



Mobile App User Guide

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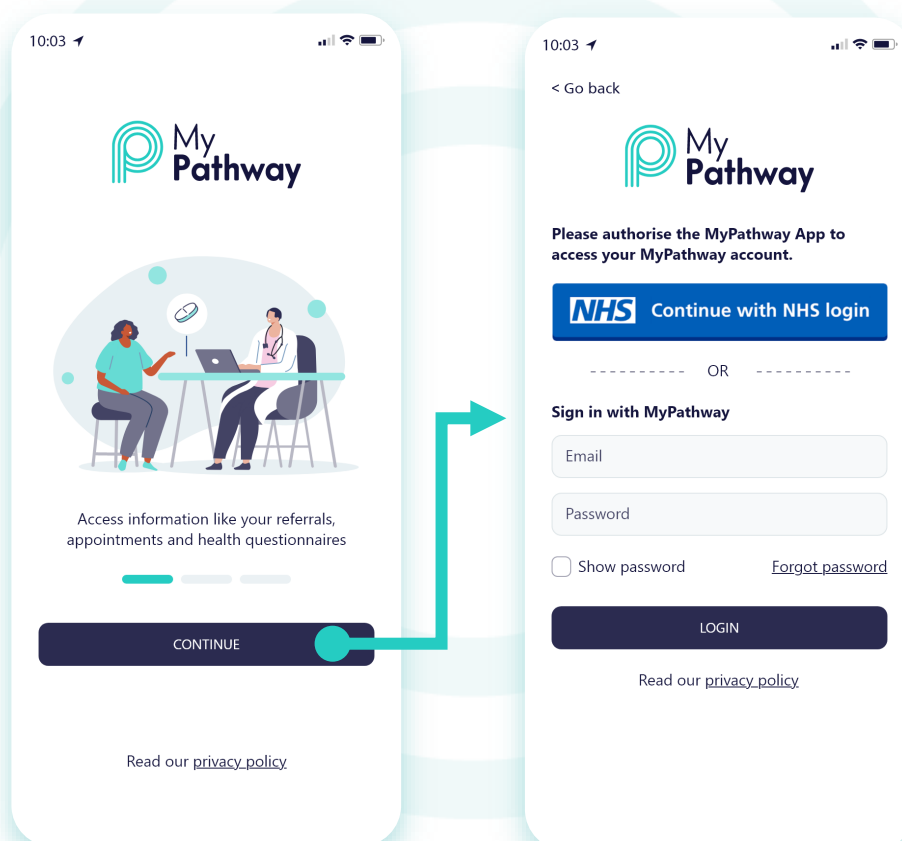
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LOGGING IN

How to log in

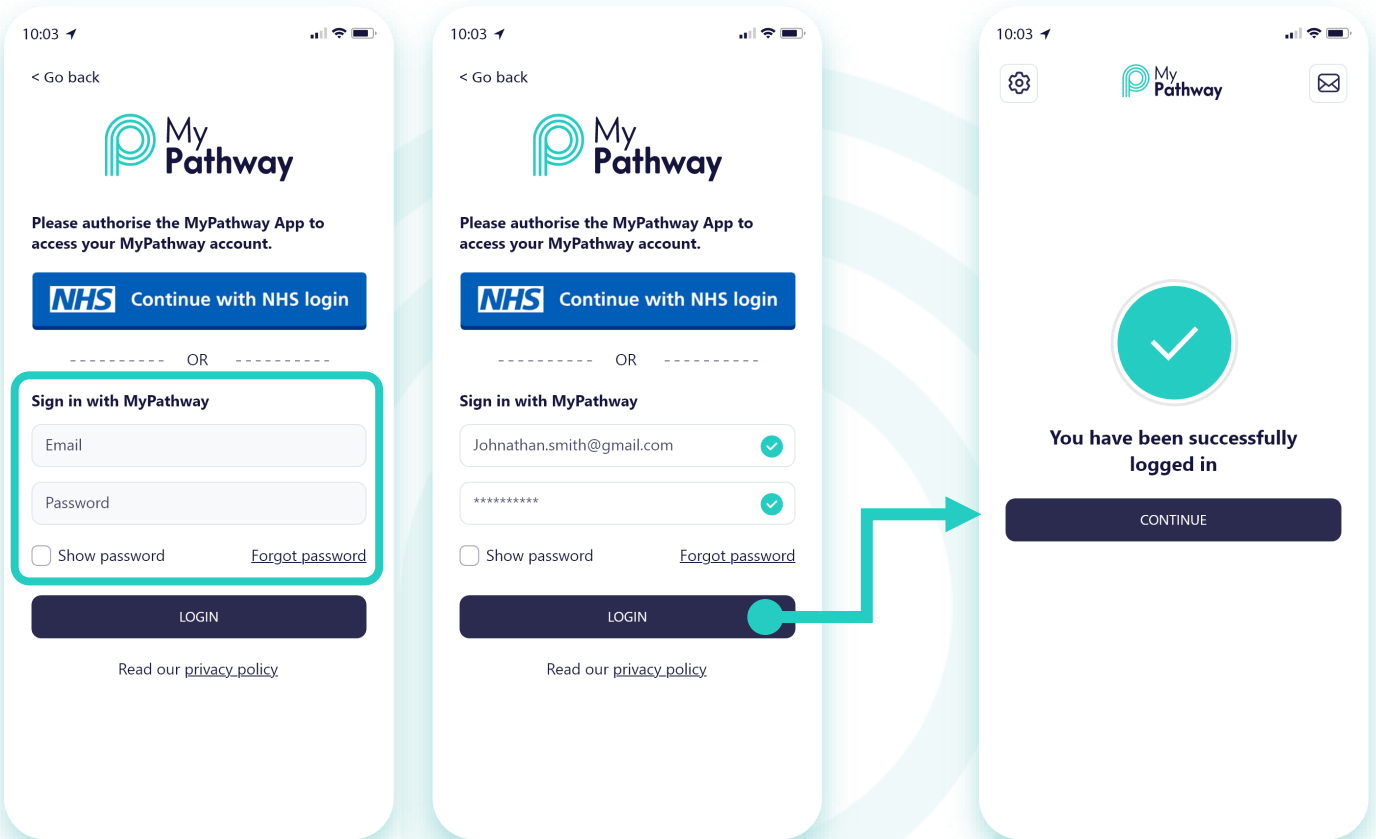
Upon opening the mobile app, a welcome screen appears. Tap Continue to proceed to the log in screen. Use the same email and password as you do for the Web Portal to log in.

Important - Your healthcare organisation should have provided you with an invite link via letter, text message or email, with instructions on how to gain access to the Web Portal. If you have not yet received an invite link, or you need further assistance, then please contact your healthcare organisation.



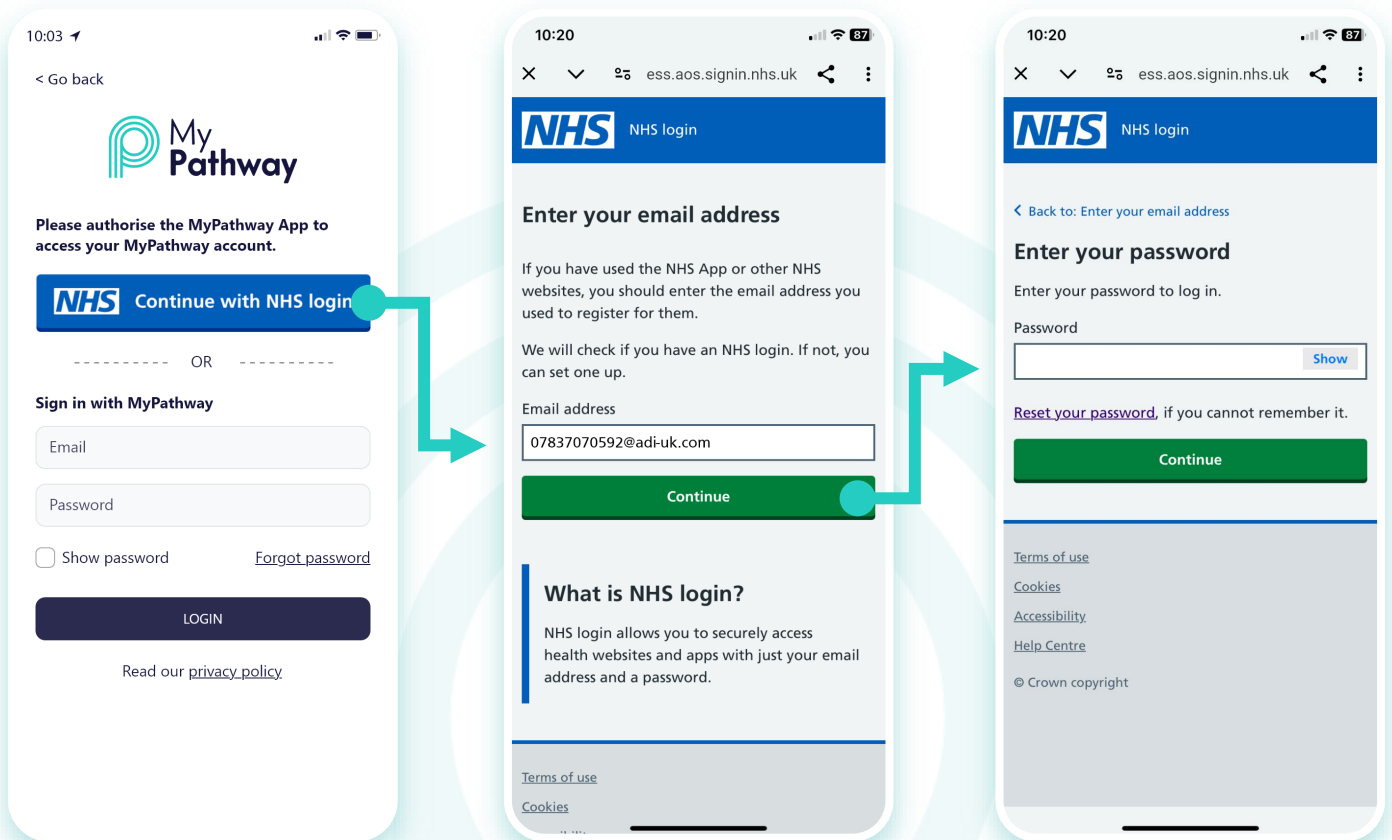
Logging in with your email address

Please enter your email address and password. You can tap the 'Show Password' tick box to view your password before logging in. Tap Login to confirm.



