



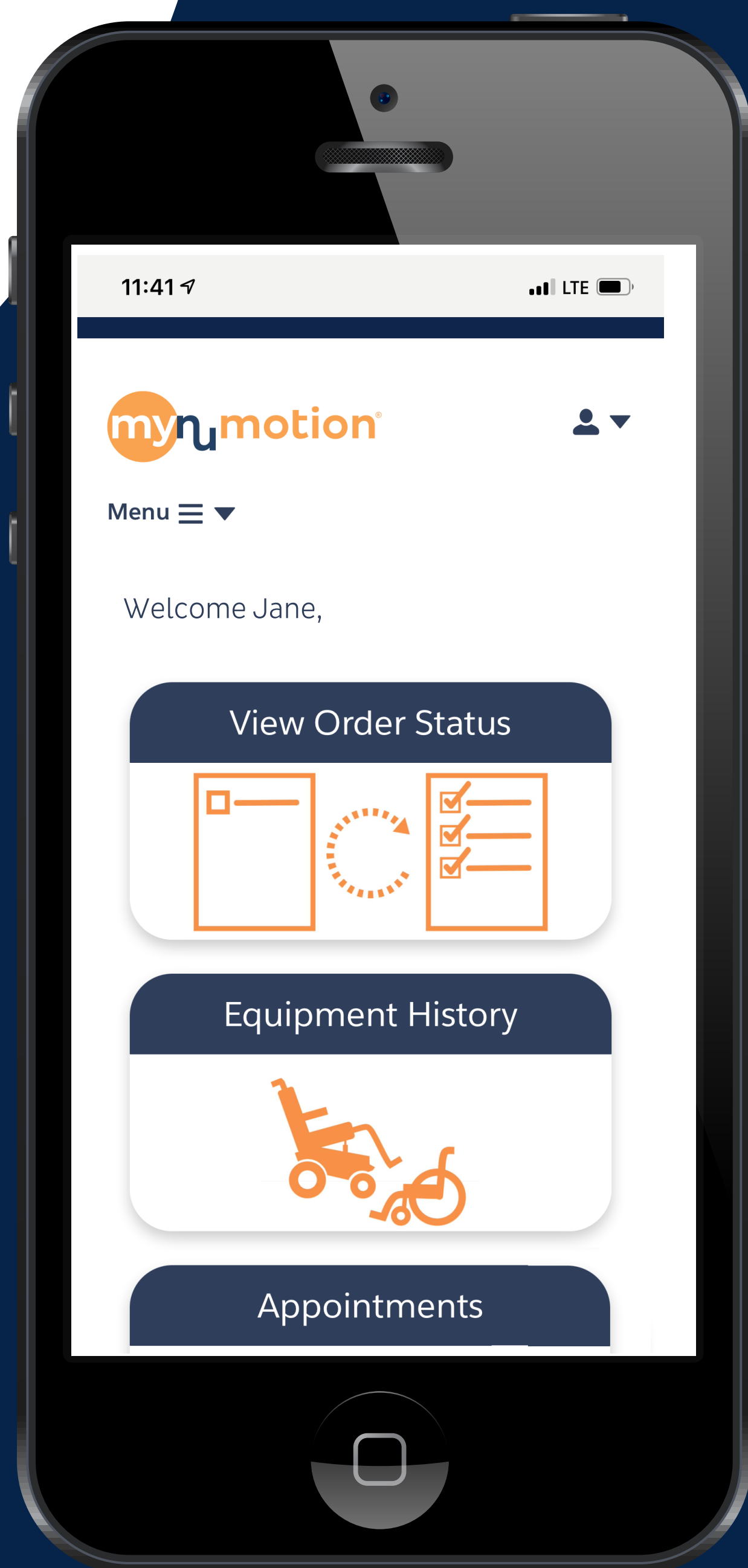
App Refresh User Guide

WELCOME!

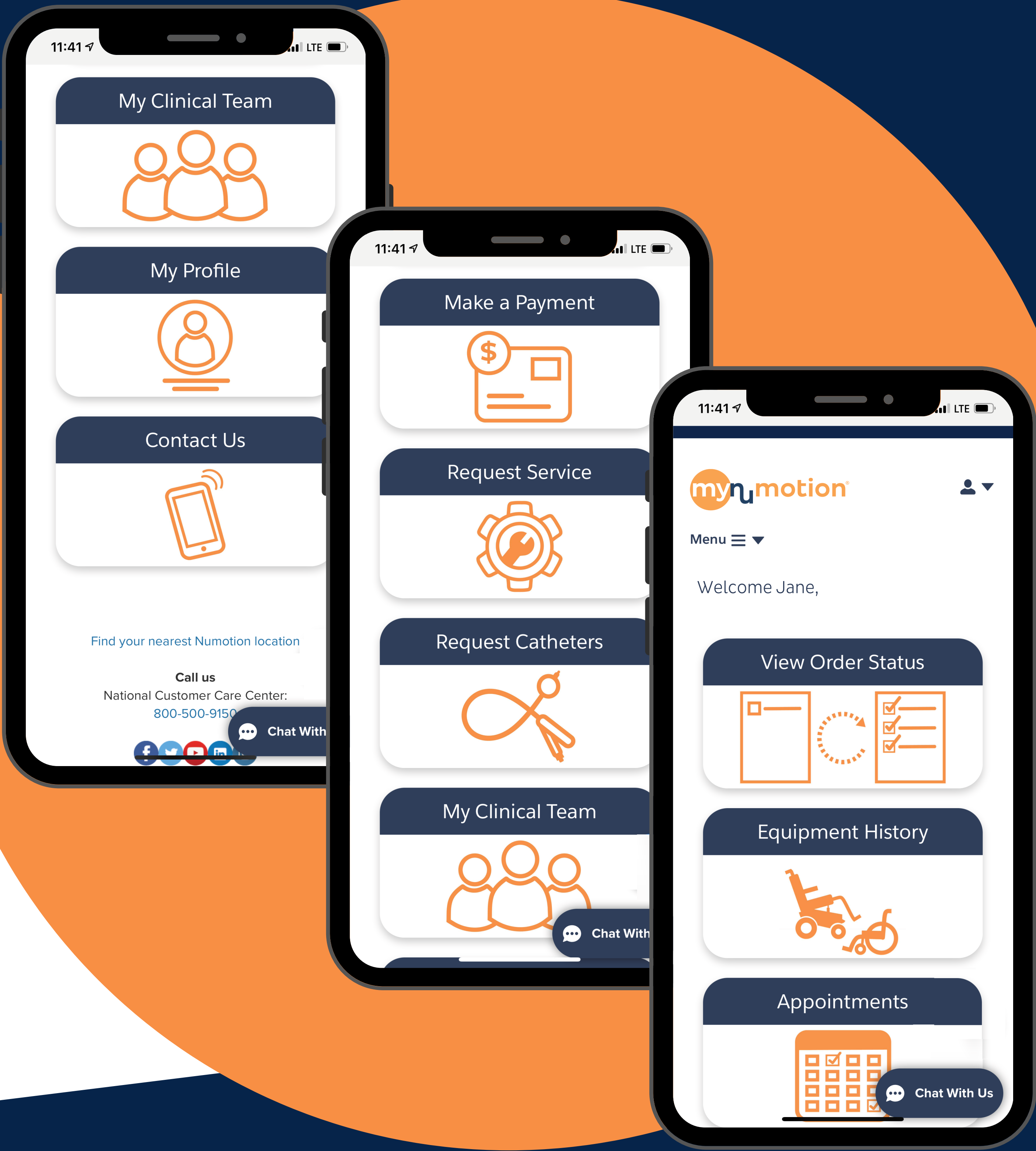
The myNumotion app and website for Numotion customers have both been updated to provide a more mobile friendly and easy to use experience. We listened to feedback from many of our frequent users to make these updates with a focus on making the initial interface more user friendly and simplified.

