



User Guide





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Welcome to the Ostique Connect app guide

We've created this guide just for you. We hope this is a useful tool if you ever find yourself stuck or have any questions.

We have designed this app to be simple and easy to use. Once you have logged in and played around with it, you will be experts in no time.

If you do have any questions that are not answered in this guide, please feel free to email ostiqueconnect@salts.co.uk

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Downloading the app

Depending on your device, please visit your App Store and search for 'Ostique Connect' or scan one of the QR codes below.

Please follow app install instructions.

When you have downloaded the app, you will see the app icon on your home screen. The icon is light pink with the Ostique Connect logo. Click on the app icon to launch the app.

Scan to download

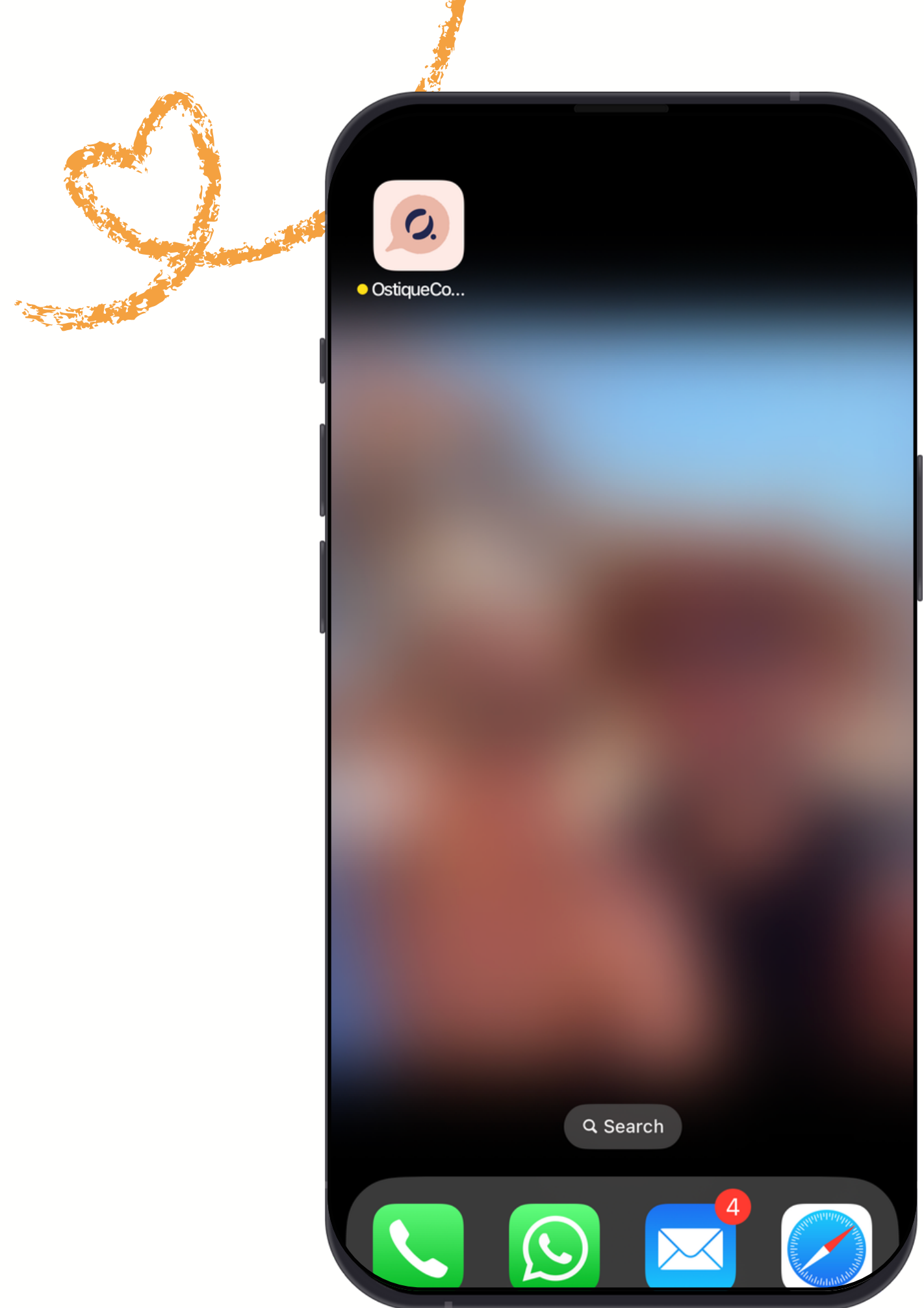


**Google Play Store
for Android**



**Apple Store
for iOS**

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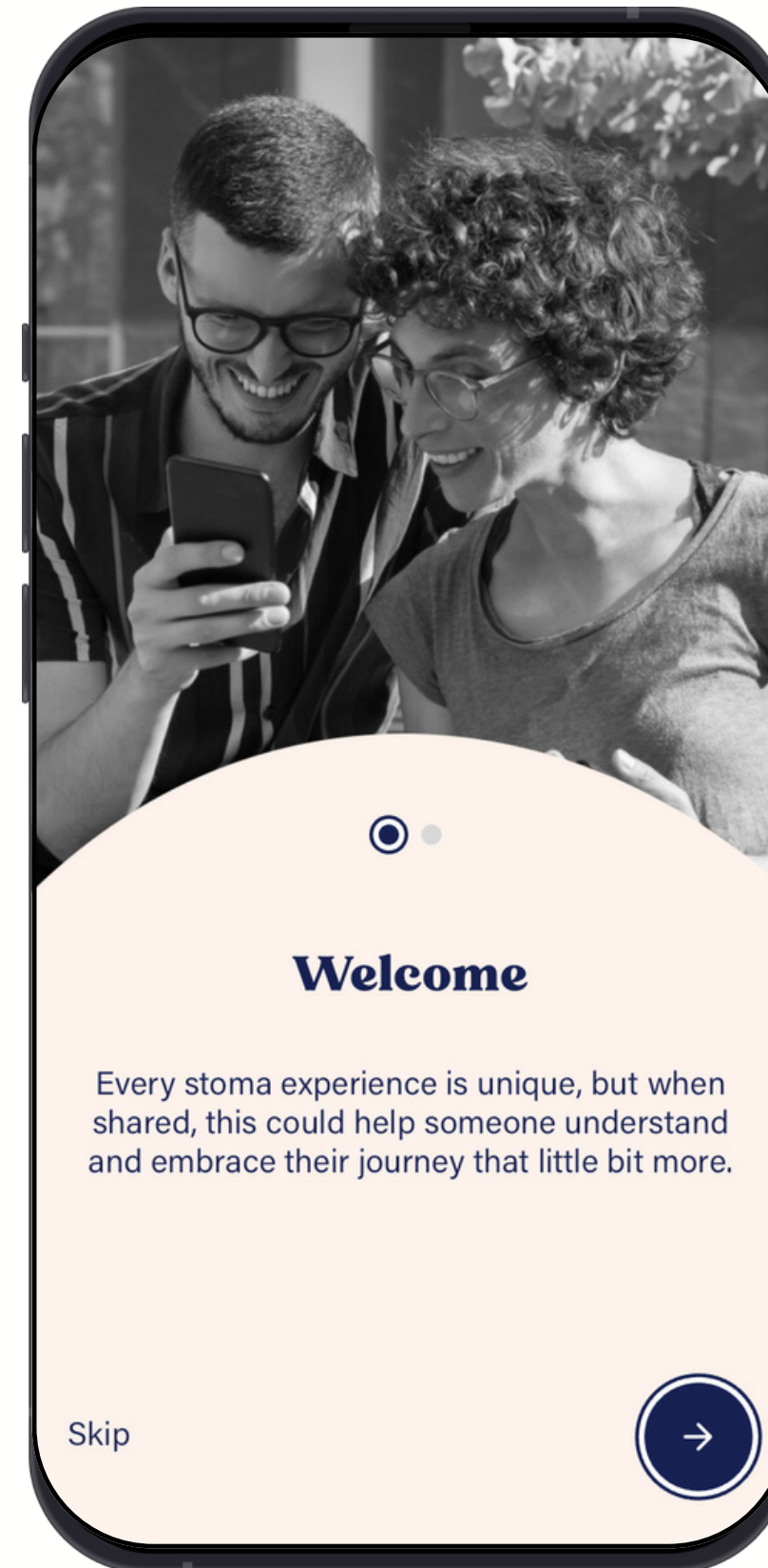




Opening the app

Upon launching the app for the first time only, you will see two welcome screens, one after the other. You can either click the skip button to move past both, or the arrow button on the bottom right to move to the next screen.

After both welcome screens, you will land on the log in / sign up screen.



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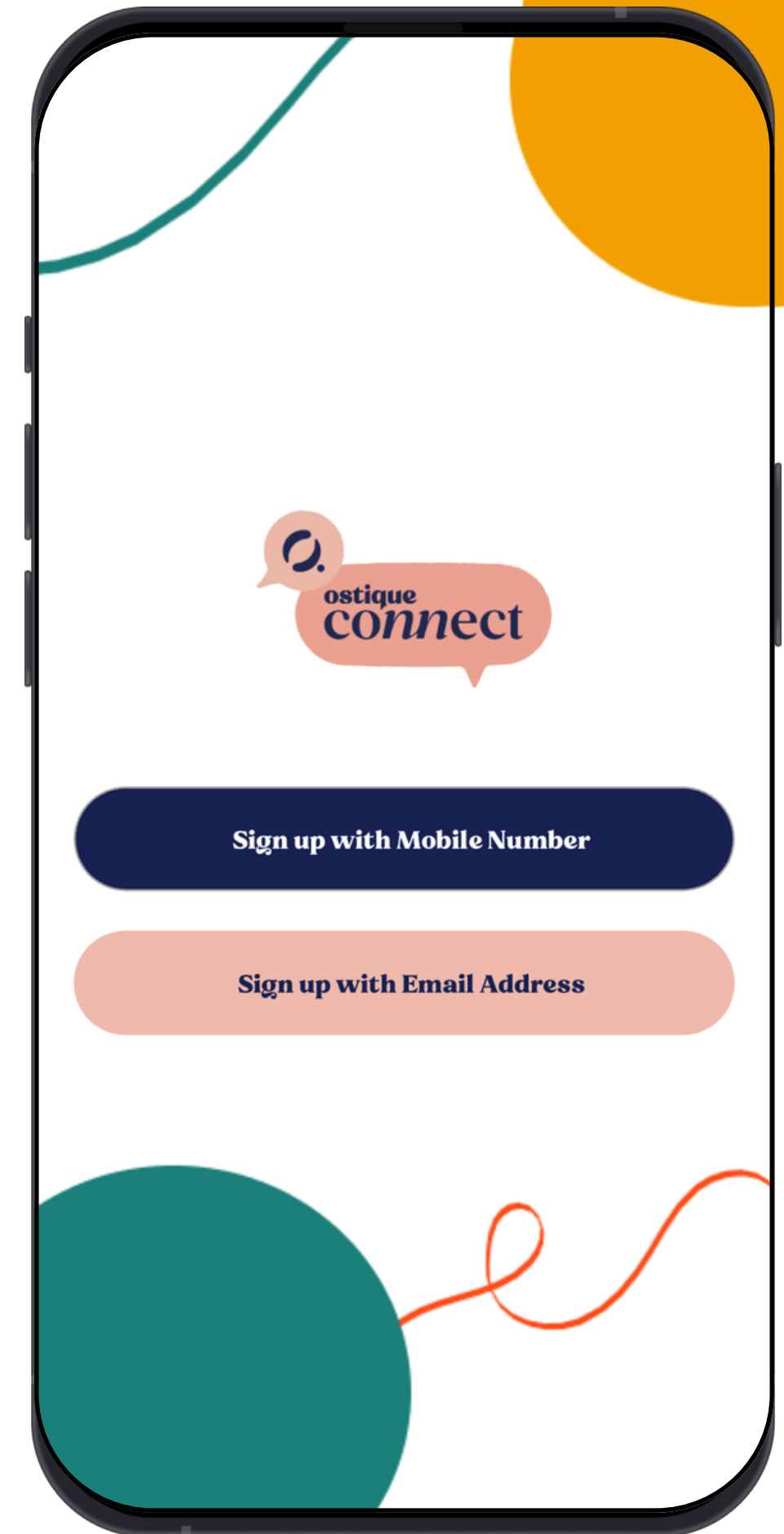
Signing Up

If you have previously signed up and you are returning to log back in, please skip this section and go to the log in section on [page 15](#) of this guide.

If this is your first time using the Ostique Connect app, please click 'Sign up'.

You will then see two options: 'Sign up with Mobile Number' or 'Sign up with Email Address'.

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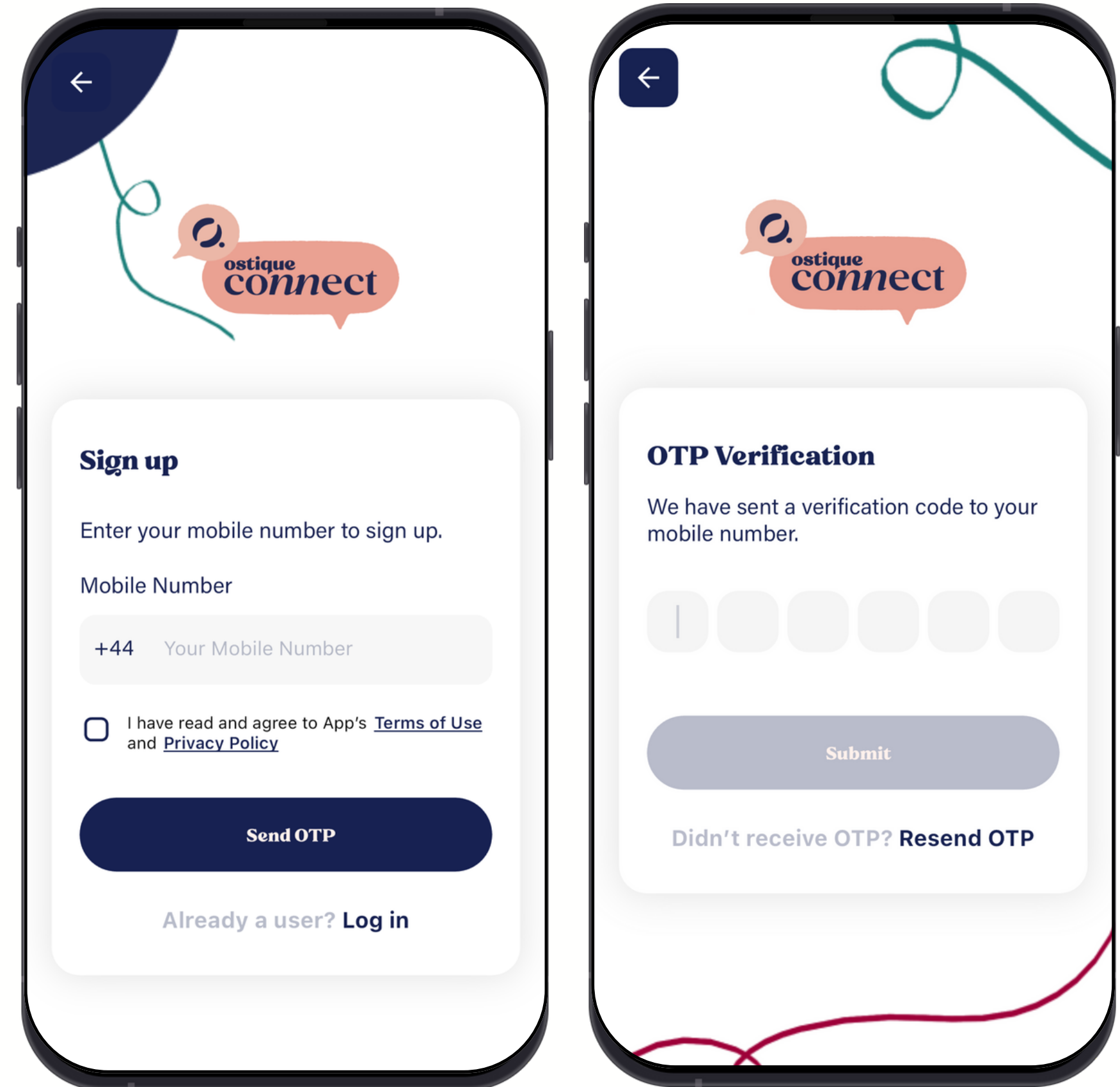
Sign Up with Mobile Number

When you click 'Sign up with Mobile Number', you will see the first screen to the right.

