Certification criteria for health and wellness Apps

Version 3.0

Contents

Introduction

All applications, which would like to overtake the certification process of Tic Salut Social Foundation, must pass all the criteria of that process, which establishes a safe and trustful environment for this technological use. During the accreditation process, the App shall pass a series of criteria organized in four blocks: Usability, technology, security and contents.

At the end of the assessment process, the mHealth Office will grant a numerical mark resulting from the evaluation criteria of those Apps which have successfully overtaken the minimum compulsory requirements.

Labels and mark calculation

Each one of the Apps that pass that process will have a numerical score related to the result of having **OVERCOME** the assessment process. This score is calculate by the sum of partial marks of each block; each block will have a weight equivalent to the 25% of the total score.

The minimum requirements or compulsory compliance for getting the certification label is to overcome the conditions where the label is **COMPULSORY**. Otherwise, the App will not get the certification label. To obtain the mHealth certification the App has to overcome **ALL** mandatory requirements for each block.

Once overcome the minimum level, the final mark is calculated by adding all the achieved criteria applying a weighting factor for the required standards of 0.5 for mandatory criteria, 0.35 recommended and 0.15 desirable criteria, divided by the total amount of block criteria with its corresponding weighting, as it is shown in the following formula[1]:

$$Mark\ of\ block\ = \frac{\sum_1^n(CO * 0,5) + \sum_1^n(RO * 0,35) + \sum_1^n(DO * 0,15)}{\sum_1^n(TC * 0,5) + (TR * 0,35) + (TD * 0,15)}$$

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[1] CO: Compulsory Overcome; RO: Recommended Overcome; DO: Desirable Overcome ; TC: Total Compulsory; TR: Total Recommended; TD: Total Desirable;

Following there is the list of the certification criteria with the labels for each level of demand. For more information about the certification process there is the "Guide of the certification process for Health and Wellness Apps", which is available at https://ticsalutsocial.cat/recursos/mhealth/manuals-acreditacio-apps/

Certification criteria:

USABILITY

Criteria related to usability

	Criteria	Level 1	Level 2	Level 3
U.01	**The main elements (text, images, icons, buttons, etc.) are identifiable and easy to use** The visual elements have a size and an optimal resolution allowing its identification.	Recommended	Compulsory	Compulsory
U.02	**The registry form is quickly for filling (it does not contain more than 5 fields)** The App registry form has the necessary fields, and it can be answered quickly, it can be done without the need of seeking further information.	Recommended	Recommended	Recommended
U.03	**The text font is understandable and easy to read (size, color, and font)** The type of text font has a size and colour enabling its easy reading.	Recommended	Compulsory	Compulsory
U.04	**There are options to sound alerts: visuals or by vibrating** The App offers alternative preferences to the sound alerts to easy its accessibility as visual alerts or by vibration.	Recommended	Recommended	Recommended
U.05	**The fields registry format are simple and open (without number limitation of characters, capital letters, etc.)**	Compulsory	Compulsory	Compulsory

	Upper case and lower case are accepted; there is not a minimum of characters per each field, and it is possible to fill up quickly.			
U.06	**The data entry is highlighted if possible**	Recommended	Recommended	Recommended
	To ease data entry in fields to be filled up, they may be highlighted allowing to be easily perceived			
U.07	**Graphics resources are used as color inversion for highlighting a chosen item**	Recommended	Recommended	Compulsory
	Color change in a chosen item avoiding misunderstandings of the part already visited.			
U.08	**It admits and display all proper international characters correctly**	Compulsory	Compulsory	Compulsory
	The alphanumeric characters are appropriate to different international characters, and the App correctly accepts them.			
U.09	**The access process to the service is performed nimbly and quickly (by sending a confirmation mail and access data validation, etc.)**	Compulsory	Compulsory	Compulsory
	For the first access to the App a mail is automatically sent, and just immediately a confirmation mail or data are nimbly validated.			

