

• F O U N D R Y •

Foundry BC Platform

Cheat Sheet



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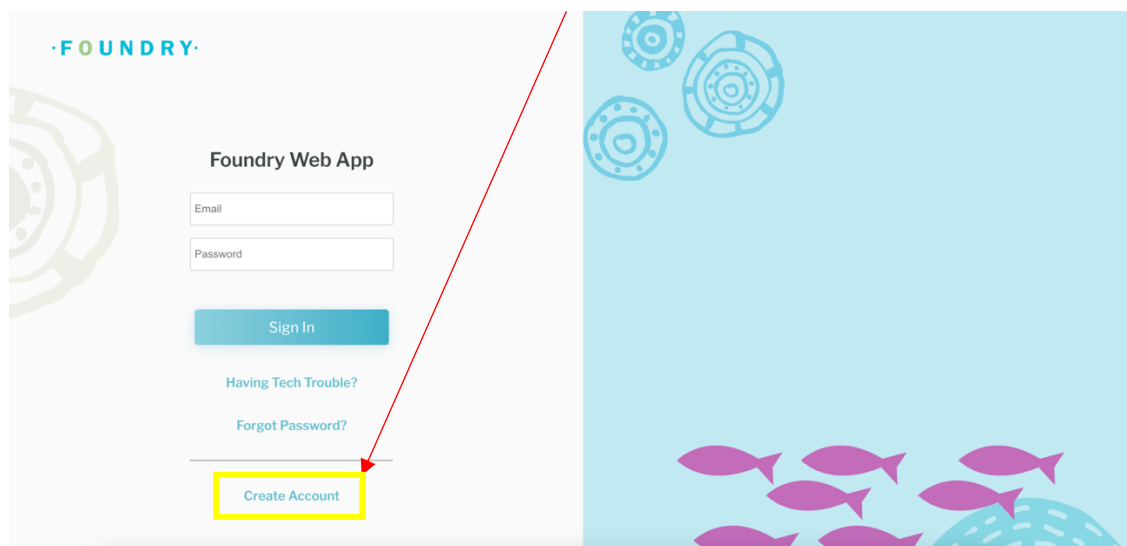
How to sign up for a new account

Foundry's services can be accessed from anywhere within BC. To sign up for a new account, you need to have a BC postal code and an email address. If you are a young person, you need to be between 12-24 years of age. If you are a family/caregiver, you need to have a young person between 12-24 years of age. All the features demonstrated here are similar across android, IOS and the web portal. This document demonstrates the steps for the web portal. To access the web portal, click here: [Foundry Youth Portal \(foundrybc.ca\)](https://foundrybc.ca),

to download the Foundry app on android, click here: [Foundry BC - Apps on Google Play](https://play.google.com/store/apps/details?id=com.foundrybc), for IOS, click here: [Foundry BC on the App Store \(apple.com\)](https://apps.apple.com/ca/app/foundry-mental-health-support/id1444444444)

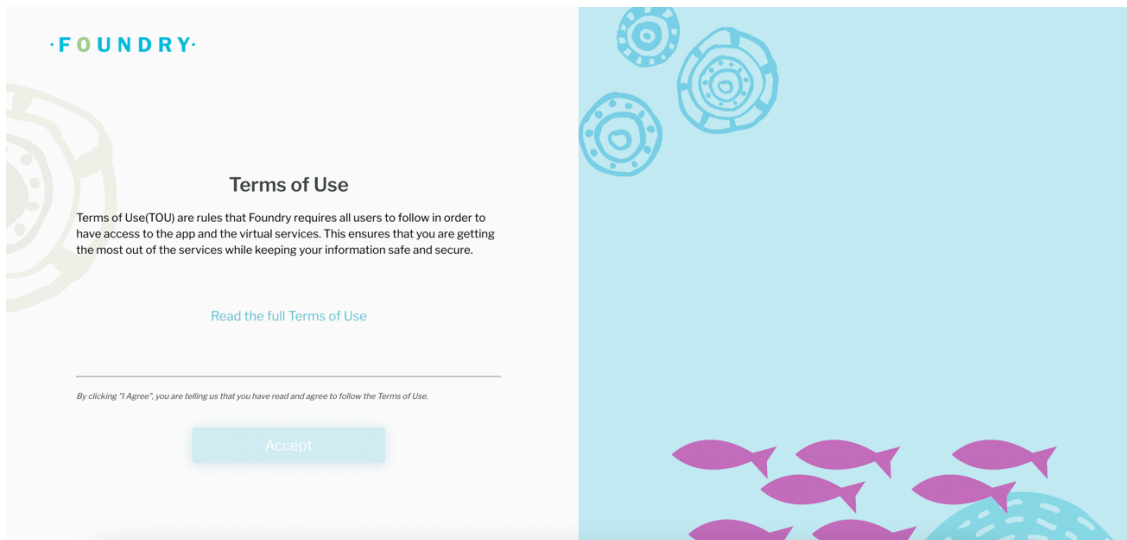
You can also download the app directly from the play store/app store by typing in 'Foundry' in the search bar.

- **From the home page, click on create account:**

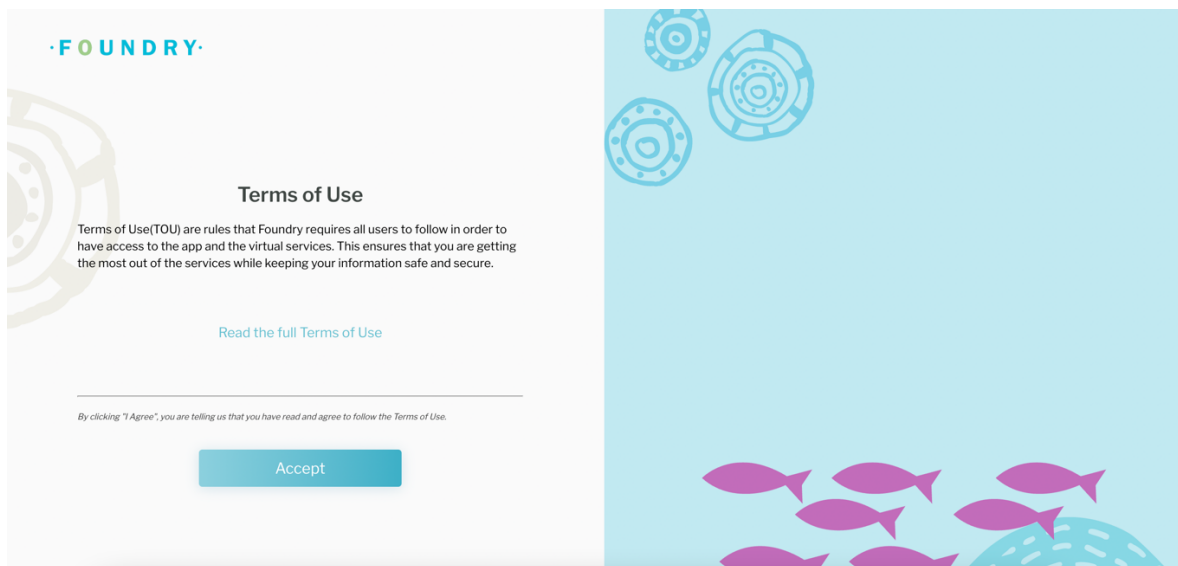


- **Next, click on read the full terms of use. This will open a new tab. Scroll and read all the terms. Initially, the accept button won't be highlighted, but as soon you've scrolled through all the terms, come back to this page, and click on accept.**



