



RightCareHQ Mobile App

A Carers' Guide

What's in this guide?

- How to download and access our [App](#)
- Using our [App](#) day-to-day
- Tips and tricks!

Time to read

This guide takes approximately **20 minutes** to read.

Please contact your care manager if you have any questions regarding this guide!

Good to know

Images in this guide are of our [iOS App](#), but don't worry, if you have an [Android](#) device, our [App](#) functions the same.

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Getting started

Haven't been introduced to our App yet?

Please get in touch with your care manager to arrange a demonstration to make the most out of this guide.

Downloading our App

Our App runs on the well-known Appian platform. Search for Appian in the App Store or Google Play. The developer is Appian Corporation.

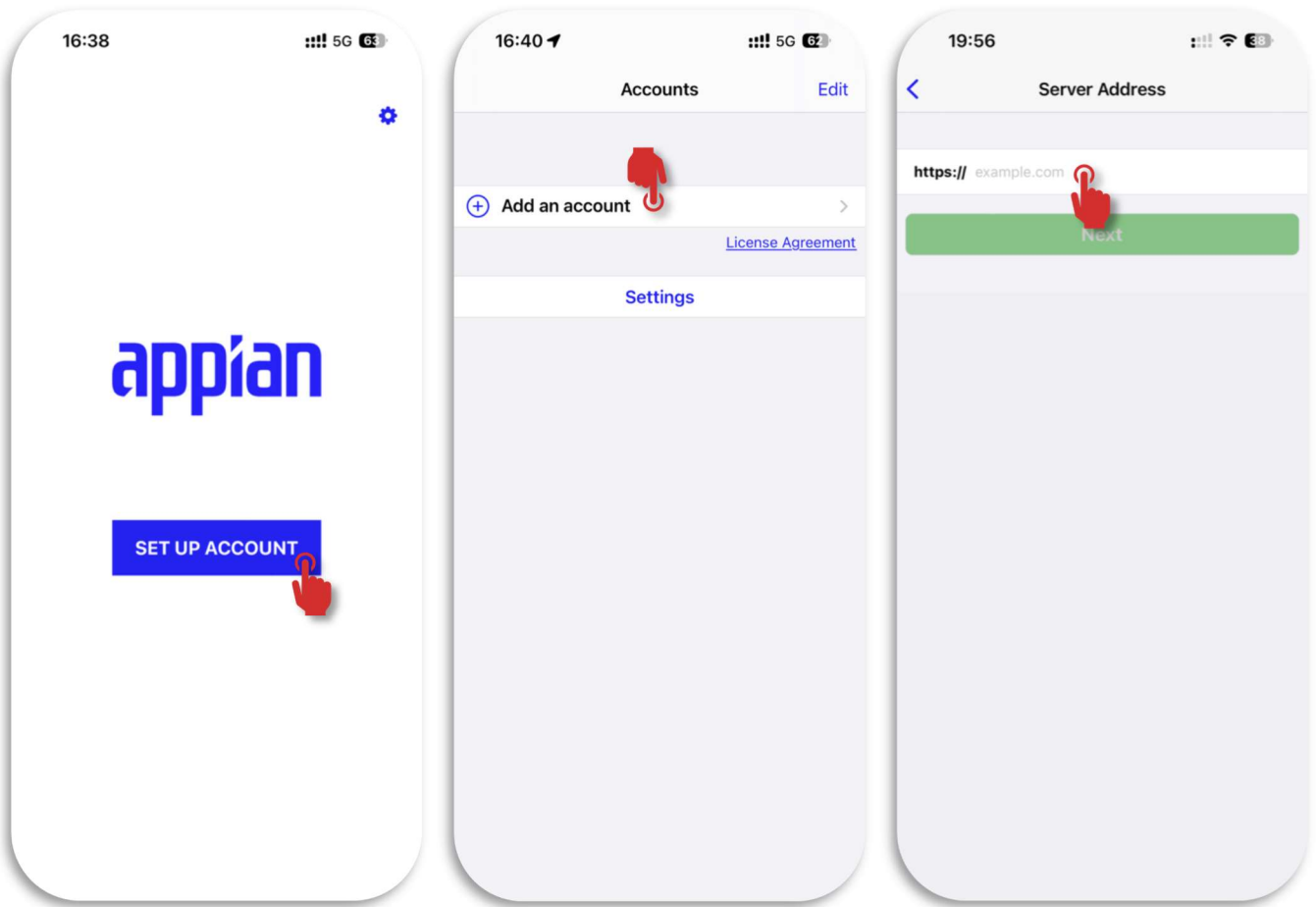
Our App requires iOS devices to run iOS 17.0 as a minimum. For Android devices, the minimum version is Android 8.

As a fallback, our App is accessible in a limited manner within any modern web browser.

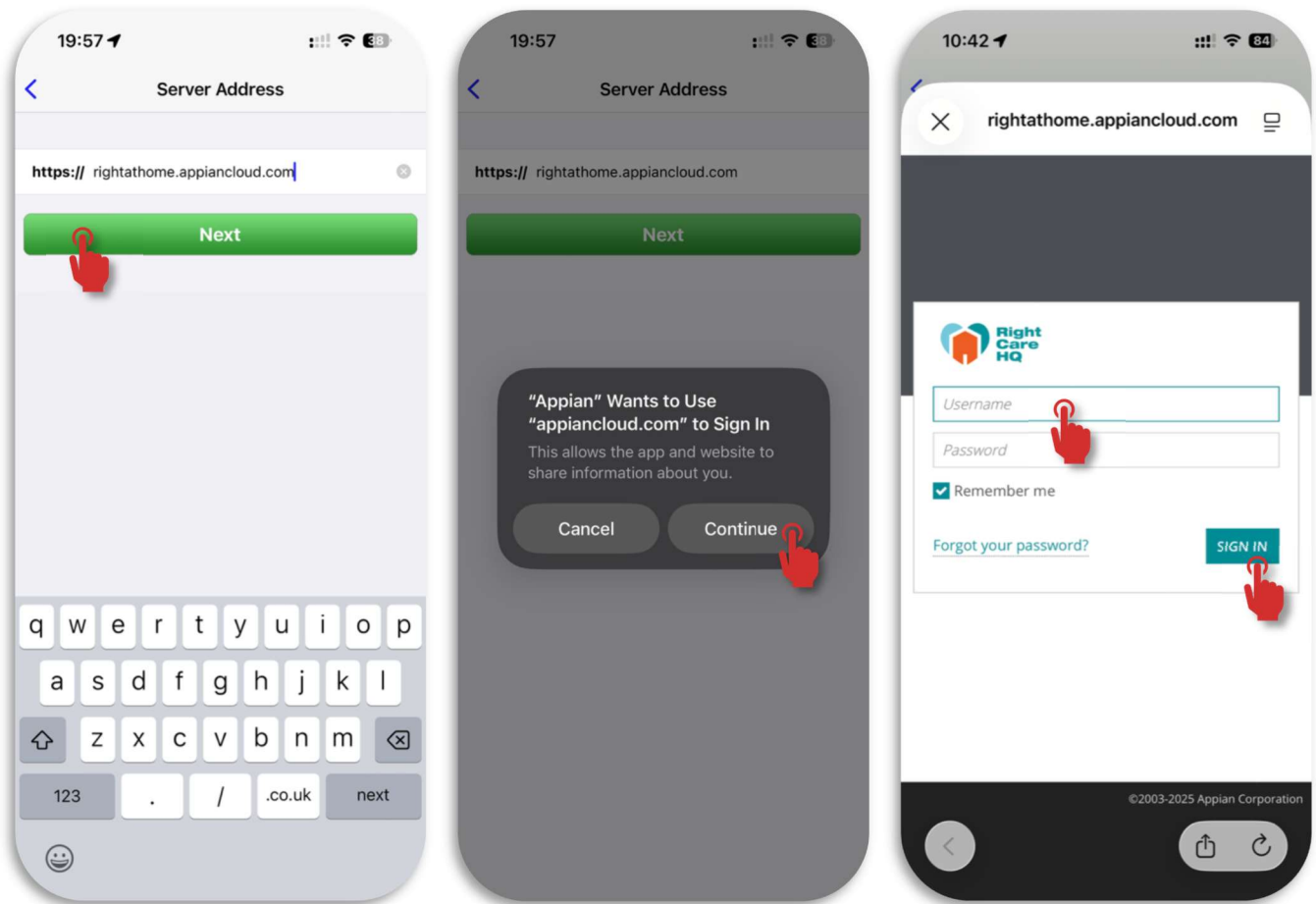


Logging in for the first time

When you first open our App, you'll need to setup your account. Do so by tapping SET UP ACCOUNT and then Add an account.



When you see <https://>, enter the following text: rightathome.appiancloud.com. This tells your phone to load our [App](#) from the [Appian](#) platform.



Tap **Next** and you'll be prompted by your phone to allow **Appian** to sign in using our secure sign in form.

Tap **Continue** and you'll be shown our **App's** sign in form where you can enter your **username** and **password**.

Top tip!

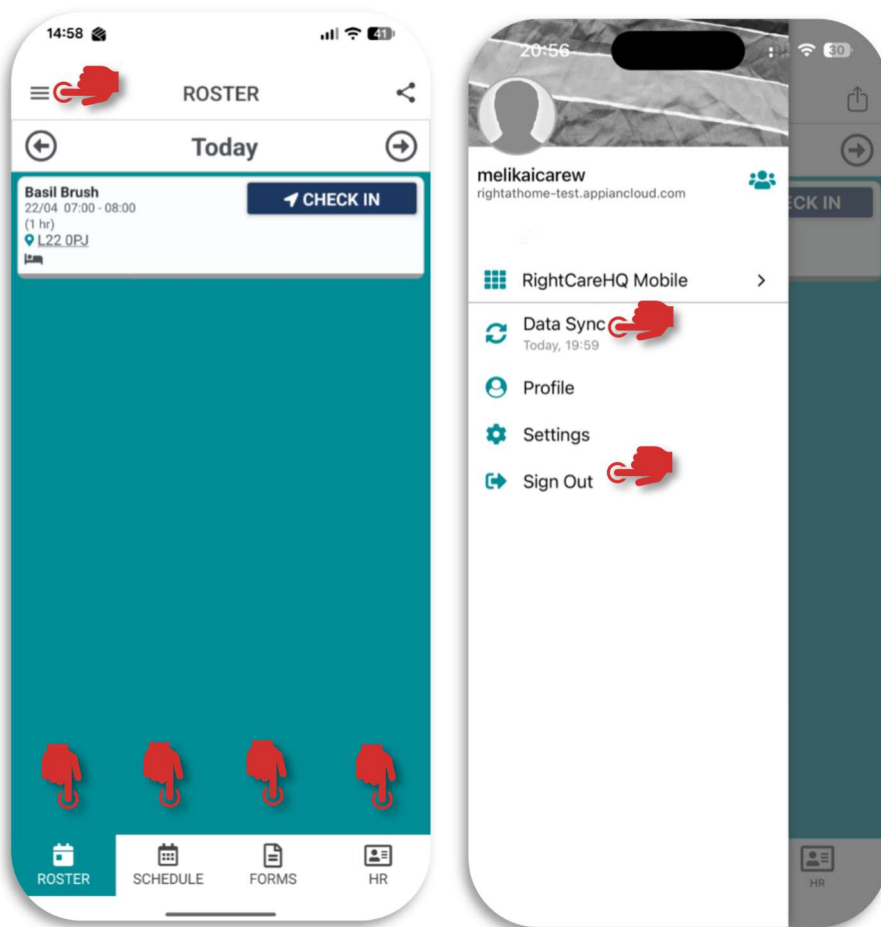
Save your credentials in your phone's password manager for easy future logins and enable **Remember me** to reduce the number of times you'll be asked to login.

Unsure what your credentials are?

You need a username and password to login to our **App**. Your care manager will be able to provide you with these if you haven't received them during your induction.

Once you've entered your **username** and **password**, tap **SIGN IN** to login.

The basics



Our [App](#) has 4 [Tabs](#) which display at the bottom of your phone screen.

The [Tab](#) currently being viewed is highlighted in teal. You can tap [Tabs](#) to navigate between them. You will spend most of your time on our [App](#) within the [ROSTER Tab](#).

In the top left, you can tap the 3 horizontal lines to open our [App Sidebar](#) where you can [Sign Out](#) or perform a [Data Sync](#). More on this later!

Using our App online and offline

We hear and feel your frustrations with patchy or outright absence of Wi-Fi/mobile network!

Our [App](#) is designed to work both online and offline, with minimal interruption to your work.

Online usage

When you are online, our [App](#) will automatically load required data directly from our servers, ensuring you always have access to the latest information from your office.

Whilst online, you may access the [ROSTER](#), [FORMS](#), and [HR Tabs](#). This guide focuses on the [ROSTER Tab](#). Please contact your office for specific information on the use of the [FORMS](#) and [HR Tabs](#), as these differ across offices.

Staying updated

Our **App** uses a functionality called **Data Sync** to provide you with data whilst offline.

In the **App Sidebar**, you will see a timestamp of the last successful **Data Sync**, and you can overwrite this with a fresh one by tapping **Data Sync** and then **START SYNC**.

A **Data Sync** is our **App** telling your phone to load the latest data from our servers. When you open a fresh **App** session, for example, at the start of your shift or after turning on your phone, our **App** automatically attempts to **Data Sync**.

