

# Instruction for Use

## Wysa App

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### Personally Identifiable Information (PII): No

### Version: 3.0

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## Intended Use Statement

*Wysa is an interactive AI-powered space intended to provide wellbeing support through the provision and practice of evidence based mood management techniques. The software helps users set meaningful personal goals and take actionable steps towards positive change. It is intended for use by individuals over the age of 13 (or 11+ if agreed by the provider) as a stand alone support tool. It is not a substitute for professional medical advice, does not provide medical advice or diagnoses, and does not constitute medical prevention or treatment for any specific condition(s). It is not recommended for use in crisis situations, nor is it suitable for use by those with severe and enduring mental health problems.*

### What is Wysa?

Wysa is an interactive AI-powered space to explore thoughts and feelings, and learn skills and techniques to help manage emotional wellbeing using tools designed by our clinical team. Wysa prompts with structured questions that encourage deeper self-understanding and emotional processing, guiding you to reflect on key themes to help make sense of what's happening in your life in a safe, supportive environment. The platform is built around two central features:

- Wysa's conversational space: This helps strengthen self-reflection and emotional insight, giving you an empowered and active role in your own wellbeing.
- Wysa's care library: This is a collection of interactive, evidence-based exercises designed to help manage a wide range of emotions, thoughts and life events. Drawing on approaches from CBT, mindfulness and positive psychology, each tool provides a practical, bite-sized way to manage mood, build resilience and cope with difficult moments. The exercises are grouped into topics (e.g. low mood, worry, sleep) so that you can easily and quickly find ones that are likely to be helpful for your own specific problems or difficulties.

### Intended User Groups

Wysa is intended for individuals aged 13+ (or 11+ if agreed by a service or organisation that provided you with access). Primary users are members of the public (non-clinicians) wanting to engage in emotional wellbeing support in a self-help context.

### Limitations & Contraindications

- Wysa does not provide emergency or crisis interventions and it is not registered for use as a suicide or self harm detection, prevention or crisis support service. If in crisis, contact emergency services directly. Contact details for a range of commonly used emergency support services are provided within the app.
- Wysa is not able to provide medical advice and is not a substitute for a clinician or for medication. Always continue to follow medical advice regardless of the content of the conversations you have with Wysa.
- It is not suitable if you have severe or enduring mental health problems, or significant cognitive impairments.
- It is not designed for users under 13 (or 11+ if agreed by the service provider)
- The effectiveness and usability of the app may be decreased if English is not your first language, if you provide false information, or if you have hearing difficulties or poor eyesight.

## Warnings / Precautions

- You are not interacting with a live clinician
- Information entered should be accurate
- If used in public, please be aware of privacy and security risks
- Interruptions in internet connectivity may adversely affect your experience of the app
- Physical exercises should not be attempted if you have received medical advice that doing so may adversely affect your health.

## Adverse Events

No significant adverse events have been identified within current research or user feedback.

# Instructions for Use

## Using the Chat Interface

Wysa is designed to offer a smooth and intuitive chat experience, whether used on a desktop, tablet or a mobile device (android or iOS).

## Interact via the Wysa Chatbot

The Wysa chatbot uses a familiar, messaging-style interface that looks and feels like texting a friend. Simply type questions or responses in the text box at the bottom of the screen, and the chatbot will surface a response.

## Works Seamlessly on Desktop and Mobile

The chat interface is optimised for **both desktop and mobile** platforms. Whether using a computer at work or a smartphone on the go, you will receive a consistent and responsive experience. The layout also adapts to screen size, ensuring the chat stays easy to read and navigate.

## Getting Started

The Wysa app can be downloaded directly from the google play store or Apple app store. The app, including the chatbot and a limited selection of self help tools and content, is available at no cost. Additional content is available for an additional fee, as well as asynchronous human coaching in some locations. This additional content may also be available to you if you have been provided with access to the app from a service or organisation that you are engaged with or a member of.

If you already have the basic (free) version of Wysa installed on your phone and you have been provided with a referral code to access the full suite of content, click on 'Reset my data' within the Settings menu, then when asked enter the referral code provided by your organisation.

Wysa does not ask for any personally identifiable data such as email addresses or phone numbers. Once the app has been downloaded you'll simply be asked to choose a nickname that the chatbot will use during conversations. Wysa will support you in working towards your own personalised goals, whilst also providing emotional support and access to a range of tools and exercises targeting specific difficulties such as sleep, stress and worry.