Logging in with NHS login

To log in using your NHS login credentials, please tap the Continue with NHS login button on the login page. Enter your email address and password for your NHS login account.



You will then be sent a text message with a code to confirm your NHS login. Once you have entered this in the box provided, you will automatically be logged in to MyPathway. To prevent the need for further security codes, you can tap the checkbox highlighted below to remember your device.



MFA

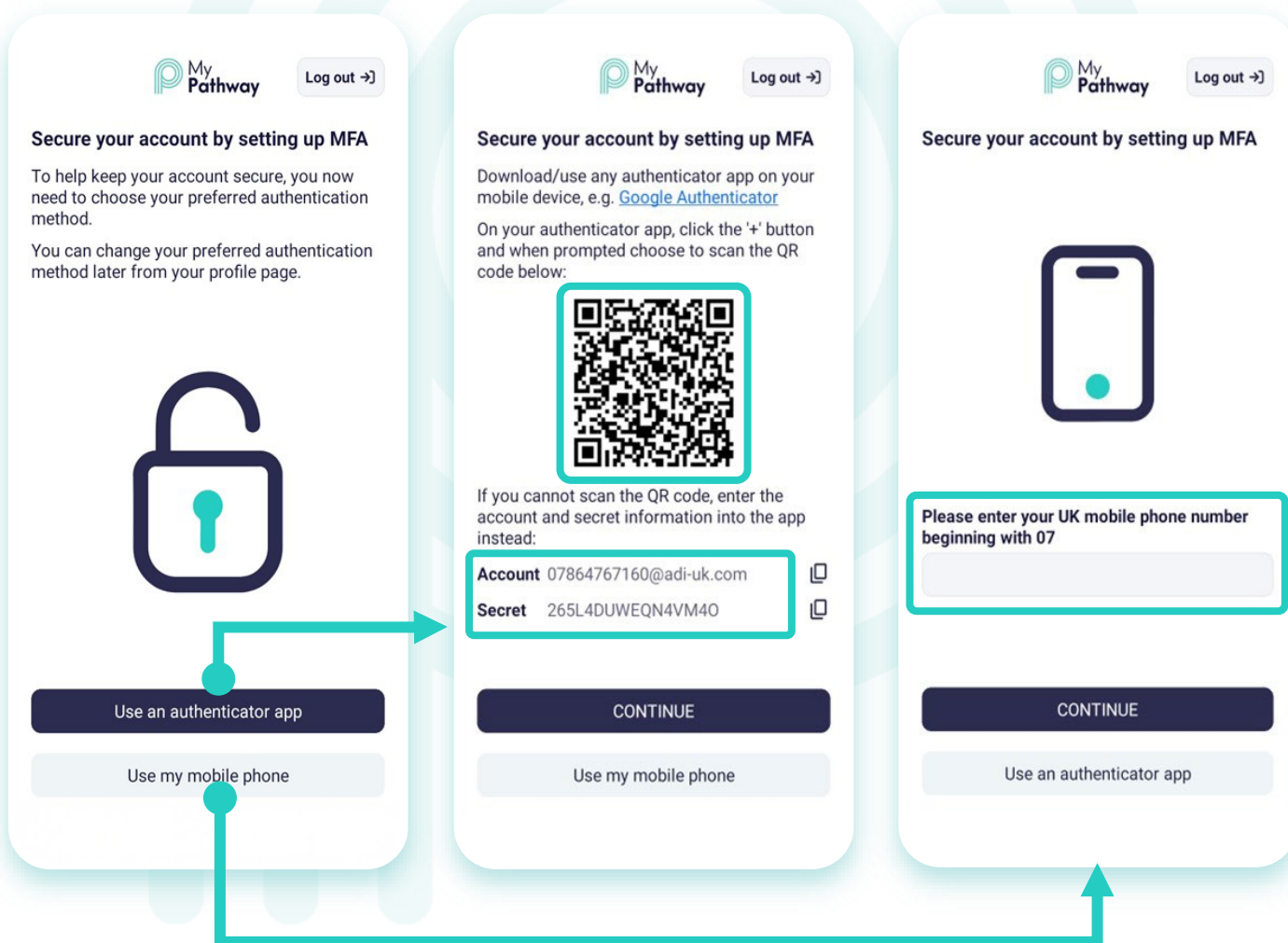
Multi-Factor Authentication (MFA) adds an extra layer of security by requiring more than one method to verify your identity before logging into your MyPathway account. You can set this up by having a text message sent to your phone or by using an authenticator app.

Please note

MFA is now **mandatory**, in line with NHS requirements, to ensure the highest standard of security for your health information.

Setting up MFA on login for the first time

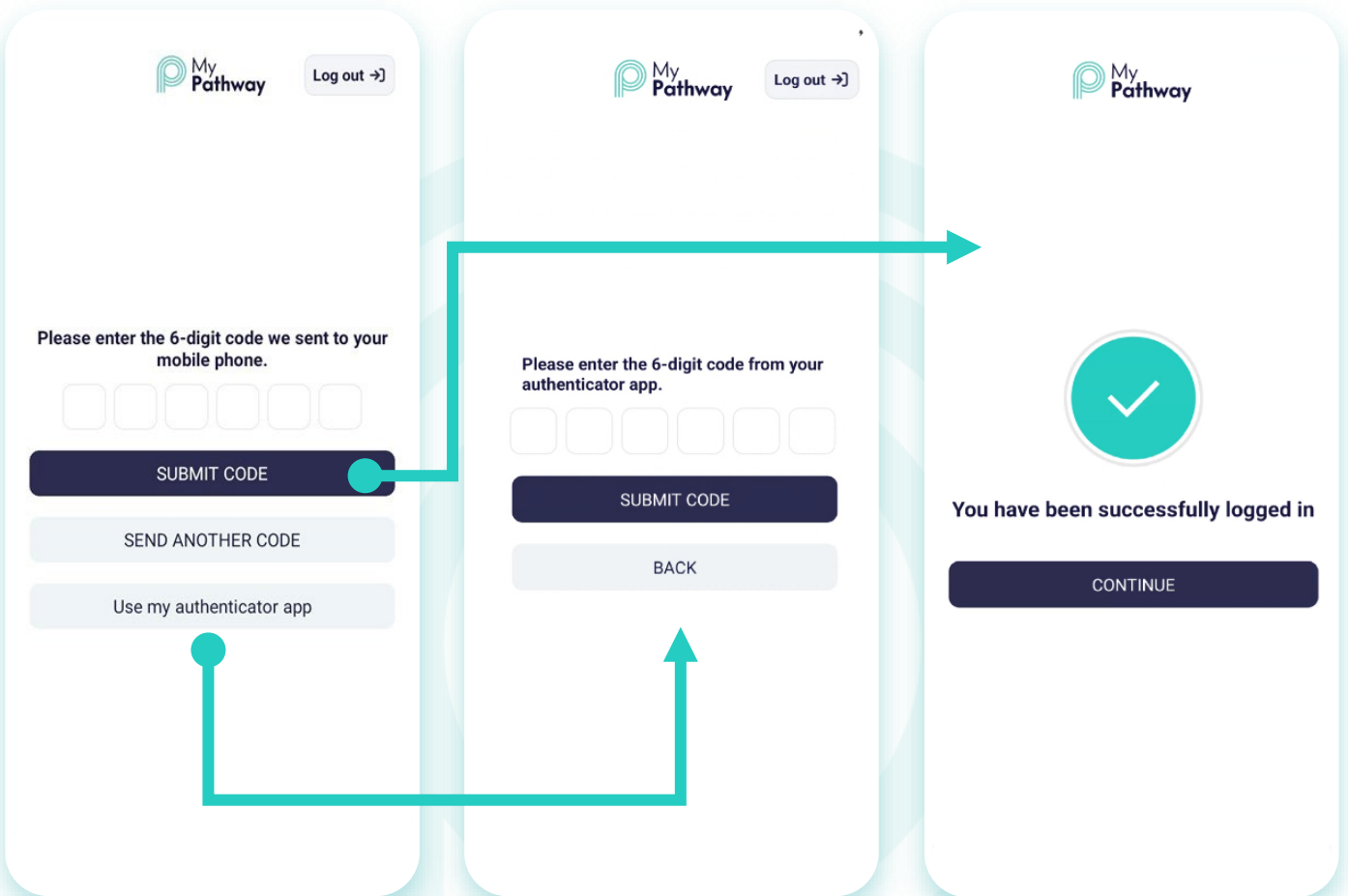
When logging in for the first time, you will be routed to the MFA setup page which will ask you how you wish to set it up. You can either use a mobile phone or an authenticator app. If using a mobile phone, it will ask you to enter your mobile phone number.



