

Instructions & Frequently Asked Questions

Everything you need to get started with your Brigade Connect device.

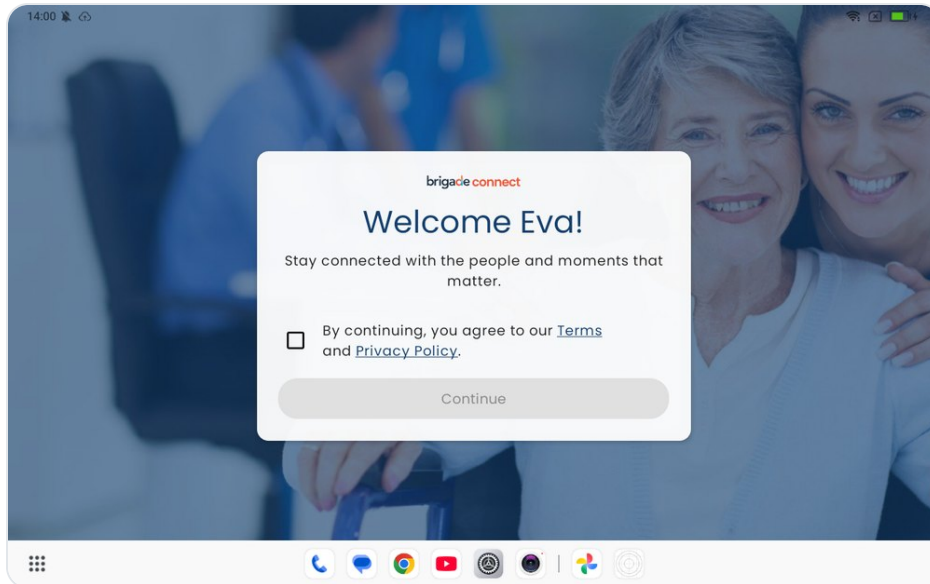
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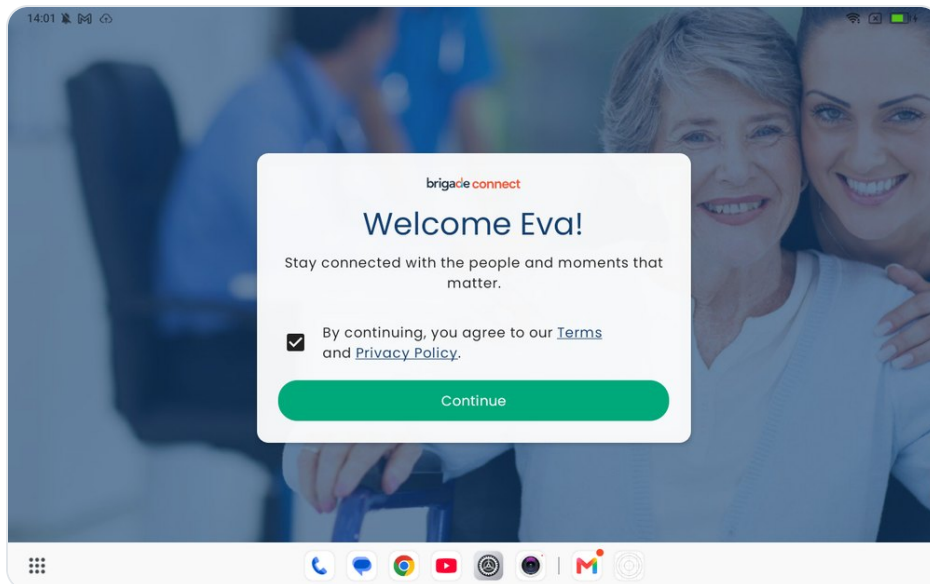
1

I just received my device! How do I turn it on?

Great! We're so excited for you to begin to utilize the Brigade Connect. To turn it on, simply unwrap the device and plug it into a power outlet. You should begin to see it power on within a few minutes; you will know this has been completed successfully when you see the home screen, which looks like this:



You can review the Terms and Privacy Policy on this page. Upon your acceptance of the Terms and Privacy Policy, you may click continue and navigate to the Home screen of the application.

