



Instructions for use



Instructions for Use

Document code: GRO-UK-USE-AUG26

Issue: 1 - 16 July 2026 (clinical review updates incorporated 4 August 2026; approval at Day 14 signature batch)

Applies to: United Kingdom market (English)

Related IFU: Cardiovascular Risk-Factor Optimisation and Cardiac Rehabilitation programme (HeartBuddy) is covered by a separate controlled IFU - GRO-CR-USE-AUG26

Superseded document: GRO-UK-USE-FEB22 (previous Class I era IFU)

1. Product identification

Product name: Gro Health

Legal manufacturer: DDM Health Limited (trading as Gro Health)

Device type: Software as a Medical Device (SaMD)

Regulatory class: Class IIa under Regulation (EU) 2017/745 Rule 11

Basic UDI-DI: 506049659GH1GH

UDI-DI: 5060496591388

EMDN Code: V92 - Medical Device Software - Not Included in Other Classes

Notified Body: BSI Group The Netherlands B.V. (2797) - MDR conformity assessment in progress; certificate number to be added on issue

Software versions covered by this IFU: iOS 5.7.2, Android 5.7.1.3, Web v2.13.45, GroCARE clinician portal v5.6

Software platforms: Mobile application (iOS and Android), responsive web interface, and web-based clinician portal (GroCARE).

2. Intended Use

Gro Health is a Class IIa Software as a Medical Device intended to support adults in the structured self-management of the following clinical conditions, delivered as multi-disciplinary digital care programmes with clinician and/or health coach oversight where applicable:

2.1 Approved indications

Gro Health is intended for use by adults aged 18 years or older with any of the following approved indications:

- Weight management - behavioural and specialist - including the following sub-populations:
- Adults with obesity (BMI ≥ 30 kg/m²)
- Adults with overweight (BMI 25 – 29.9 kg/m²) with cardiometabolic risk factors
- Adults with Polycystic Ovary Syndrome (PCOS)
- Adults requiring menopause-related weight management
- Adults post-bariatric-surgery requiring weight maintenance
- Type 2 Diabetes and Prediabetes - structured digital self-management with clinician oversight
- Non-alcoholic Fatty Liver Disease (NAFLD) - delivered under the weight-management umbrella with liver-specific content and clinician oversight

Cardiovascular Risk-Factor Optimisation and Cardiac Rehabilitation (HeartBuddy) are covered by a separate controlled IFU: GRO-CR-USE-AUG26.

2.2 What Gro Health is NOT intended for

Gro Health is NOT intended for, and MUST NOT be used for:

- Diagnosis of any medical condition
- Autonomous clinical decision-making (all clinician-facing AI outputs require human-in-the-loop review before use)
- Treatment of Type 1 Diabetes Mellitus
- Management of Long COVID / Post-COVID conditions
- Paediatric use (users under 18 years old)

- Emergency medical care - Gro Health is not a substitute for emergency services; users must call 999 (UK) in emergencies
- Management of any condition outside the approved indications listed above

3. Intended users

Gro Health is intended for use by:

- Adults aged 18 years or older meeting one or more of the approved indications listed in Section 2.1
- Registered healthcare professionals (clinicians and trained health coaches) using the GroCARE clinician portal to oversee, support and manage care for enrolled adult patients

The app is not for use by children or adolescents under 18 years old.

3.1 Environment of use

Gro Health is intended to be used by the individual patient at home or on the move, on a smartphone, tablet or personal computer with internet access. Clinicians and health coaches use the GroCARE portal in professional environments (clinic, office, remote-working). The device is not intended for use in emergency care, intensive care or perioperative environments.

4. Contraindications, warnings and precautions

4.1 Contraindications

Do NOT use Gro Health if you are:

- Under 18 years of age
- Diagnosed with Type 1 Diabetes Mellitus (Gro Health has not been evaluated for T1DM management and may not be safe for this population)

- Currently pregnant, unless directed by a healthcare professional (weight-management and dietary recommendations may not be suitable in pregnancy)
- Suffering from an acute medical condition requiring emergency care - call 999 (UK) or seek urgent medical attention

4.2 Warnings

IMPORTANT - read before use:

- Gro Health is a decision-support tool. It does not replace medical advice, diagnosis or treatment from your GP, clinician or care team.
- Always consult your clinician before making significant changes to your diet, activity level, medication or care plan based on Gro Health content.

- If you have symptoms of a medical emergency (chest pain, shortness of breath, sudden weakness, severe symptoms), call 999 (UK) immediately. Do not use Gro Health as a substitute for emergency care.
- Weight-management, dietary and exercise recommendations may not be suitable during pregnancy, if you have an active eating disorder, or if you have other conditions your clinician has advised care with - consult your clinician first.
- Care plans generated by the AI-assisted care-plan generator in the GroCARE clinician portal are DRAFT recommendations. A registered clinician or trained health coach reviews and approves every care plan before it is delivered to you.
- If you experience worsening symptoms, adverse effects, or feel unwell while using the app, stop the programme and contact your clinician.

4.3 Precautions

- Your data is stored securely in the region selected at sign-up. See Section 12 for details.
- Wearable and third-party app data (Apple Health, Google Health Connect, Fitbit, Garmin, Withings) is used to enrich your programme. Data accuracy depends on the connected device. Report any suspected inaccuracies to your clinician.

5. Compatibility

To use Gro Health you need one of the following:

- iPhone running iOS 15 or later
- Android smartphone or tablet running Android OS 11 or later
- Personal computer, laptop, or tablet with internet access and a supported modern web browser

(Chrome, Safari, Edge, Firefox - current supported version)

Web registration is available at grohealth.com.

Gro Health is compatible with the following wearables and health apps:

- Apple Health (iOS)
- Google Health Connect (Android)
- Fitbit
- Garmin
- Withings

6. How to obtain and use Gro Health

6.1 Downloading and registering

The illustrated step-by-step instructions for the following are provided in Annex A (Usage Instructions):

How to download Gro Health

To start / To register

Secure your account (2FA)

Provider ID and subscription

6.2 Personalisation and profile setup

Provided in Annex A (Usage Instructions):

- Personalise your experience / Health conditions and medications / Allergies and dietary preferences / Lifestyle / About you / Connect apps

6.3 In-app navigation and key features

- Provided in Annex A (Usage Instructions):
- Welcome / Home screen / Menu navigation
- Choose your health focus / Nutrition / Sleep / Exercise / Wellbeing / 360° immersive mindfulness
- Health tracking (Weight / Activity / Sleep / Mood / Blood glucose / Heart rate / Mindfulness)
- Food diary (setup, targets, water tracking, adding food, meals and custom foods)
- Symptom tracking / Document uploader / Medication tracking
- Lifestyle / Community / Profile / Settings / Favorites / Help / About / Health coaching

7. Wellness features (NOT part of the medical device)

IMPORTANT: Gro Health includes wellness and lifestyle features that are NOT part of the certified Class IIa medical device. These features are provided for general wellbeing support only and are NOT approved for the diagnosis, treatment, prevention or monitoring of any medical condition.

Wellness features include:

- Sleep education and sleep tracking (general wellbeing content - not for the diagnosis or treatment of sleep disorders)
- Mindfulness, meditation and stress-management content (general wellbeing - not for the diagnosis or treatment of anxiety, depression or other mental-health conditions)
- General wellbeing content, articles and resources
- Community discussions, peer support and Behaviour Change Mentors

- Recipes, meal plans and dietary content beyond the certified programme scope
- Wellness education for adult learners and student wellness content (18+ only)

If you have concerns about stress, anxiety, depression, sleep disorders or any mental-health condition, please consult your GP or a qualified mental-health professional. Gro Health wellness content is not a substitute for professional mental-health care.

8. AI and machine-learning features

Gro Health uses artificial intelligence (AI) and machine learning (ML) to support specific advisory functions. All AI/ML features are advisory only and require your explicit confirmation before any AI-suggested content is recorded in your health record or delivered to you as an active care plan.

8.1 In-app AI features (adult user)

- Food image recognition (Food Diary): AI suggests likely food items from photos or descriptions you

provide. You must confirm the suggestion before it is saved to your food diary. You may edit or reject any AI suggestion.

- Meal descriptions (typed or dictated): descriptions you type - or dictate using your device's built-in dictation - are interpreted by AI to suggest matching food items and portions. The dictation itself is performed by your device, not by Gro Health. You must confirm before saving.
- Food label reader: AI extracts nutrition information from packaging labels you photograph. You must confirm the extracted values before saving.

8.2 Clinician-facing AI (GroCARE portal)

- Care Plan Generator: your care plans are created with the support of AI and are always reviewed and approved by a clinician or health coach before they are shared with you. No AI-generated care plan or recommendation is delivered to you without human review and approval.

The GroCARE clinician editor discloses AI use, names the AI provider selected for each plan, and requires explicit human approval before any AI-drafted content is delivered to you as a patient.

9. Wellness Score (measuring function)

Wellness Score is a deterministic composite measure calculated from your entered and passively-collected metrics across four components: Nutrition, Activity, Sleep, and Wellbeing. It produces a score from 1 to 100 to help you visualise trends in your data. Wellness Score is a measuring function within the certified medical device - see Section 10 for details.

Wellness Score is NOT a diagnostic score, is NOT a substitute for clinical assessment, and should NOT be used to make treatment decisions. Discuss any concerns with your clinician.

10. Certifications and regulatory status

Gro Health is a Class IIa Software as a Medical Device undergoing conformity assessment under Regulation (EU) 2017/745 (Medical Device Regulation - MDR).

- MDR Class IIa conformity assessment: BSI Notified Body (2797) - in progress; certificate number to be added on issue
- EMDN Code: V92 - Medical Device Software - Not Included in Other Classes
- UDI-DI: 5060496591388
- CE mark: [To be applied on receipt of MDR certification]
- UK medical device: Currently marketed under GB medical device regulations pending MHRA post-Brexit routing - see manufacturer for current UK regulatory status

Supporting certifications and assessments:

- ISO/IEC 27001:2022 - Information Security Management System - Certificate # 217680, British Assessment Bureau (Amtivo); latest issue 1 December 2025; expiry 20 November 2028

- Cyber Essentials - DDM Health Limited, IASME Consortium via BlockMark Registry
- NHS Digital Technology Assessment Criteria (DTAC) - Final Report V2, September 2025
- ORCHA-Assured (Silver tier, 94% assurance score, valid until 10 September 2026) + Mind-Assured (93%)
- Care Quality Commission (CQC) - DDM Health Limited is a CQC-registered service provider for the Regulated Activity 'Treatment of disease, disorder or injury' at Coventry (Provider ID 1-17412475024, Certificate CRT1-20634175267)

11. Manufacturer, Authorised Representative and PRRC

11.2 Authorised Representative in the European Union (per Article 11 MDR)

11.1 Legal manufacturer

DDM Health Limited
9 Little Park Street
Coventry, CV1 2UR
United Kingdom
Companies House registration: 07975193
EUDAMED Manufacturer SRN: UK-MF-000052661
Email: hello@ddm.health

Apotech Consulting France
6B Rue de Verdun
78110 VESINET
France
EUDAMED SRN: FR-AR-000039455
Email: info@apotechconsulting.com

11.3 Person Responsible for Regulatory Compliance (PRRC)

Amar Singh Panesar

Compliance Manager / PRRC

DDM Health Limited

Email: amar@gro.clinic

12. Data protection and security

DDM Health Limited is the data controller for personal data processed through Gro Health. Data Protection Officer: contact help@gro.health marked 'for the attention of the Data Protection Officer'.

- Your data is stored in a secure cloud environment (Microsoft Azure) in the region you select at sign-up.
- Data is encrypted in transit (TLS 1.2 or later) and at rest (industry-standard encryption).
- DDM Health Limited holds ISO/IEC 27001:2022 certification for its Information Security Management

System.

- For information on how DDM handles your data, see the Privacy Policy accessible via the app (Menu → Help → Privacy Policy) and at grohealth.com/privacy.
- To request a copy of your data or exercise your data-subject rights under UK/EU GDPR, contact the Support Team (see Section 14).