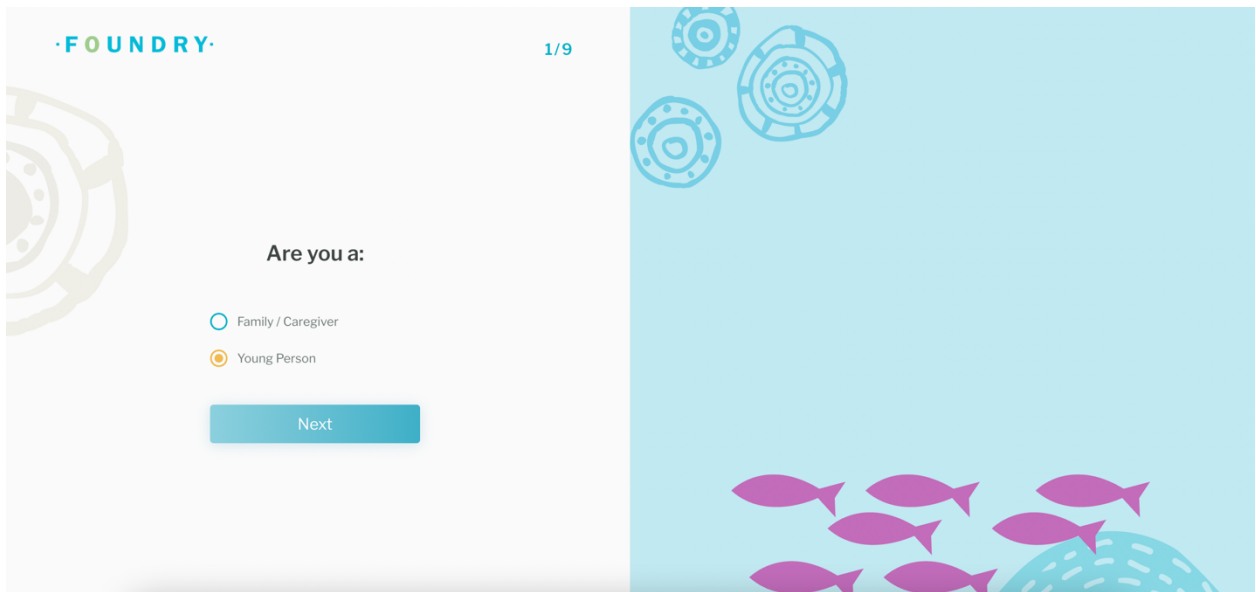


- **After clicking on accept, the next page is privacy policy. Repeat the process observed on this page and click on accept in the privacy policy page.**

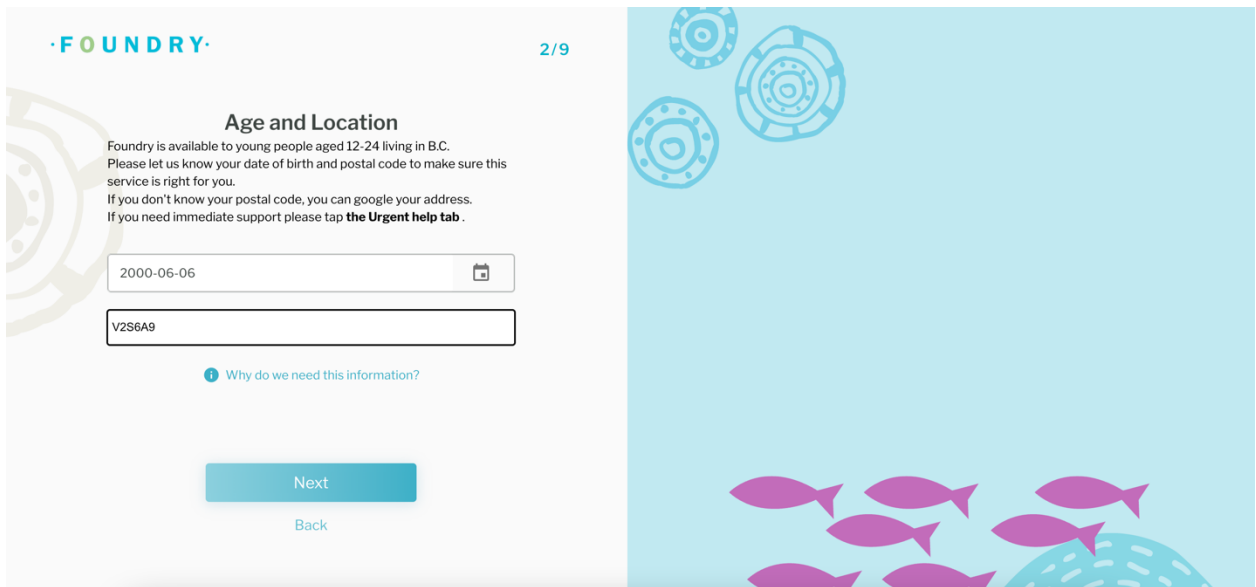


- **Once the terms of use and privacy policy have been accepted, the account creation process is started. In this section, select whether you are a young person or a family/caregiver of the young person.**
Note: if you're a parent/guardian of the young person, and are creating an account on their behalf, you need to select youth and proceed further.



