



Frequently Asked Questions Discontinuation of the Heart and Stroke Helper™ App

1. Why is the American Heart Association discontinuing the Heart and Stroke Helper™ app ("the app")?
The American Heart Association is focusing its efforts on improving other tools and programs that support patients in improving and maintaining their heart and brain health.
2. When will the app stop working?
After June 30, the app will no longer function, and access for all users will be disabled.
3. Can I continue using my health journey?
You can continue using your health journey until June 30.
4. Can new users register in the app?
No. New user registrations will be disabled as of May 15.
5. Can I enroll in a new health journey?
No. Starting May 15, enrollment in new health journeys will no longer be available. Existing health journeys will remain active until June 30.
6. What will happen to my data after the app shuts down?
All user data will be deleted. We recommend downloading your data before June 30. After that date, data cannot be retrieved.
7. Can I download my patient report?
Yes. Use the Download Patient Report feature in the app. Click on the file folder icon at the bottom of your home screen. Then click on "Customize report" or "Download report." Please note that reports must be downloaded by June 30.
8. By what date do I need to download my data?
You will be able to access and download your data until June 30. After that, the app will no longer be accessible.
9. What will happen to my medication reminders?
After the app is discontinued, medication reminders and other notifications will stop working. You can choose to use another health or medication management app to set up reminders.
10. What will happen to my health journey information?
Your health journey and related health tracking information is available until June 30. After June 30, general patient education will be available on www.heart.org and www.stroke.org.

11. Will my emergency contacts be saved?
No. Emergency contact information stored in the app will not be available after June 30. Please save this information elsewhere for safekeeping.
12. Will my connected health devices still work?
No. You will no longer be able to access your connected health devices, such as fitness trackers, heart rate monitors and blood pressure monitors, through the app after June 30.
13. Can I transfer my data to another health app?
No. The app does not support direct transfer of data to another platform. However, you can download your data and update it manually to another health tracking app if supported.
14. Is there an alternative app I can use?
Yes. There are other health tracking apps that can help you manage medication reminders, health records, physical activity, nutrition tracking and more. Talk to your health care professional about apps that best suit your needs.
15. What should I do before the app is discontinued?
Before June 30, we recommend you:
- Download or export your health data.
 - Save your medical reports and lab results.
 - Record your medication schedule.
 - Note any important health journey information.
16. Will I receive notifications before the app is discontinued?
Yes. You may receive reminders and notifications, depending on the settings for notifications on your device.
17. Where can I continue to access heart and stroke resources?
Visit the [American Heart Association website](#) and the [American Stroke Association website](#) for patient education, tools, and other resources.
18. Where can I continue to receive updates on stroke and heart health?
For stroke, visit the American Stroke Association's [website](#) or sign up for our [e-news](#). For heart health, visit the American Heart Association's [website](#) or sign up for our [e-news](#).
19. Will I be notified if there are future health apps available from the American Heart Association or American Stroke Association?
To stay updated on new programs, resources or digital tools, sign up for the [American Heart Association's Heart Insight monthly e-news](#). To stay updated on new American Stroke Association resources, sign up for our [stroke monthly e-newsletter](#).
20. What if I have questions or need technical support?
Please email us at helperapp@heart.org.