

# mymobility®

## New Patient Onboarding Guide

### Table of Contents

- 1. [Enrollment](#)
  - a. [Receive enrollment emails](#)
- 2. [Device and Account Setup](#)
  - a. [iPhone](#)
    - i. [Update iOS software](#)
    - ii. [Download mymobility iPhone app](#)
  - iii. [Open phone app](#)
    - 1. [Grant HealthKit permissions](#)
    - 2. [Allow notifications](#)
    - 3. [Activate account](#)
    - 4. [Agree to Privacy Policy and EULA](#)
    - 5. [Select and answer three security questions](#)
    - 6. [Create new username and password](#)
- 3. [Usage](#)
  - a. [iPhone](#)
    - i. [Log in using new user name and password](#)
    - ii. [Opt in or out of Touch ID or Face ID](#)

# Enrollment

## Receive enrollment emails

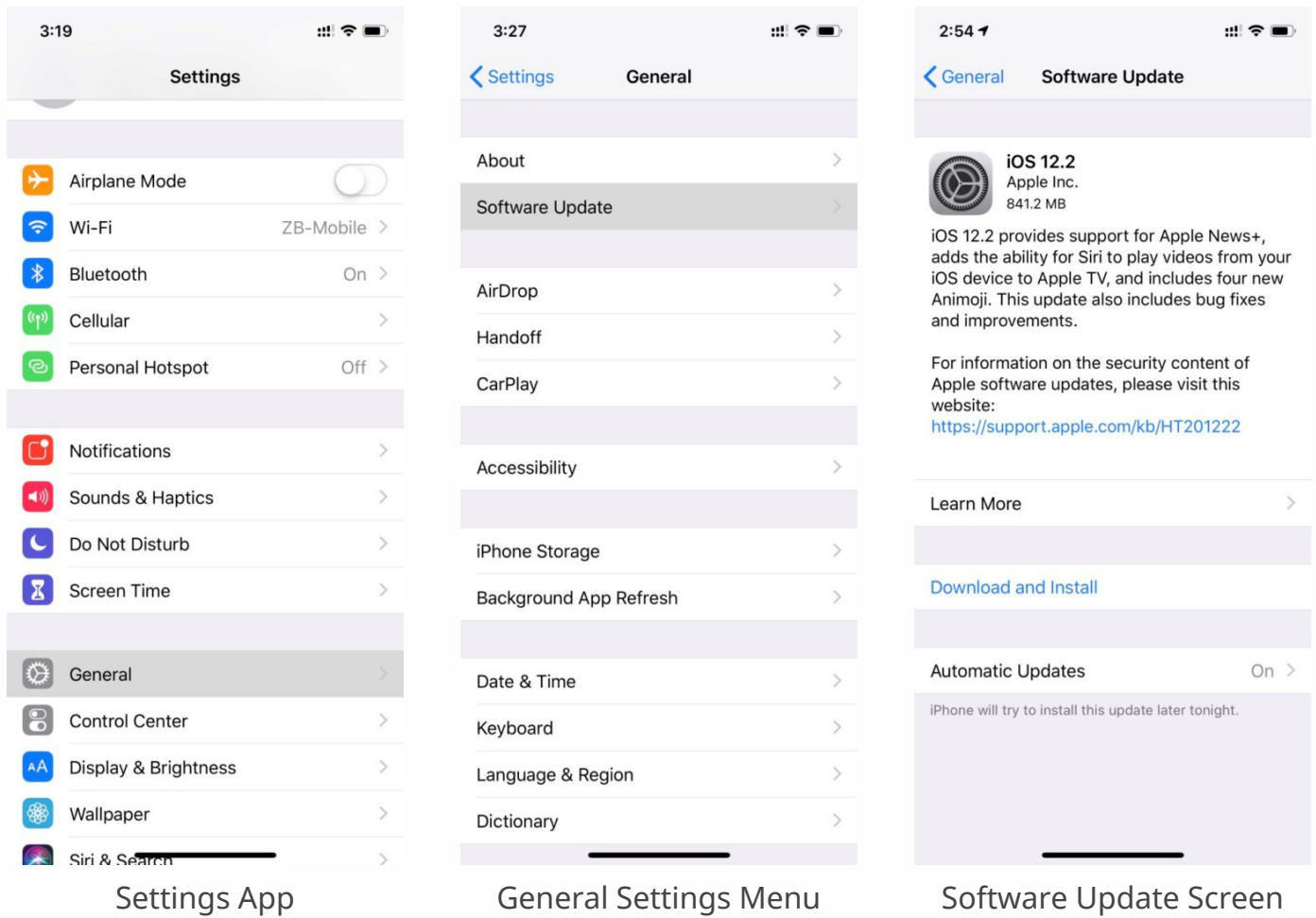
After you’ve been enrolled in the mymobility program by your health care provider, you will receive two emails. The first, a welcome email, details the next steps you will need to take to register your account. You will also receive an email with your temporary password that you will use to log in to the app for the first time.

