



SIMON

iOS Onboarding Guide



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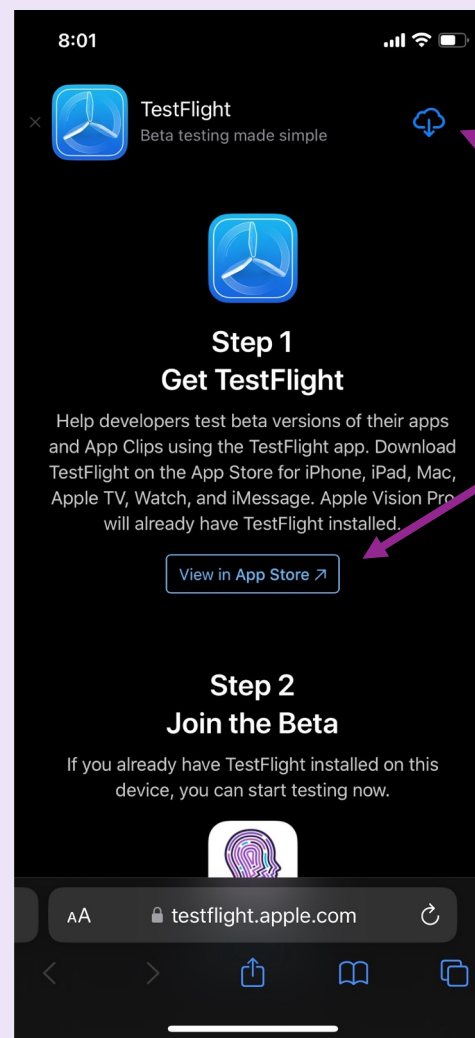
Step 1 – Testflight (the Apple testing platform)

Welcome and thank you for your interest in the Simon app!

This guide is for onboarding individuals who use iPhones. If you use an Android (Google Pixel, Samsung, etc.) please use our Android onboarding guide. **We recommend that caregivers download the app, then pair it with their loved one's phone, rather than the other way around.**

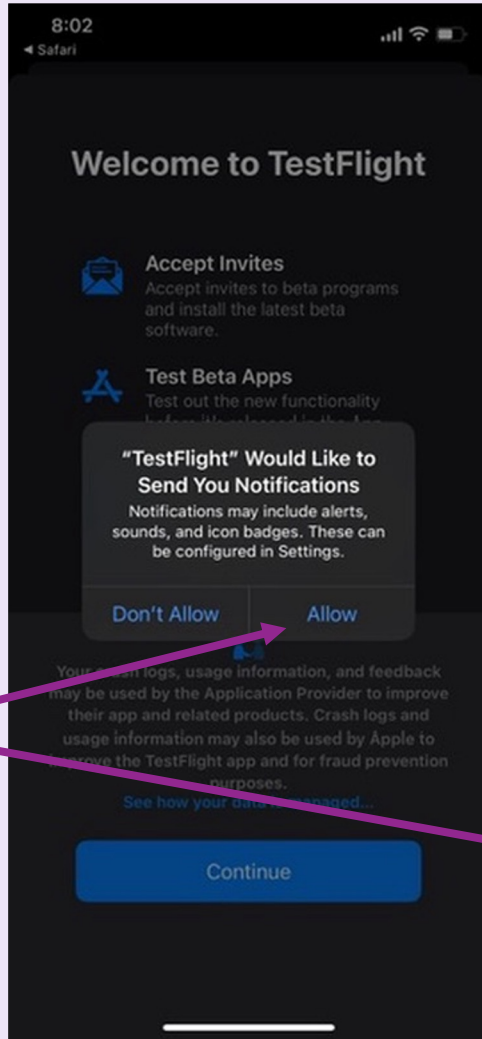
The app is currently in Beta, so onboarding has a few extra steps. We appreciate your patience. If ready – please **click the link below** and you should be directed to a screen that looks like this →

<https://testflight.apple.com/join/MF81MpPL>

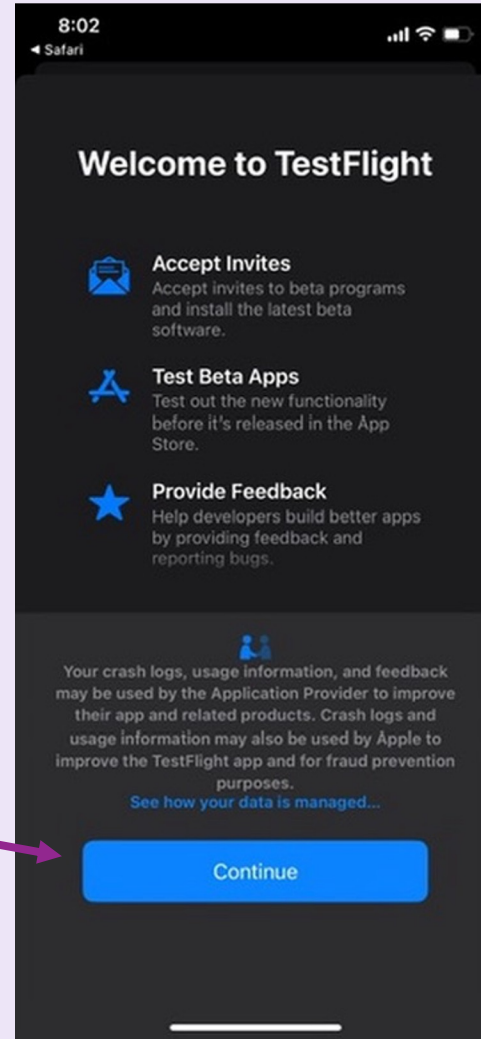


Once in TestFlight, click the download icon at the top, or visit the app store to download.

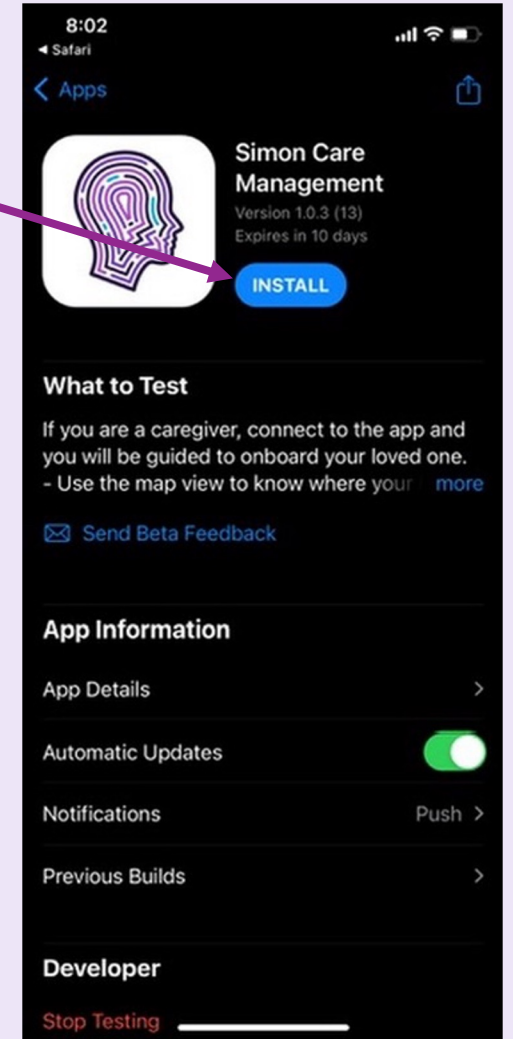
Step 1 – TestFlight (continued)



Please accept Testflight's Notifications and crash logs.



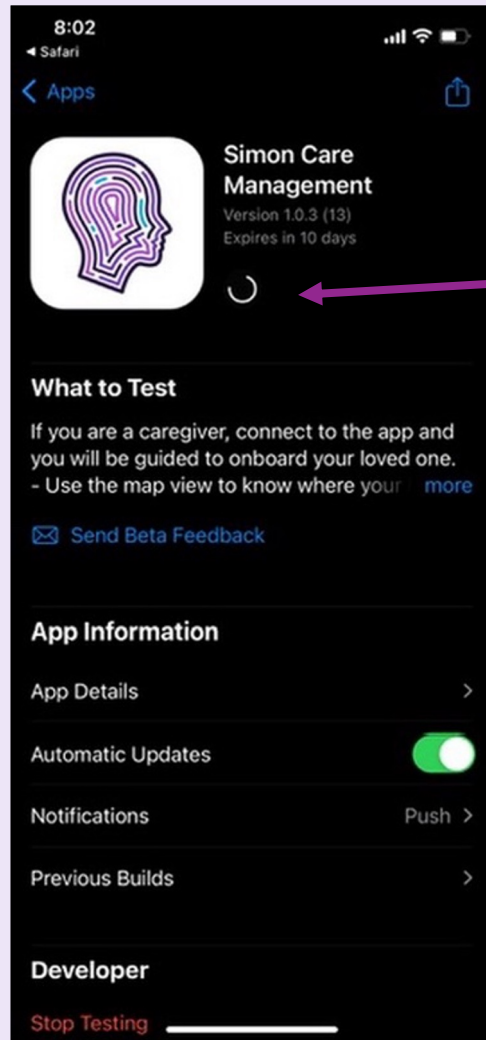
Once redirected, please install the Simon Care Management App!



