INTELEHEALTH APP USER GUIDE

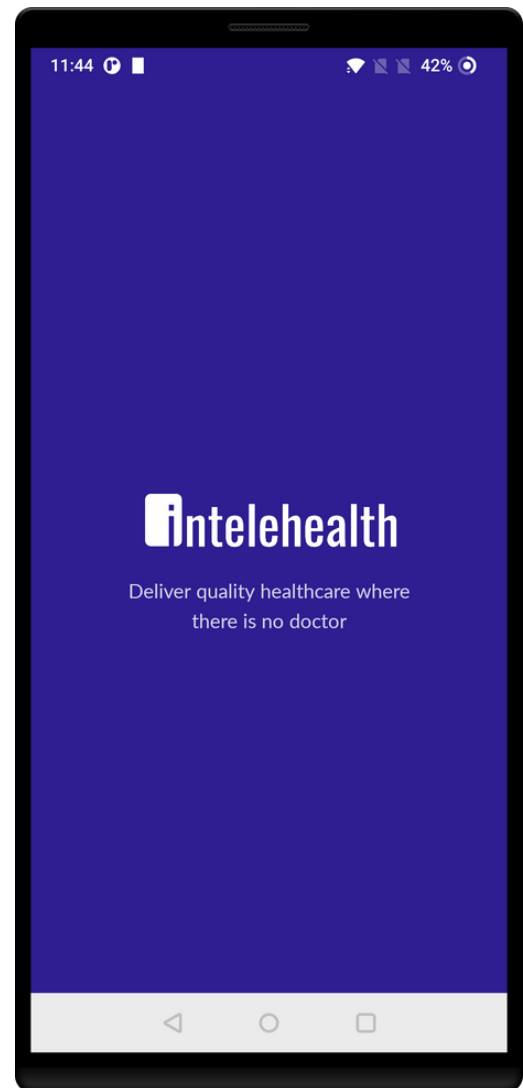**FOR HEALTH WORKER**

JUNE 2023

INTRODUCTION

Welcome to Intelehealth App User Manual for Health Workers!

This guide will help health worker how to use the Inteleheath App to enter the Patient medical information and a remote doctor to provide teleconsultation.

In this guide, the user will learn the step-wise workflow of the App.
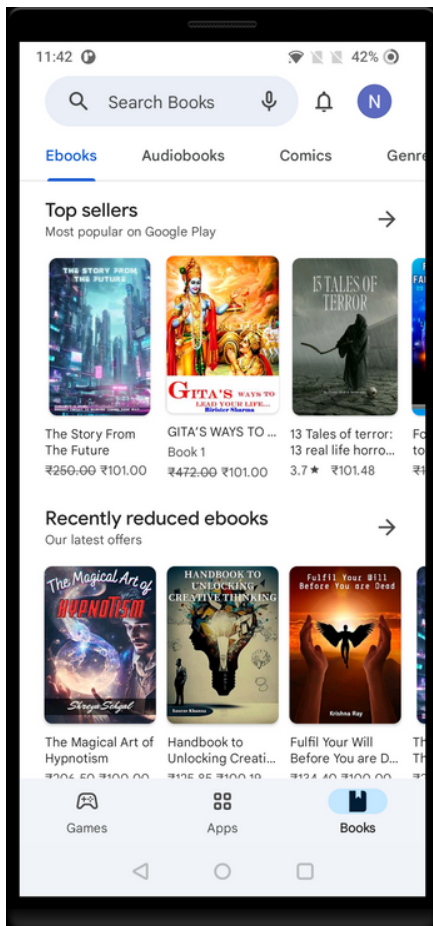
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APP INSTALLATION

- Switch on the internet connection in your device before installing the app.
- To install the app, you will need good internet connection.
- Make sure the phone/tablet is charged.
- Open Google PlayStore.
- Enter '**Inteleheath**' in the Search bar.
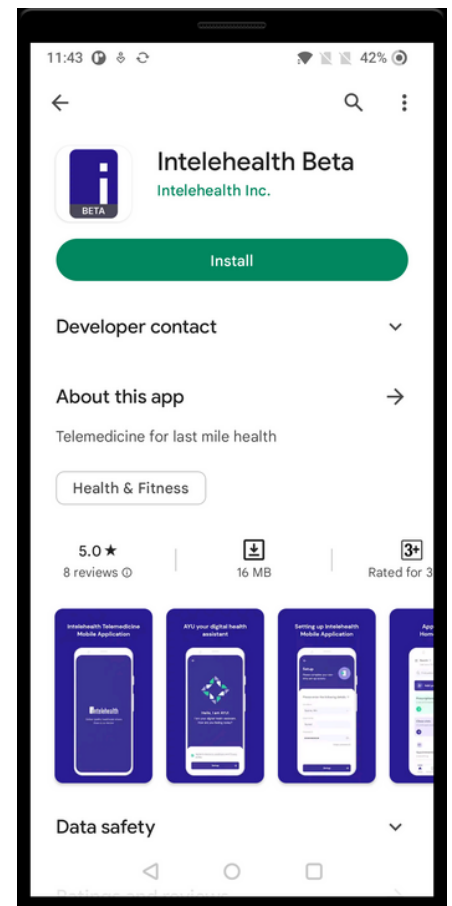- Click on **Install.**

Step 1 - Open Play store on your device
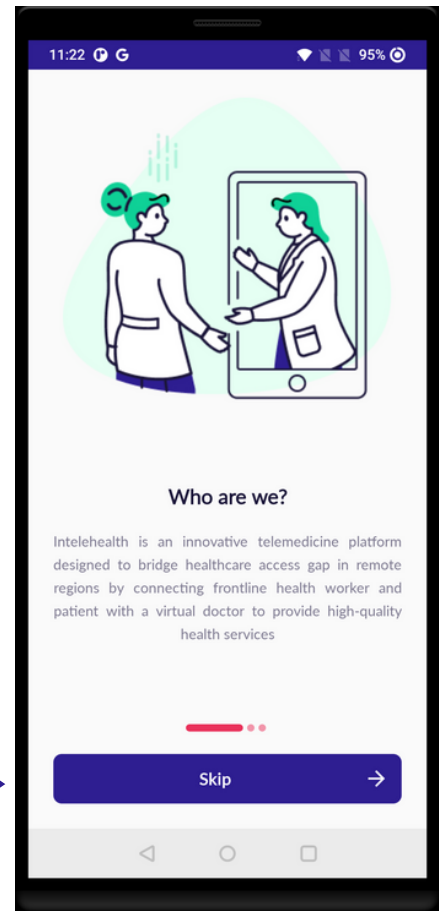

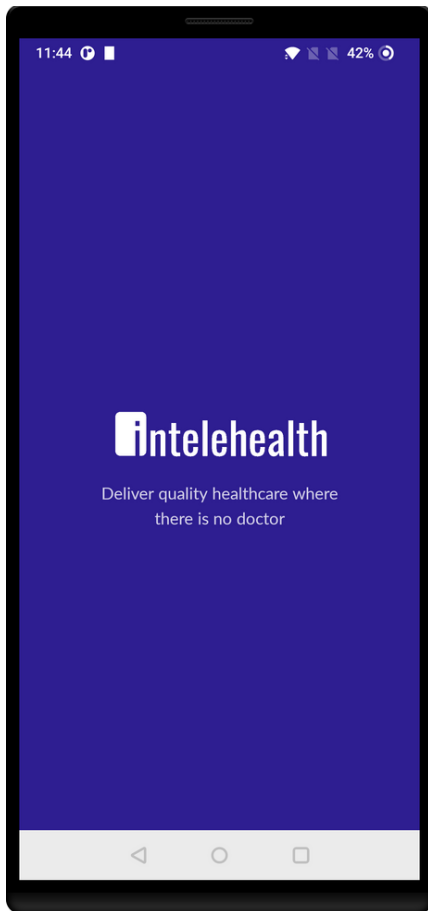**Step 2 - Search Intelehealth app on the Searchpanel**
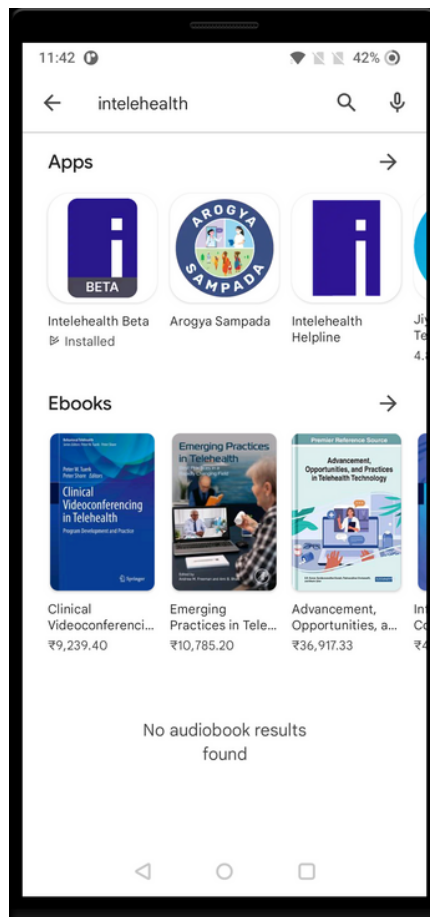
Step 3 - Click on Install

SPLASH SCREEN
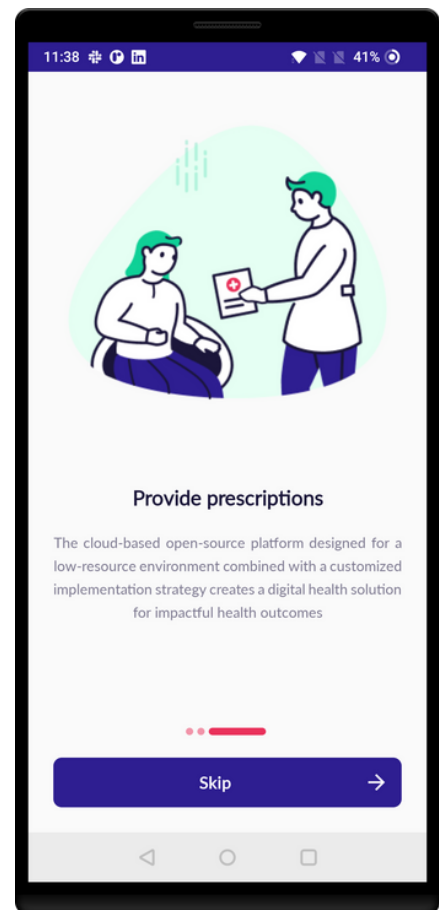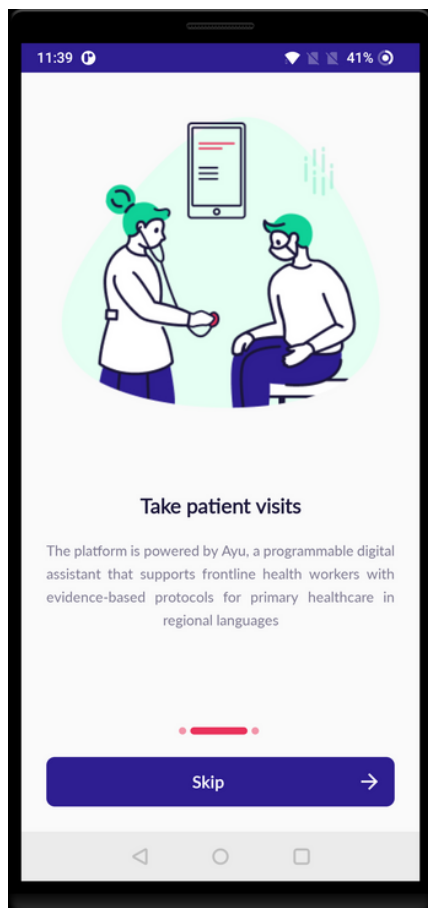

**Click Skip button to Skip the Introduction screen**

SETUP ACTIVITY

- Make sure you have a strong internet connection.
- When you open the Intelehealth app, it will show the following messages:
  - Allow the Intelehealth App to access your contacts. Click on **ALLOW**.
  - Allow Intelehealth App to access your media on your device. Click on ALLOW.
  - Allow Intelehealth App to take pictures and record videos. Click on **ALLOW**.
- Read the introduction of the Intelehealth App and Click **Skip**.
- Read the **T&C** and **Privacy Policy**, and click on the checkbox to agree.
- Choose and enter health worker assigned location.
- Enter Nurse's Correct Username & Password
- The setup is thus completed.
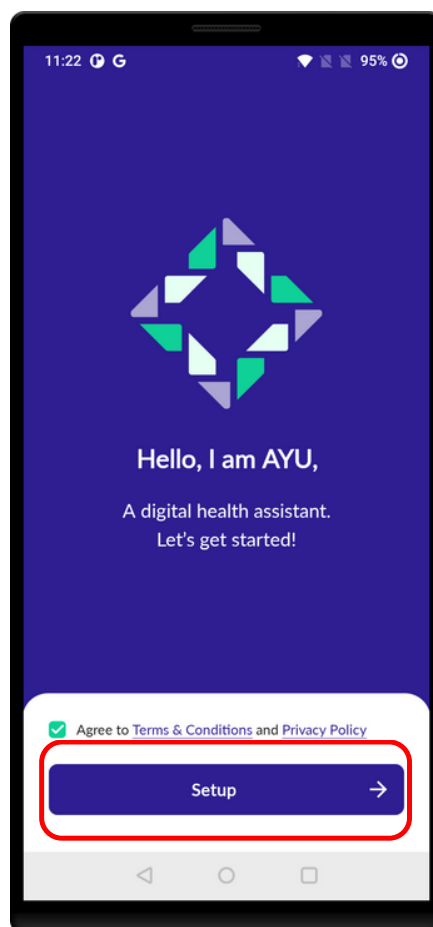
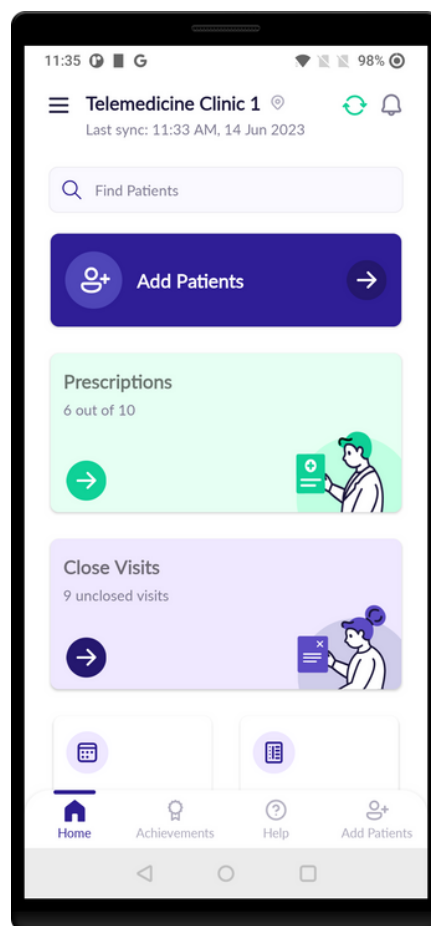
Step 1 - Click on the setup location
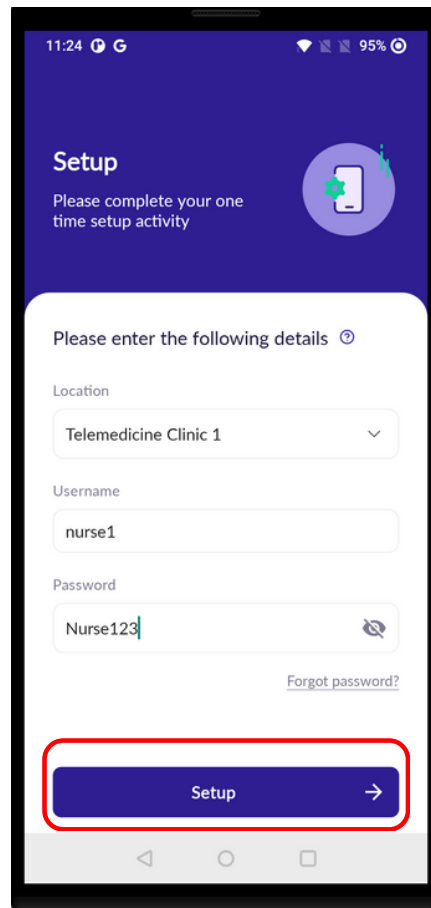
Step 2 -Select location

Step 3 -Enter Username

Step 4 -Enter Password

Step 5 - Click Setup

Step 6 -After clicking on the Setup view the IDA home page

LOGIN SCREEN

- Enter provided Username and Password.
- Make sure the Password and Username is typed in the same way as provided as they are case sensitive; otherwise the user will not be able to log in.
  For eg. provided username - nurse
 provided password - Nurse123

  typed username - nurse
  typed password - nurse123
- In the above example, the typed password is wrong. As 'n' has been entered instead of 'N'; this will not let the user log in.
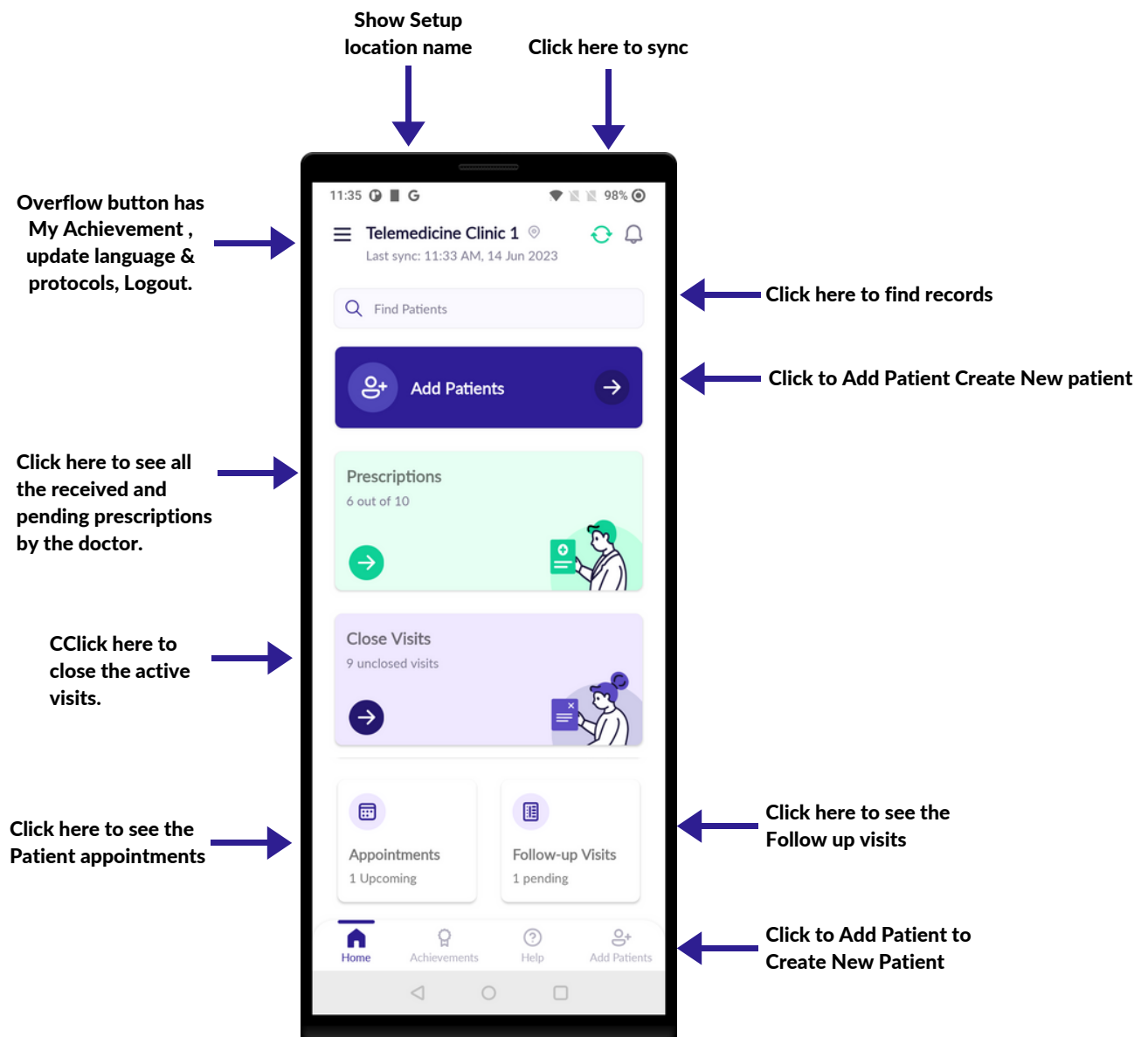- If you are unable to log in, please click on forgot password.

Tips
- You can also Login Offline.
- The username and password are case sensitive. Ensure you enter the exact same username and password as provided by the organization.
- **Do not share your password with anyone on the phone, WhatsApp, email, etc. and do not write it down in an unsecured location. No one from Intelehealth will ever ask you for your password. Do not share your password with anyone.**

Step 1- Enter Username
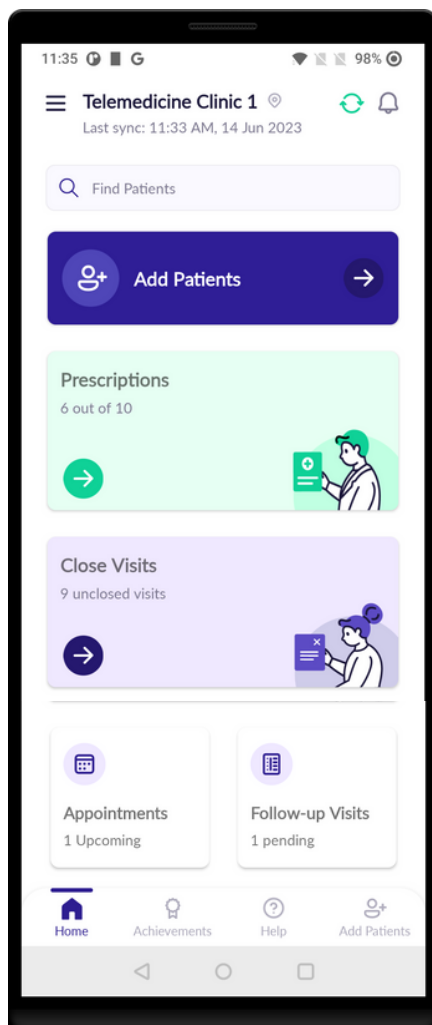
Step 2 - Enter Password

Step 3 - Click Login button
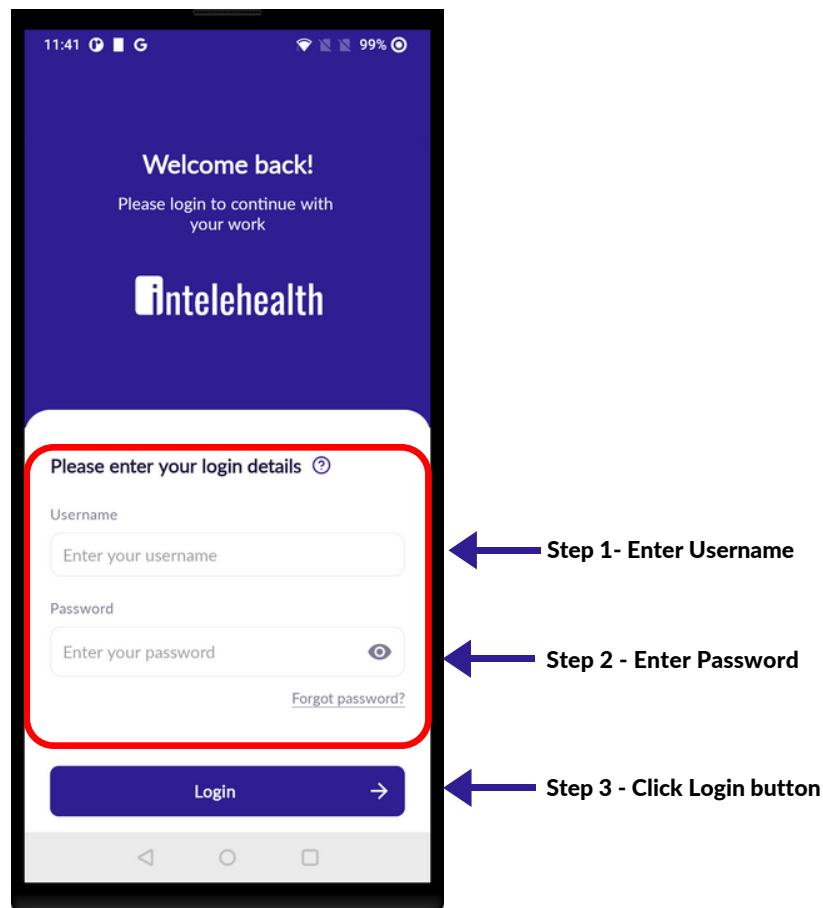
HOME SCREEN

On the home screen, you can do the following activities:

1. Add Patient -To Create/Register a new patient.
2. Find Patient- To search for Patient. Patient can be searched by name, Patient Id and Contact no.
3. Prescriptions - To view all patient Prescriptions.
4. Close visits- To View all unclosed visits
5. Appointments- To view all doctor appointments visits.
6. Follow-up visit- to view all the follow up visits.
7. Notification - To View app notification
8. Last Refreshed button - To sync patient data with the doctor portal and it will fetch all the new data from the same location.
9. Overflow button is represented with three Hyphen at the top right corner of the screen.

Show Setup location name

Click here to sync

Overflow button has My Achievement , update language & protocols, Logout.

Click here to find records

Click to Add Patient Create New patient

Click here to see all the received and pending prescriptions by the doctor.

CClick here to close the active visits.

Click here to see the Patient appointments

Click here to see the Follow up visits

Click to Add Patient to Create New Patient

11:35 🕒 ▌ G — 98%

≡ **Telemedicine Clinic 1** ⊚
Last sync: 11:33 AM, 14 Jun 2023

🔍 Find Patients

👤+ **Add Patients** →

Prescriptions
6 out of 10
→

Close Visits
9 unclosed visits
→

📅 **Appointments**
1 Upcoming

📖 **Follow-up Visits**
1 pending

🏠 Home   Achievements   Help   Add Patients

On the find patient. search the patient by their Patient ID or name.


