USER
MANUAL

MEND™ Proprietary & Copyright Statement

© 2025 MEND, LLC. All rights reserved.

This document and the information contained herein are the proprietary and confidential property of MEND, LLC and are protected by copyright and intellectual property laws.

No part of this document may be copied, reproduced, stored in a retrieval system, transmitted, or distributed in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of MEND, LLC.

This document is intended solely for use by authorized users of MEND™ software and related systems. Unauthorized use, disclosure, or distribution of any information contained herein is strictly prohibited.

MEND™, MENDmate™, and My MENDmate™ are trademarks of MEND, LLC. All other product and company names mentioned may be trademarks or registered trademarks of their respective owners.

User Manual

Prepared by: MENDmate Development Team
drnikimend@gmail.com

Table of Contents

1. Introduction

1.1. Overview

MENDMate Pro™ is a web-based therapy homework platform designed to increase patient therapy assignment completion and enhance patient engagement. It enables providers to assign educational resources, assign homework assignments (e.g., meditation, journaling, cognitive behavioral therapy (CBT) exercises), and track patient progress. Patients can engage with assigned tasks, self-monitor their progression and engagement trends, and access educational resources to foster better health outcomes.

1.2. Purpose of this Manual

This user manual provides detailed instructions on how to navigate and use MENDMate Pro™ effectively. It covers account management, system features, security protocols, and troubleshooting tips to ensure a smooth user experience. Whether you are a provider managing patient care or a patient completing your assignment, this guide will help you maximize the platform's capabilities.

1.3. Target Audience

This manual is intended for:
- **Providers** (Therapists) who use MENDMate Pro™ to assign tasks, track engagement, and communicate with patients.
- **Patients** who use the system to complete assignments, access educational resources, and interact with their providers.
- **Administrators** who are responsible for managing system access and ensuring compliance with security policies.

This guide will walk you through each role's key functionalities, ensuring an efficient and user-friendly experience with MENDMate Pro™.

2. Getting Started

2.1. Where To Go

On a supported device and browser, access MENDMate Pro™ here: https://mendhealthtech.com/login.

2.2.   System Requirements

To ensure optimal performance, MENDMate Pro™ requires the following:

2.2.1. Supported Devices:

- Desktop or laptop (Windows, macOS, Linux)
- Tablet or smartphone (iOS, Android)

2.2.2. Supported Browsers:

- Google Chrome (latest version)
- Mozilla Firefox (latest version)
- Microsoft Edge (latest version)
- Safari (latest version)

2.2.3. Network Requirements:

- A stable internet connection (recommended minimum: 100 Mbps download speed; 20 Mbps upload speed)

3. Navigating the Interface

MENDMate Pro™ provides an intuitive and user-friendly interface, designed to help patients and providers efficiently access key features. This section outlines how to navigate the platform effectively for both roles, and at the end, discusses navigation for the administrator portal.

3.1. Home Page Overview

Upon logging in, users are directed to their Home page. Patients (not providers) receive a pop-up that hovers above their home page and asks about their wellness levels (e.g., anxiety, mood, energy, etc.). After closing the pop-up, the Home page appears. The Home page serves as the central hub for accessing key features. It displays:

- For Providers: The number of their connected patients, their billing & revenue, as well as options to view their patients directly or create a new therapy plan for a patient.
- For Patients: The current homework assignments for the patient, content that might interest them, and content that the patient has marked as a favorite.
- For Admins: The stored content for the web application, specifically menu items, for which admins can create an item, mark an item inactive, or update an item.

3.2. Navigating with the Main Menu

The main menu, located at the top left of the screen, serves as the primary tool for navigating through the provider and patient portals. Each user portal is distinct, and the content items are separated into their respective categories for greater detail:
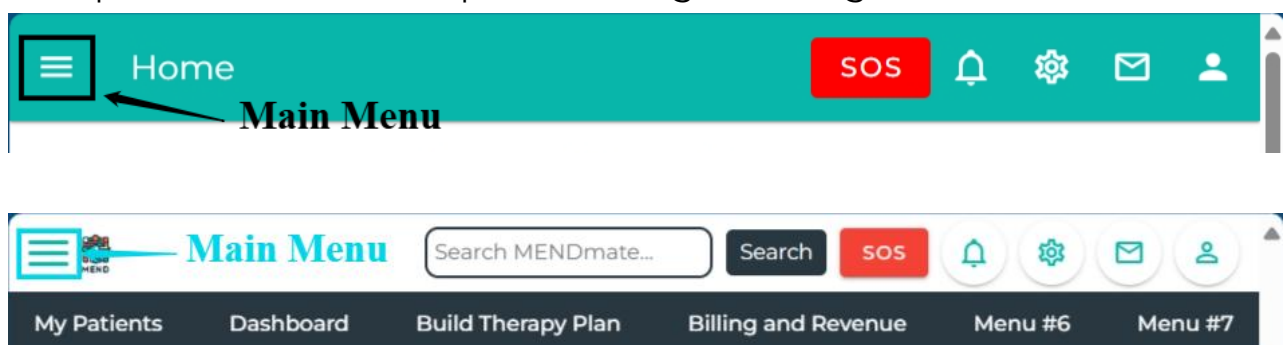
3.2.1. Both Portals

