Movement Lab

Getting started with the Movement Lab app

A short, step-by-step guide to setting up your account, signing in, and putting the app on your phone's home screen.

Phone screens are simplified and may look slightly different on your phone.

The app lives at this address:

app.keegansmovementlab.com

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1 Before you start: use the right browser

The app runs in your phone's web browser. Which browser matters, especially on an iPhone. It takes ten seconds to get right, and it saves a lot of fiddling later.

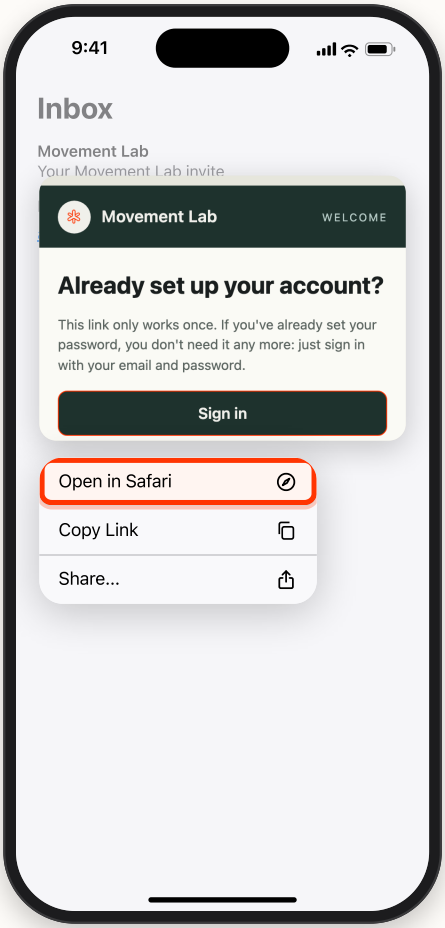
On an iPhone

1. Use **Safari**. It's the browser with the blue compass icon.
2. If you tap the link inside Gmail, Outlook or another email app, it may open in that app's own little browser. Instead, **press and hold** the link.
3. Choose **Open in Safari** from the menu that pops up.

On an Android phone

Use **Chrome** (best) or **Samsung Internet**. Either is fine for signing in.

> **Why Safari on iPhone?** Only Safari can add the app to your iPhone's home screen properly, and that's what lets reminders reach you. Chrome, Brave and in-app browsers can't.



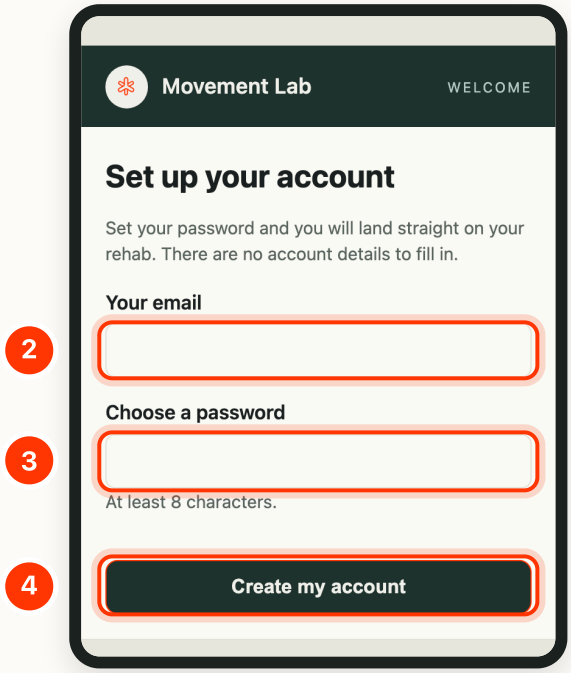
Press and hold the link, then choose **Open in Safari**. The menu varies a little between email apps.

2 Setting up your account the first time

Keegan will email you an invite link. You only use it once, to choose your password. There are no other details to fill in.

1. Open the invite email and open the link in **Safari** (iPhone) or **Chrome** (Android). See page 2.
2. You'll see **Set up your account**. Type your email into **Your email**.
3. Make up a password and type it into **Choose a password**. It needs at least 8 characters.
4. Tap **Create my account**.

