

cic



User Guide



Welcome

Ele has been created to help you elevate your mental health and overall wellbeing by providing an online safe space to find information and support. It is as easy to use as the popular streaming services you know and love. This simple guide explains how it works and how to find information and support.

Ele is designed to help you make small, gradual, positive changes that are achievable and lasting.

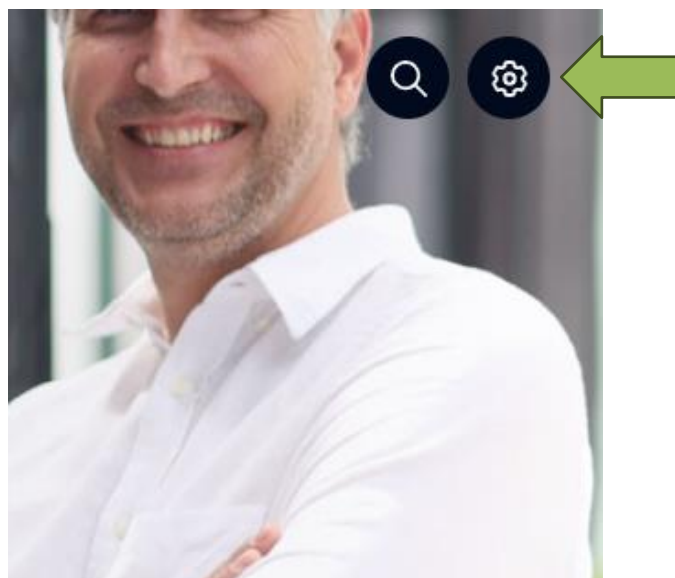
Elevate your wellbeing today!

Logging in

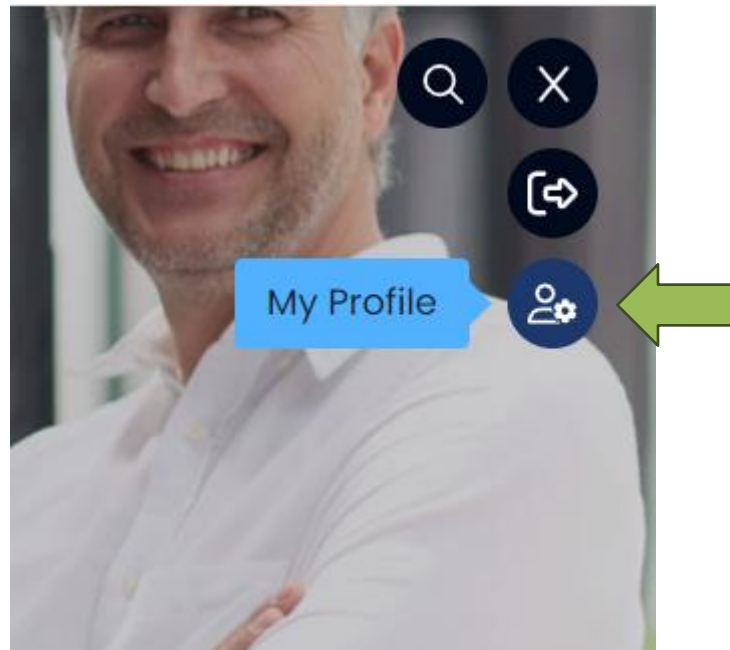
Your organisation will email you with a unique login to access Ele, along with some instructions on logging in for the first time. Once you have logged in through the organisational code, you will have the option to setup a personal account with your own email address and password to unlock bespoke features.

Setting up your personal account

Click on settings



Then click on 'My profile'



This will take you to a page where you can add a personal email and password that you will use to sign up to the platform.

Protecting your personal information

Your privacy is of paramount importance. No personally identifiable information is stored in any way, meaning you can use the service knowing you are not being personally tracked. The anonymised data we record, which helps us continually improve the service, looks only at what is happening, not who is making it happen so you can use Ele with complete confidence.

