



A Lyra Health company



ICAS HUB APP GUIDE

DOWNLOAD THE ICAS APP NOW



app.icas.health/welcome

App code:

Everything's in one place, it's a one stop shop for:

- ✓ Expert counselling and support (live chat and call function)
- ✓ Extensive library of wellness information
- ✓ Wellness assessments
- ✓ FAQs about ICAS and all available services

GETTING STARTED

After downloading the app.

This is the **first** screen you will see:



Choose your desired language

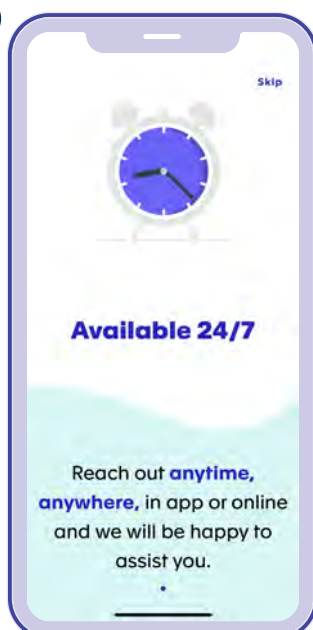
Press the **'Next'** button

Then there are three **'onboarding'** slides

1



2



3

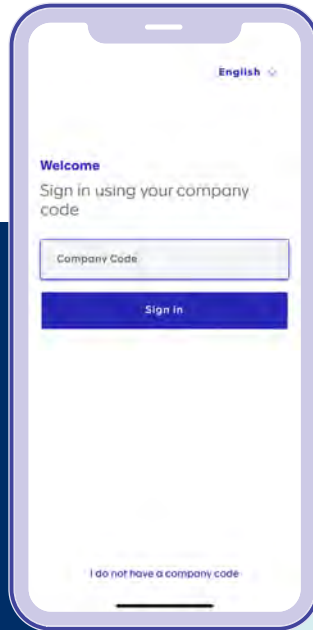


LOGIN



There is NO user account registration and NO personal details are requested.

Once a valid company code is entered, you will remain logged in until browser window is closed or app is uninstalled.



You should receive a company code from ICAS

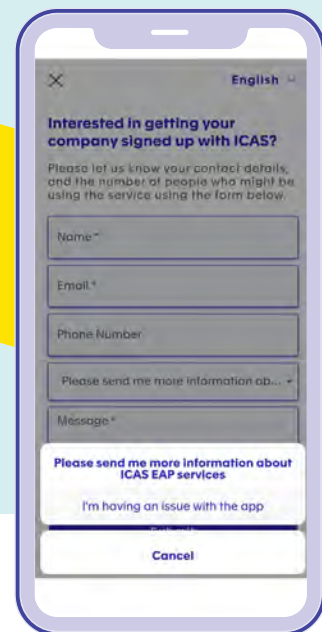


Click here if you do not have a Company Code, or if there is an error message while entering a company code.



The below screen will then pop up

Fill out the details



SETTINGS



Settings has the following functions:

- 1 Interest selection.
- 2 Displays basic know information about you (like your name & company).
- 3 Language selection.
- 4 Technical support.
- 5 Provides additional ICAS information and policies.



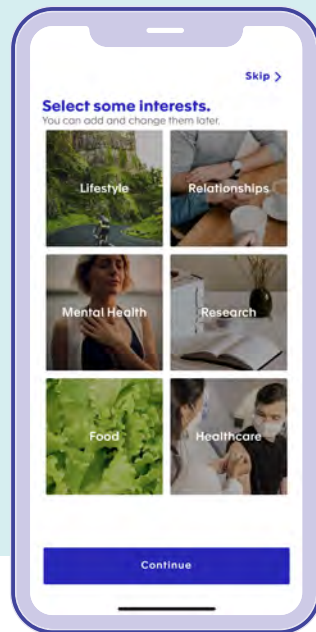
Can be found via the hamburger icon on the top right of each screen.

Language Selection

- After login, you will need to go to settings if you want to change the language of ICAS Hub.
- You can select language on the Welcome, Login, and Enquiry Form pages.
- Any language change (for example to French) will change all navigation elements of the app as well as assessments and wellness information to French.
- The user will be returned to the page they were on following language selection.

