

# TouchPoints Instructions



If these instructions don't answer all your questions, please call us on **0808 238 5492** or email us at [touchpoints@ipsos.com](mailto:touchpoints@ipsos.com).

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# 1.0 Receiving your device

- 1 Firstly, check that you have received everything in the pack.

It should contain: the **phone** inside a protective case, a **charger plug** and **cable** and a **welcome letter** with your username included.

All of these will be securely placed in foam. There will also be a plastic wallet inside which will have a prepaid tracked label on it for you to return everything to us.



**Please keep all the below materials so you can return the phone and charger to us safely:**

- Return pre-paid envelope(s)
- Padded box containing phone/charger

**If you are doing the separate questionnaire online**, you will receive one pack in the post and a survey link within an email.

**If you are doing the separate questionnaire on paper**, you will receive two packs in the post.

***If any content is missing, please contact us immediately via the helpline.***

## **PLEASE NOTE:**

**Only the person who agreed on the phone to take part in the survey should complete the diary and questionnaire.**

# 1.0 Receiving your device (continued)

## 2 Putting the charger together

To put both parts of the charger together: slide the large end of the cable fully into the charger plug.

Connect the small end of the cable into the phone base (see picture).

Plug the charger into the wall socket.



Charger socket

## 3 Charging the phone

The phone will be sent to you switched on and with some charge. But we recommend fully charging it using the charger provided (this may take 2-3 hours).

Whilst completing the diary, keep the phone charged (every couple of days).

Our chargers have been PAT tested to ensure they are safe before being posted to you. We do advise you not to leave the phone or charger plugged in for longer than 3 hours when away from home or being charged overnight.

### PLEASE NOTE:

This is a touchscreen phone and you will need to **use your finger** to navigate around the screen on the phone, tap an answer and scroll through lists for each question in the diary.

# 1.0 Receiving your device (continued)

## 4 Switching on the phone

After charging the phone, make sure the phone is switched on. If it is not, switch it on by **holding down** the smaller button at the right side of the phone for 3-4 seconds (see diagram below).

If the phone does not switch on, make sure it is fully charged. ***If the phone continues not to switch on, please contact us on the helpline.***

Home screen



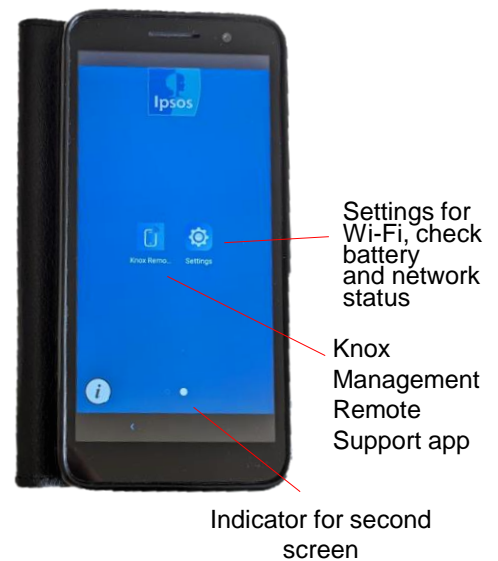
## 5 Once the phone is switched on

You will see the home screen from where you will access the TouchPoints diary.

In the **Settings** app you can check battery status and network connection. You can go back to the home screen by swiping right.

Knox Management Remote Support app is an Admin app used only by the office.

