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Registration

I am interested in taking part, what's next?

Thanks for your interest in our study. Please go to your smartphone app store and search for 'Label Trial'. Once you find the Label Trial app, please select '**INSTALL**' or '**GET**' to install the app on your phone. You will then be able to read the participant information statement, agree to the terms and conditions of using the study app, provide your consent to participate, register your details, fill in the initial brief survey and start participating in the study directly from the app. There is a brief tutorial built into the app, which shows you how to use it.

Once you have completed the trial registration and the initial survey, you will be prompted to scan the barcodes of all purchased food and beverage items and photograph the till receipts using your smartphone for a week. Till receipts may refer to any form of receipts you receive as a proof of purchase. If you scan foods from at least one major shop containing no less than 15 barcoded food items in the first week you will be eligible to enter the study. We will also ask you to keep the hard copies of all till receipts to send to us at the end of the study. This first week will give you an opportunity to become familiar with the smartphone app and decide if you want to continue in the trial. The study team will be available to discuss any potential issues you may have by email or by phone.

Am I eligible to participate?

To be eligible to participate in our trial, you will need to:

- be 18 years of age or older AND
- have a smartphone (iPhone with iOS 7 or Android device with OS versions 4.3 or 4.4 and above) AND

- have Internet access on your phone AND
- be the main household shopper (do at least 50% of household shopping) AND
- shop at a supermarket at least once a week AND
- have no plan to travel out of your usual residence at the time of study entry

Can I refer my friends and family to participate in this trial?

We are more than happy for you to spread the word regarding the Food Label Trial. However, please keep in mind that only ONE person per household is allowed to participate. We keep careful track of this, as it is a requirement for eligibility within the study. If there is more than one person from the same household currently participating or if one person has already completed the trial, we cannot reward the second person from that same household.

Is my phone compatible with the Food Label app?

Unfortunately, the study app is only available in iOS (7.0 and higher) and Android (4.3 and higher) versions. Any operating system lower than the above mentioned will not be compatible with the Food Label app. You will also not be able to take part in this study if your phone is operating on the Windows system.

I have downloaded the app from the Apple store/Google play, what's next?

You will be able to read the participant information statement, agree to the terms and conditions of using the study app, provide your consent to participate, register your details, fill in the initial brief survey and start participating in the study directly from the app. There is a brief tutorial built in the study app, which shows you how to use the app to send your purchase list to us.

Once you have completed the trial registration and the initial survey, we will ask you to scan the barcodes of all purchased food and beverage items and photograph the till receipts using your smartphone for a week. If you scan foods from at least one major shop in the first week you will be eligible to enter the study. We will also ask you to keep the hard copies of all till receipts to send to us at the end of the study. This first week will give you an opportunity to become familiar with the smartphone app and decide if you want to continue. The study

team will be available to discuss any potential issues with you by email or by phone.

How can I provide my consent?

You will be able to provide your consent to participate in the study directly in the app. Once you get started, you will be able to read the participant information statement on the first page displayed in the app. After you have had a chance to read the participant information statement, you will be able to return to the first page and scroll down to consent to the study.

Is it necessary for me to provide my contact details during registration?

Your correct contact details will be very important for us. We will need to be able to communicate with you throughout the study period. We will need to send you a reply paid envelope after the first week of the study to your residential address, so that you will be able to send your shopping till receipts to us at the end of the trial. In recognition of your contribution to the project, at the end of your participation we will provide you with a \$100 shopping voucher. We will e-mail you with further details regarding this voucher.

After signing up, I got a message saying there is currently no place in the trial and I was referred to download the FoodSwitch, why?

It is most likely that your answers to some of the eligibility questions made you ineligible to participate. For example, if you have previously used the FoodSwitch app, or if you are not the main household shopper, or if you don't shop at least once a week, then you do not meet our inclusion criteria. We appreciate your interest in our study and encourage you to download the FoodSwitch app.

I will be travelling for some time; can I participate in your study after I return from my trip?

