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General

Question: What is Noona?

Answer: Noona is a new secure app for patients of CancerCare Manitoba (CCMB). The app is designed to connect you with your Care Team. Features of Noona include symptom tracking, viewing your schedule, receiving education material, completing questionnaires and ongoing assessment through your journey with us.

Question: Why should I register for Noona?

Answer: Dealing with illness isn't easy, but the tools available in Noona can help you to take a more active role in your care. By using Noona to communicate symptoms, your care team can follow your progress and offer more personalized care. You will also receive important general announcements and the ability to sign up for webinars that are offered to patients and their families.

Question: Can I have a family member or friend assist me?

Answer: Yes. There are multiple options for your family/friend to assist you. When you set-up your Noona account you can review these options with your care team and decide on the best fit for you and your family/friend.

Question: What if I don't have access to Wi-Fi and/or I don't have a cell phone, computer, or tablet?

Answer: We will still enroll you in Noona and your care team will contact you to answer any questions that will be entered into Noona on your behalf. In the future if you do get a device, please let your care team know.

Question: I received an email from CCMB, but I am not a patient and/or I do not have a Noona account. What should I do?

Answer: Call the CCMB patient representative at 204-787-2065.

Question: Is my health information safe when using Noona?

Answer: Yes. Your information is part of your medical record and is protected by the same laws as the rest of the medical chart. Noona is a secure software and is currently used by

oncology clinics around the world. Only members of your care team, who have direct involvement in your care, will have access to review your information.

Question: Where do my responses and questions go? Who looks at this information?

Answer: Your responses and questions are sent to your Noona profile. Your care team will check Noona several times throughout the day and will be able to see when you ask a question, report a symptom, or respond to a questionnaire.

Question: I received an email and/or text message saying "Your care team at CancerCare Manitoba (CCMB) sent you a message". I cannot open this message and do not have a Noona account with CCMB. What should I do?

Answer: Contact your care team and advise that you do not have a Noona account but have received a message. Verify with your care team what your Noona account status is (Noona is an extension of your electronic chart). If your account status in Noona is "Username sent" or "Reminder sent" please request a new login link to activate your account. If you cannot participate in Noona, advise your care team of this so that they can update your Noona account accordingly.

If you are not a CCMB patient, or a family member or friend managing a Noona account on behalf of a CCMB patient call the CCMB patient representative at 204-787-2065.

Question: Will my scan and test results be available in Noona?

Answer: At this time results are not available in Noona. Please contact your care team to request results.

Registration

Question: I did not receive my invitation to Noona via email/SMS text message. What should I do?

Answer: Contact your care team and verify that we have your correct email address and/or cell phone number for your Noona account.

If you provided an email address, this is what is used to log in. If you did not, your log in email address will be your first name, period, last name, @noona.fi (e.g. sally.testpatient@noona.fi).

Question: I received my invitation link, but I am unable to log in. What should I do?

Answer: This may be a web browser issue. Below are some troubleshooting tips:

1. On your cell phone or tablet
   a) Check your default web browser and ensure Safari or Google Chrome is selected.
      Noona is compatible with Safari (Apple) or Google Chrome
   b) Ensure you are using the email address you provided to your clinic to log in.

If you did not provide your email, the log in email address will be your first name, period, last name, @noona.fi (e.g.sally.testpatient@noona.fi).

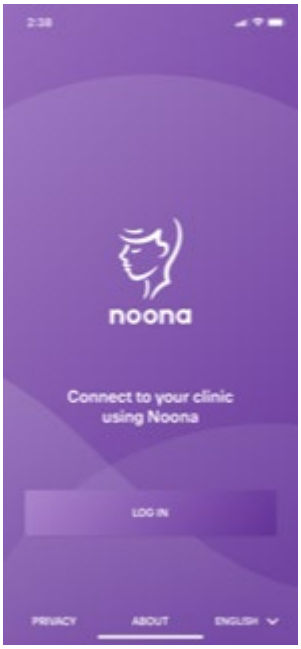
   c) Contact your care team to request a new login link (password reset).
2. On your computer or laptop
   a) Check your default web browser and ensure that Internet Explorer is <u>not</u> selected.
   b) If Internet Explorer is selected, change your default web browser to one of the following:
      i. Google Chrome

ii. Microsoft Edge

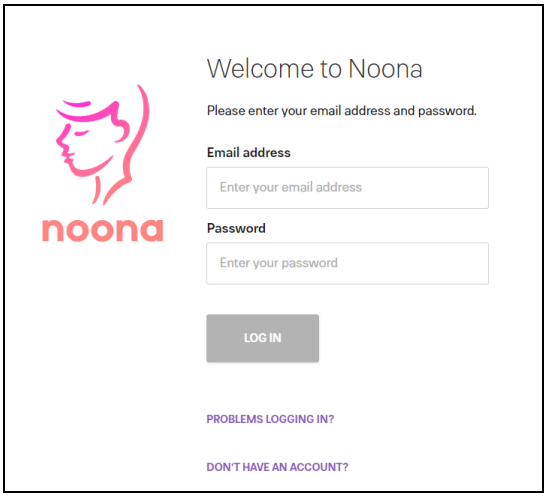
iii. Mozilla Firefox

You can copy the URL from the original invitation to paste into the updated web browser's address bar or click the below link to open the Noona Log in web page.