13. Reporting adverse events, incidents or concerns

If you or your clinician become aware of an adverse event, serious incident, malfunction or safety concern related to Gro Health, please report it to us WITHOUT DELAY. In accordance with Article 87 of Regulation (EU) 2017/745, serious incidents and field safety corrective actions must be reported.

13.1 How to report

Contact DDM Health Limited by any of the following methods:

- Email: amar@gro.clinic (Compliance Manager / PRRC) - copy hello@ddm.health
- Postal: DDM Health Limited, 9 Little Park Street, Coventry, CV1 2UR, United Kingdom
- In-app: Menu → Help → Contact us

13.2 Reporting to national competent authorities

Users, healthcare professionals and patients in the European Union may also report serious incidents directly to the national competent authority in their Member State. In the United Kingdom, incidents involving medical devices should be reported to the Medicines and Healthcare products Regulatory Agency (MHRA) through the Yellow Card scheme at yellowcard.mhra.gov.uk.

14. Support, troubleshooting and complaints

For all queries, technical issues, feedback and troubleshooting help, please contact the Gro Health Support Team.

- Telephone: 0330 133 0307 (UK; standard landline rate, usually included in call allowances. From outside the UK: +44 330 133 0307, international rates apply). Calls are answered by a person 24 hours a day, 7 days a week. This support line is for technical and service queries only - it is not a clinical service.
- Email: help@gro.health
- In-app: Menu → Help → Contact us
- Available: telephone - 24 hours a day, 7 days a week (answered by a person); email and in-app - we aim to respond within 2 working hours (UK business hours).

For clinical concerns (worsening symptoms, adverse effects, medication questions), contact your GP,

clinician or NHS 111. In an emergency, call 999.

15. IFU version history and symbols

15.1 IFU version

Document code: GRO-UK-USE-AUG26

Issue: 1 - 16 July 2026

Supersedes: GRO-UK-USE-FEB22 (Class I era)

Next scheduled review: At submission of Class IIa MDR Certificate; then annually or on Significant Change per MDCG 2020-3

Access: This IFU is accessible in-app (Menu → Help → Instructions for Use) and at grohealth.com/ifu.
Archived versions are maintained on the same page.

15.2 Symbols (ISO 15223-1)

The following medical device symbols may appear in this IFU, on the product, or in accompanying materials, in accordance with ISO 15223-1:

Symbol	Meaning	Reference
[MD]	Medical Device	ISO 15223-1 5.7.7
[MFR]	Manufacturer	ISO 15223-1 5.1.1
[EC REP]	Authorised Representative in the European Community	ISO 15223-1 5.1.2
[UDI]	Unique Device Identifier	ISO 15223-1 5.7.10
[i]	Consult Instructions for Use	ISO 15223-1 5.4.3
[eIFU]	Instructions for Use in electronic form (eIFU)	ISO 15223-1 5.4.3 & Reg (EU) 2021/2226

Symbol	Meaning	Reference
[!]	Caution	ISO 15223-1 5.4.4
[CE 2797]	European Conformity mark with Notified Body number (BSI 2797) - on certification	MDR Annex V

16. Approval and Sign-Off

Role	Name	Position	Signature	Date
Author	Amar Singh Panesar	Compliance Manager / PRRC (MDR Article 15 Route (a))	Signed by:  6E86FC01E1C1490...	8/13/2026
Reviewer (Clinical)	Dr Amit Kaura	Chief Medical Officer (CMO)	DocuSigned by:  130E4A275C004BF...	8/13/2026
Reviewer (Engineering / Technical)	George Thirlaway	Head of Development	Signed by:  92F087B2E662469...	8/17/2026
Approver (Management)	Arjun Panesar	Managing Director / Chief Executive Officer	Signed by:  C36D839A7DA44BF...	8/13/2026

17. Amendment Record

Date	Revision	Pages	Reason
16 July 2026	Issue 1	All	New IFU issued to reflect: (a) Class IIa Rule 11 under Regulation (EU) 2017/745 (MDR); (b) v9 Scope Architecture (published 10 July 2026) with 4 in-scope certified programmes; (c) adult 18+ intended user population; (d) MDR-mandatory sections - Contraindications, Warnings and Precautions, Adverse Event Reporting under Article 87, Manufacturer / EU AR / PRRC block; (e) wellness / medical
21 July 2026	Issue 1 (pre- release edit)	§14 Support	Telephone support line added to §14: 0330 133 0307, answered by a person 24/7, technical/service queries only (confirmed by Arjun Panesar, Managing Director, Slack 16/20 July 2026). Number is standard-rate 03 - deliberately NOT described as freephone. Edit made within unsigned Issue 1 prior to Day 14 signature batch. Same-day: §14 'Available: [Coaching Ops to confirm SLA - pending TF 2.2 R18 closure]' placeholder CLOSED - availability now stated as telephone 24/7 (per Arjun Panesar confirmation) and email/in-app 2-working-hour aim, consistent with HeartBuddy IFU §14.

Date	Revision	Pages	Reason
28 July 2026	Issue 1 (rev.)	§5 Compatibility; §3 Requirements	Voice-assistant references (Amazon Alexa, Google Assistant) removed - voice-based apps decommissioned - confirmed Arjun Panesar (CEO), Google Docs comment, 28 July 2026. No other changes.
28 July 2026	Issue 1 (rev. 2)	§1 Product description	Residual voice-assistant availability sentence removed from §1 - voice-based apps decommissioned - Arjun Panesar (CEO), 28 July 2026.
29 July 2026	Issue 1 (rev.)	Data protection section	Data Protection Officer contact added (DPO designated 29 July 2026 per A018.1).

Date	Revision	Pages	Reason
4 August 2026	Issue 1 (rev. 3)	§2; §8	Clinical review updates from the CMO (Dr Amit Kaura; review copy returned 4 August 2026) incorporated. §2 intended use restated as 'Weight management - behavioural and specialist' and the HeartBuddy pointer extended to 'Cardiovascular Risk-Factor Optimisation and Cardiac Rehabilitation' per Scope Architecture v10 (IS-3 and IS-4). §8 Care Plan wording replaced with the clinical reviewer's patient-friendly form, retaining the human-review assurance. Not carried from the review copy (stale base): voice-assistant re-additions (integration decommissioned 28 July 2026), the condensed §4.2 warnings block (full MDR warnings retained per Compliance decision 4 August 2026), and removal of the Data Protection Officer contact (retained per A018.1). Open query for Compliance: support email address in §14 - help@grohealth.com vs help@gro.health (Google Docs comment thread, Arjun/Amar) - to be confirmed before the eIFU build.
4 August 2026	Issue 1 (rev. 4)	§14 Support contact	Support email corrected from help@grohealth.com to help@gro.health, confirmed by Amar Singh Panesar (Compliance) 4 August 2026, closing the open query from the Google Docs comment thread (Arjun/Amar). help@gro.health is the address in the current published IFU. To be reflected in the eIFU build.

Date	Revision	Pages	Reason
4 August 2026	Issue 1 (rev. 5)	§8.1 AI features	Meal-description AI line corrected for accuracy following Head of Development confirmation (4 August 2026): AI-002 FatSecret meal-description natural-language analysis is in scope and user-facing (TF 6.8 Issue 7); dictation attributed to the device operating system rather than to Gro Health AI. User-confirmation requirement unchanged.
4 August 2026	Issue 1 (rev. 6)	§15 Document control (Access)	eIFU access URL updated to the single public IFU directory page grohealth.com/ifu (directory model per TF 2.3 Issue 4; page verified live 4 August 2026); archived versions maintained on the same page.
4 August 2026	Issue 1 (rev. 7)	§6; Annex A (new); end marker	Document assembled into a complete standalone IFU: the §6 RETAIN drafting instructions replaced with references to the new Annex A (Illustrated Usage Instructions), which reproduces the controlled predecessor usage pages (GRO-UK-USE-FEB22 pp. 4–58) unchanged in content; screenshots subject to targeted refresh where Engineering confirms material interface change. Stale DRAFT end-marker removed.

Date	Revision	Pages	Reason
5 August 2026	Issue 1 (rev. 8)	Cover; §1; §2.1; §10; §12; §15.2; headers/footers	Pre-certification corrections per Compliance review 5 August 2026: (a) software versions covered updated to current production builds (iOS 5.7.2 / Android 5.7.1.3 / Web v2.13.45); (b) regulatory status wording revised throughout to reflect that MDR conformity assessment is in progress - certificate number to be added on issue; (c) Notified Body corrected from BSI (0086) to BSI Group The Netherlands B.V. (2797); (d) DPO contact standardised to help@gro.health; (e) Related-IFU title on cover aligned with the HeartBuddy retitle (Cardiovascular Risk-Factor Optimisation and Cardiac Rehabilitation); (f) cover approval note updated - clinical review updates incorporated 4 August 2026, approval at Day 14 signature batch; (g) sub-bullet formatting corrected in §2.1; (h) Fitbit spelling corrected; (i) page header (document code, issue) and footer (page numbering) added for document control; (j) EU AI Act citation removed from §8.2 - EU law not applicable to the UK-market IFU - with the AI-disclosure and human-approval assurance retained in plain language.

Annex A — Illustrated Usage Instructions

The following pages reproduce the illustrated step-by-step usage instructions referenced in Section 6, originating from the controlled predecessor IFU (GRO-UK-USE-FEB22, republished JUL26), pages 38–99, unchanged in content. Screenshots are subject to targeted refresh against the current production builds (iOS 5.7.2 / Android 5.7.1.3 / Web v2.13.45) where Engineering confirms a material interface change; screens without material change remain representative of the current user interface.



How to download Gro Health

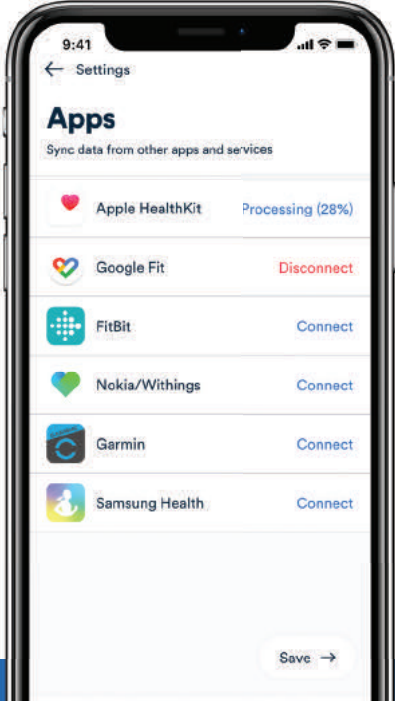
Gro Health is a multi-platform app available on the web and following devices.

- Available as a mobile app on iOS and Android
- Available on the web at GroHealth.com



Gro Health is compatible with a range of wearables and health apps:

- FitBit
- Garmin
- Withings
- Apple Health
- Google Fit





To start

- Download and open the app
- Choose your country
Your data will be stored in this location
- Choose your preferred language
- Tap [Create an account](#) to register
- Tap [I already have an account](#) to login if you've used the app before

To register

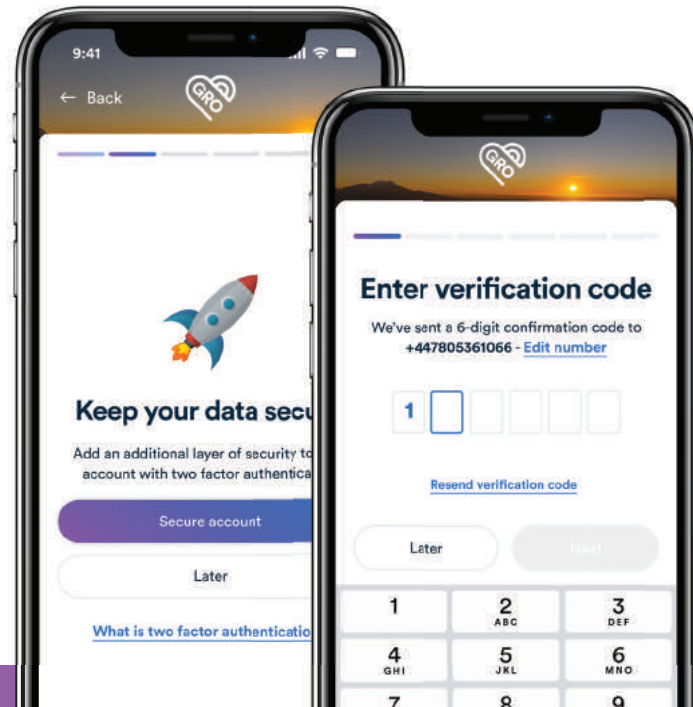
- Tap [Create an account](#) →
- To register with NHS login, tap Continue with NHS login
- Otherwise, enter your first name, last name, email address, date of birth, your phone number and password
Passwords must be 8+ characters long, contain one uppercase letter and one number
- Read and confirm agreement to the Terms and Conditions and Privacy Policy
- Tap [Continue](#) →



Secure your account

Optionally, add two-factor authentication (2FA) for an extra layer of security.

