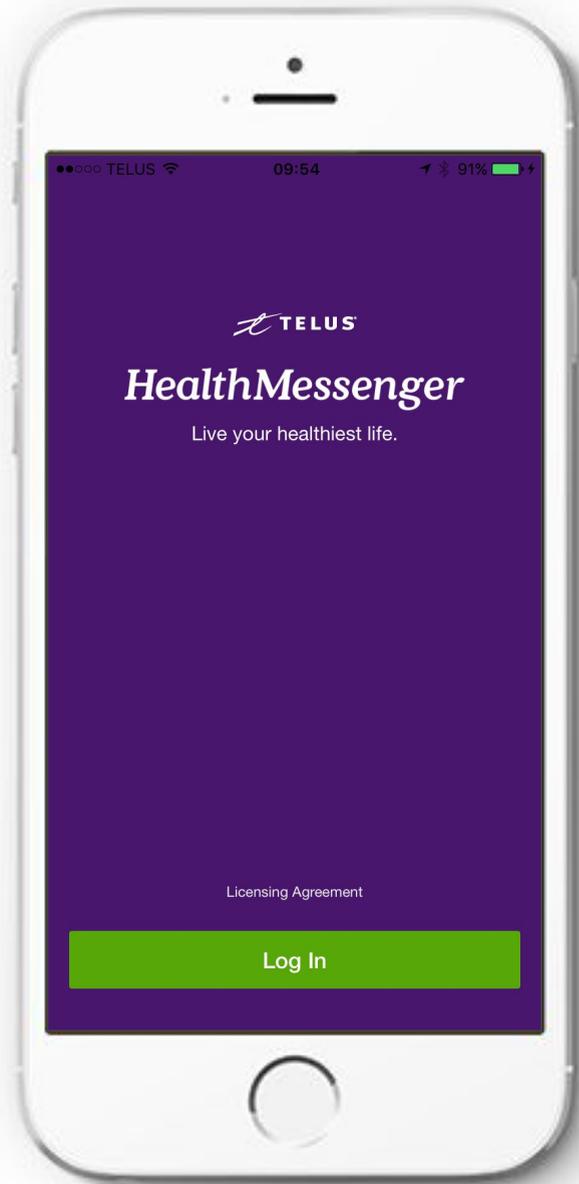


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Health Messenger

Quick Start Guide

Emerging Mobile Solutions

January, 2017



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- Appendix

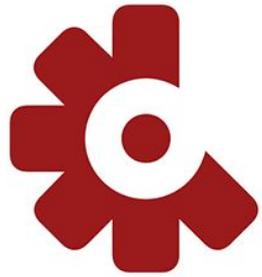
IMPORTANT:

At no point will **ANY** unencrypted wellness data, real or simulated, sent between users be shared with, or be available to, any TELUS department or vendor.

Health Messenger Setup | App Pre/PostLoad

Before starting the Health Messenger install, you will complete the following:

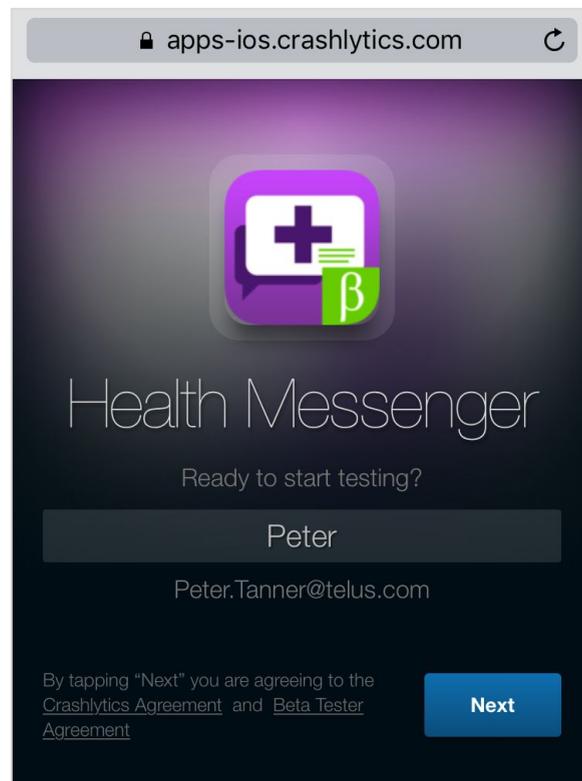
1. Users will install a Crashlytics profile to use Health Messenger.



2. If using assigned Withings or Garmin equipment, i.e. Step Tracker, users must install the Withings or Garmin App, create an account with local access to the Apple Health App in order to transfer data into Health Messenger.



