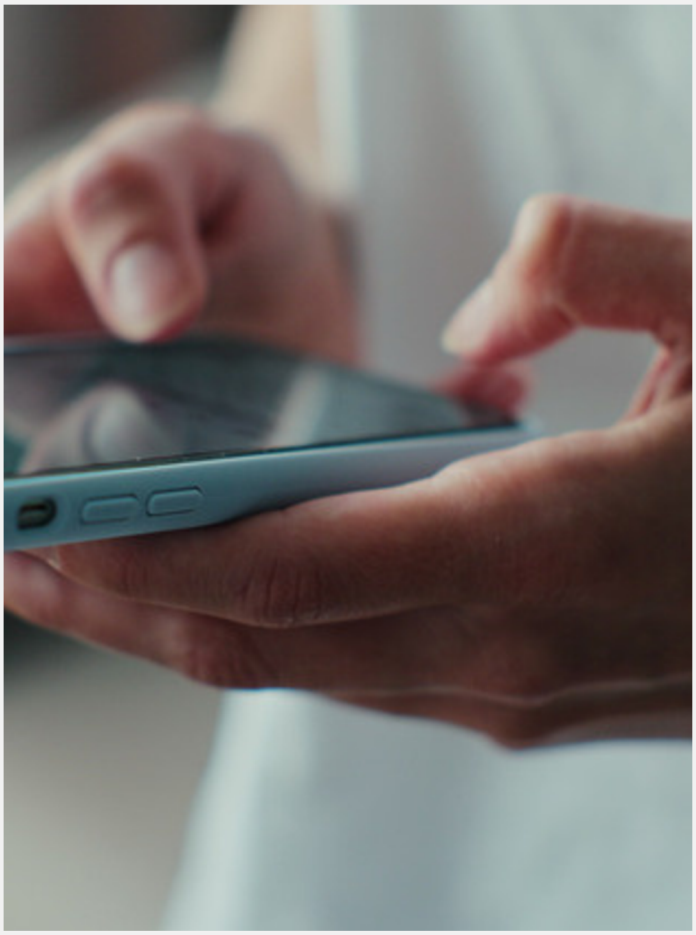
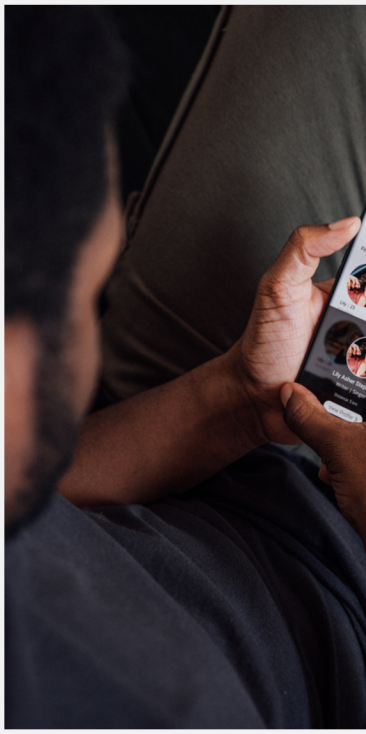
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USER GUIDE AI-INCLUSION







IKASIA TECHNOLOGIES · REDTREE · smallcodes · "IN-SITU" SOCIAL C-LM · RÉPUBLIQUE FRANÇAISE Liberté Égalité Fraternité · greta AUVERGNE · IHA INTEREUROPEAN HUMAN AID ASSOCIATION

This document is the result of the Erasmus Plus project “THE INVISIBLES: INNOVATIVE TECHNOLOGY AND NON FORMAL DIGITAL TRAINING TO REACH THE INCLUSION OF HOMELESS YOUTH.” This project has been funded with support from the European Commission. This publication reflects the views only of the author, and the Commission cannot be held responsible for any use which may be made of the information it contains.



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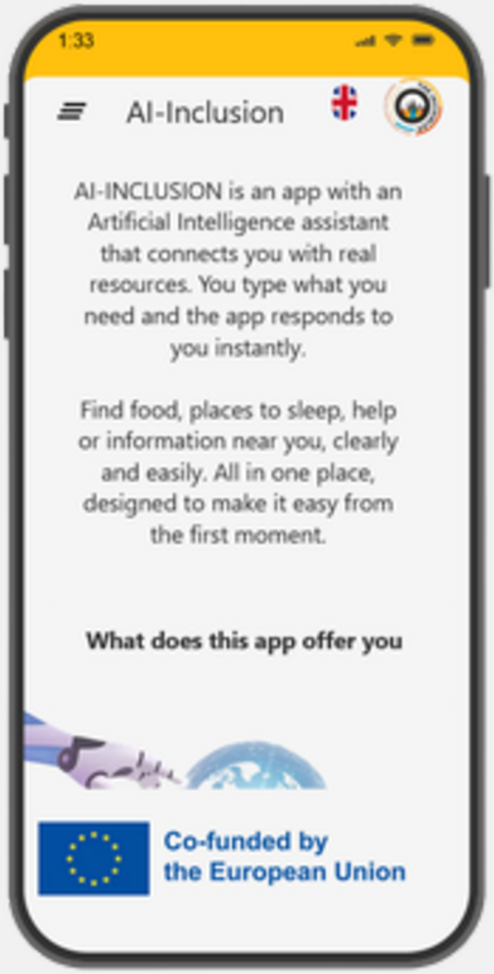
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WHAT IS AI-INCLUSION?



AI-INCLUSION is a free mobile app that helps you find what you need, right when you need it. It's easy to use and designed to support you, not complicate your life.