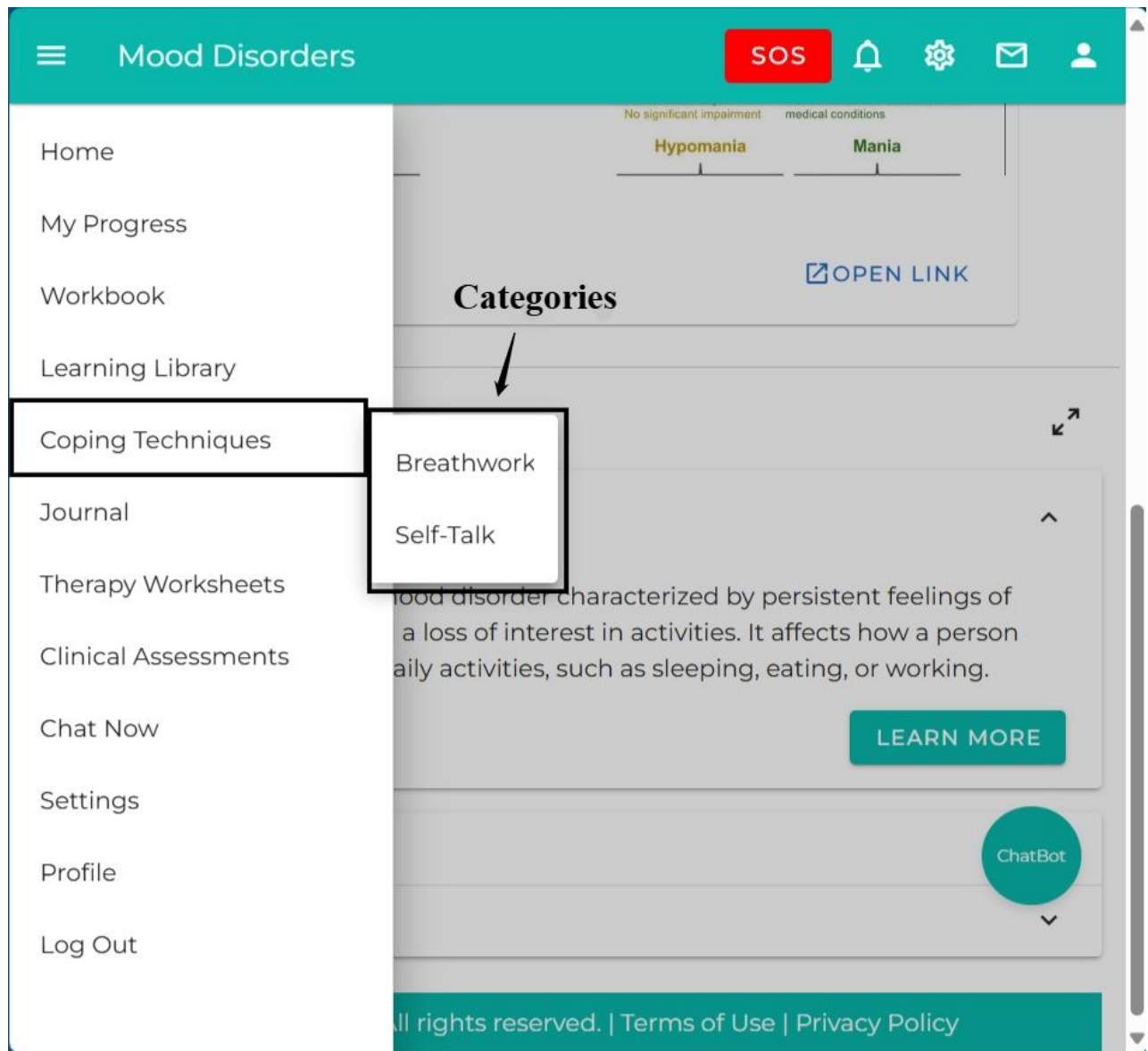<u>Home:</u> Returns users to the Home page.

<u>Log Out:</u> Log out of the account. One can also log out from the profile icon in the top-right corner.

<u>Profile:</u> This is currently a dummy page. Once developed, it will enable users to view their account details and update their information.

