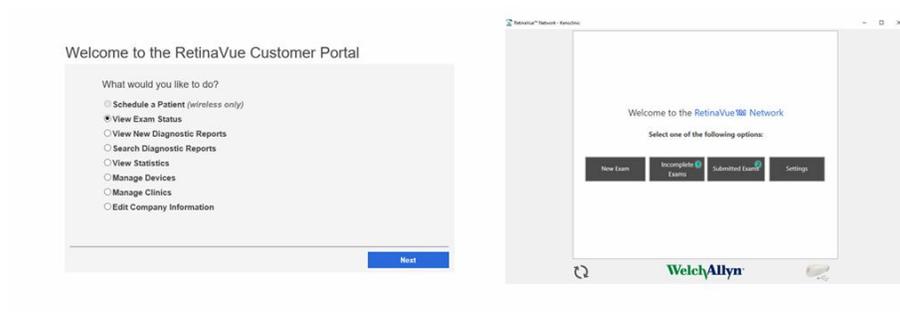




Hillrom™

Welch Allyn RetinaVue™ Network



Instructions for use

Software version 4.3.XX

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This manual applies to the **#** 901108 PACS MEDICAL IMAGE SYSTEM



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About this instructions for use

This *Instructions for use* is intended to help users interact with the RetinaVue Network by describing its capabilities and operation. Before using the RetinaVue Network, read this manual.

Primary intended users

This *Instructions for use* is for medically qualified, trained healthcare professionals. Secondary intended users include biomedical personnel, IT professionals, and both Welch Allyn and third-party service personnel.

Intended use

The Welch Allyn RetinaVue Network is a web-based software system application intended for use in storing, managing, and displaying patient data, diagnostic data, and images from computerized diagnostic instruments. Original and enhanced images can be viewed by trained healthcare professionals.

Prescription use only.

Contraindications

RetinaVue Network has no known contraindications.

Computer system requirements

| Item | Requirement description |
|---------------|---|
| Configuration | Tower or desktop computer preferred; laptop or tablet |
| CPU | 1 GHz (or equivalent) minimum, 2 GHz or greater recommended |
| Hard disc | 150 MB free HDD space, 16 GB free HDD space or greater recommended ¹ |
| RAM | 2 GB minimum, 4 GB recommended |

2 About this instructions for use

| Item | Requirement description |
|--------------------------------|---|
| Monitor resolution | 1280 x 720 recommended |
| Ethernet Port | RJ-45 |
| Ports | 2 USB, 2.0 port or greater |
| Operating system | Windows 8.1 64-bit, Windows 10 with latest SP RetinaVue Network Prerequisite software requirements: <ul style="list-style-type: none">• Microsoft Visual C++ 2013 Runtime Libraries (x86)• Microsoft .NET Framework 4.8• Perform a Windows update before installation. |
| Web browser | <ul style="list-style-type: none">• Internet Explorer (version 11 or greater)• Chrome for Windows (latest version)• Firefox Quantum• IOS Safari (Version 11 or greater) |
| High-speed Internet connection | Broad-band Internet connection (minimum download speed 1.5 Mbps) |
| Transport Security | Ability to connect to www.retinavue.net with TLS 1.2 |
| Firewall | Ability to connect to www.retinavue.net on ports 80 and 443 with <i>RetinaVue Network.exe</i> <ul style="list-style-type: none">• Allows the submittal of captured images from the client to the Hillrom RetinaVue Network Web Server |
| Certificates | Go Daddy Root certificate Authority installed on the computer <ul style="list-style-type: none">• Allows secure/protected communication between the client and the Hillrom RetinaVue Network Web Server• This is usually installed by default on the supported Windows Operating system for this product. Contact your IT department for questions and issues. |

IT Network Security

Computers used to connect to RetinaVue Network Customer Portal or used to download the RetinaVue Network software application should be set up and maintained following IEC 80001 or similar IT Network security practices. These include:

- physical security of the computer and any connected peripherals to prevent theft, tampering, unauthorized use, or unintended disclosure of private data shown on the computer screen
- individual user authentication using strong passwords and, if possible, some form of multi-factor authentication
- idle-session timeouts with either screen locking or automatic logout
- user access rights/permissions limited to those required for the user's assigned role
- timely installation of all computer and operating system vendor's security patches and updates
- anti-virus, anti-malware, and/or intrusion detection/prevention software from a trusted vendor installed and regularly updated
- periodic system backups, with regular testing of system recovery procedures

| Item | Requirement description |
|--|--|
| • | secure network connection, either wired or wireless. Wired network connections should be physically secured and/or protected by 802.1X network access control and/or IPsec. Wireless network connections should use WPA2-PSK or WPA2- Enterprise security with strong username/password or X.509 certificate-based authentication. |
| Customers should only download the RetinaVue Network software application directly from the RetinaVue Network Customer Portal (secure website). | |
| ¹ This is space required to install the RetinaVue Network software application and to store exams while running. See Microsoft System requirements for your Operating System. | |

Symbols

Documentation symbols

For information on the origin of these symbols, visit <http://www.welchallyn.com/symbolsglossary> for the Welch Allyn symbols glossary.

| | | | |
|---|---|---|--|
|  | WARNING The warning statements in this manual identify conditions or practices that could lead to illness, injury, or death. Warning symbols will appear with a grey background in a black and white document. |  | Caution The caution statements in this manual identify conditions or practices that could result in damage to the equipment or other property, or loss of data. |
| Rx ONLY | Prescription only or "For Use by or on the order of a licensed medical professional" |  | Manufacturer |
|  | Reorder Number |  | Product Identifier |
|  | Global Trade Item Number | | |

About warnings and cautions

Warning and caution statements can appear on the manufacturer's device, the packaging, the shipping container, or in this *Instructions for use*.

The RetinaVue Network is safe for patients and clinicians when used in accordance with the instructions and the warning and caution statements presented in this *Instructions for use*.

Before using the RetinaVue Network, you must familiarize yourself with all warnings and cautions contained in this *Instructions for use* and those that pertain to your use of the manufacturer's device. Specific warnings and cautions are also found throughout this manual.

- Failure to understand and observe any warning statement in this manual could lead to patient injury or illness.
- Failure to understand and observe any caution statement in this manual could lead to damage to the equipment or other property, or loss of patient data.

Warnings

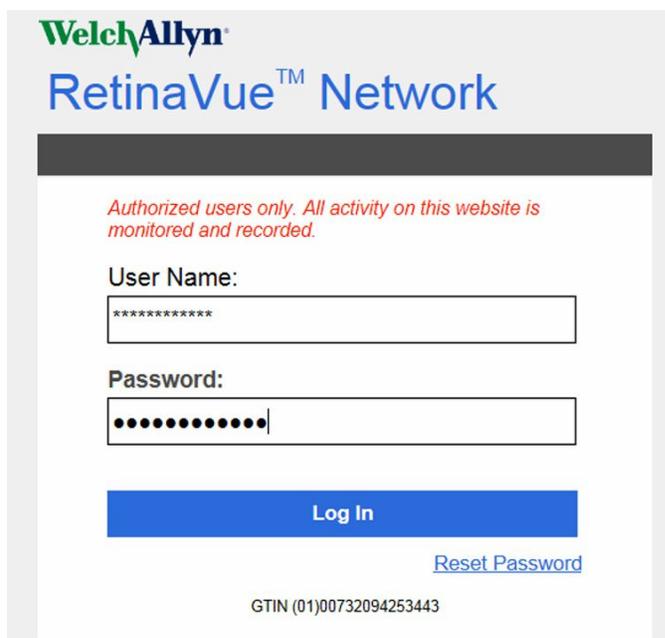


WARNING When manually entering patient information, do not use the same patient identifier for multiple patients. This may result in inaccurate data association.

Log in to the RetinaVue Network Customer Portal

1. Log in to the RetinaVue Network Customer Portal at this link:
https://www.retinavue.net/RN_CustomerPortal/.

Enter your User Name and Password and click **Log In**.



The screenshot shows the login interface for the RetinaVue Network. At the top left is the WelchAllyn logo. Below it, the text 'RetinaVue™ Network' is displayed. A dark grey horizontal bar separates the header from the main content. Below the bar, a red warning message reads: 'Authorized users only. All activity on this website is monitored and recorded.' Underneath, there are two input fields: 'User Name:' with a text box containing '*****', and 'Password:' with a text box containing '●●●●●●●●'. A blue 'Log In' button is positioned below the password field. To the right of the button is a blue link labeled 'Reset Password'. At the bottom center, the GTIN (01)00732094253443 is printed.

The *Welcome* screen appears.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

[Next](#)

Log in to the RetinaVue Network Customer Portal using Two-Factor authentication

1. Log in to the RetinaVue Network Customer Portal.

Enter your User Name and Password and click **Log In**.

WelchAllyn
RetinaVue™ Network

Authorized users only. All activity on this website is monitored and recorded.

User Name:

Password:
●●●●●●●●

[Log In](#)

[Reset Password](#)

GTIN (01)00732094253443

The *Select Authentication Type* screen appears for the choice selected in the account setup. For Email, select *Send Verification Code via Email* and click **Send**.



NOTE You might need to modify your spam filter settings or check within your junk email folder if you cannot find a Two-Factor Authentication e-mail from **retinavue.notifier@welchallyn.com**.

WelchAllyn
RetinaVue™ Network

Authentication Type Selection

Select Authentication Type

Send Verification Code via Email

Send Verification Code via Phone

Send

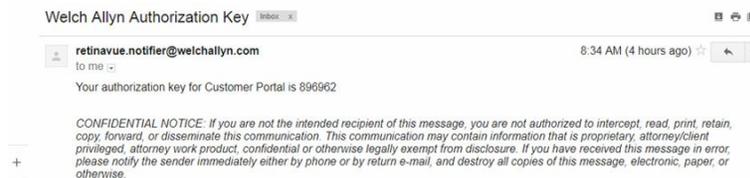
Verification

Verification Code

The verification code will expire after 10 Minutes.

Cancel Verify

An e-mail is sent to the e-mail address of the user logging in. The e-mail from **retinavue.notifier@welchallyn.com** contains the authorization key needed to verify authentication at Customer Portal for each login.



2. Type, or copy and paste, the authorization key from the **retinavue.notifier@welchallyn.com** Email into the Verification Code field and click **Verify**.
3. If the SMS text messaging choice was selected, choose Send Verification Code via Phone and click **Send**.



NOTE Selecting any Two-Factor Authentication option applies to all users in the company. If *SMS Only* was chosen, a cell phone number for each user in the company needs to be provided in order for this feature to work.

WelchAllyn
RetinaVue™ Network

Authentication Type Selection

Select Authentication Type

Send Verification Code via Email

Send Verification Code via Phone

Send

Verification

Verification Code

The verification code will expire after 10 Minutes.

Cancel Verify

Type the authorization key from the SMS text message on your phone into the Verification Code field and click **Verify**.

8 Log in to the RetinaVue Network Customer Portal

Features of the RetinaVue Network Customer Portal

The following features are available on RetinaVue Network Customer Portal:

- Schedule a Patient (wireless only)



NOTE Clinics using the EMR workflow cannot be selected.

- Search RetinaVue Network for a previous patient
- Create a Demo Patient
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
 - Add, view, edit, or deregister devices
- Manage Clinics
 - Update Referring Physicians (Providers)
 - Update Clinic Information
 - Manage Users
 - Add New Clinic (Company Admin only)
- Edit Company Information (Company Admin only)

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient** (*wireless only*)
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

RetinaVue Network Customer Portal roles and associated privileges

The table compares the roles of the Company Administrator, Clinic Administrator, and Application Users within the RetinaVue Network Customer Portal. These roles are created by the Company Administrator during the first time set up.



NOTE The roles and privileges of the RetinaVue Network software application are different from the RetinaVue Network Customer Portal.



NOTE All RetinaVue Network Customer Portal users need to have a valid e-mail account.

| | Company Admin | Clinic Admin | Edit Report | View Report (View only) | Schedule Patient | Manage Devices |
|--|---------------|--------------|-------------|-------------------------|------------------|----------------|
| View and download new diagnostic reports | X | X | X | X | | |
| Edit new diagnostic reports | X | X | X | | | |
| Search diagnostic reports | X | X | X | X | | |
| View exam status | X | X | X | X | X | |
| Add/edit referring providers for clinic | X | X | | | | |
| Add/edit users for clinic | X | X | | | | |
| Edit clinic information | X | X | | | | |
| Add clinic | X | | | | | |
| Edit company information | X | | | | | |
| View statistics | X | X | | | | |
| Schedule patients | X | X | | | X | |
| Manage devices | X | X | | | | X |

For their clinic, Clinic Administrators (**Clinic Admin**) can:

- Modify clinic information (address, phone, e-mail, etc)
- Maintain clinic primary & IT contacts
- Maintain the user list
- Maintain the referring physician list
- Modify patient demographics associated with a diagnostic report

- Download diagnostic reports
- Edit diagnostic reports
- View diagnostic reports
- View exam status
- Schedule a patient
- Add other users
- Manage devices

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient (*wireless only*)
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics

Next

Edit Report can:

- Modify patient demographics associated with a diagnostic report
- Download diagnostic reports
- View diagnostic reports

View only users can

- View or search diagnostic reports
- Download diagnostic reports

Welcome to the RetinaVue Customer Portal

What would you like to do?

- View New Diagnostic Reports
- Search Diagnostic Reports

Next

Schedule Patient can:

- Schedule a Patient
- View Exam Status

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status

Manage Devices (for users with Manage Device permissions) can:

- Register a wireless camera to clinics to which you have access.
- Add, edit, or remove a wireless camera's association to clinics to which you have access.
- Manage security for wireless cameras associated with clinics to which you have access.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

Overview of View Exam Status

From the *View Exam Status* screen, users assigned with the View Exam Status role can view the exam status or schedule patients for their clinic. Company Administrators can view the exam status or schedule patients for all company clinics within the RetinaVue Network and Clinic Administrators can view the exam status or schedule patients for their clinic.

