

TITLE OF THE INVENTION: SUPPORT SYSTEM AND SUPPORT METHOD

ABSTRACT

A support system 100 in one aspect of the present invention includes: a server 50 that includes storage means for storing first information relating to a support recipient who requests support from a supporter, or includes the storage means and transmission means for transmitting the first information; a transmission information generation unit 51; and an information transmission unit 52. When the first information has been input to an input form provided by the server 50, from a first terminal 10 that is available to the support recipient, the support system 100 enters into the state (a) or (b) described below: (a) a state in which transmission information that includes the first information is stored by the storage means of the server 50, and the first information that has been stored by the storage means by using information transmission means 70 is viewable by using a second terminal that is communicably connected to the server 50 via the information transmission means, and is available to the supporter; and (b) a state in which the first information that has been transmitted by the transmission means of the server 50 is viewable by using the second terminal 20 that is capable of receiving the first information, the transmission information generation unit 51 generates the transmission information that includes the first information including an indication or sound that distinguishes between a first support recipient including the introducer information and a second support recipient not including the introducer information, only the first information relating to the first support recipient including the introducer information, or only the first information relating to the second support recipient not including the introducer information, and the information transmission unit 52 transmits the transmission information to the second terminal 20.

FIG. 5