

Conexo Casa

Buddy Manual — the full feature reference for buddies

Updated September 2026

This is the complete reference for buddies — the family, friends and professional caregivers who set up and support a client on Conexo Casa. If you just need to get a new client started, the shorter *Conexo Casa Quickstart Guide* covers that in a few pages; come back here for anything in more depth, or to look something up later.

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1. Welcome & How This App Thinks

Conexo Casa is a calm, uncluttered app for someone living with memory loss, Parkinson's, Huntington's disease, autism, or who simply finds ordinary technology tiring — and for the people who help them stay connected. We call that person a **client**, and we call you, the person helping them, a **buddy**.

A buddy doesn't need a title to qualify. You might be a daughter, a neighbor, an old friend, or a professional caregiver — anyone willing to be reachable. A client can have more than one buddy at a time.

The design argument, in one sentence

Everything Bud-ee (the AI companion) knows about your client was written by a real person, stays visible to that person, and can always be corrected. Nothing about your client is guessed or invented.

Three roles

Role	What it means
Client	The person using the app day to day. Their account is called a “User” account internally. A client can normally see and edit some of their own settings unless a buddy has locked them.
Buddy	Someone linked to a client's account with permission to manage it remotely: see alerts, message the client's screen, edit Bud-ee's memories, and more. This is you, for most of this manual.
Admin	A super-administrator for the whole system — typically the organization running Conexo Casa, not an individual buddy. Only an admin can, for example, designate which buddy is the “configuration owner” for a client. Most buddies never need the Admin Portal.

What's true by default, and what isn't

Read this before you assume

By default, a client keeps control of their own account — they can edit their own Bud-ee memories and their own home screen unless a buddy specifically locks either one. “Safety by design” in this app means sensitive actions (deleting an account, changing who's authorized) require the client's own explicit action, not that everything is locked down by default. If you want a client's settings locked, you have to turn that on yourself — see Chapters 2 and 4.

2. Accounts, Roles & Linking

Getting this chapter right matters more than any other setup step. Conexo Casa always uses **two separate accounts**: one for your client, one for you. There is also a feature that looks like account linking but isn't — read the warning below before you start.

The two real accounts

- **Your client's account** — created with their name and an email address. Their role is “User” (referred to throughout the app, and this manual, as “client”).
- **Your own buddy account** — created with your name and your own email address. You use this one account for every client you support, not a separate account per client.

The trap: “My Buddy Network” is not account linking

Read this before you link anything

Profile → Settings has a card titled **My Buddy Network** with an **Add Buddy** button. It looks like the account-linking feature. It is not. It creates a plain contact card — a name, phone number, email and a relationship label (family / friends / caregivers / medical team / other) — for the client's own personal address book. Adding someone there gives them **no access whatsoever** to the account. If your goal is for a buddy to actually see alerts, manage Bud-ee, or configure the home screen, use the **Authorize a Buddy / My Client Connections** pair described below instead.

The real linking mechanism

A

The client authorizes you

Signed in as the **client**, go to **Profile** → **Settings** → **Authorize a Buddy**. Enter the buddy's own email address (yours, if you're setting this up) and tap **Authorize**. This is the client's own permission slip — it says “this person is allowed to join my support network” and nothing more happens until the buddy actually joins. A pending authorization can be revoked at any time from the same screen, before the buddy joins.

B

The buddy joins

Signed in as the **buddy**, go to **Profile** → **Settings** → **My Client Connections**. Enter the client's email address and tap **Add Client**. Because they already authorized you in step A, you're connected immediately, and the client now appears in your **Buddy Dashboard**.

That's the whole mechanism: authorize, then join. It only works in that order — a buddy can't add a client who hasn't authorized them first.

If the Buddy Dashboard doesn't appear right away

After joining your first client, refresh the page or sign out and back in. Your buddy access is granted the moment you join, but the app may not notice until it re-checks your account.

Multiple buddies on one client

A client can authorize more than one buddy — a spouse and an adult child, for example, or a family member and a professional caregiver. Each linked buddy gets their own independent view in their own Buddy Dashboard. **Buddy Schedule**, available from the client's own Settings tab and from the Buddy Dashboard, lets you set up a visual on-call rota showing which buddy is primary at which times — useful once more than one person shares responsibility.