If choosing to use an authenticator app, it will ask you to download an authenticator such as Google Authenticator on your mobile. Once downloaded, open the authenticator app and tap the '+' button, when prompted choose to scan the QR code. Alternatively, enter the Account (your email) and Secret (secret key from your authenticator app) then tap Continue. You will then be asked to enter your mobile number. Once entered, tap the Continue button.

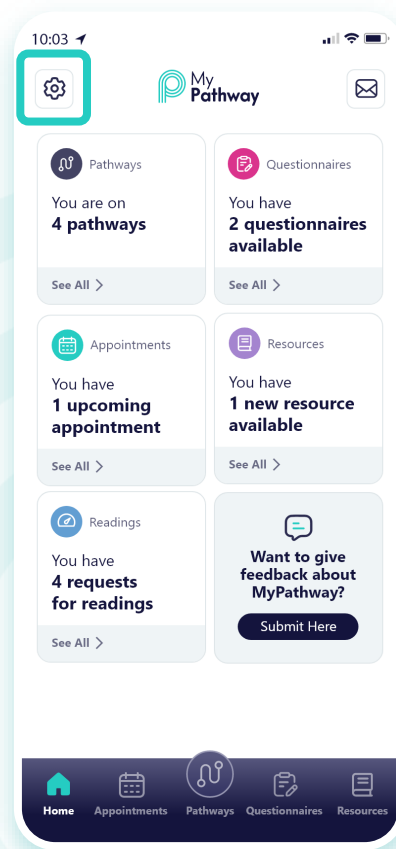
Depending on your chosen MFA method, you will then be asked to submit a 6-digit code from your authenticator app or from a text message to complete login.

Each time you login, you will then be presented with a request to enter a 6-digit code either from using your authenticator app or through text message.



Setting up MFA through an Authenticator App

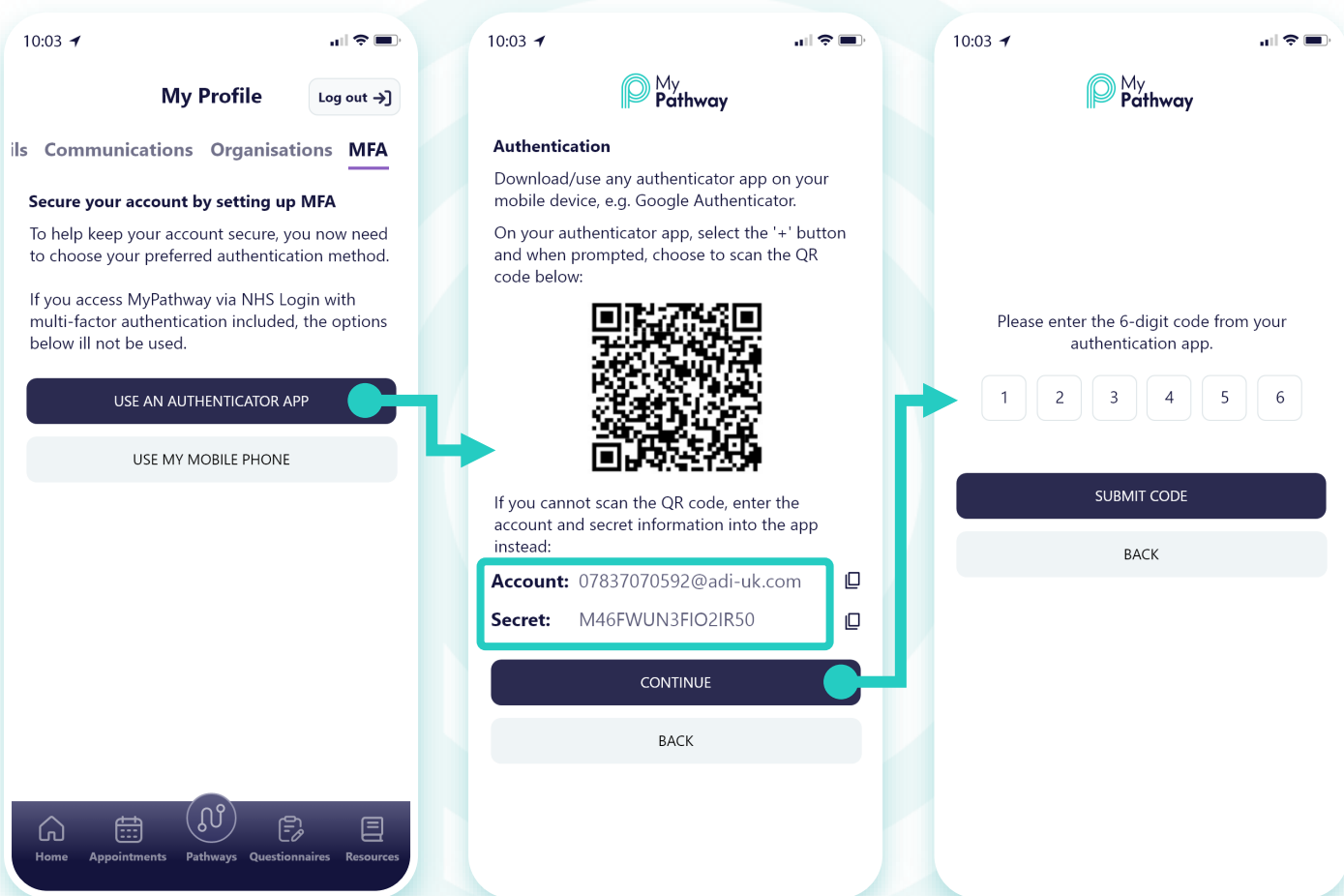
Once logged in, open the MFA settings by tapping the cog icon in the top left-hand corner of the home screen.



Locate the MFA tab by scrolling the tab items to the right and tap MFA.

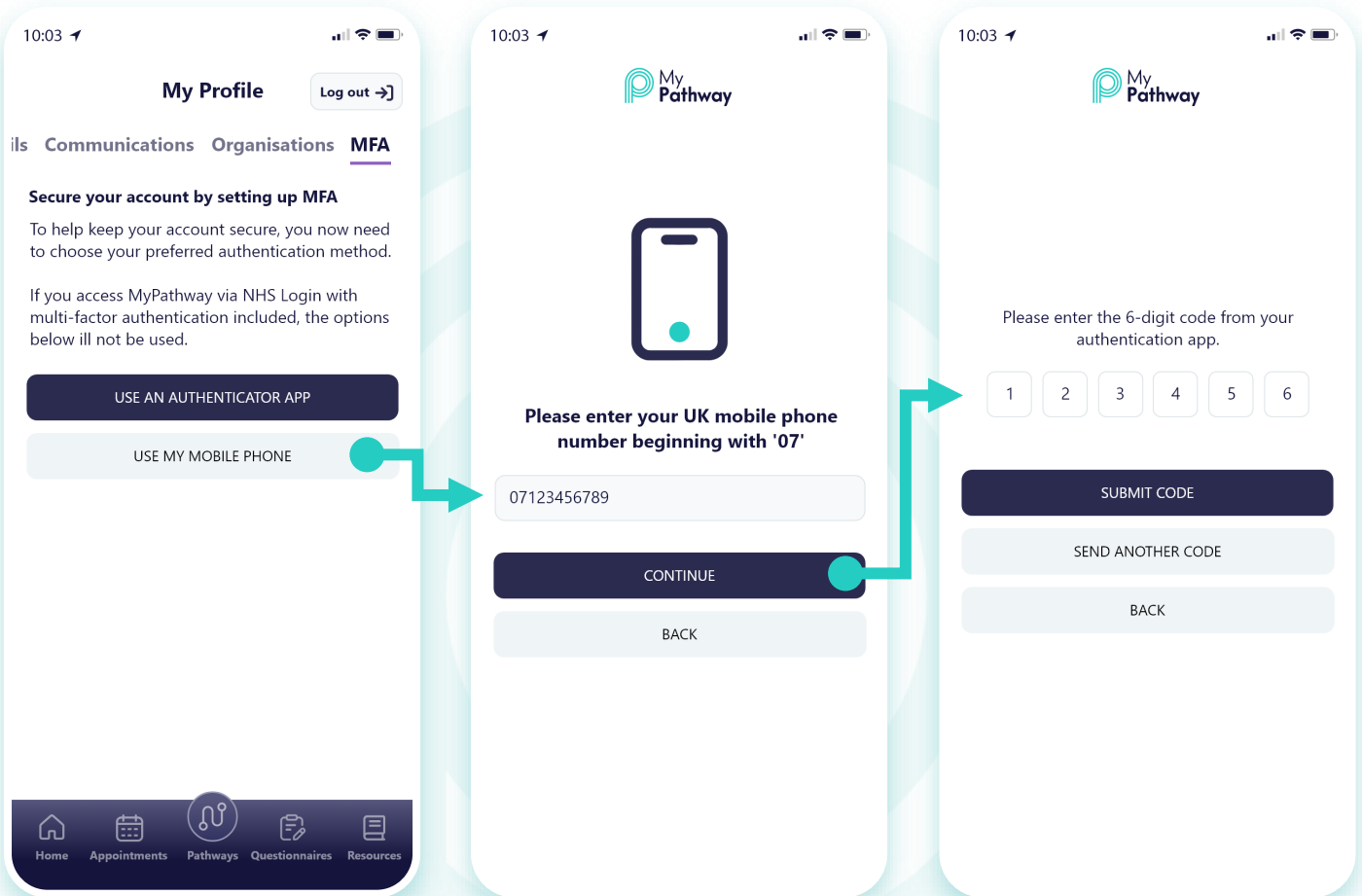
When choosing to use an authenticator app, it will ask you to download an authenticator such as Google Authenticator on your mobile. Once downloaded, open the authenticator app and tap the '+' button, when prompted choose to scan the QR code. Alternatively, enter the Account (your email) and Secret (secret key from your authenticator app) then tap Continue.