Please enter your mobile number, agree to the App's Terms of Use and Privacy Policy, and then click 'Send OTP'. Please check your mobile phone for the OTP verification code which should arrive via SMS. Then enter this code, and click submit.

If you do not receive the code, please click 'Resend OTP' on the bottom right of your screen.

Once completed, please go to the Set Up Profile section on [page 9](#) of this guide.



Sign Up with Email Address

When you click 'Sign up with Email Address', you will see the screen shown on the right. Please add your information into the grey boxes, using your keypad to type.

If you wish to view your Password while inputting it, please click on the eye icon on the right hand side.

Please read and agree to the App's Terms of Use and Privacy Policy, and then select 'Sign up'.

An OTP verification code will automatically be sent to your registered email address. Enter this code and click 'Submit'.

Once completed, please go to the Set Up Profile section on [page 9](#) of this guide.

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The image displays two smartphone screens side-by-side, representing the 'ostique connect' app interface. Both screens feature a dark blue back arrow in the top left corner and the 'ostique connect' logo at the top center.

The left screen, titled 'Sign up', contains the following fields and elements:

- First Name:** A grey input field with the placeholder text 'Your First Name'.
- Last Name:** A grey input field with the placeholder text 'Your Last Name'.
- Email Address:** A grey input field with the placeholder text 'Your Email Address'.
- Password:** A grey input field with the placeholder text 'Your Password' and an eye icon on the right for toggling visibility.
- Confirm Password:** A label for the second password field, which is partially visible at the bottom.

The right screen, titled 'OTP Verification', contains the following elements:

- Instruction:** 'Please enter verification code sent to your registered email address.'
- Input Field:** A row of six grey boxes for entering the OTP code.
- Submit Button:** A large, rounded, light blue button with the text 'Submit'.
- Link:** A text link at the bottom that reads 'Didn't receive OTP? Resend OTP'.

Setting Up Your Profile

This is where you enter all of the information about yourself that will help the app find the most suitable potential matches for you, and help others find you.

The first thing you have an opportunity to do is add your phone number and you will need to type a short Bio (with a maximum of 180 characters). This will form the basis of your public profile that other users will see, so only share what you are comfortable with.

For example: "1 year into stoma life after 15 years of Crohn's flare ups. Looking to start a family and would like to meet other stoma mums." or "Fitness-mad proud stoma owner, wanting to show others that you can do anything you want with your stoma."

Please then work through this screen, completing each field by clicking into each light grey box and using your keypad to type.

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The image shows a smartphone screen with the 'Set Up Profile' form. The form is titled 'Set Up Profile' at the top. It contains several input fields: 'Last Name', 'Email Address', 'Mobile Number' (with a dropdown for country code, currently showing '+44'), 'Bio' (with a placeholder text 'Tell us about yourself in a couple of sentences'), 'Gender' (with a dropdown menu showing 'Please Select Gender'), and 'Your Date of Birth' (with a calendar icon and placeholder text 'Please Select Date'). At the bottom of the screen is a dark blue button labeled 'Save & Continue'.

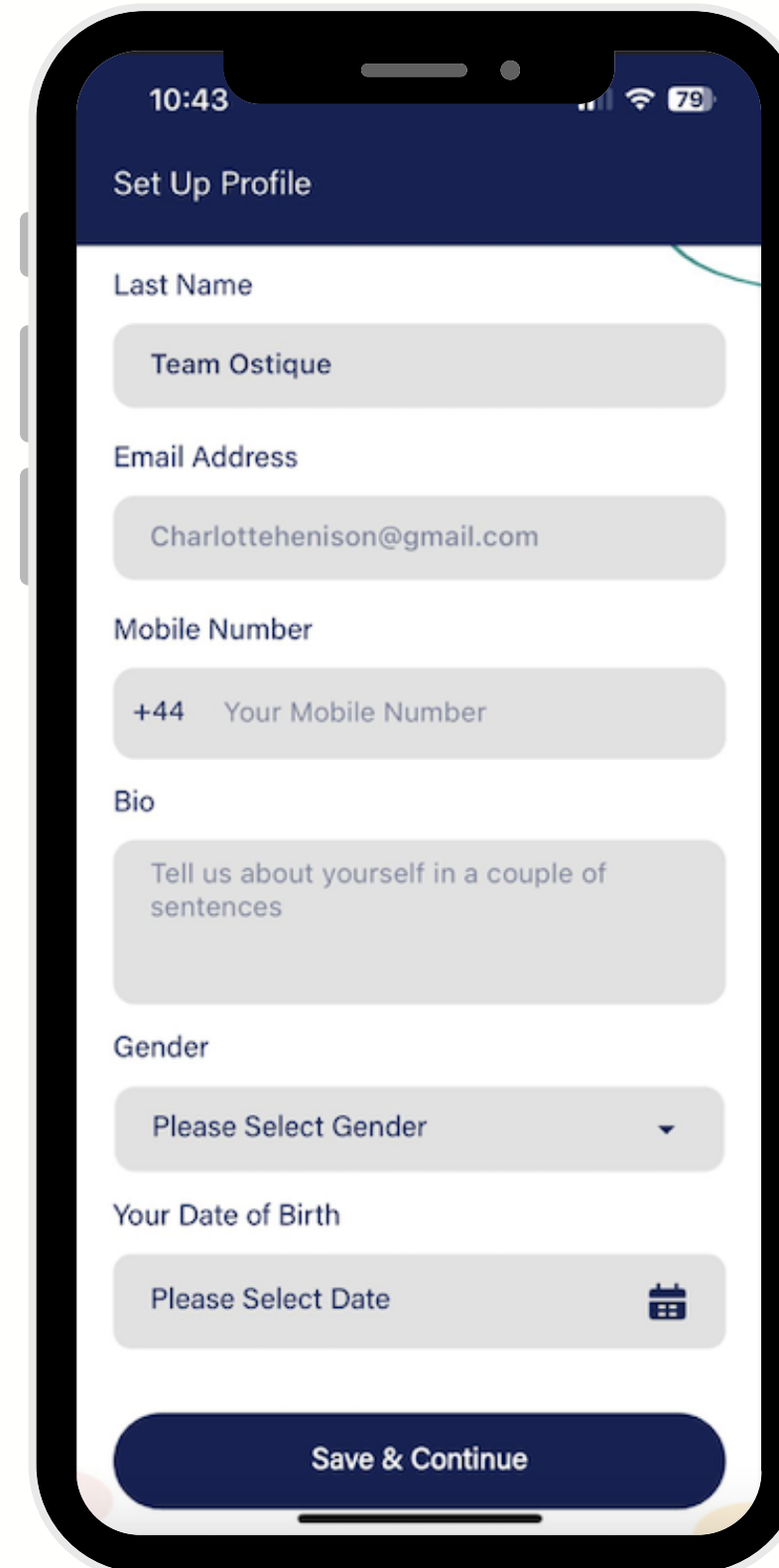
Setting Up Your Profile

Following on from the above:

To input your date of birth, please click on the grey box which will open a calendar screen. You can then either click on the pencil icon to input the date yourself, or hit the drop down arrow to change the year, select the month using the left and right arrows, and click on the day.

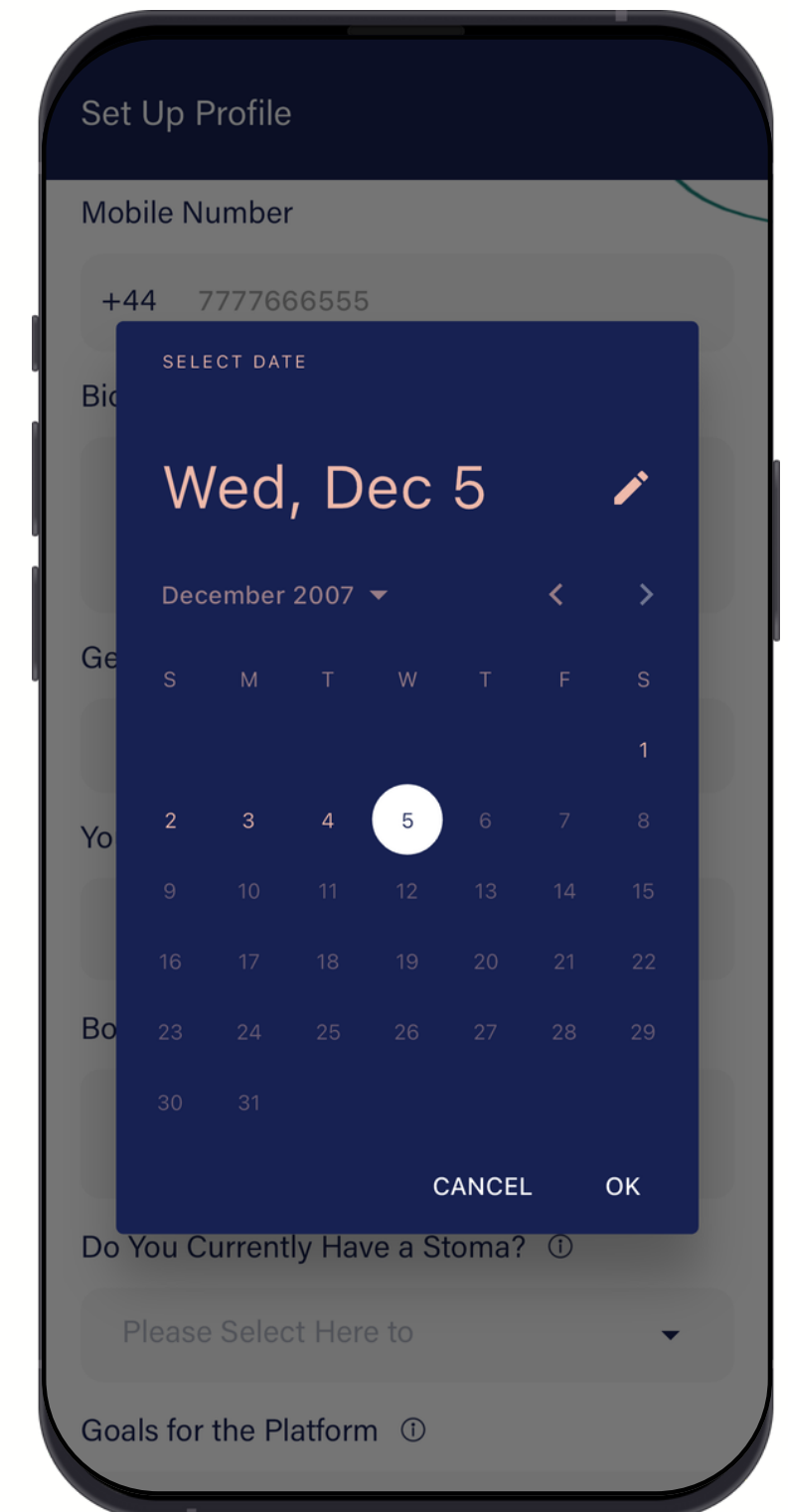
When you have completed all the grey boxes, please click 'Save and Continue' to save your current progress, and move on to the next screen if you wish.

Original Screen



The 'Original Screen' shows a 'Set Up Profile' form with the following fields: Last Name (Team Ostique), Email Address (Charlottehenison@gmail.com), Mobile Number (+44 Your Mobile Number), Bio (Tell us about yourself in a couple of sentences), Gender (Please Select Gender), and Your Date of Birth (Please Select Date with a calendar icon). A 'Save & Continue' button is at the bottom.

Date of Birth Screen



The 'Date of Birth Screen' shows a calendar overlay for 'Wed, Dec 5'. The calendar is for December 2007, with the 5th selected. The overlay includes 'CANCEL' and 'OK' buttons. The background shows the 'Set Up Profile' form with the 'Your Date of Birth' field highlighted.

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Setting Up Your Profile

If you would like to add this extra information then follow the below guidance, alternatively you can press the 'Skip' button to move on to the next screen.

However, the more information you are able to provide, the better informed your potential matches will be when connecting.

In the 'Bowel / Bladder Condition History' box, you will see a long drop-down list of options from which you can select as many as apply to you. If you do not see your particular condition, or if you would like to provide additional details, please select 'Other (Please state)' and then 'OK' and type into the additional box that will appear.

In the 'What Do You Want From The App' box, please select all that apply to you.

The same goes for 'Areas of Interest' and again, if you select 'Other (Please state)', you will be able to fill in details outside of the drop-down list.

Then, when you have input all of the information click the 'Save & Continue' button at the bottom of the screen.

