

• F O U N D R Y •

FOUNDRY BC PLATFORM:

CLIENT CHEAT SHEET FOR THE APP



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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 must be between 12-24 years of age. If you are a family/caregiver, you must have a young person between 12-24 years of age. All the features demonstrated here are similar across Android and iOS app. This document demonstrates the steps for Foundry BC App.

To download the Foundry BC App on Android, click here: [Foundry BC - Apps on Google Play](#)

To download the Foundry BC App on IOS, click here: [Foundry BC on the App Store \(apple.com\)](#)

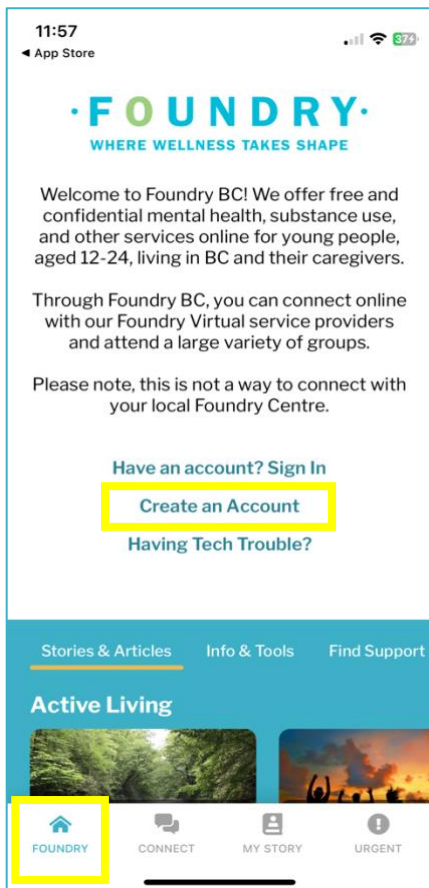
You can also download the app directly from the play store/app store by typing in 'Foundry' in the search bar.

HOW TO 'CREATE A NEW ACCOUNT'?

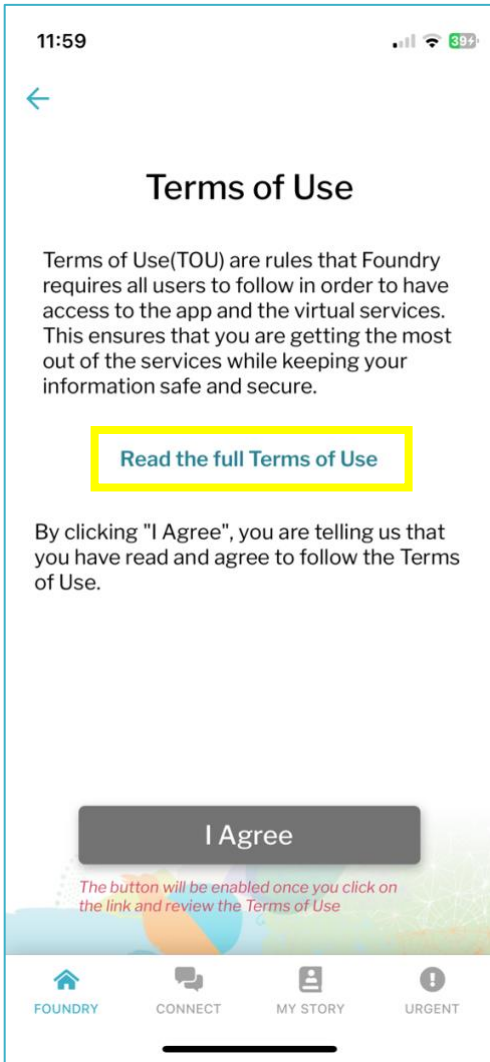
Note: You will need an email account that you can access while creating an account as you will be receiving a validation code. This is required to complete registration. This does not have to be a school or work email, so you can enter any email that you can access while registration.

If you do not have an email, you can create a new Gmail account in a few simple steps. ([How to create a Gmail account?](#))

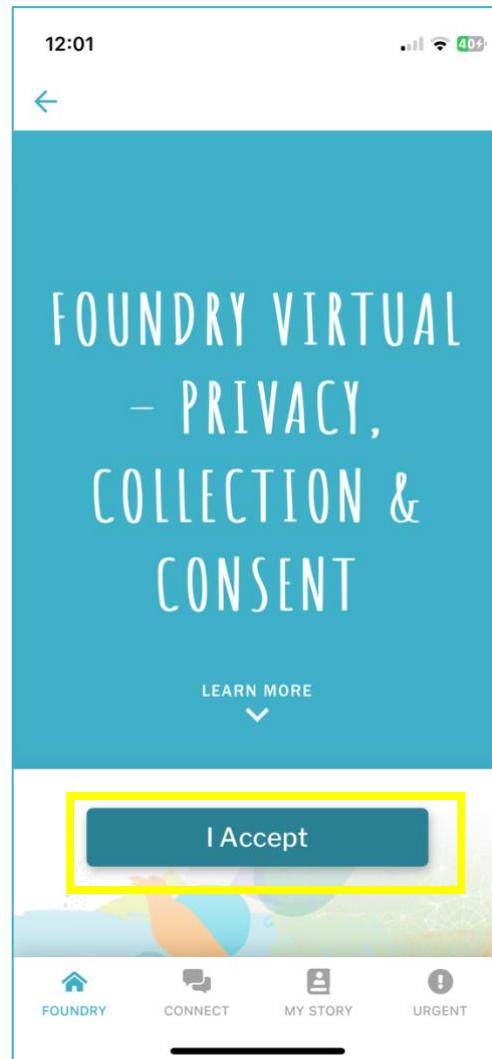
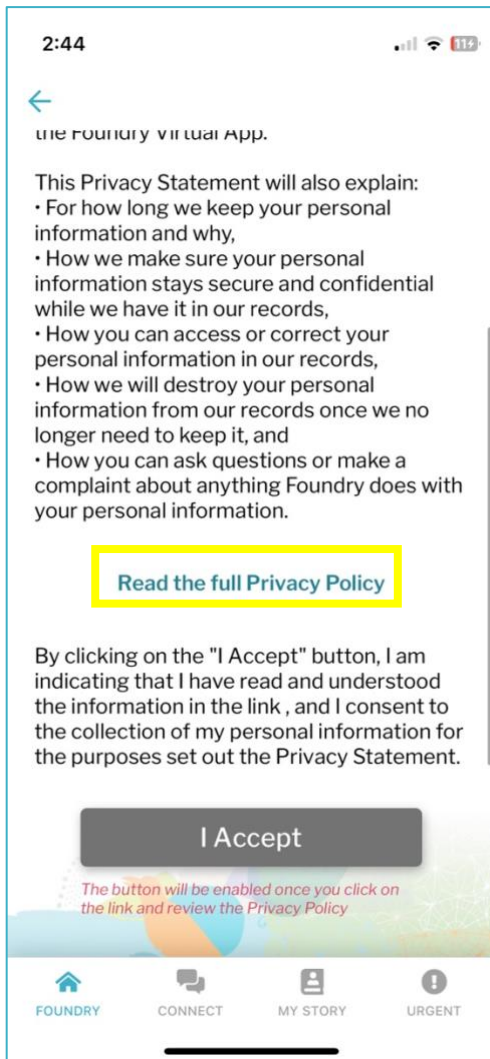
- From the 'Foundry Tab', click on "Create an Account".



- Click on **Read the full Terms of Use**. This will open the full Terms of Use and activate the I Agree button. You can scroll down to review the Terms of Use and click on the **I Agree** button.



- On the next screen, scroll down and click on **Read full Privacy Policy**. This will open the full Privacy Policy and activate the I Accept button. You can scroll down to review the Privacy Policy and click on the **I Accept** button.



STEP 1 - ARE YOU A YOUNG PERSON OR CAREGIVER

- Select whether you are a Young Person or Family/Caregiver.
 - Select **Young Person** if you are a young person between the ages of **12 to 24** or if you are a caregiver helping a young person to access services.
 - Select **Caregiver** only if you want to access services for yourself and you are supporting a young person who is between the ages of **12 to 24**.
 - *NOTE: If you are a caregiver who is helping their young person to access services and registering on the young person's behalf so that the young person can access services, select **Young Person** and complete the registration with their information.*
- Click on **Next**.

12:01 40%

← Sign Up 1/9

Are you a:

Family / Caregiver

Young person

Next

FOUNDRY CONNECT MY STORY URGENT

STEP 2 – AGE AND LOCATION

- Tap the **Date of Birth** field and select your Birthdate.
 - If you are a young person, your age must be between 12-24 years.
 - IF you are a caregiver, click on the checkbox to confirm that your youth is between the ages 12-24.
- Enter your **Postal Code**.
- Click on **Next**.

12:01

← Sign Up 2/9

Age and Location

Foundry is available to young people aged 12-24 living in B.C.

Please let us know your date of birth and postal code to make sure this service is right for you.

If you don't know your postal code, you can google your address.

If you need immediate support please tap the Urgent help tab.

Date of Birth

Postal Code

[Why do we need this information?](#)

Next

FOUNDRY CONNECT MY STORY URGENT

2:47

← Sign Up 2/9

Age and Location

Foundry will be available to families and caregivers supporting young people aged 12-24, living in B.C.

Please let us know your postal code and confirm that your youth(s) is between the ages of 12-24 to make sure this service is right for you.

Please also enter your own Date of Birth as part of our registration process.

If you need immediate support please tap the Urgent help tab.