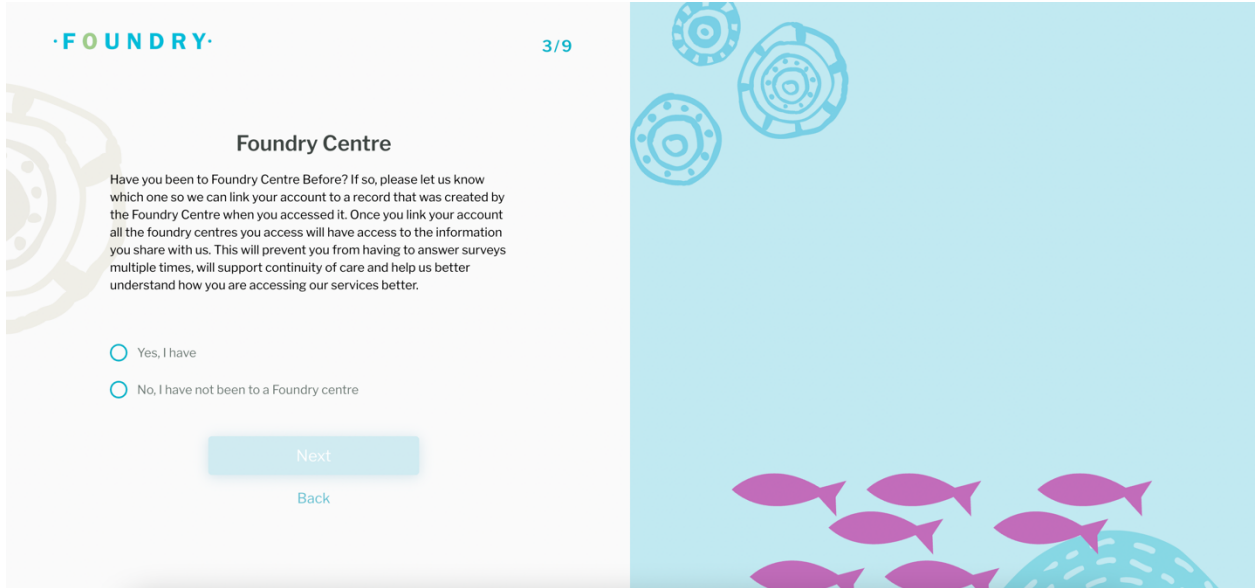


- **Next, select your date of birth and the postal code. If you'd like to know why Foundry collects this information, click on 'Why do we need this information'. If you're a young person, the acceptable age is anywhere between 12-24 years. There are no age restrictions if you're a family/caregiver. After entering the information, click on next.**



- **If you've been to foundry centre before, click on yes, I have. If you have never accessed foundry services previously, click on no, I have not been to a Foundry centre. Click on next. If you're unsure whether you've been to a Foundry centre before, click no.**



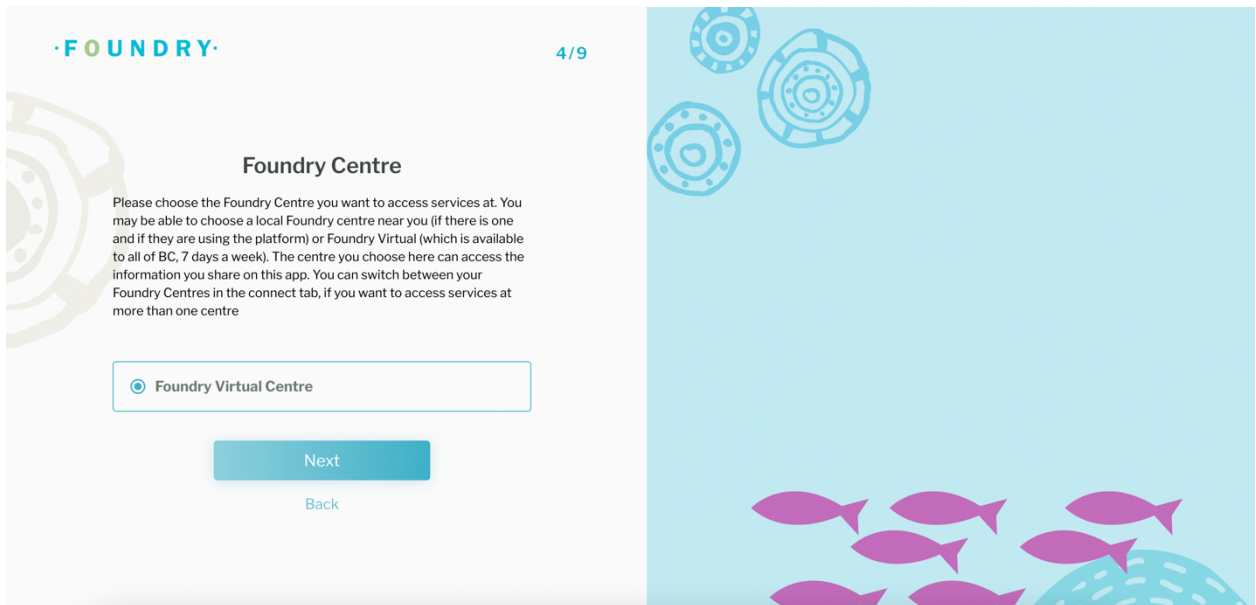


- **Based on the postal code you've entered, if the area has a foundry centre, you'll see an option to set that centre as your primary centre. If there are no centres in the area, you'll only see Foundry virtual.** For e.g., if you enter a Richmond postal code, you'll see those centres along with the option of choosing Foundry virtual. In the image below, as there no centres for the postal code entered, the only option seen is Foundry Virtual Centre. If you feel that there should be a Foundry centre for the postal code you've entered but don't see it, please file a ticket here: [IT Support Requests - Form by Asana](#).

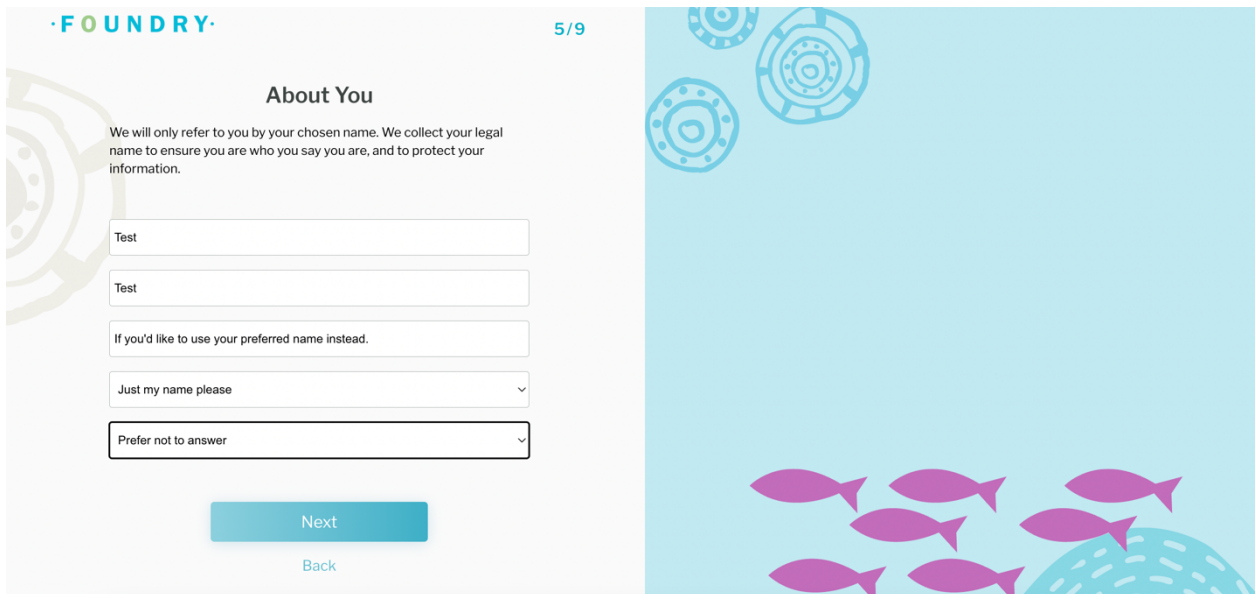
Note: You can also change your centre later from account settings.