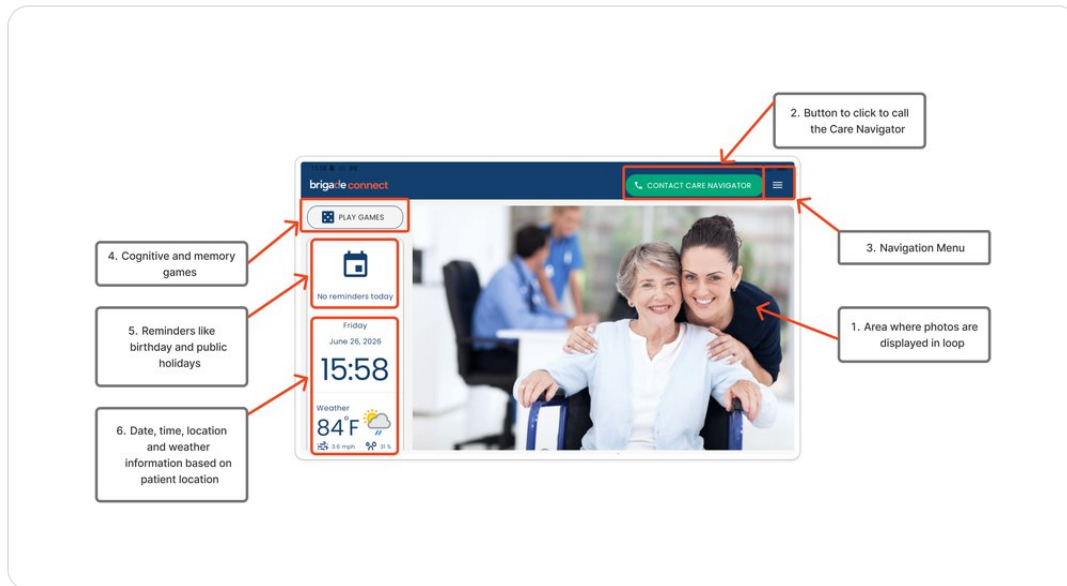


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Home Screen Navigation

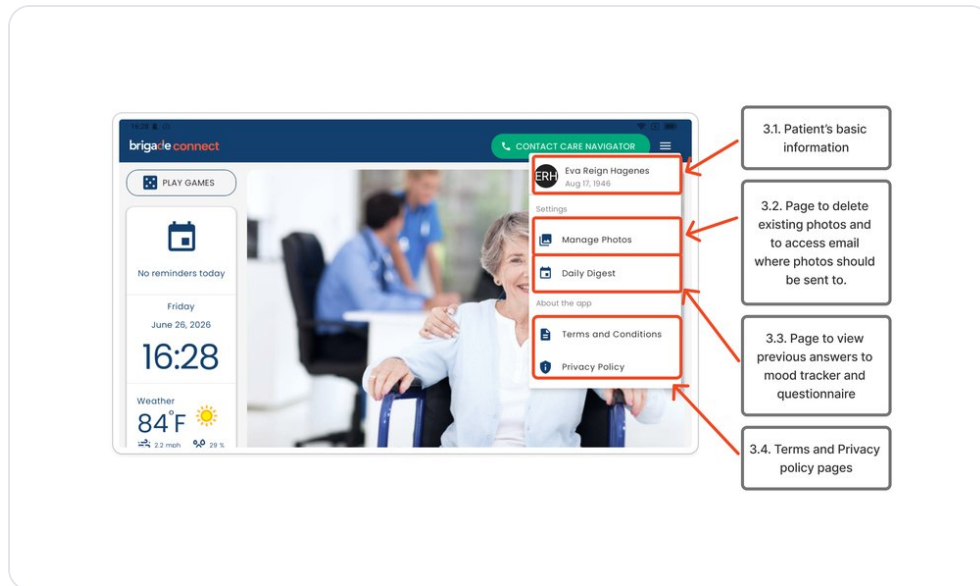
On the home screen, there are 6 primary functions:

