User Manual

Floodlight™ MS Mobile Application

Software version: 1.7 | Document version: 11.0

Material Numbers: For iOS - 09342320001; For Android - 09342338001

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About

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Made in the USA	
REF	For iOS - 09342320001 For Android - 09342338001
Date of Publication	01-18-2023
	floodlightms.com

Please contact Roche to request a printed version of this document.

To access the latest version of this User Manual, use the option from within the Floodlight™ MS Mobile Application instead of a previously downloaded PDF.

Symbols used

The following table displays the symbols used in this User Manual.

	Product manufacturer: The name and address of the application's manufacturer.
REF	**Reference Number:** Indicates the Reference or Catalog number for this user manual.
	Consult instructions for use: The device includes electronic instructions for use (eIFU).
	Warnings and Precautions: Highlights information that is critical for optimal performance of the system. May also indicate that loss of data or invalid data could occur if the precautions or instructions are not observed.

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1 Overview

Welcome to the Floodlight™ MS Mobile Application User Manual. This User Manual is applicable to both the iOS and Android platforms.

Note

The personal information displayed in the screenshots included in this help is not real and is for illustration purposes only.

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1.1 What is the Floodlight™ MS Mobile Application?

The Floodlight™ MS Mobile Application helps you, as a person living with multiple sclerosis, to:

- **Take a snapshot** of your health in a few minutes each session by collecting data from activities that assess cognition, hand function, and dynamic balance and walking ability
- **Track your health over time** by collecting data between clinic visits which may provide insights you can use to improve communication with your provider
- **Review your data with** your provider which may lead to a better understanding of the ways in which multiple sclerosis (MS) impacts you

1.2 Intended Use

The Floodlight™ MS Mobile Application is intended to present various assessment modules to patients with multiple sclerosis and visualize the results of these assessments. The application is intended to send results from the assessment modules to a server in order to be visualized by qualified healthcare professionals (HCPs) on a portal. The application is also intended to receive responses from the user to questions related to their symptoms or person.

The Floodlight™ MS Mobile Application is not intended to interpret or analyze clinical laboratory test or other device data, results, or findings.

1.3 Contraindications

None known.

1.4 Risks and Benefits

All known and foreseeable risks have been reduced as much as possible and no unacceptable risk has been identified. Potential benefits include tracking measurements in key domains outside of the clinical setting and supporting informed consultations between healthcare professionals and their patients. Overall, the potential benefit of the device far exceeds the probable known and foreseeable risks.

1.5 Warnings and Precautions

Do the activity as often as recommended by your provider. Please note that self-testing at home does not replace your regular visits with your provider.

Do not try to interpret the data presented by the summary charts. Only your provider can interpret the data that you collect using the Floodlight™ MS Mobile Application.

Follow the recommended instructions while performing each activity. If you do not follow the instructions, it may result in inaccurate data.

1.6 Security

To ensure protected information is as secure as possible, take the following precautions:

- Select a strong and complex password that cannot be easily guessed by an intruder
- Do not share your password
- Do not use a jail-broken device

2 Download and Install

The Floodlight™ MS Mobile Application is compatible with both iOS and Android phones.

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2.1 For iOS or Apple Phones

Complete the following steps on your iOS phone:

1. Open the **App Store**.
2. Search for Floodlight™ MS Mobile Application.
3. Tap the icon to see the details and tap **Get**.
4. Tap **Install** to start the installation process.
5. You may be asked for your **App Store** password.

After you enter the password, the Floodlight™ MS Mobile Application will begin to download and install.

2.2 For Android Phones

Complete the following steps on your Android phone:

1. Open the **Google Play Store** on your phone.
2. Search for Floodlight™ MS Mobile Application.
3. Tap the icon to see the details.
4. Tap **Install** to start the installation process.
5. You will be asked to accept the download conditions by Google.

After you accept, the Floodlight™ MS Mobile Application will begin to download and install.

2.3 Minimum Requirements – Software

The Floodlight™ MS Mobile Application requires the following:

- iOS version 14.x to 16.x
- Android version 10 to 13

2.4 Minimum Requirements – Hardware

The minimum hardware requirements for the Floodlight™ MS Mobile Application are:

For iOS Phones:

- **Minimum Resolution Required:** 1334 × 750 pixel resolution (326 ppi)

For Android Phones:

- **Minimum Screen Dimensions:** 110mm x 56mm (4.33 x 2.20 in)
- The following sensors are required:
  - Magnetometer
  - Accelerometer
  - Gyroscope

Note

The Floodlight™ MS Mobile Application is not supported on any tablets (Android or iOS).

The app requires a minimum of **450MB** of available storage space on your phone. This ensures that if you complete an activity in the offline mode, your activity data is still saved on the phone.

If your phone does not have at least **200MB** of available storage space, the app displays the following message:

Once you have the required storage available on your phone, you can continue using the app.

2.5 Unsupported Phones

The Floodlight™ MS Mobile Application is not supported on the following phones. Floodlight™ MS Mobile Application is not supported on any tablets (Android or iOS).

Brand	Model Name
Alcatel	7
Alcatel	Tetra
Alcatel	ZIP LTE
Alcatel	REVVL 2 Plus
Alcatel	Raven LTE
Alcatel	REVVL 2
Alcatel	1X (2018)
Alcatel	PulseMix
Alcatel	Verso
Alcatel	IdealXcite
Alcatel	One Touch Idol 5
Alcatel	REVVL
Alcatel	3V
Alcatel	1X Evolve

Brand	Model Name
Alcatel	A30
Alcatel	Cameox 4G
Alcatel	LX 4G
Alcatel	A30 Fierce
Alcatel	A30 Plus
Alcatel	Avalon V
Alcatel	One Touch Idol 5S
Alcatel	Onyx
Alcatel	LX1
Alcatel	LX2
Alcatel	Jitterbug Smart2
Alcatel	Kora
Alcatel	A50
Alcatel	Ideal
Alcatel	Streak
Alcatel	A1

Brand	Model Name
Alcatel	Axia
Alcatel	Fierce 4
Alcatel	One Touch Idol 4
Alcatel	One Touch Pixi Eclipse
Alcatel	Jitterbug Smart
Alcatel	One Touch Pixi Avion
Alcatel	One Touch Pixi Glitz
Alcatel	Allura
Alcatel	One Touch Idol 3 (5.5)
Alcatel	Dawn
Alcatel	One Touch Idol 4s
Alcatel	One Touch Flint 4G
Alcatel	One Touch Pixi 4 (5)
Alcatel	Tru
Alcatel	One Touch Pop 4S
Alcatel	One Touch Pixi Pulsar

Brand	Model Name
Alcatel	One Touch Pixi 4 (6)
Alcatel	One Touch Pop 4+
Huawei	P20 Lite (2018)
Huawei	P Smart (2018)
Huawei	Mate 10 Lite
Huawei	Mate 20 Lite (2018 Sep)
Huawei	Y6 (2018)
Huawei	P10 (2017)
LG Electronics	Aristo 2 (2018)
LG Electronics	Stylo 4 (2018)
LG Electronics	K20 Plus (2016 Dec)
LG Electronics	Risio 3
LG Electronics	Tribute Dynasty
LG Electronics	Rebel 4
LG Electronics	Stylo 3 Plus
Motorola	Moto E5 Play (2018 Jul)

Brand	Model Name
Motorola	Moto E4 (2017 Jun)
Motorola	Moto E7
Samsung	Galaxy A13
Samsung	Galaxy J6 (2018 May)
Sony Mobile	Sony Xperia 10 III
Sony Mobile	Sony Xperia 10 III Lite

2 Logout and Uninstall

This section describes the steps required to log out of and uninstall the Floodlight™ MS Mobile Application.

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2.6 Logout of the Floodlight™ MS Mobile Application

For security reasons, you are automatically logged out of your Floodlight™ MS Mobile Application account after **30 minutes** of inactivity.

