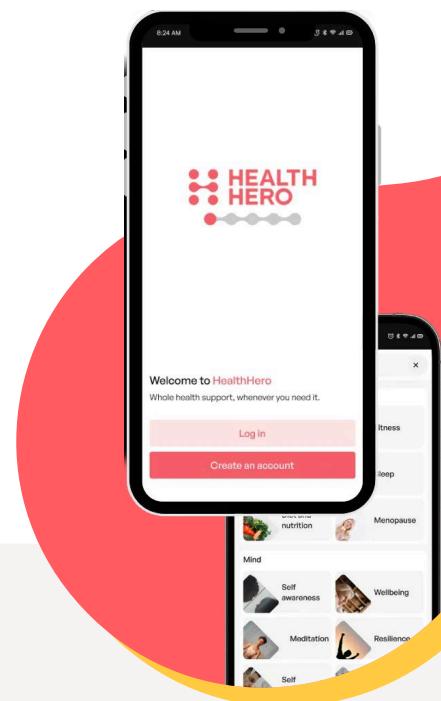


# My HealthHero App FAQs

This **FAQ** is designed to support users switching to the new **HealthHero App**. It answers common questions about the transition, what to expect, and how to get started, helping ensure a smooth and simple move to the new platform.



## FREQUENTLY ASKED QUESTIONS

### How do I download and install the app?

The My HealthHero App can be downloaded from the **Apple App Store** (for iPhone) or **Google Play Store** (for Android). Search for *My HealthHero*, select the app, and tap **Download** or **Install**. Once installed, open the app to get started.

### Do I need an account to use the app?

Yes, you need to create an account or be invited by your employer, school, or healthcare provider in order to access services within the app.

### Do I need to re-register if I already have a Wellbeing Hub or Symbio account?

Yes, you need to re-register to use the new app.

### How do I log in?

Open the app and enter the email address and password you used to register. If you've forgotten your password, you can reset it using the "Forgot password" option on the login screen.

### What features does the app offer?

Features may vary depending on your access, but typically include:

- Booking a consultation with a clinician
- Accessing expert resources to support your wellbeing
- Completing wellbeing assessments and tracking your mood



## Is the app free to use?

The app itself is free to download. Access to services is usually provided through your employer, school, insurer, or healthcare provider, so there is no direct cost to you.

## How do I update the app?

Updates are managed through your device's app store. Make sure automatic updates are enabled or check the **App Store / Google Play Store** regularly to install the latest version.

## How do I update my email address?

To update your email address, please contact us at [Patient-Portal-Support@healthhero.com](mailto:Patient-Portal-Support@healthhero.com).

## How do I report a problem or get support?

If you experience any technical issues, please contact us at [Patient-Portal-Support@healthhero.com](mailto:Patient-Portal-Support@healthhero.com).

Alternatively, you can click the “**Contact us**” widget in the app or web app to reach our support team.

Please note that this support channel is for administrative and technical issues only.

On mobile, users can also shake their device to send a screenshot of the issue to the support team.

## Can I use the app offline?

An internet connection is required for most features, including logging in and booking appointments. Some limited information may be viewable offline, but full functionality requires connectivity.

## How do I manage notifications?

You can manage notifications within the app settings, as well as through your device's notification settings. This allows you to control reminders, alerts, and messages.

## Is my data secure?

Yes. **My HealthHero** uses secure systems and follows data protection regulations to keep your personal and medical information safe. Data is encrypted and only accessible to authorised users.

## I was previously using the HealthHero Web App. Can I use the same login details for the My HealthHero App, or do I need to re-register?

Yes, you can use the same email address. If you already have an account, you should not re-register. Simply log in using your existing details. If you're unsure, the support team can help confirm your account status.

## Can my family make an account?

Yes - family members can create their own accounts if dependants are included in the plan.

## Does the My HealthHero App ask for the user to share their location?

The mobile app itself does not request the user's location. We only use the searchNearby API via Google Maps. If location is enabled on the device, it can show nearby GPs/Pharmacies on the map. We only request location in the web app (when the user selects a GP address via Google Maps).