- 1 Main Photo frame area where photos are displayed in a loop with 2 minutes interval
- 2 Button to click and contact the care navigator directly from the app
- 3 Navigation menu
- 4 Page where patients can play cognitive and memory games
- 5 Reminders like birthday and public holidays
- 6 Date, time, location and weather information tailored to patient location



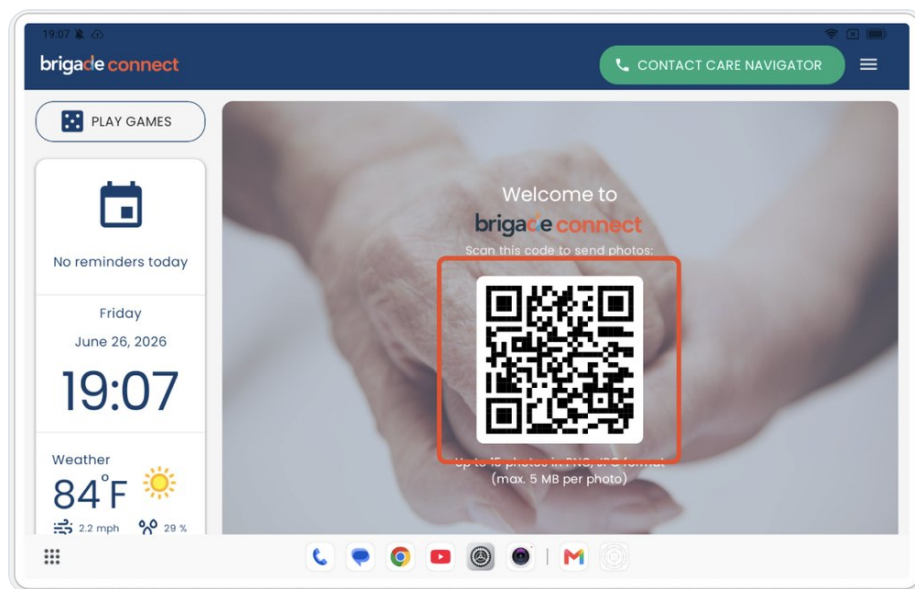
From the Navigation Menu you can access the following information and pages:

- View your basic information
- Manage the photos in the loop by deleting them or by viewing the email to which the photos should be sent
- Daily digest page where all answers to mood tracker and daily questionnaire are stored
- Access to Terms and Privacy Policy



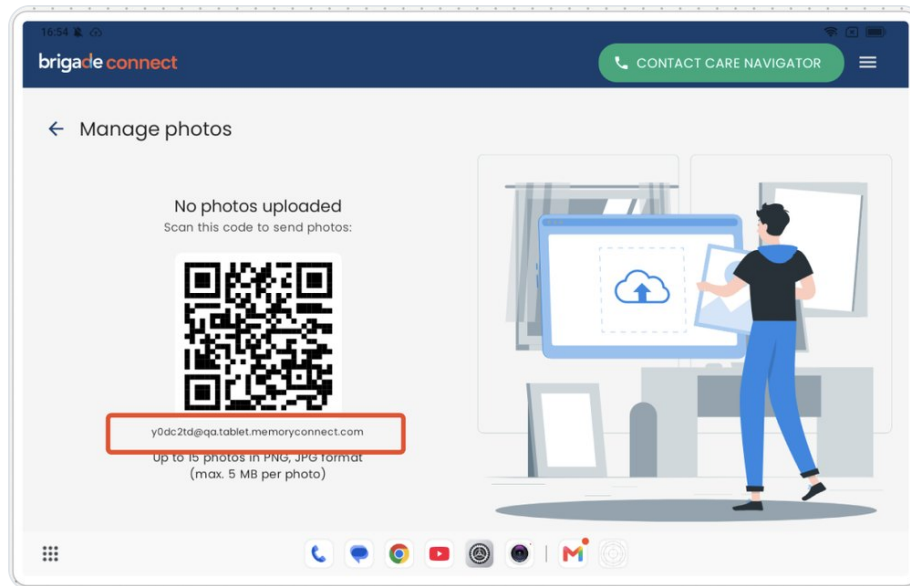
3 How do I add a photo?

