

Our guide to Well Online

Well Online aims to provide users with a seamless experience accessing support and advice through a new generation of technology.

We understand the challenges change brings, so we wanted to provide you with a guide to our new Well Online experience.

In this guide, we will be covering:

- How to access Well Online
- How to navigate Well Online
- Well Online feature highlights

Key features and benefits of Well Online:

- All-in-one website & app
- Universal access across devices
- Functions online & offline
- Downloadable from the website (No app store required)

What is the technology behind Well Online?

The updated version of Well Online is utilising progressive web app technology.

A progressive web app is where the infrastructure and content run off the same technology meaning that our website and app are actually the same thing, combining the best features!



Supported browsers

Desktop:

- Chrome
- Safari
- Edge (79+)
- Firefox

Mobile Browsers:

- Android 5.0+
- iOS 11.0+



How to access Well Online

To login, head over to: <https://www.well-online.co.uk>, once you have arrived on this page, enter your organisations username and password.

Desktop access

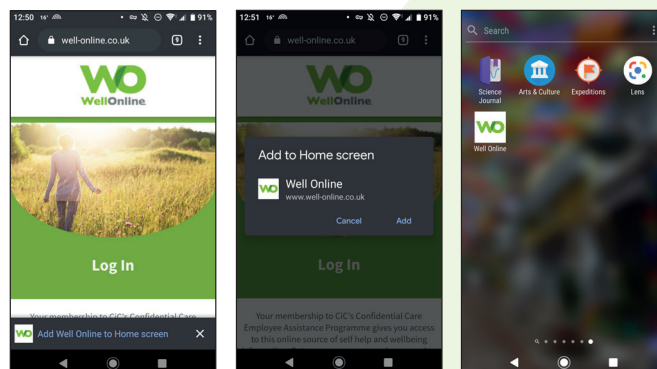
Once you have logged in, you will see the following screen (right image).

For future use, consider bookmarking the page so you can access the Well Online experience with greater ease.



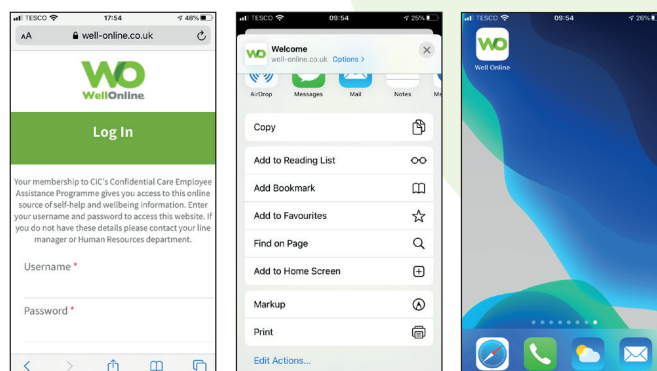
Android access

1. When you go to Log-in on your mobile Android device, at the bottom of the screen, you will have the option to add Well Online to your home screen.
2. Once you have pressed the 'Add Well Online to home screen' option, a pop-up will appear. Simply click 'Add' to save it to your home screen.
3. That's it! You will now see the Well Online app in your home screen. If you press on the app it will take you straight through to the familiar Well Online login screen.



Apple/iOS mobile device access

1. Proceed to the login page provided by the link above. When you have arrived on the page, click the share icon at the bottom of the screen (the square icon with the arrow pointing upwards).
2. Once you have pressed share, in the pop-up, scroll down to the 'Add to home screen' option. This will allow you to share it to your home screen.
3. That's it! You will now see the Well Online app in your home screen. If you press on the app it will take you straight through to the familiar Well Online login screen.

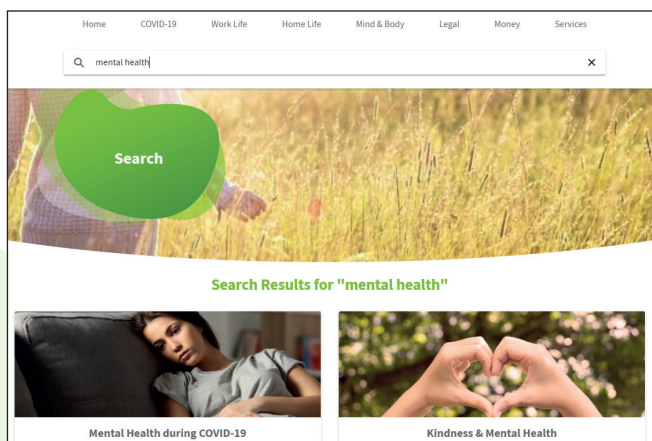


Well Online feature highlights

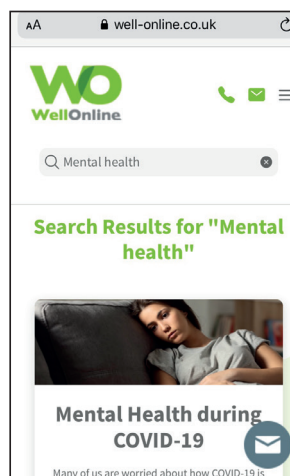
There are some great features included in our Well Online experience, here are a couple of our favourites.

