# Super Brains Coach Desktop Manual



| Version | Date | Author | Approver | Change |
|---|---|---|---|---|
|  |  |  |  |  |
| 1.0 | 2025-11-19 | S. van Dam / M. Hille | D. den Hollander | - First release |
| 2.0 | 2026-01-30 | M. Hille | D. den Hollander | - Front pages added |
|  |  |  |  |  |

Super Brains
Beetsstraat 5
3261 PL Oud-Beijerland
The Netherlands
support@superbrains.nl
www.superbrains.nl

Super Brains is a class I medical device in accordance with 93/42/EEC (for MDD)

Super Brains strives to be a class IIa medical device in accordance with Regulation (EU) 2017/745 (for MDR) in the nearby future. The information as shown below will be added/ replacing existing symbols.
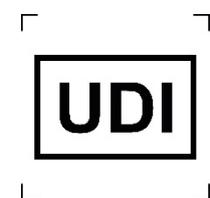
UDI-PI: (01)8720892058201(11)yyyymmdd(10)X.X.xx
(To be used later when CE certificate is issued by NOBO: CE+BSI number)

Explanation symbols

 Caution: Indicates the need for the user to consult the instructions for use for important cautionary information such as warnings and precautions that cannot, for a variety of reasons, be presented on the medical device itself.

 This symbol indicates Consult instructions for use

 This symbol indicates Consult electronic instructions for use

**eIFU indicator**

 Indicates a website where a patient can obtain additional information on the medical product.

 QR code link to manual app

**CE**   Conformité Européenne

**CE**   1234   Conformité Européenne  This symbol indicates that a manufacturer declares that their product complies with European safety standards. The number refers to the Notified Body involved (not yet applicable)

**MD**   This symbol indicates the item is a *medical device*

**REF**   This symbol indicates the *manufacturer's catalogue number* so that the *medical device* can be identified

**UDI**   This symbol indicates a carrier that contains unique device identifier information

This symbol indicates the medical device manufacturer

Specific icons in the app are discussed in the part with introduction of the screens.

⚠   Login is only possible via Digi D (not part of this app but a provision by the government).
Preconditions: required Digi D account & internet connection
DigiD aanvragen | DigiD

In case of problems with Digi D:
- Check DigiD actuele storingen en problemen | Allestoringen
- If no disruptions are reported, contact support: support@superbrains.nl

In the event of malfunctions or unavailability of Digi D, the app may be (temporarily) unavailable; this may impact the continuity of care.

Product Description

**Intended use:**
Super Brains is a digital lifestyle training and progress monitoring platform designed to help users cultivate healthier lifestyle habits. The platform specifically aims to reduce negative behaviors associated with mental health conditions such as ADHD, ADD, Autism Spectrum Disorders, Substance abuse, Anxiety and Depression.

Clarification
Clients can benefit from personalized coaching provided by experience experts or receive peer support through community interaction. Super Brains leverages gamification techniques to effectively encourage users to achieve their individual goals.
Recognizing the challenges inherent in implementing lifestyle changes, Superbrains facilitates comprehensive support by enabling members within a client's personal circle — such as family or friends — to communicate, train and support one another through the app. When the app is used in this context—without practitioner oversight or involvement—it is classified strictly as a lifestyle management tool without medical claims.
The platform 'Super Brains' further expands its functionalities as a digital e-health platform, providing clients deeper insights into their treatment journey. Features include:
- Access to personalized treatment plans.
- Reporting functionality after appointments.
- Appointment scheduling in collaboration with practitioners.
- Real-time progress tracking accessible to both client and practitioner.
- Direct communication is possible between client and practitioner.
- Actively supporting clients in learning, implementing, and maintaining (healthy) routines and behavioral changes.

Additionally, the platform can be independently utilized for lifestyle training purposed without practitioner involvement.
The platform is for clients with one or more of the conditions mentioned above. Users must be able to read (and write) Dutch.

Characterization of Patient Population

**Intended users:**
Super Brains is intended to be used by patients who suffer from ADHD, ADD, Autism Spectrum Disorder, substance abuse, anxiety, and/or depression in their home environment, as well as by the qualified medical practitioners (psychologists) and experts by experience who use the application to support patients who are on the waiting list to receive help from a mental health specialist.

**Intended patient population:**
To be used by patients who suffer from ADHD, ADD, Autism Spectrum Disorder, substance abuse, anxiety, and/or depression in their home environment and who are on the waiting list to be helped by a specialist within mental health care.

This app is meant for persons of the age of 16 and older.

 Safety Information

**Contraindications**
There are no contraindications for the use of this app.

**Warnings and limitations**

 This app is meant for persons of the age of 16 and older.
In addition to adults, if Super Brains is used by minors from the age of 6 to approximately 16, those patients need permission from their parents or caregivers (this will be explicitly asked for during registration if the user is under 16). It is the practitioner's responsibility to assess this.

 Required to understand, read and write Dutch.