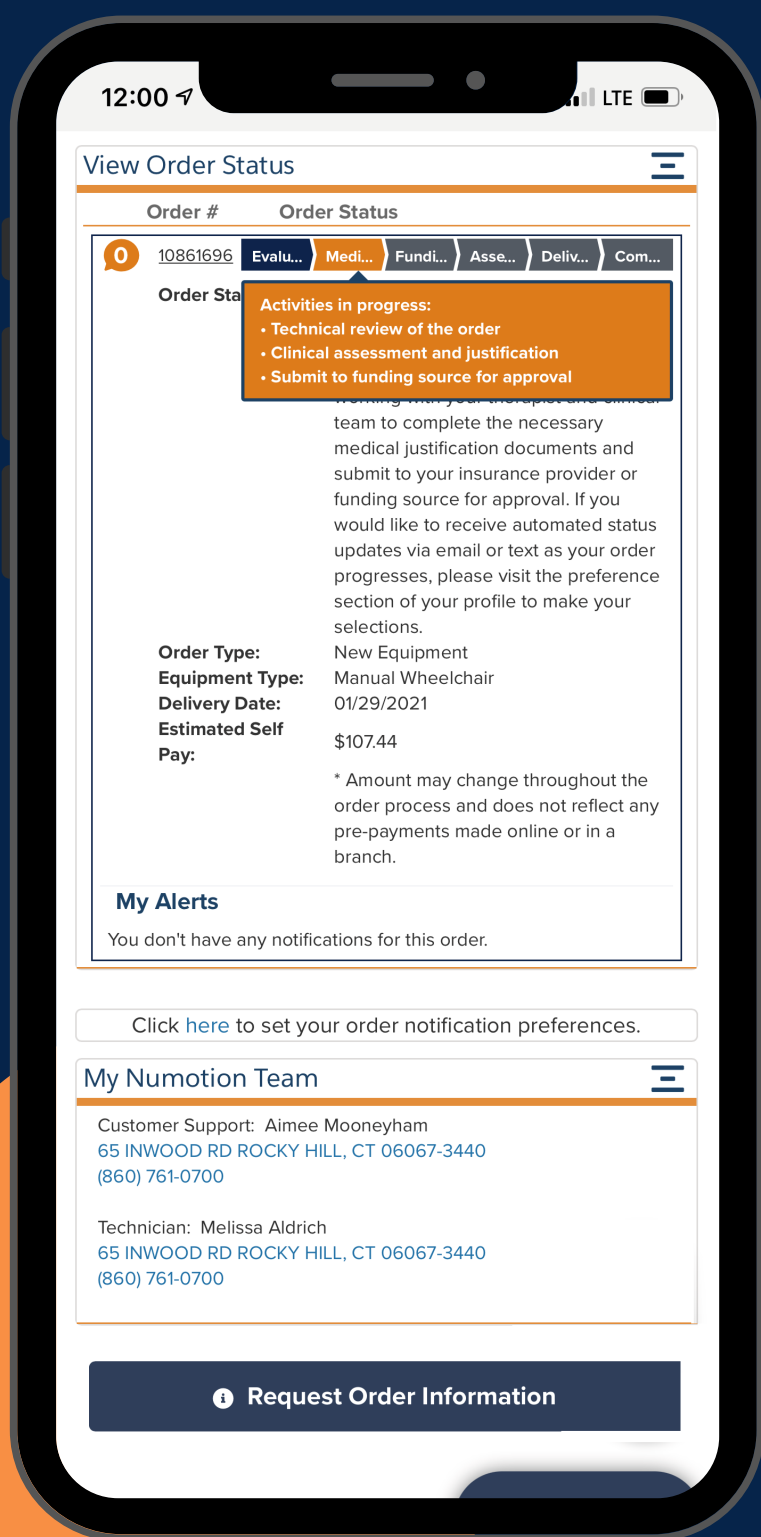
WHAT'S NEW?

The features and functionality of myNumotion are the same, we just made it easier to use – especially on a mobile device – and better organized!



NEW & IMPROVED HOMEPAGE





VIEW ORDER STATUS

See all your orders in progress with Numotion. The current phase is highlighted in orange. Any status updates related to your order will be listed below the order status bar.

