

PROGRAM MANUAL



Contents

Contents	2
What is StandingTall?	3
Getting Started	4
Exercise safely.....	6
Exercising with <i>StandingTall</i>	7
Starting a balance assessment.....	9
Starting an exercise session	11
Pausing an exercise session	15
How much exercise should I do?	17
Progressing my exercises?	18
In case of illness, injury or going away.....	19
Features of <i>StandingTall</i>	20
Settings and profiles	22
Tech troubleshooting.....	25
Contacts.....	27

What is StandingTall?

StandingTall is a home-based exercise program to help improve your balance, and reduce your risk of falling. The program is delivered through a tablet device, such as an iPad, or a computer so that you can exercise at home in your own time.

StandingTall has different features that will help you make the most of this program!

- ✓ It has a variety of balance exercises tailored to your ability
- ✓ It has a calendar where you can schedule your sessions
- ✓ It keeps a record of your training so you can track your progress
- ✓ It has a goal setting feature to keep you motivated

This manual explains how much exercise you should do to improve your balance and how to use the different features of *StandingTall*. Take your time to read this manual so you make the most of your experience!



Getting Started

Program training

Before commencing the *StandingTall* program, you will need to watch the training tutorial and do a test to confirm your understanding of what is involved in the program. You must achieve a pass mark of at least 80% to commence the program. To access the test, go to the *StandingTall* Program tab on the home page and select 'Training'.

Recommended support to get started

We recommend you have a set-up session/first session with an exercise specialist e.g. Physiotherapist, Exercise Physiologist or another professional that is skilled in exercise prescription and safety. This person can help you find a safe place to exercise, complete the initial balance assessment with you, make modifications to your exercises, monitor your exercise adherence and assist with troubleshooting.

Downloading the app and accessing the web browser version

Once you have completed the training, you can download the *StandingTall* app on a tablet device, or use the web browser version on your computer. For instructions on how to download the app onto your tablet device, go to the *StandingTall* Program tab on the home page and select 'How to get started'. For the web browser version please enter this into the address bar of your browser (Chrome, Firefox, Edge or Internet Explorer 11): <https://standingtallapp.neura.edu.au>

What equipment will I need?

The *StandingTall* program requires some equipment, e.g. foam and step box, to add variety to your sessions and progress your exercises as your balance improves. These exercises will start depending on your balance level.

StandingTall Foam:

- ✓ The foam is designed to create an unstable surface (compared to standing on solid ground) to challenge your balance
- ✓ Take extra care when stepping on and off the foam and always have a chair or support nearby to assist you as well as for safety purposes
- ✓ Always place the foam on a surface where it won't slip, or use non-slip material underneath the foam

Foam (or a suitable alternative) is required for the monthly balance assessment.

StandingTall Step box:

- ✓ Ideally, the box should be sturdy and have an anti-slip surface
- ✓ Steps with adjustable heights can be purchased, and are recommended for the program.
- ✓ Always be careful when stepping on and off the box. When stepping onto the box, make sure the foot is placed squarely on the box and not along the edge as it may cause the box to tip.

Getting Started

Exercise set-up

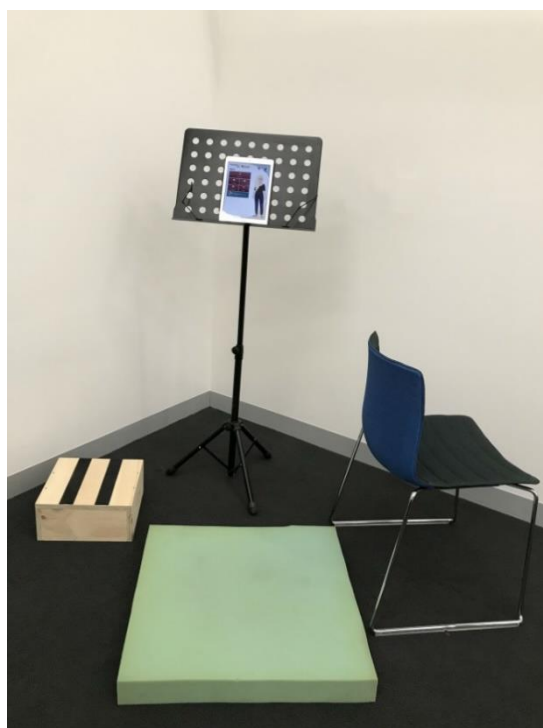
Standing Tall has been designed to do at home in your own time. You will need about 3m² of space to do the exercises. Please make sure to also have suitable support to exercise safely, such as a chair or bench.

When setting up your exercise area, the tablet or computer should be at arm's length and about eye level – so that you are not looking up or down excessively for the duration of the exercise session. For example, prop the tablet on the kitchen bench/worktop, a bookshelf or tallboy/chest of drawers.

Equipment specifications

Step box: should have dimensions of at least 35x35cm and a height of approximately 15cm. People who have any chronic injuries or orthopaedic limitations (such as knee pain or are due for a knee replacement) may require a lower height step of around 10cm. An adjustable step is recommended to allow for progressions and regression throughout the program. For suggestions on where to source equipment, go to the Resources tab on the home page and select 'Where to buy equipment'.

Foam: should have dimensions of at least 65x65cm, and a medium density of 3" 29/200 or 35/200. If you are purchasing the foam, ask them to cut it to size. Alternatively, you could use a towel folded 2-3 times, lounge cushions or a pillow. Please note: when introducing unstable surfaces to the exercises, a suitable support (such as a chair) or surface should be set up within reach for safety purposes.



Remember that anything located on the floor is a potential tripping hazard. Be careful when stepping around and onto the foam and step.

Exercise safely

Exercising safely is important.

- ✓ Exercise should never be painful. If you find an exercise is painful or it just 'feels wrong', simply
- ✓ STOP, sit down on a nearby chair and rest. If the pain or discomfort continues after resting, please contact your doctor.
- ✓ Always have a chair or two (or sturdy surface e.g. kitchen bench/worktop, to hold) within arm's reach before starting an exercise session. This is a safety measure to make sure you are able to catch yourself if you feel unsteady at any point. Also keep a phone nearby or make sure someone else at home knows you are exercising.
- ✓ Don't wear socks (on their own) or inappropriate footwear, such as slippers, as they are a trip or slip hazard.

You should not exercise if:

- ✗ You are not feeling well, due to a cold, flu, or other medical condition.
- ✗ You have not taken your regular medications.