INTEREST SELECTION

This will change the order priority of recommended content in the Explore Screen.

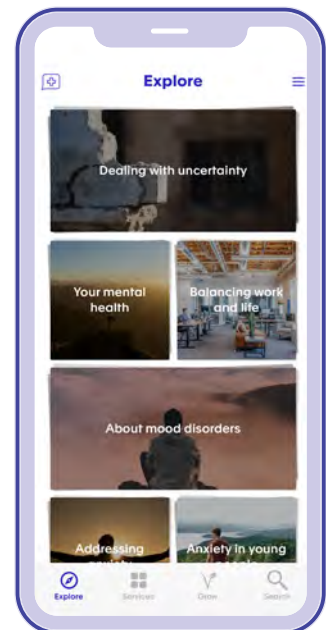
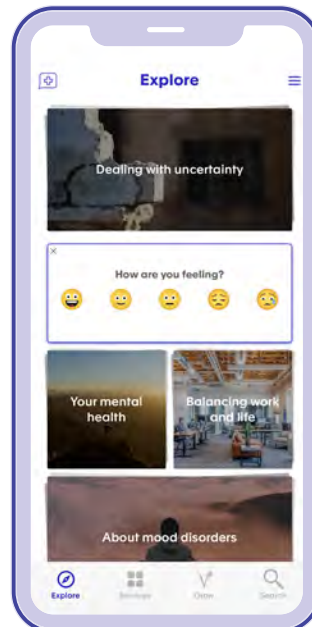


You can change your selected interests through the **'My Interests'** tab in settings.

EXPLORE

This is the page that will be displayed after login. It's the **main home** and **landing page** of the ICAS Hub.

Within **each interest**, content is grouped into **subthemes** and may be in **video** or **article** format (content stacks).



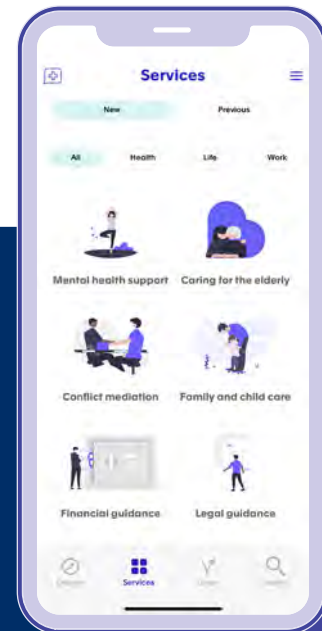
TECHNICAL SUPPORT

- You must supply your email address so that our tech team can update you on progress when attending to your problem.
- You have an option to attach screenshots (must be an image) that illustrate the problem you are experiencing.
- Once submitted, you will receive a 'thank you' acknowledgement of your email.
- Your personal data is never retained on any ICAS Hub system.

If you are experiencing problems with the ICAS Hub, you can ask for help via this form.

SERVICES

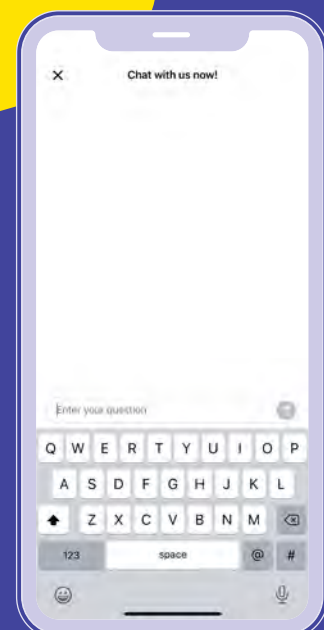
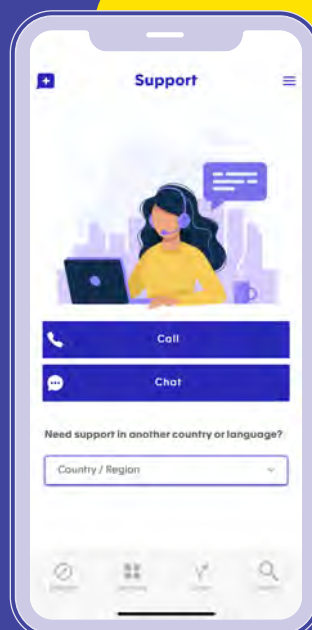
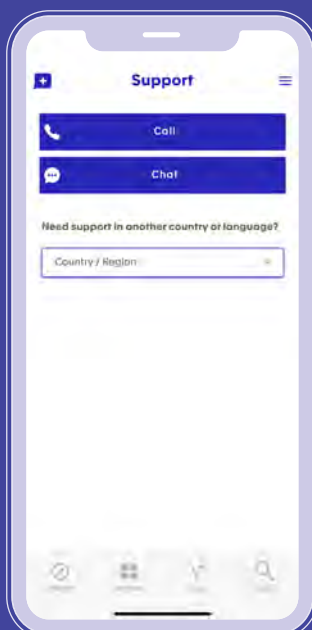
This page gives you more information about the specific services offered by ICAS that are available to you (as agreed upon by your company). It also gives you information on how you can access these services.