 All results from the app, such as questionnaires, etc., must be checked thoroughly by a qualified practitioner to ensure that you do not make any incorrect assumptions or presumptions based on that information.

 This app is not a substitute for professional care!

 Circumstances in which the user should **consult a healthcare professional:**
- When your condition or symptoms fall inside or outside the app's scope—for example, physical symptoms indicating serious illness or sudden deterioration requiring urgent or specialized care, consult a healthcare professional.
- If you urgently need help, contact (your) practitioner directly or call your family doctor.

- If you are feeling suicidal or having thoughts of self-harm, please know that you are not alone and help is available. It is important to seek immediate support from trusted individuals, healthcare providers, or crisis resources. If you are in immediate danger or at risk of harming yourself, please call emergency services right away (e.g., 112, 113, or your local emergency number).
  - Reach out to a mental health professional or counselor as soon as possible for guidance and support.
  - Use crisis helplines or chat services available in your area for confidential help.

Prolonged screen use may cause eyestrain, headaches, or visual fatigue. Limit sessions to 20-30 minutes, take 5-10 minute breaks every hour (e.g., 20-20-20 rule: every 20 minutes, view 20 feet away for 20 seconds), adjust brightness/contrast, and consult a healthcare provider if symptoms persist. Not intended for extended continuous use.

**Reporting a Serious Incident**

Please take note!
Any <u>serious incident</u> that has occurred in relation to the device should be reported to the manufacturer and the competent authority of the Member State in which the user and/or patient is established!
If you want to report a serious incident which occurred with this medical device, then you can do so by contacting your national competent authority under the following contact information:
Inspectie Gezondheidszorg en Jeugd:  IGJ.nl | Inspectie Gezondheidszorg en Jeugd

**Information security incident**

An information security incident is an event or series of events that compromise the confidentiality, integrity, or availability of information or information systems. This can include unauthorized access, personal data breaches, malware infections, or other activities that threaten the security of information.

A report of a security incident is necessary when an event or activity has the potential to compromise the confidentiality, integrity, or availability of information or information systems.

Specifically, reporting to Super Brains B.V. is required when:

- Unauthorized access or attempts to access sensitive data occur.
- Personal data breaches or leakage of confidential information happen.
- Malware infections or ransomware attacks are detected.
- There is a disruption or degradation of Superbrains platform.
- Suspicious activities or anomalies that may indicate a security threat are observed.

Language

Super Brains App is available in Dutch only.
A manual in Dutch and English is available to the end user/client.
A manual in Dutch and English is available for practitioners.

Performance characteristics of the device
The idea is that with just a few clicks, you have access to a wealth of information, exercises and professional guidance. These types of e-health platforms also make it possible to ask for help in a discreet manner. In addition, therapists and patients can communicate more easily, which can speed up treatment. In a sector where time and privacy are crucial, such a platform forms an indispensable link between healthcare providers and clients. Super Brains, for example, offers blended care and a balanced mix of tools and insights to support both healthcare providers and users.

Characterization of User Profile
If the user can read Dutch and has basic knowledge regarding the use of an app, the user should be able to work with this without any problems.

Characterization of Use Environment Including Software / Hardware
The desktop runs on any web browser: Google Chrome, Safari, Microsoft Edge, and Firefox.

The app runs on Android and Apple.
The app runs only when online!

Safety and Maintenance
The software's lifetime is conditional on receiving mandatory security and compatibility updates; once these cease, the Super Brains app is considered at end of life.

Lifetime is what is expected to be the maximum time until the implementation of a significant change, by which the manufacturer is able to react to the relevant changes to the software device environment, such as SOUP changes, cybersecurity innovations, or the evolving technological or medical state of the art.

The intended lifetime of Super Brains is 5 years on vendor-maintained OS versions; update app and OS regularly to ensure compatibility.

Guaranteed support of Super Brains app and desktop up to the 2 latest versions.

Users can report malfunctions, lost passwords or a potential security breach via support@superbrains.nl

## Walkthrough guide

The following part of this manual is about using the software. It represents a walkthrough guide to explain functionalities including screenshots and links to helpful websites.



**①** Click here to select between archiving or deleting a client.



**①** Click here to archive a client.
**②** Click here to delete a client.

❶ Click "Nieuwe client" to add a client.

❶ Click here to search for a client.

❷ Click here to select a treatment.

❸ Click here to select your role.

❶ Click here to search a client by name.

❷ Click here to add a client.

❸ Click here to register a new client.

❶ Type here to add a client's first name.

❷ Type here to add a client's last name.

❸ Type here to add a client's email address.

❹ Click here to select a treatment.

❺ Click here to add your role.

❻ Scroll down to find the "Verzenden" button to register a new client.

❶ Click here to enter a client's first name.

❶ Your new client will be added here.

❶ Click on the client's name to open their menu.

❶ Click here to add an activity.
❷ Click here to add an appointment.
❸ Click here to add a report.
❹ Click here to add a tool for the client.