Downloading / Installing Health Messenger

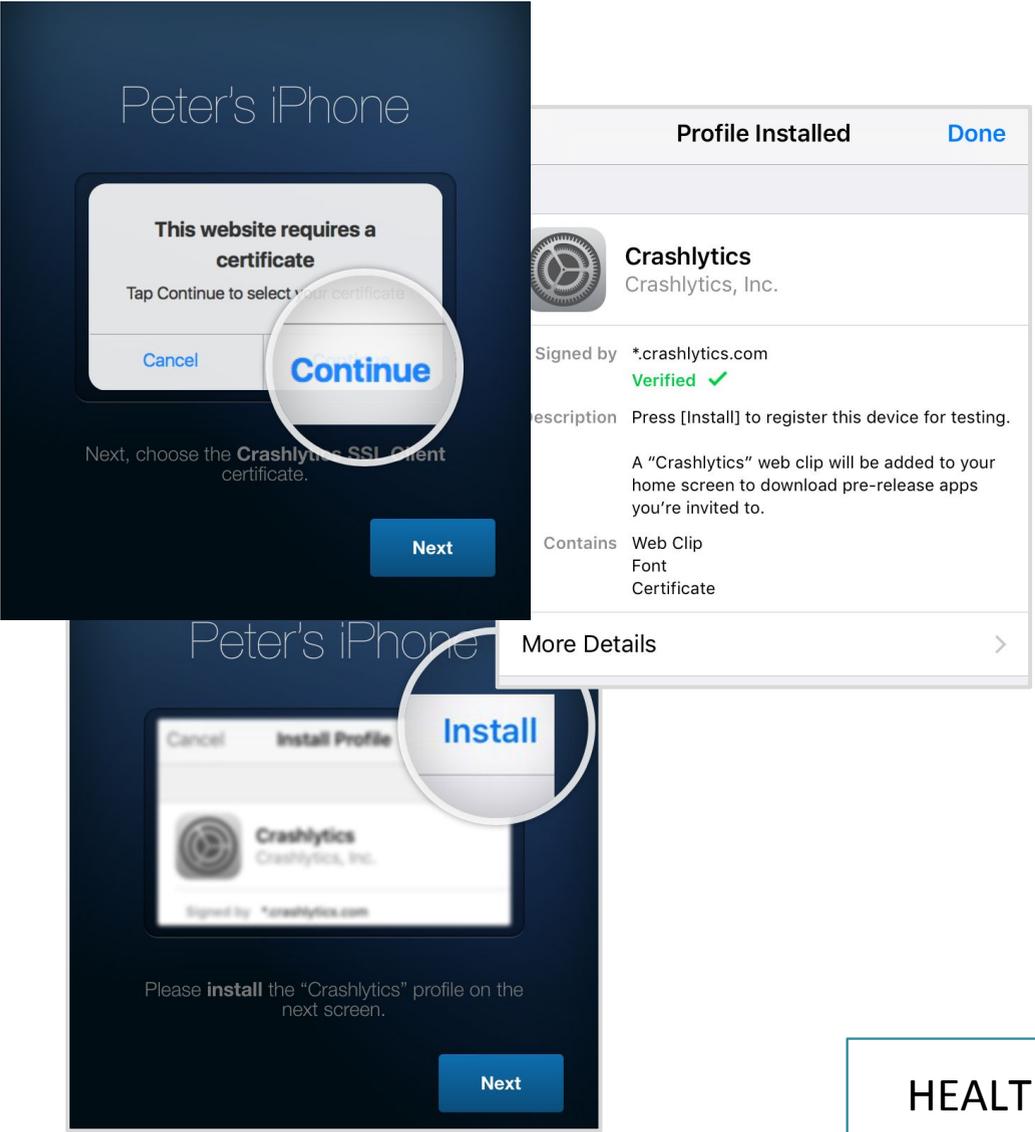


1. You will receive an email from TelusMBE (via Crashlytics) to download the latest build of Health Messenger, from the email, select “Check It Out”
2. This will take you to “apps-ios.crashlytics.com” where you can download and install the application. Select Install.

