



FAQ's for JOOL Users

JOOL is a one-of-a-kind health platform that focuses on Precision Well-being™ to improve personal **well-being** and better **health**.

The JOOL app uses a powerful correlation and prediction engine to provide JOOL users with a positive, individualized, and insight-driven path to self-discovery. We help guide individuals to identify and craft powerful life purposes and then strengthen supportive health behaviors to help them embody those purposes daily.

To assist you in your journey with JOOL, we've compiled a list of the most frequently asked questions we receive from JOOL users.

Need more support?

Please reach out to JOOL Health:

support@joolhealth.com

Thank you for your enthusiasm.

Enjoy your journey!

JOOL Basics

Q: Why should I use JOOL?

A: Every time you use JOOL, you'll receive personalized feedback to help you maximize your S.P.A.C.E. (Sleep, Presence, Activity, Creativity and Eating), energy and willpower, as well as two personal outcomes of your choosing. JOOL, gives you a suite of unique, effective tools to live a more consistently powerful life through purpose. By using JOOL, you can start making positive changes right away, so get started today.

Q: How does JOOL work?

A: JOOL collects, organizes, and analyzes the data you provide through charting. JOOL then identifies your individual patterns and gives you unique insights into the factors that most influence your behavior. After 15 days, JOOL also offers you accurate predictions for your energy, willpower, and personal outcomes that help you take charge of your life. Using JOOL is simple. Just keep charting, watch the demo videos when new tools open up, and focus on the changes you most want to make. The more you use JOOL, the better JOOL understands you and the more insightful its advice, and predictions will become.

Q: How do I get started?

A: It's easy! Just follow these simple steps:

- 1) Visit the website: www.joolapp.com/kellyservices You can do this with a mobile device, tablet, or computer.
- 2) Follow the instructions:

With a mobile device: First download the app and then click "Create Account"

With a computer or tablet: Click "Create Account". If you want to use your mobile, simply download the app.

The on-boarding process takes 5-10 minutes and consists of creating an account and password, identifying core values, crafting your life purpose, and answering a few health-related questions.. Then you'll be ready to go!

Q: How soon can I expect to see results and what will they be?

A: Results vary by individual based on motivational level, app use frequency, and predisposing health factors. However, on average we start to see improvements by day 10, with improvements progressing with continual use of the app.

JOOL helps individuals by:

- Improving energy and willpower
- Improving sleep, presence, activity, creativity, and eating behaviors
- Increasing resiliency and confidence
- Improving self-care and decision-making
- Promoting healthy, purpose-driven living

How to Use JOOL

Q: Do I have to have my purpose defined before I start using JOOL?

A: No, you don't. Crafting your life purpose is a unique opportunity for you to take an in-depth look into yourself. We recommend really taking the time to think about what's most meaningful for you and how you want to spend your time here on earth. If you're not ready to write your life purpose during initial on-boarding we've made it possible for you to complete it later. Just go to Purpose on the main Menu to craft or update your purpose statement. We actually recommend that users revisit their purpose statements after using JOOL for a period of time. Users tend to develop new insights about who they are and what they care about most -- and this can help them connect more deeply with their most authentic and meaningful life purpose.

Q: Do I have to chart every day?

A: Your JOOL experience deepens over time, so the more often you chart, the more data JOOL has to work with. Frequent and regular charting leads to better personal insights and more accurate forecasts. Miss a few days? No big deal. Pick up where you left off. The main thing is: keep charting as often as you can.

Q: When charting my day, how do I know where to set the slider?

A: JOOL collects subjective data because we're building a personal model of you, not a population model based on norms. Everyone's different. That's why we decided to use an interactive slider so you can determine your own scale based on your needs. The most important thing to remember, though, is to be consistent with how you chart, both in terms of how you use the slider and how you think about the JOOL well-being factor (ex. sleep could be viewed in terms of quality of sleep or hours slept).

Q: What kind of personal outcomes can I choose to track?

A: You can enter any two of your own personal outcomes to track. Either use one of the suggested templates or design your own customized outcome. Popular personal outcomes include: mood, relationships, stress, sports, and medical conditions like allergies and headaches.

Q: If I get a prediction of a low energy day, does that mean that I'm going to have a tough day no matter what I do?

A: Not at all. We see predictions of low energy or willpower as an effective way for you to better prepare yourself for the day ahead. We have tips based on your predictive model that will help you be ready to face the challenges of next day. It's like remembering to bring an umbrella with you when you know it's going to rain. This is a great way to put into practice the tips you're gaining through the Daily JOOL and start seeing some immediate results of your changing lifestyle.

Q: Will my employer be able to see my data?

A: Your employer will not have access to your personal information, they will only be able to view anonymized aggregate data from all JOOL users at your organization.

Q: Does it cost anything to use JOOL?

A: No, your employer is providing JOOL to you for free. The Apple App Store, as well Android Play Store, may ask for credit card information as part of their standard procedures, but you do not need to enter this information in order to download and use JOOL.

Q: Can I access JOOL on my laptop?

A: Yes, the complete web-version is now available. Both the phone and web versions are synced as well so you can easily switch from web-based (laptop/desktop) to mobile apps. All your data is automatically saved and updated. For tablets, we strongly recommend using the browser-based web version. Just point your browser to www.go.joolapp.com and login.

Q: Where can I learn more about JOOL?

A: Check out JOOL's "Library" section to view videos covering a wide range of topics, including purpose, energy and willpower and the JOOL tools. Further information is also available at www.joolapp.com/kellyservices