## Activiteit toevoegen

**Tijdlijn**

**Nieuwe activiteit toevoegen**
Vul hier de naam in van de nieuwe activiteit die je wilt toevoegen.

Naam activiteit
Voer de naam van de activiteit in

Rapportage
Schrijf een verslag...

Volgende

❶ Click here to type in the first name of the client.

❷ Click on "Volgende" to add the activity for the client.

## Afspraak toevoegen

**Tijdlijn**

**Afspraak toevoegen**
Vul in dit scherm de afspraak gegevens in. In het volgende scherm kan je de afspraak inplannen.

**Deelnemers**
Selecteer de deelnemers voor deze afspraak.

Behandelaar  Behandelaar toevoegen
Sem Test Test

Cliënten  Cliënt toevoegen
Sem Test01

Product
81125 Indiv consult cl. behandeling

Onderwerp
81125 Indiv consult cl. behandeling

Contact
99 Superbrains beeldbellen

Locatie
Online

❶ Click here to enter the client's first name.

**Tijdlijn**

**Rapportage toevoegen**
Voeg een rapportage toe aan het dossier van deze cliënt, of maak een privénotitie aan die alleen zichtbaar is in Superbrains.

Type rapportage
❷ Privénotitie

Onderwerp
Voer een onderwerp in

Toevoegen

❶ Click here to add a notification.

❷ Click here to set the notification as "private".

**Tijdlijn**

**Rapportage toevoegen**
Voeg een rapportage toe aan het dossier van deze cliënt, of maak een privénotitie aan die alleen zichtbaar is in Superbrains.

Type rapportage
✓ Privénotitie

Onderwerp
Voer een onderwerp in

Verslag
❶ Schrijf een verslag...

Toevoegen

❶ Click here to type the report/note.

# Client > Agenda > Afspraak



❶ Click here to schedule an appointment with this client.



❶ Click here to assign a new practitioner to this client.

❷ Click here to add a new client. When you open the calendar from the client's page, they will automatically appear in the client list.

❸ Type in the details for this appointment.

❹ Scroll down for more options and to continue.



❶ Click on the Session and Complaints buttons.

❷ Type here to send an additional message to the client.

❸ Type here to write a comment intended for internal communication.

❹ Click here to schedule an appointment.



❶ Select a time slot for the appointment.

❷ Select whether this appointment repeats, and if so, for how long and how often.

❸ Select the notifications for this appointment.

❹ Click here to set specific times for the practitioner.

❺ Click here to schedule this appointment.

❶ Click here to set specific times for the practitioner.

❷ Save these options and return to the scheduling page.

❶ The notification confirms that the appointment has been scheduled.

❷ Click the appointment to see details.

❸ Click here to select between editing or deleting the appointment.

❶ In this tab you can start the video call.

❷ In this tab you can see the information about the appointment.

❸ In this tab you can see the history of the client.

❹ Click here to start the video call.

**Start uw gesprek**

Controleer uw video en audio voordat u deelneemt.

❶

Uw camera is uitgeschakeld

Camera

FaceTime HD Camera

Geluid

MacBook Air Speaker... | MacBook Ai...

Annuleren | Start videobellen ❷
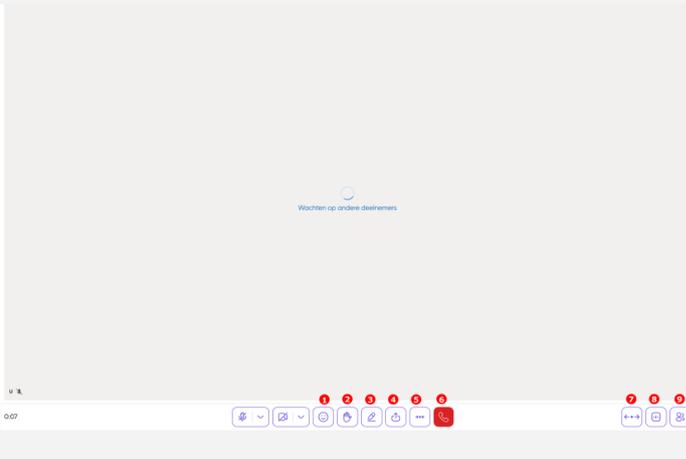
❶ Configure the settings of your audio and video devices.

❷ Click here to start the video call.

Wachten op andere deelnemers

0:07

❶ ❷ ❸ ❹ ❺ ❻ | ❼ ❽ ❾

❶ Click here to send a reaction.
❷ Click here to raise your hand.

❸ Click here to open the whiteboard page.
❹ Click here to share your screen.

❺ Click here for more options.
❻ Click here to close and exit the video call.

❼ Click here to open the EMDR page.

❽ Click here to start a transcription.

❾ Click here to see the participants of this video call.