If you experience any of the following symptoms during or after exercising, seek medical advice immediately:

- ✗ If you feel dizzy, light headed or feeling faint
- ✗ If you have chest pain
- ✗ If you have an irregular, rapid, or fluttery heartbeat
- ✗ If you have difficulty breathing
- ✗ If you have nausea
- ✗ If you have severe leg ache or pain
- ✗ If you have diabetes and feel shakiness, tingling lips, weakness, irregular or rapid heartbeat, or if you are developing an ulcer



After you have seen your doctor, we encourage you to seek the advice of an exercise professional (e.g. physiotherapist, exercise physiologist or fitness leader) or someone you trust (e.g. family member, carer or clinician) to review your exercises in the program.

If you do not exercise regularly, it is normal to experience some muscle discomfort during the exercises, and muscle soreness after the first few sessions of exercises or when the exercises become more challenging. This is normal and should subside over a few days. If the discomfort persists for more than 2 weeks, please contact an exercise professional to review and modify your *StandingTall* exercises.

Exercising with *StandingTall*

To open the *StandingTall* program, tap the *StandingTall* app icon for tablets, or for the web browser version, enter <https://standingtallapp.neura.edu.au> into the address bar of your web browser (Chrome, Firefox, Edge or Internet Explorer 11). To close the program, press the Home button below the screen (see Fig. 1), close the web browser or close the app as you normally would (this will keep you logged).



Figure 1. *StandingTall* app icon on iPad



Figure 2. *StandingTall* main menu

- ✓ When opening *StandingTall* for the first time, make sure you are connected to the internet
- ✓ Tap the *StandingTall* icon to open the program (see Fig. 1)
- ✓ This will take you to the *StandingTall* main menu (see Fig. 2). From here, you can access all the features of the program. You can also see how many minutes of exercise you still have to do for the week
- ✓ Tap on any feature on the menu to access it

To close/exit the *StandingTall* program:

- iPad: press the Home button at the bottom edge of the iPad (this will keep you logged in on this device)
- Web browser: close the internet browser tab (this will keep you logged in on this device)
- Android: this will vary depending on your device, exit as you would from other apps. This may include pressing the applications button and swiping up or right or pressing the 'X'.
- To logout of the program, select the profile icon, go to the bottom of the page and select 'logout' (this means you will need your login details [email and password] the next time you use the program on that device).

Exercising with *StandingTall*

Logging in to *StandingTall*

- ✓ If you have been provided with a username and password, you may login by selecting 'I am an Existing User' (Fig. 3) and enter these details
- ✓ If you have been provided with an activation code, you should select 'I am a New User' (Fig. 3) and follow the prompts to set up your profile, this will include settings up your username and password – remember these! (This step should take about 5 minutes)
- ✓ Password requirements: passwords must include a minimum of 10 characters, and be made up of upper and lower case letters, as well as numbers.



Figure 3. Logging into *StandingTall*

Monthly Balance Assessment

Once you have set up your profile, or logged in (if you were provided a username and password), it's time to complete your first balance assessment. Every month you will be prompted to complete a balance assessment. The balance assessment includes a series of 5-10 exercises which you will try to hold for 30 seconds each. **The only additional equipment is your foam.** It follows a similar structure to an exercise session. **You must complete the balance assessment before you can access your exercises.**

The aim is to hold each position for 30 seconds without holding on to support or taking a step out of position. As soon as you lose your balance during the exercise or if you are unable to do the exercise, tap the button 'Tap when you stop balancing'. The exercise will otherwise stop automatically when 30 seconds is reached to confirm how long you held the position.

Initially, most people won't be able to hold all the exercises for the full 30 seconds. As you regularly do your balance exercises, you will improve.

Starting a balance assessment

If you can do the exercise, press the **'Tap when you stop balancing'** button when you cannot hold the position any longer.

Please make sure to always have your support nearby. Also, if you have someone else around they can help you monitor how long you hold each position.

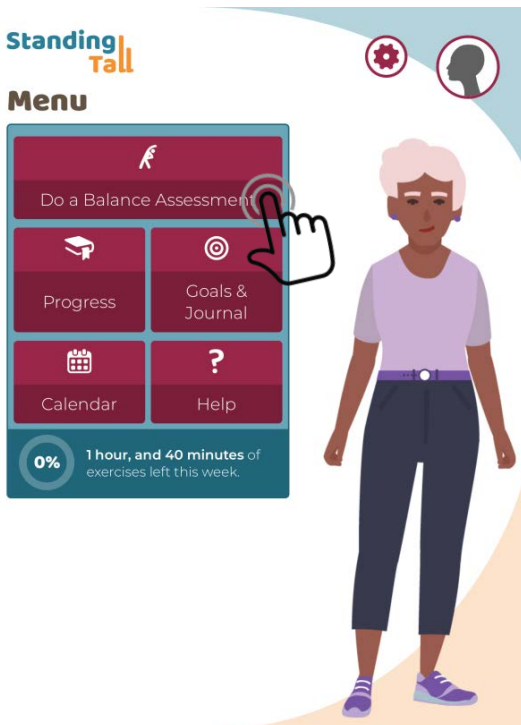


Figure 4. The monthly prompt to 'Do a Balance Assessment'



Figure 5. The monthly balance assessment safety checklist

Starting a balance assessment

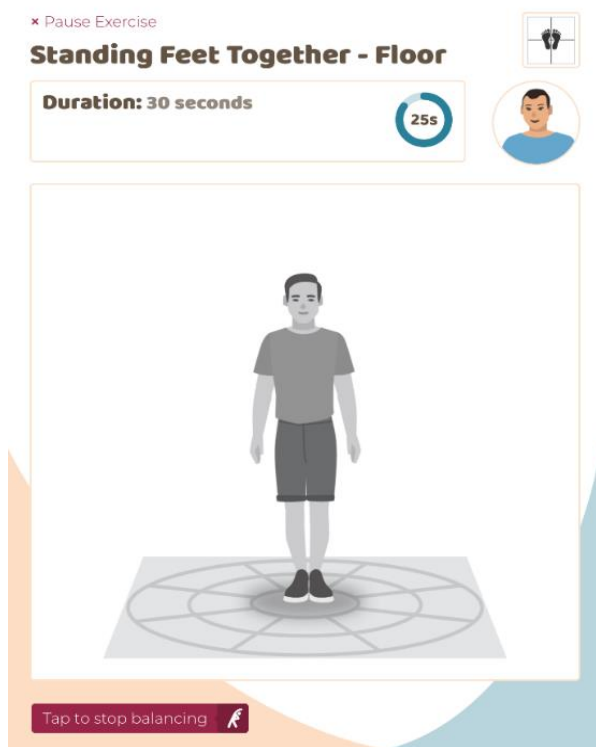


Figure 6. Balancing for 30 seconds while Standing Feet Together on Floor

Don't worry if you can't 'Tap to stop balancing' at the exact time you stopped balancing, you can modify the time by tapping 'Change Duration'. Then select the correct number of seconds.