The app displays the following warning message **five minutes** before your session is about to expire. From this message screen, you can tap **CONTINUE** to continue your session or **LOG OUT** to log out of your session.

You can also log out from the **Settings** screen.

To log out:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, scroll to the bottom and tap **Log Out**.

3. On the confirmation screen, tap **LOG OUT**.

Note: You can also tap **CANCEL** to continue using the app.

2.7 Delete your Account

Uninstalling the Floodlight™ MS Mobile Application does not delete your account or your data. If you do not want to use the app anymore and wish to delete your account and all the data associated with your account, you can use the **Delete Account** option from the **Settings** screen.

Note

Your Floodlight™ MS Mobile Application account can only be deleted from within the app. Therefore, perform the following steps before you uninstall the app. For more information on uninstalling the app, see **Uninstall** (on page 31)

To delete your account:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **Delete Account**.
3. On the **Delete Account?** screen, type **DELETE** in the text field.

   The text entry is case-sensitive.
4. Tap **DELETE ALL**.
5. Tap **OKAY**.

2.8 Uninstall

This section includes instructions on how to uninstall the Floodlight™ MS Mobile Application from an iOS phone or an Android phone. You can perform these steps if you do not want to use the app anymore.

Note

Uninstalling the Floodlight™ MS Mobile Application does not delete your account or your data. If you do not want to use the app anymore and wish to delete your account and all the data associated with your account, you can use the **Delete Account** option from the **Settings** screen before you uninstall the app. For more information, see **Delete your Account** (on page 151).

2.8.1 For iOS or Apple Phones

Complete the following steps on your iOS phone to uninstall the Floodlight™ MS Mobile Application:

1. Locate the Floodlight™ MS Mobile Application on your home screen.
2. Tap and hold the Floodlight™ MS Mobile Application icon to open a quick actions menu.
3. Tap **Remove App**.
4. Tap **Delete App** to delete it from your phone.

2.8.2 For Android Phones

Complete the following steps on your Android phone to uninstall the Floodlight™ MS Mobile Application:

1. Open the **Google Play Store**.
2. Tap the **My apps & games** menu.
3. Tap the Floodlight™ MS Mobile Application.
4. Tap **Uninstall**.

3 Sign Up

To use the Floodlight™ MS Mobile Application you have to create an account. This is necessary to connect to your provider and share your data.

Note

Your Floodlight™ MS Mobile Application data will be shared with your provider. To sign up for Floodlight™ MS and share the data that you collect with your provider, you will need a unique sign-up (QR or alphanumeric) code. You will receive this sign-up code from your provider. If you have not received this information, please contact your provider.

To sign up for Floodlight™ MS Mobile Application:

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Note

Once you sign up, depending on your phone and its operating system, you may be able to use Biometric options to log in to the Floodlight™ MS Mobile Application. For more information, see **Activate Biometric Login** (on page 56).

3.1 Connect to your Provider

To use Floodlight™ MS, you need to connect your Floodlight™ MS Mobile Application to your provider.

You can connect to your provider, using any one of the following methods:

- Scan the QR code provided by your provider

OR

- Manually enter the 8-digit alphanumeric code provided by your provider

To connect to your provider:

1. Start the app.
2. On the **Welcome to Floodlight™ MS!** screen, tap **Next** to take a quick look at how the app can help you improve your conversation with your provider.

3. On any of the overview screens, you can tap **Skip** to get to the last screen and begin the sign up process.

4. On the **Review with your Team** screen, tap **Sign Up** to create a new account.

5. Tap **Scan QR Code**.

6. If the app does not have access to the camera on your phone, you will see the following screen:
    a. Tap **Enable camera access** to go to your phone settings and enable camera access for the app.
    b. Return to the app.
    c. Place the Floodlight™ MS handout on a flat surface and use your phone's camera

to scan the **QR Code**.

Connect to **Dr James Hugh**

Improve the conversation around your care

Floodlight MS is an app to help monitor how MS impacts different aspects of your life. In a few minutes each session, Floodlight MS collects data from activities that assess cognition, hand function, and walking ability.

Collecting data between visits may provide insights you can use to improve communication with your care team and track MS symptoms over time.

The data you generate may lead your care team to better understand the unique ways in which MS impacts you.

Instructions

1) Download Floodlight MS from the Apple Store or Google Play
2) Open the app and tap Sign Up
3) Scan this QR code or type in the numeric code manually
4) Follow the screens to connect to Dr. James Hugh
5) Enter your email and create your password
6) Start collecting data for your next care conversation

Download on the App Store | GET IT ON Google Play

To connect to **Dr. James Hugh,** scan the QR Code

Manual Code
US123456

7. You can also tap **Sign up with a code instead** to use the 8-digit alphanumeric sign-up code.

Let's get you set up by connecting you to your Provider!
Please scan the QR Code or use the 8-digit alphanumeric code provided to you to connect to your Provider.
Sign up with a code instead
Scan QR Code

a. Enter the 8-digit alphanumeric code provided by your provider in the **SIGN UP CODE** field.

Tip: You can get the sign-up code from your Floodlight handout:

Connect to **Dr James Hugh**

Improve the conversation around your care

Floodlight MS is an app to help monitor how MS impacts different aspects of your life. In a few minutes each session, Floodlight MS collects data from activities that assess cognition, hand function, and walking ability.

Collecting data between visits may provide insights you can use to improve communication with your care team and track MS symptoms over time.

The data you generate may lead your care team to better understand the unique ways in which MS impacts you.

Instructions

1) Download Floodlight MS from the Apple Store or Google Play
2) Open the app and tap Sign Up
3) Scan this QR code or type in the numeric code manually
4) Follow the screens to connect to Dr. James Hugh
5) Enter your email and create your password
6) Start collecting data for your next care conversation

Download on the App Store | GET IT ON Google Play

To connect to **Dr. James Hugh,** scan the QR Code

Manual Code
US123456

b. Tap **Submit**.

8. Review the information on the **You are connecting to** screen. If you see your provider's name, tap **CONNECT**.

9. If you get an error message or do not see your provider's information here, tap **Try Again** to enter the sign-up code one more time.

Note: If the problem persists and the screen does not show the correct provider name, please contact your provider's office to confirm the sign-up code.

10. On the confirmation screen, tap **Next**.

Great! You are now connected to
Dr. James Hugh
If this is not correct, please contact your provider and ask for a new registration code.
Next

3.2 Create your Account

Once you have connected to your provider, you will be asked to create your Floodlight™ MS account. You will use this account to log in to the Floodlight™ MS Mobile Application.

To create your account:

1. Enter your **FIRST NAME**.
2. Enter your **LAST NAME**.
3. Select your **BIRTHDAY**.

You must be 18 years or older to use the Floodlight™ MS Mobile Application.

4. Enter your **EMAIL**.
5. Enter a **PASSWORD**.

Note: You can use special characters to create a more secure password.

6. Enter the same password again in the **CONFIRM PASSWORD** field.
7. Tap the check box to confirm that you have read, understood, and agree to the **Floodlight™ MS's Privacy Notice**.

Note: You can tap the link on the screen to read the Floodlight™ MS's Privacy Notice.

8. Tap the check box to confirm that you have read, understood, and agree to the **Floodlight™ MS Mobile Application's Terms and Conditions**.

Note: You can tap the link on the screen to read the Floodlight™ MS's Terms and Conditions.

9. Tap **Create Account**.

You can tap **Create Account** only after you have entered information in all the required fields and selected the check boxes for both the Privacy Notice and the Terms and Conditions.

3.3 Verify your Email

Next, you will be asked to verify your email. The Floodlight™ MS team will send a link to the email that you provided as part of the sign-up process. This ensures that the email address for your user account is correct and you can access it.