- **Select the centre and click next.**



- **In the about you section, enter all the information you'd like to share with Foundry. All the information on this page is mandatory, except chosen name. After entering everything, click on next.**



- **Enter your phone number. This is optional, if you don't have it or wouldn't like to share it, click on I don't have this information.**



Phone Number

If we encounter technical difficulties in our chat, our service providers can follow up with you via a phone call. Please enter the best phone number for you, if this is something that works for you.

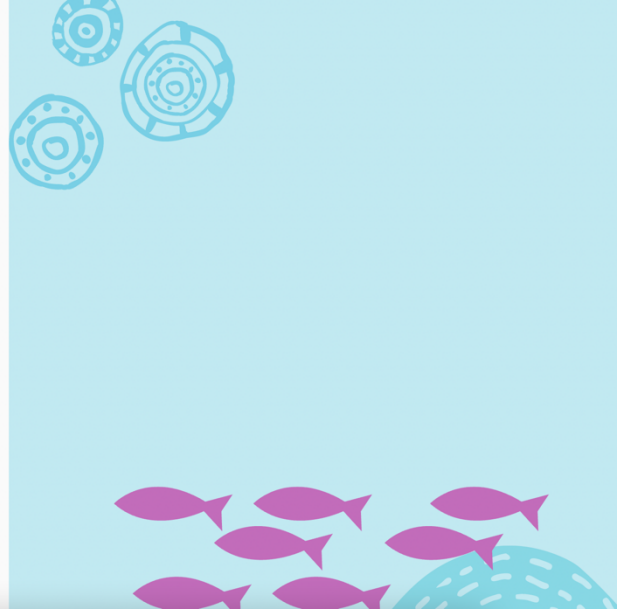
Phone

 +1

[I don't have this information](#)

[Next](#)

[Back](#)



- **Enter your personal health number. This is optional too, if you don't have one, click on I don't have this information and select a reason. Click on next.**

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Personal Health Number

Your Personal Health Number (PHN) will help us match your online and in-person records at a Foundry Centre. This will ensure you don't need to re-tell your story. We will always ask your permission before connecting to other services or sharing any of your information.

[I don't have this information](#)

- **Here, enter your email address and create a password. Click on next.**

Note: Please ensure you do not have a foundry account with another email address. A user can only have one account.

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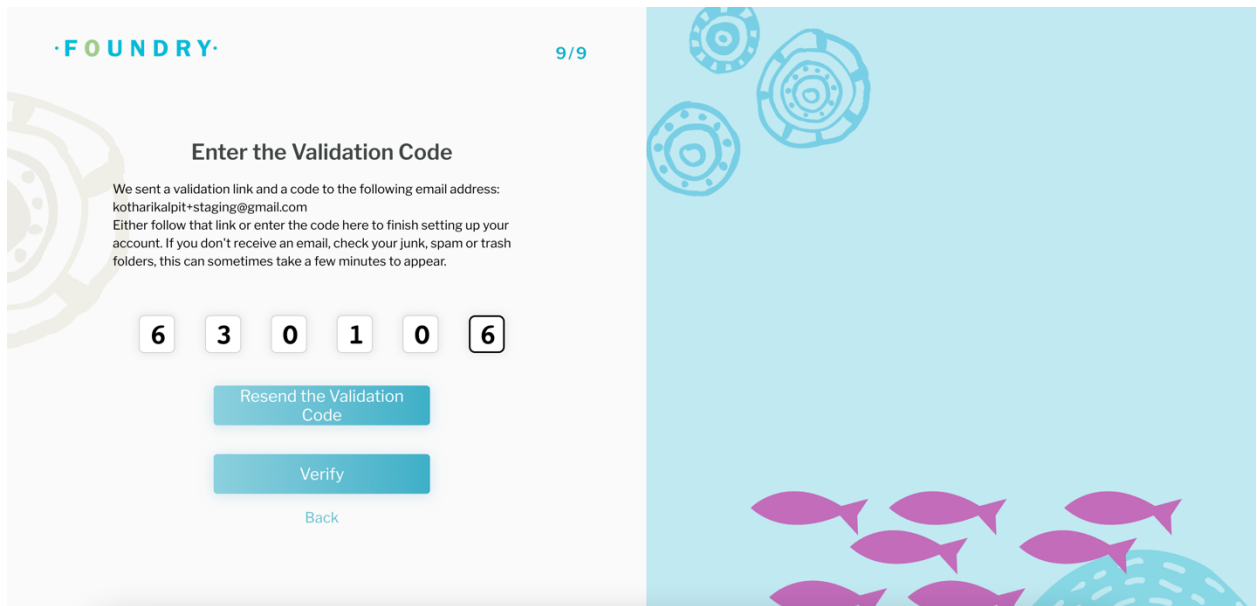
Email and Password

When setting up your account keep in mind that the email you sign up with will be used to send you surveys, assessments and updates, so please choose an email you will have access to for a long time. When creating your password, choose one that is memorable but hard for other people to guess.

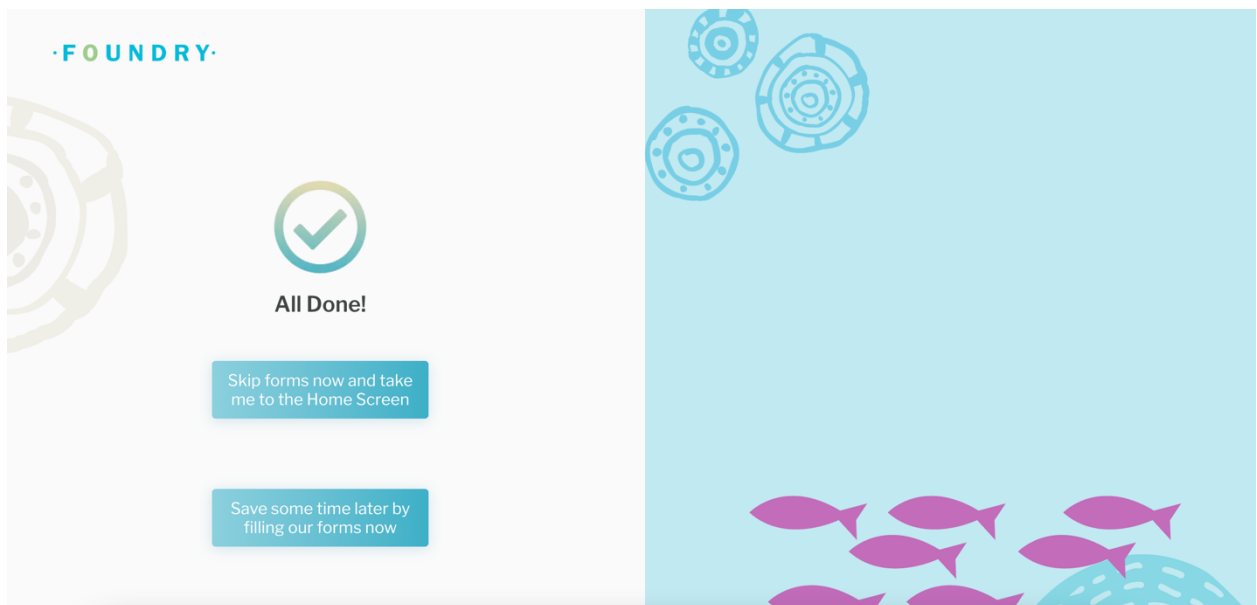
- ✔ Between 8 to 32 characters
- ✔ Includes number
- ✔ Includes uppercase character
- ✔ Includes lowercase character
- ✔ Starts with alphabetic character
- ✔ Doesn't contain first or last name