Click on the find patient search panel

On the find patient. search the patient by their Patient ID or name.
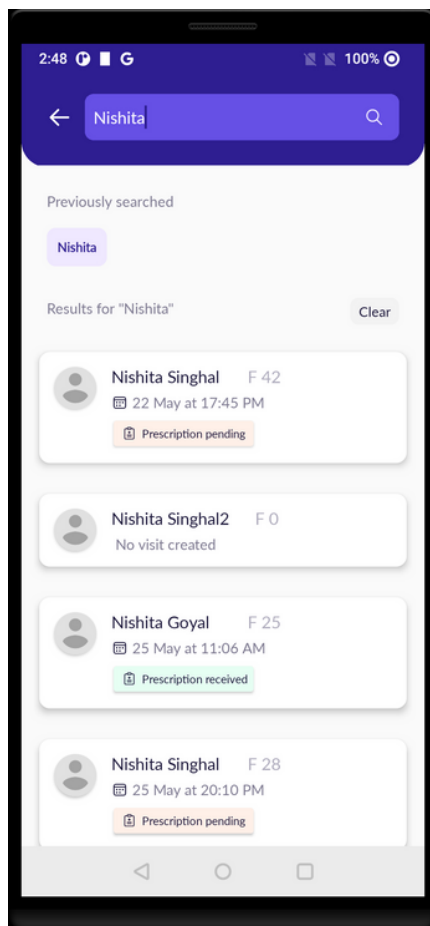
Type here to Search the Visits

PRIVACY POLICY

- Make sure to read the privacy notice to the patient before creating a new patient.
- Make sure the patient understands the privacy notice and respond to any questions asked by the patient.
- If you are unsure about the questions asked, please contact your supervisor or manager.
- If patient agrees to the privacy notice, click on the ACCEPT and only then proceed to register the patient.
- If patient doesn't agree, click on Decline and patient will not be registered.
.
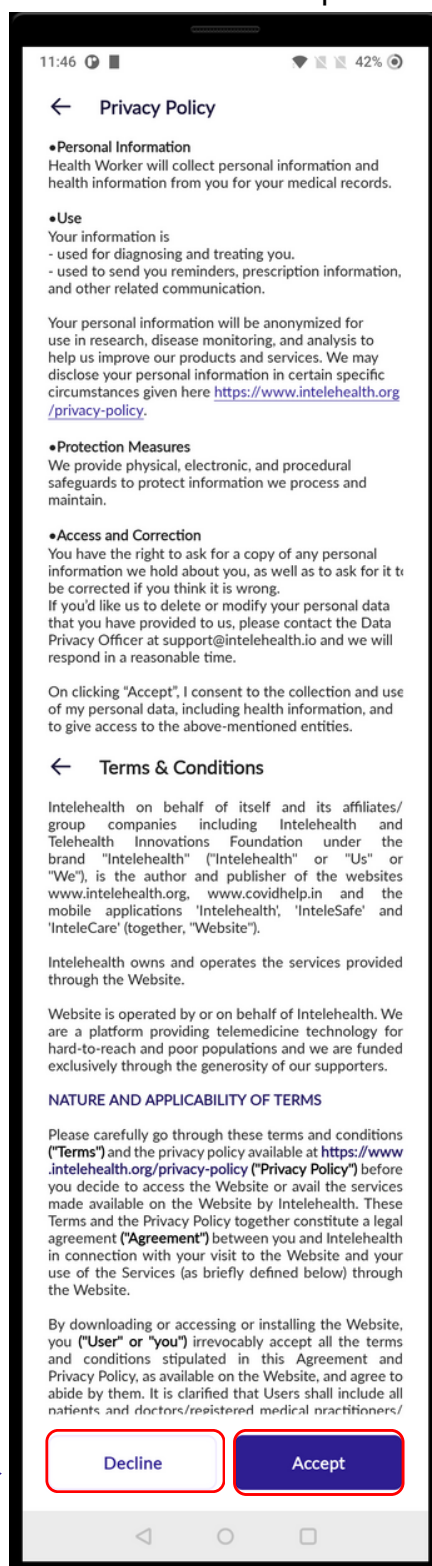
Click "Decline" Patient will not be registered.

Click "Accept" to proceed to the next screen.

PATIENT REGISTRATION

- Ensure most of the data in this section is entered. If the patient is uncomfortable in providing any optional data, then you may skip collecting that data.
- All the required fields such as First, Last Name, Gender, age/date of birth, village, state, and country should be entered.
- It is important to enter 'Date of birth' especially if the patient is a child. This will help the doctor in case management.
- In cases where the patient does not know their Date of birth, add their Age instead and the app will auto-estimate their Date of Birth.
- Patient may not provide information such as Caste, Economic status and Education status. In such sensitive cases, do not force.

Enter Personal details

Step 1 - Click to take picture of Patient.

Step 2 - Enter First Name of the patient

Step 3- Enter last Name of the patient

Step 4- Select gender.

Step 5 - Enter Date of birth , If you enter date of birth, age will be auto-calculated.

Step 6 - Enter Patient phone number

Step-7 - Click Next button to go to next screen

PATIENT REGISTRATION

Enter Mandatory Address

Enter Other Address

Click next to submit all details

PATIENT INFORMATION

- In this screen, review all the patient information.
- A Patient ID will be generated. Every patient will have a unique ID.
- Click on **Change icon (Edit)** to make changes to the text entered.
- Click on **Start visit** button.
- Previous visits of the Patient can be seen below the 'Start visit' button. Click on the **Date** to view previous visit.
- The health worker cannot start a new visit if the previous visit is active for the same patient.

Patient ID

Click Change option to edit patient details

Patient's Information.

Click here to start visit
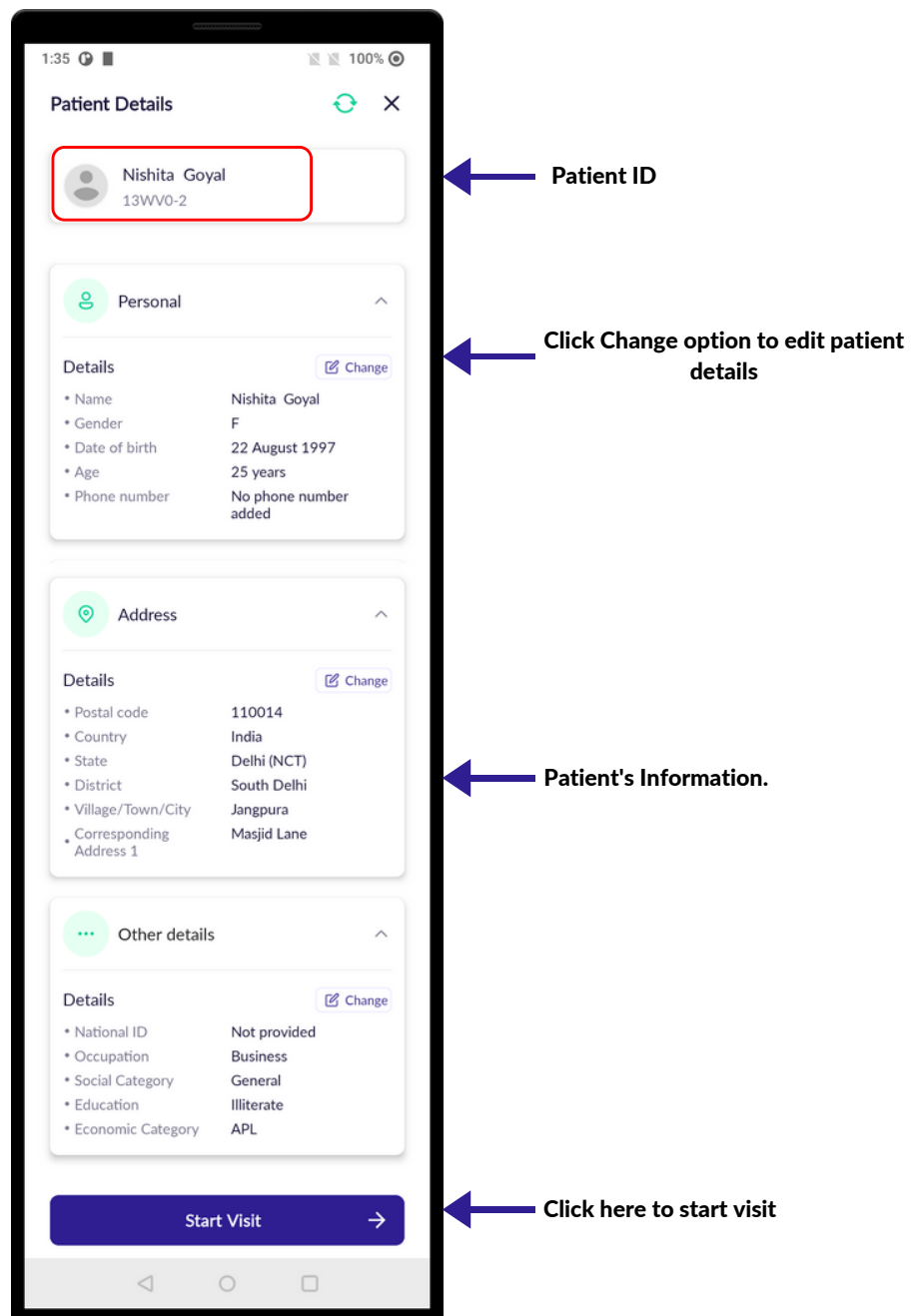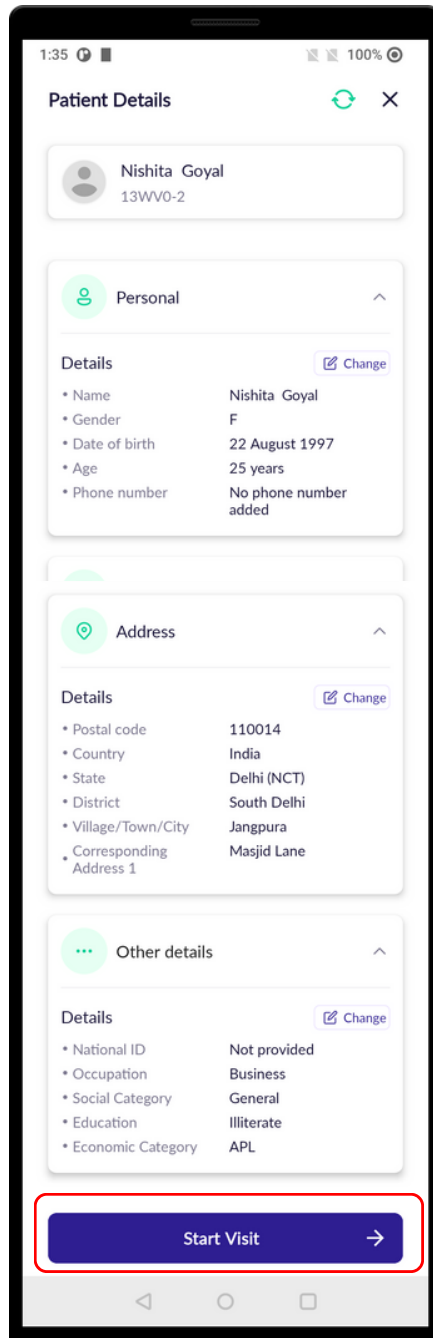
START VISIT

Click on the Start new visit

START VISIT
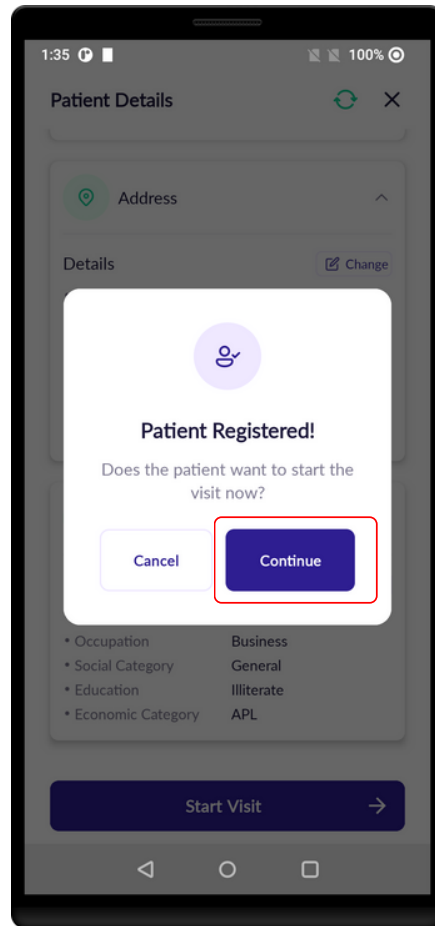
Click continue to start the visit

VITALS

- Check the devices before collecting vitals.
- Follow the SOPs while collecting the vitals.
- Make sure to enter the readings correctly in the app.
- Make sure to clean the equipment used for physical examination before seeing each patient.
- Make sure to collect all the vitals as much as possible.

Enter Height and Weight

BMI is calculated automatically

Enter BP diastolic readings

Enter BP systolic readings

Enter the pulse reading

Enter Temperature of the patient

Enter SpO2 reading

Enter the respiratory rate of the patient

Click on the next

VITALS SUMMARY
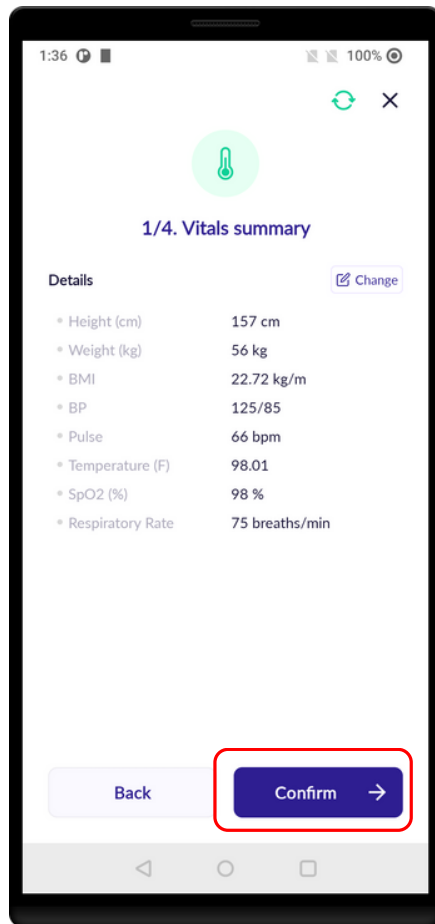
Click "Change" to edit the details.

Click "Confirm" to submit the vitals.

PATIENT COMPLAINTS

- Ask Patient about their medical complaints in detail. Identify the chief complaint. Make sure to enter all the data for all the complaints.
- You can choose multiple complaints using the search bar.
- It is important to take full history of the patient as it becomes easier for the doctor to give prescription.
- Respect the Patient and don't be judgmental while Patient are giving information.
- Maintain confidentiality of patient information at all times.

Search/ Type the reason(s) for Patient visit

Selected reason(s) are shown here

All selected reasons are highlighted in blue

PATIENT COMPLAINTS
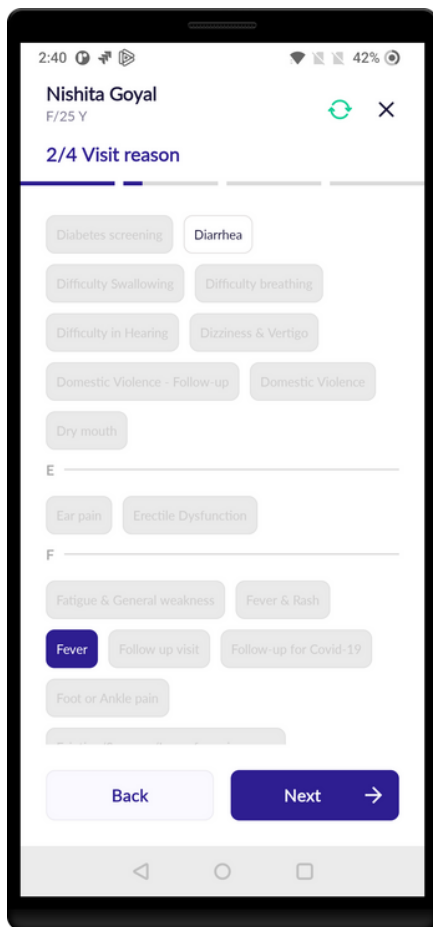
Click "Next" to submit
the reason(s) for visit
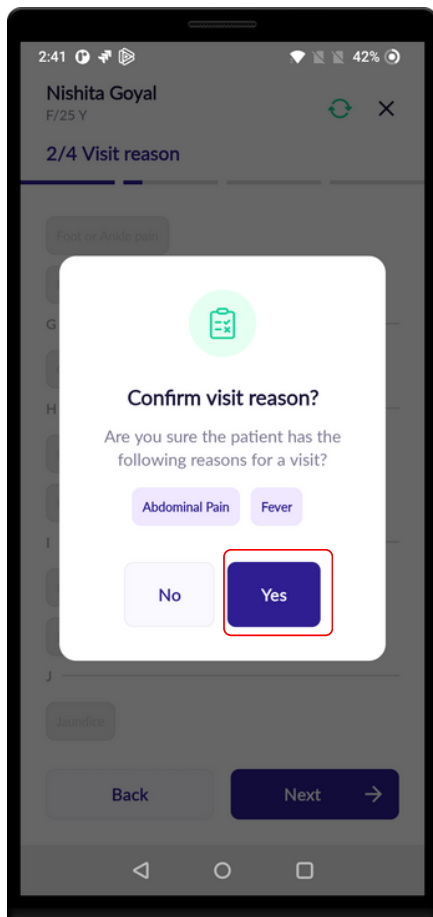
Click "Yes" to confirm
the reason(s) for visit.

PATIENT COMPLAINTS
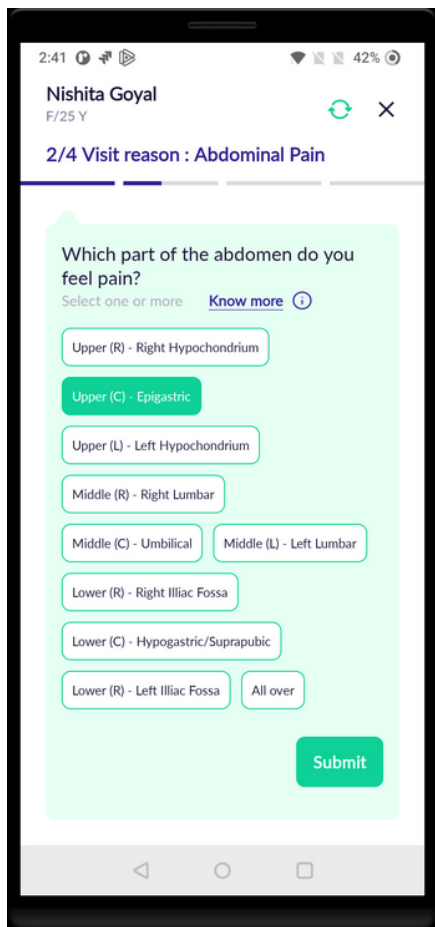
Step 1- Ask Patient their complaints and click on the box. You can select multiple complaints.
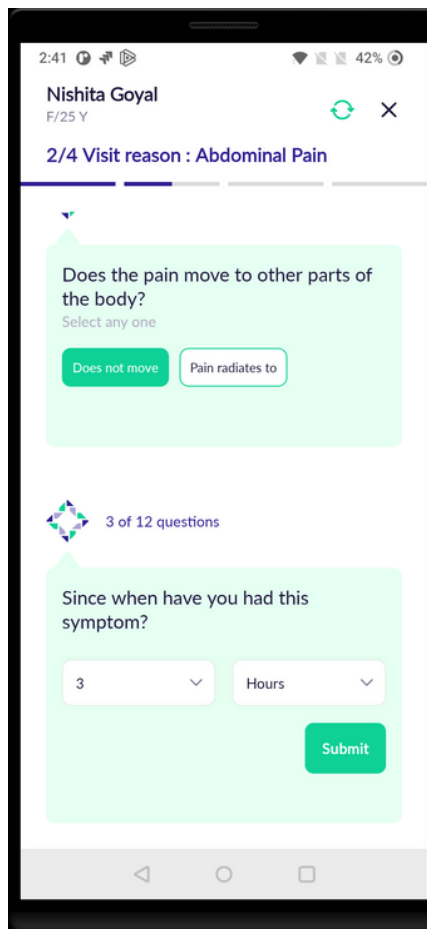
Step 2 - Select per the responses of the Patient for all questions and Swipe Up
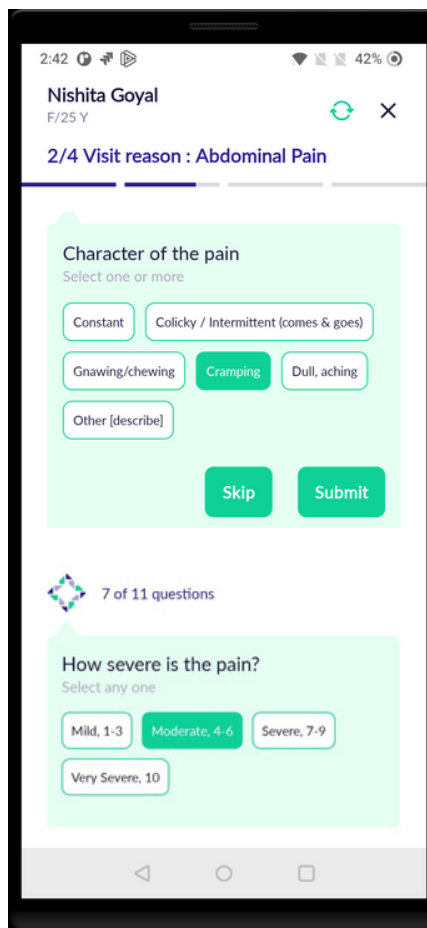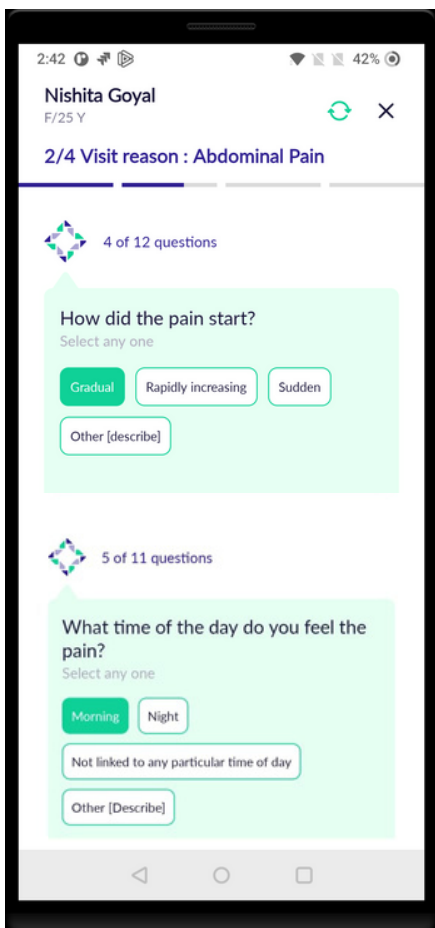
Step 3- Select per the responses of the Patient.
Click submit to submit the complaint.

PATIENT COMPLAINTS
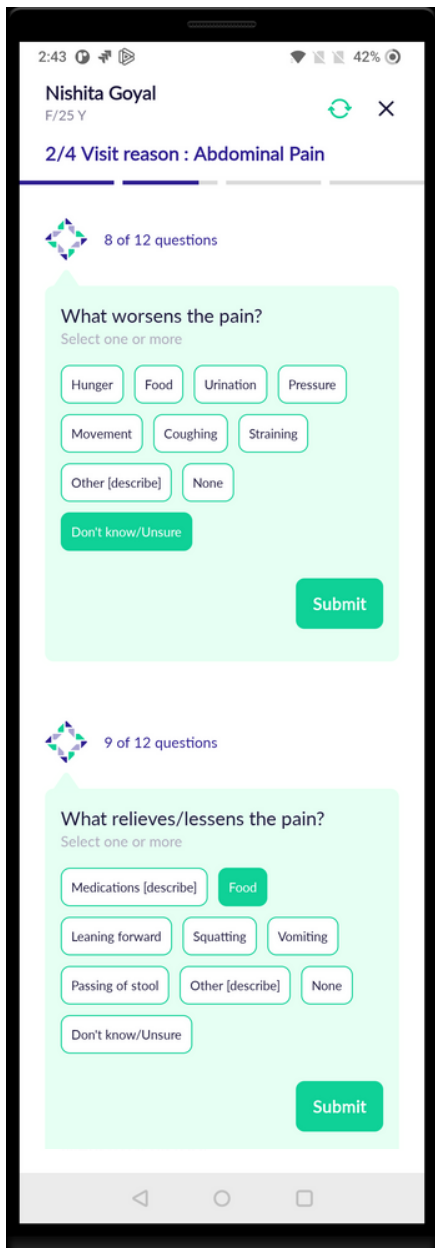
Swipe Up for next question.
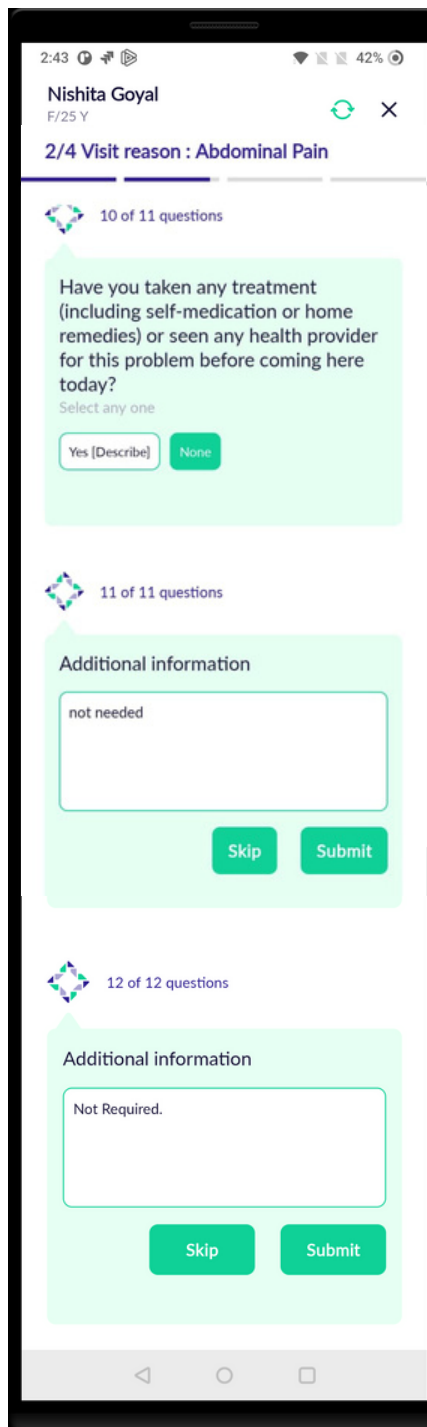
ASSOCIATED SYMPTOMS

- Select patient response for each associated symptoms. Multiple responses can be selected for this question.
- Review all the associated symptoms marked and click **Yes** or if you need to make any changes, click **Back**.

Step 1 - Select patient response for each associated symptoms

ASSOCIATED SYMPTOMS

Step 2- After entering all the assosiated symptons, click on this green button to submit the details

Visit Reason Summary

Click confirm to Submit all visit summary details.

PHYSICAL EXAMINATIONS

- Inform the patient that physical examinations will be conducted. Explain the reason and procedure to conduct these examinations.
- General examinations from 1 - 10 are compulsory.
- Remember to maintain hygiene and wash hands.
- Make sure to take pictures when in doubt.
- Make sure to enter as much of examination data as it is crucial for the doctor for case management.
- All the Asterisk Mark (*) questions are compulsory.