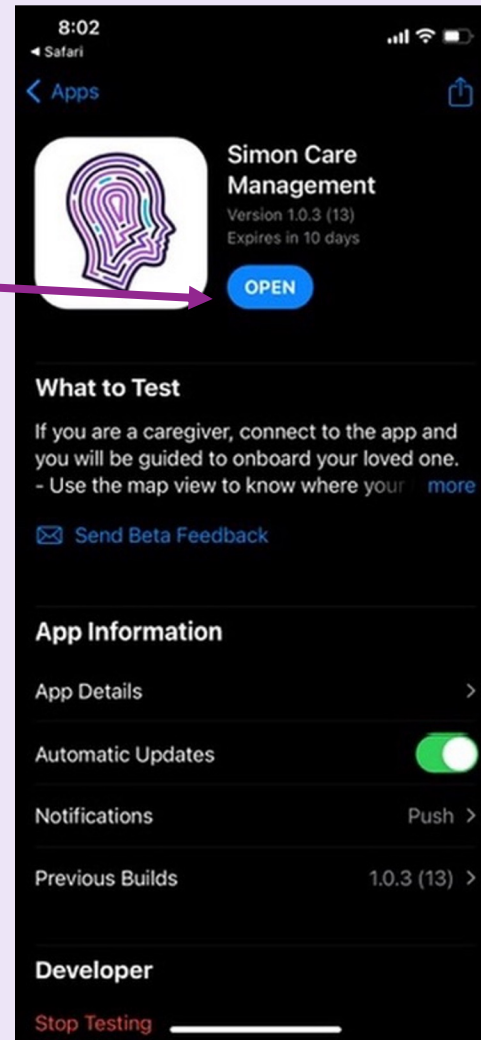
Download the App!



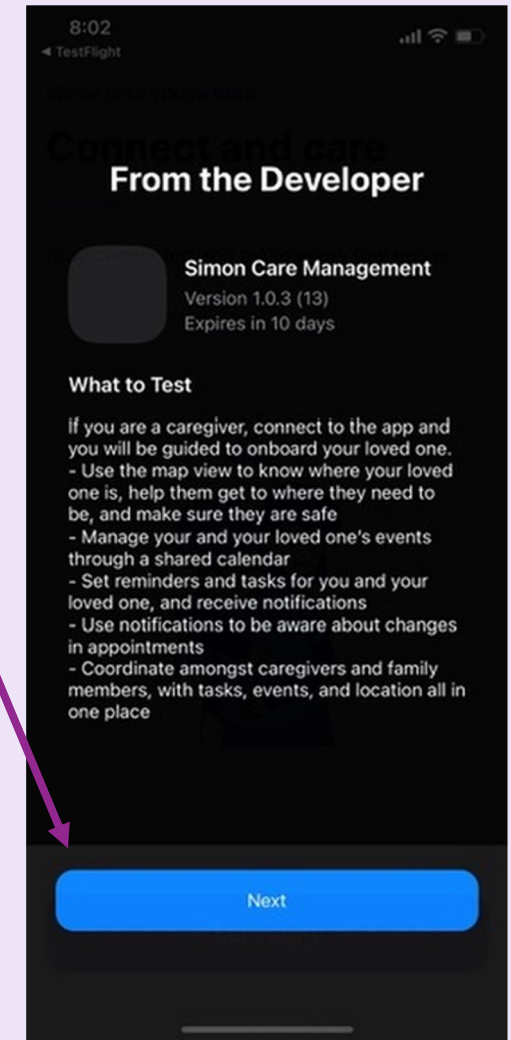
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The install icon should spin, then you can open the app!



A note from us about the app – just hit “Next”



Share Feedback and Let's Start! It's A Beta, We Want Feedback!



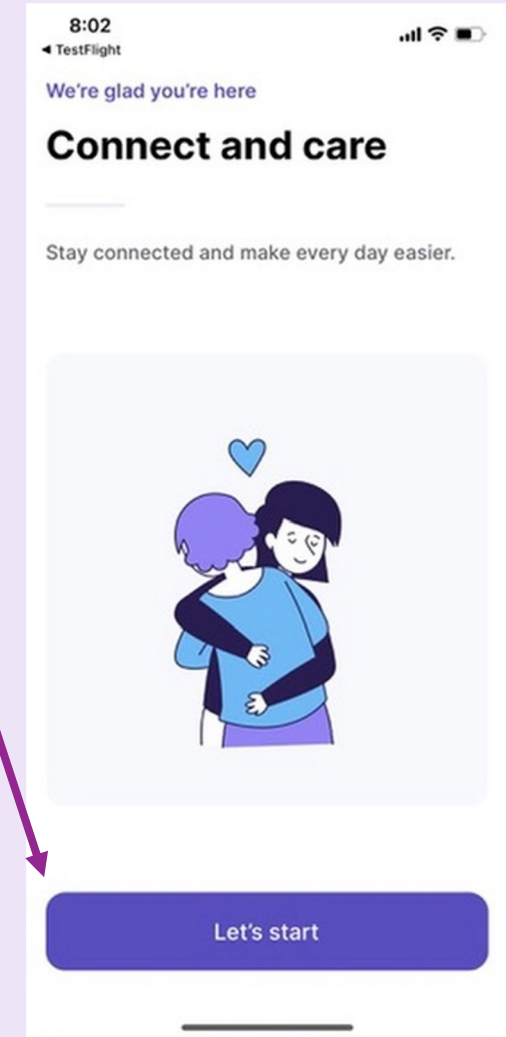
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This Beta version allows us to accept and respond to feedback. If you screenshot an issue, the iPhone will have an option to send that feedback directly to us through TestFlight. You'll see that option if you take a screenshot inside the Simon app.

You can hit "Start Testing"



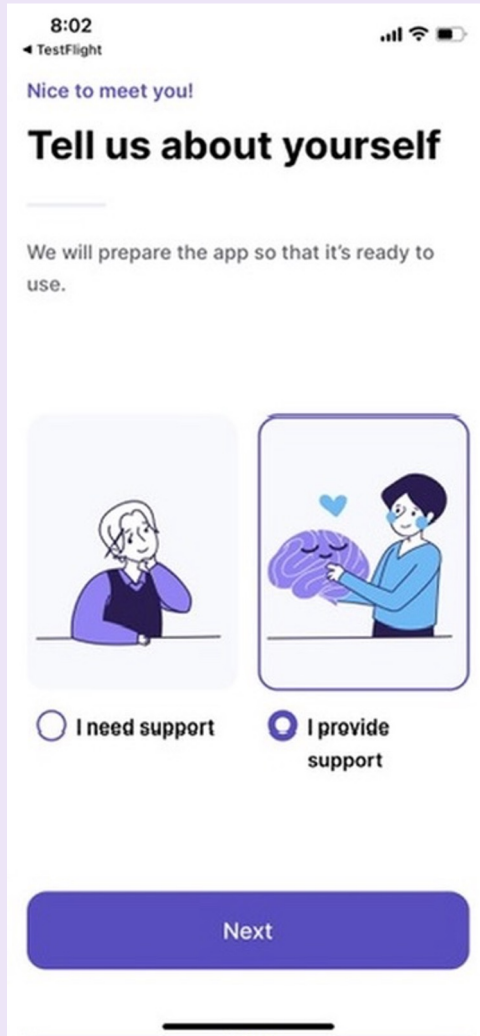
Welcome to the app!
Let's start!



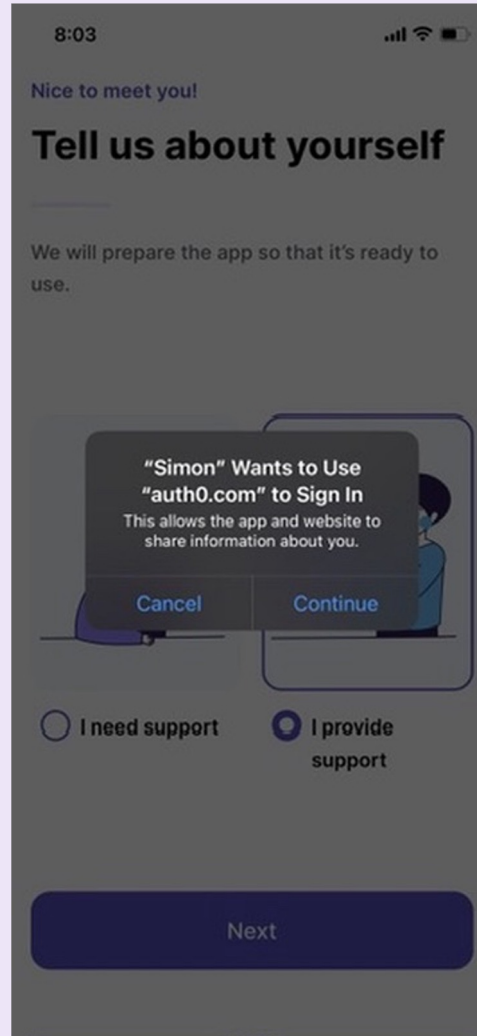
Choose The Care Partner Option And Create An Account



