

Healum Hive Mobile App Guide



Use the mobile app to do 5 things:

- 1 Know your health risks** by receiving your test results rated high-low risk following a medical check up. Your GP may share a personalised care plan to help you improve these outcomes. [View the profile video below.](#)



- 2 Improve your high risk outcomes by setting SMART goals**; track your progress overtime. This progress can be seen by your GP. [View the goals & tracking videos below.](#)

- 3 Be reminded to complete the actions** you and/or your GP set for you to achieve your goals, such as weekly healthy habits. [View the actions video below.](#)



- 4 Be notified of new information shared to YOU** by your GP, to help you with your self management. [View the notifications video below.](#)

- 5 Learn how to improve your health by exploring the full resource library** and filter for what is most relevant for YOU, such as recipes for certain diets, medical information for specific conditions, and easy read and other language options. [View the resources video below.](#)



This app is for patients managing long term conditions. Only you and your practice can view what you do. If you need help getting set-up on the app go to page 2.

[Notifications](#)



[Profile](#)



[Goals](#)



[Tracking](#)



[Actions](#)



[Resources](#)



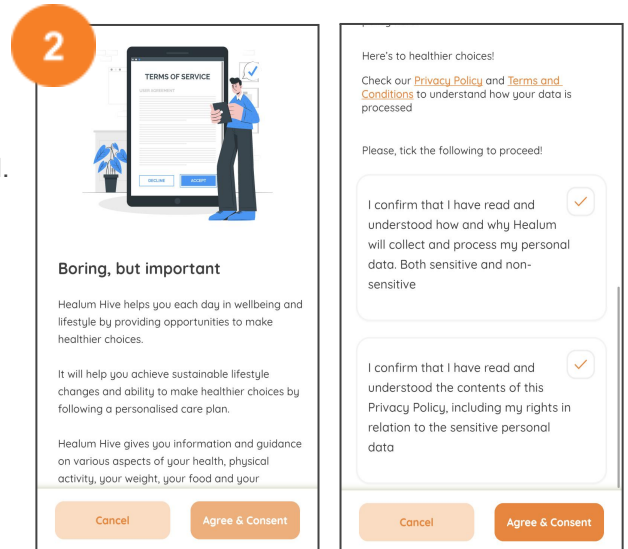
App Set-Up

1. Download the app

After your practice has given your profile 'app access', you will receive an SMS (text message) to your mobile phone containing a download link. Please click the right ios or android link and download the app. If you did not receive this text message please ask your GP to 'share app access' on your profile.

2. Confirm consent

When you first open the app and click **'get started'**, please scroll down to 1. review the data policy documents and 2. tick the two consent boxes. You will not be able to click **'Agree & Consent'** and proceed without these boxes ticked.



3. Verify your app account - is it you?

a. When asked, please enter your mobile phone number, the same one registered at your practice. **b.** Your phone will then receive an SMS (text message) containing a 6 digit verification code. Please verify your account by entering this code on the verification page and click next.

The app may do this for you automatically.

4. Create and login with your passcode

You will be asked to create and confirm a 6 digit passcode.

This is different to the 6 digit verification code you were provided in the above step. Please choose a memorable code as this will be used to log into the app going forward. If you forget your passcode in the future, click the **'forgot passcode'** button to receive a new verification code to your phone and complete steps 3-4 again. If you enter an incorrect passcode 3 times your account will be locked for safety reasons and your practice will need to unlock it on your profile; please ask them.

5. Read the welcome letter and this information guide

When you first login you will see a welcome letter on the home **'Dashboard'** page explaining a bit about the app features. Once you start tracking goals and actions, this dashboard will show your 'to do list' instead. On your first day / week in the app you may be notified by your GP of information to read, and goals to start. To get started, please read this mobile app information guide first.

Always update the app when prompted to benefit from new features.

