INSTRUCTIONS FOR THE FITBIT SUPPORT LOG (FBT)

I. General Instructions

The Fitbit Support Log (FBT) is completed for all participants completing the Fitbit Study. The log will be updated over the course of the study, which is up to four years after the participant's Visit 11 date.

If more than 35 contacts are made throughout the study, additional occurrences of the FBT form may be added.

II. Detailed Instructions for Each Item

0a.   Enter the date the form was completed. This field should be updated each time the form is updated.

0b.   Enter the staff ID of the person who completed this form. This field should be updated each time the form is updated.

A.   FITBIT SUPPORT LOG

1.   Record the date of the 7-Day Check-in Call, the staff ID of the person who made the call, and the Secondary Nature of the Contact (if applicable).

2-35.   Check the box for each contact that was made. When the box is checked for a contact, the subsequent response options (a-g) are enabled. For each contact that is made, record the date of contact, Staff ID number of the staff involved (if applicable), the contact method, who the contact was initiated by and who was contacted, the primary nature of the contact, and the secondary nature of the contact (if applicable). Please note that the "In-person" option for contact method indicates that the contact was made in person at the field center.

Only record contacts in which a staff member spoke with the participant/proxy (i.e., do not record calls in this log when the participant/proxy did not answer the phone).

Every contact made regarding the Fitbit study should be recorded in this log, even if no to minimal support is provided (e.g., the participant solved the issue they were encountering on their own but a follow-up call was conducted or the staff only answered a quick question).

The following are **examples** of when to record each Nature of Contact:

- General Question: question about how often to charge the Fitbit Watch or how to return the Fitbit Watch
- Results/Alerts Question: question about high/low heart rate notifications or how to interpret the data on the Fitbit Watch/App
- Adherence: reserve this option for when participants receive a call for not having synced in the past ~14 days
- Technology Question: use this option for when technology support is provided to participants, such as demonstrating how to sync, helping them sign into the app, or helping them re-pair the Fitbit Watch to their App
- Device Malfunction: reserve this option for when a participant's Fitbit Watch is broken and a replacement is needed
- Verification Contact: use this option when a participant calls for technology support but ends up fixing the issue on their own without assistance from staff. Contact is made but no technology support is provided/general questions are answered. The staff member just verifies/confirms that everything is working correctly.