

SFY's Youth Service App (YSApp) for Law Enforcement

Frequently Asked Questions

INSTALLING THE YSApp

Q: How do I install the YSApp onto my phone?

A: Instructions for installing the YSApp can be found in the Installation video and the PDF on this web page: <https://strategiesforyouth.org/tools/youth-services-app/instructions/>
You need to have an email address from a supported agency in order to register and activate the app for your jurisdiction.

USING THE YSApp

Q: What should I do if a listed service is incorrect or not responsive?

A: Things can go wrong with a listing entry or listing details may have changed and need to be updated. Please help us keep the app current by making a request for an update to a service whenever you discover a problem. Use the SUBMIT A NOTE button or MAKE A SUGGESTION button at the bottom of the SERVICE INFO page to report the problem (see Figure 1). Simply describe your requests and click send. Your request will be reviewed and if appropriate the Service Info page will be updated as soon as possible. Note that some suggestions might be better handled by an email to users.

Q: When will service information be updated?

A: SFY continuously updates locale information. Once SFY makes an update, it is immediately available on the app.

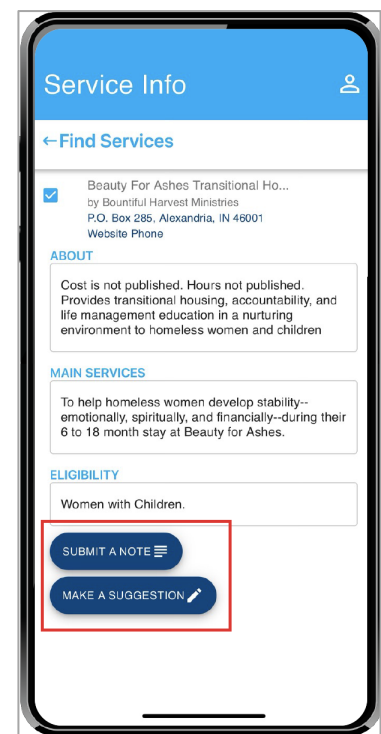


Figure 1. Report a problem with a Service Listing

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Q: What if the family/youth prefer to be emailed services instead of being texted?

A: On the SEND SERVICES screen, use the SEND TO: box (see Figure 2). to select either “text phone number or email”. You can select either.

Q: What if the family/youth can’t receive a text at home?

A: In order to receive a text, a smartphone is required. To receive an email, the family or youth must have access to an email account. If there is no email account access at home, libraries typically have shared computers with internet access. Libraries and many commercial establishments also have free Wi-Fi for anyone with a device with email.

Q: What if I want to suggest a new service?

A: The best way to request a new service listing is to use the REQUEST A FEATURE button on your ACCOUNT PAGE. Your request will be reviewed and when appropriate, a new service will be added to the YSApp.

Q: What should I do if a text is not going through?

A: Make sure that the phone number is correct. In some cases, the text carriers (AT&T, Verizon, and so on) censor text messages aggressively when the service offers support on a sensitive subject. When sending a set of services to a family or youth, you can always **email** the same information—it will not go through the text carrier’s censorship filters. SFY is working on the issues of over-censorship by text carriers to ensure that texts of helpful support services for sensitive issues do not get blocked.

Q: What should I do when I leave or change agencies?

A: When you leave a law enforcement agency (LEA) or change to another LEA, or if you change your email address within an LEA, click the REMOVE ACCOUNT button on your ACCOUNT PAGE to reset the app (see Figure 3). Then re-register the app using your new email address and LEA.

Q: How do I refresh the app to show latest updates?

A: The YSApp refreshes when you restart the app, but you can do a manual refresh as well. This is useful if you have the YSApp running in the background on your device and don’t want to quit the app and restart it. To manually refresh the app, go to your ACCOUNT PAGE, select the

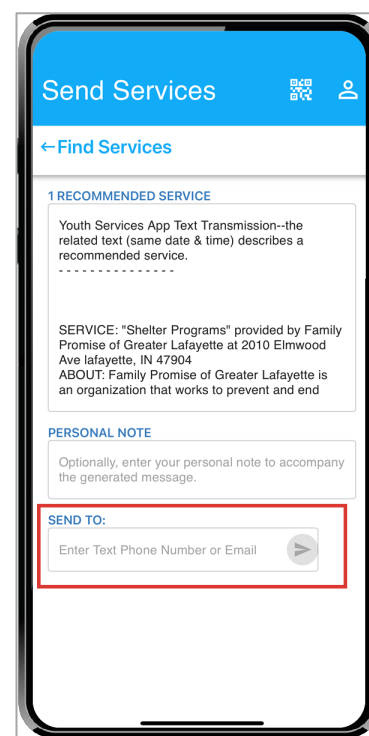


Figure 2. Sending texts or email.

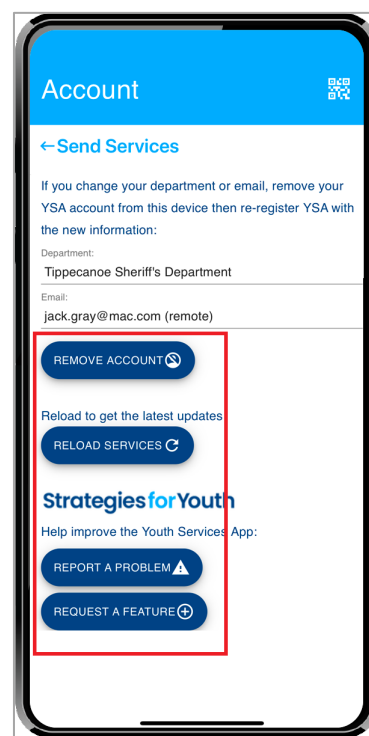


Figure 3. Account Page buttons.

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RELOAD SERVICES button (see Figure 3) to load the latest updates from the YSApp server.

Q: How do I report problems with the YSApp?

If the YSApp is not behaving as expected, please use the REPORT A PROBLEM button (see Figure 3) on your ACCOUNT PAGE to report the issue.

DEMO VERSION of the YSApp

SFY also offers a demo version of the YSApp which allows you to try out the app and show/share it with law enforcement colleagues.

Q. What does the demo version of the YSApp allow you to do?

A. The demo version allows you to select services to send via email as well as allows you to email a sample diversion report, if your YSApp has the diversion feature. In the demo, **all** messages are sent via **email** (the text feature is disabled in the demo app). Email messages from the demo app are wrapped with an explanation that the message contains sample content. It also provides links to learn more about the YSApp.

Q. How do I share information about the YSApp with others?

A. You can share the link to the YSApp webpage directly with colleagues:
<https://strategiesforyouth.org/tools/youth-services-app/>.

If you would like to demonstrate the YSApp's capabilities to colleagues, you may also install the demo version on your device to show how it works and email sample messages.

Q: How do I install the demo version of the YSApp?

A: You may install the demo version on your device even if you have the professional version installed. The procedure for installing the YSApp demo on your device is almost identical to a normal installation—except you must use an **email address** that is **not** part of the agency you choose on the REGISTER screen. You will be asked for the role you play (LEO, Probation, Judge, Other). And you should name the new icon "DEMO" so you can differentiate it from the "live" version on your phone.

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