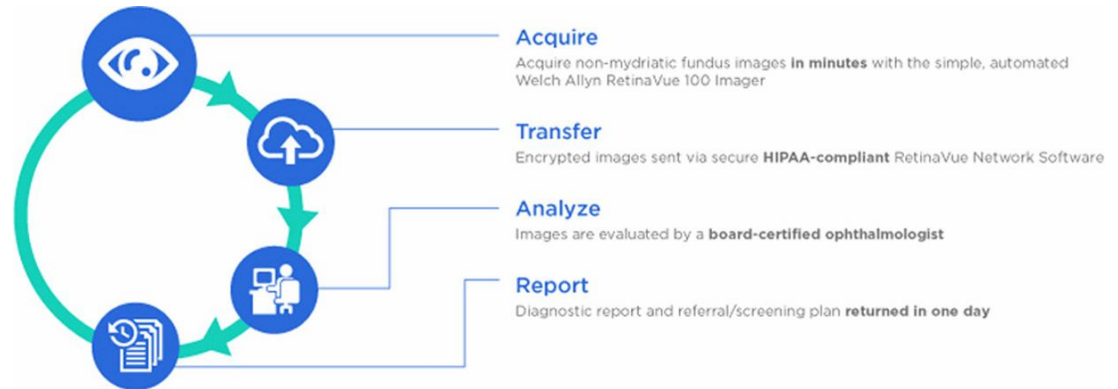


Welch Allyn RetinaVue™ Network



Network guide (for use with the RV100 Imager)

Software version 3.5.X

WelchAllyn®

Advancing Frontline Care™

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This manual applies to the REF 901108 PACS MEDICAL IMAGE SYSTEM

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Advancing Frontline Care[™]

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About this guide

This Network guide is for both RetinaVue Network system Administrators or other IT professionals (involved in first time set up and the operation and support of the RetinaVue Network system) and for health care providers that perform retinal exams in a primary care setting.

Topics include first-time set up of the company and clinic, installing the RetinaVue Network software, configuring, managing, and troubleshooting the RetinaVue Network system and the RetinaVue Network RV100 Imager camera. For other RetinaVue Network cameras such as the Topcon NW400 or the CenterVue DRS see the instructions that came with those cameras.

For information on clinical use or using the device that connects to the RetinaVue Network system, consult the directions for use that came with the device.

For information on system requirements consult the *RetinaVue Network Software Installation Instructions*.

Getting started

Follow the steps to accept the RetinaVue Network End User License Agreement (EULA), download the software application, practice in Demo Mode, perform and submit an exam, and then view the completed report on the Customer Portal.

Note This guide supports the RetinaVue Network and the RV100 Imager camera. For other cameras see the instructions that came those cameras.



Download the RetinaVue Network software application

New RetinaVue Network™ software users

Note If you have already installed the RetinaVue Network™ software, please see the **Existing RetinaVue™ Network software users** section for instructions about uninstalling previous software versions.



CAUTION Exams deleted from the software cannot be recovered.

Note Windows® 8.1 and 10 tablet users with a touchscreen interface, use the touch feature where the instructions indicate a mouse-click.

Installing the RetinaVue Network™ software involves the distinct steps of logging in to the RetinaVue Network Customer Portal, downloading the RetinaVue Network software application for each PC that you will be using to transfer images to the RetinaVue Network, and then activating the RetinaVue Network software application for each authorized PC.

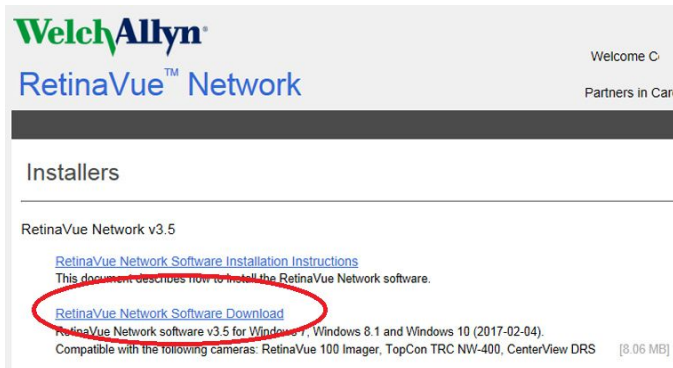
Install the RetinaVue Network software

- The RetinaVue Network software installation requires Windows® Administrator privileges.
- A high-speed Internet connection is required.
- Follow the instructions from the *RetinaVue Network: Registration Card, Customer Portal Quick Start Guide, and the Setup Process* to create an account with the Welch Allyn RetinaVue™ Network and complete the registration process.

- Log in to the RetinaVue Network Customer Portal using the new User Name and Password that you entered during the initial account set up.
- The RetinaVue Network software installation requires an activation key found on the RetinaVue Network Customer Portal Installers page. **Tip:** Copy the activation key from the Customer Portal Installers page and paste it into the RetinaVue Network software.

To acquire the RetinaVue Network software for the PC that you will be using to transfer images to the RetinaVue Network

1. Click on the **RetinaVue Network Software Download** link to download the latest RetinaVue Network Installer.



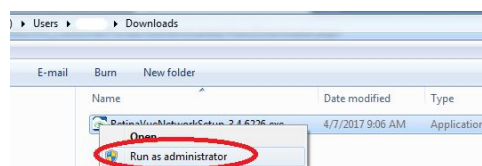
Note The default location for downloads on the PC is the Downloads folder.

Note For Windows Internet Explorer users, if prompted to run or save the *RetinaVueNetworkSetup-3.5.X.exe* file click **Save** and open folder.

Note For Mozilla Firefox users, if prompted to *Save File* or *Cancel* the *RetinaVueNetworkSetup-3.5.X.exe* file, click **Save file**. (The RetinaVue Installer download progress appears at the top right of the browser screen.)

Note For Google Chrome users, if prompted to *Open* the *RetinaVueNetworkSetup-3.5.X.exe* file when done or to *Show in folder* click **Show in Folder**. (The RetinaVue Installer appears at the bottom left of the browser screen.)

2. After the *RetinaVueNetworkSetup-3.5.X.exe* file finishes downloading, open Windows Explorer to locate the file in the default Download folder location. Right-click on the executable file (*RetinaVueNetworkSetup-3.5.X.exe*) and select Run as administrator.



Note While the application can be opened by clicking on the *RetinaVueNetworkSetup-3.5.X.exe* file, Welch Allyn does not recommend this method because the Windows operating system may prevent a complete installation.

