

mymobility[®] with Personal Watch

New Patient Onboarding Guide

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Enrollment

Receive enrollment emails

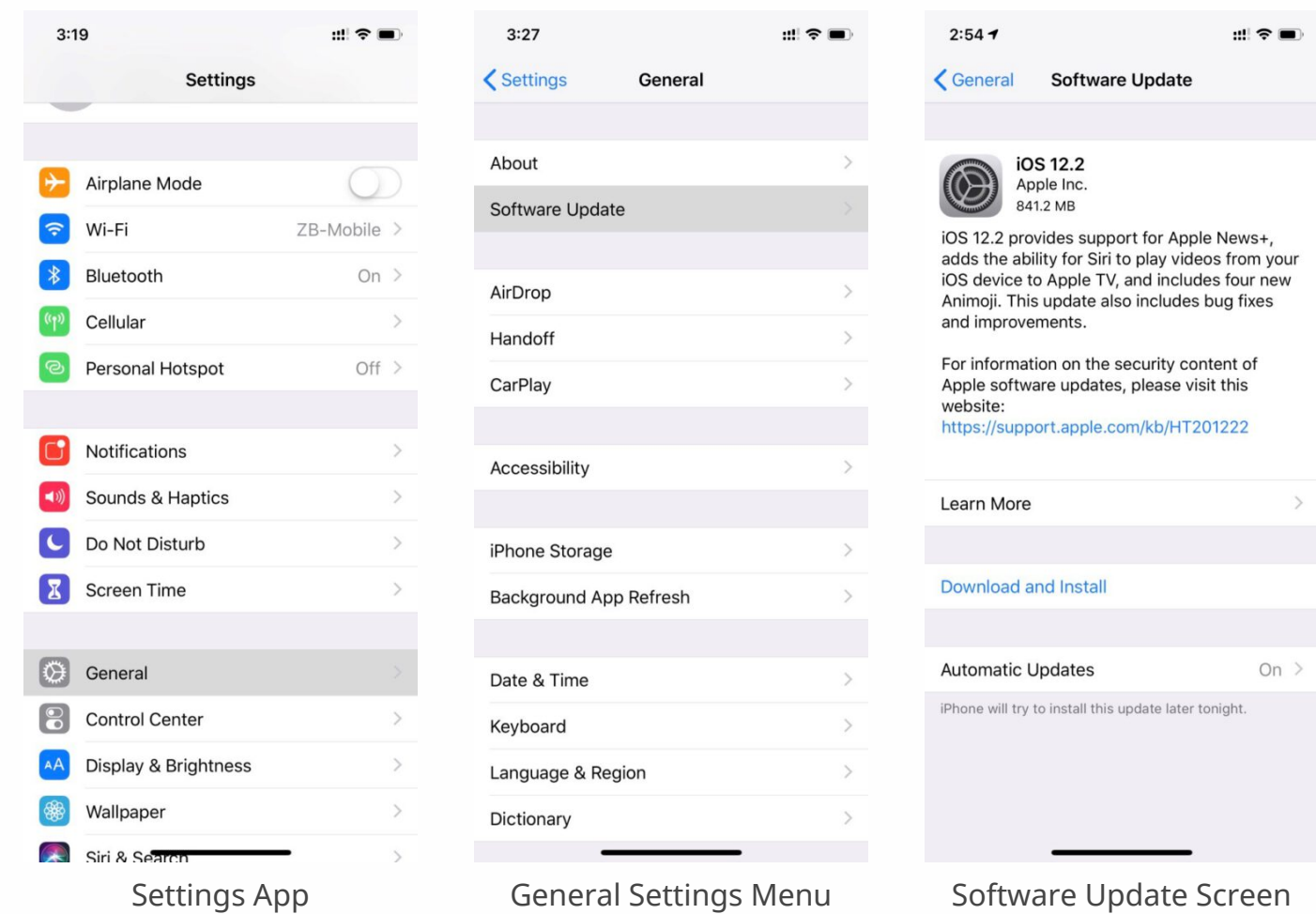
After you’ve been enrolled in the mymobility program by your health care provider, you will receive two emails. The first, a welcome email, details the next steps you will need to take to register your account as well as instructions for ordering your Apple Watch. You will also receive an email with 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