- A verification code will be sent to the email address entered. If it isn't received in a few moments, click on resend. After entering the code, click on next

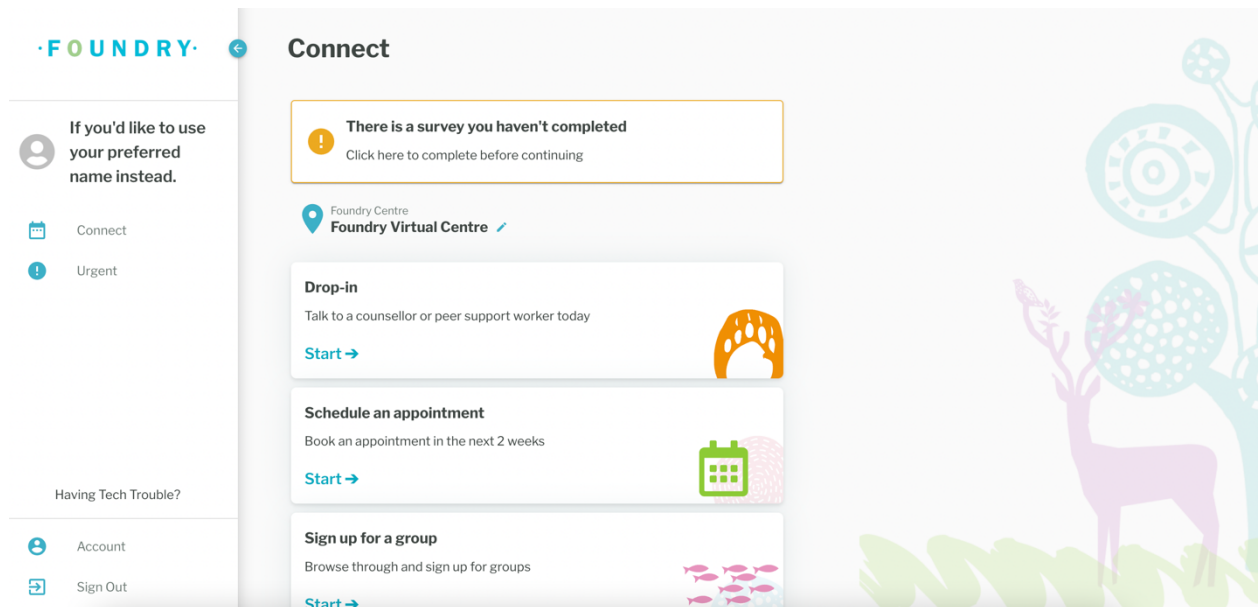


- You've successfully created a new account. After the account is created, the following page will be displayed. Foundry requires some demographic forms to be completed before your first appointment. You can choose to complete the forms right away or fill them later.



- **This is the home page for your account. If you chose to skip the forms while signing up, you'll see a notification at the top stating that there is a survey you haven't completed. You can fill this form at your convenience.**

Here you'll see important information such as the foundry centre your account is linked to, you're preferred name (if you chose to share that with foundry). You can also book new appointments, view you scheduled appointments, sign for a group, etc. from this page.

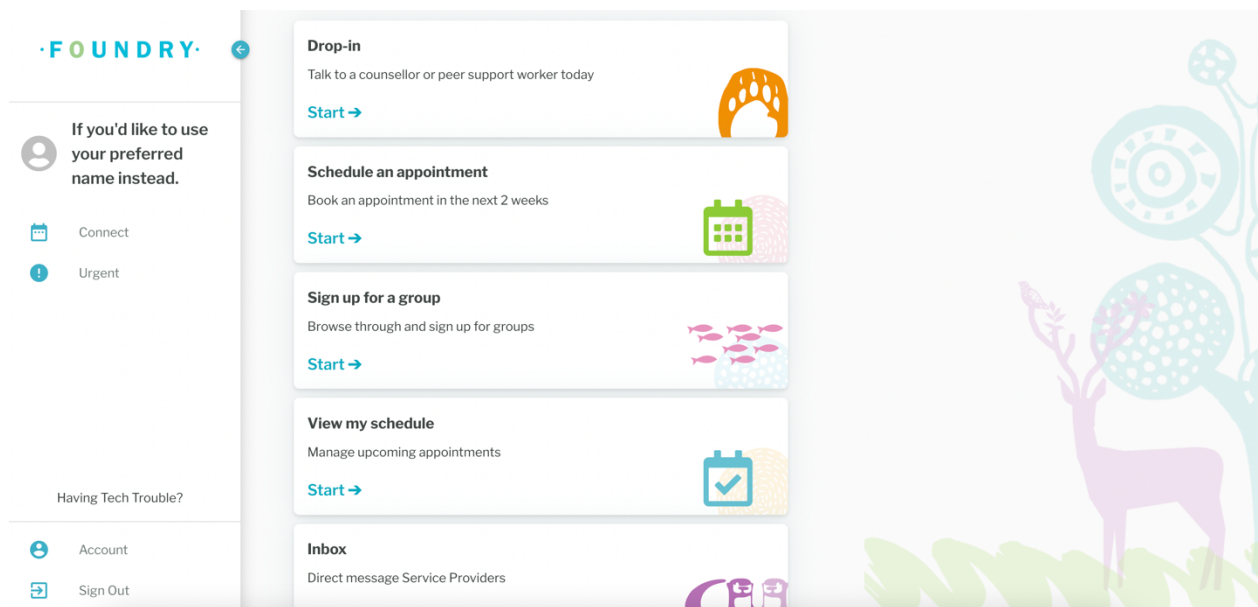


Appointments

This section demonstrates how to schedule an appointment from your account. You can only book one appointment per week for each of the services provided at a foundry centre. For e.g., if you've booked a counselling session for a given week, you cannot book another counselling appointment for the same week, unless determined by your service provider. In this case, either the service provider or an administrator from the centre will schedule the appointment for you.

