



## User Manual

Updated: February 2026

**Welcome to siento.io**, a secure platform dedicated to mental wellness and peer support, available for both IOS and Android.

**Peer support works!** Siento's peer support management system helps you find help quickly and helps organizations effectively manage their peer support teams.

**Your identity is shielded**, allowing you to share your most personal struggles without fear.



## Step 1

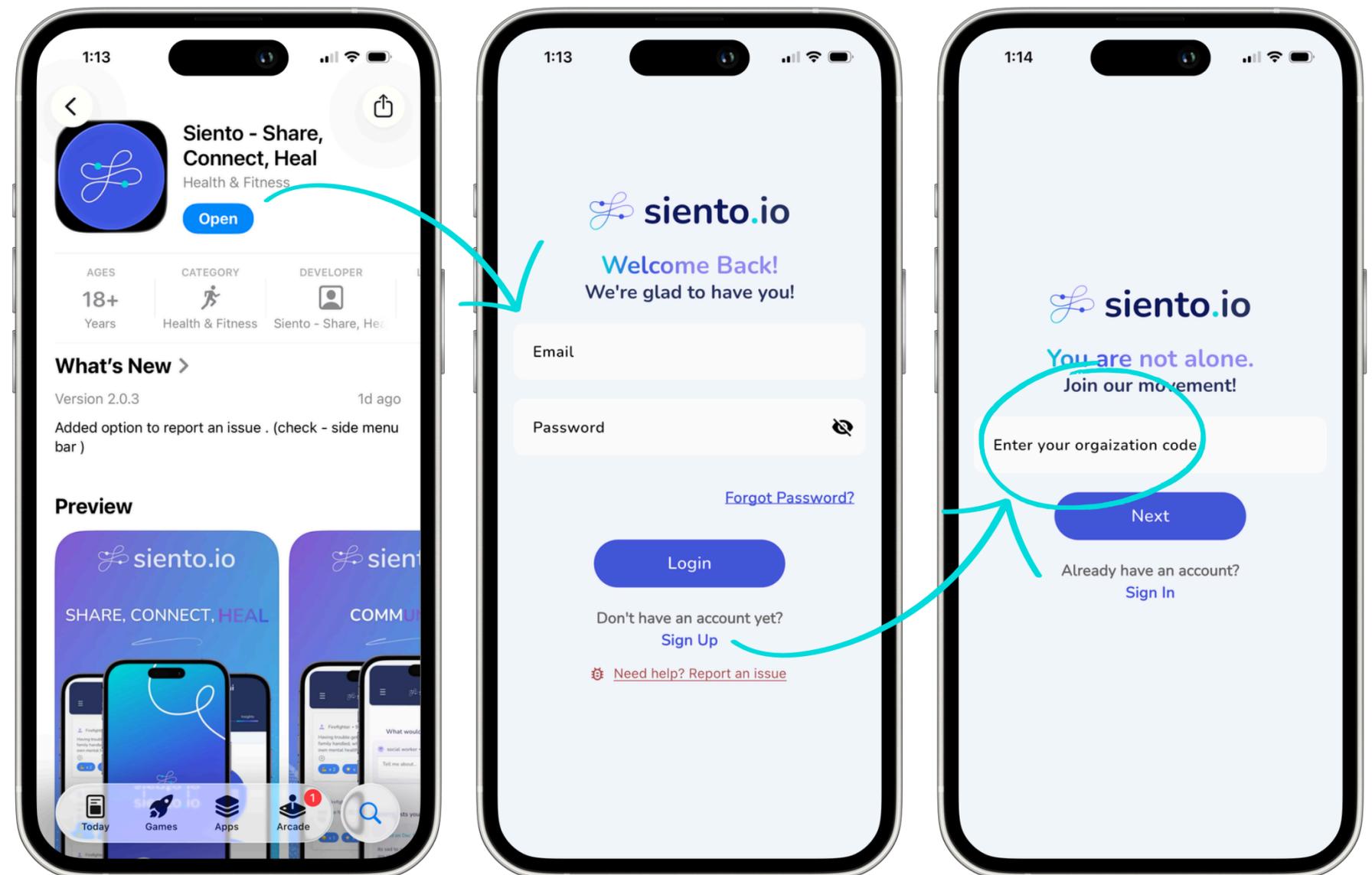
Download the mobile app (free download)

- Search for "Siento - Share, Connect, Heal"
- Or, simply scan the QR code



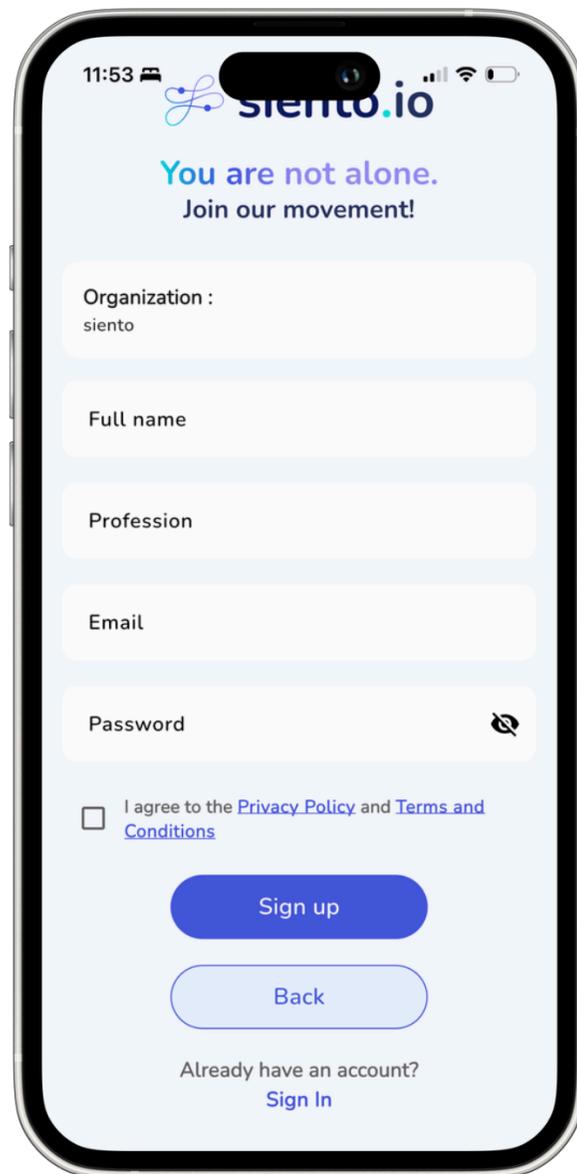
## Step 2

Create your account. You will need your organization's unique sign-up code.



## Step 3

Enter your info and tap "Sign up". You will receive an email from support@siento.io with instructions to verify your email address.