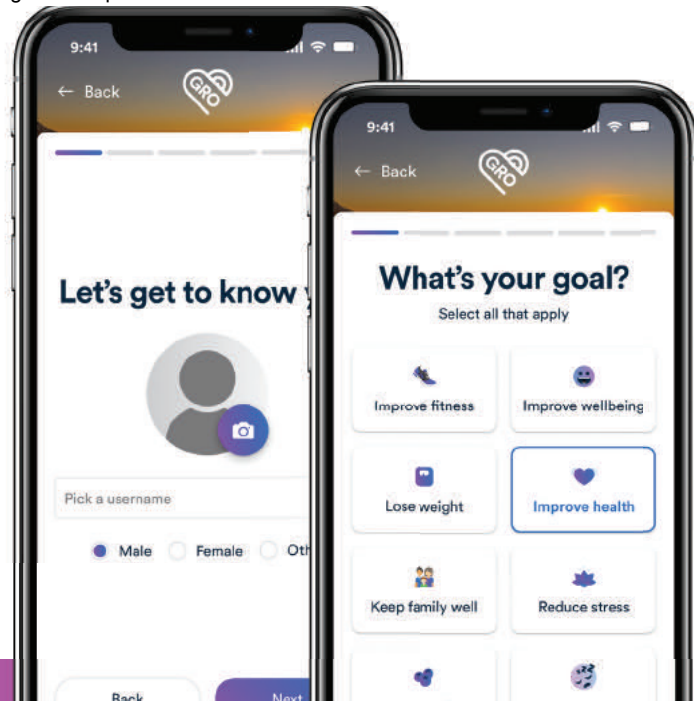
- Tap Secure account to set up 2FA, or tap Later to skip
- Enter your phone number and tap [Send code](#)
- Enter the 6-digit code we text you, then tap [Next](#) →



Provider ID & subscription

- Enter a Provider ID if you have one, or choose a subscription.
- If you have a Provider ID, tap Yes, enter it and tap [Submit](#) →
- If not, tap [No](#) to choose a plan
- Choose Monthly, Quarterly or Annual. Monthly and Quarterly include a 7-day free trial. Annual includes coaching
- Tap [Start free trial](#). Existing subscribers can tap Restore purchases.

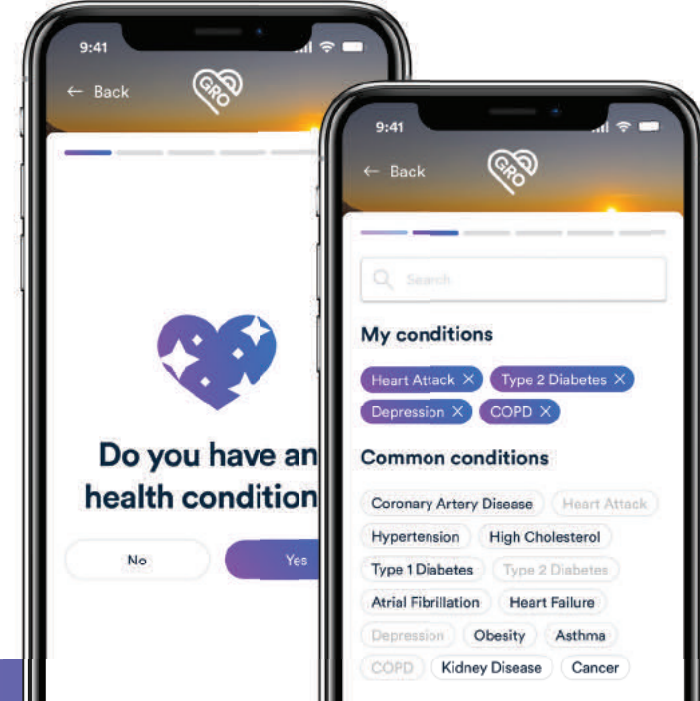




Personalise your experience

Personalising tailors your education, plans and everyday tips.

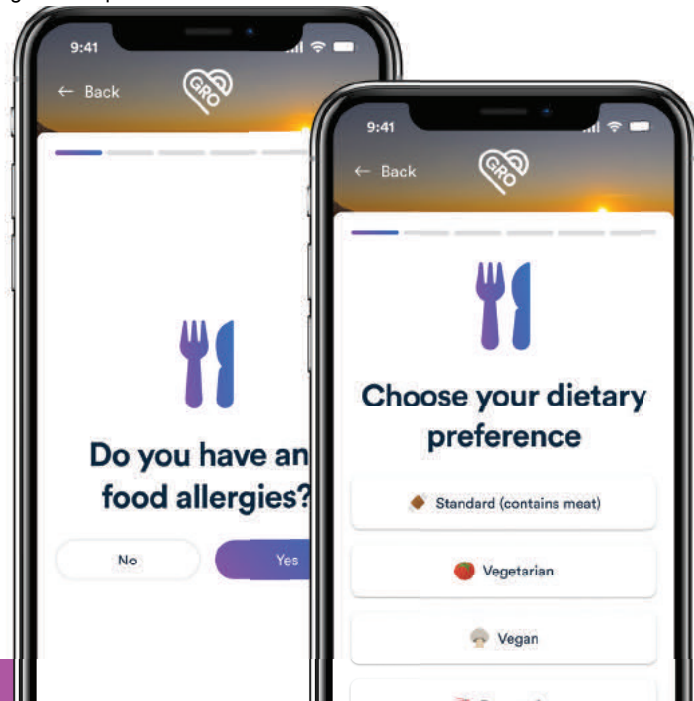
- Review the 3 steps, then tap [Start now](#) →
- Pick a username and select your gender
- Select all the goals that apply (e.g. improve fitness, lose weight, reduce stress)
- Then choose the single goal that matters most to you



Health conditions & medications

Add any conditions and medications so we can tailor your support.

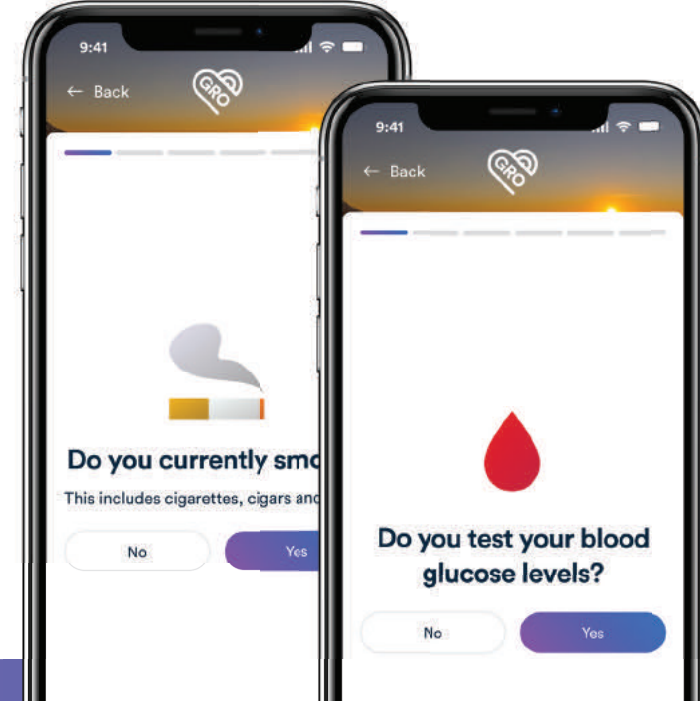
- Tell us if you have any health conditions. Tap [Yes](#) to search for and select them from the common lists, or [No](#) to continue
- Tell us if you take any medication. Tap [Yes](#) to add them from the lists or search
- For each medication, enter the dosage, units and how often you take it, then tap [Save](#) →



Allergies & dietary preferences

Keep your meal plans and resources safe and relevant.

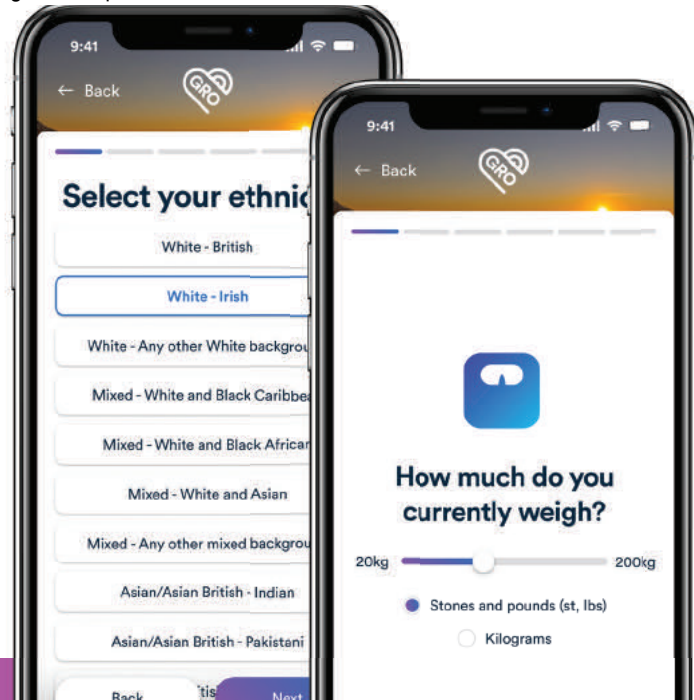
- Tell us about any medication allergies. If you add one, check the symptoms you experience (skin, lung, heart, bowel and nerve related)
- Choose your dietary preference (e.g. Standard, Vegetarian, Pescatarian, Vegan)
- Tell us about any food allergies and select them from the list



Lifestyle

Tell us about your smoking and blood glucose testing.

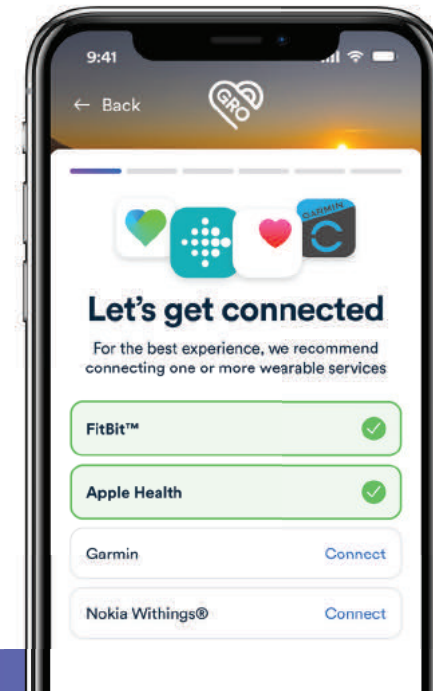
- Tell us your smoking status. If you smoke (or used to), tell us what you smoke, how much on a typical day, and for how long
- Tell us if you test your blood glucose. If Yes, choose your preferred units (mmol/L or mg/dL)



About you

A few final details to complete your profile.