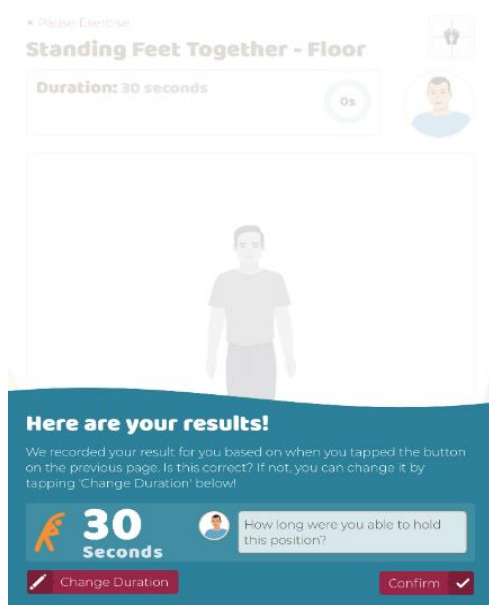


Figure 7. 'Change Duration' if balance was held for under 30 seconds

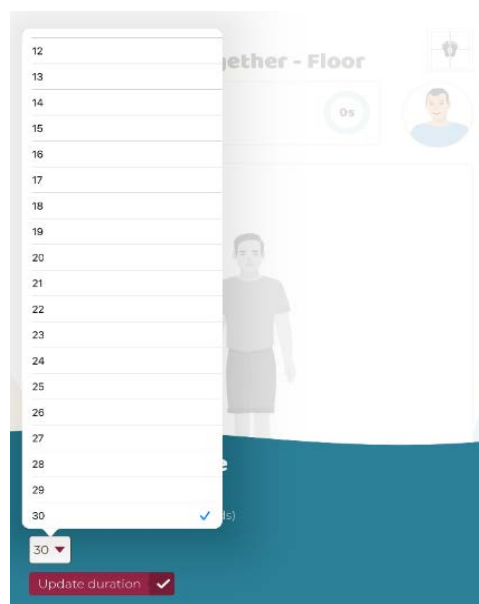


Figure 8. Adjust the timer to the correct number of balancing seconds

Once you have completed the first balance assessment, it's time to start exercising with *Standing Tall!*

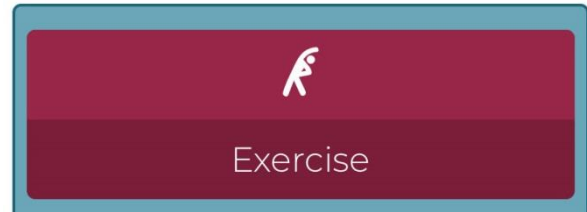
It is always recommended that if you are unsure of how to use the features or need reminding of how to do an exercise is to visit the 'Help section' in the Main Menu. Here you can watch the program tutorial or check our FAQs section.

Starting an exercise session



Figure 9. Choose minutes of exercise (the whole session will take longer, only exercise minutes contribute to the duration)

To begin an exercise session, press the 'Exercise' button



You will see (Fig.9):

- ✓ The amount of exercise you have completed in the circle as a percentage
- ✓ The amount of exercise you still need to do

Select the amount of time you would like to do. As you continue to exercise regularly, you will unlock the option to exercise for 10/15/20/25/30 minutes. If you accidentally pressed 'Exercise', simply press the 'Back to Home' button in the top left corner.

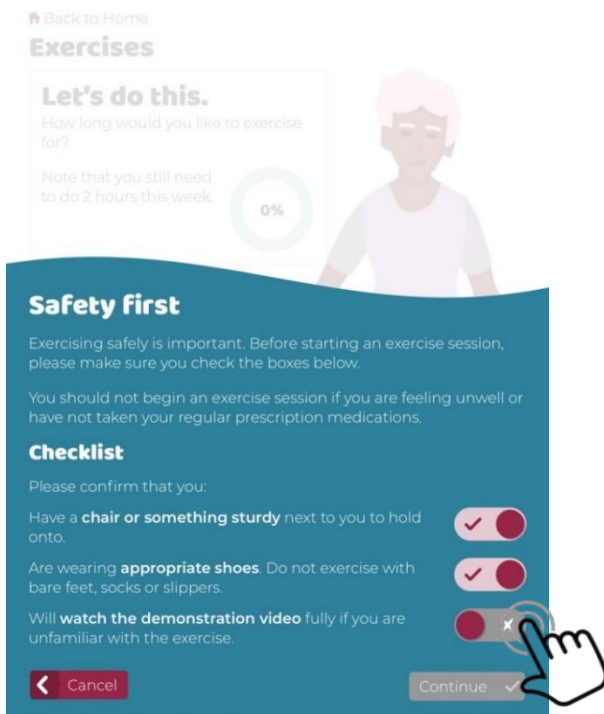


Figure 10. Exercise safety checklist

Prior to starting each exercise session, you will be asked to complete the safety checklist (see Fig. 10).

You must agree to each item in order to get to the exercises.

To do this, tap on the circle with the grey and white X and it will be converted to a red tick.

Starting an exercise session

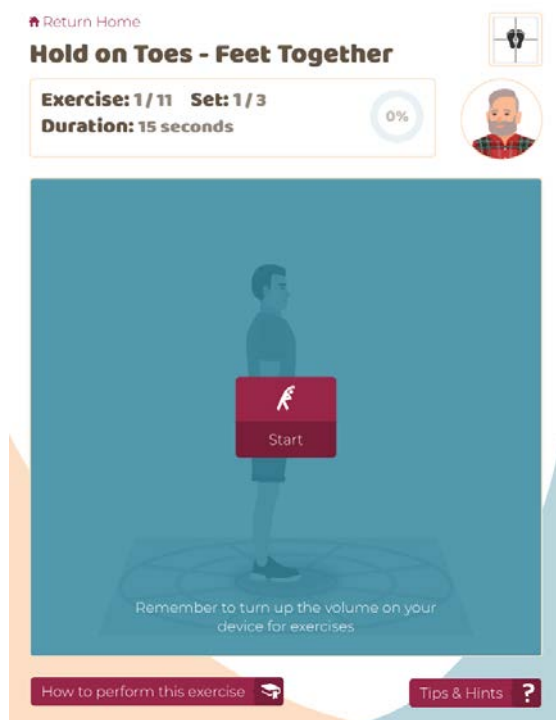


Figure 11. Exercise landing screen

On the landing screen of each new exercise (Fig. 8), you can:

- ✓ 'See how to perform this exercise' which will take you to an instructional video and summarised step-by-step version of the exercise (see Fig. 9)
- ✓ See 'Tips & Hints' for the exercise
- ✓ 'Start' the exercise if you are already familiar with it

Each new exercise will be performed 3 times. For example, in Figure 11, you can see underneath the exercise title, 'Set: 1/3'.

