



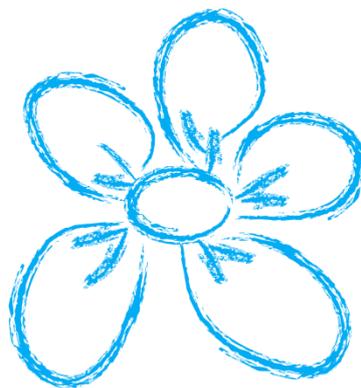
Co-funded by the
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of the European Union



FORGET-ME-NOT Training Modules

Intellectual Output 2.2

MODULE 4



forget me not

Using the Memory Box: creating memories



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M.4.1 Introduction to the platform

M.4.1.1 Why use Forget-me-not as a digital memory box

As already introduced in Module 3, the Forget-me-not platform created in the framework of this Erasmus+ project is a user-friendly and simple to navigate online tool for creating memories in a digital Memory Box.

A low-tech digital Memory Box can be created by just using simple office software like a word processor or a presentation programme, but this approach is not very user-friendly. Other digital memory box software solutions or websites exist, as described in Module 3 (part M.3.4.3), but they either come at a price, or do not offer the same functionalities as Forget-me-not. This is why Module 4 and Module 5 will focus only on the Forget-me-not tool, as we believe it is superior to other available tools and is a direct result of this project.

Forget-me-not allows users to create a digital memory box used in Reminiscence therapy. As a carer, friend or a relative of a dementia sufferer, you will be able to upload photos, videos, comments and recordings into a secure portfolio, which is then used as a source of conversation and basis for a soothing therapy for the dementia sufferer.

You can invite family members, friends or designated carers to collaborate on a dementia sufferer's portfolio by adding content and creating more memories for them to reminisce over. Think of photos that may trigger memories, recordings of loved ones telling personal stories, videos of important moments or just a text note reminding them of an event.

Remember that you will not only be helping someone close to your heart remember their life, but you will also relive those happy moments while uploading them to the portfolio. Help them fight dementia by reminiscing about the days gone by.

M.4.1.2 Security of the account

As with every online service allowing users to store personal data and stories, all measures have been taken to ensure maximum security of users' accounts. These are password protected and users are responsible for safeguarding the password and for any activities or actions under their password. All data are held on servers in England, so the terms of use of Forget-me-not shall be governed and construed in accordance with the laws of England and Wales.

The typical users of Forget-me-not would be the people with dementia in early stages, still in control of their mental abilities. They could, and often should, be assisted by their carers, family members and friends. The main user should be the person with dementia, as it is their account, storing their memories. However, often a person close to the main user would like to contribute and create memories for them, in which case they should be invited by the user as "collaborators".

Collaborators would typically be carers, family members and friends, who know the person with dementia well and would like to create more memories in the users' portfolio, which can then be used in reminiscence therapy. There are different levels of access that collaborators can be granted, giving them rights to either add or edit all memories, or create new memories and edit only the memories they have created.

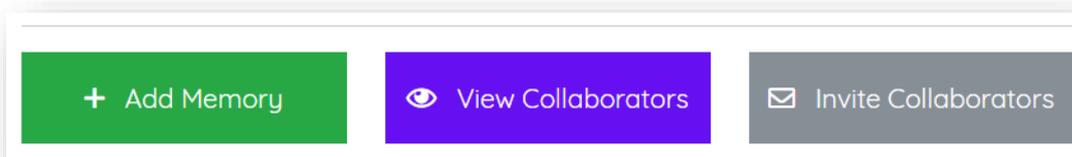


M.4.1.3 Different levels of access rights

The access rights are governed by the Terms and Conditions and the Privacy Policy which are available on the Forget-Me-Not platform. As explained above a user can create an account, or have an account created in their name, which will constitute their personal digital memory box. Separate memories can then be added to this memory box and it can be done in two ways:

- One way is for the account holder to add their own memories personally or with direct support of a carer while the account holder is present.
- The other way is for the account holder to invite one or more collaborators to add memories on their behalf into the account holder's memory box. For example, if the account holder lives in one place, but his/her family members are far away, they can be invited as collaborators and they can add memories, which will appear in the account holder's memory box.

Collaborators can be easily invited by clicking on the button **Invite Collaborators**:



This will open a simple form, which will be used to invite a collaborator by an automated email. An account will be created for the collaborator and they will receive instructions at the provided email address.

Add a New Collaborator

Complete the fields and we'll email the collaborator with an account to work on adding memory box item!

First name

Last name

Email address

[Invite Collaborator](#) [Cancel](#)



The account holder retains control over collaborator's access to their memories. In the section View Collaborators, the account holder can allow the collaborator to either have editing access to all the memories, or select only specific memories. The collaborator can add new content and edit it as well. In this example, the collaborator on the left can edit all memories, and the collaborator on the right can edit only the first three memories.

