



Instructions for use



Intended Use

Gro Health is a virtual platform that provides precision (tailored) health programmes, coaching and support to provide multi-disciplinary engaging and effective care.

Gro Health is approved for use by people with:

- Stress
- Anxiety
- Depression
- Obesity (Tier 2 Weight Management)
- Obesity (Tier 3 Weight Management)
- Obesity (Tier 4 Weight Management)
- Pre-diabetes
- Type 2 diabetes
- Cardiovascular disease and rehabilitation
- Hypertension
- High cholesterol
- Polycystic ovary syndrome
- Non-alcoholic fatty liver disease

Compatibility statement

In order to use Gro Health, you will need one of the following:

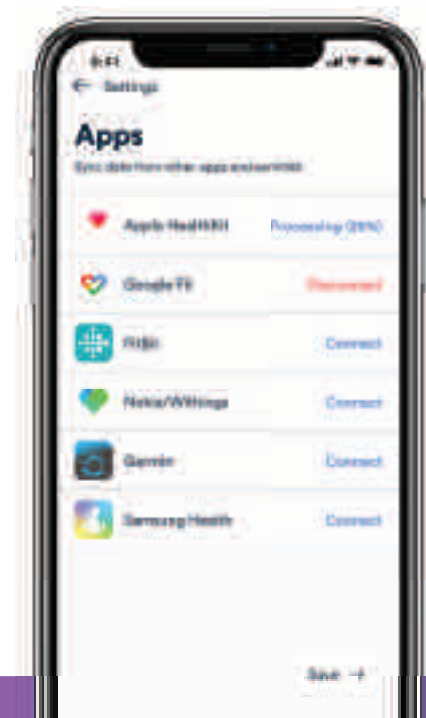
- iPhone running iOS 11 and above
- Android phone running Android OS 10 and above
- PC with access to the Internet
- Amazon Alexa or Google Assistant smart speaker

Registration on the web is available at GroHealth.com



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

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



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 as a smart-speaker app on Google Assistant and Amazon Alexa
- Available on the web at GroHealth.com





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

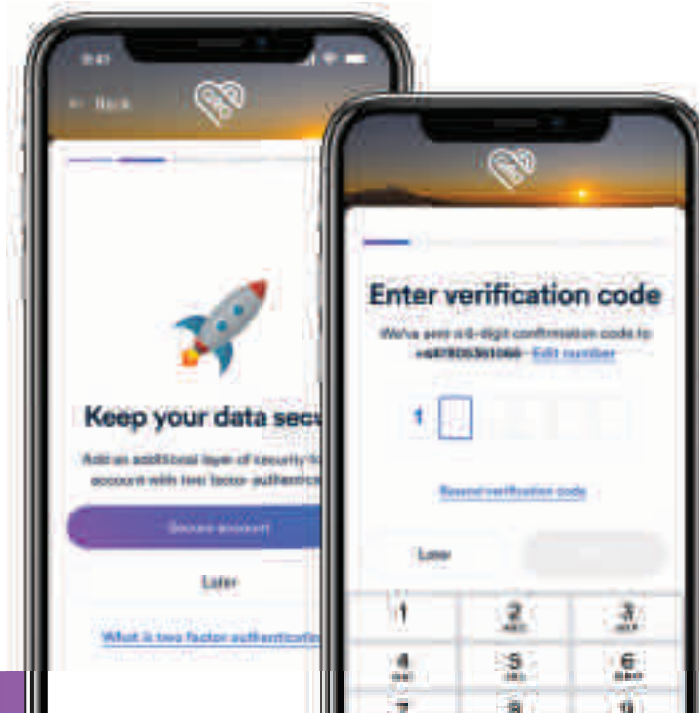
- Tap [Create an account](#) →
- To register with NHS login, tap Continue with NHS login
- Otherwise, enter your first name, last name, email address, date of birth, your phone number and password
Passwords must be 8+ characters long, contain one uppercase letter and one number
- Read and confirm agreement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

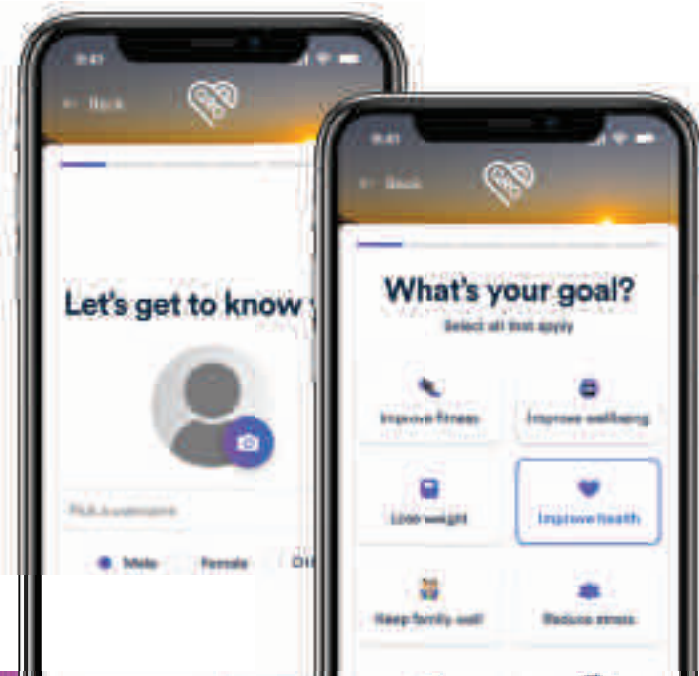
- Tap Secure account to set up 2FA, or tap Later to skip
- Enter your phone number and tap [Send code](#)
- Enter the 6-digit code we text you, then tap [Next](#) →



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.