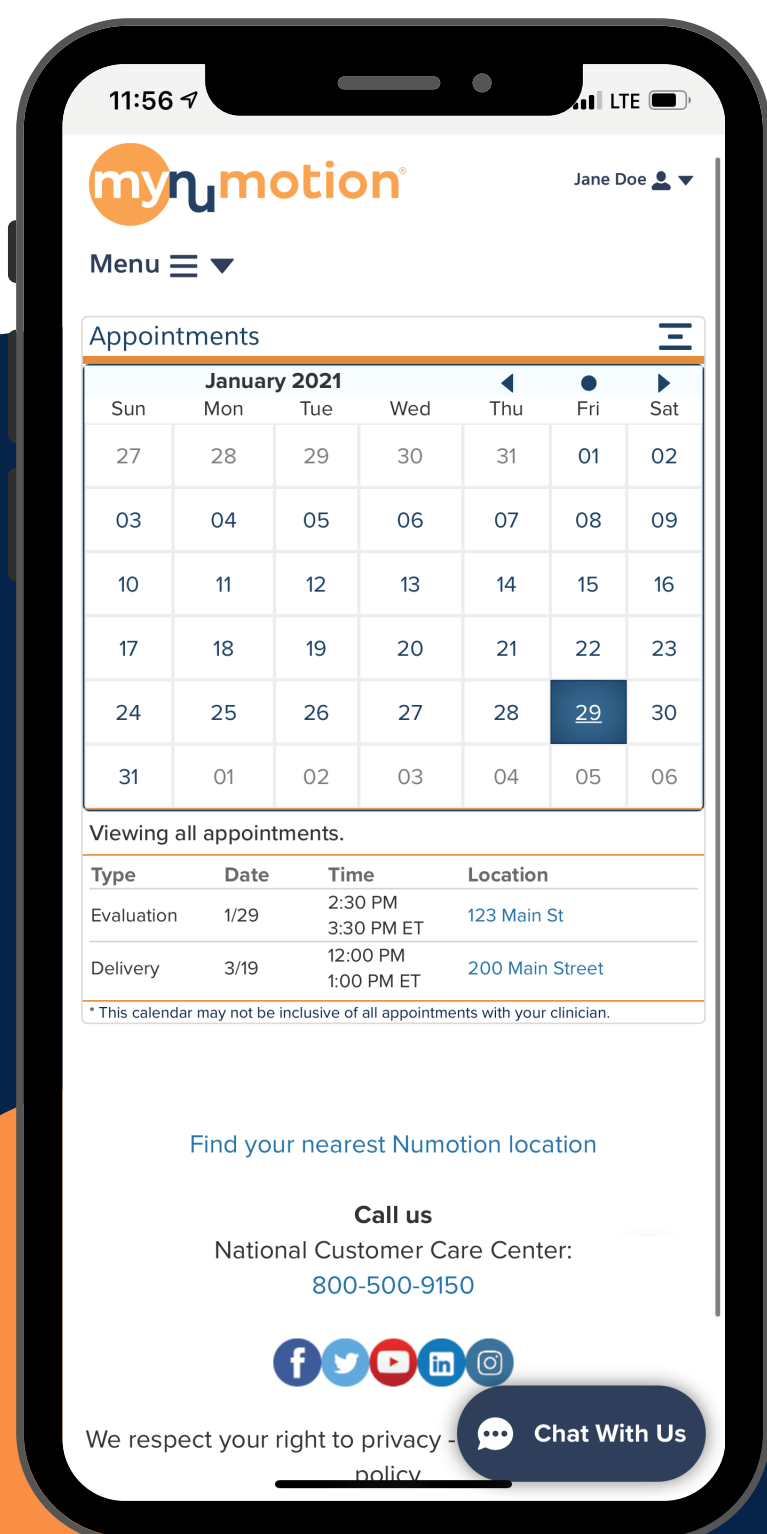
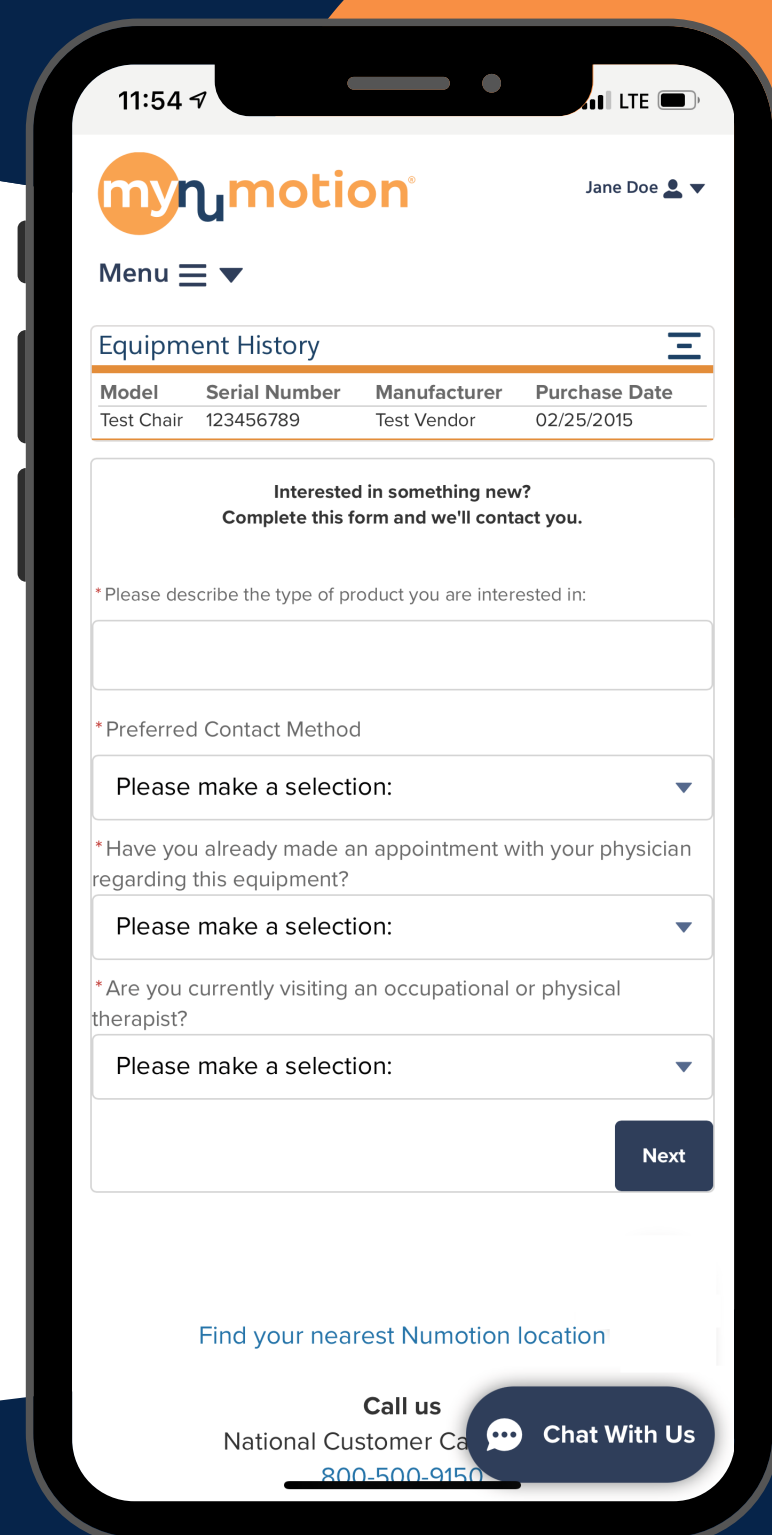
View the Numotion Team working on your order.