View Collaborators

	V [redacted]	V [redacted]
		
Access All Memories	<input checked="" type="checkbox"/>	<input type="checkbox"/>
A tablet for Xmas	<input type="checkbox"/>	<input checked="" type="checkbox"/>
new	<input type="checkbox"/>	<input checked="" type="checkbox"/>
new	<input type="checkbox"/>	<input checked="" type="checkbox"/>
New item	<input type="checkbox"/>	<input type="checkbox"/>
Sandra's memory	<input type="checkbox"/>	<input type="checkbox"/>
New1	<input type="checkbox"/>	<input type="checkbox"/>
Our first meeting	<input type="checkbox"/>	<input type="checkbox"/>
Our second meeting	<input type="checkbox"/>	<input type="checkbox"/>
Out third meeting	<input type="checkbox"/>	<input type="checkbox"/>

[Add New Collaborator](#)

Let's say a professional carer is helping several dementia patients with their profiles, it wouldn't be very practical for the carer to keep the login details to all the patients' profiles, so instead the carer is invited to be a collaborator and then from his/her profile chooses whose memory box to work on. The collaborator can of course also work on his own profile.

Hi Viktor

[+ Add Memory](#)

Account: [redacted]

- Paul [redacted]
- Viktor [redacted]
- Sarah [redacted]

Filter Memories

All



M.4.2 Practical use of the platform

M.4.2.1 Accessing the platform

The Forget-me-not platform can be accessed at this web address: www.forgetmenotdigital.com

The landing page displays two buttons: Register and Log In



New users will click on the **Register** button and fill in the corresponding form indicating their Name, Surname, Email address and Password. They will also have to agree to the users' Terms and Conditions by clicking on the **I agree** box and pass the reCaptcha safety feature guarding the platform from malignant bots.

Register for an Account

Complete the fields and we'll email the collaborator with an account to work on adding memory box item!

First name

Last name

Email address

Password

Confirm Password

FORGET-ME-NOT Terms and Conditions

Effective date: July 13, 2018
Please read these Terms and Conditions ("Terms", "Terms and Conditions") carefully before using the Forget-me-not application and website (the "Service") operated by the Forget-me-not project consortium ("us", "we", or "our"). The consortium

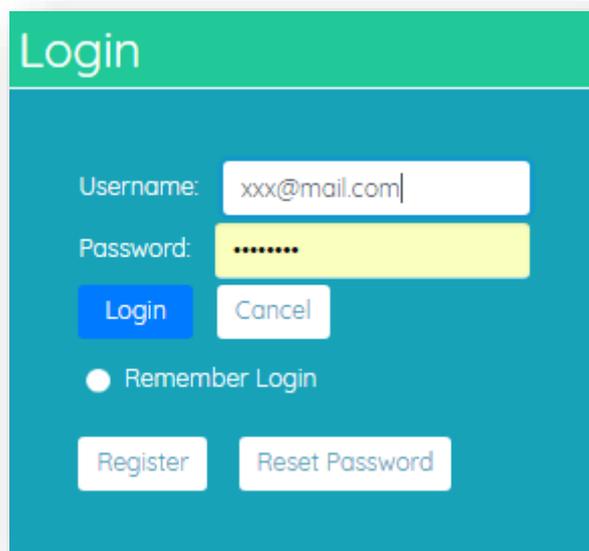
I Agree to the Terms and Conditions

I'm not a robot 

[Privacy](#) [Terms](#)



Existing users will click on the **Log In** button to access their memory box.



The screenshot shows a 'Login' dialog box with a green header. It contains two input fields: 'Username:' with the text 'xxx@mail.com' and 'Password:' with masked characters '.....'. Below the password field are two buttons: 'Login' (blue) and 'Cancel' (white). Underneath is a radio button labeled 'Remember Login'. At the bottom are two buttons: 'Register' and 'Reset Password'.

They need to enter their username which is their registration email and their password, then click on the **Login** button. This dialogue box allows users to also go back to the Register option or to reset their current password.

Collaborators invited by email will have already received their login details, so they need to click on the **Log in** button and proceed as existing users.

Should a user wish to reset their password, they can do so at any time by clicking **Reset Password** in this dialogue box and follow the instructions.

