

# Frequently Asked Questions

## What is AI?

AI is short for Artificial Intelligence. AI involves using computers to do things that traditionally need human intelligence. For Wysa this means that it uses AI to make the chatbot work and seem more like a human.

## What is a chatbot?

A chatbot is a computer programme that you can have a text based chat with. We hope that it feels like you are having a conversation with a human.

## Is Wysa confidential?

Yes. Wysa is completely private and confidential. You can read the Wysa UK Privacy Policy here - <https://legal.wysa.uk/privacy-policy>

## Who has access to my information?

Your day to day conversations with Wysa are completely confidential and no one will have access to them.

## How is my data used?

The Wysa team may occasionally use some messages, which are completely anonymous, to train Wysa's chatbot to help improve its ability to have helpful conversations. No one outside of Wysa will ever have access to chat messages.

Wysa will use the anonymous data gathered, such as how many times each of the programmes within Wysa are used and how many times the SOS button is triggered, to produce a report to show the efficacy of using Wysa to support Emotional Wellbeing. This will not include any information about who is using it.

## Will my school have access to my conversations with Wysa?

No. Nobody will know details of your conversations with Wysa.

## Will this help my wellbeing?

We hope that Wysa will help with any symptoms of low mood, anxiety, worry or stress you are experiencing.

## What should I do if I am having a crisis?

If you are in need of urgent support, Wysa has an 'SOS' button at the top of the screen. This will give you a list of emergency numbers you can call. The support advice you get from the helplines is confidential and not shared with Wysa. Wysa cannot provide an emergency response or in any other way alert 999 to your needs.

## How long do I have access to Wysa for?

You will have access to Wysa for 12 months after you have activated the download link.

## Troubleshooting

### I've scanned the QR code but it is asking for a code

Some iOS/Apple devices might not register by just using the QR code. If it asks you for a code, please input **tsidecyp2025**

### The QR Code won't work

The version in the app / play store to use is called Everyday Mental Health by Wysa:



Everyday Mental Health by Wysa

Mental health services for people experiencing stress, anxiety and depression.

### I downloaded the wrong version of Wysa from the app store

You will need to clear your data in the version of Wysa you first downloaded and then delete the app. To do this, on the Wysa home screen, click the **three dots** (next to SOS button), click **settings**, and then **Reset my data**. You can then delete Wysa and install the correct version.