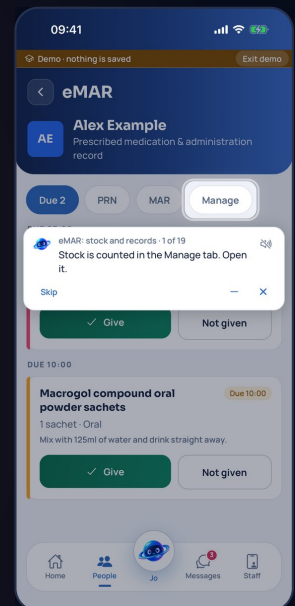
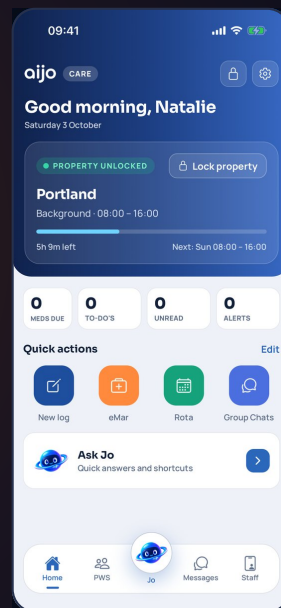


— CARER APP · IOS AND ANDROID · VERSION 2.1.0

WHAT'S NEW IN 2.1.0.

A new look, a practice demo with lessons, Jo, On call, safer unlocking, simpler logs and a reworked eMAR.

Prepared 3 October 2026 · replaces 2.0.2



— IN THIS RELEASE

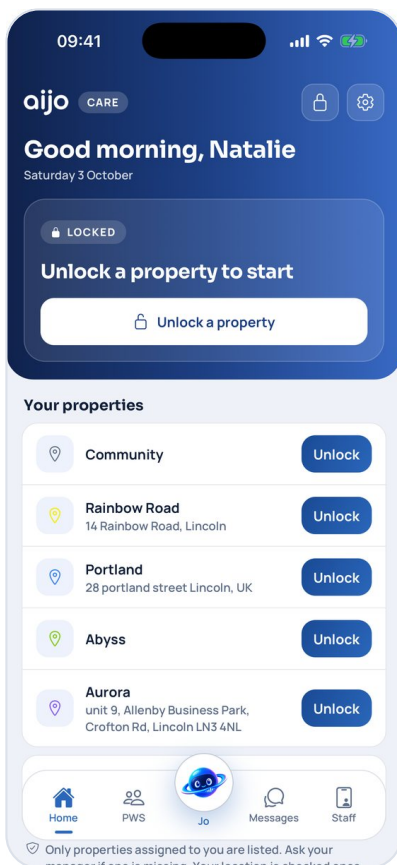
- 01 A NEW LOOK THROUGHOUT** Every screen redesigned in the aijo Care brand.
- 02 UNLOCKING, ON CALL AND LOCKING** Location checked once, overrides need a reason, managers can go On call.
- 03 HOME AND ROTA** Your shift on Home, a clearer rota and open shifts you can request.
- 04 PEOPLE WE SUPPORT** Who needs you first, profiles, behaviour plans, About me and consent.
- 05 LOGS** Logs by day, Simple logs, custom titles and every box kept.
- 06 EMAR** The six rights, single and batch sign-off, stock counts and clearer refusals.
- 07 ASK JO** An in-app guide that can take you there or show you how.
- 08 TRY THE APP AND LESSONS** A practice copy of the app and lessons led by Jo, who can speak.
- 09 GETTING STARTED LESSON** Signing in for the first time, step by step, including the authenticator.
- 10 SETTINGS AND STAFF** Log style, Jo, appearance and the Staff hub in the new look.
- 11 MY HR** Your details, pay, documents, policies and training, behind your PIN.
- 12 FIXES AND SMALLER CHANGES** What has been put right since 2.0.2.

01 · LOOK AND FEEL

EVERY SCREEN. A NEW LOOK.

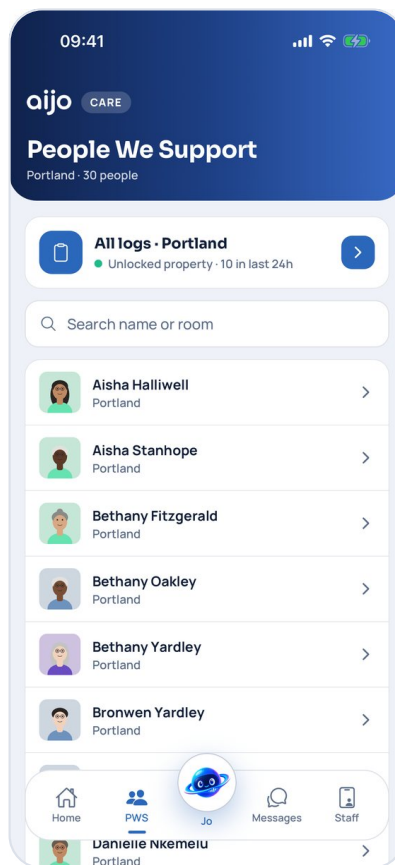
2.1.0 brings the redesign to every part of the carer app. The old screens have been removed rather than kept behind a switch, so everyone sees the same app.

- **aijo Care branding** on every screen, with new type (Sora and Manrope), a calmer colour scheme and larger tap targets.
- **Home** greets you by name, shows the property you have unlocked, four counters (meds due, to-dos, unread, alerts) and quick actions you can rearrange with **Edit**.
- **A new tab bar**: Home, PWS, Jo in the middle, Messages and Staff.
- **People We Support** opens on the property you unlocked, with a search box and a shortcut to all of that property's logs.
- Screens slide and fade into place, and headers no longer flash blank on the way in.
- Word and Excel documents now open inside the app, as PDFs already did. They are converted on the phone and never saved to it.



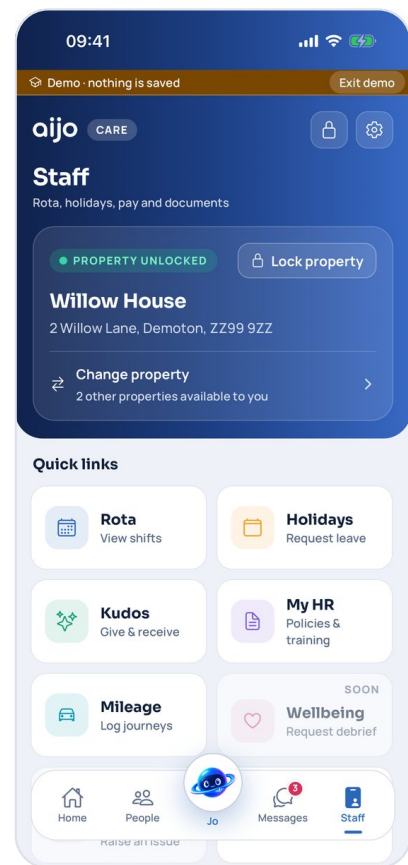
HOME, BEFORE UNLOCKING

Your properties are listed under a single "Unlock a property" call to action.



PEOPLE WE SUPPORT

Scoped to the unlocked property, with a shortcut to its logs.



STAFF

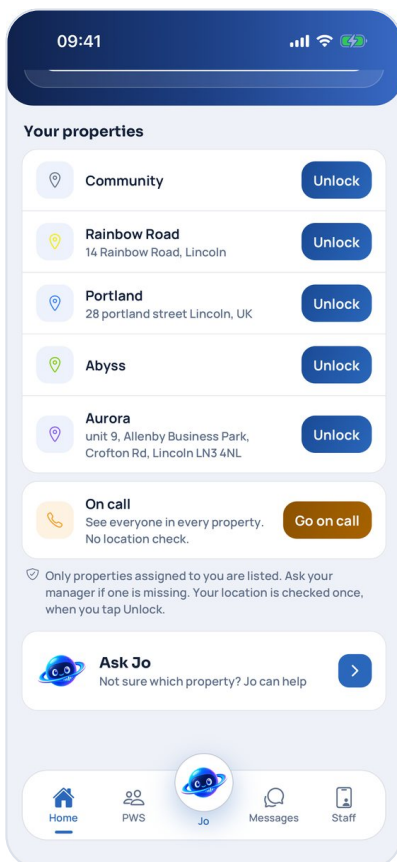
Rota, holidays, kudos, HR, mileage and wellbeing in one place.