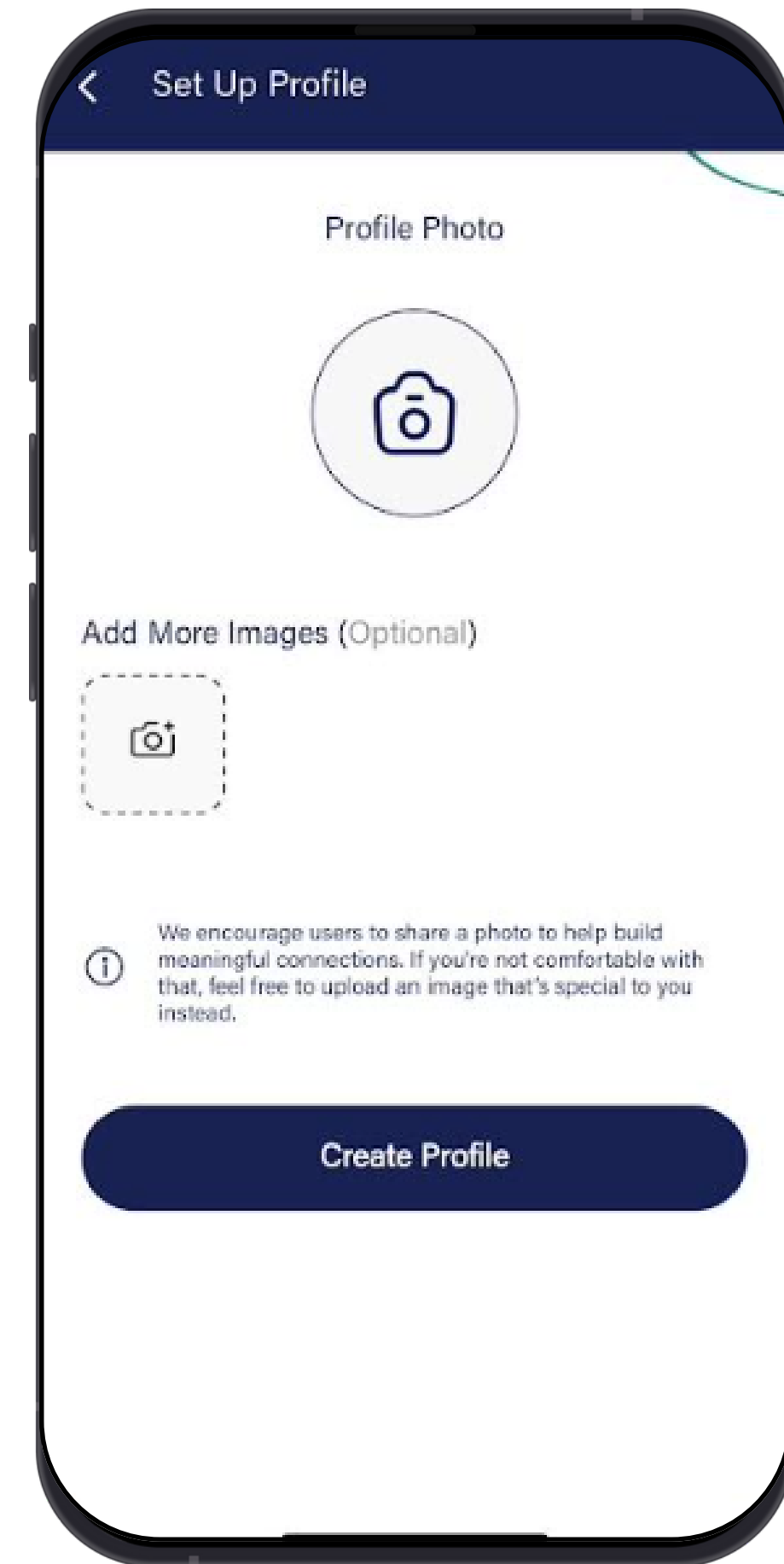
NEXT →

Setting Up Your Profile

Now you will have the chance to add your profile picture. This image can be yourself, or something of interest to you. However, we encourage users to share a photo to help build meaningful connections.

There is also an option to add more than one image if you wish.

Select the 'Create Profile' button at the bottom of the page to move to the next screen.



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Setting Your Preferences

This is where you detail what you are looking for in a potential match so that the app can serve you people who would best match your criteria.

Please note that you can update and amend your Preferences at any time while using the app. What you are looking for may change over time, or perhaps you may want to tweak some of your preferences to widen the search criteria if you would like more potential match options.

The second box titled 'I Am Here To' is where you can select whether you are mainly looking for support from others, looking to offer support to others or would like to use the platform for both.

The third box is titled 'Want To Meet'. This is where you can specify a particular gender you want to connect with, if that is important to you. This can be the same gender as yourself, a different gender, or you can select 'Doesn't matter' to allow the app to show you all potential matches, regardless of their gender.

< Preferences

Manage and set your preferences to find the best matches for you.

I Am Looking For

Please select all that apply

I Am Here To

Please select

Want to meet

Please select

Do You Want To Meet Someone With The Same Stoma Type As You?

Please select

Preferred Age Range

Please select

Preferred Language(s)

Please select

Location

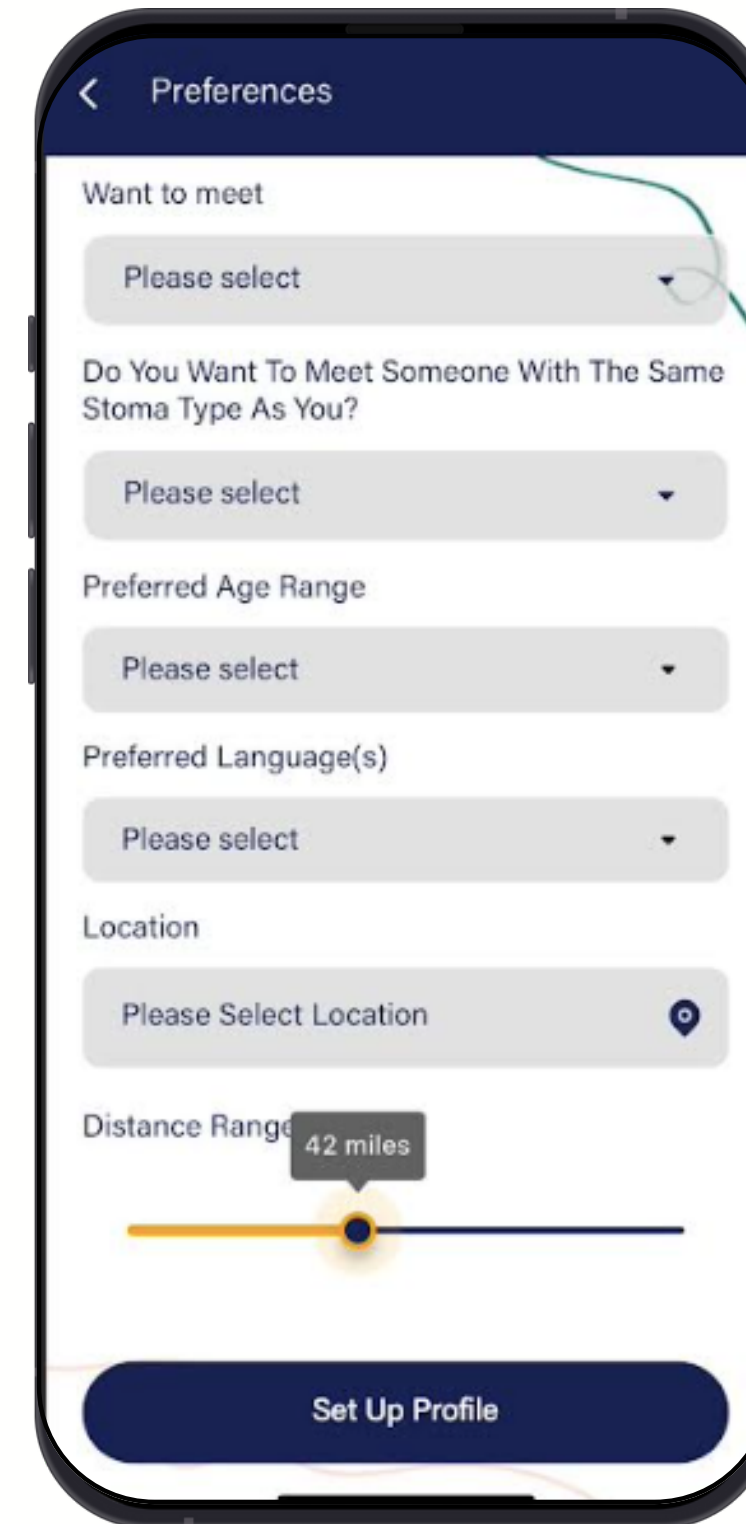
NEXT →

Setting Your Preferences

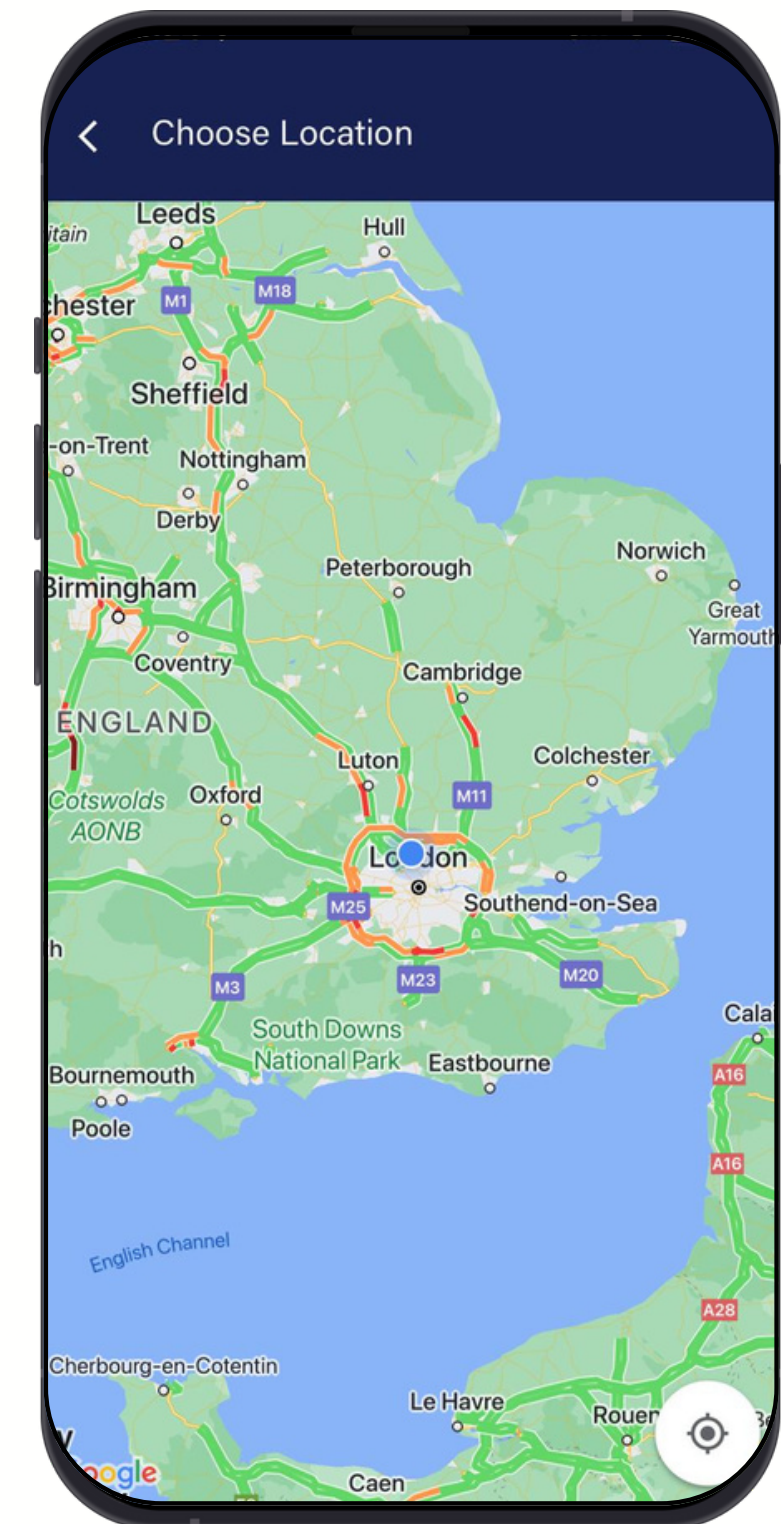
- 'Preferred Language(s)' is where you detail the language you would like your potential matches to speak. If you speak English only, for example, please select English. If you would like matches who speak either English or Spanish, please select both, then click 'OK'.
- When you click 'Location', a pop-up map will launch (subject to your mobile location preferences). You simply tap on your location on the screen to set the location on the map.
- You can then set your preferred 'Distance Range' for your matches, using the sliding bar. You can set a maximum distance of 100 miles and a minimum distance of 1 mile. The wider the distance range you set, the more potential matches you will see.

Once you are ready, please select 'Set Up Profile'.

● Preferred Languages and Distance Range Screen



● Location Screen

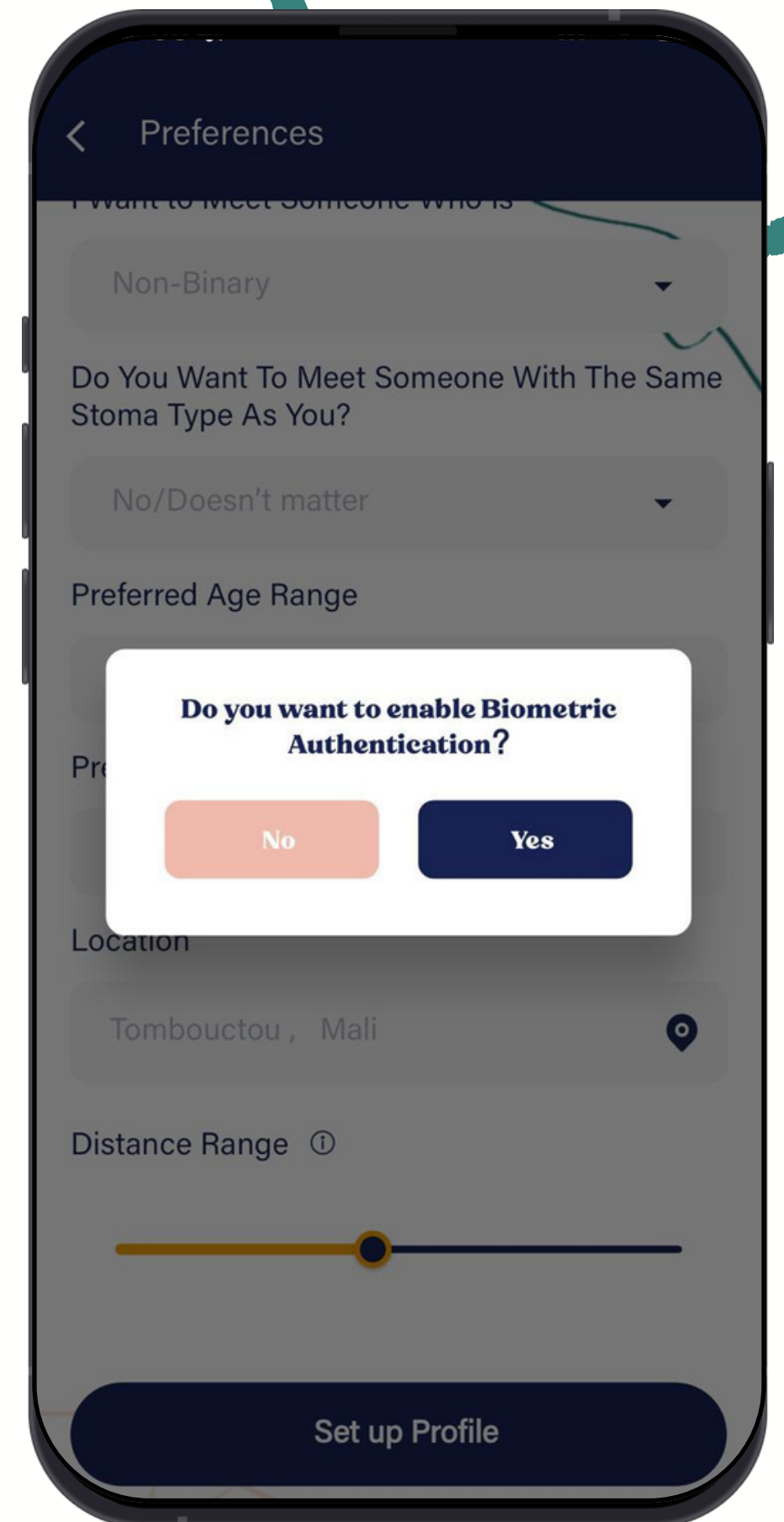


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Setting Your Preferences

Once your profile has been set up, you will be asked whether you would like to enable Biometric Authentication. By clicking 'Yes', this will allow you to Log in to the app in the future using facial recognition. By clicking 'No', facial recognition will not be enabled for future Log in access.