Date of Birth

Postal Code

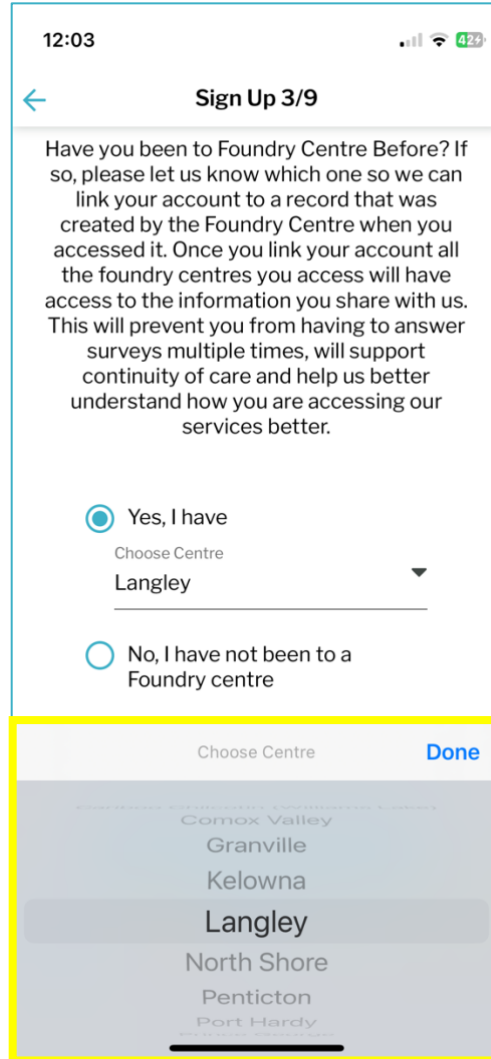
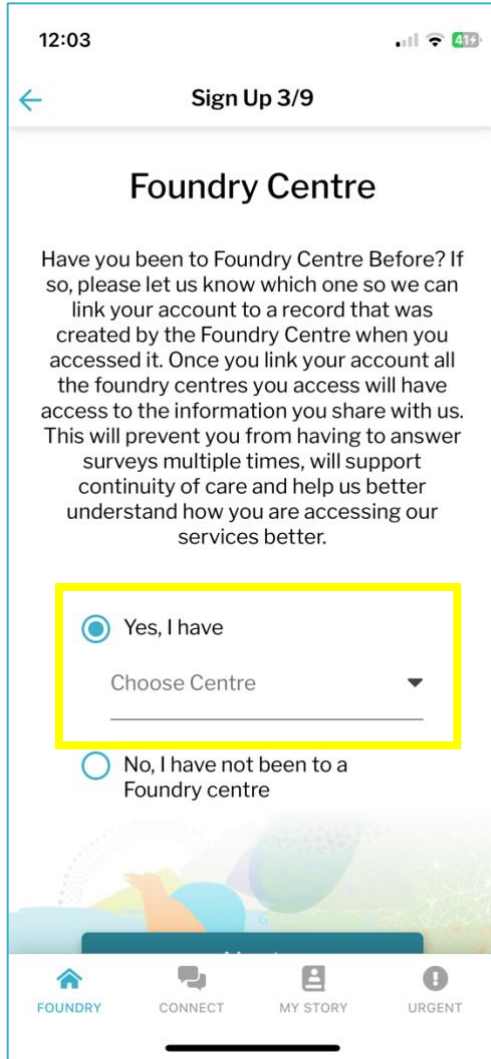
Check this box to confirm that your youth(s) between the ages of 12- 24

[Why do we need this information?](#)

FOUNDRY CONNECT MY STORY URGENT

STEP 3 – HAVE YOU BEEN TO A FOUNDRY CENTRE BEFORE?

- If you have previously accessed services at any Foundry centre, select **Yes**.
 - Tap on the Choose Centre field and **select the centre** you have accessed services at.



- If you have never been to any Foundry centre before, select **No**.

The screenshot shows a mobile application interface for a sign-up process. At the top, the time is 12:04 and the battery level is 42%. The screen is titled "Sign Up 3/9" and "Foundry Centre". Below the title, there is a paragraph of text explaining the purpose of linking the account to a Foundry Centre record. Two radio button options are presented: "Yes, I have" and "No, I have not been to a Foundry centre". The second option is selected and highlighted with a yellow box. A large teal "Next" button is positioned below the options. At the bottom, there is a navigation bar with four icons: a house for "FOUNDRY", a speech bubble for "CONNECT", a person for "MY STORY", and an exclamation mark for "URGENT".

12:04 42%

← Sign Up 3/9

Foundry Centre

Have you been to Foundry Centre Before? If so, please let us know which one so we can link your account to a record that was created by the Foundry Centre when you accessed it. Once you link your account all the foundry centres you access will have access to the information you share with us. This will prevent you from having to answer surveys multiple times, will support continuity of care and help us better understand how you are accessing our services better.

Yes, I have

No, I have not been to a Foundry centre

Next

FOUNDRY CONNECT MY STORY URGENT

- Click on **Next**.

STEP 4 – SELECT A CENTRE

- **Select the centre** you wish to access services at.
Note: If you do not see the centre you wish to access services from, go back to [Step 2](#) and enter the postal code of the Foundry centre.
- Then click **Next**.

12:04

← Sign Up 4/9

Foundry Centre

Please choose the Foundry Centre you want to access services at. You may be able to choose a local Foundry centre near you (if there is one and if they are using the platform) or Foundry Virtual (which is available to all of BC, 7 days a week). The centre you choose here can access the information you share on this app. You can switch between your Foundry Centres in the connect tab, if you want to access services at more than one centre.

- Virtual
- Richmond
#101 - 5811 Cooney Road,
Richmond, BC V6X 1B5

Next

FOUNDRY CONNECT MY STORY URGENT

12:05

← Sign Up 4/9

Foundry Centre

Please choose the Foundry Centre you want to access services at. You may be able to choose a local Foundry centre near you (if there is one and if they are using the platform) or Foundry Virtual (which is available to all of BC, 7 days a week). The centre you choose here can access the information you share on this app. You can switch between your Foundry Centres in the connect tab, if you want to access services at more than one centre.

- Virtual
- Richmond
#101 - 5811 Cooney Road,
Richmond, BC V6X 1B5

Next

FOUNDRY CONNECT MY STORY URGENT

STEP 5 – ABOUT YOU

- Enter your **First Name** and **Last Name**.
- Enter your **chosen name** (This is an optional field). You can enter any name you are comfortable with being called in this field. You can change your name at any time from your account settings after registration.
- Select your **Pronouns** and **Gender**. If you do not see your pronouns and gender in the given list, select Other and enter it in the space provided.
- Click **Next**.

12:05

← Sign Up 5/9

About You

We will only refer to you by your chosen name. We collect your legal name to ensure you are who you say you are, and to protect your information.

Legal First Name

Legal Last Name

Chosen Name

Pronoun ▼

Gender ▼

Next

FOUNDRY CONNECT MY STORY URGENT

STEP 6 – PHONE NUMBER

- Enter your **phone number** if you wish to access services over the phone.
- If you do not have it or would not like to share it, click on I don't have this information.

12:06 43%

← Sign Up 6/9

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.

+1 Phone Number

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

Next

FOUNDRY CONNECT MY STORY URGENT

STEP 7 – PERSONAL HEALTH NUMBER (OPTIONAL)

- Enter your **PHN**.
- If you do not have it or would not like to share it, click on I don't have this information and select a reason.
 - You can also select the “Other” option and manually enter a reason. For example, “I do not have a PHN”.
- Click on **Next**.

12:07

← Sign Up 7/9

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.

Personal Health Number

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

Next

FOUNDRY CONNECT MY STORY URGENT

4:57

← Sign Up 7/9

Personal Health Number

If you don't have your Personal health Number, that's okay, you can still access the service.

To better understand why you don't have your Personal Health Number, please indicate why below. You can always add your Personal Health Number in your profile later.

Reason
International Student

Reason Done

Out of Province
International Student
Other

STEP 8 – EMAIL AND PASSWORD

- Enter your **email address**. This email must be accessible to you while creating your account.
Note:
 1. Please ensure you do not have a foundry account with another email address. A user can only have one account.
 2. You do not need a school or professional email; you can use any email that you generally use for social media.
 3. If you do not have an email, you can quickly create one ([How to create a Gmail account?](#)) or speak with the front desk staff about a workaround.
- Enter your **password**. Your password must meet the list of requirements below. As you start entering the password of your choice, the requirements that are met will be automatically checked off.
- Click on **Next**.

5:05

← Sign Up 8/9

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.