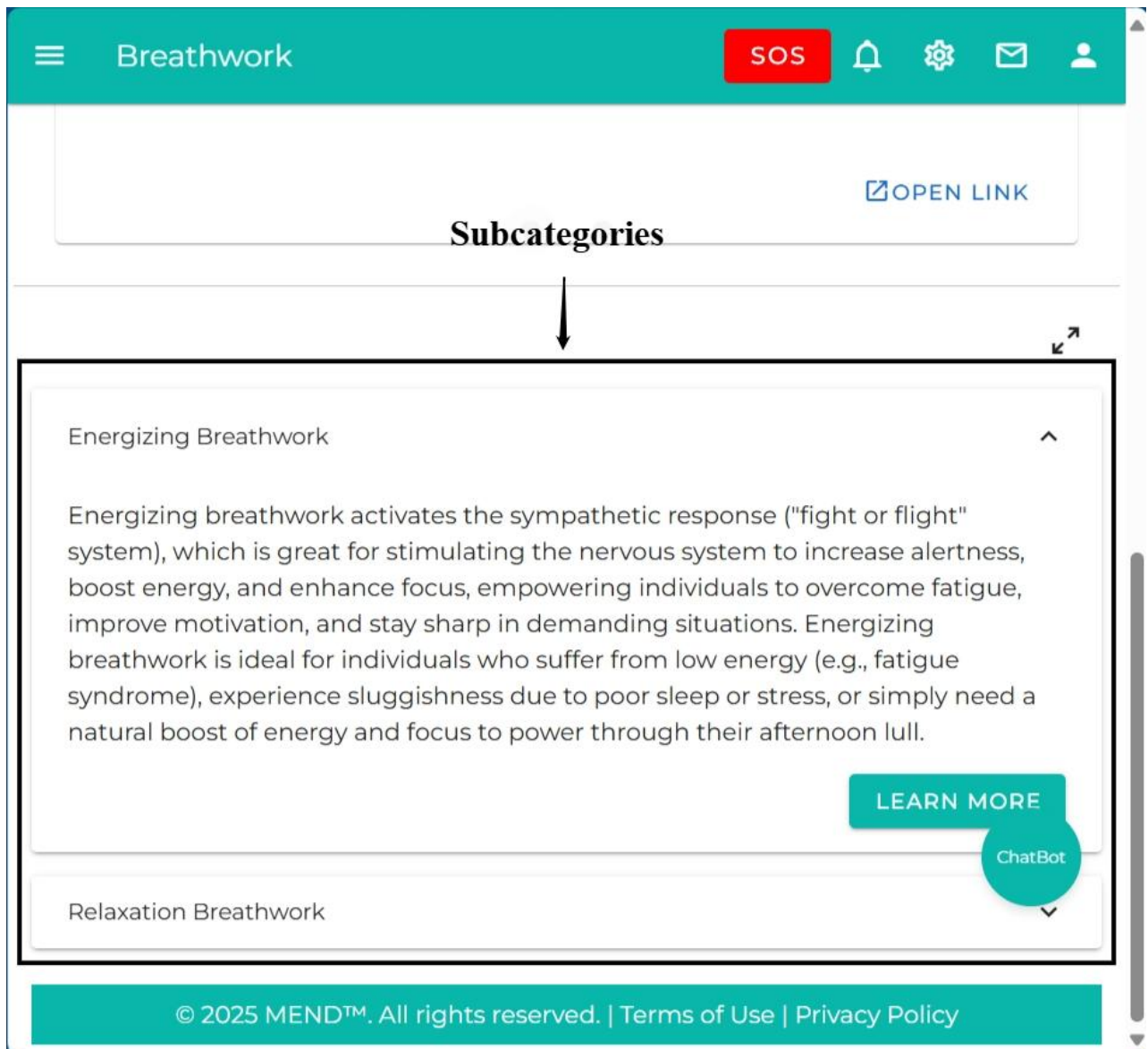<u>Settings:</u> This is currently a dummy page. Once developed, it will enable users to manage their account preferences and notification settings.
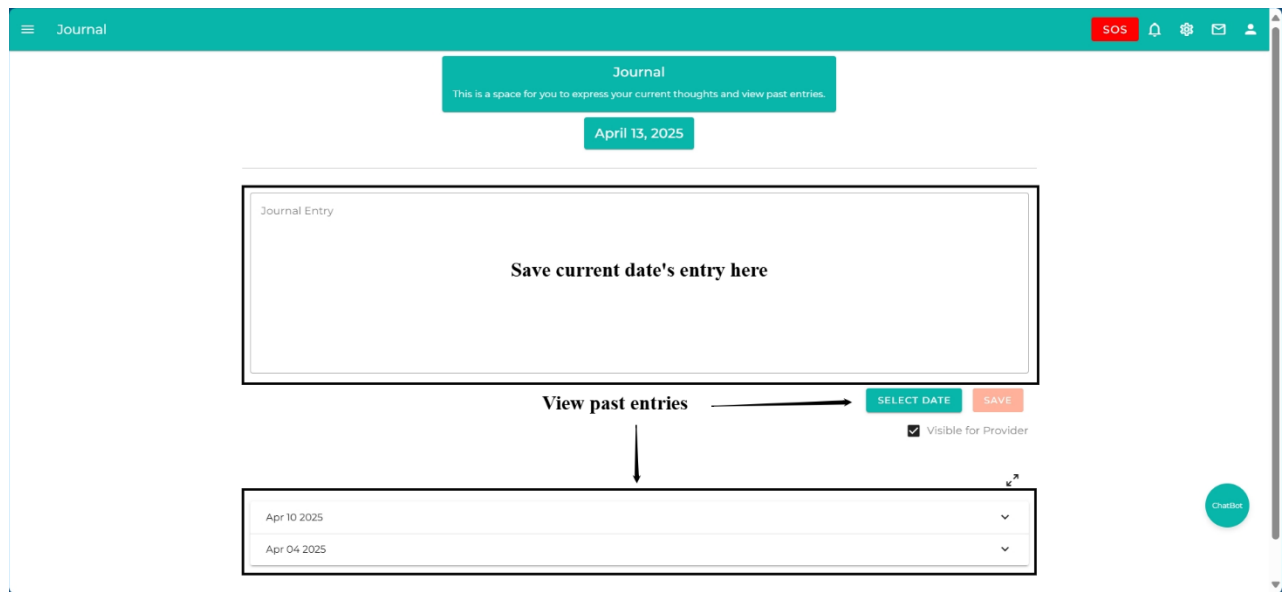
3.2.2. Patient Portal

<u>Coping Techniques:</u> Access reading and video materials for therapy-related exercises. There are several categories to choose from, and at the bottom of those landing pages, there may be subcategories to select and learn more about.

☑ OPEN LINK

Subcategories

↓

Energizing Breathwork ⌃

Energizing breathwork activates the sympathetic response ("fight or flight" system), which is great for stimulating the nervous system to increase alertness, boost energy, and enhance focus, empowering individuals to overcome fatigue, improve motivation, and stay sharp in demanding situations. Energizing breathwork is ideal for individuals who suffer from low energy (e.g., fatigue syndrome), experience sluggishness due to poor sleep or stress, or simply need a natural boost of energy and focus to power through their afternoon lull.

