



MOVE!® Coach App Android

Frequently Asked Questions



U.S. Department of Veterans Affairs
Veterans Health Administration
Office of Connected Care

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Q: Why should I use the MOVE! Coach App?

A: MOVE! Coach is a Department of Veterans Affairs (VA) 19-week weight management mobile application (app) for Veterans. It combines self-management tools and information from VA's MOVE! Weight Management Program with guidance from the VA MOVE! team. With the convenient and easy-to-use MOVE! Coach App, you can track your progress with weight and exercise goals, as well as receive tailored feedback while learning to control relapse triggers and develop coping plans. You can also share your progress on social media and invite friends to participate in customized weight loss challenges.

Q: Do I need to be a Veteran to use the MOVE! Coach App?

A: No. MOVE! Coach is available for anyone! Although the content was created with Veterans in mind and considers common Veteran issues, anyone can benefit from the app's educational resources and tracking features. Although MOVE! Coach can be used by anyone; only Veteran participants will be able to connect with their MOVE! health care team. Access for everyone is supported because the VA supports families, Caregivers and additional Veteran support systems who may also be interested in weight management.

Q: What kind of information and features are in the MOVE! Coach App?

A: The app contains self-management guides; weight, diet and physical activity diaries; tools for setting goals and tracking progress; graphing, reporting and summarizing capabilities; as well as resources for overcoming barriers to achieving weight-loss goals.

Q: Will the information I enter be shared?

A: No. The information you add into the app is stored on your device and will not be shared. Only you can share your MOVE! Coach information.

Q: What are the self-management guides, and how do I use them?

A: The self-management guides provide you with focus areas for each of the 19 weeks of MOVE!. Participants complete one guide per week for the first three weeks then one guide every other week for eight more weeks. Each guide contains objectives, coursework outline, chapters with videos within each week's topic, a summary of the guide, a questionnaire to prepare you for the next week and related handouts with supplemental materials.

The first time you access this feature, you will see a blinking icon (blue key in a yellow circle). Tap the icon to proceed. You will be presented with four screens of important introductory information about the app and the use of self-management guides. After tapping Done at the end of those four pages, you will be taken to the list of 11 self-management guide topics. Guide 1 "Getting Started" will be open for you to begin (shown by > symbol). All other guides (2-11) will be locked as indicated by the lock icon after the guide title. You should complete the previous guide in order to unlock the next guide. Once you have completed all sections of a guide, a check-mark will appear after each item in the guide. All check-marks must be present in order to open the next guide. Once completed this will place a check-mark after the guide title on the main self-management guide list screen. After completing a guide, you can share a PDF of the answers and information you provided as you went through the guide. You will always be able to go back to any self-management guide you have completed.

MOVE! recommends completing the guides in order and over the allotted time (e.g., Guide 1 over one week, Guide 4 over two weeks). This time is needed for you to learn weight-management concepts, use the Weight, Physical Activity, and Diet Diaries, and build weight management skills in a progressive fashion. However, if you wish to unlock a guide sooner, you can 'tap and hold' or 'long press' on the guide to unlock it. **NOTE:** Unlocking a guide early will also turn off 'Guide Notifications.' To turn notifications back on, tap the options menu (three-vertical stacked dots in the upper right corner), tap **Settings**, and tap the circle next to Guide Notifications.

Q: How do I enter information about my weight?

A: Daily weight measurements are needed to track your progress in MOVE! Coach. Tap the + icon available on most screens within the app. **NOTE:** The screen defaults to the last entry category you used. If needed, tap the menu (three-line Hamburger icon in the lower right corner), and a fan menu will appear. Tap **Enter Weight**, then tap the blank **Enter Weight** field, and type your weight in pounds. Tap **Done** to save your entry.

Q: How do I enter information about what I have eaten?

A: Tap the **+** icon available on most screens within the app. The screen defaults to the last entry category you used. If needed tap the menu (three-line Hamburger icon in the lower right corner of the screen), and a fan menu will appear. Tap **Diet**, and tap whether you would like to add what you have eaten for either **Breakfast, Lunch, Dinner** or a **Snack**. Enter a food item either by searching from a list already provided in the app or entering a customized food or meal. When selecting a food item, you will need to add the portion size for your food entry. If you are customizing or adding a new food that isn't in the database, you will have the option to enter nutritional values and portion sizes. Always tap **Done** to save your entries. You also have the opportunity to record your hunger and mood with each meal and add the amount of **water** you drank during the day by tapping Water from the diet entry screen or the fan menu.

Q: How do I enter information about my physical activity?