To verify your email:

1. Check your email and follow the instructions to complete the sign-up process.

   The link in the email opens a browser and displays a message to indicate that the email was verified successfully.

2. Go back to the app. You should see the following screen:

3. Tap **Done**.

If you did not receive an email or the link expired, you can tap **Resend link** on this screen to receive a new email with the link to verify your email. If you do not find the email in your Inbox, also check your Spam folder as it might have ended up there.

4. On the confirmation screen, tap **Next** to set up a reminder for your next appointment with your provider. If you do not want to set up a reminder for your next appointment at this time, tap **Skip** to go to step 6, below.

5. On the next screen, select the Date for your next appointment and tap **Next**.

6. Next, set up a reminder for your activities. If you do not want to set up a reminder for your activities at this time, tap **Skip** to go to step 9 below.

7. Select the time and the days of the week when you want the app to send you a reminder about completing your activities.
8. When prompted, tap **OK** to let the app send you notifications on your phone.

9. On the next screen, you can tap **Take an activity** to select and perform your first activity or you can click **Skip** to get to your **Dashboard**.

Congratulations!
You're all set!
Take an activity to start collecting data.
Skip
Take an activity

4 Log in

After you verify your email, use the same email to log in to the Floodlight™ MS Mobile Application. If you see this screen, but do not yet have a user account for Floodlight™ MS, tap **Sign Up**. For more information, see **Sign Up** (on page 32).

To log in to the app:

1. On the **Log In** screen, enter your **EMAIL**.
2. Enter your **PASSWORD**.
3. Tap **LOG IN**.

Note: Your account gets locked if there are **six** or more failed log in attempts in **less than 5 minutes**. In this case, you have to wait for **30 minutes** before you can try logging in again.
See **What if my account gets locked?** (on page 156)

4.1 Activate Biometric Login

When you log in for the first time, Floodlight™ MS Mobile Application detects if the Biometric Login is available on your phone and offers you the option to use it to log in to Floodlight™ MS Mobile Application. You can use either the Finger Print/Touch ID or the Face ID/Face Unlock depending on the Operating System (OS) and settings of your phone.

You can choose to either activate the Biometric Login for Floodlight™ MS now, or do this at any point in the future from the **Settings** screen. For more information, see **Enable or Disable Biometrics** (on page 145).

iOS users can set up only one Biometric option, either the Finger Print or the Face ID and the same is used by Floodlight™ MS Mobile Application. Android users can configure multiple options for the Biometric login and the priority is determined by the OS. Floodlight™ MS Mobile Application uses the Biometric option determined by the OS on your phone.

To enable Biometric Login for Floodlight™ MS, tap **ACTIVATE**; otherwise, tap **NOT NOW**.

4.2 Allow Notification

The Floodlight™ MS Mobile Application can send you notifications and allows you set your own reminders. By default, the app will send a reminder notification once a week. However, you may change the frequency of notifications using the **Reminder** option on the **Settings** screen. For more information, see **Update Reminders** (on page 134).

If you would like to receive these notifications and reminders tap **Allow** when your phone displays a confirmation screen.

If you tap, **Don't Allow**, you can change this setting later from your phone's Settings.

4.3 Select Country of Residence

Before you can log in to Floodlight™ MS Mobile Application for the first time, you have to choose your country of residence. This is important because knowing your country of residence helps ensure that we handle your data according to the privacy laws applicable in your area.

If you delete the Floodlight™ MS Mobile Application or change your phone, you will have to select your country of residence again.

To select the country of residence:

1. Tap the flag icon displayed at the top right corner of the **Login** screen.

2. On the **Choose Your Country** screen, select your **COUNTRY**.

3. Tap **CONFIRM**.

4. On the **Country Changed** screen, tap **SAVE**.

When you change the country of residence, the Floodlight™ MS Mobile Application will relaunch in order for your changes to be active.

5. Tap **OKAY** in the message box.

6. Relaunch the Floodlight™ MS Mobile Application.

The Floodlight™ MS Mobile Application displays the flag of the new country at the top right corner of the screen.

You can click this flag icon to change the country of residence at any point.

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5.1 Navigation Bar

You can navigate between the following main sections using the **Navigation** bar at the bottom of the screen:

- **Dashboard**
- **Historical Data**
- **Journal**
- **Support and Feedback**

The icon for the current section is always **blue**.

5.2 Dashboard

The **Dashboard** is the first screen you see after successfully logging in. You can use the **Dashboard** to effortlessly track your progress as you collect data to prepare for your next visit with your provider.

The **Dashboard** is divided into the following sections:

A. **Header:** You can view and add reminders for your next appointment. See **Add an Appointment Reminder** (on page 67). In addition, if you have turned off the **Provider Support** reminders, you will see a message here reminding you to turn on the **EMAIL**

NOTIFICATIONS.

B. **YOUR WEEK:** You can use the carousel of activity cards to view and start your routine. See **Your Routine** (on page 71)

C. **TIPS:** You can use the carousel of cards to view tips related to various categories of assessments and symptoms related to MS.

D. **ACTIVITY HISTORY:** You can view the dates and times for the activities that you have completed in the past. See **View your Activity History** (on page 87)

5.2.1 Add an Appointment Reminder

Floodlight™ MS can help you keep track of your upcoming appointments with your provider. You can add a reminder for your next appointment with your provider directly from the **Dashboard**.

To add an appointment:

1. Tap the **Add it here** button on the **Dashboard**.

2. On the **My Appointment** screen:
    a. Tap the plus icon to access the date picker and select the date and time for your next appointment using the date picker.

b. Tap **Done**.

Your appointment is added.

After you add an appointment reminder, you can tap the appointment date to edit the date or the time of your appointment. You can edit an appointment reminder at any time up until your appointment.

5.2.2 Your Routine

The **YOUR WEEK** section on the **Dashboard** shows your activity progress for the timeframe set for your schedule. You should discuss with your provider which activities are most suited for you and how often to perform your activities. You can then turn activities on or off and set up your schedule. For more information, see **Update your Schedule** (on page 125).

From the **YOUR WEEK** section, you can quickly:

- See the activities scheduled for the timeframe (**Weekly**, **Every two weeks**, **Monthly**)
- Start any activity
- See how many activities you have completed for the day

This section displays each activity as a card and you can quickly:

- See the activities scheduled for the timeframe

You can swipe the cards left or right to see a specific activity.

- Start any activity

You can tap the **START** button on any card to start that activity. This allows you to control the order in which you want to perform the scheduled activities. You can swipe the cards left or right to see a specific activity.

- See how many activities you have completed

This section also displays the activity wheel. This is divided into sections based on the number of activities included in your routine.

As you complete an activity, the corresponding segment gets filled in.

Once you complete an activity, Floodlight™ MS:

- Displays the **Summary** of your results for the activity.

- Moves the card for that activity to the end of the line.

This helps to keep the pending activities in view and easily accessible.

- Changes the **START** button for the activity to a **SUMMARY** button that you can use to view a summary of your results for the activity.

- Fills in a circle around the activity icon to show the percentage of the goal completed for the timeframe. For example, if you have to perform the Pinch a Tomato activity four times during a timeframe. Before you complete the activity the first time, the activity card looks as below:

- As you complete the activity, the circle around the activity icon starts filling, as shown below:

- Once you complete the goal for the timeframe, the circle is completely filled and a green check mark is added to the top right corner of the card, as shown below:

- In addition, it also fills in the segment of the activity wheel, displayed just above the activity cards, corresponding to the completed activity.

5.2.3 View Tips

The **Dashboard** displays a carousel of cards with Tips related to the various assessment categories and symptoms related to MS. You can swipe the cards left and right to view the next or the previous tip. The tips displayed on your **Dashboard** are refreshed every time you log in and include tips across multiple categories. You can use the **TIPS SETTINGS**, see below, to configure the categories for which you want to turn the tips on or off.

