Multimedia Appendix 1 Service User semi-structured interview guide.

How have you used the SMART resources?

Sample Prompts

- Example of a time you used SMART with therapist/mental health worker, and on your own?
- Your use of the SMART resources - where, when, who with, how often, how you accessed them; who initiated; which parts did you start with; did your use change?
- What sections of the SMART website have you tended to go back to? Feel more comfortable using? Not used very much?

What was the experience like for you?

Sample Prompts

- What was most helpful / least helpful; liked/disliked?
  o   What was it like to use the iPad in your meetings with [add name of person]?
  o   How did you find working together using an iPad?
  o   How was this experience different or similar to other experiences you have of using the internet?
  o   What was it like viewing videos of other people living with mental illness? Communicating with them in the forums?

What made it easy to use the resources? What made it hard?

Sample Prompts

- Accessing the resources when you wanted
- Ease of understanding and following instructions
- Use of peer videos, personal records, forum
- Time, interest, encouragement from others

What did you get out of using SMART?

Sample Prompts

- Any positive changes in you or your life since you used the SMART online resources? Any negative changes?
- Any changes to relationships with your mental health worker, family, friends, others?
- Anything unexpected or that surprised you?
- As you know, SMART stands for self-management and recovery technology. What does the term self-management mean to you? What does the term recovery mean to you? Did using SMART resources help you with these?

Thinking back on your experiences of SMART and the things we have discussed today, what could be done to improve the SMART resources?

Is there anything else you would like to say about the SMART online resources?