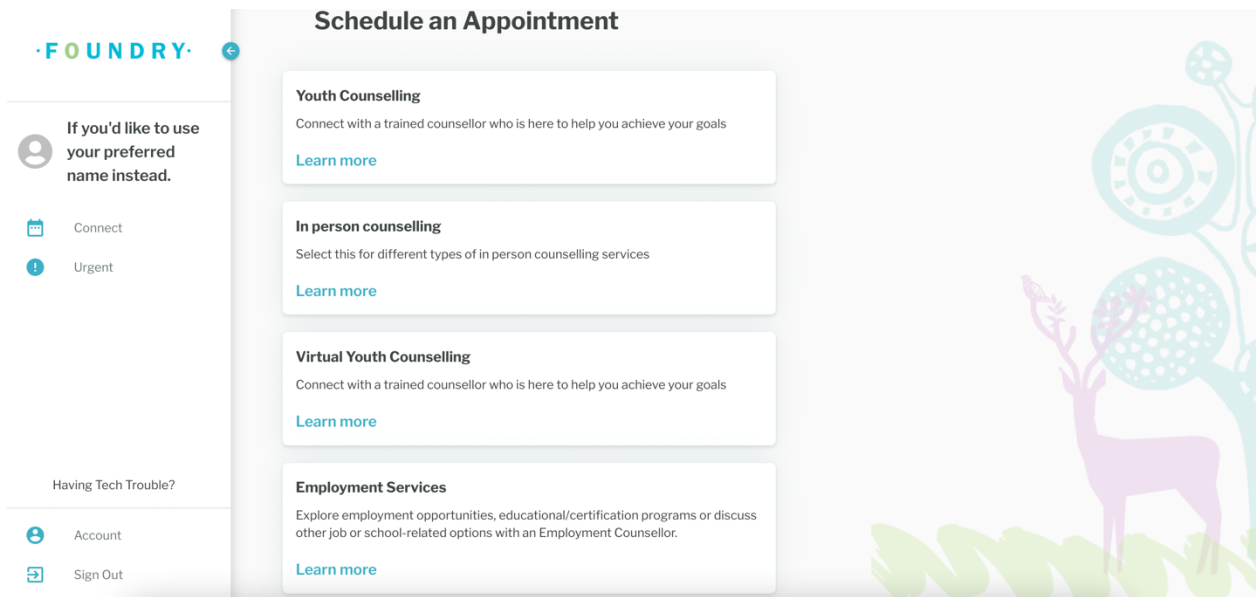
Booking a new appointment

- **To book a new appointment, click on schedule an appointment from the home page.**

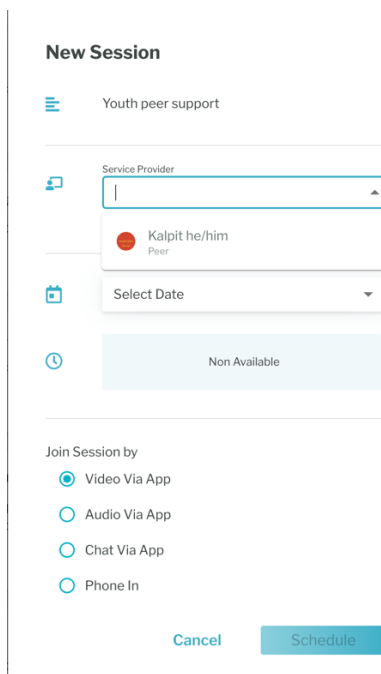


- **Next, select the type of appointment you'd like to schedule. All the services provided at your selected centre will be listed here, along with descriptions for those services. Click on the desired service.** *Note: each centre will have different kinds of services provided. If your selected centre doesn't provide the type of service require, kindly change your primary centre from the home page.*





- In the image below, an appointment for youth peer support is demonstrated. Here, click in the text box under service provider. This will load all the service provider(s) available for that appointment. Click on the service provider's name to select them, they will be the host for the session.
- The list of service providers is arranged according to soonest availability. The service provider displayed at the top of the list has the soonest availability and the one at the bottom has farthest availability.



- Next, click on select date. The system will automatically show you the next few days that the service provider is available. Click on the date that works best for you.
- After selecting the date, all the timeslots available on that day will be displayed. Scroll through the available timeslot and click on the one that works best for you.

New Session

Service Provider

Kalpita he/him

June 08, 2022

13:15 - 14:00

13:30 - 14:15

13:45 - 14:30

14:00 - 14:45

- The last step is to select how you'd like to have the session with the service provider i.e., choosing the modality. All the virtual sessions can be conducted via different modalities such as Video, Audio, Chat or Phone-in.

Note: for phone-in appointments, you need to share your phone number with Foundry, as you will receive a call to conduct the session. The video, audio and chat sessions are conducted directly from the Foundry app/web portal.

New Session

June 08, 2022

16:00 - 16:45

16:15 - 17:00

16:30 - 17:15

16:45 - 17:30

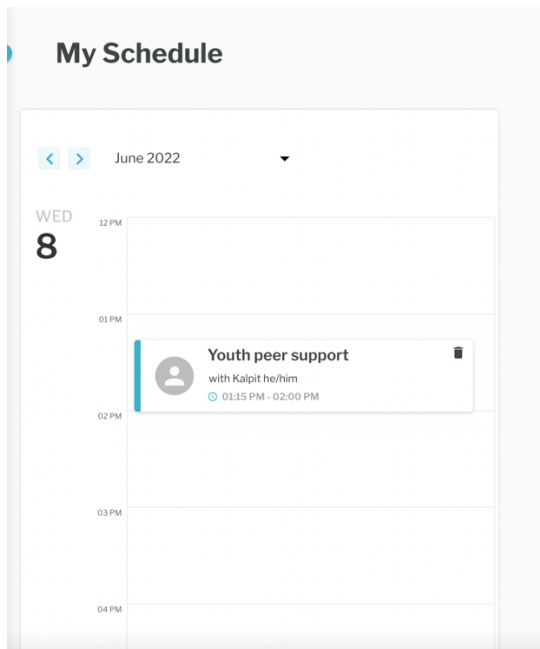
17:00 - 17:45

Join Session by

- Video Via App
- Audio Via App
- Chat Via App
- Phone In



- After selecting all of the options above, you can click on schedule. You will see a brief message that the session is scheduled. You will also receive an email stating the details of the appointment
- To view the scheduled appointment, navigate back to the home page by clicking on the connect tab -> scroll to find 'view my schedule' -> select the date you had scheduled the appointment for and navigate till you find the appointment block as seen below:



In person appointments

In person appointments are different from virtual appointments. While virtual appointments are conducted remotely from a device, in person appointments require you to physically be present at the centre.

- To book an in-person appointment, click on connect from the account home page. There, click on In person counselling.



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Schedule an Appointment

If you'd like to use your preferred name instead.

Connect

Urgent

In person counselling
Select this option of various in-person counselling services
[Learn more](#)


Youth Counselling
Connect with a trained counsellor who is here to help you achieve your goals
[Learn more](#)


- **In the 'New session' section, add the service provider and proceed with the appointment details as mentioned in the previous section.**


Note: When booking In person appointment, the system may ask you to select the modality of the session. This is a known error, and the team is working on resolving it. As an interim solution, kindly click on any modality and proceed with scheduling the appointment. The modality (for e.g., video or audio) will not be applicable to this appointment as it an in person appointment where you have to be present at the centre.





