Building your support team in Knowing Me

Your support team is everyone who helps look after the person the profile is about. That can include family, carers, teachers, allied health professionals and support workers. Only the people you invite can see the profile, and they see only what you allow.

Invite someone

1. Open the **Supports** tab at the bottom of the screen.
2. Tap **"Share access / Add support team member"**.
3. Choose the person's **role** and **what they can access**.

You can also share your **access code** with family and carers so they can join the support team.

Add another admin

If a partner or family member helps you manage the profile, invite them the same way and give them an admin role. They can then help keep the profile up to date with you.

Support team or important contact?

These are two different things.

- **Support team members** can open the profile. They see what their role allows.
- **Important contacts** are the key people and services in someone's life, such as their GP, therapists or school. Their details are saved so the team can find them quickly, but **adding a contact does not give them access**. To share the profile with a contact, invite them to the support team as well.

Choosing the right access

- Give each person the access they need for their role, and no more.
- Review your team regularly, for example when a worker leaves or a service ends.
- You can change or remove someone's access at any time.

Staying in touch

- **Notification Centre:** shows what's happening across the support network. Each person chooses which alerts matter to them and can control push notifications.
- **Chat:** shows unread messages, and you can share PDF and Word documents.

- **Wellbeing check-ins:** carers and support workers can see recent check-ins to understand how someone is doing.

Privacy

During sign-up, the app explains how information is used and asks for consent before a profile is created. Only people you invite can see a profile. Our Privacy Policy is linked at the bottom of every page on knowingme.pro.

Need help?

Email **help@knowingme.com.au** or use the contact form at **knowingme.pro/contact**.