

The Journeys App

User Guide



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The Journeys App: User Guide

Publisher: Council of the Baltic Sea States

Author: Natascha Beck Hansen, Council of the Baltic Sea States



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Introduction

Welcome to the Barnahus App! This document will guide you through the onboarding process of the app. The app has been developed to facilitate the child's journey through Barnahus and ensure that the child receives appropriate information throughout their Barnahus Journey.

In this guide, we will alternate between the perspective of the **users** and that of **practitioners.** The **users** will be the children visiting the Barnahus and the **practitioners** will be the people working at Barnahus. The perspective of the **user** is what you can see once you've downloaded the app from App Store or Google Play Store. The practitioners have access to more aspects of the app for setting up the app's content through the Dashboard.

There are two different sections of the app, one interactive 3D section, and one section where you can visit your local Barnahus. This document will guide you through these two sections and clearly outline the intended purposes of each section.

This document will also highlight the different roles we have created for **practitioners** in the Dashboard. Not all practitioners using the app will have the same responsibilities and tasks. We have created the following three roles:

- 1. Master Admin,
- 2. Admin, and
- 3. Practitioner.

This document will carefully guide you through the different roles and delineate the differences.

We have structured this document in the following way. We will first show you how the app looks from the perspective of the user and then show you how practitioners can populate the app with pictures and text. We have structured the document in this way for educational purposes: We believe it is easier to understand the responsibilities and tasks of the different practitioners once you have seen what the app looks like from the perspective of the user. Terms like "Admin Dashboard" and "Customised Barnahus Journeys" are easier to understand once you've seen what they correspond to for the user.

User perspective (i.e. the child's view)



When entering the app as a user, you are presented with two options:

- A 3D interactive tour, and
- Visit your Barnahus

See the video walkthrough of the app here: https://youtu.be/IC6Ij12PDpU

Please note: We have used example texts and pictures for the video walkthrough of this app. These are just placeholders, and we do not expect you to use them. You will be able to use the pictures and the text you think are appropriate. We highly recommend you give careful thought to what information the children would need and what picture you would like to share.

3D Interactive tour

The 3D Interactive tour is open to the public and is the same for everyone **using** the app. You as a Barnahus professional cannot make any changes to this section.

The purpose of this section is to give children an overview of what a Barnahus is, what happens there and a brief introduction to the different rooms that may exist in a Barnahus. The Interactive tour provides a very general representation of Barnahus and its rooms.

There are two different 3D interactive tours of Barnahus, one for the age group 3-9 and the other for the age group 10-17. The only difference between the age groups is the design audience in terms of colours and shapes – the contents in the rooms are more or less the same.

In this section you can also find a meditation space, which provides the user with a simple breathing exercise.

Visit your Barnahus

"Visit your Barnahus" is a section that is created by staff from every Barnahus. This section shows the child their unique journey through your Barnahus and what is shown to the child in this section is entirely up to the Barnahus professionals.

The purpose of this section is to give a child a personal introduction to the Barnahus they will/are visiting, what rooms look like and learn about some of the staff that they will meet – with the aim of making the visit seem less scary.

Every Barnahus is responsible for providing content about their Barnahus in this section – this is done through the dashboard which we will go through further down in this document. It is important to note that there are no mandatory fields in this section – it is entirely up to the Barnahus professionals themselves to decide what they would like to include.

This section is restricted and protected by a username **and** password – only children who have been granted access can view the information about your Barnahus.

The child logs in to this section with a Custom ID, functioning as a username, and a one-time password – when the child has logged in for the first time using the one-time password, they are then prompted to change their password. The Custom ID is a code that the professional generates when they want to create a Custom Journey for a child (we will go through this in more detail in the user guide below).

In this section the child also has the opportunity to leave comments. The comments are only visible to them, but the Barnahus can disable this feature if they deem it inappropriate.

Dashboard user guide

Not all practitioners using the app will have the same responsibilities and tasks. We have created the following three roles:

Role	<u>Main tasks</u>
Master	Add Admins, practitioners, and content to the app, create custom journeys
admin	for children
Admin	Add Practitioners and content to the app, create custom journeys for
	children
Practitioner	Create custom journeys for children

This is due to privacy concerns, and some people might benefit from having access to the app, but not access to adjusting the content of the app. Another reason for dividing up the practitioner role into different roles is to divide up the labour efficiently between the different roles.

Master Admin Onboarding

You, as the Master Admin, are the first person to be invited to the dashboard. You are the main point of contact for that Barnahus.

Your role is to invite other contributors to the dashboard (Admins and Practitioners) and manage the content for the app – i.e. adding information and pictures about your Barnahus, the different rooms and staff. You also have the ability to create Custom Journeys for the children visiting your Barnahus.

You can manage all sections alone, but you can also invite other people to assist you in setting up the app. Adding an Admin grants them almost identical rights to yours, enabling them to assist with setting up content, adding practitioners and creating Custom Journeys for children. Adding a practitioner grants them limited rights to create Custom Journeys for children.

Accessing Your Barnahus Dashboard

1. Accept the invitation email and log in to your Barnahus dashboard

2. Familiarize yourself with the dashboard interface and available functionalities

Inviting Admins

Adding an Admin grants them almost identical rights to yours, enabling them to assist you with setting up the content for the app, adding practitioners and creating Custom Journeys for children.

See the video tutorial here: <u>https://www.youtube.com/watch?v=aS7IMhJMSiM</u>

1. Navigate to the "Admins" section

2. Click "Add Admin"

3. Fill in the required details (email, first name, last name) for each Admin – adding a phone number is optional.

The Barnahus location is pre-determined and cannot be changed as you can only add admins to the Barnahus that you are assigned to.

Journeys	Admins		(a) Sven Wilson $ \lor $
Admins	Q Search Admin		+ Add Admin
 Practitioners Manage content へ 	Admin Natascha B	Location Stockholm, Sweden	Barnahus ID SW-ST-1
① Templates 읍 Custom Journey ⓒ Settings		Showing all results	(1) Previous 1 Next
Journeys	< Back to Admins Add Admin		
<u> Admins</u>			
Practitioners	Fields marked with an asterisk (*) EMAIL* e.g. john.doe@gmail.com	BARNAHUS Stockholm, Sweden	
D Templates	FIRST NAME*	e.g. Swith	
 Custom Journey Settings 	PHONE NUMBER e.g. +385 345 56 86 Cancel Save & a		

4. Click "Save & Add" to send the invitation email to the Admin.

Inviting practitioners

Adding a practitioner grants them limited rights to create Custom Journeys for children, they are not able to add any new content but can use the content that has been set up by the Master Admin and the Admins.

See the video tutorial here: <u>https://www.youtube.com/watch?v=aRSc2k0WnoE</u>

1. Navigate to the 'Practitioners' tab in the side menu.

2. Click "Add Practitioner"

3. Fill in the required details (email, first name, last name, role) for each Practitioner – adding a phone number is optional.

The Barnahus location is pre-determined and cannot be changed as you can only add practitioners to the Barnahus that you are assigned to.

Journeys	Practitioners		Natascha B V
Admins			
R Practitioners			
品 Manage content ㅅ	Add a new Here you will see a list of all th	Practitioner e practitioners at your Barnahus.	
D Templates	Practitioners have the mandate and tailor journeys. However, only use the existing conte		
은 Custom Journey	practitione		
Settings	+ Add	Practitioner	
Journeys	< Back to Practitioners Add Practitioner		
Admins			
A Practitioners	EMAIL*	BARNAHUS*	
R Manage content 스		Stockholm, Sweden	
00	FIRST NAME*	LAST NAME*	
D Templates			
🖨 Custom Journey	ROLE*	PHONE NUMBER	
Settings	Cancel Save & add		

4. Click "Save & add" to send the invitation email to the Practitioner.

Setting Up App Content

Populating the content of the app is one of your main responsibilities, including adding information and pictures about your Barnahus, the different rooms and staff tailored for different levels of maturity.

When you have added the content, you can preview how it will look it the app before publishing it. You only need to upload the content in the desired language once, as the content added here will be the same for every child, i.e. general information that does not need to be changed for every child. If you wish to do so, you can add multiple versions of the same content (e.g. languages or age relative – easier or more elaborate text).

See the video tutorial here: <u>https://www.youtube.com/watch?v=OD_NdT_fCME</u>

Add languages

To set up the content about your Barnahus, you first need to add the languages that you would like to add content in. You do this in the 'Languages' tab under 'Manage content'.

After clicking 'Add language', you need to search for the language that you would like to add and enable/disable auto-translation for the selected language.

Auto-translate disabled: Having the autotranslate disabled adds the language to the dashboard as a default language – this language will serve as the basis for every other translation.

Auto-translate enabled: Having the autotranslate enabled means that the content that you add in the default language, can be auto-translated to this other language through Google Translate.

Journeys	Languages	(2) Natascha B v
 Admins Practitioners Manage content Languages Content Templates Custom Journey Settings 	Select Status Language French Swedish English	+ Add Language
Journeys	< Back to Languages Add Language	
요 Admins 요 Practitioners 品 Manage content ~	Fields marked with an asteriak (*) are mandatory LANGUAGE*	
Content Templates Custom Journey Settings	Cancel	

You can add as many languages as you'd like – you do not need to add all languages at once, you can always come back and add more later. We recommend that you start by just adding the default language.

The usage status in the overview showcases whether or not you have published any content in the different languages. **Draft** indicates that you have not yet published content in that specific language, whereas **Published** indicates that content has been published in that language.

If you want to change the default language, simply select the language and click "Set as default language".

When selecting the language, you can also delete or edit it. **Note**: You are not able to delete a default language or if the language has any Custom Journeys connected to it.

Journeys	Language	S		Natascha B V
오 Admins 꽃 Practitioners	1 item selected. C	lear selection) Delete	
🗟 Manage content 🗸	- La	nguage	Usage status	
S Languages	Fre	nch	Draft	
🖺 Content	Sw	redish Default	Published	
Templates	En En	glish	Published	
Custom Journey				
Settings		s	Showing all results (3) Previous 1 Next

Add content in default language

1. After you have added your default language, navigate to the 'Content' tab under 'Manage content'. Select the language that you have chosen as your default language in the drop-down menu and click "+ Add Content".

2. It's important to add the content in the order that you'd like to show it in the app, once content has been added the order cannot be changed without deleting all the content and starting over.

a. About Barnahus: Under 'About Barnahus' you will be asked to fill out information about your Barnahus that would be helpful for the child. Keep in mind that this will be the same for all the children, so keep it generic but helpful.

