

Welcome to the Lifebit Platform

Getting Started User Guide

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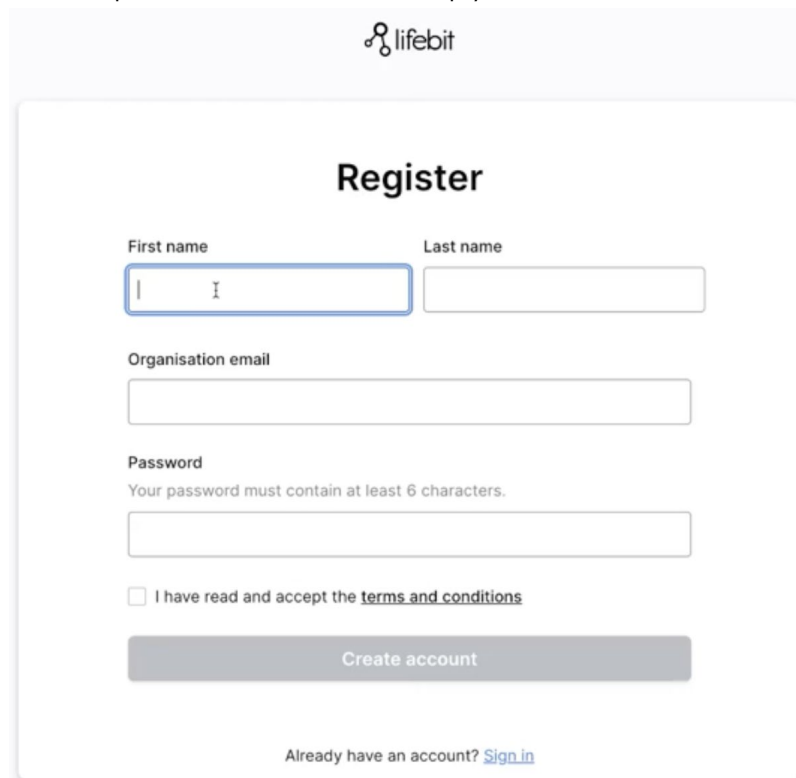
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1. Accessing the Platform

The first steps to getting started on the Platform are to register for an account and be added to your workspace. The workspace is a collaborative environment where you can complete your research. A CanPath administrator will add you to your workspace.

1.1 Register for an account

1. Click on the following link: <https://cloudos.lifebit.ai/register>
2. Provide your first and last name, organization email and a password of your choice (must be >6 characters).
 - Your email address will become your username, and your password will be used to access the platform. Remember to keep your credentials safe.



The screenshot shows the 'Register' form on the lifebit platform. At the top is the lifebit logo. The form is titled 'Register' and contains the following fields: 'First name' and 'Last name' (both with text input boxes), 'Organisation email' (with a text input box), and 'Password' (with a text input box and a note: 'Your password must contain at least 6 characters.'). Below the password field is a checkbox labeled 'I have read and accept the [terms and conditions](#)'. At the bottom of the form is a large grey button labeled 'Create account'. Below the button, it says 'Already have an account? [Sign in](#)'.

3. Click on the “terms and conditions” link. This will open up a modal with the Platform conditions of use.
4. Review the terms and conditions of use and select **Confirm** or tick the box “I have read and accept the terms and conditions”.
5. Click **Create account**.
 - You may see a message saying that your account does not have access to an Organization. If you see this, you will need to be added to a workspace by an Organization Admin before you can log in.

1.2 Logging in to the Platform

1. You will receive an email notification that you have been added to a workspace from 'no-reply@lifebit.ai'.
2. In the email, click on or copy the Platform URL and paste it into the Internet Browser. You will be taken to the Lifebit Platform login page.
 - Don't forget to bookmark the Lifebit Platform URL.
3. Type in the credentials you used to register on the Lifebit Platform and click **Sign in**.
4. Click "CanPath TRE" to enter your workspace and get started!

2. Getting Support and Training

2.1 Registering for Lifebit Support services (Help Desk & Documentation)

Lifebit offers support for user issues via Help Desk and documentation to guide your use of the Platform. You will be invited via email to access these services during your onboarding.

1. As part of the onboarding process, you will receive an invitation to join Lifebit services hosted by Atlassian, such as Jira Help Desk and Confluence. The invitation will look similar to the image below:

 **Lifebit HelpDesk invited you to join them in Confluence**

 Confluence

Lifebit HelpDesk invited you to join them in Confluence

Start planning and tracking work with Lifebit HelpDesk and your team. You can share your work and view what your team is doing.

[Accept Invite](#)

2. Click on 'Accept Invite'
3. Next, set up credentials to start accessing the documentation and Help Desk.

 Confluence

Sign up to continue

Enter your email

☐ Yes! Send me news and offers from Atlassian about products, events, and more.

