Welcome to the Member Guide!

We're glad you're here.

This guide will walk you through everything you need to get started with the DWN app.

Sign In

To get started using the app, just enter the username and password we provided for you.

Once you've typed them in, tap Sign In—and you're on your way!

Terms and Conditions for Our App, the Digital Wellness Nurse

The purpose of this study is to test whether a mobile app, the **Digital Wellness Nurse (DWN)**, can help African American families with weight management adopt healthier lifestyles. Participants in this study will receive education and guidance on physical activity

Accept   Decline

Term and Conditions

If you're signing in for the first time, the app will ask you to review the Terms and Conditions.

When you're ready, just tap Accept to continue using the DWN app. If you'd rather not move forward, you can tap Decline.

Allowing Notifications

In order for the DWN App to be effective in delivering the intervention you must allow notifications.

Allowing notifications will alert you to messages from your healthcare coach or other members of your tribe. You'll also receive reminders for tasks to complete.
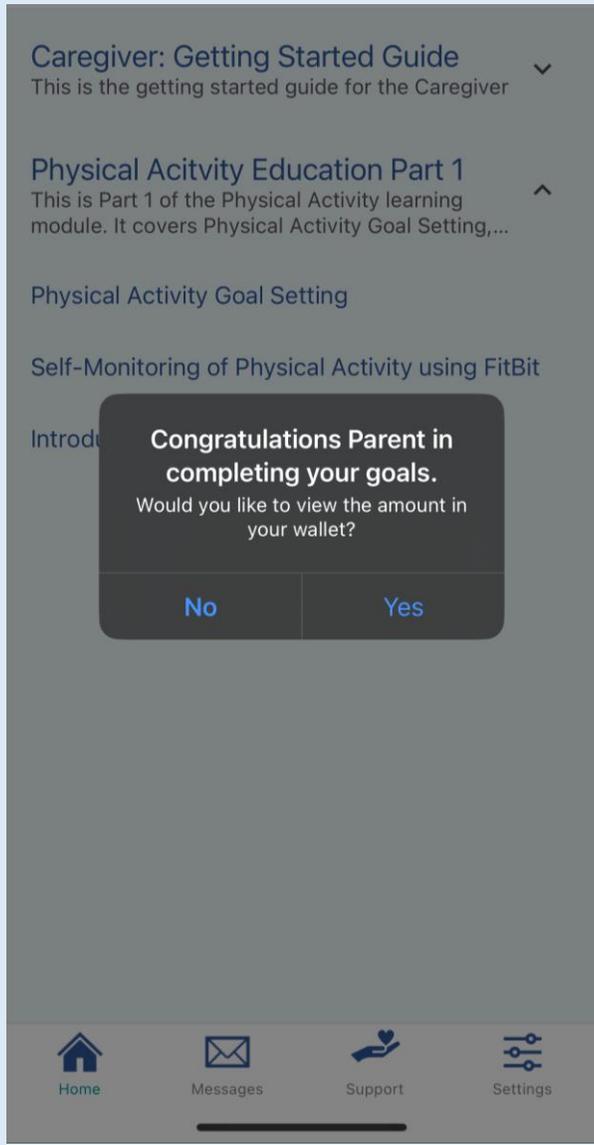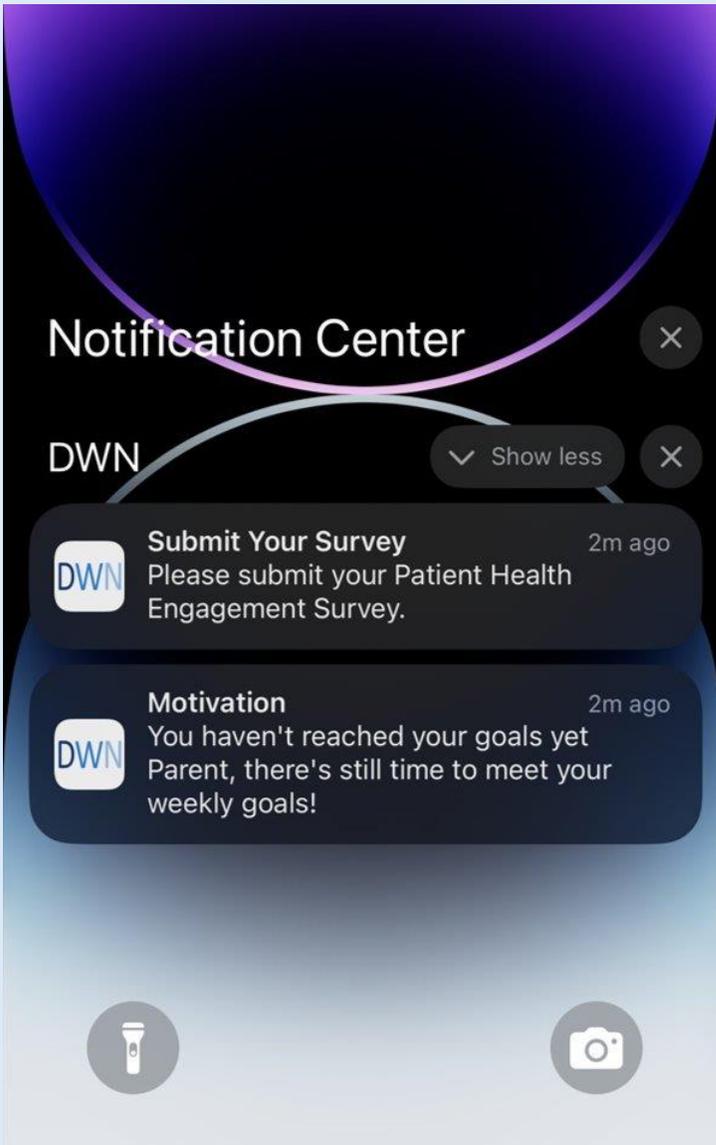
Receiving Notifications

Throughout the study, you'll get helpful reminders—both push notifications and in-app alerts—so you never miss something important.

First Sign In

If you are signing in for the first time, you may see a blank screen.

Once this happens, completely close the DWN app, then reopen it and sign in again.

Home screen

After you sign in, you'll land on the **Home** screen.

If you see any red dots, that just means something new is waiting for you—like surveys, messages, or goals.

Sometimes numbers will appear in the red dots indicating the number of new items available.

Survey and Assessments

Throughout the study you will be assigned assessments. You can access assessments by pressing the Survey and Assessments button on the home screen.

From this screen you can choose to **Complete or View Past Assessments.**

Completing Assessments

Completing an assessment is easy—it's just like filling out a quick survey.

The DWN bot will guide you through a series of questions, one step at a time, so you always know what to do next.
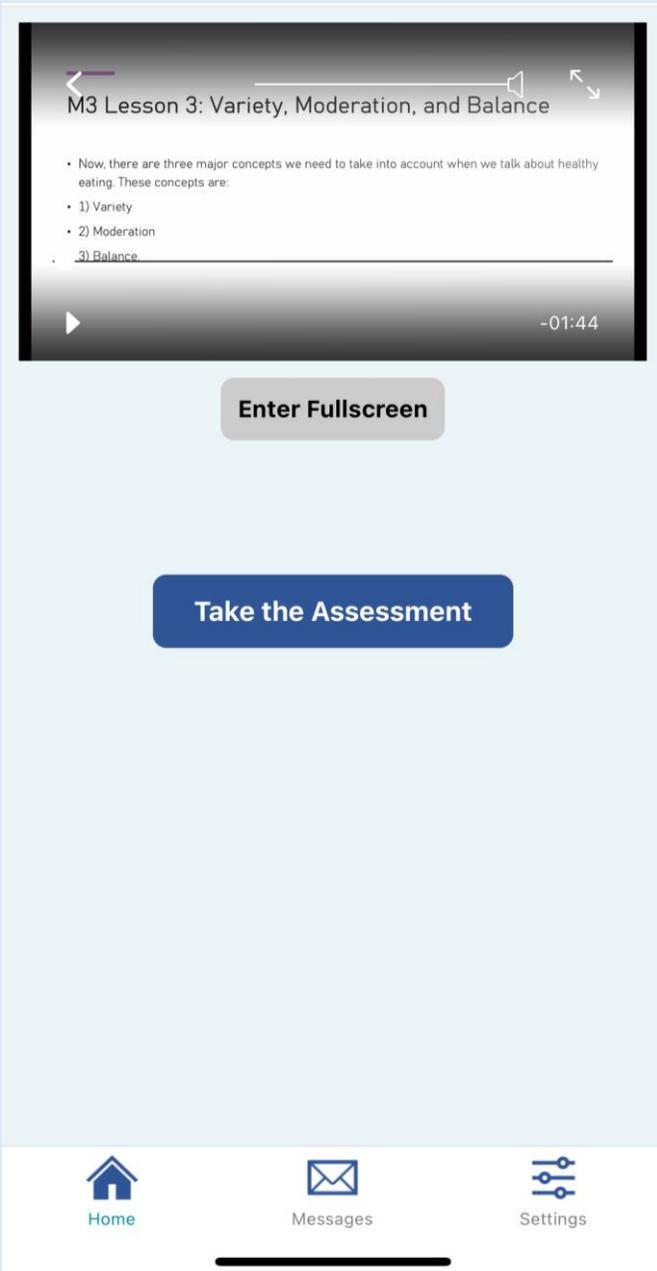
Past Assessments