You can add multiple versions of 'About your Barnahus' in case you want to have different versions of the text tailored to different age groups. You can also add additional sections about what the child can expect during a visit, and what usually happens/can happen after the visit.

To add more versions of your text or additional sections, click on "+ Add a new section" – and a new section will appear below the previous one (containing title, description, audio transcript, and photo as well). If you want to remove an additional section, click on "Remove last section" and it will remove the latest section that was added.

Journeys	< Back to Manage content Add Content	
은 Admins	About Barnahus	
☐ Manage content ∨	+ Add a new section () Title	English
🕲 Languages	Write the totle of this section 015	0 characters
🖆 Content	Description	
D Templates	Introduce your Barnahus (succinctly)	
Custom Journey		
③ Settings	Back Next	Cancel

Journeys	C Back to Manage content Add Content	
Admins	About Barnahus	
 Manage content ∨ 	+ Add a new section - Remove last section () Title	English
Content	White the title of this section	
 Templates Custom Journey 	Normal : B I U V E E A	
③ Settings	Back Next	Cancel

Examples of what you can write:

"About your Barnahus"

Barnahus is a safe and childfriendly place where children who are presumed victims of violence receive the support they need. At Barnahus, law enforcement, social services, physical health and mental health staff work together under one roof. By bringing the professions together and integrating how they work, children don't have to repeat their stories many times.

b. Rooms: Under 'Rooms' you will be asked to fill out information about the different rooms in your Barnahus and what usually happens in these different rooms, as well as add photos of the rooms if you'd like. Keep in mind that this will be the same for all the children, so keep it generic but helpful.

To add more rooms or if you want to have different versions of the text tailored to different age groups, simply click on "+ Add a new section" and a new section will appear below the previous one (containing title, description, audio transcript, and photo as well). If you want to remove an additional section, click on "Remove last section" and it will remove the latest section that was added.

"What the child can expect"

At Barnahus, you will meet professionals from law enforcement, social services, physical health and mental health, that will provide you support throughout the day.

"What happens after the visit"

After your visit to Barnahus, you'll receive ongoing support focused on helping you feel your best.

Journeys	< Back to Manage content Add Content	
Admins	Rooms	
☐ Manage content ∨	+ Add a new section ©	English
Content	Whether the of this section	WS
 Templates Custom Journey 	Normal • B I U • E E Z	
Settings	Back Next	Cancel
Journeys	< Back to Manage content Add Content	
온 Admins 쫁 Practitioners	Rooms	
ති Manage content 🗸	+ Add a new section - Remove last section © Title When the tilts of the sectore,	English
Content	0/50 charac	ters
 Templates Custom Journey 	Normal : B I U S E E Z.	
Settings	Back Next	Cancel

Examples of what you can write:

"Waiting room"

"Interview room"

You wait in this soothing environment until an adult comes to take you to the next step in your appointment. There will be toys to play with and books to read. You can ask the people who work there any questions you have about your visit. In the interview room, you will talk with a professional who has a lot of experience in talking and listening to young people who may have been mistreated. They will give you instructions and ask questions. You can ask questions if you want, too. Your conversation will be recorded using cameras and microphones. This is so you don't have to be interviewed many times, and to ensure that everything is done correctly.

"Examination room"

Here, you can meet a medical professional who will ensure that your health is OK and that you are feeling well. They will tell you what they would like to check, and you will say if it is OK or not. The room looks a lot like a doctor's office, with tools and an examination table. c. Staff: Under 'Staff' you will be asked to fill out information about the staff at the Barnahus.

You can add as many 'Staff' as you want. To add more staff simply click on "+ Add a new section" and a new section will appear below the previous one (with the option to add photo, staff name, staff role and a description). Keep in mind that you will need consent from the staff in question to add a photo of them and how they would like to show their name.

If you want to remove an additional section, click on "Remove last section" and it will remove the latest section that was added.

Journeys	C Back to Manage content			Journeys	< Back to Manage content Add Content				
Admins		Staff		오 Admins			Staff		
Practitioners	+ Add a new section		English	Practitioners	+ Add a new section	©		English	
🗟 Manage content 🗸	STAFF PHOTO			🗟 Manage content 🗸	STAFF PHOTO				
S Languages	Ĵ			🕲 Languages	Ţ				
Content	Upload max 10 photos (max size per photo 10MB)			Content	Upload max 10 photos (max size per photo 10MB)				
D Templates				D Templates					
Custom Journey	STAFF NAME	STAFF ROLE		Custom Journey	STAFF NAME		STAFF ROLE		
	Write the Staff name	while the Staff role aracters 0/30 characters				0/30 characters		0/30 characters	
③ Settings	Back Next		Cancel	③ Settings	Back Next			Car	incel

What you can write:

In the description for the staff, you can add anything that could be interesting for a child to know; this can be favourite foods, hobbies, talents and so on. Anything that would humanise the staff for a child that may be scared about meeting new adults.

Note: As there is no easy way to distinguish between the content if you have added different versions of the same text by adding additional sections (e.g. text tailored to different age groups) – we recommend that you have a system in place to aid you in distinguishing between the different versions. This could be that you always add the content in a certain order (for example content for the younger age group is always added first and older age group second, or if you include something distinguishing in the text itself (for example using smileys for one age group but not the other, bolding something in the first version but not the second)

3. Preview the content before publishing it to see how it will look in the mobile app, and if you're satisfied – click on publish.

4. Once you have published content in the default language, you can create auto-translated content in another language based on the information that you have just provided (more about this under "<u>Add content in an auto-translated language</u>" below).

5. You can always add additional sections later, for example if you hire new staff and want to add them to the content. To do this, choose the heading that you would like to add a new section to (About, Room or Staff), and click on +Add About Barnahus/Room/Staff in the top right corner.

6. To edit already added content simply select the section you want to edit by marking the box – and then click "Edit" in the top right corner.

Note if you have added more than one language in the dashboard: When you add new content later on, or edit already added content – you will have to review the edited/newly added content in all languages that you have added before you can publish the content, This to ensure that the new content is published in all languages.

7. To delete already added content select the section you want to delete by marking the box – and then click "Delete" in the top right corner.

Add content in an auto-translated language

1. Once you have added content in the default language you can go back to the languages tab and add other languages with auto-translation enabled. The auto-translation is generated by Google and needs to be manually checked for mistakes before publishing.

2. Navigate to the 'Content' tab under 'Manage content' and in the drop-down menu, select the language that you would like to add auto-translated content in.

3. When you click 'Review & add Content' you will be shown the auto-translated version of the content that you added in the default language.

Go through the translation and make changes where necessary.

Content

Q Templ



Cust

4. Preview how the content will look in the app and publish.

A 0

5. Once you have published the translated content, you can choose to review another auto-translated language.

Anytime you update the content or add additional content in the default language, you will have to review the new content in all languages in order to publish the content to ensure that the new content is published in all languages.

Journeys	 Back to Marge content Add Content
요 Admins	
留 Practitioners	
🗟 Manage content 🗸	
Canguages	The content is now published.
Content	To create content in different languages, start by choosing the language you want to work with.
D Templates	
Custom Journey	
Settings	

Creating templates

To streamline the process of designing a custom journey for a child, you can create templates using the content you have added. Templates serve as a starting point, simplifying the creation of custom journeys – you can use the created templates as many times as you'd like.

After a template is created, it can be used to build a custom journey for the child and make further adjustments as needed. This flexible approach ensures that the journey meets the unique needs of the child, while also saving time during the planning process.

Example:

If you've added additional versions of your text tailored to different age groups — e.g. 3–9 years and 10–17 years — you can create separate templates for each group. For instance, you might create a template containing all the text designed for the younger age group.

Additionally, if there are typical cases in your Barnahus where only certain rooms are visited, you can create a template that only includes those rooms, rather than all available rooms.

Another example of how you can use templates is if you'd like to provide the same informative journey to multiple children showing all the rooms and staff in your Barnahus. In this instance, you can create a so-called generic template – or two if you have provided text for different age groups. We will go through how to create a journey that can be shared with multiple children under the heading "<u>Create a Journey to be shared with multiple children</u>".

See the video tutorial here: <u>https://www.youtube.com/watch?v=80W1ei88Cjc</u>

1. Navigate to the "Templates" tab in the side menu

2. Click on "Create template" – Please note that you cannot create a template before you have added content about your Barnahus

3. Name your template.

We recommend naming it something that is easily identifiable for other practitioners in your Barnahus as well (e.g. "3-9 Y/O Barnahus Journey", "10-17 Y/O Journey without Examination room" etc.)

4. Select whether or not the template will be used to create generic journeys.

Generic journeys are journeys that aren't tailored to a specific child and can be shared with multiple children. For example, if you want to create a general introduction to your Barnahus – showcasing everything the Barnahus has to offer.

Journeys	Create Template	
 Admins Practitioners Manage content Languages Content Content Templates Custom Journey 	Please enter template name Choose a name for the template. TEMPLATE NAME:	
Settings	Back Next Cancel	
Journeys	< Back to Templates Create Template	
 Admins Practitioners Manage content Languages Content Content Templates Custom Journey 	Will this template be used to create generic journeys? Generic journeys that can be shared with multiple control of one of the accessed by the control of the accessed by the child that the journey has been tailored for Image: Ima	
Settings	Back Root Cancel	

- If you select NO: Please proceed to the next step in this guide.
- If you select YES: Create an appropriate password for this template. This password will later be used by the children to access the generic journey in the app.

Journeys	< Back to Template Create Template
온 Admins	
2 Practitioners	
🗟 Manage content 🗸	
🕲 Languages	
🛱 Content	Set Template password
C Templates	A password is set so the journey will be protected and private, ensuring it is maximally personalized for the user.
Custom Journey	Min 8 and max 24 characters, 1 number and 1 symbol
③ Settings	Back Nort Cancel

See more about how to create a generic journey under the heading "<u>Create a Journey to be shared</u> with multiple children".

5. Select the content that you would like to include in this template – all content you have added in the previous steps will be shown to you at once, it's important to have a clear system to distinguish between different versions of the same content.

a. Select the content that you would like to include about your Barnahus by clicking the boxes of the content that you would like to include in the template.

b. Select the order you would like to showcase the rooms or if you want to remove one of the rooms for this template.

c. Select the content that you would like to include about the rooms by clicking the boxes of the content that you would like to include in the template.