The exercise duration is for **each** set.

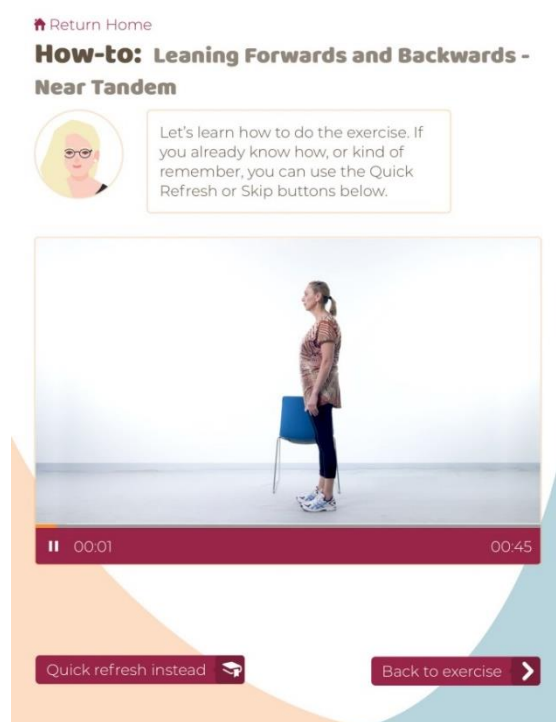


Figure 12. How-to video preview

This is the How-to landing screen which will show you the instructional video on how to perform the exercise. Can be accessed during each exercise set.

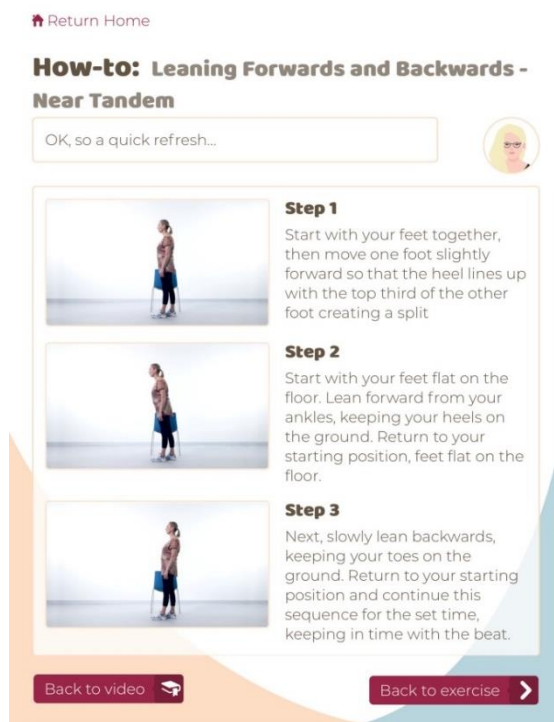


Figure 13. How-to Quick Refresh

If you tap on 'Quick Refresh instead', you can access a summarised set of instructions on how to perform the exercise. Can be accessed during each exercise set.

Starting an exercise session

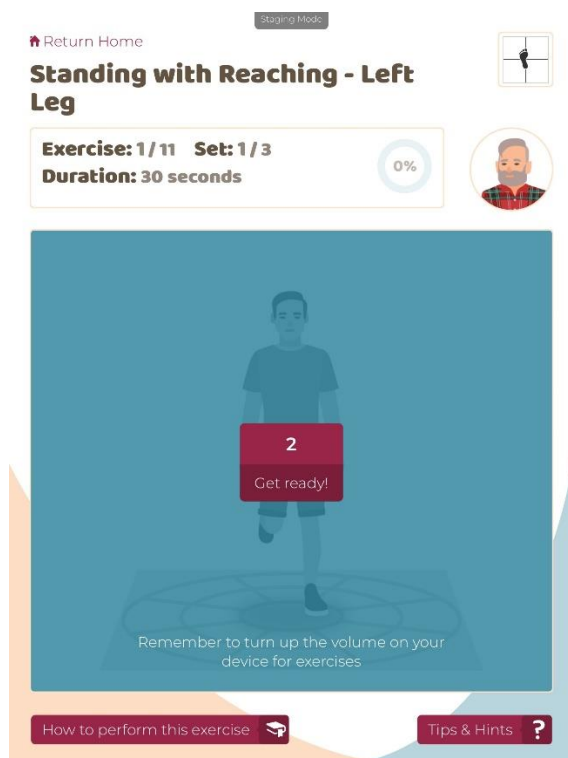


Figure 14. Exercise 3,2,1 countdown

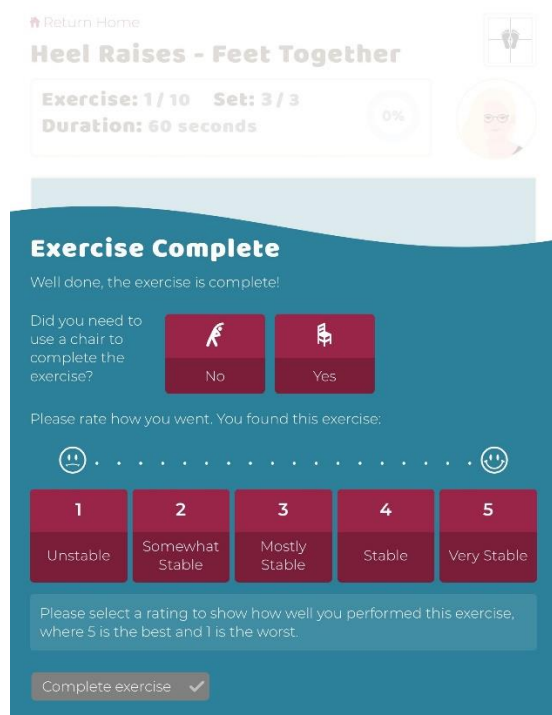


Figure 15. Exercise ratings page

Before starting, make sure you have checked:

- ✓ **The exercise title** so that you know which exercise you are doing
- ✓ **The feet reference** in the top right corner so that you know how to position your feet

Once you are ready to begin the exercise, press **'Start'** and the exercise animation will start after a 3-second countdown.