You will then be asked to enter the 6-digit code shown in your authenticator app. Once entered, tap the Submit Code button to confirm set up.



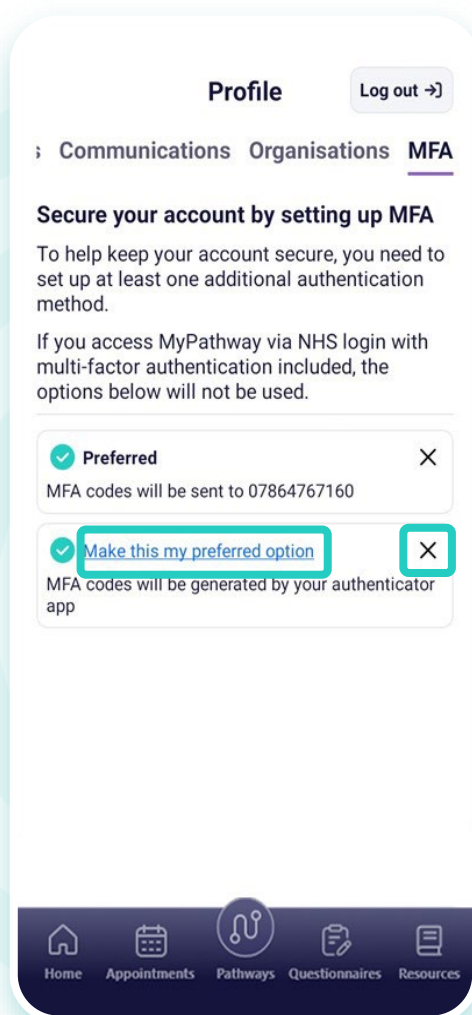
Setting up MFA through text message

To set this up, tap Use My Mobile Phone and enter the mobile number that you would like the authentication code to be sent to. Enter the code that comes through to your phone into the boxes that appear on screen and tap Submit Code to confirm. If you need another code sent to you, tap the Send Another Code button.



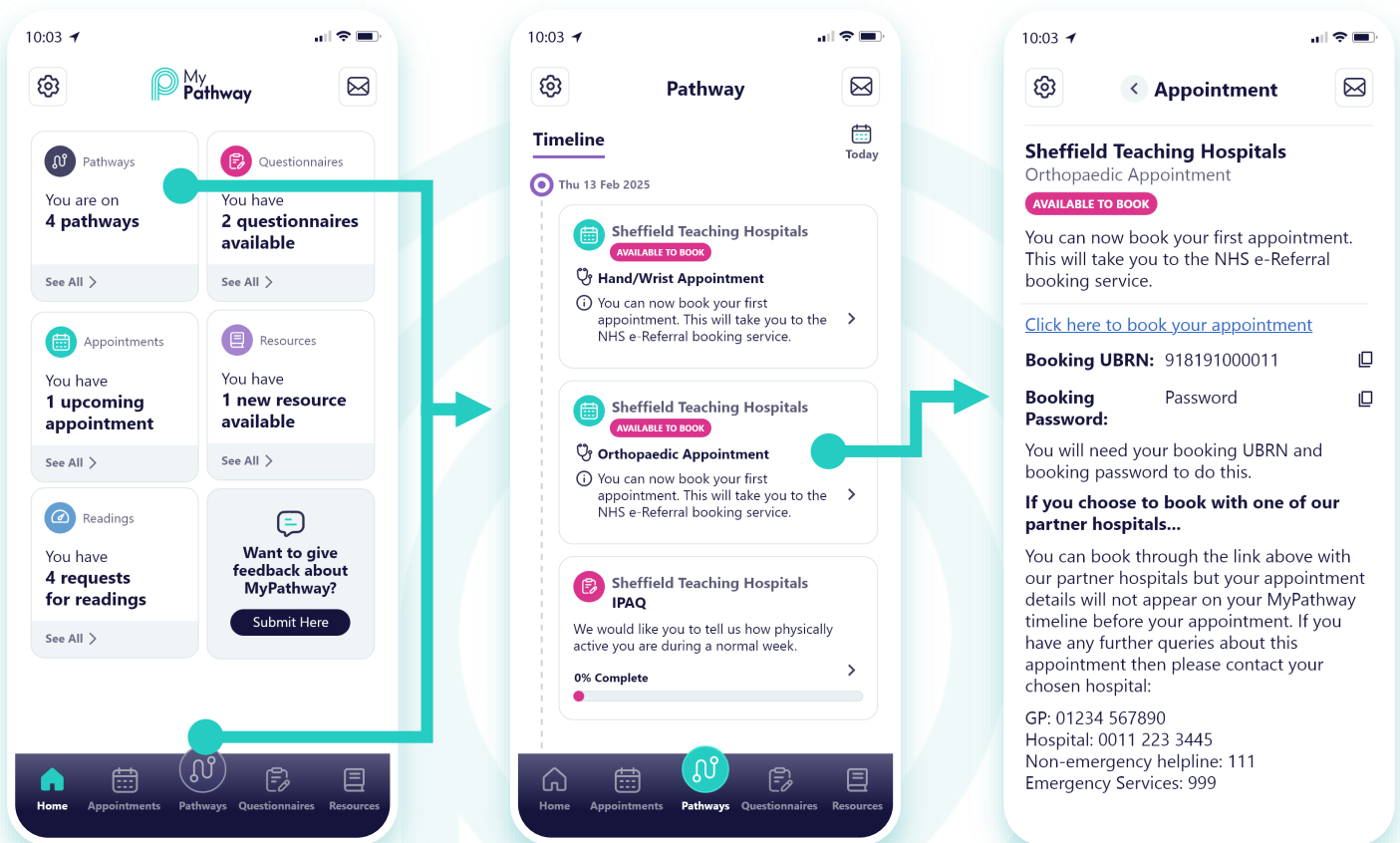
Choosing a preferred MFA method

Once you have setup MFA for using an authenticator app and using a mobile phone, you will have the option to switch between your preferred authentication method. To choose between preferred methods, tap on the link labelled 'Make this my preferred option'. Should you wish to delete a method, then simply tap on the 'x' icon to the right of each method.



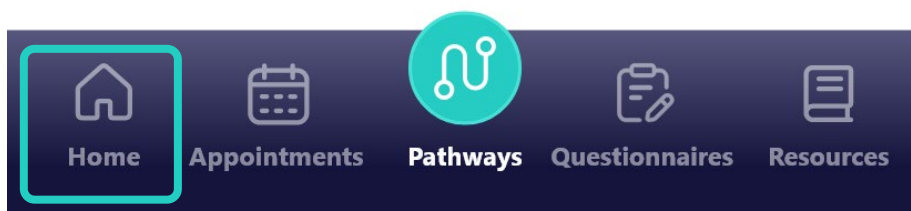
PATHWAY TIMELINE

When you log in to your account, you will arrive on the patient homepage, which displays all of your key information in one place. This will allow you to view all your outstanding actions at a glance. To access your pathway, tap the Pathways button either at the top left of the screen or the bottom middle of the screen:



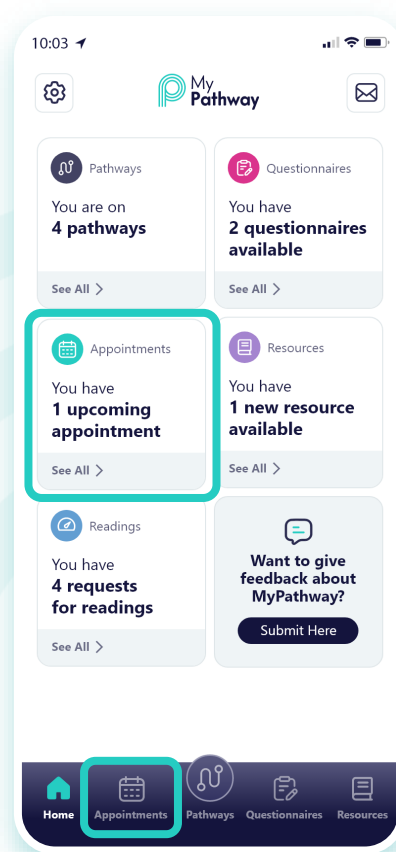
This will load your pathway timeline and show you the most up-to-date information available to you. The timeline will show your entire healthcare journey, including information about appointments, health-related resources and messages from your health service provider. Tapping on the boxes in your timeline will expand the information and give you further details on your screen.

To navigate back to the homepage at any time, tap the Home icon in the bottom left corner.

