



Daily Activities and Moods Project  
*Using the UAS Zemi phone app*



# Participant Guide

**Please read this guide and check the FAQ section at the end.**  
**If you have questions or need help, call the UAS helpdesk at 855-872-8673**  
**or email [UASHELP@usc.edu](mailto:UASHELP@usc.edu)**  
**Phone hours are 9 a.m. – 5 p.m. Pacific, Monday-Friday**

# Daily Activities and Moods Project – Participant Guide

**Step 1:** Download the UAS Zemi phone app.

## Android users

Search for “Zemi” in the Google Play Store



Tap “Install” and skip to “Step 2” on page 4 of this guide.

## Apple iPhone users

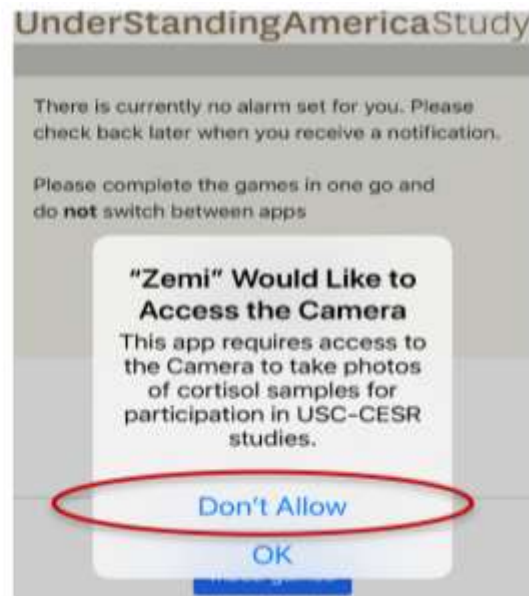
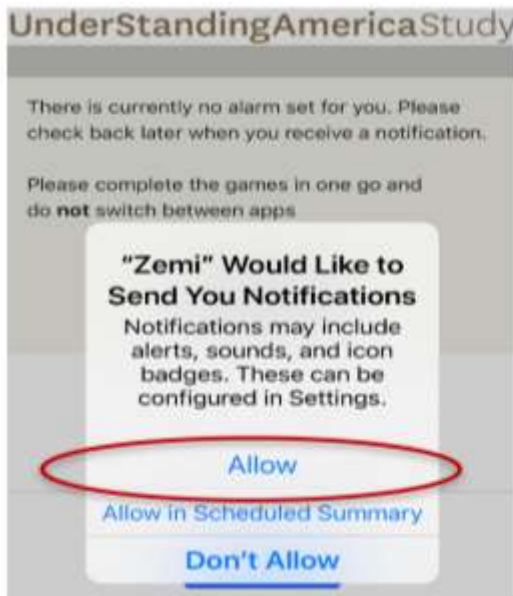
Search for “Zemi” in the Apple App Store



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.

## Daily Activities and Moods Project – Participant Guide

### Setting notifications (for Apple iPhone users only)

- 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”



#### Screen 1: Settings.

- If LOCATION does not say “Always,” tap it and then tap “Always.”
- Make sure CELLULAR DATA is turned on (green showing). If not, tap it.
- Tap on “NOTIFICATIONS” to go to that screen and follow the instructions below.

#### Screen 2a: Notifications

- Make sure ALLOW NOTIFICATIONS is on (green showing). If not, tap it
- All three of the blue circles should have checkmarks to allow notifications on LOCK SCREEN, NOTIFICATION CENTER, and BANNERS. If not, tap them.
- BANNER STYLE: set to “Persistent”

#### Screen 2b: Scroll down for more Notifications settings

- Turn on or verify that SOUNDS and BADGES buttons are on (green showing). If not, tap it.
- SHOW PREVIEWS should be set to “Always”

If you have any difficulty installing the app, please contact the study helpline:

When you are done, you can close the settings and go back to the app to log in!

**That’s it! You can close the settings screen. Now continue to log into the app (next page)**

## Daily Activities and Moods Project – Participant Guide

### Step 2: Logging into the UAS Zemi phone app.



On this screen, enter your UAS login number and password

The UAS login number and password are the same as those used to log in and take surveys in the UAS.

If you have forgotten your UAS login number or password and do not have your invitation email, contact the UAS helpdesk by email at [uashelp@usc.edu](mailto:uashelp@usc.edu) or call us between 9 a.m. and 5 p.m. Pacific Standard Time: 1-855-872-8673.

### Setting your time zone and reminder times

After you log into the UAS Zemi app with your UAS login number and password, **you will see this screen** →

Select the time zone you will be in for the seven days of the project. If you will be in multiple time zones, pick the one that you will be in most often.