Criteria related to user experience

	Criteria	Level 1	Level 2	Level 3
U.10	**The functionality is adapted to the purpose/target of the App**	Compulsory	Compulsory	Compulsory
	The main objective of the App must have a direct correlation with the functionality that the App provides to the user. It must be clear and objective.			
U.11	**The navigation is intuitive**	Compulsory	Compulsory	Compulsory
	The information is located where it is expected to be; there is no need to look it up			

U.12	**The steps to follow are simple and make sense**	Recommended	Recommended	Compulsory
	The steps follow a logical process and are simple to be understand for the user. Moreover, the steps achieve the set goals for the App.			
U.13	**Tabs use, menus, and options easy the navigation and bring inputs about where is the user**	Recommended	Recommended	Recommended
	The menus and pages display where the user is and easy the access to the information of interest.			
U.14	**Not correctly filled up or the incorrect fields are clearly displayed**	Desirable	Recommended	Compulsory
	There are color shifts or the changes in fields are indicated where there are mistakes in the filled up data.			
U.15	**The registry areas add support mechanisms to easy the process (default schedules drop-downs fields, descriptive, etc.)**	Desirable	Recommended	Recommended
	When filling a register related, or descriptive drop-downs are given to support the understanding of the necessary information in these registry fields.			
U.16	**The operational entry data are clearly indicated**	Recommended	Recommended	Recommended
	The operational entry data are clearly indicated			
U.17	**The features (GPS, sensors, etc.) work correctly**	Compulsory	Compulsory	Compulsory
	The features (GPS, sensors, etc.) work correctly			
U.18	**The features integrated into the App are quick to load in reasonable ranges of time**	Compulsory	Compulsory	Compulsory
	The functionalities of the App (GPS, sensors, etc.) do not slow down the App when it is loaded. It does not exceed this criterion if the loading time of the information is greater than 2 minutes or if the percentage of progress or time until the total loading of the information is not clearly indicated in the App.			
U.19	**The position, size, ranges and element distances are correct to use it intuitively readable and efficient**	Recommended	Recommended	Recommended

	The App content and its graphic elements are adapted to the device from where it is consulted, and it eases its reading.			
U.20	**Each element function is clearly identified (clickable, static, drop down, selector, video, etc.)**	Recommended	Recommended	Compulsory
	If the user needs to do something in particular (click, select, play a video) the App clearly and visually shows the action to be performed.			
U.21	**The App visual icons are understandable and visibly show the related features**	Recommended	Recommended	Recommended
	The App visual icons are understandable and visibly show the related features.			
U.22	**It adds a backward button for returning directly to the home page and the previous page**	Recommended	Recommended	Recommended
	It adds a backward button for returning directly to the home page and the previous page.			
U.23	**It minimizes the steps to perform by the user accessing to any option (recommended: maximum 3)**	Recommended	Recommended	Recommended
	There are not more than three steps to access to each App feature.			
U.24	**It handles the multiple taps or multi touch correctly**	Desirable	Recommended	Recommended
	It handles the multiple taps or multi touch correctly.			
U.25	**In any case, the App is readable, and the text length is reasonable**	Recommended	Recommended	Compulsory
	In any case, the App is readable, and the text length is reasonable. It does not pass this criterion if the texts are not legible, too small, have low contrast, or the width of characters exceeds 70 characters per line.			
U.26	**If there is more than one language, language shift works, and it can adjust itself to the appropriate shape to the contents interface**	Recommended	Compulsory	Compulsory
	If there is more than one language, language shift works, and it can adjust itself to the appropriate shape to the contents interface.			