New Session

 In person counselling

 Service Provider

 Counsellor Richmond
Counsellor

 Select Date

 Non Available

Join Session by

Video Via App

Audio Via App

[Cancel](#) [Schedule](#)

- **You will receive notification for the newly scheduled appointment, according to your set notification preferences.**

Appointment reminders

You will receive reminders for each of your scheduled appointments as follows:

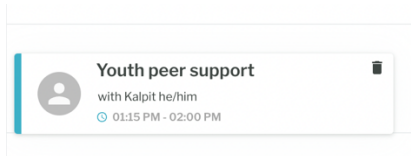
- 24 hrs. prior to the scheduled time as a notification on your phone and an email.
- 2 hrs. prior to the scheduled time as a notification on your phone and an email.
- 30 mins. to the scheduled time as a notification on your phone and an email.

You can change your notification preferences from your account settings anytime.



Cancelling appointments

- **If you wish to reschedule or cancel a scheduled appointment, navigate to find the appointment block under your schedule (using the steps mentioned in the last part of the previous section). On the appointment block you will see a small bin icon at the top right corner. Click on this icon.**



- **Next, select the reason why you'd like to cancel this appointment. If you don't see your reason listed, click on other and type in the reason.**
- **After the reason is selected/entered, click on confirm cancellation.**
- **The appointment will now be cancelled, and you will receive an email for the same.**

Cancel Appointment?

Please provide a reason for the cancellation. Remember that you won't be able to schedule this appointment again if it's already at capacity.

- I can no longer make this time
- Another Foundry centre was able to see me sooner
- Another non-Foundry service was able to see me sooner
- I am physically unwell/too tired to make this appointment
- Someone else made this appointment for me
- Other

Cancel

Confirm Cancellation

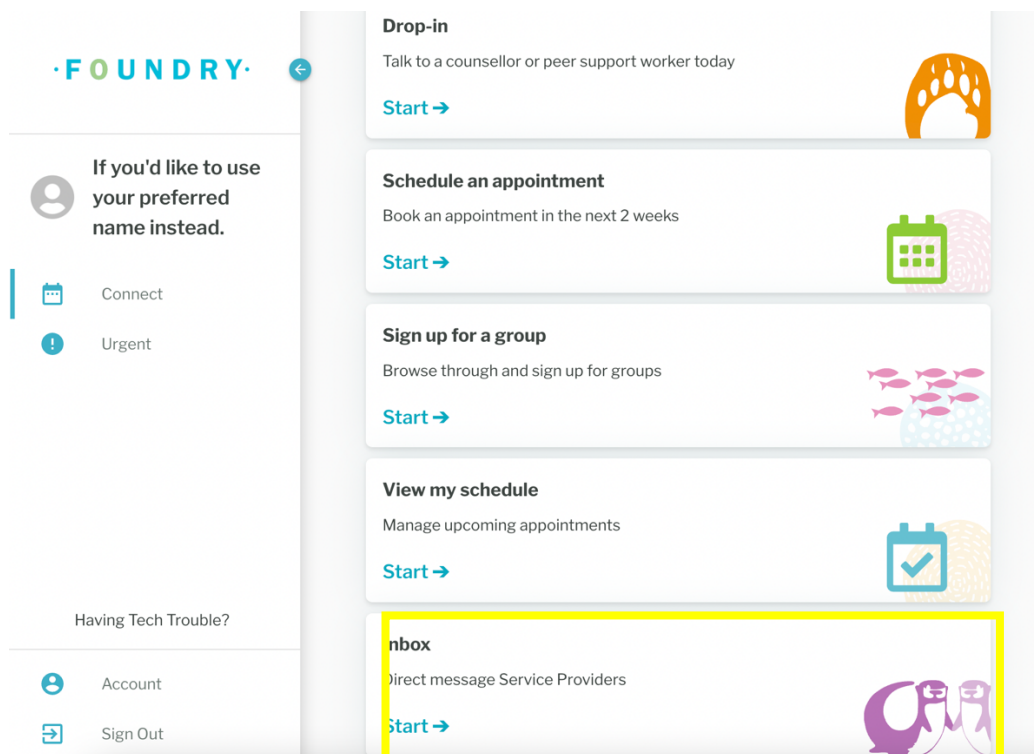


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Inbox

Inbox is a feature that is used by the service providers to communicate with you. If you've selected the option of 'message me through this platform (using inbox)' in the contact preferences of your account, the service provider will convey information to you using inbox. For e.g., updates regarding your appointments, if the service provider is unable to connect with you for a session.

- **To access the inbox, login to your account. From the home page, scroll to find inbox:**
- **The conversation can only be initiated and ended by a service provider. If the inbox is empty that means you have no on-going conversations right now.**



- **If you have a new/unread message, you will see a green circle with a number inside it at the bottom right corner of the inbox section.**
- **For new messages, there are two types of notifications. One in the form of push notification from the app and one in the form of email.**
- **You can only send plain text messages through inbox. No emojis or any type of attachments can be shared.**

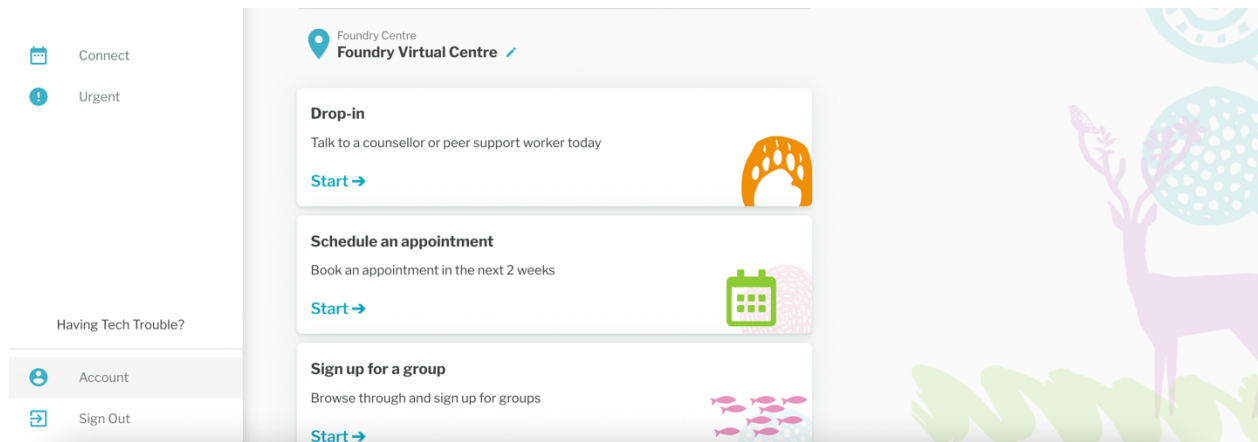


Changing the centre

You can change the centre you selected during account creation. An instance for changing the centre can be you've moved to a new postal code than your previous one.

