

Senyo Health FAQ

Account and Technical Support

How do I create my Senyo account?

To create your Senyo account, use the invitation link sent to your email from invite@support.senyohealth.org. Follow the steps upon selecting or tapping the link.

I never received an email invitation. What should I do?

First, check your spam or junk folder to see if your email client automatically moved the email invitation there. If no success, reach out to the Senyo Study Staff via email at addictionibh@mayo.edu.

What should I do if I forget my password?

If you forget your password, reach out to the Senyo Study Staff at addictionibh@mayo.edu.

If you simply want to change your password, and know your current password, this can be done within the Senyo app.

1. Tap or select the person icon (My Account) in the top-right corner.
2. Tap or select **Reset Password**.
3. Enter your current password.
4. Enter a new password ensuring alignment with the password requirements.
5. Enter the new password once more, then tap or select **Reset Password**.

What should I do if the app crashes or isn't working properly?

If you encounter an issue with launching the app, the app crashing, or not working properly, make sure the Senyo by Mayo Health app is updated via the iPhone's App Store, or if using an Android device, ensure the Senyo Health app is updated via the Google Play Store (Android).

Sometimes, apps may not update automatically in the background. If your app is up to date and you still face issues, please reach out to Senyo Study Staff.

How can I provide feedback or report an issue with the app?

To provide feedback or report an issue with the app, reach out to Senyo Study Staff.

Accessing and Using Features

How do I access educational materials and resources?

You can access educational materials in the **To-Do-List** tab, specifically under the **My Modules** section. The **Due this Month**, **Due This Week** and **Due Today** are activities to complete.

How do I find and connect with a Wellness Coach through the app?

Within the **Chat** tab, you can message your Wellness Coach in real-time for support, advice, and feedback.

Can I track my progress in the app?

Yes! Specifically, within each assigned module, there is a **My Progress** line that shows how much content you've completed.

Within the Rewards tab, you can view how many points you currently have within the **trophy**. Note: if you trade points in for prizes (e.g., playing the Myster Bowl), they're deducted from the points within the trophy.

I thought I completed a goal, but it did not register in the app. What went wrong?

When completing goals, such as a step goal or walking goal, you should keep your device in your pocket or walk with your device in your hand. Be sure to initiate the goal within the app by selecting Start Goal. A workaround is using wearable devices (e.g., Apple Watch, Fitbit, etc.) and synchronizing health data with Senyo. It is important to avoid placing your device in a bag or purse, as it may not accurately read the step count or walking data.

Rewards, Achievements, and Points

What is the Mystery Bowl feature and how does it work?

The Mystery Bowl is an exciting lottery-type game where you can use your earned points for a chance to win various rewards. When you participate, there are three possible outcomes: 1) you might not win anything; 2) you could earn back your points or 3) win a cash prize in the form of a reloadable visa cash card. You can find the Mystery Bowl in the Rewards tab within the Senyo Health App.

How can I earn and redeem points in the app?

You can earn points by completing learning modules, goals, and other tasks such as surveys within the app. These are all found under the **To-Do-List** tab. To redeem points, navigate to the **Rewards** tab to play the Mystery Bowl.

I redeemed points for the Cash Reward option. What can I expect next?

You'll receive a confirmation email letting you know that you'll receive your cash reward (in the form of a reloadable visa cash card) within 10 business days. If the timeframe passes and you have not received your visa cash card reach out to addictionibh@mayo.edu for support and next steps.

What are important things to remember about the Cash Reward (also referred to as the reloadable visa cash card)?

Treat the card like a debit or credit card. Keep the card in a safe place, do not dispose of it, and if you lose or misplace it, immediately reach out to the Senyo Study Staff at the addictionibh@mayo.edu email. This card can be reloaded through future point redemptions within the Senyo app. In other words, if you redeem points in the app a *second, third, etc.* time, the reward is reloaded to the same card. You will **not** be sent a new card.

Notifications and Communication

What types of notifications will I receive, and how can I manage them?

You may receive notifications regarding due dates for tasks and goals, as well as notifications from your Wellness Coach through the chat feature. Anytime you receive and select a notification, the app will open to the Chat tab regardless of the notification. Make sure to navigate to the appropriate spot within the app.

To manage notifications, check your device settings, then search for notifications. You can alter the notification behavior in a variety of ways such as: immediate delivery, scheduled delivery, notification icon on the app, and more. **Note:** Notification settings vary based on your device.

What questions can I ask my Wellness Coach?

Mental health support: Questions about managing stress, anxiety, depression, or other mental health concerns.

Substance misuse guidance: Seeking advice on coping strategies, relapse prevention, or treatment options.

Wellness tips: Inquiries about healthy lifestyle choices, such as nutrition, exercise, and sleep.

Goal setting: Assistance with setting and achieving personal wellness goals.

Resource recommendations: Suggestions for additional support resources, such as therapy, support groups, or educational materials.

Your wellness coach is there to support you on your journey, so don't hesitate to reach out with any questions or concerns you may have through the Senyo app.

Health Data and Privacy

Why does the app need access to my health data (e.g., Apple Health)?

The app requires access to your health data (e.g., Apple Health or Health Connect) to support the completion of Goals. For example, to complete a **Walking Goal** within **To-Do This Week** or **To-Do Today**, Senyo needs to access your step count from your health data. Note: Health data from your device is different from PHI (Protected Health Information). Senyo does not access your Patient Health Information (for example from your Mayo Clinic patient chart).

Is my personal information and health data secure when shared with the app?

Yes. Health data accessed by Senyo is only data provided within your device's Health app (e.g., Apple Health or Health Connect) and is *read-only*. In other words, health data is not stored within the Senyo app or Senyo's servers.

Is my PHI (Protected Health Information) safe?

Yes. Senyo does not access PHI. Only providers and researchers access PHI within the Mayo Clinic firewall.

How do I enable or disable access to my health data in the app?

To enable or disable access to your health data (e.g., Apple Health or Health Connect), navigate to the health app for your device (e.g., Apple Health on iPhone; Health Connect on Android), search for and locate permissions, privacy, or similar verbiage and enable/disable access to your health data by Senyo. The setting may vary by device.

Geolocations

What are Geolocations?

Geolocation is a way to find out where you are in the world using your phone or device. It helps apps know your location so they can give you directions, show nearby places, or track activities like walking or running. In the instance of Senyo, it allows the app to track and mark activities complete that require a geolocation such as attending an event or meeting.

How do geolocations and tracking work?

A combination of GPS signal, cellular, and Wi-Fi signal support location tracking to pinpoint your geolocation in support of completing Senyo tasks and activities assigned within the app.

I am at the geolocation and within the perimeter, but my device is not registering. What should I do?

If you are at the specified geolocation and within the assigned perimeter, and your device is not registering, please reach out to your Senyo Study Staff or Wellness Coach.

Is my location being tracked all the time?

No, Senyo only tracks your geolocation for the activity or task assigned, and once complete, stops tracking your location. Location data is not shared outside of Senyo.

Contact Study Team

Danielle Cox, ACRC

507-722-1704

Kelsey Tuen, CRC, LADC

507-422-1542

Addictionibh@mayo.edu

Monday – Friday 8 AM- 5 PM

Closed weekends and holidays