Second screen



# 2.0 Connecting the phone to your home Wi-Fi (optional)

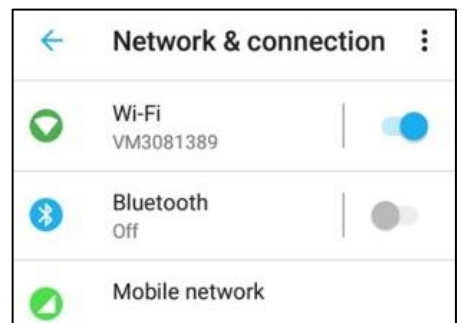
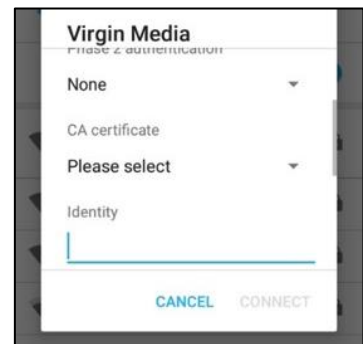
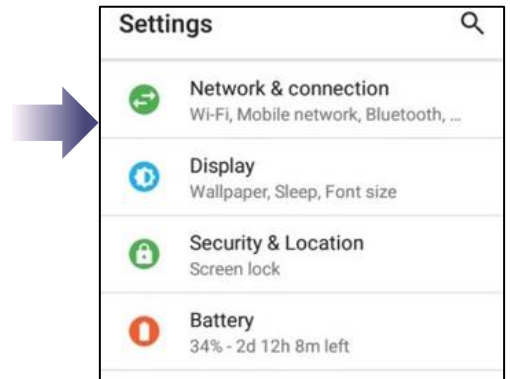
If you do not have Wi-Fi at home or can't connect to Wi-Fi, please don't worry, as your diary will work using the data usage allowance on the phone. However please note that the diary must be connected to the internet – either via Wi-Fi or mobile signal. If you don't get signal at home, please contact the Helpline.

1. To access your Wi-Fi connection using the phone, go to the second screen. Tap on the settings.
2. Select *Network & connection*, ensure the WiFi is turned on and then tap on the WiFi settings.
3. Locate your home Wi-Fi username from the list (check this against your Wi-Fi router box - at the bottom or back of the box). See example below of what your username and password may look like:

**USERNAME: BTHub3-KRXZ**

**PASSWORD: ZRt45nW35**

4. Tap on the Wi-Fi username to automatically bring up the keyboard for you to enter the password.
5. Enter your Wi-Fi password exactly as it is stated on the Wi-Fi router box; with the correct characters (upper or lower case).
6. Tap on '**Connect**' to complete the connection. If this does not work, please try again. Once you are connected to Wi-Fi in your area, the selected Wi-Fi will be displayed as connected.



## 3.0 Getting started

- **Click on the diary app** on your Ipsos supplied phone
- **Enter in your username.** It can be found in the welcome letter, which is included in the pack we sent you along with the Ipsos supplied phone. ***If you are unable to find your username, please contact the helpline.***
- **Follow instructions** to go through the onboarding process



## 4.0 Onboarding

There are a few steps required before you can start filling in your diary.

- **Accept Terms and conditions**
- **Accept the Privacy Policy**
- **Learn how to make a diary entry** – which includes an instructional video and a practice entry.
- **Learn how to add sleep** – which includes instructions and a how to video on logging sleep.



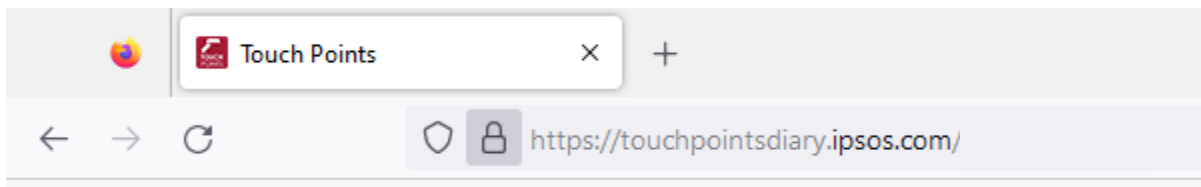
**Your diary will begin the following day once you complete the onboarding. The first timeslot to fill in will be the one starting at midnight.**

# 5.0 Completing the diary on another device

The TouchPoints diary can be completed on any internet-enabled devices, such as tablets, laptops or desktop computers.

You can easily swap between devices during the diary week in case you have issues with your Ipsos supplied phone or if easier to use another you might have access to.


- Open any browser (i.e. Google Chrome, Safari, Firefox or Microsoft Edge)
- Access <https://touchpoint diary.ip sos.com>, you will need to **login again** using your unique username

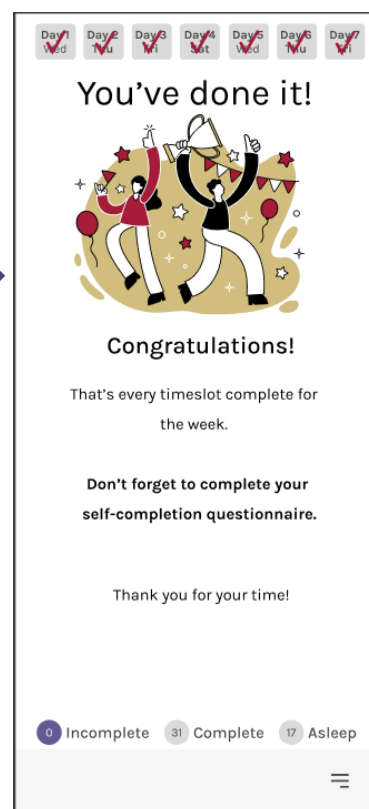


- Any progress won't be lost and you should be able to continue from where you left off
- If you need any assistance, please contact the Helpline as they can also help you create a shortcut to the diary on your device