LEARN MORE
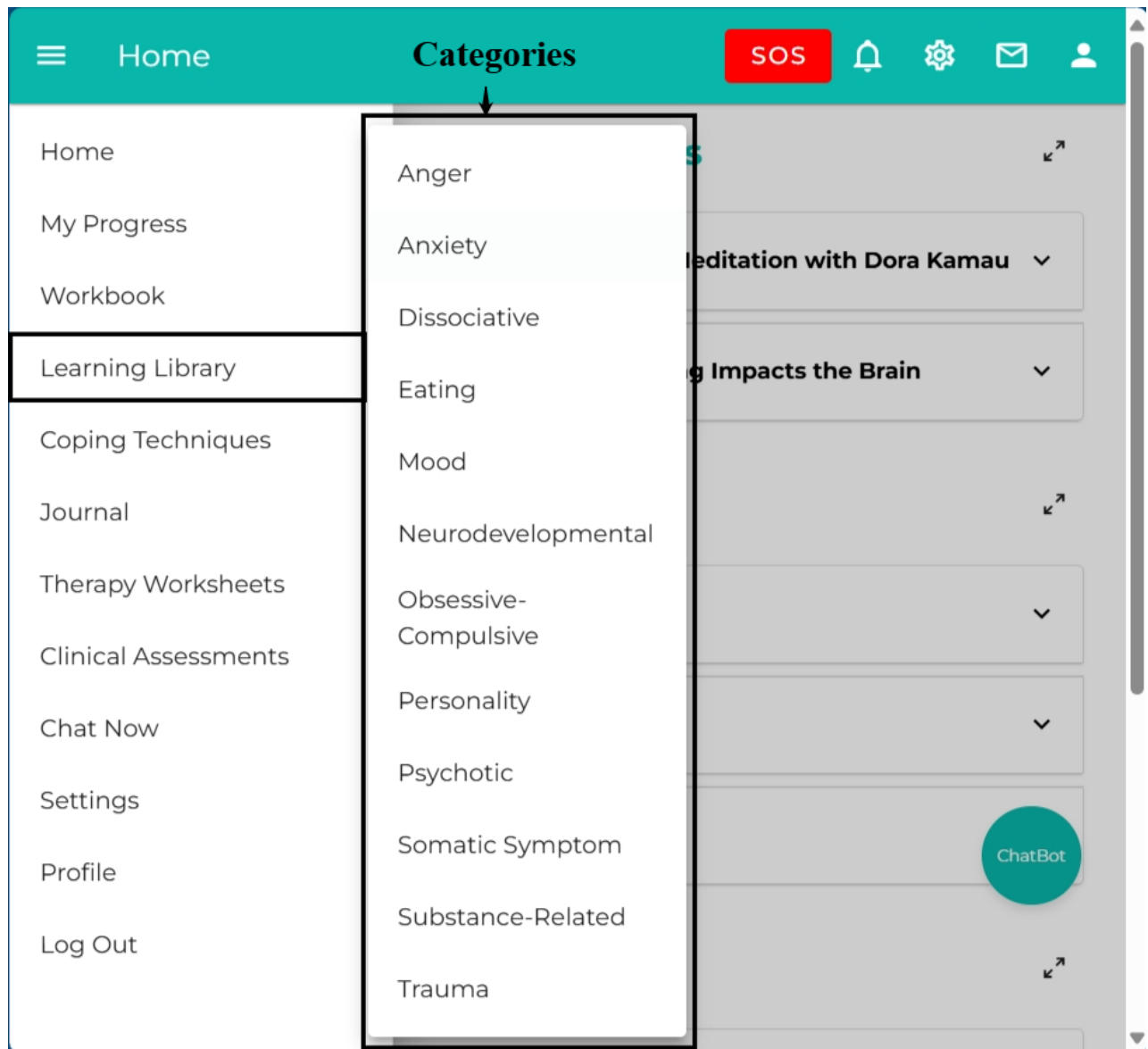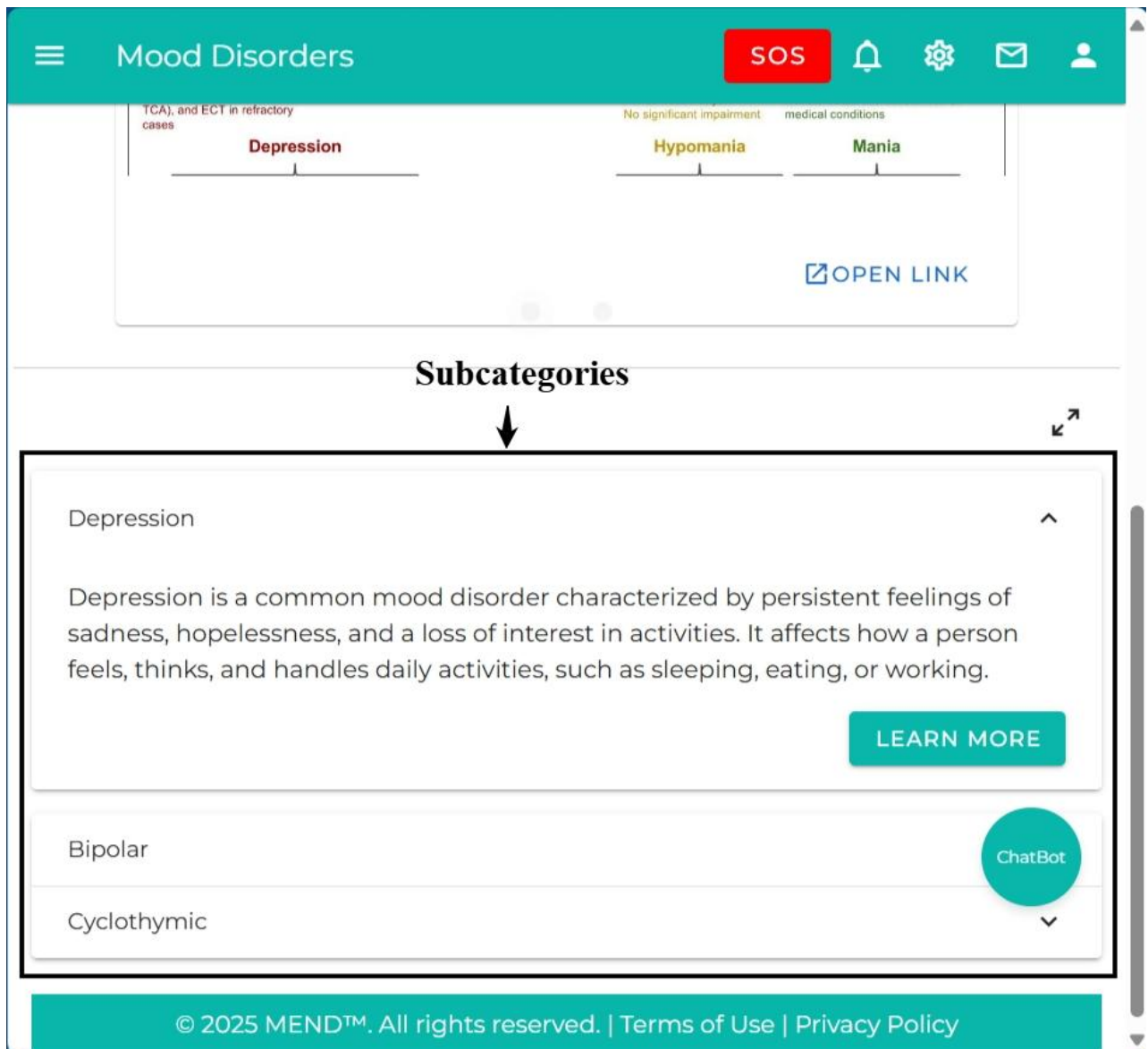
ChatBot

