

# Bohemian Smartlytics Comprehensive SAFEHUB App User Manual

Updated 30<sup>th</sup> July 2025

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## 1. Introduction

Welcome to the BSmart SafeHub App – your confidential and personalized health and wellbeing support mobile application. This manual walks you through using the app effectively for users who need to access essential health services, e.g. HIV prevention or diagnosis, herein referred to as “At Risk” users and Service Provider, covering everything from setup to self-care tools and mental health support. A first-of-a-kind app that supports the uptake of HIV testing, access to key services, and optimization of PrEP therapy in ten ways:

- 1. My Health & Wellbeing:** A personalized dashboard displaying your physical and mental health status. Access to HIV risk updates, medication reminders, wellness tips, FAQs, brain teasers, motivational quotes, and emergency SOS options—all designed to promote self-awareness, positive habits, and overall wellbeing in a secure, confidential, and user-friendly environment.
- 2. Health & Wellbeing Assessment:** A dual survey tool assessing mental and physical health. Includes PHQ-9 for depression screening and physical health questions. Results are interpreted instantly with tailored recommendations, guiding users toward self-care or professional help, enhancing their ability to track and improve personal health over time.
- 3. HIV Risk Assessment:** This seven-question tool evaluates behaviors and exposure to determine HIV risk level. It categorizes users as low or high risk and provides personalized prevention strategies, retesting reminders, and direct access to HIV testing services, PrEP/PEP information, and related care resources within the app.
- 4. HIV Self-Testing:** Order a discreet home HIV test kit directly from the app. The interface provides instructions for use, ensures privacy, and allows users to report results securely. This feature empowers users to know their status early and take control of their sexual health conveniently and confidentially.
- 5. HIV Services (Self-Test, PrEP):** Access a comprehensive hub for HIV-related services. Users can check availability, request self-test kits and

PrEP, and learn more about their use. It connects users to community-friendly providers, enabling preventive care and early treatment through a simplified, stigma-free digital process.

- 6. Stigma & Discrimination Tool:** Report and document experiences of stigma or discrimination, especially in healthcare settings. The validated questionnaire helps identify barriers faced by users, including key populations e.g., LGBTQI+ individuals, empowering advocacy and support while providing access to legal or psychosocial services. Your feedback helps improve safe and inclusive service delivery.
- 7. Facility Locator:** Find nearby LGBTQI+ friendly facilities for HIV testing, PrEP, and mental health services. View services on a map or list, with contact details and directions. This tool ensures timely access to safe, affirming care options no matter your location.
- 8. Chat:** Communicate privately with trained friendly supporters or service providers via secured in-app messaging. This feature enables real-time emotional support, health queries, and follow-ups in a secure space. It promotes connectedness and confidence among users needing guidance, information, or just someone to talk to.
- 9. Community Interaction:** An inclusive space for users to share stories, ask questions, and offer support for other users. Post updates, comment, and engage with others in a safe, moderated environment. This fosters connection, combats isolation, and strengthens peer-to-peer learning within the Key Population Community, especially the LGBTQI+ community.
- 10. AI Assistant:** Powered by ChatGPT, the assistant offers 24/7 personalized responses to health, wellness, mental health, and HIV-related questions. It enhances user experience by providing accurate, human-like support with options for feedback or escalation to a human counselor when needed.

## 2. Key Features

Some of the key features include:

- View your overall health, including HIV risk, wellness tips, medication reminders, emotional wellbeing, daily motivational quotes, and brain teasers.

- Access an SOS button for emergency help when you need it most.
- Complete a mental health check using PHQ-9 and a physical health survey.
- Get immediate, easy-to-understand results and guidance on when to seek professional care.
- Take a 7-question HIV risk assessment to determine your level of risk.
- Get categorized as “Low” or “High” risk with personalized advice, reminders, and prevention options like PrEP or PEP.
- Order home HIV test kits directly through the app.
- Receive step-by-step instructions and report your test results securely.
- Safely document your experiences with stigma or discrimination in healthcare.
- Help improve users, including key populations, e.g., LGBTQI+ support systems, by contributing to data-driven advocacy.
- Find nearby HIV testing, PrEP, and mental health services via map or list.
- Connect quickly with LGBTQI+ friendly and inclusive facilities.
- Privately chat with supporters or health professionals.
- Engage with the LGBTQI+ community through moderated posts, comments, and tips.
- Use the built-in AI assistant (ChatGPT) for 24/7 answers, feedback, and human support options.

### **3. Getting Started**

To use the SAFEHUB app, you must create an account using your email or phone number. But let me run you through the getting-started page.

#### **3.1 Download & Installation**

Download the app from **the Google Play Store or the Apple App Store.** Search for **“BSmart SafeHub”** and tap **“Install.”**

#### **3.2 Onboarding Flow**

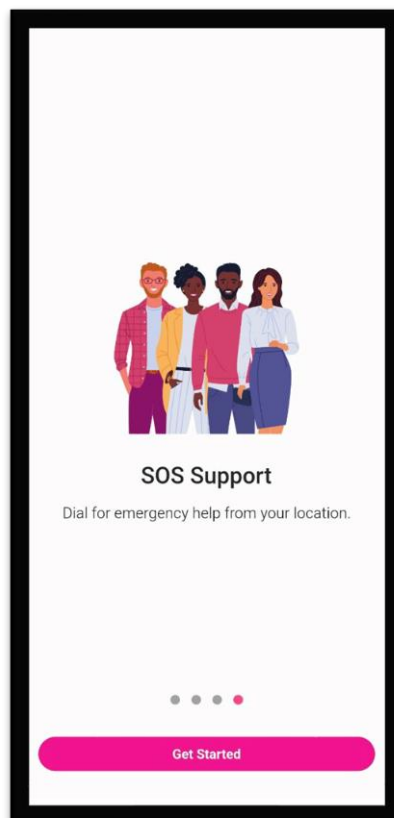
The app begins with a guided tour:

- Select your preferred or resident country, this also defaults the language to country's official language.
- Pre-registration: Highlights benefits and app features.
- Registration Tutorial: A video walkthrough on how to complete registration on the app.

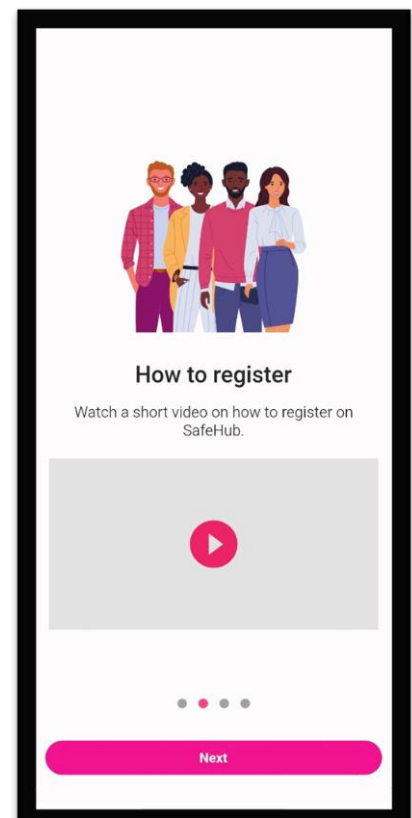
## Select Country



## App Features



## Registration Tutorial



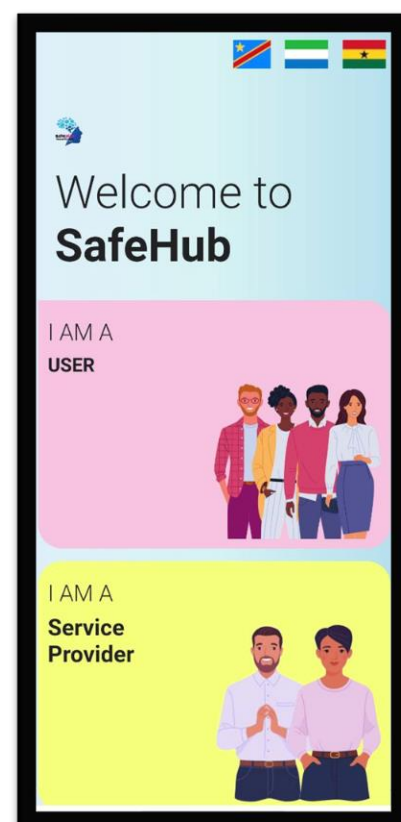
***Then get started.***

### **3.3 Users Role**

Upon launching the app, select your role:

**I'M A USER** – For users including key population e.g., LGBTQI+ community, seeking access to sensitive and confidential support.

**I'M A SERVICE PROVIDER** – For service provider individuals seeking to learn, connect with users (and clients), provide medical and social support, and assist.



## **4. Account Setup & Login**

### **4.1 Account Creation**

*Create your account easily using either your phone number or email address. **Open the BSmart SafeHub app and tap "Create Account"***

## Option 1: Using Phone Number

1. Select "Phone Number" as your registration method.
2. Enter your valid mobile number.
3. Input and confirm a secure password.

### Then Confirm;

4. You'll receive a One-Time Password (OTP) via SMS.
5. Enter the OTP to verify your number and complete your registration

The screenshot shows the 'Create Account' screen with the 'Phone' registration method selected. The user has entered a phone number with a country code of +233. The password and confirm password fields are filled, and a pin is also entered. The 'Create Account' button is visible at the bottom.

The screenshot shows the 'Verify Account' screen. A green box displays the message: 'Verify Account ! We have sent an OTP verification to your phone. Please verify to login.' Below this is an 'Okay' button. At the bottom, there is a 'Create Account' button and a link for 'Already have an account? Login'.

## Option 2: Using Email Address

6. Choose "Email Address" as your registration method.
7. Enter your email address.
8. Enter your valid mobile number.
9. Input and confirm a secure password.

### Then Confirm;

10. You'll receive a One-Time Password (OTP) in your Inbox.
11. Enter the OTP to verify your email and complete registration

The screenshot shows the 'Create Account' screen with the 'Email' registration method selected. The user has entered an email address. The password and confirm password fields are filled, and a pin is also entered. The 'Create Account' button is visible at the bottom.

The screenshot shows the 'Verify Account' screen. A green box displays the message: 'Verify Account ! We have sent an OTP verification to your phone. Please verify to login.' Below this is an 'Okay' button. At the bottom, there is a 'Create Account' button and a link for 'Already have an account? Login'.

## 4.2 Login

Log in securely using your preferred method: **Phone Number or Email Address.**

### Option 1: Login via Phone Number

12. Tap **“Login”** on the app home screen.
13. Select **“Phone Number”**
14. Enter your **registered phone number** and your **password**.

**Click LOGIN;**

15. You'll receive an OTP via SMS. Enter the OTP to complete your login.

### Option 1

Please enter your Phone Number or Email.

Phone  Email

+233 Phone Number

Password

[Forgot Password?](#)

**LOGIN**

Don't have an account? [Create Account](#)

### Option 2

Please enter your Phone Number or Email.