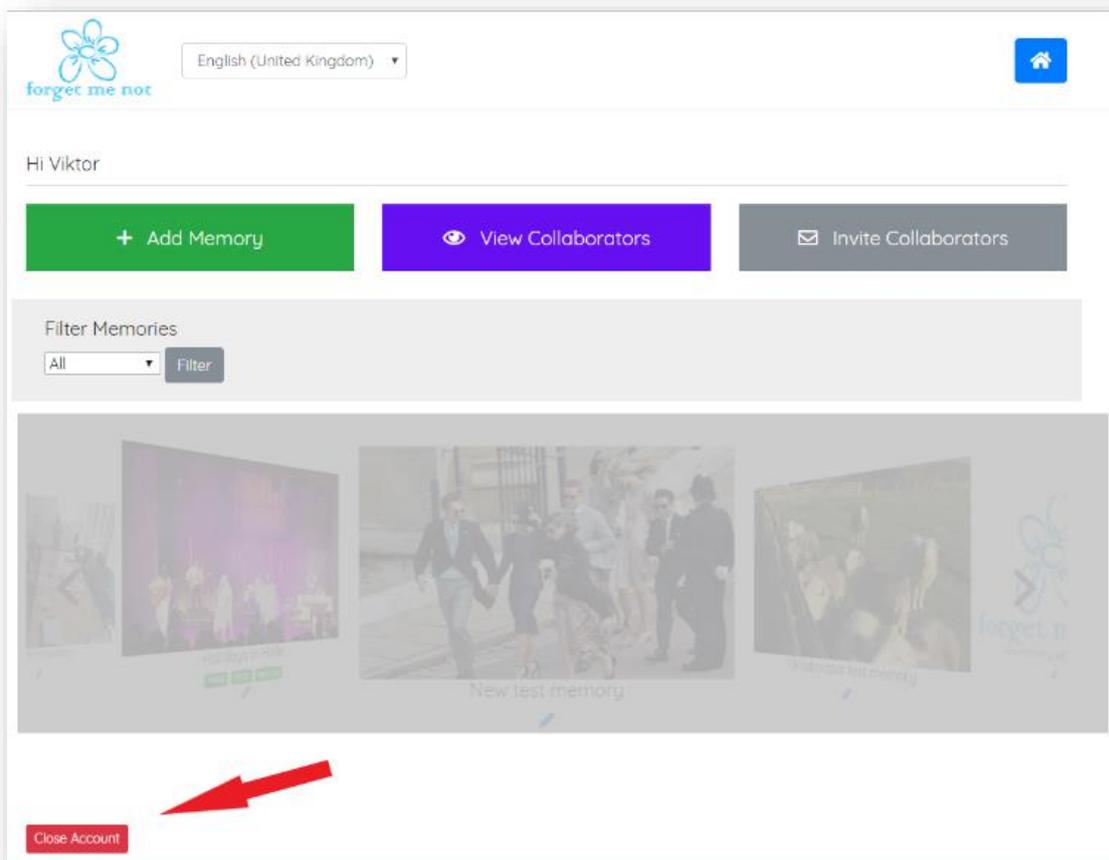
M.4.2.2 Deleting a Forget-me-not account

In order to delete the whole Forget-me-not account including all the memories in it, users need to click on the **Close Account** button located at the bottom of the page displaying all the memories. This action will permanently delete the whole account and all its content and should be used with caution as any memories will be deleted permanently.

As a safeguard measure, after pressing the **Close Account** button a message appears warning about the deletion being permanent. *“To delete your account please type the number “1712” into the field below. Note this deletion will remove your created memories and close your account.”*

If you wish to proceed with the account closure, just follow the instructions on the screen and the deletion will be permanent. All user data will be deleted from the servers and there will be no way to recover them.

Memories created by a user in a collaborator role will remain intact, as they belong to another person and not the collaborator.



M.4.2.3 How memories are organised

Each created memory can contain different types of input. One memory can be just a photo, but it can also be a combination of several photos, text, an embedded video or a sound recording. The combination of input is up to the user.

Every memory can (and should) be attributed one or more predefined tags, which will make any later search through memories easier. By tagging a memory, it will come up more easily in a filtered search.

- Imagine a user who has created over 100 memories, but then struggles to find a precise memory few months later. The user knows that the memory they are looking for is related to a wedding in the 1960s, so when a filter is applied, choosing the tag “weddings” and the tag “1960s”, the memory should appear in the list of results.