You can view your **Past Assessments** by selecting the date they were submitted. Just tap the date you want, and the app will show you the full details of that assessment.
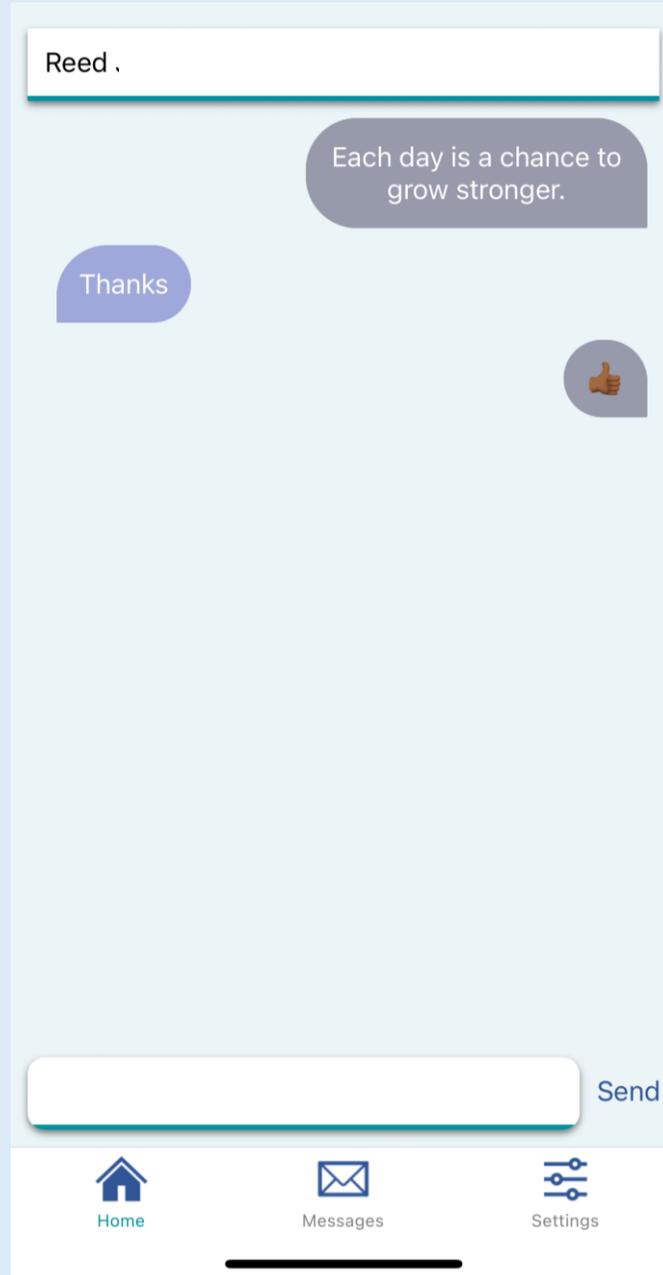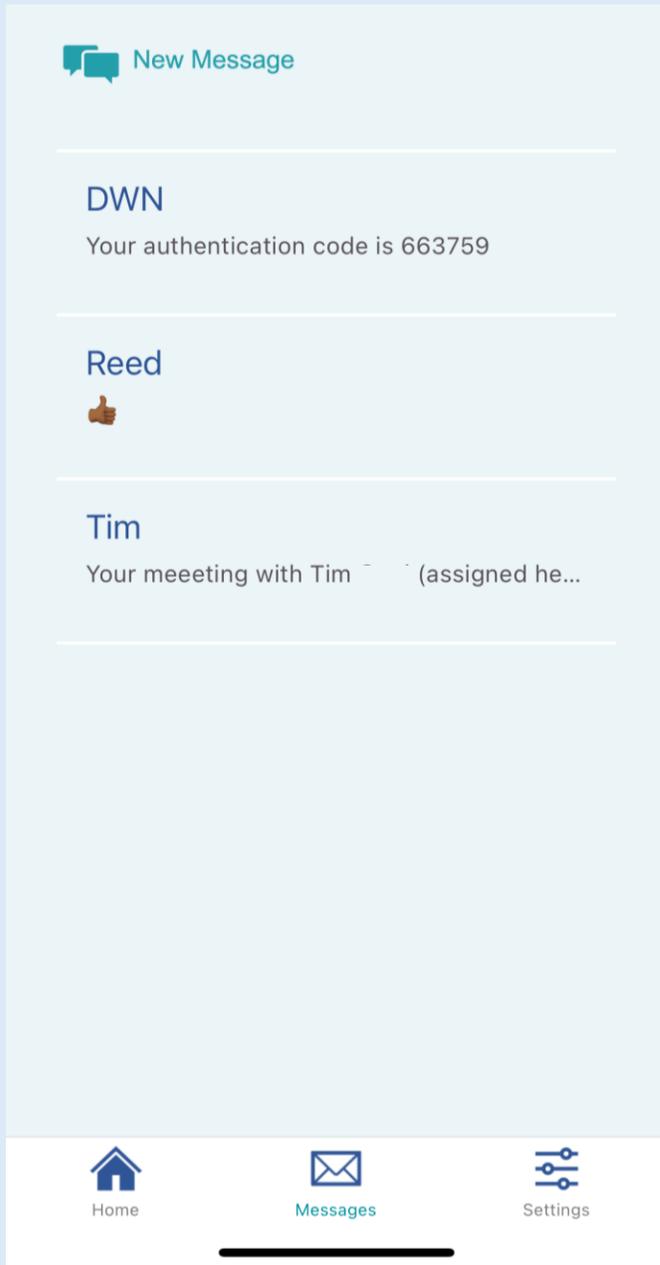
Learning Modules

Tap **Learning Modules** on the home screen to get started.

Each module has a video—just tap the **Play** button.

Want full screen? On iOS, tap **Enter Fullscreen** and rotate your phone. On Android, tap the **expand** button, then rotate.

If the module includes an assessment, make sure to complete it—**your module won't be marked done until the assessment is finished.**

Messaging

Staying in touch is easy! Just tap the **Message** button at the bottom of the app to send or read messages.

Whenever you get a new message, you'll see a push notification—and inside the app, a little red dot will appear next to the message icon, so you know there's something waiting for you.

Available Meeting Times

Home | Messages | Settings

January 2026

Sun	Mon	Tue	Wed	Thu	Fri	Sat
28	29	30	31	1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	31

Refresh Availability

Home | Messages | Settings

Requesting a Meeting with Your Coach

To request a meeting with your coach, just tap **Meet** on the home screen.