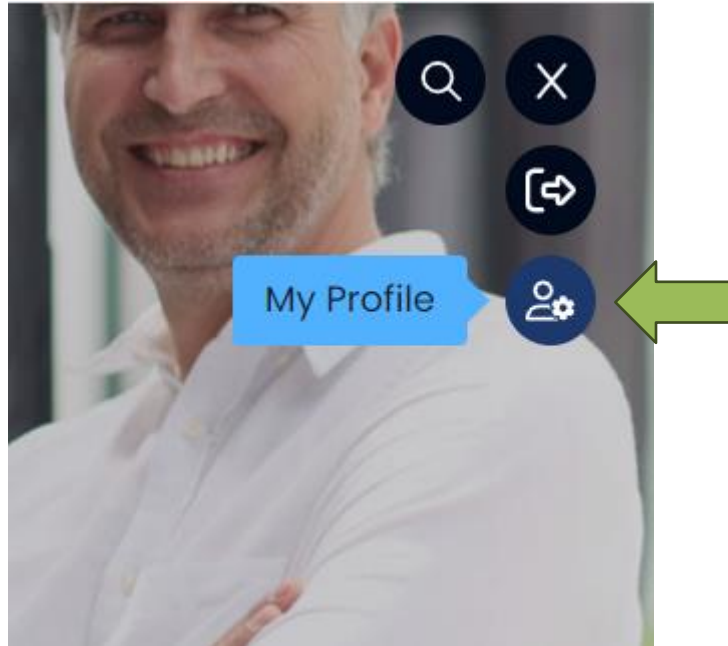
Personalising your profile

Click on the settings button on the top right-hand side of the screen.



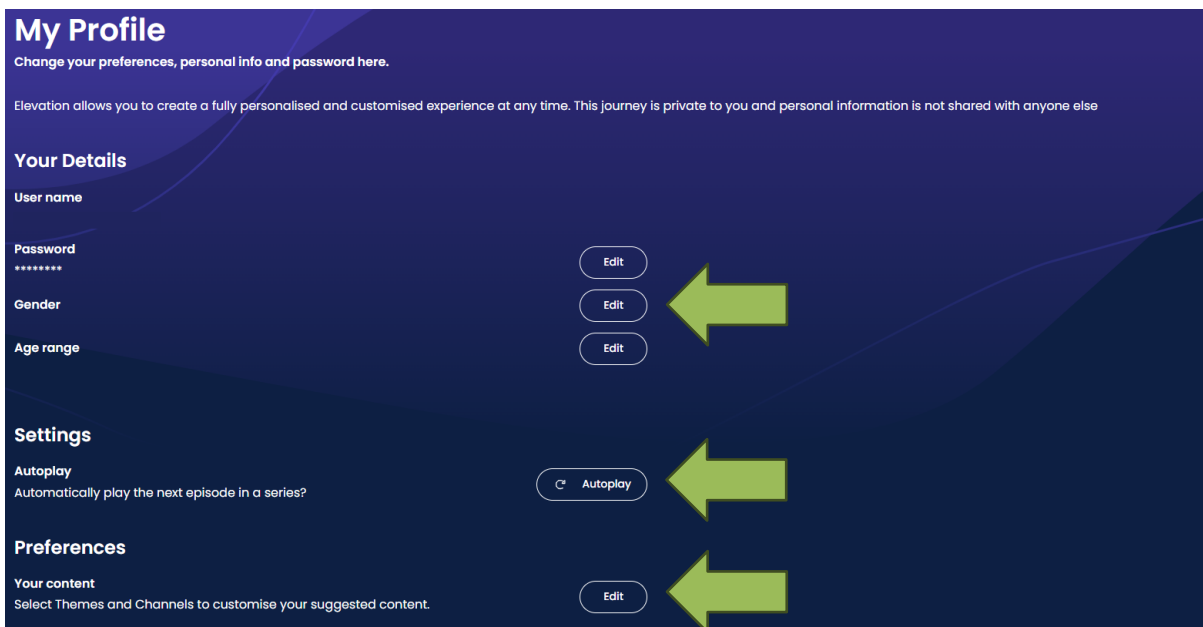


Then click on 'My profile'



Complete out the details on 'My Profile' page.