By signing up, I accept the [Atlassian Cloud Terms of Service](#) and acknowledge the [Privacy Policy](#).

[Sign up](#)

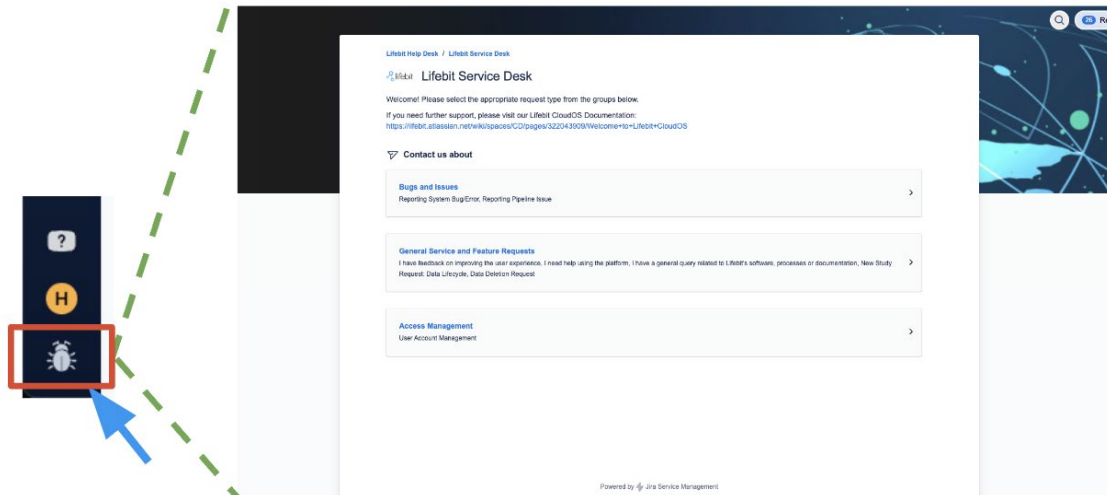
OR

2.2 Accessing Lifebit Support services

Access to Help Desk support and platform documentation are directly available in the platform, or via the links below.

2.2.1 Lifebit Help Desk

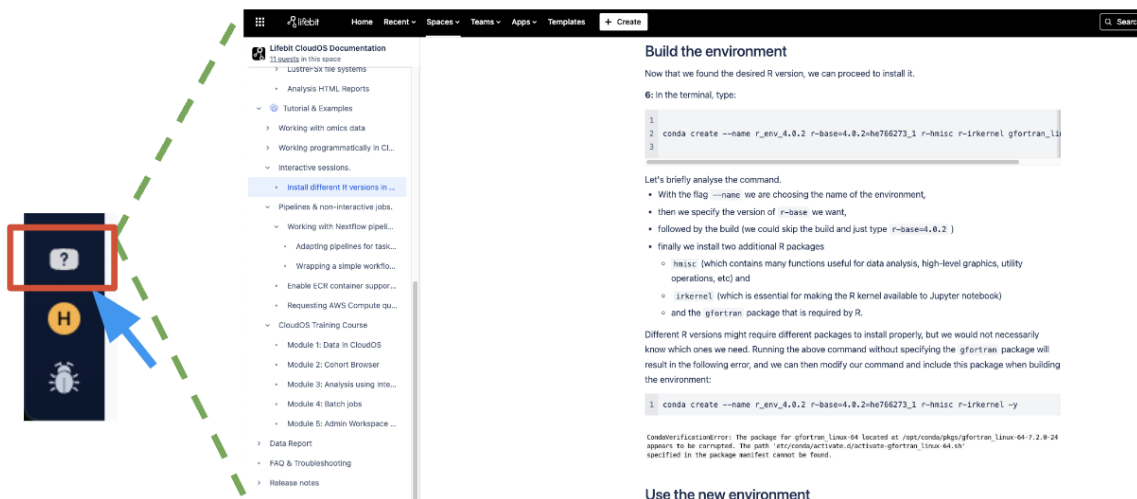
1. Access the Documentation via the Platform itself by clicking the bug button.



2. You can also access via the following URL:
<https://lifebit.atlassian.net/servicedesk/customer/portal/4>

2.2.2 Documentation

Access the Documentation via the Platform itself by clicking on the “?” button.



You can also access via the following URL: <https://lifebit.atlassian.net/wiki/spaces/CD/>

2.3 Book a Get Results training session with Lifebit

Lifebit offers dedicated training sessions with a Lifebit Platform specialist designed to enable you to get familiar and get results quickly on the Platform. These are freely available for each user and can be booked using an easy-to-use system called Google Calendar Appointment Scheduling.

2.3.1 Book a session with Google Calendar

1. You can book a session with a Lifebit specialist via this link:
<https://calendar.app.google/m8WbtLAcPymwFERr7>
2. Using the Calendar on the screen, review available dates and times. Select a time. Note, times shown will be in your timezone.

