Sleepio: Program FAQs

1. How can I edit my account settings?

Click the blue 'My account' button in the top right-hand corner of the screen - this will take you to a summary of your current settings and allow you to edit them as needed.

2. How can I delete my Sleepio account?

Send an email to hello@sleepio.com with 'Delete account' in the subject field - we will endeavor to remove your account within 48 hours of receiving the email.

3. How can I change my password?

If you know your existing password: Log into your Sleepio account and click the blue 'My account' button in the top right-hand corner of the screen - enter your new password into the field marked 'password' scrolling to the bottom of the page to click the 'save' button once you're happy.

If you've forgotten your password: You'll need to visit the forgotten password page (https://www.sleepio.com/forgot-password/) to reset your password.

4. Do you have an app?

Yes! If you have an iPhone you can download our iPhone app here (https://www.sleepio.com/iphone/download/) and log in with your Sleepio account.

If you're an Android user, you can log into the Sleepio mobile site at (https://www.sleepio.com/mobile/) to fill your diaries on-the-go and to access some of the tools like the relaxation audios and your Schedule.

5. Will the course work on my iPad?

Yes! You may prefer to download our iPhone app to your iPad by searching 'Sleepio' in the App Store and making sure that your search is set to 'iPhone and iPad' rather than 'iPad only' apps. Alternatively, you can complete the full course in your iPad's browser by logging into the Sleepio website. We have recently released a version of the course in HTML5 meaning that it will work on tablet devices such as iPads however, as it is still in development, there is a chance it may not all run smoothly.

6. How do I fill in each of the sleep diary questions?

The questions are designed to result in a detailed picture of your prior night's sleep - from the first question which assesses the quality of your sleep to the tags which allow you to track factors which may be influencing your sleep.

For an in-depth description of answering each question, please see this How To article (https://www.sleepio.com/library/article/how-to-fill-in-your-sleep-diary/).

7. Can other people see the notes I make in my sleep diary?

No, the notes section of your diary is private and cannot be read by other Sleepio members. If you've given your doctor access to your sleep data however, by entering their doctor code on your Account page, they will be able to see your notes.

8. Can I export my sleep diaries?

Yes! You can download a CSV file containing all of your sleep diaries to date by going into your Case file and choosing 'Downloads' from the 'Tools' section to the right. You will first have to request to generate the file - this may take up to an hour but we will email you with a download link as soon as your file is ready! Please check our How To article (https://www.sleepio.com/library/article/how-to-export-your-sleep-diary-data/) about the Sleep Diary export function for more information.

9. What is a tracking device?

Tracking devices, such as Jawbone's UP wristband and the Fitbit activity trackers, can be used to track your daily habits.

Each device varies in the activities it monitors and the methods used to record them, but most use an 'accelerometer', a sensor that measures movement. This allows them to count your steps during the day and detect sleep patterns, based on your arm movements, throughout the night.

10. Can I use my tracking device with Sleepio?

Absolutely! We are currently integrated with a number of devices but we're expanding this range all the time.

On the Sleepio website you can connect with any of the devices listed in your Case file under the tab 'Tracking devices'. In the Sleepio iPhone app, you can also connect to the Health app.

11. How is the data from my tracking device used?

Once you have connected your device, your nightly sleep data will by default be automatically imported each day to update your sleep diary. Alternatively you can choose to import individual days of sleep data by clicking the 'Import sleep data' link on each day's sleep diary. As with sleep data entered manually into the sleep diary, your device data is used to record your progress and tailor the program to you.

It's important however that you still check that the device data reflects your experience – and correct any errors in the recorded data. If for whatever reason your device fails to track a night's sleep you can enter data for that day manually, using your sleep diary.

12. What happens if I disconnect my device?

You can choose to disconnect your device at any time from your Case File without losing any of the data you have imported.

The program will continue to work just the same but you will need to fill in your sleep diary manually each morning.

