Understanding America Study

Mobile Monitoring of Cognitive Change (M2C2)
Participant Guide

Your guide to the smartphone study.

Any Questions? Call Us: 855-872-8673   Email Us: uashelp@usc.edu

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About the Study

The study is being conducted in the UAS for the Pennsylvania State University for the Mobile Monitoring of Cognitive Change.

The purpose of the study is to help doctors and researchers measure changes in thinking and memory. Traditionally, people answer questions like these once a year, maybe during a check-up. Their answers are compared to how they answered last year. However, people's thinking and memory can change all the time, if they haven't slept well, are anxious about something, or are sick. This study asks people to answer the questions several times a day over several days, three different times over one and a half years. The results will help us understand what is missed if we only do an annual check-up.

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Your Role in this Study: Overview

Each day for about one week, we will ask you to complete 3 sessions throughout the day. Each session will take about 5 minutes to complete and will include several short activities, including brain games and questions.
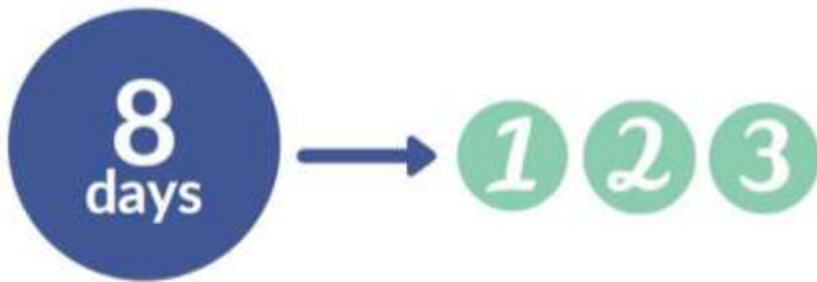
When to Complete Games and Questions in the App

Your smartphone will notify you when it is time to do your activities. This will happen randomly 3 times throughout the day. Listen carefully, this notification will be the same as whatever you have your notifications set to on your phone. We will also send you a text message using the phone number you provided.

Don't worry if you're busy; when you receive the notification, you have up to 1 hour to do the activities and will have one reminder text about 30 minutes after the initial notification.

Try to do these as soon as you can after you receive a notification - but know that you have up to 1 hour in case you are busy or doing something that makes it unsafe to use your phone, like driving.

Also, be mindful of completing the activities in one sitting in case you aren't able to resume.

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Listen for the Prompts

If you put your phone on silent, the app will continue to notify you. However, you may not notice the prompts, so be sure to allow it to beep or vibrate so you will be notified!

PRO TIP: If you are in a quiet setting, just turn the sound down, or put it on vibrate. If you put your phone in silent mode, you will miss the prompts.

Staying Connected is Important

Connectivity during the day is essential. Either Wi-Fi or cell connection is required to participate. **We recommend enabling Wi-Fi on your phone,** if you have it, so it will be available if your cell connection is weak or not available. If you need help enabling Wi-Fi, give us a call!

If you do not have any connectivity for one or more full days, let us know! We will reschedule you for a week when you are able to fully participate.

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How to Install the ZEMI Mobile App

Download the Zemi phone app from the Google Play Store (if you have an Android phone) or from the Apple App store (if you have an iPhone.)

Search for "Zemi"

Android users: Tap "Install" and skip to "**Logging into the Zemi mobile App**" on page 7 of this guide.

Apple iPhone users: Tap "Get" and follow the instructions below.
Tap on the Zemi App icon to install the app. You need to allow notifications and location access to be able to participate in the study. WE DO NOT TRACK YOUR LOCATION for this study or ever, but the app requires it to be on to work.