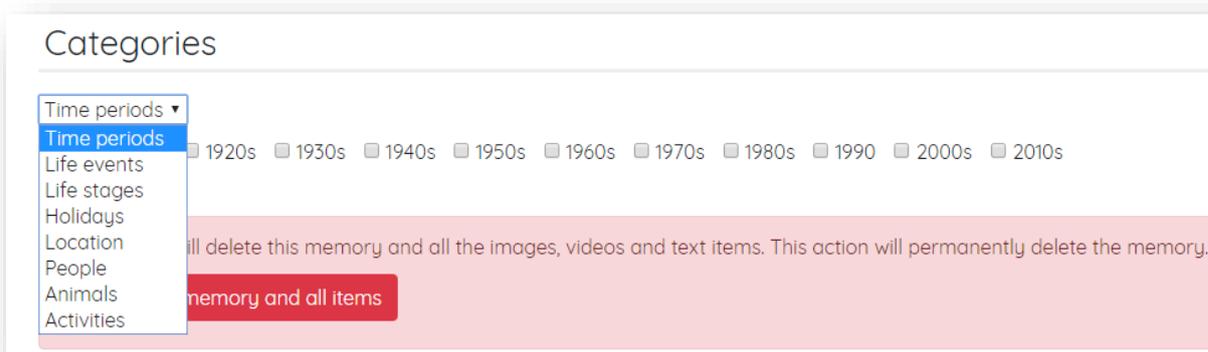
The pre-defined tags have been organised in a way to make it easier for users to assign them, but also to look for them later:

Time periods	before 1920, 1920s, 1930s, 1940s, 1950s, 1960s, 1970s, 1980s, 1990, 2000s, 2010s
Life events	birthdays, weddings, losses, anniversaries, celebrations, births

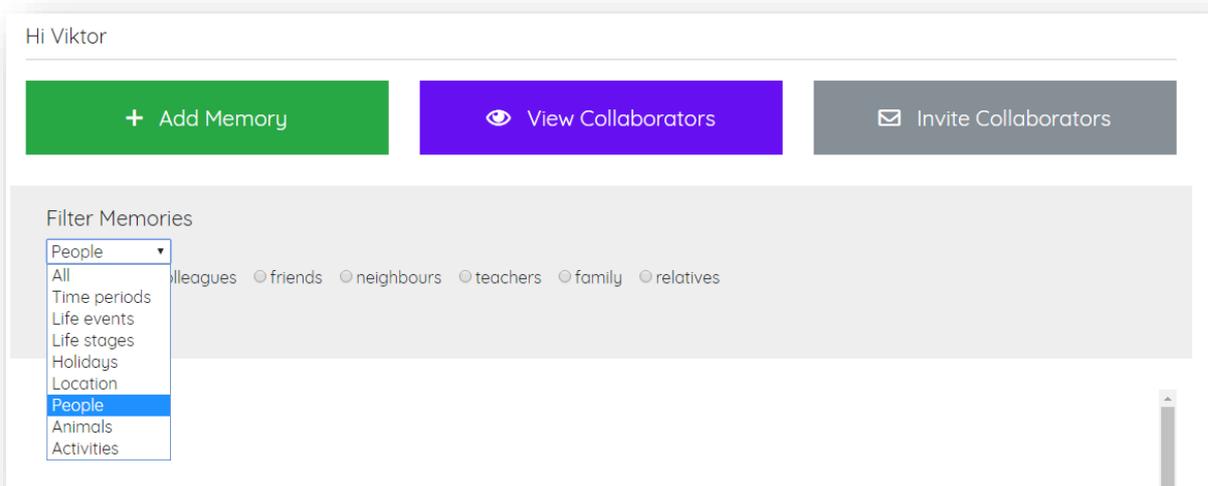


Life stages	childhood, education, parenthood, work, retirement, military service
Holidays	holidays, festivals, trips
Location	home, school, work, nature, places
People	partner, colleagues, friends, neighbours, teachers, family, relatives
Animals	pets, other animals
Activities	hobbies, cooking, sports, culture and art, reading, entertainment, travelling, social activities, spiritual life

When editing a memory, at the bottom of the page you can tag your memory by clicking on any of the categories. Several tags are possible and recommended for better search results later.



When trying to find a particular memory, a filter should be applied selecting the relevant categories at the home page where all the memories are displayed.



When no filters are applied, the memories will just display one after another until the user chooses one to open by clicking on its picture.

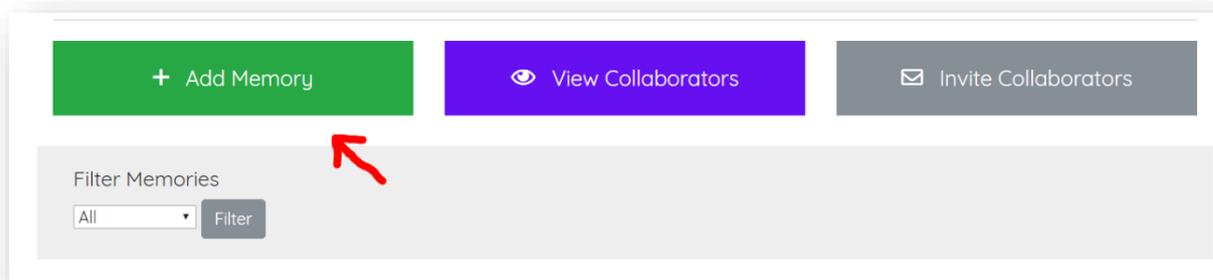
M.4.3 How to manage a memory

Before editing the content of a memory, let's see how to create one.