You will notice a few details which may be helpful throughout your session, found just underneath the exercise title:

- ✓ **Exercise:** refers to the number of exercises given in a session, and which exercise you are currently on.
- ✓ **Set:** each exercise is to be repeated 3 times, and what set you are currently on.
- ✓ **Duration:** how long this exercise will run for.

Make sure your volume is up, to hear the tempo beeps.

When the exercise is complete, you will hear a ding.

At the end of set 3/3, a page will pop up from the bottom edge of the screen asking you to rate how you found the exercise.

You must rate the exercise in order to proceed onto the next exercise. When rating the exercise intensity, please consider how you tolerated the whole exercise, **including tempo and mental challenge**.

Refer to the next page on how to use this rating system, and see **'Progressing my exercises'** on page 18 of this manual for more information about the exercise ratings

Starting an exercise session

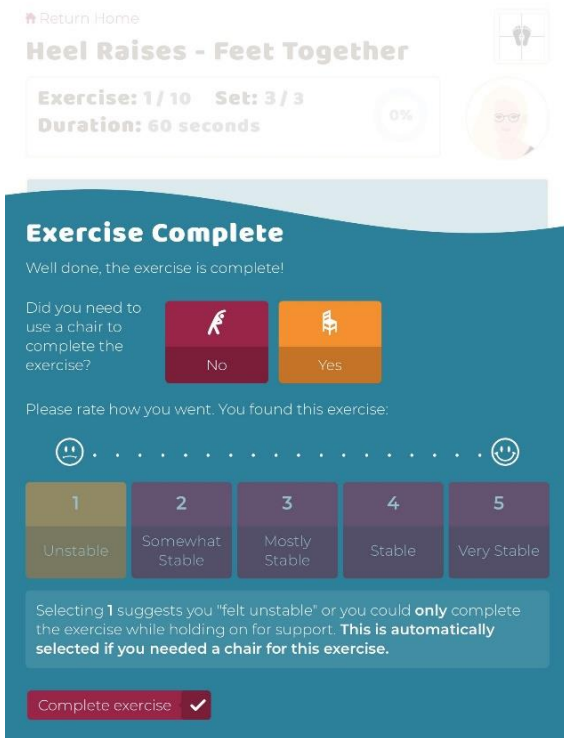


Figure 16. 'Yes' to using a chair

The first question you'll be prompted to answer is if you needed to use **chair** to complete the exercise.

- ✓ If you respond with **Yes** – you will not need to select a rating in the bottom section. It will automatically select '1- Unstable'. You will not be able to rate until become more comfortable/stable completing the exercise without assistance. Refer to Figure 16.



Figure 17. 'No' to using a chair

- ✓ If you respond **No**- you will be asked to select a number from '1 – Unstable' to '5- Very Stable' in the bottom section. Refer to Figure 17.

Pausing an exercise session



Figure 18. Exercise paused screen

If you need to walk away **mid-exercise**, tap '**Pause Exercise**' in the top left corner of the exercise screen.

Sessions are set to run for a **maximum time of 120 minutes**. This time will include when you are exercising, pausing the session, or if you've walked away and the screen timed out.

This feature will allow your exercise minutes to be saved, even if you have to leave the session half way.

On the pause screen, you can see '**Tips and hints**' for the exercise.

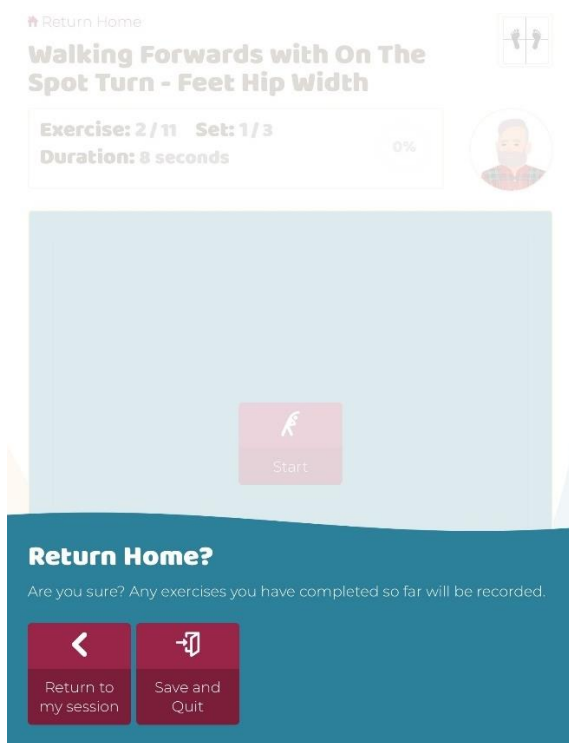


Figure 19. Save exercise minutes.

If you choose to '**Return to Home**' in the middle of the session (eg. you need to leave the house), you will be prompted to '**Save & Quit**', or '**Return to session**'.

If your screen prompts you with these options, and you choose '**Save & Quit**', this will save the exercise minutes you have completed thus far.

If you choose to '**Return to session**', you will be able to continue the session.

Note: you can stay on this page for the time you have left in the 120 minutes of the session.

Pausing an exercise session



Figure 20. Session expired.

If you have been inactive, or have paused for over 120 minutes, your session will expire.

The exercise minutes you have completed before this point will be saved.

If you would like to continue with your session, you will need to go 'Back to Home', and click 'Exercise' on the main menu to restart.

How much exercise should I do?

The *StandingTall* program recommends doing 120 minutes of exercise per week. The weekly exercise recommendations will start at 40 minutes, a level that is easy to manage. Each fortnight, the amount of exercise increases by 20 minutes. The aim is to gradually build up your sessions to accumulate a total of **120** minutes per week.



Figure 21. Exercise duration

With *StandingTall*, you get to decide when to exercise and choose the session duration:

- ✓ For example, during the first weeks, you could divide your 40-minutes across 3-4 days and exercise 10-15 minute per day.
- ✓ You can exercise as often as you like. If you want to exercise for longer than our recommendations, feel free to do so. However, make sure you pace yourself and take a break if you are feeling tired.
- ✓ Remember, only exercise minutes count, so the duration of the session will take longer

Progressing my exercises?

The exercises are tailored to your balance ability. As your balance improves, *StandingTall* will progress your exercises to ensure they remain challenging. Remember it is important to always exercise at a level you find challenging, yet safe.

By rating how you felt while performing each exercise, *StandingTall* will determine whether you need to progress to a more challenging exercise, keep working on the same level of difficulty, or work on less challenging exercises.

Rating your exercises

The aim is to perform the exercises without using your hands for support.

Please note: If you select 'Yes' to 'Did you need to use a chair to complete the exercise?', you will not need to select a rating in the bottom section. It will automatically select '1- Unstable'. You will not be able to rate the exercise until become more comfortable/stable completing the exercise without assistance.