Email Address

Confirm Email Address

New Password

Confirm Password

Between 8 to 32 characters

Includes number

FOUNDRY CONNECT MY STORY URGENT

5:06

← Sign Up 8/9

Confirm Password

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

Create Account

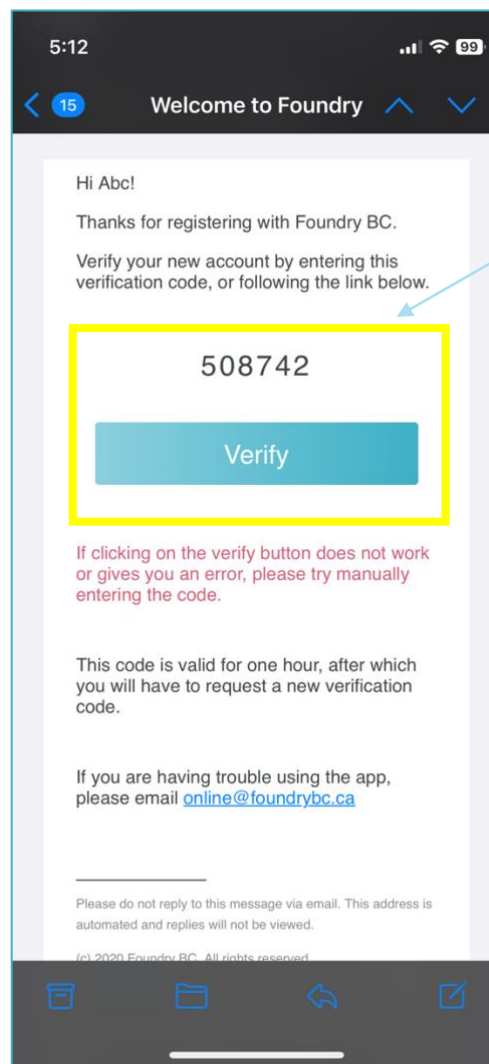
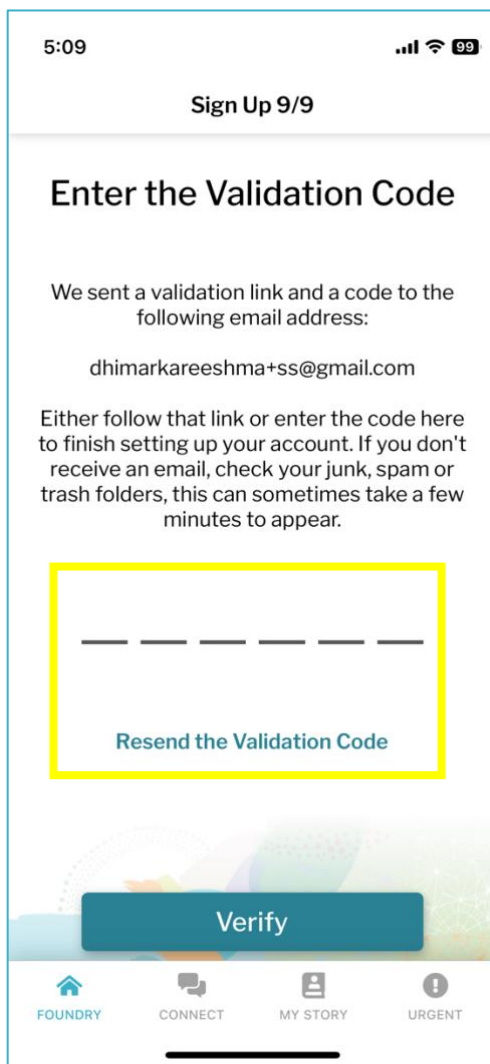
Confirm Password Done

FOUNDRY CONNECT MY STORY URGENT

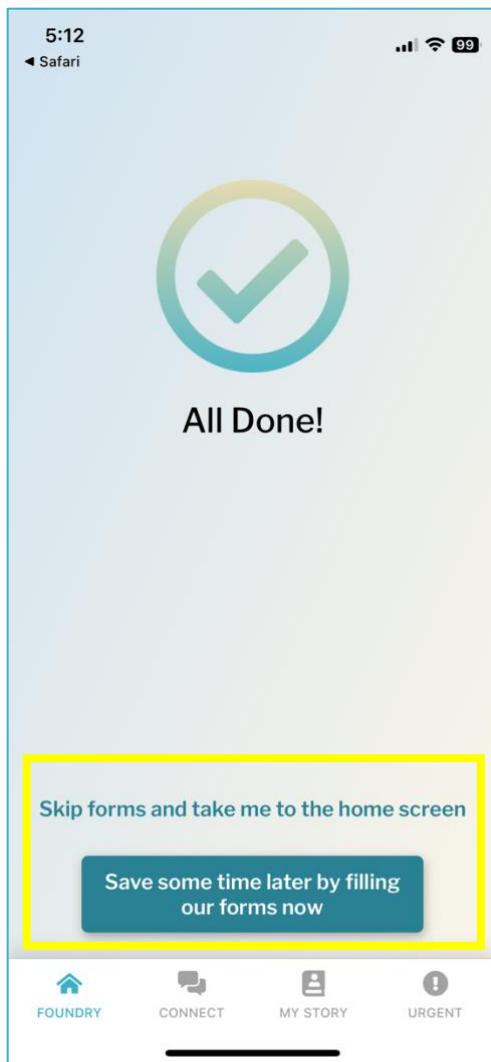
STEP 9 – ENTER THE VALIDATION CODE

- Check the Inbox of the email you entered in the previous step. You will receive an email with a validation code.
- Enter the validation code here OR you can simply click on the **Verify** button provided in your email (This will only work if you access your email on the e-mail app on your phone). If you click on “Verify” in your email app, the validation code will automatically be populated on the Foundry BC App.
- If you have manually entered the validation code, click on **Verify**.
- If you do not find a validation code email in your email inbox, check your Spam/Junk email. If it is not present in your Spam/Junk, click on Resend the Validation code button and repeat the above steps.

Note: If you are still unable to find this code, try using a Gmail, Outlook or Yahoo email or reach out to the front desk staff at the Foundry centre.

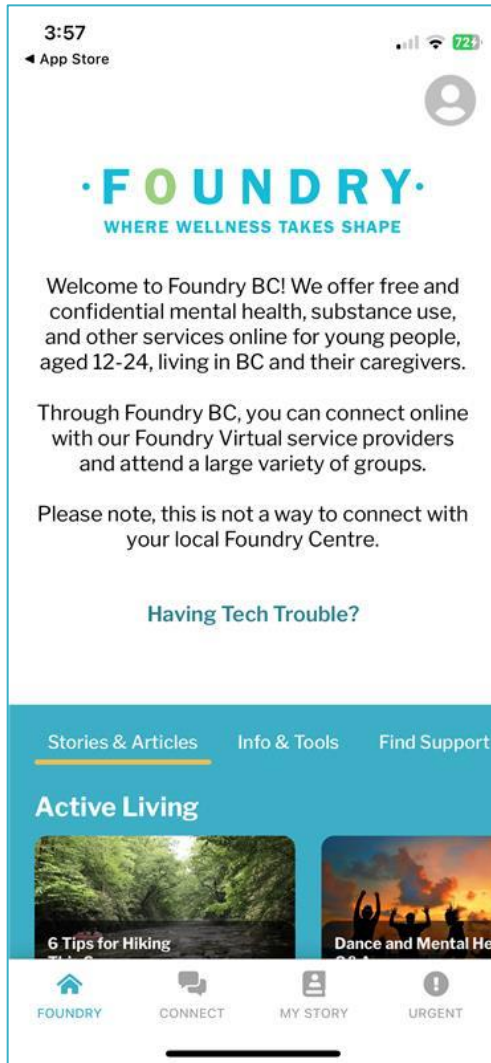


- You have successfully created a new account. After your account is created, you will be asked to complete some demographic forms. Foundry requires these forms to be completed before your first appointment. You can choose to complete the forms right away or fill them later.

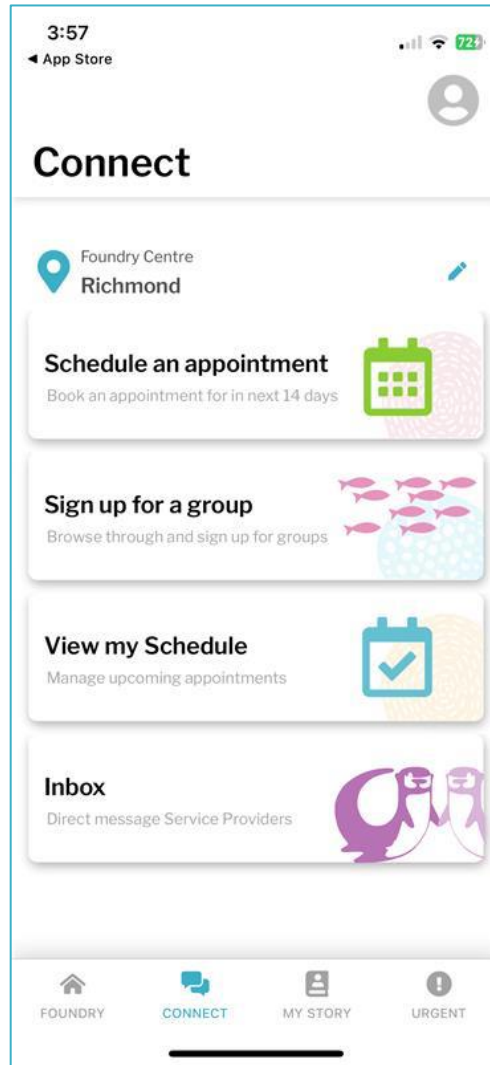
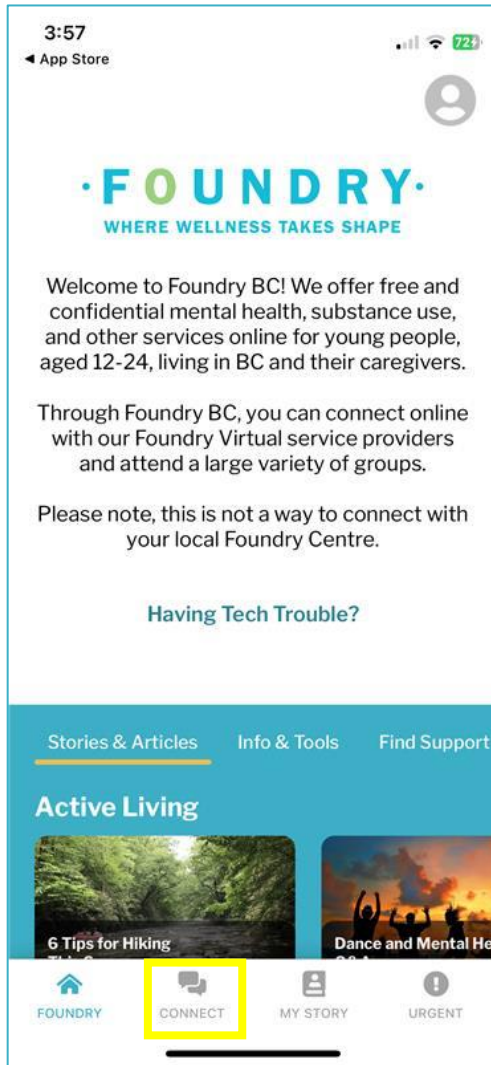


HOW TO SCHEDULE AN APPOINTMENT?

