assist Mi

Mobile App User Guide
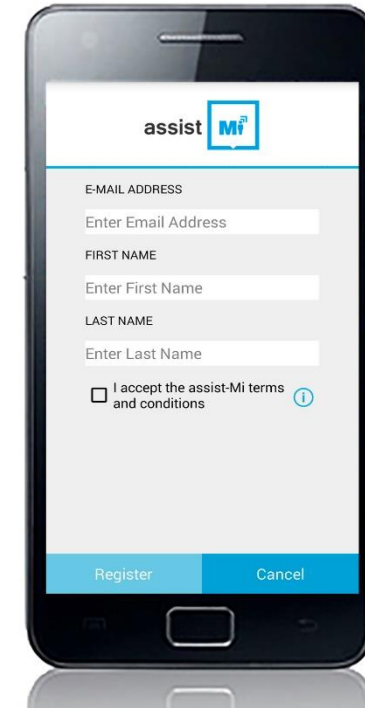
Contents

Section 1 – Registering an assist-Mi account

To register an account with assist-Mi, select the 'Register' button on the login screen. The required fields are

- Email address
- First Name
- Last Name
- Accept the terms and conditions

Once you have input the requested information select the 'Register' button.

Security Code

You will now receive a security code at the Email address you registered with.

On the next screen you will be asked to enter the security code, also you will be asked to choose and confirm a password for your account. Once you have completed this section press the 'Submit' button to register your account.
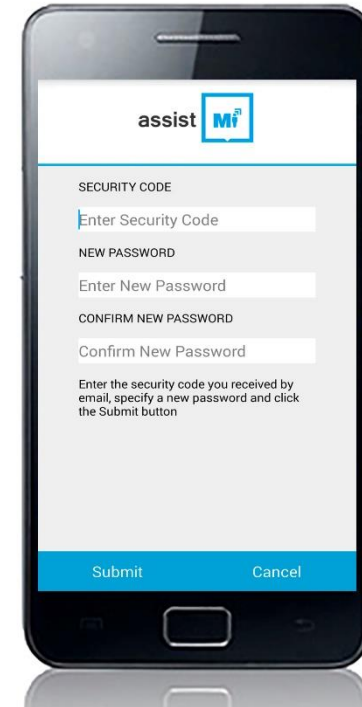
Section 2 – Logging into assist-Mi

To login to the assist-Mi app, enter your email address and password you used when registering with assist-Mi.

Once you have entered your login credentials, select the 'Login' button.
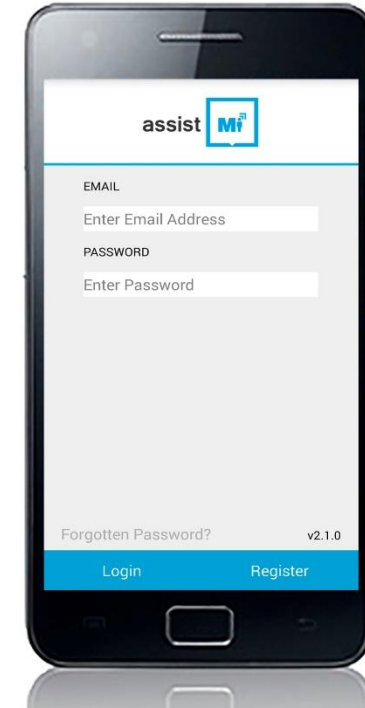
Section 3 – Navigating around the assist-Mi App

On the **Android** version of assist-Mi, at the top left corner of each screen you will see a tab that opens a drop down menu to help navigate around the assist-Mi app. On the **iPhone** version, the tabs are at the bottom of the screen.

The tabs are as follows;

- Home – Select this tab to return to the home screen
- Requests – View any active assistance requests you have
- Mi-Profile – Your profile managed and shared by you
- Favourites – Frequently used service providers you have added as a favourite
- Contact – Send a message to assist-Mi support
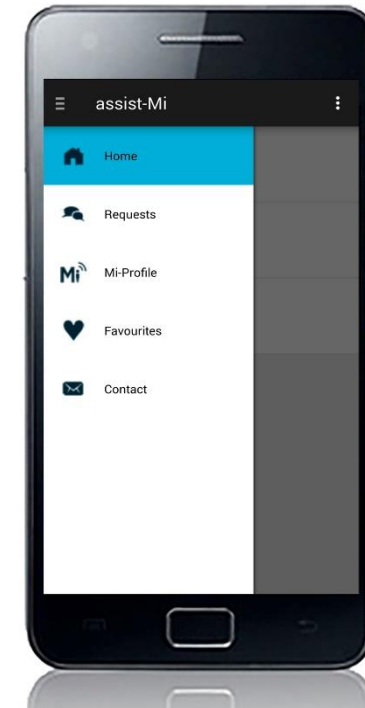
Active Requests tab

Selecting 'Requests' from the shortcuts menu will take the user to the Requests page, which shows a list of the user's active assistance requests.

