Health information model (theory of health information – seeking behaviour)\(^{(19)}\):
- Active information seeking
- Passive information receiving
- Health literacy

Self-efficacy (theory of behaviour change)\(^{(18)}\):
- Enactive mastery experience
- Physical/affective state
- Cognitive processes
- Motivational processes
- Selection processes
- Verbal persuasion

Website features:
- Search/browse function
- Email notification
- Educational comic strip
- Video-based peer storytelling
- Online community
- Goal-setting
- Things I do well
- Blood glucose tracker
- Blood pressure tracker
- Food & activity tracker
- Web-diary
- Email prompts
- Stress management tools
- Communication tools
- Knowledgeable, credible source

Evidence:
- Systematic review of diabetes-related electronic tools \(^{(11)}\):
  - Living with diabetes
  - My Blood Pressure Action Plan
  - Stop Smoking Centre

- Systematic review of behaviour change websites \(^{(17)}\):
  - Multiple behaviour change tools
  - Stress management tools
  - Communications skills