Phone  Email

Email

Password

[Forgot Password?](#)

**LOGIN**

Don't have an account? [Create Account](#)

### Option 2: Login via Email

16. Tap **“Login”** on the app home screen.
17. Select **“Email”**
18. Enter your **Email** and your **password**.

**Click LOGIN;**

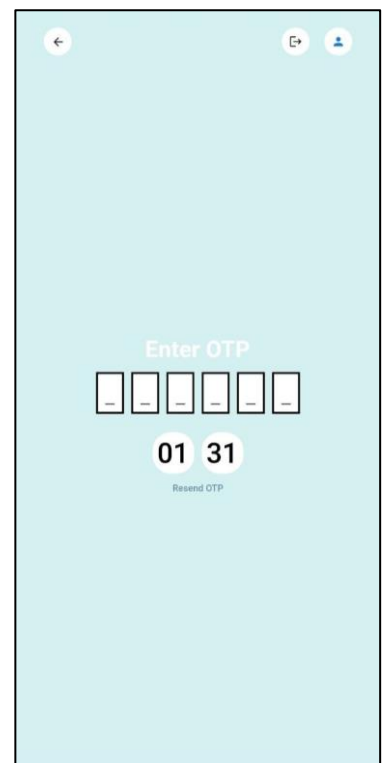
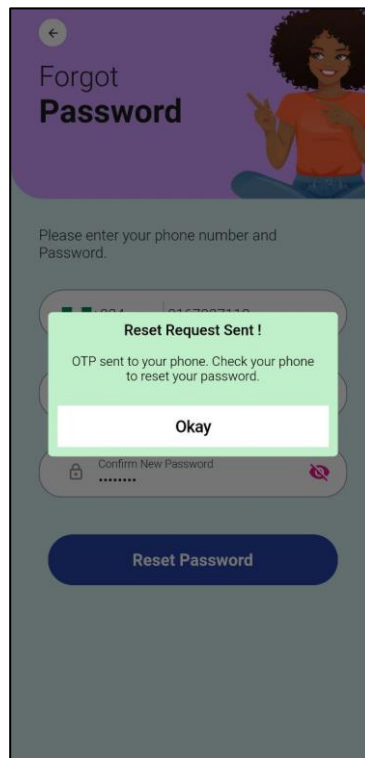
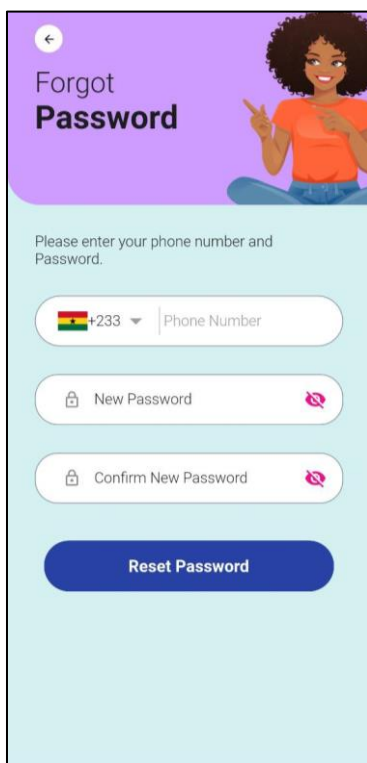
19. You'll receive an OTP via your email inbox. Enter the OTP to complete your login.

**Password is required for email sign-up.**

## Option 3: Forgot Password (Phone Number and Email)

### To Reset Your Password:

20. On the Login screen, tap “**Forgot Password?**”.
21. Enter your **registered phone number or Email**.
22. Enter your new password & repeat it
23. You’ll receive an **OTP** to verify the number.
24. Enter the OTP to reset your password and log in successfully.



## 5. Main Dashboard

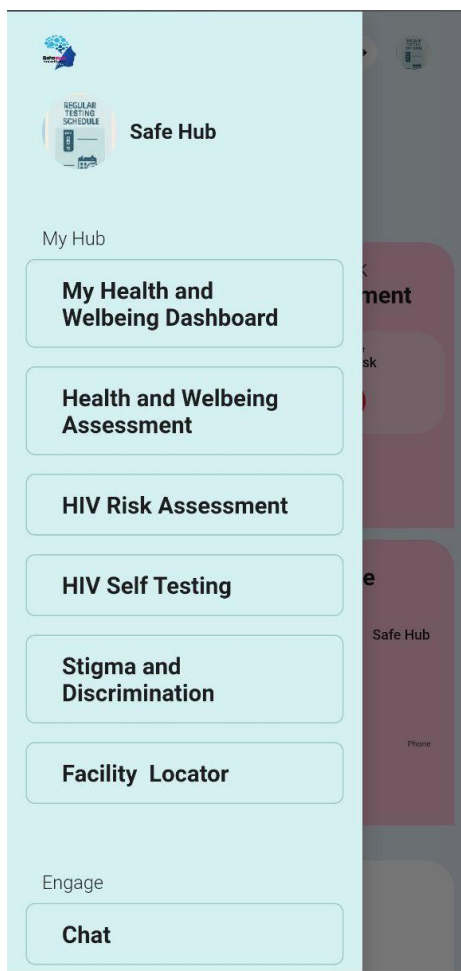
The BSmart SafeHub dashboard is your command center for navigating the app. It can be accessed in two user-friendly formats:

### 1. Text Dashboard

- A classic layout with a simple list of features and icons.
- Ideal for users who prefer a clean, straightforward experience.

### 2. Infograph Dashboard

- A visually engaging layout with icons and color-coded categories.
- Designed for users who like graphic representation and easy navigation.



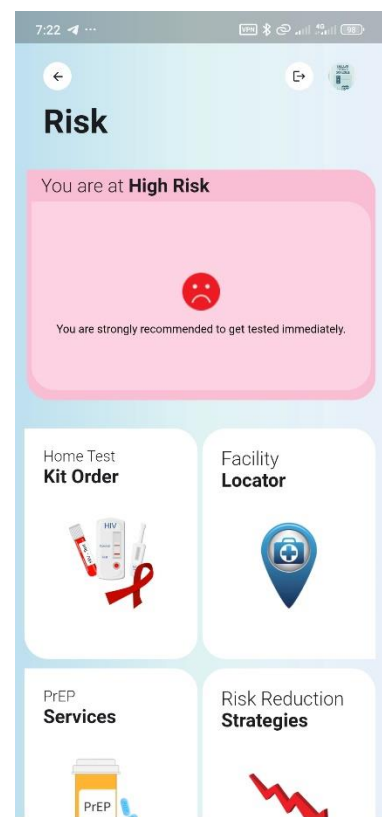
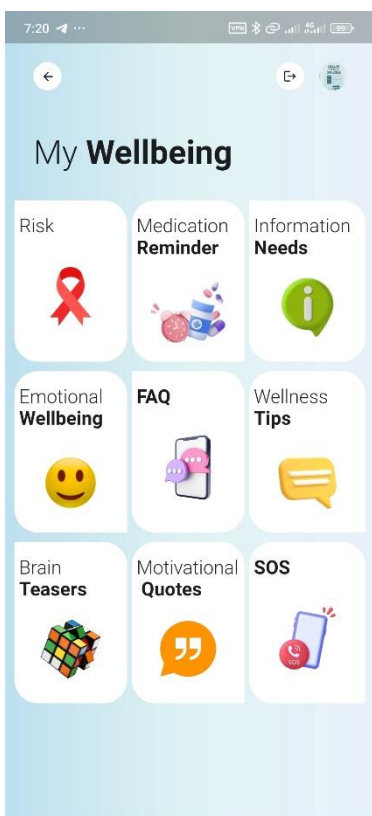
### 5.1 My Hub

## 5.1.1 My Health and Wellbeing

The My Health and Wellbeing dashboard is your personal space within the BSmart SafeHub app, designed to help you monitor, understand, and improve your overall health. It combines critical tools and resources, from HIV risk status and medication tracking to mental health support and motivational content. This section empowers users to take control of their physical and emotional well-being through daily engagement, easy-to-follow recommendations, and access to life-saving services. Whether you're managing your treatment, seeking reliable information, or just looking for daily encouragement, this dashboard is your health companion—confidential, user-centred, and responsive to your needs.

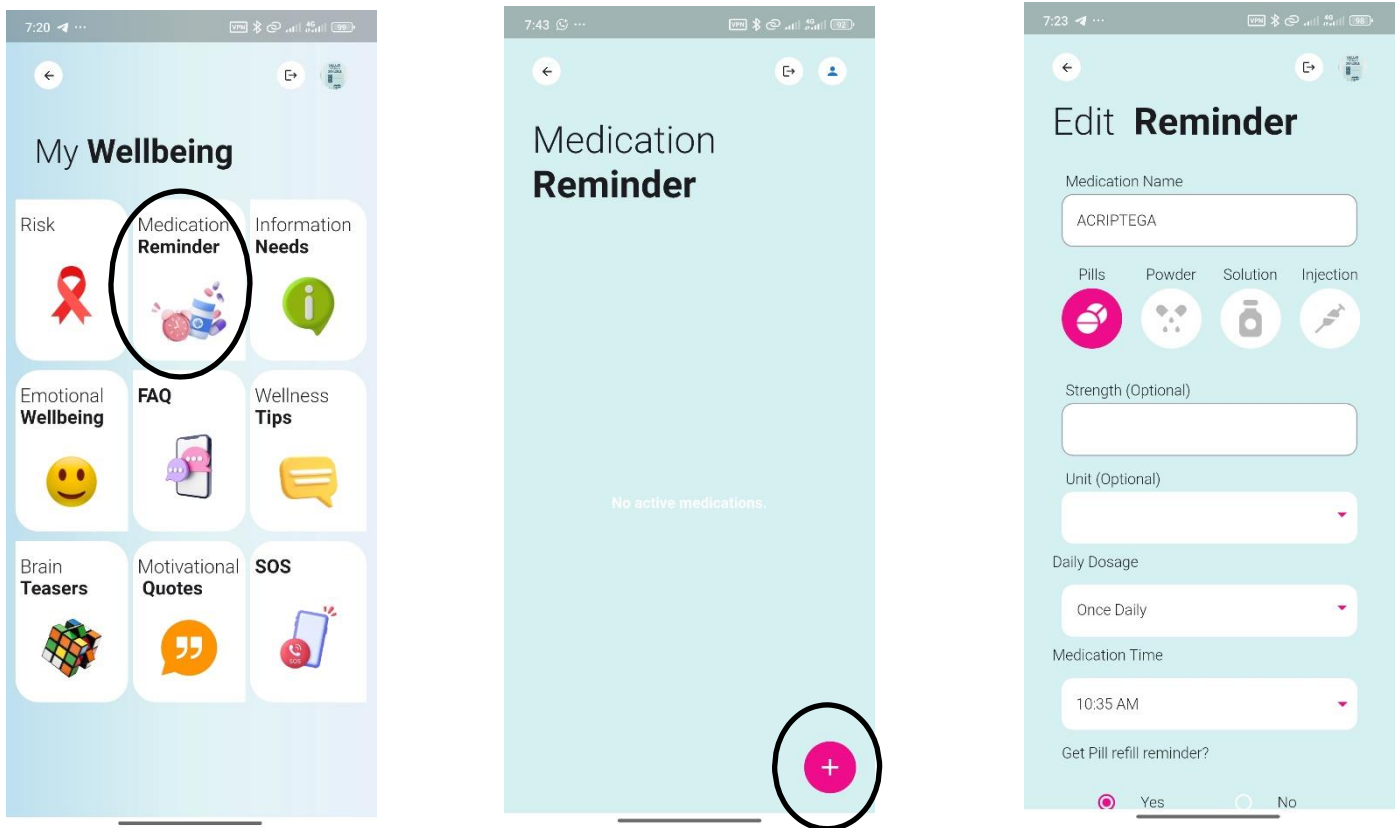
### 1) HIV Risk

This section displays your current HIV risk status—either low or high—based on your most recent HIV Risk Assessment. It also offers personalized recommendations on prevention, retesting intervals, and nearby testing services to help you stay informed and protected. Complete the 7-question HIV Risk Assessment survey to determine if you're at high or low risk.