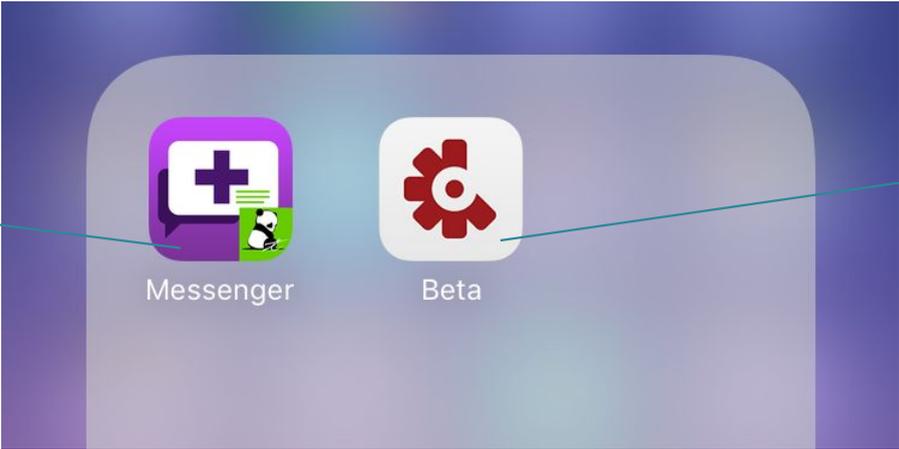
Downloading / Installing Health Messenger

3. You will need a **Crashlytics Profile** and **SSL Certificate** on your phone to allow the Beta app to run, Crashlytics will guide you through the install process.

4. Once complete, Health Messenger will download to your desktop.

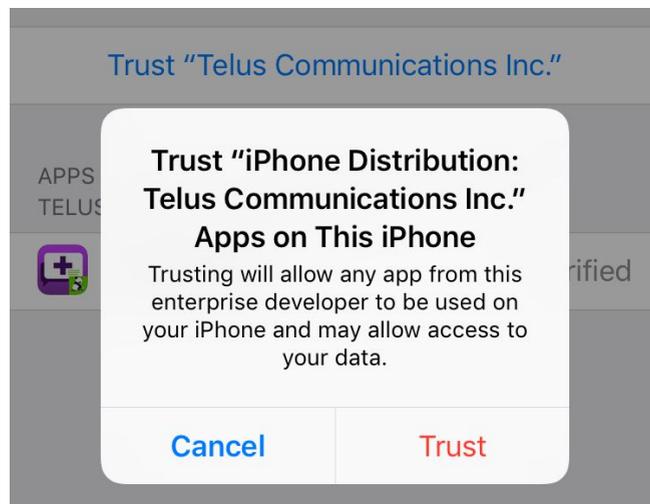
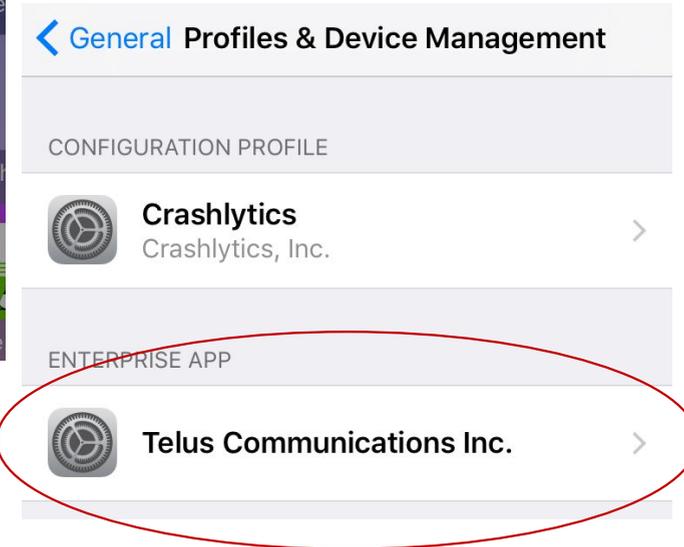
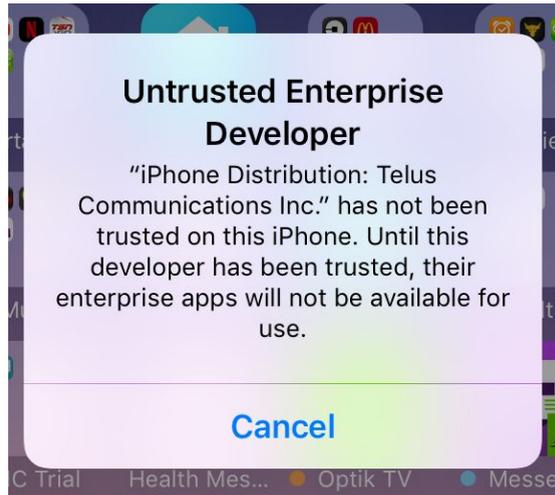


