



In Touch with One Touch

Version 2.1

Assure Technologies

iOS User's Guide



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iOS User's Guide

Version 2.0

INTRODUCTION

Thank you for your interest in WithMe, the easy way to stay in touch every day.

This guide provides all of the information that you need to install, setup, and run WithMe on your iOS phone or tablet. WithMe is also available for Android.

How WithMe Works

WithMe uses push notifications to let you communicate with the people you choose in a lightweight and easy manner. "Push notifications" are the messages that apps send directly to your device. For instance, when you receive a notice on your phone that you have received a text message, that is a "push notification."

WithMe sends you a daily notification reminding you to Check-In. Tap on the notification, choose a message, hit send, and you have checked-in that day.

The people you have chosen will receive a message that you have Checked-In. They can tap their notification to send you a return message.

If you don't Check-In, then the people you have chosen receive an alert letting them know you missed your Check-In that day. They have the option of sending you a text message or making a phone call with only a few taps.

Requirements

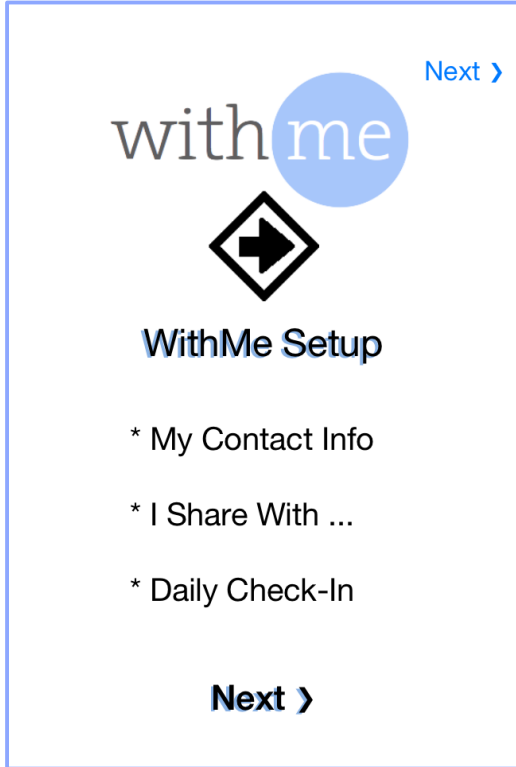
WithMe runs on any iPhone 4, 4S, 5, 5S, 6, 6Plus, iPad2, or iPad3. The device needs to be running iOS 7 or higher.

In order to use WithMe, you need to be connected to the internet through your device, such as through Wi-Fi or a cellular data network.

When you first setup WithMe, you need to have a device such as a cell phone that can receive text messages. A text message will be used to verify the phone number that you enter into the WithMe system. It needs to be a unique phone number that is not used by any other person on the WithMe system.



SETUP – My Contact Info



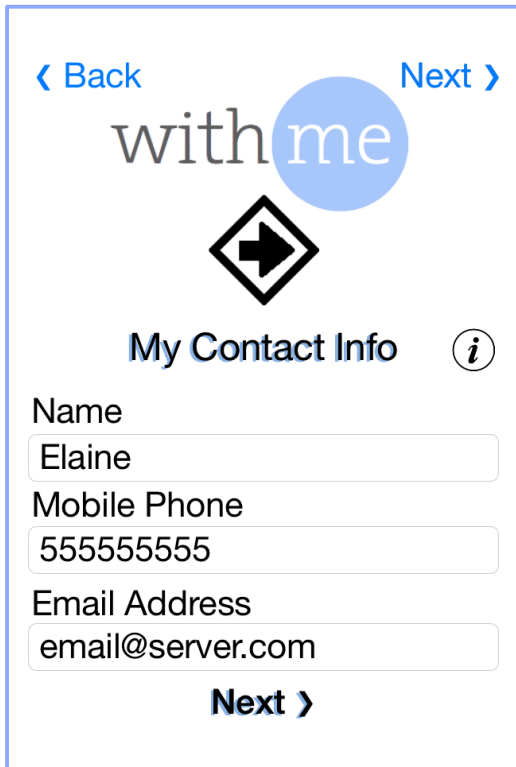
The first time you open the WithMe app, you will automatically start Setup.

Tap **Next** on the introductory screen to get to the **My Contact Info** screen.

The **My Contact Info** screen is where you enter your name, phone number, and email address. Phone numbers should be ten digits, with or without parenthesis and dashes. Tap next when you have entered your information

Your phone number will be used to verify your account, so be sure to use a number that can receive text messages. WithMe will use your email address to contact you with information or updates about the system.

WithMe does not reveal your contact details to advertisers. For more information go to <http://www.WithMeWeb.com/privacy.php>

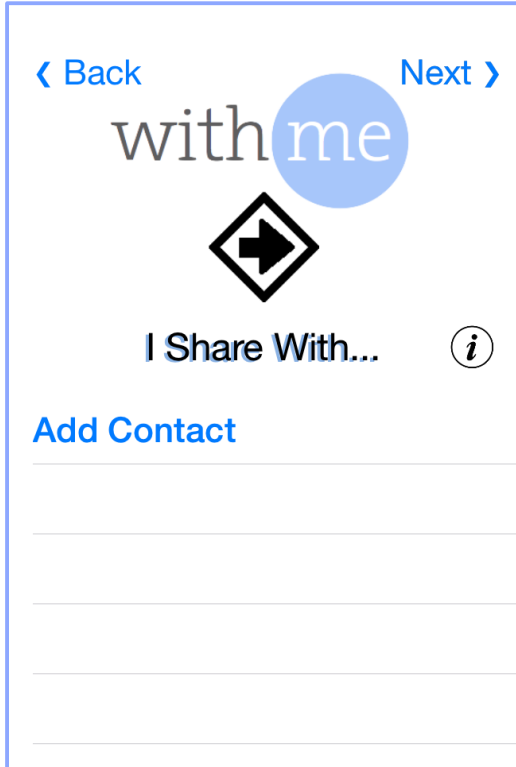


If you are outside of the United States, please enter your number as follows:
+ [country code] [phone number].

A list of dialing codes for different countries can be found at:
<http://www.worldatlas.com/aatlas/ctycodes.htm>



SETUP – I Share With...

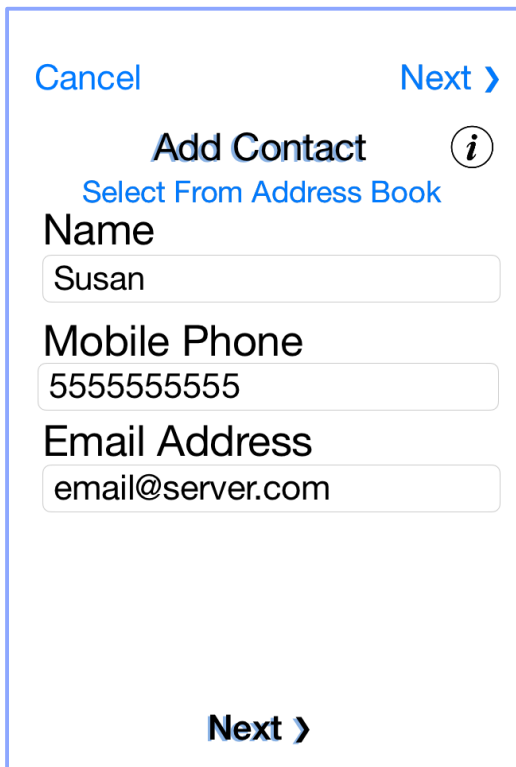


The **I Share With...** screen is where you enter the contact information for those you chose to share your Daily Check-In with. These are the people who will receive a notification when you Check-In, or an ALERT when you miss a Check-In.

