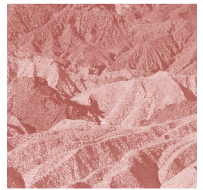
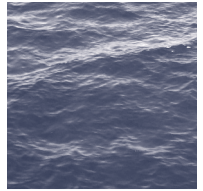




AUSTRALIAN
DEFENCE FORCE

JHC HeadStrength App

Support FAQs



JOINT
HEALTH
COMMAND 

Overview

Why would I use HeadStrength?

Modern and accessible 'HeadStrength' is a purpose-built app for our Defence community that delivers mental health and wellbeing resources directly to the user based on their current level of wellbeing.

Access to HeadStrength

Why can't I download the HeadStrength app on my phone?

The HeadStrength app will be available on Andorid devices running v7 and above and iOS devices with iOS12 and above. If you have an earlier version of the operating system on your device we encourage you to upgrade to get access to the HeadStrength app.

How do I download HeadStrength?

To download HeadStrength you need to log into ForceNet and find the HeadStrength page which can be found under community, mental health (<https://www.forcenet.gov.au/community/mental-health>). Select the "download" link for iOS or Android.

Who can access ForceNet

ADF members, APS staff, reservists, contractors, family and friends can all gain access to ForceNet.

How do family and contractors access ForceNet?

Family members and contractors are added the same way. Sponsored by and ADF or APS member. Defence users are limited to three (3) family connections on ForceNet as a maximum.

In order for a family member to gain access to ForceNet, there are two registration options available:

- Request to join – This involves the Family member completing an application form. This application must then be reviewed and approved by you prior to access being granted; or
- Invitation to join – This is where you are able to directly invite a Family member to join ForceNet.

Why HeadStrength is on ForceNet

You need to be part of the Defence community to access HeadStrength but the only way to check that is by asking you some personal identifying information. That was until we decided to leverage ForceNet. Your privacy is too important to us. So the only way you can get access to the app is to log into ForceNet. All ForceNet users are part of the Defence community which makes easier for us to be sure that we don't need to capture any more information from you. We won't link your HeadStrength account with your ForceNet account, we have no way of knowing who is using HeadStrength - but we do hope you use it and find it helpful.

Why can't I find the app on the store?

You need to be part of the Defence community to access HeadStrength and for this reason, you will not find HeadStrength on the public App Store or Play Store.

Your privacy is important to us. That is why the HeadStrength app won't ask you anything identifiable in order to use it. The only thing we will know is that you are part of the Defence community to use the app (i.e. you are an ADF member, APS staff or family/friends) and we only know this because you need to access ForceNet to download HeadStrength. We don't link your HeadStrength account with your ForceNet account.

Functionality

What resources can I find in HeadStrength?

The resources provided in HeadStrength have been specifically selected for the Defence community and include links to Defence specific information as well as links to relevant external sites.

Resources will allow users to find information to help them understand what they are going through and empower them with action next steps.

Resources are delivered to the user based on current mood, results of self-checks as well as interests.

Why doesn't HeadStrength have information that is available on the DRN?

The HeadStrength app is available for everyone in the Defence Community, even those who don't have access to the DRN. For this reason we wanted to make sure all resources available in HeadStrength are really available for everyone.

What is a mood tracker/ mood reflection tool?

The mood reflection tool uses Cognitive Behaviour Therapy (CBT) principles to guide the user through an exercise of conferring why they may be feeling a certain way.

What is a self-check?

HeadStrength features five military relevant, evidence based self-check surveys that enable the user to delve future into areas of personal interest or concern. Mental Health and Wellbeing (K10), Depression (PHQ9), Anxiety (GAD), Alcohol consumption (AUDIT) and Post Traumatic Stress (PCL4).

Resources are delivered to the user based on current mood, results of self-checks as well as interests.

Access/ Security

How do I trust that my data is going to be anonymous?

Individuals using HeadStrength should trust that no identifiable information is being captured by HeadStrength. We have developed a truly anonymous app. It does not link to any identifiable information like your name, your email or your DRN.

Where is my information stored?

Your information is going into a system called Eagle Health that Joint Health Command has access to. Eagle Health only knows you as an anonymous user (e.g. AAA123) there is no way of linking identifiable information to this account. This is beneficial because it means you can be completely honest with the solution so that you can get mapping to the best resources based on your mood and self-checks.

Can I turn my notifications off/ on?

You can turn off / on notifications. To do so navigate to Account (right tab of the tool bar). Under Settings there is a section for 'Notifications' this is where you can manage your notifications.

Access/ Security Troubleshooting

My account is blocked, how do I access it?

Because your account is anonymous, and we have no way to identify you are really the user of the app we cannot unblock your account. You can go in to create a new account by signing up again. This time we encourage you to keep your anonymous username and password in a safe place that you can call on if this happens again.

I forgot my password, what can I do to get into my account?

Unfortunately, because HeadStrength is an anonymous solution we don't have the ability to recover forgotten passwords. You can create a new account by signing up again. This time we encourage you to keep your anonymous username and password in a safe place that you can call on if this happens again.

Why your anonymous username is important and can't be recovered

Individuals using HeadStrength should trust that no identifiable information is being captured by HeadStrength. We have developed a truly anonymous app. It does not link to any identifiable information like your name, your email or your DRN.

Your information is going into a system called Eagle Health that Joint Health Command has access to. Eagle Health only knows you as an anonymous user (e.g. AAA123) there is no way of linking identifiable information to this account.

Because of this we have no ability to recover forgotten usernames.

You can create a new account by signing up again. This means that you will lose all your history, but there is no reason why you couldn't start again. This time we encourage you to keep your anonymous username and password in a safe place that you can call on if this happens again.

