

## FAQs for Parents

### General

[Q. Who can I speak with about eQuoo/the research study?](#)

Please contact support@psycapps.com.

### Access

[Q. I heard about eQuoo. Will my child get it in their college/school?](#)

Not all colleges/schools are signed up to use eQuoo. Please get in touch with your school administrator to find out whether your college/school offers access to eQuoo.

If you are part of the research study in the 'intervention group', this means eQuoo will be offered now. If you are part of the 'control group', this means your college/school will offer access to eQuoo in the summer. To find out which group your school/college is in, please ask your college/school administrator.

[Q. Why can my child not use eQuoo now? \(research study\)](#)

Colleges were randomly selected to be eQuoo users now or in the summer.

[Q. How can I get eQuoo for my child?](#)

Ask your school/college administrator if eQuoo is offered to students in your school/college. If it is not offered, it is available on the Play or App store (depending on your device).

[Q. I don't want my child using eQuoo. How can I stop them from using it?](#)

Don't allow them to download the app, or ask them to delete it if they have already downloaded it.

[Q. I don't want my child participating in the research study. How can I stop them from participating?](#)

Just tell your child not to participate. It's completely voluntary.

[Q. Can you send me the information about the research study?](#)

Information for the intervention group is available at: [https://7cfdbe23-d29b-4305-baa3-b91914a427b1.usrfiles.com/ugd/7cfdbe\\_5b38fd03ea0e4f8195d45dc94cc31f82.pdf](https://7cfdbe23-d29b-4305-baa3-b91914a427b1.usrfiles.com/ugd/7cfdbe_5b38fd03ea0e4f8195d45dc94cc31f82.pdf)

Information for the control group is available at:

[https://7cfdbe23-d29b-4305-baa3-b91914a427b1.usrfiles.com/ugd/7cfdbe\\_064b9830c570402092fd4d1e3ea2d4ac.pdf](https://7cfdbe23-d29b-4305-baa3-b91914a427b1.usrfiles.com/ugd/7cfdbe_064b9830c570402092fd4d1e3ea2d4ac.pdf)

To find out which group your school/college is in, please ask your college/school administrator.

### Technical

[Q. My child is having having trouble accessing the app](#)

Contact your school administrator or email [support@psycapps.com](mailto:support@psycapps.com)

## **Data**

### **Q. Who has access to the data?**

PsycApps Data Protection Officer has access to all the data and will anonymise it before sharing it with PsycApps's clinical team.

### **Q. What will you do with the data?**

Analyse it to see if there are trends showing that eQuoo has an effect on the participants or not.

### **Q. Is the data anonymous? Can my child be identified?**

All data will be anonymised, and emails deleted before processing answers. Survey results cannot be linked back to the participant.

### **Q. My child completed the research survey. Can I see their responses?**

As data is anonymised, we cannot identify specific people and their responses.

## **eQuoo**

### **Q. Is eQuoo safe/harmful?**

eQuoo is safe to use. There are features in place to stop you getting addicted to the game such as a time block and all stories are age appropriate. There are mental health resources linked in the app for those that need them.

### **Q. What age is eQuoo suitable for?**

12+

### **Q. How does eQuoo work?**

See [https://www.youtube.com/watch?v=0O6YubeFH\\_Y](https://www.youtube.com/watch?v=0O6YubeFH_Y)