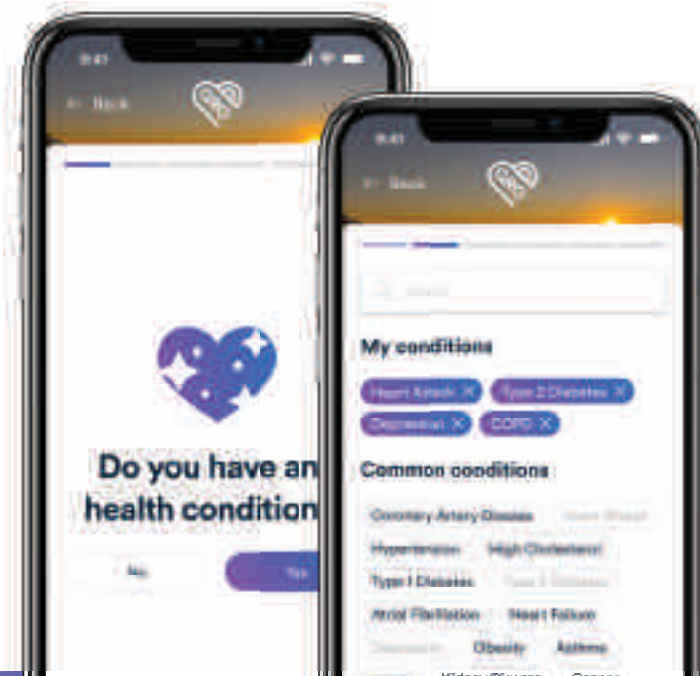




Personalise your experience

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

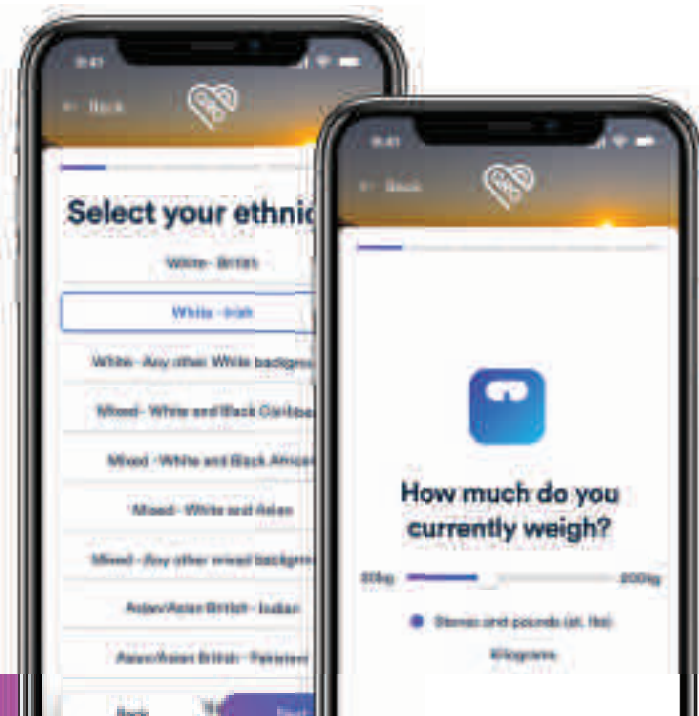
Keep your meal plans and resources safe and relevant.

- 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](#) →

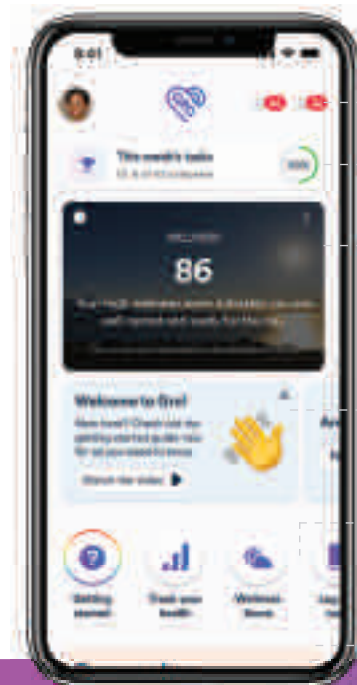
If you have forgotten your password:

- 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

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



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

Menu navigation

Health tracking

Track your health markers

Lifestyle

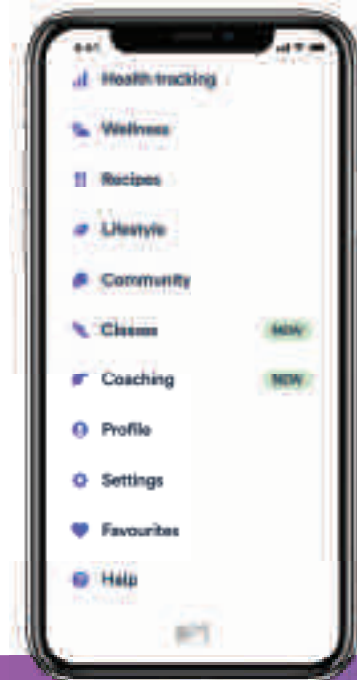
Daily updated informational guides tailored to your preferences

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.

