

Frequently asked questions

01

How do I begin using the JointStrong® app?

Answer

Download the app using either Google Play for Android or the Apple Store for iOS. After entering your company's unique code, you will have access to the app. Begin by watching the introductory video and home pages to learn about the app. Then select "Get Started" to begin your first self-assessment.

Can I track my progress with the JointStrong® app?

02

Answer

Yes! Select "Log Progress Now" to track your progress at any time after completing an assessment. You can also go to the Progress Tracker and log your pain, function, and activity levels. After 24 hours, the app will automatically direct you to check-in on your progress with a re-assessment.

03

What if I have a question about the assessment or my plan?

Answer

If you have a question, call one of our trained Wellness Coaches by selecting the phone icon in your JointStrong® app or on the home page of this website. Your Wellness Coach will be able to assist you with technical questions, exercise questions, or direct you to professional care if help is needing beyond our app.

What happens if I have increased pain after trying a JointStrong® exercise or while using the JointStrong® app?

04

Answer

If your pain increases and stays increased, stop what you are doing and call a medical professional. JointStrong® is an education and wellness application and is not intended to replace the advice of a medical professional or be used to diagnose a condition. If you a severe medical condition occurs, stop what you are doing and call your doctor immediately.

