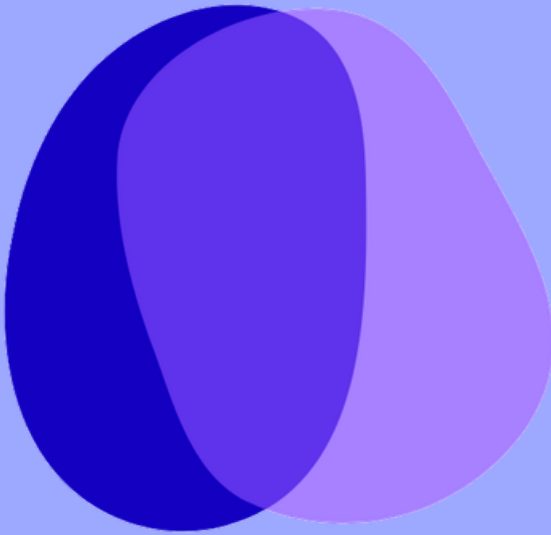




Side by Side App



How To Guide

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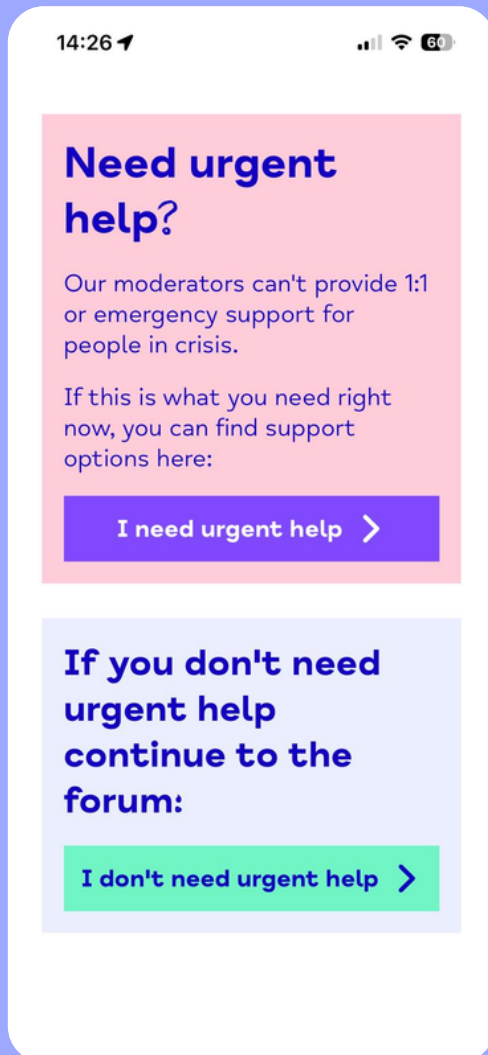
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Urgent Help Page

Before you can login, you will be asked if you need urgent help. Please read this page carefully.

If you don't need urgent help, click the green button, and you will be able to log in.



14:26   

Need urgent help?

Our moderators can't provide 1:1 or emergency support for people in crisis.

If this is what you need right now, you can find support options here:

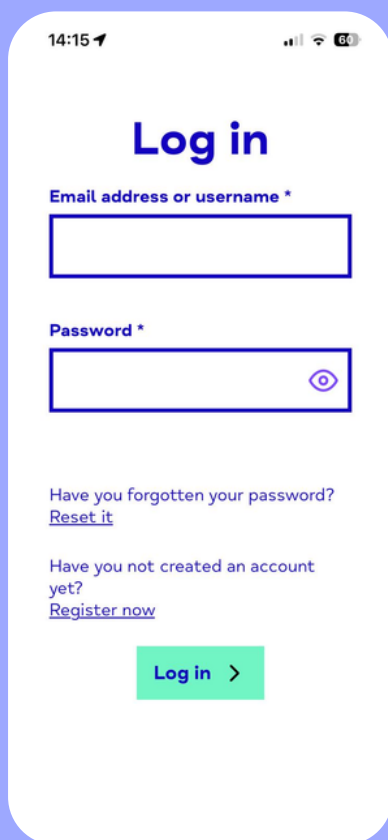
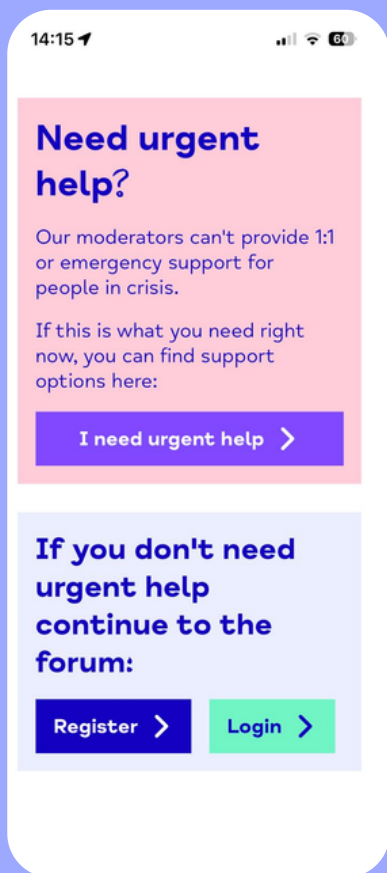
[I need urgent help >](#)

If you don't need urgent help continue to the forum:

[I don't need urgent help >](#)

Login

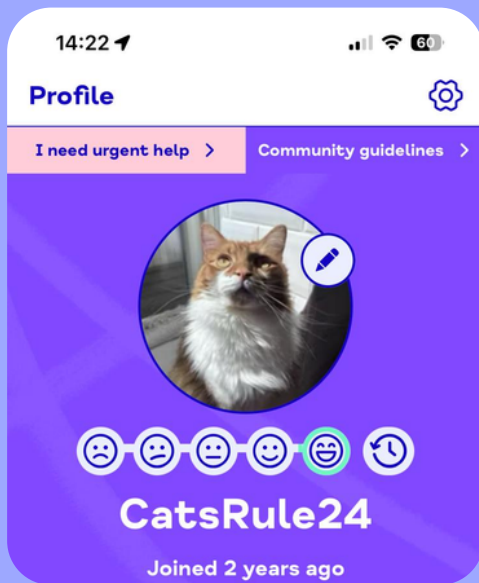
1) To login, press “Log in” when prompted on the app, via the green button



2) Then enter your login details into the boxes and press “Log in.”

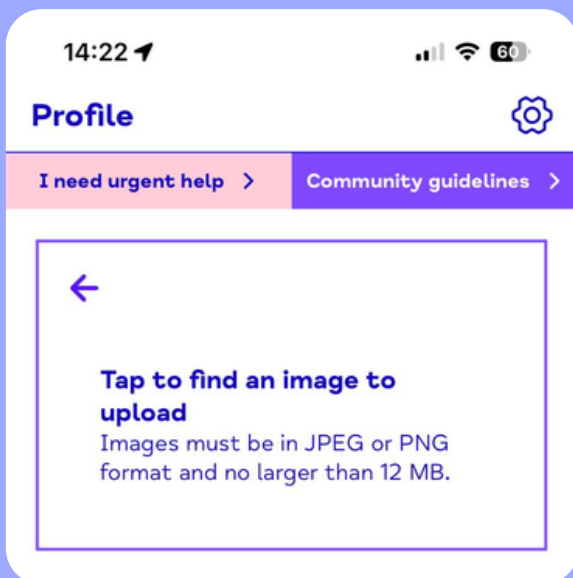
Update your profile picture

- 1) To change your profile picture, click the pencil icon on your profile.



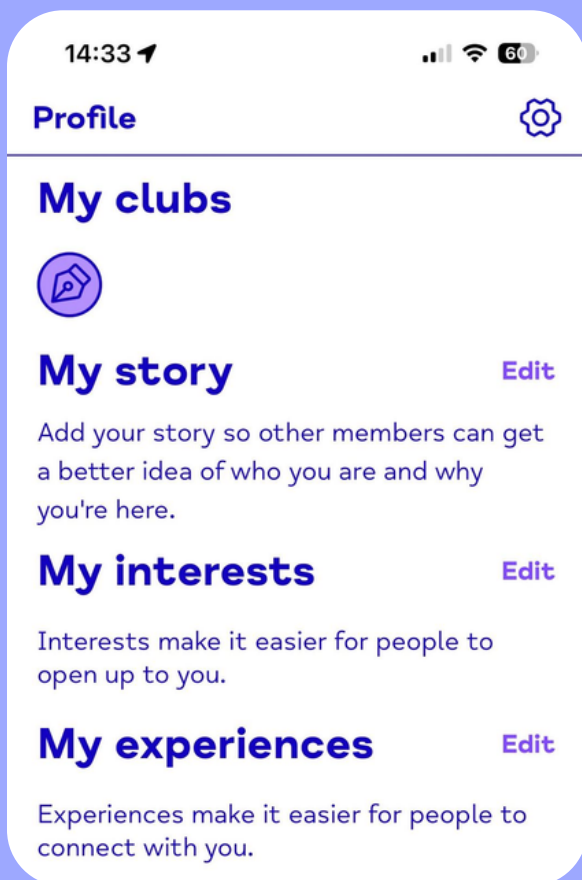
- 2) Tap to upload an image from your device.

