FOCUS FAMILY

App Handbook

iPhone, iPad and Android – explained step by step

Version 1.0.0 · September 2026 · Software Notion

Contents

Welcome

Focus Family is your working companion for outreach social work – for supervised contact, family support work, educational assistance, outreach family work and flexible support.

This handbook explains the app on **iPhone, iPad and Android devices** in simple steps. No prior knowledge is required. Read it from front to back, or jump straight to the chapter you need.

> **Important:** Focus Family supports you with organisation and documentation. Your organisation's rules and the legal requirements always take precedence. The app makes **no** diagnoses, takes **no** legal decisions and assesses **no** person. The professional judgement is always yours.

The basic principle: your data stays with you

Focus Family is **local-first**. Your case data is stored **encrypted on your device**. There is no mandatory account, no cloud and no tracking. The app works 100 % without an internet connection.

Two things are **optional** and switched off by default:

- a **server connection** to your organisation so you can share cases in a team (chapter "Server and team"),
- an **AI assistant** that runs entirely offline on the device (chapter "AI assistant").

Your workflow in four steps

Step	What you do	Where in the app
Prepare	Review the key information, goals and open agreements before an appointment	Today → Prepare
Accompany	Capture observations, time markers and media during the appointment	Running appointment
Follow up	Note what mattered, the agreements and the next steps right afterwards	Follow-up
Document	Your notes become clean documentation you can export	Documentation & export

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Getting started

Installing the app

You get the app from the **App Store** (iPhone, iPad) or the **Google Play Store** (Android). If your organisation uses device management, the app is provided for you there.

The first start

A short onboarding greets you the first time. It explains the idea and sets up the app in seconds.

1. Tap through the intro screens and then on **Let's go**.

2. Enter your **name** (practitioner name). It later appears as the letterhead in exported documents and can be changed at any time.
3. Set up the **app lock**: a **PIN with at least 6 digits** and – if your device supports it – **Face ID, Touch ID or a fingerprint**. This is strongly recommended because you work with sensitive data.
4. **Optional:** If your organisation runs a server, connect the app right away using a **QR code** (see "Server and team").
5. **Optional:** The AI assistant can be enabled later in the settings.

Everything can be changed later under **More** → **Settings**.

Sample data for trying things out

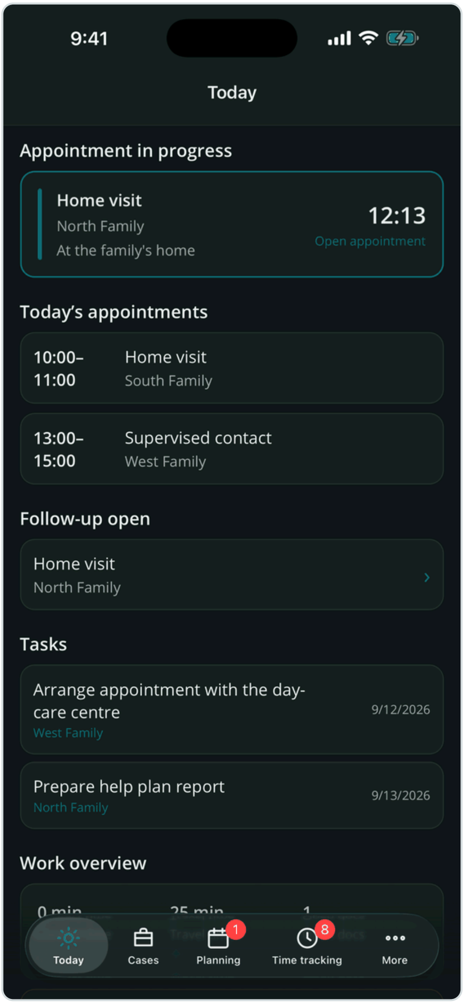
If you would like to explore the app safely first, load the **sample data** under **More** → **Settings** → **About**. It contains fictitious cases, appointments and time entries. Delete it later with **Delete all data** before you create real cases.

The interface

The app has **five tabs** at the bottom:

Tab	Content
Today	day overview: running appointment, next appointment, today's appointments, open follow-ups, tasks, work summary
Cases	all support cases with participants, goals, media and documents
Planning	appointments and tasks – together or separately
Time tracking	time entries, signatures, activity records
More	text snippets, reports, backup, settings, AI assistant and more

Red numbers on a tab show open items: on **Planning** the overdue tasks, on **Time tracking** this week's open signatures.



The Today view shows the running appointment with its live timer, the next appointment and today's tasks.

Today – your daily overview

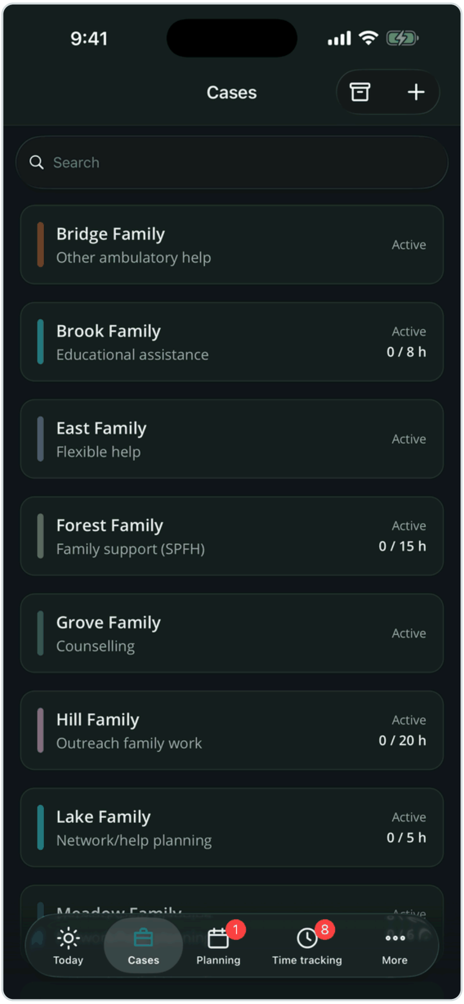
The **Today** view opens at start-up and shows, in this order:

- **Running appointment** – as soon as one is running, with a live timer and a way back into it.
- **Next appointment** – with **Prepare** and, if an address is stored, **Navigate.**
- **Today's appointments** – everything planned for the day.
- **Follow-up open** – appointments that still need to be wrapped up.
- **Tasks** – what is due today and next.
- **Work summary** – contact time, travel time and open documentation.