From there, choose **Available Meeting Times**. On the calendar, you'll see your coach's open dates highlighted in green—just pick the one that works best for you.
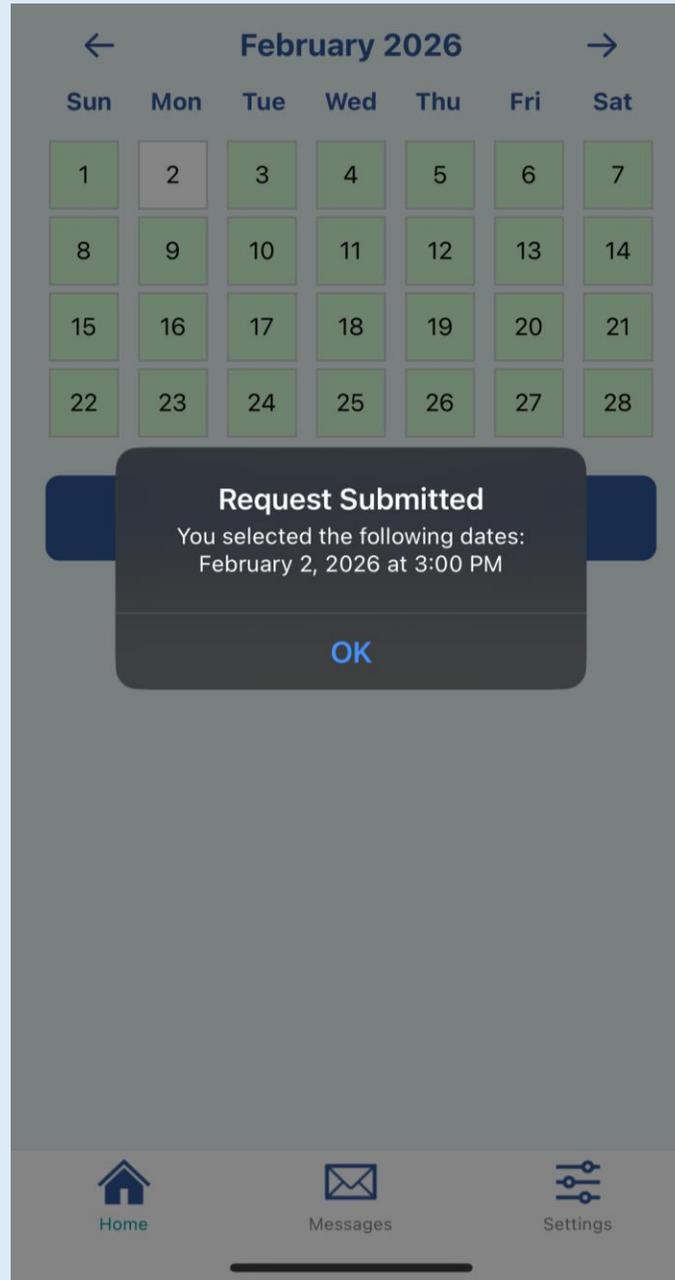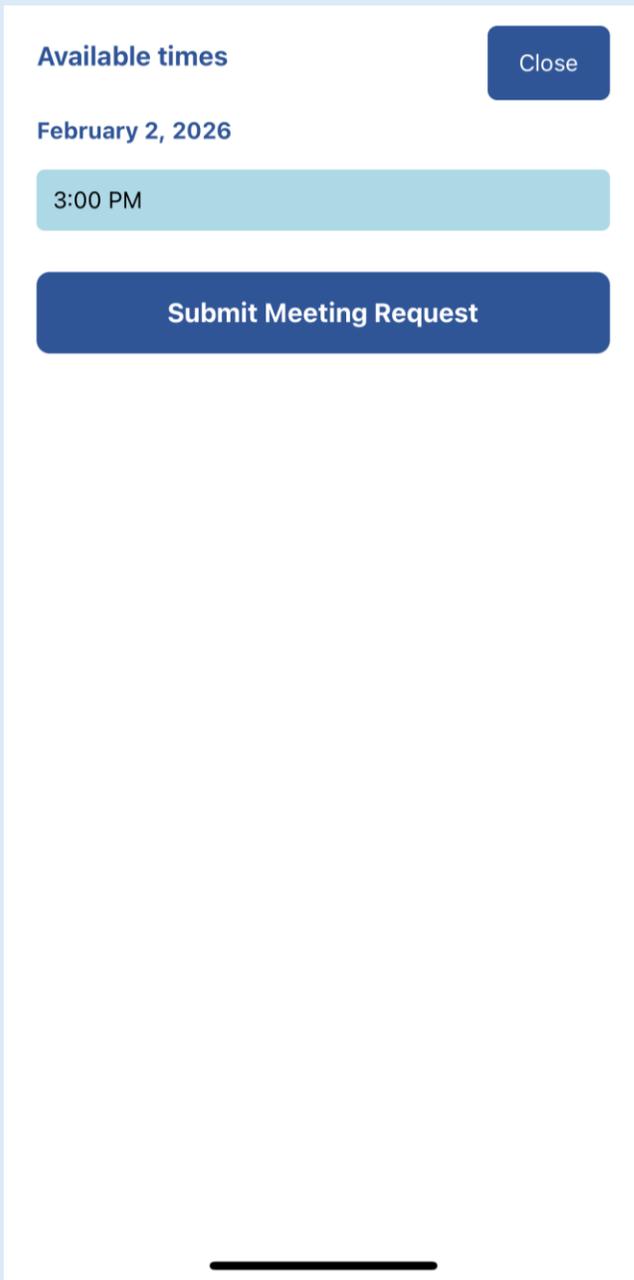
Requesting a Meeting with Your Coach

Once you pick an available date, you can request up to three time slots that work for you.

Just tap the time you want and hit **Submit Meeting Request**.

After you send your request, you'll get a confirmation alert, so you know it went through.

Once a request is accepted by the coach you will receive a message with the date and the time of the meeting.

Start the Meeting with your Coach

On the day of your meeting, you'll get a notification in the morning reminding you of the upcoming meeting. You'll also see an alert next to the **Meet** button on the home screen.

Just tap **Meet**, and you'll see all your upcoming meetings. When you're ready, simply hit **Join** to start your session with your coach.

Meeting with your Coach

When it's time to meet with your coach, the app will ask for permission to use your microphone and camera—go ahead and tap Allow so everything works smoothly.

Once you're in the meeting, your camera and microphone will turn on. If you want to view the controls to mute yourself, turn off your video, or leave the meeting, just swipe up from the bottom of the screen where your small video preview appears This is shown in the video to the left.

And just so you know: your meeting audio is recorded, but no video is ever saved.

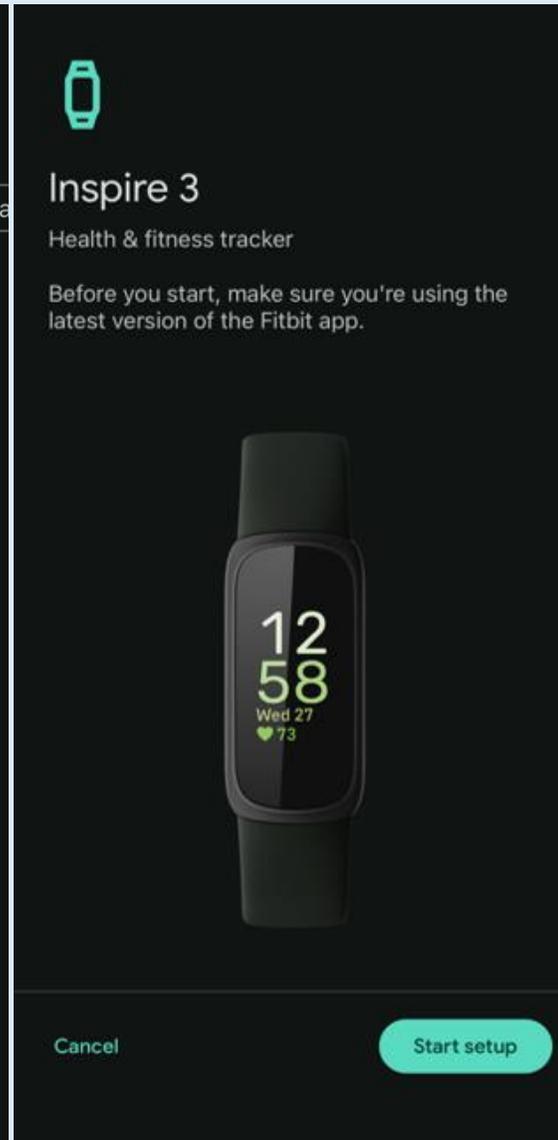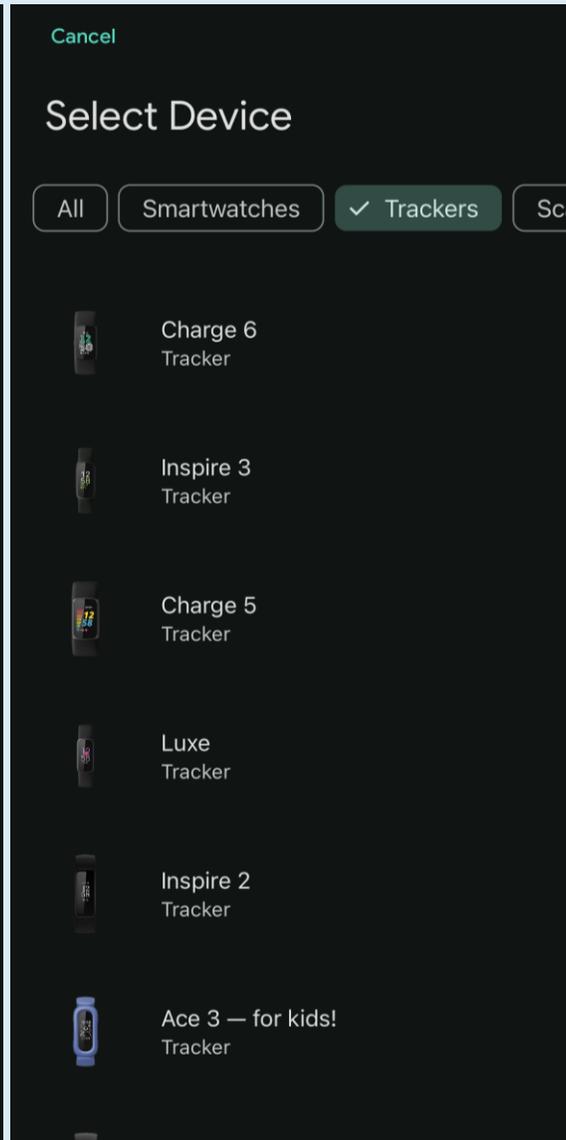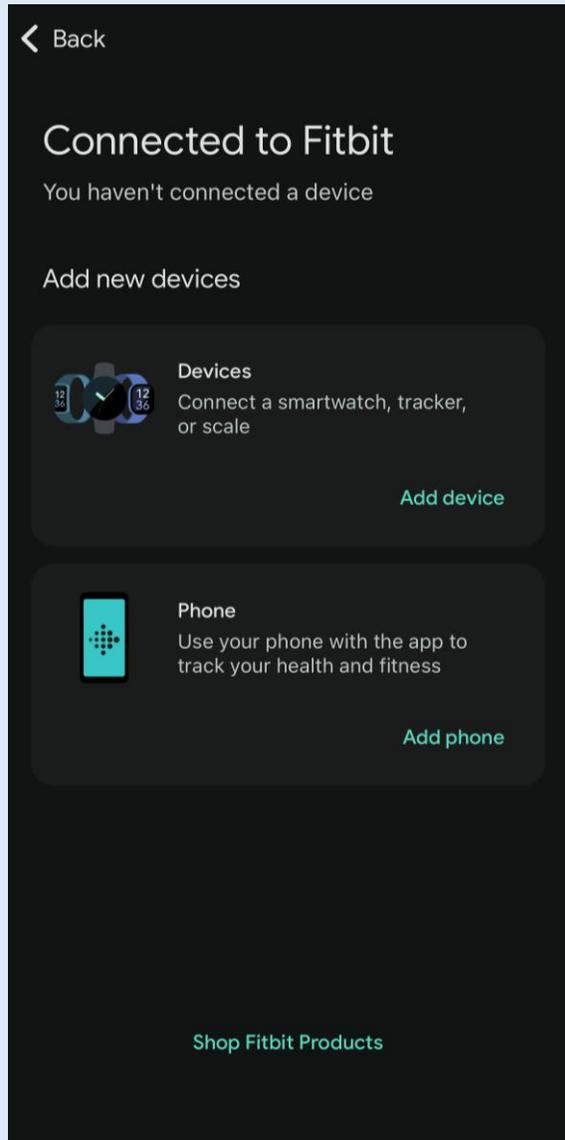# Signing Into Fitbit

As part of the study, you will be asked to monitor your physical activity with your healthcare coach.