Request information regarding your order or chat live with a Numotion agent!

EQUIPMENT HISTORY

This area will show you all the equipment that you've purchased with Numotion and any additional equipment that we may have on file.

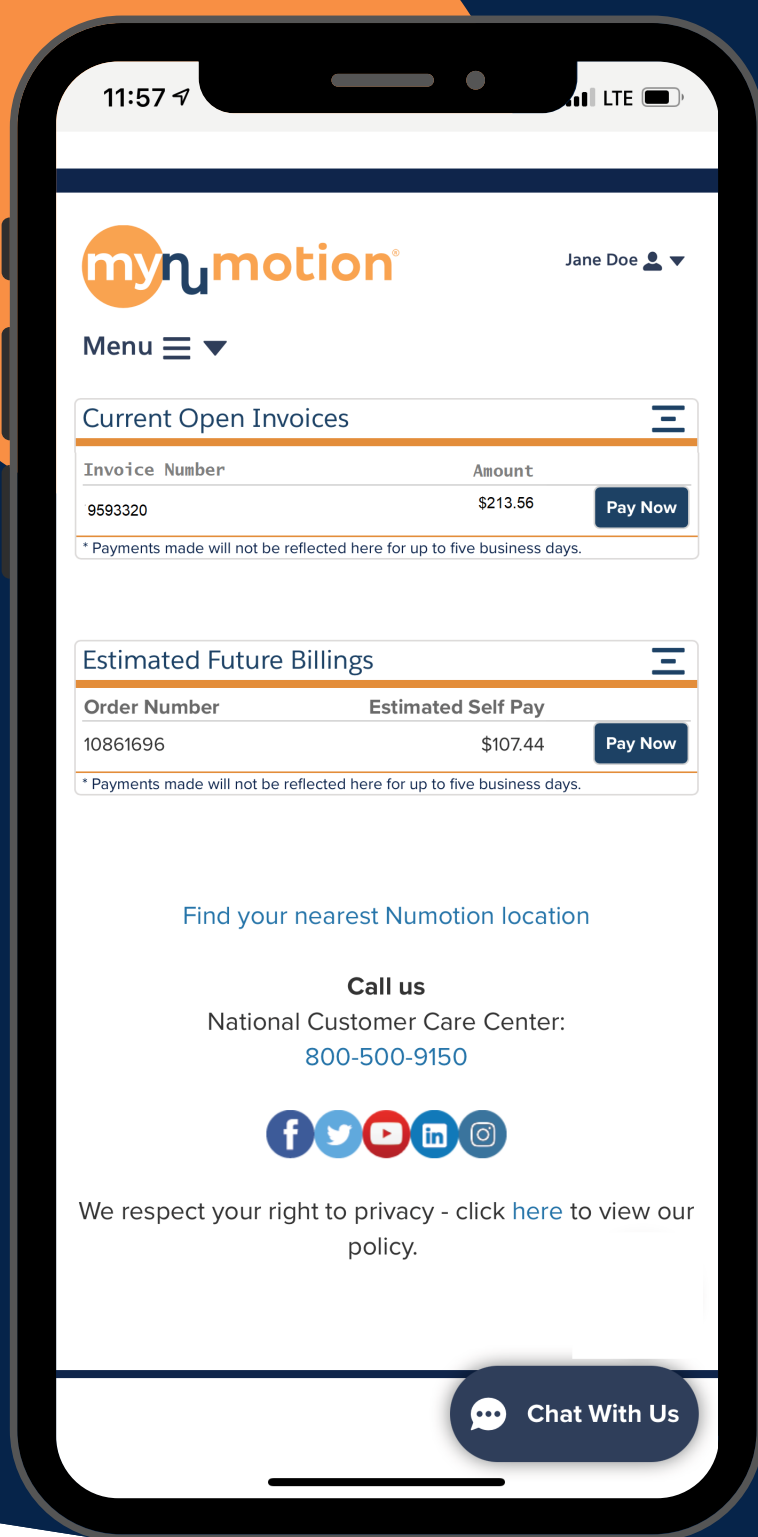
You can also submit an inquiry about getting new equipment or modifications to your existing equipment here.



APPOINTMENTS

You will see all your scheduled appointments with Numotion here.

You can sign up for appointment reminders by opting in to order alerts in your Profile page.