Tap any entry to jump straight there.

Cases

Cases holds all your ongoing support work. The list is sorted alphabetically; the search finds a case instantly.



The case list with alias, file number and type of support. The colour makes cases easy to recognise.

Creating a case

1. Open the **Cases** tab and tap **New case**.
2. Give the case an **alias** – for example "North Family" or "Case 26-014". That keeps it pseudonymous in everyday use.
3. Add the **file number**, the **type of support** (supervised contact, family support, educational assistance, flexible support, counselling, network/help plan meeting, outreach family work or your own wording), the **start** and, if known, the **end**.
4. Pick a **colour**. It appears in lists and in the calendar.
5. Enter the **address** and the **responsible office**. The address is automatically suggested as the **location** for new appointments.
6. Under **youth welfare officer**, store the name and contact of the responsible person at the youth welfare office. This appears in the header of the activity record.
7. Tap **Save**.

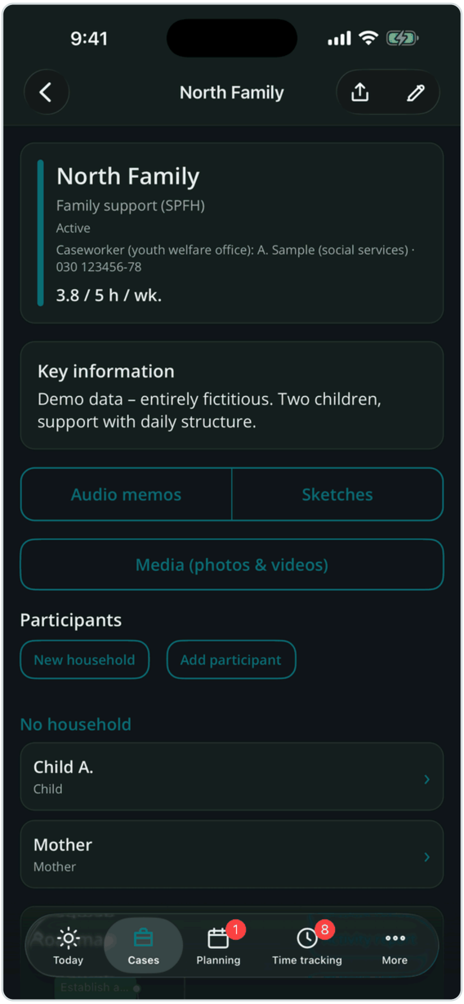
Participants and households

Under **Participants** you record the people involved with their **role** (child, mother, father, legal guardian, professional, network …), phone, e-mail and address. You can call or write to a person straight from the app by tapping the number or the address.

If people live apart, model that with **households**: create a **new household** and assign the people. Participants without a household appear under **No household**.

Approved hours

Enter the approved **hours quota** and the **quota period** (total, daily, weekly, monthly or yearly). The case overview then always shows how much has been used – for example "3.8 / 5 h / week".



The open case: header data with the quota, key information, quick access to media and the participants by household.

Archiving and reactivating

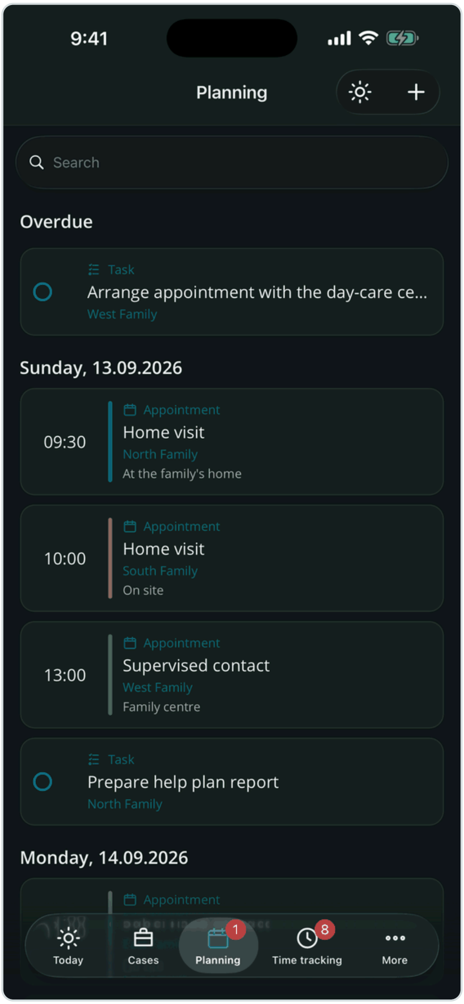
When support ends, open the case and tap **Archive**. Archived cases disappear from the list but are fully preserved. **Show archived** brings them back, and **Reactivate case** returns them to active status.

Planning: appointments and tasks

The **Planning** tab brings calendar and tasks together. Switch between three views at the top:

- **Overview** (default) – **overdue** items first, then appointments and tasks **grouped by day**, and finally **without date**. Completed tasks are not shown here.
- **Appointments** – appointments only.
- **Tasks** – tasks only, grouped into Overdue, Today, Upcoming, No date and Done.

The **search** applies to the active view. **New** lets you create either an **appointment** or a **task**.



The overview shows appointments and tasks together – overdue items first, then day by day.