All the Asterisk (*) questions are compulsory to answer.
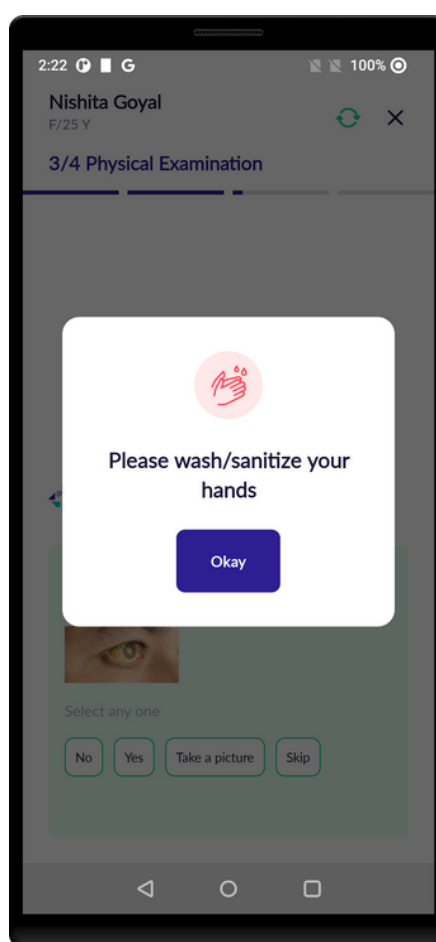
Step 1 - Wash your hands before conducting Physical Examination

Swipe up to go to the next physical examination.

Step 2 - Click Okay
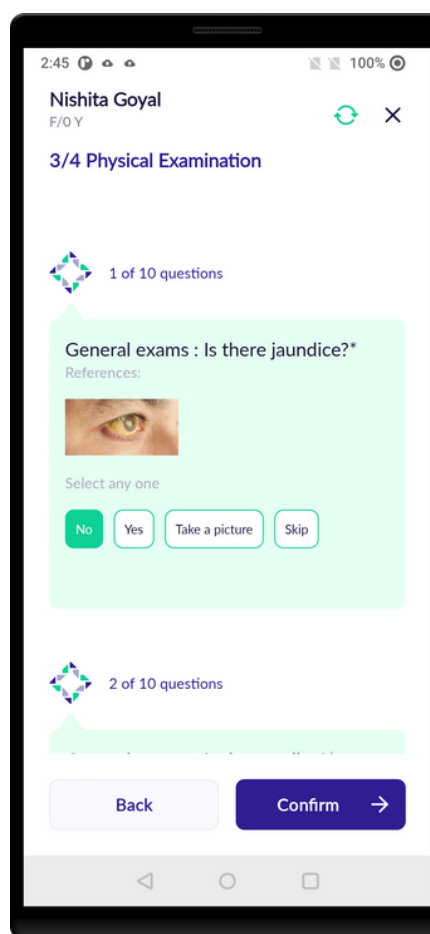
Step 3 - Select Yes, No ,take picture and skip

PHYSICAL EXAMINATIONS
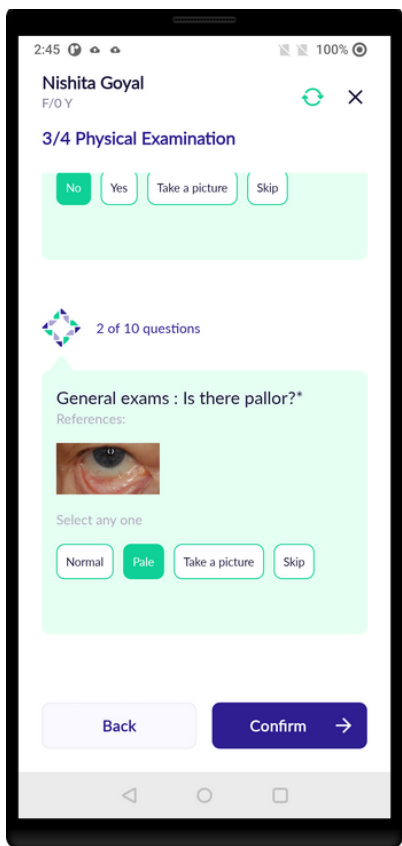
Swipe up to go to the next physical examination.
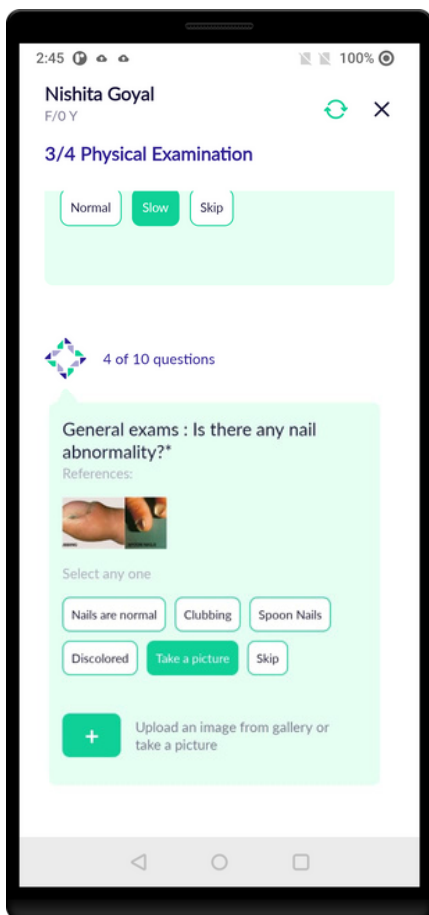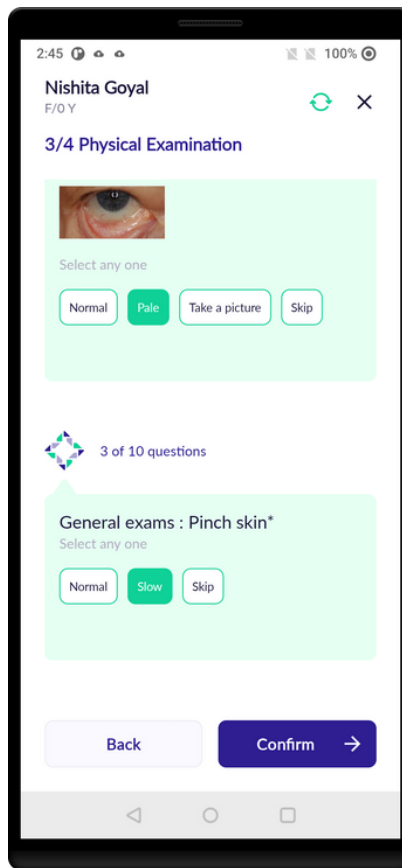
Step 4 - If in doubt, take a picture
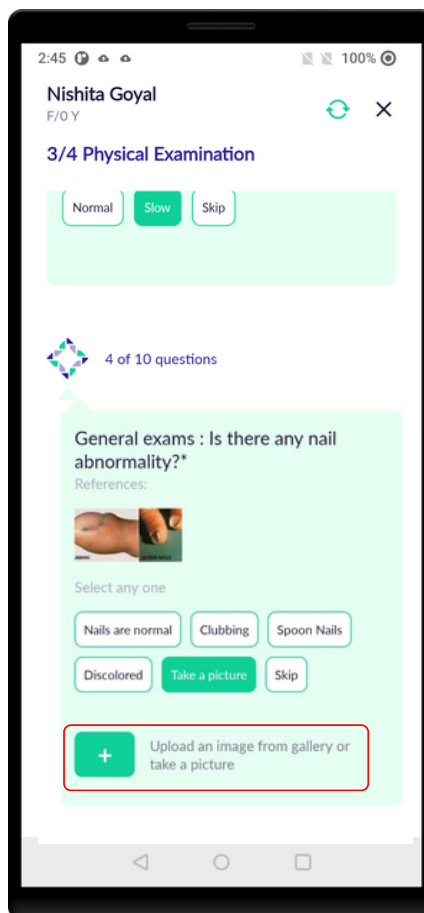
Step 5- Click Plus sign to upload the image

General physical examinations 1-10 questions are compulsory.

PHYSICAL EXAMINATIONS
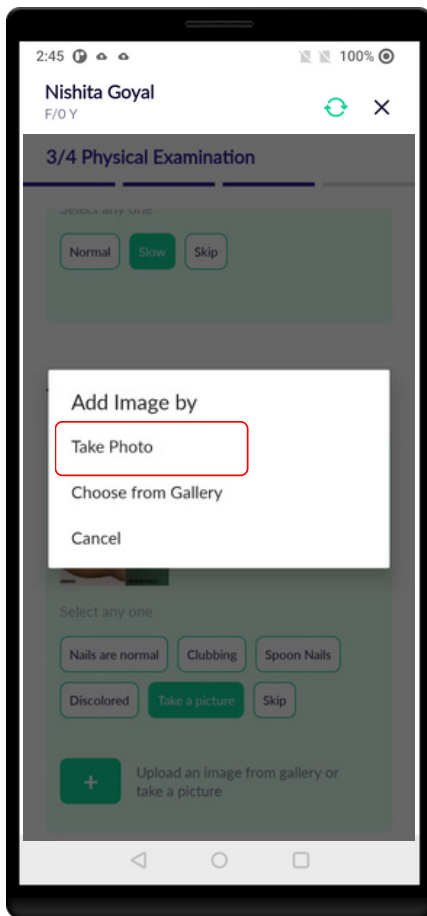
Step 6 -Take a photo
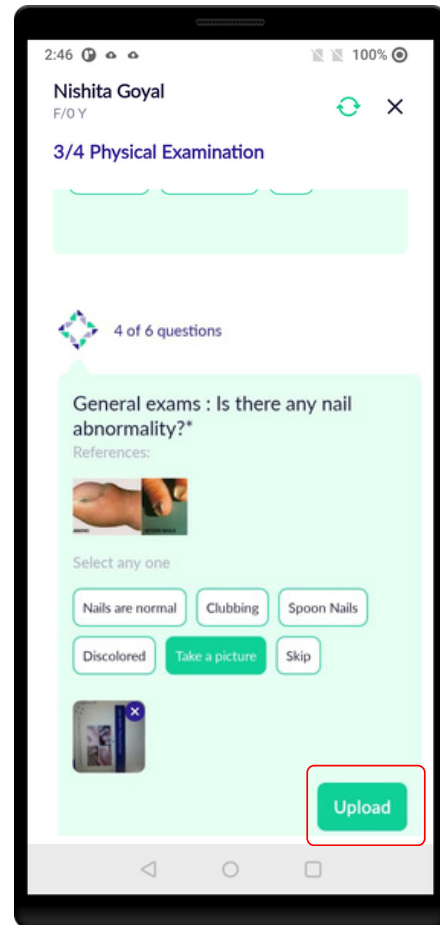
Step 7 - Upload a selected image

PHYSICAL EXAMINATIONS
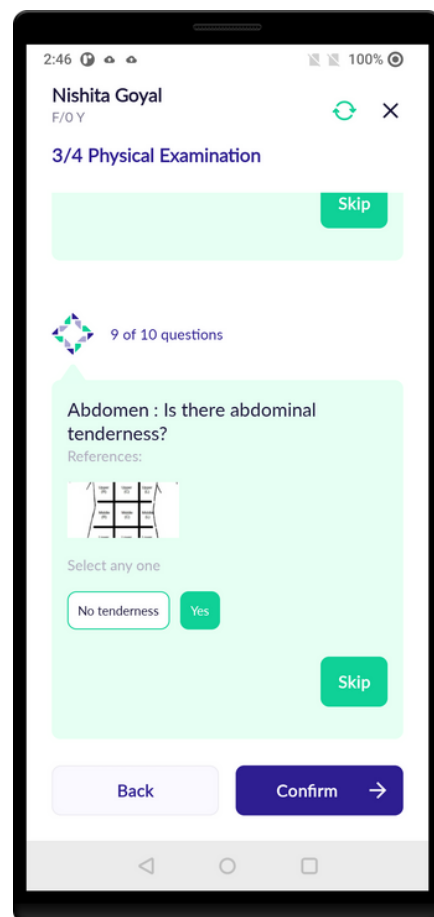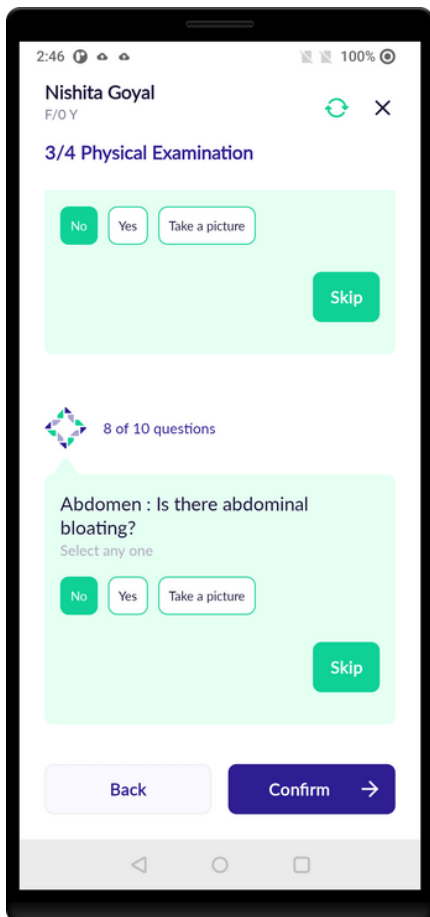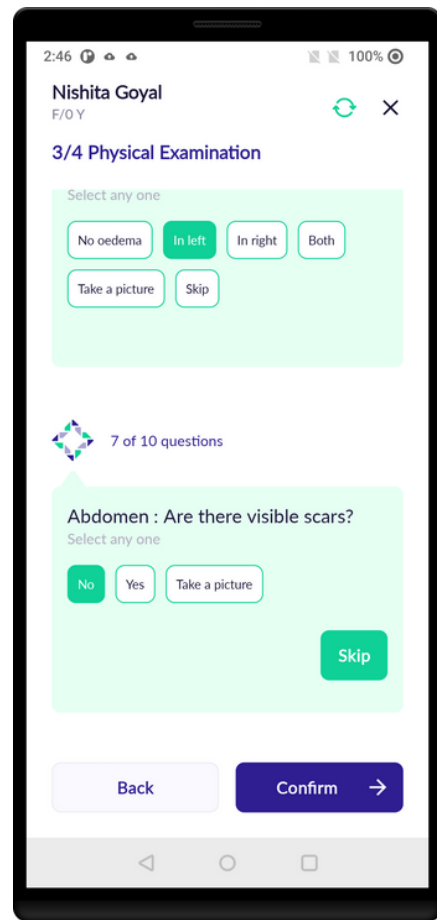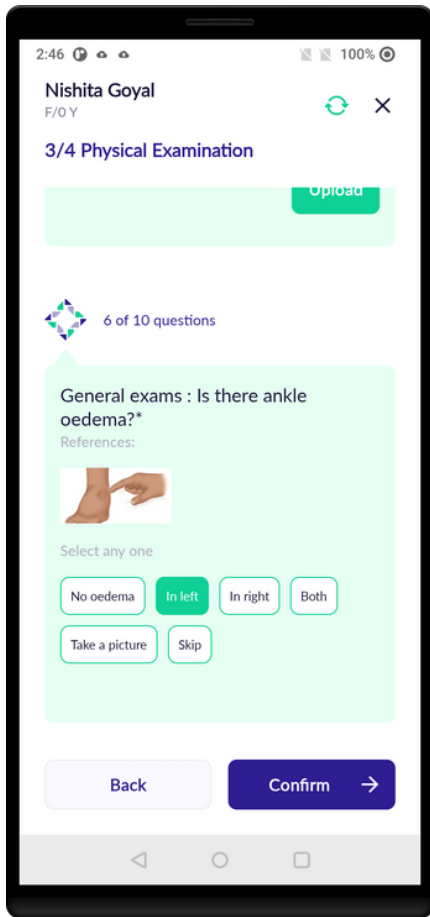
PHYSICAL EXAMINATIONS
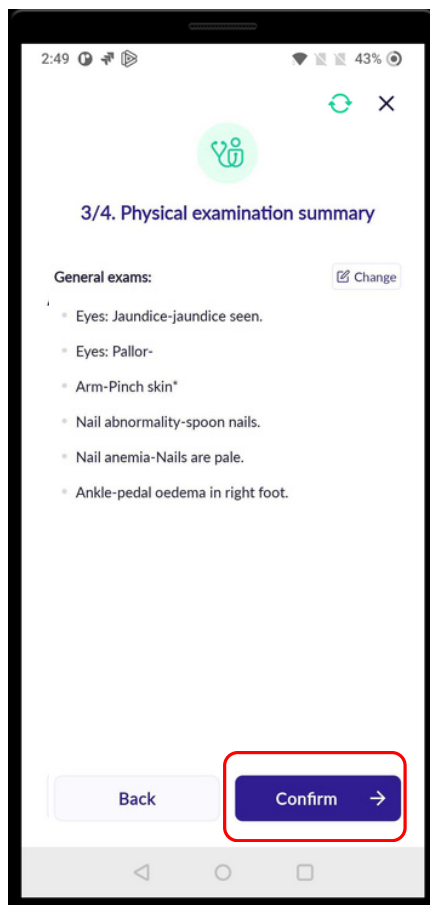
Physical examination summary

Click confirm to Submit all visit summary details.

PAST MEDICAL HISTORY

- Select past medical conditions of the patient. You can choose multiple conditions per patient response.
- Answer the following by clicking on the checkbox.
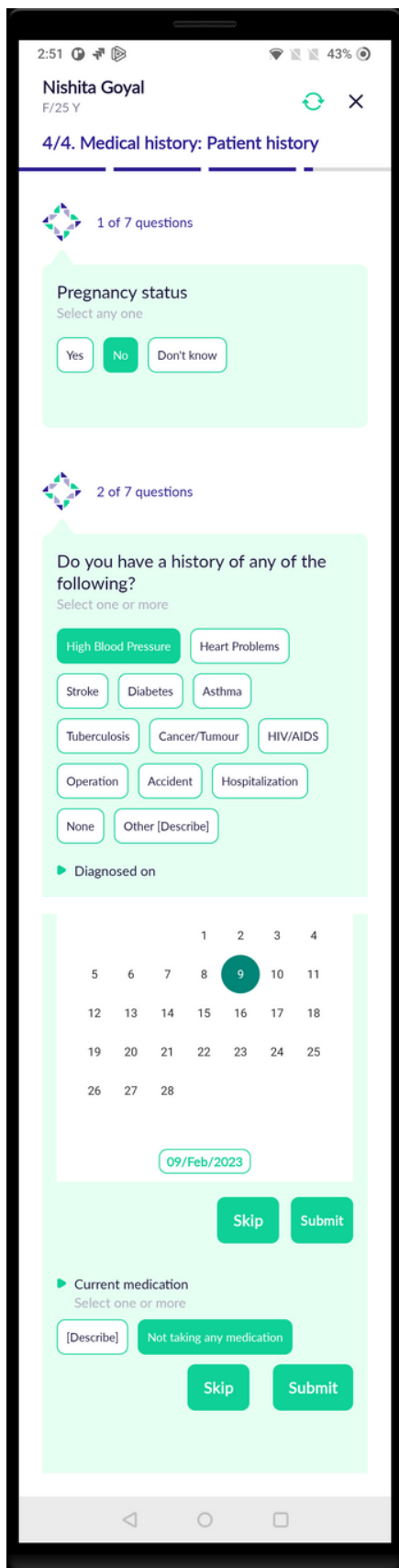
Step 1 - Select past medical conditions of the patient. You can choose multiple conditions per patient response.

Additional tabs having questions on details of past medical history open up.
.
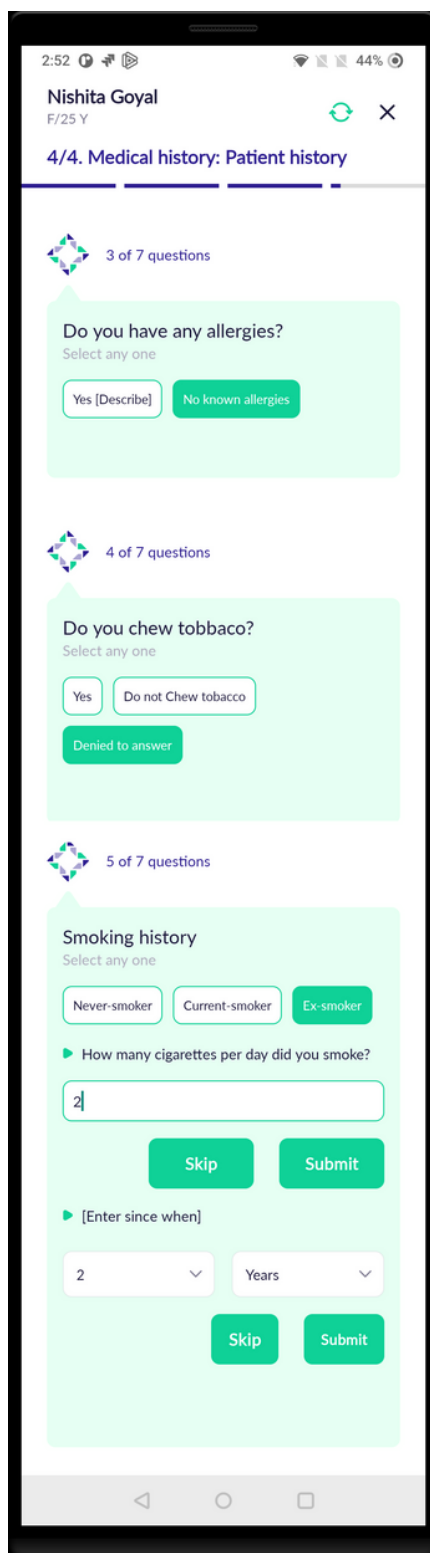
PAST MEDICAL HISTORY
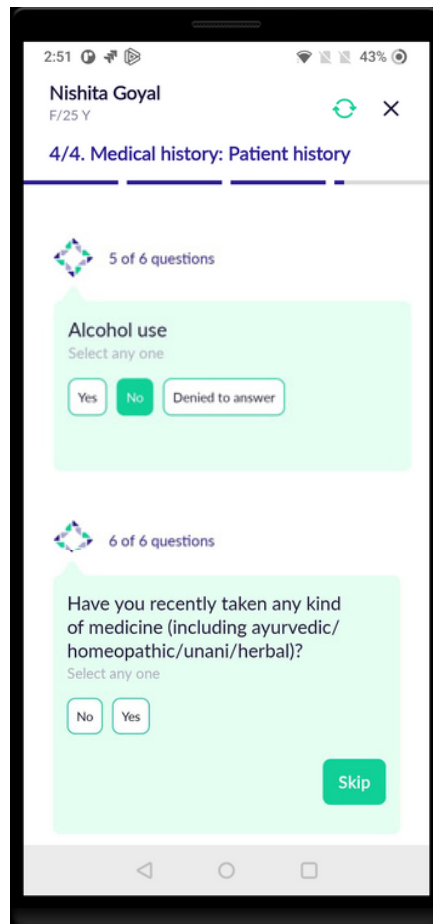
FAMILY HISTORY

- Select Family history of medical conditions. You can choose multiple conditions and add details of multiple family members per patient response.
- Choose the relation of the affected family member to the patient and click OK.
- All question are mandatory.

Step 1 - Select Family history of medical conditions. You can choose multiple conditions per patient response

FAMILY HISTORY
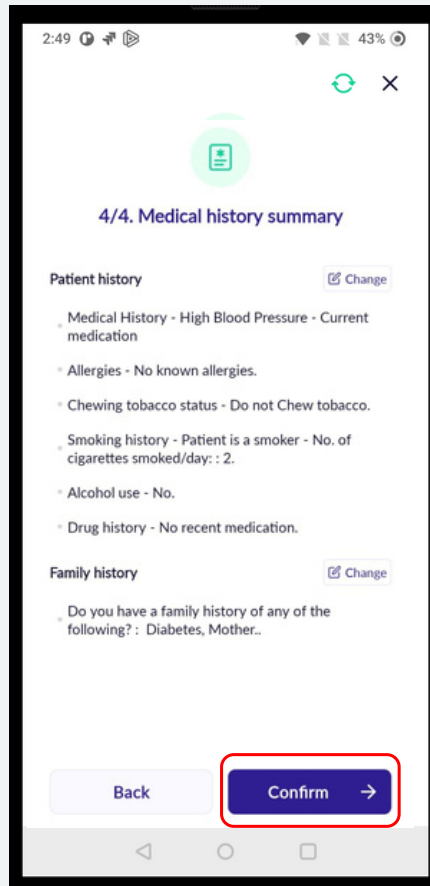
Click Confirm to submit Medical History summary.

ADDITIONAL DOCUMENTS

- Additional documents such as previous prescriptions, test results, Family history prescriptions, images etc. can be entered into the Patient Note for the Doctor to view.
- Ensure to collect of all such information as they help the Doctor in Patient care and management.
- Click on the 'Plus' icon to add picture.
- After taking the picture, you can add more pictures and documents by further clicking on the 'plus' button.
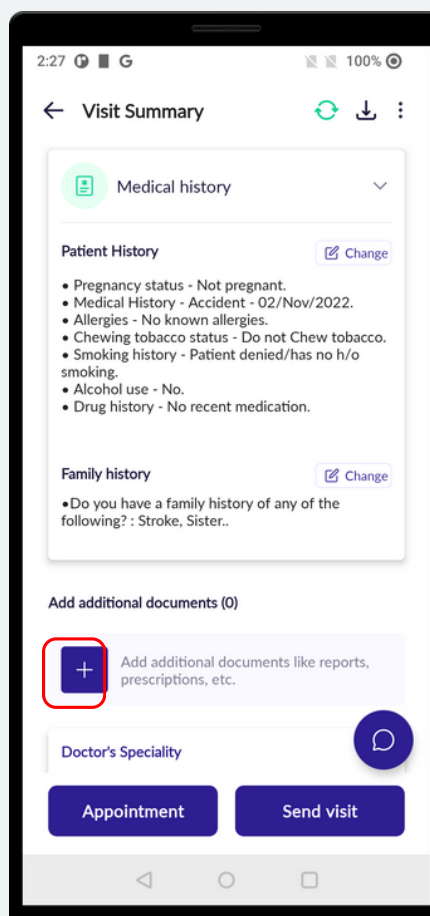
Step 1- Click on plus icon to add picture
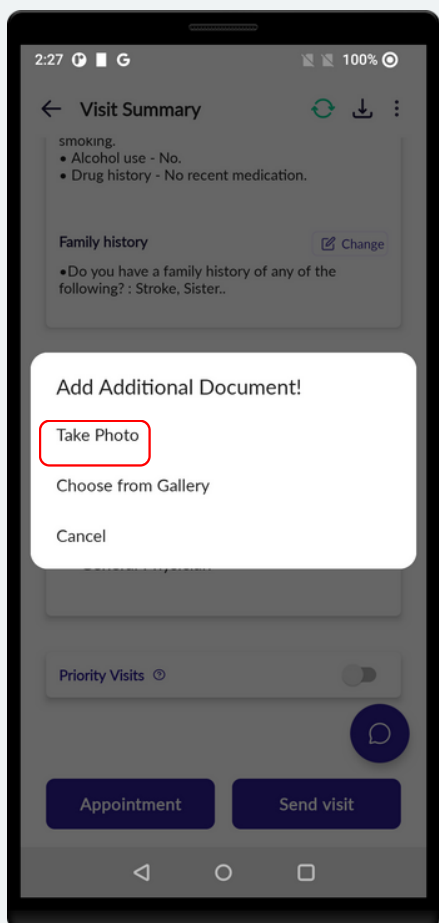
Step 2 - Take a picture
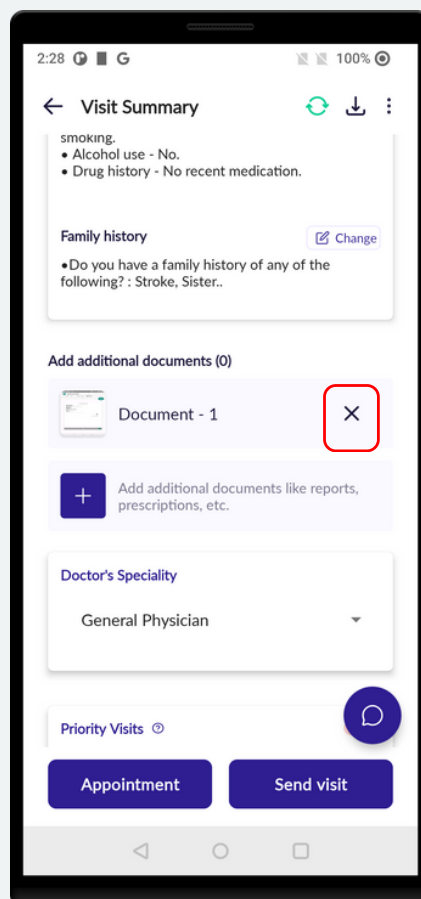
You can delete the document here

PATIENT VISIT SUMMARY

- In this screen, the health worker can review all the Patient' information entered.
- To make changes in any section, the health worker has to click on the Change icon.
- Review the data before uploading to the doctor.
- Check the internet connection icon to ensure you have internet connection.
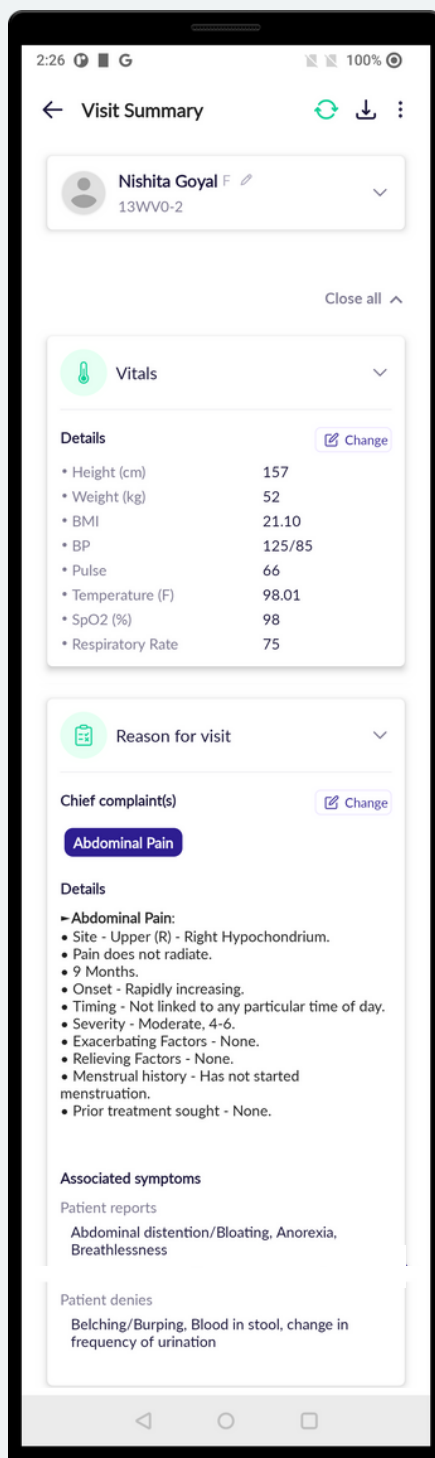
Review the patient information and if required, the health worker can edit.

