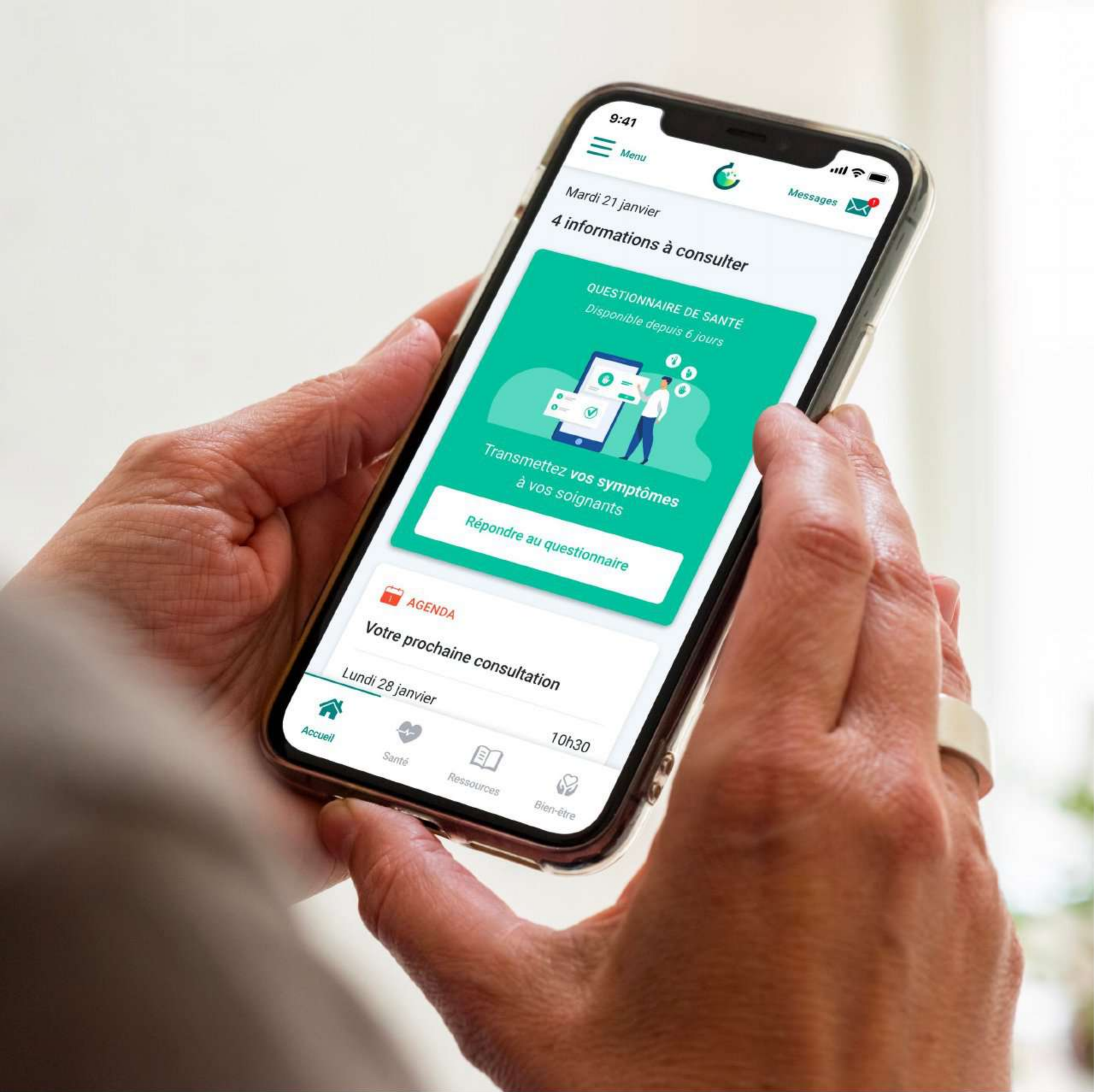




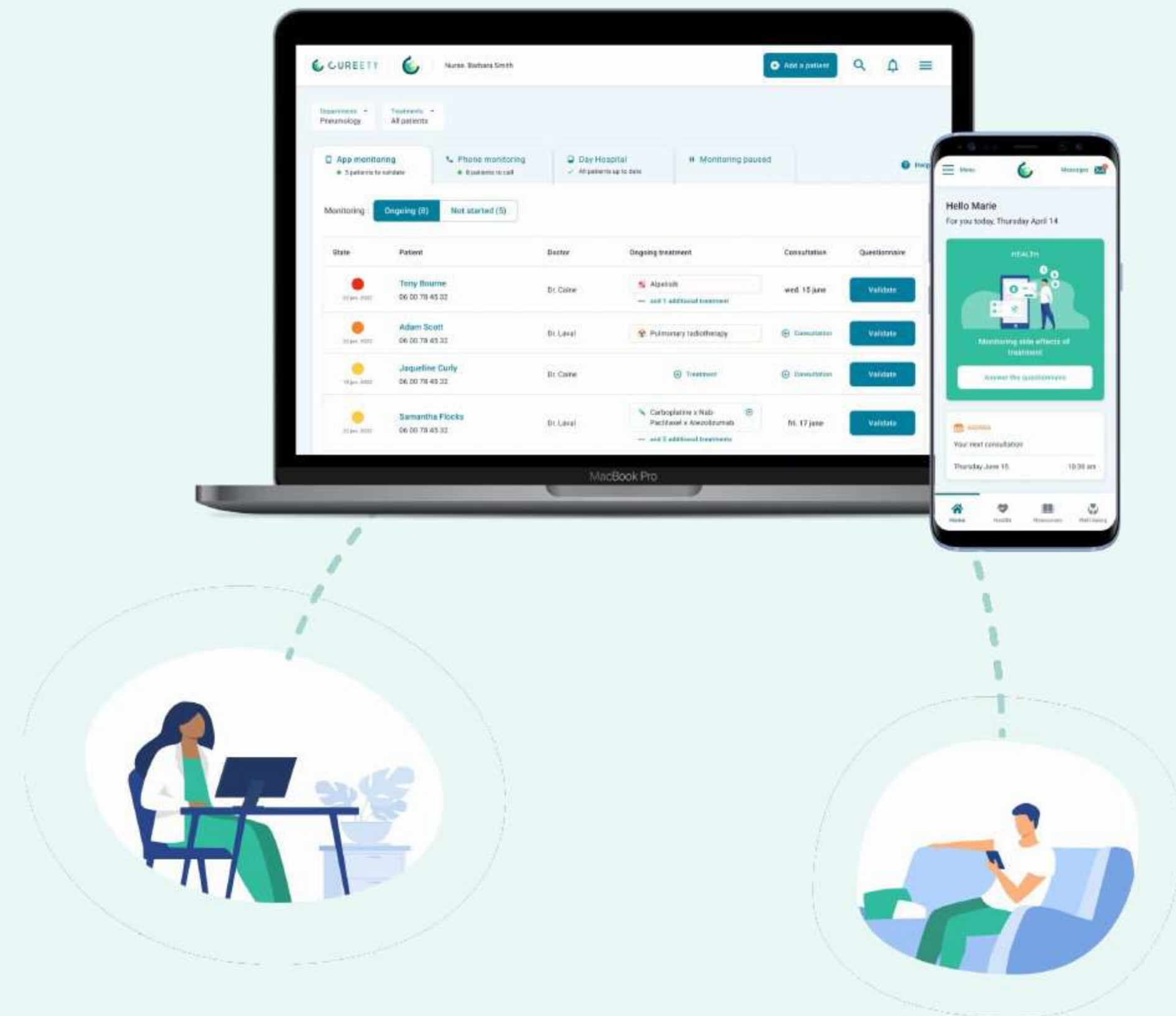
Instruction manual for patient

The Cureety platform provides access to the Cureety TechCare medical device.
For patient users, it is accessible either by downloading the mobile application or by using a web browser.

Cureety TechCare is a Class I medical device.

This user manual is intended exclusively for patients using Cureety TechCare.





Summary

1. General information	3
2. Operation and benefits	6
3. Patient account activation	10
4. Using on a phone or tablet	17
a. Installation on iPhone or iPad	19
b. Installation on Android	20
c. Responding to the questionnaire on mobile	23
d. Messaging	27
5. Using on a computer	28
a. Responding to the questionnaire on computer	32
b. Messaging	40
6. Forgotten password	41
7. Monitoring interruption	45
8. Unavailability and technical support	49
9. Data management	53

1

General information



Safety information

Intended purpose

Cureety TechCare is a software application intended to compute a clinical classification indicative of the clinical status of cancer patients, based on patient-reported symptoms and adverse events.

It supports healthcare professionals in the early identification of adverse events, flagging patients who may be at risk and need further evaluation.

The device allows at-home follow-up of patients as a supplement to in-person consultations, both in standard care and clinical trials settings.

Patients can self-monitor by reading informational messages related to their clinical status.

Contraindications

Given the nature of the device and the medical implications of its use, it must not be used by patients under 18 years of age (in such cases, a caregiver or legal guardian, such as a parent, may use it on their behalf).

Furthermore, using the application requires sufficient autonomy and basic familiarity with digital tools.

However, for patients who are unable to use these tools but can respond to questions by phone, a healthcare professional can enter the answers through their own interface by collecting the patient's responses over the phone.

Security

- Ensure that your connection is secure before using the medical device.
- If you are not using your personal computer, make sure to log out after using Cureety TechCare.
- Choose a strong password with at least 8 characters.
- Do not share your email and password used to access the medical device.

Precautions for use

- Regardless of the application's result, in case of severe symptoms or deterioration of your health condition, please consult a healthcare professional.
- The device is not intended to be used as a diagnostic tool, is not a substitute for existing medical practices, and is not a substitute for regular consultations and a conventional emergency medical management system as part of the patient's treatment.
- The device must be used with one of the following browsers: Google Chrome, Firefox, Safari and Edge. It should not be used with Internet Explorer, or any other browser, even if that browser is installed by default on your smartphone, tablet or computer.
- The device may be temporarily unavailable during maintenance activities.
- An Internet connection is required to use the device.
- The application must be updated regularly and used in its latest version. Browsers and operating systems must be up to date.
- Make sure you are using the latest version of the mobile application, available from Play Store and Apple Store.
- Any serious incident occurring in connection with the use of the Cureety TechCare device should be reported to Cureety as well as to the relevant authorities in your country.

General information

Medical condition

The device is intended to monitor the clinical condition of patients with cancer, including clinical signs and possible adverse events, due to both the disease and to the treatment(s) prescribed to the patients by their practitioner, including, but not limited to, all systemic treatments (injected or oral), radiotherapy, stem cell therapies and surgery.

Intended users

The solution is aimed at three types of users:

- Health professionals who wish to follow the clinical condition of their patient and perform remote medical monitoring of clinical signs and adverse events, in addition to physical consultations:
 - Men and women, 18 years and older
 - Doctor, nurse, Clinical Research Associate, other legally authorized healthcare professionals
- Patients with cancer:
 - Men and women, 18 years and older
 - People to whom doctors have recommended remote monitoring of clinical signs and adverse events
- Carers of patients with cancer:
 - Men and women, 18 years and older
 - People having the legal rights to respond to medical questions on behalf of the patient: parent, legal guardian, person authorized by patient.

Healthcare professionals and patients have an account that allows them to access the Cureety TechCare platform and medical device according to their profile, via the web and mobile interfaces.

Patient accounts are created by healthcare professionals. Patients or their authorized carers activate the patient account in order to access Cureety TechCare.

Prerequisites

Access to the Cureety application can be made, at the user's choice, from a computer (running Windows or macOS) via a compatible web browser (Chrome, Safari, Firefox, Edge), or from an Android or iOS/iPhone smartphone via the installed mobile application. An internet connection is required in both cases. The use of the application does not require any specific maintenance procedures, other than the regular updates of the operating system, browser, or mobile application.

Limitations

- The result of the patient's clinical classification is only available when the healthcare professional consults their dashboard during their duties.
- The device is not intended to be used as an alarm system for emergency situations.
- The Cureety TechCare medical device is limited to the completion of the questionnaire and the display of the calculated result, on both the patient and healthcare professional interfaces.
- The minimum required versions to use Cureety on a web browser are as follows:
 - Firefox: version 99 or higher
 - Chrome: version 96 or higher
 - Edge: version 96 or higher
 - Safari: versions 16.6 and 17.0
- The minimum versions required to use Cureety on a smartphone are as follows:
 - iOS: version 11 and above
 - Android: version 8 and above
- In case of inability to access the Cureety platform, please contact Cureety technical support (see p.52).
- Maximum downtime for any activity on the application must be 4 hours, 4 times a year.

2

Operation and benefits



How Cureety works



At a frequency defined by your doctor, you will receive a notification to complete your health questionnaire.



Complete your questionnaire.



Your healthcare team is informed about your health and reviews your responses.



You get advice on how to manage your symptoms.



To go further, you can access medical content tailored to your care path (articles, videos, supportive care...).

MD

Medical Device Cureety TechCare MD



Additional features

Benefits of Cureety



Report the details of symptoms and adverse events reported remotely by the patient

Symptoms and potential adverse events reported by patients remotely are collected and transmitted to the healthcare staff.



Facilitate the interpretation of the patient's health status to enable remote medical monitoring

Easier interpretation of the patient's symptoms and potential adverse events allows healthcare professionals to perform remote medical monitoring in addition to physical consultations.



Alert in case of worsening symptoms and/or clinical condition

The care team is alerted in case of worsening symptoms and/or clinical condition, allowing for appropriate medical decisions to be made (patient consultation, hospitalization, treatment adjustment, etc.).

Clinical benefits of Cureety



Reduction in the number of phone calls by 70% ⁽¹⁾



Reduction in the duration of phone calls by 50% ⁽¹⁾



Improvement in quality of care observed by 75% of nurses ⁽¹⁾

(1) Figures from the MINERVA study

<https://www.cureety.com/wp-content/uploads/2024/07/MASCCAFSOS-Benefices-organisationnels.pdf>

MINERVA is a prospective, randomized, unblinded, single-centre, interventional study. The aim of this study is to evaluate the benefit of adding the Cureety solution to standard care, compared with standard care alone (SOC), for monitoring cancer patients receiving oral or intravenous treatments. The study focuses in particular on the benefits of remote monitoring in organizational terms for healthcare professionals. 80 patients were enrolled in the study.

3

Patient account activation



Account activation email



As part of your care pathway monitoring, Dr. Dupont from CHU de Rennes has prescribed the Cureety medical monitoring application for you.

Activate your account by clicking on the "Activate my account" button below.

Activate my account

Cureety helps strengthen the connection with your doctor and the nurses at your healthcare facility. Through the app, the medical team is alerted to symptoms related to your treatment between consultations, and you receive advice, resources, and supportive care.

Cureety is available on both computers and mobile phones. The user manual below can help you install and get started with the app.

 [Download the user manual](#)

You received this email because you were registered with Cureety. If you no longer wish to receive emails from Cureety, please contact your care team.

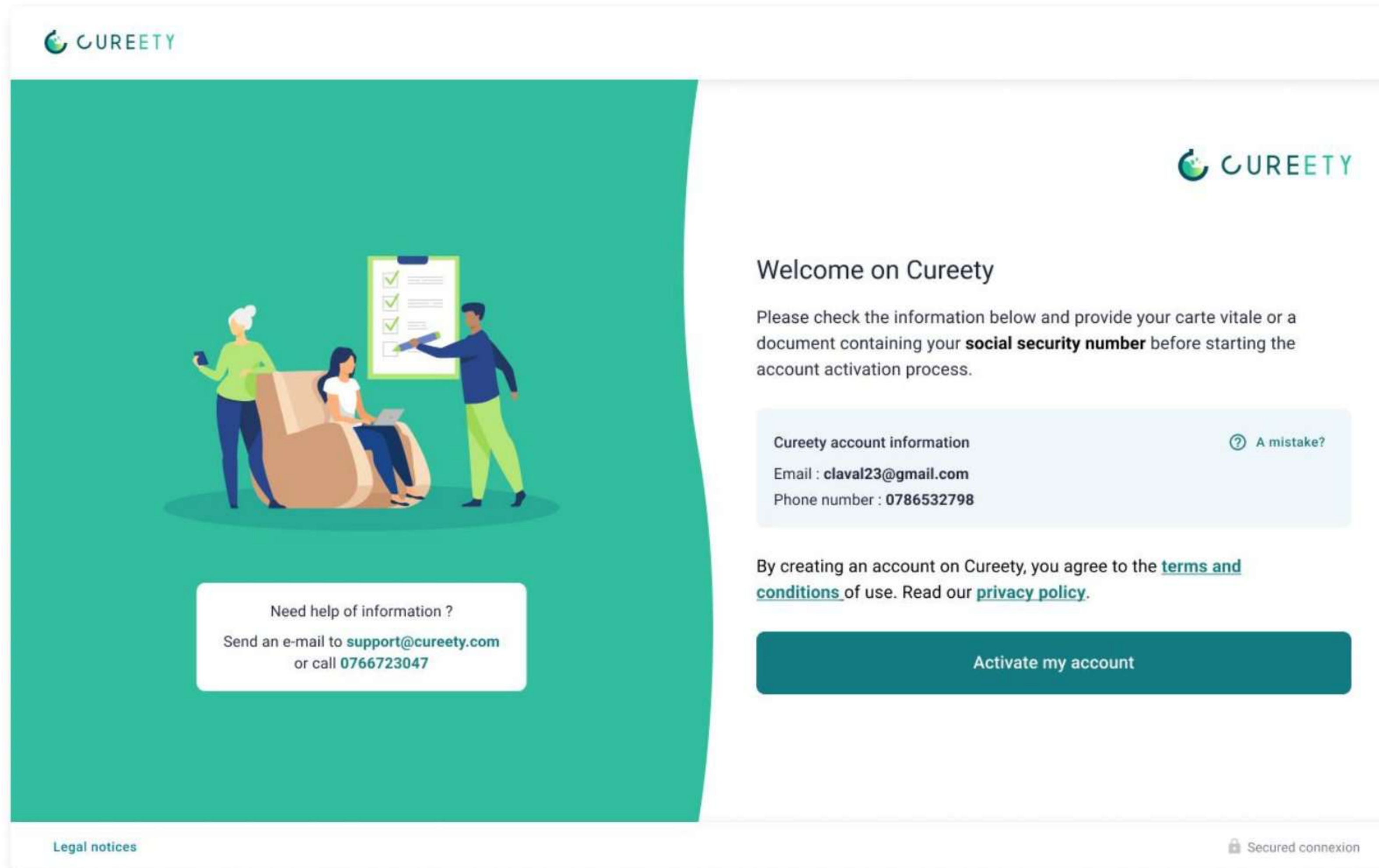


Following your doctor's prescription, you are included in the Cureety platform.