U.27	**It can correctly handle all the devices issues, precision error, hardware errors from an inaccurate usage**	Compulsory	Compulsory	Compulsory
	It can correctly handle all the devices issues, precision error, and hardware errors from an inaccurate usage.			
U.28	**The user is notified to confirm orders which have devastating effects**	Compulsory	Compulsory	Compulsory
	If the user deletes his data, the App notices it, and it asks confirmation before proceeding.			
U.29	**Users are warned about a potentially serious error**	Compulsory	Compulsory	Compulsory
	If the App detects an error, a warning is shown before closing it (if it is necessary to close it).			
U.30	**It notifies the user if it is required a long boot time (up to5 seconds)**	Desirable	Desirable	Desirable
	If by mistake the App takes too much in start working, an error message will be shown.			
U.31	**It alerts the user if there are long lasting procedures**	Desirable	Desirable	Desirable
	A reminder displays in the App informing that the requirement needs a longer period than 5 seconds to be uploaded.			
U.32	**It allows the user to cancel long-lasting procedures**	Desirable	Desirable	Recommended
	If the App takes too long in performing an operation, the user may void the request.			
U.33	**It warns in case of non-connectivity when the user requires the use of the App**	Recommended	Recommended	Recommended
	In the event that the App needs network resources to develop its functionalities, a notification is sent to the user indicating that there is no connectivity.			
U.34	**It notifies the user of low-quality network to which it is being connected if necessary for the App usage**	Desirable	Recommended	Recommended
	In the event that the App needs network resources to develop its functionalities, it informs the user if it has insufficient quality that does not allow it to operate normally			

U.35	**The screen effect works correctly for the device position change, emerging menus, emerging windows, etc.**	Recommended	Recommended	Recommended
	The screen of the App adjusts appropriately in all the orientations of the App, as long as the App allows this functionality.			
U.36	**The appropriate keyboard for each type of entry is displayed**	Recommended	Recommended	Recommended
	If the field to fill up is numerical, the keyboard is numerical, adapting itself to any kind of entry.			
U.37	**The information architecture of the App is symmetric, harmonic and proportioned**	Recommended	Recommended	Recommended
	The structure of the App must be coherent, symmetrical and proportionate, maintaining the same harmony throughout the application.			
U.38	**If the user accepts an incoming call while the App is working, it should be able to return to the same point after the call terminates**	Recommended	Recommended	Recommended
	At the moment of receiving a call, the App is able to return to the starting point once the user ends the call.			
U.39	**Often the system helps to use figures or graphics**	Recommended	Recommended	Recommended
	In the help menu, graphs or sample figures are creating the process to follow precisely.			

Criteria related to visual identity

	Criteria	Level 1	Level 2	Level 3
U.40	**Colour Coding is uniform and aesthetically coherent following a pattern**	Recommended	Recommended	Recommended
	The colours are not in appropriate and do not highlight on each other, following a consistent style.			
U.41	**All graphic elements (typographies, icons, buttons, etc.) are used in the same way in all views. There is a consistency**	Recommended	Recommended	Recommended

	Colours and similar aesthetics are maintained in all sections of the App.			
U.42	**It includes visual icons adding a nice looking to the App**	Desirable	Desirable	Desirable
	The visual icons have a balance between the text and the image that facilitates the identification of the different elements that make up the App.			
U.43	**It combines equally audio-visual contents with text contents**	Recommended	Recommended	Recommended
	There is a balance between audio-visual content (videos, images, etc.) and text content.			
U.44	**The App is well placed (texts for each different language, currency, spelling mistakes, etc.)**	Desirable	Recommended	Recommended
	The App adapts to different languages, currencies, does not have spelling errors, etc.			

Criteria related to accessibility

	Criteria	Level 1	Level 2	Level 3
U.45	**The elements colour contrast with background should be enough (minimum 4,5:1)**	Recommended	Recommended	Recommended
	The colours of the App are clearly identified. They are not mixed up visually with unique elements.			
U.46	**The App is consistent with products support (screen reader, magnifiers, voice commands, etc.)**	Recommended	Recommended	Recommended
	The App must be ready to be used with software trying to identify and interpret what is displayed on the screen (screen readers, magnifiers, etc.). The software interpretation does is represented by voice text synthesizer, sound icons, or Braille output.			