Then press
"Save".



Update your profile bio

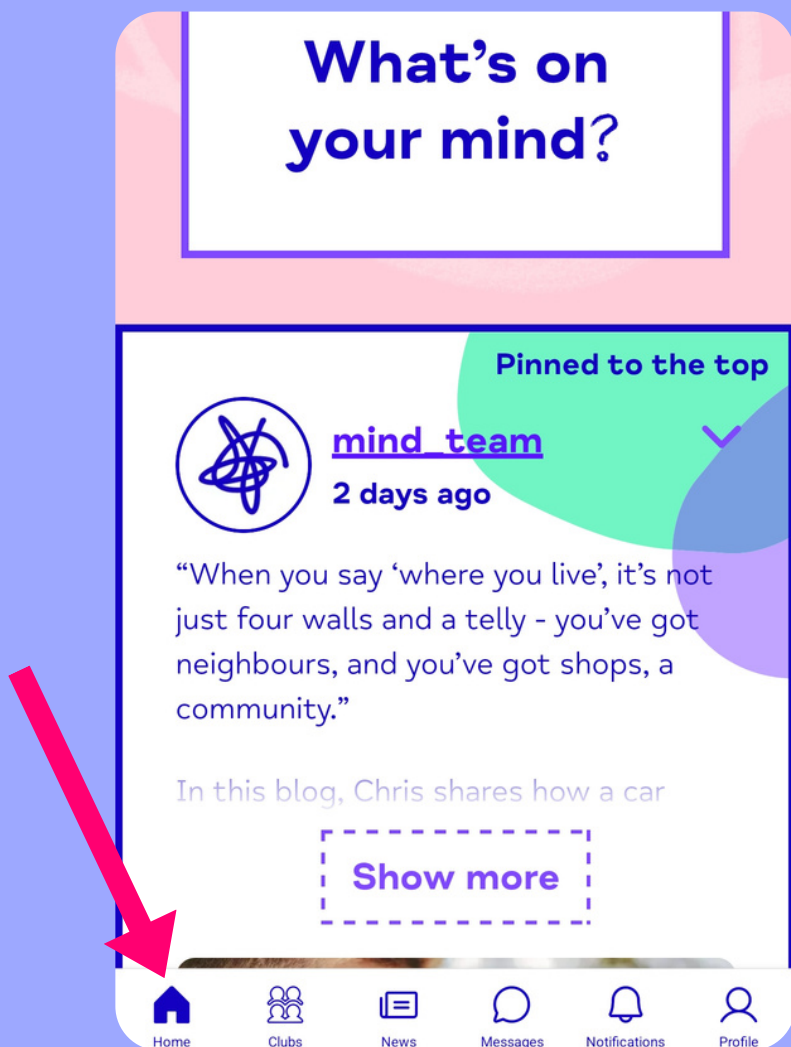
- 1) To update your profile bio, go to your profile page.
- 2) To add some information about yourself, click on the “Edit” next to My Story.
- 3) To add to your interests, click on the “Edit” next to My Interests.
- 4) To add to your experiences, click on the “Edit” next to My Experiences.



The Main Wall

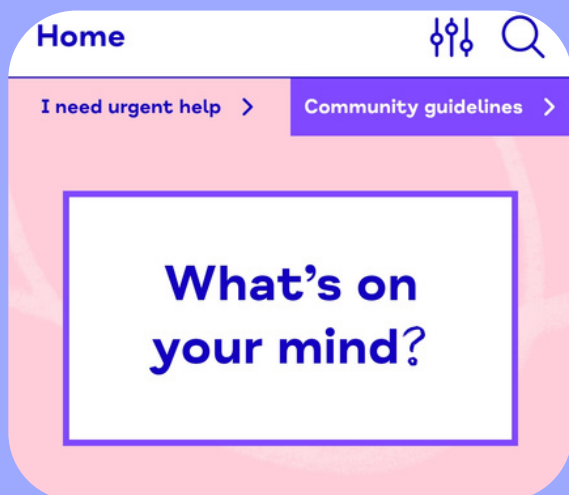
The main wall is where members share their posts, and interact with other members.

To view the main wall, please click “Home”.



Share a post with the community

From the main wall, you can share your posts by clicking into the “What’s on your mind” box.



Start typing in this box to share your post.

What's on your mind?

How are you feeling? Is there anything you'd like to share with the community? Remember to tag your post to help others find and know a little more about you, to help start a conversation. We're in this together.

1 I am

Looking for support

Sharing a little win

Seeking suggestions

Saying hello

Just Venting

2 Share something...

Type a message and mention users with @

2500

Share a post with tags

Use the tags and Interests and Experiences to help shape your post. This can help you connect with other members who may have the same interests or same mental health experiences.

The image shows a mobile app interface for sharing a post. It features a white card on a blue background. The card has three main sections: a text input area, a section for adding tags, and an image selection area. The text input area is labeled '2 Share something...' and contains a placeholder text 'Type a message and mention users with @'. Below this is a section labeled '3 Add tags and images if you'd like...' which includes two dropdown menus for 'Interests' and 'Experiences'. The 'Experiences' dropdown is open, showing a list of mental health-related terms. To the left of the 'Experiences' dropdown is an 'Add Images' section with a text prompt 'Tap to find an image to upload' and a note 'Images must be in JPEG or PNG format and no larger than 12 MB or 1080x1080 pixels.'

2 Share something...

Type a message and mention users with @

3 Add tags and images if you'd like...

Interests

Experiences

Add Images

Tap to find an image to upload
Images must be in JPEG or PNG format and no larger than 12 MB or 1080x1080 pixels.

Experiences

- Abuse
- Addiction
- Anger
- Anxiety
- Benefits
- Bereavement
- Bipolar disorder
- Body dysmorphia
- Caring for someone
- Depression
- Discrimination
- Dissociative Disorders
- Eating problems
- Exercise Problems

Share a post with a photo

Add photos to help you connect with other members and share images alongside words.

Click “Add Images” and then tap to find an image from your device. You can upload up to 5. Then Click “Send”.

2 Share something...

Type a message and mention users with @

3 Add tags and images if you

Interests

Experiences

Add Images

Tap to find an image to upload

Images must be in JPEG or PNG format and no larger than 12 MB or 7680x7680 pixels.

Cancel ↗

3 Add tags and images if you'd like...

Interests

Experiences

Add Images

Tap to find an image to upload

Images must be in JPEG or PNG format and no larger than 12 MB or 7680x7680 pixels.



Cancel ↗

Send

React and comment

To read other members posts, scroll down, past the Mind team pinned posts. You can react and comment to other member posts.

Reactions:

I hear you

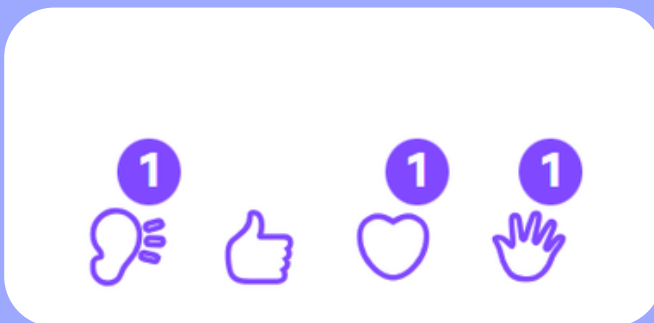
This helped me

Like this

Thinking of you

Reactions

Press the icons to react.



Comments

Type in the box to comment.



Share some support...

Add Images +

Delete or edit a post

You can delete or edit your own posts and comments from the main wall or your profile.

Click the drop-down arrow next to your post or comment.



Pin a post to the top of your profile

You can pin one post to the top of your profile page.

On the main wall, or your profile, find the post you want to pin and click the drop-down arrow, and select “Pin Post.”

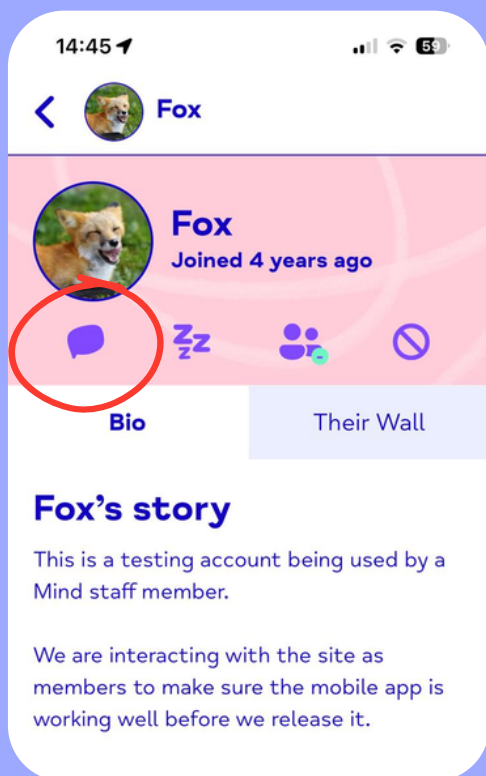
You can “Unpin” at any time from your profile.