02 · PROPERTIES

UNLOCK. GO ON CALL. LOCK UP.

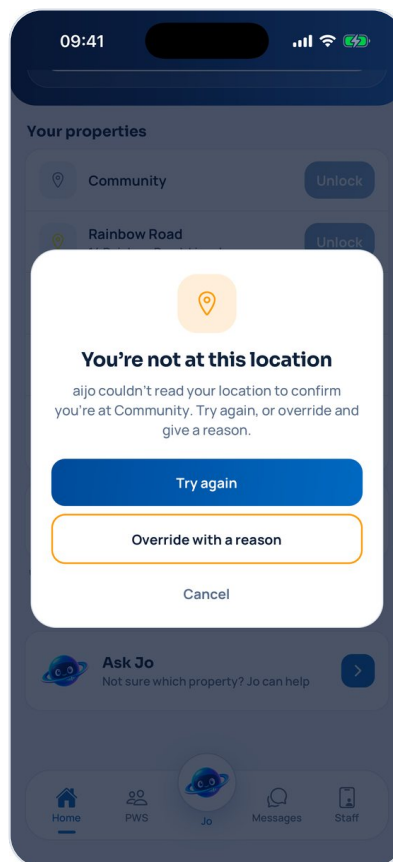
Staff see nobody until they unlock a property, and then only that property. 2.1.0 makes unlocking clearer and adds a fair way through when the phone cannot confirm where you are.

- **Location is read once**, when you tap Unlock, never continuously. The phone checks it against the property's radius.
- **Override with a reason.** If your location cannot be confirmed (too far away, no permission, no signal) you can still unlock by writing a reason. The reason goes to the server with the unlock, and managers can see it in aijo Care Desktop.
- **Support workers (Tier 4)** can override only while their company allows it. A SuperAdmin turns this on or off for the whole company in aijo Care Desktop, under Settings › Unlocking. When it is off, a support worker has to be at the property. Managers can always override.
- **On call** (Tier 1, Tier 2 and super admin): see everyone in every property at once. It is recorded on the server and has the same 12-hour limit as an unlock.
- **Lock property** sits on the Home card. Locking fades the app out and the PIN screen in.
- If a manager ends your unlock from the Command Centre, the app tells you who ended it and shows their note. Before, every list just went empty.



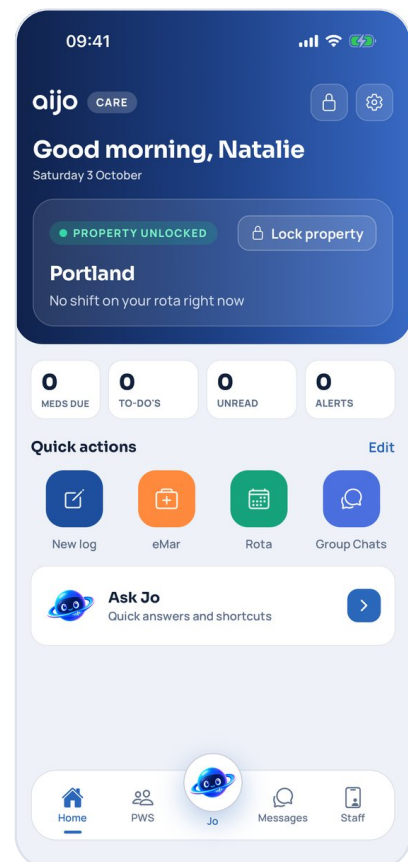
CHOOSE A PROPERTY

Each property has its own Unlock, and managers also get the On call card.



NOT AT THIS LOCATION

Try again, or override and give a reason.



UNLOCKED

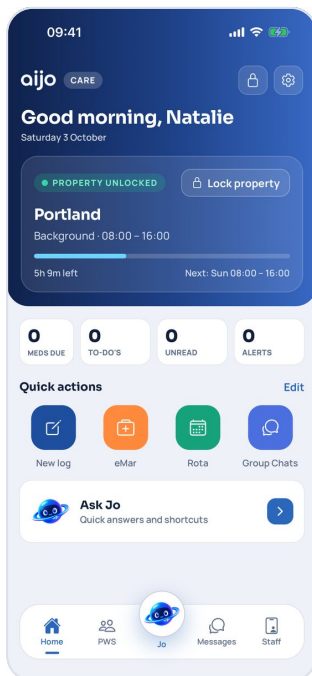
The Home card shows the property and a Lock property button.

03 · YOUR DAY

YOUR SHIFT. FRONT AND CENTRE.

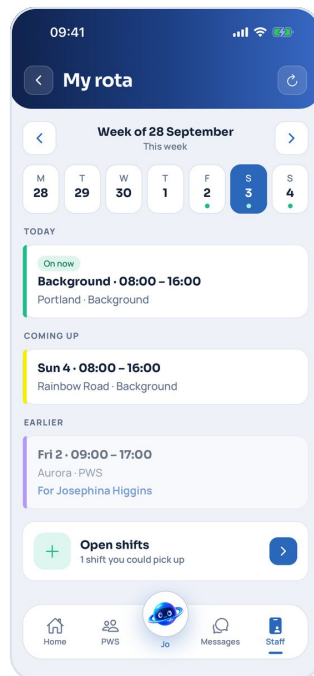
Your shift is on the Home card, and the rota shows today, what is coming up and the open shifts you could pick up.

- **Shift on Home:** the role and times, a progress bar, the time left and your next shift. When you have no shift, the card says so.
- **My rota** moves through the weeks, puts today's shift first (marked On now), then what is coming up and what happened earlier this week.
- **Open shifts** say what the shift is, where it is and who it is for, and are tinted by location.
- **Request a shift** from the list. Your manager reviews it, and you can withdraw the request while it waits.



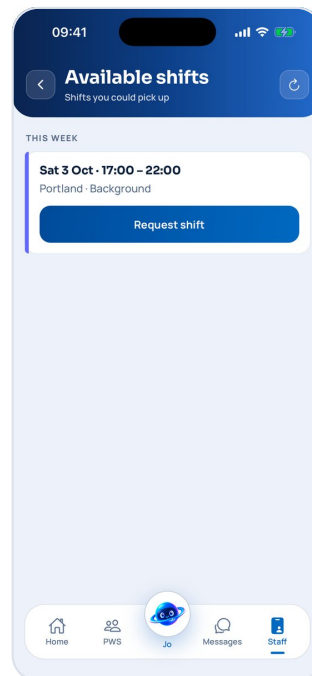
SHIFT ON HOME

Role and times, time left and the next shift.



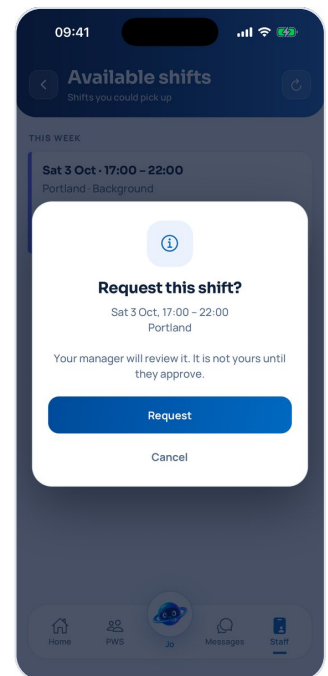
MY ROTA

Today, coming up and earlier, with dots marking the days you work.



OPEN SHIFTS

Shifts you could pick up.



REQUEST THIS SHIFT?

