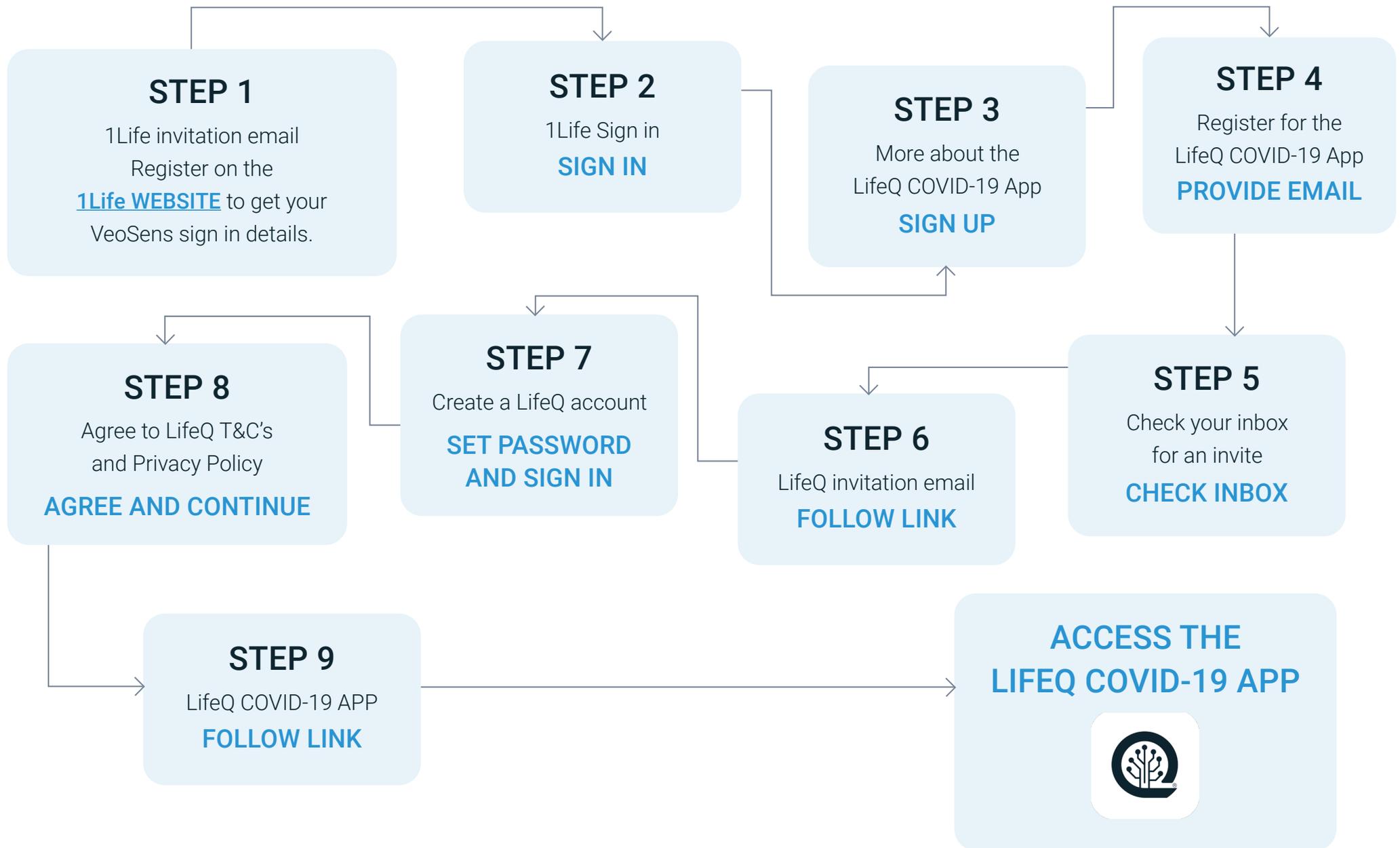


LifeQ COVID-19 App Registration Flow



LifeQ COVID-19 App User Guide



STEP 1: Get the VeoSens App

- Register on the [1Life website](#) to get your VeoSens login details.
- Download the VeoSens App from the [Google Play Store](#) or the [Apple App Store](#).
- Download the Galaxy Wear/Wearable App from the [Google Play Store](#) or the [Apple App Store](#).
- Pair the watch and your mobile phone.
- Open the VeoSens App, select **1Life** as your insurer and capture your BMI details.

1Life website

1life-online-admin-prd.azurewebsites.net...

1Life | Changing Lives

Policyholder login

Your ID number

You will be sent an OTP to the cellphone number that we have linked with your 1Life policy. If you have changed your cellphone number since starting your 1Life policy, please contact **0860 10 53 40** to update your number before logging in here.

