

Frequently Asked Questions

Account set up and inviting others

Who can use MySigns?

MySigns is developed for people with intellectual disability, their carers and mental health clinicians. MySigns is designed to support mental health assessment of people with intellectual disability.

Can I use MySigns if I live outside NSW?

Yes. Everyone may sign up for and use MySigns, even if you live outside of NSW or Australia.

Do I have to pay to use MySigns?

MySigns is available for you to use for free.

What do I need to use MySigns?

You can use MySigns on a phone, tablet or computer. You will need an internet connection to use MySigns.

Do I need to download MySigns to use it?

MySigns is a web application and runs through your preferred browser. If you use MySigns on your phone, you will have the option of adding a bookmark to your homescreen so that you can easily access it each time you need to use it.

Can I set up an account if I am not the Person Responsible?

An account can only be set up by a Person Responsible for a person with intellectual disability. The Person Responsible has the authority to make decisions about medical treatment on behalf of a person who lacks capacity to make decisions themselves.

I am a person with intellectual disability. Can I set up an account for myself?

If you are a person with intellectual disability who wants to use MySigns, you can create an account for yourself. You can ask someone to help you do this.

Why can't I invite others to contribute to the person's profile?

Only the Person Responsible can invite others to contribute to or view the person's profile. If you have been invited to use MySigns as a carer or clinician, you are not able to send invitations. If there is somebody who you think would be a valuable contributor, it is best to talk to the Person Responsible and request that they invite the person.

How many people can I invite to contribute to the person's profile?

There is no limit to the number of people who can be invited. However, only the Person Responsible can invite others to contribute.

I received an email about completing a survey. Do I have to fill in this survey?

The evaluation survey is completely optional. We are conducting an evaluation to investigate how effective MySigns is in facilitating mental health assessment for people with intellectual disability. The survey responses will also help us to improve the app in the future.

Using MySigns

Why can't I load MySigns in my browser?

If MySigns does not load in your browser, please try a different browser. MySigns works best in Chrome and Mozilla Firefox.

Why can't I see images or videos that I uploaded a while ago in the dashboard view?

The dashboard view, by default, applies a filter to only show uploaded entries for the past 7 days. You can change the filter and also toggle back and forth between dates. Please note that the app will only show the date of upload, not the date the image or video was taken on your device.

The mood I want to select is not available from the drop-down list. How can I add a different mood?

The app only allows for 1 of 12 different moods to be selected, to keep the app streamlined and avoid repetition across users who contribute to the same account. You can use the notes section to enter any information that is not captured in the other questions on the upload page.

If there is a mood that you believe is important for us to include, please let us know by emailing mysigns@unsw.edu.au.

Why can't I upload a particular image or video?

If you are having difficulty uploading a specific image or video, please try again or try in a different browser. The app may have difficulty uploading long videos and we recommend trying to limit video recordings to under 2 minutes in duration.

What if I have feedback?

We want your feedback because we want to make MySigns the best that it can be. You can email any feedback you have about the app and its features to mysigns@unsw.edu.au.