You will then receive an **email** and a **text message** to activate your account.

Click on the “Activate my account” button to access the activation process and complete your information.

Account activation process



The screenshot shows the Cureety account activation page. On the left, there is a green banner with an illustration of three people (two standing, one sitting) looking at a checklist. Below the illustration is a white box with contact information. On the right, the page has a white background with the Cureety logo at the top right. The main content area is titled 'Welcome on Cureety' and contains instructions to check information and provide a social security number. Below this is a light blue box containing account information (email and phone number) and a link to 'A mistake?'. Further down, there is a line of text about agreeing to terms and conditions, with links to 'terms and conditions' and 'privacy policy'. At the bottom of the main content area is a large teal button labeled 'Activate my account'. The footer contains a link to 'Legal notices' on the left and a 'Secured connexion' status on the right.

CUREETY

Welcome on Cureety

Please check the information below and provide your carte vitale or a document containing your **social security number** before starting the account activation process.

Cureety account information [? A mistake?](#)

Email : **claval23@gmail.com**

Phone number : **0786532798**

By creating an account on Cureety, you agree to the [terms and conditions](#) of use. Read our [privacy policy](#).

Activate my account

Need help of information ?
Send an e-mail to support@cureety.com
or call **0766723047**

[Legal notices](#) [Secured connexion](#)

1

Consult the general conditions of use and the privacy policy.

2

Click on the “Activate my account” button to start activation.

Account activation process





Need help or information ?
Send an e-mail to support@cureety.com
or call **0766723047**

[< Back](#)

Please complete your details

You are *

A woman

A man

Last name *

First name *

Date of birth *

Day ▼

Month ▼

Year ▼

Weight *

 kg

Size *

 cm

By creating an account on Cureety, you agree to the [terms and conditions of use](#). See our [privacy policy](#).

Continue

[Legal notices](#)

 Secured connexion

3

Fill in your personal details
then click on “Continue”.

Account activation process





Need help of information ?
Send an e-mail to support@cureety.com
or call **0766723047**

[← Back](#)

Please read and accept the information notice

PATIENT INFORMATION -TELESURVEILLANCE CUREETY

Welcome to the "Cureety" Application, published and administered by CUREETY and made available to patients, doctors and nursing staff of healthcare establishments in the field of cancer, in order to enable you to benefit from a telemonitoring service, provided by CUREETY and this/these doctor(s), under security conditions guaranteeing the integrity and confidentiality of your data.

This information and consent notice is presented in compliance with legal and regulatory requirements:

- Act no. 78-17 of January 6, 1978, as amended, on data processing, data files and individual liberties, known as the "Loi Informatique et Libertés" ("Data Processing and Individual Liberties Act");
- EU Regulation 2016/679 on the protection of individuals with regard to the processing of personal data and on the free movement of such data of April 27, 2016, known as the "RGPD".

Having read and accepted the Application's General Terms and Conditions of Use, you wish to benefit from Cureety's remote monitoring services.

[Continue](#)

[Legal notices](#)

 Secured connexion

4

Read the information leaflet, **tick the boxes indicating your consent**, then click on "Continue".

Account activation process



Need help or information ?
Send an e-mail to support@cureety.com
or call **0766723047**

[Legal notices](#)

Secured connexion

[← Back](#)

Choose your password

To finalize your account, choose a secure password.

Password *

Password confirmation *

Criteria for your password :

- × At least 8 characters
- × Confirmation identical to password

Activate my account

5

Choose a password of at least 8 characters.

Tip: You can click on the eye to the right of the field to display the characters you are entering.

6

Click on the “Activate my account” button to confirm your account.

Account activation process



Welcome to the Cureety application. Your account has been activated for {"nom"} hospital.

We recommend that you read this e-mail carefully, as it will help you familiarise with the application, especially if you are not comfortable with digital technology.

Cureety is available by phone, tablet or computer. Choose the device that suits you best.

Use on **phone or tablet**



 Download the application

Use on **computer**



 Access the website

7

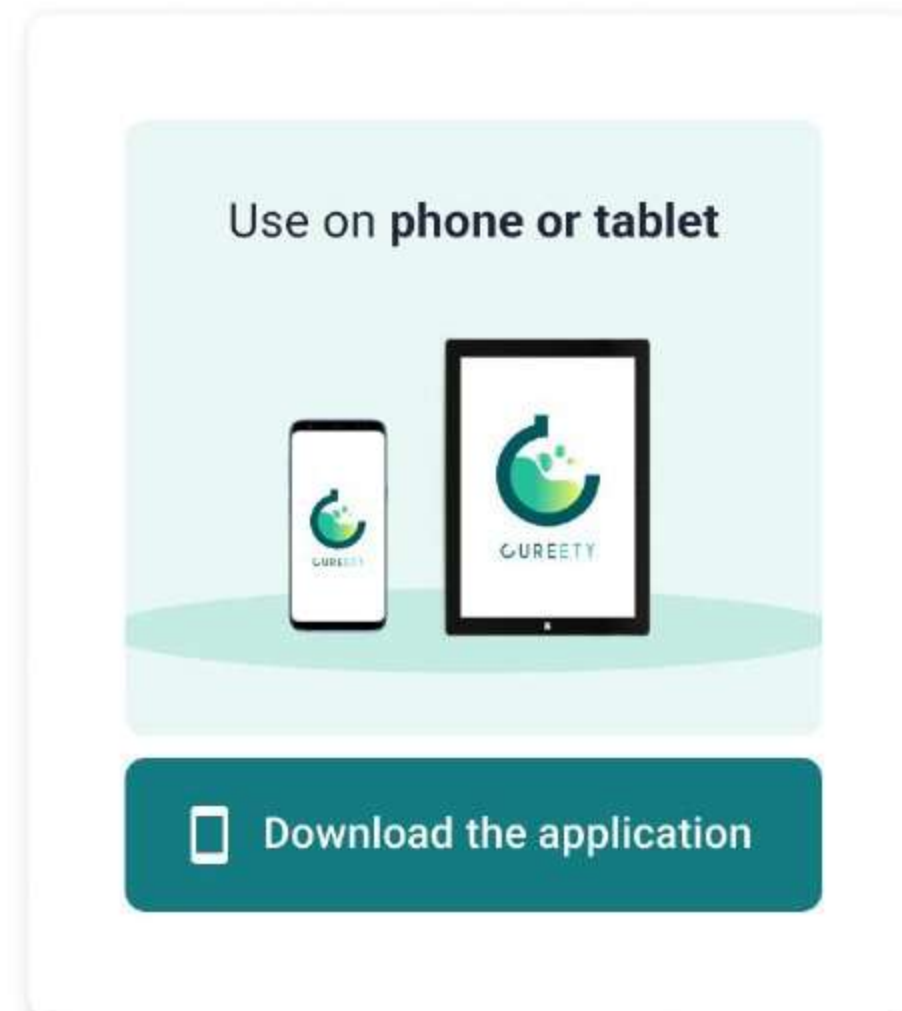
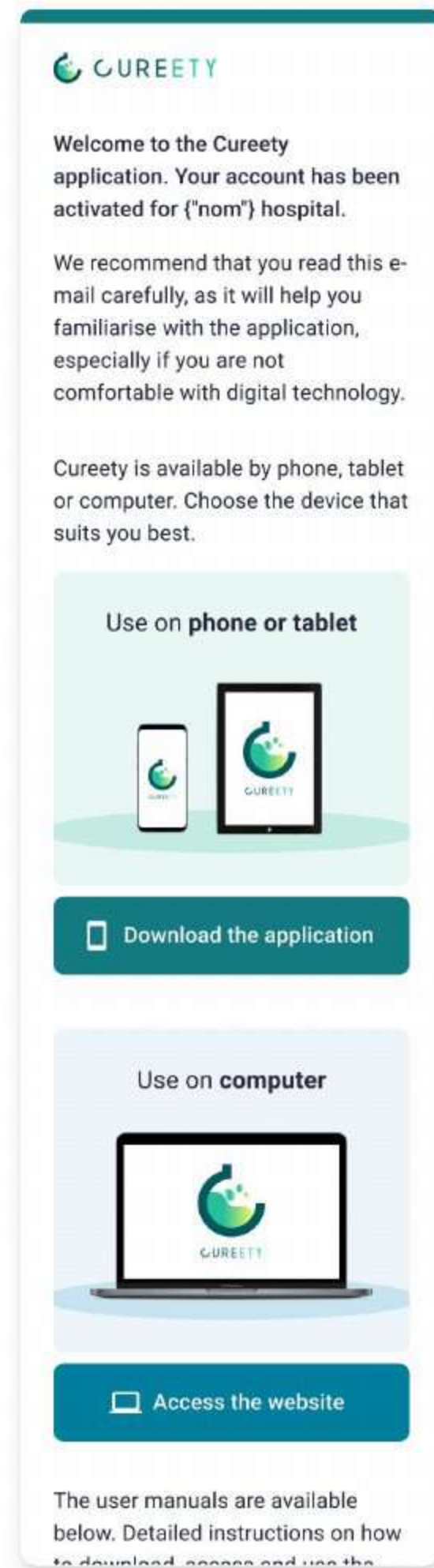
You will then receive an account activation confirmation email.

4

Use on a phone or
tablet



Access to the Cureety application from a phone or tablet

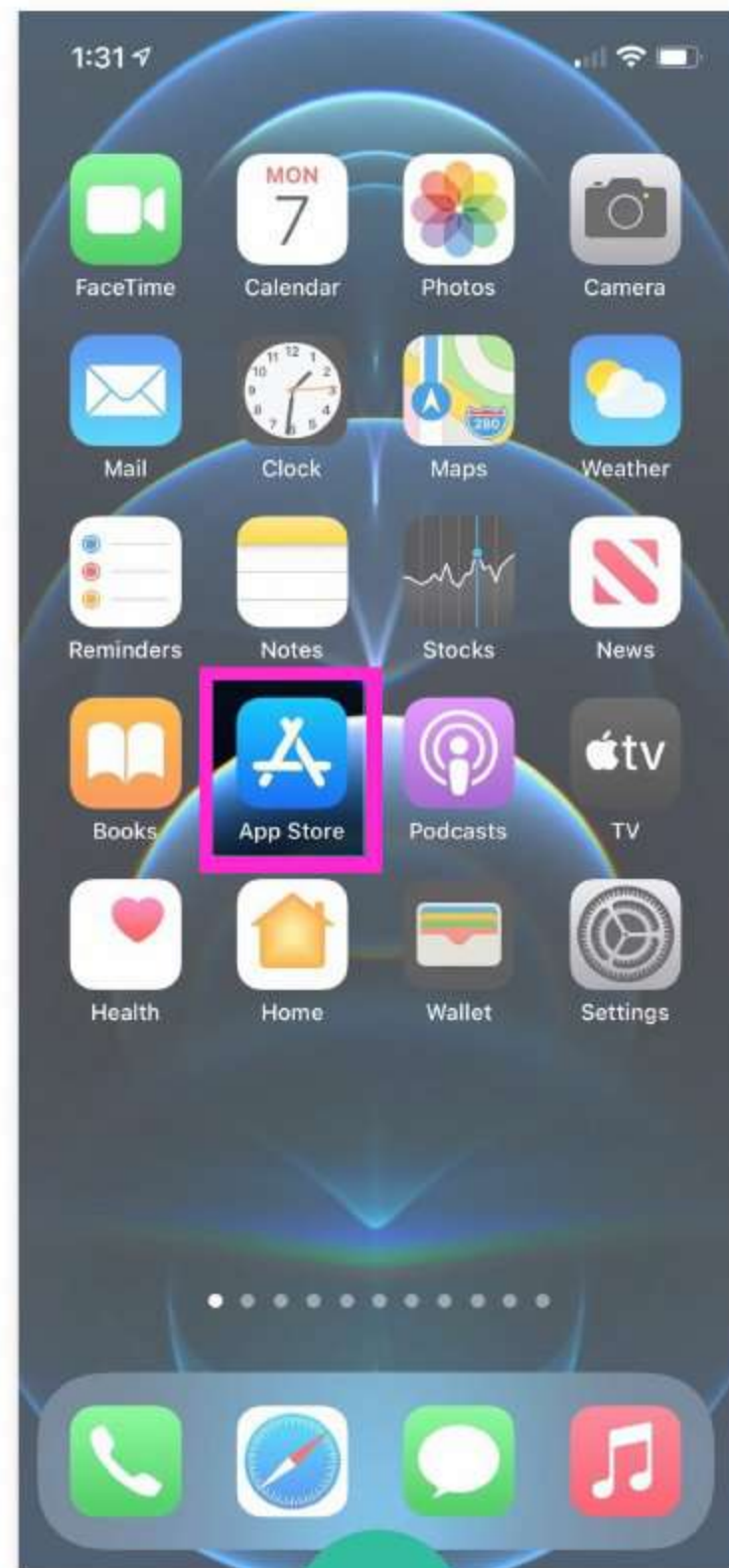


The Cureety app is available for all phones (iPhone and Android) and tablets.

To download the application, you have two options:

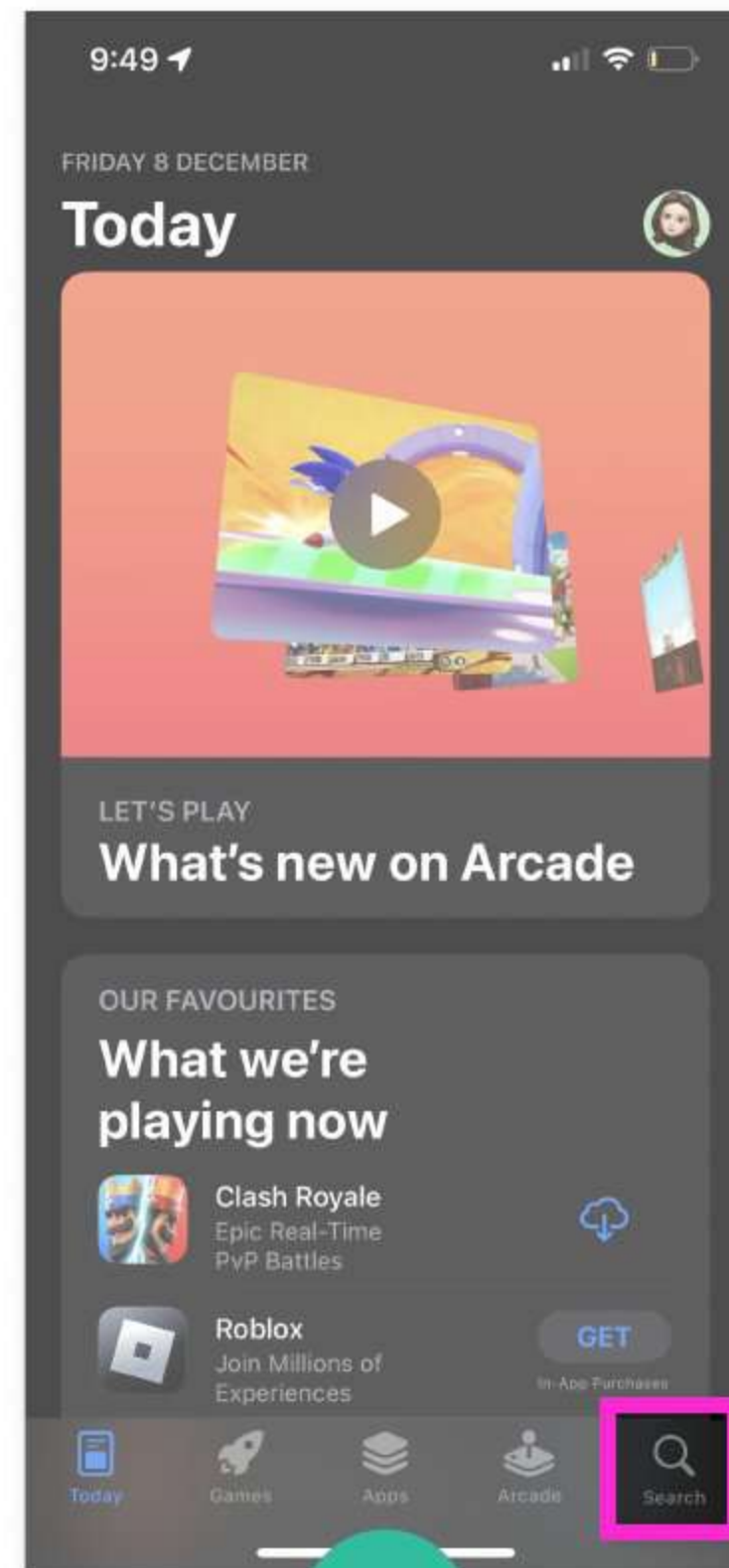
- From your phone or tablet, open the account activation confirmation email you've received and click on the "Download application" button, you'll then be redirected directly to your device's app store.
- Open your device's application store (Play Store or App Store) and type "cureety" in the search bar.

