

# nobi

Getting to know Nobi  
preparing for practical use



# Installation & Onboarding

## 13 Steps to Ensuring a Happy Client



### Welcome to Nobi

For a smooth implementation process, we go over the agreements made between you and the Nobi salesperson.

Buyer,  
Operations Manager

Online, 0.5h



1

### Shipping



3

### Prepare the installation

Nobi briefly summarizes what it takes to smoothly install the smart lights.

Operations Manager

Online, 0.5h



5

### Configuration meeting

Together we go over the possibilities in configuring the smart lights.

Buyer,  
Operations Manager,  
Technical Manager,  
IT Manager,  
Optional third party

At client, 2h



7

### Fall detection training

The team learns how to use Nobi's fall detection.

Operation Manager,  
End-users,  
Care personnel

At client, 2h



9

### Nobi goes live

Congratulations! Nobi's smart lights are going in use today.



11

### Smart care training

Now that you've mastered fall detection, we'll introduce you to our other features for smart, future-proof care. Think of fall prevention, sleep analysis or night vigilance.

Operations Manager

Online meeting



13

2



### Site walk

During a tour through the building, we will review together what is needed for a smooth installation.

Technical Manager,  
IT Manager,  
Operations Manager

At client, 1h

4



### Getting to know Nobi

We introduce Nobi and her features to your entire project team.

Buyer,  
Operations Manager,  
Technical Manager,  
IT Manager,  
Optional third party

At client, 2h

6



### Installation Nobi lights

Technical Manager

8



### Prepare fall detection training

Together we will discuss how to best tailor the fall detection training to your team.

Operations Manager

Online, 0.5h

10



### Ready for launch?

Together, we review whether you are ready for Nobi to go live.

Operations Manager

Online, 0.5h

12



### Follow-up

For the first two weeks, we will keep a close eye on your lights and make adjustments as needed.

Operations Manager

Online, 2 weeks



# Kick off Getting to know Nobi

- 1 What is Nobi?
- 2 Fall detection
- 3 Fall prevention
- 4 Smarter care and more dignified lives
- 5 Tools to manage and minimise unwanted alerts
- 6 Privacy
- 7 Next steps



1

# What is Nobi?

Nobi is a smart lamp with optical sensors that takes images of the room\* every second and analyses the anonymized images (stick figures) on its internal processor, day and night, even when the light is switched off.

**This one simple action enables all its features:**

- Fall Detection
- Fall Prevention
- Smart Care



no filming, privacy proof



**Nobi Ceiling**  
26 ft diameter

**Nobi Pendant**  
26 ft diameter

# 1 What is Nobita?

---

Nobita is the little sister of Nobi. This bathroom light is - just like the Nobi light - equipped with optical sensors that take images of the room\* every second and analyses the anonymized images (stick figures) on its internal processor, day and night, even when the light is switched off.

**This one simple action enables all its features:**

- Fall Detection
- Fall Prevention
- Smart Care



no filming, privacy proof



2

# Fall Detection



Nobi detects a fall



Alarm via phone call or nurse call system, and via dashboard



Immediate help by caregivers



Our loved ones are taken care of



Closing the escalation

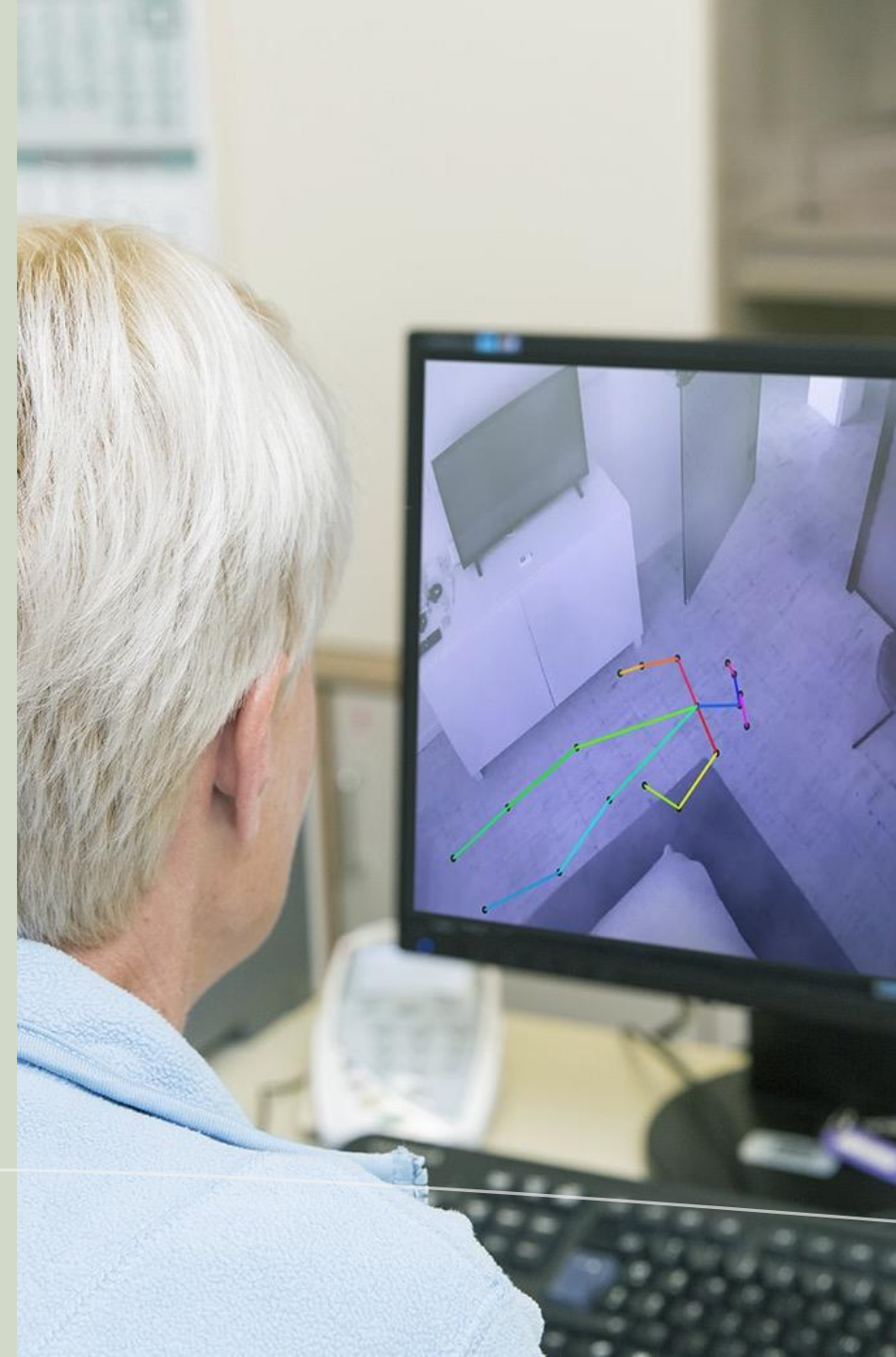


## 2. Fall detection

### What is a fall according to Nobi?

Based on coordinates of the human body,  
Nobi can detect if a person is sitting or  
lying on the ground.

