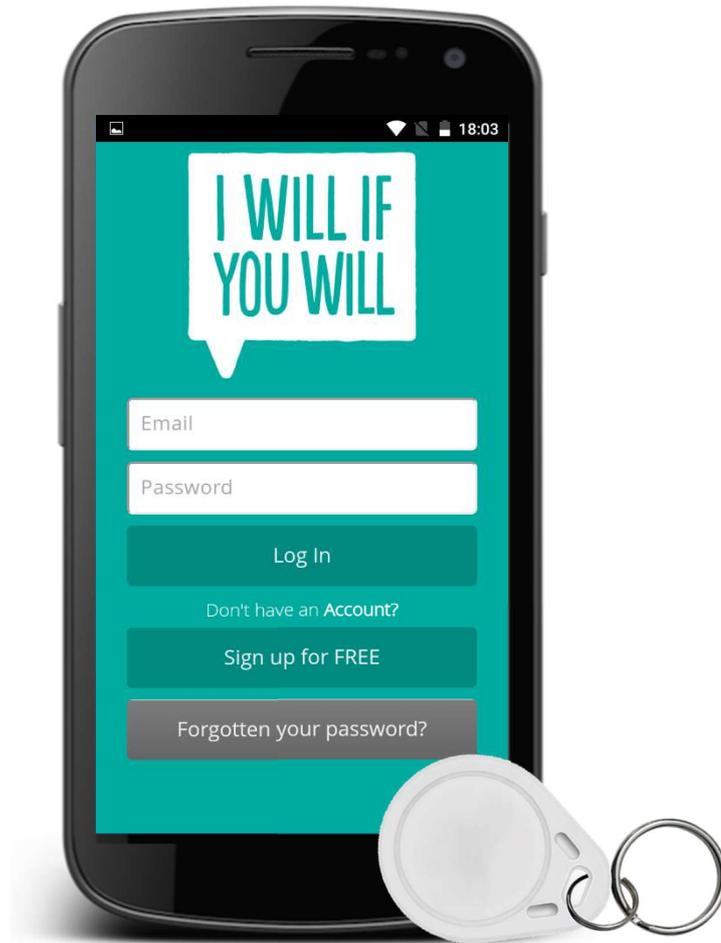




App for Instructors / Coaches / Deliverers - FAQ



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## What is happening and why?

IWIYW is getting technical!

Rather than a paper based register, we are moving to an electronic process.

All instructors/partners will be issued with a black Smart Prime 7 Mobile Device. The device does not have a SIM card. The device will allow you to open an IWIYW application.

All IWIYW participants will be issued with a white key fob (the size of a 50p piece).

From the app you can load up the sessions you have on that day. The key fobs can then be tapped against the device to check the participant into the session.

## What are the benefits to me?

It is quicker than completing a paper based register.

You no longer have to take paper registration and emergency contact information to your session as the device will store all this information for you.

It allows the IWIYW/Bury council team to get instant data.

The Council can continue to monitor the data.

## What do I receive?

You will receive a Smart Prime 7 in a box, with a plug, USB lead and headphones.

## How long do I need to use this new system for?

Until Bury Council ask you not to.

## Will I be trained to use the device?

You will receive training from the IWIYW team during March 2017, and you will be provided with a paper based guide to assist you.

## Will I need to sign anything?

Yes. We will be asking you to sign an Equipment Loan Agreement which outlines the obligations and responsibilities of yourself and Bury Council and the relevant liabilities.

## Where can I charge my device?

Use the plug provided to charge the device in any of the venues that you work from.

## How will participants find out about the new system?

We will communicate with participants via Facebook, Website, email and at the Fitness Party on 19/3/17, also via communication from you as instructors/coaches/deliverers.

## When/where can participants collect their fobs?

We will be running collection points in Bury by attending venues etc. We will also be giving all instructors/coaches/deliverers a number of fobs so that participants can collect directly from you.

