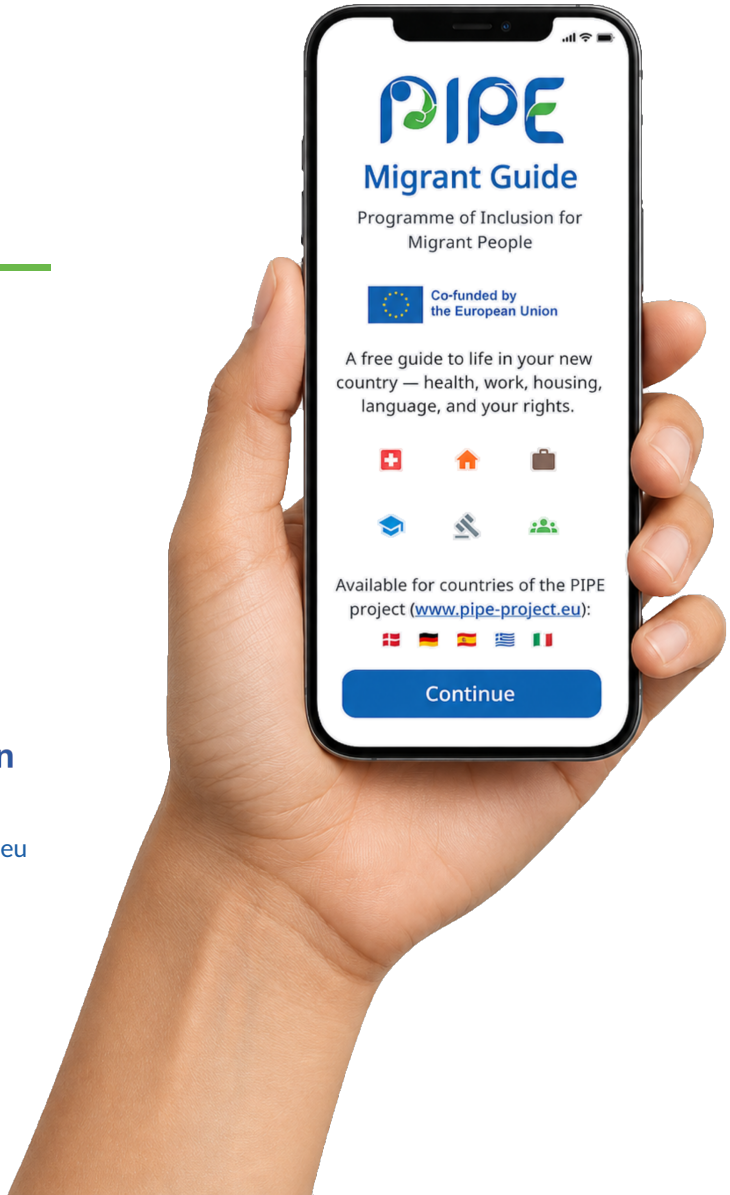


USER GUIDE

For facilitators,

social workers,

and migrants



Co-funded by the European Union

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1 Introduction

1.1 About This Guide

This guide explains how to use the **PIPE Migrant Guide** — a free mobile app that helps migrants and refugees find information, services, and support in their new country.

The guide has two audiences:

- **Facilitators** — social workers, integration counsellors, language teachers, NGO staff, and volunteers who support migrants. Chapters 2–8 walk you through every screen so you can guide a migrant through the app in a session. Chapter 9 contains specific tips for facilitated use.
- **Migrants and asylum seekers** — who are using the app on their own. Start at Chapter 2 for step-by-step setup, then move to whichever topics are most relevant to you.

Note

You do not need to read this guide from cover to cover. Use the table of contents to jump to the section you need.

1.2 What Is the PIPE Migrant Guide?

The PIPE Migrant Guide is a free, gamified digital guide for migrants, refugees, and asylum seekers arriving in one of five European countries:

- **Denmark**
- **Germany**
- **Spain**
- **Greece**
- **Italy**

The app gathers information about services, rights, and opportunities into one place — covering six areas of daily life: healthcare, housing, jobs, language, legal matters, and community. Instead of searching across dozens of websites or relying on word-of-mouth, a migrant can find country-specific information in a language they understand, organized as step-by-step guides.

The app also uses **gamification** — points, missions, and progress tracking — to make the learning experience motivating and interactive, not just a list of facts.



Figure 1.1: *The welcome screen shown when you first open the app*

1.3 About the PIPE Project

The PIPE Migrant Guide is part of the **PIPE project** — *Programme of Inclusion for Migrant People at risk of social exclusion*. PIPE is a cooperation partnership co-funded by the European Union under the **Erasmus+ programme**, running from November 2023 to November 2026 across five partner countries: Denmark, Germany, Spain, Greece, and Italy.

More information at www.pipe-project.eu.

1.4 How to Download the App

The PIPE Migrant Guide is available as:

- A **smartphone app** — search for "PIPE Migrant Guide" in your app store, or scan the QR code below
- A **web app** — accessible from any browser at www.pipe-project.eu

Tip

If you are a facilitator introducing the app in a group session, print the QR code from the app store listing or www.pipe-project.eu on a handout so participants can scan it themselves.

2 First Launch: Setting Up the App

When you open the PIPE Migrant Guide for the first time, it walks you through a short setup. This chapter explains each step.

Note

The setup only happens once. Next time you open the app, it will go straight to the home screen with your settings already saved.

2.1 Step 1 — The Welcome Screen

The first screen introduces the app. Tap **Continue** to begin.



