Instructions to access the BFriend App

If you visit an Older Person as part of ALONE's Visitation Support and Befriending Service and haven't registered on the BFriend App yet, please scan the QR code below or visit

bfriend.alone.ie

BFriend App

ALONE

Accessing the App for the first time on your mobile phone or computer

Step 1:

Click the link to the App here or go to the website bfriend.alone.ie and then click the "Don't remember your password" link on the logon page.

This will prompt an email to be sent to you with a new password.

Use this password and your email as your username to log into the App for the first time.

Step 2:

From the Home Screen of the App, tap the Menu icon (the three dots) if using an Android, the Share icon (the square with an arrow pointing out of it) if using an iPhone or the Favorites icon if using a computer.

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Android:

1. Tap the Menu icon - the three dots (Image 1) – the dots might be at the bottom or top of your screen depending on the model of the phone
2. Add page + (Image 2)
3. Add the current webpage to the Home Screen (Image 3)
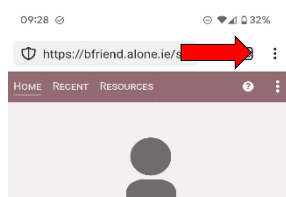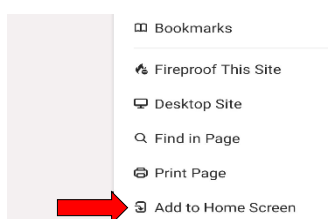4. The App will now show on your phone Home Screen

Image 1

Image 2

Image 3

iPhone:

1. Tap the Share icon (Image 4)
2. Add to Home Screen (Image 5 & 6)
3. The App will now show on your phone Home Screen
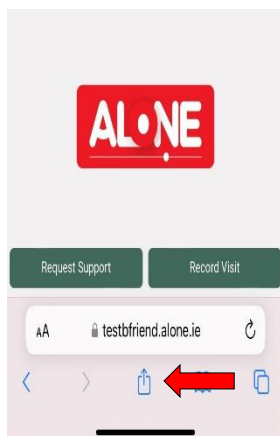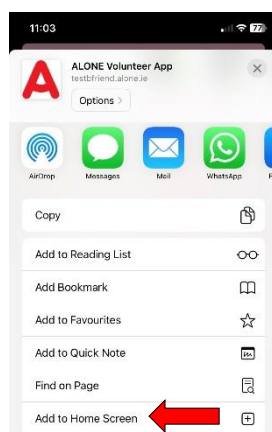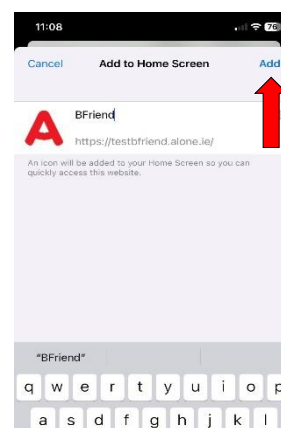

Image 4

Image 5

Image 6

Computer:

1. From the home screen of the app click the Favourites icon ☆ (Image 7 & 8 red arrow)
2. The app is now accessible from the bookmarked link in the Favourites bar (Image 7 – blue arrow)

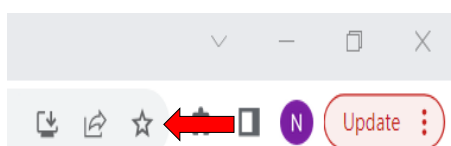*Note: The bookmark should be created from the Home page of the App.*
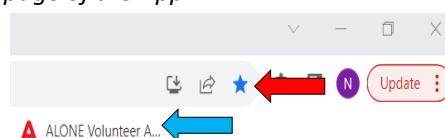

Image 7

Image 8

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Step 3:

Begin using the app each time you visit the older person to:

- Request support- for yourself or the Older Person you visit
- Share details of your visits
- Access useful information, resources, and training

For any other questions or queries on how to use the App, please first refer to the Visitation Support and Befriending Volunteer Role Guide, section BFriend App. If you still have questions, please reach out to your Volunteer Support Officer.

BFriend App

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We really appreciate your time and generosity in helping to support older people to age at home!