Login

For support, please call:
0860 10 53 40

[Back to main site](#)

VeoSens App

Done play.google.com

VeoSens
Samsung Electronics Co., Ltd.
Health & Fitness
★★★★☆ 17

Install

Add to Wishlist

Help you better understand and manage lifestyle habits and physical condition. VeoSens is a service with accompanying apps (phone and watch) that provides users with health scores (health status) and other goal driven features. This



App Store Preview

This app is available only on the App Store for iPhone.

VeoSens (4+)
Samsung Electronics CO.LTD.
Free

iPhone Screenshots

Today: 74 Activity, 52 Steps, 4.3 Heart, 81 Sleep

Coverage: \$1,150

Monthly missions for bonus coverage: \$100



Galaxy Wear App

Done Translation Available

Wear

Galaxy Wearable (Samsung Gear)
Samsung Electronics Co., Ltd. Tools
★★★★☆ 1,327,544

Install

Add to Wishlist

Galaxy Screenshots

The Galaxy Wearable application connects your wearable devices to your mobile device. It also manages and monitors the wearable device features and applications you've installed through Galaxy Apps.



App Store Preview

This app is available only on the App Store for iPhone.

Samsung Galaxy Watch (Gear S) (4+)
Stay connected longer
Samsung Electronics CO.LTD.
#106 in Utilities
★★★★☆ 4.1 - 10.2K Ratings
Free

iPhone Screenshots



LifeQ COVID-19 App User Guide

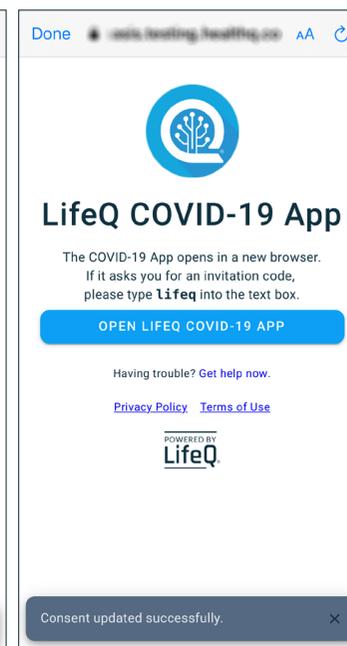
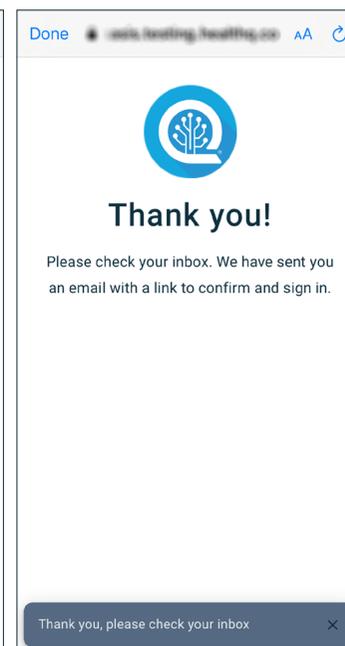
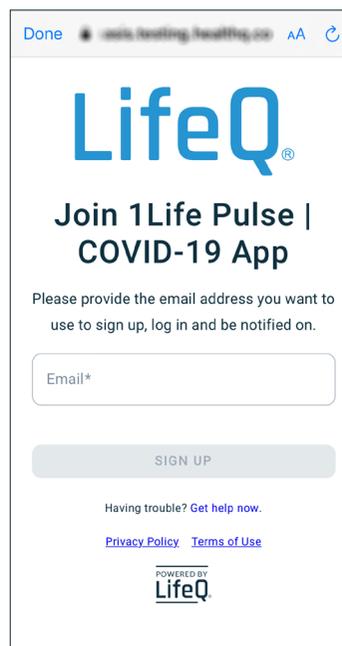
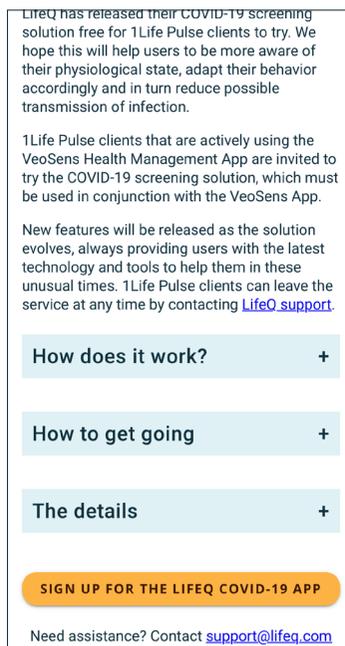
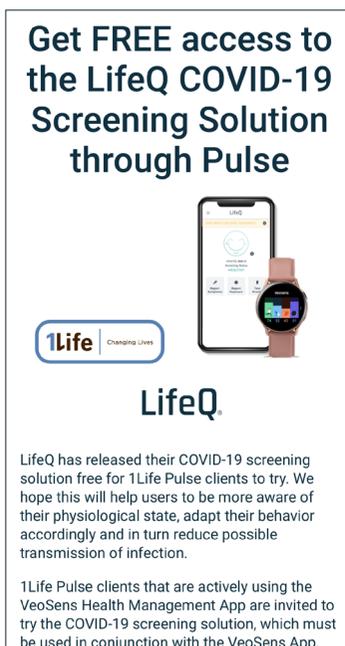
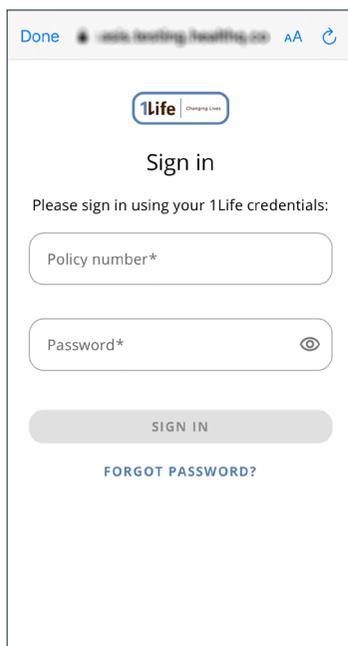