Figure 2.1: *The welcome screen*

2.2 Step 2 — Language and Country

This screen has two decisions:

Selecting a language

Tap the dropdown at the top to choose a display language. The app is available in **32 languages**.

Important

Content is fully verified in the **native language of each country** and in **English**. All other languages are AI-translated and may contain mistakes. The app displays this notice on the language selection screen. When accuracy matters (e.g. legal or medical topics), cross-check with the original language.

Selecting a country

Choose the country the user is living in (or moving to). Either:

- Tap a country on the **map**, or
- Tap one of the five **country buttons** at the bottom: Spain, Germany, Denmark, Italy, Greece

The selected country lights up on the map.

Action: Choose language and country, then tap **Continue**.

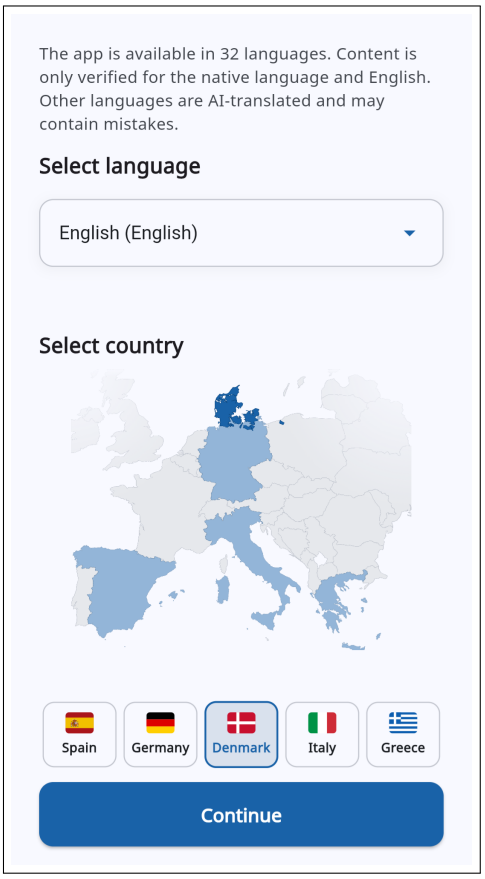


Figure 2.2: *Selecting language and country*

2.3 Step 3 — Pick a Scoreboard Name (Optional)

The app has a points system. As users complete guides and quizzes, they earn points. If they want to appear on the public **scoreboard** and compare their progress with others, they can pick a nickname.

- Type any name (up to 20 characters) in the text field and tap **Save and continue**
- Or tap **Skip — stay anonymous** to use the app without appearing on the scoreboard

Note

Choosing to stay anonymous does not affect access to any content. Points are still tracked locally, but the user's name will not appear publicly. The nickname can be added or changed later in Settings.

For Facilitators

With groups of migrants, we recommend **skipping the nickname** during a first group session to keep setup fast and avoid privacy concerns. Individuals can add a name later on their own phone if they wish.

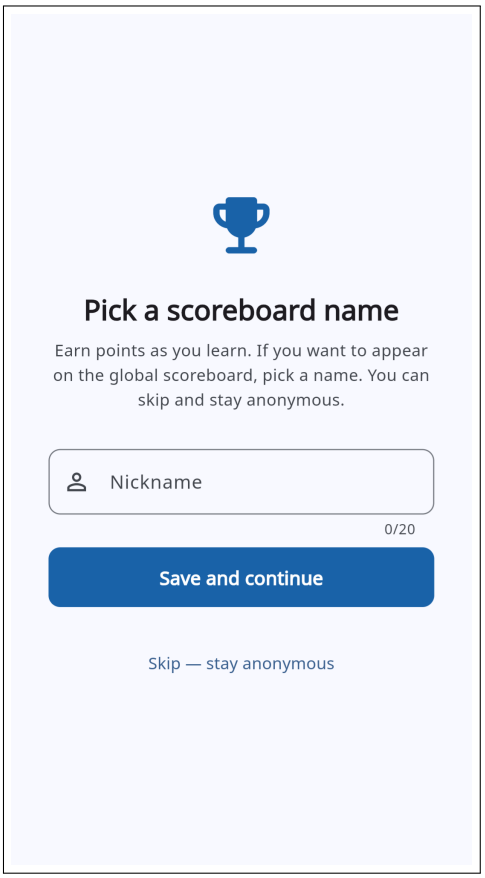


Figure 2.3: *The scoreboard name screen — this step is optional*

2.4 Step 4 — Tell Us About Yourself (Optional)

This screen asks users to select tags that describe their situation. These tags **personalize which content is shown** — modules relevant to a user's profile are highlighted or made visible, while irrelevant modules may be hidden.

Available tag categories include:

- **Household situation:** Family with children, Single / on my own, Couple / partner, Young adult (18-25), Senior / retired, Pregnant / new parent, LGBTQ+, Person with disability, Pet owner
- **Location type:** Big city / capital, Medium-sized city, Small town / rural
- **Employment situation** and more (scroll to see all)

Action: Tap the tags that apply, then tap **Continue**. Or tap **Skip for now**.

For Facilitators

Selecting tags during group setup can be slow — skip this step in group sessions and revisit it individually later.

