

# **Migraine Tracker Instructions and Frequently Asked Questions**

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## **PROGRAM OVERVIEW**

### **1. WHAT IS THE MIGRAINE TRACKER?**

The migraine tracker is a text message (SMS) based tracking program for patients with episodic or chronic migraine. The program has been designed to help you track the frequency of your migraine days for one year.

Once you are enrolled in the migraine tracker, every evening you will receive a question asking you if you experienced a migraine day. You simply text back 1 for Yes or 2 for No. If you don't respond, you will receive a reminder the following morning.

Every 7 days, you will receive a summary message of your reported migraine days during the past week. If you were unable to respond to any of the daily questions, you'll have the opportunity to fill in missing responses from the last week. Every month, you will receive a message that asks if you have taken your preventive monthly migraine medication.

At the end of each month you will receive a journal report in your email that shows your responses to the text message questions in easy-to-read graphs and calendars. The purpose of these reports is for you to share them with your doctor at your next visit. The reports are intended to help in discussing the frequency of your migraine days in between visits.

### **2. HOW LONG DOES THE MIGRAINE TRACKER LAST?**

Once you have enrolled, the migraine tracker lasts 12 months. If you want to join again after completing the 12 months, you can re-enroll at [bit.ly/mymigrainetracker](https://bit.ly/mymigrainetracker).

## **ENROLLMENT AND GETTING STARTED**

### **3. HOW CAN I ENROLL IN THE MIGRAINE TRACKER?**

You can enroll online at [bit.ly/mymigrainetracker](https://bit.ly/mymigrainetracker) or you can enroll by calling 1-833-246-6844.

### **4. HOW DO I OPT IN TO GET TEXT MESSAGES?**

During the registration process you will need to provide your mobile phone number. Once registration is complete, you will receive welcome text messages to that mobile number.

After carefully reading the messages, reply START to accept the mobile consent and confirm your enrollment in your migraine tracker.

After your text message reply has been received, you will receive a text message confirming your enrollment. You will start receiving your migraine tracker text messages the next day.

Welcome to your migraine tracker!  
You'll receive daily texts to track your migraine days (MD) & get an email at the end of the month with your results.

Reply with MD at any time for a reminder of the definition of migraine day.

Questions? Call [833-246-6844](tel:833-246-6844).  
Reply START to begin the program.

START

Thanks! You'll start receiving daily texts tomorrow. Msg&Data rates may apply. Reply HELP for help. Text STOP to end msgs.

## 5. WHAT NUMBER WILL I RECEIVE TEXT MESSAGES FROM AND SEND TEXT MESSAGES TO?

You will receive text messages from, and send messages to 43109. You may wish to save the number in your mobile phone's address book.

## 6. WHERE DO I FIND MY MIGRAINE TRACKER TEXT MESSAGES ON MY MOBILE PHONE?

You can find the text messages in the SMS/Messages app of your mobile phone.

## MIGRAINE DAYS AND MEDICATION TAKEN TEXT MESSAGE QUESTIONS

### 7. HOW MANY TEXT MESSAGES WILL I RECEIVE EACH DAY?

Every day you will receive one text message question asking you if you experienced a migraine day. If you don't respond, you will receive a reminder question the next morning. After you respond, you will receive one confirmation message.

Once each week you will receive a summary message summarizing your responses to the migraine question for the past week. If you were not able to respond during the week, you will be able to fill in missing days during this time.

Once each month, based on the date you provided during enrollment, you will receive a text message asking if you have taken your monthly preventive migraine medication. After your reply, you will receive a confirmation message.

Periodically, you will also receive text messages to encourage you to continue tracking your migraine days or asking you about your experience with your migraine tracker.

8. WHEN WILL I RECEIVE MY MIGRAINE QUESTION?

At 8:00 PM each night in your selected time zone on the migraine tracker form, you will be asked whether you experienced a migraine day. If you don't respond, you'll receive a reminder at 8:00 AM the next day.

