

HEAL-COVID Website Patient Help Guide for reinstalling Atom5

This document is submitted for information/REC review. The below are screenshots of a patient help section of the HEAL-COVID website, providing participants with a “how to” guide for setting up the follow-up questionnaire app (Atom5) on a new smartphone or tablet if they lose or replace their phone during the study.

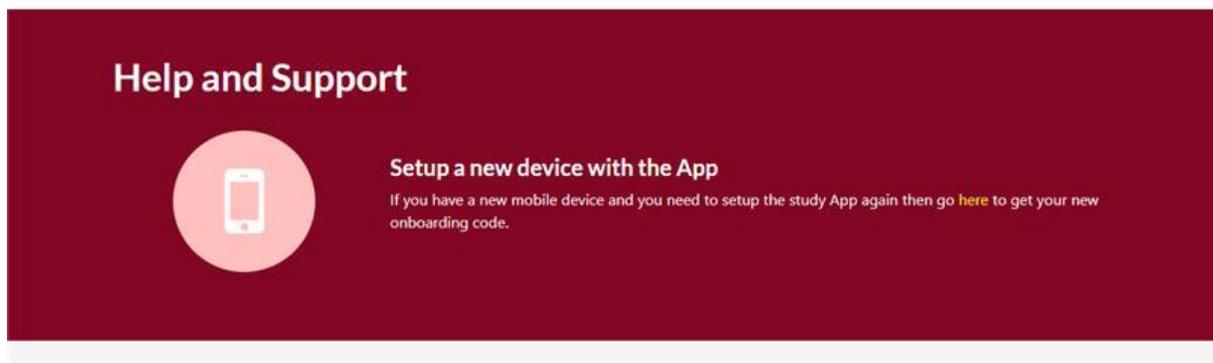


Image 1: Help and Support website page, showing option to set-up a new device for Atom5

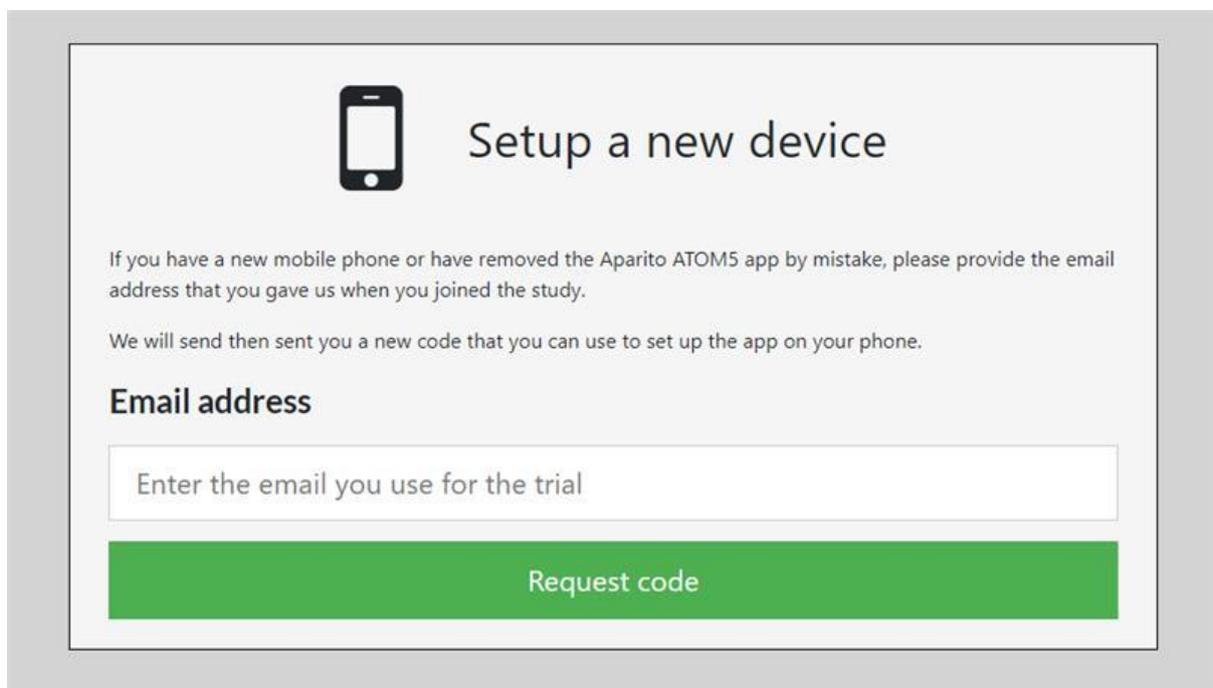


Image 2: First screen seen if participant clicks "Set-up a new device with the app". Participant enters their email address and clicks 'Request code'.

