

Modality Lifestyles Service

GOQii App Onboarding Guide

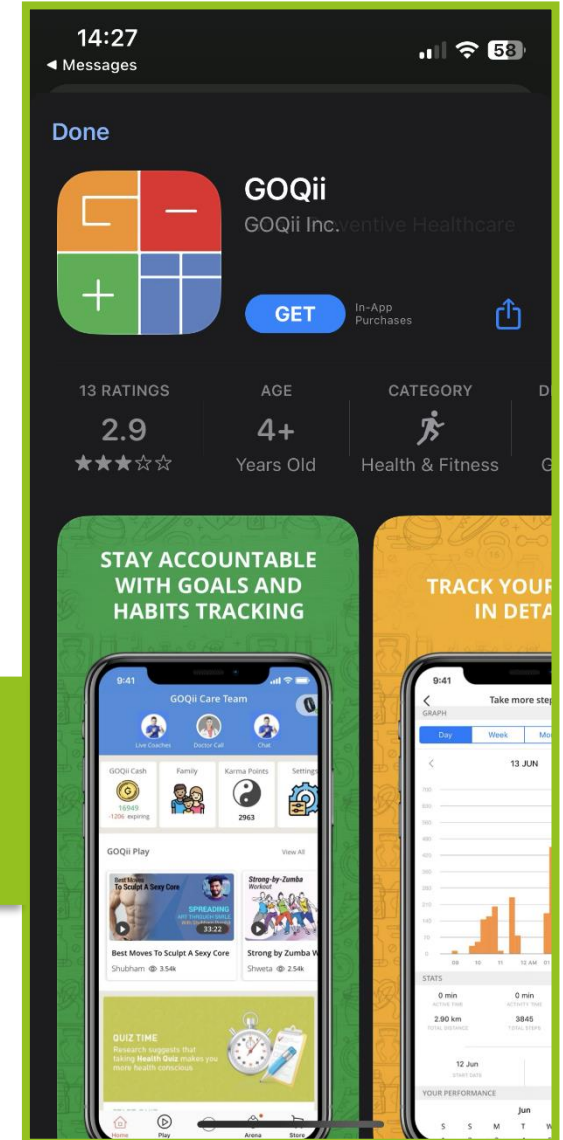
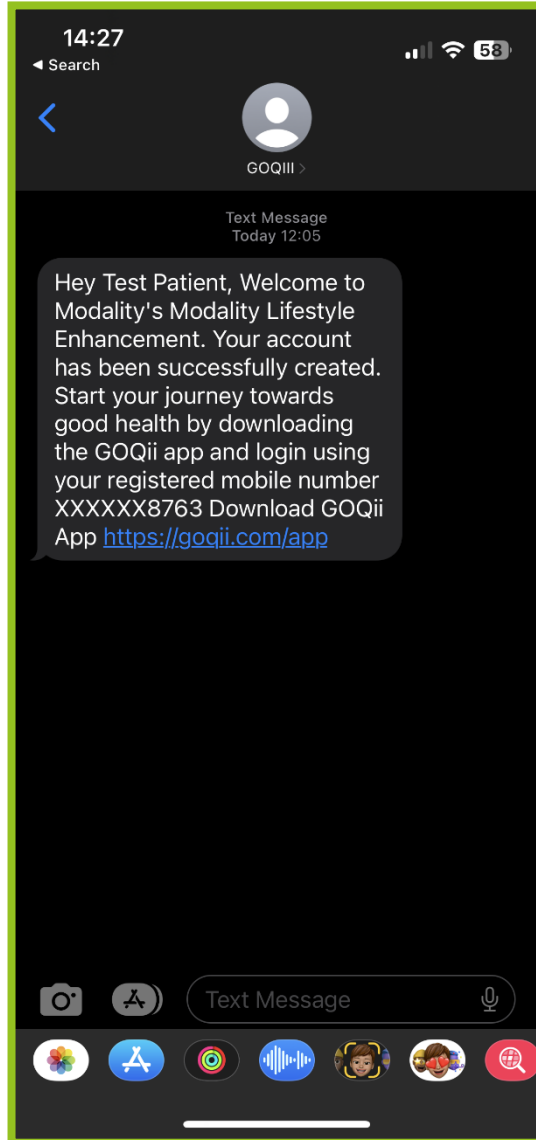
Last Updated: August 2023



SMS & App Download

You will receive an SMS message from GOQii that contains a link.

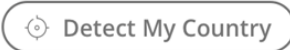

Clicking on this link will take you to the GOQii App page on your App Store (for iPhones) or Play Store (for Android phones). You will need to download this app to begin your onboarding.