Installation on an iPhone or iPad



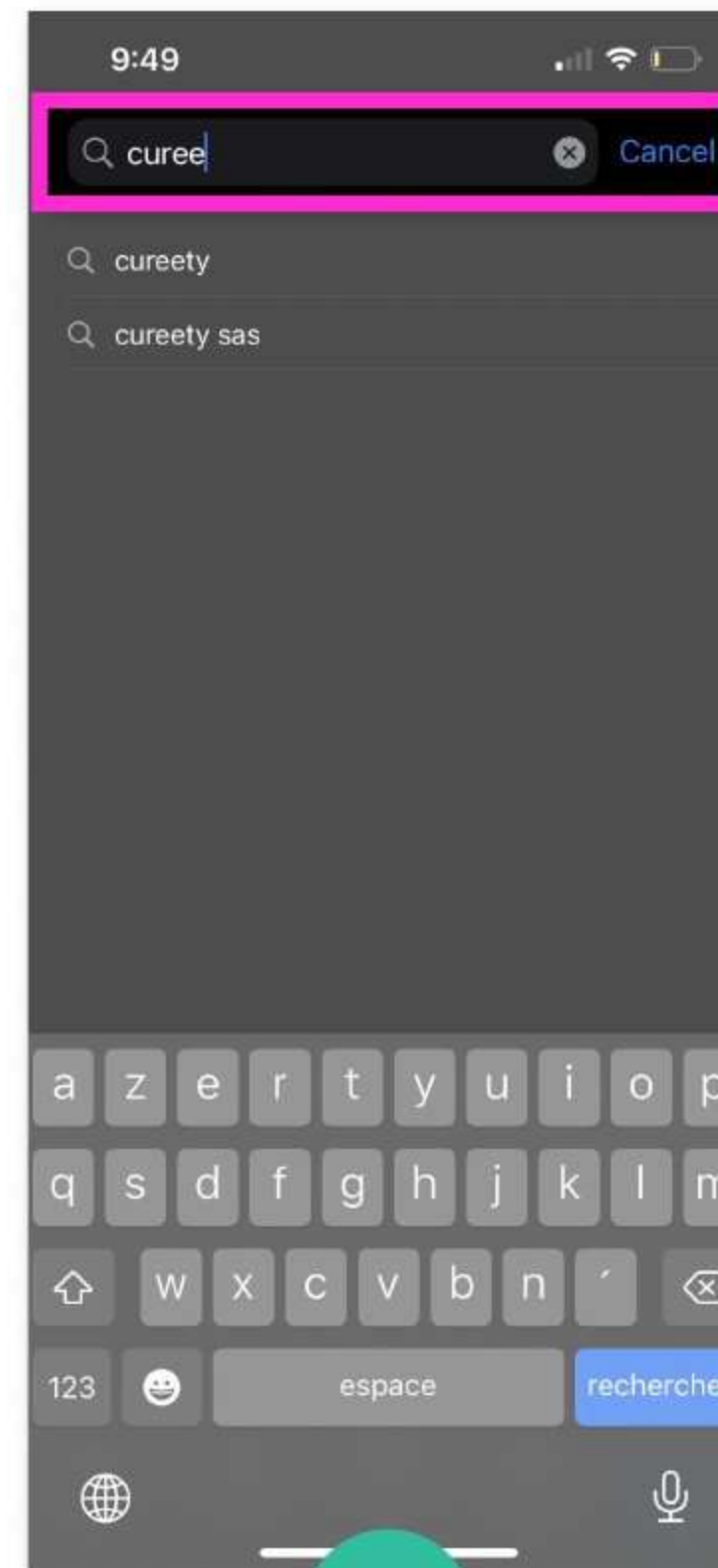
1

Click on the App Store icon



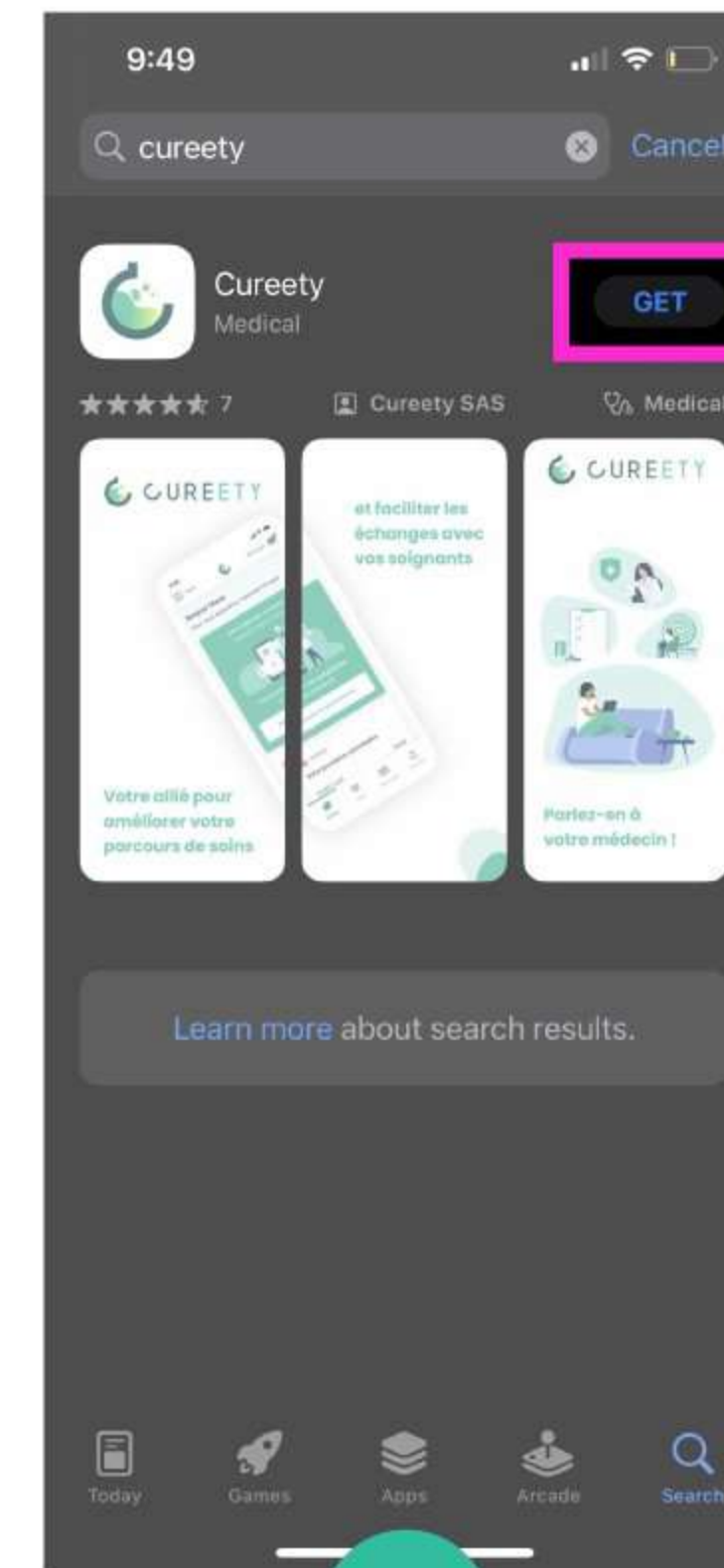
2

Click on Search



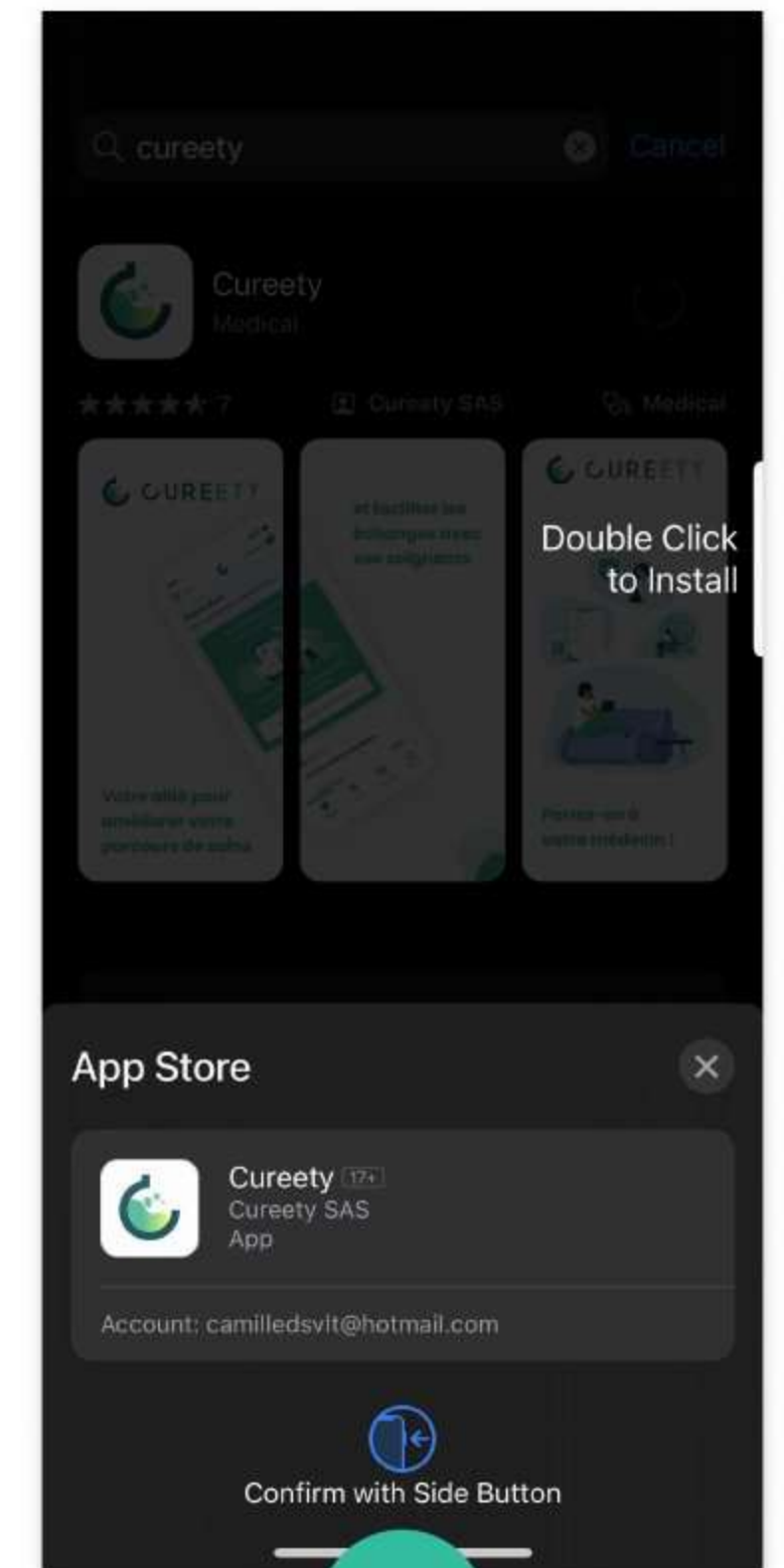
3

Type "curety" in the search bar



4

Click on "Get"



5

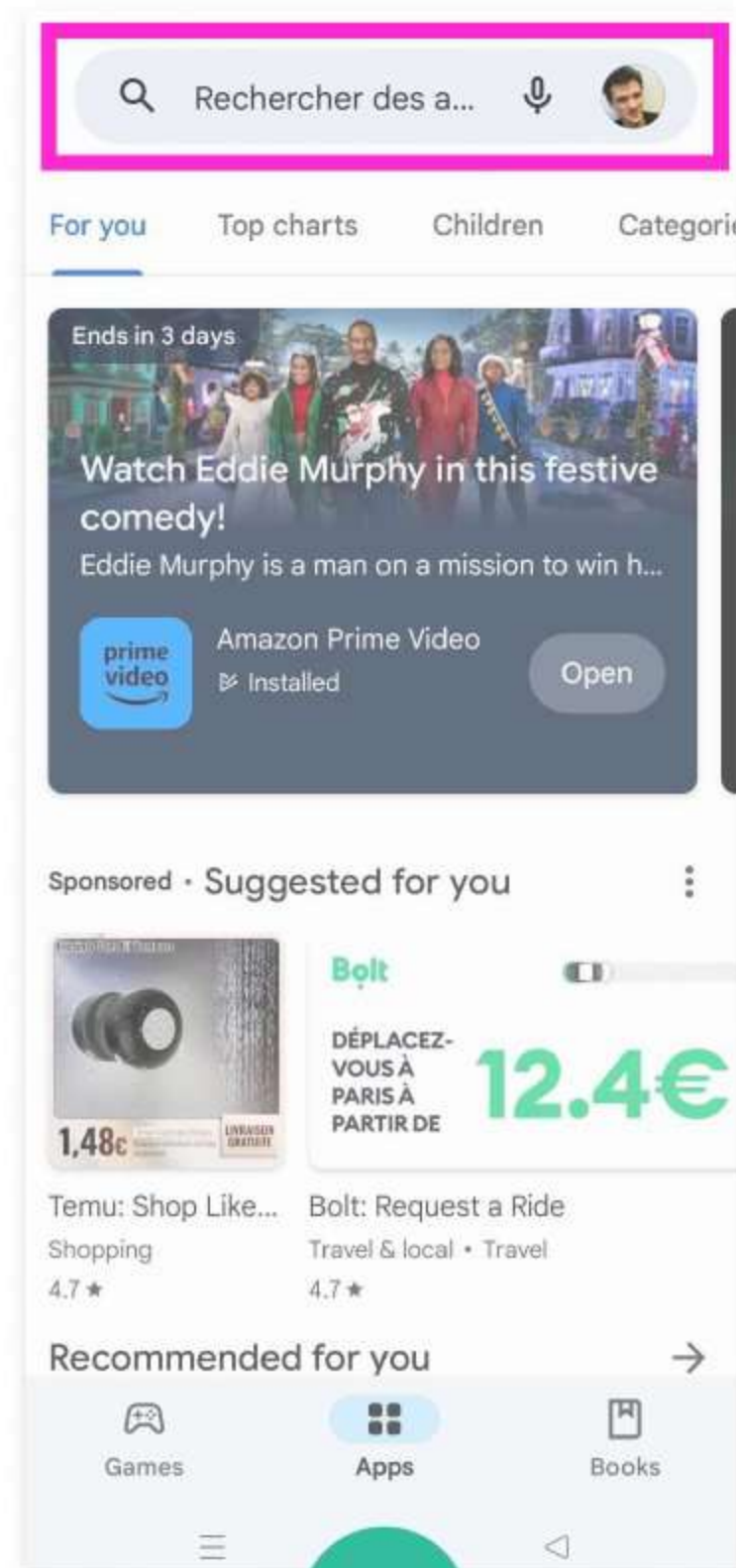
Confirm installation with the side button

Installation on an Android device (smartphone or tablet)



