

MindBridge App User Manual

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1.0 Introduction

Welcome to MindBridge! The MindBridge app user manual provides comprehensive guidance on using the app, including setup, navigation, and advanced features. Whether you're new to MindBridge or looking to maximize your experience, this guide covers everything you need to know. Use this guide to navigate the app and make the most out of your experience.

2.0 Getting Started

This section walks you through the initial steps of using the MindBridge app, including creating an account, logging in, and recovering your password if necessary.

2.1 Creating an Account

To start using MindBridge, you must first create an account. This involves providing your email address, username, phone number, other names (optional), creating a secure password, and then a series of onboarding questions to better help us match you with a therapist. Once your account is set up, you'll have access to all app features. The brief steps are as follows:

- ❖ Click Get Started
- ❖ Input valid personal details for all required fields, and click next
- ❖ Answer all required onboarding questions and keep clicking next until you submit. (These differ based on selected role, patient or therapist)
- ❖ On submission, you will receive an alert of successful submission and you will be required to check your email for confirmation to activate your account.

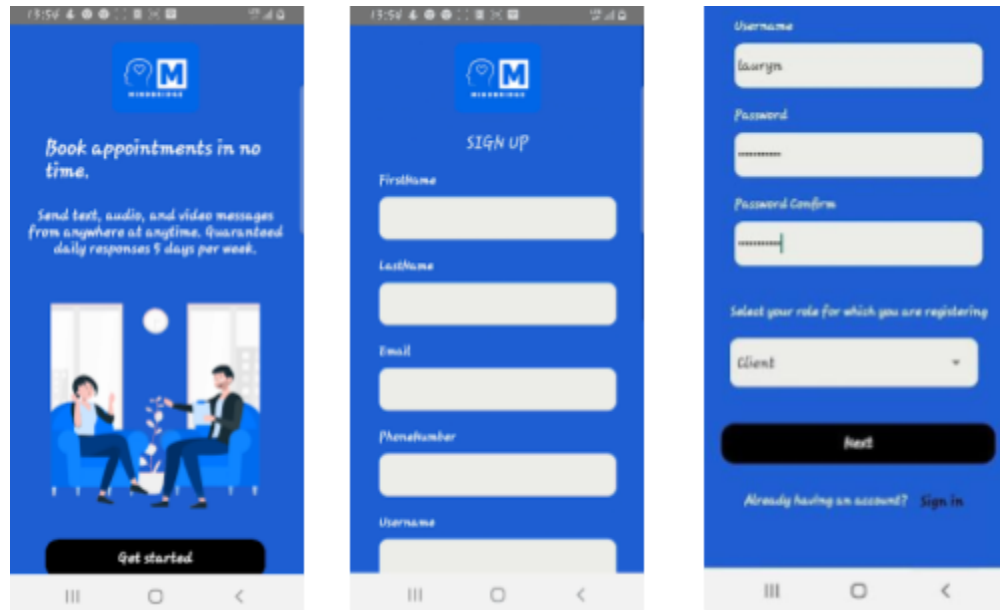


Figure 8.1: Getting Started

2.2 Therapist Approval

A therapist's account isn't activated until they are approved, therefore they are required to submit credentials through a site that they can access from an email sent to their inbox.

Steps to follow for Therapist;

- ❖ Check email, then click Visit MindBridge
- ❖ Enter registered email and password on therapist approval page.
- ❖ Upload required valid credentials
- ❖ Wait for approval email from registered administrator so as to access your account.

