



Wellness

Mobile App | The User Guidebook



connectedlife

Be connected. Live well. Enjoy Life.

Overview

Last updated: August 10, 2023, Version 39

This guide will take you through the steps on how to use the Wellness CLH app. The Wellness CLH app provides an easy-to-use and innovative population health management solution for managing general health and wellness. It incorporates the Wellness Score to provide insights into an individual's well-being. It utilizes wearable data and self-logged metrics to provide details of an individual's health and wellness aspects. The Wellness solution also motivates and encourages improvement of wellness outcomes through the participation of customizable challenges.



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Get Started

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Last update: August 17, 2023



Mobile Device, Wearable Device & Browser Compatibility

A) Device Model & OS:

- iPhone 7 (iOS - 15.4)
- iPhone XR (iOS - 14.8, 15.4)
- iPhone 11 Pro (iOS - 16.4)
- iPhone 11.12.13 Simulators (iOS - 15.4)
- iPhone 13 pro max (iOS - 15.6.1)
- iPhone X (iOS - 15.4)
- Galaxy Note 9 (Android 10)
- Google Pixel 6 (Android 13)
- Vivo V21 (Android 13)
- Galaxy Note20 (Android 13)
- Redmi Note 11S (Android 12)
- One Plus 6T (Android 11)

B) Wearable Device:

- Fitbit
- Apple Watch

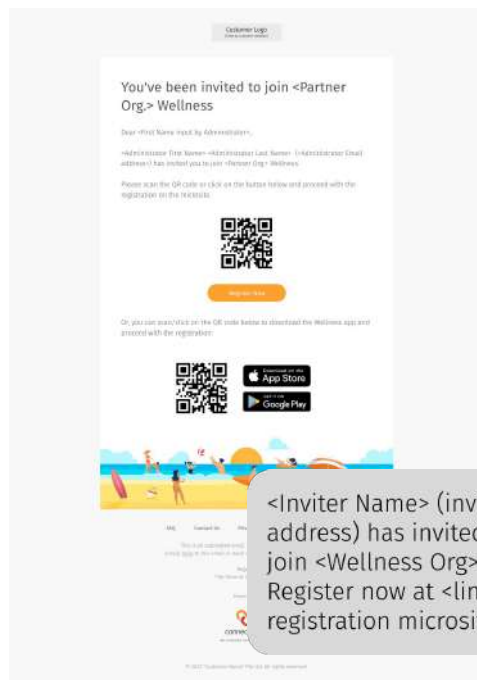
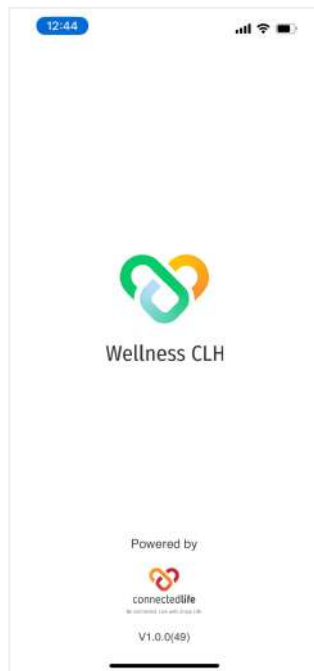
C) Browser:

- Chrome
- Microsoft Edge

- This is a list of mobile devices, browsers & wearable devices that are best suited for Wellness Plus.
- We encourage users to check this list to ensure their mobile devices, browsers & wearable devices are compatible with the app before using it.
- Customers using Fireball may experience some compatibility issues while using the app.



Get Started



Welcome to Wellness, a platform that helps you manage your wellbeing through remote monitoring support.

There are different ways you can register into the platform, namely:

- Downloading the app and registering in-app
- Registering through the microsite link sent to SMS/email

**All Users will receive an SMS from +14133543515.*

**Users from UK will receive an SMS from +447883297267.*

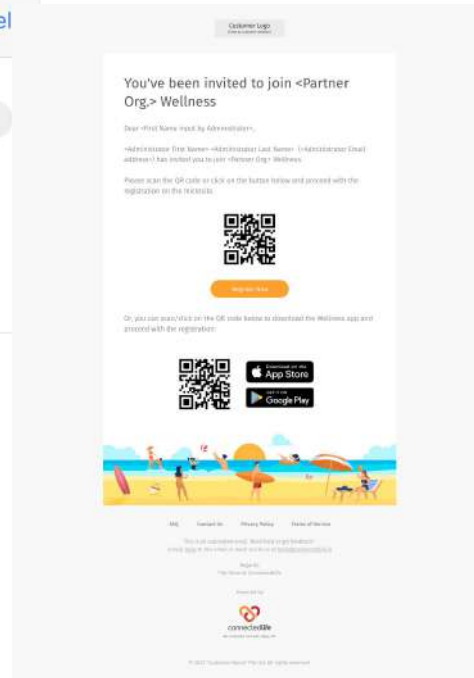
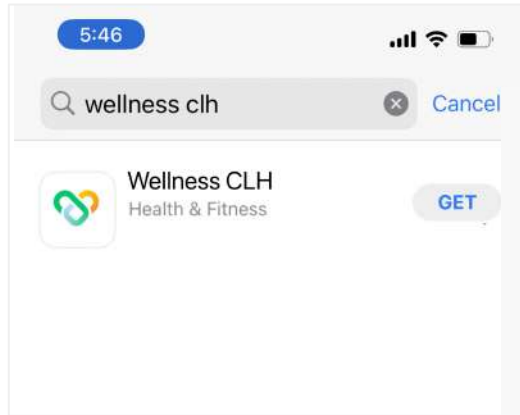
**Both numbers are safe & we encourage users to save whichever is applicable to them.*

- Registering through the organisation marketing site

Depending on your organisation setup, you may or may not need a specific invitation code to get into the registration process. More details will be shared in the next few pages.



Download Mobile App



Download your Wellness mobile app through the following ways:

- ◀ Search for 'Wellness CLH' at the App Store (iOS) or Play Store (Android)
- ◀ Click/scan the QR code sent to your email invitation.



Register ○ I don't have an invitation code

Sign up form

First name: Enter your first name
Last name: Enter your last name

Date of birth: Enter your date of birth

Gender at birth: Select your gender at birth
Gender most identified with (optional): Select the gender you most identified with

Email address: Enter your email address
Date email one-time password (OTP): Enter email one-time password (OTP)

Mobile number: Enter your mobile number
Date mobile one-time password (OTP): Enter mobile one-time password (OTP)

Wellness score

Get a better understanding of your wellness with the wellness score

Log in
Register

Verify invitation

To proceed with your registration, please enter your invitation code.

Invitation code

Verify
I don't have an invitation code

Registration

First name
Last name
Date of birth
Gender at birth
Gender most identified with (optional)
Email

Next

Select community

First name: Christopher
Last name: Lee
Email: christopherlee@yopmail.com
Mobile number: +65 81234567
Organisation: Starhub

Select community: Community (optional)
Select sub-community: Sub-community (optional)

Next

You can register for a Wellness account via the following ways:

← Microsite: In your email invitation, click on the QR code to register on the microsite.

← Mobile app: Click on “I don’t have an invitation code”, then proceed to ‘Register’.

After filling in and verifying your personal details, you will be prompted to fill in your selected community (optional) and sub-community (optional). These can be changed later after registration in your mobile app.

If you have not selected any community, your admin may assign you to one later on.



Register ○ I have an invitation code

The image displays four overlapping mobile app screens illustrating the registration process for users with an invitation code:

- Sign up form:** Shows the 'Verify your invitation' step, where users enter their invitation code. A 'Verify' button is visible.
- Verify invitation:** A screen with the heading 'Verify invitation' and a 'Verify' button. A link for 'I don't have an invitation code' is highlighted.
- Registration:** A screen with the heading 'Registration' and fields for: First name, Last name, Date of birth, Gender at birth, Gender most identified with (optional), and Email. A 'Next' button is at the bottom.
- Select community:** A screen with the heading 'Select community' and pre-filled information: First name (Christopher), Last name (Lee), Email (Christopher.lee@vopmail.com), Mobile number (+33 756490712), Organisation (ConnectedLife Health), Select community (Bukit Merah Community Centre), and Select sub-community (Badminton Club). A 'Register' button is at the bottom.

If the organisation has switched on their invitation code settings, you first need to enter an invitation code that is sent to the user via email or SMS.

← Upon entering the correct code and clicking/pressing “verify”, your key personal details and organisation details are pre-filled to what the inviter has indicated.

← Your email or mobile number will also be auto-verified depending on the code/microsite link that you have used.

← Simply fill up the remaining fields and proceed to select your organisation and complete your registration.



Register ○ Marketing Site

Wellness Score to provide insights on one's health and wellbeing and to provide evidence-based lifestyle modifications to improve health outcomes

Customizable health and wellness challenges that can be monitored by a support team to optimize one's health outcomes

Seamless tracking of personal lifestyle and health behaviours through wearable device integration with the app

Sign up to create your "Customer" Wellness ID

Fill in the details and we will get in touch with you shortly.

First name: _____ Last name: _____

Date of birth: _____

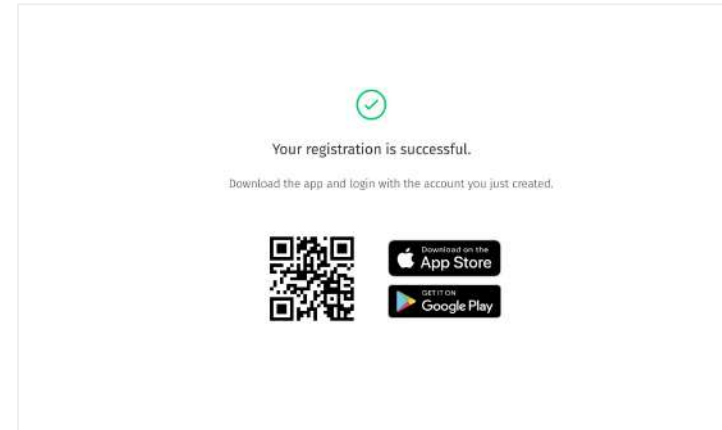
Gender at birth: _____ Gender most identified with (optional): _____

Email address: clientAdmin [Get email OTP] Enter email one-time password (OTP) [Verify email]

Mobile Number: +65 [Get mobile OTP] Enter mobile one-time password (OTP) [Verify mobile]

Medicine & Exercise Management

Log & track Wellness & Health progression



↳ Depending on the organisation setup, there may also be a marketing site available for you to sign up with your credentials.

↑ You will be prompted to download the app upon completing registration.



Log in/Forgot Password

6:20

Wellness

Email Mobile number

Email
christopher.lee@yopmail.com

Password

Remember me [Forgot Password?](#)

Log in

Verify OTP

Please enter the 6 digit OTP sent via SMS to your registered mobile number.

Mobile OTP

An OTP was sent and is valid for 4:53.

Resend OTP

On your mobile app, click 'Login' to login with your credentials. By default, you will be logged in for 3 months unless you log out of the system.

← Login: Enter the email/mobile number associated with your account and the password you have used to register to login.

↑ Depending on your organisation's configuration, you may need to do an OTP verification.

9:12

Forgot Password

To reset your password, enter the email address associated to your account.

Email
christopher.lee@yopmail.com

Next

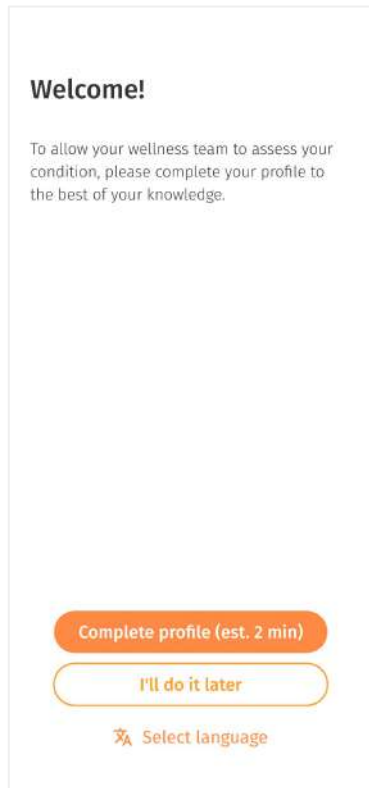
← Forgot password: If you have forgotten your password, please click on 'Forgot password' and enter the email you used to register.

