Participant Guide for the Beiwe Application: Android

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Thank you for enrolling in this clinical study and installing the Beiwe application on your smartphone. This guide will give you information about the application and how to use it after you leave the clinic.

The screenshots in this guide may look slightly different from those that appear on your phone due to differences in screen appearance between different models of phones and the version of software your phone might be running. The screenshots in this guide were taken with a Samsung Galaxy S4 running Android 5.0.1 software. Although the screens may appear slightly different on your phone, the Beiwe app is functioning in the same way.

General Information About the App

Beiwe is an application that runs on your cell phone and helps researchers collect information about your health and behaviors. It asks you to fill out short surveys, and to make a recording of your voice, once a day. Beiwe continuously collects information about your location (using your phone's GPS) and how much you move around (using your phone's accelerometer). It also monitors how much you use your phone for calling and texting, and it keeps track of the different people you communicate with. Importantly, Beiwe does not record the names or phone numbers of anyone you communicate with. While it can tell if you call the same person more than once, it does not know who that person is. Beiwe does not record the content of your text messages or phone calls. It also keeps track of the different Wi-Fi networks in your area, but the names of those networks are replaced with random codes.

Although Beiwe collects a large amount of data, all of this data is processed to protect your privacy. This means that the application does not know your name, your phone number, or anything else that could identify you. Beiwe only knows you by an identification number. Because Beiwe does not know who you are, it cannot communicate with your clinician if you are ill or in danger. Researchers will not review the data Beiwe collects until the end of the study. To make it easier for you to connect with your clinician, the 'Call my Clinician' button appears at the bottom of every page.

The information above can also be viewed at any time in the "About This App" section of the app Menu.

Registration

To install and register on an Android phone open a mobile browser on the Android smartphone and go to the following URL: https://studies.beiwe.org/download
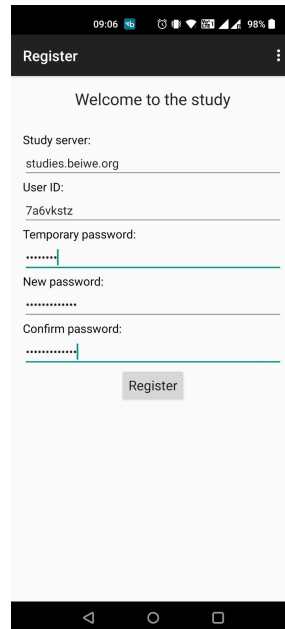
Note: You must install the Android application from the URL above to collect call and text data.

This link will show you a video on how to download the app via the link.

Navigating to this URL on an Android smartphone will cause the app to automatically download to the phone. Open Beiwe.apk in the "Downloads" or "Files" section of the phone, depending on the participants preference, hit NEXT, INSTALL, and OPEN to navigate through the screens and install the app.

To register, you will need to enter the username and password assigned to you and then enter a password of your own choosing. Your password only needs to be 6 characters long and does not require any special characters.
When you log in, you will be prompted for a permanent password and to verify it. You will also be prompted to enter two phone numbers – Primary Researcher phone number and Research Assistant phone number. You will get these numbers from your site coordinator.
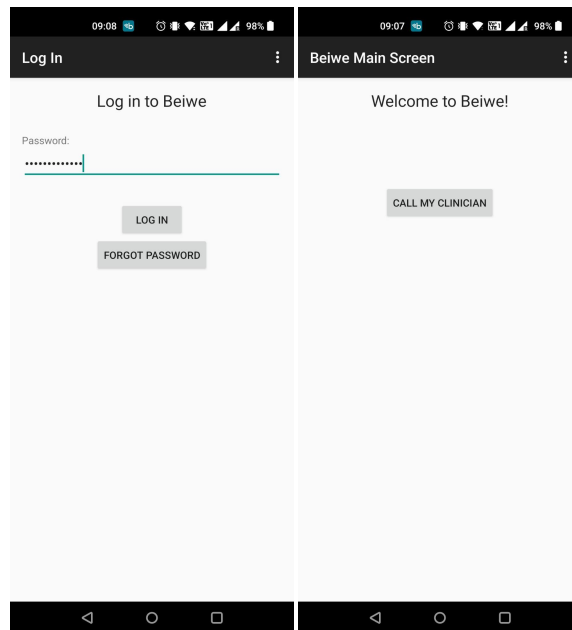
Note: As the Beiwe app is downloaded directly from the study website, and not from the Google Play store, there may be a warning message on a participant's phone during download (depending on the version of Android software that is currently running on the phone). It might also be necessary to adjust the Security Settings on the phone to "Allow Apps from Unknown Sources" on the phone. If you run into any issues please direct to FAQs and Beiwe Troubleshooting for more information.
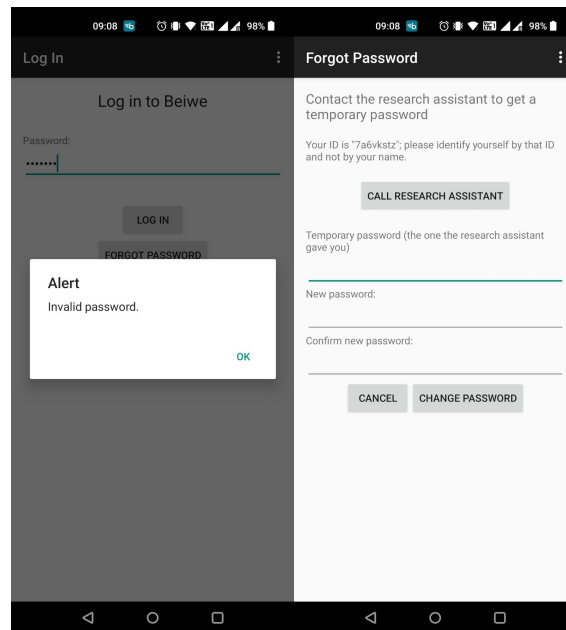