HEALTH MESSENGER



Crashlytics App

Downloading / Installing Health Messenger



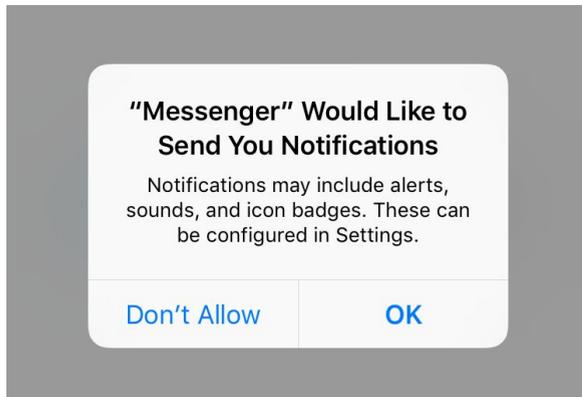
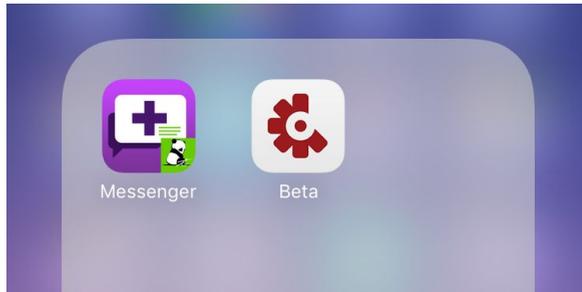
5. **TRUST THE iOS APP!** Health Messenger will **NOT** work unless you trust it, this can be done in:

Settings > General > Profiles & Device Management.

6. Select "Telus Communications Inc." where you will see the Health Messenger App Verified, and an option to Trust "Telus Communications Inc." Select this and press **Trust**.

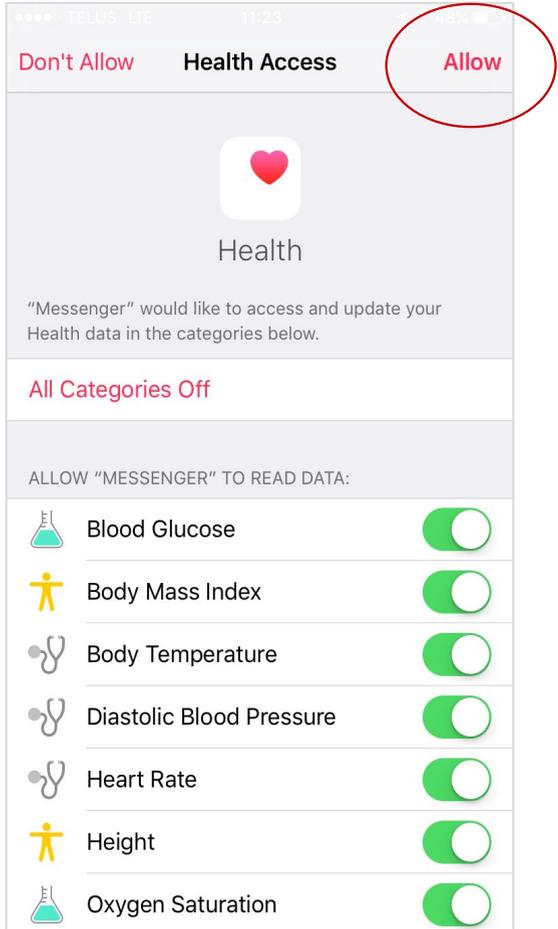
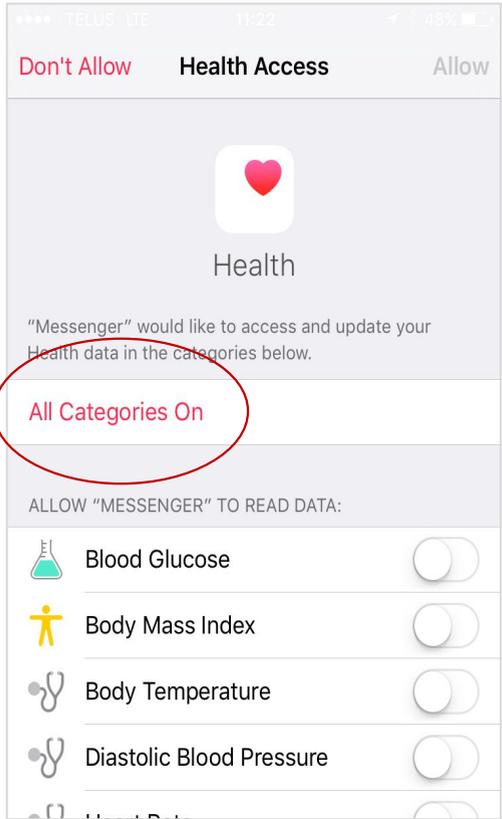
7. You can now launch Health Messenger

First Launch of Health Messenger



1. After you have installed the application from the Fabric email instructions, you will see the Health Messenger Icon on your iOS desktop.
2. During the initial launch Health Messenger will ask to allow **Send Notifications**. Select OK.
3. You will need to login the first time you launch the application, Health Messenger will remember your details the next time you open the app . Select **Login**.
4. Enter your MyAccount Username and Password, if you don't have a MyAccount login, please create one.

