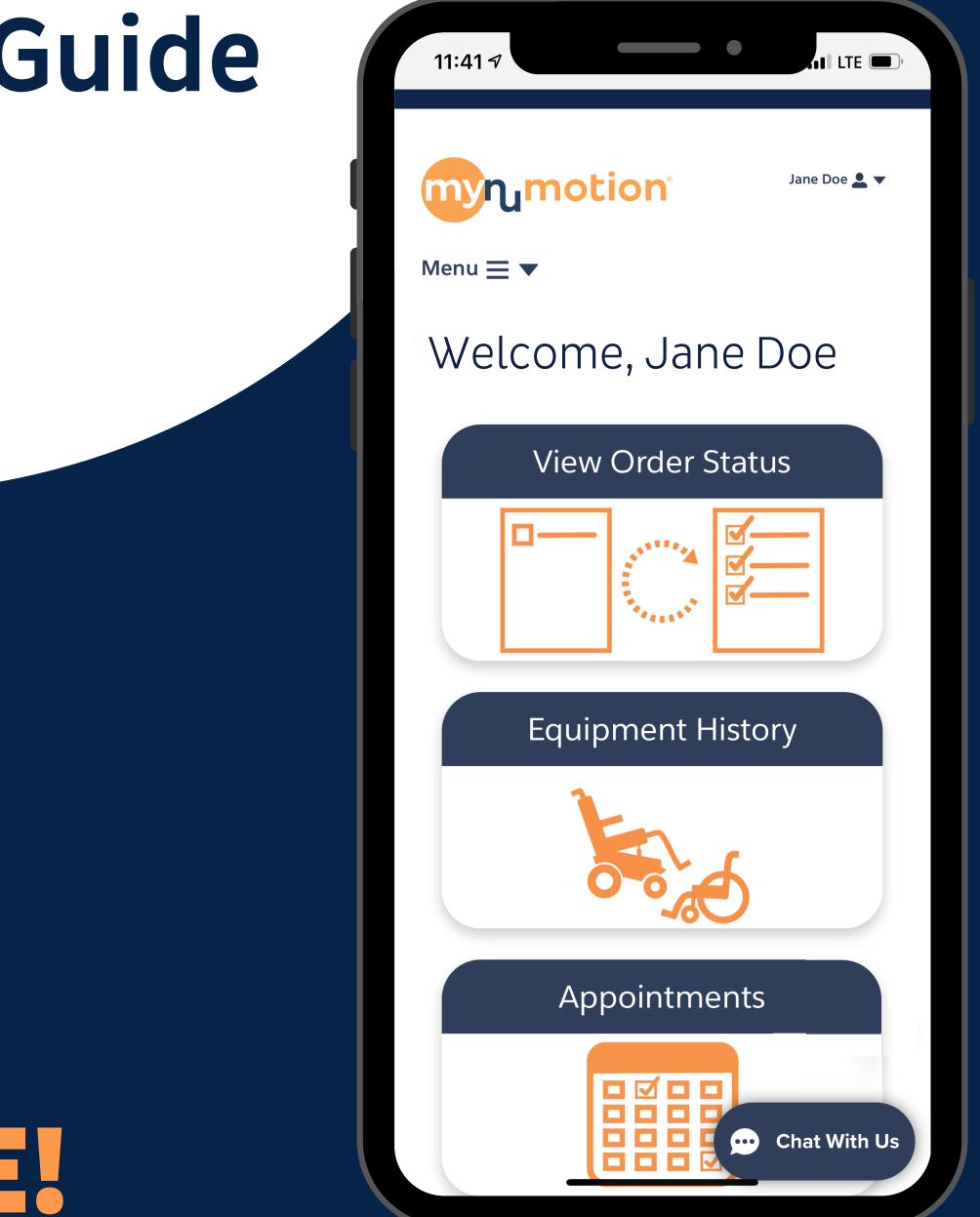


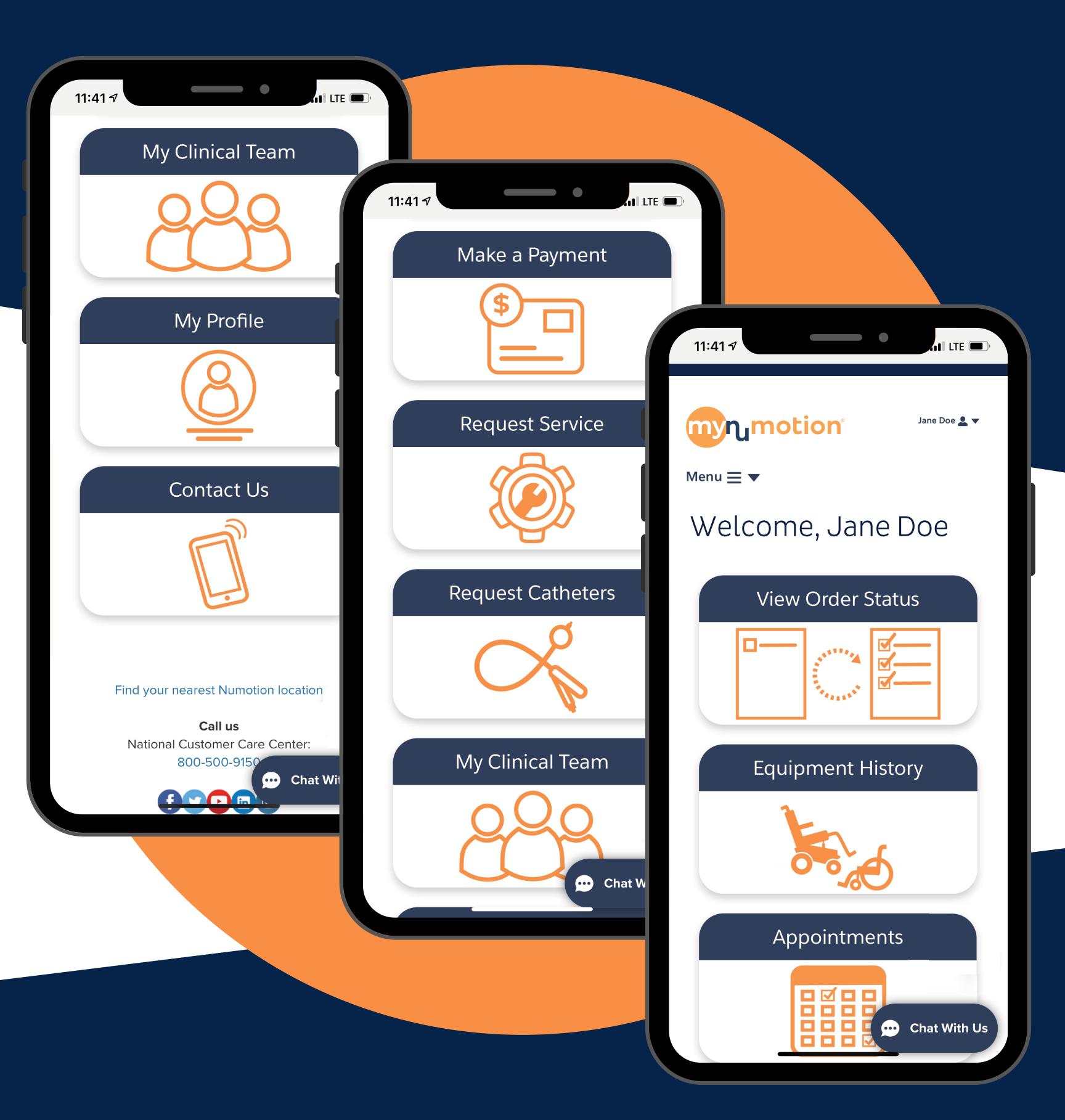
# App User Guide

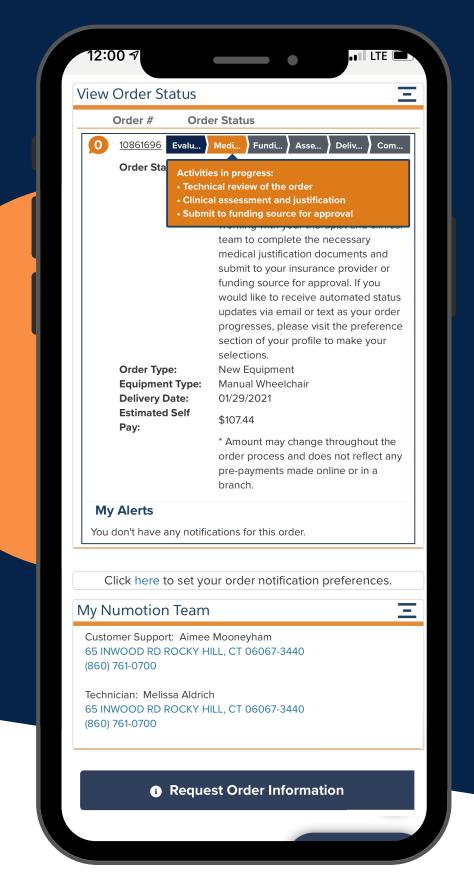


# WELCOME!

The myNumotion app and web portal provides an easy to use