Logging In

If you have used the app before and already have log in details, please select 'Log in'.

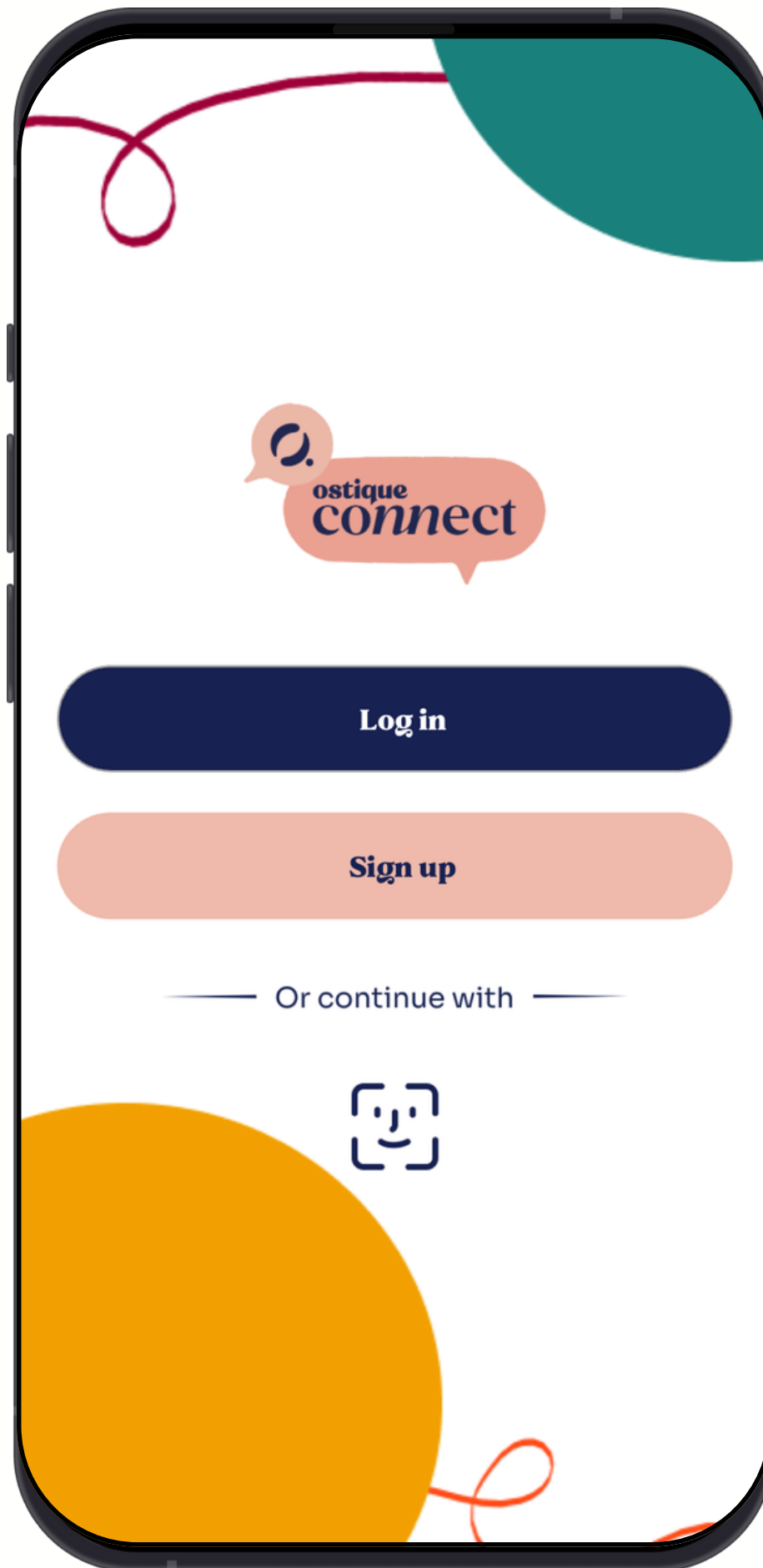
You will then either 'Log in with Mobile Number', or 'Log in with Email Address' - whichever method you used to sign up.

If you enabled Biometric Authentication, you can also Log in using facial recognition by clicking the facial recognition icon, as per the image on the left.

If you log in with your mobile number, an OTP will be sent to your mobile phone which you will need to input to log in.

If you log in with your email address, you will simply need to input your Email Address and Password.

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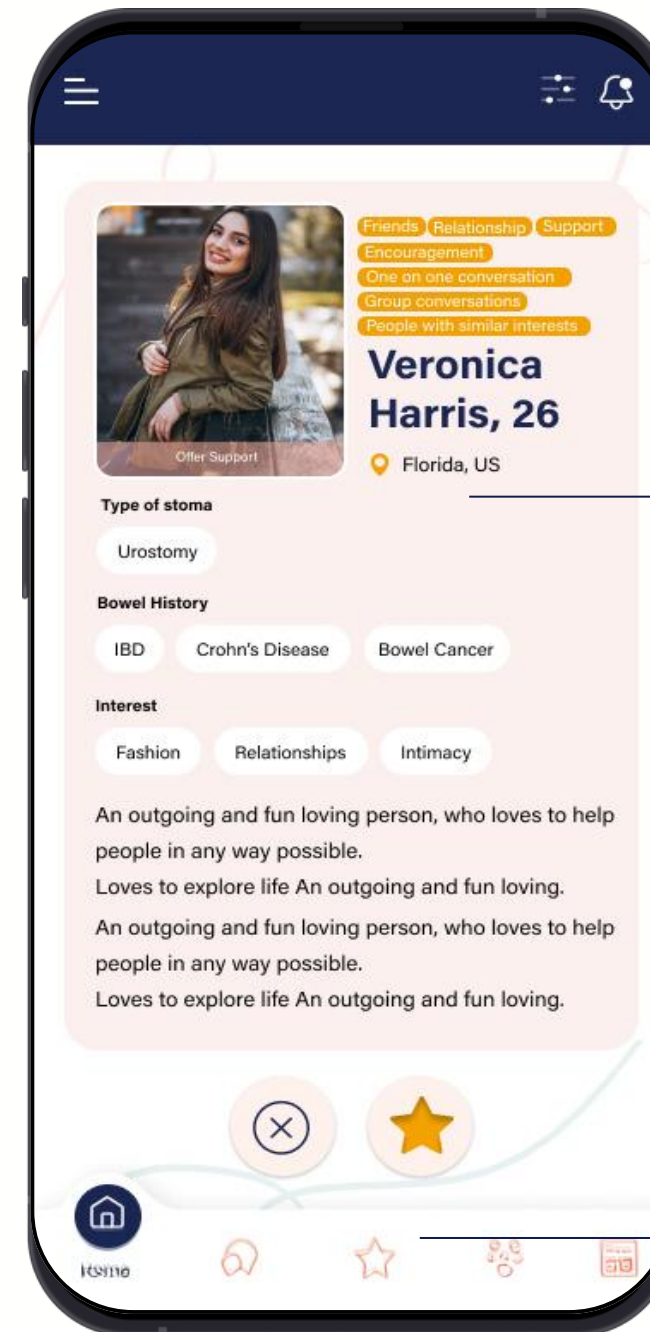


Home Screen Overview

In the middle of the screen you will see the first of your potential matches.

Along the bottom of the screen, you will always see five key areas:

- 'Home' will take you to the screen that you are currently on.
- 'Chat' will take you to the list of chats available to you (a chat becomes available when both you and a potential match have selected the like button).
- 'Likes' shows the people who have 'Liked' you so far. You can easily return the 'Like' and create a match.
- 'Forum' will show you forums that you can join, which are open to the entire global Ostique Connect community.
- 'Blogs' allow you to access and read all of our blogs.



● Potential Matches

Swipe Right to 'Like' the person
Swipe Left to move on without 'Liking'
Click their profile for more information

● Home/Chat/Likes/Forum/Blogs

Navigation Bar to access everything in the app

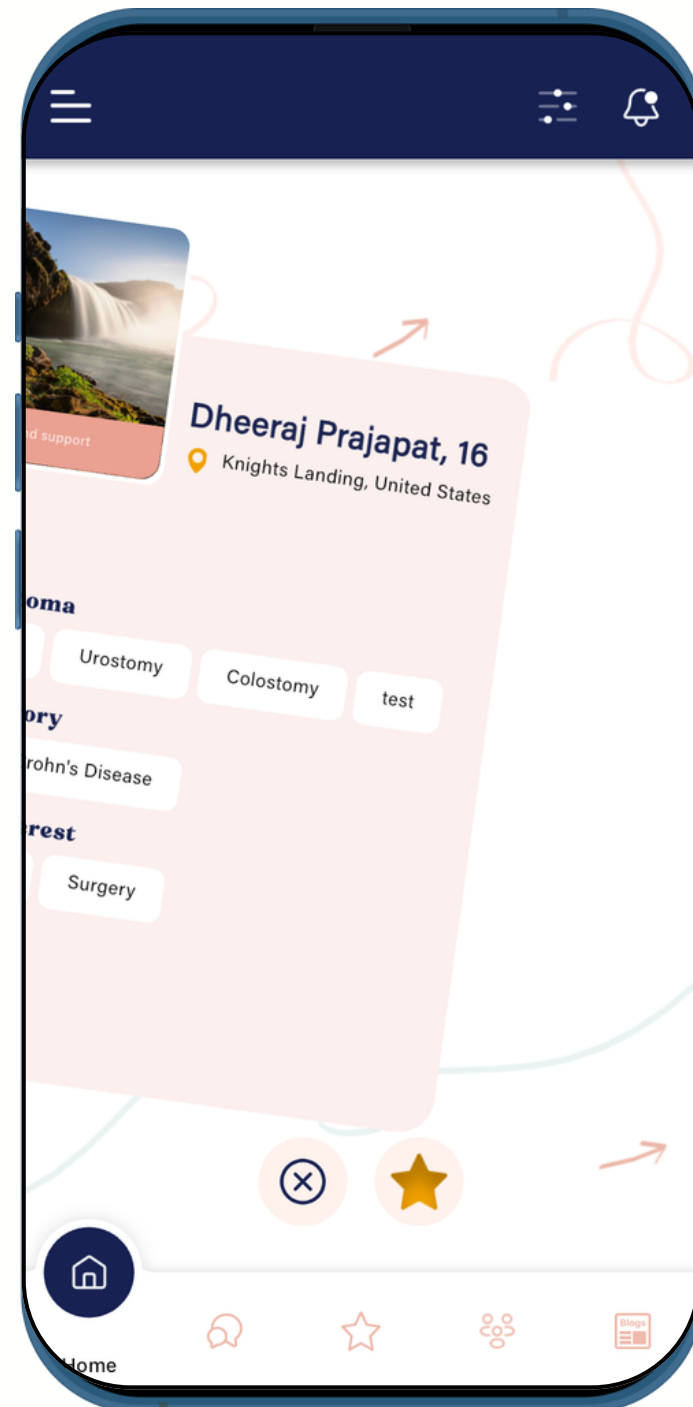
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Home Screen

When you see a potential match on the Home screen, you have three options. You can click in to the profile to see more information before you make your decision, and then either swipe right (or select the 'Star' button) to 'Like' the person, or swipe left (or select the 'X' button) to move to the next person without liking them.