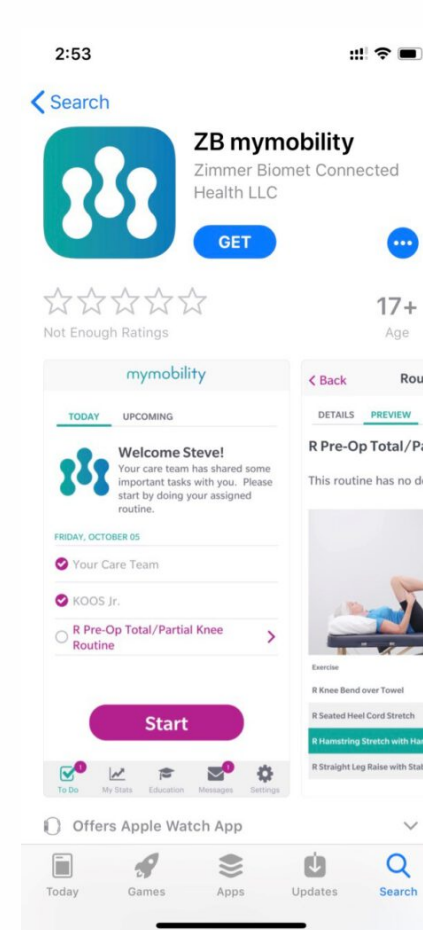
The mymobility app requires an iPhone 7 or newer with an iOS version of 12 or higher. You will need to update your phone to the latest software version in order to use the app.

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

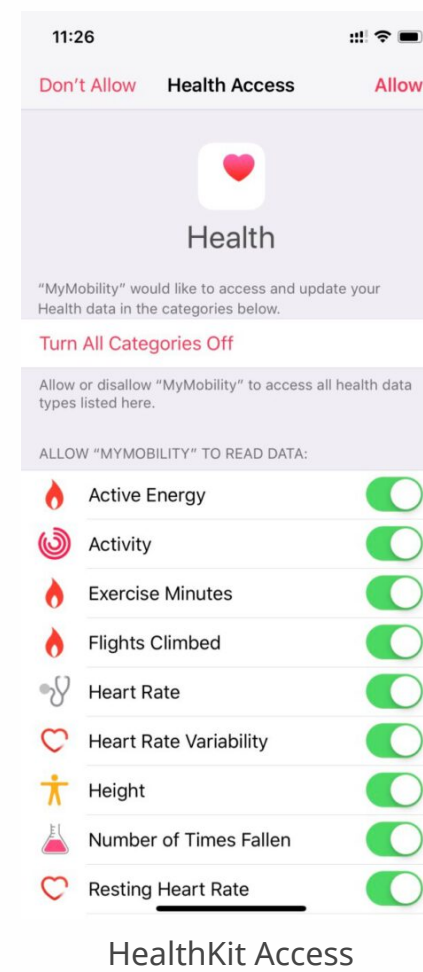
To use the mymobility app, you will need to download it from the App Store. Search for “mymobility” and proceed to download the app by pressing the *Get* button on the store page. You may need to enter your Apple ID password to download the app.