To get your physical activity data, download the Fitbit app from the app store and log in using your Gmail account by pressing **Continue with Google**.

Once in the app, select the **phone icon** in the top left corner of the screen.

Adding Inspire 3

To get your Inspire 3 set up, start by tapping **Add Device** on the "Connected to Fitbit" screen. From there, choose **Trackers**, then select **Inspire 3**.

After selecting Inspire 3 choose **Start setup** on the next screen.

Adding Inspire 3

Next, the app will walk you through a few setup steps.

You'll need to agree to the terms and conditions, then tap **Continue**.

After that, the app will start searching for your Inspire 3—just make sure it's charged, nearby, and that Bluetooth is turned on.

Other device-specific data like device battery level and information from syncing your device with the app

This data is used to provide you with Fitbit metrics and features such as your sleep and stress scores and to research and develop new services. Some features may require additional consent.

Managing your data

You can disconnect this device, and download or delete your data, in Fitbit settings.

When you disconnect your device, the Fitbit app will no longer receive new data from your device. Existing data in the Fitbit app won't be affected.

Keep in mind

It's important to update your device regularly. If you don't install updates, your device could eventually stop working, and you will lose your right to make legal claims in the European Union.

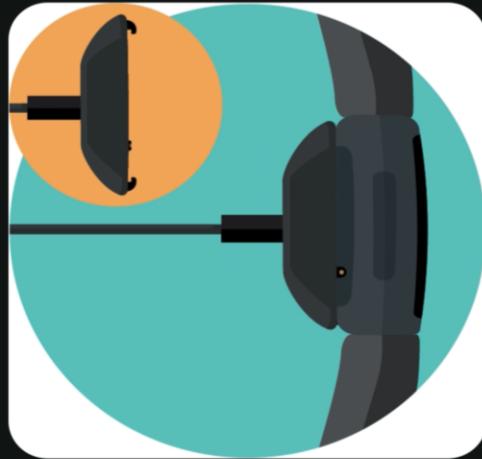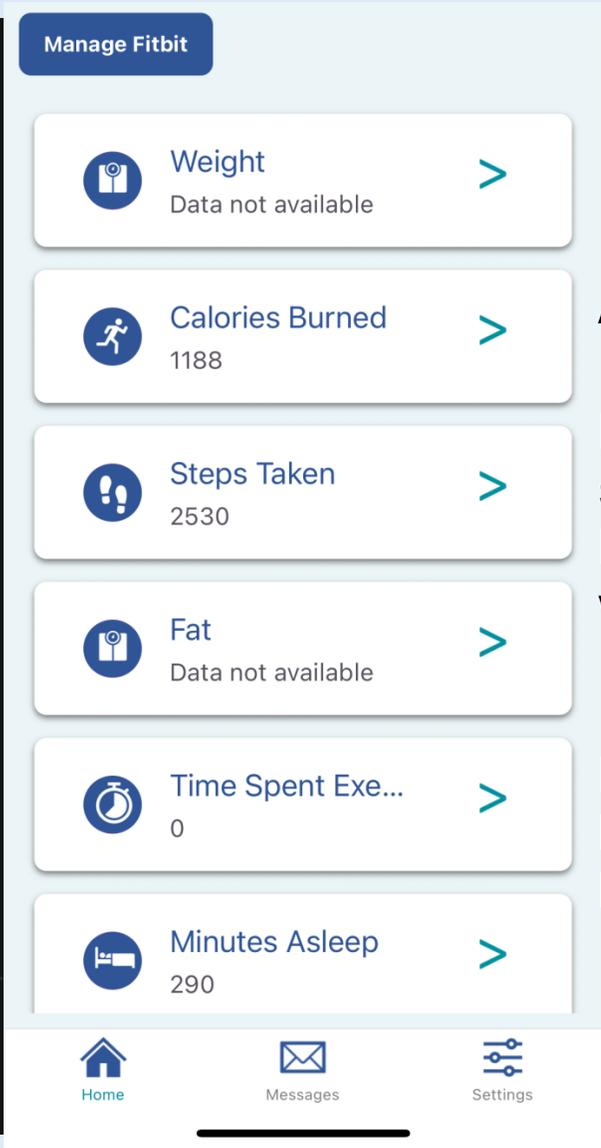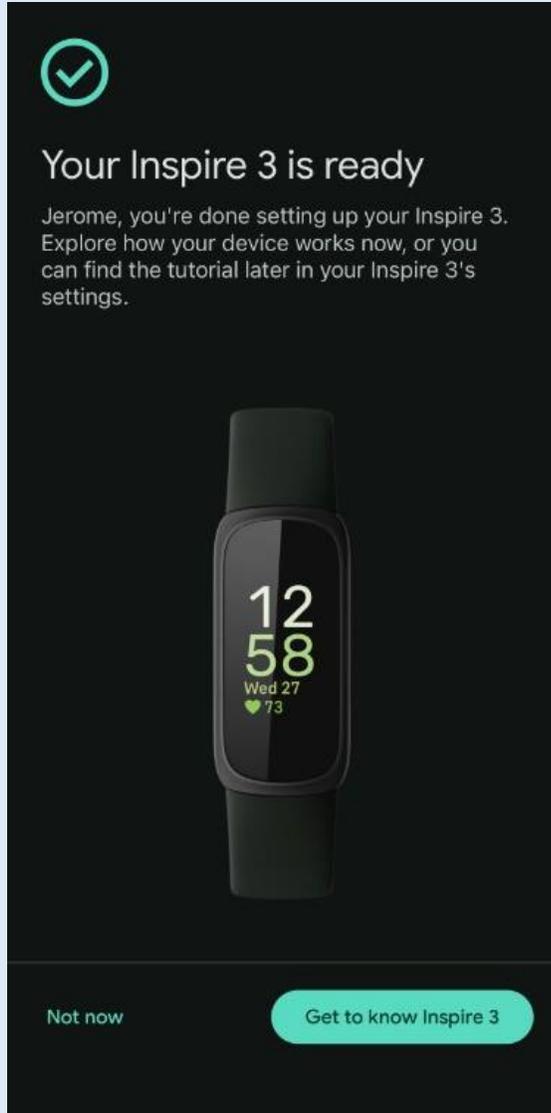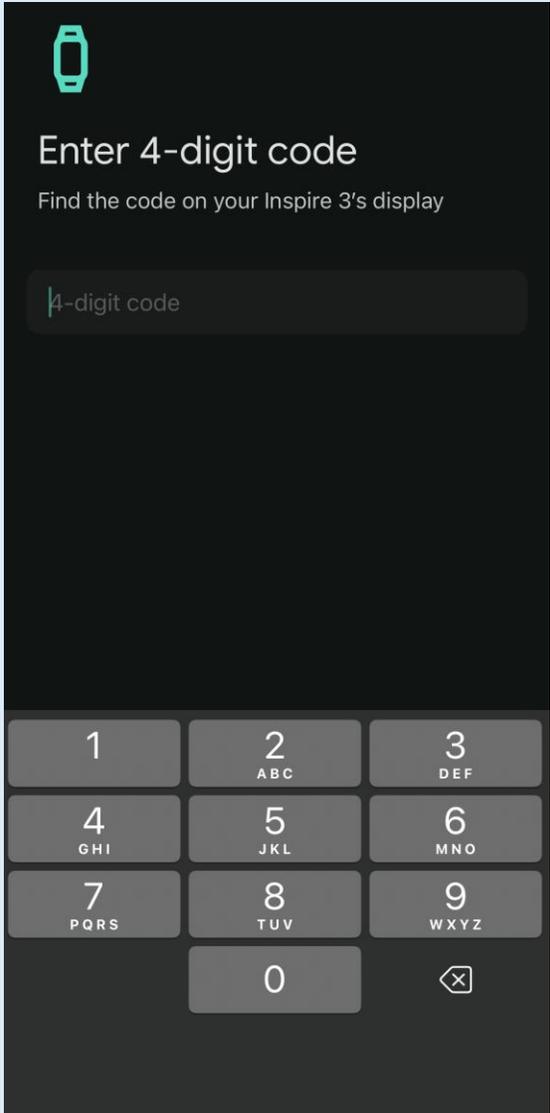Note: Updating your device may reset some settings, including GPS, back to their previous defaults.