Creating an appointment

1. Tap **New** → **Appointment** (also possible directly from a case).
2. Choose the **type**: home visit, supervised contact, handover, help plan meeting, phone call, network meeting and more.
3. Set **date**, **from** and **to.**
4. The **location** is pre-filled with the case address and can be adjusted.
5. Set a **reminder (minutes before)** if you want one.
6. Tap **Save**.

Recurring series

Create repeating appointments once:

1. Switch on **Repeat** in the appointment editor.
2. Choose **daily**, **weekly** (with weekdays and "every N weeks", e.g. the weekly family visit) or **monthly.**
3. Set the end: **until date** or **number of appointments**. A series covers at most 180 appointments over at most 3 years. A summary such as "Every week on Tue · until 22/12/2026" shows the rule.

When you **edit or delete** an appointment from a series, the app asks: **this appointment only**, **this and following** or **the whole series**. Appointments that already took place or were documented are always preserved.

Prepare, run, follow up

Prepare: Open the appointment and tap **Prepare**. You see the last documentation, open agreements and the current goals – and can write a **preparation note**.

Run:

1. Tap **Start appointment**. The **running appointment** opens and the timer starts.
2. Capture important moments with **Add time marker** – observation, agreement or next step, optionally with a short description.
3. Tap **End appointment** when you are done.

Follow up:

1. The **follow-up** opens. Check the **duration** and enter **travel (km)** and **travel time (minutes)**.
2. Answer the short questions: What mattered today? Which agreements were made? What are the next steps? Is anything still open?
3. **Optional:** With **Service record signature** the family can countersign directly on the device. The signature automatically applies to the time entry created from the appointment.
4. Tap **Create documentation** to turn this into progress documentation.

From appointment to time entry

Preparation and follow-up both offer **Create time entry**. One tap creates a time entry with the actual (otherwise the planned) duration – with **Undo** right in the confirmation. At most one entry per appointment is created; a second tap opens the existing one. Ending a running appointment uses the same mechanism.

Tasks

1. Tap **New** → **Task**.
2. Enter a **title** and optionally a **description**.
3. Set a **due** date and the **priority** (low, normal, high).
4. Assign it to a case if useful and **save**.
5. Tick completed tasks off in the list.

Goals, agreements and roadmap

For every case you record **goals** and document how they develop.

Creating a goal

1. Open the case and tap **New goal** under **Goals**.
2. Enter a **title** and a **description**.
3. Choose the **status**: planned, active, paused, achieved or ended.

4. Optional: switch on **set target date** and pick a date.
5. Add **sub-goals** to break a large goal into steps.
6. Under **History**, use **Add history entry** to document what has happened.

Review points

Review points are help plan meetings, interim or final reviews. You create them in the case under **Review points**: date, type, title, summary, next appointment and status (planned, held, cancelled). An appointment of the type **help plan meeting** automatically appears as a review point.

Every goal can have a **predecessor goal** (goal → goal → goal) and can be linked to a review point. Achieved goals get an **achieved on** date.

The roadmap

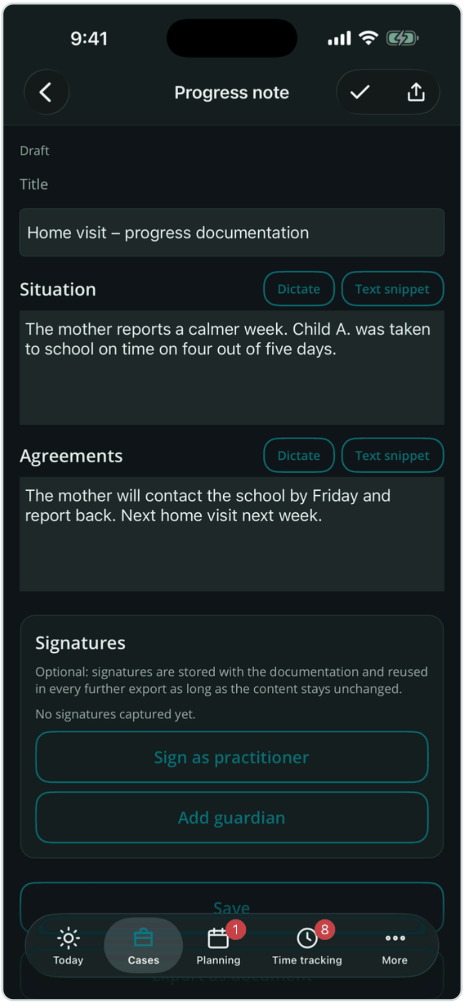
The **roadmap** card in the case turns this into a timeline: goal tracks from the start to the target date or to "achieved", review points as markers, and below them your recorded time per week or month including the quota line. One look tells you where the support stands.

Agreements

Agreements from appointments (who does what by when) automatically reappear during the next preparation so nothing gets lost.

Documentation

Your work turns into **documentation**, found in the case under **Documentation**.



The editor: dictate or insert a text snippet per section. Signatures are collected at the bottom.

Writing documentation

1. Create it from the follow-up (**Create documentation**) or directly in the case.
2. Choose a type: progress documentation, contact documentation, conversation note, phone note or help plan meeting.
3. Edit the **title** and the sections. Documentation starts as a **draft**.
4. **Complete documentation** sets it to **finalised**. Editing afterwards is possible – the app asks first.

Dictate instead of typing

Every section offers **Dictate**. Speech recognition runs **on the device**; your content is never transmitted. Speak, then check and correct the text.

Text snippets

Text snippet inserts recurring wording. There are three levels:

- **personal** snippets that only you see,
- **team** snippets,
- **organisation** snippets distributed centrally by your organisation.

You maintain your own snippets under **More** → **Text snippets**. Pick a **category** (e.g. documentation or activity record) so the snippet is offered in the right place.

Signatures under documentation

In the **Signatures** section, the practitioner and legal guardians sign directly on screen. The signatures are stored with the documentation and carried into every later export as long as the content stays unchanged. If the text changes, the app tells you.