3. Click **Install**.

Note If the Microsoft .NET Framework 4.5 and Visual C++ 2013 are previously installed as part of your PC's Windows operating system, the installer recognizes these applications. However, if the Install wizard needs to install these applications the installation will take an additional 5 to 10 minutes depending upon your network connection speed and traffic.

4. After the software installation is complete, click **Launch** on the *Installation completed successfully!* screen.
5. Enter your RetinaVue Network Software Activation Key from the RetinaVue Network Customer Portal Installers page into the RetinaVue Network software. (See example screens from the Customer Portal Installers page and the RetinaVue Network software.)

RetinaVue Network v3.5

[RetinaVue Network Software Installation Instructions](#)
This document describes how to install the RetinaVue Network software.

[RetinaVue Network Software Download](#)
RetinaVue Network software v3.5 for Windows 7, Windows 8.1 and Windows 10 (2017-02-04).
Compatible with the following cameras: RetinaVue 100 Imager, TopCon TRC NW-400, CenterView DRS

[RetinaVue Network Quick Start Guide for the RetinaVue 100 Imager](#)
A guide to explain how to use the RetinaVue 100 Imager with the RetinaVue Network software.

[RetinaVue Network Quick Start Guide for the TopCon TRC NW-400](#)
A guide to explain how to use the TopCon TRC NW-400 with the RetinaVue Network software.

[Directions for Use](#)
The comprehensive instructions for the operation of the RetinaVue 100 Imager.

RetinaVue Network Software Activation Key:
XXXXXXXX-XXXX-XXXX-XXXXXXXXXXXX

Activation - Step 1

RetinaVue™ Network must be activated to continue.

Enter the activation key below then click **Next** to continue:
[\(found on the RetinaVue™ Network customer portal installers page\)](#)

XXXXXXXX-XXXX-XXXX-XXXXXXXXXXXX

Note The red border around the data entry field indicates that data needs to be entered or that there is a data entry issue. The red border disappears once the activation key is correctly entered in the right character length and format.

Note Hover the mouse over the data entry field to display tool tips about the nature of the data entry issue. (i.e., Activation key cannot be empty.)

6. Click **Next**.
7. Select your clinic where you will be using the software by highlighting the clinic.

Note If multiple clinics appear in the list, you might have to use the scroll bar to move down through the list to see your clinic.

Activation - Step 2

Which clinic will use this software?

Medical Center 1	1234 Dr Street Suite 123 Athens, TN 37923 United States
Medical Center 2	4321 Clinic Ave Building A Nashville, TN 37923 United States
Medical Center 3	10014 Medical Way Floor 1 Memphis, TN 37911

Which fundus camera will be used during exams?

RetinaVue™ 100 Imager

8. Select the state where the exams will take place.

Note If the exams take place in the same state as the clinic, click **Yes** and proceed to the next step. If the exams do not take place in the same state as the clinic, click **No** and use the drop-down menu to choose your state.

9. If your clinic is using a fundus camera other than the RetinaVue 100 Imager, select the camera from the drop-down menu.
10. Click **Next** to restart the software with the new settings. Click **OK**.





Submit exams

Note Upon download, the RetinaVue Network software application starts in the default Demo Mode. The Demo Mode is indicated by the *Demo Mode* watermark throughout the background screen.



Practice with the Demo Mode to become familiar with the application and then ensure that Demo Mode is deselected (in the *General Settings*) to submit exams for evaluation by a board-certified ophthalmologist.

Note If exams are submitted in Demo Mode, exams are uploaded to the RetinaVue Network server, however, exams are not evaluated by a board-certified ophthalmologist and will not appear in the RetinaVue Network Customer Portal. Exam data is then deleted from the PC.

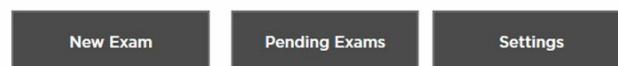
1. If the RetinaVue Network software is not already open, double-click the desktop icon.



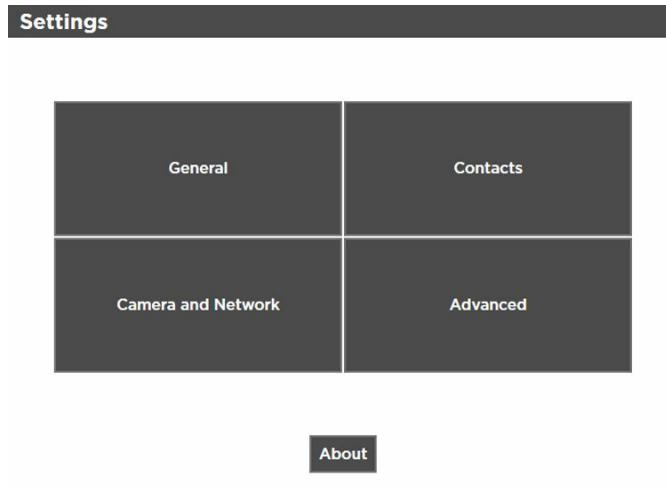
The *Welcome* screen appears.

Welcome to the RetinaVue™ Network

Select one of the following options:



2. Click **Settings**.
3. From the *Settings* screen, click **General**.



4. Deselect *Demo Mode* to begin submitting exams for evaluation by a board-certified ophthalmologist.

The screenshot shows the "General Settings" dialog box. It includes the following fields and options:

- Exam State: WA (dropdown)
- Primary Clinic Contact: Admin, Mdcl Cntr 1 (dropdown)
- Clinic Phone #: (text input)
- Clinic Email: (text input)
- Send result notification to primary contact
- Login Required
- App Topmost
- Enable Extended Patient Info
- Enforce Image Quality
- Demo Mode (circled in red)
- Auto Log-Out (min): 0 (text input)
- Docking Location: Bottom Right (dropdown)

At the bottom of the dialog are three buttons: "Open Web Browser", "Open File Explorer", and "Open Command Prompt". At the very bottom are "Save" and "Cancel" buttons.