The configuration owner lock

By default, every linked buddy (and the client) can edit the client's home screen tiles. One buddy can be designated the **configuration owner** for a client, which adds a lock switch on that buddy's My Users card: when locked, only the owning buddy can change the client's home screen, and the client sees it as read-only.

This is an admin action, not self-service

A buddy cannot make themselves the configuration owner. It's assigned from the **Admin Portal**, which most buddies don't have access to. If you want a specific buddy locked in as the owner for a client with several buddies, ask whoever administers your organization's Conexo Casa instance.

Access levels, if you're curious

Behind the scenes, every linked buddy holds one of three access levels: **viewer** (read-only), **helper** (day-to-day care — messaging, Bud-ee, tiles, lists), or **owner** (helper plus the configuration lock). Joining as a buddy through the process above grants **helper** automatically — enough to do everything else in this manual. You won't see a setting for this; it isn't buddy-configurable yet.

Removing a buddy

There is currently no way to do this

Once a buddy has successfully joined a client, nothing in the app — not the client's own settings, not the buddy's, not a linked buddy's — can remove that link. Only a **pending** authorization (before the buddy has joined) can be revoked, from Authorize a Buddy. If you need an already-joined buddy removed, contact support.

3. Setting Up a New Client

This is the full version of the Quickstart Guide, with the reasoning behind each step. Plan on 20–30 minutes, ideally with your client sitting beside you.

1

Create your own buddy account

app.conexo.casa → Sign Up → your real name, email and password. One account, reused for every client you ever support.

2

Create your client's account

Sign up again with your client's name and an email address. If they already use email themselves and check it regularly, use that. If not, use an address you manage on their behalf — you'll need to open it in the next step.

Email confirmation is required

Conexo Casa sends a confirmation link to whichever address you used and the account cannot sign in until that link is clicked. If you used your own email for their account, watch your own inbox, not theirs.

3

Link your accounts

See Chapter 2 for the full explanation. In short: client authorizes you by email (**Profile** → **Settings** → **Authorize a Buddy**), then you add them (**Profile** → **Settings** → **My Client Connections**).

4

Enable push notifications on your own device

Profile → **Settings** → **Push Notifications** → **Enable**, on your device, signed in as yourself. This is what lets an emergency alert actually reach you. On an iPhone or iPad, add app.conexo.casa to your home screen first (Safari → Share → Add to Home Screen) and enable notifications from that installed icon — Safari does not deliver push notifications to an ordinary browser tab on iOS.

5

Fill in your client's profile

Their first and last name, a display name (what they like to be called), and their time zone — this is what Bud-ee uses to greet them correctly.

6

Write Notes for Bud-ee

Buddy Dashboard → My Users → find your client's card, then open **Notes for Bud-ee**. See Chapter 5 for what makes a good note, and for an important caution: the notes box always opens empty and saving replaces whatever was there before. This is one of the highest-leverage things you'll do in this whole setup.

7

Choose their home screen

Buddy Dashboard → My Users → **Configure Home Screen**. Start with the four defaults (Bud-ee, Call, Calendar, Support) and add tiles gradually — see Chapter 4 for the full tile list and guidance on what to add when.

8

Set up email and calendar, if wanted

Optional, and done while signed in as your client — there's no way to set either of these up from your own separate buddy account. Chapters 6 and 7 cover this in full. Contacts needs no such setup; you can manage it from your own account any time.

9

Configure Bud-ee, if you want to change anything

Bud-ee is already **On** by default for a new client. Visit Buddy Dashboard → Bud-ee tab only if you want to rename the companion or set allowed topics. See Chapter 5.

10

Test everything together

Sign in as your client. Try each enabled tile. Have them call you on the Call tile and watch the call connect, then hang up and land back on the home screen cleanly. Then, while you're their only linked buddy, have them press Emergency once (approving the location permission if it's asked for) and confirm your phone buzzes — then Acknowledge and Mark Resolved from your Buddy Dashboard. This is the only way to know the alert path actually works before you need it to.