U.47	**The App matches with accessibility tools of the operating system (VoiceOver, Zoom, Invert Colours, Bold text, etc.)**	Recommended	Recommended	Recommended
	The App accessibility tools of do not interfere with the usage of the accessibility tools of its operating system, allowing its simultaneous use.			
U.48	**Controls, objects, icons, and images must have an alternative related text indicating its function or meaning (labels)**	Recommended	Recommended	Recommended
	If images are not correctly displayed, the App must display in that space an alternative text.			

* These criteria will be compulsory after two years.

TECHNOLOGICAL BLOCK

Criteria related to the registration and installation of the App

	Criteria	Level 1	Level 2	Level 3
T.01	**Installed and uninstalled correctly**	Compulsory	Compulsory	Compulsory
	The App is installed successfully; the icons appear on the terminal springboard. The application is uninstalled, removing all associated folders and icons. If the application is linked to an external device (bracelet, Fitbit, smart watch, glucometer, scale, etc.), the link between the App and this external element can be correctly carried out.			
T.02	**It informs about whether the application requires the registration of user data for its operation**	Compulsory	Compulsory	Compulsory
	It informs about whether the application requires the registration of user data for its operation.			
T.03	**It verifies the mistaken data entry (format, range, etc.)**	Compulsory	Compulsory	Compulsory
	If the user provides incorrect data, the App detects them, and it notifies accordingly.			
T.04	**The App has a password recovery mechanism**	Desirable	Recommended	Compulsory

	The App overcomes this criterion if, both visual and by code and packages, the application has a password recovery mechanism and this password is encrypted.			

Criteria related to the operation of the App

	Criteria	Level 1	Level 2	Level 3
T.05	**It does not fail immediately during its use (blocks, etc.)**	Compulsory	Compulsory	Compulsory
	The App works and does not have constant failures which force to close it.			
T.06	**It is retrieved correctly in context changes (switch to other App and return), external interruptions (incoming call or message, etc.) and switched off the terminal**	Desirable	Recommended	Compulsory
	If the user switch to another App or receives an incoming call, he may resume to the previous App screen.			
T.07	**It does not fail if it is used during long-time**	N/A	Recommended	Recommended
	The App works even if it has been a long time operating.			
T.08	**When the App is running in background, this does not affect the function system or other Apps, unless it is designed for this in particular**	Recommended	Recommended	Recommended
	The App does not interfere with other phone Apps of functions when it is not being used but running in background.			
T.09	**Suspension and repeated resumption of the application is handled correctly**	Recommended	Recommended	Recommended
	If the App stops working, when you return to it, it resumes where it was before stopping.			
T.10	**Never blocked or freezing while the device is being executed**	Compulsory	Compulsory	Compulsory
	There are any problems with the App to blocked or stopped while working.			

Criteria related to resource consumption and network capacities

	Criteria	Level 1	Level 2	Level 3
T.11	**It does not waste resources excessively: battery, CPU, memory, data, etc.** The application does not consume excessively resources, such as battery, CPU, memory, data, etc. This fact causes problems of slowness of the device.	Desirable	Recommended	Recommended
T.12	**The database resources must be appropriately shared with the App and the system** The database resources must be appropriately shared with the App and the system.	N/A	Recommended	Recommended
T.13	**It does not need to use excessively network resources unnecessarily** The network resources used by the App must be the minimum required for the correct functioning of the App.	Desirable	Recommended	Compulsory
T.14	**The App speed is acceptable for the required purpose, and it must not alter the user experience or be uncontrollable** The App speed is acceptable for the required purpose, and it must not alter the user experience or be uncontrollable.	Desirable	Recommended	Recommended
T.15	**By using its network capabilities, it can work in flight mode** Whenever the application allows it, but a warning should appear indicating it, it should be able to work with airplane mode activated.	Desirable	Recommended	Recommended
T.16	**By using the network capacities, it can deal with network delays and any loss of connection** In the case of slow or bad internet connection, the App does not lose the information received.	Recommended	Recommended	Recommended
T.17	**It can work in pause mode and resume the downloads interruptions during the use of network capabilities for downloading resource files** When an Internet connection is recovered, after a pause for slowness or network disconnection, the documents keep downloading from the same point where they were stopped.	N/A	Recommended	Recommended