If that's the case, Nobi will issue a fall alert.  
(max 90 seconds after the incident)



## 2. Fall detection

# What is a fall according to Nobi?



The falling speed doesn't matter

**Nobi also registers slow falls**

(unlike a smartwatch)



**Important to know:**

Nobi is not a motion detection device.





## 2. Fall detection - Nobi detects a fall

# Verifying a fall with or without sound

### Option 1

Sound in the room

When Nobi detects a fall, a voice in the lamp asks the person in the room: **'did you fall?'**



**YES**

If the answer is **'yes'**

**Nobi will alert care staff immediately**

**NO**

If the answer is a clear **'no'**

(e.g., resident is on the floor to look for something he dropped)

**Nothing happens**

...

If there's **no answer**

**Nobi will alert care staff immediately**

### Option 2

No sound in the room

When Nobi detects a fall, **Nobi will alert care staff immediately.**

#### WHY?

In some situations, it might not be beneficial for the lamp to speak to the resident.

People with dementia for instance could experience disorientation or fear when the lamp seemingly speaks out of nowhere.

2. Fall detection - An alert is being sent to a caregiver

## Possible notifications after a fall

When Nobi detects a fall, you will be alerted via:

A telephone call  
or your nurse call system



opt for one of both

+ optional via:



Mail



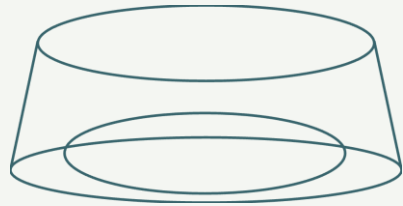
App



2. Fall detection - An alert is being sent to a caregiver

## Option 1 - telephone call

### Nobi calls you



**'Hello, this is Nobi, a fall has been detected at "name of the resident" room 416.**

**Press 1 to confirm and connect to the resident.'**

You make your way to the room.

In the meantime, you can speak with the fallen person and they can speak to you.

#### EXAMPLE

**"Mr Peters, this is Irene.  
I understand you fell?"**

**"Yes, I need help.  
My knee..."**

**"I'll be there right away,  
it's alright."**

**"I must have  
stumbled, oh..."**

**"It's ok, try to stay calm,  
I'm almost there."**

**"Ok, thank you."**

2. Fall detection - An alert is being sent to a caregiver

## Option 1 - telephone call

**Priority list of emergency contacts,**  
ensuring the call is always answered



**Contact nr 1: takes the call and takes action**

(other mobile numbers get an alert by SMS '*Nobi detected a fall in room 418'*)



**Contact nr 2: takes the call if Nr 1 is not available**

(other mobile numbers get an alert by SMS '*Nobi detected a fall in room 418'*)



**Contact nr 3: takes the call if Nr 1&2 are not available**

(other mobile numbers get an alert by SMS '*Nobi detected a fall in room 418'*)

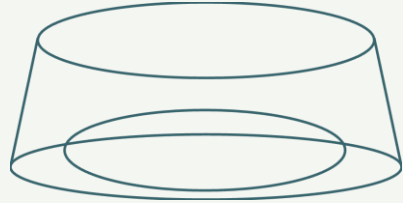


...



2. Fall detection - An alert is being sent to a caregiver

## Option 2 - nurse-call system



**Nobi seamlessly integrates  
with multiple nurse-call systems.**

The method of receiving alerts through  
the system varies based on the settings  
of each individual system.

After a fall, you make your way to the room.  
Depending on your system, you can speak with the fallen  
person.



2. Fall detection - An alert is being sent to a caregiver

## Other types of notifications



E-mail



Notification in your  
Nobi-application



You enter the room and help the fallen person.





## How immediate fall detection can make a difference

Our data show that with Nobi you can help fallen persons  
within an average of **3 minutes and 7 seconds**.



**3 minutes  
7 seconds**

Your swift assistance makes a huge difference:

**0%** risk  
of long lie falls

Huge impact on  
residents, their families  
and yourself



## 2. Fall detection - Closing the fall escalation

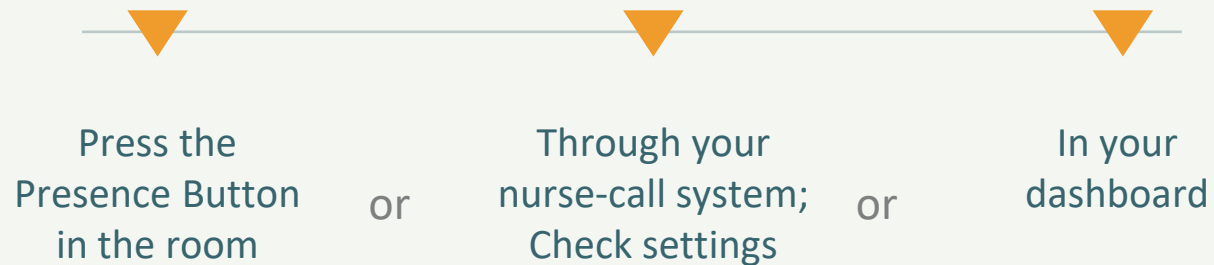
# What happens after you helped the resident?

## Is your resident ok?

Then you can close the escalation.

Only by closing the escalation, Nobi and your coworkers know you've helped the person and that the emergency is over.

### How?







## Did you know?

### **You can also use the Snooze Feature of Presence Button to close an escalation**

When you push the Presence Button, you can close an active escalation immediately.

You can also prevent the lamps from detecting falls when someone wants to clean the room for example. They can push the Presence Button to shut down Nobi temporarily.

**In summary** - Push the Presence Button to:

Close an escalation

Switch off Nobi (cleaning, ...)



3

## Fall Prevention

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“To prevent is more effective than to cure.”