To view the exam status from the *Welcome* screen, select *View Exam Status* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

The table below describes each exam status that might appear.

| Status | Description |
|------------------|---|
| Scheduled | The exam has been scheduled. |
| Submitted | The exam has been submitted for over-read. |
| Report Available | The final diagnostic report is available. Click New Diagnostic Reports to access the report. |



NOTE Once the final diagnostic report is viewed, edited, or downloaded from the *View New Diagnostic Reports* screen, the exam status will be removed. If no action is taken on the *View New Diagnostic Reports* screen, the exam status will be removed 7 days after exam submission.

View Exam Status

Medical Center 2 Schedule Patient New Diagnostic Reports

Search...

| Patient Name | MRN | Birth Date | Status |
|----------------|----------|------------|------------------|
| Wendy Laffer | 3456724 | 6/21/1958 | Report Available |
| Ian Lanning | 7845235 | 4/21/1943 | Submitted |
| Kevin Shippens | 12345678 | 3/21/1987 | Scheduled |

Back Refresh

View Exam Status

1. Select **View Exam Status** from the RetinaVue Network Customer Portal *Welcome screen* and then click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status**
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

2. Use the drop-down menu to select a clinic.
The *View Exam Status* screen appears for your clinic. The exam status is displayed in the **Status** column.

View Exam Status

Medical Center 2 Schedule Patient New Diagnostic Reports

Search:

| Patient Name | MRN | Birth Date | Status |
|----------------|----------|------------|------------------------------------|
| Wendy Lafler | 3456724 | 6/21/1958 | Report Available |
| Ian Lanning | 7845235 | 4/21/1943 | Submitted |
| Kevin Shippens | 12345678 | 3/21/1987 | Scheduled <input type="checkbox"/> |

Back Refresh

Overview of View New Diagnostic Reports

From the RetinaVue Network Customer Portal *New Diagnostic Reports* screen all users can:

- **View New Diagnostic Reports**
- **Download Selected PDFs**
- **Download Selected TIFFs**

New Diagnostic Reports

| Select | Patient Name | MRN | DOB | Exam Date | Submission Date | Report Date | |
|-------------------------------------|-----------------------------------|----------------|-----------|-----------|-----------------|-------------|---|
| <input checked="" type="checkbox"/> | Last-1061392784, First-737098007 | MRN-2142456376 | 9/19/1926 | 5/5/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1096227554, First-1308520055 | MRN-765994652 | 5/4/2016 | 3/7/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-110659414, First-2071501028 | MRN-1551057333 | 7/17/1979 | 2/19/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-112511686, First-255903096 | MRN-943453007 | 12/1/1954 | 3/3/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1184378607, First-2016600445 | MRN-974555694 | 8/7/1925 | 3/12/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1195677642, First-2063846915 | MRN-1145316609 | 1/3/1977 | 3/17/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1210354870, First-1775529970 | MRN-1697099307 | 6/25/1968 | 3/16/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1234310294, First-509707291 | MRN-1409561268 | 9/25/1962 | 3/15/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1243576161, First-643079565 | MRN-118495221 | 11/4/1962 | 2/19/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-134398823, First-1714893016 | MRN-996677116 | 5/12/1989 | 5/28/2018 | 6/7/2018 | 6/7/2018 | View Edit |

1 2 3 4 5 6 7 8 9 10 ...

View New Diagnostic Reports



NOTE Once you view a new diagnostic report, the exam status is removed from the *View Exam Status* screen.

1. Log in. (See Log in to the RetinaVue Network Customer Portal).
The *Welcome* screen appears.
2. Select *View New Diagnostic Reports* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics

[Next](#)

The *New Diagnostic Reports* screen appears.

| Select | Patient Name | MRN | DOB | Exam Date | Submission Date | Report Date | |
|-------------------------------------|-----------------------------------|----------------|-----------|-----------|-----------------|-------------|---|
| <input checked="" type="checkbox"/> | Last-1061392784, First-737098007 | MRN-2142456376 | 9/19/1926 | 5/5/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1096227554, First-1308520055 | MRN-765994652 | 5/4/2016 | 3/7/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-110659414, First-2071501028 | MRN-1551057333 | 7/17/1979 | 2/19/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-112511686, First-255903096 | MRN-943453007 | 12/1/1954 | 3/3/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1184378607, First-2016600445 | MRN-974555694 | 8/7/1925 | 3/12/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1195677642, First-2063846915 | MRN-1145316609 | 1/3/1977 | 3/17/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1210354870, First-1775529970 | MRN-1697099307 | 6/25/1968 | 3/16/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1234310294, First-609707291 | MRN-1409661268 | 9/25/1962 | 3/15/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1243576161, First-643079565 | MRN-118495221 | 11/4/1962 | 2/19/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-134398823, First-1714893016 | MRN-995677116 | 5/12/1989 | 5/28/2018 | 6/7/2018 | 6/7/2018 | View Edit |

- Select an exam and click **View** to view new exams that have been submitted to the RetinaVue Network Customer Portal and evaluated. Selected exams contain a checkmark.
- To *Download Selected Reports*, click **PDF** to download a compressed zip file (in PDF format) to the computer. Click **TIFF** to download a compressed zip file (in TIFF photo format) to the computer.

Once the files are downloaded to the computer, the files no longer appear on the *New Diagnostic Reports* screen.

- Click **Back** to return to the *Welcome* screen.

Edit New Diagnostic Reports

You may edit a new diagnostic report if, for example, the report contains incorrect patient information.



NOTE When you edit a new diagnostic report, a new exam is automatically submitted for evaluation. A new diagnostic report will become available once the exam is evaluated. The new report may have a different diagnosis than the original report.

- Log in. (See Log in to the RetinaVue Network Customer Portal).
The *Welcome* screen appears.
- Select *View New Diagnostic Reports* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics

[Next](#)

The *New Diagnostic Reports* screen appears.

New Diagnostic Reports

| Select | Patient Name | MRN | DOB | Exam Date | Submission Date | Report Date | |
|-------------------------------------|-----------------------------------|----------------|-----------|-----------|-----------------|-------------|---|
| <input checked="" type="checkbox"/> | Last-1061392784, First-737098007 | MRN-2142456376 | 9/19/1926 | 5/5/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1096227554, First-1308520055 | MRN-765994652 | 5/4/2016 | 3/7/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-110659414, First-2071501028 | MRN-1551057333 | 7/17/1979 | 2/19/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-112511686, First-255903096 | MRN-943453007 | 12/1/1954 | 3/3/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1184378607, First-2016600445 | MRN-974556694 | 8/7/1925 | 3/12/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input checked="" type="checkbox"/> | Last-1195677642, First-2063846915 | MRN-1145316609 | 1/3/1977 | 3/17/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1210354870, First-1775529970 | MRN-1697099307 | 6/25/1968 | 3/16/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1234310294, First-509707291 | MRN-1409561268 | 9/25/1962 | 3/15/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-1243576161, First-643079565 | MRN-118495221 | 11/4/1962 | 2/19/2018 | 6/7/2018 | 6/7/2018 | View Edit |
| <input type="checkbox"/> | Last-134398823, First-1714893016 | MRN-995677116 | 5/12/1989 | 5/28/2018 | 6/7/2018 | 6/7/2018 | View Edit |

3. Select an exam and click **Edit**.

The *Edit Report* screen appears.

Edit Report

MRN: 0000000000 | First Name: John | Last Name: Smith | DOB: 2/22/1988

Clinic: Medical Center 1 | State: Tennessee | Referring Provider: Hursey, Barry, MD | IOP OS (Left): 0 | IOP OD (Right): 0

[Back](#) [Save](#)

4. Edit the patient information as needed and click **Save**.

The following dialog appears.

The exam information has been updated. An updated report will be posted once the exam has been reviewed.

[Return to Reports](#)



NOTE The new exam is submitted to the same over-read physician that evaluated the original exam. If the physician does not evaluate the exam within 8 hours, the exam will be forwarded to a different over-read physician.

5. Click **Return to Reports** to return to the *New Diagnostic Reports* screen.

The original report is no longer available.

- Click **Back** to return to the *Welcome* screen.

Overview of Search Diagnostic Reports

Company Administrators can search for diagnostic reports for all company clinics within the RetinaVue Network from the *Search Diagnostic Reports* screen. Clinic Administrators and users set up with the *View Reports* role can search for diagnostic reports for their clinic from the *Search Diagnostic Reports* screen. The maximum number of exams that appear on the first *Search Diagnostic Reports* screen is 10.



NOTE Click on the page icon to see more reports if there are more than 10 reports.

Search Diagnostic Reports

| | | | | | |
|----------------------|----------------------|----------------------|---|---|---------------------------------------|
| First Name | Last Name | MRN | Start Date | Stop Date | Search |
| <input type="text"/> | <input type="text"/> | <input type="text"/> | <input type="text" value="02/05/2018"/> | <input type="text" value="05/24/2018"/> | <input type="button" value="Search"/> |

| Select | Patient Name | MRN | DOB | Exam Date | Submission Date | Report Date | |
|--------------------------|---------------------|--------|-----------|-----------|-----------------|-------------|--|
| <input type="checkbox"/> | LASTNAME, FIRSTNAME | 711413 | 5/30/1935 | 9/9/2015 | 5/10/2018 | 5/10/2018 | View   |

Download Selected Reports

Search Diagnostic Reports

- Log in. (See Log in to the RetinaVue Network Customer Portal).
The *Welcome* screen appears.
- Select *Search Diagnostic Reports* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient (*wireless only*)
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

- Use any, or all, of the search fields to search for a report. Enter a patient's *First Name*, *Last Name*, *Medical Record Number (MRN)*, *Start Date*, or *Stop Date* and then click **Search**. Reports meeting any of the search parameters appear on the *Search Diagnostic Reports* screen.

18 Features of the RetinaVue Network Customer Portal

| Select | Patient Name | MRN | DOB | Exam Date | Submission Date | Report Date | View | Edit |
|--------------------------|---------------------|--------------|-----------|-----------|-----------------|-------------|--------------------------|----------------------|
| <input type="checkbox"/> | Barstow, Barry | 43234678 | 3/14/1962 | 4/15/2019 | 4/15/2019 | 4/17/2019 | View | Edit |
| <input type="checkbox"/> | Bennett, Williamte | 9876300 | 2/7/1954 | 4/16/2019 | 4/16/2019 | 4/16/2019 | View | Edit |
| <input type="checkbox"/> | Bye, Hi | 12e435fy65 | 2/15/1988 | 4/17/2019 | 4/17/2019 | 4/17/2019 | View | Edit |
| <input type="checkbox"/> | Carl, Fer | 135474 | 7/8/1956 | 4/12/2019 | 4/12/2019 | 4/17/2019 | View | Edit |
| <input type="checkbox"/> | Hadlock, Marge | 998877665544 | 2/22/1943 | 4/8/2019 | 4/8/2019 | 4/17/2019 | View | Edit |
| <input type="checkbox"/> | Joline, Jasmine | 123456789 | 3/9/1978 | 4/11/2019 | 4/11/2019 | 4/11/2019 | View | Edit |
| <input type="checkbox"/> | Keifer, Nancy | 12345678 | 6/27/1963 | 4/16/2019 | 4/16/2019 | 4/16/2019 | View | Edit |
| <input type="checkbox"/> | Lesmireineap, Abbey | 998844234567 | 3/10/1920 | 4/12/2019 | 4/12/2019 | 4/17/2019 | View | Edit |
| <input type="checkbox"/> | Little, Sarah | 789123 | 2/25/1964 | 4/19/2019 | 4/19/2019 | 4/19/2019 | View (1) | Edit |
| <input type="checkbox"/> | Maulbur, Joe | 1234567890 | 4/4/1962 | 4/8/2019 | 4/8/2019 | 4/12/2019 | View | Edit |

Download Selected Reports

[PDF](#) [TIFF](#)

4. Select a report and click **View** to view the report.

The maximum number of reports that appear on the *Search Reports* screen is 10. If you need to edit patient information in a report, refer to "Edit New Diagnostic Report" in this *Instructions for use*.

5. To download the report click **PDF** or **TIFF**.
6. Click **Back** to return to the *Welcome* screen.

Overview of View Statistics

Company Administrators can view or download reports for all company clinics within the RetinaVue Network or specific clinics associated with the company. Clinic Administrators can view or download reports for their clinic.