Tourneus	< Back to Templates Create Template	
Jeen age		
온 Admins	Select Barnahus content	
Practitioners	Choose the content you would like to display for the user.	
🗟 Manage content 🗸	CBSS BARNAHUS	
Canguages	Barnahus is a safe and child-rhindhy place where children who are presumed victims of violence receive the support they need. Al Bernahus, law enforcement, social services, physical health and mental health saff work together under one roof. By bringing the professions together and integrating how they work, children don't have to repeat their stories many times.	
🖺 Content	РНОТОБ	
C Templates		
Custom Journey		
Settings	Back Next	Cancel
	< Back to Templates	
Journeys	Create Template	
요 Admins		
8 Practitioners		
🐻 Manage content 🗸		
O Languages	Drag to rearrange the rooms	
🛱 Content	Rearrange the rooms. You can delete rooms if you don't want to show them.	
D Templates	1. 🕂 Waiting room	
Custom Journey	2. 🕂 Interview room	
Settings	Back Next	Cancel
Journeys	< Back to Templates Create Template	
온 Admins	Select the Rooms you would like to display for the user.	
R Practitioners	Choose the content you would like to display for the user.	
B Manage content ∨	WAITING ROOM	
Anguages	You wait in this southing environment until an adult comes to take you to the next step in your appointment. There will be toys to play with and books to read. You can ask the people who work there any questions you have about your visit.	
🖺 Content	INTERVIEW ROOM	
C Templates	In the interview room, you will take with a professional who has a tot of experience in taking and latening to young people who may have been mitstreader. They will give you instructions and ask questions. You can ask questions if you can ask que	
Custom Journey		
Settings	Back Next	Cancel

d. Select the content that you would like to include about the staff by clicking the boxes of the content that you would like to include in the template.



6. Preview your template and save.

You can create as many templates as you want.

Creating a Custom Journey for a child

In order to create a custom journey for a child, you first create a unique Custom ID that you will link the journey that you want to create to. The Custom ID also serves as a username for the child to access their custom journey in the app.

When creating a Custom Journey for a child you can rearrange the rooms, and tailor the language and the content you want to show to the child. The child will then be able to access their Custom Journey in the app on a mobile/tablet by entering the Custom ID and a password.

See the video tutorial here: <u>https://www.youtube.com/watch?v=evQyQOIvPdY</u>

1. Navigate to the "Custom Journey" tab in the side menu.

2. Select "Add Custom Journey"

3. Come up with a distinct/identifiable but appropriate Custom ID for the child that you want to create a personalised journey for. This Custom ID will serve as a username for the child in the app.

Journeys	C Back to Custom Journeys Add Custom Journey
온 Admins	
R Practitioners	
🗟 Manage content 🗸	
🚱 Languages	Enter a Custom ID to start
🖺 Content	Please enter a custom ID. This ID will be the code the child uses to log in for the first time.
D Templates	
Custom Journey	
Settings	Back Next Cancel

4. Enable/disable notes depending on the local/national context and the case itself (see section 3.5 in "<u>The Journeys App: What</u> to keep in mind when using the app") – this can be enabled/disabled at any time.

5. Select the language you would like to create the Custom Journey in.

6. Select if you'd like to create the journey from a template or if you'd like to create it manually from scratch.

Add Custom Journey Journeys 8 Admins @ Practitioners 🗟 Manage content 🗸 Enable notes Canguages Turning on notes allows the child to add comments about thei journey.. If you want to disable them later, you can do that as Content C Enable notes C Templates O Disable notes Custom Journey Settings Add Custom Journey Journeys 8 Admins R Practitioners Manage content Select language Canguages anguage you will use to w Content D Templates 🖨 Custom Journey Settings Back Next Add Custom Journey Journeys 요 Admins R Practitioners 🔒 Manage content 🗸 Choose your way of creating Custom Journey Languages Content Templates Create from template 🖨 Custom Journey Create a Journey manually Settings Back

Create a Custom Journey from a template

If you've created a template, you can choose "Create from template" when you're creating a Custom Journey. This will automatically create the journey for you.

1. Select the template that you would like to use in the dropdown menu.

Journeys	C Back to Gutten Journey Add Custom Journey
온 Admins	
A Practitioners	
🗟 Manage content 🗸	Select template Please select template so you can create Custom Journey
🚱 Languages	from II. If you choose the general template, the password needed to log in to your journey will be shown.
🖺 Content	Search Template
C Templates	Generat: (Generat Iompitate) 9-17 w/o waiting room
Custom Journey	
③ Settings	Back Hent Cancel

2. If you select a *general template* (i.e. a template that will be used for generic journeys) the password for the Journey will be shown to you once you've selected the template.

If you select a template that is not a general template, you will be asked to create a onetime password for the Custom Journey. When the child has logged in for the first time with the one-time password, they will be prompted to change their password.

Journeys	< Back to Custom Journeys Add Custom Journey		
 Admins Practitioners Manage content Languages Content Templates Custom Journey 		Select template Plase select template is you can create Quiston Journey from II. If you choose the general template the password needed to log in to you journey will be shown. Generaric (General template)	
Settings	Back Next		Cancel
Journeys	< Back to Custom Journeys Add Custom Journey		
 Admins Practitioners Manage content Languages Content Templates Custom Journey 		Set Case password A pasknow is set to the journey will be protected and privat ensuring it is maximally personalized for the user.	N.
Settings	Back Next		Cancel

Tip! For ease you can make the one-time password the same as the Custom ID (as long as it meets the requirements) – since the child will be prompted to change the password once they have logged in for the first time.

3. Choose if you'd like to use the template as is (*"Use template as-is",*) or if you want to customise it further (*"Customise template"*).

Journeys	Add Custom Journey
은 Admins	
Practitioners	
🗟 Manage content 🗸	
🚱 Languages	How do you want to use the template?
🖺 Content	You can edit the template after you've chosen it.
D Templates	Use template as-is
Custom Journey	Customise template
Settings	Back Not Cancel

Use template as-is:

If you choose to use a template as-is you are automatically redirected to the last step to preview and save the Custom Journey – all information about the Barnahus, rooms and staff will be shown as it is in the template.

Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their tailored journey on the mobile app.



Customise template:

If you choose to customise the template, you are able to further limit what is shown to the child. For example, if you know that the child will not meet certain staff during their Barnahus visit, you can customise the template for this journey to not show that staff.

Please note that you cannot add more information than is included in the template, only narrow it further.

- 1. Select the content from the template that you would like to include in this Custom Journey.
 - Select the content that you would like to include about your Barnahus in this Custom Journey by clicking the boxes of the content that you would like to include from the template.
 - Select the order you would like to showcase the rooms or if you want to remove one of the rooms from the Custom Journey.

c. Select the content that you would like to include about the rooms in this Custom Journey by clicking the boxes of the content that you would like to include.

Journeys	Add Custom Journey	
Admins	Select Barnahus content	
R Practitioners	Choose the content you would like to display for the user.	
🗟 Manage content 🗸	CBSS BARNAHUS Bronautic is a safe and obtin-friendly place where children who are presumed victors of iniciance receive the support they are diff. Branchar law celeformment, social knowleds, charging and marchil basin staff, and however, undecore root	
S Languages	By bringing the professions together and integrating how they work, children don't have to repeat their stories many times.	
Content	PHOTOS	
C Templates		
🖨 Custom Journey	24 I. N. 💓	
Settings	Back Next	Cancel
	4 Back to Custom Journeys	
Journeys	Add Custom Journey	
Admins		
祭 Practitioners		
📅 Manage content 🗸		
🕲 Languages	Drag to rearrange the rooms	
🖺 Content	Rearrange the rooms. You can delete rooms if you don't want to show them.	
D Templates	1. 🕂 Waiting room	
Custom Journey	2. Interview room	
Settings	Back Next	Cancel
Journeys	C Back to Custom Journeys Add Custom Journey	
Admins		
Practitioners	Select the Rooms you would like to display for the user. Choose the content you would like to display for the user.	
🔒 Manage content 🗸	WAITING BOOM	
🕲 Languages	You wait in this socking environment until an adult comes to take you to the next step in your appointment. There will be toys to play with and books to read. You can ask the people who work there any questions you have about your visit.	
🖺 Content	INTERVIEW ROOM	
C Templates	In the interview room, you will take with a professional who has a lot of appreciate to hashing and listening to young papele who may have been initiateract. They will give you interview and will appear to be the second of you want boo. You conversation will be recorded using cameras and microphones. This is so you don't have to be interviewed many times, and to ensure the everything is done correctly.	
🖨 Custom Journey		
Settings	Back Next	Cancel

	Journeys	Aut custom sourney
d. Select the content that you would like to include about the staff in this Custom Journey by clicking the boxes of the content that you would like to include.	 Admins Practitioners Manage content Languages Content Content Templates Custom Journey Settings 	Select the staff you would like to display for the user. Drose the content you would like to display for the use. PHOTOS STAFF NAME STAFF NAME Java Dce Back Not
	Journeys	< Base to Custom Journeys Add Custom Journey
	은 Admins 였 Practitioners	Preview & save content Before saving the temption, please or those how it will look for the user.
2 Preview and save	☐ Manage content ∨	
	Canguages	CBSS Barnshus
	🖺 Content	1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1 1
	D Templates	
	Custom Journey	deter volkster kon er se se seguester skrine af deter volkster inner er for seguester for som er volkster seguester som er volkster er er veret volkster af er ste sigeler volkster oper veret hand af er ste sigeler volkster oper veret
	ty settings	

Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their Custom Journey on the mobile app.

Create Custom Journey manually from scratch ("Create a Journey manually")

Creating a Custom Journey from scratch follows the same process as when you are creating a template. You are presented with all the information that was added when setting up the content for the app, and you pick and choose what rooms, staff, and information you would like to include in the journey.

Again, it is important to have a clear system to distinguish between different versions of the same content.

1. Create a one-time password for the Custom Journey. This password will serve as a one-time passcode for the child to access their journey in the app – after the child has logged in for the first time, they will be prompted to change their password.

	< Back to Custom Journeys	
Journeys	Add Custom Journey	
온 Admins		
Practitioners		
局 Manage content ∨		
S Languages		
🖺 Content	Set Case password A password is set to the journey will be protected and private, ensuing it is maximally personalized for the user.	
D Templates	20	
Custom Journey	Min 8 and max 24 characters, 1 number and 1 symbol	
@ Settings	Back Not Ca	incel

Tip! For ease you can make the one-time password the same as the Custom ID (as long as it meets the requirements) – since the child will be prompted to change the password once they have logged in for the first time.

- 2. Select the content that you would like to include in this journey:
- a. Select the content that you would like to include about your Barnahus by clicking the boxes of the content that you would like to include in the Custom Journey.