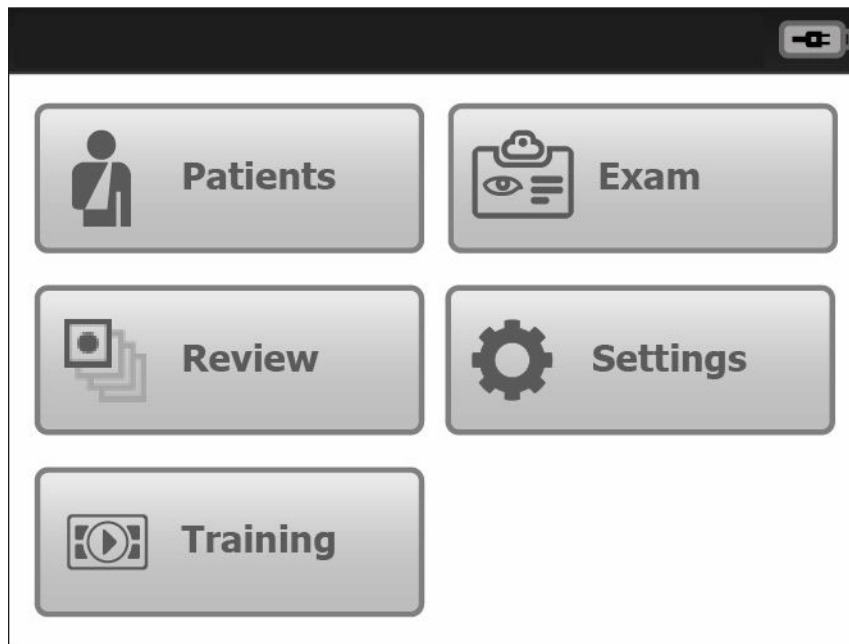
5. Click **Save** to save the changes. Click **OK** to accept the changes at the prompt: *Some settings may not take effect until this application is restarted.*



How to set up the camera, then acquire and submit images— RetinaVue™ 100 Imager and RetinaVue Network

Before you begin

1. Power on the RetinaVue 100 Imager and touch **Training** on the Home screen.



2. Watch the tutorial and follow the on-screen instructions to learn how to:
 - Find the white circular reflection at the top of the eye's image on the LCD screen. Then position the green circle into the center of the white circular reflection of the patient's pupil.
 - Guide the green circle on the LCD screen towards the patient until the white circular reflection fills the entire field of view.
 - Align the bubble inside the diamond icon.
3. Practice with interactive feedback from the integrated RetinaVue 100 Imager training module.




Set up the RetinaVue 100 Imager

1. Power on the computer and the RetinaVue 100 Imager.

Note If prompted to log in to Windows enter your Windows credentials.

2. Ensure the RetinaVue Network software is running.

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

3. Ensure that the RetinaVue 100 Imager is docked.

The RetinaVue 100 Imager should be powered on, docked in the cradle, and connected to the computer by the USB cable. Once the camera is properly docked, a notification appears on the camera display indicating that it is docked.



Start a new exam

1. Have the patient sit in a dark room for 5 minutes to dilate their pupils.
2. Click **New Exam** in the RetinaVue Network software.

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

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

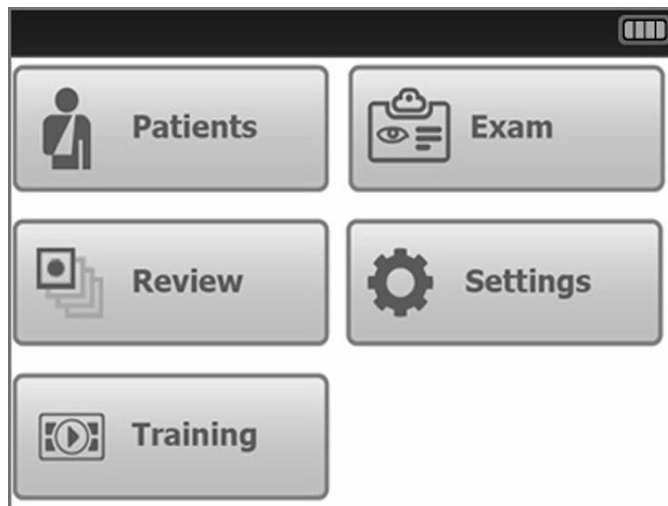
5. Lift the RetinaVue 100 Imager from the cradle.



CAUTION Do not remove the RetinaVue Imager from the cradle while the RetinaVue Network application is transferring data. Data may be lost. The process status icon appears while data is being transferred.