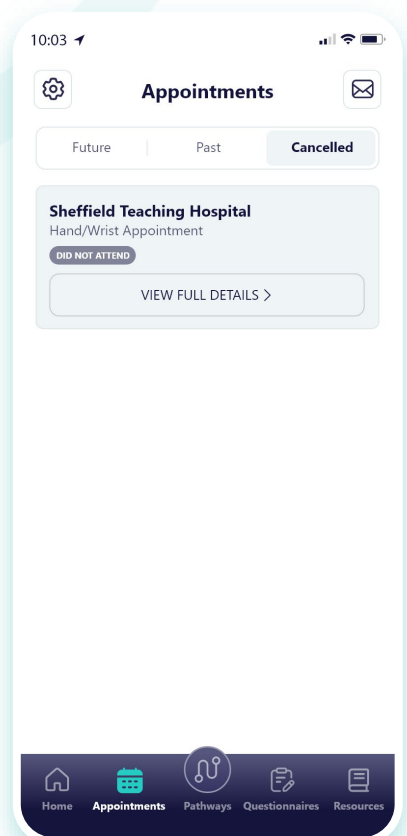
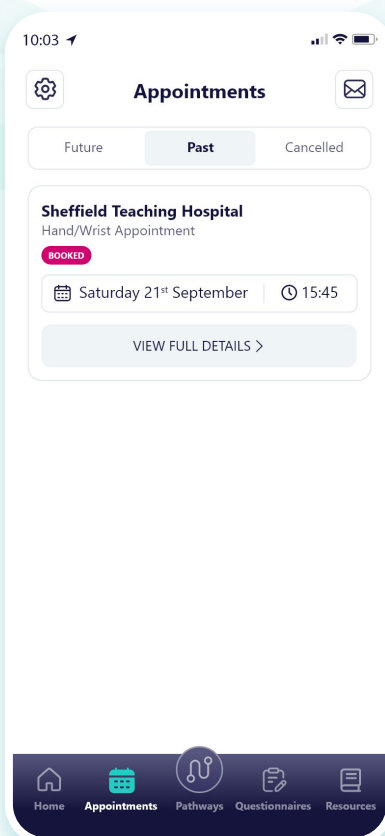
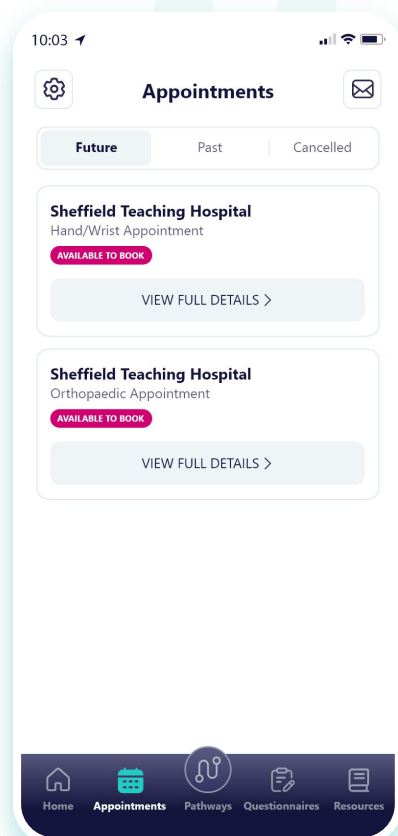


APPOINTMENTS

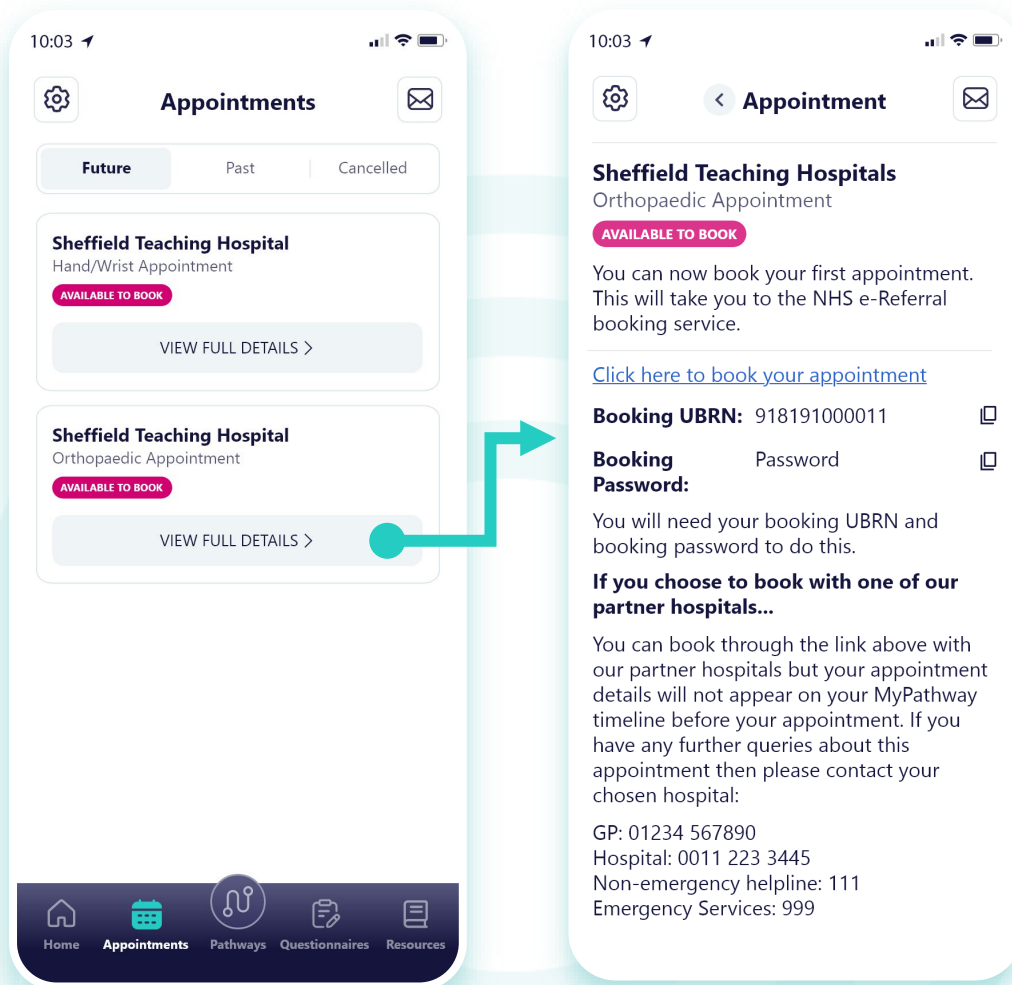
To view your appointments, tap the Appointments icon at the bottom of the screen or the Appointments box in the middle of the homepage.



Your upcoming appointments will be shown in order, under the Future tab, with the next one shown first. To view your past appointments, tap the Past tab, and for cancelled appointments, tap the Cancelled tab. Your appointments will also be tagged with the hospital or trust that you will be attending.

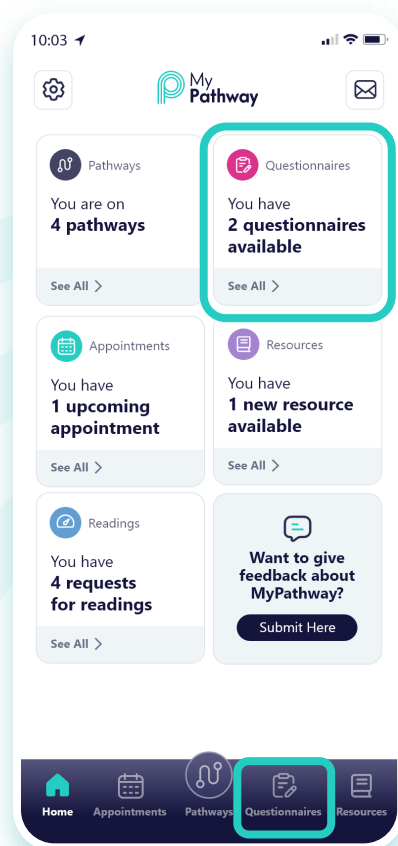


To view any details of the appointments, tap on the View Full Details button. This may include the time, date and location of the appointment, contact details for the healthcare provider, and any resources relating to the appointment.

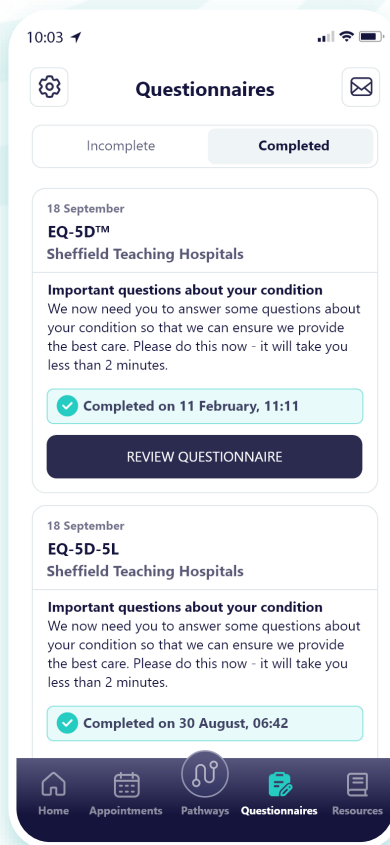
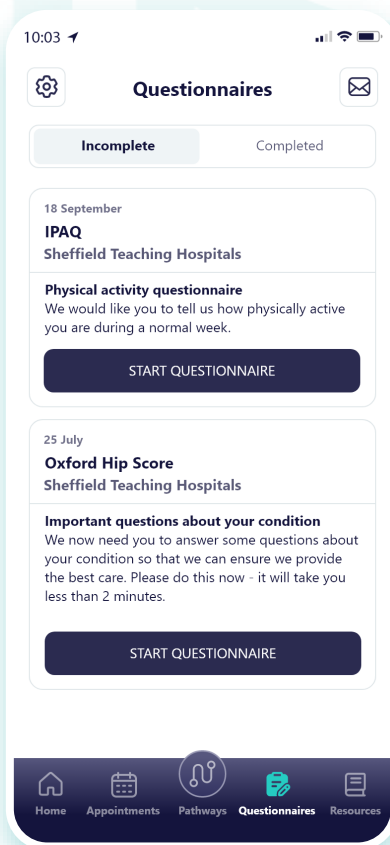


QUESTIONNAIRES

To view your questionnaires, please tap the Questionnaires icon at the bottom of the screen or the Questionnaires box at the top right of the homepage.

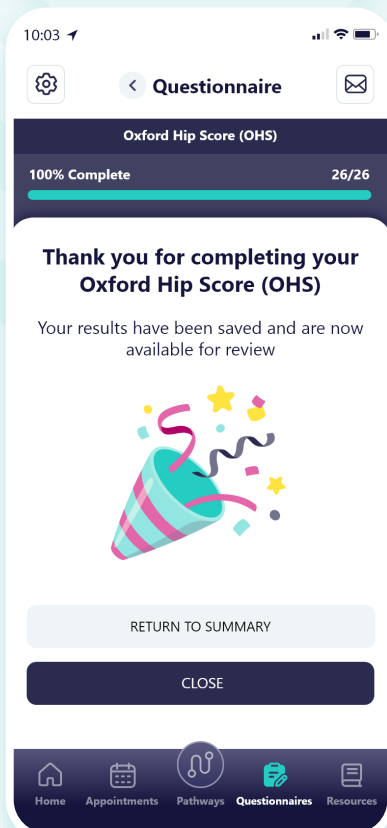
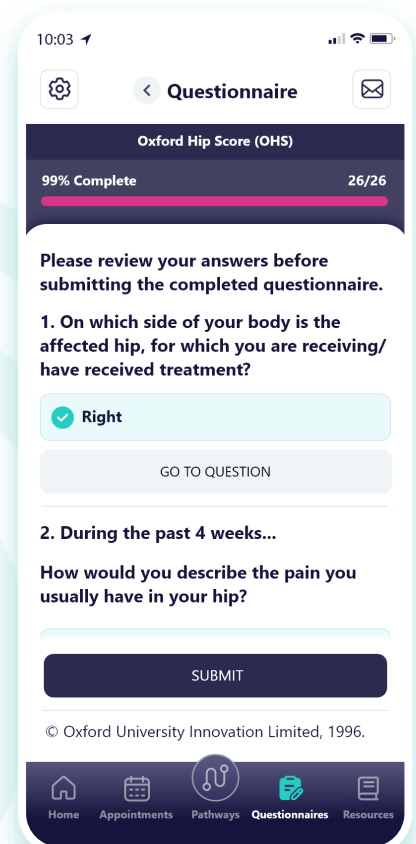
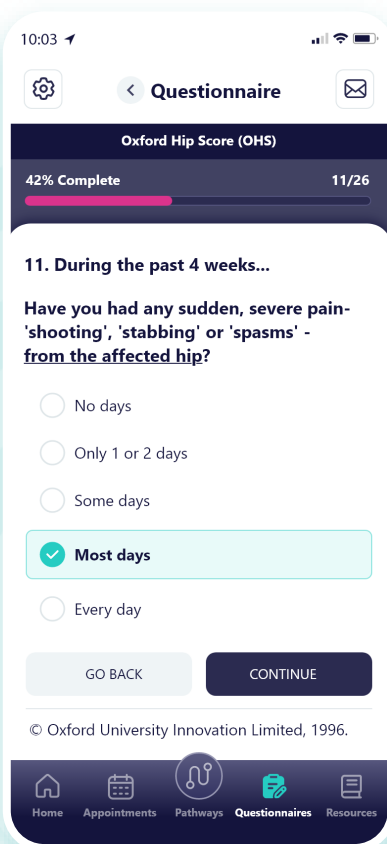
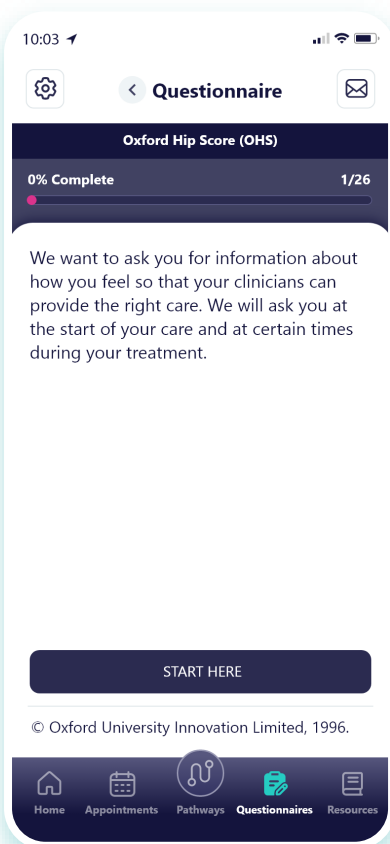


Any questionnaires that haven't been started, or are in progress, will be stored under the Incomplete tab. Completed questionnaires will be stored under the Completed tab for you to review. Each questionnaire will also show the organisation that it has been allocated by, so you know which service is asking for this information, if you are under the care of more than one trust.



How to complete a questionnaire

Tap the Start Here button and complete the questions that are shown on screen. Once you reach the end of the questionnaire, you will be shown a summary of your questions and answers for you to review before submitting your responses. Tap the Submit button to confirm your submission.

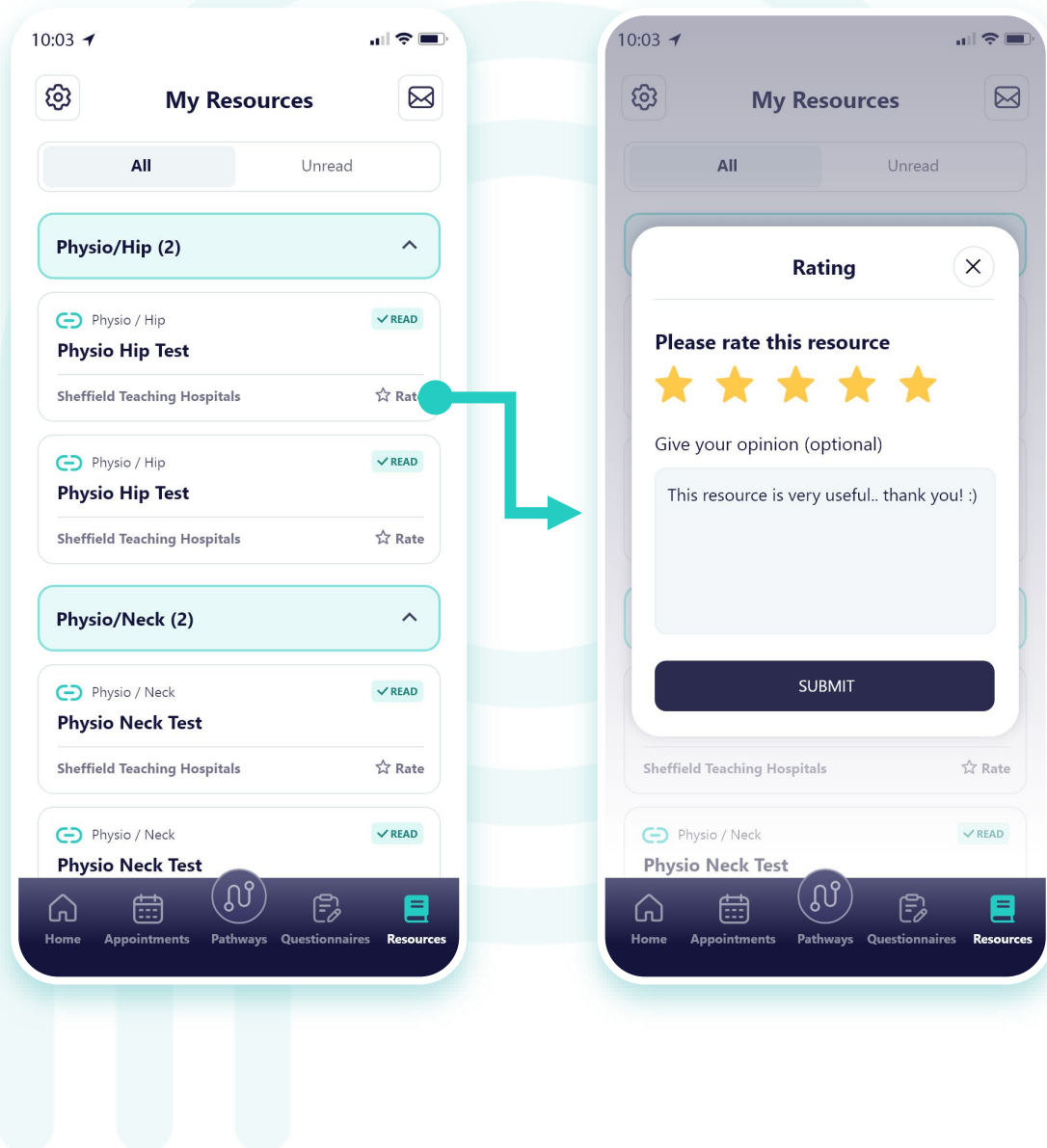


RESOURCES

To view your resources, tap the Resources icon at the bottom of the screen or the Resources box in the middle of the homepage. Resources that you have not yet viewed will be stored under the Unread tab, while those you have viewed will be stored under the All tab.

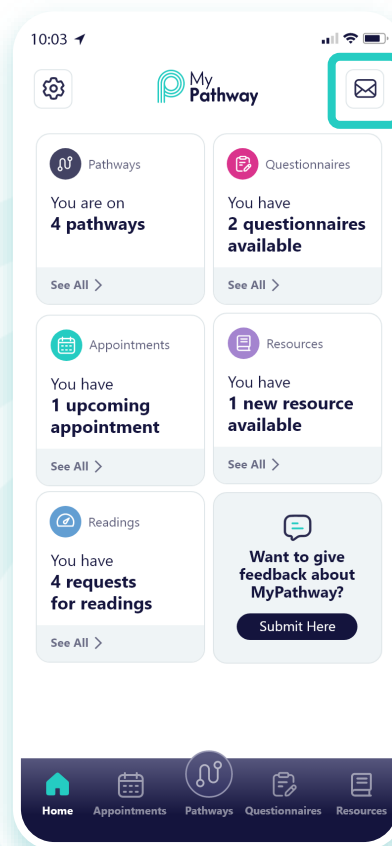
Your resources are organised into categories. Use the arrow on the right-hand side to expand the view and see all related resources. Tap on the resource name to view the resource in your app.