### Note!

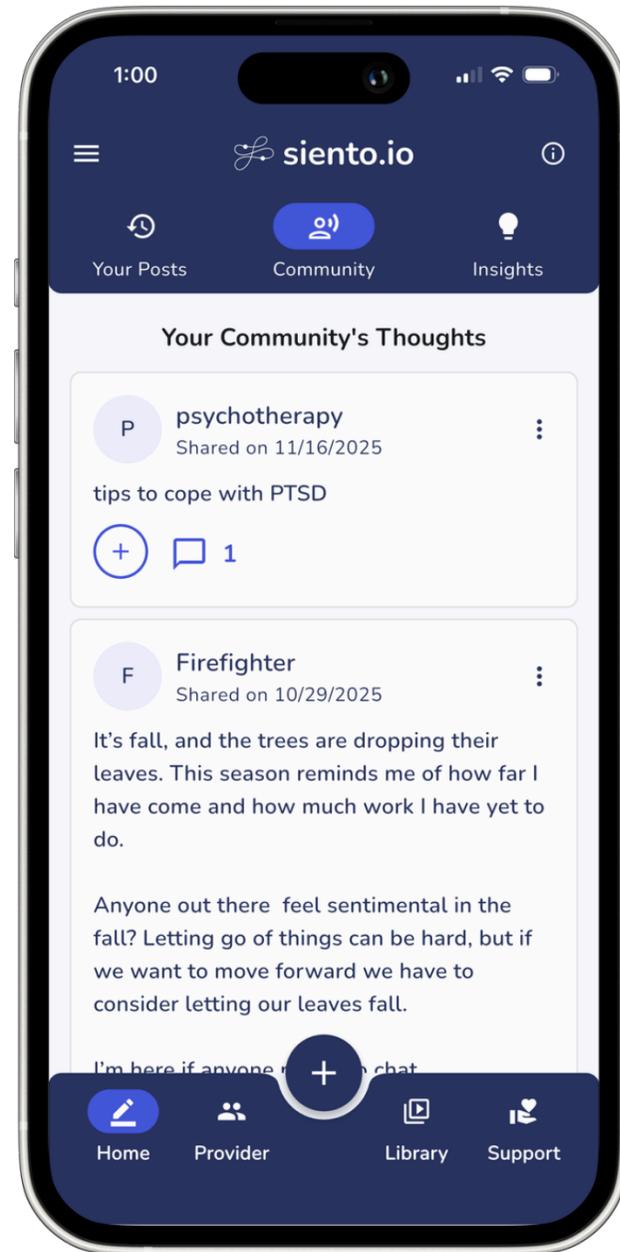
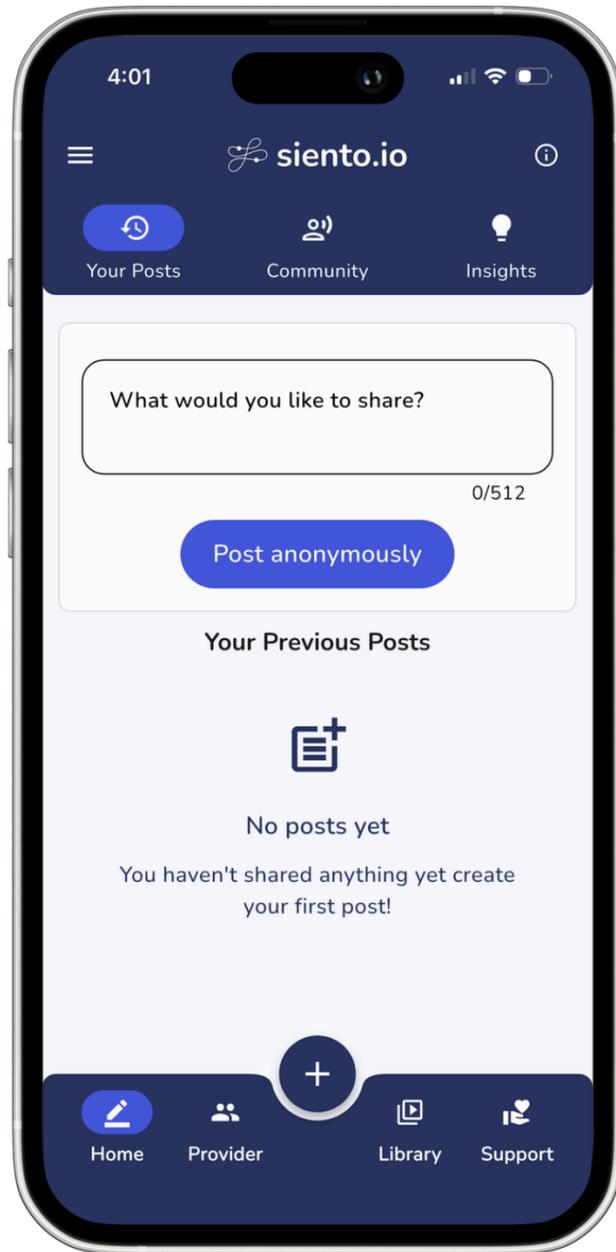
You may need to check your spam mail folder for the verification email.

## Step 4

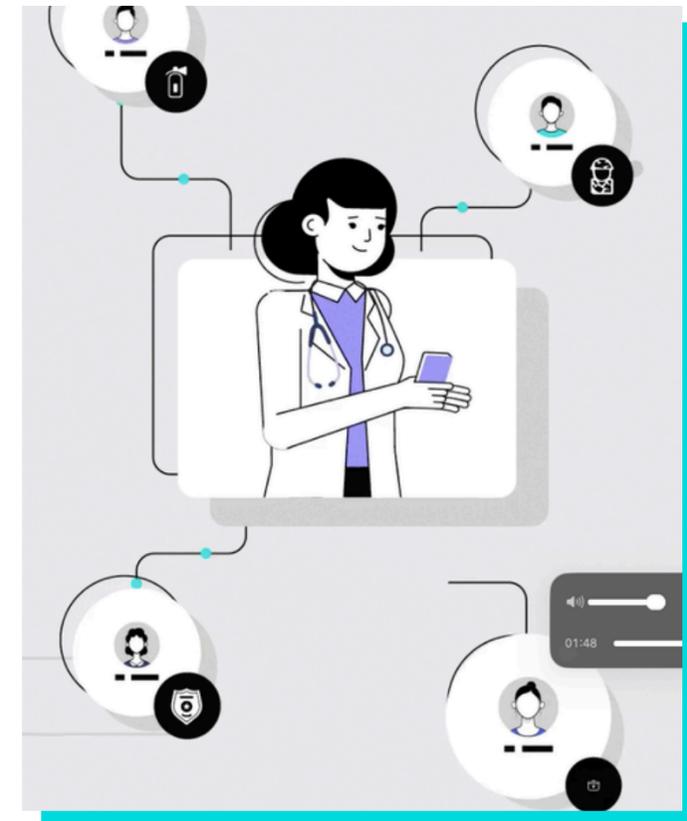
Sign in with your username and password, create your PIN, and then you are ready to go!