- Select your ethnicity to see culturally relevant education
- Set your height and current weight using the sliders, and choose your preferred units
- Optionally enter your most recent HbA1c (Percent or mmol/mol), or tap [Not sure](#) / Skip



Connect apps & finish

Connect a wearable for the best experience.

- Connect one or more services. On iPhone: Apple Health, FitBit, Garmin or Nokia/Withings. On Android: Health Connect, FitBit or Nokia/Withings
- Tap Connect next to a service and follow the instructions, or tap [Next](#) → to skip
- Your Gro experience is now fully personalised. Tap [Finish](#) →



To log in

- Tap [I already have an account](#) →
- Enter your chosen email address and password
- Tap [Log in](#) →

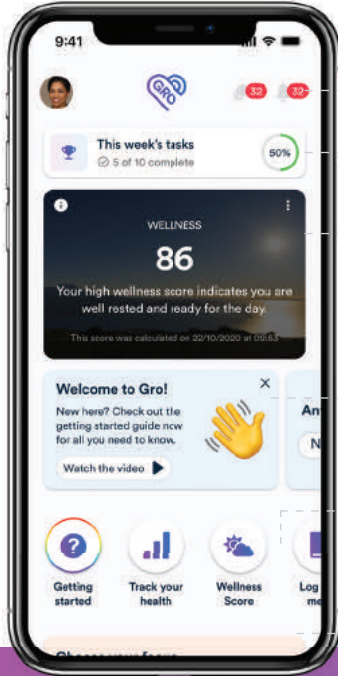
If you have forgotten your password:

- Tap [Forgotten your password? Click here](#)
- Enter your email address and tap [Reset password](#) →
- Follow the instructions sent to your email address



Welcome to Gro

- On first use, you will be asked to choose your focus
- Choose from activity, nutrition, sleep, and wellbeing
- Tap [Choose your focus](#) → to select your focus



Home screen

Notifications & messages

Read your notifications and view coach messages

My tasks

Get weekly tasks to help you get the most from Gro

Wellness score

Data-driven health insight to empower your decisions

Getting started guide

Watch the video tutorial on how to get started

Shortcuts

Access shortcuts to useful app features

Education

Explore and engage in education tailored to your goals



Home

Go to the main home screen



Nutrition

Structured nutrition education and resources to help form healthy habits



Sleep

Sleep education, resources and activities to help you sleep



Activity

Education and workouts tailored to your fitness levels



Menu

Tap to access your profile and see a full list of navigation options



Wellbeing

Education and activities to improve your mental and emotional resilience

Use the bottom menu for quick navigation around the app and tap ≡ for a full list of options



Menu navigation

Health tracking

Track your health markers

Lifestyle

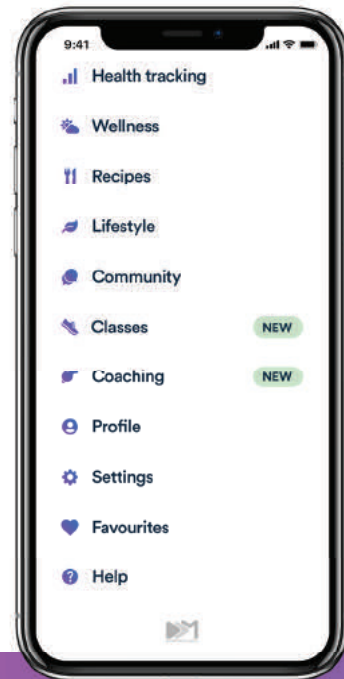
Daily updated informational guides tailored to your preferences

Community

Find support from peers and Behavior Change Mentors

Profile

View and update your profile



Food diary

Keep a log of your nutrition

Settings

Manage your account preferences

Favourites

Saved education, resources, audios and activities

Help

Explore questions, send feedback and read terms

Choose your health focus

Multi-award winning structured education, activities and resources on nutrition, activity, sleep, and wellbeing.

Tap **Choose your focus** to choose what is pinned to your home screen.

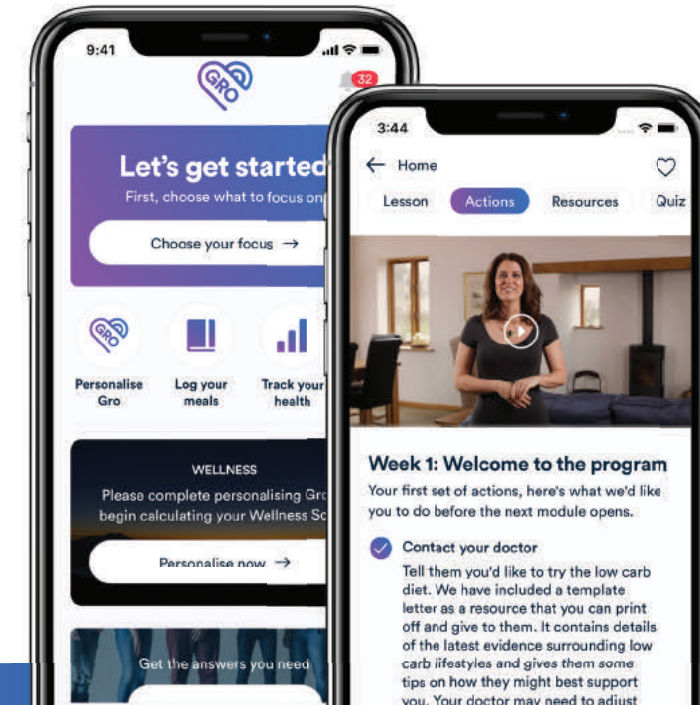
You can change this at any time

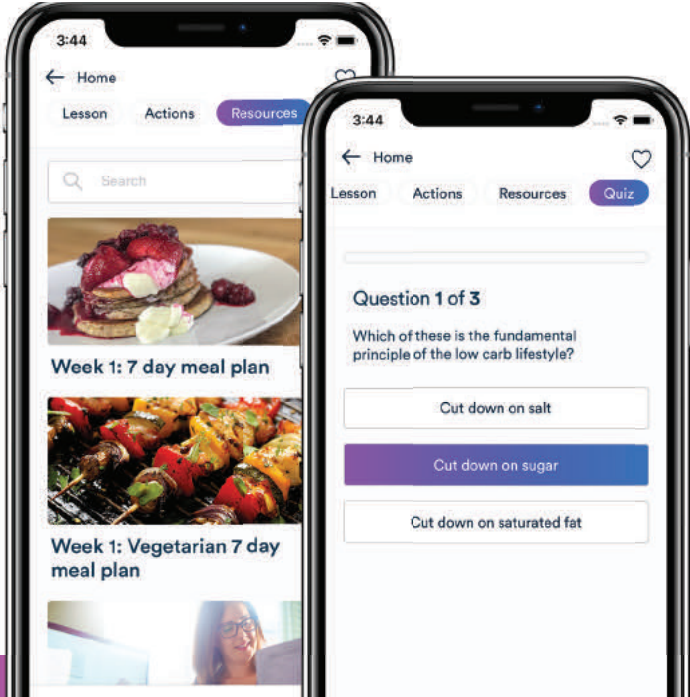
Lessons

Tap **▶** to watch the lesson or **Show full text →** to read the lesson.

Actions

Action points for you to follow to make healthier habits.



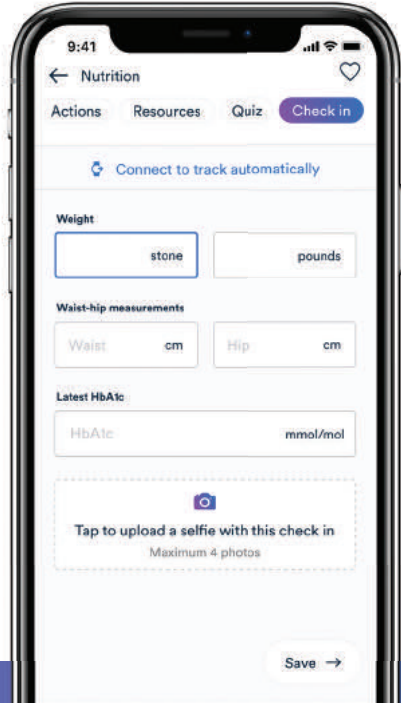


Resources

Behavior change resources to help implement healthy habits. Tap  to save a resource to your favorites.

Quiz

Assess your learning on the chosen module.



Check in

Track your health or connect an app or device to visualize your progress.

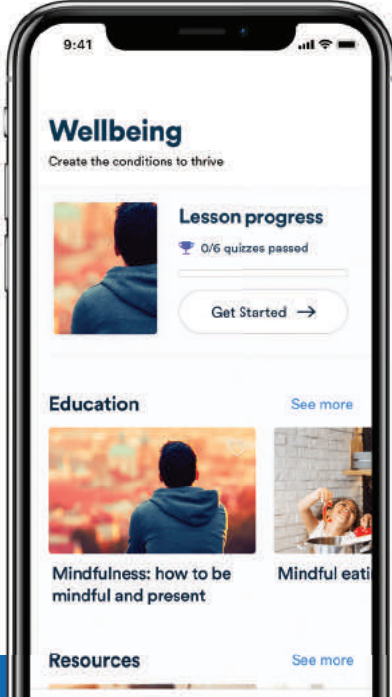
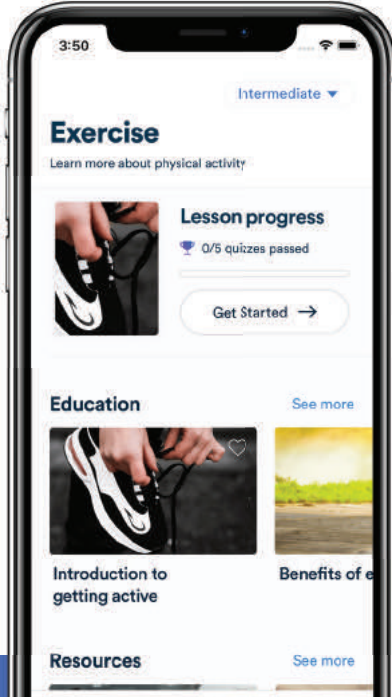
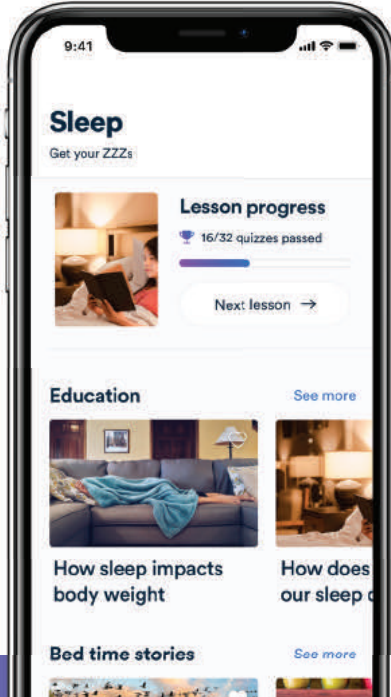
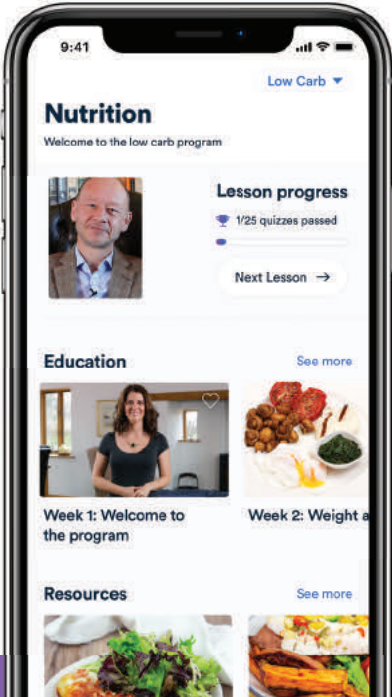


Save this module to your favorites.

Focus areas

Each health focus has a dedicated area containing education and behaviour change activities, resources and techniques.

Explore 4 therapy areas containing education and tailored behaviour change resources.