Reports for a period

Under **More** → **Reports** you create a report covering a period:

1. Choose **Create report**.
2. Set **from** and **to**.
3. Under **Select content**, decide what to include: contacts and progress, agreements, goals, notable events, network contacts, help plan meetings.
4. **Analyse** collects the matching content. You can then edit and export the report.

Media: photos, video, voice, sketches

All media is stored **encrypted** inside the case.

Photos and video

1. Open **Media** in the case.
2. **Capture** starts the camera, **Import** takes over existing files.

Editing a photo: Open it and choose **Edit image (crop / annotate)** to crop the frame and add markings or notes with the pen.

Trimming and marking video:

1. Open the video. **Start here** and **End here** define the section; **Save trim** stores it.
2. During playback, tap **+ Marker** at important moments and add a **note**. This is ideal for Marte Meo work to find key moments again.

Voice memos

1. Open **Voice memos** in the case and tap **Start recording**.
2. **Stop recording** saves the memo encrypted. Tap it to listen.
3. Under **Transcript**, **Convert now** turns speech into text – **entirely offline on the device**.
4. From a transcript, **AI: documentation draft** produces a neutral text suggestion. You always review and adjust it yourself.

Sketches and handwriting

Sketches let you draw genograms, room plans or network maps – with Apple Pencil, another stylus or your finger.

1. Open **Sketches** in the case and tap **New sketch**.
2. Choose pen colour and width and start drawing.
3. **Undo** removes the last stroke, **Clear** empties the canvas.
4. The **"•••" menu** offers the **paper**: plain, lined, narrow lined or squared.
5. Give it a **title** and tap **Save**.

Text recognition: handwriting can be converted into text – also on the device.

Keeping entries private

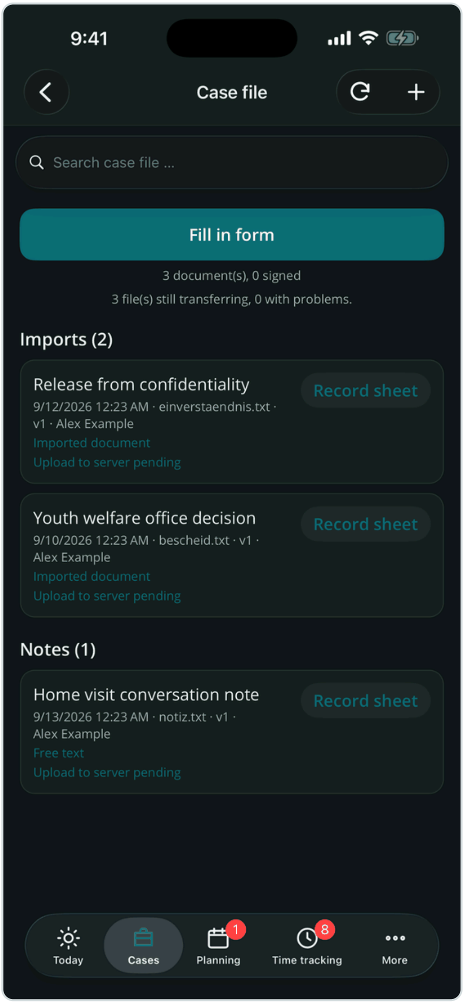
Voice memos, sketches, photos and videos can be marked **private**:

1. Swipe the entry sideways in the list.
2. Tap **Private**; to release it, swipe again and tap **Public**.

Private entries carry a **lock symbol**. They stay **with you only**: they sync solely to your own devices and are visible neither to the team nor in your organisation's admin panel.

Case file: every document of a case

The **case file** collects everything that belongs to a case as a document – imports, notes, completed forms and generated reports. Open it in the case via **Case file**.



The case file is organised by section. Every document carries a record sheet with version, checksum and timestamps.

Adding documents

+ offers:

- **Import document** – PDFs, images or office files from the device. For photos and PDFs the app recognises the text so you can find the content again through search.
- **Free-text note** – a short note written directly in the app.
- **Handwritten note** – written with pen or finger.

Filling in forms

If your organisation provides PDF forms, tap **Fill in form**:

1. Choose the template.
2. Fill in the fields on screen. Known details from the case are pre-filled.
3. Collect a signature if needed and **save**.

The completed form becomes its own document in the case file – the template stays unchanged.

Record sheet and evidence data

Every document has a **record sheet** showing name, section, document type, status, version, timestamps, author and – for every file – name, format, size and **checksum (SHA-256)**. This makes it possible to prove later that a document is unchanged.

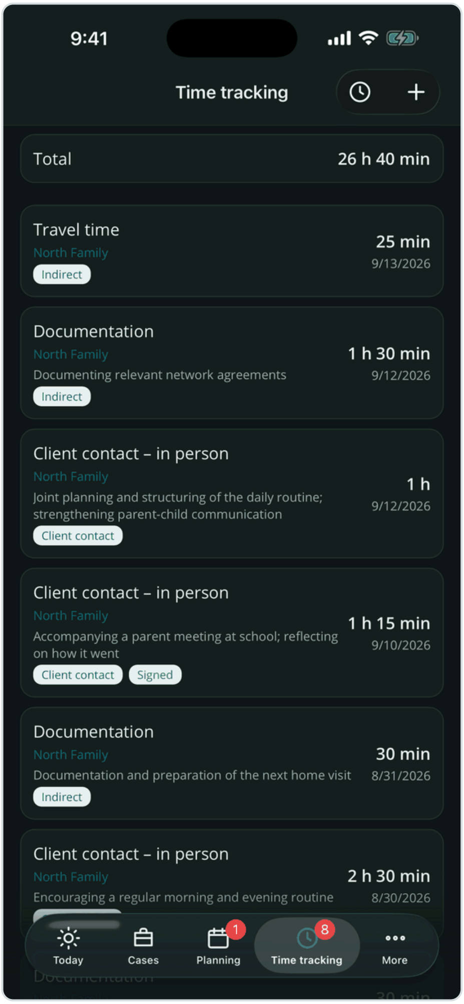
Signing documents

Sign collects signatures – from the practitioner and from legal guardians. Signed documents are protected against changes; necessary corrections create a new version.