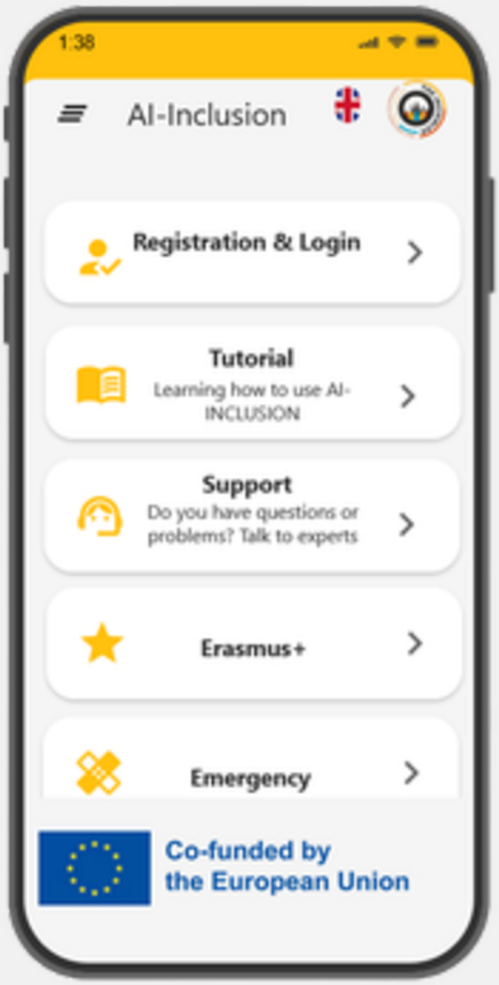
AI-INCLUSION uses artificial intelligence to understand you and offer clear, fast, and helpful options. The idea is that you're not alone and that you can access resources easily, directly, and without complications.

Need a place to eat, sleep, get help, or find information? Just open your AI assistant and type it in. The app will show you real, free, and nearby places you can go right now.

AI-INCLUSION IS HERE TO HELP YOU, GUIDE YOU, AND MAKE THINGS EASIER FOR YOU.



DISCOVER THE APP: PUBLIC AREA



Discover what AI-Inclusion is and access the basic tools without registering. When you enter the app, the first thing you see is the public area.
In this section you will find:

INFORMATION ABOUT THE APP

Discover what the app is and how it can help you.

LOGIN / REGISTER

Create your account or log in to access all features.

USER GUIDE

Learn step by step how to use the app easily.

SUPPORT

Submit a request if you need help or have a problem.

EMERGENCIES

Call 112 if you need help or are in danger.

ERASMUS +

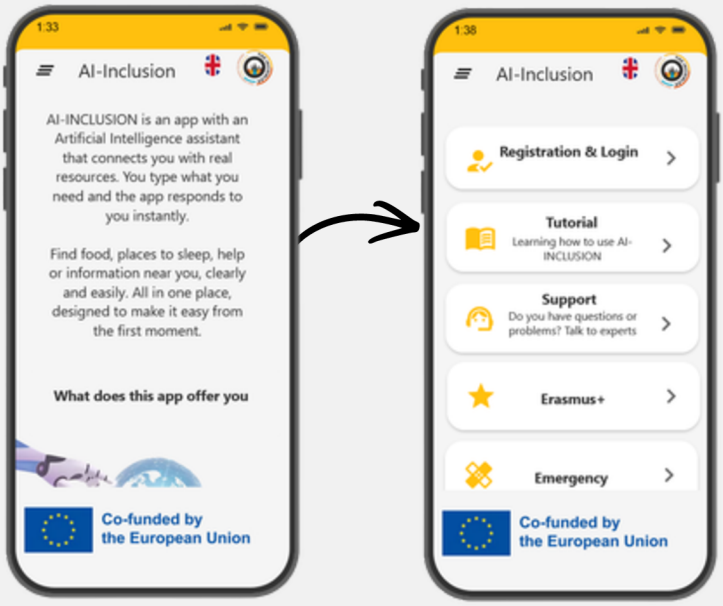
Discover the Erasmus Plus program and the opportunities it can offer you.

THE INVISIBLES

Learn about the project that made this app possible.

NAVIGATE THE PUBLIC AREA

You can access the different sections of the public area in two simple ways:



FROM THE MAIN SCREEN

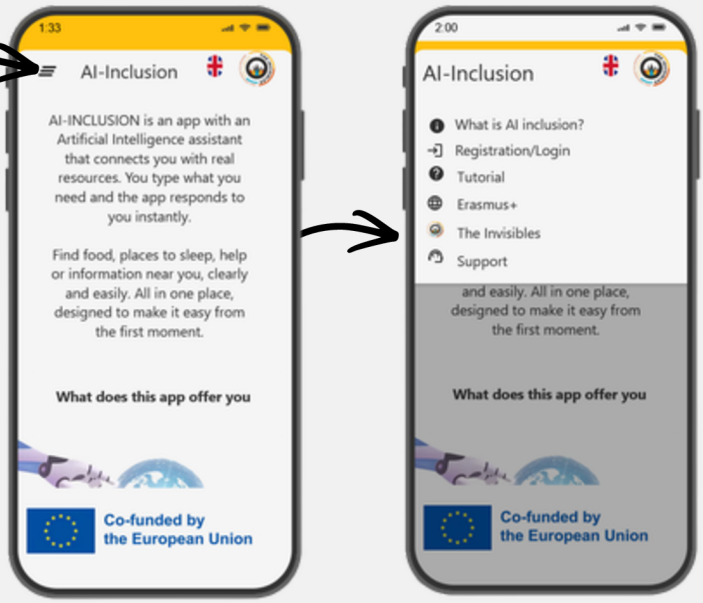
Scroll down and select the option you need.



