RealLife Exp Information Packet

What to do if you are having problems with the app
If you are having problems with the app, reach out to us immediately so we can help you figure out the issue.

Contact Information
By phone: (631) 371-2797
By email: psych.temperament.reallifeexp@gmail.com

If you are not receiving notifications when you think you should be, contact us right away so we can resolve the problem before you miss any more question sets.

Reminders
1. Never select the arrow in the upper-left corner of the screen because this will take you out of the set of questions, and you won’t be able to get back in.
2. Never exit out of the app once you have started a set of questions because you won’t be able to return to finish it.
3. Remember to read all options before answering each question (scroll down, if necessary).

Starting a set of questions after the lab visit
The day after your lab visit, you should start to receive notifications on your phone, 5 times a day. There are two ways that you can start a set of questions:

1. Once you receive a notification, click on it. There are two types of notification, one that says Morning Questions and one that says Day Questions

   a. Clicking on the notification should take you to the first question right away, in which case, you just continue to answer the questions.
   b. If you are taken to a screen that says, “Day Questions” (example below) or “Morning Questions,” simply click on the words and you will be taken to the first question of the question set.
2. Alternatively, open the **RealLife Exp** app
   a. There should be a red number 1 in the upper right-hand corner of the bell icon. Click on it. If there is **no** red number 1 in the upper right-hand corner, this means that the question set has expired and you will have to wait until the next notification.

   ![Image of bell icon with red notification]

   b. Next you will be taken to a screen that will say either “Day Questions” or “Morning Questions.” Clicking on the “Questions” bar will take you to the first question in the active question set.

   ![Image of “Day Questions” option]

**Checking Your Notification Settings**

One reason you may not be receiving the notifications is because your notification settings are set to **not** allow notifications from the RealLife Exp app. To fix your phone’s notification settings, follow the iPhone or Android instructions below.

**If your device has the iPhone operating system:**

1. Open your settings app. Click on **Notifications**.
2. Scroll through the apps until you find **RealLife Exp**. Click on it.

3. Make sure that the **Allow Notifications** setting is enabled and that all **ALERTS** types and **Sounds** and **Badges** are enabled, as below

If your device has the **Android** operation system:
   1. Open your settings app. Select **Apps & Notifications**.
2. Select RealLifeExp.

3. Click on Notifications.

4. The settings should look like the picture below, with Show notifications enabled, the box next to RealLife Exp selected, and Allow notification dot enabled.