## Device and Account Setup – iPhone

### Update iOS software

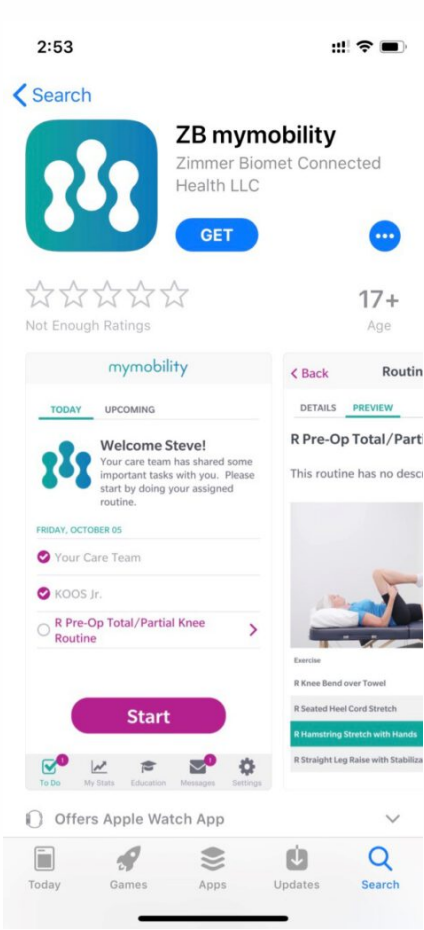
The mymobility app requires an iPhone 7 or newer with an iOS version of 12 or higher. You will need to update your phone to the latest software version in order to use the app.

To do this, navigate to your phone’s *Settings* app, click on the *General* button, followed by *Software Update*. If an update is available, click *Download and Install*.



# Download mymobility® app

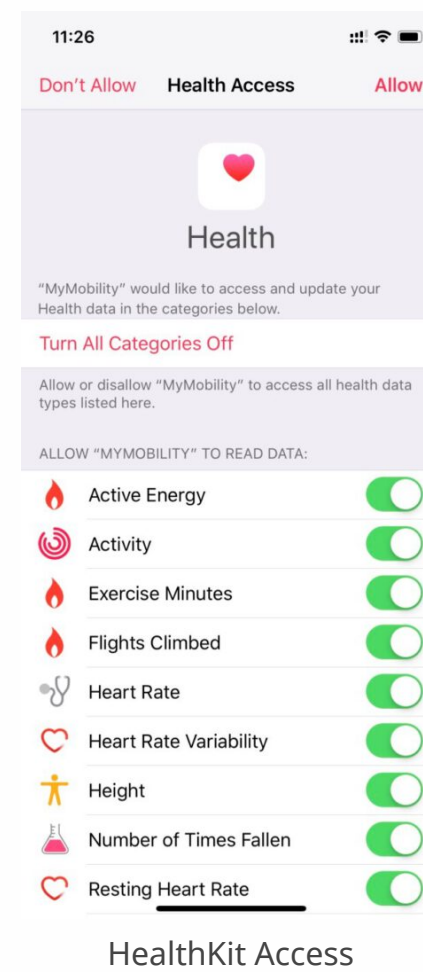
To use the mymobility app, you will need to download it from the App Store. Search for “mymobility” and proceed to download the app by pressing the *Get* button on the store page. You may need to enter your Apple ID password to download the app.



