

myWarrigal

Stay Connected



The myWarrigal App
Resident User Guide

RESIDENTS USER GUIDE

Introducing myWarrigal

We are making it easy for you to stay connected and manage your services with the myWarrigal app, has been designed to meet the needs of the individual, dependent upon the services they have with Warrigal. You can access the app on your smart phone or tablet wherever and whenever – at home or on the go!

What does it do?

- Connect with community, family and friends
- Join an online community to relay messages and images
- Receive Warrigal notifications and news
- Access frequently used Warrigal websites
- Access up to date Government health advice news
- View Warrigal scheduled events
- Book into Warrigal events and activities
- Schedule maintenance and other support services
- Reach out for myWarrigal app support directly

Guide Purpose

Please use this guide to assist you download and log in to myWarrigal, and to understand the features available in the app. There is a note taking column specifically designed for you to make any notes or comments as you follow the instructions.

If you have difficulty logging into the app or experience other technical difficulties, there are multiple ways to contact the Project and Engagement Team based at Warrigal who will assist you either remotely or in person:

1. Send a message via the myWarrigal Help function in the myWarrigal app
2. Email | peso@warrigal.com.au

Contents

- 1. Download the myWarrigal App..... 3
- 2. How to Log In 3
- 3. Home and Menu..... 4
- 4. My Notifications..... 5
- 5. What's Happening: Adding a story 6
- 6. Events: Viewing and booking into events..... 8
- 7. My Schedule 9
- 8. Call Us 10
- 9. myWarrigal Help..... 11
- 10. Quick Links 12
- 11. Request a Service 13
- 12. Fee Statement..... 14
- 13. My Preferences..... 15
- 14. How to Log Out..... 15



1. Download the myWarrigal App

myWarrigal is available to download onto your phone or tablet.
Download from the Apple or Android store by scanning the QR Code



1. Open the camera on your device, hover your camera over the QR Code and tap on the image
2. Look for the myWarrigal app and select "Get"



OR

Access the free app via the Store Links:

IOS : <https://apps.apple.com/in/app/mywarrigal/id6443829524>

Android : <https://play.google.com/store/apps/details?id=mycc.cic.warrigal>

2. How to Log In

1. Open the myWarrigal app on your smartphone or device
2. Enter the login details provided to you from Warrigal
3. Enter the password

NOTE: Contact peso@warrigal.com.au to receive your unique login details or to access any myWarrigal support as required



3.Home and Menu

The Home and Menu screen provide you both quick and easy access to the myWarrigal features.

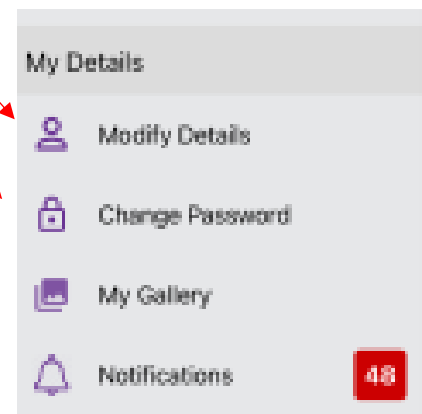
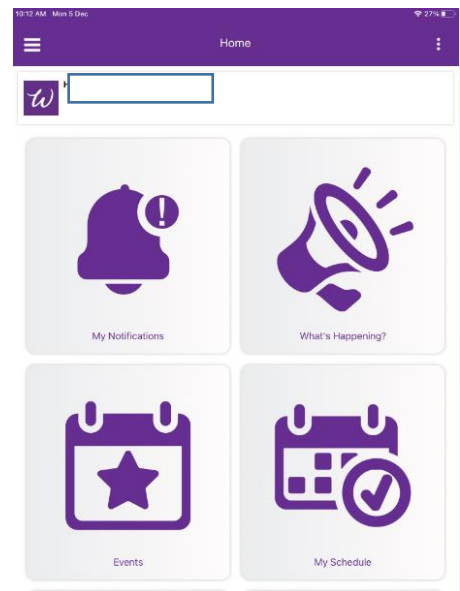
1. **HOME** - when you log in you will directed to the home screen. You will see 'tiles' with pictures you can choose
2. **MENU** - access the written menu by selecting the 3 horizontal bars
3. The menu function allows you to access the tiles in text form. In addition access 'My Details':