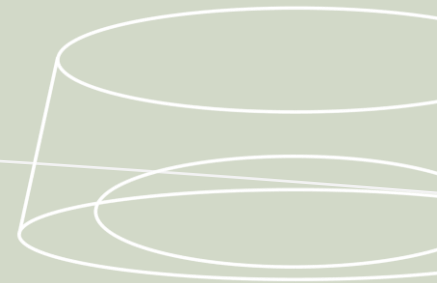
Nobi can:

Prevent  
falls

Nobi can:

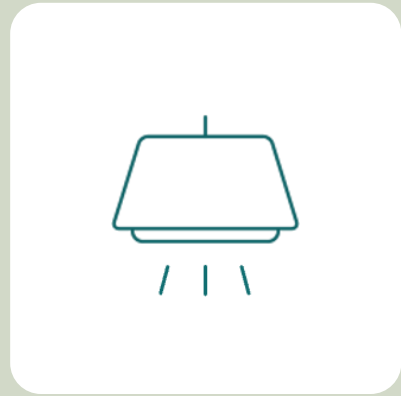
Deliver insights to  
facilitate preventive care

Result: less day-to-day challenges for you



### 3. Fall Prevention

## Fall Prevention



Automated  
lighting

+



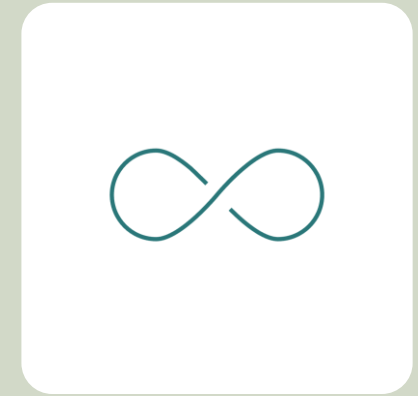
Night light

+



Monitoring  
functions

+



Fall  
analysis



### 3. Fall Prevention

## Automated lighting

Automated lighting | Night light | Monitoring functions | Fall analysis

### Always experience the right lighting

Entering a room:  
light automatically  
goes on

Leaving a room:  
light automatically goes  
out after xx seconds

> Increase  
safety

> Reduce  
disorientation

> Configurable  
per Nobi light

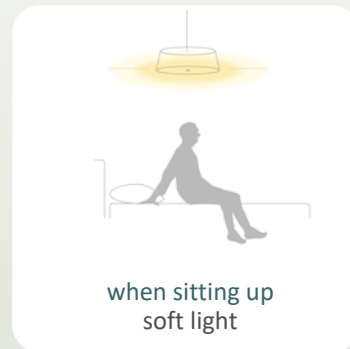
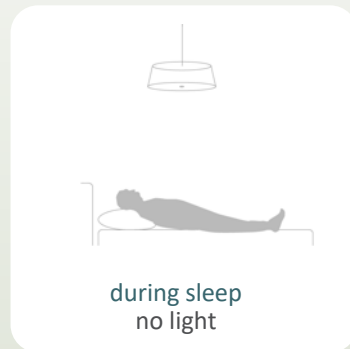


### 3. Fall Prevention

## Night light

Automated lighting | **Night light** | Monitoring functions | Fall analysis

Always experience the right lighting  
day and night



> Reduce  
disorientation

less intrusive  
check-ins

> Configurable  
per resident

(if a resident is in bed, the light stays out,  
even if someone enters the room)



### 3. Fall Prevention

## Day and Night

Automated lighting | **Night light** | Monitoring functions | Fall analysis

**Always experience the right lighting  
day and night**

Features of automatic lighting and night light can be combined.

Night light overrules automatic lighting, meaning the light will stay out,  
even if a caregiver enters the room during the night.



**less intrusive  
check-ins**



**Day & Night**

### 3. Fall Prevention

# Nobi follows your rhythm, ensuring a good night's rest

Automated lighting | Night light | Monitoring functions | Fall analysis

#### EXAMPLE

Mary returns from diner at 8 PM

The Nobi light turns on when she enters her room.

**AUTOMATIC LIGHTING**

After having read for a bit, she goes to bed

After being in bed for 30 seconds, the light turns off.

**NIGHT LIGHT**

A nurse checks in on Mary at around 11 PM

The lamp doesn't turn on, as Mary is in bed, sleeping.

**NIGHT LIGHT**

After the nurse leaves, Mary wakes up and gets out of bed

The Nobi light shines softly when she sits up. Once out of bed, it fully ignites.

**NIGHT LIGHT**

Mary goes to the bathroom for a glass of water

The Nobi light turns on when she enters her bathroom.

**AUTOMATIC LIGHTING**

After having drank a bit, she returns to bed

The light goes out again, so Mary can go back to sleep

**NIGHT LIGHT**



### 3. Fall Prevention

## Monitoring functions

Automatic lighting | Night light | **Monitoring functions** | Fall analysis

**When your resident is in a position with a high fall risk, Nobi can notify you.**

These monitoring functions are available:



**Resident is sitting  
on the bed**  
(for xx minutes)



**Resident is out of  
bed**  
(for xx minutes)



**Resident is in  
bathroom**  
(for xx minutes)



**No person  
detected**





### 3. Fall Prevention

## Monitoring functions

Automatic lighting | Night light | **Monitoring functions** | Fall analysis

You can configure the monitoring functions per resident, depending on their situation, medical condition, ...