1 Click here to start recording this video call.

2 Click here to change the view.

3 Click here to apply video effects.

4 Click here to configure audio settings.

2 Click here to observe the technical instructions of the EMDR tool.

1 Click here to use the EMDR tool.

1 Here you can read the instructions for the EMDR tool.

1 Click here to start a transcription for this video call.
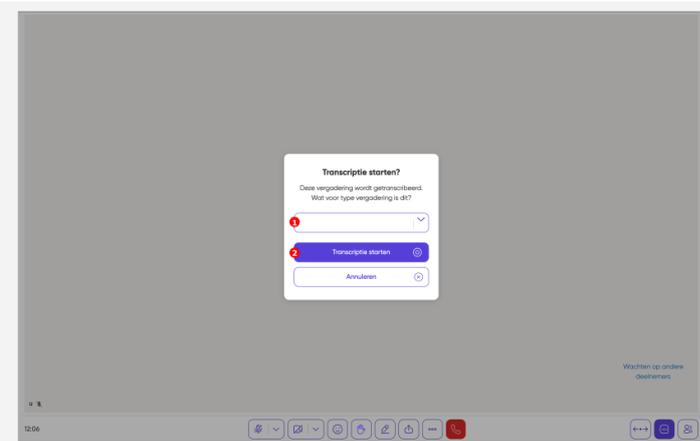
❶ Select the type of meeting.

❷ Click on the 'Transcriptie starten' button to start the transcription.
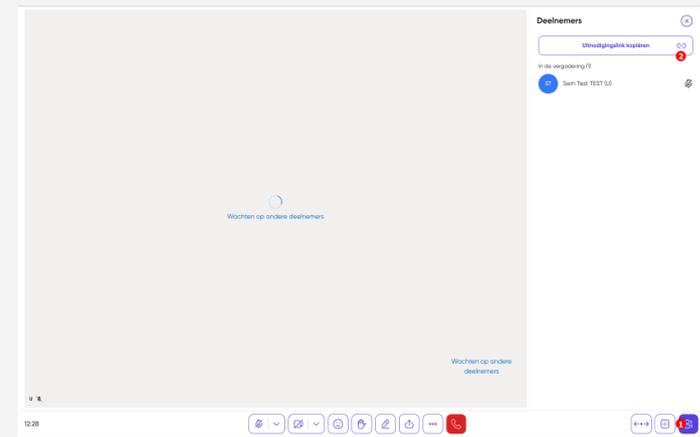


❷ Click here to copy the invitation link.

❶ Click here to open the participants window.
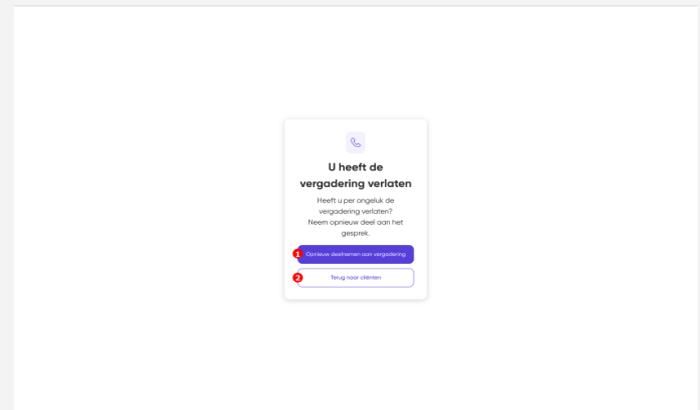


❶ Click here to rejoin the video call.

❷ Click here to return to Super Brains.

# Clients



❶ Click here to assign a new practitioner to this client.

❷ Click here to edit or delete a practitioner.

❸ Click here to assign a buddy.

❶ Click here to search for a practitioner.