Login

- To login, you will need to enter the password that you selected at the time when the application was installed and registered in the study at the clinic with the researcher. Then click "Login".
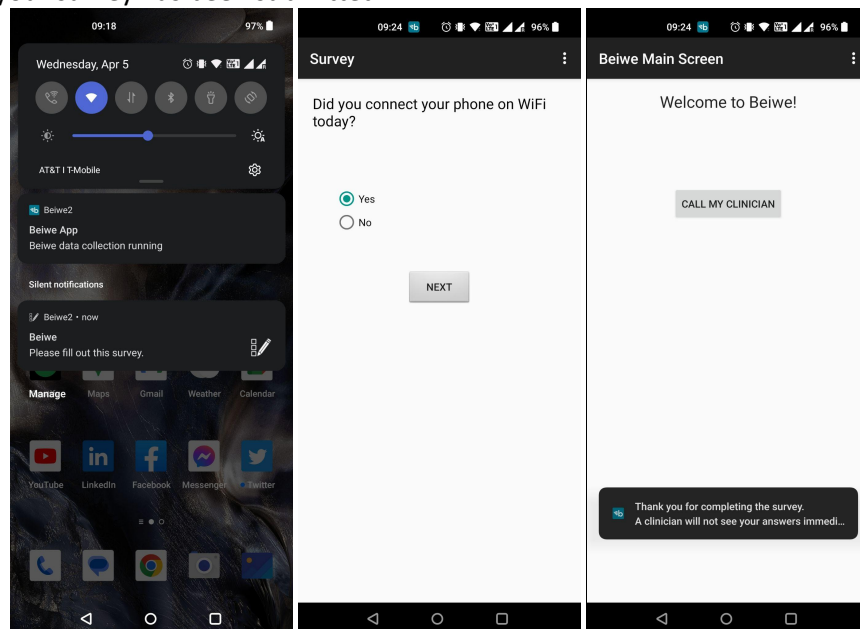- You will then be directed to the Beiwe welcome screen.

Password

- If you enter your password incorrectly, you will receive the Alert below that states "Incorrect Password". Hit the "OK" button and attempt to enter your password again.

- If you cannot remember your password, click the "Forgot Password" Button on the main screen. This will take you to a screen that prompts you to call the research assistant for the study to reset your password. Just click the green phone icon, and your phone will dial out to the research assistant with the phone number that was entered when the app was installed and registered in the study. Your Patient ID is given on this screen, so you can refer to it when talking with the research assistant, instead of using your name. The research assistant will then give you a new temporary password, and then you can pick your new permanent password.
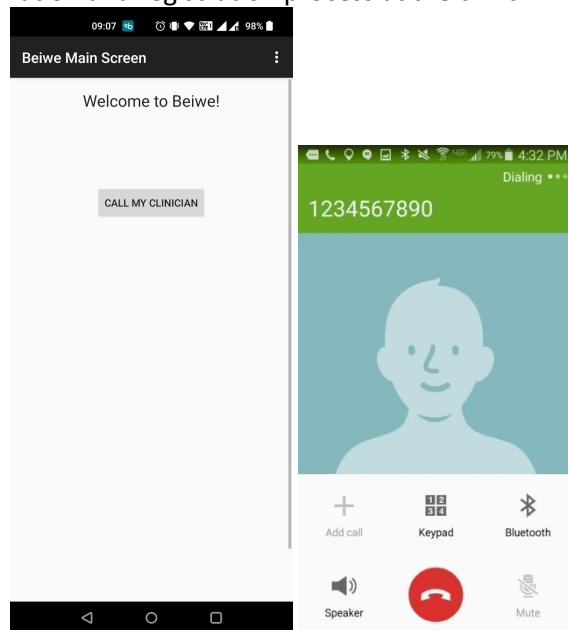
Completing Surveys

