



User Guide

v1.0

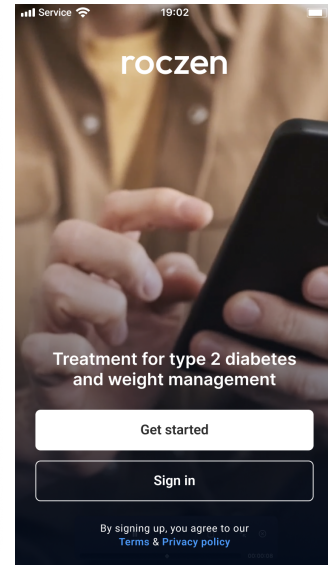
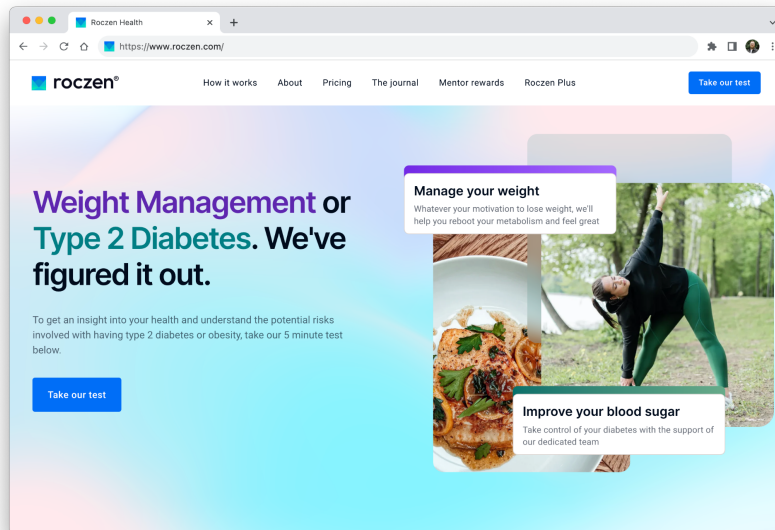
Introduction

This is a simple step by step guide to show users how to:

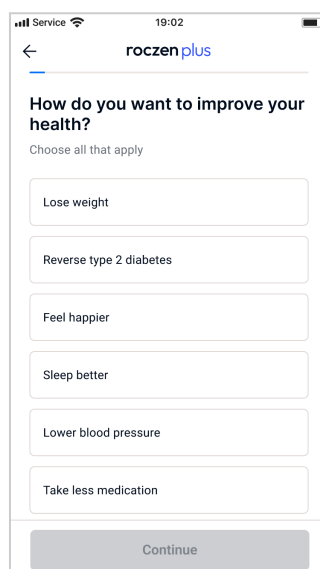
- Access Roczen's initial health assessment (to determine eligibility)
- Create an account
- Download the Roczen mobile app from Google Play Store or Apple App Store
- Log into the mobile app
- Navigate around the mobile app

How to use access Roczen

1. To find out if you are eligible for Roczen and to get a free Health Assessment, either take our test via [roczen.com](https://www.roczen.com/) or from the Roczen app by tapping 'Get Started'.



2. You will be asked a series of health and lifestyle questions to assess your initial eligibility.



3. Once you have answered the questions, submit your details to get your results.

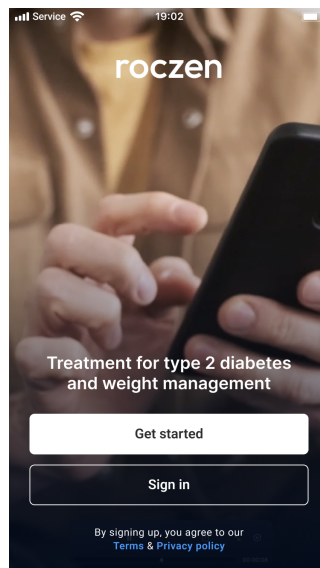
The first screenshot shows the 'Get your results' screen with a BMI of 25. It includes input fields for first name, last name, and email address, a 'Submit' button, and a checkbox for receiving health reports. The second screenshot shows the 'Your health report' screen, stating that the user is eligible for the Roczen programme to reverse type 2 diabetes. It includes a 'Join now' button. The third screenshot shows the 'Your plan' screen, detailing the programme's goals (improve metabolic health, manage weight, reverse type 2 diabetes) and benefits (lower blood pressure, sleep better, free HbA1c kit). It shows a price of £30/month and a 'Join now' button.