You will need to be available for five consecutive weeks at your usual residence during the study so that your shopping patterns will not be affected by your travel plans. If you plan to travel out of your usual residence in the next couple of

months, you will be very welcome to get started with this study upon your return. We are aiming to complete the study recruitment in December 2015 and it will be very likely that there will still be places available for you to take part in when you have come back from your trip.

I would like to keep a copy of the participant information statement, how?

A copy of the study participant information statement is available to you at any time during the study in the food label trial app. You will be able to save a copy of this statement from your phone, or download a copy from [here](#).

I have a question about the app, whom should I contact?

Please email foodlabeltrial@georgeinstitute.org.au when you have any questions about the study app.

Phase one – Run In

I have consented and registered my details, what's next?

Congratulations! You can now start contributing to the study. Have you completed the initial survey yet? If yes, you can select the 'shopping now' button and go to the next step of the trial. You will be able to watch the tutorial video, scan the barcodes of the food products you buy during the first week of the study and send us your list of purchased food items using the app. You will also be able to take a photo of your till receipts of your purchases and send these to us using the app. During the first week of the study, we anticipate receiving at least one shopping list from you and you will need to send us a minimum of 15 barcoded food items in your shopping lists to qualify for continuation.

What about fresh food items that don't have a barcode?

You don't need to scan fresh food items if they don't have a barcode, we will be able to collect information about fresh food items from your shopping dockets

which you will be required to send to us together with your shopping list, which contains your barcoded food items.

What should I do for non-food products?

The trial is only interested in human food with a barcode. Therefore, if the item is not edible or has no visible barcode (i.e. fresh fruit and vegetables), please do not scan it even if it is on your till receipt.

Do I have to scan all 15 food items in a single shopping trip?

The 15 barcoded food items can come from more than one shopping trip, so long as they were all done within the first 7 days after you have completed trial registration. The food items do not have to all come from one particular shop.

I have bought more than one of the same food item, what should I do?

You will be required to scan all barcoded food items you purchase so if you purchase multiples of the one item, you will need to scan each item individually as reflected on your till receipts.

How can I send my purchase list to you?

You will be able to scan the barcodes of the food items you have bought in your weekly shop and send us the list of barcodes in the app. If you are not sure how to use the app to send us your purchase list, you may choose to watch the tutorial video built in the app or contact the study team on foodlabeltrial@georgeinstitute.org.au.

I am having issues with uploading my purchase lists and photos. Why?

If you are having issues with your uploads, it is most likely a connection error or a timing out issue. Each time you click 'submit', your lists and photos are indeed

being received by us. If you would like to still confirm this with us, please feel free to send us an e-mail.

When should I expect to receive a reply paid envelope from you to send you my hard-copy receipts?

Once you have sent us your purchase list in the first week and successfully enter the second stage of the trial, we will send you a reply paid envelope to your residential address. Please allow up to 7 days for your envelope to reach your residential address. Also, please keep all your till receipts during the 5-week study period and send them to us using the reply paid envelope at the end of the trial.

I forgot to use the app for some time, what happens now?

If you have registered to participate in the study but have not had a chance to use the app for over 7 days, you will more than likely become ineligible to continue in our study. In such a circumstance, when you next open the app, you will be referred to download the FoodSwitch app. If you are very keen to get back in the study, we encourage you to contact the study team on foodlabeltrial@georgeinstitute.org.au and discuss your options.

I accidentally deleted my app/I have recently switched phones and cannot access my old information. What should I do?

Once your Food Label Trial app has been uninstalled from your phone, you will not be able to access the account you registered within the app. It is therefore highly advised that you do not delete/uninstall the app (unless you wish to withdrawal from the study) or change your mobile phone during the 5 week trial period.

If you have accidentally deleted/uninstalled the app or you have already changed to a new smartphone and cannot access the original app, please notify the Food Label Team via the Food Label Trial e-mail.

Also note that once you become randomised, any deletion of the app will signify that you are no longer eligible to re-register or complete the trial as our research criteria disallows any participant from becoming randomised twice.

I cannot see the nutrition label information in the app, why?