When you go offline, our **App** continues to function by using information from within the latest **Data Sync**.

Do I need to manually perform Data Syncs?

It's important to have the latest information possible when caring for our Clients to ensure you deliver quality and safe care.

Throughout your day when online, we strongly recommend manually performing **Data Syncs** to keep your local cache of data updated.

This way, if you need to go offline, you are not delivering care from stale information.

You can only perform a **Data Sync** whilst online.

The amount of work you have, the complexity of the Clients you deliver care to, and the strength of your Wi-Fi/mobile network will dictate how long a **Data Sync** takes to complete.

Please ensure you leave the **App Sidebar** open until the **Data Sync** completes. This can take anywhere from a couple of seconds to a minute.

Offline usage

A note on 3G mobile networks

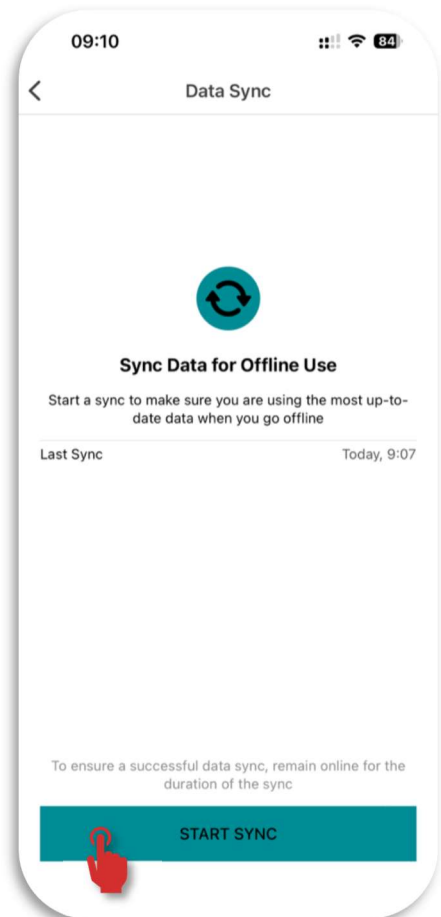
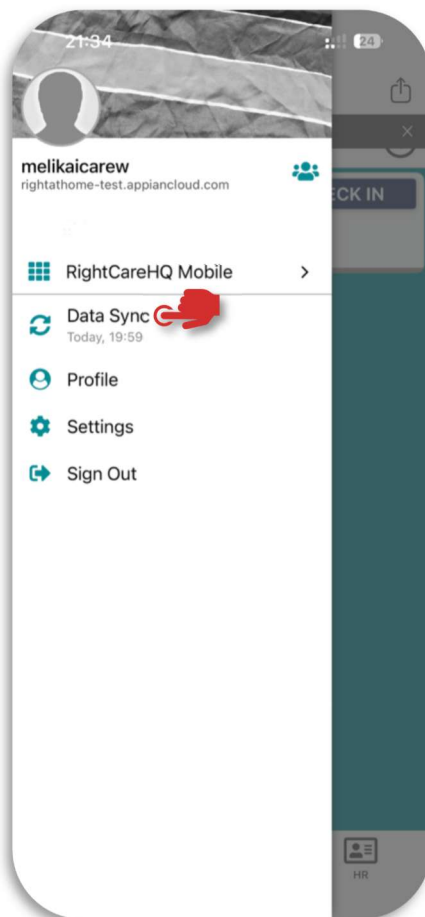
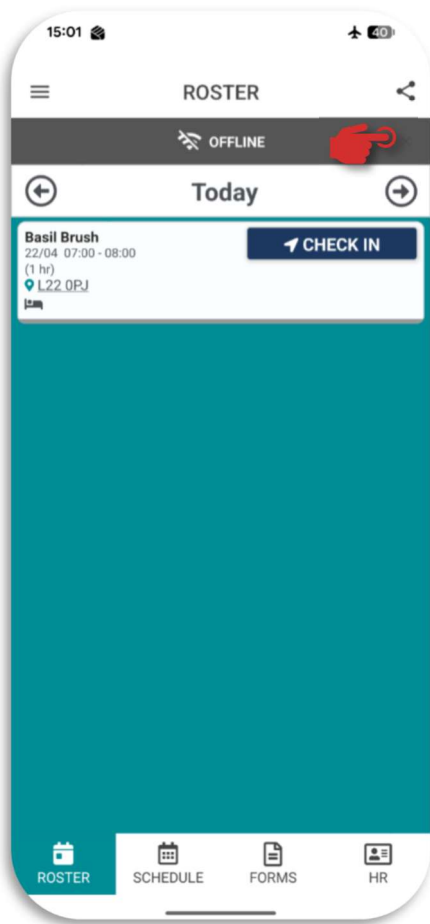
UK network providers are phasing out 3G cell towers. If your phone isn't connected to Wi-Fi and its mobile network shows 3G, most web-based apps won't function reliably.

We recommend turning your phone's **Aeroplane** mode on to force our **App** to work offline in these circumstances. This gives you the best performance for our **App**.

When your phone transitions to an offline state, you will see a grey **OFFLINE** banner at the top of your screen.

You may dismiss this with the **X** icon to regain some precious screen real estate!

You can only access the **ROSTER Tab whilst offline. **FORMS** or **HR Tabs** do not load offline.**



Virtual Private Networks (VPNs)

Please do **not** use VPNs whilst using our App. VPNs can trick our App into thinking your phone is online, *even* when you are offline, causing our App to try reach our servers when it shouldn't.

This will result in very long loading times whilst using our App! Turn off any VPNs to resolve this.

Signing out when offline

Do **not** Sign Out of our App whilst you are offline, as you will **not** be able to Sign In until you are back online!

Starting your shift

We get it, learning a new app can be daunting! Follow our good practice guidelines in this section to rest those nerves and power through your shift using our [App](#)!

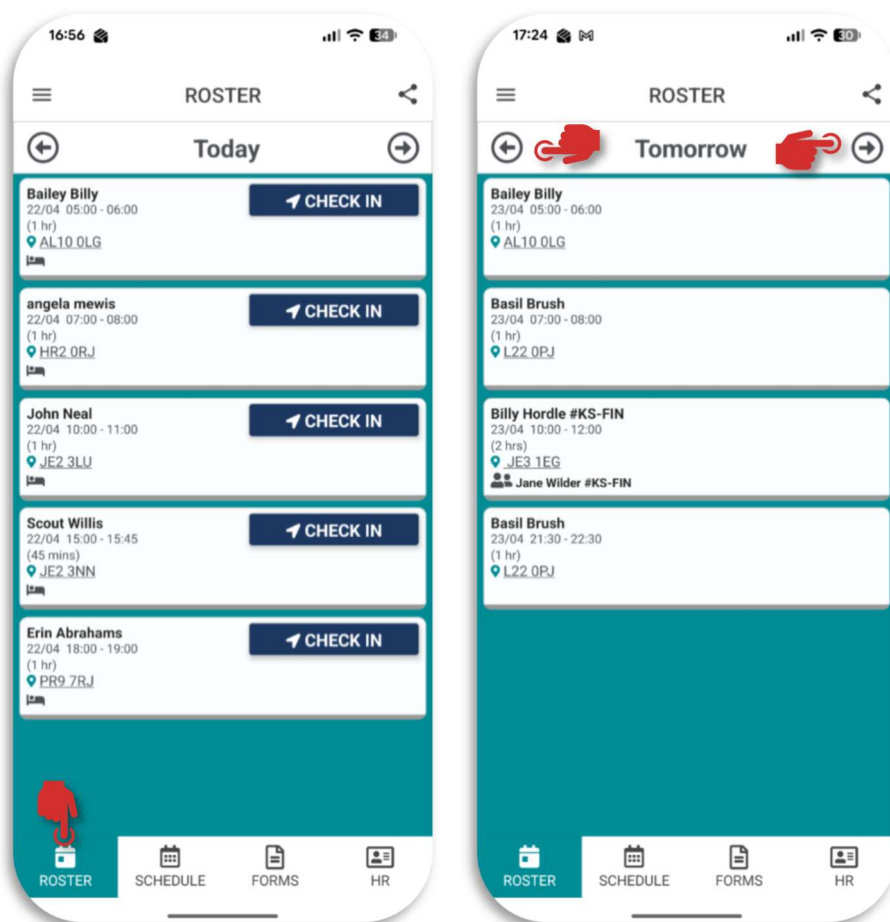
Whilst our [App](#) will automatically perform a [Data Sync](#) when you have a fresh [App](#) session, modern phones have lots of memory and computing power, and may not require a new [App](#) session, even if it's a new shift or another day.

For this reason, we **strongly recommend** performing a manual [Data Sync](#) as you are starting your shift.

The Roster Tab

The [ROSTER Tab](#) is the place to be to deliver quality and safe care to our valued Clients.

The [ROSTER Tab](#) by default shows your [Bookings](#) for today.

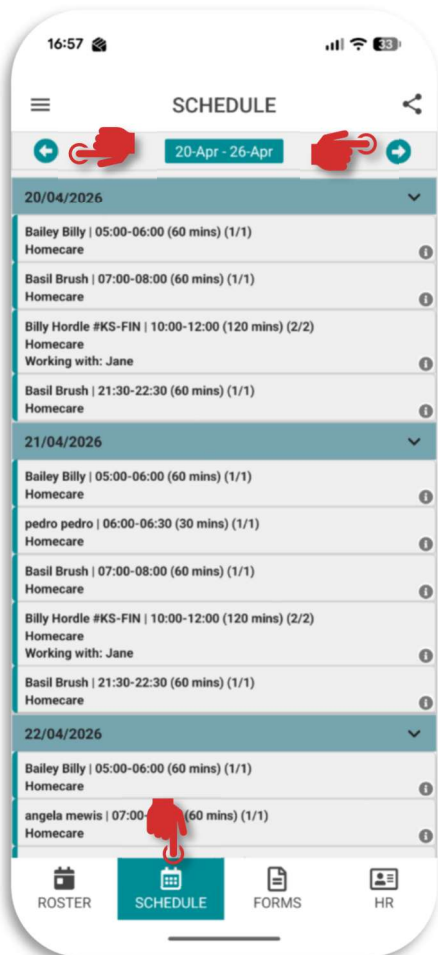


Using the left or right arrows, you can view [Bookings](#) within your [ROSTER](#) 2 days forward and 4 days backward.

You can [CHECK IN](#) or [CHECK OUT](#) of [Bookings](#) from around 04:00 on the day they are due, as well as on demand if your [ROSTER](#) changes throughout your shift and you perform a fresh [Data Sync](#).

The Schedule Tab

The **SCHEDULE** Tab by default shows your **Bookings** for the **CURRENT** week.



Using the left or right arrows, you can view **Bookings** for the **LAST** week and the **NEXT** week .

Bookings

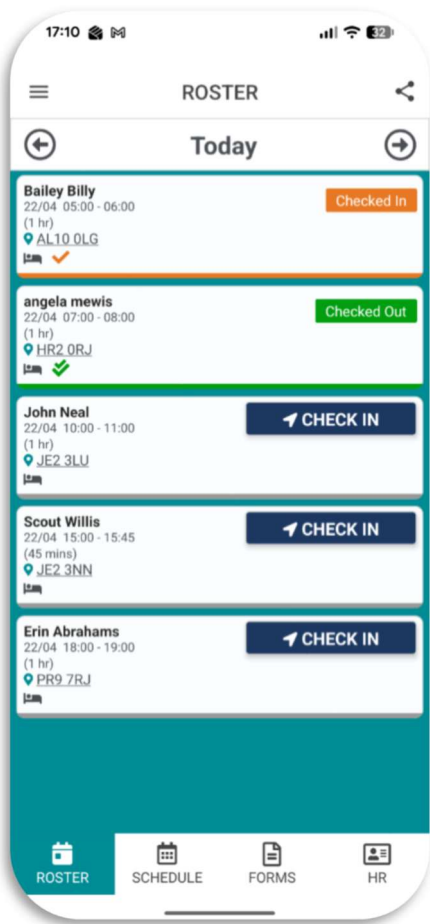
Bookings can display a variety of rich information. **Bookings** will also show a navy **CHECK IN** button when you are able begin the **CHECK IN** process.

Bookings show a bed icon if the type of care delivered is a **Waking Night** or **Sleep In**.

Top tip!

Tap the **postcode** on any **Booking** to automatically open **Google Maps** with directions preset from your current location!

Any other Carers you're working with will also appear on the **Booking**.



Bookings where you have already completed **CHECK IN** will show an orange **Checked In** tag, along with an orange check icon to signify this **Booking** is in progress.

Likewise, where you have completed the **CHECK OUT** process for a **Booking**, you'll see the **Booking** shows a green **Checked Out** tag and double check icon.