 Select the order you would like to showcase the rooms or if you want to remove one of the rooms for this journey.

c. Select the content that you would like to include about the rooms by clicking the boxes of the content that you would like to include.

d. Select the content that you would like to include about the staff by clicking the boxes of the content that you would like to include.



Journeys	< State to Castom Journeys Add Custom Journey
Admins	Preview & save content
Practitioners	before saving the template, peeds check how it will look to the user.
🗟 Manage content 🗸	
🕲 Languages	CBSS Barnahus
🛱 Content	
Templates	
Custom Journey	Entrandus e a vala kard vide famory dove dana validos en dana parameter alcitima di chaste na casale dan segositi dany send di Ramania, kar entrangenti dany send
Settings	avoidi, pryska nastrika na trikali Akathrafil od togetar under one rod
	Back Save Cancel

Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their tailored journey on the mobile app.

Create a Journey to be shared with multiple children

In order to create a Journey that can be shared with multiple children, you simply need to create a Custom Journey with notes disabled from one of the so-called general templates that you have created earlier.

Settings

Back

1. Navigate to the "Custom Journey" tab in the side menu.

2. Select "Add Custom Journey"

3. Preview the Custom Journey and save.

3. Come up with a distinct/identifiable but appropriate Custom ID for the journey. This Custom ID will serve as a username for the child in the app.

Journeys	< Back to Custom Journeys Add Custom Journey	
Admins		
器 Practitioners		
🗟 Manage content 🗸		
S Languages	Enter a Custom ID to start	
🖺 Content	Please enter a custom ID. This ID will be the code the child uses to log in for the first time.	
D Templates		
🖨 Custom Journey		
Settings	Back Next	Cancel
Journeys	< Back to Custom Journeys Add Custom Journey	
Admins		
R Practitioners		
🗟 Manage content 🗸		
S Languages	Enable notes Turning on notes allows the child to add comments about their	
🖺 Content	journey If you want to disable them later, you can do that as well.	
D Templates	C Enable notes	
🖨 Custom Journey	O Disable notes	

4. Disable notes.

	Journeys	Add Custom Journey		
	 Admins Practitioners Manage content Languages Content Content Templates Custom Journey Settings 	Back	Select language Choose the language you will use to write the content.	Cance
	Journeys	< Back to Custom Journeys Add Custom Journey		
	 Admins Practitioners Manage content Languages Content Templates Custom Journey Settings 	Berk	Choose your way of creating Custom Journey You can abler create a Coston Journey from a template. Units hickneys evelocities all biomorphics or sustain Custom Journey from the full conterer. Create from template Create a Journey manually	Cancel
		< Back to Custom Journeys		Calles
	Journeys △ Admins ※ Practitioners ☑ Manage content ~ ☑ Languages ☑ Content ☑ Templates ☑ Custom Journey ④ Settings	Add Custom Journey	Select template Besset template as you create Outson Journey from I. If you concern be general semplate needed to log in to your journey will be shown. C C C G Senerc Template Generc (Template 5.17 are water groom	
		Back Noxt Sack to Custom Journeys		Cancel
/n	Journeys A dmins Practitioners A nanage content Languages Content Co	Add Custom Journey	Select template Please safet template to you can called Custom Journey from 8.1° you chose the general template, the assured needed to give it you (purper will be shown. Generic (General template) v Helio123	
	③ Settings	Back		Cancel

5. Select the language you would like to create the Custom Journey in.

6. Select 'Create from template'

7. Select the general template that you have created – general templates are easily distinguished from other templates as they are marked with '(general template)'

The password for the Journey will be shown to you once you've selected the template.

Journeys	<pre>< Bast to Custom Journey Add Custom Journey</pre>
දු Admins	
Practitioners	
🗟 Manage content 🗸	
Canguages	How do you want to use the template?
🖺 Content	You can edit the template after you've chosen it.
D Templates	Use template as-is
Custom Journey	Customise template
③ Settings	Back Heat Cancel
Journeys	< Back to Castom Journeys Add Custom Journey
온 Admins	Preview & save content
Practitioners	Before saving the template, please check how it will look for the user.
🗟 Manage content 🗸	
🛇 Languages	CBSS Barnahus
Content	(******
① Templates	
Custom Journey	Execution as a set of an effect of the formy dynamic and there is not an approximate definition of a character and the set of the form of the set of a character and the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of the set of
③ Settings	Back Save Cancel

You will be automatically redirected to the last step to preview and save the Custom Journey – all information about the Barnahus, rooms and staff will be shown as it is in the template.

8. Select "Use template as-is".

Share the Custom ID (which serves as a username) and the password with the child for them to be able to access the generic journey on the mobile app.

Admin Onboarding

The Admin is added to the dashboard by the Master Admin.

Your role is to invite other contributors to the dashboard (Practitioners) and manage the content for the app – i.e. adding information and pictures about your Barnahus, the different rooms and staff. You also have the ability to create custom IDs and custom journeys for the children visiting your Barnahus.

Adding a practitioner grants them limited rights to create Custom IDs, templates, and custom journeys for children.

Accessing Your Admin Dashboard

- 1. Accept the invitation email and log in to your Admin dashboard.
- 2. Familiarise yourself with the dashboard interface and available functionalities.

Inviting Practitioners

Adding a practitioner grants them limited rights to create Custom Journeys for children, they are not able to add any new content but can use the content that has been set up by the Master Admin and the Admins.

See the video tutorial here: <u>https://www.youtube.com/watch?v=aRSc2k0WnoE</u>

Journeys	Practitioners	(2) Natascha B 🗸			
2 Practitioners					
品 Manage content ㅅ					
D Templates	Iplates Add a new Practitioner Here vou will see a list of all the practitioners at vo				
🖨 Custom Journey	Practitioners have the mandate and tailor journeys. However, t	to create Custom IDs, templates, hey cannot add any new content,			
Settings	rs as you like.				
	+ Add F	Practitioner			
Tourneus	< Back to Practitioners				
0 0					
Practitioners	Fields marked with an asterisk (*) are mandatory				
🗟 Manage content \wedge	EMAIL*	BARNAHUS*			
D Templates	e.g. john.doe@gmail.com	Stockholm, Sweden			
Custom Journey	e.g. Olvia	e.g. Swith			
③ Settings	ROLE	PHONE NUMBER			
	Cancel Save & add				
	Settings Settings Settings	Practitioners Add a new Here you will be a list of all th Practitioners Add a new Here you will be a list of all th Practitioners have the maddate and list of currers, however, if there you will be a list of all th Practitioners have the maddate and list of currers, however, if there you will be a list of all th Practitioners have the maddate and list of currers, however, if there you will be a list of all th Practitioners have the maddate and list of currers, however, if there you will be a list of all th Practitioners have the maddate and list of currers, however, if there you will be a list of all th Practitioners have the maddate and list of currers, however, if there you will be a list of all th Practitioners have the maddate practitioner (* Set the Pr			

4. Click "Save & add" to send the invitation email to the Practitioner.

Setting Up App Content

Populating the content of the app is one of your main responsibilities, including adding information and pictures about your Barnahus, the different rooms and staff tailored for different levels of maturity.

When you have added the content, you can preview how it will look it the app before publishing it. You only need to upload the content in the desired language once, as the content added here will be the same for every child, i.e. general information that does not need to be changed for every child. If you wish to do so, you can add multiple versions of the same content (e.g. languages or age relative – easier or more elaborate text).

See the video tutorial here: <u>https://www.youtube.com/watch?v=OD_NdT_fCME</u>

Add languages

To set up the content about your Barnahus, you first need to add the languages that you would like to add content in. You do this in the 'Languages' tab under 'Manage content'.

After clicking 'Add language', you need to search for the language that you would like to add and enable/disable auto-translation for the selected language.

Auto-translate disabled: Having the autotranslate disabled adds the language to the dashboard as a default language – this language will serve as the basis for every other translation.

Auto-translate enabled: Having the autotranslate enabled means that the content that you add in the default language, can be auto-translated to this other language through Google Translate.

Journeys	Languages	(a) Natascha B v
Practitioners	Select Status	+ Add Language
🛅 Manage content 🗸	Language	Usage status
🚱 Languages	French	Draft
🖺 Content	Swedish	Default Published
D Templates	English	Published
Custom Journey		
③ Settings		Showing all results (3) Previous 1 Next

Journeys	< Back to Languages Add Language
Representation Practitioners	Fields marked with an asterisk (*) are mandatory
📅 Manage content 🗸	LANGUAGE*
😵 Languages	
Content	Draft O
D Templates	V Auto-translate
Custom Journey	Cancel Save & add
③ Settings	

You can add as many languages as you'd like – you do not need to add all languages at once, you can always come back and add more later. We recommend that you start by just adding the default language.

The usage status in the overview showcases whether or not you have published any content in the different languages. **Draft** indicates that you have not yet published content in that specific language, whereas **Published** indicates that content has been published in that language.

If you want to change the default language, simply select the language and click "Set as default language".

When selecting the language, you can also delete or edit it. **Note**: You are not able to delete a default language or if the language has any Custom Journeys connected to it.

Journeys	Languages	② Natascha B ~
 ♀ Practitioners ☐ Manage content ∨ 	1 item selected. Clear selection	Delete
S Languages	- Language	Usage status
Content	French	Draft
	Swedish Default	Published
D Templates	English	Published
🖆 Custom Journey		
Settings		Showing all results (3) Previous 1 Next

Add content in default language

1. After you have added your default language, navigate to the 'Content' tab under 'Manage content'. Select the language that you have chosen as your default language in the drop-down menu and click "+ Add Content".

2. It's important to add the content in the order that you'd like to show it in the app, once content has been added the order cannot be changed without deleting all the content and starting over.

a. About Barnahus: Under 'About Barnahus' you will be asked to fill out information about your Barnahus that would be helpful for the child. Keep in mind that this will be the same for all the children, so keep it generic but helpful.

You can add multiple versions of 'About your Barnahus' in case you want to have different versions of the text tailored to different age groups. You can also add additional sections about what the child can expect during a visit, and what usually happens/can happen after the visit.

To add more versions of your text or additional sections, click on "+ Add a new section" – and a new section will appear below the previous one (containing title, description, audio transcript, and photo as well). If you want to remove an additional section, click on "Remove last section" and it will remove the latest section that was added.

