LifeQ COVID-19 App | Frequently Asked Questions

(used in conjunction with the VeoSens App)

Getting Started

How do I sync data to my LifeQ COVID-19 App?

The LifeQ COVID-19 App must be used in conjunction with the VeoSens Health Management App. Syncing data through your VeoSens App makes it available to the LifeQ COVID-19 App.

My VeoSens App is not syncing.

Ensure that your phone's bluetooth is turned on and that the watch is connected to the Samsung Galaxy Wearable/Watch mobile application. Although the VeoSens App does sync in the background while it is open, you can trigger a manual sync by swiping down on the scores.

Important note: The VeoSens App can only sync in the background if the app is open on your smartphone. Closing the app in the background prevents data from being synced

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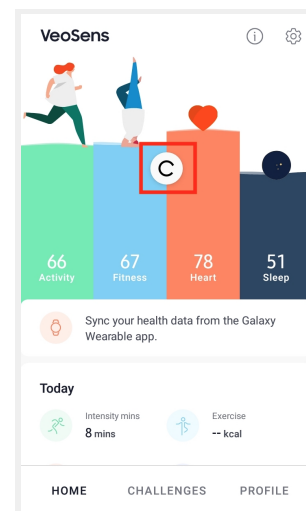
My LifeQ COVID-19 App says nothing but "Calculating".

The LifeQ COVID-19 App needs at least three (3) days of data (including sleep data) to establish a physiological baseline for you. Please keep uploading data through the VeoSens App.

Even though I have been uploading data, I don't have any results in my LifeQ COVID-19 App.

It is important to wear your watch while sleeping, since many of our measurements and data sampling occurs during periods of rest. Please wear your watch when going to bed, ensuring you have at least three (3) nights' sleep uploaded and reflecting in your VeoSens App.

I receive a "Something went wrong, please try again" error message when submitting a questionnaire.

If you are using a desktop computer to interface with the LifeQ COVID-19 App in your browser and have an ad blocker installed, please disable your ad blocker, or whitelist the LifeQ COVID-19 App. Some ad blockers flag the URL as a pop-up, rendering your survey content as inadmissible.

I synced data this morning, and received two email notifications of a change in baseline.

The LifeQ COVID-19 App processes data as it gets uploaded via VeoSens. Under certain conditions, it is possible for an update to occur to partially uploaded data (eg. sleep data may be uploaded, processed and sleep metrics output, but then more sleep data arrives). In such a case, an additional notification for a change in baseline may be triggered. This behaviour is currently an edge case that we are looking to address.

I synced the weekend's data this morning, and received an email notification of a change in baseline on Saturday, however the LifeQ COVID-19 App says I'm healthy today.

During a bulk upload, the system will trigger notification emails for all events that occurred since your last sync, however the LifeQ COVID-19 App will always display your screening status based on the most recently processed data. You can ignore any outdated email notifications.

What is "pre-infection risk"?

Your pre-infection risk is an indication of how likely you are to get seriously ill if you were to develop COVID-19. It is made up out of three components:

- Your basic profile (age, height, weight, and gender)
- Your health profile, which takes lifestyle considerations such as smoking status, medical conditions, etc. into account.
- Physiological measurements based on your wearable data.

My "pre-infection risk" is "High" even though I haven't been notified of any changes in my baseline readings or reported feeling any symptoms.

Your pre-infection risk is an indication of how likely you are to get seriously ill if you were to develop COVID-19 and it is not influenced by your screening status or symptoms feedback.

My "pre-infection risk" changed after a couple of days. Why?

The pre-infection risk output is made up of both a slow changing and a more dynamic component. The slow changing component is based on your basic biometrics (age, gender, height and weight) as well as your health profile, whereas the dynamic component also takes your physiological data collected from the watch into account. The dynamic physiological component may take up to 2 weeks to calculate and therefore your pre-infection risk score may update after a period of data collection.

What does my screening status mean?

Your screening status is determined by combining your physiological data collected from your watch and any feedback you provide through the app to give an indication of your current health status. Depending on your physiological data and questionnaire submissions, your screening status could be one or a combination of the following:

Screening status	What it means:
Calculating	We do not have enough data to determine your healthy baseline. Please keep wearing your device, especially during sleep, and upload regularly to build your baseline.
No Data	We don't have data for you today and therefore cannot provide an up-to-date screening status. Please keep wearing your device, especially during sleep, and remember to upload regularly.
Healthy	Based on your physiological data and the feedback you provided, you appear to be in good health.
Change detected (feedback required)	We have detected a change in your physiological baseline and require feedback from you.
Change in baseline	We see a change in your data that suggests you may be getting ill.
Persistent change in baseline	We see a persistent change in your data that suggests you may be getting ill.
At risk due to exposure	You have self-reported recent exposure to someone with COVID-19. Please be cautious and closely monitor any feedback from the app. Be on the lookout for any symptoms that may present themselves and self-isolate for the next 48 hours if you are able to do so.
At risk due to indirect exposure	You have been in recent contact with someone who has confirmed they have had direct exposure to a third party with COVID-19. If your contact goes for a COVID test, please report your contact's test results on the "Test result of Contact" button. Please be cautious and closely monitor any feedback from the app. Be on the lookout for any symptoms that may present themselves within the next 48 hours.

Sick (unknown)	You have reported symptoms, but have not been tested for COVID-19. It is possible that you may have contracted COVID-19 or another infection. Please closely monitor any feedback from the app and self-isolate if you are able to do so.
Sick (COVID)	You have reported a positive test result for COVID-19. Please follow the advice from your medical professional carefully and self-isolate. If you feel up to it, please keep wearing your device for continuous monitoring.
Sick (Not COVID)	You have reported symptoms, and a negative test result for COVID-19. Please remember to report recovery in the app when you have made a full recovery.

The LifeQ COVID-19 App keeps saying I'm sick.

If you have reported any symptoms the COVID-19 App will classify you as "Sick". Once you are recovered, you will need to report recovery by clicking "Report Recovery" on the homepage of the App. This will move you back to a "Healthy" screening status.

I have symptoms, but they are related to a known chronic condition (ie. asthma) - should I still report my symptoms?

Yes. If you know that your symptoms are related to a condition such as asthma, hayfever or migraines, the COVID-19 App provides the option to indicate this. Once you have selected your symptoms from the list, you will be asked if any of these symptoms are chronic. Symptoms related to a chronic condition will not be taken into account when generating your screening status.

Why am I getting symptom check in emails when the COVID-19 App says I'm healthy.

You will only receive symptom check in emails when you report direct exposure to someone with COVID-19. You will be placed in an "At risk due to exposure" screening status but may move to "Healthy" after a few days, given that you have a healthy baseline measured with your wearable and no reported symptoms. Even while in a "Healthy" screening status, we will still send you symptom check in emails to remind you to keep an eye out for symptoms within the 14 day period after being exposed.

I had an COVID-19 antibody test and entered a positive result into the COVID-19 App, but my screening status still says I am healthy.

Antibody testing determines whether you had COVID-19 in the past and now have antibodies against the virus. You could have contracted COVID-19, but not developed antibodies yet and therefore test negative.

On the other hand, testing positive does not mean that you currently have COVID-19. We therefore don't consider antibody test results when calculating your in-app screening status.

I reported indirect exposure in the COVID-19 App, but my contact is not getting a COVID-19 test. What should I do?

If your contact is not getting a test result, remain cautious and look out for any symptoms within the next 48 hours.