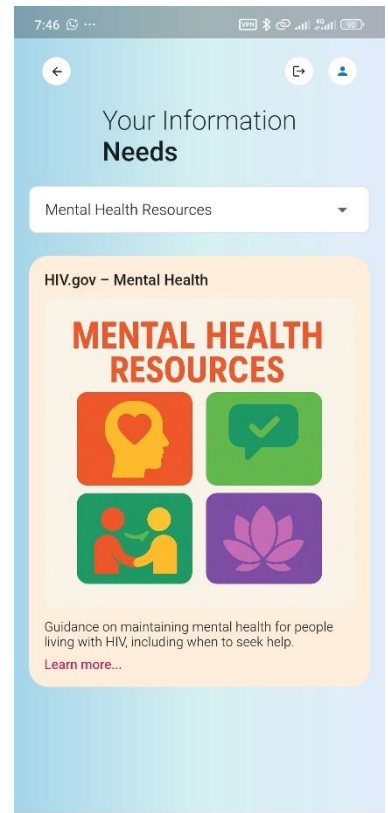
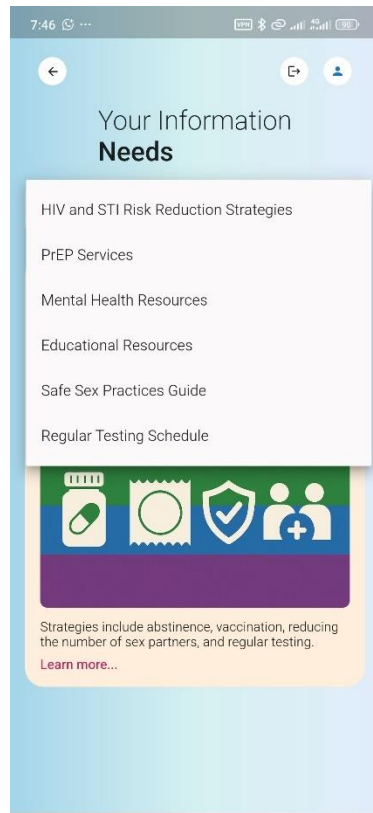
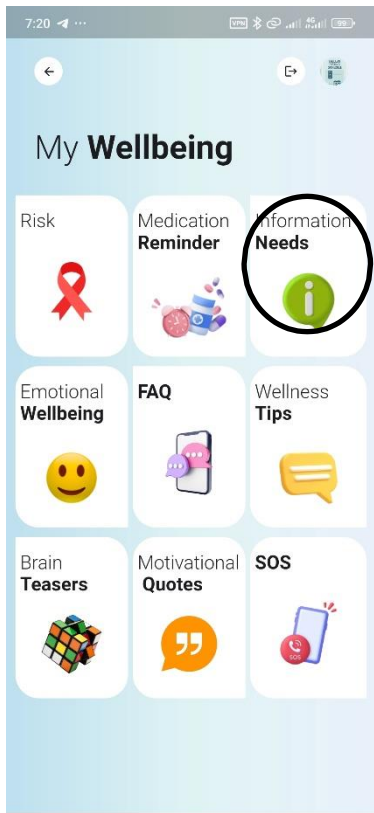
## 2) Medication Reminder

Stay consistent with your medication through automatic reminders. Whether you're on PrEP or other treatments, this tool helps you track doses and receive alerts, reducing missed medications and improving your overall treatment adherence and health outcomes.



## 3) Your Information Need

Access trustworthy, easy-to-understand content on HIV, PrEP, PEP, mental health, risk reduction, and more. Curated from verified sources like CDC, USAID, and national health guidelines, this section ensures you're always equipped with accurate health information.

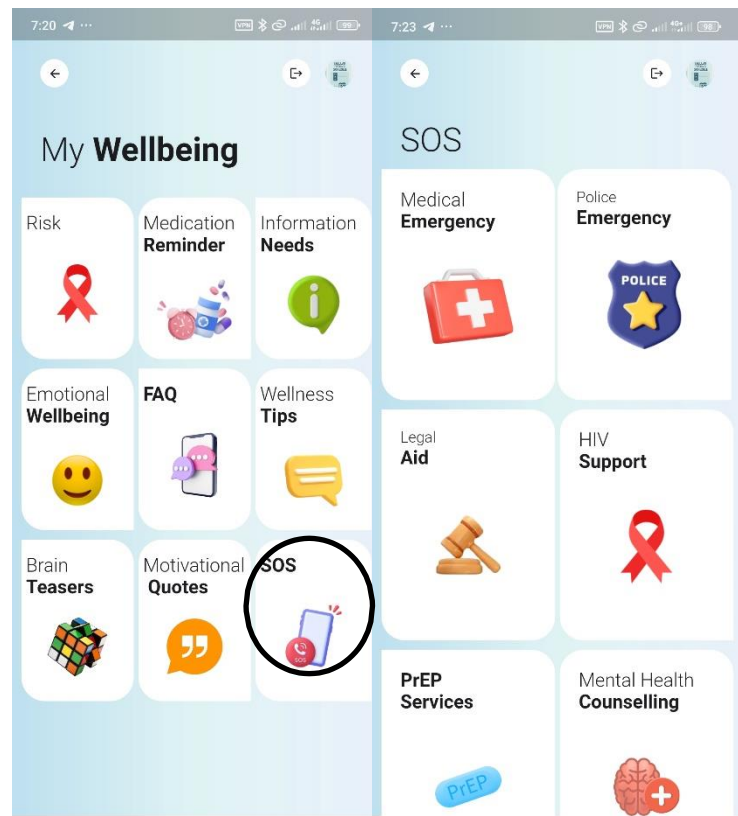
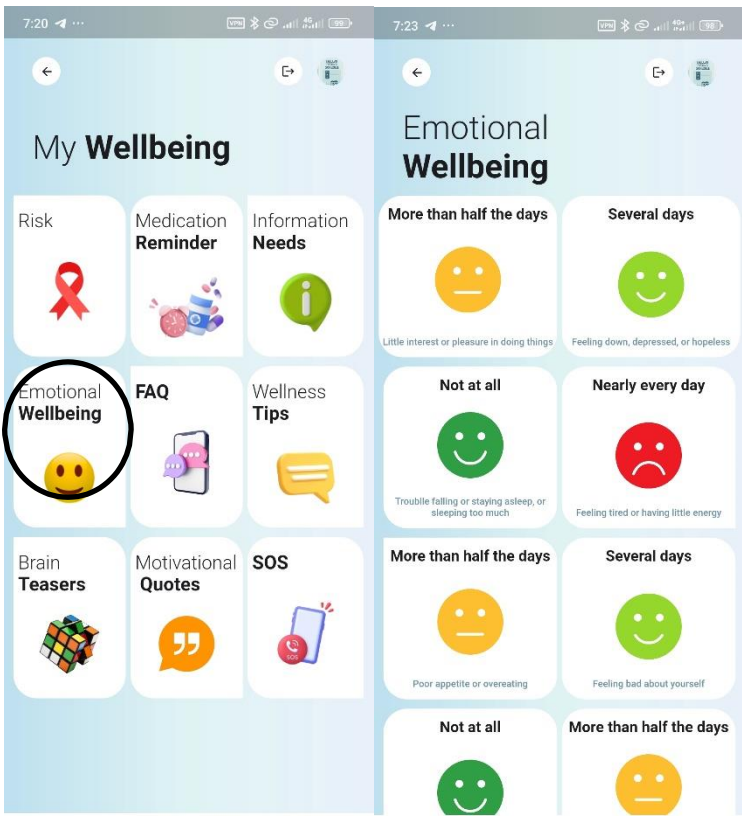


#### 4) Emotional Wellbeing

#### 5) SOS

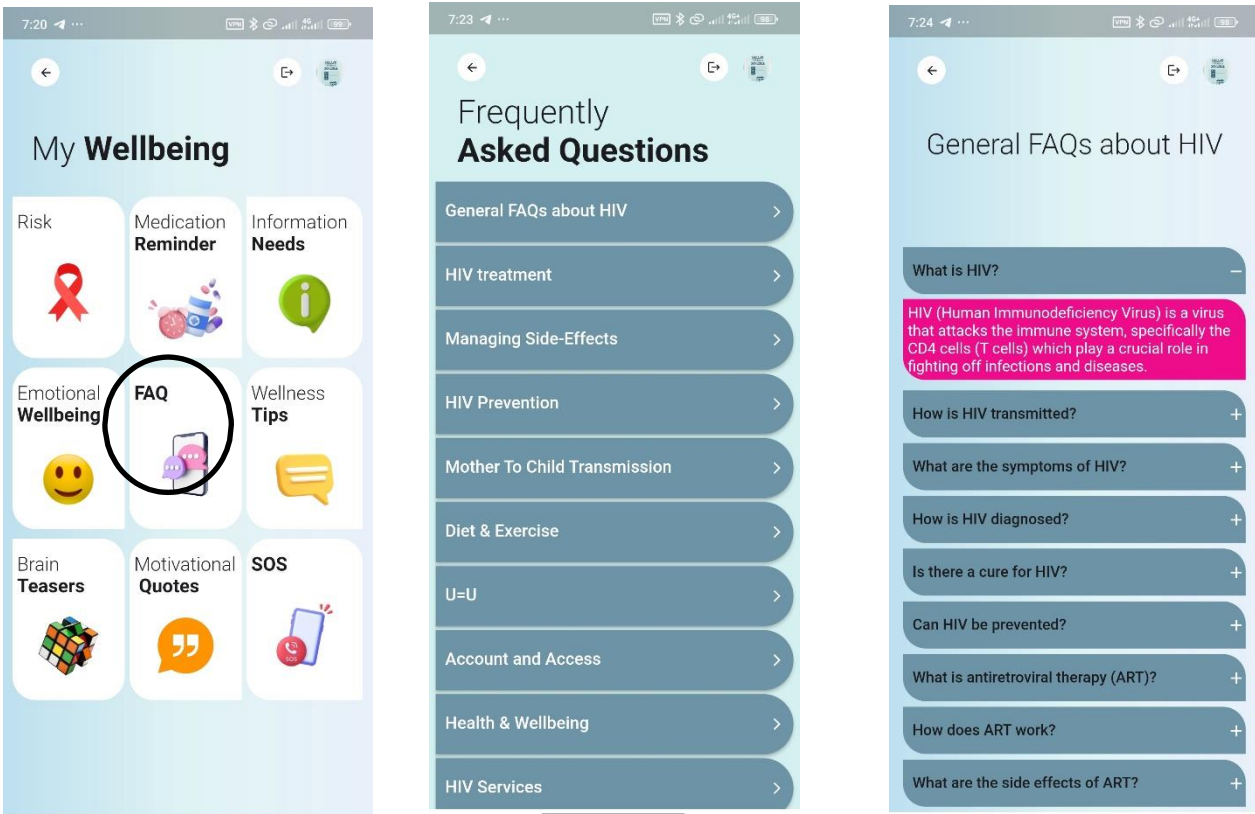
This section supports your mental health by providing insights from your most recent PHQ-9 mental health assessment. It also recommends self-care practices and directs you to professional support options based on your responses.

The SOS feature connects users to emergency services or community-based support lines. Whether they're facing violence, a health crisis, or need immediate help, the feature provides one-tap access to real-life support when every second counts.



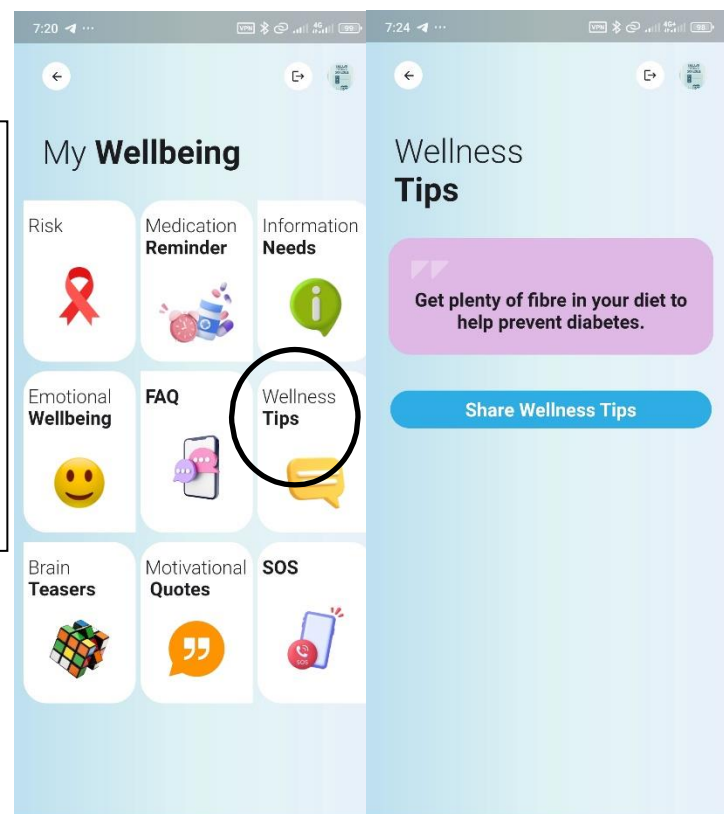
## 6) FAQs

Get answers to common questions about HIV, STIs, mental health, stigma, and more. FAQs are community-informed and link directly to the AI Assistant for further help, ensuring users find quick, helpful information on sensitive or urgent topics.



## 7) Wellness Tips

Receive biweekly health and wellness tips on topics like HIV prevention, mental health, nutrition, and NCDs such as diabetes and hypertension. The tips are motivational, informative, and shareable, helping you build healthy habits and share knowledge with others.