## 6.0 Returning your device

- Before sending everything back, ensure you have the **'Diary Complete'** screen appearing. Please do post the phone and charger back to us in the box as soon as possible after you see this screen. 
- Take the charger apart and place the charger plug and lead into the allocated space in the phone box.
- Please leave the phone switched on, ensure the case is still on and place it all back into the box. Close the box and place inside the provided prepaid return envelope. ***(If you have misplaced the box or envelope, please contact the helpline asap).***
- Post this back to us. The label on the return envelope is Royal Mail's tracked service. This means the pack will reach us within 48 hours of you posting it. You can post it in an ordinary post-box or can take it to the post office and ask for proof of posting. Either way, no cost is incurred.
- You can post it in an ordinary post-box or can take it to the post office and ask for proof of posting. Either way, no cost is incurred.



If completing the **paper questionnaire**, post this back to us using the provided prepaid return envelope.

If completing the **online version**, please ensure that you select the submit button at the end.

### PLEASE NOTE:

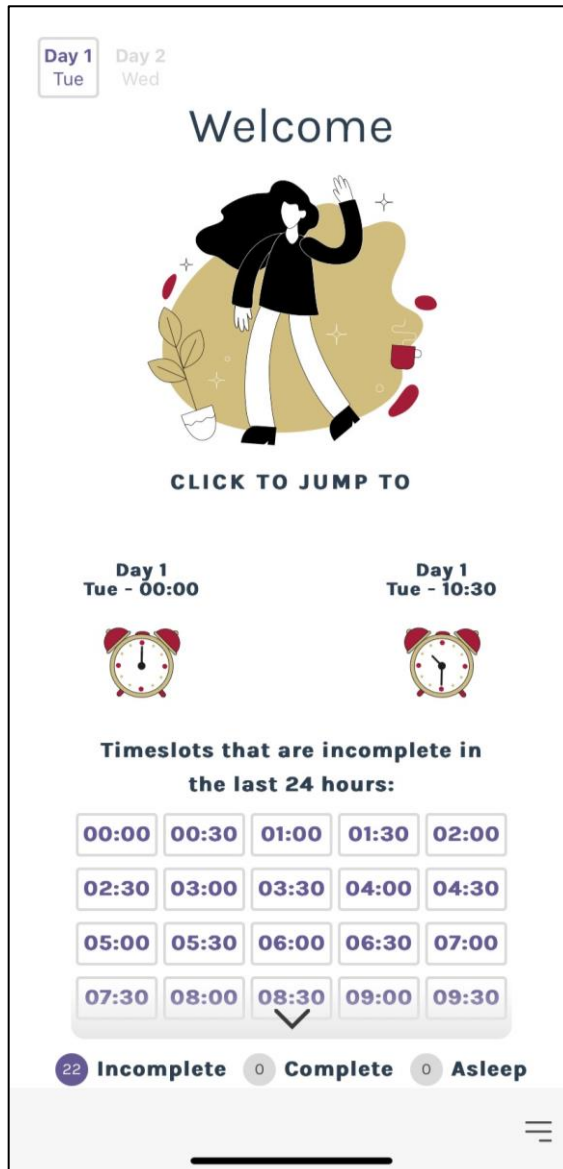
Once the diary has been returned to us and the questionnaire is completed, we will send out your shopping voucher either by email or post, as a thank you, within 2-3 weeks.

# 7.0 Diary Example Screens

## Homepage overview

Each time you open the diary you will be back to the homepage. You will be able to access all your available diary timeslots.

Click on a specific Day to view all timeslots that are available for that day



Click to jump to your oldest outstanding timeslot diary entry



Click on any recent timeslots to jump to the associated diary entry



Shows outstanding timeslots tally for the previous 48 hours



Click to jump to the most recent available timeslot diary entry



Click on the three lines to access contact details and more



# Diary Entry Page

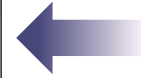
For each timeslot, you need to answer questions for all sections. You can complete them in any order and once a section is done, the answers will be displayed in red.