Volume and Performance Reporting

| Camera Model | Company | Clinic | Patient Last name | Patient First name |
|----------------|--------------|------------------|-------------------|--------------------|
| Vue 100 Imager | TN Med Group | Medical Center 1 | W***** | Va***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Sm***** | Jo***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Pa***** | Te***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | fd***** | as***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | lv***** | Al***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Ro***** | B***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Kj***** | Ja***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Vi***** | Mi***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Pi***** | Pa***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Ma***** | Pa***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Ro***** | To***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Mc***** | Tr***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Ma***** | E***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | O***** | A***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | O***** | D***** |
| Vue 100 Imager | TN Med Group | Medical Center 2 | Al***** | R***** |
| Vue 100 Imager | TN Med Group | Medical Center 4 | Ha***** | Ha***** |

View Statistics

1. Log in. (See Log in to the RetinaVue Network Customer Portal).
The *Welcome* screen appears.
2. Select *View Statistics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

[Next](#)

3. Select *All Clinics* or select a specific clinic from the drop-down menu.

Volume and Performance Reporting

| Camera Model | Company | Clinic | Patient Last name | Patient First name |
|----------------|--------------|------------------|-------------------|--------------------|
| Vue 100 Imager | TN Med Group | Medical Center 1 | W***** | Va***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Sm***** | Jo***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Pa***** | Te***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Id***** | as***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Jv***** | Al***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Ro***** | B***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Kj***** | Ja***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Vj***** | Mi***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Pi***** | Pa***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Ma***** | Pa***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Ro***** | To***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Mc***** | Tr***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | Ma***** | E***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | O***** | A***** |
| Vue 100 Imager | TN Med Group | Medical Center 1 | O***** | D***** |
| Vue 100 Imager | TN Med Group | Medical Center 2 | Al***** | R***** |
| Vue 100 Imager | TN Med Group | Medical Center 4 | Ha***** | Ha***** |

4. Use the drop-down menu to select the Report Type. Choices include: *Audit Report, Diagnostic Detail Report, Exam Detail Report, Image Quality Report, Service Report, Summary Report, and Utilization Report.*

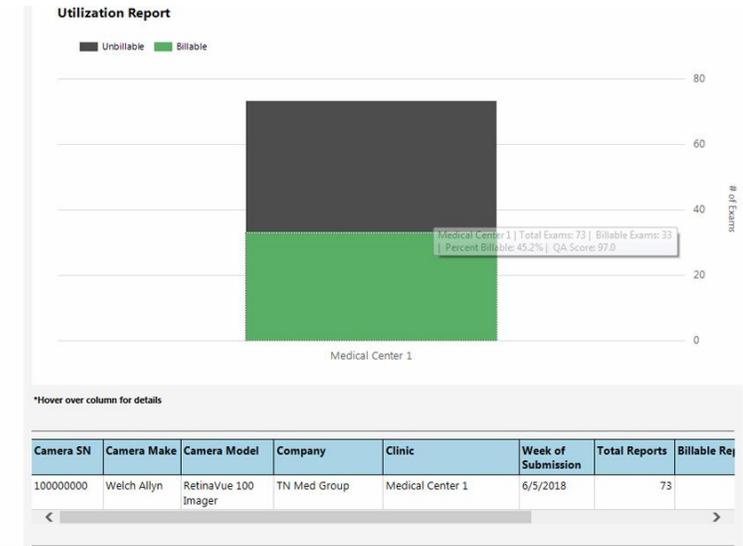
Volume and Performance

[Export to Excel](#)

Audit Report

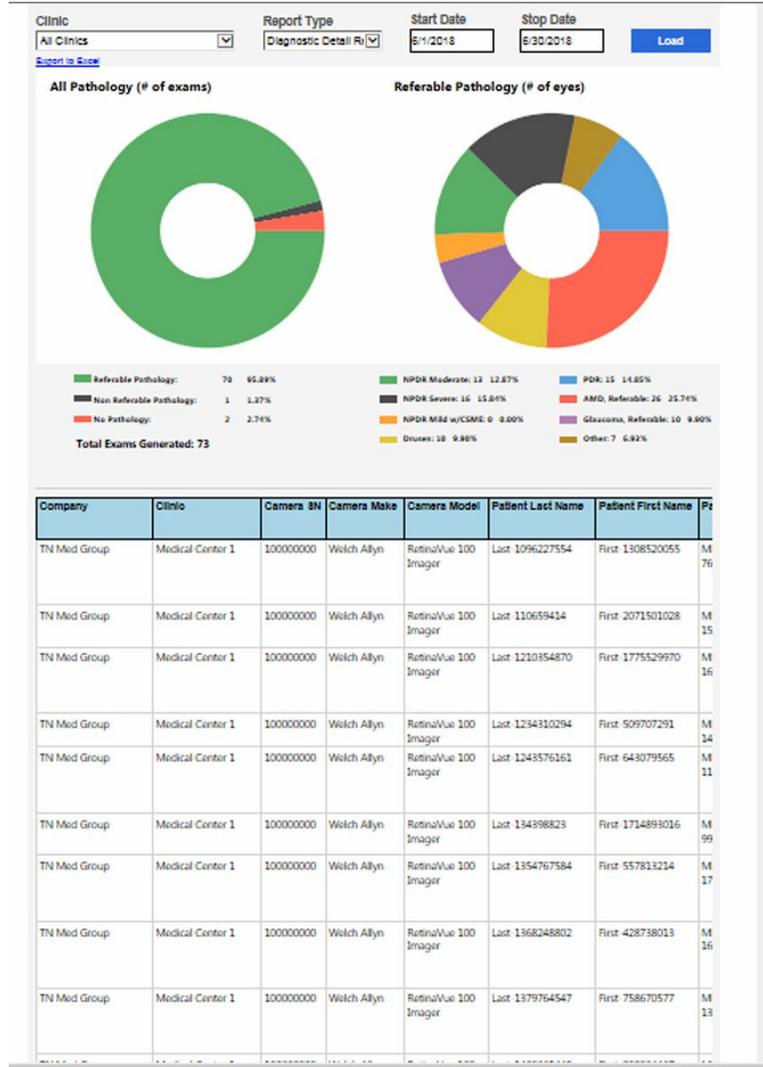
| Camera SN | Camera Make | Camera Model | Company | Clinic | # of Exams Submitted | # of Exams Pending Review | # |
|-----------|-------------|--------------|---------|--------|----------------------|---------------------------|---|
|-----------|-------------|--------------|---------|--------|----------------------|---------------------------|---|

5. Select the *Start Date* and the *Stop Date*.
6. Click **Load** or *Export to Excel*.
 - a. The *Utilization Report* includes a graphical format as well as a statistical format.



NOTE Hover the mouse over the column to display additional details. (In the example screen, the clinic Medical Center 1 had a total of 73 exams — 33 Billable exams [green] and 40 Unbillable exams [black]. Of the exams performed, 45.2 percent were billable and the average quality assurance [QA] score was 97).

- b. The *Diagnostic Detail Report* includes a graphical format as well as a statistical format.



NOTE Hover the mouse over the pathology to display additional details.

- Click **Back** to return to the *Welcome* screen.

Overview of Manage Clinics



NOTE Clinic Management settings are only accessible to Company Administrators and Clinic Administrators.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient (*wireless only*)
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

From the RetinaVue Network Customer Portal *Clinic Management* screen, Company Administrators can:

- **Update Referring Physicians** (all company clinics within the RetinaVue Network)
- **Update Clinic Information** (all company clinics within the RetinaVue Network)
- **Manage Users** (all users within the RetinaVue Network)
- **Add New Clinic**

Clinic Management

What would you like to do?

- Update Referring Physicians
- Update Clinic Information
- Manage Users
- Add New Clinic

Back Next

For their clinic, Clinic Administrators (Clinic Admin) can:

- **Update Referring Physicians**
- **Update Clinic Information**
- **Manage Users**

Update Referring Physicians (Providers)

Referring providers can be added, edited, or removed from a clinic by Company and Clinic Administrators. Company Administrators have privileges for all company clinics within the RetinaVue Network and Clinic Administrators have privileges for their clinic.

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Manage Clinics* and click **Next**.

Welcome to the RetinaVue Customer Portal

3. Select *Update Referring Physicians* and click **Next**.



NOTE If multiple clinics are associated with the company, select a clinic from the drop-down menu. Click **Next**.

The *Referring Providers* screen appears.



NOTE A list of referring providers appears in an alphabetically-ordered table.

4. To add a provider, click **Add**. Enter the provider information and then click **Save**.



NOTE Required fields contain a red asterisk.



NOTE In addition to required fields with a red asterisk, help messages may appear in red. The sample screen shows an invalid Referring Provider First Name. Providers with 2-character names are not supported, therefore the new Referring Provider cannot be saved until a third character is added to the First Name Field.

Referring Providers

| Name | NPI | Email | |
|-----------------------------|------------|-------|---|
| Buskirk LVN, Janna P | 5201225662 | 0 | X |
| Glassford PhD, GERALYN JR H | 8757647347 | 0 | X |
| Hursey MD, Barry B | 4432313538 | 0 | X |
| Murdoch MD, Otha G | 2782340025 | 0 | X |
| Peoples MD, FACP, Delilah | 1467117645 | 0 | X |
| Prov ACNP, Clinic1 Ref T | 4442223331 | 0 | X |
| Prov MD, Sebastian M | 409544407 | | |

First Name * Init Last Name * Suffix * NPI *
 Email * Phone * Ext

• First Name is invalid

- To edit provider information, select the name of the provider and then click **Edit**. After updating the information click **Save**.
- To remove a provider, click the X button to the right of the provider name.

(USB only)

After the provider information has changed, the RetinaVue Network software application needs to be updated for the change to be applied. To update the RetinaVue Network software application, either restart the software application, or from within the application, click **Settings > Advanced > Import**.

Update Clinic Information

Clinic Information

Official Clinic Name Phone
 Address Ste/Unit City State Zip
 Primary Clinic Contact
 First Name Init Last Name Suffix
 Email Phone Ext

Clinic Information can be added or edited by Company and Clinic Administrators. Company Administrators have privileges for all company clinics within the RetinaVue Network and Clinic Administrators have privileges for their clinic.



NOTE The **Official Clinic Name** is not an editable field.

Editable **Clinic Information** fields include:

- **Phone**
- **Address**
- **Suite and Unit**
- **City**
- **State**
- **Zip**

Editable **Primary Clinic Contact** fields include:

- **First Name**
- **Initial**
- **Last Name**
- **Suffix**
- **Email**
- **Phone**
- **Extension**

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Manage Clinics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient (*wireless only*)
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

3. Select *Update Clinic Information* and click **Next**.

Clinic Management

What would you like to do?

- Update Referring Physicians
- Update Clinic Information
- Manage Users
- Add New Clinic

Back **Next**



NOTE If multiple clinics are associated with the company, select a clinic from the drop-down menu. Click **Next**.

The *Clinic Information* screen appears.

- To edit Clinic information, select the field by clicking within the field name. For fields already containing information, click within the field and delete the information. After updating the information click **Save**.

(USB only)

After the Clinic Information has changed, the RetinaVue Network software application needs to be updated for the change to be applied. To update the RetinaVue Network software application, either restart the application, or from within the application, click **Settings >, Advanced >, Import**.

Update Company Information to activate Two-Factor Authentication

Company Information can only be added or edited by Company Administrators. Company Administrators have privileges for all company clinics within the RetinaVue Network.



NOTE The **Official Clinic Name** is not an editable field.

Editable **Company Information** fields include:

- **Address**
- **Suite and Unit**
- **City**
- **State**
- **Zip**

- **Two Factor Authentication**

Editable **Primary Company Contact** fields include:

- **First Name**
- **Initial**
- **Last Name**
- **Suffix**
- **Email**
- **Phone**
- **Extension**

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Edit Company Information* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

3. To activate a Two-Factor Authentication method for all users in the company, use the drop down menu to select *None*, *SMS Only*, *Email Only*, or *Both*.

Company Information

Official Company Name
Mountainview Clinic

Address * 1234 Red River Road Ste/Unit 12 City * Canyon Top State * UT Zip * 84005

Two Factor Authentication
Both

All Logins will require authentication
! This setting applies to all users of the company

Primary Company Contact

First Name * Jasper Init [] Last Name * Rothchild Suffix MD, MPH

Email * RVNTester@Gmail.com Phone * (801) 123-4567 Ext []

Back **Save**

After updating the information click **Save**.



NOTE For Two-Factor Authentication choices of *SMS Only*, *Email only*, or *Both* the Verification code is required for the next log in at the Customer Portal.

Manage Users



NOTE Company Administrators can manage users for all company clinics within the RetinaVue Network from the *User Management* screen. Clinic Administrators can manage users for their clinic from the *User Management* screen.

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Manage Clinics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient (*wireless only*)
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

3. Select *Manage Users* and then click **Next**.

Clinic Management

What would you like to do?

- Update Referring Physicians
- Update Clinic Information
- Manage Users
- Add New Clinic

Back Next

The *User Management* screen appears.

| User | First Name | Last Name | Email |
|---------------------------------|----------------|-----------|---------------------|
| Clinic1_Admin | TNmedCliAdmin | Clinic | rvntester@gmail.com |
| Clinic1_Reports | TNmedCliReport | NoAdmin1 | rvntester@gmail.com |
| Clinic4_RptUsr1 | ReportUser1 | NoAdmin1 | rvntester@gmail.com |
| Clinic5_RptUsr1 | ReportUser1 | NoAdmin3 | rvntester@gmail.com |
| Clinic4_RptUsr2 | ReportUser2 | NoAdmin1 | rvntester@gmail.com |

Contact Information

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone

User Information

Username * Password * Confirm Password *

Require user to change password at next login.

Permissions

Company Administrator

| Clinic Name | Clinic Admin | Edit Report | View Report | Schedule Patient | Manage Devices |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Medical Center 1 | <input type="checkbox"/> |
| Medical Center 2 | <input type="checkbox"/> |
| Medical Center 3 | <input type="checkbox"/> |



NOTE If already created, a list of users appears in an alphabetically-ordered table.



NOTE If a user is associated with multiple clinics, each clinic appears in the *Permissions* table.

4. To add a user, click **Add**. Enter the user information into all the required fields and then click **Save**. **Note:** Required fields are highlighted in red.
 - a. (Optional) Select the **Require user to change password at next login** check box.
 - b. (Optional) Select the **Company Administrator** check box to add Company Administration permissions for the user. With *Company Administrator* permissions, all 5 roles (Clinic Admin, Edit Report, View Report, Schedule Patient, and Manage Devices) are selected for all clinics.

Users

| User | First Name | Last Name | Email |
|---------------------------------|----------------|-----------|---------------------|
| Clinic1_Admin | TNmedCliAdmin | Clinic | rvntester@gmail.com |
| Clinic1_Reports | TNmedCliReport | NoAdmin1 | rvntester@gmail.com |
| Clinic4_RptUsr1 | ReportUser1 | NoAdmin1 | rvntester@gmail.com |
| Clinic5_RptUsr1 | ReportUser1 | NoAdmin3 | rvntester@gmail.com |
| Clinic4_RptUsr2 | ReportUser2 | NoAdmin1 | rvntester@gmail.com |

Contact Information

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone

User Information

Username * Password * Confirm Password *

Require user to change password at next login.