Pick something you'll remember. If you do forget it later, that's fine. Pages 6 and 7 show two easy ways back in.



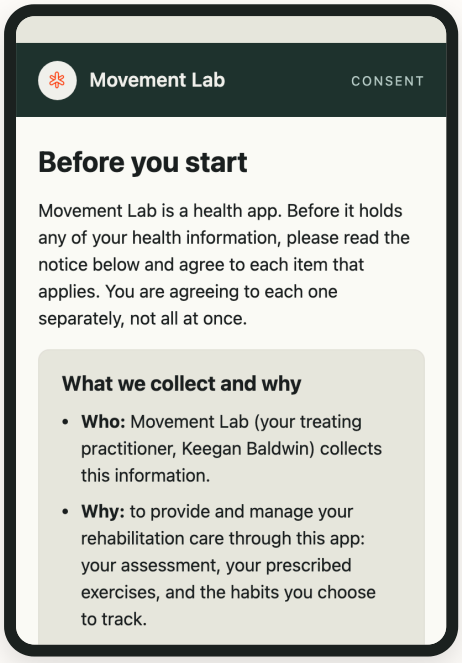
The set-up screen. Numbers match the steps.

Your first visit

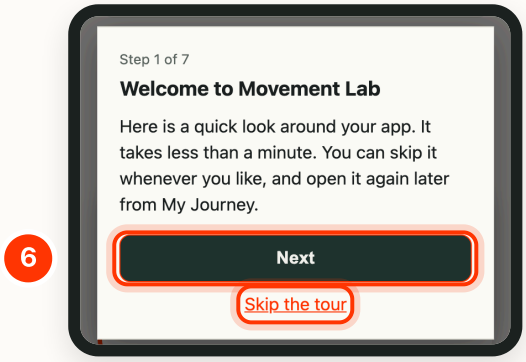
5. The app first shows **Before you start**. It explains what information is kept and why. Read it, tick the items you agree to, and continue.

6. A quick tour pops up. Tap **Next** to look around, or **Skip the tour**. You can replay it later from My Journey.

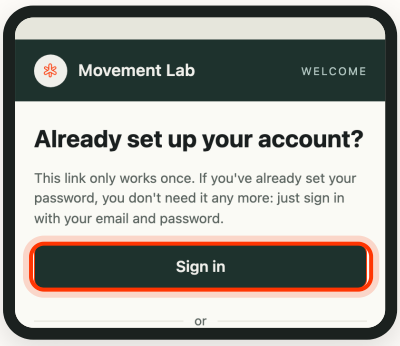
7. Now add the app to your home screen (page 8), so it's one tap away next time.



Step 5: Before you start



Step 6: the quick tour



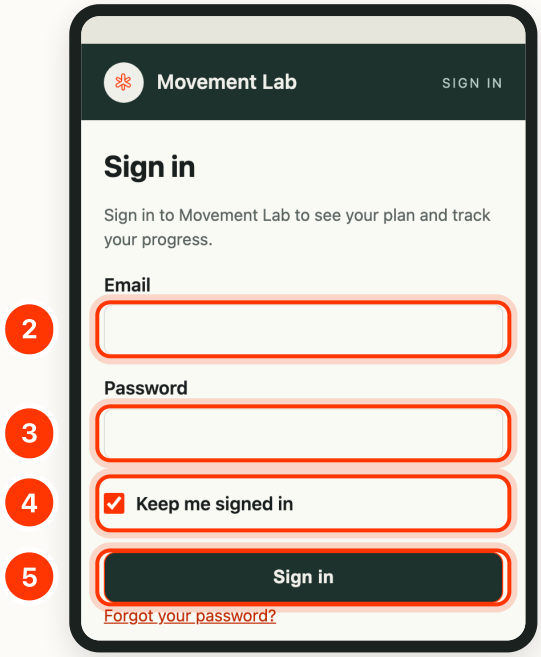
Tapped the invite link again later? It only works once, so you'll see *Already set up your account?* That's fine. Tap **Sign in** and use your email and password.