A temporary password will be sent to your account for you to login and reset your password.

While resetting your password make sure to use a minimum of 8 characters which has a combination of lower case, upper case & numbers.



Complete Profile (Onboarding)

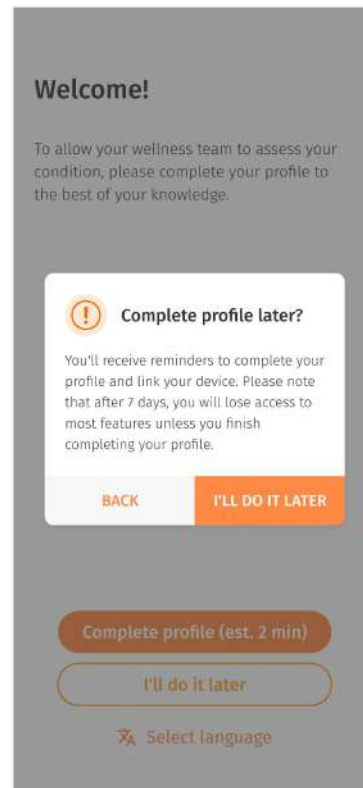


Upon first-time login, you are recommended to complete your profile now so that you can have a glimpse of your Wellness score and begin participating in challenges.

← **Complete Profile Now:** In the profile onboarding, you will be prompted to complete 5 sections:

1. Personal & Contact Details
2. Racial Origin
3. General Readings
4. Medical Background
5. Lifestyle

You have the option to skip each section by pressing the “Skip” button. Note that for all sections except Medical background, you will need to complete them later within the next 7 days.

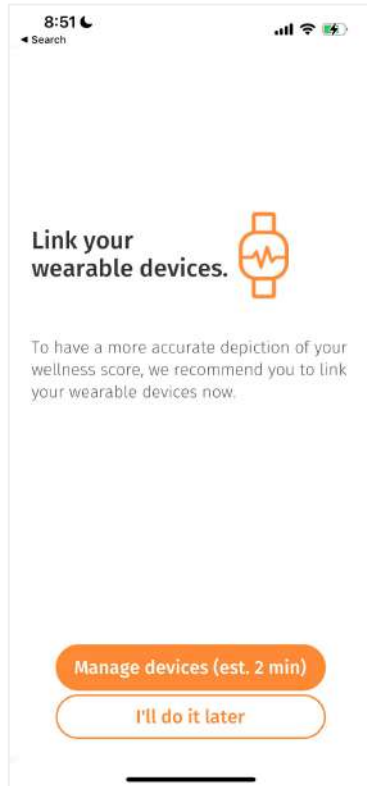


← **Complete Profile Later:** If you have selected “I’ll do it later”, you will receive a notification to complete your profile the next day/3 days. To complete your profile, go to Profile > My Profile.

If your profile remains incomplete after 7 days, most of your app features will be disabled until you complete your profile.



Link Devices



After onboarding and completing your profile, you will be prompted to link your device.

You can also find this feature under **Profile**.
Please refer to the next few pages for detailed steps to set up your device and watch face / clock face.

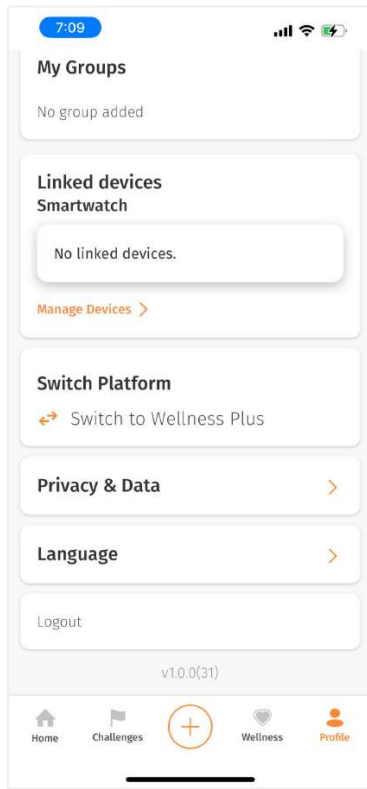
You can choose to link at the point in time or skip this part to do it later.

You are recommended to link your wearable devices to attain a more accurate representation of your wellness score.

Please note that you can only link 1 smartwatch at a time.

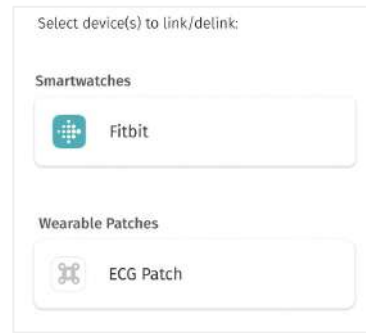
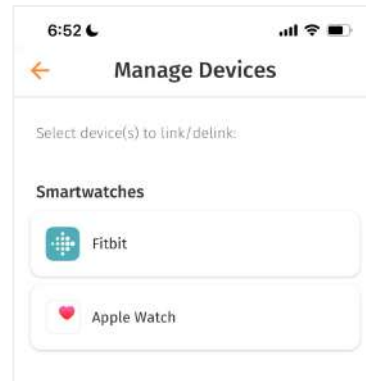


Link Devices



← You can go to Profile > Linked devices to manage the wearable device(s) synced to your app.

Existing vitals data will remain in the app even after switching devices to provide a seamless wellness tracking experience.

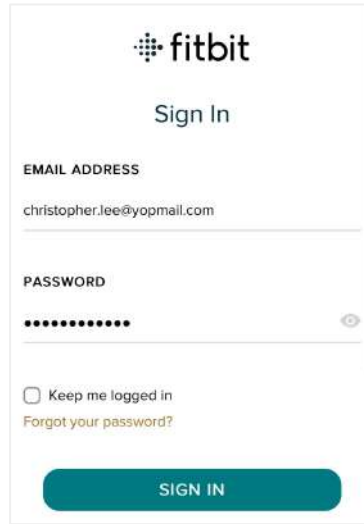
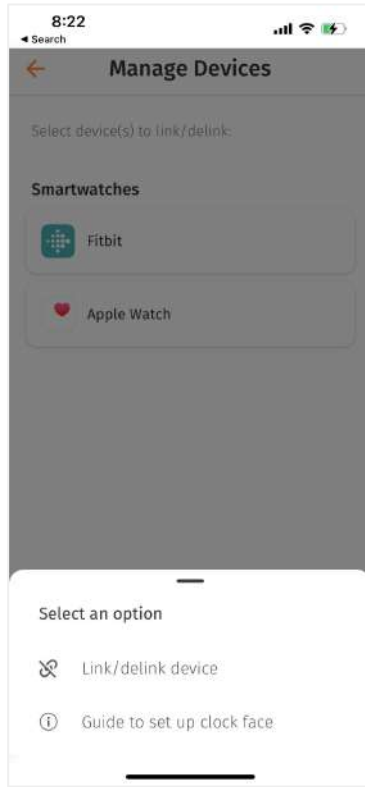


← iOS: Currently, you have the option to link/delink your Fitbit and/or Apple watch and view relevant guides to set up your clock face/watch face.

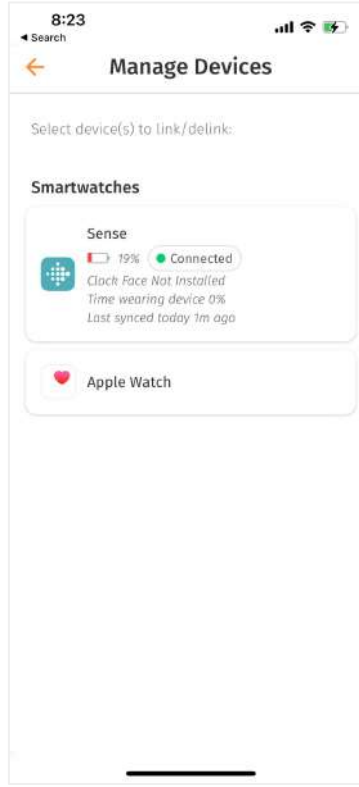
← Android: You have the option to link/delink your Fitbit and ECG patch. Likewise, you can view relevant guides to set up your Fitbit clock face.



Link Devices ○ Link Fitbit



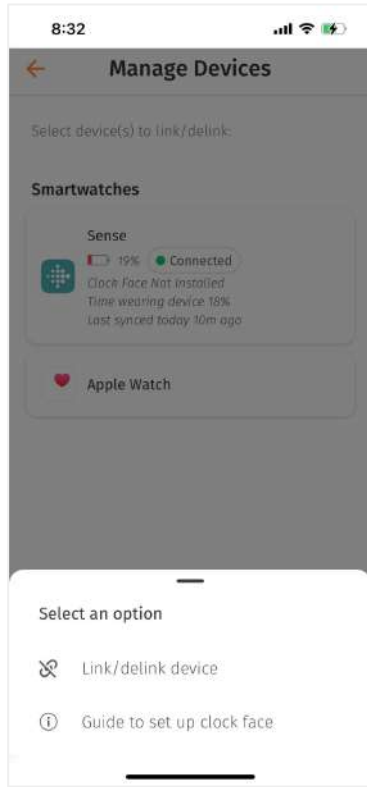
- ← Link/switch to Fitbit watch by clicking on the Fitbit button.
- Sign in to Fitbit and allow access to all vitals data.



- ← Upon successful linking, the Fitbit status bar will show relevant system information (e.g. connection status, clock face version) to help you manage your Fitbit device.



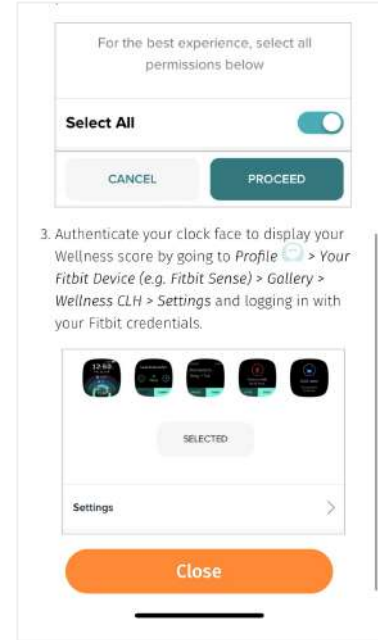
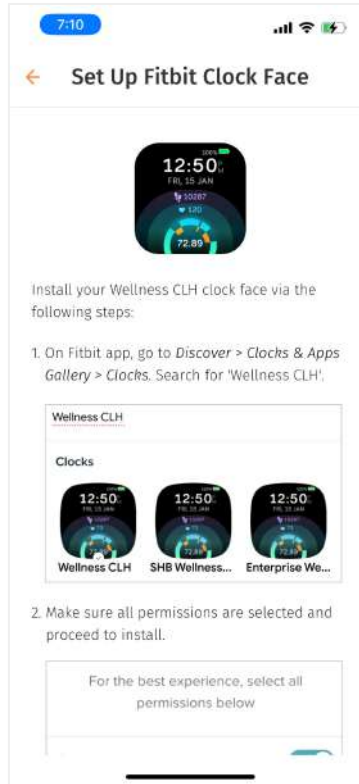
Link Devices ○ Set Up Fitbit Clock Face



← It is recommended to set up your clock face for easy access to your wellness score and scheduled reminders.

*Clock Face available on Sense and Versa 3.

To access the clock face guide, click on the status bar and select 'Guide to set up clock face'.

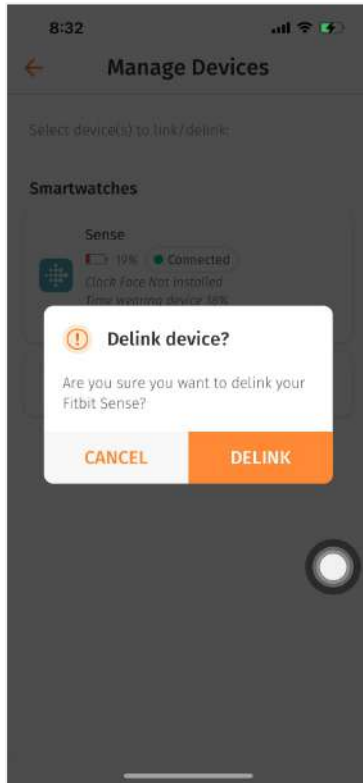


3. Authenticate your clock face to display your Wellness score by going to *Profile* > *Your Fitbit Device* (e.g. *Fitbit Sense*) > *Gallery* > *Wellness CLH* > *Settings* and logging in with your Fitbit credentials.

