

FAQ

Customer:

- How does the app “BuddyHelper” work?

The app requires a username and password. However, users can enter information on where or how they keep their password. This information will then be displayed if necessary. Each user can create an account. Within the app, there is a messenger function that allows users to communicate with other Alzheimer's patients. Contacts from existing lists are synchronised. In addition, there is a search function that allows users to search for a specific person by name. The app is very intuitive to use and is equipped with large, easily identifiable buttons with associated function descriptions. Groups can be created easily with a few clicks.

- What if, in case problems occur, a user does not want to inform everyone in a group with the emergency call buttons?

Each user can choose to send a call for help to a whole group or only to certain people.

- How do I get started?

First the app “BuddyHelper” has to be installed. A download link can be found on the homepage of the German Alzheimer's Association or at the Google Play Store. We recommend watching the video tutorial on YouTube or on the homepage of the German Alzheimer's Association before installing. After installing the app, one has to log in. To do so, a name, e-mail address and telephone number have to be entered.

- What does the app cost?

“BuddyHelper” is sponsored by the German Alzheimer's Association and is available free of charge for those affected from Alzheimer's.

- What if a user does not want to use “BuddyHelper” any longer?

That is no problem. The app can be uninstalled with one click. The user account will then be deactivated in 30 days and irrevocably deleted after 6 months.

- How is the information that the app requests used?

The information is only used within the app for identification purposes. It allows members of a group to recognise and locate a user if necessary.

- Who can be contacted if problems with “BuddyHelper” occur?

Support for the app is provided by the German Alzheimer's Association. It can be reached via phone between <insert number here> and <insert number here> o'clock or via a ticket system at <insert link here>.

- Does something specific have to be managed or kept an eye on by the user?

Apart from keeping the password, no management is required. A password manager app from other providers can help to remember and to store the password safely.

Stakeholder:

- How does the product improve the life of a customer?

The app encourages users to rely on and accept support from others. At the same time, it forms a simple introduction to the use of technical tools.

- On what data are these claims based?

User data, beta testers, surveys

- How much does the product launch cost?

The development is done by a team from Munich University of Applied Sciences.

- How long does the development take?

The development takes approx. 5 months.

- What risks jeopardise the launch of the product?

Since the target group is mainly technology-averse older people, initial dissemination could be a hurdle. As with other forms of exchange, interest in a service grows with the number of registered users.

- What has stopped the launch in the past?

The developers were not aware of a project of this kind at the current date.

- How could the success of the product be measured?

The success of the product could be measured by the number of users and the associated data traffic.

- How will the product be further developed in case of success?

Additional features and functions can be added.