With a Smart Phone: To add a photo to the Photo Frame for the first time, scan the QR code that is in the middle of the Home Screen with the camera application and click on the link it provides.



After clicking this list, your email application will pop up with the “send to” field prefilled. You can then upload any photos you like to that e-mail and send them directly to your device. The photos will appear on the Photo Frame within 5 minutes.

With an Email: Alternatively, you can open the “Manage Photos” page from the Navigation menu in the top right corner and you will see the email to which you can send the photos.



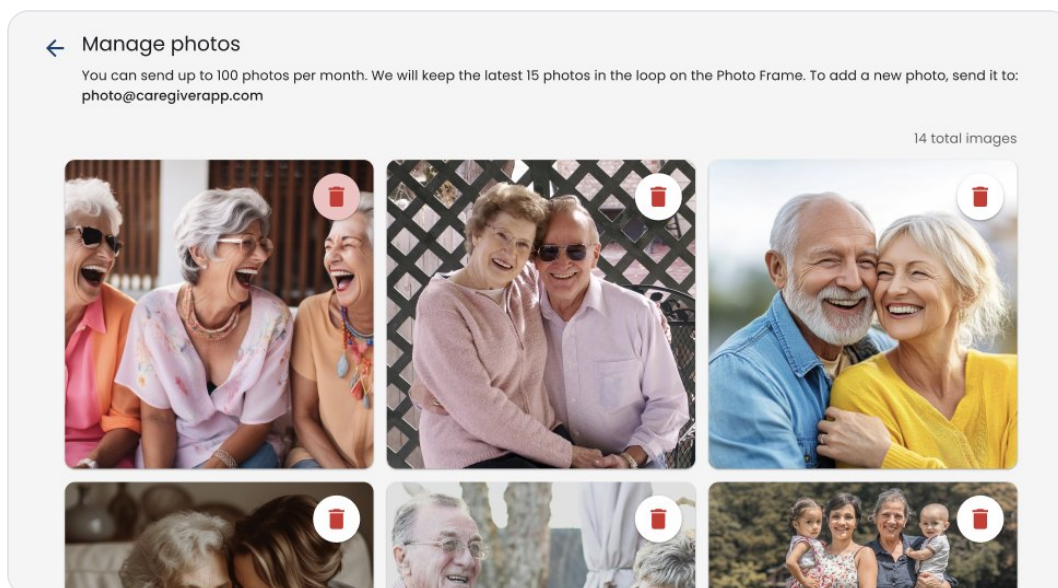
Please note that the Photo Frame displays the 15 most recent images.

4 Help! I don't see the photos I have sent!

Typically it will take about 5 minutes to upload the images you have sent to the Photo Frame. If the photos continue to not appear after 5 to 10 minutes, if it doesn't, please contact our support at: care@brigadehealth.com

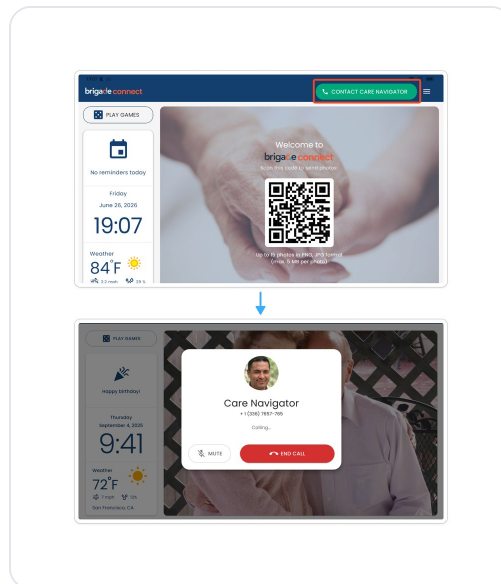
5 How do I remove a photo from the display?

You can manage the photos to be displayed directly from the device. You can open "Manage Photos" page from the Navigation menu in the top right corner and you will see all the images you have uploaded before. You can click on the red trashcan to remove any of them.