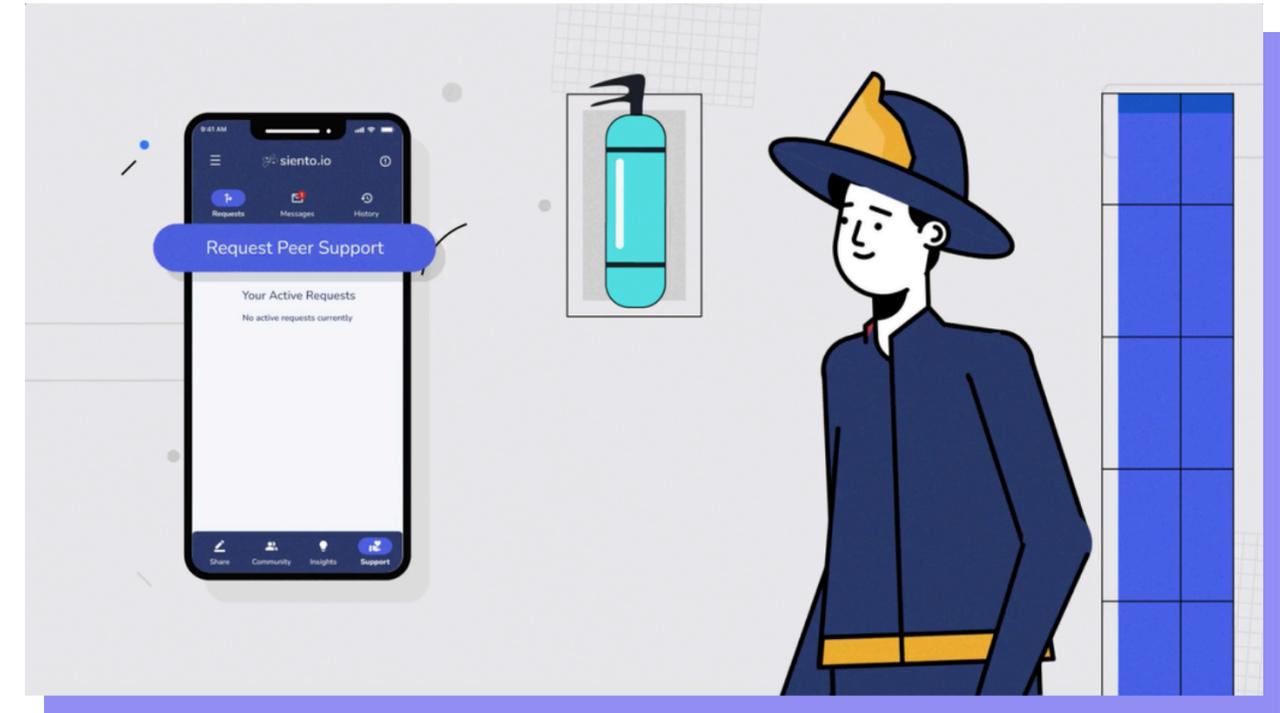
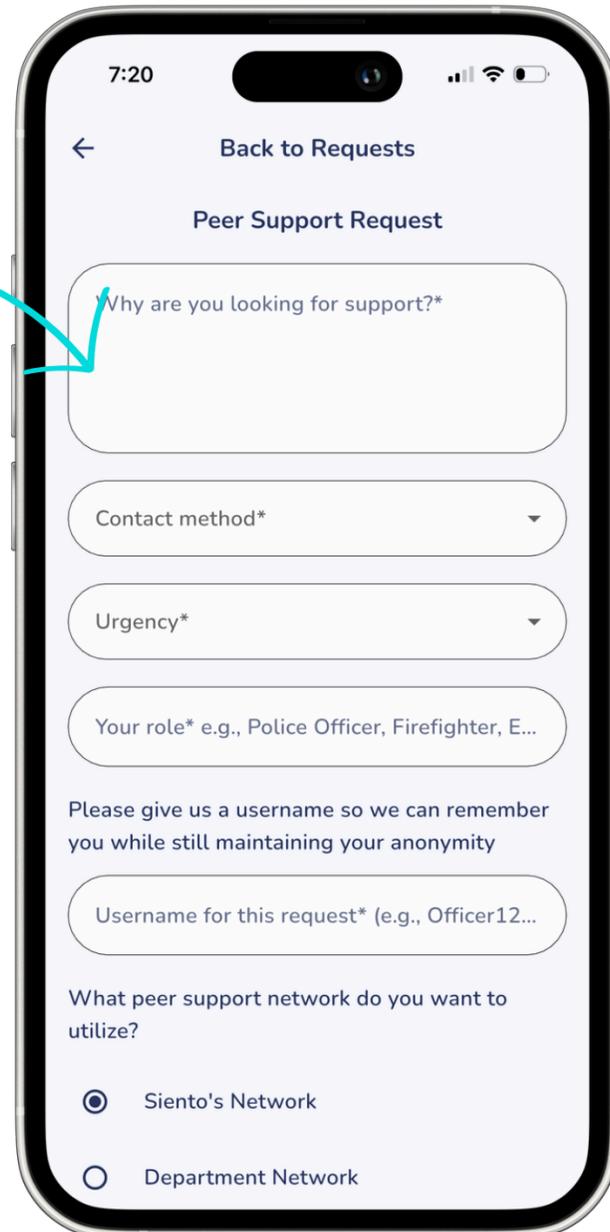
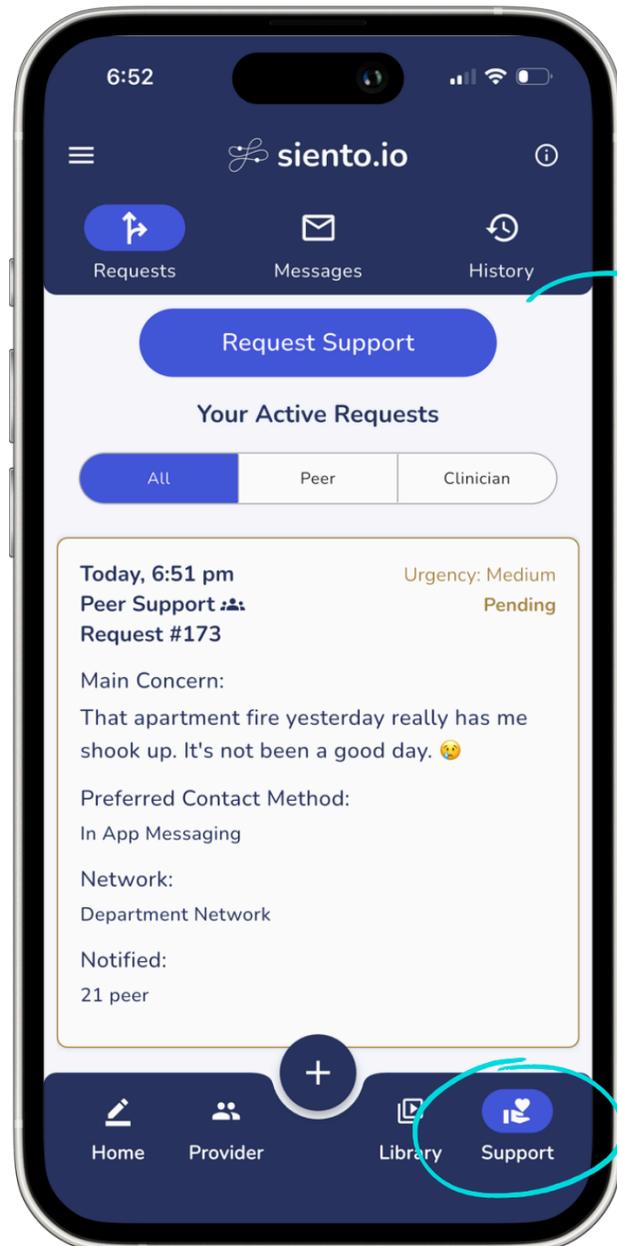
Your secure PIN controls your encrypted data. If you forget it, your data cannot be recovered!



- The home screen is where you can make easy and anonymous posts out to the rest of the Siento community.
- Feeling grateful? Feeling stressed out? Feeling confused? **Express yourself.**
- View what other people are sharing. Add a helpful reaction to their post, or comment to show your support or answer a question.
- A little engagement with a caring community can go a long way.



Peer support is the heart and soul of Siento! If you want to engage with a peer supporter, head to the Support screen...



Choose to receive messages in-app, or provide your phone number if you'd rather get a call.

"Username" can be anything you want. Peer support requests are anonymous\*.

\*In emergency situations, your identity may be revealed to protect your safety. You will be notified if this occurs.

# Sending a Peer Support Request

We offer three different choices in how your peer support request is assigned. Choose the option that works best for your comfort level.

7:20

← Back to Requests

Your role (e.g., Police Officer, Firefighter, EMT)

Please give us a username so we can remember you while still maintaining your anonymity

Username for this request\* (e.g., Officer12...)

What peer support network do you want to utilize?

Siento's Network

Department Network

Specific Peer Supporter

Select peer supporter\*

Do you have any special requests for the peer support team to keep in consideration?

Special requests (Optional)

Submit Request

- 
- 8:10
- Matt Hughes Active
  - Aditya Siento Inactive
  - Ryan Active
  - Ryan Kinner Inactive
  - Jason Hall Active
  - Ryan Kinney Inactive
  - Jacob Carters Inactive
  - Ryan Preston Inactive
  - Michelle Martinez Active
  - Cliff Inactive
  - Cliff Inactive
  - Dustin Baskett Active
  - Josh Warter Inactive
  - John Inactive
  - Dev Tester Active
  - Andrew Active

## Option #1: Network

Sends the request outside of your workplace to the broader Siento network. This is a good option to choose if you want an extra level of anonymity.