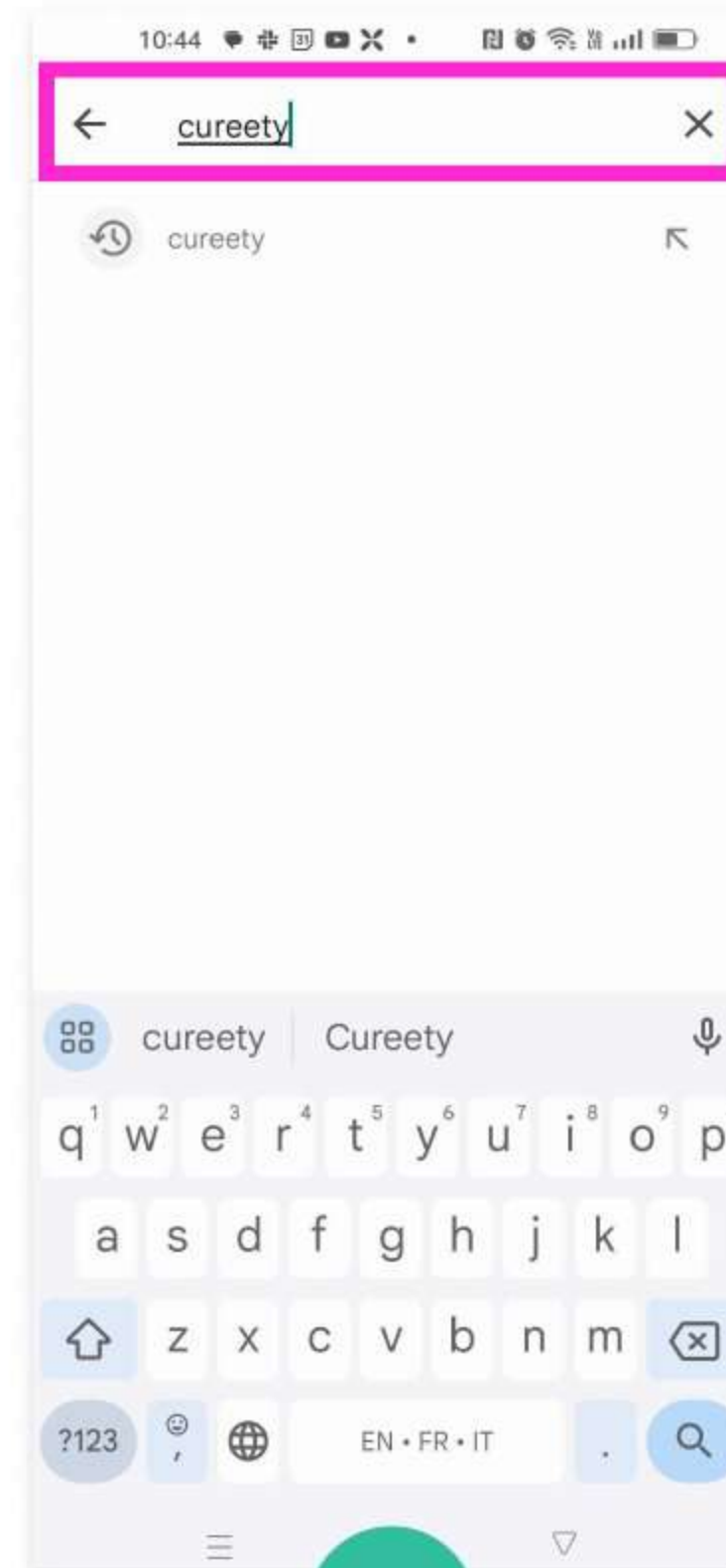
1

Cliquez sur l'icône Play Store



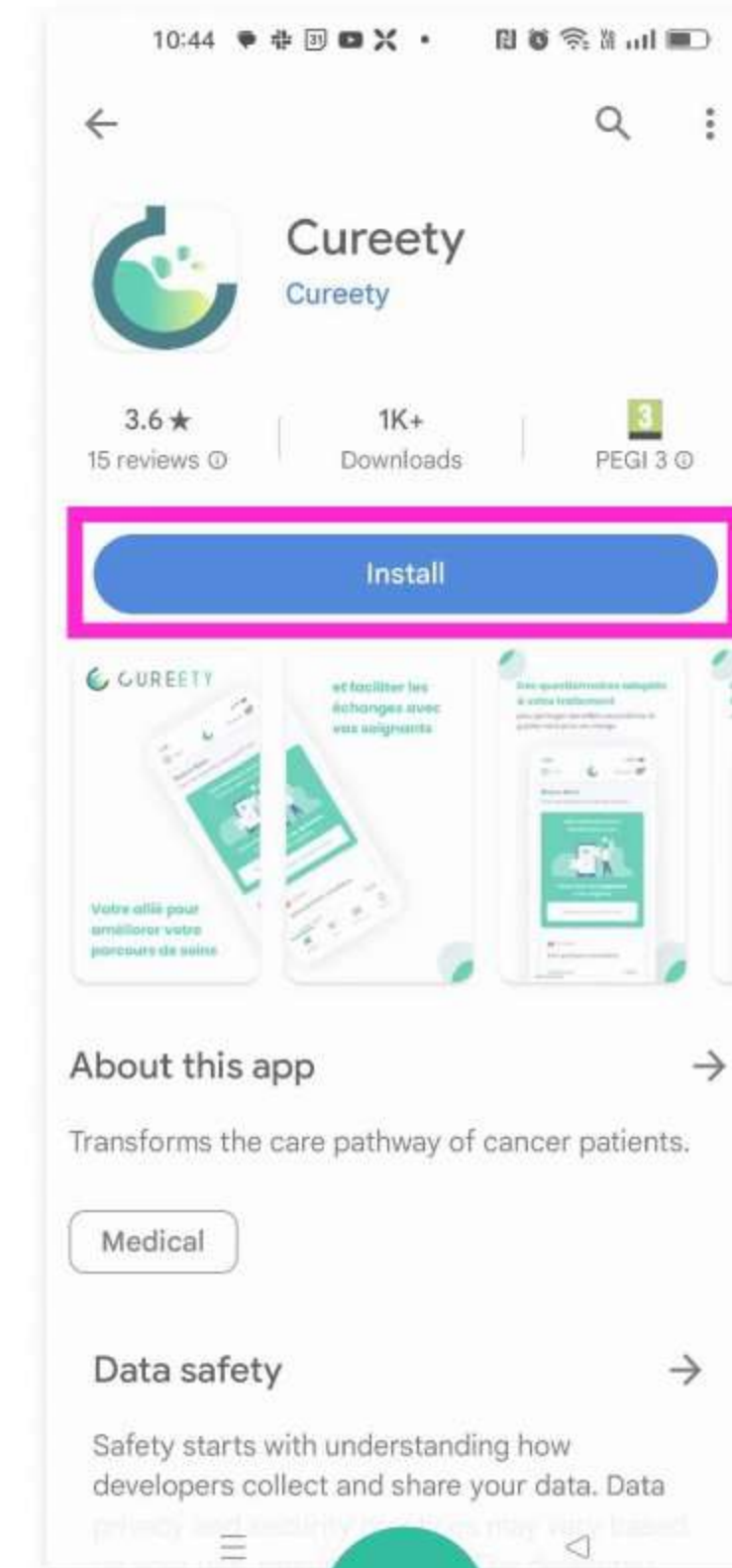
2

Cliquez dans la barre de recherche



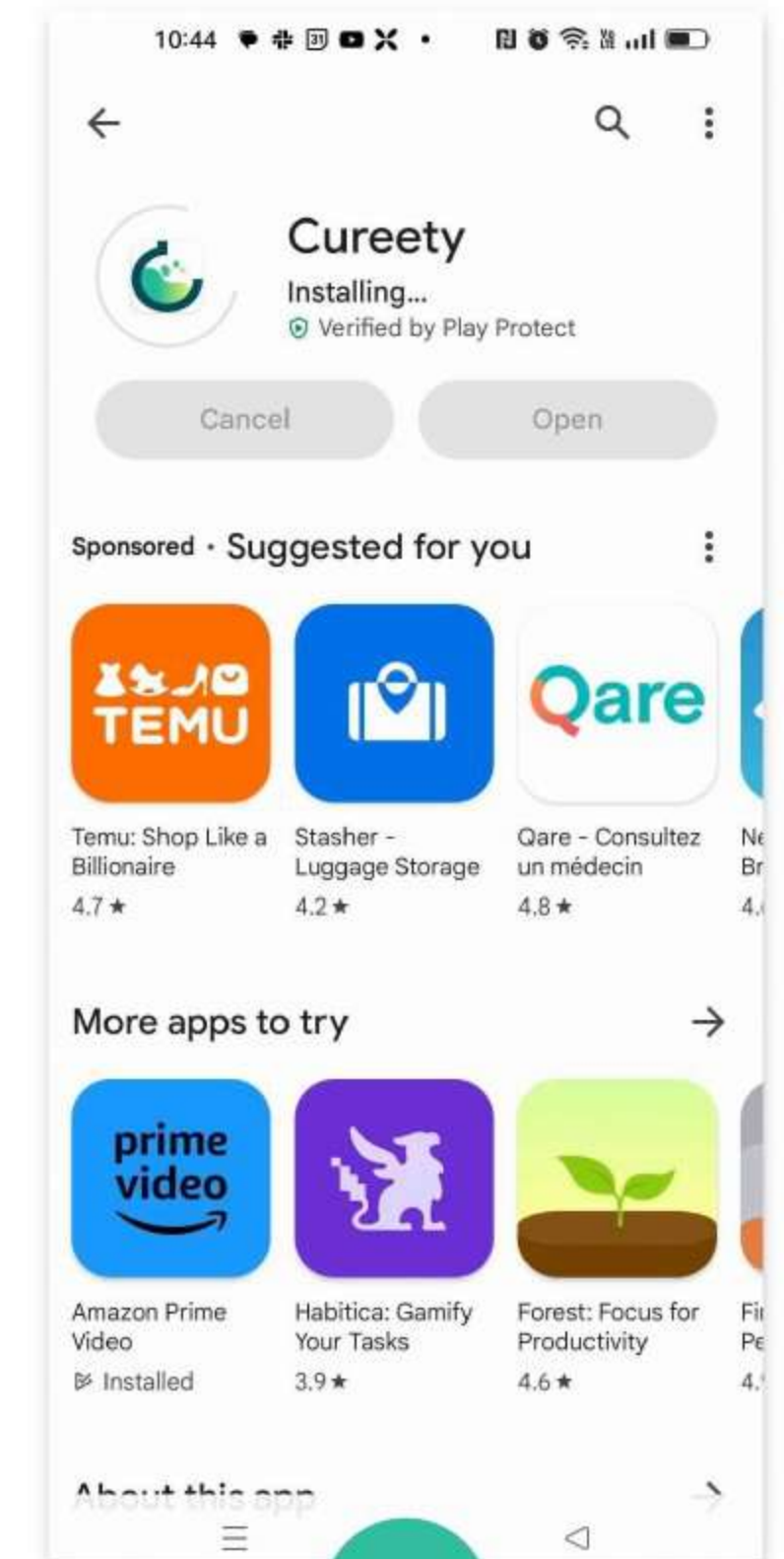
3

Tapez "cureety"



4

Cliquez sur "Installer"



5

L'application s'installe automatiquement

Connection



Log in to your patient account

Email address

Password

[Show](#)

[Log in](#)

[Forgot password](#)

Need help or information?
Send an email to support@cureety.com
or call [+33766723047](tel:+33766723047)

[Compromised account?](#)

Open the application and arrive at the login page.

Reaching this screen means that the application has been successfully installed.

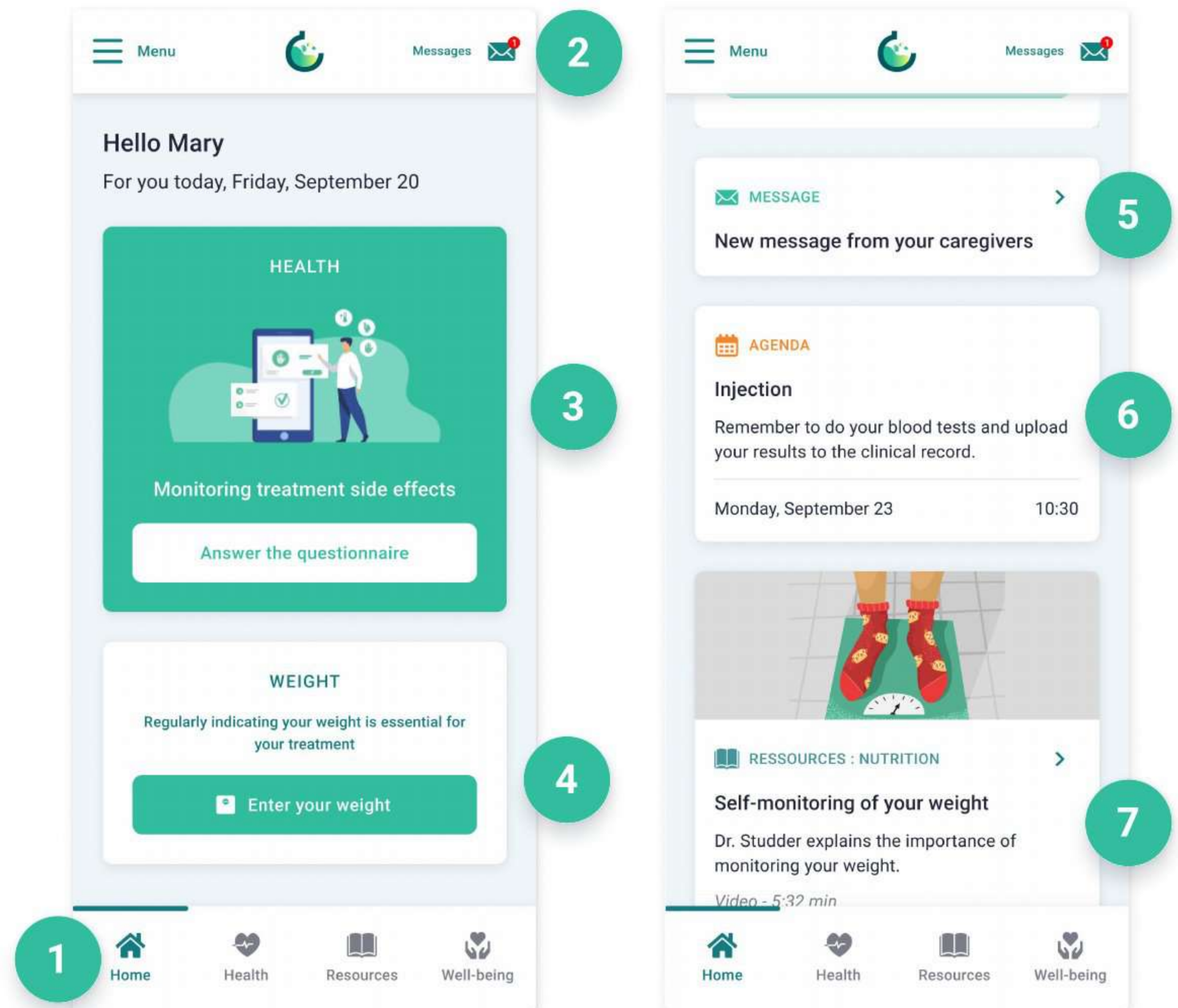
Enter your email address and password, then click on the “Login” button.

The password is the one you chose when you activated your account.

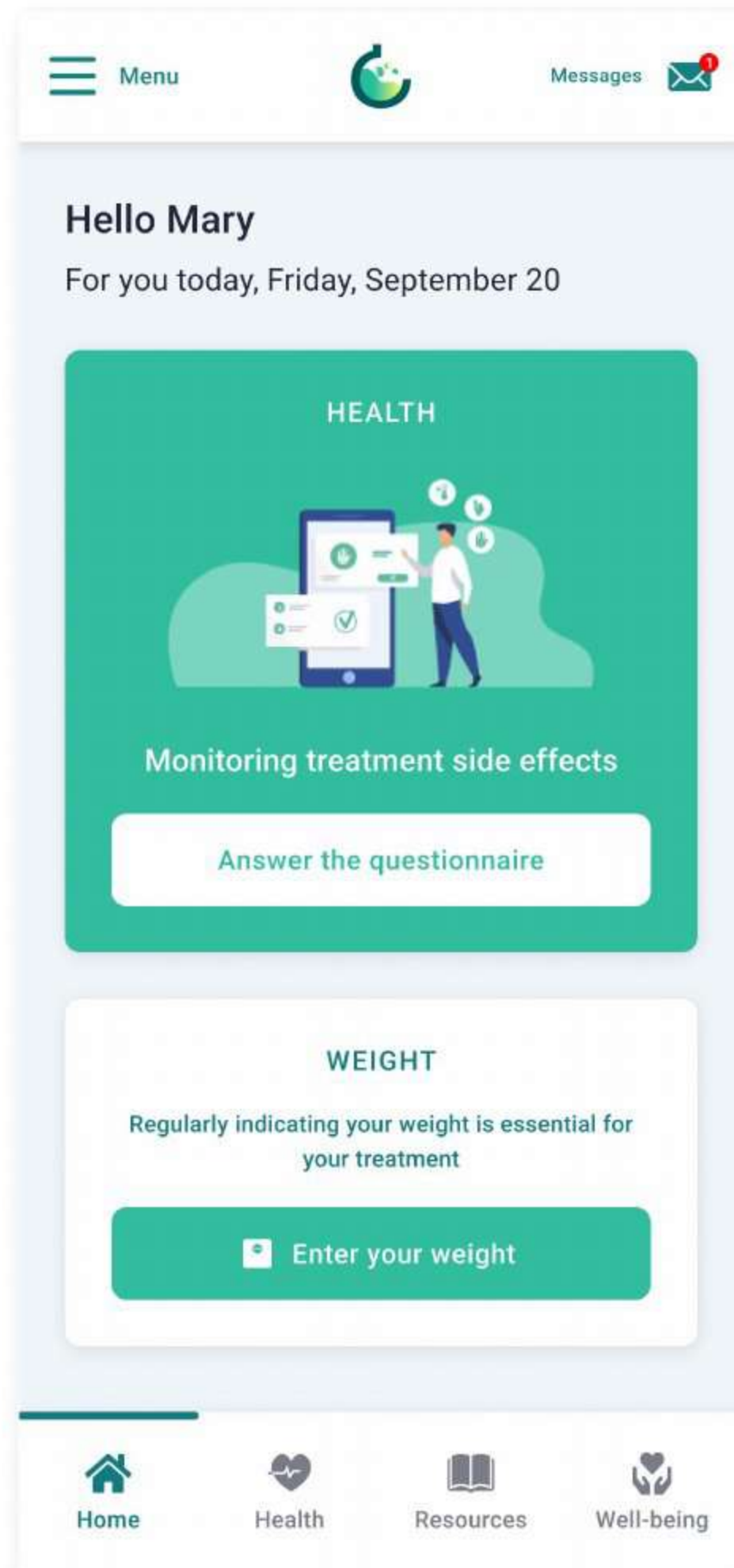
Tip: Click on the “Show” button to the right of the field to reveal the characters.

Home page

- 1 Access to the different sections
- 2 Access to messaging
- 3 **Health questionnaire** MD
Displayed at a frequency defined by your doctor (e.g. every 7 days), the “questionnaire” card enables you to fill in your health questionnaire.
- 4 **Weight question**
Once a week, this card asks you to indicate your weight.
- 5 New messages
- 6 Upcoming medical appointments
- 7 Resources and support care
Each time you log on, you'll be offered a therapeutic resource and a session of tailored supportive care.