We recommend that you share with three people, though the choice is yours.

To add someone, tap on **Add Contact**. You will be taken to the **Add Contact** screen, where you can enter the information.

You can also choose not to Check-In with anyone by simply tapping **Next** without adding any contacts. In this case you will still receive Check-Ins that others share with you (see [Page 8](#))



On the **Add Contact** screen, you can either add the information manually, or tap on **Select From Address Book**. To add from the address book, you will need to “Allow” WithMe to access your Address Book when prompted.

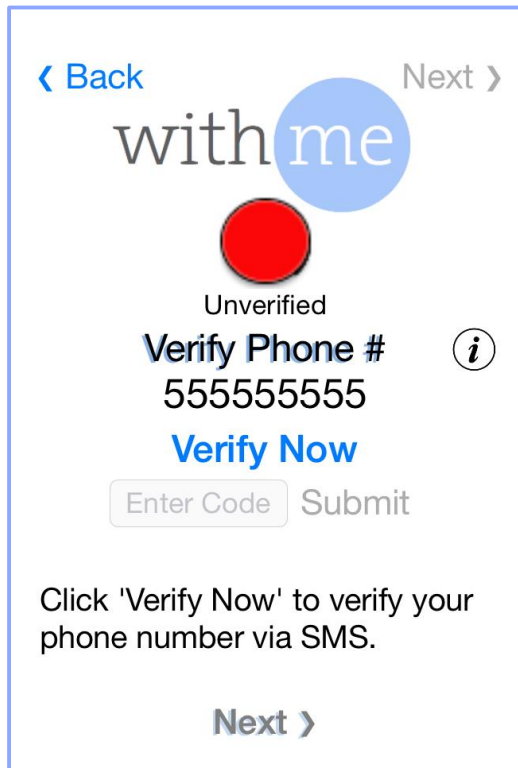
When finished, tap **Next**. You will then be taken to the **I Share With...** screen where you will see the name of the person you have entered, and have the option of adding one or more additional contacts.

The people you choose to share with will receive an email letting them know and inviting them to get the WithMe app if they are not already using it.

When you are done, tap **Next**.



SETUP – Phone Number Verification



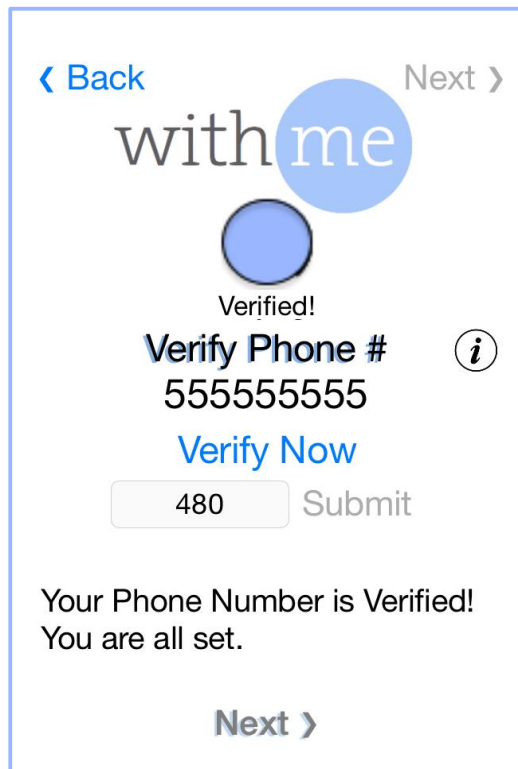
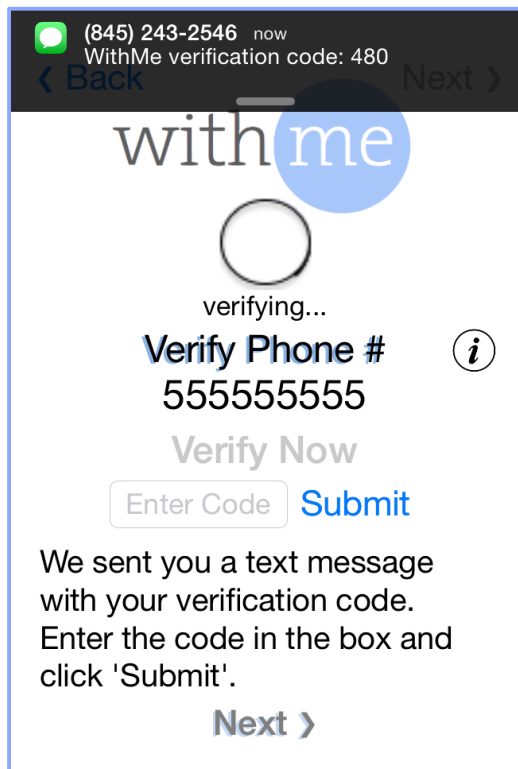
You will now be asked to verify your phone number.

On the first screen, you will see a red circle indicating that your phone number is not verified. Make sure that the phone number you have listed can receive text messages.

Tap on **Verify Now**. WithMe will send you a verification code via text message. Depending on your phone carrier, it may take a few minutes for you to receive the message.

When you receive the text message, enter the 3-digit verification code into the box labeled **Enter Code** and tap on **Submit**.

When your phone number verification is complete, the “Next” button will become active. Tap **Next** to finish **Setup**.





HOME SCREEN

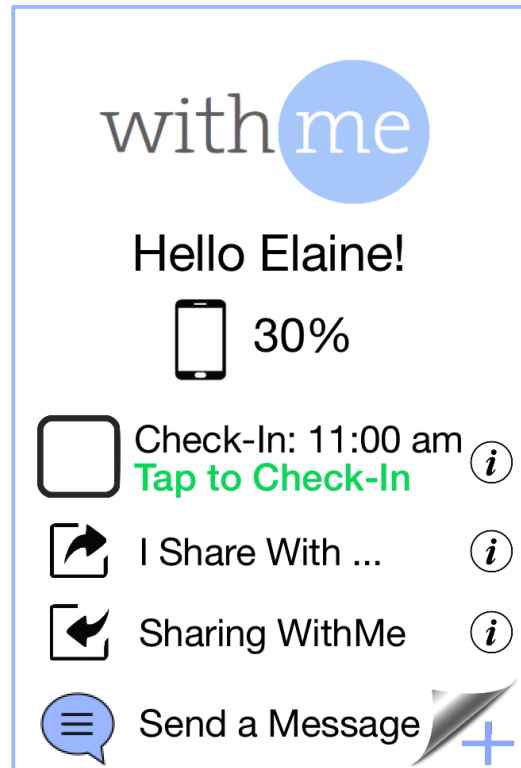
The Home Screen provides you with information and links.

If you haven't Checked-In, the **current battery level** of your device is shown. Note that it is rounded, and so your actual battery level may be slightly different. After you Check-In, the message you sent will be shown (see picture on [next page](#)).


