

Multimedia Appendix 2

Example suggestions for improvement from end users about the app beta version

Area of improvement	Example feedback
Information for ice users	<i>"Some more fundamental and specific harm reduction tips regarding danger from pipes, how to prevent spreading blood borne diseases, and vein care."</i>
Information about national and local support services	<i>"Strategies for substance users to make changes - delay, distract etc" "Locally specific support especially where rehabs are. Maybe a map function that displays 'supports near you'"</i>
Streamlined navigation	<i>"Would love to have more information on specialised doctors." "I would love there to be a "back" option. I sometimes didn't pay attention to what page I was in and then pressed a button accidentally and struggled to go back to where I was" "Simplicity is key - show people where to go after making one choice, then give the option to browse the whole app through the menu navigation button"</i>
Making the app more interactive	<i>"Maybe some more interactive activities to complement the quiz" "A support feature, i.e. someone you can contact straight away or a support network that is monitored. I.e. somewhere family members, those with a lived experience or those wishing to seek help can chat and support each other."</i>
Lived experience stories	<i>"Data base of meth addicts and their journey recovering from meth"</i>
Mobile friendly information	<i>"Personal stories from ice users and the families" "Less written information, at first look it just looked like pages and pages of written information" "It would be useful to have a Frequently Asked Questions section about ice itself (rather than the app). A quick summary of sorts for people who want to skim quickly rather than reading whole sections of text." "More visuals"</i>