Criteria related to behaviour with scheduled events

	Criteria	Level 1	Level 2	Level 3
T.18	**During execution, it behaves correctly within a timed event** During execution, it behaves correctly within a timed event. The App has to have the same stable behaviour in all situations to pass the criterion.	Desirable	Recommended	Recommended
T.19	**Resumes successfully from a suspended state when a scheduled event expires** It resumes successfully from a suspended state when a scheduled event expires.	Recommended	Recommended	Recommended
T.20	**It starts correctly at the expiration of a scheduled event, after exiting the application** It starts correctly at the expiration of a scheduled event, after exiting the application.	Recommended	Recommended	Recommended

Criteria related to requesting device permissions

	Criteria	Level 1	Level 2	Level 3
T.21	**Request the necessary permissions to access the different services of the device and these are published and described** Request the necessary permissions to access the different services of the device and these are published and described in the App.	Desirable	Recommended	Compulsory
T.22	**The application generates error log or monitoring of actions in an external system** The App generates error log or monitoring of actions in an external system.	Desirable	Recommended	Recommended

DATA SECURITY AND PRIVACY BLOCK

Criteria related to privacy and data security

Criteria	Level 1	Level 2	Level 3
S.01 **It reports about the user data typology gathered during its performance** The App reports about the type of user data gathered.	Compulsory	Compulsory	Compulsory
S.02 **It informs about the purpose and the use that the owner will make of the registered data** The App informs of the use that the owner of the App will make of the data collected.	Compulsory	Compulsory	Compulsory
S.03 **It does not collect data unless they are essential for the service delivery perceived by the user** The App only gathers essential user data for the good service performance offered by the App.	Recommended	Compulsory	Compulsory
S.04 **It specifies if third bodies will access to data, as well as the conditions of this transfer will be done** The App informs that user data may be shared with third bodies under such conditions.	Compulsory	Compulsory	Compulsory
S.05 **It describes the maintenance policy and the data erasure provided by the user** The App reports to the user the data maintenance and data erasure in the App.	Compulsory	Compulsory	Compulsory
S.06 **It performs the data user authentication (for instance, professional associations) correctly** It performs the data user authentication (for instance, professional associations) correctly	Compulsory	Compulsory	Compulsory
S.07 **It describes access privileges, rectification, void or data cancellation** The App informs the user the steps to follow if they want to modify or delete data.	Compulsory	Compulsory	Compulsory

Criteria related to the technological security of data

	Criterio	Level 1	Level 2	Level 3
S.08	**The passwords are note directly displayed and are not gathered in the device without encrypting** If the App needs a password to access, it is not collected in the App memory	Recommended	Compulsory	Compulsory
S.09	**The personal information access is managed correctly with the user approval** The personal information access is managed correctly with the user approval.	Compulsory	Compulsory	Compulsory
S.10	**It has an own user validation mechanism to access to the confidential or private information** When the user access to the confidential information he needs a password or any other type of approval to access.	Compulsory	Compulsory	Compulsory
S.11	**The communication channels used are encrypted if are sensitive data** The communication channels used are encrypted if are sensitive data.	Compulsory	Compulsory	Compulsory
S.12	**The authorisation and authentication mechanisms are done correctly** The authorisation and authentication mechanisms are done correctly.	Compulsory	Compulsory	Compulsory
S.13	**The binary fields of the App are blurred** The binary fields of the App are blurred	Desirable	Desirable	Recommended
S.14	**The authentication mechanism is a Standard as Basic, OAuth, OpenID, etc** The authentication mechanism is a Standard as Basic, OAuth, OpenID, etc.	Recommended	Compulsory	Compulsory
S.15	**The system, if it allows recovering the password, creates a new one because the passwords are gathered encrypted in a database.** The system, if it allows recovering the password, creates a new one because the passwords are gathered encrypted in a database.	Recommended	Compulsory	Compulsory