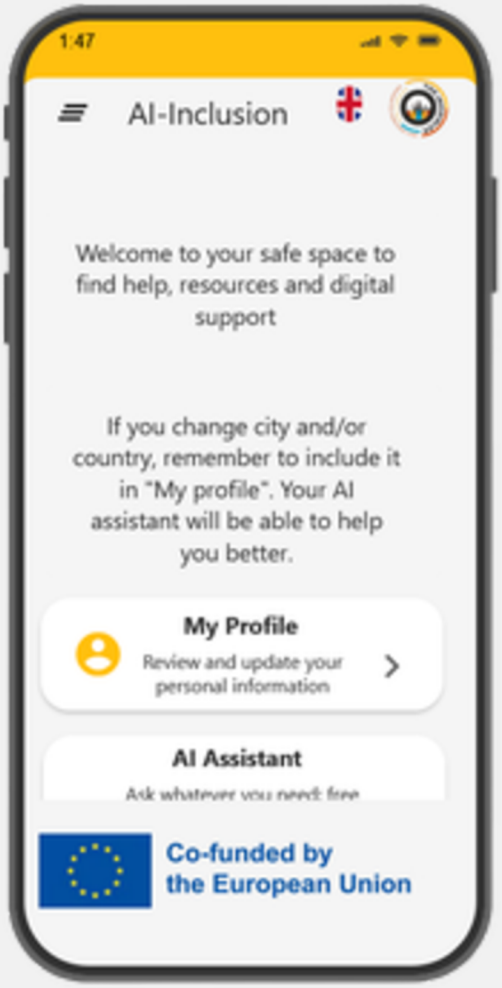
FROM THE MENU

Open the menu at the top left to see all available sections and quickly access them.





START USING THE APP: USER AREA



Here you have access to all the app's main tools for your day-to-day life.
In this section you will find:

MY PROFILE

Manage your personal information and adjust your account.

MY AI ASSISTANT

Your AI assistant to find free social resources near you.

RESOURCES

Access resources that will help you face challenges such as job interviews, creating your CV, looking for work, gaining self-confidence...

SUPPORT

Submit a request if you need help or have a problem.

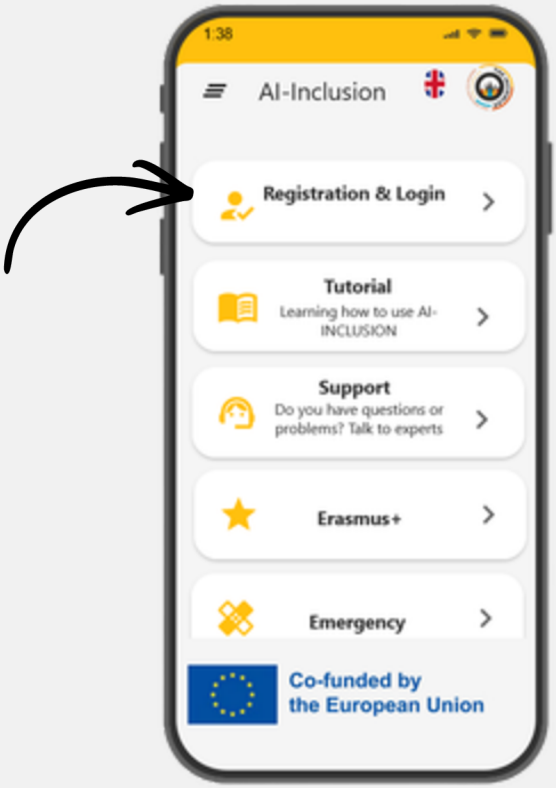
DIGITAL HOME

Log in to your cloud storage to access your files

CHAT

Speak with professionals depending on your situation or need.

NAVIGATE THE USER AREA



STEP 1. LOG IN/REGISTER

1

Register

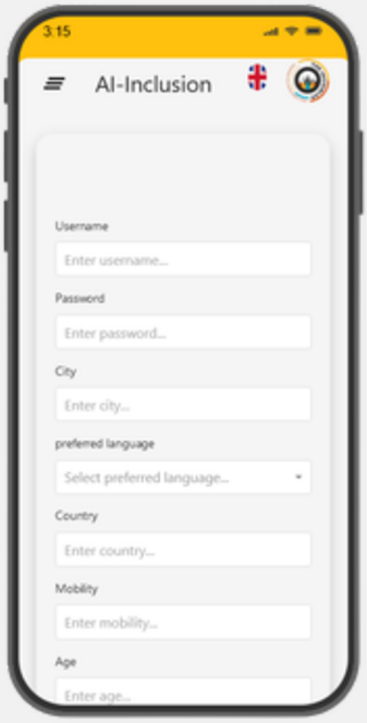
The first step to access the user area is to register (or log in if you have already registered).

To do this, click on "REGISTRATION/LOGIN" in the public area.

2

Fill in all the fields

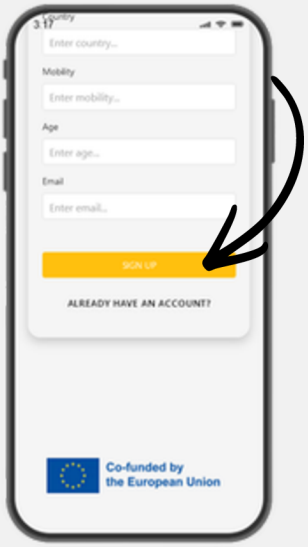
These fields have been chosen so that the AI assistant can help you better.



