

# 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 Getting Started

- **Click on the link** to the diary web app from the SMS (text) we sent you
- **Enter in your username ID** which is also found in the SMS
- **Follow instructions** to go through the onboarding process
- **Create a home page icon** on your device for quick access to the diary (optional)



**If you have not received this SMS message, please contact us using the contact details at the bottom of this page.**

# 2.0 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 practise entry
- **Learn how to add sleep** – which also includes instructions and a how-to-video on how to log sleep



**Your diary will begin the day after you login in for the first time. The first timeslot to fill in will be the one starting at midnight.**

# 3.0 Adding TouchPoints to your home screen (optional)

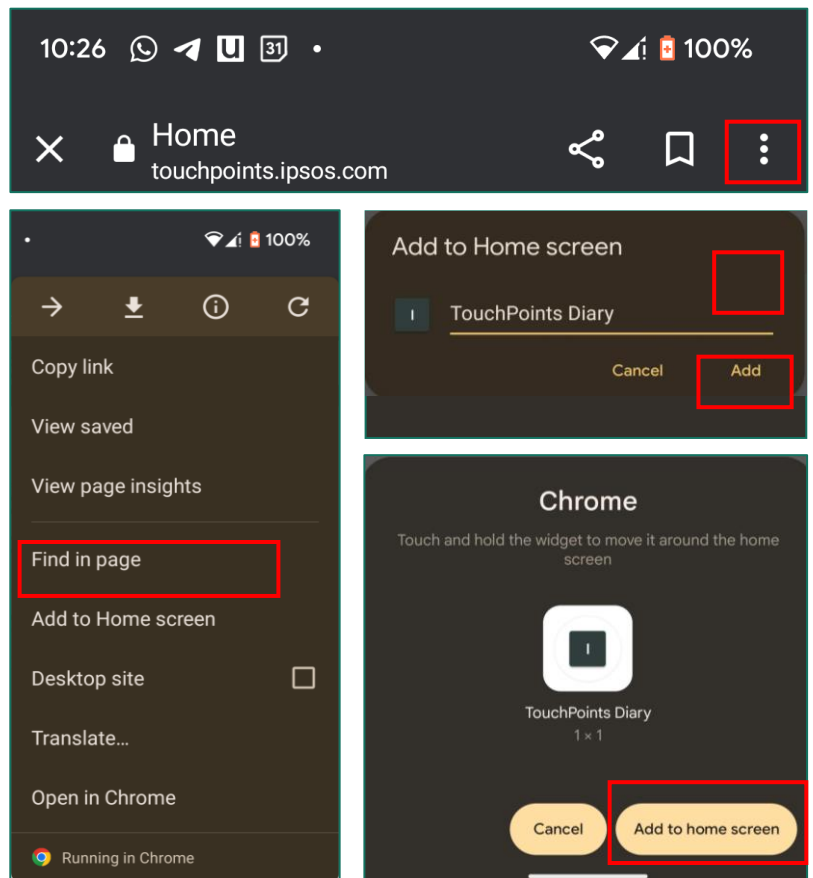
Just like a standard app, you can create an icon for the TouchPoints Diary on your home screen. This will allow you to quickly access your diary at any time.

## 3.1 Installing on Android phone using Chrome

### Google Chrome



1. Open Chrome.
2. Navigate (or click on the link provided) to the TouchPoints diary website
3. Tap the menu icon (3 dots in the upper right-hand corner)
4. Tap Add to home screen
5. Choose a name for the website shortcut