mymobility Store Page

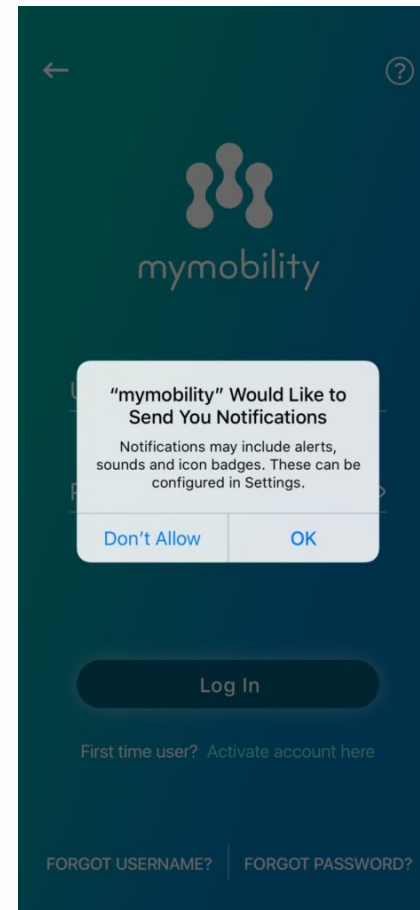
Grant HealthKit access

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

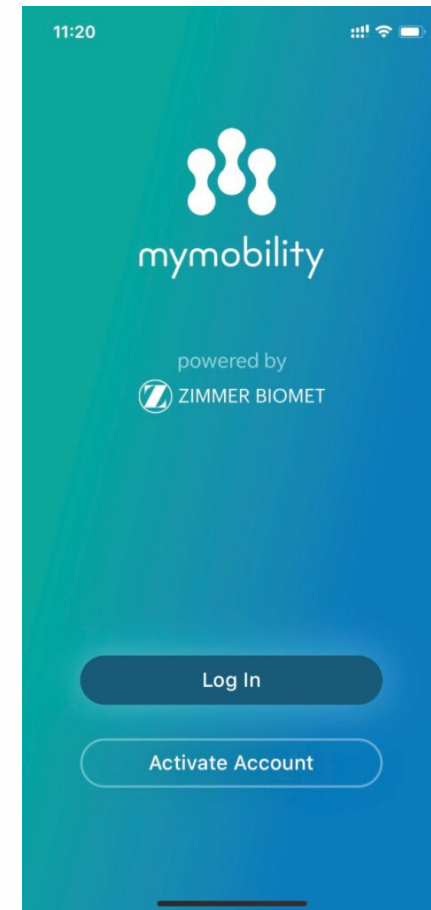
During the first few log ins of mymobility, you will be asked if you'd like to allow the app to send you notifications. Select OK to receive important reminders of items that require your attention within the app, such as messages from your care team or to do list items.



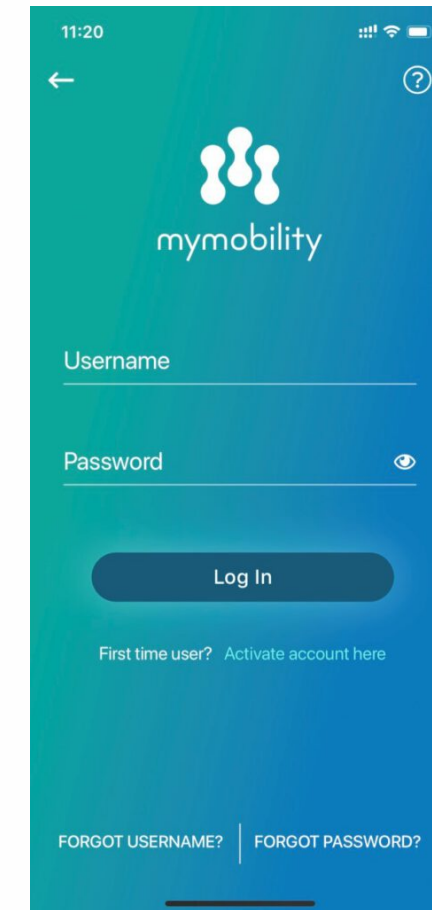
Notification Prompt

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.