First Launch of Health Messenger



5. Health Messenger allows you to send and receive Apple Health Data, On first launch application access to this must be allowed. From the Health Access screen, select **All Categories On**.
6. The Read Data switches should now all turn Green. Select **Allow** in the top right corner of the screen.
 - 6.1. *Health Messenger can now READ the data stored in Apple Health, allowing you to send your data to a selected contact.*
7. Finally, you will need to **Accept** the License Agreement.

Health Messenger

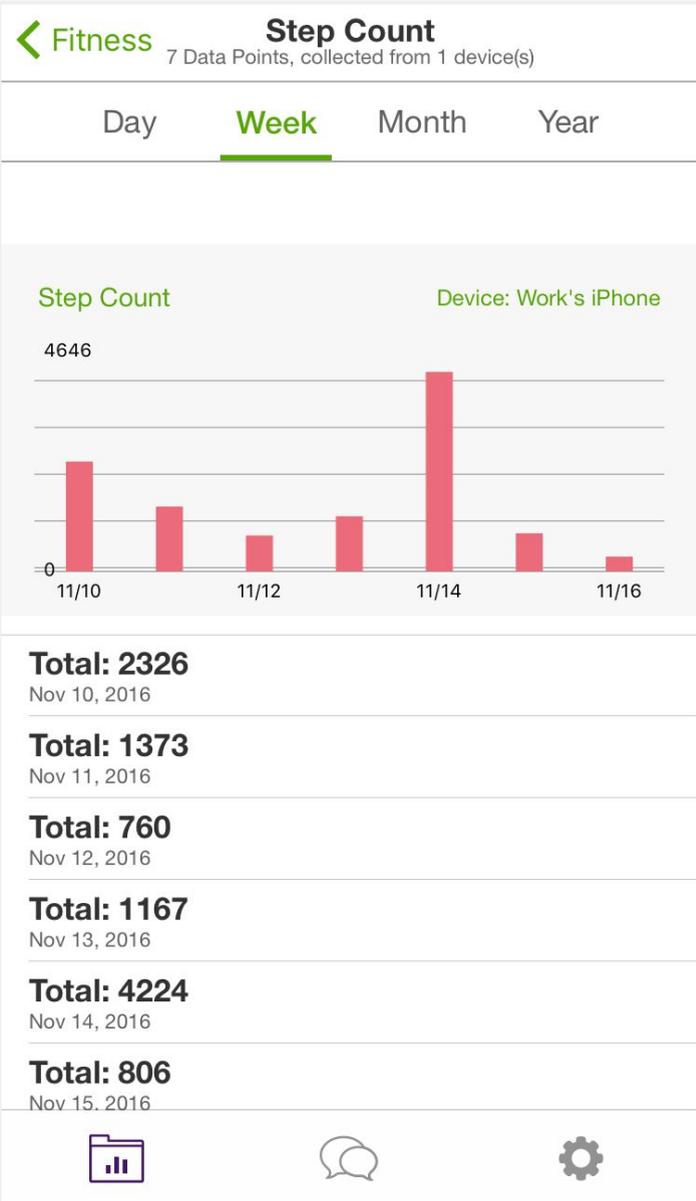
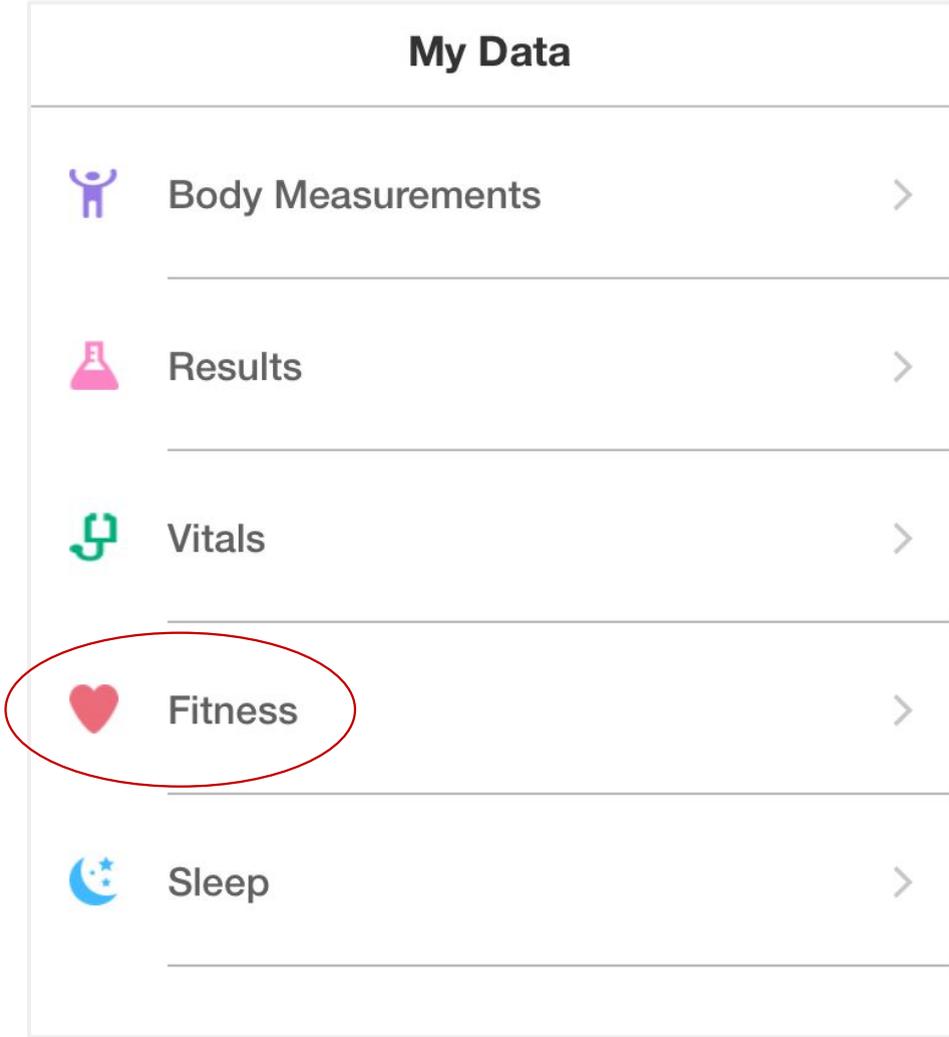
Appendix

