Via the SpeakUp App
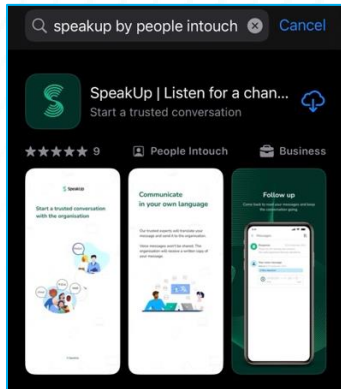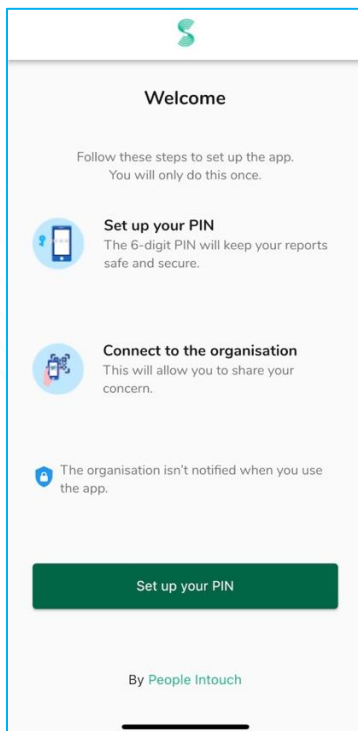
1. **Download the 'SpeakUp by People Intouch' app from the App Store/Google Play or scan the QR code.**
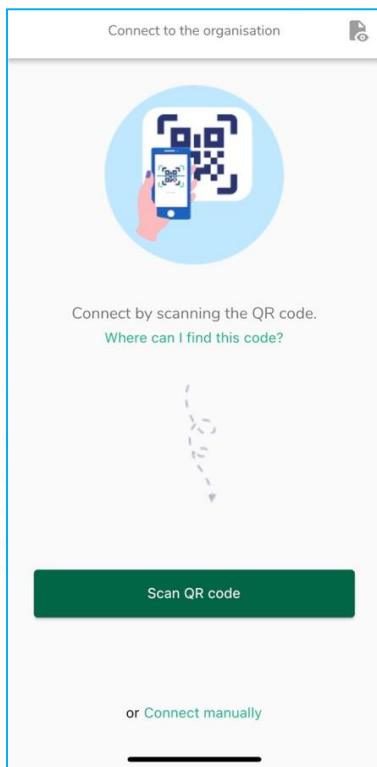

2. **Open the App**

3. **Click on 'Set up your PIN' and enter a 6-digit code.**

   ✓ *You will need to enter this PIN each time you open the App.*

   ✓ *If you forget your PIN, you need to re-install the App and set up a new one. If so, you will lose access to your ongoing open reports.*

4. **The App will ask you to connect to your organisation by scanning the QR code. Alternatively, you can enter the organisation code by clicking on the 'Connect Manually' button on the bottom of the page.**
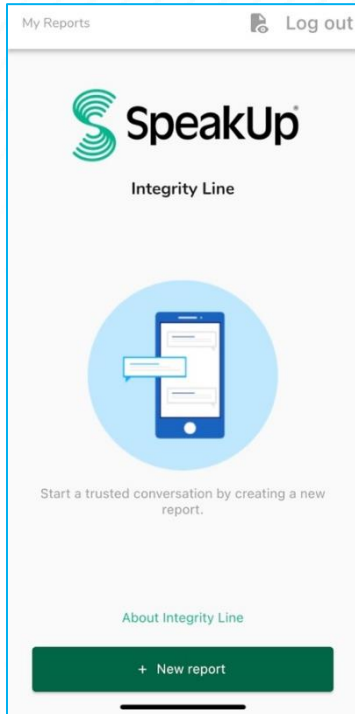
✓ *Yara's QR Code*

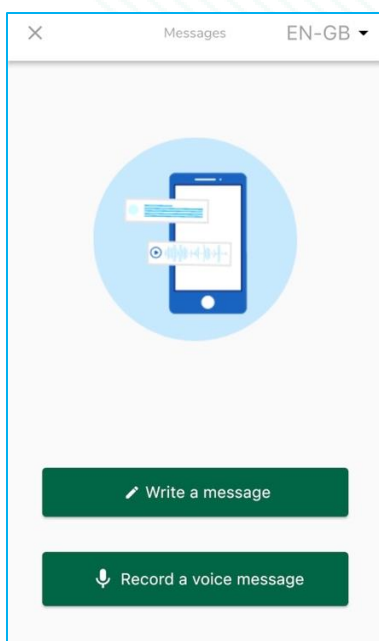
✓ *Yara's Organisation Code: 109412*

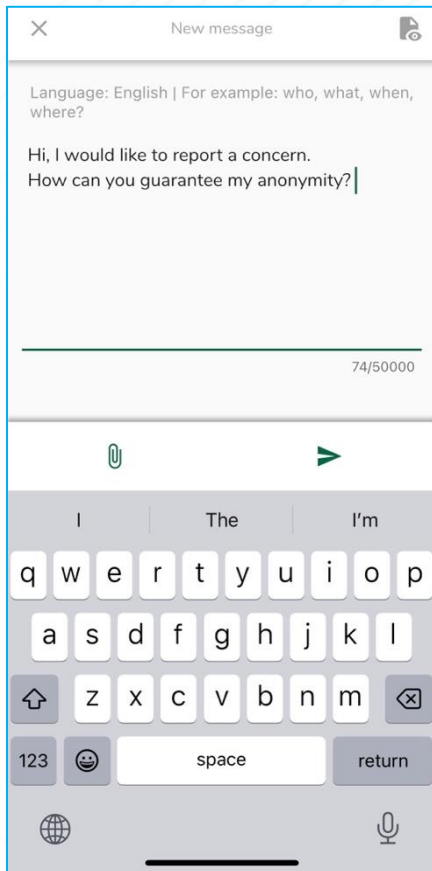5. **Press the '+ New report' button to start a trusted conversation.**

6. **You can leave your message by clicking the relevant button.**

  ✓ *You can leave a voice recording via the app.*

  ✓ *Your voice will never be heard by Yara. Yara will only receive a transcript of your voice recording.*
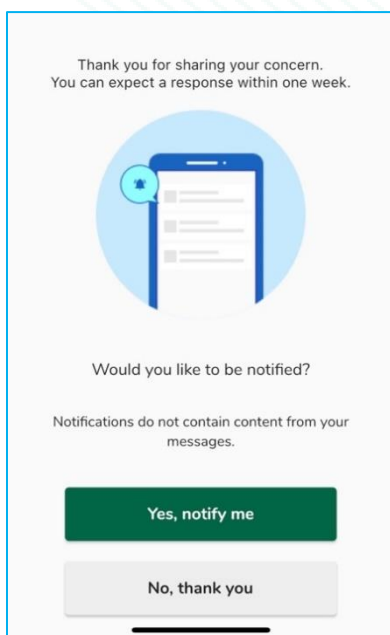
7. **After typing your message, press the arrow icon to send it. You may attach files (up to 25 items) by clicking on the paper click icon.**

8. **After sending your message you can expect a reply within five working days.**

    ✓ *You can opt to be notified by the app of any responses.*

9. **When you log back in you will see if there are any new responses from the organisation.**

   ✓ *If you have a different concern to report, you can do so by clicking '+New report'.*