**Welcome**

Welcome to ParentText South Africa!

ParentText is a chatbot service that helps you complete your parenting goals using a curriculum designed by Parenting for Lifelong Health with UNICEF and the World Health Organization, and tested all over the world. This programme works!

Being here shows how much you care about providing the best support for your teen. Congratulations!

Remember: it is what you do with your teen that will make a difference. ParentText will provide you with tips and skills to help you with your relationship with your teen, but it is up to you to put these tips into practice!

I’m Ayanda, your guide. I may look like a human, but I’m actually a robot produced by Parenting for Lifelong Health and UNICEF to help you learn.

Today, I’m going to explain how to use ParentText. Together we will review:

* How to earn your Positive Parenting Trophy
* How to make progress in your parenting goals
* How to track your progress
* How to get help with this course
* Accessing support to troubleshoot common parenting challenges, and
* Resources available to you in an emergency or crisis.

**Earning Your Positive Parenting Trophy**

First, How to complete the course and earn your Positive Parenting Trophy.  
  
 Depending on your profile, this course is divided into 8 or 9 parenting goals to help you improve your relationship with your teen and help them thrive. Each goal takes between two to four days to complete, with each day bringing a new lesson.  
  
 You can choose which goals you want to work on first, but each goal must be completed in order to complete the course and earn your Positive Parenting Trophy.

**Completing a Goal**

Now, let's learn how to complete each of the goals in the programme.  
  
 Soon, you'll be asked to select your first parenting goal. Once a goal has been selected, you will complete lessons to gain new skills.  
  
 A new skill is offered every day. Most skills take less than 5 minutes to complete. If you don't manage to complete a skill assigned, I will ask if you want to complete it the next day.  
  
 You must complete all the skills within a goal to earn a badge. After you have completed one parenting goal, you can select another. Once all of your goal badges are earned, you will have completed the course, and will receive the Positive Parenting Trophy.

**Tracking Progress**

As you move through each day's lesson, you'll receive updates on your progress that look like this: . These check marks tell you how far along you are on the day's lesson.  
  
 If you want to see how far you have progressed with your parenting goals, you can check on your goal progress through the Main Menu. To access the menu, type "Menu" at any time.  
  
 The first menu option is labelled "track my progress."  
  
 Here you can see your progress, review the goals you have achieved, and those that are still incomplete.

**Menu**

The menu contains other features that might help you, too.

In addition to tracking your progress, you can also:

* Share ParentText with a friend and help them enroll.
* Change your settings, like how you receive the messages, when you receive notifications, or adjust information about yourself and your teen to get the best support.
* Access a list of activities that you can complete with your teen to build your relationship.
* Review this onboarding guide and receive support navigating ParentText.
* And get help troubleshooting difficult challenges with your teen. Let's learn more about this feature now.

**Troubleshooting**

Parenting can be difficult. Though challenges feel unique to you, they are often more common than you think.

As you begin to achieve goals in this programme, I will check in on how things are going with your teen. If they aren’t going well, I might offer support.

When you share with me your challenges, I will offer practical solutions to help you succeed.

You don’t have to wait on me to offer support, though. You can also access troubleshooting support through the Main Menu at any time.

**Emergencies and Crisis Support**

If you need information about resources in your community to address family violence, sexual violence, mental health, or other emergencies, you can message HELP at any time and receive contact details for people who may be able to help.

Your information here is safe: Nothing will be shared without your permission and will not be sold for profit. The messages you send are encrypted and locked in a secure server. However, keep in mind that if someone finds and unlocks your phone, they may be able to scroll through your messages to see what you have typed. If you send sensitive information, and you are worried, be sure to delete the messages from your phone.

Thank you so much for listening! We hope you enjoy your ParentText journey and make the most out of it! You can access this video any time via the Main Menu.