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Main Features | My Data

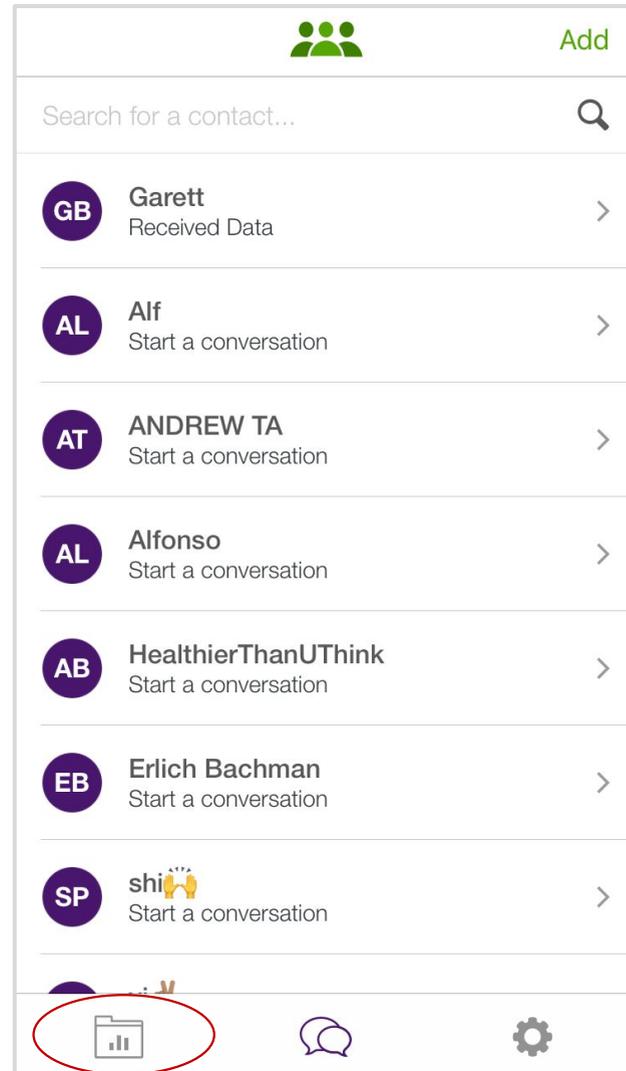
- Provides a view for the user to see their current wellness data



Note: iPhone screenshots shown.