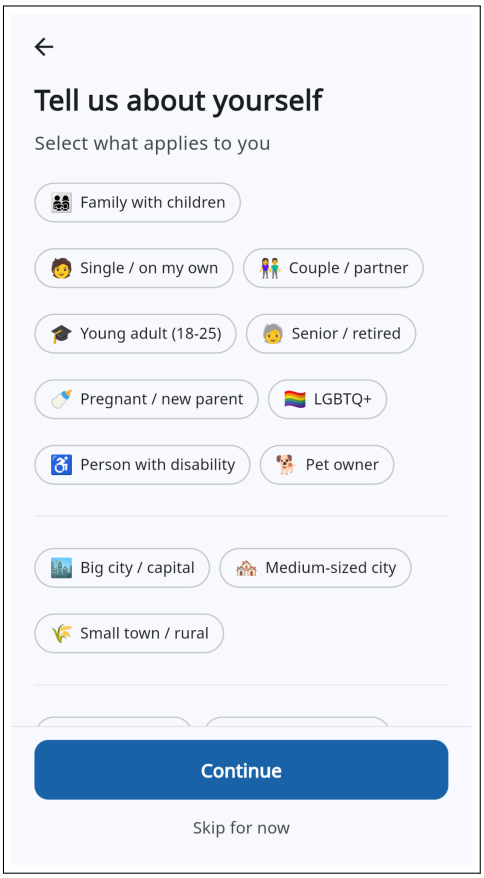


Figure 2.4: *Selecting personal tags to personalize content*

2.5 Setup Complete

Setup is complete. The app moves to the home screen with all your selections saved.

3 The Home Screen

After setup, the home screen is the starting point for everything in the app. It shows six domain tiles (the core content areas), a points banner at the top (tap it to reach the scoreboard), a Tasks counter, and a Useful Links section with curated external resources for the selected country.

The **PIPE header bar** at the top shows the app name and a hamburger menu (three lines, top-left) for navigation.



Figure 3.1: *The home screen after setup*

3.1 The Six Domain Tiles

Below the points banner are six tiles — one per topic area. Each tile has a coloured icon, the domain name, and a thin progress bar at the bottom showing completion within that domain.

Action: Tap any tile to see the list of guides (modules) available in that domain.

3.2 Tasks

At the very bottom of the home screen is a **Tasks** section, showing:

- A tasks icon and the label *"Tasks"*
- A *"Completed: N →"* counter on the right

Tasks are real-world actions that appear at the end of each guide — for example: *"Call the municipal office to request an appointment"* or *"Create an account on Jobnet.dk"*. Tap the counter arrow to see all tasks across all domains.

See Chapter 6 for full details on tasks.

3.3 Navigation Menu

Tap the **hamburger icon** (three horizontal lines, top-left) to access the home screen, scoreboard, and settings. The **back arrow** (←) returns to the previous screen.

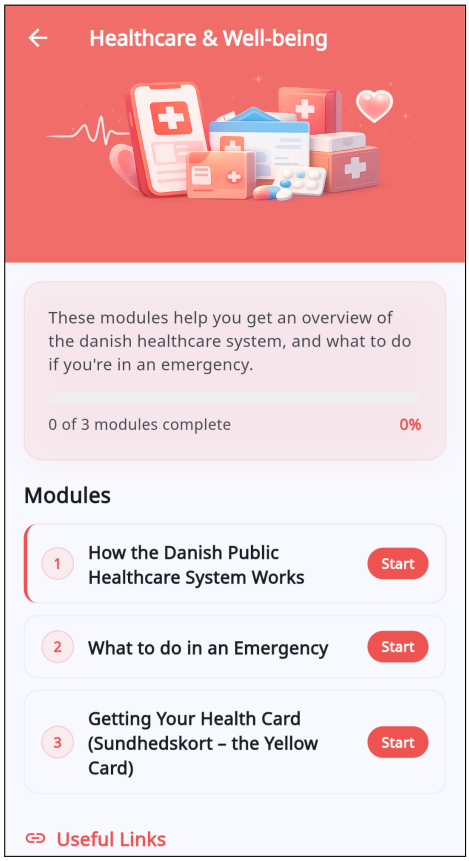
4 The Six Domains

The app organises all content into six **domains** — broad topic areas that cover the most important aspects of life as a newly arrived migrant. Each domain contains multiple **modules** (individual guides). The domains are the same across all five countries, but the content inside each module is country-specific.

4.1 Healthcare & Well-being

This domain covers everything related to health in the destination country. Topics typically include:

- How the public healthcare system works
- How to register with a doctor (GP)
- Emergency numbers and when to call them
- How to get a health insurance card or certificate
- Dental care, mental health services, and maternity services
- How to book a specialist appointment



Healthcare & Well-being domain

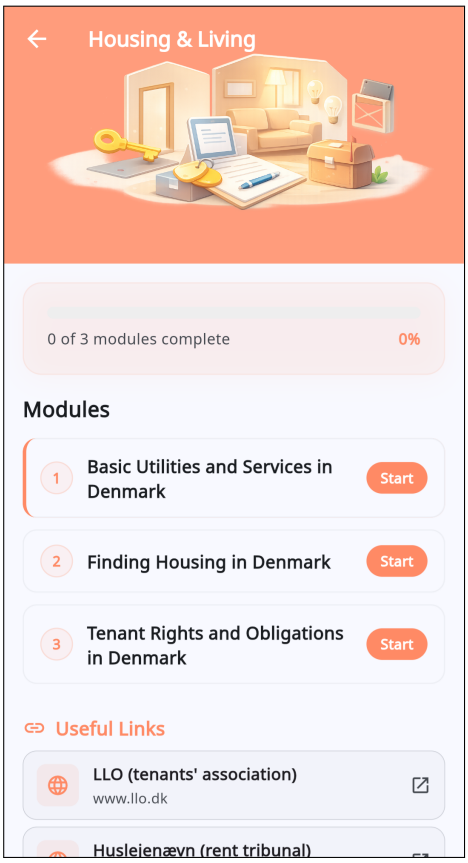
Important

The PIPE app provides **general information** about healthcare systems. It does not replace medical advice. Always consult a qualified health professional for individual health concerns.