PATIENT VISIT SUMMARY
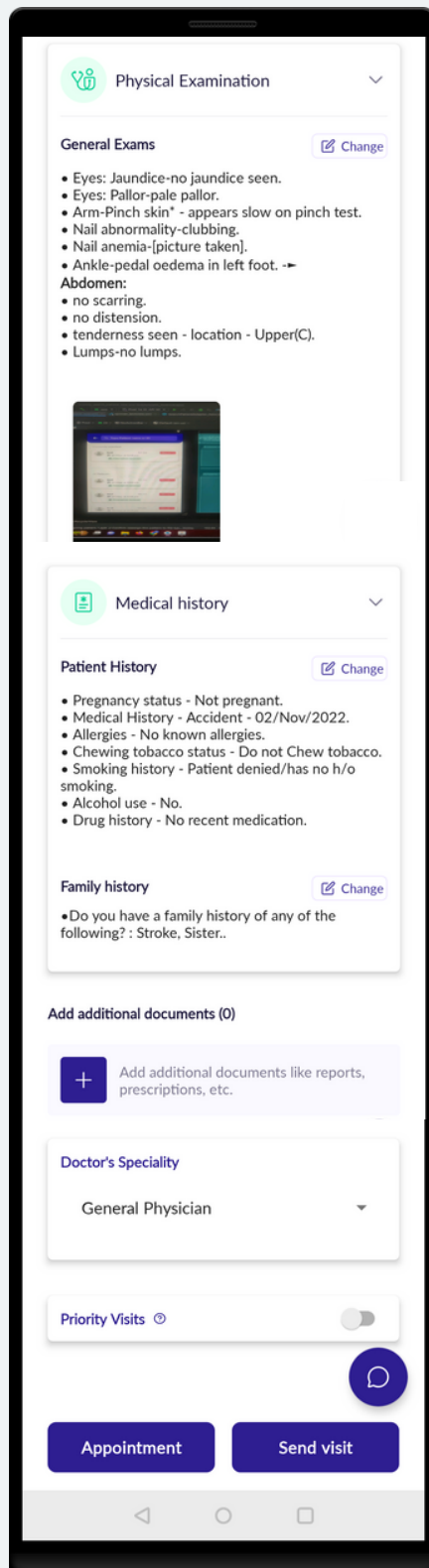
Click on this button to add documents /medical reports/ medicine pictures

Choose to assign doctor speciality

CHANGE (EDIT)

- In this screen, the health worker can Edit the patient information.
- To make changes in any section, the health worker has to click on the Change icon

Click the Change option to edit the information.

SEND TO DOCTOR (UPLOAD)

- Click on Send visit to send the patient data to the Doctor.
- Wait for the upload to complete. Once it is completed you will get a notification that the visit is uploaded.
- Note that all patient registration and visit data sync every 15 mins.
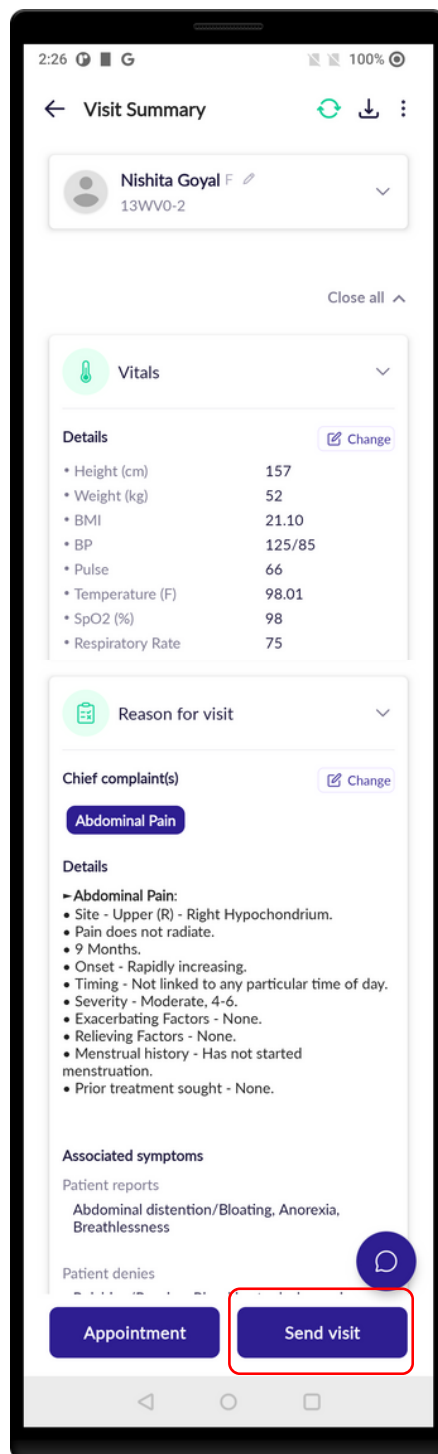
Click Send Visit to Upload the patient to doctor portal.

SEND TO DOCTOR (UPLOAD)

Click Yes

Notification of visit data uploading.
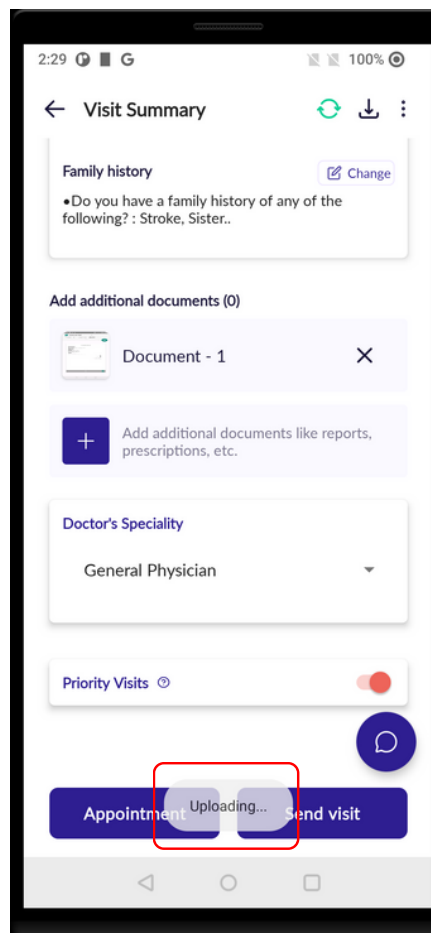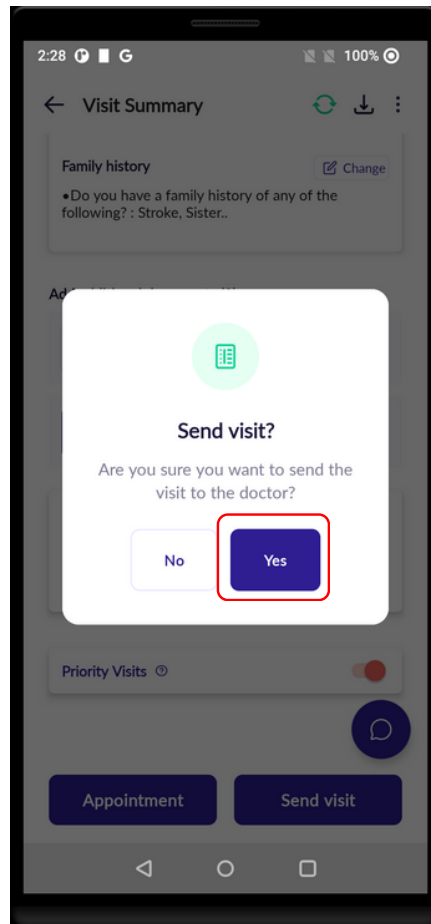
SEND TO DOCTOR (UPLOAD)
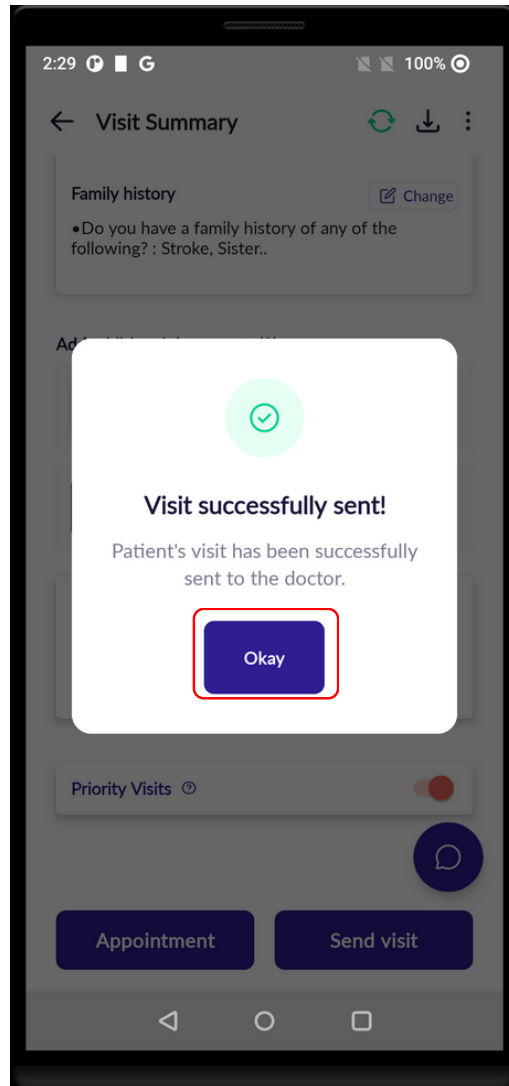
Click Okay

BOOK APPOINTMENT

- Click on Book Appointment to book the doctor's appointment.
- Select Appointment date and select appointment slot.
- After selection of date and time slot , a pop notification will appear and press YES to confirm the date and time slot of the appointment.
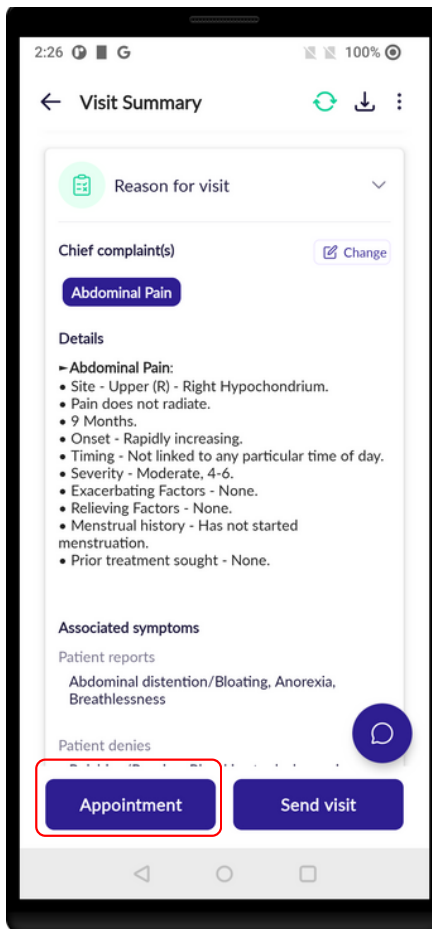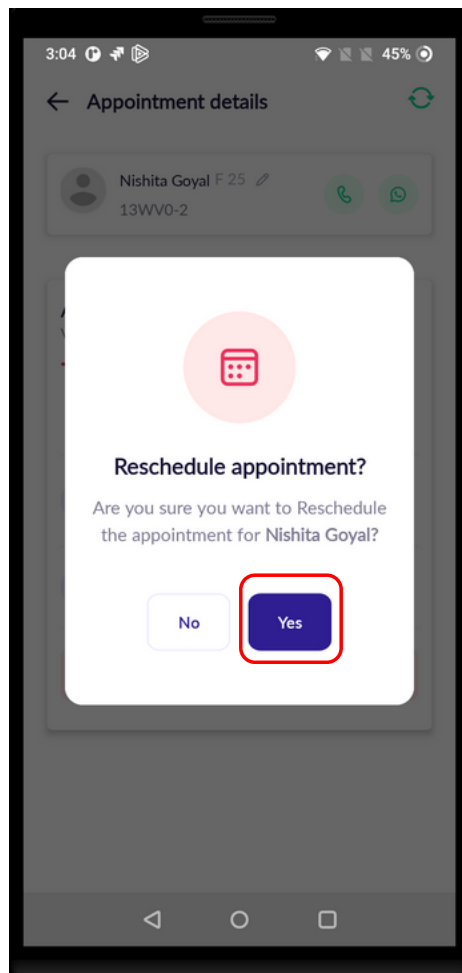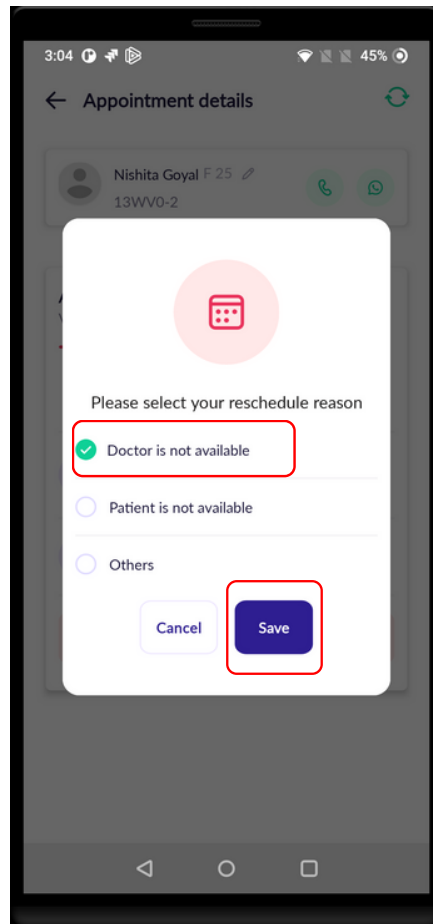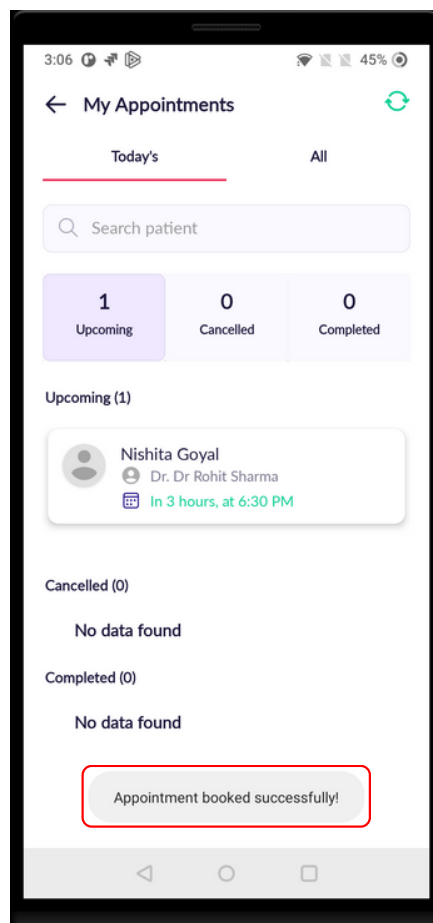

Step 1 - Click Appointment
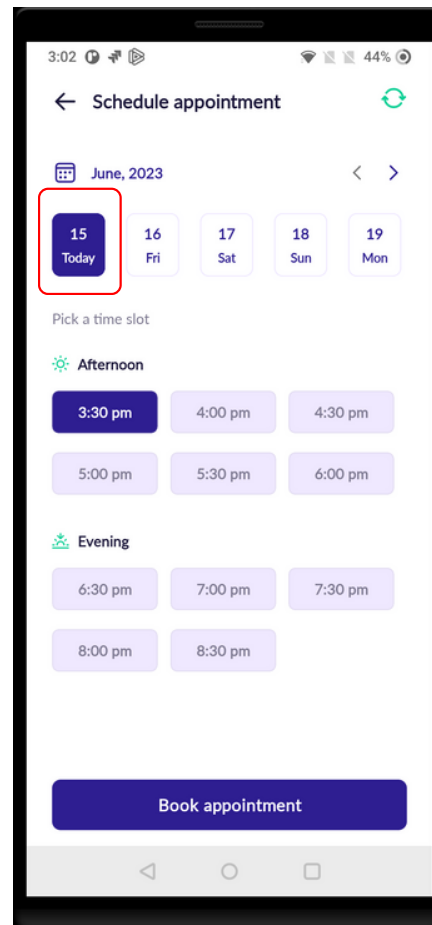
Step 2- Select Appointment slot

Step 3- Select Appointment date

BOOK APPOINTMENT
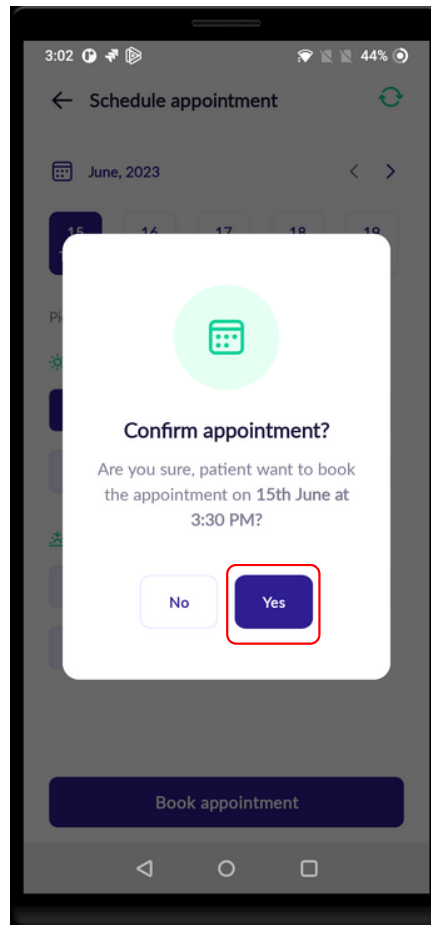
Step 4 - Click Yes to
Confirm Appointment
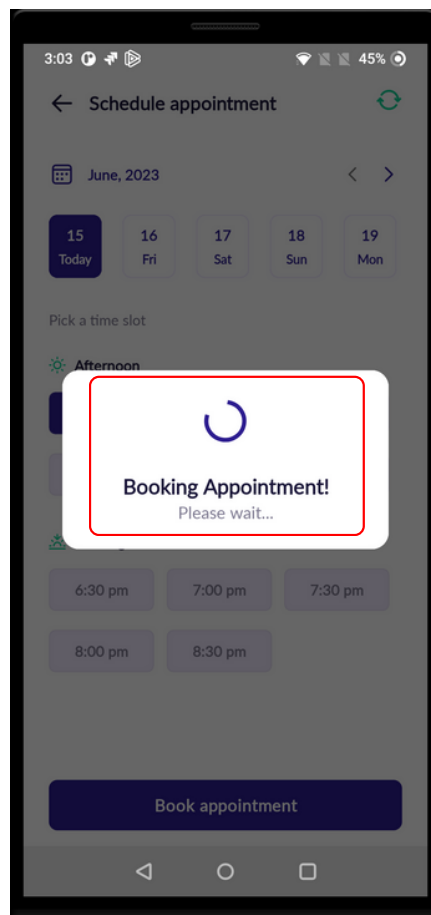
Step 5- Wait for booking Appointment

BOOK APPOINTMENT
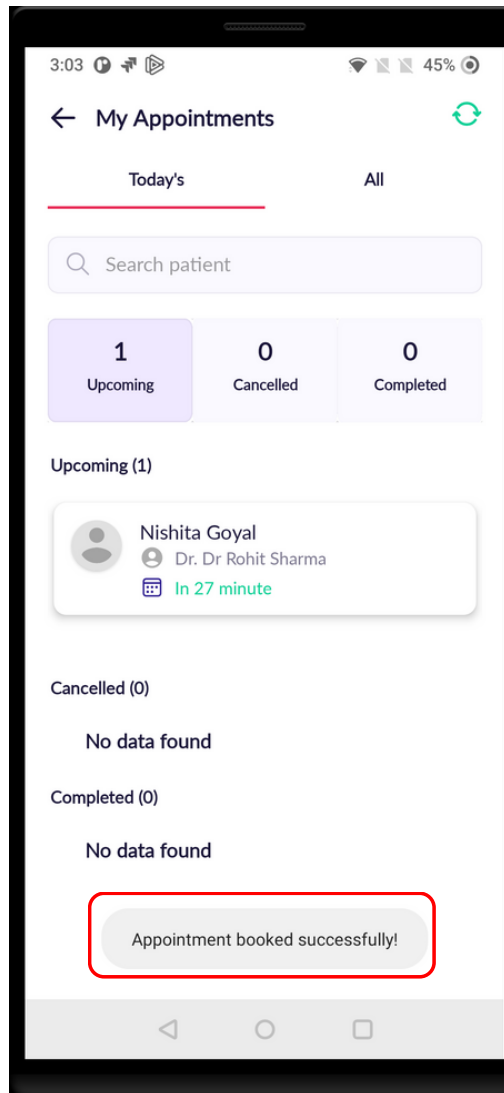
Appointment booked successfully.

RESCHEDULE APPOINTMENT

- Click on Reschedule Appointment to Reschedule the doctor's appointment.
- Are you sure you want to Reschedule the appointment if Okay click Yes
- Select Appointment date and select appointment slot.
- Select your reschedule reason.
- After selection of date and time slot , a pop notification will appear and press YES to confirm the date and time slot of the appointment.
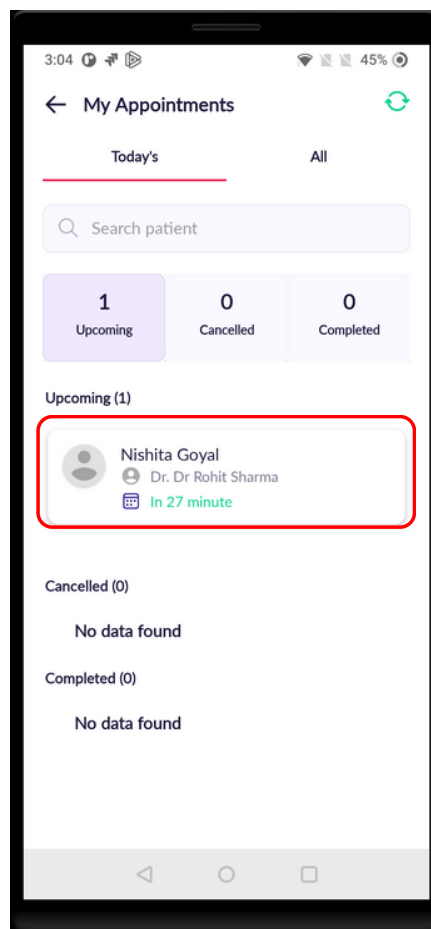
Step 1 - Select Visit

RESCHEDULE APPOINTMENT
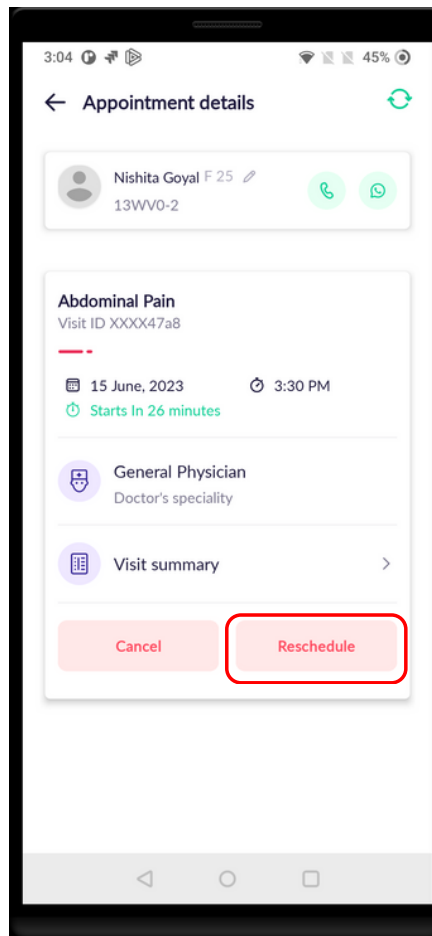
Step 2 - Click Reschedule Appointment

Step 4 - Click "Yes" to reschedule the appointment

RESCHEDULE APPOINTMENT

Step 5: Select reschedule reason.