- **To change the centre, first you need to update your postal code in the account settings. Sign into your account -> find the account button (an avatar in a blue circle):**

Note: if you want to want to give consent for a Foundry centre you already have access to (for e.g., if you've entered Richmond postal code when signing up but, chose to access services from foundry virtual and would now like to access services from Richmond foundry centre), skip the next 3 steps.




- **In the account page, click on edit profile -> scroll to find the postal text box.**



Account

- Edit Profile
- Change Password
- Terms and Conditions
- Privacy Policy
- Notification Preferences
- Contact Preferences
- About
- Delete Account

 [Change Profile Picture](#)

First Name

Last Name

Chosen Name

Pronoun

Gender

Date of Birth

- **Type the new postal code and click on save. Note: Please ensure that there is no space in the postal code**

Postal Code

I consent that the below centres can access the information I have shared on the app, book appointments with me and contact me even if I have not accessed services here or chosen it as my default centre. Consent cannot be revoked as we are required to keep records of our clients. [Learn more](#)

Foundry Virtual Centre

- **After clicking on save, you will notice that a new centre is displayed. In this instance, a Richmond postal code is entered and hence, an option to select Richmond is displayed.**



Postal Code

V6X3A7

I consent that the below centres can access the information I have shared on the app, book appointments with me and contact me even if I have not accessed services here or chosen it as my default centre. Consent cannot be revoked as we are required to keep records of our clients. [Learn more](#)

Foundry Virtual Centre

Richmond

Save

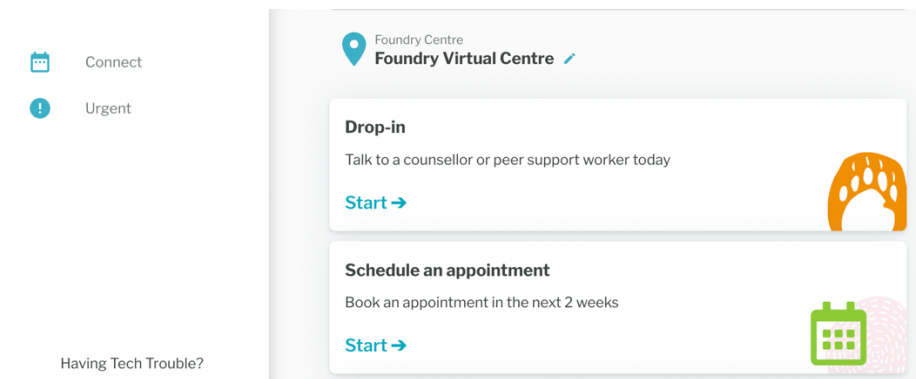
- **If you wish to access services at the newly displayed centre, click on the check box and click on save.**

Note: by checking off the box, you consent to provide your account information to that centre.



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- You will also notice that under connect tab, clicking on the Foundry centre, there will be an option to select the new Foundry centre.



- From here, select the centre you'd like to access services from and click on confirm.

Select Foundry Centre:

Foundry Virtual Centre

Richmond
5811 Cooney Rd, Richmond BC, V6X 1B5

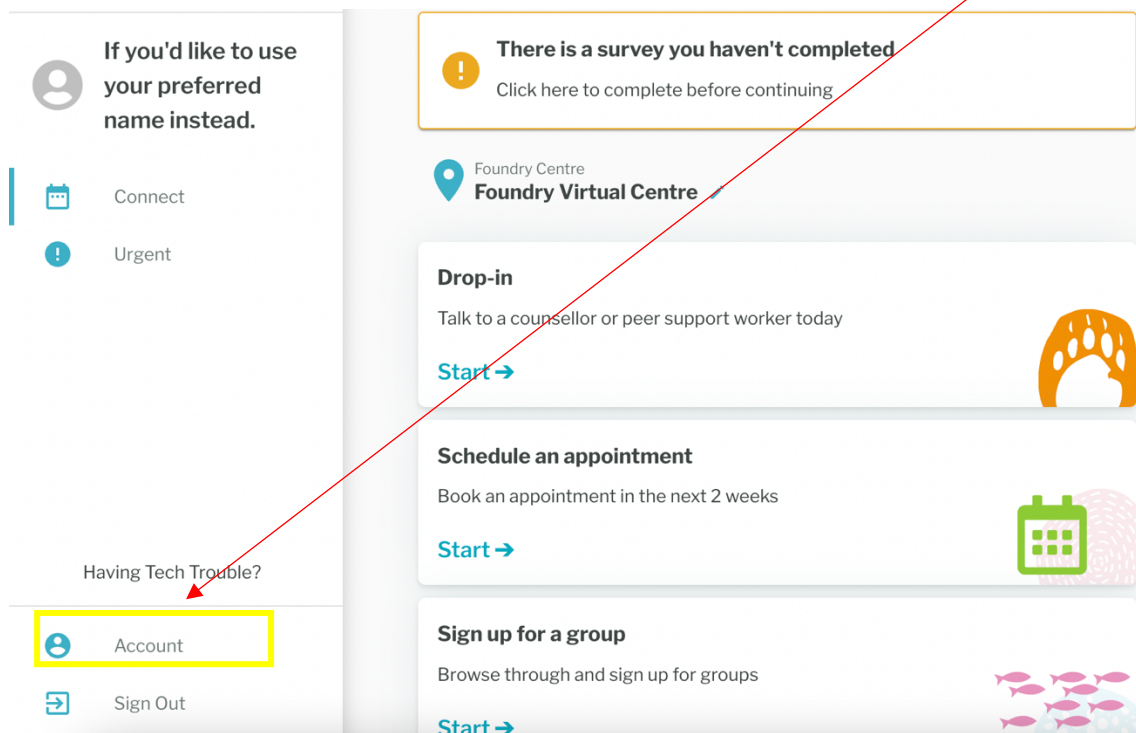
CONFIRM

BACK

Notification setting and contact preferences

In your account, you can change the way how you receive notifications for your scheduled appointments, reminders for those appointments and when a message is received in the inbox. You can also change your contact preference i.e., how would you like a service provider to contact you.

- **To change the notification setting, from your account home page, click on account**



- **Click on notification preferences. Here you can toggle push notifications (notifications received directly on phone from the app) or email notifications on or off. If you turn off push notifications, you will only receive email notifications and vice versa. If you wouldn't like to receive any notifications, you can also turn both the options off. Note: if you don't have a phone, you won't receive push notifications.**



Account

- Edit Profile
- Change Password
- Terms and Conditions
- Privacy Policy
- Notification Preferences**

Notification Preferences

How do you want us to notify you about your next appointments?

Push notification

Email

- **To update your contact preferences, under your account settings, click on contact preferences. Here, select how you'd like the service providers to contact you for updates regarding your appointments, etc.**

Account

- Edit Profile
- Change Password
- Terms and Conditions
- Privacy Policy
- Notification Preferences
- Contact Preferences**
- About
- Delete Account

Contact Preferences

How do you want us to notify you about your next appointments?

- Call me and leave a voice mail
- Call me but do not leave a voice mail
- Email me
- Message me through this platform (using inbox)
- Do nothing

Save