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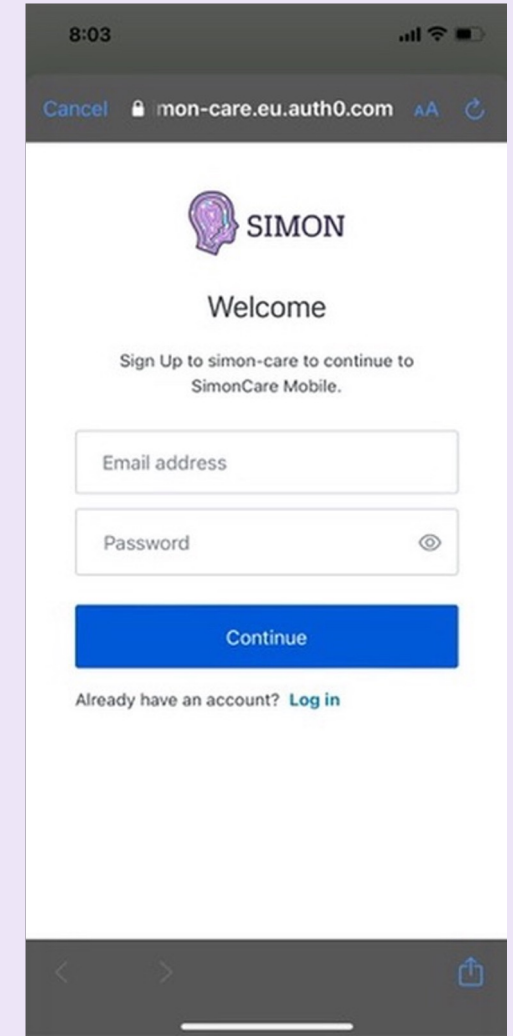


Care partners “provide support”



You'll be directed to an external account creation site. Auth0 manages your login credentials securely.

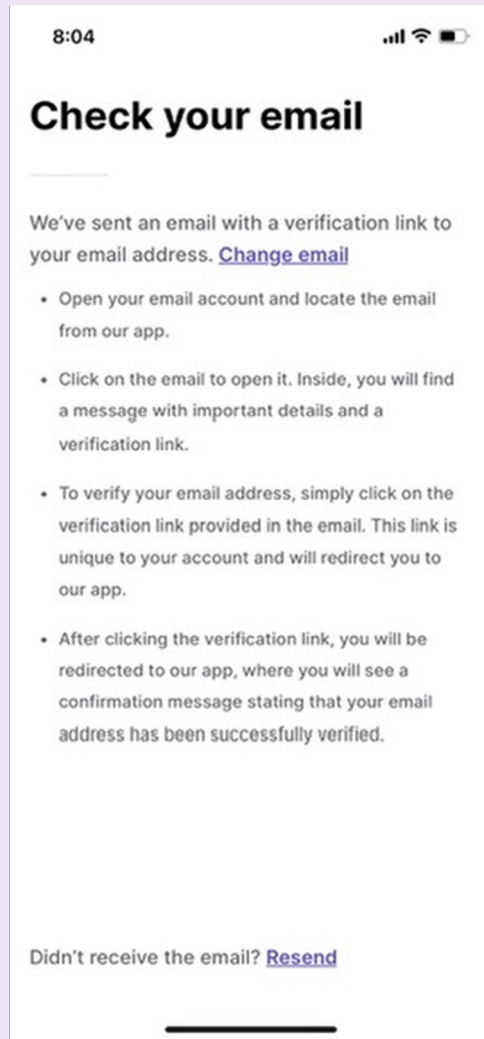
Please provide your email address and create a password.



Check The Email On Your Phone For Authorization

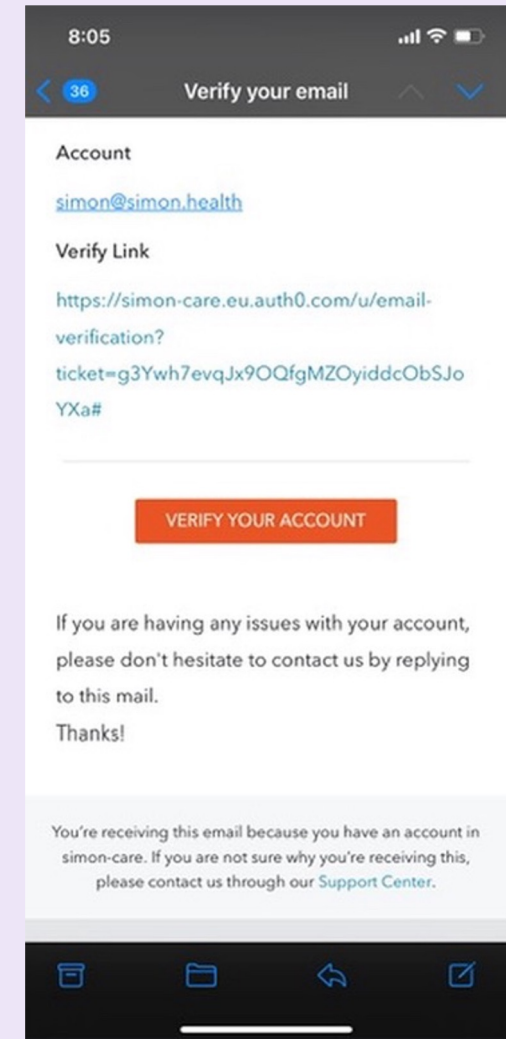
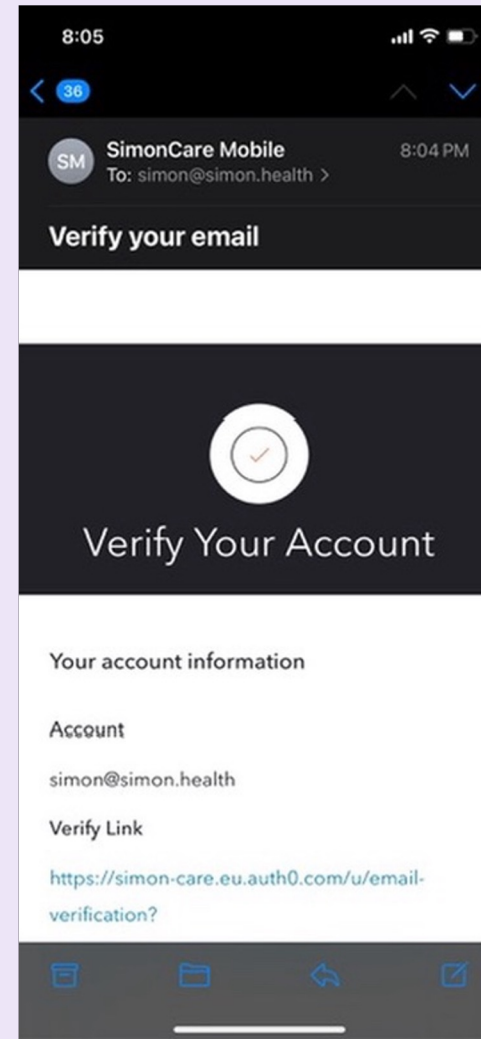


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To verify your new account, you need to open the email on your phone and click “Verify”

It is way easier to open the email on your phone, rather than on a computer.