Return Home

Heel Raises - Feet Together

Exercise: 1 / 10 Set: 3 / 3
Duration: 60 seconds 0%

Exercise Complete

Well done, the exercise is complete!

Did you need to use a chair to complete the exercise?

No Yes

Please rate how you went. You found this exercise:

1 2 3 4 5

Unstable Somewhat Stable Mostly Stable Stable Very Stable

Please select a rating to show how well you performed this exercise, where 5 is the best and 1 is the worst.

Complete exercise ✓

Rate 4 – 5 if you feel:

The exercise is not challenging and/or is easy without holding on for support.

*This will **progress** the exercise to the next level in your next session.*

Rate 2 – 3 if you feel:

The exercise is challenging, i.e. not too easy, not too difficult and/or you are able to complete the exercise with limited to no use of your support.

*This will **maintain** the exercise at the same level.*

Rate 1 if you feel:

The exercise is too difficult and/or you feel unsafe while performing it and cannot complete the exercise without holding on.

*This will take you back to **a less challenging** level.*

As your ability improves, *StandingTall* will unlock new exercises to help you stay motivated! When you unlock a new exercise, you may need to hold onto a chair until you familiarise yourself with the exercise.

Improving your balance takes time, practice and perseverance. Remember, it is up to you to allocate a special time to exercise each day if you want to see results.

In case of illness, injury or going away

What happens if I have been away, ill or have had an injury and have not exercised for a while?

If you have been away, ill or had an injury and have not been able to exercise for about 1 month, your exercises may need to be adjusted to suit your current ability. Please contact an exercise specialist or support person to have the program modified and to ensure it remains safe and appropriate for you.

If you have been in hospital, check with your doctor before resuming your regular exercise routine.

After 2 weeks of inactivity, the program will ask you to choose from a list of reasons why you haven't been using the program. Select a reason from the drop down menu and the **'Continue'**.

Reasons:

- ✓ I've been travelling
- ✓ I've been unwell or recovering from an injury
- ✓ I've been taking care of a partner who is unwell
- ✓ I've had a lack of motivation
- ✓ I've been too busy

We realise that it might be hard to keep the routine but it is important to exercise regularly for optimal results. If you stop exercising for **two weeks** or more, you may already start noticing it in your ability to keep your balance. That's why we will ask you to do a balance assessment to help you get back on track.

If you have been away, ill or had an injury and have not been able to exercise for **about 1 month**, your exercises may need to be adjusted to suit your current ability. We recommend getting in contact with your exercise specialist to assist with this modification and to ensure the program is still safe and appropriate for you. If you feel confident to do so or under the guidance of your exercise specialist you can adjust your exercise setting by pressing the Settings icon near the top right corner. Under Preferences, select **'Exercises'**. You can modify which exercises are included in the program by switching on and off the different options e.g. foam and block. Once you have been back exercising for a while, you can return to this page and switch the exercises back on so that they are included in your regular exercise routine.

In the case of an adverse event

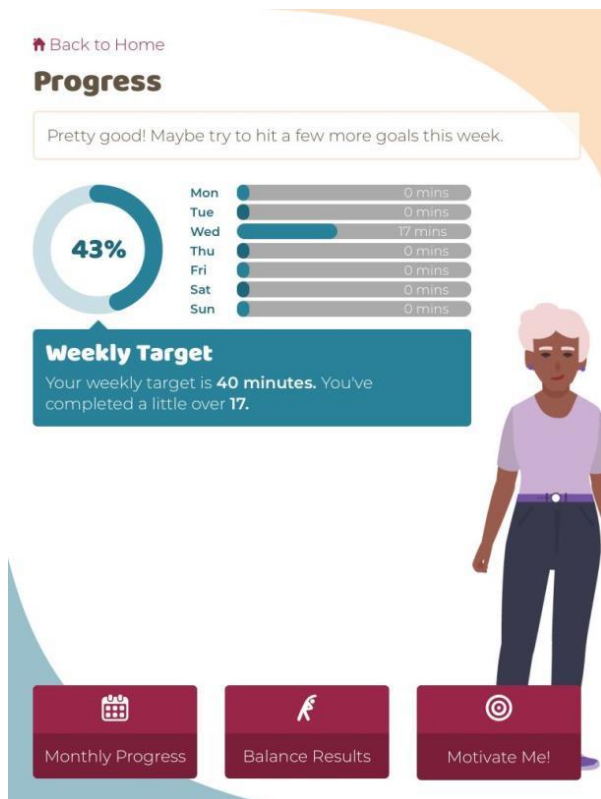
In the event of a fall or injury while exercising:

- In an emergency call '000' in Australia, or '999' in the United Kingdom
- Please report all adverse events to your local *StandingTall* contact and/or, if in Australia, phone the *StandingTall* Helpline on (02) 9399 1083, if in the UK email: StandingTaller@manchester.ac.uk
- You should also inform your health care professional



Features of *StandingTall*

1. Review your Progress

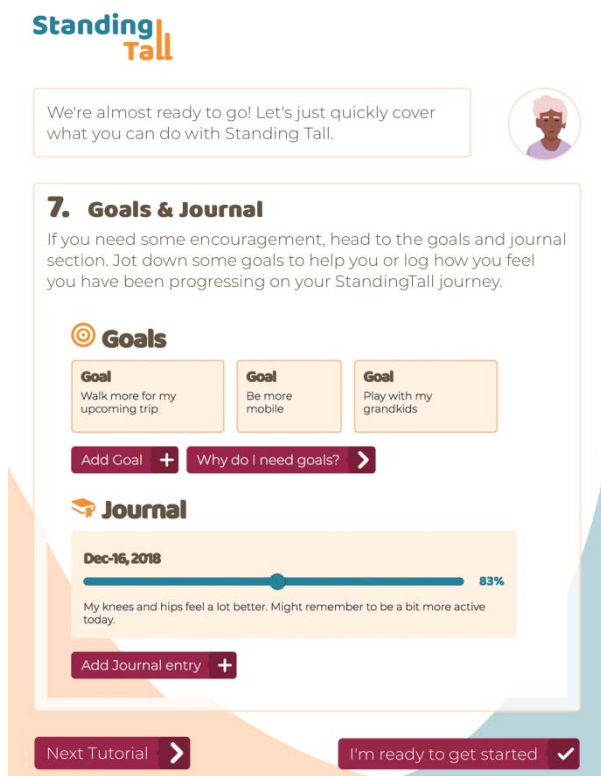


You can view:

- ✓ Number of minutes you have done for the week, or each month
- ✓ Minutes of exercise you have remaining this week
- ✓ The results of your balance assessments

You can get some added inspiration by tapping the **'Motivate Me'** button. You'll get an inspirational quote and a reminder of any goals you may have set.