As well as completing your gender and age range, you can adjust the autoplay settings and complete your preferences.



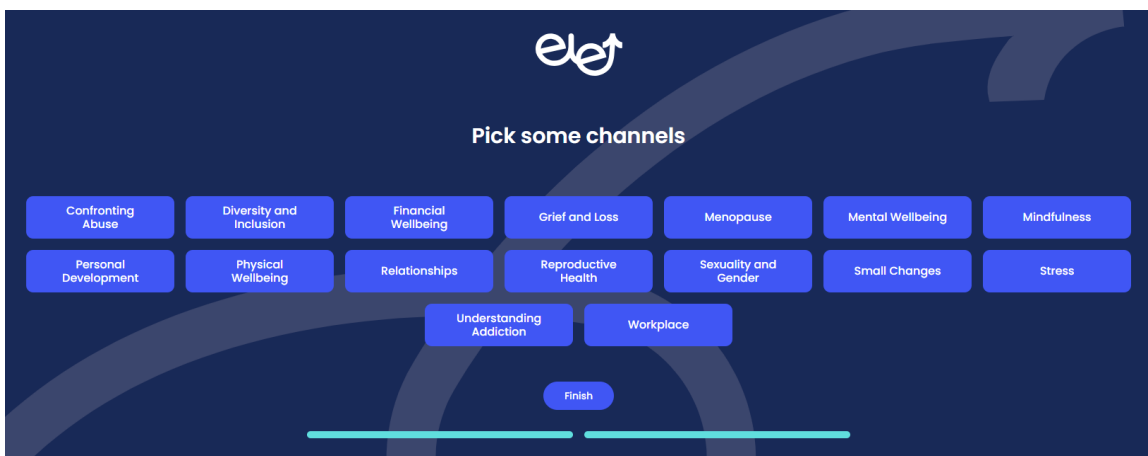


Selecting your preferences for content

Select what you are most interested in learning about, you can select multiple options. Then click on 'next'

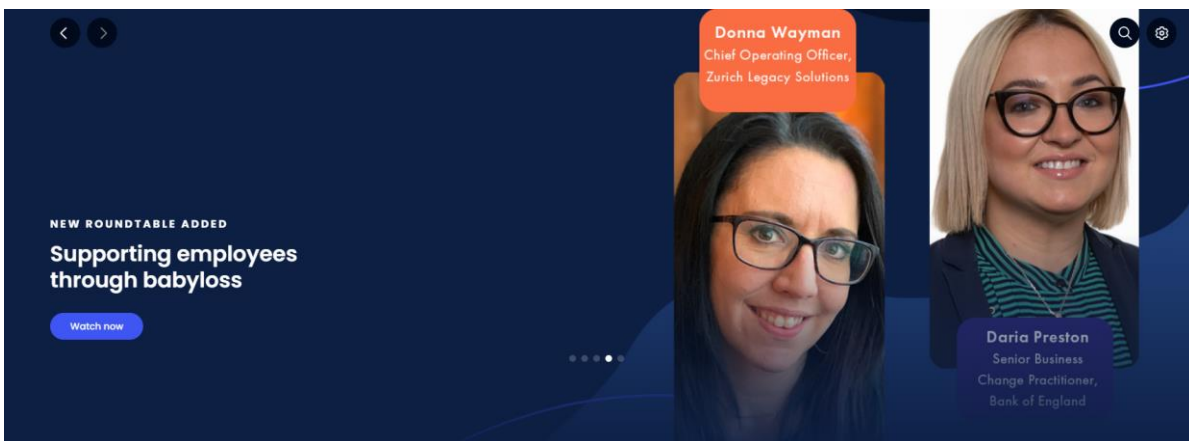
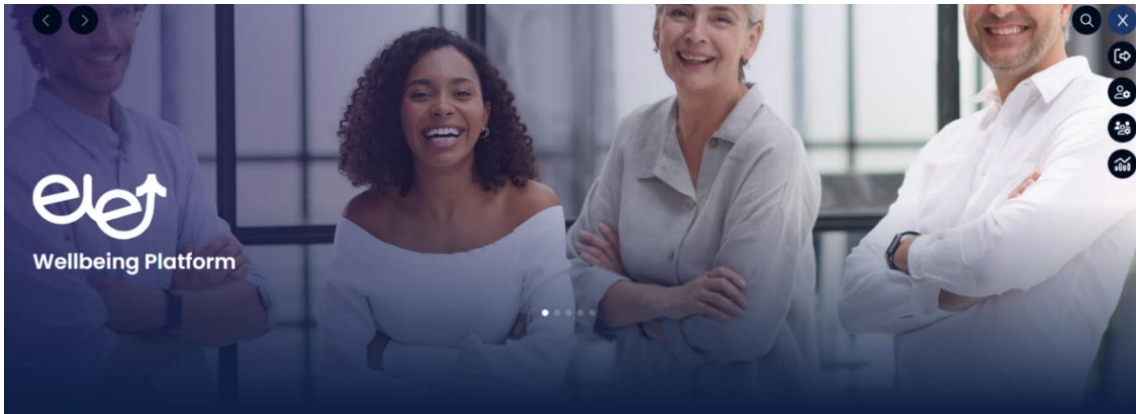