### PLEASE NOTE:

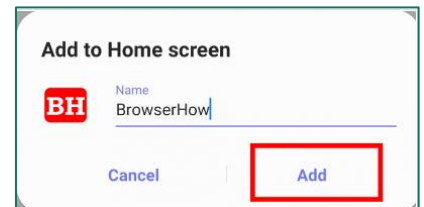
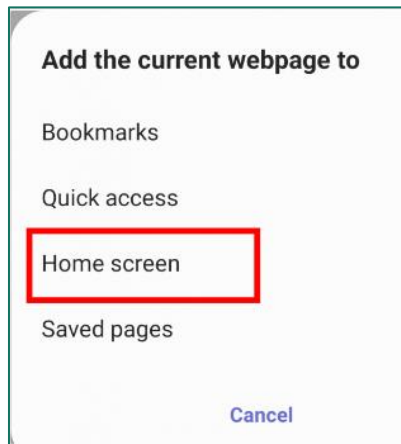
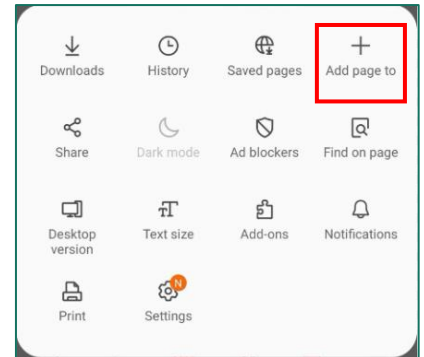
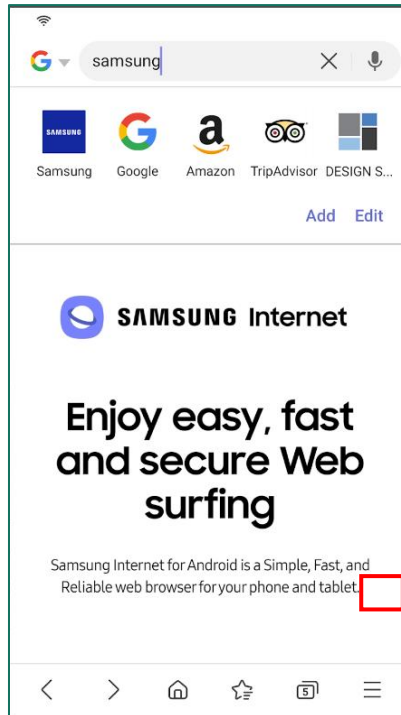
To access the web app ensure you are connected to Wi-Fi or have mobile signal

## 3.2 Installing on Android phone using Samsung

### Samsung Internet App



1. Open Samsung.
2. Navigate (or click on the link provided) to the TouchPoints diary website
3. Tap the menu icon (the three horizontal lines in the bottom right-hand corner)
4. Tap Add Page to, then tap Add to Home screen
5. Choose a name for the website shortcut



### PLEASE NOTE:

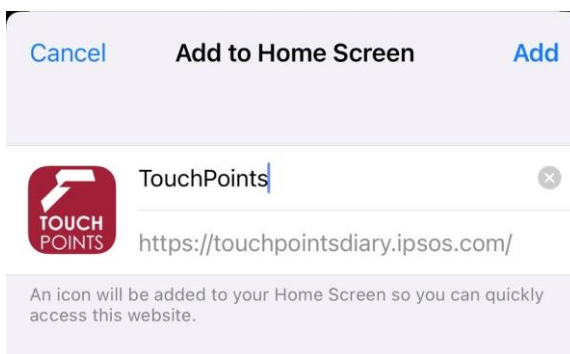
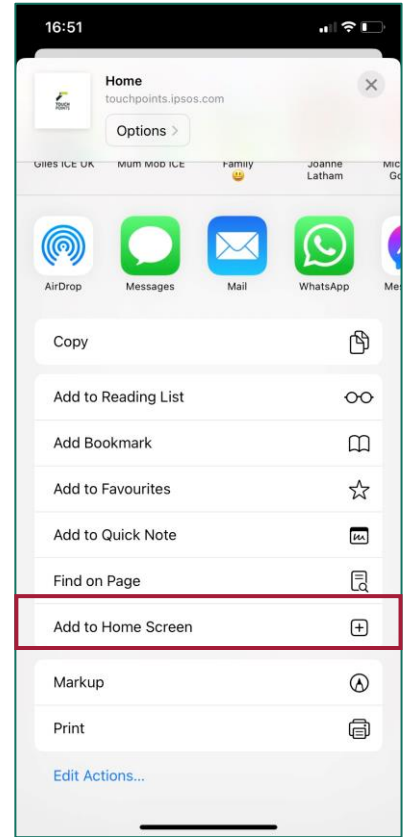
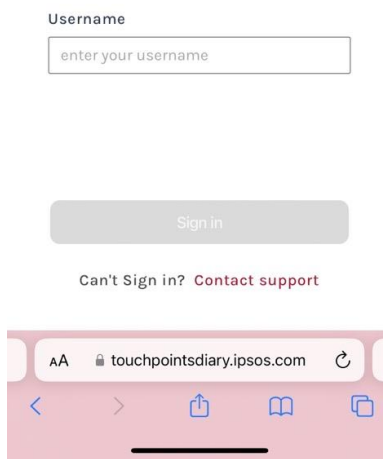
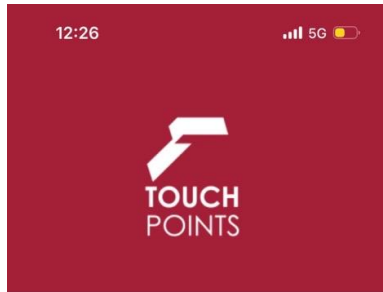
To access the web app ensure you are connected to Wi-Fi or have mobile signal