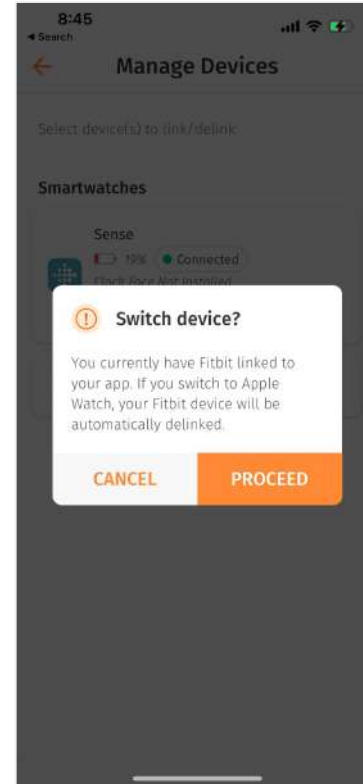
↔ Follow the instructions on the guide to set up your clock face.



Link Devices ○ Delink Fitbit



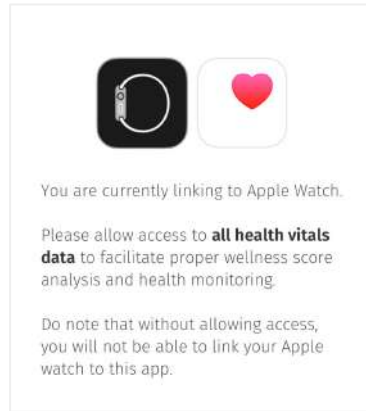
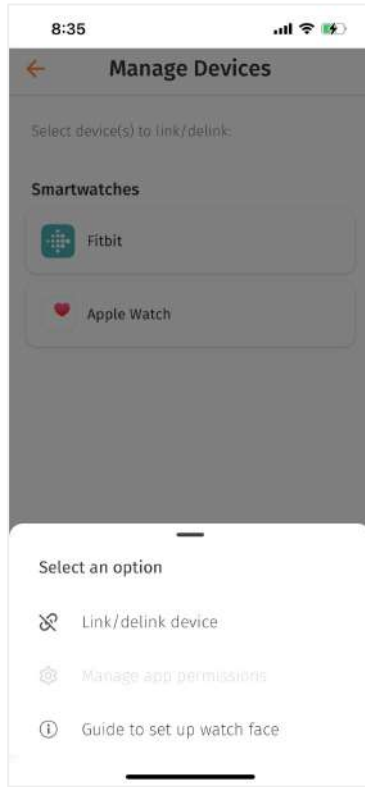
← To delink your Fitbit, click on the Fitbit status bar and select 'Link/delink device'.



← If you are linking to Apple watch while being linked to Fitbit, a pop up will appear to confirm the device switch, after which you will also be automatically delinked from your Fitbit device.

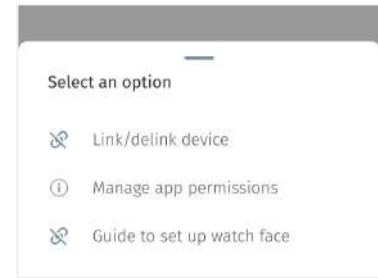
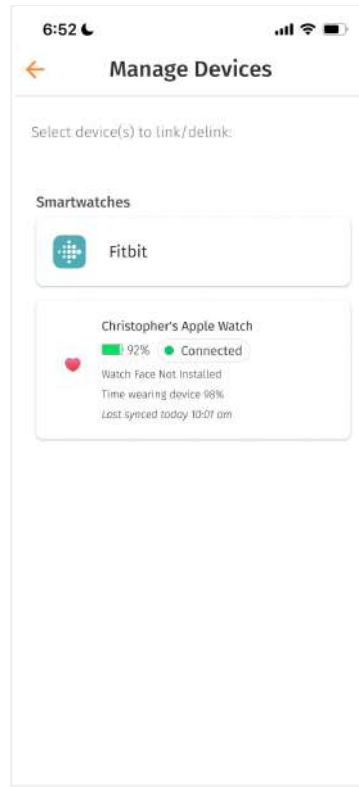


Link Devices ○ Link Apple Watch (iOS only)



To link/switch to Apple watch, click on the Apple Watch button under and select 'Link/Delink device'.

← Allow the app to access Apple Health permissions. Note that your Apple watch must already be linked to the iOS Watch app. Access to vitals data is required for the app to connect to your watch.

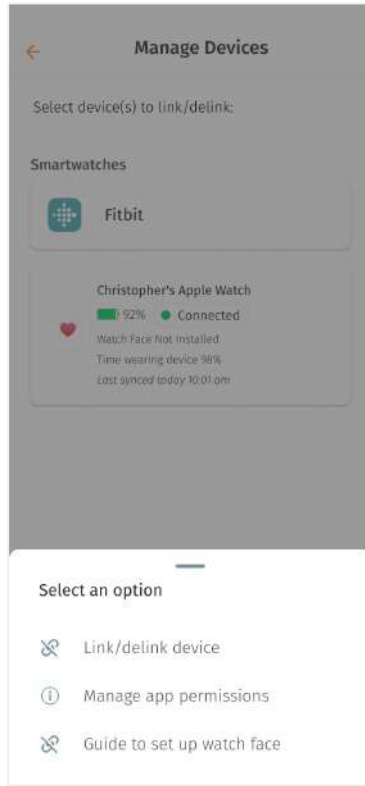


← Upon successful linking, the Fitbit status bar will show relevant system information (e.g. connection status, watch face version) to help you manage your Apple watch.

➤ You can manage your Apple Health permissions to allow only certain data to be accessed by clicking on 'Manage app permissions', which is now enabled.

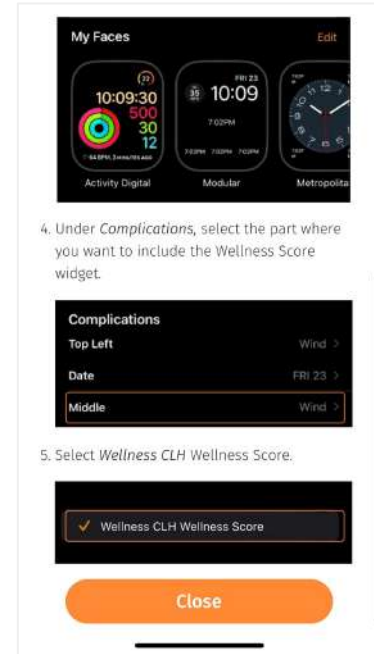
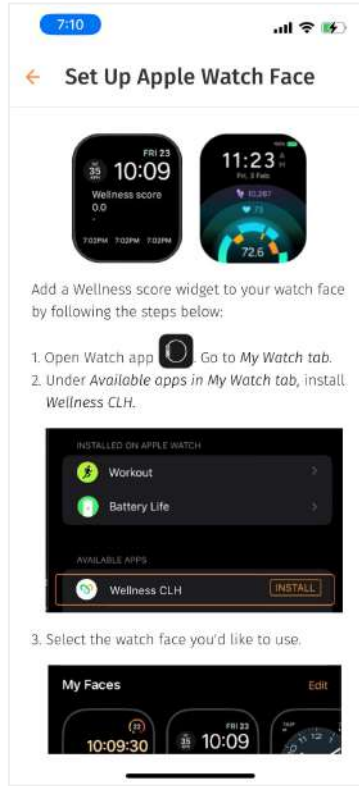


Link Devices ○ Set Up Apple Watch Face (iOS only)



← It is recommended to set up your watch face for easy access to your wellness score and scheduled reminders.

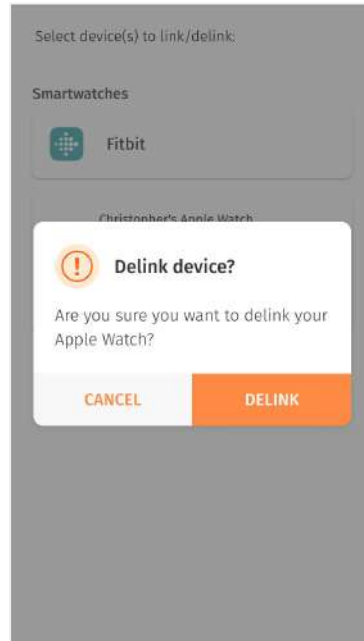
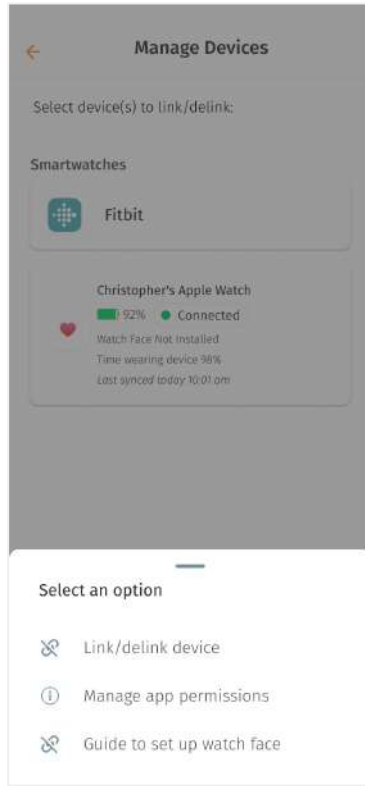
To access the watch face guide, click on the status bar and select 'Guide to set up watch face'.



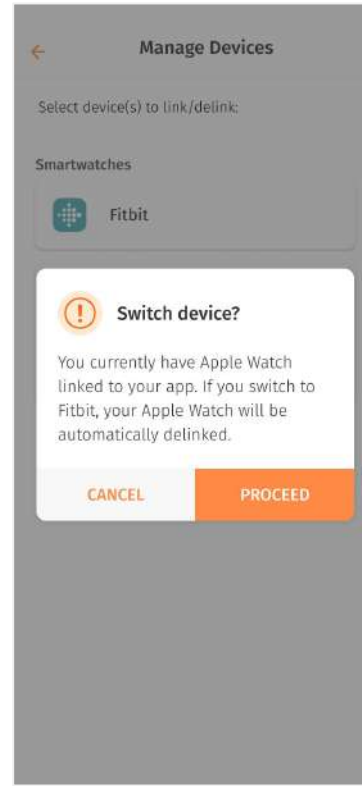
← → Follow the instructions on the guide to set up your watch face.



Link Devices ○ Delink Apple Watch (iOS only)



← To delink Apple Watch, click on the Apple Watch icon and select 'Link/delink device'.



← If you are switching to Fitbit while being linked to Apple Watch, a pop up will appear to confirm the device switch, after which you will also be automatically delinked from your Fitbit device.

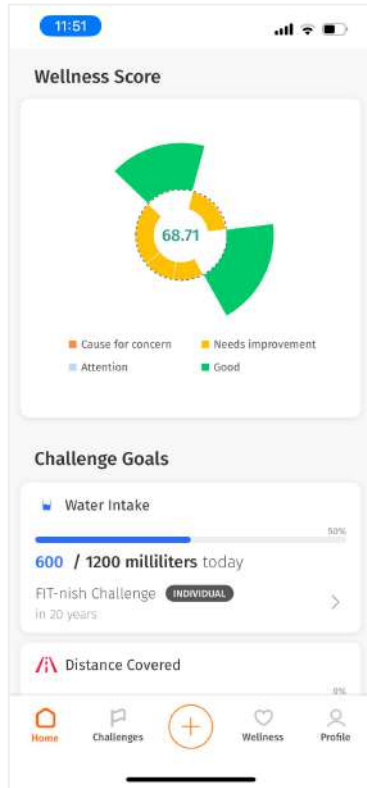


Home

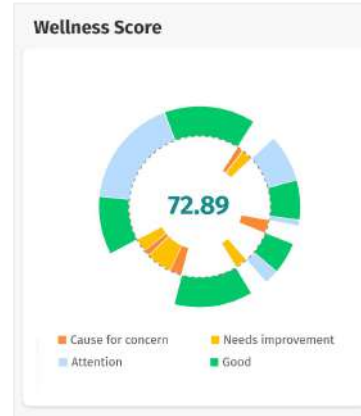
- | Home (Overview)
- | Notification



Home (Overview)



← The Home screen includes key data of your wellness and activities to allow you to easily keep track of your progress throughout the day.