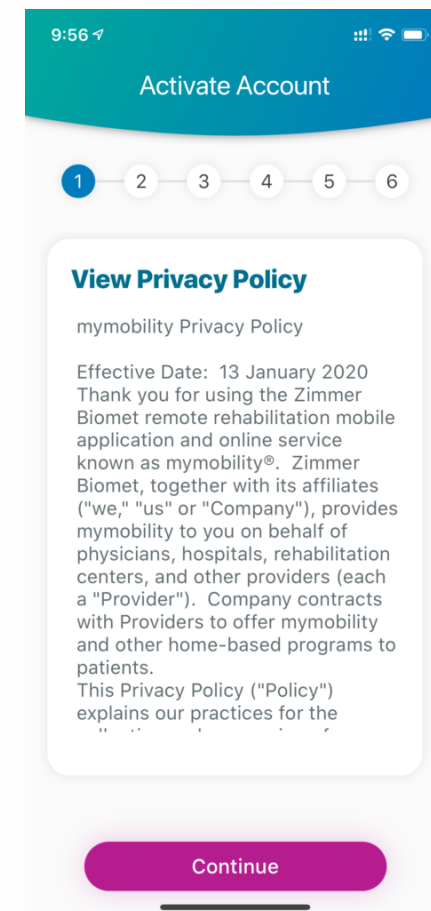
Home Screen



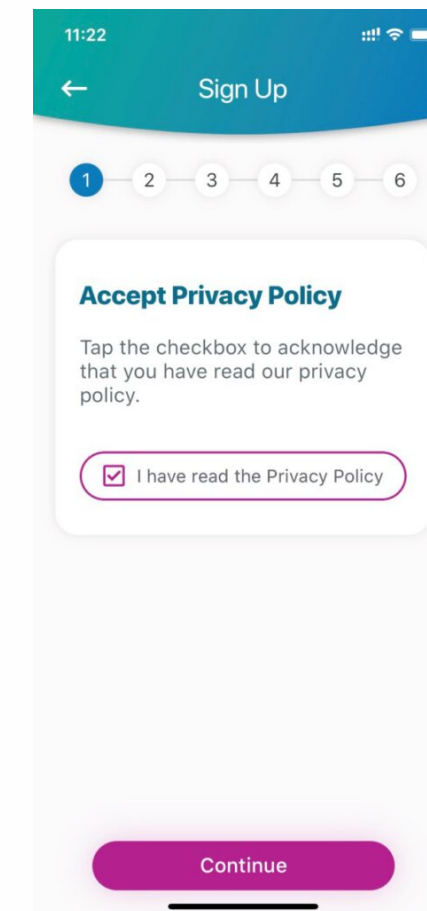
New Account Activation
Screen

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 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 "Create username" field, there is a note: "Minimum 8 characters, no spaces, no special characters". At the bottom of the screen is a purple rounded button labeled "Continue".

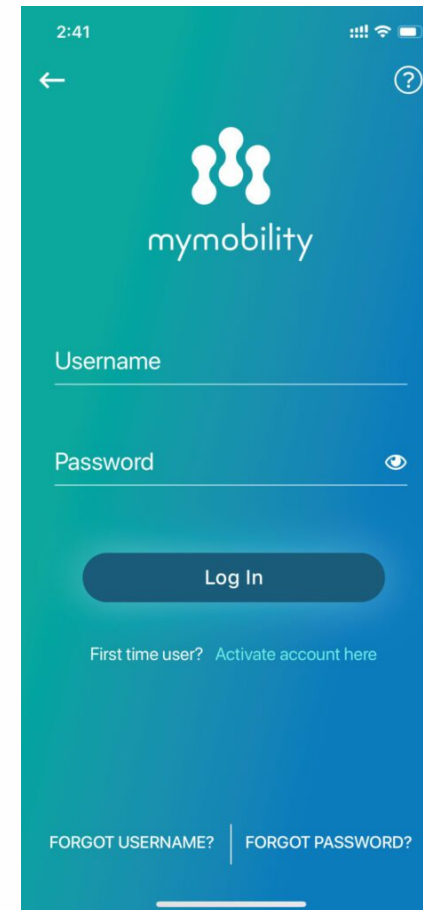
Username Creation

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". To the right of each input field is an eye icon for toggling password visibility. Below the "Create Password" field, there is a note: "Minimum 8 characters, 1 uppercase, 1 lowercase, 1 number, 1 special character". At the bottom of the screen is a purple rounded button labeled "Continue".

Password Creation

Login using new username and password

After you've successfully created your account with your new username and password, you will login in to mymobility using these new credentials.



Standard Log In Screen

Device and Account Setup – Apple Watch

Initial Steps

If you haven't already updated your iOS software on your iPhone prior to now, do so now. This is required for proper use with the Apple Watch. Instructions for updating your phone's software are available in the "Device Setup – iPhone: Update iOS software" section of this guide.

