

OVERVIEW

We love a collaborative approach to support, and that's why we use Monday.com as our platform to communicate and share information with you.

Think of it as a digital communication book, all the notes from your initial consult are there along with documents you provide us and, our dedicated team will provide regular updates about the support they're providing. You can also directly upload relevant reports and documents and provide updates/feedback.

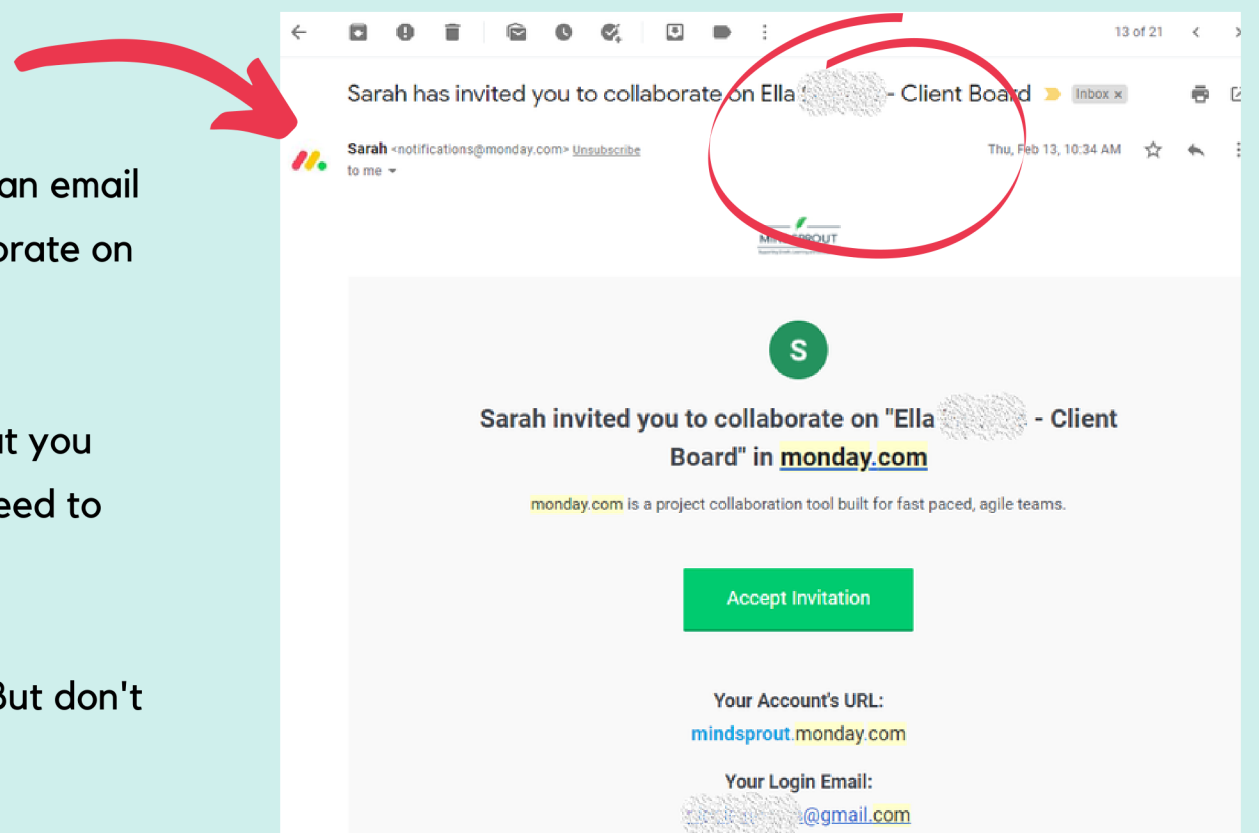
Accessed via desktop, Apple or Android mobile phone as well as iPad. We find the desktop option easiest to navigate!

EMAIL INVITATION:

When you decide to come on board with us you'll receive an email titled "Jean (or Michelle or Nicki) has invited you to collaborate on *PARTICIPANT'S NAME* - Client Board".

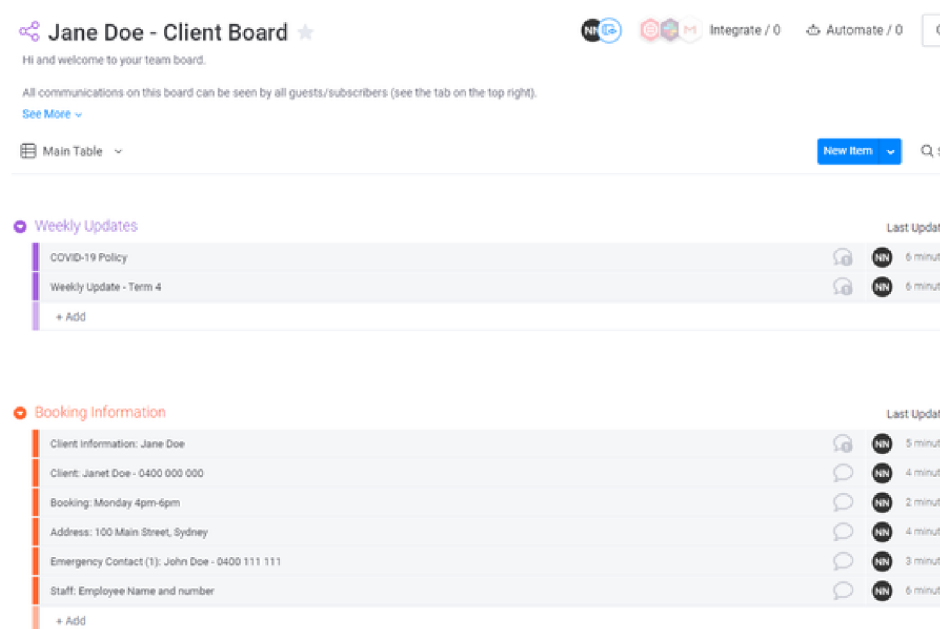
Please accept this invitation and follow the prompts so that you can gain access to the communication board. You might need to check your spam folder if you can't find your invitation!

You'll need to create your own password to gain access. But don't worry, resetting it is also pretty easy when you forget it!



CLIENT BOARD:

Navigating your client board.



The orange section is where you can see (at a glance) the details about you; like names, phone numbers, emergency contacts, home address etc. You'll also see your onboarding documents and reports that you've shared with us available here for you and the support workers to access.

Clicking on the speech bubble to the right of the **Client Information** line is where you'll see the initial consult/intake notes.

Your support worker/s names and numbers are also in this section and a copy of their profile card is uploaded for you to access easily.

Up in the purple section you'll find updates from your support worker/s. You can add information in this section too. Just add a line, give it a title (e.g. Recommendations from OT) and then click on the speech bubble to add more detailed information.

How to tag?

It's super simple! When you create an update just use the @ symbol and then start typing the name of the person you wish to tag - you'll usually get a drop down list of available people/groups. Any communication you'd like your MindSprout support worker to see, please tag "@their name" and it should turn blue with the correct link.

Oh and if you want everyone to see it, just use the "@Everyone on this board" tag and ALL people subscribed to the board will be alerted!

Just be aware that tagging someone doesn't mean they are the only person who will see a message. EVERYBODY subscribed/invited to your board has access to all the information contained on and in it!

Final tip - don't forget to hit the blue "Update" button to submit your updates!

ALERTS AND @TAGGING

"Tagging" creates an alert for the person or group you've tagged, indicating to them that you have an update you want them to see.