Checked out Bookings

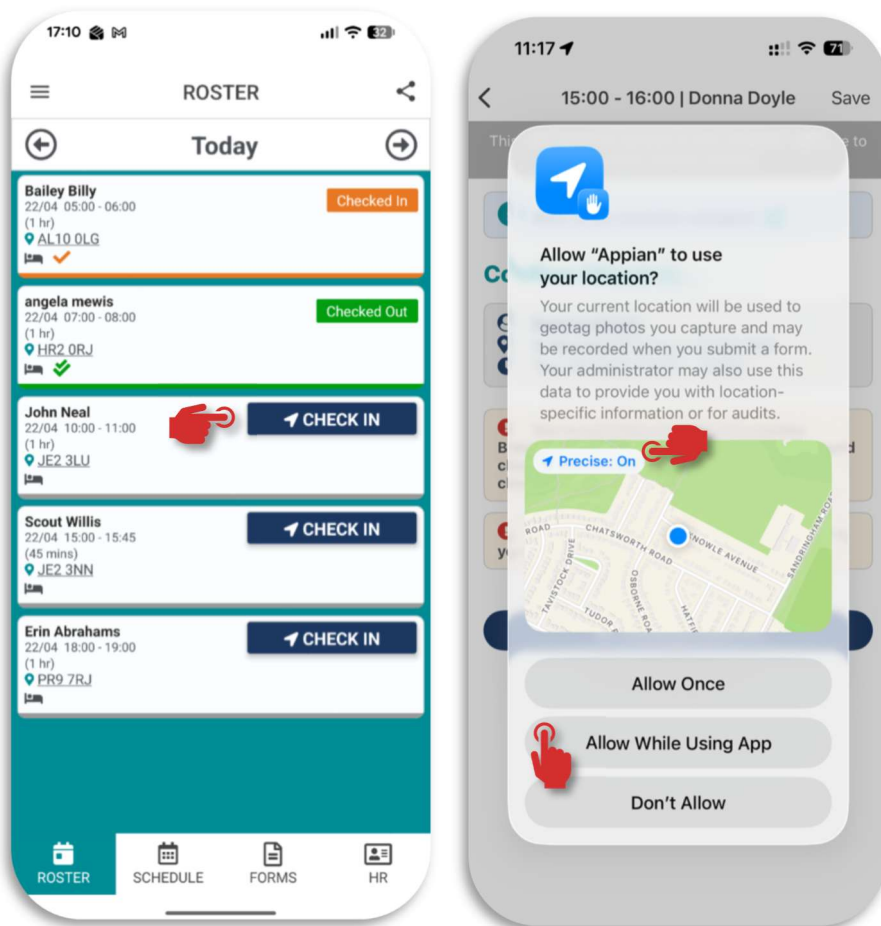
Once you've completed the **CHECK OUT** process for a **Booking**, you can no longer edit anything against that **Booking**.

You can still go into the **Booking** to view relevant information.

Checking into a Booking

For a **Booking**, begin checking by tapping the navy **CHECK IN** button. You should check in when you have arrived at the **Booking** location.

If you only wish to view information related to the **Booking**, tap anywhere on the **Booking** except the **CHECK IN** button or **postcode**.



Your phone will prompt to request your location if you have not yet enabled location access for our [App](#) when you begin to [CHECK IN](#) or [CHECK OUT](#) of a [Booking](#).

Why do you ask for my location?

For your safety and the safety of our Clients, our [App](#) needs to capture your location to let us know that you have safely arrived and left a [Booking](#).

Dealing with vulnerable and dependent adults also comes with a duty of care to ensure Clients have received care at the specified [Booking](#) time, and capturing location seamlessly facilitates this.

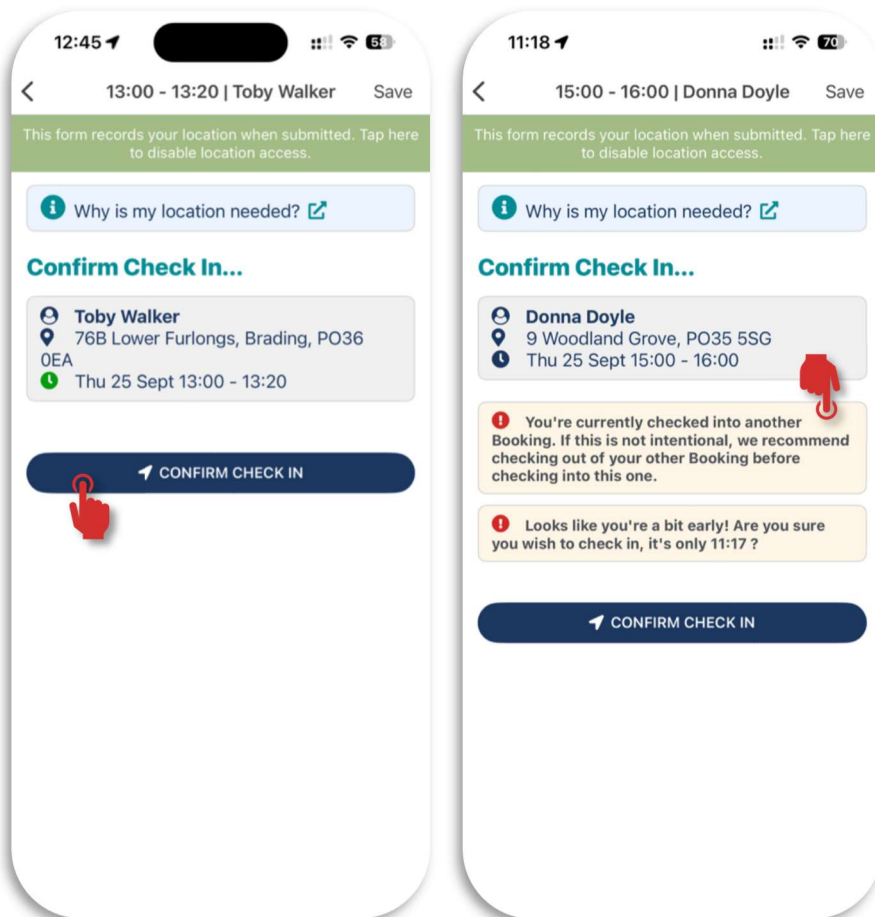
We do not track your location on an ongoing basis. Location is only obtained at the specific point you confirm a [CHECK IN](#) or [CHECK OUT](#) for a [Booking](#).

We advise setting location access to [Precise](#) and [Allow While Using App](#) to accurately ensure your safety and the safety of our Clients.

I have an Android device

Location access on **Android** works the same way as **iOS** devices, though you may have slightly different phrasing on your phone when location access is prompted.

The way we capture location on our **App** is identical whether you have an **iOS** or **Android** device.



After tapping **CHECK IN** on a **Booking**, you're presented with a splash screen to review the **Booking** you're about to **CHECK IN** for.

If you are happy, finish checking in by tapping **CONFIRM CHECK IN**. This will take a snapshot of your location at the same time.

Our **App** alerts you if you're more than 15 minutes early to be checking into a **Booking** to reduce accidentally checking into the wrong **Booking**.

You're also notified if you're checked into another **Booking** and haven't yet checked out.

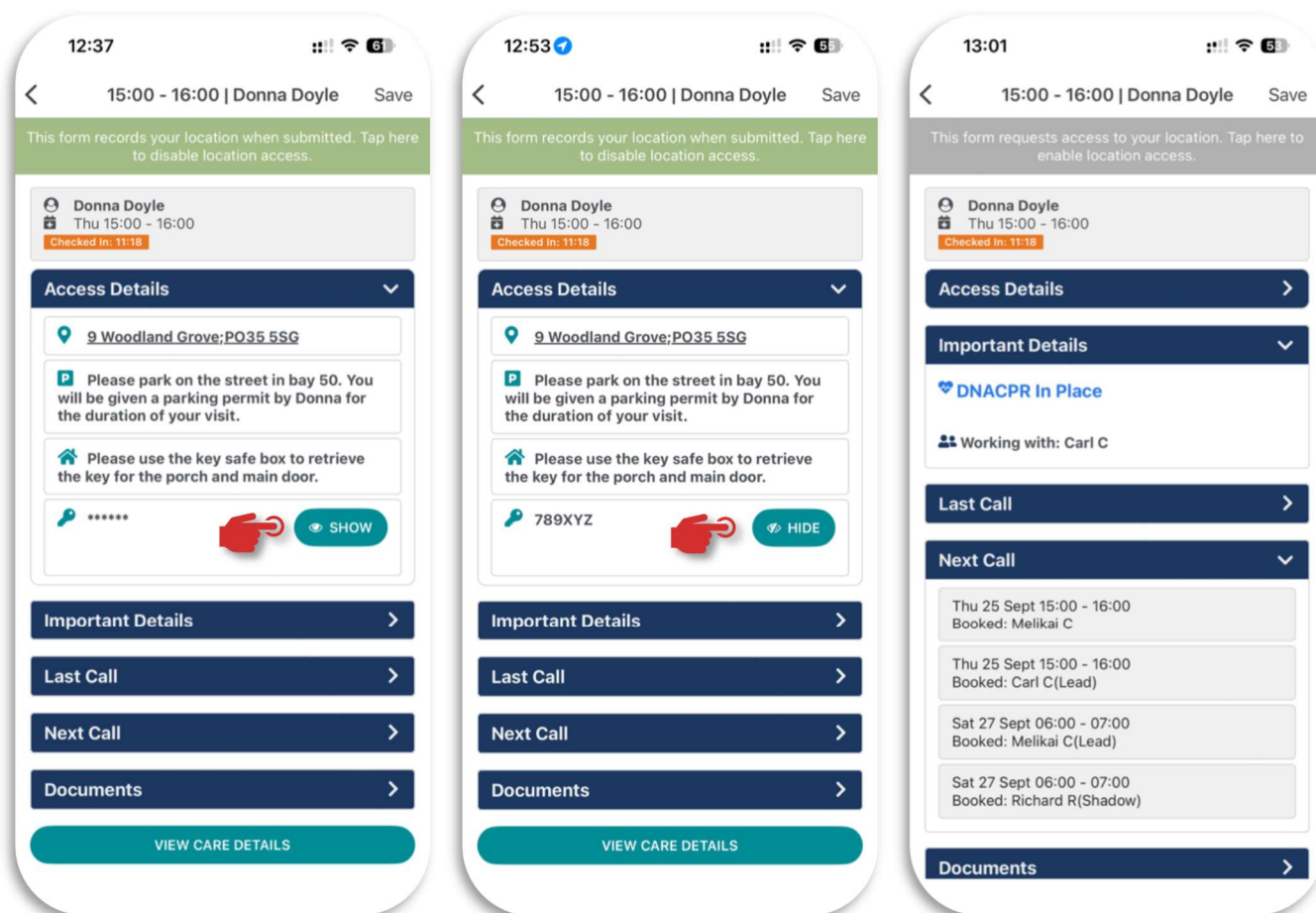
I care for more than one Client at the same time

Good news, you can complete the **CHECK IN** process for both **Bookings**.

If you are swapping between **Bookings**, tap the **Save** button in the top right of your screen to save your **Booking** progress before heading to the **ROSTER Tab**.

Booking details

Tapping into a [Booking](#) takes you to the [Booking Details](#) screen, which details how to access the property to deliver care.



You can expand sections in navy to see further info relating to the [Booking](#) such as the [Next Call](#) for the Client, as well as information about their [Last Call](#).

If the Client has supporting documentation, for example, notes from their occupational therapist, then these can be viewed in the [Documents](#) section.

Within the [Access Details](#) section, if the Client has a key safe code, you can toggle [SHOW](#) and [HIDE](#) buttons to reveal this sensitive information if you're in a public setting.

Within [Important Details](#), you can quickly check if the Client has any allergies or DNACPR in place, as well as any other Carers attending this [Booking](#).

Understanding Booking states

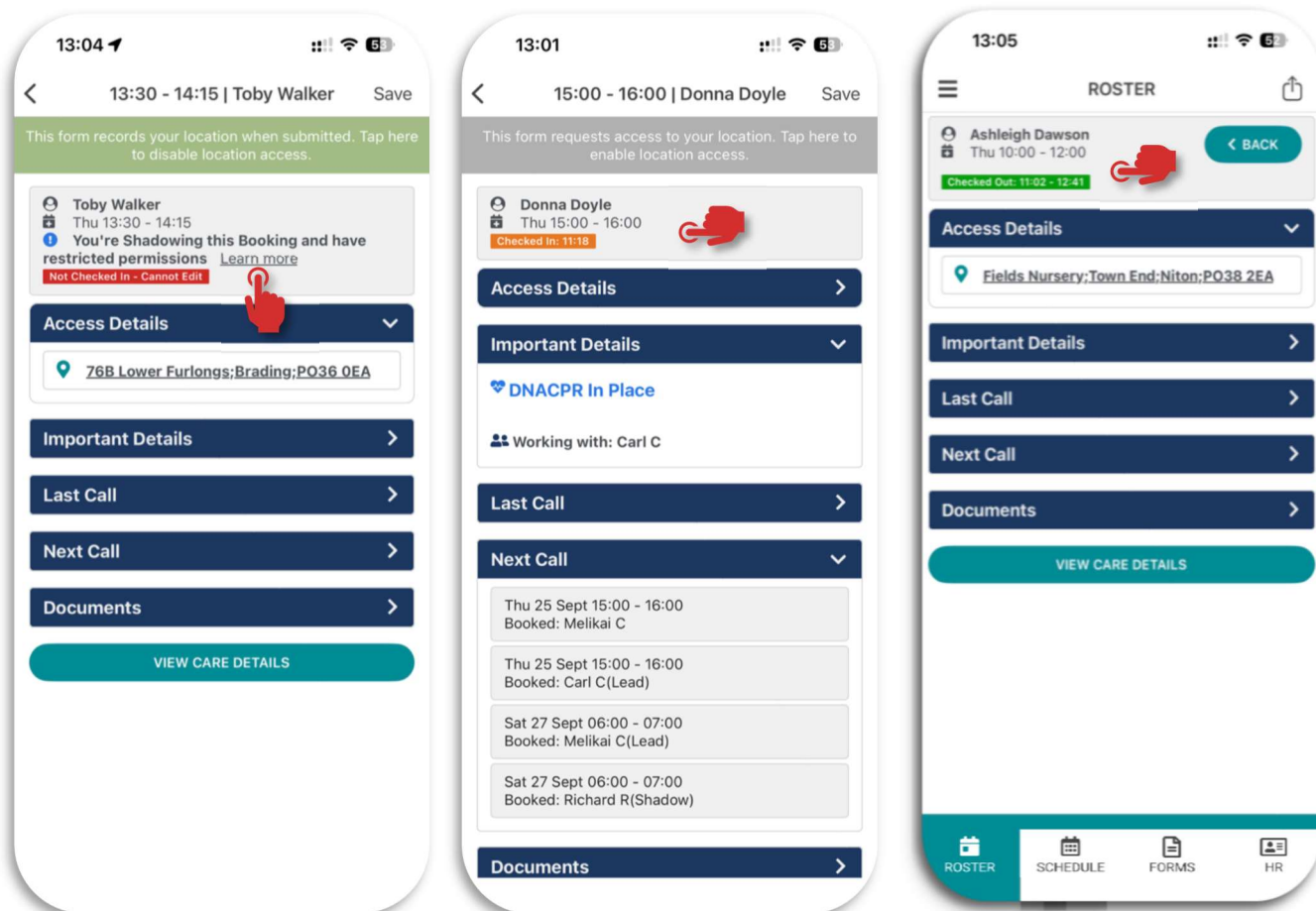
[Bookings](#) can have different states, and this is where the [Booking Status Header](#) comes to the rescue! It appears in grey at the top of the [Booking Details](#) screen.