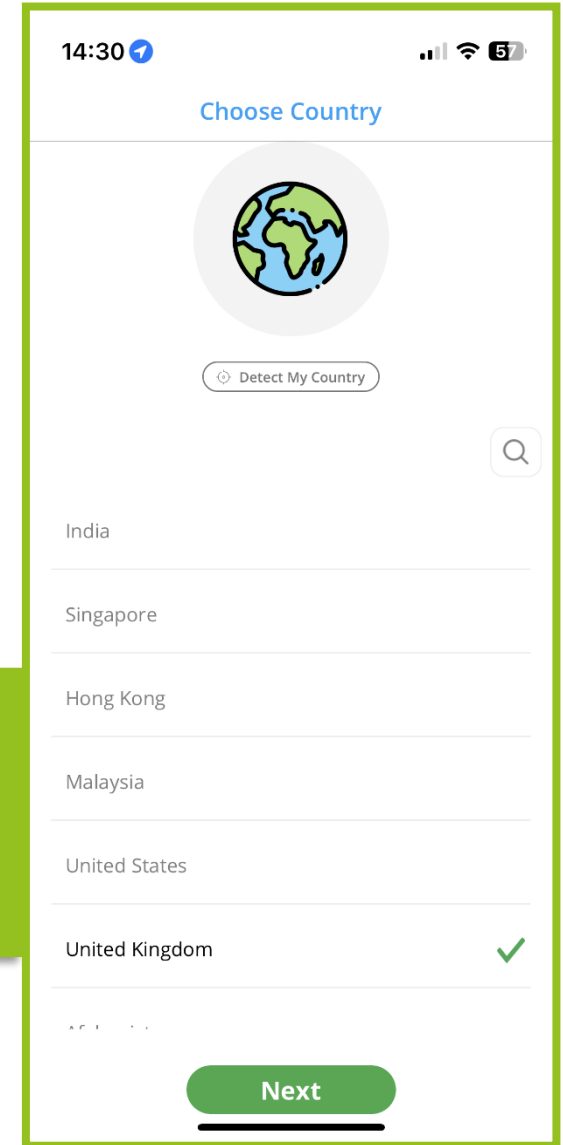
Accessing App & Setting Country



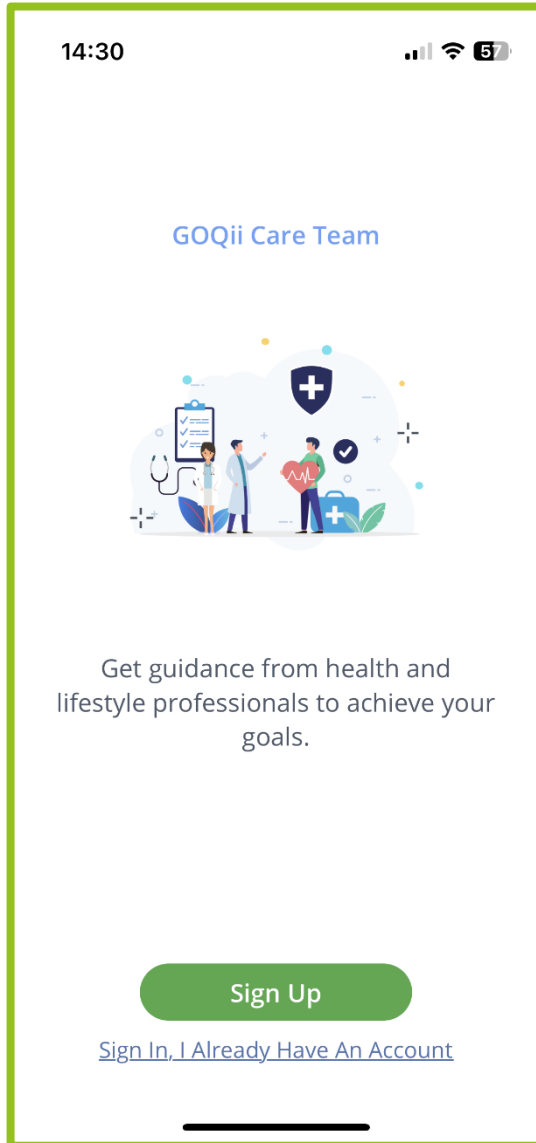
Once the app has downloaded, you can click on the GOQii icon to load the app.


You will first be asked to select your country – you can either use the  button, or use the manual search by clicking on the .

Click on the  button once United Kingdom has been selected.



Sign Up & Phone Number



On the GOQii Care Team screen, you will need to click on the  button to create your account.