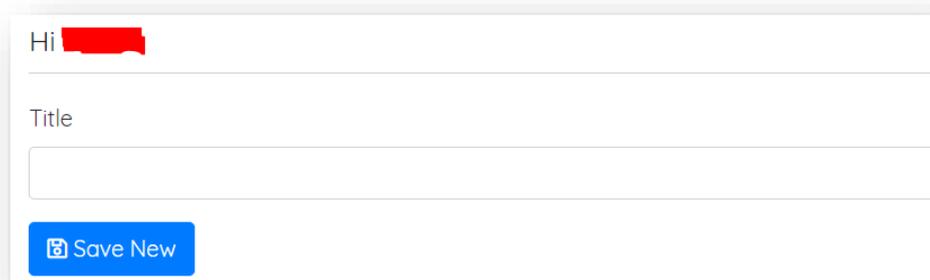


M.4.3.1 How to create a new memory

After logging in and selecting the middle green button **Memories**, the user is taken to the main page with the memory rotation menu. In the left upper part of the page, click on the green button **+Add Memory**.



This will create a new memory, which you will need to give a **Title**. It is always good practice to think the title through first so that it's descriptive of the memory, but also unique and recognisable. For example, "Birthday" or "Jane's Birthday" is descriptive, but not unique. "Jane's 50th birthday 2004" provides a detailed description of the memory and is instantly recognisable among other birthday memories. Once you're happy with the title, click the **Save New** button.



Now you will be able to edit the content of your new memory. Detailed instructions are available in section M.4.4 How to upload digital items into a memory.

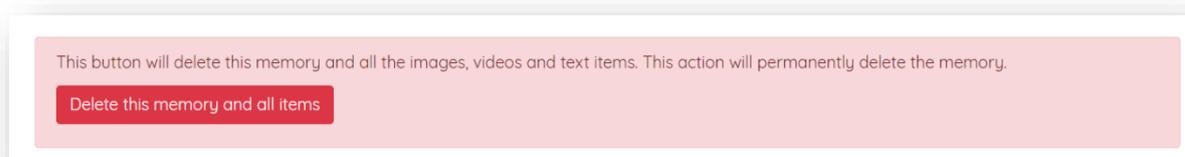
M.4.3.2 How to delete a memory

Sometimes a user needs to delete a memory. It may be because it was an unsuccessful attempt to create a memory, or because it induces an undesirable reaction of the person with dementia.

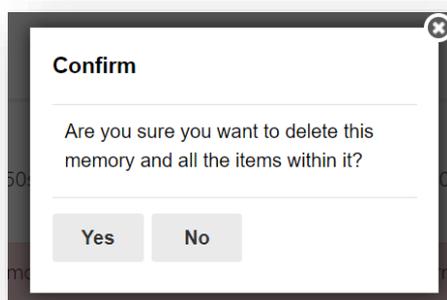
In order to delete a memory, you need to open the memory to edit it, so in the top part of the open memory, click on the **Edit Memory** button.



Scroll to the bottom of the memory in editing mode and find the red box **Delete this memory and all items**.



There is a warning before the memory is deleted permanently in order to avoid a deletion by mistake. Once the user has clicked **YES**, there is no return and the memory and all its content is deleted.



M.4.4 How to upload digital items into a memory

A memory can be as simple, or as rich as its creator would like it to be. A memory can be composed of one or more of the following elements:

- Text input
- Hyperlinks as part of the text input
- Image file
- Sound file
- Embedded video from Youtube
- Home-made video recordings via Youtube
- Presentation slides made into a video via Youtube



Images, sound files and embedded videos can be described in a short **caption**, which appears just under the file in a memory. If the caption box is left blank when editing the memory, the file will be displayed without a caption.

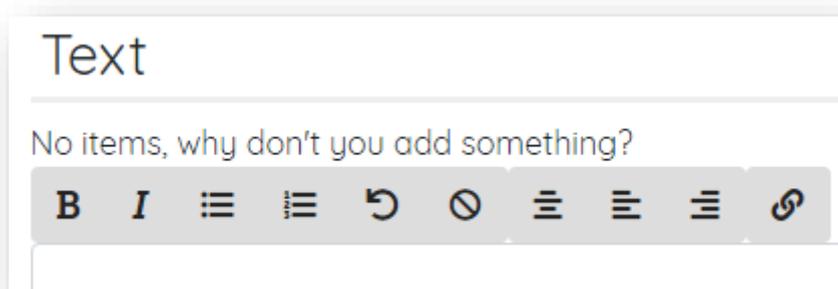
M.4.4.1 Text input

The role of text in a memory item is to provide context for and more information about the memory. Users can describe in a few words or sentences what the context of the memory was, often they will be assisted by their carer. There are no rules as to what should be in the text, but a few prompts may help shape the content of the text input:

- When?
- Where?
- Who and who with?
- What led to the memory?
- What were the consequences?
- How did it happen?
- What emotions did it provoke?