Relaxation Breathwork ⌄

<u>Journal:</u> Users may enter their thoughts for the current date as well as view past entries.
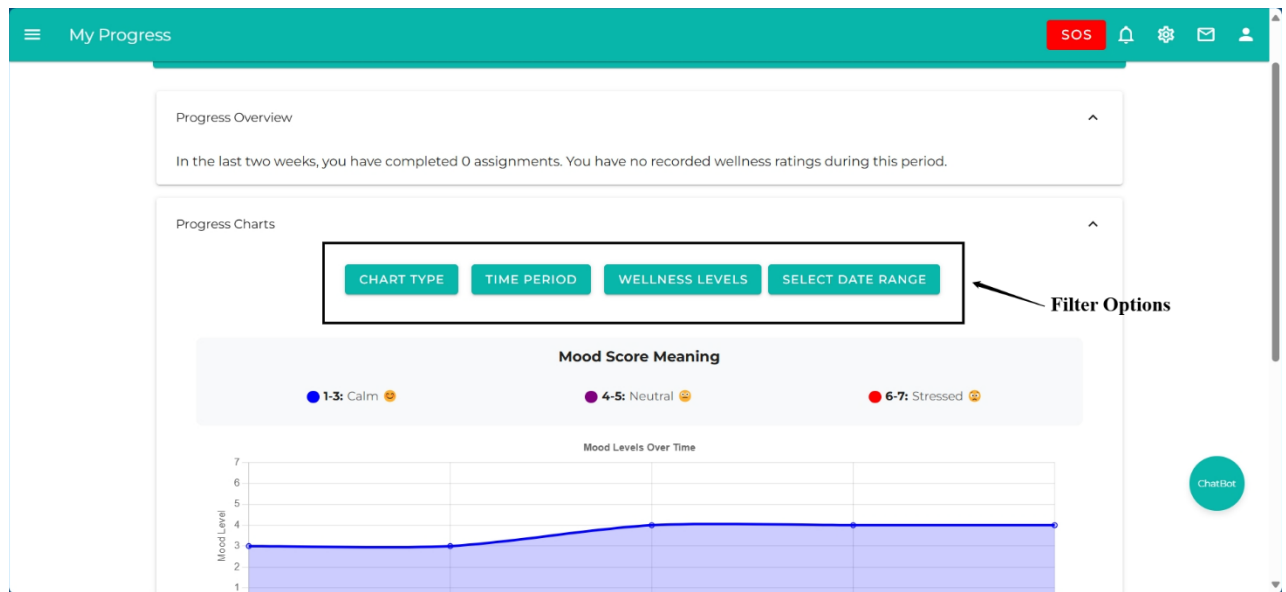
Learning Library: Access reading and video materials for therapy-related content. There are several categories to choose from, and at the bottom of those landing pages, there may be subcategories to select and learn more about.

| ☰ | Home | **Categories** | SOS | 🔔 | ⚙️ | ✉️ | 👤 |

Home	Anger
My Progress	Anxiety
Workbook	Dissociative
Learning Library	Eating
Coping Techniques	Mood
Journal	Neurodevelopmental
Therapy Worksheets	Obsessive-Compulsive
Clinical Assessments	Personality
Chat Now	Psychotic
Settings	Somatic Symptom
Profile	Substance-Related
Log Out	Trauma

...editation with Dora Kamau ⌄

...g Impacts the Brain ⌄

⌄

⌄

ChatBot

SOS

TCA), and ECT in refractory cases

No significant impairment   medical conditions

Depression   **Hypomania**   **Mania**

⧉ OPEN LINK

Subcategories

↓

Depression

Depression is a common mood disorder characterized by persistent feelings of sadness, hopelessness, and a loss of interest in activities. It affects how a person feels, thinks, and handles daily activities, such as sleeping, eating, or working.

LEARN MORE

Bipolar

ChatBot

Cyclothymic

<u>My Progress:</u> View engagement and wellness trends, as well as a progress summary for the past two weeks from the current day. Future development will allow for filtering of data visualizations and timeframes, among others.

My Progress

SOS

Progress Overview ^

In the last two weeks, you have completed 0 assignments. You have no recorded wellness ratings during this period.

Progress Charts ^

CHART TYPE   TIME PERIOD   WELLNESS LEVELS   SELECT DATE RANGE

← Filter Options

Mood Score Meaning

● **1-3:** Calm 😊   ● **4-5:** Neutral 😐   ● **6-7:** Stressed 😣

Mood Levels Over Time

ChatBot

Workbook: View assigned tasks and mark them with associated progression, such as "complete" or "in progress".
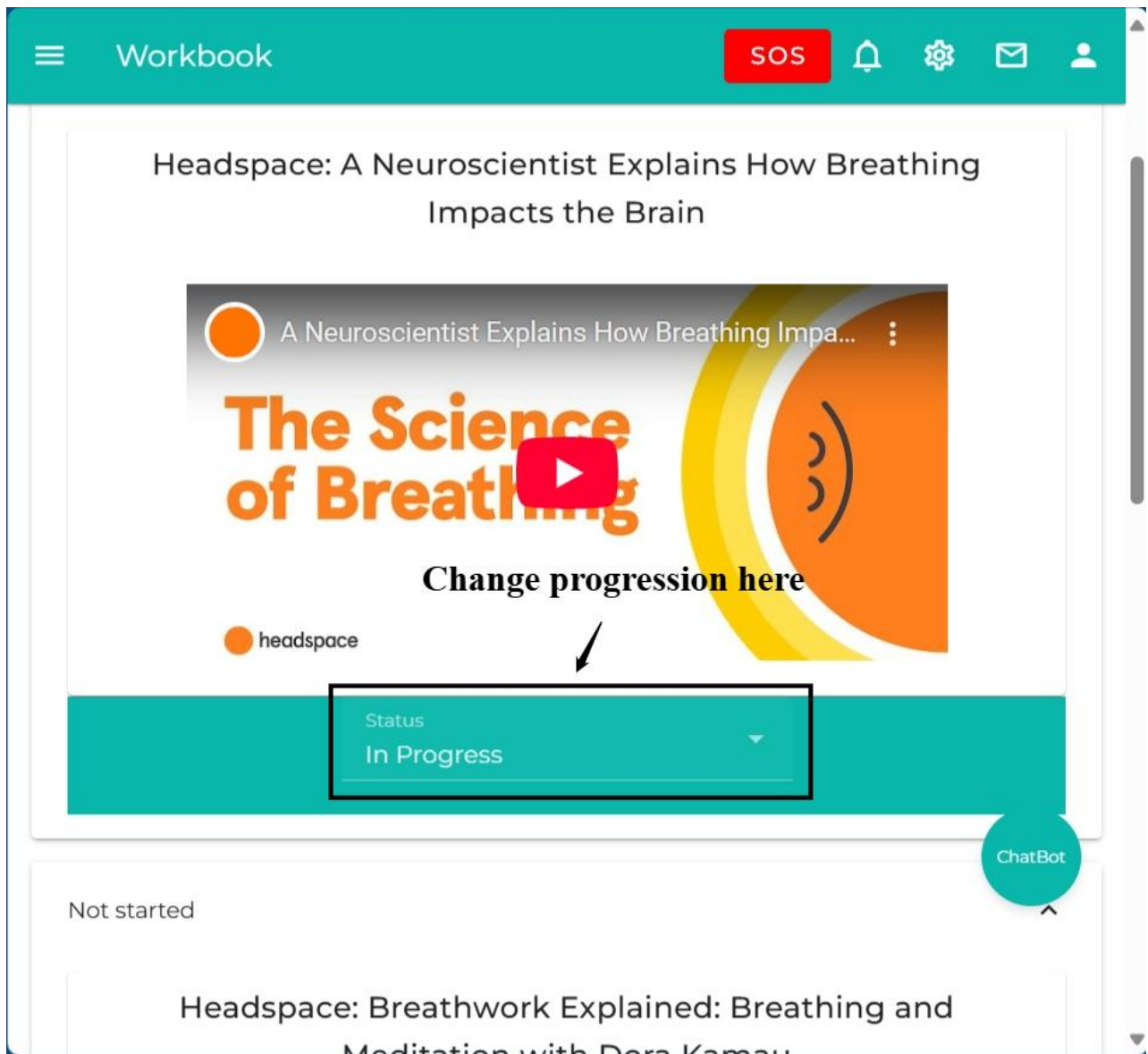
Chat Now: This is currently a dummy page. Patients will eventually be able to speak with Riley, our friendly and helpful Chatbot.

