



RCEM Wellbeing App: Frequently Asked Questions

How do I create a new account?

First, you'll need to download the app. Then when prompted, you'll need to enter:

- 1 - The unique code we sent to your RCEM Membership email account,
- 2 - Your preferred email address (this can be any email of your choosing),
- 3 - A new password.

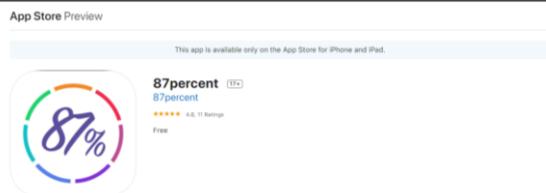
You'll need to remember your email and password for later logins, but you only need to enter the code one time.

How do I download the app?

You'll need to download the app built for the College by 87%

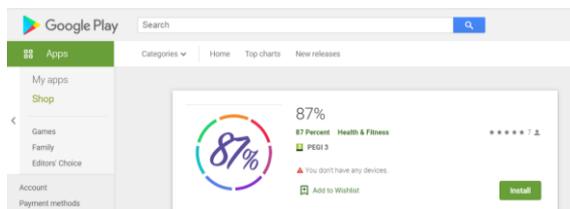
For iPhone users

To download from the Apple App store [click here](#)



For Android users

To download from the Google Play Store [click here](#)



What if I didn't receive a code or I cannot find my code?

First, check your spam box or filtered email account. If you still cannot find your code, email wellbeing@rcem.ac.uk and we'll resend it to you.

Do I have to use my work email address?

No, you can use any email account you wish. You could even create a new email account and use it just for the app. It's up to you.

What if I cannot login to my account?

Did you already use your code?

If yes, then you don't need to enter it again, as you can only use it once. You only need to input the email address you registered with, and the password you chose. If you cannot remember your password, try the Reset Password feature.

If you cannot remember which email address you used, get in touch with wellbeing@rcem.ac.uk and we'll find it for you.

If you have not used your code, then you'll need to create a new account by entering your code (please see instructions above).

For any further advice or support, send us an email: wellbeing@rcem.ac.uk

Do I need to remember my password?

After you have created your account and downloaded the app you will only need to use your password if you 'logout' of you account in the app. If you cannot remember your password please use the reset password function, if this fails please email wellbeing@rcem.ac.uk

Is my username anonymous?

Yes, every user that creates an account is automatically and randomly assigned a username by our backend. If you post in the community, this is the name you'll be posting under. This username is only visible in your app, and not connected to any other identifying information.

I understand the app is only available for 9 months. What happens after that?

Yes, the app is available as a benefit to all Members and Fellows until the end of the year (31 December 2020). Depending on the take up and the helpfulness of the app use of the app may be extended further. You will periodically be asked for your feedback on the app to ascertain whether the app will be provided to members on a more long term basis.

Does the College have access to my wellbeing data?

No, your personal data is private and no one within the College has access. Furthermore, all wellbeing data is anonymous, and users are automatically assigned a randomly generated 20-digit hash code. The College does not have access to these codes. That means the only person who can see your scores is you.

However, the College will receive quarterly reports of the data that has been gathered in an anonymised aggregate form. Our aim is to provide members with the support they need, and this will help us better understand the areas we should address as a specialty. We hope that this aggregated data will help us make decisions about what future member support to provide and to provide evidence of the need for support through our policy asks.

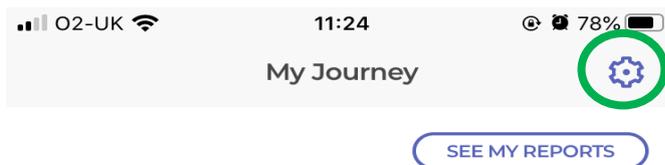
How do I delete my data?

If at any time you'd like to stop using the app and wish to delete your data, you can do that directly in the app. The steps are:

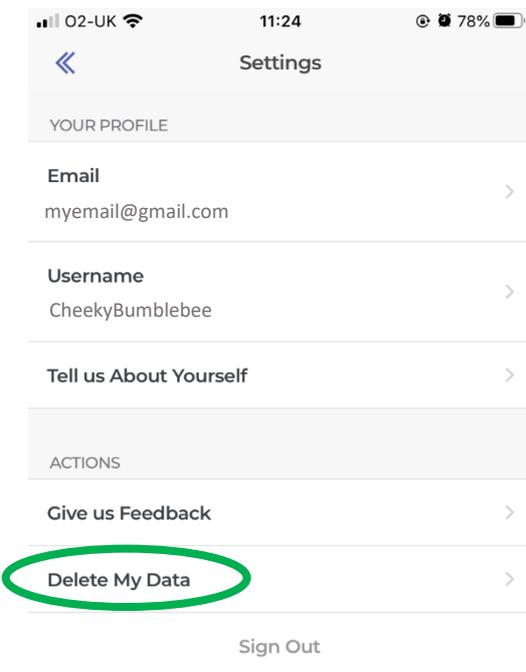
- 1 – Login to the app like you normally would with email and password.
- 2 – Select the “Me” button on the bottom navigation.



- 3 – Select the cog icon to access your personal details.



- 4 – Under Actions, choose “Delete My Data”. After that, you will no longer have access to the app.





**The Royal College of
Emergency Medicine**
RCEM Wellbeing App

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