experience for access to helpful information from Numotion.

# HOMEPAGE



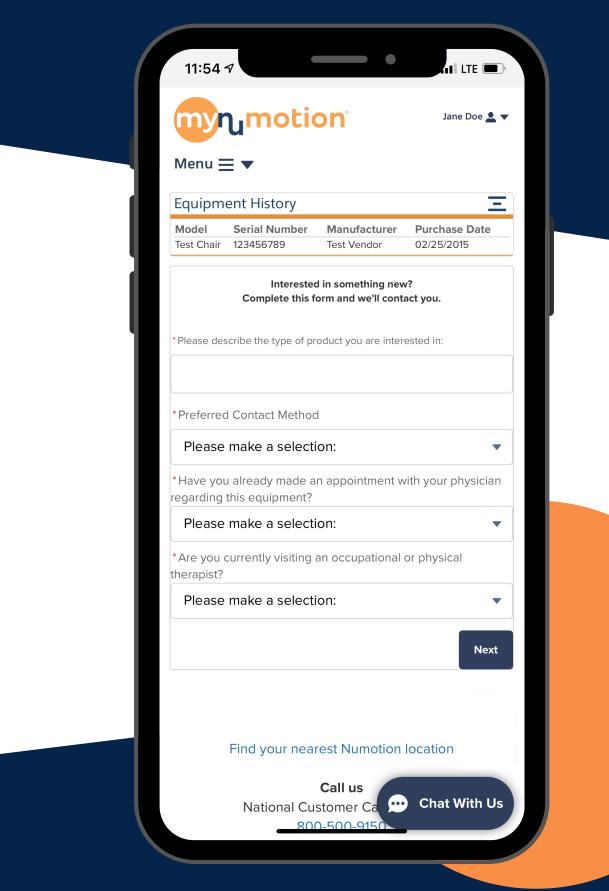


# **VIEW ORDER STATUS**

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.

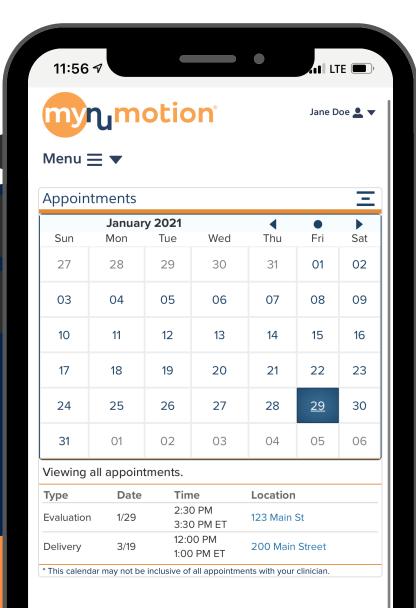
Request information regarding your order or chat live with a Numotion agent!

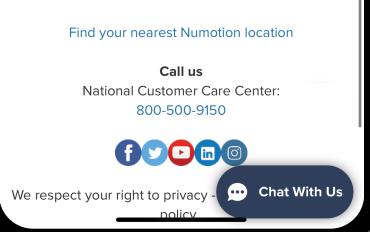


## **EQUIPMENT HISTORY**

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.