3

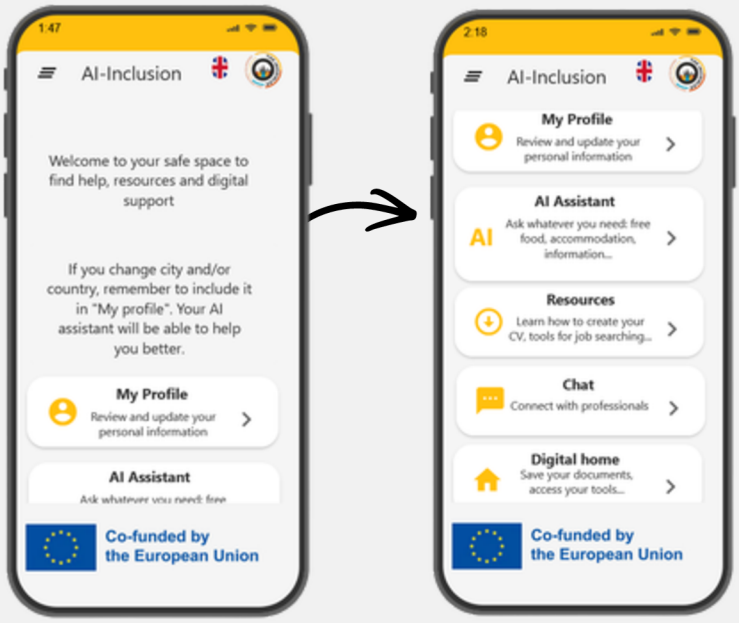
Sign up

To complete the process, click on "sign up"



STEP 2. NAVIGATE THE MAIN PAGE OF THE USER AREA

Once you have entered the user area, you can access the user area spaces in two simple ways:



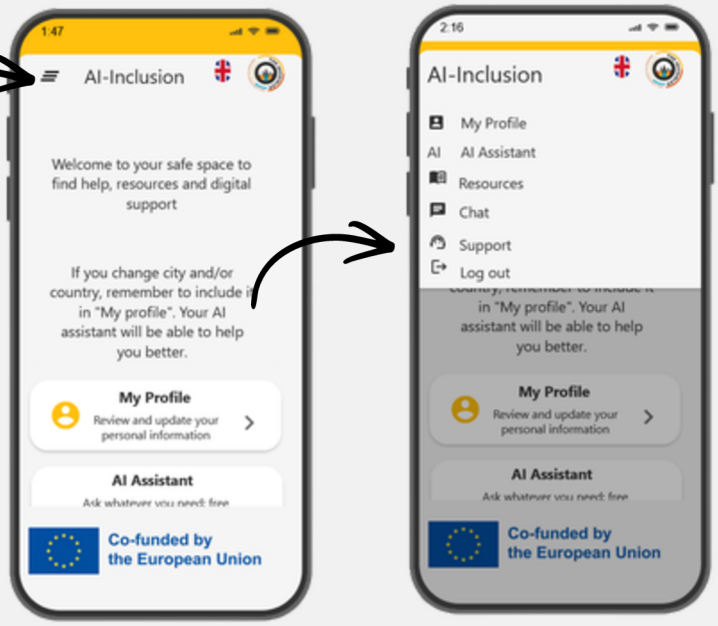
FROM THE MAIN SCREEN

Scroll down and select the option you need.

FROM THE MENU

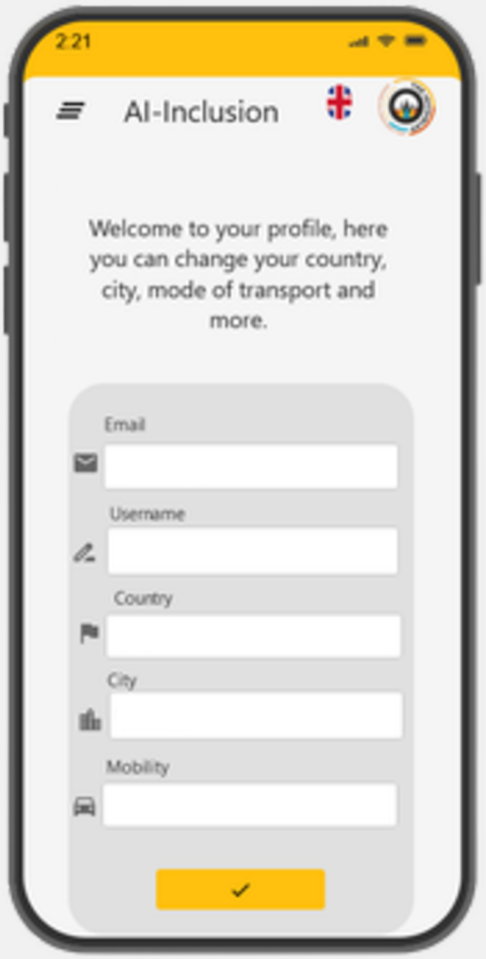


Open the menu at the top left to see all available sections and quickly access them.



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MY PROFILE



In your profile you will find your personal information within the app.
Here you can view and edit:

- **Email**
- **User name**
- **Country**
- **City**

It is very important to select the city you are currently in.
If you move to a different city, remember to update this information in your profile.
This will allow My AI Assistant to offer you help and resources more tailored to your location.

- **Mobility**

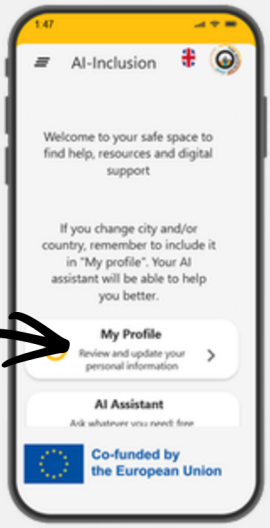
Indicate how you can get around: on foot, by bicycle, public transport, or other options.



YOUR PROFILE HELPS YOUR AI ASSISTANT WORK BETTER

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STEPS TO ACCESS YOUR PROFILE



1

Access your profile

The first step to access your profile is by clicking the button on the main page of your user area or from the menu.

