

# mymobility®

## New Patient Onboarding Guide

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# 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.

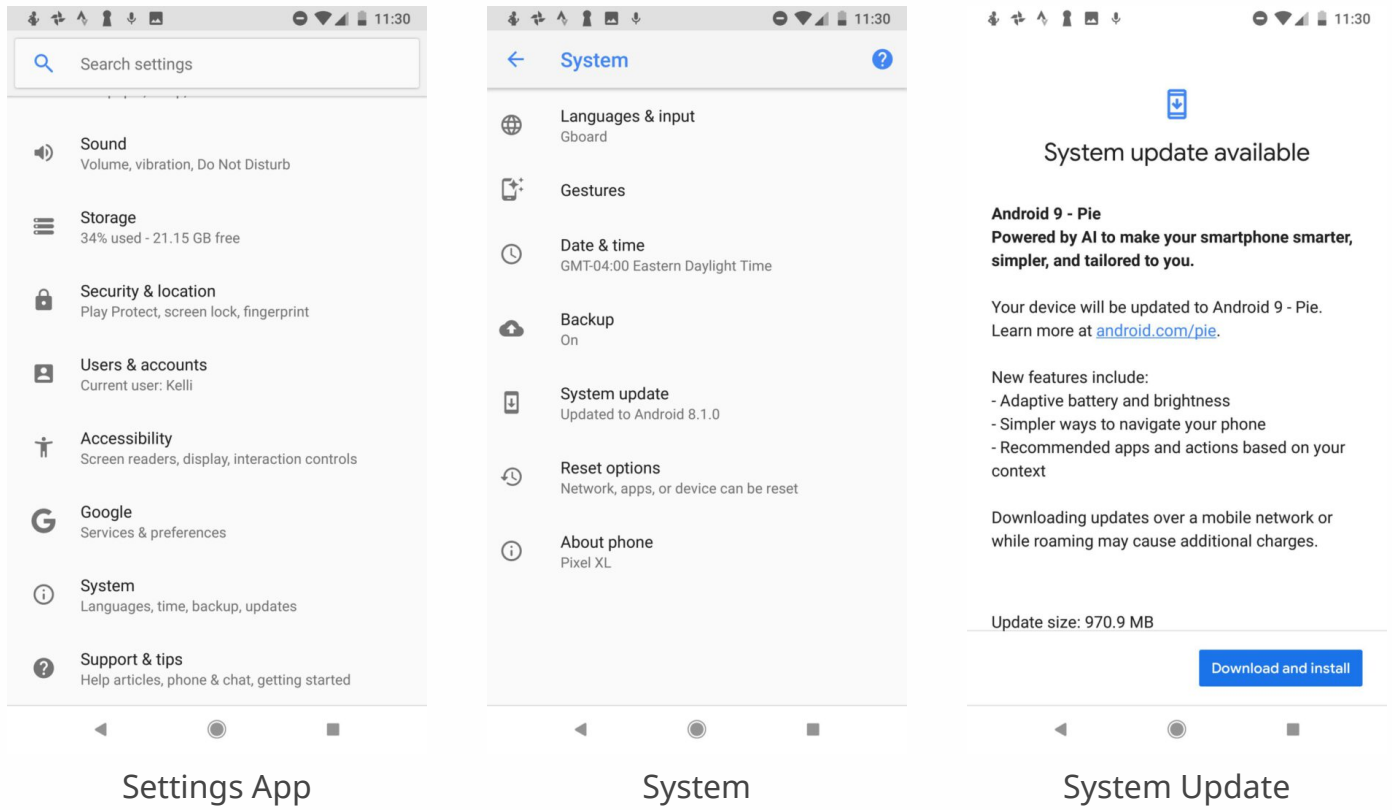
## Device and Account Setup – Android Phone

### Update Android software

For a list of supported devices and minimum requirements [click here](#). 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 *System* button, followed by *System Update*. If an update is available, click *Download and Install*.

**Note:** Android phone Settings may slightly vary. Please refer to your phone’s user guide instructions specific to notifications.



# Download mymobility® app

To use the mymobility app, you will need to download it from Google Play. Search for “mymobility” and proceed to download the app by pressing the Install button on the store page. You may need to enter your password to download the app.