For each day of the study, select the earliest and latest time the app can prompt you. Best is to use your wake and sleep times each day. The app requires a minimum of an 8-hour window.



**Next, scroll down to the bottom of the screen** →

**Enter your phone number.** This will only be used to text you a reminder if you don't hear the first beep.

**Then tap "Select a Device" to let us know the type of phone you are using.**

**When you finish, tap "Submit."** If the submit button doesn't work, scroll back up and make sure you have filled out all of the information.



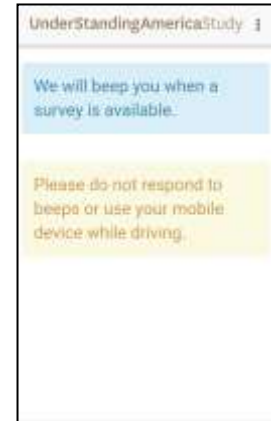
## Daily Activities and Moods Project – Participant Guide

---

This is the screen you will see after logging in and filling out all the required information →

If you see any other screen at this stage, please contact us.

Note that the same screen will appear any time you open the UAS Zemi app and you have not been prompted to complete a survey.



**You are all set!**

**On your start day**, the app will begin prompting you to answer questions. You will be prompted 6 times a day at random times, between the hours you selected in the step above. You will receive these prompts for the next 7 days.

If you are not prompted after 2 hours after your start time, please follow the steps in the “UAS Zemi App Troubleshooting” section of the guide on page 9.

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

**TIP: Stay logged in for 7 days (the duration of this project).**

**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.**

## Daily Activities and Moods Project – Participant Guide

---

### INFORMATION ABOUT ANSWERING THE DAILY PROMPTS

Starting on the first day of this project, the app will begin to beep every hour or two. When it prompts you, tap the screen prompt to begin answering questions.

#### EACH TIME YOU ARE BEEPED YOU HAVE **TEN MINUTES** TO ANSWER

- About five minutes after the first beep, you will get a second reminder beep and a text message.
- If you start answering questions any time before the ten minutes are up, you will have another ten minutes from the time you started to finish answering. If you don't finish within that time, the session will time out and return to the waiting screen.
- If you do not respond for ten minutes after the first beep, the current session will time out. The app will return to the "Waiting Screen" until the next prompt.
- It is important that you answer as many prompts each day as you can. **Please only answer prompts when it is safe to do so. Do not answer prompts while driving or operating any kind of machinery.** You earn \$2 for each time you answer a prompt.
- **If you put your phone on silent, the app will continue to notify you, but you may not notice the prompts. Please be sure to allow the phone to beep or vibrate, so you will be aware of the notifications.**

**IMPORTANT: Connectivity during the day is essential. Either Wi-Fi or cell connection is required to participate.**

The app requires a cell phone connection or Wi-Fi for you to be able to answer the questions when prompted. **We recommend enabling Wi-Fi on your phone**, so it will be available if your cell connection is weak or not available. If you temporarily lose connectivity, the screen may freeze while you try to answer the questions. It will come back when you are connected again, although the session may time out.

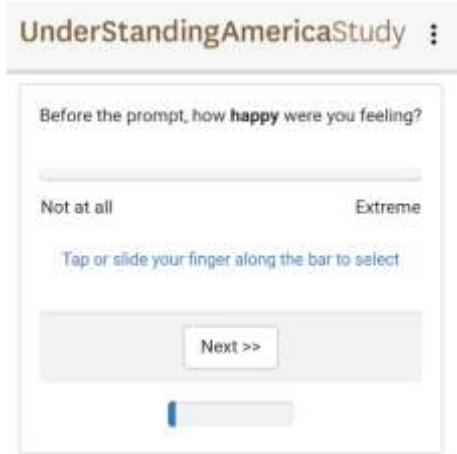
Also, if you lose connectivity, you may not be prompted, or you may see prompts too late. Make sure you have access to either a cell connection or Wi-Fi at all times.

**If you do not have any connectivity for one or more full days, let us know! We'll reschedule your participation for a week when you have full connectivity.**

Please charge your phone every day, so you don't miss any beeps!

# Daily Activities and Moods Project – Participant Guide

## Answering Questions in the UAS Zemi Phone App



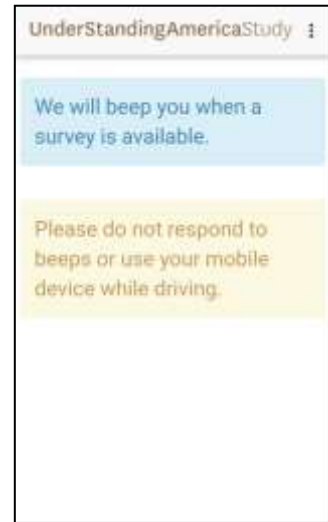
← Many questions use a line known as a “slider” for the answer. You can tap the line or slide your finger along it to select where your answer lies between “Not at all” and “Extremely.”