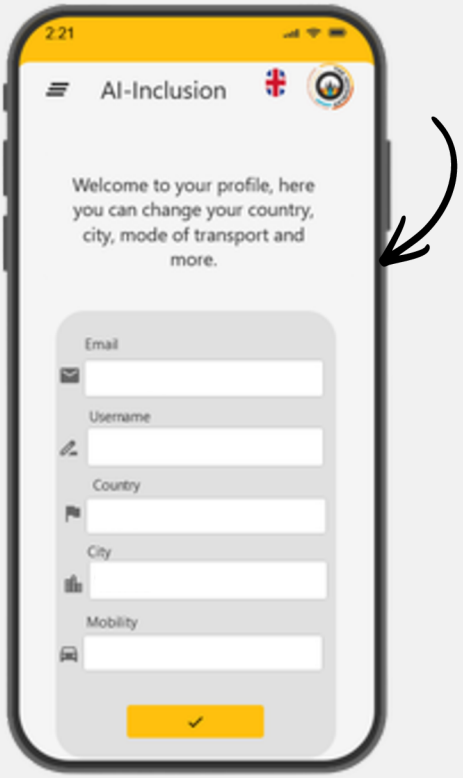
2

Welcome to your profile

From here you can see all your information and change whatever you need.

REMEMBER, IF YOU CHANGE CITIES, UPDATE THIS INFORMATION IN YOUR PROFILE.

THIS WILL ALLOW MY AI ASSISTANT TO OFFER YOU HELP AND RESOURCES MORE TAILORED TO YOUR LOCATION.

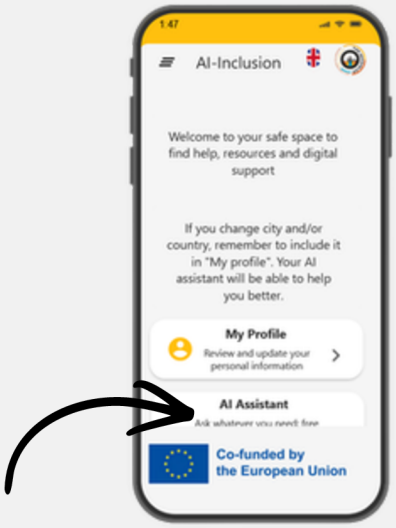


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MY AI ASSISTANT

It's your personal assistant for finding free social resources near you. You can ask it about soup kitchens, shelters, health centers, legal advice, training courses, clothing, and much more. It works in multiple languages and remembers your conversation to give you increasingly helpful answers.

STEPS TO USE IT



1

Access your AI assistant
The first step to access the AI assistant is by clicking the button on the main page of your user area or from the menu.

2

Write what you need
At the bottom, write the message you want to send. The following pages of this guide offer tips and advice on how to communicate with them.



3

Receive your response
You'll see a 30-second countdown while the AI analyzes your request to offer you free resources tailored to you.



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HOW CAN IT HELP YOU?

The AI assistant is ready to guide you in these areas:

HIM	EXAMPLES OF WHAT YOU CAN ORDER
Feeding	Soup kitchens, food banks, free food distribution
Accommodation	Shelters, night shelters, reception centers, rental assistance
Health	Public health centers, social pharmacies, emergency rooms
Clothing and supplies	Free wardrobes, hygiene kits, furniture banks
Employment and training	Free courses, employment agencies, qualification validation
Legal information	Immigration, registration with the municipality, legal aid, rights
Emotional support	Free helplines, public psychological support
Translation	Translation of messages and interpretation of help texts

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HOW TO WRITE TO AI?

You don't need to use technical terms or write in any special way. Simply write what you need as you would to a person. The AI understands messages in any language and in any format.

EXAMPLES OF MESSAGES THAT WORK WELL

	Messages that the assistant understands perfectly
✅	"I need to eat, I'm in Valencia."
✅	"Where can I sleep tonight?"
✅	«I need to see a doctor but I don't have insurance»
✅	"I'm cold and I need clothes"
✅	"I want to have my university degree recognized"
✅	"I need a free lawyer in Madrid"

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MESSAGES THAT THE ASSISTANT CANNOT RESPOND TO

	Examples of what they CANNOT answer
✗	Sports results, news, politics
✗	Cooking recipes, jokes, horoscope
✗	Recommendations for movies, music, or books
✗	General knowledge questions ("capital of...", "who invented...")



THE ASSISTANT IS DESIGNED EXCLUSIVELY FOR SOCIAL ASSISTANCE ISSUES. IF YOU ASK ABOUT OTHER TOPICS, IT WILL POLITELY INFORM YOU AND REMIND YOU HOW IT CAN HELP YOU.

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TIPS FOR GETTING BETTER ANSWERS

1. Enter your city

Although the AI assistant can use the city from your registration, if you mention where you are ("in Madrid", "in Barcelona") you will get more accurate results.

2. Ask for more options

If the initial results don't convince you, you can say "give me more", "other places" or "something closer" and the AI assistant will show you new resources.

3. Ask for details

After receiving a list of sites, you can ask for the opening hours, phone number or address of a specific one ("the phone number of the first one", "opening hours of the second one").

4. Ask for directions

You can ask "how do I get to the first one?" and the AI assistant will give you public transport directions.

5. Change the subject whenever you want

You can switch from asking for food to asking for clothes or a job without any problem.

6. Use any language

Write in your language. The AI assistant will respond in that same language.

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WHAT KIND OF RESPONSE ARE YOU GOING TO RECEIVE?