https://canada.patient.noonaclinic.ca/patient/#/login



App View



Always access Noona via the app or the above URL link once you

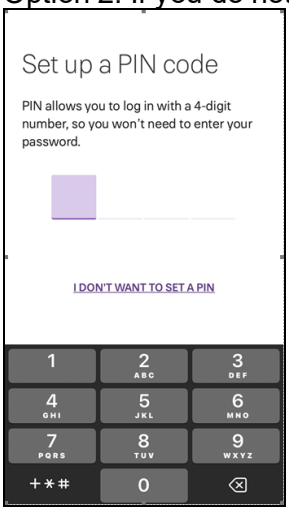
have activated your account. The invitation link is only for activation of your account and is for one-time use only.

c) Contact your care team to request a new login link (password reset).

Question: Noona is asking me to set up a PIN Code. What should I do?

Answer: Using a PIN code is optional when you have downloaded the app.

- Option 1: If you want to use a PIN, enter a PIN of your choice.
  This provides you the option to use a PIN code rather than a password.
- Option 2: If you do not want to use a PIN, click **I DON'T WANT TO SET A PIN**.



Downloading the App

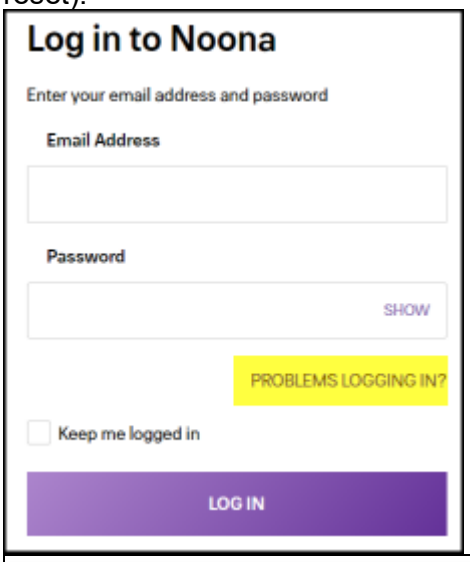
Question: I am trying to download the Noona app and I am receiving a message that I must first enable the 'Lock Screen' function. What should I do?

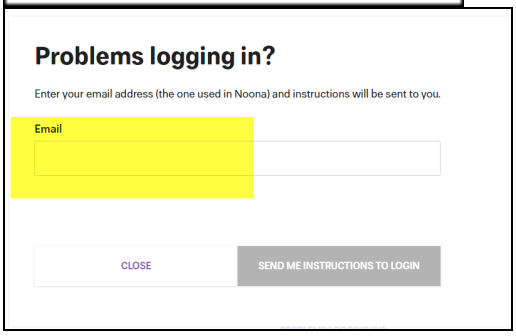
Answer: If you are using an Android phone (i.e. not an iPhone) there is a requirement for the 'Lock Screen' function to be enabled for the Noona app to download/install successfully. These changes are made in your phone's Settings.

Logging In

Question: I can't remember my password. What should I do?

Answer: On the Log in to Noona page, click *Problems logging in?*, and follow the instructions. If you still cannot log in, contact your care team to request a new login link (password reset).





Question: I can't remember my email address (username) I provided, what should I do?

