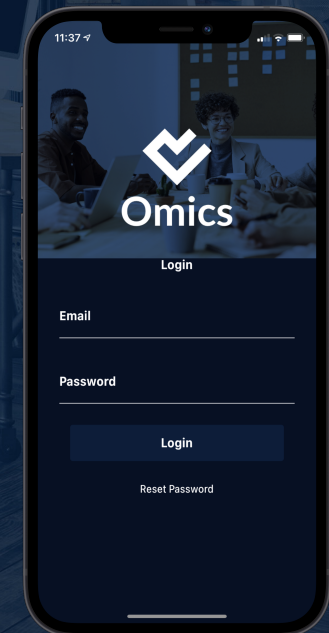


Omics

Frequently Asked Questions



Where can I download the Omics app?

Omics is available on both the Apple AppStore and the Google Play Store. Click on the relevant image below or search 'Omics' in the relevant app store



Where and when do I get my log in details?

You will receive your log in details the week before the project started via an e-mail from ART Health Solutions. This e-mail will give you your username and password. You will be asked to change the password the first time you log into the app

What if I forget my log in details?

Your username will be your email address and if you forget your password, you can reset it on the Omics log in page

How do I reset my password?

You can reset your password on the log in page in Omics. Click on the 'Reset Password' button and follow the steps provided

When do I complete the tasks?

Tasks are available to complete daily during your work week. You should complete tasks between your work hours. It is advised that you keep the Omics notifications switch on as they will notify you when the tasks are available to complete. We keep the notifications to a minimum in order to minimise distractions

What if I get interrupted while completing the tasks?

If you are mid-way through a task and have to click out of the app, simply close the app and open it again when you are ready to complete the tasks

What if I go on holidays?

If you go on holidays, you are not required to complete tasks

What if there are no tasks available to complete during my work week?

If no tasks are available, please contact a member of ART team at info@arthealthsolutions.com



What if the app crashes?

If app crashes:

- Make sure the app is closed and try to reopen it
- If the problem persists please contact a member of ART team at info@arthealthsolutions.com and give a detailed report of the issue
 - What were you doing before it crashed?
 - Did you try and open the app after it crashed?
 - If so, was it working correctly?

My wearable data is not showing in the Omics app?

If your wearable data is not showing in the 'Wellbeing' section of the reports tab then there may be an issue with the connection

- Make sure you have given ART access to your wearable data
 - Details on how to connect are available in the relevant FAQ pages
 - Apple – Garmin - Fitbit
 - If you have granted access and there is still no sign of the data, please get in touch with a member of the ART team at info@arthealthsolutions.com



What if I change wearables during the project?

Change device but stay with the same brand

- If you change the device you use but stay with the same brand then as long as you are keeping the same provider account (e.g., Fitbit account/profile) then no actions will be required for this project

If you are changing brands e.g., Fitbit to a Garmin

- In this scenario you will need to notify a member of the ART team. You can get in touch with a member of the ART team at info@arthealthsolutions.com. We will disconnect the connection between your old wearable and our system and then provide you with a new connection. Once the new connection has been made you will see your data flow into the Omics app

