chorus

Hayylo App
Features & User Guide

chorus

chorus.org.au

chorus

# Hayylo App Features

View and Manage Your Care Schedule

The home screen shows your schedule. You can see your care appointments, with the date, time and who will be coming. You can request changes to your scheduled appointments by simply clicking on the appointment and submitting your request.

View and Edit Your profile information

Your profile is visible to workers and family members in your Circle of Care. It provides some basic information about you - including your name and contact information as well as a brief biography where you can introduce yourself and let everyone know who you are.

Invite people to join your Circle of Care

The app allows your close friends and family to communicate and work together as part of your Circle of Care. You can invite family and friends to view and be part of your care. They can see when you have services scheduled and communicate with Chorus staff.
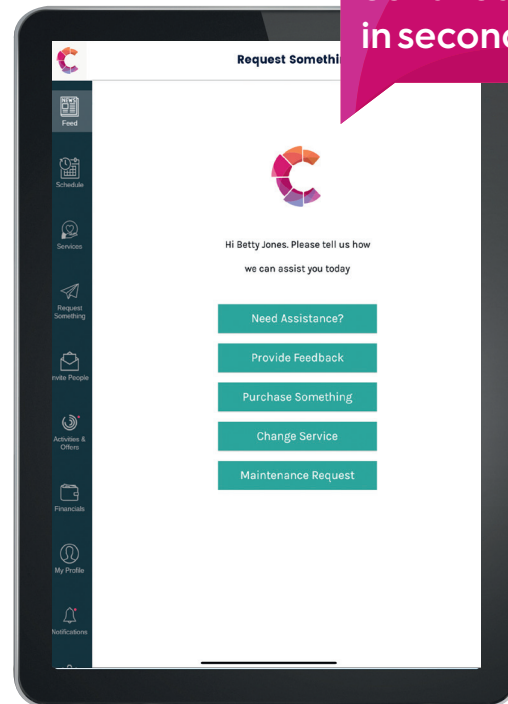

View schedule and manage services
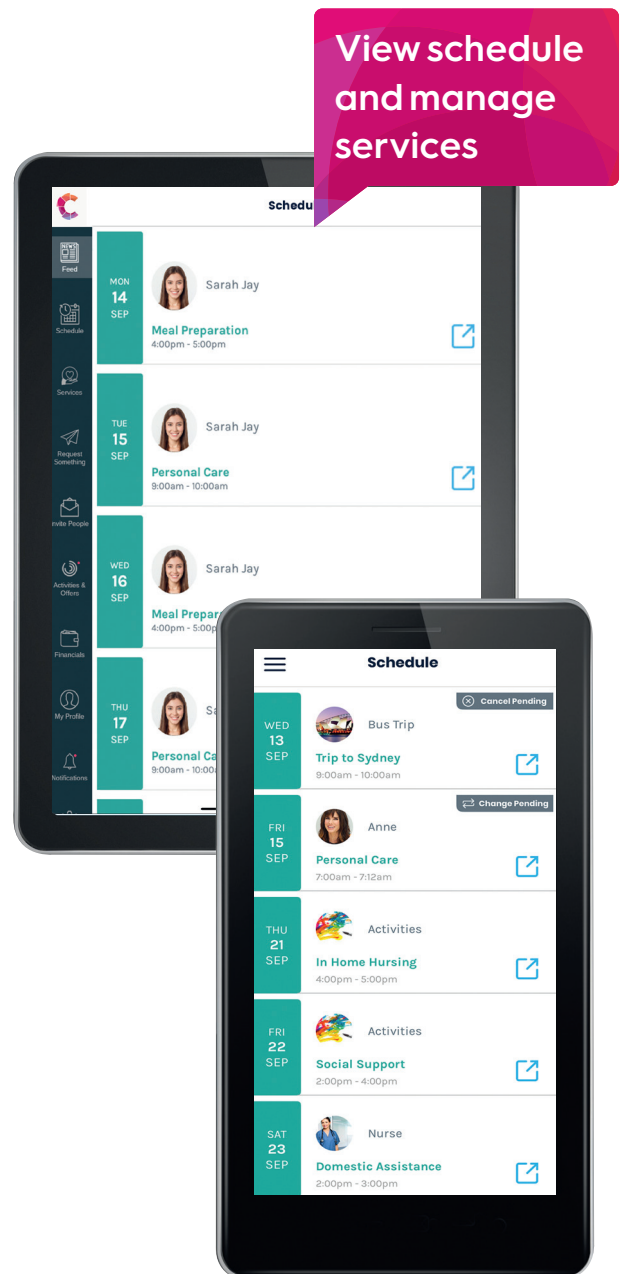
Request something

You can also request something through the App via the "Request Something" menu option - and receive a notification via the app, when it has been done.