## Tool Packs

Wysa offers a wide range of conversational and audio exercises organised into themes, so that tools that are likely to be helpful for a specific problem area (e.g. sleep, mood, worry) can be easily accessed. Tool packs that are regularly used show on the home screen of the app for easy and quick access.

## Access to emergency support helplines

Whilst Wysa is unsuitable if you are in crisis or in need of urgent physical or mental health support, Wysa recognises language that might indicate risk of suicide, self harm or abuse. If this language is detected, it will first ask you to confirm whether you feel in need of urgent support, and on confirmation, will provide you with a list of local and/or national crisis support services, along with direct dial phone or text numbers. Wysa will also offer to create a safety plan and provide a range of tools to address distressing thoughts and feelings. In addition there is a 'Crisis Help' button on the home screen that provides contact details for a selection of commonly used emergency support services. Clicking on this button will also provide access to a conversation that helps you create a safety plan, as well as a grounding exercise for when you're feeling overwhelmed or highly distressed.

## Exiting the App

If you need to take a break or step away from the chat, conversations can be continued later by clicking on the 'continue conversation' button on the home screen. Alternatively a new conversation can be started by clicking on the 'chat' button on the home screen.

## How long do I have access to the App?

The free version of Wysa has no end date. If you have subscribed to the premium version of the app, or are accessing the app through a QR or referral code, you will have access to the app for the period specified in your contract (usually 12 months for QR or referral code access, and either one month or 12 months for individual subscriptions), after which you will still be able to use the Wysa chatbot and the selection of self help tools available on the free version.

## Settings Menu

This can be found by clicking on the three vertical dots in the top right hand corner of the home screen. Within this menu you can:

- Click on 'settings' to reset your data - this clears all chat history (please note that if you have access to Wysa using a referral or QR code you will then need to contact the Wysa team to regain access to the app).
- Click on 'settings' to add a passcode to the app on opening
- Click on 'settings' to toggle to dark mode
- Click on 'settings' to toggle to stop auto-play of GIFs in chat
- Change notification preferences for reminders (e.g. to practice specific tools or exercises)
- Click "Referral code" to activate the access code where provided by your Institution.
- Click on Frequently Asked Questions (FAQs) to learn more about Wysa, including how to contact the Wysa team by email.
- Read the Wysa Privacy Policy and Terms of Service
- Read this Instruction For Use (IFU)
- View the official **product label**.
- View the Instruction of Use (IFU)- This document

## Compatible Across Devices

Whether used on a **desktop, tablet, or smartphone**, the interface is responsive and designed to maintain usability across screen sizes and devices. The chatbot also works well with **screen readers and standard keyboard navigation**.

## Suitable Use Conditions

Although Wysa does not intentionally ask for or collect any information that is personally identifiable, to ensure confidentiality of conversations, it is recommended that it is used in a quiet, private setting - such as at home or in a personal office - where you feel safe to converse honestly without interruptions.

### Ensure Strong Internet Connectivity

A stable internet connection helps keep the chat running smoothly and reduces the risk of error messages, so it's recommended that you are connected to a **reliable Wi-Fi or data network** before beginning any conversations or audio tools.

## Product Specification

### Minimum Technical Requirements

- Supported on mobile, tablet, and desktop
- Requires internet browser access
- Compatible with major web browsers including Chrome, Firefox, Safari, Edge, Opera
- Requires certain minimum OS versions for mobile apps:
  - Minimum Android version - 16
  - Minimum iOS version - 14

### Performance Characteristics

- Maintained via versioned updates with minimal user disruption

## Incident Reporting

Any serious incidents should be reported to the manufacturer: [hello@wysa.com](mailto:hello@wysa.com) and if within the UK also to regulatory authorities <https://yellowcard.mhra.gov.uk/>

## Data Protection

Wysa is built with your **privacy and security** in mind. From how data is collected to how it's shared, every step is designed to meet strict standards and protect personal information.

### Compliant with Industry-Recognised Standards

The assistant adheres to internationally recognized data protection and quality management standards, including:

- **ISO 13485** (medical device quality management)

- **ISO 27001** (information security management)
- **ISO 27701** (Information privacy management)
- **Cyber Essentials** (UK government-backed cybersecurity certification)
- And other **equivalent data protection frameworks**

These certifications ensure that all information is handled safely, securely, and responsibly.

## Technical Support

If after reading through this information you have any questions, or if you would like to share feedback with us about Wysa, please email us at [hello@wysa.com](mailto:hello@wysa.com).