## How long does it take to tap a participant into a session?

The process is very quick. It is much faster than writing participants name on a paper register. Representatives from the IWiyw team will be coming out to see you and will show you how it all works in March 2017.

## Do I need to update my sessions?

Yes. You will need to add any new sessions to the IWiyw website. For all current sessions you will need to update the dates that the sessions take place. You will receive a reminder email asking you to confirm whether your sessions will continue or not. This is a quick and easy process.

## Why do I need to keep updating them?

If you do not update your sessions, the Council/IWiyw website will have no record of them taking place which means they would not be communicated via the website to existing and prospective participants. There will also be no session data on the device to tap participants in against.

## Why is the data important?

We want to prove that IWiyw has made a lasting change to Bury.

Bury Council has an ambition to be the healthiest borough in the North West by 2020, and the data will confirm whether Bury has achieved this.

## Can I see my data?

If you want a report showing the data (i.e. numbers of participants per session) from your sessions you will be able to request this from the Performance Team on 0161 253 6816 or

email: [PI.SDU@bury.gov.uk](mailto:PI.SDU@bury.gov.uk). This can be provided on a quarterly basis.

## Will I receive ongoing support?

Yes, support is available via the Sports Development Team. Please email them at [Sports.Development@bury.gov.uk](mailto:Sports.Development@bury.gov.uk), or telephone them on 016 253 5893.

## How do you use the device?

- **See separate 'How to Use' document**

## Where is the session information coming from?

The session information is taken from the IWYIW database that powers the website. All the Activity and Session information will need to be available through the website before it will be available within the app.

## How can I use the application?

- **See separate 'How to Use' document**

## How do I set up my sessions for the day?

The sessions need to have been created through the website for them to show on the app. Once they are created on the website they will automatically show in the app.

### At venues with access to Wi-Fi

Simply open the app when connected to Wi-Fi and it will automatically download the latest Activity and Session data for your account.

### At venues with *no* access to Wi-Fi

You need to open the app and go into the 'Trainer admin' section while you are connected to Wi-Fi, e.g. at home in the morning. The app will automatically save the downloaded Session and Activity data so it can be used without a Wi-Fi connection. After the sessions and once you are back at a location with Wi-Fi, simply load up the app again and it will automatically synchronise the data from the device.

## Who can participants contact for help/support?

Support is available via the Sports Development Team. Participants can email them at [Sports.Development@bury.gov.uk](mailto:Sports.Development@bury.gov.uk), or telephone them on 016 253 5893.

## What do I do if the participant: -

### Is already registered with IWYIW?

When you are in the session and have pressed the 'NFC Scanner' button, simply tap the tag to the back of the device – the device will beep and the counter on the screen will go up. If the counter doesn't go up when it beeps, simply tap the tag again.

### Is a new participant?

Tap the 'new user' button on the screen and fill in the simple form

### The participant has forgotten their fob?

If they have been to a session before they should be listed on the register – just tap the name to sign them in. If they haven't been to a session before or their name isn't in the list use the 'search' function to find and add the participant

### Has lost/damaged their fob?

You can issue them a new fob by using the 3<sup>rd</sup> option from the front screen. Search for the person and select them, then tap the new fob to the back of the device twice (it will need to beep twice). This will associate the new fob with the participant and it can work straight away. \*\*Please note this can only be done on Wi-Fi.

## How long does it take to search for a participant?

This depends on the speed of the Wi-Fi the device is connected to. From pressing the 'Search' button to getting the list back can be as fast as 1 second.

## What happens if the device doesn't work?

You will need to record the register on paper and then when you get the device working again you can enter them retrospectively.

## What happens if the device won't scan a participant?

You can use the list or search to manually add the participant

## What happens if the device is damaged, broken or lost?

Please contact the Sports Development Team. Please email them at [Sports.Development@bury.gov.uk](mailto:Sports.Development@bury.gov.uk), or telephone them on 016 253 5893. Each case will be treated on its own merits. You will be advised whether or not a replacement device can be issued.