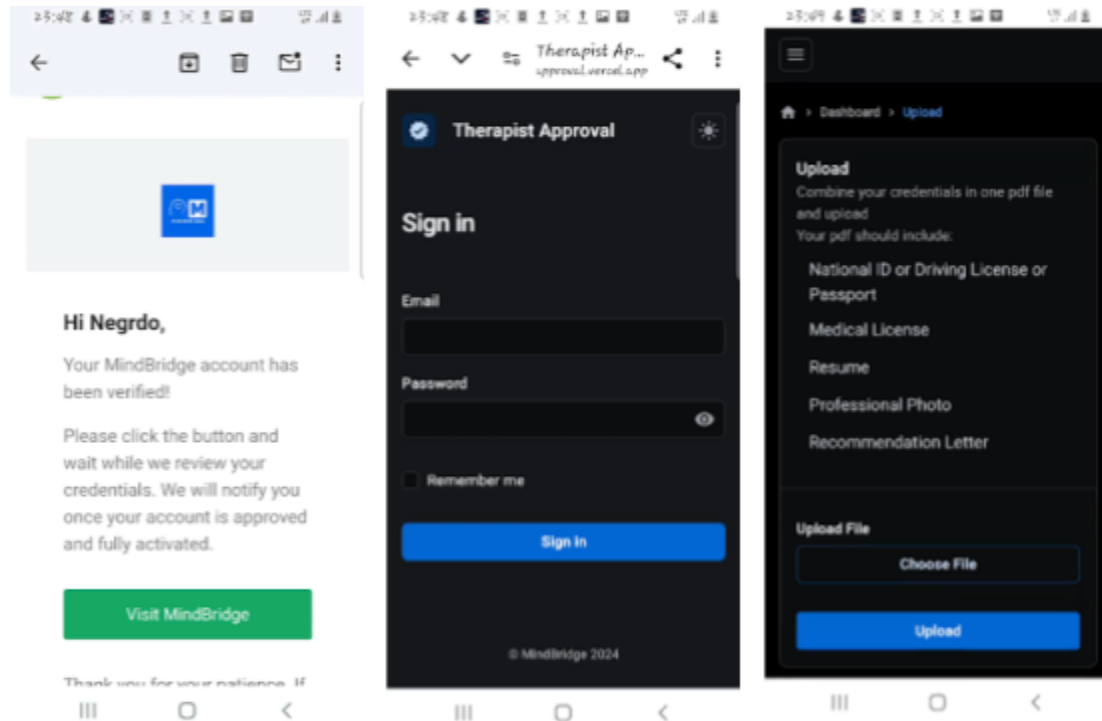


Figure 8.2: Approval Documents Upload for Therapist

Steps to follow for Administrator;

- ❖ Visit therapist approval site, <https://therapist-approval.vercel.app/>
- ❖ Enter registered email and password on therapist approval page.
- ❖ Review credentials of registered therapists
- ❖ Approve or Reject

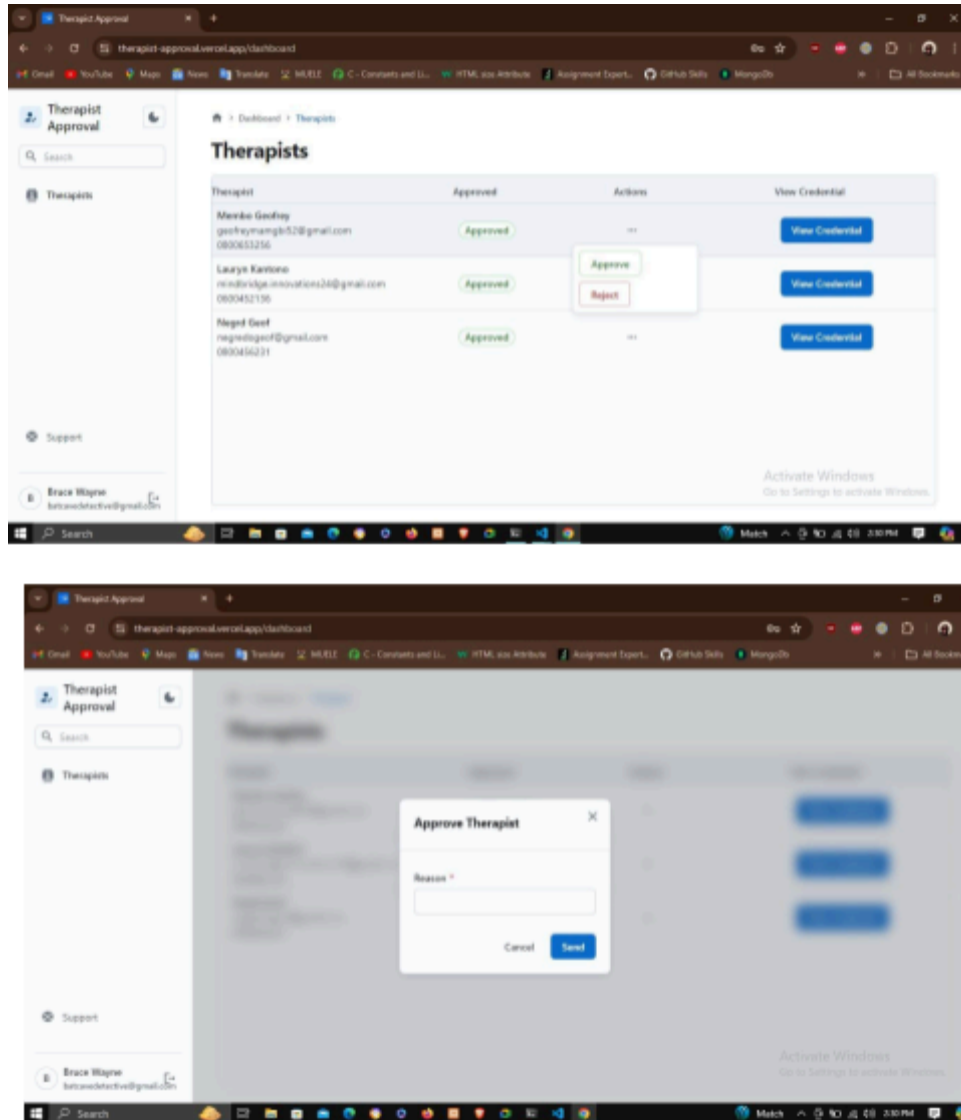


Figure 8.3: Therapist Approval for Administrator

2.3 Logging In

Once you have an account, logging in is easy. Enter your email/username and password on the login screen to access the app. The sign in button can be accessed on the home screen under the “Get started” and you will be redirected to the login screen where you will provide your valid email address and password.