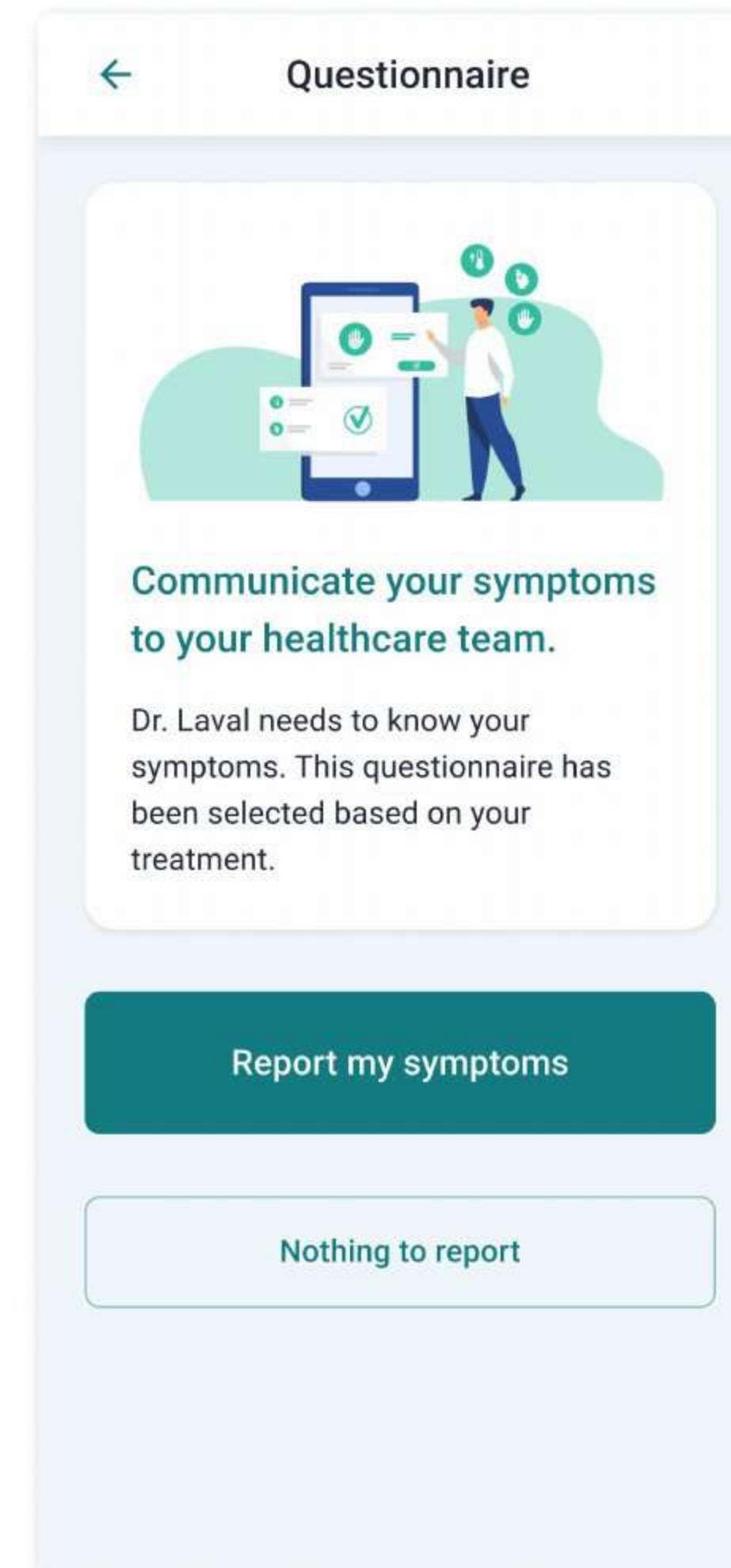


Answer the questionnaire



1

Click on the “Answer the questionnaire” button.



2

Click on the “Report my symptoms” button.

If you have no symptoms or side effects to report, you can click on the “Nothing to report” button.

This lets your care team know that everything's fine.

Answer the questionnaire

← Questionnaire

Question 5 out of 13

Do you feel tired?

☐ Nothing to report

☐ Mild fatigue, with no effect on daily activities.

☐ Moderate fatigue, need to adjust daily activities and nap during the day. Less than half the day spent in bed.

☐ Severe fatigue that significantly limits activities, assistance required in daily life. More than half the day spent in bed.

← Previous Next →

3

For each question, select the answer that most closely matches your condition.

If you want to change your answer, click again on the selected answer to return to the list of options.

You can also go back to correct previous answers by clicking on the “Previous” button.

← Questionnaire

Question 13 out of 13

Do you have any other side effects to report?

In urgent situations, contact your healthcare facility or call the emergency number.

Respond here...

← Previous Send

4

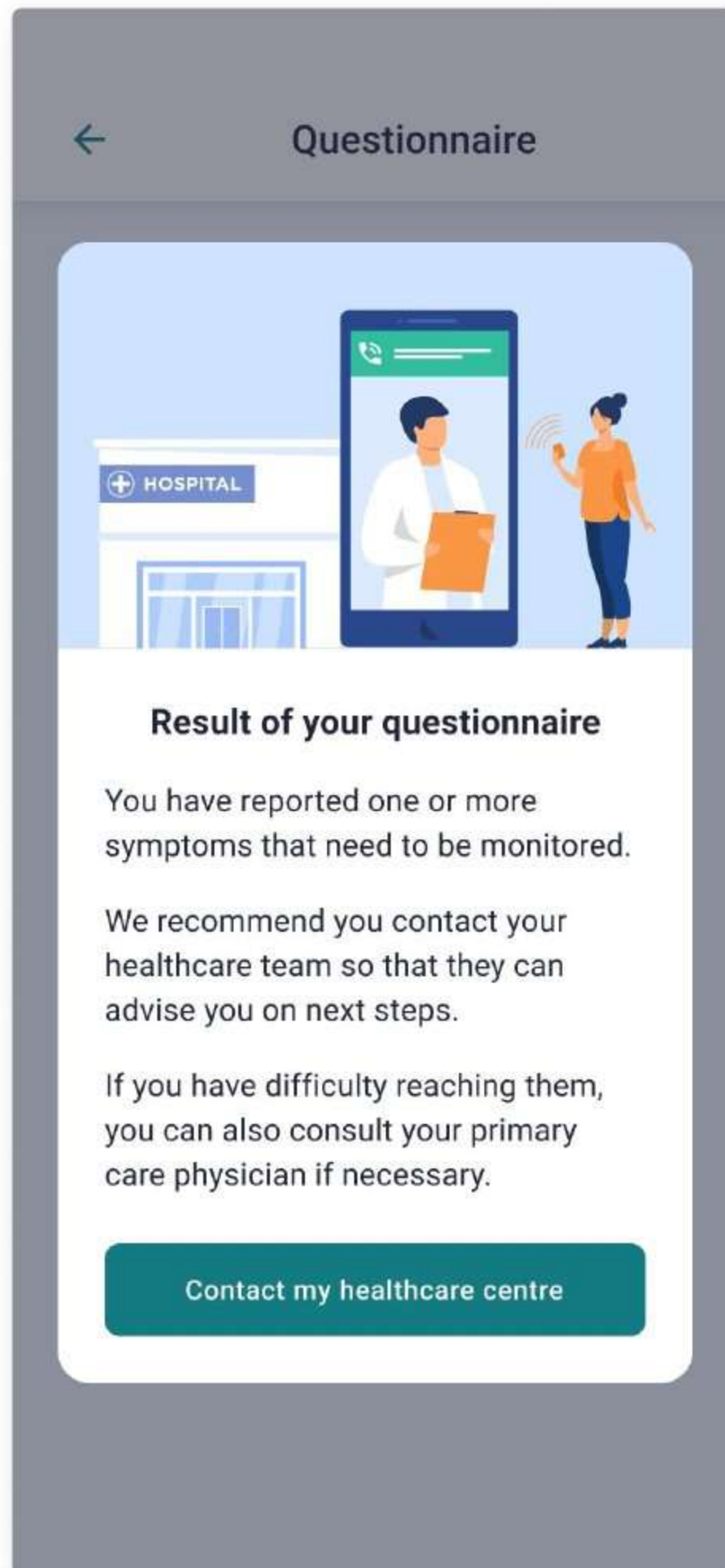
The last question is an optional open question.

It allows you, if necessary, to specify the symptoms you have declared, or to report symptoms not included in the questionnaire.

You can also use it to send questions to your healthcare team.

Reply if necessary, or click send directly.

See the results of the questionnaire



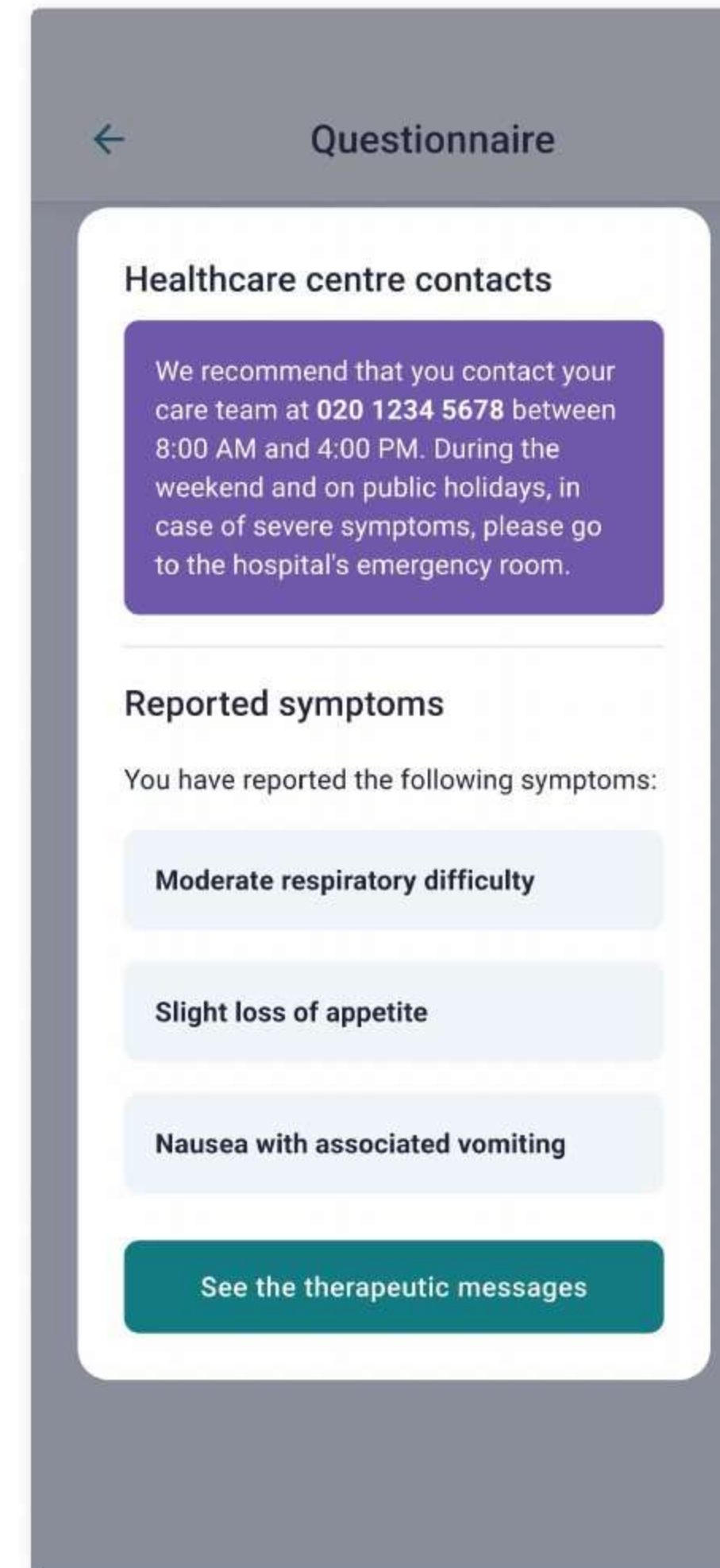
5

Once you've submitted your questionnaire, you'll receive your results.

Please read these recommendations carefully.

Depending on the symptoms reported, you may be asked to contact your healthcare centre (or call 15 if urgent care is required).

Click on “Contact my healthcare centre”.

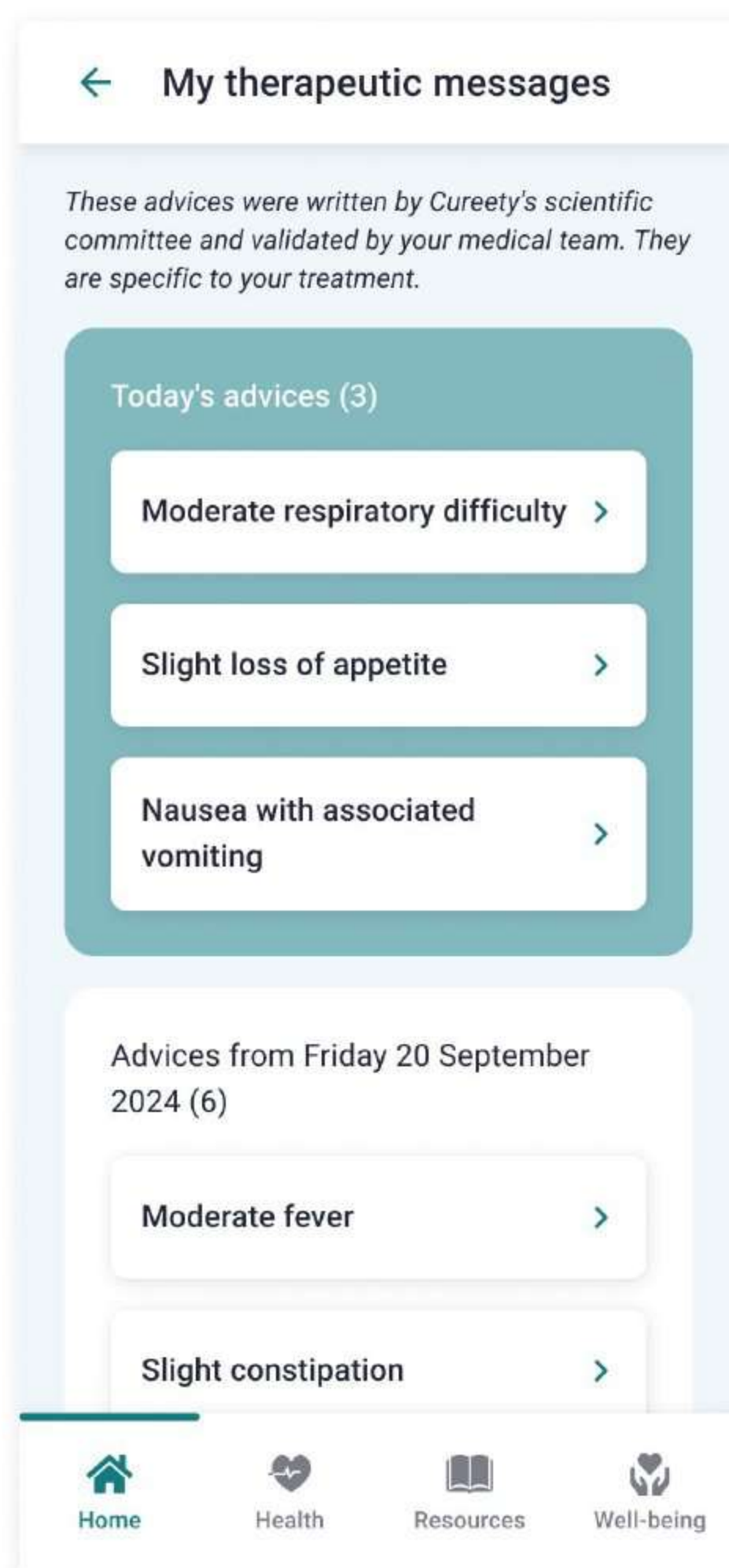


6

Your healthcare team's contacts appear on the screen, followed by the symptoms you have reported.

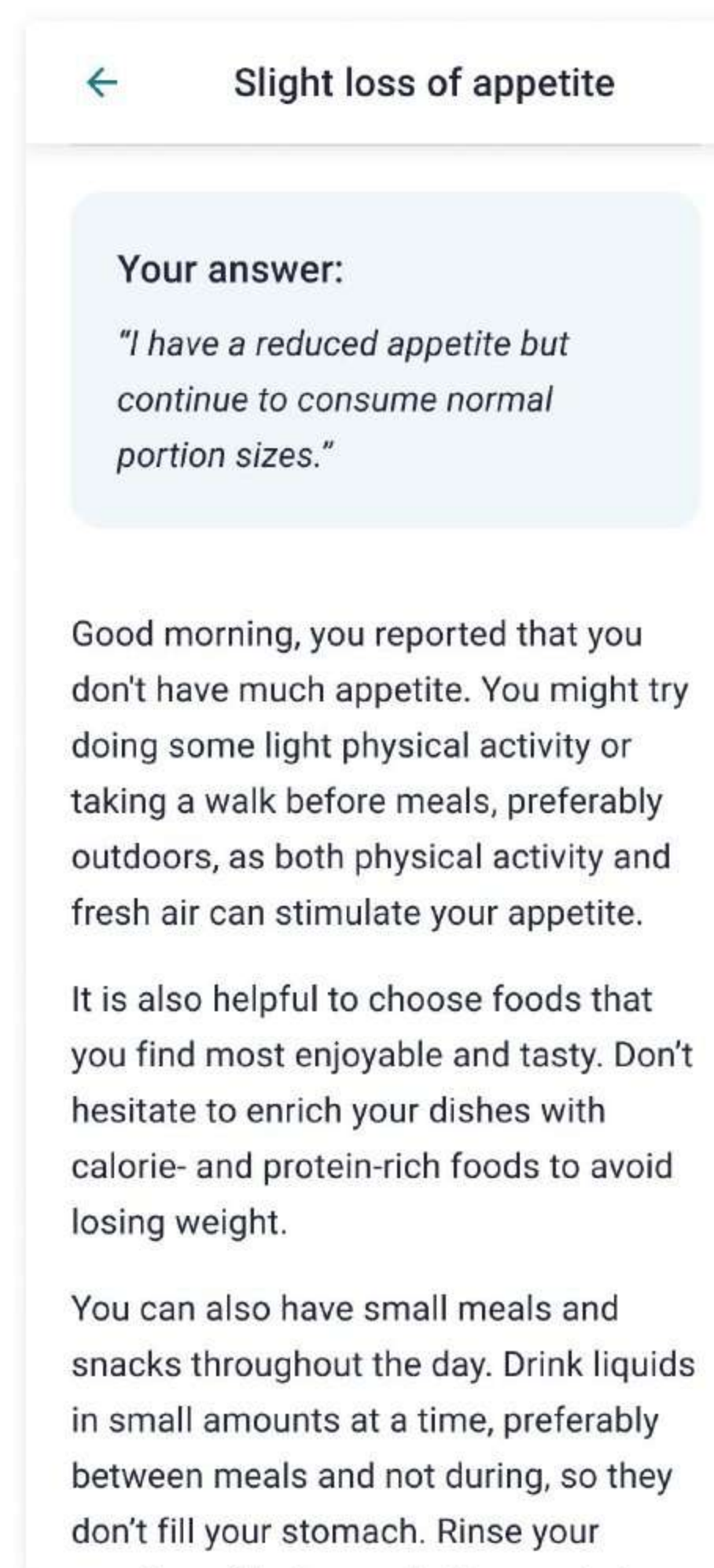
Contact your healthcare team if you are invited, then click on “See the therapeutic messages”.