Permissions

Company Administrator

| Clinic Name | Clinic Admin | Edit Report | View Report | Schedule Patient | Manage Devices |
|------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Medical Center 1 | <input type="checkbox"/> |
| Medical Center 2 | <input type="checkbox"/> |
| Medical Center 3 | <input type="checkbox"/> |
| Medical Center 4 | <input type="checkbox"/> |
| Jeff Test Clinic | <input type="checkbox"/> |
| DDG Foo | <input type="checkbox"/> |

Cancel Save

- c. Selecting any Two-Factor Authentication option applies to all users in the company. If *SMS Only* is chosen, a cell phone number for each of the users in the company needs to be provided in order for this feature to work.
5. Select any, or all, of the following roles: **Clinic Admin**, **Edit Report**, **View Report**, **Schedule Patient**, or **Manage Devices** to allow the appropriate permission for the user by selecting the check boxes next to one or more user roles.
6. To edit a user, select the user by clicking on the user name. The User's *Contact Information* fields populate.

Users

| User | First Name | Last Name | Email |
|-----------------|------------------|-----------|---------------------|
| Clinic1_Admin | TNmedCllAdmin | Clinic | rvntester@gmail.com |
| Clinic1_Reports | TNmedCllReport | NoAdmin1 | rvntester@gmail.com |
| Clinic4_RptUsr1 | ReportUser1 | NoAdmin1 | rvntester@gmail.com |
| Clinic4_RptUsr2 | ReportUser2 | NoAdmin1 | rvntester@gmail.com |
| Clinic5_RptUsr1 | ReportUser1 | NoAdmin3 | rvntester@gmail.com |
| Company1_DM | CompanyDeviceMgr | NoAdmin | rvntest@gmail.com |

Contact Information

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone

User Information

Username * Password * Confirm Password *

Require user to change password at next login.

Permissions

Company Administrator

| Clinic Name | Clinic Admin | Edit Report | View Report | Schedule Patient | Manage Devices |
|-----------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Medical Center 1 | <input type="checkbox"/> |
| Medical Center 2 | <input type="checkbox"/> |
| Medical Center 3 | <input type="checkbox"/> |
| Medical Center 4 | <input type="checkbox"/> |
| Jeff Test Clinic | <input type="checkbox"/> |
| DDG Foo | <input type="checkbox"/> |
| Family Med Associates | <input type="checkbox"/> |

7. Click **Edit**.
8. Enter the user information into the fields to update and then click **Save**.

Overview of Add New Clinic



NOTE In the RetinaVue Network, there are Companies and Clinics. The Company is the top level account and may span a number of clinics (for example, an IDN or practice group). Each individual practice is a clinic.



NOTE Only Company Administrators can add clinics.

From the RetinaVue Network Customer Portal *Manage Clinics* screen, Company Administrators can add new clinics.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

Add New Clinic

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.
2. Select *Manage Clinics* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- Schedule a Patient *(wireless only)*
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics
- Manage Devices
- Manage Clinics
- Edit Company Information

Next

3. Select *Add New Clinic* and click **Next**.

Clinic Management

What would you like to do?

- Update Referring Physicians
- Update Clinic Information
- Manage Users
- Add New Clinic

Back Next

4. Confirm the company information and click **Next**.
5. Enter the clinic name, phone number and address (or copy the company address) (Step 1 of 3).

New Account Setup

Clinic Setup: Clinic Information (Step 1/3)

[Copy company address](#)

Official Clinic Name * Phone *

Address * Ste/Unit City * State * Zip *

Back Next

Click **Next**.



NOTE The clinic name cannot exceed 70 characters in length.

6. Enter the primary contact and IT contact for the clinic. (Step 2 of 3).

New Account Setup

Clinic Setup: Contact Information (Step 2/3)

Primary Clinic Contact

First Name * Init Last Name * Suffix

Email * Phone * Ext

IT Contact

First Name * Init Last Name * Suffix

Email * Phone * Ext

Back Next

Click **Next**.

7. Enter at least one provider that will be referring patients for exams. (Step 3 of 3). Click **Add** to confirm the entry. The provider (Referring Provider) is added to the Referring Physicians table.

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

| | Name | Suffix | NPI | Email | |
|---|------------------|------------|------------|---------------------------------|---|
| 1 | Rosenthal, Sal R | MD, MPH | 1234567890 | RosenthalS@Valleyviewclinic.com | X |



NOTE The Referring Provider First Name and Last Name must contain 3 or more characters. (Providers with 2-character names are not supported.)

After adding one or more providers, click **Next**.

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

| | Name | Suffix | NPI | Email | |
|---|------------------|------------|------------|---------------------------------|---|
| 1 | Rosenthal, Sal R | MD, MPH | 1234567890 | RosenthalS@Valleyviewclinic.com | X |

First Name * Init Last Name * Suffix NPI *

Email * Phone * Ext

Add

Back **Next**

(Optional) Enter information for additional providers and then click **Add** to confirm the entry.

- Click **Finish** to complete the process.

New Account Setup

Complete Setup

All of the required information has been provided. Press the finish button to complete this process.

Back **Finish**

Features of the RetinaVue Network software application

RetinaVue Network software application roles and associated privileges

The table compares the role of users within the RetinaVue Network software application. This list details the role of users that can access the RetinaVue Network software application for the purposes of performing eye exams and performing administrative activities (such as adding, removing, or editing Application Users, Referring Providers, and updating contact information). These roles are created during the first time set up.



NOTE This table contains a list of roles for user that can access the RetinaVue Network software application when *Login Required* is selected. When *Login Required* is not selected all Application Users have admin privileges.

| | Admin | User |
|---|-------|------|
| Add/edit/remove Referring Providers | X | |
| Add/edit/remove Application User | X | |
| Perform an exam and submit it | X | X |
| Edit Primary Contacts for the clinic | X | |
| Set login required | X | |
| Enforce Image Quality | X | |
| Edit company information | X | |
| Import settings from the RetinaVue Network Customer Portal | X | |
| Deactivate RetinaVue Network software application from the computer | X | |



NOTE For an Application User without Administrator privileges (Admin), *Settings* is disabled in the RetinaVue Network software application.

Welcome to the RetinaVue™ Network

Select one of the following options:



Welcome to the RetinaVue Network software application

1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



NOTE If the *Login Required* feature is selected, enter the User Name and Password into the log in fields of the RetinaVue Network software application.

The *Welcome* screen appears.

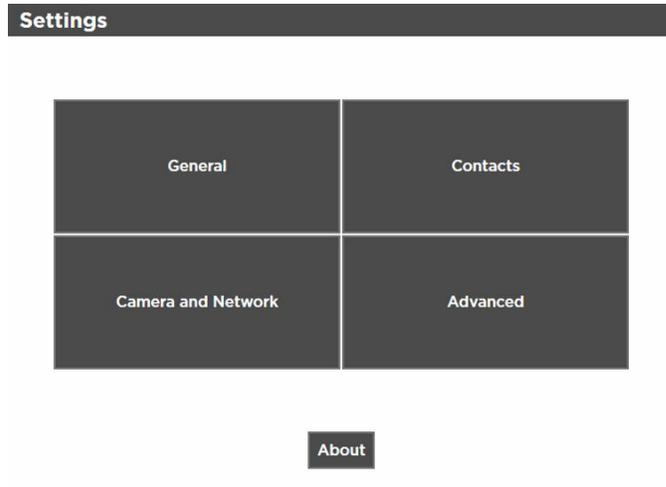
Welcome to the RetinaVue™ Network

Select one of the following options:



NOTE To view the RetinaVue Network software version, click **Settings**, and then click **About**. The software version appears at the top of the information screen. Click **OK** to return to the *Settings* screen.

2. From the *Settings* screen, click **General**, **Contacts**, **Camera and Network**, or **Advanced** to view or change the settings as desired.



Overview of General Settings

The *General Settings* screen provides the ability to view or change the following settings:

General Settings

Exam State: WA
Primary Clinic Contact: Admin, Mdcl Cntr 1
Clinic Phone #:
Clinic Email:

Send result notification to primary contact
 Login Required
 App Topmost
 Enable Extended Patient Info
 Enforce Image Quality
 Demo Mode

Auto Log-Out (min): 0
Docking Location: Bottom Right

Open Web Browser Open File Explorer Open Command Prompt

Save Cancel

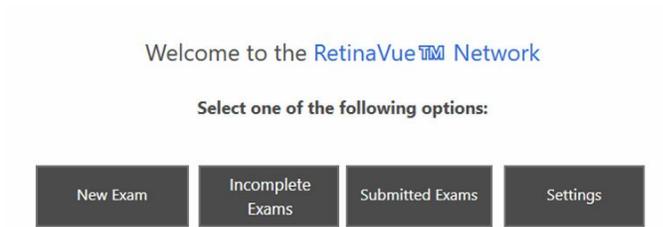
- Exam State
- Primary Clinic Contact
- Clinic Phone Number (view only)
- Clinic Email (view only)
- Auto Log-Out (min)
- Docking Location
- Send result notification to primary contact
- Login Required
- App Topmost
- Enable Extended Patient Info
- Enforce Image Quality
- Demo Mode

Additional features of the General settings

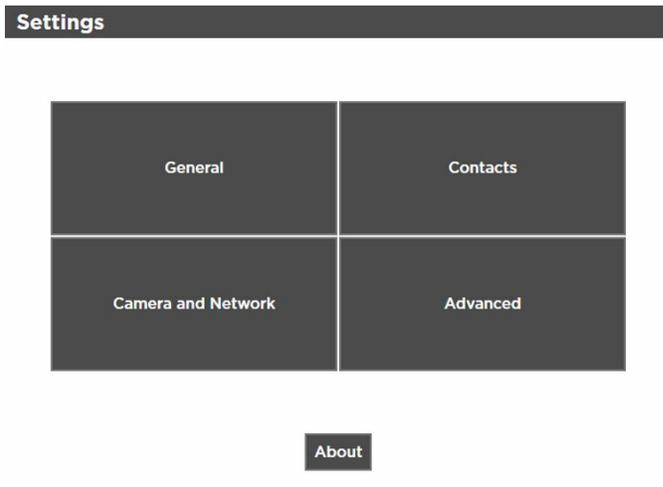
1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



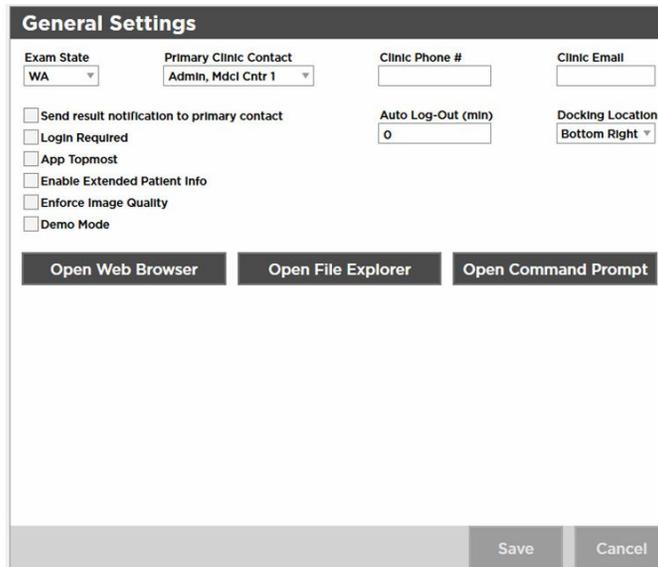
The *Welcome* screen appears.



2. Click **Settings**.
3. From the *Settings* screen, click **General** to use the additional features.



4. Click **Open Web Browser**, **Open File Explorer**, or **Open Command Prompt** to launch another Windows® application from within the RetinaVue Network software.
 - *Open Web Browser* launches the computer default web browser
 - *Open File Explorer* launches the Windows® Explorer window to the default location *Windows (C:)*
 - *Open Command Prompt* launches the Windows® C prompt to the default prompt location *C:\RetinaVue Network\Client>*



5. Click **<PREV** (Previous) to return to the *Settings* screen.

View or change the General settings

1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



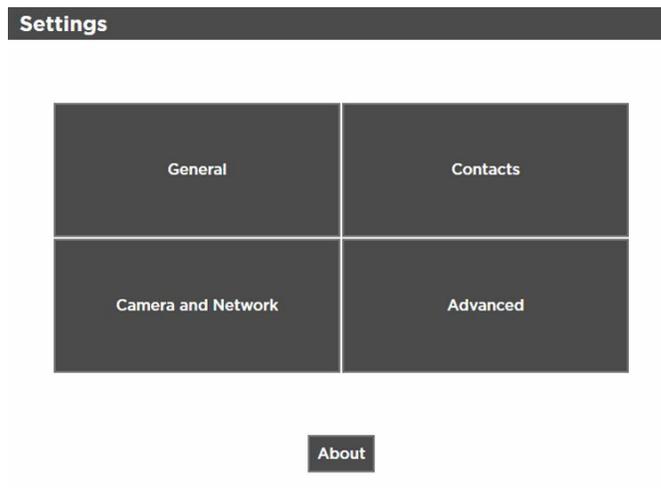
The *Welcome* screen appears.

Welcome to the RetinaVue™ Network

Select one of the following options:



2. Click **Settings**.
3. From the *Settings* screen, click **General** to view or change settings.



4. Use the drop-down menu to view or change the state where exams will take place.



NOTE The default location is set during the account set up.

5. Use the drop-down menu to view or change the clinic's primary contacts.



NOTE Primary Clinic Contacts include Referring Providers (if they are part of the clinic).

6. Clinic Phone Number (#) and Clinic Email are non-editable fields in the RetinaVue Network software application.



NOTE The default phone number (#) and clinic e-mail are set during the account set up.

7. Use the drop-down menu to view or change the *Docking Location* where the RetinaVue Network software application docks on the computer screen when the RetinaVue Network software application window is minimized. Options include: Bottom Right, Top Right, and Top Center.