Figure 8.4: Logging In

2.4 Password Recovery

If you forget your password, don't worry! You can recover it by clicking the "Forgot Password" link on the login screen. Follow the prompts to reset your password.

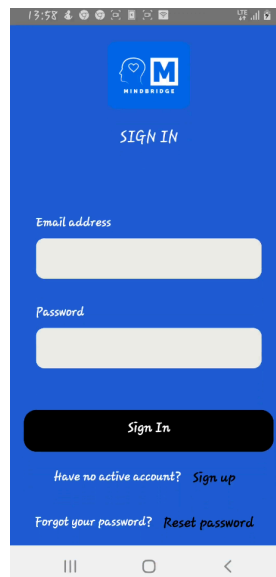


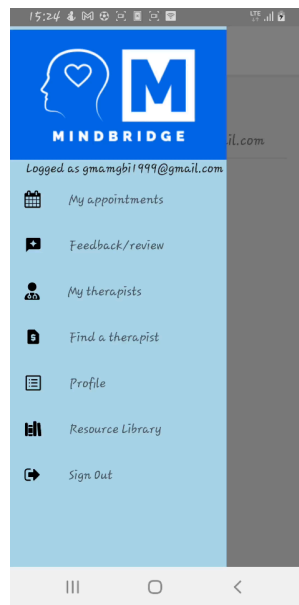
Figure 8.5: Password Recovery

3.0 User Interface Overview

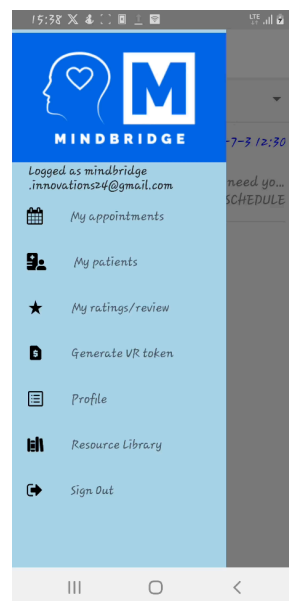
Get to know the app's layout and navigation.

3.1 Navigation Menu

The navigation menu provides quick access to various sections of the app. Use the menu to navigate to appointments, therapists, messaging, and account settings.



For Patient



For Therapist

4.0 Key Features

MindBridge offers a variety of powerful features to enhance your therapy experience.

4.1 Making Appointments

Provided a user has logged in and they can access a list of matched therapists, then they can book an appointment with a therapist of their choice under their profile.

Steps to follow include;

- ❖ Open list of Matched therapists under “My therapists” on navigation menu.
- ❖ Tap on therapist of interest to view profile
- ❖ Find the “Book appointment” button under the profile information
- ❖ Provide the required information and submit
- ❖ Check for the status of the appointment under “My appointments” on the navigation menu. Status is initially pending until a therapist accepts and confirms the appointment, where it will change to accepted.

