

## Detailed Starter Guide

This is a quick starter guide for the My Dementia Companion **CARER** tool, the world's first smart dementia guide.

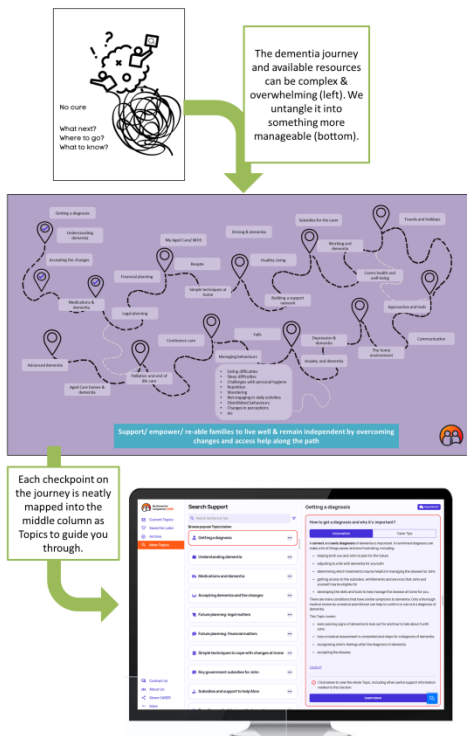
**As a Champion** for the CARER tool, you can use this guide to start someone using the tool.

### Why we created the CARER tool

**Empowering** family and friend carers to look after their loved ones and themselves is important. However, the current support information designed to help them is **too overwhelming, impractical** and **not personalised** enough to guide them through their **unique journey**.

### Benefits

My Dementia Companion **CARER** tool helps **simplify this complex journey** into more manageable steps for the families to go through.



Note: learn more about this **dementia journey** [here](#).

As a web-app, it **intuitively** guides you through the journey by providing **bite-size** support information from professionals and **practical tips** from other carers, from the **early to late stages**.

So instead of being overwhelmed and confused, carers can get the help they need to live well.

It is easily accessible on a computer or smartphone.

### How to use it

It is a very easy-to-use online tool co-designed with ~100 carers and professionals.

1. Go to [mydementiacompanion.com.au](http://mydementiacompanion.com.au)
2. Click on the orange **“Launch Tool”** button to open the tool in a new browser window.
 

Launch Tool
3. Enter your email address and create a password to **Register** a new account, so you can keep track of your progress.
4. Go to your Email Inbox, open the **Verification Email** and click on **“Click here”** to confirm this is you (check your spam folder if you don't get this email).
5. Answer **5 short questions** to onboard, so we can start personalising the tool to you:
  - i) Your details as a family/ friend carer
  - ii) Details of the person you are supporting
  - iii) Your relationship (resources will be tailored accordingly, e.g. intimacy for spouses)
  - iv) Details about the person's diagnosis
  - v) Pick 3 Topics that you are having the most trouble with now. You can pick more later (so, you won't be overwhelmed). Each Topic is a checkpoint on the [dementia journey map](#).
6. You are now in the main support part of the tool and you will see **3 columns**:
  - i) far left is the menu, which should show you are in the Current Topics tab (this acts as your “current to-do list”)

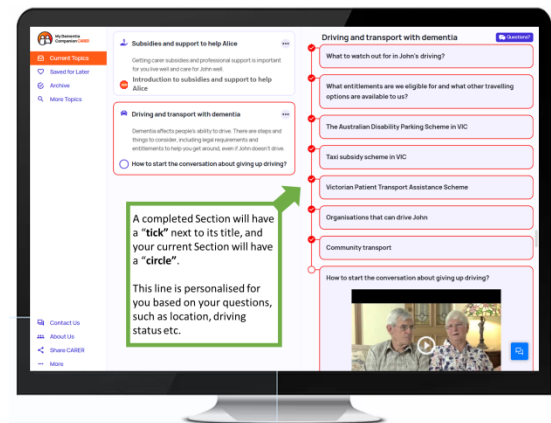
- ii) middle column contains a “Welcome” tutorial Topic and the 3 Topics you have chosen in Step 5
- iii) right column shows detailed Sections.



7. In the **Current Topics**, click on a **Topic** in the middle column. Its content will appear in the right column as **Sections**, **stepping you through this part of the journey**, e.g. Getting a diagnosis, Driving and transport etc.
8. Each **Section** curates quality and up-to-date resources from expert organisation and government, including **where to get subsidies and support** (navigating), and how to **develop care strategies** to manage challenges or changes. They include videos, articles, checklists and more.
9. Most Sections contain practical **Tips** from other carers, which make you feel less alone and help to put the curated resources into practice. You can also **share a Tip to help others**.