Direct Messages (DMs)

You can DM other members on the site if you wish to speak to them away from the main wall.

- 1) Go to the member's profile you'd like to message
- 2) Click on the speech bubble icon under their profile pic
- 3) Type your message and press "Send."



Access all your DMs



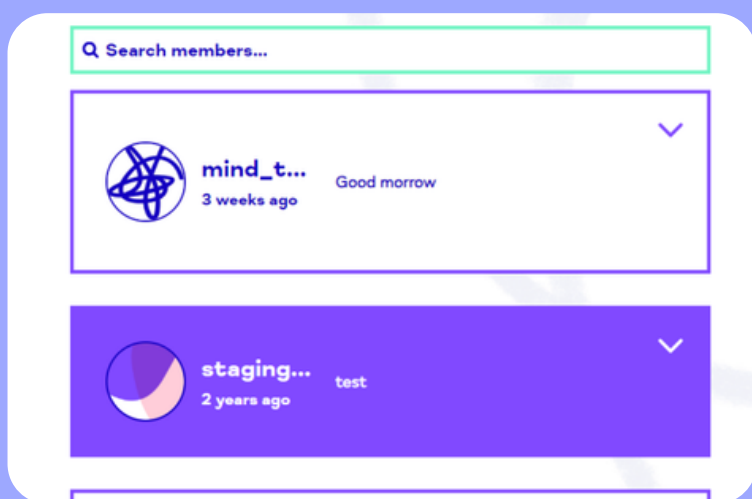
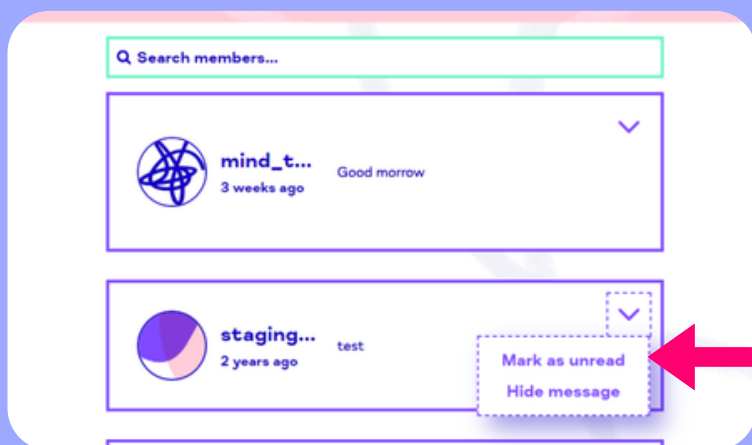
Click on the “Messages” icon in your Menu bar.

From here, you can see a list of all of your DM conversations in a list.

**Moderators do not routinely moderate DMs, but they can access them.
Please make sure to follow the guidelines.**

Mark a DM as Unread

To mark a message as “Unread”, click on the drop down icon next to the DM thread.



Hide DMs

To hide a DM you no longer want to see, click “Hide Message” next to the message you want to hide.



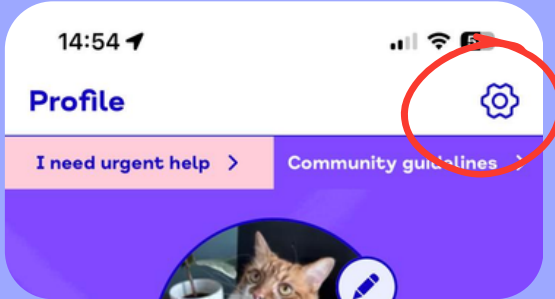
It will move into your
“Hidden Conversations”.

Turn off DMs

1) Go to your Settings via your Profile



2) Click the Cog icon on your profile



3) Click Communication Settings and then de-select "Enable direct messaging".

General Settings >

Communication Settings

Notification Settings >

Friends Settings >

Privacy and Safety >

< Communication Settings

I need urgent help > Community guidelines >

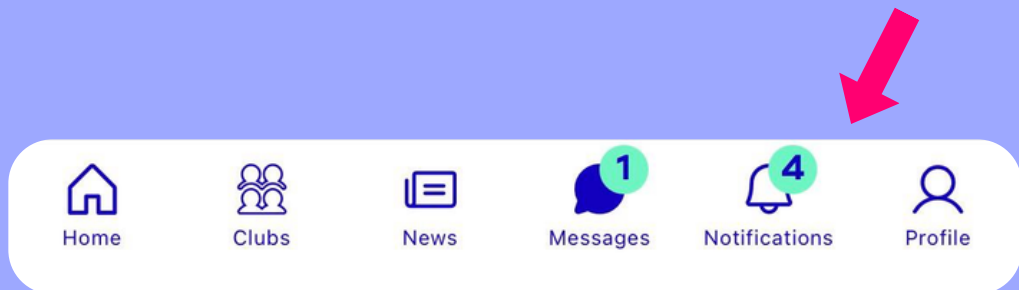
☐ **Enable direct messaging**
Turn direct messaging on to be able to receive direct messages

☒ **Enable emails**
Turn off emails to opt out of receiving newsletters from the Mind team.

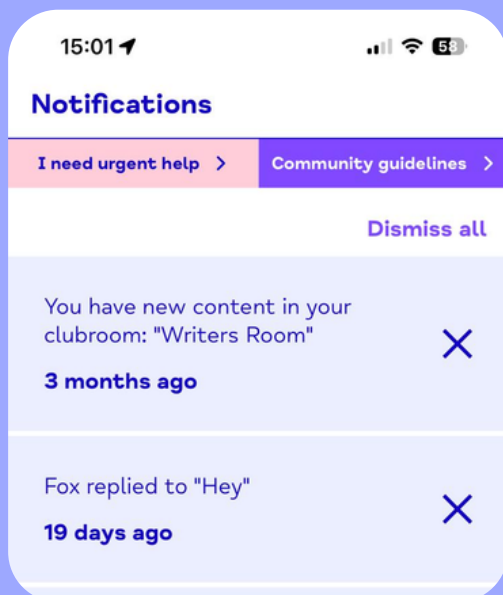
☒ **Enable reactions**
Turn off reactions to hide reactions and reply reactions throughout the site

Notifications

The bell icon shows notifications for member replies or interactions to your posts.

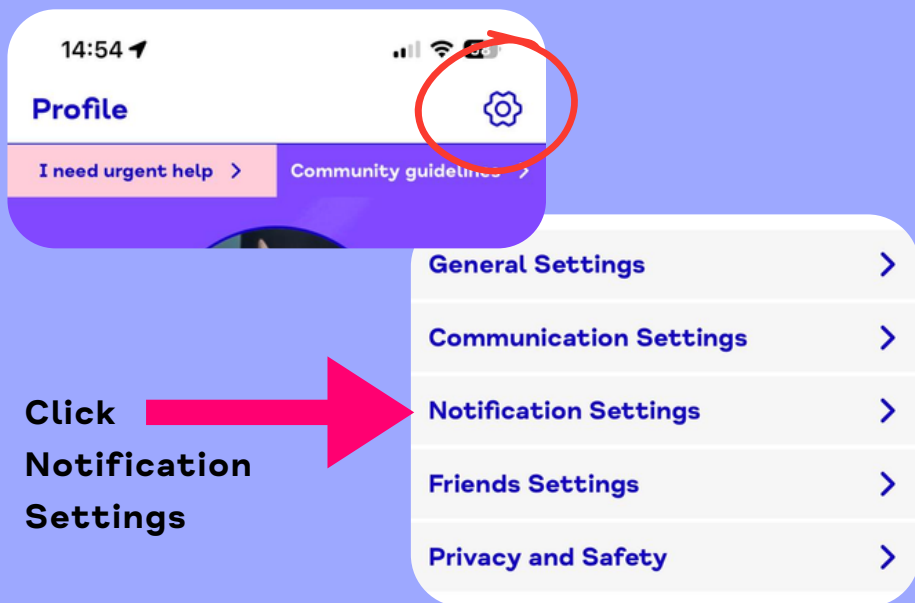


You can click the “X” to clear one notification, or “Dismiss all” to clear them all. Once cleared, you can’t get them back again.

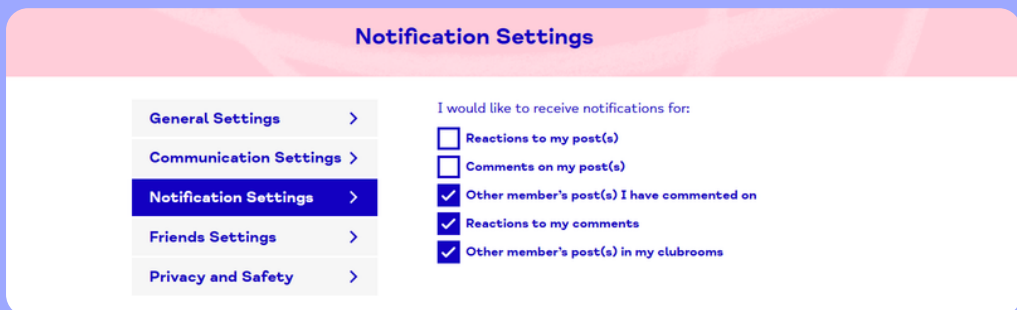


Control your Notifications

To control your notifications, go to Settings from the Cog in your profile screen.

