

## Table of Contents

<b>Table of Contents .....</b>	<b>1</b>
<b>Welcome!.....</b>	<b>2</b>
<b>Setup Process .....</b>	<b>2</b>
<b>Biostrap Unboxing.....</b>	<b>2</b>
What's inside the box?.....	2
<b>Download the Biostrap App .....</b>	<b>2</b>
<b>Create your Biostrap profile and pair your Evo .....</b>	<b>2</b>
Apple Health .....	3
<b>Link Biostrap Profile to betweenMD Account .....</b>	<b>3</b>
<b>First Charge .....</b>	<b>4</b>
<b>How to Wear Biostrap &amp; Record Sleep.....</b>	<b>5</b>
How to wear the Biostrap Evo correctly.....	5
Record your sleep.....	5
<b>How to Access the Biostrap/betweenMD Web Dashboard.....</b>	<b>6</b>
<b>Support .....</b>	<b>6</b>
<b>*Optional: Product Registration .....</b>	<b>6</b>

## Welcome!

Congratulations on receiving your Biostrap/**betweenMD SleepOS™ Insight** onboarding package!

The **betweenMD SleepOS™ Insight** system combines both quantitatively and qualitative information on sleep and stress to assist you in improving your health and wellness.

## Setup Process

### Biostrap Unboxing

#### What's inside the box?

In the box you will find a black flexible band with the sensor already inside. You will also get a charger block, a three-foot USB cable and a link to this quick start guide.

- EVO Biosensor
- Black Pin-Clasp Wristband
- Single Slot Charger
- 1m /39" USB Cable

### Download the Biostrap App

For your type of smart phone and follow installation instructions:

- [Biostrap/betweenMD App](#)
  - ◆ [Apple App Store](#)



### Create your Biostrap profile and pair your Evo

Once the Biostrap app has been downloaded, open the app and select “create an account”.

# SleepOS™ Insight Onboarding Instructions

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*Ensure your Biostrap band is close by and has been charged at least 20 minutes.*

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Chose the “Biometric set”, enter your full name, email address and desired password. Next are a few questions designed to assist in accurately analyzing your data to help you reach your goals.

Follow the instructions and answer the questions on the screen.

When you are all done select “Create Account” and then click “Agree And Continue” to the privacy policy and terms of service.

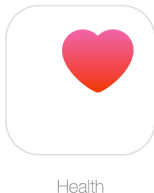
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*Note that all this information is kept completely confidential.*

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## Apple Health

On an Apple iPhone you will be presented with



“Do you want to share your Biostrap data with the Apple Health app?”

Make sure you allow all read & write access to your Apple Health account. This is perfectly secure and allow you to view summarized information from Biostrap as well as other health & wellness devices you might have connected to Apple Health.

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*Note that Apple is committed to your privacy and all information is kept confidential.*

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Make sure your phone’s Bluetooth is turned on and let’s pair your device. Select “Locate nearby devices” and wait as your phone locates your Biostrap device. When the pairing is complete you will see “Device Added”. Please click “OK”. The Biostrap sensor will blink a few times to confirm the pairing.

## Link Biostrap Profile to betweenMD Account

To set up your **betweenMD** account, please send **your full name** and **email address** that you used to set up your Biostrap account to [joindashboard@betweenmd.com](mailto:joindashboard@betweenmd.com). This will allow **betweenMD** to access your data for analysis and reporting.



### How to Wear Biostrap & Record Sleep

#### How to wear the Biostrap Evo correctly

To be able to get reliable data measurements from your wrist, make sure that you wear the Biostrap wrist-worn device correctly:

- Wear your Biostrap wrist-worn device on top of your wrist, at least a finger's width up from the wrist bone. For best results, the back of your device should be in contact with your skin for features like heart rate tracking.
- Make sure that your band isn't too tight. Wear it loose enough that it can move back and forth on your wrist.
- Take off your device on a regular basis to let your skin breathe. If you experience any discomfort or irritation, loosen the band, and if it persists give your wrist a break by taking it off for an extended time or using it on your other wrist.
- Clean your band regularly with a soap-free cleanser (like Cetaphil) or an alcohol swab. If your device gets wet or sweaty, remove and dry it completely.

#### Record your sleep

Make sure your wristband is at least 50% charged before you go to bed. The Biostrap can detect you falling asleep and waking up automatically –***This is the preferred method.***

*However, you can also start and stop it manually. To record your sleep manually, select "Record" at the bottom of the main dashboard, then select "Record" under Sleep. Upon waking up, open the Biostrap app, tap on "Record" at the bottom, and tap the pink stop button at the top right corner.*

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*Note that if your Sleep Score does not appear for a particular day despite doing everything correctly, please contact **betweenMD** support at [support@betweenmd.com](mailto:support@betweenmd.com) to receive instructions how to easily recalculate your Sleep Score.*

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Open your Biostrap/**betweenMD** app on your phone. It does not need to be running in the foreground but if it is open in the background, it will sync your data periodically while you sleep, as long as your phone is within ten feet of your bed. This will greatly reduce the time to see your sleep results after you awaken.

As soon as you awaken, please open/bring the Biostrap/**betweenMD** app to the foreground on your phone. Then scroll to the bottom of the screen and tap on the **betweenMD** logo to take the brief daily assessment, even if your results have not been calculated at the time. This step is essential to allowing us to accurately process and correlate your data.

Please use the **Personal ID** that was sent you by **betweenMD** in the **ID** field in the assessment.

## User Onboarding Instructions

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Meanwhile after your data has completely synced, it will begin processing in the cloud and once processing is done, it will generate your Sleep Score.

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*Note that you will not see a Recovery Score until after 5 nights of data collection.*

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Now take off your wristband and let it complete syncing with your phone if necessary. Leave your phone next to your device while syncing — this is an ideal time to charge your Biostrap.

## How to Access the Biostrap/betweenMD Web Dashboard

To access your Biostrap/**betweenMD** account on the web please go to <https://app.biostrap.com/login> and enter the credentials you used to create your account.

## Support

Users may contact us for technical support or your organization for health/wellness-related support:

- Technical Support - **betweenMD**: [support@betweenMD.freshdesk.com](mailto:support@betweenMD.freshdesk.com)
  - One Business Day Response
- Organization Support – Please see your specific organization page on the **betweenMD** website for details.

## \*Optional: Product Registration

- Biostrap Evo
  - ◆ Register the Product: <https://biostrap.com/getting-started/>