

# FAQ's

## Customer questions

### 1. How do I install the skill?

To install the skill on your Alexa system, you can follow these instructions:

<https://www.heise.de/tipps-tricks/Alexa-Skills-aktivieren-so-geht-s-3971538.html>

### 2. How often does the skill remind me of something?

The skill will keep reminding you until you confirm that you have done something or until you delete the reminder.

### 3. Is the skill configurable?

No, everything depends on how you create the reminders.

### 4. What stops the reminders?

There are two options:

- Confirm to the skill that you have already done it, e.g., by saying "I have finished taking tablets."
- Delete the reminder, e.g., by saying "Delete "Taking tablets"".

### 5. How do I deactivate the skill?

If the skill is not being used and no reminders are stored, then the skill will not bother you. Should you still want to uninstall it, you can follow these instructions:

<https://de.phhsnews.com/how-to-uninstall-alexa-skills-from-your-amazon-echo2139>

### 6. Where is my data stored?

Your data is stored securely in AWS and not shared with any other services.

### 7. How can I share reminders?

Only you can and may set reminders, but you can give other people access to reading your reminders. To do this, you can enable sharing by saying "Enable sharing". The skill will then read out a 7-digit password for you to remember. Another person can then use the 7-digit password to read your reminders. To read them they must say "Connect me to {name}". {Name} is the name that the person will use to read their reminders later. For example, "Connect me to Dad", "Connect me to Herbert", etc.

After saying this, Alexa will ask for the password generated above.

The person has then access to reading your reminders and can read them as follows: "What memories does {name} have". To resume the examples above, the query could then be "What reminders does Dad have?" or "What reminders does Herbert have?"

### 8. How do I stop sharing reminders?

You can remove the access to read them for others by saying "Disable sharing".

### 9. How does the skill work?

First you need to allow the skill to create reminders.

To do this, either follow these instructions:

<https://www.amazon.de/gp/help/customer/display.html?nodeId=G977286NBZABD938>

or try to operate the skill first. It will show you a map if you have a device with a display, that will allow you to grant permissions.

You can activate the skill via the predefined keyword "Alexa open MyMemo".

After that you can create a reminder with e.g., "Remind me of Elke's birthday". The skill will then request all the necessary data such as date and time.

#### **10. What does the skill cost?**

It is free of charge for you.

#### **11. For whom is the skill suitable?**

For all those who currently do not always do everything despite reminders. However, our focus is on Alzheimer's patients.

#### **12. Which hardware do I need?**

You need an Alexa-enabled device, such as an Amazon Echo or a mobile phone with the Amazon Alexa app.

#### **13. Can I add descriptions/details to reminders?**

Yes, you can add a description to your reminders. To do this, say "Add something to Birthday of Elke". The skill will then ask you what you want to add.

#### **14. Can I change the time of a reminder?**

Yes, you can change the time of a reminder. To do this, say "Change reminder Birthday party of Elke". The skill will then ask for the new date and time.

#### **15. Can I retrieve the details of a reminder?**

Yes, you can retrieve details about saved reminders at any time. If you want more detailed information about a specific reminder, say e.g., "Tell me about Elke's birthday party".

If you want to know which reminders you still have in a certain period, say:

1. Today: "What reminders do I have today?"
2. Specific date: "What do I still have to do on 24.12.2021?"
3. Time span: "What do I still have to do in the next week?"
4. Time span: "What reminders do I have between 20.01.2021 and 20.02.2021?"

#### **16. Can I access the reminders as a relative/trusted person of a user?**

Yes, see point 8.

#### **17. Can the skill interact with my other devices?**

No interaction with a Smarthome or the "Internet of Things" is supported yet, as only a small percentage of users have compatible devices so far.

## **18. Can the skill itself help me use it?**

Yes, by saying "Alexa, help me with MyMemo".

## **Stakeholder questions**

### **1. How is this skill better than what is currently available**

By constantly reminding you of something until you did it, you bypass the 'put it off until later' habit. In addition, you are less likely to forget important tasks if you use the app.

### **2. Are there any security risks?**

The skill uses cloud services from AWS, which ensures good security of the data.

### **3. How usable is it by patients?**

Family members or another trusted person have to give an instruction to the patient, depending on his/her skills. Patients with good technology skills should be able to use it without instruction.

### **4. How do you know how much a user benefits from the skill?**

This needs to be determined through self-assessment and engagement with the individual. An automatic diagnosis function is not yet in planning.

### **5. Is there anything like this skill yet?**

There is no such application yet that can take Alzheimer's disease into account when interacting with the user. The goal of our application is to make interaction with the functionality as simple and smooth as possible for the target group.

### **6. What are the costs for the provider?**

The costs to run the skill depend on scaling but are not too high due to the low-cost structure of AWS Lambda.

### **7. What is the reliability of the skill?**

When developing the skill, we were careful to cover a relatively large number of interaction possibilities and to include error handling. However, the final reliability will only be determined by a field test.

### **8. How well is Alexa understandable for the user?**

This will also only be determined by a field test.