

# Well Online: A Seamless Experience

## Providing access to wellbeing support & advice through advanced technologies

CiC are developing a new version of Well Online, due to be released in Spring 2020.

As well as a new design and parent-child architecture, it will provide users with a seamless experience accessing support and advice through a new generation of technology.

### Key Features & Benefits

- ▶ All-in-one Website & App
- ▶ Universal Access Across Devices
- ▶ Functions Online & Offline
- ▶ Downloadable From The Website (No App Store Required)
- ▶ Live Chat

### What's the new technology behind Well Online?

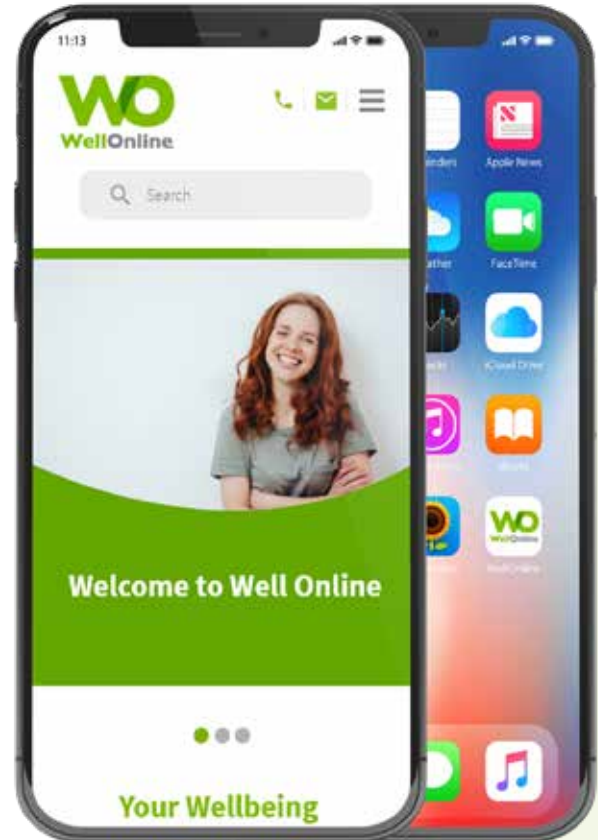
The updated version of Well Online is utilising Progressive Web App technology.

### What's a Progressive Web App?

Websites and native apps (the type that you download from an App Store e.g. WhatsApp) are separate technologies. A progressive web app is a new technology that bridges the gap between the two.

### How does this work?

In basic terms, with a Progressive Web App, the infrastructure and content run off the same technology meaning that your website and app are actually the same thing, combining the best features and requiring less maintenance.



### So how do you download it?

A user can easily save Well Online onto their devices' home screens from an internet browser. We'll create a guide on how to do this. You can't download this from the App Store.

### Will it work offline?

Every time the app is accessed with a connection, specific content will be updated and stored on your phone. Some features will not work offline (e.g. Live Chat) as it will require an active connection, however this is no different to a native app.