MAKE A PAYMENT

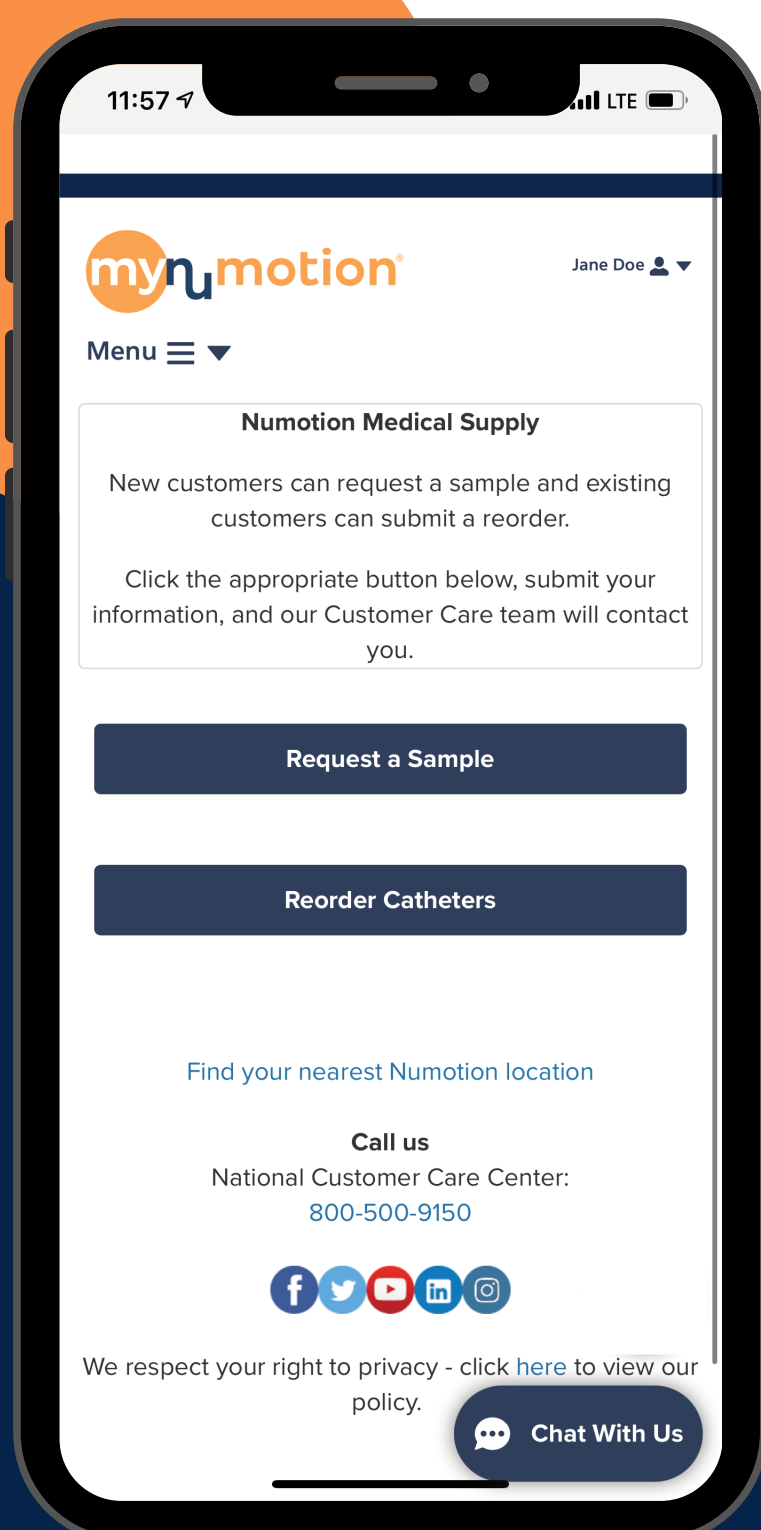
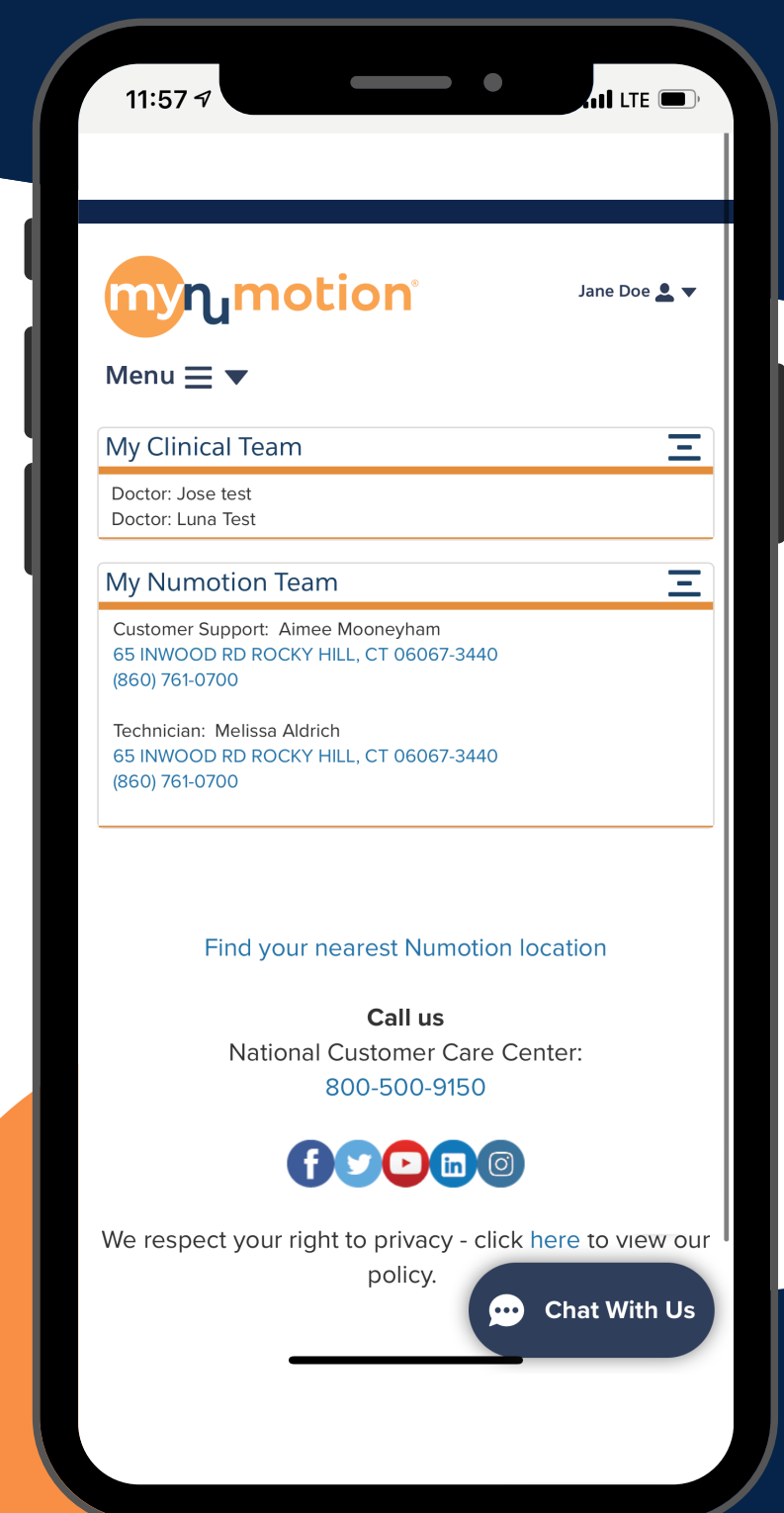
Here you can make a payment on either an existing invoice or towards the estimated amount due on an open order.

