Amigo

Amigo Portal

User guide

Amigo tablets are constantly evolving for the better. New features are added to those you will already know.

So in a while, the manual you received with the tablet will no longer be up to date. But your tablet and the portal will have evolved. You can find the latest information about them on our website at www.amigoclub.me/en/doc/

Overview

The Amigo portal is the real value-added of the Amigo ecosystem.
The Amigo portal is accessible from your browser (Chrome, Safari, Firefox or others) or through the Amigo App. Please refer to the last page of this document to learn how to download the Amigo App on your smartphone.

From the Amigo portal, Amigo correspondents can interact with the Amigo user through video-calls or by sending e-mail, manage specific tablet settings such as alert loudness or font size, pre-set certain Amigo user preferences such as favorite websites, and program some very convenient alerts to accompany the senior in their daily routines.

Only authorized correspondents may communicate with the Amigo user through this portal, thereby shielding the senior from any Internet scam attempts, or being exposed to viruses or spam. Amigo and the Amigo portal therefore provide a particularly secure communication environment for the senior citizen and his family and friends.

This guide outlines how to invite new family members or friends to join the circle of correspondents, as well as all the features accessible from the portal. It benefits from a very intuitive design and we are confident that you will become familiar with its use very quickly.

We wish you a lot of fun and very enriching interactions with the Amigo tablet user!

Your Amigo

Connection

Access the Amigo portal using your computer, smartphone or tablet via the Internet by entering the following address:

tablet.amigoclub.me

Log in to the Amigo of which you are one of the correspondents by entering the e-mail address used when you were invited to register on the portal, as well as your password. If you have forgotten it, you can request a new one.

If you are in contact with several Amigos, select the one you want to communicate with. You are now on the Amigo's portal home screen.

Bien entendu, vous pouvez également accéder au portail Amigo en utilisant l'App Amigo.

Main menus

The five tabs framed in green below give you access to all the features of the Amigo and are described in the following pages. The most common features are also accessible from the **overview** screen by clicking on one of the twelve pictograms on that screen.

You will also find all these functions in the different functional sections (**communication**, **care**, **administration** and **my account**).

The right-hand side shows administrators the most recent activities on the tablet.
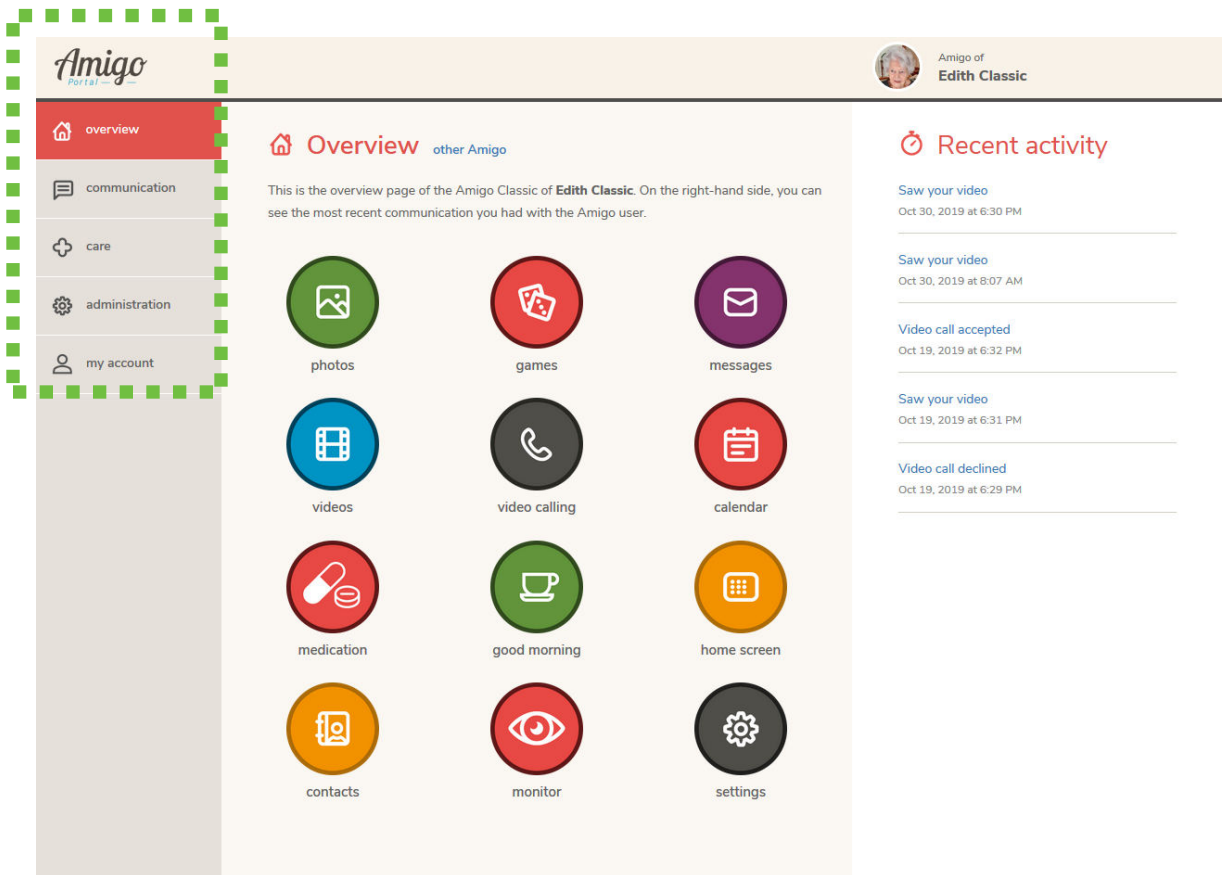
Menu « **Overview**»