From a Tip card:

- You can provide feedback whether or not the tip was helpful.

If you tap **No**, you can provide additional feedback for the selected tip.

The app displays the tips even in the offline mode. Any feedback that you provide during the offline mode is saved when you get online the next time.

- You can save the tip and add it to your list of favorites. To save a tip, tap the bookmark icon on the top-right corner of the tip card. When you save a tip, it is displayed in the **SAVED TIPS** section in the **Knowledge Center**. You can tap the same bookmark icon to remove a tip from your list of saved tips.

- Some cards may prompt you to complete an action, such as set up a reminder for the next appointment with your provider or complete the remaining activities based on your daily schedule.

From the TIPS section, you can:

- Access the **Knowledge Center** to view more tips and also view your saved tips.

  To access the **Knowledge Center**, tap the three dots displayed above a card in the **TIPS** section.

TIPS
Emotions
MS can affect how you feel about yourself. Don't carry this burden alone - talk with your loved ones and let them know how you feel. You can also discuss emotional wellbeing with your provider.
Was this tip helpful?
Yes
No

From the Knowledge Center, you can:

- View your saved tips.

- Access the **TIPS SETTINGS** to configure the topics for which you want to see tips on your **Dashboard** and the **Knowledge Center**.

Configure Tips Settings

You can use the **TIPS SETTINGS** to configure the categories for which you want to see **TIPS** on your **Dashboard** and in the **Knowledge Center**. After you have made the changes, tap the **Back** button on the top-left corner to go back to the **Knowledge Center**.

If you turn off a category for which you had saved tips, those tips will no longer be visible in the **SAVED TIPS** section in the **Knowledge Center**. To view those tips again, you need to turn on the category using the **TIPS SETTINGS** screen.

You can also use the **Select all** toggle at the top, to either turn all categories on or off simultaneously.

You can view the **TIPS** and update your **TIPS SETTINGS** in the offline mode. If you upgrade the app version, your **TIPS SETTINGS** are saved. However, if you change your phone, it resets your selection and you will have to reconfigure your **TIPS SETTINGS** on the new phone.

5.2.4 View your Activity History

ACTIVITY HISTORY is the last section on the **Dashboard** and displays the history of the activities completed in the past. Each box displays the date and an icon for the activities completed on that day.

You can tap on each box to view more details for each of the activities completed on that day.

To view more of your past activities, scroll up the **Dashboard** screen.

5.2.5 Today's Summary

After you complete an activity, the **Today’s Summary** page displays the results for the activity. As you complete more activities, the results are added to the **Today’s Summary** page.
In case the app is not able to calculate the results of a particular activity, you will see the following message.

In this case, you can tap **TAKE AGAIN** to perform the activity again on the same day.

This page also displays the **How are you feeling today?** card. However, if you open the **Journal** section once, this card is not displayed for the rest of the day regardless of whether you completed your journal or not.

5.3 Historical Data

Tracking your data over time may help to improve the conversations you have with your provider about managing your MS. You can review and share the historical data for all the activities that you have completed. On the navigation bar at the bottom, tap the **Historical Data** icon to view your data.

Note

In the offline mode, the charts on the **Your Data** screen do not show any assessment data. This is to ensure that the data displayed in a chart is always up-to-date.

5.3.1 Your Data

The **Your Data** screen displays charts under the following categories:

- **Hand Function:** This section displays charts for the **Pinch a Tomato** and **Draw a Shape** activities that assess hand function.
- **Cognition:** This section displays charts for the **Match the Symbols** activity that assesses cognitive function.
- **Walking:** This section displays charts for the **U-Turn** and **2-Min Walk** activities that assess walking ability.
- **Journal:** This section displays charts for the **Mood and Physical Status** and **Symptoms** surveys related to your emotional and physical well being.

For each activity:

- You will see data for the past 90 days. However, you can scroll a chart left or right to see additional data for up to a year in the past.
- You will see a record for each day that you completed that activity.
- You can tap the **What does this mean?** label under each chart to get more details about the data displayed in the chart.

- You can tap the expand button to see a horizontal view of the charts. This enables you to view more data at the same time as a larger portion of the screen can be used to display your data.

You can also view the charts in the horizontal mode by rotating your phone to the landscape mode.

- You can tap on a data point to view more information about the result.

Pinch a Tomato - Chart

How to read this chart: Your **Pinch a Tomato** score shows how many tomatoes you pinched. A higher score means you pinched more tomatoes and typically indicates better hand function.

It is usual for your score to vary from day to day. During the first few weeks of use, your scores may improve simply because you become more familiar with taking the test. Over time, your scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and discuss with your provider.

Activities measuring hand motor functions are completed with both the right and the left hands. You can switch between the data for the left and right hand by clicking the **Left Hand/Right Hand** toggle in this section.

Draw a Shape - Chart

How to read this chart: Your **Draw a Shape** score measures celerity, which is a combination of how quickly and accurately you were able to draw all the shapes. A higher score means you were quicker and more accurate, and typically indicates better hand function.

It is usual for your score to vary from day to day. During the first few weeks of use, your scores may improve simply because you become more familiar with taking the test. Over time, your scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and discuss with your provider.

Activities measuring hand motor functions are completed with both the right and the left hands. You can switch between the data for the left and right hand by clicking the **Left Hand/Right Hand** toggle in this section.

Match the Symbols – Chart

How to read this chart: Your **Match the Symbol** score shows how many symbols you correctly matched. A higher score means you matched more symbols and typically indicates faster information processing.

It is usual for your score to vary from day to day. During the first few weeks of use, your scores may improve simply because you become more familiar with taking the test. Over time, your scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and discuss with your provider.

U-Turn - Chart

How to read this chart: Your **U-Turn** score shows how quickly you were able to complete your u-turns. A higher score means you turned more quickly and typically indicates better walking ability and balance.

It is usual for your score to vary from day to day. During the first few weeks of use, your scores may improve simply because you become more familiar with taking the test. Over time, your scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and discuss with your provider.

2-Minute Walk - Chart

How to read this chart: Your **2-Min Walk** score measures your walking intensity by averaging the power you put into each step. A higher score means you walked with greater intensity and typically indicates better walking ability.

It is usual for your score to vary from day to day. During the first few weeks of use, your scores may improve simply because you become more familiar with taking the test. Over time, your scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and discuss with your provider.

Mood and Physical Status - Chart

How to read this chart: This chart shows the **Mood** and **Physical Status** that you selected while updating your **Journal**. The five options that you can select are:

- Very Good (VG)
- Good (G)
- Average (A)
- Poor (P)
- Very Poor (VP)

You can switch between the data for the **Mood** and **Physical Status** categories by clicking the **Mood/Physical** toggle in this section.

Symptoms – Chart

How to read this chart: The **Symptoms** chart shows the number of symptoms and how often you reported them within a specific month.

Below the chart, it displays the specific symptoms, grouped by category, and the number of times you reported them within the selected month.

By default, the **Symptoms** chart displays data for three months and you can use the month toggle, highlighted in the image below, to see the data for a specific month. Unlike the other charts, ***you cannot scroll*** the **Symptoms** chart to see data for more than three months. However, if you rotate your phone to view the charts in the horizontal view, the **Symptoms** chart also displays data for the past year.

5.3.2 Share your Data

Floodlight™ MS automatically shares your data with your provider and they can view this data using the Floodlight™ MS Healthcare Professional's Portal.You can also manually share your data at any time from the **Historical Data** screen.

To share your data:

1. Tap **Share**.

2. On the **Share Your Data** screen:
    a. Select the date range for which you want to share your data. You can select any one of the following options:
        - Last 3 months
        - Last 6 months
        - Last year
    b. Select the format you want to use to share your data. You can share your data either as a **PDF** file or as a **Comma Separated Values (CSV)** file.
    c. Tap **SHARE**.
3. Once the file is ready, select the option you want to use to share your data.