There are two payment options:

- Current Open Invoices: this is for completed orders that you have been invoiced for already
- Estimated Future Billings: this is for open orders with an estimated self-pay

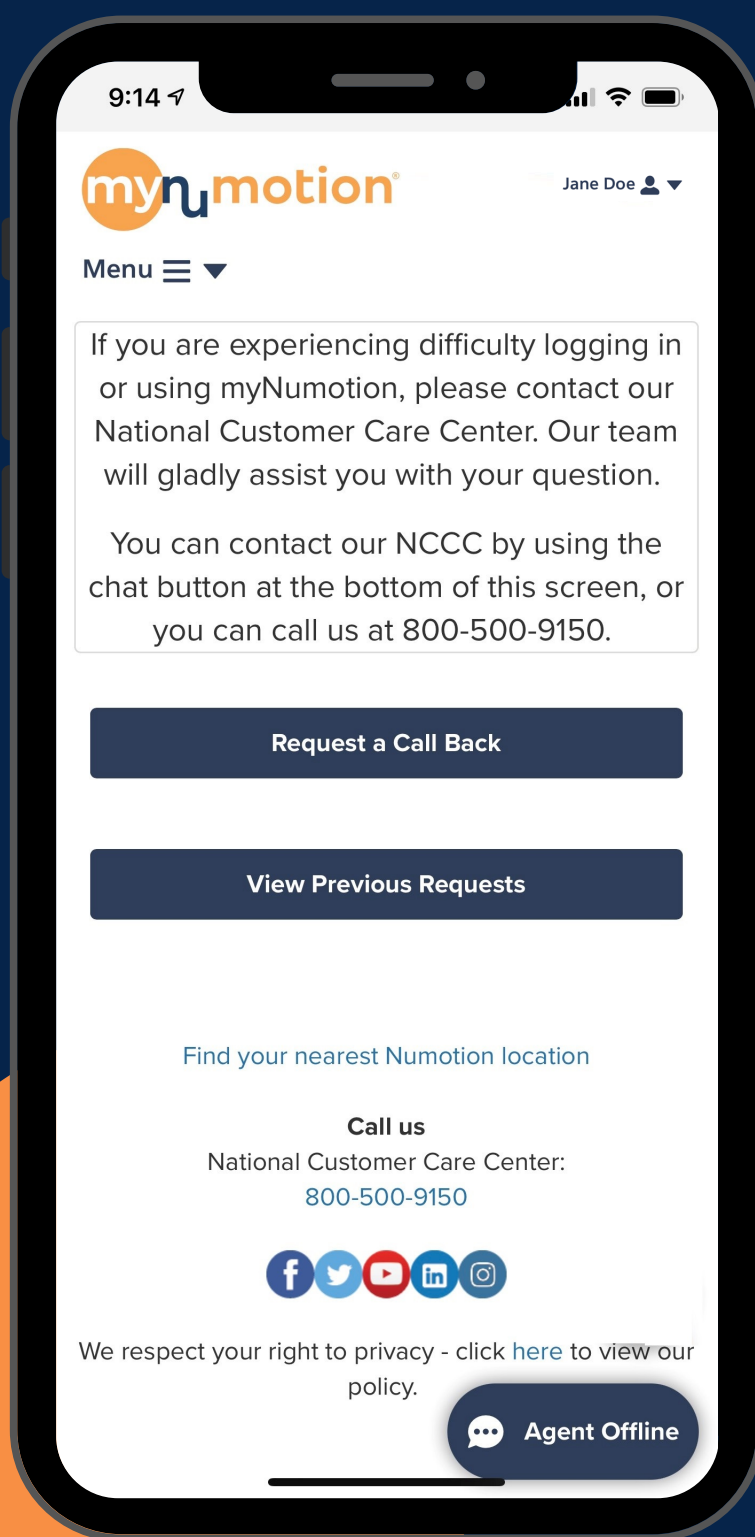
MY CLINICAL TEAM

This area will list the Numotion contacts who are working on your orders in progress as well as the medical team that we have on file for you. If you need to change something, please send a message via chat or through the Contact Us page.



REQUEST CATHETERS:

Use this option to request new catheters or medical supplies or to request a refill for an existing recurring order you have with our Medical Supplies team.