Additionally, you will need to make sure the mymobility app is installed on your iPhone. This process should have also installed the mymobility app on your Apple Watch. If this isn't the case, go to the Watch app on your iPhone, navigate to the "My Watch" tab, scroll down to available apps, and tap the Install button next to mymobility.

Unbox and charge your Watch

Unbox and charge your watch

When you receive your Apple Watch you will need to make sure the device is fully charged. Turn the device on and place on the included charger. While the device is charging, a green “lightning bolt” should appear on the screen.



Apple Watch Charging
Indicator



Apple Watch Charging
Indicator

Pair Watch to iPhone

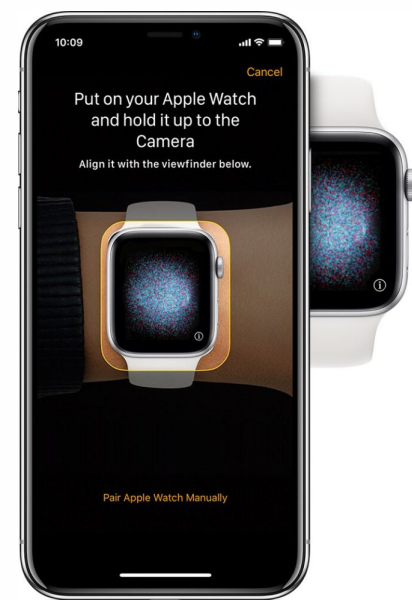
In order for the Apple Watch to communicate with your iPhone, the two must be “paired”. Make sure Bluetooth is active on your iPhone by going into the Settings app, selecting Bluetooth and confirming that the switch is toggled to “On”.

Make sure your Apple Watch and iPhone are both turned on, put the Watch on your wrist and hold it close to the iPhone. The pairing process should begin automatically. If it does not, choose the “Watch” icon from your iPhone screen.



Watch Pairing

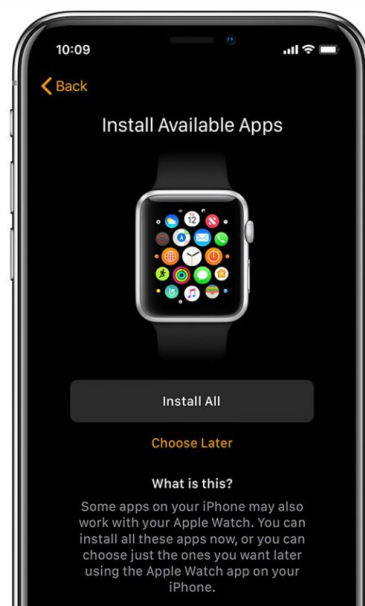
Follow the on-screen prompts to continue this process. You will be asked to use the iPhone’s camera to point at the Watch. If for some reason you are not able to use the camera on your phone, you may select Pair Apple Watch Manually.

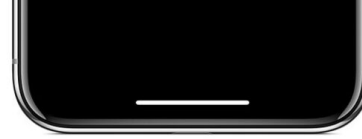


Watch Pairing

Continue to follow the pairing steps on your iPhone. You will be asked to sign-in with your Apple ID. You will want to use the same Apple ID account that is signed in on your iPhone.

Near the end of the pairing process, you will be asked to choose features and apps to install on your Apple Watch. At this point in the process, you should already have the mymobility app on your iPhone. If so, choose Install All, and the companion app will install on your Watch.