11

Introduce the app to your client

See Chapter 15, Training Your Client, for how to run a calm, short first session rather than a full feature tour.

4. The Home Screen & Tiles

The home screen is the whole app, as far as your client is concerned: a handful of large buttons, nothing hidden behind a menu. Every tile that exists is listed below.

The starting four

Tile	What it does
Bud-ee	The AI companion. Always first.
Call	Face-to-face video calls with a buddy. No account needed on either side.
Calendar	Today's schedule and upcoming events — read-only for the client; buddies keep it updated.
Support	Reaches your support team by phone, email, or Bud-ee. Cannot be hidden.

Every other tile

Tile	Who can turn it on	What it does
Email	Client or buddy	Read and send email. Needs a short one-time setup — Chapter 6.
Contacts	Buddy only	The client's people, with one-tap call/message. Buddy-managed contact list.
Tasks	Buddy only	A short to-do list.
Health	Client or buddy	A simple mood/symptom/notes log, visible to buddies.
Location	Client or buddy	GPS location sharing with buddies. Currently unavailable — don't enable until it's confirmed working; see Chapter 12.
Ride	Client or buddy	Ask a buddy to book a ride — Chapter 9.
Grocery	Client or buddy	Ask a buddy to order groceries or food — Chapter 9.
Smart Home	Client or buddy	Lights, locks and other devices. Needs setup — Chapter 11.
Web Links	Client or buddy	A short list of favorite websites. Only the client can add or edit entries, while signed in as themselves — a buddy can turn the tile on, but not curate it.
User Guides	Client or buddy	The in-app version of this manual.

“Buddy only” tiles — intended, not yet enforced

Contacts and Tasks are meant to be switched on only by a linked buddy, since they need buddy-curated content to be useful. As of this writing, that restriction isn't actually enforced in the tile picker — a client can currently add either of these themselves. Don't rely on this as a safeguard; treat it as a suggestion to buddies about where to start, not a lock.

How to change tiles

As a buddy: **Buddy Dashboard** → **My Users** → **find your client's card, then open Configure Home Screen**. Check or uncheck tiles and drag to reorder, then save. A client without a locked configuration can also do this themselves, from their own **Profile** → **Settings** → **Home Screen Tiles**, limited to tiles that aren't buddy-only.

Add tiles gradually. Too many choices at once creates anxiety rather than independence — most clients do well with the four defaults for at least a couple of weeks before anything else is added.

5. Bud-ee, the AI Companion

Bud-ee is the part of the app your client will use the most. Configuring it well takes about ten minutes and makes a real difference in how natural it feels.

Turning it on

Bud-ee is **On** by default for every new client. To turn it off, or back on: Buddy Dashboard → Bud-ee tab → find your client → toggle the switch.

Companion name and allowed topics

The default name is “Bud-ee.” Open **Edit Companion Settings** to change it, and optionally list **allowed topics** as a comma-separated list (for example: *daily life, family memories, today's schedule, the weather, music and movies*). Leave it blank to allow general safe conversation.

Bud-ee's actions

Also under Edit Companion Settings, you can grant Bud-ee specific abilities, each opt-in and off by default:

- **Send messages to buddies** — lets Bud-ee relay something to you on your client's behalf.
- **Start video calls with buddies** — lets your client say “call Maria” and have Bud-ee place it.
- **Control approved home devices** — lets your client ask Bud-ee to turn on a light, if Smart Home is set up.

Notes for Bud-ee

Buddy Dashboard → My Users → find your client's card, then open **Notes for Bud-ee**. This is the single most impactful thing you can write. Examples:

- “My daughter is named Sarah. She lives in Vancouver and calls every Sunday.”
- “My dog's name is Max, a golden retriever.”
- “I worked as a teacher for 30 years. I love talking about my students.”
- “I sometimes get confused about what year it is — please be patient and gentle.”
- “Do not discuss my late husband. It causes distress.”

The notes box does not load what's already saved

Every time you open Notes for Bud-ee, it starts blank — it does not show you what was written before, even if something was. Tapping Save replaces the previous notes entirely, blank or not. If more than one buddy might write notes for the same client, coordinate with each other first, or keep your own copy of what you've written elsewhere until this is fixed.