Click on the '+' to use the 'extend' function and/or to confirm you were asleep or awake.

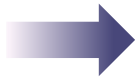


Long hold to the right or left of timeline to use the 'jump' buttons

Scroll and click on the timeslot you wish to open



Click on any question section to fill in your answers or review your answers



Shows summary of your answers

Click on the three lines to access contact details and more



# Entering Sleep

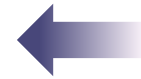
Click on the relevant timeslot and then the '+' button to enter sleep. You can enter sleep in blocks by selecting the time you went to bed and then confirming what time you woke up.

If you are recording sleeping periods of more than 12 hours, you must email or call the Helpline to inform us. If your diary has too many sleeping hours, it may be rejected as it will not be usable and you might not qualify for the incentive.

Set the time you slept until by using the arrows



Move to 'Awake' or 'Asleep'

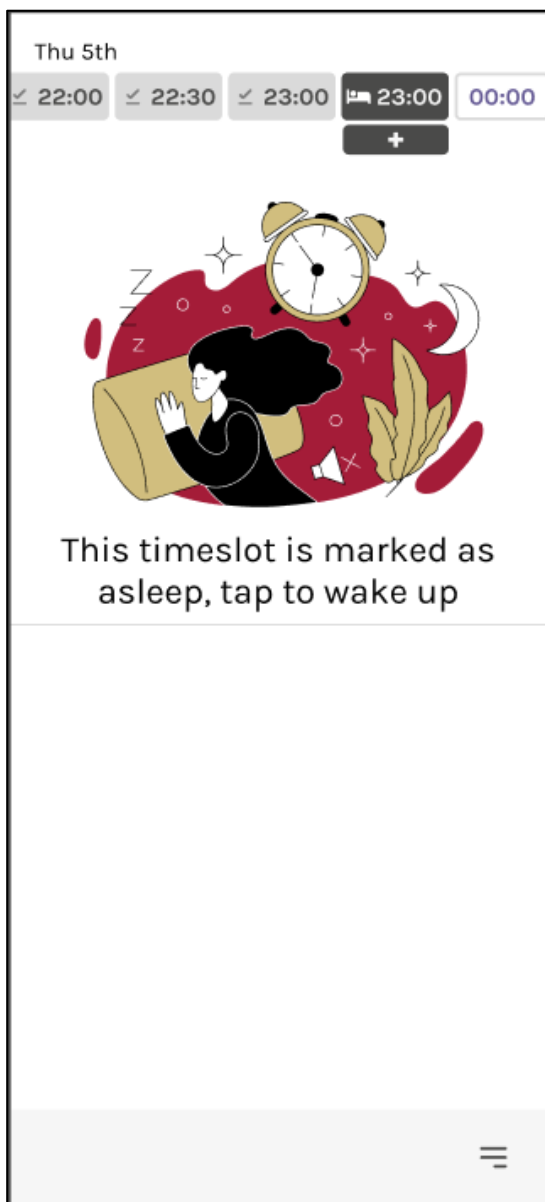


Timeslot in use highlighted

# Awaking from Sleep

There may be times where you accidentally entered that you were sleeping. To wake yourself up from a sleep timeslot, you will need to click on the image. You will then be asked to confirm. If you don't wish to wake yourself up, please click on another timeslot to move away from the page.