## 3.3 Installing on iPhone using Safari

### Safari



1. Open Safari.
2. Navigate (or click on the link provided) to the website you want to save to your home screen
3. Tap the Share button on the bottom of the page.
4. Scroll down the list of options until you see Add to Home Screen
5. Choose a name for the website shortcut, click Add



### PLEASE NOTE:

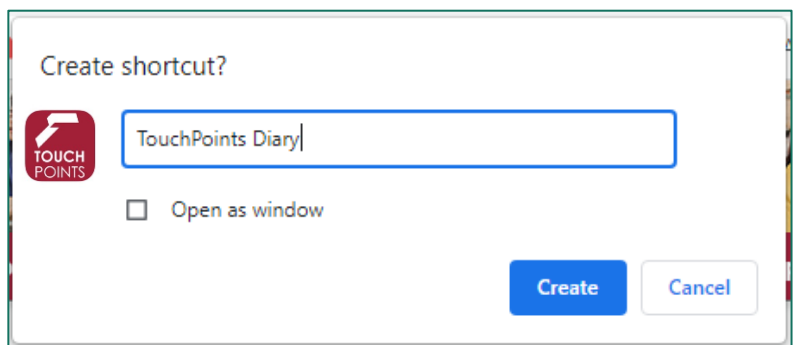
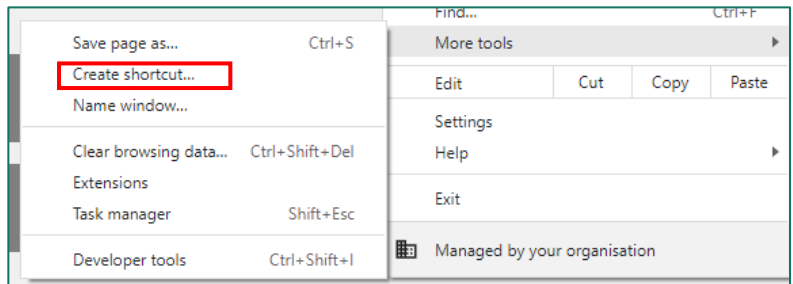
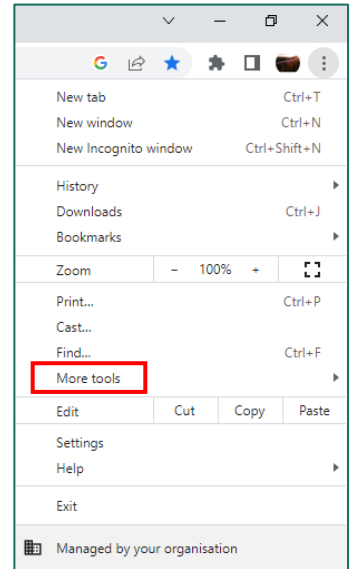
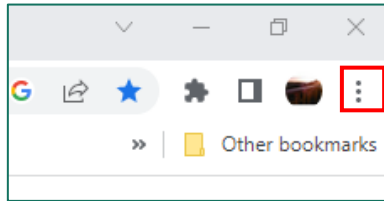
To access the web app ensure you are connected to Wi-Fi or have mobile signal

## 3.4 Installing on desktop using Google Chrome

### Desktop Google Chrome



1. Open Chrome.
2. Navigate (or click on the link provided) to the website you want to save to your desktop
3. Tap the menu icon (3 dots in the upper right-hand corner)
4. Click More tools... from the menu that appears
5. Click Create shortcut
6. Choose a name for the website shortcut and click Create