User Success, Training & Support

CloudOS Specialist Lifebit Platform Get Results

60 min appointments

Google Meet video conference
info added after booking

Book a 60-minute call with our Lifebit experts to:

• Get a personalised checklist of tasks to complete to meet your research goals.

[Show more](#)

Select an appointment time (GMT+01:00) United Kingdom Time

September 2024							THU 19	FRI 20	SAT 21	SUN 22	MON 23
M	T	W	T	F	S	S					
26	27	28	29	30	1	2	—	5:00pm	—	—	9:00am
3	4	5	6	7	8	9	—	6:00pm	—	—	10:00am
10	11	12	13	14	15	16	—	—	—	—	12:00pm
17	18	19	20	21	22	23	—	—	—	—	1:00pm
24	25	26	27	28	29	30	—	—	—	—	2:00pm
1	2	3	4	5	6	7	—	—	—	—	3:00pm





Powered by [Google Calendar appointment scheduling](#).
Use is subject to the Google [Privacy Policy](#) and [Terms of Service](#).

3. Complete the form with:
 - a. Your name, email, job role, and organization. See below for instructions on adding guests to the session.
 - b. Complete this short survey to share details about your research goals and use case: <https://form.typeform.com/to/gDqOxxOH>
 - c. Once completed, tick the box to indicate 'Form Complete'.
 - d. Consent to Lifebit's communication policies by ticking the box.
4. Click Book.
5. You will see a confirmation notice and automatically get an invitation sent to your email address. Accept the invite to ensure it is added to your calendar.
 - a. You will be notified with a reminder 24 hours, and 1-hour, ahead of your session.
 - b. To attend the session, click on the link in the invite to open the Google Meet at the date and time of your session.


2.3.2 Adding guests & collaborators

Google Calendar Appointment Scheduling allows you to easily add other attendees to the session, such as your collaborators within your use case. If you would like others to join, follow these steps:

1. Open up the Google Meet invite, select the  Edit icon at the top, right hand side of the invite.








■ **CloudOS Specialist Lifebit
Platform Get Results (Charlotte...**
Friday, 20 September · 6:00 – 7:00pm



Join with Google Meet


meet.google.com/dub-tekm-doe





Join by phone

(GB) +44 20 3937 4620 PIN: 573 191 701#




More phone numbers

2. Enter up to 10 email addresses within the Add Guests box, and complete the updates by clicking “Save”. Invitations will be shared with the newly added guests.

× CloudOS Specialist - GEL CloudOS U:

Save
More actions ▾




30 Sept 2024
9:00am to 9:15am
30 Sept 2024
(GMT+01:00) United Kingdom Time
Time zone

☐ All day
 Doesn't repeat




Cancel appointment

Event details Find a time



Join with Google Meet

meet.google.com/ntx-cesu-asy


Add location

Notification ▾ 10 minutes ▾ ×

Add notification

Guests Rooms


user@client.com




user@client.com


user@client.com

2 awaiting




Charlotte Maughan

23 hrs + 



Eleni Christodoulou

Home



Hamzah Syed

Home

Note: you can also cancel the appointment via this screen by choosing “Cancel appointment”.

2.3.3 Cancel or reschedule a session

- If you are unable to attend the session at the time booked, please cancel or reschedule with 24 hours' notice.
- Google Calendar Appointment Scheduling allows for a simple cancellation and rescheduling process. Please see below.

1. Within the email notification received when booking, or within the calendar invite, you will find two links underneath the “Hosted by” heading.

communications from Lifebit and Lifebit's [Privacy Policy](#). You may unsubscribe at any time.

Hosted by

Rosie Davies- organiser
Hamzah Syed
Charlotte Maughan

[Cancel appointment](#)

[Book another appointment](#)

Powered by [Google Calendar appointment scheduling](#). Use is subject to the [Google Privacy Policy](#) and [Terms of Service](#).

You are receiving this email because you are included on the guest list for this booked appointment.

Forwarding this invitation could allow any recipient to cancel on your behalf.

a. How to cancel:

- i. Click on the first link to cancel the session.
- ii. This will open a new window and ask to confirm that you wish to cancel the appointment. Then click "Confirm".
- iii. You will get a notification of the cancellation on-screen.


b. How to rebook:

- i. Follow the "How to cancel" instructions above.
- ii. Click "Close" on the Appointment canceled window.
- iii. This will show the main booking page and allow you to select a new time and date.

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Select an appointment time

(GMT+01:00) United Kingdom Time

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17	18	19	20	21	22	23						1:00pm	
24	25	26	27	28	29	30						2:00pm	
1	2	3	4	5	6	7						3:00pm	

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Use is subject to the Google [Privacy Policy](#) and [Terms of Service](#).

- iv. Once selected, you will be asked to complete the registration form again. Click “Book” to confirm.
- v. You will get a notification of the new event via email and a new invitation.