There are two approaches to entering text. The user can simply click in the text box and start typing. When done, just click on “Save text item” box. This allows for simple descriptions of the memory in just a few words or sentences.

The other option is to use the choice of format options allowing users make their text appear in a format defined by them. This allows for more elegant longer texts, providing more detail about the memory and thus creating a pretty story to be read during reminiscence sessions.



The text editor uses standard text formatting buttons:



The selected text will appear in Bold.



The selected text will appear in Italic.

Bold and Italic can be combined to form a text in both formats together.



The selected paragraphs can appear as bullet point list.



The selected paragraphs can appear as a numbered list.



The Undo button can reverse you last formatting or typing. It “undoes” the last input.



The selected text will be cleared of any previously applied formatting.



Select your sentence, or part of text, to align it in the centre, to the left or to the right.

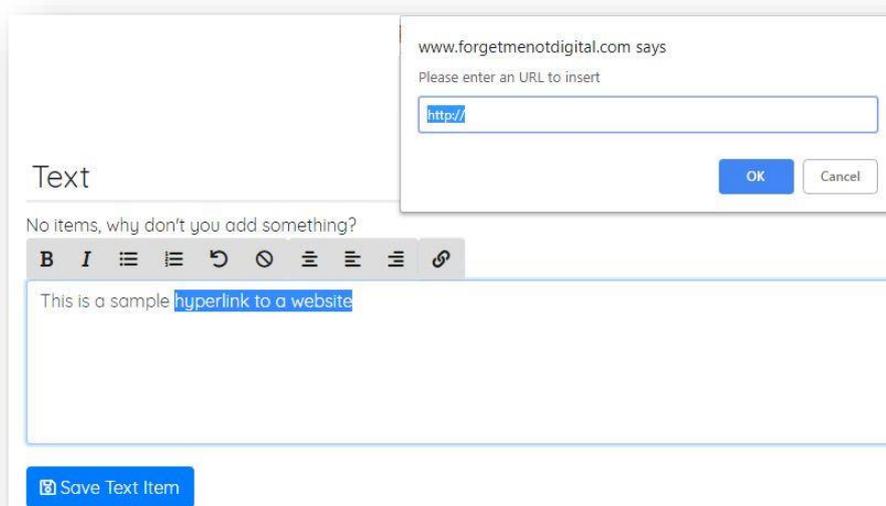


To add a hyperlink to the text, first select which word or part of text will lead to it and then click the hyperlink symbol to add the destination URL (the address of the website). See detailed description below.

M.4.4.2 Hyperlinks as part of the text input

Some websites may be useful and interesting to use during a reminiscence session, so why not add them to a particular Forget-me-not memory item. Let’s say the person with dementia is interested in WWII airplanes. Instead of always searching for photos or websites about these planes, the person creating the memory could include a hyperlink to a particular website and use it every time the memory item is used at a reminiscence session. In order to add a hyperlink, follow these steps:

- After adding text in the text box, you need to select (highlight) a word, or few words referring to the website.



- Once the part of the text is highlighted, click on the hyperlink button in the text format bar.



- This will open a box where you need to write, or paste the exact URL (website address) and save it.
- The hyperlink is created. You can now access the website just by clicking on the hyperlink every time you open the memory item.

M.4.4.3 Image file

Images and photos can be uploaded in both most common formats **JPG** and **PNG**. Users don't need to worry about file size or dimensions as all images are automatically reformatted when uploaded.

Users just need to scroll to the **Images** section of a memory, then under the text **Upload new image**, users click on the **Choose file** button, which will open an upload window allowing you to browse your files system and choose the image, or images that you want to upload. It is possible to upload more than one image at a time by selecting more images and then finish the upload by clicking on the button (Open) at the bottom of the upload window. The images are then uploaded and displayed. It may take a moment depending on the size and number of images, as well as the upload speed of the internet connection.



When uploading more than one image, users can choose which image should be set as Default Image by clicking on the star icon below the uploaded image. The Default Image will appear in the memory rotation menu, where a list of memories is displayed.

Users can also rearrange the photos in a preferred order, so that they display in a logical way. This is done by a simple drag and drop of the photos while editing the memory.