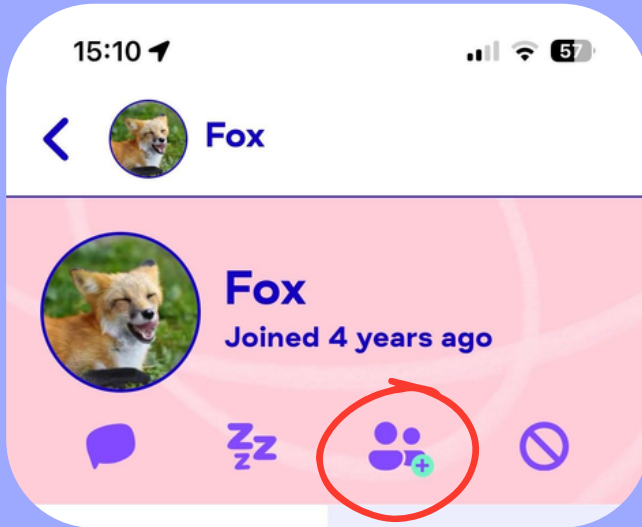


Unselect the box next to each option to stop receiving notifications.

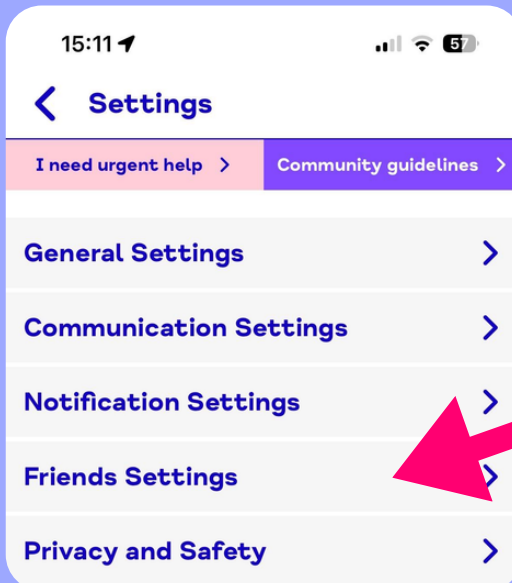


Add Friends

To stay in touch with your friends, click the “Add Friend” icon on their profile.

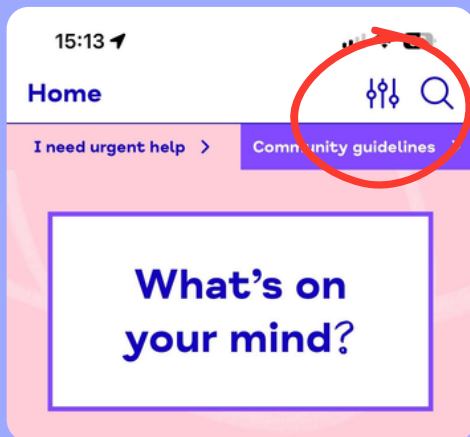


This friend will be added to a list, that you can find in your Settings.

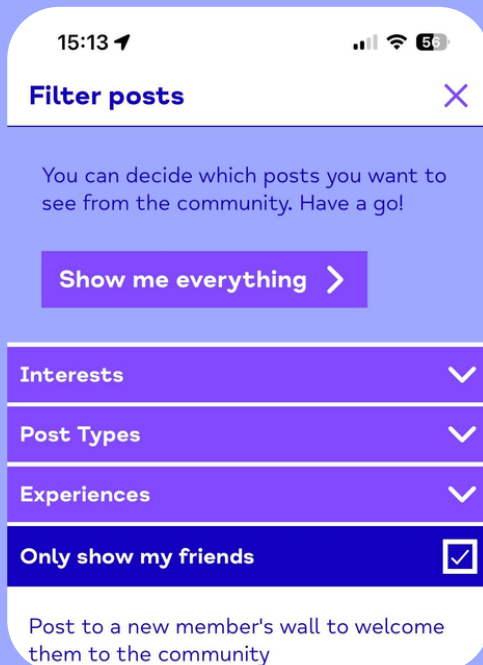


Filter the wall by Friends

Click the filter icon on the top right of the screen

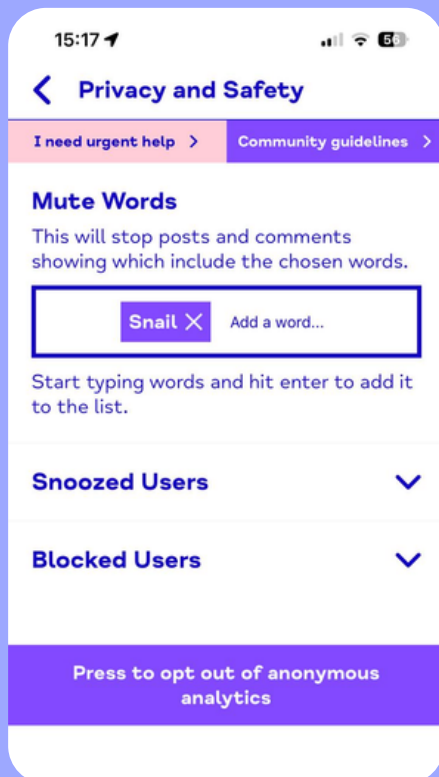
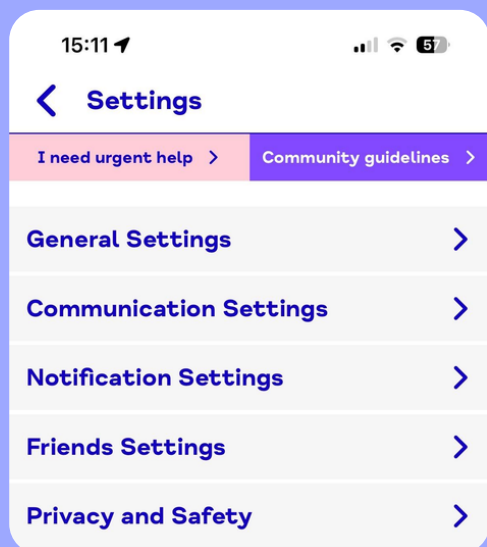


Select “Only show my friends”. This will automatically filter the wall by friends only.



Mute Words

Mute words you do not want to see on the site. This means posts and comments that contain this word will be hidden.



Go to your Settings, then Privacy and Safety. Type into the box the words you wish to Mute

Report a post to moderators

If you see a post that feels unsafe, breaks community guidelines, or you think a moderator should be aware of, please flag it.

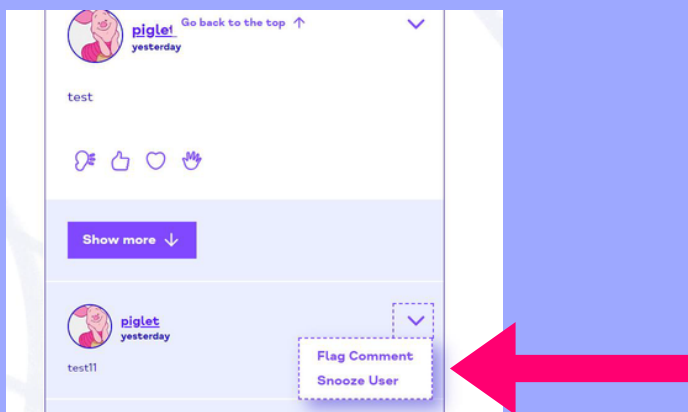
- 1) Click the downwards arrow next to the post.
- 2) Click “Flag Post”.
- 3) Enter your reason so the moderators can understand why you flagged it.
- 4) Press Send.

A screenshot of a form titled 'Why do you want to flag piglet's post to a moderator?'. Below the title is a subtitle: 'Please help us understand why you're flagging this so we can take appropriate action.' There is a large text input field for the user to provide their reason. At the bottom right of the form are two buttons: 'Cancel' and 'Send'.

Report a comment to moderators

If you see a comment that feels unsafe, breaks community guidelines, or you think a moderator should be aware of, please flag it.

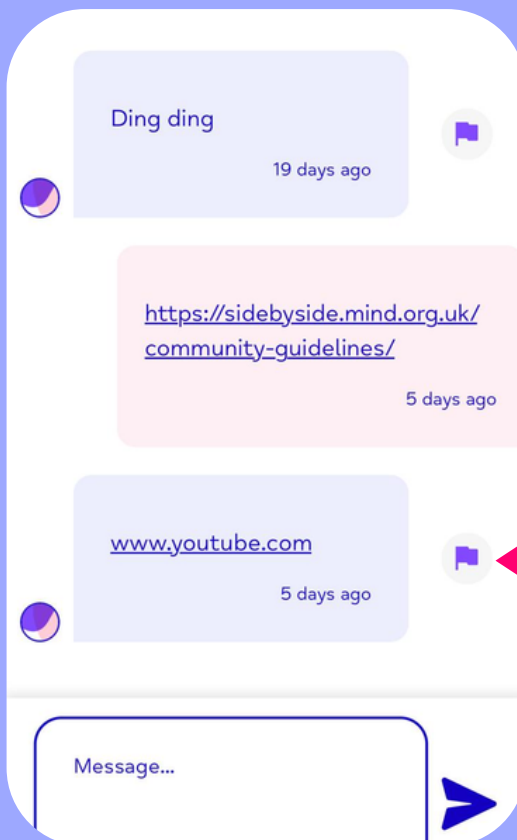
- 1) Click the downwards arrow next to the comment.
- 2) Click “Flag comment”.
- 3) Enter your reason so the moderators can understand why you flagged it.
- 4) Press Send.