Select which channels you would like to learn about

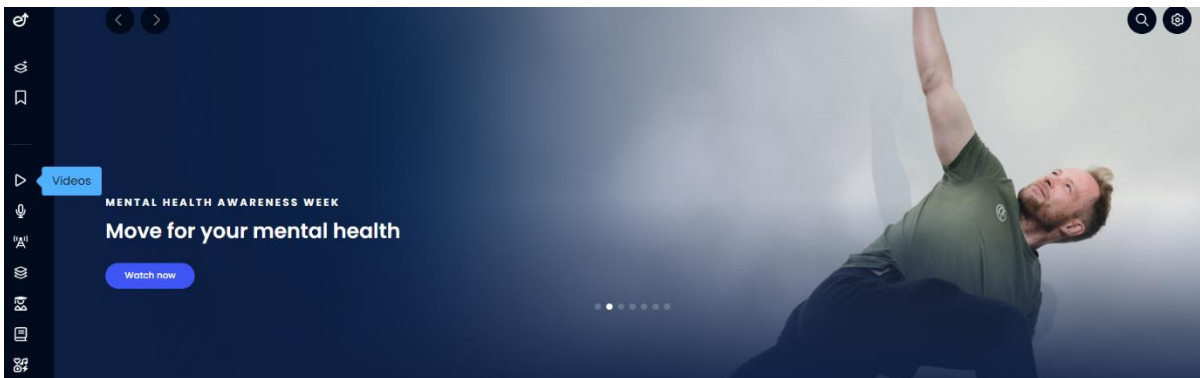


Home page and menu

The latest headline content is presented at the top of the page.



On the left-hand side is the main menu.



Each icon takes you to a different type of content: videos where people share their lived experience, podcasts to listen to on the move, roundtables with important workplace advice, curated playlists on important issues, experts sharing their insight and our comprehensive resource and support directories.

Navigation

Simply swipe through the rails as you would when using any regular streaming service.

To move up and down use the scroll bar on the right or two fingers on your phone/tablet/laptop.