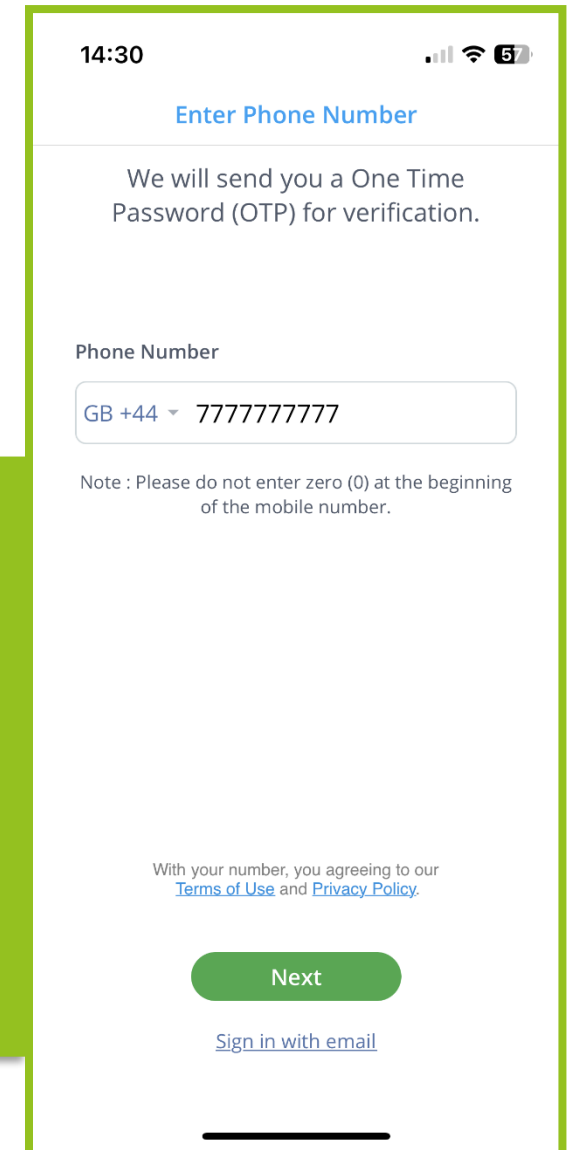
On the following screen, you will need to enter your phone number.

Make sure you select GB +44 as the area code.

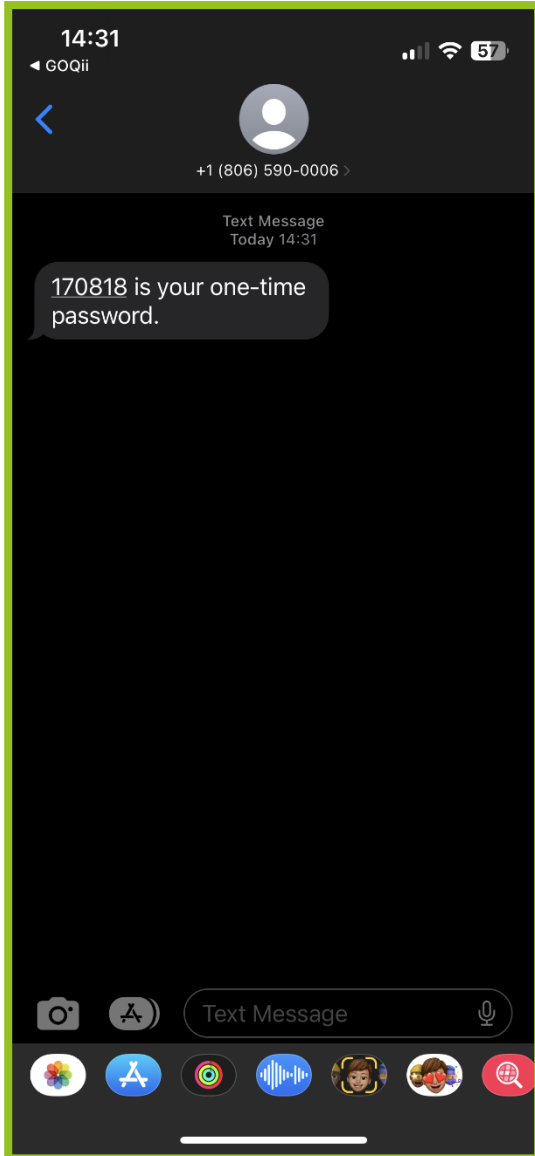
The number you enter here has to be the same phone number that received the initial SMS invite.

Please **do not** include the 0 at the beginning (e.g. for phone number 07123456789, you would just enter 7123456789).

Click on the  button once done.