4.2 Housing & Living

This domain helps migrants navigate the practicalities of daily life and finding a home. Topics include:

- How to find accommodation (rental market, emergency housing)
- Tenant rights and rental contracts
- Setting up utilities (electricity, internet, water)
- Public transport options
- Waste sorting and recycling rules
- Neighbourhood services

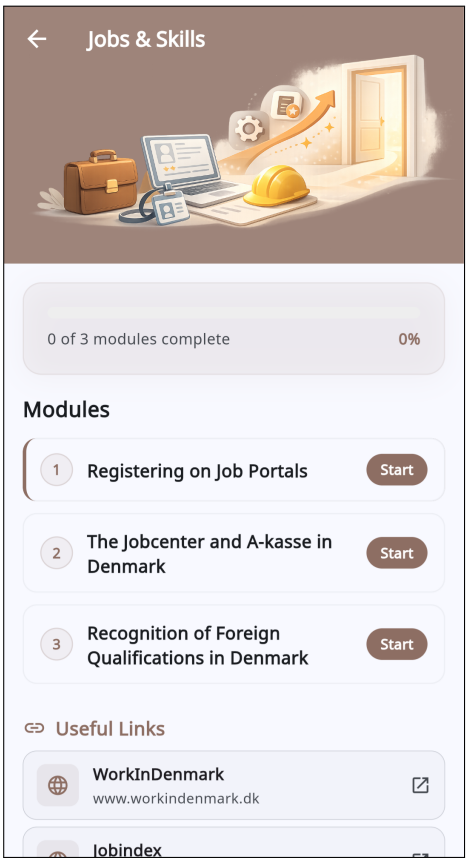


Housing & Living domain

4.3 Jobs & Skills

This domain supports migrants in finding work and understanding work culture. Topics include:

- Job portals and how to use them
- Writing a CV in the local format
- Getting qualifications recognised
- Employment agencies and career centres
- Workplace rights and contracts
- Handling unemployment and benefits

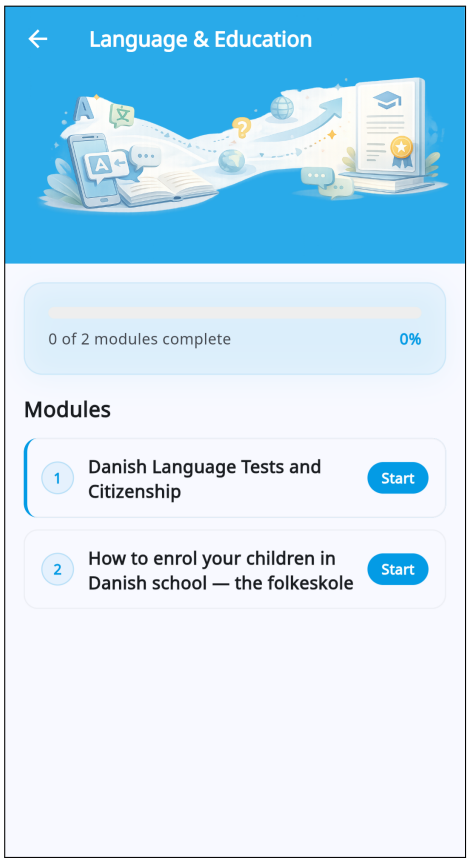


Jobs & Skills domain

4.4 Language & Education

This domain helps migrants improve their language skills and access education. Topics include:

- Free language courses and how to enrol
- Language certificates and integration tests
- Online language learning tools
- Enrolling children in school
- Adult education and further training

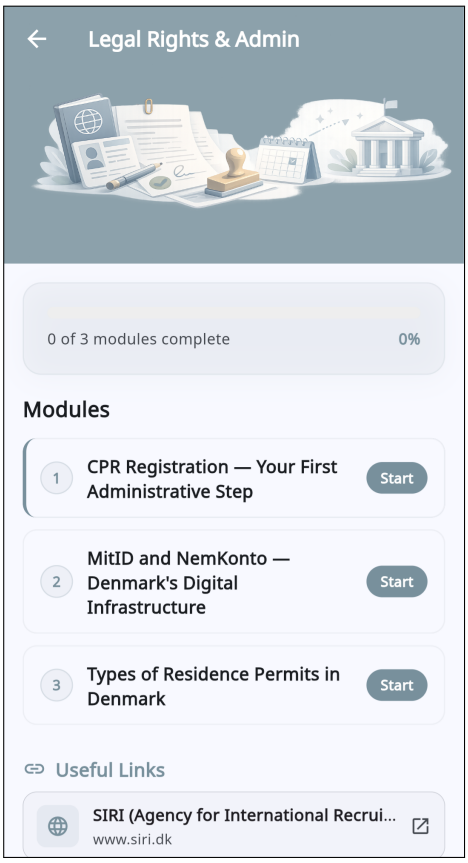


Language & Education domain

4.5 Legal Rights & Admin

This domain explains the administrative and legal processes migrants face. Topics include:

- Residence permits and how to apply
- Registration with the local municipality
- Personal identification numbers and documents
- Asylum procedures and status
- Digital public services (e.g. online portals for registration)
- Tax system basics
- Family reunification procedures
- Where to get free legal advice