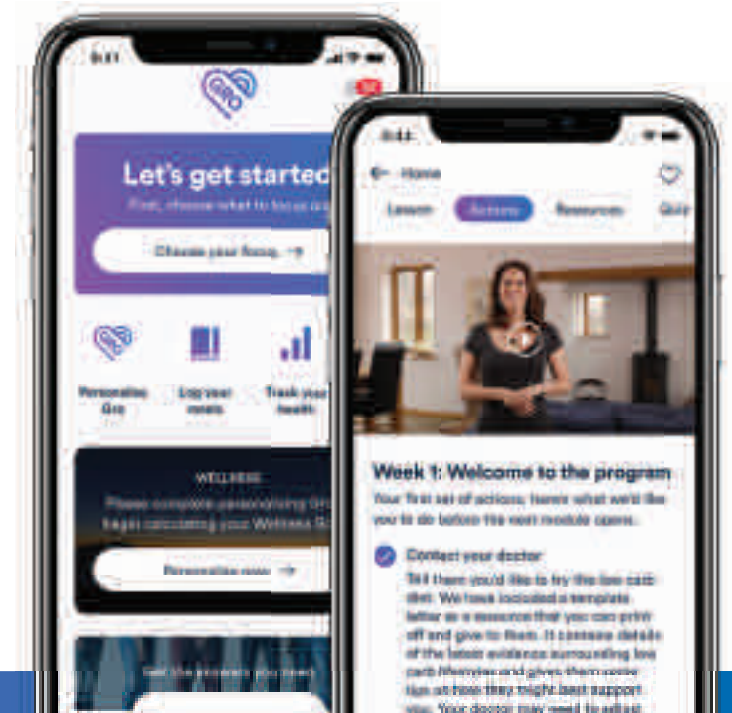
You can change this at any time

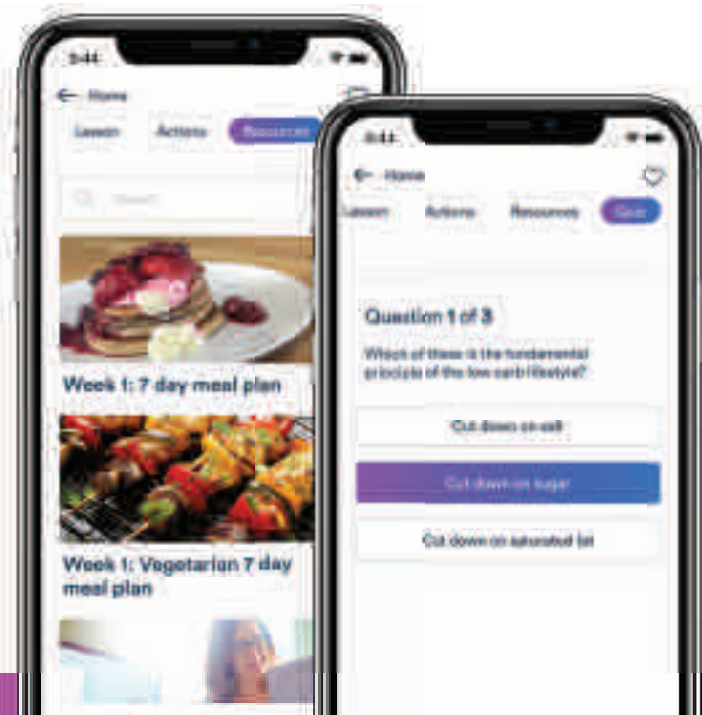
Lessons

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

Actions

Action points for you to follow to make healthier habits.



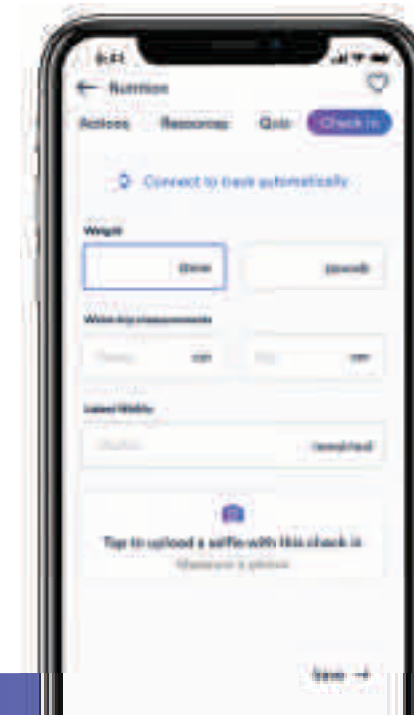


Resources

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.

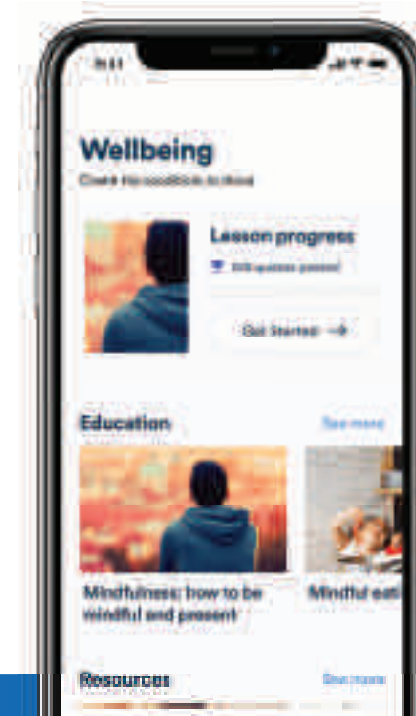
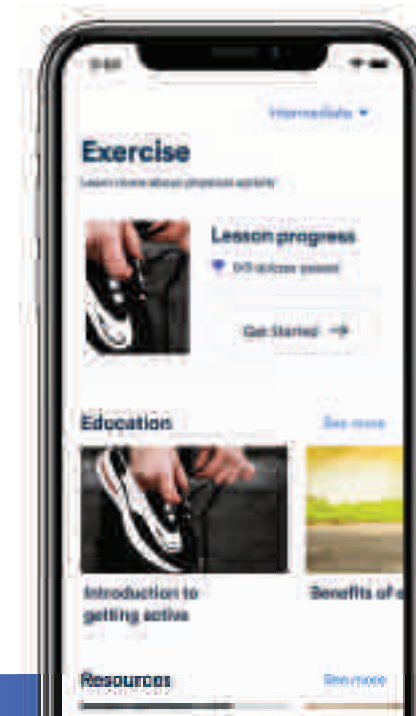
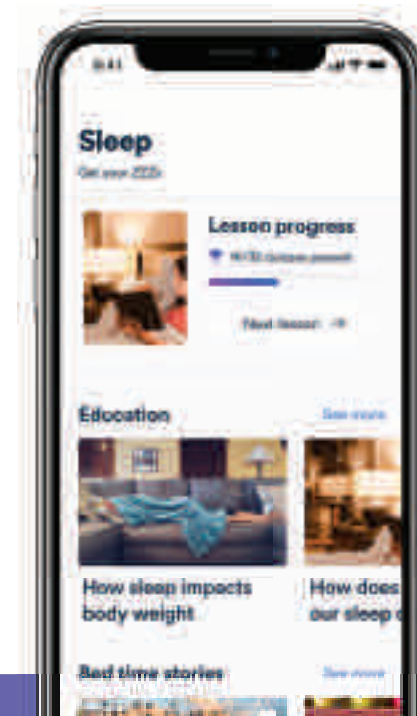
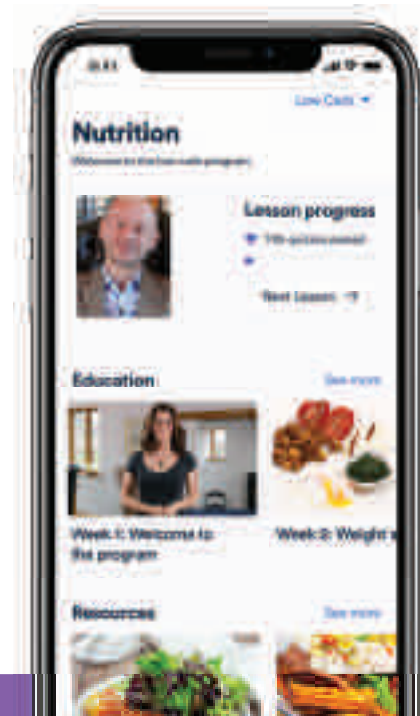


Save this module to your favorites.