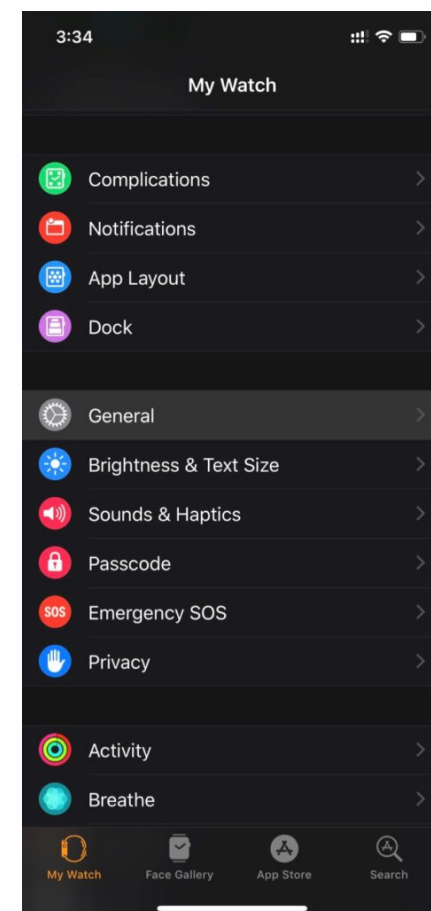




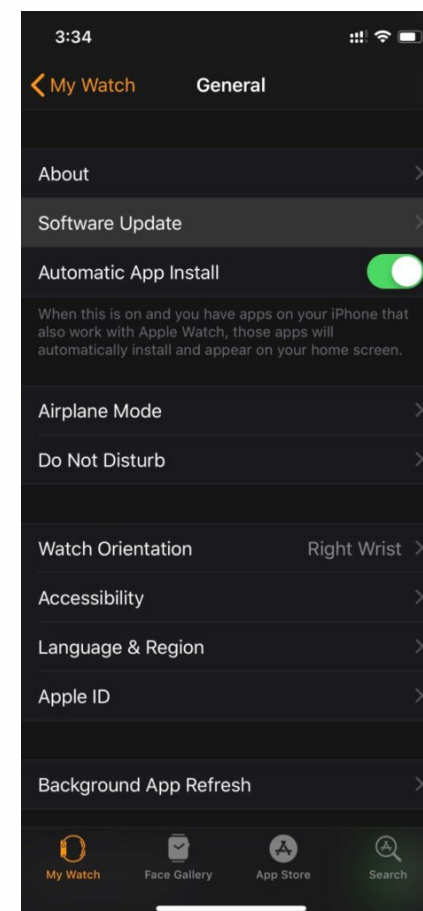
Install Watch Apps

watchOS software update

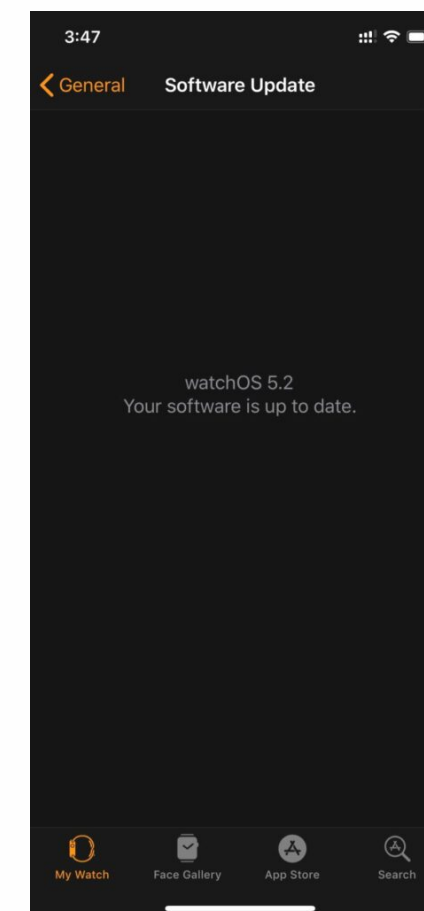
You may need to update the software version of your Apple Watch. We require watchOS version 4 and above. To check and/or update, open the “Watch” app on your iPhone, select the “General” button to enter the basic Watch settings screen, and select “Software Update”. This will check for a new version of the watchOS software and allow you to download and update, if necessary.



