

Frequently Asked Questions about the Thrive App

Technical

1. Which devices is the app available on?

The app is available on all Android, Apple, and web based devices. It is not currently supported on Windows phones, although this is in the development pipeline but has not been prioritised.

2. How do I sign up?

Please follow the instructions on your download flyer to sign up. You must create your account via the Thrive website BEFORE going to the app store. See the 'Troubleshooting' section should you have issues.

3. Who can we contact for immediate tech support?

Please email all technical queries, with as much information as possible (including screenshots), to help@thrive.uk.com, and someone will be back in touch within a maximum of 2 business days, typically within 12 hours.

4. When do we receive management information? (MI Reports)

Quarterly, typically in April, July, October and January via a weblink. MI can only be produced and sent if there are more than 50 regular users of the app. Please note the weblink is often not compatible with Internet Explorer, so please use another platform (e.g. Google Chrome). Data will include:

- No. of downloads/users
- Average mood of users
- No. of positive mild/moderate/severe anxiety / depression screenings
- No. seeking further support
- No. of anxiety/depression recoveries/improvements
- Top 5 stressors/specific stressors/positive situations

5. What are the differences in the packages available?

- Bronze package – aggregated data available on a quarterly basis
- Silver package – personalised data available on a monthly basis
- Gold packages – personalised data available on a monthly basis, clinical support credits for students that need professional help and free Mental health staff training.

Please refer to the Thrive brochure for detailed information on what each package contains.

6. What is the difference between aggregated and personalised data?

YMCA will share aggregated data showing the usage and trends of all students and teachers using the app across the region. Personalised data can be provided to the setting, specific to their students and teacher cohorts, as part of the Silver or Gold packages only.

7. I don't want to pay for personalised data, what are my options?

There is an option to purchase a minimum of 200 apps within the Bronze package and receive aggregated data for your setting. Alternatively, if you buy a minimum of 500 apps (can be a combination of student and staff apps) you can receive information about download figures each month. If you choose to receive personalised data (i.e. silver or gold package) at a later date, please note you will have to purchase a new set of codes and data cannot be backdated.

8. How is data shared?

The data is completely confidential to the user. No personalised data is shared with YMCA or any other third party unless the user physically shows someone their app or forwards their weekly progress email to someone. Please refer to the order form for more details.

9. What is the mood meter based on?

The mood meter is an online cognitive behavioural therapy journal. Computerised CBT has around 15 years of solid research proving its efficacy. We have combined this with gamification to increase outcomes.

10. How does a user make contact with somebody?

The support box in the app can contain various links to internal and external support within the setting. When screening positive for anxiety or depression, we will also encourage them to seek support through the personalised options listed. All of this is done through the app and the user does not need to go elsewhere.

11. Can I use the app offline?

When logging in to the app, we recommend you select the 'remember me' button to keep you logged in at all times. If you select this, the app will work offline to allow you access to the relaxation techniques.

12. How often is new content added?

New content is regularly added within the app, and Thrive have a 24-month development pipeline. Our priorities are based on usage and feedback from our users/clients.

13. Can I send a message in a bottle to someone in my setting?

Currently, no, although this will soon change. It is being developed and soon all users will 'assigned into a club' which will be their setting. Users can then share positive messages with other people in their club, but of course, all usernames will be anonymised.

Troubleshooting

14. My computer has a firewall blocking me from completing the sign up on the Thrive website.

Many establishments have firewall settings which can prevent access to setting up the sign up process for the Thrive app, if this is the case please visit the Thrive website on your mobile phone and complete the sign up process there.

15. Students do not want to use their data or do not have enough data to sign up using their phone.

If students are not willing to use their data or simply do not have any data, please arrange for temporary access to the school/college WIFI in order for them to get set up.

16. Is there a difference between an 'access code', 'coupon' or a 'voucher' when using the download information?

No, they are all the same thing.

17. What if I accidentally go straight to the app and sign up there instead of going to the thrive.uk.com website?

Please follow the instructions in your pack to create an account first before going to the app. If you accidentally go straight to the app and sign up there, you will need to go to <https://thrive.uk.com/account.html> and log in with the account you have created, click 'Account' and scroll down to enter your access/coupon code, and click 'change access code' to apply it to your account. If you have still have issues, please email help@thrive.uk.com quoting the code you are trying to use.

18. What if I have a different problem not listed in the questions above?

Please email all technical queries, with as much information as possible (including screenshots), to help@thrive.uk.com, and someone will be back in touch within a maximum of 2 business days, typically within 12 hours.