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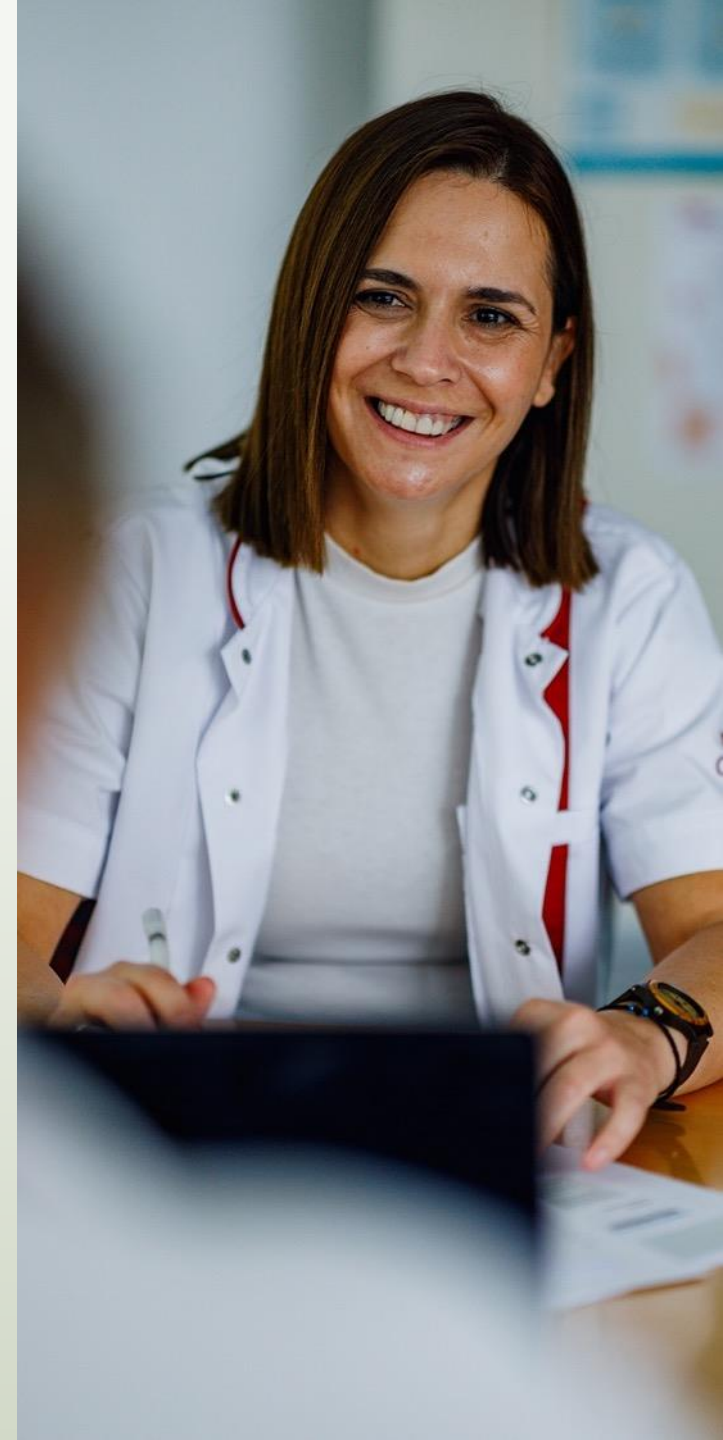
You can also configure:

When you want to monitor your resident

(nighttime, after 4PM, ...)

After how long you want to receive an alert

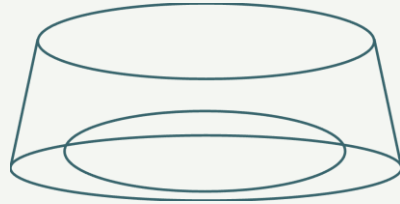
(2 minutes, 15 minutes, half an hour)



### 3. Fall Prevention - Monitoring functions

## Real-life scenario #1

#### EXAMPLE



Resident Mary suffers from blood pressure problems. When she gets up at night, she has a high risk of falling.

By turning on the notification 'sitting on the edge of the bed', you receive an alert when Mary starts to make moves to get up.

**That way, you can go to her room and help her to get out of bed and prevent a possible fall.**

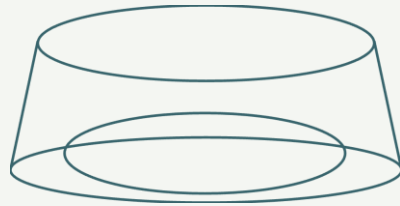


Resident is sitting on the bed

### 3. Fall Prevention - Monitoring functions

## Real-life scenario #2

#### EXAMPLE



John, a resident, wears a pad at night. You've noticed that he sometimes tries to change his own pad in the middle of the night and heads to the bathroom. However, while changing, there's a risk of him falling.

**With Nobi, you can configure an alert to notify you if John spends more than 5 minutes in the bathroom. This allows you to promptly check on him and offer assistance if needed.**



  
Resident is in  
bathroom or  
toilet  
for 5 minutes

### 3. Fall Prevention

## Fall analysis

Automatic lighting | Night light | Monitoring functions | **Fall analysis**

When a fall occurs, you often have to speculate about the cause and circumstances.

**When Nobi shares real images of the fall, also images of a few seconds before and after the incident are available.**

**This crucial context enables you to analyse the events leading up to the fall.**

When closing a fall escalation, you can add relevant info about the fall in Nobi's dashboard for analysing purposes.



4

## Smarter care and more dignified lives

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Nobi's feature of delivering insights help you to provide more individualised care and, in some cases, even to identify health issues at an early stage.



Live view

+



Sleep report

+



Escalation report  
for fall analysis

+



Behaviour  
monitoring  
report

#### 4. Smarter care and more dignified lives

## Dashboard

**Live View** | Night reports | Fall analysis reports | Behaviour monitoring reports

**In Nobi's dashboard you can check the actual situation in each room, 24/7**

**Only with resident's consent, you see:**

Actual  
behaviour

Stick figure against a  
fictional background

> less intrusive check-ins

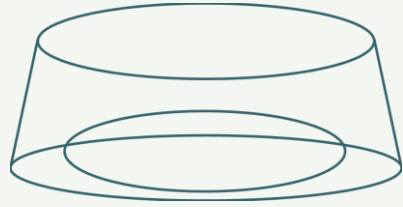
> more dignified life



#### 4. Smarter care and more dignified lives - Live view

## How live view can make the difference

### EXAMPLE



When she was younger, Anita had to catch her bus every evening at 6 pm to go home; a habit that is coming back, due to early dementia.

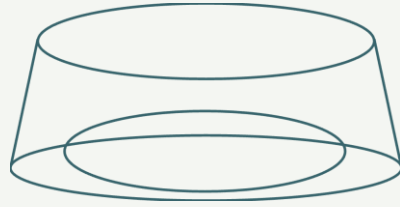
Following discussions with Anita's family, as a caregiver, you agreed to monitor her behaviour more closely. **By using the live view, you can now check whether Anita is in her room or not, to ensure her safety and well-being.**



#### 4. Smarter care and more dignified lives - Live view

## How live view can make the difference

### EXAMPLE



Frank enjoys taking a stroll in the city in the evenings.  
Sometimes, he loses his sense of direction.

**In coordination with him, caregivers can use Live View to check if Frank has returned home in time.**

If no person is detected via the live view, the caregiver can give Frank a call on his mobile phone to ensure everything is alright and he finds his way back home.





## 4. Smarter care and more dignified lives

# Night reports

Live View | **Night reports** | Fall analysis reports | Behaviour monitoring reports

Nobi provides you with a report that offers insights into in-bed and out-of-bed behaviour



when the resident went to bed



how often the resident left the bed



total time spent in bed throughout the night

7 pm

■ in bed ■ out of bed

11 am

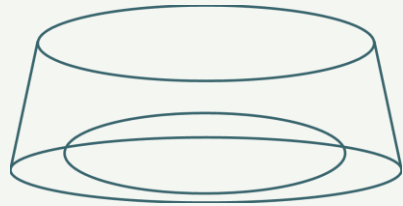
When you notice a resident gets up 3, 4 times in the night and already is in bed at 7 PM, you can evaluate this behaviour with staff.