## Option #2: Department

Keeps the request within your local department/agency. Feel free to choose the option to keep the request "close to home", with a peer supporter who might know a little more about the challenges you've been facing.

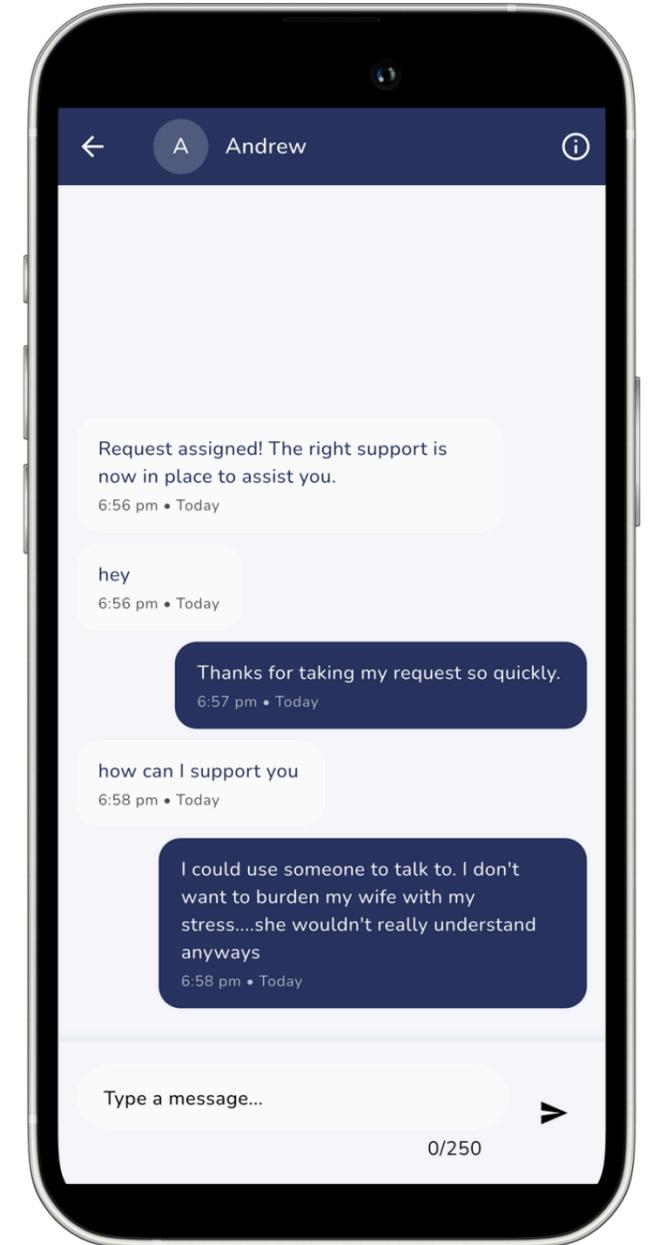
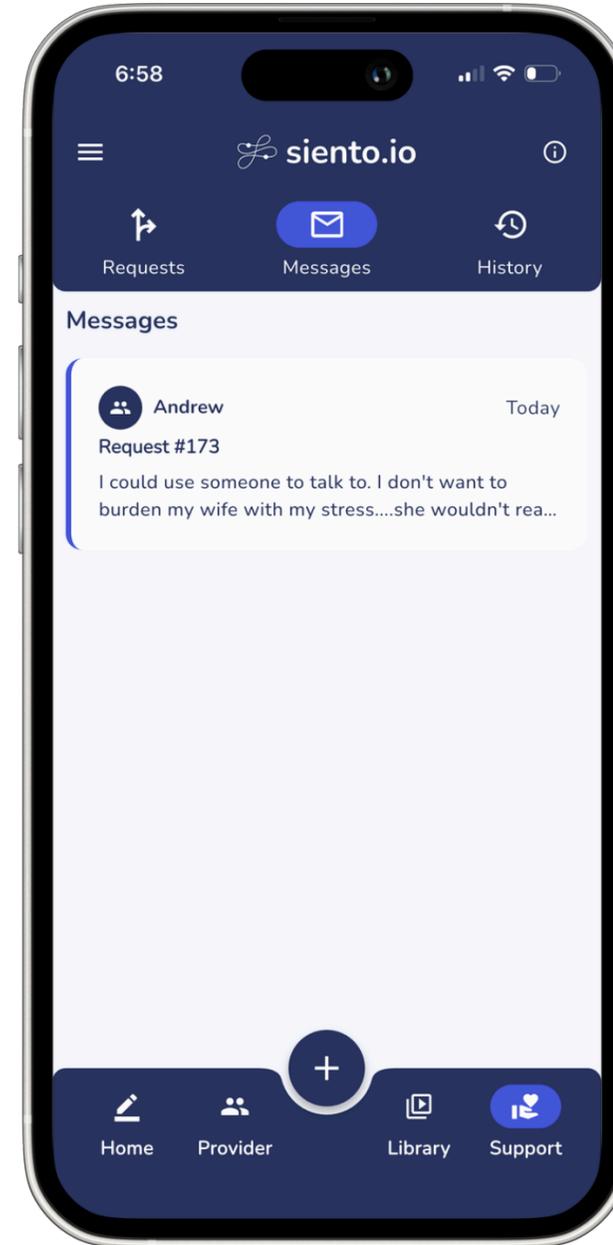
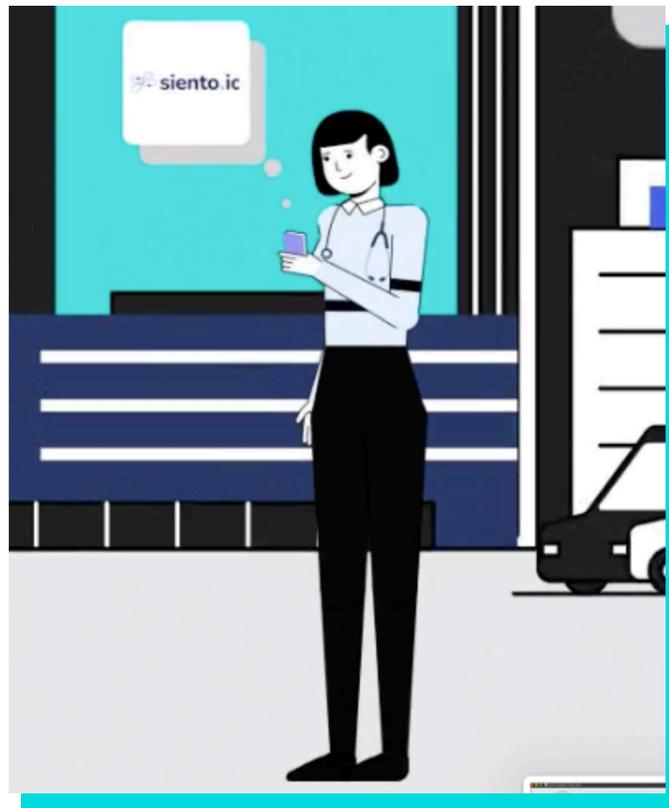
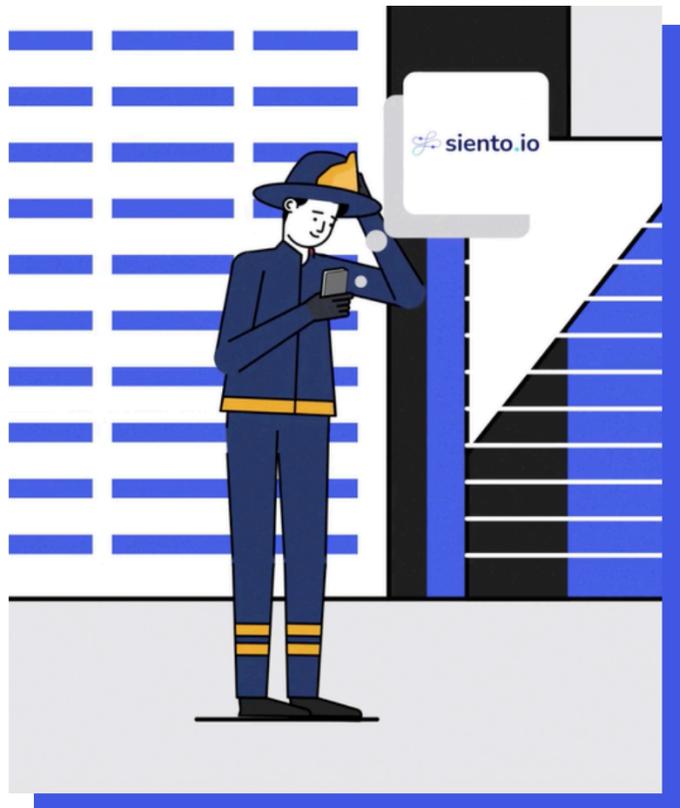
## Option #3: Specific Peer Supporter