Below the battery level you will see your current **Check-In status**. See below for more information on how to interpret this.


Tap **I Share With...** to see who you share your Check-In with, and to add or delete contacts (see [Page 7](#)).


Tap **Sharing WithMe** to see who shares their Check-In with you (see [Page 8](#)).





CHECK-IN STATUS

EMPTY BOX: You have not Checked-In and your Check-In is not due.  Check-In: 11:00 am Tap to Check-In

YELLOW EXCLAMATION: Your Check-In is due, but not late.  Check-In: 11:00 am Tap to Check-In

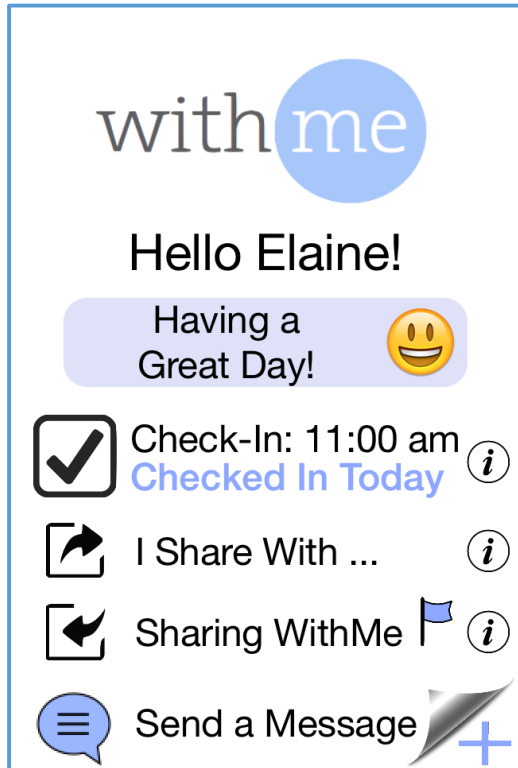
RED MINUS: Your Check-In is late. Your contacts will be notified two hours after your Check-In time. You can still Check-In.  Check-In: 11:00 am Tap to Check-In

CHECK MARK: You have Checked In today. No further action is necessary.  Check-In: 11:00 am Checked In Today

CHECK-IN DISABLED: Your Check-In is disabled. Neither you nor your contacts will receive notifications. Tap here to enable the Check-In, or go to Settings.  Check-In Disabled Tap to Enable



HOME SCREEN



At any time, you can send a message to any of your contacts. Tap on **Send a Message** to access the contact chooser (See [Page 16](#) for information on WithMe's Visual Messaging system.).

Tap on the **Page Curl image** at the bottom, right corner of the screen to go the **Extras Screen** (see [Page 9](#)).

Additional information is provided to people who are receiving a Check-In. The **Sharing WithMe** link has a flag next to it. The flag gives you a simple way to see the overall status of people Checking-In with you.

CHECK-IN STATUS FLAGS

NO FLAG:

No one is sharing their Check-In with you

WHITE FLAG:

None of the people Checking-In with you have missed their Check-In



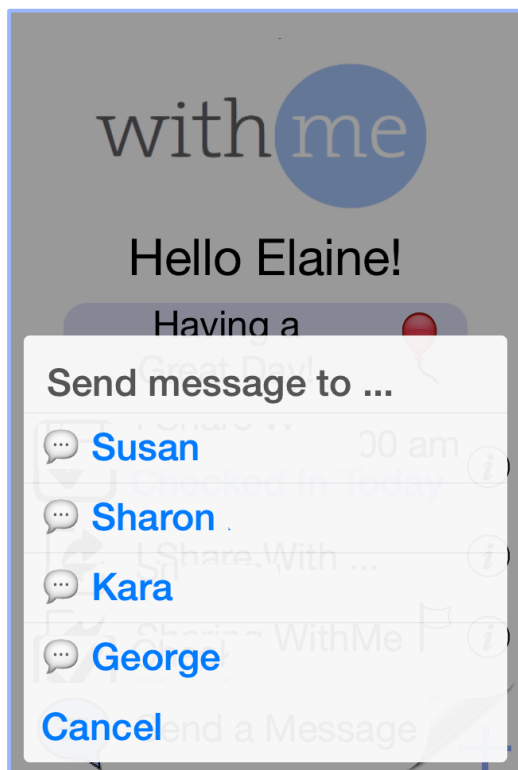
RED FLAG:

At least one person Checking-In with you has missed their Check-In

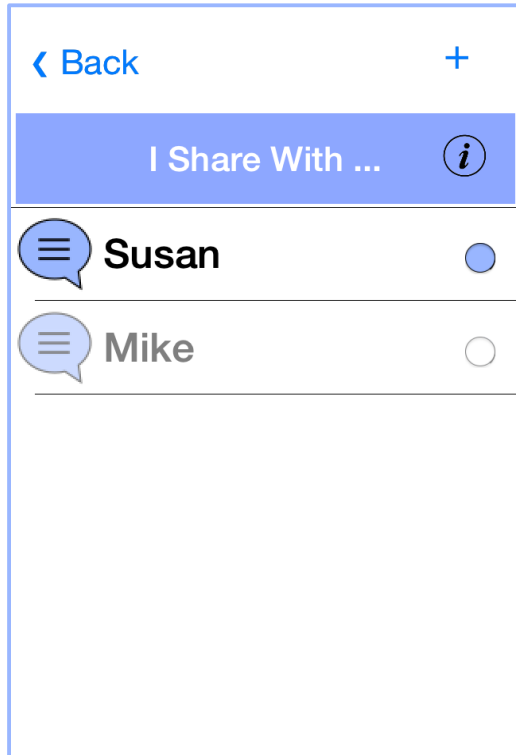


BLUE FLAG:

Every person Checking-In with you has Checked-In today.





I Share With...

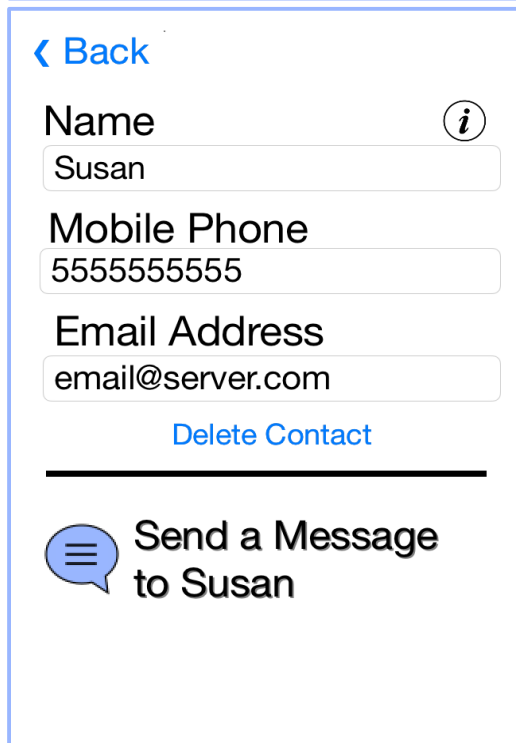


This screen lists all of the people you are sharing your Daily Check-In with. They will receive a notification when you Check-In, or an ALERT if you miss a Check-In.

You can add new contacts by tapping the **+** symbol on the upper, right corner of the screen.