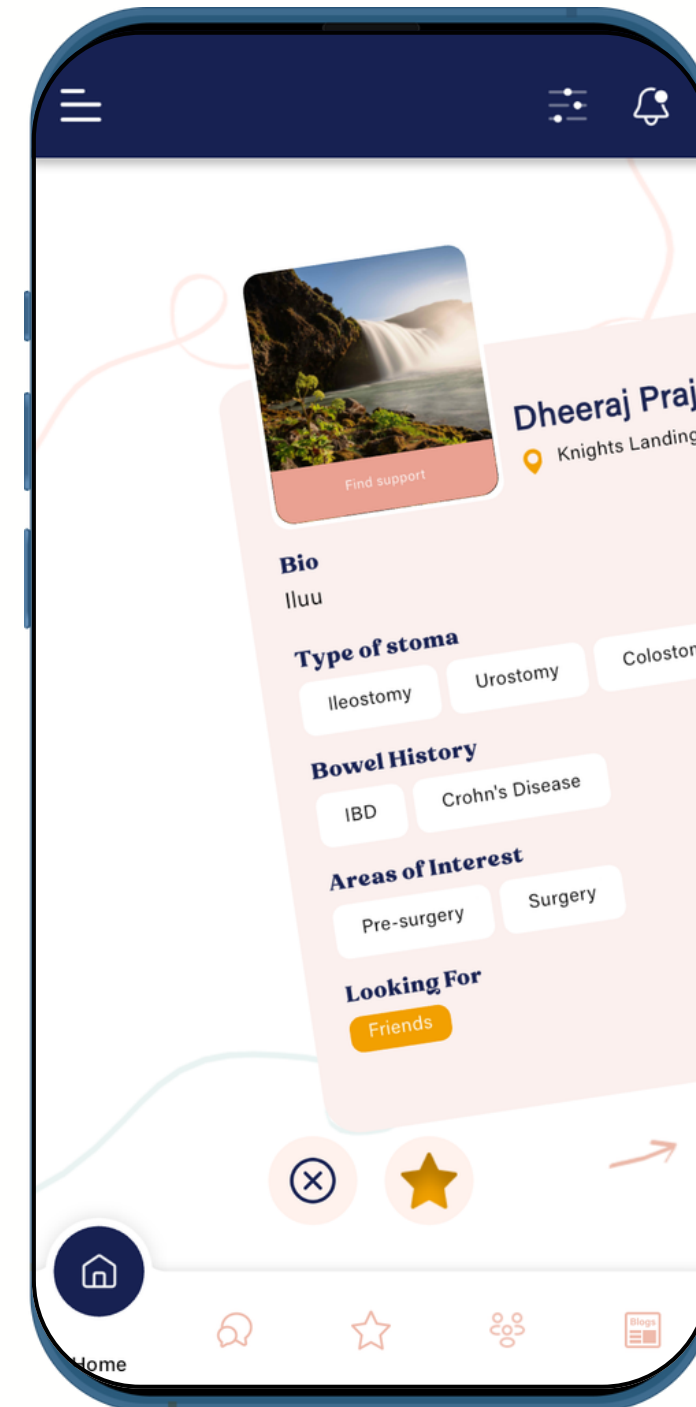
Swiping Left



Clicking

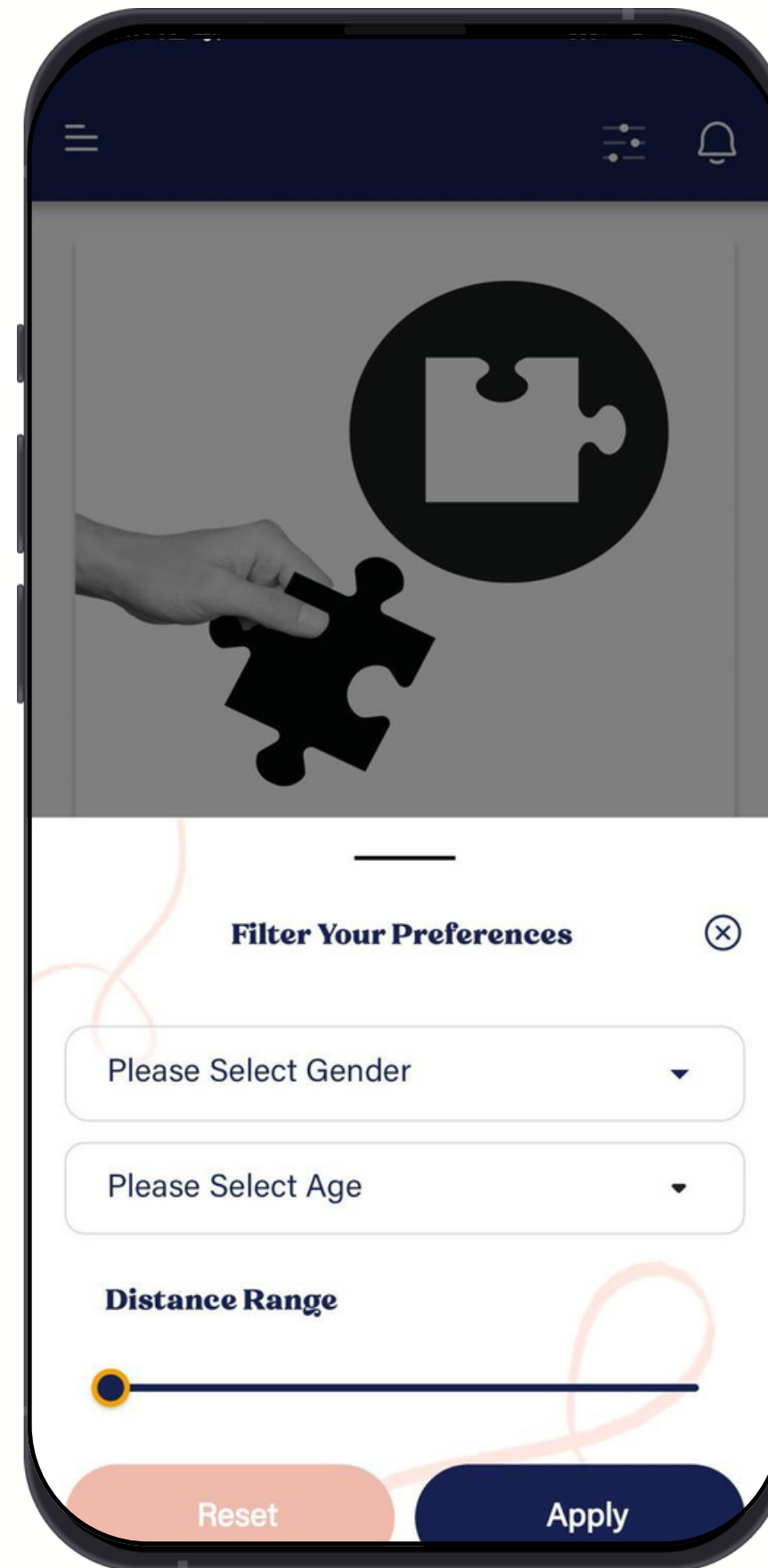
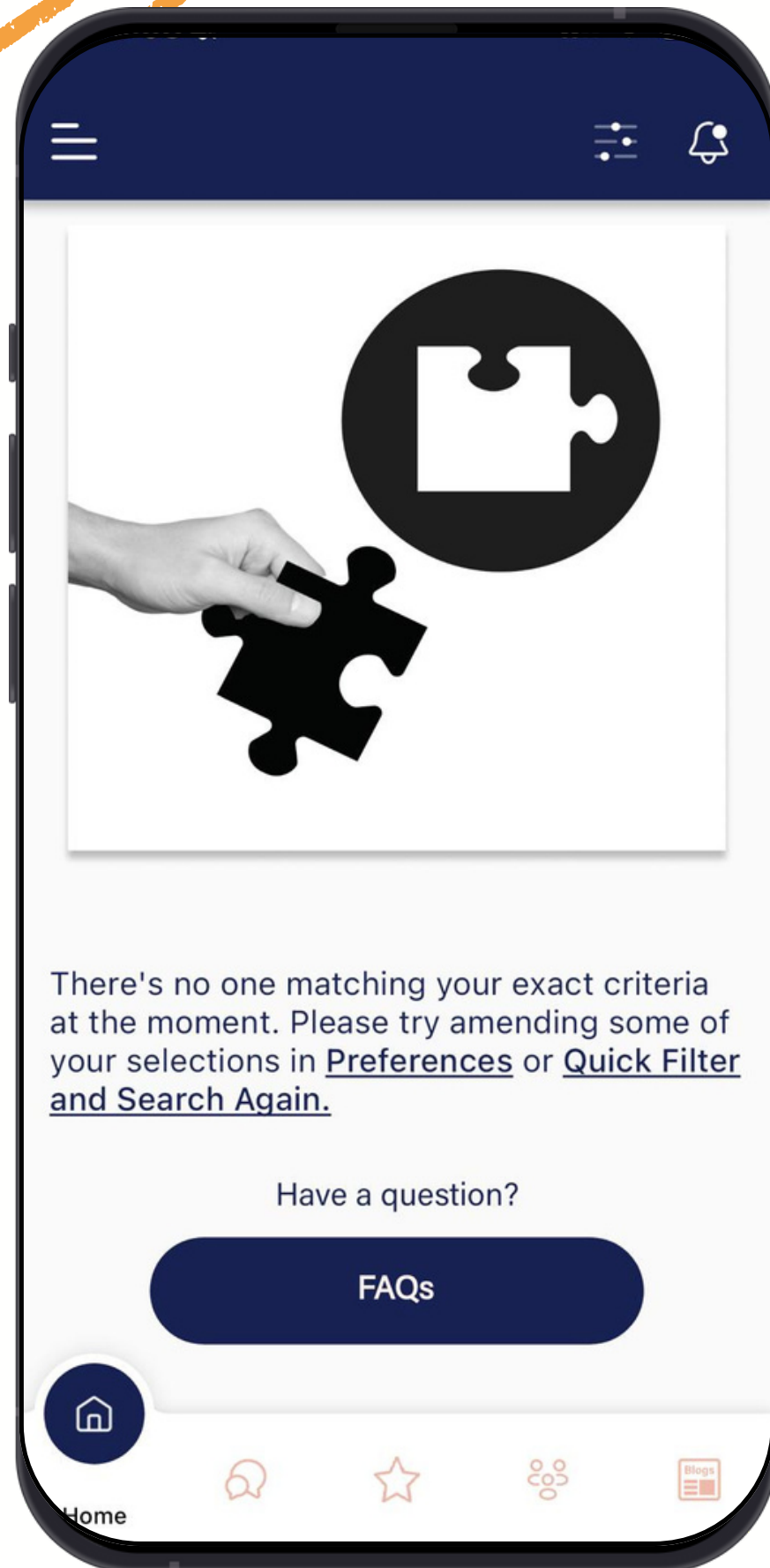


Swiping Right



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Home Screen



If you have been through all of your potential matches, you will see the first screen on the far left which indicates that there are no new matches available at this time. To see more potential matches, please widen your search criteria by amending your Preferences. You can either click '[Preferences](#)' underlined in the paragraph displayed or click the top left line icon and select Preferences from the side bar menu.

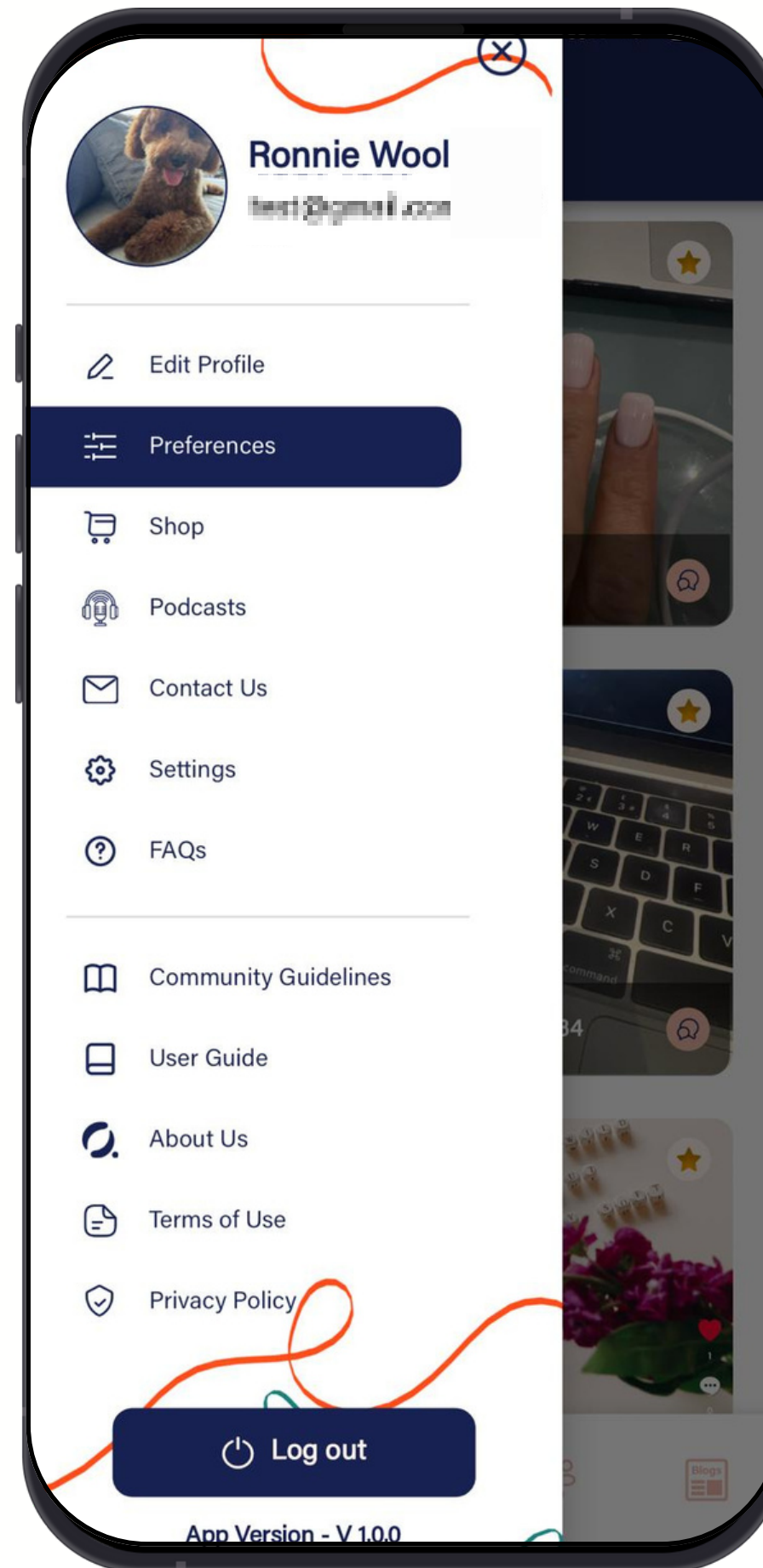
You can also update some of your preferences using the quick filter. You can either click '[Quick Filter and Search Again](#)' underlined in the paragraph displayed or click the top right of the screen (the three lines with dots). If you click on this, you will see that you can quickly amend the Gender of potential matches, the Age Range of potential matches and your Distance Range preferences. Once you are happy, click 'Apply' at the bottom right of the screen.

Also at the top right of the Home screen you can see your notifications list (bell icon). This is where the app will alert you to any important information e.g. new matches, new chats, etc.

Side Bar Menu

If you click the three lines icon on the top left of the screen, it will take you to the Side Bar menu. Here you are able to navigate to a variety of different areas within the app quickly and easily:

- To make any changes to your profile, simply click on 'Edit Profile'.
- To make any changes to your preferences, simply click on 'Preferences'.
- To listen to 'Chatting Sh*t with Ostique', the podcast, simply click 'Podcasts'.



- 'Contact Us' provides you with an opportunity to easily contact a member of the Admin Team.
- 'Settings' enables you to make important changes to your account, such as changing your password, updating the language you see the app in, or deleting your account, if that is something you wish to do.
- The 'FAQs' page answers a lot of common questions and is a great place to go for some quick help and advice.
- If you would like any information about the Community Guidelines, User Guide, About Us, Terms of Use or Privacy Policy simply click on the relevant sections.