#### PLEASE NOTE:

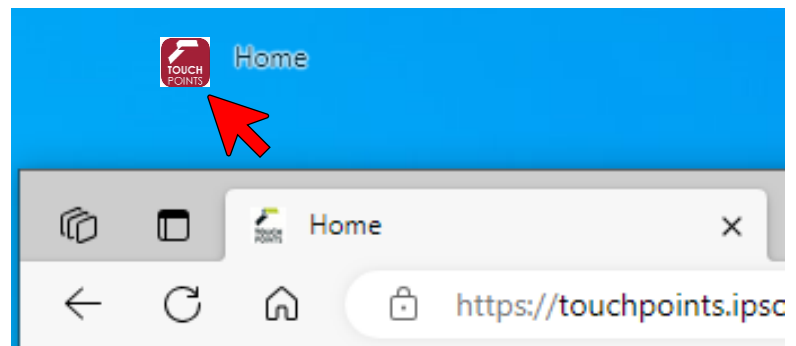
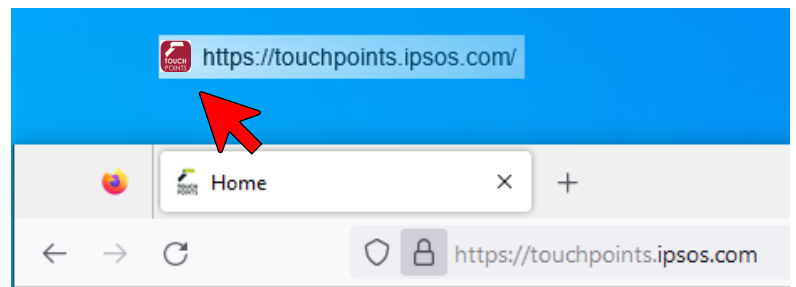
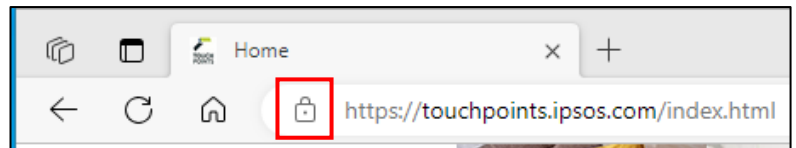
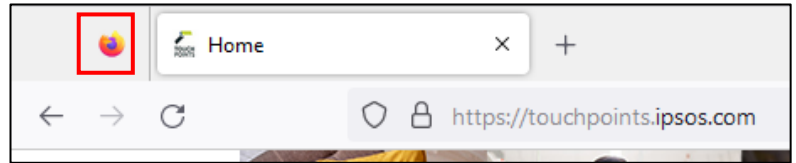
To access the web app ensure you are connected to Wi-Fi or have mobile signal

## 3.5 Installing on desktop using Firefox / Edge

### Desktop Firefox / Microsoft Edge



1. Open Firefox or Windows Edge
2. Navigate (or click on the link provided) to the website you want to save to your desktop
3. Click on the padlock icon to the left of the url address
4. While still holding the mouse button down, move the pointer to the desktop, then release the mouse button.
5. The shortcut will be created on your desktop



### PLEASE NOTE:

To access the web app ensure you are connected to Wi-Fi or have mobile signal



# 4.0 The Process

## The Process

For each half hour over the course of your diary week, you will need to fill out a diary entry and complete a separate questionnaire.



Install the diary to your own smartphone/device(s) or if you are using one of ours, this step will be done for you.



Complete the on-boarding/setup stage to start the diary.



Fill in your half hour timeslots for 7 full days - remember you need to be connected to the internet to send us data.