NOTE The *Docking Location* setting only applies when the *App Topmost* setting is selected.

8. Click in the *Auto Log-Out* field and type in the desired number of minutes before the RetinaVue Network software application logs the user.



NOTE The default *Auto Log-Out* is 0 minutes.



NOTE The *Auto Log-Out* setting only applies when the *Login Required* setting is selected.

9. Select *Send result notification to primary contact* to receive an e-mail notification of submitted exams.



NOTE The default e-mail is set during the account set up.

10. Select *Login Required* to enforce the use of a login username and password for the computer running the RetinaVue Network software application.
11. Select *App Topmost* to keep the RetinaVue Network software application at the forefront of all other Windows® applications that are open.
12. Select *Enable Extended Patient Info* to allow a user to enter additional patient demographic information such as Ethnicity, Cholesterol levels, and Visual Acuity.
13. Select *Enforce Image Quality* to require users to acquire at least 1 image (per eye) with a Quality Assurance score of at least 20, or to acquire 3 images with a minimum Quality Assurance score of at least 20. (If the image is lacking in quality, it is highly unlikely that a specialist will be able to read it.)



NOTE *Enforce Image Quality* is intended to ensure that camera operators try a second and third time when the image quality is below the acceptable threshold. If the exam contains 2 eye images with a Quality Assurance score under 20, the user is unable to submit the exam for over-read service. If the user acquires a third image with a Quality Assurance score under 20, they are allowed to submit the exam within the RetinaVue Network software application.



NOTE The TopCon camera is the only camera that allows 3 images to be added per eye.



NOTE If selecting the *Enforce Image Quality* feature disables the Submit button within the RetinaVue Network software application, see the *Troubleshooting* section for further information.



14. Select *Demo mode* to use the RetinaVue Network software application for practice and to become familiar with the settings.



NOTE Ensure that the Demo Mode is deselected in the application to submit exams for evaluation. If exams are submitted in Demo Mode those exams are uploaded to the RetinaVue Network, however exams are not evaluated. Exam data is then deleted from the computer.

15. Click **Save** to save the changes or click **Cancel** to undo the changes. Click **OK** to accept the changes.

Overview of Camera and Network Settings

The *Camera Settings* screen provides the ability to view or change the following settings:

- Camera Type
- Camera Serial Number (#)
- Exported Images Folder (Default location C:\ExportedImages)
- Camera IP Address (only used with TopCon Ethernet connected cameras)
- Local Port (only used with TopCon Ethernet connected cameras)
- AE Title (only used with TopCon Ethernet connected cameras)
- IOptic Database File (only used with EasyScan cameras)

Camera Settings

Connection

| | | |
|-------------------|-----------------|---------------------------|
| Camera Type | Camera Serial # | Exported Images Folder |
| TopCon NW400 | | C:\ExportedImages\ Browse |
| Camera IP Address | Local Port | AE Title |
| 10.0.0.2 | 104 | RETINACAM |
| | | IOptic Database File |
| | | Browse |

Patient Search

| | | | | |
|---------------------|---------------|----------|----------|-----------------|
| SQL Server Instance | Database Name | Username | Password | Test Connection |
| | | | | |

Search Query

Select Query

Save Cancel

View or change the Camera Settings

1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



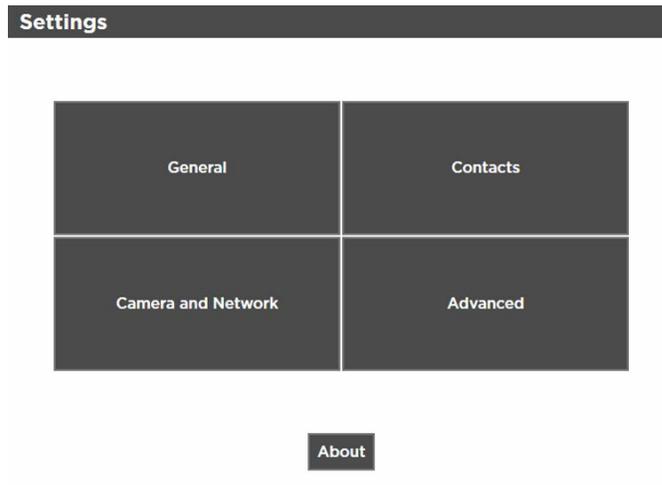
The *Welcome* screen appears.

Welcome to the RetinaVue™ Network

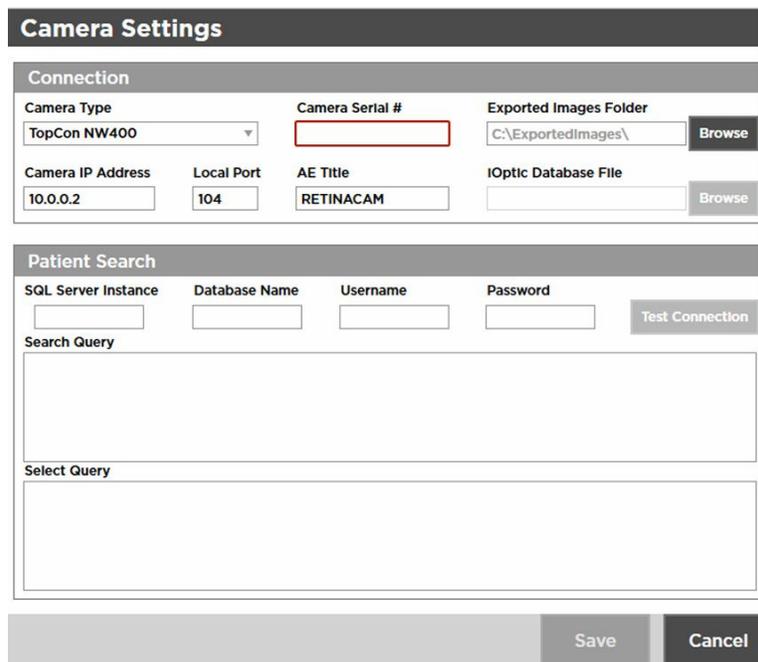
Select one of the following options:



2. Click **Settings**.
3. From the *Settings* screen, click **Camera and Network** to view or change settings as desired. The *Camera Settings* screen appears.



4. Use the drop-down menu to view or change the Camera Type. (Choices Include: DRS, EasyScan, RetinaVue™ 100 Imager, RetinaVue™ 700 Imager, and TopCon NW400.)



5. A camera serial number may be required. Obtain the serial number from the camera and type it into the Camera Serial # field.

6. Exported Images are stored on the computer in the folder: \ExportedImages\. To change the location of exported images, click **Browse** and navigate to the desired location on the computer.



NOTE Changing the default location may require the configuration of third party cameras.

7. Click **Save** to save the changes or click **Cancel** to undo the changes.
8. Click **<PREV** (Previous) to return to the *Settings* screen.

Overview of Contact Settings

The *Contact Settings* screen provides the ability to view, add, or remove Referring Providers and Application Users.



NOTE To add an Application User, the *Login required* setting must be selected.



NOTE Required fields are highlighted in red.

Add Referring Provider Contact Information required fields include:

Contact Information

- Contact Type (Organization)
 - NPI (10-digits)
 - Organization Name
- Contact Type (Individual)
 - NPI (10-digits)
 - First Name
 - Last Name
 - Suffix

Add Referring Provider Individual Contact Information optional fields include:

Contact Information

- Middle Initial (M.I.)
- Phone Number (#)
- Fax Number (#)
- Email Address

Add Application User Individual Contact Information required fields include:

Contact Information

- Contact Type (Individual)
- First Name
- Last Name
- Email Address

Add Application User Individual Login Information required fields include:**Login Information**

- Role (Admin or User)
 - Username
- The optional Login Information field is the Description field.

Add Application User Individual Contact Information optional fields include:**Contact Information**

- Middle Initial (M.I.)
- Suffix
- Phone Number (#)
- Fax Number (#)

Add Application User Organization Contact Information required fields include:**Contact Information**

- Contact Type (Organization)
- Organization
- Email Address

Add Application User Organization Login Information required fields include:**Login Information**

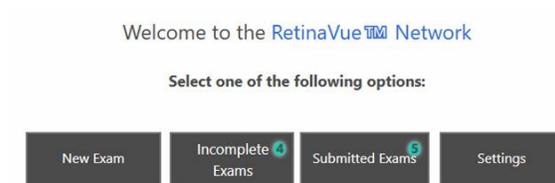
- Role (Admin or User)
- Username

View or change the Contact Settings

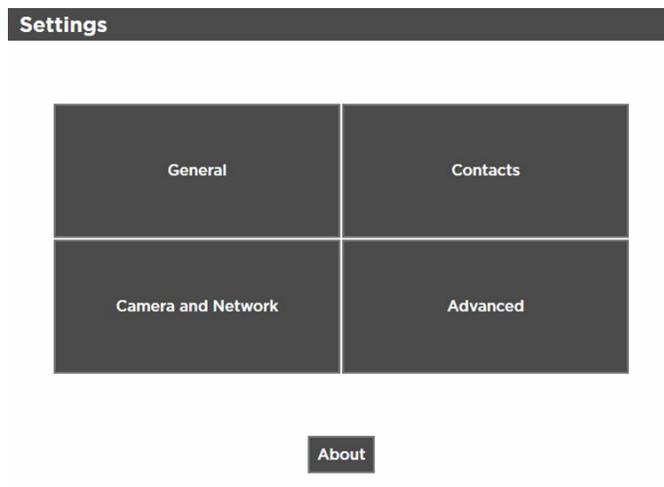
1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



The *Welcome* screen appears.



2. Click **Settings**.
3. From the *Settings* screen, click **Contacts** to view or change settings as desired.



The *Contact Settings* screen appears.

Add Referring Provider

1. If the RetinaVue Network software is not already open, double-click the desktop icon.



The *Welcome* screen appears.

2. Click **Settings**.
3. From the *Settings* screen, click **Contacts** to view or change settings as desired. The *Contact Settings* screen appears.
4. Click **Add Referring Provider**.

5. Use the drop-down menu to add the *Contact Type* (Individual or Organization).
6. Click within the *NPI* field and type the 10-digit NPI number.

7. Click within the *Organization* field and type the organization name. (When *Organization* is selected.)
8. Click within the *First Name* field and type the provider first name. (When *Individual* is selected.)



NOTE Required fields are highlighted in red.

9. Click within the *Last Name* field and type the provider last name. (When *Individual* is selected.)
10. Click within the *Suffix* field and use the drop-down menu to add the provider's title. (When *Individual* is selected.)
11. Click within the *Phone #*, *Fax #*, or *Email Address* optional fields and type the information to update those fields.
12. When all the necessary changes are complete, click **Save** to save the changes or click **Cancel** to undo the changes.

Deactivate a Referring Provider or an Application User

1. If the RetinaVue Network software is not already open, double-click the desktop icon. The *Welcome* screen appears.
2. Click **Settings**.
3. From the *Settings* screen, click **Contacts**. The *Contact Settings* screen appears.
4. Select a Referring Provider or an Application User from the left panel. Click **Deactivate**. Click **OK** at the dialogue screen: *The Contact will be removed. This action cannot be undone.*

Add Application User



NOTE To add an Application User, the *Login required* setting must be selected.

1. If the RetinaVue Network software is not already open, double-click the desktop icon. The *Welcome* screen appears.
2. Click **Settings**.
3. From the *Settings* screen, click **Contacts** to view or change settings as desired. The *Contact Settings* screen appears.
4. Click **Add Application User**.



NOTE Required fields for Contact Type *Individual* include: First Name, Last Name, Email Address, Role, and Username. Required fields for Contact Type *Organization* include: Organization, Email Address, Role, and Username.



NOTE Required fields are highlighted in red.

5. Use the drop-down menu to add the *Contact Type* (Individual or Organization).
6. Click within the *First Name*, *Last Name* (or Organization) , *Email Address*, and *Username* fields and begin typing to complete these fields. For the *Role* field, use the drop-down menu to select *Admin* or *User* privileges.



NOTE Upon completion of adding a user, an e-mail notification is sent to the email address of the new user to confirm the password change for that user.



NOTE A valid e-mail address is required to receive an e-mail notice with password reset instructions.

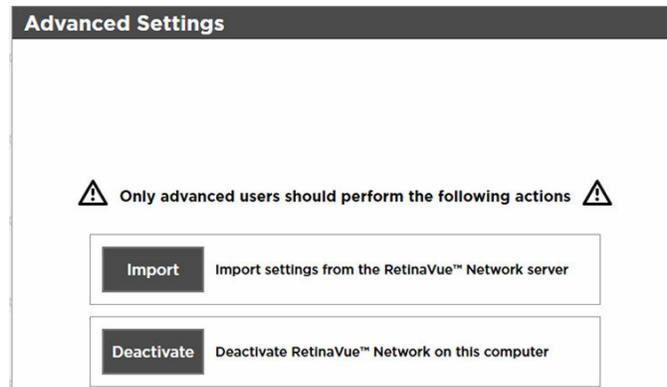
7. Copy and paste the temporary password from the e-mail into the RetinaVue Network application upon the next log in.
8. Click within the *Suffix* field and use the drop-down menu to add the provider's title. (When *Individual* is selected.)
9. Click within the *Phone #*, *Fax #*, or *Email Address* optional fields and type the information to update those fields.
10. When all the necessary changes are complete, click **Save** to save the changes or click **Cancel** to undo the changes.

Deactivate a Referring Provider or an Application User

1. If the RetinaVue Network software is not already open, double-click the desktop icon. The *Welcome* screen appears.
2. Click **Settings**.
3. From the *Settings* screen, click **Contacts**. The *Contact Settings* screen appears.
4. Select a Referring Provider or an Application User from the left panel. Click **Deactivate**. Click **OK** at the dialogue screen: *The Contact will be removed. This action cannot be undone.*

Advanced Settings

The *Advanced Settings* screen provides the ability to import settings from the RetinaVue Network Customer Portal and to deactivate the RetinaVue Network software application on the computer.