CONTACT US

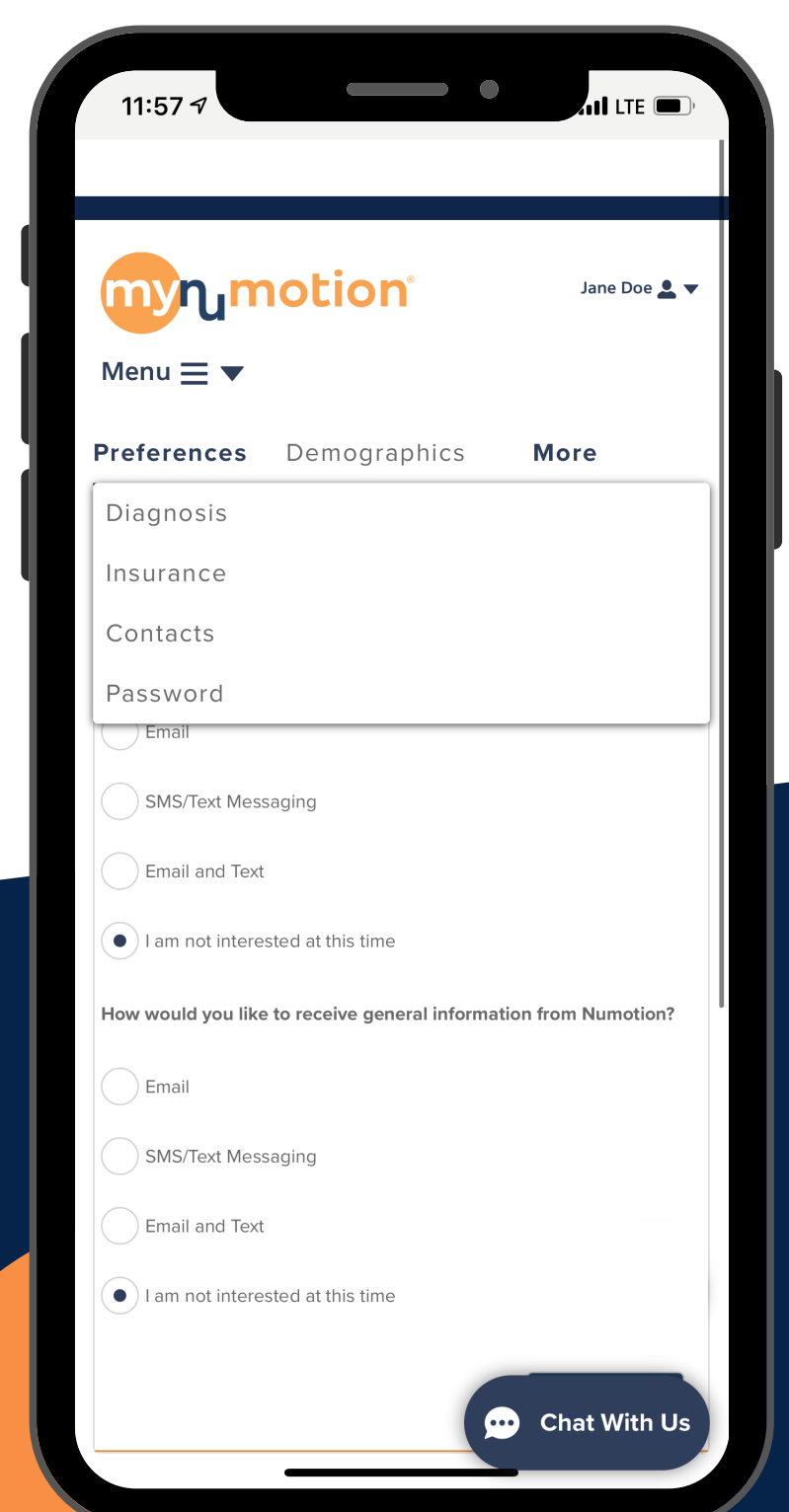
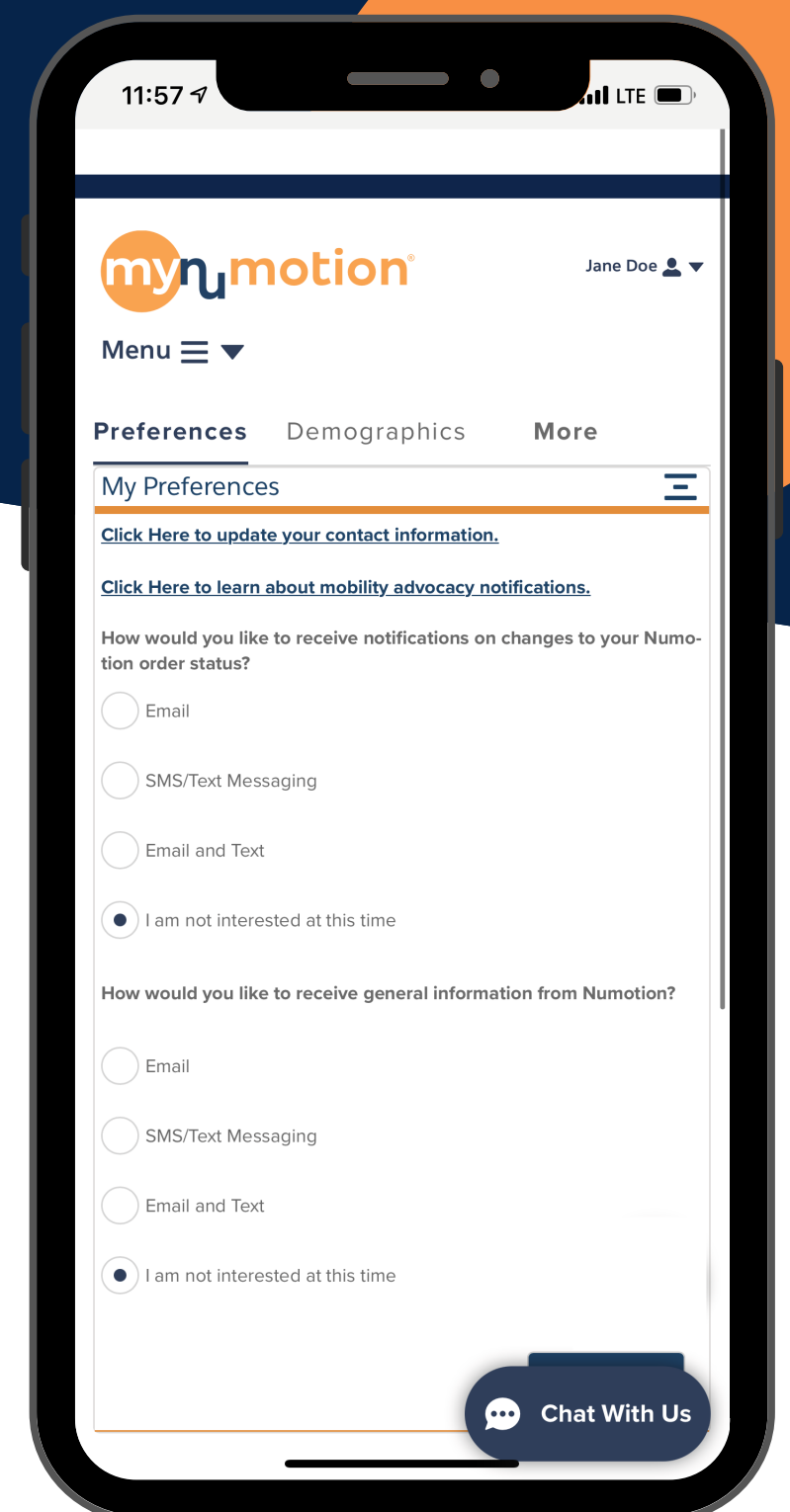
This page will give you multiple options to contact Numotion. Our Toll Free number is listed here or you can fill out a request form and someone from Numotion will reach out to you.