You may see more or less options based on your phone settings.

5.4 Journal

You can use the **Journal** section to record your mood, physical status and any symptoms that you may be experiencing on a given day. This will help you, as a person living with multiple sclerosis (MS), collect and review how you are feeling mentally and physically on a daily basis.

You can access **Your Journal** using the **Journal** icon on the **Navigation** bar at the bottom of your screen. You can update **Your Journal** to record how you are feeling and any symptoms you might be experiencing. You can also indicate if you think you experienced a relapse.

You can record updates to **Your Journal** even in the offline mode. The last selected values are saved when you get back online again.

To record your mood or physical status:

1. On the **MOOD** card, select one of the squares to record how you are feeling. The five squares represent the following values from left to right:
    - Very Poor - (VP) (Red)
    - Poor (P) - (Orange)
    - Average (A) - (Yellow)
    - Good (G) - (Light Green)
    - Very Good (VG) - (Dark Green)

When you select a square, all the squares to the left are filled in too and the color

depends on the value selected, as shown below:

2. On the **PHYSICAL STATUS** card, select one of the squares to record how you are feeling physically. The five squares represent the following values from left to right:
    - Very Poor - (VP) (Red)
    - Poor (P) - (Orange)
    - Average (A) - (Yellow)
    - Good (G) - (Light Green)
    - Very Good (VG) - (Dark Green)

The squares on the **PHYSICAL STATUS** and **MOOD** cards behave similarly.

To record your symptoms:

1. Tap the ⊕ icon on the **SYMPTOMS** card.
2. On the following screens, select the symptoms you are experiencing. The symptoms are grouped under the following categories:
    - Mind
    - Hand and Arm
    - Lower Extremities
    - Walking
    - Bowel and Bladder
3. Use the forward and back arrows at the bottom of the screen to move between the categories. You can move between categories without selecting any of the values for a category.
4. After you have recorded all your symptoms, tap the **SAVE** button, which is displayed only after you have cycled through all the categories regardless of whether you have selected any symptoms or not.

The symptoms that you selected are displayed on the **SYMPTOMS** card.

Any symptoms that you selected on a previous day are not displayed on the **SYMPTOMS** card. It only displays your selection of symptoms for the day.

To indicate relapse:

1. You can use the last card on **Your Journal** to indicate whether you have experienced a relapse. Tap the **RELAPSE** card.

2. On the next screen, record your answer for the question **Do you think you experienced a relapse?**
3. You can also tap the **What is a relapse?** link to get more information about what is a relapse.
4. Tap the **Submit** button.

You can edit your responses for the Mood, Physical Status, Symptoms, and Relapse questions at any time on the same day. However, at the end of the day, the values are saved to your Journal history and can no longer be edited.

5.5 Support & Feedback

From the Support & Feedback section, you can access the following additional resources for using the app:

- **FAQs:** Use this option to access some of the Frequently Asked Questions and their answers that might help you resolve similar issues while using the app.
- **Contact Us:** Use this option to get the email and phone number to contact Roche support for your country/region.
- **Floodlight™ MS Assistance Service:** Use this option to enroll in the assistance program provided by the customer support team to get the help you need to use the app.
- **User Manual:** Use this option to access this user manual.

5.5.1 Floodlight™ MS Assistance Service

The Floodlight™ MS customer support team is ready to help you set up and use the app. They can guide you through the different activities, help you prepare for an upcoming visit with your provider, help you check-in after an appointment, and also walk you through the latest version

of the app. You cannot join the Assistance Service in the offline mode.

To join the assistance service:

1. Tap the **Support and Feedback** icon on the **Navigation** bar at the bottom of the screen.
2. On the **Support & Feedback** screen, tap the **Floodlight™ MS Assistance Service** option.
3. Scroll up and tap the **JOIN** button.

4. On the next screen, enter your contact information. Your **Email** is displayed automatically from your profile. If you want, you can add a **Phone** too. Once you confirm, you cannot change the specified Email address or the Phone number.

5. Tap the **CONFIRM** button.

Once you have provided your contact information, the **Floodlight™ MS Assistance Service** icon turns green, as shown below:

You can cancel your subscription with the **Floodlight™ MS Assistance Service** at any time you want.

To cancel your subscription:

1. On the **Support & Feedback** screen, tap the **Floodlight™ MS Assistance Service** option.
2. Tap the **Remove me from Floodlight™ MS Assistance Service** link at the bottom of the screen.

3. On the next screen, tap the **YES** button.

5.6 Settings

The **Settings** icon on the top-right corner of the screen takes you to the **Settings** screen.

You can use these settings to customize the app to suit your needs.

From the **Settings** screen, you can :

- **Update your User Profile** (on page 121)
- **Change your Provider** (on page 123)
- **Update your Schedule** (on page 125)
- **Update Reminders** (on page 134) for completing your activities
- **Update your Appointment Reminder** (on page 141)
- **Enable or Disable Biometrics** (on page 145)
- **Request your Data** (on page 146)
- **Change your Password** (on page 146)
- **Connect to an EMR system** (on page 149)

In addition, you can:

- Review this user manual, the Product Label, Privacy Notice, and Terms and Conditions for Floodlight™ MS Mobile Application
- **Logout of the Floodlight™ MS Mobile Application** (on page 150)
- **Delete your Account** (on page 151)

5.6.1 Update your User Profile

The information you provide in your user profile will allow your provider to locate your data and review it with you during your next visit. You will be asked to complete your profile **two weeks** after signing up if you have not already done so.

To update your User Profile:

1. Tap the **Settings** icon on the top right of your screen.

2. On the **Settings** screen, tap **My Profile**.

3. On the **My Profile Information** screen:
   a. Enter your **FIRST NAME**.
   b. Enter your **LAST NAME**.
   c. Use the date picker to select your **BIRTHDAY**.
   d. Select your **BIOLOGICAL SEX**. You can select any one of the following options:
      - Male
      - Female

- Intersex
- I prefer not to answer

e. Select your **COUNTRY**.

f. Select your **DIAGNOSIS**.

g. Select the **YEAR DIAGNOSED**.

h. Tap **SAVE**.

Tip: You can save your profile only after you complete all the fields listed above.

4. If your changes are saved successfully, Floodlight™ MS displays the **Settings** screen.

To cancel the changes to your User Profile:

1. Tap the **Back** button on the top left of the **My Profile Information** screen.

2. The **Confirmation** message is displayed, as shown below:

3. Tap **YES** to confirm that you want to discard your changes to the profile.
4. The **Settings** screen is displayed.

   You can also tap **NO**, to go back to the **My Profile Information** screen and continue making changes to your user profile.

5.6.2 Change your Provider

If you change your provider, you can use this option to connect to your new provider if they also use Floodlight™ MS. You can also use this option to connect to a new provider if you receive an email from your doctor's office informing you that you have been assigned to a new provider. In this case, you must connect to the new provider within four weeks after which you

will not be able to perform your daily activities. If you have not connected to a new provider even after eight weeks, you will not be able to use the app unless you complete the steps required to connect to a new provider.

Prerequisite

Your Floodlight™ MS Mobile Application data will be shared with your provider. To sign up for Floodlight™ MS and share the data that you collect with your provider, you will need a unique sign-up (QR or alphanumeric) code. You will receive this sign-up code from your provider. If you have not received this information, please contact your provider.

To change your provider:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **My Provider**.

3. On the **You are connected to:** screen, tap **Change**.

4. From the next screen, you can connect to your new provider by:
   a. Scanning the QR code
   b. Entering the numeric sign-up code

   For more information, see **Connect to your Provider** (on page 33).

5.6.3 Update your Schedule

You should discuss with your provider which activities are most suited for you and how often to perform them. You can then use the **My Schedule** option to set up your schedule. Your schedule can follow three different timeframes:

- **Weekly**: Activity tracker is reset on the Monday of every week.
- **Every two weeks**: Activity tracker is reset on the Monday of every two weeks period.
- **Monthly**: Activity tracker is reset on the first day of the month.