6. Touch **Patients** on the RetinaVue 100 Imager Home screen.



7. Select the patient from the Patients list.

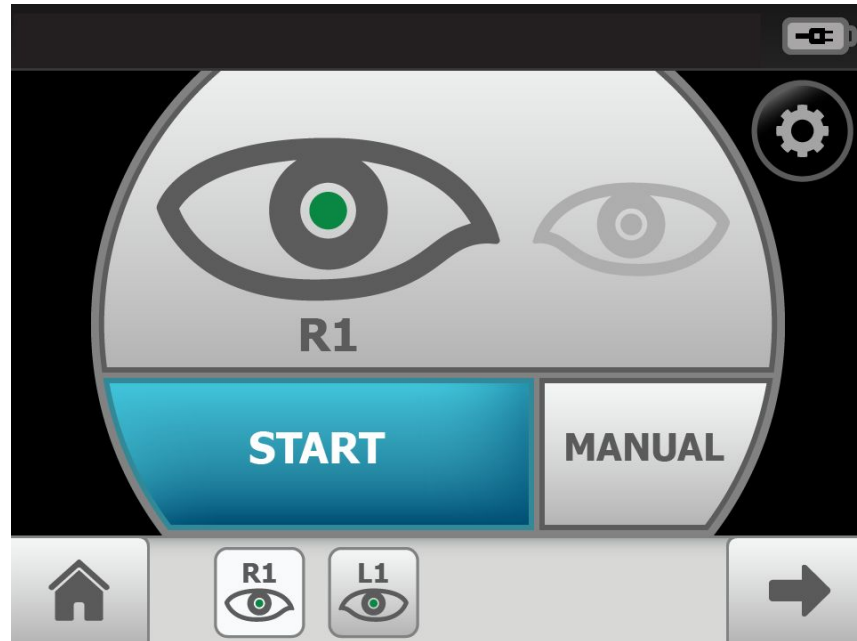


8. Ensure that the correct patient is selected and that the demographic information is correct.
9. Touch **OK**.

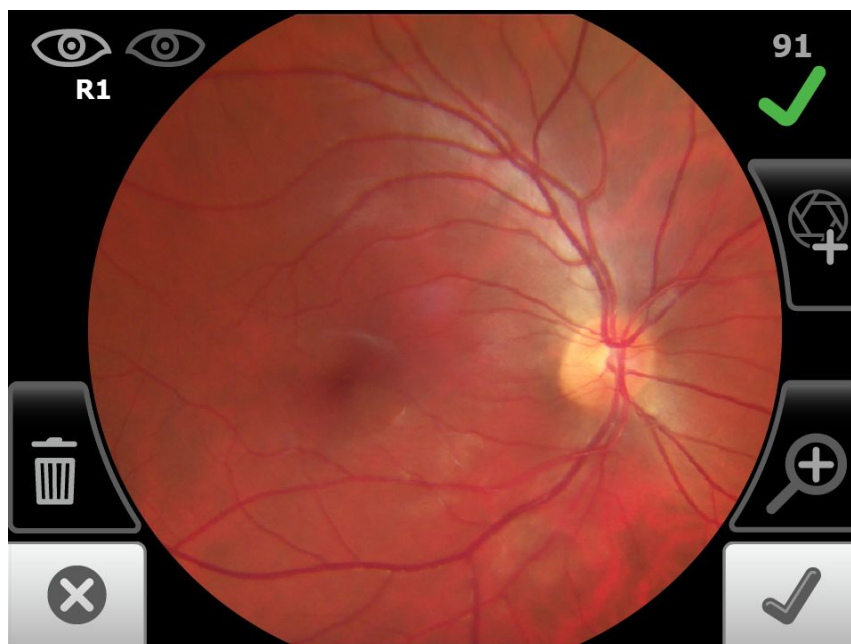




Acquire images

Note The patient's right eye will be imaged first. The *Preacquisition* screen appears.

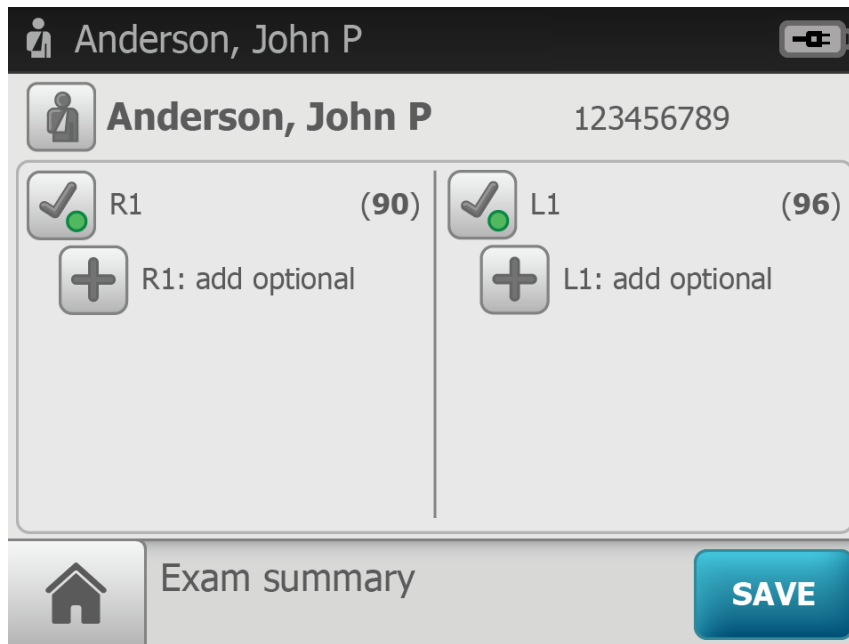


1. Touch **Start** to enter the *Image acquisition mode*.
2. Instruct the patient to place their hand over their eye not being imaged.
3. Acquire an image of the patient's eye.
4. If the quality indicator is green or yellow, touch the checkmark in the bottom right corner.



If the quality indicator is red, touch the  (Discard) or  (Trash) button in the bottom left corner. Wait at least 1 minute and then acquire a new image of the patient's eye.

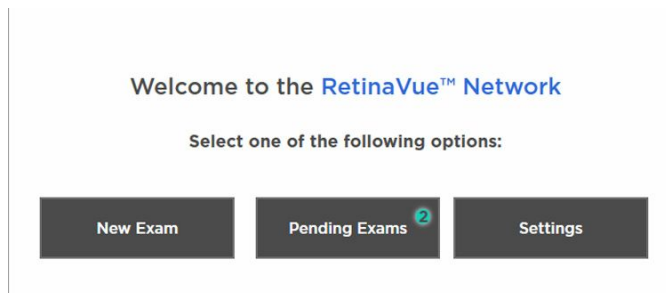
5. Wait at least 1 minute and then repeat steps "1" through "4" for the left eye.
6. After the second image has been acquired and the checkmark button in the bottom right corner has been selected, the *Exam summary screen* appears.
7. Touch **Save**.



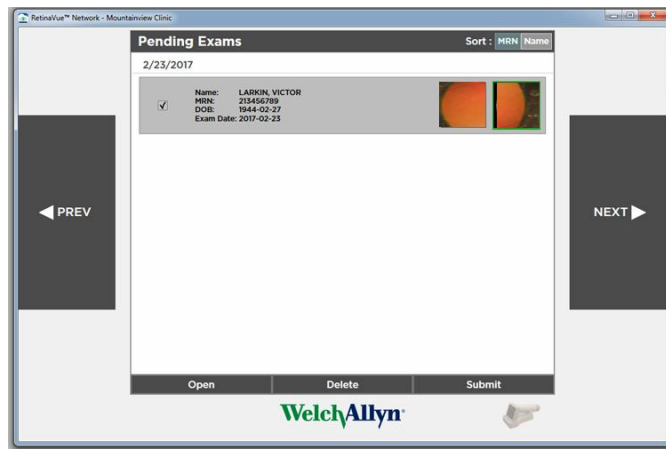


Transfer exam images

1. Ensure that the camera remains powered on until the exams are transferred to the RetinaVue Network software application.
2. In the RetinaVue Network software, click **Pending Exams**.