Clinical Assessments: This is currently a dummy page. Once developed, it will enable users to take clinical assessments assigned to them by their provider and review their results. The assessments will not provide a diagnosis as that is a provider's responsibility.

Therapy Worksheets: This is currently a dummy page. Once developed, it will enable users to view and complete a worksheet from within the application.
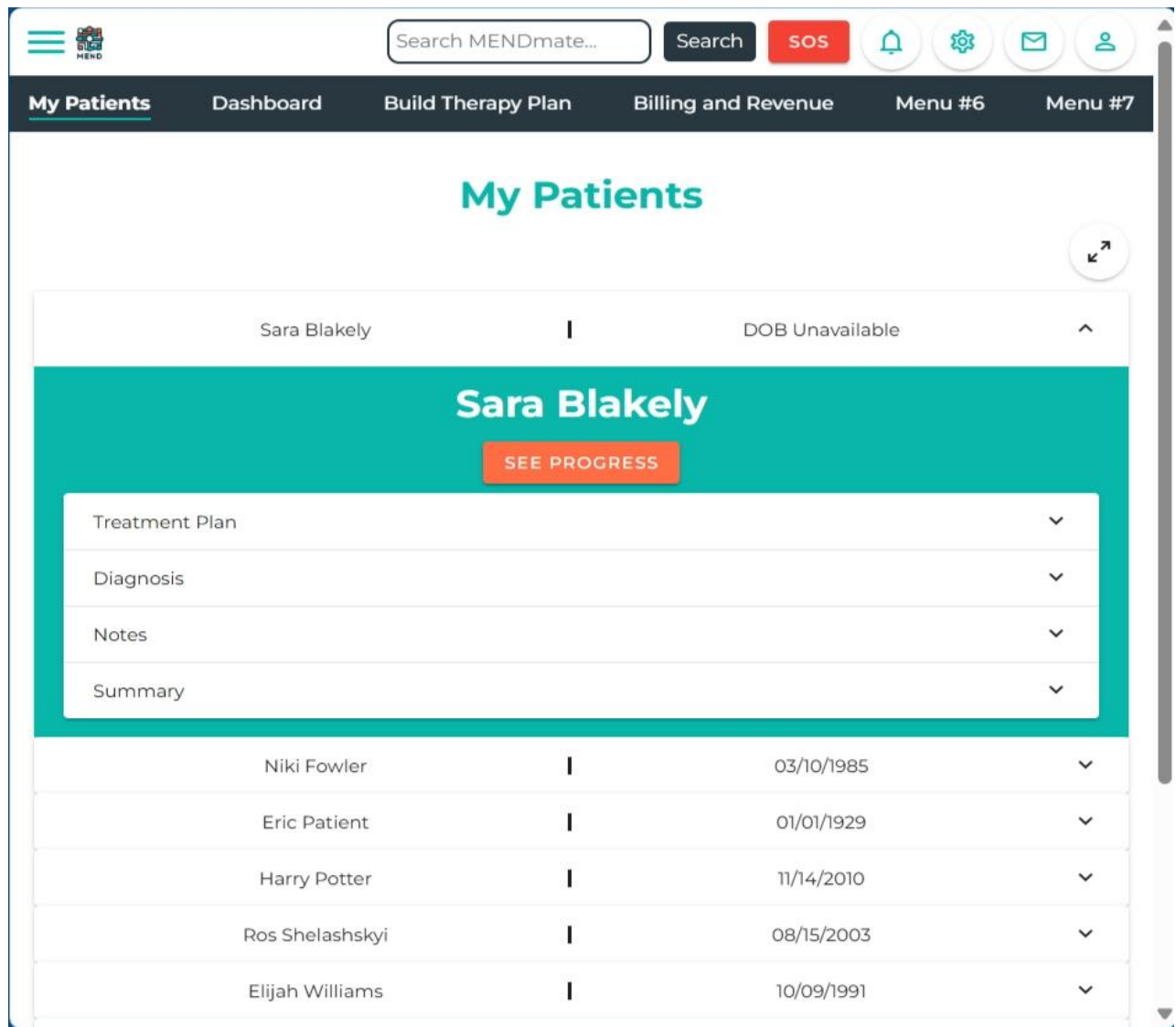
3.2.3. Provider Portal