Click on image to wake yourself up



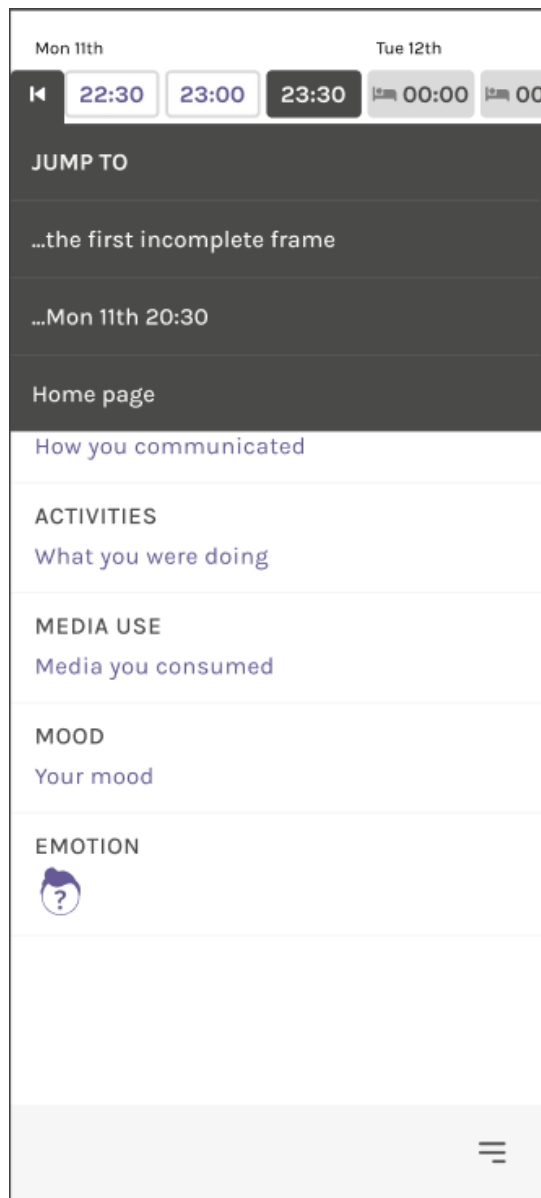
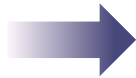
Click on the three lines to access contact details and more



# Timeline Jump Menu

On the right and left-hand sides of your timeline, you can long hold to open up a jump menu. This menu can be used instead of scrolling to help you navigate the timeline.

Long hold here to open the jump menu



Long hold here to open the jump menu



# Extend Function

After you complete a timeslot, you will be able to extend the first four sections if they are the same as the previous half an hour.

Mon 11th

0 21:30 22:00 22:30 23:00 23:30

If you're still doing these, you can extend to this timeslot by selecting below...

LOCATION

- At Home

WITH WHOM

- Partner / Spouse

COMMUNICATION

- None

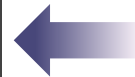
ACTIVITIES

- Drinking
- Relaxing

No sections extended to 22:00

Were you asleep this timeslot?

AWAKE ASLEEP



Click on the '+' button to show the extend menu.

If you were not awake this timeslot, you can indicate sleep here.



# 8.0 Top Tips

## Extending a timeslot

If you want to extend one of your timeslots, press on the timeslot just after the one you want to extend and a plus sign will appear. Press on the plus sign and you will have the option to simply extend what you were doing before. You can choose to extend your location, with whom, communication and activities.

## Using the long hold Jump buttons to quickly move around the timeline

Use the jump buttons to proceed quickly to the next incomplete frame or the home page. To access the jump buttons, make sure to press and hold on the edge of your screen by the timeslots. A menu should appear for you to choose whether you want to jump to the home page or to the next incomplete timeslot. To get out of the jump buttons, just click anywhere on the screen.

## Accessing the Main Menu features

To access the main menu, simply press on the three lines in the bottom right corner of the screen. The main menu will appear where you can navigate options such as contacting support, visiting the TouchPoints survey website (About TouchPoints), or watching how to videos.

## Viewing outstanding timeslots on the Home Page

When you return to the diary you will be directed to the home page. However, you can also access the home page by using the main menu or the jump buttons. The home page allows you to view and access all available timeslots by day or within the last 24 hours. This is an easier way to access the timeslots across different days rather than scrolling through each one.

## Refreshing your link if it isn't working

If the survey link isn't working, you can close the browser you are using and open it again. Then, try going back to the website. You may need to re-enter your login details.



# 9.0 Frequently Asked Questions

## Completing the Diary

### Q. What is my username to log into the diary app?

A. Your username details can be found in the welcome email we sent after you agreed to take part (if you provided an email address). They can also be found on the SMS message you received from us. Here is an example of what it will look like: **t12365u@tp.uk**. If this does not work or if you experience any login problems, please contact the helpline.

### Q. Why are questions the same for each 30-minute interval?

A. We maintain consistency across all questions for each half as this allows us to track differences / changes that may occur from throughout the day. For questions in the Location, Who with, Activities sections you can use the 'Extend' function (see help video) to save time.

### Q. Do I have to fill it in every half an hour?

A. You don't literally have to access the diary every half an hour, but at some point you will need to catch up and complete slots that you missed earlier. Your sleeping hours can be recorded in blocks rather than in half hour timeslots (see help video).