Memories, and who controls them

Beyond notes, Bud-ee builds a longer-term set of **memories** — facts either you or your client add directly, which Bud-ee draws on in conversation. Only **approved** memories are used. By default your client can add and edit their own memories; a buddy can lock this per client from the same screen, so only buddies can add or change what Bud-ee remembers. The default leaves the client in control — you have to turn the lock on if you want it.

Distress detection and reading conversations

Bud-ee watches each message for a set of concerning words (for example “scared,” “lost,” “help,” “confused,” “hurt”). A flagged message is marked in the conversation history you can review from the Bud-ee tab. Treat this as a helpful signal to check on your client soon, not as a substitute for regular contact — it is a keyword match, not a clinical assessment.

Conversations are visible to buddies — tell your client yourself

Your client's conversations with Bud-ee can be read by their linked buddies. The app does not currently tell them this anywhere on screen, so it's on you to say it out loud when you introduce Bud-ee — something like, “I can read what you and Bud-ee talk about, so I know how you're doing.” It should never come as a surprise later.

6. Email Setup

Email setup is done **on the client's own device**, signed in as the client, from the Email tile → **Email Account Setup**. It has to be repeated on every device your client uses email from — the settings are stored on that device, not centrally, so setting it up on a tablet does not set it up on a phone.

Choose one of three providers

Option	What you'll need	Notes
Conexo / Mailcow	A conexo.casa mailbox username and password	The built-in option, with quick presets for a conexo.casa address, Gmail, or iCloud IMAP. If your client doesn't already have a conexo.casa mailbox, ask support@conexo.casa to create one.
Google	Your client's existing Gmail/Google account	Sign in with Google; Conexo Casa is granted permission to read and send mail on their behalf. No password is stored in the app.
Microsoft	Your client's existing Outlook/Microsoft account	Same idea as Google, via Microsoft sign-in.

If you use an existing Gmail or iCloud address with the Conexo/Mailcow option

The Quick Setup presets for Gmail and iCloud connect over IMAP using your client's real mailbox, which means you'll need an **app-specific password** from that provider, not their normal sign-in password — both Google and Apple require this for third-party mail apps and will explain how to generate one when you look up “app password” in their account security settings.

Passwords are stored on the device

Worth knowing before you set this up on a shared device

For the Conexo/Mailcow option, the mailbox password is saved directly on the device it was entered on, so that Conexo Casa can check mail without asking again. If your client's device is shared with other people, keep that in mind. The Google and Microsoft options avoid this — the app never sees or stores the password, only a permission token.

7. Calendar & Contacts

These two tiles work quite differently from each other, even though they sit next to each other on the home screen. Calendar has to be set up while signed in as your client. Contacts doesn't need any setup at all, and can be managed from your own buddy account.

Calendar: there is no buddy-side view — you have to sign in as your client

This one can't be done from your own account

Unlike everything else in this chapter and Chapter 8, Calendar has no remote or buddy-side view at all. Whoever is signed in only ever sees and edits *their own* calendar. To add or change anything on your client's calendar, you have to actually sign in as them, on whatever device you're using — which is exactly why you set a simple, shared password for their account back in Chapter 3.

Once signed in as your client, open the Calendar tile. The first time, it shows **Connect Your Calendar**; on a device that's connected before but signed into a different account, tap **Connect this device** instead. Enter your client's full conexo.casa email address as the username and their Mailcow password — the same credentials as the Conexo/Mailcow email option in Chapter 6, entered separately here rather than shared automatically between the two tiles.

Any standard CalDAV server also works

The setup form accepts any CalDAV server address, not only Conexo's own — useful if your client already keeps a calendar somewhere else you'd rather point the app at.

Once connected on one device signed in as your client, events are stored centrally and can be **viewed** from any of their other devices without repeating this step — only **adding or changing** an event needs a connected, signed-in-as-client device.

Contacts: a buddy-curated list, no account needed

Contacts is not connected to any outside service. It's a list of people (name, phone, email, organization, notes) kept directly in your client's Conexo Casa account, with a call, email, or video button next to each one. There's nothing to configure — just tap **Add Contact** and fill in who they are, from either your own linked buddy account or your client's.