Nutrition

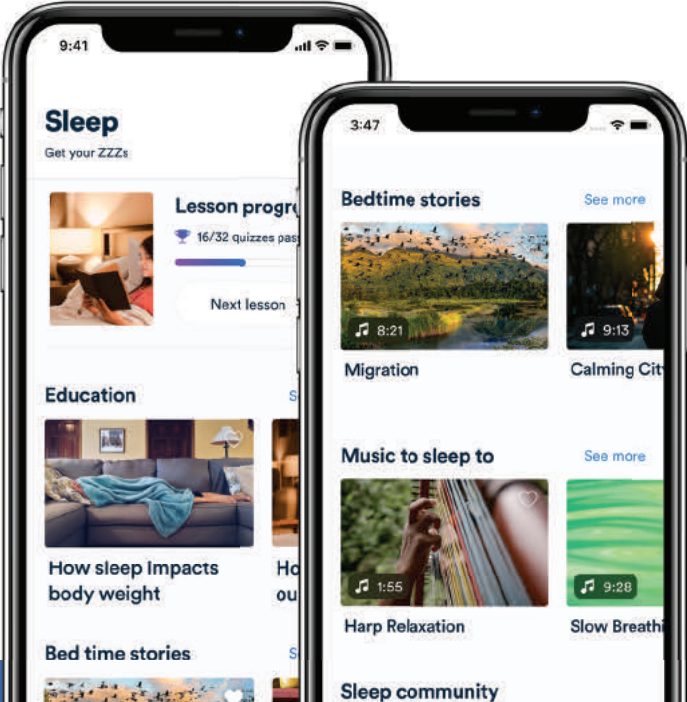
Award-winning education and resources to help you adopt sustainable ways of eating.

- **Education:** tap on a module to start a lesson
- **Resources:** browse meal plans tailored to your dietary preferences
- **Food diary:** use the AI food diary to track what you eat
- **Recipes:** browse over 2,000 recipes and search by preferences

Sleep

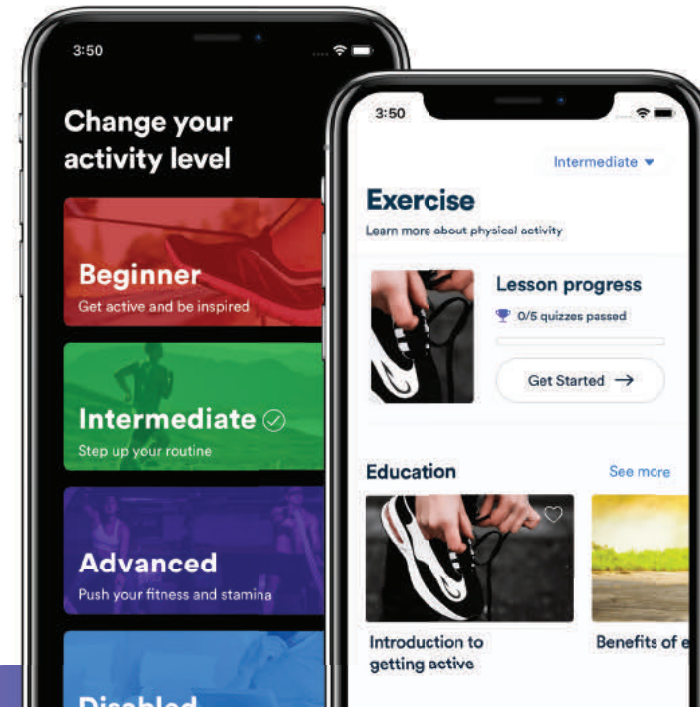
Explore education and resources to help you optimize your sleep:

- **Education:** tap on a module to start a lesson
- **Resources:** find resources to help optimize your sleep
- **Bedtime stories:** stories to help you fall asleep. Tap on a story to start
- **Music to sleep to:** music to help you fall asleep. Tap on a music item to start



Tapping on a Bedtime story or Music to sleep to will launch the audio player. Once the audio player has started:

- To maximize the audio player, tap on ^
- To minimize the audio player, swipe the screen down
- To dismiss the audio player, swipe the minimized bar down, then tap 



Exercise

Explore education, resources and workout to help you optimize your activity. On first navigating to Activity, you will be asked to confirm your activity level. Once confirmed, you will see the following, tailored to your activity preferences:

- **Education:** tap on a module to start a lesson
- **Resources:** find resources to help optimize your fitness levels
- **Workouts:** cardio, strength and mobility workouts and exercise snacks to get you moving

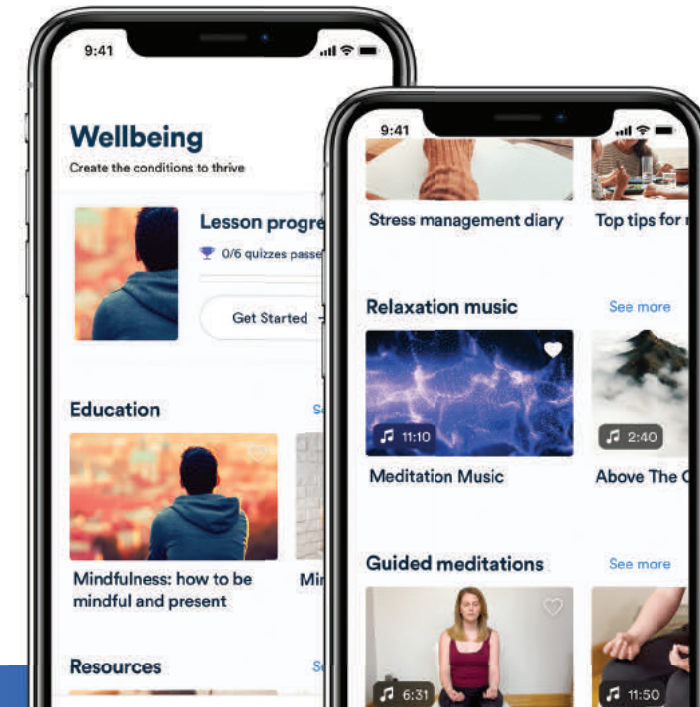
- Tap on a workout to see the activities and time required
- Tap  to watch
- Tap  to start an exercise timer
- Tap + **Log** to save the workout to your Health Tracking

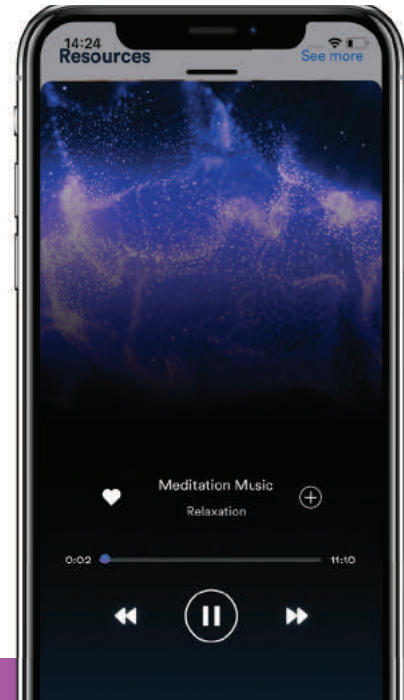


Wellbeing

Explore education and resources to help you destress.

- **Education:** tap on a module to start a lesson
- **Resources:** find resources to help optimize your mental and emotional wellbeing
- **Relaxation music:** music to help you relax. Tap on an item to start.
- **Guided meditations:** guided meditations to help you become more mindful. Tap on an item to start.
- **Classical music:** chosen classical pieces to help you relax. Tap on an item to start.





Listening to music

Tapping on an item from Relaxation music, Guided meditations and Classical music will launch the audio player. Once the audio player has started:

- To maximize the audio player, tap on ^ or swipe up
- To minimize the audio player, swipe the screen down
- To dismiss the audio player, swipe the minimized bar down once more



Exploring 360° immersive mindfulness

Immersive mindfulness exercises allow you to explore the environment you are in.

Non-immersive mindfulness exercises do not allow exploration of the environment. Exercises labelled 360° denote availability in 360° augmented reality.

Tap on a Mindfulness resource to start it.

- To maximise a video, tap []
- Move your phone or headset to explore the 360° environment
- To dismiss the video player, tap [] and exit



Health tracking

Track your health by adding your latest readings or connect to a range of apps. Customize what you track in [Settings](#).

- Tap on a row to view more about the health marker
- Tap  on any screen to add a reading
- Tap  to edit or delete a reading
- Tap  to maximize the graph
- Tap  in the top right of any screen to change the date

You can track the following, either by inputting your own data or syncing with third-party apps and services:

Weight

Track your weight, add a selfie and browse historical readings

Activity

Track your activities, steps, active minutes and browse historical readings



Sleep

Track your sleep duration, quality and browse historical readings

Mood

Track your mood, add a selfie (with Gro’s on-board AI determining your mood), and browse historical readings



Blood glucose

Track your blood glucose levels, HbA1c and browse historical readings

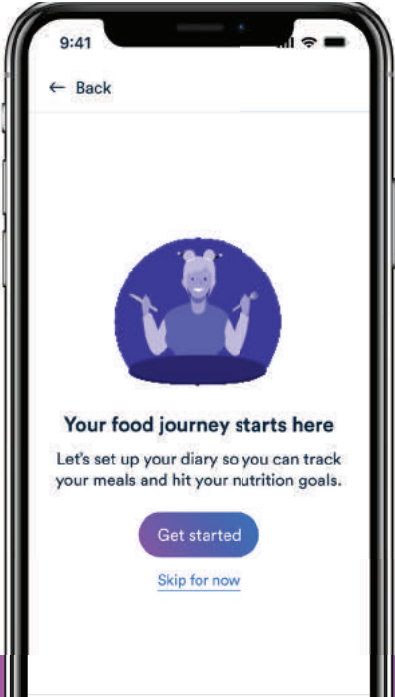
Heart rate

Track you heart rate, blood pressure and browse historical readings

Mindfulness

Track your minutes of mindfulness, mindfulness activities and browse historical readings





Food diary setup

Log your breakfast, lunch, dinner and snacks, and get automatic breakdowns of your calories, carbs, fat, protein, fibre and more.

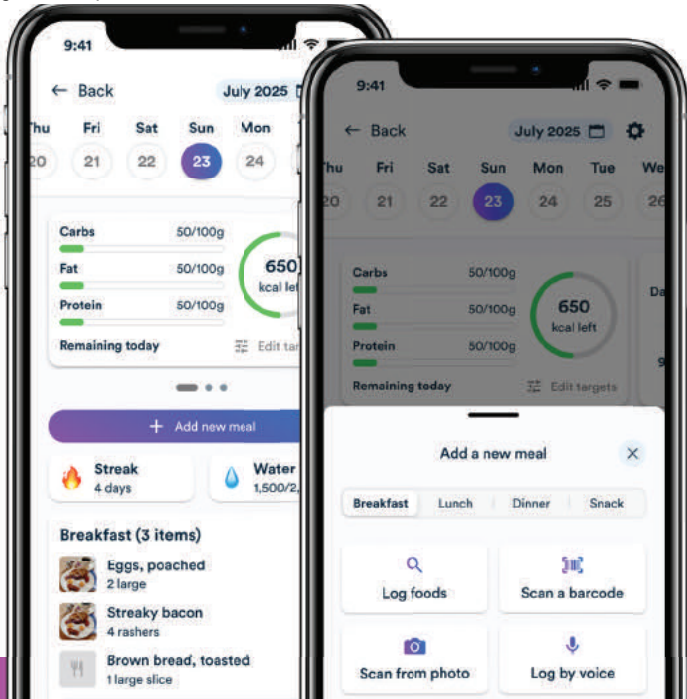
- On first use, tap Get started to set up your diary (or Skip for now to use default targets based on your gender)
- Enter your current weight, height and activity level. This helps tailor your daily calorie goal
- Choose your weight goal: lose, maintain or gain weight

Setting your targets

- Choose a plan and confirm the goals we set for you.
- Pick the plan that suits your preferences
- Review your pre-set calorie and macro targets. Your macronutrients must total 100%
- See a projection of what you could achieve over the next 12 weeks and beyond

You can edit your targets any time by tapping Edit targets





Using your food diary

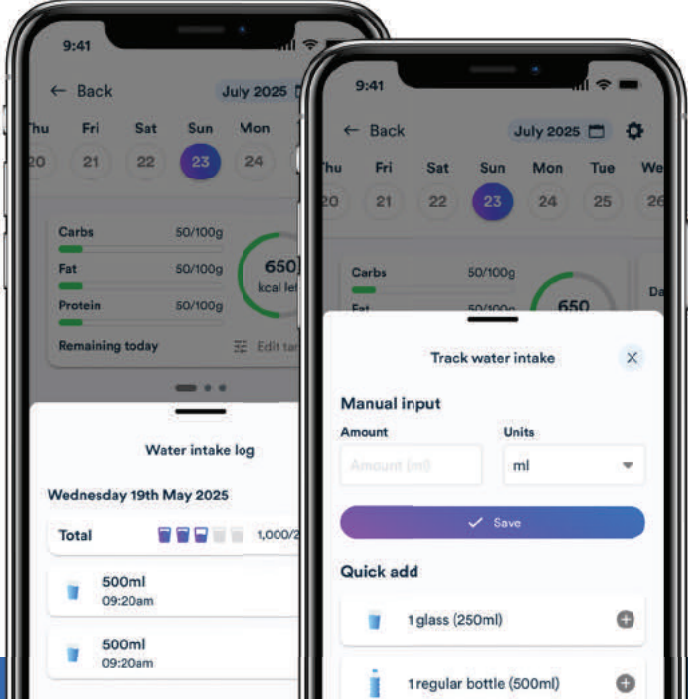
Track your day and review your progress at a glance.