❷ Click here to assign this practitioner.
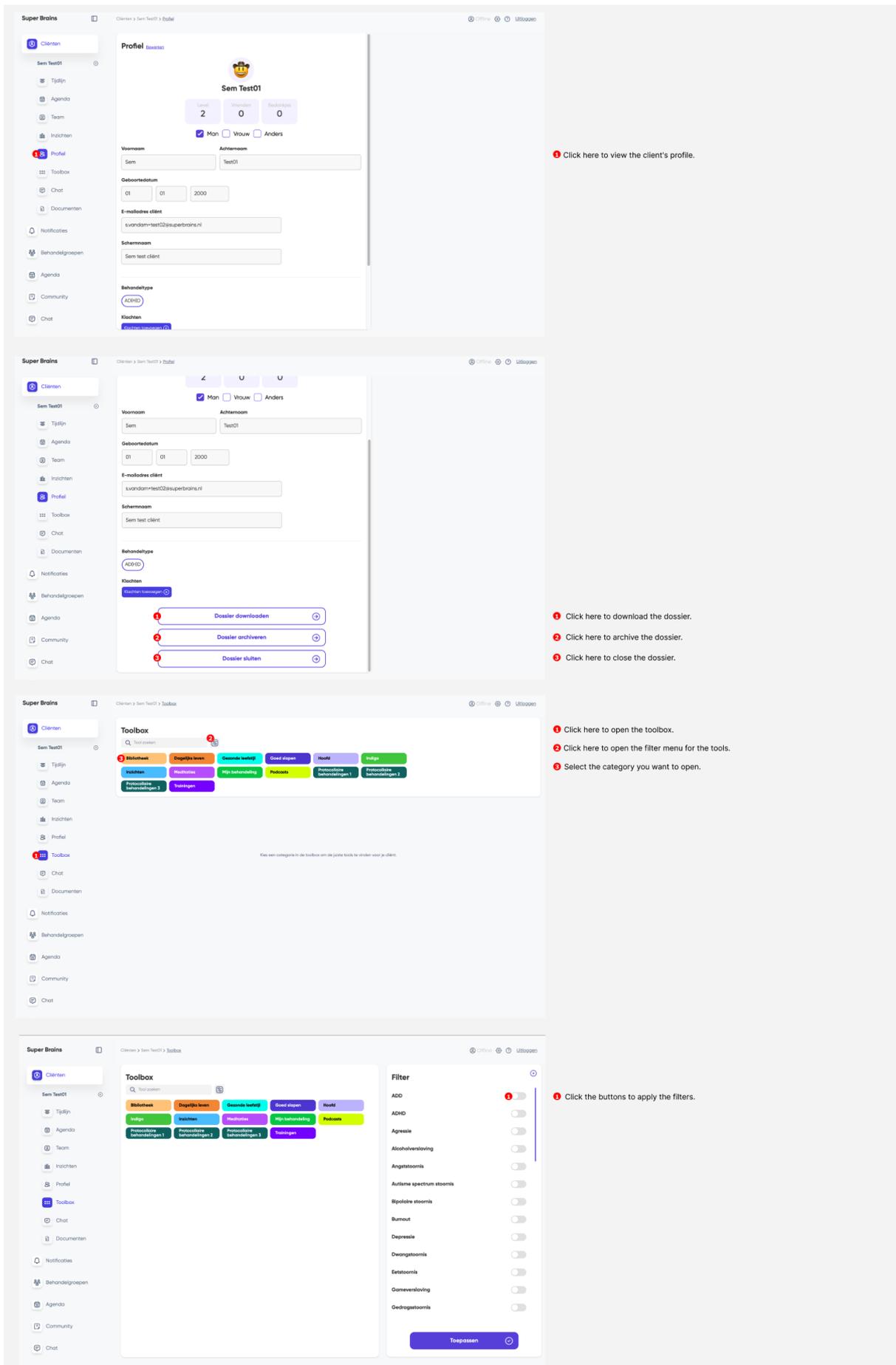
❶ Click here to view the client's profile.

❶ Click here to download the dossier.
❷ Click here to archive the dossier.
❸ Click here to close the dossier.

❶ Click here to open the toolbox.
❷ Click here to open the filter menu for the tools.
❸ Select the category you want to open.

❶ Click the buttons to apply the filters.

❶ Click here to open the chat page.

❷ Click here to start a video call without an appointment.

❸ Click the plus icon to add a document, photo or video.



❶ Select here whether you want to send a video/photo or a document.

① Click here to start a video call.



**Heb je een afspraak?**

Start het videogesprek altijd via de afspraak in je agenda, niet via de chat.

Als je **via de chat belt** start je een **rechtstreeks gesprek** met je cliënt. Je cliënt moet dan ook **via de chat deelnemen.**

Ja, open mijn agenda

Nee, bel rechtstreeks via de chat

① Choose whether you want to select an appointment in your calendar or start a video call without an appointment.

① Click here to open the 'documenten' section.

② Click the 'Bestand +' button to add a new file.
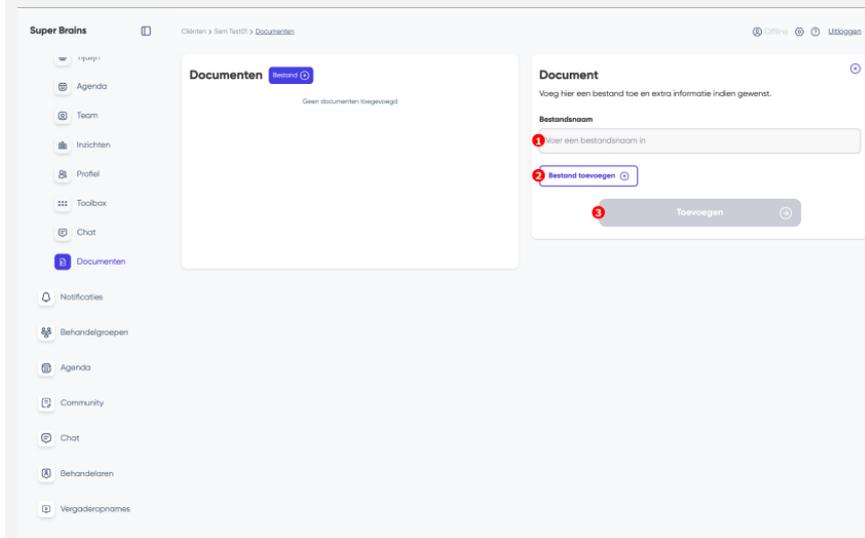


① Enter the name of the file here.