<u>Create New+ Plan:</u> Access and assign educational resources and therapy-related materials ("homework") to a patient.
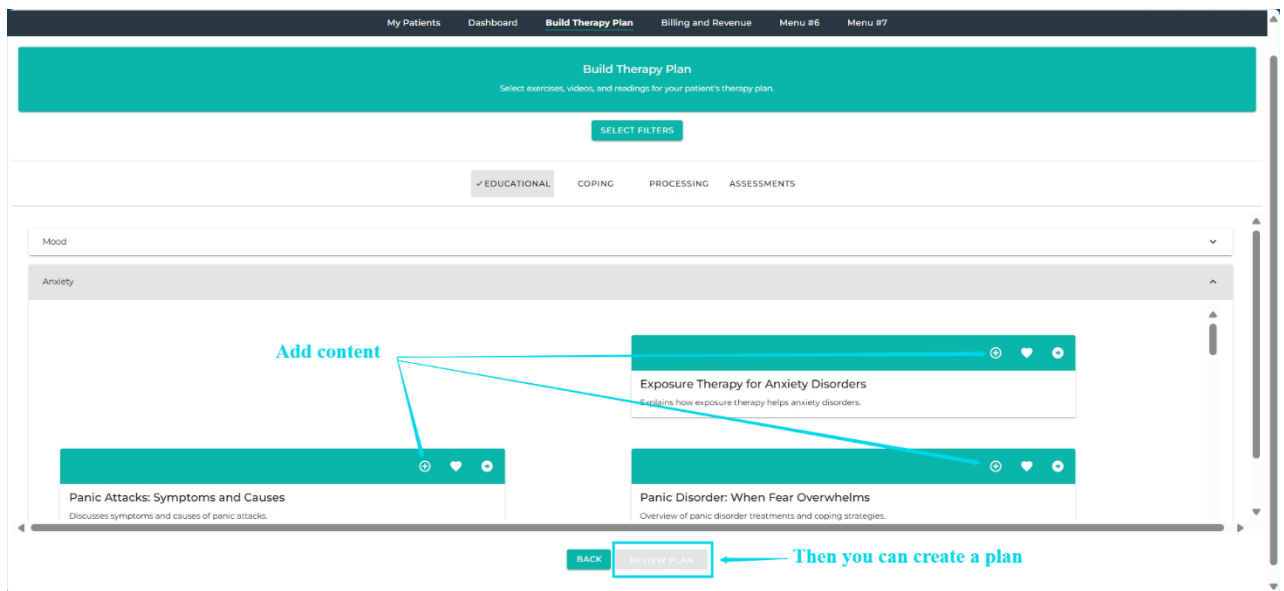
<u>Dashboard:</u> View an overview of patient login activity and homework completion.

<u>My Patients:</u> View a list of assigned patients, access their treatment plans and progress reports, assign homework and update patient information.

Patient Content: Same use as Create New+ Plan.

Billing & Revenue: This is currently a dummy page. Once developed, it will enable providers to manage billing and track revenue-related information.

3.3.   Navigating with the Action Buttons (Both Portals)

Figure 1 - Patient Portal Navbar with Action Buttons

- SOS: Immediately directs users to emergency resources and crisis support information.
- Notifications: This is currently a dummy page. Once developed, it will display system alerts, reminders, and important updates.

- Settings: This is currently a dummy page. Once developed, it will enable users to manage account preferences and notification settings.
- Messages: This is currently a dummy page. Once developed, it will enable secure communication between providers and patients.
- Profile Icon: Clicking this displays a dropdown menu with:
  - Log Out: Allows users to log out of their account.
  - Profile: This is currently a dummy page. Once developed, it will enable users to view and update their account details.
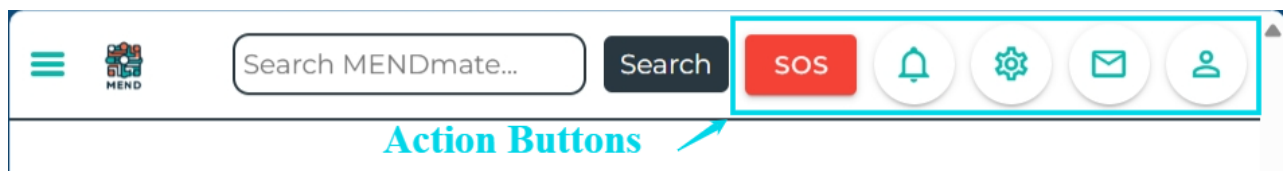

Figure 2- Provider Portal Navbar with Action Buttons

3.4.   Logging Out & Session Management

To log out, users can click on their menu (top left) or their profile icon (top right) and select **Log Out**. For security purposes, inactive sessions automatically time out after 60 minutes, requiring users to re-enter their credentials.

3.5.   Navigating the Administrator Portal

Upon logging in, admins are directed to their Home page. It displays a list of stored menu items both active and inactive. These items can be created or updated for either the provider or patient portal, or both. If an admin wants to add or update a menu's submenu, then they can click on the menu item itself, and it will take them to its submenu page. Here, they can add or update the submenus. A similar structure enables admins to navigate to the page-item page, then the page-content item-page, and so on. See below for the flow of navigation.

Menu-item ◻ Submenu-item ◻ Page-item ◻ Page-content ◻ Subpage-item ◻ Subpage-content

4. User Account Management

MENDMate Pro™ provides a simple and secure user account management system to facilitate access for both patients and providers.

4.1. Account Creation

- New users can create an account by providing their name, email, and phone number. The email serves as the current username for the website.
- During registration, if patients desire to connect to a provider they must enter a provider code at creation to link their account to a specific healthcare provider.
- Once registered, users can log in securely using their credentials.

4.2. Linking to a Provider

- Patients are required to enter a provider code at the time of account creation.
- Currently, there is no option to add or change a provider after account creation.

4.3. Password Reset

- If users forget their password, they can initiate a password reset from the login screen.
- A password reset link will be sent via email to allow users to create a new password.

At this stage, additional account management features such as profile editing, multi-provider linking, or account deletion are not implemented but may be considered in future updates.

5. Provider Features

MENDMate Pro™ offers a range of features tailored to healthcare providers, enabling them to assign homework, as well as monitor and facilitate patient engagement on the application.

5.1. Assigning Homework

- Providers can assign educational resources and worksheets to patients via the Create New Plan+ page, or the patient's Treatment Plan panel on the My Patients page.

- Assignments include a title and description to help guide patient engagement.

5.2. Tracking Patient Progress

- Providers can view homework completion status for assigned tasks on the My Patients page, and a patient's Treatment Plan panel.

- Engagement trends and progress summaries are generated based on patient interactions with the platform.

5.3. Patient Management

- A provider's My Patients page displays a list of assigned patients and their associated homework.

- Providers can quickly review patient progress and adjust assignments as needed. A patient's progress can be reviewed their panel on the My Patients page, either in the Treatment Plan panel or the *See Progress* link that takes you to the patient's My Progress page.

