

connectgo.pro quick start guide.

C-Leg, Kenevo, Genium,
Genium X3, and Genium X4.



Certification

I am certified to fit the product

Yes

No

Do you have a myLearning account?

Yes

No

Set up an account:
myLearning.ottobock.com

Take product certification course:
myLearning.ottobock.com

Pass certification test



App

Download connectgo.pro from App store (iOS) or Google Play (Android)

1. Open connectgo.pro
2. Agree to Terms of Use
3. Set role (O&P Professional/Therapist), language, units
4. Select "Log in"

Login or create an Ottobock ID account* in **connectgo.pro**.

When creating your account, you will get an e-mail with a verification code, that you need to enter in **connectgo.pro**.

Important: Your Ottobock ID and myLearning email addresses must be the same.

Enter your personal data on the "Sign up for Ottobock ID" page to create your Ottobock ID

After registration, select "Connect component" on the Home screen. If you are already certified via myLearning, the product certificate is added automatically, and you can connect to the product

If your certificate is not added automatically, you are guided to the certification screen. Click "add" next to the product name to add a certification.

Option 1:

If you have an original Unlock Pin and username, enter them exactly as provided after your certification to get direct access

Option 2:

Request certification for the product.
(You will receive a notice as soon as certification is confirmed)

If necessary, activate Bluetooth and/or grant **connectgo.pro** app permissions

Select the product you want to set-up



Support

myLearning account



Ottobock ID account

Please make sure, that you have created both accounts

Your myLearning email can be changed if necessary

Can't find your original Unlock PIN?

Contact your Ottobock Representative for your original Unlock PIN

myLearning

<https://myLearning.ottobock.com/learn>

Ottobock ID

<https://id.ottobock.com/>
(MyOttobock is now Ottobock ID)