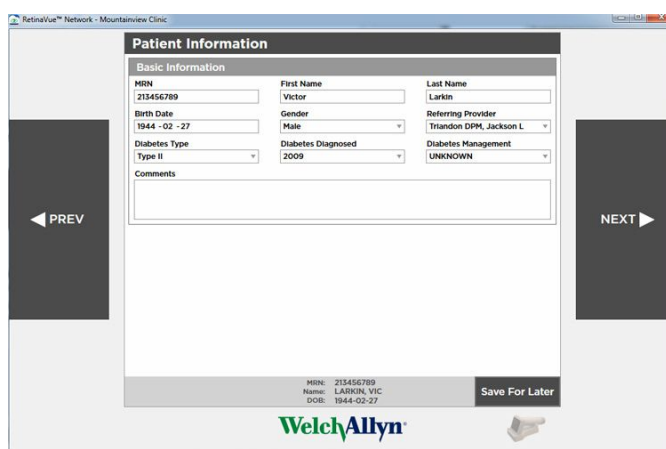


A list of patients with pending exams appears on the *Pending Exams* screen.



Select your patient and click **Next**.

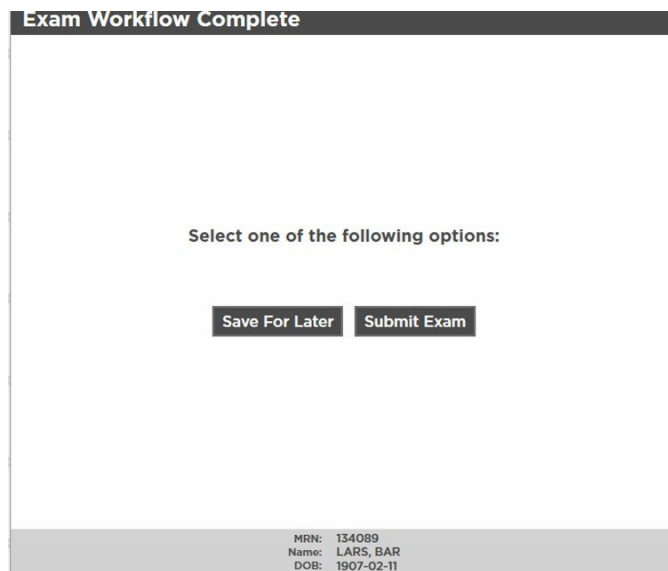
3. If all required fields have been completed, click **Next**.



Review the images and then click **Next** again.



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



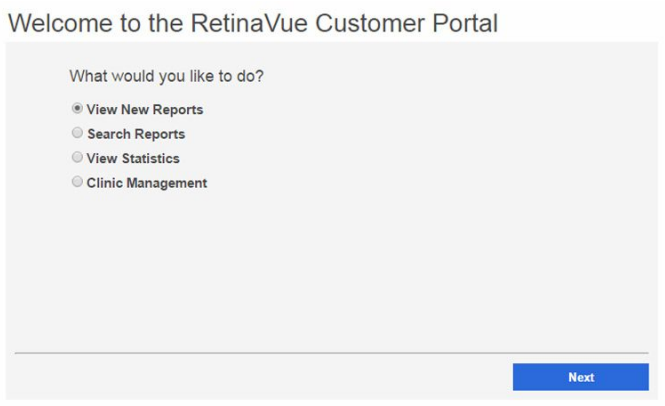
5. Once the exam has been submitted, a message appears indicating the exam was successfully submitted. Click **OK**.



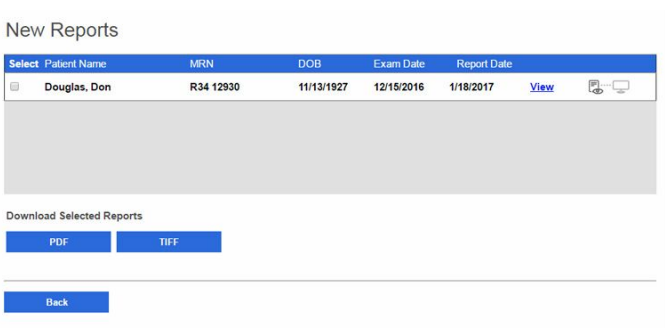
View New Reports - RetinaVue Network Customer Portal

Once images are submitted from the PC running the RetinaVue Network software application and the images are evaluated by a board-certified ophthalmologist, a new report is available on the RetinaVue Network Customer Portal.

1. Log in. (See Log in to the RetinaVue Network Customer Portal). The *Welcome* screen appears.

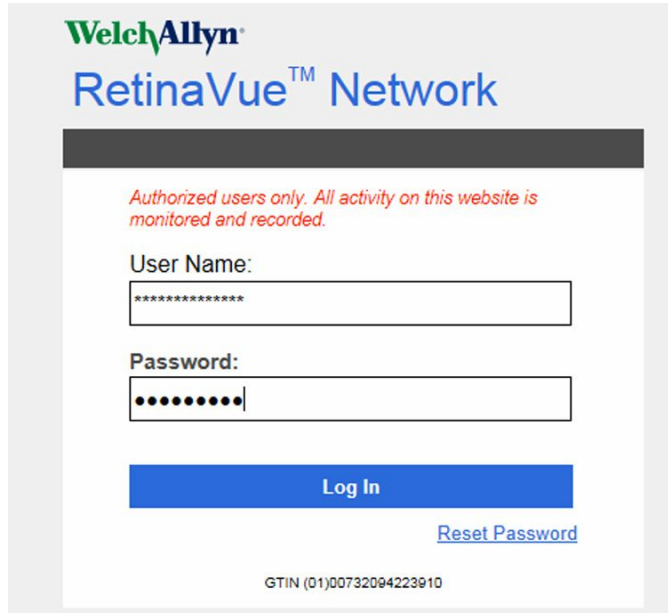


2. Select *View New Reports* and click **Next**. The *New Reports* screen appears.



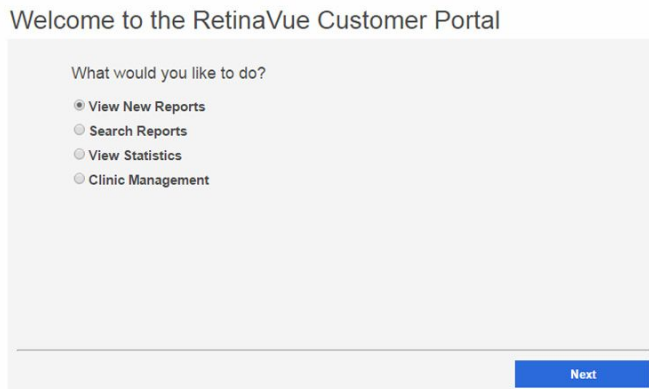
Log in to the RetinaVue Network Customer Portal

1. Log in to the RetinaVue Network Customer Portal. 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 Welch Allyn logo. Below it, the text "RetinaVue™ Network" is displayed. A red warning message reads: "Authorized users only. All activity on this website is monitored and recorded." Below this, 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, and a blue "Reset Password" link is to its right. At the bottom center, the GTIN (01)00732094223910 is printed.