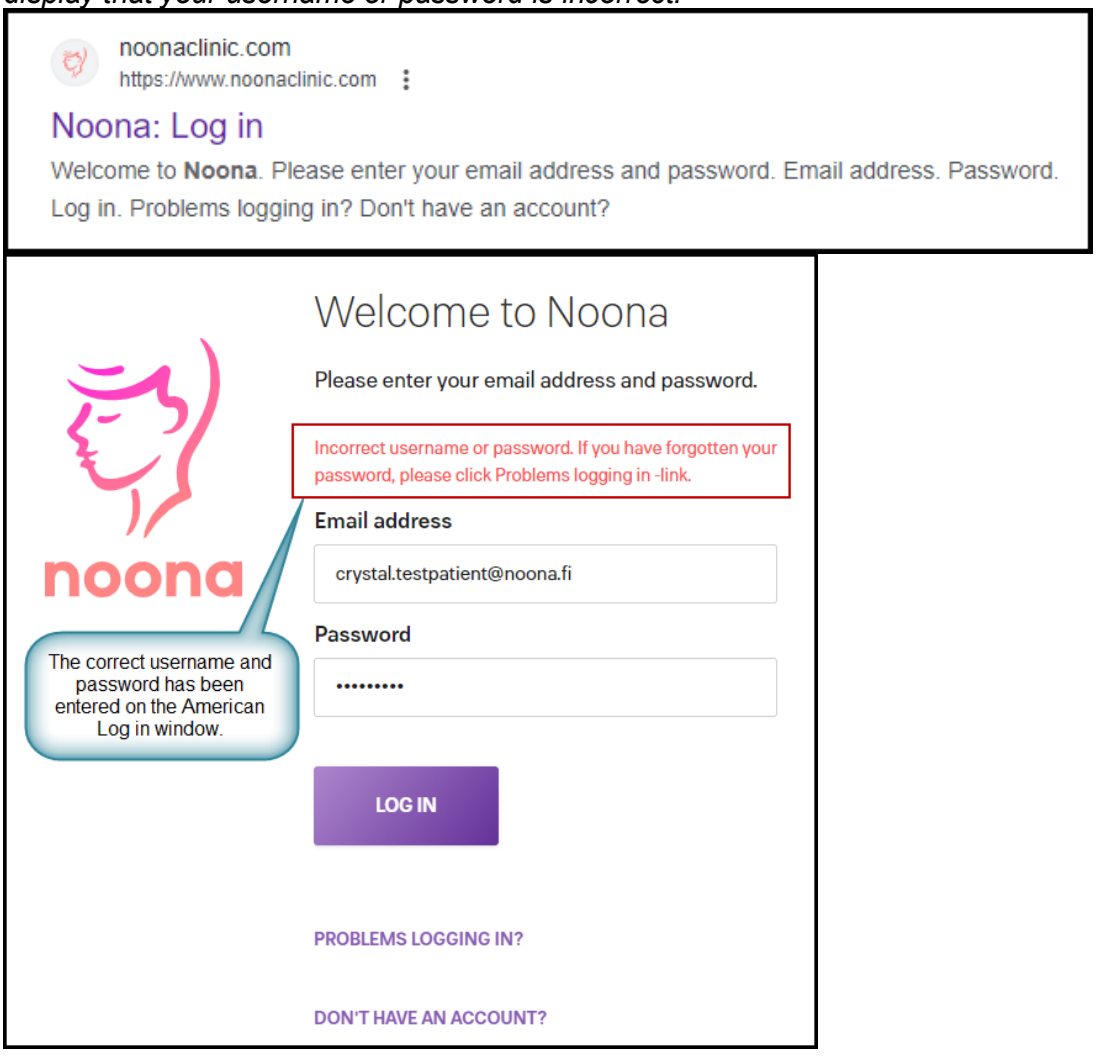
Answer: Ask your care team for the email address on your account.

Question: I am entering the correct username and password, but Noona is saying it is incorrect, what should I do?

Answer: If you have confirmed your email address on your account and have reset your password, check your web browser's URL address to confirm that you are using the Canadian log in address (below is the correct URL and link to the Canadian log in window).

https://canada.patient.noonaclinic.ca/patient/#/login

When you Google "Noona" as a way to locate the web log in page, the link provided is to the American log in page (https://www.noonaclinic.com/patient/#/login - DO NOT USE). When you enter the correct username and password this window will display that your username or password is incorrect.



You cannot re-use the activation link or password reset links, as these are designed for one-time use only.

Question: I am trying to log in and the Noona page says it is relaunching, what should I do?