4. If you are eligible for Roczen, you can click 'Join now' to add Roczen to your basket, create an account and sign up for a subscription.

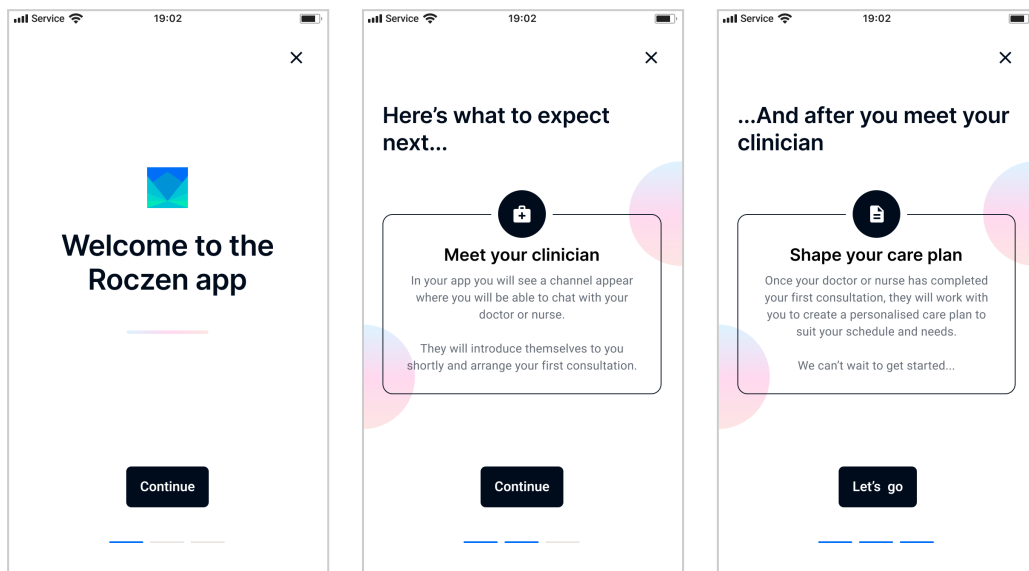
The first screenshot shows the 'Basket' screen with the 'Roczen programme' (Monthly subscription, £30/month) and an 'HbA1c blood collection kit' (x1, Free). It includes a 'Continue' button. The second screenshot shows the 'Create account' screen, asking for first name, last name, and email address. It includes a 'Continue' button. The third screenshot shows the 'You've joined the Roczen programme' screen, confirming the subscription and providing the order number 12345678. It includes a 'Continue' button.

5. If you have not yet downloaded the app, now is the time to do so from the relevant app store by searching for 'Roczen'

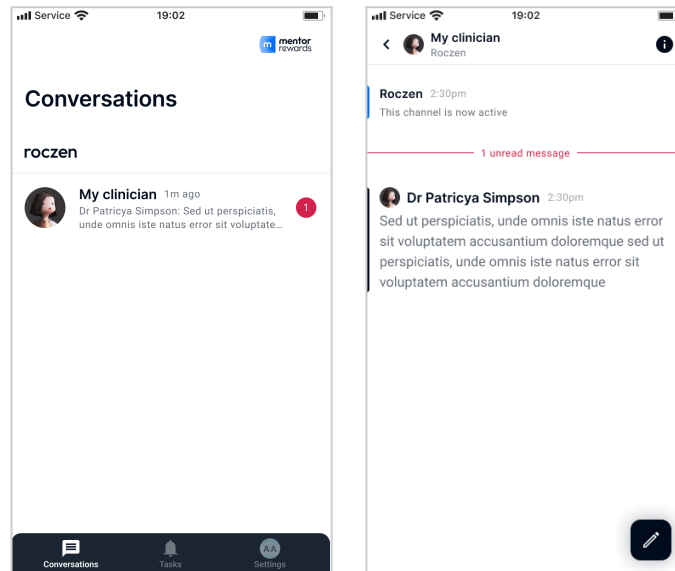
- Now that you have subscribed, you can sign in to the app by tapping 'Sign in' and entering your details.