13. My device has automatically filled my sleep diary information, but why is my Sleep Quality score missing?

Sleep Quality is a subjective measure of your night's sleep, measured on a 5-point scale from 'Very poor' to 'Very good'.This rating isn't gathered from your device but can be entered manually by opening up a diary day, selecting a rating and clicking the blue 'Save' button.

14. Can I retake my Sleep Test?

Yes! You can retake the in-depth Sleep Test at any time by clicking on 'Sleep Report' in the Tools section of your Case File.

15. What can I change in my schedule and how?

The number of sections in your Schedule will differ depending on your stage in the course but you will be able to edit the start and end times of each section with the exception of the 'In Bed' section which is dictated by the Sleep Window given to you by The Prof in Session 3.

16. What do the colors used in the weekly graph show?

We use these four color across Sleep diary and Case file tabs to represent the following:

- Dark purple = time asleep
- Gray = time in bed
- Light purple = Sleep Quality
- Orange = Sleep Efficiency

17. Why can't I access some articles?

After each course session a new section of the Library will unlock, including articles on the topics you covered in your last session with The Prof. This is intended to help you focus on the topics included in your most recent session and give you the opportunity to learn more about the techniques discussed.

If you feel that an article is mistakenly 'locked' please let us know by sending an email to hello@sleepio.com, including the title and URL of the discussion in your message.

18. How can I request new information from the experts?

Underneath each article you will find a question asking 'Think this article's missing something?' and a blue 'Let us know' link. Click on this link to send us a message about the article and let us know what you think we've missed out.

At the bottom of each Library section you will find a question asking 'Think we're missing an article?' and a blue 'Suggest a new expert article' link. So, if you can't find an article on your chosen subject, you can use this to request a new article to be written by the Sleepio Experts.

It's important to note however, that there may be existing articles on the topic which have yet to unlock in your Library and that all articles must be intended for the wider Sleepio Community. Personal questions or messages to Sleepio staff cannot be addressed.

We endeavor to review new article suggestions once a week - please be patient if you do not hear from us immediately.

19. How can I change my email notification settings?

Click the blue 'My account' button in the top right-hand corner of the screen. Scroll down to the 'Reminder settings' section and choose from the list of options, clicking the blue 'Save' button once you're happy.

20. How do I know when someone has posted a new comment on a discussion?

When someone posts a new comment onto a discussion, the discussion will be moved to the top of the 'Recently updated' section on the Community homepage.

You can also 'follow' any of the Community discussions you have access to by clicking the gray 'Follow this discussion' link under the discussion's title. Each time a new comment is added to the discussion, you will be sent an email notification including the new comment.

21. What is my 'profile' and what is the difference between posting on mine, or on someone else's profile?

This is a space for you to update the Community with how you're doing and reply to any messages left for you by other members. Although it is still visible to other members of the Community, you might find it to be a more private space than the main Community discussions.

You can find your profile by clicking the blue 'My profile' button on any page within the Community and you can leave messages for other members on their profiles by clicking the username on their 'banner' (https://www.sleepio.com/faqs/#communityBanner).

When you post a message on your own wall it will show up in the 'cards' which scroll from right to left on the Community's homepage - this allows you to update and address the whole Community.

22. Will people who seem to know each other mind if I join in their discussion?

Not at all! The Community is intended to be an open space for anyone and everyone taking the Sleepio course to chat and get to know each other.

Feel free to ask individual members questions, or address the whole Community by posting on your profile (https://www.sleepio.com/community/myprofile/). If in doubt, find one of our lovely Graduate greeters and leave them a message - you can identify them by the heart symbol on their banner.

23. What do I do if I am offended by someone else's comments?

Since Sleepio staff do not monitor the discussions on the Community we encourage you to report any comments that you think do not meet the principles listed in our Posting Policy (https://www.sleepio.com/postingpolicy/).