The *Welcome* screen appears.



The screenshot shows the "Welcome to the RetinaVue Customer Portal" screen. The heading "Welcome to the RetinaVue Customer Portal" is at the top. Below it, the question "What would you like to do?" is followed by four radio button options: "View New Reports", "Search Reports", "View Statistics", and "Clinic Management". A blue "Next" button is located at the bottom right of the screen.

Features of the RetinaVue Network Customer Portal

The following features are available on RetinaVue Network Customer Portal:



- View New Reports
- Search Reports
- View Statistics
- Clinic Management
 - Update Referring Physicians (Providers)
 - Update Clinic Information
 - Manage Users
 - Add New Clinic
- Company Information

Overview of View New Reports

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

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

New Reports

Select	Patient Name	MRN	DOB	Exam Date	Report Date	
<input type="checkbox"/>	Douglas, Don	R34 12930	11/13/1927	12/15/2016	1/18/2017	View  

Download Selected Reports

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

[Back](#)





View New Reports

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

2. Select *View New Reports* and click **Next**. The *New Reports* screen appears.

New Reports

Select	Patient Name	MRN	DOB	Exam Date	Report Date		
<input type="checkbox"/>	Douglas, Don	R34 12930	11/13/1927	12/15/2016	1/18/2017	View	 

Download Selected Reports

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

[Back](#)

3. Select an exam and click **View** to view new exams that have been submitted to the RetinaVue Network Customer Portal and evaluated by a board-certified ophthalmologist. Selected exams contain a checkmark.
4. To *Download Selected Reports*, click **PDF** to download a compressed zip file (in PDF format) to the PC. (The browser default location for downloaded files is the Download folder.) Click **TIFF** to download a compressed zip file (in TIFF photo format) to the PC. Once the files are downloaded to the PC, the files no longer appear on the *New Reports* screen.
5. Click **Back** to return to the *Welcome* screen.



Overview of Search Reports

Company Administrators can search for exam reports for every clinic in the company from the *Search Reports* screen. Clinic Administrators can search for exam reports for their clinic from the *Search Reports* screen. The maximum number of exams that appear on the first *Search Reports* screen is 10.

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

Search Reports

First Name Last Name MRN Start Date Stop Date [Search](#)

Select	Patient Name	MRN	DOB	Exam Date	Report Date		
<input type="checkbox"/>	Durr, Chad	1232434	11/8/1970	7/13/2016	10/24/2016	View	Edit
<input type="checkbox"/>	Far, Ric	111	1/1/1999	8/10/2016	11/7/2016	View	Edit
<input type="checkbox"/>	Gleason, Matt	12	1/15/1983	10/27/2016	11/5/2016	View	Edit
<input type="checkbox"/>	Gleason, Matt	1	1/15/1983	10/27/2016	11/7/2016	View	Edit
<input type="checkbox"/>	Hope, Dorothy	123587	9/5/1949	5/22/2016	8/9/2016	View	Edit
<input type="checkbox"/>	Mcclurg, Jen	12345	1/1/1977	6/15/2016	6/15/2016	View	Edit
<input type="checkbox"/>	Omalley, William	123	10/19/1955	4/7/2016	5/11/2016	View	Edit
<input type="checkbox"/>	Smith, Julie	54321	9/9/1969	5/4/2016	8/9/2016	View	Edit
<input type="checkbox"/>	Test, Allen	1234	10/10/1950	4/22/2016	5/11/2016	View	Edit
<input type="checkbox"/>	Test, Test	12345	8/19/1978	4/12/2016	8/18/2016	View	Edit

1 2

Download Selected Reports

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



Search Reports

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

Welcome to the RetinaVue Customer Portal

What would you like to do?

View New Reports
 Search Reports
 View Statistics
 Clinic Management
 Company Information

[Next](#)

- 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)*, *Exam Start Date*, or *Exam Stop Date* and then click **Search**. Exams meeting any of the search parameters appear on the *Search Reports* screen.

Search Reports

First Name
 Last Name
 MRN
 Start Date
 Stop Date
 [Search](#)

Select	Patient Name	MRN	DOB	Exam Date	Report Date	
<input type="checkbox"/>	Durr, Chad	1232434	11/8/1970	7/13/2016	10/24/2016	View Edit
<input type="checkbox"/>	Far, Ric	111	1/1/1999	8/10/2016	11/7/2016	View Edit
<input type="checkbox"/>	Gleason, Matt	12	1/15/1983	10/27/2016	11/5/2016	View Edit
<input type="checkbox"/>	Gleason, Matt	1	1/15/1983	10/27/2016	11/7/2016	View Edit
<input type="checkbox"/>	Hope, Dorothy	123587	9/5/1949	5/22/2016	8/9/2016	View Edit
<input type="checkbox"/>	Mcclurg, Jen	12345	1/1/1977	6/15/2016	6/15/2016	View Edit
<input type="checkbox"/>	Omalley, William	123	10/19/1955	4/7/2016	5/11/2016	View Edit
<input type="checkbox"/>	Smith, Julie	54321	9/9/1969	5/4/2016	8/9/2016	View Edit
<input type="checkbox"/>	Test, Allen	1234	10/10/1950	4/22/2016	5/11/2016	View Edit
<input type="checkbox"/>	Test, Test	12345	8/19/1978	4/12/2016	8/18/2016	View Edit

1 2

Download Selected Reports

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

- Select an exam and click **View** to view the exam. The maximum number of exams that appear on the *Search Reports* screen is 10. Click on the page number icon (page 2 in the example screen) to view additional exams.
 - (Optional) Click **Edit** to edit the exam. Patient demographic information can be edited from this option.
- To download the exam click **PDF** or **TIFF**.
- Click **Back** to return to the *Welcome* screen.



Overview of View Statistics

Company Administrators can view or download volume and performance reports for all clinics or specific clinics associated with the company. Clinic Administrators can view or download volume and performance reports for their clinic.