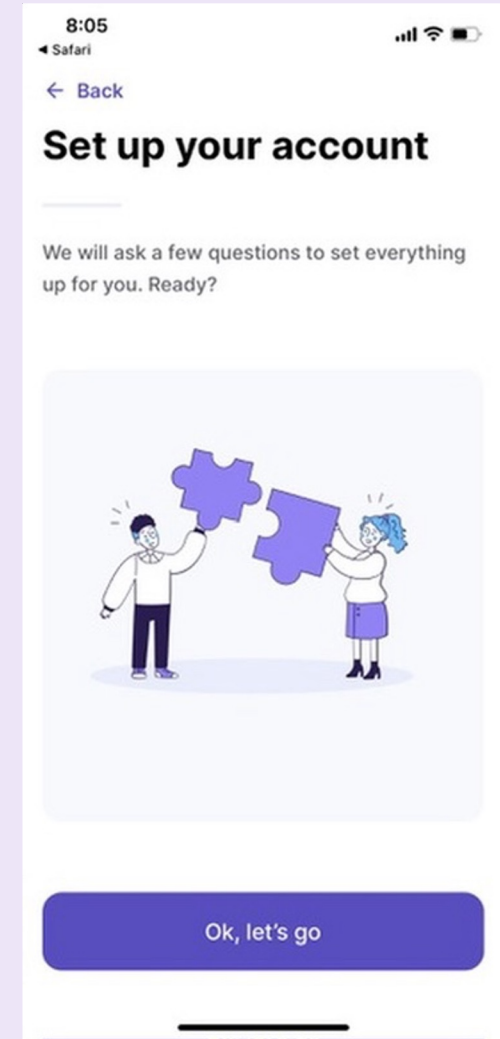
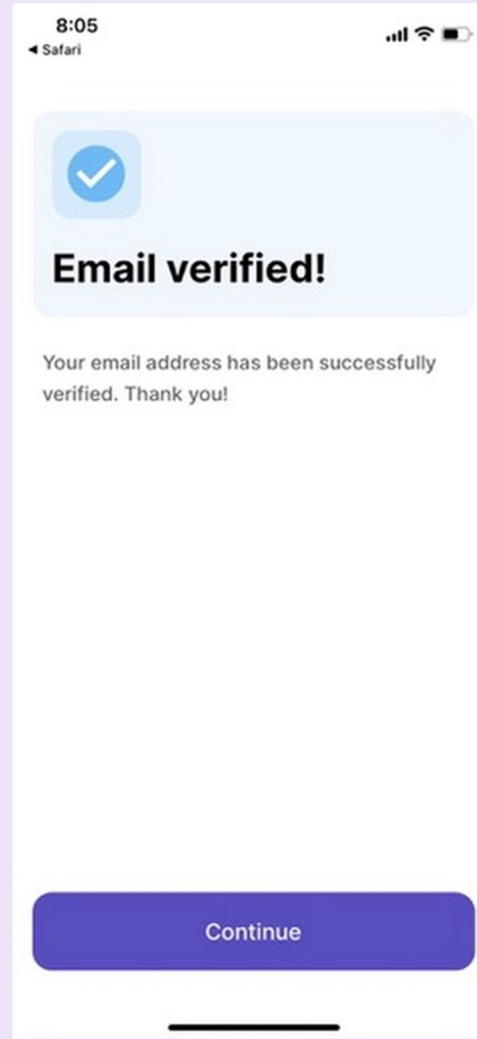
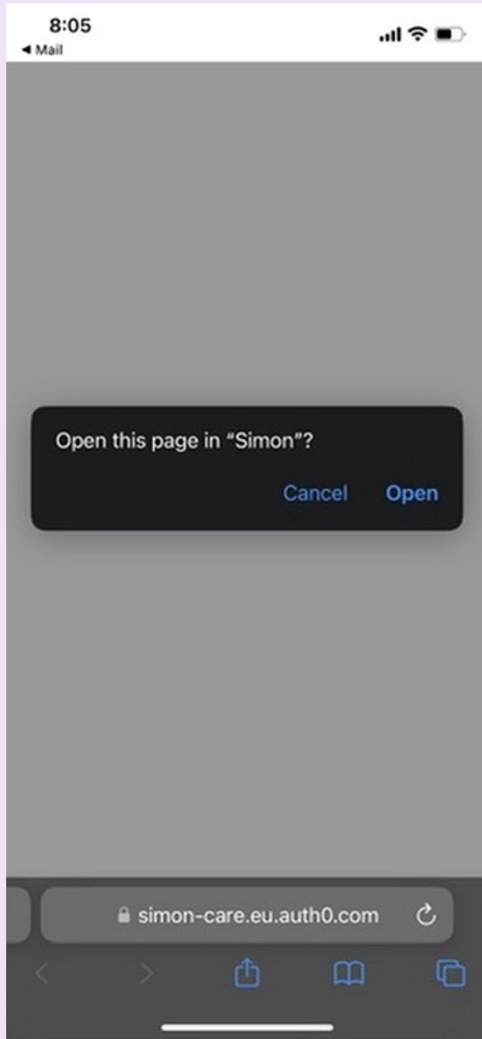


Once Verified, You'll Redirect To The App



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The hard part of joining the app is now complete! We just need a few more details and authorizations to make the app work properly.



Please Enter Your Personal Details



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We need personal details (name and phone number) to make the app function and to make sure your loved one knows it's you!

8:05
Safari

← Back

Enter your mobile phone number

🇺🇸 ▼ +1 Enter phone number

Continue

8:05
Safari

← Back

What's your name?

First name

Last name

I have read and agree to Simon app Terms of Service

Continue

8:06
Safari

← Back

Set up your phone

We will ask a few questions to set everything up for you. Ready?

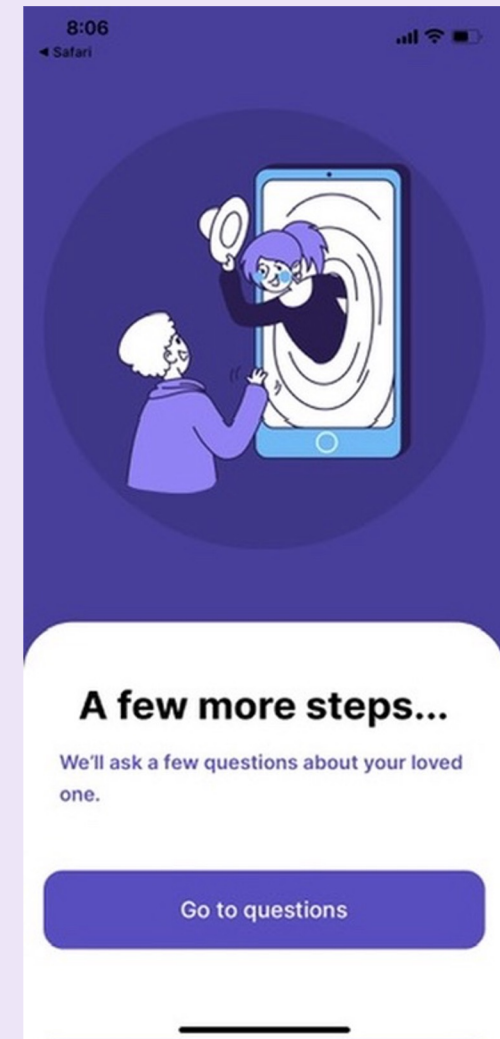
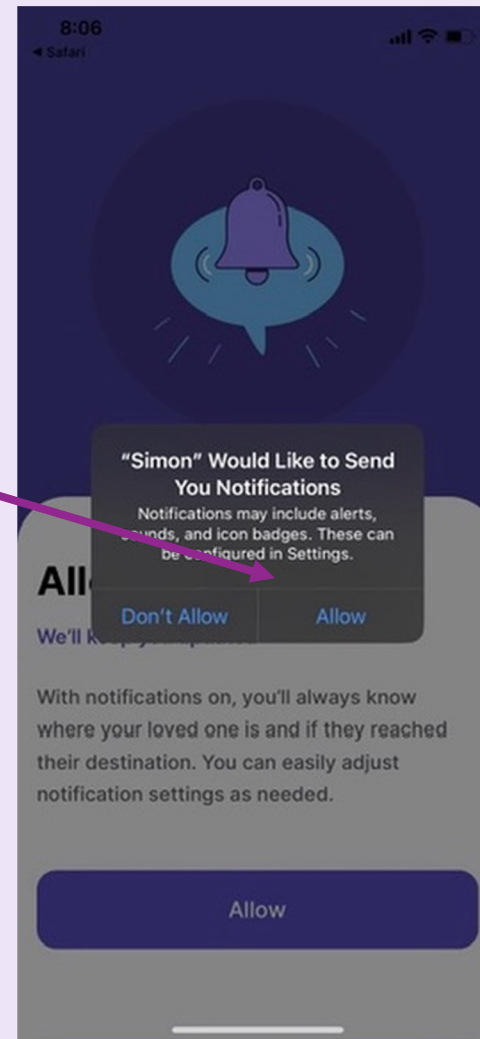
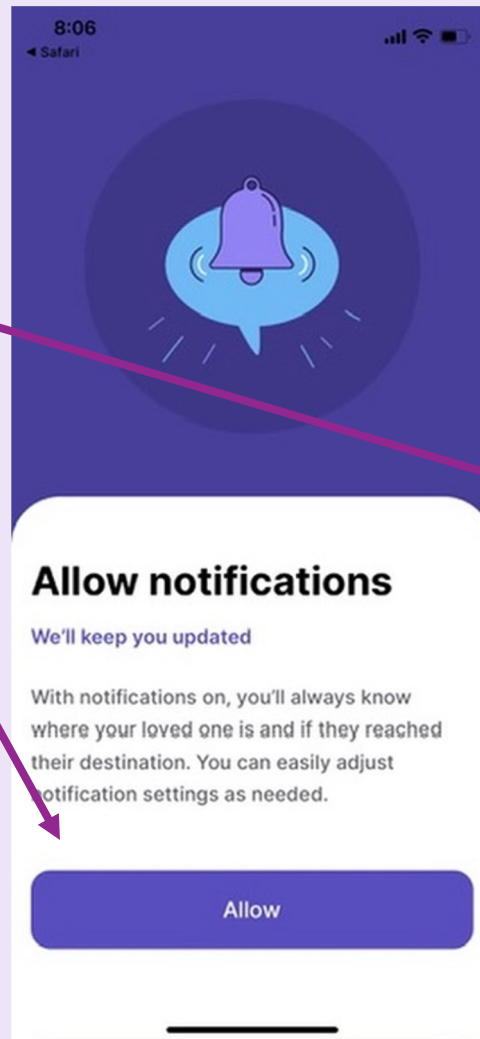
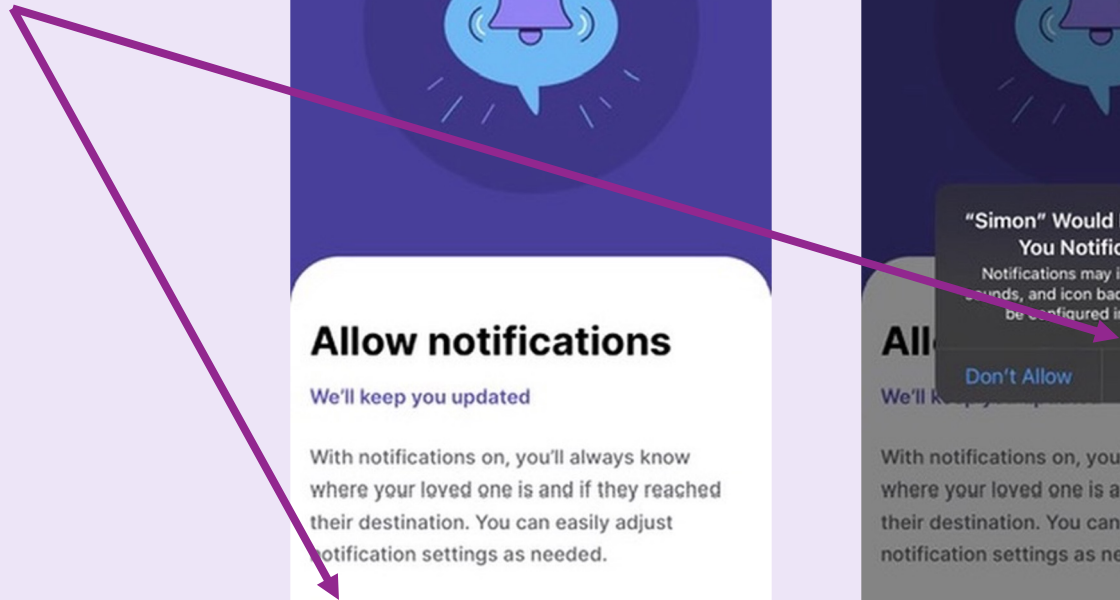
I'm ready, let's go

