Frequently Asked Questions

Most common FAQs

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 program 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 Well-being. This will not include any information about who is using it.

I am currently using other NHS or counselling services, will they have access to my Wysa data?

No. Nobody else will know whether or not you are using Wysa.

Will my school have access to my conversations with Wysa?

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

Will this help my well-being?

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 or text. 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.

Who can I contact with comments and suggestions regarding Wysa?

We love to hear from people who have been using Wysa. Please email insight@wysa.io with any comments, suggestions or feedback regarding Wysa.

Troubleshooting

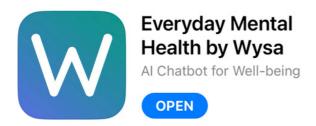**I've scanned the QR code but it is asking for a code**

Some iOS/Apple devices might not register by just using the QR code. If it asks you for a code, please input the code shared for your location. You can find this on either the posters or business involvement cards.

For Dudley use code: BCDU2023
For Sandwell use code: BCSA2023
For Walsall use code: BCWA2023
For Wolverhampton use code: BCWO2023

The QR Code won't work

You can download the app from the app / Playstore and input one of the codes above. It is called Everyday Mental Health by Wysa and looks like this:

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 using the QR code provided.

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