② Click here to select the file you want to add.

③ Click here to add the file to the client's documents folder.

Click here to create a new treatment group.

Enter the name of the treatment group here."

Enter the group description here.

Click the purple 'toevoegen' button to create the treatment group.

Click here to open the treatment group.

Click here to edit the treatment group.

Click here to post a general message in the treatment group.

Click here to type the text of the message.

Click here to add an image to the message.

Click here to post the message.

❶ Click here to edit the treatment group.
❷ Click here to leave the treatment group.
❸ Click here to delete the treatment group.

❹ Click here to add a practitioner to the treatment group.

❺ Click here to add a client to the treatment group.

❶ Click the 'Opslaan' button to save your changes to the treatment group.
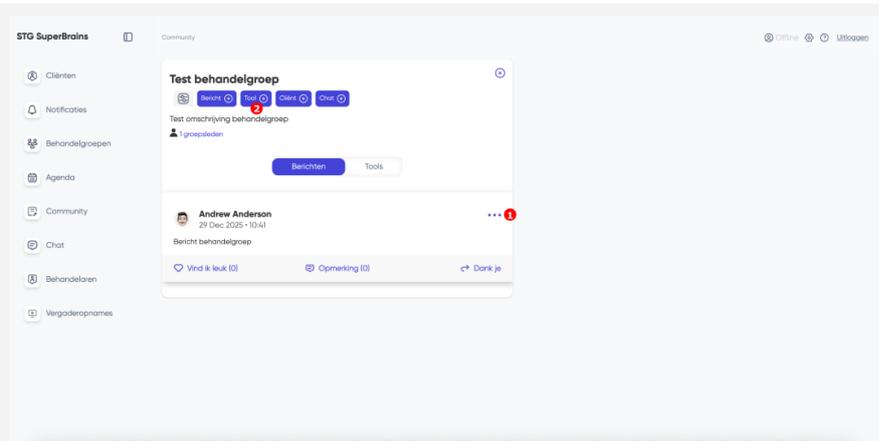
② Click here to add a tool to the treatment group.

① Click here to edit the message.
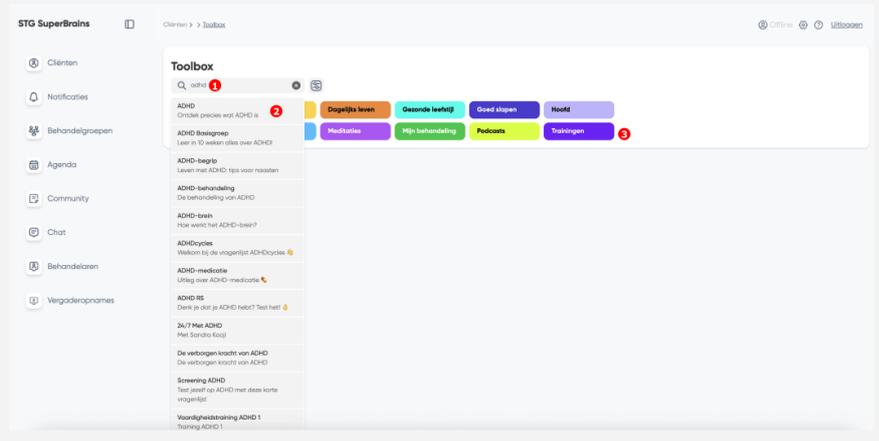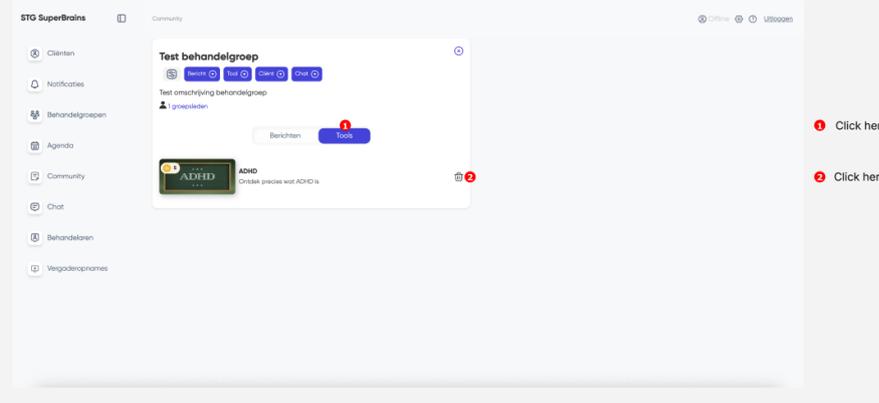


① Search here for the tool you want to add.