SUPPORT (SOS)

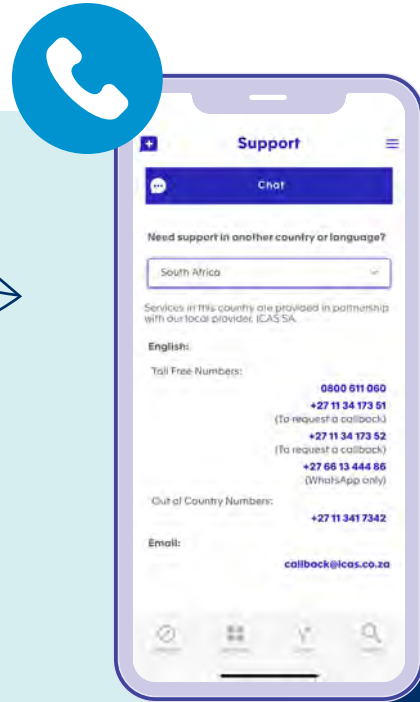
- For immediate clinical assistance
- Accessed via the lifesaver icon top left (icon is on every screen post login and can be accessed anytime)
- You can choose to call

You can choose to **call or chat** via messaging



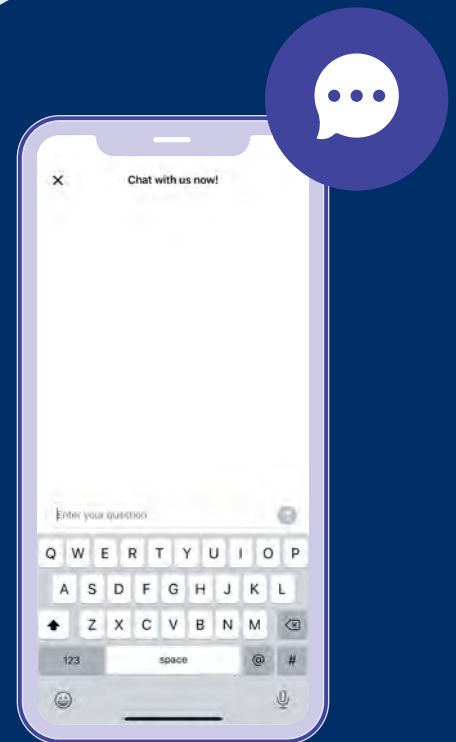
CALL

- Available on both the service detail and support pages.
- You will be automatically directed to an operator in your current country.
- There is an option to select support in another country – where once a new country is selected you have access to a toll free and international code number
- **You may battle to use the call function if:**
 - you are travelling and are not in your home country when using the call function.
 - do not have working call facilities on your device (in this case, the call button is not displayed).
- In cases where the automatic call function does not work, the full list of available phone numbers can be found using a country selector.



LIVE CHAT

- Available on both the service detail and support pages.
- If travelling, users are requested to select their local ICAS operation.
- Has a 'Google Translate' function that can translate the chat from one language to another.
- **You need to enter:**
 - o Name
 - o Email address
- Personal information is requested in case there is a problem with the chat functionality and the operator needs to follow up with you.
- This information is not stored on any ICAS systems and remains private.
- **Once connected to an operator, you will be requested to confirm:**
 - o Company
 - o Country
- Closing the chat widget will return you to the page you were on previously.



MOOD DIARY

Every 24 hours, you have the option to do a daily mood check-in. You will be directed to review the services available to you for further support.

This can be dismissed if you prefer.