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

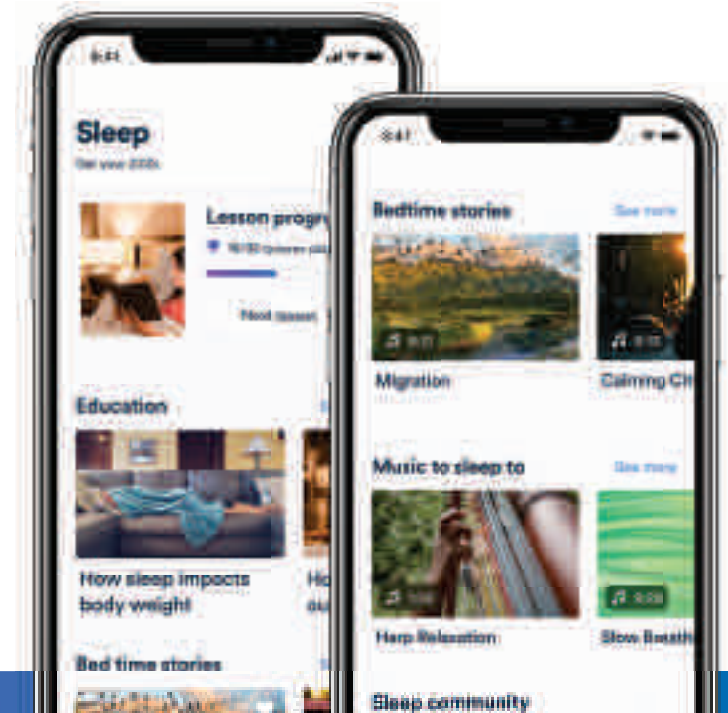
Award-winning education and resources to help you adopt sustainable ways of eating.

- **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

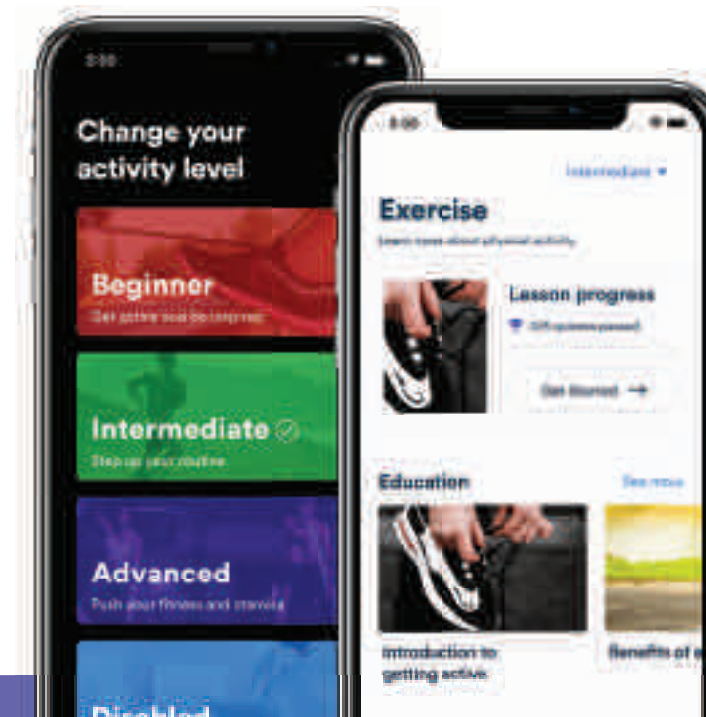
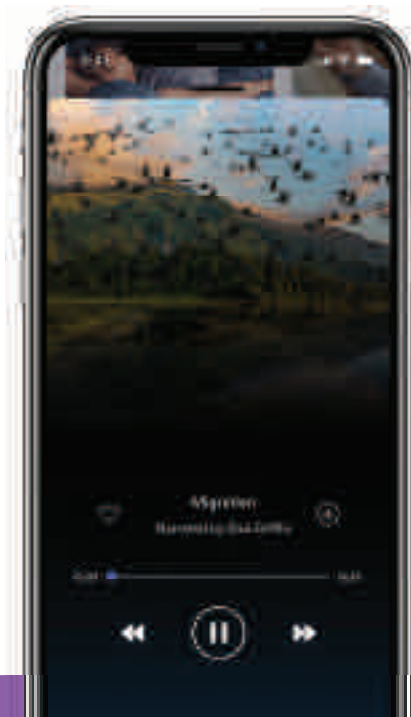
Explore education and resources to help you optimize your sleep:

- **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

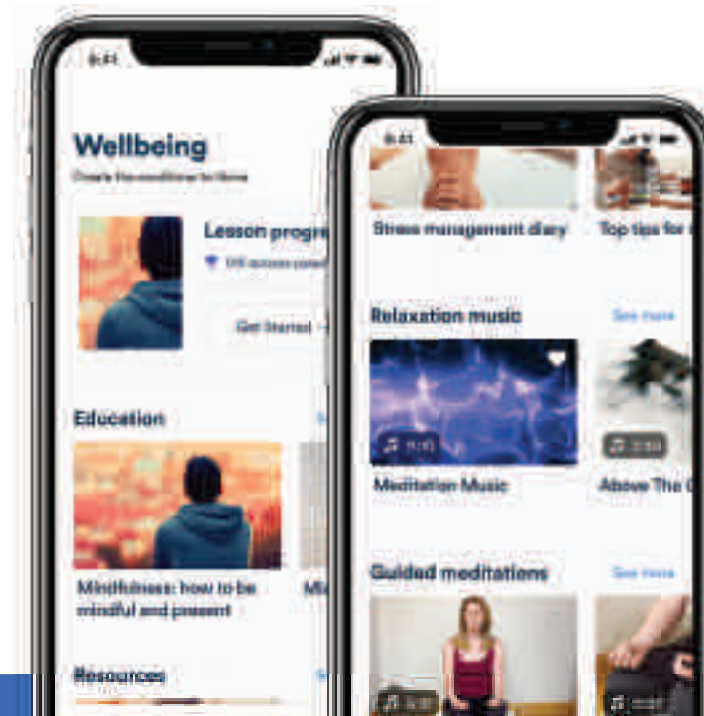
- Tap on a workout to see the activities and time required
- Tap ▶ to watch
- Tap ⌚ to start an exercise timer
- Tap + Log to save the workout to your Health Tracking