- Pending requests (not yet accepted by the service provider) are notified by an orange marker
- Active requests (accepted by the service provider) are notified by a blue marker

Selecting any specific request will take the user to the messages screen for that request
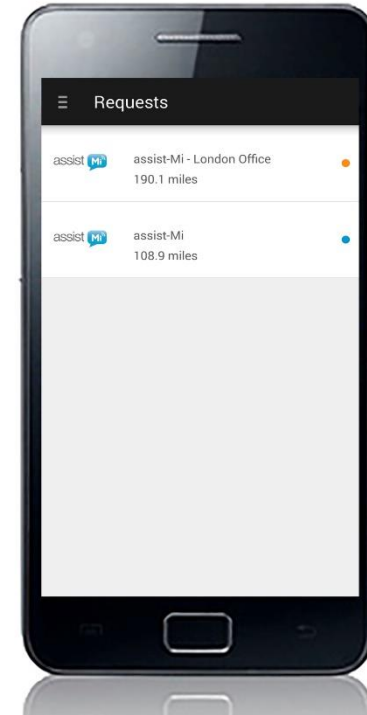
Mi-Profile tab

Mi-Profile allows the user to create their own accessibility profile that they only need to write once, information relevant to the service provider can then be sent within the user's assistance request.

The user can select their accessibility needs and upload proof of their blue badge. By uploading an image of your blue badge and registering your vehicle registration number, you will be able to access participating car parks that use ANPR technology to confirm your blue badge is valid

Selecting 'Mi-Profile' from the shortcuts menu takes the user to the Profile screen. On this screen the user has three options

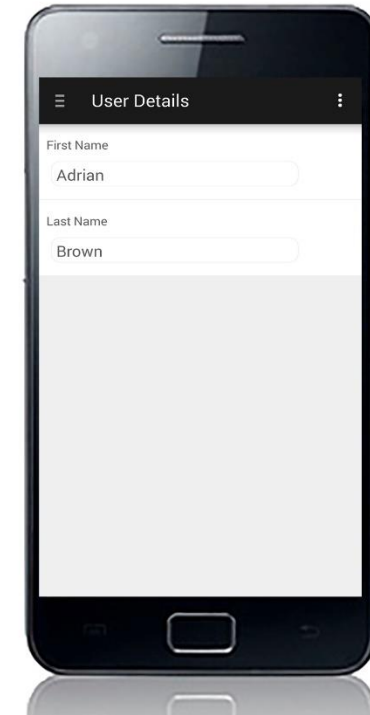- User Details
- Accessibility
- Blue Badge
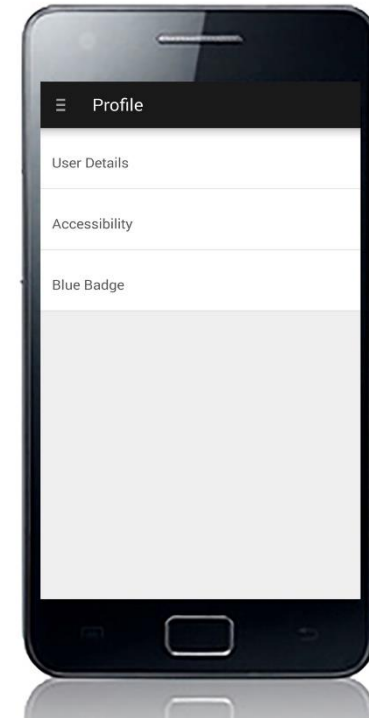
On the **User Details** screen, the user can edit the following

- First Name
- Last Name

The user can edit these details by selecting 'Edit' button or the 'More Options' button at the top right of the screen

Android users can also press the device home button to edit and save their details

On the 'Accessibility' page, the user can select the following option that best describes their accessibility needs