2. Get motivated with your Goals & Journal



If you need some encouragement, head to the **'Goals & Journal'** section on the main menu. Goals are a great way to keep focussed on your *StandingTall* journey. Setting small sub-goals or actions will help you achieve bigger goals. You can also add to your journal to help keep track of your goals.

Use goals and the journal to track what is most important to you. Just press **'Add Goal'** and choose a goal that suits you best, or enter a custom goal for a more personalised approach. Once you've created your goal, press **'Save'**.

Some example goals might include:

- ✓ Establishing a routine: I will exercise 2 times per week for a month
- ✓ Improving your balance: I will stand on one leg for 10 seconds in a fortnight

Features of *StandingTall*

3. Scheduling exercises with the Calendar

Standing Tall

We're almost ready to go! Let's just quickly cover what you can do with Standing Tall.



6. Calendar

We can remind you to exercise! Select a day and time to be reminded each week. Make sure you allow Notifications to be sent under Settings.



Next Tutorial > I'm ready to get started ✓

StandingTall can remind you to exercise!

You can set yourself reminders to exercise at specific times of the week.


A reminder on your device will sound 10 minutes before the nominated time. Use the **'Add new calendar item'** to set up the time and day you would like to exercise and press **'Save'**.

Your calendar items will be saved and you can edit and remove them as you like.

4. Get help and FAQ

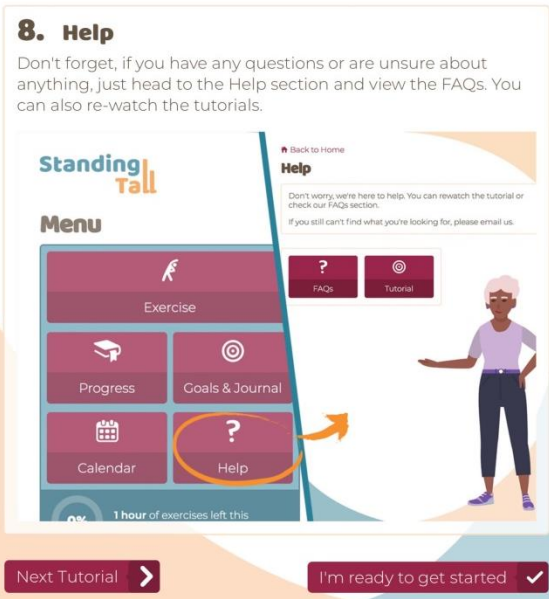
Standing Tall

We're almost ready to go! Let's just quickly cover what you can do with Standing Tall.



8. Help

Don't forget, if you have any questions or are unsure about anything, just head to the Help section and view the FAQs. You can also re-watch the tutorials.



Next Tutorial > I'm ready to get started ✓

If you have any questions, just head to the **'Help'** section on the main menu. Here you can find Frequently Added Questions (FAQ) and review the tutorial. If you still need help, ask an exercise professional for help with the exercises.

Settings and profiles

Settings

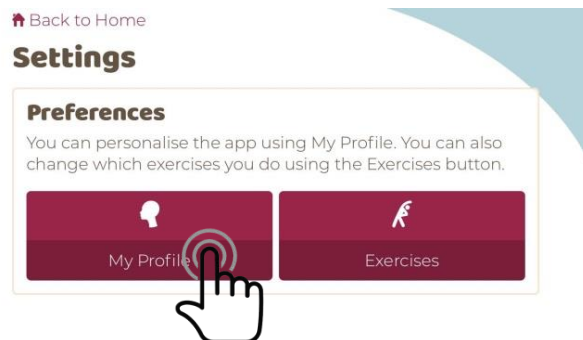
To open 'Settings', press the red cog icon near the top right corner of the main menu.



Preferences

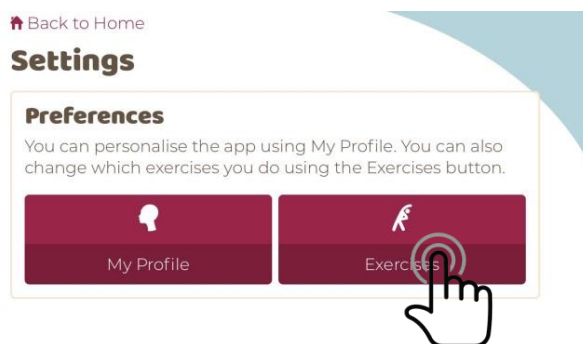
My Profile (for Australian users only, users in the UK should not enter profile information)

Add a profile, edit your profile and personalise your settings. Filling in the profile details is optional e.g. personal details, employment status and, home life and health questions (for Australian users only, users in the UK should not enter profile information). You will need to remember your username and password so that you can login to the *StandingTall* program at any time. Multiple profiles may be added on a single device; however you must log out each time you wish to switch users. This function requires an internet connection in order to save the data from the exercise sessions you have completed. The logout button is located at the bottom of the 'Profiles' page.



Exercises

StandingTall has been designed to individually tailor the balance exercises to your ability. The program will automatically increase/decrease checkpoints based on your exercise rating for each session. Only adjust the checkpoint settings if you have not exercised in a while, or need to modify the exercises to match your current balance ability. You can also modify which exercises are included in the app by switching on and off the different exercise modalities (Foam, Box, Dartboard and Grid).



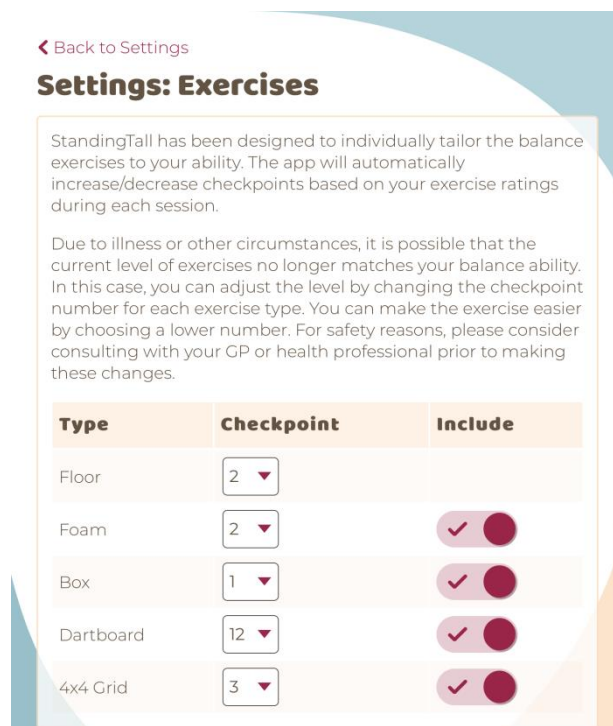
Settings and profiles

Checkpoints

If the exercises at the current level do not match your balance ability, you can adjust the level by changing the checkpoint number for each exercise type.