The current options include:

- New Service Request
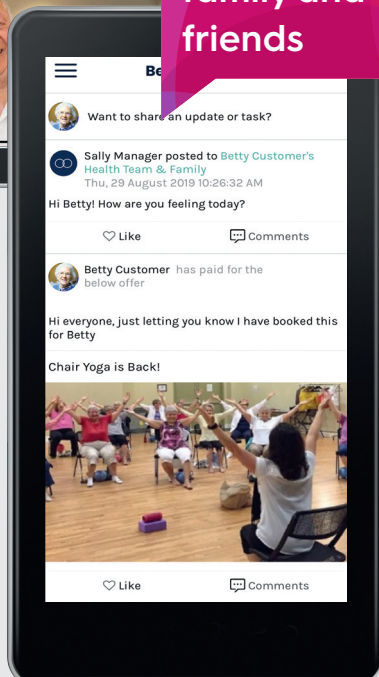- Change A Service
- Cancel A Service
- General Enquiry

Send requests in seconds

Share updates with photos and videos

Socialise with family and friends

Keep up to date with events via the Feed

The "Feed" is Chorus own internal social feed. You can use the Feed to socialise with family and friends and share updates with photos and videos.

Chorus will also post companywide messages, to keep you informed of upcoming events, COVID-19 information and services on offer.

Hayylo App User Guide

This guide is intended to provide an overview and user instructions on the key functionalities available in the Chorus app powered by Hayylo. The following sections provide an overview of the customer functionality in the Chorus app.

Getting Started

I want to be able to download the Chorus app

Chorus staff will be able to help you get started. You don't have to do anything if you don't want to.

INSTRUCTIONS

1. Access the Play Store (Android) or App Store (iPhone) using your smartphone or tablet
2. Search **Chorus Hayylo**
3. Select the Chorus App by Hayylo
4. Click on the Install or GET button (download will start)

This is the Chorus App icon:

Chorus 4+
hayylo
Designed for iPad

Free

View in App Store ↗
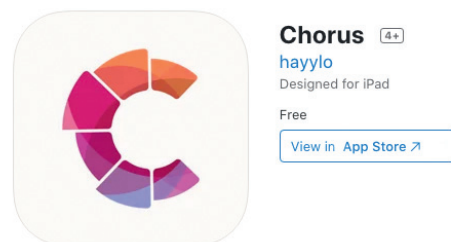
You will also receive an SMS invitation from Chorus which will invite you to download the app. This message will have a link for you to click on which will have slightly different steps:

1. Click on the link, this will take you a page which asks you to select which type of phone you have.
2. If you click Apple iPhone, you will be taken to the Apple App Store. If you have an Android phone, your choice will take you to the Google Play store.
3. The screen (above) will appear.
4. Click on the Install or GET button (download will start)

Please note: The App is free - no cost is incurred for downloading or using the App.