- ALLOW the Zemi App to send you NOTIFICATIONS
- DON'T ALLOW the Zemi App to Access the Camera
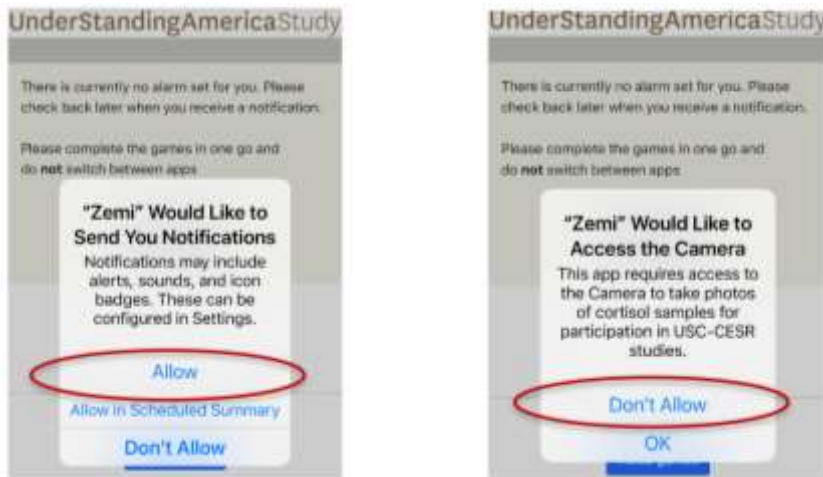
If you get a warning, tap "Setting" and follow the instructions on the next page.

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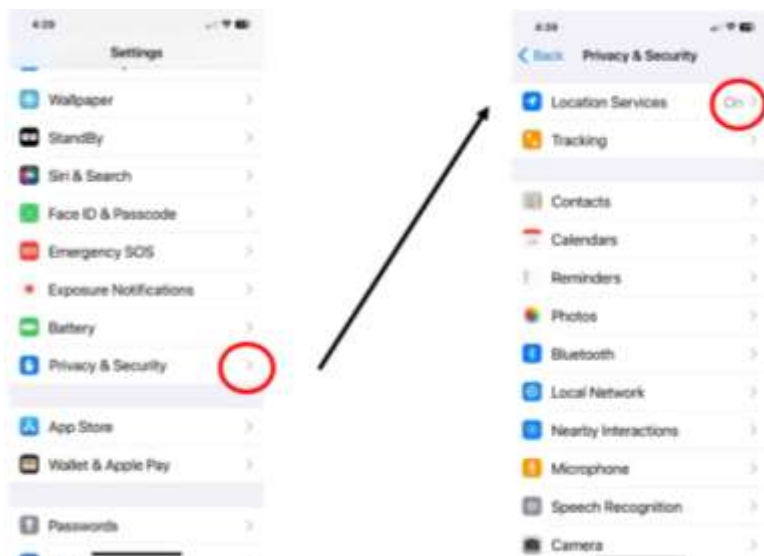
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Setting notification on your iPhone:

Depending on your iPhone model, there are two version of the set-up.
To set up the Zemi app

If your settings look different than what is shown below, go to page 8 for the alternate phone settings.

- Tap on Setting, then scroll down until you see "Privacy & Security."
- Tap, and make sure you have "Location" set to "On",

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- Next, go back to Setting, then scroll down until you see "App Store".
- Tap the "App Store" and scroll down until you see the "Zemi" app.
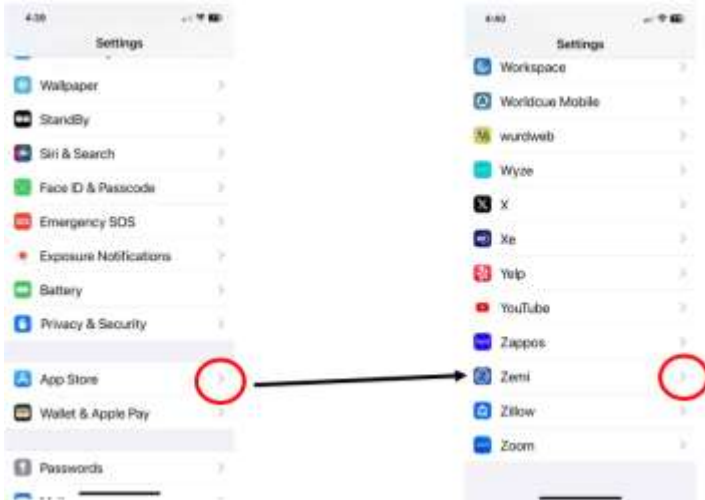
- Allow notification on cellular data and sounds and badges are on.
- Set "Show Previews" to "Always (default)"

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Alternate iPhone setting:

- Tap on Setting, then scroll down until you see "Zemi".
- Tap, and make sure you have "Location" set to "Always",
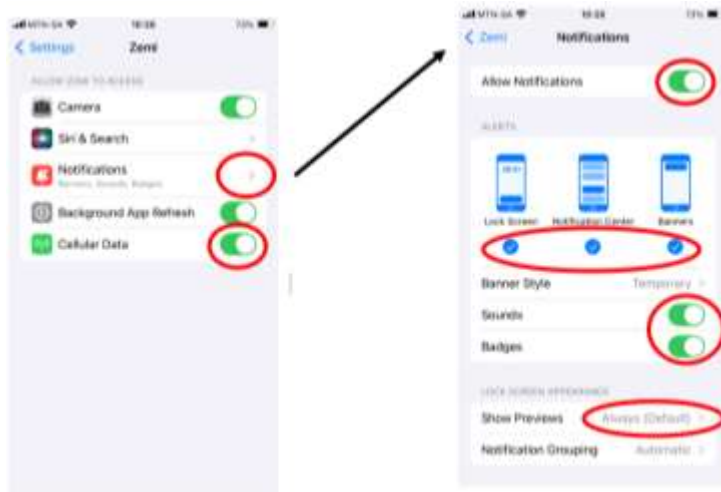- Allow notification on cellular data, and sounds and badges are on.
- Set "Show Previews" to "Always"

     UAS Settings   Notifications screen   Scroll down to set the rest
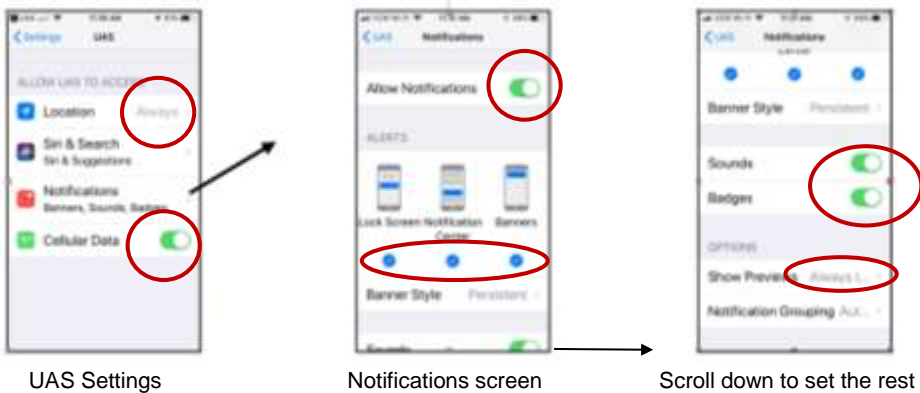
When you are done, you can close the settings and go back to the app to log in!

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Logging into the Zemi mobile App

Before you start your survey, make sure that you phone is a vertical position.

When you open the app, you will see this screen. Select button called "UAS"

Then, on the following screen enter your login number and password*

Select your Study

Cortisol

UAS

*This is the same login number and password you use to log in and take surveys in the UAS. We included that information in the project invitation email.

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This phone has not been registered. If you are a study participant, please enter your login number and password below.

Login number:

Password:

Login

Please remember that if you change time zones during the study week, you will continue to receive prompts between 8 AM and 8 PM in the time zone you specified when you signed up for your study week. If you need to change time zones, write to uashelp@usc.edu.

You are all set! Just wait to be prompted to start. You will be prompted 3 times a day, at random times between 8 AM and 8 PM for the next 8 days.

If you have forgotten your ID or password contact the UAS helpdesk by email at uashelp@usc.edu or call us between 9 a.m. and 5 p.m. Pacific Time: 1-855-872-8673.

PRO TIP: Stay logged in for eight days. You can close the app and do anything else you like on your phone, including turning it off. Just **do not** log out of the app if you can help it. If you do log out, log back in again right away. You won't be prompted if you log out of the app or turn off your phone.