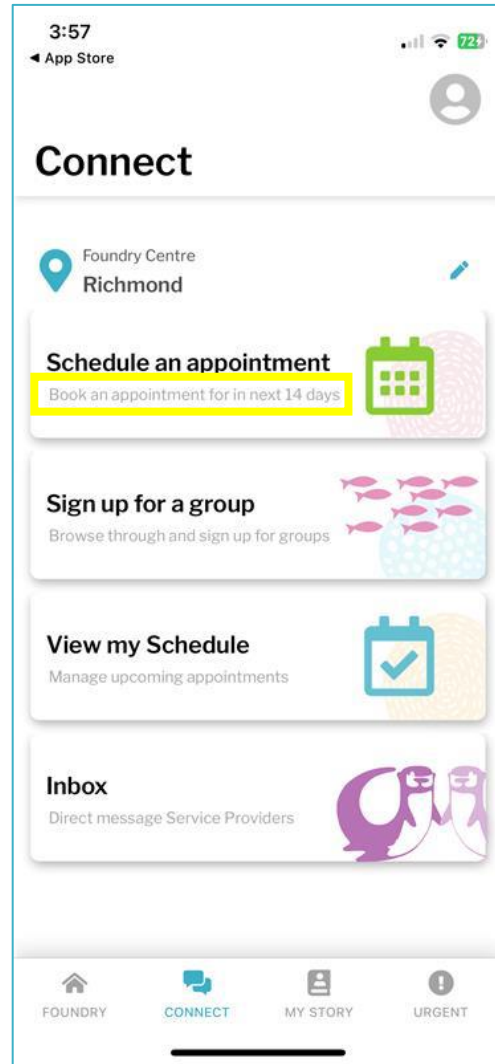
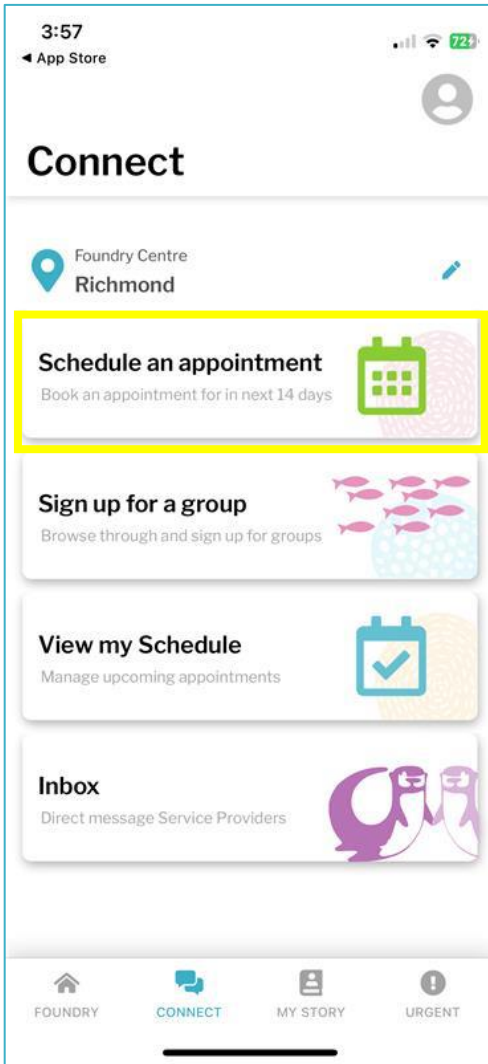
1. After creating your new account, you will be taken to the home screen, which is the Foundry tab. If you already have an account, simply **Sign into your account**.



2. Go to the **Connect** tab.

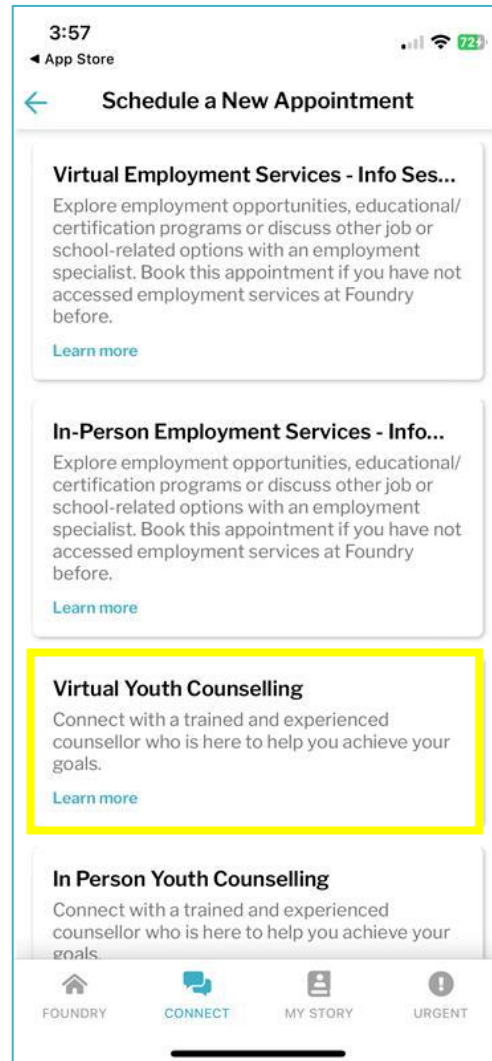
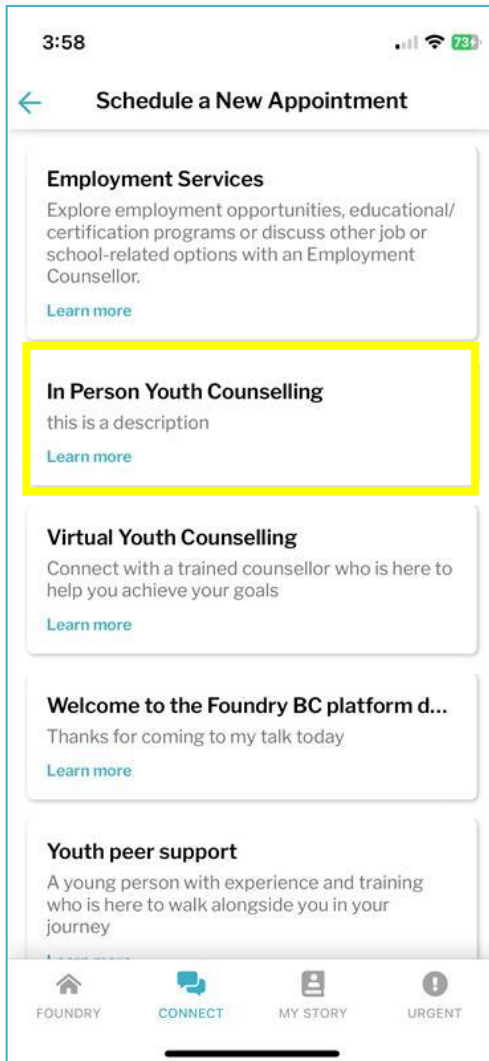


3. Click on **Schedule an appointment**. You can book an appointment a certain number of days in the future. You will find this number on the Schedule an appointment button.

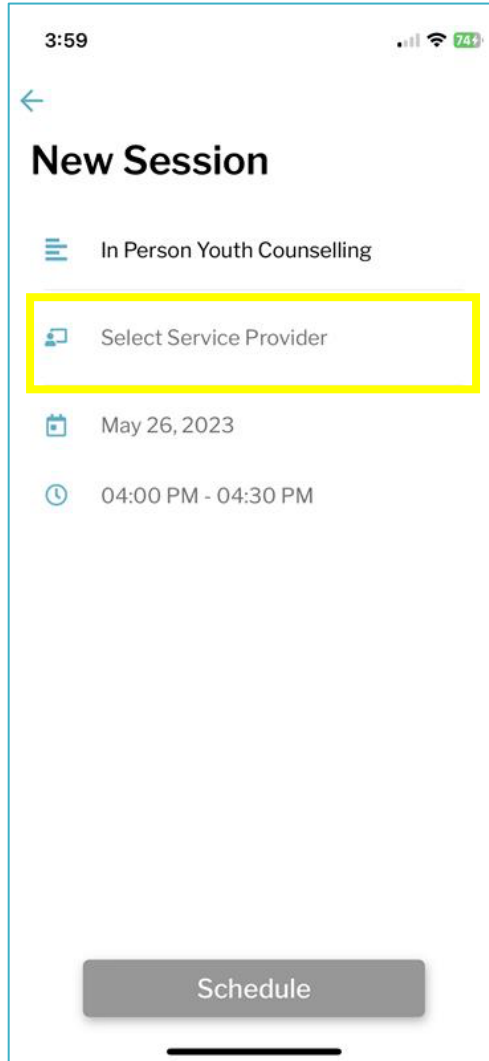
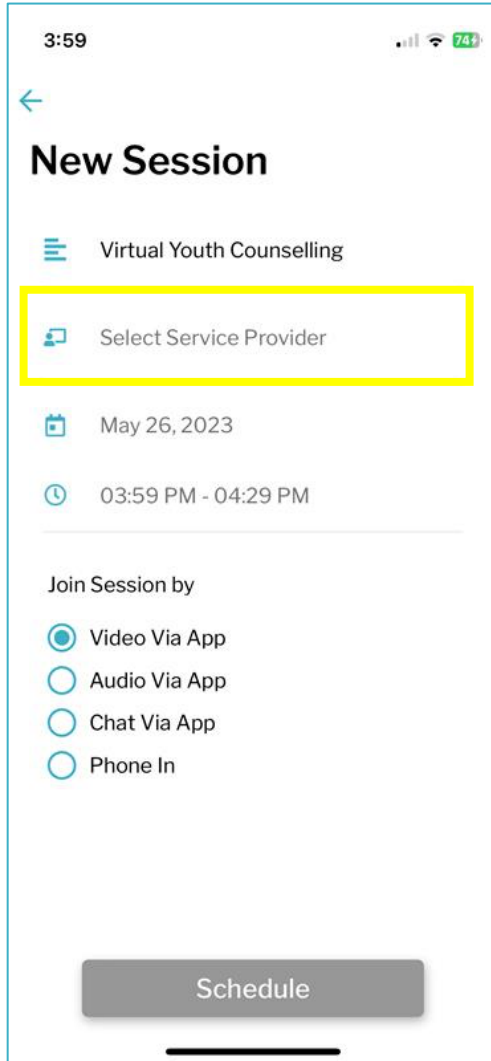


4. You can now see a list of different appointments that you can book at the Foundry centre you have selected with a description of the services provided under each appointment. **Select the appointment** you would like to book.