Open the app and click Get Started

Login to the app for the first time
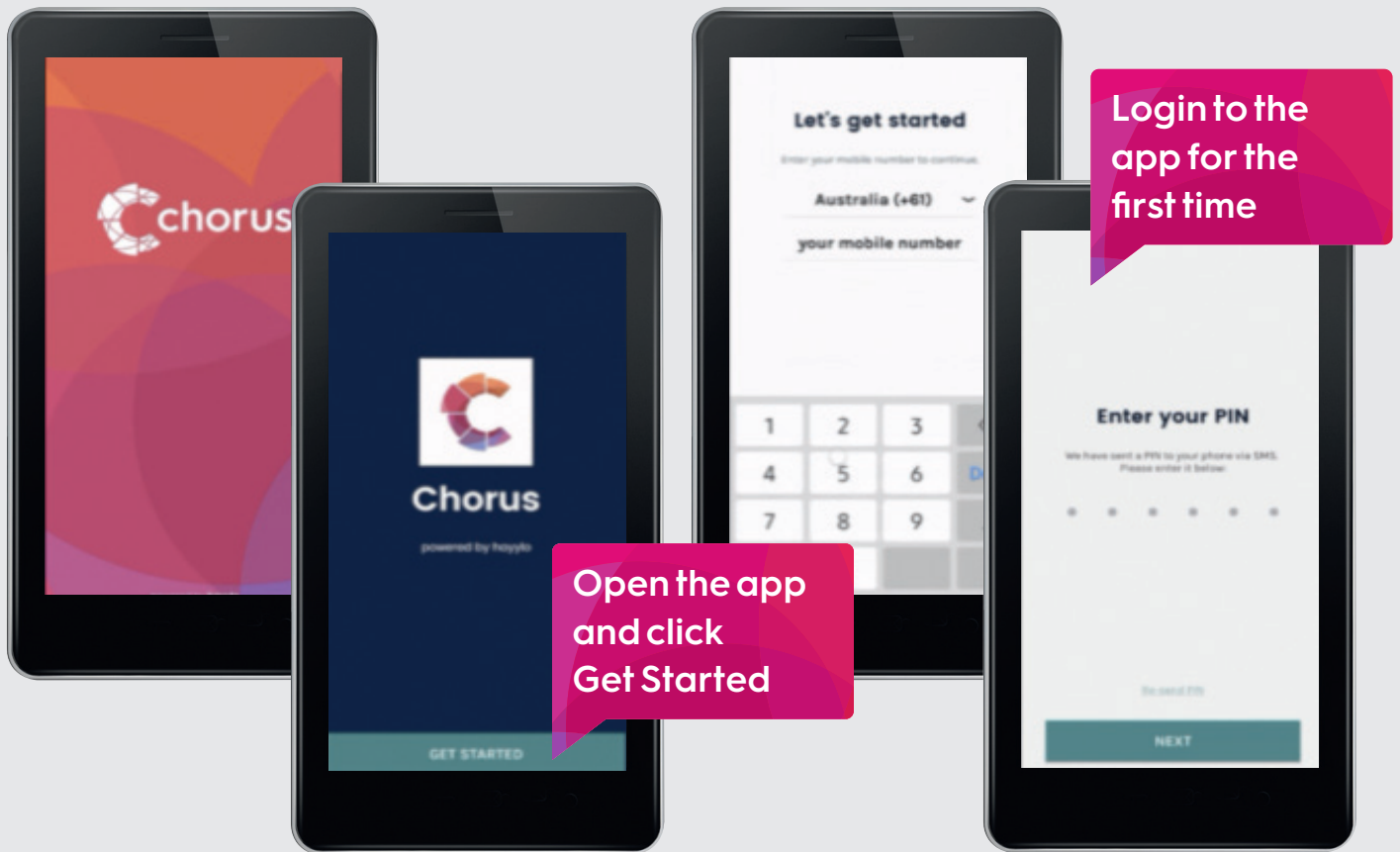
How do I login to the app for the first time?

Once you have downloaded the app, you will need to log in for the first time. This is the only time you will be asked to login in.

Your login credentials will be based on the mobile telephone number held by Chorus. If you are unable to login, please contact support@hayylo.com

INSTRUCTIONS

1. Open the app

2. Click **Get Started**

3. Enter your mobile telephone number
   Your login credentials will be based on the mobile telephone number held by Chorus

4. Once you enter your phone number, you will be sent a PIN via SMS to your mobile phone. Please allow a few minutes for the PIN to be sent.

5. If you do not receive your PIN, check the phone number you entered, and try clicking **Re-send PIN**

6. Enter your PIN then click **Next**

7. Enter your email address in the space provided and click **Send** or click **Skip** to provide your email address later

8. Confirm your name and address are correct and click **Confirm** or click **Edit** to make a change to your details

Now you are ready to use the app!

I want to view and edit my profile information

Your profile is visible to Chorus support staff and family members in your circle of care. It provides some basic information about you, including your name and contact information as well as a brief biography where you are able to introduce yourself and let everyone know who you are. Follow the instructions below to view and edit your profile.

INSTRUCTIONS

1. Select the menu located in the top left corner of the screen
2. Click **My Profile**
3. Click **Edit About Me**
4. Enter a description to give your circle of care some added information about you
5. Click **Confirm**

I want to invite a friend or family member to join my circle of care

The Chorus app allows your close friends and family to communicate and work together as part of your Chorus circle of care. Follow the instructions below to add friends and family to your circle of care and allow them to use the app to communicate with you and other members of your circle of care.

INSTRUCTIONS

1. Select the menu located in the top left corner of the screen
2. Click **Invite People**
3. Click the plus symbol located in the top right corner of the screen
4. Enter the name and mobile phone number of the person you would like to invite
5. Click **Invite**

The person is now added to your circle of care. You will be able to see their status as **Active** once they have downloaded the app and logged in.

To add contacts from your phone, click **Search Your Contacts** and select the person from your phones existing contact list.

Your Schedule

I want to be able to view my schedule of visits

Your Schedule, located in the menu provides a list of your currently scheduled visits with Chorus support staff. This view allows you to see what services are coming up in the days ahead. You have the ability to reschedule a visit with the worker or contact the worker to chat about the upcoming visit.

