The **Action** Group

access

Project

Getting the Access app

Care Planning

THE **Action** GROUP

What will you find in this guide
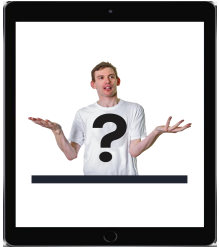
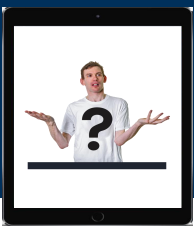**What is Access?**

Adding the Access App to your digital device

Registering your digital device with staff

Registering your digital device yourself

Frequently Asked Questions

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The Action Group work in partnership with you to write down information about you and your support.
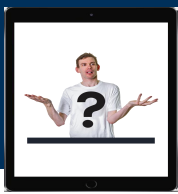
This way The Action Group can provide the best support possible.

Access is a new way to record and see your support information on a digital device, for example on a tablet or mobile phone.

It is your right to be involved in and to see information about you.

What is Access?

There are 2 Access apps

- An Access App on staff work phones

- Access app for your digital device

Access on your staff's work phone allows you to

✓ See support information
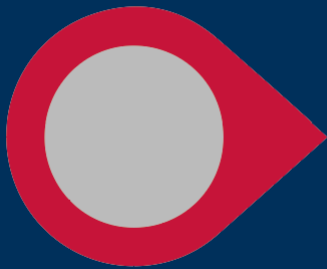
✓ Work together to update your support information.

Access on your digital device allows you to

✓ See support information

✗ You can not update your support information.

✓ You can give feedback and and ask make requests and give feedback.

Adding the Access App to your digital device

If you have more than one digital device think about which one will make using Access easiest.

For example the larger size of a tablet screen can make it easier to see than on a smaller mobile phone screen.
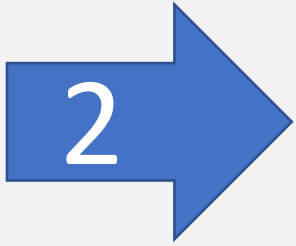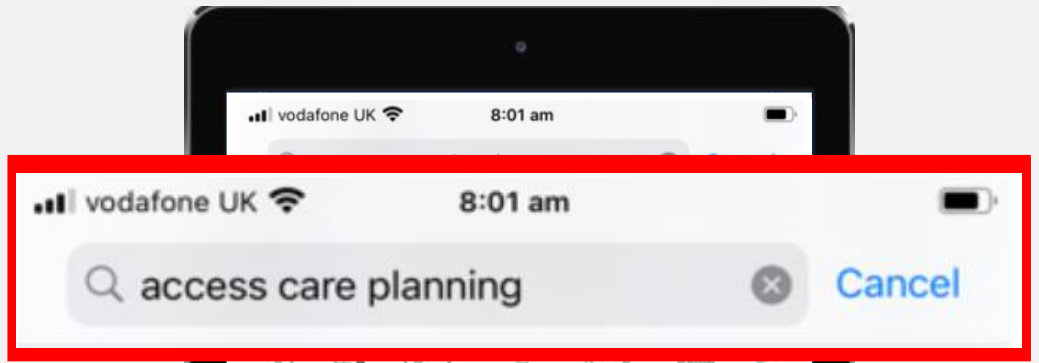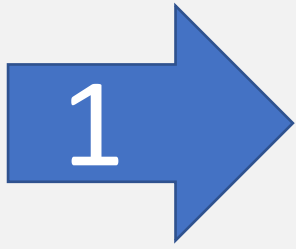
Once you have decided which digital device you want the Access app on you need to register the device with The Action Group.

To be able to register your device you will need to download the Access App onto your digital device first.