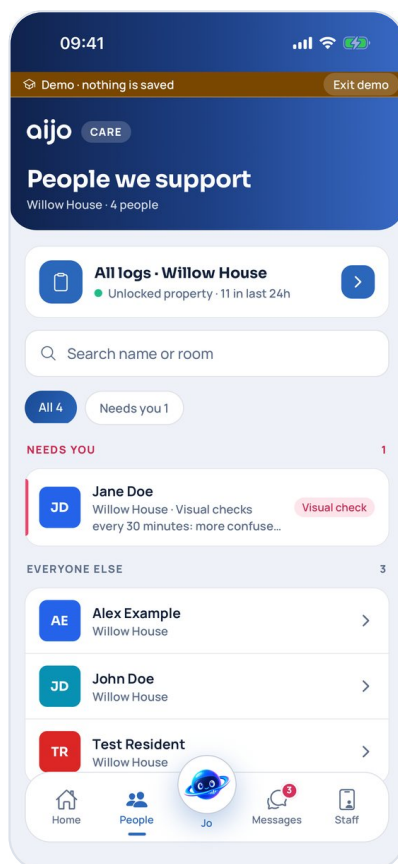
Your manager approves it. Until then it says "waiting for approval" and you can withdraw.

04 · PEOPLE

PEOPLE WE SUPPORT. WHAT MATTERS FIRST.

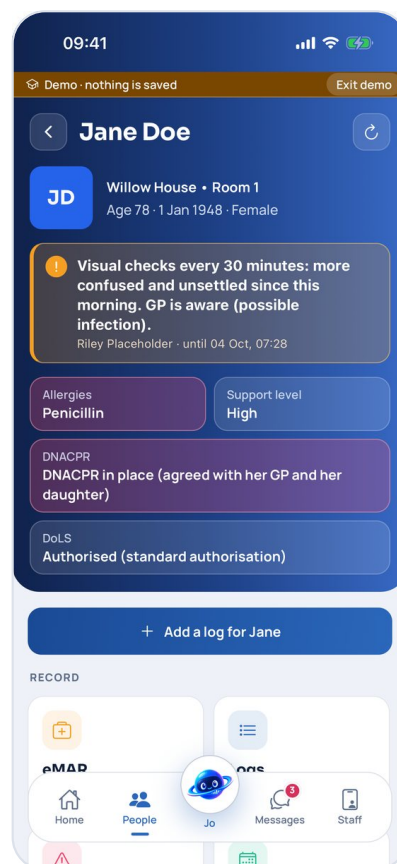
Each person's page puts what matters most first, and the records open in the same consistent layout.

- **Needs you:** people with something due (a visual check, for example) are listed first, ahead of everyone else.
- **Profile** leads with the alerts staff must know: visual-check banners, allergies, support level, DNACPR and DoLS.
- **Behaviour plans** and **About me** are close at hand. They are often the quickest way to get to know someone you support.
- **Consent** has its own page: what was agreed, who signed, and when anything was withdrawn.
- **Care plans and risk assessments:** the confirmation that you have read one now stays recorded.



PEOPLE WE SUPPORT

"Needs you" first, then everyone else.



A PERSON'S PROFILE

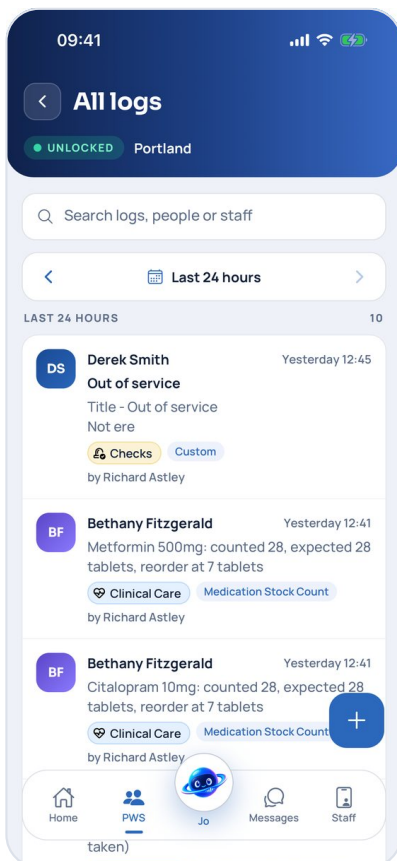
Alerts, allergies, DNACPR and DoLS up front.

05 · RECORDING CARE

LOGS. QUICKER TO WRITE.

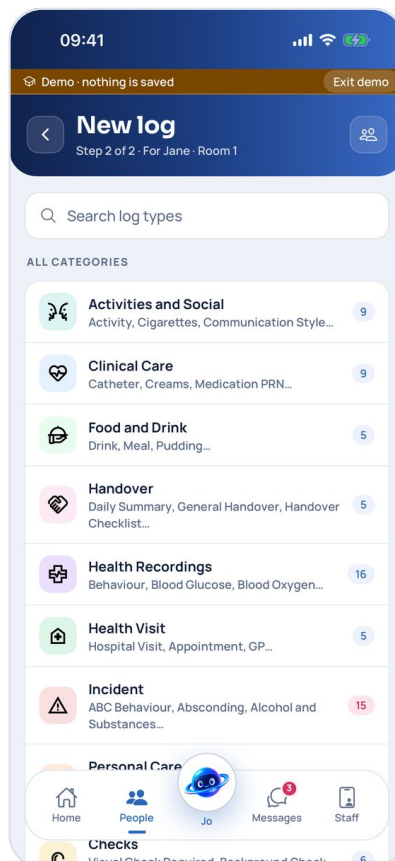
Logs are quicker to write and easier to find. Staff choose how much detail the form asks for, and nothing they type is lost.

- **All logs** for the unlocked property. The Logs tab opens on a day (the last 24 hours), not on a person picker. Step back a day at a time, or pick a day.
- **Simple logs:** in Settings > Logs, staff choose Detailed (a question for each log type) or Simple (one free-text box). Simple keeps the body map, media, flags and witness, and the choice follows them to every phone.
- **Custom titles:** custom log types (Handover Custom, Incident Custom and the rest) take a title such as “Night handover”. The log is still filed by its type.
- **Log types** are grouped by category and can be searched.
- **Every box is kept.** Before, only the Notes box was saved for some types. A Social log now offers the real people in the house.
- **New log from Home** asks who the log is for first, and offers only people in the unlocked property.
- The body map records which figure (female or male) the pins were placed on.



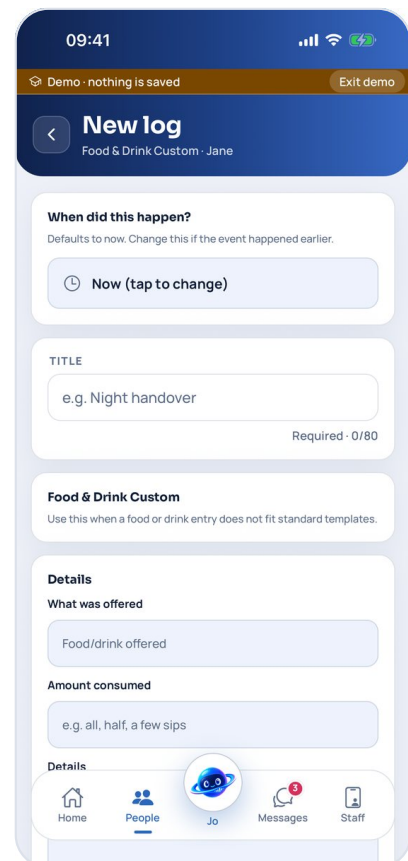
ALL LOGS

The last 24 hours for the property, including a custom title and stock counts.



CHOOSE A LOG TYPE

Grouped by category, with search.



CUSTOM TITLE

Name the log yourself, for example “Night handover”.

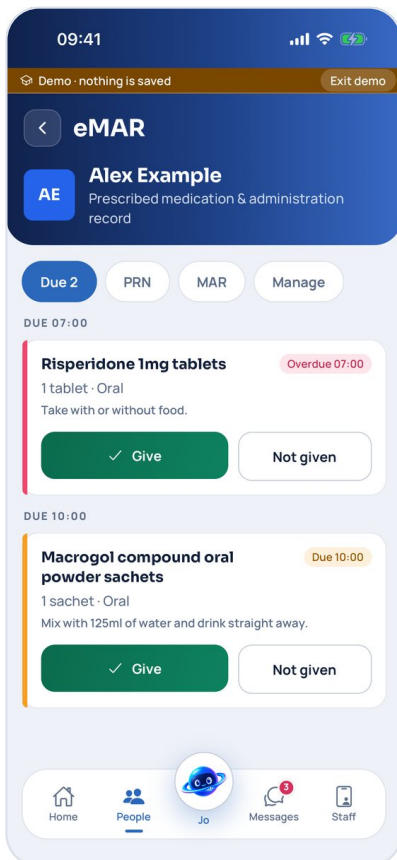
06 · MEDICATION

MEDICATION.