Legal Rights & Admin domain

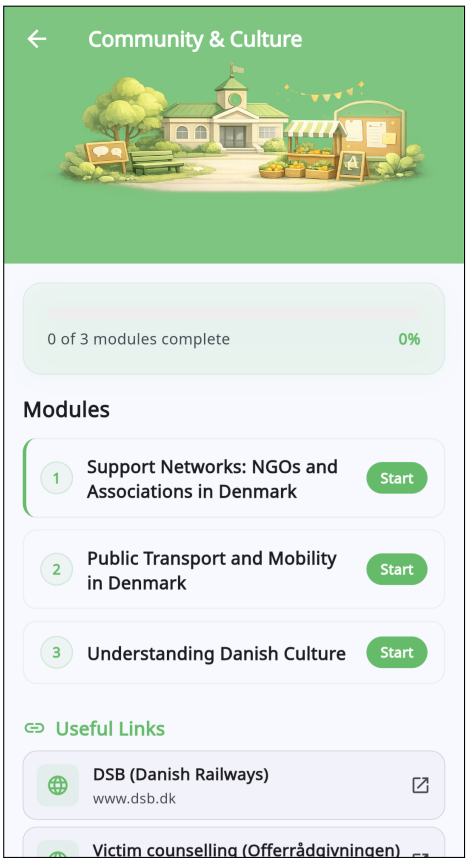
Important

The PIPE app provides **general information** about legal procedures. Laws and administrative rules change frequently. Always verify current requirements with an official source or legal adviser.

4.6 Community & Culture

This domain helps migrants understand and connect with the local community. Topics include:

- Local NGOs, community centres, and associations
- Cultural norms, greetings, and social etiquette
- Local traditions, public holidays, and festivals
- Social networks and volunteer opportunities
- Gender norms and LGBTQ+ considerations in the destination country



Community & Culture domain

4.7 Navigating Within a Domain

When you tap a domain tile on the home screen, you see a **list of modules** (individual guides) for that domain in your selected country.

- Each module shows its title and a short description
- A progress indicator shows whether you have started or completed the module
- Tap any module to open it and begin reading

For full details on what happens inside a module, see Chapter 5.

5 Inside a Module

A **module** is an individual guide on a specific topic — for example, *"How the Danish Public Healthcare System Works"* or *"Finding a Job in Spain"*. Tap a domain tile, then tap any module in the list to open it.

5.1 The Intro Word Game

Before the content begins, most modules start with a short **word game** to activate prior knowledge.

- A prompt appears: *"Tap the words about [Domain Name]"*
- A set of words is displayed — some are related to the module topic, some are not
- Tap the words you think are relevant, then tap **Check answers**
- Or tap **Skip** to go directly to the content

This activity is purely for engagement — it does not affect your score or progress. It is a warm-up exercise that helps orient the user to the topic before reading.

For Facilitators

The word game is a great icebreaker in group sessions. Read the words aloud and ask participants to discuss which ones they think belong to the topic before tapping. It generates conversation even before reading begins.

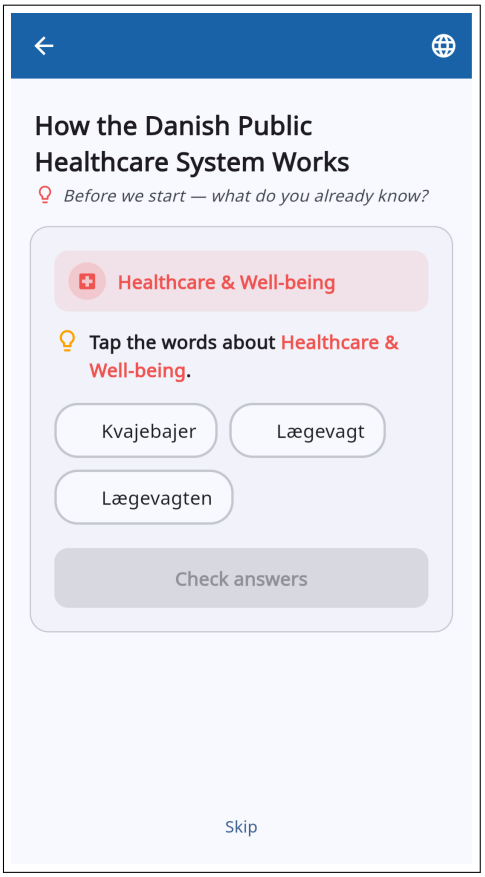


Figure 5.1: *The intro word game at the start of a module*

5.2 Navigating Pages

Each module is divided into **pages**. At the bottom of the screen you will see:

- A **Previous** button (← left) to go back one page
- A **Next** button (→ right) to go forward one page
- A **page indicator** in the centre: *"Page 2 of 9"*

There is no time limit. Users can read at their own pace, go back to re-read a page, or stop and come back later. Progress is saved automatically.

5.3 Content Elements

Each page can contain a mix of standard paragraphs with headings, images, and external links to official services. **Callout boxes** highlight supplementary information: **blue** for background context, **yellow** for practical tips, and **orange/red** for critical information you should not skip.

5.4 Quizzes

Some pages include an **interactive quiz**. These appear as a card with:

1. A **question** (sometimes with a context hint below the title)
2. **Answer options** as tappable buttons
3. A **Check answers** button

After tapping Check answers:

- If correct: a **green confirmation** message is shown
- If incorrect: a **red message** explains the right answer

Completing a quiz correctly **earns points** toward the scoreboard.



Figure 5.2: *Reading a module — page navigation at the bottom*

5.5 Scenario Activities

Some modules include a **scenario** — a short story presenting a real-life situation the user might face. The user reads the scenario and chooses from several responses, each with its own feedback.

