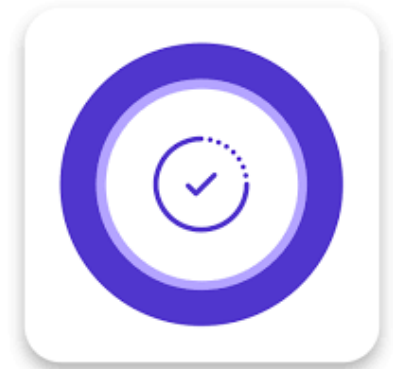


How to Download the Patient Connect App on a Personal Device

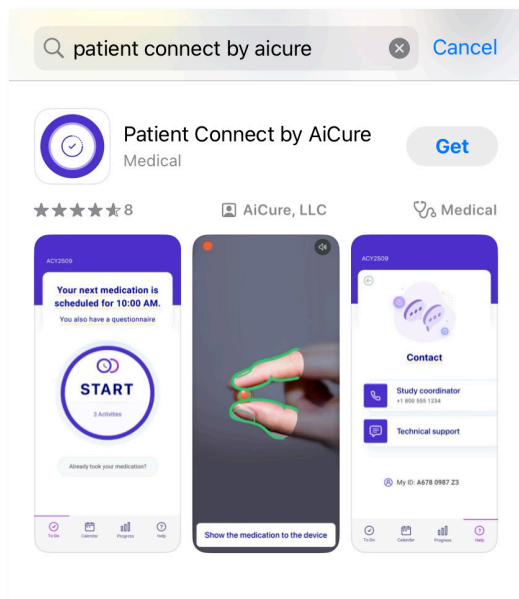
Q. My participant would like to download and use the Patient Connect App on their personal device. How do we get it?

A. First, please confirm that the participant device is not listed in our device incompatibility document and meets the minimum specifications.

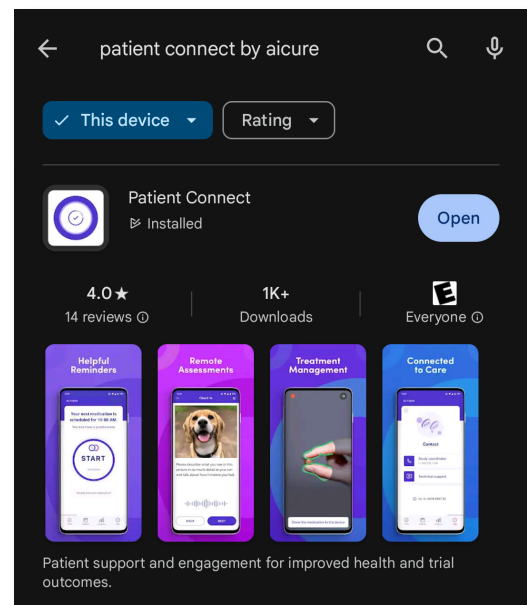


The app the participant will be using is called **Patient Connect** by AiCure and has the following purple icon:

A. On Apple devices, download the app using the Apple App Store



B. On Android devices, download the app using the Google Play Store



Q. Why is the app asking for login credentials to begin?

A. AiCure has two apps in the app store: **AiCure**, and **Patient Connect by AiCure**. If the app is asking for a username and password, this likely means the **AiCure** app was mistakenly installed. Please uninstall that app and be sure you/the participant downloads the **Patient Connect by AiCure** app instead.