A screenshot of a form titled 'Why do you want to flag piglet's post to a moderator?'. The form has a purple border and a close button (X) in the top right corner. On the left side, there are two overlapping circles, one green and one purple. The text 'Please help us understand why you're flagging this so we can take appropriate action.' is displayed below the title. A large, empty text input field with a green border is in the center. At the bottom right, there are two buttons: 'Cancel' with a curved arrow icon and 'Send' in a green box.

Report a DM to moderators

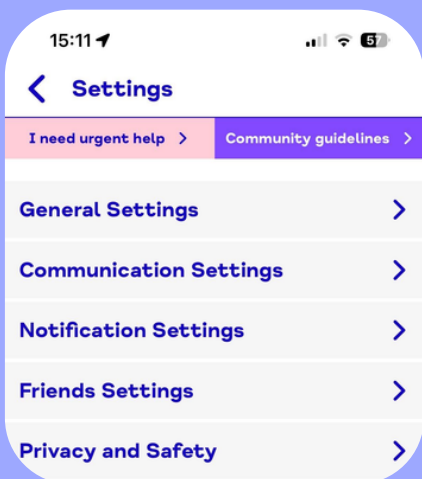
If you receive a DM that feels unsafe, breaks community guidelines, or you think a moderator should be aware of, please flag it.

- 1) Click into the conversation thread with the other member.**
- 2) Next to the message, click the flag icon.**
- 3) Enter your reason so the moderators can understand why you flagged it.**
- 4) Press Send.**



Delete your account

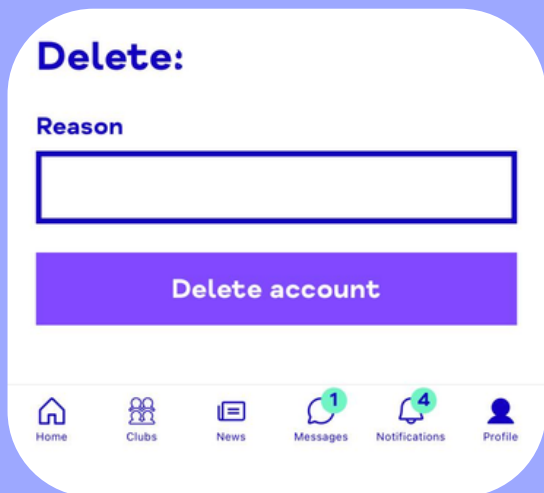
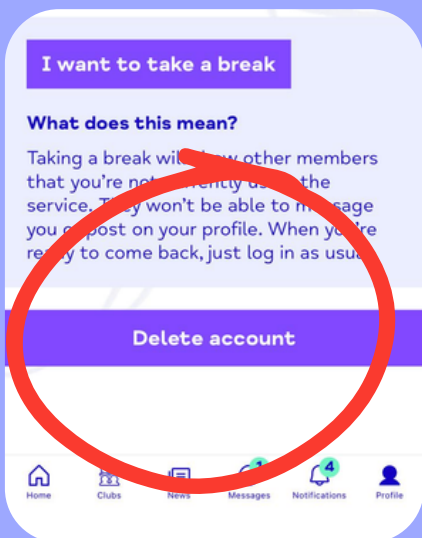
You can request to delete your account via a button in your Settings. This will send a message to the moderators, who will “Approve” your account deletion. 21 days after, your account will be permanently hard deleted.



1) Go to General Settings

2) Click Delete Account

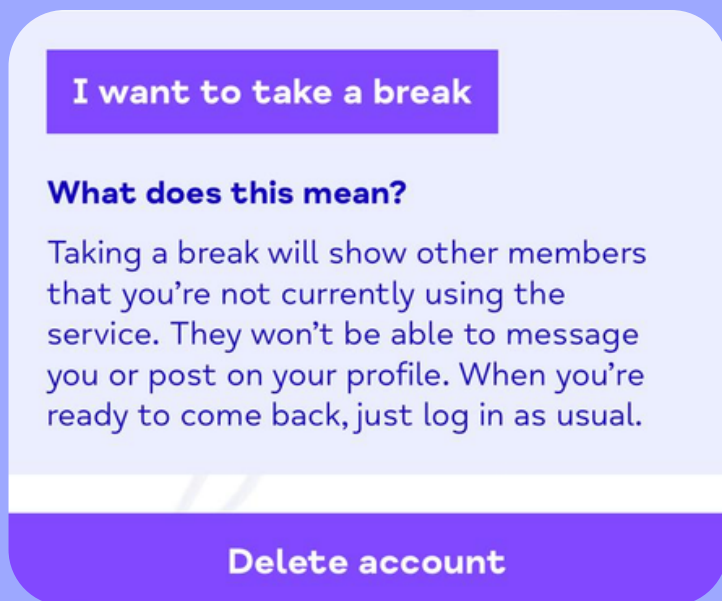
3) Add in your reason and Click Delete account.



Take A Break

You can take a break from the service if you need.

- 1) Go to your Settings**
- 2) Then Click General Settings**
- 3) Scroll down to “I want to take a Break”.**



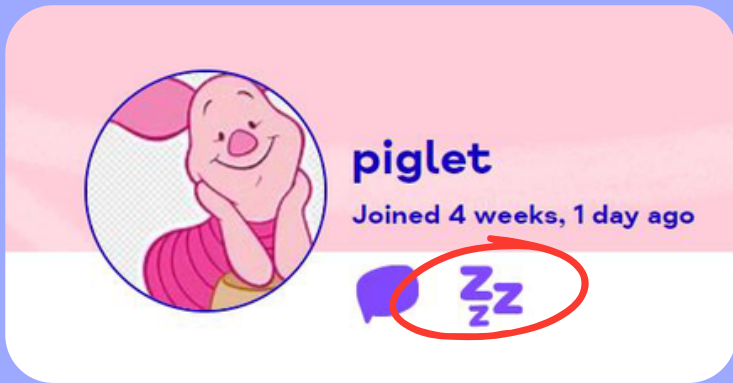
This will pause your account and stop you from receiving DMs or notifications. Other members will see you're on a break.

You can come back whenever you feel ready. Just login as normal.

Snooze a member

Snooze allows you to stop seeing content from specific members. They will not be able to send you a DM.

To Snooze a member from their profile, go to their profile page and click the “ZZZ” icon at the top.



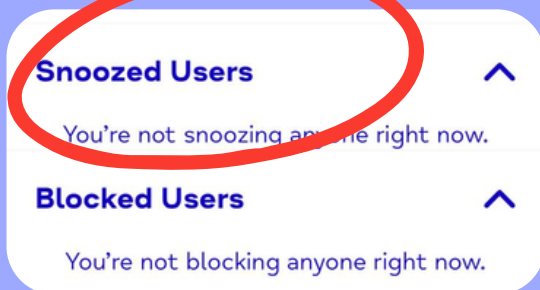
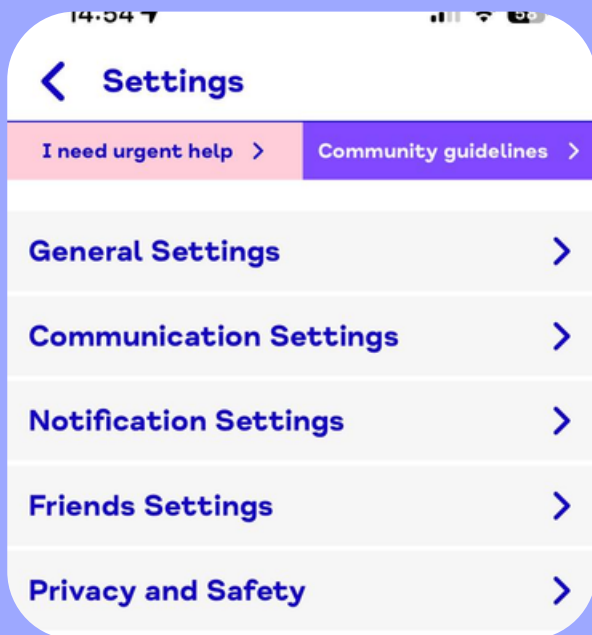
To Snooze a member from the main wall, click the drop down icon next to their post, and select “Snooze User.”



Un-Snooze a member

To Un-Snooze a member, go Settings by clicking the Cog icon on your profile.

Click Privacy and Safety and then Scroll to Snoozed users to find your list.