You can report a comment by clicking the 'Flag' link in the bottom right-hand corner of the offending comment - your report will remain completely anonymous, and the reported user will not be aware that you have flagged their comment.

24. What is the purpose of the question at the end of comments asking if I found the comment helpful?

Helpfulness matters in the Community - you can vote on the helpfulness of other users' comments by answering 'yes' or 'no' to the question below the comment and your comments will be rated in the same way.

25. Why do the banners around people's names have different colors and what do the numbers mean?

The more helpful a user is rated, the higher their 'helper level' will rise and, in turn, the color of their banner will change. In this way you can easily identify the most helpful users and the most helpful comments in the Community and the darker a user's banner, the more helpful their responses are likely to be!

26. What do the symbols next to other users' names mean?

The number next to the speech bubble shows the total number of comments a user has posted within the Community discussions.

The number next to the plus symbol shows you how many times a user's comments have been rated as helpful by other members of the Community.

If a user has a heart symbol on their banner, they are a 'Graduate Greeter'. They help to welcome new users to the Community and will be happy to answer questions about Sleepio and share their experience of the program.

27. How are the comments in a discussion organized?

Comments are shown in the order they were posted, running from the top to the bottom of the page. This means that replies to comments may not sit directly below the original comment being replied to, but will be in chronological order.

When a user has replied to a comment using the 'reply' link under a specific comment, you will see 'in reply to" and the user's name which can be clicked on to navigate up to the comment being replied to.

28. How can I see all the comments in a discussion?

Only the 20 most recent comments are shown for each discussion, to display the 20 comments posted previous to these, click the blue 'Show older comments' link.

29. Is the Sleepio Community private?

The vast majority of the Community is only visible to other, logged-in members like you, and it won't appear in any search results outside of the website. This includes most discussion posts in the Community as well as all members' private profiles.

Only the discussions categorised under 'General chat' may appear in public searches. If they do appear, all comments are anonymized, to the best of our ability, with usernames replaced by a generic 'Sleepio member' username.

If you have any concerns about your privacy you might find our Privacy policy (https://www.sleepio.com/privacy/) a helpful resource.

30. What does 'session x' mean next to someone's name?

This shows the most recent course session completed by the user, up until Session 5. After graduating in Session 6, users will instead have 'Graduate' on their user banner.

31. Can I change my choice of goals?

No, once you've confirmed your choice of goals in Session 1 they cannot be edited.

32. Can I restart the sessions from the beginning?

No, due to the interactive nature of the course, each time you complete one of the weekly sessions it will 'lock'. You can however, revisit the topics covered in each session within your Library.

33. Can I take a session early?

No, each session 'unlocks' 7 days after your last was completed. This makes it really important that you fully complete each of your weekly sessions.

34. Can I postpone my next session?

What's great about the Sleepio program is that it adapts to your pace. You can take as long as you need in between the sessions, minding your access plan's expiry date. The minimum time required in between sessions is 7 days, to ensure that we have enough sleep diary data to continue tailoring the program to you. Once the session has unlocked after these 7 days have passed, you can take as long as you wish to complete it.

If you intend to postpone your session for longer than a couple of days, you might want to change your course reminder settings on your 'Account' page to prevent being bombarded with emails from The Prof.

35. Can I take a break from the Sleepio course?

One benefit of Sleepio being a self-help program is that you can choose to take a break at any point in the course. If you're considering a longer break, please be aware that your access plan may expire - to check your account's expiry date, just click the blue 'My account' tab in the top right-hand corner of the screen. If you're on a recurring subscription, you can cancel it while you're away and restart on your return.

While you're away, you might also want to keep track of your sleep as The Prof will ask you to fill in any missing diaries at the beginning of your session. You can do this using the Sleep Diary print-out from the 'Downloads' section of your 'Case file' or by filling in your Sleep Diary via the mobile-optimised version of our website (https://www.sleepio.com/mobile/).