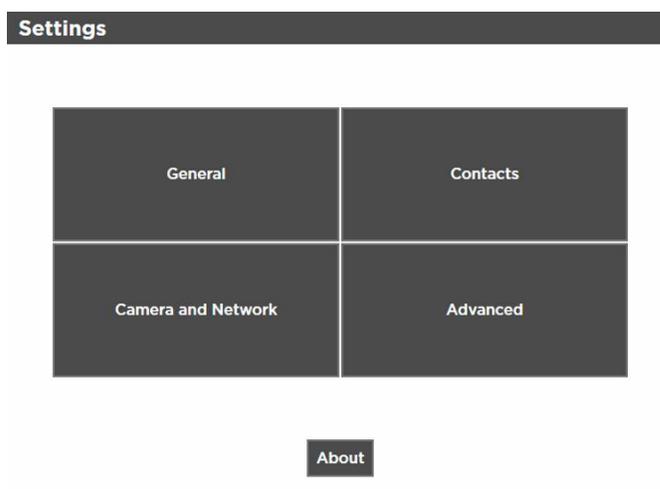
View or change the Advanced Settings

1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



The *Welcome* screen appears.

2. Click **Settings**.
3. From the *Settings* screen, click **Advanced** to view or change settings as desired. The *Advanced Settings* screen appears.

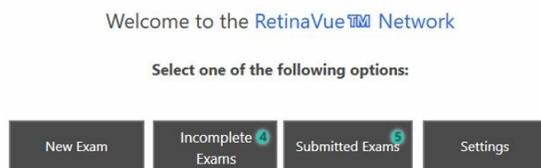


4. Click **Import** to import the settings from the RetinaVue Network Customer Portal.
5. Click **Deactivate** to deactivate RetinaVue Network software application from the computer.

Managing exams in the RetinaVue Network software application

You can manage exams from three screens in the RetinaVue Network software application:

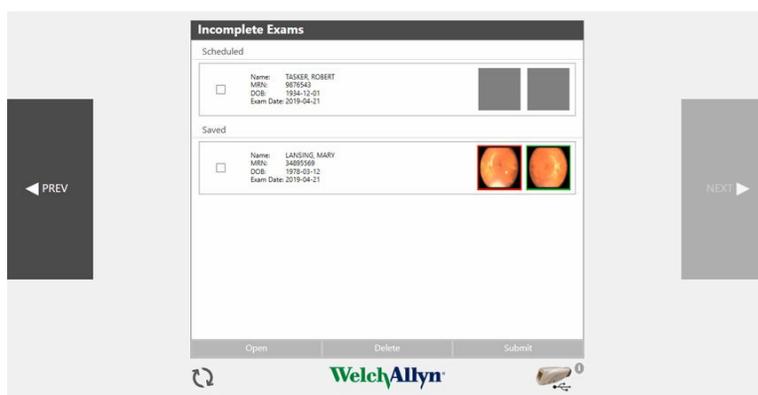
- *New Exams*
- *Incomplete Exams*
- *Submitted Exams*



The *New Exam* screen allows you to enter patient information for a new exam. After you enter patient information, you can proceed with transferring the patient information to the camera, retrieving images from the camera, and submitting the exam for over-read. You can also save the exam for later. This may be useful if you wish to transfer multiple exams to the camera at the same time.

The *Incomplete Exams* screen displays exams that you have saved for later. From this screen, you can proceed with transferring patient information to the camera, retrieving images from the camera, and submitting the exam for over-read.

- "Scheduled" exams are typically new exams with only patient information data and no acquired images from a supported camera.
- "Saved" exams contain patient data and images.



The *Submitted Exams* screen allows you to see the status of exams that have been submitted for over-read.

Start a new exam

You can start a new exam and transfer it to the camera at the same time, if the camera is connected to the computer. Or, if the camera is not available, you can start the exam and transfer it to the camera at a later time.

Start a new exam and transfer to the camera

Follow this procedure if you want to start the exam and transfer it to the camera at the same time.

1. Connect the camera to the computer via USB.
2. Click **New Exam** in the RetinaVue Network software application.
3. Complete all required fields. Required fields are highlighted in red.

RetinaVue™ Network - Medical Center 2

Patient Information

Basic Information

MRN: 48591236
Birth Date: 1962-05-17
First Name: Apatha
Gender: Female
Last Name: Fairchild
Referring Provider: Boydston MD, Erika

Risk Factor:
 None
 Hypertension
 Diabetes Type 1
 Pregnancy
 Diabetes Type 2
 Smoking
 High Cholesterol
 Obesity

Comments

MRN: 48591236
Name: FAIRCHILD, AGA
DOB: 1962-05-17

Save For Later

WelchAlllyn

4. Click **NEXT**.
A message appears indicating the patient has been added to the camera.



5. Click **OK**.
6. Disconnect the camera from the computer and verify that the exam information appears on the camera.

Follow the instructions contained in the camera *Instructions for use* to capture exam images.

Start a new exam and save for later

Follow this procedure if you want to save the exam information to RetinaVue Network software application at this time, and then transfer the exam to the camera at a later time.

1. Click **New Exam** in the RetinaVue Network software application.

- Complete all required fields. Required fields are highlighted in red.

RetinaVue™ Network - Medical Center 2

Patient Information

Basic Information

MRN: 48591236
 Birth Date: 1962-05-17
 First Name: Apatha
 Last Name: Fairchild
 Gender: Female
 Referring Provider: Boydston MD, Erika

Risk Factor
 None
 Hypertension
 Diabetes Type 1
 Pregnancy
 Diabetes Type 2
 Smoking
 High Cholesterol
 Obesity

Comments

MRN: 48591236
 Name: FAIRCCHILD, AGA
 DOB: 1962-05-17

Save For Later

PREV NEXT

WelchAllyn

- Click **Save for Later**.
The *Welcome* screen appears.
- Optionally, create additional exams and save them for later.

What to do next

When you are ready to transfer exams to the camera, connect the camera to the computer. Allow the camera to stay connected for several seconds, and then disconnect the camera from the computer. Go to the *Incomplete Exams* screen and verify that all of the "Scheduled" exams appear on the camera. Follow the instructions contained in the camera *Instructions for use* to capture exam images.

Submit an exam

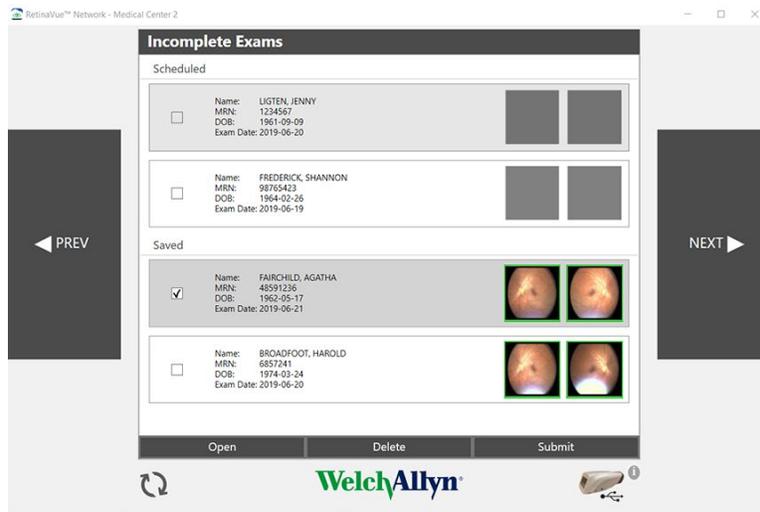
- If you have not yet transferred exam images from the camera to the computer, connect the camera to the computer to transfer the images.



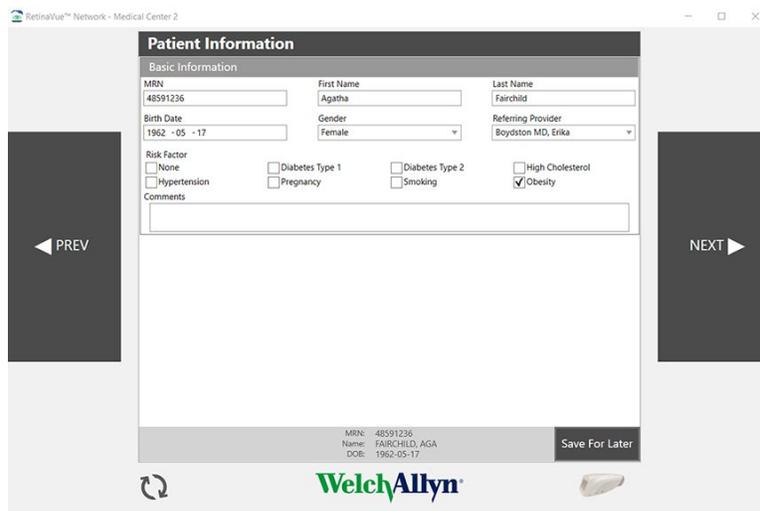
NOTE You can only submit exams that contain images.

- Click **Incomplete Exams**.
A list of patients with incomplete exams appears.
- Select your patient and click **NEXT**.

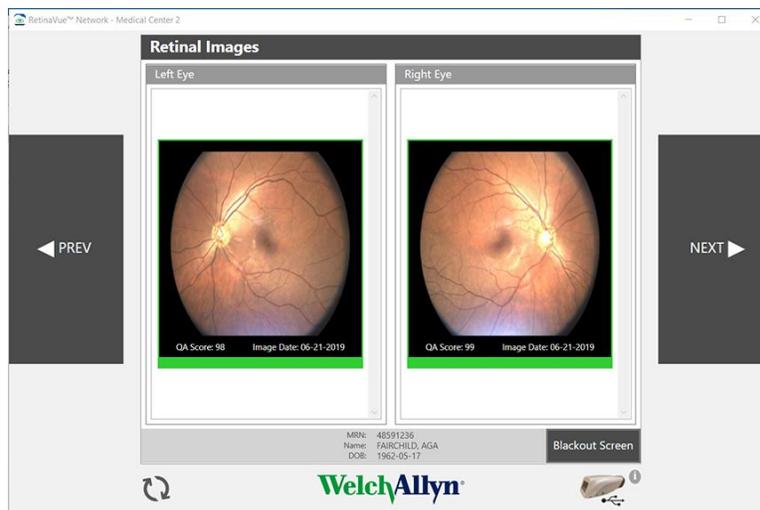
56 Managing exams in the RetinaVue Network software application



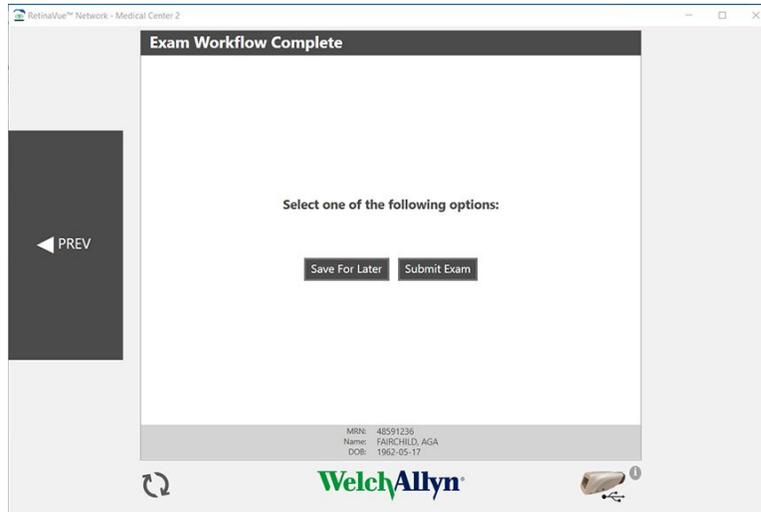
4. Ensure that all patient information is correct and then click **NEXT**.



5. Review the images and then click **NEXT** again.



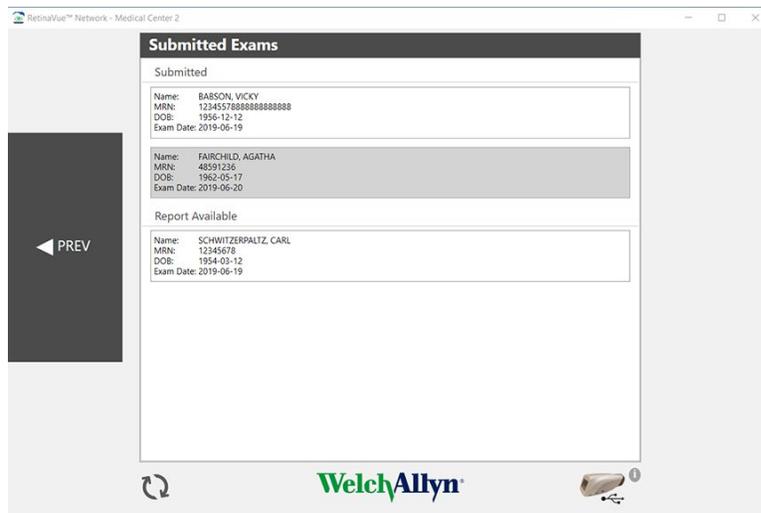
6. From the *Exam Workflow Complete* screen, click **Submit Exam**.



A dialog box displays the progress of the submission, and then a message appears indicating that the exam was successfully submitted.

7. Click **OK**.

The exam appears on the *Submitted Exams* screen with a status of "Submitted".



Exam statuses in the RetinaVue Network software application

Scheduled exams appear on the *Incomplete Exams* screen as "Scheduled" or "Saved". Completed exams appear on the *Submitted Exams* screen as "Submitted". Once an exam is over-read the exam appears as "Report Available".



NOTE Once the final diagnostic report is viewed, edited, or downloaded from the *View New Diagnostic Reports* screen on the RetinaVue Network Customer Portal, the exam status will be removed from the *Submitted Exams* screen. If no action is taken on the *View New Diagnostic Reports* screen, the exam status will be removed 7 days after exam submission.