Our search feature

We wanted to include a search feature so you can discover vast amounts of information on a wellbeing topic that is most relevant to you. For this example, we have searched 'mental health'. As you can see, once you have searched this term, a number of articles will appear relevant to mental health. In this case – mental health during COVID-19. Desktop search results will appear like this:

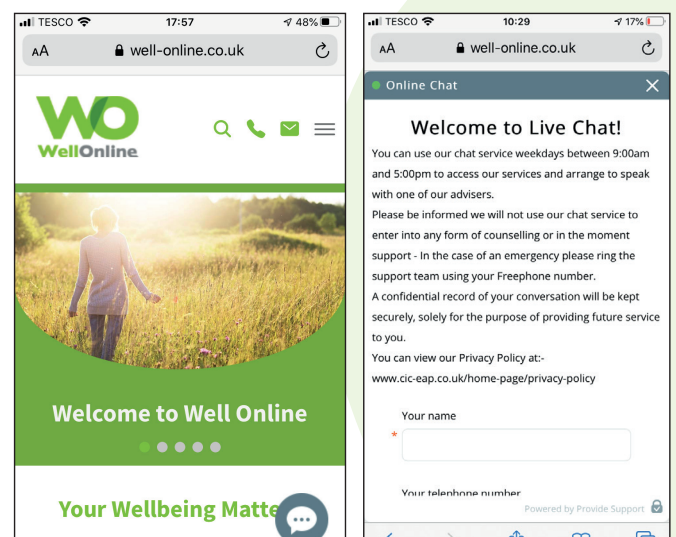


Mobile search results will appear like so:



Live Chat

With our Live Chat, we want to give you another way to reach us directly, so we can help answer any questions or problems you may have. To access Live Chat, simply click the grey speech mark button in the bottom right of your screen (shown in the image below). Note; our Live Chat feature is available from 9am until 5pm Monday to Friday. Outside of this time, you will see another icon, in the form of a letter. This will allow you to leave a message and our team will get back to you as soon as they can.



How to get started

We understand that you will navigate Well Online in your own unique way. That's why we've provided you with plenty of ways to discover the Well Online experience.

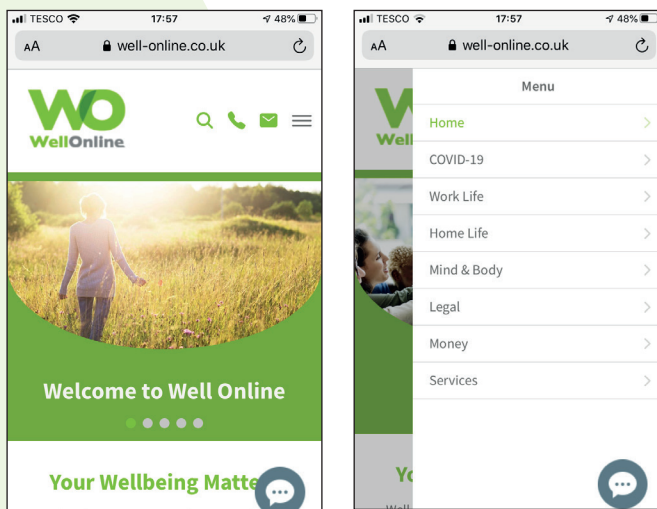
The navigation bar

This allows you access to a wide range of content we host on Well Online. This includes Information on COVID-19, work life, home life and more. Each area will provide you with a wealth of information – providing you instant access to many sources of wellbeing and support. Additionally, you can find the services tab. This lists all the different ways you can get in touch with us – including telephone, Live Chat, email and text.

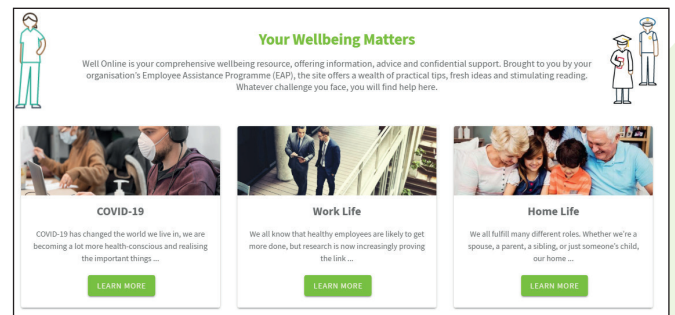
For desktop devices, your navigation bar will appear at the top of the screen:



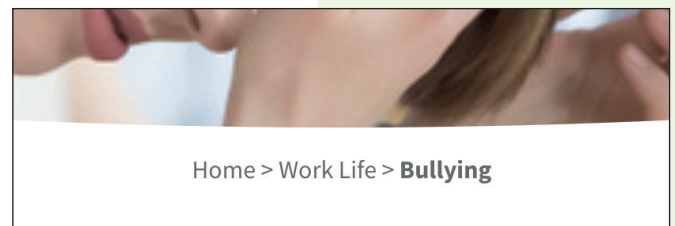
For mobile devices, you can access the navigation menu by pressing the 3 lines in the top right-hand corner:



Clicking on our wellbeing tabs (found on pages throughout Well Online)



Clicking on your navigation trail – allowing you to jump back to previous pages (this is found below the top image on your current page).



Scrolling down to the **dark grey section at the bottom of every page:**