Step 6- Click Save
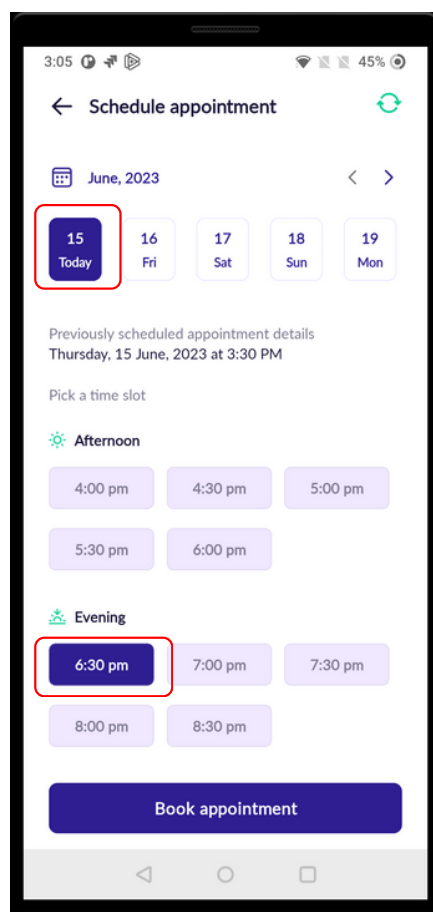
Step 7- Select Appointment date

Step 8 - Select Appointment slot

RESCHEDULE APPOINTMENT
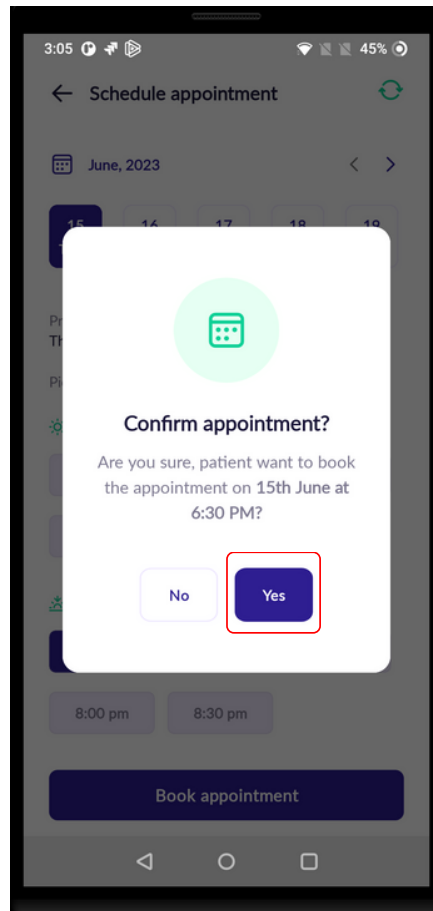
Step 9 - Click Yes to Confirm Appointment

Step 10 - Appointment booked successfully

CANCEL APPOINTMENT

- Click on Cancel appointment to cancel doctor's appointment
- Click "YES" to cancel the appointment.
- Select Cancel reason.
- After that a notification will appear of successful cancelation of appointment at the bottom of the screen.
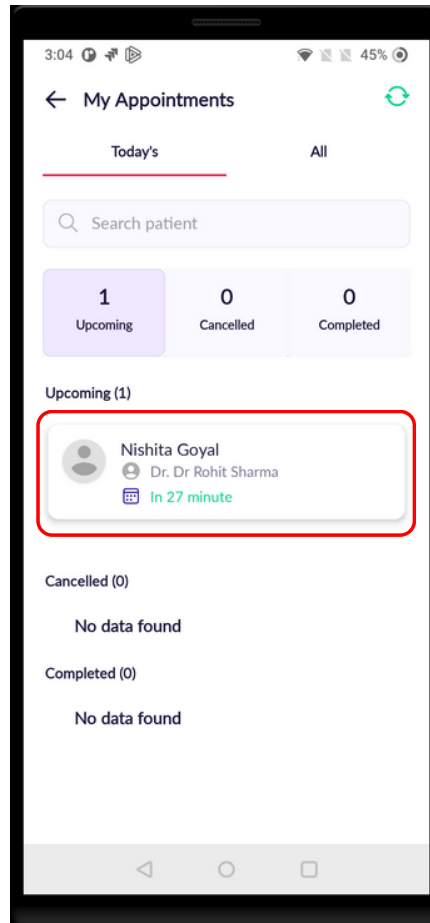
Step 1 - Select Visit

CANCEL APPOINTMENT

Step 2 - Click Cancel
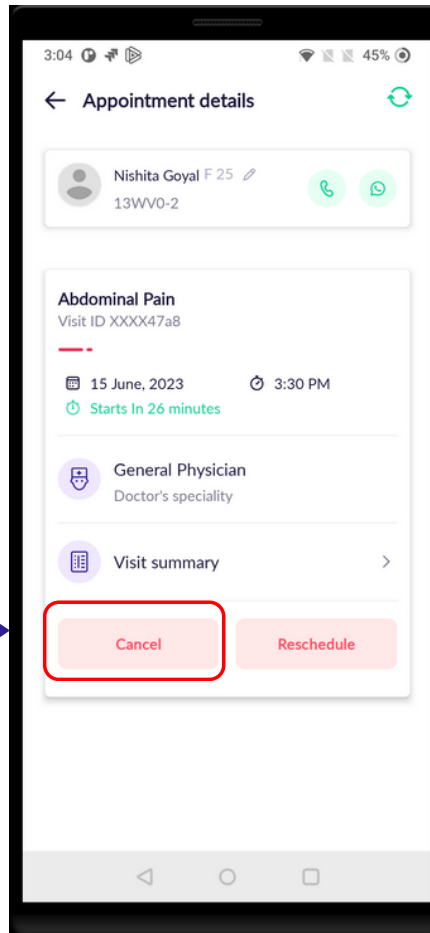
Step 3 - Select reschedule reason.
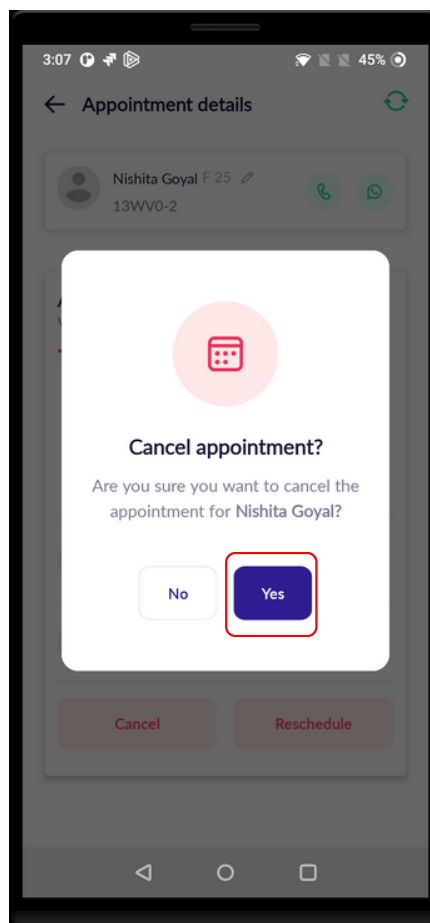
CANCEL APPOINTMENT
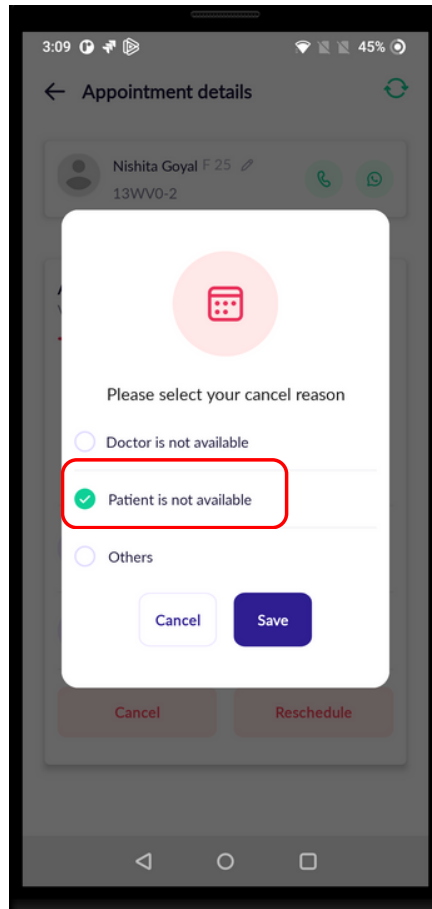
Step 4 - Select reschedule reason.
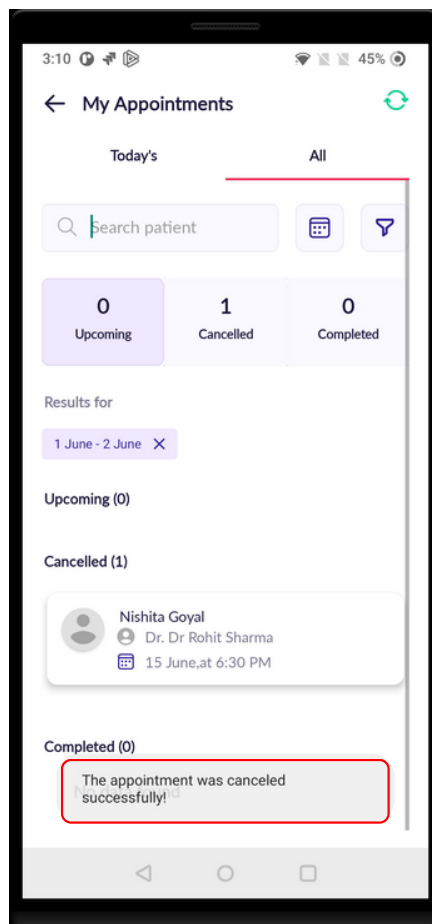
Appointment cancelled Successfully

APPOINTMENT

- On the home screen click on Appointment to see Today's & All Upcoming, Cancel & Completed appointment list.

Step 1- Click on the Appontments
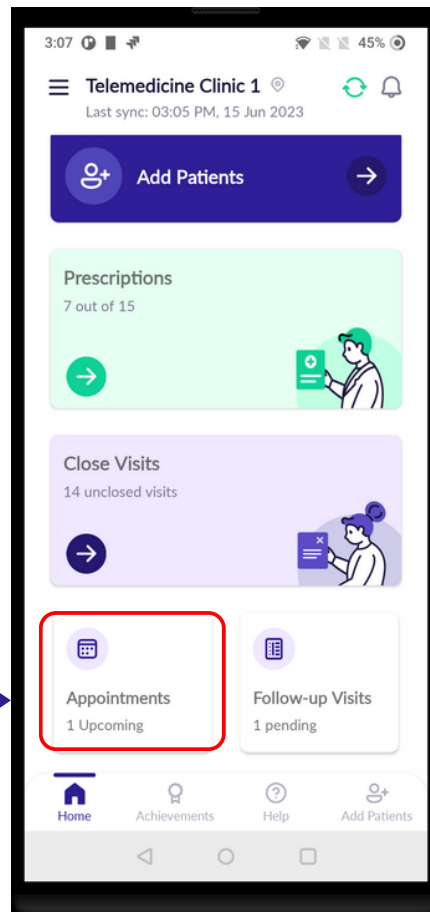
Step 2 - On the Todays tab showing Todays Upcoming,Cancelled & Completed visits.
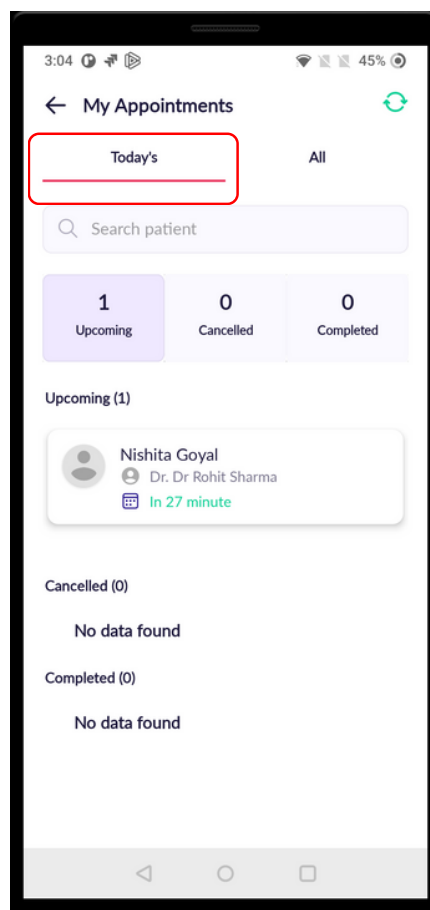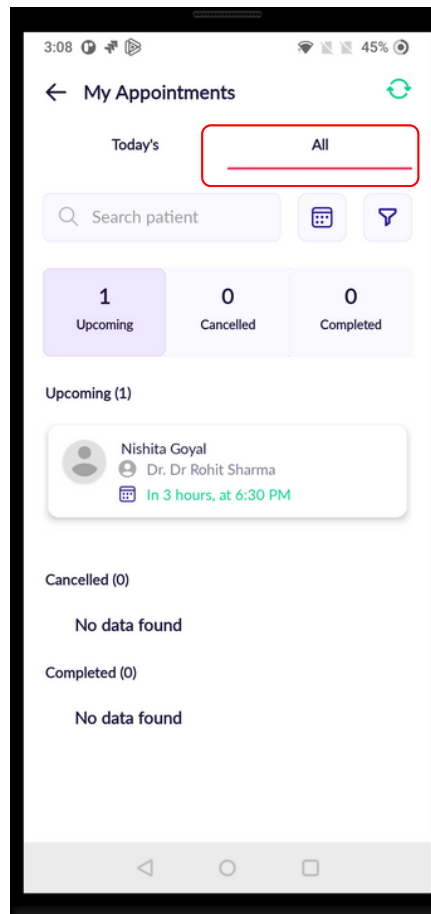
APPOINTMENT

Step 3 - On the All tab showing All Upcoming,Canceled & Completed visits.
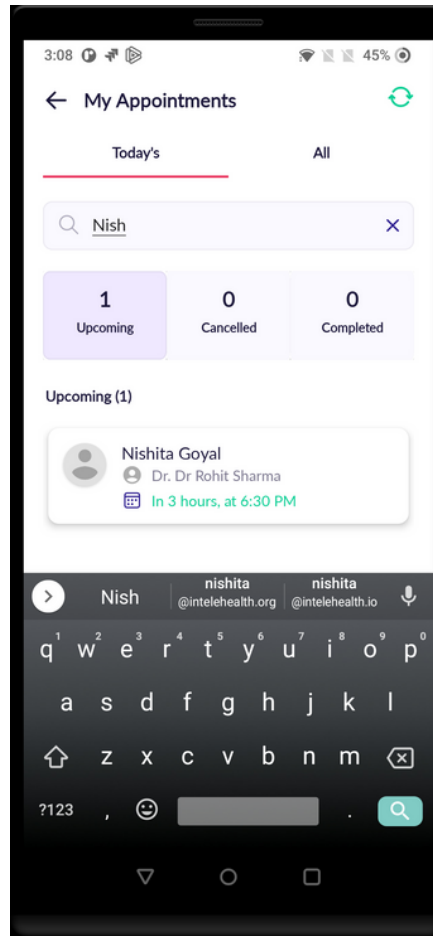
APPOINTMENT

Step 4 - Search the Appointment.
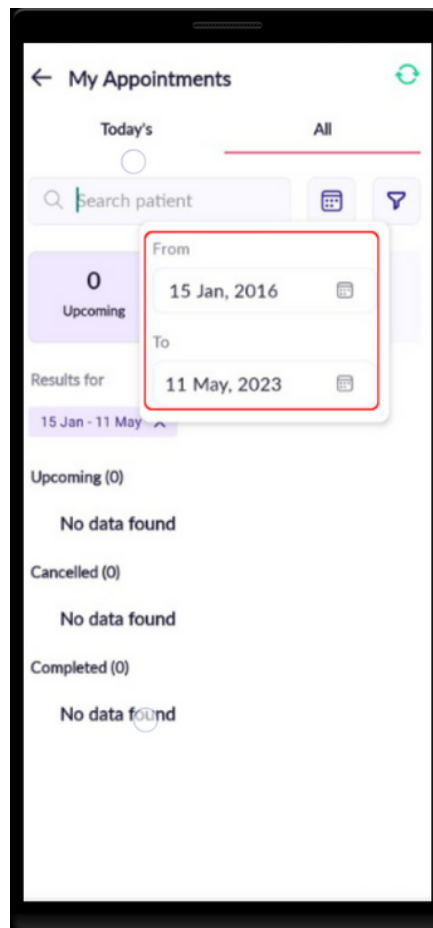
Step 5 - This is a calender filter.

APPOINTMENT
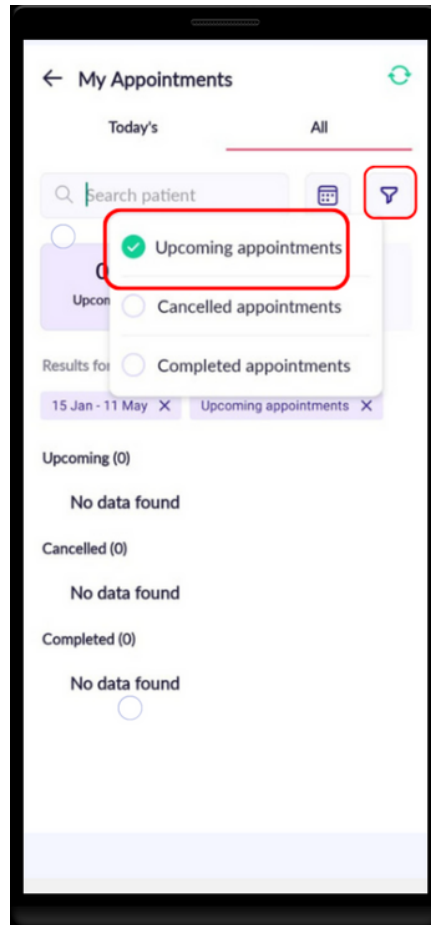
Step 6 -This is a Appontments filter.

Step 7 - Choose specific appointments

DOWNLOAD PRESCRIPTION

- Make sure you have an internet connection while downloading the Patient prescription.
- Click the Prescriptions tab on the home screen.
- Select the visit > click prescription > download the prescription
- You will get a notification once the prescription is downloaded.
- After downloading the Prescription, the Prescription is saved in the internal storage of the mobile.
- You will see the prescription on the Prescription page.
- .
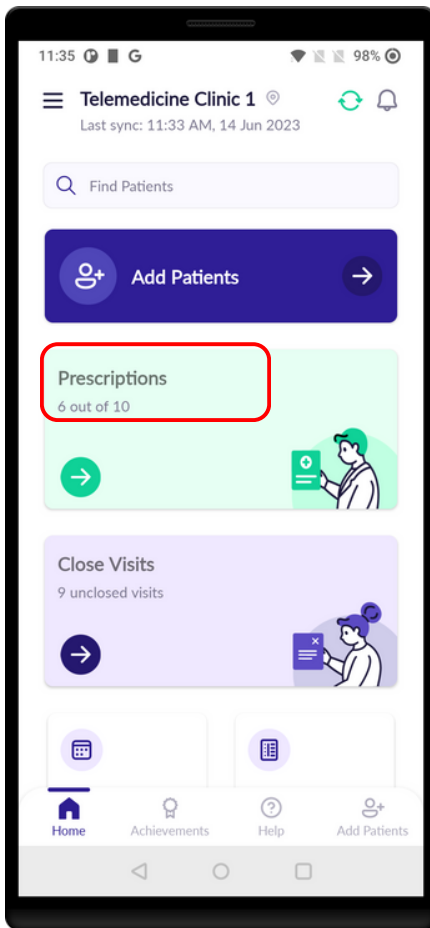
Step 1 - Click Prescriptions.
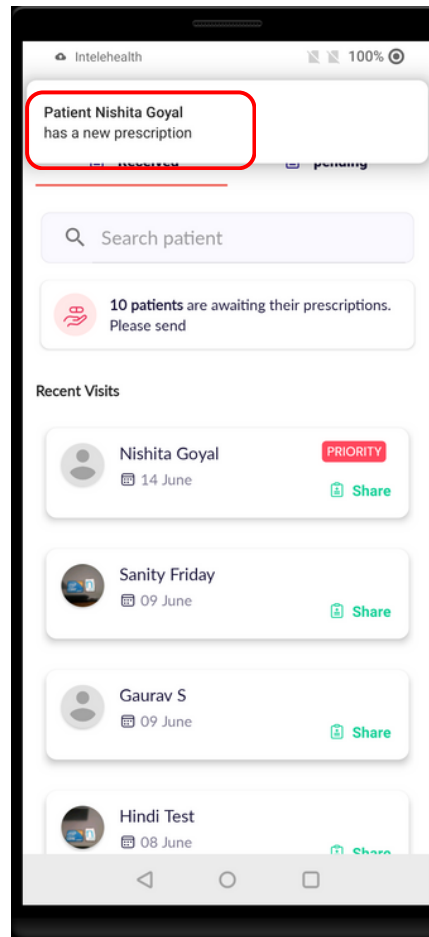
Notification arrived

DOWNLOAD PRESCRIPTION
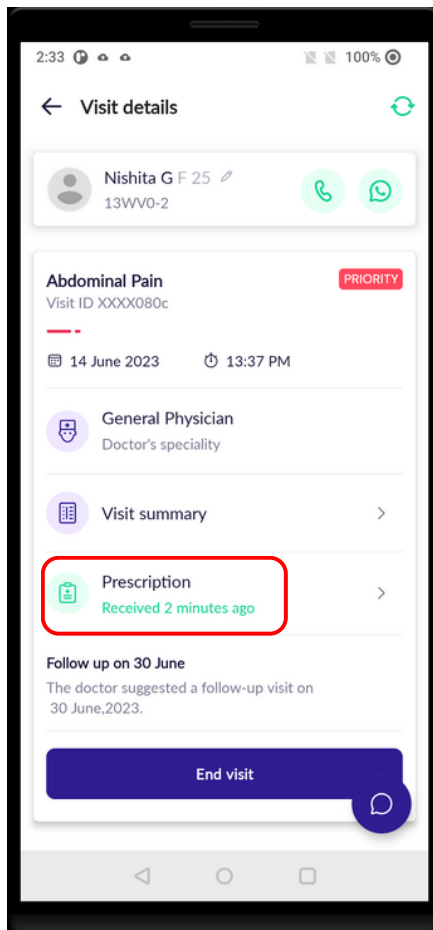
Step 3 - Click Prescription.
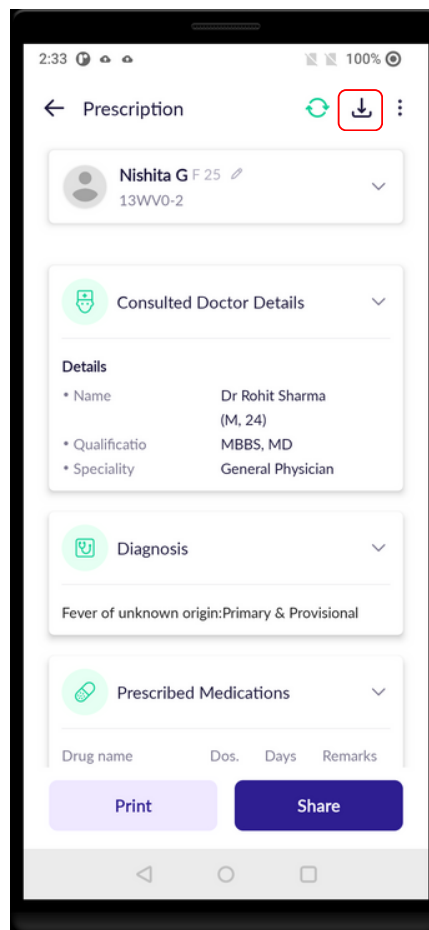
Step 4 - Download prescripton

DOWNLOAD PRESCRIPTION
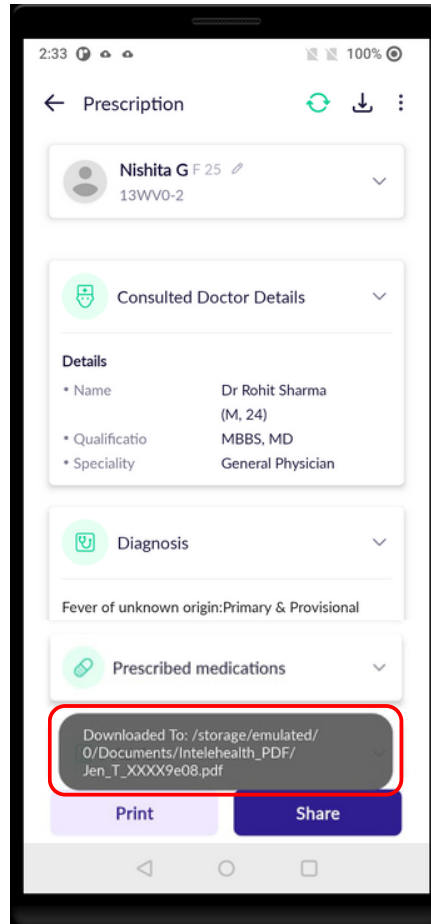
Step 5 - This is a path of downloaded prescription.

PRESCRIPTION
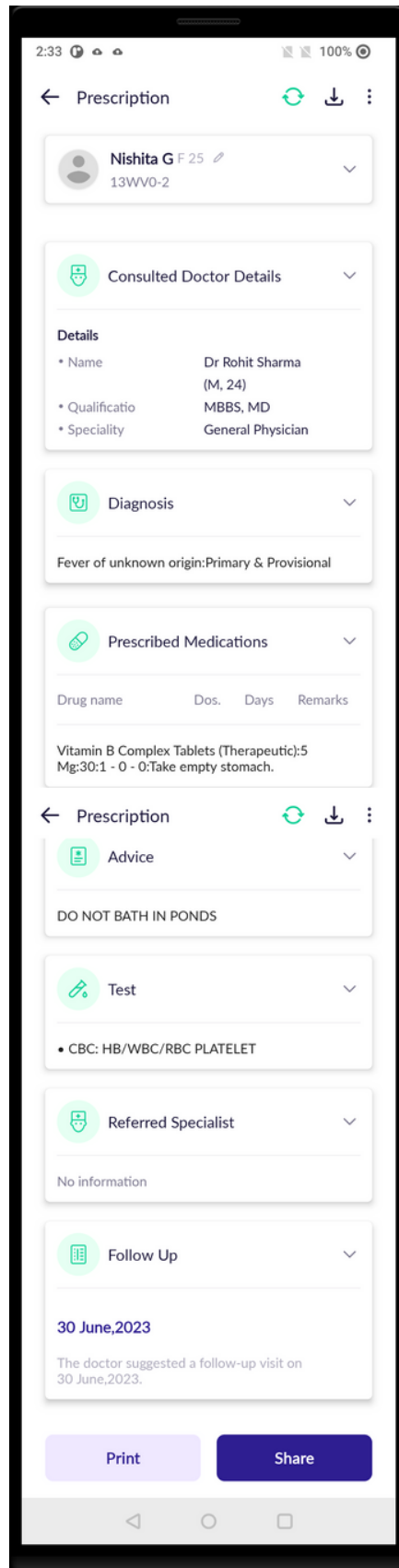
**Doctor's prescription will look like this**

PRESCRIPTION PRINT

- Make sure all the Patient are provided with a prescription.
- Explain to the Patient the prescription given to them.
- Encourage and counsel them on the importance of taking medicines and complying with the treatment.
- When prescribed tests or referrals, support and guide the Patient with information on the nearest testing laboratories. Explain the importance of conducting these tests and going to a hospital.
- Give Patient the follow-up date that the doctor has given.
- User can view the prescription by clicking on the print button and can also share via WhatsApp by clicking the share button.