The easiest way to get the Access app on your digital device and register your device is for your staff to show you.
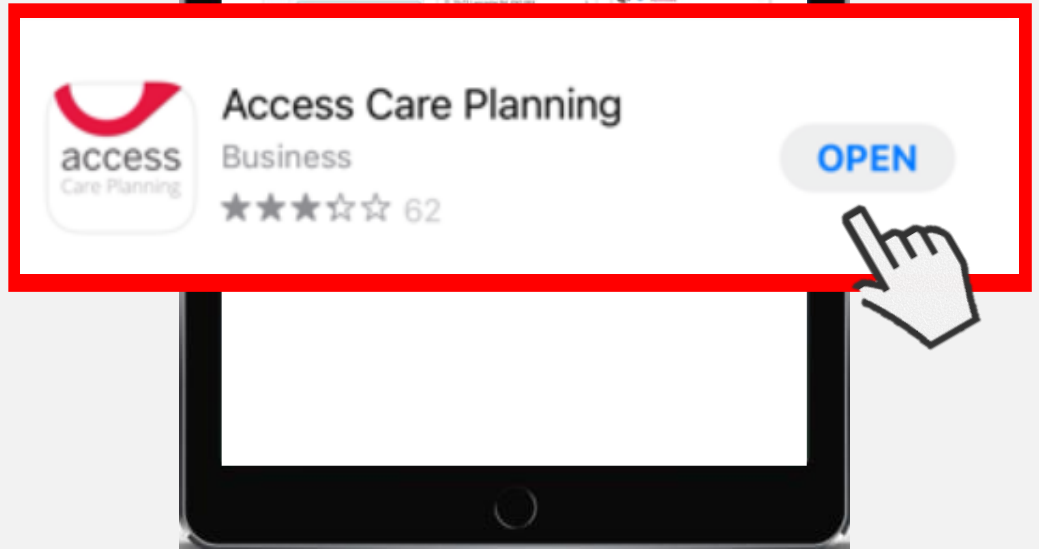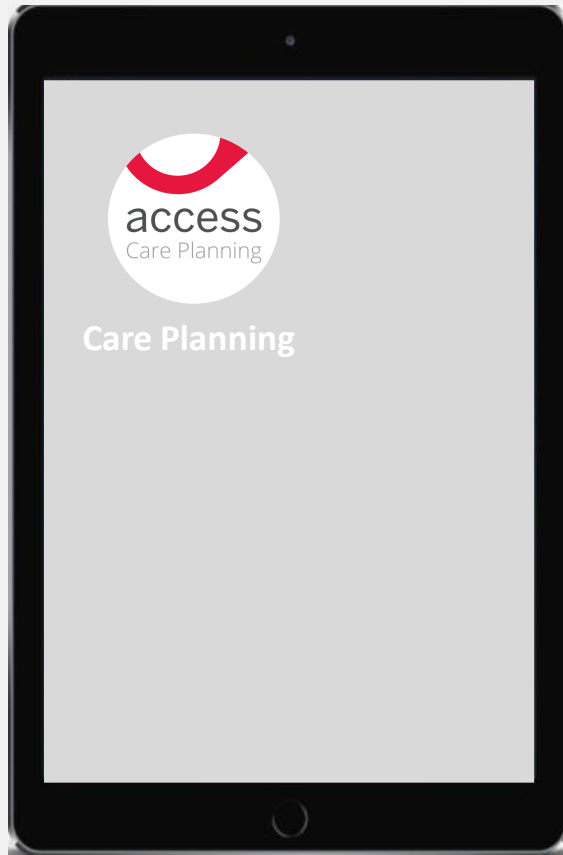
1
Open the app store on your phone and type **Access Care Planning** into the search box.
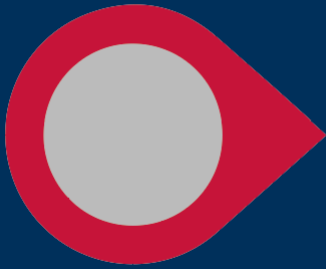
2
Press open to add the Access app to your digital device. This may take a few minutes.

Once the Access app has been added to your phone it should look like the picture above.
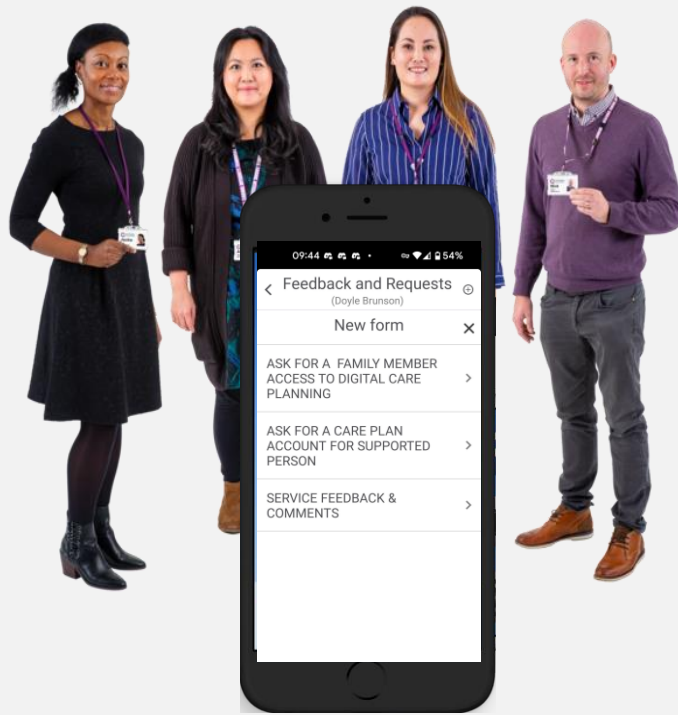

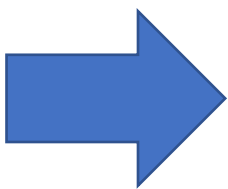You are now ready to register your digital device with The Action Group.

