emocha Health®



emocha Mobile App User Guide for Employees

Updated September 2021

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Getting Started

1. Welcome message



You can receive both an email and an SMS from emocha with instructions for how to create an account. Tap the link provided to set up your account. This link expires after **24 hours**.

4. Login to emocha

email or usernar	ne
Password	
Forgot	Login
You're information is H	IPAA Secure & Private

Open the **emocha App** and login using the Username and Password you just created. 2. Create your account





3. Download app



Choose English or Spanish instructions and then enter your **First Name** and **Last Name** for identity verification. Create a **Username** and **Password** - your Password must include at least 8 characters and incorporate at least 1 capital letter, 1 number, and 1 special character. *Note: If using a "zero" at least 2 numbers must be included in your password. Select **Complete Registration** when you have entered all required information.

Navigate to the **Apple App Store** or the **Google Play Store** by selecting one of the options that appears after your account is created.

5. Terms of Use



Read and accept emocha's Terms and Conditions. *Note: All data submitted to emocha's HIPAA-secure platform will only be viewed and accessible by emocha's public health monitoring team, and is subject to legal requirements surrounding Protected Health Information.

6. Link expired?



If the link to create your account has expired, an option will appear that allows you to generate a new one. Simply click the **Click Here to Get New Link** button to receive a new text from emocha *Note: You can also email helpdesk@emocha.com to request a new account creation link.

App Overview

1. Home



Access the App's menu, begin your daily check-in, or chat with a member of the emocha Care Team. Tap "Next" to begin your daily

check-in.

-	e	mocha Health* Organization 555-555-5555
е	A	Home
al in	۵	Profile
		Badge
	(at	Upload Vaccine Record
	Ê	Resources
	Ð	Log out

2. Menu

Access the **Menu** by selecting the menu icon located in the top right hand corner of your screen. Here you will see options to view your profile, upload and view your vaccine records, view your digital badge, access emocha program information and COVID-19 resources, and log out of the emocha app.

3. Language Settings

The emocha App is available in English and Spanish. If you wish to update your emocha App's language settings to Spanish, please call emocha support or email helpdesk@emocha.com to request this change.

4. Resources



Access additional resources and links on the program in the "Resources" tab.

5. Profile

	Profile	=
ACCOUNT IF	NFORMATION	
_{EMAIL} jdoe@gn	nail.com	
PASSWORD	•••	
Us 🔘	e Finger Print	ON
Us	e PIN	ON
PERSONAL (GOALS r personal goals here	
CHECK-IN R	EMINDERS	
11:00 AM	SMS - 5M SNOOZE	
11:00 AM	PUSH - 5M SNOOZE	>
4:00 PM	SMS - 5M SNOOZE	>

Log in faster by turning on Touch/FaceID or set up a 4 digit passcode (PIN). You can also adjust your check-in reminder time from this page. 6. Chat



Tap on the chat icon, located on the top-left, to communicate with the emocha Care Team. 6. Digital Badge



7. Progress Tracker



Access your digital badge directly from the menu

The Progress Tracker, displayed at the bottom of your badge, displays your five most recent badges.

Forgot Username

1. "Forgot" Button



2. Fill in Answers



Start from the first log-in screen and tap the "Forgot" button next to the "Login" button.

Enter all the appropriate information, and submit your form by tapping the "Recover my username" button.



Once you see this screen, you're all set! We will send you a text with your username.

3. Get Text/Email 4. Reset your Password

3. Get Text/Email



Once you recover your username, you can go back to the app and log in.

Forgot Password

2. Fill in Answers

Forgot Username Cancel ● app.emocha.com ① app.emocha.com ٥ 07 Forgot Password Cancel +1 (443) 247-0495 You're all set! Text Message Today 1:20 PM Trouble Logging in? emocha Health® No worries! Let us help you. Please check your message or email. Hi Jane, Forgot Username Forgot Pass We received a request to inter your first name reset your password for your emocha account. Enter your last name Confirm Password Your password has been set! Click the following link to reset your password: https://l.emocha.io/LAVp Enter your email, phone number or username dOIF New password must include Reply STOP to unsubscribe. O (Text Message Enter all the appropriate You're all set! We will Tap the link in the Create a new password Once you reset your information, and submit your following the guidelines password, you can send you a text with message to reset form by tapping the "Reset my

password" button.

instructions on how to reset your password.

your password.

listed on your browser window.

go back to the app and log in.

Check-in Workflow



When ready to submit, tap "Next" to begin a check-in.

Select all symptoms that you are experiencing or choose "None" if you are currently experiencing no symptoms.

6. On-Site

If you have come into close contact with someone with a laboratory-confirmed COVID-19 diagnosis in 10 days prior to your check-in, answer "Yes" and provide a date for your exposure. If you have received a COVID-19 positive test result between your previous check-in and your current check-in, answer "Yes" and provide the date of your positive test.

5. Temperature





7. View Digital Badge



Enter your temperature or select "No Thermometer" if you have no thermometer available. *Note: If you select "No Thermometer" you may be required to complete a temperature screening when you report to work. Answer "Yes" or "No" to indicate whether or not you will be reporting to your worksite. Upon completion of your check-in, you will receive a Badge that indicates whether or not you should proceed to work. Your responses to the questions in your daily check-in determine the color of your digital Badge, in accordance with guidelines and policies set by your employer.

Digital Badge

Menu



Tap on menu and tap "Badge" to see your badge status.



A Green Badge means you are cleared to report to work.



A Yellow Badge means you should not report to work. Consult the guidelines and policies set by your employer for next steps.



A Gray Badge means you have not completed your daily check-in. You must complete a check-in to receive a digital badge prior to reporting to work.