See the results of the questionnaire



7

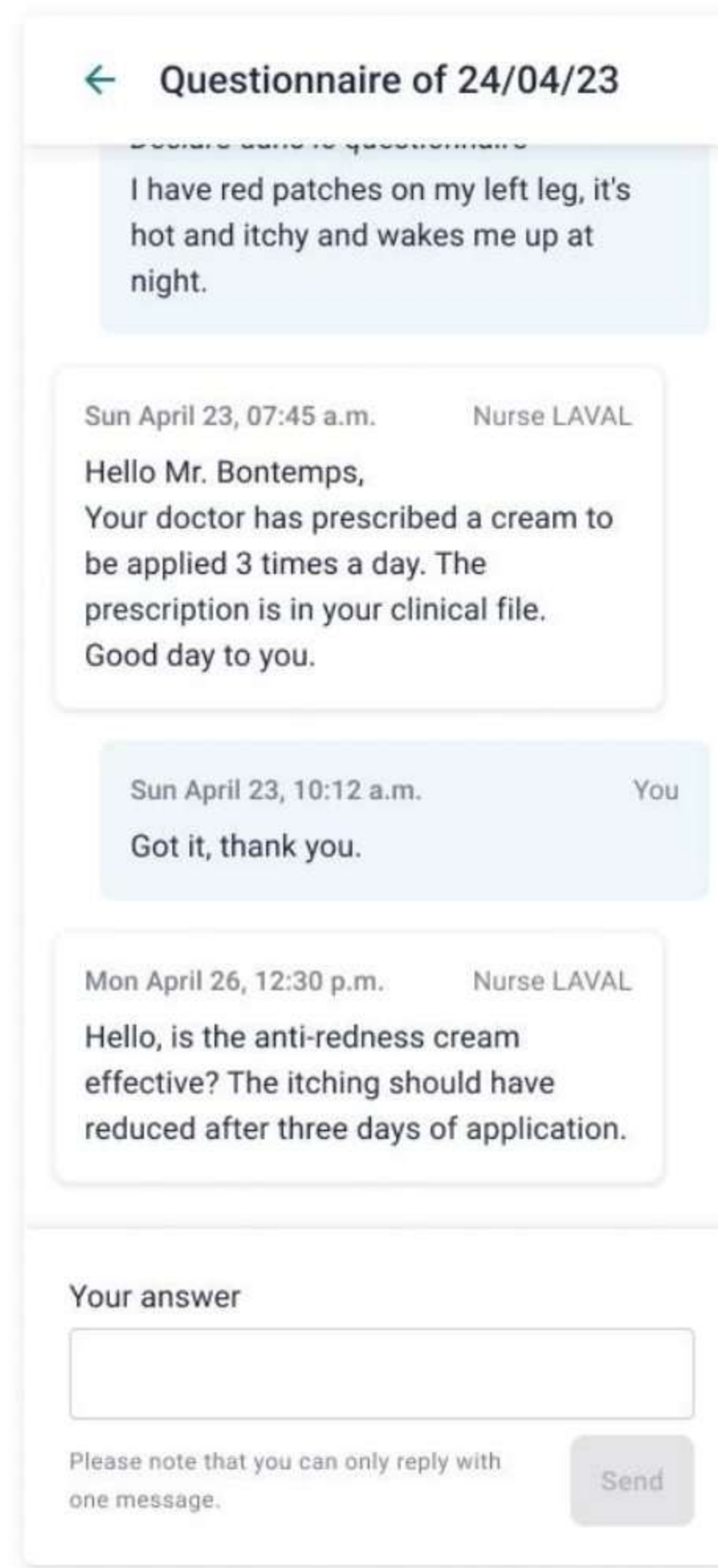
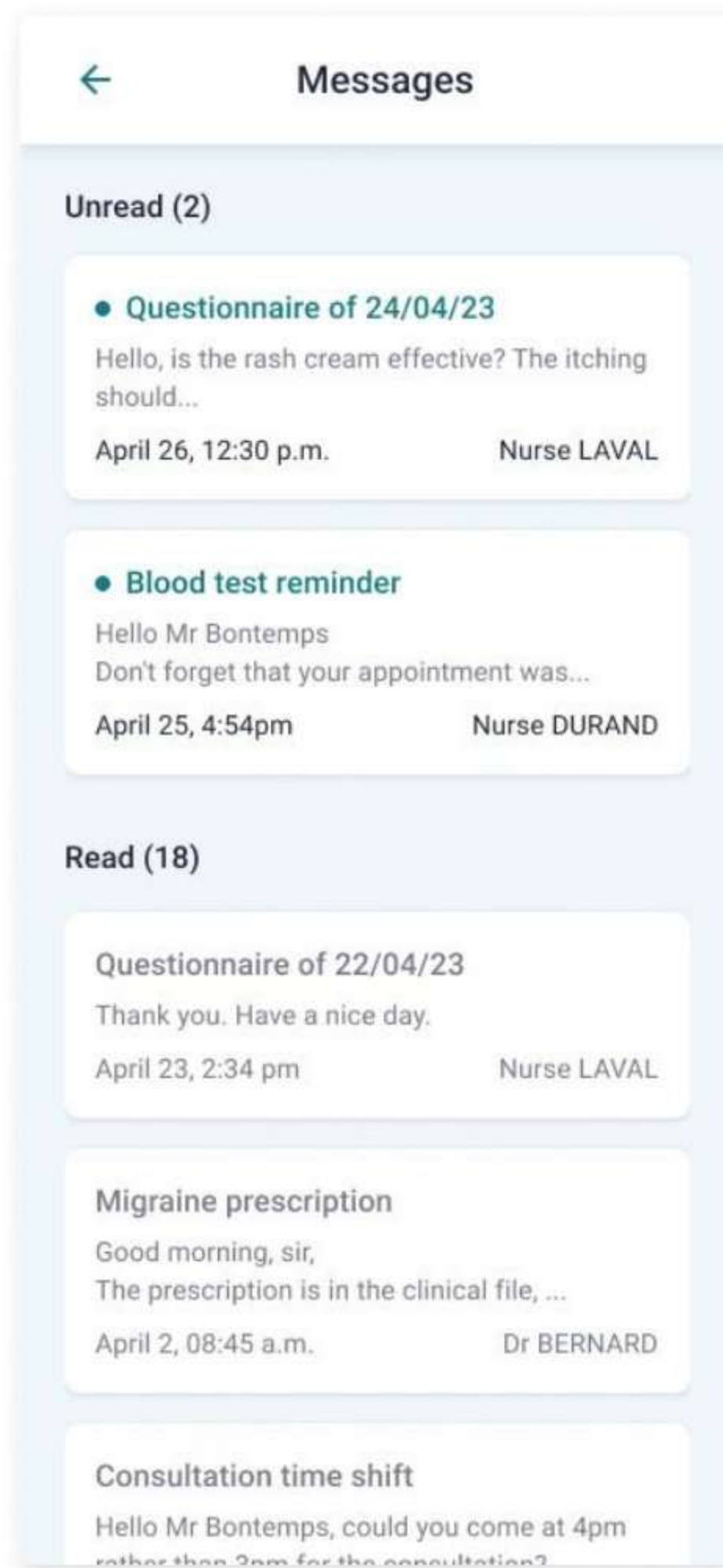
You will be taken to a page containing all the therapeutic advice received for the symptoms you have reported, listed in chronological order.



8

Click on a symptom to consult the corresponding treatment advice.

Messaging



Messaging is accessible from the button at the top right of your application's home page.

It allows you to exchange messages with your care team.

Click on a message to display the corresponding conversation.

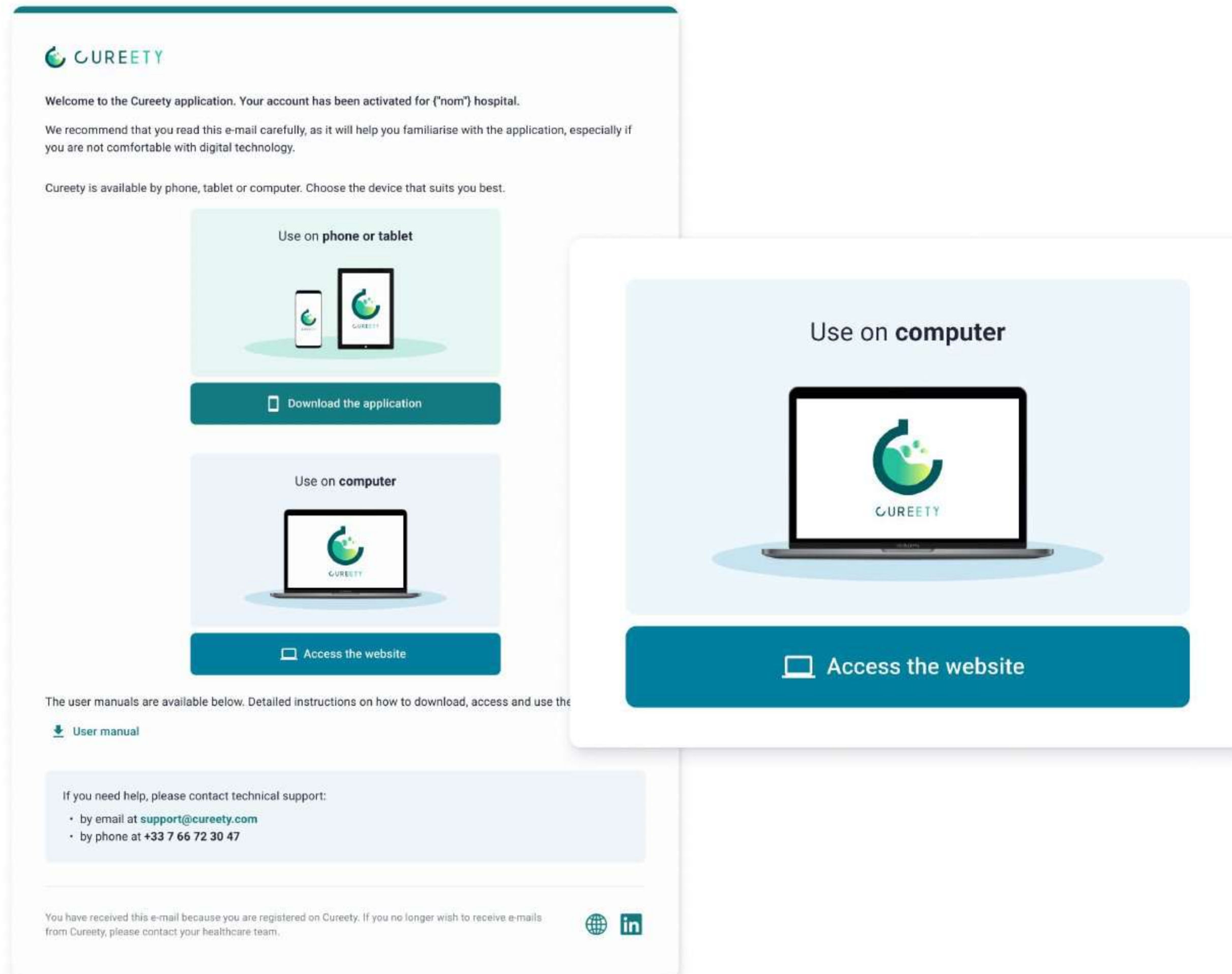
Note that you can only send one message at a time. You must wait for your caregiver's reply before sending a second message in the conversation.

5

**Use on a
computer**



Online access to Cureety from a computer

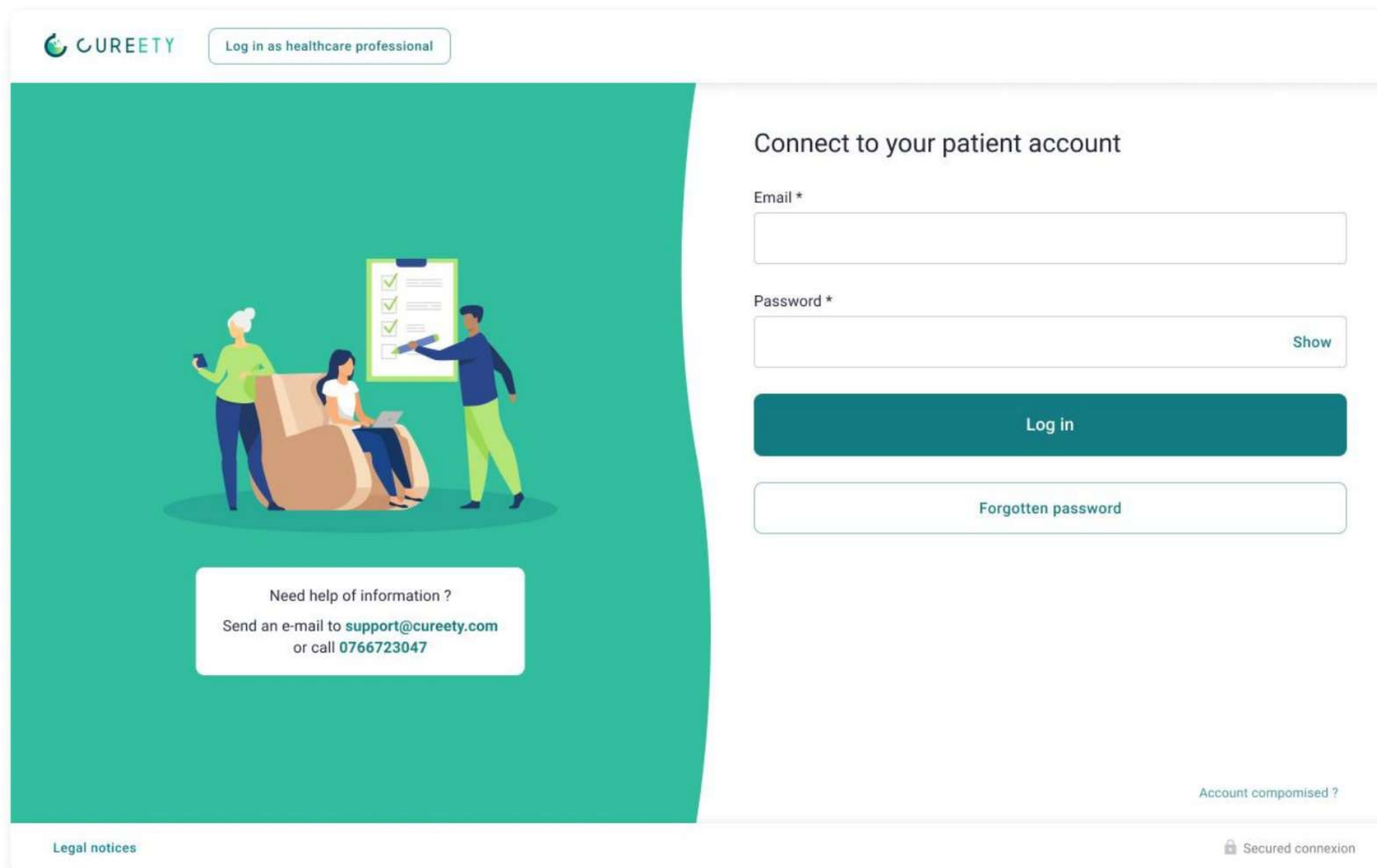


The online platform can be accessed at the following address: **www.app.cureety.com**

You have several options for accessing the site:

- Open the account activation confirmation e-mail you received and click on the "Go to site" button.
- Enter the URL address "www.app.cureety.com" directly into your web browser
- Go to the Cureety website "www.cureety.com" and click on the "Login" button.

Connection



The image shows the CUREETY login interface. On the left, there is a teal banner with an illustration of three people (two standing, one sitting) looking at a large clipboard with checkmarks. Below the illustration is a white box with contact information. On the right, there is a white login form with fields for email and password, a 'Show' button, a 'Log in' button, and a 'Forgotten password' link. At the bottom, there are links for 'Legal notices' and 'Account compromised?', and a 'Secured connexion' indicator.

CUREETY Log in as healthcare professional

Connect to your patient account

Email *

Password *

Show

Log in

Forgotten password

Need help of information ?
Send an e-mail to support@cureety.com
or call 0766723047

Account compromised ?