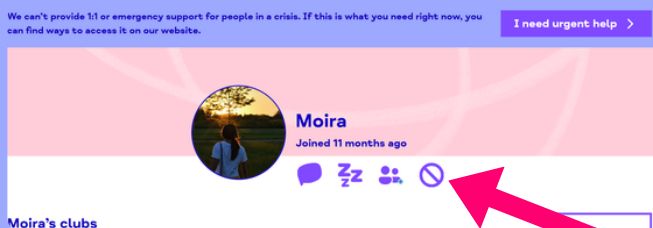


Block a member

To Block a member click the icon that shows a circle with a line through it.



You can find this option on the member's profile:



You can also find it by clicking the drop down arrow next to their posts and comments.

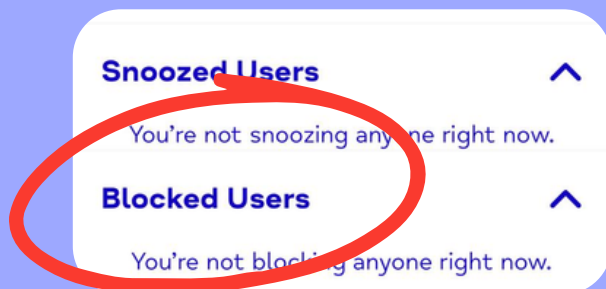
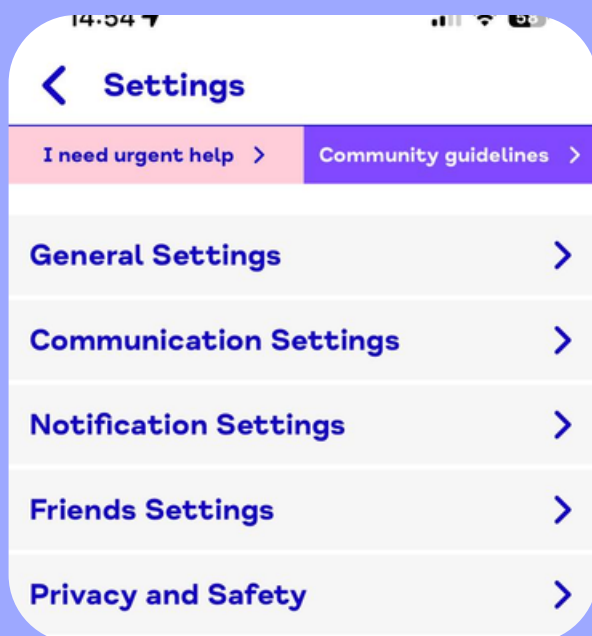


Un-Block a member

To un-Block a member, go to:
Settings via the cog on your profile

Then Privacy and Safety.

Scroll down to “Blocked users” and
click “Stop Blocking.”



Use the Mood Tracker

On your profile, you can track your mood. This can be helpful to see how your moods change over time.

Click the icon that closest represents how you feel.

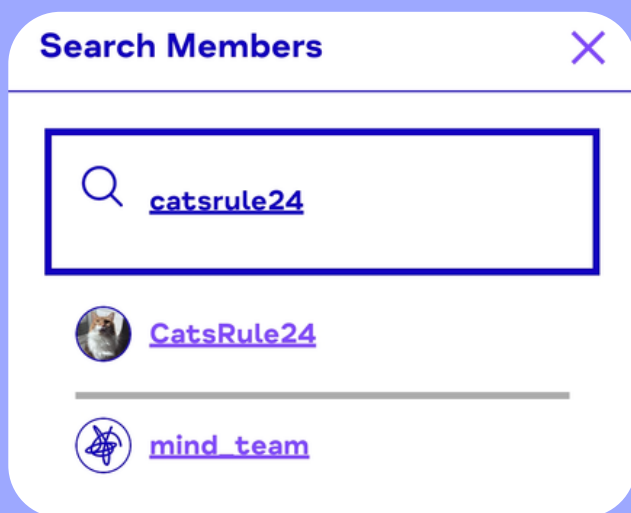
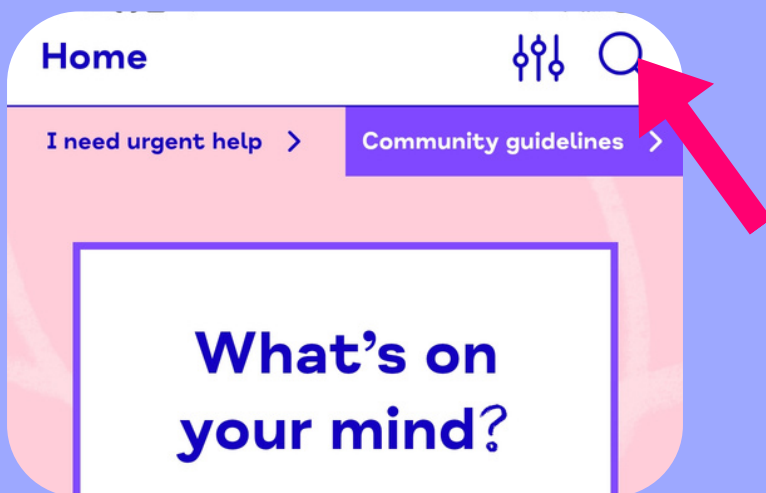


You can find a record of your moods by clicking the clock icon that says “History.”



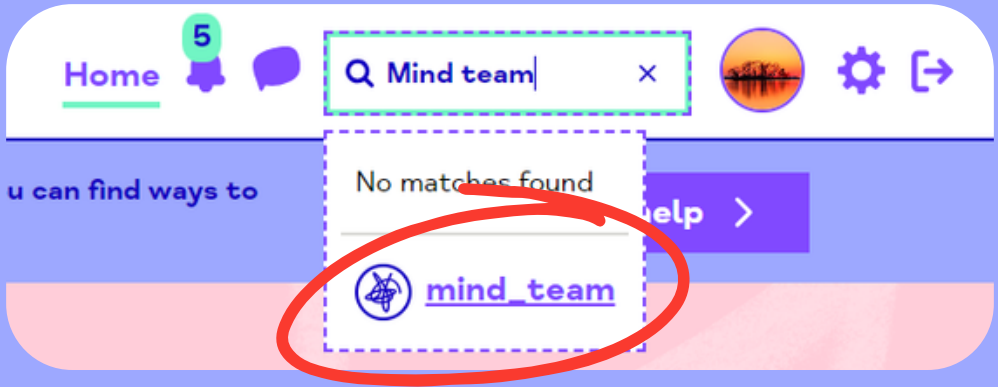
Search for members

On the top right of the Home page, you can see a magnifying glass icon. Click there to search for other members.



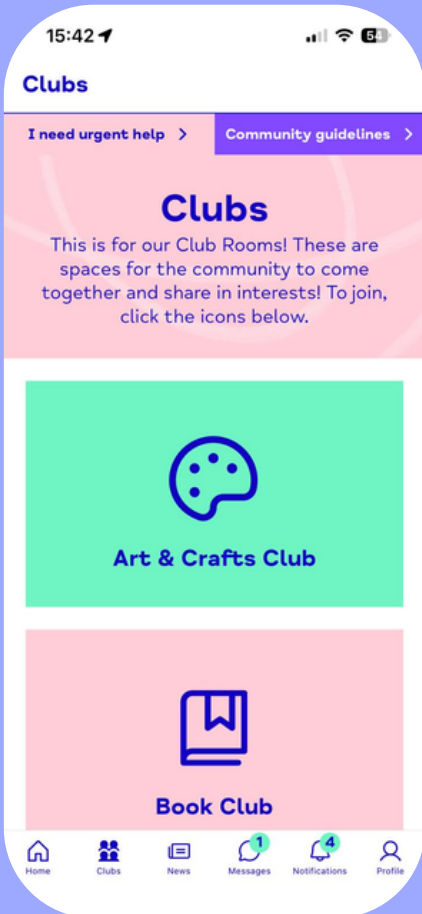
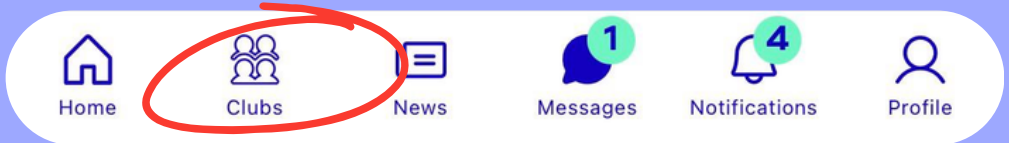
Send a message to Mind team

You can use the search bar to find the Mind team profile. Then Click the speech bubble icon to send a message.



How to find and join Clubs

Click on Clubs in the main bar.



To join a Club, click the icon that shows 4 people and a Plus icon.



To leave a Club, press this button again.

