NICORETTE® QuickMist SmartTrack™

- **I can't get my phone/SmartTrack™ to track usage in the Nicorette® Stop Smoking app, why?**

NICORETTE® QuickMist SmartTrack™ uses Near Field Communication (NFC) technology – this is the same technology used for contactless payments, so you can use it as you would when using Apple Pay or making contactless payments on your card.

Firstly, make sure that your phone is compatible with the product: iPhone 7 and more recent models support NFC but please refer to your phone's settings if you're not sure. iPhone users will require iOS 11 and above. The majority of latest Android devices support NFC already, please make sure you have enabled NFC in your phone settings.

The next thing to check is that you've downloaded the NICORETTE® Stop Smoking app and that you've set up your profile on the app. You can download the app here.

Lastly, check that your phone is unlocked and that you're tapping the back of the product to the correct part of your phone. For example, if you have an iPhone ensure the back of the cannister is held against the top of the back/front of your phone. Whereas if you have an Android make sure you tap to the back of your phone. If you have a phone case on, remove this to see if it is blocking the connection of the product to your phone.

For some phone models, you may also need to have the app open already.

- **Can I track my usage when my phone is locked/app is not open?**

You can't track usage when your phone is locked – this is to ensure you don't accidentally track additional usage. Some phone models support tracking when the app is not open. If your phone supports this, just tap the back of the cannister to the back of your phone as you usually would, and a small window will pop up asking if you want to track one usage; you must click yes to track.

- **Which phone models does the product work with? Is the tracking function available for iPhone/Android?**

NICORETTE® QuickMist SmartTrack™ is compatible with mobile phones that support the use of NFC (near field communication): iPhone 7 and more recent models support NFC but please refer to your phone's settings if you're not sure. iPhone users will require iOS 11 and above. The majority of latest Android devices support NFC already, please make sure you have enabled NFC in your phone settings.

- **How does the Near Field Communication (NFC) technology work?**

A Near Field Communication (NFC) chip is housed in the back of the NICORETTE® QuickMist cannister. You may not have heard of this term but it's likely that you use it or have seen people use it - this is the technology you find in contactless cards and utilised in Apple pay. When the NFC chip is in close proximity to the back of your phone it tracks one spray from your Nicorette® QuickMist SmartTrack™ in the NICORETTE® Stop Smoking app. You can find more information on how to use the product within the NICORETTE® Stop Smoking app.

- **How can I track my Nicotine Replacement Therapy (NRT) usage?**

To track your NRT usage, tap the back of the Nicorette® QuickMist SmartTrack™ cannister to the back of your phone. Your phone should be unlocked and on some phone models, you will also need to open the NICORETTE® Stop Smoking app. A window will pop up asking if you want to track a usage, you must click 'yes'. If you have done so by accident, click 'cancel' instead. Every tap tracks one spray used from the cannister, so if you tap the product to your phone 3 times, 3 sprays will be recorded in the app. It is also possible to manually record a usage by clicking on the "+" icon on the navigation bar at the bottom of the app screen. For users tracking NICORETTE® QuickMist or NICORETTE® QuickMist SmartTrack™ usage, please ensure you track a usage for each spray i.e. If you spray twice, track twice.

- **What if I accidentally track a usage and need to cancel it?**

If you accidentally track NICORETTE® QuickMist or Quickmist SmartTrack usage and you've not yet confirmed your track, you can click 'cancel' within the pop up that asks you if you want to track a usage. If you do accidentally record a use, it is possible to delete a tracked usage. Simply go to the dashboard, click on the box at the top left corner where it shows the number of NRT uses. Then click on the bin icon next to the NRT tracked usage you would like to delete.

- **How do I configure/link NICORETTE® QuickMist SmartTrack with my phone?**

No configuration of NICORETTE® QuickMist SmartTrack™ is needed. Once you have downloaded the Stop Smoking app, simply tap the product to the back of your phone to begin tracking.

See general NICORETTE® QuickMist FAQ's for enquires not related to the tracking element of NICORETTE® QuickMist SmartTrack.