SIX RIGHTS, EVERY TIME.

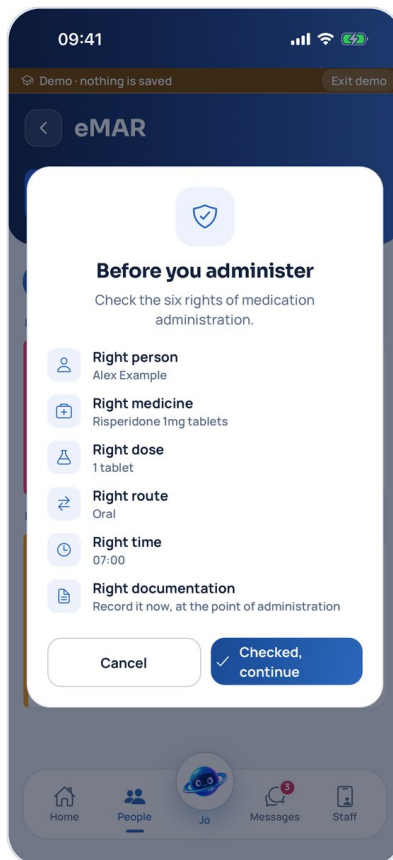
The eMAR has been rebuilt around the six rights, with clear single and batch sign-off, stock counts that make sense, and reasons that are always given deliberately.

- **Due now** shows only the people you may see: those in your unlocked property, or everyone when a manager is On call. Rounds already given earlier in the day no longer show as overdue in the evening.
- **Before you administer**, a checklist of the six rights: person, medicine, dose, route, time and documentation.
- **Single or batch sign-off**: give one dose, or a whole round in one go with a single PIN (and a witness where one is needed).
- **No reason is preselected**. When a dose is not given, the carer must choose why (absent, already taken, left out, nausea or vomiting...).
- **Stock counts**, single or batch from the Manage tab: count the tablets, see the last count and the reorder level, and add a witness for controlled drugs.
- **Witness search**: type any part of a name. Staff not signed off for medication are hidden, and the app says why.
- **Refusals are explained**, including a wrong PIN, and a refused round now records its reason.
- **The freezes are fixed**. Dialogs now open one at a time, and a sign-off that takes too long gives up after 20 seconds instead of hanging.



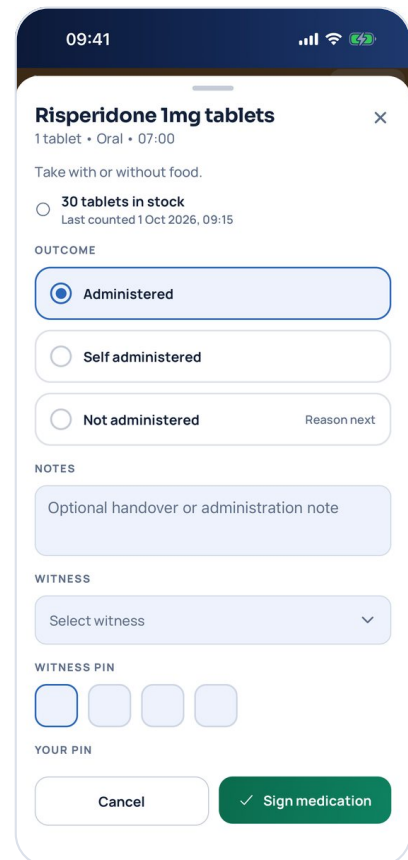
DUE NOW

Give or Not given for each dose, overdue first.



THE SIX RIGHTS

Checked before every administration.



DOSE SHEET

The outcome, a note, a witness and your PIN.

Risperidone 1mg tablets

1 tablet • Oral • 07:00

Take with or without food.

☐ 30 tablets in stock
Last counted 1 Oct 2026, 09:15

OUTCOME

☐ Administered

☐ Self administered

☒ Not administered Reason next

CHOOSE A REASON

Pick the reason it was not given before you record the outcome.

☐ A Absent Skipped

☐ AT Already taken Skipped

☐ LO Left out Skipped

☐ N/V Nausea or Vomiting Skipped

Cancel

NOT GIVEN

A reason has to be chosen. None is picked for you.

09:41

eMAR: stock and records · 3 of 19

Count the tablets and type the number over the last count. In the demo, it's 30.

< Back Skip

Record stock check

Save the live stock count for this resident's medication record.

Risperidone 1mg tablets

1 tablet • Oral • tablets

Current: 30 • Reorder: 14

COUNT ON HAND

30 tablets

STOCK NOTE

Optional note

WITNESS

Select witness

WITNESS PIN

Cancel

RECORD STOCK CHECK

Count, compare with the last count, add a witness.

09:41

Demo: nothing is saved Exit demo

< eMAR

AE Alex Example

Prescribed medication & administration record

Due 2 PRN **MAR** Manage

MAR chart

7 day scheduled and PRN view

27 Sep 2026 - 3 Oct 2026

Show timing ☒

TIME DOSE	27 SUN	28 MON	29 TUE	30 WED	01 THU	02 FRI	03 SAT
Risperidone 1mg tablets	OT	OT	O A	OT	OT	OT	! 00
Macrolog compound oral powder sachets	OT	OT	OT	OT	OT	OT	- D

Home People **Jo** Messages Staff

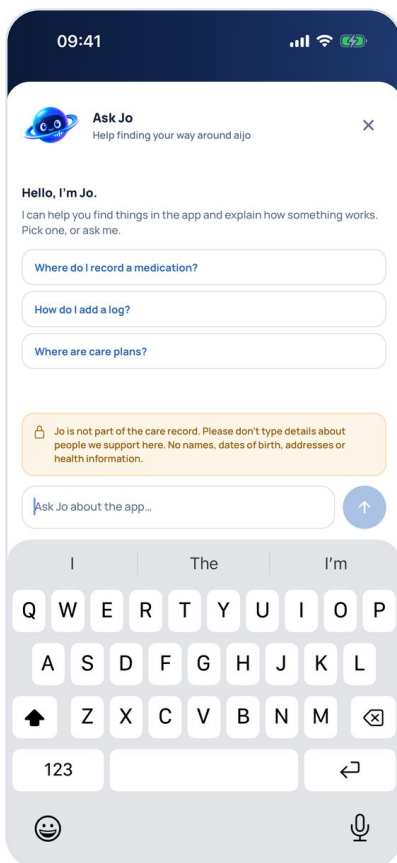
MAR CHART

Seven days of scheduled doses and PRN at a glance.

NOT SURE HOW? ASK JO.

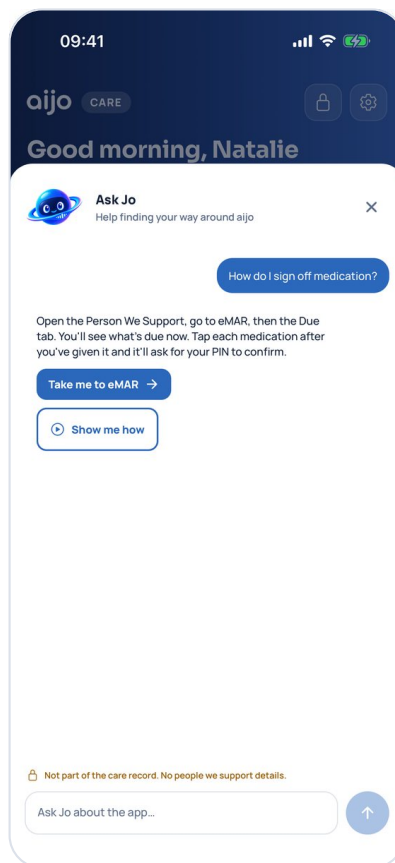
Jo is an in-app guide to finding your way around aio. Jo is in the middle of the tab bar and on the sign-in screen.

