



## **Customer FAQ "RemindMe"**

### **Where can I get a user card (a list of commands) to use the skill?**

The user card can be downloaded from the following link: [https://bit.ly/3sEszps\\_y/](https://bit.ly/3sEszps_y/)

### **How can I add appointments?**

Via an Alexa voice command.

### **How do I access the skill?**

The skill can be activated in the skill catalogue of the Alexa app.

### **How/when will I be reminded of appointments?**

Alexa reminds you of appointments at a fixed time interval, either via an Alexa device or the Alexa app.

### **How is it ensured that I notice the appointment reminder (e.g., when I am asleep or out of the house)?**

If a user has their smartphone with them that has the Alexa app installed, they will receive a notification on it. Since the user is notified several times, missing one notification will not be a big problem.

### **Who can access my appointments?**

Anyone who can communicate with Alexa via the user's Amazon account.

### **Can I add repeated skills that run at a fixed time every day?**

No, but it is possible to enter repeated appointments in the calendar.

### **How can I access my appointments?**

The command "What is due today?" tells the user all the appointments still due on that day. The command "What do I have to do next?" tells the user the next upcoming appointment.

### **How can it be prevented that a stranger who is visiting the user's house hears reminders from Alexa?**

The skill only reads out the appointments if the user explicitly requests it.

### **How does the functionality differ from other appointment calendars?**

The app reminds the user of appointments and things that need to be taken along. In doing so, the reminder interval becomes shorter the closer the appointment gets. This ensures that the Alzheimer's patient does not forget the appointment.

### **How much does "RemindMe" cost?**

The "RemindMe" Alexa skill can be used free of charge.

### **How do I start using the skill?**

After activating the skill, it is started with "Hey Alexa, open "RemindMe"!".

### **Where can I find out more about the skill?**

You can find a description of the skill in the Alexa Skill Catalogue.

### **How will the data requested from me be used?**

The data is only used to remind you of your appointments.

### **How do I remove the skill from Alexa if I no longer want to use it?**

Once you have set up an Alexa skill, you can manage it clearly in the Alexa app on your smartphone and in the Alexa web menu. In the Alexa app, go to the three bars and select "Skills and games". Then tap on "Your skills" at the top.

On your computer, go to [alexa.amazon.com](https://alexa.amazon.com) in your browser and log in with your Amazon account. Click on "Skills" in the menu on the left and "Your Skills" at the top right.

Source: <https://www.111tipps.de/alexa-skills-aktuell-halten-und-alexa-skills-loeschen/>



### **At what intervals do the reminders come?**

The frequency of the reminders is fixed. The closer the deadline, the smaller the intervals between the reminders.

## **Stakeholder FAQ**

### **How can I add appointments as a relative?**

If you as a relative have the option of communicating with Alexa via the user's Amazon account, you can add appointments in the same way as the user himself/herself.

### **Who can view appointments?**

Anyone who can communicate with Alexa via the user's Amazon account.

### **How long will the development of the skill take?**

Development is expected to last until the end of February 2021.

### **How will the skill improve the user's everyday life?**

Patients with Alzheimer's face many problems every day. Forgetting important appointments and the feeling of being without a plan in everyday life is not only a great challenge for the affected persons and their relatives, but also a strong psychological burden. Many patients are still very independent in everyday life but need support now and then to remember appointments that are not part of their routine. "RemindMe" offers help here. The user interacts with the tool through a digital voice assistant (Amazon Alexa). The assistant reads out upcoming appointments and important information in natural language. The interaction is intuitive even for non-technical users. Through this support, those affected regain a bit of independence. More autonomy in everyday life strengthens self-confidence. "RemindMe" is therefore a constructive and positive measure in the fight against Alzheimer's disease.

### **How much does the development of the project cost?**

The development is offered free of charge by AWS and the University of Applied Sciences Munich.



**Is it possible to enter appointments for others?**

Yes, if you have access to a user's Amazon account.

**How is the patient reminded of appointments?**

The app reminds the user of appointments and things that need to be taken along. The reminder interval becomes shorter as the appointment approaches. This ensures that the Alzheimer's patient does not forget the appointment.

**Is it also possible to use the skill on the go?**

Yes, Alexa can also be used on the go via the Alexa app.

**How often will a patient be reminded of his/her appointments?**

The frequency of the reminders is fixed. The closer an appointment is, the smaller the intervals between the reminders become.