The timeframes are used to determine how your goals are displayed on the activity cards on the Dashboard. For example, if the timeframe is set as **Weekly**, your goals are calculated based on the Frequency/week. However, if the timeframe is set as **Monthly**, your goals are calculated based on the Frequency/month. For more information, see **Your Routine** (on page 71).

Setting up your schedule is a three-step process:

1. Select the timeframe.
2. Select the activities you want to perform.

   When you turn off an activity, it no longer appears under the **YOUR WEEK** section of the **Dashboard**. For more information, see **Your Routine** (on page 71).

3. Set the frequency for each of the activities, as needed.

   This determines how often you will perform an activity in the selected timeframe.

Step1: Get started and select the timeframe:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **My Schedule**.

3. Use the first control on the **My Schedule** screen to select the timeframe for your activities. You can select any one of the following options (**Weekly** is selected by

default):

Step 2: Select the activities in your schedule:

1. Tap the toggle next to each activity to either include or exclude it from your schedule. For example, the following image shows that all activities except the **Draw a Shape** activity are included in the schedule.

2. Tap the toggle next to **Draw a Shape** to include it in your schedule:

Step 3: Set the frequency for each activity:

1. Tap **Change** under the activity for which you want to set the frequency.
2. On the next screen, use the **+** or **-** buttons to specify the frequency. You can also use the keyboard to enter a number:

3. You cannot select or enter a number more than the maximum allowed in a timeframe. For example, if your timeframe is **Weekly**, you cannot set the frequency greater than **7**. Similarly, if your timeframe is **Monthly**, you cannot set the frequency more than **28**.
4. Tap anywhere on the screen to close the keyboard.
5. Tap **Save** to save the changes to the frequency for the activity.

6. You can also tap the **Cancel** button on the top right corner if you do not want to save your changes.

The new values is displayed under the activity for which you edited the frequency:

Once you have made all the changes, tap the **Back** button at the top left corner. Your changes are saved and you are returned to the **Settings** screen.

Note

You cannot turn off the **Daily Status** section of your routine.

Note

Since you can perform the **Match the Symbols/Numbers** activity only once in seven days, you cannot set the frequency to:

- More than **1** for the **Weekly** timeframe
- More than **2** for the **Every two week** timeframe
- More than **4** for the **Monthly** timeframe

Each timeframe can have a different frequency for each activity. For example, you can set the **Weekly** frequency to 2 and the **Monthly** frequency to 6.

Indicate which Hand to use

If you are unable to use a specific hand to complete the Draw a Shape and Pinch a Tomato activities, you can indicate the same in the **My Schedule** screen under **Settings**. This will ensure that the app does not recommend you to use that hand.

To indicate that you are unable to use a specific hand:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **My Schedule**.

3. Under the Pinch a Tomato and Draw a Shape activities, there are two toggles for the Left Hand and Right Hand. You can turn any of these toggles off to indicate that you are unable to use that hand to perform that activity.

For example, to indicate that you are unable to use your right hand to perform the Pinch a Tomato activity, turn off the toggle for the Right Hand for the Pinch a Tomato activity, as

shown below:

If both hands are turned off for an activity, the activity card is removed from the carousel on your **Dashboard**. If one hand is turned off for an activity, the app does not ask you to perform the activity with that hand anymore.

5.6.4 Update Reminders

You can set up reminders to help you stay on track with your goal. There are two categories of reminders in the app:

- **APP NOTIFICATIONS:** These are the **Activity Reminders** that you can set up to help you stay on track with your schedule and your goals. These include the push notifications on your phone and you will receive these only if you have enabled notification for the app on your phone. For more information, see **Allow Notification** (on page 57).
- **EMAIL NOTIFICATIONS:** These include notifications from your provider about your Floodlight™ MS progress. These email messages are sent to the email that you use to log in to the app. If you turn off the **Provider Support** notification, your provider will not be able to send you any emails using the Floodlight™ MS Healthcare Professional's Portal.

From the **Reminders** screen, you can use the corresponding toggle to turn on or off a notifications category.

To set up your activity reminder:

1. Tap the **Settings** icon on the top right of your screen.

2. On the **Settings** screen, tap **Reminder**.

3. On the **Reminder** screen:
    a. Ensure that the **Activity Reminders** toggle is turned on.

    b. Tap **Change**.

c. Use the first control to select the time when the reminder should be displayed on your phone:

d. Use the second control to select the day/days of the week when the reminder to perform your activities should be displayed:

You can select as many days as you like. When you tap a day of the week, it gets selected. If you tap the same day again, it clears the selection.

e. Once done, tap the **Back** button at the top left corner to save your reminders and return to the **Settings** screen.

If you have enabled push notification for the app on your phone, on the day and time that you selected, you will receive a reminder to complete your activities.

5.6.5 Update your Appointment Reminder

You can add and update an appointment reminder either from the **Settings** screen or from your **Dashboard** (see **Add an Appointment Reminder** (on page 67)).

To add an appointment from the Settings screen:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **My Appointment**.

3. On the **My Appointment** screen:
    a. Tap **Add Your Appointment**.

    b. From the date picker, select the date and time for your next appointment.

c. Tap **Done**.

Your appointment is added.

After you add an appointment reminder, you can tap the pencil icon next to the appointment date to edit the date or the time of your appointment. You can edit an appointment reminder at any time up until your appointment.

You can also view this appointment reminder on your **Dashboard**, as shown below:

You can view your past appointment reminders in the **Past Appointments** list, as shown below:

5.6.6 Enable or Disable Biometrics

If you have enabled the Touch ID® or the Face ID® on an iOS phone or enabled the Biometrics on an Android phone, you can use it to log in to the Floodlight™ MS Mobile Application. You can enable the Biometrics option when you log in for the first time or you can use the Settings > Biometrics option to enable or disable this feature at any time.

To enable/disable the Biometrics for Floodlight™ MS Mobile Application:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **Biometrics**.

3. To enable/disable **Biometrics** for logging in, tap the toggle on the right.
4. Use the **Back** button to go back to the **Settings** screen.

5.6.7 Request your Data

You can contact us at any time to obtain a copy of your data.

- **By Email:**
  - **Australia** - floodlightms_support.au@roche.com
  - **Austria** - floodlight_support.at@roche.com
  - **Brazil** - floodlightms_support.br@roche.com
  - **Finland** - floodlight_support.fi@roche.com
  - **Germany** - grenzach.support_floodlight@roche.com
  - **Italy** - italy.floodlightms@roche.com
  - **Portugal** - floodlightms_support.pt@roche.com
  - **Spain** - FloodlightMS_support.es@roche.com
  - **Switzerland** - floodlightms_support.ch@roche.com
  - **United Kingdom** - uk.floodlightms_support@roche.com
  - **USA** - FloodlightMS_support.us@gene.com
- **By Phone:**
  - **Australia** - 1800 570 627
  - **Austria** - 0800 012 327
  - **Brazil** - 0800 555 2125
  - **Finland** - 0800 02662
  - **Germany** - 0800 4268426
  - **Italy** - 800 098 389
  - **Portugal** - 800 910 428
  - **Spain** - 900 922 301
  - **Switzerland** - 0800 35 66 35
  - **United Kingdom** - 0800 066 5557
  - **USA** - 1-888-ILLUMN8 (1-888-455-8668)

5.6.8 Change your Password

You can change your password at any time.

To change your password:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **Change My Password**.

3. On the **Change My Password** screen:
   a. Enter your **CURRENT PASSWORD**.
   b. Enter your **NEW PASSWORD**.

   Note: You can use special characters to create a more secure password.

   c. Enter the new password again in the **CONFIRM NEW PASSWORD** field.

d. Tap **SAVE**.