The AI assistant will respond to you as a person working in a social services center would. For each resource it suggests, it will try to give you:

- The site name with a link to Google Maps (when available)
- The physical address
- Contact phone number
- Schedules (when available)
- A brief explanation of what they offer and how to access it

ALL THE RESOURCES IT SUGGESTS ARE FREE. THE AI ASSISTANT AUTOMATICALLY FILTERS OUT PAID SERVICES TO SHOW YOU ONLY FREE OPTIONS.



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YOUR PRIVACY

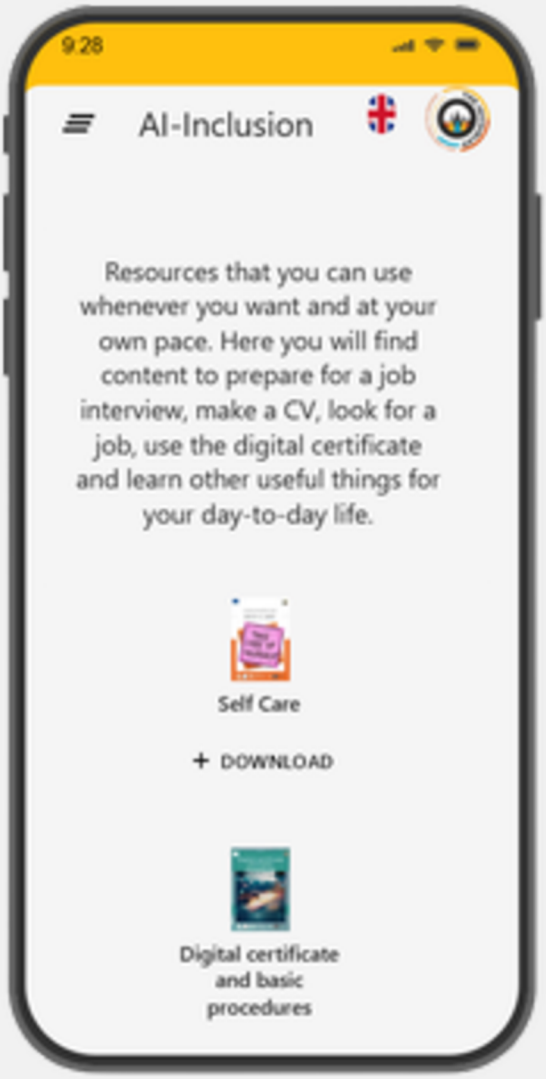
The AI assistant remembers your conversation for 7 days to provide you with smoother assistance if you return. After that time, the conversation is automatically deleted, and the next time you use the service, it will be like starting from scratch. The data that is saved (city, query category, age) is not personally identifiable and is used solely to improve the service.

IF YOU ARE GOING THROUGH A DIFFICULT TIME

The AI assistant is designed to detect situations of emotional distress. If you express that you're going through a very difficult time, the AI assistant will automatically offer you free helplines and professional support centers in your area. You don't have to ask for help in any specific way: simply type what you're feeling.

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RESOURCES



Access practical materials that you can use at your own pace to improve your skills and prepare for new challenges.

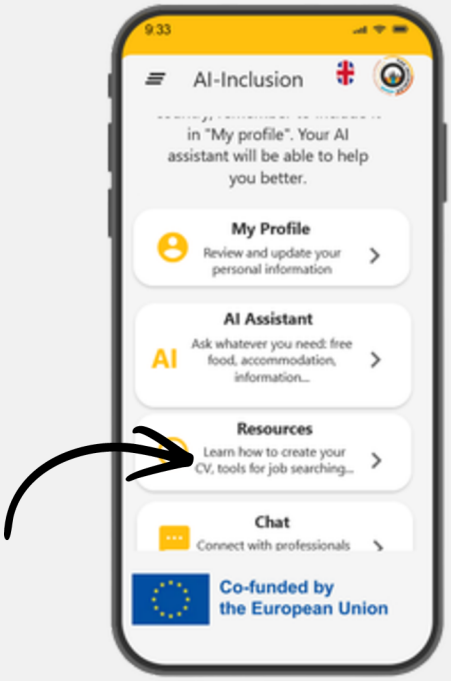
You will find resources that will help you to:

- Preparing for a job interview
- Learn how to write your CV
- Looking for a job
- Use the digital certificate
- Gain confidence in yourself
- Develop new skills for your daily life

You can consult them whenever you want and advance step by step, according to your needs.



STEPS TO ACCESS RESOURCES



1

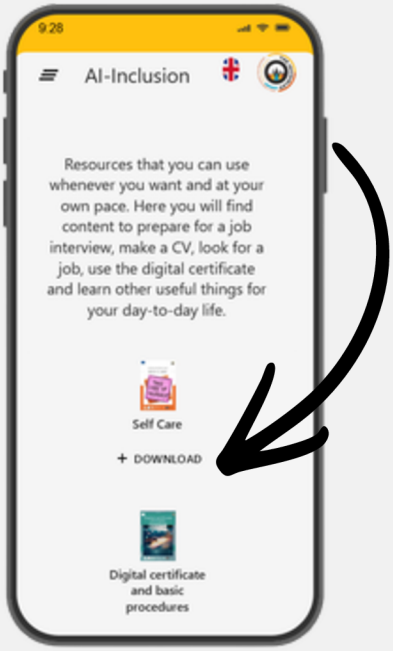
Access the resources

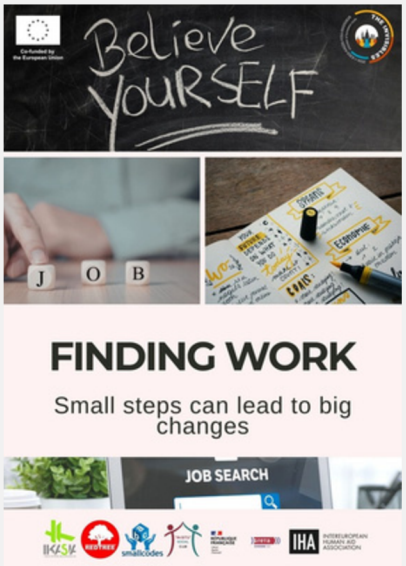
The first step to access your profile is by clicking the button on the main page of your user area or from the menu.