NICORETTE® Stop Smoking App

- **Can I track other Nicotine Replacement Therapy (NRT)/cigarette/vape usage in the Nicorette Quitting app?**

The app is designed to be used with NICORETTE® QuickMist SmartTrack. However, you can also track any NRT or cigarette usage in the app. The app does not track or recommend on usage of e-cigarettes. Please note that NICORETTE® QuickMist SmartTrack™ is our only connected NRT product; if you're using any other NRT products you must track them manually on the app. To manually track NRT usage and Cigarettes smoked in the app click the "+" icon on the navigation bar at the bottom of the app screen.

- **If I'm quitting cold turkey (without any products) can I still use the app to personalise my quit plan?**

The app is personalised to your user profile so you can shape your personalised plan based on how you want to quit smoking. This means that you can track cigarette usage overtime without the help of NRT. The app was developed with behavioural scientists and includes lots of support content; this can be used with or without the use of NRT.

- **What if I lapse back into smoking?**

If you lapse back into smoking, you can start back at level 1 (Preparing for your quit) or level 2 (Reduce your cigarettes). You do not need to reset the data unless you want to.

- **Can I Restart a goal?**

Yes! To restart a goal, go into the goals tab. Click on your active goal. At the bottom your active goal, click on the 3 dots on the bottom right next to the time and click "Restart goal".

- **Can I reset the app?**

If you lapse back into smoking or need to reset the app for another reason, you can do so in the 'Settings' section. This will reset all your data within the app – please note resetting the app will mean you will lose any previous tracking you have recorded.

- **What does the NICORETTE® Stop Smoking app track/measure?**

The NICORETTE® Stop Smoking app has the capability to track your NRT and cigarette usage, money saved and the length of time you have been smoke free. It can also help you to visualise your nicotine consumption behaviour over time. The NICROETTE® Stop Smoking app builds a personalised quit plan, enabling you to set your own milestones to reach your goal.

- **What are the key benefits/features of the NICORETTE® Stop Smoking app?**

Quitting smoking is hard but the NICORETTE® Stop Smoking app can help you on your journey to becoming smoke-free. You can:

  - Tap and track your NRT usage via the NEW connected* NICORETTE® QuickMist SmartTrack™ Mouthspray, for a personalised way to quit smoking (*New connectivity via Near Field Communication (NFC) technology)
  - Set personalised goals within your quit smoking programme
  - Get helpful tips and support on how to stop smoking
  - Track your smoke-free days
  - Track how much money you've saved from quitting smoking

- **Do I have to pay for the app and how do I download it?**

 The NICORETTE® Stop Smoking app is free to use. It is available to download on the Apple App Store and Google Play store.

- **How will my personal data be used?**

Please see our privacy policy on the NICORETTE® website or within the app for details on this.

- **What is a level and how do the levels work?**

There are 4 different levels. Within each level there are goals for you to complete. A goal represents different portions of the level.

Each level is designed to support you from preparing to quit and reducing your cigarettes to going smoke-free and finally, reducing your NRT usage.

- Level 1 mentally prepares you to start your quit journey.
- Level 2 helps you to reduce the number of cigarettes you smoke over a period of time.
- Level 3 supports you as you quit smoking and replace your cigarettes with NRT.
- Level 4 helps you to focus on becoming nicotine-free by reducing your NRT.

To get the most from the app, it's recommended to complete the levels designed to structure your quit journey.

You complete a level by achieving the goals within it.

If you have already stopped smoking, you can start at Level 3. If you enter level 3 you can still move back to levels 1 and 2 should you wish. These levels should be available and 'unlocked' for them to attempt.

- **How do I progress through levels?**

The next level is 'unlocked' after completion of all goals in the previous level, with the exception of level 1 which can be skipped (so level 2 is unlocked straight away) if a you do not wish to complete the goals.

A level is deemed completed when the overall aim of the level is completed i.e. smoke-free for 28 days etc.

You can re-attempt any goals from previous levels at any time if they wish. To do so, go into the goals tab. Click set a goal. Swipe left on the screen to move back to prior levels. Swipe right to move ahead levels. You can only start a level if have completed the level before i.e. level 2 has to be completed to unlock level 3.

For more information regarding the Nicorette® Stop Smoking App see the FAQ's on the app store.

Nicorette QuickMist SmartTrack mouthspray contains Nicotine. Stop smoking Aid. Requires willpower. Always read the label. UK-NI-2000025