

For Private Individuals:

- How can I find a nutritionist or doctor specializing in Crohn's Disease? Is there a list of contacts for this?

You can find a ModuLife™ expert in your area by visiting <https://mymodulife.com/find-a-provider/>.

- Is it possible to access the recipes without using the app?

You can access a preview of 10 recipes here. However, to get full access to the remainder of the recipes you need to be registered on the app. Registration requires an invitation from a healthcare provider certified as a ModuLifexpert.

- Did not receive an invitation link to the app.

For patient safety reasons, access to the app is granted by the overseeing healthcare provider directly. This is to ensure that patients using the ModuLife™ app have the appropriate clinical oversight. Please follow up with your healthcare provider to request an invitation link to register for the app.

- Account is inactive, login error message says "Access expired or forbidden."

For assistance with your account, please contact support@mymodulife.com.

For HCPs (Healthcare Professionals):

- How can I get the training materials?

The ModuLife™ expert training can be accessed at <https://modulifexpert.com/Register.aspx>

- How can I access a refresher session or Q&A?

When login on to mymodulifexpert.com, under the webcast tab you can view symposiums and recorded Q&A.

- Registered for the expert training successfully, but cannot log in.

Please reach out to support@modulifexpert.com for assistance.

- The "Become a Provider" button is not displayed after completing the modules.

Please reach out to support@modulifexpert.com for assistance.

- Completed all three modules in the training platform/live training, but registration as a provider is not possible or did not receive a registration link.

Please click the "Become a Provider" button on the home page of the export training platform at modulifexpert.com to initiate the registration process.

- Completed the training but did not receive a certificate.

You can download a copy of your certificate from the home page of the ModuLife™ expert training platform at modulifexpert.com.

- The HCP only sees the platform in English, where can the language be changed?

Please reach out to support@mymodulife.com for assistance.

- How can I list myself as an expert (after the initial registration)?

Please submit this form to be added to the expert locator:

<https://form.jotform.com/223213155074143>

- How do I invite patients to the app?

Log into your HCP account on the ModuLife™ patient support platform website at access.mymodulife.com and navigate to the My Patients tab. Near the top right corner of the page you will see a blue button that reads ADD PATIENT. Click to begin the brief account creation process. You will be asked to enter some basic patient information, such as name, email address and phone number. Once you have completed filling in the demographic information, click Step 2 – Select Package at the bottom right of the page. Click to select the ModuLife™ Flat Access package, then click the Create Patient button at the bottom of the page. This will trigger an invitation email to be sent to the patient. Please be sure to let your patient know they will need to click through the registration email to create their account on the Modulife app.

- What content is shown in the app, and what do I, as an HCP, see?

On the ModuLife™ app patients can access a vast suite of educational resources to help them navigate the CDED diet, including recipes compliant with all stages of the diet, daily meal plans, diet guidelines and tip sheets, and a variety of classes and cooking demonstrations.

As an HCP, you can view all of the educational content available to patients from your HCP account on the ModuLife™ patient support platform website at access.mymodulife.com under the Diet Info & Recipes tab.

- I am an HCP and registered as an expert but cannot log in to the app.

Your HCP account can only be accessed on the web at access.mymodulife.com. The enhanced functionality for HCPs, including the ability to add and monitor patient progress, can only be supported on the web platform.

If you would like to access the app from a patient view you can create a test patient account, or reach out to support@mymodulife.com for assistance.

- What benefits does the app offer to patients, what can I see as a nutritionist, and how does this help me in counseling?

On the ModuLife™ app patients can access a vast suite of educational tools and resources to help them navigate the CDED diet. This includes:

- Hundreds of recipes compliant with all stages of the diet
- Daily meal plans
- Phase guidelines and other tip sheets
- 24/7 messaging with the ModuLife™ nutrition team
- Built in tracking tools to chart adherence to the diet

As an HCP, you have full visibility of all patient activity on the app, including what content they are viewing, what questions they are asking, and what they are tracking, all of which can help guide and inform your counseling.

- What does the "Select Package" field mean when adding patients?

This step in the account creation process assigns the patient to a specific level of access to the application. There is only one package to choose from – ModuLife™ Flat Access.

- Does the HCP receive a notification if the app link was successfully sent to patients?

As soon as the registration email is sent, a confirmation message will pop up in the system. We encourage you to follow-up with patients to ensure that the email was received on their end, as it can sometimes be diverted to a spam or junk mail folder. The registration email comes from support@mymodulife.com.