Paddle User Guide

Getting Started

Paddle is an app, available **only by invitation from your therapist**. It was developed for patients to make the most of their psychological therapy during and after treatment by storing relevant information in one secure location. To get you started, your therapist simply needs to log in to their Paddle portal to add your name and email address. You'll be sent an invitation email with a link to download the mobile app to your phone along with a temporary PIN (passcode) to log in. You can also use a web-based version of the app by visiting **https://www.paddleapp.org**. You can also visit this website to find out more about Paddle.

Please use your temporary PIN when you log in for the first time to Paddle. **Click on the eye symbol next to PIN if you would like to see the numbers displayed when you type them in.** We recommend that you then change this to a more memorable 5-digit PIN to use in the future. You will be asked for your PIN each time you log in, and after any period of inactivity. If you forget your PIN it can be reset by clicking on 'Forgot my PIN' towards the bottom of the screen. This will allow you to reset your PIN.

Once you're all set up, you can start Paddling!

Areas within Paddle

There are 4 main areas within Paddle:

You can store information relevant to your therapy in the **My Therapy** area.

- Use the *Sessions* section to add information about each session (what you discussed, what you learnt, any actions which need to be taken, and details of any preparation which needs to be done ahead of your next therapy session)
- Use the *Materials* section to upload workbooks and other related materials (including questionnaires) that you may be working through in this section
- Use the *Reflections* section to record any reflections which you may make, both during and outside of therapy sessions in this section.

You can store useful resources in the **My Library** area.

- Create your own personal library of resources using your own filing system of categories, to use during and after treatment.

You can store information relevant to keeping you well **after** therapy in the **Staying Well** area.

STAYING WELL

- Use the **SOS section** to add information that would be useful to have in an emergency, for example a useful telephone number, information about how to respond/ what to do when you feel like you're about to have a panic attack, or simply an image you can use to calm yourself down in a stressful situation. This information will always be available to you, even when you are not connected to the internet.
- Use the **Staying Well section** to upload any information relating to staying well, for example any 'Staying Well' booklet or relapse prevention worksheets that you may have worked on before ending therapy. Information on post-discharge support groups, goals for the future, and plans to keep using techniques learnt during therapy are also useful to keep here so they are easily accessible.

Finally, you can use the **Questionnaire** area of the app to complete any questionnaires that you are asked to complete. This section of the app will be available during the next phase development of Paddle.

Paddle home screen

On the home screen you can access all areas of Paddle.

There is a **HOME** button on each screen which will bring you back to the home page

There is a **Add** button that you can click on to add information to Paddle

Clicking on the 3 horizontal white lines in the top right hand corner of the screen will open the following menu:

There is a shortcut button you can click on to get to the **SOS** section

Find out further general information about Paddle here.

Select My Profile to change your PIN and to clear or PERMANENTLY delete your data.

Find commonly asked questions and answers here.

Find terms and conditions for the use of Paddle here.

This will log you out of Paddle.

Adding information to My Therapy

Click on the My Therapy tile to go into this section of the app. You can use this area to **add information about each session** (what you discussed, what you learnt, any actions which need to be taken, and details of any preparation which needs to be done ahead of your next therapy session), **upload workbooks and other related materials** (including questionnaires) that you may be working through or **record reflections** which you may make, both during and outside of therapy sessions.

Click on the **'+ ADD SESSION'** button to include information about a therapy session.
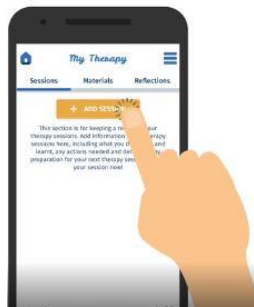
In order to help you organise your information, give your session a **number** and a **name**. You can now make notes about what was covered in your session.
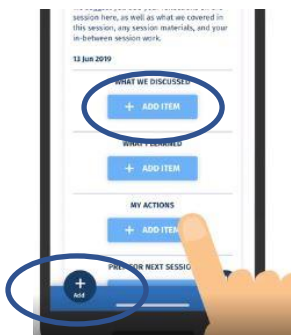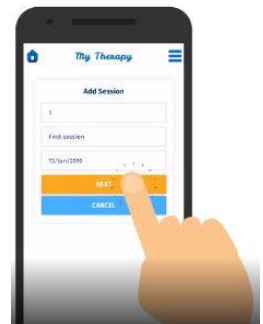
There are 2 ways to add items to the app. You can tap the light blue **'+ ADD ITEM'** button within a session, or you can use the **'+ ADD'** button that's always available at the bottom left hand side of the screen.
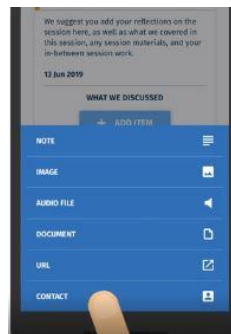
You can add lots of different file formats to Paddle, including free text in notes, word and PDF files in documents, photos (including those you have just taken), URL links, contacts and audio files. Give your file a name, a description if you wish, and select all the places in the app you want this to be stored.