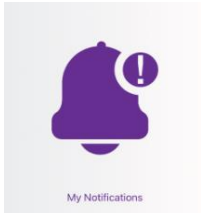
Modify Details: add a profile picture, phone or email

Change Password: change or update your password

My Gallery: Upload pictures you wish to share

Notifications: change notification settings. Please check the app settings on your phone or tablet if you are having any problems receiving notifications



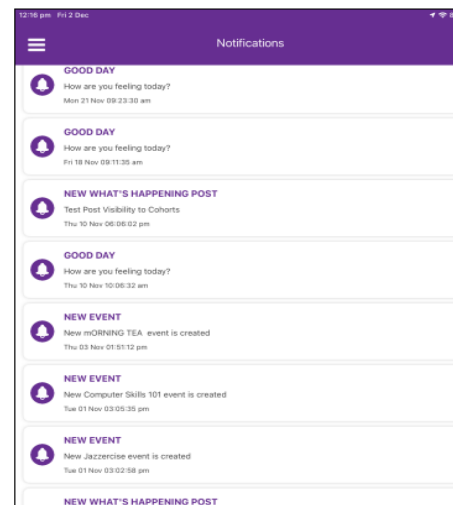


4. My Notifications

See all the activity on the app for your account

1. Select the 'My Notifications' tile from the Home screen
2. You can view all current, recent or previous notifications from Warrigal by clicking on the notification

NOTE: Broadcast notifications are unable to be opened due to character limits



5. What's Happening: Adding a story



See what is happening in your village through text and picture! You too can post a story or information to share with staff

1. Select the 'What's Happening' tile from the Home screen
2. View the latest posts of what is happening
3. To upload a post of your own select the + symbol located in the bottom right hand corner

4. **Title:** Name of the story you are sharing

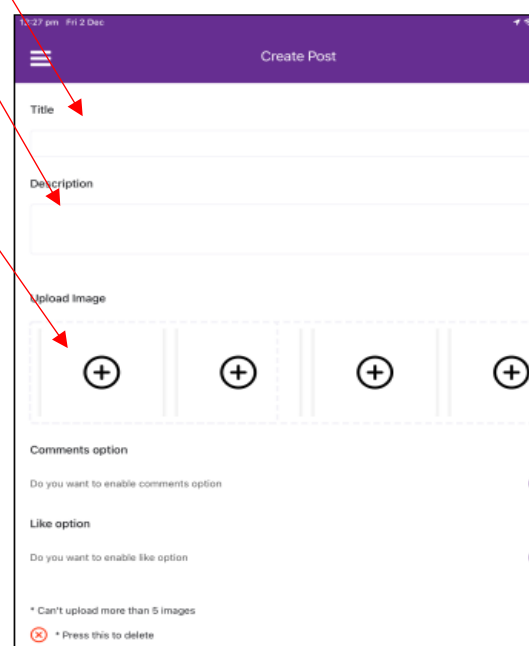
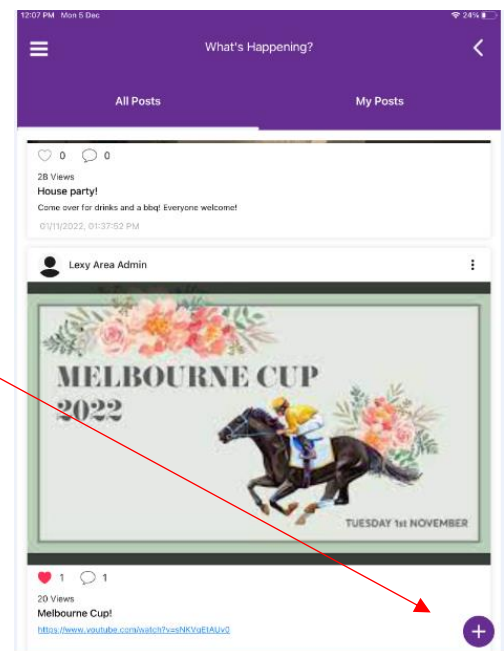
5. **Description:** Enter more detail showcasing story