9. WHEN WILL I RECEIVE THE MEDICATION TAKEN QUESTION?

You will receive a text message question once a month asking if you have taken your monthly preventive migraine medication. The text message is sent based on the date you indicated during enrollment. The first of these monthly messages will be sent 2 days after the date you indicated at 10:00 AM.

10. I TRAVELED TO A DIFFERENT TIME ZONE, WHY AM I RECEIVING MESSAGES AT UNEXPECTED TIMES?

Program messages will be sent based on the time zone you provided during registration. If this is a permanent change please call 1-833-246-6844 to update your information.

11. HOW DO I KNOW THAT YOU HAVE RECEIVED MY RESPONSE?

You will receive a confirmation text message confirming that each of your question responses was received. You do not need to respond to any confirmation text message.

12. HOW DO I RESPOND TO THE MIGRAINE QUESTION?

Your response options are 1 for Yes, or 2 for No, depending if you experienced a migraine day. Only numerical values are appropriate responses. If you need a reminder of the migraine day definition, you can reply with 'MD' at any time.

13. HOW DO I RESPOND TO THE MEDICATION TAKEN QUESTION?

Your response options are 1 for Yes, or 2 for No, depending if you took your medication for the month. Only numerical values are appropriate responses.

14. HOW DO I RESPOND TO THE SUMMARY MESSAGE - MISSED DAYS QUESTION?

Once a week you will receive a message allowing you to fill in data for days in which you were unable to respond to the daily migraine question. If you want to respond at this time, you should reply YES by typing 1.

Hi there, you responded to 6/7 migraine tracker questions this week. Great job responding to your daily questions. Keep it up! Text STOP to end msgs.

Your responses from this week were:  
Tue 03/03: Yes  
Wed 03/04: No  
Thu 03/05: Yes  
Fri 03/06: Yes  
Sat 03/07:  
Sun 03/08: No  
Mon 03/09: No

You missed 1 day. Would you like to respond now? Reply  
1 for Yes  
2 for No

1

You will receive a message for each day that was missed, until all days have been sent and responded to. You simply text back 1 for Yes, 2 for No, or 3 for Unsure. Once you have responded to all missing days during the week, you will receive a confirmation text message. The new responses will be included in your report.

You missed Sat 03/07. Did you experience a migraine day (MD) on this day? Reply  
1 for Yes  
2 for No  
3 for Unsure

2

Thank you! Your response has been received.

Note: The messages pictured above are sample messages and may not match the messages you receive from the program once enrolled.

#### 15. CAN I CHANGE MY RESPONSE TO THE TEXT MESSAGE QUESTIONS?

You cannot change your response to the text message questions. If you want to wait before responding to your daily migraine question, you can respond later. If no response has been received by the next morning, you will receive a reminder message at 8:00 AM the next day.

#### 16. WHAT HAPPENS IF I DO NOT RESPOND FOR A DAY OR IF I MISS SEVERAL DAYS?

To help maintain the usefulness of the program, you should respond to each text message question when you receive it or shortly after receiving it. Every 7 days you will receive a summary message and will be able to fill in data for the days missed in the past week. If, however, you are unable to respond for a longer period of time, you can still continue participating in the program.

## 17. WHAT HAPPENS IF I SEND AN INCORRECT RESPONSE?

If you provide a response that is outside of the accepted formats or range of responses, you will receive an error message with instructions on how to respond correctly. Only numerical values are appropriate responses. Please follow those instructions and reply again.

## PROGRAM TEXT MESSAGES

### 18. WILL I RECEIVE ANY OTHER TEXT MESSAGES?

In addition to the daily migraine question, the weekly summary message and monthly medication question, you may receive some messages that let you know where you are in the program.

These text messages are designed to help you continue to participate in your migraine tracker and gauge how close you are to finishing the program. These messages will be sent periodically at 4:00 PM.