Scenarios are designed to practise decision-making in realistic situations (e.g. what to do if a landlord refuses to return a deposit, or how to handle a first appointment with a GP).

5.6 Switching Language Mid-Module

A **globe icon** appears in the top-right corner of the module viewer. Tap it to switch the content to a different language without leaving the module.

Note

Switching language inside a module changes only the display language. Your progress (completed pages, quiz answers) is not affected.

6 Tasks and Checklists

At the end of many modules, the app presents a list of **tasks** — real-world actions the user should take based on what they have just read. Tasks bridge the gap between reading about a topic and actually doing something about it.

6.1 What Is a Task?

A task is a short, actionable follow-up item. Examples:

- *"Create a profile on Jobnet.dk"*
- *"Write down your home address in Danish and save it on your phone"*
- *"Call your municipality to ask about free language courses"*
- *"Install the 112 emergency app from the app store"*
- *"Book an appointment with your GP within the next two weeks"*

Each task has a **title** and a **description** with more detail about how to complete it.

6.2 Completing Tasks

Tasks appear as a checklist at the end of the module. To mark a task as done:

1. Read the task title and description
2. When you have completed the real-world action, tap the **checkbox** next to the task
3. The task moves to the *completed* list

Note

Marking a task as done is a **manual action** — the app does not automatically detect whether you have completed the real-world step. It relies on the user to tick the box once they have actually done it.

6.3 Viewing All Tasks

You can see all tasks from all modules in one place:

- On the **home screen**, scroll to the bottom to find the Tasks section
- The counter on the right shows *"Completed: N →"*
- Tap the arrow to open the full task list, filtered by status

From this view, you can see which tasks are still pending across all domains and which you have completed.

6.4 Why Tasks Matter

Tasks are most powerful when used as a structured follow-up tool — not just as a checklist to tick off alone.

For Facilitators

In facilitated sessions, tasks are a powerful follow-up tool. At the end of a session, review the task list together with the user. Agree on which tasks they will try to complete before the next meeting. At the start of the next session, check in on progress. This creates a simple structured workflow around the app.

7 The Scoreboard

The PIPE Migrant Guide includes a **points and scoreboard** system to encourage continued engagement with the app. Points are earned through learning activities, and optionally displayed on a public scoreboard.

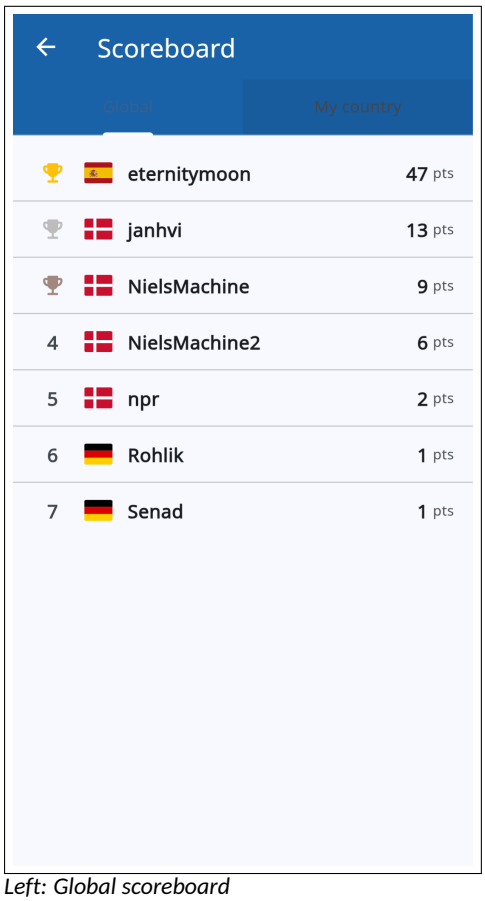
7.1 How Points Are Earned

Points are awarded for:

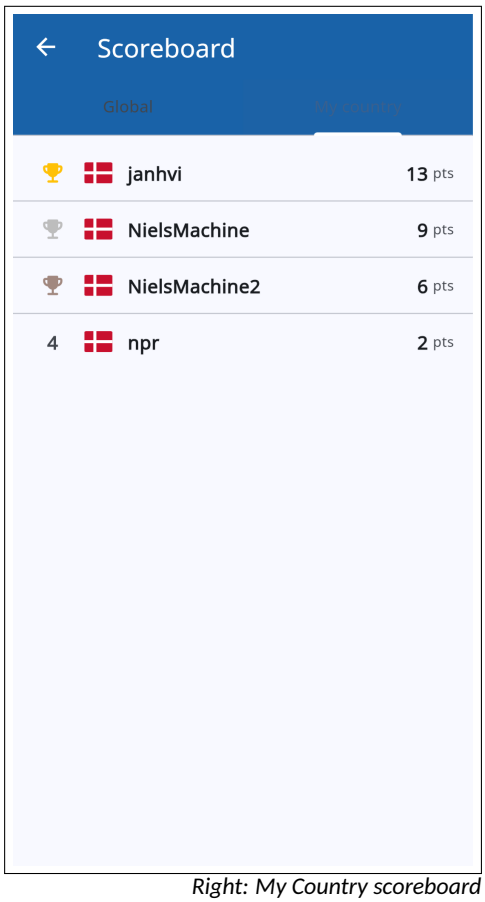
- Completing **quizzes** correctly inside modules
- Completing full **modules** (reading all pages)

Points accumulate automatically as the user engages with the app. The current points total is always visible on the **gold banner** at the top of the home screen.