Never set up an account at all? Ask Keegan to send you a new invite.

3 Signing in

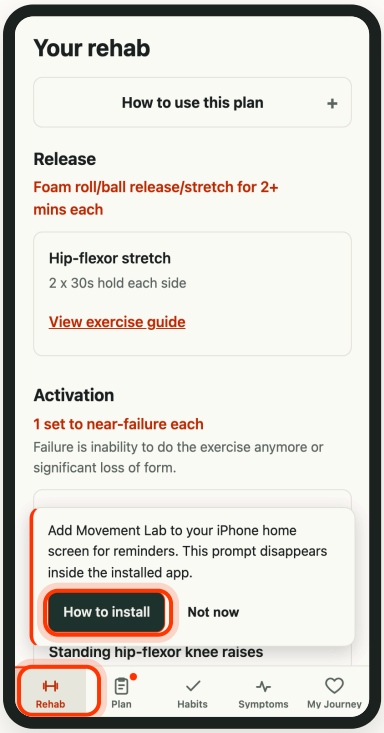
Once your account is set up, this is how you get back in. If you've added the app to your home screen, just tap the Movement Lab icon.

1. Go to **app.keegansmovementlab.com**, or tap the icon on your home screen.
2. Type your email into **Email**.
3. Type your password into **Password**.
4. Leave **Keep me signed in** ticked. Your phone will remember you for about a month.
5. Tap **Sign in**.



The Sign in screen

On someone else's phone or a shared computer? Untick *Keep me signed in*. You'll be signed out when the browser is closed.



You're in. You land on **Your rehab**, with the exercises Keegan has set for you.

The bar along the bottom takes you to Rehab, Plan, Habits, Symptoms and My Journey.

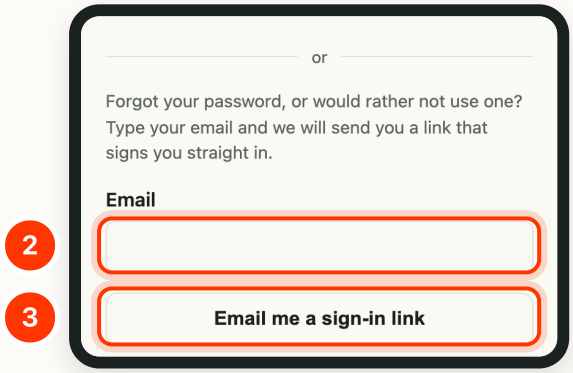
See a box about adding Movement Lab to your home screen? Tap **How to install**, or follow section 6.

Another way in: go to keegansmovementlab.com and tap Patient login.

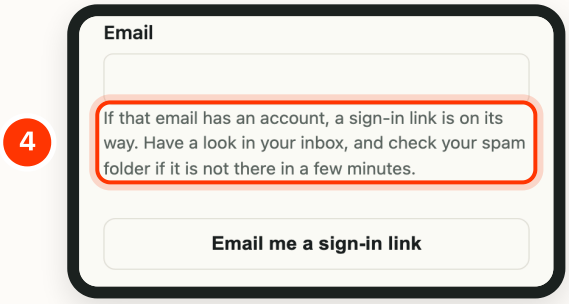
4 Sign in without a password

Can't remember your password, or would rather not bother with one? The app can email you a link that signs you straight in.

1. On the Sign in screen, scroll down past the word **or**.
2. Type your email into the **Email** box there.
3. Tap **Email me a sign-in link**.
4. Check your inbox (and your spam folder). Open the email from Movement Lab and tap the link. Open it in Safari or Chrome, the same as on page 2.



Steps 2 and 3, lower down the Sign in screen



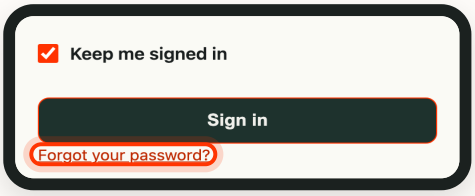
This message means it worked. Now check your email.