6. **Upload Image:** if you want to upload a photo of select the + symbol and select either "Take Photo" or "Photo Library"

7. **Take Photo:** Use your device as a camera to take a photo. If you are happy with the photo select "Use Photo" or "Retake" if you would like to retake the photo

8. **Photo Library:** If you already have photos on your device appropriate to this post you can upload from your device

NOTE: There is a limit of 5 images per post at a maximum size limit of 4mb each photo



9. **Comments Option** = this is automatically selected as ON so others can comment. To disable this feature click on the icon so it becomes transparent.

10. **Like Option** = this is automatically selected as ON so others can comment. To disable this feature click on the icon so it becomes transparent.

11. Before saving, review your post details. Edit any section if needed. If all details are correct, select "Save Post"

The screenshot shows a 'Save Post' form. At the top is an 'Upload Image' section with four placeholder icons (circles with a plus sign). Below this are two toggle switches: 'Comments option' and 'Like option', both currently turned on. At the bottom is a purple 'Save Post' button. Red arrows point from the text instructions to these elements: one to the first image placeholder, one to the 'Comments option' toggle, one to the 'Like option' toggle, and one to the 'Save Post' button.

Upload Image

Comments option

Do you want to enable comments option

Like option

Do you want to enable like option

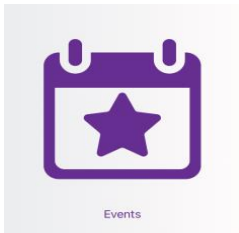
* Can't upload more than 5 images

✗ * Press this to delete

Note: This post will be published only to your families

Save Post

6.Events: Viewing and booking into events

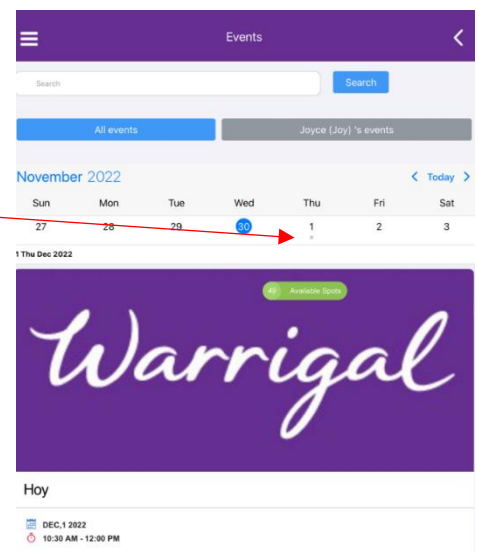


View and book into the current program of engaging Warrigal lifestyle activities and events on offer

1. To view a scheduled Warrigal event, select the Events tile from the Home screen
2. Any activities scheduled will appear with a grey dot under the date
3. Select the date required to determine available events

NOTE: If there are, no planned activities the date selected will state “no events in this week”

4. To book yourself into a scheduled event select the event and the event details will appear



5. **Book me into the event** = to book in
6. Select 'Yes' or 'No' to confirm event

NOTE: Payment option will appear if this event requires payment

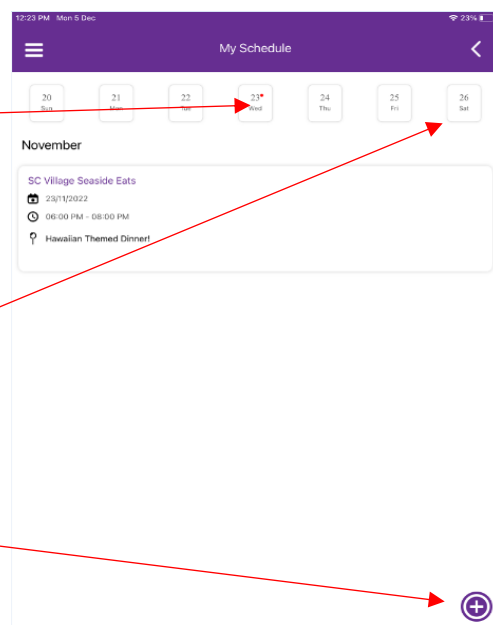
7. **Additional Information** = provide any information you want to share with the event organiser
8. Select 'book'
9. A message notification will appear to confirm the booking

7. My Schedule



View your schedule for the day. This can include any Warrigal event or activity they may have planned or even a personal diary entry you may have included.