Allow The App To Send You Notifications



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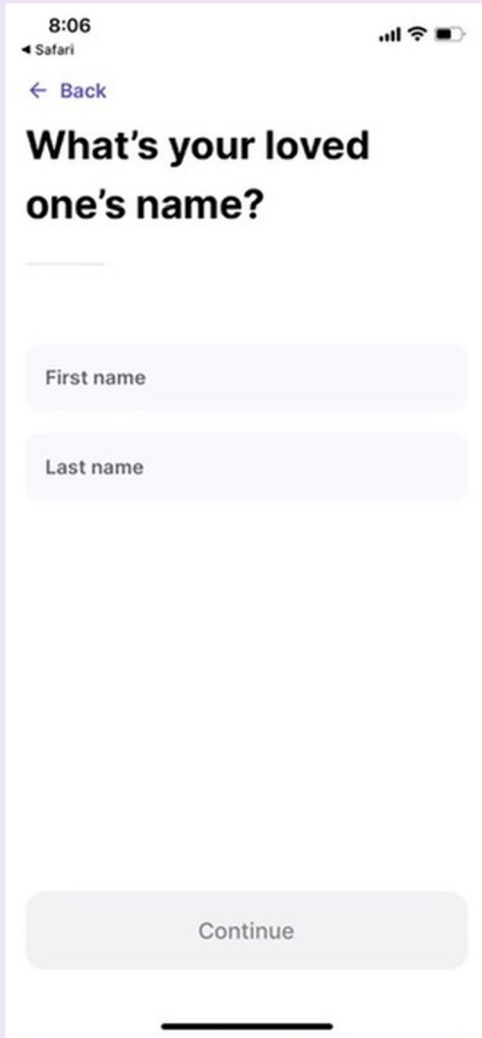
Allowing notifications allows the app to communicate with you



Input Your Loved One's Details

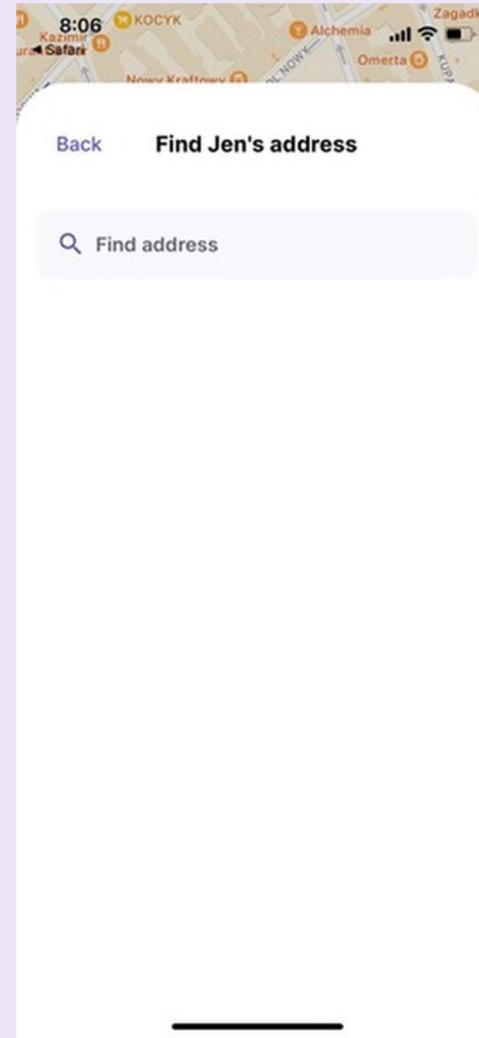


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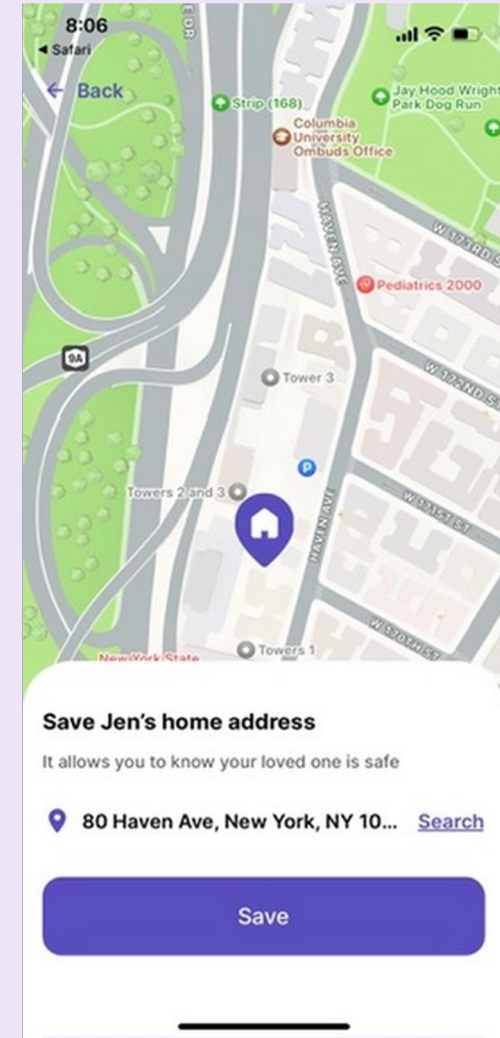


Please provide your loved one's name and phone number

Phone number will allow the app to send an invite link to your loved one's phone and will link your phones together



Lookup your loved one's address – this will be set as their home location



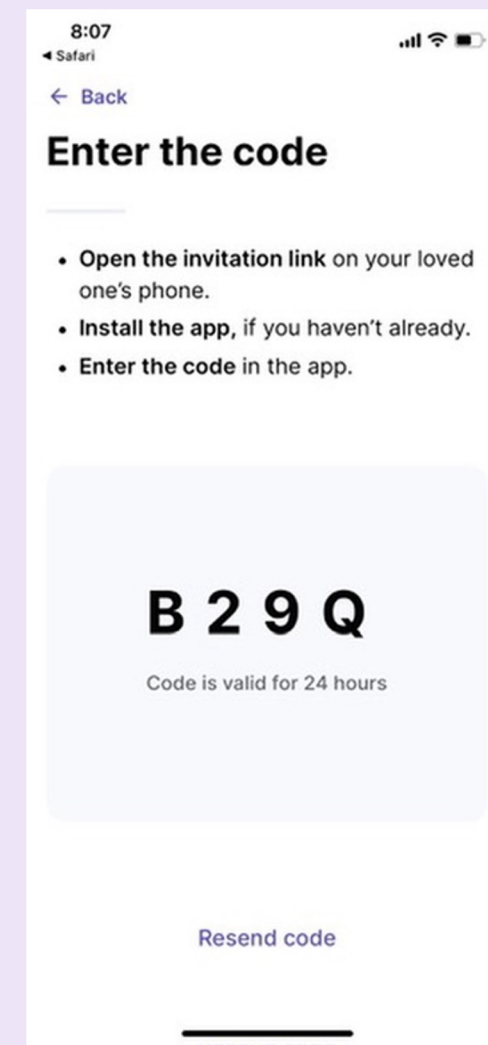
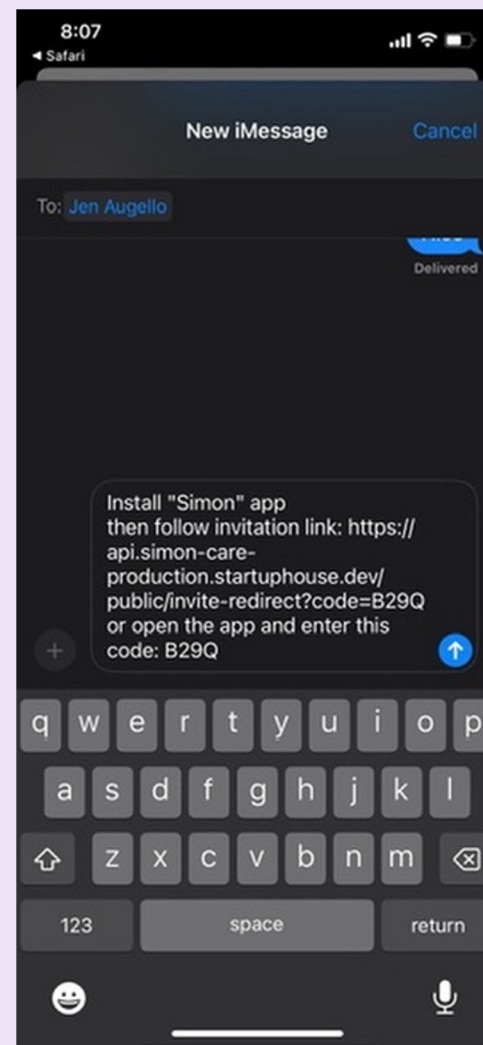
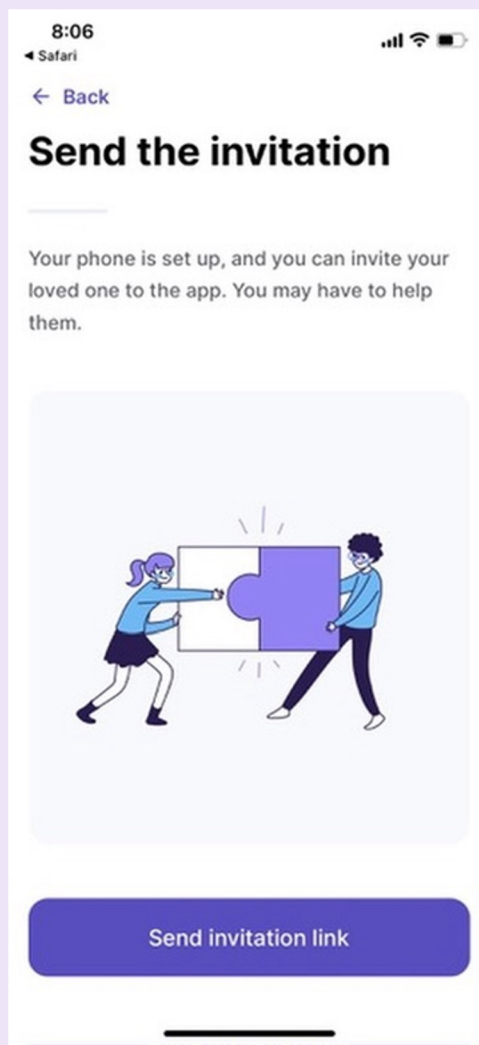