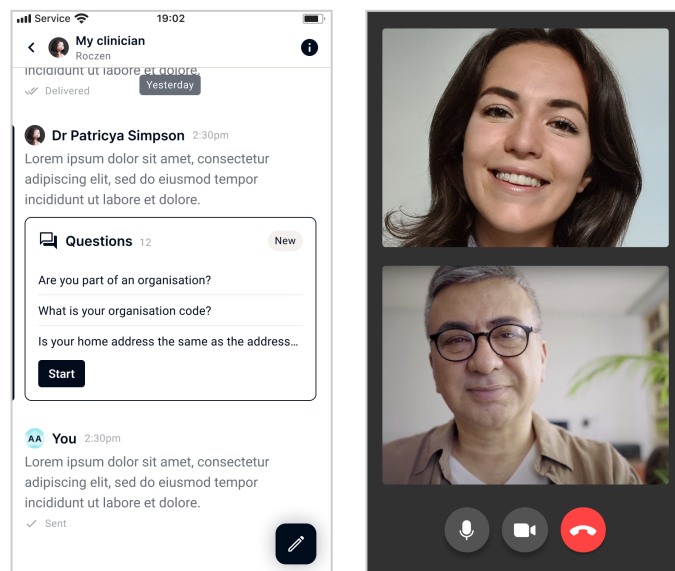
- As it is your first time using the app you will see some intro screens welcoming you and letting you know what to expect next.



8. Tap 'Let's go' and you will be taken to the Conversations home screen where you will be introduced to your clinician. Tap the new message and get to know them.

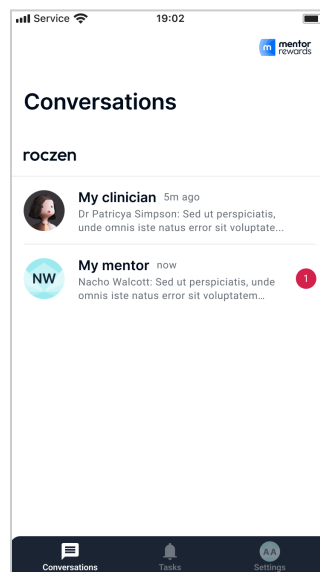


9. Your clinician may ask you additional questions that will help them better understand you and your health, and will arrange your first video consultation with you.

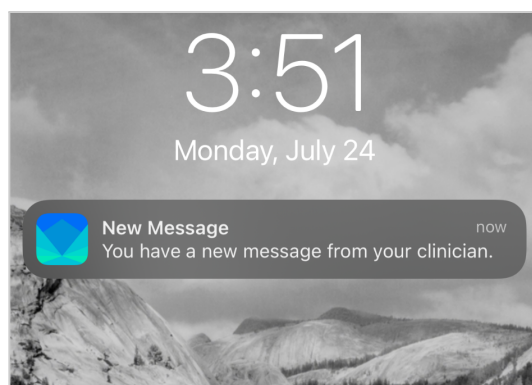


10. Now that you are onboarded, your clinician will shape an ongoing care plan with you using a combination of in-app messaging and consultations.

11. Your clinician will assign you a Mentor who will introduce themselves to you and support you on your plan. When this happens you will see a new chat appear on the Conversations home screen.

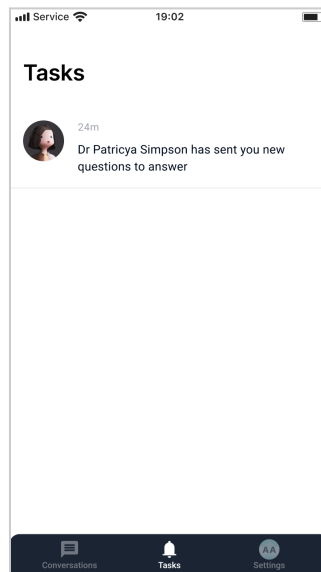


12. Any new messages sent by your Clinician or Mentor will trigger a push notification on your device by default. A message indicator will also appear on the Conversations home screen indicating how many unread messages you have.

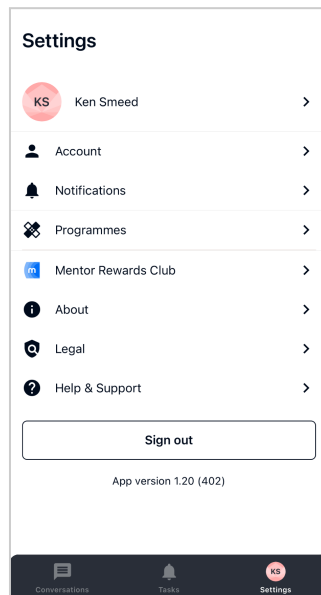


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13. Any outstanding activities or tasks you need to complete can be found in the 'Tasks' section of the app.



14. If you need to change any app preferences or settings, this can be done in the 'Settings' section of the app.



15. If you need to change the Password or Mobile number associated with your account please contact support.uk@roczen.com