← Wellness Score: Get a quick summary of your health with the Wellness Score. Increase your wellness score by logging your metrics automatically through your smart watch or manually from the 'Log Wellness' screen.



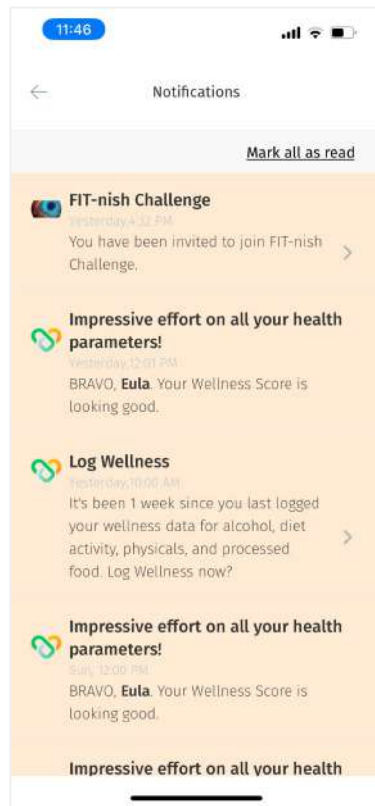
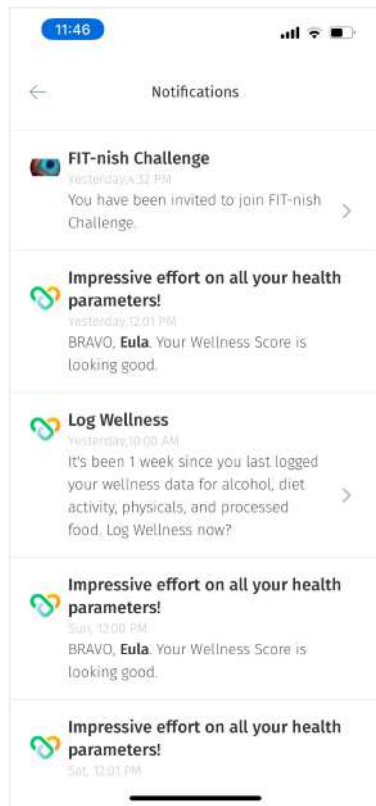
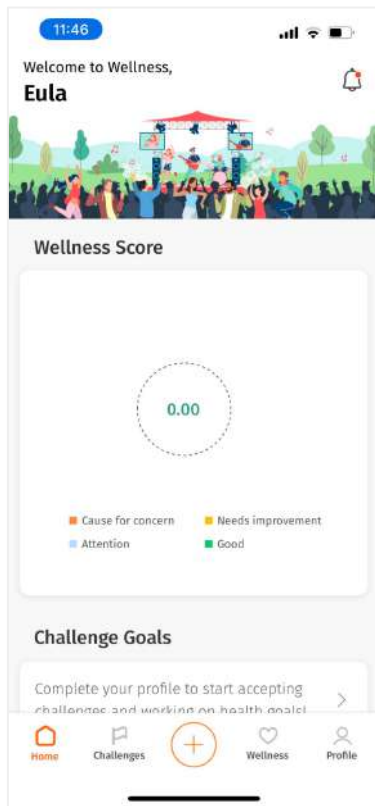
← Challenge Goals: Conveniently view the list of your activities to complete from the Challenge Goals section. The progress bar indicates how close you are to completing your daily, weekly and total goals.




← Challenge Progress: Track your overall progress in challenges from the Challenge Progress section. Do your best to aim for 100% by completing the challenge goals!



Notifications



← You will be sent nudges to focus on your health parameters or to notify you on your challenge progress.

They can be found through the 'Notification' button  on the top right of the Home screen.

You can also use this section to review the reminders sent to you.

Mark your all notifications as read by clicking on the "Mark all as read" button.

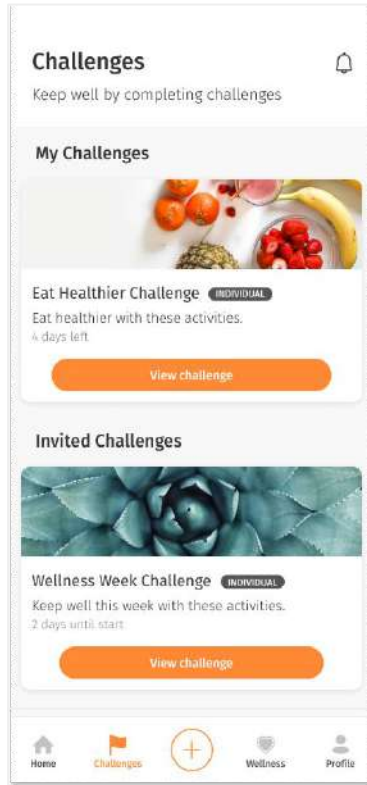


Challenges

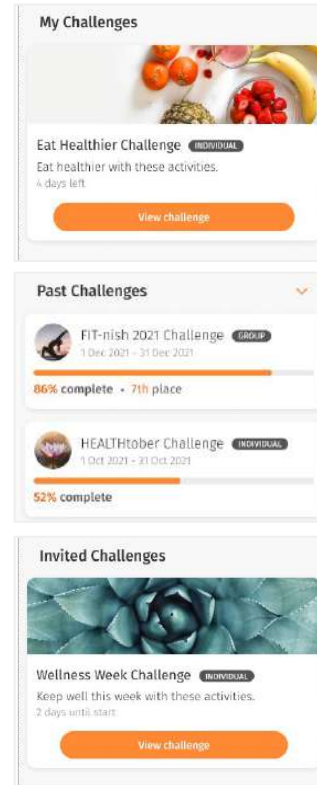
- | Challenges (Overview)
- | Challenge Goal Types
- | Accept a Challenge
- | View Challenge Progress
- | View Challenge Results
- | Leave Challenge



Challenges (Overview)



← The Challenges screen shows you an overview of your ongoing and completed challenges, along with challenges that you've been invited to.



← **My Challenges** shows your ongoing challenges that you've accepted.















← **Invited Challenges** shows the list of challenges that you've been invited to but have yet to accept.

← **Past Challenges** shows completed challenges that you've previously participated in.

View your overall completion from the progress bar, and where you placed on the leaderboard for group challenges.



Challenges Goal Types

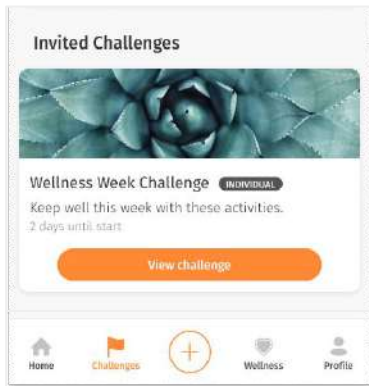
| Challenge category | Activity | Target | Recurrence |
|--------------------|---|-------------------------------|-------------------------|
| Exercise |  High-Intensity Exercise | Input (steps) | Daily, weekly or total |
| |  Steps | Input (minutes) | Daily, weekly or total |
| |  Sedentary Time | Input (minutes) | Daily, weekly or total |
| |  Distance Covered | Input (km) | Daily, weekly or total |
| |  Active Zone Minutes | Input (km) | Daily, weekly or total |
| Sleep |  Sleep Hours | Input (hours) | Daily, weekly or total |
| |  Sleep Time | Input (time target and range) | Daily |
| |  Wake-Up Time | Input (time target and range) | Daily |
| Diet |  Fruits & Vegetables | Input (portions) | Daily, weekly or total |
| |  Diet Quality | Input (percentage) | Daily, weekly, or total |
| |  No Processed Food | Predefined (No) | Daily |
| |  No Snacking | Predefined (No) | Daily |
| |  Food Preparation with Fresh Ingredients | Input (percentage) | Daily, weekly or total |
| Water intake |  Water Intake | Input (ml) | Daily, weekly or total |

← Currently, there are 4 types of challenge categories to choose from with a variety of activities for each.

More categories and activities will be added in time to come to promote a more holistic wellbeing.

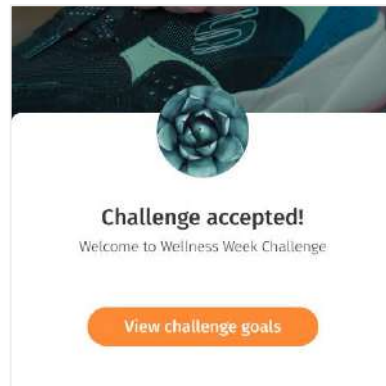
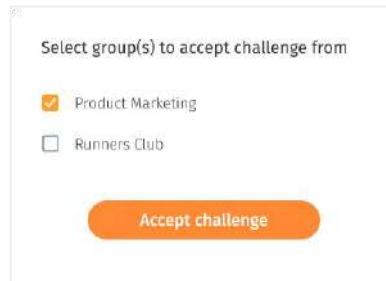
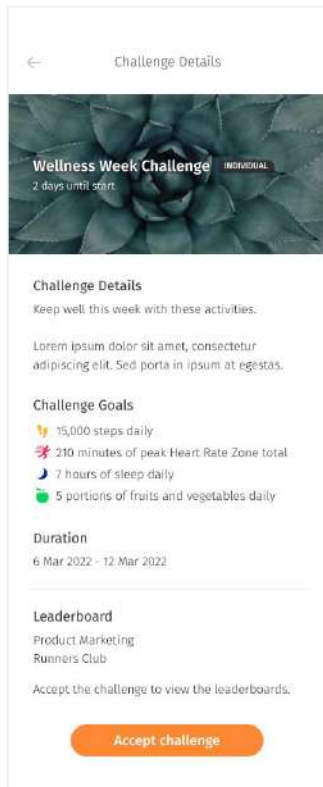


Accept a Challenge



↑ On the Challenges screen, tap on 'View challenge' to view details of the challenge such as goals and duration.

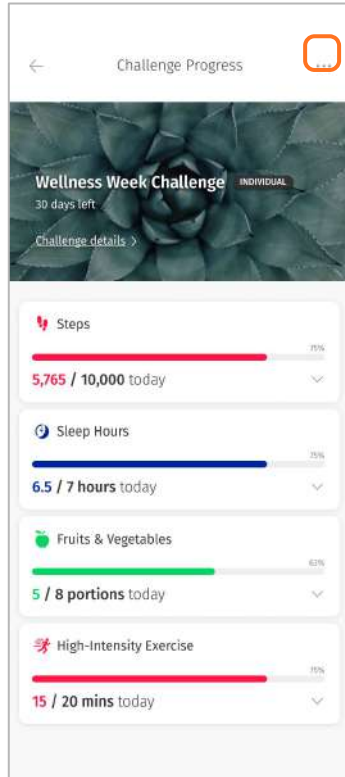
➤ Tap on 'Accept challenge' to join in the challenge.



← If you've been invited from multiple groups, you can select the group(s) to accept the challenge from. Challenge accepted!



Leave Challenge



← You can leave a challenge at any time before it ends. But please note that once you leave, all your progress will be lost and you will have to start over should you decide to join the challenge again.

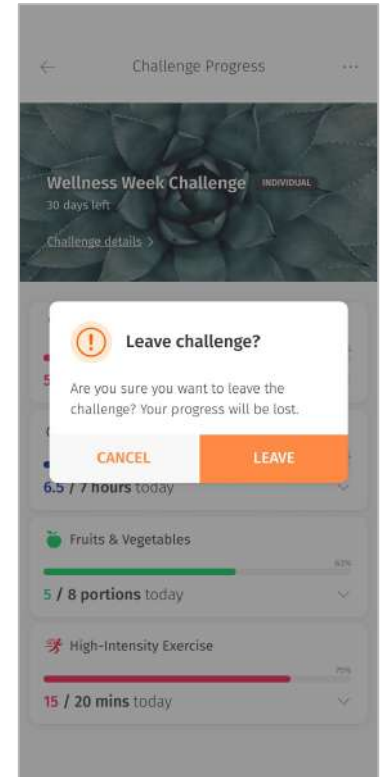
On the Challenges screen, select the challenge you want to leave.