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Finally, Let's Pair Your Phone With Your Loved One's

The app will generate a link, which we'll text to your loved one's phone to download the app.

Once received, the pairing code will join your phones!



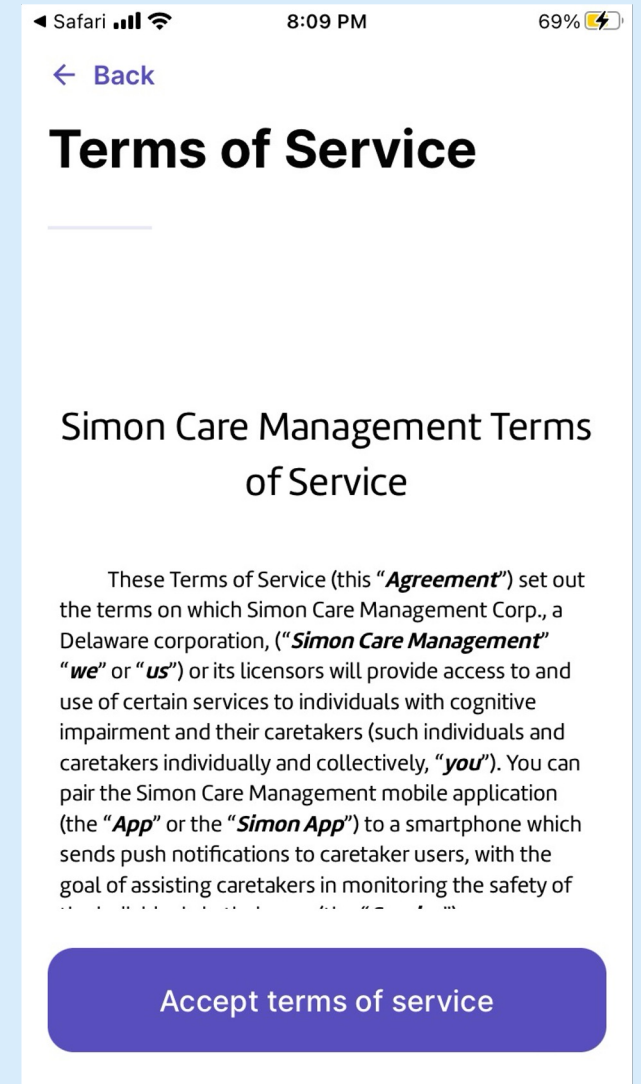
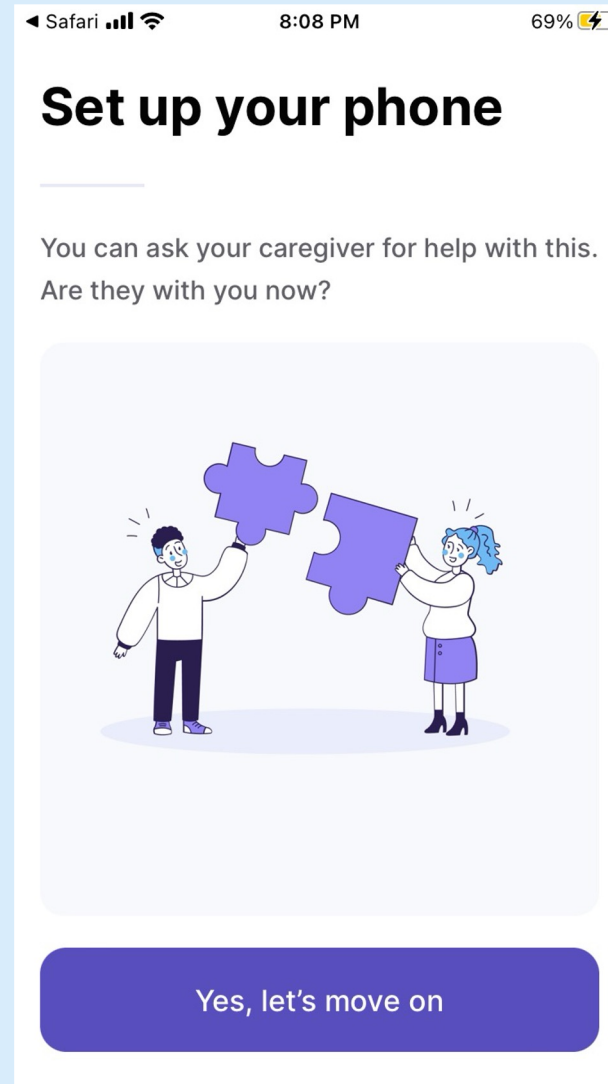
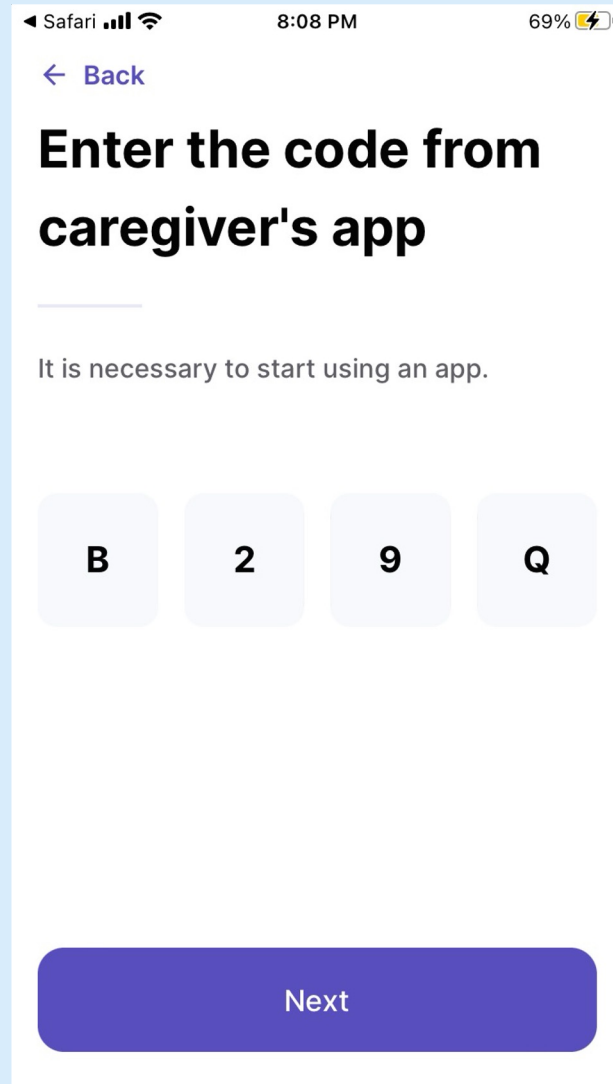
Click The Link Shared Via Text In Your Loved One's Phone



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Click the link in the text, download the app, and use the code provided to pair your phones.

