

Care4Caregivers User Guide

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1 General Use

1.1 To use this app

All features in this app, with the exception of the Assess section, can be used without a DS Logon account. The Assess section requires a Premium (Level 2) DS Logon account so that access can be controlled. You can go to the [DoD Self-Service Access Center \(DEERS\)](#) to find out more information about DS Logon. Before you access the app features, you must also complete a Right of Access (ROA) form and agree to the End User License Agreement (EULA). You only need to sign one ROA form to use any VA mobile application. The ROA form covers your request to receive your information from VA systems. All apps require that you agree to a separate EULA, and for web apps you will need to agree to the EULA on each device and browser you use to access the app. If you need to complete either of these documents they will be presented to you.

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1.2 Navigation

App functionality is shown in two menus: the App Options Menu (menu icon in the upper left corner) and the User Menu (menu icon in the upper right corner).

App Options menu: The app menu includes a list of the features available, including:

- Home
- Learn
- Assess
- Manage
- Support
- Favorites

User Menu: The user menu allows you to manage your interaction with the app, and includes the following functions:

- About
- Help
- Login/Logout
- Launchpad

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2 App Features

2.1 Home

The Home feature allows you to return back to the app's home page. If you have not logged in already, the home page also features a "Login" button which allows you to log in so that you can navigate through all features of the app.

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2.2 Learn

The Learn feature allows you educate yourself about normal reactions to caregiving responsibilities, opportunities to engage in self-care, ways to build resilience and manage stress, and how to maintain good relationships. The educational content is grouped into the following sections:

- Emotional Consequences of Caregiving
- Take Care of Yourself
- Build Resilience
- Manage Stress
- Manage Relationships

You may select any of the sections to review the different subsections and content for each category.

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2.3 Assess

The Assess feature allows you to self-assess your level of strain using a validated measure, review your past results from the assessments over the past six months, and schedule emails reminders about retaking the assessment.

Note: You must log in before you can access this feature.

Take Assessment

The Take Assessment feature allows you to self-assess your level of strain by taking the 12-item Zarit Caregiver Assessment. It features a series of statements that must be answered by selecting either "Never", "Rarely", "Sometimes", "Quite Frequently", or "Nearly Always". After submitting the assessment, your results and recommendations are displayed. You may also set up email reminders that remind you to take the assessment at a later time.

Assessment Navigation

Once you start the assessment by selecting the “Begin” button on the introduction screen, the questions are presented one at a time. You may navigate among the questions using the following buttons:

- **Back:** Allows you to move to the previous screen in the series.
- **Next:** Allows you to move to the next screen in the series, only after the current question has been answered.
- **Save Draft:** Allows you to save a copy of the assessment questions answered. When you return to the assessment you will be brought to the point in which you last saved a draft.

Submit Assessment

After the assessment questions are completed, you will be provided an option to submit your assessment. Submitted data is stored in the self-entered database and the submitted assessments cannot be modified. Once submitted, you will receive an assessment report that displays your results and recommendations.

Set Up Reminders

From the assessment report, you will also be allowed to set up email reminders that remind you to retake the assessment after a specified time. By selecting “Set Up Reminders”, a modal will be displayed where you can enter in your email address, specify your time zone, and specify when you would like to retake the assessment (e.g. “Never”, “One Week”, “One Month”, or “Three Months”).

After selecting “Schedule” on the bottom of the modal, you will receive an email to remind you to retake the assessment according to the selections made.

Print Report

After the assessment report is displayed, you will be provided an option to print the report. Selecting “Print” on the top right of the assessment report allows you to print the assessment report using the print options available in your browser or device.

Past Results

The Past Results feature on the Assess navigation menu allows you to view your past results from the assessments taken over the past six months in a table or graph format. You may also choose to email these results using your device’s email capability.