Watch Settings



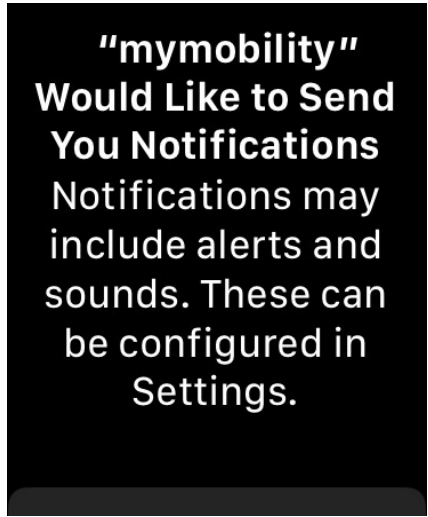
Update Button



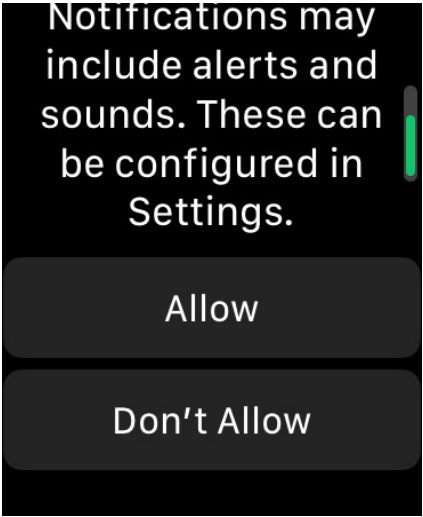
watchOS Software Update
Screen

Allow notifications from Watch

During the first launch of the mymobility watch app you will be asked to allow notifications to be sent to your watch. Choose “Allow” to receive notifications when you have tasks to complete or when you have new messages from your care team.



Notification Permissions on
Apple Watch



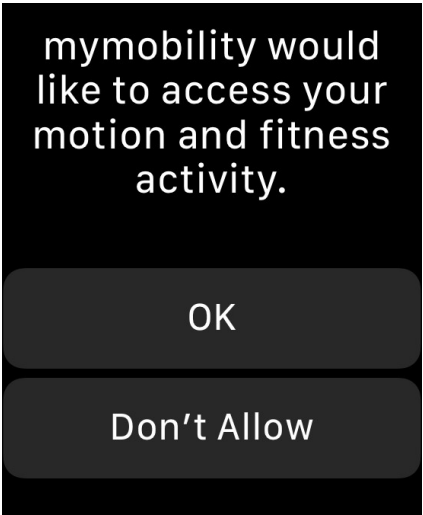
Allow Notifications on
Apple Watch

Grant HealthKit Permissions from Watch

While setting up the watch app, you will be asked to allow mymobility access to your health data. Choose the OK button during these prompts in order to allow syncing of your health data from the Apple Watch to your iPhone and the mymobility app.



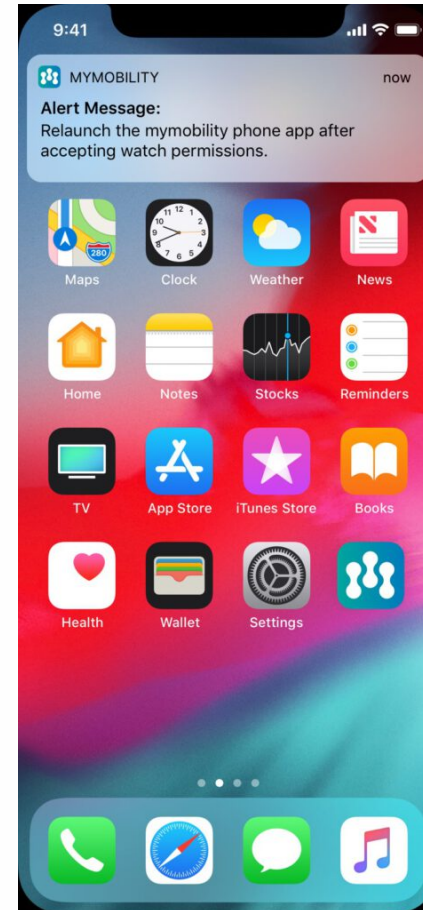
Health Data Permissions on
Apple Watch



Health Data Permissions on
Apple Watch

Relaunch iPhone App

After accepting the required permissions on the Apple Watch app, you will need to restart the iPhone app in order to complete the process. This is necessary to bring the two apps in sync.