Important: **Prescription is to be shared by the health worker only to the patient or with the Patient consent, to their kin/guardian in case the patient does not have phone. Patient confidentiality has to be strictly maintained.**
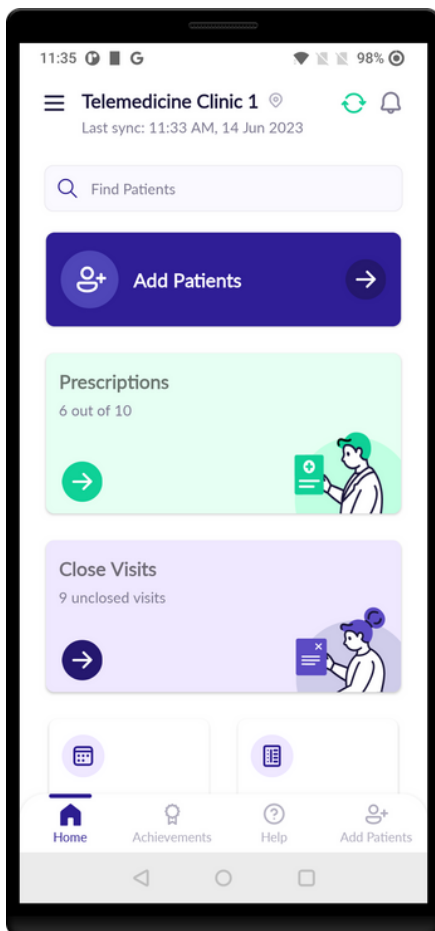
Step 1 - Click Prescriptions
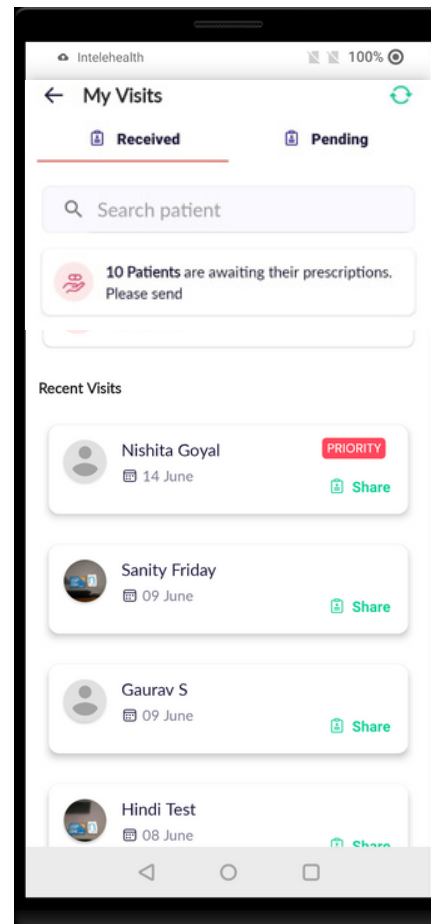
Step 2 - Click Visits

PRESCRIPTION PRINT
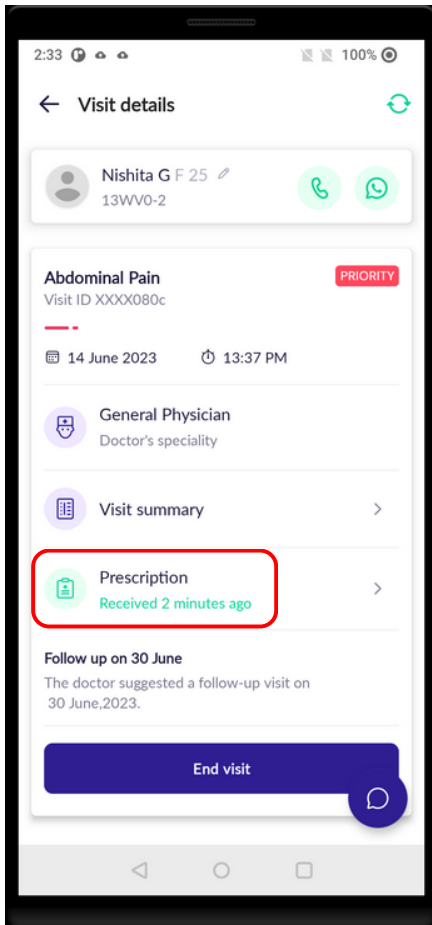
Step 3 - Click Prescription.
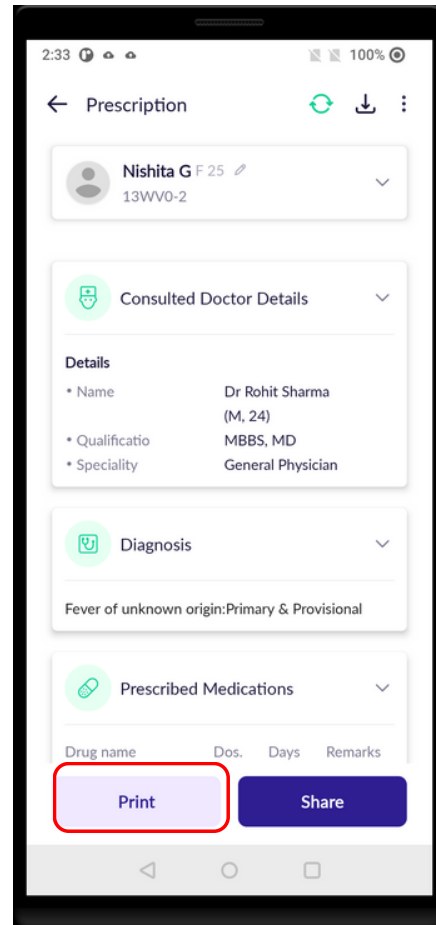
Step 4 - Click on Print to view the prescription or it can also be saved on the internal storage
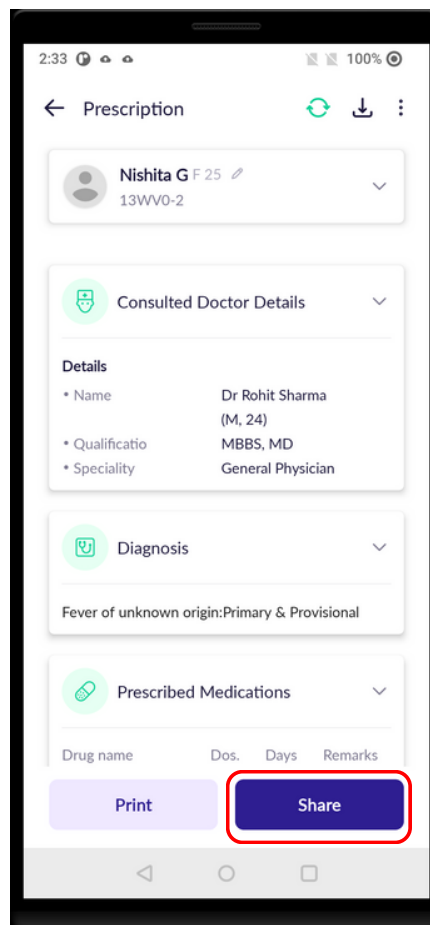
PRESCRIPTION PRINT
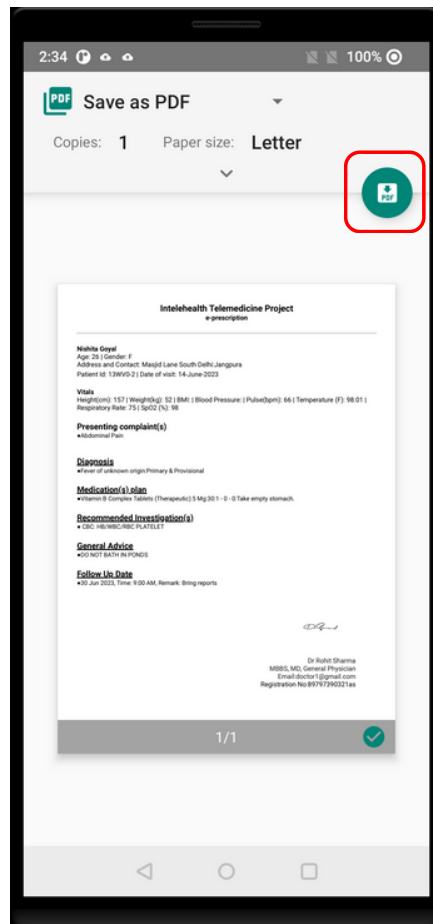
Step 5- To save the prescription, click on the Save button and it will store in the Download folder in the internal storage and can be shared to the patient via Whatsapp or email.

SHARE VIA WHATSAPP

- After the prescription has been downloaded, it can be shared to the Patient Whatsapp number.
- Explain to the patient that they can receive the prescription on their Whatsapp number.
- After you receive the prescription, click on **Share** button to share the prescription.
- A text box containing the Patient registered mobile number will open. If this is not the Patient Whatsapp number, then ask the patient their Whatsapp number and enter here. Click on **Share**.
- Click on the SEND button to forward the prescription link along with Patient ID.

Important: Prescription is to be shared by the CHO only to the patient or with the Patient consent, to their kin/guardian in case the patient does not have phone. Patient confidentiality has to be strictly maintained.

Step 1- Click on the Share button to share the prescription

SHARE VIA WHATSAPP
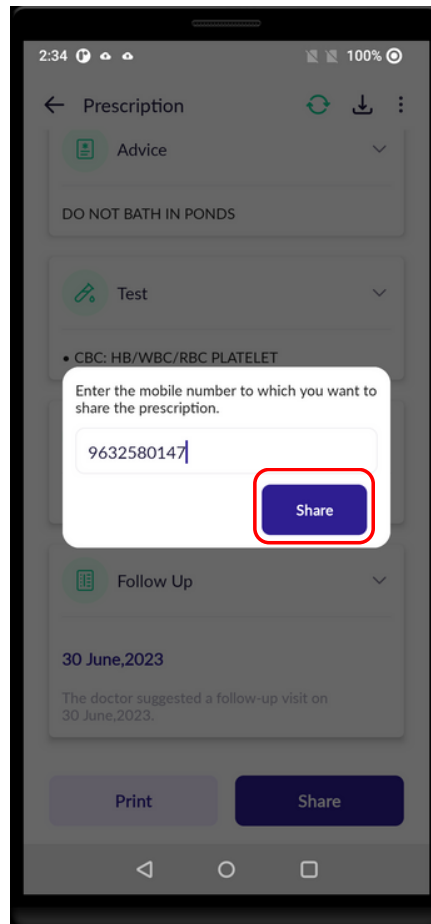
Step 2- Enter the Patient's Whatsapp number and click Share

CHAT/VIDEO CALL FUNCTIONS

- Chat/Video call features help doctor to clear out the doubts about the patient complaints which has not been recorded during the consultation with the patient by a health worker.
- The doctor will be calling or sending a message on the chat with the health worker,
- Health workers can't chat or call doctors if the doctor hasn't started the conversation.
- The doctor will be first to contact with the health worker though chat or call.
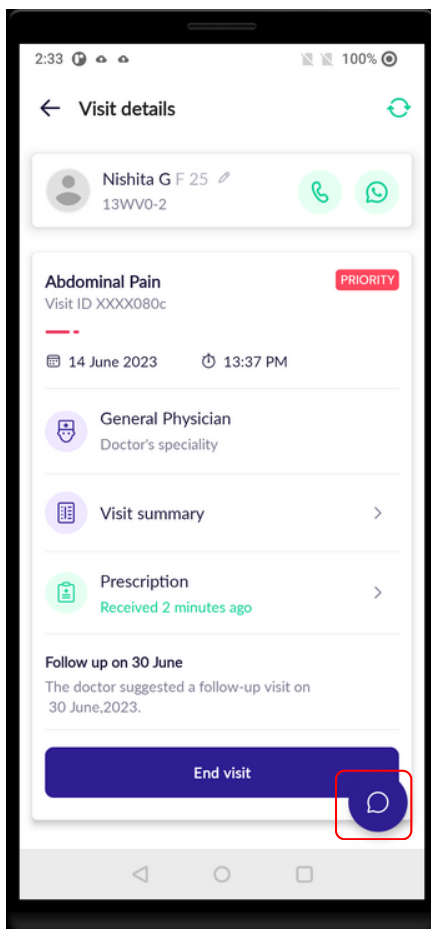
Step 1 - Click on the Blue color message button to start to chat with the doctor.
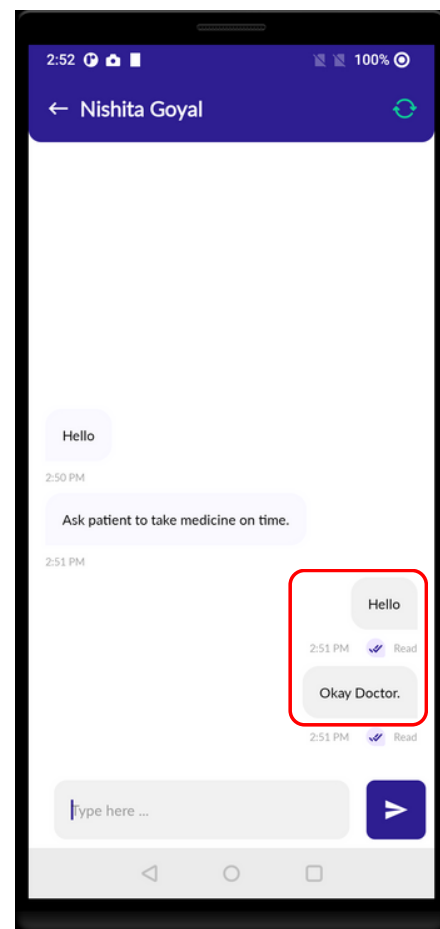
Step 2 - Chat window with the doctor to health worker conversation.

CHAT/VIDEO CALL FUNCTIONS
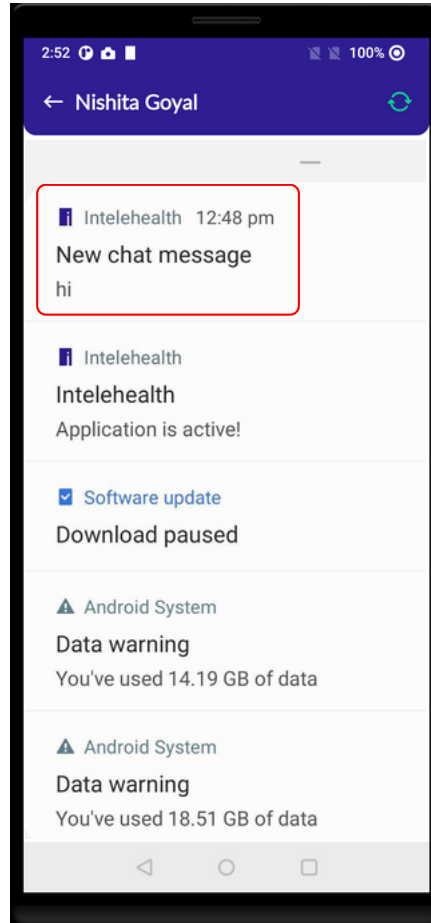
Health worker will be getting notification when the doctor starts a chat with the health worker.

CHAT/VIDEO CALL FUNCTIONS
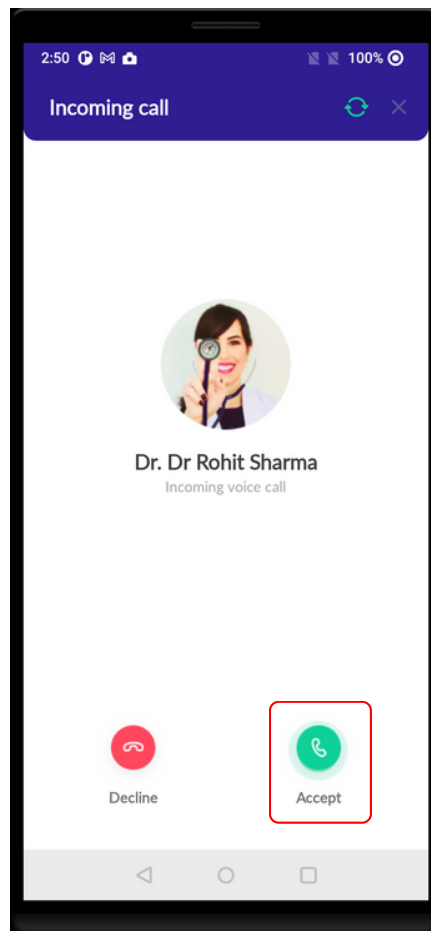
Click Accept to connect with the doctor by video or audio call.
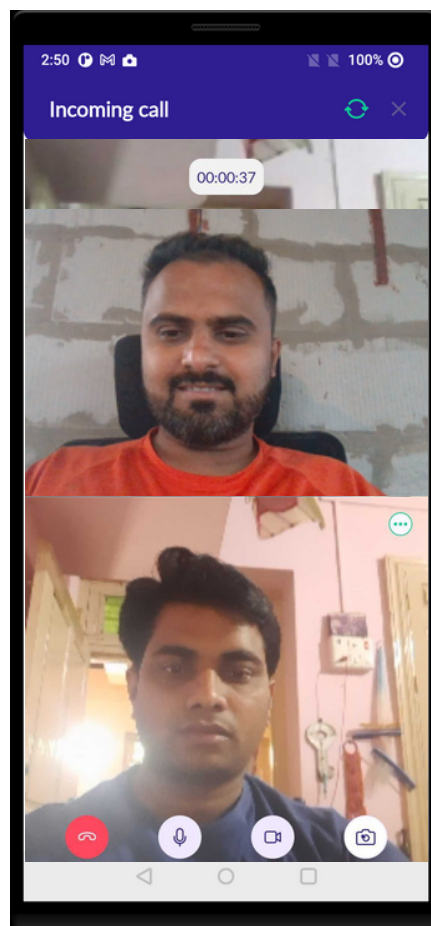
Doctor

Video call with the doctor and the health worker.

health worker

CHAT/VIDEO CALL FUNCTIONS
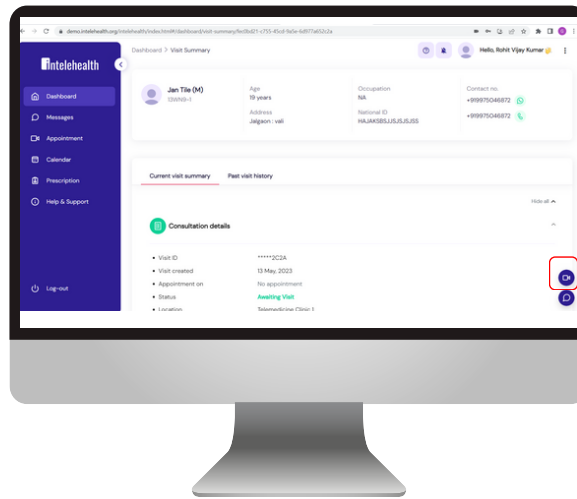
Click This video call sign for the doctor to health worker vedio calling.
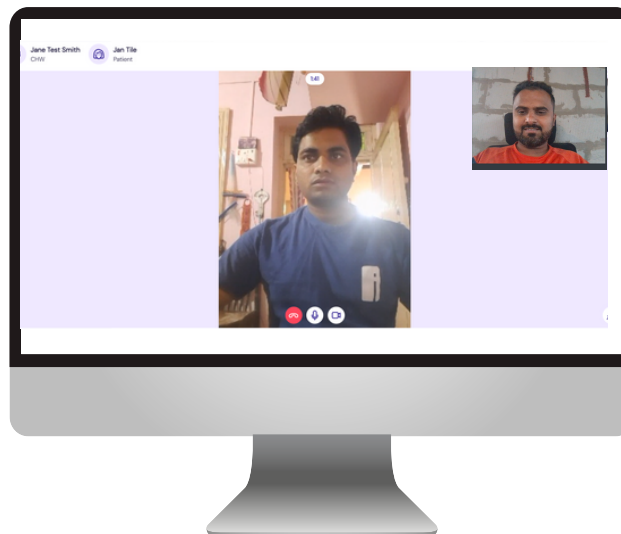
END VISIT
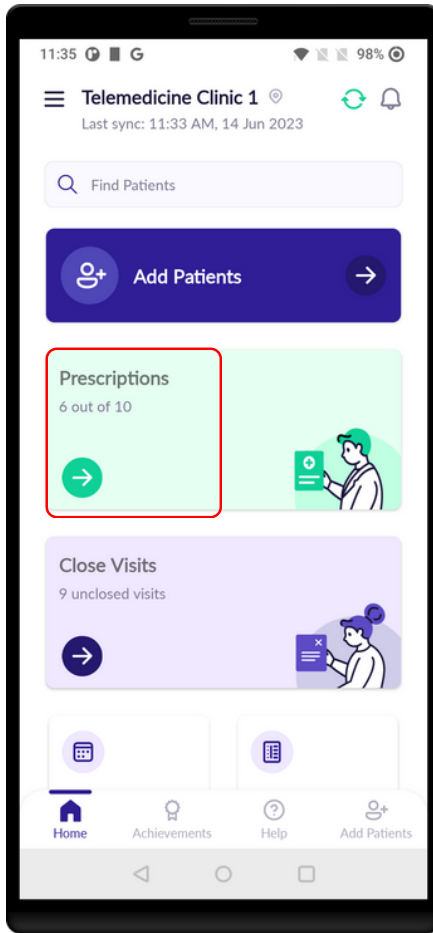
Step 1 - Click Prescriptions.
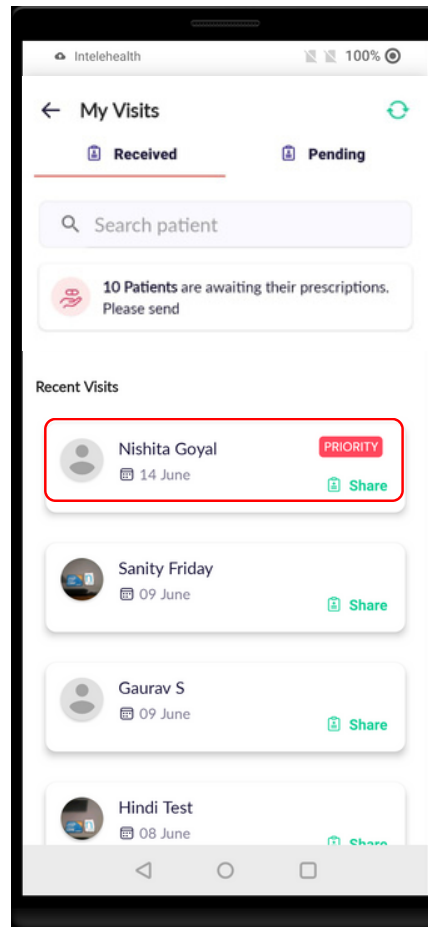
Step 2 - Click Visits
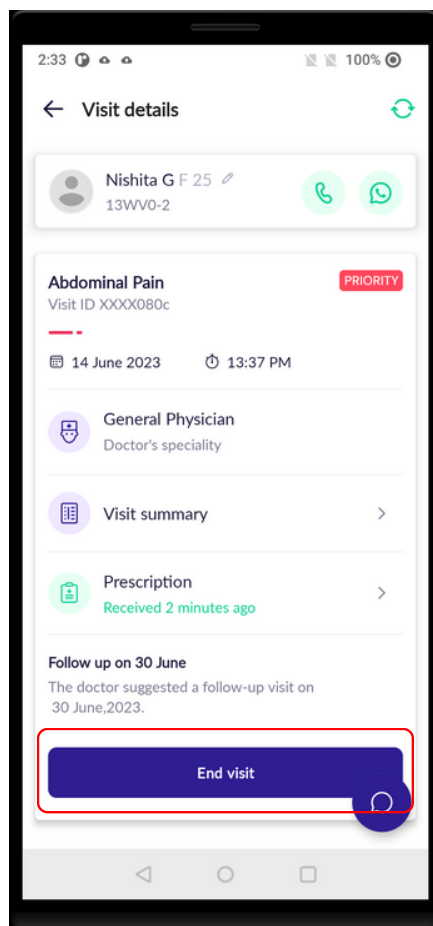
Step 3 - Click End visit
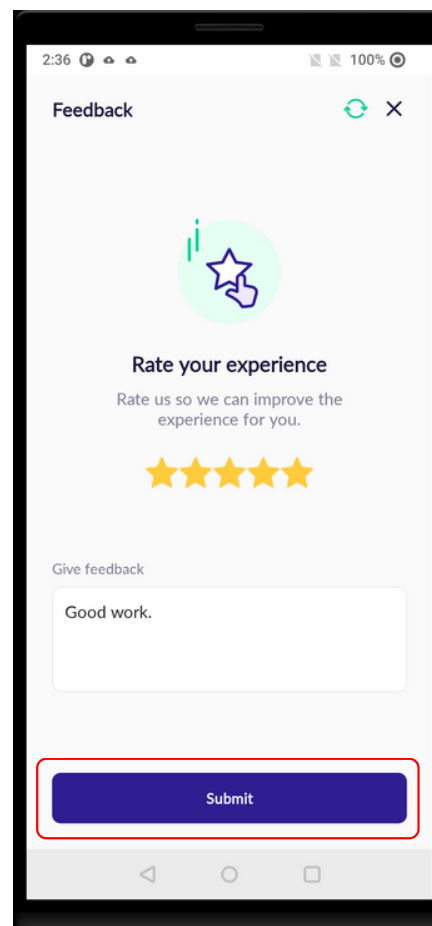
Step 4 - Fill the patient feedback

Step 5 - Click here to submit

PATIENT FEEDBACK

- Make sure to always take patient feedback.
- Ask the patient how well they felt the services were provided.
- Add Patient feedback from the patient.
- Click on the Submit button.
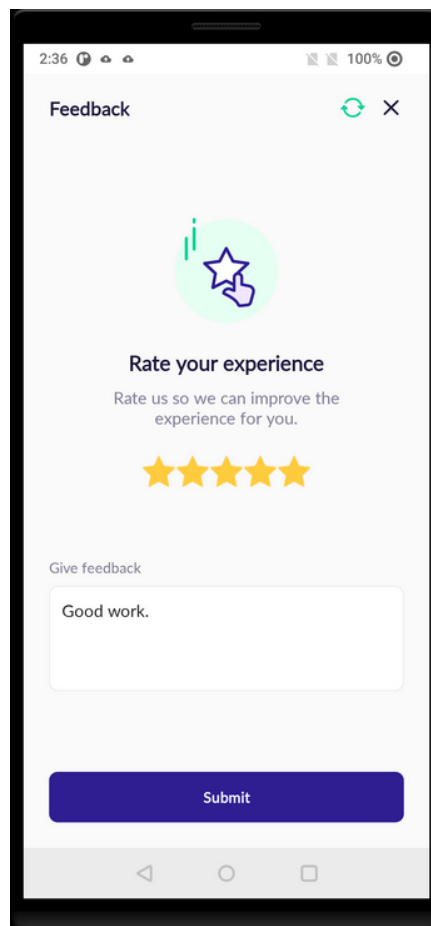
Step 1 - Rate patient experience

Step 2 - Give patient feedback

Step 3 - Click here to submit

MY ACHIEVEMENTS

- In My Achievements Hw can check there created visits count.
  - Overall - Hw can see there total number of visits count.
  - Daily - Hw can see there Daily number of visits count.
  - Date range - Hw can see there Date wise visits count.

