



# User Guide

*Beta Web Platform*

**PatientReaction**

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## Revision Sheet

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# USER'S MANUAL

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## 1.0 GETTING STARTED

## A. GETTING STARTED

### 1.1 Account Registration

Platform registration is located here: <https://patientreaction.com/register>

#### Entry Fields

**Username:** This field must have at least 4 characters in length and be no longer than 25 characters. Usernames can only contain letters, numbers, underscores, dashes.

**Email:** Enter your valid email address.

**Password:** Your password must be at least 8 characters long and should contain at least: 1 upper and 1 lower case letter, a number, and a special character.

You must accept the Terms and Conditions to register for the platform

### 1.2 Email Confirmation

Your email address must be confirmed to create a profile. Please confirm your email within 24 hours to activate your account. If not confirmed within 24 hours, log in with your credentials to resend the confirmation email.

If you do not see the email in your inbox, check your spam folder as it may go there. If you do not receive a confirmation email, please contact us at: [support@patientreaction.com](mailto:support@patientreaction.com) for more help.

### 1.3 Logging in to PatientReaction

Platform login is located here: <https://patientreaction.com/home/login>

User your email address and password created at registration to log in to the platform. The first-time logging into the platform will take you to the profile setup form.

## 1.4 Creating a Profile

Your profile information is used solely to connect you with other members of our community. Please fill out the required fields to complete your account registration for PatientReaction. For caregivers, please fill in the patient's information.

Gender, age, ethnicity, location and diagnoses will all be used to match you with other members. Your name is not publicly visible and only used for account verification purposes. Anonymity is stressed so feel free to use any name you see fit.

Location field accepts city or zip code and will display suggestions to pick from. Diagnosis suggestions will appear after typing two characters. These fields must be selected from their lists.

Once your profile setup is complete you will have access to the platform and can view/edit this information at any time (Excluding main diagnosis).

## **2.0 ACCOUNT SETTINGS**

## **B. ACCOUNT SETTINGS**

The following areas can be accessed from the drop-down menu underneath your avatar located on the main top strip. Select User / Profile Settings to access your information.

### **2.1 User Information**

All the information entered during your profile setup will be located here. Name, gender, date of birth, location, site role, main diagnosis, and additional diagnoses. Keep in mind that changes to your user information can affect related content on your dashboard feed (users close to you, similar diagnosis, etc.).

### **2.2 Profile Information**

Additional information for your profile page is located here.

**Cover / Avatar Image** (only 1 uploaded image per in beta): Add an image using the crop tool and recommended dimensions/size. Improper files and large images will not be allowed. Any inappropriate images will lead to an account being banned.

### **2.3 Password**

Enter your current password and new password here to update your login.

## **3.0 USER CONTENT**

## C. USER CONTENT

My Blogs, My Reactions, My Conversations are located on the left side menu at the bottom. User posts are visible from your profile timeline.

### 3.1 My Blogs

This area allows you to write a new blog post and manage your existing blogs. Existing blogs will fall under the three categories, Active, Saved, and Archived.

- **Active:** These are your blogs that are currently visible in the community. On each post preview you can edit, add an update, or archive your blog.
- **Saved:** Blogs here are drafts that were saved previously. You can edit or delete these blogs from here.
- **Archived:** Once archived these blogs will not be visible by anyone but yourself. They are no longer active and can only be deleted and not restored.

#### Writing a Blog:

##### Form Fields:

Title / Subject: Enter the title for your Blog.

Header Image (optional): Select from our hosted images to add to your blog. Image uploading for blogs will be available at app launch.

Category: Select a category that best fits your blog topic. Default is General.

Mood (optional): Select your mood at the time of writing. Will add a color highlight and emoji to your blog listing.

YouTube Video: Enter a valid YouTube video link to embed a video into your blog post. Use your own channels videos to video blog to the community.

Blog Body: Write your blog here. Minimum characters entered is 250 and text editor allows for paragraph spacing.

## **Editing/Updating a Blog:**

Use the links in your blog management page to edit and add an update to your blog. Adding an update to your blog will create a time stamped update without altering the current blog content.

## **3.2 My Reactions**

Under My Reactions you can write a new Reaction or manage your current Reactions. Reactions can be deleted but not edited as they are meant to be reviews at a point in time. Your Reactions will be visible within the community and publicly on the main website.

Your Reaction/Response is based upon what your treatment experiences have been to date either directly as the patient or indirectly as the caregiver.

### **Form Fields:**

Title / Subject: Enter the title for your Reaction.

Reaction Type: Select whether it was a good, bad or neutral experience.

Area of Healthcare: Select where the Reaction applies to in relation to healthcare.

Location: Enter the location of this event.

Reaction: Write about your experience here in detail.

## **3.3 User Posts**

The links to the User Post form are on the main landing page timeline and your profile page timeline. User posts are a way to communicate with the community and your followers about anything you feel like talking about or sharing.

### **Form Fields:**

Visibility: The Community option will show your post on the main timeline and your profile page. Selecting Profile only will restrict the post to your profile page only.

Video: Enter a valid YouTube video link to embed a video. Use the preview function to ensure the video will be displayed correctly.

Mood: Select your mood when making this post.

Post: Enter your post in the field marked “What’s on your mind?”.

Other features will be added here as the beta progresses.

### **3.4 My Conversations / Messaging**

Send and receive private messages from other members of our community. The My Conversations area will show message threads from other members you have messaged or who messaged you. Clicking into a thread will show your individual messages, times /dates, and if the message was seen.

Members you have messaged will also appear on the right-side menu. Clicking a user's avatar will open a quick chat popup featuring the same conversation threads.

To send a message to another user for the first time, visit their profile page and click the Send Message icon at the top of their page.

## **4.0 USING THE PLATFORM**

## **D. USING THE PLATFORM**

The following areas are located on the left side menu at the top.

### **4.1 Community Blogs**

All the active blogs are located here. You can view listings showing the blog information and stats before clicking in to read an individual blog. The search filters allow you to see results by general search, author diagnosis, category, and mood.

### **4.2 Diagnosis Search**

The diagnosis search page allows you to enter and select a diagnosis to view related content. The diagnosis search will show recent members, blogs, and Reactions by authors with the same diagnosis as well as links to view all.

### **4.3 Patients / Caregivers Area**

Active member listings are shown here with lead information about each patient / caregiver. You can filter results by username, location, diagnosis, gender, and site role. Each listing has a link to view their full profile.

### **4.4 Reactions Area**

Reactions from the community are featured here. You can search all content, Reaction type, medical area, location and diagnosis. Mark a Reaction as helpful to enhance its visibility in the community.