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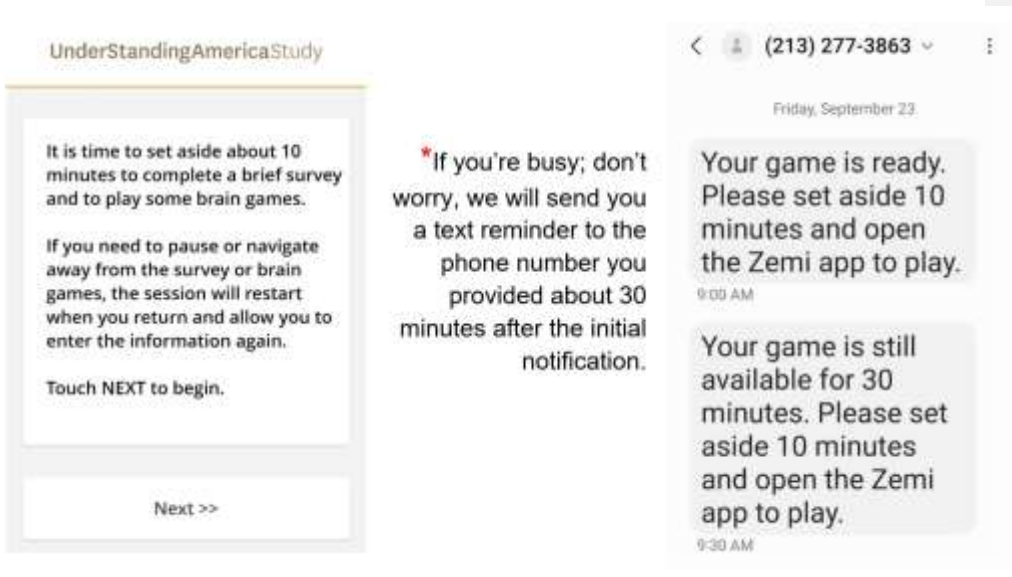protocol 22-119-1044   revised user guide   version: 102822

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Zemi mobile App - Notifications

When prompted, you will receive the following notification on your phone:

Note: It is important that you set aside the full ten minutes needed to finish the session in one sitting. If your phone goes to sleep or you navigate to a different phone app, the session will restart from the beginning again. Any any questions or games you may have already completed <u>during that session</u> will not have been retained.

*In addition, the app may restart on some **Android phones** if the phone is rotated from vertical to horizontal position while answering questions or playing games. To avoid this, keep phone in an upright vertical position.*

<u>If your session restarts</u> during a session, the app cannot retrieve your previous answers. Please just start over and answer the questions again. To prevent a session from restarting, set aside the time to answer all questions in a single setting, and keep your phone in a vertical position.

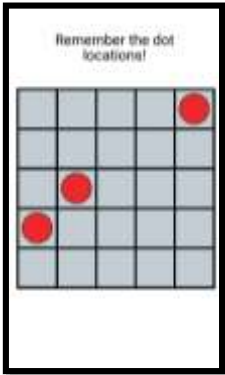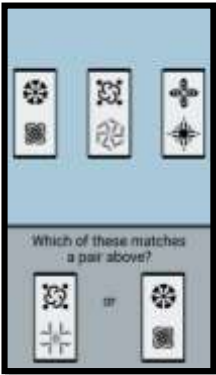Commented [JD2]: This bottom section about the app restarting is new.

Answering Questions and Playing Brain Games on the Zemi app

How Brain Games Work

During each activity session, you'll have a chance to play some brain games. The first time you play each game, you'll be given instructions about how to play the game. Please read and follow these carefully.

Below is an example of what each of the brain games looks like. Some games will ask you to remember details, while others will ask you to make quick judgements about what you see on screen.

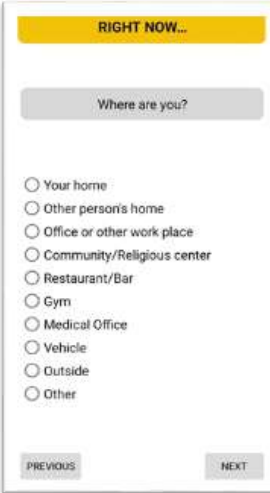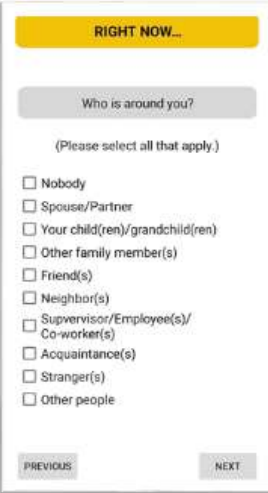| Dot Memory	Symbol Search
Remember the locations of the dots.	Quickly match details.

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How Questions Work

During each activity session, you will be asked several questions about your experiences, including things like what you've been doing and how you're feeling. Below are some examples of the types of questions you will be asked.

Pay close attention to the text in the yellow section at the top of the screen, as this will tell you what time frame to think about when answering each question.