Tap on the three-dot menu at the top right corner and select 'Leave challenge'.

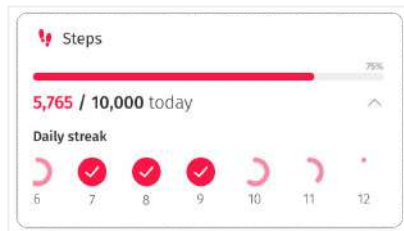
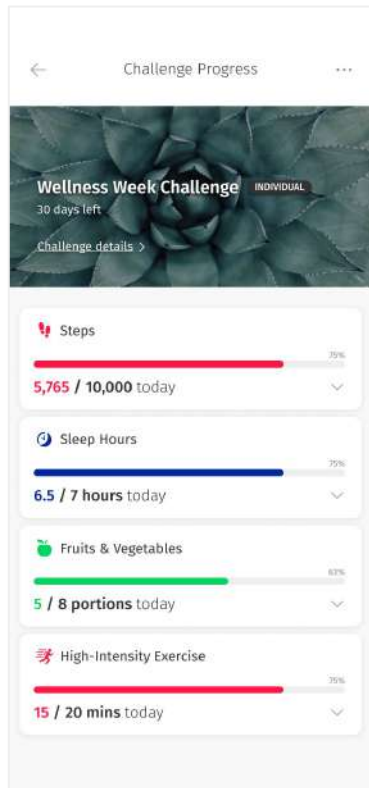


↑ If you accepted the challenge from multiple groups, you can select the group(s) to leave the challenge from.

→ Confirm your leave.

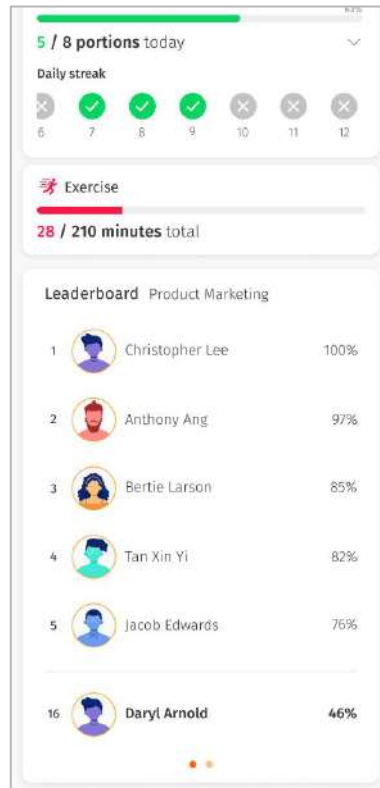


View Challenge Progress



← Once you've accepted a challenge, you can view your progress by tapping on 'View challenge' under the My Challenges section.

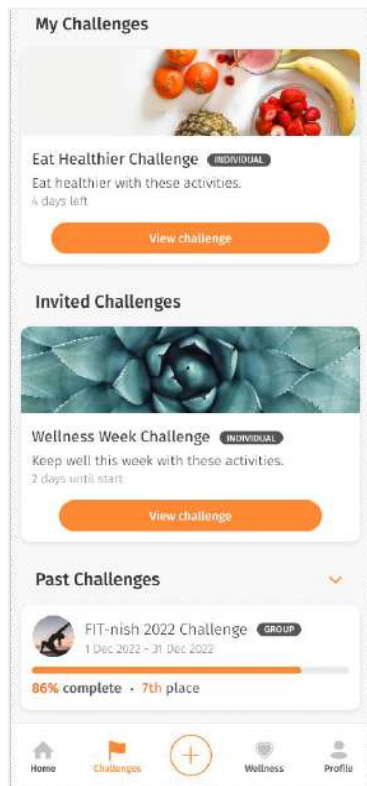
↑ Tap on the arrow on each challenge goal to expand the card and view your daily or weekly streak.



← For group challenges, you can also see where you currently place among the group members on the leaderboard.

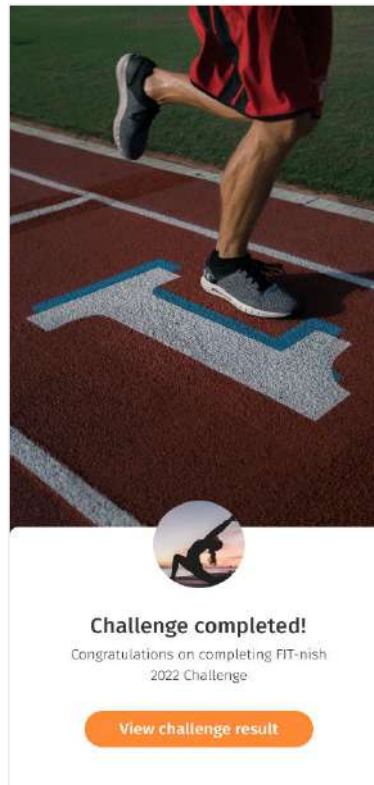


View Challenge Results



↑ Once a challenge has ended, you will receive a notification. Tap on the notification, or select the challenge from the Challenges screen.

← Tap on 'View challenge result' to see your overall progress for each challenge goal, and where you place on the leaderboard for group challenges.



← Tap on 'View challenge result' to see your overall progress for each challenge goal, and where you place on the leaderboard for group challenges.

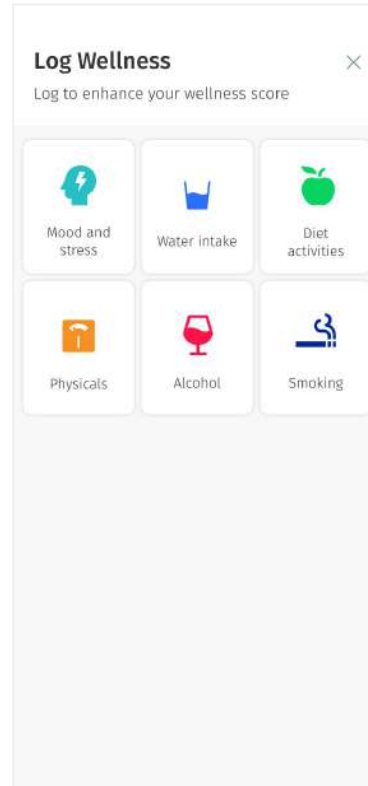
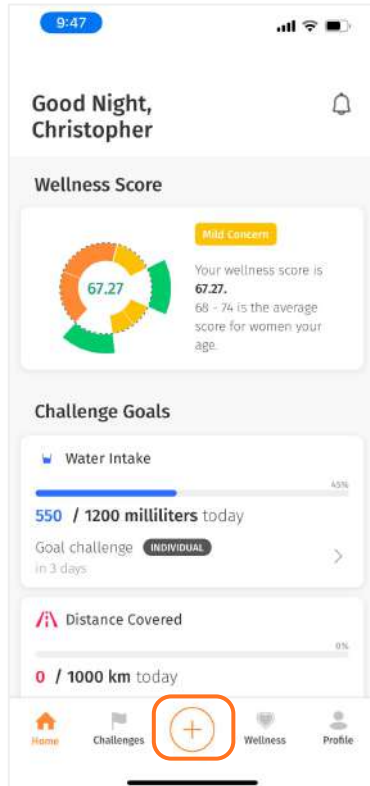


Log Wellness

- | Log Wellness (Overview)
- | Mood and Stress
- | Water Intake
- | Diet Activities
- | Physicals
- | Alcohol
- | Smoking



Log Wellness (Overview)



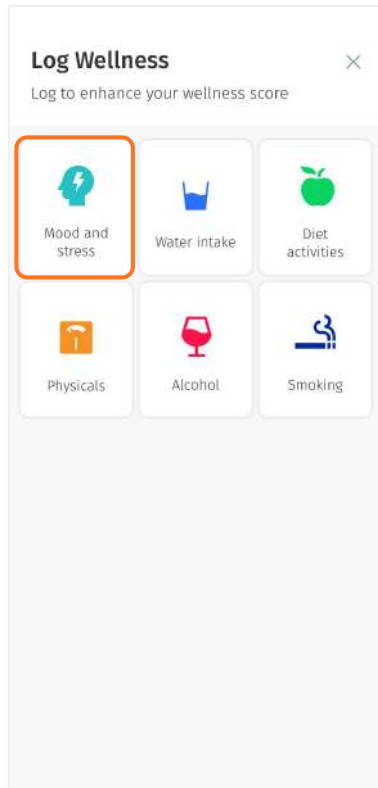
← The Log Wellness screen allows you to manually log your health metrics that are not captured by your Fitbit device.

You're recommended to log your wellness daily to help enhance your wellness score and provide a more accurate reading.

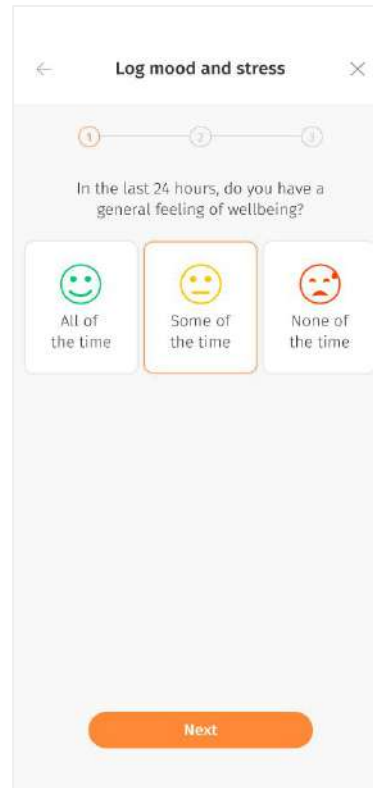
The data you input in this section will be reflected in the Wellness screen.



Mood and Stress



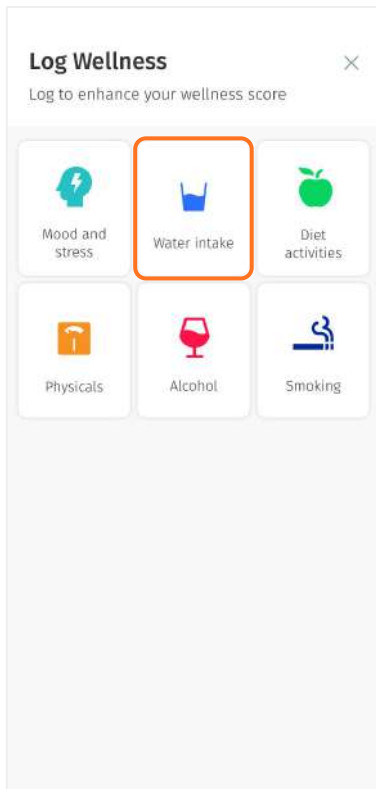
← Your mental wellbeing is one dimension of your overall wellness. Log your mood and stress to give a more accurate reading of your wellness score.



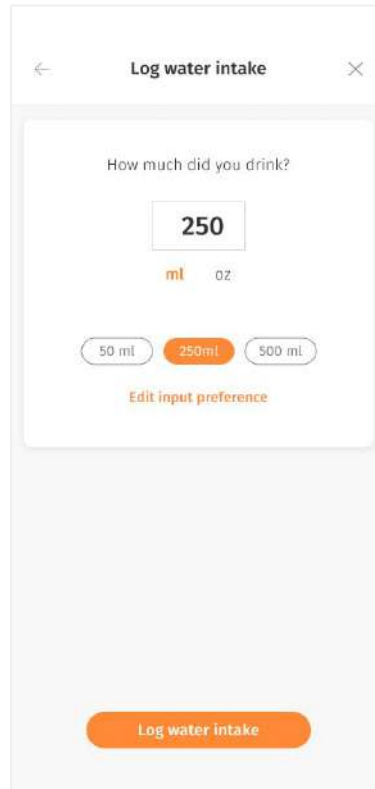
← Choose the answer that best describes your happiness, stress and depression levels.