S.16	**El sistema permite modificar / regenerar la contraseña en caso de pérdida o decisión del usuario**	Recommended	Compulsory	Compulsory
	El sistema permite modificar / regenerar la contraseña en caso de pérdida o decisión del usuario			
S.17	**La aplicación no registra las credenciales en el dispositivo**	Recommended	Compulsory	Compulsory
	El APP no registra las credenciales en el dispositivo			
S.18	**La aplicación registra las credenciales encriptadas en el dispositivo**	Compulsory	Compulsory	Compulsory
	El APP registra las credenciales encriptadas en el dispositivo			
S.19	**La aplicación, si genera logs de errores en el dispositivo, están encriptados**	Recommended	Recommended	Recommended
	El APP registra los "logs" encriptados			
S.20	**El servidor utiliza un certificado de encriptación válido y creado por una entidad certificadora (no self-signed)**	Recommended	Recommended	Compulsory
	El servidor utiliza un certificado de encriptación válido y creado por una entidad certificadora (no self-signed)			

FUNCTIONAL AND CONTENT BLOCK

COMMENT: The following criteria should be visualized in the App.

Criteria related to the public, the benefits and the functionalities of the App

	Criteria	Level 1	Level 2	Level 3
C.01	**The audiences to which the App is directed are explicitly indicated**	Compulsory	Compulsory	Compulsory
	The App has a defined audience and it is explained in the App itself, and it is defined in the description of the official markets (Google Play or AppStore).			
C.02	**The benefits or advantages provided by the use of the App are indicated**	Compulsory	Compulsory	Compulsory

		Level 1	Level 2	Level 3
	The user can clearly see what are the benefits of using the App (this information are displayed in the App and in the description of the official markets (Google Play or AppStore))			
C.03	**The functionalities that it incorporates provide usefulness to users, in terms of saving time or more information or improving control and monitoring.** The functionalities that it incorporates provide usefulness to users, in terms of saving time or more information or improving control and monitoring.	Compulsory	Compulsory	Compulsory

Criteria related to the owner of the App and sources of sponsorship

	Criteria	Level 1	Level 2	Level 3
C.04	**It is clearly identified who owns the App** The owner of the App is identified, both in the App itself and in the information that appears in the official markets.	Compulsory	Compulsory	Compulsory
C.05	**Additional information about the owner of the App is displayed** Complementary information regarding the owner is provided. Collected in the same App or through an external link	Compulsory	Compulsory	Compulsory
C.06	**It is informed about the sources of financing, promotion and sponsorship of the App** Information is provided on the financing, promotion and sponsorship of the App. This information is described in the App itself.	Compulsory	Compulsory	Compulsory

Criteria related to the contents of the App

	Criteria	Level 1	Level 2	Level 3
C.07	**The contents offered are attractive to the user profile to whom it is set out**	Recommended	Recommended	Recommended

	The content offered by the App match to the audience to whom it is headed for and the useful and valuable information.			
C.08	**A plain and understandable language is used, with messages adapted to the user's profile regarding linguistic level or style**	Compulsory	Compulsory	Compulsory
	The language is plain and does not use technical terms, easing the App user's comprehension.			
C.09	**The sources of information of the contents collected in the App are indicated**	Compulsory	Compulsory	Compulsory
	The App specifies from where it extracts the information it offers as content. The sources will be collected in the App itself in a general section or each content referenced.			
C.10	**The Health advice provided by the App on gathered data basis are fitted to scientific proof**	Compulsory	Compulsory	Compulsory
	The contents provided by the App are supported by a scientific study to legitimize its quality.			
C.11	**It is clearly identified who is or are the App content responsible**	Recommended	Recommended	Recommended
	It is described who developed the App contents			
C.12	**Additional information about the content authors is brought to foster credibility and to offer quality guarantees**	Recommended	Recommended	Recommended
	Additional information about the content authors is brought to foster credibility and to offer quality guarantees			
C.13	**It is shown the frequency to revise or update the contents to the App**	Compulsory	Compulsory	Compulsory
	In the App's marketing description and the Application, is defined when the contents are revised and updated.			