- **Past Results Table** – The table view is the default format for viewing your past assessment results and displays the date and time each assessment was completed as well as the score.
- **Past Results Graph** – Selecting the grid icon displays your past assessment results in a graphical format. You may select an area on the graph to zoom in. To reset the zoom back to the original view, select the “Reset zoom” button that appears. To return back to the table view, select the icon above the graph on the right.
- **Email Past Results** – Selecting the email icon on the top right of the screen opens your device’s default email window with your assessment completion dates and scores listed for the assessment’s taken within the past 6 months.

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2.4 Manage

The Manage feature allows you to engage in self-management tools for caregiver strain. These tools are grouped into the following categories:

- Take a Time Out
- Inspiring Quotes
- Distract Yourself
- Change Perspective
- Pleasant Events
- Soothe Yourself
- Relax Yourself

Navigation

Once you select any of the above sections, exercises are presented one at a time. You may navigate among the exercises using the following buttons:

- **Try Another:** Allows you to move to another exercise in the series.
- **Done:** Returns you back to the Manage main screen.

Favorites

Selecting the star icon (located next to the “Try Another” button) in any of the Manage sections listed above allows you to mark that specific exercise or tool as a favorite. Once marked as a favorite, you will be able to access that tool from the Favorites section on the App Options menu. You may also de-select the star icon to remove that tool as a favorite.

Plan a Social Activity

The Manage feature also contains a Plan a Social Activity section that allows you to select an activity from a list and send email invitations to another individual(s) to perform that activity with you.

After selecting the “Begin” button on the introduction page, a list of activities are displayed. Selecting one of the activities opens your device’s default email window, which allows you to send an email to plan a social activity with another individual(s).

Other features available are as follows:

- **Star Icon** – Selecting the star icon next to an activity allows you to mark that specific activity as a favorite. Once marked as a favorite, you will be able to access that tool from the Favorites section on the App Options menu. You may also de-select the star icon to remove that tool as a favorite.
- **Favorites** – Selecting “Favorites” on the top right of the page with the list of activities allows you to select an activity you marked as one of your favorites from the Plan a Social Activity section. Once selected, your device’s default email window is opened, which allows you to send an email to plan a social activity with another individual(s).

Recommended Sections

If you have already taken an assessment using the Assess feature, the recommended tools that were given to you in the most recent assessment report will appear with an asterisk after the tool name, and the text “* Recommended by last assessment” will appear at the bottom of the Manage menu. However, you may select **ANY** of the sections to access the self-management tools and exercises in that section.

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2.5 Support

The Support feature provides caregiving community and personal resources for your reference and has the following sections:

- **Get Support Right Now:** Provides crisis resources and phone numbers
- **Resources:** Provides a listing of VA and Non-VA Caregiver resources, including phone numbers and websites

Note: The auto-dialing functionality is browser and device dependent. You may have to manually dial the phone numbers provided to place a call.

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2.6 Favorites

The Favorites feature allows you to view all the self-management tools you've selected as your favorites, which are indicated by a gold star. You may select any of the tools in your Favorites to view that tool or you may remove the tool from your list of favorites by selecting the star icon, which will also turn the star icon to grey.

Note: Selecting a favorite activity in the Plan a Social Activity section will open your device's default email window, which allows you to send an email to plan a social activity with another individual(s).

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3 User Menu Features

3.1 About

The About feature provides general information about the App, including the version number, and a link to the End User License Agreement.

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3.2 Help

The Help feature provides support contact information and link to this User Guide.

Note: The auto-dialing functionality is browser and device dependent. You may have to manually dial the phone numbers provided to place a call.

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3.3 Login/Logout

The Login/Logout feature allows you to enable or disable your authentication session for **ALL** VA apps. Note that once you logout you will need to login again to use any app and you will no longer see an indicator that you are logged in at the bottom right of the app.

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3.4 Launchpad

The Launchpad feature allows you to quickly access the apps included on the VA Launchpad, including apps that you may not be aware of that the VA is providing to help improve your health and healthcare.

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4 App Abbreviations

Abbreviations provided in the app are defined as follows:

Abbreviation	Definition
EULA	End User License Agreement
ROA	Right of Access

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