- **Answers how-to questions** about the app, in plain words.
- **Take me there** opens the right screen.
- **Show me how** starts the matching lesson in the practice demo. The match is made on the phone, so nothing extra is sent anywhere.
- **Safety first:** a question about something going wrong right now (a fall, a medication error, safeguarding, choking, someone missing) never gets a lesson. Jo points the person to their manager and their organisation's procedure.
- **On the sign-in screen,** Jo has set answers about signing in and the authenticator, and can start the Getting started lesson.
- **Jo is not part of the care record.** A notice asks staff not to type anything about the people they support. Jo can be switched off in Settings > Jo.



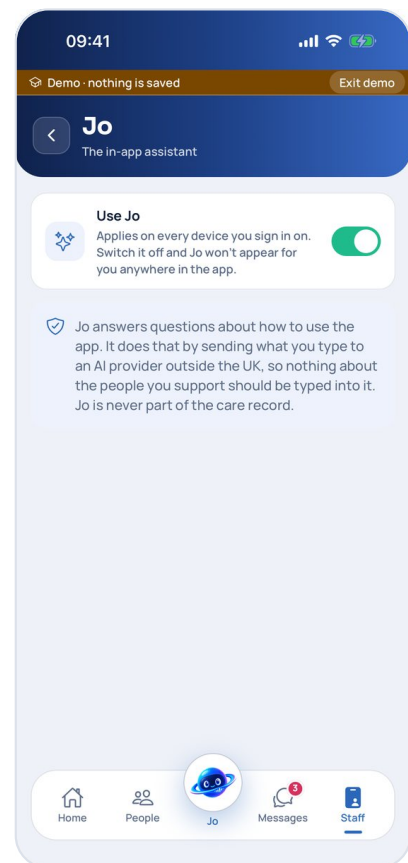
ASK JO

Suggested questions, or ask your own.



TAKE ME THERE / SHOW ME HOW

An answer, a shortcut and a lesson.



SETTINGS > JO

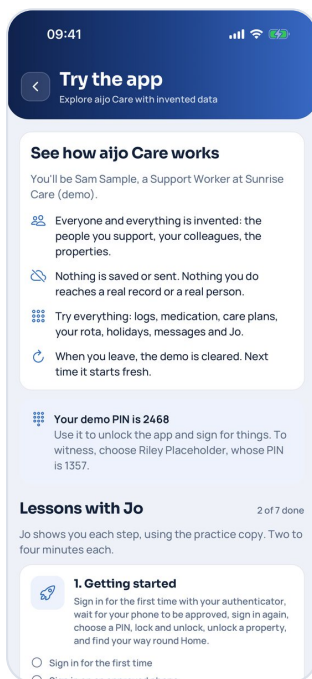
Switch Jo off, and read what Jo does with what you type.

08 · LEARNING

TRY THE APP. LEARN WITH JO.

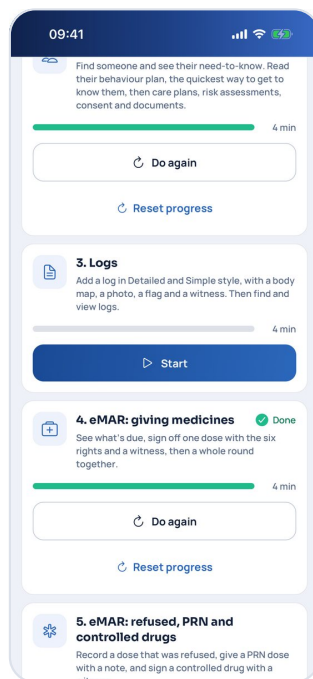
Anyone can try aijo Care without an account, from the sign-in screen or from Settings. The practice copy uses invented people and data, and nothing in it reaches a real record or a real person.

- **Try the app:** you are “Sam Sample”, a support worker at a pretend service. Everything works (logs, medication, care plans, rota, holidays, messages and Jo), and it is all cleared when you leave. A strip at the top always says Demo · nothing is saved.
- **Lessons with Jo:** Getting started, People and records, Logs, three eMAR lessons (giving medicines; refused, PRN and controlled drugs; stock and records) and Staff. Each lesson takes two to five minutes.
- **Jo coaches each step** in a bubble that points at the thing to tap. The bubble moves out of the way of the keyboard and of what you are looking at, and shrinks to a pill when space is tight.
- **Jo can speak.** Before every lesson you choose sound on or off. Jo says “aijo” properly (“Ay-oh”) and reads codes digit by digit.
- **Back, Skip, Do again and Reset progress,** with ticks for finished lessons.



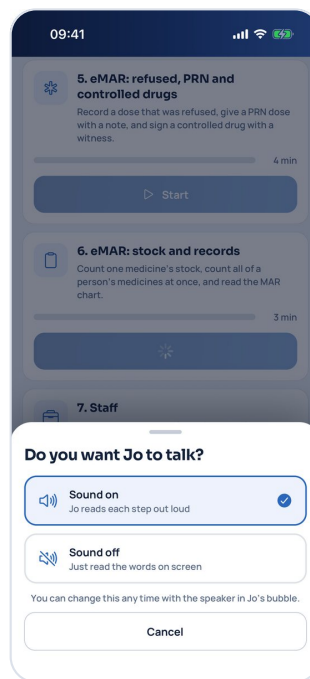
TRY THE APP

What the demo is, and the practice PIN.



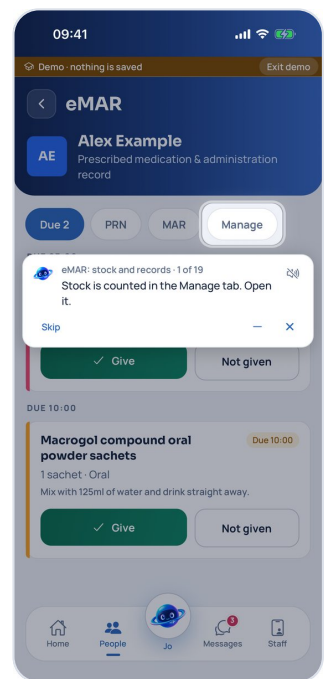
LESSONS

Progress, Do again and Reset progress.



DO YOU WANT JO TO TALK?

Asked before every lesson.



JO COACHING

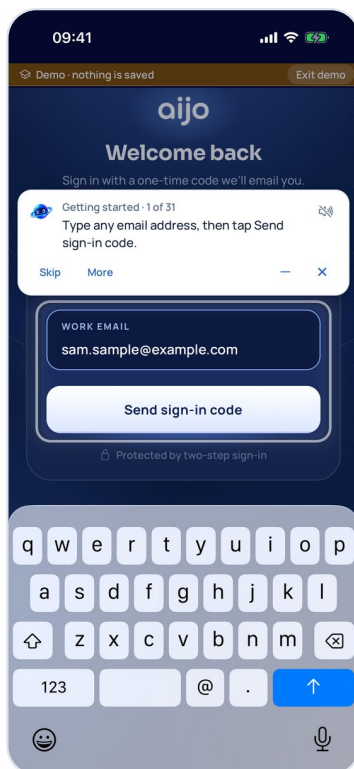
The bubble points at the next thing to tap.

09 · LEARNING

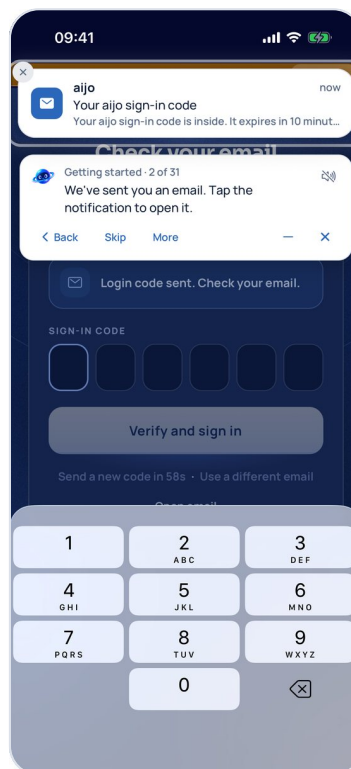
FIRST SIGN-IN. STEP BY STEP.

