



Release Notes

Floodlight MS Mobile Application

Software version: 1.1.0 | Document version 1.0



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Date of Publication 28-04-2021

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Preface

The Floodlight MS Mobile Application will help you take a snapshot of your health in a few minutes each session, track your health over time by collecting data between clinic visits, and enabling you to review your data with your provider.

1.1 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.

What's New?

This release of the Floodlight MS Mobile Application includes:

- Improved user experience
 - Export data via PDF and/or CSV
 - Login from landing page with optional face or thumbprint recognition
 - Profile completion no longer needed to use app
 - Bug fixing and reliability improvements
- New languages supported
 - Portuguese
 - Italian
 - British English
 - French

Unsupported Phones

The Floodlight MS Mobile Application is not supported on the following phones:

Brand	Model Name
Alcatel	7
Alcatel	Tetra
Alcatel	ZIP LTE
Huawei	P20 Lite
Huawei	P Smart (2018)
Huawei	Mate 10 Lite
Huawei	Y6 (2018)
Huawei	P10
LG Electronics	Aristo 2
LG Electronics	K20 Plus
LG Electronics	Risio 3
LG Electronics	Tribute Dynasty
LG Electronics	Rebel 4
LG Electronics	Stylo 3 Plus
Motorola	Moto E5 Play
Motorola	Moto E4
Samsung	Galaxy J6

Known Limitations and Workarounds

The following issues are identified as known issues with workarounds in the current release of Floodlight MS Mobile Application.

Floodlight MS Mobile Application crashes if you set your device date and time to the future.

On an Android phone, if you manually set your device date and time to the future, the Floodlight MS app crashes as your credentials cannot be validated for a future date and time. As a workaround, if you are using the Floodlight MS app, do not set your device date and time to the future.

Tapping OKAY does not navigate to the expected screen

If there are too many failed login attempts, your account gets locked. If you use an Android device, in some cases, after your account gets locked, you may see two error messages before you return to the log in screen. Tap OKAY on each error message and the app will return you to the Log In screen.

Tapping the Back button logs you out of the app

If you use an Android device, you may be logged out when you tap the Android Back button. In this case, you can log back in and continue with your activities for the day.

QR Code screen freezes if you lose Internet connection while scanning

On iOS phones, if you lose your internet connection while scanning your QR code, the QR code screen may appear frozen. In this case, you can close the app and restart the sign-up process.

Can redo a completed test flow by manually changing the time

On an iOS phone, if you manually change the date and time on your phone to a past date and time, you will be able to take the test even if they are already complete for the day. However, the data is still recorded for the current date and the results can be viewed in your History screen.

Scroll bar is not visible on the Settings screen

On an Android phone, you may not see the scroll bars as you scroll up and down on the Settings screen. You should still be able to scroll up and down on the Settings screen.

Cognitive Test icon stays active for two consecutive days

On an iOS phone, a user can see the cognitive test enabled everyday. However, the user is not able to actually take the Cognitive test if it has been done in the past 6 days and this is expected behavior.

Edge dates for a month display incorrectly on changing time zone

On an Android device, if you manually change the timezone on the device, you will see the data on the 1st and 30th/31st of the month appearing in a different month on the Historical Data screen. The test data is shown on the right date.

Floodlight MS Mobile Application crashes on the My goal screen after changing the time format

On an iOS phone, if you switch the time format on you phone between 24hr and 12hr while setting goals, reopen the app and set the goal time again.

Tapping the Need help? button redirects you to the wrong section in the User Manual

On some Android phones, if you tap the 'Need help' button, you are redirected to the beginning of the User manual and not to the Support section. In this case, scroll up the User manual to find the customer support section in the user manual.

Smart pop-up does not interrupt an activity

If you use a Samsung phone on an Android platform, the smart pop-ups can appear while you are using the Floodlight MS app. If a smart pop-up appears, you can interact with it and then continue to take the test without interruptions.

Change password on the website functionality

If you are using an iPhone with iOS14, you will see an option to change password on website in case of a weak password. In this case, disregard the message and use the Floodlight MS Mobile Application functionality to change password on the Settings screen.

Option to choose the preferred Biometric login option is not available

If you are using a Samsung phone with Android OS 9, the default Biometric preference cannot be set through the Floodlight MS Mobile Application. In this case, you can use the phone settings to set your Biometric Preferences which will then be used as the default by Floodlight MS, when you enable Biometrics for log in.

Floodlight MS Mobile Application resets the value for the Year Diagnosed field if you make any changes to your Birthday.

On an iOS phone, if you update your **Birthday** (Day/Month/Year) on the **User Profile** screen, the Floodlight MS Mobile Application also resets the value for the **Year Diagnosed**. In this case, you can reselect the value for **Year Diagnosed** after you finish making changes to your **Birthday**.

Floodlight MS Mobile Application crashes when trying to on Connect with your provider screen when the access to the camera is disabled

On an Android phone, if you deny camera access to Floodlight MS, you can connect to your provider by entering the registration code manually. However, if you tap the **Back** button on the **Connect with your provider** screen, the Floodlight MS Mobile Application crashes. In this case, to proceed with the Sign up process, delete the existing Floodlight MS Mobile Application from your phone and reinstall the app and proceed using any one of the following options:

- Allow the use of the camera to scan the QR code.
- Deny camera access but do not tap the **Back** button for either the app or your phone when on the **Connect with your provider** screen.

Tapping the Back button from the user manual closes the Floodlight MS Mobile Application

On some Android phones, when you tap the Back button from the user manual, it closes the Floodlight MS Mobile Application. In this case, to continue to use the app, remove the app from your task history and reopen it.

Support section in the user manual scrolls to the middle

On some Android phones, when you access the Support section in the user manual, it scrolls to the middle of the section. In this case to read the complete list of emails and phone

numbers, scroll up on the content displayed on the screen.

Known Limitations without present workarounds

The following limitations are unresolved in this version of Floodlight MS Mobile Application. Resolutions or workarounds will be communicated in future release notes.

- The **Trend Lines** do not display correctly when viewing the charts in the Floodlight MS Mobile Application.