## Grant Google Fit access

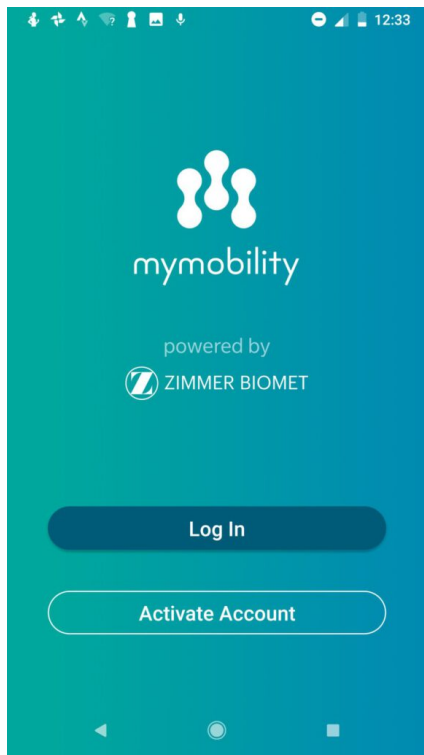
When you open the mymobility app for the first time, you will be asked to grant Google Fit access to the application. If you don’t have Google Fit on your phone **select “Play Store”** in order to download and install the app. If you have Google Fit **select “Allow”** for your step data to be recorded and visible to your health care provider.

## Allow app notifications

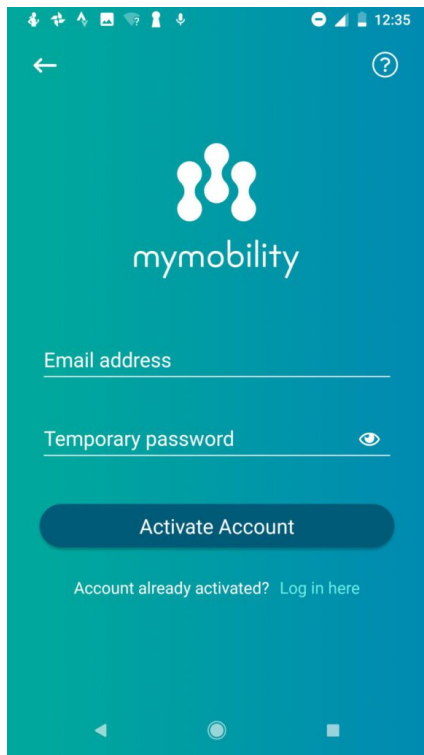
During the first few log ins of mymobility, you will be asked if you’d like to allow the app to send you notifications. Select OK to receive important reminders of items that require your attention within the app, such as messages from your care team or to do list items.