The first lesson walks a new member of staff through their very first sign-in, using pretend versions of the email and the authenticator app so they can practise safely.

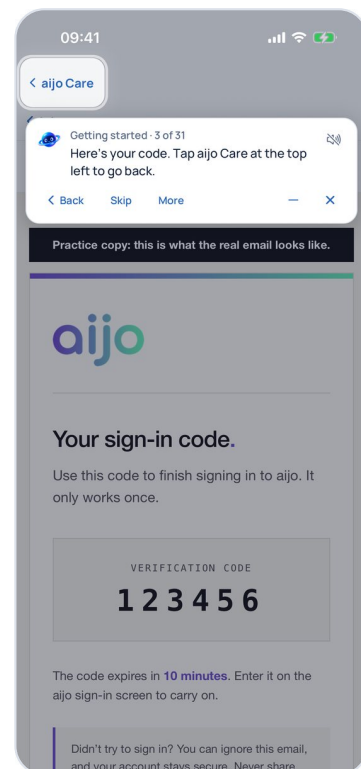
- **The sign-in code email:** a notification arrives, and Jo shows what the real email looks like.
- **Setting up an authenticator** covers both routes. If the authenticator is on this phone, tap the setup key to copy it, then open the authenticator app. If it is on another device, scan the QR code. A generic pretend authenticator app has its buttons where Google Authenticator puts them.
- **Device approval:** a new phone has to be approved by an administrator. The lesson explains the wait, then shows how to start sign-in again once it is approved.
- **Setting a PIN** and unlocking with it.

**EMAIL SIGN-IN**

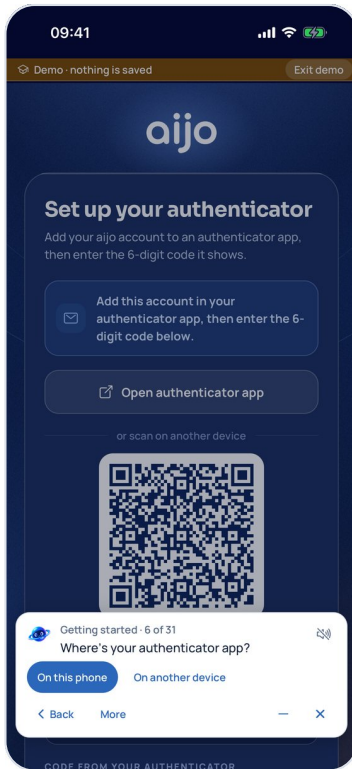
Type an email address and send a code.

**THE EMAIL ARRIVES**

A pretend notification. Tap it to open.

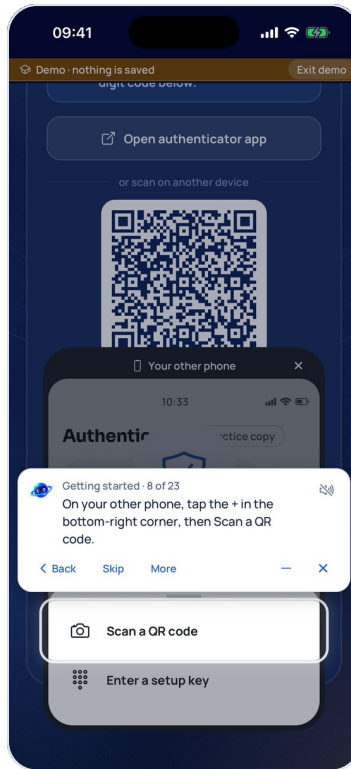
**WHAT THE EMAIL LOOKS LIKE**

Marked clearly as a practice copy.



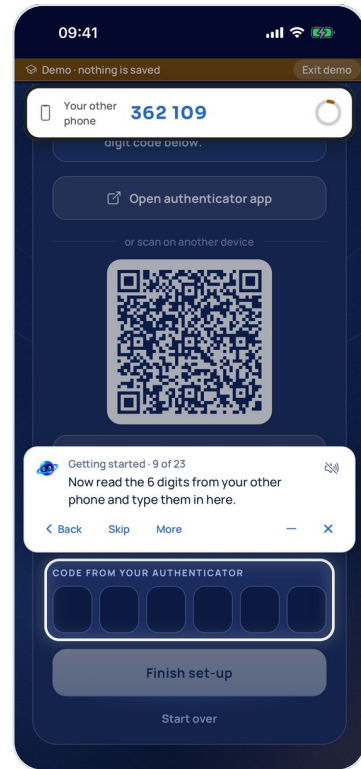
WHERE IS YOUR AUTHENTICATOR?

On this phone, or on another device.



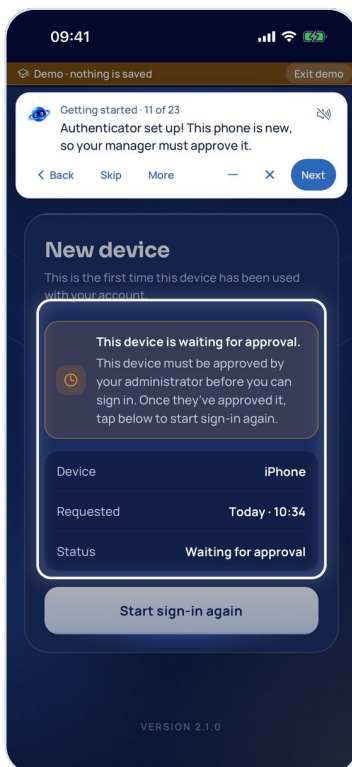
ON ANOTHER DEVICE

Scan the QR code with the pretend authenticator.



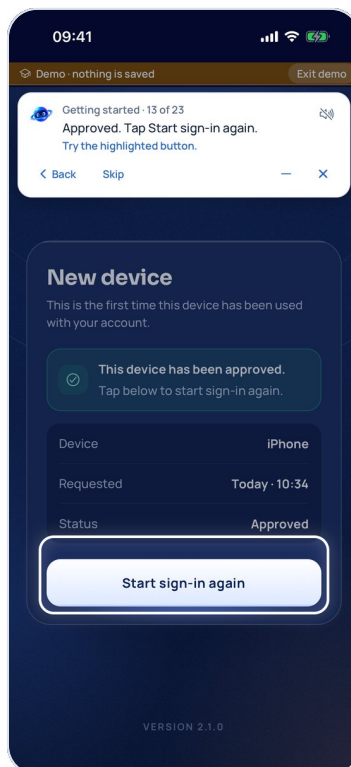
TYPE THE CODE

Copy the six digits from the authenticator.



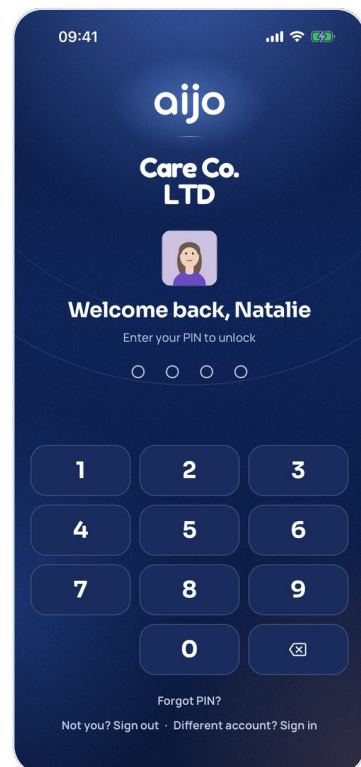
WAITING FOR APPROVAL

Why sign-in waits on a new phone.



APPROVED

Start sign-in again.