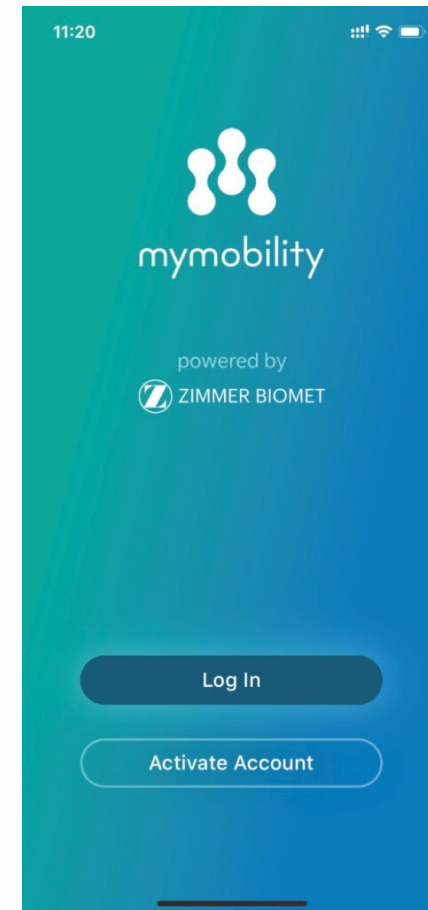
App Relaunch Notification

Usage – iPhone

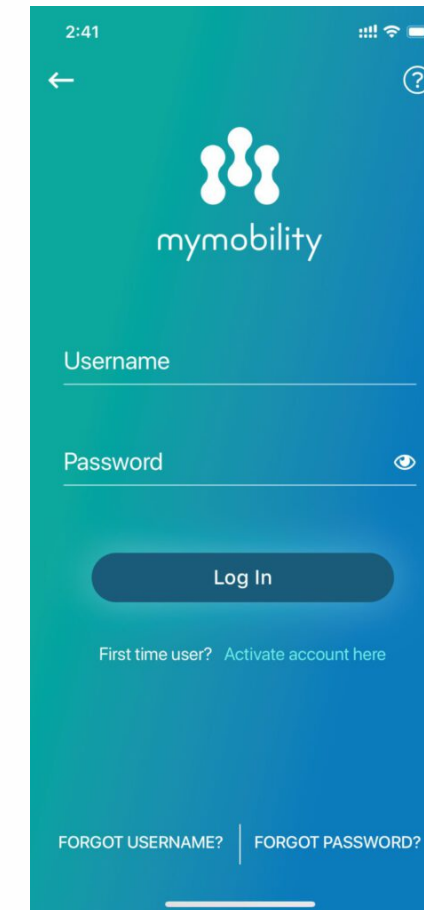
Log in using new user name and password

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

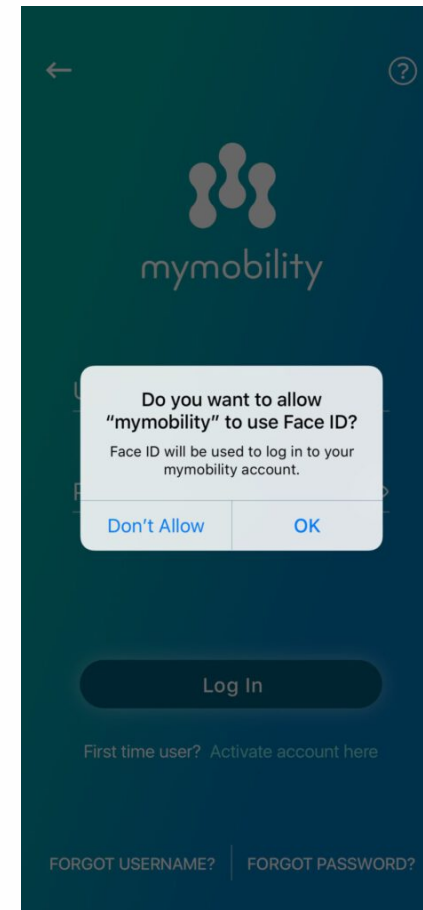


Standard Log In Screen

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

Usage – Apple Watch

Open mymobility Watch app to sync statistics and assigned tasks

You will need to open the mymobility Apple Watch app after you've paired your devices, installed the apps, and have logged in for the first time. This process will sync your health statistics and tasks assigned to you. From the apps screen on your Apple Watch look for the mymobility logo and tap on it.



Apple Watch Apps Screen

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