If your contact's name is black, with a blue dot , this means your contact is in the WithMe system with the phone number you have entered, and they should be receiving your Check-In.

If your contact's name is grey with an empty circle, , your contact is not receiving your Check-Ins. They are either not using WithMe, or the phone number you have entered does not match their verified phone number in the WithMe system.



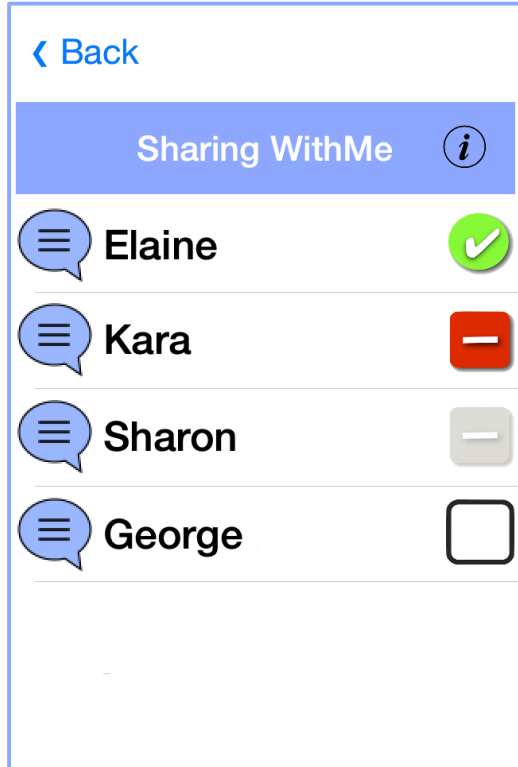
Tap on the name to go to the **Contact Details** screen.

On the **Contact Details** screen, you can delete a contact or change their information. You can also send a message to that contact using WithMe's Visual Messaging system (See [Page 16](#))

If you choose to add a contact, you will be taken to an empty **Contact Details** screen.

Whenever you add a new contact, they receive an email at the address you provide. The email lets them know you would like to share your Check-In with them, and guides them on how they can get the WithMe app so

Sharing WithMe



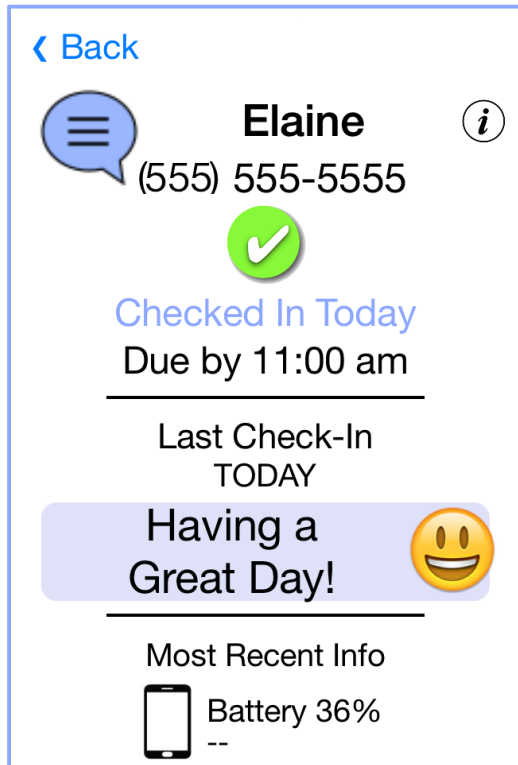
On the **Sharing WithMe** screen, you can see the list of everyone who shares their Daily Check-In with you.

You can tap on the person's name to see the **User Details** screen.

CHECK-IN STATUS ICONS

The status of today's Check-In is shown using the following icons:

	Check-In has not occurred today, and it is not late.
	Check-In has occurred today.
	Check-In is late today and has not occurred.
	The Check-In for this person is Disabled. You will not receive Check-Ins or Alerts



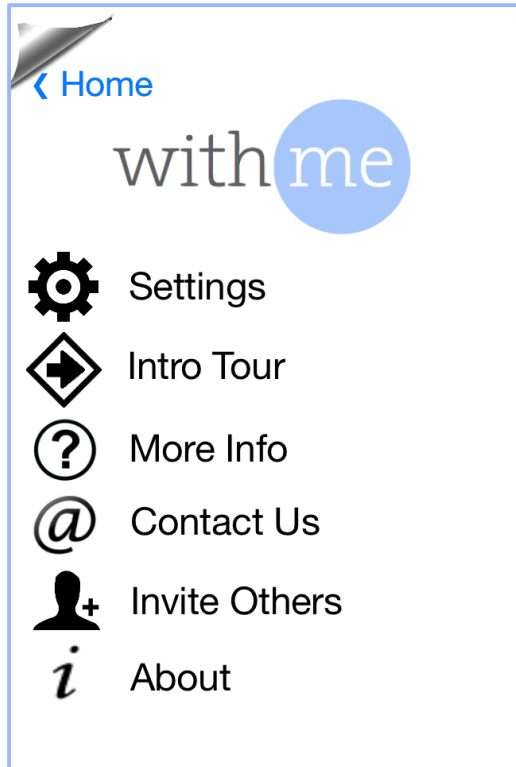
The **User Details** screen shows the following information:

- The person's verified phone number
- Whether or not they have Checked-In
- Their Check-In due time
- When they last Checked-In
- What message was sent when they Checked-In
- The most recent battery level of their device

You can also **Send a Message** by tapping on the message icon (See [Page 16](#))

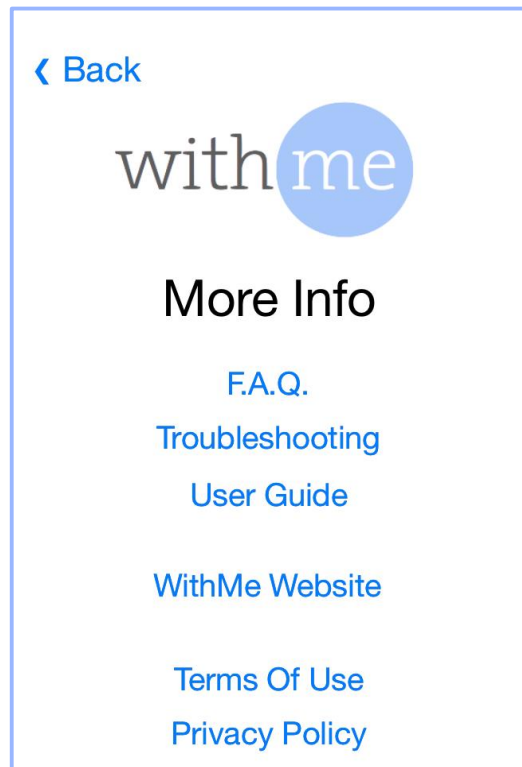
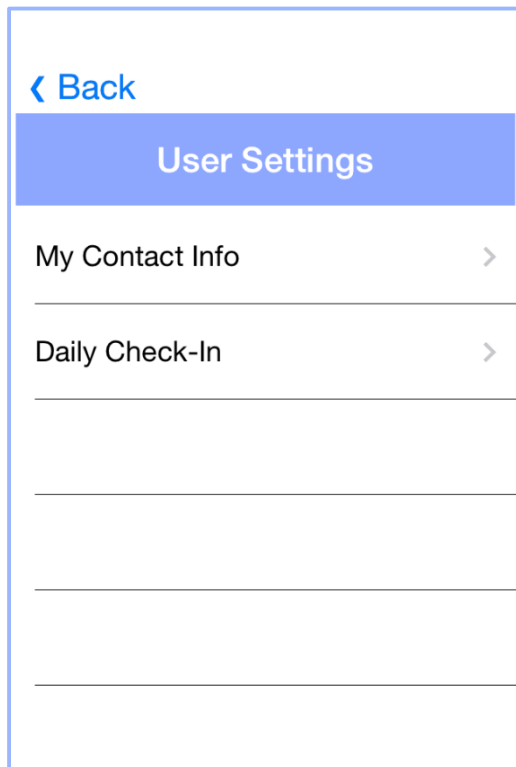