Good to know. The link works once and lasts 15 minutes. If it has expired, just ask for another one. For privacy, the app shows the same message whether or not it recognises the email, so double-check you typed the address Keegan has for you.

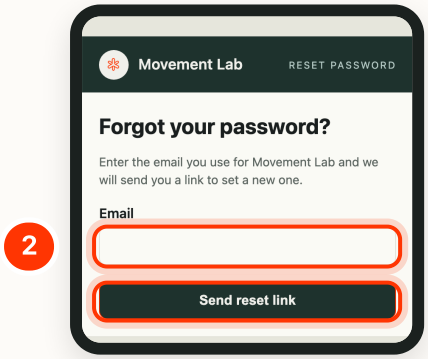
5 Forgot your password

You can choose a new password yourself, any time. You don't need to contact Keegan.

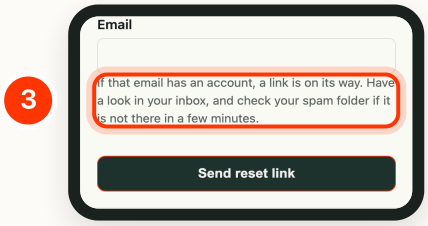
1. On the Sign in screen, tap **Forgot your password?** under the Sign in button.
2. Type your email into **Email** and tap **Send reset link**.
3. Open the email called **Reset your Movement Lab password**. Open the link in **Safari** (iPhone) or **Chrome** (Android).
4. On **Set a new password**, type a new password (at least 8 characters) and tap **Set new password**.



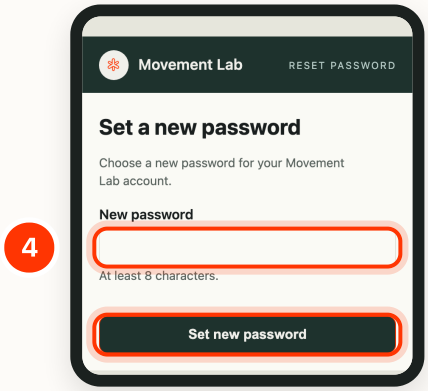
Step 1: the link sits under the Sign in button.



Step 2



Sent. Now check your email.



Step 4

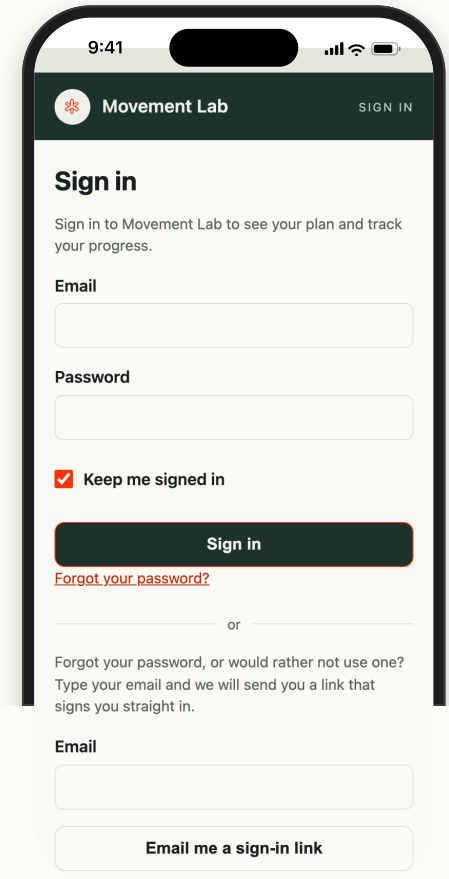
The reset link lasts 24 hours and works once. If it says the link is no longer valid, ask for a new one from the Sign in screen, or use *Email me a sign-in link* instead.

