Frequently asked questions

If you cannot find the answer you are looking for, please contact us on: contactus@criticalinfo.com.au

or call us on:

03 8595 4325 – Tech support for Critical Info Platform – available 24 hours a day, 7 days a week.

03 8595 3033 – General office enquiries number, open during business hours 9am – 5pm AEST.

Who should use Critical Info?

Everyone who wants to document their Critical Info to be shared with chosen key emergency contacts in the event of an emergency or their death.

What devices can access the Critical Info & do I need an internet connection?

All devices that have a web browser installed such as Google, Safari, Internet Explorer will be able to access Critical Info as it is a secure cloud-based web platform. You will need to be connected to the internet and an email address.

Will my data be stored securely?

Your privacy is paramount.
We ask you to gather your Critical Info and store it in one place.
We do not want you to upload your sensitive information such as bank account details or your tax file number.

We guide you through the process of what documents your loved ones will need and then we document where you have physically stored that information for your Key Contacts when they need it.

Critical Info stores non-sensitive information on sovereign Australian servers with an independently dual-certified ISO 27001 and ISO 9001 Australian organisation protected by Australian privacy and information management security laws.

Can the platform be used anywhere in the world?

This is designed to be used in Australia only. The platform will use all Australian time zones.
If you are interested in having this platform available in your country, please email contactus@criticalinfo.com.au

What devices can the platform be used on?

The platform is designed to be viewed on mobile and desktop. It is optimised for the following devices and platforms:

Windows 10 (desktop)	Google Chrome
Mac	Safari
iPhone (mobile)	Apple Safari
iPad	Apple Safari
Android Phone	Google Chrome

What does my subscription include?

Your subscription provides you with access to the Critical Info platform, which guides you through the process of compiling your important documents in a printed format to safely store in your home. This allows your loved ones to use these documents when the need arises, such as an accident, hospital visit, or death.

We provide tips to help you have these conversations with your loved ones and understand the importance of collating this information for this purpose.

For 15 days, Critical Info founder Catherine Ashton will ask you daily questions you can answer in ten minutes. You can record your answers by audio or text – the choice is yours. At the end of the 15 days, you will have:

- Your answers transcribed and returned to you as a PDF
- Nominate two Key Contacts that you can advise where your personal information is kept so in an emergency, they can help protect you and your family.
- A concise list of all your personal information.
- A To-Do List of what documents you still need to collect.
- Access to Step-by-step guides so you can complete any outstanding tasks.
- Your yearly subscription provides you with access to your records at any time throughout the year to update them.
- You can download it at any time.

What information do I need to upload to this platform?

The platform asks for your date of birth, address, mobile number and email address.

We do not ask you to upload any sensitive information such as identification documents, medical records or legal documents.

The Critical Info platform is designed to help you compile your important documents, print them and identify the documents you still need to gather and then store them safely in your home.

You nominate two Key Contacts so if you are in hospital or die, these Key Contacts will have access to your important printed documents in your home to action your wishes.

Where is the best place to store my important documents?

For best practices on storing physical documents in your home you may want to keep these items safe from people you don't want accessing your personal information, as well as any emergency incidents, like fires or floods.

Consider general advice such as using lockable filing cabinets, safes, or secure storage areas. Additionally, shredding sensitive documents before disposal is recommended. More information is available on our Critical Info Resource Hub, under Support - Online security, privacy and document storage.

How can I view My subscription details?

After subscribing successfully, you can navigate to the My Subscription page by clicking on your avatar and choosing 'My Subscription' from the dropdown. The page will display the following details:

Member since

- If the member's subscription expired and later resubscribed, this will display the resubscription date.

Renewal date

This will be pulled from Stripe.

Last 4 digits of the card and card expiry date

- Display the default card and its expiry date in Stripe, not the last card that was successfully charged.
- A listener should be set up to determine if the user updated the default card in Stripe.

Button to manage subscription – Update or Cancel plan

- Clicking this will redirect the user to Stripe customer portal.
- The portal should hide option to 'Update Plan'
- Users can click on 'Cancel Plan' (covered in another story).
- List of benefits they have as a member.

How can I Cancel or Reactivate my subscription?

After subscribing successfully, you can navigate to the My Subscription page by clicking on your avatar and choosing 'My Subscription' from the dropdown list.