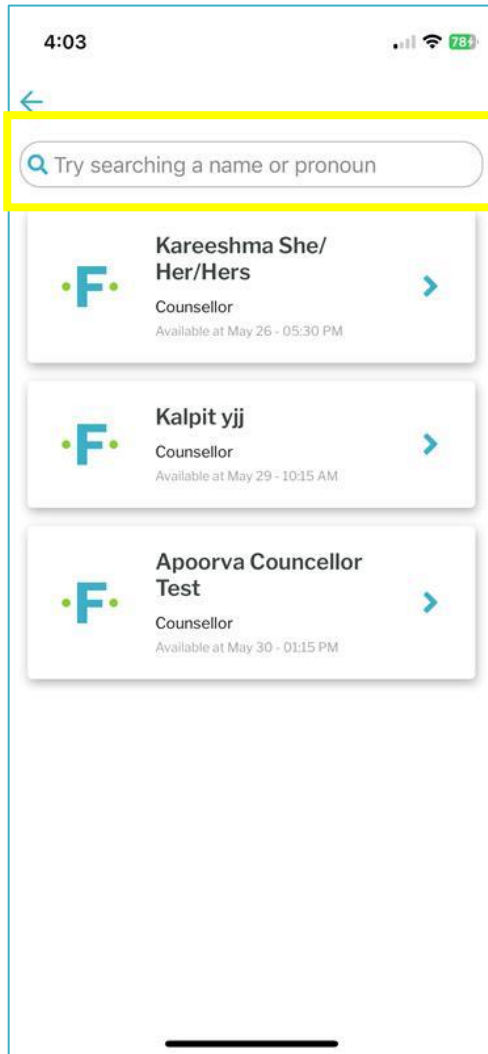
Note: There might be some other services that are offered at the centre that are not listed here. Please call or email your Foundry centre to ask about any other services they might be providing.



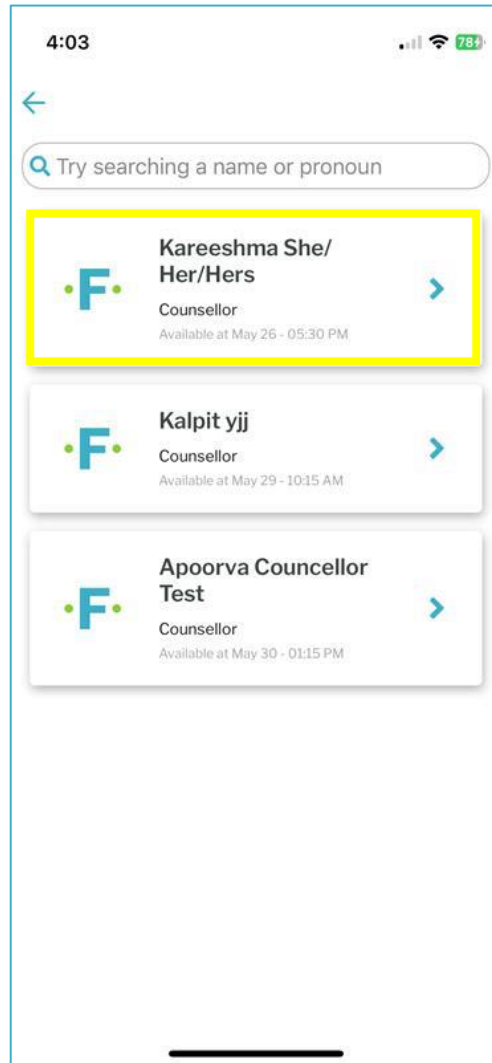
5. On the New Session screen, tap on **Select Service Provider**. Here, you will select the Service Provider (Counsellor, Peer Supporter, Doctor, etc.) that you want to see.



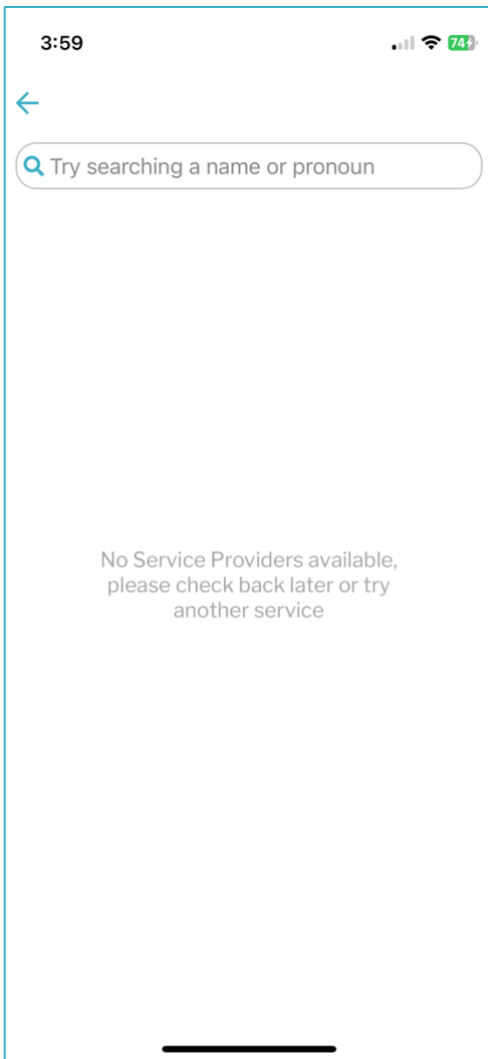
6. There are two ways that you can select a Service Provider.
 - a. You can search the list of Service providers by **name or pronouns**.



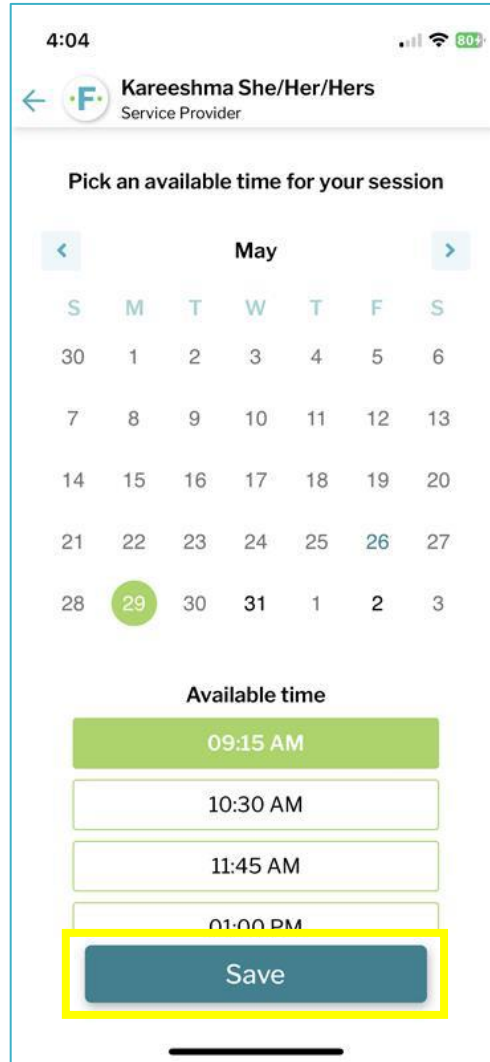
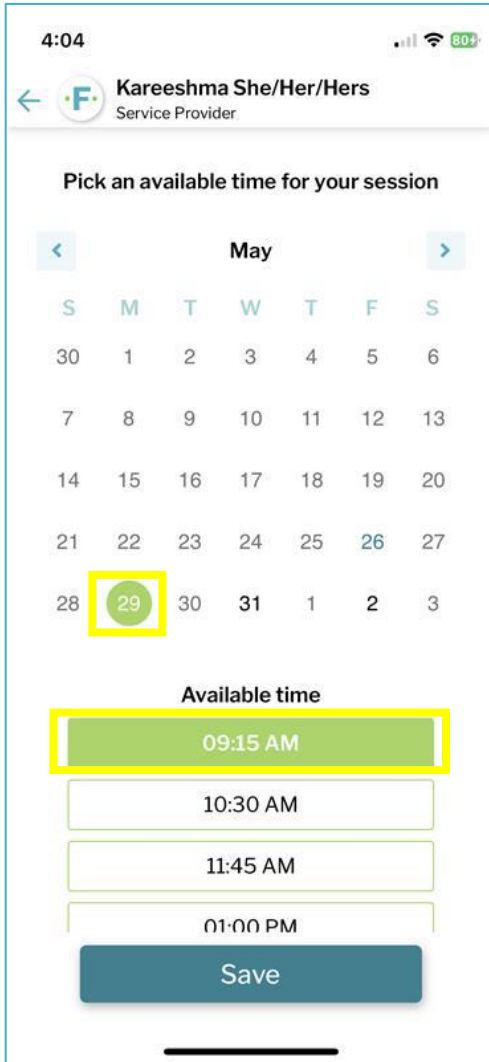
- b. If you are looking to book an appointment as soon as possible, you can **select the first name** in the list of service providers. The list of service providers is sorted by soonest availability.