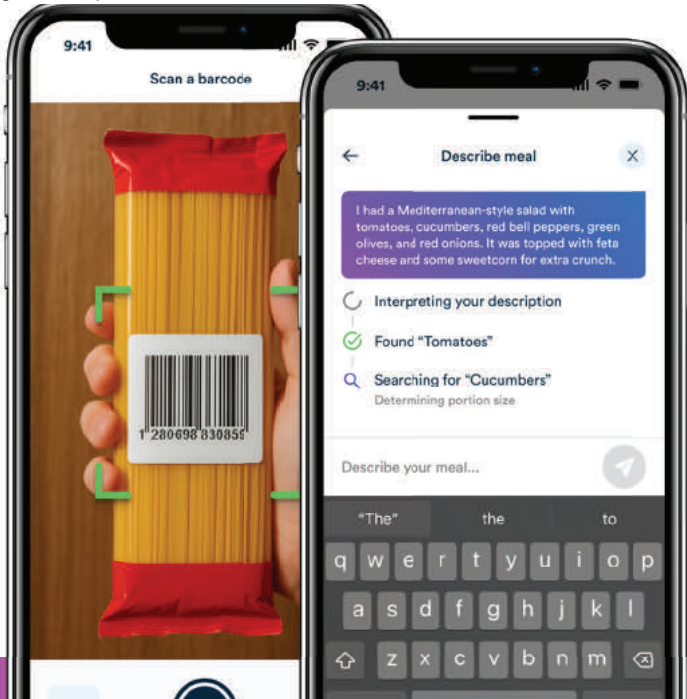
- Your diary shows calories remaining, calories burned, and your carbs, fat and protein for the day
- Build a logging streak by tracking every day
- Tap [Add new meal \(or +\)](#) to add items to Breakfast, Lunch, Dinner or Snacks
- Change the date at the top to view or log a different day

Tracking water

Keep on top of your hydration alongside your food.

- Track your water intake towards your daily goal
- Tap [Add water](#), then use a Quick add option (a glass or bottle) or enter an amount manually
- Review or edit past entries in your water intake log





Adding food

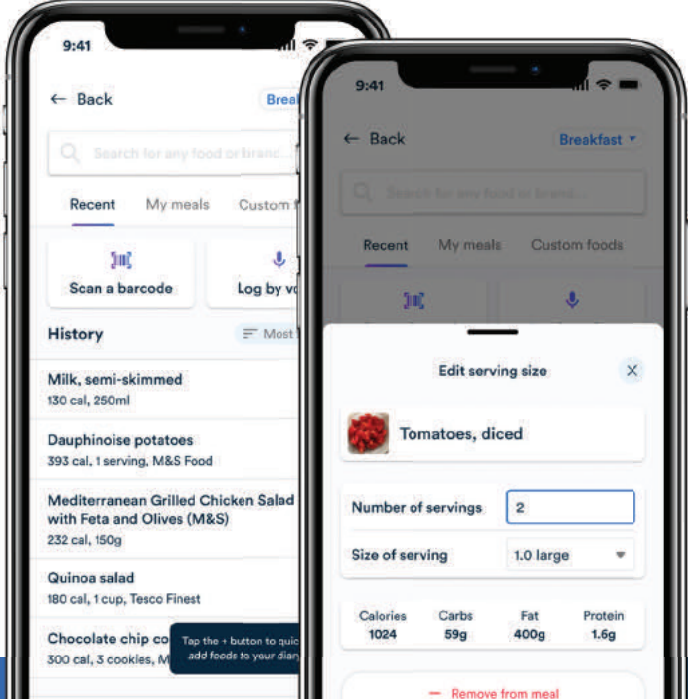
Tap [Add new meal \(or +\)](#) to add a food or drink, then choose how to log it:

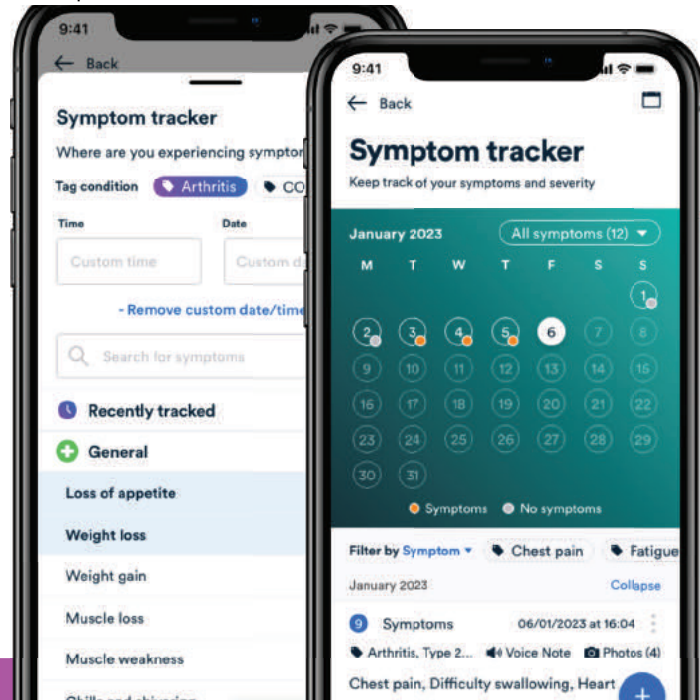
- Search for any food or brand
- [Scan a barcode](#) to find a packaged product
- [Scan from photo](#) to let our AI recognise your food and portions
- [Log by voice](#) or [Describe meal](#) to say or type what you ate (e.g. "3 eggs and 2 rashers of bacon")
- Set the serving size and tap [Save](#) →

Meals, custom foods & editing

Speed up logging and keep your diary accurate.

- Log familiar items quickly from [Recent](#), [My meals](#) or [Custom foods](#)
- Use [My meals](#) to save a group of foods as a meal to track them together next time
- Tap [Create a food](#) to add nutrition manually or scan the label
- Edit an entry's serving size, or Move or Delete it from your diary





Symptom tracking

Log your symptoms at any time of the day.

- Tap **+** to add a reading
- Choose the symptom(s) you are experiencing and answer the related questions
 - **(Optional)** Attach an image to your entry
 - **(Optional)** Attach audio to your entry

Your symptoms will be saved under **Health Tracking → Symptom Tracker**

Document uploader

Upload PDFs or photos of printed documents to your profile so they are easy to find in future.

- Navigate to **Menu → Profile → Documents**
- Tap **+** to add upload a document
- Choose your file (PDF or image)
- Once you have chosen a file, you can save it to your profile by tapping **Save →**





Medication tracking

Track your medications and check which ones you've taken.

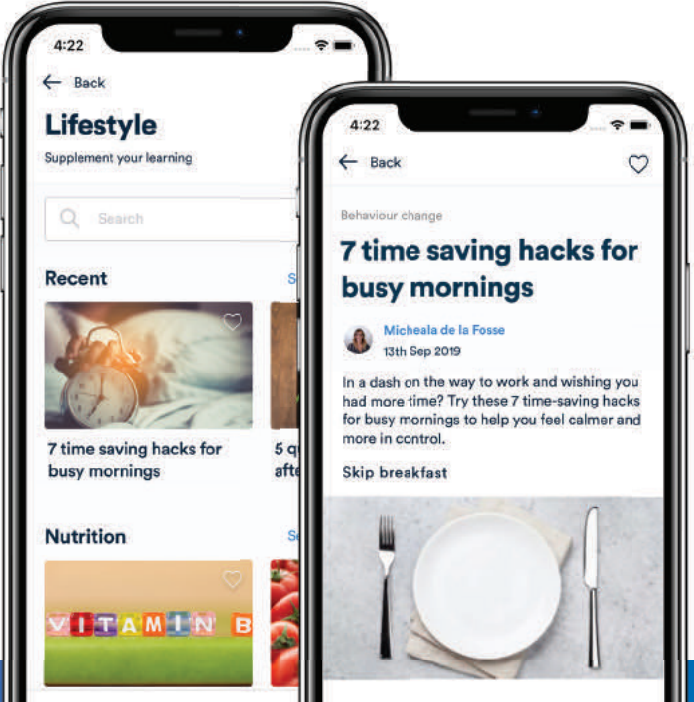
- Tap **+** to track a medication
- Select a medication and enter the dosage you have taken
- To save your medication entry, tap **Save →**

You can add or remove medications from your profile from **Settings → Medication**

Lifestyle

Explore daily updated educational guides, news, research, interviews, exclusive Q&As and commentary, tailored to your preferences. Explore recommended content based on your interests and what other people like you are reading.

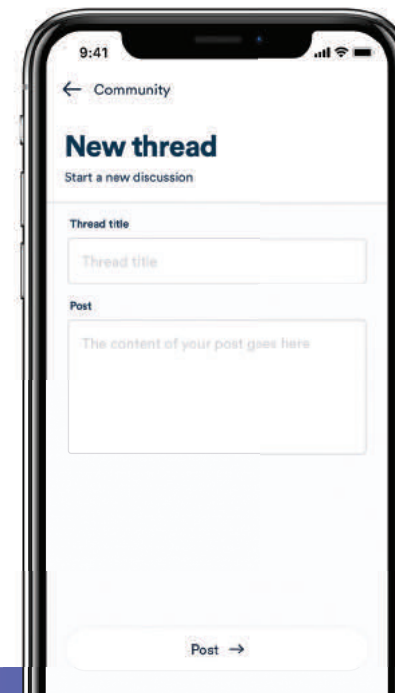
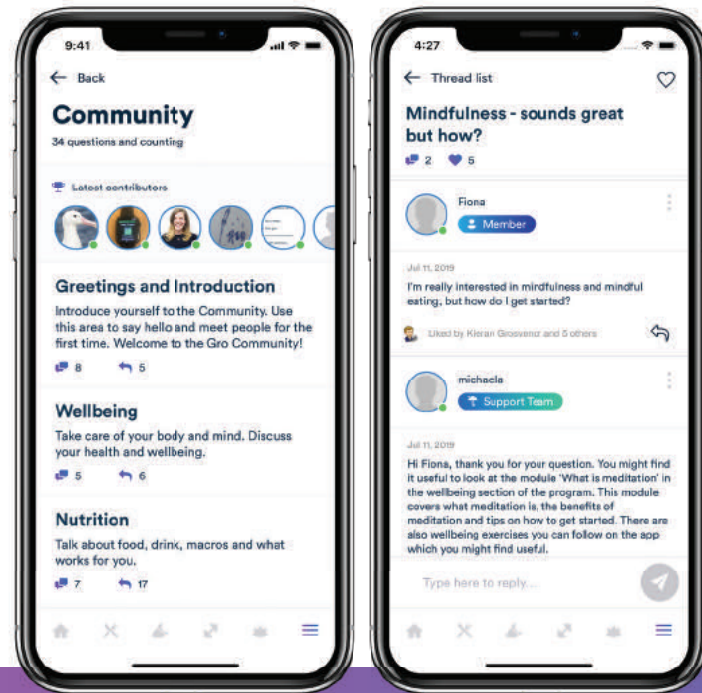
- Tap on an article item to view more
- Tap **♥** to save it to your favorites
- Tap on **Leave a comment →** to leave your comments



Community

Stay connected, motivated and informed with the latest from the community. Speak to peers and Behavior Change Mentors in the community.