mymobility Store Page

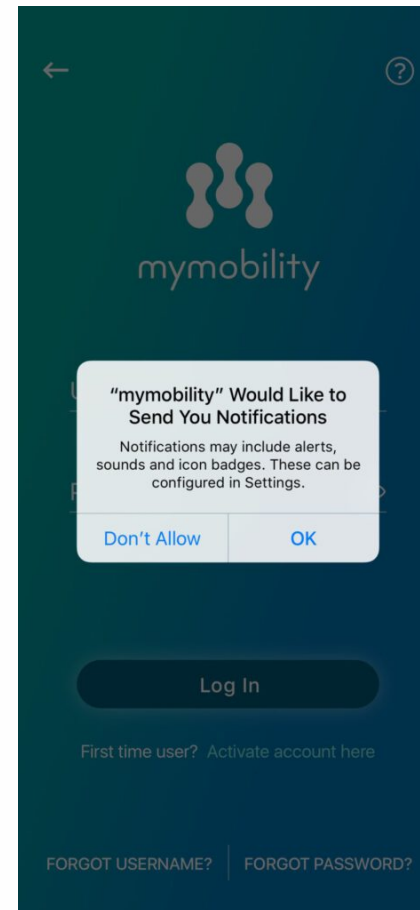
# Grant HealthKit access

When you open the mymobility app for the first time, you will be asked to grant HealthKit access to the application. **Select “Turn All Categories On”** in order for your personal health statistics to be recorded and visible to your health care provider. Then select “Allow” in the top-right corner.



## Allow app notifications

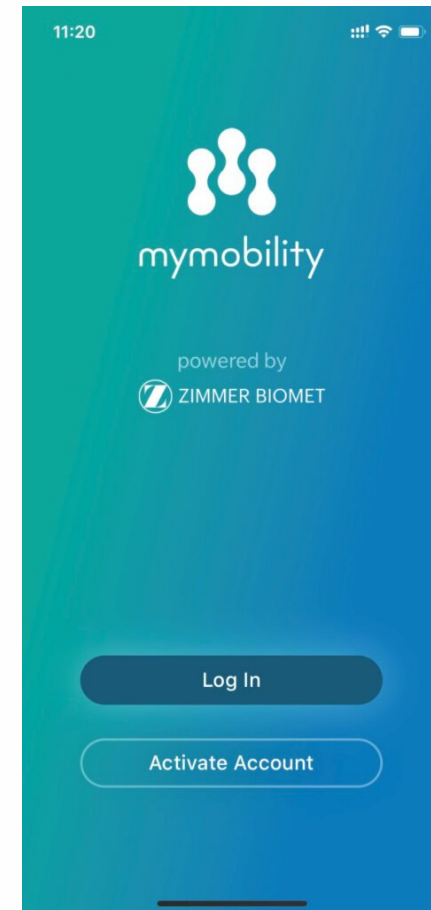
During the first few log ins of mymobility, you will be asked if you'd like to allow the app to send you notifications. Select OK to receive important reminders of items that require your attention within the app, such as messages from your care team or to do list items.



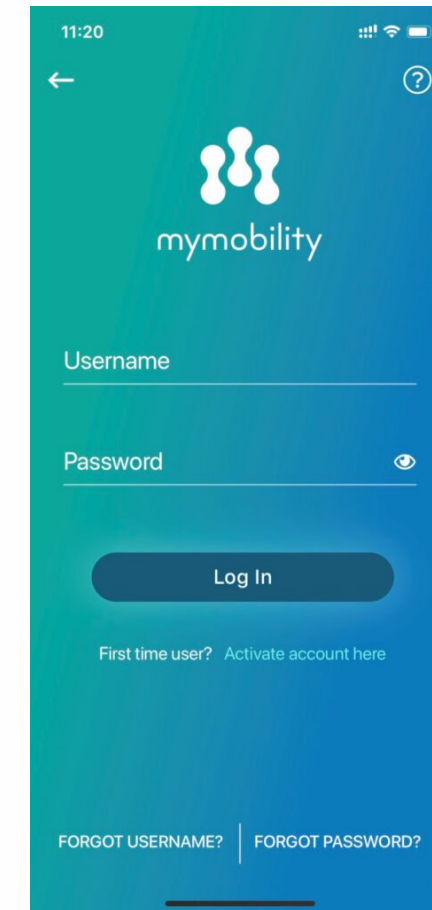
Notification Prompt

## Activate account

When you launch the app, you will see the main log in screen. If this is your first time using the app you will need to select *Activate Account*. On the next screen, enter your email address and the temporary password provided in the welcome emails.