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

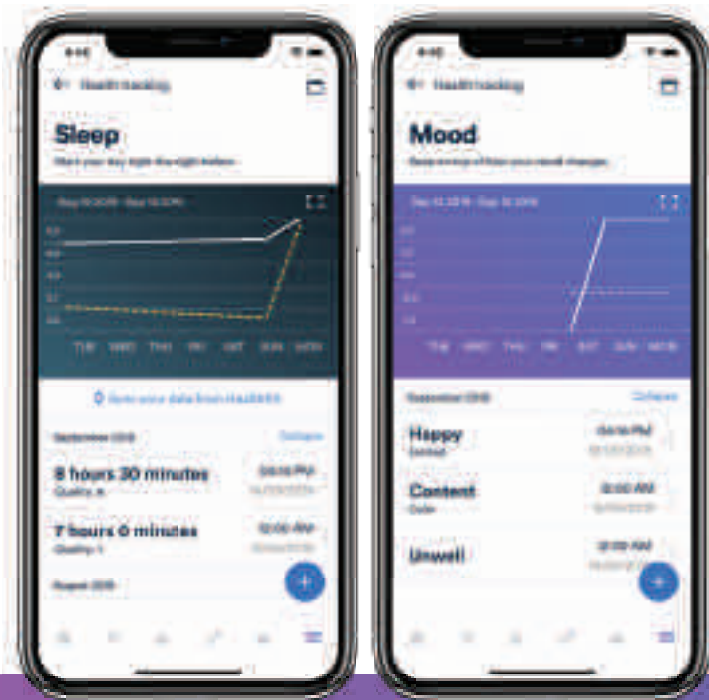


Sleep

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

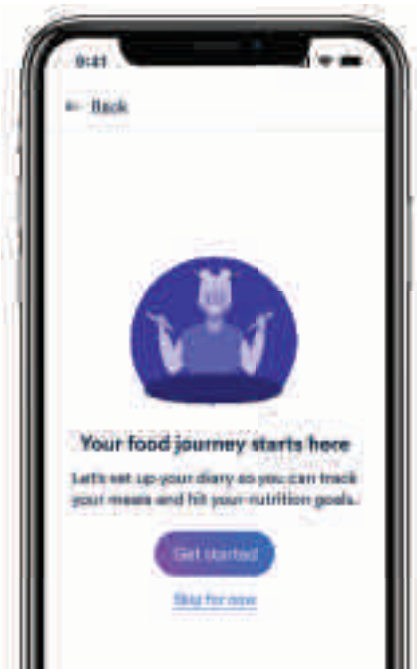
Track your blood glucose levels, HbA1c and browse historical readings

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

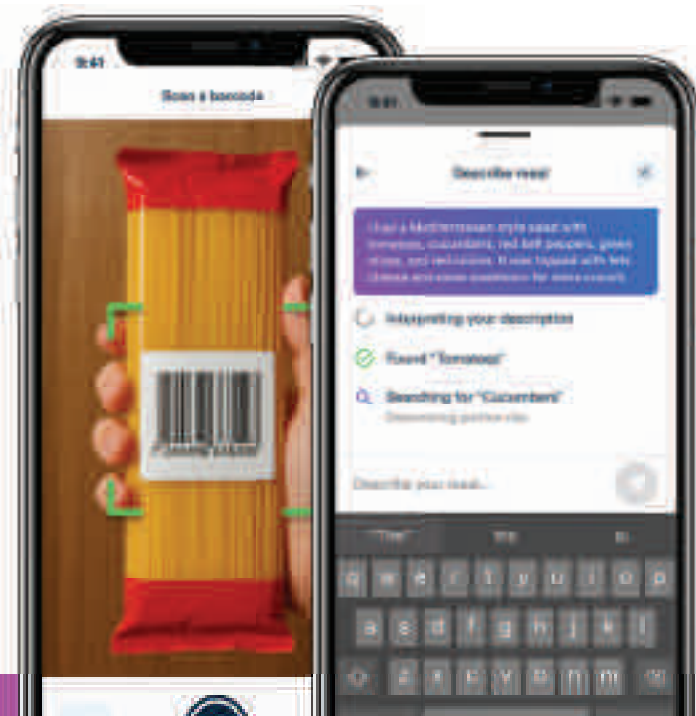
Track your day and review your progress at a glance.

- 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

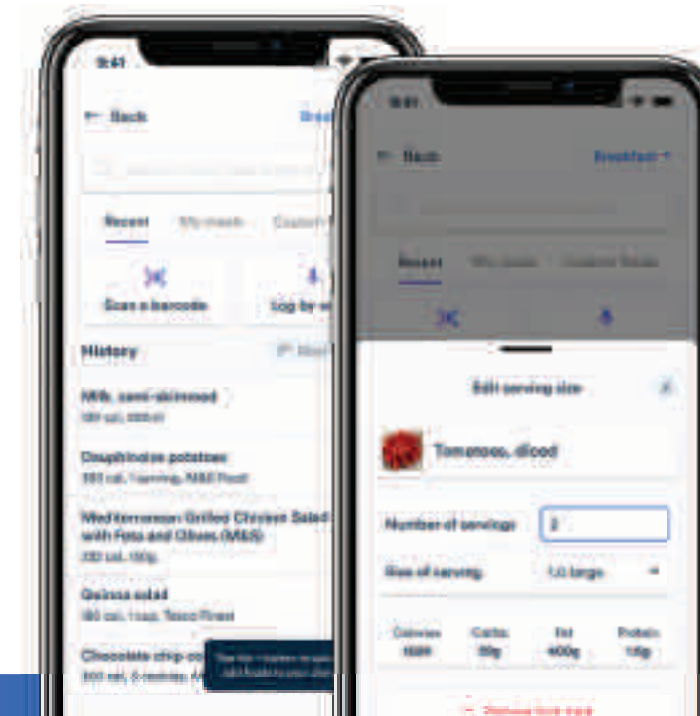
Tap [Add new meal \(or +\)](#) to add a food or drink, then choose how to log it:

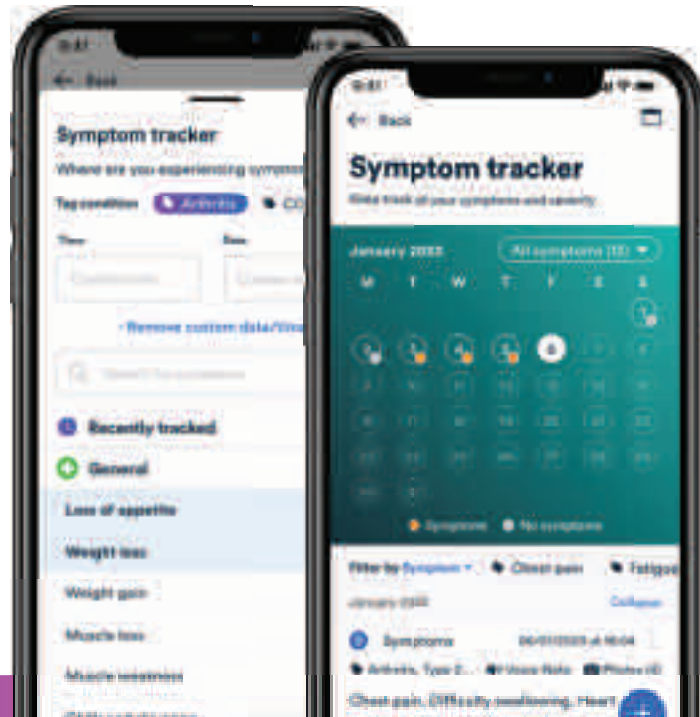
- Search for any food or brand
- [Scan a barcode](#) to find a packaged product
- [Scan from photo](#) to let our AI recognise your food and portions
- [Log by voice](#) or [Describe meal](#) to say or type what you ate (e.g. "3 eggs and 2 rashers of bacon")
- Set the serving size and tap [Save](#) →

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.

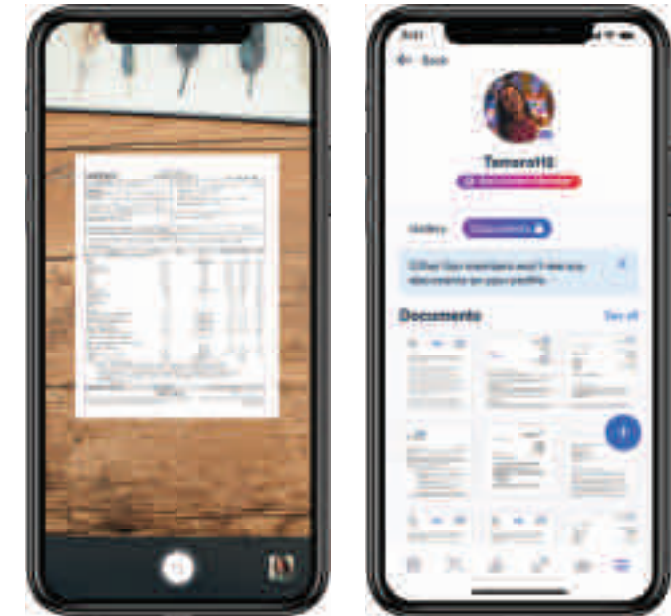
- Tap **+** to add a reading
- Choose the symptom(s) you are experiencing and answer the related questions
 - **(Optional)** Attach an image to your entry
 - **(Optional)** Attach audio to your entry

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.

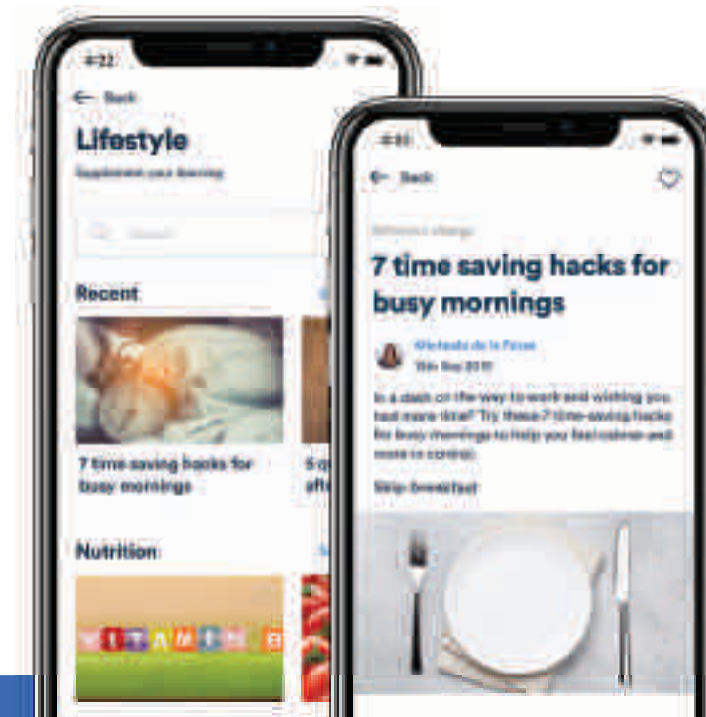
- Tap **+** to track a medication
- Select a medication and enter the dosage you have taken
- To save your medication entry, tap **Save** →

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.

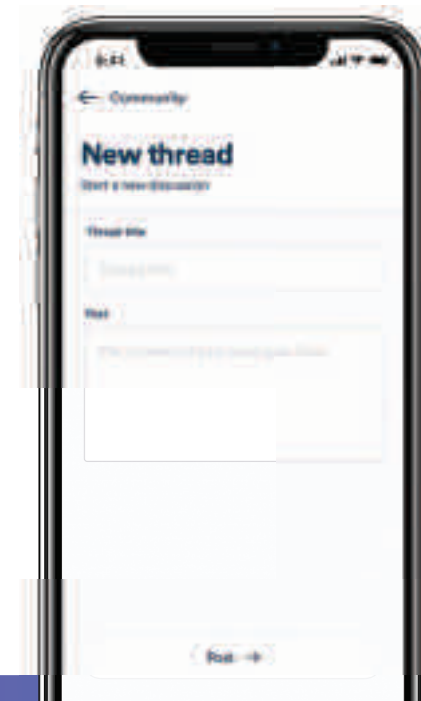
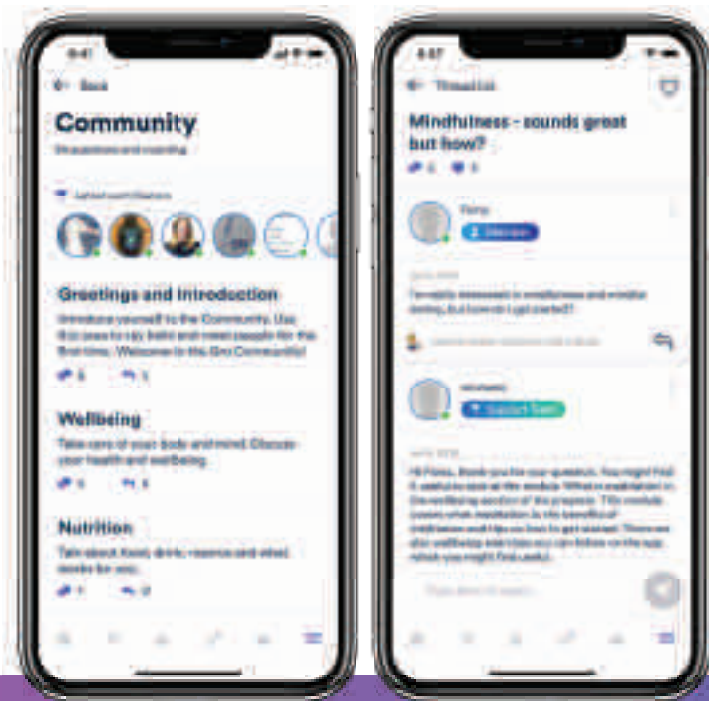
- Tap on an article item to view more
- Tap **♥** to save it to your favorites
- Tap on **Leave a comment** → to leave your comments