Journeys	C Back to Manage content Add Content	
 ♀ Practitioners ☆ Manage content ∨ 	About Barnahus	
🛇 Languages	+ Add a new section ③	English
🖺 Content		
D Templates		50 characters
Custom Journey	Introduce your Barnahus (succinctly)	
@ Settings		
	Back	Cancel

Journeys	< Back to Manage content Add Content	
22 Practitioners 品 Manage content ~	About Barnahus	
 Languages Content 	+ Add a new section - Remove last section ① Title White bit life of the section	English
 Templates Custom Journey Settings 	000 characters Normal ÷ B I U � IE E Te Introduce your Banahas (bacchedy).	
	Back Next	Cancel

Examples of what you can write:

"About your Barnahus"

Barnahus is a safe and childfriendly place where children who are presumed victims of violence receive the support they need. At Barnahus, law enforcement, social services, physical health and mental health staff work together under one roof. By bringing the professions together and integrating how they work, children don't have to repeat their stories many times.

b. Rooms: Under 'Rooms' you will be asked to fill out information about the different rooms in your Barnahus and what usually happens in these different rooms, as well as add photos of the rooms if you'd like. Keep in mind that this will be the same for all the children, so keep it generic but helpful.

To add more rooms or if you want to have different versions of the text tailored to different age groups, simply click on "+ Add a new section" and a new section will appear below the previous one (containing title, description, audio transcript, and photo as well). If you want to remove an additional section, click on "Remove last section" and it will remove the latest section that was added.

"What the child can expect"

At Barnahus, you will meet professionals from law enforcement, social services, physical health and mental health, that will provide you support throughout the day.

"What happens after the visit"

After your visit to Barnahus, you'll receive ongoing support focused on helping you feel your best.

Journeys	< Back to Manage content Add Content	
요 Practitioners Manage content v	Rooms	
🕲 Languages	+ Add a new section O Title	English
Content		
D Templates	Description	characters
Custom Journey	Normal to B I U to E II I To	
Settings		
	Back	Cancel
Journeys	< Back to Manage content Add Content	
2 Practitioners	Rooms	
🗟 Manage content 🗸		
🕲 Languages	+ Add a new section - Remove last section	English
Content		
D Templates	0/50 Description	characters
🛱 Custom Journey	Normal : B I U % = II T_x Introduce your Barnahus (succinctly)	
Settings		
	Back Next	Cancel

Examples of what you can write:

"Waiting room"

"Interview room"

You wait in this soothing environment until an adult comes to take you to the next step in your appointment. There will be toys to play with and books to read. You can ask the people who work there any questions you have about your visit. In the interview room, you will talk with a professional who has a lot of experience in talking and listening to young people who may have been mistreated. They will give you instructions and ask questions. You can ask questions if you want, too. Your conversation will be recorded using cameras and microphones. This is so you don't have to be interviewed many times, and to ensure that everything is done correctly.

"Examination room"

Here, you can meet a medical professional who will ensure that your health is OK and that you are feeling well. They will tell you what they would like to check, and you will say if it is OK or not. The room looks a lot like a doctor's office, with tools and an examination table. c. Staff: Under 'Staff' you will be asked to fill out information about the staff at the Barnahus.

You can add as many 'Staff' as you want. To add more staff simply click on "+ Add a new section" and a new section will appear below the previous one (with the option to add photo, staff name, staff role and a description). Keep in mind that you will need consent from the staff in question to add a photo of them and how they would like to show their name.

If you want to remove an additional section, click on "Remove last section" and it will remove the latest section that was added.

Journeys	< Back to Manage content Add Content		Journeys	< Back to Manage content Add Content		
Practitioners		Staff	R Practitioners		Staff	
Di manage content o	+ Add a new section	English	a manage content	+ Add a new section	- Remove last section	English
Languages	STAFF PHOTO		S Languages	STAFF PHOTO		
Content			📋 Content			
D Templates	1.		① Templates	1.		
Custom Journey	Upload max 10 photos (max size per photo 10MB)		Custom Journey	Upload max 10 photos (max size per photo 10MB)		
Settings			Settings			
	STAFF NAME	STAFF ROLE			STAFF ROLE	
	0/30 charac	ters 0(30 characters			0/30 characters	0/30 characters
	Back	Ca	ncel	Back Next		Cancel

What you can write:

In the description for the staff, you can add anything that could be interesting for a child to know; this can be favourite foods, hobbies, talents and so on. Anything that would humanise the staff for a child that may be scared about meeting new adults.

Note: As there is no easy way to distinguish between the content if you have added different versions of the same text by adding additional sections (e.g. text tailored to different age groups) – we recommend that you have a system in place to aid you in distinguishing between the different versions. This could be that you always add the content in a certain order (for example content for the younger age group is always added first and older age group second, or if you include something distinguishing in the text itself (for example using smileys for one age group but not the other, bolding something in the first version but not the second)

3. Preview the content before publishing it to see how it will look in the mobile app, and if you're satisfied – click on publish.

4. Once you have published content in the default language, you can create auto-translated content in another language based on the information that you have just provided (more about this under "<u>Add content in an auto-translated language</u>" below).

5. You can always add additional sections later, for example if you hire new staff and want to add them to the content. To do this, choose the heading that you would like to add a new section to (About, Room or Staff), and click on +Add About Barnahus/Room/Staff in the top right corner.

6. To edit already added content simply select the section you want to edit by marking the box – and then click "Edit" in the top right corner.

Note if you have added more than one language in the dashboard: When you add new content later on, or edit already added content – you will have to review the edited/newly added content in all languages that you have added before you can publish the content, This to ensure that the new content is published in all languages.

7. To delete already added content select the section you want to delete by marking the box – and then click "Delete" in the top right corner.

Add content in an auto-translated language

1. Once you have added content in the default language you can go back to the languages tab and add other languages with auto-translation enabled. The auto-translation is generated by Google and needs to be manually checked for mistakes before publishing.

2. Navigate to the 'Content' tab under 'Manage content' and in the drop-down menu, select the language that you would like to add auto-translated content in.

3. When you click 'Review & add Content' you will be shown the auto-translated version of the content that you added in the default language.

Go through the translation and make changes where necessary.



Journeys	< Book to Monage content Add Content		Journeys	C Bart to Marge content Add Content		Journeys	Client to Manage content Add Content	
 Practitioners Manage content 	About Barnahus		Practitioners Manage content ~	Rooms		 Practitioners Manage content v 	Staff	
© Languages	Title C039 Brochus	lanish	S Languages	Tite Dans Interleasen V	en i	S Languages	STAFF PHOTO	Davish
© Templates	Description Normal = 0 I U % E E Z. Annuauxer of both as presented with the Jam area formation solution. Bit day solution to the Technology of the Second		Content	Description Normal : B J U % IE E Z. Transmourner of a lar net of baseries and for divertimental tax on bits to one dor tax one been bits.		Content	Lipited mer Kommer Denne der per product State	
 Custom Journey Settings 	andedre odkranningen, socialforalitingen, det fasiele og paysies presissor pressore i sammen under filt tag hel af tingen professorerne sammen og integrere, hvorden de fungere, behaver bærn ikke af genager beres hotorer mange ginge		Custom Journey	behandet: De is grue dip instructioner og stilt apergenel. De kan oppå stilt apergenel, von da vol. De samter er love optigger var hype på samterer og misisthare. Dette er for at da viste skal intervenes mange gropp, og for at ske at at aller get formet:		Custom Journey Settings	STAFF NAME STAFF ROLE	
	AUDIO TRANSCRIPT			AUDIO TRANSCRIPT 333550 namenes Ugiteed audio			Lare Doe Stockstoper Stockstop	
	Bock. Next	Cancel		Bock Next	Cancel		Beck Next	Cancel

4. Preview how the content will look in the app and publish.

5. Once you have published the translated content, you can choose to review another auto-translated language.

Anytime you update the content or add additional content in the default language, you will have to review the new content in all languages in order to publish the content to ensure that the new content is published in all languages.

Journeys	C Back to Manage content Add Content
Practitioners	
🗟 Manage content 🗸	
🕲 Languages	
🖹 Content	The content is now published.
D Templates	To create content in different languages, start by choosing the language you want to work with.
Custom Journey	×
Settings	

Creating templates

To streamline the process of designing a custom journey for a child, you can create templates using the content you have added. Templates serve as a starting point, simplifying the creation of custom journeys – you can use the created templates as many times as you'd like.

After a template is created, it can be used to build a custom journey for the child and make further adjustments as needed. This flexible approach ensures that the journey meets the unique needs of the child, while also saving time during the planning process.

Example:

If you've added additional versions of your text tailored to different age groups — e.g. 3–9 years and 10–17 years — you can create separate templates for each group. For instance, you might create a template containing all the text designed for the younger age group.

Additionally, if there are typical cases in your Barnahus where only certain rooms are visited, you can create a template that only includes those rooms, rather than all available rooms.

Another example of how you can use templates is if you'd like to provide the same informative journey to multiple children showing all the rooms and staff in your Barnahus. In this instance, you can create a so-called generic template – or two if you have provided text for different age groups. We will go through how to create a journey that can be shared with multiple children under the heading "<u>Create a Journey to be shared with multiple children</u>".

See the video tutorial here: <u>https://www.youtube.com/watch?v=80W1ei88Cjc</u>

1. Navigate to the "Templates" tab in the side menu

2. Click on "Create template" – Please note that you cannot create a template before you have added content about your Barnahus

3. Name your template.

We recommend naming it something that is easily identifiable for other practitioners in your Barnahus as well (e.g. "3-9 Y/O Barnahus Journey", "10-17 Y/O Journey without Examination room" etc.)

4. Select whether or not the template will be used to create generic journeys.

Generic journeys are journeys that aren't tailored to a specific child and can be shared with multiple children. For example, if you want to create a general introduction to your Barnahus – showcasing everything the Barnahus has to offer.

Journeys	< Back to Templates Create Template
 Practitioners Manage content Languages Content Content Templates Custom Journey Settings 	Please enter template name Choose a name for the template. TEMPLATE NAME*
Journeys	Back Nort Cancel Cancel Cancel Create Template
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	Back Next Cancel

- If you select NO: Please proceed to the next step in this guide.
- If you select YES: Create an appropriate password for this template. This password will later be used by the children to access the generic journey in the app.

Journeys	< Back to Templates Create Template
R Practitioners	
🗟 Manage content 🥆	
Canguages	
🖺 Content	
C Templates	Set Template password
🖨 Custom Journey	A password is set so the journey will be protected and private, ensuring it is maximally personalized for the user.
Settings	Min 8 and max 24 characters, 1 number and 1 symbol
	Back Cancel

See more about how to create a generic journey under the heading "<u>Create a Journey to be shared</u> with multiple children".