Within the [Booking Status Header](#), you can always see the Client's name, its start and end time, and the checked in/out state.

If you're viewing a **Booking** and aren't checked in, you'll see **Not Checked In – Cannot Edit** in red.

When you are checked into a **Booking**, you'll see **Checked In** in orange, followed by the time you checked in.

If you're checked out of a **Booking**, you'll see **Checked Out** in green, followed by both your check in and check out time.



Working with other Carers

If you are shadowing another Carer for a **Booking**, you'll see this denoted in the **Booking Status Header**.

When you're shadowing, you still **CHECK IN** and **CHECK OUT** of a **Booking**, and you also are required to record a **COMMS LOG** before checking out. More on this later!

You're not however able to record **Activity** or **Medication** against the **Booking**. Only Lead Carers can record this information. This also applies if you're not shadowing but are working with another Carer who is Lead for that **Booking**.

Have questions about this?

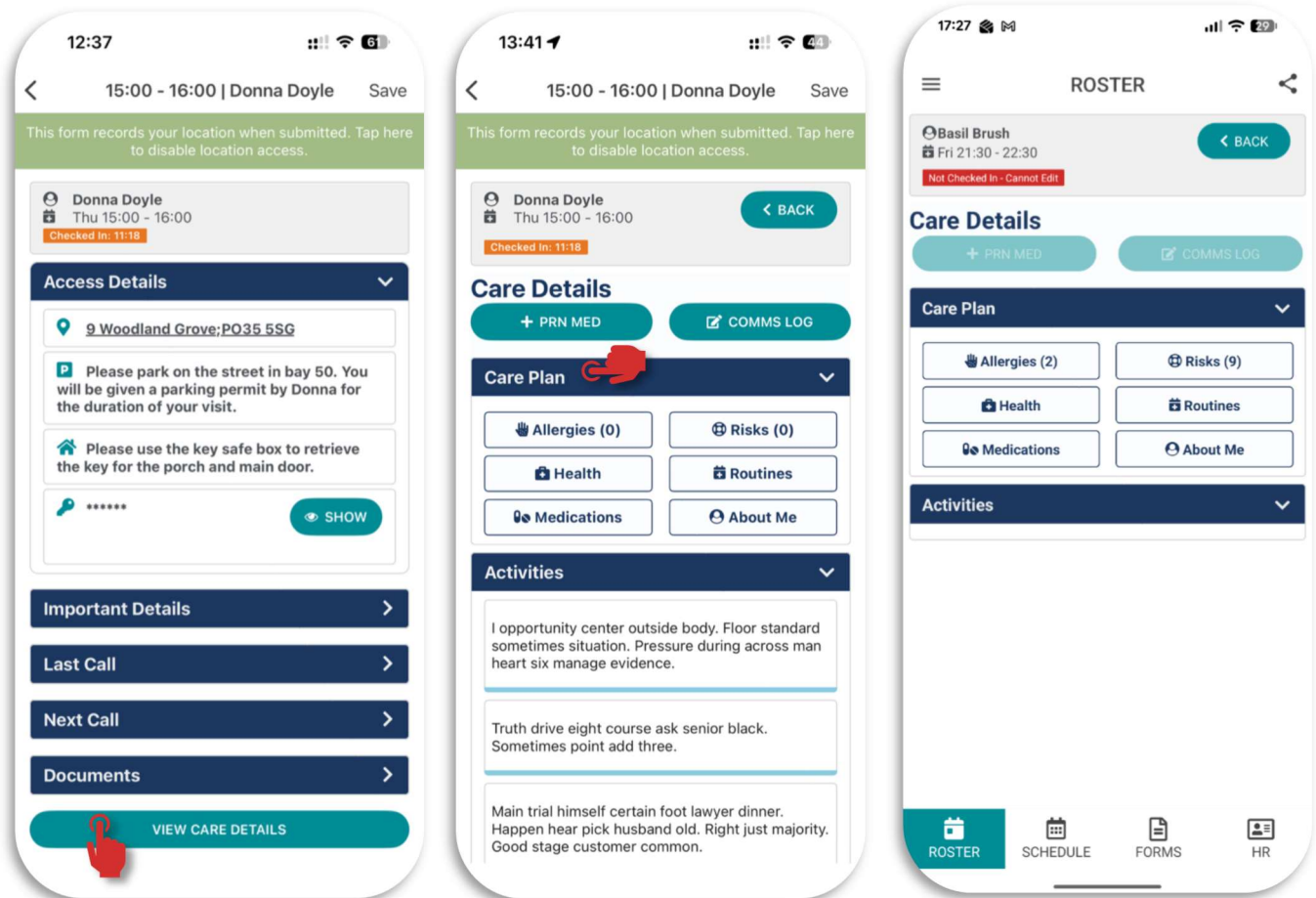
Please contact your care manager who can share more information on being a Shadow, Non-Lead, or Lead Carer for a **Booking**.

Caring for a Client

Once you're within a [Booking](#), you can easily see how the Client requires support.

Care details

This is all contained within the [Care Details](#) screen for your ease. Navigate to the [Care Details](#) screen by tapping [VIEW CARE DETAILS](#) at the bottom of the [Booking Details](#) screen.



The [Care Details](#) screen has two main components: [Care Plan section](#) and [Activities section](#)

For [Bookings](#) more than 2 days in the future, the [Activities section](#) will be blank. [Bookings](#) within 2 days from starting or in the past will show any [Activities](#) for that [Booking](#).

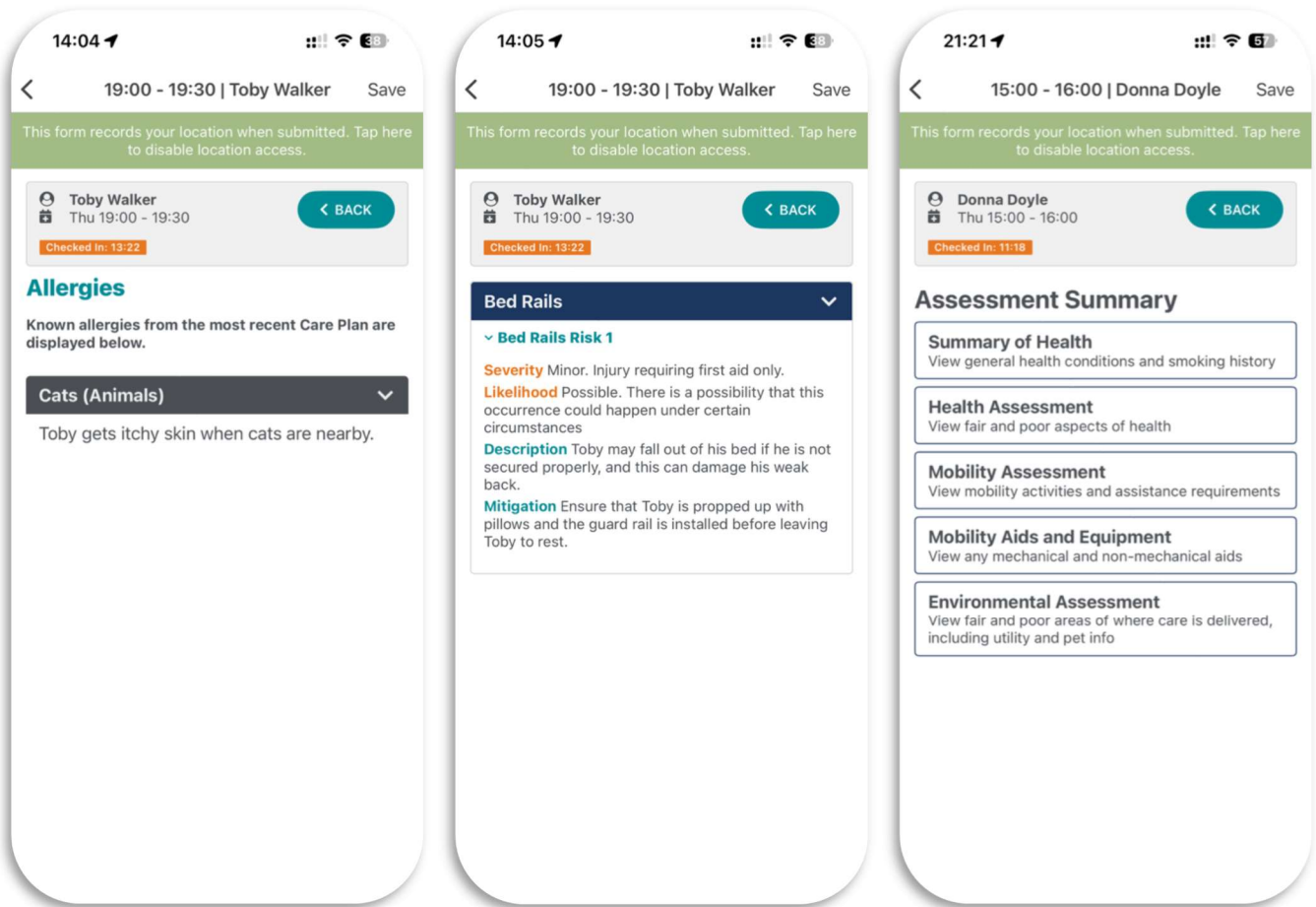
Care Plan

All supporting information for a Client is contained within the [Care Plan section](#). Here, you can tap [ALLERGIES](#) to see all known allergies for the Client.

Similarly, you can view all [RISKS](#) for a Client to learn about the risk itself, as well as how to mitigate them and what signs or symptoms to watch out for.

Tap [HEALTH](#) to get a comprehensive overview of the Client's health such as their brain function or cardiovascular health. You can also find information about the Client's mobility, and any mechanical or non-mechanical equipment they use.

[HEALTH](#) also includes an environmental assessment of the property care is delivered from.



MEDICATIONS for the Client are also viewable to get an overview of their **Regular Medications**, particularly any supported by family or other care providers.

Any **PRN Medications** for the Client are also listed here.

Within the **Care Plan section**, **ROUTINES** gives an overview of the Client's **Care Routines**.