2

Download the resource you need

Click on "+ DOWNLOAD" to download the resource you want in PDF format.





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CHAT



The chat allows you to get in direct contact with professionals who can help you according to your needs.
You will be able to speak with:

- NGO members
- Specialized associations
- App technical support

You just have to select who you want to talk to and start the conversation.

This chat is designed to provide you with secure support. Therefore, you will only be able to communicate with professionals and not with other users.

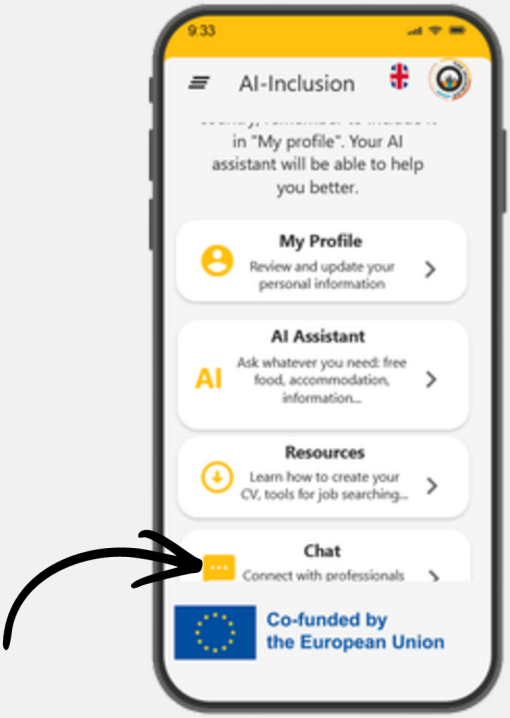
THIS SERVICE DOES NOT OFFER MEDICAL OR MENTAL HEALTH SUPPORT, SO WE CANNOT ANSWER QUESTIONS ABOUT SPECIFIC CASES.
IT IS NOT AN EMERGENCY SERVICE EITHER.

IF YOU NEED URGENT HELP OR MEDICAL OR MENTAL HEALTH SUPPORT, CONTACT THE RELEVANT SERVICES.



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STEPS TO ACCESS THE CHAT



1

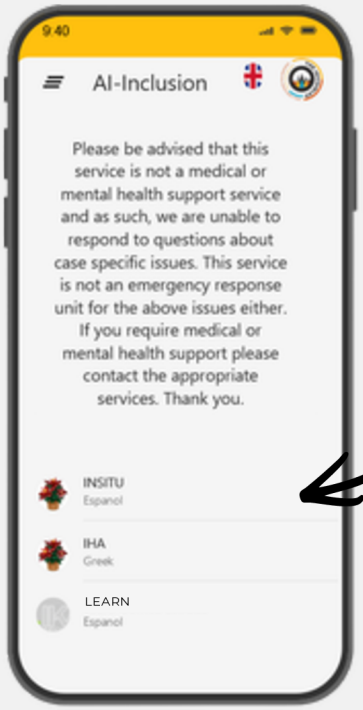
Access the chat

The first step to access the chat is by clicking the button on the main page of your user area or from the menu.

2

Who do you want to talk to?

Select the person you want to talk to. This chat has been created so you can talk to members of the NGO Intereuropean Human Aid Association (Greece), In-Situ Social CLM (Spain), or Ikasia to receive technical support in using the application.



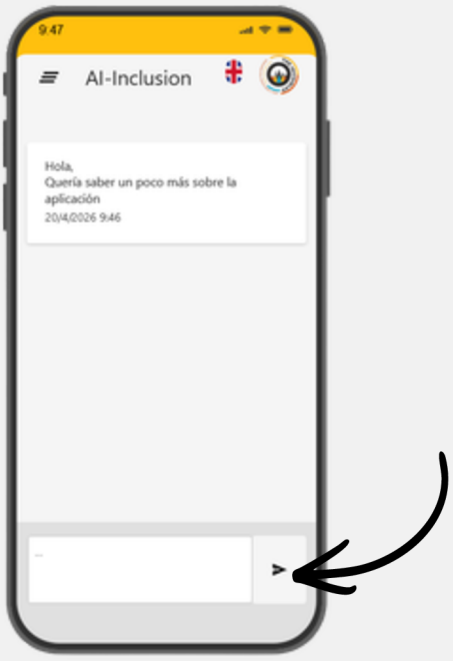
3

He begins to speak

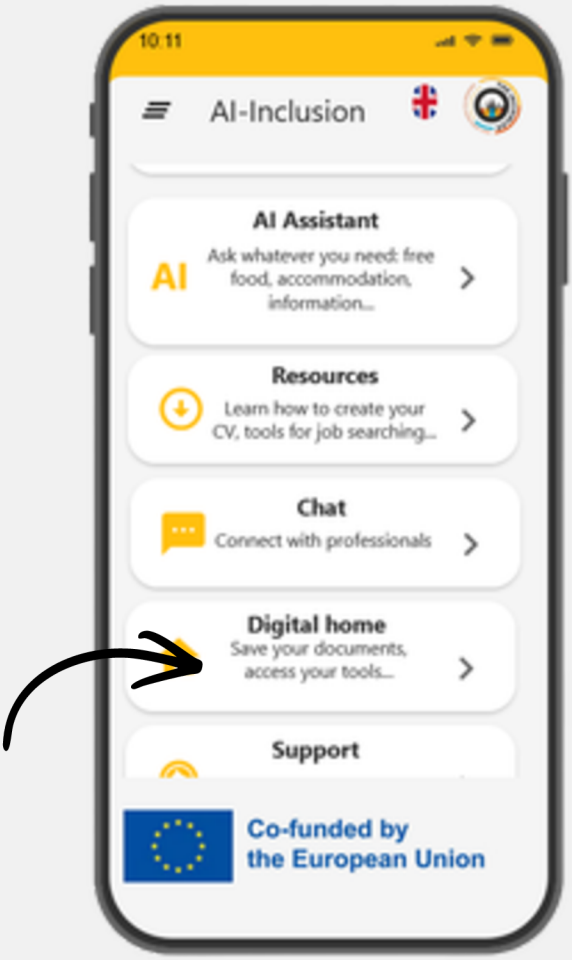
Once you have selected who to talk to, the chat will open so you can send them all the messages you need.