#### 4. Smarter care and more dignified lives - Night report

## Why night reports can make the difference

### EXAMPLE



Nobi's night reports inform you that resident Peter is getting up unusually early in the morning the last few days. When you ask him about this, he tells you that he's turning on the heating, because it's too cold in this room.

Solution: you adjust the thermostat.

- > Peter is **happy** because he doesn't need to get up early
  - > He is **happy** because he's no longer cold
- > He doesn't have to move around in the morning: **less risk of falling**



4. Smarter care and more dignified lives

## Fall analysis reports

Live View | Night reports | **Fall analysis reports** | Behaviour monitoring reports

This report shows you an overview  
of the number of fall incidents.

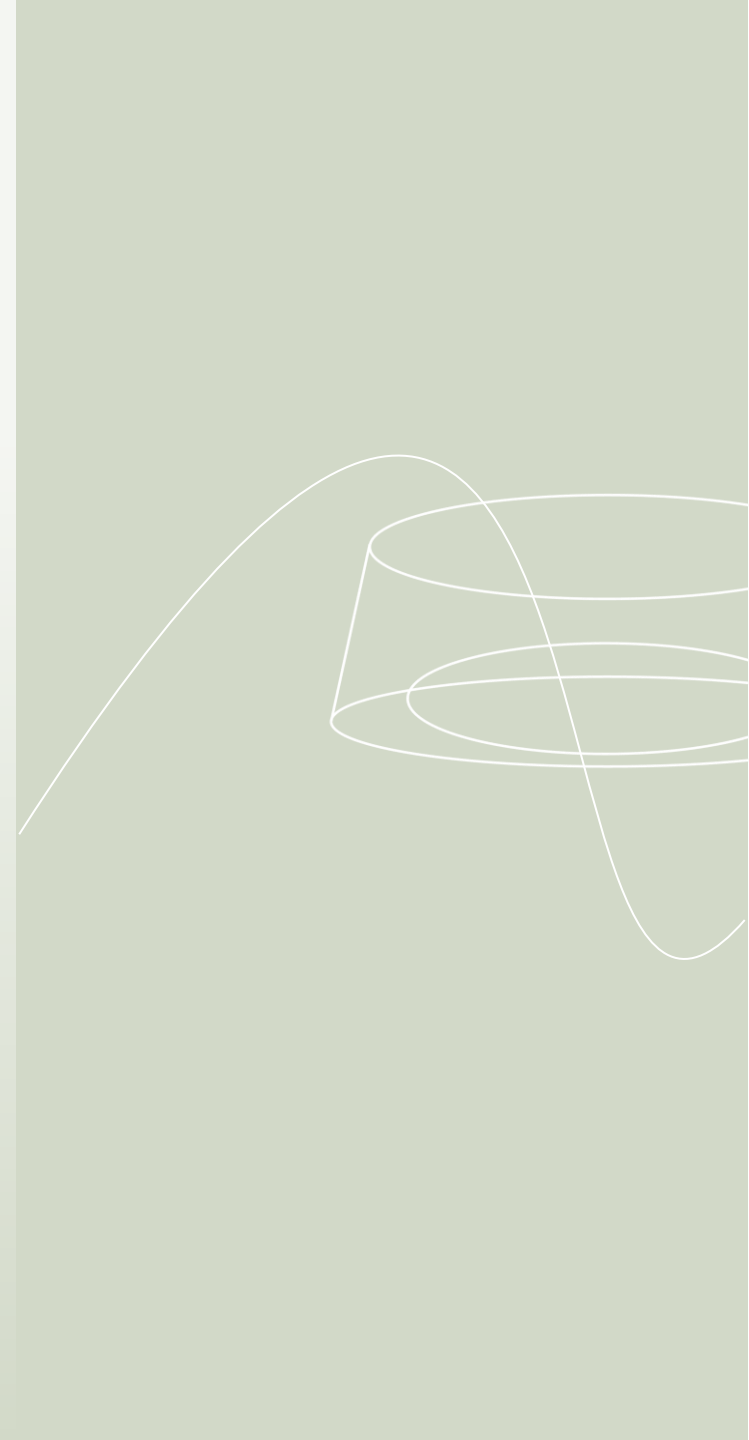
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### REAL-LIFE SCENARIO - EXAMPLE

You've observed a significant number of falls occurring around 6 PM, coinciding with residents preparing for dinner.

After numerous slipping accidents, it seems that at 6pm it is dark in that part of the hallway. Extra light needs to be provided.

Over the next six months, you can use this report to assess whether there has been a reduction in falls.



#### 4. Smarter care and more dignified lives

## Behaviour monitoring reports

Live View | Night reports | Fall analysis reports | **Behaviour monitoring reports**

Behaviour monitoring reports allow you to identify patterns within your operations, make necessary adjustments, and evaluate the effectiveness of your care procedures.

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These behaviour monitoring functions are available:



**Resident is sitting  
on the bed**  
(for xx minutes)



**Resident is out of bed**  
(for xx minutes)

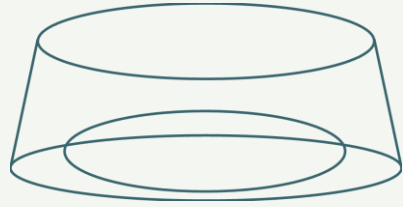


**Resident is in  
bathroom**  
(for xx minutes)

#### 4. Smarter care and more dignified lives - Behaviour Monitoring Reports

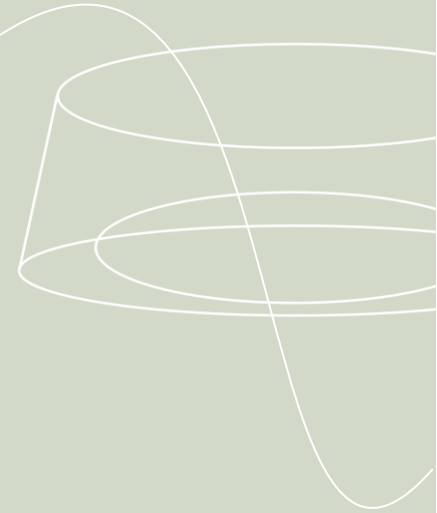
### Real-life scenario #1

#### EXAMPLE



Nobi's alerts indicate that residents frequently wake up in the middle of the night, ranging from 1 AM to 2 AM, expressing hunger and searching for food.