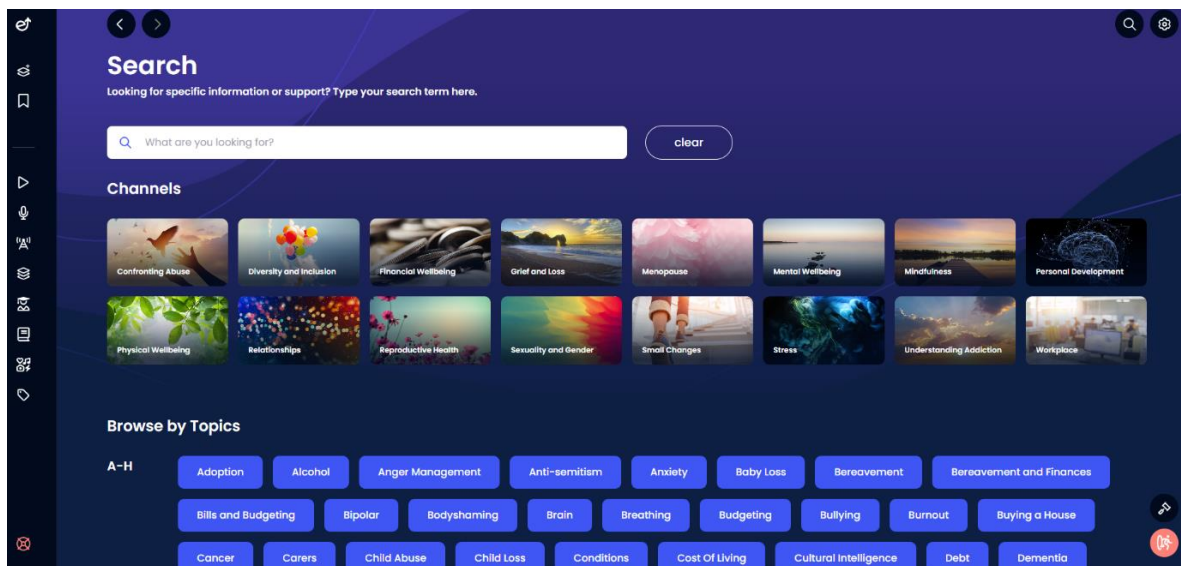
There are arrows <> to take you back or forward through Ele (you do need to use your browser's navigation buttons).

Click on a video image, graphic or button to access the individual piece of content.

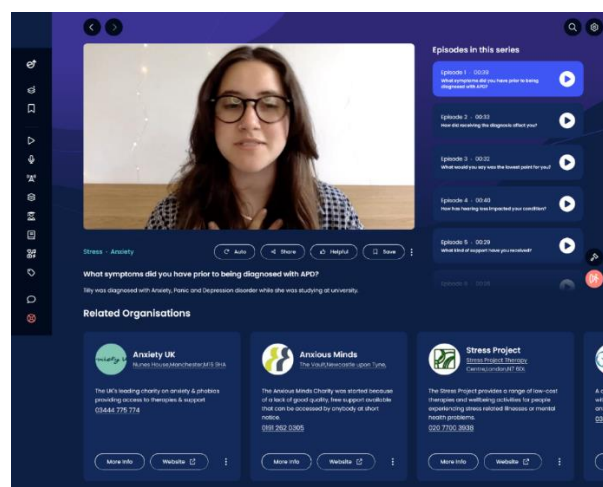
Searching for information

Ele has content to help you with everything from managing stress, menopause and finances to being neurodiverse, parenting and dealing with grief.

Click on the Channel and type in the topic you'd like to learn more about. You can do the same using the Search 🔍 tool.