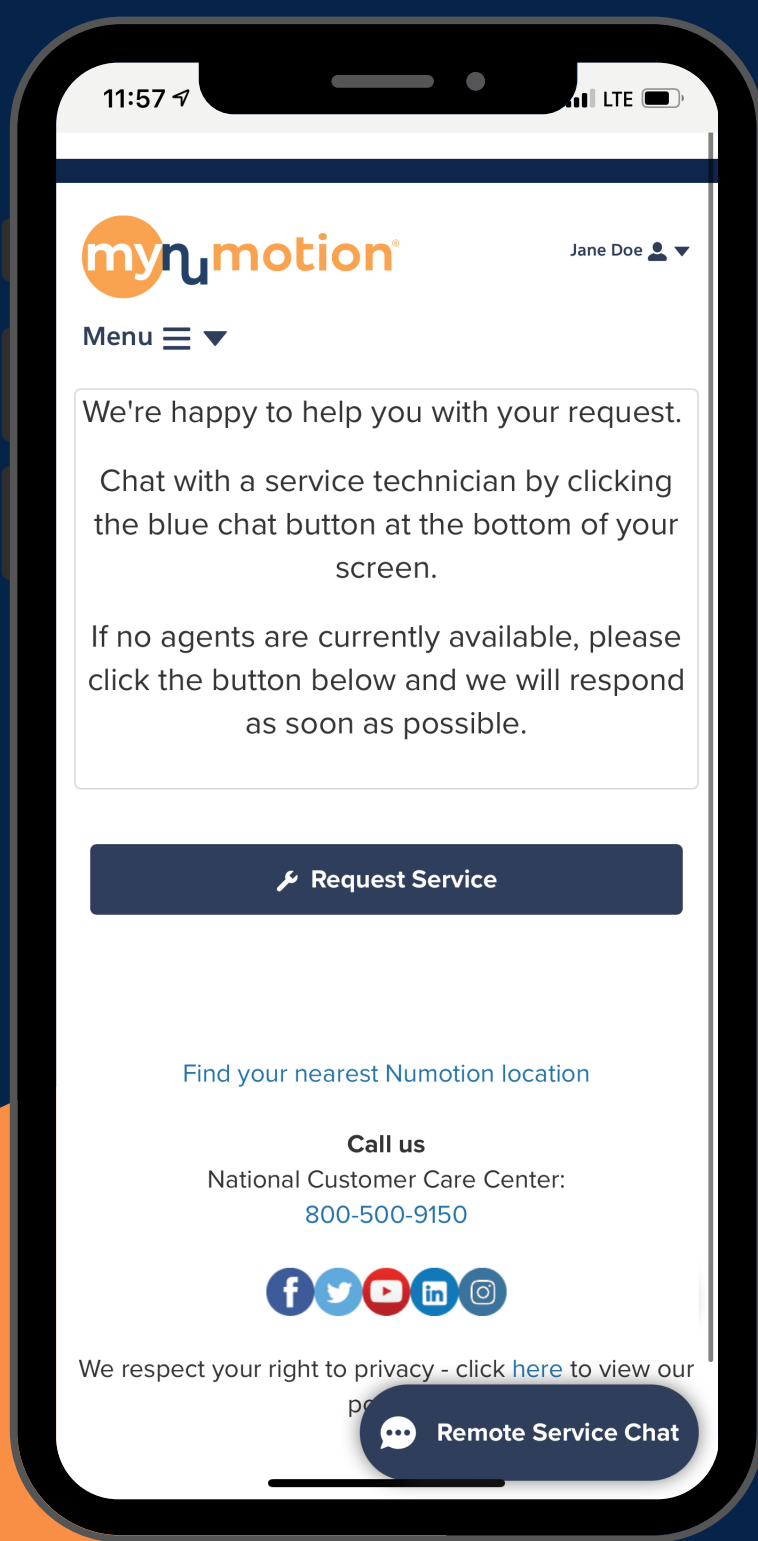
You can also see a history of your requests submitted through myNumotion here.

MY PROFILE

Your profile page is where you will go to view and make changes to any of your personal information that we have on file. Click on “More” to see all of your options. The menu options in your profile are:

- Preferences: set your communications preferences for order alerts and CRT advocacy
 - This is a critical and beneficial feature of myNumotion so please complete this at initial registration.
- Demographics: view and request updates to your demographic information
- Insurance: view your insurance information and upload a picture of your insurance card
- Contacts: view and update the contacts we have on file for you
- Password: update your myNumotion password





REQUEST SERVICE:

Visit this page to chat with a live remote service agent about your equipment or request to be contacted to schedule a service and repair appointment.

DESKTOP VIEW:

Most myNumotion users use a mobile device, if you are using a laptop or desktop, your view will look just slightly different!