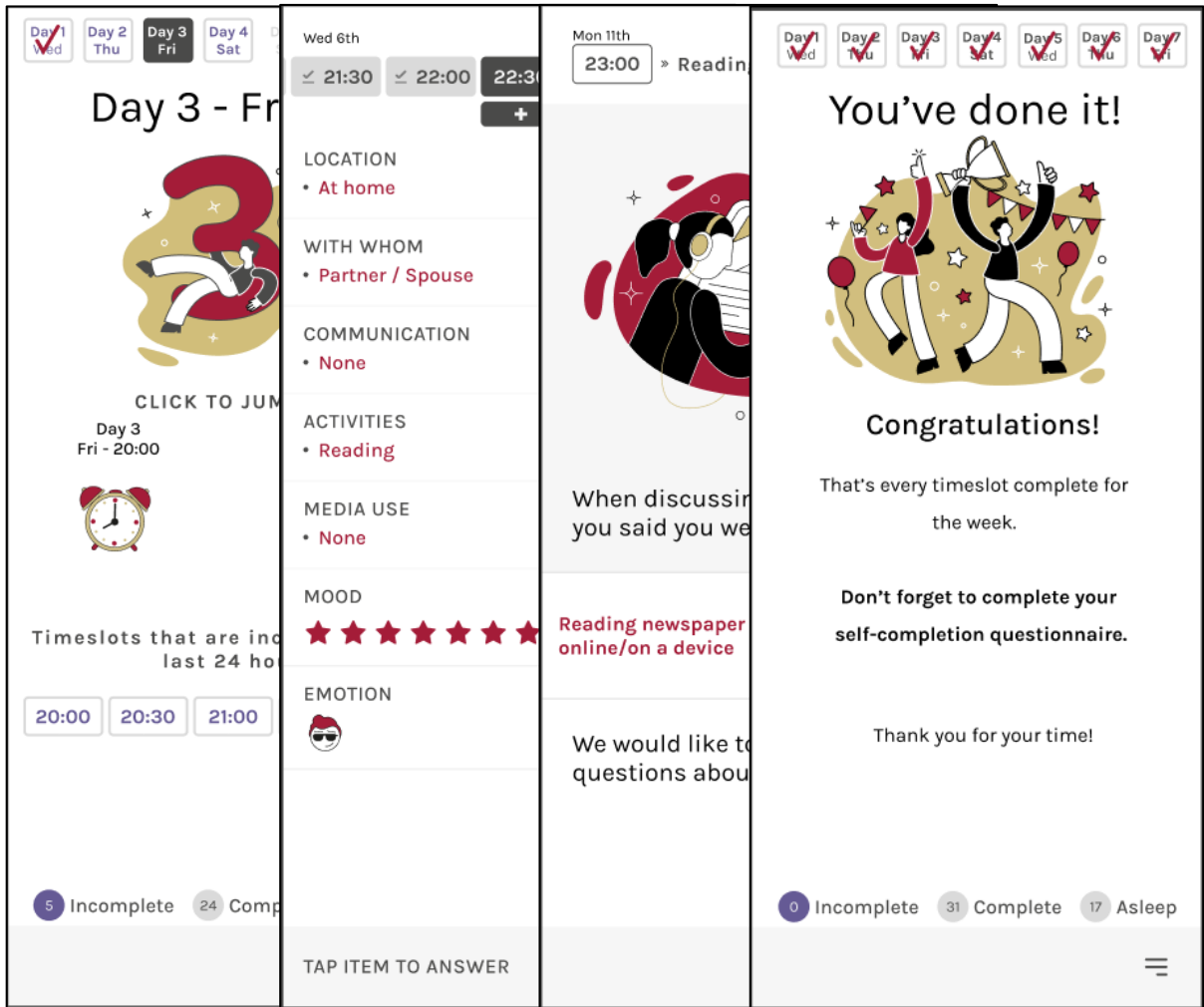


Complete the separate questionnaire.



Receive your reward.