**TIP: You must tap the slider at least once on each question to indicate your answer. Even if your answer is “Not at all,” just tap the slider once on the far left side before pressing the “Next” button.**

When you finish answering the questions, you will see the “Waiting screen” again →

If you see a little pop-up screen that says “not in survey, not skip,” just ignore it.

You can close the app, or do other things with your phone, but **don’t log out of the app** or you will not be able to participate because the app will not prompt you the next time.



If the app freezes (while you have a cell or Wi-Fi connection), or if you are not getting any beeps during the day, please follow the steps in the “UAS Zemi App Troubleshooting Guide” on page 9 of this document.

### FREQUENTLY ASKED QUESTIONS

If you have questions about using the UAS Zemi 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 if you have any problems, please call the UAS helpdesk at (855) 872-8673.

#### FAQ Section I: Questions about the project

**Q: I have decided I don't want to participate in the project, after all. What do I do?**

A: If you decide that you no longer want to participate, please call us or email and let us know. We would appreciate if you can tell us why you are withdrawing from the study, for our records.

**Q: When do I get paid?**

A: Earnings from this project will be credited to your UAS account within 10 business days. 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 "details on extra rewards."

#### FAQ Section II: Using the UAS Zemi Phone App

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

A: You can find this information on page 2 of this user guide (under Step 1).

**Q: The app has frozen or I was not able to complete all of the questions. What do I do?**

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

**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 questions while driving or operating any kind of machinery.** You have a 10-minute window to respond to the beep. If you can't pull over your car, or step out of a meeting, or get away from your duties to answer a beep this time, we understand. Please do try to respond to the next beep.

**Q: What if I need to silence the phone and not be beeped 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. Just remember to turn the sound back on!

**Q: Do I have to respond to all 6 beeps each day? Will I still be paid if I miss some?**

A: We depend on your answers for the success of this project, and you agreed to respond to the 6 beeps every day. We know things come up; you may be driving or in a meeting or classroom when you are prompted, and you may have to miss a few beeps. Missing a few beeps is fine, but try to respond to as many beeps as possible each day. At the end of the week, we will pay you for each beep you answer.

**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 guide 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.



## Daily Activities and Moods Project – Participant Guide

---

### UAS Zemi App Troubleshooting Guide

If you are not hearing beeps or getting any prompts, or the app is not working in some other way, following these troubleshooting steps may solve your problem! If not, call the UAS helpdesk (855) 872-8673, or send an email to [uashelp@usc.edu](mailto:uashelp@usc.edu).

1. Make sure your phone is on, and the volume is turned up high enough so that you can hear it.
2. Go through your phone's settings to change the sound notification and make sure you can properly hear the beep.
3. Make sure you turn on notifications for the app (you can change this in your phone's settings). – *see Setting notifications (for Apple iPhone users only) on page 2 of this guide.*
4. If you wear an Apple watch or other smartwatch, you may need to adjust how you are notified – *see Appendix 1A or 1B at the end of this guide.*
5. Open the app to make sure you are still logged in. If not, put in your UAS login number and password.
6. **If you have not answered beeps for several hours (or a full day)**, open the Zemi app when you are connected, to let it update. It only loads a few "beep" times at a time, and needs to update with more, if the ones it already has have all expired.

If none of these steps have fixed the problem, call the UAS helpdesk (855) 872-8673, or send an email to [uashelp@usc.edu](mailto:uashelp@usc.edu).

**Still have questions that weren't answered here?**

**Call the UAS helpdesk (855) 872-8673, or send an email to [uashelp@usc.edu](mailto:uashelp@usc.edu)**

### Appendix 1A: UAS Zemi app notifications when wearing an Apple Watch

Fast facts:

- Notifications from the UAS 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.

#### Managing UAS Zemi app notifications Settings

Apple Watch notifications settings for the UAS 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 UAS 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 UAS 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 UAS Zemi app, even after adjusting your settings, delete the UAS Zemi app, install it again, and go through steps 1 and 2 described in this guide to ensure the app is set up correctly.

### Appendix 1B: UAS Zemi app notifications when wearing an Android smartwatch

These are general guidelines for how to change how you get notifications 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 that you have 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 UAS Zemi app is listed as 'Off', tap the app name and then turn it on.
  - Verify that UAS 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 UAS 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 that it is in range of your watch.

If you are unable to detect the prompts from the UAS Zemi app, even after adjusting your settings, delete the UAS Zemi app, install it again, and go through steps 1 and 2 described in this guide to ensure the app is set up correctly.