6 Add the app to your home screen

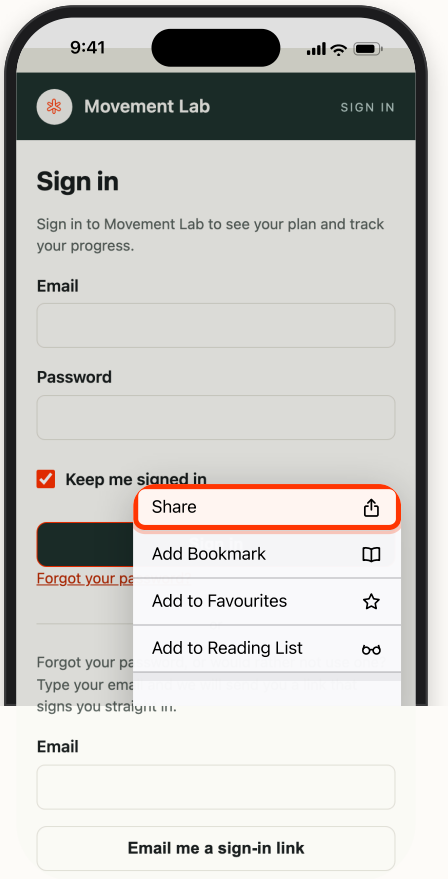
This gives you a Movement Lab icon you can tap any time, just like a normal app. On an iPhone it's also what lets appointment and habit reminders reach you. Worth doing.

iPhone (Safari only)

1. Open **app.keegansmovementlab.com** in **Safari**. You can be signed in or not.
2. Tap the **Share** button, a square with an arrow pointing up, at the bottom of the screen.
   On newer iPhones, tap ··· (three dots) first, then **Share**.



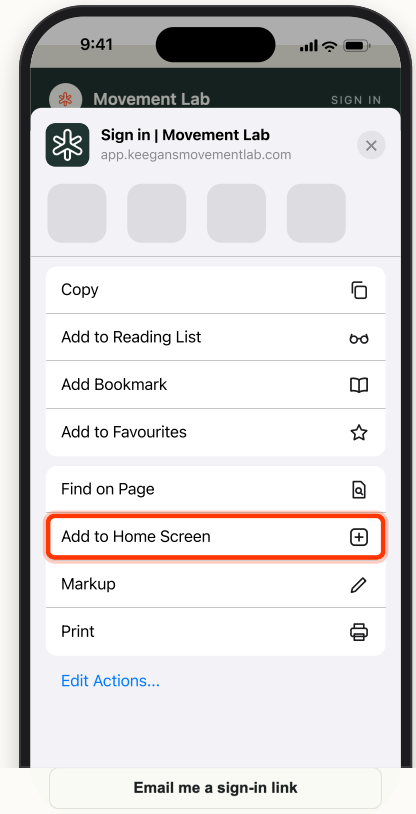
Most iPhones: **Share** is in the middle of the bottom bar.



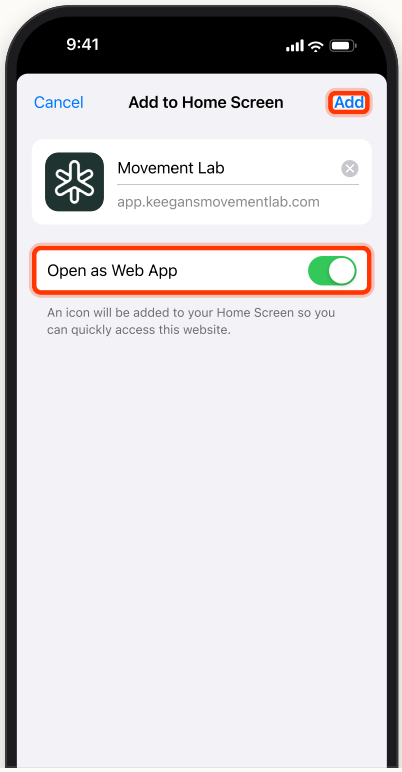
Newer iPhones: tap ···, then **Share**.