- Tap a category to view a list of discussion threads
- Tap on a discussion thread to read more
- Tap on [Type here to reply...](#) to submit a response to a discussion

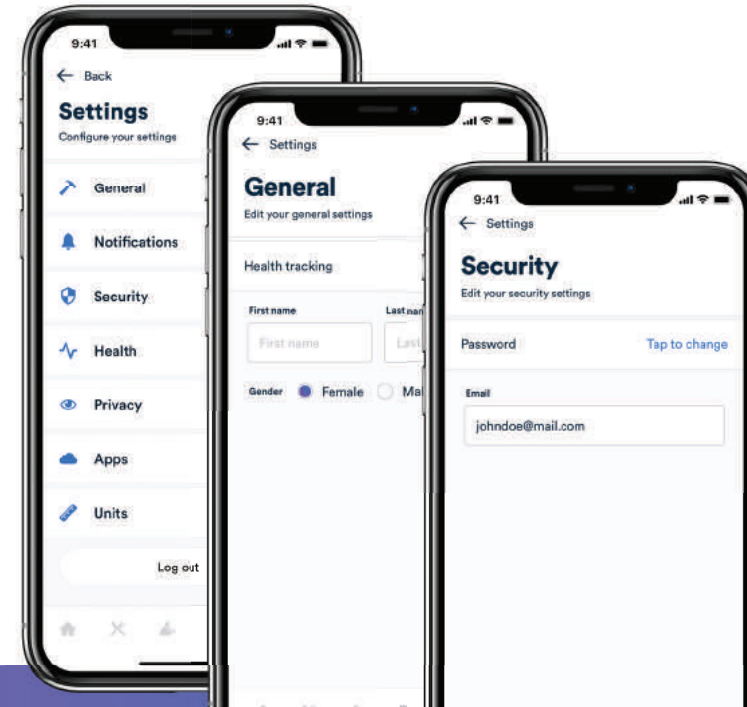
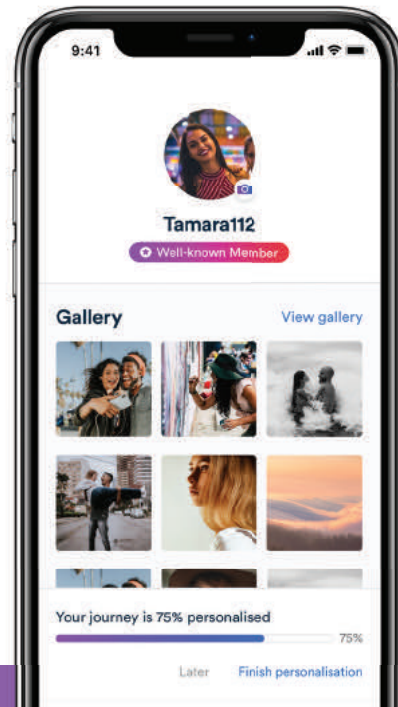


- Tap [+](#) to start a new discussion
- Enter a post title and message and tap [Post](#) → to post your discussion thread
- Tap on [♥](#) on any discussion thread to add it to your favorites

Profile

View your profile and add photos to your profile gallery.

- Tap on  to change your profile photo
- Tap  to add an image to your gallery



Settings

Customize your settings and edit your preferences. Tap [Save](#) → to save your updated settings.

General

Update your name, gender and toggle health items you wish to track under Health Tracking.

Notifications

Toggle your in-app and email notification settings.

Security

Update your email address and password.

Health

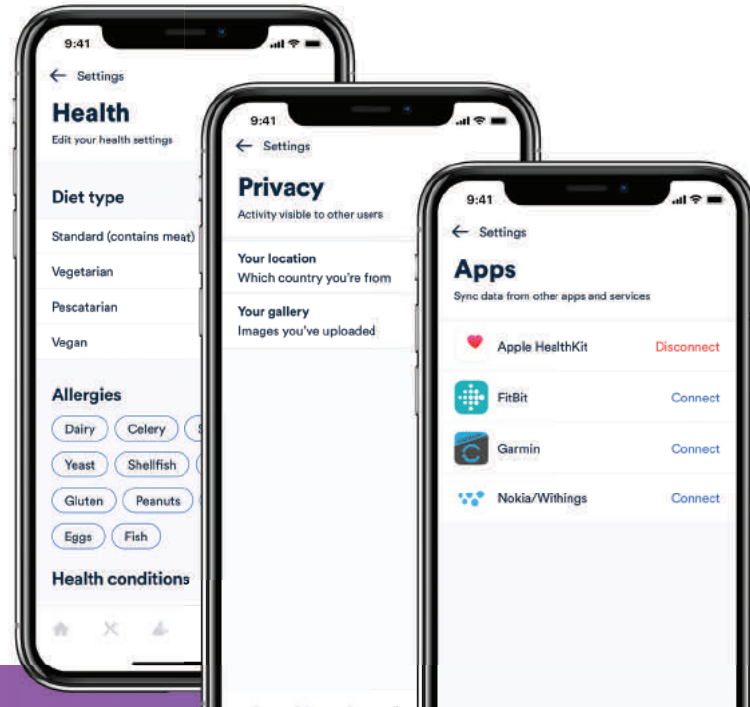
Update your diet type, allergies, health conditions, set your height, and update your smoking and blood glucose testing status.

Privacy

Toggle whether your location and gallery is visible to other members.

Apps

Update your email address and password.
To connect to selected apps and services, tap **Connect** and follow the instructions.



Devices

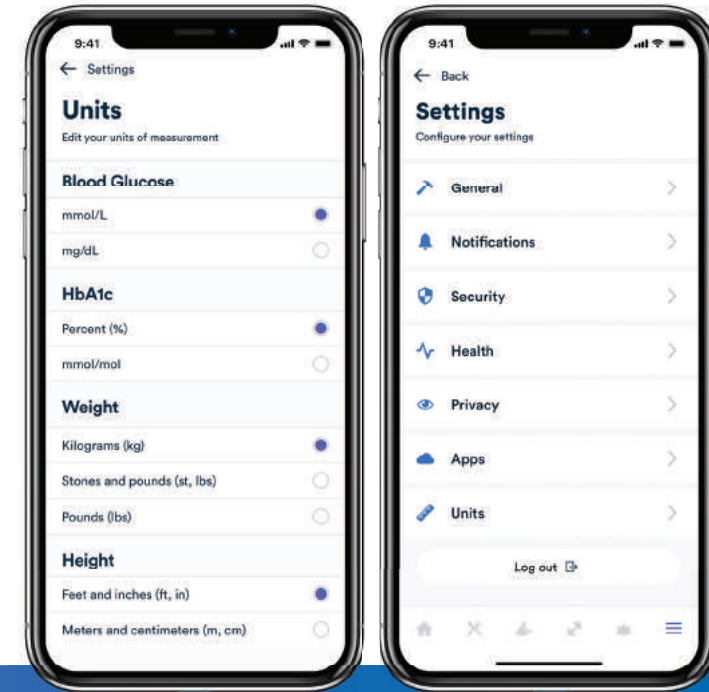
Connect to compatible Bluetooth-enabled devices.

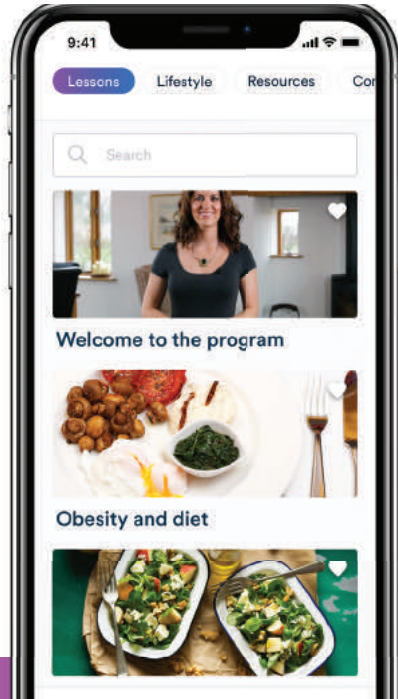
Units

Select your preferred measurements for blood glucose, HbA1c, weight and height.

Log out

Tap **Log out** → to sign out of the application.

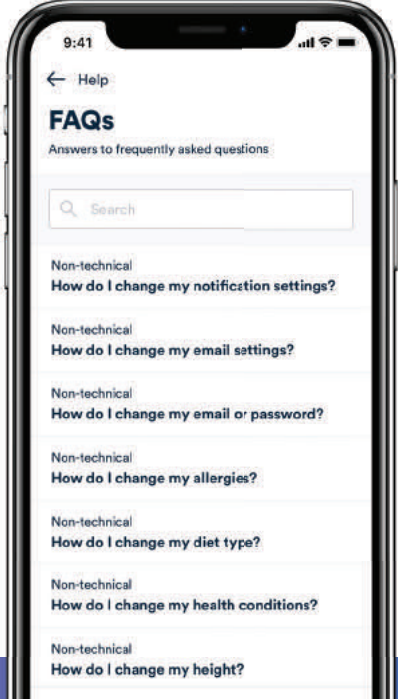




Favorites

Browse all items that you have favorited.
This includes:

- Lessons
- Lifestyle articles
- Resources
- Community discussions
- Audio resources (such as music and meditations)
- Workouts



Help

Use this area to send your feedback and learn more about Gro.

FAQs

Explore the platform's most frequently asked technical and non-technical questions.

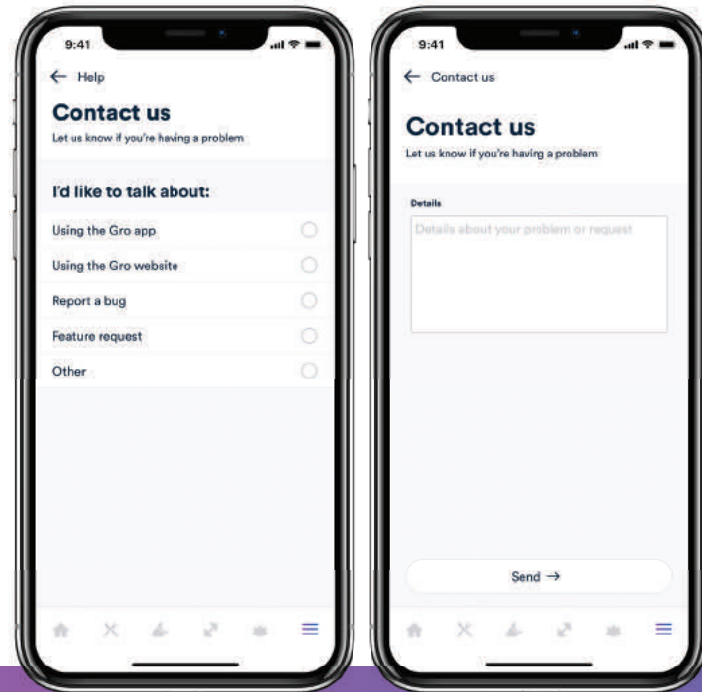
- Tap [FAQs](#) to explore frequently asked questions
- Tap on a question to read more
- Tap on  or  to rate an answer

Contact us

Get in touch with us and a member of the Gro team will contact you on the email address you signed up with.

