

# Getting Started with mymobility<sup>®</sup> and Apple Watch<sup>®</sup>



Based on your surgeon's protocol, you may receive content through the mymobility app regarding education, exercises, surveys, communication and statistics.

## Education

The mymobility app will deliver educational material specific to your procedure at the appropriate time in your surgical preparation and recovery process.

## Exercises

Your surgeon will assign video guided exercises for you to conveniently complete. mymobility will monitor your reported progress performing these exercises, allowing your surgeon and care team to intervene remotely, changing your activity plan if needed.

## Surveys

Throughout your surgical journey, mymobility will ask you a series of survey questions. These questions help your surgeon and care team to gauge the improvement in your recovery at varying intervals following your surgery.

## Statistics

Information about your activity levels, steps, stand hours, floors climbed, and heart rate can be collected from your Apple Watch.

## 24/7 Support

For technical questions, view the online guides and FAQs at:

<https://support.zbmymobilitysolutions.com>

Or contact the mymobility support team:

[support@zbmymobilitysolutions.com](mailto:support@zbmymobilitysolutions.com)

1-800-097-261 (Australia toll free)

0-800-002-403 (New Zealand toll free)

## iPhone<sup>®</sup> Set Up Instructions



### STEP ONE: TEXT MESSAGE ACTIVATION

You will receive a text message to the mobile phone number provided to the Care Team Member who enrolled you in mymobility.

In the text message, there will be a link to the App Store. When you click on the link, you will be directed to the App Store with instructions on how to download the mymobility app.

You need an iPhone<sup>®</sup> 6S and above to use the mymobility app. If you have a compatible phone and do not receive the text message, you can download the ZB mymobility app from the App store.



### STEP TWO: DOWNLOAD

Before downloading the app you will want to ensure that your iPhone is up to date. To check if your phone is up to date:

1. Tap the Settings Icon
2. Tap General
3. Tap Software Update

If a newer version of iOS is available, tap "Download and Install". Once completed, you can download ZB mymobility from the App Store.



### STEP THREE: INITIAL SIGN IN

When you open the app for the first time, select "activate account". Sign in using your date of birth and mobile phone number provided to the Care Team Member. Once you have signed in, you will receive a text message with a temporary code. This code will let you access the mymobility app.



### STEP FOUR: ORDER WATCH

If you already have an Apple Watch Series 3 or newer, proceed to Step 5. After you activate your account, you will be sent an email within 30 days before your surgery date with a fulfilment link to order an Apple Watch. If you do not see it in your inbox, please check your spam or junk folders.

Before you order your watch, double check your iPhone is compatible to pair the watch.

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## iPhone Set Up Instructions (cont.)



### STEP FIVE: READY TO BEGIN

You are ready to begin your journey using the mymobility app.



### STEP SIX: WATCH IS SHIPPED

If you do not receive your watch in four business days, contact 24/7 support.



### STEP SEVEN: PAIRING APPLE WATCH

Before pairing, perform all system updates for your watch. To check if your Apple Watch is up to date:

1. Open the Apple Watch app on your phone
2. Tap the My Watch Tab
3. Tap General
4. Tap Software Update

Download the update if needed.



### STEP EIGHT: SIGN IN

Sign in to the mymobility app on your phone and open the app on your watch.

Please activate your mymobility  
account no later than

\_\_\_\_\_ at  
\_\_\_\_\_



Scan the QR code  
to view a video

This material is intended for patients using the Zimmer Biomet mymobility application. Apple, Apple Watch, iPhone, App Store, Touch ID and Face ID are trademarks of Apple, Inc., registered in the U.S. and other countries.

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