Give your file a name (a description) and select all the places in the app you want this to be stored. Don't worry, you can always edit these details later on.
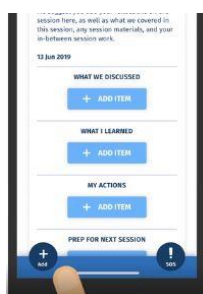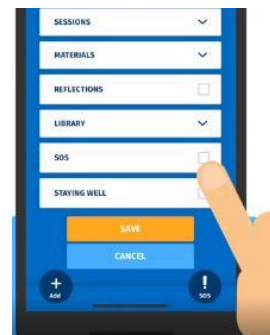
Remember, you can also add information to the My Therapy area of Paddle by clicking on the dark blue **+ ADD** button at the bottom left hand of the screen.

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You can add information to 4 areas within the Session section of My Therapy:

WHAT WE DISCUSSED can be used to add anything about the session itself; remember you can type free text using Notes and upload photographs of any documents
WHAT I LEARNED can be used to record any learning points
MY ACTIONS can be used to remind yourself of anything you may need to do as a consequence of your therapy session (e.g. a homework task)
PREP FOR NEXT SESSION can be used to record any preparation for your next session (e.g. add your completed homework here, or add any questions of issues that you'd like to raise with your therapist at your next session

If you'd like to upload worksheets and booklets that you're working through in therapy you can add them to the materials section in the same way.

Any reflections about your therapy journey can be added to reflections section within the My Therapy area. You may copy these reflections/ thoughts to any other part of the app, including your Session notes. Reflections could include any observations that may have been helpful to you, or anything that you have learnt and would like to remember. These may be thoughts that you have *during* therapy, or *outside* of it (e.g. on the bus or whilst out walking).

## Using the MY LIBRARY area of Paddle

You can use the My Library area of the app to save resources for use during and after therapy. Create your own useful categories for useful links, contacts, or anything you like. You can create different categories or folders in which to store these resources (for example, you could create a folder of telephone numbers or websites, or photos, or quotes). To create a new category, click on the **+ ADD CATEGORY** button and name and save your category. To add a file to a category, click on the category and **+ ADD ITEM** button and simply select the type of file you would like to save.

Using the STAYING WELL area of Paddle

The Staying Well area should be used to store any information which will help you to stay well after therapy. This area contains an **SOS** section and a **STAYING WELL** section.

SOS section
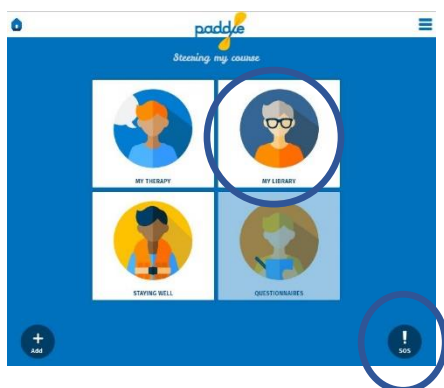
You can access the SOS section from the SOS button on the homepage or the Staying Well section of the app.
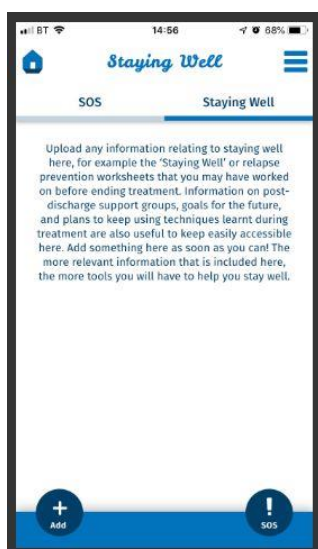
You can use the **SOS** section of Paddle to store any information that would be useful to have *in an emergency* – for example, a useful telephone number, information about what to do when you feel like you're about to have a panic attack, or simply an image you can use to calm yourself in a stressful situation. **Information within the SOS section will always be available to you, even when you aren't connected to the internet (e.g. when travelling on the underground).**

To add new information to the **SOS** section, click on the **+Add** button at the bottom left hand side of the screen, select your file type and add it to the SOS section. You will need to be online to **add new files** to the SOS section.