The contacts lock belongs to the client, not you

The Contacts screen has a lock icon, but it works the opposite way from the home-screen lock in Chapter 2: this one is the **client's** own privacy switch, and only the client can turn it on or off. When locked, buddies can still view the contact list but can no longer add or edit entries — useful if your client wants to keep their own address book from being changed without asking them first.

8. Remote Management — Your Buddy Dashboard

The Buddy Dashboard is where you manage every linked client from anywhere, without needing their device in hand. It has five tabs.

Alerts

Every emergency alert from any of your clients, newest first. Each alert shows what kind of help was requested, when, and where (if location was available), with buttons to **Acknowledge** (you've seen it) and **Mark Resolved** (it's handled).

My Users

For each linked client, from one card:

- See whether they're currently online and what screen they're on.
- **Call** or start a **Video** call with them.
- **Send a message** that appears directly on their screen, wherever they are in the app.
- Write or edit **Notes for Bud-ee**.
- **Configure their home screen** — add, remove and reorder tiles.
- If you're their configuration owner, toggle the **lock** on their home screen.

Bud-ee

Enable or disable Bud-ee, edit its name/topics/actions, review recent conversations (with distress flags), and manage the memory lock. Full detail in Chapter 5.

Lists

Where you curate a client's **usual items** (with a photo, so recognition does the work instead of reading) and **favorite places** — the raw material their “Ask a buddy” requests are built from. See Chapter 9.

Requests

Every open request from your clients — groceries, food, or a ride — oldest first, across every client you support in one queue. See Chapter 9 for the full flow.

The key idea for this whole dashboard

Everything in this chapter can be done from your own buddy account, anywhere, without signing in as your client. That's deliberately different from email, calendar, location and smart-home setup (Chapters 6, 7, 11, 12), which only work while actually signed in as your client. Chapter 14 has the full breakdown.

9. Groceries, Rides & Errands

This works differently than a typical shopping or ride-booking app, on purpose. Conexo Casa does not store any vendor account, password, or payment information, and it does not place real orders automatically. If you've used an older version of this app or read older documentation that describes saved store logins, that feature has been removed.

How it actually works

- 1 You curate a list**
In **Buddy Dashboard** → **Lists**, add the items your client buys often (with a photo, if you can — recognizing a picture of their usual brand of milk is far more reliable for someone with memory loss than reading the words “whole milk”) and the places they go, like a favorite grocery store or a regular doctor's appointment.
- 2 Your client asks**
From the Grocery or Ride tile, your client taps the items or destination they want from the list you prepared, adds an optional note, and taps **Send**. That's the whole interaction on their end — no typing required, no vendor checkout screens.
- 3 You fulfill it**
The request appears in your **Requests** tab as **Waiting**. Tap **I'll do this** to claim it, then actually place the order or book the ride yourself, in the vendor's own app or website, exactly as you would for yourself. Once it's placed, tap **Ordered it** (or **Booked it** for a ride), then **All done** once it's actually arrived or completed — or **Couldn't do it** if it fell through.

Why it works this way

A deep link into Instacart's or Uber's full commercial app — substitutions, promos, a checkout flow that changes every quarter — is a dead end for someone with a memory impairment, no matter how good the link is. This model asks for nothing more than a tap, and never tells your client something is on its way unless a person actually made it happen.

The Grocery and Ride tiles are simple launchers, not stores

Tapping Grocery or Ride does not open Walmart's or Uber's website directly for your client to browse — it opens the request panel described above. There is no separate step where your client enters a store password; there is no password to enter, because the app never asks a vendor for one.

10. Safety Features

Emergency alert

A red **Emergency** button sits at the top of every client's home screen and cannot be hidden. One tap sends a GPS-tagged alert and immediately notifies every linked buddy. If nobody acknowledges it, the app checks in every couple of minutes and re-notifies at roughly the 5, 10 and 15-minute marks — by default to everyone again, or to specific on-call buddies first if you've set up a Buddy Schedule (Chapter 2). Escalation stops the moment any buddy acknowledges or resolves the alert.

