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I denna artikel delar vi stegen för hur du kommer igång med din insulinpenna...
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Det är viktigt att du kontaktar ditt sjukvårdsteam när det uppstår problem...

Kind

Logga in med BankID

Amelia Mann
19770925-2675

Hej Anna, tackar! Jag tycker att det är lite obehagligt med insulinpennan, 😵 var läser jag av doseringen?

Amelia Mann 16:01

——— Idag ———

Kika i vår artikel om Hur du använder en insulinpenna, du borde hitta all den information du behöver om dosering där. Hör av dig om du har fler frågor!

Hur du använder en insulinpenna
I denna artikel delar vi stegen för hur du kommer igång... Läs mer

16:45

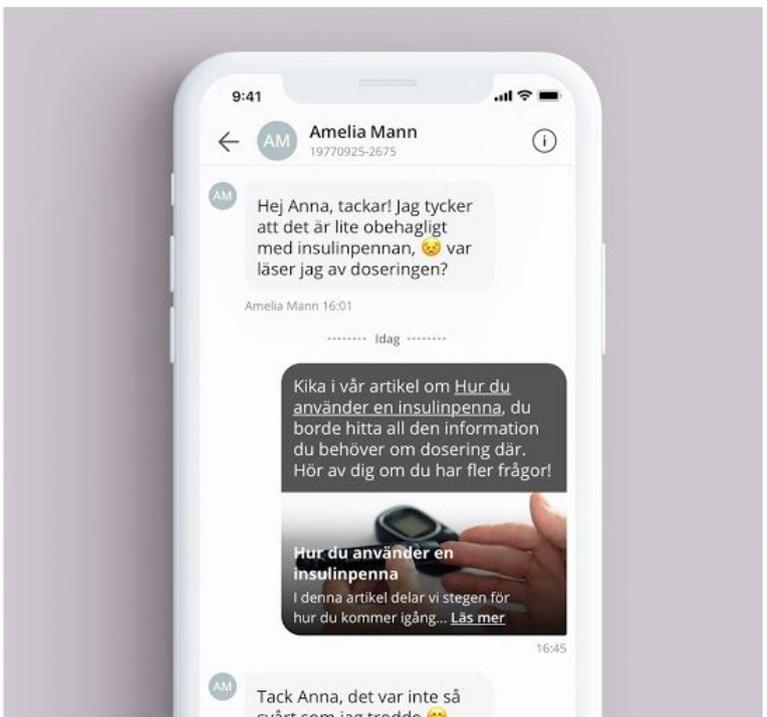Tack Anna, det var inte så svårt som jag trodde 🙂

User guide for healthcare Mobile app

Kind

All instructions in this user guide describe how you, as a **healthcare provider**, use the Kind **mobile app** on your smartphone. A separate user guide is available to use the Kind web app as a healthcare provider. There is also a user guide for patients using the Kind mobile app.

2019-10-09

Kind

Download the app

Kind app is available in the App Store and Google Play Store. You can scan this QR code to easily find the app:

Log in for the first time

When a colleague invites you to start using a workspace in Kind, you receive a text message with instructions to download Kind. The first time you log in to the app, you need an activation code. Do this:

1. Once you receive a text message inviting you to start using the app, download the "Kind app" on the App Store or Google Play Store.
2. Open Kind.
3. Click *Staff members, please Log In Here*.
4. Enter your mobile phone number and click *Next*.
5. Follow the instructions in the app.

You have now logged in to the app.

Log in

When you are a user in a Kind workspace, you can log in to the app as a healthcare provider. Do this:

1. Open Kind.
2. Click *Staff members, please Log In Here*.
3. Enter your mobile phone number and click *Next*.
4. Follow the instructions in the app.

You have now logged in to the app. **Tip**: If you need access to another workspace, ask an existing user in this workspace to invite you.

Log out

You stay logged in to the mobile app for 30 days if you are not actively logging out. You can choose to log out at any time. Do this:

1. Go to the *More* tab.
2. Click *Logout*.

You have now logged out from Kind.

Contact support

If you have problems with the app, send an email to: support@kind.app.

Switch workspace

is shown when you have not taken part of the latest activity in another workspace. You can switch workspace if you have access to more than one. Do this:

1. Log in to the mobile app as a staff member.

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2. Swipe from the left to the right.

   Workspaces is shown.

3. Click on the workspace you want to go to.

You have now switched workspace.

Invite a colleague to a workspace

You can invite a colleague to a workspace that you have access to. Do this:

1. Log in to the mobile app as a staff member.
2. Go to the *Colleagues* tab.
3. Click
4. Enter your colleague's mobile phone number.
5. Click *Invite*.

   A text message is sent to the mobile phone number you have entered.

You have now invited a colleague as a staff member in the app.