Main Features | Contacts

- Provides the ability for users to send and receive messages and data to a selected contact



1. This screen lists the people you can share data with or request data from, only you can see this list, it is a private list associated with your profile only.
2. The Bookmark in the Top Right corner gives you access to your Apple Health **My Data** for review in Health Messenger, this is a READ only view, you cannot send this data from this screen.
 - a. *Note: It is only possible to send and receive data from within a conversation from a known contact in your contact list.*
3. This shows the **Step Count** found in:
 - a. My Data > Fitness > Step Count.

• Note: iPhone screenshots shown.

Main Features | Sending/Receiving Messages

- Provides the ability for users to build a chat/data timeline

An example of Data **SENT**

An example of Data **REQUESTED**

An example of the Step Count Data **REQUESTED** then sent back to me

Press **VIEW** to see the data sent or received presented in a Graph View

The chat interface shows a timeline of messages:

- Data Sent:** Step Count (Delivered) with a **View** button.
- Data Request Sent:** Step Count.
- Data Received:** Step Count with a **View** button.
- User Message:** "Can you send me your Steps for today please?" (Priority P)

At the bottom, there is a text input field "Type a Message..." and a "Send" button.

Step Count
7 Data Points, collected from 1 device(s)

Day **Week** Month Year

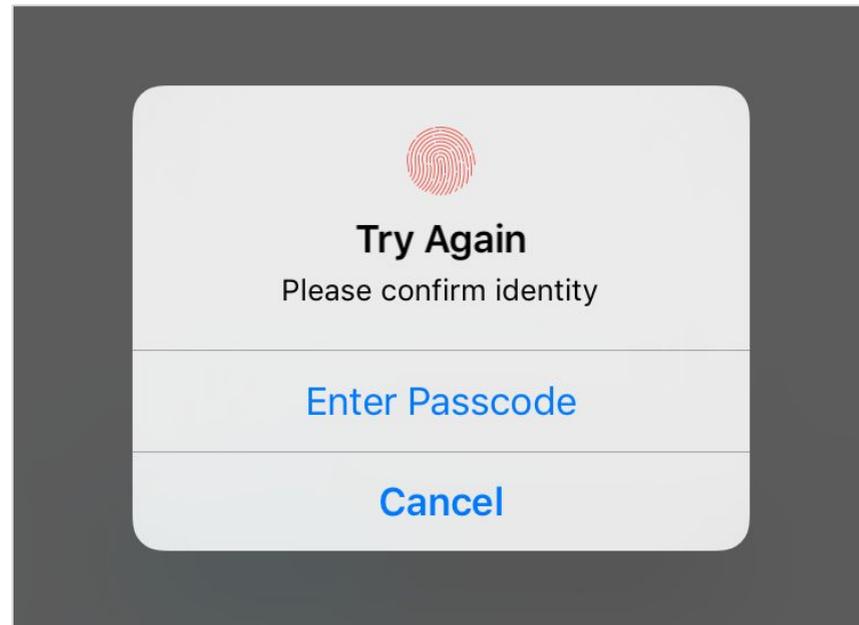
Step Count Device: Work's iPhone

4646

Date	Total Steps
Nov 10, 2016	2326
Nov 11, 2016	1373
Nov 12, 2016	760
Nov 13, 2016	1167
Nov 14, 2016	4224
Nov 15, 2016	806

• *Note: iPhone screenshots shown.*

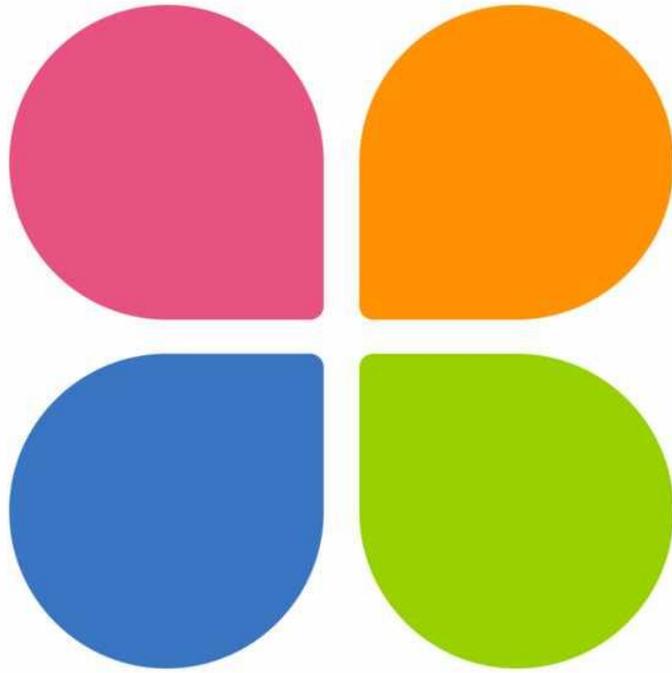
Health Messenger Security



Health Messenger uses your Touch ID or Passcode to confirm your identity during login, data sends and receives.