Cancel subscription
You can click on 'Manage Subscription' on the My Subscription page to navigate to Stripe customer portal and cancel your subscription.

- Once you confirm the cancellation, the system will receive an alert from Stripe.
- The system will then tag your Subscription status as Cancelled.
- Your member status will remain Active until the renewal date, and you can continue to access the system until that time.

Reactivate your subscription
Users can reinstate their membership by visiting the My Subscription page after cancelling **but before** the current subscription's renewal date.

- On My Subscription page, a message will be displayed: "Your subscription has been cancelled, and access will end on <date>. Seven days after this date, your information will be removed from our system. To maintain continuous access, click 'Manage Subscription' to reactivate."
- When you click on Manage Subscription, they will be redirected to Stripe customer portal.
- Stripe will handle the reactivation of the subscription.
- If reactivated, the system will receive an alert from Stripe on the reactivation.
- The system will update the subscription status of the customer to 'Active'.

My Subscription is inactive/expired; what does that mean?

If you did not reactivate your account payment and your subscription expired, your member status will immediately switch to "Inactive".

How to reactivate your account within 7 days from expiry date?

After cancellation and within 7 days from expiry date, the member status will automatically switch to "Inactive"

Once marked as Inactive and you attempt to access the app, you can still log in and will be redirected to the Resubscribe page. You should be able to switch to your Key Contact dashboard if you are an existing Key Contact.

The page will display a message: “Your subscription ended on <date>. Please key in your coupon code (if any) and click resubscribe to access the portal and enjoy the following benefits:”

- The same benefits listed in the Get started page will be displayed.

Within 7 days of cancellation, users can click on the Resubscribe button to navigate to Stripe customer portal to make payment.

Similar to the initial subscription, retrieve the subscription details and card information from Stripe upon successful payment and display them in the My Subscription page.

The Key Contact and main users’ access will be reinstated with all the previous responses still intact.

How to reactivate your account after 7 days after the expiry date?

If you try to log in the system will check if you are a Key Contact and will redirect you to the Key Contact dashboard.

- If you are a Key Contact and try to click on "Switch to my dashboard" from the Key Contact’s dashboard, you will be redirected to the ‘Get started page’ allowing you to resubscribe.
- If you are not a Key Contact, you will be redirected to the ‘Get Started’ page where you can subscribe again to the service.
- If they unsubscribe, they can no longer access their information and it will be deleted from our servers after 7 days.

What does an annual subscription mean?

- Your annual subscription provides you with access to your records at any time throughout the year to update them.
- You can download it at any time.
- Your annual subscriptions will automatically renew via Stripe.
- Stripe will handle the recurring payment and billing process.
- You will receive reminder emails for upcoming renewals before the payment date.
- The system will track whether the subscription renewal payment was successfully debited from the card on file.

If payment is unsuccessful:

- If a payment fails, Stripe will send a notification email to you, informing you of the unsuccessful payment.
- Stripe will retry the payment at predefined intervals.
- The system will immediately set the subscription status to 'Past Due' and the member status to 'Inactive'.
- You will be redirected to Stripe customer portal if you login.
- After 7 days and all retries are unsuccessful, the system will update the subscription status to ‘Expired’ and the member status to: ‘Inactive’.
- If the subscription has expired, and the you attempt to log in, you will be redirected to a ‘Get Started’ page.
- The ‘Resubscribe’ page will contain a ‘Resubscribe’ button, which will direct you to the Stripe customer portal to re-enter your card details and complete the payment.
- Users with past due or expired subscriptions will be restricted from accessing any other pages until the subscription is renewed.

If the payment is successful:

- You can see the next renewal date extended on the My Subscription page and continue to access all pages.
- The renewal date on your Critical Info Portal will be updated to reflect the extended subscription, with the renewal date rolling over to the following year.

Can I cancel my subscription at any time?

Yes, you can at any time.

Once you are logged in to your account, go to your Profile page to cancel your subscription. Your data will be deleted from our servers 14 days after cancellation and cannot be retrieved. Therefore, if you are cancelling your subscription, please ensure you download all your data prior to cancelling. See more detail here

Why do I have to nominate two Key Contacts?