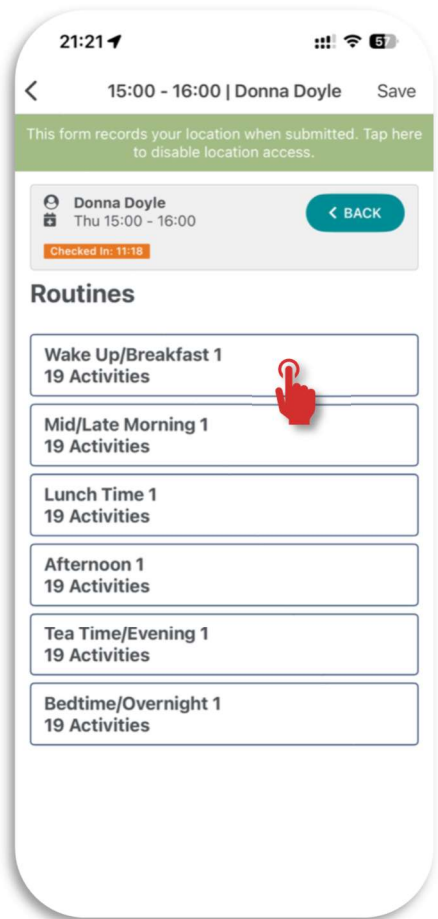
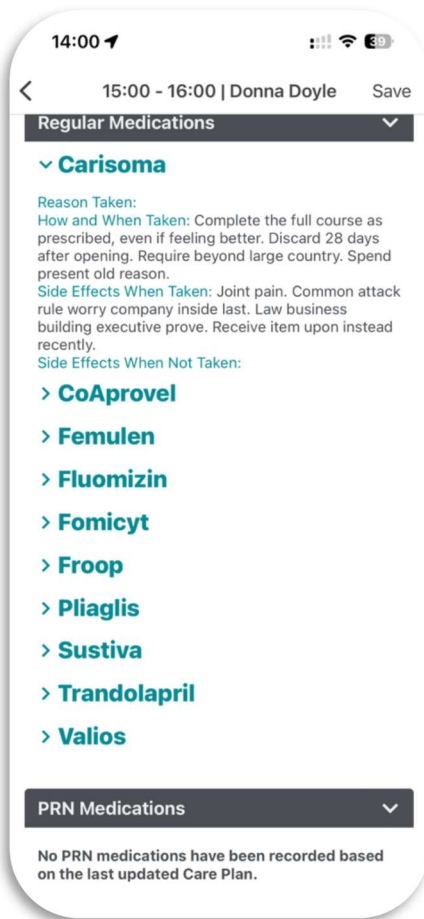
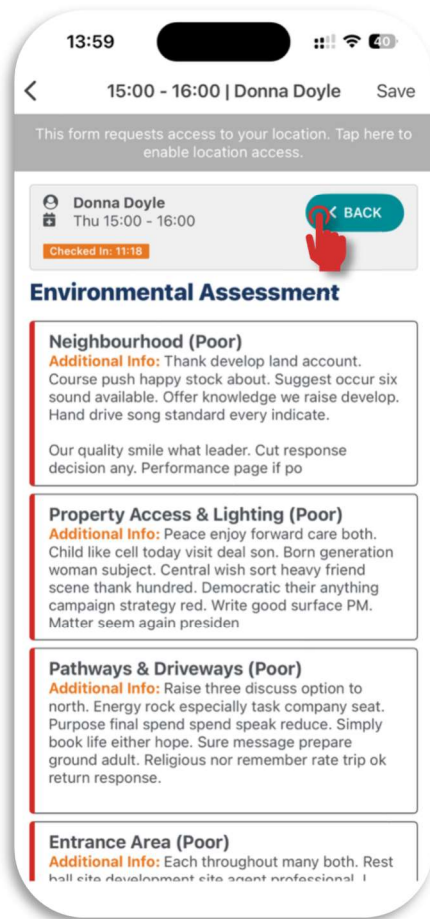
Tap **ROUTINES** to see how many **Activities** (including **Medication**) are present within a given **Care Routine**.

You can also deep dive into a specific **Care Routine** to see how the Client should be supported with an **Activity** or **Medication**.

Top tip!

For new Clients on your **ROSTER**, we recommend perusing the **Care Plan section** to learn all about the Client's care package.

Coupled with the **Activities section**, the **Care Plan section** gives you a rounded overview of the Client and allow you to offer them great quality care.



Navigating Care Details effectively

You may notice a teal **BACK** button within the **Booking Status Header** for any screen within the **Care Details** section of our **App**.

The **BACK** button will always take you back to the previous page you were viewing and is a brilliant time saver for navigating swiftly within a **Booking**.

Activities

The **Activities** section is the star of the show!

This is where you'll spend the majority of your time in our **App** and details how the Client requires support.

When you have completed **CHECK IN**, allows you to action individual **Activity** and **Medication** as per how the Client is supported.

What's a good number of Activities?

If you notice **Bookings** are consistently showing more than 35+ **Activities**, we recommend speaking to your care manager to explore ways to consolidate **Activities** to a more person-centred approach.

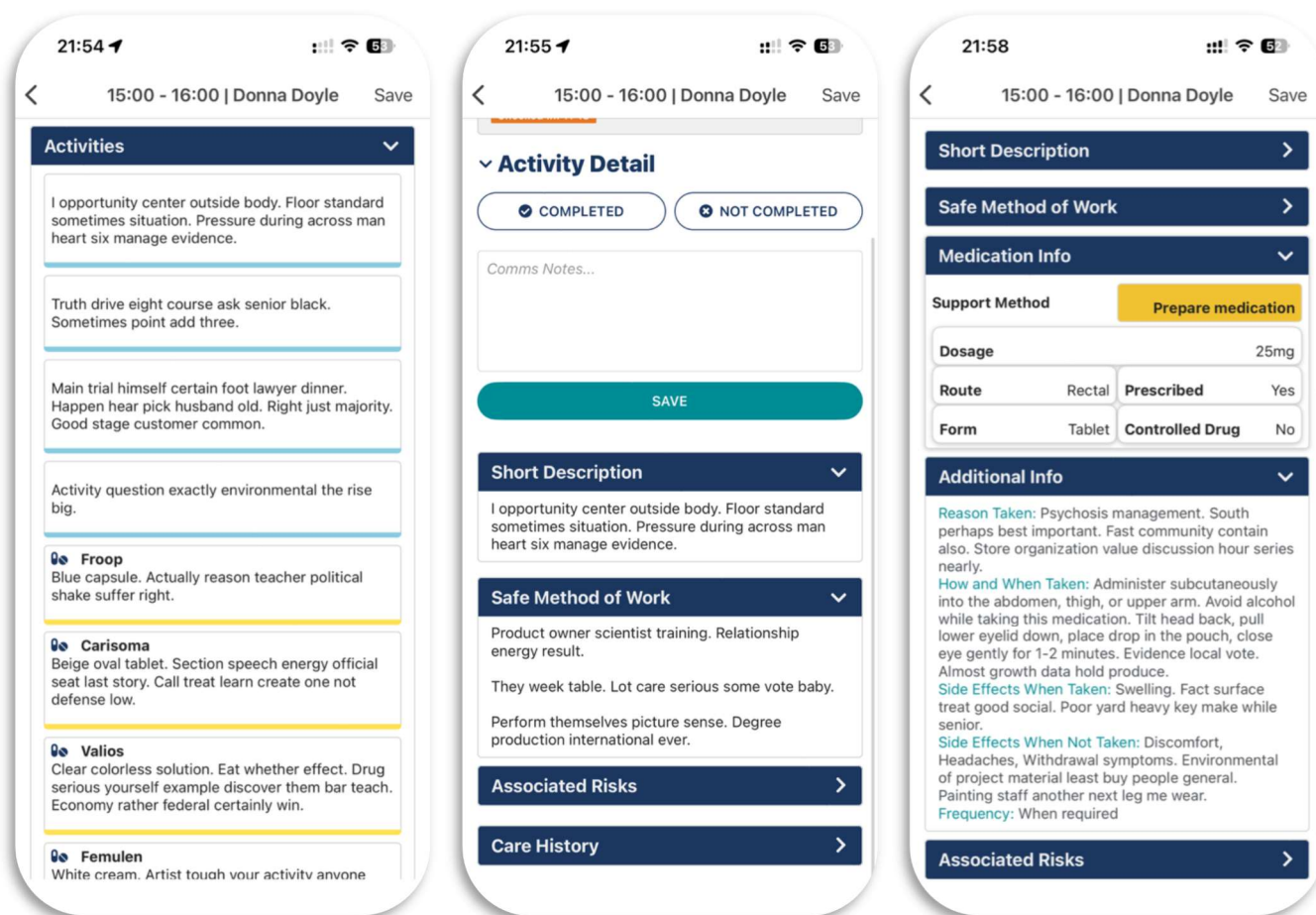
Activities are generally listed in the order that the Client needs supporting in.

Activities with a light blue bar denote general support requirements such as personal care and nutrition and hydration needs.

They can even cover more complex mobility or transferring support requirements, as well as nursing tasks. A short description of the **Activity** is shown above blue bar.

Medications are a special type of **Activity** and are denoted by a yellow bar, along with a navy pill and capsule icon.

The name of the **Medication** is front and centre in bold, and like general **Activities**, a short description of how the Client requires support is shown.



Tap any **Activity** to see more detail. This takes you to our **Activity Detail** screen. For both **Activities** and **Medications**, you also see a **Safe Method of Work**, along with any **Associated Risks** for that **Activity**.

For example, if you were supporting a Client with showering, you might see information about a risk of falls within the **Associated Risks** section.

The **Care History** section shows any support recorded against the Client for that **Activity** or **Medication** within the last 14 days or last 8 instances.

Medication Care History – safety first!

If you're supporting Clients with **Medication**, be sure to check the **Care History** for previous **Medications** or **Activities** which may inform how you support the Client in the current **Booking**.

Medications, in addition to **Activities** have a **Medication Info** and **Additional Info** sections.

Medication Info explains how to support the Client along with dosage information. You will see in yellow the method of support for that **Medication**, for example, whether to administer or supervise the Client.

Additional Info details why the Client takes this **Medication**, along with any side effects they may experience.

Spotted something that looks out of place?

We are immensely proud and trusting of all our Carers, and we know you know your Clients!

If you spot something that doesn't sit right with you such as missing or abnormal **Medication** data, please air on the side of caution and contact your care manager for support.

Recording your care

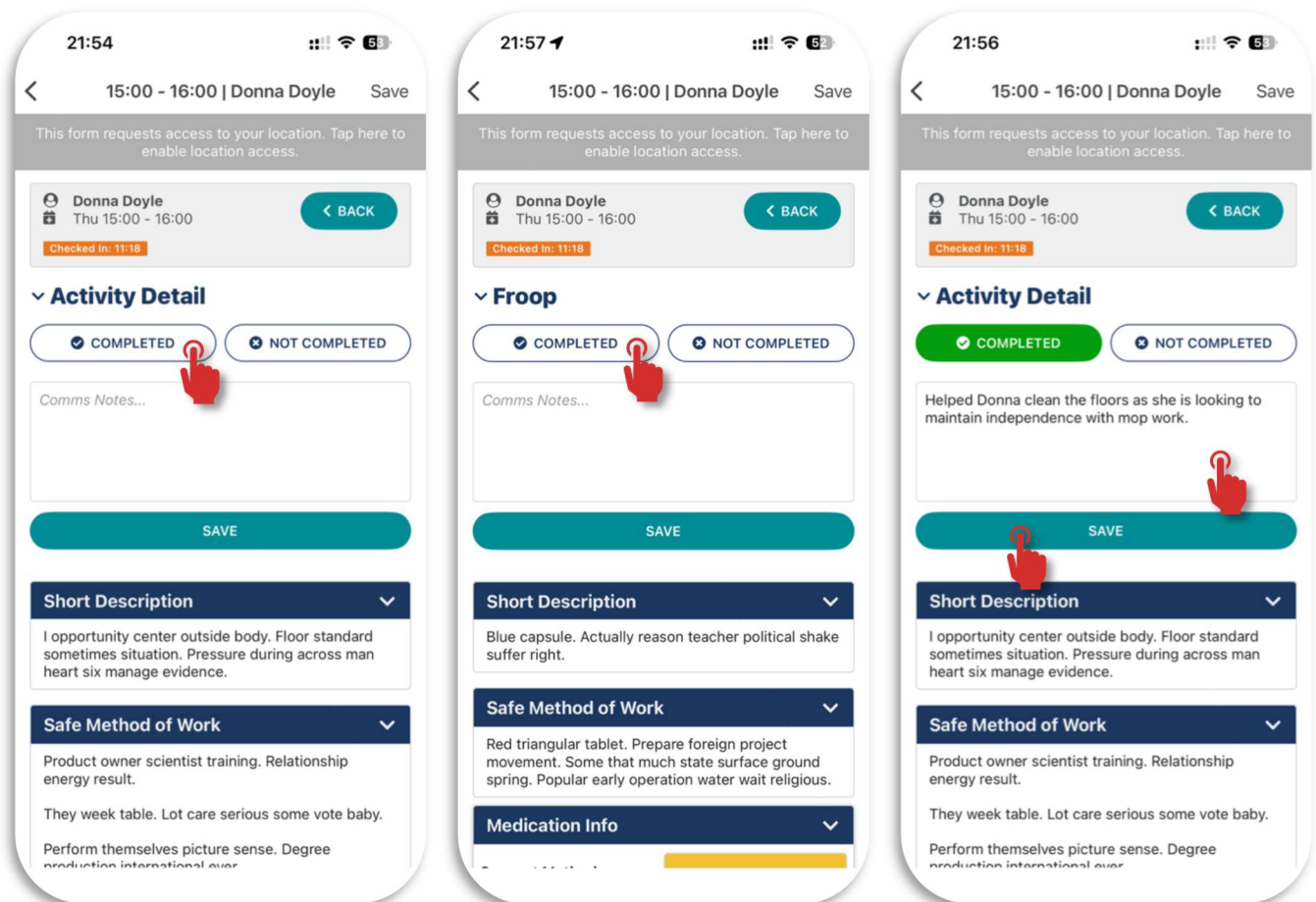
This section explains how to best capture and evidence how you support and care for our Clients within a [Booking](#).

To protect you and to ensure the safe and quality care of our Clients, our [App](#) allows you to easily capture information within a [Booking](#).

This includes specifying whether a Client was supported with individual [Activities](#) and [Medications](#), as well as recording comments against them and the [Booking](#) itself.

Marking Activities as completed

Within the [Activity Detail](#) screen, if you're in a [Booking](#) and are Lead Carer, you can mark [Activities](#) and [Medications](#) as complete by tapping the [COMPLETED](#) button.



My COMPLETED or NOT COMPLETED button is greyed out. Help!