4. Purple Badge



A Purple Badge means you are cleared to report to work and also that you have recorded your COVID-19 vaccination with emocha and your record has been accepted by CCSD Employee Health.

5. Green with No Thermometer



A Green Badge with "No Thermometer" displayed means you did not include a temperature in your check-in, but you are cleared to report to work.

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Log Vaccination Status

1. Message prompt



You may receive an in-app message from us prompting you to log your vaccination status.



We may also nudge you via email.

Second Dose Reminder

After you've uploaded dose 1 we'll remind you about your second dose 3 times.



Hi Kenneth,

Don't forget you have one more dose of PFIZER_BIONTECH_COVID_19.

Record your second dose by selecting the link below.

Record My Vaccination

If you'd like to have 24 hour access to your Vaccination Record download our mobile application today.

Contact your emocha Administrator or <u>helpdesk@emocha.com</u> to change your notification preferences.

Choose an action

Indicate whether you would like to complete a **Check-In** or **Record Vaccination**.

	emocha ł	-lealth [®]	
	Quick Che	eck-in	
	Check-Ir	n	
	Record Vaccir	nation	
Privacy Policy Standard Legal Term Terms of Use	a License	helpdesk@emoch www.emocha.com @emochaHealth	na.com

Accept Terms of Use

Read and accept emocha's Terms and Conditions. *Note: All data submitted to emocha's HIPAA-secure platform will only be viewed and accessible by emocha's public health monitoring team, and is subject to legal requirements surrounding Protected Health Information.

You can also send these terms to your email.



Terms of Use & Privacy Policy

In order to be eligible to use encoha you must first read, acknowledge, and agree to our Terms of Use and Privacy Policy/Roll. By creating an accessment and/or wing the menche platform, you we agreeing to comply with and by bound by these policies. You also acknowledge and understand that enoche will share the information you share on the App with your employer organization for purposes of maintain a sele workplace. If you do na gave with these terms, do not create an account or use our tervices.

Terms of Use

You should carefully read the following Terms of Use (the "Terms") before using emocha. By using the Service (defined in the Terms of Use), you are consenting to be bound by and are becoming a party to these Terms. If you do not agree to the Terms, do not download or use the Service.

Any information that emocha collects through your use of the Service is subject to the emocha Privacy Policy, which is part of these Terms.

By continuing to use the Service, you agree as follows:

1. You are at least 18 years old or have been legally emancipated;

You understand and intend that this Agreement is a legally binding agreement and the equivalent of a signed, written contract;

Privacy Policy

Introduction

emocha Mobile Health Inc., a Delaware corporation ("emocha" or "Company" or "We"), respects your privacy and is committed to protecting it through our compliance with this Privacy Policy. This Policy describes how month trates personal information it, applied to information we collect on our Website and App where it is posted. Read this Policy to learn about what we do and your choices. We value the privacy of our uners and visitants and marke it a privacy Policy is incorporated into and is subject to emochars. Terms of using the subject to a subject to a terms of Use. This Privacy Policy applies to information we collect on the Website and App.

• In e-mail, text and other electronic messages between you and the Website or App.

Through mobile and deskton applications you download from the Website or App, which provide

I have read, understand, and agree to the emocha Terms of Use & Privacy Policy.

I agree to allow emocha to share my information with my employer organization

See emocha's Terms of Use and Privacy Policy.

Click here to receive an email with a copy of Terms of Use & Privacy Policy.

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4. Enter Vaccination Information

Enter all required information - whether or not you will be vaccinated, dose number and date of the vaccine dose you are uploading, and the type of vaccine received. Click "Next" once you have entered your vaccination information. *Note: Your answers should reflect what is indicated on your vaccination record.

)
Vaccination Information
Have You Been Vaccinated?
O Yes
O No
O I choose not to respond
Which Dose Are You Recording?
•
Dose 1: Vaccination Date
MM/DD/YYYY
Dose 2: Vaccination Date
MM/DD/YYYY
Back Next

	Have You Been Vaccinated?	
	Yes 👻	
	Vaccination Type	
	Pfizer-BioNTech COVID-19	
,	Which Dose Are You Recording?	
	O Dose 1	
	O Dose 2	
	O Doses 1 and 2	
	Dose 2: Vaccination Date	
	MM/DD/YYYY	
	Book Novi	
	Back Next	

5. Upload Image of Vaccine Record

Click into the gray square to upload an image of your vaccine record. Once you have selected the file you wish to upload, you should see the name of the file displayed at the bottom of the gray square. Tap "Save and Done." *Note: The uploaded file must be a PDF, PNG, or JPEG.

emocha Health®	
Upload Vaccination Record	
Please upload an image or PDF of your vaccine record card	
Dose 1 and 2/2.	
Maximum upload file size: 10MB	
6	
Drag and drop some files here, or click to select files	
Save And Done	
helpdesk@emocha.com	
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6. How to view once uploaded

Records are only viewable in the emocha App. Please reference mobile app guide for instructions on how to view your record, download the emocha app and create an account. *Note: If you already have the emocha app, access your vaccine record by selecting Menu icon, then "Resources", then "Vaccination Record."



Speak with a Clinician (if enabled for your workplace)

When you report a symptom during a check-in emocha will reach out to you via in-app chat to see if you would like to speak with a clinician. Our note will include instruction on which number to call. Our staff is available to discuss any questions you have about symptoms you are experiencing or potential exposure. If desired, we can provide information about local testing or vaccination. Please do hesitate to reach out. We are here to support you!



Employee



"Hey there - I got a yellow badge, but I don't think my symptoms are related to COVID. Can we discuss?"

"Of course - Based on what you've told me, I'm recommending you go ahead and get tested. You can open the resources page in your app to find testing locations."



Clinician