Legal notices

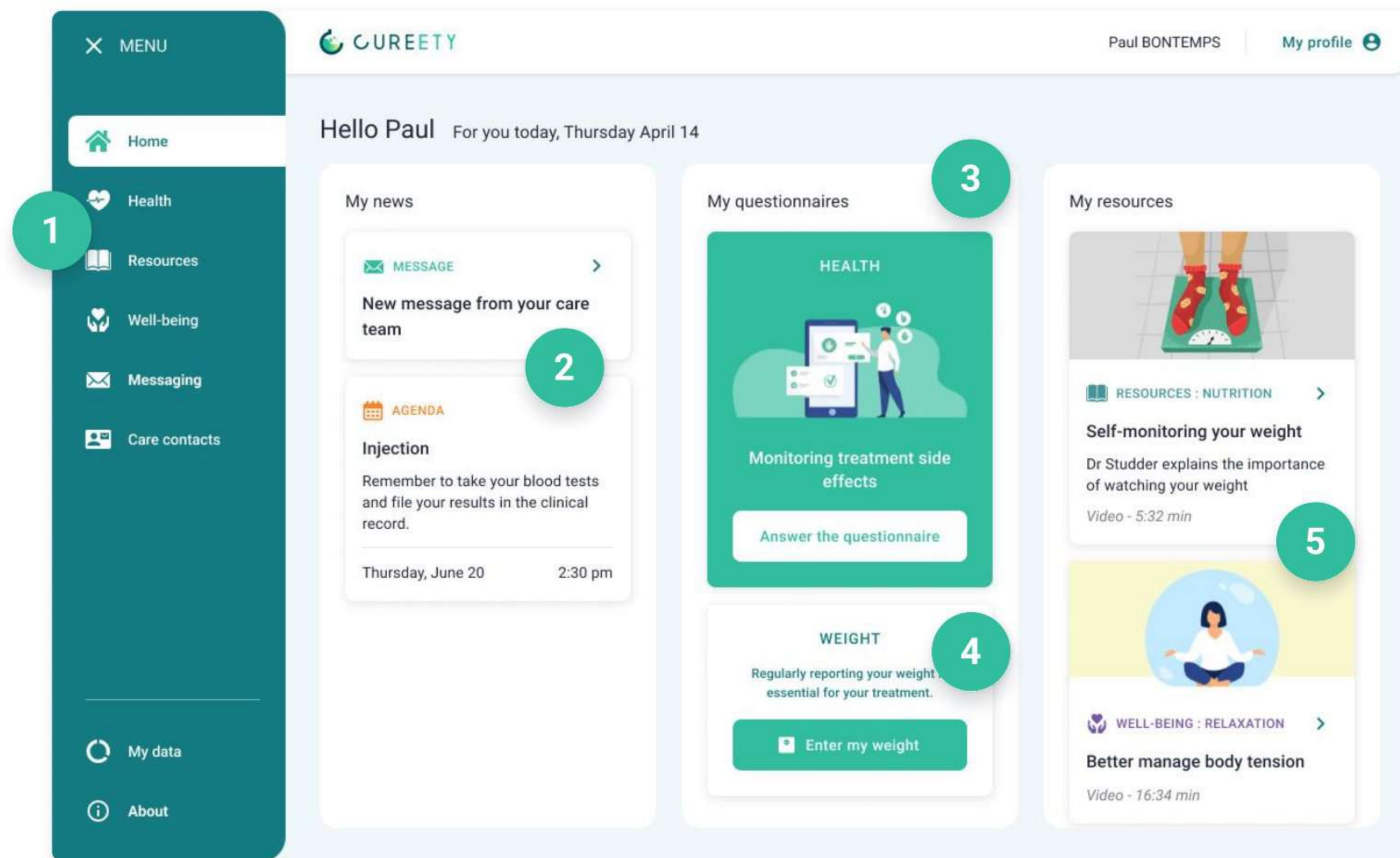
Secured connexion

Enter your email address and password, then click on the “Login” button.

The password is the one you chose when you activated your account.

Tip: Click on the “Show” button to the right of the field to reveal the characters.

Home page



1 Navigation bar to different sections of the application

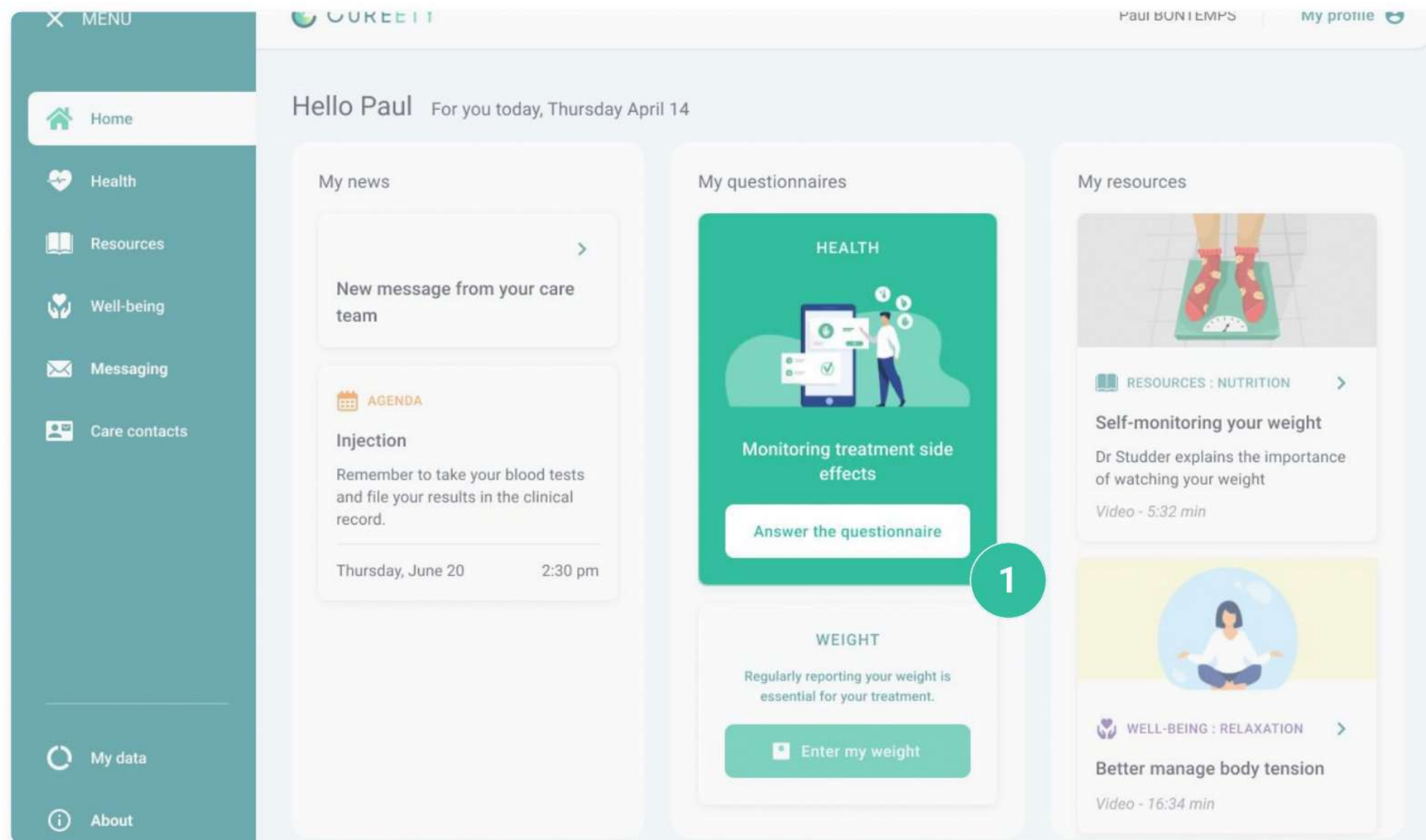
2 New messages and upcoming medical appointments

3 **Health questionnaire MD**
The “questionnaire” card allows you to complete your health questionnaire at the frequency defined by your doctor (e.g. every 7 days). However, you can fill in your questionnaire every day if you wish.

4 **Weight question**
Once a week, this card asks you to indicate your weight.

5 **Resources and support care**
Each time you log on, you'll be offered a therapeutic resource and a session of tailored supportive care.

Answer the questionnaire



1

Click on the “Answer the questionnaire” button.

Answer the questionnaire





Communicate your symptoms to your medical team.

Your medical team needs to know your symptoms. This questionnaire has been selected according to your treatment.

Report my symptoms

Nothing to report

2

Click on the “Report my symptoms” button.

If you have no symptoms or side effects to report, you can click on the “Nothing to report” button.

This lets your care team know that everything’s fine.

Answer the questionnaire



Question 8 out of 15

Is your appetite normal?

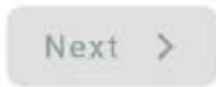
Nothing to report

I don't have much appetite, but eat normal portions.

I have lost my appetite. I only eat small portions at mealtimes and often skip meals.

Severe loss of appetite, food intake very low. Fluid intake also very inadequate (<500 mL / 17 fl. oz. per day)





3

For each question, select the answer that most closely matches your condition.

If you want to change your answer, click again on the selected answer to return to the list of options.

You can also go back to correct previous answers by clicking on the “Back” button.

Answer the questionnaire



Question 14 out of 15

Do you have any other side effects to report?

In urgent situations, contact your healthcare facility or call the emergency number

Respond here...

< Previous

Send >

4

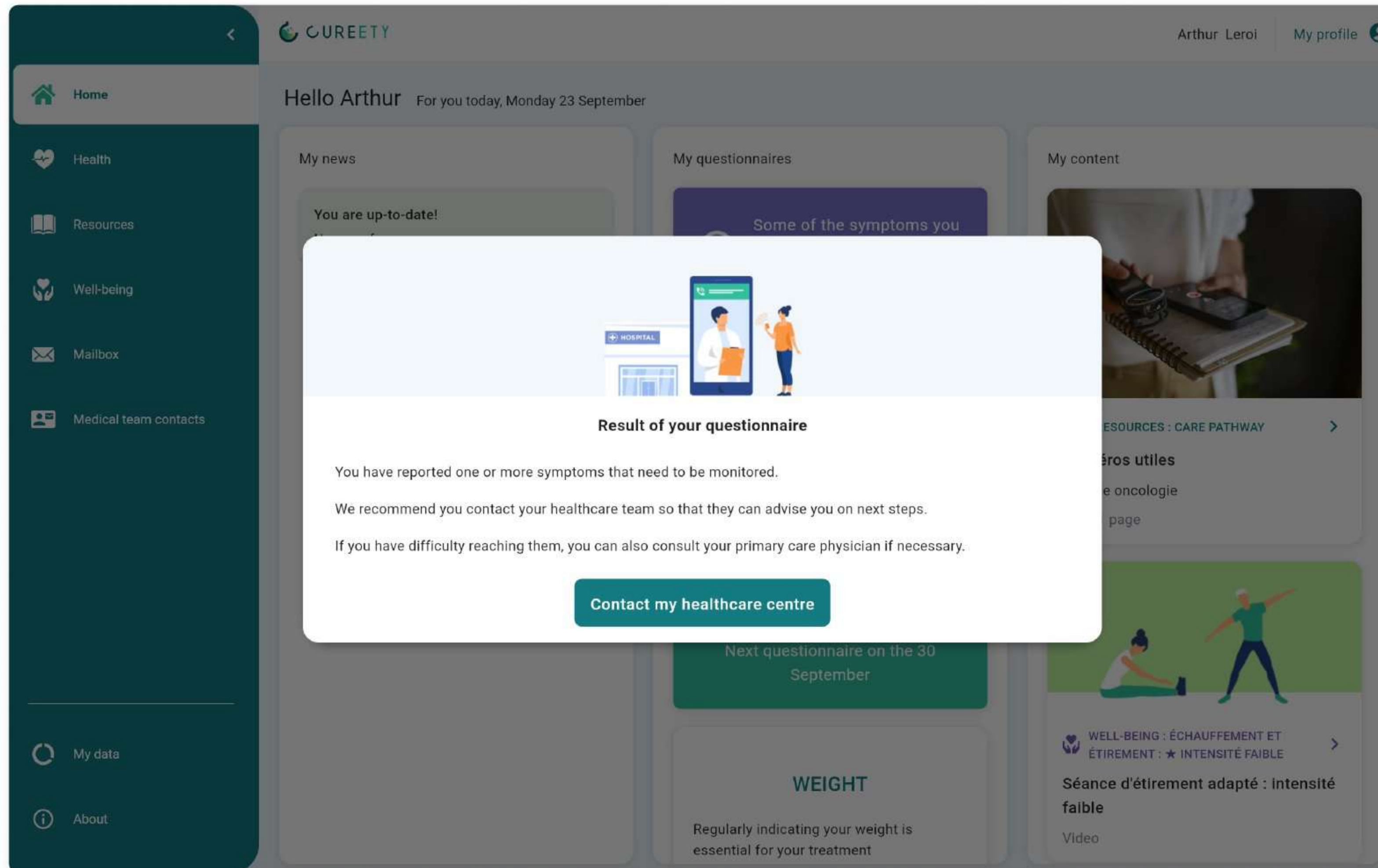
The last question is an optional open question.

It allows you, if necessary, to specify the symptoms you have declared, or to report symptoms not included in the questionnaire.

You can also use it to send questions to your healthcare team.

Reply if necessary, or click send directly.

See the results of the questionnaire



5

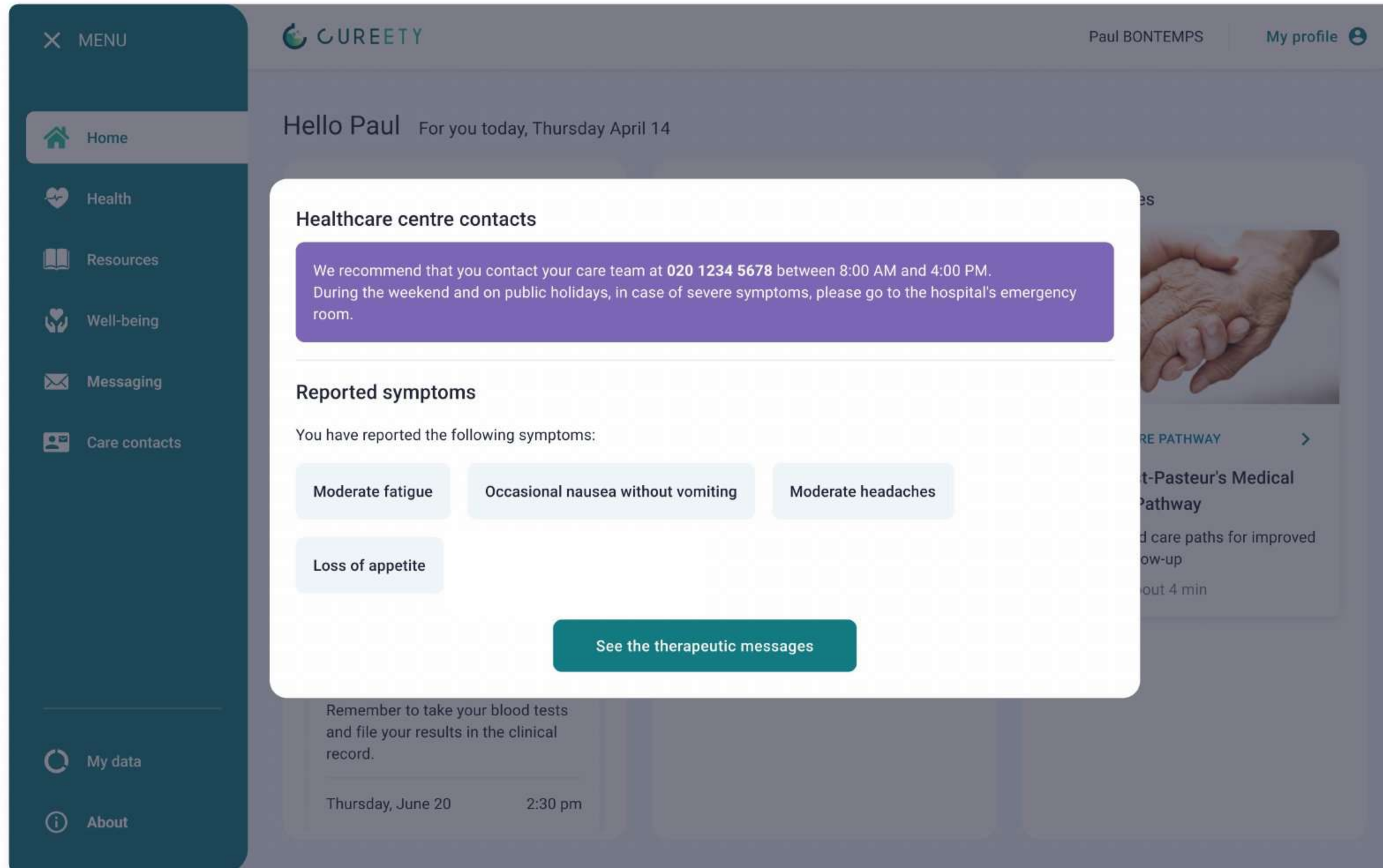
Once you've submitted your questionnaire, you'll receive your results.

Please read these recommendations carefully.

Depending on the symptoms reported, you may be asked to contact your healthcare center (or call 15 if urgent care is required).

Click on “Contact my healthcare center”.

See the results of the questionnaire



6

Your healthcare team's contacts appear on the screen, followed by the symptoms you have reported.

Contact your healthcare team if you are invited, then click on “Consult therapeutic advice”.