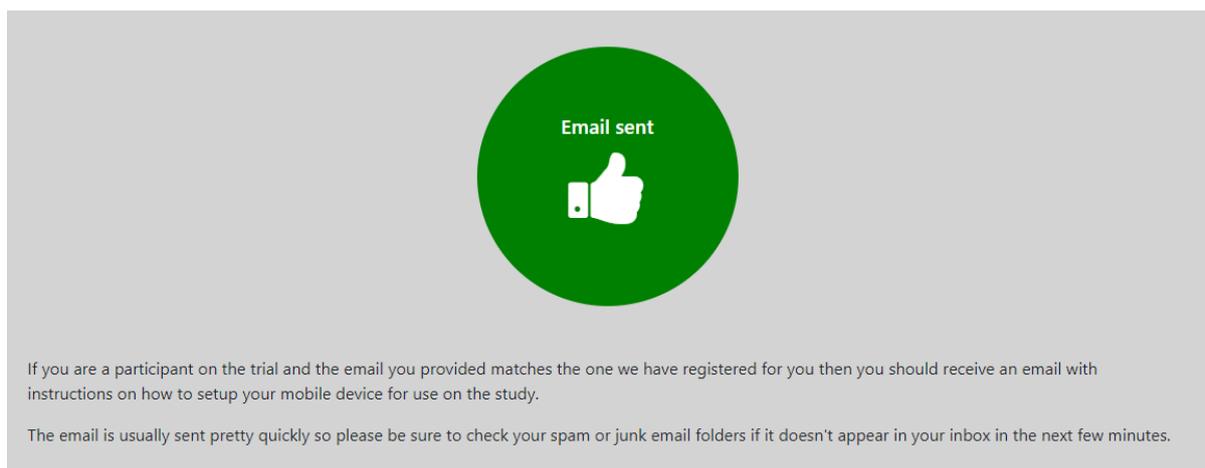


Image 3: Confirmation of email address submission. The email address entered is checked against those provided at time of consent to locate participant app user ID (6 digit number).

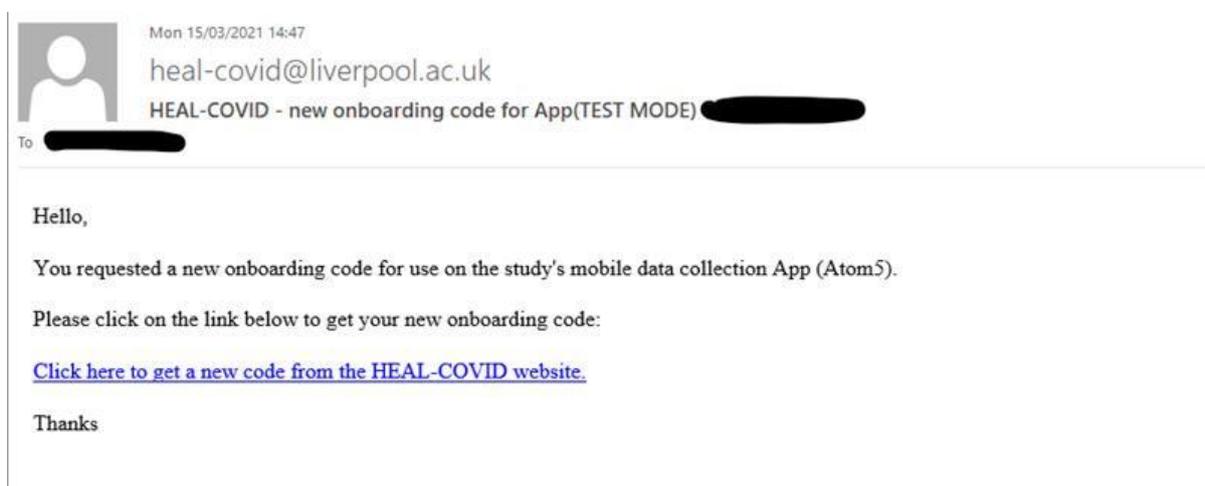


Image 4: Example email received by participant if email entered matches that given at time of consent.

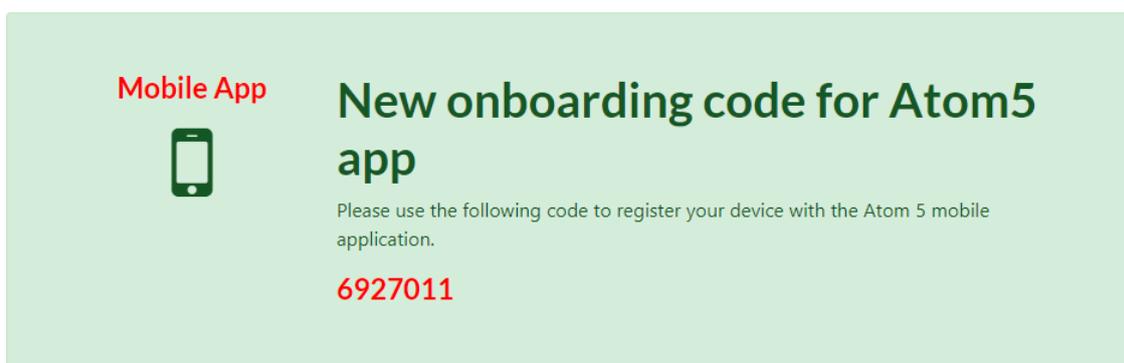


Image 5: New onboarding code given when participant clicks email link. Code can now be used to set-up Atom5 on new devices