

Frequently Asked Questions

Is my information safe?

Yes—The answers to your questionnaires are recorded on your health record, please see privacy notice for further information.

Can I change the notification settings?

Yes— click on settings on the home page, and once you are logged in, you will have the option to tap “Notification Settings”.

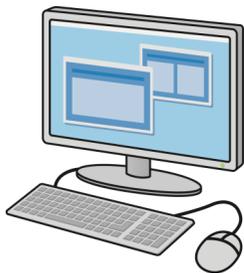
What if I don't have a smartphone?

You can access Livewell Connect on a laptop. Copy and paste the link to the app that we send you (you must use Google Chrome or Firefox), and follow the same instructions in this leaflet.

What sort of signal do I need?

Ideally, you will be connect to a Wi-Fi signal, but if you cannot, a 4G signal will ensure that you have good sound/ visual quality throughout.

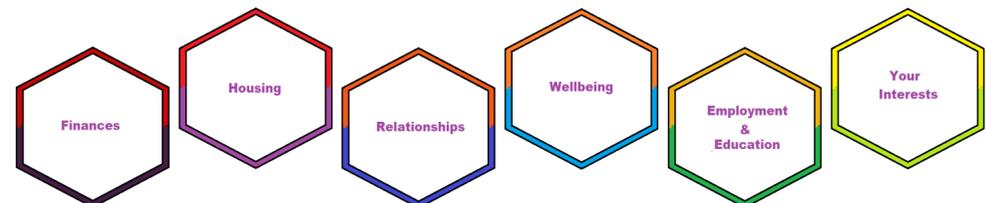
Any questions please do not hesitate to contact us:
Livewell.passat@nhs.net or 01752 434034



Plymouth Autism Spectrum Service



Navigating the PASS App



What is the P.A.S.S. App?:

This service will help you to understand what Autism is, offer support around the diagnostic process, and provide useful resources around reasonable adjustments.

There are multiple Tiers that you will be given access to:

Tier 1: Step 1 is about confirming whether you are living with Autism or something else. Use the resources here to find out more about Autism, whether this is the right service for you, and what other services might be useful for you in Plymouth.

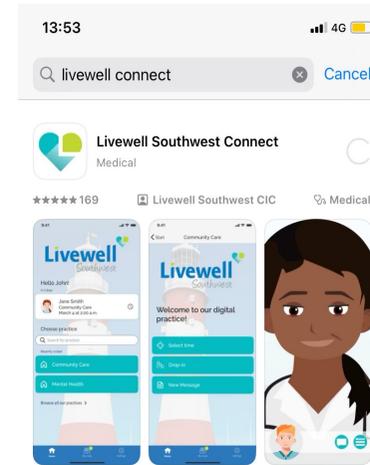
Tier 2: We have received your referral and will arrange your Autism assessment as soon as possible. Meanwhile, here are some useful resources to help you learn more about living with Autism.

Tier 3: The team are now ready to assess you. The assessment will help to confirm if you have Autism or not. Here, you will find questions to complete to help the team assess you.

Tier 4: Post Diagnostic Support: A confirmed Autism diagnosis can feel overwhelming and worrying. Here, you will find support groups to help you adjust to living a full life with Autism. You can also sign up to be a volunteer and help others

How do I access the App?

You can download the App via your mobile App store or by following the link that we send you.



Registering for the App

You may have to register to gain access. You can do this by logging in with your NHS app details or by adding your email and creating a password. Please follow the instructions on the screen.

Logging into the App

At the bottom of the first screen tap the “My Cases” button. This will take you to the log in screen. Tap the ‘Log In’ button on the next screen.

Different Services use different receptions. To view these receptions, click “change practice”.

Once you are all logged in, you can access the tiers, this depends on what part of the assessment process you are on.