WELLBEING CONTENT

Often, articles are featured alongside videos.

When reading an article/viewing a video, you can swipe left or right to explore other content pieces.

Videos have subtitles in the 35 languages on the ICAS hub.

If you want to engage with the article/video (like save it so that you can refer to it later), you need to swipe up.

A progress bar will show you how much of the article/video you have read/watched and how much more you must read/watch to the end.

Some articles/videos may have external links to references and additional resources.

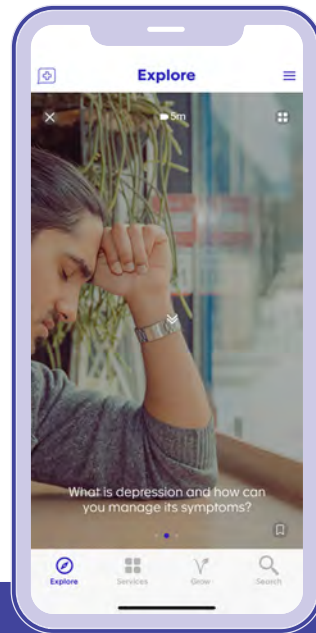
At the end of the article/video, there may be recommendations on other pieces of similar content.

Videos often have supplementary information like:

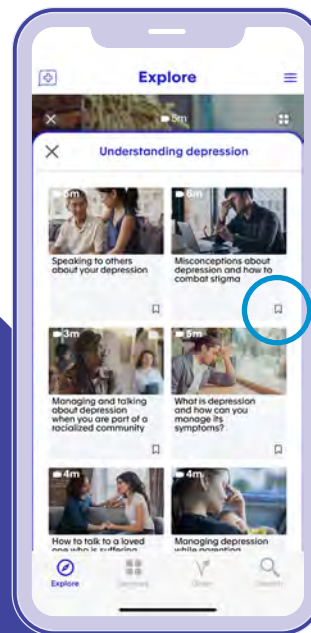
- Summary
- Transcript
- Biographical information on the author

GALLERY

Gallery View can be accessed using the photo gallery icon at the top right of any content piece header.



Click single image icon to go back to individual content piece



This is where a lot of different content in different mediums (like video and articles) that addresses a certain theme or topic is displayed in gallery format. So instead of viewing one individual content piece and scrolling left or right, one can see different content pieces that are available to view at a single glance.

Content format as well as the video duration/estimated time to read will be shown at the top of the content header.

LIBRARY

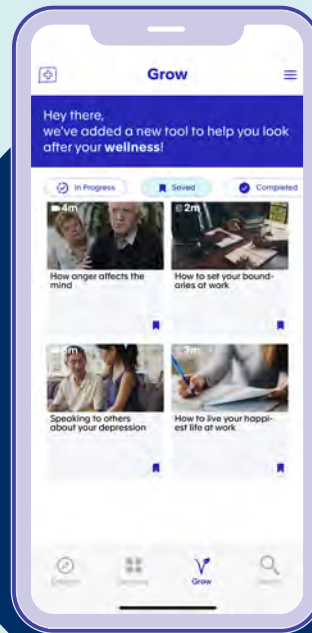
Our entire library of wellness content is stored here. You can use the search function to find a topic that you are interested in.

Once the search results are available, they can be filtered according to your interest, duration and format to best suit your needs.

GROW

ICAS awards badges for all content that is read/watched and surveys that are completed.

This is an area where you can return to content that you have previously engaged with. It provides you with a record of content that you have either partially or fully read/watched. You can also access any saved content that you may want to reread/watch later.



USE THE ICAS HUB TO PROACTIVELY MANAGE, IMPROVE YOUR HEALTH AND HAPPINESS.

This is what you need to know:



Help is available 24 hours, 7 days a week, 365 days a year



Live Chat counselling functionality



Easy, immediate access. You are automatically connected – remembering passwords and phone numbers is a thing of the past



Safe and secure – everything is confidential between you and your clinicians, your data and privacy is safeguarded



Developed, supported and researched by Global team of experts

Global offering

Available in **34 languages** and automatically **detects home language** and **location**.

Subtitles available on video content.

Operates in **155 countries**.

app.icas.health/welcome

Download personalised, expert advice, guidance and learning tools for the wellbeing of you and your family.



App code: