Sciensus Intouch app.

Troubleshooting

Sciensus®

Intouch

If you're unsure how to download the Sciensus Intouch app, set up your account and use the many features available in our Sciensus Intouch app, we've got you covered.

On these pages, you will find all the tips you need to be able to use our app to the fullest.

Scan this **QR code** to head over to our app.

Delivery Tracking

Northfleet Green

Istead Rise

New Barn

Your delivery driver is on drop 4. You are drop 2.

Estimated time
12:45 - 14:45

Delivery address
123 Memory Lane, Nottingham, NG1 2SD

Table of contents.
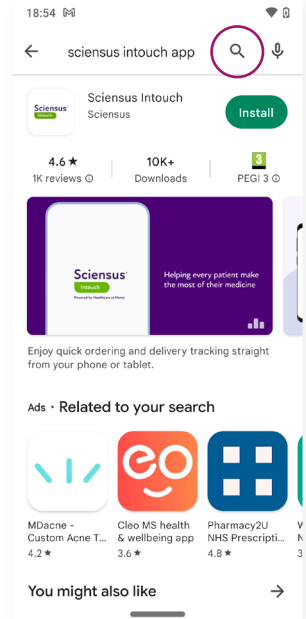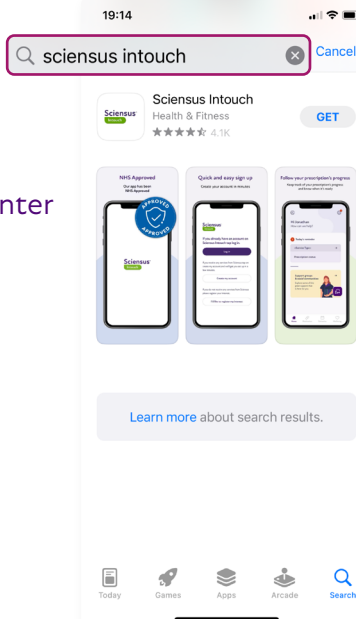
Download the Sciensus Intouch App.

You can download the Sciensus Intouch app in the Apple App Store or Google Play Store. Simply type Sciensus Intouch app into your chosen store.

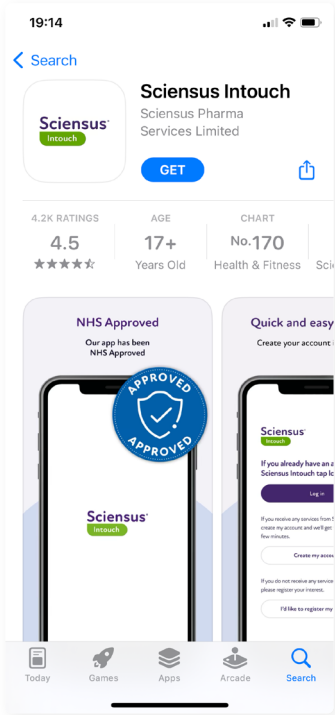1. Go to Apple Store or Google Play store:

• iOS - Apple Store.
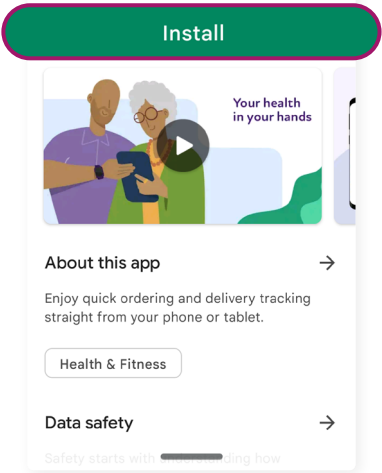
• Android - Google Play Store.
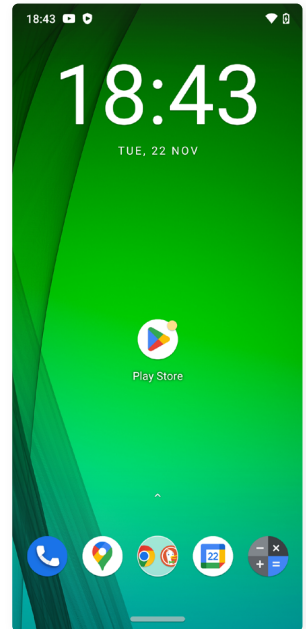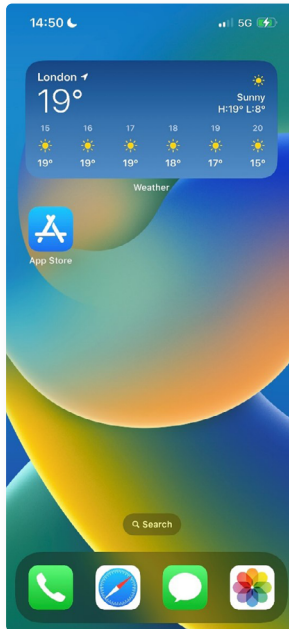
2. In the search field, enter **Sciensus Intouch**.

3. Select the **Sciensus Intouch app**.

4. Tap on **Get / Install**.

Frequently asked questions.

What devices do I need to use the Sciensus Intouch app?

The app has been designed to work on smartphones and tablets. It is compatible with the following:

- Tablets: Apple iPad (iOS v11 or later), Android tablet (v8 or later).
- Mobiles: iOS (v11 or later), Android (v8 or later).

To allow you to get the best out of our app, please enable push notifications, so that you can save time and receive the latest updates on your delivery from us.

Can I download the app on more than one device?

Yes, you can easily download the app on multiple devices. You'll need to set up a **login code** for each of these devices. To do this, simply go to settings on the top right of the home screen and tap on **set or change login code** and follow the instructions.

I'd like to use the app, but I haven't received an invitation, what should I do?

You can easily find out if you're currently eligible for the Sciensus Intouch app by downloading the app from the Apple App Store or on Google Play Store.

Once you have done this, simply tap on **create my account** and enter your details. The app will confirm if your account has been successfully created or if you are not yet eligible, in which case you'll be contacted as soon as this will be available for you.

Why isn't the app downloading?

Please make sure that your internet connection is strong by checking your Wi-Fi or mobile data. Additionally, verify that your device has enough storage space by checking its storage capacity.

To ensure a smooth experience, please make sure that your device is not low on space, as this may prevent apps from downloading and installing properly.

To check storage space:

- **iOS** – Go to Settings > General > iPhone storage.
- **Android** – Go to Apps > Settings > Device maintenance or device care.

With this step, you will be able to see how much storage is left on your device, so you can make sure that there is enough room for the app to be downloaded and installed.

When trying to download the app from the Apple Store or Google Play Store, you may receive the message 'This app is not compatible with your device.' This could mean that the software on your device is too outdated to support the app. To fix this, you can try updating your device's software.

- Apple iPad – iOS v11 or later.
- Apple mobiles – iOS v11 or later.
- Android tablet – Android v8 or later.
- Android mobiles – Android v8 or later.

Or..

It's possible that your device may be too old and unable to support the software or the newer versions, which could be the reason for the issue.

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Create your account.

To get started, we need to verify and match your details with the ones we are holding in our patient system. To successfully create your account, follow these simple steps:

1. Open the app and tap **create my account**.

2. Enter your **first name** – (this should match the information we hold for you on our system – you can find this on the delivery note inside your last delivery).

3. Enter your **last name** - (this should also match the information we hold for you on our system – you can find this on the delivery note inside your last delivery.

4. Enter your **date of birth – dd/mm/yyyy**.

5. Enter your **postcode** – (for your home address).

6. Tap on **Submit.**

7. Enter your **email address** – (Provide preferred email address which will replace any existing email address in our systems).

8. Confirm your email address. Re-enter the email address to confirm.

9. Create a **username.**

10. Enter a **password**.

11. Confirm your password – re-enter the password to confirm.

12. Tap on **Create my account**.

13. Tap **Continue to login** – on this screen you will have the option to save your username and password to your device key-vault, so that you will not have to manually input this every time when logging in.

TIP: If you save your login credentials, the next time you are on the login page, you can autofill the username and password fields.

Frequently asked questions.

When I try to register, it tells me I am not eligible – why is that?

Our app is being made available to patients who are aged over 18, in phases, to make sure we get it right for everyone. The majority of the 230,000 patients receiving our services are prescribed medications and ancillaries which integrate with our app. Other patients receive medications which are a little more complex, so they may require a call from our team to arrange the delivery and stock check. Currently, these patients are unfortunately not eligible, but we are working hard to develop the app to eventually serve those patients in the future.

When I try to register, it tells me that my account cannot be located – why is that?

To correctly create your account, we need to match your details with the ones we are holding in our system. Please make sure that your first name and last name match with the ones you provided us. If you're unsure, you can find this on the delivery note inside your last delivery. Please avoid using any diacritics (loosely known as accents – above or below any letters) within your name. For example, 'Adrián' or 'Zoë'. Please make sure to double check you have entered in your date of birth and postcode correctly. If you still can't create your account, please fill in this form with your details, so we will be able to support you.

Is my data safe?

During your service with us, we collect lots of personal and sensitive information about you, and we take keeping your data safe very seriously. We've built our App to be secure in line with industry best practice and it has been approved by NHS.

We are an ISO27001 accredited company which is a worldwide standard for information security management systems. Sciensus has been assessed by an independent expert in this field who have certified that our organisation has invested in the people, processes and technology to ensure our data is protected.

Sciensus has a mature information security management system so that your data is treated appropriately and won't end up in the wrong hands.

Our technology covers multiple levels of our systems to ensure we can control your data from end to end and all our users are trained in the best ways of handling personal data and confidentiality. They follow strict policies and procedures to ensure security is kept to a high level which are regularly reviewed.

Do all patients on service with Sciensus, have access to the app?

Our app is being made available to patients, aged over 18, in phases, to make sure we get it right for everyone. You can find out if you're eligible by downloading the app from the Apple App Store or on Google Play. Tap on **create my account** and enter your details. The app will confirm if your account has been successfully created or if you are not yet eligible, in which case you'll be contacted as soon as this will be available for you.

When creating an account why is my username not accepted?

To set up your account with us, it's important that you choose a username that meets the requirements. You'll be in charge of creating your own username, as we do not provide one for you. This way, you'll have the freedom to choose a username that works best for you.

The username must fulfil the following criteria:

- Username must be between 6 and 30 characters long
- Usernames cannot contain the following special characters: &=_'-+,<>@..
- Usernames cannot begin with dots (.)

When creating an account why is my password not accepted?

The password must fulfil the following criteria:

- Have at least one upper case
- Have at least one lower case
- Have at least one number
- Must contain one of the following special characters !@#$%^&*() {}|"":?><,.|
- Have at least 8 characters
- Have no spaces

When creating the password and a character in the criteria box is red, this means that the criteria for that character has not been fulfilled. All characters of the criteria box must be green in order to create a successful password.

When confirming the password (re-enter password in the confirm field), please make sure that both passwords match exactly.

When creating an account, why do I get the 'Oops, something went wrong' message?

There are several reasons as to why the **Oops** message may appear. Here are some common reasons as to why it may appear:

- Poor internet connection
- A fault with our systems
- Issue with the device you may be using
- We are conducting maintenance

We advise that you try again in an hour or two and if the issues persist then please contact us using the contact form.

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Log in.

We've designed the app with ease of use as a priority. To log in, please follow the instructions:

1. Tap on the **Sciensus Intouch app**.

2. Tap **Log in**.

Your health in your hands
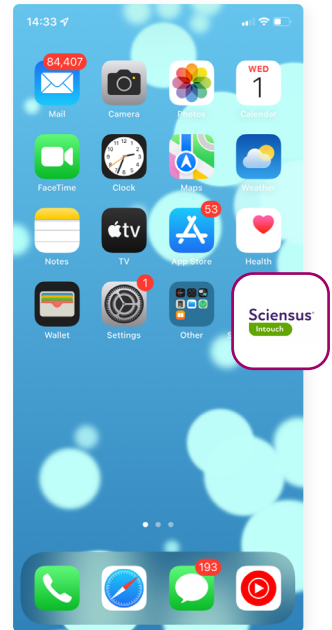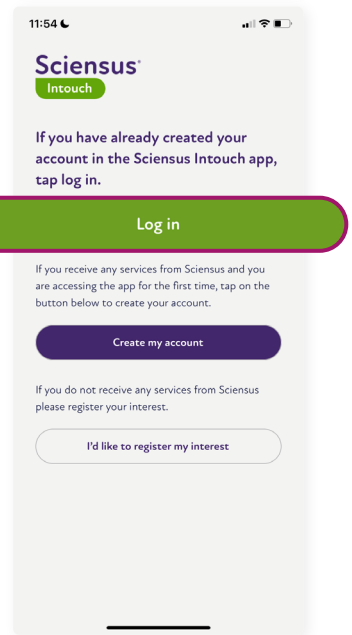
3. Insert the **username** and **password** that you created when registering.

4. Tap the green **Login** button.
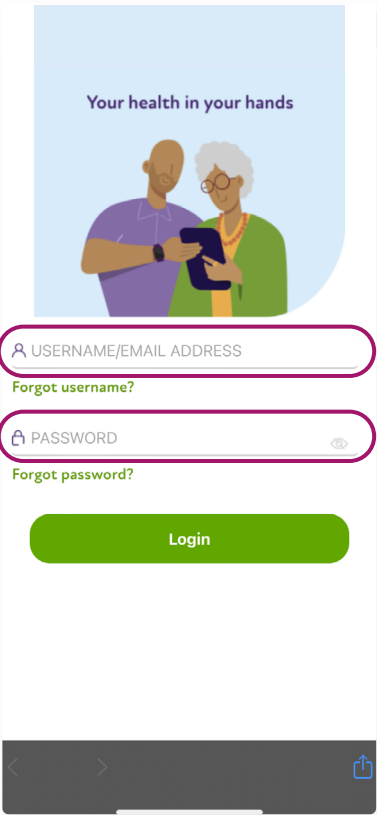
TIP: If you have opted to use a PIN code, please enter your 6-digit code and tap the login button.

Frequently asked questions.

I forgot my username, what should I do?

If you have forgotten your username, please follow the steps below:

1. On the login screen, tap **Forgot username?**
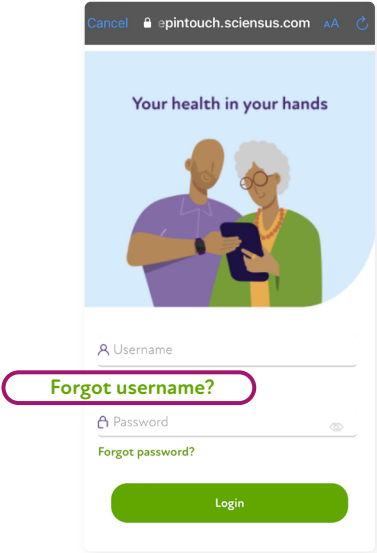
2. Enter the email address linked to your Sciensus account, and your date of birth.

   Tap '**send username**'.

3. We will send you an email containing your username. Use this to log into your account. If you cannot find the email, check your spam folders.
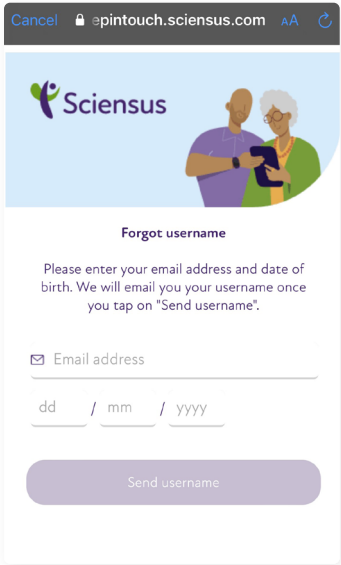
Frequently asked questions.

I forgot my password, what should I do?

If you have forgotten your password, please follow the steps below:

1. On the login screen, tap **Forgot password?**
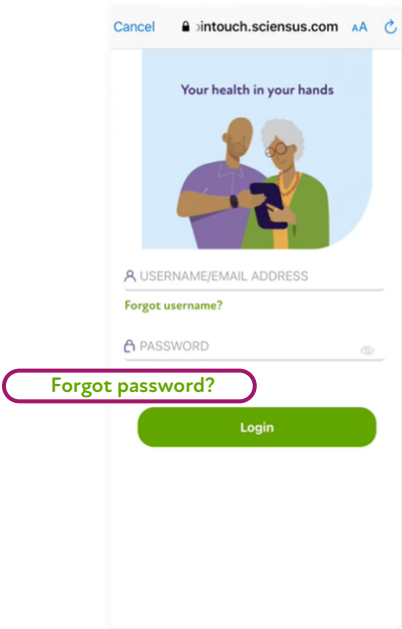
2. Enter your username.
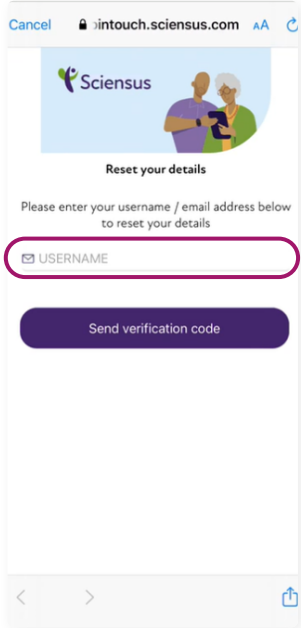
3. Enter your email address that is linked to your Sciensus account.

4. Tap **Send verification code**.
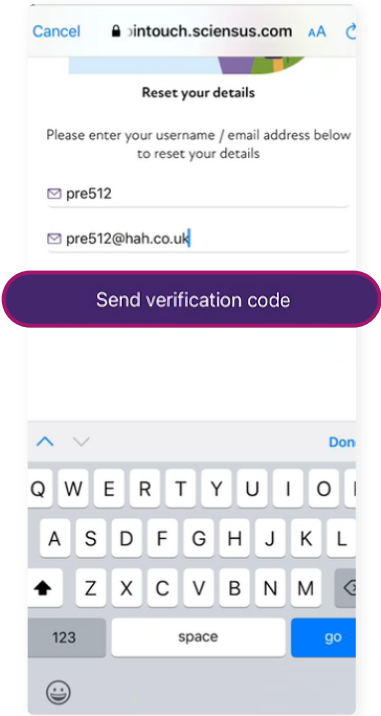
5. Check your email inbox for a verification code. If a verification code hasn't been received, tap **Resend verification code** on the app.

6. In the app, enter the verification code in the verification code field.

7. Tap **Verify code**.
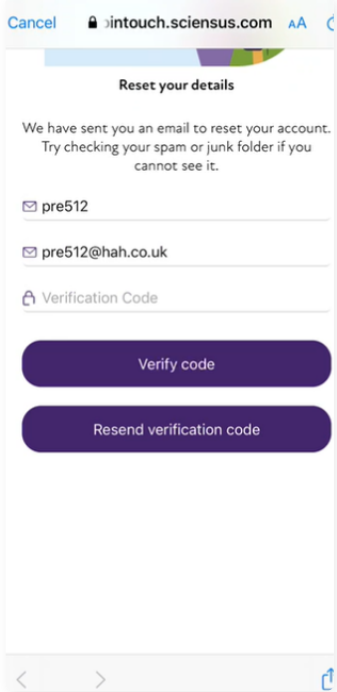
8. Tap **Continue**.
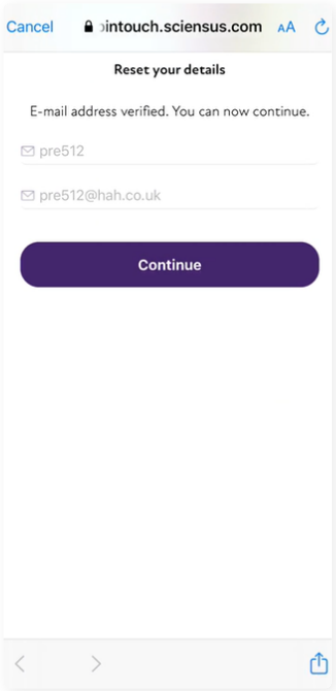
9. Type in New Password.

10. Confirm New Password.

11. Tap **Save Password**.

12. Your password has been successfully changed.
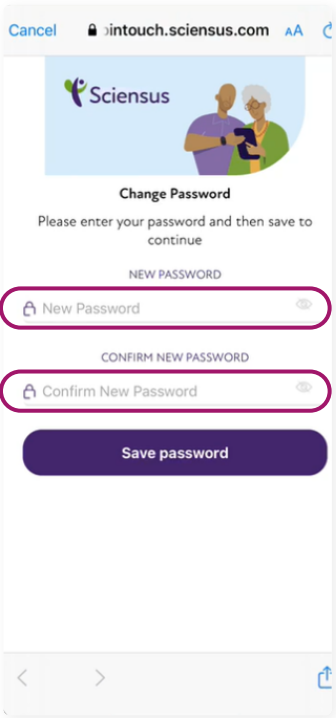
I've changed my email address and can no longer login.

Please contact us using this form.

My password is not recognised.

Please ensure you are entering in the correct password.

When you created the account for the Sciensus Intouch app you would have created a password. The password criteria is as follows:

- Have at least one upper case
- Have at least one lower case
- Have at least one number
- Must contain one of the following special characters !@#$%^&*() {}|"":?><,.|
- Have at least 8 characters
- Have no spaces

My username is not recognised.

Please ensure you are entering in the correct username.

When you created the account for the Sciensus Intouch app you would have created a username. The username criteria is as follows:

- Username must be between 6 and 30 characters long
- Usernames cannot contain the following special characters: &=_'-+,<>@..
- Usernames cannot begin with dots (.)

Account not found.

Please ensure you are entering in the correct username and password.

How do I log out of the app?

Go to the profile icon in the top left of the home screen. Scroll to the bottom and tap on **log out**.

How do I reset my password?

Go to settings on the top right of the home screen. Tap on **change password** and follow the instructions.

How do I reset my my login code (PIN)?

Go to settings on the top right of the home screen. Tap on **change login code** and follow the instructions.

I think somebody may have accessed my Sciensus Intouch app, as the time and date given of last login is incorrect. What should I do?

Please change your username and password immediately and notify Sciensus on **0333 1039 499.**

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Confirm your delivery.

As soon as your prescription is ready, you can confirm your next delivery within the app. You'll also receive reminders to book your next delivery before you're due to run out of medication.

To book your delivery, please follow these steps:

1. Log in to the app and tap on the section titled **Click here to confirm your <service type> delivery**.
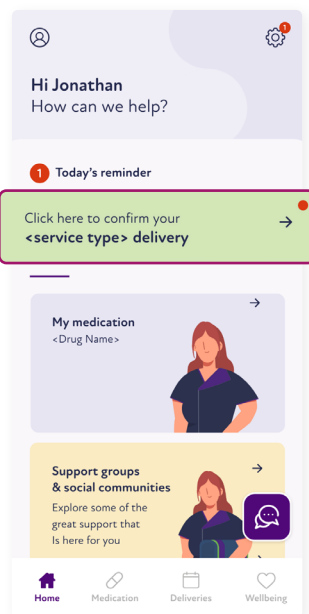
2. Tap **start** on the information screen.
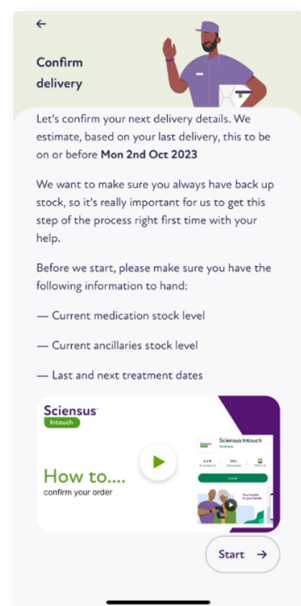
3. Enter in your current stock in hand, select the date you last took your medication, tap **next →** to validate your stock check information, then proceed to tap **Yes, this is correct.**

4. You will then see an **Ancillary order** screen. (See section 4 for details on how to add ancillaries to your order). Once you have added ancillaries, tap on **next →**.
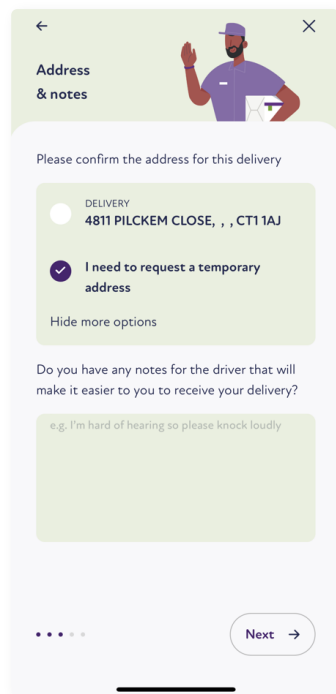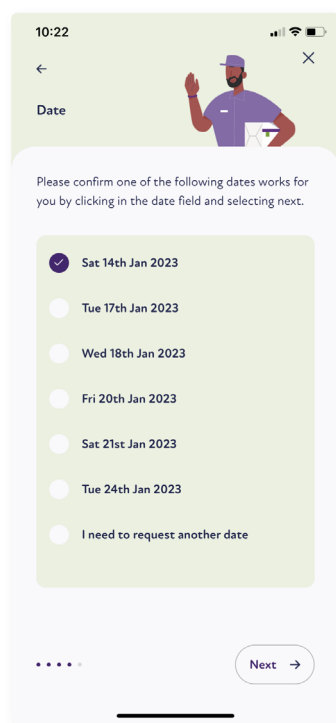
5. You will then see an **Address & notes** screen displaying your default delivery address and a box to enter notes for the delivery driver. Once you have entered any notes for the driver, tap **next →**.

6. Next, you will see a **Dates screen**. Select a date most suitable for you, then proceed to tap **next →**.

7. Lastly, you will be presented with an order confirmation screen. Check your order details are correct, then scroll down and tap on **I confirm my delivery details are correct**. Next, tap on **Confirm delivery**.
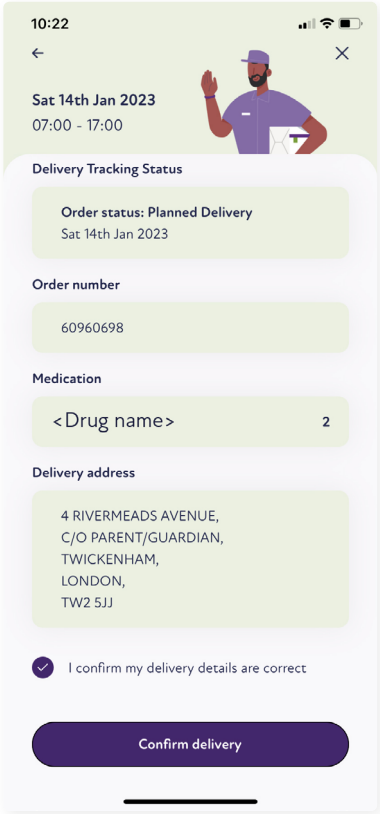
Frequently asked questions.

Can I request my delivery to be left in a safe place?

Due to the medical contents and for safety reasons, we're unable to leave your delivery in a safe place. To ensure you receive your delivery and don't miss a dose, please provide as much notice as possible if you are unable to receive your delivery. You can nominate additional individuals who can sign and receive your delivery on your behalf. Additionally, you can have your delivery sent to another address where you are available to receive it, such as your workplace.

Can I choose a specific time slot for my delivery?

The app allows you to book a delivery date which is an 8 am to 8 pm slot. If you have signed up to our text messaging service and you have a valid mobile number, you will receive:

- A SMS with your 4-hour delivery slot 48 hours before your delivery.
- A SMS with your 2-hour delivery slot, 24 hours before your delivery.

Your delivery contains vital medication. Therefore, we would ask that when you choose your 8 am to 8 pm slot, please ensure you select a date when you will either be able to receive your delivery, or when your nominated person can receive it on your behalf. This is to ensure we can support as many patients as possible.

I've confirmed my delivery date and have received a SMS of my delivery window, but I am now not going to be in to receive it, what can I do?

If you wish to make a change to an active delivery, we require as much notice as possible. If you have already been assigned a delivery window, you won't be able to amend your order via app.

When will I see my 2-hour delivery slot in the app?

You will receive a text message and an in-app notification (if enabled) confirming your 2-hour delivery slot, 24 hours before your delivery is due.

Can I request an evening or weekend delivery using the app?

There are a variety of different delivery dates (which are Monday to Friday - 8am until 8pm and Saturday - 8am until 6pm) that are available for you to book in the app.

We support over 230,000 patients across the UK which means that our drivers may not be in your area every day. With over 5,000 deliveries of medication made each day, we cannot guarantee an evening or Saturday slot.

To ensure you are available to receive your delivery and prevent any disruption to your treatment and wastage of vital medication, please ensure you choose a date where you can be sure yourself or your nominated person will be in to receive your medication.

Can I get reminders for my delivery date?

Yes, if you have signed up to our text reminder service, you will receive a text message and an in-app notification (if enabled) with a 2 hour delivery time window 24 hours before.

Unfortunately, we cannot guarantee this will be an evening or a Saturday slot and you must ensure your app push notifications are switched on to receive updates on your delivery.

What is my cut-off time to confirm my delivery?

The cut-off time to confirm your delivery is 7 days before the proposed delivery date that you will see in the **Deliveries** section of the app. For example, if the proposed delivery date is 10/01/2023, then the last day you can confirm your delivery will be 03/01/2023.

What happens if I miss my cut-off time to confirm the delivery in the app?

If you have missed the cut-off time for confirming your delivery through the app, don't worry, we will contact you to confirm your delivery details and make sure everything is set for your medicine to be delivered. In addition, you may receive an SMS message to inform you of this.

Why have I started to confirm my order and not be able to complete it?

You may come across the following pop-up boxes in the app whilst confirming your delivery, which means you can choose to contact us so we can ensure your delivery can be confirmed by our support team.

- There are no dates available for your delivery.

I have confirmed my order, but it doesn't show in the app. How soon shall I expect it to appear?

After you confirm your delivery, you should be able to see it in a few hours. However, it may take a little longer in some cases. If you don't see the confirmation, try logging out and logging in again. If you still can't see it within 48 hours (excluding weekends), please reach out to us using this form.

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Order your ancillaries (including sharps bin).

You can order ancillaries (including sharps bin) in the app in two different ways:

1. **When you are confirming your order:** At the time of confirming your order, you will see a screen called Ancillary Order. From here, you will see the sharps bin available for you to add. Simply tap the plus (+) next to "sharps bin" to change the quantity to 1.
2. **When amending your confirmed order:** If you are amending your order, you will see a screen called "Change Ancillaries". From here, you will be able to see the sharps bin in the list of ancillaries. Simply tap the plus (+) to change the quantity to 1.

When you order a new sharps bin, you will always be given the option to have your full one collected. To do so, please toggle the slider to yes.

Frequently asked questions.

I need to order more ancillaries, but the app won't allow me to change the quantities, what should I do?

If you need to change the quantities of your order, please contact the centre that referred you as we cannot make changes without their approval. Once we receive confirmation, we will update your account. Please remember to only request additional items when necessary.

I can't see the ancillaries I want – why is that?

As a patient, the ancillary options that you will have access to will depend on your current treatment plan. If you feel that you need additional options, please contact the centre that referred you for treatment. They will be able to update your plan and make any necessary changes. Unfortunately, we are not able to make any changes on our own and need confirmation from the referring centre before proceeding.

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Amend your delivery.

Amending your delivery is very easy and quick. Plans can change, so we give you the opportunity to change your delivery date up until a few days before the confirmed delivery. In the app, you can change the date, the address, and the quantity of your ancillaries.

Follow these simple steps to get started:

1. Log in to the app and tap on **Click here to change your delivery details.**
2. Tap on **Change delivery details.**
3. A change delivery details page will appear, where you will see 3 options: Ancillaries, Address & Delivery Date and Delivery Date.

To amend your ancillaries:

1. Tap on **Ancillaries**. You will see the change ancillaries screen where you can add or deselect the ancillaries that you have placed on your order.
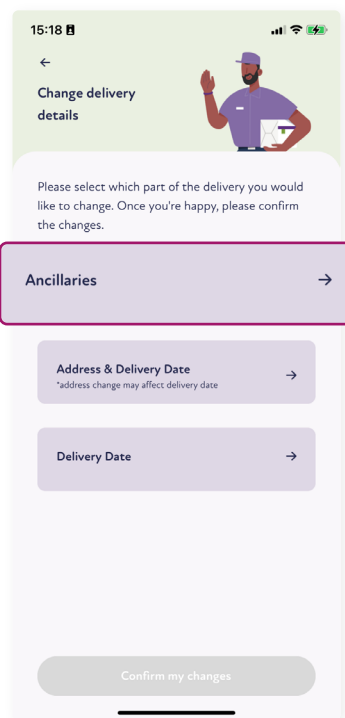
2. Once done, tap on **Save changes**.
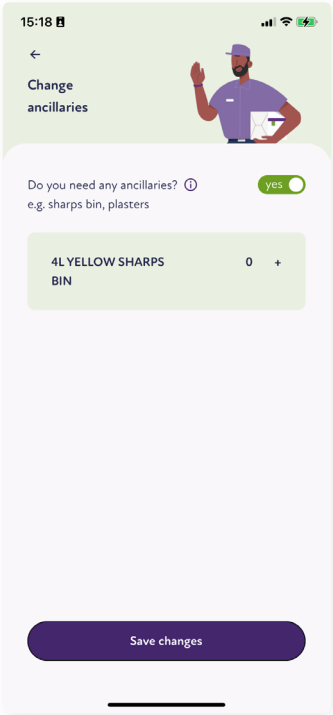
3. Lastly, you will see the change delivery details screen again and the **Confirm my changes** button will be enabled.
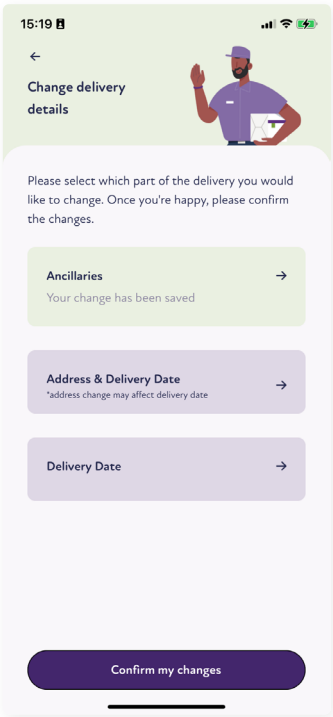
To amend Address & Delivery date:

1. Firstly, you will see the **Stock & vital dates** screen. Enter in your latest stock check information, then tap on **next ➜** to validate your stock check information and tap **Yes, this is correct**.
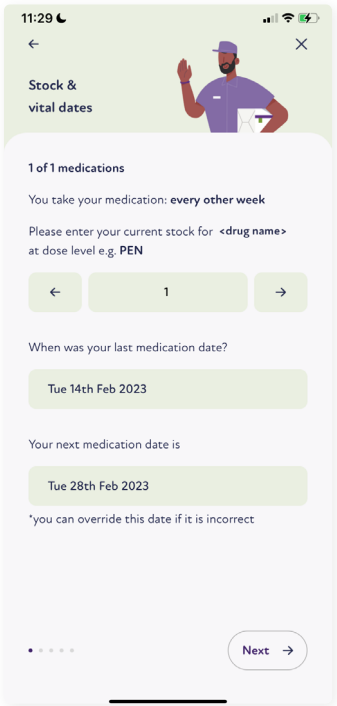
2. The **Change delivery address** screen will become visible, where you will be able to add a temporary address to your delivery.

3. To start, tap on show alternative address, then tap on **I need to request a temporary address**, then tap **Continue**.

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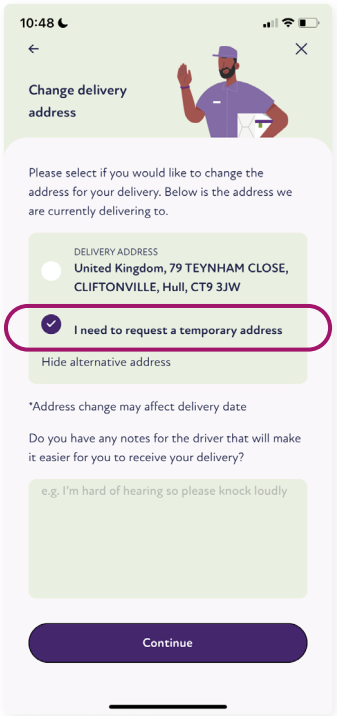
4. You will then see a **Temporary address** screen. Type in a postcode followed by a house name/number or the first line of an address and select an address from the list of addresses displayed on the screen, then tap **Add this address**.

5. Select a delivery date on the next screen, then tap **Save changes**.

6. Lastly, you will then see the change delivery details screen again and the **Confirm my changes** button will be enabled. Please note that the Delivery Date option will be disabled because you have just changed the delivery date on your order.

To amend Delivery date:

1. When you see the **Stock and vital dates** screen, enter in your latest stock check information.

2. Tap **next →** to validate your stock check information, then proceed to tap **Yes, this is correct**.

3. You will then be presented with the **Change delivery date** screen – select a date then tap on **Save changes**. The change delivery details screen will appear again and the Confirm changes button will be enabled.

4. Tap on **Confirm my changes**. This will then show an order confirmation screen.
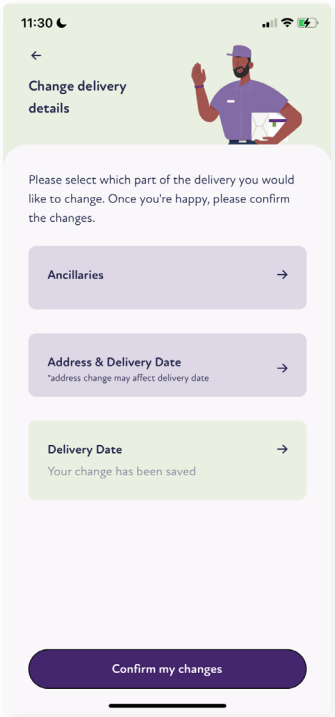
5. Check your delivery changes are correct, then scroll down and tap on **I confirm my delivery details are correct**, then tap on **Confirm delivery changes**.

Frequently asked questions.

Why can't I amend anymore my order?

Once we have begun preparing your medication, you will no longer be able to make any amendments to your order. We apologise that we are unable to provide an exact time for when this will happen as it can vary based on our dispensary's schedule.

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Track your deliveries.

The Sciensus Intouch app makes it convenient for you to stay updated on your medication delivery. You can check the status of your order by going to the **Confirmed Delivery** section on the Sciensus Intouch app's homepage. There, you can also view the two-hour window during which your medication will be delivered. Additionally, you will receive a text message 24 hours before your delivery, reminding you that your medication will be arriving the next day.

Frequently asked questions.

Can I have an exact time of delivery?

We understand that receiving your delivery on time is important to you. Whilst we are unable to provide an exact delivery time, we can however provide you with a 2-hour window for your delivery. We are continuously working on improving our delivery service and providing more detailed updates. To ensure that you receive your delivery without any issues, please make sure that you or a nominated person will be available to receive it during the time slot provided.

Will I be informed when my delivery is late?

If there is a problem in your delivery route, you will be notified via SMS.

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Check your prescription status.

To Log in, follow these steps:

1. Open the Sciensus Intouch app and tap **log in**.
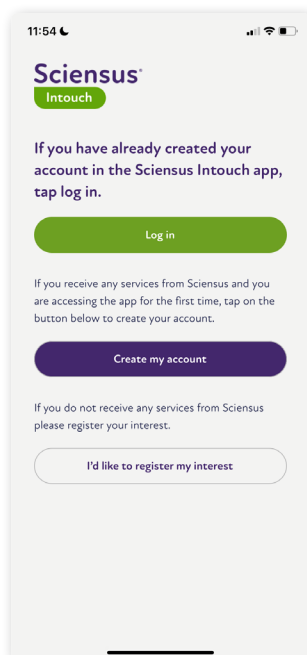
2. Log onto the app.
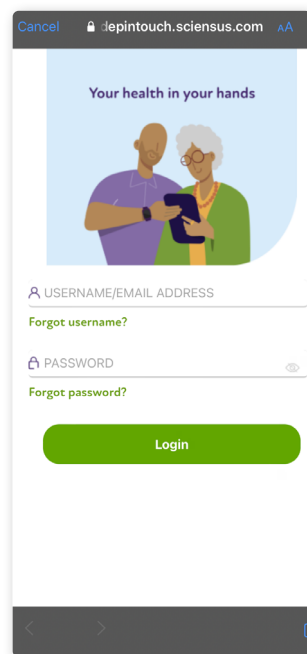
3. On the Home page you will see a **Prescription Status** section if you do not have a current **Active** prescription.

4. Tap on the **Prescription Status** section.

5. The app will display your **Prescription status** details.
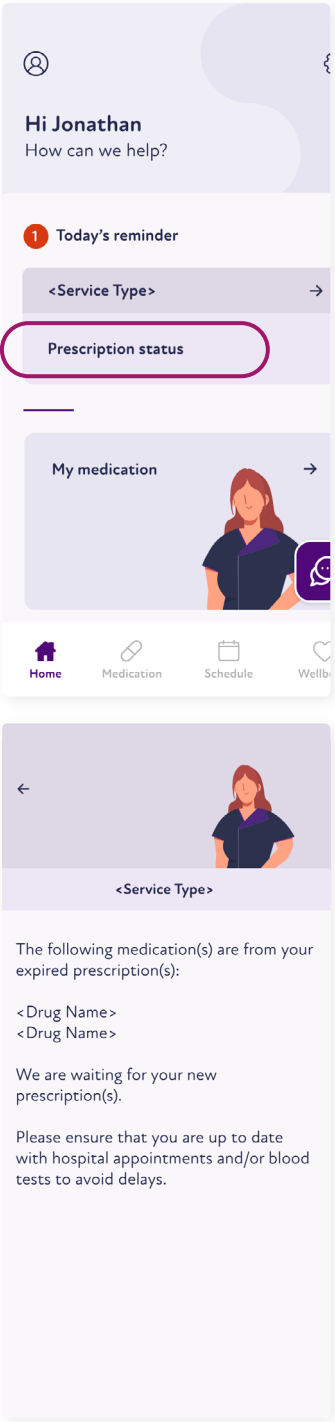
Frequently asked questions.

Where can I see my prescription status?

If you do not have a current **Active** prescription then you will see a prescription status section on the app home page. Once you've tapped this, you will be able to see the status of your prescription.

How long will the prescription status section remain on the home page?

The prescription status section will remain on the home page until we have received, processed and validated your prescription to make it **Active**. Once the prescription is active, you will be able see the deliveries associated to the **Active** prescription on the **Deliveries** section of the app.

How will I know my prescription has expired?

If your prescription has expired and we have not received a new prescription from your clinical practitioner, then the prescription status section will appear on the home page. By tapping on this, you will be able to see the medications on your expired prescription and remind you to follow up on any blood tests with your hospital if required. Sometimes, a delay in your blood tests may delay your prescription.

How will I know if you have received my prescription?

If you do not have a current **Active** prescription, then you will see a prescription status section on the app home page. Once you tap on this, you will be able to see the status of your prescription. If we have received your prescription, then it will inform you that your prescription has been received and is being processed.

Can I confirm a delivery if my prescription is still being processed?

We understand the importance of ensuring the safety and well-being of our patients, which is why we require that all prescriptions be reviewed and validated by a licensed pharmacist before any deliveries can be confirmed.

Can I confirm a delivery if the prescription status is "Sciensus doesn't have a prescription for you"?

No. Please be aware we can't dispense your medication until we have a prescription for you. Therefore, please ensure you are up to date with your hospital appointments.

Track and trace.

Two hours before your 2-hour delivery window, you will be able to track and trace your delivery with a real-time map.

To access it, please:

1. Open the Sciensus Intouch app.
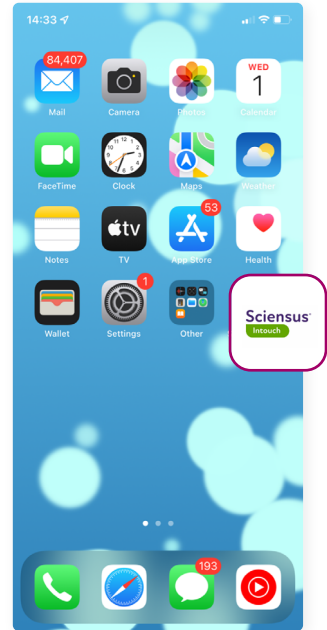
2. On the homepage, tap the green box titled **Click here to track your delivery**.
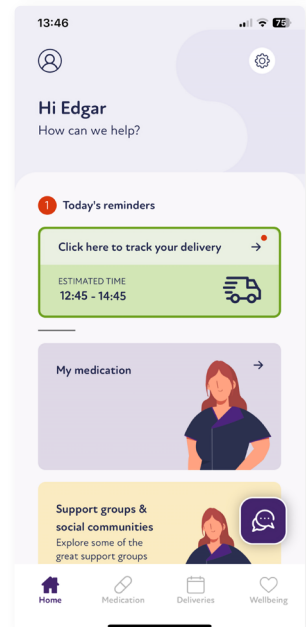
3. Two hours before your 2-hour delivery window, a real-time map will become available, where you can see your driver's journey, and which **drop number** you are.
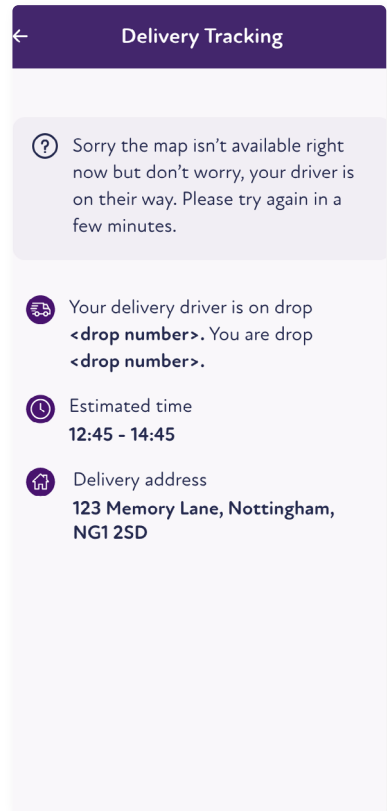
4. Prior to the 2 hours before your delivery window, you will be unable to see a map. Instead, you will see this screen, where you can still observe your drop number, and 2-hour delivery window.

   In this example, the two-hour delivery window is **12:45pm – 14:45pm**, so a map will only be available after 10:45am.
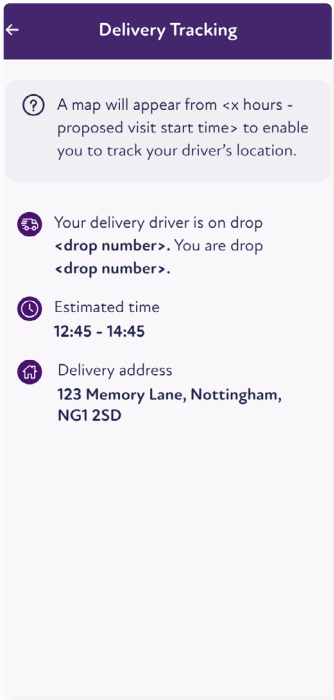
5. If the map remains unavailable, this suggests that the system is not receiving GPS data from the van. This could be due to the van being a rental or a technical issue with the data transmission.

Delivery Tracking

? Sorry the map isn't available right now but don't worry, your driver is on their way. Please try again in a few minutes.

Your delivery driver is on drop **<drop number>.** You are drop **<drop number>.**

Estimated time
12:45 - 14:45

Delivery address
123 Memory Lane, Nottingham, NG1 2SD

Frequently asked questions.

Can I have an exact time of delivery?

We understand that receiving your delivery on time is important to you. Whilst we are unable to provide an exact delivery time, we can however provide you with a 2-hour window for your delivery. Furthermore, we have a track and trace feature where you will be able to access a real-time map of the driver's location within your estimated time window. To ensure that you receive your delivery without any issues, please make sure that you or a nominated person will be available to receive it during the time slot provided.

Why can't I see the real-time map?

The real-time map is only available from 2 hours before your estimated time window begins. For example, if the estimated time window is 10am - 12pm then the map will only be displayed after 8am and no sooner.

If your real-time map is not showing 2 hours before your estimated time window, then this indicates that no GPS data is being received from the van. This is either be because the van is a hired van (not part of the official Sciensus fleet) or there is a technical fault in the data being received by the system.

What happens is my delivery is delayed?

You will not receive a notification if your delivery is delayed. However, with the real-time map displaying the driver's current location, you will be able to see if there has been a delay.

What happens if my delivery is cancelled?

If your delivery is unsuccessful and needs to be rescheduled, the green **track your delivery** tile will be replaced with the red **delivery unsuccessful** tile.

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Login using facial and touch recognition.

With facial or touch recognition, you can quickly log into our Sciensus Intouch app by placing your fingerprint on the home button or holding the device in front of your face.

Before opening the Sciensus Intouch app, please ensure you have biometrics already enabled in your device. You can do this by going into the settings on your device.

If you have an **Apple device**, this is how you can set up biometric recognition:

1. Open the Sciensus Intouch app and log in using your username and password, or login pin.
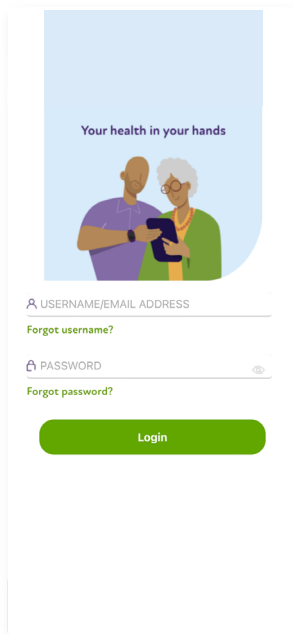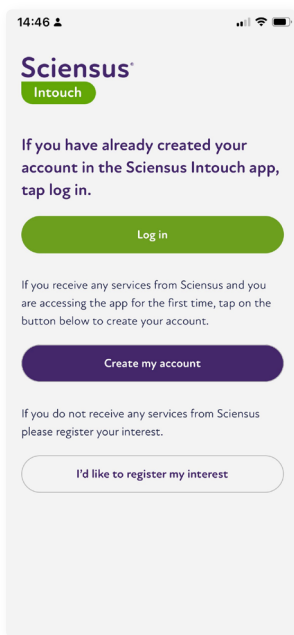
2. Once you have logged in, you will be presented with a pop-up box asking to enable facial recognition for future logins. Tap **yes**.
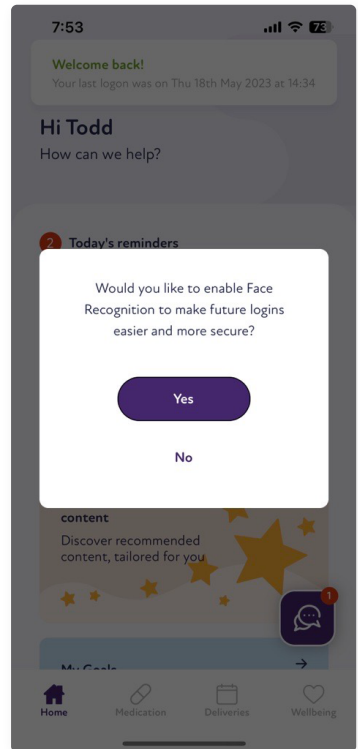
If your device only uses touch recognition, you will receive the following message.
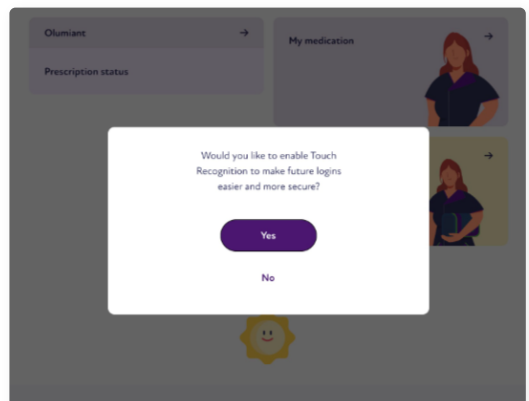
3. Next, for iOS devices with facial recognition, you will receive the following message from your iOS device asking whether to allow Sciensus Intouch app permission for easy login. Tap **ok**.
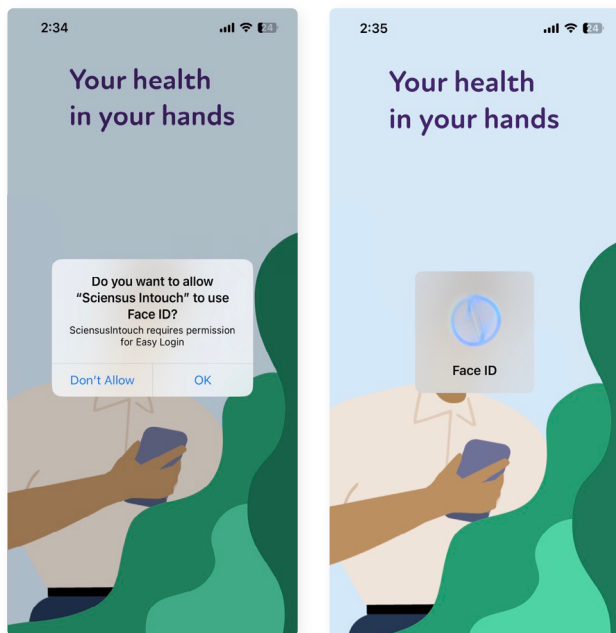
4. After you have successfully enabled facial recognition login, you will receive confirmation at the top of the homepage.
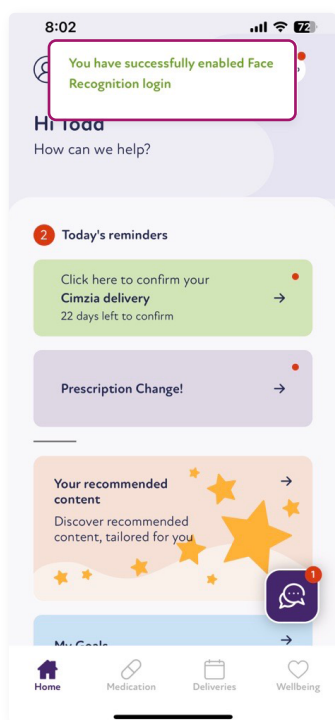
5. If you are using an iOS device with touch recognition, you will see this message instead.
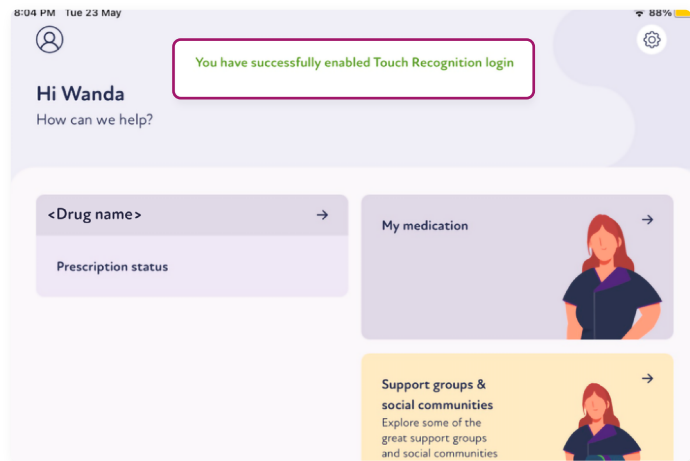
6. The next time you log in, you will now be able to use the new recognition feature.
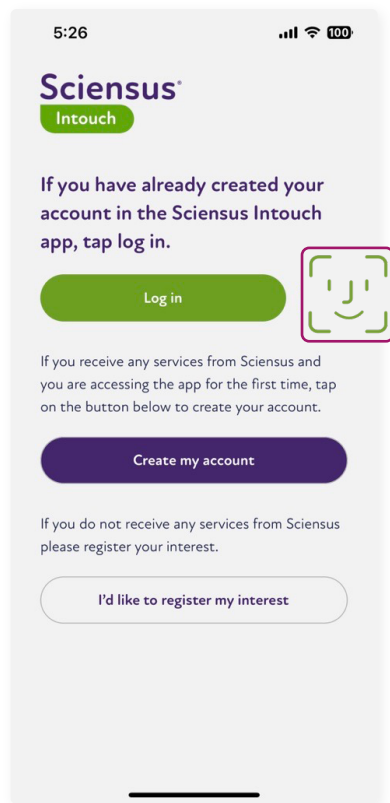
If you have an **Android device**, this is how you can set up biometric recognition. Before opening the Sciensus Intouch app, please ensure you have biometrics already enabled in your device. You can do this by going into the settings on your device.

1. Open the Sciensus Intouch app and log in using your username and password, or login pin.
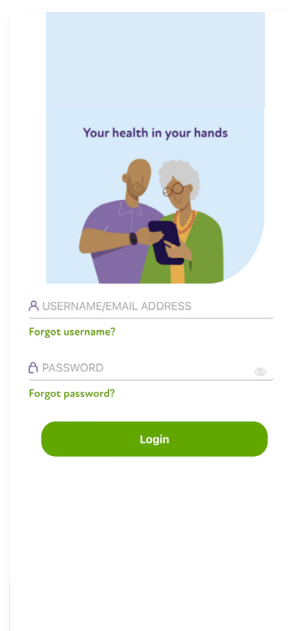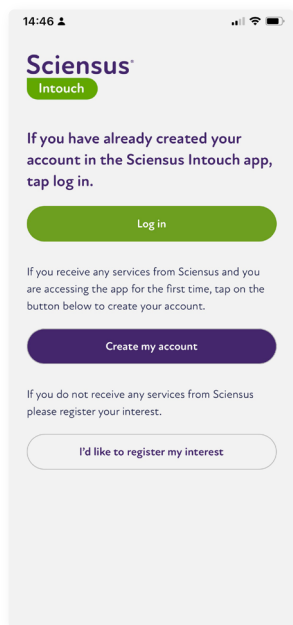
2. Once you have logged in, you will be presented with a pop-up box asking to enable facial recognition for future logins. Tap **yes**.
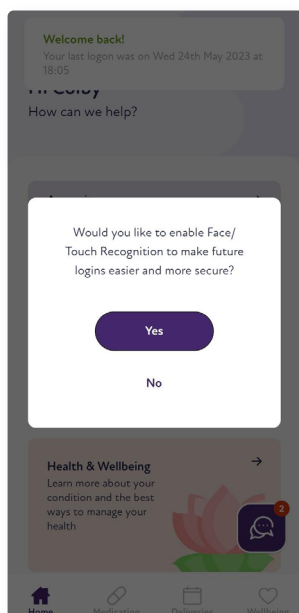
3. After you have successfully enabled face/touch recognition login, you will receive confirmation at the top of the homepage.
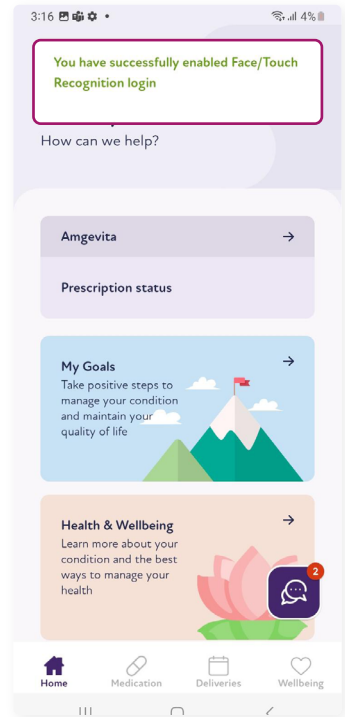
4. The next time you log in, you will now be able to use the new recognition feature.
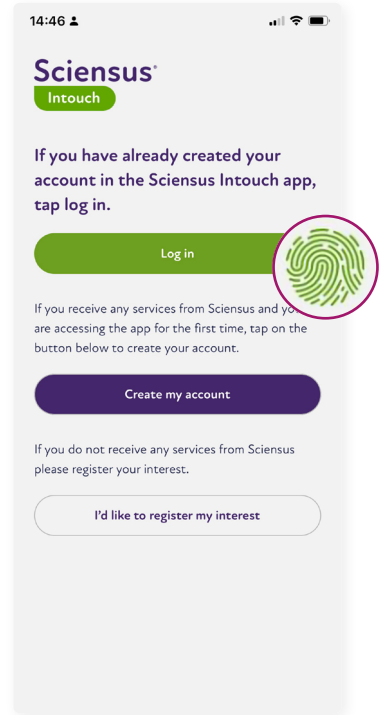
Frequently asked questions.