Criteria related to the people or entities that have participated in the development of the App

	Criteria	Level 1	Level 2	Level 3
C.14	**Third bodies and/or organizations contributors for the App development are clearly identified** Both in the App description as in the marketing description it is defined if there are third bodies who helped for the App development.	Recommended	Recommended	Compulsory
C.15	**A group of identified specialized professionals, a health organization or scientific society have participated in the development of the contents of the App** A group of identified specialized professionals, a health organization or scientific society have participated in the development of the contents of the App.	Compulsory	Compulsory	Compulsory

Criteria related to aspects related to data and user notifications

	Criteria	Level 1	Level 2	Level 3
C.16	**Data used are suitable for the final user requirements** Only the data necessary to carry out the functionalities of the App is collected.	Compulsory	Compulsory	Compulsory
C.17	**The data system used are liable and of renowned validity** Data systems and measuring instruments, whether in the App itself, or external measuring instruments, have recognized reliability and validity.	Compulsory	Compulsory	Compulsory
C.18	**The last App revision date is disclosed in the App or the official store** In the App marketing description and the App the last update is displayed..	Compulsory	Compulsory	Compulsory
C.19	**It is warned that the App does not intend to replace the services provided by a professional**	Compulsory	Compulsory	Compulsory

	When installing the App, it is informed that the services provided by the App are just a guide, but they cannot replace the expert's professional evaluations. This information is also available in the App description			
C.20	**Potential risks arisen from a bad App usage and/or possible adverse effects are advised**	Compulsory	Compulsory	Compulsory
	When installing the App, it is advised that its harmful use or of its services may provoke health hazards. This information is also available in the App description			

Criteria related to the information of minors and dependents

Criteria		Level 1	Level 2	Level 3
C.21	**The App advises that it be managing information/minors' data**	Compulsory	Compulsory	Compulsory
	If the App is geared towards minors, users are noticed of data processed conformance coming from minors.			
C.22	**The App advises that it be managing information/third parties' data**	Compulsory	Compulsory	Compulsory
	If the App is geared towards minors, users are noticed of data processed conformance coming from dependent third parties.			

Criteria related to user support mechanisms

Criteria		Level 1	Level 2	Level 3
C.23	**There are self-help elements such as video-tutorials, guides or frequently asked questions section to facilitate its use**	Desirable	Recommended	Recommended
	The App has user aids to facilitate its use such as a video-tutorial or interactive guides or support manual or frequently asked questions and these are understandable and easy to find.			
C.24	**There are user support mechanisms to resolve doubts, problems or incidents related to health content and technical support of the App**	Desirable	Recommended	Recommended

In the event that the user needs to contact with the developer or the owner of the App, they can do so through an email or a contact form is available in the App.			

WEREABLES

If there is an App has a portable device, this should comply the following criteria:

Usability Block

	Criteria	Level 1	Level 2	Level 3
UW.01	**It notices the correct product connection/setting**	Desirable	Recommended	Recommended
UW.02	**It has a video tutorial describing how to connect the device**	Desirable	Recommended	Recommended
UW.03	**It brings the opportunity to test it before for checking its good performance**	Desirable	Desirable	Desirable

Technological Block

	Criteria	Level 1	Level 2	Level 3
TW.01	**There is a productive dialogue with the mobile App and the device**	Recommended	Recommended	Compulsory

TW.02	Data transfer is performed quickly and easily	Recommended	Recommended	Compulsory
TW.03	Warnings are received in the due time	Recommended	Recommended	Compulsory

Random audits

Once the App has successfully passed the assessment process, random audits are performed to ensure that they keep meeting the criteria. If an App is not accomplishing the criteria, it will be unpublished from the site immediately.

The developer must always inform the mHealth Office on the potential sensitive changes that may affect the performance of non-accreditation criteria.