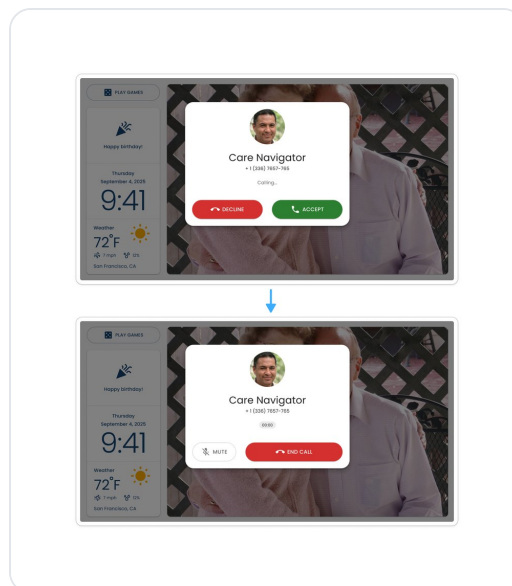


6 How do I contact my care navigator?

You can click on the “Contact Care Navigator” green button in the top right corner and it will dial to your care navigator immediately! Call us anytime with questions or comments – we love to chat. These are audio calls, so you will hear us, but not see us during these calls.



Similarly, you can also get calls from your care navigator within the app. To answer an incoming call, you will click on “Accept” button.



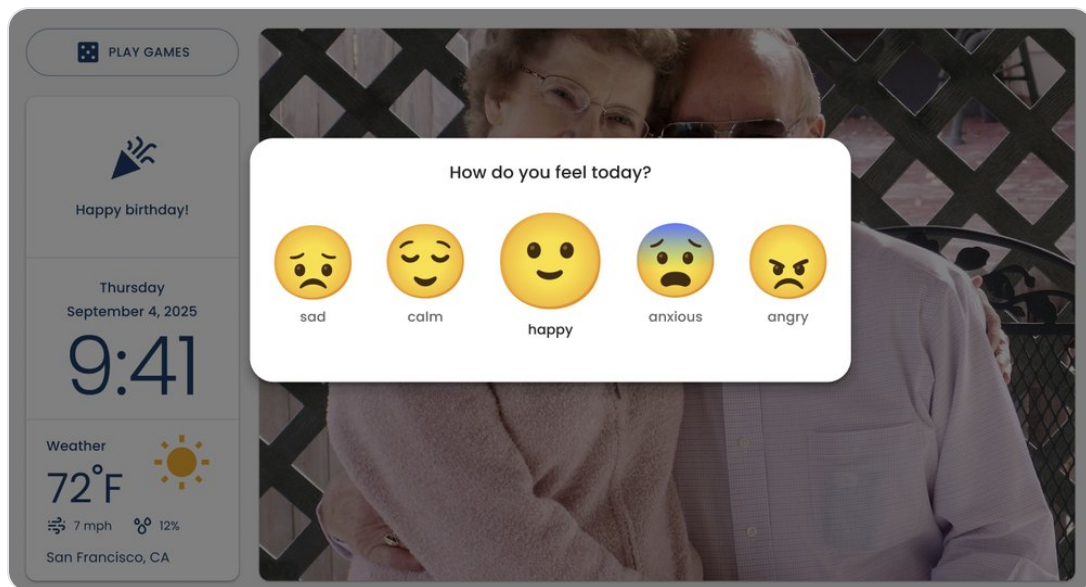
7 How do I access the games?

To access and play the games, you can click on the “Play Games” button in the top left, and it will open a page with 10 cognitive stimulation and memory games for you to play. Please note that some games require a portrait view (holding the tablet vertically), and some require a landscape view (holding the tablet horizontally).