EXTRAS



Tapping on the **Page Curl image** at the bottom, right of the **Home Screen** ([Page 5](#)) takes you to the **Extras** screen. On this page, you can:

- Tap on **Settings** to change WithMe settings (see [Page 10](#) and [Page 11](#)).
- Tap **Intro Tour** to review the introductory tour
- Access the FAQ, Troubleshooting guide, WithMe website, the Terms of Use, or the Privacy Policy, tap on **More Info**.
- If you are having a problem, need assistance, or want to share your experiences with us, use the **Contact Us** link to send us an email.
- Tap **Invite Others** to send an email inviting someone you know to use WithMe.
- If you need information like the version number, tap on **About**.



SETTINGS – My Contact Info

[← Save](#)

My Contact Info ⓘ

Name

Mobile Phone
 ⓘ

Email Address

To modify your own contact information, under **Settings** tap on **My Contact Info** (see [Page 9](#)). Here you can change your name, your verified phone number, and your email address.

If you change your phone number, it will need to be re-verified by the WithMe system.

A verified phone number has a blue dot next to it ⓘ, while an unverified number has a red dot. ⓘ

When you have finished making your changes, tap **Save** on the upper, left corner. If you have changed your phone number, you will be sent to the **phone verification** screen. Tap **Verify Now**, wait to receive a text message, then enter the three digit code and tap **Submit**. This is the same as under **Setup** (see [Page 4](#)).

[← Save](#)

My Contact Info ⓘ

Name

Mobile Phone
 ⓘ

Email Address

[← Back](#)

Verify Ph # ⓘ

5555555555

ⓘ

Unverified

Verify Now

Click 'Verify Now' to verify your phone number via SMS.



SETTINGS – Daily Check-In

On the **Settings** screen, tap **Daily Check-In** to change the behavior of WithMe.

You can turn the Daily Check-In functionality on and off by selecting either **Enabled** or **Disabled**. The selection you have made is the blue box with white letters.

If you select **Enabled** when you have not yet chosen anyone to share your Check-Ins with, you will be asked to add one or more contacts who will receive your Check-Ins. You can do this by going to the **I Share With...** screen from the **Home Screen** ([Page 5](#) and [Page 6](#)).

You can also change the times that WithMe begins to prompt you to Check-In as well as the time your Check-In is considered late.

Please note that that WithMe works in half hour increments, so when you choose “11:00 a.m.” you will get your prompt sometime between 11:00 – 11:30 a.m.

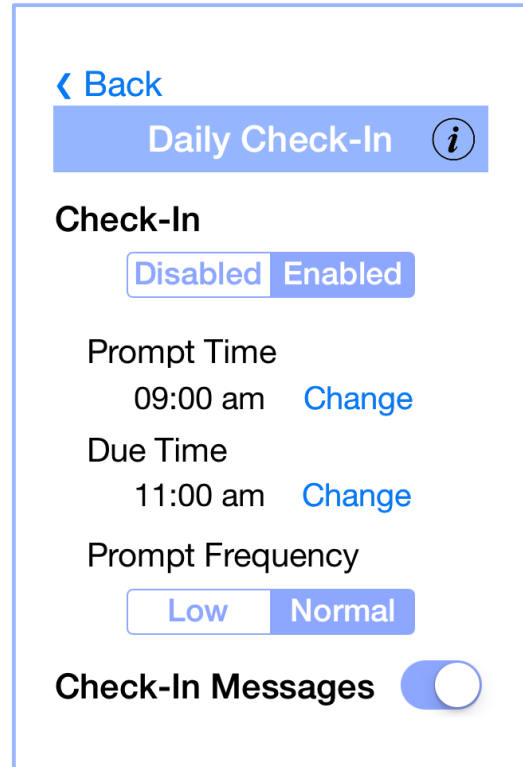
The **Due Time** determines when your Check-In is late. If you do not Check-In within about two hours **AFTER** the Due Time, an Alert will be sent to your **I Share With...** contacts letting them know you have not Checked-In.

The **Prompt Time** is when WithMe begins to send you reminders to Check-In. You can set this time for any value that is at least one minute earlier than your **Due Time**.

Note that you don't have to wait for a prompt to Check-In. You can simply open WithMe and Check-In anytime.

The **Prompt Frequency** lets you determine how often you will receive Check-In reminders before the **Due Time**. The **Normal** setting will send you a reminder every half hour until your **Due Time**. The **Low** setting will send two reminders between the two times.

You can turn WithMe Visual Messaging on and off by tapping the **Check-In Messages** switch. See [Page 16](#) for more information about Visual Messaging.



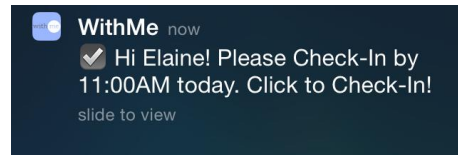
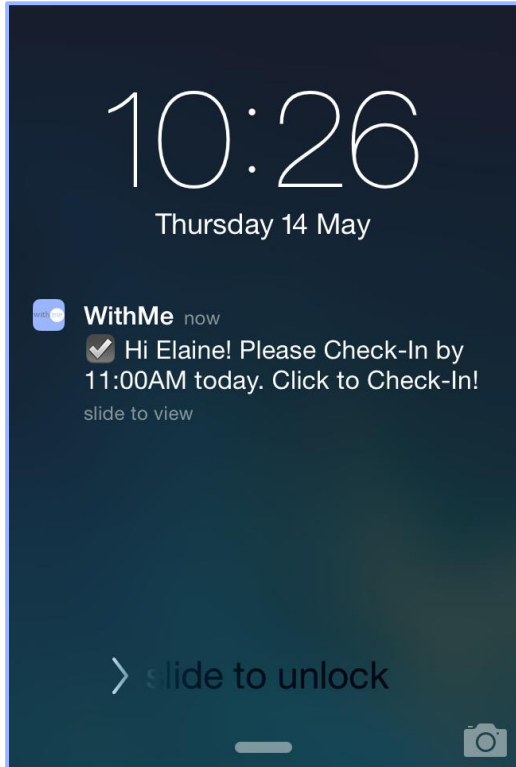


MESSAGES – Checking-In

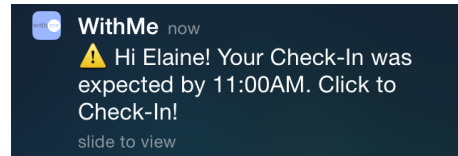
PERSON CHECKING-IN

When you receive a notification from WithMe asking you to Check-In, swipe it to Check-In. To swipe, simply put your finger on the screen and move it from left to right. If you have set a passcode for your phone, you will be prompted to open it.