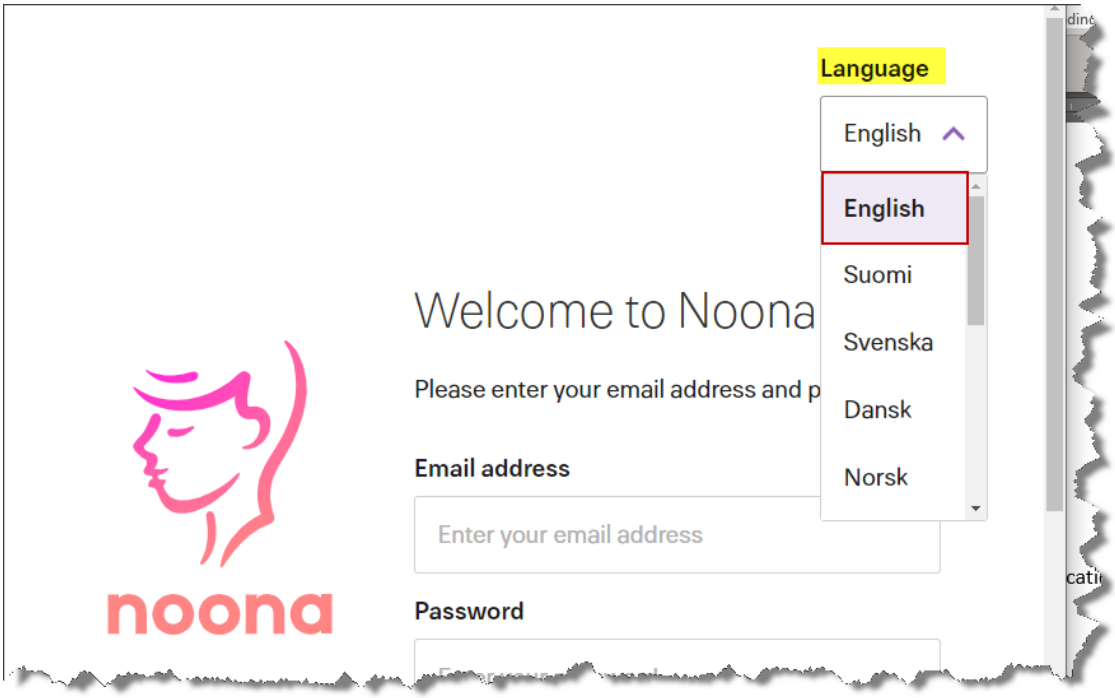
Answer: There may be times when the Noona app will display and stay on the loading/relaunching page and you are unable to return back to the log in window (e.g., after a Noona update). Restart the device (power off and back on) and this should resolve the issue. You may also need to verify in the App Store or Google Play that the Noona app is not waiting for an update. If it is, click Update to complete updating the app.

Question: The Noona log in page is not in English and I want English as my language, what should I do?

Answer: Select *English* from the **Language** drop-down list in the top right-hand corner of the window.

Note: This is only available by logging in using a web-browser (not Internet Explorer). To log in via the web, please click the link below:

https://canada.patient.noonaclinic.ca/patient/#/login


Language
English
English
Suomi
Svenska
Dansk
Norsk
Welcome to Noona
Please enter your email address and p
Email address
Enter your email address
noona
Password

App Features and Functions

Announcements

Question: I received a notification that I have a message in Noona. When I log into Noona there is no message or indication of one (number beside the CLINIC icon). Where can I find the message?

Answer: CancerCare Manitoba sends Noona Announcements for things such as, upcoming webinars, conferences, and important notices (e.g. access issues due to construction). Announcements all have an expiry date set. If you log into Noona after the expiry date the message will no longer be available and there will no longer be an indication (number beside CLINIC icon) that you have a message.

Schedule (Diary – Appointment)

Question: Why don't I see my appointment in my Diary?

Answer: If your appointment was created before March 6, 2023, it will not be visible in your Diary unless there has been an update made to the appointment.
Contact your care team if you need more information on an appointment that you are not seeing.

Question: My printed appointment does not match the appointment in Noona. Which is the correct appointment?

Answer: Noona receives your appointments in 'real-time' and will display your most current appointment. There are times when your care team will need to update your appointment, when this happens your printed version becomes outdated.

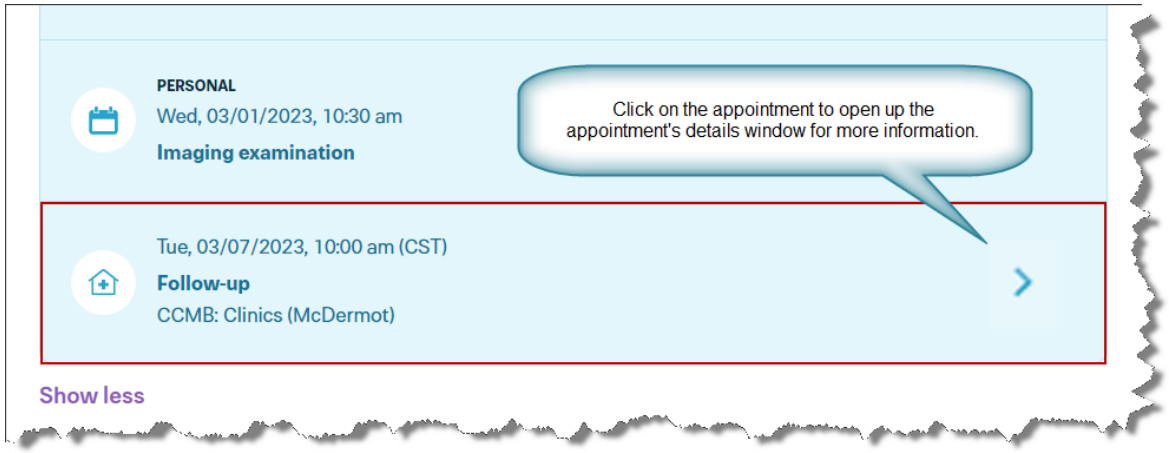
If your printed schedule shows an appointment that is not displayed in Noona, please refer to the question above.