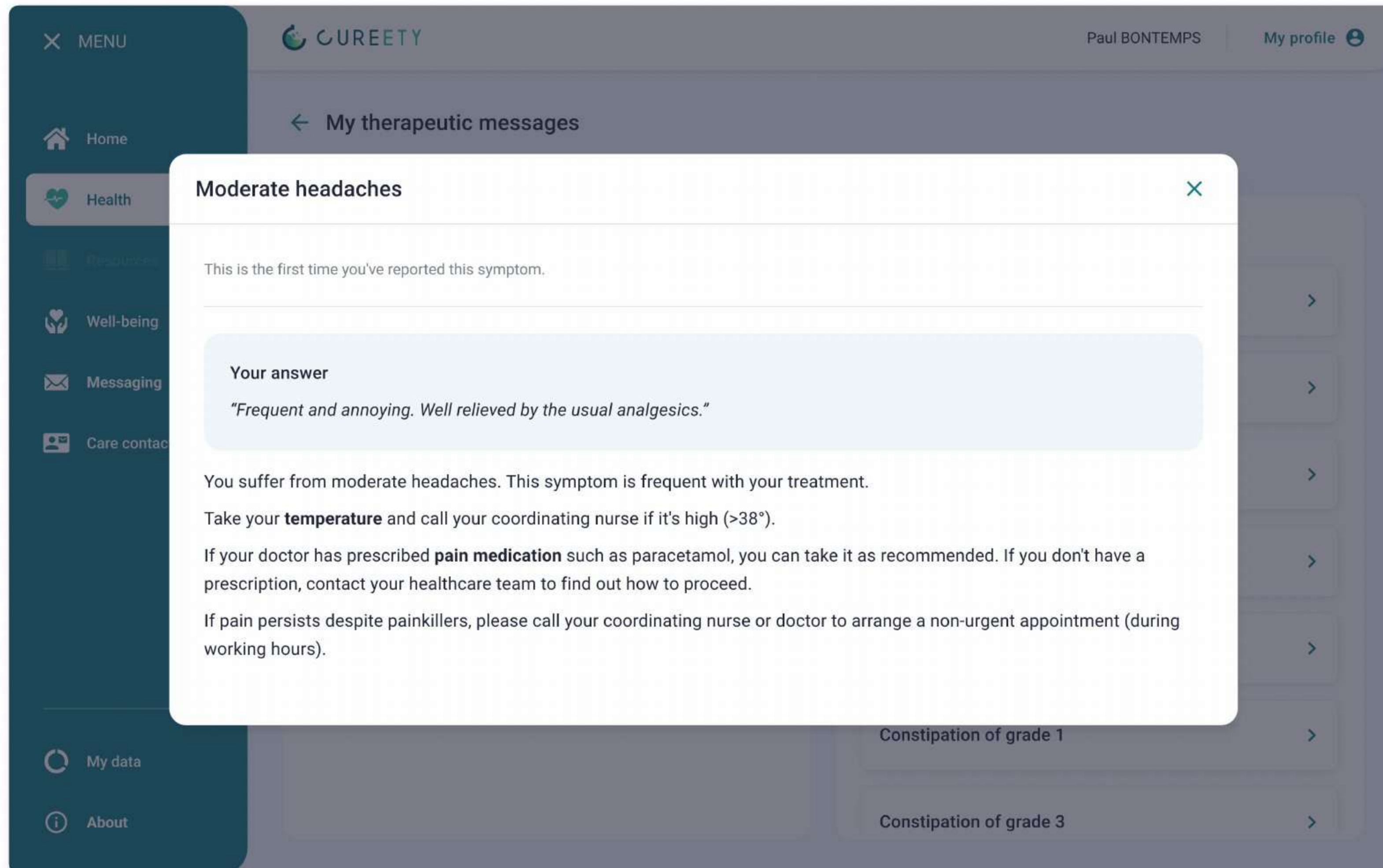
Therapeutic advice

The screenshot displays the Cureety app interface. On the left is a dark teal sidebar menu with icons and labels for: MENU, Home, Health (highlighted), Resources, Well-being, Messaging, Care contacts, My data, and About. The main content area has a white header with the Cureety logo, the user name 'Paul BONTEMPS', and a 'My profile' link. Below the header is a section titled 'My therapeutic messages' with a back arrow. A note states: 'These advices were written by Cureety's scientific committee and validated by your medical team. They are specific to your treatment.' The main content is titled 'Advices received from questionnaires' and features a teal box labeled 'Today's advice(s) (4)'. This box contains four white cards with the following text: 'Moderate fatigue', 'Frank loss of appetite', 'Moderate headaches', and 'Occasional nausea without vomiting'. Each card has a right-pointing chevron. Below this box, a date separator 'Tuesday, Dec. 12, 2022' is shown, followed by a single white card with the text 'Annoying tingling sensation' and a right-pointing chevron.

7

You will be taken to a page containing all the therapeutic advice received for the symptoms you have reported, listed in chronological order.

Therapeutic advice



8

Click on a symptom to consult the corresponding treatment advice.

Messaging

The messaging system lets you exchange messages with your care team.

Unread messages are displayed first. Click on a message in the left-hand column to display the corresponding conversation.

Note that you can only send one message at a time. You must wait for your caregiver's reply before sending a second message in the conversation.

The screenshot displays the CUREETY messaging interface. On the left is a teal sidebar menu with options: Home, Health, Resources, Well-being, **Messaging** (with a red notification badge '2'), Care contacts, My data, and About. The main content area is divided into two columns. The left column shows a list of messages, categorized into 'Unread (2)' and 'Read (18)'. The 'Unread' messages include a questionnaire from Nurse LAVAL and a blood test reminder from Nurse DURAND. The 'Read' messages include a questionnaire from Nurse LAVAL, a migraine prescription from Dr. BERNARD, and a consultation time shift notice. The right column shows a detailed view of the 'Questionnaire of 24/04/23' conversation with Nurse LAVAL. It displays the message history, including a greeting from the nurse and a 'Thank you' reply from the user. At the bottom, there is a text input field labeled 'Your answer' and a 'Send' button. A note below the input field states: 'Please note that you can only reply with one message.'

6

Forgotten password



Forgotten password

 [Log in as healthcare professional](#)



Need help of information ?
Send an e-mail to support@cureety.com
or call 0766723047

Connect to your patient account

Email *

Password *

 [Show](#)

The combination of e-mail address and password is incorrect. Please check your input carefully.

The password is the one you chose when you activated your account. Click on the "Show" button to the right of the field to reveal the characters. If you've forgotten your password, click on the "Forgotten password" button below.

If you are unable to connect, please contact Cureety support by email at support@cureety.com or by phone at 0766723047.

[Log in](#)

[Forgotten password](#)

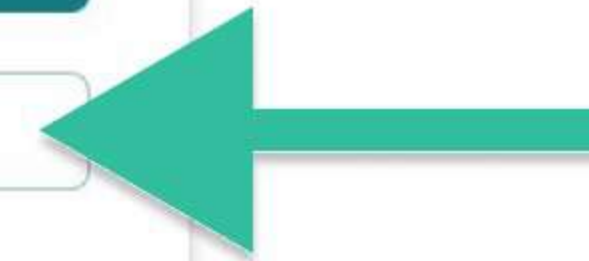
[Account compromised ?](#)

[Legal notices](#)

 Secured connexion

1

Click on "Forgot password" at the bottom of the login interface.



Forgotten password

 Log in as healthcare professional



Need help of information ?
Send an e-mail to support@cureety.com
or call **0766723047**

[← Back](#)

Reset your password

To reset your password, you will need to access the email address associated with your Cureety account. This verification information ensures that only you have access to your account.
Once you've entered the email address, you'll receive an email with a link to reset your password.

Email *

Send

[Account compromised ?](#)

[Legal notices](#)

 Secured connexion

2

Enter your login email address to receive a password reset link.

Forgotten password



You have requested to reset your password.

Click the button below to set a new password for your account patient@gmail.com

Set a new password

If you did not request this password reset, please contact Cureety support at the following address:

support@cureety.com

You received this email because you were registered with Cureety. If you no longer wish to receive emails from Cureety, please contact your care team.



3

In the email, click on the "Set a new password" button.

You can then choose your new password and access the application.

7

Monitoring interruption



Interrupting monitoring with Cureety



Your care team has suspended your medical monitoring with the Cureety application.

Your access to the application has been suspended, and you will no longer receive notifications by email or SMS.

If you believe this is an error, please contact Cureety support at support@cureety.com

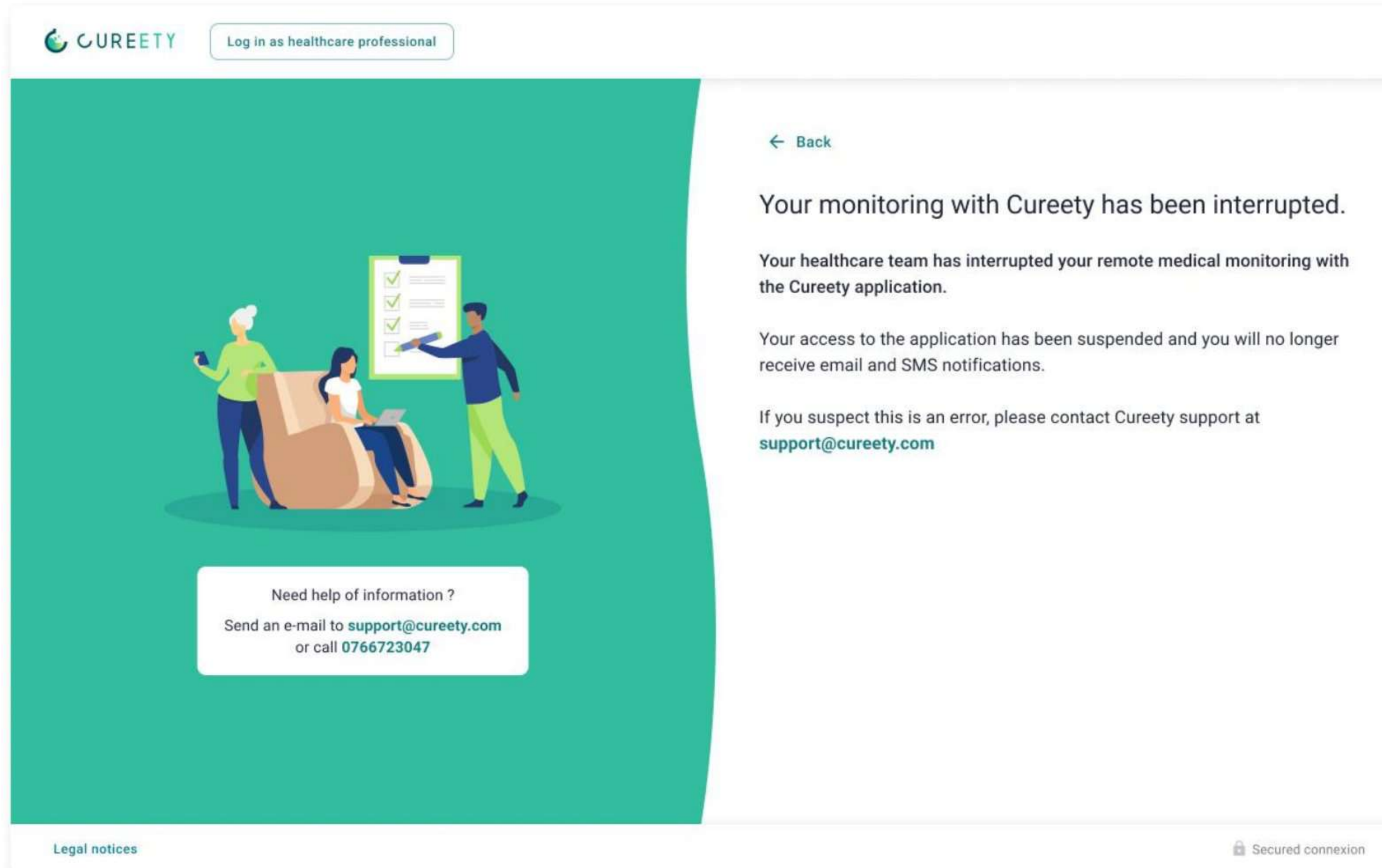
You have received this email because you were registered with Cureety. If you no longer wish to receive emails from Cureety, please contact your care team.



Your healthcare team may discontinue your treatment with Cureety, either temporarily or permanently, for a variety of reasons (remission, treatment discontinuation, change of care facility, etc.).

When your monitoring is interrupted, you are notified by email and SMS.

Interrupting monitoring with Cureety



You will then no longer have access to the application at all. If you try to connect, the message shown opposite will be displayed.

If your monitoring has been interrupted and you suspect an error, please contact Cureety support.

Restarting monitoring with Cureety



As part of your care pathway monitoring, Dr. [NAME] from [Institution name] has reactivated your medical monitoring with the Cureety application.

Your account is once again accessible. You can log in using your email and password.

Login

Self you encounter any issues accessing your account, you can contact Cureety's IT support by email at support@cureety.com or by phone at +33 7 66 72 30 47.

We remind you that Cureety is available on both computers and mobile phones. The user manual below can help you reinstall and rediscover the application.

 [Download the manual](#)

You received this email because you were registered with Cureety. If you no longer wish to receive emails from Cureety, please contact your care team.



If your healthcare team restarts your treatment with Cureety, you will again be notified by email and text message.

You'll be able to log in to the application with the login details (email and password) you used before, and you'll be able to retrieve your entire data history.

8

Unavailability and technical support



Connection error



An issue occurred while connecting to your account.

Please try again in a few minutes.

If the problem persists, please contact us by email at support@cureety.com or by phone at 07 66 72 30 47

 Retry

If you encounter an issue when logging into your account, this interface will appear.

Feel free to try logging in again a few minutes later by refreshing the page or clicking the retry button.

If the problem persists, contact Cureety support.

Application and Medical Device unavailability



Oops, an error has occurred.

You have encountered a reported error on Cureety. Don't panic, it can happen.

Resolve the issue:

Solution 1: Log out and then log back in by clicking the icon on the right.

Solution 2: Refresh the page by pressing F5.

If that still doesn't work, please don't hesitate to contact technical support.

To contact technical support:

Call our team at 07 66 72 30 47

Send an email to support@cureety.com

If the application is unavailable, the screen shown will appear.

This may mean that the application is being updated.

Feel free to try loading the content again a few minutes later by refreshing the page or clicking the retry button.

If the problem persists, contact Cureety support.

In the event of temporary unavailability of the Medical Device, Cureety commits to notifying users by email.

Technical support

If you encounter any difficulties while using the application, contact our technical support:

- by email at support@cureety.com
- by phone at **07 66 72 30 47**

Cureety is committed to ensuring the maintenance of the Medical Device throughout its lifetime, i.e., for 10 years from its last placement on the market.

9

Data management



Data management and unsubscribing

Data management

By using Cureety, you are providing the software with sensitive and personal data concerning your health.

All your health data is anonymized, encrypted and hosted in France by our HDS-certified supplier, AZNetwork. Your data never leaves France.

If you have any queries regarding the processing of your data, please contact our Data Protection Officer at **dpo@cureety.com**.

Unsubscribing

To unsubscribe from the Cureety platform, please send an email to **support@cureety.com**.

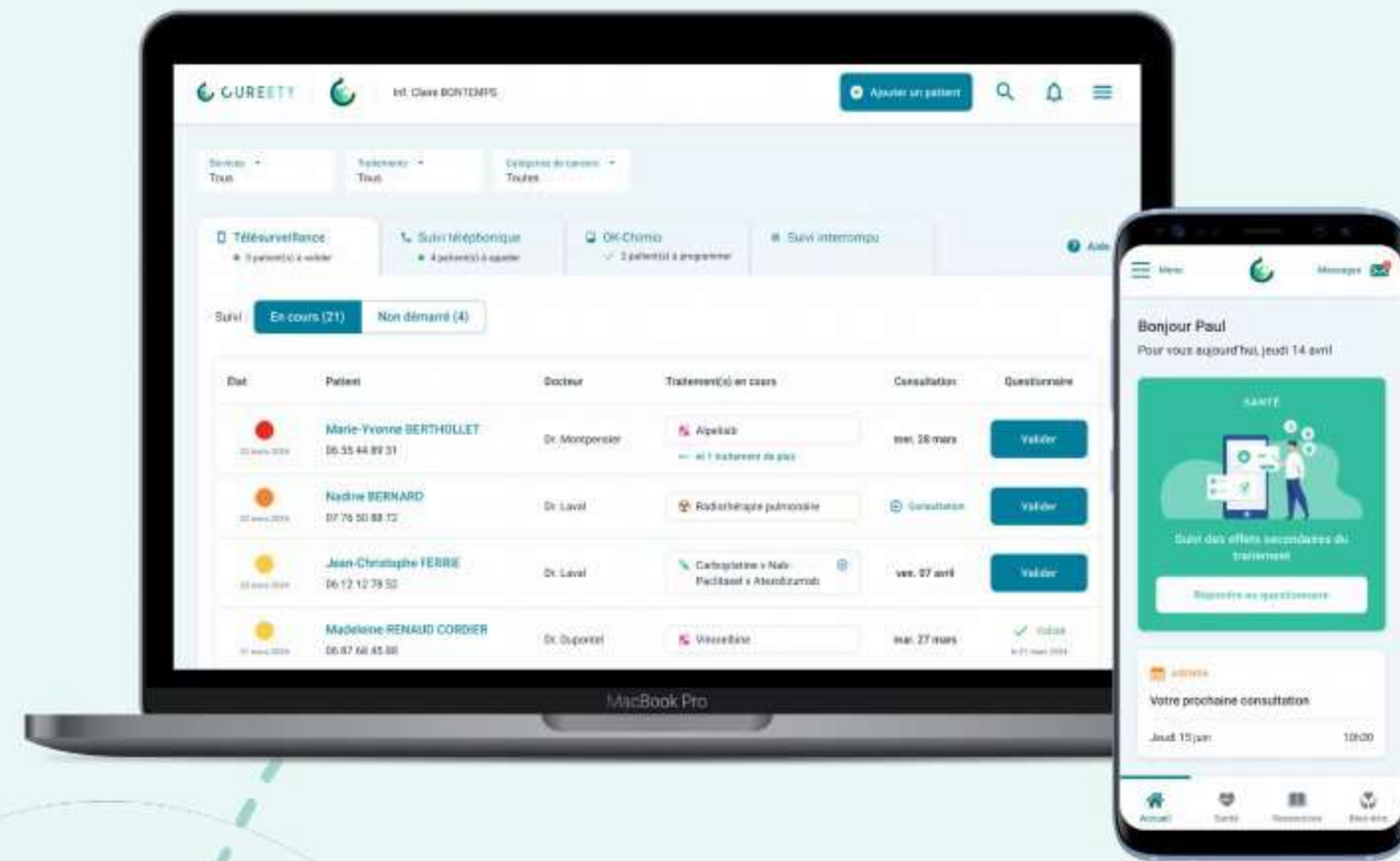
As Cureety TechCare is a medical device, we recommend that you discuss it with your healthcare team beforehand.

Where can I find this manual?

The Cureety user manual can be downloaded at any time:

- in the account activation email you received when your account was created (if you have kept it)
- in the application, on the Account Management/Profile page
- from the Cureety website, at the bottom of the Legal information page: www.cureety.com/en/terms-of-use/
- on request in paper version

Symbol	Meaning	Information
	CE marking	
	Medical device	
	Medical Device Version	4.2.0
	Manufacturer	Cureety 33 Rue de l'Amirauté 22100 DINAN
	Country of manufacture	France
	Date of manufacture	3/2/2026
	Consult the user manual	
	Patient information website	app.cureety.com
	Unique Device Identifier	(01)3770026852019(11)260302(8012)420



You are now ready to use Cureety and enjoy all the benefits of the application.

Your feedback is important to us. If you encounter technical problems or have any questions or suggestions, you can contact the Cureety IT team directly:

- by email at support@cureety.com
- by phone at **+33 (0)7 66 72 30 47**

Manual last updated 2026-05-26 (v7)