As a solution, you implement a late-night snack routine at 10 PM for the residents.



## 4. Smarter care and more dignified lives

# Management insights for a better care (for US)

### Device for care staff

- Time registration for planning purposes
- Base for invoicing

### 24/7 safety

- making night rounds abundant - imagine the impact!

### Base for your fall prevention policy

Prevent 4 out of 5 falls with Nobli:

- fewer hospitalizations
- fewer empty beds
- less time spent on fall-related aftercare

Nobli keeps an eye on the resident so staff can make time for quality care



5

## Tools to manage and minimise unexpected alerts

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Nobi takes every precaution to avoid unnecessary alerts, prioritizing the prevention of alarm fatigue.

This is crucial, as alarm fatigue can lead to significant consequences which we all want to avoid.



Optical sensors

+



Snooze-feature:  
proactive and reactive

+



CheckMate

5. Tools to manage and minimise unexpected alerts

## Optical sensors

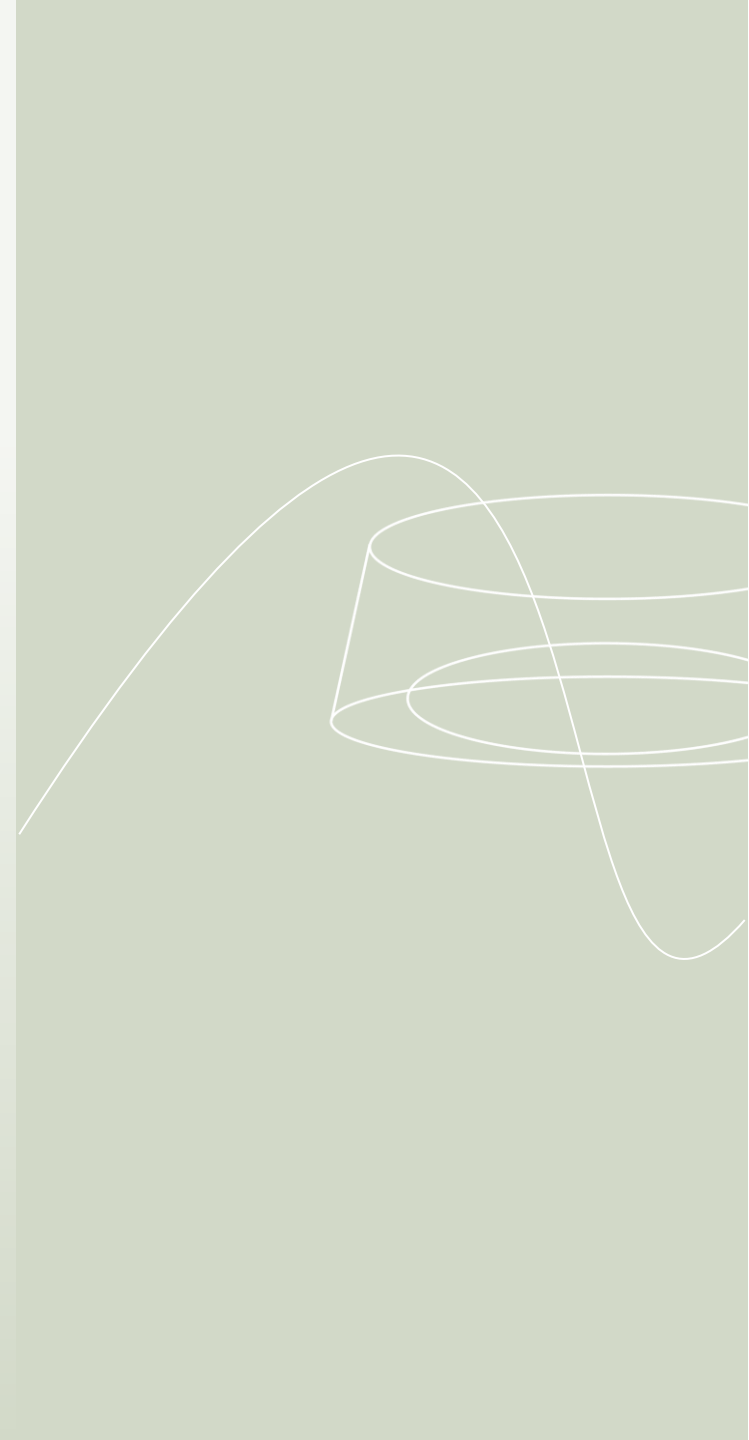
Optical sensors | Snooze-feature | CheckMate



Nobi offers vision capabilities, unlike radar-based solutions, providing remarkably accurate results surpassing traditional sensors.

AI

Its AI capabilities resemble thousands of individuals observing simultaneously, offering enhanced nuance and interpretation.





5. Tools to manage and minimise unexpected alerts

## The Snooze Feature

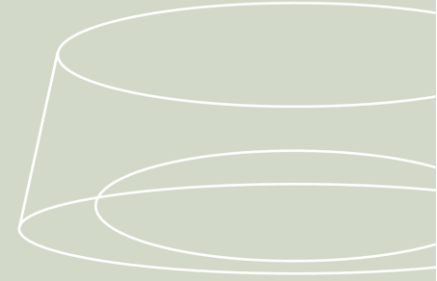
Optical sensors | **Snooze-feature** | CheckMate



When you press the 'Presence Button' upon entering the room, you activate the 'Snooze feature'.

**15 min**

This informs Nobi that an additional person is in the space, which means the lamp will not detect falls for the next 15 minutes.



5. Tools to manage and minimise unexpected alerts

## The Snooze Feature

Optical sensors | **Snooze-feature** | CheckMate



### Use the Presence Button to close an escalation

Did you know that the Presence Button can also be used to **close an escalation** when you enter the room to assist a resident after a fall?

This way, you signal that help is being provided and prevent unnecessary alerts to colleagues.