Choose exactly which peer supporter gets your request. (Note: If you can choose someone who is "Inactive", they might take longer to respond.)

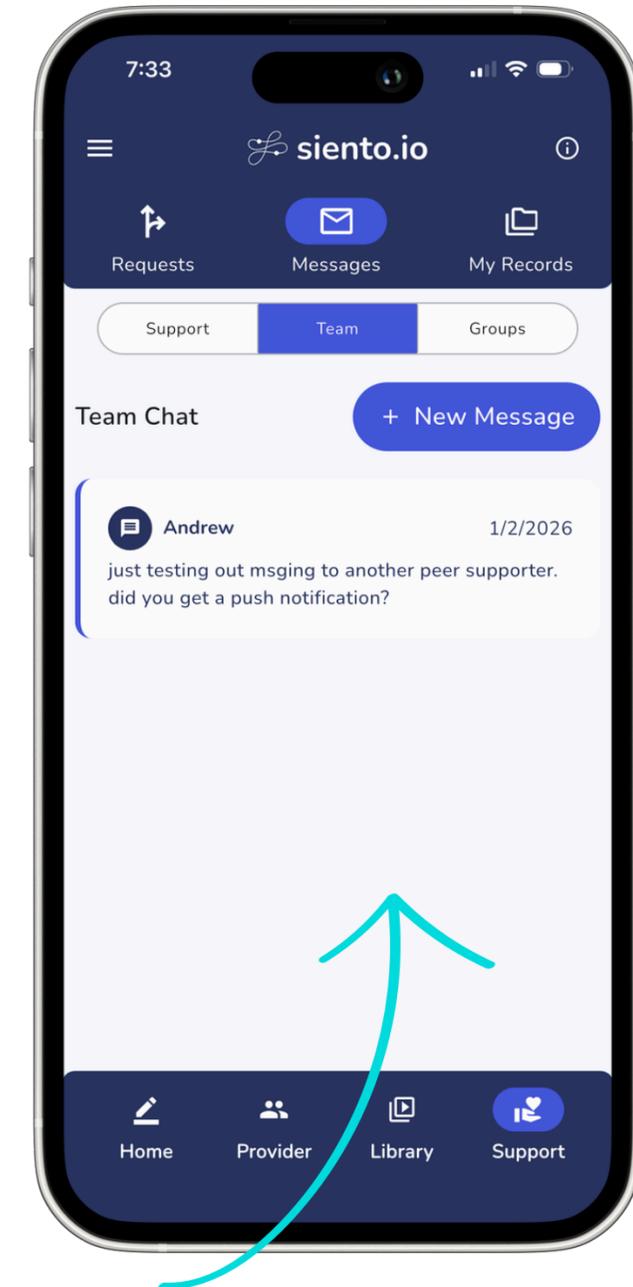
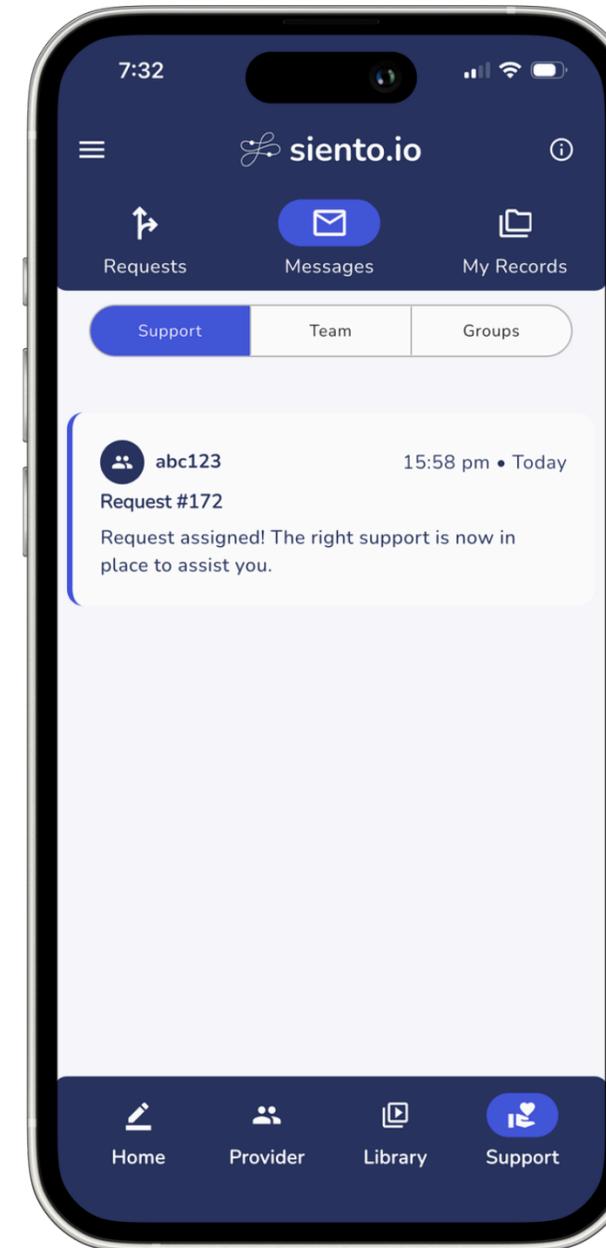
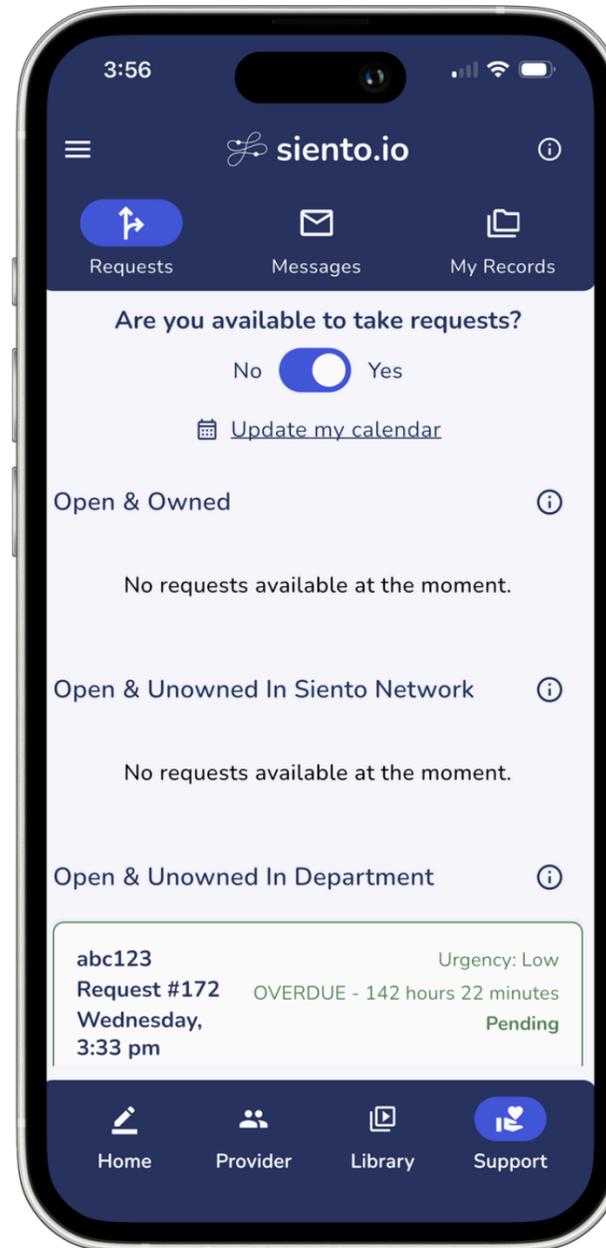
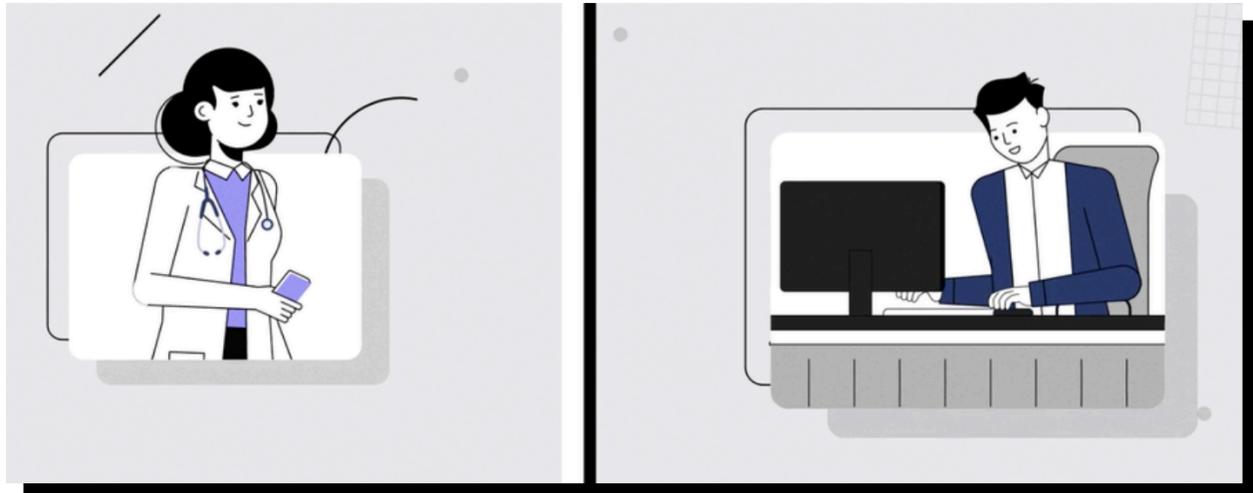
A messaging thread is automatically created once your peer support request has an owner. It stays active in the Messages screen as long as your peer support request is open.