You nominate two Key Contacts so if you are in hospital or die, these Key Contacts will have access to your important printed documents in your home to action your wishes. Ideally, at least one of your Key Contacts, if not both, are your executor/s.

You can choose when you share your information with your Key Contact;

- Immediately (upon account creation)
- Share information upon your hospitalisation or death

Your Key Contact will be able to:

- Download the documents
- Listen to audio recordings (if available)
- Watch video recordings (if available)

You can change access at any time via your Profile page.

How do I choose my Key Contacts?

Greg Russo, one of Victoria's most experienced and respected succession law solicitors, provides great advice on choosing an executor in this episode of Don't Be Caught Dead. Ideally, at least one of your Key Contacts, if not both, are your executor/s. Greg provides the following insight to the role of executor:

"If you're choosing an executor, make sure the executor knows what you want, what your expectations are to take responsibility for the remains and for disposing of the remains, whether they're cremated remains or whatever. The second set of responsibilities are financial.

Memorializing all of your social media accounts, identifying all of your assets, securing them. If you've got a house, check with the insurance company, it's still insured. If you've got a car, make sure that it's insured.

Make sure things are locked up, make sure the house is secured, make sure the car's locked up, things like that. And it's then once identifying the assets, identifying and paying the debts, and then using the will as a bit of a roadmap to determine who gets what and dividing the estate between the beneficiaries nominated in the will.

Finalising things like Centrelink notifications, Medibank, Medicare notifications. Notifying people that need to be notified, tax obligations, making sure that all the deceased tax affairs are up to date.

If the estate earns some income, making sure the estate pays tax. Basically, it's putting everything in a bag, putting a knot in the top, and then making sure that it's disposed of and that your business on earth, financial, all of your chattels, all of your assets are distributed to your beneficiaries and there's nothing left of you. That's an executor's job."

Can I change my mind with my Key Contacts?

Yes, you can at any time.

Once you are logged in to your account, you can change your Key Contacts by going to your Profile page. Please let your Key Contacts know you have changed your preference prior to changing online, as they will receive an email notification of this change. See more detail here

How do you protect my identity and store my personal information?

Your privacy is paramount.

We ask you to gather your Critical Info and store it in one place.
We do not want you to upload your sensitive information such as bank account details or your tax file number.

We guide you through the process of what documents your loved ones will need and then we document where you have physically stored that information for your Key Contacts when they need it.

However, the personal information you do share with us is securely stored on Australian data servers with the highest Australian standards in data privacy and information management security.

Why do I have to pay an ongoing fee each year?

We have to pay a service provider to store your responses online on Australian servers so you can access and update your data at any time. This ongoing fee helps pay for that access to the service.

Why use Two-factor Authentication?

We suggest you use the Two-factor authentication activated on your account. Passwords must be at least 10 characters in length.

When you have enabled 2FA, you will be required to key in the 6-digit code sent via SMS. The page will display the last 4 digits of your mobile number.

However, this can be turned on in your profile, under Change Password.

Why was my session timed out?

For security purposes, sessions will be terminated if the account is idle for 1 hour.

Also, only a single session is allowed; so if you are logged in on another device, you will be logged out of the current session.

What if I forget my password?

The sign-in page includes a link to the reset password page if you have forgotten your password.

You can enter your email address and press the ‘reset password’ button to submit the request.
Upon submitting the form, you will be shown a message stating “If your details match an account in our system, you will receive an email to reset your password”

- This message is displayed even if the user’s account can’t be found.

If your account can be found, you will be emailed with a link to the ‘set password’ page.
The ‘set password’ page allows you to set a new password

- You must enter their new password twice (matching)
- You can submit the form by clicking the ‘change password’ button
- Upon setting a new password, you will be redirected to the sign in page to log in.

Can I change my password?

Once logged in, you can navigate to the Account Details page by clicking on your avatar and then clicking on’ My Profile’ from the dropdown menu
The Account Details page contains a form that lets you manage your account details.

- Change Password section

New Password

- Text field (masked)
- Must be Vokke default security strength requirements (the user will be informed of the requirements if their password does not meet them)
- Optional

Confirm New Password

- Must match the ‘password’ field
- Must be provided if the ‘new password’ field is provided

Save button

How do I change my personal details?

Once logged in, you can navigate to the Account Details page by clicking on your avatar and then clicking on' My Profile' from the dropdown menu.