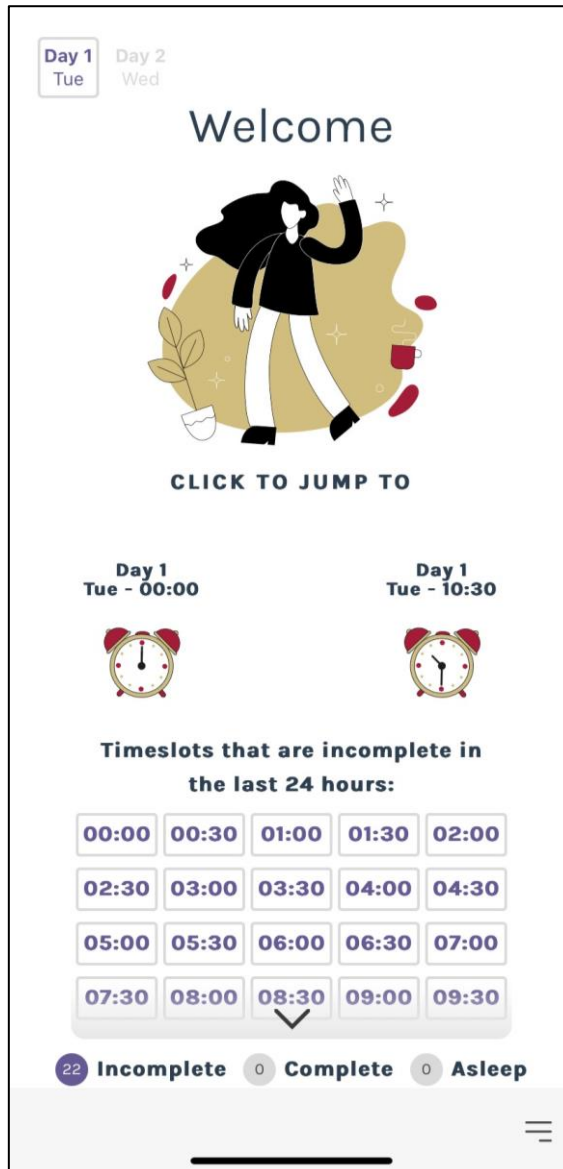
# 5.0 Diary Example Screens



# 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 or to confirm you were asleep or awake.



Click on any question section to enter your answers, review or amend them



Shows summary of your answers

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 the three lines to access contact details and more



# Entering sleep

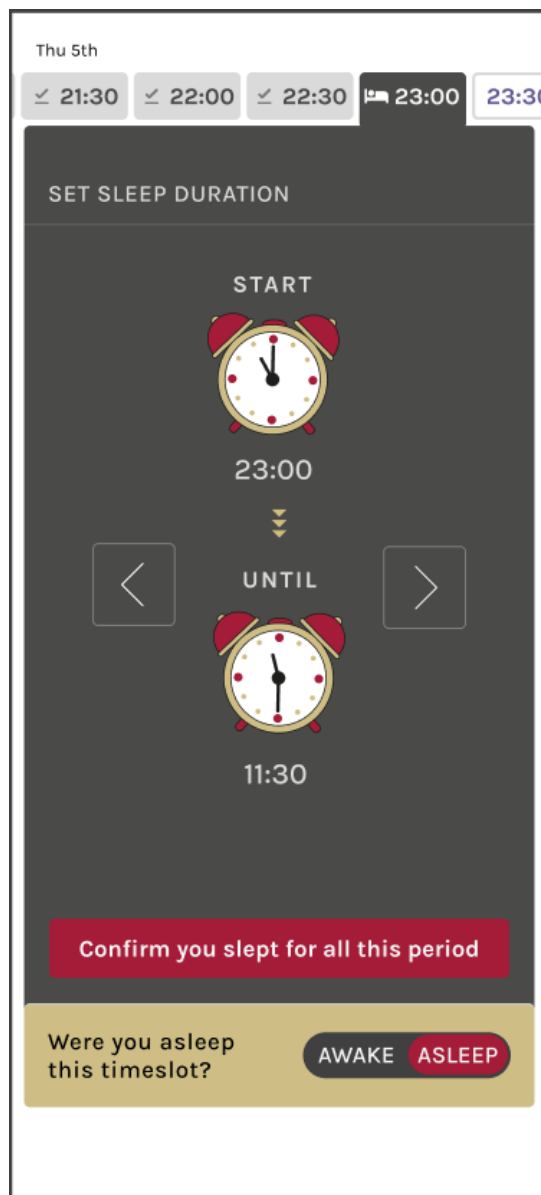
Click on the relevant timeslot and then the '+' button to enter sleep. You can enter sleep in blocks by selecting the time you went to bed and then confirming what time you woke up.