**Your messages are end-to-end encrypted.**

Absolutely nobody can access your messages and read them, not even any Siento staff!



When peer supporters log in, they see a different view in their Support screen. Their options are focused on providing support and communicating with their peer support team, coordinators, and other resources.

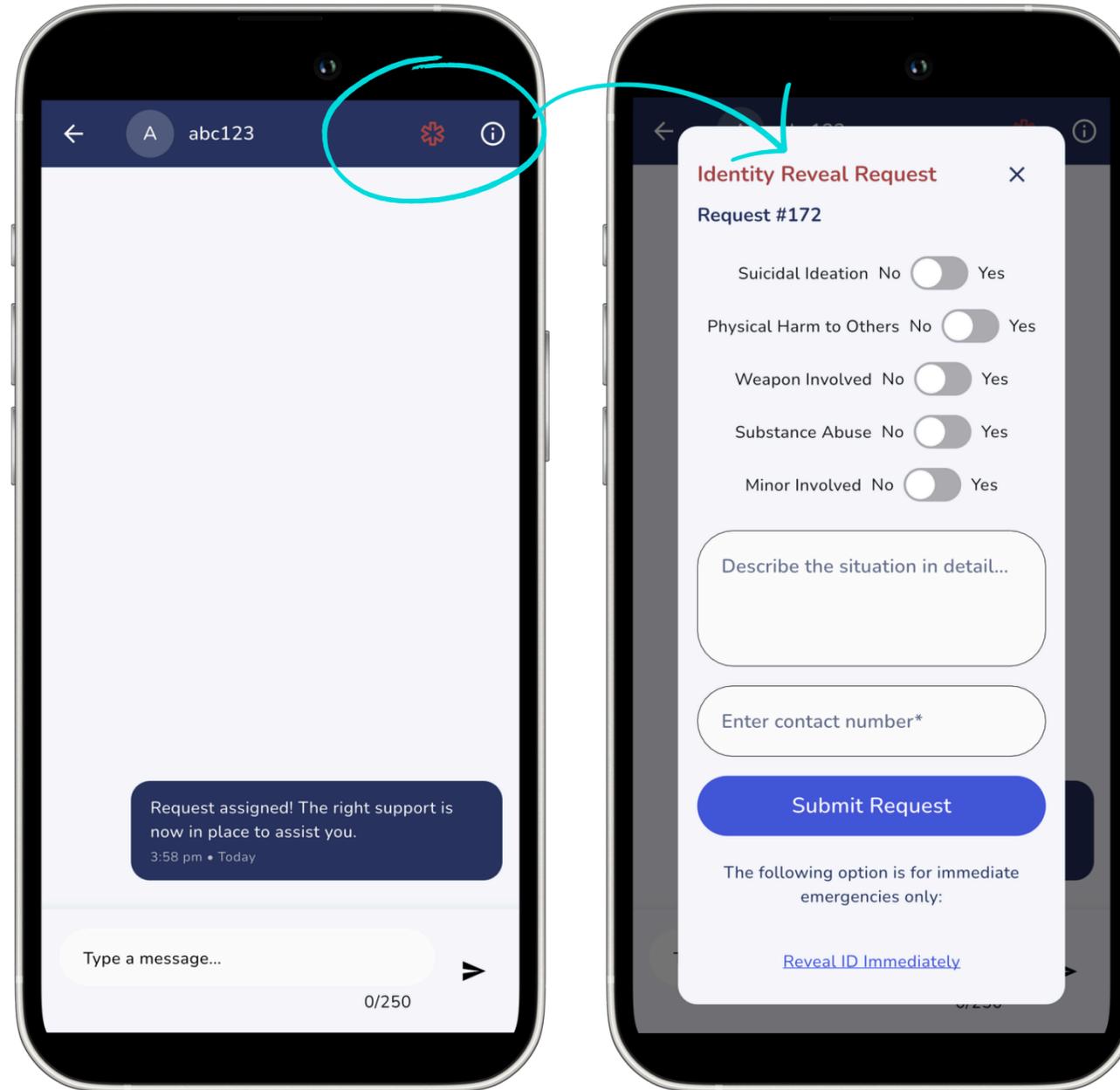


In addition to messaging on peer support requests, peer supporters are able to directly message their team, and create groups. These options help them provide the best support possible.

Sometimes, a peer support situation may be too urgent for just a messaging thread.