Slider Questions	Radio button Questions	Checkbox Questions
You can use your finger to move the slider to indicate your response. If you want to set it to the middle, just be sure to move the slider first.	For these types of questions, you can choose only one option. Please choose the option that best represents your experience.	For these types of questions, tap on as many options as are relevant. If you make a mistake, you can tap on an option a second time to 'uncheck' it.

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FREQUENTLY ASKED QUESTIONS

If you have questions about using the phone app or any other aspect of the project, please review the questions and answers on the next pages. If you still have questions or any problems, please call the UAS helpdesk at (855) 872-8673.

FAQ Section I: Questions about the project

Q: What do I do if I no longer want to participate in the project?

A: If you decide that you no longer want to participate, please call us or email. We always appreciate if you can tell us why you are withdrawing from the study for our records so we can learn from your experience.

Q: When do I get paid?

A: Earnings from this project will be credited to your UAS account within 10 business days after the end of the study. The funds will be loaded onto your ClinCard, along with any other rewards you may have earned, the following month, as usual. Your rewards will show up in your UAS account under "additional rewards."

FAQ Section II: Using the Zemi App

Q: Where do I find the Zemi app, or how do I install the app on my phone?

A: The Zemi app can be downloaded from the Apple App store or from the Google Play store. Please refer to the section of this guide called "How to install the Zemi Mobile App" for instructions on how to set it up for use in this study.

Q: The Zemi app froze, or I was not able to complete all of the questions.

A: If the app seems to freeze up, you may have lost connectivity. See if the problem goes away when you have cell service or Wi-Fi again. If not, please follow the troubleshooting guide on page 13.

Q: What do I do if the phone beeps and I am driving or busy?

A: While we want you to respond as soon as possible**, never answer the questions while driving or operating any kind of machinery**. If you can't pull over your car, or step out of a meeting to answer a beep this time, we understand. Please do try to respond to the next beep.

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Q: My session restarted and it didn't save what I already did, what do I do now?

A: Your session may restart if your phone goes to sleep, or if you switch over to use a different app while you are answering questions. In addition, Android phones may restart the app when the phone is rotated from vertical ▮ to horizontal ▭ position. The app cannot save your previous answers when this happens. If your session restarts, please just answer the questions again. To prevent the session from restarting, set aside 10 minutes to answer all questions in a single setting, and keep Android phones in a vertical position.

Q: What if I need to silence the phone and not get notifications at all during an event or meeting?

A: You can silence your phone. Your phone may vibrate when you receive the next prompt, and you will get a text message if you put in a cell phone number. The app also sends a text message, so you may see that prompt, even with the sound off, but we recommend you turn it back on as soon as possible.

Q: Do I have to respond to all 3 beeps each day? Will I still be paid if I miss some?

A: Please participate as completely as possible each day. We depend on your answers for the success of this project. We know things come up; you may be driving or in a meeting or classroom when prompted, and you may have to miss a few. You will earn $3 per response. if you are able to respond to all three of the prompts you will earn a $1 bonus for a total possible $10 per day. To be invited back for the 2nd round of the project six months from now, you will need to complete at least half of the prompts during this 8-day period.

Q: My phone ran out of battery, or it downloaded and installed an update. After that, the app stopped working. What should I do?

A: Please follow the troubleshooting tips below. Any information you previously provided will be saved. However, you may have missed some prompts. If you need help getting the app up and running again, let us know.

Q: I got distracted and now I can't get back to where I left off?

A: If you step away while in the middle of the doing the survey, the survey will close and you will need to start again. If you come back after the allotted hour you have to complete the survey, that survey will no longer be able. Just wait until you are prompted again to do the next survey.

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Zemi App TROUBLESHOOTING GUIDE –follow all of these steps

If you are not hearing beeps or getting any prompts, or the app is not working in some other way call the UAS helpdesk (855) 872-8673, or send an email to uashelp@usc.edu .