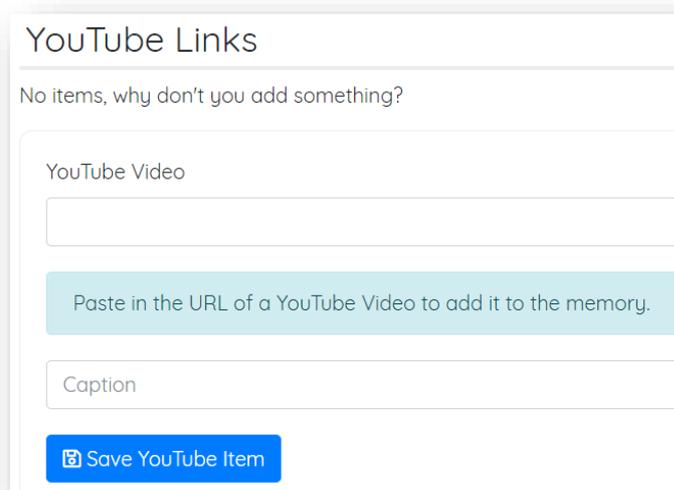
Users can also add a **caption** below the photo to describe or identify the photo. Captions can be added to photos only when they are uploaded as single photos, one by one. When multiple photos are uploaded at once, only the first photo will display the caption.

M.4.4.4 Embedded video from YouTube

Memories can also be triggered by watching a video, an extract of a favourite film, or a private recording of a family event for example. In order to minimise used storage space and benefit from the wealth of videos present online, the Forget-me-not memory tool is using YouTube to store the

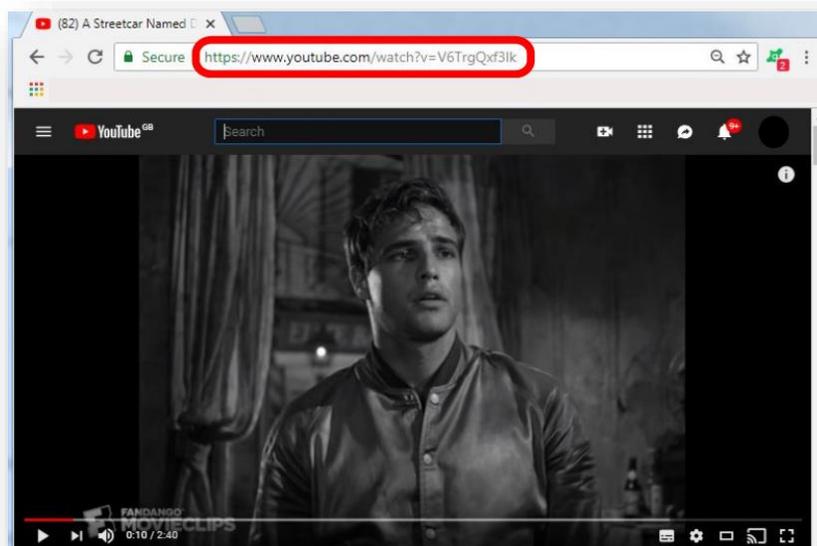


videos, but they are displayed within the tool itself. It is not possible to upload a video file onto the platform itself, it will always have to go through YouTube.



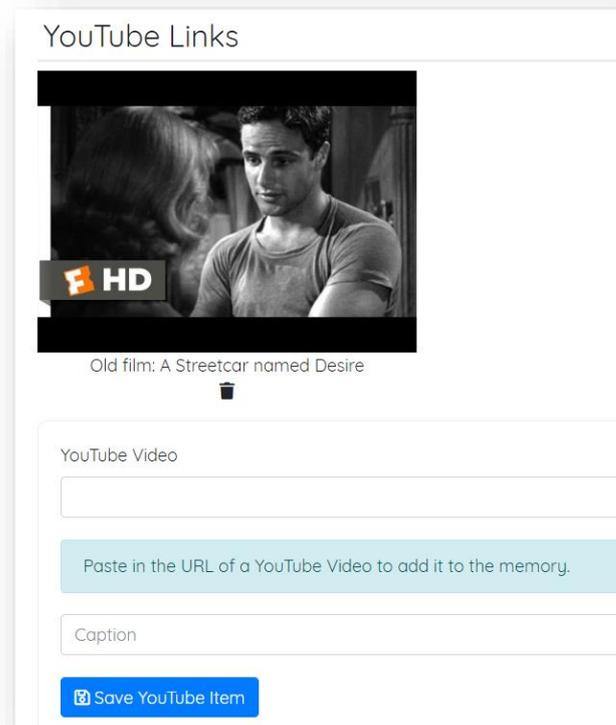
In order to upload an existing video from YouTube:

- Open a web browser or the YouTube app on a mobile device and go to YouTube's main page.
- Search and locate a video that you would like to embed in your memory item.
- Copy the URL (web address) from the address bar at the top of the YouTube window.
 - Select the URL, right click to display the menu and click on COPY)
Alternatively: Select the URL and use the keyboard shortcut Ctrl+C





- Now that you have copied the URL of the desired video on YouTube, return to the Forget-me-not tool, where you're creating a memory and paste it into the "YouTube Links" box.
- You can add a short description of the video in the **Caption box**. It will appear under the video, when displayed as part of the memory.
- Save the embedded video by clicking on the button "Save YouTube Item"
- The video preview should appear in your memory item now.