Time tracking and activity records

Time tracking has its own tab with three views:

- **Overview** – the current month (contact, travel and documentation time, kilometres), quick capture and your **open signatures**.
- **Entries** – all time entries with a **total**; locked and signed entries are marked.
- **Records** – your activity records.



Every entry shows the activity type, case, duration, contact type and signature status.

Recording a time entry

1. Tap **Record time** in the overview.
2. Choose the **activity type**: client contact (in person), travel time, documentation, phone call and more.
3. Set the **date** and **from/to** or the **minutes**.

4. Assign the entry to a **case** (or choose **no case**).
5. The **contact type** (client contact or indirect) follows from the activity type and can be changed per entry. The record uses it to calculate the share of direct contact.
6. Under **Activity**, describe what you did. The **phrase catalogue** offers ready-made sentences from the groups upbringing, daily structure, emotional and psychological stabilisation, social skills and network work. Several phrases are joined with "; ". Your own snippets of the category **activity record** appear in the catalogue too. The catalogue is always available offline.
7. **Save**.

Signature of those concerned

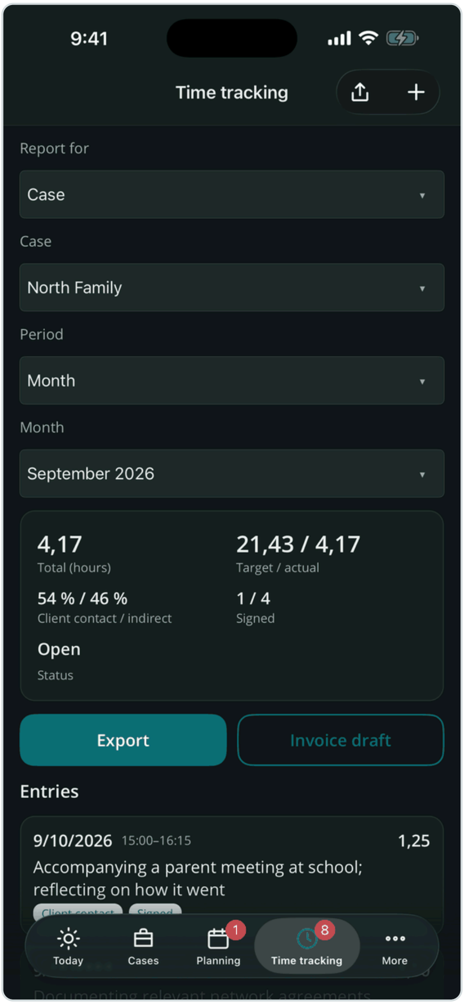
In the time entry and in the appointment follow-up, the people concerned can sign on screen via **Collect signature**: name, role and signature with finger or pen.

- The app freezes **what** was signed (case, appointment, times) and protects it with a **checksum**.
- A signature is **never mandatory**. Without one the entry is marked **not signed**; if it is explicitly refused, record **refused**.
- A signature collected at the appointment automatically applies to the time entry created from it.
- **View signature** shows the stored image, the frozen summary and the result of the checksum check.
- If you change date, times, minutes, activity or case on a signed entry, the signature is **reset** and the entry counts as not signed again.

Entries from colleagues

In shared cases you also see other people's time entries. They are **read-only** for you; only the practitioner can change them. Corrections to other people's entries are made exclusively by management in the admin panel – and are logged. Your own practitioner record only ever contains your own entries.

Activity records



The record shows key figures and the individual lines and exports as PDF, spreadsheet or CSV.

1. In the **Records** view choose **case** or **practitioner** (all your cases) and the period **month**, **year** or **total**.
2. The app shows key figures: total hours, **target/actual** from the quota, share of client contact and indirect work in percent, signature rate and status.
3. Below are the individual lines: date · case or practitioner · time from–to · activity · hours · contact type · signature. Yearly and total records are grouped by month, practitioner records by case.
4. **Export** produces the record as **PDF**, **XLSX** or **CSV**. It is stored in the document library and can be linked to the case.
5. **Invoice draft** prepares billing from a case record with the funding body and items per activity type. Amounts only appear if your organisation granted you that right.

Closed periods

Your management can **close** past months or years in the admin panel:

- Entries inside a closed period carry a **lock**. They can no longer be changed, deleted or moved into the period. You can always read them.
- The **current month** and the **current year** can never be closed.
- If a correction is needed, ask management to reopen the period with a reason.

- If you changed something offline that has meanwhile been closed, the app creates a **conflict.** You decide: **keep local** (the entry stays on your device only) or **discard** (your change is deleted).

Calculating travel time and distance

Store a **start address (for travel time & km)** in the settings, for example your office. In an appointment, tap **Calculate travel time & km.** The calculation uses your device's map service and only starts on your explicit action.

Export and document library

You can export documentation, reports and records in several formats – for your organisation, the youth welfare office or your own files.