1. To view your schedule, select the 'My Schedule' tile from the Home screen
2. Any activities scheduled will appear with a red dot above the date
3. Use a swipe motion to move the dates left to right to find the date you are searching for
4. To add a personal entry for yourself select the date
5. Click on the + icon
6. Fill out the details for each heading for your personal schedule entry



Event Title: name of the entry

Description: further information

Link Title: If inserting a hyperlink add the title of the link

Web Link: insert the web address

Start Date: when it commences

End Date: when it finished

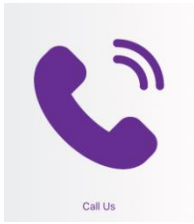
Start Time: nominate the time

End Time: when it completes

7. 'Save to Calendar'

8. Click OK as Event Added Successfully

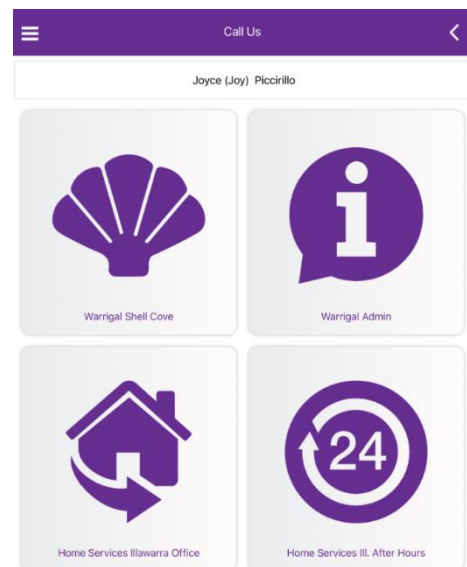
8. Call Us



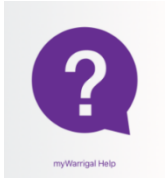
Contact details for Warrigal Shell Cove, Home Services Illawarra Office, Home Services Illawarra after hours and Warrigal Admin directly from the app via you smart phone , tablet or ipad (any device you use to call must have a sim card).

1. Select the 'Call Us' tile from the Home screen
2. Click on the tile to call the required service
 - Warrigal (related site)
 - Warrigal Admin
 - Home Services Illawarra Office
 - Home Services Illawarra After Hours
3. Select 'call' to call the service OR 'cancel' to stop the action

NOTE: To connect to a call your device must have an active sim card



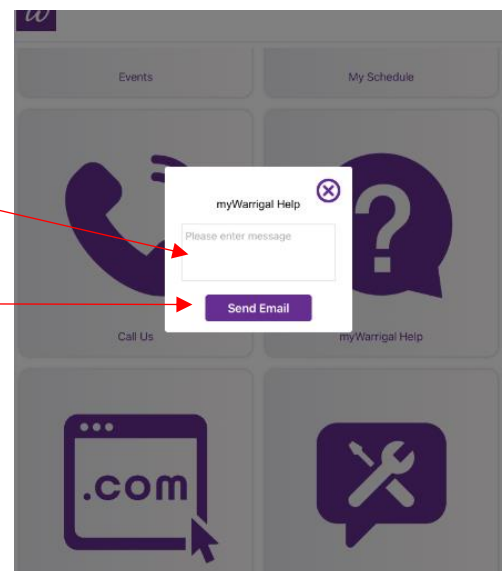
9. myWarrigal Help



You can send an email to our Support Team for any technical help or to ask other question's you might have about the myWarrigal Application.