To add *existing* files within Paddle to your SOS section, find the relevant file in the app (for example, one of your reflections within My Therapy), tap on the three dots on the right, and choose 'edit/attach file then tap the SOS check box to also save it within the SOS section.
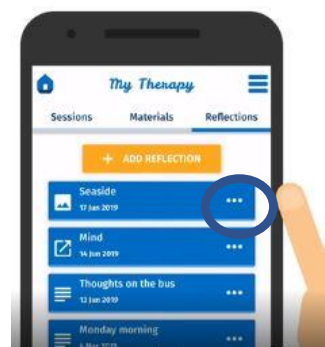
Staying Well section

You can use the **Staying Well** section of Paddle to upload any information relating to staying well/making use of the tools you have learnt in therapy *after* being discharged. For example, you can save Staying Well or relapse prevention booklets, related worksheets, information about post-discharge support groups, goals for the future, and plans to keep practicing what was learnt in therapy. You can add new and existing files within this section as you would for the SOS section.

Types of files that can be added to Paddle

You can add several different types of file to Paddle – you can see these option when you click on the dark blue +Add button – just click on the option of choice.
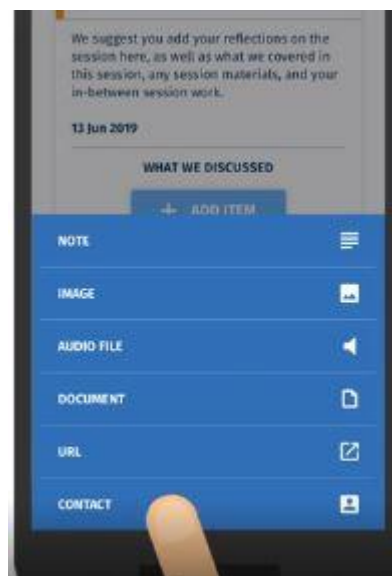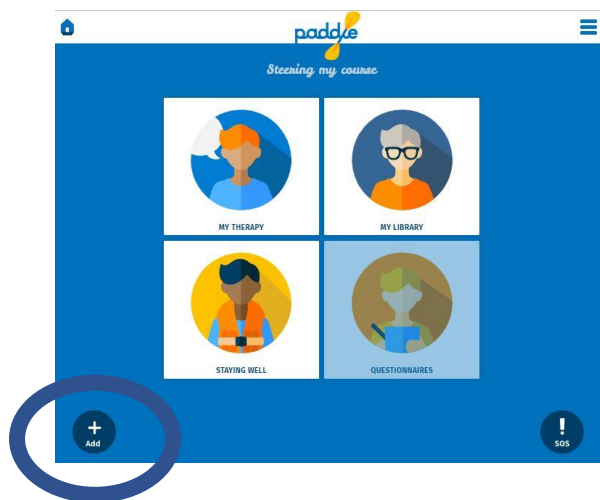
Click on NOTES to type text straight into Paddle.

Click on IMAGE to add an existing photograph (e.g. of a worksheet you may have completed in therapy or for homework), or take a photograph of something using your phone camera, and immediately add it to Paddle.

Click on AUDIO to add a conversation you may have recorded in therapy, or a recording of any thoughts you may have had after your session.

Click on DOCUMENT to add a word document or pdf (for example, one which you may have been working on in therapy).

Click on URL to add details of any websites you may find helpful (you may have discussed them in therapy or have come across them outside of a session).

Click on CONTACT to add contact details of any organisation or individual that may be a source of support to you.

## Adding files which are already on your pone

If you want to add a photo into Paddle, click on the main **+Add** button and select **IMAGE**. When you click on **'Choose File'**, you will have the option to take a photo and select that image to add into the relevant section(s) of Paddle. Alternatively, you can click on **Photo Library** and select a photo that's already stored on your phone (from one of your available folders). If you are using the web-based version of Paddle and want to add a photo already stored on your laptop or PC, you will just to need to select **Browse** to select the location of the image.
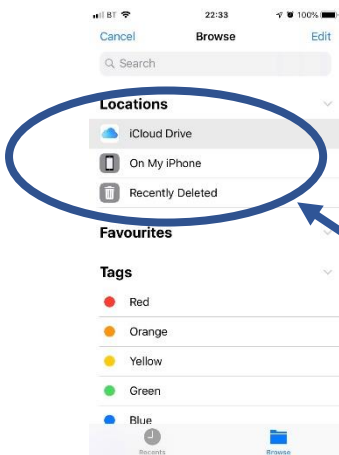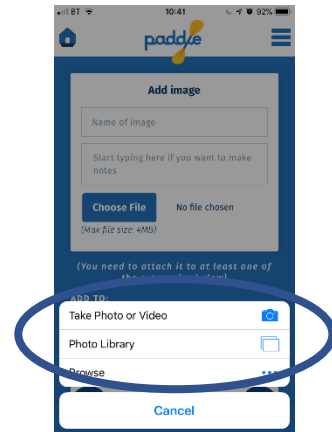
If you'd like to add an audio file or document (e.g. a word file or PDF) into Paddle that's already on your phone, take a moment to find out exactly where on your phone it is stored.