② Click here to select the tool.
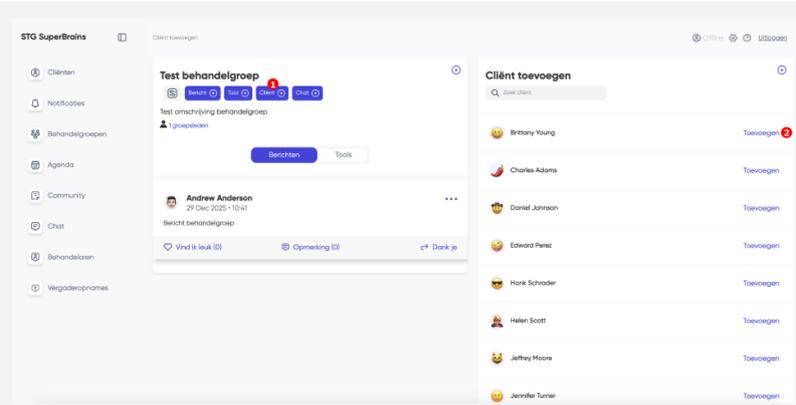
③ Click here to select a tool category.
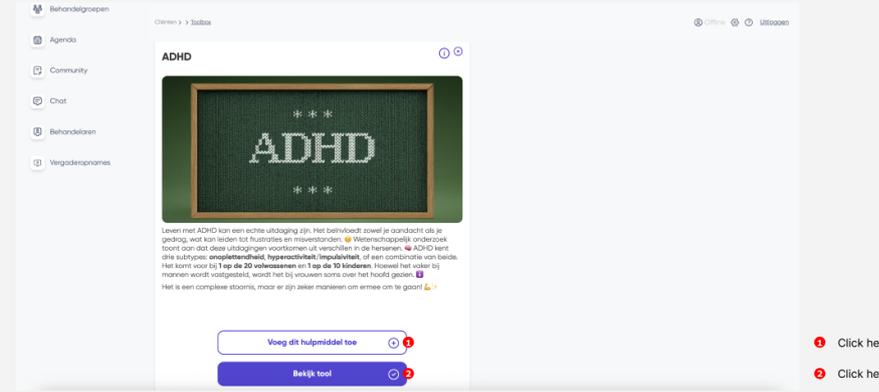


① Click here to add the tool to the treatment group.
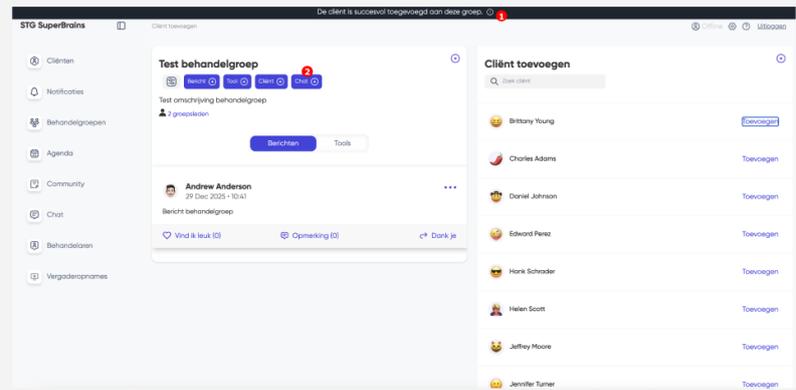
② Click here to view the tool.



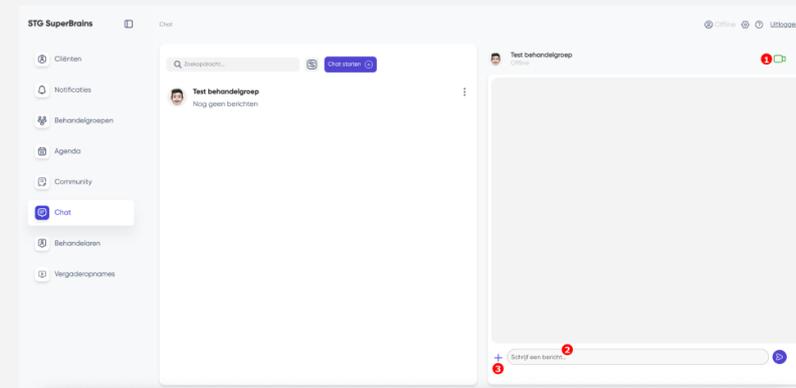① Click here to view all tools added to the treatment group.

② Click here to remove the tool from the treatment group.