Step 1 - Click on the my achievement

Step 2 - Click Okay to give the permissions.
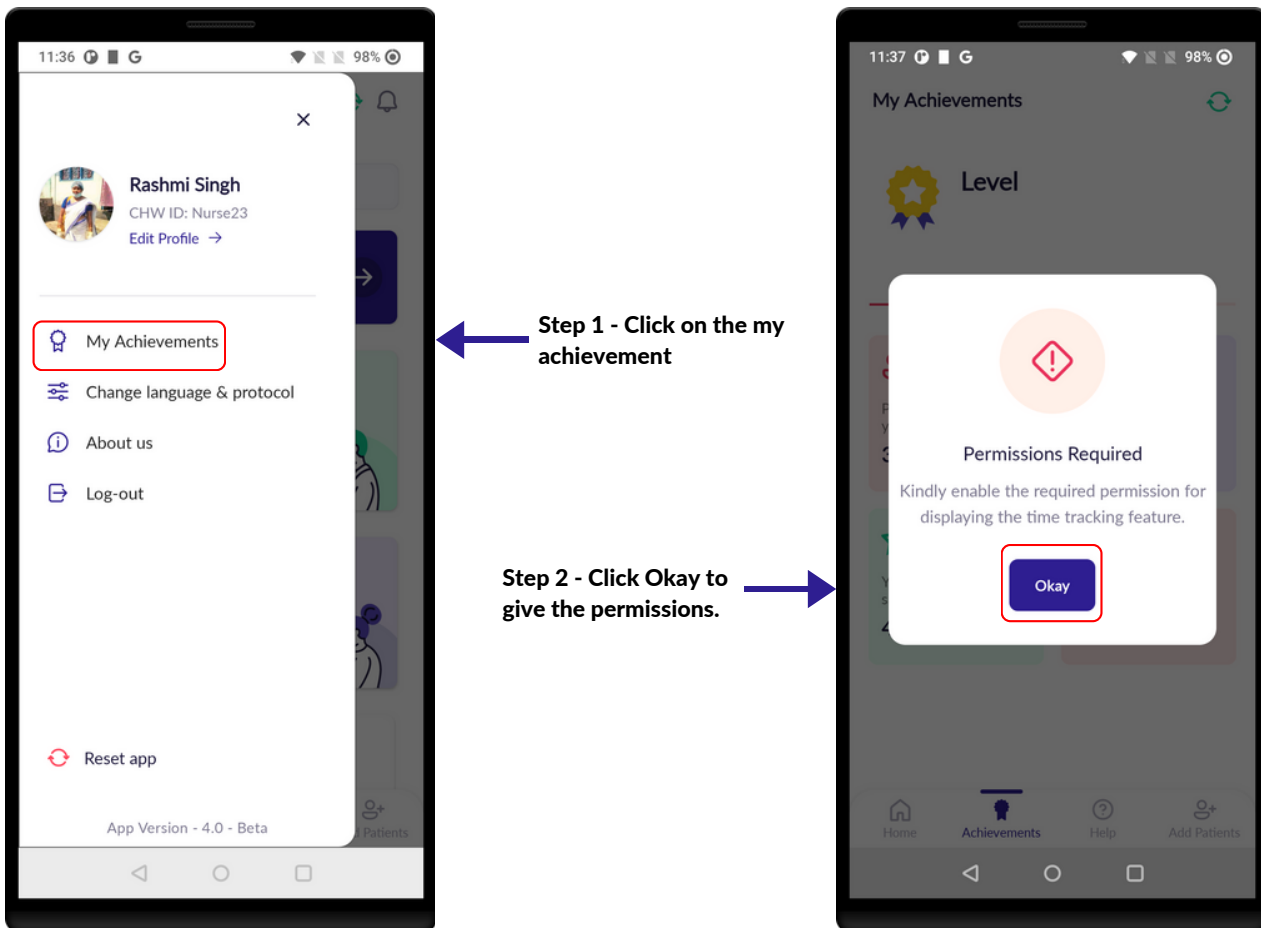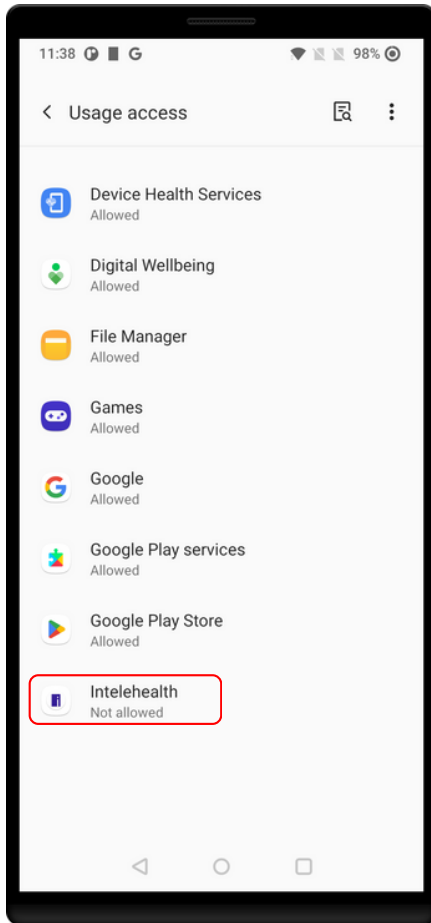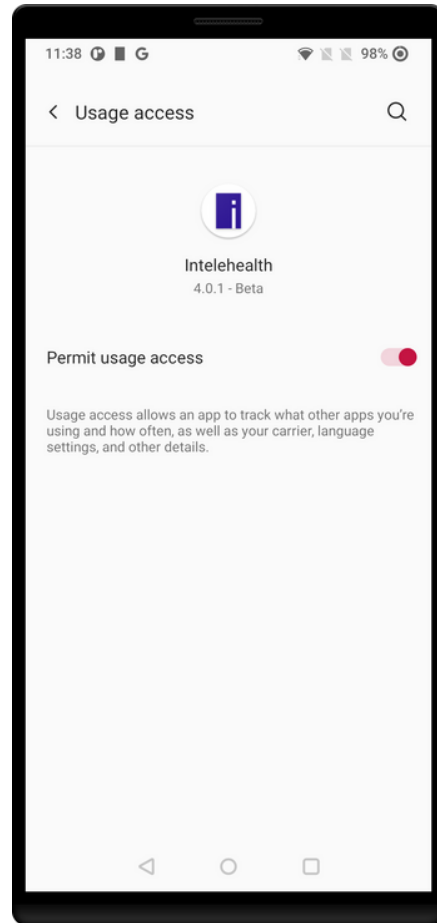
MY ACHIEVEMENTS

Step 4 - Allow for the data access.

Step 3 - Click on the Intelehealth App.
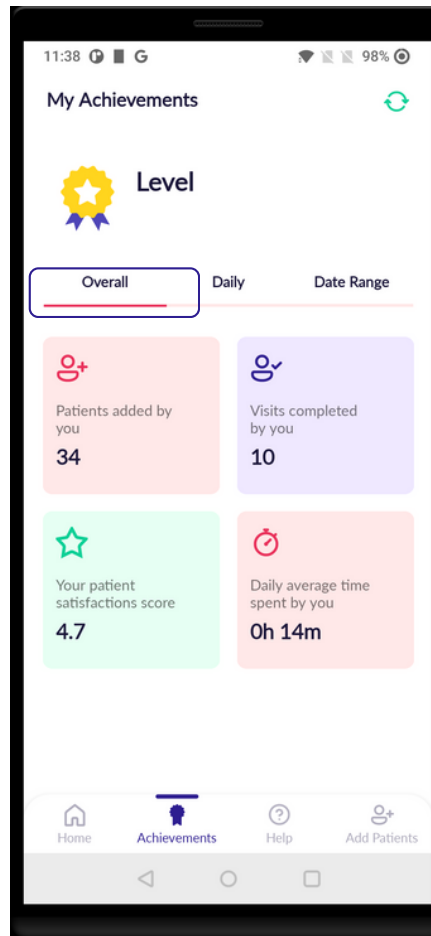
MY ACHIEVEMENTS

Step 1 - Select Overall option we see Hw created total number of visit counts.
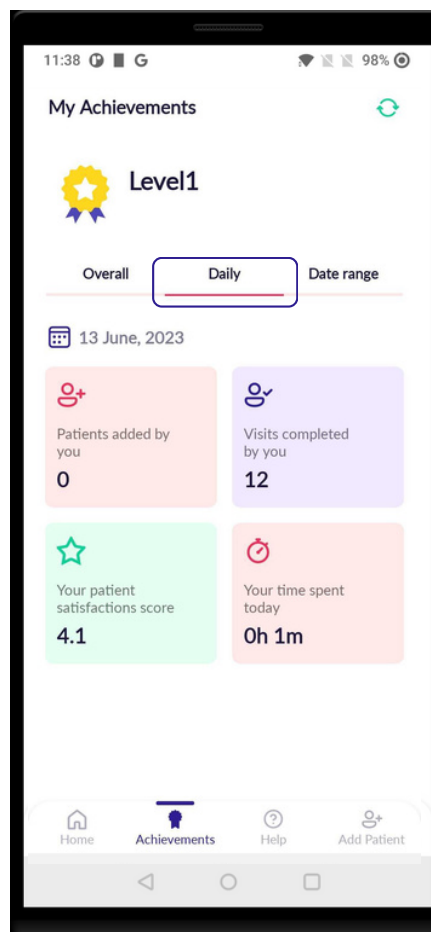
Step 2 - Select Daily option we see Hw created Daily number of visit counts.

MY ACHIEVEMENTS
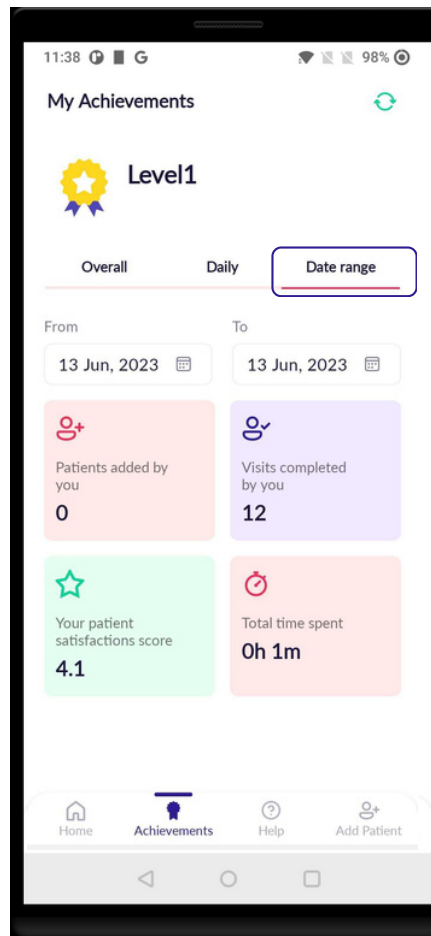
Step 3 - Select Date range option Hw can check date wise visit counts.

HOME SCREEN

FIND PATIENT
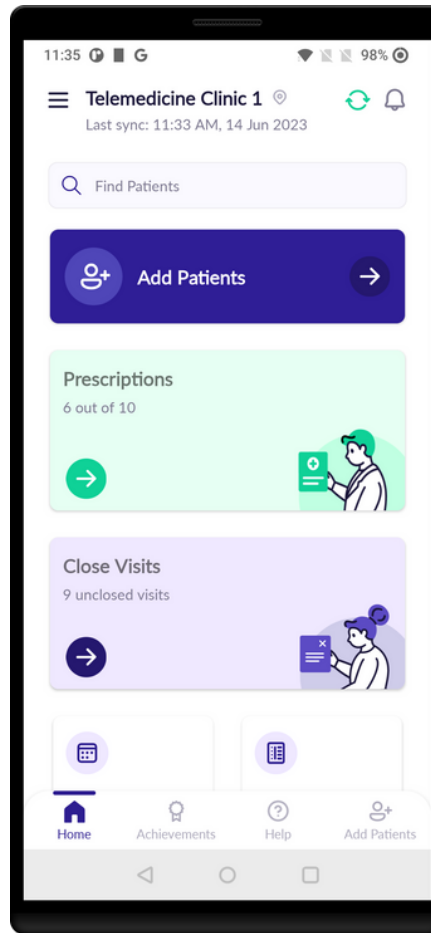
Step 1 - Click Find Patient.
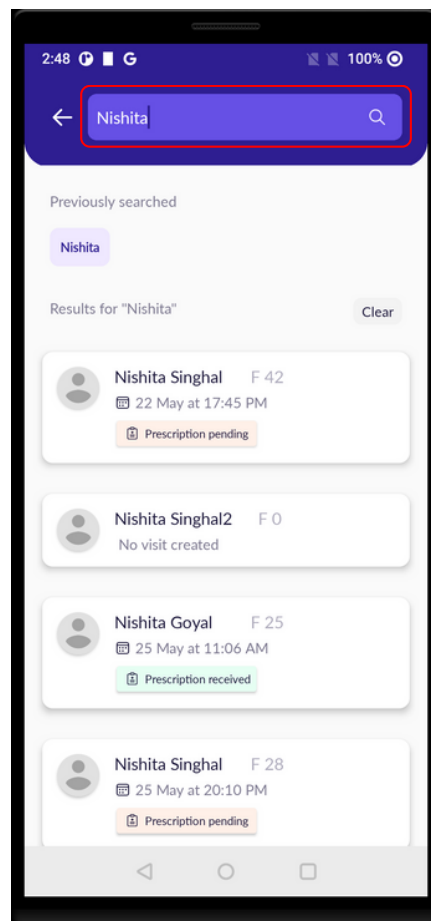
Step 2- Search patient
by their name or patient ID.

HOME SCREEN

CLOSE VISITS
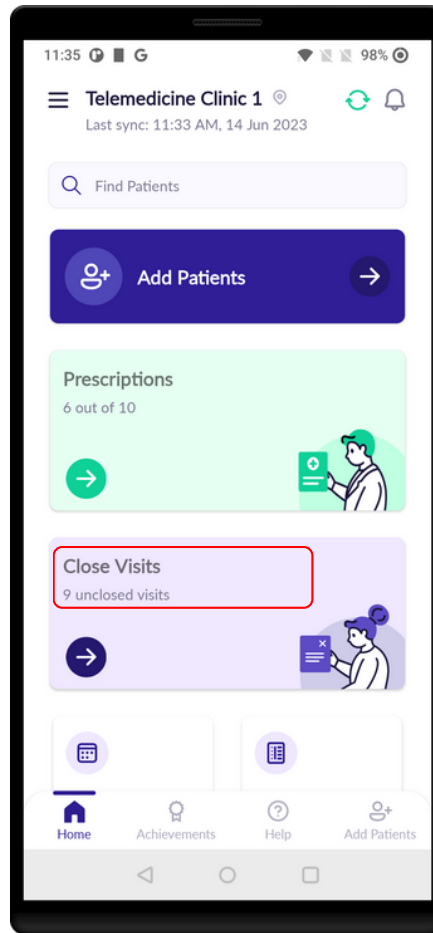
Step 1- Click Close Visits
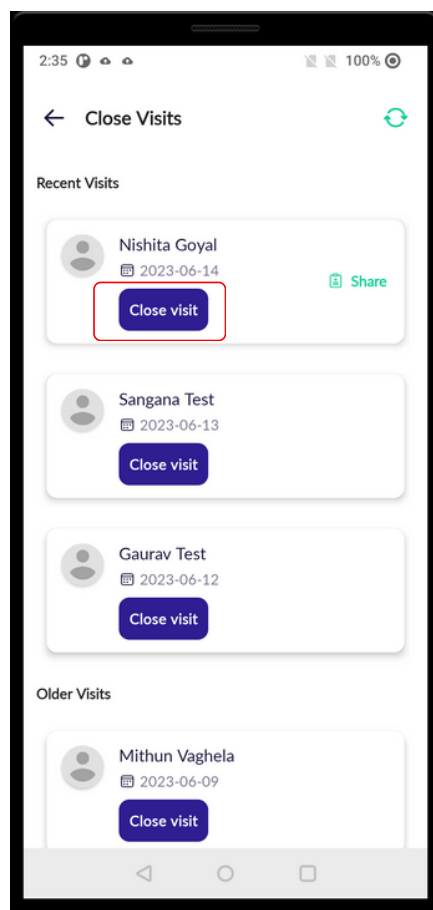
Step 2- Click on the Close visit

HOME SCREEN

CLOSE VISITS
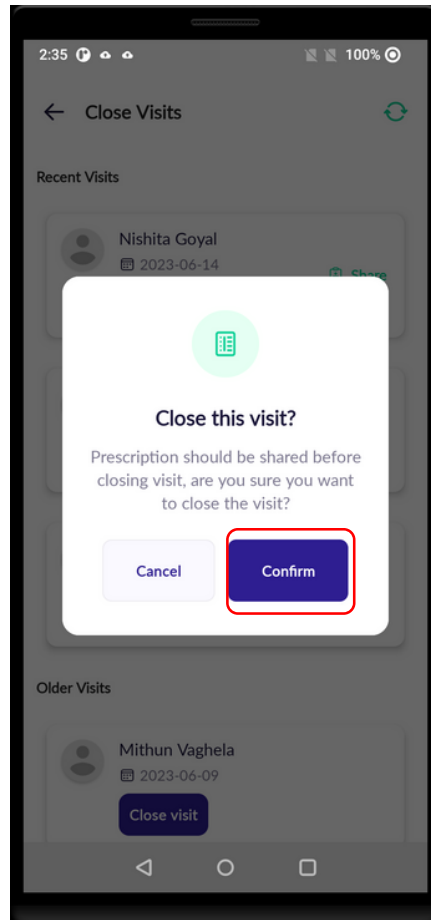
Step 3- Click on the Confirm to close this visit.
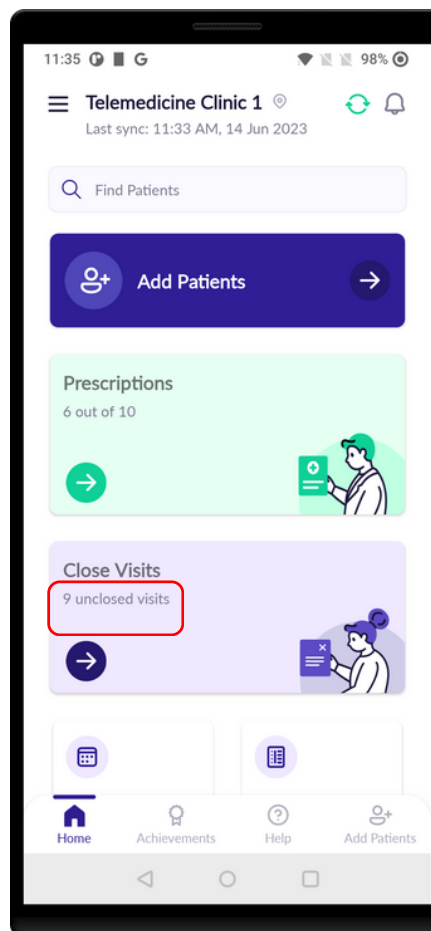
After closed visit count of visit increased.

FOLLOW-UP VISITS
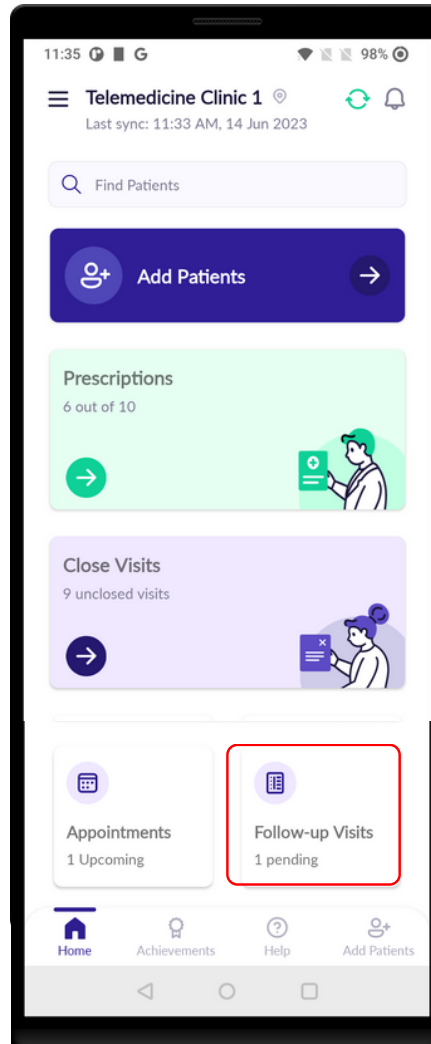
Step 1 - Click on the follow-up Visits.

FOLLOW-UP VISITS
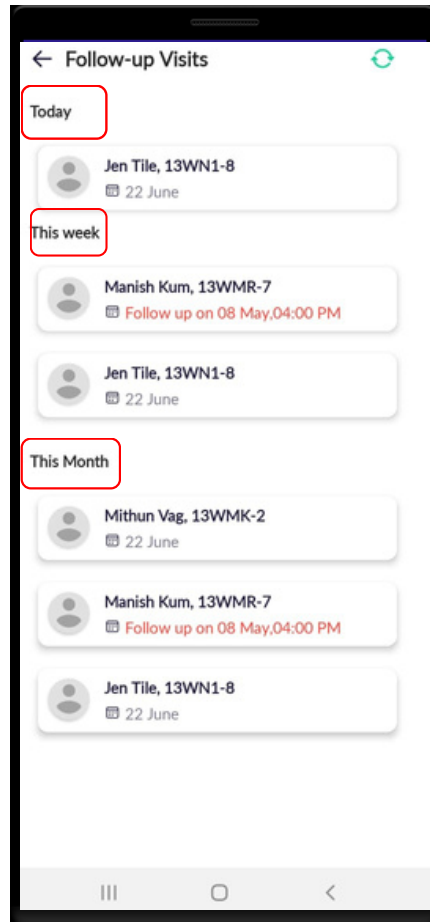
Step 2 - Showing today,This week & This month follow-up visits.

FORGOT PASSWORD
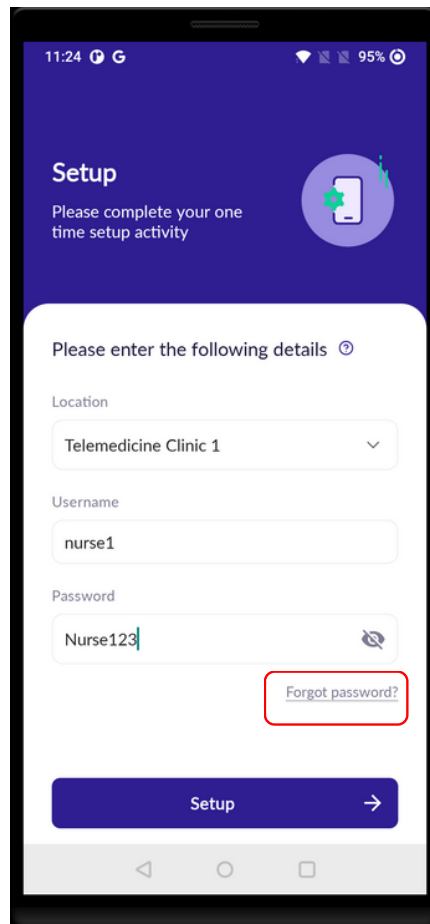
Step 1 - Click on the Forgot password
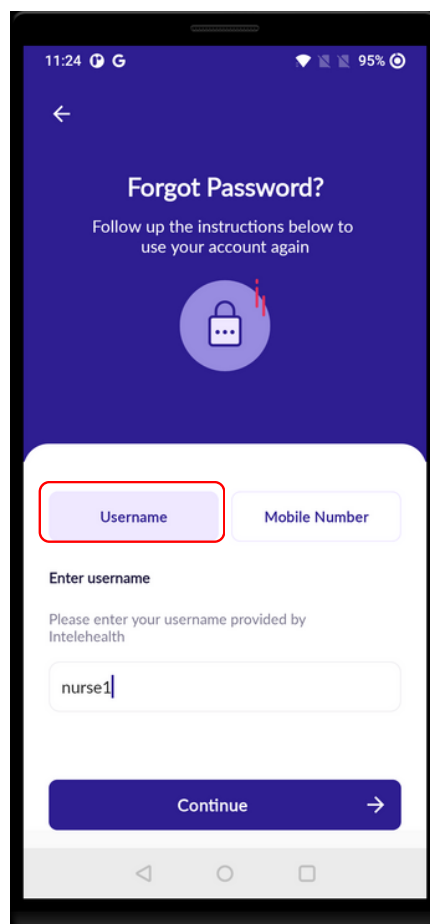
Step 2 - Enter Username

FORGOT PASSWORD
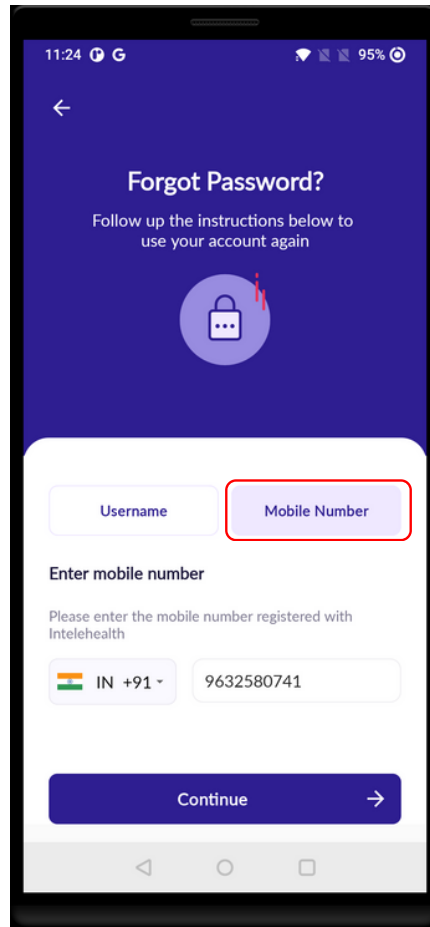
Step 3 - Enter Mobile Number

Step 4 - Click on the Continue
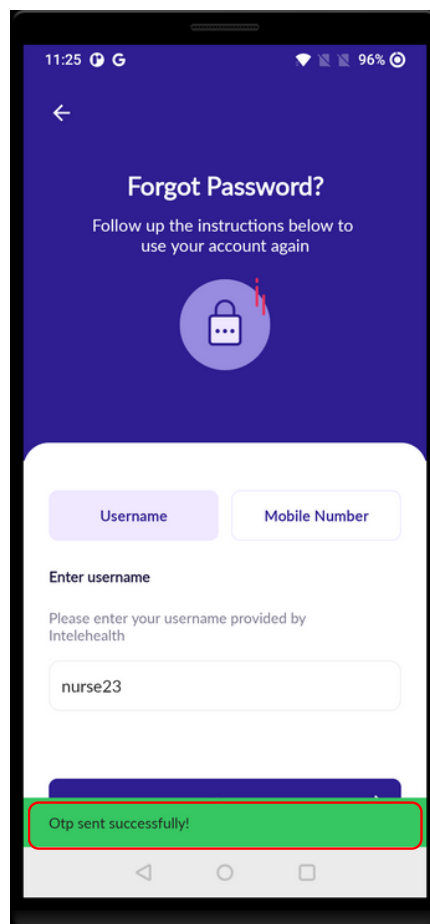
Step 5 - otp sent successfully