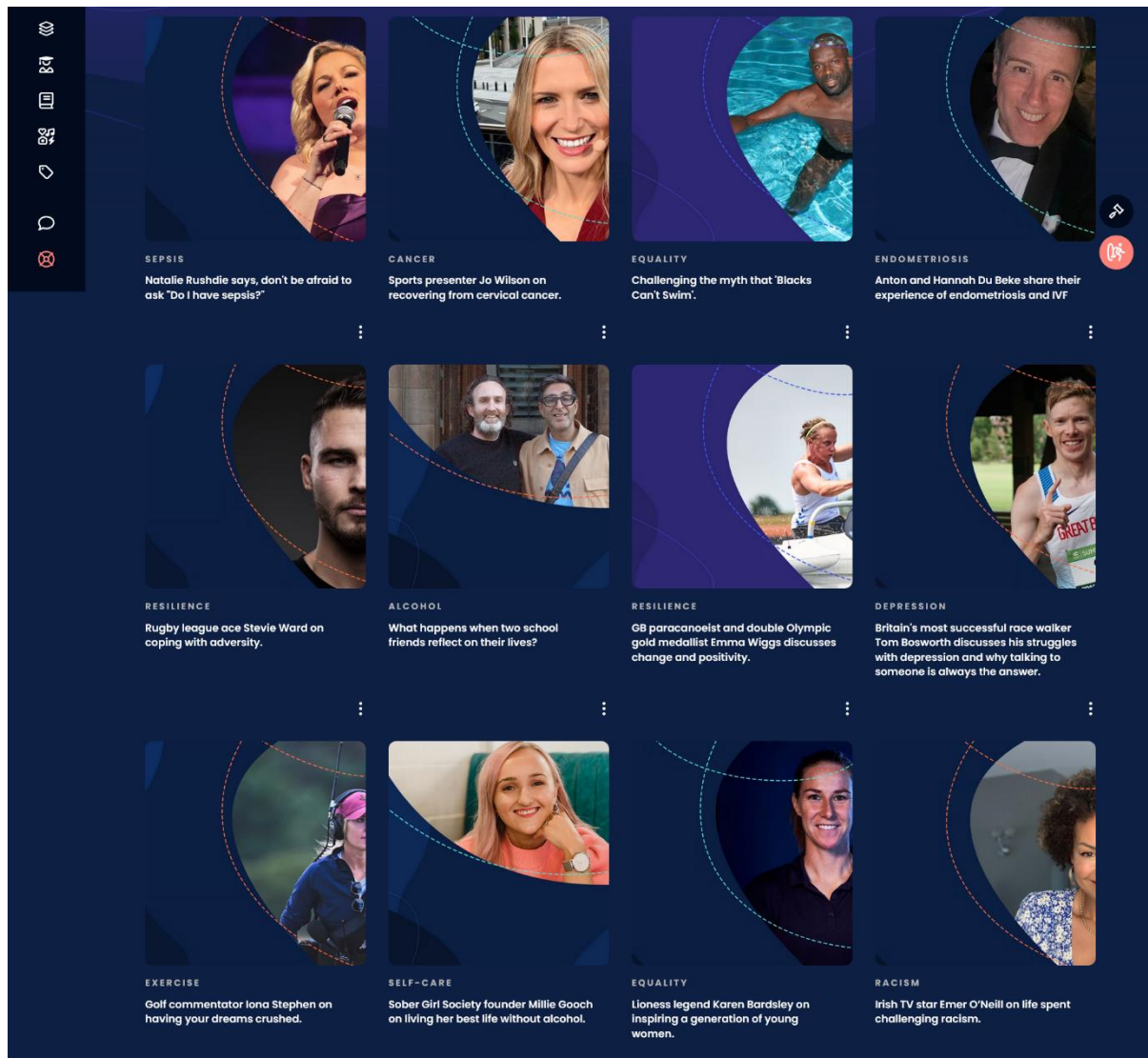


Every time you watch a video, podcast, or roundtable, you will see the relevant support organisations and resources underneath.