Remember: When your colleague logs in to the app for the first time, a text message with an activation code is sent to your admin. The code must be shared with the colleague to complete the login.

Join a new workspace

When you have access to a new workspace, an SMS is sent to you. Do this:

1. Log in to the mobile app as a staff member.

2. Swipe from the left to the right.

   Workspaces is shown.

3. *Tap to activate*.

4. Follow the instructions in the app.

You have now joined a new workspace.

Add contact (patient)

In order for a patient to log in to the app, you must first add the contact. Do this:

1. Log in to the mobile app as a staff member.

2. Go to the *Contacts* tab.

3. Click ⊕

4. Select *Add a New Contact*.

5. Enter the patient's mobile number.

6. Add tags that you want to use to find this patient in the contact list (optional).

7. Click *Add*.

8. A text message with instructions to download the app will be sent to the mobile phone number you have entered.

You have now added a contact. **Note**: The contact is displayed as *Pending ...* in the contact list until the person has logged in to the app.

Filter contact list

You can easily find a contact in the contact list. Do this:

Kind

1. Log in to the mobile app as a staff member.
2. Go to the *Contacts* tab.
3. Click in the search box above your contacts.
4. Enter a keyword with which you want to filter the list. Use spaces between your keywords to filter more than one keyword. Filtration is based on; First name, Last name, Tag, Mobile number.

The contact list now shows only the contacts that meet your keywords. The percentage of the total number is also displayed. **Tip**: Tags are a great way to manage groups of patients and broadcasting messages.

See unread messages

You can easily see when you have not read the latest communication with a contact. Do this:

1. Log in to the mobile app as a staff member.
2. Go to the *Contacts* tab.
3. If you see a counter at a contact, it means that you have not read the most recent communication with that contact. This means:
   ○ You have not read what the contact has written. and/or
   ○ You have not read what a colleague has answered.
4. Click on the contact to view the communication.

You have now seen the latest communication with the contact.

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Send message to a contact (text, image, form)

You can communicate with a single contact. Do this:

1. Log in to the mobile app as a staff member.
2. Go to the *Contacts* tab.
3. Click the contact.
4. Click the text input field.
5. Write your text. Click + to insert a picture from photos on your phone or to send a form.
6. Click .

You have now sent a message to a contact. A notification will be sent to the contact if the contact has approved notifications being sent from Kind.

Send broadcast message

You can easily communicate with many contacts at once. Each contact receives the message as a single message, so no group is created. Do this:

1. Log in to the mobile app as a staff member.
2. Go to the *Contacts* tab.
3. Click
4. Select *Broadcast Message.*

5. Select the contacts you want to send the message to. **Tip**: You can easily select all contacts at once. Use the search bar to filter by tags, names, and numbers.
6. Click *Next*.
7. Write your text.
8. Click *Send*.

You have now sent a message to several contacts. A notification will be sent to the contact if the contact has approved notifications being sent from Kind.

Send form

You can send a form to a contact. Do this:

1. Log in to the mobile app as a staff member.
2. Go to the *Contacts* tab.
3. Click the contact.
4. Click ⊕
5. Select *Share form*.

   A list of available forms is displayed.
6. Click on the form to send it.

You have now sent the selected form to the contact.

See answered form

When a contact has answered all questions in a form, a message is sent from the contact and you can review the answers. Do this:

Kind

1. Log in to the mobile app as a staff member.
2. Go to the *Contacts* tab.
3. Click the contact. When the form has been answered, a message is displayed saying that the form has been answered.
4. Click *See form*.

   The form opens and you can scroll through all the questions and answers.

You have now reviewed the answers.

Create posts in the library

You can create your own posts in the library. Do this:

1. Log in to the mobile app as a staff member.
2. Go to the *Library* tab.
3. Click .
4. Click *Add an image* and select a picture.
5. Type, Title, body text and tags (optional). **Tip**: Use tags so that you (caregivers and patients) can easily find relevant content in the library.
6. Click *Publish*.

   The new post is placed at the top of the library.

You have now created a new post in the library.

Kind

Find posts in the library

If you are looking for information in the library you can use the search field. Do this:

1. Log in to the mobile app as a staff member.
2. Go to the *Library* tab.
3. Click the search field and enter a keyword that you want to find in the library. Use spaces between your keywords to look for more than one keyword.

The library now displays only the posts that meet your keywords. The percentage of the total number is also displayed.

Chat with colleagues

You can chat with all colleagues in the app's group chat for colleagues. Do this:

1. Log in to the mobile app as a staff member.
2. Go to the *Colleagues* tab.
3. Click in the text box and write your message. You can also insert a picture from pictures in your phone.
4. Click .

You have now made a post in the group chat for colleagues. You can scroll the chat to read messages in the chat.