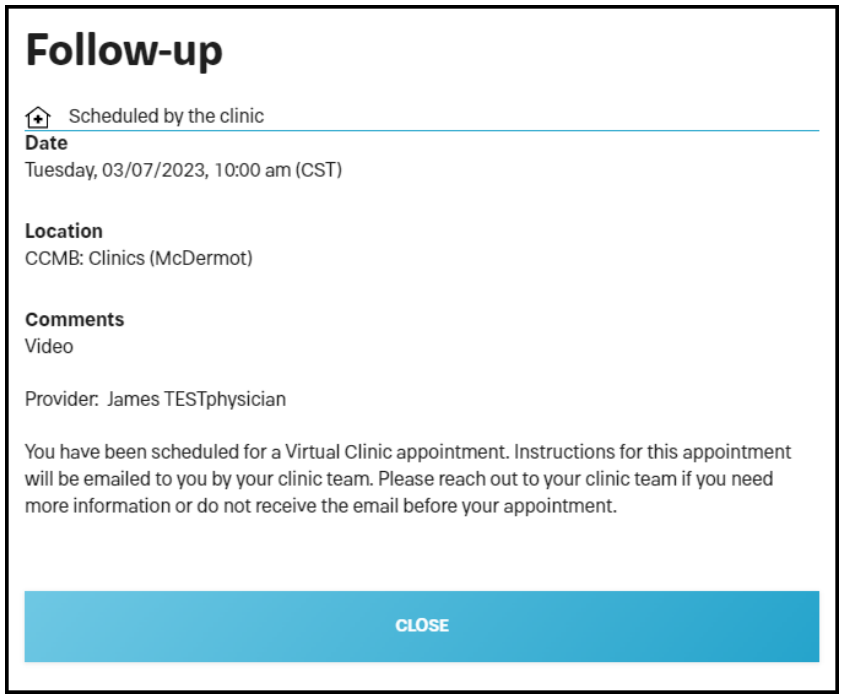
Question: Can I print out my appointment(s) from Noona?

Answer: No, Noona does not have the ability to print from the application.

Question: I don't see the additional details that I get on my printed appointment such as am I attending in-person or virtually. What should I do?

Answer: Click on the appointment in the Diary window to view more detailed information such as the location type (e.g. Exam Room, Phone Call, Video), name of the provider, and instructions.





Question: I am not receiving Reminders for my appointments. What should I do?

Answer: Check your mobile device's Notifications Settings for the Noona app and ensure this is turned on.

Question: How often are Reminders sent for my appointments?

Answer: Appointment Reminders are sent 7 days and 2 days prior to your appointment.

Appointment Reminders <u>are not sent</u> for any radiation treatment appointments.

Question: Why does my Reminder say that I have multiple appointments in one day?

Answer: Your Reminder message will display the number of events that are scheduled for you in a single appointment. For example, if you are scheduled for a blood test and to see the doctor in the same appointment this will be displayed as 2 appointments in your Reminder message.

Question: I am receiving multiple messages on the same day. Is this expected?

Answer: Yes. There are multiple modes of Notification (new and modified appointments) and Reminder messages as of April 20, 2023.

For mobile app users – There are 3 possible modes of the same communication being sent (dependent on your settings):

1. Push notification
2. SMS/Text Message
3. Email

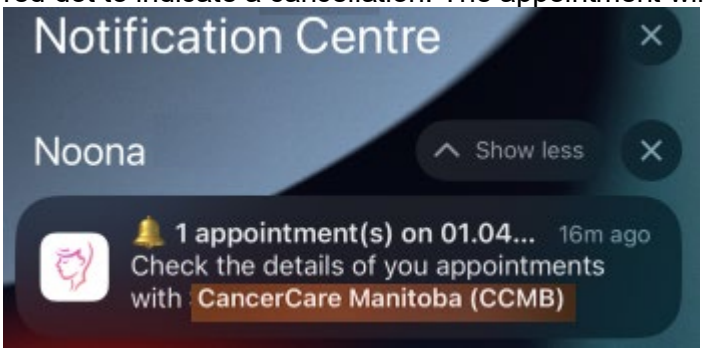
For web users – There are 2 possible modes of the same communication being sent (dependent on your settings):

1. SMS/Text Message
2. Email

Question: There was an appointment listed under my Upcoming Events that is no longer there. Is this expected?

Answer: When an appointment is cancelled by your care team, this will automatically be removed from your Noona account. You should have received a phone call from your care team advising you of the cancellation. If you have not, please contact your care team to clarify.

You will receive a Noona Notification message as well advising you to log into Noona and check the details of your appointment. If the cancellation is the only modification your care team has done [indicated by 1 appointment(s)], then there will be no bold or red dot to indicate a cancellation. The appointment will be gone.