We have provided a way for a peer support to request the revealing of a user's identity, **if they feel that someone's safety is at risk.**

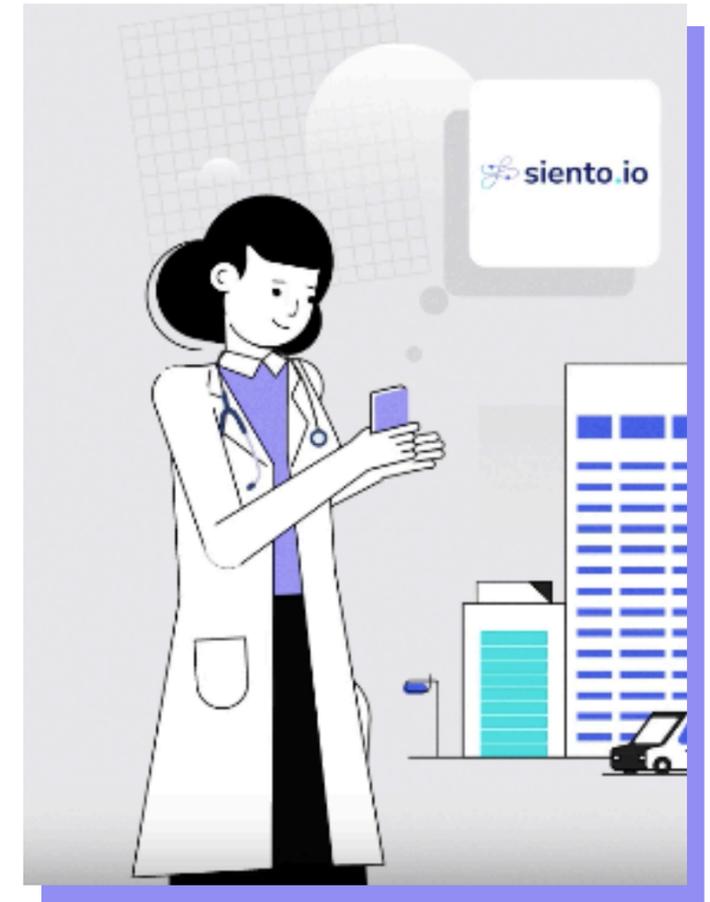
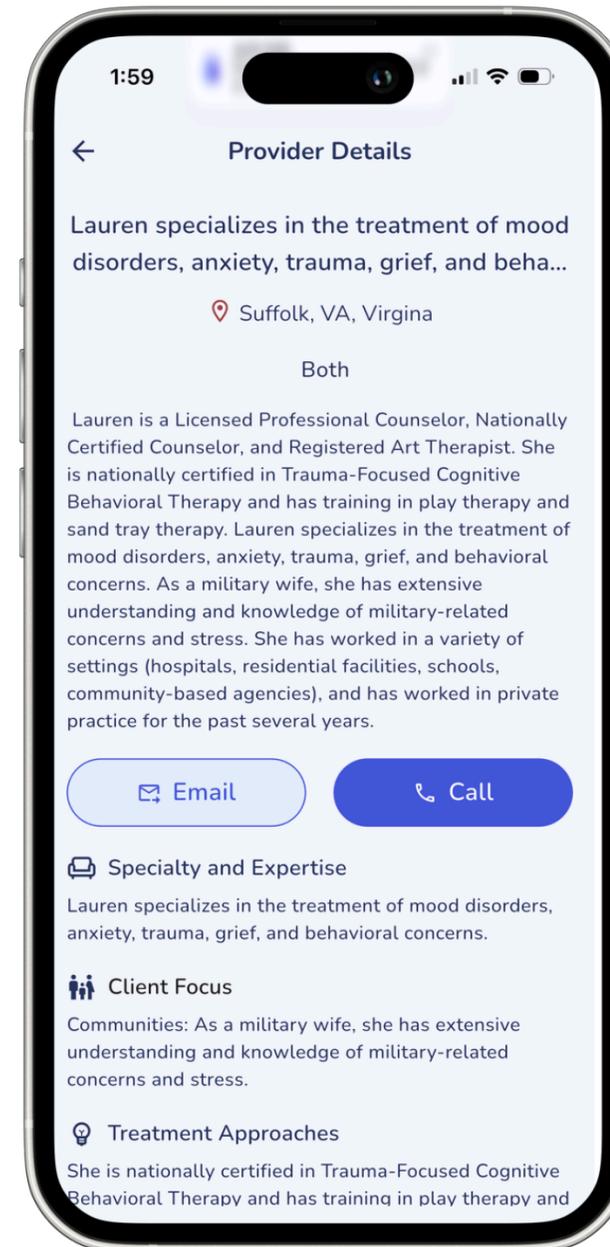
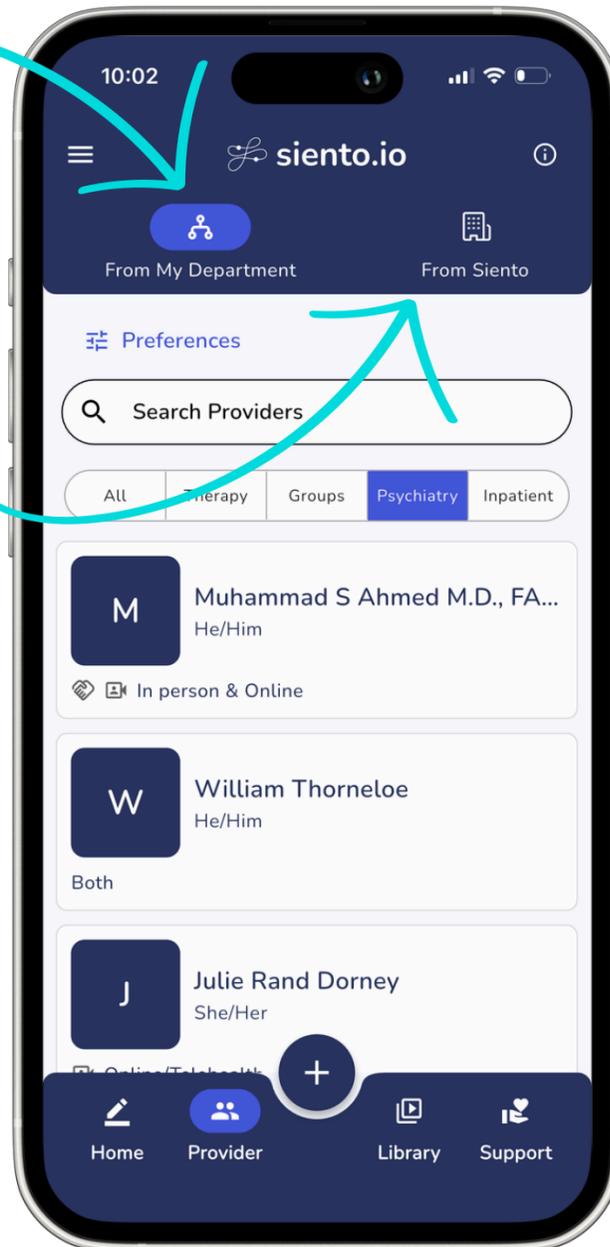


- A request is sent to the admin(s) to understand the urgency of the situation.
- The identity is revealed to the admin if they approve the request.
- The user will also receive a notification that their identity was revealed.
- The peer supporter has the option to immediately reveal the ID if the situation is critical.

Siento has created a directory where listings of therapy providers can be published. Info about their services and how to contact them can be shown here.