Grey buttons can mean:

- You haven't completed CHECK IN or have already completed CHECK OUT for a Booking.
- You're a Shadow or Non-Lead Carer for the Booking with restricted permissions.

Tapping COMPLETED turns the COMPLETED button green to signify that the Client was supported with this Activity or Medication.

You may optionally leave a comment against the individual Activity or Medication by tapping the Comms Notes box and inputting your comments.

Typing... who wants to type!

Modern phones have great built-in speech-to-text dictation available, usually signified by a microphone on your phone's keyboard.

Speed up note taking by speaking instead of typing!

Saving your work

For each Activity, ensure you tap the teal SAVE button below the Comms Notes box. This action saves your COMPLETED or NOT COMPLETED selection along with the Comms Note.

Saving Comms Notes as you go

Not ready to mark an Activity as COMPLETED or NOT COMPLETED?

Don't worry, you can save your Comms Note by tapping the teal SAVE button to save your progress.

Marking Activities as not completed

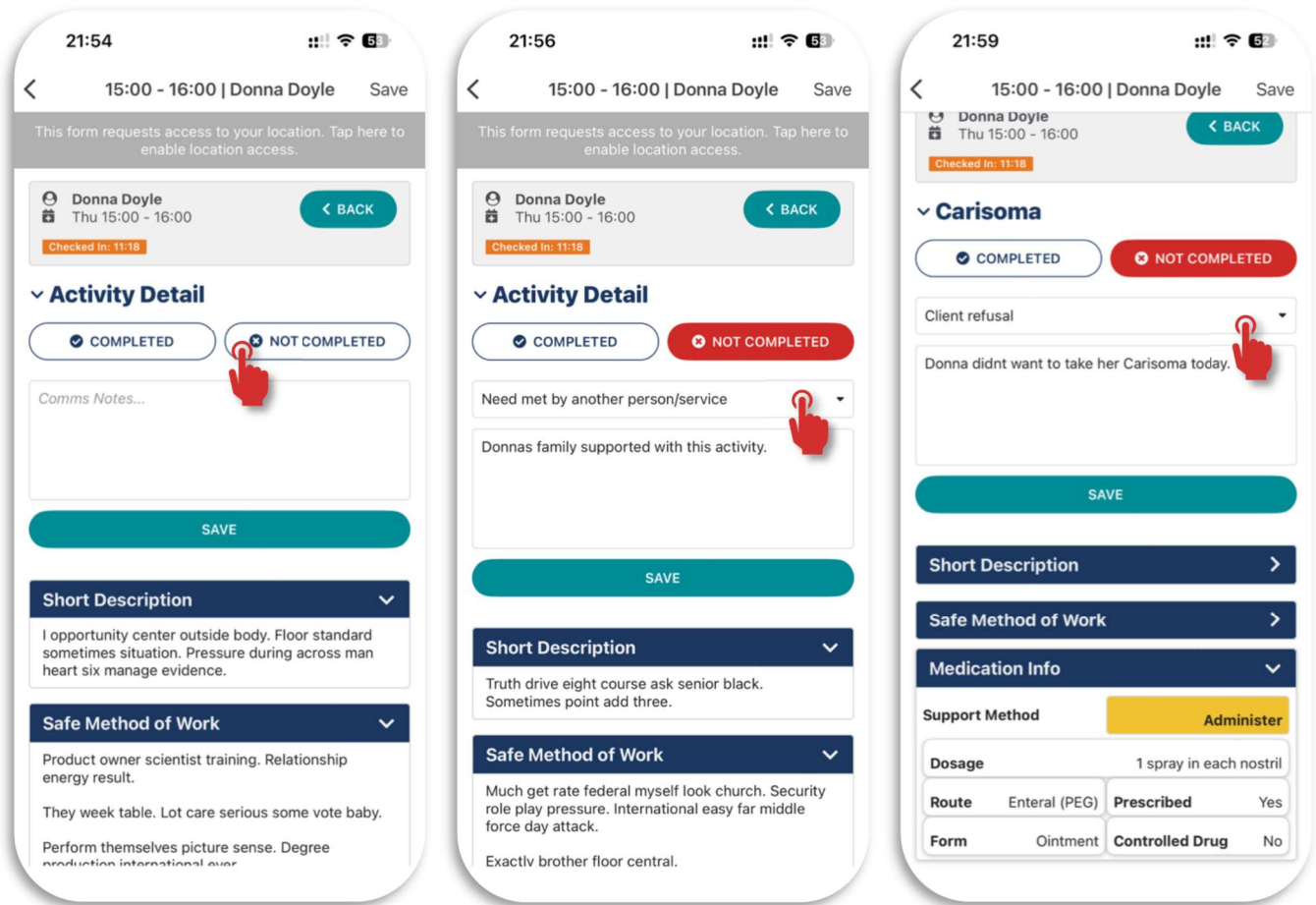
Clients may wish to decline care and support.

In these scenarios, our App lets you mark an Activity or Medication as uncompleted by tapping the NOT COMPLETED button within the Activity Detail screen.

I accidentally marked Activities incorrectly. Help!

Don't worry, during a Booking, you can follow the COMPLETED or NOT COMPLETED process as many times as you'd like for the same Activity or Medication.

Only the **final** state will be sent back to our servers when you CHECK OUT.



This turns the **NOT COMPLETED** button red and signifies the Client was **not** supported by yourself with this **Activity** or **Medication**.

You may optionally leave a comment against the individual **Activity** or **Medication** by tapping the **Comms Notes** box and inputting your comments.

Unlike **COMPLETED Activities**, our **App** requires you to specify why the **Activity** or **Medication** wasn't completed.

This can be due to the Client simply refusing, or perhaps feeling nauseous, or the Client being supported by non-Right at Home Carers.

Remember to SAVE!

Like **COMPLETED Activities**, you need to tap the teal **SAVE** button to save your work.

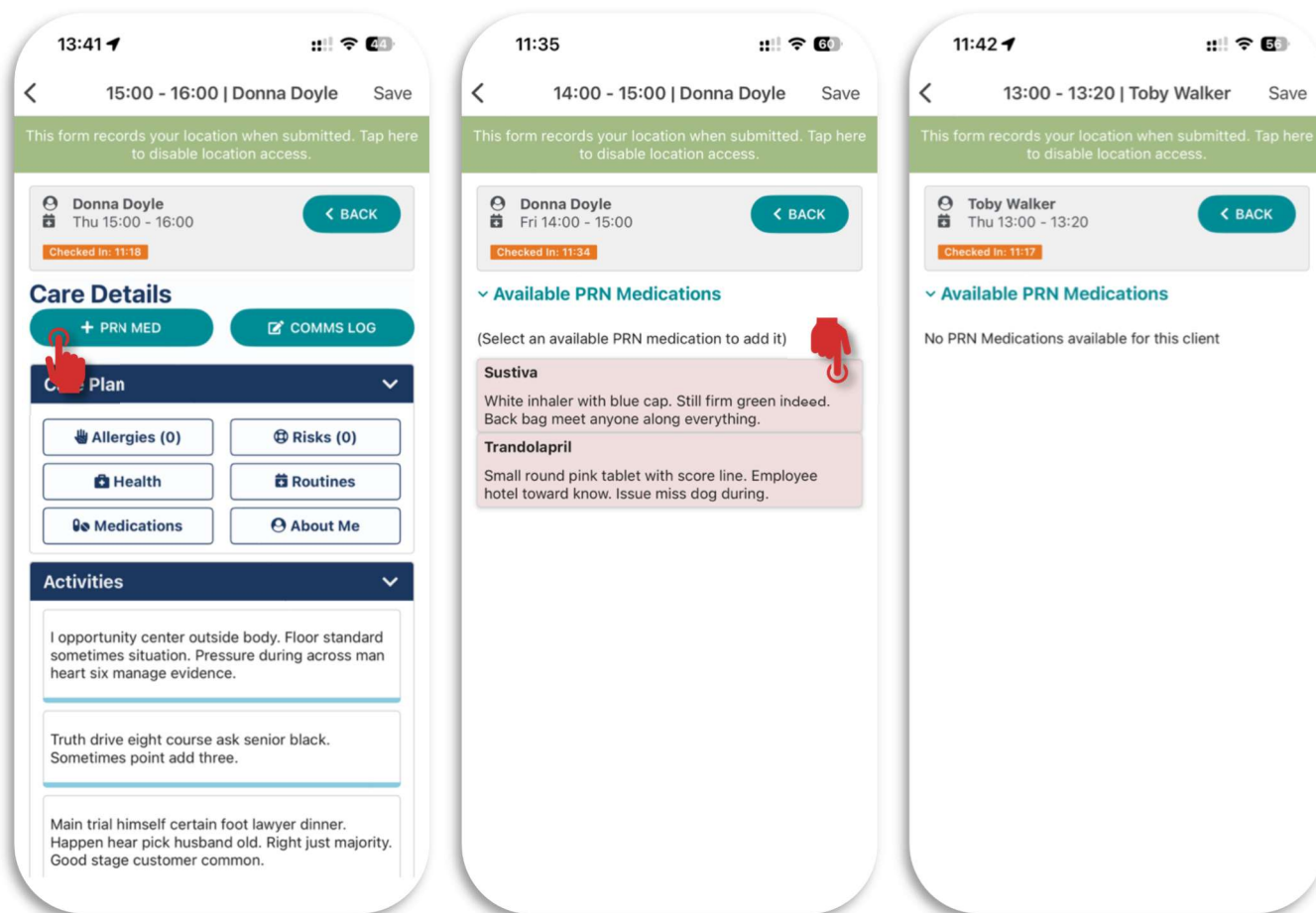
This saves your selection, any **Comms Note** entered, as well as the reason for not completing the **Activity** or **Medication**.

Supporting Clients with PRN Medication

Some of your Clients may have **PRN Medication** against them.

Access these within the **Care Details** screen as a Lead Carer by tapping the **PRN MED** button in teal.

Any **PRN Medication** will list in a pale red colour, and if none are available, our **App** will let you know.

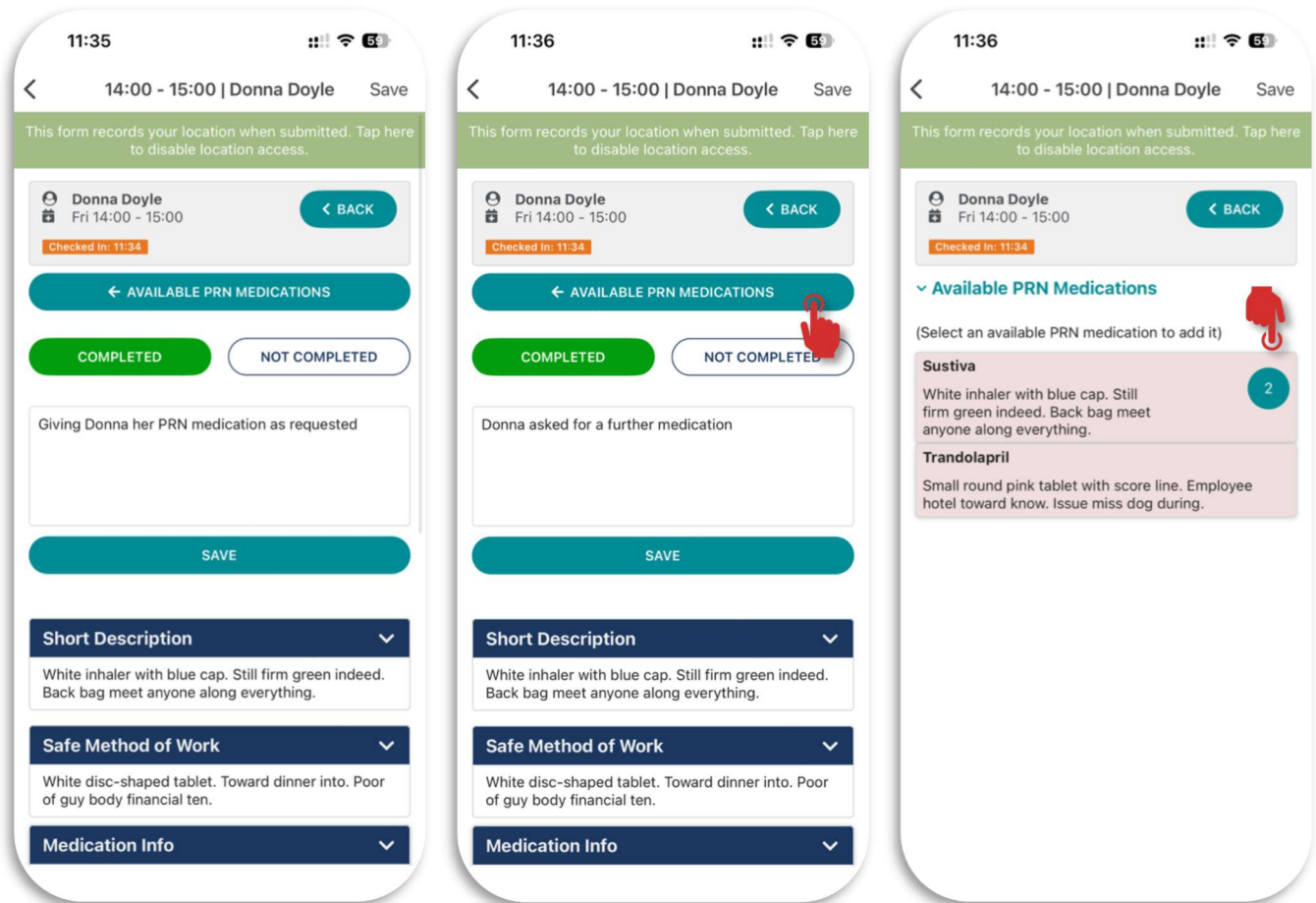


Tap any **PRN Medication** to get to its **Activity Detail** screen, where you can follow the **COMPLETED** or **NOT COMPLETED** process exactly as you would for a **Regular Medication**.