Volume and Performance Reporting

All Clinics
 Mountainview Clinic
 Valley View Clinic

Report Type: Volume By Condition
 Start Date: 2/1/2017
 Stop Date: 2/28/2017
 Load

Diagnosis	Mountainvw Cinc-#	Mountainvw Cinc-%	Total-#	Total-%	Total - YTD-#	Total - YTD-%
No pathology	0	-	0	-	0	-
NPDR Mild/Minimal	0	-	0	-	0	-
NPDR Mild/Minimal with CSME	0	-	0	-	0	-
NPDR Moderate	0	-	0	-	0	-
NPDR Moderate with CSME	0	-	0	-	0	-
NPDR Severe	0	-	0	-	0	-
NPDR Severe with CSME	0	-	0	-	0	-
PDR	0	-	0	-	0	-
PDR with CSME	0	-	0	-	0	-
PDR + HRC	0	-	0	-	0	-
PDR + HRC with CSME	0	-	0	-	0	-
OTHER	0	-	0	-	0	-
Glaucoma: Ocular hypertension	0	-	0	-	0	-
Glaucoma: Optic nerve cupping	0	-	0	-	0	-
AMD Grade 1	0	-	0	-	0	-
AMD Grade 2	0	-	0	-	0	-
AMD Grade 3	0	-	0	-	0	-
AMD Grade 4	0	-	0	-	0	-

Back



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?

- View New Reports
- Search Reports
- View Statistics
- Clinic Management
- Company Information

Next

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

Volume and Performance Reporting

All Clinics
 Mountainview Clinic
 Valley View Clinic

Report Type: Volume By Condition
 Start Date: 2/1/2017
 Stop Date: 2/28/2017
 Load

Diagnosis	Mountainvw Cinc-#	Mountainvw Cinc-%	Total-#	Total-%	Total - YTD-#	Total - YTD-%
No pathology	0	-	0	-	0	-
NPDR Mild/Minimal	0	-	0	-	0	-
NPDR Mild/Minimal with CSME	0	-	0	-	0	-
NPDR Moderate	0	-	0	-	0	-
NPDR Moderate with CSME	0	-	0	-	0	-
NPDR Severe	0	-	0	-	0	-
NPDR Severe with CSME	0	-	0	-	0	-
PDR	0	-	0	-	0	-
PDR with CSME	0	-	0	-	0	-
PDR + HRC	0	-	0	-	0	-
PDR + HRC with CSME	0	-	0	-	0	-
OTHER	0	-	0	-	0	-
Glaucoma: Ocular hypertension	0	-	0	-	0	-
Glaucoma: Optic nerve cupping	0	-	0	-	0	-
AMD Grade 1	0	-	0	-	0	-
AMD Grade 2	0	-	0	-	0	-
AMD Grade 3	0	-	0	-	0	-
AMD Grade 4	0	-	0	-	0	-

Back

4. Use the drop-down menu to select the Report Type. Choices include: *Volume By Condition*, *Volume By Exam Day*, *Volume By Quality*.

Volume and Performance Reporting

Clinic	Report Type	Start Date	Stop Date	
Mountainview Clinic <input type="checkbox"/>	<input checked="" type="checkbox"/> Volume By Condition <input type="checkbox"/> Volume By Exam Day <input type="checkbox"/> Volume By Quality	02/01/2017	02/28/2017	<input type="button" value="Load"/>

[Export to Excel](#)

5. Select the *Start Date* and the *Stop Date*.
6. Click **Load** or *Export to Excel*.
7. Click **Back** to return to the *Welcome* screen.



Overview of Clinic Management

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?

- View New Reports
- Search Reports
- View Statistics
- Clinic Management
- Company Information

Next

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

- **Update Referring Physicians** (all clinics)
- **Update Clinic Information** (all clinics)
- **Manage Users** (all users)
- **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 clinics 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 *Clinic Management* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- View New Reports
- Search Reports
- View Statistics
- Clinic Management
- Company Information

[Next](#)

3. Select *Update Referring Physicians* 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**.

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Clinic Management

Please select the clinic that you would like to update.

Clinics

- Mountainview Clinic
- Valley View Clinic

[Back](#)

[Next](#)

The *Referring Providers* screen appears.

Note

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

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

Name	NPI	Email	
Armistad, CFNP, Juan K	1234567010	Juan.Armistad@RiversEdgeMedicalCenter.com	X
Leoung, FNP, Han	1234569011	LeoungH@Mountainviewclinic.com	X
Ricardo, RN, Rebecca T	1234567891	RicardoR@Mountainviewclinic.com	X
Triandon, DPM, Jackson L	8945234509	Jackson.Triandon@RiversEdgeMedicalCenter.com	X

First Name: Carl, Init: , Last Name: , Suffix: , NPI:
 Email: , Phone: , Ext:

Buttons: Cancel, Save, Back

Note Required fields are highlighted in red.

- 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.



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, either restart the application, or from within the application, click **Settings >, Advanced >, Import**.



Update Clinic Information

Clinic Information

Official Clinic Name: Mountainview Clinic | Phone: 80112345678

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

Primary Clinic Contact

First Name: Jasper | Init: M | Last Name: Rothchild | Suffix: MD, PhD

Email: RothchildJ@Mountainviewclinic.com | Phone: 80112345680 | Ext: 5680

Buttons: Back, Save

Clinic Information can be added or edited by Company and Clinic Administrators. Company Administrators have privileges for all clinics 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 *Clinic Management* and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- View New Reports
- Search Reports
- View Statistics
- Clinic Management
- 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.

4. 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**.



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, either restart the application, or from within the application, click **Settings >, Advanced >, Import**.



Manage Users

Note Company Administrators can manage users for every clinic in the company 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 *Clinic Management* and click **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

The *User Management* screen appears.

User Management

Users

User	First Name	Last Name	Email
BuamenthalC@Mountainviewclinic.com	Corrina	Buamenthal	BuamenthalC@Mountainviewclinic.com
KittKabottle	Kitt	Kabottle	KabottleK@Mountainviewclinic.com

Contact Information

First Name:
 Init:
 Last Name:
 Suffix:

Email:
 Phone:
 Ext:

User Information

Username:
 Password:
 Confirm Password:

Require user to change password at next login.

Permissions

Clinic Name	Clinic Admin	Allow Edit
Mountainview Clinic	<input type="checkbox"/>	<input type="checkbox"/>
Valley View Clinic	<input type="checkbox"/>	<input type="checkbox"/>

Note 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**.
 - a. (Optional) Select the **Require user to change password at next login** check box.

Note Required fields are highlighted in red.

5. Select **Clinic Admin** or **Allow Edit** to allow the appropriate permission for the user by selecting the check boxes next to one or more user roles.