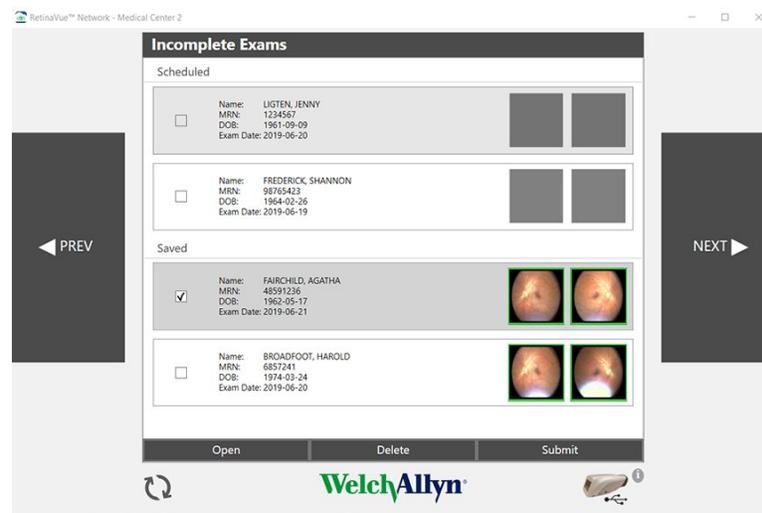
| Status | Description |
|---|--|
| Scheduled (includes New Exams and Incomplete Exams) | The exam has been scheduled. "Scheduled" exams are typically New Exams with only patient information data and no acquired images from a supported camera. "Saved" exams contain patient data and images. |
| Submitted | The exam has been submitted for over-read. |
| Report Available | The status can be viewed from the <i>Submitted Exams</i> screen. Once the final diagnostic report is available, click New Diagnostic Reports in the RetinaVue Network Customer Portal to access the report. |

Display exam images

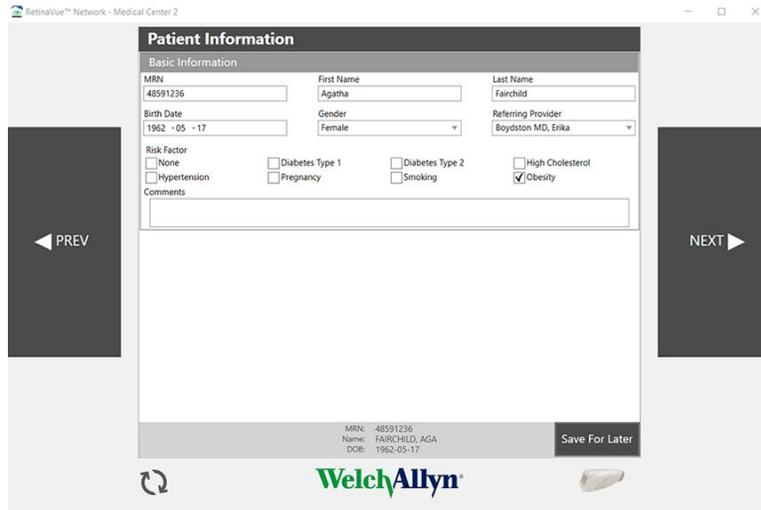
1. Click **Incomplete Exams**.

A list of scheduled patients with incomplete exams appears on the *Incomplete Exams* screen.

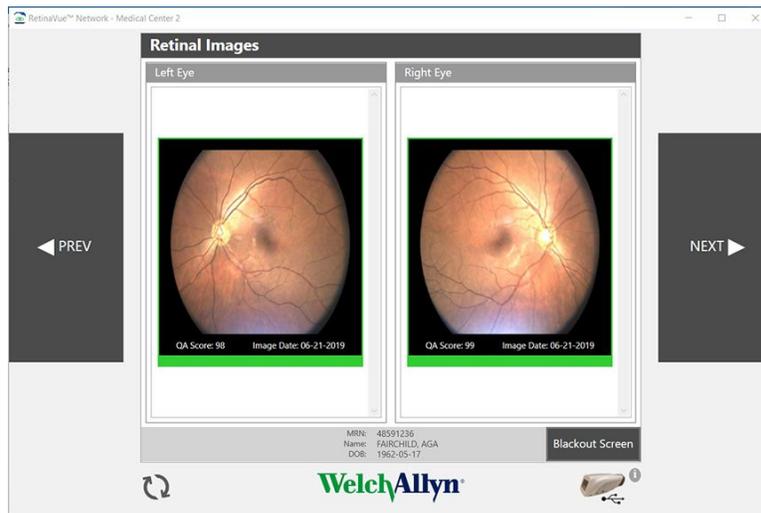
2. Select the exam you want to review and click **NEXT**.



3. Verify that the patient information is correct and click **NEXT**.



4. Click on an image to view it in full screen.



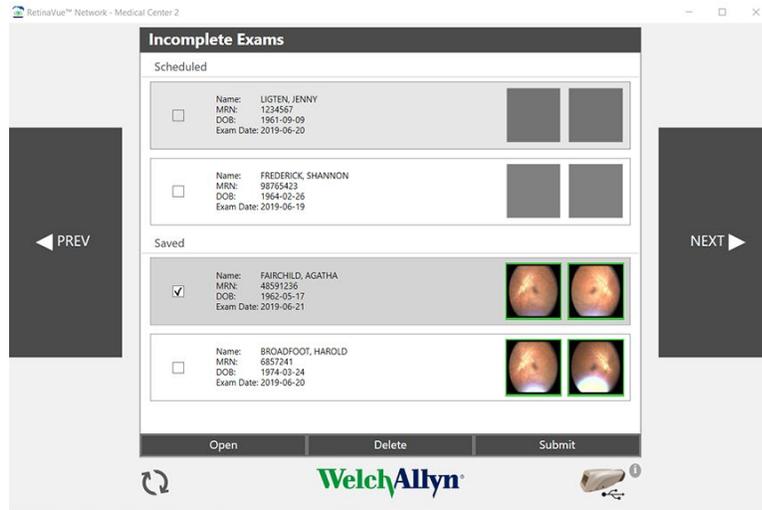
5. Click on the image again to exit full screen mode.

Patient search

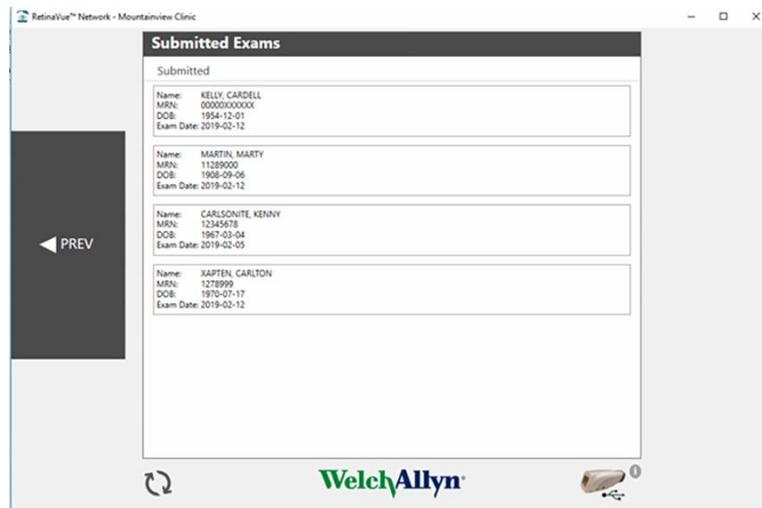
To find a patient in the RetinaVue Network software application, locate the patient name on either the *Incomplete Exams* screen or the *Submitted Exams* screen.

If the exam has not been submitted, the patient will be listed on the *Incomplete Exams* screen. Exams are listed by exam status ("Scheduled" or "Saved"), and then by Exam Date. The most recent exam is listed first. Select the exam you wish to view, and then click **NEXT** to view patient information. You may edit the patient information on the *Patient Information* screen.

60 Managing exams in the RetinaVue Network software application



If the exam has been submitted, the patient will be listed on the *Submitted Exams* screen. Once an exam is submitted, patient information cannot be edited in the RetinaVue Network software application.



Troubleshooting

Troubleshooting RetinaVue Network

To correct an error, follow these instructions or contact Hillrom Technical Support: hillrom.com/en-us/about-us/locations/.

Troubleshooting user lock out or difficulty with the password and username log in - RetinaVue Network Customer Portal

RetinaVue Network Customer Portal passwords must contain:

- a minimum of 8 characters
- a maximum of 32 characters
- at least 1 special character (examples include: !, @, #, \$, %, ^, &, and *)
- at least 1 numeric character
- at least 1 lower case letter
- at least 1 upper case letter

For a RetinaVue Network Customer Portal password reset:

- Password history cannot repeat last 5 passwords used
- Passwords expire after 90 days and need to be reset

User Name

- a user has to be set up first in the RetinaVue Network Customer Portal by a Company Administrator or a Clinic Administrator

| Problem | Solution |
|--|---|
| <p>Difficulty logging in to the RetinaVue Network Customer Portal.</p> <p>Message: <i>Your login attempt was not successful. Please try again.</i></p> | <ol style="list-style-type: none"> 1. Request a password reset. Enter your clinic User Name in the field and then click Reset Password. 2. Once you receive an email notification with the password reset instructions, launch your web browser, navigate to the Customer Portal, and copy and paste the password into the password field. |

Problem

Solution

Difficulty logging in to the RetinaVue Network Customer Portal.

1. Enter User name.
2. Click **Submit**.

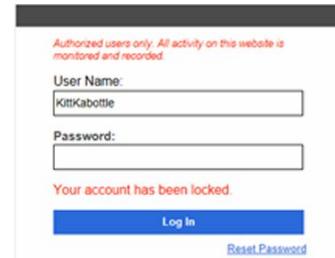
Recover Password

Message: *Enter your User Name to have a new password sent to you by email. Be sure to change your password after logging in.*

Difficulty logging in to the RetinaVue Network Customer Portal.

Forgot username

Message: *Your account has been locked.*



Contact your Company Administrator or contact Hillrom Technical Support: hillrom.com/en-us/about-us/locations/.

Appendix

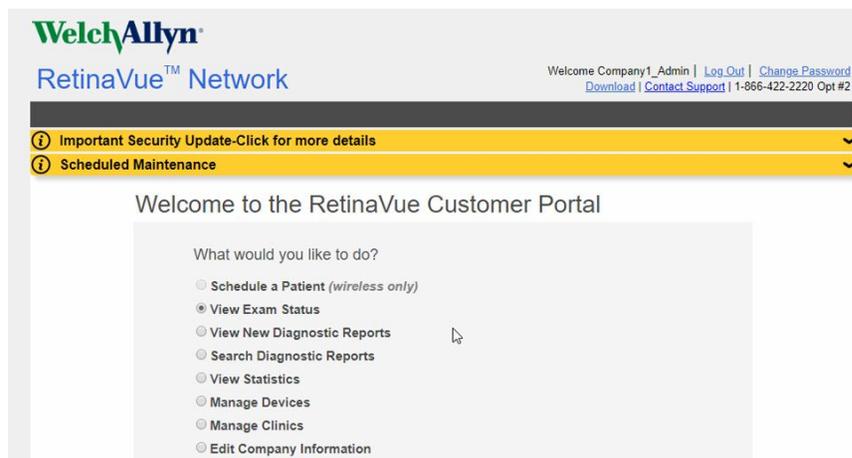
Banner Notifications

- Periodically, you may see banner notifications to inform you of product updates and important messages.
- The messages are collapsible to show more or less information.
- The messages will be displayed to all RetinaVue Network Customer Portal users for a period of time set by a Hillrom administrator, but cannot be dismissed by the RetinaVue Network Customer Portal users.

1. Log in. (See *Log in to the RetinaVue Network Customer Portal*).

When the Welcome screen appears a banner notification also appears with important messages.

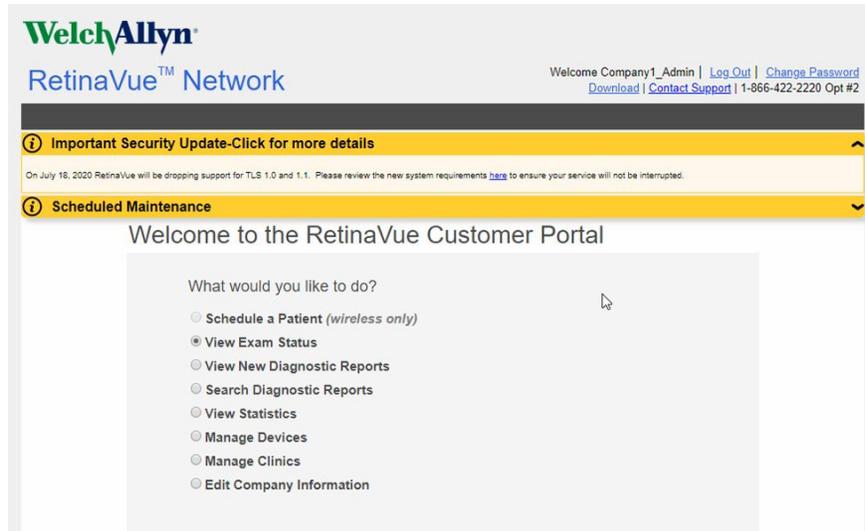
2. Click the arrow within the banner notification to see further details.



3. For the first sample message: "Important Security Update - Click for more details", click the down arrow (chevron) to expand the view and then follow on the on-screen instructions.