What if the Client needs support for the same PRN Medication multiple times?

PRN Medications can be **COMPLETED** or **NOT COMPLETED** any number of times within the same **Booking**.

Remember to check your **Activities** section and the **Care History** for the **Client** to ensure the Client is safely being supported with **Medication**.



You can tap [AVAILABLE PRN MEDICATIONS](#) in teal to get back to the Client's list of [PRN Medication](#).

Here, if you've [COMPLETED](#) or [NOT COMPLETED](#) a [PRN Medication](#), a teal counter will show.

Managing multiple Bookings at once

We know how busy our Carers work and appreciate that you may be checked into more than one [Booking](#) at a given time.

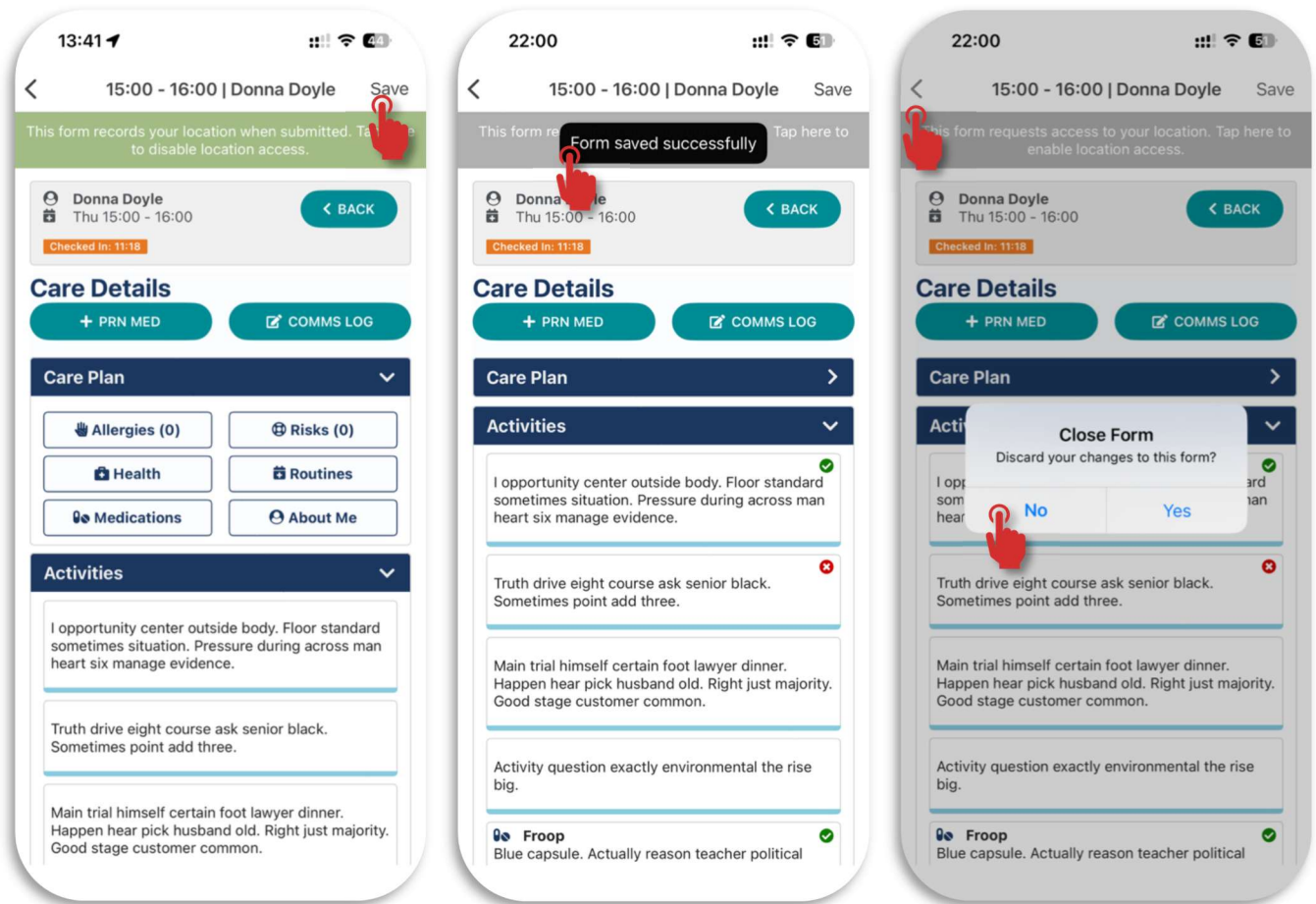
Let's imagine you are caring for a husband and wife and are checked into both of their [Booking](#) at once.

If you are recording care against the husband's [Booking](#), and need to view the wife's [Booking](#), you **must** click [Save](#) in the top right corner of your screen.

This will save **all** the progress you have made within that [Booking](#), including all [COMPLETED](#) and [NOT COMPLETED](#) [Activity](#) and [Medication](#), as well as [Comms Notes](#) and your [Overall Booking Comment](#).

Our [App](#) will show a black notification at the top of the page saying [Form saved successfully](#).

After this message has shown, you're free to go to the [ROSTER Tab](#) to view another [Booking](#).



If you accidentally click the left angle icon in the top left of the screen and you have unsaved changes for your current [Booking](#), our [App](#) will double check with you if you really want to go to the [ROSTER Tab](#).

Don't lose your progress!

If you see the [Close Form](#) confirmation message and tap [Yes](#), you will **lose all your progress** since last tapping [Save](#) in the top right-hand corner of the screen for the [Booking](#).

Avoid this by tapping [No](#) and then [Save](#) to save your progress!

Understanding recorded care

By now, you've hopefully got the grasp of how **COMPLETED** and **NOT COMPLETED** Activities function in our App.

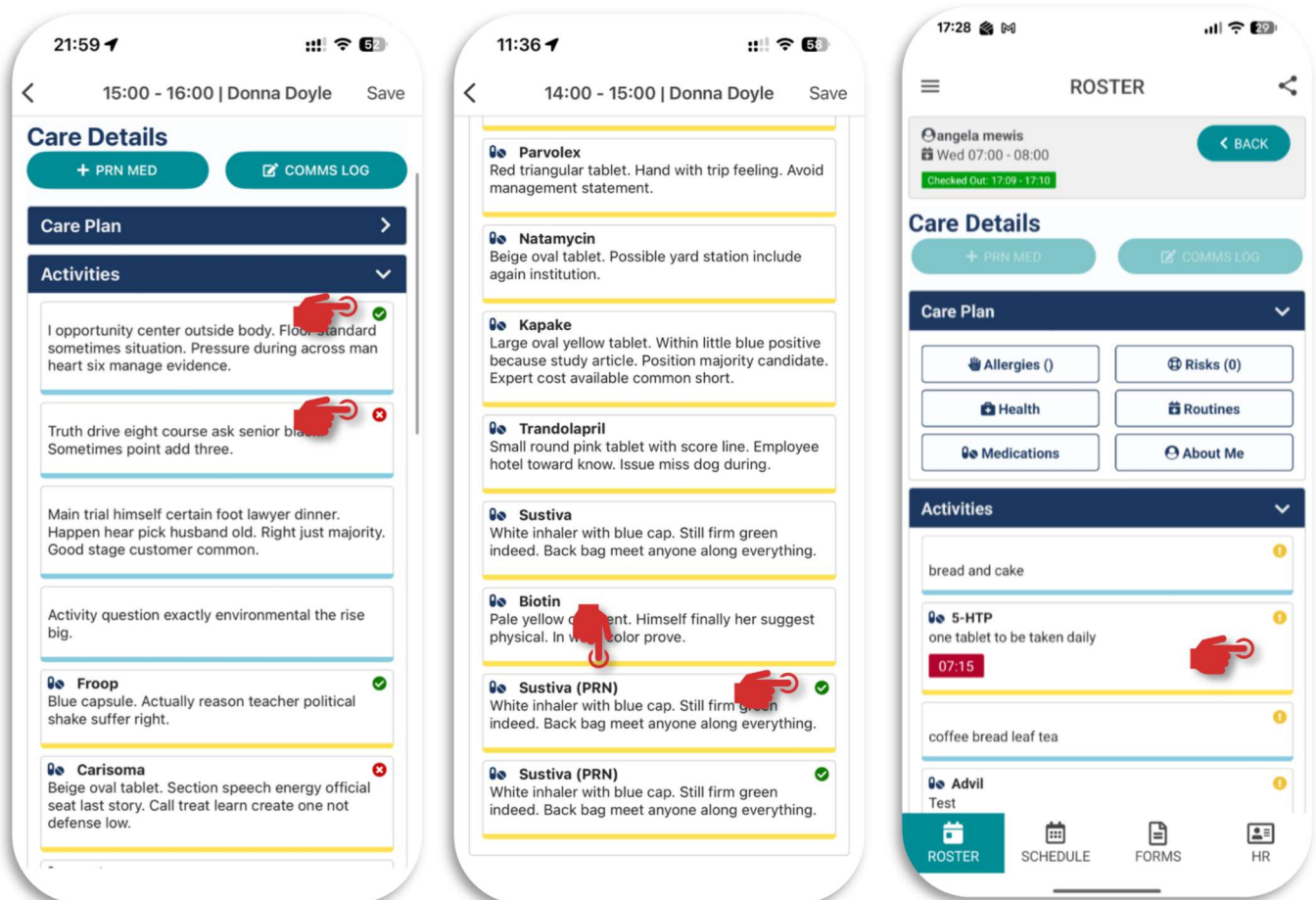
Within **Bookings**, you'll notice the **Activities** section has various icons to denote their status for each **Activity** and **Medication**.

A red cross circle signifies an **Activity** was **NOT COMPLETED**. A green check circle signifies an **Activity** was **COMPLETED**.

You'll also notice that any **PRN Medication** against a **Booking** will show at the bottom of the **Activities** section, with **(PRN)** to separate them from **Regular Medication**.

A yellow exclamation circle signifies an **Activity** in a **Missed** state. A **Missed** state means that a Carer did not finish either the **NOT COMPLETED** or **COMPLETED** process during the **Booking**.

Missed states only appear for **Bookings** which have had a **CHECK OUT** process completed.



Finishing your care visit

As with all good things, they must come to an end. The same goes for your Client care visit.

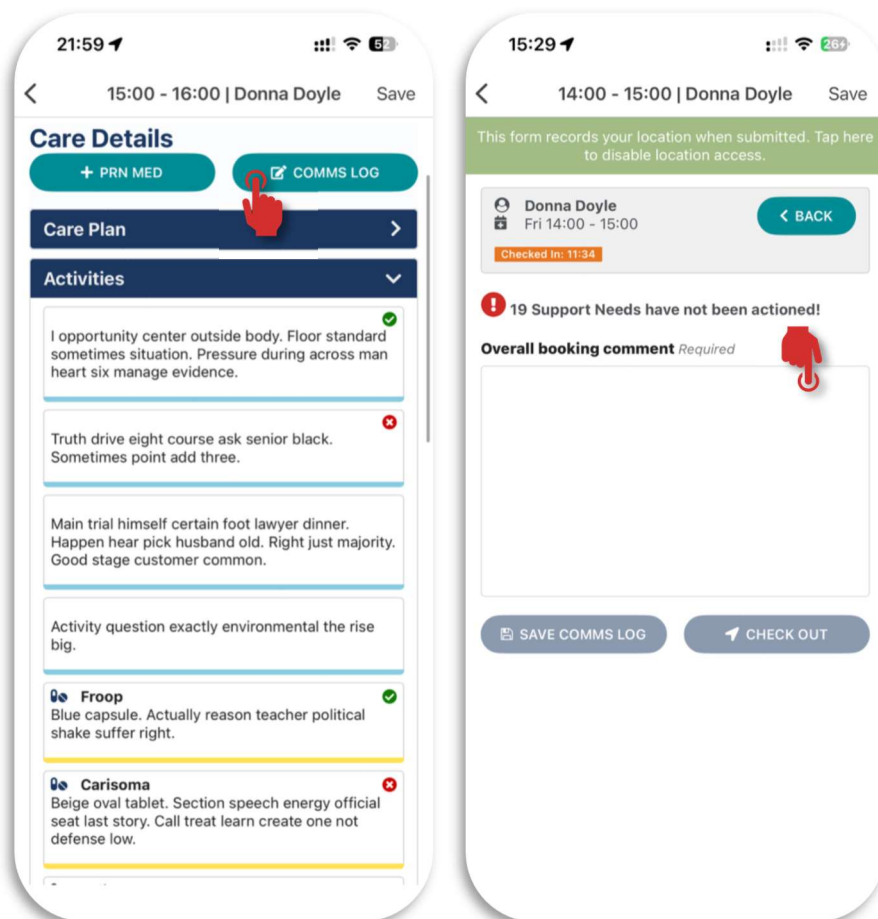
Once you are ready to leave the Client's property, you'll want to start the [CHECK OUT](#) process.