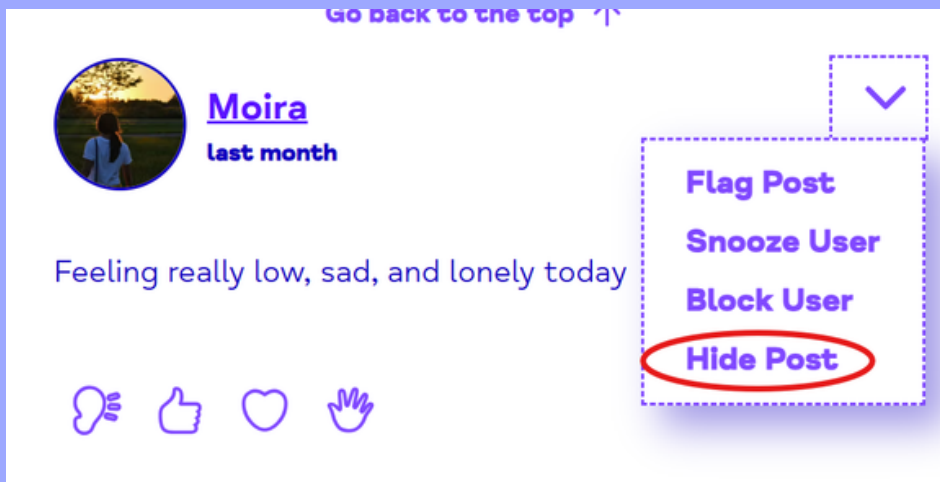
Hide other members posts

To Hide another member's post, click the drop down arrow on the post.

Click "Hide Post".

The post will be hidden entirely from the wall for you.

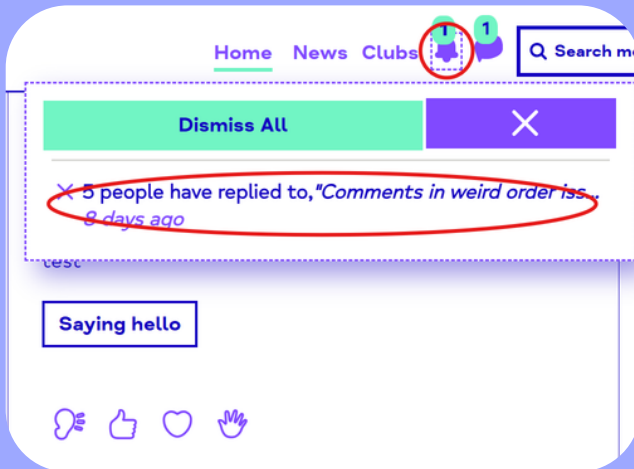
You cannot Un-Hide.



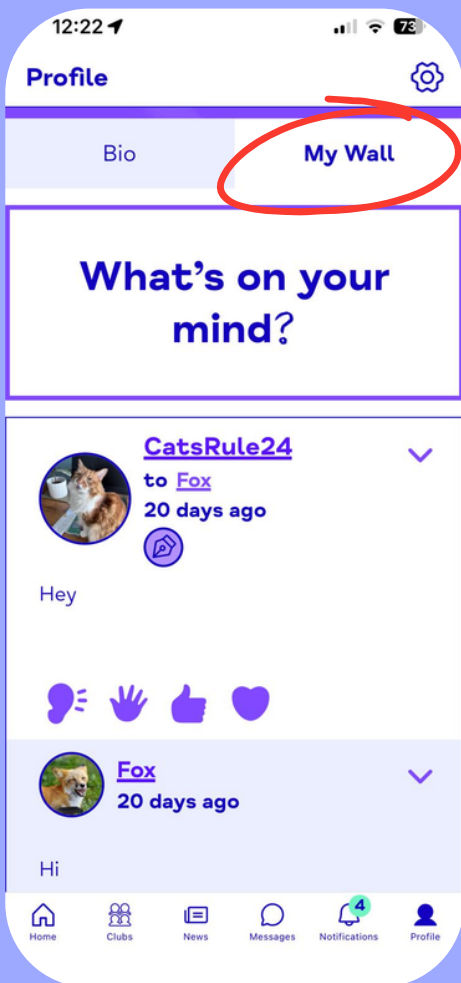
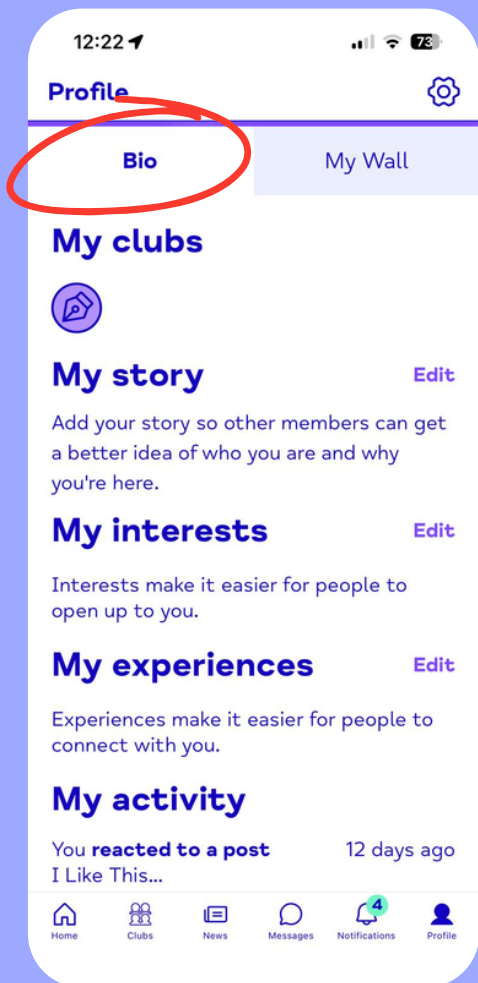
Mute Posts

If you are receiving notifications for a post, you can “Mute” notifications, including the Mind team posts.

- 1) Go to your notifications.
- 2) Click the post notification for the post you want to mute.
- 3) Click the drop-down arrow on the post you want to mute.
- 3) Click Mute.



Toggle between bio and posts



On your profile, you can toggle between views.

Bio: Shows your profile information like your experiences and interests, and your Story.

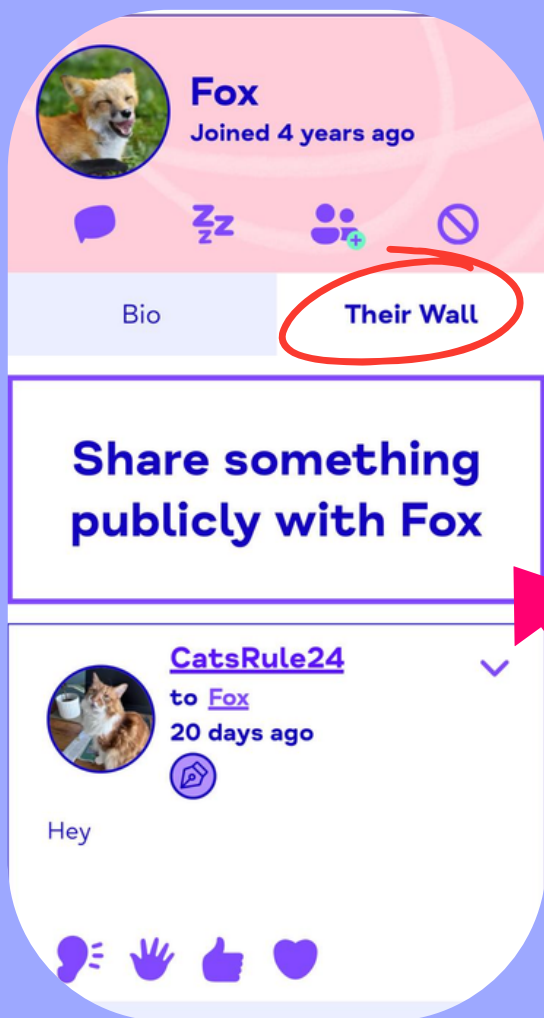
My Wall: Shows posts on your profile.

Post on someone else's wall

To post on someone else's wall, head to their profile.

1) Toggle to “Their Wall” (it will be highlighted in white)

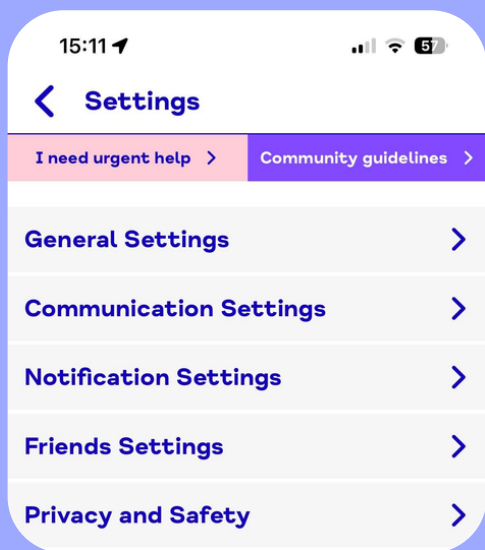
2) Click on “Share something publicly...”