You can also rate resources by tapping the Rate button. This information will be shared with your healthcare provider to support your health journey.

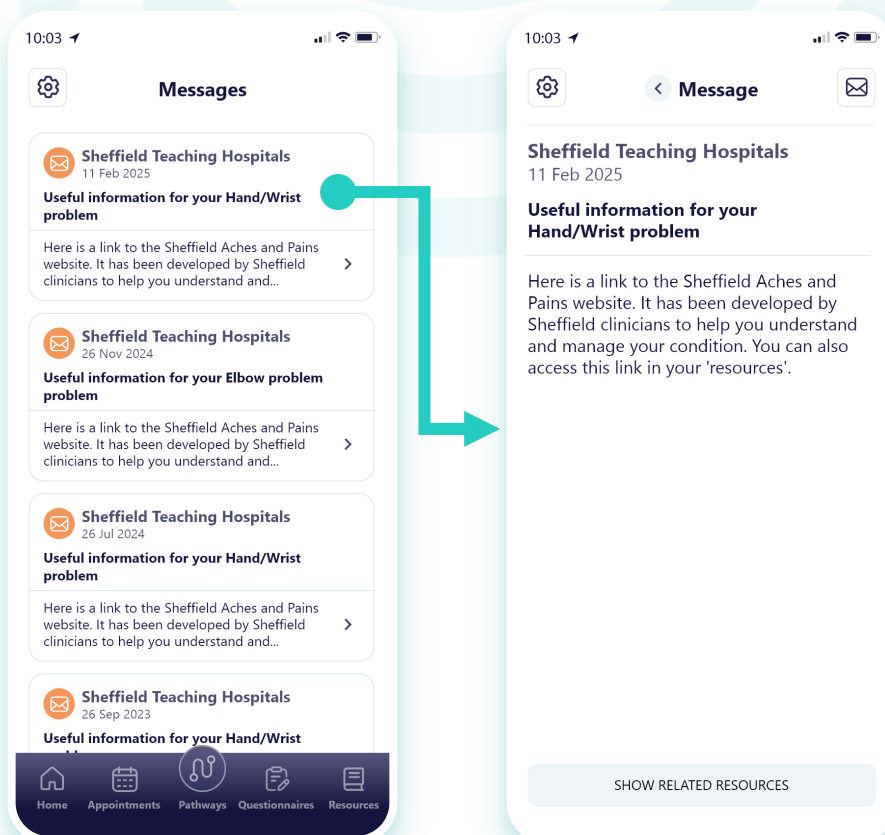


MESSAGES

To view any messages sent to you by your healthcare provider, tap the envelope icon on the homepage. These can also be viewed on your pathway timeline.

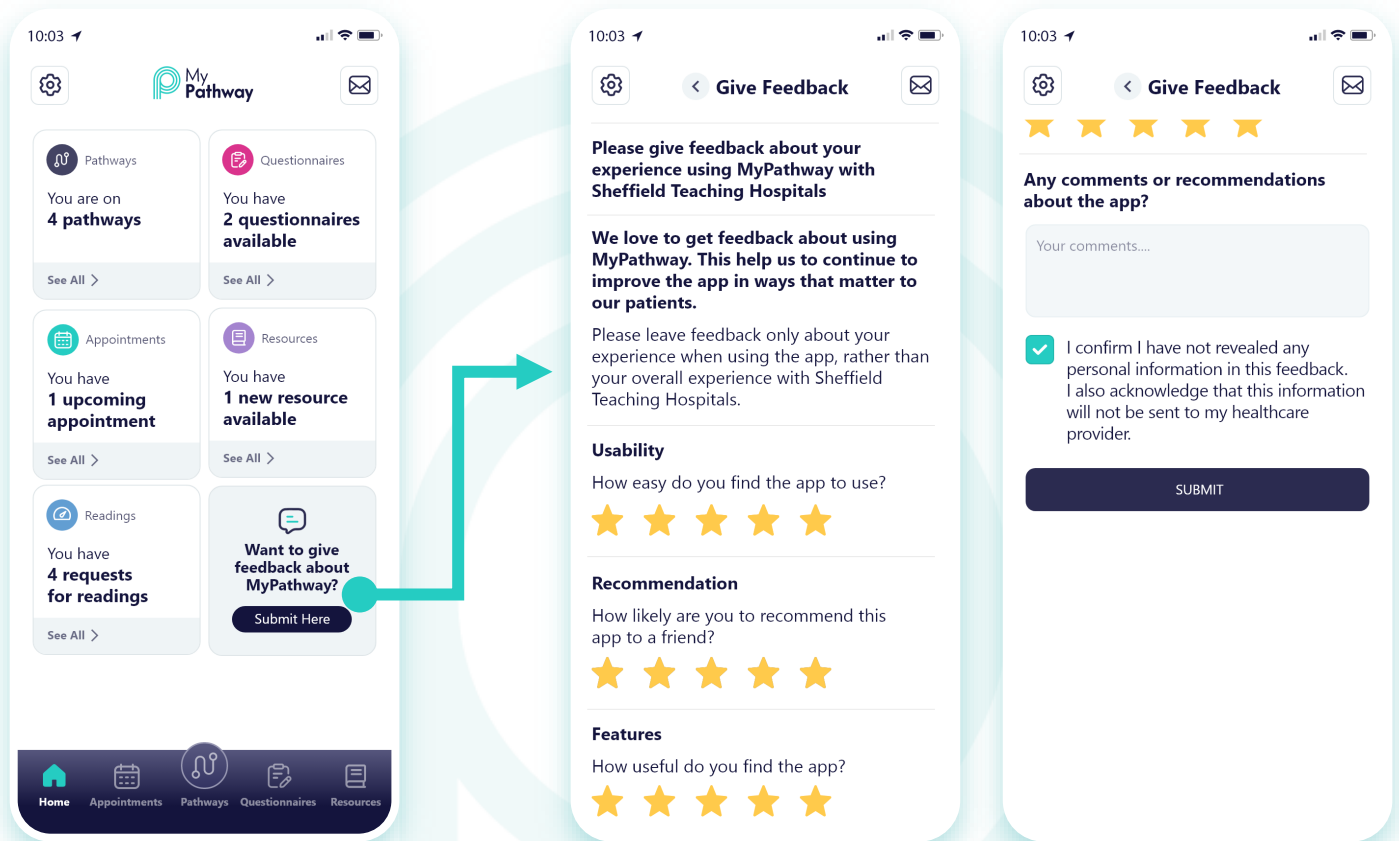


Tap on the message box to view the message in full. Each message will be tagged with the hospital or trust that sent it, in case you are registered with multiple healthcare services.



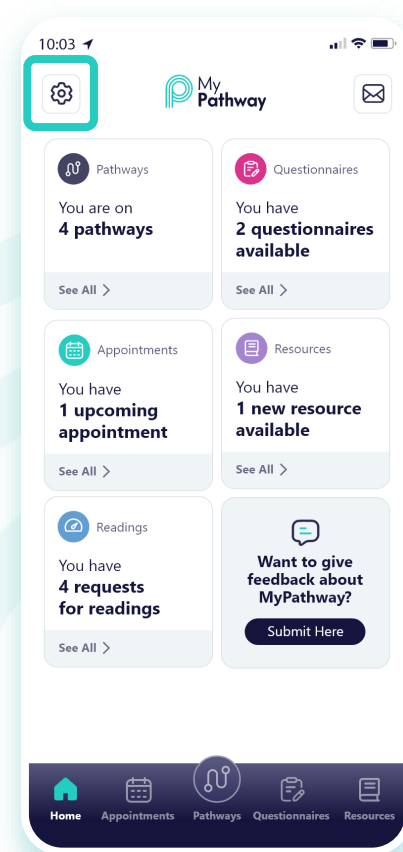
MYPATHWAY APP FEEDBACK

If you would like to give feedback about the MyPathway app, tap the 'Want to give feedback about MyPathway?' icon on the homepage. You can give star ratings on the app and any comments for feedback to the MyPathway team. Please note that this feedback is not seen by your healthcare provider, so please do not give any personal or health-related information in this feedback box.



ACCOUNT SETTINGS

To view or amend your account settings, tap the cog icon in the top left-hand corner of the screen.