Phone Number Verification

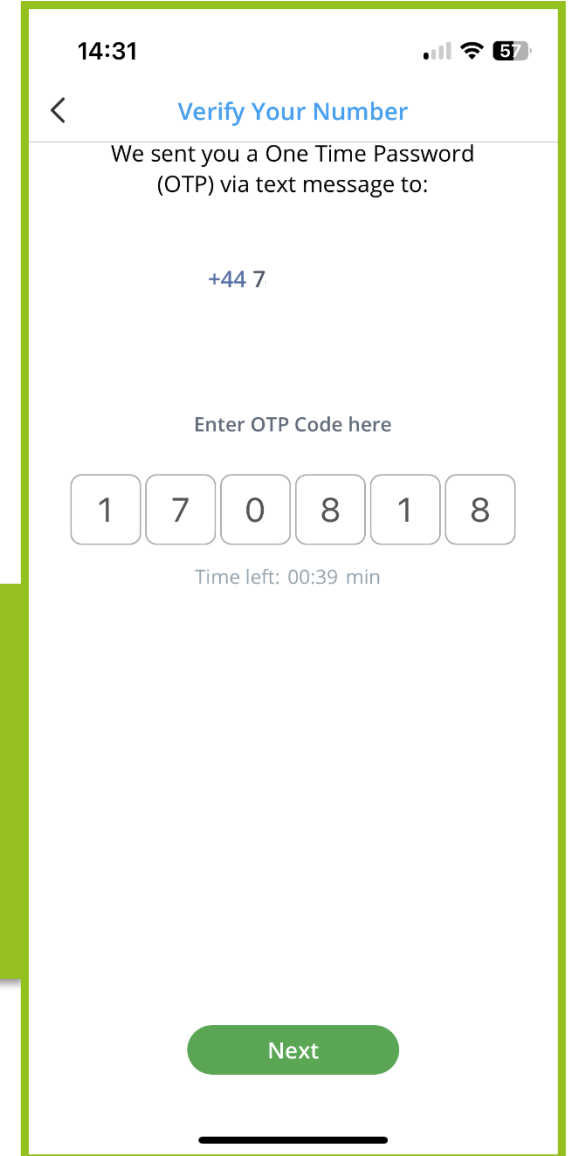


You will then receive an SMS containing a 6 digit one-time password (OTP).

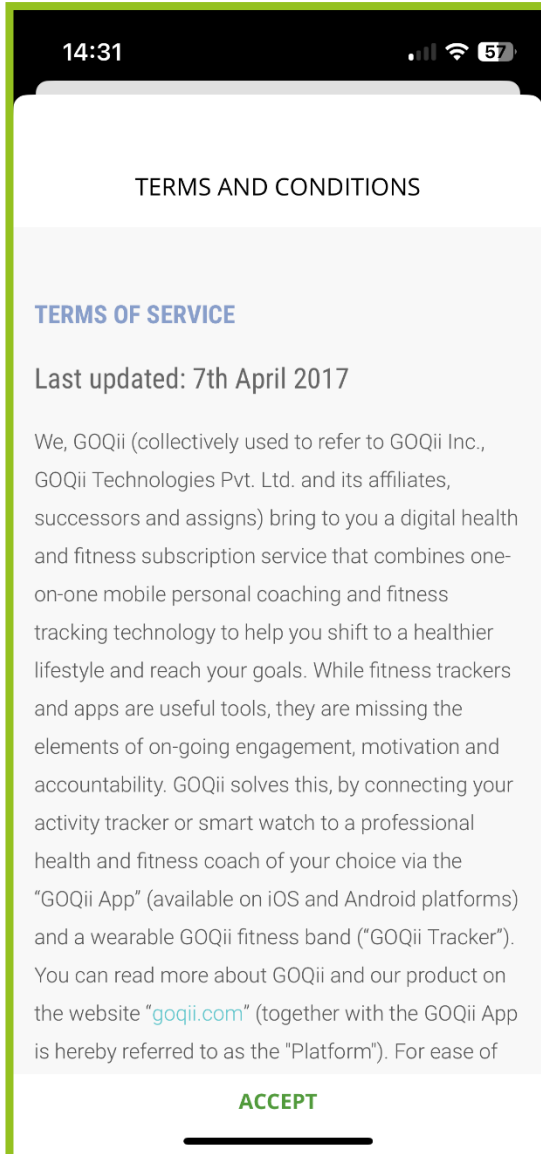
You will need to enter your 6 digit OTP on the Verify Your Number screen.

Please note, you only have a minute from sending the SMS to entering your OTP – there is a timer shown on screen.

Click on the  button once done.