- Mobility impaired walker
- Visually impaired/blind
- Mobility impaired/wheelchair
- Hearing impaired/deaf
- Learning difficulties

The user can edit these details by selecting 'Edit' button or the 'More Options' button at the top right of the screen

Android users can also press the device home button to edit and save their details
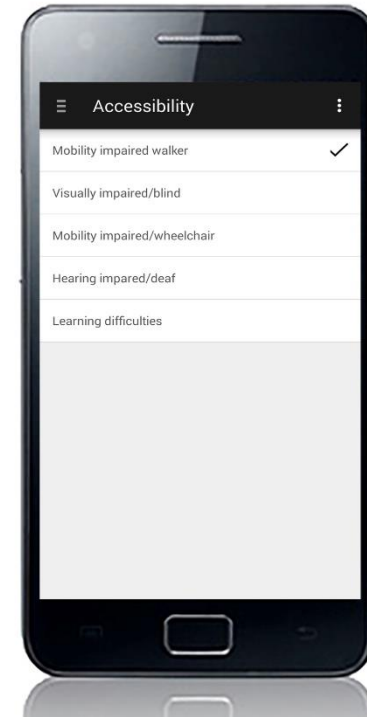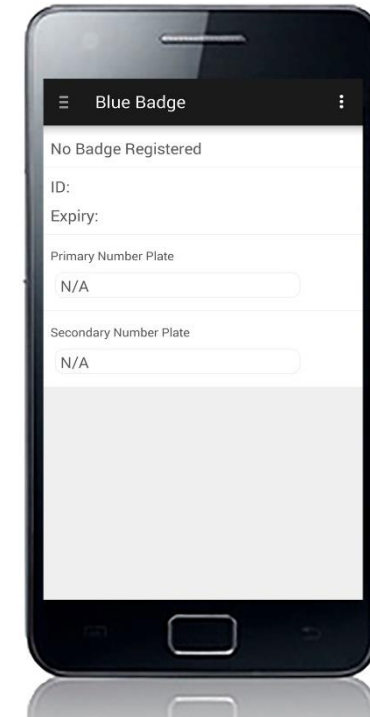
On the 'Blue Badge' page, the user can edit the following.

- Blue Badge Details
- Primary Number Plate
- Secondary Number Plate

The user can edit these details by selecting 'Edit' button or the 'More Options' button at the top right of the screen

Android users can also press the device home button to edit and save their details

After selecting edit using the 'Edit' button or the 'device home menu button' on the 'Blue Badge' page, the user can edit the following;

- Submit front image
- Submit rear image
- Primary Number Plate
- Secondary Number Plate

To accept the assist-Mi Blue Badge terms and conditions the user must check the box, after reading them. To read the terms and conditions the user must press the info marker which will open up the Terms and Conditions page. After reading the terms and conditions, the user can exit this page by pressing the device back button
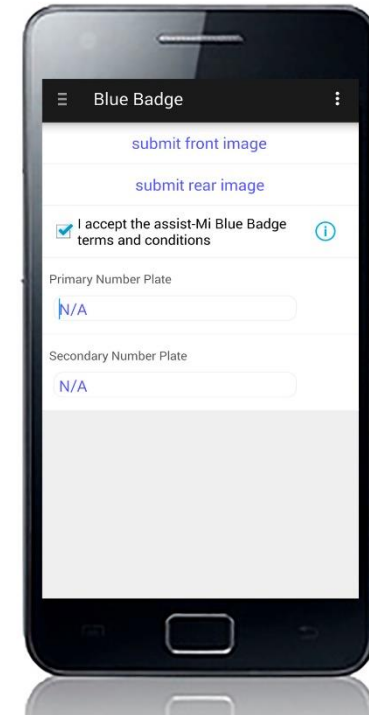
Selecting 'Favourites' from the shortcuts menu will take the user to the Favourites screen. Here the user has quick access to their favourite, or most frequently used service providers that they require assistance from.