4. On the **My Password Changed** screen, tap **DONE**.

5.6.9 Connect to an EMR system

If your provider uses an external Electronic Medical Record (EMR) system, you may have the option to connect your EMR account with your Floodlight™ MS Mobile Application account.

To connect to an external EMR system:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **Connections**.
3. Select the external EMR system to connect.
4. Tap **CONNECT**.
5. Follow the instructions on the screen to connect to the external EMR system.

5.6.10 Logout of the Floodlight™ MS Mobile Application

For security reasons, you are automatically logged out of your Floodlight™ MS Mobile Application account after **30 minutes** of inactivity.

The app displays the following warning message **five minutes** before your session is about to expire. From this message screen, you can tap **CONTINUE** to continue your session or **LOG OUT** to log out of your session.

You can also log out from the **Settings** screen.

To log out:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, scroll to the bottom and tap **Log Out**.

3. On the confirmation screen, tap **LOG OUT**.

Note: You can also tap **CANCEL** to continue using the app.

5.6.11 Delete your Account

Uninstalling the Floodlight™ MS Mobile Application does not delete your account or your data. If you do not want to use the app anymore and wish to delete your account and all the data associated with your account, you can use the **Delete Account** option from the **Settings** screen.

Note

Your Floodlight™ MS Mobile Application account can only be deleted from within the app. Therefore, perform the following steps before you uninstall the app. For more information on uninstalling the app, see **Uninstall** (on page 31)

To delete your account:

1. Tap the **Settings** icon on the top right of your screen.
2. On the **Settings** screen, tap **Delete Account**.
3. On the **Delete Account?** screen, type **DELETE** in the text field.

   The text entry is case-sensitive.
4. Tap **DELETE ALL**.
5. Tap **OKAY**.

6 FAQ

In this Section:

6.1 What if I forget my password? 153

6.2 What if my account gets locked? 156

6.3 What if I get a new phone? 157

6.1 What if I forget my password?

You can reset your password using the **Forgot your password?** link on the **Log In** screen.

To reset your password:

1. Tap the **Forgot your password?** link on the **Log In** screen.

2. On the **Forgot My Password** screen:
    a. Enter your email address.
    b. Tap **SEND**.

3. Check your email to get the confirmation code.
4. When you have the confirmation code, tap **CONTINUE** on the **Check Your Email** screen.

5. On the **Create New Password** screen:
    a. Enter the **CONFIRMATION CODE**.
    b. Enter the **NEW PASSWORD**.

    Note: You can use special characters to create a more secure password.

    c. Retype the new password in the **CONFIRM NEW PASSWORD** field.
    d. Tap **SUBMIT**.
6. On the **Password Changed** screen, tap **DONE**.
7. The **Log In** screen is displayed.
8. Enter your email and the new password to log in.

6.2 What if my account gets locked?

Your account gets locked if there are **six** or more failed log in attempts in **less than 5 minutes**.

Your account will remain locked for **30 minutes**. After 30 minutes, you will be able to log in again. At this time, you can also use the **Forgot your password?** link on the **Log In** screen to reset your password. For more information, see **What if I forget my password?** (on page 153)

6.3 What if I get a new phone?

If you get a new phone, you need to download and configure the Floodlight™ MS Mobile Application on your new phone.

To start using the app on your new phone:

1. Download and install the Floodlight™ MS Mobile Application on your new phone. See **Download and Install** (on page 16).
2. Log in to the app on the new phone. See **Log in** (on page 54).
3. Review your settings and update your personal details and your daily routine. See **Settings** (on page 120)

The historical data for all your past activities is also available on your new phone. When you look at the charts for various activities, you will see a yellow diamond ◆ indicating the day you started using this new phone, as shown below:

7 Additional Information

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7.2 Adverse Events 160

7.3 Warranty 161

7.1 Internet Connection

In the Floodlight™ MS Mobile Application, you can complete your daily activities in the Offline mode. However, you will need an internet connection (Wi-Fi or Cellular):

- To transfer your activity data to the server.
- To view the metrics for your activities.
- To view your Historical Data.

Note

If you have installed a third-party security app on your phone, it can block your Internet connection and prevent you from using all the features of the Floodlight™ MS Mobile Application.

7.2 Adverse Events

An adverse event is defined as any untoward medical occurrence, unintended disease or injury, or untoward clinical signs (including abnormal test results), related to this Floodlight™ MS activity. While there are no known adverse events related to the activities, potential adverse events include depression and/or suicidal behavior triggered by misinterpretation of test results. To mitigate these risks, note the following warnings: do not try to interpret the data presented by the summary charts (**Warnings and Precautions** section). If you experience or think you may have experienced an adverse event, please report this information (see section **Support** for contact information).

7.3 Warranty

Please refer to the **No Warranties** section in the Floodlight™ MS Mobile Application Terms and Conditions.

8 Support

If you face any problem using the Floodlight™ MS Mobile Application, you can contact us at any time.

- **By Email:**
  - **Australia** - floodlightms_support.au@roche.com
  - **Austria** - floodlight_support.at@roche.com
  - **Brazil** - floodlightms_support.br@roche.com
  - **Finland** - floodlight_support.fi@roche.com
  - **Germany** - grenzach.support_floodlight@roche.com
  - **Italy** - italy.floodlightms@roche.com
  - **Portugal** - floodlightms_support.pt@roche.com
  - **Spain** - FloodlightMS_support.es@roche.com
  - **Switzerland** - floodlightms_support.ch@roche.com
  - **United Kingdom** - uk.floodlightms_support@roche.com
  - **USA** - FloodlightMS_support.us@gene.com
- **By Phone:**
  - **Australia** - 1800 570 627
  - **Austria** - 0800 012 327
  - **Brazil** - 0800 555 2125
  - **Finland** - 0800 02662
  - **Germany** - 0800 4268426
  - **Italy** - 800 098 389
  - **Portugal** - 800 910 428
  - **Spain** - 900 922 301
  - **Switzerland** - 0800 35 66 35
  - **United Kingdom** - 0800 066 5557
  - **USA** - 1-888-ILLUMN8 (1-888-455-8668)

8.1 New Version Notification

When a new version of the Floodlight™ MS Mobile Application is available for you to install on your phone, you may see the following message:

This message is displayed only if you have disabled the automatic updates for the app.

8.2 Maintenance Notification

From time to time, the Floodlight™ MS Support team may plan maintenance windows where a new version of the Floodlight™ MS Mobile Applicationis made available to the users.

When a maintenance window is planned, you will see a **Scheduled Maintenance** message at the bottom of the screen in the app.

You can click **Dismiss** to close the message or you can click the right arrow to get more information about the upcoming maintenance.

Tap **OKAY** to close the message and return to the previous screen.

The **Scheduled Maintenance** message is displayed every time you log in till the maintenance is completed.

If you log in to the app during an ongoing maintenance window, you will see the following message and some of the features in the app may not be available:

App is under Maintenance
Floodlight MS is unavailable from
Saturday, April 24, 7:00 AM to
Sunday, April 25, 6:00 PM (approx.)
We are currently going through scheduled maintenance to update our service. You may still take your activities, however some features might not be available during that time.
Thank you for understanding.
OKAY

9 Appendix A

In this Section:

9.1 Open Source Software 168

9.1 Open Source Software

9.1.1 Open source license notifications and licenses (For iOS)

The following table lists the Open Source software used as part of the Floodlight™ MS Mobile Application for the iOS devices.