A: Tap the **+** icon available on most screens within the app. The screen defaults to the last entry category you used. If needed, tap the menu (three-line Hamburger icon in the lower right corner of the screen), and a fan menu will appear. Tap **Physical Activity**, and enter your physical activity by searching from a list already provided in the app, customizing an activity or workout, selecting from activities that you most commonly do or entering the number of steps you have walked per day. You will need to designate the intensity of your activity; how long you did it; and whether the activity was aerobic, strength training, flexibility improvement or walking. Tap **Done** to save your entry.

Q: How do I access problem-solving resources, and what will I find?

A: Avoid setbacks, stay motivated and keep making progress by using resources that can help you overcome obstacles. Tap **How To Solve Problems** from the MOVE! Coach home screen. Tap one of the categories available to see helpful handouts that pertain to the topic you selected. You can also seek encouragement and support from a list of contacts you can create, trusted websites, call centers or your social media networks.

Q: How do I monitor my progress?

A: From the My Goals & Progress screen under the My Diaries section, you can review a diary of weight, physical activity and diet entries you have created. You also have the option to graph all of your diaries by tapping the graph icon in the bottom right corner of your diary.

Q: How can I set goals within the app?

A: Understanding your motivation, making your goals concrete in writing, setting check-in dates for reaching your goals and challenging your friends can help you stay on track and set achievable steps to success. From the My Goals & Progress screen under the My Goals section, tap whether you would like to set weight, physical activity or dietary goals. You will be asked to type your goals and set a check-in date for your progress. You can also challenge your friends to a weight, activity or diet challenge via social media.

Q: How do I graph my progress?

A: There is a basic graph on the MOVE! Coach home screen where you can see an overview of your weight, physical activity and diet in the date range you select. However, more details and graphing options are provided in the My Goals & Progress screen under the Graphs section. Tap **Weight Graph** to see a line graph of how your weight or Body Mass Index (BMI) has changed. Tap **Physical Activity Graph** to see a pie chart of the percent of time you spend on activities that pertain to flexibility, strength or aerobic exercises. Tap **Diet Graph** to see a bar graph of your food intake with your breakfast, lunch, dinner, snacks and water consumption with your total calorie count. You can change the date range of the data graphed by tapping the options menu (three-vertical stacked dots in the upper right corner), and tap **Graph**. Tap the circle next to the date range you would like to view: Day, Week, 1 Month, 3 Months, 6 Months, 1 Year, 2 Years or All. You can also tap the date box to the right of these options to view the dates in a calendar. Tap **Graph**, and the graph will update to match your date range. You also have the option of sharing a PDF of your graphs.

Q: How can I view summaries about my activities?

A: From the My Goals & Progress main screen, tap whether you would like to view summaries for your completed self-management guides, a graph of your energy balance or log of your steps. From the Steps Diary, you can tap the map icon to view a map of the total distance you have walked.

Q: How can I view reports about my entries?

A: From the My Goals & Progress main screen, tap whether you would like to view reports for weight, physical activity, diet, daily meals or nutrients. Select the duration or date range of the data you would like to view, and tap **Generate Graph**. A PDF with the details and a chart or graph of your report will be created.

Q: How do I share my results?

A: You can celebrate your progress on social media by tapping the share icon (three staggered dots attached to a less than symbol) on the top right corner of the MOVE! Coach home screen. A drop-down Sharing My Progress menu will appear. Tap **Facebook**, **Twitter** or **Other** (if you tap Other, a list of available apps on your device will appear, and tap the app you wish to post to). Write and post your message as you normally would. The MOVE! Coach App also allows you to share PDFs of your Self-Management Guides Summaries and Reports. On the PDF or graph you would like to share, tap the options menu (three-vertical stacked dots in the upper right corner), and tap **Share**. Tap the social media platform you wish to post to. Write and post your message as you normally would. **NOTE:** You must first link your existing social media profiles to your mobile device in order to use these features.

Q: Where can I find additional information about other available VA apps?

A: Additional information about other available VA apps can be found on mobile.va.gov/appstore as well as mobile.va.gov.

Q: What do I do if I need additional information or help?

A: Built into the app there is helpful guidance for MOVE! Coach features. Tap the ? question mark with a circle around it in the top right corner of the screen. Read over the available help information. More resources such as a User Manual, Quick Start Guide and an introductory Slideshow can be found on mobile.va.gov/appstore. Simply enter the app name into the search bar to access the resources.

If you need assistance with the MOVE! Coach App, dial 1-877-470-5947 to speak with a VA representative. The Help Desk is open weekdays from 7 a.m. to 7 p.m. CT. For TTY assistance, dial 711.