No thanks   I agree

Charge your Inspire 3 during setup

To set up your Inspire 3, place it on the charger and keep it charging until the setup is complete

Exit   Continue

Searching for your Inspire 3...

Keep your Inspire 3 charging and near your phone

12
58
Wed 27
♥ 73

Adding Inspire 3

During setup, the Fitbit app will show a 4-digit code on your device. Enter that code, and your Inspire 3 will be added.

Once it's connected, open the DWN app, tap **Activity and Health Data**, and then select **Manage Fitbit** to finish linking everything.

Adding Inspire 3

When you tap **Manage Fitbit**, you'll be taken to a website where you'll log in using your ID and PIN—in which ID is the username and PIN is the password that you use to sign in to the app.

After you sign in, you'll receive a code as a message in the app. Enter that code, then select **Authenticate.**

Adding Inspire 3

To finish connecting your Inspire 3, tap **Authorize Fitbit Access**. On the next screen, check **Allow All**, then tap **Allow** to move forward.

Once you've done that, your Inspire 3 is fully connected. You can head back to the app and continue from there!

View Physical Activity Data

Once you have completed setup to view physical activity data from your Fitbit, select **Activity** and **Health Data** on the home screen. If you see "Data not available" under different categories, it may be because your Fitbit or scale hasn't been synced.

To avoid this, keep the Fitbit app open or open it occasionally throughout the day to sync your data.

To ensure your Fitbit is synced, check your watch and make sure the data in the Fitbit app matches what you see on your device.
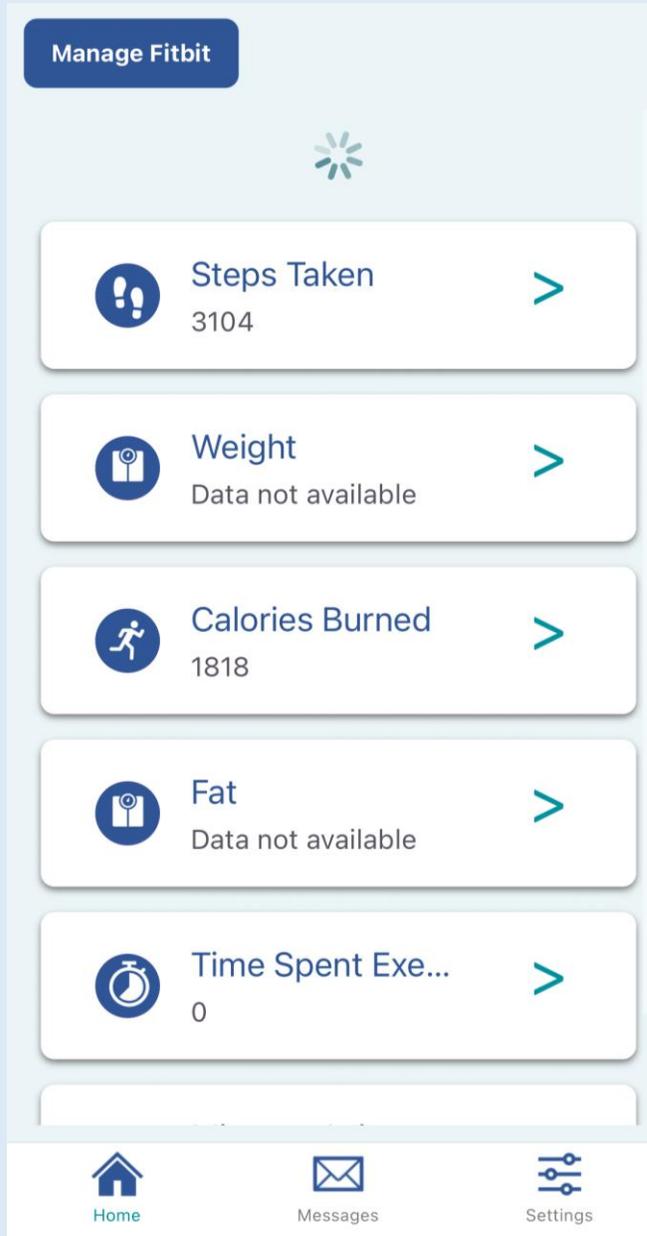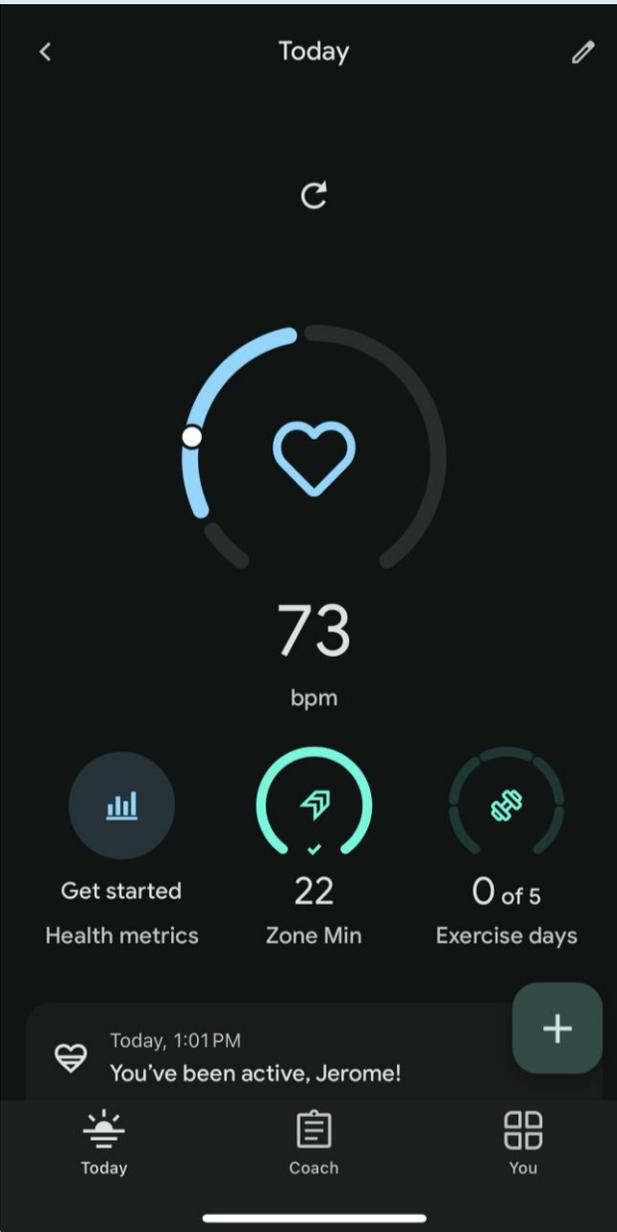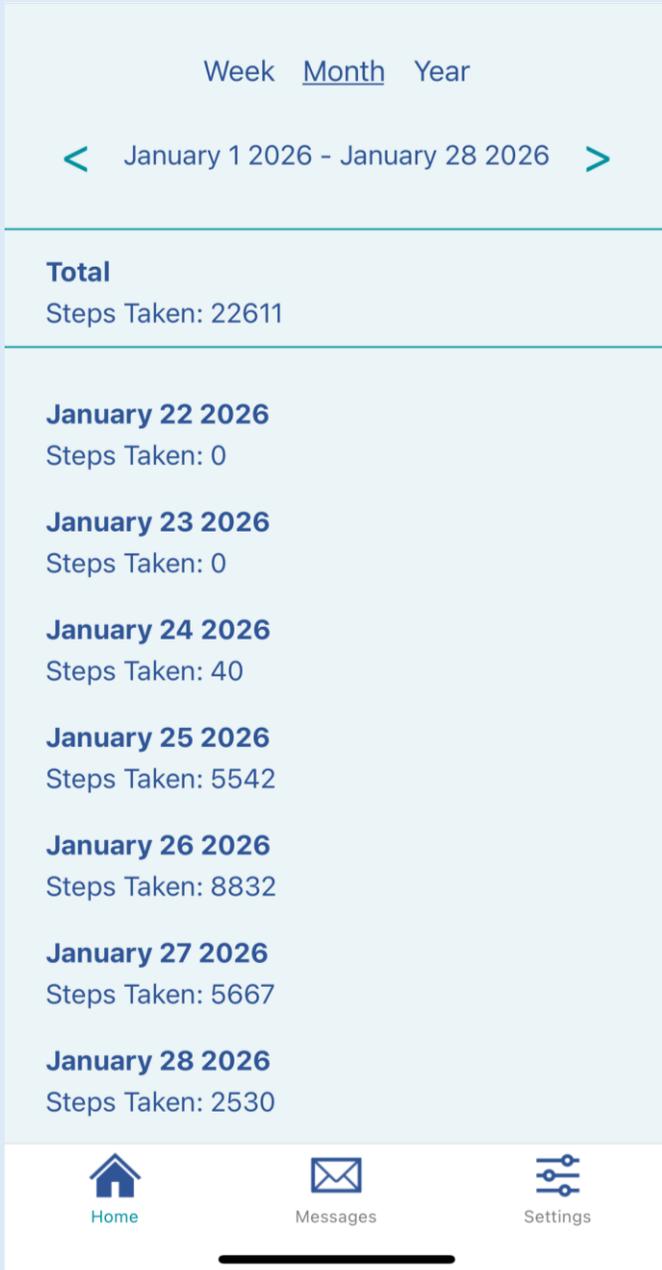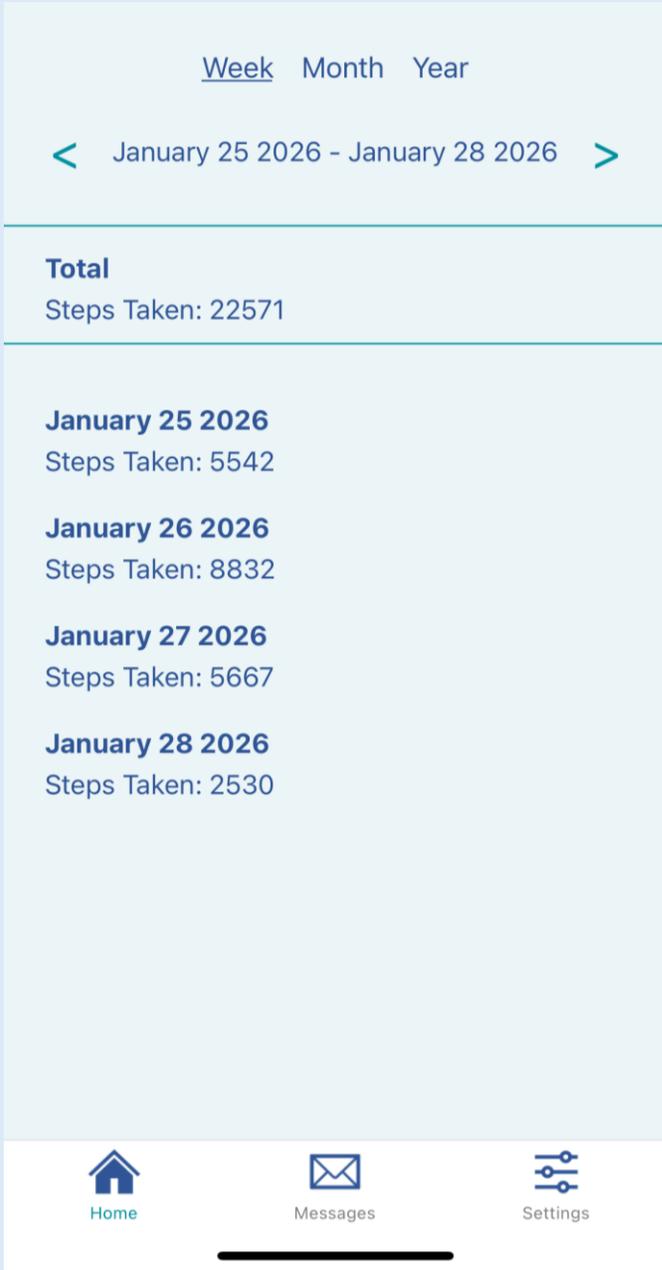
Forcing a Sync