Sales Information

19. What is the price point of the app?

YMCA Trinity Group will have your pricing schedule for the app and details of the packages available. Prices start from £2 - £3 per user per year (Bronze), £2 - £7 per user (Silver), or £3000 plus £2 - £7 per user (Gold).

20. What do we get for our money?

Your setting will receive a full scale prevention, detection, and treatment tool for mental health conditions that is NHS approved and clinically proven. Every user will have access to it and you will receive reports each quarter with usage and outcome data for all setting users. Bespoke setting data is available as part of the silver or gold package.

21. How do we get our ROI?

The more users you encourage to use the app, the greater your return on investment (ROI) will be. Results from the app demonstrate that mood improves by using the app and users can show signs of recovery as a result of its tools. As well as the clinically proven preventative measures, settings will also be able to understand the needs of the cohorts if they access the silver or gold packages. This will in turn help settings identify needs, hidden issues, and prioritise interventions; reducing the risk of issues escalating and saving money. Promotion and encouragement should be continuous and that is how you will be able to help all of your users.

22. What is the typical uptake of the app?

Thrive have an average up take of 65% when working in a corporate setting, and aim to improve on this with the support of settings. It is extremely important that any setting we work with are jointly supportive of the app and take on responsibility to encourage users to access it.

App Launch

23. What can I expect to receive?

- You will receive a free code for lead staff members to demonstrate the app to users
- Regular app updates and new content
- Online web resources with videos, assembly templates and user guides
- A contact to answer any suggestions regarding further promotional materials and marketing ideas
- Quarterly Aggregated usage data (Bronze) or tailored data to your setting (silver/gold)
- No. of downloads/users in your setting if more than 50 regular users (silver/gold)

24. How do I launch the app within my Setting?

There are a variety of ways you can launch the app and we encourage settings to adopt their own approaches based on their bespoke needs. However, online resources and templates will be provided to assist with the process and we recommend that the setting regularly encourages usage and links it to other internal programmes or significant times of the year (e.g. during exams).

25. Do we need to notify parents/carers about the app?

Ultimately this is the decision for the school/college to make, you may choose to issue a letter to parents/carers informing them about the launch of the app and giving them an option to make contact with yourselves to find out more.

26. How can I familiarise myself and staff with the app?

We recommend you use the test code provided in your welcome letter to learn more about the app. This code can be used by linking it to a generic setting email address and password which can then be accessed by multiple members of staff to demonstrate the use of the app to others. Please refer to the terms and conditions on the order form regarding the use of these codes.

27. Are there any online resources to support my use of the Thrive app?

We are currently developing a web resource page which will be available to access online and will be regularly updated with new resources. The page will contain resources to use in your setting, further downloadable resources to promote the app, and links to national campaigns to support young people and raise awareness.

General Information

28. What is the difference between the student and staff apps?

The student version will contain customised 'mood meter' (CBT) entries that are more specific to young people and their lives. It will also contain links for the students to seek further support within your setting more directly. The staff version will be specific to adults, and will contain support links relevant for adults such as the Samaritans, NHS services, etc.

29. How do I know who is using the app?

If the setting decides to purchase the silver package, they will have a quarterly report showing them how many users there are, how those users use the app, etc. If the setting does not pay for the personalised data, your organisation will be given aggregated data from all settings.

30. What is different about this app than other available?

The Thrive app is the only clinically proven app for the treatment and detection of mental health conditions. It is the only one to contain NHS accredited scales, and it is the only one based solely on evidence and gamification.

31. What happens if we want to suggest changes to the app?

Thrive do update and improve the app regularly, and we are open to hearing suggestions and changes in the app. If the same change/addition is mentioned regularly by a variety of clients, and therefore becomes more of a 'need', Thrive will update the development cycle and include it.

32. Can parents access the app?

They can, and are encouraged to. We have created a specific coupon code allowing parents to access the app at a heavily reduced 30% off the RRP. Please contact YMCA Trinity Group to arrange access to this.

33. What happens once the year expires?

We will automatically renew the app for another 12 months if we do not hear from you on or before 30 days prior to the renewal date. If the setting decides not to renew, all user licenses will end, no students or staff will be able to access the app, and no more data can be generated.

34. What languages is the app available in?

Currently the app is available in English, and we have the ability to translate into any language required. We will do so when several settings request it and know it is a need for that specific setting. The process will take around 4 weeks to add a new language due to the amount of text, voice, and video content in the app that will need to be created.

For more information please call 01733 373187 or email sukaina.ladak@ymcatrinity.org.uk