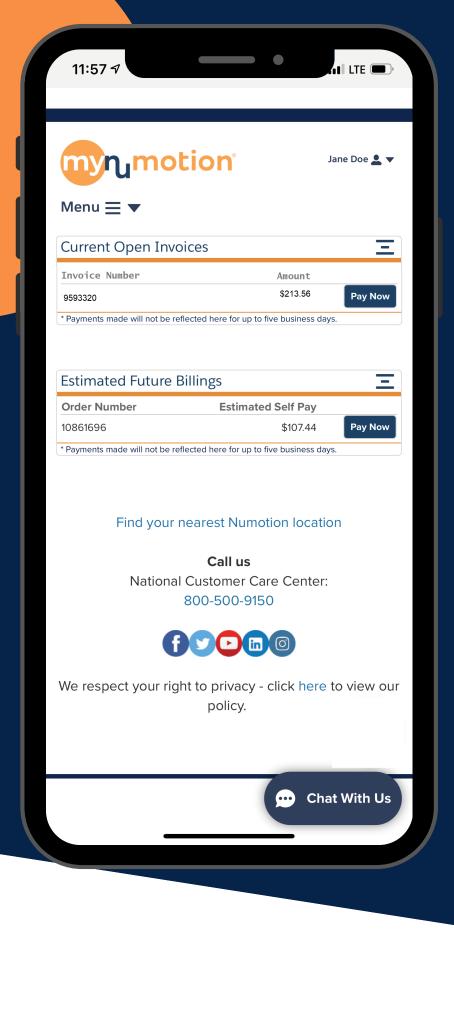




# APPOINTMENTS

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 estimate amount due on an open order.

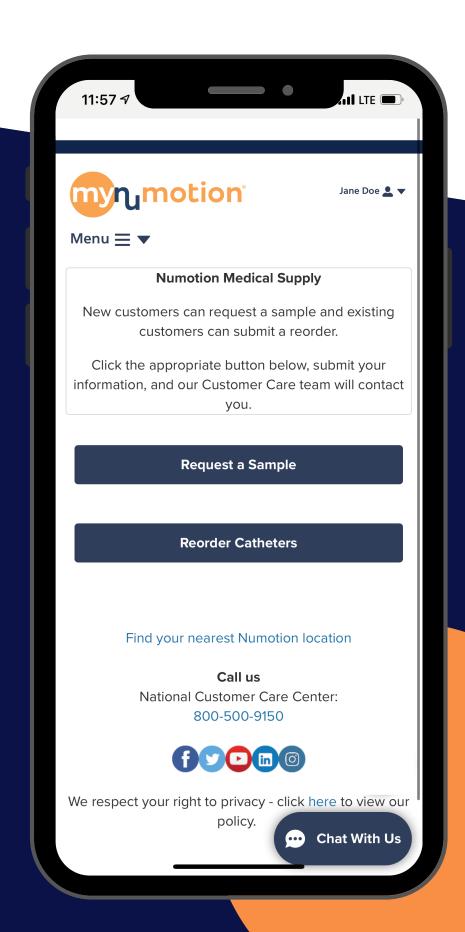
There are two payment options:

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

# **MY CLINICAL TEAM**

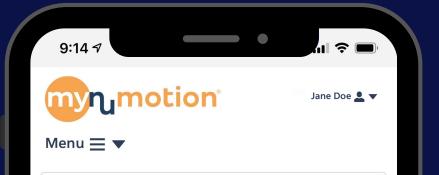
This area will list the Numotion contacts who are working on your orders in progress as well as the medical team that we have on file for you. If you need to change something, please send a message via chat or through the <u>Contact Us</u> page.

	Jane Doe 🛓 🔻	
	Menu =	
	My Clinical Team	
	Doctor: Jose test Doctor: Luna Test	
, i i i i i i i i i i i i i i i i i i i	My Numotion Team	
	65 INWOOD RD ROCKY HILL, CT 06067-3440 (860) 761-0700 Technician: Melissa Aldrich 65 INWOOD RD ROCKY HILL, CT 06067-3440 (860) 761-0700	
	Find your nearest Numotion location	
	Call us	
	National Customer Care Center: 800-500-9150	
	We respect your right to privacy - click here to view our policy.	



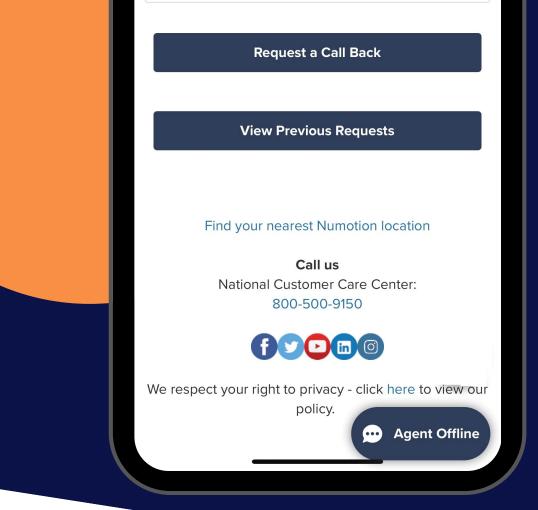
### **REQUEST CATHETERS**

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.