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

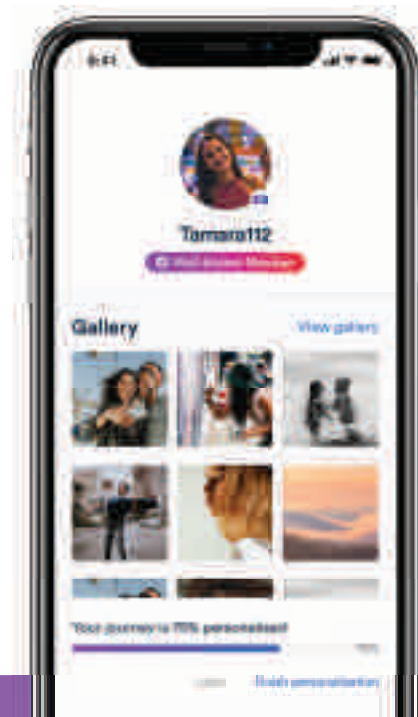


- Tap  to start a new discussion
- Enter a post title and message and tap [Post](#)  to post your discussion thread
- Tap on  on any discussion thread to add it to your favorites

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.

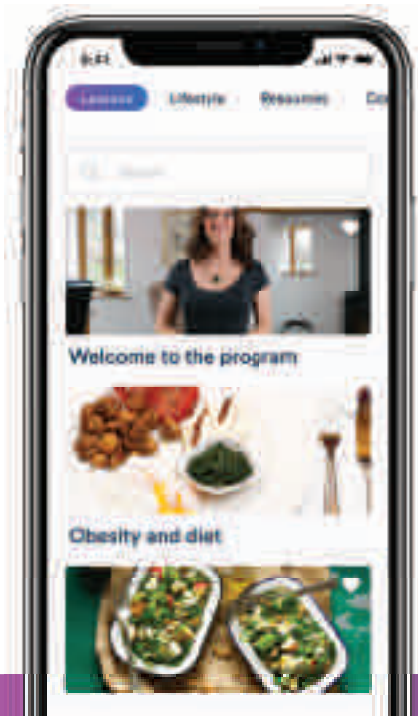
Units

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

Log out

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

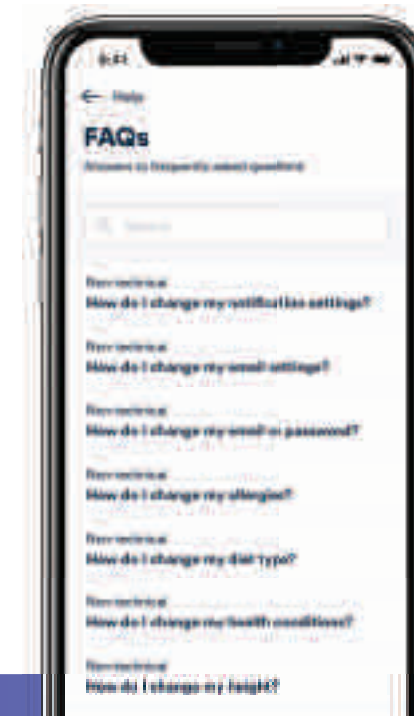




Favorites

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.

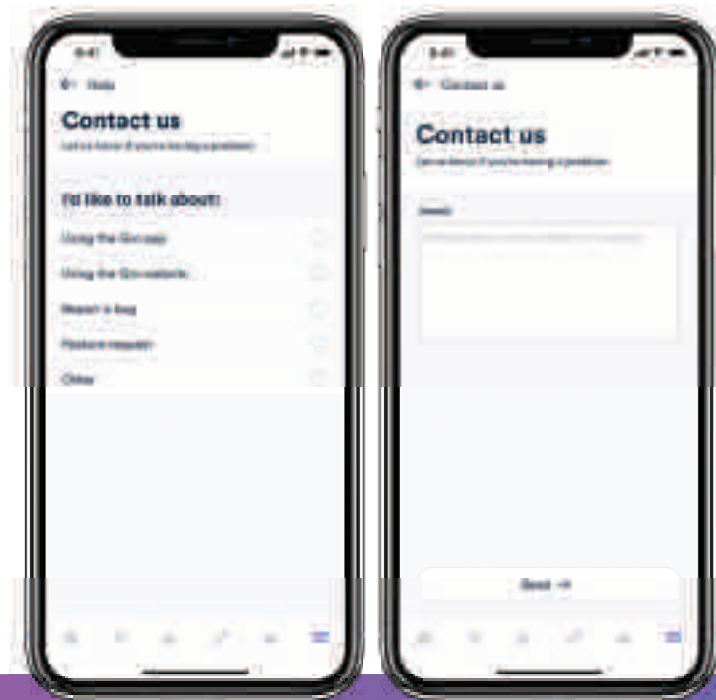
- Tap [FAQs](#) to explore frequently asked questions
- Tap on a question to read more
- Tap on 👍 or 👎 to rate an answer

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.