### Q. I have fallen behind on my diary entries. What should I do?

A. It is not a problem if you fall behind by a few hours. You can complete diary entries retrospectively, one by one, all at once. The diary allows you to navigate easily to any timeslots missed. If you can't catch up the timeslots that you have missed, then please contact us using the details below so we can tell you how to restart the diary the following day.

### Q. How do I know when I have finished the diary?

A. After completing your entries up to midnight on the seventh day, a 'Congratulations' screen will appear to notify you that the diary has been completed. You won't be able to navigate to any other screens once your diary is complete.

### Q. Not connected to the internet message is appearing

A. When filling in the diary on your device, if you see an Important Notice message saying 'you are offline', you won't be able to continue the diary until you resume your internet connection. If completing on a mobile phone you will need Wi-Fi or a minimum 4G signal.

# 9.0 Frequently Asked Questions (continued)

## Completing the Separate Questionnaire

### Q. Where do I find the link to the separate questionnaire?

A. If you gave us an email address, you will have received an email just after we spoke to you on the phone. As well as general instructions, it included your own unique link to the separate questionnaire. Please check your Spam or Junk folders for the email if you can't find it in your inbox.

### Q. The survey link in my email is not working

A. If the survey link does not work, please copy and paste the link into your internet browser.

Note that if you have clicked on the link twice within 10 minutes, you may be blocked from the survey. All sessions/tabs/browsers that have the survey open should be closed and you will need to wait 10 minutes before you can access the link in your email invite again. If you click on the link before the 10-minute period is up, the 10-minute timer will revert back to 0 and a new 10-minute period will begin.

### Q. What are the serial numbers on the paper questionnaire?

A. If we have sent you a paper version of the separate questionnaire, the serial numbers are only used to monitor which questionnaires have been returned, so that we can send you your vouchers and monitor response levels. Please do not peel these off.

# 9.0 Frequently Asked Questions (continued)

## Ipsos Supplied Phone

### Q. What shall I do if I have lost the pack the phone and charger came in?

A. If you have lost either the pack or prepaid return envelope, or anything else, please contact us asap.

### Q. Why are there two parts to the charger?

A. The charger was sent in two parts to fit in with the packaging / box. The charge plug should be placed into the wall socket and the charger lead will need to be connected to the plug and the smaller end will need to go into the phone to charge it.

### Q. What are the labels on the phone for?

A. These are only used to monitor which phones have been returned so we can send you your vouchers and track response levels. Please do not peel these off.

### Q. My phone is not charging / my charger doesn't work?

A. If the phone doesn't seem to be charging, you may have a faulty charger. Please email us or call the helpline for assistance.

### Q. My phone won't switch ON

A. Make sure you are pressing the correct button. The small ON button is located on the right-hand side of the phone. Press this button down for 3-4 seconds to switch it on. It will quickly buzz, once it's switched on, to notify you. If this doesn't work, please charge the phone fully and then try the 'on' button again.

If your phone doesn't turn on after a prolonged period of charging, or it doesn't work for any other reason, please contact us.

### Q. How do I know when the battery is running low on the phone?

A. You can check the battery status by tapping on the Settings app on the second screen. If the battery is running low (below 40%), please charge the phone.

# 9.0 Frequently Asked Questions (continued)

## Troubleshooting

**Q. The device I was using to complete the diary is broken or I have a new one, part way through the diary. What do I do?**

**A.** You are able to download your diary on multiple devices throughout the survey period. Just reinstall the app and your diary will pick up where you left off.

**Q. I have accidentally deleted the diary, what do I do?**

**A.** If this happens, you will need to access the diary again using the link we sent you in the SMS message. The diary will pick up where you left off.

## General Queries

**Q. Will the diary app cost me money?**

**A.** Our app is free to install and uses a small amount of data. If internet/ 4G mobile data is not included in your package, then you will be charged by your network provider when the application accesses the internet. If you have even a small data allowance, the data usage is likely to fall within this, though, we cannot guarantee that this will be the case.

**Q. I've finished the diary and questionnaire, when will I receive my vouchers for taking part?**

**A.** Upon accurate completion of both the diary and separate questionnaire you will receive your vouchers by email link within 2-3 weeks.

For those that requested paper vouchers and/or had an Ipsos supplied phone, these will be sent in the post when all materials have been returned/completed.

If you are an Ipsos iris panellist, your reward will be loaded to your Ipsos iris account within the same timeframe.