The user can add businesses to the favourites page by pressing the 'Add to Favourites' button on any businesses 'Info' screen
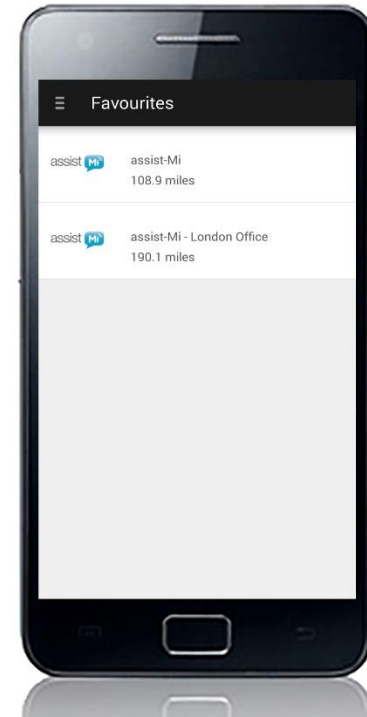
Selecting 'Contact' from the shortcuts menu takes the user to the assist-Mi head office 'Contact Information' screen. This screen contains contact information for any enquiries the user may have, which are as follows

- assist-Mi Head Office address
- assist-Mi contact name
- assist-Mi support phone number
- assist-Mi Support Email address

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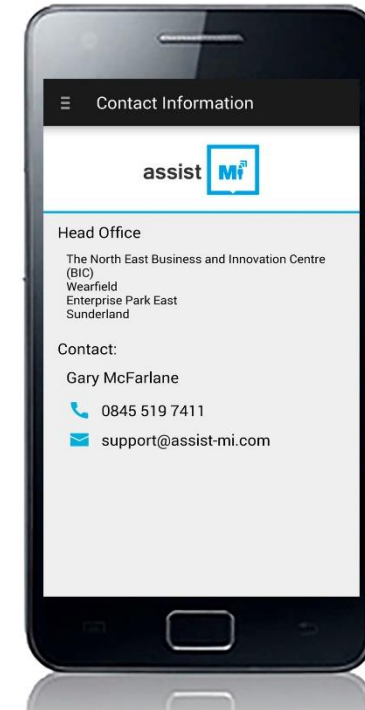
# Section 4 – Requesting assistance from a Service Provider

The key function of assist-Mi is the ability to send a request for assistance to a participating service provider. The service provider will then let you know if assistance is available at that time, or they will be able to advise you of a more suitable time when assistance will be available.

How to send a request for assistance to a participating service provider

- At the home screen select 'Find my nearest'
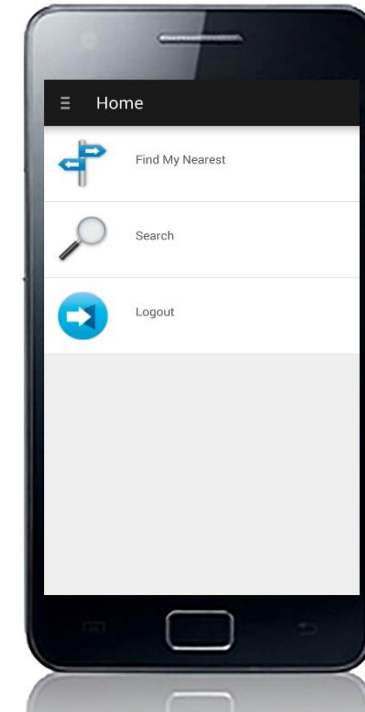
The user can also find a participating service provider by selecting 'Search' on the home screen, which will take the user to the search screen. From here the user can search for a business using either the postcode of the business, or using a keyword or name of the business they wish to find
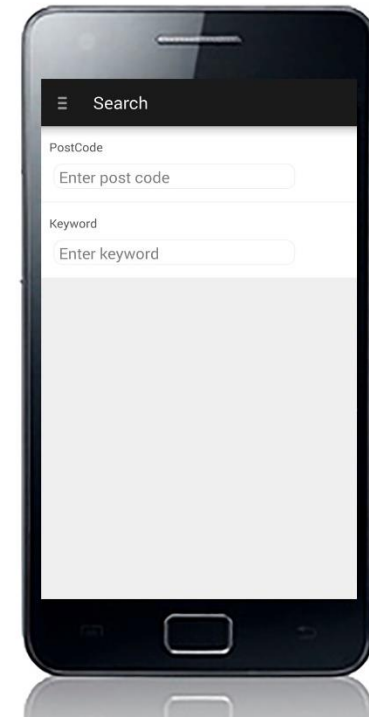
At the 'Category' page, you will see a list of sectors i.e. 'Offices', 'Retailers' and 'Airports' that offer the assist-Mi service to their customers.