## 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.



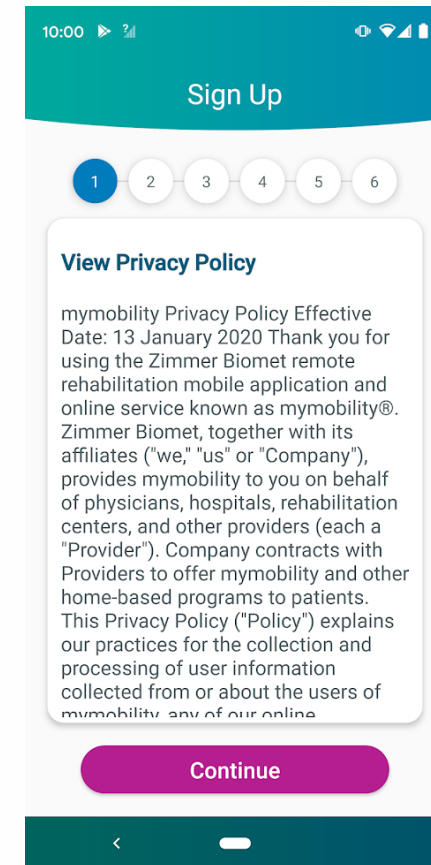
Welcome Screen



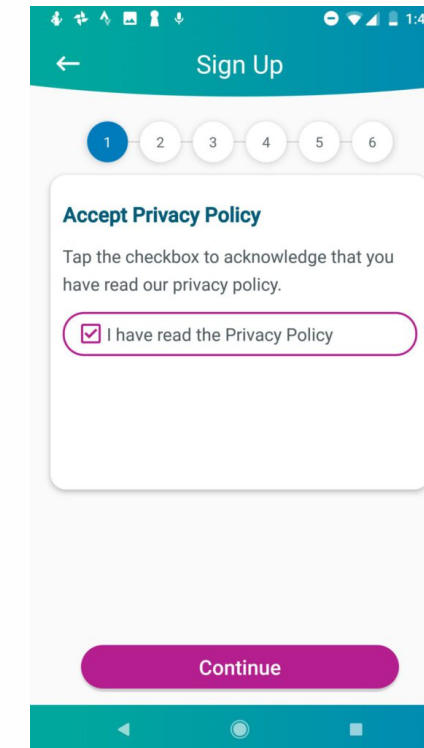
New Account Activation

## 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.

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?

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

What is your maternal grandmother's maiden name?

Security Question Choice

Sign Up

1 2 3 4 5 6

**Answer your second security question**

What was your childhood phone number including area code?

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 signing up. 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 card is a purple rounded button labeled 'Continue'.

Username Creation

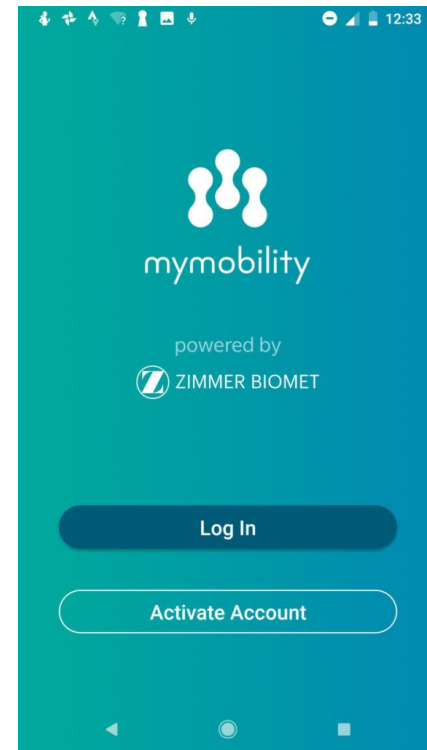
The screenshot shows the same mobile app interface, but at step 5 of the sign-up process. The progress indicator now has the fifth circle highlighted in blue. The main content area is a white card with the title 'Create a new password'. It contains two text input fields: 'Create Password' and 'Confirm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

Password Creation

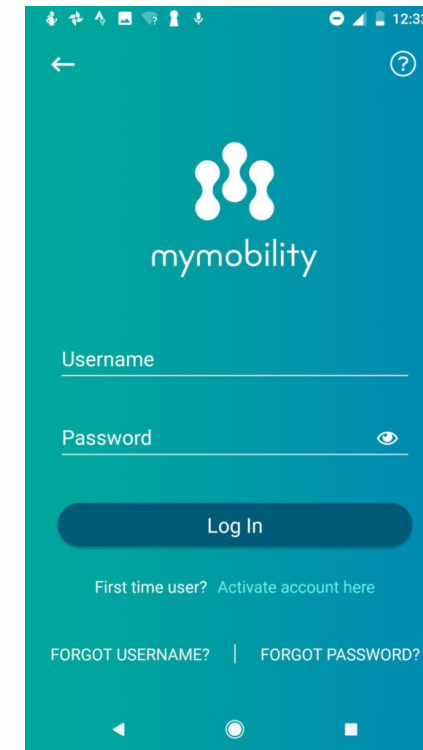
## Usage – Android Phone

### Log in using new user name and password

After you've successfully created your account, you will log in to the mymobility 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.



Welcome Screen



Log In Screen

## Opt in or out of fingerprint or facial recognition

One of the first few times you log in using your chosen username and password, you will be asked to allow the use of Fingerprint or Facial Recognition for future log ins. This will vary based on your Android Phone hardware.

## Allow Education

When you first successfully log into the mymobility app, you will be asked to grant permission to allow Education content on your device. To allow mymobility to access photos, media, and files on your device select “Allow”.

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 directed to your doctor. For technical questions regarding use of the mymobility app, call +1 (844) 799-8208.

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