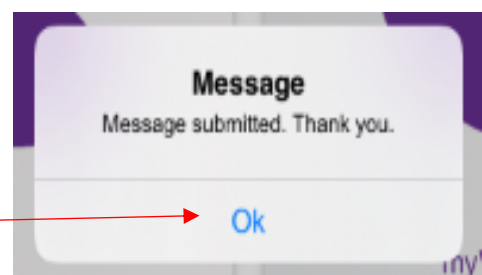
IMPORTANT! The myWarrigal Help tile is purely for app technical questions and support only. For any emergency or resident/customer related health and wellbeing support please follow Warrigal protocols.

1. Select the myWarrigal Help tile on the Home screen
2. In the pop up box enter your support request and include your contact details (mobile number, email)
3. Select 'Send Email'



NOTE: This message is delivered to the email inbox of the support team. The inbox is monitored regularly and the team will endeavour to respond in a timely manner.

4. A message submitted pop up box will appear and click OK to return to the Home screen



10. Quick Links

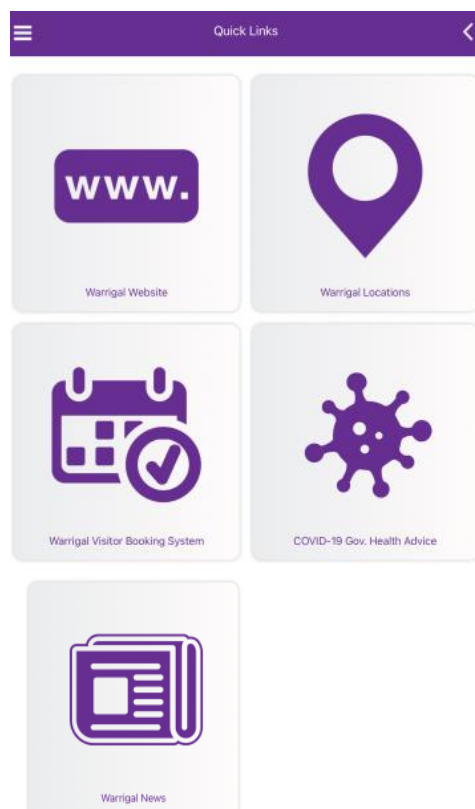


Easy access to a number of support resources such as the Warrigal website and Warrigal News just to name a few

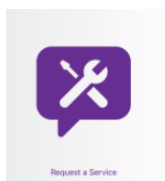
1. Select “Quick Links’ tile from the Home screen

2. Click on each tile for quick access to:

- Warrigal Website
- Warrigal Locations
- Warrigal Visitor Booking System
- COVID-10 Gov. Health Advice
- Warrigal News



11. Request a Service



Submit a request for any additional support or service – such as home and garden maintenance request, domestic assistance, transport, Respite day programs, along with social support.

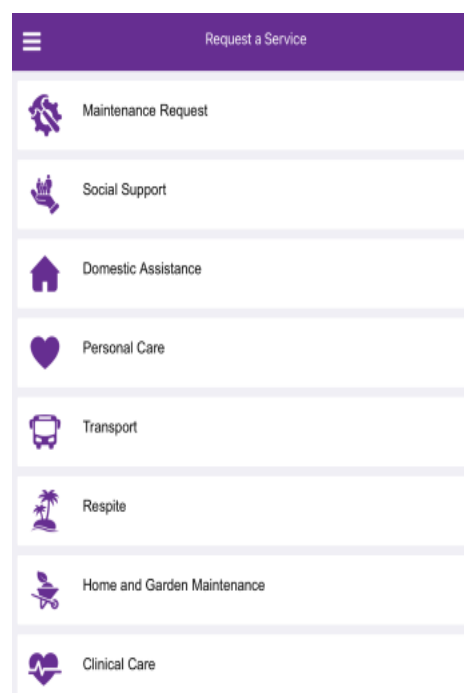
1. Select 'Request a Service' from the Home screen for:

- Maintenance Request – Property Services
- Social Support- Home Services Illawarra
- Domestic Assistance – Home Services Illawarra
- Personal Care – Home Services Illawarra
- Transport – Home Services Illawarra
- Respite – Home Services Illawarra
- Home and Garden Maintenance – Property Services
- Clinical Care – Home Services Illawarra

