

## Mobile Applications – Frequently Asked Questions

### **Q: Do I need to download an App?**

No. You do not need to download any app from the Apple App Store or the Google Play Store.

The mobile App can be used on a smartphone or tablet with iOS 14.0 (or newer) or Android 10.0 (or newer). It also works on a laptop or desktop computer with a camera running Windows 10 (or newer) or MacOS Big Sur (or newer). The camera should be able to stream video at a frame rate of 20 frames per second, a common feature in most phones and computers made after 2017. Note: The App may not work on all devices.

### **Q: How do I use the App on my phone or computer?**

When your healthcare provider needs your vital signs, they'll send you a text message with a special link. Clicking the link opens your usual web browser (like Safari, Chrome, Firefox, or Edge). Confirm your birthdate and give consent to use the App. A small module will install automatically in the background. The App only works when the web browser is open and access to your device camera is allowed. Follow the instructions, click START, and it'll measure your vital signs. After submitting the results, you can close the browser, and the App is removed from your device's memory.

### **Q: Do I need an account or password to use the App**

No, you don't need an account. Your healthcare provider prescribes the App through their electronic medical record system. No password is required; confirm your birthdate to ensure it matches your provider's records.

### **Q: When can I use the App?**

Your healthcare provider will decide when to use the App. They'll send a request through when they need vital signs.

### **Q: How do I start using the App?**

Click on the link sent by your healthcare professional in your messaging App.

### **Q: How do I measure my vitals?**

Sit comfortably for five minutes, uncross your legs, and keep your feet flat on the floor. Ensure good lighting and a steady position. Click the link, follow the instructions, and when started, sit still while the App measures your pulse.

**Q: How do I know if my lighting is good?**

Position your face within the red guide on the screen. Your face should have the same amount of light on both sides (no shadows on any part of your face). Make sure the light is not too bright or you will have shiny, bright spots on your face. You will see a warning message if your lighting is too low or bright. The guide turns red to green when the App detects the correct lighting.

**Q: What do you mean by too much movement?**

Find a comfortable location to sit down. Place your device in a stand or on a firm surface where it won't move. First position your face within the guide on your screen and then hold still. If the App detects too much movement, the guide turns green to red.

**Q: How do I know if my vital measurements are accurate?**

Refer to the user manual for detailed information on the performance specifications, including accuracy.

**Q: What if my measurements seem wrong?**

Please contact your healthcare provider if you think your measurements are inaccurate and use an alternative device to measure.

**Q: Can I use the App for a medical emergency?**

No. If you have a medical emergency, dial 911.

**Q: How does my healthcare provider get my vital measurements?**

After measuring, click SUBMIT RESULTS. Your healthcare provider receives encrypted results with a date and time stamp.

**Q: What do you do with my vital signs?**

Your completed vital signs are entered into your patient record in your healthcare provider's system with a date and time stamp.

**Q: Can you record any video while I take my vitals?**

No. Video is needed for real-time measurements but is not recorded or stored anywhere. The camera turns off after sending the results.

**Q: Why does the App ask permission to use my camera?**

It's normal. Give the App permission to access your camera. Settings may allow permanent camera access.

**Q: I can't submit my results. What do I do?**

Please make sure internet connection, use Wi-Fi or cellular data, and restart by tapping the original link if needed.