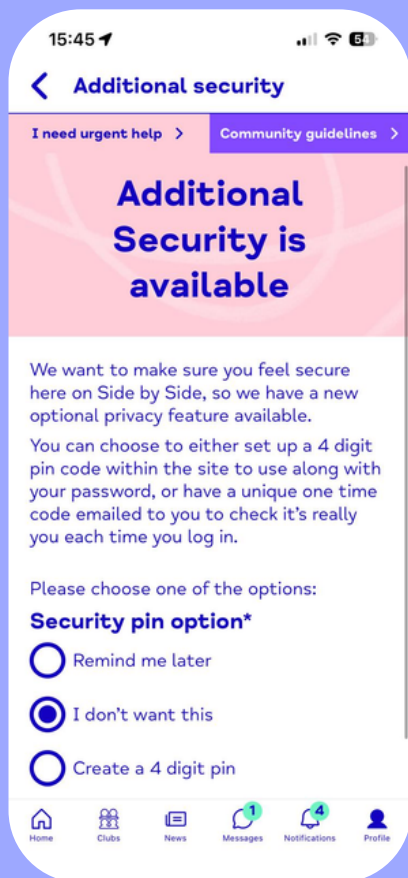
2 Factor Authentication

To add an additional layer of security to Settings via the cog on your profile.

- 1) Click General Settings
- 2) Select the security option you'd like and then press "Continue".



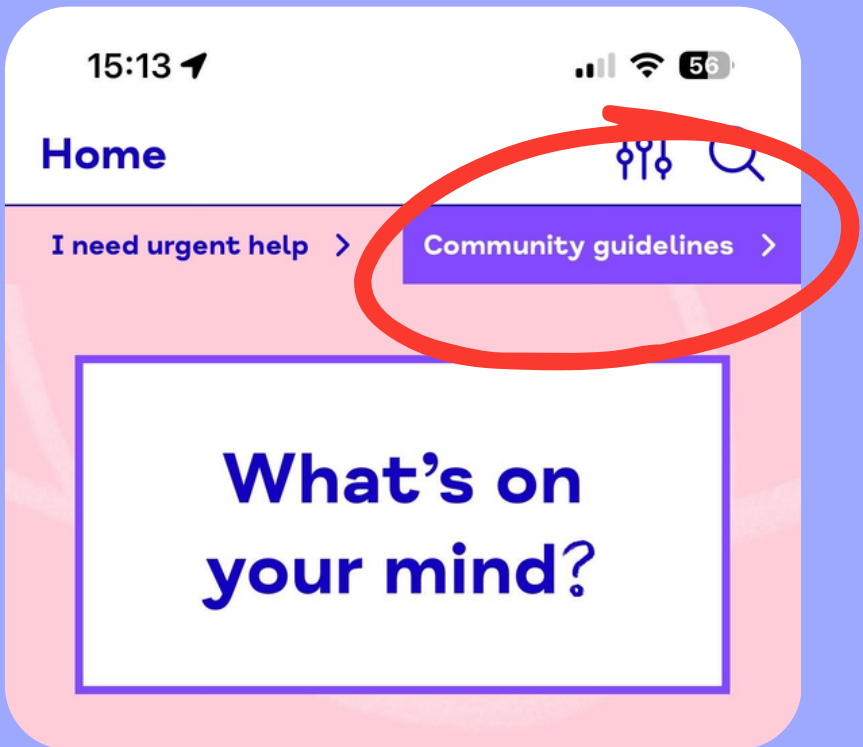
If you forget your PIN,
email the Mind team.



Community Guidelines

We have community guidelines to keep members safe.

You can view the guidelines through the link at the top of the app.

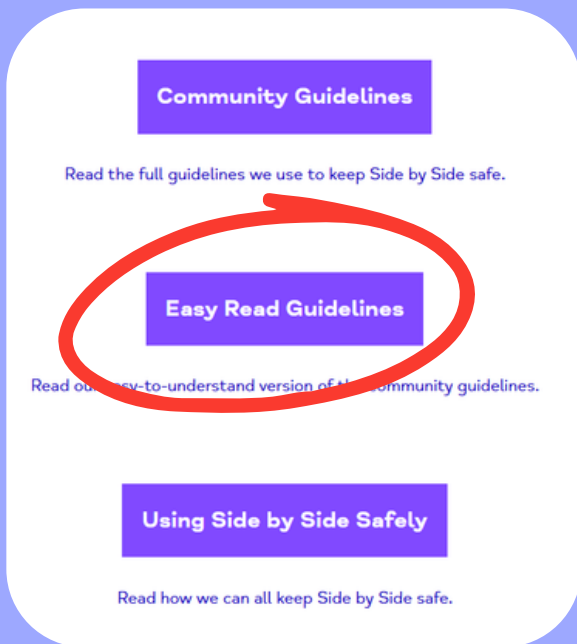
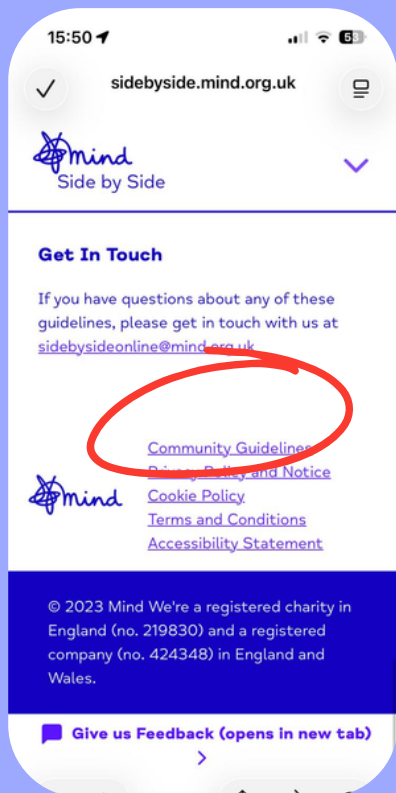


Easy Read Guidelines

1) To find the Easy Read Guidelines, click on the main Guidelines button at the top of the screen.

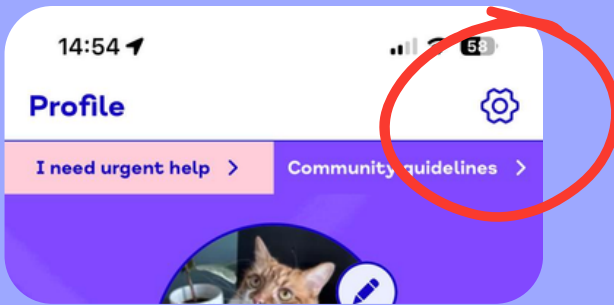
2) Scroll all the way down and click the link to “Community guidelines” underneath the Get in Touch section.

3) This page will take you to another page, where you can scroll to find “Easy Read Guidelines”.

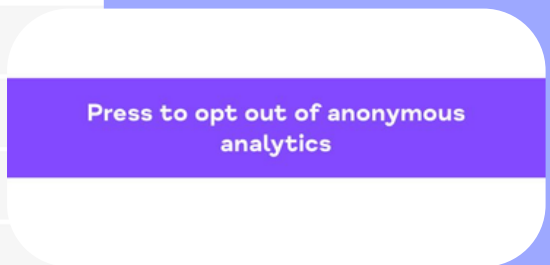
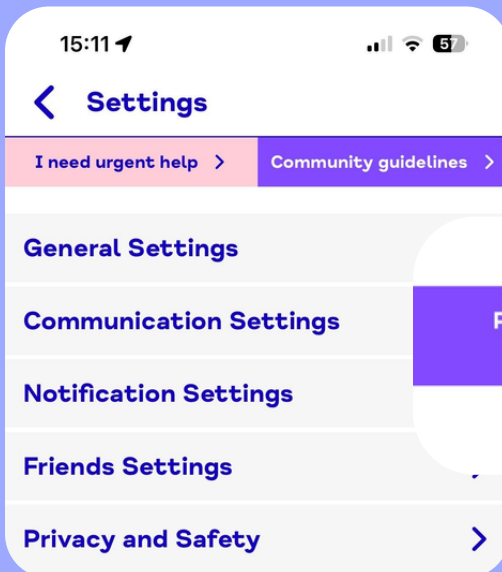


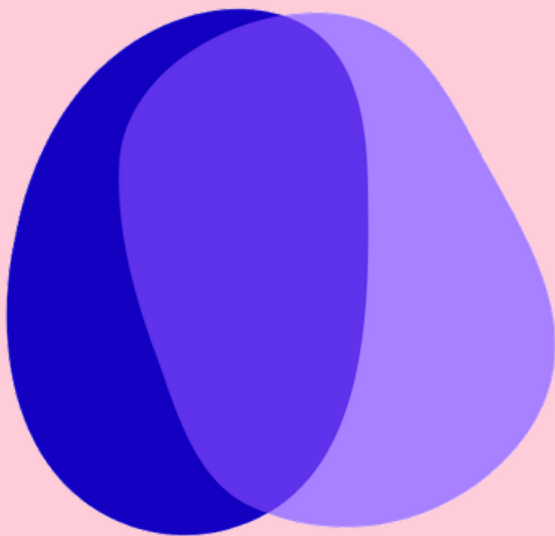
Opt out of analytics

Side by Side collects anonymous analytics about how users use the app. You can opt out. Go to your Settings, via the Cog icon on your profile.



Go to Privacy and Safety, and then Press to Opt out of anonymous analytics.





Reach out!

**If you're still not sure how to do something,
you're welcome to contact the team at
sidebysideonline@mind.org.uk**