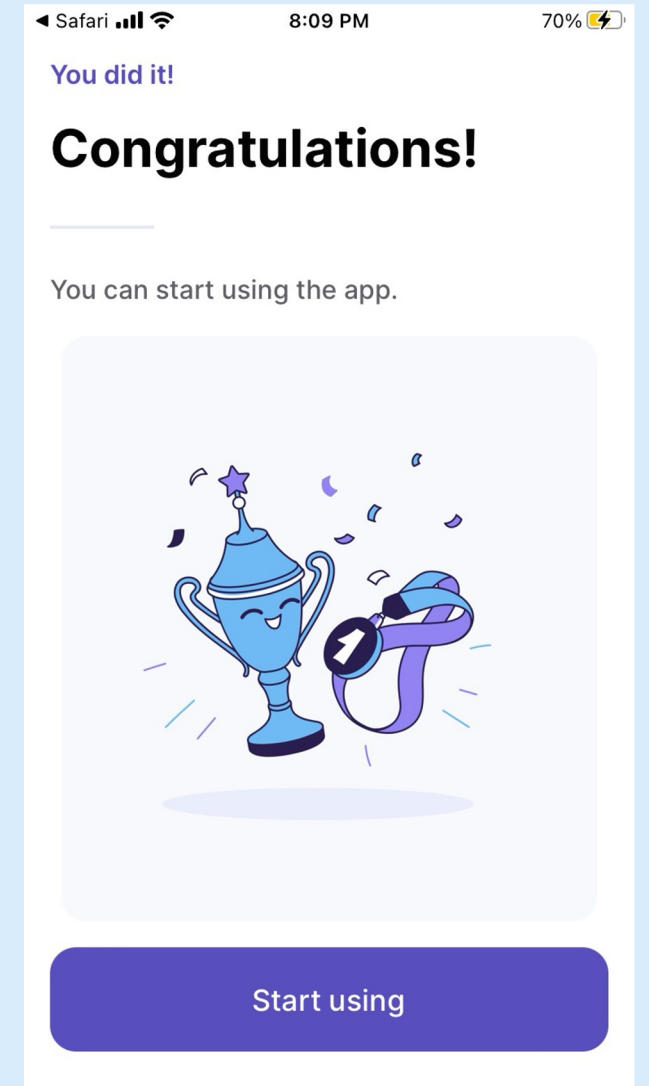
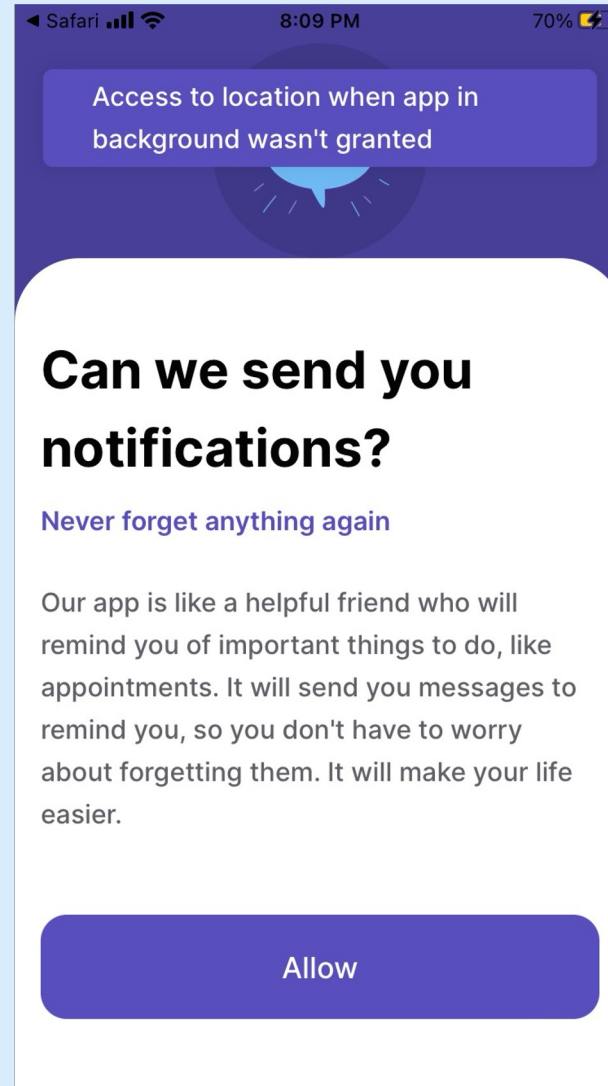
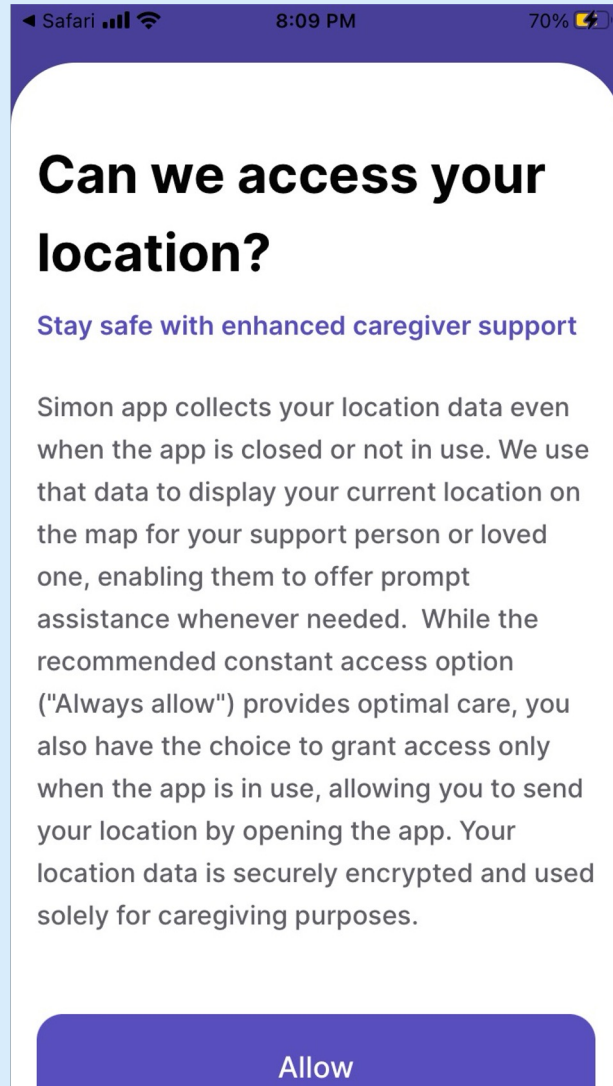
Accept terms of service to use the app!



Allow Location Sharing And Notifications On Your Loved One's Phone



Notifications and location will allow the app to fully function for care partners.



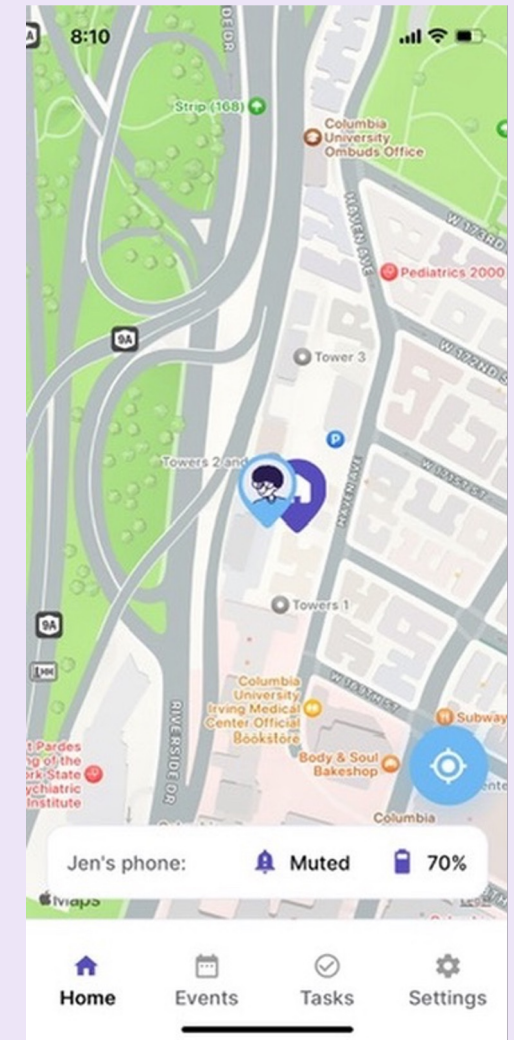
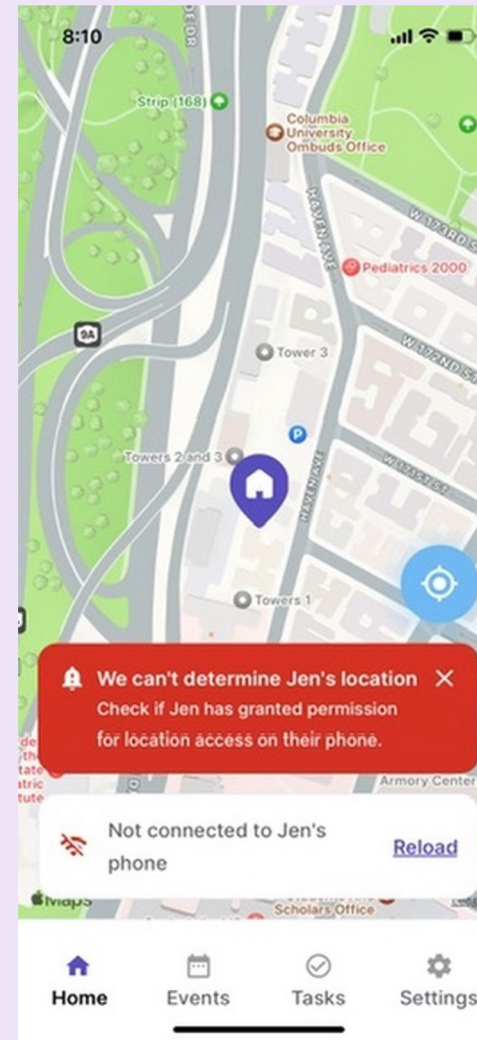
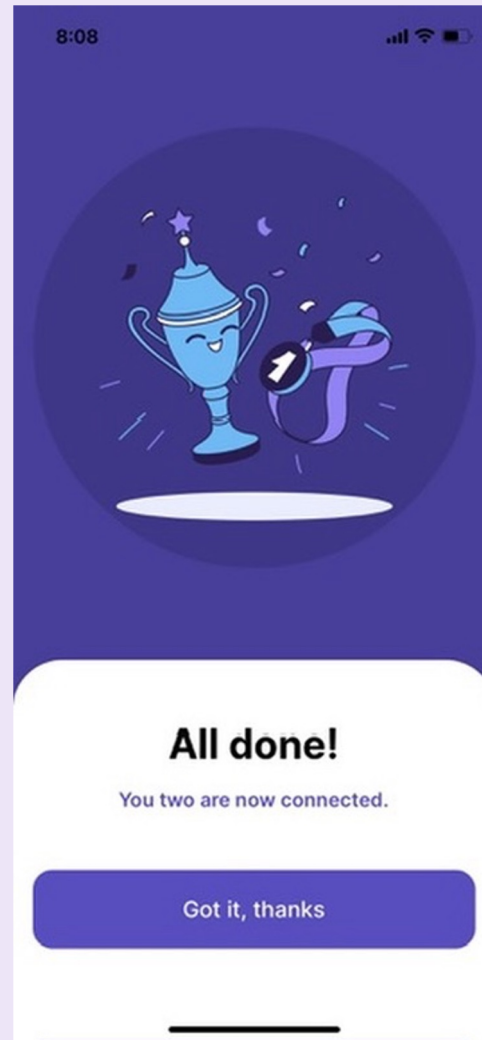
Return To Your Phone And Confirm It's Working