1. Click here to add a new client to the treatment group.

2. Click here to add the respective client to the treatment group.



1. This notification confirms the client has been successfully added to the treatment group.

2. Click here to start the chat with the treatment group.



1. Click here to start a video call with the treatment group.

2. Click here to type a message in the chat.

3. Click here to add an image or video to the chat message.
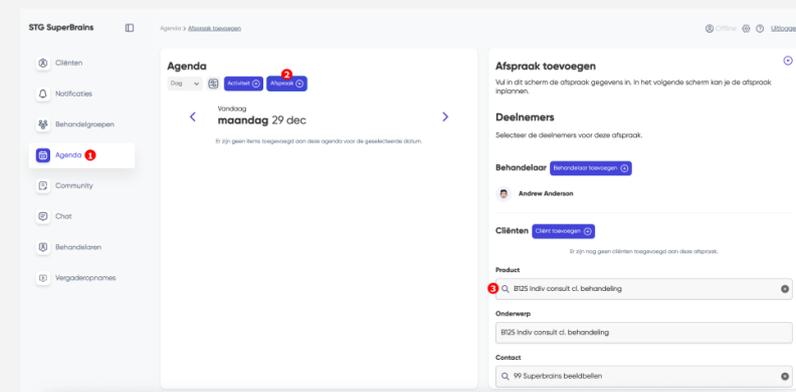


2. Click here to create an appointment with the treatment group.

1. Open the practitioners' calendar.

3. Click here to set the correct product code for a group appointment: B121 Groepsconsult clienten.

❶ Check that the correct product code is selected: B121 Groepsconsult clienten.

❷ Click here to select the correct treatment group.

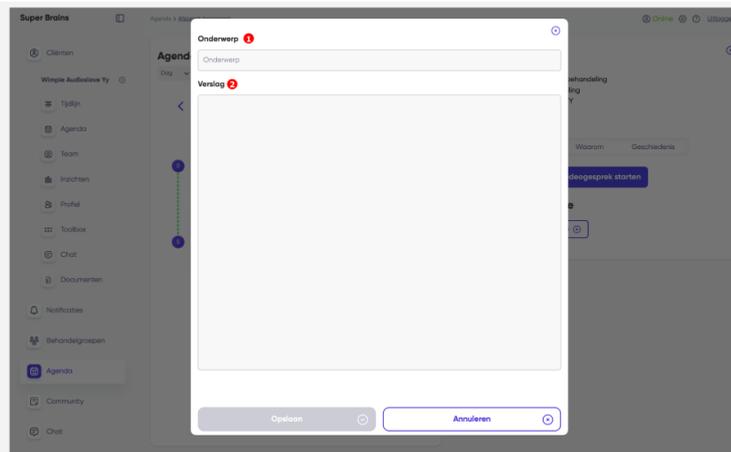❶ Click here to optionally remove clients from the group appointment.

❷ Scroll further down to complete the appointment.
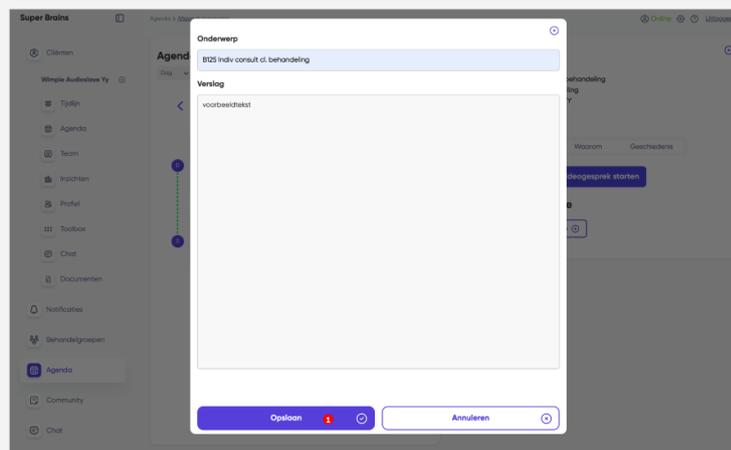
❶ Search here for the client you want to add.

❷ Select the client you want to add.
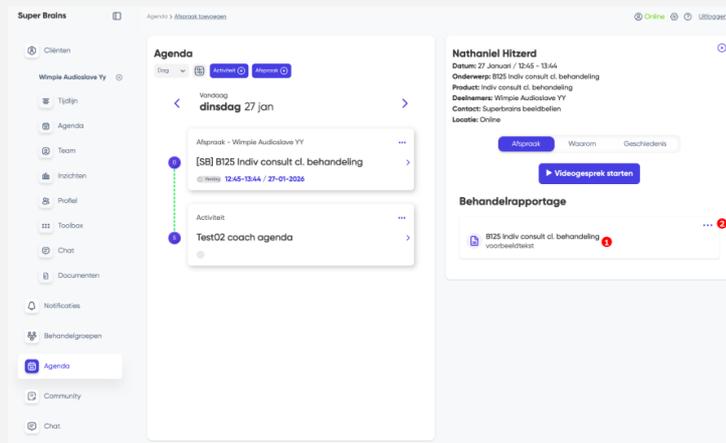
❶ Click here to add a treatment report.

❶ Choose your topic.

❷ Type your report.

❶ Click here to save your treatment report.

❶ Click here to read the treatment report for this appointment.

❷ Click here to edit the treatment report.