Question: One or more of my Upcoming Events are bolded and have a red dot. What does this mean?

Answer: When an appointment has been modified by your care team you will receive a notification message(s) to inform you that there has been a change and to log into Noona. Appointments that are bolded and have a red dot indicate it has been modified by your care team.

Library

Question: My care team sent me education document(s), but I cannot see them in my library. How do I get them in my library?

Answer: Contact your care team to resend the education document(s). Your care team must select “Patient Education” when they send you the message to ensure the documents will be available in your library, as well as in the message.

Question: Can I print education document(s) from my library?

Answer: Although you cannot print directly from Noona, you can print from a web browser. Open the document that you want to print from Noona and use your web browser’s print feature.

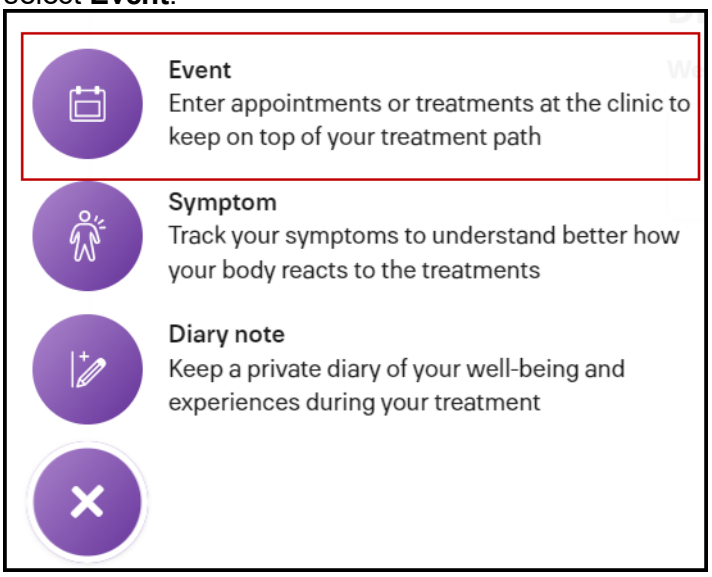
Do not use Internet Explorer.

Diary - Event

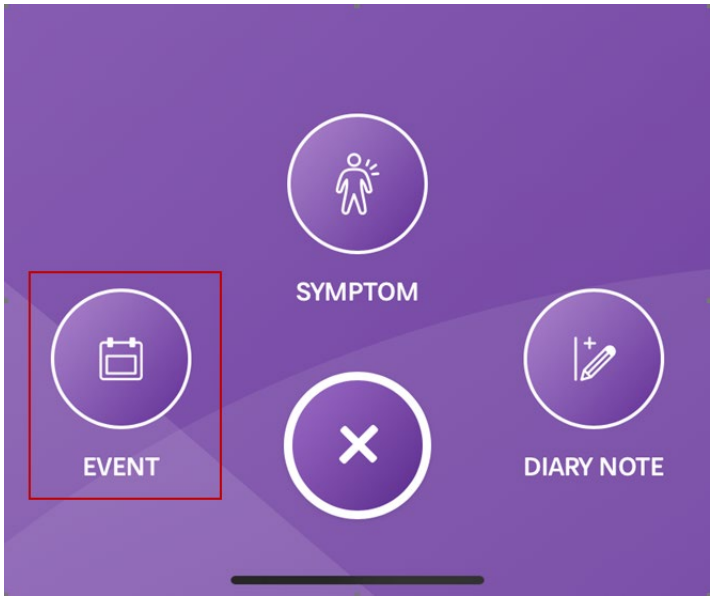
Question: I am unable to save an 'Event' in my Diary. What should I do?

Answer:

1. Ensure you click at the bottom of the window, to open the menu, and select **Event**.



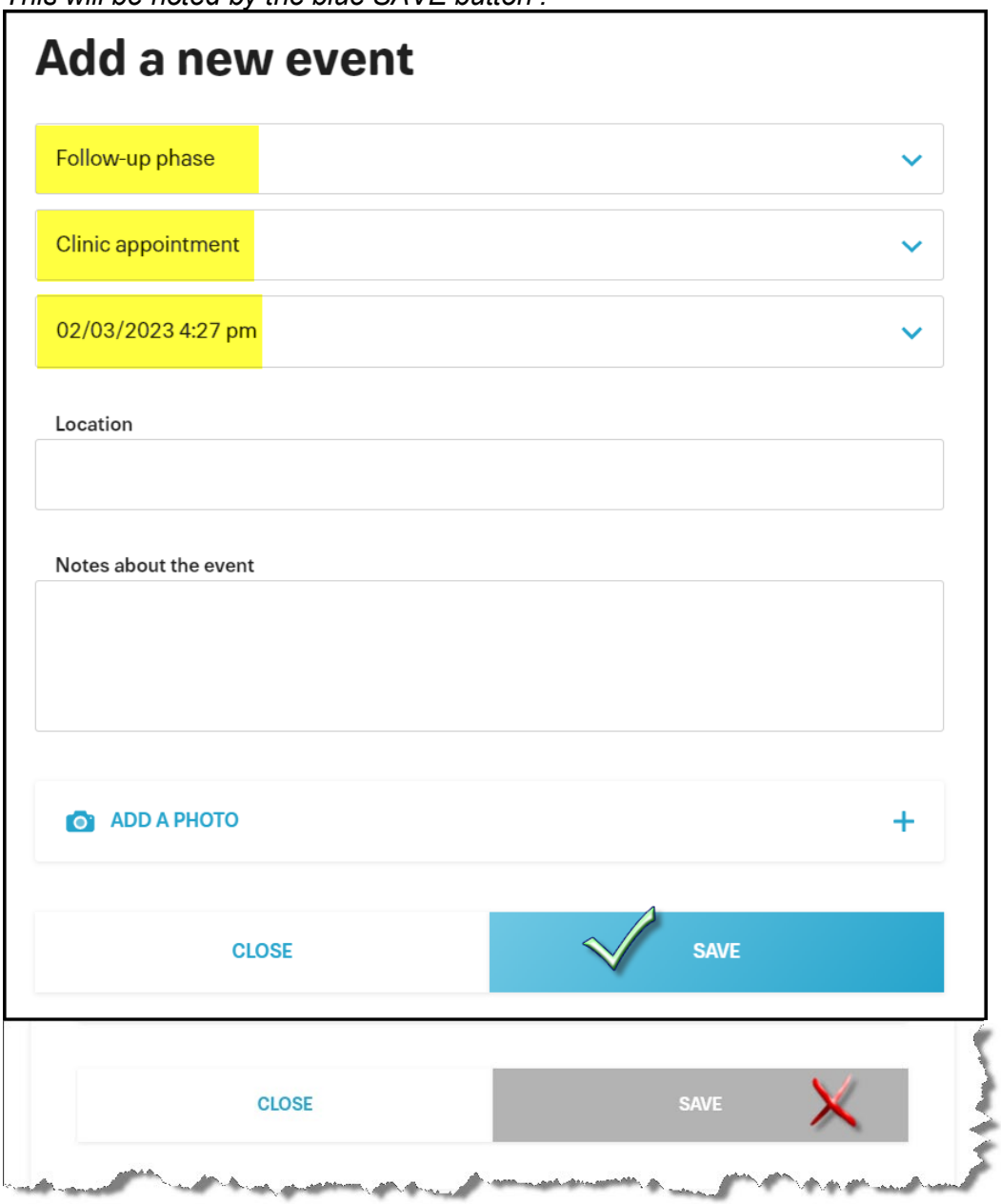
Website View



App View

2. In the Add a new event window, ensure all required fields have been completed.

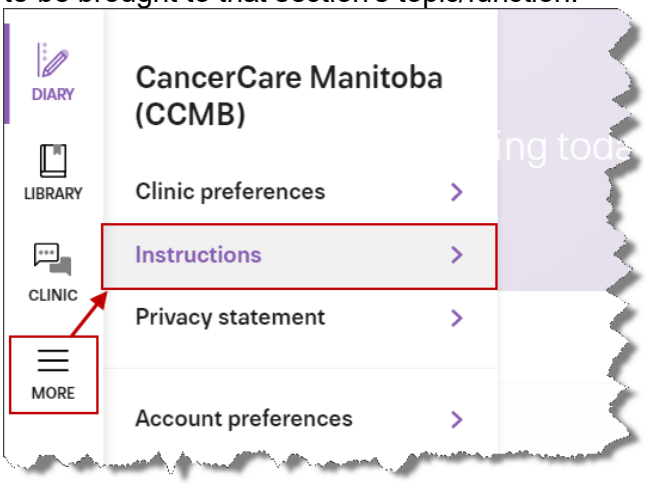
Noona will not allow you to save until all required fields are completed. This will be noted by the blue SAVE button .