7.2 The Scoreboard Screen



Left: Global scoreboard



Right: My Country scoreboard

The scoreboard screen is accessible by:

- Tapping the **points banner** on the home screen
- Navigating via the **hamburger menu** → Scoreboard

The scoreboard has two tabs:

- **Global** — shows rankings across all users in all countries
- **My country** — shows rankings among users who chose the same destination country as the current user

Each row shows:

- Rank number
- Country flag
- Nickname
- Points total

7.3 Privacy: Staying Anonymous

The scoreboard is **fully optional**. A user who did not pick a nickname during setup (or who tapped *Skip — stay anonymous*) will not appear on the scoreboard at all. Their points are still tracked locally on the device, but no name is submitted.

- **Anonymous users**: earn and track points, but are not visible to others
- **Named users**: appear on both the Global and My Country scoreboard

Note

Nicknames are moderated — certain words are blocked to prevent inappropriate usernames. The nickname field has a 20-character limit.

7.4 Joining or Changing the Scoreboard Name

To join the scoreboard after skipping the nickname step, or to change an existing nickname:

1. Open **Settings** (see Chapter 8)
2. Scroll to the **Scoreboard** section
3. Tap **Pick a name** (if not yet registered) or tap to edit an existing name

For Facilitators

For group use in a class or session, some facilitators encourage a friendly competition by having each participant pick a nickname. Checking the scoreboard at the end of each session to see who has moved up is a simple motivational tool. However, always check that participants are comfortable with this — some may prefer to remain anonymous.

8 Settings

The Settings screen lets users adjust the app to their needs at any time. Access it via the **hamburger menu** (three lines, top-left) → Settings, or by tapping the **gear icon** on the welcome screen.

8.1 Language

The **Language** row shows the currently selected display language (e.g. *EN* for English). Tap it to open the language dropdown and choose a different language.

Changing the language takes effect immediately — all app text, including module content, switches to the selected language.

Important

Only content in the **native country language** and **English** is fully verified. Other languages are AI-translated and may contain errors, particularly on technical or legal topics.

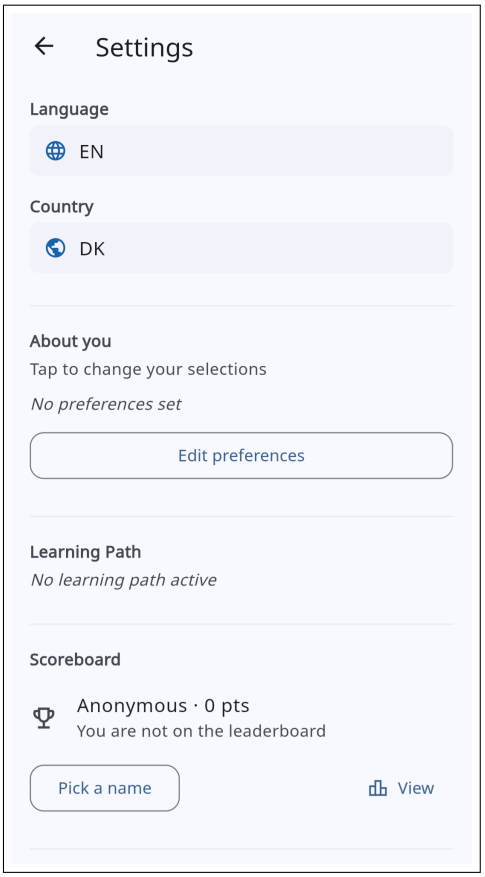


Figure 8.1: *The Settings screen*

8.2 Country

The **Country** row shows the currently selected country (e.g. *DK* for Denmark). Tap it to open the country selection screen (the same map and buttons from the setup flow).

Changing the country changes **all content** — modules, useful links, and tasks all switch to the new country. This is useful if a migrant moves from one partner country to another, or if a facilitator wants to demonstrate content from a different country.

Note

Progress, completed tasks, and points are stored per-device and do not reset when you change country.

8.3 About You (Preferences / Tags)

The **About you** section shows any tags selected during setup, and a button **Edit preferences** to update them.

Tapping *Edit preferences* opens the same tag selection screen from setup (Chapter 2, Step 4). Update any selections and tap **Continue** to save.

Tag changes affect which modules are highlighted or shown
on domain screens. Tags do not delete any content — they personalize the view.

8.4 Resetting the App

Scrolling to the bottom of the Settings screen reveals a **Reset app** option. Tapping this:

- Returns the app to the welcome screen so you can go through setup again
- Resets all setup choices (language, country, and tags)
- Retains the device ID, nickname, and total points (these survive a reset)

Note

The Settings screen may also show a **Learning Path** row — this feature is not currently active in the app.

9 Tips for Facilitators

This chapter is written specifically for **social workers, integration counsellors, language teachers, NGO staff, and volunteers** who introduce and use the PIPE Migrant Guide with migrants in a supported setting.

9.1 Before the Session: Preparation

Set up the app in advance

Before bringing the app to a session, open it yourself and complete the setup flow using the correct country and a language you are comfortable reading. This gives you a working mental map of all the screens and content.

Check available content

Browse the six domains for your country. Note which modules are most relevant for your clients at this point in their arrival journey. Not all modules will be equally relevant to everyone — it helps to have 2–3 specific ones in mind before the session begins.

9.2 During the Session: Setup and Onboarding

Demonstrating setup on a screen

For group sessions (language class, integration workshop), connect your phone to a projector or screen mirror to a monitor. Walk through the setup steps one by one, pausing at each screen to explain what is happening. Then ask participants to do the same on their own phones.