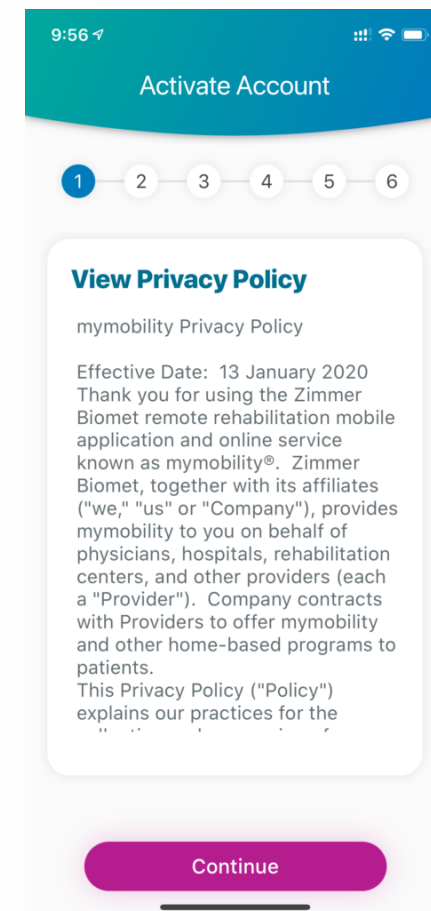
Home Screen



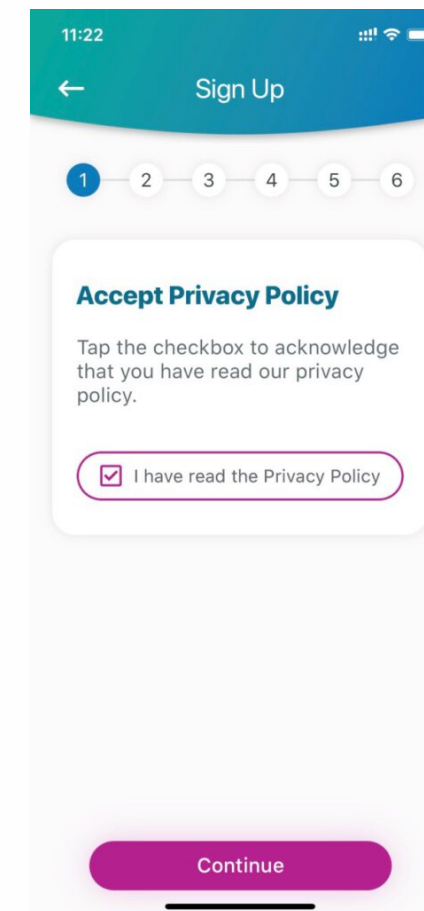
New Account Activation  
Screen

## Agree to privacy policy and EULA

During the account setup process, you will be presented with both a Privacy Policy and EULA (End-user license agreement). Read and agree to both documents by following the on-screen prompts.



Privacy Policy



Privacy Policy Acceptance

## Select and answer three security questions

To keep your account and personal information private and secure, you will need to choose three security questions and provide answers. If you ever forget your account information, these questions will be used to verify your identity.

11:22 Sign Up

1 2 3 4 5 6

**Select your first security question to answer**

What was your childhood nickname?

In what city did you meet your spouse/significant other?

What street did you live on in third grade?

What is your oldest sibling's birthday month and year?

What was your childhood phone number including area code?

In what city or town did your mother and father meet?

Security Question Choice

2:34 Sign Up

1 2 3 4 5 6

**Answer your first security question**

What was your childhood nickname?

Type your answer

Continue

Security Answer Choice

## Create username and password

Steps 4 and 5 of account creation require you to choose a unique username and password. The requirements for both are displayed as you enter your desired username and password.



The screenshot shows a mobile app interface for account creation. At the top, a teal header bar contains the text 'Sign Up'. Below the header is a progress indicator with six numbered circles; the fourth circle is highlighted in blue. The main content area is a white card with the title 'Create a new username'. It contains two text input fields: 'Create username' and 'Confirm username'. Below the first field, there is a hint: 'Minimum 8 characters, no spaces, no special characters'. At the bottom of the screen is a purple 'Continue' button.

Username Creation

The screenshot shows the same mobile app interface, but at step 5 of the sign-up process. The progress indicator now has the fifth circle highlighted in blue. The main content area is a white card with the title 'Create a new password'. It contains two text input fields: 'Create Password' and 'Confirm Password'. To the right of each field is an eye icon for toggling password visibility. Below the first field, there is a hint: 'Minimum 8 characters, 1 uppercase, 1 lowercase, 1 number, 1 special character'. At the bottom of the screen is a purple 'Continue' button.