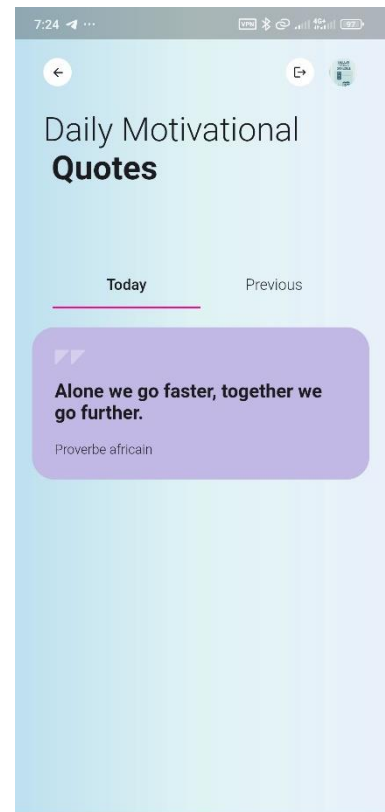
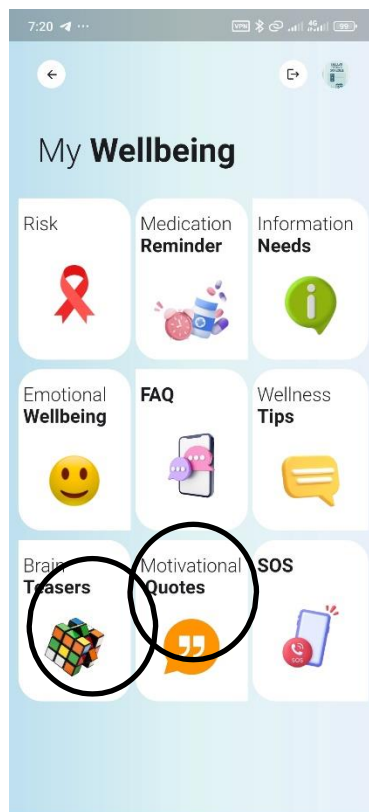


## 8) Brain Teasers

Boost your knowledge while having fun. Brain Teasers are short, engaging quizzes sent regularly to test your understanding of HIV, sexual health, and mental well-being. They're an educational tool that encourages learning through gamified engagement.

## 9) Daily Motivational Quotes

Start your day with a dose of positivity. A new motivational quote is sent every morning at 9am to inspire, uplift, and promote emotional strength, helping users stay motivated on their personal health and wellbeing journeys.



## 5.1.2 My Health and Wellbeing Assessment

The My Health and Wellbeing Assessment Dashboard is a key feature of the BSmart SafeHub app that helps users regularly evaluate their overall mental and physical health. It is designed to promote self-awareness, guide timely care-seeking behavior, and empower users to take control of their health through quick, confidential check-ins. The dashboard is made up of two essential tools: **Mental Health Support and Physical Health Assessment.**

### Mental Health Support (PHQ-9 Wellness Check-In)

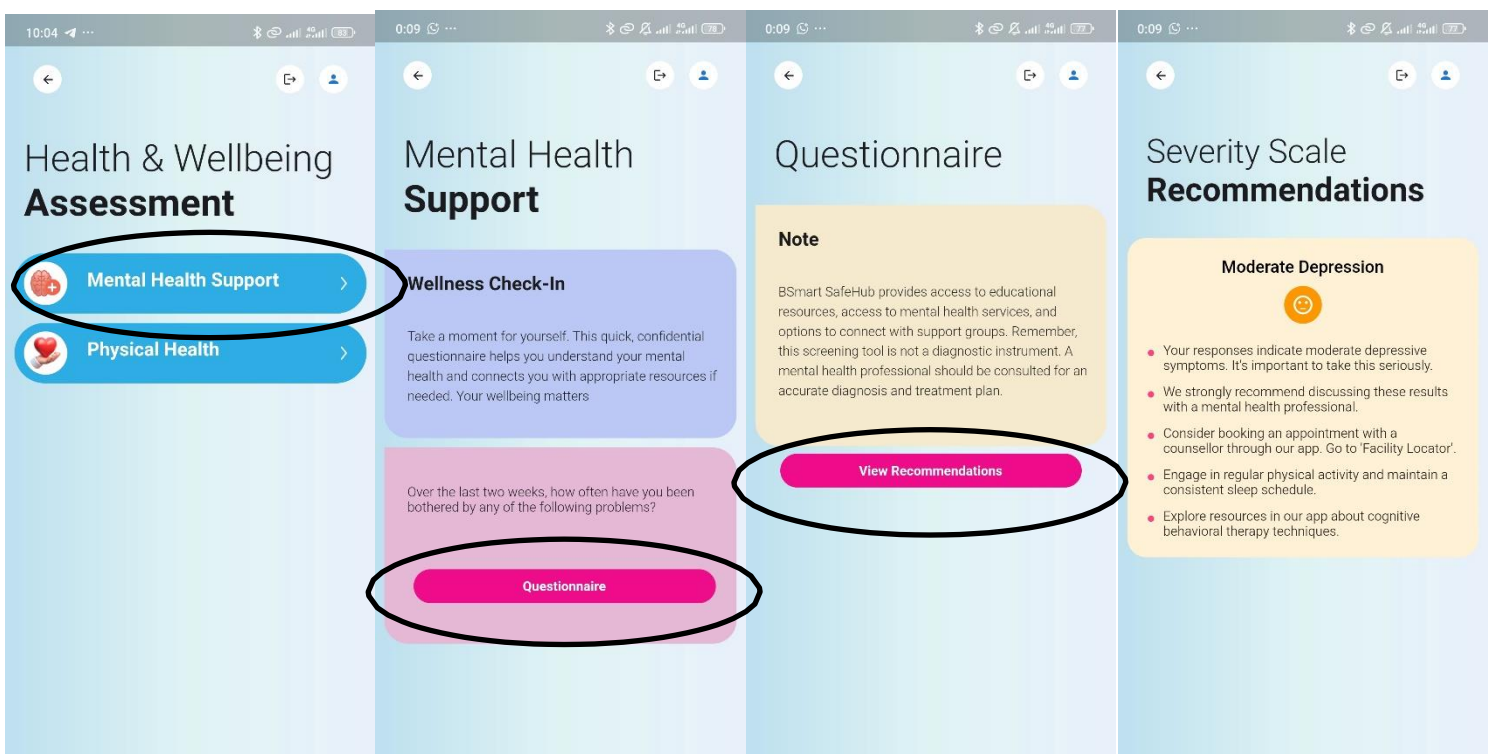
This tool uses the globally recognized PHQ-9 questionnaire to screen for symptoms of depression and monitor emotional wellbeing. Users are prompted to reflect on how they've felt over the last two weeks by answering 9 short questions, each rated on a scale from 0 (Not at all) to 3 (Nearly every day).

The total score helps classify the user's level of depression as follows:

**0–4: No depression, 5–9: Mild depression, 10–14: Moderate depression, 15–19: Moderately severe depression, 20–27: Severe depression**

Once submitted, the app generates personalized feedback and self-care suggestions. Users who fall into moderate or severe ranges are strongly encouraged to use the Facility Locator to book professional mental health support or speak to a counsellor. The app also links to stress-relief practices and coping tools.

**⚠ Note:** This screening tool is not a medical diagnosis. It is designed to guide reflection and encourage professional support where necessary.

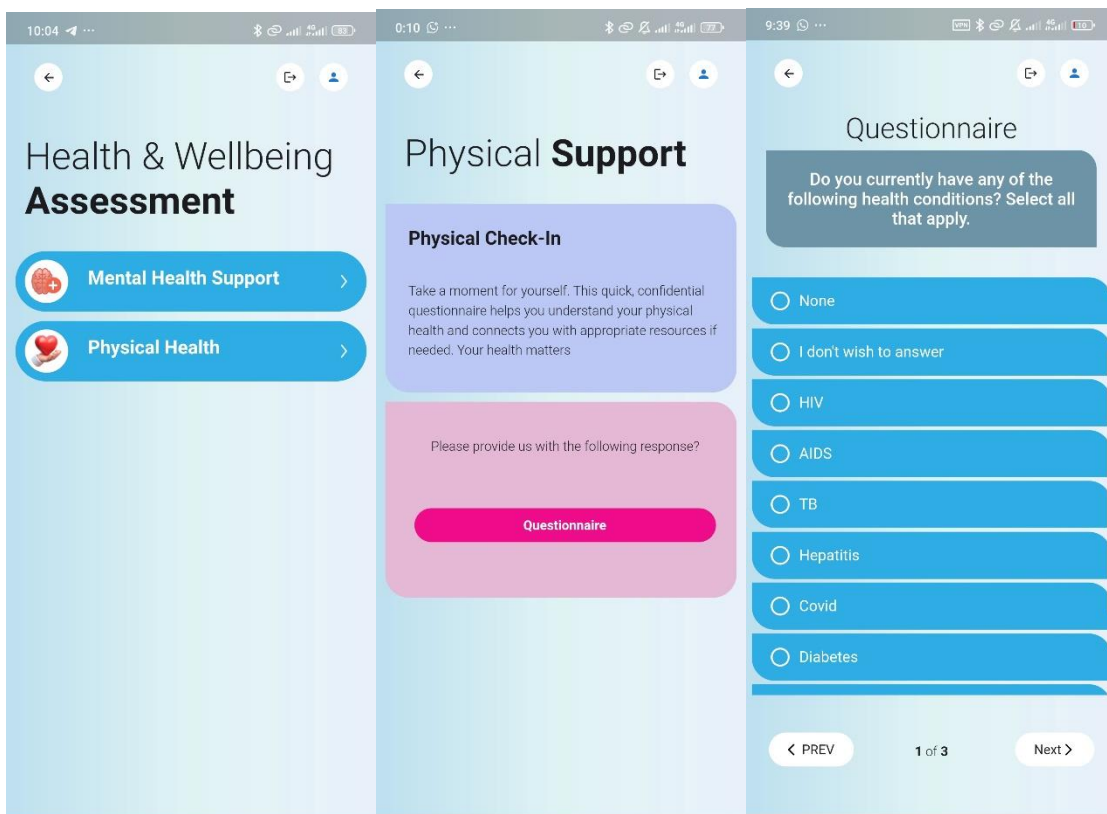


## Physical Health Assessment

This simple, 3-question tool helps users reflect on their current physical health and identify potential risks. It covers key areas relevant to both general and HIV-related wellness:

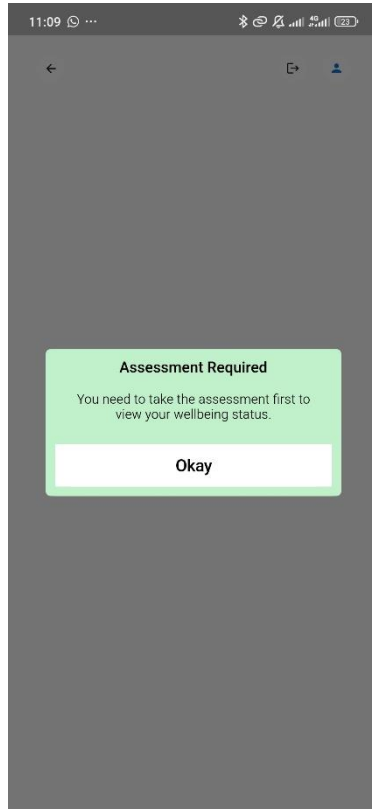
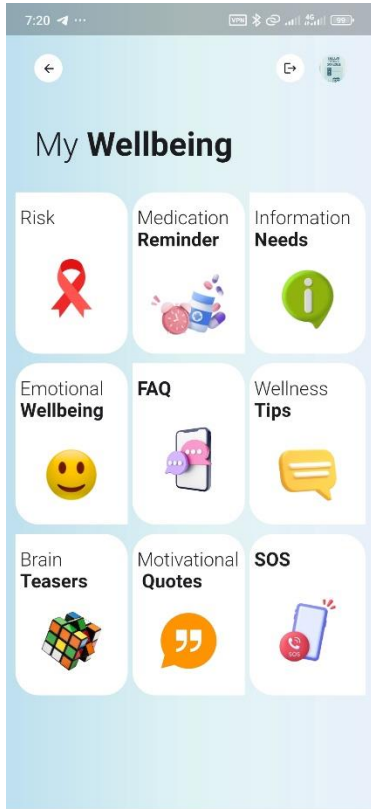
- Health Conditions: Users select from a list of conditions (e.g., HIV, TB, diabetes, COVID-19) or specify others.
- Relationship Safety: Assesses if the user is currently in a toxic or abusive relationship, and offers direct links to help services if risk is identified.
- Medication Use: Asks whether users are currently taking any medication. If yes, a dropdown with a list of medications and a free-text option for additions is provided.