Water Intake



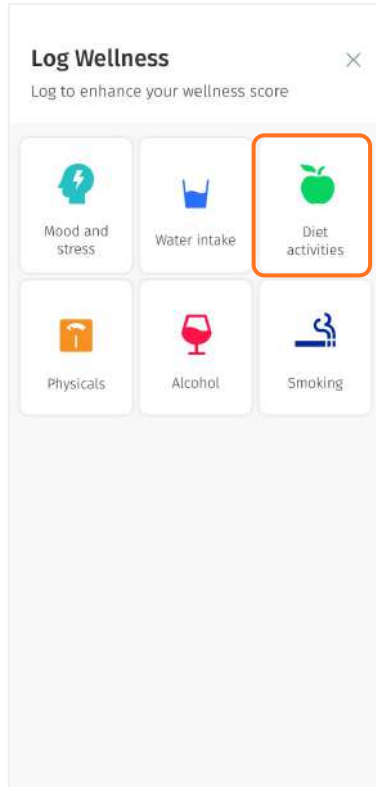
← Staying hydrated is an essential part of your wellbeing. Log your water intake from this section.



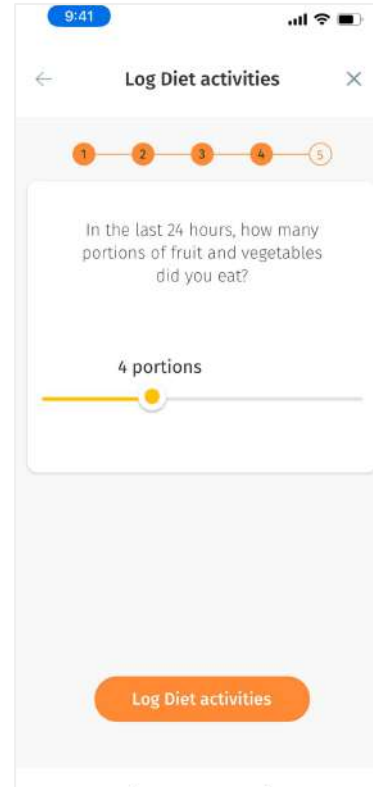
← Select the range closest to your intake. We have set values of 50ml, 250ml & 500ml as quick inputs. You can either choose the value closest to your intake or type a specific value.



Diet Activities



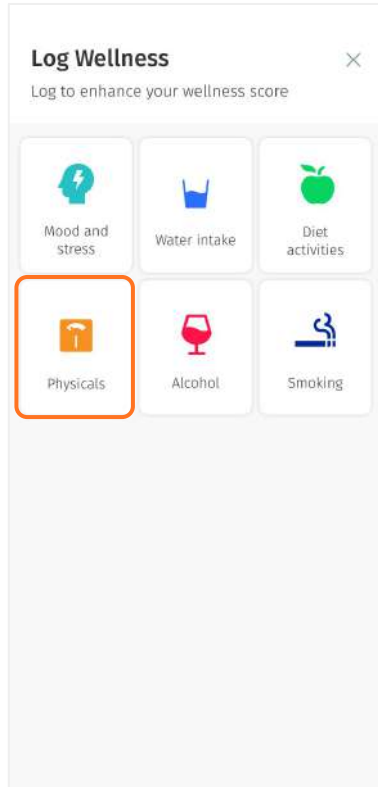
← Log your diet activities, such as your fruits and vegetables intake in the past 24 hours.



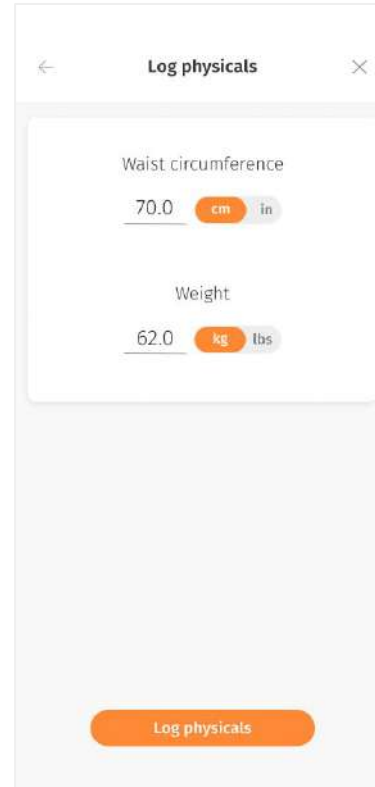
← Select the range closest to your intake.



Physicals



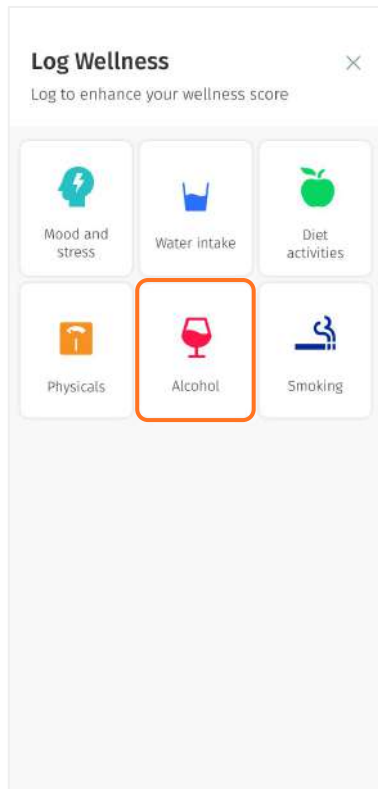
← Log your waist circumference and weight readings as and when needed.



← Select the range closest to your intake.



Alcohol



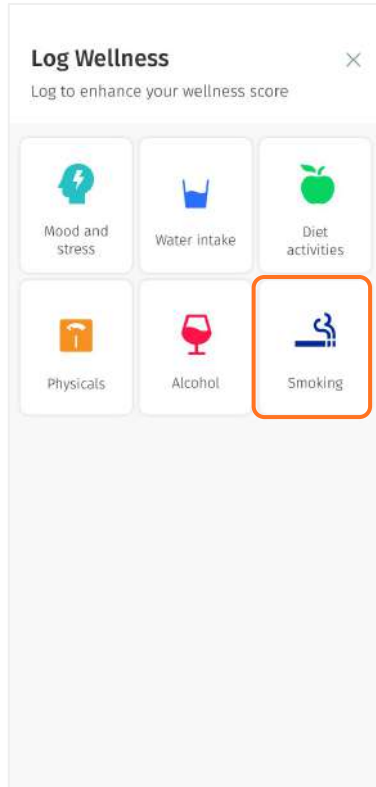
← Log your alcohol intake in the past 24 hours as and when needed.



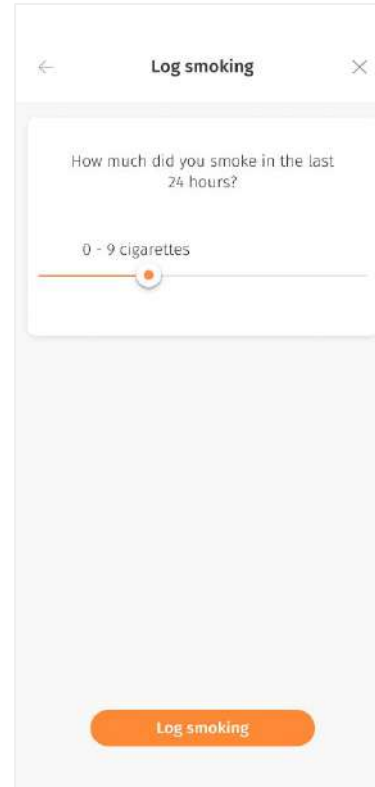
← Select the range closest to your intake.



Smoking



← Log your how much cigarettes you've smoked in the past 24 hours as and when needed.



← Select the range closest to your intake.

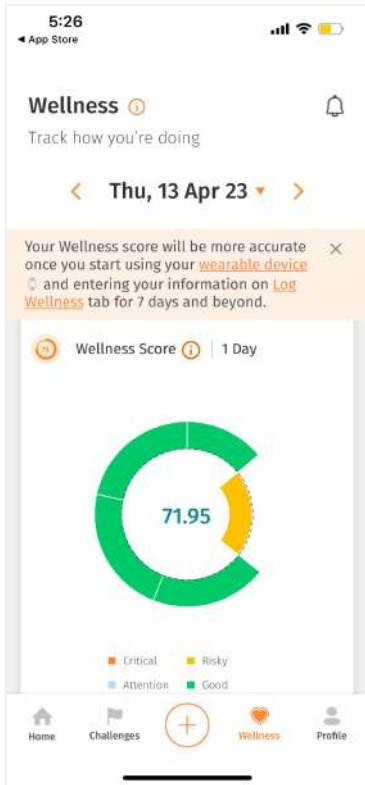


Wellness

- | Wellness Score Chart
- | Wellness Score Parameters



Wellness Score Chart



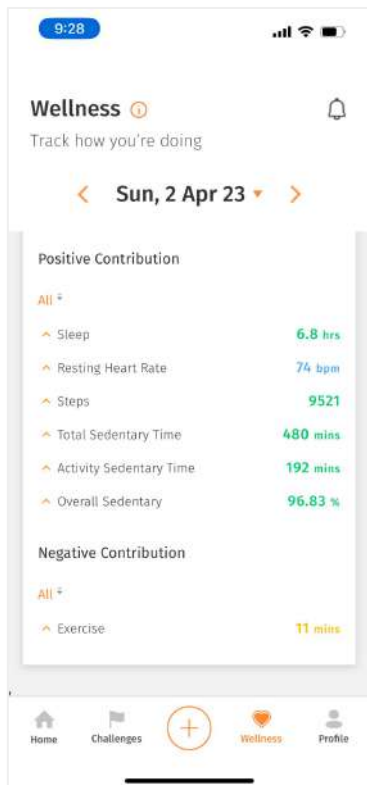
← The Wellness screen shows you an overview of your health and activity of the day through your wellness score and its parameters. Your wellness data are retrieved from the activities recorded via your wearable device and the information you enter on the Log Wellness screen.

← Your total wellness score is displayed in the chart. This score indicates how well you are, taking into account the various parameters.

Each sector on the chart represents one parameter that contributes to your wellness score. The colours marked on the sectors will help you identify the parameters that need to be addressed on priority. They range from orange being critical, to green reflecting good.

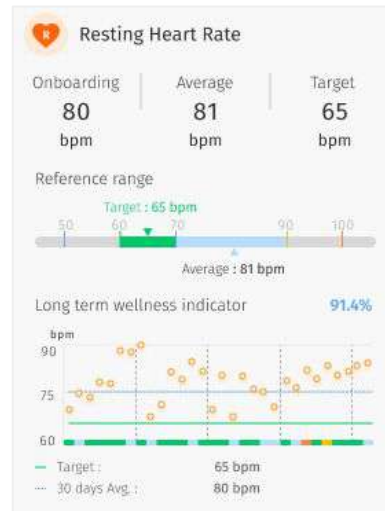


Wellness Score Parameters



◀ The wellness score parameters that contributes to your wellness score are listed below the charts. The Good (green) and Attention (blue) parameters are listed below positive contribution, while the Risky (yellow) and Critical (orange) parameters are under negative contribution.

↑ To view the details of a specific parameter, tap on its name in the wellness score parameters list.



◀ **Onboarding/Average/Target Value:** Onboarding value shows the value recorded in the first 7 days of onboarding, average value shows the average value of the day recorded, while target value shows the ideal value that you should achieve in order to have a better long-term health condition.

◀ **Reference Range:** Reference range shows your current condition. The colours help you easily identify if your current value is within or outside the target range.

◀ **Long term wellness indicator:** The percentage shows how well you will be in the future if you keep up your current condition. The chart below shows an overview of your readings for the specific parameter over the last 30 days.