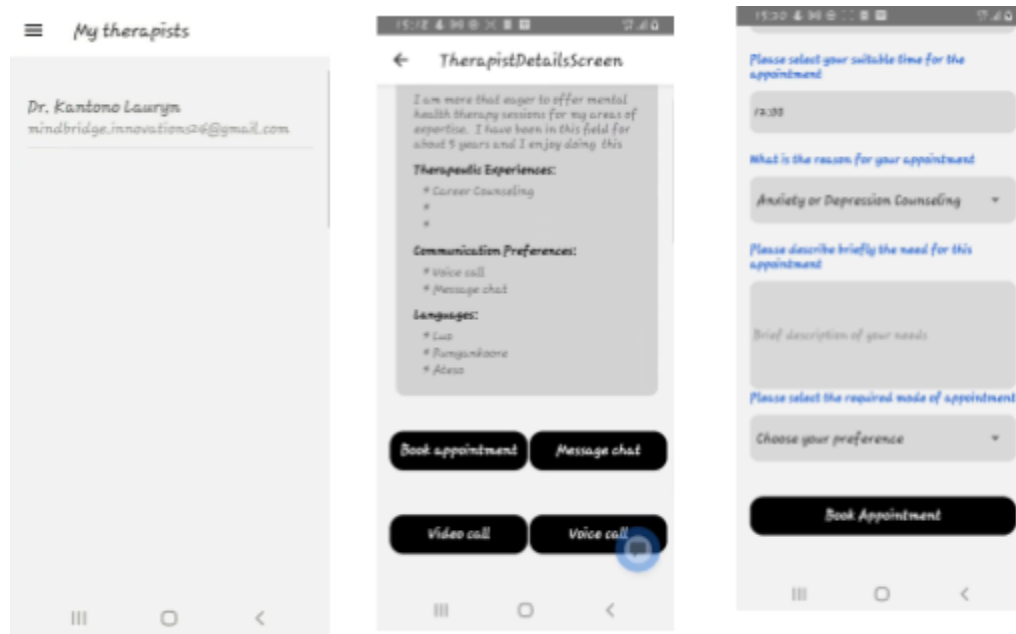


Figure 8.6: Making Appointments

4.2 Managing Appointments

4.2.1 Canceling Appointment

This functionality is available for therapists at all times, and for the client in case the appointment has not yet been accepted by the therapist. It can be found under the “My appointments” menu item after clicking on the appointment of choice. The user will also be required to provide a reason for canceling.

4.2.2 Rescheduling Appointment

A client or therapist may decide to reschedule an appointment for several reasons and the option can also be accessed after clicking on the appointment of choice.

4.2.3 Accepting Appointment

This function can only be accessed by the therapist by clicking on the particular appointment, provided the appointment status was still pending.

4.2.4 Filtering appointments

In the event that the user requires to view the appointments by the status, they can use the “Show by filter” function at the top of the “My appointments” page.

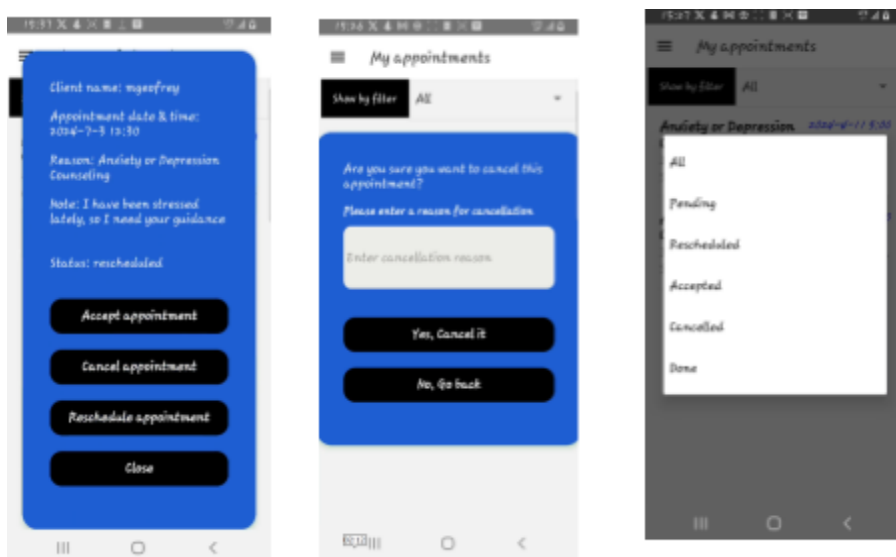


Figure 8.7: Managing Appointments

4.3 Managing Patients (By therapist)

With virtual reality therapy sessions, immerse yourself in a range of therapeutic experiences. Schedule sessions according to your preference and adjust as needed.

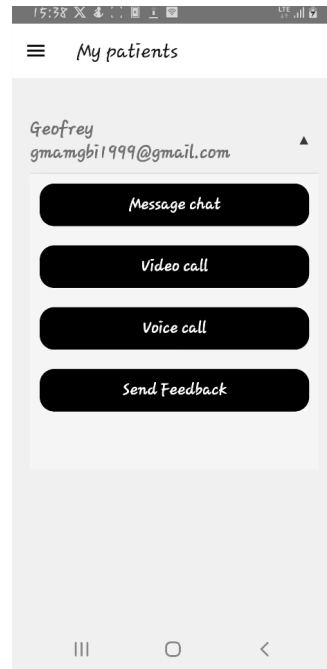


Figure 8.8: Managing Patients

4.4 Finding Therapists

In the event that the client requires a different therapist after viewing the matched therapists on sign up, they can resubmit different responses, this also applies when they need to change their responses.

Steps to follow;

- ❖ Under the navigation menu, click on “Find Therapist”
- ❖ Fill out the onboarding questions available until the end when you submit
- ❖ Checked the “My therapists” page for your matched therapists

4.5 Voice and Video Calling

Connect with your therapist or support network through voice and video calls.

4.5.1 Initiating a Call

Start a video call directly from the app, connecting with your chosen contact. The option for either a voice or video call can be found under the user's profile page.

4.5.2 Managing Call

A user can mute, activate the loudspeaker, and end a call using the different icons on the screen of the call as shown below.