Listings added by your admin

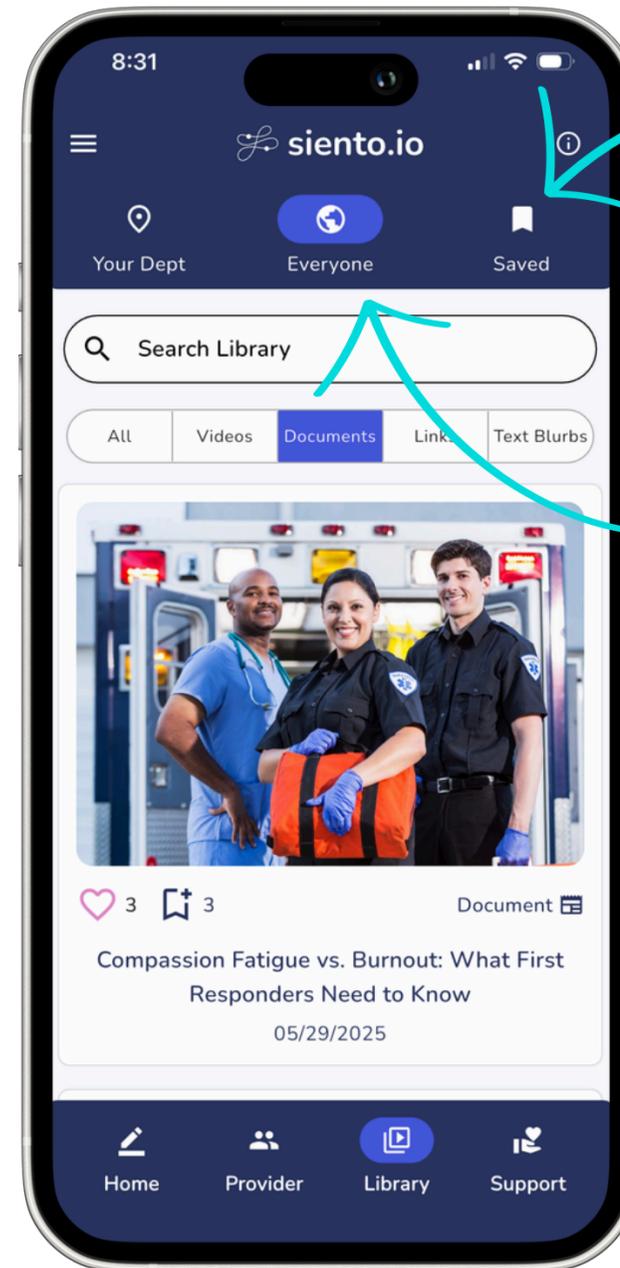
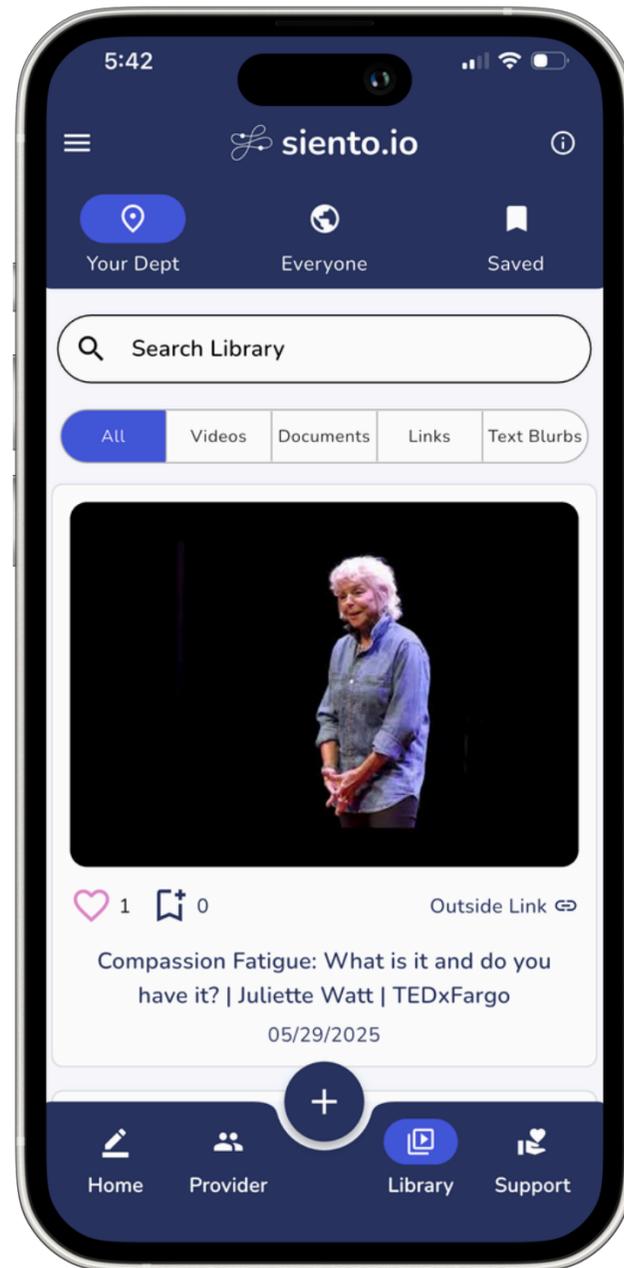
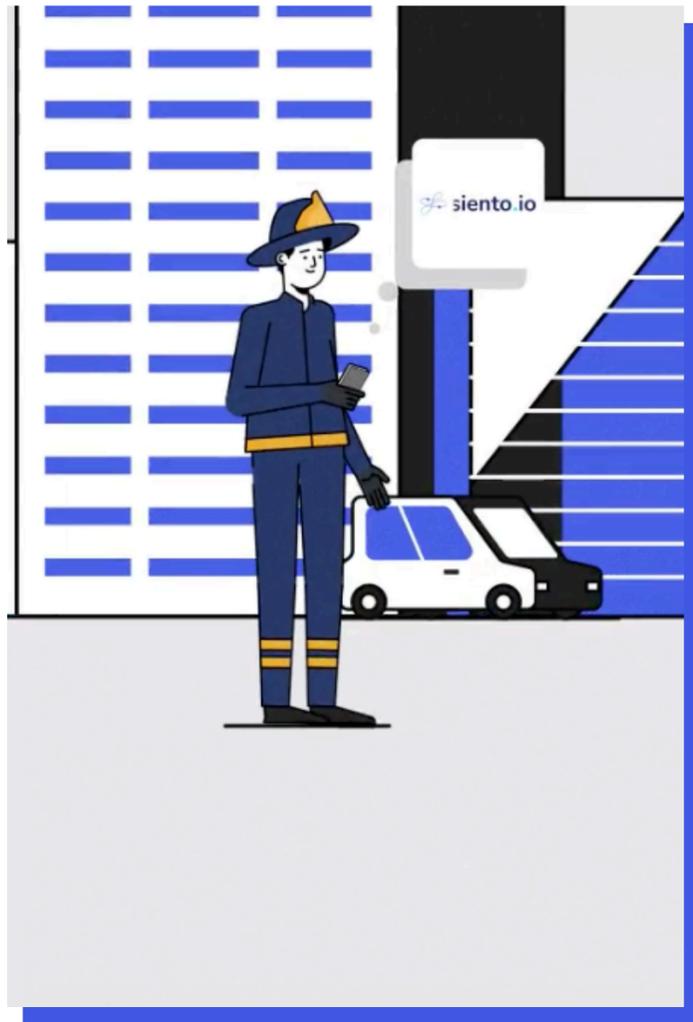
Listings added by other customers and shared with the Siento network



**Note:** Siento does not vet therapists or recommend any in particular. We allow our customers to vet appropriately, so you can trust the results.

# Content Library

Here you can view any of the content posted by your administrator. Admins can make announcements, upload videos, documents, and share links.



Bookmark content for easy access!

Your administrator can also share posts that have been published by other admins in the Siento Network.

# Thank You!

Thank you for choosing Siento.

Our entire team is dedicated to continuing our partnership with you and your department. If you have any feedback or require any assistance, don't hesitate to contact us at [support@siento.io](mailto:support@siento.io).