- Library=IOSSecuritySuite-1.9.5
    - Version=1.9.5
    - License=BSD 2
    - Link=https://opensource.org/licenses/BSD-2-Clause
- Library=fastlane-plugin-xcconfig-2.0.0.gem
    - Version=2.0.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=SnapshotTesting-1.9.0
    - Version=1.9.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=Peasy-1.2.0
    - Version=1.2.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=SwiftyMocky-4.1.0
    - Version=4.1.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=Wormholy-1.6.5
    - Version=1.6.5
    - License=MIT
    - Link=https://opensource.org/licenses/MIT

- Library=Swinject-2.7.0
    - Version=2.7.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=cocoapods-1.11.3.gem
    - Version=1.11.3
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=SwiftLint-0.48.0
    - Version=0.48.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=SwiftFormat/CLI-0.50.3
    - Version=0.50.3
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=slather-2.7.4.gem
    - Version=2.7.4
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=NewRelicAgent-7.4.0
    - Version=7.4.0
    - License=New Relic contract
    - Link=https://docs.newrelic.com/docs/licenses/overview/
- Library=xcode-install-2.8.1.gem
    - Version=2.8.1
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=fastlane-2.211.0.gem
    - Version=2.211.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT

9.1.2 Open source license notifications and licenses (For Android)

The following table lists the Open Source software used as part of the Floodlight™ MS Mobile Application for the Android devices.

- Library=play-services-stats-17.0.0.aar
    - Version=17.0.0
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=aws-android-sdk-cognitoidentityprovider-asf-1.0.0.jar
    - Version=1.0.0
    - License=Amazon Software
    - Link=https://aws.amazon.com/asl/
- Library=aws-android-sdk-core-2.19.0.aar
    - Version=2.19.0
    - License=Amazon Software
    - Link=https://aws.amazon.com/asl/
- Library=aws-android-sdk-cognitoidentityprovider-2.19.0.aar
    - Version=2.19.0
    - License=Amazon Software
    - Link=https://aws.amazon.com/asl/
- Library=aws-android-sdk-auth-core-2.19.0.aar
    - Version=2.19.0
    - License=Amazon Software
    - Link=https://aws.amazon.com/asl/
- Library=aws-android-sdk-mobile-client-2.19.0.aar
    - Version=2.19.0
    - License=Amazon Software
    - Link=https://aws.amazon.com/asl/
- Library=aws-android-sdk-cognitoauth-2.19.0.aar
    - Version=2.19.0
    - License=Amazon Software
    - Link=https://aws.amazon.com/asl/

- Library=play-services-phenotype-17.0.0.aar
    - Version=17.0.0
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=play-services-clearcut-17.0.0.aar
    - Version=17.0.0
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=firebase-iid-interop-17.1.0.aar
    - Version=17.1.0
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=firebase-measurement-connector-19.0.0.aar
    - Version=19.0.0
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=play-services-stats-17.0.2.aar
    - Version=17.0.2
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=play-services-basement-18.0.0.aar
    - Version=18.0.0
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=play-services-tasks-18.0.1.aar
    - Version=18.0.1
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=play-services-base-18.0.1.aar
    - Version=18.0.1
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms

- Library=play-services-cloud-messaging-17.0.1.aar
    - Version=17.0.1
    - License=Android SDK
    - Link=https://developer.android.com/studio/terms
- Library=javax.inject-1.jar
    - Version=1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=jsr305-3.0.2.jar
    - Version=3.0.2
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=documentfile-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=print-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=loader-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=interpolator-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=legacy-support-core-utils-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=cardview-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=cursoradapter-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=viewpager-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=localbroadcastmanager-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=swiperefreshlayout-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=legacy-support-core-ui-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=asynclayoutinflater-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=legacy-support-v4-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=listenablefuture-9999.0-empty-to-avoid-conflict-with-guava.jar
    - Version=9999.0-empty-to-avoid-conflict-with-guava
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=okio-2.2.2.jar
    - Version=2.2.2
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=okhttp-4.2.2.jar
    - Version=4.2.2
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=logging-interceptor-4.2.2.jar
    - Version=4.2.2
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=lottie-3.4.0.aar
    - Version=3.4.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=retrofit-2.9.0.jar
    - Version=2.9.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=collection-1.1.0.jar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=core-common-2.1.0.jar
    - Version=2.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=vectordrawable-animated-1.1.0.aar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=exifinterface-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=vectordrawable-1.1.0.aar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=core-runtime-2.1.0.aar
    - Version=2.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=coordinatorlayout-1.1.0.aar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=viewpager2-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=converter-gson-2.9.0.jar
    - Version=2.9.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=converter-scalars-2.9.0.jar
    - Version=2.9.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=dynamicanimation-1.0.0.aar
    - Version=1.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=browser-1.2.0.aar
    - Version=1.2.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=customview-1.1.0.aar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=collection-ktx-1.1.0.jar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=drawerlayout-1.1.1.aar
    - Version=1.1.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=versionedparcelable-1.1.1.aar
    - Version=1.1.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=security-crypto-1.1.0-alpha03.aar
    - Version=1.1.0-alpha03
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=firebase-annotations-16.0.0.jar
    - Version=16.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=biometric-1.1.0-beta01.aar
    - Version=1.1.0-beta01
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=camera-camera2-1.0.0-rc02.aar
    - Version=1.0.0-rc02
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=camera-view-1.0.0-alpha21.aar
    - Version=1.0.0-alpha21
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=camera-lifecycle-1.0.0-rc02.aar
    - Version=1.0.0-rc02
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=vision-common-16.3.0.aar
    - Version=16.3.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=common-17.1.1.aar
    - Version=17.1.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=barcode-scanning-16.1.1.aar
    - Version=16.1.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=play-services-mlkit-barcode-scanning-16.1.4.aar
    - Version=16.1.4
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=camera-lifecycle-1.1.0-alpha01.aar
    - Version=1.1.0-alpha01
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=camera-core-1.1.0-alpha01.aar
    - Version=1.1.0-alpha01
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=savedstate-1.1.0.aar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=savedstate-ktx-1.1.0.aar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=lifecycle-runtime-ktx-2.3.1.aar
    - Version=2.3.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=recyclerview-1.2.1.aar
    - Version=1.2.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=lifecycle-viewmodel-savedstate-2.3.1.aar
    - Version=2.3.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=annotation-experimental-1.1.0.aar
    - Version=1.1.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=firebase-components-17.0.0.aar
    - Version=17.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=transport-api-3.0.0.aar
    - Version=3.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=firebase-encoders-17.0.0.jar
    - Version=17.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=firebase-encoders-json-18.0.0.aar
    - Version=18.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=activity-ktx-1.2.3.aar
    - Version=1.2.3
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=transition-1.4.1.aar
    - Version=1.4.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=activity-1.3.1.aar
    - Version=1.3.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=annotations-22.0.0.jar
    - Version=22.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=error_prone_annotations-2.9.0.jar
    - Version=2.9.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=kotlinx-coroutines-core-jvm-1.5.2.jar
    - Version=1.5.2
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=kotlinx-coroutines-android-1.5.2.jar
    - Version=1.5.2
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=firebase-encoders-proto-16.0.0.jar
    - Version=16.0.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=gson-2.8.9.jar
    - Version=2.8.9
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=core-1.7.0.aar
    - Version=1.7.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=core-ktx-1.7.0.aar
    - Version=1.7.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=annotation-1.3.0.jar
    - Version=1.3.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=work-runtime-2.7.1.aar
    - Version=2.7.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=work-runtime-ktx-2.7.1.aar
    - Version=2.7.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=detekt-cli-1.19.0.jar
    - Version=1.19.0
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=firebase-datatransport-18.1.1.aar
    - Version=18.1.1
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=kotlin-stdlib-1.6.10.jar
    - Version=1.6.10
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=kotlin-stdlib-jdk7-1.6.10.jar
    - Version=1.6.10
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=kotlin-stdlib-jdk8-1.6.10.jar
    - Version=1.6.10
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0
- Library=kotlin-compiler-embeddable-1.6.10.jar
    - Version=1.6.10
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0

- Library=kotlin-klib-commonizer-embeddable-1.6.10.jar
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