Language selection

Select the language the migrant is most comfortable reading — not necessarily the destination country language. For example, a Syrian migrant arriving in Denmark might prefer Arabic over Danish.

Note

Remind users that the app is in their hands at all times, and they can change the language at any time in Settings. There is no single “correct” language choice.

Nickname and privacy

- For individual sessions: let the user decide whether to pick a nickname or stay anonymous
- For group sessions: recommend **skipping the nickname** to keep setup fast and to avoid drawing attention to users who might be sensitive about public identification

Tags

Selecting tags during group setup can be slow. Options:

- **Skip for now** and revisit in a follow-up session once the user has had time to explore

- Set tags individually with each user in a one-to-one meeting

9.3 Working With Migrants Who Have Limited Digital Skills

Many newly arrived migrants have limited experience with smartphones or apps. Below are strategies for supporting them.

Start with the physical device

Before opening the app, check that the user can:

1. Unlock their phone
2. Tap and scroll
3. Find and open an app

Do not assume these skills — a few minutes of basic device orientation prevents frustration later.

Demonstrate before they try

Show each action first on your own phone (or projected screen), then ask them to do the same on theirs. Use short instructions: *"Tap the blue button"*, *"Scroll down"*.

Keep the first session short

For a first-time session, aim to:

1. Complete setup (Steps 1–4)
2. Open one module and read the first two pages
3. Identify one task to complete before the next session

This takes about 20–30 minutes and gives the user a concrete outcome to take away.

Use the back button

Reassure users that the back arrow (←) always takes them back one step, and they can never "break" anything by tapping the wrong button.

9.4 Suggested Session Flows

Session 1: First Onboarding (~20 minutes)

1. Download / open the app together
2. Complete setup (language, country, skip nickname and tags if in a group)
3. Walk through the home screen and identify the six domains
4. Open one domain relevant to current needs (e.g. Housing if the person has just arrived)
5. Read the first module together — first page only
6. Show the Tasks section; identify one task to complete

Session 2: Domain Deep-Dive (~45 minutes)

1. Check in on the task from Session 1 — was it completed?
2. Choose a domain relevant to a current challenge the user faces
3. Work through 2–3 modules in that domain, reading content and doing quizzes together
4. Collect tasks from those modules
5. Discuss upcoming actions and agree on tasks for next session

Session 3+: Task Follow-Up (~15 minutes)

1. Open the Tasks list from the home screen
2. Review which tasks were completed; tick them off together
3. Discuss any tasks that were not completed — what were the barriers?
4. Open any new module that addresses an emerging question or need

9.5 What the App Does Not Do

It is important to set expectations clearly with users:

- The PIPE Migrant Guide provides **general information** — it does not replace official legal or medical advice
- Content reflects the **situation at time of publication** — laws and services change; always verify critical information with official sources
- The app **does not process applications** — it explains procedures but users must follow up through official channels
- The app is **not a translation service** for documents
- The app **does not connect users to a counsellor** — it is a self-guided resource

10 Troubleshooting and Frequently Asked Questions

10.1 Common Questions

The app is showing content for the wrong country

Go to **Settings** (hamburger menu → Settings), tap the **Country** row, and select the correct country. All content updates immediately.

The text is in the wrong language

Go to **Settings**, tap the **Language** row, and select the correct language. You can also switch language inside a module by tapping the globe icon in the top-right corner.

The app says content is "AI-translated and may contain mistakes"

The PIPE project verifies content in the **native language of each country** (Danish, German, Spanish, Greek, Italian) and in **English**. All other languages are machine-translated. The quality is generally good for general topics, but for legal, medical, or administrative content, cross-checking with the original language is recommended.

I can't find information on a specific topic

1. Check under a different domain — topics sometimes overlap (e.g. employment rights might appear in both Jobs & Skills and Legal Rights & Admin)
2. Scroll the module list in the domain — some modules are near the bottom
3. Check the **Useful Links** section on the home screen for external resources
4. Try changing your Tags (Settings → About you) — some modules only appear for specific user profiles

A module is not loading or the app is slow

- Check your internet connection. The app requires an internet connection to load content.
- Try closing the app fully and reopening it.
- If the problem persists, try using the app through a web browser at www.pipe-project.eu instead.

I want to start the app from the beginning

Go to **Settings** and scroll to the bottom. Tap **Reset app**. This returns the app to the welcome screen so you can go through setup again. Your nickname and points are preserved.

Does the app work without internet?

An internet connection is required to load content from the server. Once a module has been loaded, some content may remain accessible if connection is temporarily lost, but in general a stable connection is recommended for the best experience.

Is my data private?

The app does not require login or registration for end users. No personal data (name, email, address) is collected unless you voluntarily choose a nickname for the scoreboard. Even then, only the nickname and points total are stored — not any identifying information. Analytics data (module views, quiz completions) is collected anonymously to help improve the app.

10.2 Contact and Further Information

Note

Possible future feature — Organisation Learning Paths: The app architecture supports **curated content paths**, where an organisation can configure a specific sequence of modules for their client group (e.g. a tailored onboarding path for newly arrived refugees, or a skills pathway for job-seekers). This feature is not currently active, but may be made available to partner organisations in a future release. Organisations that work with migrants or specific arrival groups and would like to express interest in this feature are encouraged to contact the PIPE project via www.pipe-project.eu.

For further information about the PIPE project, content updates, or to report issues:

Contact the PIPE Project

Website: www.pipe-project.eu

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