iPhone, continued

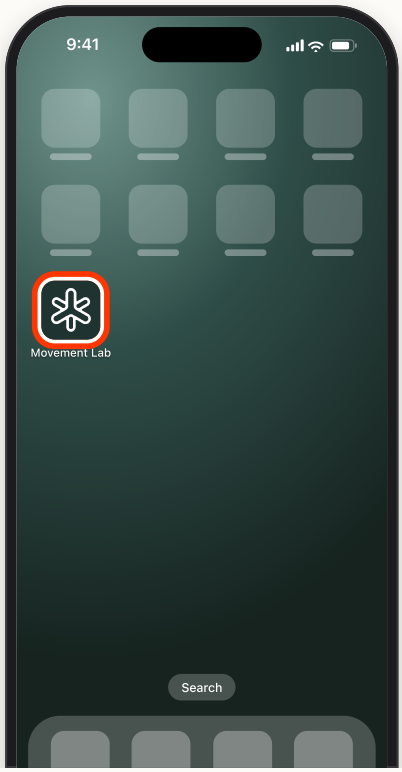
3. Scroll down the list and tap **Add to Home Screen**. Can't see it? Tap **View More** first.
4. Leave **Open as Web App** switched on (green).
5. Tap **Add** in the top corner. The Movement Lab icon appears on your home screen. From now on, open the app from that icon.



Step 3: **Add to Home Screen**



Steps 4 and 5: switch stays on, then tap **Add**



Done. Tap the icon to open the app.

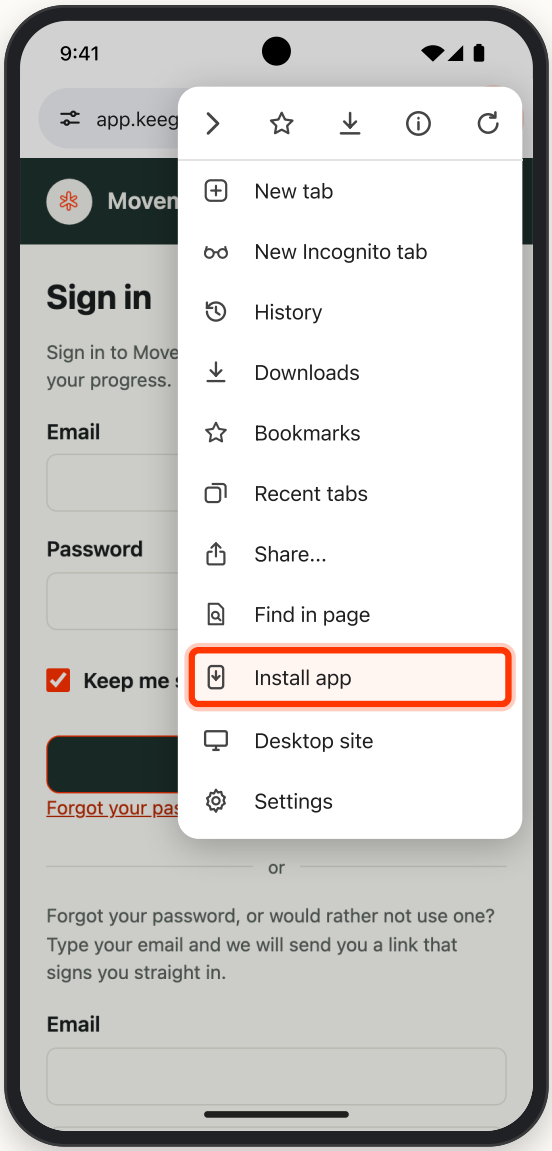
Using Chrome, Brave or another browser on your iPhone? These can't reliably add the app to your home screen, and reminders won't work properly from them. Copy the address into **Safari** and do it from there.

The app has these steps too, at **app.keegansmovementlab.com/install**.

Android with Chrome (easiest)

1. Open **app.keegansmovementlab.com** in **Chrome**.
2. Tap the menu, the three dots ⋮ in the top corner.
3. Tap **Install app**. On some phones it says **Add to Home screen** instead.
4. Tap **Install** (or **Add**) to confirm. The Movement Lab icon appears on your home screen.