If nobody responds for about 15 minutes

At the final escalation step, your client's own screen shows a prompt suggesting they call 911. This is exactly why acknowledging an alert promptly matters — even a quick “seen, checking now” from the Alerts tab prevents that prompt from appearing.

Video calling

Calls work in both directions — client to buddy and buddy to client — entirely inside the app. No account is needed on either side beyond the two Conexo Casa accounts already set up. Hanging up returns straight to the home screen, never to an outside webpage or app.

Presence

The Buddy Dashboard shows whether a client is currently active in the app and what screen they're on — useful for a quick “are they okay” check without a phone call.

11. Smart Home (Optional)

If your client's home uses Home Assistant, the Smart Home tile shows their lights, switches, locks and thermostats as large one-tap tiles.

Setup

On the client's own device, open the Smart Home tile and sign in with the Home Assistant server address and login. This is a per-device setup, the same as email, calendar and location.

Device type	Can be toggled from the tile
Lights, switches, locks, covers	Yes, one tap
Automations, input toggles	Yes, one tap
Thermostats, sensors	Display only

If Bud-ee's "control approved home devices" action is turned on (Chapter 5), your client can also ask Bud-ee directly — "turn on the living room light." Start with just lights before enabling anything else.

12. Location Sharing (Optional)

Not currently working

The Location tile is designed to share GPS position via a session token from a location-tracking service the app expects at mail.conexo.casa. As of this writing that address doesn't resolve to a working PhoneTrack installation, so location sharing cannot currently be set up no matter how correctly you follow the steps below. This has been known to the team already; check back, or ask support whether it's been restored, before spending time on it.

For reference, once it's working again, the intended setup is:

1

Get a session token

Location sharing runs on a separate location-tracking service. Generating a session token requires a regular browser sign-in, not something the client's device can do on its own — a buddy or administrator creates it and shares the token.

2

Enter it on the client's device

Open the Location tile, paste in the session token and a name for the session, then tap **Start Sharing**. The device will log a GPS position roughly every 30 seconds while sharing is on.

Discuss this with your client before turning it on, even if they can't fully weigh in — being tracked without any awareness of it sits differently than being tracked with an explanation.

13. Accessibility Settings

All of the following are set per device, from **Profile** → **Settings**, and are worth reviewing together the first time you hand your client their device.

Setting	What it does
Icon size	Small / Medium / Large / Extra Large buttons and text throughout the app.
Theme	Light, Dark, follow System, or a High-Contrast version of either — useful for low vision.
Audio read-aloud	Tap the speaker icon on most screens to have labels and instructions read aloud, using the device's own built-in voice — works offline, no account needed.
Kiosk mode	Locks the app fullscreen and returns to the home screen automatically after a few minutes of inactivity, and blocks accidental gestures out of the app.

How to turn kiosk mode back off

There's no PIN or special gesture — go to **Profile** → **Settings** and tap **Disable Kiosk Mode**, the same place you turned it on. Worth trying yourself before you turn it on for a client, so you know exactly where to go if you ever need to.

14. What's Stored Where — A Quick Reference

This is one of the most useful things to understand before you start setting features up. Settings in this app fall into three groups: things stored on a specific device, things that require you to actually be signed in as your client (on any device), and things you can manage remotely from your own buddy account. Get these backwards and you'll spend time re-entering something, or wonder why a setting “disappeared” on a different device.

Must be entered while signed in as your client

These have no separate buddy-side view at all — whoever is signed in only ever sees their own. To set any of these up for your client, you (or they) must be signed in as *them*, not as yourself, wherever you do it:

- Email account (any of the three provider options)
- Calendar connection (viewing an already-connected calendar works from anywhere; connecting a device or adding/editing events does not)
- Smart Home (Home Assistant) login
- Location sharing session token (currently unavailable — Chapter 12)
- Web Links (only the client can add or edit these, though a buddy can turn the tile on)

Stored on that specific device, regardless of who's signed in

- Icon size, theme, audio voice, kiosk mode

Managed remotely, from your own buddy account, from anywhere

- Home screen tiles, and the configuration lock
- Contacts, and the contacts lock (which the client, not you, controls)
- Notes for Bud-ee, memories, and the memory lock
- Bud-ee's name, allowed topics, and allowed actions
- Alerts, messages sent to the client's screen
- Lists (usual items and favorite places) and open requests
- The buddy duty schedule

The practical upshot

Everything in the first group needs your client's own sign-in, wherever you do it, and the device-only settings need repeating on every new phone or tablet. Everything in the last group is already there the moment you sign into your own buddy account — it belongs to the account, not to any one device or sign-in.