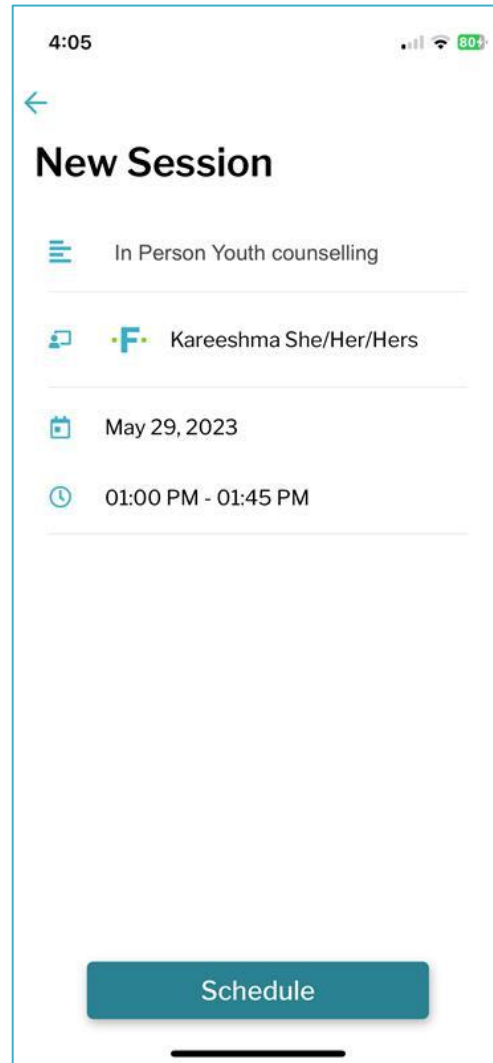
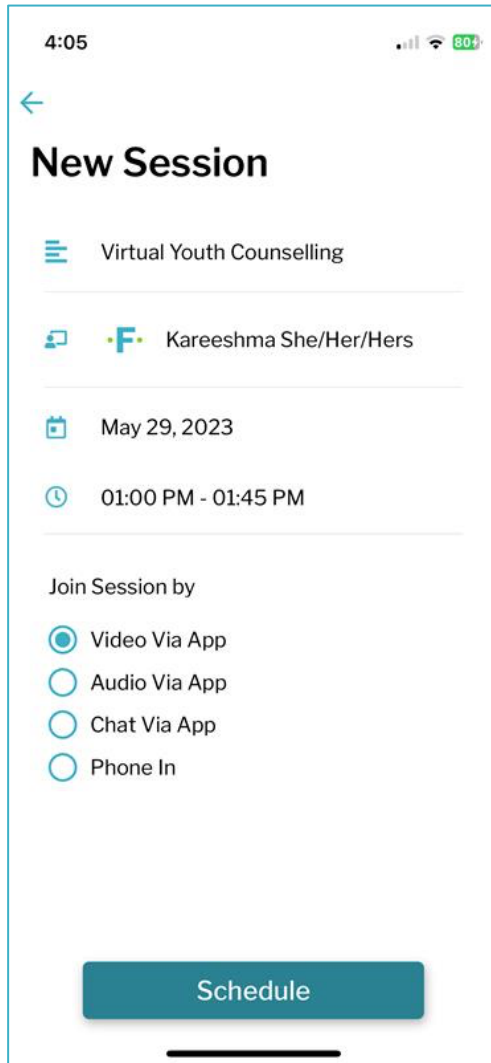
7. If there are no Service Providers available, please try again after some time or select a different appointment. You can also contact the front desk staff at the Foundry centre and they can help you book an appointment.



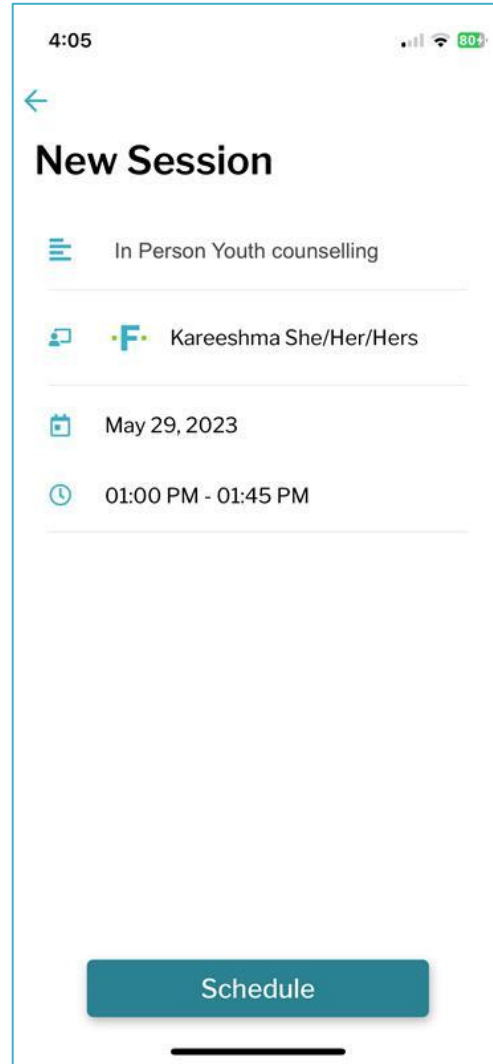
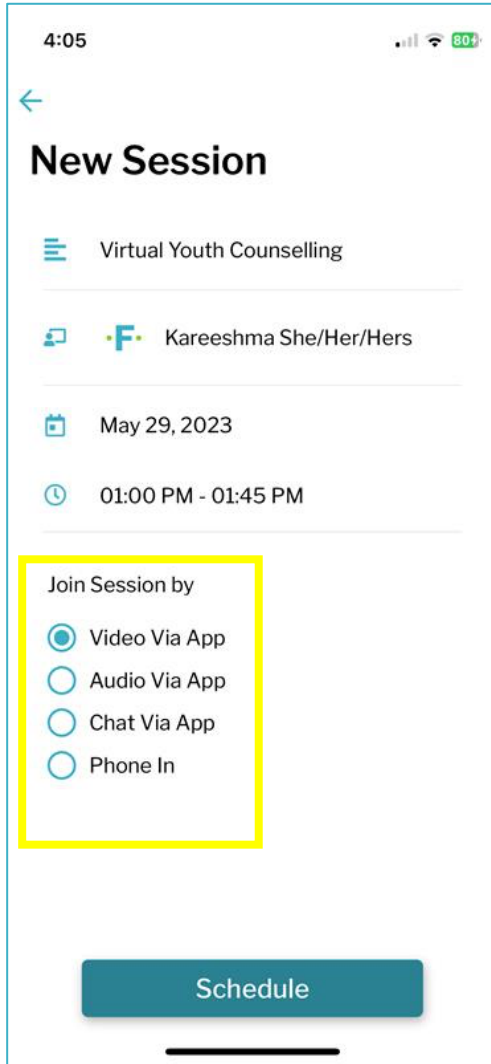
8. When you select a Service Provider, a bio and a calendar will open on the screen. The Service Providers may add a small description about themselves which will be displayed here. Under the bio, the service provider's available dates will be highlighted in this calendar. Below the calendar, you will see the Available appointment time slots on each date. **Select the date and time** that works best for you and click on **Save**.



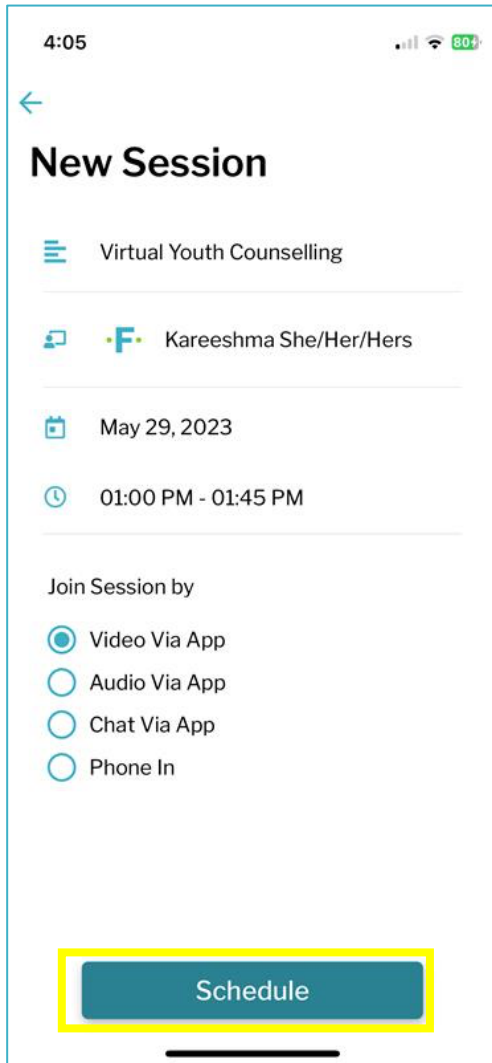
9. The New Session screen will now be populated with the **Service provider, date, and time of your choice.**



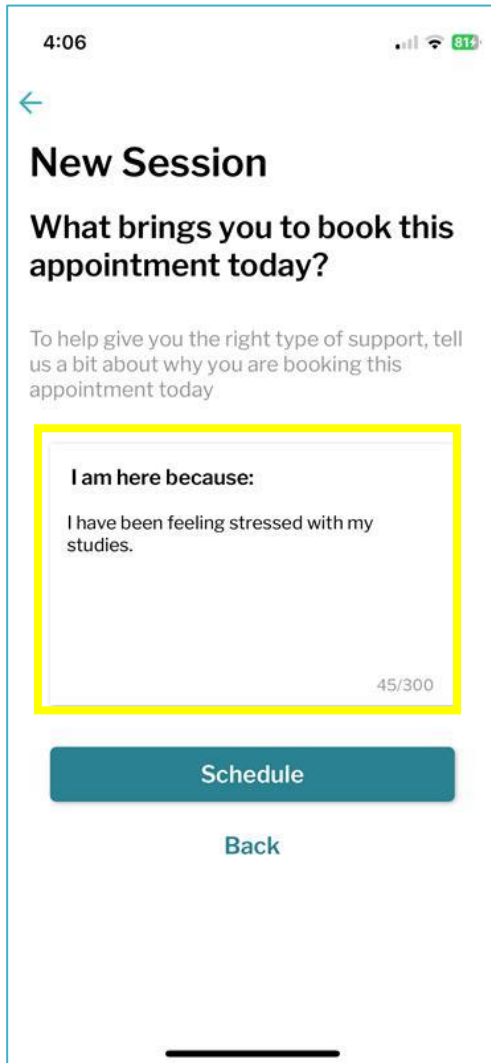
10. If you have selected a Virtual appointment, you can also **select how you would like to join the session**. Select one of the options provided. You will not see these options for In Person appointments.
Note: For the Phone In option, make sure you have provided your phone number during registration or add your phone number to your account information.