Registering your digital device with staff

The easiest way to get your digital device registered is to complete a form that can be found on your staff work phones. Staff can support you with this.


The form can be found when staff open the **Support Information and New Forms** section on Access and clicking **Feedback and Requests.**

From here you can also ask to allow a family member or guardian to have Access so they can see your support information.

You will then be contacted by a member of the Business Support Team who will support you to set up your Access account and your digital device.
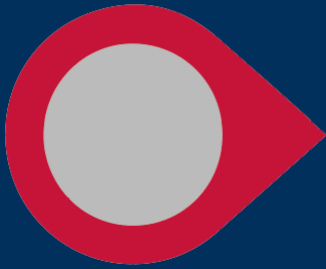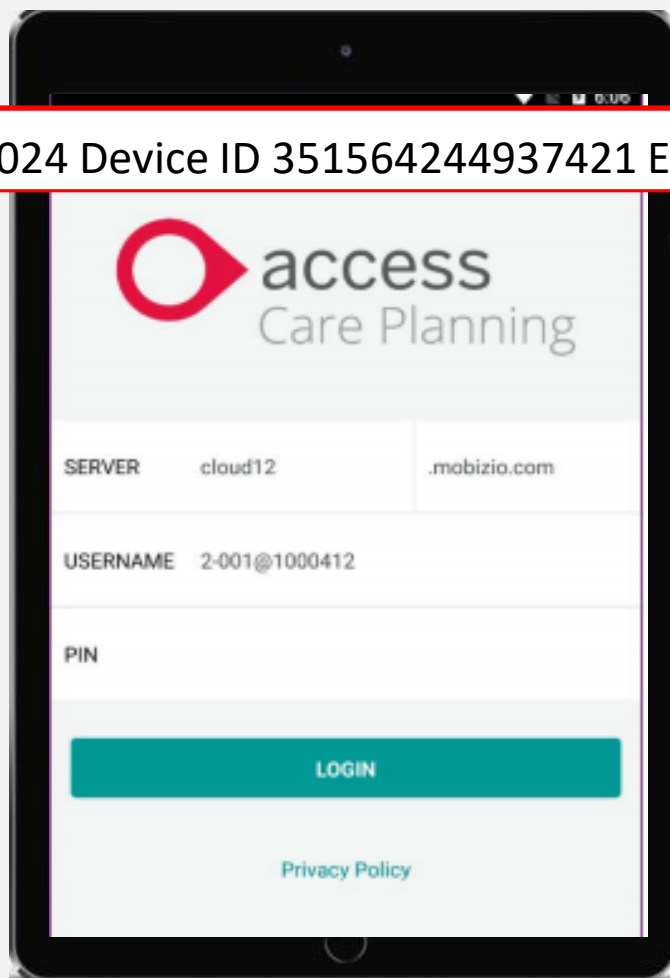
Registering your digital device yourself