15. Training Your Client

Training someone with memory loss takes patience, repetition, and short sessions. The goal isn't to teach them to use a phone — it's to give them a routine they can follow confidently.

First session (15–20 minutes)

- Sit beside them, not across from them. They should hold the device.
- Show them the home screen. Name each tile: “This big blue one is Bud-ee. That's your friend who's always here.”
- Open Bud-ee together. Let them hear the greeting. Say: “You can talk to Bud-ee whenever you want to.”
- Ask Bud-ee one question together — something they'll enjoy, like “what day is it today?”
- Show them the red Emergency button. Say: “If you ever need help, press this red button and we will come.”
- End the session there. Don't show more than two or three tiles the first time.

Ongoing tips

- Repeat the same session structure for the first week — repetition builds confidence.
- Use color, not labels: “tap the blue one,” not “tap the Bud-ee icon.”
- Don't correct “wrong” use. If they tap Emergency by mistake, that's fine — it just sends a notification you can dismiss.
- Review their Bud-ee conversations after each session to see what's working and what's confusing.
- Add one new tile at a time, only once they're comfortable with what's already there.
- Leave a printed card near the device with one plain instruction, like “Tap the blue button to talk to Bud-ee.”
- Call them while they're using the app at least once a week — it connects the technology to a real relationship, which is the actual point.

16. Getting Help

- **In the app** — the **User Guides** tile has a shorter, on-screen version of this manual, split into a Buddy Guide and a Client Guide.
- **Get Support**, in the app — call, email, or talk to Bud-ee directly.
- **This manual and the Quickstart Guide** — downloadable any time from the app's Help & Training page, and from conexo.casa where published.

Contact

Support: (602) 845-9411 · support@conexo.casa

Monday–Friday 8:00 AM–6:00 PM MST, Saturday 10:00 AM–4:00 PM MST, closed Sunday.

For anything urgent happening with your client right now, use the red **Emergency** button on their home screen instead of calling support — it reaches every linked buddy immediately.

Appendix A — Troubleshooting

What you're seeing	Likely cause and fix
A buddy you “added” can’t see the Buddy Dashboard for a client	You probably used “Add Buddy” in My Buddy Network, which only creates a contact card. Use Authorize a Buddy (client) + My Client Connections (buddy) instead — Chapter 2.
Client can’t sign in right after you created their account	The confirmation email hasn’t been clicked yet. Check the inbox you used for their address.
Calendar tile shows “not configured”, or you can’t add an event	This specific device isn’t connected yet. Tap Connect this device on the Calendar tile and enter the account’s email and password — Chapter 7.
Email or Smart Home says “not configured” on a device that was already set up	These settings are per device, not per account. Set them up again on this specific device — Chapter 14.
You’re not getting emergency alerts on your iPhone	Push notifications on iOS only work from an icon added to the home screen, not a regular Safari tab. Chapter 3, Step 4.
A grocery or ride request seems stuck	Check Buddy Dashboard → Requests — it’s likely still “Waiting” for a buddy to claim it. Nothing is ordered automatically; a person has to act on it — Chapter 9.
You want a specific buddy to be the only one who can change the home screen	That requires an admin to set that buddy as the “configuration owner” — it isn’t something a buddy can set for themselves. Chapter 2.
Notes for Bud-ee look empty even though you wrote some before	Known issue: the notes box doesn’t load previously saved notes, and saving replaces them. Check with other buddies before you save — Chapter 5.
You want to remove a buddy who’s already joined	Not currently possible from the app in any role. Only a pending (not-yet-joined) authorization can be revoked. Contact support — Chapter 2.
Location tile won’t accept a session token	Location sharing is currently unavailable — the service it depends on isn’t reachable. This isn’t something you did wrong. Chapter 12.