## 5. Tools to manage and minimise unexpected alerts

# CheckMate

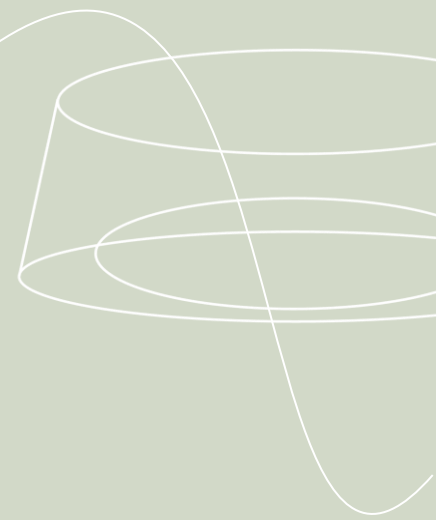
Optical sensors | Snooze-feature | [CheckMate](#)



CheckMate allows you to exclusively receive validated fall alerts, ensuring each alert corresponds to a genuine fall detected by Nobi experts using privacy-protected blurred images.

**24/7**

Participation is contingent upon resident consent, and the service operates 24/7, free of charge.



6

# 100% Privacy

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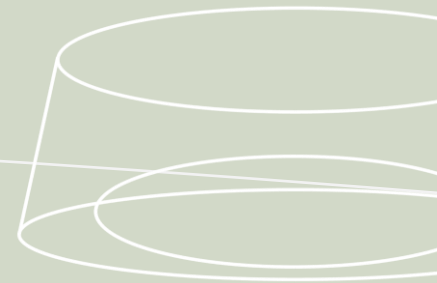


Privacy for  
**Residents**



Privacy for  
**Care Staff**

&



## 6. 100% Privacy

# Privacy for residents

### 1. Nobi analyses 'poses', not body images.

#### In essence

Nobi doesn't need images of your body to be extremely effective. Instead, it works with anonymized stick figures.

#### What are stick figures?

Essentially, this is a combination of lines and knots that resemble matchstick figures, specifically designed to protect your privacy.

#### This is how it works

- Nobi's optical sensors take images of the room every second.
- The AI then makes smart analyses based on 'poses', also known as these anonymous 'stick figures'.

AI



## 6. 100% Privacy

# Privacy for residents

### 2. No fall, no images to cloud

**Nobi deliberately chose for a strong AI processor that is located within the lamp itself.**

The big advantage is that interpretation of images can happen locally, within the lamp. No need to send images to the cloud for AI analysis.

Depending the privacy settings, and only in the event of a fall, Nobi will store images in the cloud for care professionals to better assess the required care following a fall & to prevent future falls.

AI



## 6. 100% Privacy

# Privacy for residents

### 3. Residents choose their level of privacy

Before Nobi's smart features are activated, residents or their representatives choose what images can be viewed by care staff to gain more insights into the type of help needed after a fall and what caused the fall.

#### **This way, Nobi helps care workers**

- provide the right help after a fall
- and prevent future falls.

#### **Nobi comes with three privacy options:**



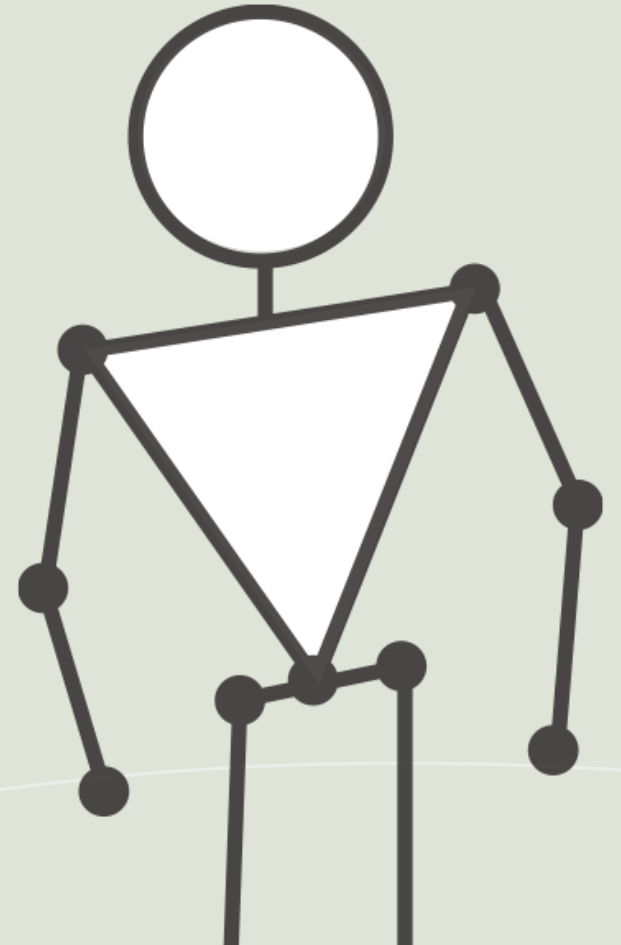
No image



Anonymized  
stick figure



Full image



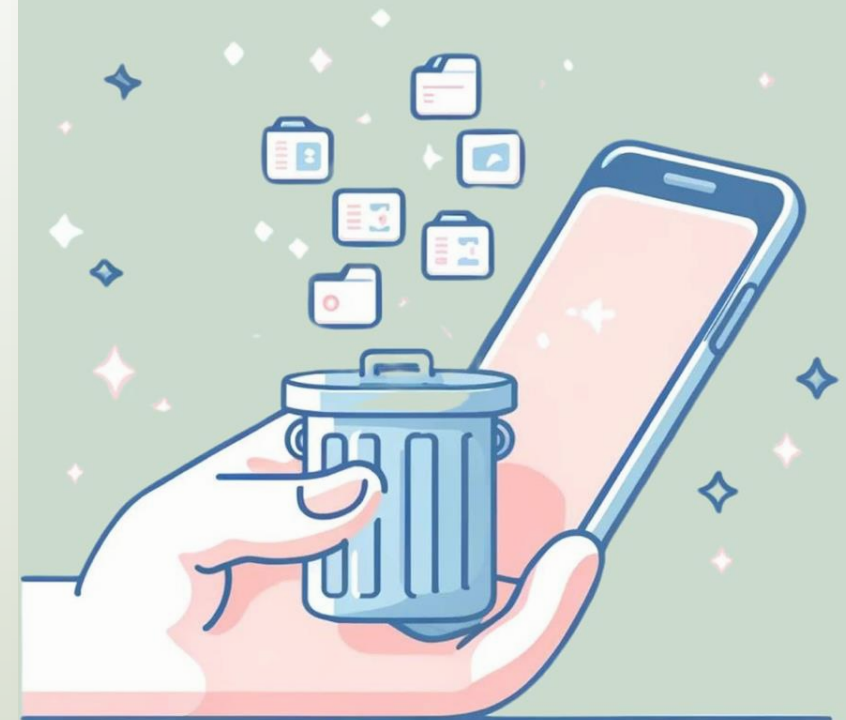
6. 100% Privacy

## Privacy for residents

### 4. Automatic deletion of fall images

**Protecting of Nobi data is key:**

- Images can only be viewed.
- Images will be automatically deleted 14 days after the fall.