This feature helps paint a broader picture of the user’s wellbeing, especially when combined with the mental health check. It also supports referrals to services and helps tailor health advice provided elsewhere in the app.



### 5.1.3 HIV Risk Assessment

The HIV Risk Assessment feature is a vital self-screening tool within the BSmart SafeHub app that helps users understand their risk of HIV exposure based on personal behavior and health factors. It consists of a simple 7-question survey, designed to take just a few minutes to complete.



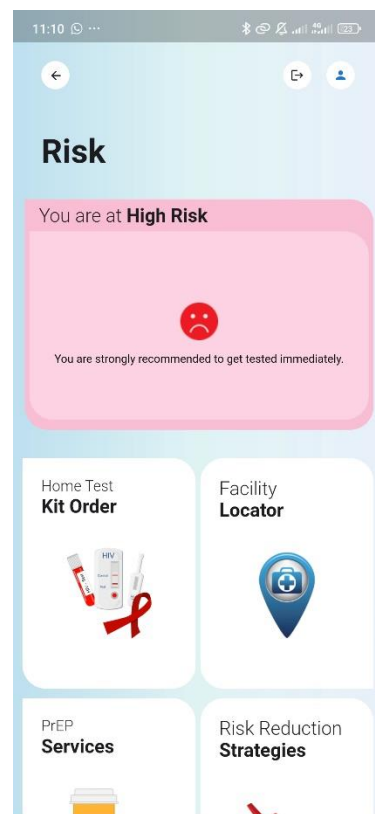
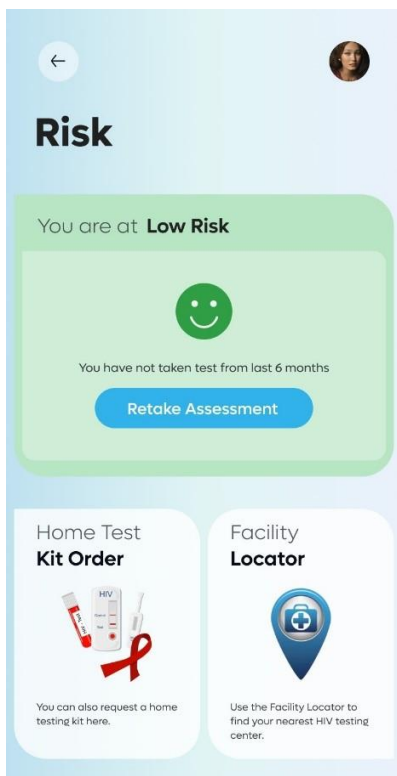
Once submitted, the app instantly calculates your risk level and provides one of two possible results: "Low Risk" or "High Risk." Each outcome is accompanied by tailored recommendations to help you make informed decisions about your health.

If Your Result is *Low Risk*:

- You are recommended to test for HIV every 6 months.
- Set a reminder in the app for your next testing date.
- Use the Facility Locator to find a nearby HIV prevention center.
- Alternatively, you can order a home testing kit directly from the app.

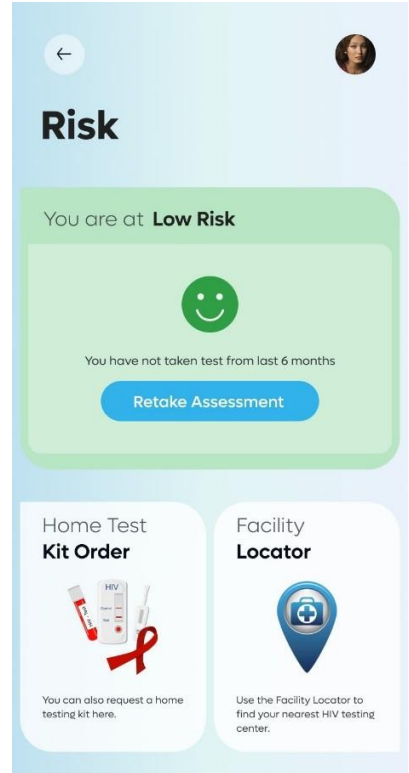
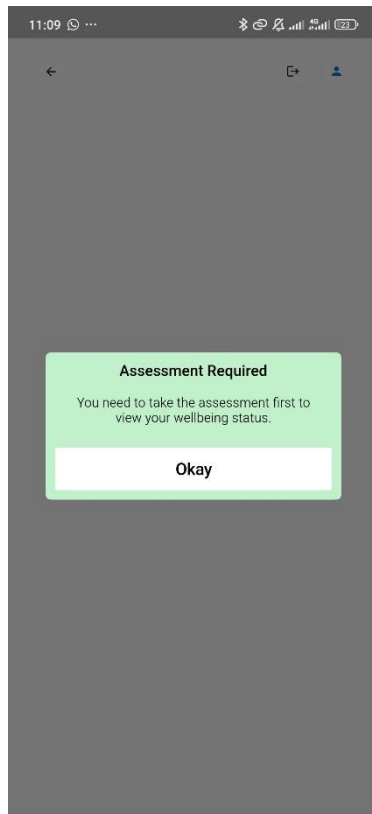
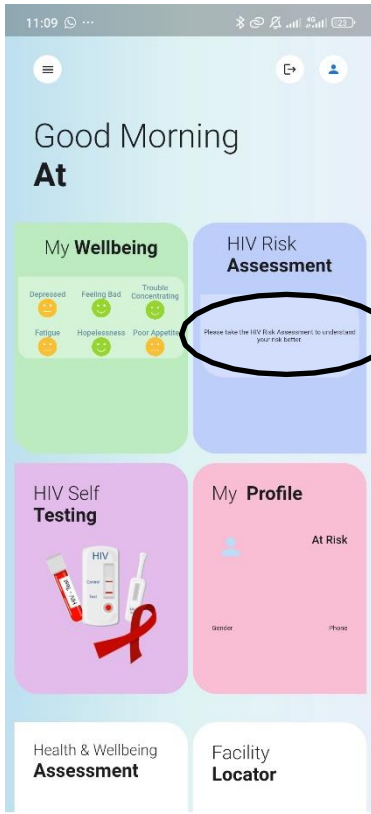
**⚠️ If Your Result is *High Risk*:**

- It is **strongly recommended** that you get tested for HIV **immediately**.
- Use the **Facility Locator** to find a safe, LGBTQI+ friendly testing center near you.
- You can also **request a home HIV self-test kit** through the app.
- Consider starting **Pre-Exposure Prophylaxis (PrEP)** to reduce your future risk. The app provides information and helps locate nearby PrEP providers.
- If you believe you were recently exposed to HIV, information about **Post-Exposure Prophylaxis (PEP)** is also available.



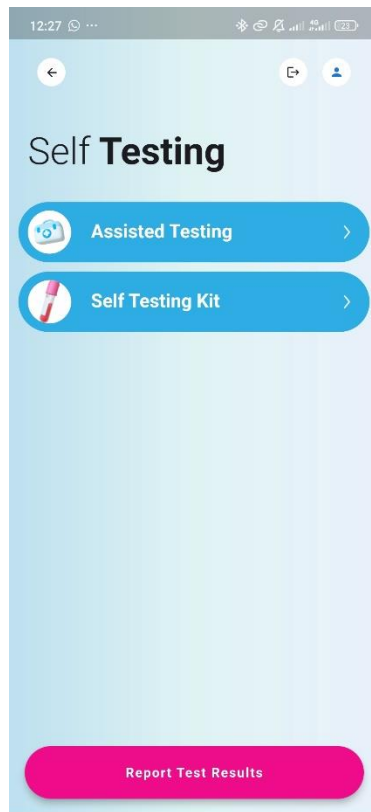
## For New Users or Incomplete Assessments

If you haven't completed the HIV Risk Assessment, the app will prompt you to begin the questionnaire. Your answers are kept confidential and are used only to guide your health journey. Once completed, your results will be displayed on **your home dashboard**, along with the above recommendations.



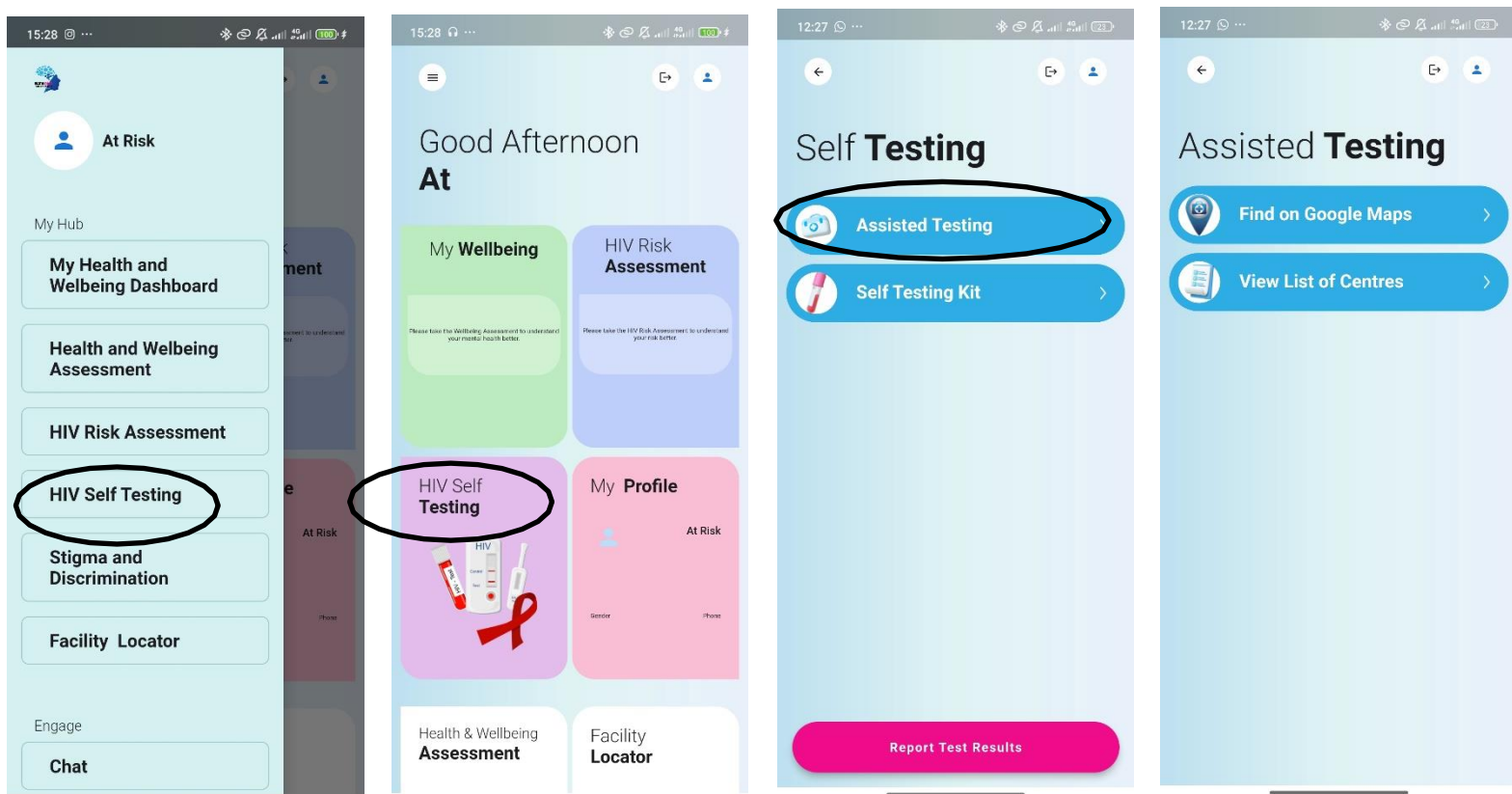
### 5.1.4 HIV Self-Testing Dashboard

The HIV Self-Testing Dashboard empowers users to know their HIV status with privacy, convenience, and confidence. It offers flexible testing options and post-test personalised guidance, making HIV testing accessible to everyone, whether at home or through a community facility in a private and confidential manner. The dashboard includes three key components: **Assisted Testing, Self-Testing Kit, and Report Your Test Result.**