- Tap [Contact us](#)
- Select your reason for contact
- Enter your message and tap [Send →](#)

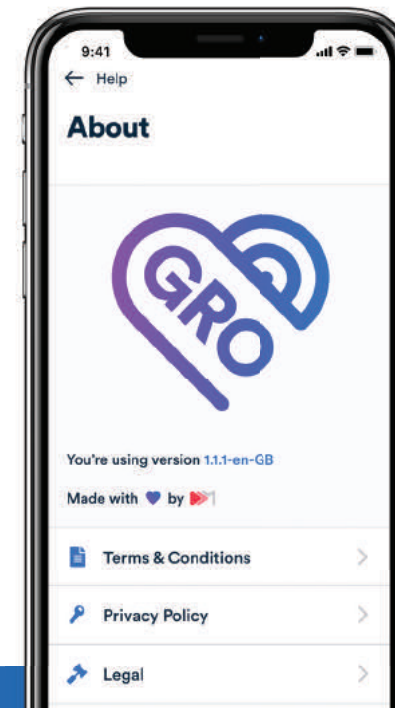
A member of the Gro team will respond within 2 working hours.



About

Explore the legal and regulatory aspects of Gro.

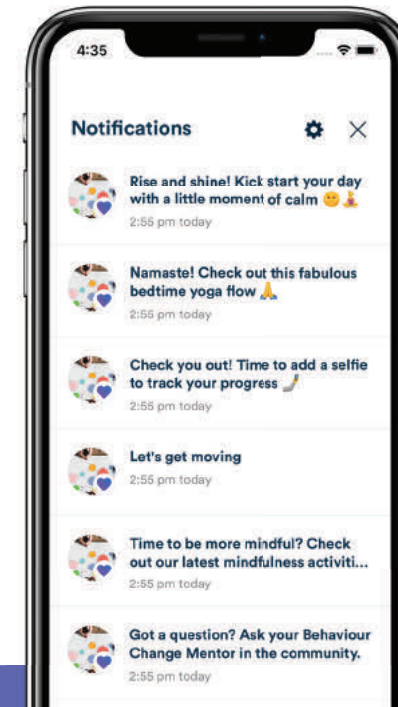
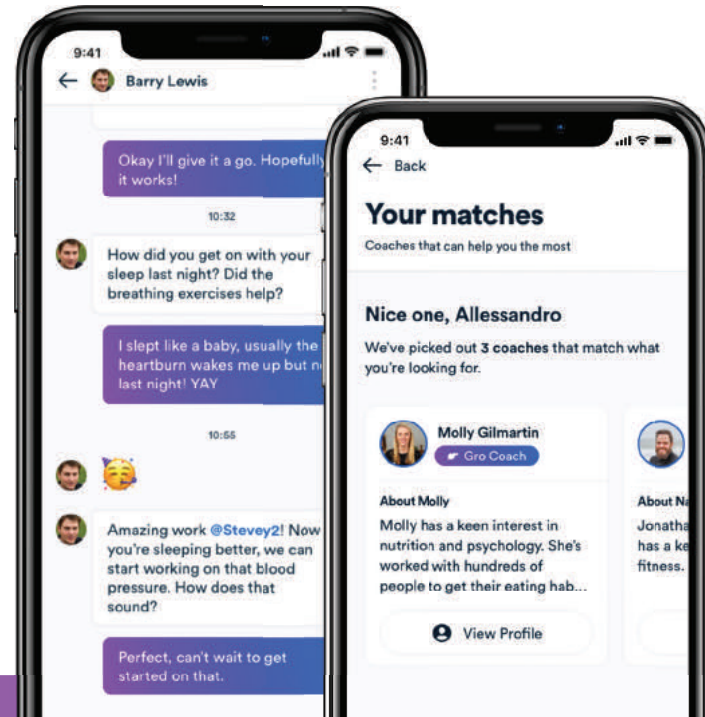
- Tap on [Terms and Conditions](#) to learn more about the terms of the platform
- Tap on [Privacy Policy](#) to learn more about how we respect your data
- Tap on [Legal](#) to read regulatory information



Health coaching

Health coaching allows you to have a private conversation with a health coach.

- Tap on [Health Coaching](#)
You will need to buy a subscription to coaching if this is not enabled on your account
- Choose a coach
- Start a conversation



Notifications

You will receive in-app and email notifications during your membership.

If you do not receive in-app notifications, please check your phone settings.

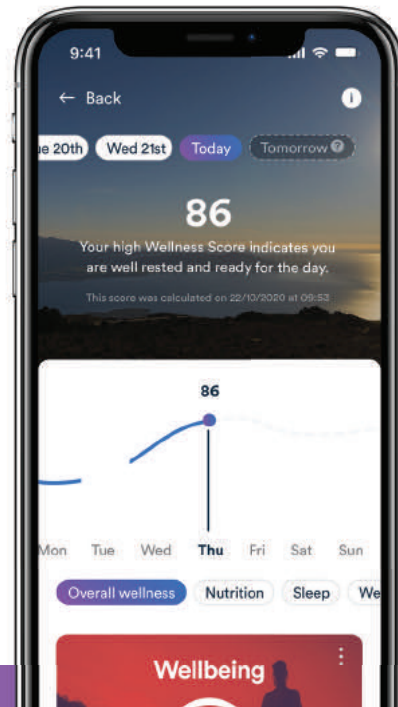
Update your in-app and email notification preferences in Settings.

Wellness Score

Wellness Score measures the signals from your body to provide you with insights to empower your decisions. It is a number from 1 to 100.

See the data that you have tracked and whether you can correlate it with how you're feeling - both mentally and physically.

Tap on the Wellness Score card to see your wellness broken down into 4 Component Scores.



Nutrition

Measure of your carbohydrate, fat and calories intake.

Activity

Measure of your active minutes and steps.

Sleep

Measure of your sleep, and its quality.

Wellbeing

Measure of your average heart rate, heart rate variability, temperature, and mindful minutes.

Tap on a health item to see feedback on the data you are collecting and areas of the app that may improve your score.

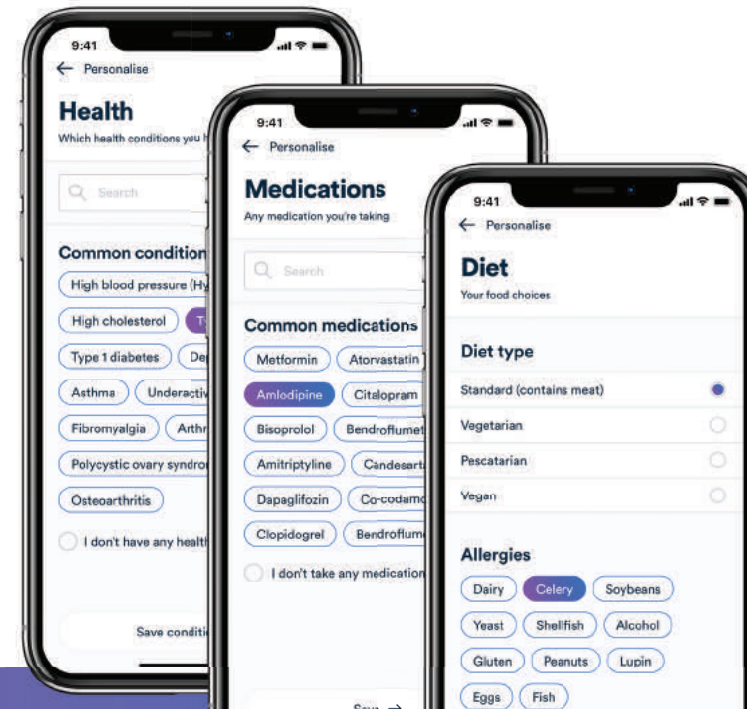
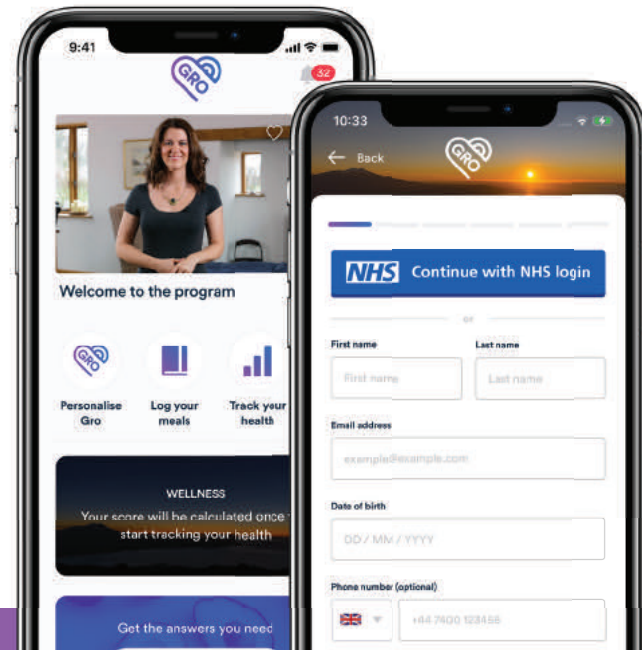


How we provide a personalised experience

Gro is a personalised platform that moves away from a 'one size fits all' approach to the treatment and care of people, and instead uses data to better manage peoples' health and target experiences and therapies to achieve the best outcomes in the management of health.

How we tailor your experience

To sign up, you need to enter your date of birth, gender, email address and password. Your date of birth ensures you are of legal age to use the app in your jurisdiction, and your gender tailors your app experience.

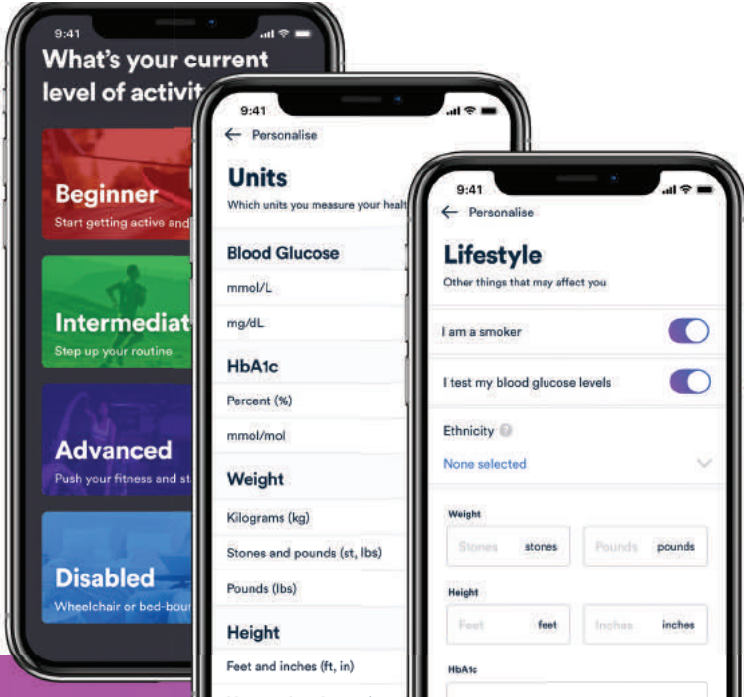


Provider ID: your provider ID may tailor your experience

Health conditions: selecting your health condition will provide education and support tailored to your condition.

Medications: entering your medications will ensure resources are suited to the medications you take.

Diet: choosing your dietary preferences and allergies enables appropriate, culturally relevant meal plans to be shown to you.



Activity level: selecting your current activity level allows recommended activities and exercise classes to be tailored to your fitness level.

Units of measurement: choose the units you'd like to track your health in.

Lifestyle: select your ethnicity and whether you smoke or test your blood glucose to see culturally-relevant education on these topics.

You can also utilise the app as your personal log book, tracking different aspects of your health and lifestyle including food, activity, weight, sleep, mood, blood glucose, mindfulness and more.

Usage data from use of the web and app is collected. Opt-out by contacting the Support Team.