Write a message at the bottom and click the arrow to send.

The team at the organization you're going to talk to will receive a notification and will respond as soon as possible.



DIGITAL HOME



Digital Home is your personal space in the cloud, where you can securely store and organize your documents.

From this section you can directly access your personal storage to save important information such as:

- CV and personal documents
- Resources downloaded from the app
- Important information for your daily life
- Privacy and security

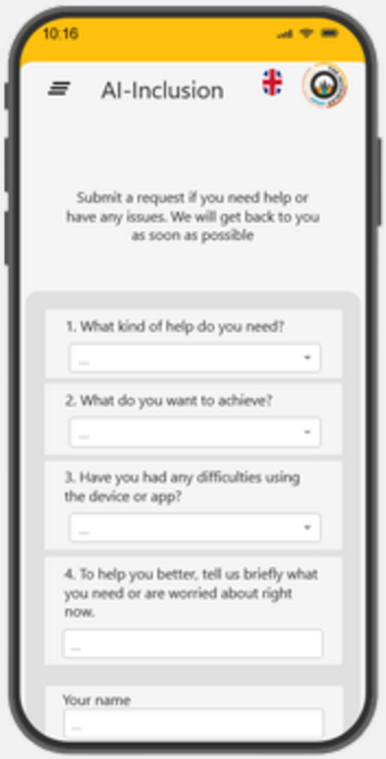
To ensure your privacy and the security of your data, Digital Home redirects you to your personal space in the cloud outside of the app.

This way, you maintain total control over your information and decide what to save and how to organize it.

You can access your Digital Home whenever you need it and from any device.

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SUPPORT



The “SUPPORT” section allows you to easily request help directly from the app.
Through this form, you can request support to use the app.
Once you complete the form, the team will review your request and get back to you as soon as possible.

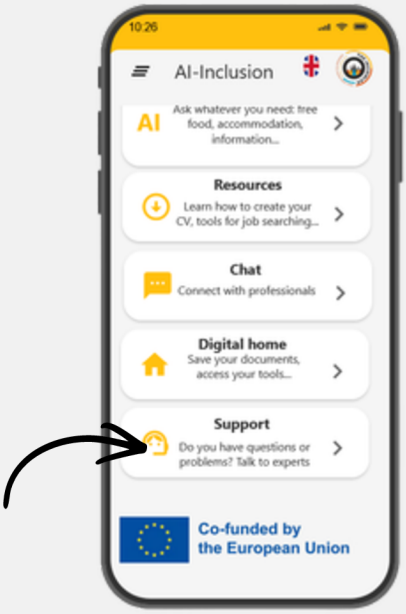
What can you use Support for?

- You can request help for:
- Get answers to your questions about using the app
- Get support with your device
- Get guidance on social services
- Talk to an expert
- Receive personalized guidance



FROM HERE YOU CAN ASK FOR HELP WHEN YOU NEED IT, WHETHER IT'S TO USE THE APP OR FOR THE TEAM TO GUIDE YOU AND REVIEW YOUR CASE IF YOU NEED IT.

STEPS TO ACCESS



1

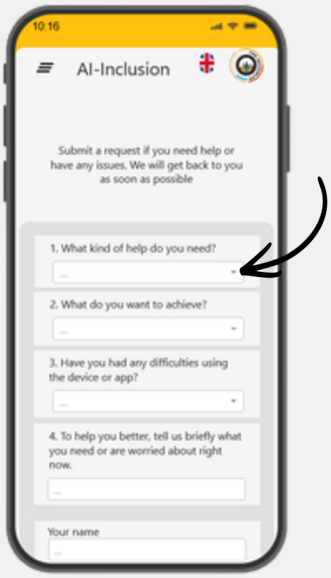
Access "Support"

The first step to access is by clicking the button on the main page of your user area or from the menu.

2

Fill out the form

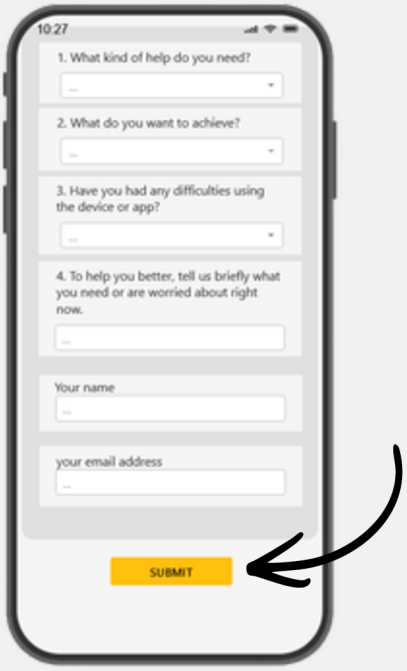
Fill in all the fields on the form.



3

Submit the form

Click on "submit" and you will receive a response as soon as possible.



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