The Account Details page contains a form that lets you manage your account details.

Account Details section
First name
- Display the first name keyed in by the user during account creation.

Last name
- Display the last name keyed in by the user during account creation.

Address
- Display the address keyed in by the user during account creation.

Date of Birth
- Date picker
- Mandatory

Mobile Number
- Display the mobile number keyed in by the user during account creation.

Email Address
- Display the email address keyed in by the user during account creation.

Facility Name (if applicable)
- Optional
- Dropdown field that lists all the facilities added by CI users
- Add option to select 'New'
- If this is selected, require the user to add in the Facility Name and address.

Consultant (if applicable)
- Optional
- Dropdown field that lists all the Consultants added by CI users
- Add option to select 'New'
- If this is selected, require the user to add in the Consultant name
- Save button

Change Password section

- New Password
- Text field (masked)
- Must be Vokke default security strength requirements (the user will be informed of the requirements if their password does not meet them)
- Optional
- Confirm New Password
- Must match the ‘password’ field
- Must be provided if the ‘new password’ field is provided
- Save button

2FA section:

- Shows the following two options:
- Enable 2FA
- If this is enabled, the user will be required to key in SMS OTP on the next login.
- Disable 2FA
- If the user opted for this, the user will no longer be required to key in the SMS OTP on the next login.
- Save button

Reminders

- Checkbox with label ‘Turn on email reminders on daily questionnaire’
- By default this is set to ‘Yes’
- If the user opts for ‘No’, suppress sending email reminders.
- After each save, display a toast message: “Changes have been saved successfully!”.

What is on my dashboard?

- After successfully subscribing, you will be redirected from Stripe to the dashboard.
- Every time you log in, you will be redirected to the dashboard.
- From the dashboard, you can view the following sections:

Complete your questionnaire
From the dashboard, users can tap on the first card shown under the ‘Complete your questionnaire’ section and will be redirected to the corresponding questionnaire page.

- The page will have a video instruction and some written instructions.
- The questionnaire page will have an option to go back to the dashboard.
- Each day will be displayed in a card format.
- Each card will have a status which can be one of the following:

<u>Done</u>
If you have answered all the mandatory questions for the day and opted to ‘Save & Publish’ your answers.
<u>Not Started</u>
If you have not answered anything, it displays this status.
<u>Draft</u>
If you have answered partial or full questions but opted to click on ‘Save as Draft’.

Please note: By default, the card marked as ‘Saved as Draft’ will be displayed first. If no card has this status, then the card with the status ‘Not Started’ will be shown instead. For example, if Day 1 is complete, Day 2 is saved as draft, and Day 3 is not started, then Day 2 will be the default card shown on the dashboard when viewed from mobile. However, if viewed from a desktop, Day 2 will be the first card on the carousel.

Invite Contact

- A card ‘Add details of your Key Contact’ will be shown under this section. Tapping on this card will redirect you to the Key Contact page.
- This section will be hidden once you add 2 Key Contacts.

To Do List

- A card will be displayed to represent each task.
- Each card will have a checkbox that you can tap to mark it as complete.
- You can swipe through the cards, completing tasks in any order.
- The tasks will be automatically generated if you answered ‘Add to To Do List’ in selected questions.
- In addition, a task will be created with the following details:
- Provide additional personal details
- Users can tap on this card redirecting them to My Profile.
- Once users provide their Date of Birth and Facility name, the task will be automatically checked.

Can I turn off the email reminders?

You will receive reminders to complete questionnaires
The system will check if you have completed the daily questionnaire and will send a reminder to you via email. Essentially, you should complete one questionnaire per day. Example: If a user missed answering day 3 and completed it on his 4th day as a subscriber, then no reminders should be sent.

- Reminders will be sent around 10:15 AM daily.

Note: If you no longer wish to receive these reminders, you can turn them off in your My Profile settings.
If you have already completed the 15-day questionnaire, then no reminder email should be sent.

How do I record my answers?