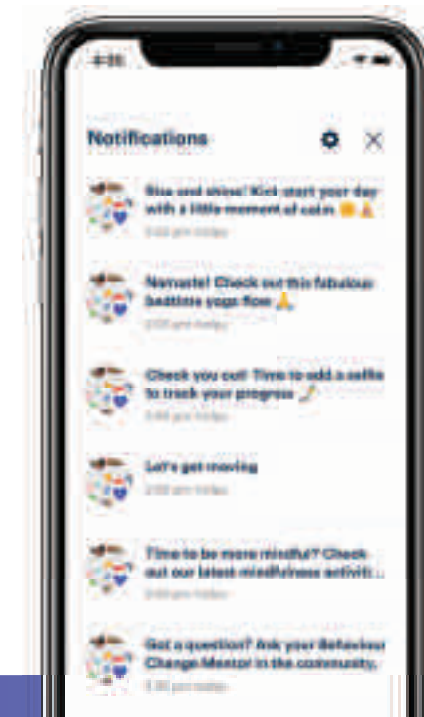
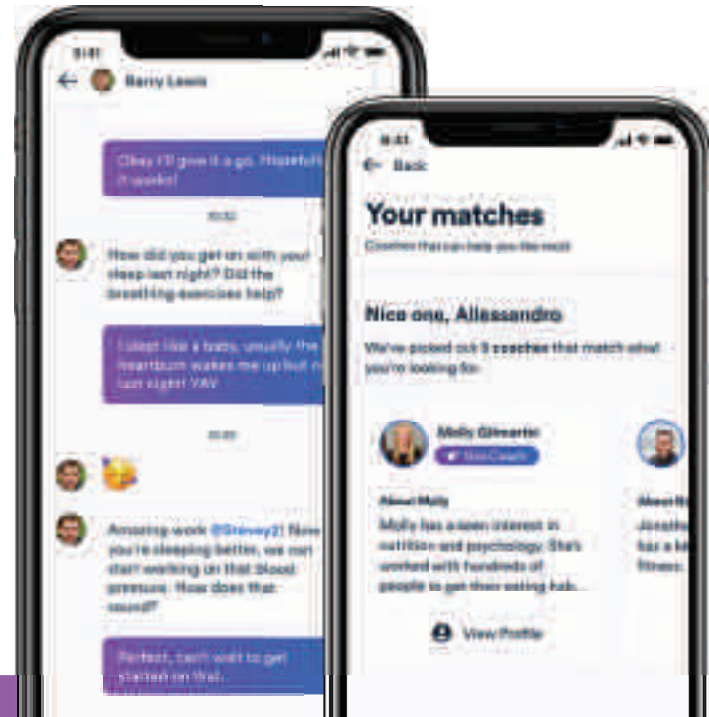
- Tap on [Terms and Conditions](#) to learn more about the terms of the platform
- Tap on [Privacy Policy](#) to learn more about how we respect your data
- Tap on [Legal](#) to read regulatory information



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.

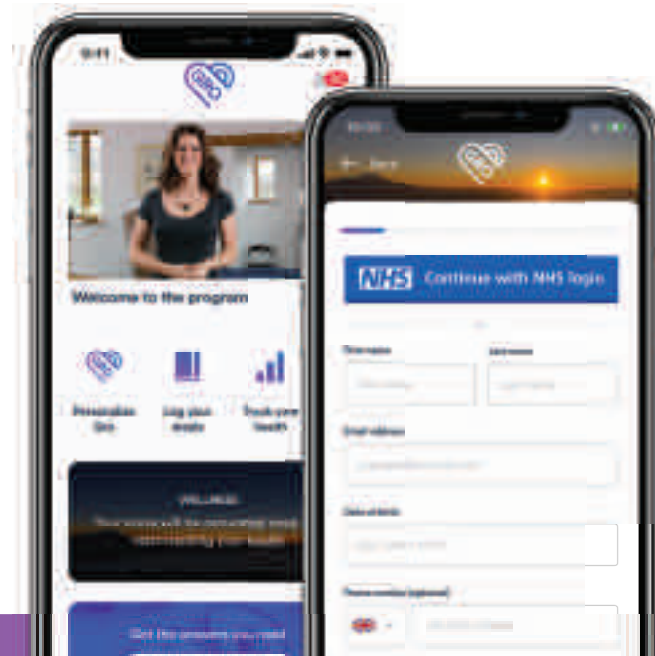


How we provide a personalised experience

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.



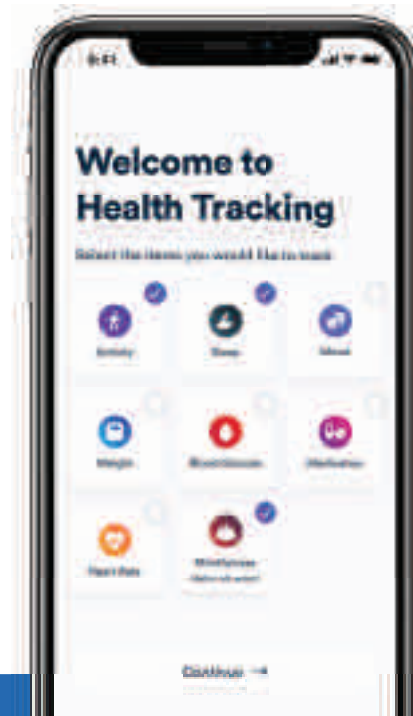
Activity level: selecting your current activity level allows recommended activities and exercise classes to be tailored to your fitness level.

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.



Is my data safe?

Your data is not stored on your device. It is stored in a secure cloud server in the country you choose on signup. The app encrypts the information it collects to make it safe from other people as it is transferred from the app as well as in storage (encryption-at-rest).

How to request your data

To request a full extract of your data and/or exercise your data rights, please contact the Support Team.

Certifications

Gro is a Class I Medical Device accredited to the following international standards:

- International Organization for Standardization ISO/IEC 27001
- International Organization for Standardization ISO/IEC 9001
- International Organization for Standardization ISO/IEC 20000
- Cyber Security Standards
- CSTAR Essentials
- IASME Governance Standard
- CE mark
- MHRA regulated Medical Device
- NHS Digital Technology Assessment Criteria (DTAC) certified



Troubleshooting

For all queries, questions, feedback and troubleshooting help, please contact help@grohealth.com.

Customer support is available daily from 6am to 10pm.

We endeavour to respond to all queries within 2 hours.

