

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. (<u>How to create a Gmail</u> <u>account?</u>)

• 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**.





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**.

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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.

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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 understand how you are accessing our services better.		Before? If so we can hat was when you ccount all will have re with us. to answer pport better sing our	Have so, pluson in the so, pluson in the solution of the solut	you been to Foundry Centre ease let us know which one k your account to a record ted by the Foundry Centre ssed it. Once you link your foundry centres you access s to the information you sl will prevent you from havin urveys multiple times, will so ontinuity of care and help u derstand how you are acce services better. Yes, I have Choose Centre Langley No, I have not been to a Foundry centre	entre Before? If none so we can ord that was ntre when you our account all ccess will have ou share with us. aving to answer will support alp us better accessing our er.	
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		-		Langley		
* 4	8	0		North Shore		
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• If you have never been to any Foundry centre before, select **No**.



o 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 <u>Step 2</u> *and enter the postal code of the Foundry centre.*

• Then click **Next**.

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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.

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	About You	
n y	We will only refer to you by your chosen name. We collect your legal name to ensury you are who you say you are, and to protec your information.	e :t
	Legal First Name	
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	Chosen Name	
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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.

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STEP 7 - PERSONAL HEALTH NUMBER (OPTIONAL)

- o 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".
- o Click on Next.





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 (<u>How to create a Gmail account?</u>) 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.

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Email and Pa When setting up your acc that the email you sign up send you surveys, assess so please choose an en access to for a l When creating your pass that is memorable but ha to guess Email Address	ecount keep in mind with will be used to nents and updates, nail you will have ong time. word, choose one rd for other people s.		Confirm Password Between 8 to 32 characte Includes number Includes uppercase chara Includes lowercase chara Starts with alphabetic ch Toosn't contain first or la Create Accourt	ers acter acter aracter ist name
Confirm Email Addre	55 	~	Confirm Password	Done
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• Click on **Next**.



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.
- o 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.



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• 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.

3:58 ♀ 123 - Schedule a New Appointment	 App Store ← Schedule a New Appointment
Employment Services Explore employment opportunities, educational/ certification programs or discuss other job or school-related options with an Employment Counsellor.	Virtual Employment Services - Info Ses Explore employment opportunities, educational/ certification programs or discuss other job or school-related options with an employment specialist. Book this appointment if you have not accessed employment services at Foundry before.
In Person Youth Counselling this is a description Learn more	In-Person Employment Services - Info Explore employment opportunities, educational/ certification programs or discuss other job or school-related options with an employment
Virtual Youth Counselling Connect with a trained counsellor who is here to help you achieve your goals Learn more	specialist. Book this appointment if you have not accessed employment services at Foundry before.
Welcome to the Foundry BC platform d Thanks for coming to my talk today Learn more	Virtual Youth Counselling Connect with a trained and experienced counsellor who is here to help you achieve your goals. Learn more
Youth peer support A young person with experience and training who is here to walk alongside you in your journey	In Person Youth Counselling Connect with a trained and experienced counsellor who is here to help you achieve your goals.
CONNECT MY STORY URGENT	FOUNDRY CONNECT MY STORY URGENT



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**.

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





 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.





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	3:59
← Cancel Appointment?	← 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.	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	I can no longer make this time
Another Foundry centre was able to see me sooner	 Another Foundry centre was able to see me sooner
Another non-Foundry service 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	I am physically unwell/too tired to make this appointment
Someone else made this appointment for me	Someone else made this appointment for me
Other	✓ Other
Confirm Cancellation	test
	Confirm Cancellation
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7. Click on Confirm Cancellation.



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



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9. If you would like to schedule another appointment, follow the steps in <u>How to schedule an</u> <u>appointment?</u> Section.