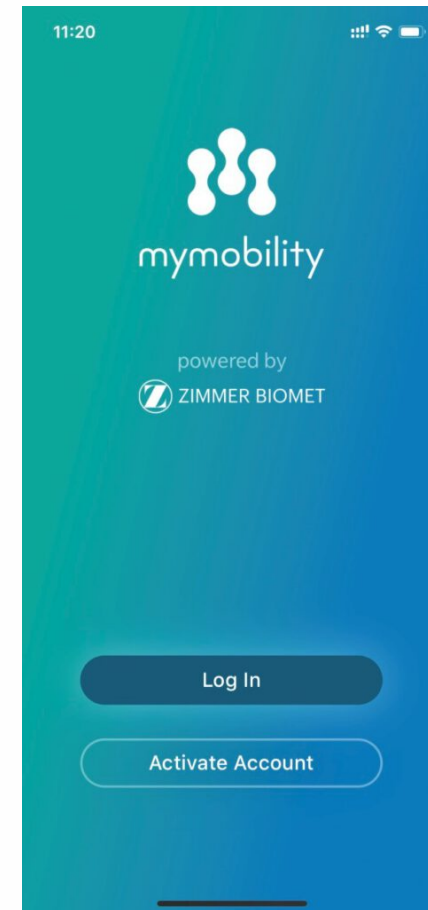
Password Creation

## Usage – iPhone

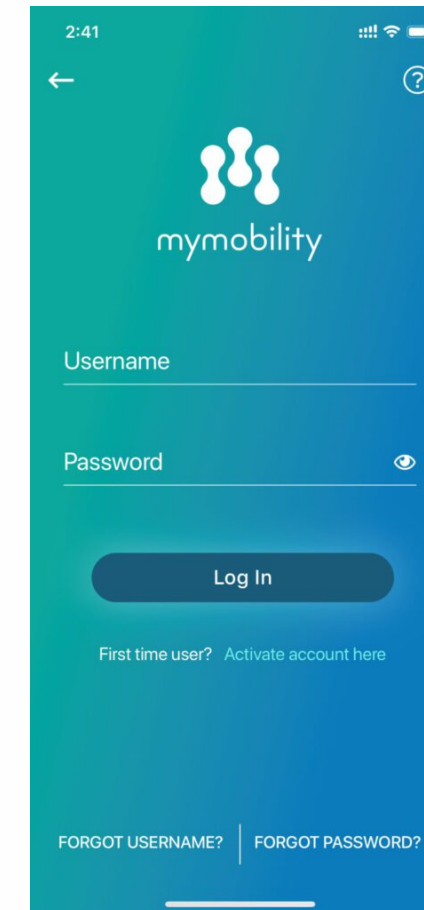
### Log in using new user name and password

After you've successfully created your account, you will log in to the iPhone app using your new username and password for all future usage of the app.

When you launch the app, select Log In and proceed to next screen where you will input your credentials.



Splash Screen

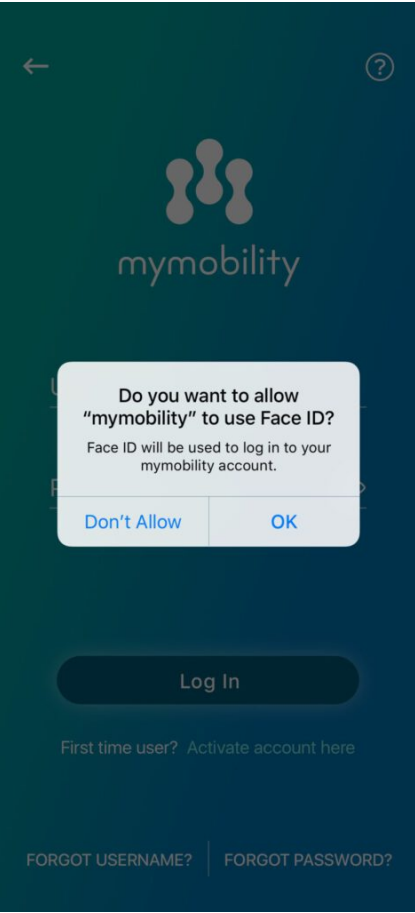


Standard Log In Screen

## Opt in or out of Touch ID or Face ID

One of the first few times you log in using your chosen username and password, you will be asked to allow the use of Touch ID or Face ID for future log ins.

This will vary based on your iPhone hardware.



Face ID / Touch ID login  
permission

This material is intended for patients using the mymobility app by Zimmer Biomet. Zimmer Biomet, as the manufacturer of Medical Devices and affiliated services, does not practice medicine. All questions related to your health condition must be direct to your doctor. For technical questions regarding use of the mymobility app, call +1 (844) 799-8208.

All content herein is protected by copyright, trademarks and other intellectual property rights, as applicable, owned by or licensed to Zimmer Biomet or its affiliates unless otherwise indicated, and must not be redistributed, duplicated or disclosed, in whole or in part, without the express written consent of Zimmer Biomet. ©2020 Zimmer Biomet

Apple, Apple Watch, iPhone, App Store, HealthKit, Face ID & Touch ID are trademarks of Apple Inc., registered in the U.S. and other countries.