Each day will have a series of questions that you can answer. You can provide answers in the following format:

Dropdown box
Select from a dropdown (no option to record an audio)

Checkbox
Select from checkboxes (no option to record an audio)

Type &/or Audio
Type your response with an option to record audio by tapping/clicking on the microphone icon.
When you press on the microphone icon, a modal with a recording screen will appear with the following details:

When you press on the microphone icon, a modal with a recording screen will appear with the following details:

- A record button allowing you to record your response in audio form.
- A preview of the question
- Option to add notes
- The notes will be appended later at the bottom of the transcript.
- Save button.
- Upon saving, the system will transcribe the audio verbatim.
- After recording, the user can playback the audio and choose to save or redo it.
- Answers in text or transcriptions can have a maximum of 10,000 characters.

Record a video

- For certain questions on certain days, users can opt to record a Video. See References section below for the list of days with video recording.
    - A Record Video icon will be shown for the questions mentioned in the references section.
        - The video will be recorded in 1080p resolution, depending on the device capabilities. If the device camera quality is lower, the recording resolution may adjust accordingly.
    - When you press on the video icon, a recording screen will appear with the following details:
        - A record button allowing you to record their response in video form.
        - A preview of the question
        - Option to add notes
- The notes will be appended later at the bottom of the transcript.
- Save button.
- Upon saving, the system will transcribe the audio verbatim.
- After recording, the user can playback the video and choose to save or redo it.

Submitting audio or video answers

- Upon submission of audio or video:
    - Close the modal and redirect to the questionnaire.
    - The text area allocated for the response will display a spinner and a message to you that the video or audio is being transcribed.
    - While waiting for the transcription, you can proceed to answer other questions in any format (text input, audio or video).
    - Once the transcription is completed, the transcription will be displayed in the text area with a label ‘Video Transcription’ or ‘Audio Transcription’ so that you will easily identify that the text came from a video or audio transcription when you download the pdf.

Please note: You cannot edit the transcripts; however, you can add Notes or rerecord the message.

- A play button will be displayed on the right side of the text area.
  - Clicking on play will redirect you to a modal where the video and transcription are displayed.
  - The video can be maximised to a full screen.
  - You can opt to download the video from this page.
  - The page will have a back button that will enable you to return to the Questionnaire page.
- You can click on Publish or Back to Dashboard at the bottom of the page.
- Your responses are automatically saved as drafts.
  - The card with an answer in 'draft' mode will have a 'Draft' status.
- If you completed all the questions and opted to save and publish, you will be are redirected back to the dashboard after successful submission.
  - The card will be automatically marked as 'Done'.
  - Display a toast message "Your responses have been saved and published successfully."

Key Contacts and access

For each day/set of questions, you must select a Key Contact who will have access to the answers for that day.

- If no Key Contacts exist, display a message: "No Key Contacts available. Click on Add Key Contact to add two contacts."
  - The 'Add Key Contact' link will appear if:
- There are no Key Contacts, or
- Only one Key Contact is listed.
- Clicking the link will open the 'Add Key Contact' modal, allowing you to invite a new Key Contact without navigating away from the day 2 questionnaire page.
- **You must add 2 Key Contacts** before you can publish your day 1 answers.
- Day 15 Questionnaire Requirements:
  - The page will feature three steps:
    - Step 1: Define Key Contact 1
- The name of the first Key Contact will be displayed (no need for you to select).
- A summary of the 15-day access will be displayed, allowing you to make revisions directly from this page.
- Any changes made to the access will update the specific day accordingly. *For example, if Day 3 access was initially selected but is then unchecked here, the Key Contact's name will also be unchecked on the Day 3 questionnaire.
- Step 2: Displays the name of the other Key Contact, the summary of the access, and other related questions similar to the first Key Contact.
- Step 3: Displays the following questions:
- Nominate the Key Contact you want to be the first person to enter your house if you are unwell in hospital or die?
- If you become sick and must be admitted to hospital, is there anyone or anything you care for that must be supported in your absence? If Yes, please provide details
- Upon submitting the 15th day question, a prompt will appear for you to download your answers.:
  - If the user clicks on download now, the document will be downloaded into the user's device.

Can I edit my transcript of my video responses?

- A transcription of the audio/video.
  - Users will not be able to edit the transcription. They have to delete the audio or video and record a new one.
- A note to the user that states: “If you need to update your answers, you can re-record the video/audio or add notes.”
- Notes section prefilled with the additional notes added by the user (if any) which is editable by the user.

Can I edit my answers to questions?