PIN TO UNLOCK

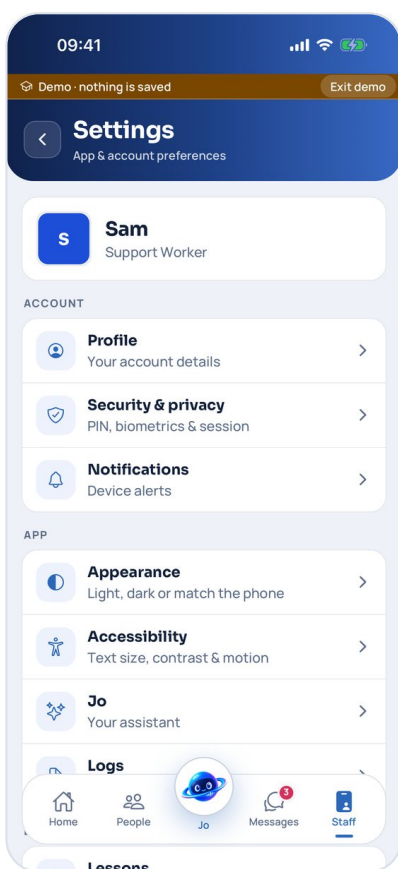
The lock screen in the new look.

10 · SETTINGS

SETTINGS. AND THE STAFF HUB.

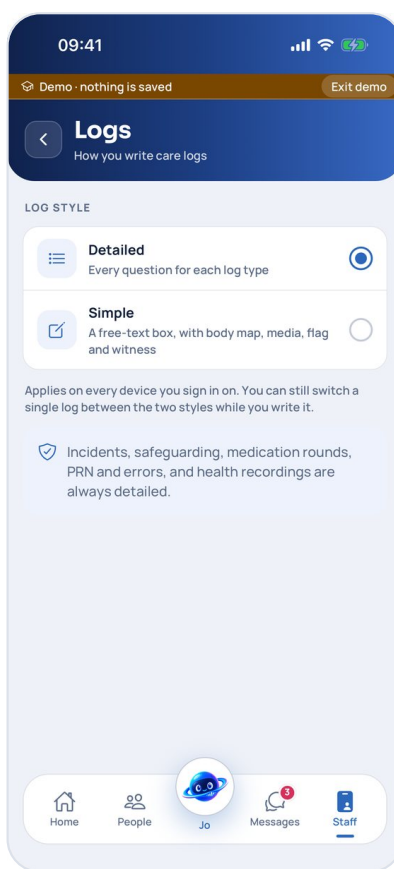
Settings has been regrouped, and every page uses the new look.

- **Account:** Profile, Security and privacy (PIN, biometrics, session), Notifications.
- **App:** Appearance (light, dark or match the phone), Accessibility (text size, contrast and motion), Jo and Logs.
- **Logs:** choose Detailed or Simple (see section 5).
- **Sign-in reminders:** staff are warned a day before and an hour before their sign-in runs out, and the app signs out cleanly when the server says the session has ended.
- **Staff hub:** rota, holidays, kudos, My HR (policies and training), mileage and wellbeing, all redesigned.



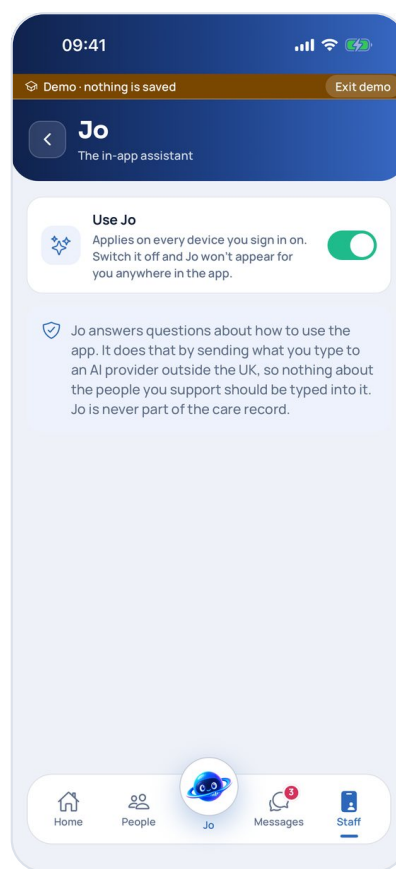
SETTINGS

Account and app settings.



LOGS

Detailed or Simple.



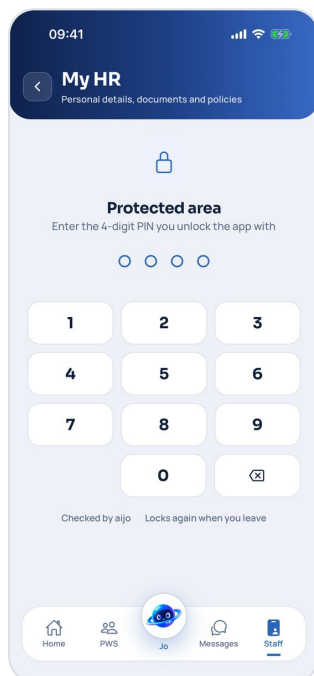
JO

On or off.

MY HR. LOCKED TO YOU.

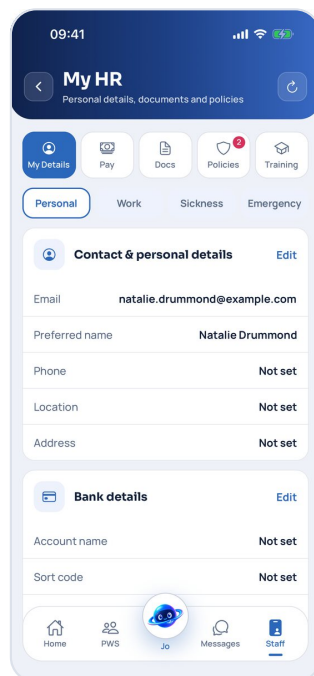
My HR has been rebuilt in the new look and made properly private. It sits behind your PIN, loads nothing until you have unlocked it, and splits into five clear sections.

- **A real lock.** My HR asks for the PIN you unlock the app with, and aijo checks it on the server. The old screen opened for any four digits. Wrong tries count towards the same lockout as the app, and My HR locks again as soon as you leave it.
- **Nothing loads until you are in.** Bank details and the rest never reach a phone that cannot unlock.
- **Five sections:** My Details, Pay, Docs, Policies and Training. A badge shows how many policies are waiting for you.
- **My Details** has four tabs: Personal (contact and bank details), Work (contract, service dates, pay and hours, and your manager, with a link to the org chart), Sickness (spells, days and your Bradford score on a scale, with how it is worked out) and Emergency (who your manager can call). **Edit** appears wherever you can change something.
- **Pay** lists your payslips by pay period once payroll has run, with the hours behind them (background, PWS support, travel and training).
- **Docs:** upload a document by choosing its type, naming it and picking a PDF or photo up to 10 MB. You can mark it as sensitive so only HR can see it. The upload now sends the file itself. The old one only sent the title and type.
- **Policies:** a banner says when acknowledgement is needed. Open a policy, read it, and acknowledge it in one sheet.
- **Training:** sign a course as completed with your finger, and it goes to your manager to review. The signature now appears where your finger is. Before, it could draw below the box.



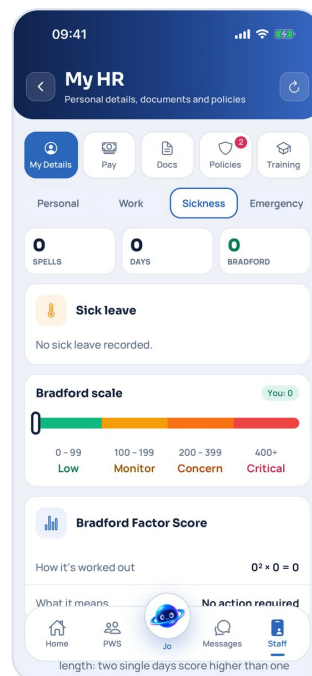
PROTECTED AREA

Your app PIN, checked by aijo.



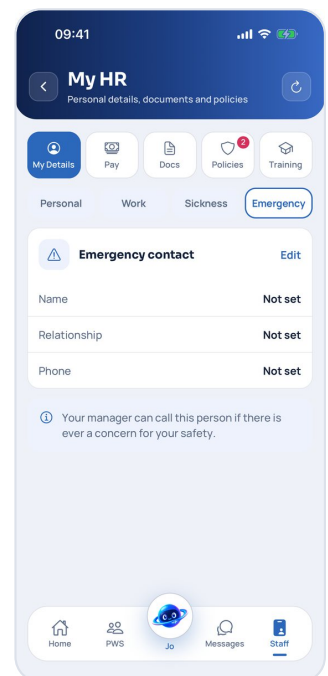
MY DETAILS

Contact and bank details, with Edit.