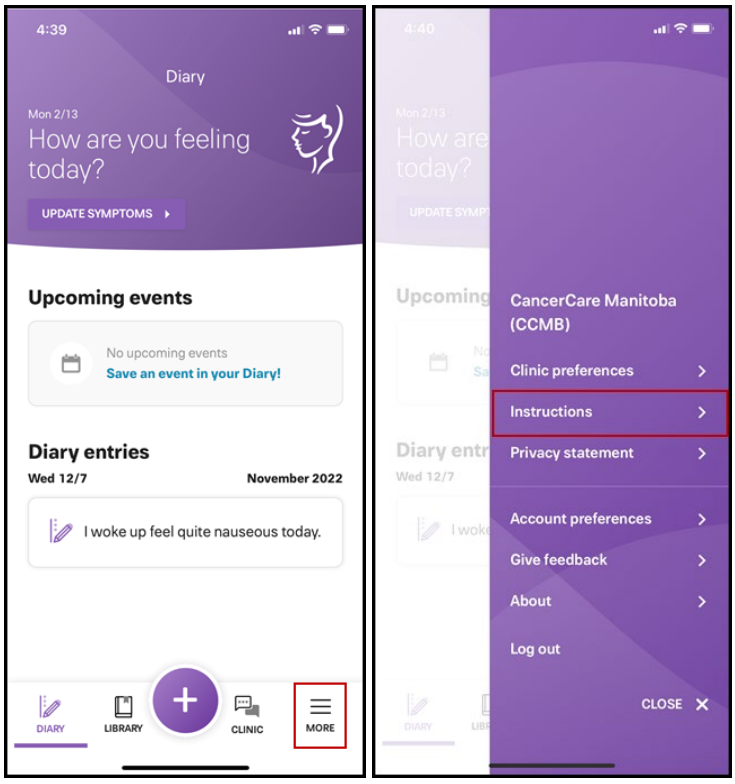
General

Question: I do not know how to use a function in Noona. What should I do?

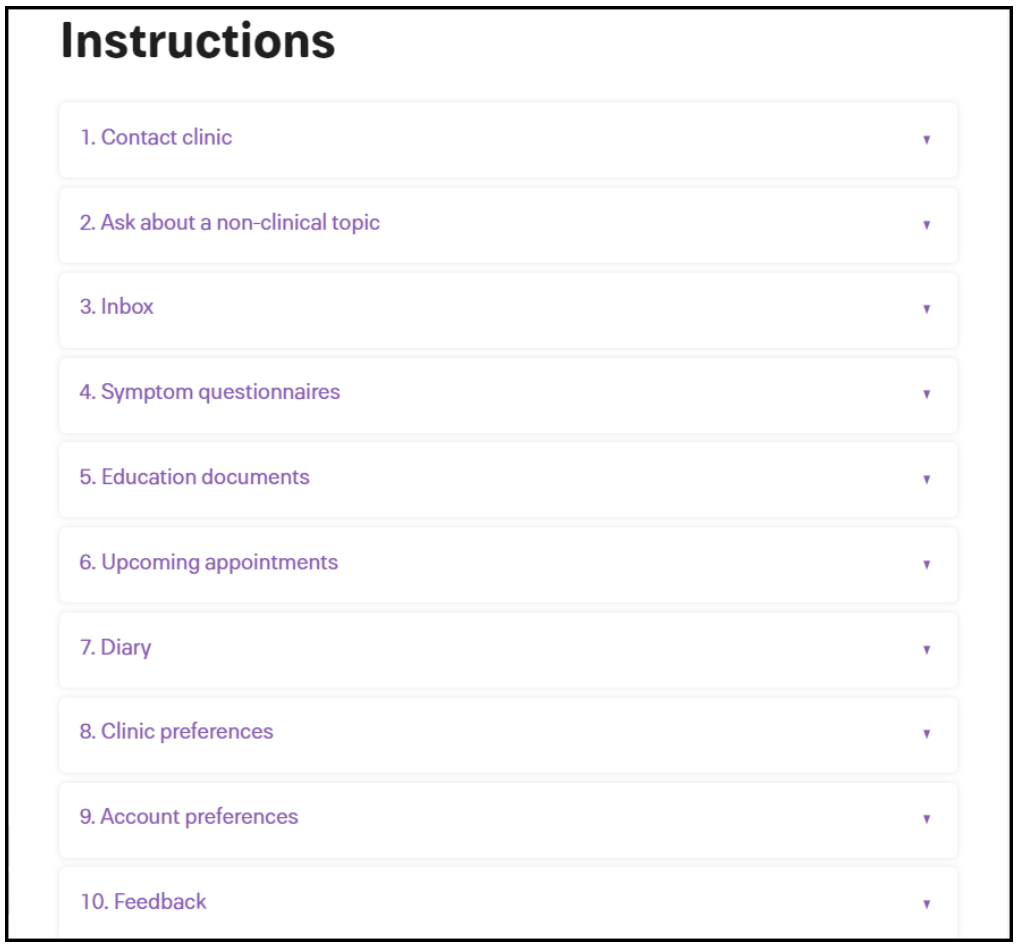
Answer: Click on **MORE**>*Instructions* for a list of Noona topics/functions and select your choice to be brought to that section's topic/function.



Website View



App View


Instructions
1. Contact clinic
2. Ask about a non-clinical topic
3. Inbox
4. Symptom questionnaires
5. Education documents
6. Upcoming appointments
7. Diary
8. Clinic preferences
9. Account preferences
10. Feedback