I have a new phone, so I reinstalled the app but what if I'm still not able to log in?

Once you install HeadStrength on your new phone you should still be able to log into HeadStrength. If you can't log in it might be because you have forgotten username and password. If this is the case we encourage you to create a new account by signing up again. This means that you will lose all your history, but there is no reason why you couldn't start again.



Troubleshooting

I am having trouble downloading HeadStrength, what do I do?

To download HeadStrength you need to log into ForceNet and navigate to HeadStrength page which can be found under community, mental health (<https://www.forcenet.gov.au/community/mental-health>). Select the download link for iOS or Android.

HeadStrength should automatically start downloading. If there is an issue, please make sure your device has enough storage space to download HeadStrength and that you are connected to a stable internet connection.

I am having trouble opening HeadStrength, what should I do?

Try un-installing and re-installing HeadStrength. Remember you will need your anonymous username and password to log back into HeadStrength once it has been re downloaded.

Am I able to change my PIN?

You can change your pin. To do so navigate to Account (right tab of the tool bar). Under Manage Account there is a section for 'Authentication Settings' this is where you can change your pin.

Can I turn off/ on Face ID, touch ID or biometrics?

You can turn off and on faceID/TouchID or biometrics. These features are only available if your device has them enabled. To turn off/on face ID/touch ID/biometrics navigate to Account (right tab of the tool bar). Under Manage Account there is a section for 'Authentication Settings' this is where you can change your pin.

I have noticed something weird how do I give app feedback?

To submit feedback you can go into the account tab, under Help there is a feedback form. This is where you can submit feedback on the app.

Why can't I see my mood reflections in Mood History?

The reflections are just for your internal thoughts to help you through thinking about why you feel a certain way. Mood history is really to see a snapshot or tally of your moods over the past 30 days.

Can I filter content that I want to see?

To filter content that you want to see you need to navigate down to a sub category. So navigate to the resource tab, select the big drop-down, choose a topic such as 'improve wellbeing', then select all under a sub category such as 'mental resilience' this is where you can start to filter on content for content type (audio, apps video etc) or organisation (Beyond Blue, Black Dog etc). If you get no results it means your filter was too narrow.

How do I submit a mood or self-check?

To submit a mood, on the home screen you should see a Track mood or update mood button. Click on that to submit the mood.

To enter a self-check, navigate to the Resources tab, click on 'self-check' in the drop-down and select the self-check you want to complete.

If you are getting an error message see the error table below.

How do I view my mood and self-check history?

To view your self-check history navigate to the self-check and click 'view history'.

To view your mood history navigate to mood history on the home screen.

If you are getting an error message see the error table below.

Error/ Cause/ Fix

Error Message	Cause	Fix	Buttons
<p>400 error</p> <p>Our system has encountered an error and we are working hard to fix it. Please try again later</p>	Alert appears when a bad request error from an API call.	Tapping on the OK button, the user is returned back to the screen they tried to complete the action from	OK
<p>403 error</p> <p>Our system has encountered an error and we are working hard to fix. Please try again later</p>	Alert appears when the requested token cannot be found in the Eagle Health system.	Tapping on the OK button user is returned back to the screen they tried the action from.	OK
<p>404 error</p> <p>What you are looking for is unavailable right now. Please try again later.</p>	Alert appears when a resource/ link is not found.	Tapping on the OK button the user is returned back to the screen they tried the action from	OK
<p>500 error</p> <p>Our system has encountered an error and we are working hard to fix it.</p>	Alert appears when an internal server error is encountered from an API call.	Tapping on the OK button the user is returned back to the screen they tried the action from.	OK
<p>503 error</p> <p>The connection has timed out while trying to reach the server.</p>	Alert appears when the API service is turned off.	Tapping on the OK button the user is returned back to the screen they tried the action from.	OK
<p>Please try again later.</p> <p>The connection has timed out while trying to reach the server.</p>	Alert appears when connection times out is encountered from an API call.	<p>Tapping "Try again" will retry the connection.</p> <p>Tapping on "Cancel" will close the alert and return the user to the screen they tried to do the action from.</p>	<p>Try again</p> <p>Or</p> <p>Cancel</p>
<p>Oops, you've been logged out due to inactivity.</p> <p>Please log back in to continue using the app.</p>	User has been inactive in the app or has the app open in the background for longer than 5 minutes.	Tap on the OK button, user is redirected to the Welcome screen to log in again.	OK
<p>401 Unauthorised</p> <p>Our system has encountered an error and we are working hard to fix it. Please try again later.</p>		Tapping on the OK button the user is returned back to the screen they tried the action from.	OK
<p>An error has occurred</p> <p>We are unable to find resources based on your mood right now. Please try again.</p>	Alert appears when there is an error retrieving the content file.	<p>Tapping on the try again button will trigger the content file and trigger logic to find resources based on the users mood.</p> <p>Tapping on Cancel, the alert is closed and the user returned back to the previous screen.</p>	<p>Try Again</p> <p>Or</p> <p>Cancel</p>



<p>An error has occurred</p> <p>We are unable to find resources based on your interests right now. Please try again later</p>	<p>Alert appears when there is an error retrieving the content file.</p>	<p>Tapping on Try Again, will fetch the content file, refresh the details of the resource but not the order.</p> <p>Tapping on Cancel, the alert is closed and the user is returned back to the previous screen</p>	<p>Try Again</p> <p>Or</p> <p>Cancel</p>
<p>An error has occurred</p> <p>Something has gone wrong and we cannot display resources at the moment. Please try re-opening HeadStrength</p>	<p>Alert appears during the sign up flow where an API call is made to retrieve the content file.</p>	<p>Tapping on OK, closes the alert and takes the user to the next screen in the flow.</p>	<p>OK</p>