During the first week of the study, the scan for nutrition label function has not been activated in the app. We will ask you to use the app to scan barcodes of food items you have purchased during this week and send us your purchase list and photos of till receipts. You will be able to use the 'scan for nutrition label' function once you have successfully passed the first week of the study and enter the second phase of the trial.

When I scan certain items, a number comes up in the app instead of the name. What does this mean and what should I do?

If a numerical value is displayed in the app instead of the name of the food item when you scan the item barcode, it means that we currently do not have a record of this item in the app database. This won't affect your participation in anyway. Please proceed to send the purchase list as required.

I have a question about the app, whom should I contact?

Please email foodlabeltrial@georgeinstitute.org.au when you have any questions about the study app.

I would like to keep a copy of the participant information statement, how?

A copy of the study participant information statement is available to you at any time during the study in the food label trial app. You will be able to save a copy of this statement from your phone, or email the study team on foodlabeltrial@georgeinstitute.org.au to request a copy.

Phase two – Main study

I have been randomised, now what?

If you complete the first week you will be able to begin the main study. Your smartphone app will be fully activated and will start displaying the type of nutrition label you have been allocated for the study whenever you scan the barcode of a food.

In the four weeks of the main study, when you go shopping, we encourage you to use the app to scan the barcodes of food products that you intend to purchase, to review the labels you see and use them to try and identify the healthiest foods to buy. The app will show you a nutrition label for the food you scanned as well as labels for other similar products to help you make healthier choices if you want to. Please note that there is no limit to how many food items you are allowed to scan for this phase of the trial.

In the four weeks of the main study, you are also asked to scan the barcodes of all purchased food and beverage items, to photograph the till receipts using your smartphone and to keep the hard copies of the till receipts to send to us at the end of the study. We will send you a prepaid envelope to put the hard-copy till receipts in to. You will also receive messages throughout the main study period (4 weeks) reminding you to use the app when shopping and to collect your receipts (at most, about 3 reminders per week).

At the end of the study we will collect feedback on the study and on the smartphone app (such as what you liked or disliked about the app and how often you used it). This questionnaire will only appear in the app once you have completed the 5 week trial and will take about 5-10 minutes of your time.

I scanned the barcode but the nutrition label information doesn't show, why?

The nutrition label information will be shown based on the data stored in our food database. We have over 80,000 barcoded food and beverage products stored in the database; however, there is still a chance that some of the food products you find in supermarkets are missing. We will very much appreciate your help if you take three photos of missing food items, one for the front of the package including the name and brand of the product, one for the nutrition information panel and one for the ingredient list, and send the photos to us using the app. If you do so, hopefully the next time you scan the barcode of this product, you will be able to see the nutrition label on your phone.

I haven't received a reply paid envelope from you.

If the envelope doesn't reach your address within 7 days of your randomisation, this is probably because you have an incorrect or incomplete address recorded during registration process. Please email Dr Nicole Li on foodlabeltrial@georgeinstitute.org.au to confirm your correct mailing address.

I want to watch the tutorial video again, how?

Select the "Menu" icon in the top left hand corner (three horizontal lines) to access more app functions. Here you can watch the app tutorial videos, check your progress, access technical support and tutorials, purchase history and change app settings. You can also re-read the participant information statement and send us feedback.

When should I expect to receive the \$100 shopping voucher?

Once you have finished the study and completed the final survey questions, you will be eligible to receive \$100 e-Gift card. We will email you to confirm the email address you would like to receive the e-Gift card from once you have completed the study. When we receive your confirmation, we will email you the e-Gift card at the end of the week, which you can print out and use in-store.

I am using the app on my tablet and only have Internet access from home.

Once downloaded, the app does not need an Internet connection to scan products. All information that you collect using the app will be automatically sent to us when an Internet connection is available. Therefore you are able to use a tablet operating on IOS 7.0 or Android 4.3 or later versions to take part in the study. However, we encourage all participants to not use their tablets for potential compatibility issues and the camera quality may not be as good on tablet/ipad as they are on smartphones.