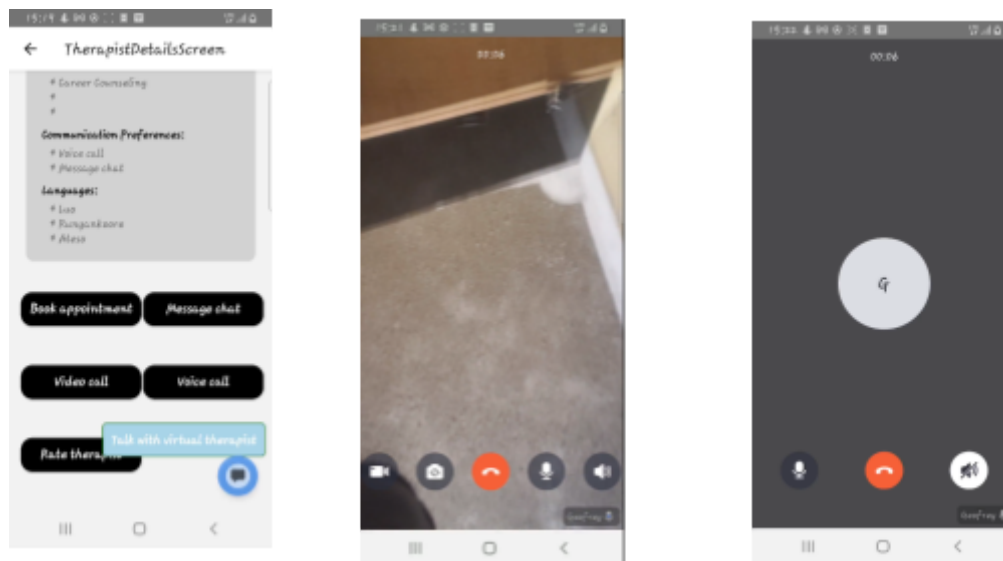

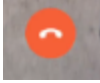
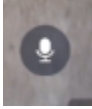
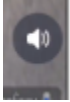
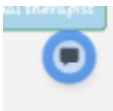


Figure 8.10: Video and Voice Calling

Table 6: Meaning of Icons

Icon	Use
	For activating and deactivating video

	For ending call
	For muting one's microphone
	For enabling or disabling loud speaker
	For opening chat with virtual therapist

4.6 Messaging System

Communicate with your therapist/client through the app's messaging system.

4.6.1 Composing and Sending Messages

Compose messages to your therapist or other contacts and send them directly through the app.

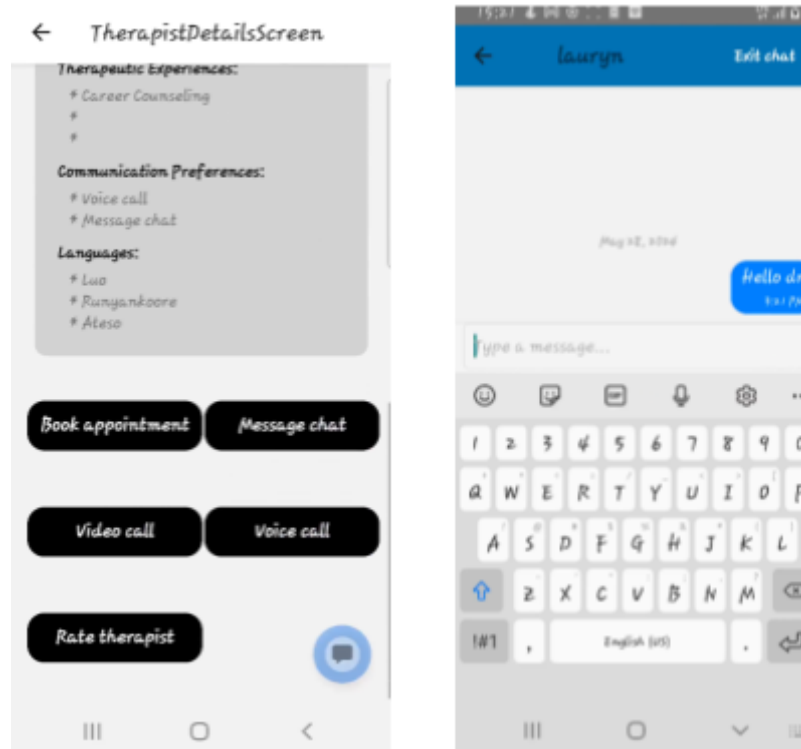


Figure 8.11: Messaging system

4.6.2 Communicate with a Virtual Therapist

The user can choose to talk to the virtual AI agent that is embedded into the app in case of questions. This functionality can be accessed by clicking the animated icon on the bottom right of the therapist profile page.