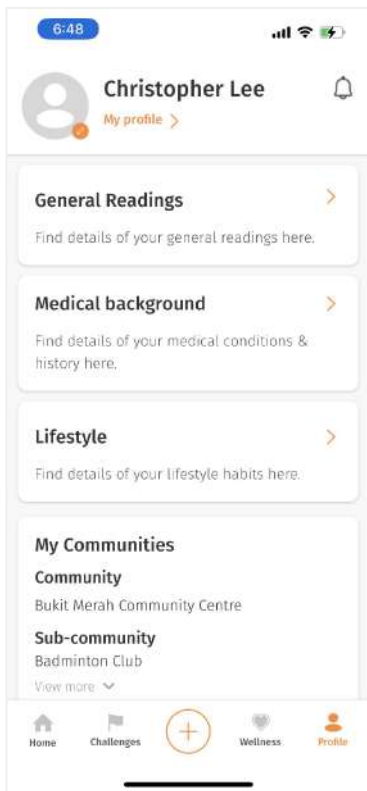


Profile

- | [Manage My Profile](#)
- | [Manage Profile Picture](#)
- | [Documents](#)
- | [My Communities](#)
- | [My Groups](#)
- | [Switch to Wellness Plus App](#)
- | [Language](#)
- | [Privacy & Data](#)
- | [Account Deletion](#)



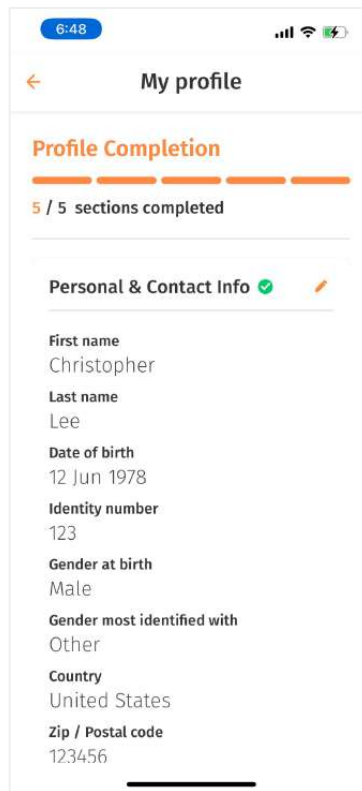
Manage My Profile



← The 'Profile' section gives you an overview of your personal health information and your support team.

Clicking on General Readings, Medical background will bring you to My profile under the following section.

Other features such as Linked devices, My Support Team, Switch Platform are aimed to facilitate health monitoring and manage your care program.



← Under 'My Profile', you are able to view the personal information you have entered earlier during onboarding.

If you have opted to complete profile later, you can also fill the relevant information in this section.

The progress bar shows you how many sections you have completed.



Manage My Profile (cont.)

8:54

Search

Personal & Contact Info Save

Street address (optional)

City (optional)

State / Province (optional)

Country

France

Zip / Postal code

123456

Email *


christopher.lee@yopmail.com

Enter email address to get 6 digit OTP for email verification.

Get email OTP

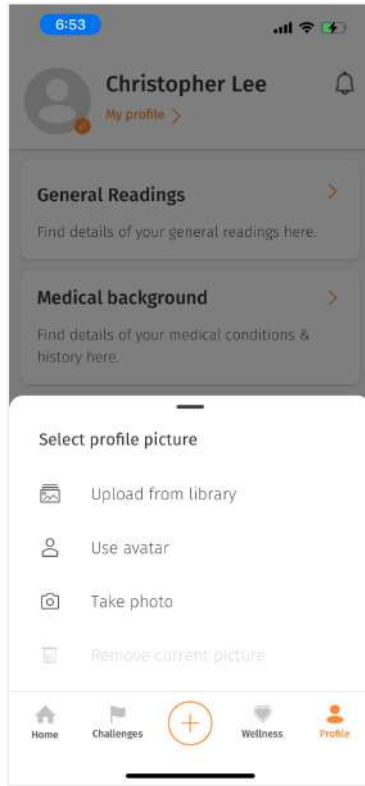
Mobile number *

+33 75649 07 12

← You can fill in/edit parts of your profile under My Profile by clicking on the  icon.

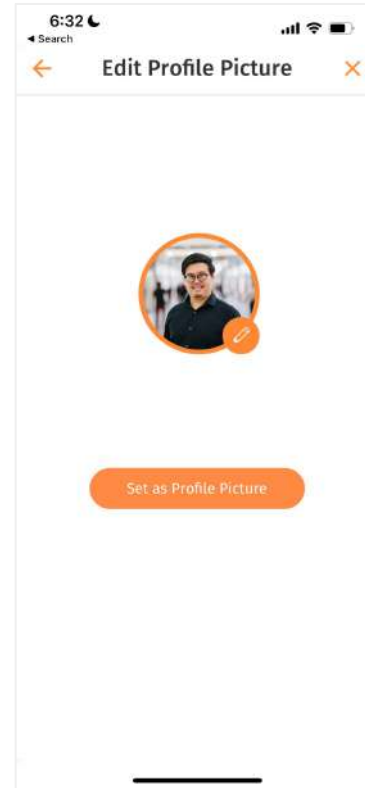


Manage Profile Picture



← To set your profile picture, go to Profile tab, and click on the profile picture icon on the top left.

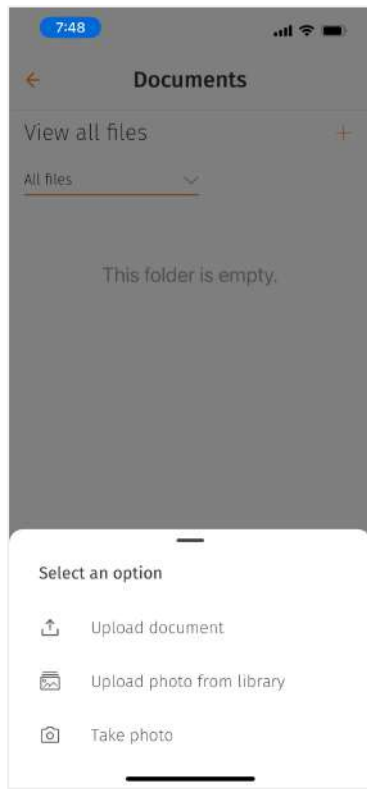
Later on, you can change your picture by clicking the same selection options. You can also revert your profile picture to its original state by selecting 'Remove profile picture'.




← Once done with your image/avatar selection, click on 'Set as Profile Picture'.

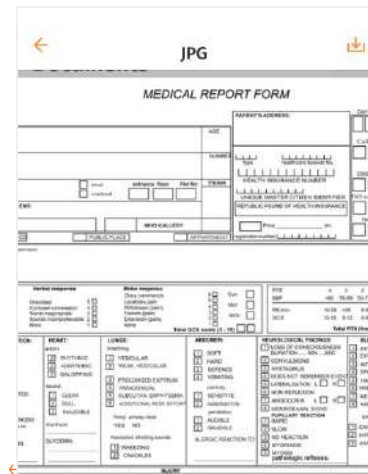
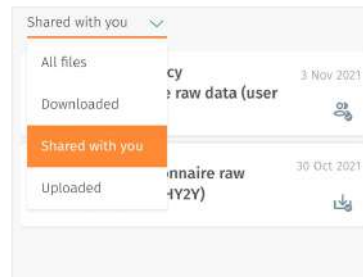


Documents ○ View Documents



The 'Documents' section in the profile section is designed for you to view, upload and share PDF documents with your support team.

↔ You will receive notifications on your mobile app when documents are shared by your support team. You can find the notification by tapping  in the **Homepage** if you want to view it later.

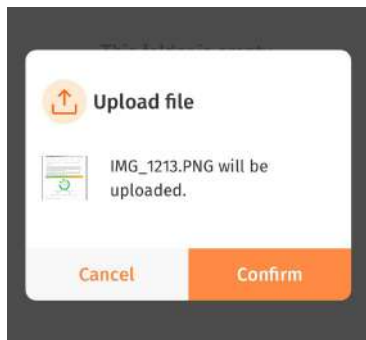
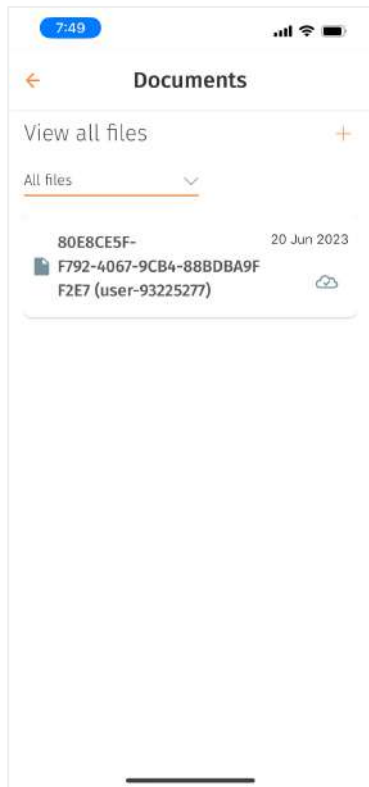


documents by your support team, downloaded, or uploaded by self by selecting the 'Shared with you', 'downloaded, or 'uploaded' filter on the dropdown.

↑ Tap on the file name to view/download the document on your mobile phone.



Documents ○ Upload Documents

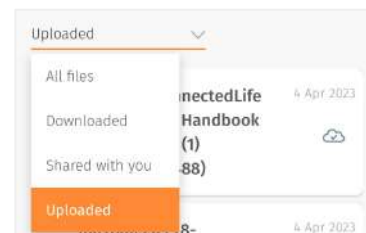
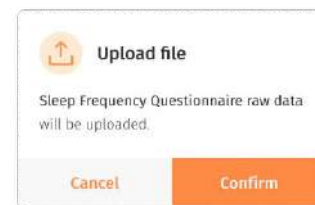
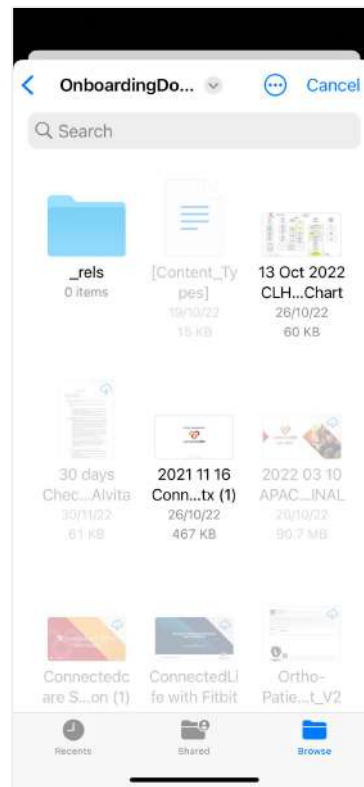


You can upload your documents for your support team to view.

← Tap on the + icon on the top right corner.

↑ A pop up will appear with options on how you want to upload your documents. Select the document you want to upload.

Note: You can only upload PDF and image files with max. 50 MB.



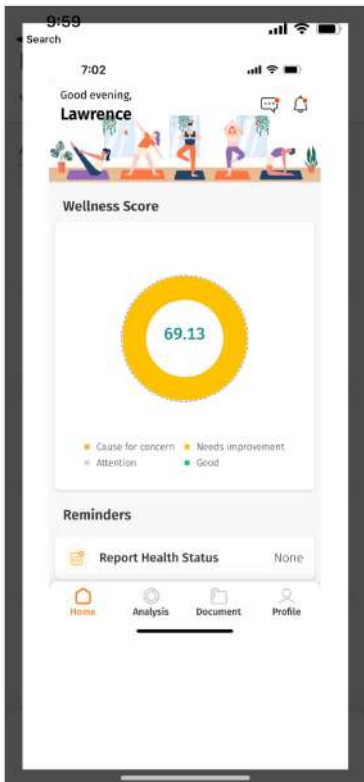
← Browse your device to select the document you want to upload.

↑ Tap 'Confirm' to start uploading.

↑ You can find all your uploaded documents by selecting the 'Uploaded' filter on the dropdown.



Documents ○ Upload photos

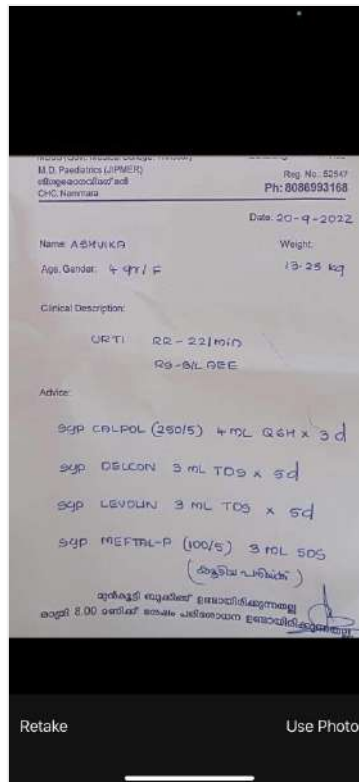


You can also upload photos via your photo library or from the camera.