1. Open the document and tap **Export.**
2. Choose an **export profile** or set the options yourself.
3. Choose the **formats**: **PDF** (finalised document), **DOCX** (editable), **XLSX** (spreadsheet), **CSV** (further processing), **JSON** (technical), a **ZIP package** or an **encrypted package (.ffexport).**
4. Check the **privacy clean-up**: remove addresses, e-mail addresses and phone numbers, **pseudonymise names**, exclude internal notes and the professional assessment.
5. Use **Preview (PDF)** and **Edit report** to check before exporting. In the review view you can change text or make selected text unreadable with **Redact selection** – the content is replaced, not just covered.
6. Tap **Share** or **Save.**

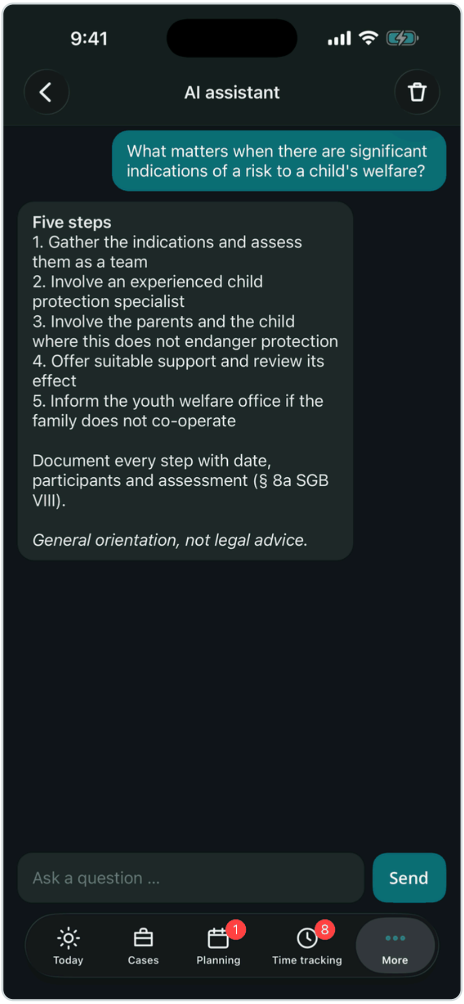
> **Pseudonymisation is not full anonymisation.** Every export contains sensitive case data. Share it deliberately and only over secure channels.

Export profiles are created under **More** → **Export profiles**, for example a "data-minimal" profile with pseudonymisation.

Encrypted packages are opened via **More** → **Open encrypted package (.ffexport).**

AI assistant (offline)

The AI assistant is a **Pro feature** and switched off by default. It runs **entirely on your device**: your content is never transmitted and there is no connection to a provider.



The assistant helps with wording and offers professional and legal orientation – as a suggestion, not as legal advice.

How to enable it: switch on **More** → **Settings** → **Assistance** → **Local AI support**. The first time, the app downloads the language model (a few hundred megabytes to a few gigabytes, depending on the model). After that the assistant works without internet.

What it helps with:

- wording suggestions for your documentation,
- documentation drafts from voice notes,
- professional and legal orientation for social work (German SGB VIII).

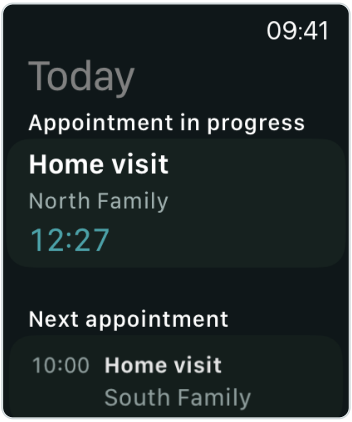
> The assistant's hints are general orientation and replace **neither** legal advice **nor** your professional judgement. Check every text you take over.

Apple Watch, Live Activity and shortcuts

These features are available on **iPhone and Apple Watch**.

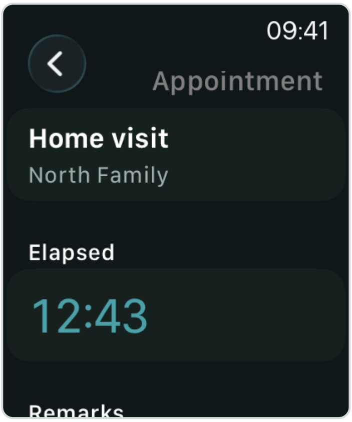
Apple Watch

On your wrist you see your day and control the running appointment without reaching for the iPhone.

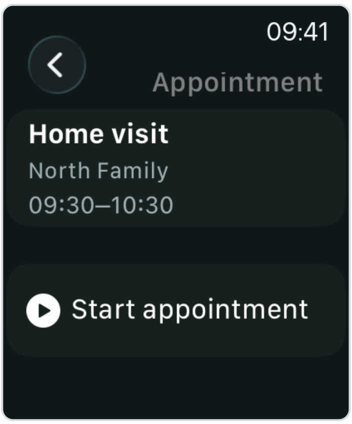


The overview on the watch: the running appointment with its timer, followed by the rest of the day.

- **Overview** – running appointment with a live timer, the next appointment, the remaining appointments of the day, open follow-ups and the counters for overdue tasks and open signatures.
- **Open an appointment** – tap one: a planned appointment offers **Start appointment**, a running one shows **Elapsed**, a field for a **note** and **End appointment**.
- **Capture a note** – dictate or scribble briefly; the text lands in the appointment on the iPhone.
- **Complications** – Focus Family shows the next appointment on the watch face.



The running appointment on the watch: elapsed time, note field and the button to end it.



A planned appointment can be started straight from the watch.

Without the iPhone in range: start, end and notes are **stored on the watch** and delivered automatically as soon as the iPhone is reachable again. Until then the watch shows that something is still pending. If the iPhone rejects a command – because the appointment has ended in the meantime, for example – the watch reports the reason and keeps your text until you discard it.

Live Activity and Dynamic Island

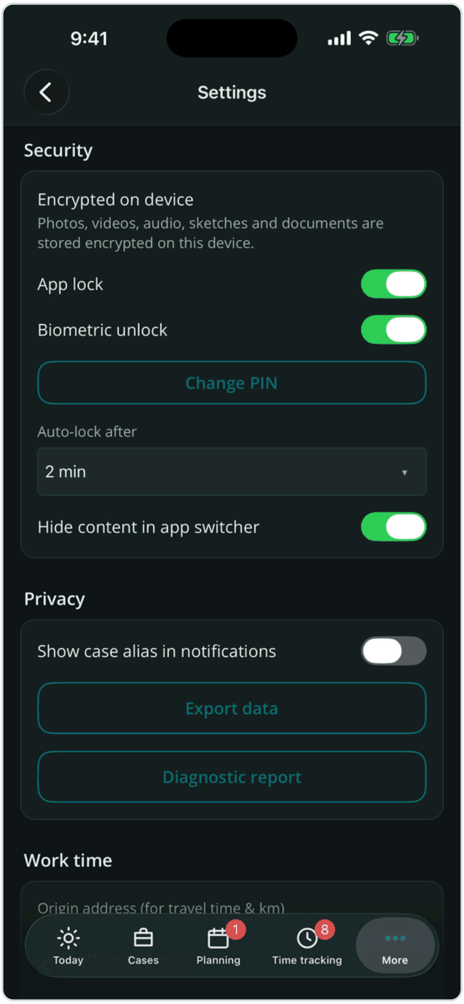
While an appointment is running, the iPhone shows it on the **lock screen** and, on devices with Dynamic Island, at the top of the screen with a live timer. A tap takes you back into the appointment.