## Assisted Testing

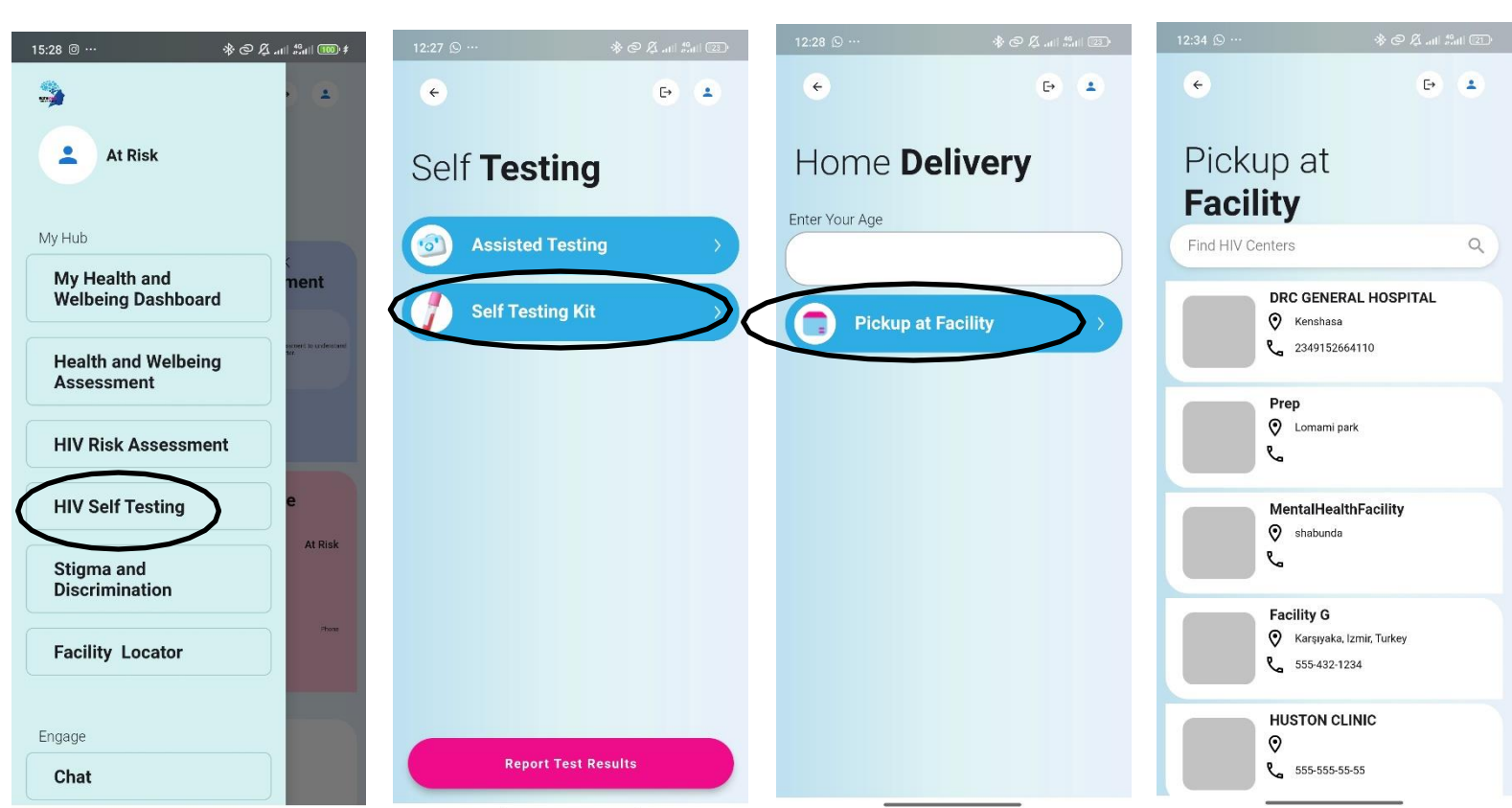
The Assisted Testing feature provides users with a curated list of community-friendly centers, from local partners, where they can access HIV testing services in person and feel safe. Users can browse friendly testing locations based on their region, district, or county. To enhance accessibility, the feature integrates Google Map functionality, allowing users to find nearby testing facilities using live GPS location tracking. This ensures that support is just around the corner—literally—making it easier for users to walk into **safe, non-discriminatory spaces** for testing.



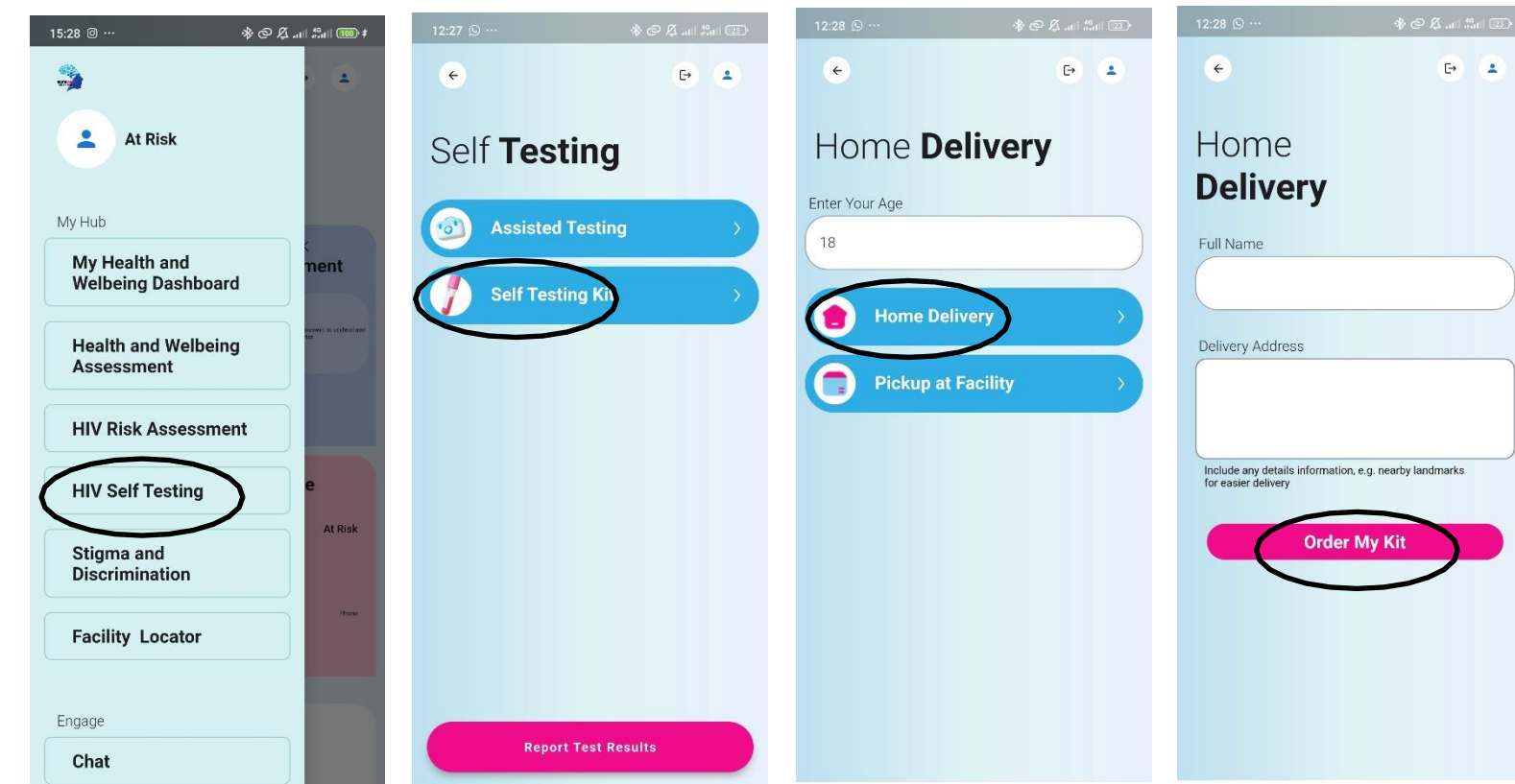
## Self-Testing Kit Options

For users who prefer testing in the privacy of their home, the **Self-Testing Kit** feature offers two user-friendly options:

1. **Pick-Up at Facility:** Users can request a self-test kit and pick it up at a selected facility. The app helps connect users with facilities where test kits are available.



2. **Home Delivery:** This option allows users aged 18 and above to have the test kit discreetly delivered to their doorstep. Users only need to provide their **full name** and **delivery details**. This method prioritizes privacy, dignity, and access, especially for individuals in hard-to-reach or high-stigma environments.



## Report Your Test Result

After completing the test, users can report their results directly through the app. There are two outcomes:

### Reactive (Positive)

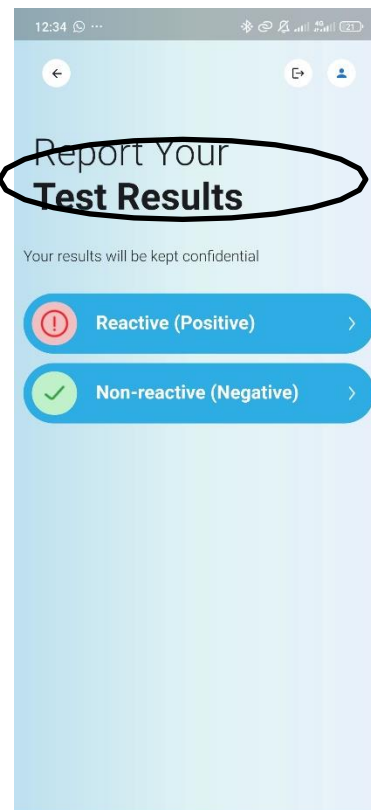
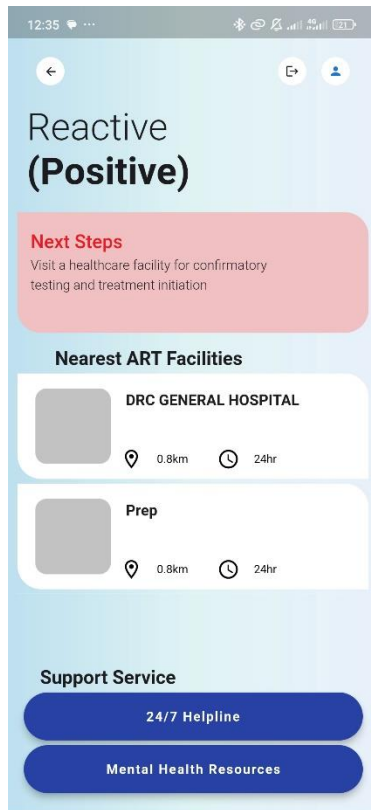
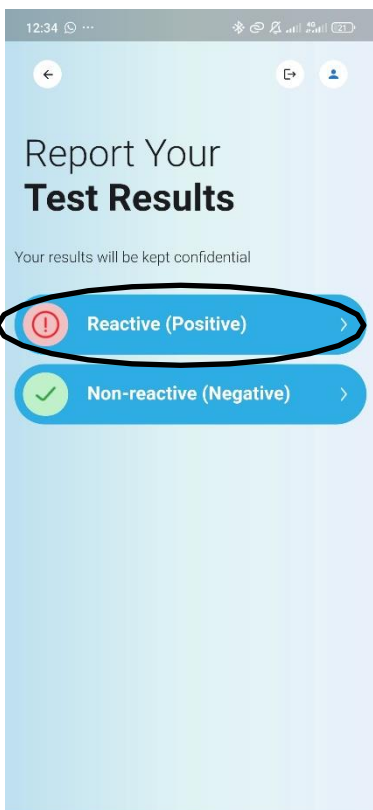
If a user reports a reactive test result, the app provides:

- A list of nearby ART (antiretroviral therapy) facilities for immediate linkage to care.
- Access to 24/7 helplines and mental health support services to help users navigate their next steps with guidance and emotional support.
- A direct link to the Information Need section, where users can learn more about living well with HIV and next steps after diagnosis.
- Review personalized **risk reduction strategies** to help you stay protected.
- Set a **reminder to retest in 3 months**.