11. Click on **Schedule**.

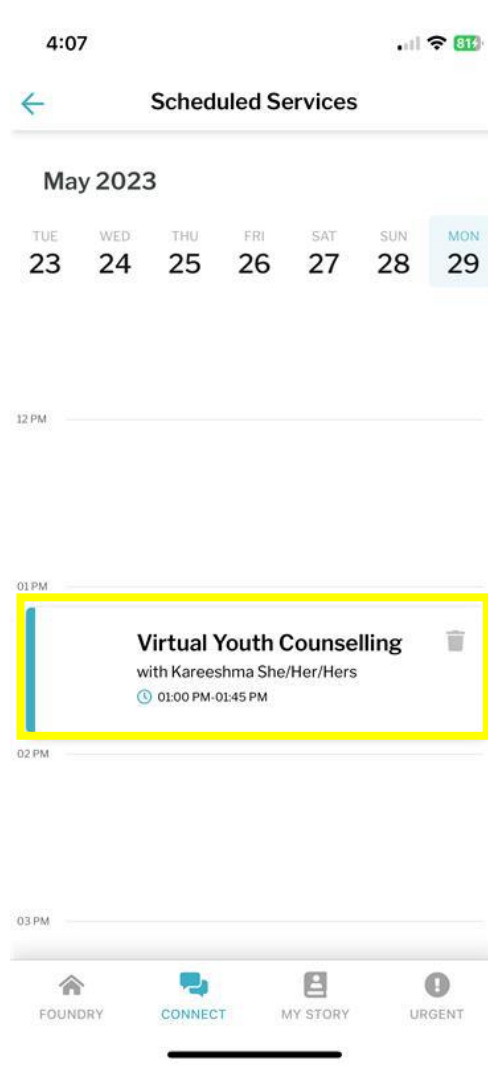
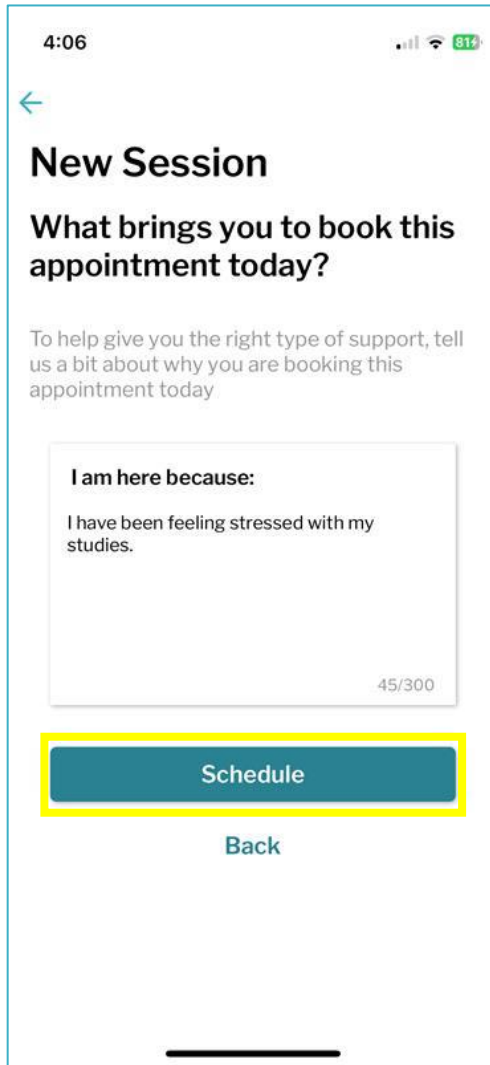


12. On the next screen, **enter the reason why you are booking this appointment**. This section is not mandatory.

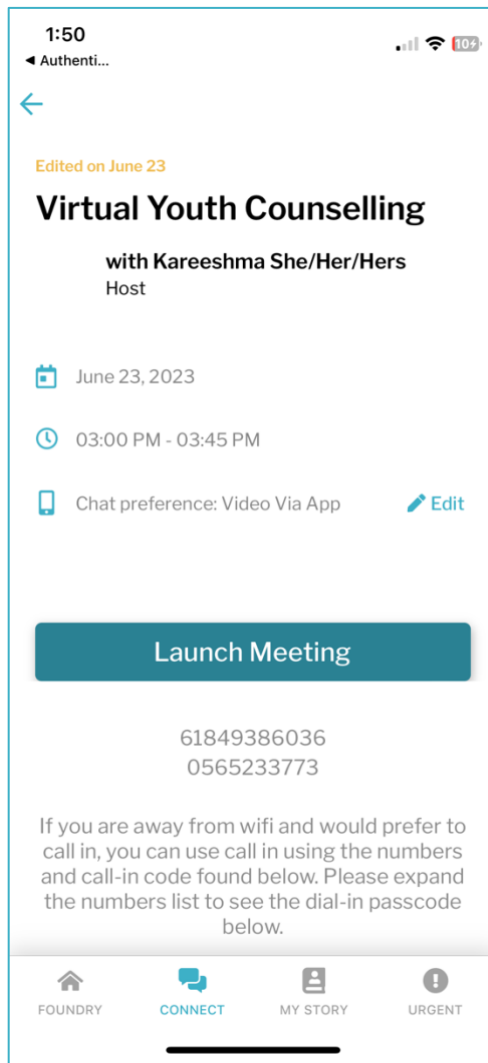
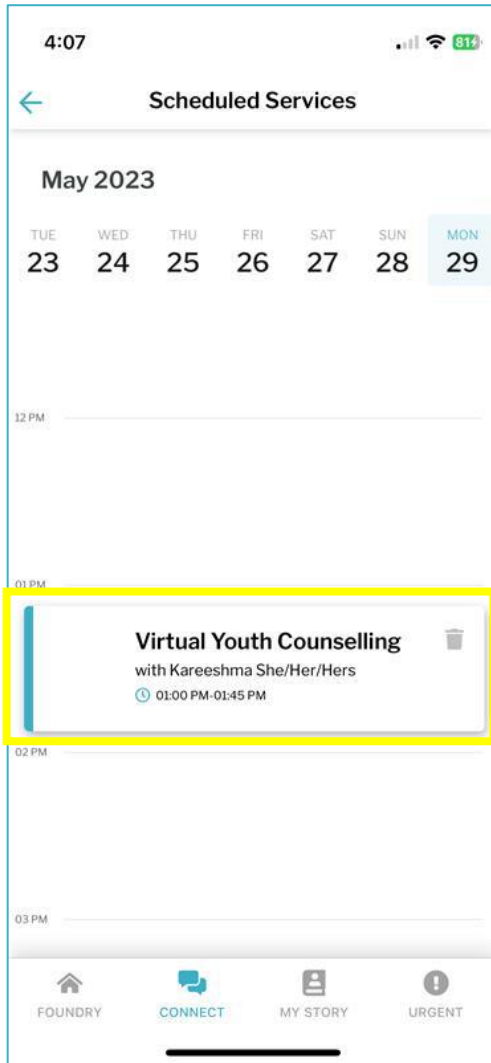


The screenshot shows a mobile application interface for booking a session. At the top, the time is 4:06 and the battery level is 81%. A back arrow is visible in the top left corner. The main heading is "New Session". Below this, the question "What brings you to book this appointment today?" is displayed. A subtext explains: "To help give you the right type of support, tell us a bit about why you are booking this appointment today." A text input field is highlighted with a yellow border, containing the text "I am here because: I have been feeling stressed with my studies." and a character count "45/300". Below the input field are two buttons: a teal "Schedule" button and a blue "Back" button.

13. Click on **Schedule**. The next screen will show you the booked appointment in your schedule section.



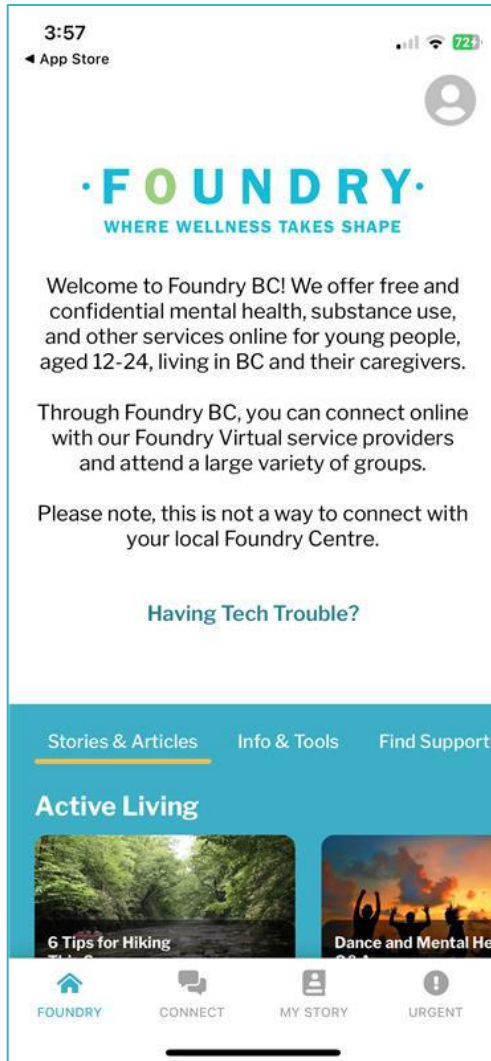
14. You can click on the appointment to see more details about your session and fill out surveys.