5. Select the content that you would like to include in this template – all content you have added in the previous steps will be shown to you at once, it's important to have a clear system to distinguish between different versions of the same content.

 Select the content that you would like to include about your Barnahus by clicking the boxes of the content that you would like to include in the template.

 Select the order you would like to showcase the rooms or if you want to remove one of the rooms for this template.

c. Select the content that you would like to include about the rooms by clicking the boxes of the content that you would like to include in the template.

Journeys	< Back to Templates Create Template	
R Practitioners		
品 Manage content へ	Select Barnahus content	
D Templates	Choose ure Content you work like to display for the user.	
Custom Journey	CBSS BARNAHUS Barsahus is a safe and chtid-friendly place where children who are presumed victims of violence receive the support they need. A Barsahus, law enforcement, social service, projectal health and minetal health staff staff service shore en of. B y chinging the professions together and enforcemation from ywork, children don't have to roped their stores many times.	
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🛇 Languages		
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C Templates	Drag to rearrange the rooms	
🖨 Custom Journey	to show them.	
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Journeys	< Back to Tamplates Create Template	
Practitioners		
B Manage content ∨	Select the Rooms you would like to display for the user.	
Q Languages	Choose the content you would like to display for the user.	
Content	WAITING ROOM You wait in this spothing environment until an adult comes to take you to the next step in your appointment. There will be tors	
C Templates	to play with and books to read. You can ask the people who work there any questions you have about your visit.	
 Custom Journey Settings 	INTERVIEW ROOM In the interview room, you will take with a professional who has a bit of experience in taking and listening to young people who may have an emittening. They will give you instructions and as a questions. The use and questions if you want, fails and to ensure that everything is store correctly.	
	Buck Mart	Cancel

d. Select the content that you would like to include about the staff by clicking the boxes of the content that you would like to include in the template.



6. Preview your template and save.

You can create as many templates as you want.

Creating a Custom Journey for a child

In order to create a custom journey for a child, you first create a unique Custom ID that you will link the journey that you want to create to. The Custom ID also serves as a username for the child to access their custom journey in the app.

When creating a Custom Journey for a child you can rearrange the rooms, and tailor the language and the content you want to show to the child. The child will then be able to access their Custom Journey in the app on a mobile/tablet by entering the Custom ID and a password.

See the video tutorial here: <u>https://www.youtube.com/watch?v=evQyQOIvPdY</u>

1. Navigate to the "Custom Journey" tab in the side menu.

2. Select "Add Custom Journey"

3. Come up with a distinct/identifiable but appropriate Custom ID for the child that you want to create a personalised journey for. This Custom ID will serve as a username for the child in the app.

Journeys	< Back to Custom Journeys Add Custom Journey
R Practitioners	<u> </u>
🗟 Manage content 🗸	
🕲 Languages	
🖺 Content	Enter a Custom ID to start
D Templates	Please enter a custom ID. This ID will be the code the child uses to log in for the first time.
Custom Journey	
Settings	
	Back Next Cancel

4. Enable/disable notes depending on the local/national context and the case itself (see section 3.5 in "<u>The Journeys App: What</u> to keep in mind when using the app") – this can be enabled/disabled at any time.

5. Select the language you would like to create the Custom Journey in.

6. Select if you'd like to create the journey from a template or if you'd like to create it manually from scratch.

Journeys	« Back to Custom.Journeys Add Custom Journey	
8 Practitioners		
☐ Manage content ∨		
Canguages		
Content	Enable notes	
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운 Practitioners		
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🕲 Languages		
🕄 Content		
	Choose your way of creating Custom Journey	
	You can either create a Custom Journey from a template, which includes pre-selected data from content, or custom Custom Journer from the full content.	
E Custom Journey	Create from template	
(g) Settings	Create a Journey manuality	
	Back Noxt Cancel	

Create a Custom Journey from a template

If you've created a template, you can choose "Create from template" when you're creating a Custom Journey for a child. This will automatically create the journey for you.

1. Select the template that you would like to use in the dropdown menu.

Journeys	 C Bask to Custom Journey Add Custom Journey
R Practitioners	
🗟 Manage content 🗸	
Q Languages	Select template
🗄 Content	Please select template so you can create Custom Journey from II. If you choose the general template, the password provided to do to the use you comercus will be themen.
Templates	
Custom Journey	Q Search Template
Settings Settings	General (second lengible) 9-17 web waiting room
	Back Cancel

2. If you select a *general template* (i.e. a template that will be used for generic journeys) the password for the Journey will be shown to you once you've selected the template.

If you select a template that is not a general template, you will be asked to create a onetime password for the Custom Journey. When the child has logged in for the first time with the one-time password, they will be prompted to change their password.

Practitioners Manage content Manage content Calanguages Content Templates Calanguages Settings Calanguages Calan	Select template Passe for broad of control Caston sourced reserved to by our porrory will be shown: Control (Cleneral template) Interestad
Journeys Add	Next Cancel
Journeys Add	
Practitioners	a Custom Journeys Custom Journey
Custom Journey Custo	Set Case password A password is set to the journey will be protected and private, ensuing it is maximally personalized for the user.

Tip! For ease you can make the one-time password the same as the Custom ID (as long as it meets the requirements) – since the child will be prompted to change the password once they have logged in for the first time.

3. Choose if you'd like to use the template as is (*"Use template as-is"*,) or if you want to customise it further (*"Customise template"*).



Use template as-is:

If you choose to use a template as-is you are automatically redirected to the last step to preview and save the Custom Journey – all information about the Barnahus, rooms and staff will be shown as it is in the template.



Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their tailored journey on the mobile app.

Customise template:

If you choose to customise the template, you are able to further limit what is shown to the child. For example, if you know that the child will not meet certain staff during their Barnahus visit, you can customise the template for this journey to not show that staff.

Please note that you cannot add more information than is included in the template, only narrow it further.

- 1. Select the content from the template that you would like to include in this Custom Journey.
 - a. Select the content that you would like to include about your Barnahus in this Custom Journey by clicking the boxes of the content that you would like to include from the template.

b. Select the order you would like to showcase the rooms or if you want to remove one of the rooms from the Custom Journey.

c. Select the content that you would like to include about the rooms in this Custom Journey by clicking the boxes of the content that you would like to include.

Journeys	< Back to Custom Journeys Add Custom Journey	
 Practitioners Manage content Languages Content Content Templates Custom Journey Settings 	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header><text><text><text></text></text></text></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>	Cancel
Journeys	 Back to Custom Journeys Add Custom Journey 	
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Journeys	< Back to Custom Journeys Add Custom Journey	
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	Back Next	Cancel

	Journeys	C Back to Custom Journeys Add Custom Journey
d. Select the content that you would like to include about the staff in this	器 Practitioners品 Manage content マ③ Languages	Select the staff you would like to display for the user. Choose the content you would like to display for the user.
Custom Journey by clicking the boxes of the content that you would like to	 Content Templates Custom Journey 	PHOTOS
Include.	Settings	STAFF NAME STAFF ROLE
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	Custom Journey	
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Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their Custom Journey on the mobile app.

Back Save

Create Custom Journey manually from scratch ("Create a Journey manually")

Creating a Custom Journey from scratch follows the same process as when you are creating a template. You are presented with all the information that was added when setting up the content for the app, and you pick and choose what rooms, staff, and information you would like to include in the journey.

Again, it is important to have a clear system to distinguish between different versions of the same content.

1. Create a one-time password for the Custom Journey. This password will serve as a one-time passcode for the child to access their journey in the app – after the child has logged in for the first time, they will be prompted to change their password.

Journeys	 (Back to Outline Journeys Add Custom Journey
R Practitioners	
📅 Manage content 🗸	
S Languages	
Content	
D Templates	Set Case password
Custom Journey	A password is set so the journey will be protected and private, ensuring it is maximally personalized for the user.
Settings	Ref. 8 and max 24 characters, 1 number and 1 symbol
	Back Next Cancel

Tip! For ease you can make the one-time password the same as the Custom ID (as long as it meets the requirements) – since the child will be prompted to change the password once they have logged in for the first time.

- **2**. Select the content that you would like to include in this journey:
- a. Select the content that you would like to include about your Barnahus by clicking the boxes of the content that you would like to include in the Custom Journey.

 Select the order you would like to showcase the rooms or if you want to remove one of the rooms for this journey.

c. Select the content that you would like to include about the rooms by clicking the boxes of the content that you would like to include.

d. Select the content that you would like to include about the staff by clicking the boxes of the content that you would like to include.

	Add Custom Journey	
& Practitioners		
🗟 Manage content 🗸	Select Barnahus content	
Languages	Choose the content you would like to display for the user.	
Content	CBSS BARNAHUS Barnahus is a safe and child-friendly place where children who are presumed victims of violence receive the support they	
	need. At Barnahus, law enforcement, social services, physical heath and mental heath staff work together under one rool. By bringing the professions together and integrating how they work, children don't have to repeat their stories many times.	
	PHOTOS	
Custom Journey		
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	Back Next	Cancel
	< Back to Custom Journeys	
Journeys	Add Custom Journey	
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	Drag to rearrange the rooms	
	Rearrange the rooms. You can delete rooms if you don't want to show them.	
	1. 🕂 Waiting room 💼	
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	Back Next	Cancel
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	Select the Rooms you would like to display for the user. Chaose the content you would like to display for the user. WAITING ROOM You wait it mits accriting enformment until an adult corners to take you to the event steep in your appointment. There will be inyot to gain with a block to mark. This can as the paper who work there any quantities you have about your will.	
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Content Conte	Select the Rooms you would like to display for the user. Droose the content you would like to display for the user. WATING ROOM Wou wait is hits socking environment until an adult comer to take you to the east step is your appointment. There will be togs to play with and books for real. You can ask the people who work there any questions you have adout your vait. INTERVIEW ROOM In the interhead room, you will all with a professional who has a do of expectiones. Provide play additionally provide playade the more room you will all the the people who work there any questions you have adout your vait.	
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Custom Journey	
	Envolves as a development activity provides where defauer activity provides and activity provides defauer activity provides and activity provides defauer activity provides have been provided activity provides activity provides activity prov
	Back Save Cancel

Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their tailored journey on the mobile app.

Create a journey to be shared with multiple children

In order to create a Journey that can be shared with multiple children, you simply need to create a Custom Journey with notes disabled from one of the so-called general templates that you have created earlier.

1. Navigate to the "Custom Journey" tab in the side menu.

3. Preview the Custom Journey and save.

2. Select "Add Custom Journey"

3. Come up with a distinct/identifiable but appropriate Custom ID for the journey. This Custom ID will serve as a username for the child in the app.