### Non-Reactive (Negative)

If a user reports a non-reactive test result, they are encouraged to:

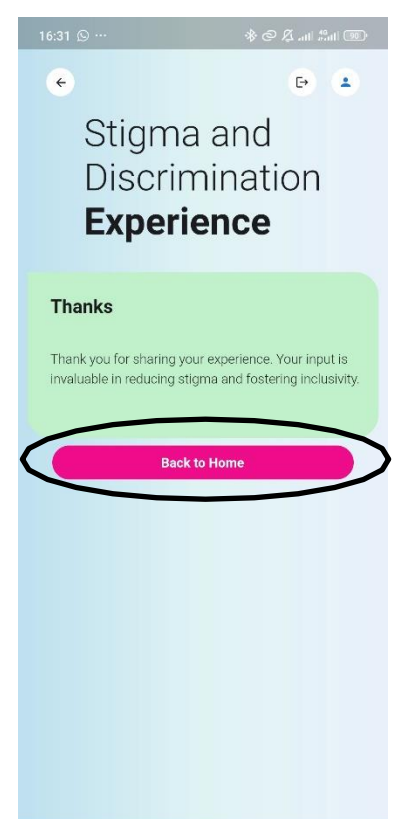
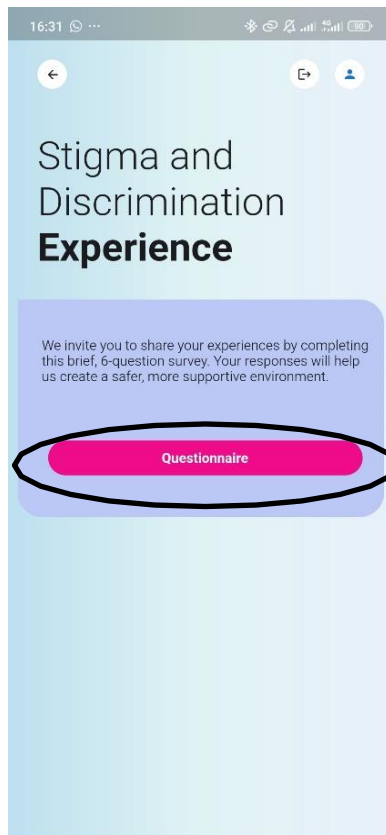
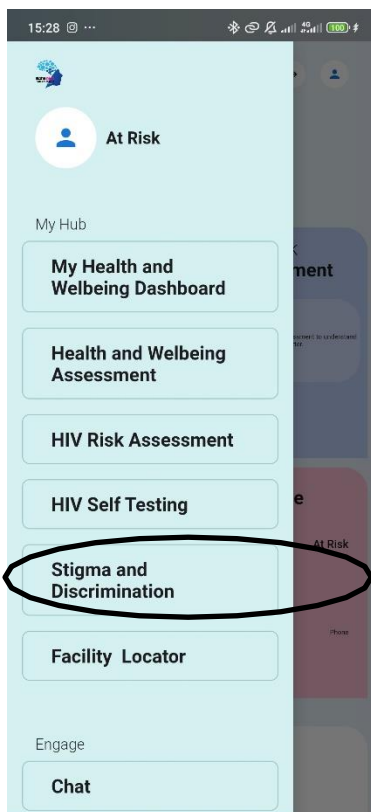
- Find a PrEP provider using the **app's locator**.
- Explore educational resources, including:
  - Safe sex practices
  - Risk reduction strategies
  - Regular testing schedules and reminders
- These educational tools are also accessible through the **Information Need** section, reinforcing prevention and ongoing health awareness.



### 5.1.5 Stigma and Discrimination

The **Stigma and Discrimination Dashboard** in the BSmart SafeHub app is a dedicated space that allows users - especially LGBTQI+ individuals -to confidentially share their experiences of stigma or discrimination in healthcare settings. It is built on a **validated research instrument** designed to assess both **experienced and anticipated stigma**, providing critical insight into the barriers that prevent many from accessing affirming, nonjudgmental care.

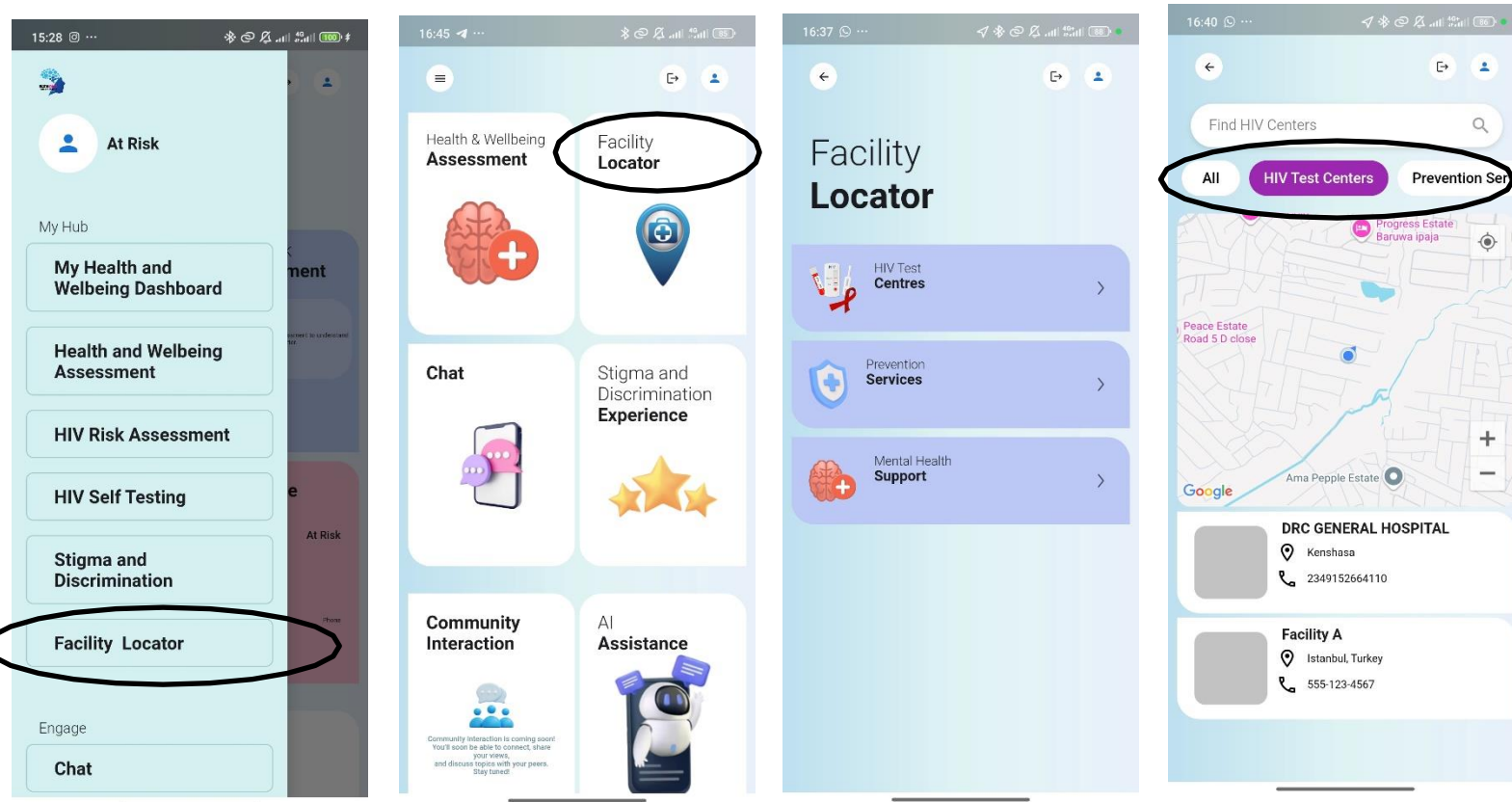
This dashboard enables users to answer **six reflective questions**, each rated on a five-point scale: **Never, Rarely, Sometimes, Often, Always**. These questions were developed to help uncover subtle and overt forms of mistreatment based on sexual orientation and/or gender identity. Users can complete the form anonymously and without fear of judgment.



### 5.1.6 Facility Locator

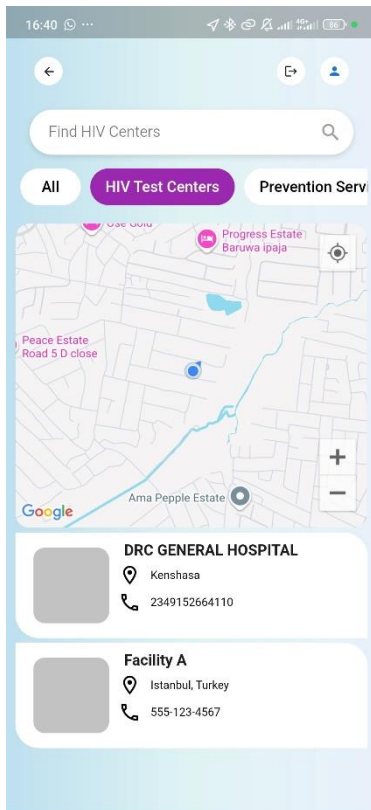
The **Facility Locator** in the BSmart SafeHub app is a powerful tool that helps users find **safe, accessible, and LGBTQI+-friendly health services** in their area. Whether you're looking for **HIV testing, Prevention services, or mental health support**, this feature ensures that help is never out of reach.

The Facility Locator connects users directly to **affirming, stigma-free services**, eliminating the guesswork and anxiety that often come with finding inclusive healthcare. It's all about making care easier to find, faster to reach, and safer to trust.

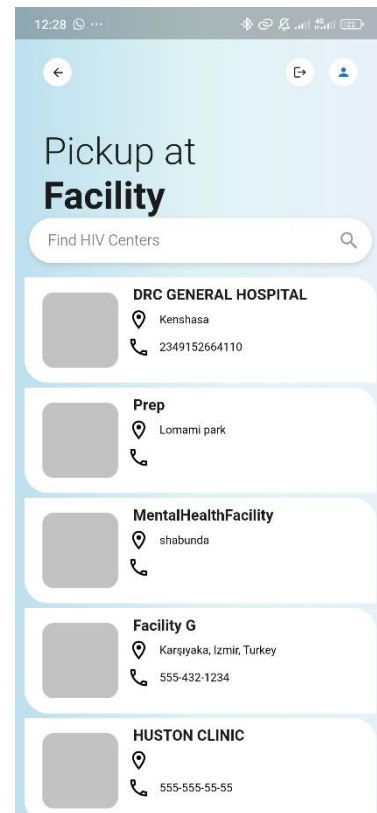


Users can explore available services through **two convenient options**:

**Google Maps-Based Search** – This interactive option uses your phone’s **GPS location** to show a map of nearby health facilities. It’s ideal for users who want to visualize where the nearest support is and get real-time directions.