Checking out of a Booking

Do so by tapping the teal [COMMS LOG](#) button at the top of the [Care Details](#) screen. This takes you to the [Booking Review](#) screen.

Help! The [COMMS LOG](#) button is greyed out!

You can only tap [COMMS LOG](#) within [Bookings](#), and you must have completed the [CHECK IN](#) process and *not yet* the [CHECK OUT](#) process.



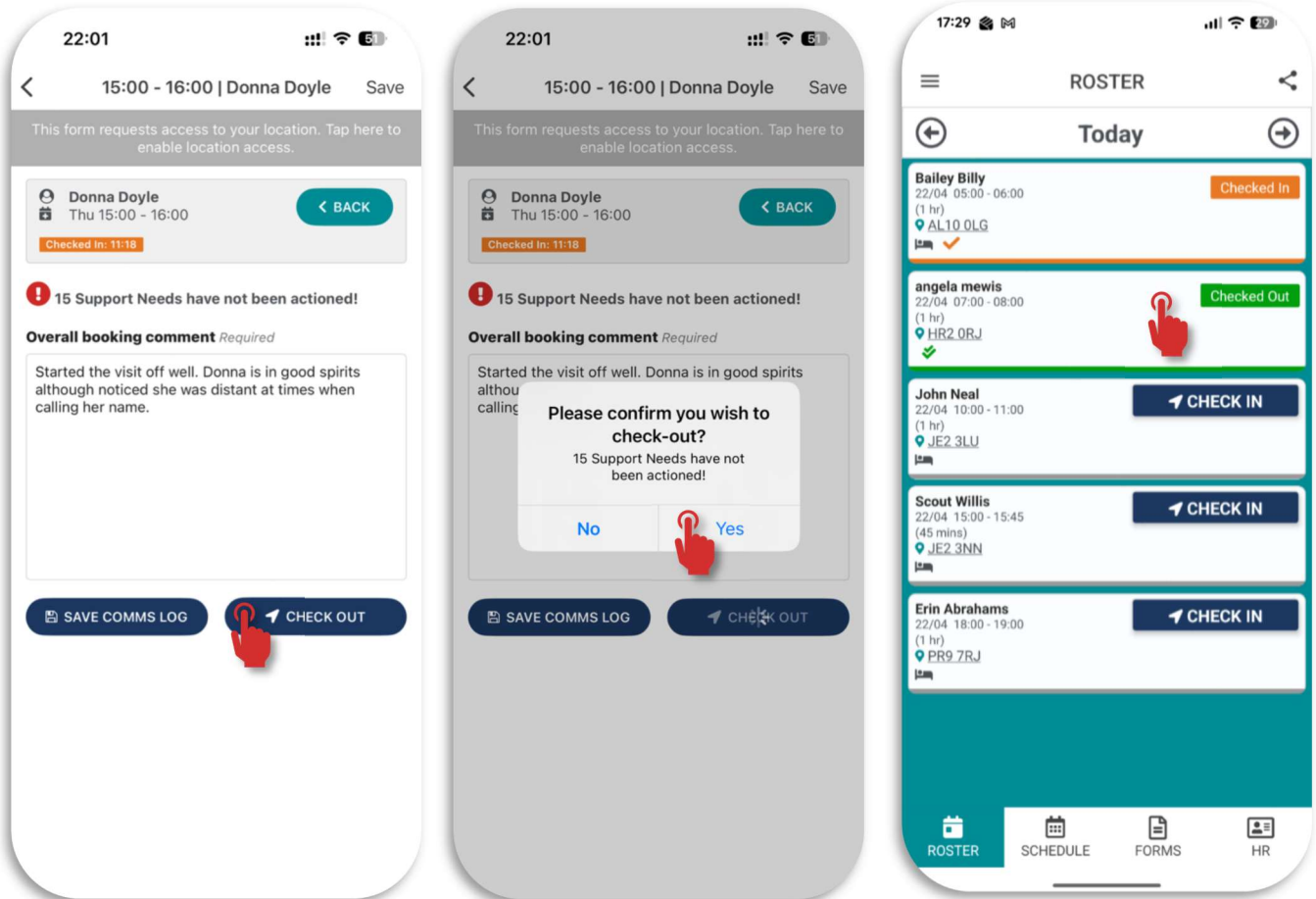
Within the [Booking Review](#) screen, you must summarise your time with the Client before you are able to complete [CHECK OUT](#). This is your [Overall Booking Comment](#).

You'll also see a count of any [Activities](#) which are not marked [COMPLETED](#) or [NOT COMPLETED](#), giving you a chance to review them.

Top tip!

You can dip into the [COMMS LOG](#) process anytime you'd like and write your [Overall Booking Comment](#) incrementally.

Tap [SAVE COMMS LOG](#), and then [BACK](#) to save your progress and continue with your [Booking](#).



When you have entered your [Overall Booking Comment](#), tap the navy [CHECK OUT](#) button.

This will flash a confirmation message on your phone screen and alert you if you have not actioned any [Activity](#) or [Medication](#) within the [Booking](#).

Tap [No](#) to go back, or [Yes](#) to complete the [CHECK OUT](#) process.

When you tap [Yes](#), we take a snapshot of your phone's location.

You will then be taken to the [ROSTER Tab](#) where you will see the [Booking](#) in a checked-out state.

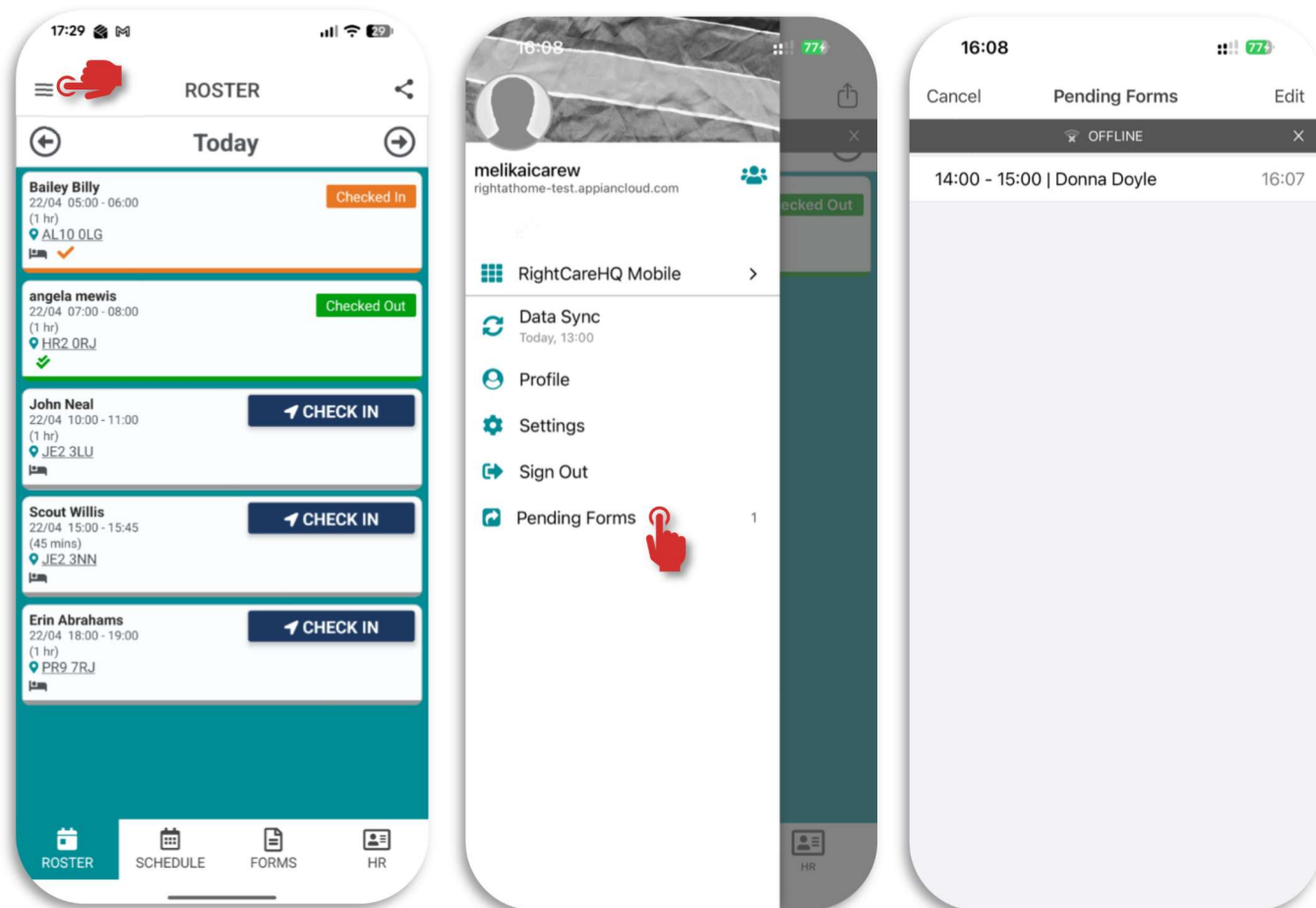
Once you're out, you're out!

Once you have completed [CHECK OUT](#) for a [Booking](#), you will no longer be able to amend any details. If you need to make amendments, please contact your care manager.

Checking out of a Booking when offline

If you are offline and need to **CHECK OUT**, don't worry, our **App** allows this.

Follow the **CHECK OUT** process as explained above, and you'll be taken back to the **ROSTER Tab** with your **Booking** shown as checked out.



For those with eagle eyes, you'll notice in the **App Sidebar** a **Pending Forms** section, with a count of any **Pending Forms** stored locally on your phone.

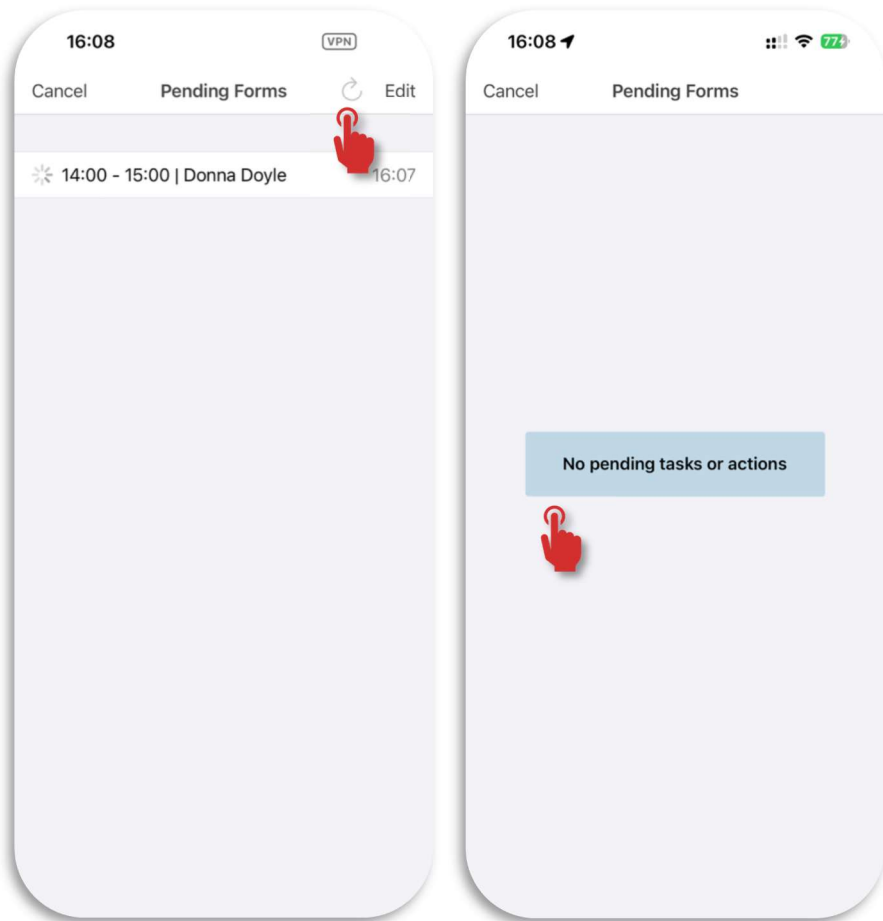
This is because you're offline, and we can't send the data associated with that **Booking** back to our server.

Don't mess with the sacred Pending Forms!

Pending Forms contain all your saved progress for a **Booking**.

Please do **not** touch or remove them, as you will **lose all your progress** for that **Booking**, and it is impossible to restart the **Booking** to complete again.

If you happen to get stuck, please contact your care manager.



When you next go online, our [App](#) will automatically try to send any [Pending Forms](#) back to our servers. This can take anywhere up to a minute and is denoted by a spinning wheel in the [Pending Forms](#) screen. Once finished, you will see a [No pending tasks or actions](#) message. This means everything you have done whilst offline has successfully reached our servers.

Some of my [Pending Forms](#) are not sending?

In the rare occasion you find that [Pending Forms](#) have a red exclamation icon next to them, you may try to manually send them to our server by clicking the refresh icon at the top of the [Pending Forms](#) screen.

If you still experience an issue, please contact your care manager.

Well done!

If you've made it through this far then congratulations, you'll be a pro at using our [App](#).

We really value your feedback and are consistently striving to improve your experience. Please direct any [App](#) feedback to your care manager in the first instance.

Thank you from the entire Right at Home Team! ❤️