Shortcuts and app icon

Press and hold the app icon to jump directly to **Today**, **New time entry** or **Running appointment**.

Security and privacy

The security settings live under **More** → **Settings** → **Security**.



Encryption, app lock, automatic locking and screenshot protection in one place.

Setting	Effect
Locally encrypted	photos, videos, audio, sketches and documents are stored encrypted on the device
App lock	protection with a PIN (at least 6 digits)
Biometric unlock	unlock with Face ID, Touch ID or a fingerprint
Auto-lock after	the app locks itself after the chosen time
Hide content in app switcher	the preview is hidden in the list of open apps
Screenshot protection	prevents screenshots of sensitive content
Show case alias in notifications	controls how much is visible in notifications

The app also locks when you return from the app switcher. To unlock, enter the PIN and confirm with **Enter** or the unlock button.

Protection against guessing

- You have **3 free attempts**. From the fourth failed attempt onwards, a **waiting period** must pass before each further attempt, growing every time (5 seconds → 10 → 20 → …, capped at about 85 minutes).
- While waiting, input is blocked and a **countdown** shows when it continues.
- The counter **survives an app restart** – restarting does not help.
- Every successful unlock resets the counter.

Forgotten your PIN?

- Use **biometric unlock** if it is set up.
- If your app is connected to an organisation server, a **server sign-in** button appears from the **3rd failed attempt**. Sign in with e-mail and password (and your authenticator code if required) – then set a new PIN.
- Your administration can lift the lock in the admin panel with **Reset PIN lock**; it takes effect at the next sync.
- Without a server and without biometrics there is deliberately **no back door**. Then only a previously created backup helps.

Changing the PIN always requires the old PIN or biometric confirmation.

Backup and restore

A backup protects you if a device is lost or replaced.

Create a backup:

1. **More** → **Backup** → **Create backup**.
2. Set a **password** and repeat it. The file (**.ffbackup**) is encrypted with it.

3. Store the file in a safe place specified by your organisation.

Restore a backup:

1. Choose **Restore backup** and open the **.ffbackup** file.
2. Enter the password and confirm. Restoring **replaces** all current data.

> Without the password a backup **cannot** be opened, and without a backup **no** restore is possible. Keep both carefully and back up regularly.

Server and team

This chapter only applies if your organisation runs its own server. Without a connection everything stays local on your device – and the app is fully usable.

Connecting the app

1. **Settings** → **Server / synchronisation** → **Connect server**.
2. **Scan QR code** and scan the code from your organisation – or type the **server address**.
3. Check the organisation shown and tap **Connect** or **Sign in**. Connections always use HTTPS.
4. If **waiting for approval** appears, your administration still has to release the device. **Check status** queries the current state.

Two-factor (MFA): If your organisation requires two-factor sign-in, you are additionally asked for a **6-digit code** from your authenticator app – during setup and at every sign-in. MFA itself is set up by your organisation in the admin panel.

Syncing and sharing

- **Sync now** brings shared cases up to date immediately; in the background this happens automatically.
- **Share** adds colleagues to a case. Without sharing, only you see it.
- **Cover:** the sharing screen also lets you set up a time-limited cover arrangement – choose the person, set **from** and **to**. Access starts and ends automatically (holiday cover can be planned in advance) and can be ended at any time. Permanent assignments are unaffected.
- **Private entries are never shared.**

Conflicts

If two people changed the same thing, the app shows the **conflict**. You choose **keep mine** or **take the server version**. For time entries in a closed period there is no server version – there you choose between **keep local** and **discard**.

Disconnecting

You **cannot** disconnect from a server yourself. Only your administration can do that in the admin panel (remove device).

> **Good to know:** sketches, voice memos and media you create **without a case** via the **More** tab sync as **personal entries** – for you only. Everything created **inside a case** is available to the team.

Licence and subscription

Basic case documentation is free. The **Professional subscription** unlocks additional features, including the offline AI assistant and advanced export. If your organisation uses an **organisation licence**, there is nothing for you to do – your device receives its seat from the administration.

Why the app occasionally asks for an online check: paid licences must be confirmed online from time to time. This happens automatically in the background. If the check is missing for a long time, the app reminds you in stages:

From day	What happens
3	a friendly note at most once a day
5	an hourly reminder
10	the app requires the check and is locked until it succeeds

Your data always stays untouched. Simply connect the device to the internet briefly every few days and you will never see a reminder. The free version is exempt.

Settings at a glance

You reach the settings through **More** → **Settings**.

Area	Content
General	practitioner name, appearance (system, light, dark)
Organisation	name, address and contact – appears as the letterhead in exports
Server / synchronisation	connection, sync now, two-factor, sign in again
Security	encryption, app lock, biometrics, auto-lock, hide content in app switcher
Privacy	case alias in notifications, export data, diagnostics report
Working time	start address for travel time and distance
Calendar	sync with the device calendar (neutral or with case details), import appointments
Assistance	local AI support, AI model, keep screen awake
Media	defaults for image and video editing
About	version, load sample data, **delete all data**

Your organisation can set some values centrally. Such fields are locked in the app and carry a note.