Chat

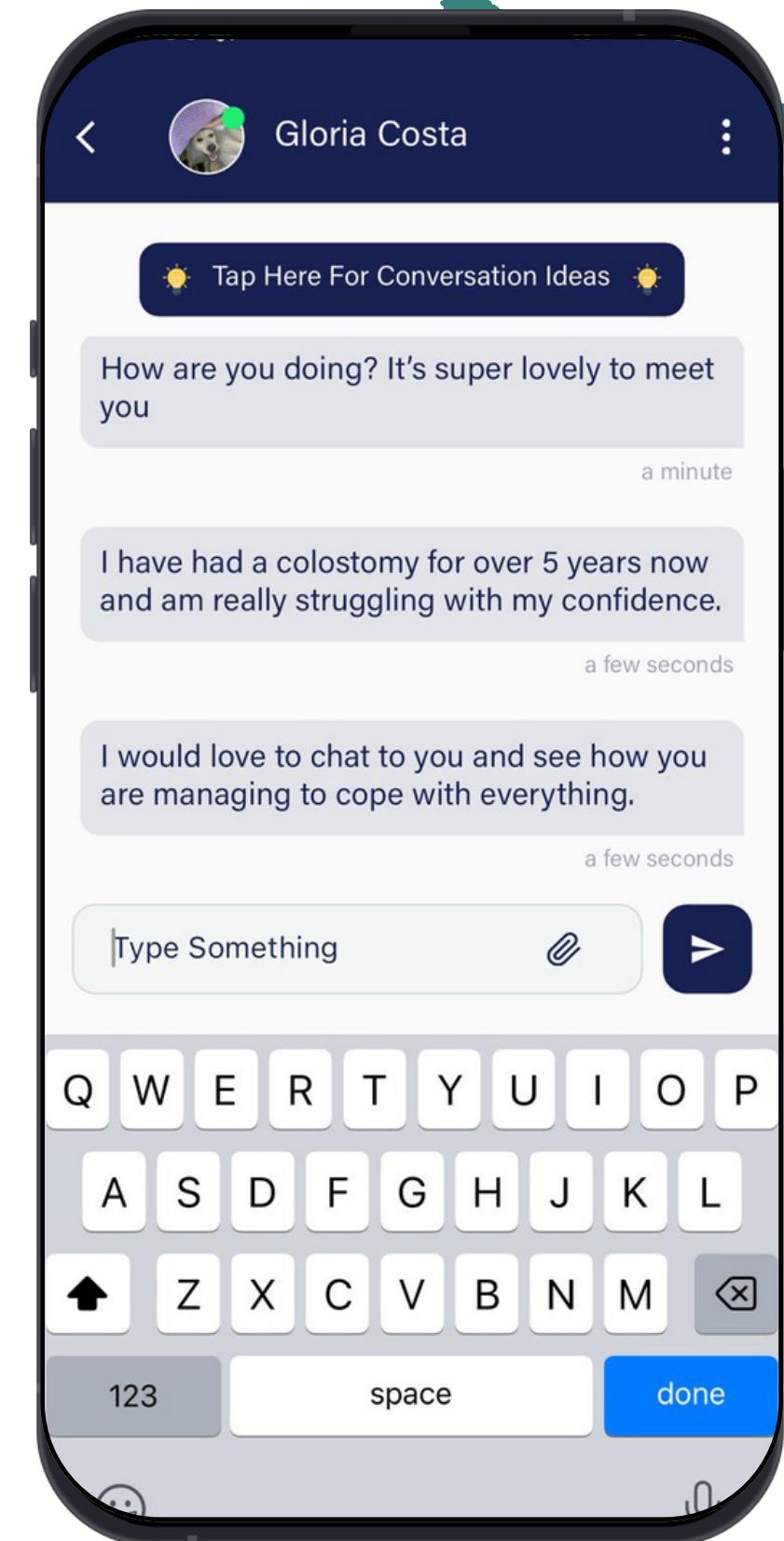
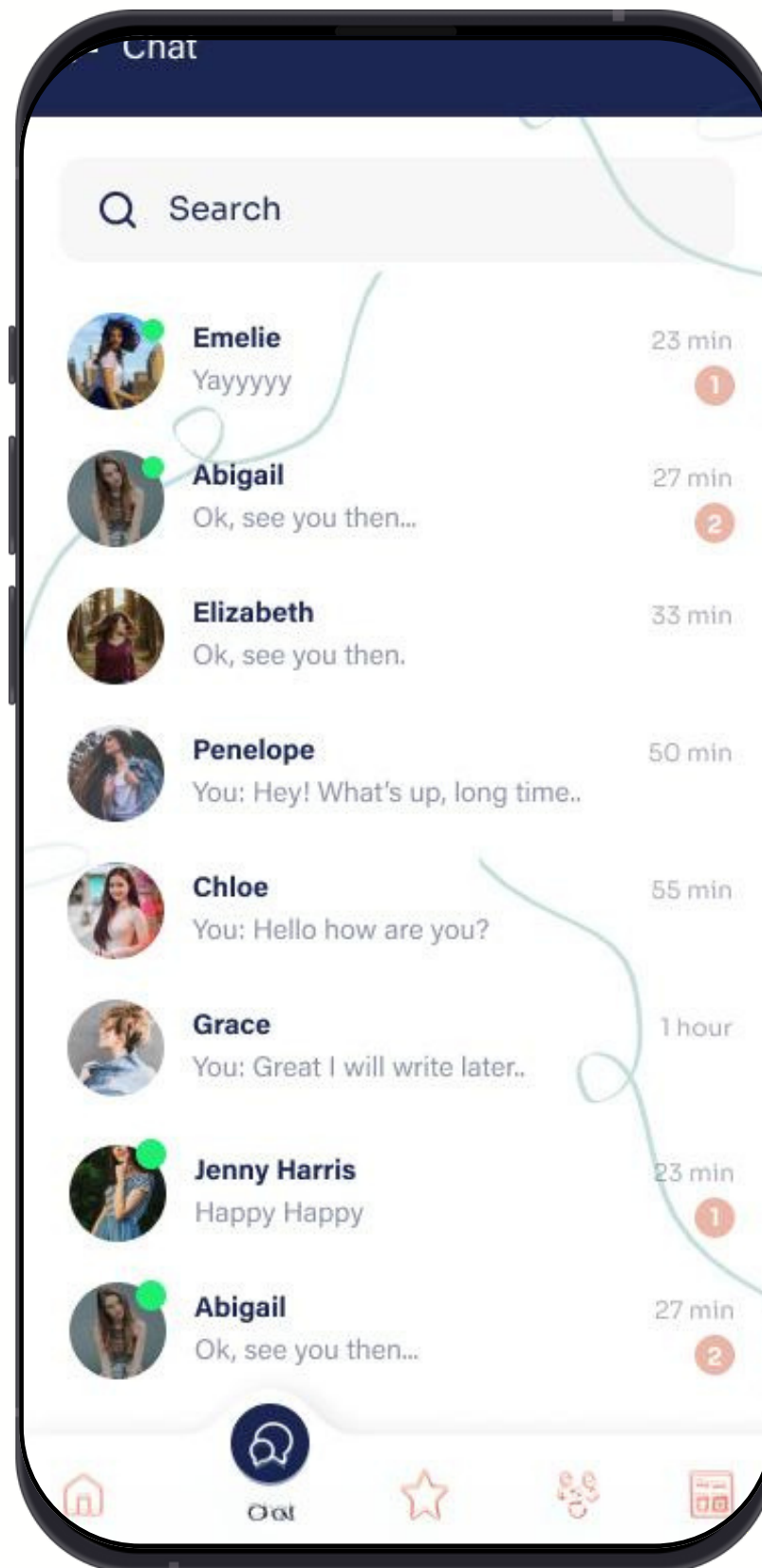
When you click on the 'Chat' icon, you will see your list of chats. This is everyone you have matched with and therefore unlocked the chat feature with. If you see a green dot over someone's profile, this means that they are online.

To go into a particular chat, simply tap the chat on the screen. Once you are in a chat, click in the 'Type Something' box at the bottom and use your keypad to type messages. If you need any help starting or continuing a conversation, you will find a handy Conversation Ideas tool at the top of the chat box.

You send messages by clicking the navy arrow box on the right hand side of the chat box.

If you would like to share a photo or video with someone in a chat, please click on the paperclip icon and select either your camera to take a photo or video, or gallery if you wish to send a video/photo already in your camera roll.

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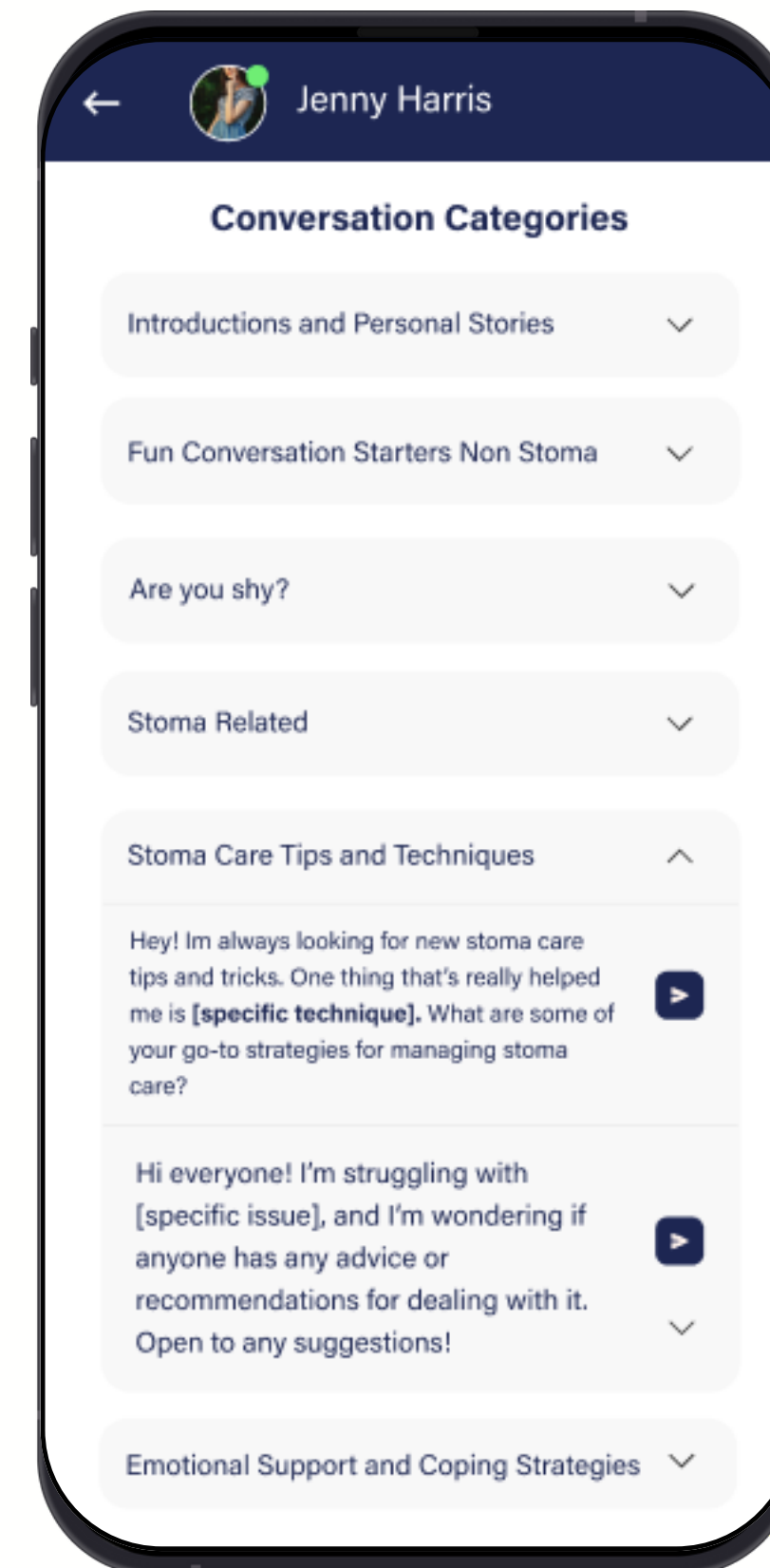




Chat

If you click on 'Conversation Ideas' you will find some helpful Conversation Categories to choose from. By clicking the drop down menu on these categories, you will be shown a variety of options to help aid your conversations.

If one of these conversation starters resonates with you, simply click the blue arrow to add it to your chat. If you see any '[xxx]', this indicates the ability to personalise the message. You will be able to amend and edit this once the conversation starter is in your chat box.



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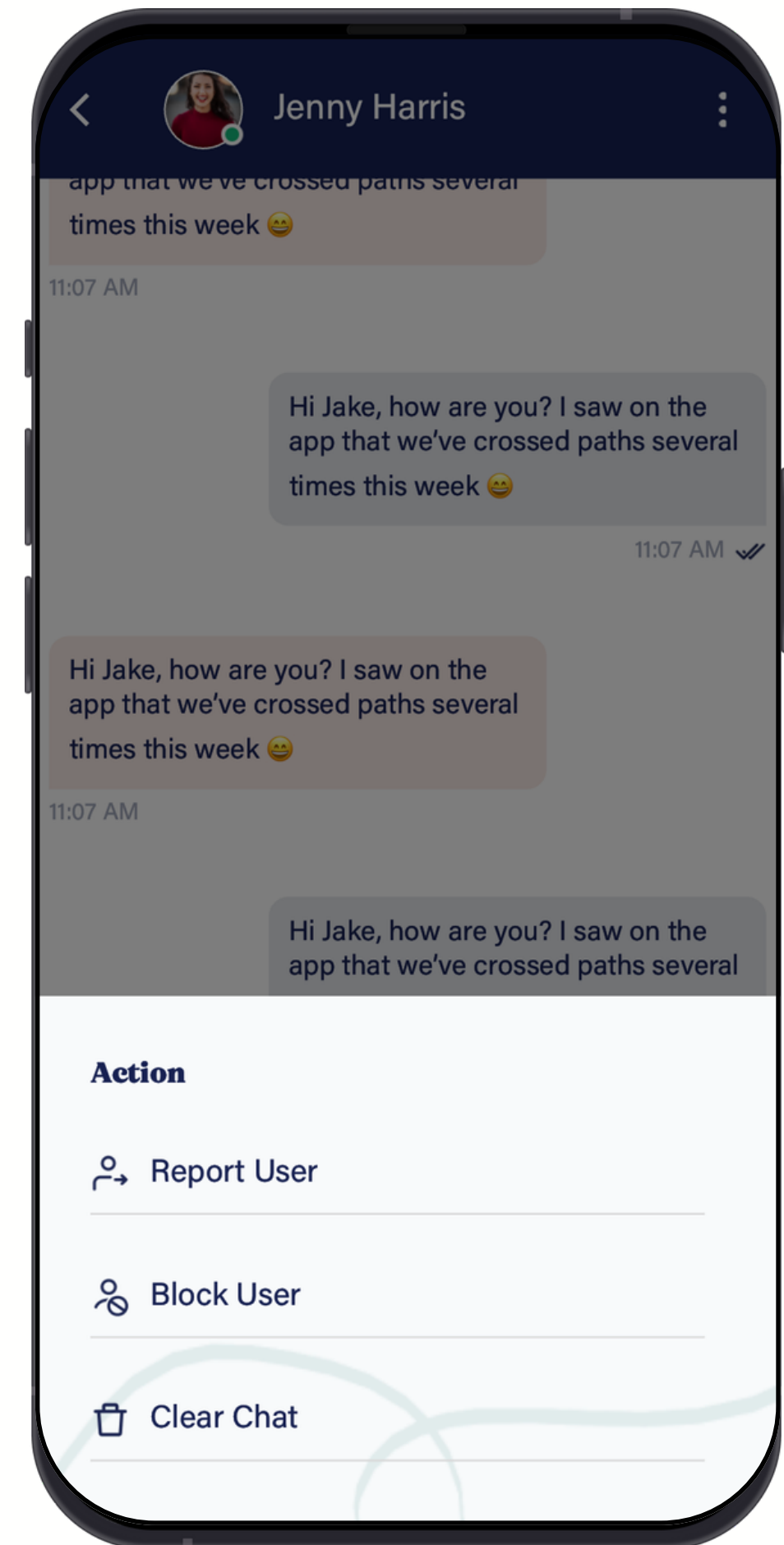
Chat

On the top right of each chat screen, you will see the vertical 3 dots icon. If you click on this, you are able to 'Report User' (if they are behaving in a way that makes you feel uncomfortable or if you consider they are breaking the Community Guidelines in some way), 'Block User' (if you no longer wish for them to be able to contact you) or 'Clear Chat' (this clears the chat only on your side).