If you are experiencing difficulty logging in or using myNumotion, please contact our National Customer Care Center. Our team will gladly assist you with your question.

You can contact our NCCC by using the chat button at the bottom of this screen, or you can call us at 800-500-9150.



## **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.

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myn\_motion<sup>®</sup>

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.

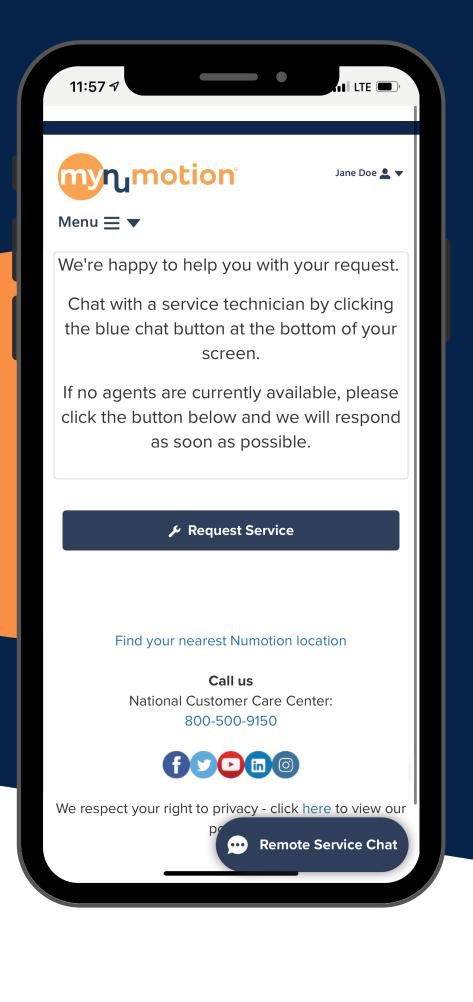
Click on "More" to see all of your options. The menu options in your profile are:

- <u>Preferences:</u> 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.
- <u>Demographics</u>: 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
- <u>Password:</u>update your myNumotion password

Click Here to updat	<u>e your contact informatio</u>	<u>n.</u>	
Click Here to learn	<u>about mobility advocacy i</u>	notifications.	
How would you like tion order status?	to receive notifications o	on changes to your I	Numo
Email			
SMS/Text Mess	saging		
Email and Text			
• I am not intere	sted at this time		
How would you like	e to receive general inform	nation from Numotio	on?
Email			
SMS/Text Mess	saging		
Email and Text			
• I am not intere	sted at this time		
		•••• Chat With	

I LTE 🔳

Jane Doe 💄 🔻



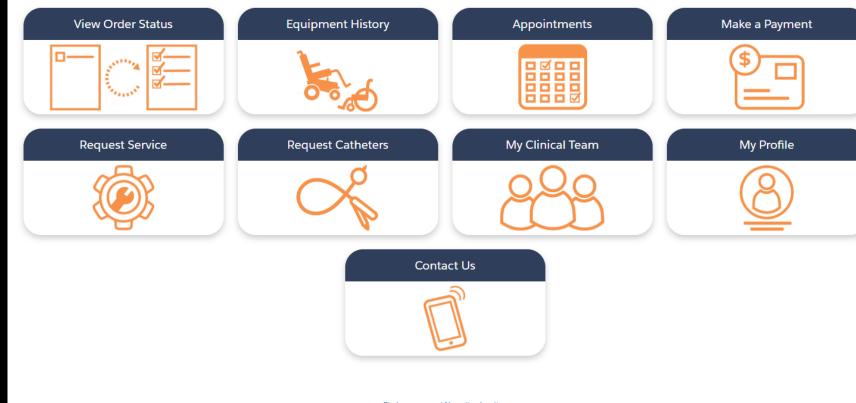
# **REQUEST SERVICE**

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



# mynumotion®