6. Patient Features

MENDMate Pro™ provides patients with tools to access educational resources, complete homework assignments, and track their progress over time.

6.1.   Viewing and Completing Homework

- Patients can view assigned educational resources and homework assignments from their provider. These can be viewed on the Home or Workbook pages.
- Assignments include a title and description to guide completion.
- Patients can mark assignments as in-progress to keep Provider's appraised of their engagement, or complete once finished.

6.2.   Accessing Educational Resources

- Patients can access educational materials assigned by their provider. These can be viewed on the Home or Workbook pages.
- Patients can mark education materials as a favorite and view them on the Home page.
- These resources can be viewed at any time, even if not assigned as homework by the provider or as a favorite by the patient, in the Learning Library.

6.3.   Tracking Progress

- Patients can view their homework completion status to monitor their engagement on the Workbook page.
- The system provides engagement and wellness insights based on completed assignments and daily wellness assessments. These insights can be viewed on the MyProgress page.

7. Notifications & Reminders

This feature is currently not implemented but will be introduced in a full version release of MENDMate Pro™.

Notifications and reminders are planned features that will enhance user engagement by keeping patients and providers informed about assignments, progress updates, and important system messages. These notifications will be configurable based on user preferences.

To maintain security and privacy, notifications will only contain minimal sensitive information, reducing the risk of unauthorized disclosure.

8. Security & Privacy

 MENDMate Pro™ is designed with security and privacy as top priorities, ensuring compliance with HIPAA regulations and industry best practices. The platform incorporates multiple layers of protection to safeguard user data and ensure confidentiality in all interactions.

8.1. User Authentication & Access Control

- o <u>Role-Based Access:</u> Patients and providers have distinct permissions, ensuring users can only access information relevant to their role.
- o <u>Session Management:</u> Automatic session timeouts and logout mechanisms help prevent unauthorized access.

8.2. Data Encryption & Protection

- o <u>In-Transit Encryption:</u> All data transmitted between users and the system is encrypted using TLS 1.2+ to prevent interception.
- o <u>At-Rest Encryption:</u> Sensitive data, including patient information and engagement logs, is encrypted in storage using AES-256 encryption.

8.3. Privacy & Compliance

- o <u>HIPAA Compliance:</u> MENDMate Pro™ adheres to HIPAA guidelines, ensuring patient data remains confidential and accessible only to authorized users.
- o <u>Minimal Data Collection:</u> The system only collects and stores necessary user data to provide its services, reducing exposure to security risks.

8.4. Secure Communications

- o <u>Encrypted Messaging (Planned Feature):</u> Future updates will implement secure, encrypted messaging between providers and patients.
- o <u>Notification Security (Planned Feature):</u> Email, SMS, and push notifications will contain minimal sensitive information to prevent unauthorized disclosure.

8.5. User Responsibilities & Best Practices

- o Keep login credentials secure and avoid sharing them.
- o Log out after using the system, especially on shared devices.

- ○ Report any suspicious activity to the system administrator.

By implementing these security and privacy measures, MENDMate Pro™ ensures a safe, compliant, and trustworthy platform for therapy homework and patient-provider communication.

9. Troubleshooting & FAQs

This section provides solutions to common issues, step-by-step troubleshooting instructions, and answers to frequently asked questions to help users resolve problems quickly.

9.1. Common Issues and Solutions

Issue: Unable to log in to MENDMate Pro™
Solution: Ensure you are using the correct username and password. If you've forgotten your password, use the "Forgot Password" link to reset it. If you continue to experience issues, verify your internet connection or contact support.

Issue: Homework assignment not appearing
Solution: Refresh the page or restart the app. If the issue persists, check if there is a connectivity problem or check your notification settings. Contact support if the problem remains unresolved.

Issue: AI-powered chatbot not responding
Solution: Ensure your device has internet access. If the issue continues, try refreshing the app or clearing your cache. For persistent issues, contact support.

9.2. Troubleshooting Steps

Step 1: Refresh the tab or close and re-open the browser.
Step 2: Verify your internet connection is stable.
Step 3: Clear your browser cache.
Step 4: If the issue persists, contact our team via email.

9.3. Frequently Asked Questions (FAQs)

Q: How do I reset my password?
A: Click on the "Forgot Password" link on the login page, enter your registered email address, and follow the instructions to reset your password.

Q: Can I access MENDMate Pro™ on multiple devices?
A: Yes, MENDMate Pro™ can be accessed from any device via the web. Simply log in with your credentials.

Q: How do I update my profile information?
A: In this version, you cannot. In the full version, that may change.

Q: Is my data safe in MENDMate Pro™?
A: Yes, MENDMate Pro™ uses encryption to protect your data both at rest and in transit, ensuring your information is secure.

Q: How can I change the language settings?
A: Language preferences cannot be changed at this time. English is the only supported language. In the full version, that may change.

9.4. Reporting an Issue

If the troubleshooting steps above do not resolve your issue, please report the problem to our support email. Provide as much detail as possible, including screenshots or error codes if available.

9.5. Error Codes and What They Mean

Error Code 401: Unauthorized - This indicates that your login credentials are incorrect or that your session has expired. Please log in again.

Error Code 500: Server Error - This indicates a problem with the MENDMate Pro™ servers. Please try again later, or contact support if the issue persists.

Error Code 404: Not Found - This means the page or resource you were trying to access is unavailable. Verify the URL or contact support for assistance.

9.6. Contact Support for Further Assistance

If none of the above solutions resolve your issue, please contact our support team for personalized assistance. You can reach us at drnikimend@gmail.com.

.

10. Contact Support

This section outlines the available methods for users to get in touch with support for assistance with MENDMate Pro™.

10.1.   Support Channels

- Email Support: For non-urgent issues or detailed inquiries, users can reach the support team by sending an email to drnikimend@gmail.com. The support team will respond within 24 hours on business days.

10.2.   Support Availability

- Emergency Support: In the case of a medical emergency, users should contact appropriate emergency services immediately. For urgent system-related issues, the support team will prioritize and address these matters as swiftly as possible.

10.3.   Feedback and Suggestions

- MENDMate Pro™ values user feedback to improve the system and its services. Users can submit feedback directly through the app or via email at drnikimend@gmail.com. The support team will review all suggestions and provide responses as needed.