STEP 2: Set Up the LifeQ COVID-19 App

- Follow the link from your 1Life invitation email or you can scan the QR code provided on the right.
- Sign in using your 1Life sign in details.
- Find out more about the LifeQ COVID-19 App trial. If you would like to participate, click on Sign up!
- Enter the email address that you would like to use for the LifeQ COVID-19 App and to receive notifications via the LifeQ COVID-19 App.
- Check your inbox for an invitation email from LifeQ.
- Click the link to create your LifeQ account. Set a password and sign into your account.
- Agree to LifeQ's Privacy Policy and Terms and Conditions.
- You will be provided with the LifeQ COVID-19 App link.
- You are good to go!



SCAN ME



LifeQ COVID-19 App User Guide



STEP 3: Using the LifeQ COVID-19 App

- Complete your profile by filling in your occupation, household size and postal code.
- Fill in some health-related questions.
- Add the app to your home page. This will allow you to have easier access to the app by creating a shortcut:



Android: With the app open in your mobile browser, tap the menu button and click “Add to Home Page”.



Apple: With the app open in your mobile browser, tap the share button at the bottom of the page and scroll down until you see “Add to Home Screen”.

- Wear your watch and sync data on the VeoSens application.
- Ensure that you wear your device during sleep.
- We need 3-5 days of data to establish your personal physiological baseline. During this data collection phase, your screening status will be CALCULATING.
- If you have any questions or feedback, please contact us at support@lifeq.com.



LifeQ COVID-19 App User Guide



User Tips

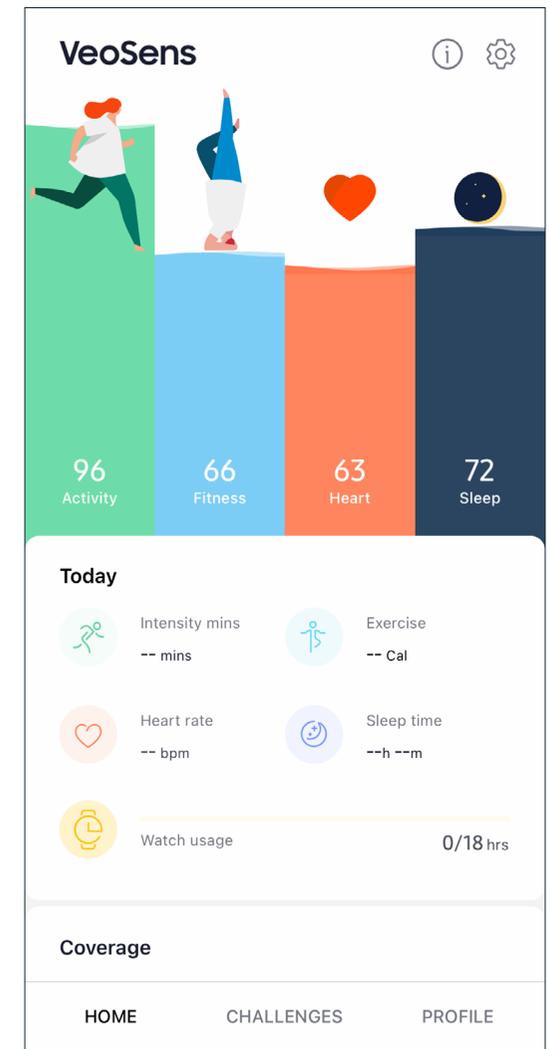
Data syncing with the VeoSens App

- The LifeQ COVID-19 App works together with the Samsung Active 2 device.
- It runs on the data that is synced to the VeoSens App.