If your Fitbit data isn't showing up right away, no worries—sometimes it just needs a quick refresh.

In the Fitbit app:
**On the Today** screen, simply pull down on the screen. This forces the Fitbit app to sync your data.

In the DWN app:
 Go to Activity and **Health Data**, then pull down again to refresh. Your latest activity should appear once everything has synced.

View Physical Activity Data

You can easily check out your weekly, monthly, or yearly activity and health stats anytime. Just pick a category on the **Activity** and **Health Data** screen, and the app will show you the information you're looking for.
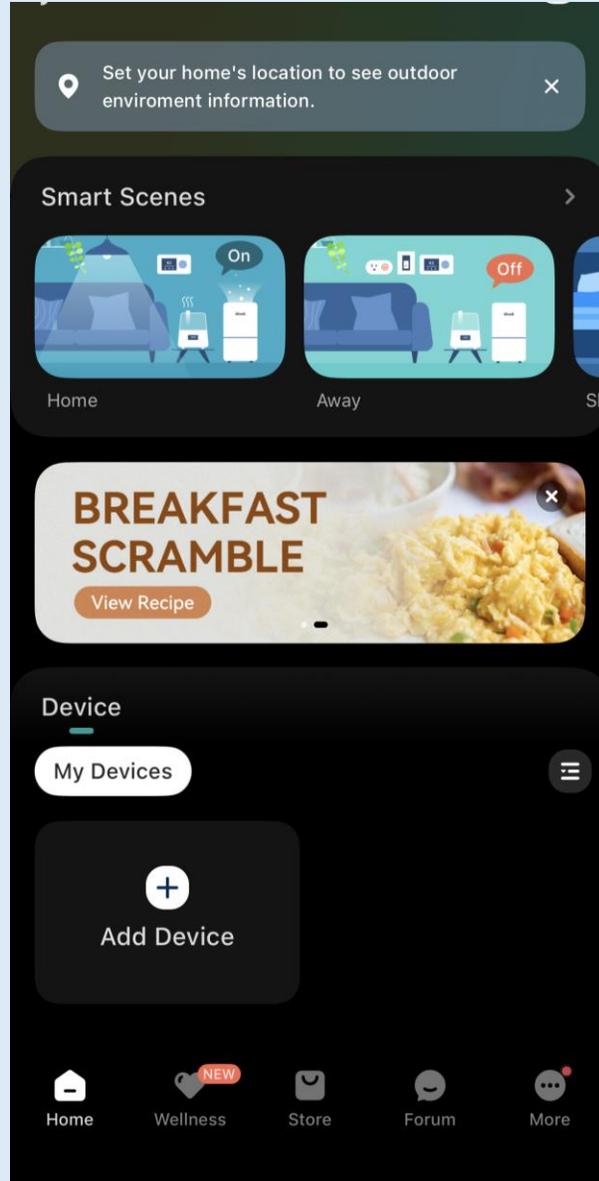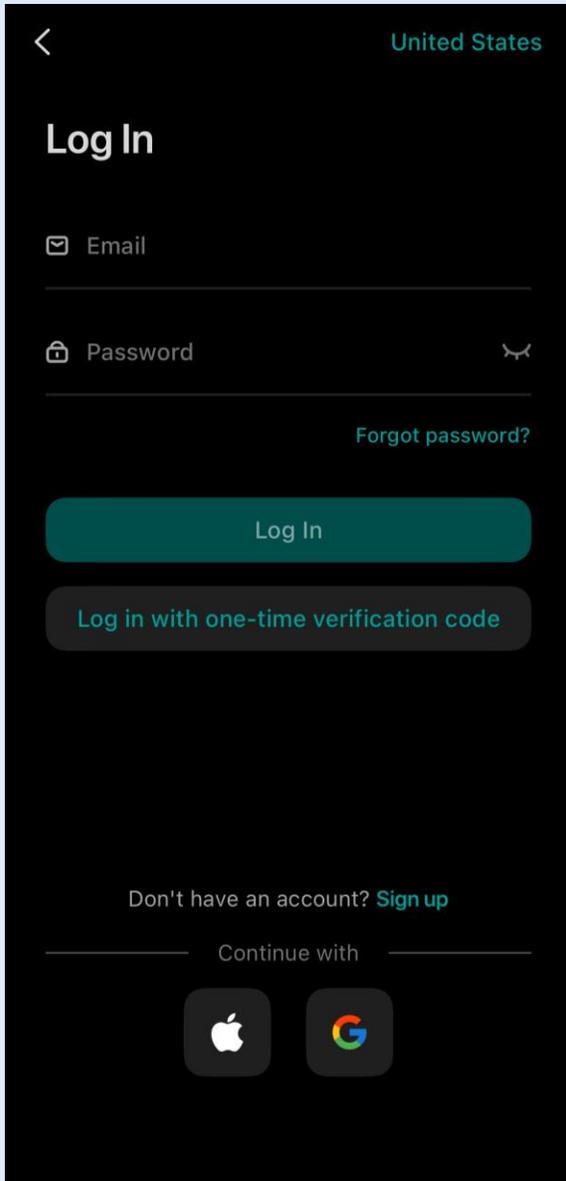
Adding VeSync Scale