- Users can edit or delete their answers to daily questionnaires
- Users can edit their answers at any point of time.
- They can tap on a card that represents a day and they will be redirected to the specific day’s questionnaire prefilled with their original reply.
- Users can view an option to clear the text area for the answer if the user opted for written answers.

- For videos and audio, you can see a play button. Clicking this will redirect you to a page that displays the following:
  - The audio or video with a play button.
  - A transcription of the audio/video.
    - You will not be able to edit the transcription. You have to delete the audio or video and record a new one.
  - A note to the user states: “If you need to update your answers, you can re-record the video/audio or add notes.”
  - Notes section prefilled with the additional notes added by the user (if any) which is editable by the user.
  - Option to download the video or audio.
  - Option to delete the audio or video
    - If you click on delete, display a confirmation message to prevent accidental deletion.
- Header: Delete Recording
- Message: Are you sure you want to delete the recording? This action cannot be undone.
- Buttons: <Yes> <No>
- Upon successful deletion, redirects you back to the questionnaire page.
- The video/audio transcription as well as the notes should be cleared.
- The changes and/or deletion made by you will only be saved upon clicking on ‘Save Changes’. If the page is closed without saving, none of the changes or deletion will be applied.
- Changes are automatically saved as ‘Draft’
- Upon saving the changes, display a toast notification: “Changes have been saved successfully!”
- Redirects you back to the Dashboard after saving.
- If you have completed all the 15 days' questions when the edit was made, prompt will appear to download PDF upon saving the changes:
  - Header: Download Answers
  - Message: Would you like to download the PDF of your answers to capture your recent updates?
  - Buttons: <Yes, download now> <I’ll do it later>
    - If you click on download now, the document will be downloaded to your device.

Can I edit or create my own To Do list?

When responding to certain daily questions, users can choose to answer "Yes," "No," or "Add to To Do List."

Selecting "Add to To Do List" will create a card in the To Do section on the dashboard.

When a task is marked as “Done”, the answer will be automatically updated to ‘Yes’ and a dialogue box will pop up to get you to answer the follow-up question.

- If you update your answer to the question from “Add to To Do List” to "Yes" or ‘No’ in the Questionnaire directly, while the To Do List item is still unchecked on the dashboard, the corresponding To Do item will be removed.

You can also see an option to create their own To Do list by clicking on the ‘Create’ button.

- Upon clicking on Create, a modal will be displayed where you can key in a task name and the description.
- You can click on ‘Save’ to capture and display the Task in the To Do list.
- Custom added To Do list can be deleted by clicking on a trash icon on the card.

Managing your Key Contacts
Inviting a Key Contact
We suggest you always speak to the person you wish to nominate to be your Key Contact prior to inviting them via the Critical Info platform.
You can navigate to the Key Contact page by:

- Clicking on your avatar then clicking on ’My Key Contacts’ from the dropdown or
- From the dashboard, an ‘Invite your Key Contact’ section is visible if you have yet to add two Key Contacts.
- The page will display an option to show active Key Contacts only
    - By default this is set to on.
        - Active and Pending will be displayed if this is on.
    - If the switch is off, display all statuses.
- You can click on the ‘Invite New Contact’ button to add Key Contacts.
    - This opens a modal that will require the following details:

First name

- Mandatory
- Text field
- Maximum of 50 characters

Last name

- Mandatory
- Text field
- Maximum of 50 characters

Email Address

- Text field
- Mandatory
- Maximum of 100 characters

Mobile Number

- Mandatory
- Must accept valid Australian number

Address

- Text field
- Mandatory
- Maximum of 255 characters

Relationship

- Mandatory
- Text field
- Maximum of 50 characters

- You can click on the ‘Invite’ button.
- Upon clicking on ‘Invite’:
  - The system will check if the Key Contact is already an existing contact of yours.
  - If there is an existing contact with the same email, display an error message: “Key Contact already exists.”
  - The system will validate if the email address is an existing main user or a Key Contact of other main users. If the user is already an active Key Contact or a main user, the Key Contact will be redirected to the Sign in page after clicking the ‘Login or Sign Up to View’ from the email.
- If Key Contact was added successfully:
  - A toast message will be displayed: “Key Contact has been added successfully!”
  - The system will send an email invitation to Key Contact’s email address:
- Subject: Invitation as Key Contact
- Message: I have designated you as one of my Key Contacts. Please accept the invitation to access all vital information ensuring you're prepared to manage my details as needed.
- Button: Accept Invitation.
- The email invitation is valid for 30 days. If the Key Contact attempts to accept the invitation after 30 days, the system should show an error message “The invitation has expired or no longer valid. Please request for a new invitation link from the sender”
- If a Key Contact is replaced before the Key Contact accepts the invitation, the system should show an error message “The invitation has expired or no longer valid.” when the Key Contact attempts to accept the invitation.
- Key Contact name and details will be shown in the Key Contacts page in a card view with a status of ‘Pending’.
- While status is ‘Pending’, you can view an option to ‘resend invitation’ in case the Key Contact did not receive the email invitation.

Each card will display the following:
- Full name
- Status
  - Active
  - Pending
  - Archived
- Relationship
- Email address
  - Display an option to resend email invitation if the status is still pending.
- Date added
  - Captures the date the Key Contact was added.
- Option to edit details
  - This will open the add Key Contact modal but prefilled.
  - If the Key Contact status is pending, you can edit the following.:
- First name
- Last name
- Relationship
- Email address

If edited, it will trigger a new email invitation to the new email address.

When the email address is updated, a new invitation will automatically be sent to the updated email address. The original invitation link (sent to the first email address) will no longer be valid and will display an error message if accessed.

- Address
- Mobile number

If the Key Contact status is active, the user will not be able to edit the email address.

- Note: The Key Contacts will be able to update their own email address via My Profile.

Upon successfully saving the changes, display a toast message “Changes have been saved successfully!”

Changing access for Key Contact
We suggest you always speak to your Key Contact before changing their access via the Critical Info platform so there is no confusion or disagreement should an incident occur.

- You will be redirected to Day 15.
- You will be able to click on ‘Replace’ button
- Upon clicking ‘Replace’, a confirmation message will be displayed:
    - Header: Confirm Replacement
    - Message: <Key Contact name> will be removed and will no longer be able to access your information. Are you sure you want to proceed?
    - Button: <Yes> <No>
- If users click on ‘Yes’, display the Add Key Contact modal.
- Upon adding a new Key Contact and clicking on save:
    - The old Key Contact will be automatically marked as archived.
    - The modal will automatically close and the user will be redirected back to the Day 15 questionnaire.
    - The Key Contact field will display the name of the new Key Contact.
    - Access to Days 1 to 15 will be checked by default.
    - The remaining questions will all be cleared and the main user will be required to fill them out.
    - Day 15 overall status will revert to “Draft” status.
- On the Dashboard, Day 15 will be displayed with a Draft status under the ‘Complete your questionannire’ section.
- If the Key Contact logs in, Key Contact will see a message on the dashboard: “ <Name> has yet to complete filling up all the required information. Please check back later.”
- The other Key Contact should be able to access the information without any issues.

Your ability to accept or deny Key Contact's request for access

- Key Contact can request for access to the main user's information
- If a request was sent by Key Contact, you will receive an SMS notification and also a prompt upon login.

If login is within 1 hour:

- Subject: Request for Access
- Message: <Key Contact Name> has requested access to your information. Please respond by XX: XX AM/PM.
- Buttons: <Deny> <Approve>.
- Clicking on Deny will overwrite the request and access should not be granted to Key Contact 1 hour after the request has been made.
- Clicking on Approve will grant the access to Key Contact.

If login is beyond 1 hour from time of request:

- Subject: Request for Access
- Message: <Key Contact Name> requested access to your information. Since there was no response within an hour, access has been automatically granted. Would you like to revoke this access?
- Buttons: <Remove Access> <Retain Access>.
- Clicking on Remove Access will disable the Key Contact's access.
- Clicking on Retain Access will grant the Key Contact to keep their access.

What actions can a Key Contact do?

- When the Key Contact clicks on the "Login or Sign Up to view" button from the email, the system will validate if the Key Contact is an existing or new user.
- If the Key Contact is an existing active Key Contact for other users, or is an existing main user, they will be redirected to the Sign In page.
- After signing in via the email invitation link, users will be redirected to the Key Contact dashboard instead of the main user dashboard.