1. Make sure your phone is turned on, and the volume is high enough to hear it.
2. Open the app to make sure you are still logged in. If you are logged in, and see the "waiting screen," shown here on the right, everything is okay. You just need to wait until you are prompted.
3. If you wear a smartwatch, you may need to adjust how you are notified – ***Follow the directions in the "Getting Notifications While Wearing a Smartwatch" section starting on page 12 of this guide.***
4. Can you hear prompts from other apps on your phone or when you get messages, but not when you get a Zemi app prompt? Then do step 4. If you can't hear any prompts at all, go through your phone's notification settings.
5. Check notification settings for the Zemi. You set these in your phone's "settings". ***Follow the directions in the "Logging into the Zemi App" section on page 5 of this guide.***
6. PRO TIP: If you are still not getting prompted, try disconnecting any Bluetooth enabled device linked to you phone and wait to see if you are prompted.
7. If you have done all the previous steps, and are still not being prompted **call the UAS helpdesk (855) 872-8673**.

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Welcome to the M2C2-UAS Project. No surveys are currently available. You will receive a phone notification and text message when it is time to play the next game and answer questions.

When it is time, remember to set aside 10 minutes to do it all in one sitting. If you need to pause or navigate away while you are playing games or answering questions, the session will start over when you return.

REFRESH

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Getting Notifications while using a Smartwatch

Zemi app notifications - Apple Watch

Fast Facts

- Notifications from the Zemi App (like all other apps) can go to either your Apple Watch or iPhone, but not both.
- If your iPhone is unlocked, you'll get notifications on your iPhone, instead of your Apple Watch.
- If your iPhone is locked or asleep, you'll get notifications on your Apple Watch, unless your Apple Watch is locked with your passcode.
- When you dismiss notifications on your Apple Watch, they're also dismissed from your iPhone.

How to customize your notification settings

Apple Watch notifications settings for the Zemi app mirror your iPhone settings, but you can customize the settings by following these steps:

1. Touch and hold the top of the watch face
2. Wait for Notification Center to show, then swipe down.
3. Swipe left on a notification, then tap the more button ***.
4. If you don't want to hear sounds or haptic alerts for the Zemi app, tap **Deliver Quietly**. Notifications for the app will then go directly to Notification Center on both your Apple Watch and iPhone, instead of also making a sound or haptic alert.
5. If you prefer NOT to get notifications for the Zemi app on the watch, tap **Turn Off on Apple Watch**.
6. To see or hear the notifications on the Watch, swipe left on a notification from the app, tap the more icon *** ,then tap **Deliver Prominently**.
7. To customize other notification settings on your Apple Watch, open the Apple Watch app on your iPhone, then tap the **My Watch** tab, Tap **Notifications**.

If you are unable to detect the prompts from the Zemi app, even after adjusting your settings, delete the Zemi app, install it again, and go through the steps in *Installing and Setting up the Zemi Phone App* to make sure it is set-up correctly.

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Zemi app notifications - Android smartwatch

These are general guidelines for how to change how you get notification on your smartwatch. For your specific model of smartwatch, please see your smartwatch user's manual.

If you are having trouble getting notifications on your smartwatch, try to restart your phone and your watch - you can restart your watch via the Settings app on your watch.

If you are still not getting notifications after restarting, try the troubleshooting steps below. Check your watch after each step to see if notifications start working.

1. Make sure that your watch isn't in Silent mode

   - To turn off Silent mode:
     - If your watch has a power button: Press it.
     - If your watch doesn't have a power button: Tap the screen twice quickly.

2. Your watch uses the notification settings on your phone, so if your phone doesn't vibrate or make a sound for an app, your watch won't vibrate. Open the settings app and check these settings:

   - Verify that notifications are turned on
     - Tap Apps and notifications ⟩ Notifications
     - Tap App notifications
     - If the Zemi app is listed as 'Off', tap the app name and then turn it on.

   - Verify that Zemi app is not blocked or muted
     - Tap Notifications 🔔.
     - Tap Block app notifications.
     - You will see a list of any apps that are muted.
     - If the Zemi app is muted, tap Unblock ✕.

3. Check that your phone is connected to the Internet, then make sure that your watch is paired with your phone

   - If your watch isn't paired, you may see the Disconnected icon ☁ on your watch's screen.
     Note: You won't see the Disconnected icon if your watch is in Airplane mode.

- Make sure that your phone's Bluetooth is turned on and within range of your watch.

If you are unable to detect the prompts from the Zemi app, even after adjusting your settings and go through the steps in *Installing and Setting up the Zemi Phone App* to make sure it is set-up correctly.

If you are not hearing beeps or getting any prompts, or the app is not working in some other way call the UAS helpdesk (855) 872-8673, or send an email to uashelp@usc.edu .

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