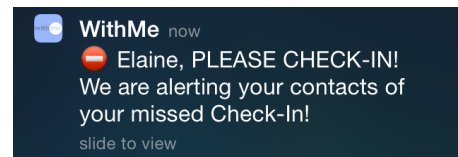
WithMe will send you different messages depending on your Check-In Due Time and Prompt Time (see [Page11](#))



Check-In Due – Past Prompt Time



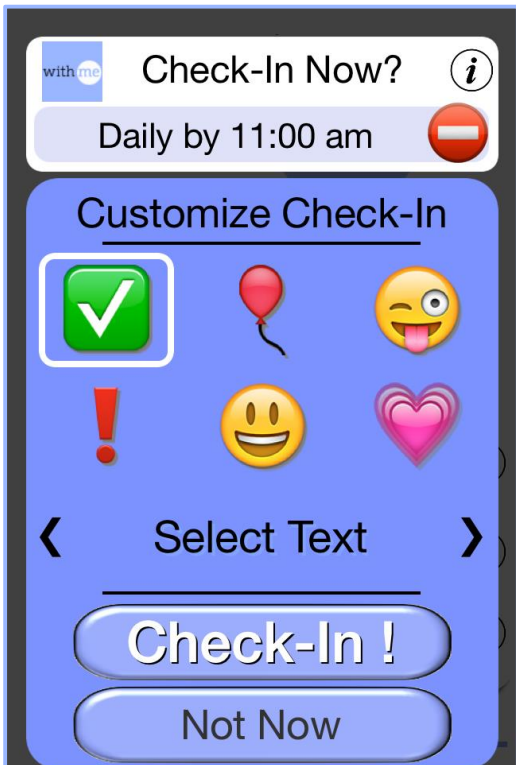
Check-In Late – Past Due Time



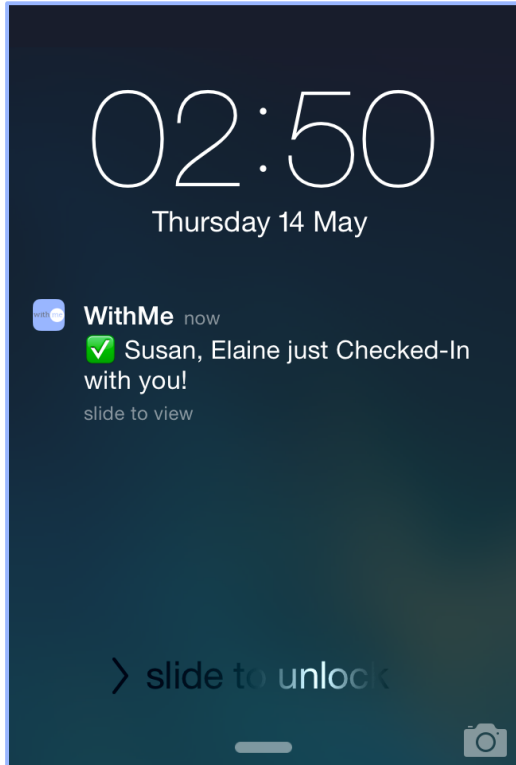
Check-In Missed – 2 Hours Past Due Time

When you swipe the Check-In notification, the app will open and you will see the messaging screen. Tap on **Check-In**, and your contacts will be sent your Check-In for the day.

You can also choose to send a message with your Check-In. See [Page 16](#) for more information on the WithMe Visual Messaging system.



MESSAGES – Responding to Check-In (Optional)



PERSON RECEIVING CHECK-IN

When you receive the notification on your phone that someone has Checked-In with you, swipe the notification and the app will automatically open. To swipe, simply place your finger on the message and move from left to right.

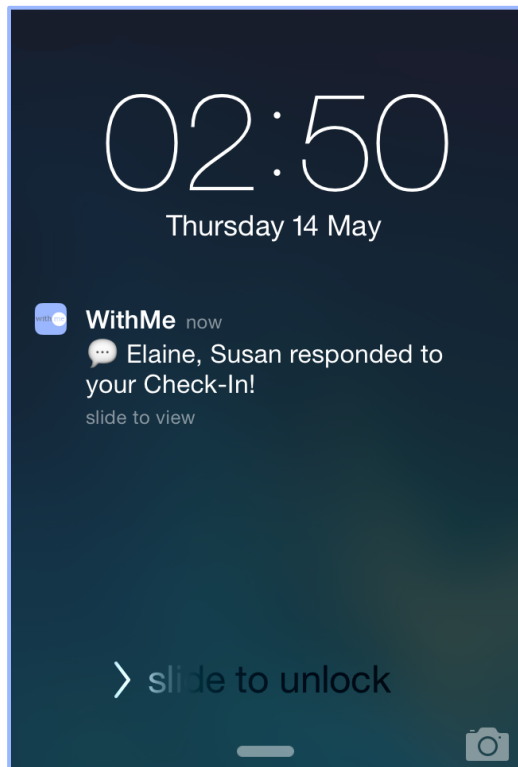
When you swipe the notification, the app will open and indicate who Checked-In. Tap **OK**, and will see the message, if any, sent by the person checking-in. Wait a moment, and you will be offered the option to send a response. See [Page 16](#) for more information on WithMe's Visual Messaging system.



MESSAGES – Check-In Response

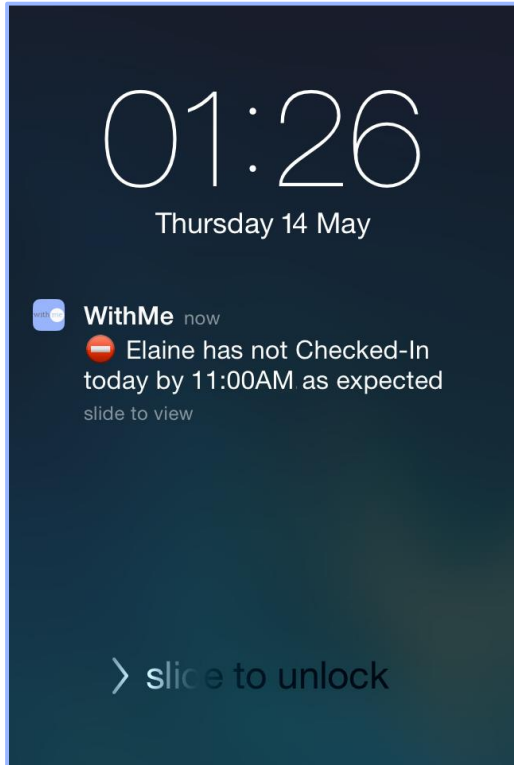
PERSON CHECKING-IN

When one of your **Sharing WithMe** contacts responds to your Check-In you will receive a notification letting you know. Swipe the notification and the app will automatically open, showing you the message. To swipe, simply place your finger on the message and move from left to right.