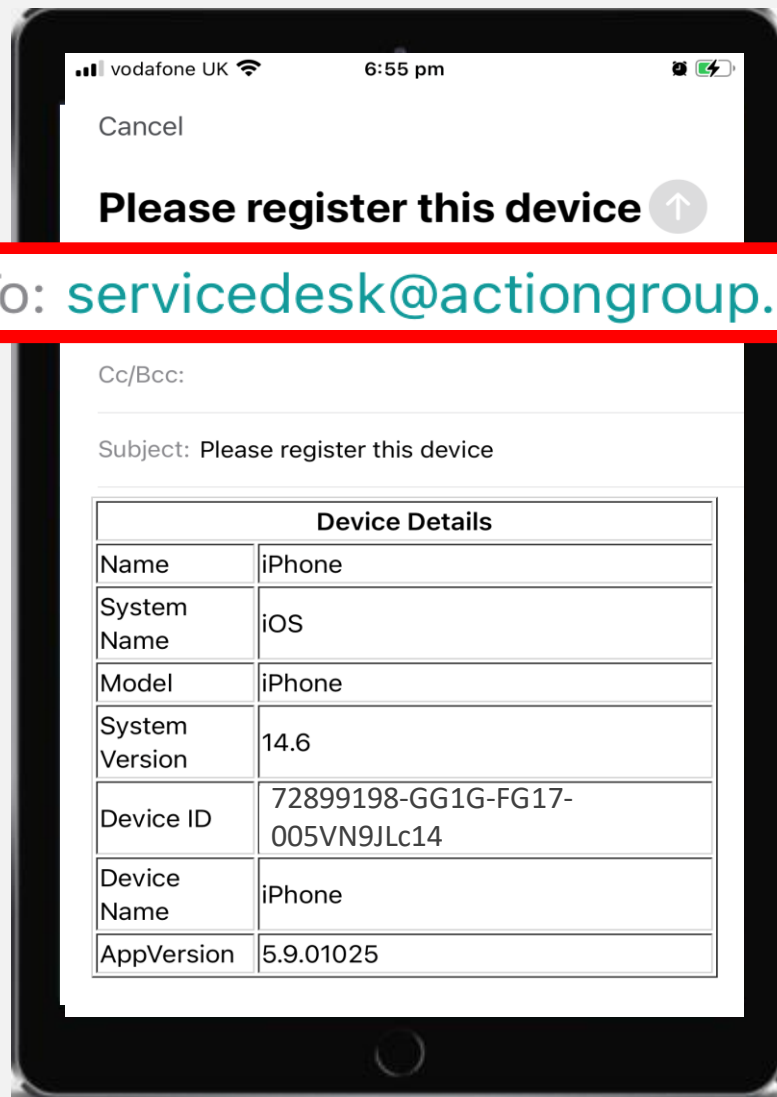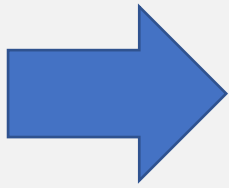**V5.9.0.1024 Device ID 351564244937421 EE1E-5D98**

Press on the Access app to open it.

Near the top of your screen you will see a line of letters, numbers and words. Click on them, this will open a registration email for you.

If you do not have an email address your staff will be able help you to get one.

Device Details

Name	iPhone
System Name	iOS
Model	iPhone
System Version	14.6
Device ID	72899198-GG1G-FG17-005VN9JLc14
Device Name	iPhone
AppVersion	5.9.01025

The email that appears should look like the picture above. Please make sure the email is being sent to

servicedesk@actiongroup.org.uk

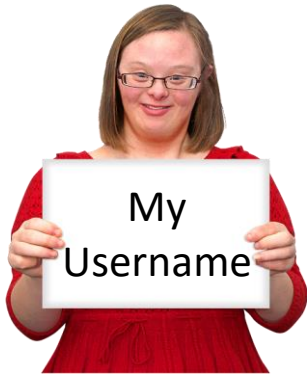Make sure to add your name and team or managers name to your email before sending.

You will be sent an email to tell you your digital device has been registered. This may take a little time so please be patient.

This email will also include

Your username. You will need to enter this when you use Access for the first time.
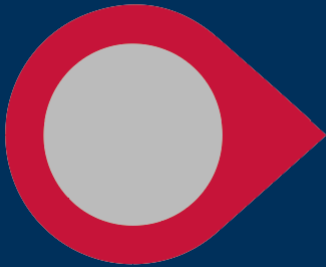
Your pin code. You will use this every time you open Access.

You should keep a note of this somewhere safe.

It is best to delete this email once you no longer need it. This helps to keep your information safe.

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Frequently Asked Questions

Frequently asked questions

Can I change the pin code to a number I will remember?

Yes you can. Please call Norton Park reception and let them know this is something you would like to do. A member of the Admin team will then get back to. Please be patient as this will take a little time.

Call: 0131 475 2315

I have forgotten my pin code

Please call Norton Park reception to let them know.
A member of the Admin team will then get back to you.
Please be patient as this will take a little time.
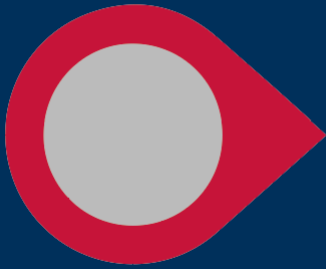
Call: 0131 475 2315

Adding the Access app or registering my device is not working, what should I do.

Check with your staff team first as they may be able to help. If you still need help please call Norton Park reception to let them know. A member of the Admin team will then get back to you. Please be patient as this will take a little time.

Call: 0131 475 2315

You are now ready to move to booklet 2