Note: If your device does not support Touch ID or you have not configured TouchID, you will be prompted to enter your Unlock Passcode, this is the same passcode you use to unlock your phone from the lock screen.

Withings App Setup



1. You will need to download the Withings Health Mate - iOS App
2. Create a new personal account
3. Allow the Withings app access to HealthKit to share results with Health Messenger
4. Associate devices to your account from within the app

Garmin App Setup



1. You will need to download the Garmin Connect - iOS App
2. Create a new personal account
3. Attach a Garmin device to the account
4. Allow Garmin access to HealthKit to share results with Health Messenger

Support and Feedback expectation

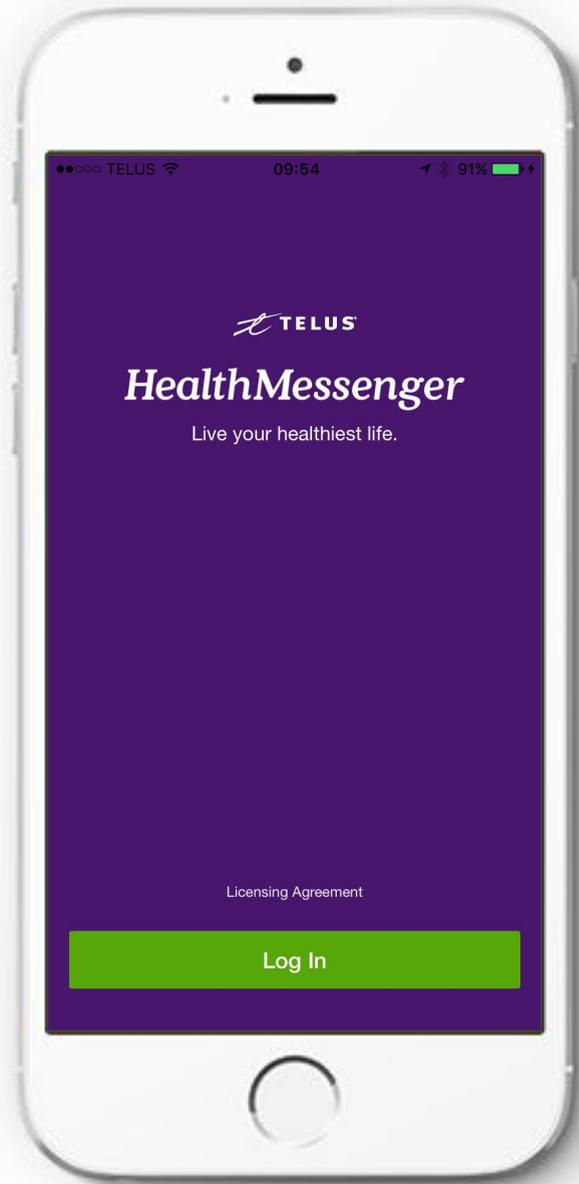
- **Expectation from pilot users**
 - **Please be patient:** Recognize this is not a final product but a pilot version to generate YOUR feedback!
 - Encourage everyone to use the features of this app and report real issues, this will help us ensure that all data being sent is effectively capture and forwarded accordingly to the right team members.
 - Frequent practical use of the app to update your Step Count and to report any issues found.
 - Report bugs / issues in the mobile application
 - Identify new use cases/features for future versions of the mobile application (i.e. Roadmap)
 - Identify UX/UI improvements as well as features and functionality requirements
 - Identify, assess and capture operationalization requirements
- **For any issues, setup inquiries or pilot feedback for Health Messenger:**
 - Please use the pilot app's feedback form by shaking the phone to display the feedback form!

Pilot FAQs

- **When I launch the app, it presents a login error**
 - Ensure you have used the correct MyAccount credentials sent to you during the on boarding process
- **I cannot chat or send data with a contact**
 - Ensure you have access to a Cellular or WiFi network
- **Why do I not see my wellness data points in Health Messenger?**
 - Confirm you have allowed the Withings/Garmin App (if applicable) and Health Messenger access to the Apple Health App
- **Why can't I ADD or REMOVE users from my contacts?**
 - We have disabled certain application functionality for this trial, you will be assigned users and be able to send your data to a single contact only.
- **On my Android device, I cannot add data to a message, why?**
 - Presently the Health Messenger Android application is a view only, data aggregation and send functionality will be added to this product in Q1 of 2017.

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