

FAQs:

Question: What is the generic app? Is it branded?

Answer: The generic app is listed in both the Google Play and Apple App stores as the InforManagement app. This is what your clients and contacts would download. Once downloaded your client would input your app login code to then brand the app for your practice. Once the login has been input the app stay branded in your colours and with your logo and practice details. At any point, a user can go to settings and press logout.

Question: If the generic app is branded what is the custom app?

Answer: The custom app is built specifically for you, branded and most importantly listed uniquely in the Google Play and Apple App stores. Clients and contacts would input your practice name and your app would appear already branded. Those users, once the app is downloaded, would not have to input an app login code as the app would open and be automatically branded and populated with your practice information and details.

Question: How can I view and approve the app before it goes live to make sure that what is personalised in the app is correct?

Answer: Once we have built the app you would then download the InforManagement app and login with your unique login code. The app will be branded and personalised and then you can review and approve/feedback changes to us. When ready we will update the app on our server. This is the same process for both generic apps and custom apps.

Question: Do I need to do anything at my end to get the app live?

Answer: If you opt for the generic app then no. Once we have your feedback and any amends, we will put the app live. If you go for the custom app then the app can only go live once you have created a developer account with both Google Play and Apple App Store. These developer accounts are chargeable but not by us. Google charge \$25 + tax as a one-off charge. Apple charge \$99 + tax per year. These developer accounts need to be set up by you, in your name and with a credit card registered to the practice. Once this has been done, we can be added as a trusted device to the account so we can upload the app and make amends without you needing to be involved.

Question: So, is there a further cost to having a custom app?

Answer: Yes, there is. These additional fees are charged directly by both Google and Apple. Google charge a one off \$25 plus tax developer account fee and the Apple Developer Program is an annual \$99 plus tax fee.

Question: It is possible to make the app more customised to my practice?

Answer: Yes, but only when you have the custom app. Any development work that you wish to have done to your app will be charged at an hourly rate of £75. This work will be quoted in advance and an order form for the work will need to be signed off in advance.