YouTube Links

Old film: A Streetcar named Desire

YouTube Video

Paste in the URL of a YouTube Video to add it to the memory.

Caption

Save YouTube Item

In order to upload a video from your computer or device:

- As explained earlier, due to storage capacity, users cannot upload video files directly from their computer or device. There is, however, an easy way of doing it through YouTube.
- Users should create a profile in YouTube, or just sign in with their Google login details.
- The process of uploading a video is not difficult and is described in detail [HERE](#):
- After uploading the video, make sure the Privacy setting of your video in YouTube is set to UNLISTED. This way other people cannot discover your video, but it is available for upload onto the Forget-me-not tool.
- Once your video is uploaded on YouTube, you can proceed in the same way as with an existing video, as described further up.

M.4.4.5 Presentation slides made into a video via YouTube

Sometimes family members create presentation slides with photos and text in an attempt to help their loved ones orientate in their memories. These presentations can be converted into a video and uploaded onto YouTube, to be then embedded in a Forget-me-not memory box.

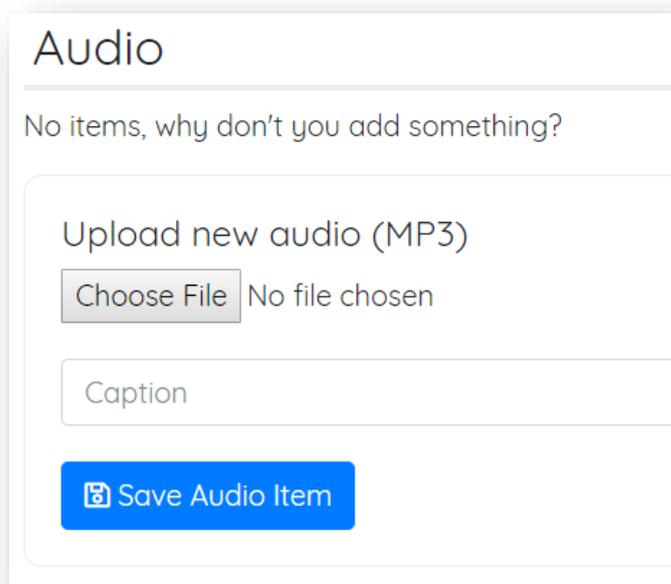


This will be useful mainly to people, who have already created such presentations and would like to integrate them in a digital memory box in a more modern way. Depending on the type and version of your presentation software (PowerPoint, Keynote, Impress) there are online guides to help you convert your presentations into simple videos that you can run from the digital memory box, instead of being opened in another piece of software just to view that presentation. You can search online for guidance or check out these few links:

- [Converting PowerPoint presentations into videos](#) (Windows / Microsoft Office users)
- [Converting Keynote presentations into videos](#) (iOS / Apple Office users)
- [Converting Impress presentations into videos](#) (any operational system, including Linux / LibreOffice users)

M.4.4.6 Uploading sound files

Sound files can be added to a memory in a similar way as images. The platform supports the most popular music file format MP3. If the recording is not in MP3, it can be converted in few clicks using sound editing software or even more easily through a website like: <https://audio.online-convert.com/convert-to-mp3>



The screenshot shows a modal window titled "Audio". At the top, it says "No items, why don't you add something?". Below this, there is a section titled "Upload new audio (MP3)". Inside this section, there is a "Choose File" button next to the text "No file chosen". Below the file selection area is a "Caption" input field. At the bottom of the modal, there is a blue button with a floppy disk icon and the text "Save Audio Item".

Users just need to scroll to the **Audio** section of a memory, then under the text **Upload new audio (MP3)**, users click on the **Choose file** button, which will open an upload window allowing you to browse your files system and choose the sound file that you want to upload. The sound file is then uploaded and displayed.

You can add a short description of the sound file in the **Caption box**. It will appear under the sound file icon, when displayed as part of the memory.

To conclude



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While using the Forget-me-not platform requires very low technical skills and everything is rather intuitive, the use of this digital memory box in a reminiscence therapy involving a person with dementia is a different matter and for that you are invited to read the other Forget-me-not project Training Modules, namely Module 5.