To get started, download the VeSync app and sign in—either create a new account or log in using your Google or Apple account.
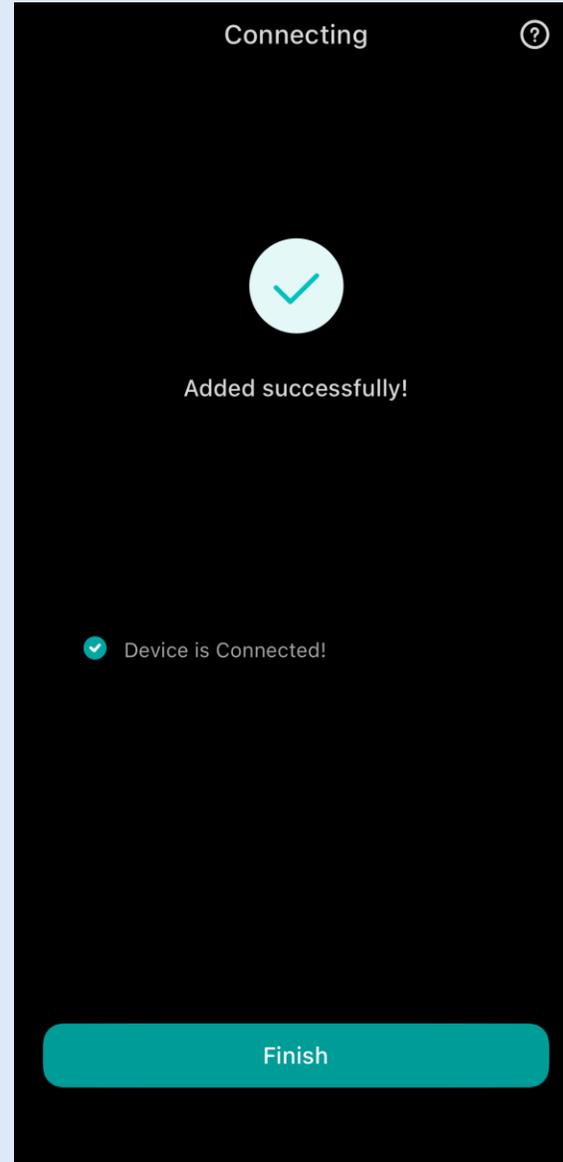
Once you're in, just tap **Add Device** to begin setting things up.
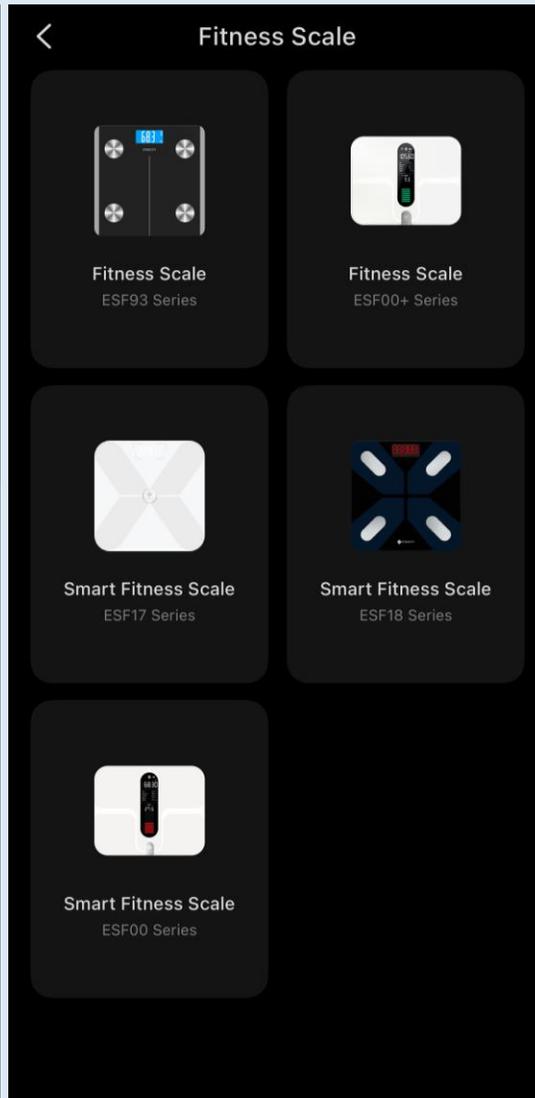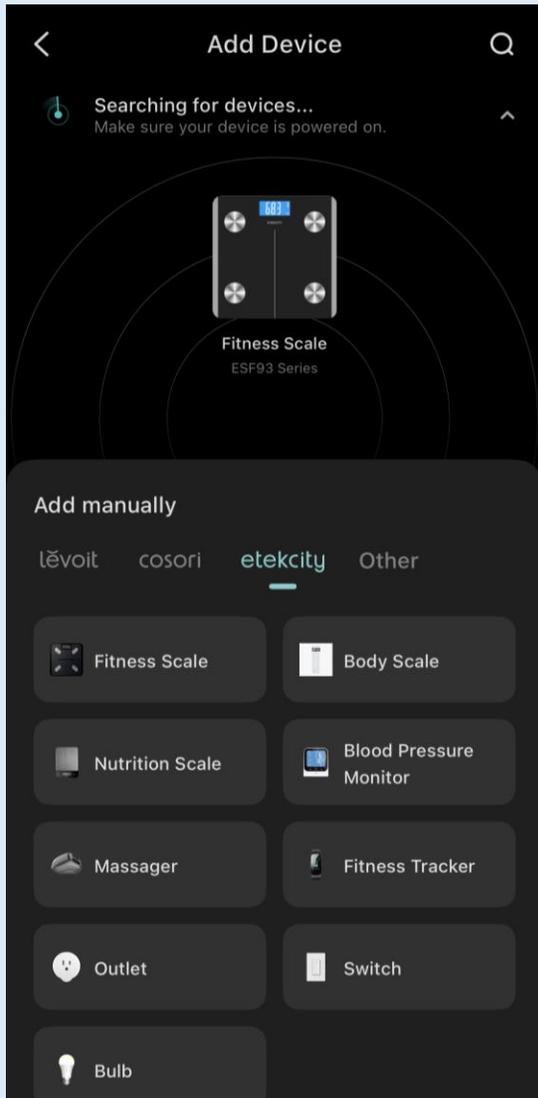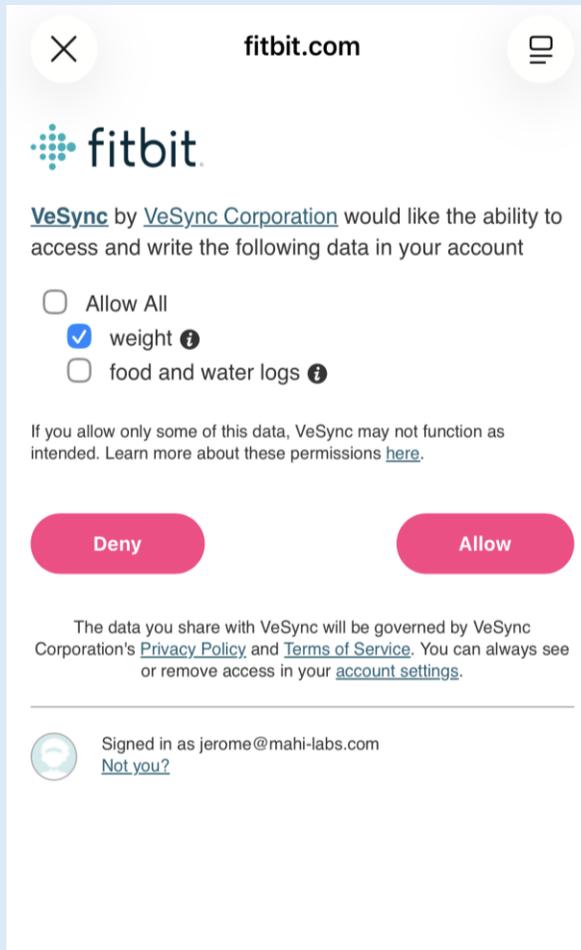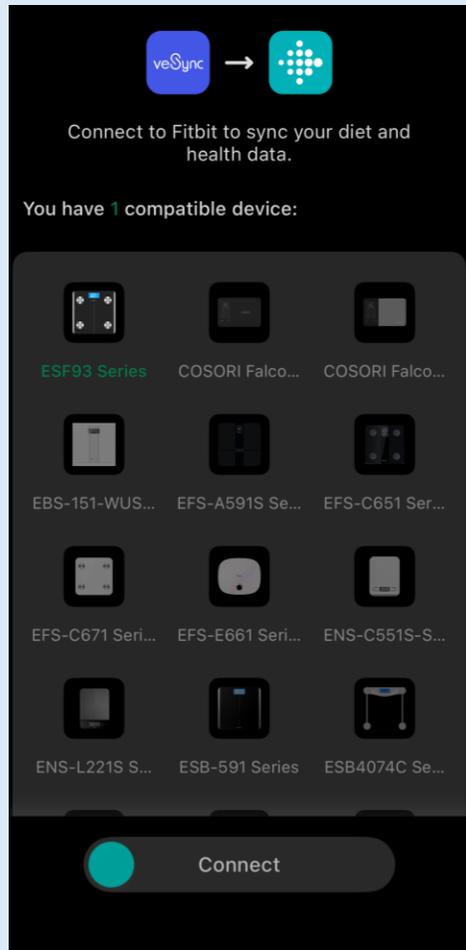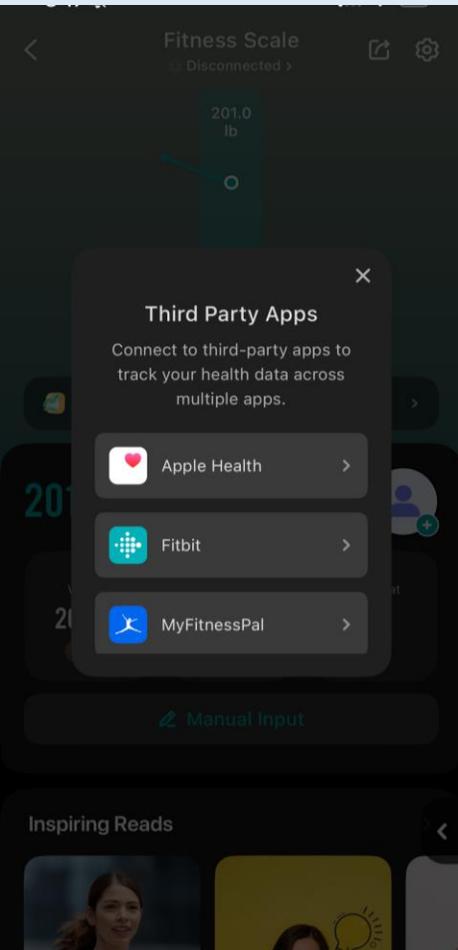
Adding VeSync Scale

When you step on the scale, the app will usually find it automatically. **Make sure Bluetooth is turned on on your phone.** If it doesn't recognize the scale, no worries—you can add it manually.