For example, on an iPhone, files may be stored on your phone itself (on My iPhone) or on the cloud (iCloud Drive).

If you have an android phone, files may be stored on your phone (Internal storage), or SD card, or on the cloud (e.g. Samsung Cloud Drive) or Google drive, if this is something that you use (make sure that you are signed in if this is the case).
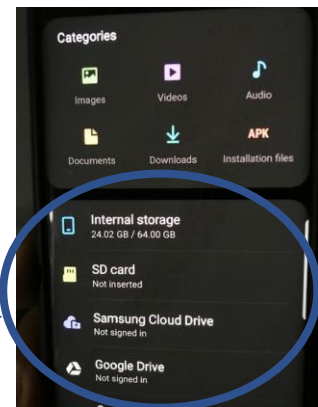
Select **Browse** to select the location of the audio file or document. If you are using the web-based version of Paddle and want to add an audio file or document already stored on your laptop or PC, you will just to need to select **Browse** to select the location of the file.

Editing/saving files to another location and deleting files
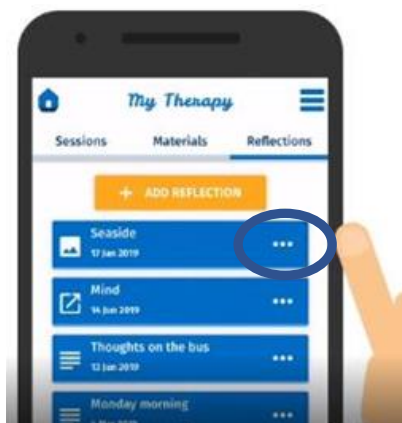
If you wish to **edit** or **move a file to another location within Paddle** (e.g. the SOS section) you will need to click on the 3 dots to the right-hand side of the file, select edit/attach, and then check all the locations where you wish this file to be saved to.

If you wish to **delete a file** you will need to click on the 3 dots to the right-hand side of the file and select delete file. This will **permanently** delete the file, **so only do this if you are sure you no longer need this information**.

## What if you no longer wish to use Paddle?
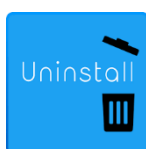
If you no longer wish to use Paddle you can **simply uninstall the app from your phone**. You will still be able to use the web-based version of Paddle, and you will be able to download the app again in the future should you wish to use it again.

You can also **simply clear the data from your mobile device** (for example when you change phones) by selecting My Profile from the menu at the top right-hand side of the home screen and selecting CLEAR DATA. This will preserve your account and keep your data so that you can use the app on a new mobile device.
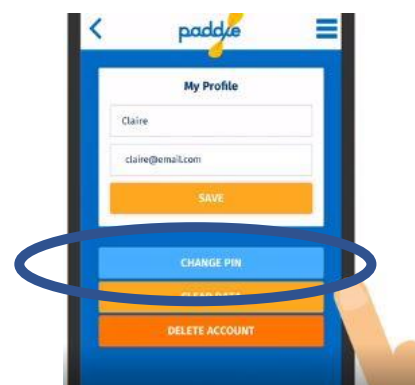
If you wish to **permanently delete** your account, you can select DELETE ACCOUNT from the options within My Profile. **Be aware that if you select DELETE ACCOUNT, your data will be deleted from the web-based version of Paddle and your mobile device and WILL NOT BE RECOVERABLE.**
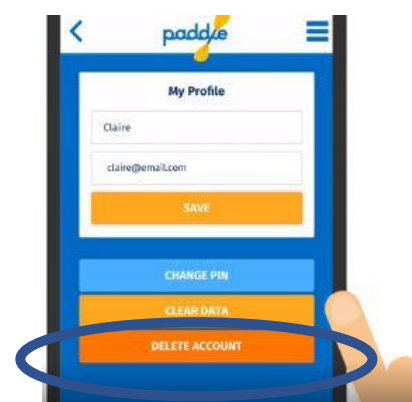
Remember, Paddle is there for you during and after your therapy, so keep Paddling to keep afloat!