This menu shows all the available functions.

Menu « **COMMUNICATION** »

Allows access to all communication functions between correspondents and the Amigo user:

photos: send a picture to the Amigo user.

1. Click on the blue button at the top right, "Add".
2. Click on "Select photo(s)" and select one or more photos from your library.
3. If you wish, insert a caption for this photo.
4. Define in which album this photo will be inserted. A classification will make it easier for the tablet user to navigate and locate a specific photo.
5. Click on "Share". The photo is now sent to the Amigo.
6. The Amigo user will be notified that a new photo has arrived, specifying the name of the sender.
7. You can also send an e-mail message from your usual e-mail client. Please remember to do this with the e-mail address with which you are registered on the portal.In this e-mail you can attach a document in PDF format or a link to a Zoom or Teams meeting. For the latter, test this function near the tablet the first time you use it.

Games: play online with the Amigo user.

1. Choose the game you want to play with the Amigo user by clicking on the pictogram for that game.
2. The Amigo user receives an invitation to play the game. He/she can accept or refuse it.
3. If accepted, the game starts and the tablet and portal indicate who is next to play.
4. Continue the game until the end. You can interrupt the game at any time. The game in progress will be deleted.

Email: send an e-mail to the Amigo user.

1. Click on "Add".
2. Compose your message by completing the "Subject" and "Contents of message" fields.
3. Click on "Send". Your message is now on its way to the Amigo. The Amigo user will receive an notification that a new message has arrived, specifying the name of the sender.
4. You have the possibility to consult the received and sent messages and, if you wish, to delete them.

You can attach a link to a Zoom or Teams meeting. Test this function near the tablet the first time you use it.

Video: share a video with the Amigo user.

1. Click on "Add".
2. Click on "Select video" and select a video from your library.
3. Insert a description of the video if you so wish.
4. Click on "Share". The video is now being sent to the Amigo. The Amigo user will receive a notification that a new video has arrived, specifying the sender's name.

Videos cannot be sent as an attachment via your usual e-mail client. So, you need to go through the portal on your smartphone, tablet or PC to share a video. Or send it from the Amigo Portal app.

Video call: to speak and see each other

You wish to call the tablet Amigo:
1. Click on "Call Amigo".
2. The Amigo emits a ringing tone and announces your call. The user has the option to accept or reject it. If the call is rejected, a suitable message is displayed on your screen.
3. If the message is accepted, the conversation begins. Always end your call by clicking on "Hang up".
4. If the user cannot answer a call, he/she will be informed, with the name of the caller shown on the tablet screen.