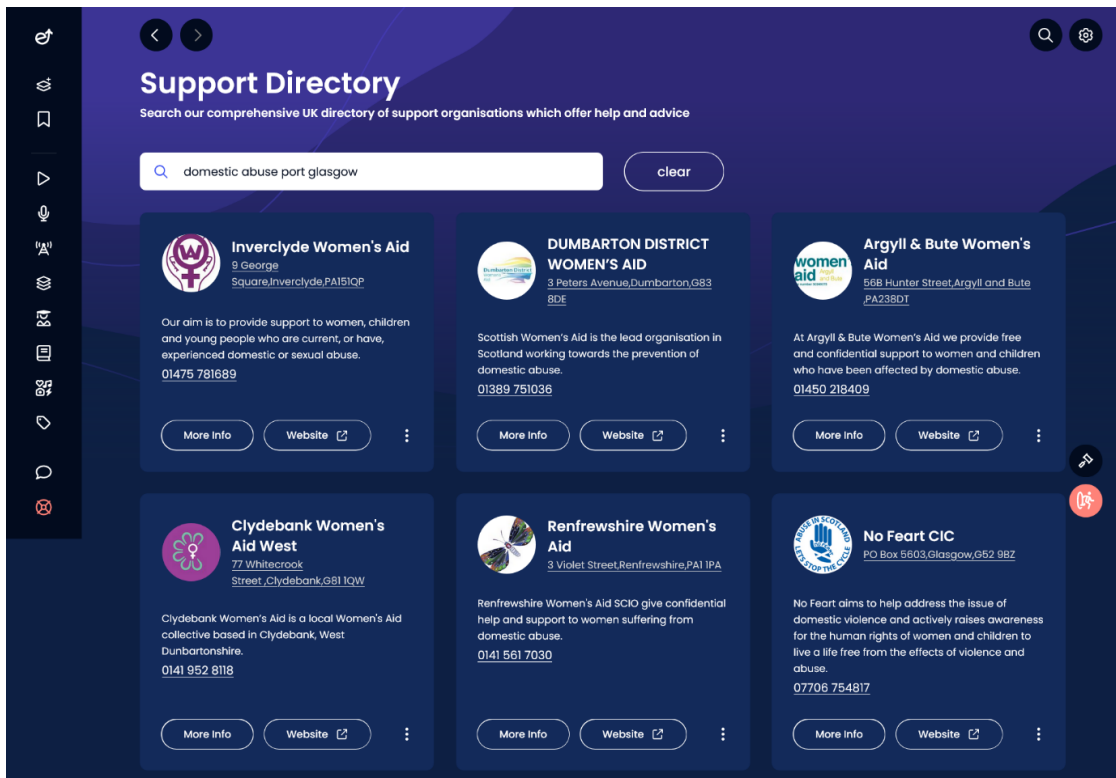
We pride ourselves on recording interviews with people from all walks of life, presenting you with powerful stories of hope and recovery, as well as sharing advice from experts and hearing from those who are little more well-known about the challenges they have faced (in our Big Interview rail).



Finding support

Knowing where to get support can often be a challenge. That is why we have sourced, reviewed and curated a comprehensive database of organisations that offer help.

Crucial to this Support Directory is the location filter which allows you to find support nearest to you. Go to the main search icon, type in your search term and the location.



New content

Ele is a dynamic wellbeing streaming service that is updated regularly. For instance, each month we host a new conversation with leading experts on major workplace and societal issues.

You might have a particular interest in these if you are a manager, wellbeing champion, Mental Health First Aider, or are part of an HR department. They can be found in the "In the Round" rail.

Curated content

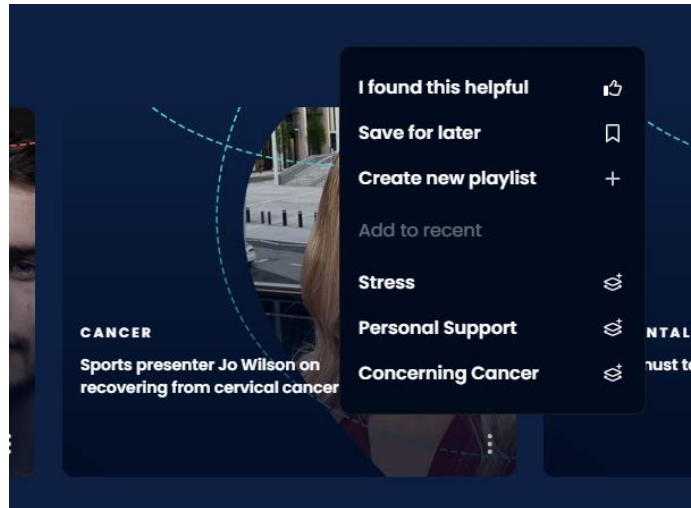
The information you will find on Ele has been curated by our team of clinical specialists.