If the Key Contact is not yet registered (i.e., a new user), they will be taken to a Sign-Up page.

- Key Contact will be required to complete the Sign-up form similar to the main user where the following will be prefilled based on the details keyed in by the main user:

First Name

- Key Contact can edit the address in case the main user keyed it in incorrectly.

Last Name

- Key Contact can edit the address in case the main user keyed it in incorrectly.

Email address

- Non editable during account creation
- Key Contact can edit it in My Profile after sign up.

Mobile number

- Key Contact can edit the address in case the main user keyed it in incorrectly.

Address

- Key Contact can edit the address in case the main user keyed it in incorrectly.
- The Key Contact will be redirected to the Key Contact Dashboard page after signing up.
- After successfully completing the Sign-Up process, the Key Contact's status in the system will be updated from Pending to Active.
- If a main user was invited as a Key Contact but has yet to accept the invitation, upon login display a prompt:
    - Header: Key Contact invitation
    - Message: <Name> has designated you as a Key Contact.
    - Button: <Switch as Key Contact> <Close>
    - Clicking on Switch as Key Contact will redirect the main user to the Key Contact dashboard.

Key Contact can view their Dashboard

After account creation, Key Contact will be redirected to the Key Contact dashboard

- From the dashboard, Key Contact users can view the main users who invited them as Key Contacts.
- Each main user will be listed in a tile view.
    a. If the main user has not yet completed the 15 days questions, display a message:
        - <Name> has yet to complete filling up all the required information. Please check back later.
    b. If the main user has opted to share their information immediately (upon account creation), the Key Contact will see options to:
- Download the document
- Listen to audio recordings (if available)
- Watch video recordings (if available)

1. If the main user has opted to share information upon death or hospitalisation, Key Contact will see a message:
    - <Main User Name> has chosen to share the details only upon <death> <hospitalisation>.
    - A button labelled ‘Request Access’ will be available for the Key Contact to submit an SMS request.
    - Upon clicking, the Key Contact will receive a prompt reminding them to only request access if something has happened to the main user.

- Header: Confirm Access Request
- Message: Please request access only if <Main User Name> has been <hospitalised> / <has passed away>."
- Buttons: <Confirm Request> <Cancel>
- A message will be sent to the main user via SMS:
- Subject: Request for Access
- Message: Dear <Main User>
- <Key Contact Name> is requesting access to your information. If we don’t hear from you within an hour, the request will automatically be approved. Please login to the Critical Info portal to approve or deny request
- Button: <Login>

Email address
- Non editable during account creation
- Key Contact can edit it in My Profile after sign up.

Mobile number
- Key Contact can edit the address in case the main user keyed it in incorrectly.

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- Button: <Login>
- If the main user does not respond to the SMS notification within one hour, the system will automatically grant access to the Key Contact.

Download the PDF
Clicking on the download document will download the pdf.

The PDF should only include the days the Key Contact has access to as defined by the main user consolidated into a single document.

Watch the videos
Clicking the watch video will redirect the Key Contact to the list of all videos.

All videos for a specific day will be consolidated into a single video.

Key Contacts can only access videos on days they have access to.

Tapping on a specific video will redirect to the next page that displays the thumbnail of the video with a play button and below that will be the summary of the video.

Users can click on Back to go back to the list of videos.
Users can switch to their own Dashboard and Key Contact dashboard
Play audio

Switch from Key Contact dashboard to own personal dashboard
From the Key Contact Dashboard, a button ‘Switch to my dashboard’ will be displayed.

- If Key Contacts click on this button and are also a main user, it will redirect them to the main dashboard.
- If Key Contacts click on this button and do not have a main user account, redirect them to the ‘Get Started’ page where they can subscribe as a main user.
- For main users who are also Key Contacts, users can click on their avatar and will be able to see an option ‘Switch as Key Contact’.
    - Clicking this option will redirect the main user to the Key Contact dashboard.

Key Contacts can navigate to the My Subscription page

- Key Contacts can navigate to the My Subscription page by clicking on their avatar.
- If a Key Contact is not a main user, Key Contact will be able to see a ‘Subscribe’ button.
    - Similar to main users subscribing to Critical Info, clicking the Subscribe button will redirect the user to the Stripe Customer Portal where they can key in their card details.