

# 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](http://bfriend.alone.ie)



## BFriend App



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

#### Step 1:



Click the link to the App [here](http://bfriend.alone.ie) or go to the website [bfriend.alone.ie](http://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 to create a new password.

**Creating password:** When creating a new password, it is recommended to use a ten-character alphanumeric password. It must be a minimum of eight (your choice).

The password must contain at least three of the four-character classes: (a) Uppercase letters (b) Lowercase letters (c) Numbers (d) Special characters.

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

**Note:** It is important to note that if you are a volunteer who is using both the BFriend App and the Telephone Support App, the same login details are used for both. So, once you have completed the process of creating a password for one app, you do not need to do it again for the other.

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## 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.

### 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

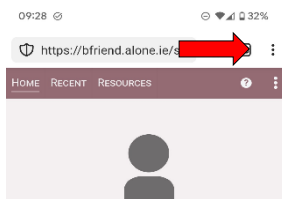


Image 1

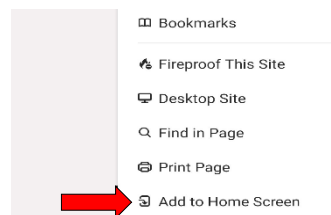


Image 2

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

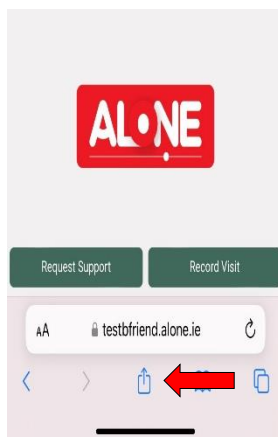


Image 4

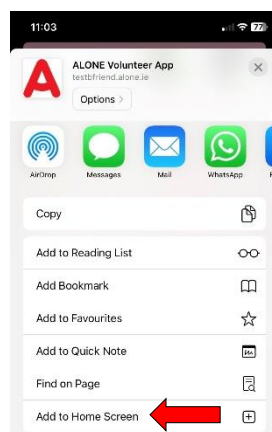


Image 5

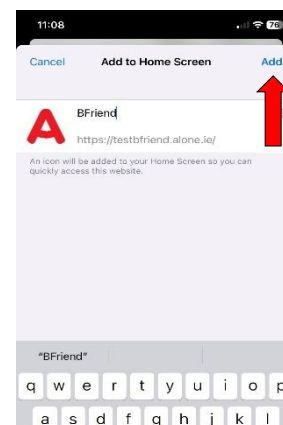


Image 6

### 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.

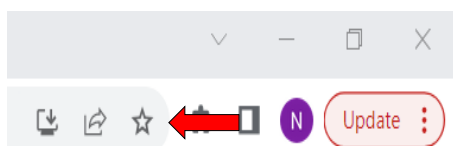


Image 7

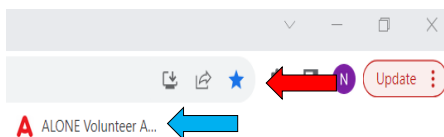


Image 8

## 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



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