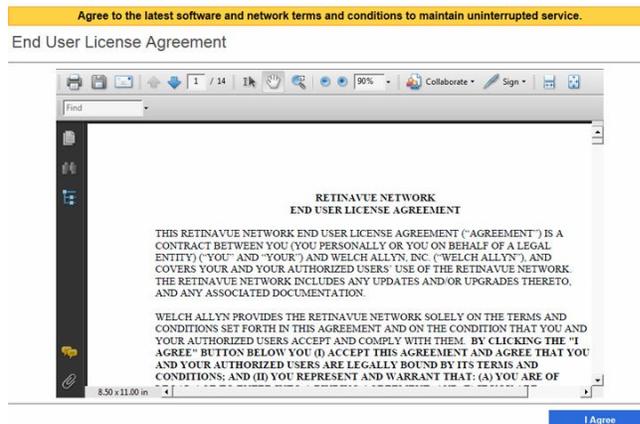


NOTE For any banner notification, click the down arrow (chevron) to expand the view or click the up arrow (chevron) to collapse the view.



Accept the RetinaVue Network End User License Agreement (EULA)

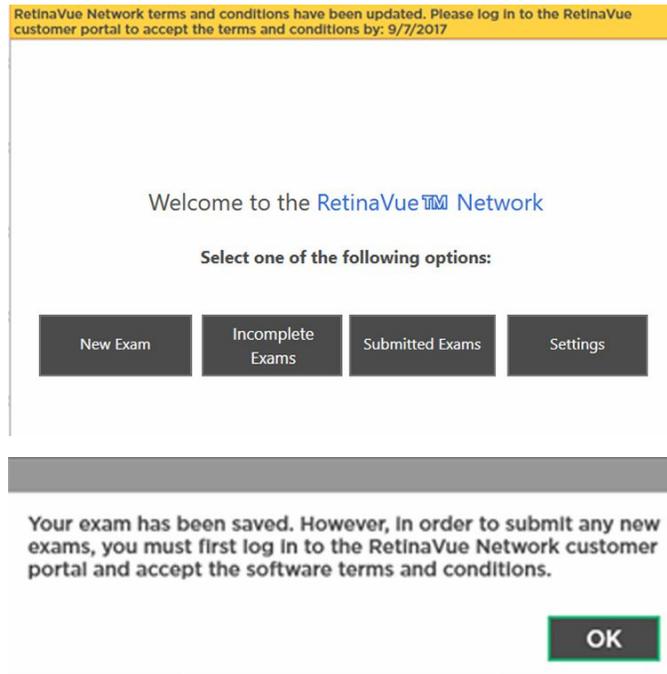
- The RetinaVue Network software application requires an acceptance of the End User License Agreement (EULA) on the RetinaVue Network Customer Portal during the first time set up of the company.
 - Welch Allyn may periodically update the terms of service and require acceptance of a new End User License Agreement (EULA).
 - Log in to the RetinaVue Network Customer Portal using the new User Name and Password that you entered during the initial account set up.
1. Click **I agree** to accept the End User License Agreement.



2. After accepting the End User License Agreement, proceed to the RetinaVue Network software application.



NOTE Failure to accept the End User License Agreement will result in an interruption of the RetinaVue Network software service. After 15-days the RetinaVue Network software application will provide a notification reminder that the End User License Agreement needs to be accepted. From the 15-day notification reminder until end of the 30-day notification time period, the RetinaVue Network software application will display the notification. After the 30-day time period, the application will prevent exams from being submitted if a Company Admin (or User) does not accept the End User License Agreement on the RetinaVue Network Customer Portal.



First time set up of the company - RetinaVue Network Customer Portal



NOTE Follow the instructions from the welcome e-mail.



NOTE The RetinaVue Network requires an acceptance of the End User License Agreement (EULA) on the RetinaVue Network Customer Portal.

1. Use a web browser to navigate to the Welch Allyn RetinaVue Network Customer Portal at: https://www.retinavue.net/rn_customerportal.
2. Use the login information provided in the welcome e-mail.
3. Immediately after logging in, the website prompts you to change the initial password.

Change Your Password

The website will return to the login page once the password has been changed and will require you to login with the new information.



NOTE Passwords need to contain:

- a minimum of 8 characters
- a maximum of 32 characters
- at least 1 special character
- at least 1 numeric character
- at least 1 lower case letter
- at least 1 upper case letter

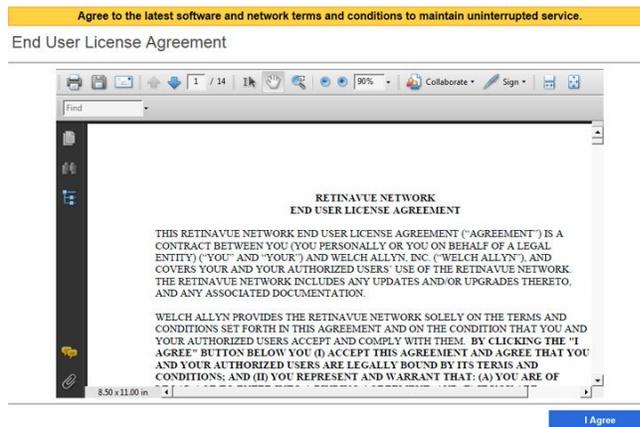
See the *Troubleshooting* section for instructions on recovering passwords through email notification and other password-related issues.

After logging in with the new password, accept the RetinaVue Network End User License Agreement (EULA).



NOTE The web browser needs to have a PDF viewer plugin enabled in order to be able to accept the End User License Agreement. Follow your browser's instructions for enabling the PDF plugin if the following message appears: *"Your browser does not support PDF file viewing. Please install a PDF reader plugin to view the document."*

4. Click **I agree** to accept the End User License Agreement.



5. At the *New Account Setup* screen, use the drop down menu to select a Two-Factor Authentication method. Choices include: *None*, *SMS Only*, *Email Only*, or *Both*. If no Two-Factor Authentication method is selected, complete the remaining steps in this section. If the *SMS Only*, *Email Only*, or *Both* Two-Factor Authentication methods are selected, refer to the *"Two-Factor authentication set up - RetinaVue Network Customer Portal"* section for a more detailed

description of the steps necessary to complete the Two-Factor Authentication process as part of the first time set up of the company.

New Account Setup

Please confirm the company information below.

Official Company Name

Address * **Ste/Unit** **City *** **State *** **Zip ***

Two-Factor Authentication

Next

Confirm the company information and click **Next**.

6. Enter the clinic name, phone number and address (or copy the company address) and click **Next** (Step 1 of 3).

New Account Setup

Clinic Setup: Clinic Information (Step 1/3)

[Copy company address](#)

Official Clinic Name * **Phone ***

Address * **Ste/Unit** **City *** **State *** **Zip ***

Back **Next**



NOTE The clinic name cannot exceed 70 characters in length.

7. Enter the primary contact and IT contact for the clinic and click **Next** (Step 2 of 3).

New Account Setup

Clinic Setup: Contact Information (Step 2/3)

Primary Clinic Contact

First Name * **Init** **Last Name *** **Suffix**

Email * **Phone *** **Ext**

Cell Phone

IT Contact

First Name * **Init** **Last Name *** **Suffix**

Email * **Phone *** **Ext**

Back **Next**

8. Enter at least one provider that will be referring patients for exams. (Step 3 of 3).

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

First Name * Init Last Name * Suffix * NPI *

Email * Phone * Ext

Click **Add** to confirm the entry. The provider (Referring Provider) is added to the Referring Physicians table.

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

| | Name | Suffix | NPI | Email | |
|---|------------------|---------|------------|---------------------------------|---|
| 1 | Rosenthal, Sal R | MD, MPH | 1234567890 | RosenthalS@Valleyviewclinic.com | X |



NOTE The Referring Provider First Name and Last Name must contain 3 or more characters. (Providers with 2-character names are not supported.)

(Optional) Enter information for additional providers and then click **Add** to confirm the entry.

9. Click **Finish** to complete the initial setup process.

New Account Setup

Complete Setup

All of the required information has been provided. Press the finish button to complete this process.



NOTE Failure to accept the RetinaVue Network End User License Agreement (EULA) before attempting to download the RetinaVue Network software application will result in an interruption of the RetinaVue Network software service.

Two-Factor authentication set up - RetinaVue Network Customer Portal

1. Use a web browser to navigate to the Welch Allyn RetinaVue Network Customer Portal at: https://www.retinavue.net/rn_customerportal.
2. Use the login information provided in the welcome e-mail.

3. Immediately after logging in, the website prompts you to change the initial password. The website will return to the login page once the password has been changed and will require you to login with the new information.
4. At the *New Account Setup* screen, use the drop down menu to select a Two-Factor Authentication method. Choices include: *None*, *SMS Only*, *Email Only*, or *Both*.



NOTE For the first time set up of the company account, Welch Allyn recommends that the company admin selects *None*, *Both*, or *Email Only* as the Two-Factor Authentication method. The *SMS Only* option should only be selected after the initial account set up in order to be able to provide a cell phone number. The company admin will need to contact Welch Allyn Technical Support to add their cell phone number.

New Account Setup

Please confirm the company information below.

Official Company Name

Address * **Ste/Unit** **City *** **State *** **Zip ***

Two-Factor Authentication

Select the desired method and then click **Next**.



NOTE Selecting any Two-Factor Authentication method applies to all the users in the company. If *SMS Only* is chosen, a cell phone number for each user in the company needs to be provided in order for this feature to work. Select **Manage Clinics > Manage Users**, click on each user and add a cell phone number and click **Save**. (Required fields contain a red asterisk.)

| User | First Name | Last Name | Email |
|--------------------------|------------|-----------|---------------------|
| JohnsonG | George | Johnson | RVNTester@gmail.com |

Contact Information

First Name * **Init** **Last Name *** **Suffix**

Email * **Phone *** **Ext**

Cell Phone *

User Information

5. For Two-Factor Authentication choices of *SMS Only*, *Email only*, or *Both* the Verification code is required for the next log in at the Customer Portal.
 - a. If the *Email Only* option is selected, an e-mail is sent to the e-mail address of the user logging in. The e-mail from **retinavue.notifier@welchallyn.com** contains the

authorization key needed to verify authentication at Customer Portal for each login. Select "Send Verification Code via Email" and click **Send**.

WelchAllyn
RetinaVue™ Network

Authentication Type Selection

Select Authentication Type

Send Verification Code via Email

Send Verification Code via Phone

Send

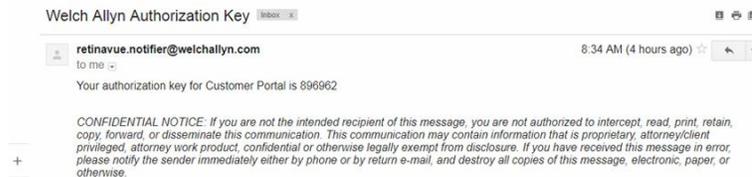
Verification

Verification Code

The verification code will expire after 10 Minutes.

Cancel Verify

Type, or copy and paste, the authorization key from the **retinavue.notifier@welchallyn.com** Email into the Verification Code field and click **Verify**.



- b. If the *SMS Only* option is selected, a text message containing the authorization key is sent to the user's cell phone number. The text message from **retinavue notifier** contains the authorization key needed to verify authentication at Customer Portal for each login. Select "Send Verification Code via Phone" and click **Send**.

WelchAllyn
RetinaVue™ Network

Authentication Type Selection

Select Authentication Type

Send Verification Code via Email

Send Verification Code via Phone

Send

Verification

Verification Code

The verification code will expire after 10 Minutes.

Cancel Verify

Type the authorization key from the SMS text message into the Verification Code field and click **Verify**.



NOTE Enter the Verification code from the Email, or SMS text message, within 10 minutes of receipt and click **Next**. If the verification code is not entered within 10 minutes, the "Verification code is incorrect or expired" message appears. Repeat the **Send** request and enter the new code before the 10-minute expiration.

WelchAllyn
RetinaVue™ Network

Authentication Type Selection

Select Authentication Type

Send Verification Code via Email

Send Verification Code via Phone

Send

Verification

Send Verification Code To: RVN*****@Gmail.com

Verification Code

913122

The verification code will expire after 10 Minutes.

The verification code is incorrect or expired

Cancel Verify

Password use - RetinaVue Network Customer Portal



NOTE New users: use the login information provided in the welcome e-mail. Existing users: enter your current *User Name* and *Password* into the log in fields of the RetinaVue Network Customer Portal.

1. Use a web browser to navigate to the Welch Allyn RetinaVue Network Customer Portal at: https://www.retinavue.net/rn_customerportal.

WelchAllyn
RetinaVue™ Network

Authorized users only. All activity on this website is monitored and recorded.

User Name:

Password:
.....

Log In

[Reset Password](#)

GTIN (01)00732094253443

2. New users: immediately after logging in, the website prompts you to change the initial password.

Change Your Password

Current Password:
.....

New Password:
.....

Confirm New Password:
.....

Cancel Change Password

The website will return to the login page once the password has been changed and will require you to log in with the new information. Existing users: proceed to the *Welcome* screen after entering the current *User Name* and *Password* into the log in fields of the RetinaVue Network Customer Portal.



NOTE Passwords need to contain:

- a minimum of 8 characters
- a maximum of 32 characters
- at least 1 special character (examples include: !, @, #, \$, %, ^, &, and *)
- at least 1 numeric character
- at least 1 lower case letter
- at least 1 upper case letter

See the *Troubleshooting* section for instructions on recovering passwords through e-mail notification and other password-related issues. After 5 unsuccessful login attempts, the RetinaVue Network Customer Portal is locked. For assistance contact Hillrom Technical Support: hillrom.com/en-us/about-us/locations/.

Change Your Password

The image shows a web form titled "Change Your Password". It contains three input fields: "Current Password:", "New Password:", and "Confirm New Password:". The "Current Password:" and "New Password:" fields are filled with ten black dots. Below the "New Password:" field, there is a red error message: "The password is not strong enough. It must be at least 8 characters and up to 32 characters long, and have at least one upper-case letter, one lower-case letter, one number, and one special character." At the bottom of the form, there are two buttons: "Cancel" and "Change Password".

3. New Company Administrators: after logging in with the new password, confirm the company information.

