Congratulations! You have the Youth Services App loaded on your mobile device. Let's talk about how you can use it to help youth and their families find the help and resources that are available in your community.

Now that you have the application loaded, the **Find Services** screen will appear, displaying the service categories chosen by your agency, whenever you open the app.

Tap on one of the categories to expand the category and show the available resources. Tap it again to close the category.

When you first start using the app and expand the first category, the operating system may ask you for permission to use your phone's location. By choosing to allow the app to use your location, the app will provide accurate distances from your current location to each of the resources you select.

*Please know!! your location is **not** being tracked or recorded by the app.*

Once you've opened a category, you will see a list of services. Simply tap on a service's name to go to its **Service Details** screen.

Once you are in the **Service Details** screen there are a number of features:

- In the upper, right-hand corner of the page is a gear-shaped icon that will take you to the **Settings** screen.

- In the upper left, under **Service Info** is **Find Service**. You can tap on that to go back to the main screen.

- The name of the service with a check box on the left is at the top of the entry. Tap on the check box to include the service in your text to someone. Tap it again to uncheck it.

- Below the name is the service provider's address if it is published. If you tap on it, your device's maps app will open showing the published location.

- Next, if the word **Website** appears below the address, you can tap on it to launch your device's browser and open the service's website.

- If the service publishes a phone number, you will see the word **Phone** under the address. If you tap on it your phone app will open with the service's published number

- The **ABOUT** section provides additional information about what specific services are provided by the organization. Hours of operation and costs will be shown here as well if they are known.

- The **MAIN SERVICES** box provides the categories that the selected resource fits within.

- Finally, the **ELIGIBILITY** section provides information about who is eligible for the service. Again, you can scroll this box if it is over full.

- There are two additional features that are important to be aware of…
  At the bottom on the screen there is a **note** icon which will let you record a note that will be emailed to your app administrator, then possibly shared with others in your department. You may want to use this feature to share information about staff, location, etc that other officers could find useful.

- And there is a **suggestion** icon button to make any suggestions about the service that will be emailed to your app administrator for possible action. For example, you may discover that the hours have changed or there is a new phone number.

Now, if the service selected fits the needs of the person you are interacting with and you want to send them information about the resource, tap on the check box to include the service in a

text message we'll talk about next.

When you are done selecting services, tap on **Find Services** to return to the main screen

Now that one or more services are selected, and you are back in the main screen, you will see that the **SEND SELECTED SERVICES** button is highlighted.

Tap on this button to bring up the **Send Services** screen.

The **Send Services** screen has a number of features to learn about:

• the **RECOMMENDED SERVICE** box, shows what will be texted, which is based on the services you checked on the Find **Services** and **Services Details** screens. Please note that this text is not editable.

• If you want to change the services you recommend, you can always go back to the Find **Services** and **Services Details** screens to update your checked items.

• Back in the **Send Services** screen, you can add a message in the **PERSONAL NOTE** box. People tend to be more apt to follow through on a referral if they feel like it has been made by someone who cares about the outcome – this note field gives you the opportunity to make that personal connection.

• Next, after you've entered all ten digits of a phone number into the **SEND TO** box, the send icon will highlight. Tap it to send the text and you will be returned to the **Find Services** page as you left it.

• This is what the received text message will look like… Note that your phone's number is not displayed. The Youth Services App routes the text message through an alias phone number, protecting your phone's number.

That's it! Try sending yourself a text message with a selected resource to get a feel for how the app works.

Now that you know how to use the app, here are some additional features you may want to know about…

To force your agency's data to reload, close the running app and restart it from its home screen icon

The **Settings** screen can be accessed from most of the other screens, and provides a few features you can use:

- If you ever need to re-register the app, (for example your agency or email address changes) you can log out by tapping the **[LOG OUT]** button. Tapping the YSA icon will bring you to the **Register** screen where you can start fresh.

- Tapping on the **Strategies for Youth logo** takes you to the SFY website

- The **[Report Problem]** button provides a way to send a bug report to the YSA team at Strategies for Youth. Use this when you find a bug or have a problem you cannot solve.

- The **[Add Request]** button provides a way to send a request for a new Youth Services App feature or a new resource to the team at Strategies for Youth. We will investigate it and add it to a future update if possible.

- The **Reset** button clears all check boxes and entered information, allowing you to start fresh with a new referral.