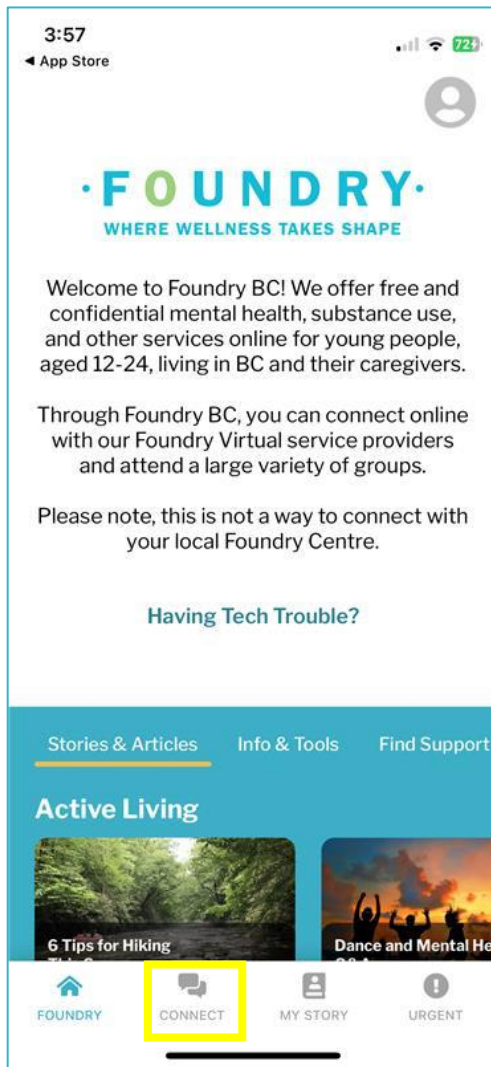
HOW TO CANCEL AN APPOINTMENT?

After booking an appointment, you can cancel or reschedule your appointment from the Foundry BC App.

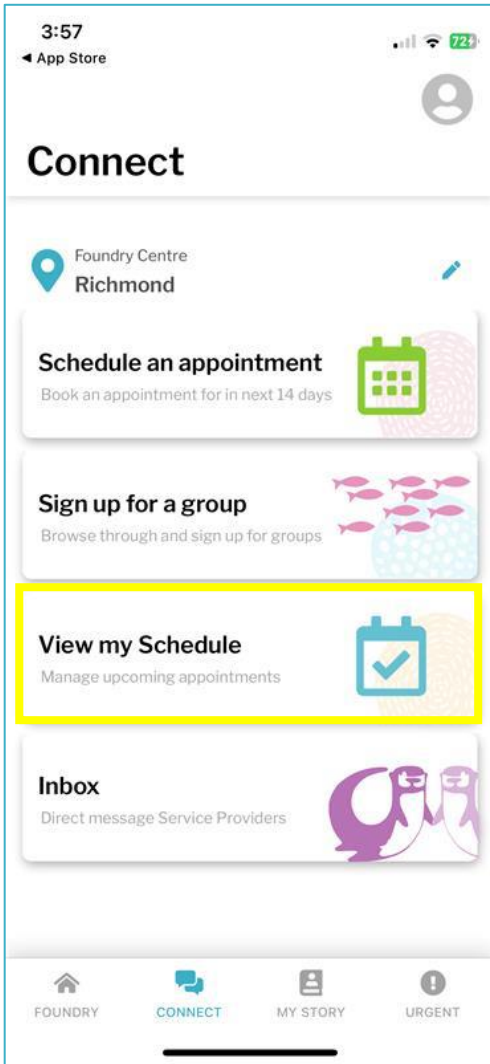
1. Log into the Foundry BC App.



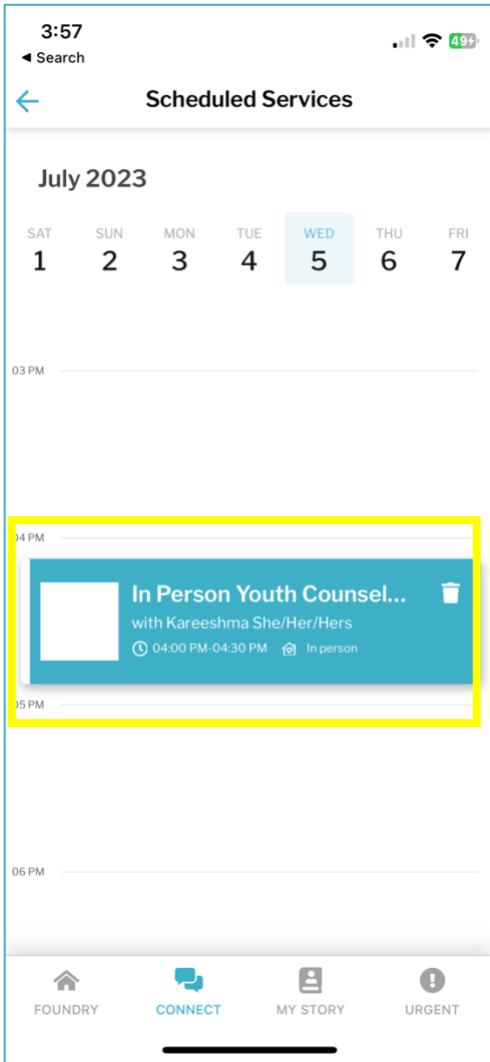
2. Go to the **Connect tab**.



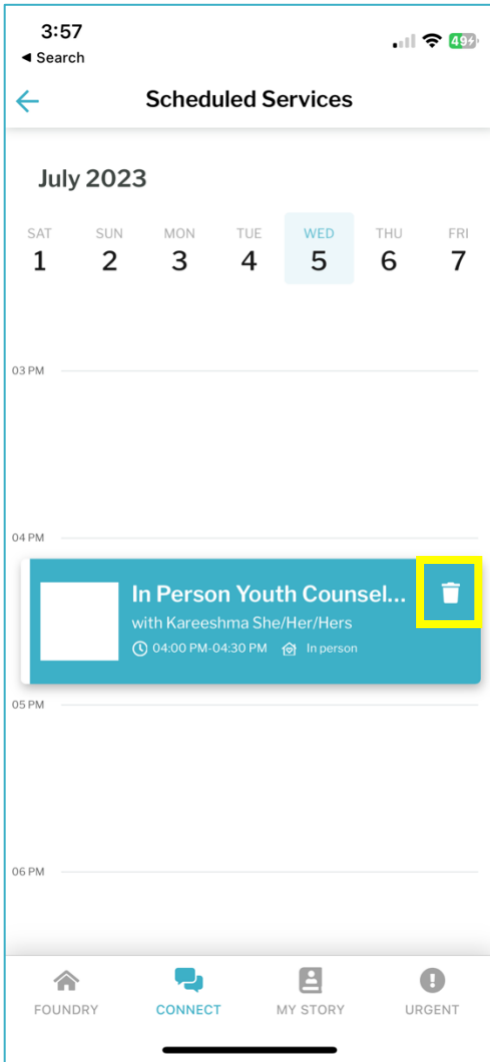
3. Click on View my Schedule.



4. Go to the Date and Time of the appointment to be cancelled.



5. Click on the bin icon to delete the appointment.



6. Select a reason for the cancellation. If you do not see your reason listed here, select Other and then enter your reason for cancellation.

3:58
◀ Search

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

Confirm Cancellation

FOUNDRY CONNECT MY STORY URGENT

3:59
◀ Search

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
test

Confirm Cancellation

FOUNDRY CONNECT MY STORY URGENT

7. Click on Confirm Cancellation.

3:59
◀ Search

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.

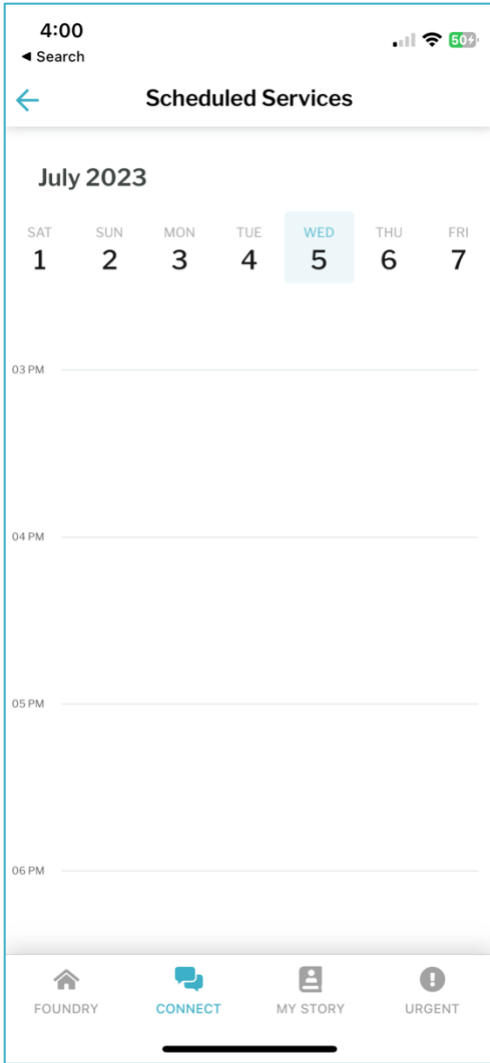
- I can no longer make this time
- Another Foundry centre was able to see me sooner
- Another non-Foundry service was able to see me sooner
- I am physically unwell/too tired to make this appointment
- Someone else made this appointment for me
- Other

test

Confirm Cancellation

FOUNDRY CONNECT MY STORY URGENT

8. You will now be taken back to your Schedule where the appointment no longer exists.



9. If you would like to schedule another appointment, follow the steps in [How to schedule an appointment?](#) Section.