The content and links are checked regularly to ensure they are up to date.

Personalising your experience

Just like your favourite streaming services, Ele allows you to personalise your wellbeing experience.

Simply click on the 3-dot menu under every item of content. You can rate an item as being helpful, save it for later or add it to a playlist.



Sharing content


If you find some information, a video series or a podcast that you think will be helpful or of interest to a family member, friend or work colleague, feel free to share it with them. Simply click the 'share' button under the item and send a link via email, socials, or WhatsApp. The recipient will only be able to view the item you've sent.

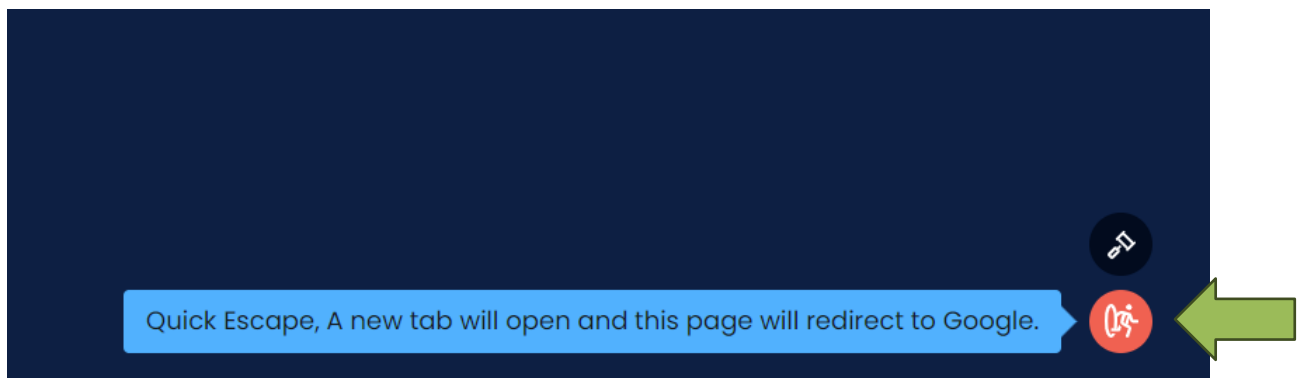
Offers

In the Offers rail we hope you will find something to brighten your day or the days of those you love.

Our carefully selected Offers need nothing more than your email address and we don't store any history or other data. Pop in your details and your voucher will be delivered by email for you to redeem as per the instructions.

Need to leave Ele quickly?

There is an escape button  bottom right of the screen which will take you away from Ele immediately at any time.





Save to your device

Ele is optimised for mobile. Add it to smartphone or tablet as if it were an app.

1. For Apple devices:

- Launch the Safari browser
- Search for <https://elewellbeing.co.uk/> via the web browser on your device
- Press the Share button (the square with an up arrow)
- Scroll through the options that appear at the bottom of your screen
- Click 'Add to Home Screen' and 'Add'
- The site will appear like a normal app on your screen
- Drag it to where you want it to appear

2. For Android devices:

- Launch the Chrome app on your phone
- Search for <https://elewellbeing.co.uk/> via the web browser on your device
- Go to the menu at the top right of your screen (usually three dots or lines)
- Click 'Add to Home Screen' and then 'Add'
- The site will appear as an app on your screen
- Move it to where you want it to appear
- NB. Other popular Android browsers also offer this feature. For example, Firefox for Android can do this if you tap the menu button, tap the Page option, and tap Add to Home Screen.



Need more support?

Get in touch with the team by emailing ele@cicwellbeing.com