T&Cs & Personal Details

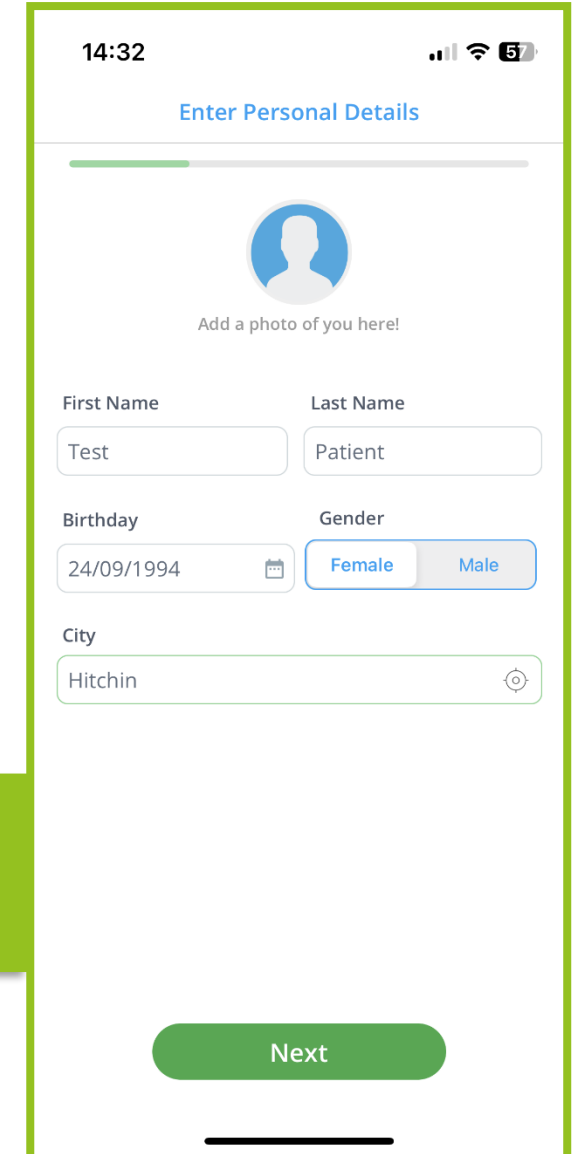


You will have an opportunity to read through the Terms and Conditions.

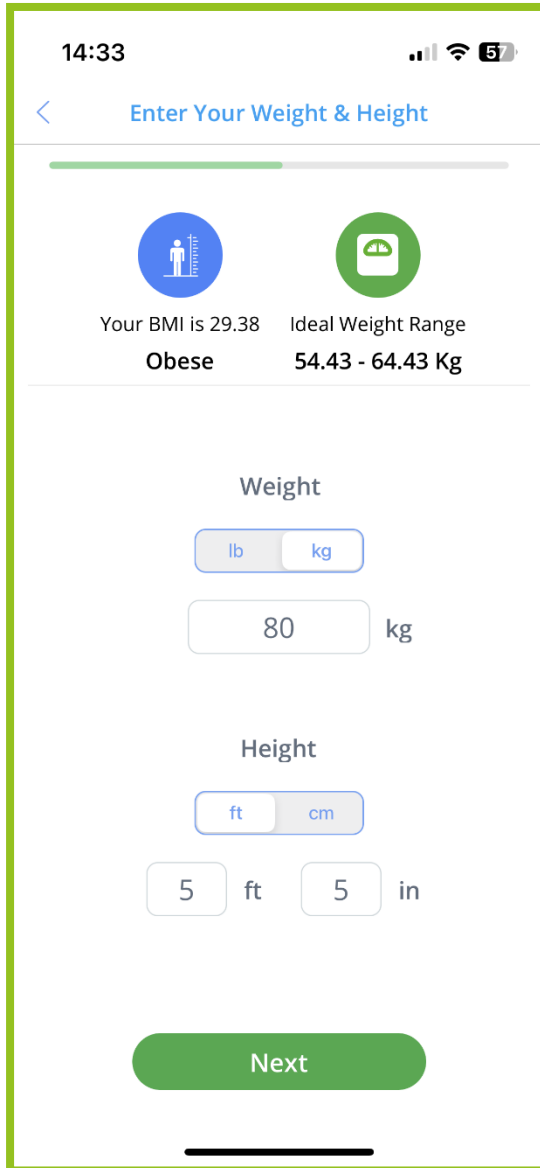
If you are happy to proceed, click on the **ACCEPT** button.

You can then enter your personal details into the app.

Click on the **Next** button once done.