4. Disable notes.

5. Select the language you would like to create the Custom Journey in.

	< Back to Custom Journeys
Journeys	Add Custom Journey
 Practitioners Manage content Languages Content Templates Custom Journey Settings 	Enter a Custom ID to start Please enter a custom D. This ID will be the code the child uses to log in for the first time. e.g. Bi-L32409 Back Nort
Journeys	C Back to Custom Journeys Add Custom Journey
 Practitioners Manage content Languages Content Templates Custom Journey Settings 	Enable notes Uniting on notes allows the child to add comments about their journey. If you want to diabate in their you can do that is use? Image: I
Journeys	C Back to Gustem Journeys Add Custom Journey
 Practitioners Manage content Languages Content Templates Custom Journey Settings 	Select language Choose the language you will use to write the context.
attras flaces becabus enfrectitioners	Back Cancel

7. Select the general template that you have created – general templates are easily distinguished from other templates as they are marked with '(general template)'

The password for the Journey will be shown to you once you've selected the template.

8. Select "Use template as-is".

You will be automatically redirected to the last step to preview and save the Custom Journey – all information about the Barnahus, rooms and staff will be shown as it is in the template.

Share the Custom ID (which serves as a username) and the password with the child for them to be able to access the generic journey on the mobile app.



Practitioner Onboarding

The Practitioner is added to the dashboard by an Admin or the Master Admin.

As a practitioner your main role is to create custom IDs and custom journeys for children visiting your Barnahus, showing the specific rooms that they will visit and the staff they will meet during their visit. You cannot add any new content to the app, only use the already existing content that has been added by the Admins and/or the Master Admin.

To illustrate, the admin might add photos of all the people involved in your Barnahus and all the rooms. However, you as the practitioner know that on the day that a child will visit your Barnahus, they will not meet certain staff and will not visit the mental health room. In that case, you can tailor the journey to ensure that the right people and rooms are visible to them in the app, and the rest is hidden.

Accessing Your Practitioner Dashboard

- 1. Accept the invitation email and log in to your Practitioner dashboard.
- 2. Familiarise yourself with the dashboard interface and available functionalities.

Creating templates

To streamline the process of designing a custom journey for a child, you can create templates using the content you have added. Templates serve as a starting point, simplifying the creation of custom journeys – you can use the created templates as many times as you'd like.

After a template is created, it can be used to build a custom journey for the child and make further adjustments as needed. This flexible approach ensures that the journey meets the unique needs of the child, while also saving time during the planning process.

Example:

If you've added additional versions of your text tailored to different age groups — e.g. 3–9 years and 10–17 years — you can create separate templates for each group. For instance, you might create a template containing all the text designed for the younger age group.

Additionally, if there are typical cases in your Barnahus where only certain rooms are visited, you can create a template that only includes those rooms, rather than all available rooms.

Another example of how you can use templates is if you'd like to provide the same informative journey to multiple children showing all the rooms and staff in your Barnahus. In this instance, you can create a so-called generic template – or two if you have provided text for different age groups. We will go through how to create a journey that can be shared with multiple children under the heading "<u>Create a Journey to be shared with multiple children</u>".

See the video tutorial here: <u>https://www.youtube.com/watch?v=80W1ei88Cjc</u>

1. Navigate to the "Templates" tab in the side menu

2. Click on "Create template" – Please note that you cannot create a template before you have added content about your Barnahus

3. Name your template.

We recommend naming it something that is easily identifiable for other practitioners in your Barnahus as well (e.g. "3-9 Y/O Barnahus Journey", "10-17 Y/O Journey without Examination room" etc.)

4. Select whether or not the template will be used to create generic journeys.

Generic journeys are journeys that aren't tailored to a specific child and can be shared with multiple children. For example, if you want to create a general introduction to your Barnahus – showcasing everything the Barnahus has to offer.

- If you select NO: Please proceed to the next step in this guide.
- If you select YES: Create an appropriate password for this template. This password will later be used by the children to access the generic journey in the app.

Journeys	Create Template		
Custom Journey Settings	Back Heat	Please enter template name Choose a name for the template. TEMPLATE NAME*	Cancel
	(Back to Tomolator		
Journeys	Create Template		
D Templates			
🛱 Custom Journey			
Settings		Will this template be used to create generic journeys? Description of the state of the state of the multiple children at once, and the the generative state of the state of t	
	Back		Cancel
Journeys	< Back to Templates Create Template		
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See more about how to create a generic journey under the heading "<u>Create a Journey to be shared</u> with multiple children".

5. Select the content that you would like to include in this template – all content you have added in the previous steps will be shown to you at once, it's important to have a clear system to distinguish between different versions of the same content.

 Select the content that you would like to include about your Barnahus by clicking the boxes of the content that you would like to include in the template.

Journeys	< Back to Template Create Template		
D Templates	Select Barnahus content		
Custom Journey	Choose the content you would like to display for the user.		
Settings	CESS BAINABUIS Therefore is a safe as and the definition of place where where we are marked with the definition exception the appoint made or set and by charging the professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have they work, children don't have to repeat their during mark together professions together and integrating have together and together and the set and t		
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b. Select the order you would like to showcase the rooms or if you want to remove one of the rooms for this template.

c. Select the content that you would like to include about the rooms by clicking the boxes of the content that you would like to include in the template.

d. Select the content that you would like to include about the staff by clicking the boxes of the content that you would like to include in the template.

6. Preview your template and save.

want.

You can create as many templates as you



Creating a Custom Journey for a child

In order to create a custom journey for a child, you first create a unique Custom ID that you will link the journey that you want to create to. The Custom ID also serves as a username for the child to access their custom journey in the app.

When creating a Custom Journey for a child you can rearrange the rooms, and tailor the language and the content you want to show to the child. The child will then be able to access their Custom Journey in the app on a mobile/tablet by entering the Custom ID and a password.

See the video tutorial here: <u>https://www.youtube.com/watch?v=evQyQOlvPdY</u>

1. Navigate to the "Custom Journey" tab in the side menu.

2. Select "Add Custom Journey"

3. Come up with a distinct/identifiable but appropriate Custom ID for the child that you want to create a personalised journey for. This Custom ID will serve as a username for the child in the app.

4. Enable/disable notes depending on the local/national context and the case itself (see section 3.5 in "<u>The Journeys App: What</u> to keep in mind when using the app") – this can be enabled/disabled at any time.

5. Select the language you would like to create the Custom Journey in.

6. Select if you'd like to create the journey from a template or if you'd like to create it manually from scratch.

Journeys	C Back to Custom Journey Add Custom Journey
D Templates	
🖨 Custom Journey	
Settings	Enter a Custom ID to start Please enter a custom ID. This ID will be the code the child use to big in for the first time. eg (III+12246) Back Host Cancel
Journeys	< Back to Custom Journey Add Custom Journey
C Templates	
Custom Journey Settings	Enable notes Turning on notable whether the child to add the the later, you can do that as color
	Back Noxt Cancel
Journeys	< Back to Custom Journey Add Custom Journey
C Templates	
© Settings	Select language Citoose the language you will use to write the context.
	Back Next Cancel
	< Back to Custom Journeys
Journeys	Add Custom Journey
D Templates	
Custom Journey	
Settings	Choose your way of creating Custom Journey The can define create a Clearer of Custom Promise which include price contents and contents of the contents Custom Journey from the full contents. Create a Journey manually Back Text

Create a Custom Journey from a template

If you've created a template, you can choose "Create from template" when you're creating a Custom Journey. This will automatically create the journey for you.

1. Select the template that you would like to use in the dropdown menu.

2. If you select a *general template* (i.e. a template that will be used for generic journeys) the password for the Journey will be shown to you once you've selected the template.

If you select a template that is not a general template, you will be asked to create a onetime password for the Custom Journey. When the child has logged in for the first time with the one-time password, they will be prompted to change their password.

Journeys	< Back to Custom Journeys Add Custom Journey		
Carteria Custom Journey Custom Journey Custom Settings	Back Rad	Select template Please select template is you can create Outrom Journey From R. Prov choose the general template, the password needed to leg its your journey will be shown R. Saarch Template Generic (Dennai template) 6-17 and waiting mom	Cancel
Journeys	< Back to Custom Journeys Add Custom Journey		
Templates			
Custom Journey			
Settings		Select template Press events template to you can be called out on the selection to some of the selection to some of the selection template to log in to your journey will be above. Ceneric (General template)	
	Back		Cancel
Journeys	< Back to Custom Journeys Add Custom Journey		
D Templates			
Custom Journey			
Settings		Set Case password A password is set so the journey will be protected and private, encoding it is maximally personalized for the user. Min 8 and max 24 characters, 1 number and 1 symbol	
	Back		Cancel

Tip! For ease you can make the one-time password the same as the Custom ID (as long as it meets the requirements) – since the child will be prompted to change the password once they have logged in for the first time.

3. Choose if you'd like to use the template as is (*"Use template as-is",*) or if you want to customise it further (*"Customise template"*).

Journeys	 C Back to Custom Journey Add Custom Journey
D Templates	
Custom Journey	
Settings	How do you want to use the template? Vou can edit the template after you've chosen it. Use template as-is Customise template
	Back Root Cancel

Use template as-is:

If you choose to use a template as-is you are automatically redirected to the last step to preview and save the Custom Journey – all information about the Barnahus, rooms and staff will be shown as it is in the template.

Journeys	C Basis to Custom Journeys Add Custom Journey
C Templates	Preview & save content
Custom Journey	belore saving the temphane, prease check how it will look for the user.
© Settings	CESS Barahas
	Back Save Cancel

Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their tailored journey on the mobile app.

Customise template:

If you choose to customise the template, you are able to further limit what is shown to the child. For example, if you know that the child will not meet certain staff during their Barnahus visit, you can customise the template for this journey to not show that staff.

Please note that you cannot add more information than is included in the template, only narrow it further.

1. Select the content from the template that you would like to include in this Custom Journey.

a. Select the content that you would like to include about your Barnahus in this Custom Journey by clicking the boxes of the content that you would like to include from the template.

Journeys	< Back to Custom Journeys Add Custom Journey	
D Templates	Select Barnahus content	
Custom Journey	Choose the content you would like to display for the user.	
 Custom Journey Settings 	CESS BARNAHUS Broch har is a safe zerd do-friendly plote in einer children with zer gressmal cicitum of reference receive the support many reserve by broch and the professions together and integrating have they work, children dort have to repeat their stories many times. PHOTOS	
	Back Next	Cancel

 Select the order you would like to showcase the rooms or if you want to remove one of the rooms from the Custom Journey.