6. 100% Privacy

## Privacy for (care) staff

Nobi is there to support you.  
Not to monitor you

Nobi's smart lights are designed to assist caregivers in their day-to-day job and support them in providing the best care possible.

We know very well how hard our caregivers work to give residents the best care possible. Therefore, Nobi does not concern itself with monitoring the actions and behaviours of caregivers.



By only supporting the abstract visualization (stick figure), the Live View does not show if the person in the room is a resident or caregiver. Nor does it track how long someone has been in the room.



## 6. 100% Privacy

# Unlocking Nobi's Smart Features with Consent

### ■ Informed Consent Comes First

Care communities that want to activate the smart features of Nobi's light are legally obliged to have received a signed informed consent from the resident (or their trusted representative).

### ■ What is an informed consent?

An Informed Consent is a person's agreement that Nobi's smart features will be activated after fully understanding what this involves

### ■ Template For You

For your support, Nobi provides a template consent document to illustrate the process. If you already have your own consent document, don't hesitate to keep on using that, including the needed Nobi-input.

nobi

### CONSENT FORM

In essence, the Nobi lamp provides for quick communication to a trusted contact, family member or caregiver in the event of a fall (in the context of fall prevention and fall detection). The Nobi lamp is designed to support those in need of care at home or residents of a care facility in this, but also to support care staff in care facilities in their care tasks. More information can be found at <https://nobi.life>. The provider of the Nobi lamp and the services in this regard is NV Nobi (CBE 0849.279.441), with registered office at Generaal Lemanstraat 47 box 5, 2018 Antwerp.

More information about the processing of your personal data and your rights (e.g. access, rectification, erasure, objection, etc.) can be found in our privacy policy available on [hyperlink website](#). A lot of specific information can also be found in the Nobi privacy policy available on the Nobi platform.

In the context of the use of the Nobi lamp for the above-mentioned (care) purposes, certain sensitive or special categories of personal data of the Nobi user are processed by our health care institution as well as by Nobi (which is our processor), namely, **your image recordings, sound recordings and certain health data**. By means of this document you may grant our healthcare institution **[Name]** your consent to the processing of this data in the manner specified below and within the framework of the use of the Nobi lamp, the Nobi platform and the Nobi services.

If you have any questions or complaints, you can always contact our data protection officer at : [contact details](#).

**YOUR CONSENT(S)** (check what applies)

I hereby consent to the processing of:



## 6. 100% Privacy

# How to Activate the Smart Features of Nobi's Lamps?

### Step 1

#### Inform your resident about Nobi's smart features

Feel free to use the information from this presentation, the Informed Consent Template, and the information pamphlet you can share with your residents and their families. Nobi is also working on a short, simple video that you can soon use to inform residents & family. This is work in progress.

### Step 2

#### Receive your resident's signed Informed Consent Document

In this Informed Consent Document, residents specify the type of image display they approve (none, anonymized stick figures, or full body images).



No image



Anonymized stick figure



Full image

### Step 3

#### Activate your resident's smart lights

With a valid Informed Consent Document, you will be able to:

1. Create a Nobi Resident in the system
2. Activate the smart features of your resident's Nobi lights

**In the next configuration training, we will provide you with all the information you need to set up Nobi, tailored to each of your residents.**

# Nobi Installation Process



## Welcome to Nobi

For a smooth implementation process, we go over the agreements made between you and the Nobi salesperson.

Buyer,  
Operations Manager

Online, 0.5h



## Shipping



## Prepare the installation

Nobi briefly summarizes what it takes to smoothly install the smart lights.

Operations Manager

Online, 0.5h



## Configuration meeting

Together we go over the possibilities in configuring the smart lights.

Buyer,  
Operations Manager,  
Technical Manager,  
IT Manager,  
Optional third party

At client, 2h



## Fall detection training

The team learns how to use Nobi's fall detection.

Operation Manager,  
End-users,  
Care personnel

At client, 2h



## Nobi goes live

Congratulations! Nobi's smart lights are going in use today.



## Smart care training

Now that you've mastered fall detection, we'll introduce you to our other features for smart, future-proof care. Think of fall prevention, sleep analysis or night vigilance.

Operations Manager

Online meeting



2



## Site walk

During a tour through the building, we will review together what is needed for a smooth installation.

Technical Manager,  
IT Manager,  
Operations Manager

At client, 1h

4



## Getting to know Nobi

We introduce Nobi and her features to your entire project team.

Buyer,  
Operations Manager,  
Technical Manager,  
IT Manager,  
Optional third party

At client, 2h

6



## Installation Nobi lights

Technical Manager

8



## Prepare fall detection training

Together we will discuss how to best tailor the fall detection training to your team.

Operations Manager

Online, 0.5h

10



## Ready for launch?

Together, we review whether you are ready for Nobi to go live.

Operations Manager

Online, 0.5h

12



## Follow-up

For the first two weeks, we will keep a close eye on your lights and make adjustments as needed.

Operations Manager

Online, 2 weeks



# Next steps

- 1 Informing of staff and residents & collecting required Informed Consent: Necessary information packages provided
- 2 Preparation & Installation of Nobi lights

**Next team-meeting : Configuration Meeting**



Need help?



# Need help?

Whether your question is big or small, the Nobi customer service team is ready to help. You can contact us through one of these channels:

1

## Virtual helpdesk

<https://support.nobi.cloud/>

Here you will find answers to the most frequently asked questions from our users.

Can't find the answer you're looking for? Click on **'Submit a request'** at the top right and ask your question to a Nobi representative. Our team will get back to you within 24 hours.



2

## Helpline

**Monday to Friday**  
**9 a.m. to 5 p.m.**

If you do not immediately find an answer on our virtual helpdesk, go to the desktop Nobi App and click at the bottom left on **'Contact support'**.

The pop-up will display the telephone number of the helpline.



 [Contact support](#)

3

## E-mail

[Support@nobi.life](mailto:Support@nobi.life)

Please also feel free to send us an e-mail at [support@nobi.life](mailto:support@nobi.life).

Our team will get back to you within 24 hours.



Training & onboarding

# Virtual onboarding portal

To ensure the onboarding process with our customers goes as smoothly as possible, Nobi gathers all training modules, useful reference documents, and supporting tools in a central customer portal.

Want to download this presentation for a  
colleague or reread it yourself?  
Then surf like hell to:

<https://clientportal.nobi.life>

