FAQ’s

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| **Question** | **Answer** |
| **Can two or more different practitioners set up** | Yes, however the same email address cannot be used. |
| **an Express account for the same child?** |
| **How do I access Express?** | Express is accessible via your worker account, if your organisation has subscribed to the app. Sign up for a practitioners account by accessing our training using the link <https://durhamcc.learningnexus.co.uk/course/view.php?id=1665> |
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| **How do I use Express with a child or young** | Login to your account at space.mindofmyown.org.uk and create a profile for the child. You can use the profile now or come back later.  When you’re with a child you want to use Express with select their profile. You’ll see some options. Choose either One or Express (if your organisation has signed up for it).  Click the Express icon and start using it with your child. Use it together to guide your conversation, creating a record of their views. Talk with the child about what you are seeing. Express works alongside other communication tools.  You can also use the ‘Create New Express Profile’ option in your worker account to send a linked Express account via email for your young person to use at a distance. |
| **person?** |
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| **Can Express be downloaded?** | No, Express is only available via the web browser.  For worker: [www.space.mindofmyown.org.uk](http://www.space.mindofmyown.org.uk)  Young person: [www.express.mindofmyown.org.uk](http://www.express.mindofmyown.org.uk) |
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| **Can a worker use their worker account on** | Yes, Express is now optimised for mobile use via a web browser. |
| **a mobile to use Express?** |
| **Do the Express statements need to be** | No, because the Express account is set up through a worker account, the statement will still go directly to that worker. |
| **assigned if a worker has set a young** |
| **person up with an Express account?** |
| **What if the young person would like their** | Express is designed for direct work between you the worker and the young person, if they would  like for their statements to be directed to someone else other than you, we would encourage |
| **statement to go to someone else?** |

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|  | supporting them with setting up a One App account.  Alternatively, you can upload the statement to the young person’s case file and notify the individual they would like to direct their statement to. |
| **If a young person does not have an email, can they use their carers / parents / guardians / workers email address?** | No, if a young person for whatever reason has not got an email, you can create a profile for them which you can use with them through your worker account. |
| **Why is there an option to take a picture at the beginning and in the end?** | The photo in the beginning is the photo that will be at the head of the young person’s profile.  The photo at the end is an opportunity for the young person to take a picture of anything else they would like to add to their statement. e.g., certificates, picture they’ve drawn, food they enjoy or hate etc. |
| **Can I use Express offline?** | No. You will always need an internet connection. This helps keep the data your children enter into Express secure by avoiding storing it on your laptop or tablet. |