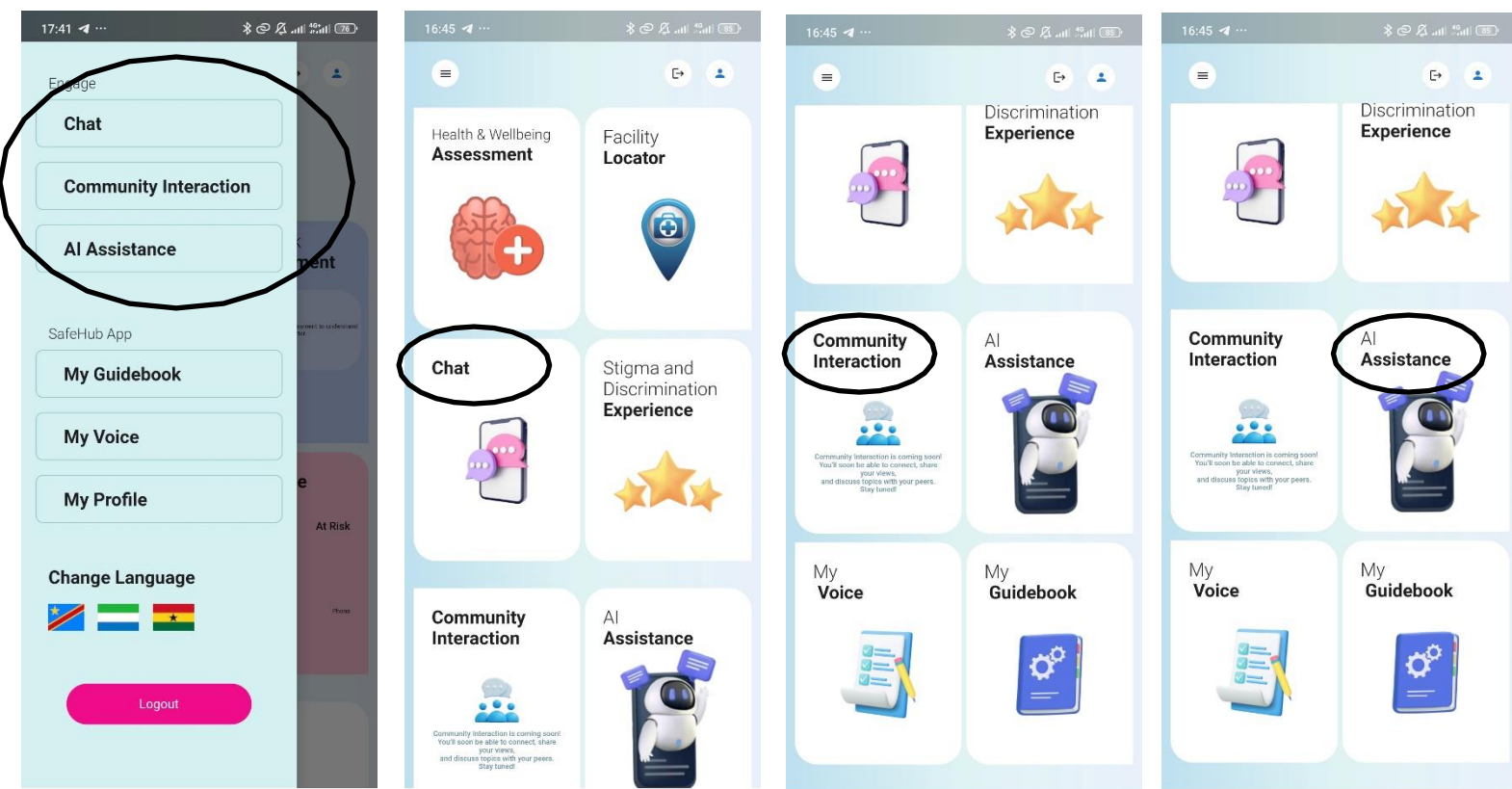


**Service List View** – Prefer a quick summary? This option presents a **list of facilities** grouped by category—HIV testing, PrEP access, or mental health care. It’s perfect for browsing multiple options and comparing services.



## 6. Engage

The **Engage Dashboard** brings together three interactive tools—**Chat**, **Community Interaction**, and the **AI Assistant**—to help users connect, share, and access support. It promotes real-time communication with service providers, safe community dialogue among peers, and instant answers to HIV-related questions, creating an inclusive and supportive digital environment.



## Connect and Chat

The **Connect and Chat** feature is a secure in-app messaging tool that allows users to privately communicate with service providers directly through the BSmart SafeHub platform. Whether you're seeking advice, booking services, or following up on a referral, this tool ensures safe, confidential, and real-time support.

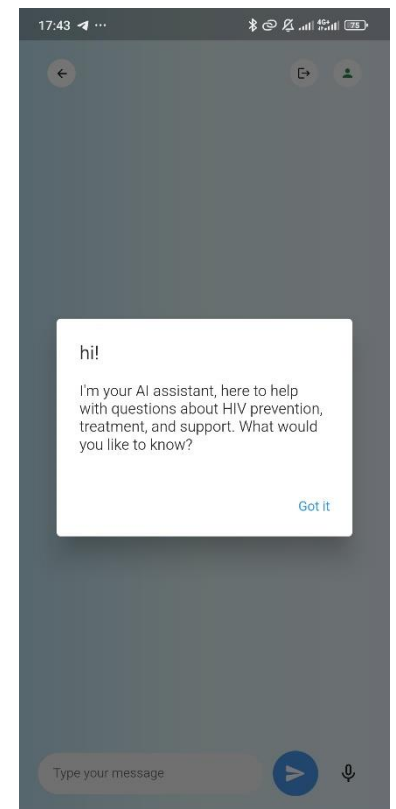
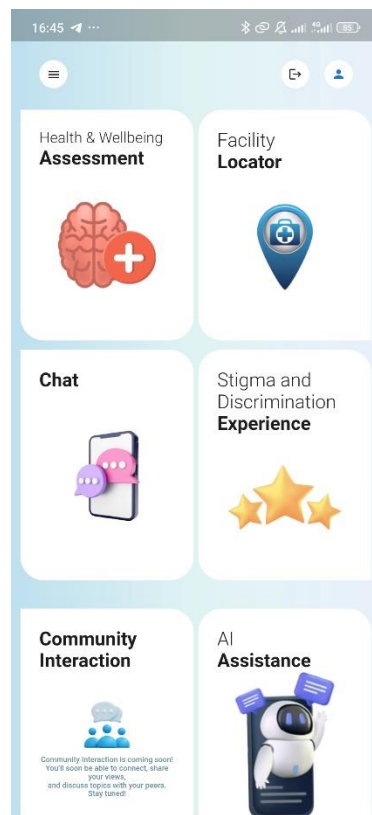
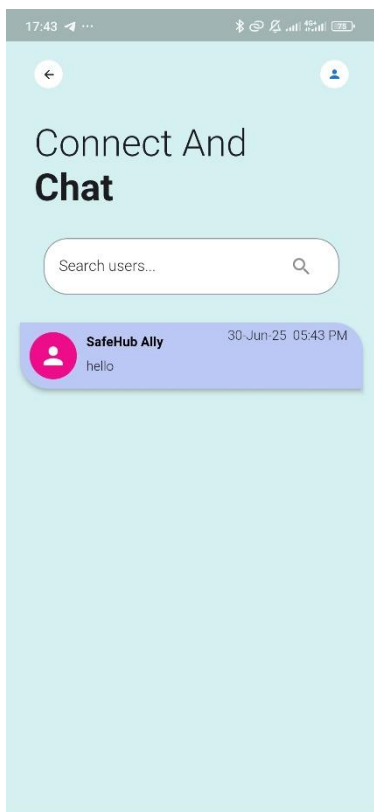
***To chat with a healthcare worker, you must be connected to a facility by your service provider."***

## Community Interaction

The **Community** feature in the BSmart SafeHub app is a safe, interactive space where LGBTQI+ users, support groups, and service providers can connect. It allows users to post thoughts, ask questions, and share experiences. Posts display the user's name, time, and content, with options to like, comment, or share. At the bottom of the screen, users can easily write new posts to start conversations.

## AI Assistant

The **AI Assistant Dashboard** in BSmart SafeHub leverages the power of **ChatGPT** to provide users with real-time, personalized support related exclusively to **HIV prevention, care, and services**. Whether users have questions about PrEP, HIV testing, treatment options, or safe practices, the AI Assistant delivers accurate, friendly, and non-judgmental responses instantly. After each response, users are prompted to provide quick feedback using a **thumbs up or thumbs down**.



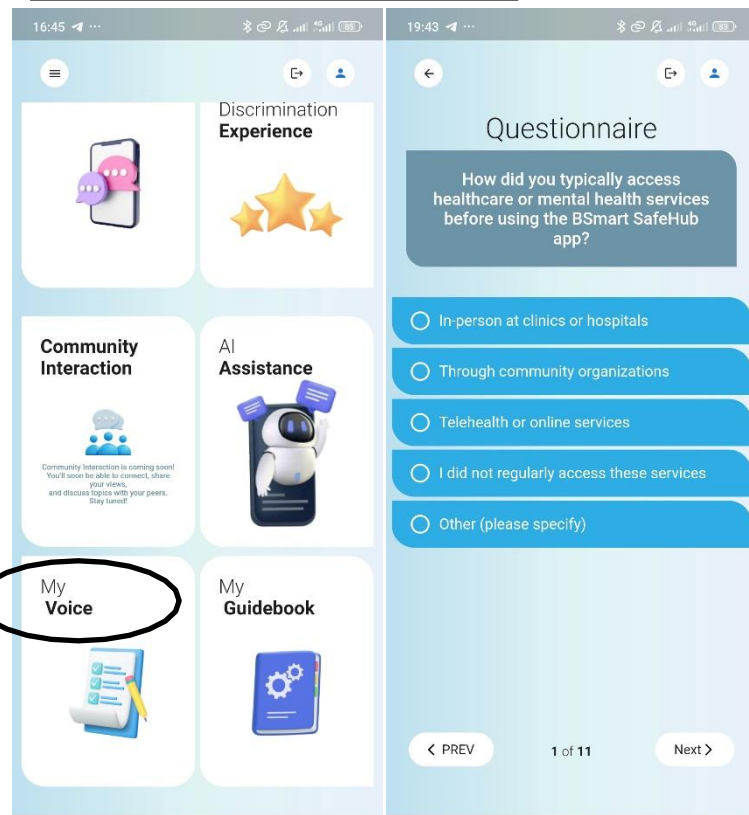
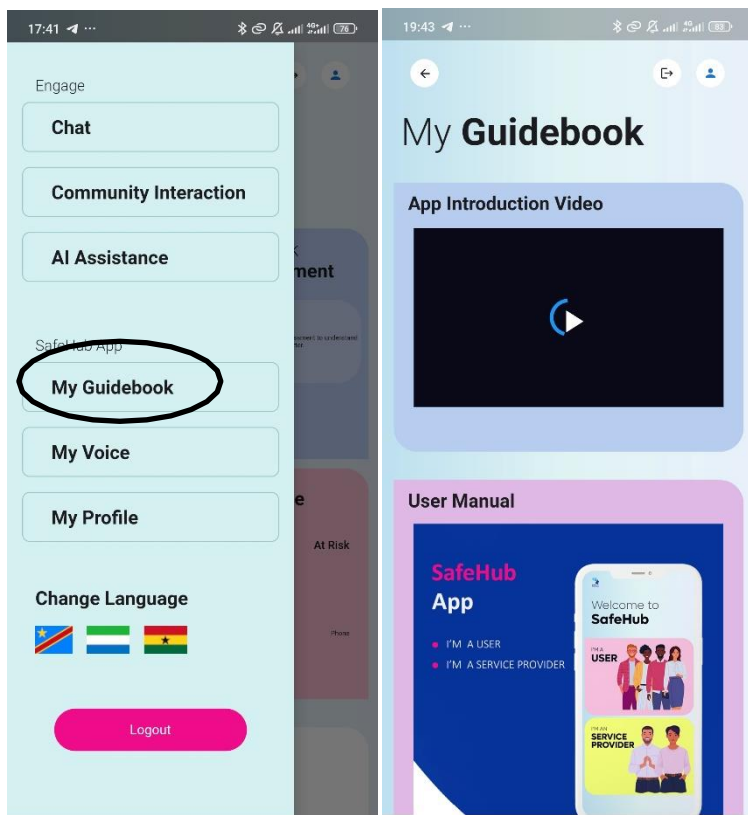
## 7. SafeHub App Guide Book & Feedback

### My Guide Book

**My GuideBook** is a helpful resource section in the BSmart SafeHub app. It contains a downloadable **User Manual (PDF)** and a short **introductory video** that explain how to use the app's features. It's perfect for new users or anyone needing a quick refresher on how the app works.

### My Voice

The My Voice feature allows users to share their thoughts, suggestions, and experiences with the BSmart SafeHub app. This **feedback** tool empowers users to shape future updates and ensure the app continues to meet real community needs. The feature can be accessed anytime, making it easy for



## 8. My Profile

The **My Profile** dashboard is your personal space within the BSmart SafeHub app, allowing you to manage your account details, security settings, and privacy preferences.

Users can upload a profile picture, update their **name, gender, and phone number**, and set up an extra layer of security with a personal **4-digit PIN code** to protect their data.

This section also allows users to manage **consent preferences**, giving or withdrawing consent related to how their app data is used. You can also **change or reset your password** if needed.

Additionally, **My Profile** provides direct access to important documents such as the app's **Terms & Conditions, Privacy Policy**, and information **About the App**, ensuring full transparency and user control.