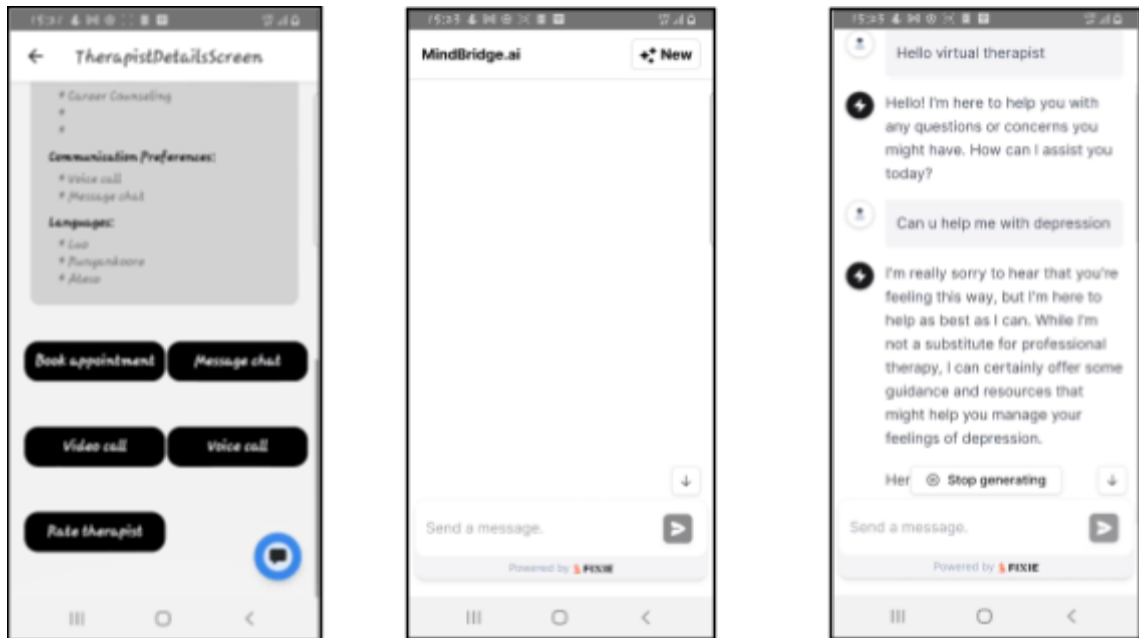


Figure 8.12: Communicating with Virtual Therapist

4.7 Emergency Crisis Intervention

In times of crisis, use the app's emergency features to get help quickly.

4.7.1 Accessing Emergency Resources

Find emergency resources within the app for urgent support under the “Resource Library” page by clicking “Resource Library” from the navigation menu.

- ❖ The hotlines section reveals contact numbers that, when clicked, can initiate a call for you.
- ❖ The available websites under the treatment centers section can also be clicked and the user will be redirected to their pages within the app.

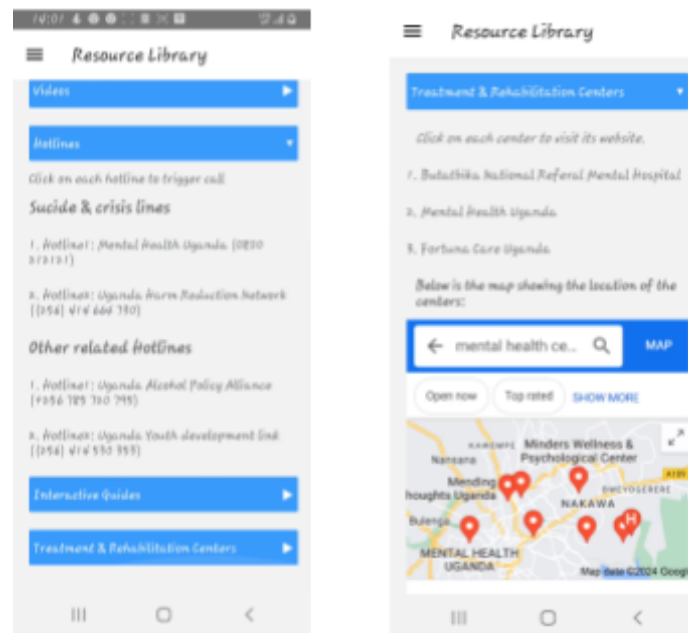


Figure 8.13: Resources Library

4.8 Profile Management

In times of crisis, use the app's emergency features to get help quickly. The profile page can be accessed under the “Profile” menu item

4.8.1 Editing Profile

Edit your bio data under your profile page and update.

4.8.2 Change Password

A user can change their password by clicking the “change password” link at the bottom of the profile page before the “update profile” button.