When I was asked if I wanted to use biometric login, I said no initially, but now I want to use it. How do I enable it?

Before opening the Sciensus Intouch app, please ensure you have biometrics already enabled in your device. You can do this by going into the settings on your device.

You can switch on biometrics any time when logged in to the app.

To do this, go to settings in the top right hand corner, then tap **Biometrics Login** under the app security section.

From here, you can toggle biometrics login to on or off whenever you may wish.
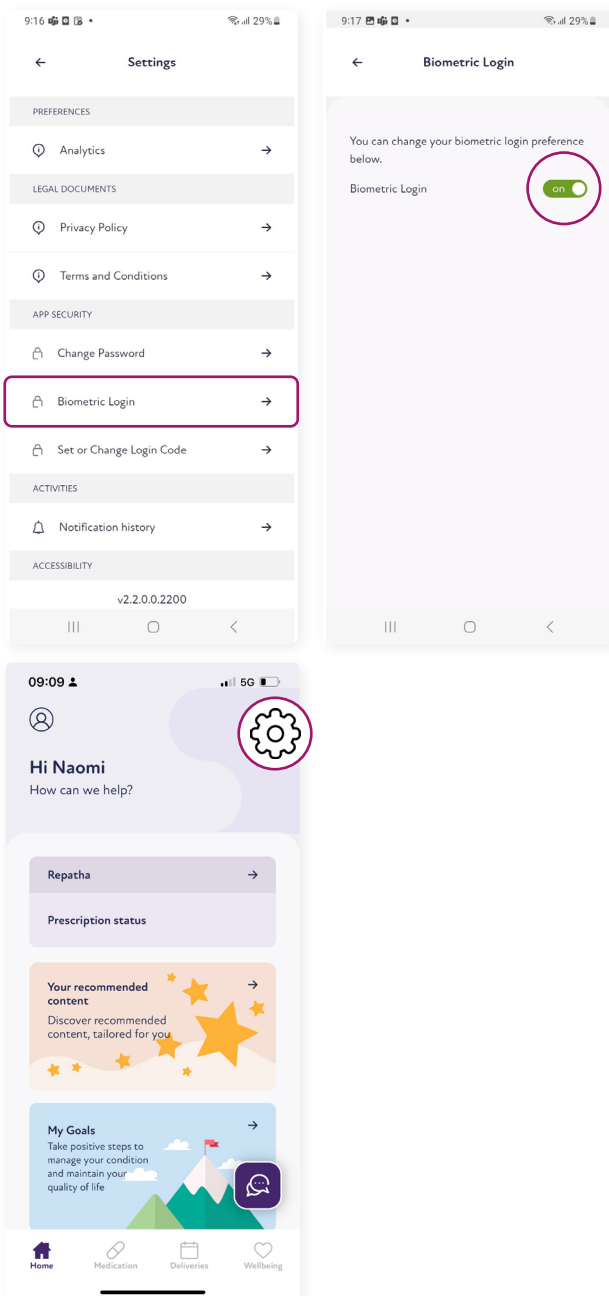
Frequently asked questions.

Why can't I see the face or touch recognition pop-up box?

To use Face or touch recognition in the Sciensus Intouch app, you need to have biometrics already enabled in your device. You can do this by going into the settings on your device.

Once you have enabled this in your device settings, you will be presented with the pop-up box the next time you open the Sciensus Intouch app.

I don't want to use face or touch recognition; can I opt out?

Yes, simply tap ''no'' when asked if you would like to use face or touch recognition. To change your preferences in the Sciensus Intouch app at any time, navigate to the settings icon in the top right-hand corner, and tap **Biometric Login** under the **App security** section.

From there, you will be able to turn off Biometrics login and continue to use username and password, or pin to log into the Sciensus Intouch app.

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Patients under 16 - Self-registration.

Eligible patients under the age of 16 have now been granted access to the Sciensus Intouch app.

Parents or guardians can follow the steps below to create and manage an account on their behalf.

1. Open the app and tap **create my account**.
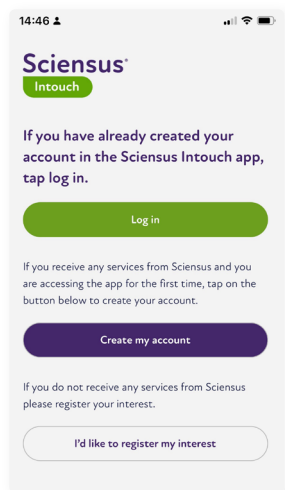
2. Fill in the following details for the patient under 16.

   • First name
   • Last name
   • Date of birth
   • Postcode

Tap **submit**.

3. Due to the age of the patient, the parent or guardian will need to provide confirmation and fill in their own information.

Tap **next**.

4. Next, fill in the email, and chosen username and password that will be associated with the account.

Tap **create my account.**

5. The account has now been successfully created.

Tap **continue to login** to finish.

You can now login into the app using the details you have created.

Patients aged 16 to 17 - Self-registration.

Eligible patients between the ages of 16-17 have now been granted access to our Sciensus Intouch app.

Parents/guardians can install the app on their own device and manage the patient's account. Alternatively, the patient can install the app on their own device and manage their account themselves.

1. Open the app and tap **create my account**.

2. Fill in the following details:

   • First name
   • Last name
   • Date of birth
   • Postcode

Tap **submit.**

3. Due to the patient's age, you will need to confirm who will be managing the account.

If the parent or guardian will be managing the account on the patient's behalf, proceed to step 5.

If the patient will be managing the account themselves, choose the option 'I will be managing my account myself' and follow the steps below.

4. Next, you will need to have a parent/guardian consent to the patient managing their account.

Fill in the details and **tap next.**

Proceed to step 7.

5. If the parent or guardian will be managing the account on the patient's behalf, choose 'my parent/guardian will be managing my account for me'.

Tap **next**.

6. Next, confirm that the parent/ guardian will be managing the account, and fill in the required information of the parent or guardian.

7. Next, fill in the email, and chosen username and password that will be associated with the account.

Tap **create my account.**

8. The account has now been successfully created.

Tap continue to login to finish.

You can now login into the app using the details you have created.

FAQs for under 18 Patients.

Frequently asked questions.

I am under 16, why can't I manage my own account?

In the UK, the legal age that a child can consent to processing of their personal data for online services is 13 years. For a child under 13, the person holding parental responsibility for that child must give their consent.

However, Sciensus has taken an approach to set the age to 16 years. We're looking to review this in the near future.

We are parents with shared parental responsibility for our child who is under 16, why can only one of us have access to our child's account in the app?

For now, only one of the parent/guardians can manage the account for the child. However, we'll review this feature to allow one or more persons to manage the account.

We are parents with shared parental responsibility for our child who is under 18, can we both have access to the app to manage their account?

For now, only one of the parent/guardians can manage the account for the child. However, we'll review this feature to allow one or more persons to manage the account. As a part of our future enhancements, we're reviewing to allow more than one person to manage a child's account.

We are guardians with shared parental responsibility for a child who is under 18. Our child lives equal time with each of us so can we both have access to their account via the app?

For now, only one of the parent/guardians can manage the account for the child. However, we'll review this feature to allow one or more persons to manage the account. As a part of our future enhancements, we're reviewing to allow more than one person to manage a child's account.

I am 13 and have been given access to the NHS app by my doctor's surgery **https://www.nhs.uk/nhs-app/nhs-app-help-and-support/ getting-started-with-the-nhs-app/who-can-use-the-nhs-app/** why can't I have access to the Sciensus app until I am 16?

In the UK, the legal age that a child can consent to processing of their personal data for online services is 13 years. For a child under 13, the person holding parental responsibility for that child must give their consent.

However, Sciensus has taken an approach to set the age to 16 years. We're looking to review this in the near future.

I am a looked after child under 18, can I have access to the Sciensus app?

Yes. However, you need to be 16 or older and need parent/guardian consent during registrations process.

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Contact us

If you're still experiencing issues, please send us your details in **this form.**

Alternatively, you can scan this QR code to access the form.

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Intouch

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