Selecting any of these categories will open a page that lists all the service providers in the category.
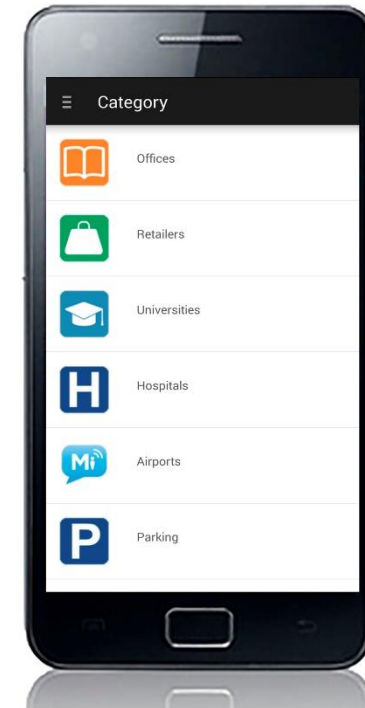
At the 'Offices' screen you will see a directory of service providers that offer the assist-Mi service. Select the relevant service provider that you wish to request assistance from. This instruction user guide will now demonstrate an assistance request to assist-Mi's London office.
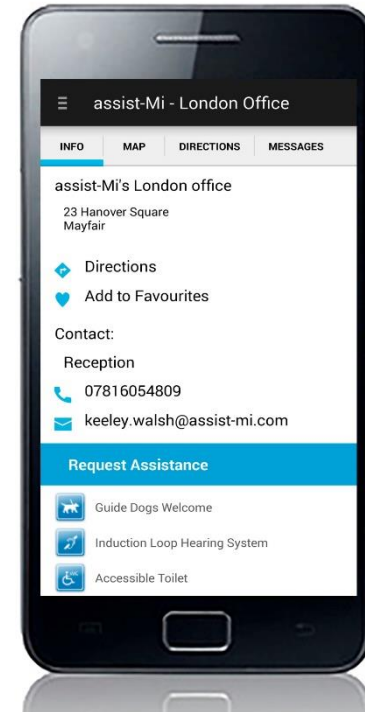
Select 'assist-Mi London Office'
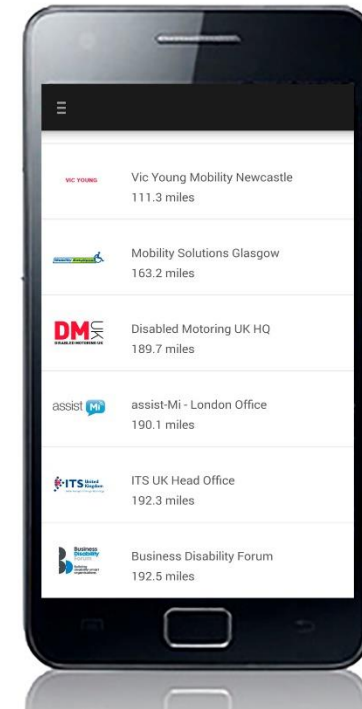
The next screen provides all accessibility information at the service provider's location.

The user can also view the location on a map, and get directions
.
To send the service provider a request for assistance, select the 'Request Assistance' button

On the next screen enter the details of the assistance you require on arrival.

You will also be asked for your 'Travel details and estimated time of arrival'.

Select 'Send Request' to send your assistance request directly to the service provider
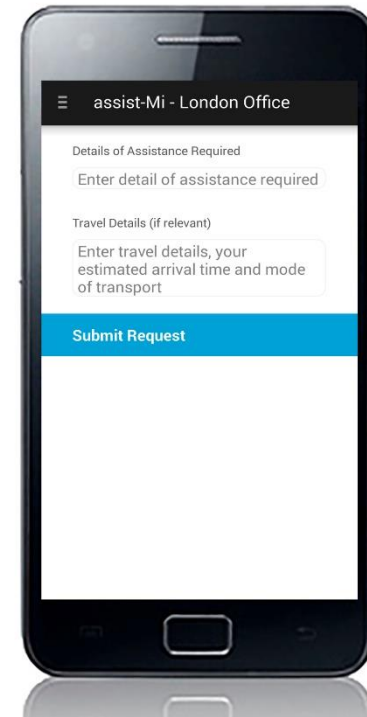
Once you have sent your request for assistance to a service provider, you will see the following screen.