If you do wish to 'Report User', you will see a list of options to choose from as to why you wish to do so. This is important information for the Admin Team.

If you 'Block User' and then change your mind, you can 'Unblock' them in the future by going back to the vertical 3 dots icon in the chat.

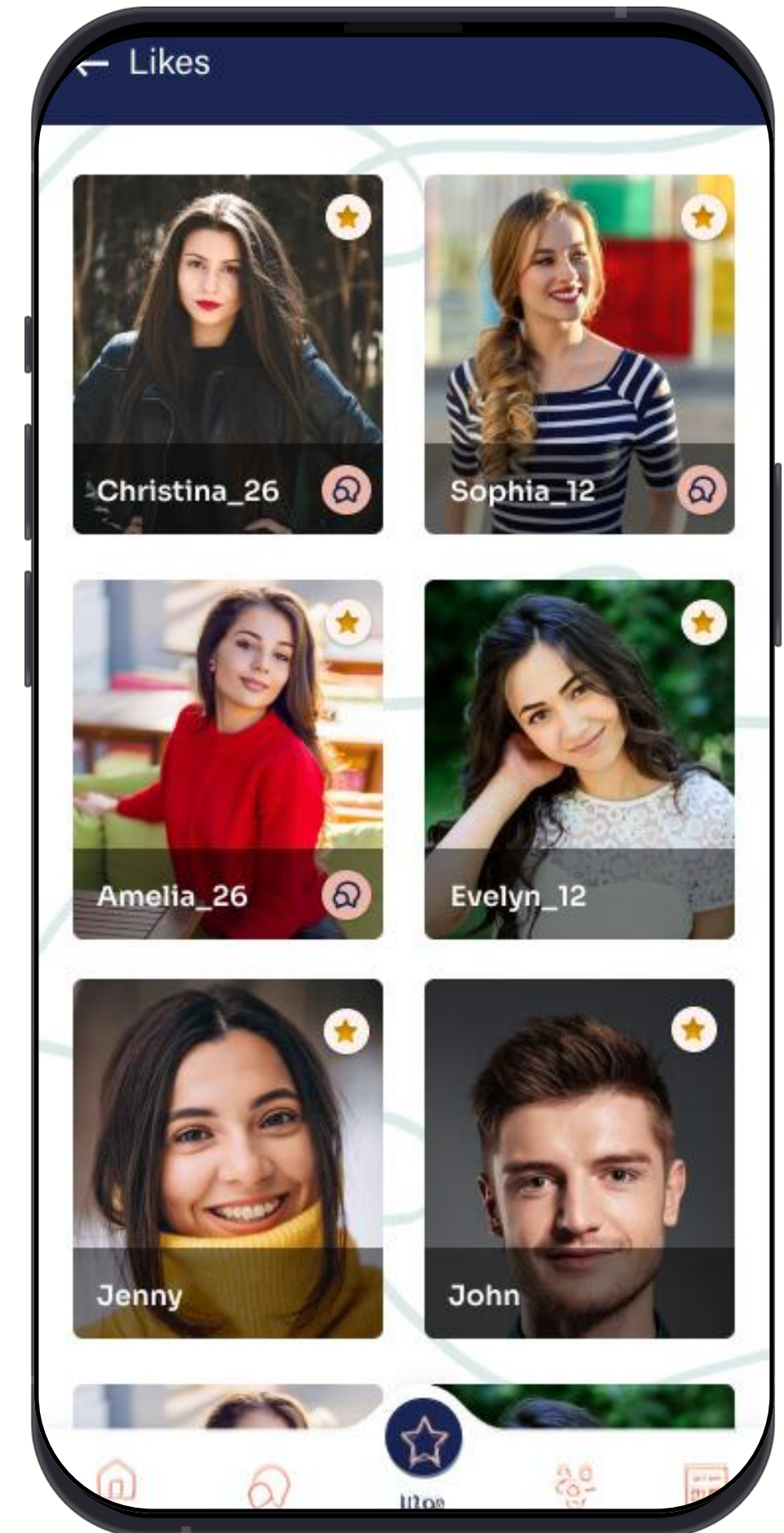
When you are in a particular chat and would like to return to the list of chats instead, simply click the back arrow on the top left of the screen.



Likes

When you click on the 'Likes' icon, you can see the list of users that have 'liked' you so far. If you wish to match with any of these users, simply click into their profile and 'Like' them back using the star button.

If you have 'liked' the user back, you will also see a chat icon at the bottom right in pink which will take you to the chat screen.



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Forum

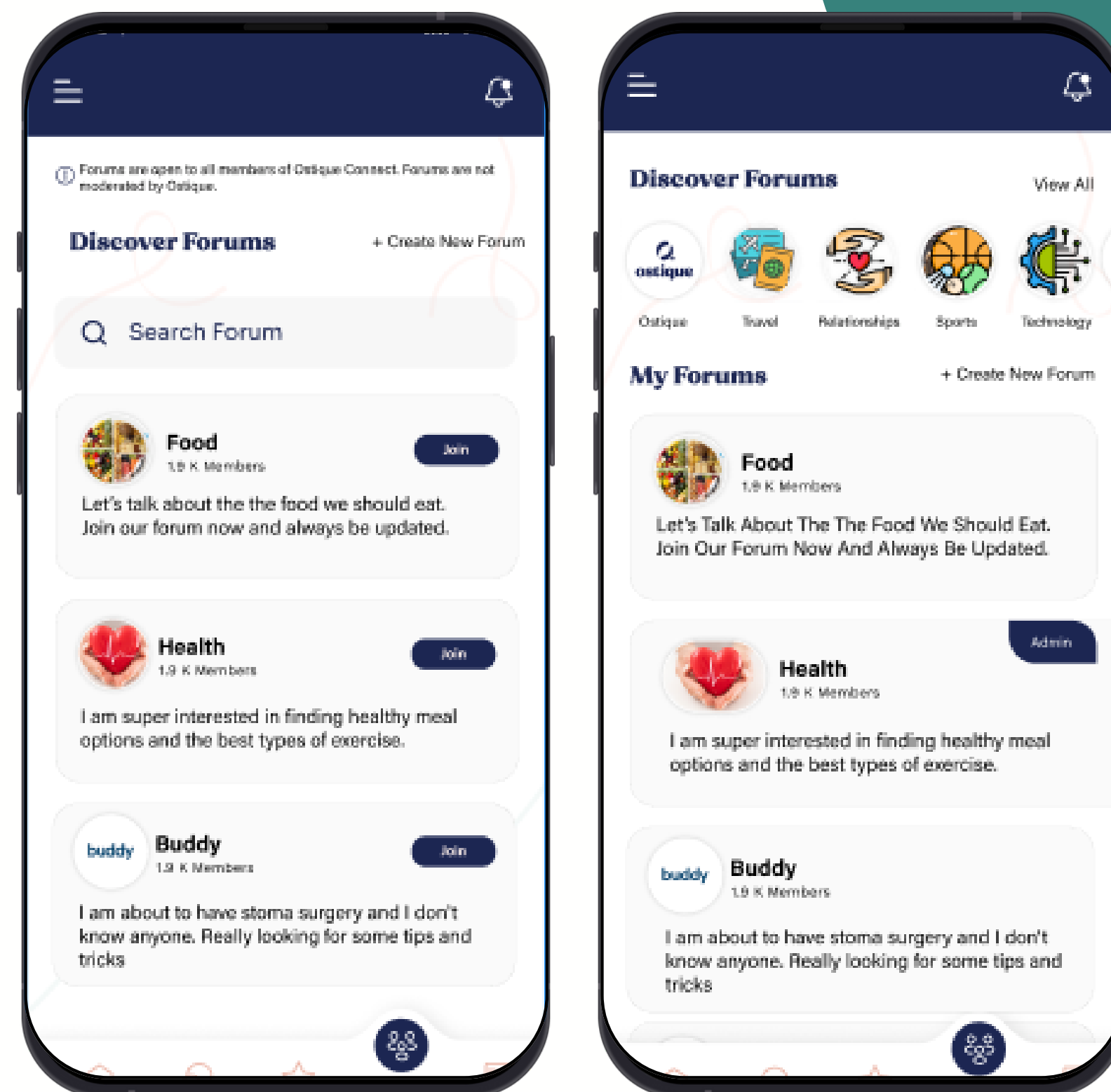
When you click on the 'Forum' icon, you will see the Forum homepage.

If you have not yet joined a Forum you can:

- Discover Forums posted by the community and join a Forum that takes your fancy. There is a helpful search button to help you find what you are looking for. You can click on the Forum to read more and see the sorts of conversations that are going on. If you want to participate in a Forum, you will need to join first; or
- You can create your own Forum. Please see [page 26](#) for guidance of how to create your own Forum.

If you are already a member of a Forum, or have created your own, you will be able to see a list view of those Forums under 'My Forums'.

Forums are open to all members of Ostique Connect. Please note Forums are not moderated by Salts.



Forum

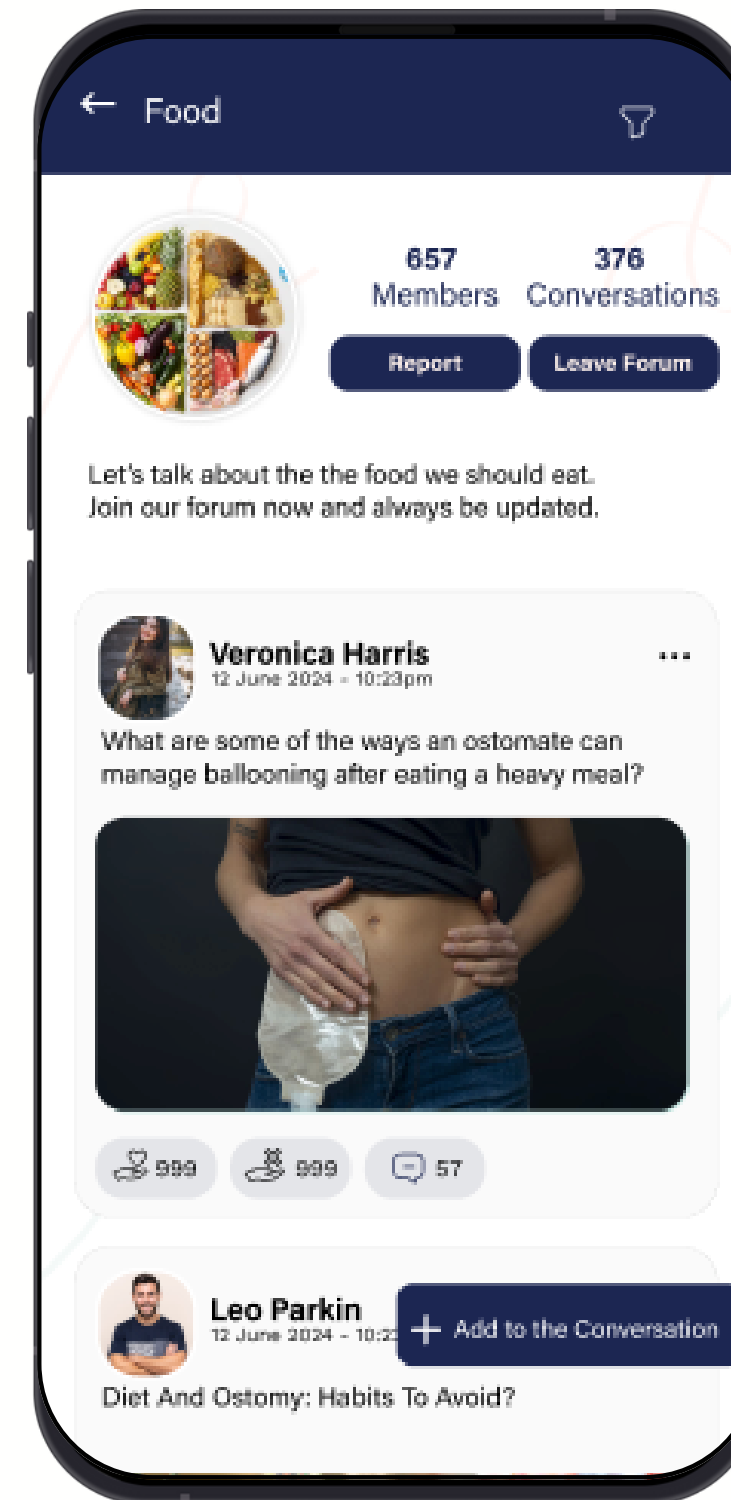
Once you are a member of a Forum, from that Main Forum page you can:

- review a list of all the members by clicking 'Members' on the Main Forum page;
- click the 'Add to the Conversation' button on the bottom right of the screen to create a new thread within the Forum;
- upvote or downvote a conversation by clicking the relevant icons; or
- view and add comments within an existing conversation by clicking into the relevant conversation. From here, you can add your own comment by clicking the button on the bottom of the screen that says 'Add your comment' as per the image on the right. You are also able to upvote or downvote any existing comments in a conversation. The comment with the most upvotes in any conversation will be displayed at the top of that conversation.

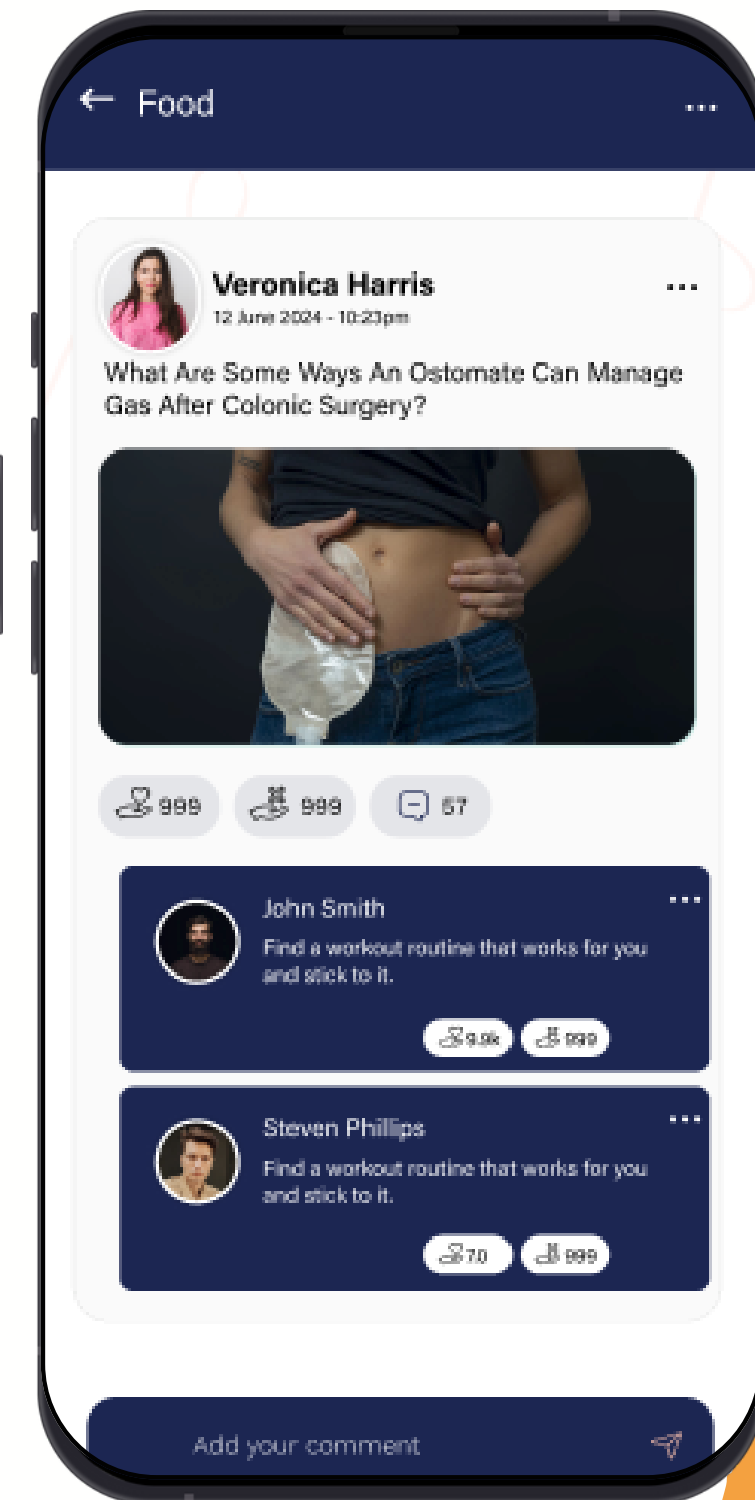
You have the ability to edit or delete your own conversation threads and comments by clicking the three dots on the righthand side of your comment.