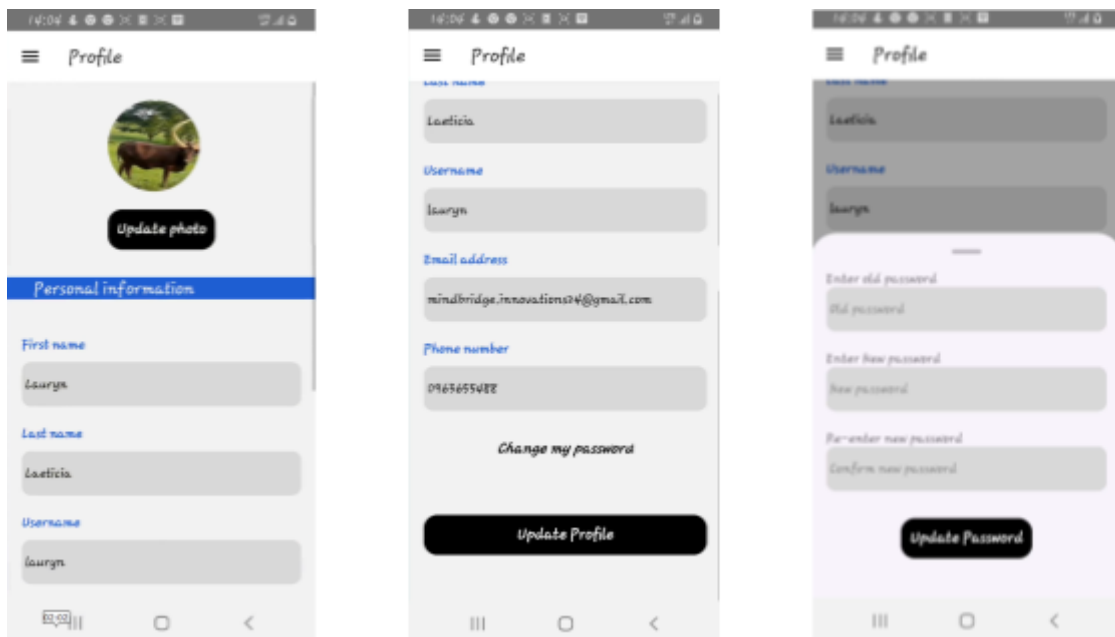


Figure 8.14: Profile Management

4.9 Feedback and Rating

A client can provide feedback about a therapist, as well as rate them. The therapists can also provide a review and share review files with their clients within the app.

4.9.1 Rating Therapists

The client can rate and provide a review about a therapist by clicking the “Rate therapist” button under their profile page.

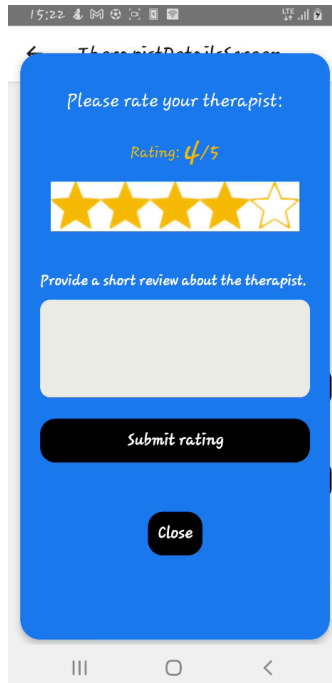


Figure 8.15: Feedback and Rating

4.9.2 Providing Feedback and Sharing Files with Clients

- ❖ On the therapist's navigation menu, clicking “My patients” reveals a page with a list of their patients, clicking on an item reveals a number of buttons, with the “send feedback” as the last.
- ❖ The therapist can then provide the feedback, as well attach a document.

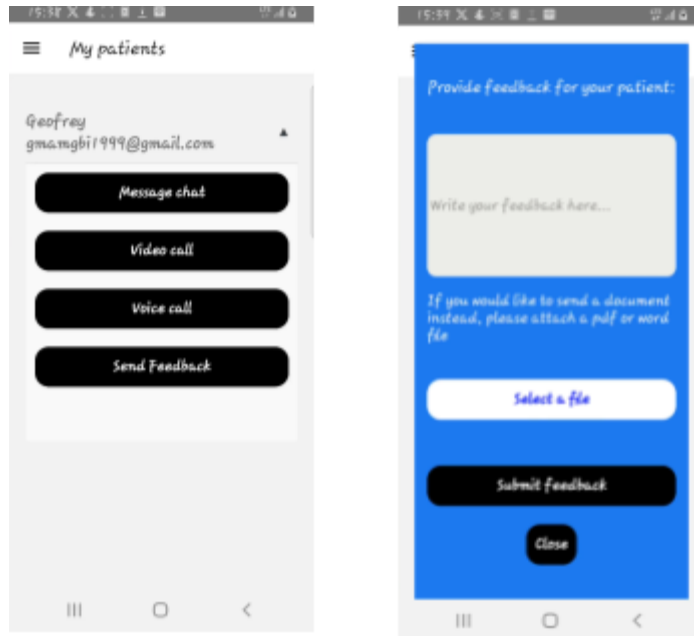


Figure 8.16: Feedback and File Sharing

4.9.3 Viewing Feedback

The client can view their feedback from therapists by clicking the “Feedback/Review” icon on the navigation menu. They can download the shared files by clicking the download button within each posted review as shown below.