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If there's a red banner on the home screen map, location sharing on your loved one's phone isn't properly set up.

There's a quick fix for that – which should show the correct home screen without the red banner!

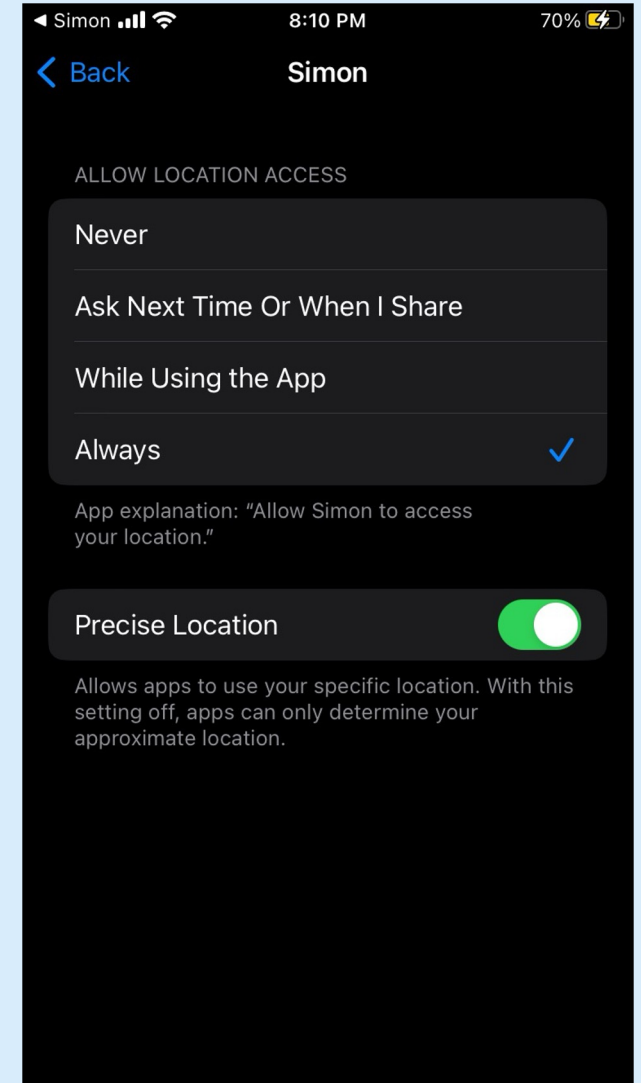
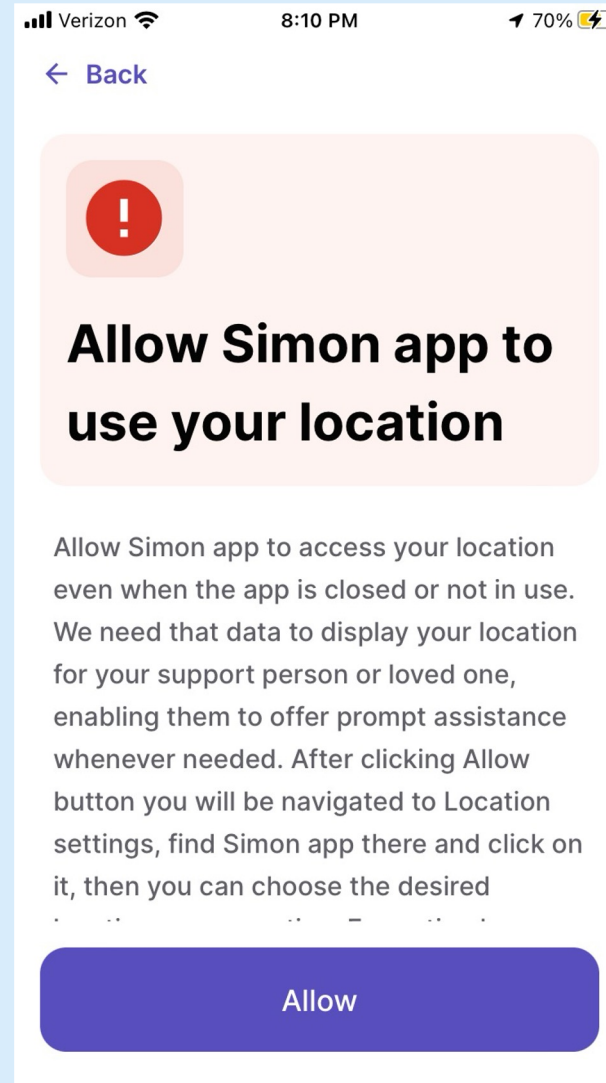
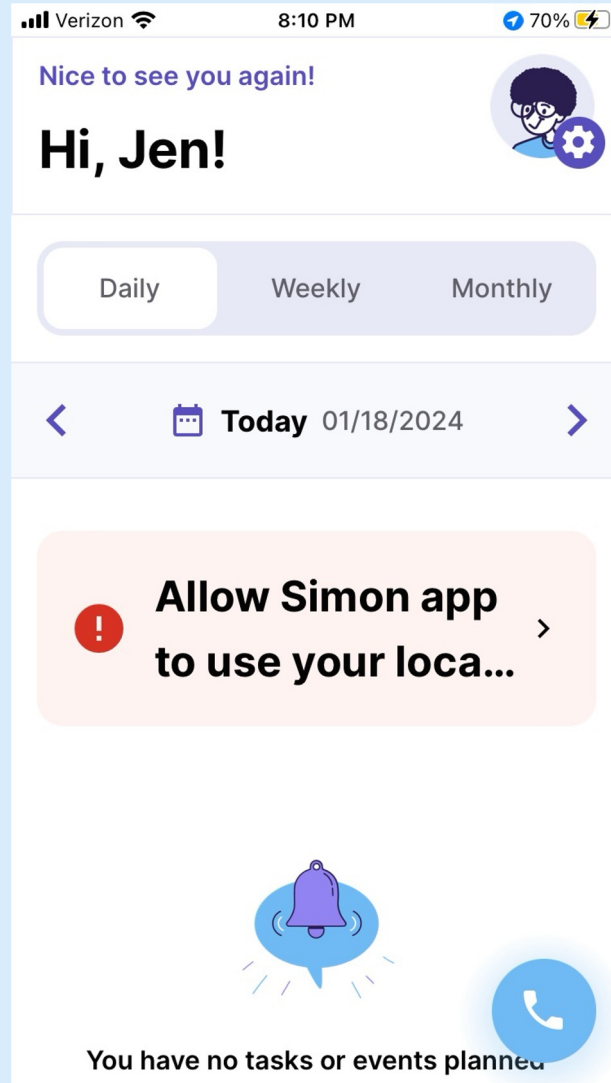


Confirm Location Sharing Is Allowed



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Your loved one will need to allow location sharing for the app to function properly. If the red notification icon is on their home screen, location isn't properly set up. Please click the icon, and select allow. In phone settings, set location sharing to "Always"





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