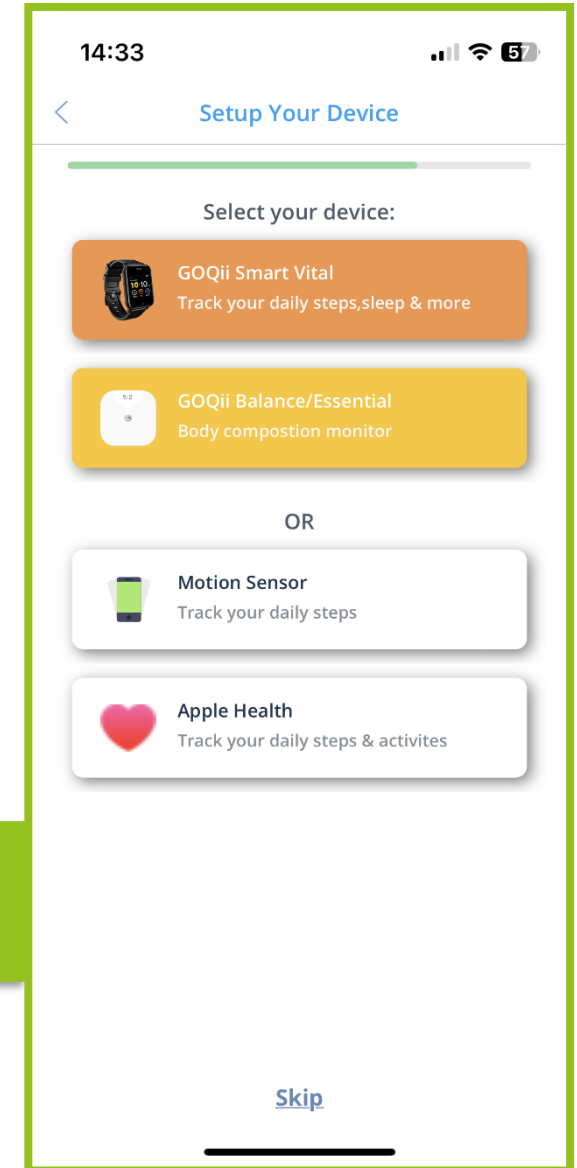
Weight/Height & Optional Connection



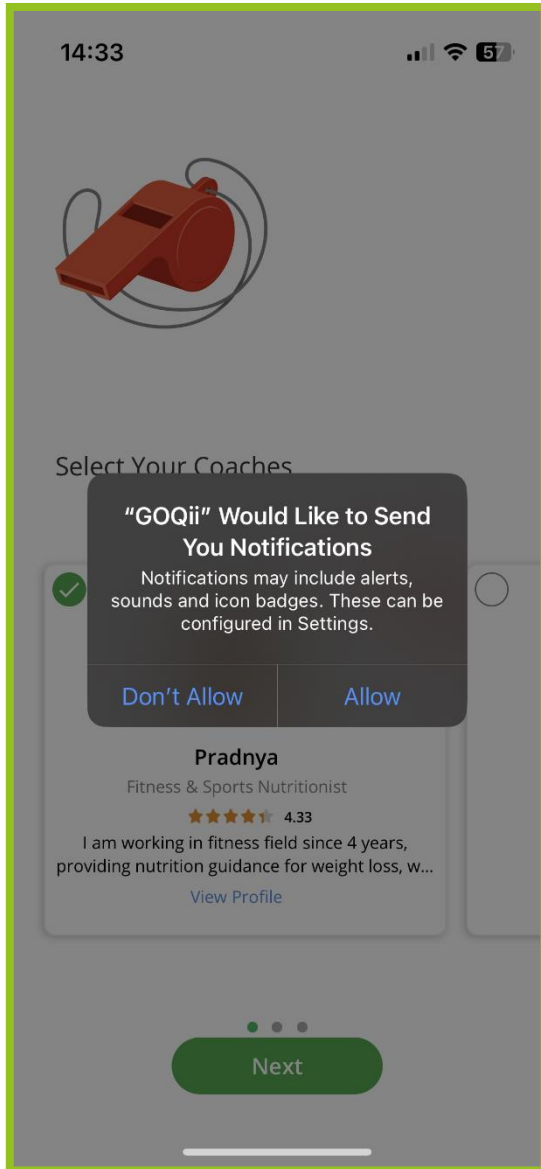
You will be asked to enter your weight and height. You can toggle between lb/kg and ft/cm for this.

Click on the  button once done.

You can link the app to your activity app (e.g. Apple Health) – this step is optional and you can click on [Skip](#) if not wanted.