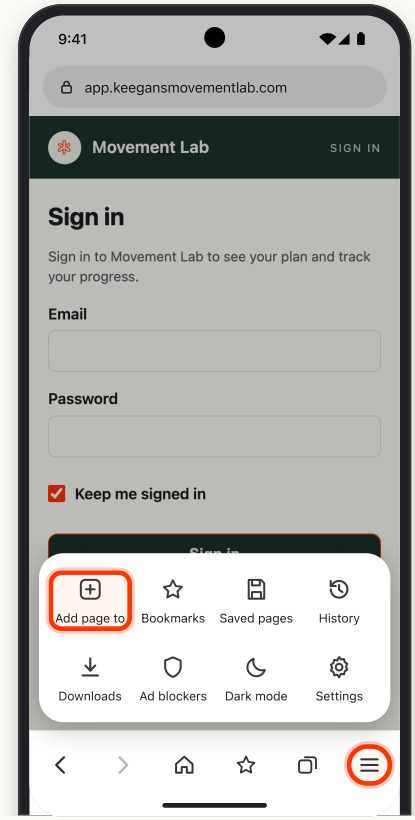
No Install option? Make sure you're in Chrome itself, not a browser inside another app. Close the tab, open Chrome, and type the address in.



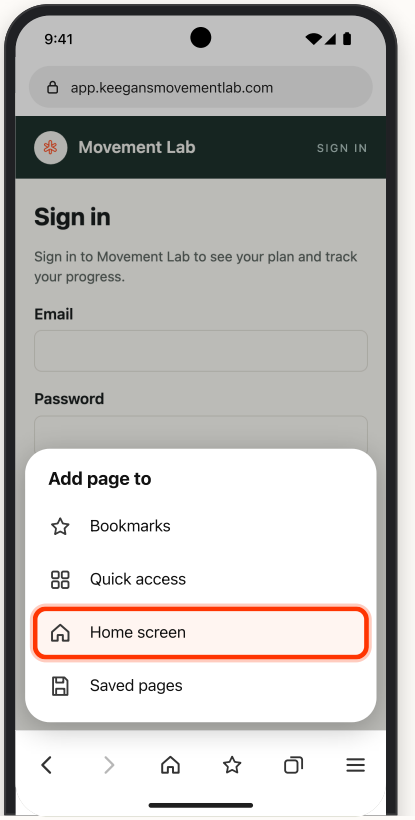
Chrome's menu, with **Install app**

Samsung Internet

1. Tap the menu, the three lines ☰ at the bottom right.
2. Tap **Add page to**.
3. Tap **Home screen**, then **Add**.



Steps 1 and 2: ☰, then **Add page to**



Step 3: **Home screen**

> If a privacy warning pops up, that's Samsung's browser, not Movement Lab. Using Chrome instead (page 10) avoids it.

On a computer (optional)

You can also use the app on a laptop. It's not needed, but some people like it.

- **Chrome or Edge:** click the small install icon at the right end of the address bar, then click **Install**.
- **Safari on a Mac:** choose **File**, then **Add to Dock**.

7 Still stuck? What the messages mean

Most problems have a quick fix. Here's what the app is telling you, and what to do next.

If you see	What to do
"That email and password did not match."	Check the email for typos and try again. Or skip the password and tap **Email me a sign-in link** (page 6).
"Too many tries. Please wait a minute, then try again."	The app pauses after several attempts to keep your account safe. Wait a full minute, then have another go.
"Your new password is set. Please sign in."	Good news, the reset worked. Sign in with your email and the new password.
"Already set up your account?" or "This link is no longer valid."	That link has been used or has expired. Tap **Sign in**, or request a fresh link (pages 6 and 7).
"Choose a password of at least 8 characters."	Make your password a bit longer and tap the button again.
No email has arrived	Give it a few minutes and check your spam or junk folder. Make sure you used the email address Keegan has for you.
The link opened somewhere odd, inside Gmail or Outlook	Go back, press and hold the link, and choose **Open in Safari** (or Chrome on Android).

Still not working? Contact Keegan.

Send a quick note saying what you tapped and what you saw. A photo of the screen helps a lot.

hello@keegansmovementlab.com