

## FAQ Orientation-2-Go

- Where can I find the app?

The app can be downloaded from the Google Play Store or you can click on the following link:

<https://appdownload.hm.edu>

- How do I get help for the setup?

We recommend our setup guide, found at:

<https://appdownload.hm.edu/gettingstarted>

- What do I need for the app?

An internet-enabled cell phone is required for the app.

- What happens to my data?

We take the protection of your data seriously. We do not sell your data or share it for any other reason. However, the app uses Google Maps for navigation. Google's privacy policy applies here, which can be found at:

<https://policies.google.com/privacy?hl=de>

- Is it possible to create/maintain appointments or time spans without accessing the cell phone?

No, unfortunately this is not possible in the current version. Our goal is to deliver this function with the next update.

- Can I change a contact person?

Yes, this is possible. If you click on a contact person, it is possible to change this data and enter another contact person.

- How many contact persons are possible?

It is possible to enter up to three contact persons. These will then be contacted one after the other as soon as the set time has expired.

- Is there advertising in the app?

No, there is no advertising in the app. Our goal is to simplify the lives of Alzheimer's patients. We do not pursue any commercial purposes. Furthermore, our goal was to make the app as simple as possible. Therefore, we do not use advertisements to avoid additional distractions on the screen.

- Can I transfer my settings to another phone?

Unfortunately, this is not possible with the current release. The function will be introduced with the next update.

- Wishes, criticism, comments

If you have further problems, please do not hesitate to contact us. We are looking forward to constructive feedback at [app@hm.edu](mailto:app@hm.edu).

- What are the costs for using the app?

The app itself is free of charge. However, Google Maps is used for navigation. This may incur costs depending on your mobile phone contract.