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The Healthy Oregon Project App Will Be Paused for Short Time

The Healthy Oregon Project's new platform is almost complete, but in order to put the finishing touches on the upgrades to the app and to create a web portal, the current app will be unavailable for two weeks. **This pause of the app will begin on October 19**, which means that participants will not have access to accounts and information during this quick pause. While we are thrilled to offer participants this upgraded platform, we understand questions might arise, so we've included details below.

•Why does the HOP app need to pause?

In order to make sure that every one of our participant's information is securely and accurately moved into the new platform, we must pause access to the current platform. In this timeframe, no results will be issued, and no new surveys will be available, so participants will not miss any notifications in this period.

•Who is handling our data?

Our OHSU data team will be in charge of moving account information into the new platform. The data security standards that were shared with you when you joined will continue throughout this move into the upgraded app.

•What is the point of a new app?

This upgrade to the HOP platform includes lots of feedback that we have heard from participants over the years, and we are thrilled to incorporate these changes in this next phase! The new platform, or HOP 2.0, will offer participants improved functionality and features including the ability to update email and other personal information, seamless access to HOP activities on a website portal extension, plus in the near future more studies, surveys, and HOP in Spanish!

•If everything is moving, will a new account be created?

This platform upgrade will not change your account status, and a new account will not need to be created. HOP participants will be notified once the platform is live with instructions on where and how to log back into their account.

Whether you have been a HOP participant from 2018 or 2024, our study team appreciates your time and effort to contribute to cancer

research and we look forward to offering you this improved platform!

Stay tuned for the next announcement in the first weeks of November.

The Healthy Oregon Project app will be **unavailable** starting October 19. You will have access to all of your information once the upgrades are complete for the launch of the new platform.

You will receive email notifications once access is available in November.

FAQ: I Have a Result Pending, Will I Need A New Kit?



If you are waiting for your result from HOP's Genetic Screening, **you will not be required to provide a new sample.**

There is no delay in the processing of samples at the OHSU lab. During this app pause, results will not be released, so you will not receive any notifications about your results.

If you have received a notification about a sample error or if you have an uncompleted HOP Kit at home, please keep the kit and **wait to complete it once the updated HOP app is available.** You will be able to activate and complete your sample in the new app; no new kit will be needed.

If you are unsure or have a question, please email us at HealthyOregonProject@ohsu.edu.

Reach out to us at HealthyOregonProject@ohsu.edu or our social media



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