2. Select the appropriate service required

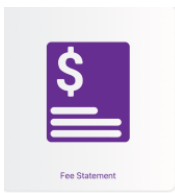
3. Fill in details where applicable

4. Select 'Submit Request'



NOTE: Timeframes are applicable and advised at request stage

12. Fee Statement



Gain immediate access to your most recent Fee Statement

1. Select the “Fee Statement” tile
2. Scroll through and zoom in to access the latest Fee Statement information
3. To exit the screen, click onto the back arrow top right side of the screen

NOTE: If you have, any questions or concerns regarding your fee statement please call 1800 927 744 and select option 3. Your call will be directed to our financial services team who will be able to assist you.

Fee Statement

Warrigal Care
PO Box 435
Albion Park NSW 2527
AUSTRALIA
ABN: 34 002 302 636

Warrigal Goulburn Village
7 St Aubyn Road
Goulburn NSW 2580
AUSTRALIA

Account Enquiries: 1800 927 744

Tax Invoice / Statement Page: 1 of 1

Georgia Rodgers
Villa 28
Warrigal Goulburn Village
7 St Aubyn Road
Goulburn NSW 2580

Customer Number: FRCG001V
Customer Name: Georgia Rodgers
Statement Email:
Statement Period: 01/05/2022 - 31/05/2022
Balance Due: \$0.00

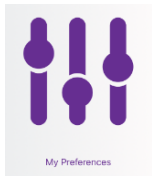
Statement Summary

Opening Balance	Total Payment	Total Charges	Balance Due
\$0.00	\$477.76	\$477.76	\$0.00

Statement Detail

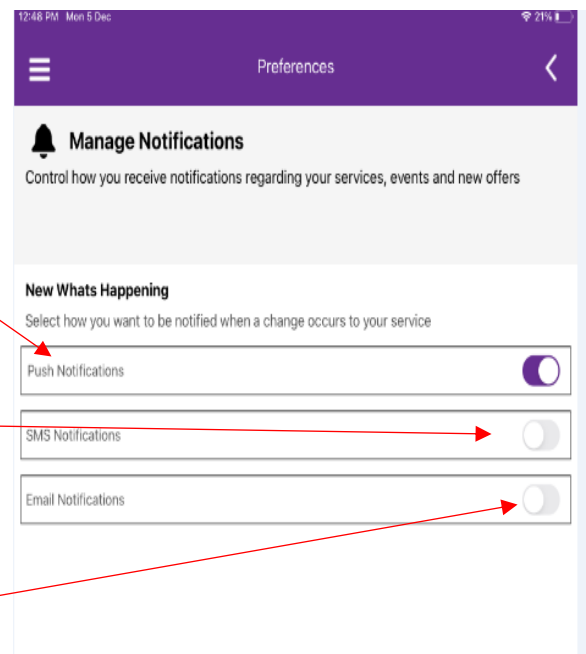
Date	Ref. No	Description	Qty	Rate	Tax	Amount	Balance
Opening Balance							
11/05/2022	934395	Recurrent Charges 12/05/2022 to 25/05/2022	14.00	17.06		\$238.88	\$238.88
12/05/2022	227453	Payment Received - DD				-\$238.88	\$0.00
25/05/2022	939383	Recurrent Charges 26/05/2022 to 06/06/2022	14.00	17.06		\$238.88	\$238.88
26/05/2022	238490	Payment Received - DD				-\$238.88	\$0.00
NO PAYMENT REQUIRED			Total GST:			Total Due:	\$0.00

13. My Preferences



Control how you would like to receive your notifications

1. Select the “My Preferences” tile from the Home Screen
2. Push Notification = this is automatically selected as ON so you receive messages in your Notifications tile. To disable this feature click on the icon so it becomes transparent
3. SMS Notification = receive an SMS to your phone advising of a notification. To enable this feature click on the icon so it becomes purple
4. Email Notification = receive an email advising you of a notification. To enable this feature click on the icon so it becomes purple



14. How to Log Out

1. From the Home screen, select the 3 dots top right hand corner
2. Choose the option to Logout or Cancel