MESSAGES – Check-In ALERTS



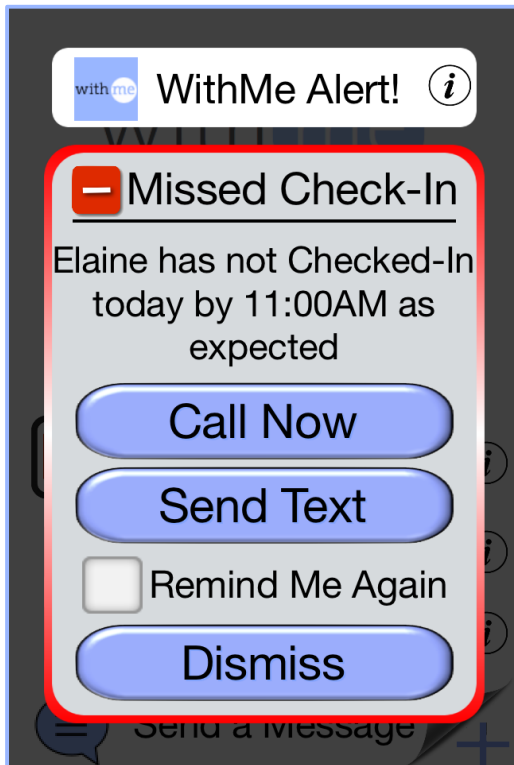
PERSON RECEIVING CHECK-IN

If someone on your **Sharing WithMe** list misses their Check-In **Due Time** by more than two hours, you will receive an **ALERT** telling you so. This **ALERT** is sent every half hour.

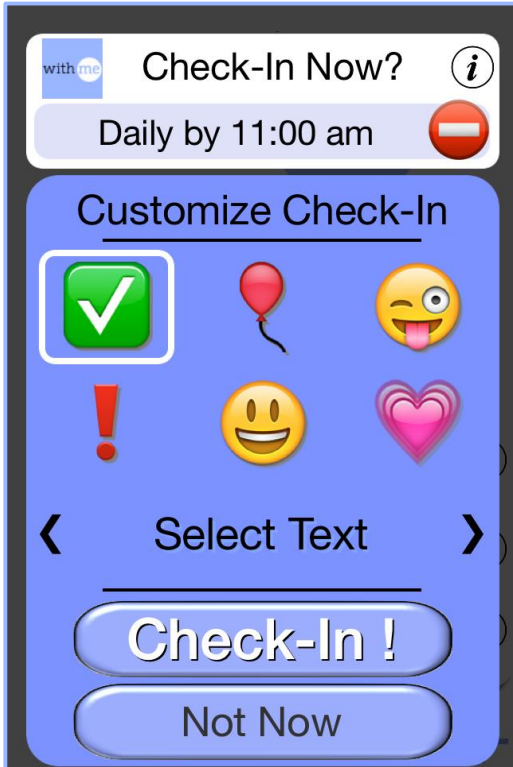
Swipe the notification and the app will automatically open to the **Missed Check-In** screen. To swipe, simply place your finger on the message and move from left to right.

This screen allows you to either make a phone call or send a text to the person who missed the Check-In. Tap on **Call Now**, and the phone call dialogue box will open to place a call. Tap on **Send Text** and the text message dialogue box will open. WithMe will even write the text for you, though you can change it if you like.

If you do not wish to make a call or send a text, tap on **Dismiss**. In order to continue receiving notifications every half hour, tap the checkbox next to **Remind Me Again**.



VISUAL MESSAGING

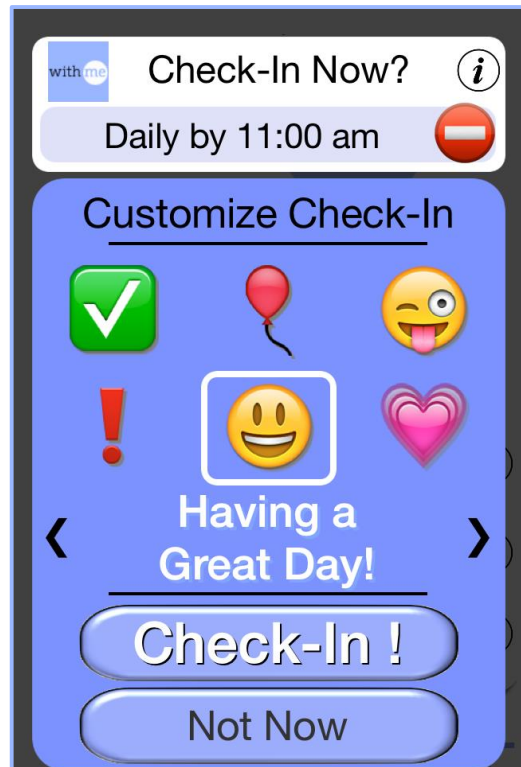
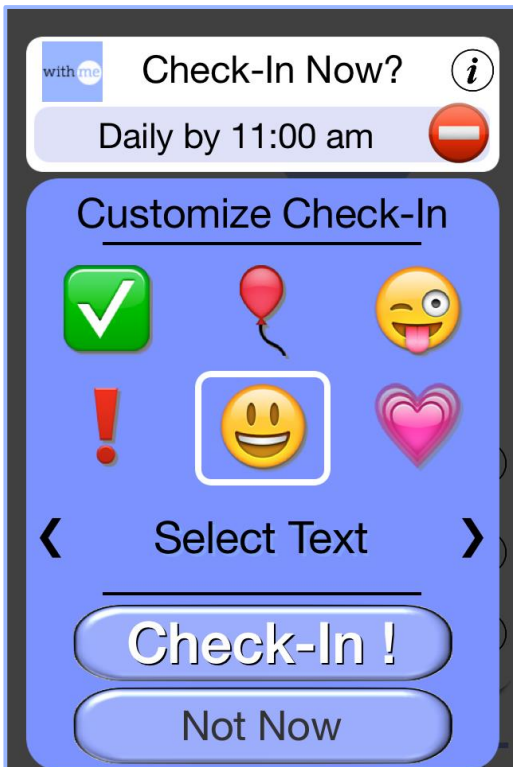


When a person using WithMe Checks-In, responds to a Check-In, or chooses to send a message, they are presented the messaging screen.

You can choose both a picture (called an emoji) and a predetermined text to send. Tap on the picture you wish to send, and a white box will indicate which picture you have chosen.

To scroll through the text options, simply tap on the text area. Various options will appear. The text shown in white will be the text that is sent.

To send the message, tap on **Check-In!** or **Send**, as is appropriate for the particular screen you are on.





NEW IN VERSION 2.1

SETTINGS: Block/Unblock Sharing

New in Version 2.1, you now can block and unblock sharing from another user who is sharing with you.

Blocking sharing can be useful, for example, if someone who is sharing with you goes on vacation and forgets to turn off the Daily Check-In feature while they are unavailable to Check-In.