Use the backarrows' at the top left of the screen to go back to the Main Forum page and the Forum homepage.

● Main Forum page



● Commenting within a conversation



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Forum

If you want to create your own Forum, you can do so from the Forum homepage. Just click '+ Create New Forum'.

You will then be taken to the screen where you need to provide a Forum Name, Description and Image. If a similar or the same Forum name already exists, you will be informed. You can then either explore the existing Forum or change your Forum name. If you do choose to explore the existing Forum, any information you have provided in the creation of your own Forum will be lost.

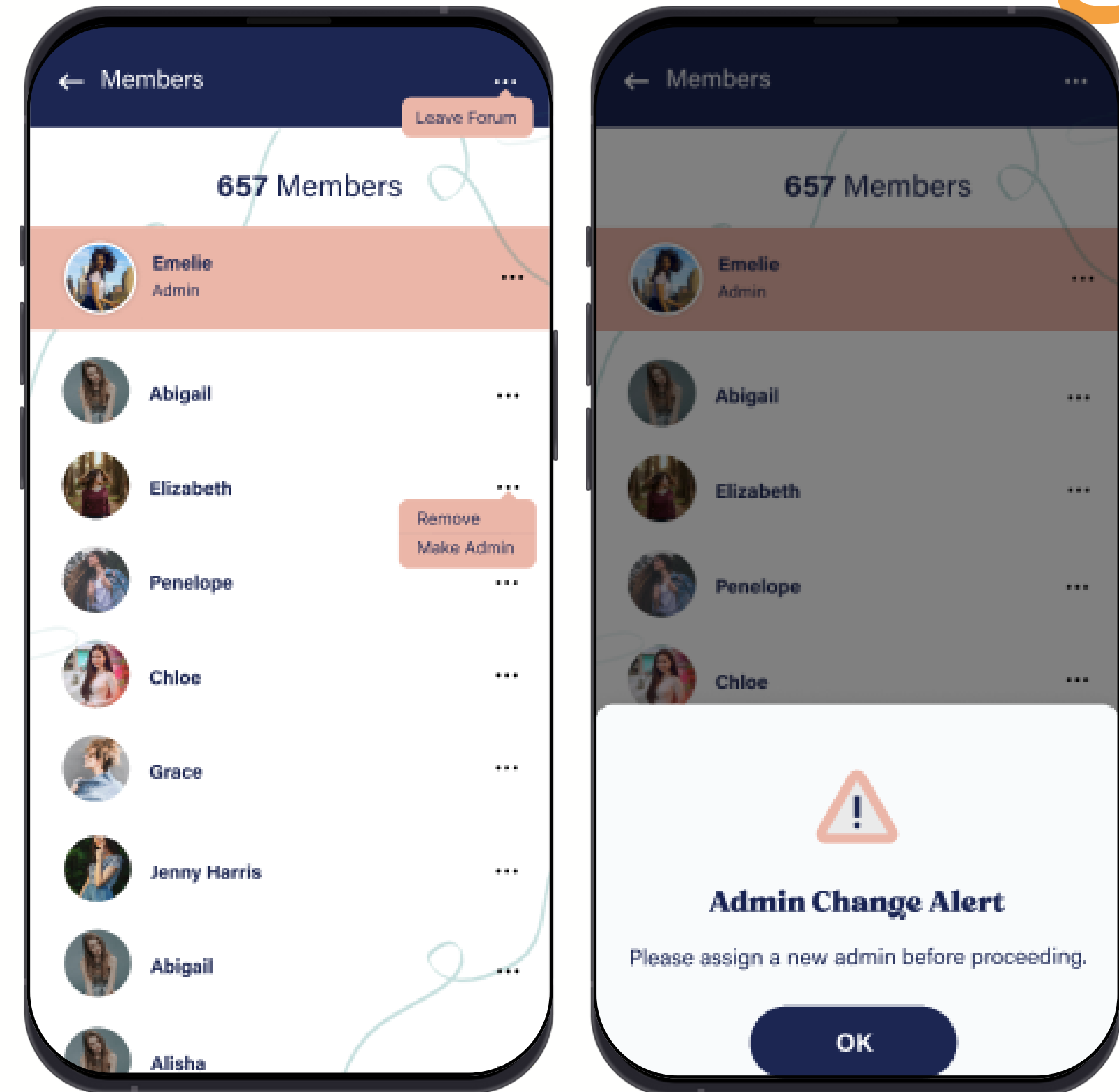
Once you have created a Forum, you will be the Forum Admin.

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Forum

As a Forum Admin, you are also able to remove Forum members. You can do this by clicking the 'Members' button on the top of the Main Forum page, then simply click the three dots next to their name and select 'Remove'.

If you no longer wish to be the Forum Admin, or you want to leave the Forum, you will need to assign Admin duties to another member of your Forum. Once you have determined who your Admin replacement is, simply click the three dots next to their name and select 'Make Admin'.



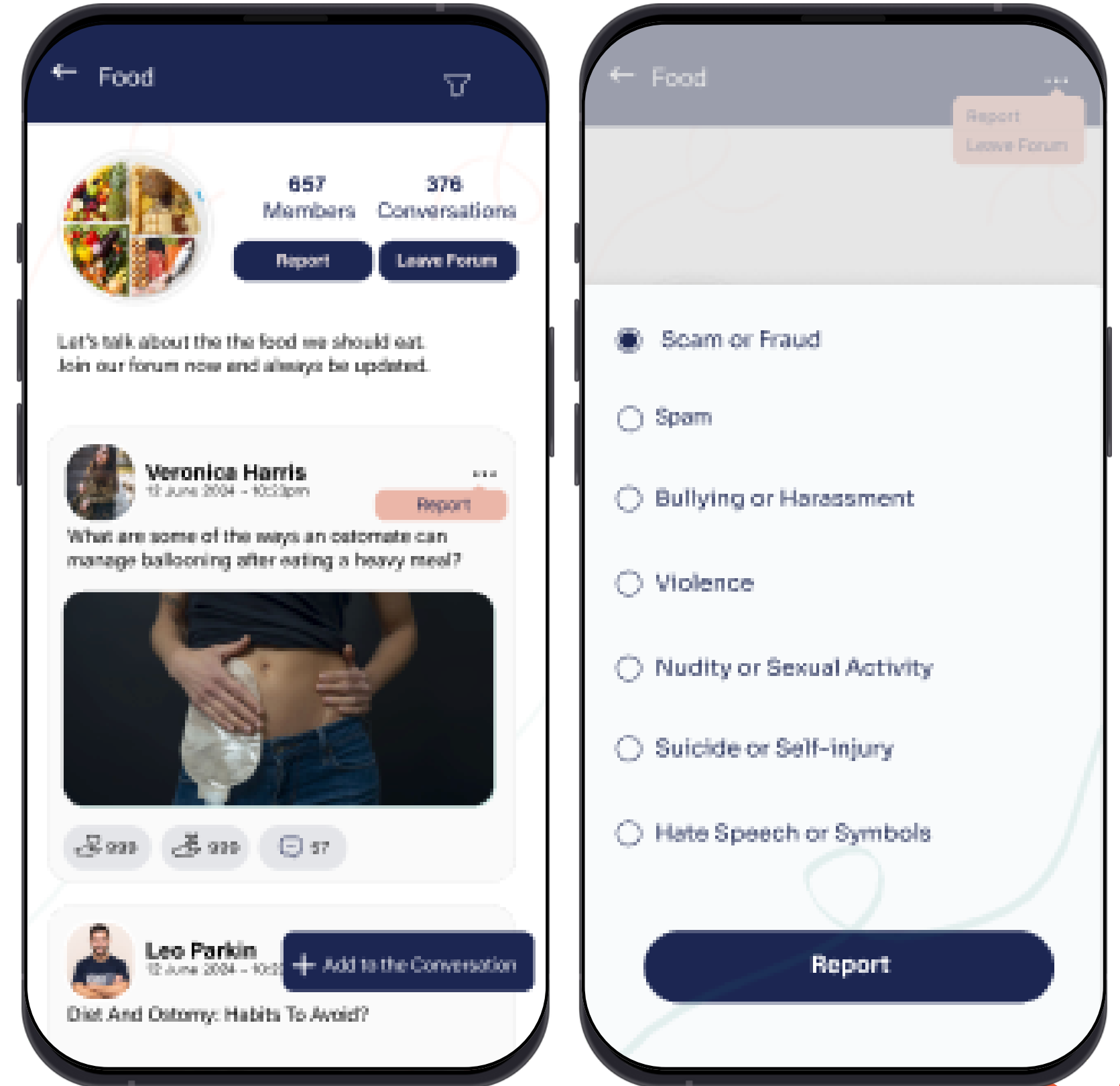
Forum

You can and should report a Forum or conversation if the Forum/someone contributing in the Forum is behaving in a way that makes you feel uncomfortable or if it is breaking the Community Guidelines in some way.

To report the Forum, click the 'Report' button at the top of the Main Forum page. To report a conversation and/ or comment in a conversation, click on the three dots on the right on the right of a conversation box.

In both cases, you will be taken to a reporting page. Please select your reason for reporting the Forum or conversation.

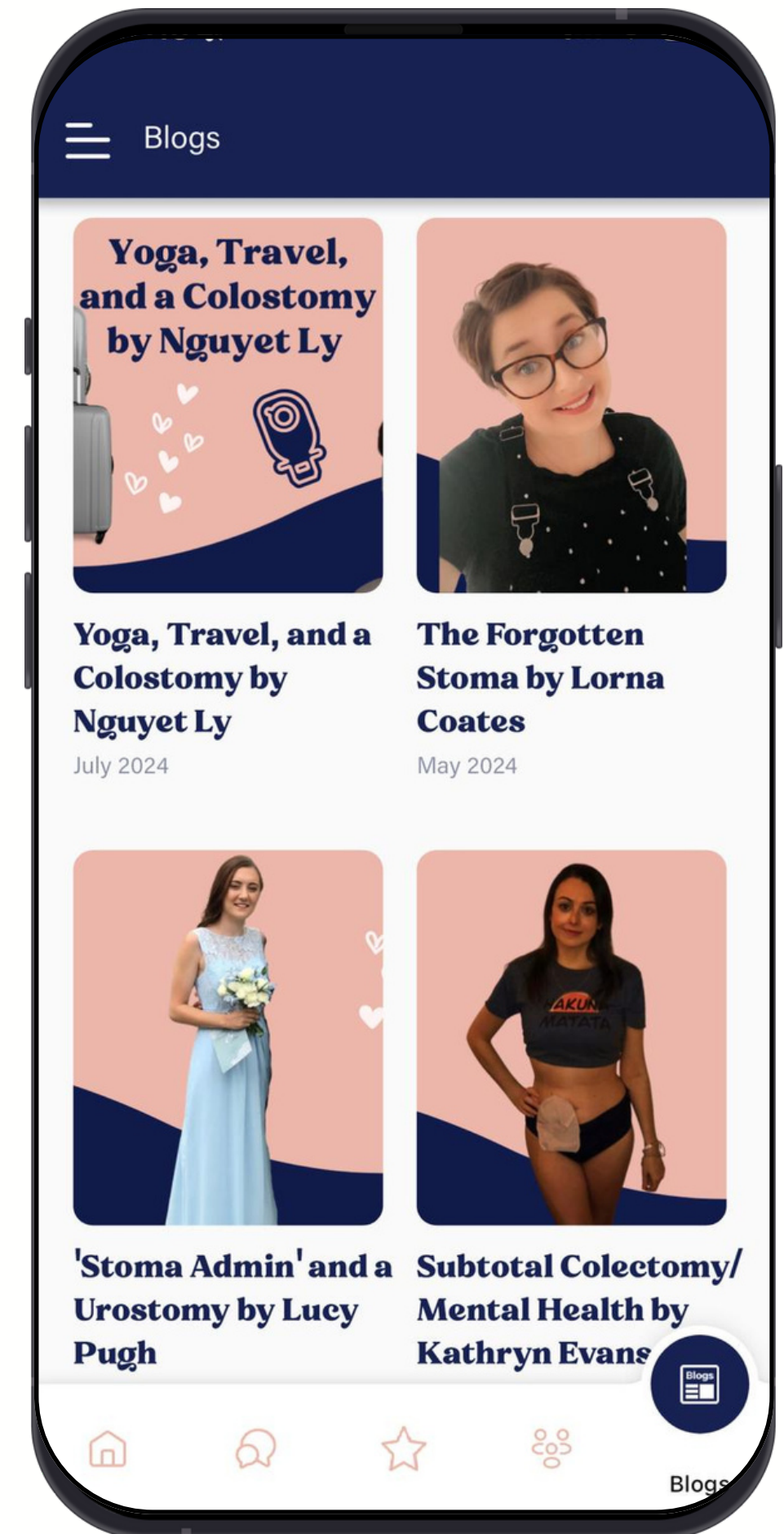
You are also able to leave a Forum by selecting the 'Leave Forum' button at the top right of the Main Forum page.



Blogs

When you click on the 'Blogs' icon, you will see a list of all of the incredible blogs written by your amazing community.

If you would be interested in writing a blog, please contact us to work with us!



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Let's do it together.

FOR ANY FURTHER INFORMATION , PLEASE EMAIL OSTIQUECONNECT@SALTS.CO.UK