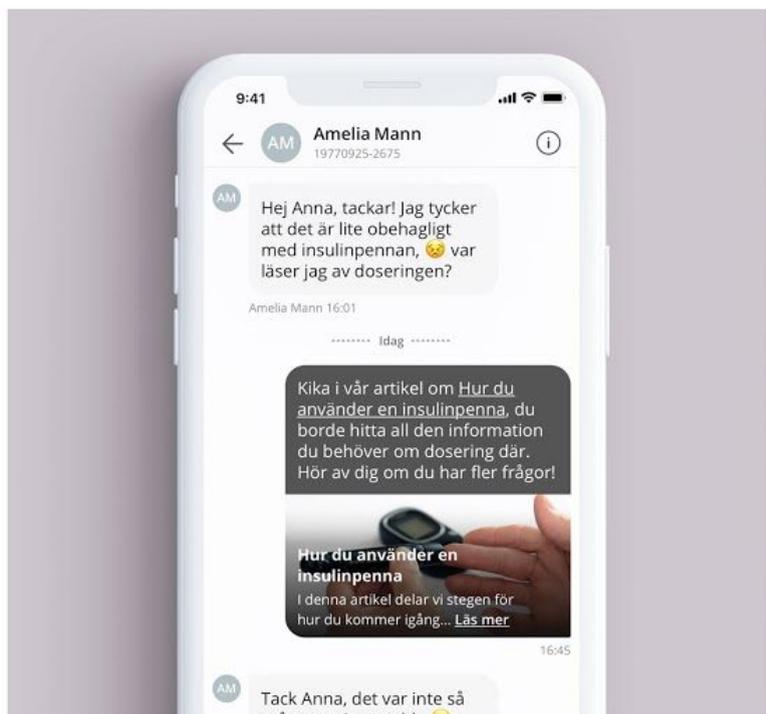


User guide  
for healthcare  
Web app



# Kind

All of the instructions in this user guide describe how you, as a **healthcare provider**, use the Kind **web app** on your computer. Separate user guides are available to use the Kind mobile app as a healthcare provider or patient.

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## Log in

Kind web app can be used with the latest version as well as the previous two of these browsers; Chrome, Firefox, Safari, Edge. Do this:

1. Open your browser and go to <https://web.kind.app/login>
2. Enter your username and password.
3. Click *Login*. **Note:** The first time you log in, you will have to change your password.

You have now logged in to the web app.

## Log out

You stay signed in to the web app unless you close your browser or actively log out. You can choose to log out at any time. Do this:

1. Click *Logout* in the upper right corner.

You have now logged out from Kind.

## Contact support

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

## 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 web app.
2. Click *Add Contact*.
3. Enter the patient's mobile number.
4. Add tags that you want to use to find this patient in the contact list (optional). **Tip:** You can also add or remove tags for the contact later.
5. Click *Add*.
6. 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:

1. Log in to the web app.
2. Go to the tab *Messages*.
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 web app.
2. Go to the tab *Messages*.
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.

## Send message to a contact

You can communicate with a single contact. Do this:

1. Log in to the web app.
2. Go to the tab *Messages*.
3. Click the contact.
4. Click the text input field.
5. Write your text.
6. Click *Send*.

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 web app.
2. Go to the tab *Messages*.
3. Click *Broadcast*.
4. 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.

# Kind

5. Write your text.

6. 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.