

General

Frequently Asked Questions



How do I fill in the consent form?

Your consent form will be issued to you electronically from DocuSign. Please sign the form online and it will be returned to ART Health Solutions

When will I receive my programme onboarding information?

Once we have received your signed consent, you will receive a welcome email from ART Health Solutions with instructions on how to get set up.

Where do I get my log in details for Omics?

At the start of your programme, you will receive your log in details via an e-mail from ART Health Solutions. This e-mail will give you your username and password. You will be asked to reset your password the first time you log into Omics. See Omics FAQ section for additional details.

How do I give ART access to my wearable data?

This will be dependent on the type of wearable device you have. Please follow the instructions in the project set-up slide deck to help guide you. Additionally, you can get more information about your device in the relevant FAQ sections.

Can I connect any type of wearable device?

No, as it stands, we can only connect to Fitbit, Garmin and Apple Health devices. We are always striving to progress and are continuing to expand our selection of viable wearable devices.

How can I view my data?

You will receive a weekly report every Monday which will give a breakdown of your data from the previous week. You can also see your cognitive and wellbeing data in the Omics app in the 'Reports' section

What type of reports will I get?

You will receive a weekly report and a monthly report

How often do I get the survey?

You will be asked to complete a once-off survey when the programme launches

Where do I find the survey?

You will find the survey by clicking into the link in the programme launch email sent to your email account