Just select **Etekcity**, then choose **Fitness Scale**, and finally pick **ESF93**.

Adding VeSync Scale

When you step on your scale during setup, the app will prompt you to do so. Make sure **Bluetooth is turned on on your phone** it can connect properly. Once the scale connects, just tap **Finis** to complete the setup.

Screen 1: **Preparing to Connect** — Please step onto your scale, and make sure your phone's Bluetooth is turned on.

Screen 2: **Connecting** — Added successfully! Device is Connected! Finish

Adding VeSync Scale

After your scale is connected, you'll be asked to link it with third-party apps.

Select **Fitbit**, then choose the **ESF93** scale and connect it.

You'll be prompted to sign in to your Fitbit account. After logging in, you'll see a screen asking what data you want to share—be sure to select **Weight**.

Once you have completed the setup and recorded your weight and body fat, you can view this data by selecting **Activity and Health Data** on the home screen. If you see "Data not available" it may be because your Fitbit or scale hasn't been synced.
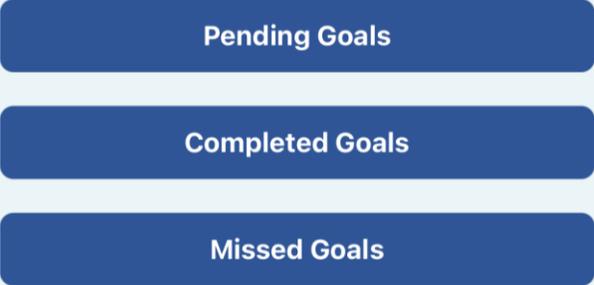
Goals

Throughout the study, your coach will assign you different goals to work on. To see your Pending , Completed or Missed , just tap **Goals** on the home screen. Everything you need will be right there.

Pending Goals

After you and your coach talk things over, you'll get a set of **Pending Goals** to work on for the week.

You can either **Accept** a goal—then it will show up under **Current Goals**—or choose **Discuss** if you want to talk it through with your coach first.

Current Goals

When you accept goal, you can easily find it by tapping **Goals** on the home screen.

In the **Current Goals** section, you'll be able to see how you're progressing. If you want to review any details or check in on how you're doing, just tap the goal to open it.

Completed Goals

You can review goals you've already completed by tapping **Goals** on the home screen.

This section shows everything you've finished, along with any goals where the deadline has passed. Tap any goal to get a closer look at what you accomplished.

Missed Goals

If a goal's deadline has passed, you'll find it under **Missed Goals** in the Goals section.

You can tap on any missed goal to see what it involved and talk with your coach if you'd like to revisit or update it.

Wallet

Once you complete a goal, we'll send you a quick alert letting you know you've earned some rewards.

To check your earnings anytime, just tap Wallet on the home screen. Inside, you'll see Total Earned, which shows everything you've collected throughout the entire study. It's an easy way to keep track of your progress—and your rewards!
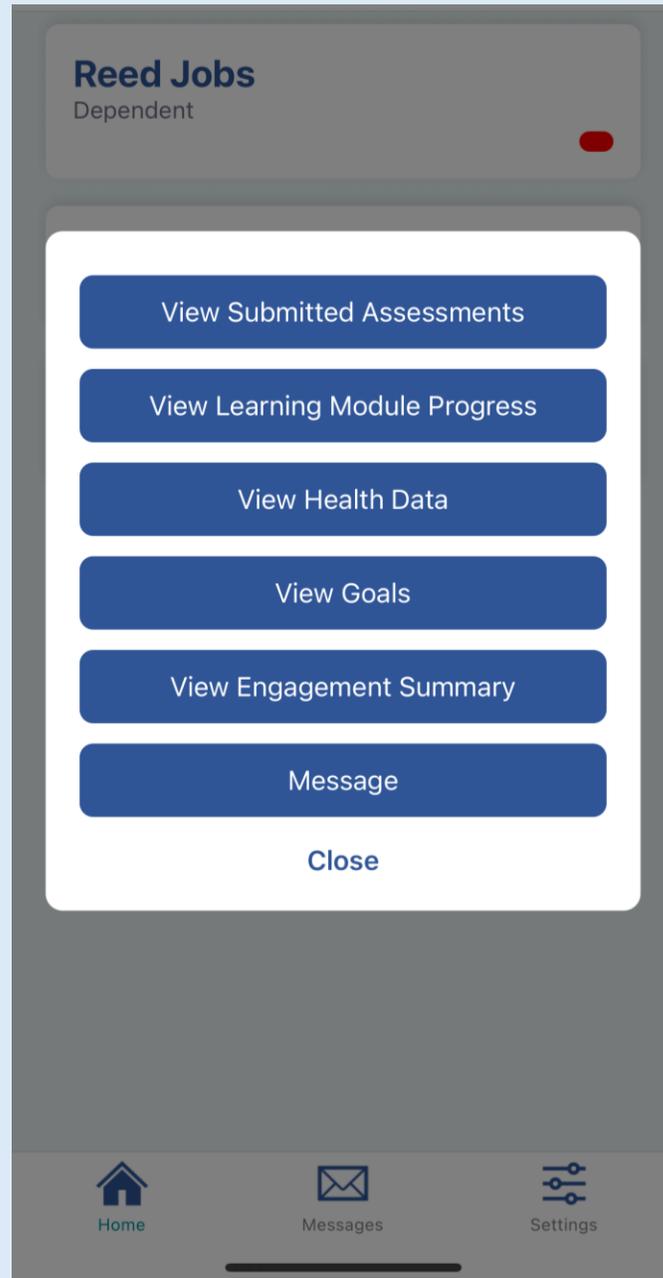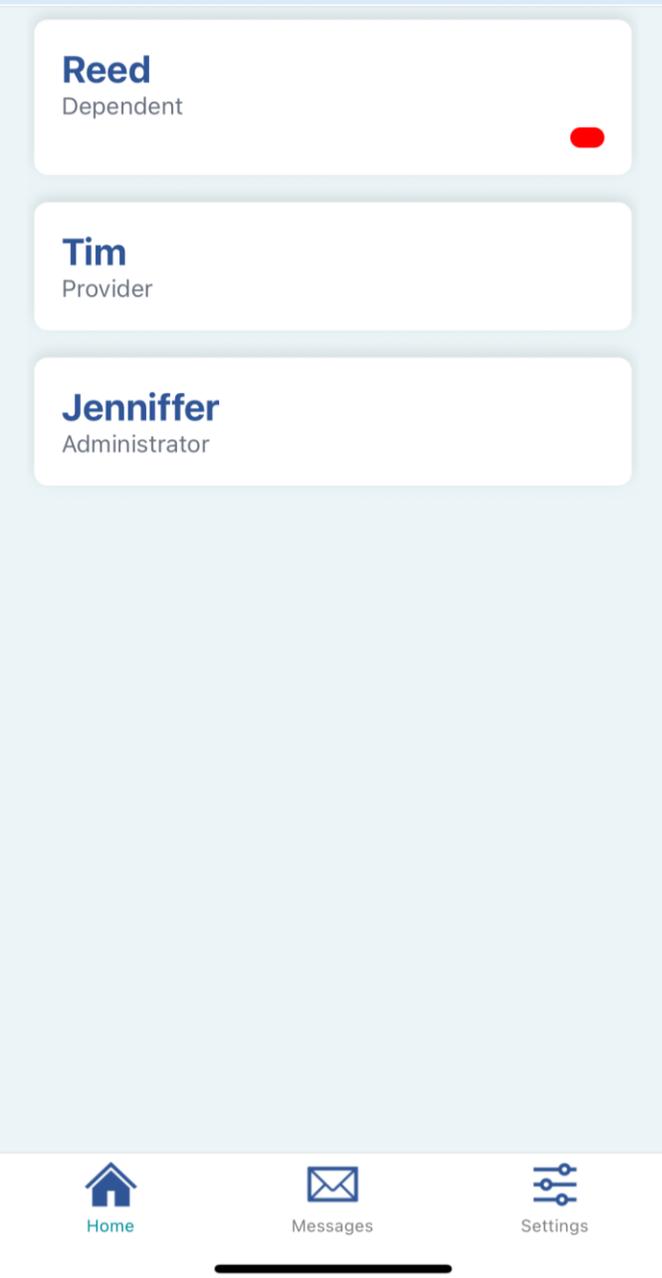
Supporting your Tribe

You can monitor the progress of your tribe members by selecting the name of the person you'd like to view.

For caregivers, you can see their submitted assessments, learning module progress, health data, goals, engagement summaries, and also send them messages.

For adolescents, you can see engagement summaries and send them messages.

Engagement Summary

The engagement summary gives you a quick snapshot of how a member is doing over a two-day period. It's an easy way to keep track of their overall progress at a glance.

Thank You

If you have any technical questions contact your coach or Jerome McClendon:
jerome@mahi-labs.com