### 19. HOW DO I STOP/UNSUBSCRIBE FROM THE MIGRAINE TRACKER BEFORE THE 12 MONTHS END?

You can stop receiving SMS messages from 43109 by sending STOP to 43109 at any time. You will receive a message to confirm you are unsubscribed and one last report in your email.

You can also opt out of the program by unsubscribing through the email sent by [migrainetracker@e.myamgensupport.com](mailto:migrainetracker@e.myamgensupport.com). You will receive one last journal report and one opt out confirmation text message.

## MIGRAINE TRACKER JOURNAL

### 20. WHAT IS THE MIGRAINE TRACKER REPORT I WILL RECEIVE?

The migraine tracking report shows your responses to the daily migraine questions and the medication taken question in easy-to-read calendars and graphs. A key is included in each report to help you understand the graphs.

### 21. WHAT WILL THE JOURNAL REPORT SHOW?

The report will be 2 pages long.

On the first page, there will be 1) a summary of your reported migraine days for each month, 2) your medication taken report, 3) your responses to the migraine question for each day in a calendar view.

On the second page, we have sections designated for you to take notes on your medications, daily activities, and family time.



22. WHAT DOES THE CALENDAR IN MY REPORT SHOW?

The calendar represents the responses you provided to the migraine question each day for up to the past 3 months. Each day will be highlighted depending on your response of Yes, No, or non-response.

23. WHAT DO THE HORIZONTAL BARS IN MY REPORT SHOW?

Each horizontal bar represents a month with summarized responses of migraine and non-migraine days. The gray area in between the responses represents non-responses or dates before the program started.

24. WHAT DOES THE MEDICATION SECTION SHOW?

Each square represents each month you have participated in your migraine tracker in which you have been scheduled to take your monthly preventive migraine medication. These dates are based on the date you provide during enrollment.

25. CAN I SHARE MY REPORT?

You are encouraged to share your migraine tracking report with your doctor to discuss your migraine days. The reports are intended to stimulate informed discussions about your migraine days with your doctor. The reports are not intended to provide medical diagnosis or treatment advice.

26. HOW WILL I RECEIVE MY REPORTS?

The reports will be sent to you by email on the 2nd day of each month, with the responses from the previous month that just passed.

**MOBILE PHONE**

27. IF MY MOBILE PHONE IS TURNED OFF OR HAS NO SERVICE, WILL I STILL RECEIVE MESSAGES?

Depending on the length of time your mobile phone is turned off or has no service you may receive your text messages once your phone is turned on. If you do receive multiple text message questions your response will only be recorded for the last question.

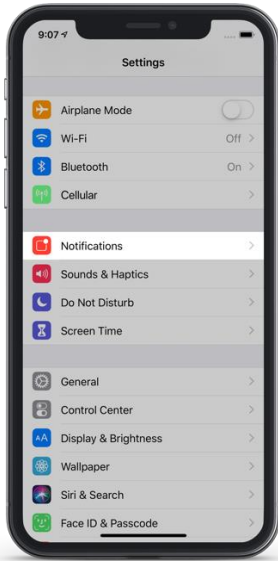
28. HOW MUCH WILL SENDING AND RECEIVING TEXT MESSAGES COST ME?

Standard text messaging rates apply to all text messages. Text message costs vary and are based on your mobile plan - please check with your Wireless Carrier for additional information.

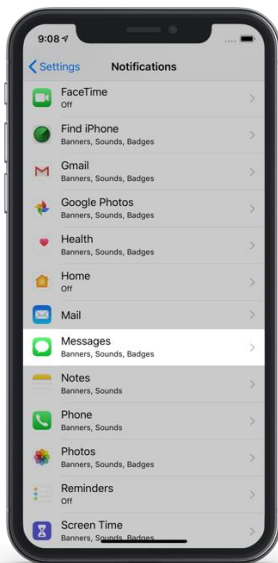
## 29. HOW DO I HIDE SMS NOTIFICATIONS ON MY IPHONE OR ANDROID PHONE?