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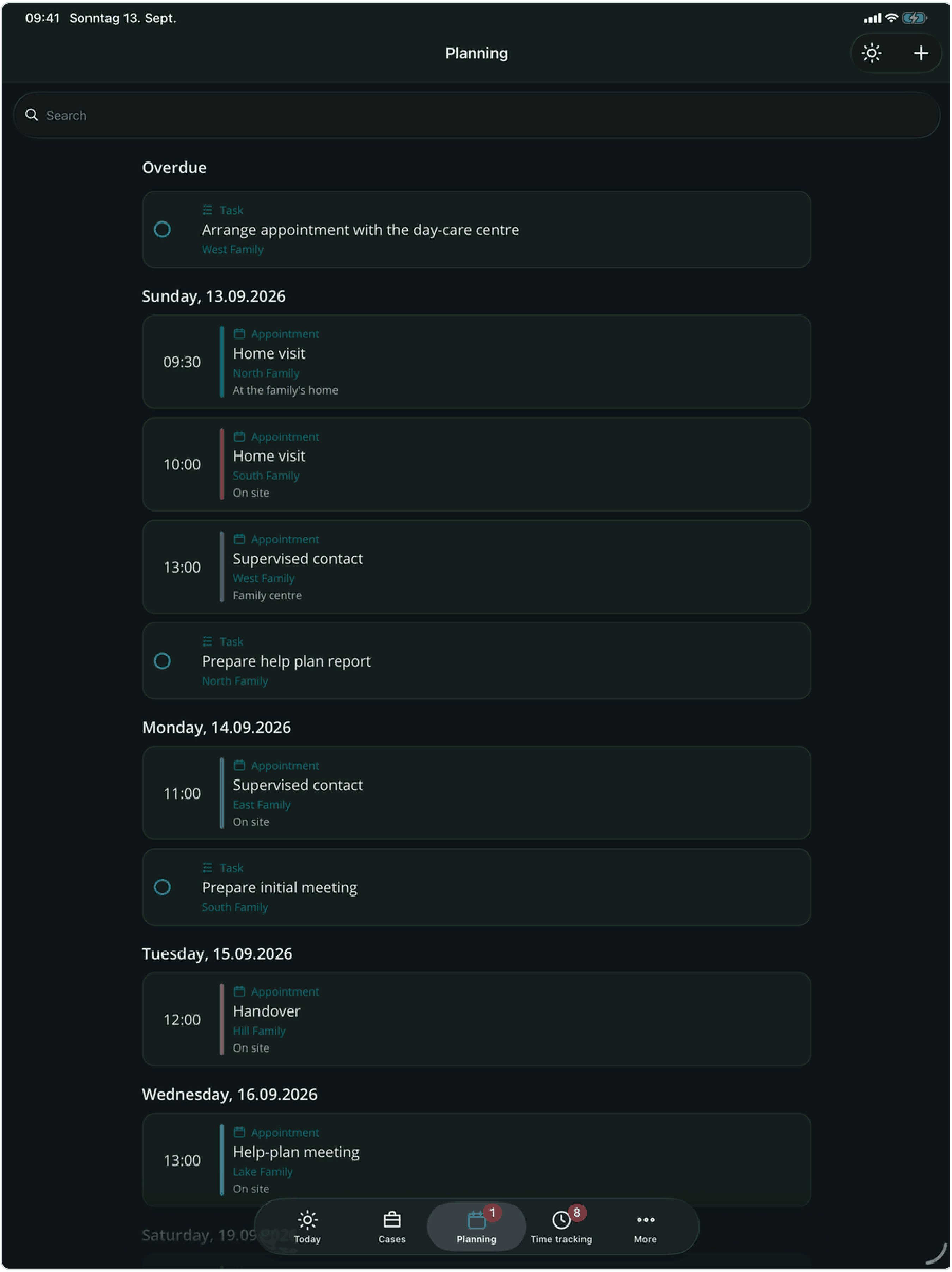
iPad and large screens

On iPad and large Android tablets the app uses the extra width: lists and details sit side by side, forms use several columns, and content stays comfortably centred.



The same planning view on iPad – more appointments at a glance, identical operation.

Everything else works exactly as on the phone. With an attached keyboard you confirm entries with **Enter**.

Frequently asked questions

Do I need a server? No. The server is optional. Without a connection you work entirely locally. You only need a server if your organisation wants to share cases in a team.

My photos do not appear on the second device. Tap **Sync now** and check that both devices are connected and approved. Private entries (lock symbol) never appear in the team.

A time entry shows a lock and cannot be changed. The period was closed by your management. You can still read it. For a correction, ask management to reopen the period.

Does the family have to sign? No. The signature is voluntary. Without it the entry is marked "not signed" – record and billing still work.

The app shows a countdown and I cannot enter my PIN. After several failed attempts the app protects itself with a growing waiting period. Wait for the countdown or use biometrics or the server sign-in.

Why am I asked for a 6-digit code? Your organisation enabled two-factor sign-in. The code is in your authenticator app.

How do I disconnect from the server? Only your administration can do that in the admin panel.

Is my data safe? Case data is stored encrypted on the device. There is no mandatory account, no cloud and no tracking. App lock, screenshot protection and password-protected backups add to that.

Small glossary

Term	Meaning
Alias	pseudonymous name of a case so no real name is visible in everyday use
Quota	the approved hours of a support case, related to a period
Contact type	whether an activity was direct client contact or indirect work
Activity record	list of your times per case or practitioner, the basis for billing and the youth welfare office
Countersignature	signature of those concerned confirming a service
Case file	collection of all documents of a case
Checksum	technical fingerprint of a file; proves that nothing was changed
Sync	alignment with your organisation's server so the team shares one state
Cover	time-limited access to a case, for example during holidays
Local-first	the principle that data lives first and completely on your device

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Focus Family · App Handbook (iOS/Android) · Version 1.0.0 · September 2026