



# USSD: \*217# on Orange Network



Welcome to the First-Aid Counselling USSD platform! This page is to give full information about our USSD platform and the services it offers.

Questions? Here's how to reach us:

- Email: [kesego@facounselling.com](mailto:kesego@facounselling.com) cc: [shathiso@facounselling.com](mailto:shathiso@facounselling.com).
- Contact Number: (+267) 72938889/ 71788510
- Contact Person: Kesego Mosime

Below is everything and anything you need to know about the platform

## About First-Aid Counselling?

First-Aid Counselling is a digital platform that helps users to access counselling services instantly and anonymously. This platform is a safe place for all and

your privacy is important to us. Information on this platform is provided by qualified mental health practitioners.

## **"How-To" List: Everything you need to know about the platform**

<b>Title</b>	<b>Prerequisite</b>	<b>Action</b>	<b>Expected Result</b>
<b>How to create a user profile</b>		1. Dial *217#	User should be to see the name of the application "First-Aid Counselling" and be prompted to choose between available languages being - English and Setswana.
		2. Select preferred language	The user should be able to view a welcome message in the preferred language i.e. either in english or setswana.
		3. Press 1 (for continue) to proceed past the welcome message	The user should be able to view the non-disclosure agreement page which the user should accept to continue
		4. Read and accept the non-disclosure agreement	The user should land on the main menu
		5. Press 2 to select "Create profile"	The user should be prompted to enter their date of birth in the following format: 01061990.
		6. Enter your date of birth	The user should be prompted to select the relevant sex, options being: male, female or transgender.
		7. Select your sex	The should be prompted to select their relationship status, options being: Single, Married, Dating, Divorced.

		8. Select your relationship status	The user should be prompted to select their occupation, options being: Employed, Unemployed or Self-Employed.
		9. Select your occupation	The user should be prompted to select their district of location e.g. South-East District
		10. Select your district	The user should be asked if they have ever went for counselling before.
		11. Answer if you have ever went for counselling before.	After answering either "YES" or "NO", the profile should be successfully created
<b>How to update a user profile</b>	User has created a profile	1. Dial *217#	The user should land on the main menu
		2. Press 2 to select "My Profile"	The user should be presented with two options: "View Profile" and "Update Profile"
		3. Press 2 to select "Update Profile"	The user should be prompted to enter their date of birth in the following format: 01061990.
		4. Enter your date of birth	The user should be prompted to select the relevant sex, options being: male, female or transgender.
		5. Select your sex	The should be prompted to select their relationship status, options being: Single, Married, Dating, Divorced.
		6. Select your relationship	The user should be prompted to select their

			occupation, options being: Employed, Unemployed or Self-Employed.
		7. Select your occupation	The user should be prompted to select their district of location e.g. South-East District
		8. Select your district	The user should be asked if they have ever went for counselling before.
		9. Answer if you have ever went for counselling before.	The user will be presented with two options being "YES" or "NO". If "YES", the user should be prompted to select the following options: Rarely, Sometimes, Often. If "NO", the profile should be successfully updated.
		10. If "YES", select how often you have went for counselling	The profile should be successfully updated.
<b>How to access information about First-Aid Counselling</b>		1. Dial *217#	The user should land on the main menu
		2. Press 1 to select "About Us".	The user should be able to view information about the company
<b>How to subscribe for access to content</b>	User has created a profile	1. Dial *217#	The user should land on the main menu
		2. Press 4 to select "Subscribe"	The user should be able to view the two available options, being: Daily

			Quotes and Access to content.
		3. Press 2 to select "Access to content"	The user should be able to choose between subscribing for a day, 7 days or 30 days.
		4. Select your preferred package and confirm	The user should successfully subscribe for the preferred package and receive an sms on the mobile number confirming subscription.
<b>How to subscribe for daily quotes</b>	User has created a profile	1. Dial *217#	The user should land on the main menu
		2. Press 3 to select "Services"	The user should be able to view the following options: Get Educated, Self-Help Tips and Daily Quotes.
		3. Press 3 to select "Daily Quotes"	The user should be able to choose between subscribing for a day, 7 days or 30 days.
		4. Select your preferred package and confirm	The user should successfully subscribe for the preferred package and receive an sms on the mobile number confirming subscription.
<b>How to read educational mental health content</b>	1. User has created a profile. 2. User has subscribed for "Access to content"	1. Dial *217#	The user should land on the main menu
		2. Press 3 to select "Services"	The user should be able to view the following options:

			Get Educated, Self-Help Tips and Daily Quotes.
		3. Press 1 for Get Educated.	The user should be able to choose between viewing available topics and searching for topics i.e. select 1 for "Topics" and 2 for "Search topics"
		4. Press 1 for to view topics and 2 to search for topics	After pressing 1, the user should view a list of available topics. After pressing 2, the user should be able to search for the topic of interest. If the searched topic isn't available, the response will state that no topics have been found. If it is available, the search results will reveal the topic.
		5. Select the topic of interest	The user should be able to view subtopics. If the user has not yet created a profile or subscribed for access to content, they will be prompted to do so.
		6. Select the subtopic of interest	The user should be able to view reading instructions i.e. use "4" for previous and "6" for next", "8" to stop reading and "1" to start reading.
		7. Press 1 to start reading	The user should be able to read the content
<b>How to read self-help tips</b>	1. User has created a profile. 2. User has subscribed for "Access to content"	1. Dial *217#	The user should land on the main menu

		2. Press 3 to select "Services"	The user should be able to view the following options: Get Educated, Self-Help Tips and Daily Quotes.
		3. Press 2 for Self-Help Tips.	After pressing 1, the user should view a list of available tips. After pressing 2, the user should be able to search for the tip of interest. If the searched tip isn't available, the response will state that no tips have been found. If it is available, the search results will reveal the tip.
		4. Press 1 to view tips and 2 to search for tips.	The user should be able to view the tips. If the user has not yet created a profile or subscribed for access to content, they will be prompted to do so.
		5. Select the tip of interest.	The user should be able to view reading instructions i.e. use "4" for previous and "6" for next", "8" to stop reading and "1" to start reading.
		6. Press 1 to start reading	The user should be able to read the content
<b>How to change languages</b>		1. Dial *217#	The user should land on the main menu
		2. Dial 5 to select "Change Language"	The user should be able to choose between the english and setswana language
		3. Select the preferred language.	The user should be redirected to the main menu and every word

			should be in the preferred language.
<b>How to unsubscribe from daily quotes</b>	User has subscribed for daily quotes	1. Dial *217#	The user should land on the main menu
		2. Dial 6 to select "Unsubscribe"	The user should be asked if they wish to cancel their daily quotes subscription
		3. Press 1 to confirm	The user should view a successful cancellation of their subscription on the screen and be given the option to return to the main menu.

Type the @ key to tag a teammate