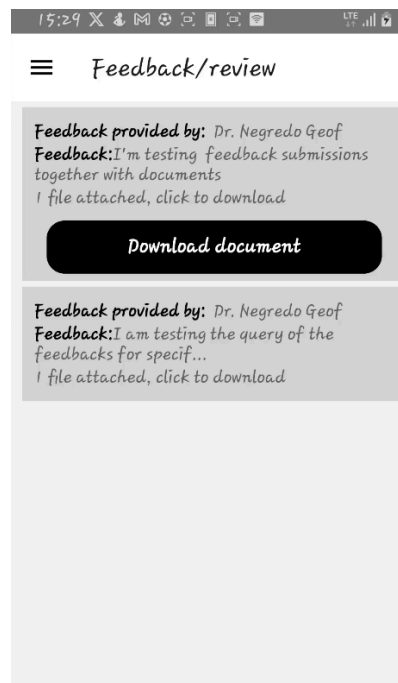


Figure 8.17: Viewing Feedback

4.10 VR Therapy Sessions

With virtual reality therapy sessions, immerse yourself in a range of therapeutic experiences. Schedule sessions according to your preference and adjust as needed.

4.1.1 Generating VR token in mobile application

- ❖ The therapists can generate a VR token for a patient to access a session by clicking the “Generate VR token” menu item on their navigation menu within the app.
- ❖ The token can then be shared via the message chat.

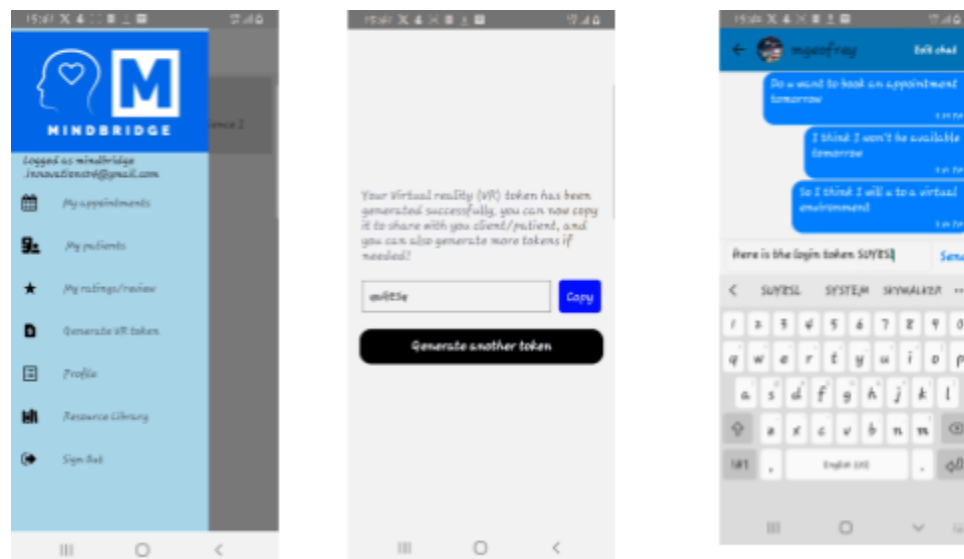


Figure 8.18: VR Token Generation

5.0 Troubleshooting and Support

This section of the user manual is designed to assist you in resolving common issues you may encounter while using the MindBridge app. It provides guidance on troubleshooting typical problems and details on how to contact support for further assistance.

5.1 Common Issues

1. Unable to Log In

- ❖ Problem: Users unable to log in despite entering correct credentials.
- ❖ Solution: Ensure you are connected to the internet. Check if caps lock is accidentally enabled. If the issue persists, try resetting your password using the 'Forgot Password' link.

2. VR Sessions Not Loading

- ❖ Problem: Virtual Reality sessions fail to load or crash unexpectedly.
- ❖ Solution: Verify that your VR headset is properly connected and configured. Ensure your device meets the minimum system requirements for VR. Restart the app and attempt to load the session again.

3. Delayed Notifications

- ❖ Problem: Notifications about appointments or messages are delayed.
- ❖ Solution: Check your network connection as a poor connection can cause delays. Ensure notifications are enabled in both the app and your device settings.

4. Syncing Issues

- ❖ Problem: Changes made in the app do not appear to be syncing correctly across devices.
- ❖ Solution: Ensure all devices are connected to the internet. Log out and then log back into your account to force a sync. If syncing issues continue, reinstall the app.

5. Audio/Video Issues During Calls

- ❖ Problem: Experiencing poor audio or video quality during therapy sessions.
- ❖ Solution: Use a stable and high-speed internet connection. Close other applications that may be using your camera or microphone. Check if your device's camera and microphone are functioning properly.

5.2 Contacting Support

If the troubleshooting steps do not resolve your issue, or if you require personalized assistance, our support team is here to help:

- ❖ Email Support: Send us an email at batcavedetective@gmail.com. We aim to respond to all inquiries within 24 hours.