### Hide SMS Notifications on an iPhone

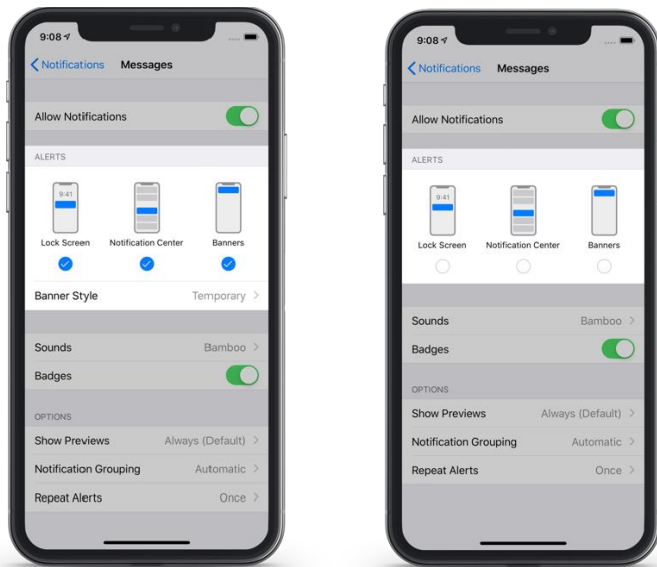
1. To disable or turn off SMS Notifications on your home screen, go to the iPhone's settings menu.
2. Select the 'Notifications' tab.



3. Scroll to the 'Messages' tab. Select Messages.



4. Scroll to 'Alerts'.

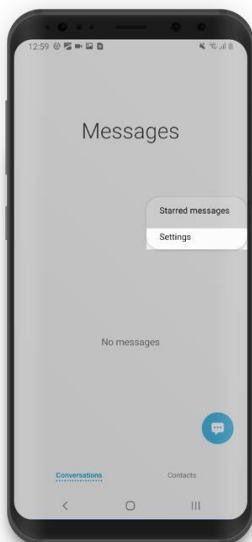


5. Uncheck 'Lock Screen', 'Notification Center', as well as 'Banners'. This will disable incoming messages from displaying on your home screen. Messages can still be viewed in the SMS mailbox.

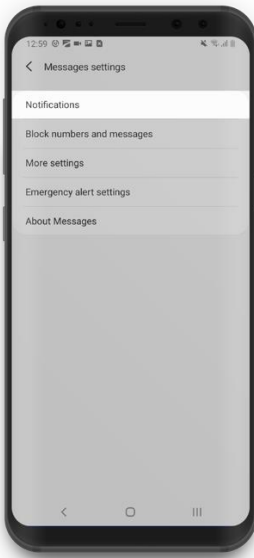
NOTE: You can turn on your home screen notifications at any time by following the above instructions and checking 'Lock Screen', 'Notification Center' and 'Banners'.

Hide SMS Notifications on an Android Phone

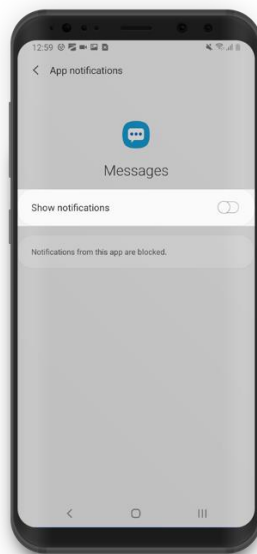
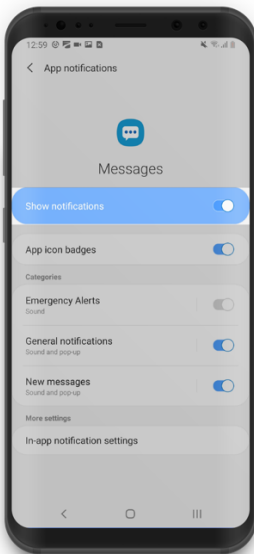
1. To disable or turn off SMS Notifications on your home screen, open your Android phones Messaging application.
2. Open the Settings menu.