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'

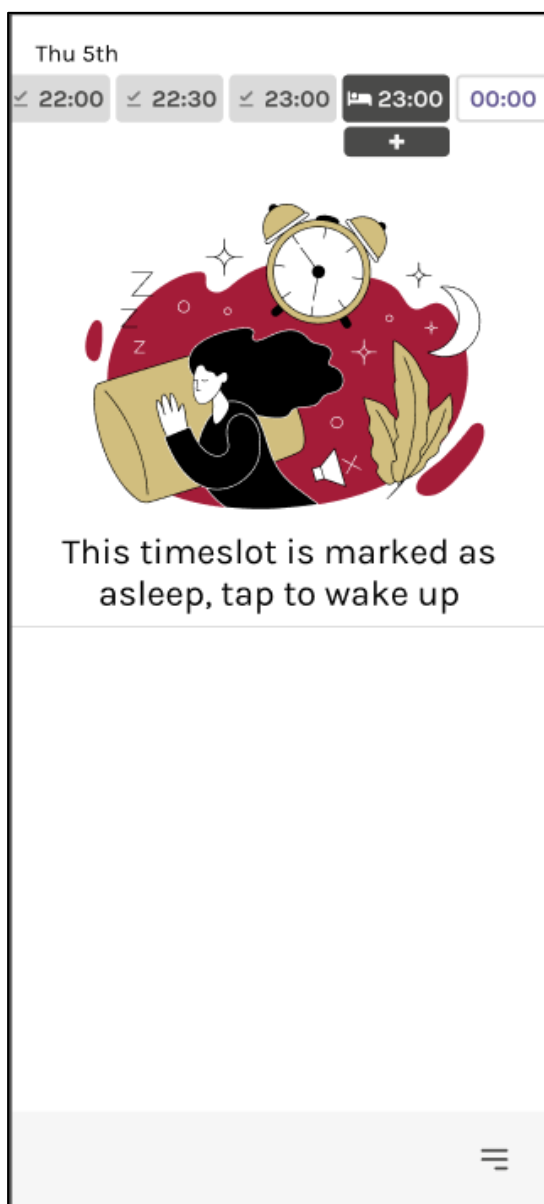


Timeslot in use highlighted

# 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



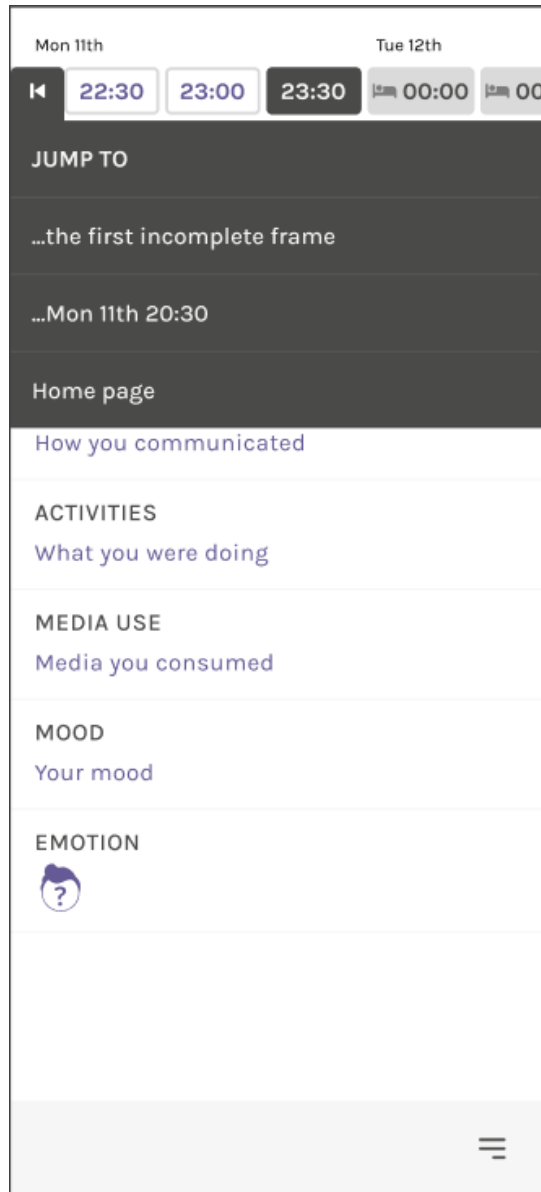
Click on the three lines to access contact details and more



# 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.

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



Mon 11th

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

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





# 6.0 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.

# 7.0 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. How to I record timeslots where I was asleep?

A. 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. You can also watch the 'How to Video' for sleep on the website.

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.

### 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.

## 7.0 Frequently Asked Questions (continued)

### 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.

## 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.

# 7.0 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.