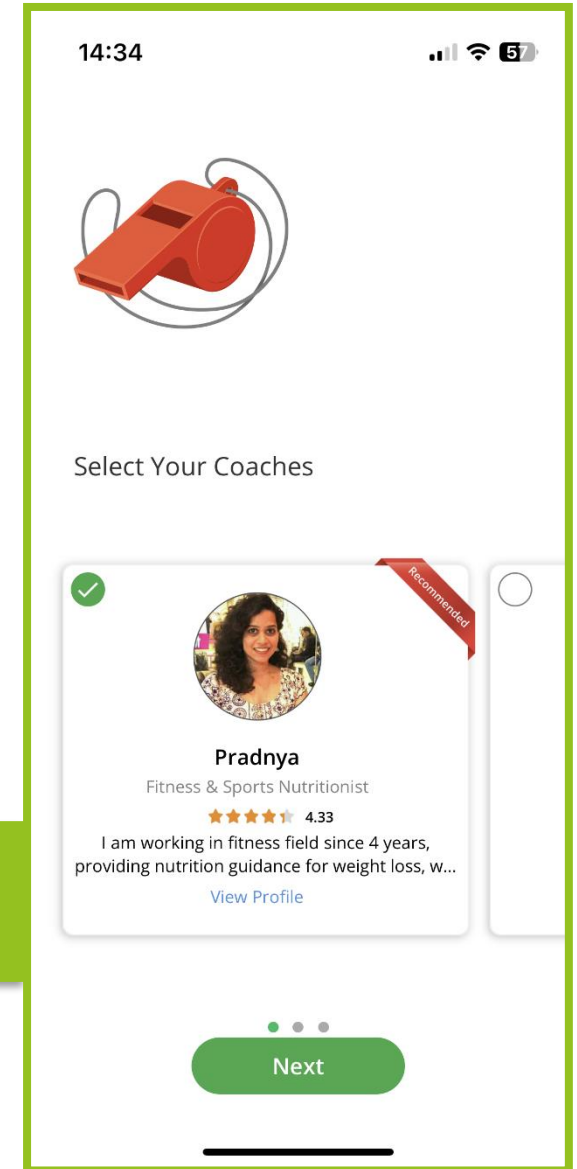
Notifications & Coach Selection



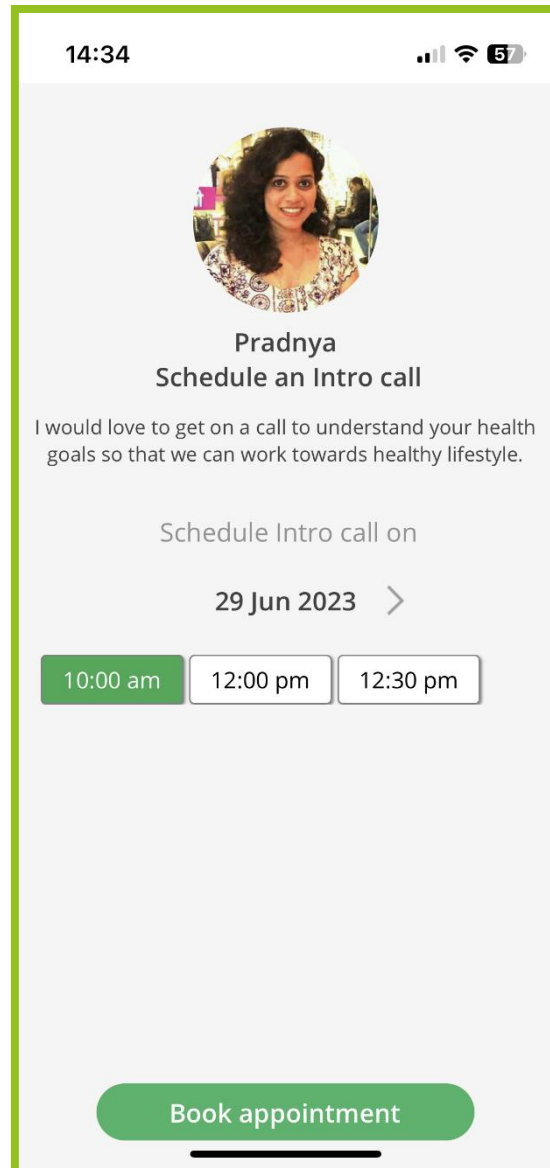
At this stage, the app will ask if it can send you notifications (e.g. when you receive a message from your coach). You will need to select “Allow” to enable coach calls to come through to your phone.

You will then need scroll through and select your coach.

Click on the  button once done.