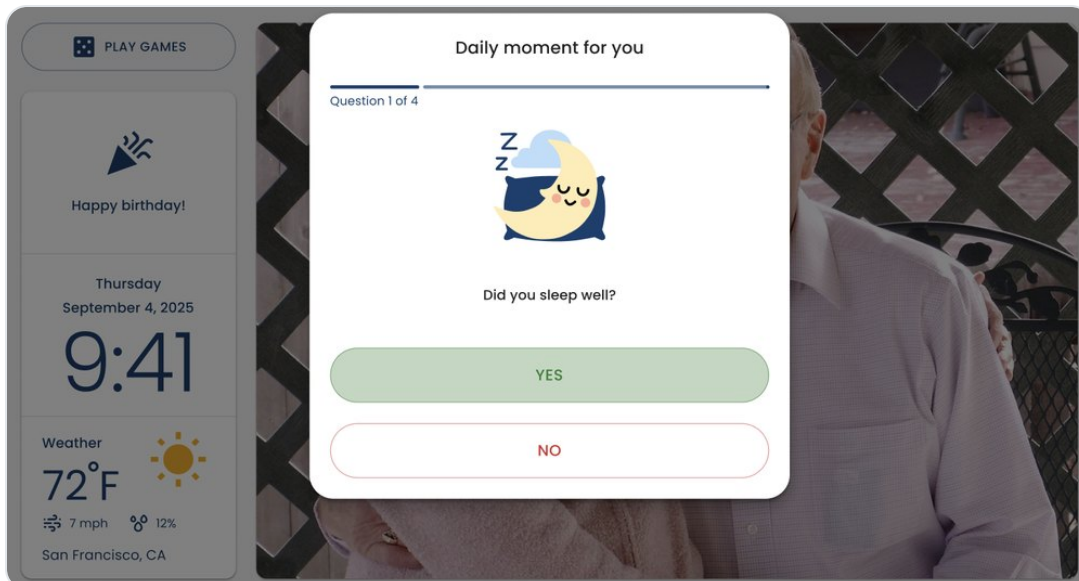
8 How does the mood tracker work?

Every day starting from 2pm local time, a question will pop up for you to respond to on the Photo Frame about your mood. Your response will be collected within a few seconds of your response. Once answered, the mood tracker won't pop up again the same day. However, if you have missed this pop-up or have not answered, it will remind you again after 2 hours.



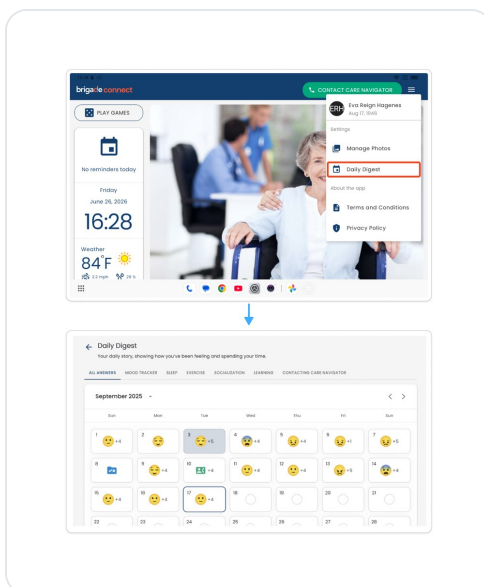
9 Why am I asked the same questions every day?

At 4:30pm local time, a series of quick questions will appear for you to answer. Every day we ask you the same questions to track your well-being. This allows us to track trends and offer you the right support as needed, so it's important that you keep answering them – it takes just a few seconds. As with the mood tracker, if responses are not provided, the questions will re-appear every two hours until 10:30pm local time.



10 How can I view my past responses to the mood tracker and questionnaire?

From the Navigation menu on the top right corner, you can access the "Daily Digest" page. You will find all answers to the mood tracker, questionnaire, and your call history on this page. By clicking on any of the icons in the calendar, you can see the details pertaining to responses and activity from that day.



← Daily Overview

September 3, 2025 • Tuesday

Mood of the Day

Marked at 2:35 PM

 **Calm**
Moments marked by balance and ease.

Call to Care Navigator

 **No calls this day**
There were no conversations with the Care Navigator.

Questionnaire

Marked at 5:15 PM

 Did you sleep well last night?

✓ Yes

 Did you exercise today?

✗ No

 Did you connect with your friends, relatives or loved ones today?

✓ Yes

 Did you learn anything new today?

✓ Yes

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All other help-related questions or needs.

Please contact our support team at care@brigadehealth.com.