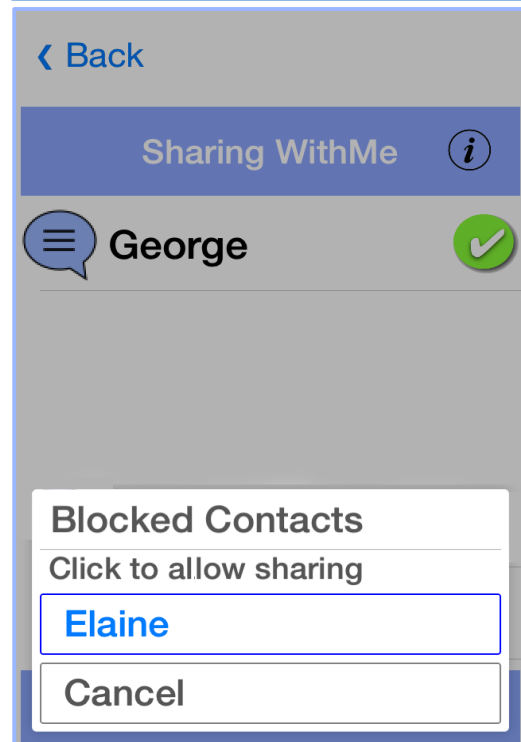
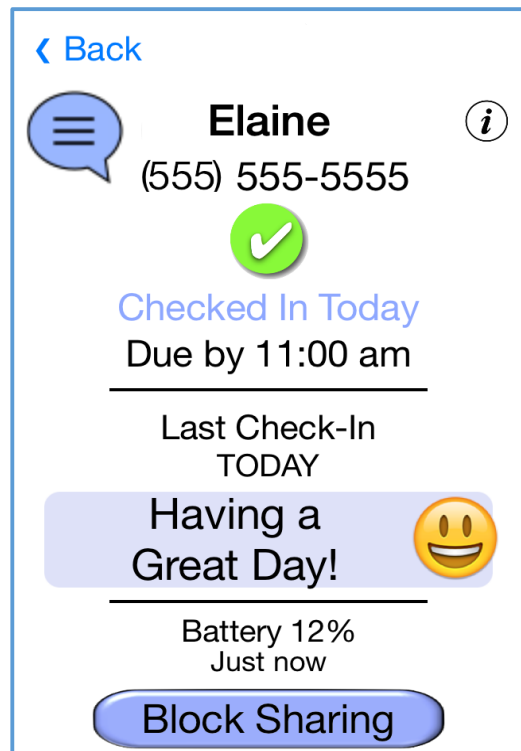
When you **Block Sharing** from another user who is sharing with you, you will no longer receive Check-In Alerts and Notifications from that user.

On the **User Details** screen in the **Sharing WithMe** part of the app (see [Page 8](#)), tap the **Block Sharing** button at the bottom of the screen to block sharing from that user.

You can **Unblock Sharing** to resume receiving Check-In Alerts and Notifications from a blocked user who is sharing with you.

On the **Sharing WithMe** screen (see [Page 8](#)), tap the **Unblock Sharing** button at the bottom of the screen to see a list of blocked users. Tap on a name in the list to unblock sharing from that user.

The **Unblock Sharing** button only appears at the bottom of the Sharing WithMe screen if you have blocked one or more other users who are sharing with you.





iOS User's Guide

Version 2.0

SETTINGS - Notification Sounds

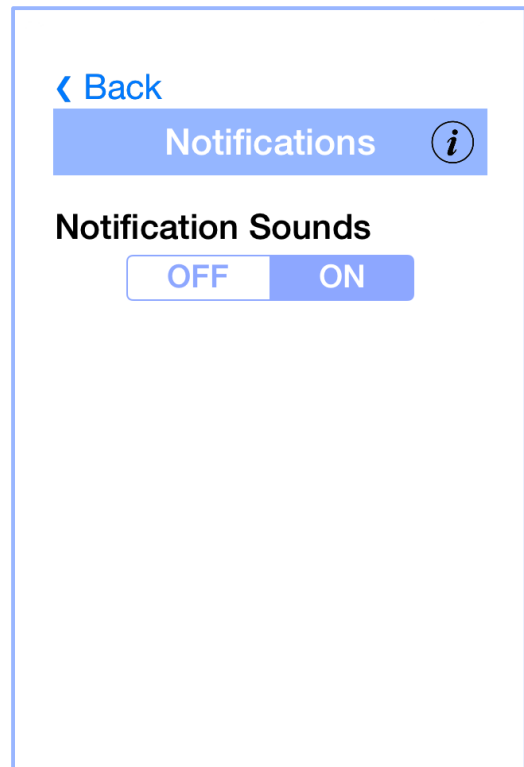
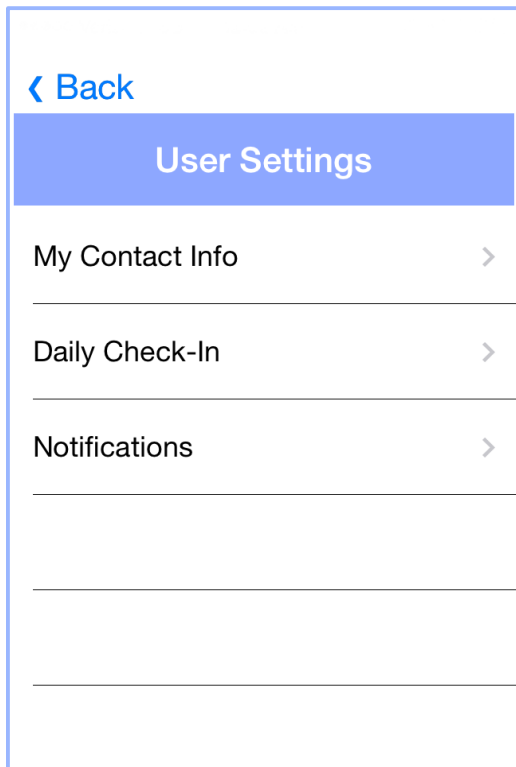
New in Version 2.1, you now can turn Notification Sounds ON and OFF. Notification Sounds are ON by default.

On the **Settings** screen, tap **Notifications**. You can turn the sounds on and off by selecting either **ON** or **OFF**. The selection you have made is the blue box with white letters.

Turning Notification Sounds **OFF** can be useful if you are in a situation where you do not wish to receive audio notifications, for example when you are in meetings.

Turning Notification Sounds **OFF** means that you will not receive sound when WithMe reminds you to Check-In, or when WithMe notifies you that someone has Checked-In, or that you have received a response to your Check-In. You also will not receive sound when WithMe lets you know that you have received a Visual Message, or that someone has responded to a Visual Message that you sent.

The sound effects when you interact with the app are not affected by the Notification Sounds setting.





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MORE INFORMATION

You can learn more about WithMe at our website:

<http://www.WithMeWeb.com>

Specific information can be found as follows:

Frequently Asked Questions (FAQ):

<http://www.WithMeWeb.com/faq.php>

Troubleshooting Guide:

<http://www.WithMeWeb.com/trouble.php>

Terms of Use

<http://www.WithMeWeb.com/terms.php>

Privacy Policy

<http://www.WithMeWeb.com/privacy.php>

iOS User Guide (This Document)

http://www.WithMeWeb.com/WithMe_iOSUserGuide.2.0.pdf

Android User Guide

<http://www.WithMeWeb.com/AndroidUserGuide.1.0.pdf>

Download WithMe for iOS on the App Store

<http://www.appstore.com/WithMeInTouchWithOneTouch>

Download WithMe for Android

http://play.google.com/store/apps/details?id=com.assure_technologies.withme

We really appreciate feedback!

If you have questions about how WithMe works, are having problems with our system, or simply want to share your experience of WithMe, please do not hesitate to email us at support@withme.zendesk.com