Journeys	Add Custom Journeys			
D Templates				
🖨 Custom Journey				
Settings				
		Drag to rearrange the rooms Rearrange the rooms. You can delete rooms if you don't v to show them.	vant	
	1.	++ Waiting room	1	
	2.	+ Interview room		
	Back		Cano	sel

- c. Select the content that you would like to include about the rooms in this Custom Journey by clicking the boxes of the content that you would like to include.
- **d.** Select the content that you would like to include about the staff in this Custom Journey by clicking the boxes of the content that you would like to include.

Journeys	Add Custom Journey	
Templates		
	Select the Rooms you would like to display for the user.	
Custom Journey	Choose the content you would like to display for the user.	
Settings	WAITING ROOM	
	You walk in this soothing environment until an adult comes to take you to the next step in your appointment. There will be toys to play with and books to read. You can ask the people who work there any ouestions you have about your visit.	
	INTERVIEW ROOM	
	who may have been instructed. They will give you instructions and six questions. You can set question if you want, too. Your conversion will be recording using cameras and microphones. This is so you don't have to be interviewed many times, and to ensure that everything is done correctly.	
	Back Next	Cane
Journeys	C Back to Custom Journeys Add Custom Journey	
D Templates		
Custom Journey	Select the staff you would like to display for the user.	
E custom sourcey	Choose the content you would like to display for the user.	
Settings	PHOTOS	
	STAFF NAME STAFF ROLE	
	Jane Doe	
	Back Next	Car
	< Back to Custom Journeys	
Journeys	Add Custom Journey	
Journeys	Add Custom Journey	
Journeys Templates Custom Journey	Add Custom Journey Preview & save content Before saving the template, plasa of each how it will look for the same.	
Journeys Templates Custom Journey Settings	Add Custom Journey	

2. Preview and save.

Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their Custom Journey on the mobile app.

Create Custom Journey manually from scratch ("Create a Journey manually")

Creating a Custom Journey from scratch follows the same process as when you are creating a template. You are presented with all the information that was added when setting up the content for the app, and you pick and choose what rooms, staff, and information you would like to include in the journey.

Again, it is important to have a clear system to distinguish between different versions of the same content.

	Journeys	< Back to Custom Journeys Add Custom Journey	
1. Create a one-time password for the Custom, Journey. This password will serve as	 Templates Custom Journey 		
a one-time passcode for the child to access their journey in the app – after the child has	Settings Settings	Set Case password	
logged in for the first time, they will be prompted to change their password.		A password is set to the journey will be protected and private, ensuing it is maximally personalized for the user.	
		Back Not Cancel	

Tip! For ease you can make the one-time password the same as the Custom ID (as long as it meets the requirements) – since the child will be prompted to change the password once they have logged in for the first time.

2. Select the content that you would like to include in this journey:

a. Select the content that you would like to include about your Barnahus by clicking the boxes of the content that you would like to include in the Custom Journey.

Journeys	Add Custom Journey	
D Templates	Select Barnahus content	
Custom Journey	Choose the content you would like to display for the user.	
Settings	CESS BARNAHUS Therefore is a safe and a characher derivery blace where exhibiting who are presumed viciting of vicitions are presented to the sapport Haracher to bracher derivery blace where exhibiting who are presented viciting of vicitions are presented to the state of the sapport Haracher bracher derivery blace where exhibiting who are presented viciting of viciting are presented to the state of the sapport Haracher FOFTORE Brack Nature	Cancel
Journeys	< Back 6 Custom Journeys Add Custom Journey	
D Templates		
🖨 Custom Journey		
	Drag to rearrange the rooms Rearrange the rooms, Yay can devide rooms if you don't want to show them. 1.	
	Back Next	Cancel
Journeys	< Back to Custom Journeys Add Custom Journey	
O Translation		
L Templates	Select the Rooms you would like to display for the user.	
🖨 Custom Journey	Choose the content you would like to display for the user.	
Settings	WITTING ROOM To use it in this apositing environment until an adult comes to take you to the next step in you appointment. There will be tays to play with and books to read. You can ask the people who work there any coefficient you have about your visit. INTERVIEW ROOM The Instruction room, you will be a your description who has a lot of appointment in taking and takening to young people and many taken matching and they will be provided using the you interface and to ensure that were thing a dime correctly.	
	Back Next	Cancel

b. Select the order you would like to showcase the rooms or if you want to remove one of the rooms for this journey.

c. Select the content that you would like to include about the rooms by clicking the boxes of the content that you would like to include.

d. Select the content that you would like to include about the staff by clicking the boxes of the content that you would like to include.

Journeys	< Back to Custom Journeys Add Custom Journey		
D Templates			
Custom Journey	Se	elect the staff you would like to display for the user.	
Settings			
	STAFF NAME	STAFF ROLE	
	Jane	Dce	
	Back Next		Cancel
Journeys	< Back to Custom Journeys Add Custom Journey		
D Templates		Preview & save content	
Custom Journey		Before saving the template, please check how it will look for the user.	
ĝ) Settings		Constraints Constr	
	Back Save		Cancel

3. Preview the Custom Journey and save.

Share the Custom ID (which serves as a username) and the one-time password with the child for them to be able to access their tailored journey on the mobile app.

Create a journey to be shared with multiple children

In order to create a Journey that can be shared with multiple children, you simply need to create a Custom Journey with notes disabled from one of the so-called general templates that you have created earlier.

1. Navigate to the "Custom Journey" tab in	Journeys	Add Custom Journ	ey	
the side menu.	D Templates			
	Custom Journey			
2 . Select "Add Custom Journey"	Settings			
3 . Come up with a distinct/identifiable but appropriate Custom ID for the journey. This Custom ID will serve as a username for the shild in the gap			Enter a Custom ID to start Please enter a custom ID. This ID will be the code the child uses to log in for the first time.	
child in the app.		Back		Cancel
4 . Disable notes.	Journeys	< Back to Custom Journeys Add Custom Journey		
	D Templates			
	Custom Journey			
	③ Settings			
			Enable notes Turning on notes allows the child to add comments about their journey. If your want to braisele them later, you can do that as wette the second	
		Back Next		Cancel

Journeys	< Back to Custom Journeys Add Custom Journey		
① Templates			
Custom Journey			
Settings			
		Select language	
		· · · · · · · · · · · · · · · · · · ·	
	Back Next		Cancel
Tourneus	< Back to Custom Journeys Add Custom Journey		
ðð -			
D Templates			
Custom Journey			
Settings			
		Choose your way of creating Custom Journey	
		You can either create a Custom Journey from a template, which includes pre-selected data from content, or custom Custom Journey from the full content.	
		Create from template	
		Create a Journey manually	
	Back		Cancel
Journaus	< Back to Custom Journeys Add Custom Journey		
Jounneys			
D Templates			
Custom Journey			
Settings		Select template Please select template so you can create Custom Journey	
		from it. If you choose the general template, the password needed to log in to your journey will be shown.	
		General rempiate	
		9-17 WO Walking room	
	Back Next		Cancel
Journeys	< Back to Custom Journeys Add Custom Journey		
0 0			
C Templates			
🖨 Custom Journey			
Settings		Select template Please select template so you can create Custom Journey	
		from it. If you choose the general template, the password needed to log in to your journey will be shown.	
		Generic (General template)	
	Back		Cancel
Journeys	< Back to Custom Journeys Add Custom Journey		
D Templates			
Custom Journey			
Settings			
		How do you want to use the template?	
		You can edit the template after you've chosen it.	
		Use template as-is	
		Customise template	
	Back Novt		Cancel

5. Select the language you would like to create the Custom Journey in.

6. Select 'Create from template'

7. Select the general template that you have created – general templates are easily distinguished from other templates as they are marked with '(general template)'

The password for the Journey will be shown to you once you've selected the template.

8. Select "Use template as-is".

Journeys	< Basis to Custom Journeys Add Custom Journey
D Templates	Preview & save content Before saving the template, classe oftens them if will look for
Custom Journey	the user.
Settings	Constructions of the Strength
	Back Save Cancel

You will be automatically redirected to the last step to preview and save the Custom Journey – all information about the Barnahus, rooms and staff will be shown as it is in the template.

Share the Custom ID (which serves as a username) and the password with the child for them to be able to access the generic journey on the mobile app.

Thank you for joining the Journeys app and contributing to a better experience for children visiting Barnahus!

Glossary

Custom ID – The custom ID is like a username. To access the second section, children need a valid Custom ID (and a one-time password). This Custom ID is unique for every Journey and is *linked* to a specific Custom Journey.

Custom Journey – Children entering the second section will have access to their Custom Journey. When the child enters the Custom ID and the password, they will enter a section only available to them. This section is their Custom Joruney and includes information about <u>the Barnahus</u>, the rooms, and the staff <u>that they will visit</u>.

Dashboard – The Dashboard is where the Barnahus staff can set up the second section of the app. It is where they can add pictures, text, and other pertinent information about their Barnahus.

Default Language – Translation is available. However, to translate, you first need to add a "Default language". This is the language you use to write the content. The "Default language" needs to be added before you create any content.

Templates – Instead of creating the same journey several times, you can create a template. Setting up a template is like setting up a Custom Journey, you choose the rooms, staff, and the information you would like to include. After you've created a template, you can choose "Create from template" when you're creating a Custom Journey. This will automatically create the journey for you. The templates are journeys that you can use multiple times without choosing the content all over again.

Here is an example of when it can be useful: Some Barnahus might provide the same journey to multiple children. They would like to show the rooms and the staff working there. Since the rooms and the staff will be the same for all children, they can create 'generic' templates. One template can be tailored for younger children and tailored for older children.

Generic Journey – A generic Journey, is a Custom Journey that is not tailored for a specific child, rather it can be shared with multiple children. This can be used if you would like to provide a general introduction to your specific Barnahus, the staff and the rooms without having to make a new Custom Journey for every child.



JOURNEYS: SAFE AND INFORMED JOURNEYS THROUGH BARNAHUS

Worldwide children are exposed to a number of crimes. As much as half of all children globally experience violence each year. The Barnahus model offers a multidisciplinary and integrated approach for authorities and services to respond to child victims. There is a need, however, to strengthen individual advocacy to ensure safeguarding of the child's rights and its' access to child-friendly information and participation in the process.

The overall objective of the JOURNEYS project is to contribute to improving access to child-friendly justice, protection and recovery for child victims and their families through the provision of a safe, informed and participatory pathway through Barnahus from initial report to long-term recovery, with a focus on advocacy for the individual child.





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