When your request has been accepted you will be notified by receiving the message "Status changed to ACCEPTED". If the service provider accepts your request then staff will be waiting for you on arrival.
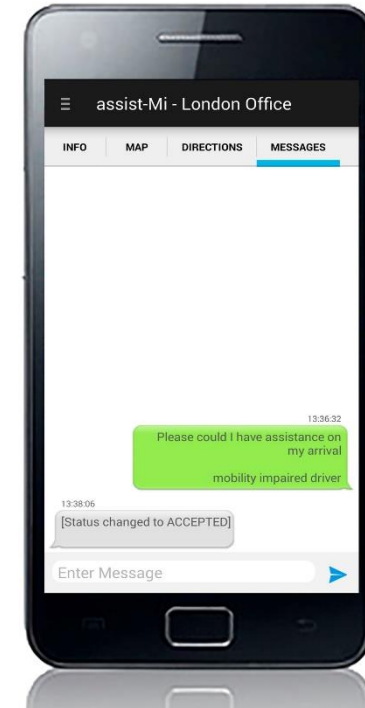
Once a request is accepted the user can get directions to their destination, using either the 'Map' or 'Directions' tabs at the top of the screen.
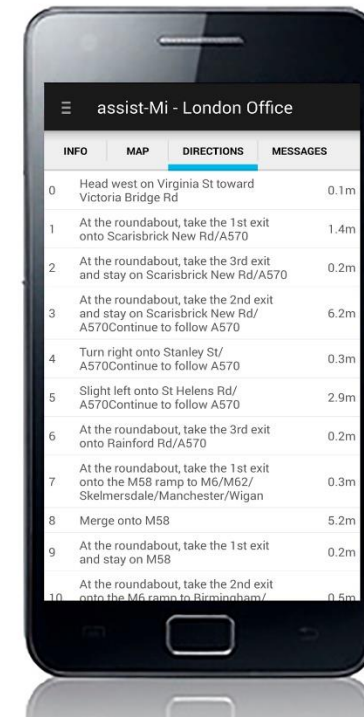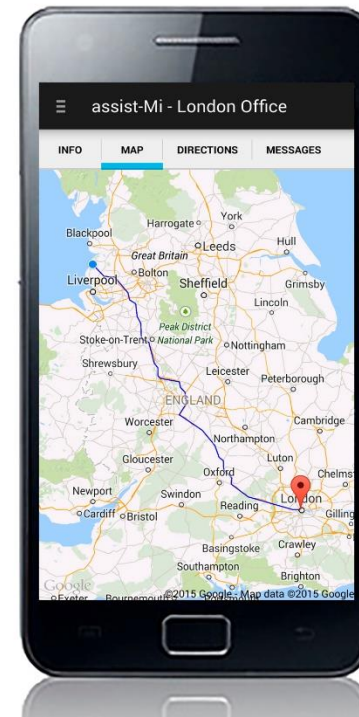
If for any reason your plans change or your time of arrival changes, assist-Mi has the ability to send and receive instant messages with the service provider who will be assisting you when you arrive.

To send an instant message select the 'Enter Message' text field, type your message and press the 'Send' button.

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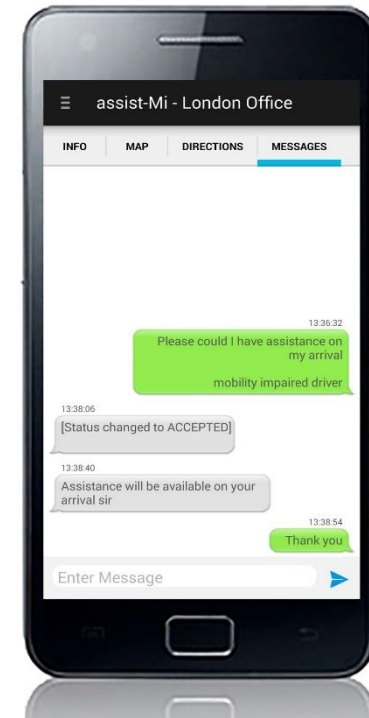
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When you have arrived at the location of the service provider and you have been assisted by staff, you will receive the message "status changed to COMPLETED".

You can also cancel an assistance request at any time by pressing the 'Cancel Request' button, which replaces the 'Request Assistance' button on the info screen during an active request.

If you have read this instruction manual and you are still having difficulties using assist-Mi then please contact us at support@assist-mi.com and one of our staff will be happy to help you.