The Amigo tablet user wishes to call you:
He can do it in two ways:
- If you do <u>not</u> have the Amigo App installed on your smartphone, the tablet user will send you an invitation to a video call by pressing the "**invite**" button. It will be sent to you by email or SMS. An SMS can only be sent to you if you have entered your mobile phone number in your profile. You can call him/her back at your convenience from the portal on your PC, tablet or smartphone browser.
- If you have installed the Amigo App on your smartphone, you can be called directly on your smartphone. The tablet will show the label "**call now**" and not "**invite**" next to your name.

Menu « **Care** »

Allows access to all the functionalities related to the care of the Amigo user:

Calendar of events : register a new appointment on the Amigo and view previously registered appointments.

1. Click on "add" for the chosen day.
2. Fill in the various fields to be completed. Some are mandatory, others are optional.
3. Click on "Save". The new appointment is now displayed in the Amigo Agenda.

The calendar is also very useful for reporting recurring events, such as birthdays. Note that recurring events cannot be entered from the tablet.

Medication: this screen allows you to set medication reminders. The Amigo user will receive a notification on his/her tablet on the days and time chosen on the portal. The user will confirm the medication by touching the notification.
This is how yo do it.
1. Click on "Add".
2. Insert the name of the medication and indicate the day(s) of the week it is to be taken.
3. Click on "Save".
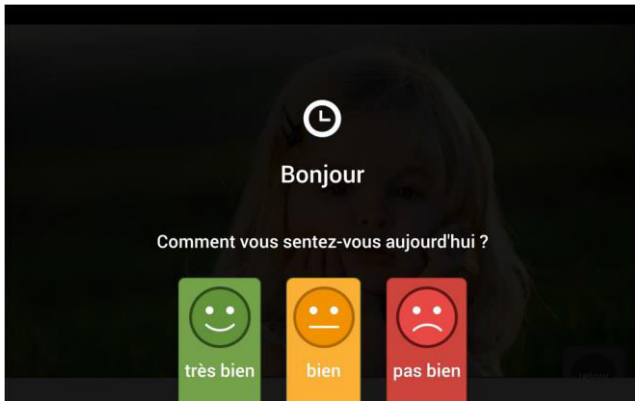
« Good morning » message: program a " Good morning " message on the desired days and times.

The Amigo will generate a ringing tone and display the "Good morning" message on the screen on the day and at the time set on the portal. This message will be accompanied by a short survey, asking the Amigo user how they are feeling. If the person reports that he/she is not feeling well, or if there is no acknowledgement of the "Good Morning" message 60 minutes after it has been displayed, you can ask to receive an email to inform you of this fact. This will allow you to contact the senior by phone - or video call - to ensure that they are well.

This message is programmable from the " Good morning " tab in the **care** menu.

If you would like to be notified by e-mail if a "Good morning" message is not acknowledged, or if the user reports that he-she is not feeling well, please go to the Care tab on the portal (**Good morning** button app) and choose the option that suits you under **Alerts**.

New button ✕

Click a button below in order to add it to the home screen.

f facebook*	● messenger*	**N** netflix*	💬 quotes
📻 radio	≋ spotify*	📄 transcribe*	▶ youtube*

* This is a third-party app, which is not under the control of Amigo.

Cancel

Menu « **ADMINISTRATION**»