10. As you **complete each Section**, it will collapse with a “tick” mark to help you **keep track of your progress**. You can exit and return to where you last left off (the last “tick”), and also click on the completed Section headings to re-open them.
11. The line connecting the ticks shows **your unique journey**. This is because the **CARER** tool will show you relevant Sections based on you answers to questions, needs and situation, e.g. where do you live, does your loved one drive, your relationship with him/her etc.

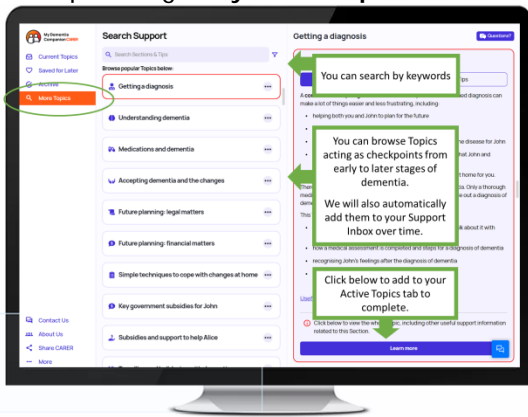


12. If you have found a Section you want to come back to later (e.g. apply for a specific subsidy), you can click “**Save it for Later**”, which will move that Section to the “Save for Later” tab (found in the left column).

*Note: the resources are evidence based and curated from reputable sources. They are created by expert organisations for people of all health literacy level.*

13. When you have completed a Topic, it is moved to the “**Archive**” tab (left column). You can still go through the information again if needed.
14. In the “**More Topics**” tab (left column), you can find the whole dementia journey mapped from early to late stages. Each Topic is a key checkpoint in the [dementia journey](#). Note: Topics on **changed behaviours and daily challenges** are listed at the **very bottom** of the middle column for convenience (e.g. repetition, wandering etc.).

15. In the “More Topics” tab (left column), you can browse the list of Topics (middle column) and manually add them to the “Current Topics” for you to step through at your own pace.



16. In addition, the tool will estimate where you are in the dementia journey and automatically add new Topics to your “Current Topics” tab for you. This is because you may not know what you don’t know to manually add Topics that may be relevant for you.
17. In addition to browsing the Topics, you can also Search for Sections and Tips by typing keywords in the “More Topics” tab.

## Some useful tips

- ü Investing to learn new skills to manage dementia challenges can be **daunting at the start**, but it will **make life much easier later**. The **CARER tool** also **makes this experience much easier** by stepping you through one bite-sized Section at time.
- ü Read our series of short onboarding emails after registration to get the most out of the tool.
- ü The dementia journey can be long and complex. Be sure to **log-in regularly** to finish your **existing Topics** and check-out **new Topics** that were automatically added for you.
- ü The “Current Topics” tab acts like your current to-do list. Be sure to keep it clean by **finishing relevant Topic** or **archiving irrelevant ones**.
- ü Each time you use it, you can use it for as little or as long as possible, at **your own pace**. It **remembers your progress with the “ticks”**, so you won’t be lost.

## Who we are

We are a **passion project** created by **volunteers**. Our sole mission is to empower you to support your loved one with dementia. We welcome your **feedback** to improve and appreciate you sharing **forward My Dementia Companion with friends, family members or clients to help them**.

## We are here to help you

If you have any questions, please view our **CARER Champion resources** [here](#), which include:

- Our 3min [tutorial video](#)
- Link to our [free live demo](#) and more.

You can also Contact us [here](#), use the “Questions?” tab or click on the chat icon in the CARER tool.

## FAQs

- ✓ *Why do I have to register with my email?*  
This allows the tool to personalise the information curated for you, track your progress and you can save favourite items.
- ✓ *Do I have to sign-in every time?*  
If you log out, then you need to sign-in again. If you don't log out, you don't need to.
- ✓ *How long should I use the My Dementia Companion CARER tool each time?*  
You can use it for as long (or as short) as you like each time. Because we know life gets busy, and each person's dementia journey is unique (progresses at different speeds), we designed the tool to remember your progress when you exit and return.
- ✓ *What type of support information will I find here?*  
Support information from professionals and tips from other carers, guiding you to government subsidies plus strategies for coping and caring at home.
- ✓ *How do you ensure the information is quality?*  
We have an experienced team and robust quality assurance processes in place.
- ✓ *How often do you check for updates?*  
We check for updates monthly.
- ✓ *How does the tool personalise my journey?*  
New Topics are added to your Current Topics tab based on how you use the tool and the dementia progression. Information you see within each Topic is unique to you based on how you use the tool.
- ✓ *Do I need a credit card to start a free trial?*  
No, you don't need a credit card to start the free trial. We are passion project and our very modest fee helps us keep curate and maintain resources and features. Learn more [here](#).
- ✓ *Who can I contact if I have questions?*  
Contact us [here](#), use the "Questions?" tab or click on the chat icon in the CARER tool.