To make the exercise easier, decrease the checkpoint number. To make the exercise more challenging, increase the checkpoint number. Use the drop down menu next to the exercise **'Type'** to adjust and change the checkpoint number.

For safety reasons, only adjust the checkpoints by 1-2 levels at a time. If you need help with adjusting the exercise difficulty/challenge and/or the types of exercises we recommend you get in touch with your exercise specialist e.g. physiotherapist.



Please note: it is important to rate the exercises you perform each session as honestly as possible so that the exercises you are given reflect your ability.

You can also enable/disable different types of exercises e.g. exercises that require equipment like an exercise block/box and foam. To disable/remove an exercise type e.g. box, tap on the tick to make it a X. To enable/add an exercise type, tap on the X to make it a tick.

Dosage: A systematic review of balance and exercise research showed that people who did challenging balance exercises for 2 hours a week and sustained that for 6 months had a 42% reduction in falls. This finding is the basis for our recommendation of 2 hours a week in order to have an effect.

Notifications: If notifications are turned on, this allows StandingTall to send you notifications about when you have scheduled the exercises in your calendar. You can change your notifications settings in the Settings app of your device.

Settings and profiles

Profiles

To open, press the **'Profile'** image icon in the top right corner.

Select 'Add Profile' and start filling in your details in the text fields (**this is optional and for Australian users only; users in the UK should not enter profile information**). You can logout by pressing the button at the bottom of the page, or return to the home page by pressing 'Back to Settings' at any time.

Standing
Tall
Menu



Tech troubleshooting

Occasionally, during set-up or when using the *StandingTall* program technical issues occur. If they do, please follow these troubleshooting tips. There are also instructions on our website:

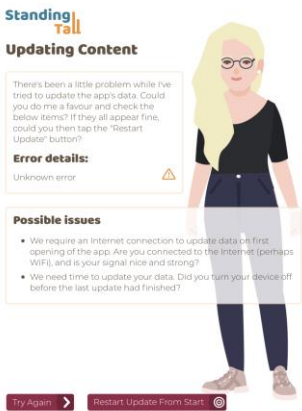
<https://www.standingtall.org.au/faq/>

If you are unable to resolve the issue please contact your local *StandingTall* study staff, or if in Australia, email: standingtaller@neura.edu.au and/or call (02) 9399 1083, if in the UK, email:

StandingTaller@manchester.ac.uk

Problem	Check	Solution
App won't download	<p>iOS Version 12 or higher is required for Apple devices</p> <p>Use a web browser other than Internet Explorer e.g. Edge, Chrome, Firefox</p> <p>Check WiFi/internet connection and speed (you can use an internet speed test to do this)</p>	<p>If you are using an Apple device with iOS version below 12 – do you have an alternate device? E.g. laptop</p> <p>Try disconnecting and reconnecting to WiFi</p> <p>Check internet speed, ideally, internet speed should be: >10Mbps download >1Mbps upload</p>
Bad User Credentials	<p>Are you using the correct password (without any additional spaces)?</p> <p>Is login email correct?</p>	<p>Did you select 'Show password as plain text' during the login process to confirm any additional characters during your first login</p> <p>If you have forgotten your password, select the 'Forgot Password' button on the login screen</p> <p>Ask your local <i>StandingTall</i> study staff or exercise specialist e.g. physio to reset your password</p>
Balance Assessment Freezes	<p>Check WiFi/internet connection and speed (you can use an internet speed test to do this)</p>	<p>Check internet speed, ideally, internet speed should be: >10Mbps download >1Mbps upload</p> <p>Try disconnecting and reconnecting to WiFi</p> <p>Try manually closing the app and restarting (double click on the home button for iPad and swipe app up). See https://support.apple.com/en-au/HT201330</p> <p>Turn the device on and off again</p> <p>Uninstall and reinstall the App (last resort)</p>

Tech troubleshooting

Problem	Check	Solution
<p>Videos not working or pictures not appearing on the 'how-to-page'</p>	<p>Check WiFi/internet connection and speed (you can use an internet speed test to do this)</p>	<p>Check internet speed, ideally, internet speed should be: >10Mbps download >1Mbps upload</p> <p>Disconnect and reconnect to WiFi</p> <p>Uninstall and reinstall the App (last resort)</p>
<p>Updating content error message:</p> 	<p>Check WiFi/internet connection and speed (you can use an internet speed test to do this)</p> <p>This message will only occur if app is already downloaded and has been accessed</p>	<p>Try the 'Try again' and 'Restart Update from Start' buttons</p> <p>If the 'Try again' and 'Restart Update from Start' buttons don't work:</p> <p>Try manually closing the app and restarting (for iPads double click on the home button and swipe App up), then restart the App</p> <p>Turn device on and off</p> <ul style="list-style-type: none"> • May need to be repeated <p>Disconnect and reconnect to WiFi</p> <p>Check internet speed, ideally, internet speed should be: >10Mbps download >1Mbps upload</p>
<p>Problem not listed on this sheet?</p>	<p>Contact the local <i>StandingTaller</i> study staff, or if in Australia, email: standingtaller@neura.edu.au, or phone (02) 9399 1083, if in the UK email: StandingTaller@manchester.ac.uk</p>	

Contacts

In the case of an adverse event

In the event of a fall or injury while exercising:

- In an emergency call '000' in Australia, or '999' in the United Kingdom
- Please report all adverse events to your local *StandingTall* contact and/or, if in Australia, phone the *StandingTall* Helpline on (02) 9399 1083, if in the UK email: StandingTaller@manchester.ac.uk
- You should also inform your health care professional



In the case of technical issues

- Please visit the tech issues section of this manual
- Visit the FAQ section of our website <https://www.standingtall.org.au/faq/>
- Phone or email your local *StandingTall* contact
- If in Australia, email the study helpline standingtaller@neura.edu.au
- Or, if in Australia, phone the *StandingTall* Helpline on (02) 9399 1083
- If in the UK email: StandingTaller@manchester.ac.uk
-

For any other study related issues:

- Phone or email your local *StandingTall* contact
- If in Australia, email the study helpline standingtaller@neura.edu.au
- Or, if in Australia, phone the *StandingTall* Helpline on (02) 9399 1083
- If in the UK email: StandingTaller@manchester.ac.uk