote of the day
Affirmation if chosen/ random or personalised
[Tap to continue]

Link to

🞩 Quotes of the day Test File

🞩 Affirmations Test File

Main Selection Screen

Home Screen

Main Selection Screen

How are you feeling today?[3]
Check-in analysis

Crisis button
Affirmation generator
Visualisation
Just breathe
Journal
Commitment Tracker
Prioritisation Helper

First Time each day

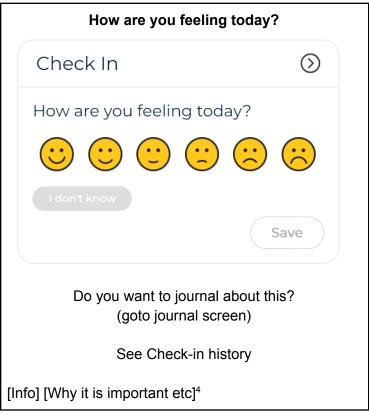How are you feeling today?
(Go to Checkin Screen)

Not now
(if pressed just move on)

---

[3] We need a very visual way prompt to encourage the user to Check-in each day - perhaps another "first time each day" screen

Check-in and Analysis

Check-in screen

Note: we have decided to mirror the check-in we currently record on the My Internal World website. We can give you the original images. This has raised a question about what font to use on the app. Should we match it to the website? I will send over the brand guidelines.

On 7th March we decided to drop the functionality to offer to email the manager with that day's check-in.

On 7th March we have added the option to journal after logging in

==We need to decide how often a user can check i.e. more than once a day? (on either the website or the app - need to discuss and document in the final section "Companion App talking to MIW and vice versa")==

---

[4] We do not want them to be able to set a notification for checking in. They will be prompted each day they open the app that they have not already checked in.

How are you feeling today?
screen 2

What might that feeling be related to?

Bills
Money
Relationships
Work
Conflict
The News
Social Media
Illness
The Past
My behaviour
Other's happiness
Luck
Worrying / Anxiety
Life

This list can be shortened if it displays better

Check-in Analysis

Top 3 contexts:
Work
Relationship
Social media

Scrollable left and right of emoticons

Crisis Button

Crisis

Links to other support with phone numbers

NHS - 111
Samaritans - 116 123
Citizens advice - 0808 223 1133
Switchboard - 0300 330 0630

Affirmation Generator

Affirmation Generator

Your Current Affirmation is displayed first

Select random for a different affirmation every day*

Choose your affirmation from this list*

Create up your own affirmation (users type in their own affirmation to fit the starting words "You are …")

Do you want to be reminded to say your affirmation?
If Yes - Frequency Daily/Weekly
At xx.xx time
And be able to reset to No

[Info] [Why it is important etc]

This could be a radio button to indicate which one will be on their welcome page each day.
* both the random affirmation and the choice from a list will be populated from a spreadsheet with 30 affirmations

Visualisations

Visualisations

Your relaxation boost

Slow and deep relaxation

Building your positive thinking

Greet the day with energy

Improving your sleep quality

20 mins relaxing harmony

[Info] [Why it is important etc]

Recording booked for early May and will be available shortly after.

Just Breathe

Just Breathe

Set timer [Length of session]

Choose
Silent or Start and Finish noise (tbd)

Visual[5] or Voiced:
Choose one of three settings[6]

[Info] [Why it is important etc]

---

[5] Julian and Bregje need to decide what visual we want for the breathing exercise
[6] 3 settings for length of breath 4 seconds in 7 seconds out - 5 seconds in 9 seconds out - 6 seconds in 10 seconds out

Journal

Journal

Show the latest Check-In State and Context.

Free Text (today's date needs recording)

Do you want to be reminded to journal?
If Yes - Frequency Daily/Weekly
At xx.xx time
And be able to reset to No

Past Entries[7]
[All your entries are stored locally so if you want to uninstall this app you will lose the date unless you upload them.]

Export journal entries

[Info] [Why it is important etc]

---

[7] Each entry needs to be recorded with a date so that previous entries can be read

<mark>Self-</mark>Commitment Tracker [Note new name]

<mark>Self-</mark>Commitment Tracker [?]

I am committing to … [free text of limited length]

How often? [x times a day/daily/weekly/monthly]

I have done it this time [tick]

Do you want to do it again?

Do you want to be reminded to do this commitment?
If Yes - Frequency Daily/Weekly
At xx.xx time
And be able to reset to No

End this commitment [Delete]

[Info] [Why it is important etc]

There can only be one commitment active at a time
The user decided if it continues or not.
When the reminder comes up - is it possible to defer the reminder?

23rd Feb
We want to track how often people react to the commitment reminders.
On the last day of each month, we could send them a notification saying you did "the commitment" x times.
Question what if they changed their commitment during this time?
Can also suggest a change of commitment if they haven't done many of them.

Activity reporting back to MIW - show if the user sticks to a commitment when they have one.
Three columns - they have a commitment - how many times they have changed their commitment and how often they did that commitment when they had one.
Where is this displayed?