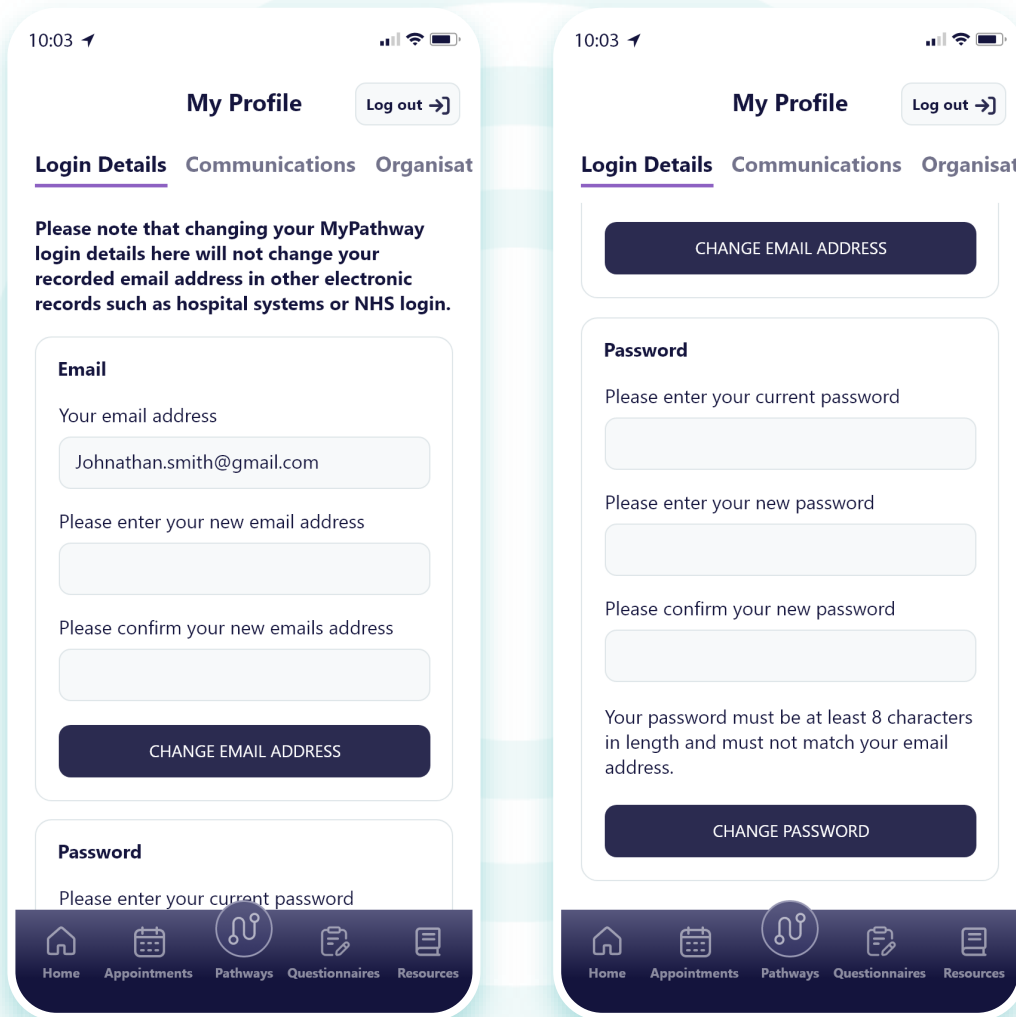


From here, you will be able to view your login details, communications details, organisation details, MFA (Multi-Factor Authentication), as well as log out of your account. You can scroll through these tabs from left to right and tap each header to view the section.

Login Details

From this tab, you can view the email address that your account is registered with. If you need to change the email address on your account, then you can make the change here. Though you will need to contact your healthcare provider to make sure your records are up to date.

You can also change your MyPathway password in your account by scrolling down to the Password section. Enter your current password, then enter your new password, and finally confirm your new password by entering once more. Tap the Change Password button to complete.

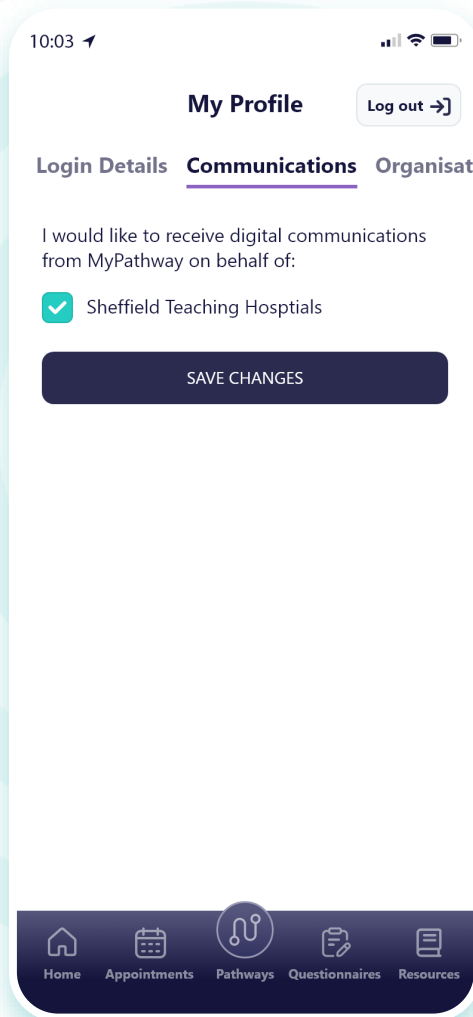


Communications

Tap Communications to set your digital communications preferences. Tick the organisations that you would like to receive digital communications from, and tap Save Changes to confirm this action. If you untick this box, you will no longer receive emails and text messages from the specified organisation(s) via the MyPathway app.

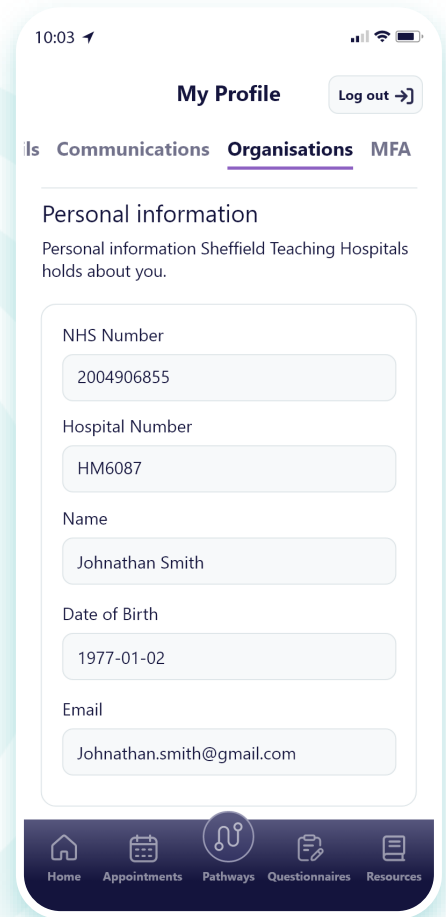
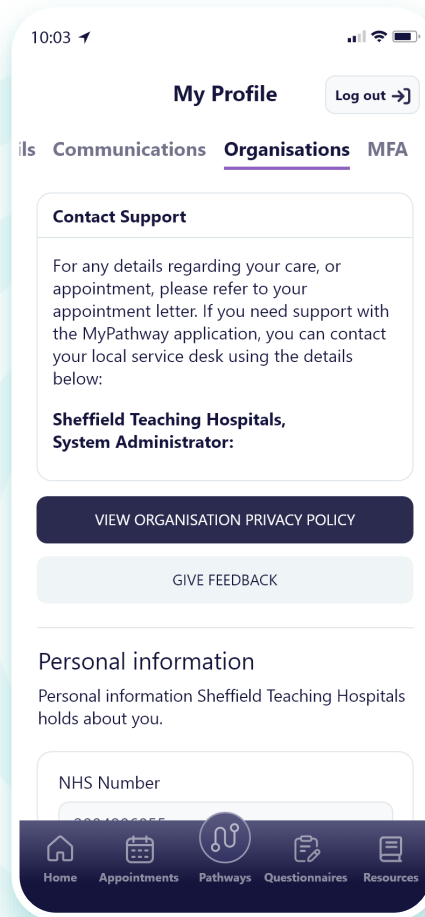
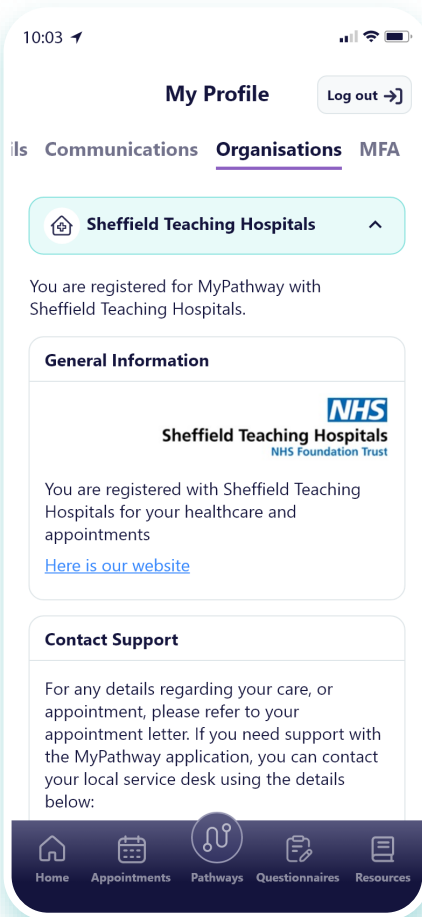
Please note

'Push Notifications' from the MyPathway app are controlled through your device's normal app settings.



Organisations

Tap Organisations to view all the details your organisation(s) hold about you. If you are registered to more than one hospital or trust, you will see multiple organisations listed here. Tap the arrow on the right-hand side to expand this view and see all information held about you. You can see general information about your organisation, contact information for the organisation's support team, and your personal information. Tap the View Organisation Privacy Policy button to view their privacy policy.



Security Features

New security features in the mobile app include automatic locking when the patient app is left idle for too long. This will lock the app on your phone, requiring you to unlock it before accessing your information.

Please note

If you have **not** set up a device lock (such as a passcode, fingerprint, or Face ID) the app won't stay logged in for the long term, or work offline. This is because your data cannot be stored securely on your device without a lock. You will be logged out after a period of inactivity – just like when using the web portal.