FORGOT PASSWORD
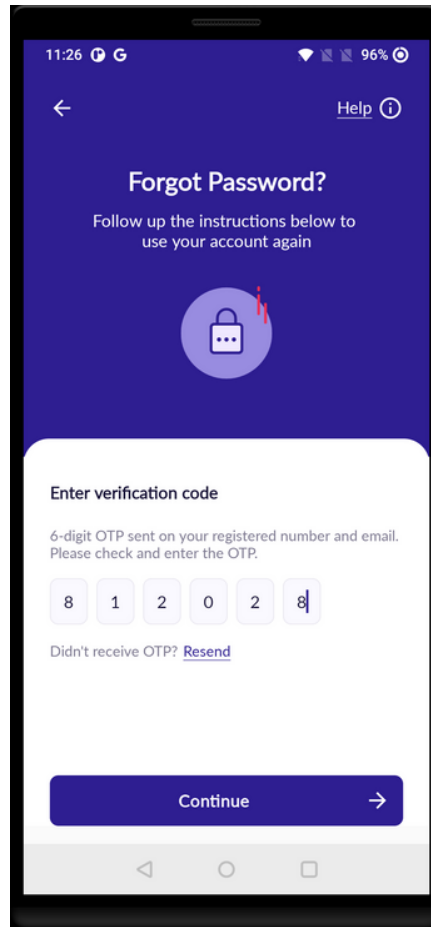
Step 6 - Enter Otp
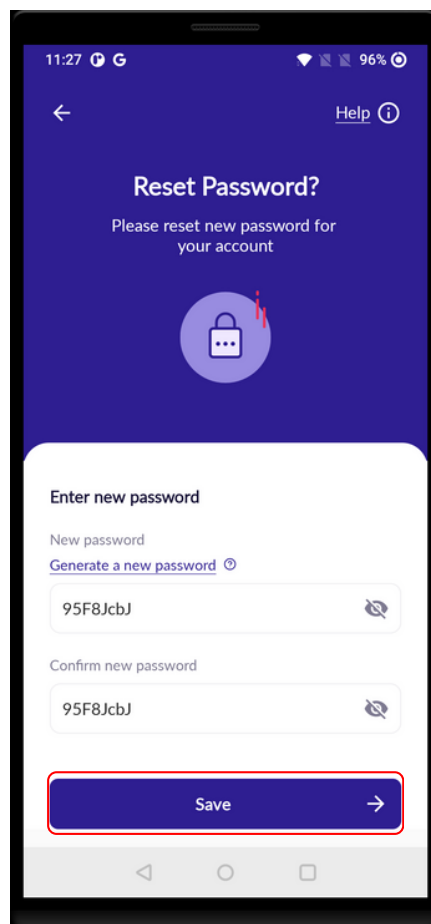
Step 7 - Enter new password

Step 8 - Click on the Save
button to save new password

CHANGE PASSWORD
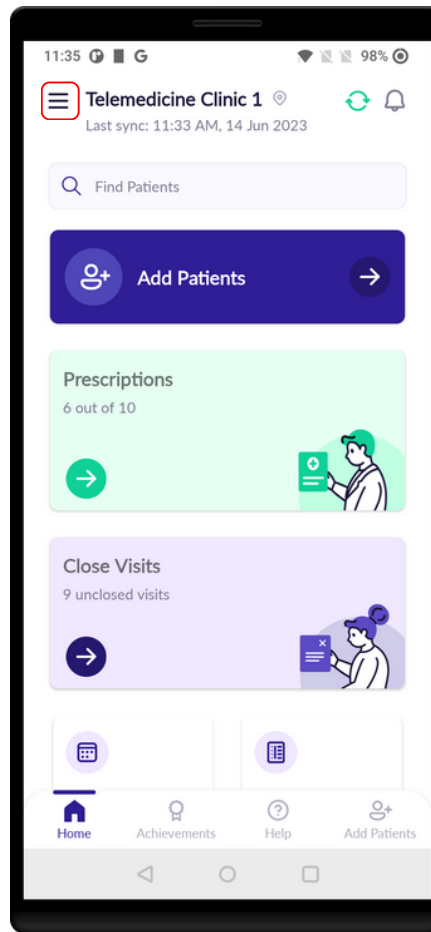
Step 1 - Click on the three Hyphen.
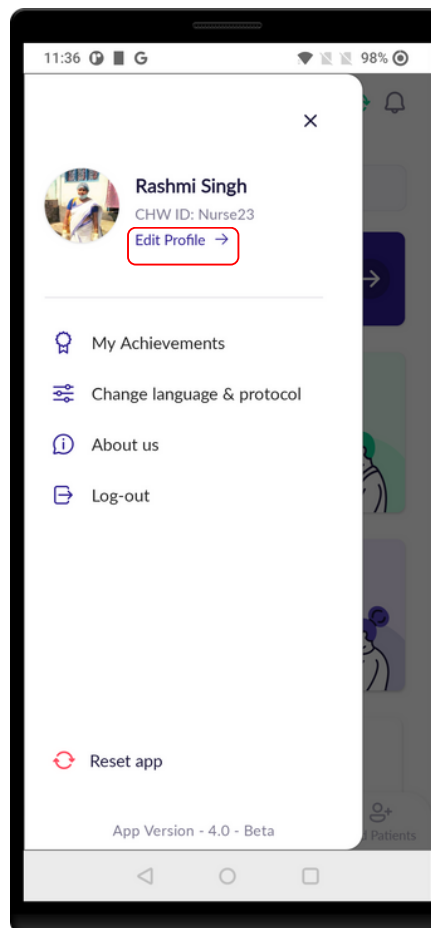
Step 2 - Click on the Edit Profile.

CHANGE PASSWORD
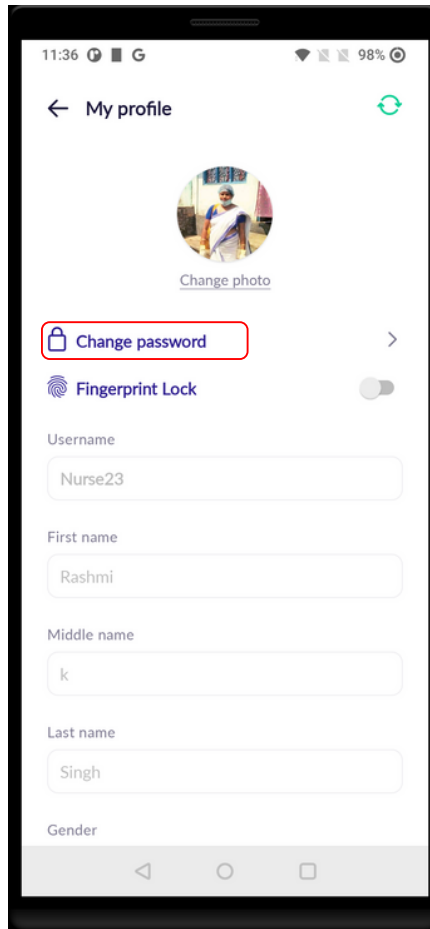
Step 3 - Click on the Change password
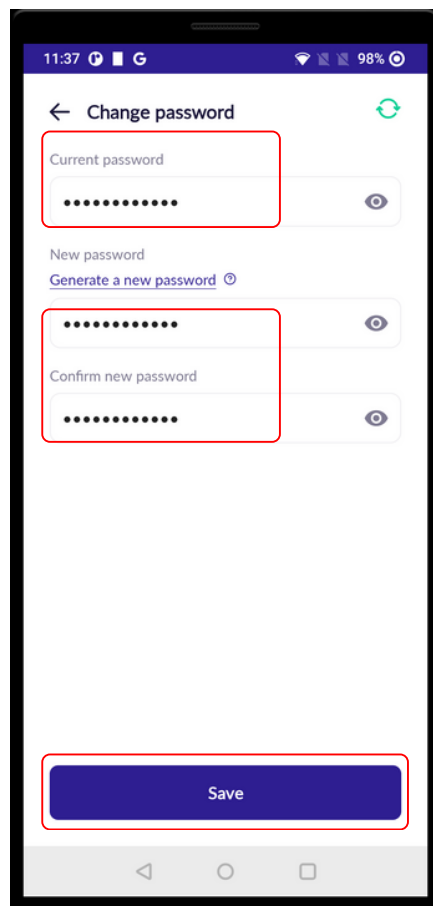
Step 4 - Enter current password

Step 5 - Enter New password

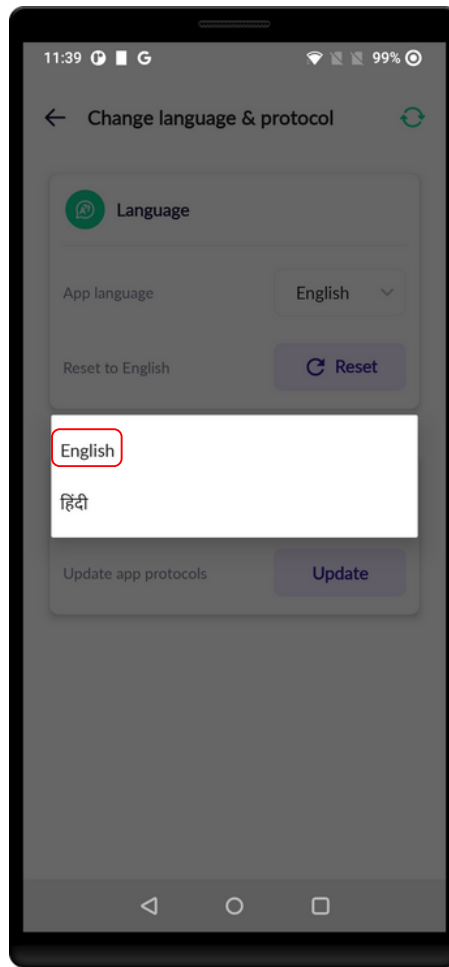Step 6 - Click on the Save button to save the new password

CHANGE LANGUAGE

Step 1 - Click on the three Hyphen.
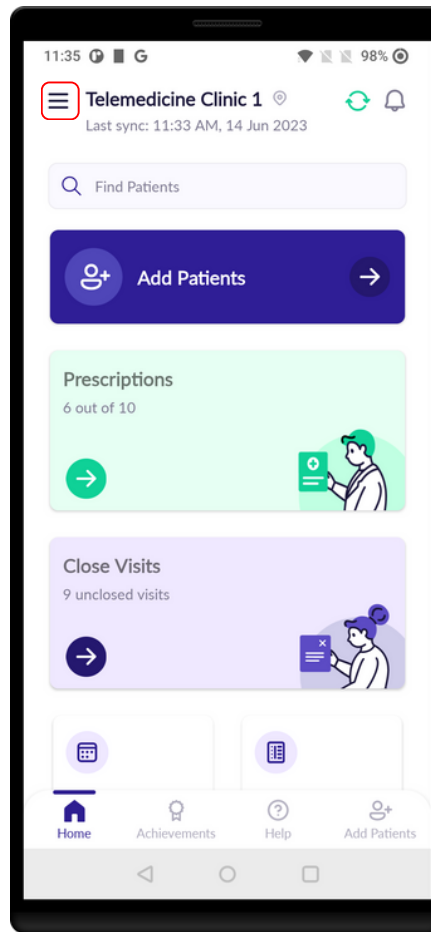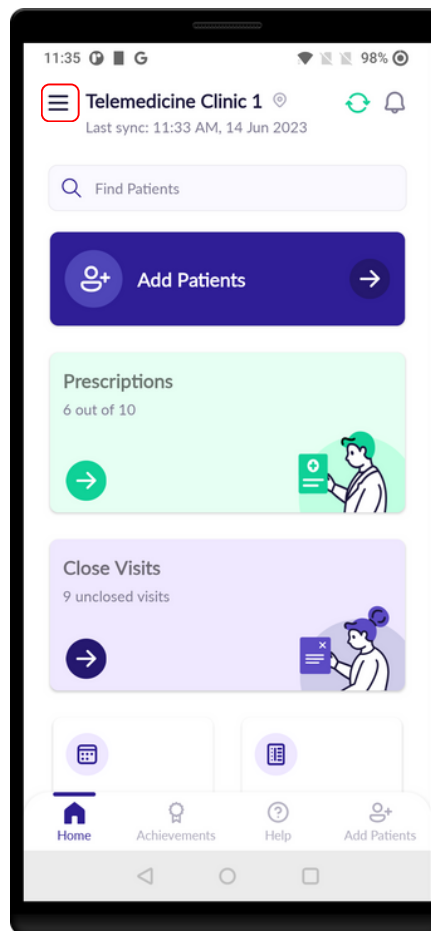

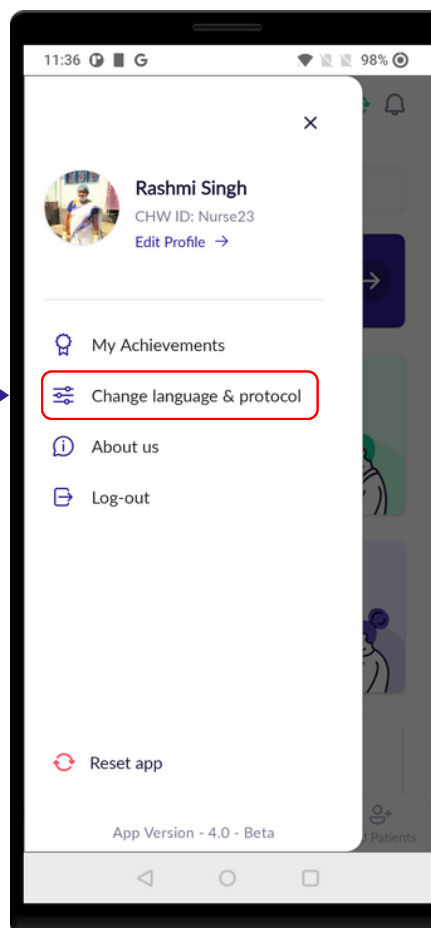**Step 2 - Click on the Change languages & protocol**
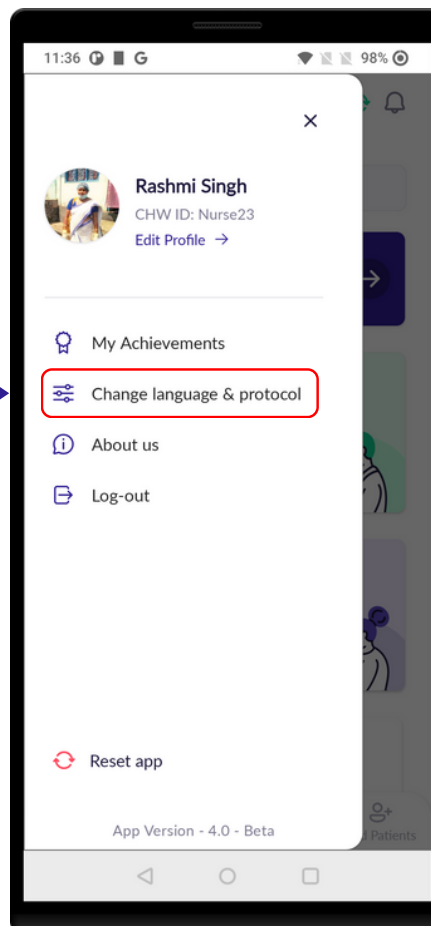
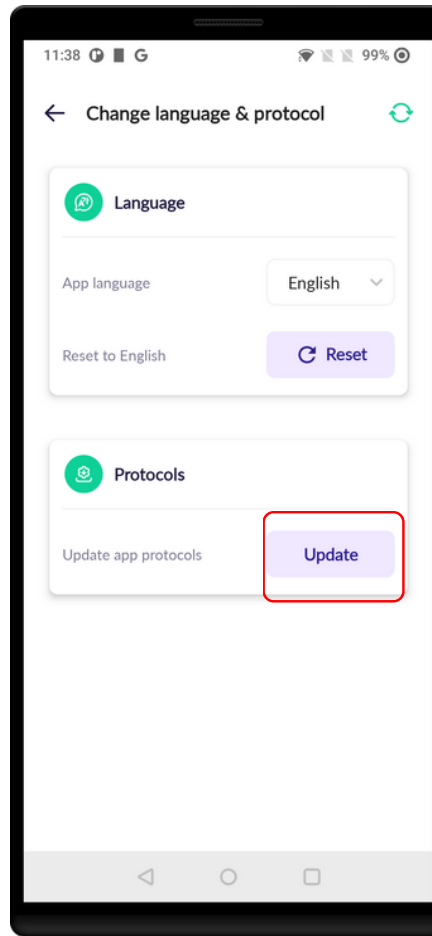# CHANGE LANGUAGE

Step 3 - Select App language

CHANGE PROTOCOL

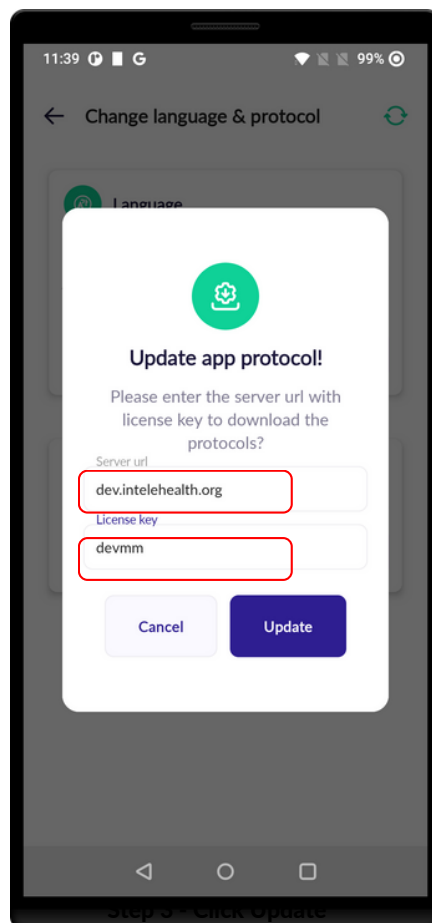**Step 1 - Click on the three Hyphen.**

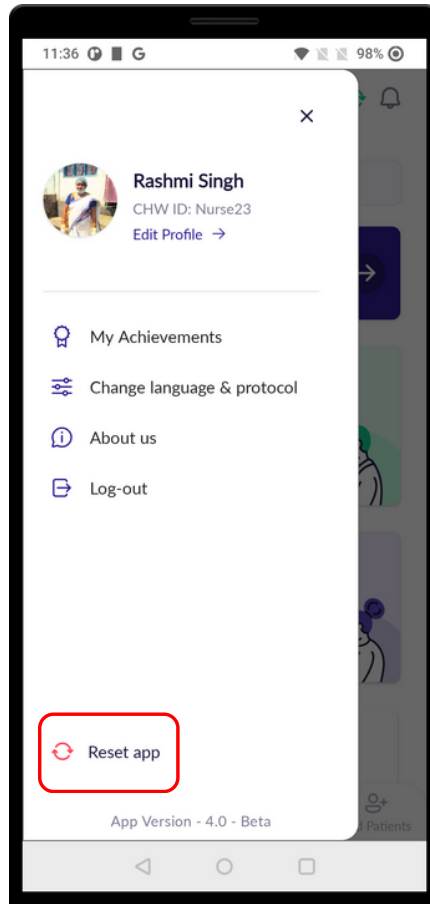**Step 2 - Click on the Change languages & protocol**
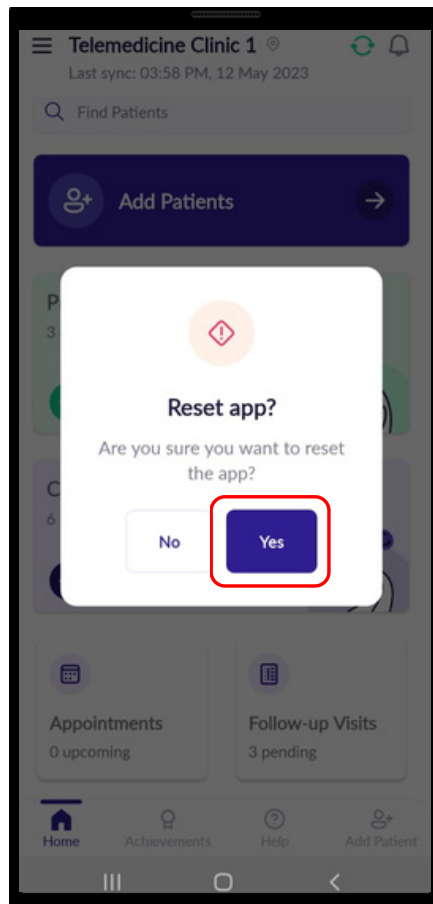
CHANGE PROTOCOL

Step 3 - Click Update

Step 4 - Enter the Server Url & license key.

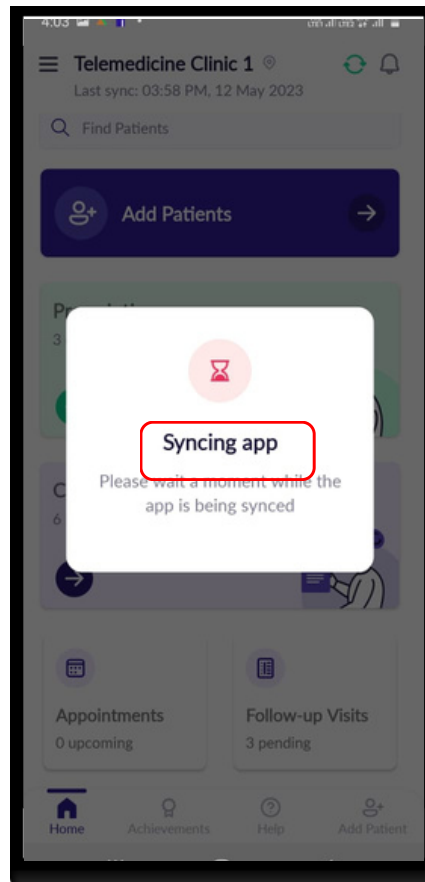Step 5 - Click Update to update the app protocol
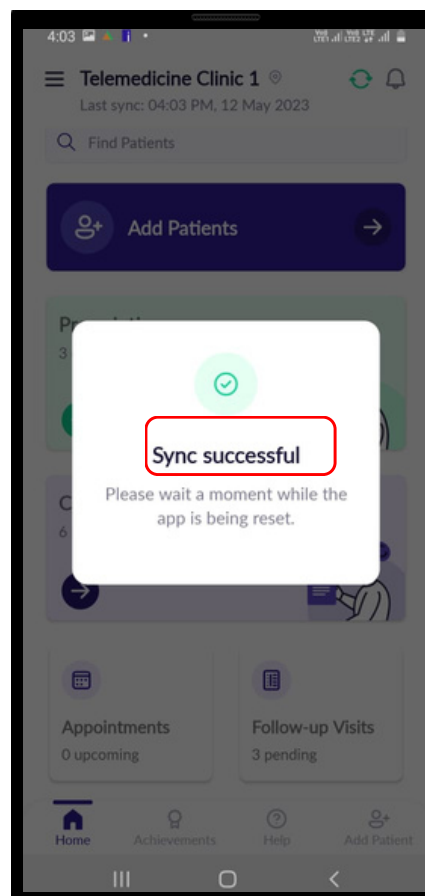
APP RESET

Step 1 - Click on the Reset app.

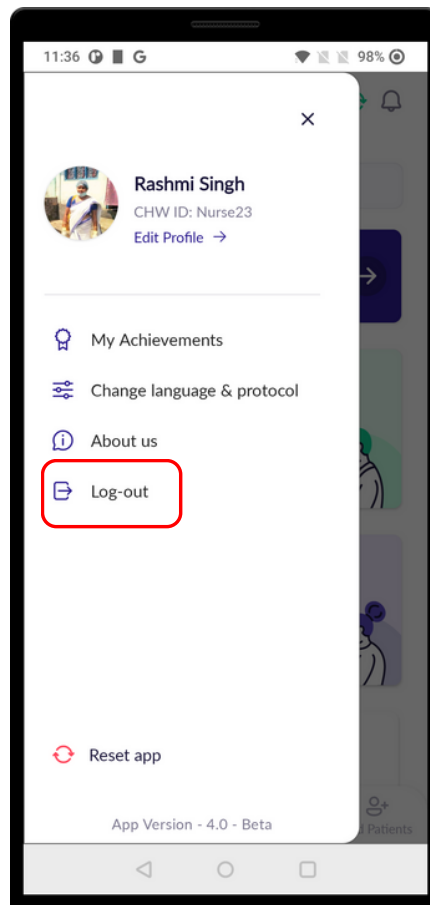Step 2 - Are you sure want to reset app ? if okay click on the Yes.

APP RESET

Step 3 - App is syncing

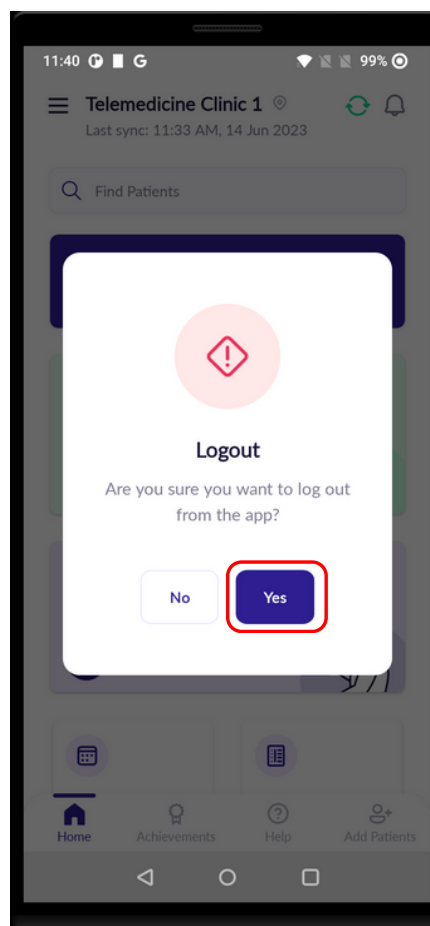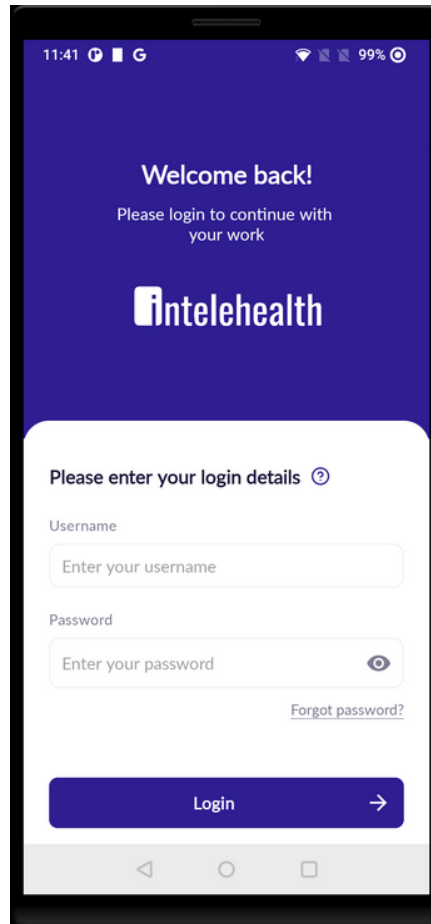Step 4 - Sync Successful .
app is being reset.

LOG OUT

Step 1 - Click on the log out button

Step 1 - Click on the log out button

LOG OUT

END