Tap on the + icon on the top right corner, and select "Upload photo from library".

↑ A notification will pop up to confirm the selection.

← You can click on the photo icon and use the zoom feature to review before confirming the upload. Click outside the white boundary box to exit the view.



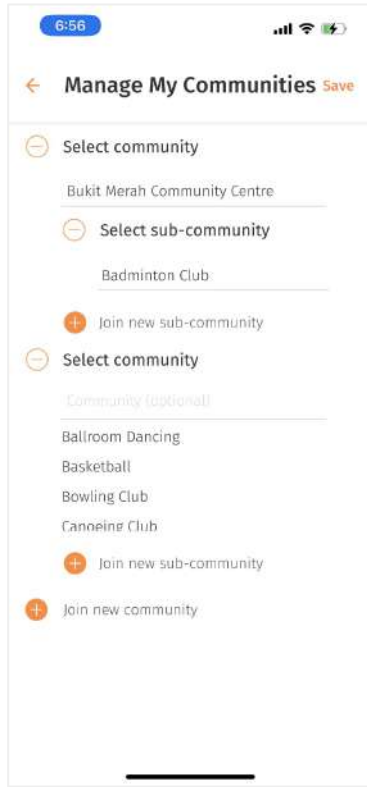
To upload photo from camera, select "Take photo" option.

← Take a picture of your document. Once the photo is ready, click "Use Photo".

↑ Review the photo and select "Confirm".



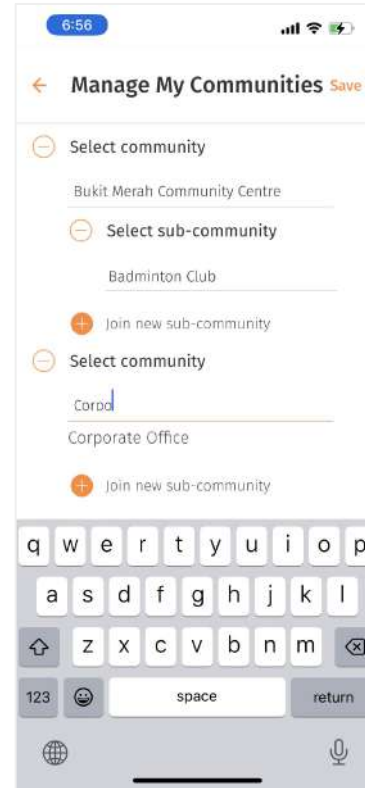
My Communities



← To manage your communities, go to Profile > My Communities.

While you can only join 1 community and sub-community at the start of registration, you can join multiple ones at this page.

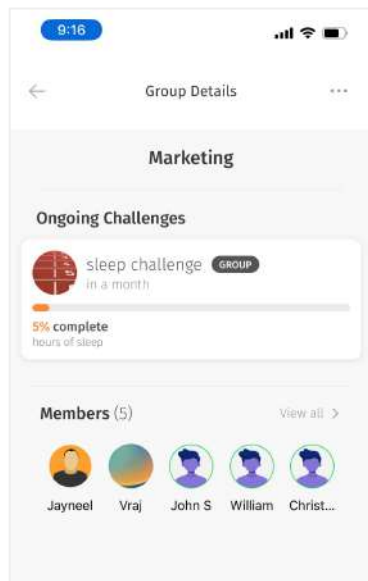
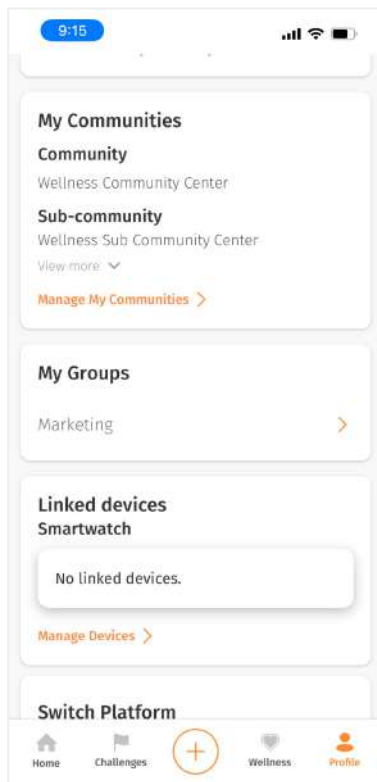
Here, you can join or leave communities or sub-communities by clicking on the (+) and (-) buttons.



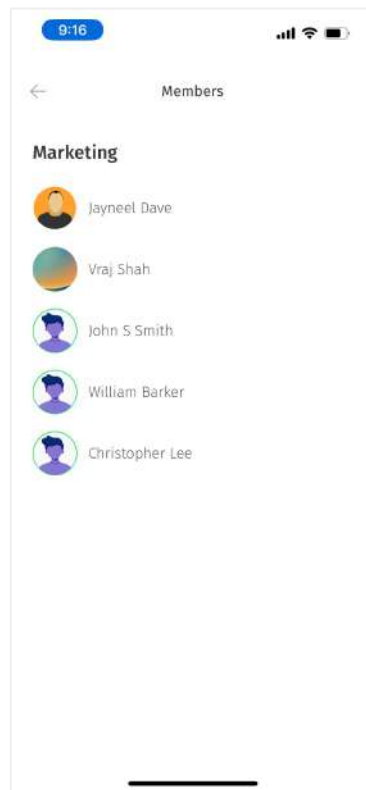
← To search for a community or sub-community, simply type their names in the search box.



My Groups



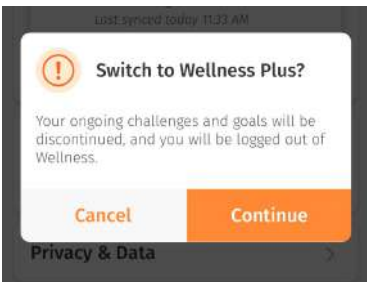
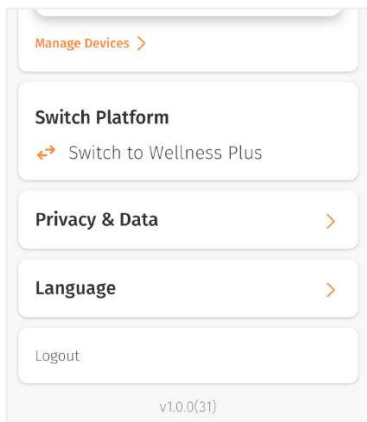
← Select a group to view the group details, which includes ongoing challenges that the group has been invited to and group members.



← Click 'view all' to view all members of the group.



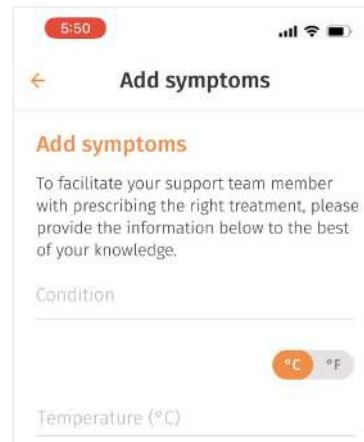
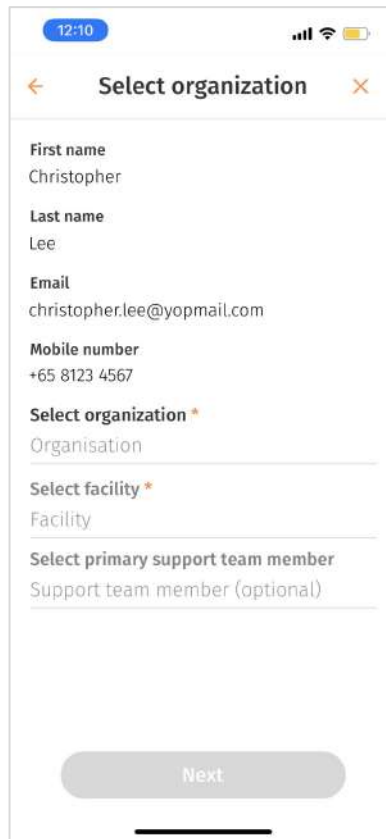
Switch to Wellness Plus App



Please note that this feature is only available for the direct-to-consumer model.

◀ You can migrate your existing account and data (e.g. vitals, personal details) to Wellness app by going to **Profile > Switch to Wellness**.

Existing reminders will be discontinued upon migration.

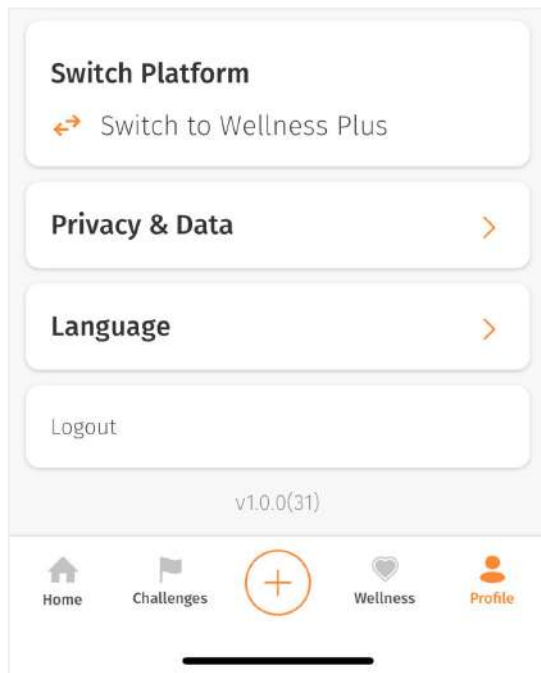


◀ Once the switch is confirmed, you will be prompted to fill in the organisation (mandatory), facility (mandatory), and support team member (optional) you would like to be in the care of.

➤ You will also be prompted to fill your symptoms readings to facilitate your treatment.



Language



← To switch your language, go to Profile > Language.

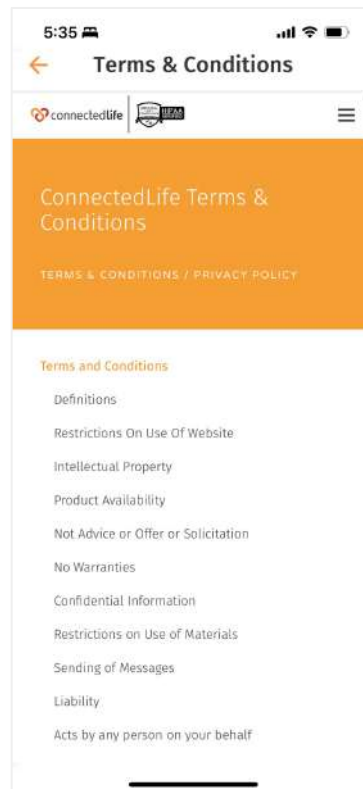
← Right now, only English is available. In the future, select your preferred language from the list of selection.



Privacy & Data



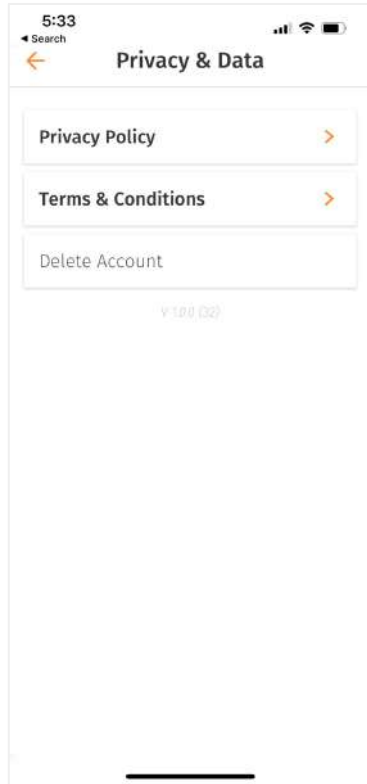
← To read our privacy policy, go to Profile > Privacy & Data > Privacy Policy.



← To read our terms and conditions, go to Profile > Privacy & Data > Terms & Conditions.



Account Deletion



← To delete your account, go to Profile > Privacy & Data > Delete Account.