I want to be able to request to reschedule an upcoming visit

Your upcoming visits can be rescheduled from the schedule menu option. This allows you to request to move the visit to another time. You are able to choose a new date and time and request to make the change from the Chorus scheduling team. Follow the instructions below to request to reschedule an upcoming visit.

INSTRUCTIONS

1. Select the menu located in the top left corner of the screen
2. Click **Schedule**
3. Select the upcoming visit you wish to reschedule
4. Click **Reschedule**
5. Select a preferred date
6. Select a preferred time
7. Click **Update**

Some visits are essential to your care plan and cannot be moved or rescheduled. If you are unable to make a change to an upcoming visit click **Call Office** to contact Chorus and discuss this visit.

Easily view your schedule of visits

Request to reschedule an upcoming visit
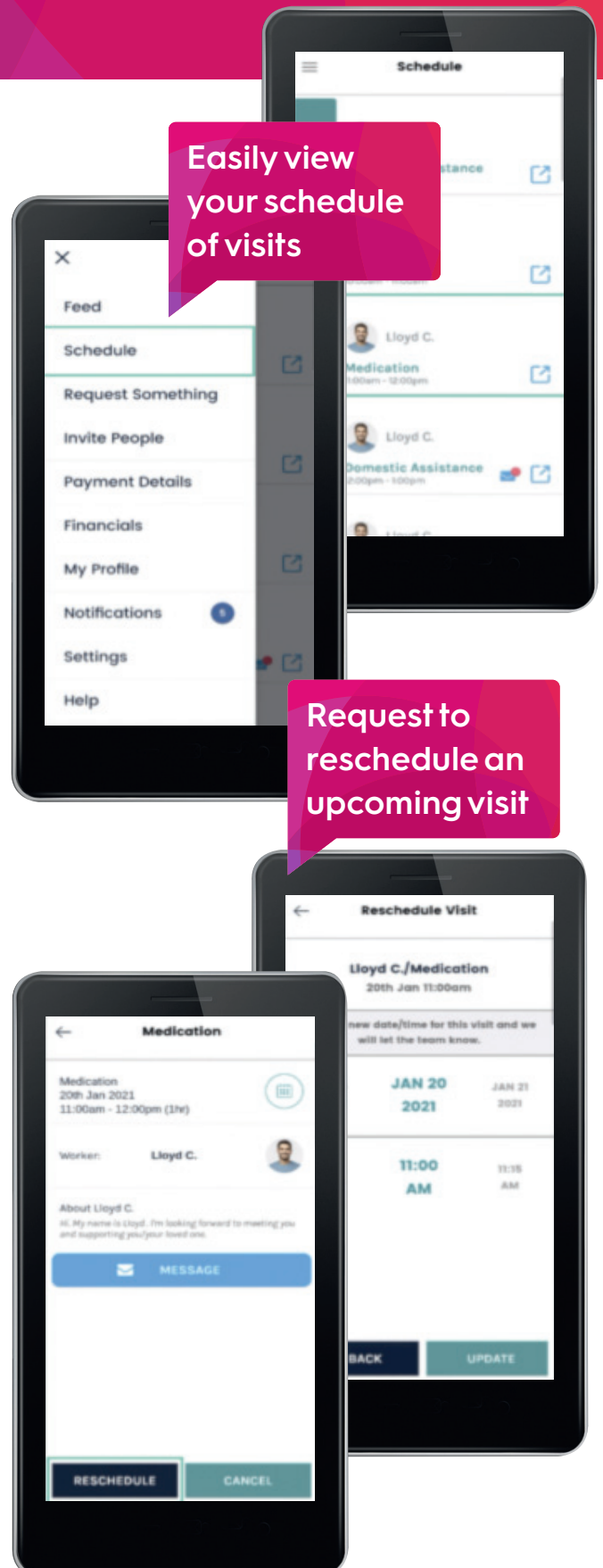
Social Feed

I want to be able to view updates from Chorus and my support team

You and your friends and family can keep up to date on news and updates from Chorus and your support team through the use of the social feed located in the Feed menu option. Share photos, text and videos from your device or like and comment on the latest updates from Chorus and your support team. The social feed is only available to your connected friends and family including your Chorus support team and is a great way to keep everyone updated.

I want to be able to share an update with my connected friends, family and support team

Anyone connected to you through the Chorus app can view and share updates on your social feed. Your connected friends and family can share photos, videos or text and can like or comment on your updates. Follow the instructions below to share an update.

INSTRUCTIONS

1. Select the menu located in the top left corner of the screen

2. Click **Feed**

3. Select the **Activity** page

4. Select **Want to share an update**

5. Select Team to choose who sees the update

6. Type text in the field at the top or select **Photo/Video** to share multimedia

7. Click **Post It**

Your update is now shared with the chosen group.