- Complete surveys by clicking on the notifications that will appear on both the "locked screen" and "unlocked screen". These notifications will remain there until the surveys are complete. In case you are not able to do the survey immediately, the notification will remain on your screen as a reminder.
- When you click on the notification, you will be directed the Login screen, and you will need to enter your password to access the survey.
- Complete the survey and hit the "Submit" Button at the bottom of the screen. You will then see a message indicating that your survey has been submitted.

"Call Study Staff" Button

The "Call Study Staff" button is available from the Beiwe main screen, menu, and voice recording pages.
- When you click the button, your phone will dial out to the clinician's number that was entered into the phone during the installation and registration process at the clinic.
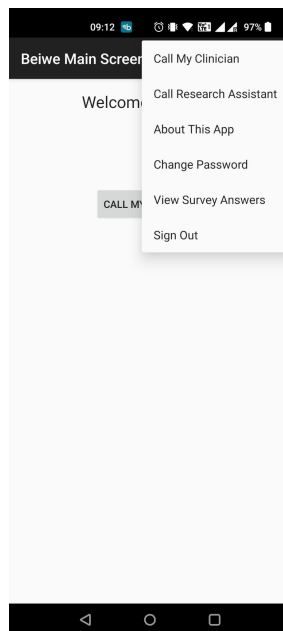

Menu Options

The Beiwe Menu allows you reach the following areas of the application:

- **Call My Clinician**
    - o Participants can use this feature (described above) to contact their clinician.

- **Call Research Assistant**
    - o Participants can use the "Call Research Assistant" feature to contact study staff to ask any questions, or report any issues with the application.

- **About This App**
    - o This page contains the information about the study that is at the start of this guide.

- **Change Password**
    - o Participants are able to change their current password at any time by using this feature.

- **View Survey Answers**
    - o Beiwe does not store data on your phone, so the image you see on the "View past survey results" is generated and stored on a secure, remote server. It takes a day for your survey answers to be updated on the server. Only surveys that use the quantifiable numerical slider question format will be able to be

displayed visually in this section. If the study you are participating in only uses radio buttons, check boxes, or free response text survey questions, your survey results will not be available.

- **Sign Out**
  - The Beiwe app will log you out automatically after 10 minutes, for security purposes, but you can also use the "Sign Out" functionality if you to log out of the application. You will need to enter your password again the next time you login to complete a survey or use the application.

Frequently Asked Questions

Q: How often should I connect to a Wi-Fi network?
A: In most cases, Beiwe relies on a Wi-Fi network to upload the data from your phone. Please connect to a reliable Wi-Fi network daily for a minimum of an hour to ensure a Wi-FI connection is available during Beiwe's scheduled upload time.

Q: What should I do if I forget my password?
A: Click the "Forgot Password" button on the login screen, which will take you to a page with the "Call Research Assistant" button on it, and a prompt on how to report this. The Research Assistant will be able to give you a temporary password, and you will then be able to choose your new permanent password immediately after entering the temporary password from the Research Assistant on the login screen.

Q: What should I do if I get the message "Beiwe has stopped working"?
A: The message "Beiwe has stopped working" might occur if the application is interrupted for some reason on your phone. To restart Beiwe, simply click on the Beiwe application icon in your "Applications" section, and enter your password to login to the application.

Q: What should I do if I don't get daily notifications from the Beiwe app?
A: Check the "Notifications" section of your phone (which can be accessed on the top bar of most Android phone models) to ensure you do not have current notifications. If you do not get a notification from Beiwe, please click the "Call Research Assistant" button from the dropdown menu and report this to the Research Assistant.

Q: Why can't I see my survey results after I submit my answers in "View past survey results"?
A: Beiwe does not store data on your phone, so the image you see on the "View past survey results" is generated and stored on a secure, remote server. It takes a day for your survey answers to be updated on the server. Only surveys that use the quantifiable numerical slider question format will be able to be displayed visually in this section.

Q: What will happen at the end of the study?
A: At your final office visit, the researchers will uninstall the Beiwe application from your phone.