The VeoSens App needs to be open in the background on your smartphone to sync data from the wearable device. VeoSens supports both background syncing (i.e. automatically syncing while open in the background) as well as manual data syncing.

Triggering a manual sync by swiping down on the scores can improve the upload timing and therefore help to ensure that your LifeQ COVID-19 App is up to date.

- Check that your phone's bluetooth connection is turned on and that the wearable device is connected to the Samsung Galaxy Wear mobile application (Android) or Samsung Galaxy Watch mobile application (iOS).
- We recommend that you ensure that your VeoSens App is open and trigger a manual sync each morning to ensure more regular data uploads to VeoSens and therefore the COVID-19 App.

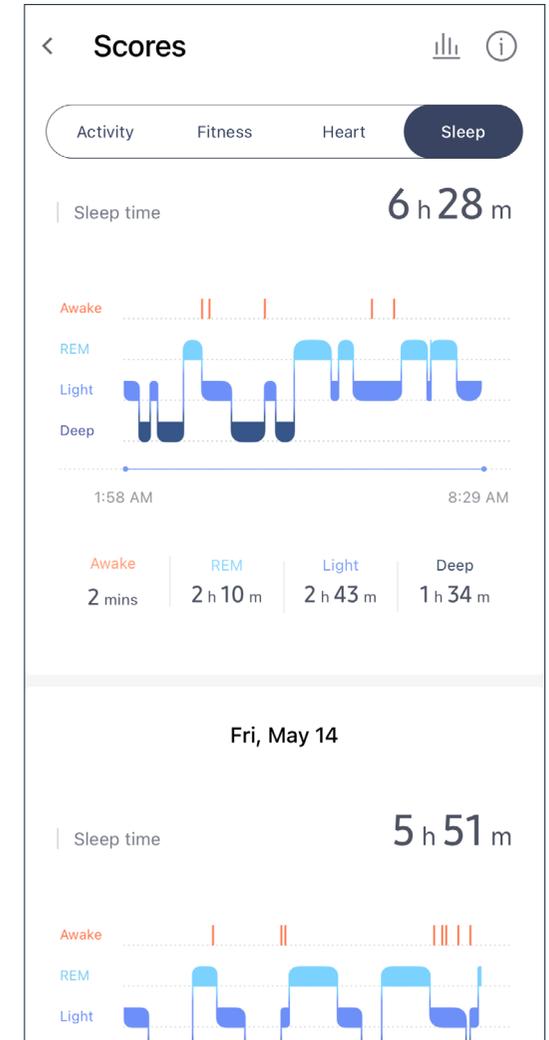




Wearing the Samsung wearable device during sleep

It is important to wear your device while sleeping, since many of our measurements and data sampling occurs during periods of rest. Please wear your device when going to bed, ensuring you have at least three (3) nights' sleep uploaded and reflecting in your VeoSens App to maintain a physiological baseline.

- If you find that light from your wearable device disturbs you while you are sleeping, you can turn on **“Goodnight Mode”** each night. This will prevent touch wake-up of the watch face as well as notifications from coming through. This can be found under **Settings > Advanced**.
- Always ensure that your **device is sufficiently charged** before going to bed.
- If you find the device uncomfortable to sleep with, loosen the strap of the device slightly before going to bed.



LifeQ COVID-19 App User Guide



Providing feedback on the COVID-19 App

- Your status will always start in a “Calculating” state, while the system calculates your physiological baseline. Once established, a detected change in your physiological baseline will update your screening status.
- You will also receive an **email notification** which will prompt you to fill in a questionnaire. The **questionnaire** allows you to notify the system of alternate reasons why a change may have been detected. This includes options such as changes in alcohol consumption, exercise, medications or stress levels.
- Following this, you will be prompted to report any **symptoms** that you might be experiencing as well as any **exposure** you might have had to someone with Covid-19.
- Based on the data from the wearable device, as well as feedback provided by you, a **screening status** will be shown on the homepage of the LifeQ COVID-19 App, together with the date for which the status is valid.

There is the option on the LifeQ COVID-19 App to report the following at any time:

- Symptoms you might be experiencing
- Exposure you may have had to someone with Covid-19
- The results of a Covid-19 test