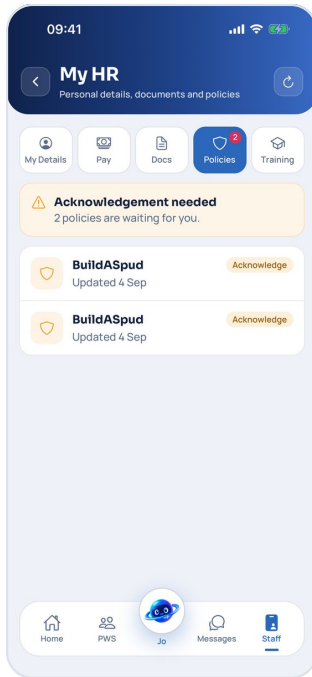
SICKNESS

Spells, days and the Bradford scale.



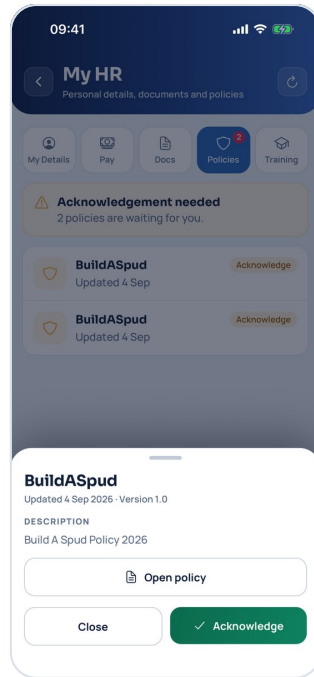
EMERGENCY

Who your manager can call.



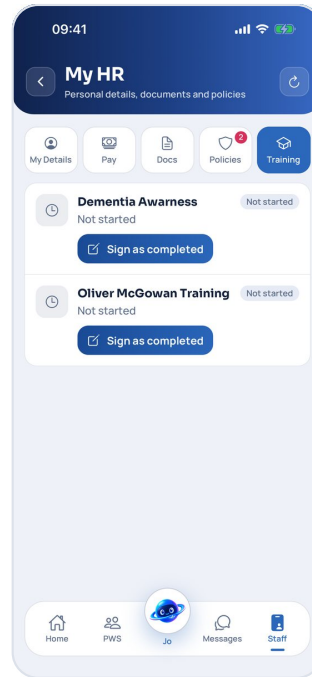
POLICIES

Acknowledgement needed, with a count.



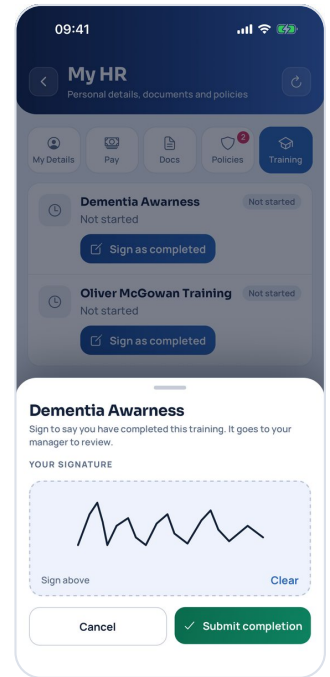
READ AND ACKNOWLEDGE

Open the policy, then acknowledge.



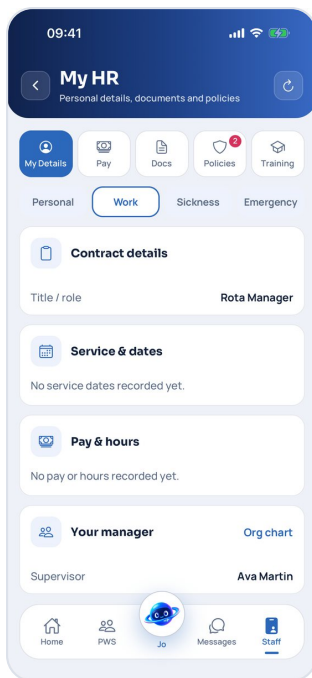
TRAINING

Courses to sign off.



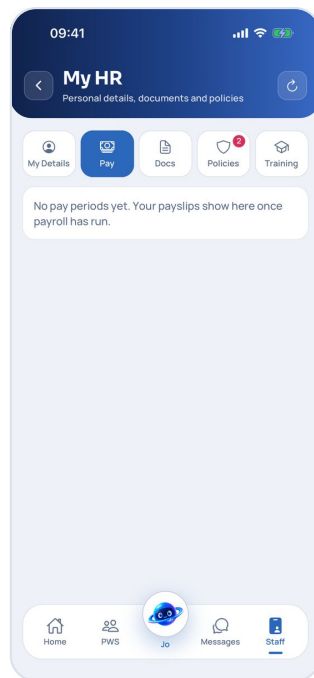
SIGN AS COMPLETED

A finger signature, sent to your manager.



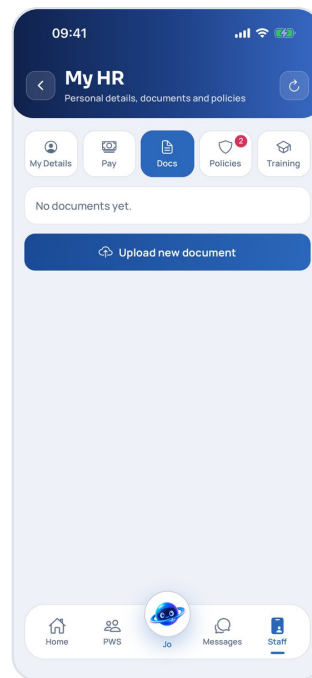
WORK

Contract, dates, pay and your manager.



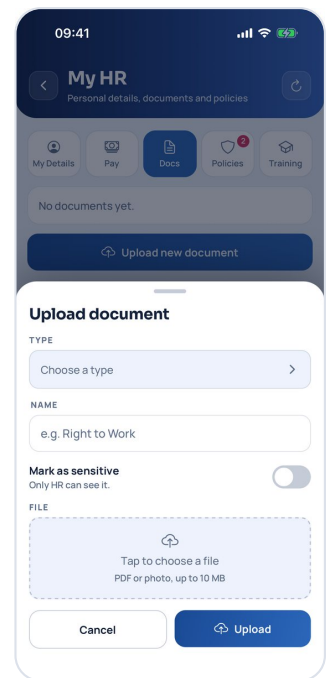
PAY

Payslips appear once payroll has run.



DOCS

Your documents, and Upload.



UPLOAD DOCUMENT

Type, name, sensitive and the file.

12 · QUALITY

FIXES. AND SMALLER CHANGES.

What has been put right since 2.0.2, beyond what is described above.

MEDICATION

- A sign-off that is refused now says why, including a wrong PIN.
- A batch round no longer sends a witness nobody was asked for, and the batch witness picker now works like the single one.
- The witness's name is kept out of the stock count note.
- Refusals show inside the sign-off sheet, and the stock count screen has been tidied.
- Evening rounds no longer show the morning's doses as overdue.
- The app no longer freezes when several dialogs open at once.

LOGS AND RECORDS

- Every box a carer fills in on a log is saved, not just Notes.
- A Social log offers the real people in the house, not four invented ones.
- Confirming that you have read your own care plan now sticks.

ROTA

- Open shifts show what the shift is, where it is and who it is for, and are tinted by location.

PHONE AND PERMISSIONS

- A refused camera or photo permission now gives a way to put it right, and iOS explains what the photo permission is for.
- Android no longer offers to autofill an SMS code into the PIN box.
- The photo viewer's close button can always be tapped.
- A PIN box moves clear of the keyboard when it is tapped, and the keyboard stays down behind an update prompt.
- "HALO" wording on the unlock and Home screens now says "aijo Care".

MY HR

- Your manager shows by name. Before, it showed their ID number.

SIGN-IN

- The session's end is taken from the sign-in token, not guessed, and the app signs out when the service says the session has ended.