3. Open the 'Notifications' tab.



4. Click the 'Show Notifications' bar. All settings items will no longer be visible. This will disable incoming messages from displaying on your home screen. Messages can still be viewed in the SMS mailbox.



**NOTE:** You can turn on home screen notifications at any time by following the above instructions and tapping 'Notifications'.

## CUSTOMER SUPPORT

### 30. HOW DO I CHANGE MY EMAIL ADDRESS OR PHONE NUMBER?

Call 1-833-246-6844 and speak to a representative to change your email address or phone number.

### 31. CAN I RE-ENROLL IN THE MIGRAINE TRACKER AFTER COMPLETING THE 12 MONTHS?

You can re-enroll in your migraine tracker. Visit [bit.ly/mymigrainetracker](https://bit.ly/mymigrainetracker) to re-enroll into the program.

### 32. WHAT IF I HAVE A MIGRAINE TRACKER RELATED QUESTION THAT IS NOT LISTED IN THE INSTRUCTIONS/ FREQUENTLY ASKED QUESTIONS?

If you have a program question, please contact 1-833-246-6844 for assistance.

## ALTERNATE TEXT

### 33. HOW CAN I ENROLL IN THE MIGRIANE TRACKER?

You can enroll online at [bit.ly/mymigrainetracker](https://bit.ly/mymigrainetracker).

### 34. HOW DO I OPT IN TO GET TEXT MESSAGES?

During the registration process you will need to provide your mobile phone number. Once registration is complete, you will receive welcome text messages to that mobile number.

After carefully reading the messages, reply START to accept the mobile consent and confirm your enrollment in your migraine tracker.

After your text message reply has been received, you will receive a text message confirming your enrollment. You will start receiving your migraine tracker text messages the next day.

Welcome to your migraine tracker!  
You'll receive daily texts to track your migraine days (MD) & get an email at the end of the month with your results.

Reply with MD at any time for a reminder of the definition of migraine day.

Questions? Call [833-246-6844](tel:833-246-6844).  
Reply START to begin the program.

START

Thanks! You'll start receiving daily texts tomorrow. Msg&Data rates may apply. Reply HELP for help. Text STOP to end msgs.

If you do not receive your welcome text message within 5-10 minutes of registering please call 1-833-246-6844.

35. I TRAVELED TO A DIFFERENT TIME ZONE, WHY AM I RECEIVING MESSAGES AT UNEXPECTED TIMES?

Program messages will be sent based on the time zone you provided during registration.

36. WHAT HAPPENS IF I SEND AN INCORRECT RESPONSE?

If you provide a response that is outside of the accepted formats or range of responses, you will receive an error message with instructions on how to respond correctly. Only numerical values are appropriate responses. Please follow those instructions and reply again. For additional help call 1-833-246-6844.

37. HOW DO I STOP/UNSUBSCRIBE FROM THE MIGRAINE TRACKER BEFORE THE 12 MONTHS END?

You can stop receiving SMS messages from 43109 by sending STOP to 43109 at any time. You will receive a message to confirm you are unsubscribed and one last report in your email.

You can also opt out of the program by unsubscribing through the email sent [migrainetracker@e.myamgensupport.com](mailto:migrainetracker@e.myamgensupport.com). You will receive one last journal report and one opt out confirmation text message.

You can also call 1-833-246-6844 for assistance.

38. CAN I RE-ENROLL IN THE MIGRAINE TRACKER AFTER COMPLETING THE 12 MONTHS?

You can re-enroll in your migraine tracker. Visit [bit.ly/mymigrainetracker](https://bit.ly/mymigrainetracker) or speak with a representative by calling 1-833-246-6844.