Getting started with the Knowing Me app

Knowing Me keeps the important information about a person in one place: their support needs, health details, appointments and documents. You share it only with the people you choose. You can make a profile for yourself or for someone you care for.

Step 1: Download the app

It is free to download.

- **iPhone or iPad:** search for **"KnowingMe standard"** in the Apple App Store.
- **Android:** search for **"Knowing Me"** in Google Play.

Step 2: Create your account

Open the app and sign up with your email address and a password. You can also choose **"Continue with Google"** to use your Google account.

During sign-up, the app explains how your information is used and asks for your consent before you create a profile.

Step 3: Build your first profile

Make a profile for yourself or for the person you support. The home screen then shows today's appointments and day-to-day feedback at a glance.

You don't need to fill in everything on day one. Start with the things people most need to know, then add more over time.

What you can keep in a profile

- **Everyday support:** support requirements, routines, self-care needs, and communication preferences.
- **Health:** medical conditions, medications, medical aids and transfer methods.
- **Important contacts:** the GP, therapists, school and other key services.
- **Appointments:** on a calendar. You can also show your Google Calendar events alongside them.
- **Documents and media:** plans, cards and paperwork, plus photos, videos, voice recordings and notes.
- **About the person:** hobbies, goals and what matters to them.

Step 4: Invite your support team

Open the **Supports** tab at the bottom of the screen and tap **"Share access / Add support team member"**. You choose each person's role and what they can see. See our guide *"Building your support team"* for more.

Tips

- **Update once, and everyone is up to date.** Everyone with permission sees the latest information straight away.
- **Keep it current.** Check medications and contacts after every hospital stay, new plan or change of worker.
- **Use the daily wellbeing check-in.** The person can share how they're feeling with simple emoji prompts, and add a voice or text note.

Need help?

Email **help@knowingme.com.au**, use the contact form at **knowingme.pro/contact**, or log an issue from inside the app.