25th March
<mark>Still not clear what we want to tell the user about their commitments. Needs to be defined.</mark>

Prioritisation Helper

<div style="border:1px solid black; padding:10px;">

Prioritisation Helper

</div>

In a couple of the pathways on the My Internal World website, we explain a technique to prioritise a list of choices. It involves comparing all the options with each other to get a prioritised list. I am aware of automated versions of this like
https://rankingengine.pubmeeple.com/
Just wondering if it is easy to programme something similar.
I am happy to give more details if it is something we could consider including. If it's a large piece of work we do not need to include this.

23rd Feb - Callum to have a look at the algorithm and see if it is a large piece of work

User Settings

```
┌─────────────────────────────────┐
│          User Settings          │
│                                 │
│  Declarations                   │
│  We do not share affirmation/   │
│  journal                        │
│                                 │
│  MIW collates anonymised        │
│  states to display trends       │
│                                 │
│  Inapp notification toggles     │
│  ↔ Checkin                      │
│  ↔ Affirmation                  │
│  ↔ Journal                      │
│  ↔ Visualisation                │
│  ↔ Breathing                    │
│  ↔ Self Commitments             │
│                                 │
│  Privacy                        │
└─────────────────────────────────┘
```

Notification discussion Bregje and Julian
Should we let the user decide if the notifications are in the app or by email?

Whatsapp conversation:
Bregje - if a user installs the app but doesnt open it, we
   1. dont know if they have installed it and
   2. Have no way of telling them to open it
Callum - currently thats true, you will have the info that its been downloaded but not by who and not sure of any way to send them notifications, maybe through the firebase, but will need to check.

Notifications list

In-App

Users can set this "on" or "off" either within that app function or in the user settings
If the notification is set "on" they will be reminded each time they open the app to do that function.

Driven by User data from My Internal World

Notification	First Prompt	Reminders	In-app or email	In monthly Report?
Take first assessment	One week after 1st login *Text Needed*	Monthly thereafter	App and Email	Last assessment date
Start using your app	Logged in not done anything. 1 week after login *Text Needed*	Monthly thereafter	App and email	App last opened date
Take your next assessment	91 days after the last assessment *Text Needed*	91 days after the last reminder	App and email	Last assessment date
Taking action after an assessment	One week after the last assessment date "You may have needed some reflection time - why not set yourself time to work on a pathway or yourself"	None	App and email	None

Ongoing action after any assessment (pathways)	Scored red in any areas and has at least 0% progress in the red pathways. 3 weeks after the assessment "We noticed you scored Red in ABC. You have not started looking at BC pathway(s). We are nudging you on this because we want you to get the most out of the system"	6 weeks after assessment then stop.	????	Pathways % progress
Started pathway not complete	Cycle across the 7 pathways (not health habits) and if % complete is not 100 then send a message Week 1 Stress Week 2 Self Esteem etc.	????	Pathways % progress
No pathways ever	2 weeks after first login "We noticed you haven't looked at any pathways yet. Even if you don't take the assessment these can be really useful.	No reminders	App and Email	Pathways % progress
Worksheets	Bregje to check what we have and then discuss			
New Blog Available	When a blog is uploaded on MIW *Text Needed*	None	App and email	None

Relevant Blog if scored Red in the last assignment	Not sure how best to make this happen	Need to think about it a bit more		
Discretionary / one off update	J or B decide to send a notification eg Broadcast Defined users eg a specific company or all admin users Need to be able to input relevant text Probably functionality on MIW?	None	App	None

Monthly Report

Julian and Bregje need to fully define this.

Streaks

"Well done you have done xxx for x days"
Check-in
Commitment Tracker
Visualisations
Breathing
Journalling

Companion App talking to MIW and vice versa

Check-ins

Can we share the check-ins recorded on the app into MIW and display the checking there as well? Do we want users to be able to check in on both and manage the syncing of the results or do we just check-in on the app once it goes live?

A user can only check in once a day (on either the website or the app - need to discuss)

Can we produce an aggregate score for each organisation each day of their check-in score?

Security

The email and password will be the same on both the website and the app.

Notifications

Can we run a query over the website data to get a list of people to notify on the app. E.g. they can take a new assessment as the last one was more than 28 days ago.

Also, do we want to offer notification by phone and by email? Need to be clear about what they are receiving across the two platforms.

Usage Data

Do we want to record how long the user is in the app and on the MIW site?
Do they use the app or MIW more?
Are there any other things we want to record/report on? Where will we report on them?

App Usage data

Will all app usage data be put into a MIW database?
Could include:
Timestamp check-in
Count access to each function
Count how often they change their affirmation
Record current and/or longest streak?
Need to talk to Callum about what else we could record and then B&J decide what we actually need

Miscellaneous

Copied from the Commitment Tracker section to make sure we don't miss it:
Activity reporting back to MIW - show if the user sticks to a commitment when they have one.
Three columns - they have a commitment - how many times they have changed their commitment and how often they did that commitment when they had one.
Where is this displayed?