In this part of the menu, correspondents with administrator status may configure the Amigo tablet to ensure that it meets user's needs as closely as possible:
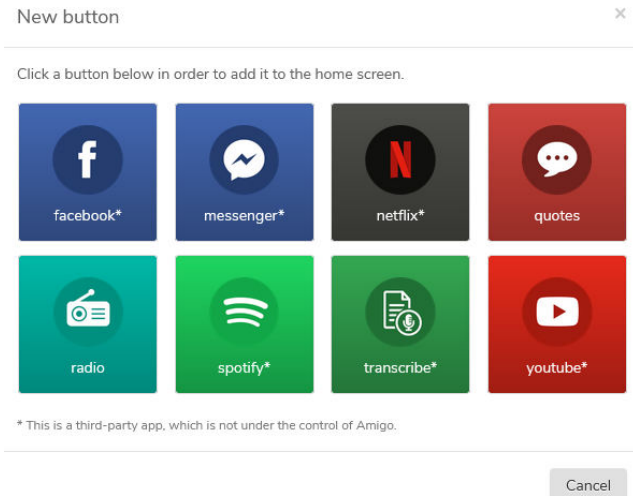
- **Home screen**: the different App buttons on the Amigo's home screen are shown here. You can delete them (click on the bin icon at the top right of the pictogram concerned) or rearrange their location by dragging them to another location. Here too, you can also choose to display the time on the main screen in digital or analog mode.

- You can also add:
- A **radio** station on the home menu of the tablet (Tab "Administration", "Radio", "Add"). You will change the pre-programmed station by pressing "Edit".
- Third-party applications, such as Facebook, Messenger, Netflix, Daily Quotes, Spotify, Transcribe or YouTube. Press "+ Add" in the top right corner.

- **Contacts**: lists the Amigo user's correspondents and their authorization level in the Portal. Only registered correspondents can interact with an Amigo tablet. If you wish to invite new correspondents, click on the blue "Add" button in the upper right corner.

- Do not forget to define the rights you will assign to the person you invite to join the circle of correspondents:
  o Communication only
  o Communication and Care
  o Communication, Care and Administration
- An invitation remains active for a maximum of 14 days, after which you will have to renew it. Inform your correspondent, the invitation sent from an email address that is not yours may be blocked in spam.

- **Monitor**: the monitor allows you to take a screenshot of the Amigo tablet for better remote support. This feature is only available to tablet administrators. You can also remotely restart the Amigo by clicking on 'Restart'. This can be useful if the tablet user is unable to return to their main screen. This function is only available if the tablet is switched on and connected to the Internet. The monitor also shows the tablet's various activities.

Settings: a number of settings are accessible on this page. Among the possible settings:

- **General**: Font size, quote of the day, automatically wake tablet on power, touch sensitivity.
- **Favorites**: add, delete and rearrange Internet favourites, to allow one-click access to favourite websites.
- **Display and photos**: screen saver type and timeout, automatic screen shutdown, slideshow timeout.
- **Sound**: Ringtone and volume of notifications and calls, text-to-speech, silent at night.
- **Restrictions**: hide certain functionalities on the Amigo, such as deleting photos or the www-button.

- **Profile**: This is the tablet user's profile. It is recommended that you add their photo, which will be visible to their contacts when they access their account on the portal or on their Amigo App.

« **My account** » menu

Allows a person (you, for example) who is part of an Amigo tablet user's circle to set all of the portal parameters that will be specific to him/her:

- **Settings**: Various settings are accessible in this tab. For video call requests from the Amigo tablet, you can specify how you would like to be notified about the request: by e-mail, SMS or both. In order for you to receive an SMS, it is important that you have entered your phone number in your profile along with a mobile phone number.

- **Profile**
    - view all the details related to your account. You can change each of these settings by clicking on the "Edit" button. You also have the possibility to associate a photo to your account or to modify it (it is linked to your name on the Amigo screen) or to change your password to access the portal.

- **Logout**
    - Click here to log out of the Amigo portal.

The Amigo App

The Amigo app is available for iOS (version 11 and higher) and Android (version 6.0 and higher) smartphones, in German, French, Italian and English, depending on your language preference. You can download it from the Apple Store or Google play, by searching for an app containing the words "Amigo Portal". You can also scan the QR code below, the one corresponding to your phone's operating system. Once you have downloaded the Amigo App to your smartphone, you will be asked to enter your login details. They are the same ones that allow you to access the tablet.amigoclub.me portal.

Use the downloaded app, you will experience its great benefits. Among them: you can be called directly on your smartphone by the Amigo tablet user, without him/her having to send you an invitation.

If you have any questions, please do not hesitate to contact us:
- **by e-mail: info@amigoclub.me**
- **by phone (weekdays, working days, from 9 to 17 hours): 058 255 02 01**