Intro Call & Home Screen

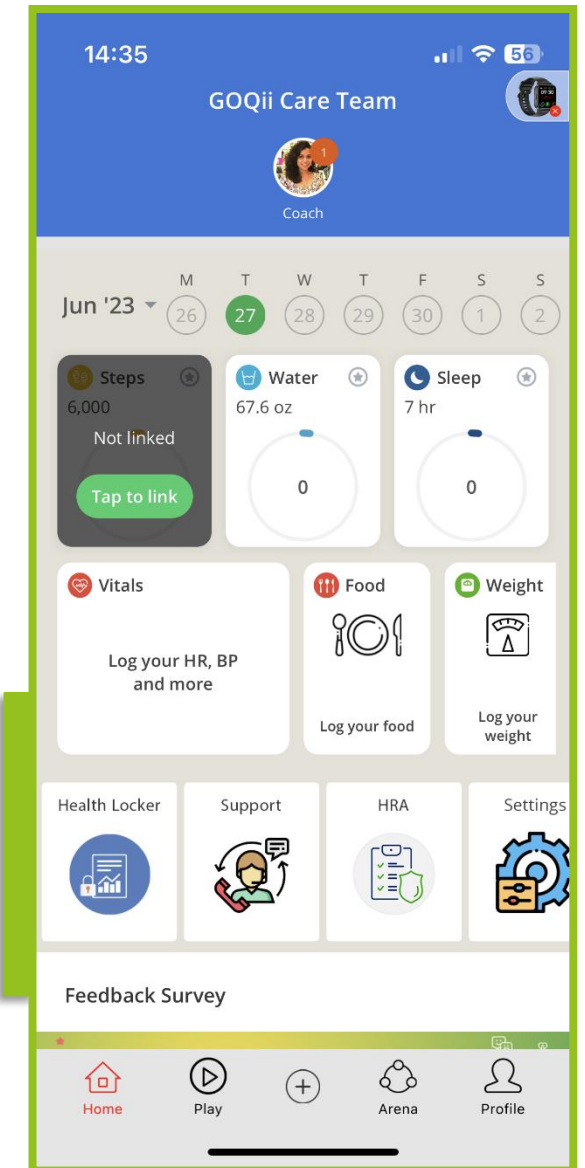


You can schedule in your intro call with your coach at this stage.

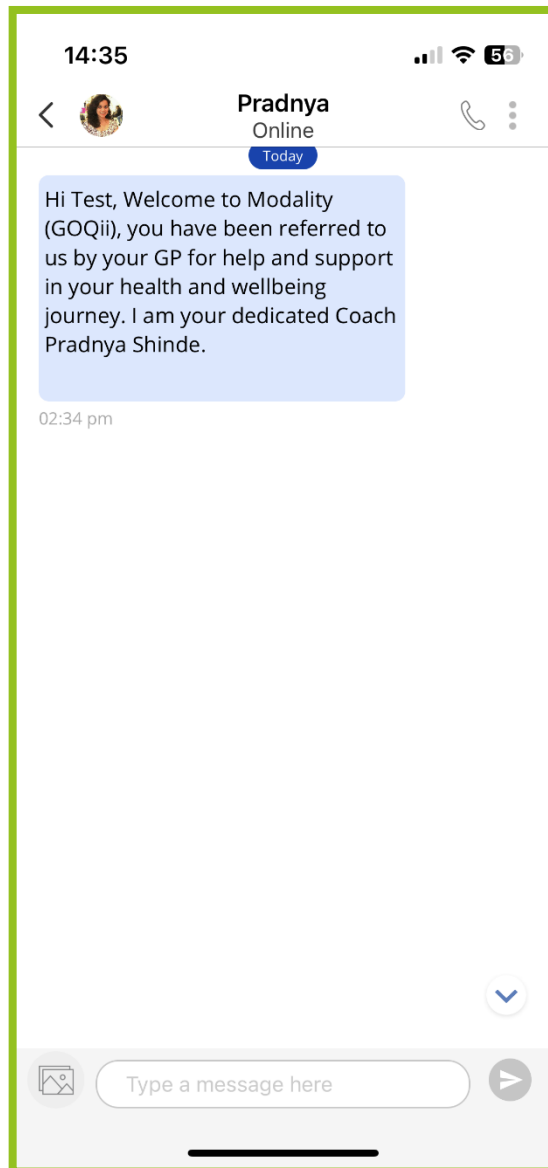
Once you have found a suitable time, click on the  button to continue.

You will then be taken to your home screen, where you can log your water intake, food intake, vitals and weight.


You can click on the  icon at the top of the screen to access the chat with your coach.



Contacting your Coach



You can read and send messages to your coach from this screen.

You can click on the  button in the top right to book in a coach call, adjust your coaching intensity and view your coaches profile.