Note **If no check boxes are selected, the user role is set to only view reports.**

6. To edit a user, select the user by clicking on the user name. The User's *Contact Information* fields populate.

User Management

Users

User	First Name	Last Name	Email
BuamenthalC@Mountainviewclinic.com	Corrina	Buamenthal	BuamenthalC@Mountainviewclinic.com
CarlSeigberg	Carl	Seigberg	SeigbergC@Mountainviewclinic.com
KittKabottle	Kitt	Kabottle	KabottleK@Mountainviewclinic.com

Contact Information

First Name: Init: Last Name: Suffix:

Email: Phone: Ext:

User Information

Username: Password: Confirm Password:

Require user to change password at next login.

Permissions

Clinic Name	Clinic Admin	Allow Edit
Mountainview Clinic	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Valley View Clinic	<input type="checkbox"/>	<input checked="" 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 *Clinic Management* screen, Company Administrators can add new clinics.

Welcome to the RetinaVue Customer Portal

What would you like to do?

- View New Reports
- Search Reports
- View Statistics
- Clinic Management
- Company Information

Next



Add new clinic

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

Welcome to the RetinaVue Customer Portal

What would you like to do?

- View New Reports
- Search Reports
- View Statistics
- Clinic Management
- 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. If the clinic to be set up has the same address as the company, select *The address is the same*. If the clinic address is different than the company address, select *The address is different*. (Step 1 of 4).

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Partners in Care Service Support Line 1-866-422-2220 Opt #2

New Account Setup

Clinic Setup: Pre-Setup (Step 1/4)

Is the clinic address the same as the company address?

- The address is the same.
- The address is different.

[Back](#) [Next](#)

Click **Next**.

6. Enter the clinic name, phone number and address. (Step 2 of 4).

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New Account Setup

Clinic Setup: Clinic Information (Step 2/4)

Official Clinic Name Phone

Address Ste/Unit City State Zip

[Back](#) [Next](#)

Click **Next**.

Note The clinic name cannot exceed 70 characters in length.

7. Enter the primary contact and IT contact for the clinic. (Step 3 of 4).

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New Account Setup

Clinic Setup: Contact Information (Step 3/4)

Primary Clinic Contact

First Name: Jasper, Init: M, Last Name: Rothchild, Suffix: MD, PhD

Email: RothchildJ@Mountainviewclinic.com, Phone: 80112345678, Ext: 5678

IT Contact

First Name: Wendy, Init: B, Last Name: Brookfield, Suffix:

Email: BrookfieldB@Mountainviewclinic.com, Phone: 80112345679, Ext: 5679

[Back](#) [Next](#)

Click **Next**.

- Enter at least one provider that will be referring patients for exams. (Step 4 of 4). 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 4/4)

Referring Physicians

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

[Back](#) [Next](#)

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

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New Account Setup

Clinic Setup: Referring Providers (Step 4/4)

Referring Physicians

First Name: Rebecca, Init: T, Last Name: Ricardo, Suffix: RN, NPI: 1234567891

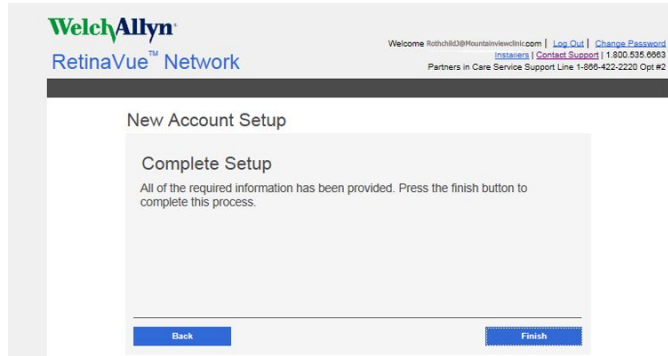
Email: RicardoR@Mountainviewclinic.com, Phone: 80112345681, Ext: 5681

[Add](#)

[Back](#) [Next](#)

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

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



Features of the RetinaVue Network software application



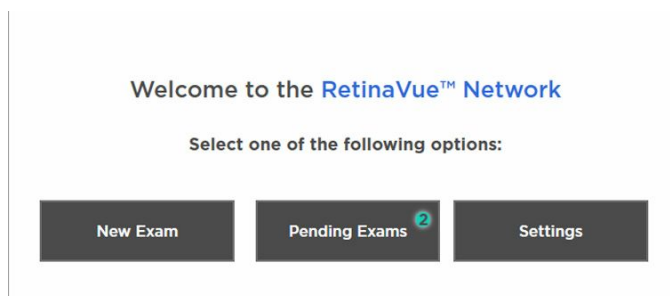
Welcome to the RetinaVue Network software application

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



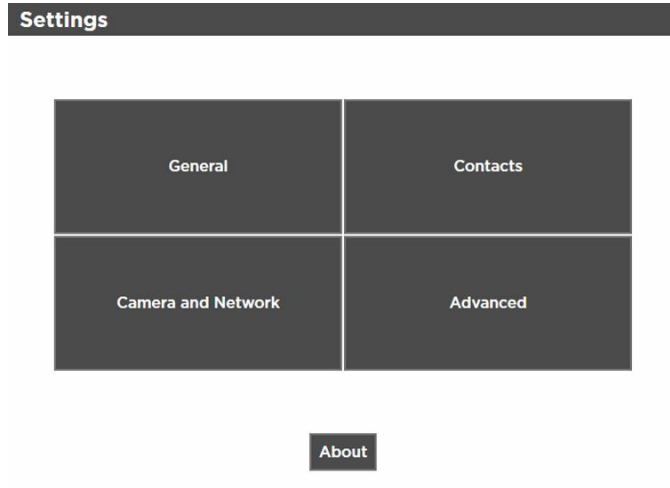
Note If the *Login Required* feature is selected, enter the User Name and Password into the log in fields of the RetinaVue Network software application.

The *Welcome* screen appears.



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 []
<input type="checkbox"/> Send result notification to primary contact	Auto Log-Out (min) 0	Docking Location Bottom Right	
<input type="checkbox"/> Login Required			
<input type="checkbox"/> App Topmost			
<input type="checkbox"/> Enable Extended Patient Info			
<input type="checkbox"/> Enforce Image Quality			
<input type="checkbox"/> Demo Mode			
<div style="display: flex; justify-content: space-around;"> Open Web Browser Open File Explorer Open Command Prompt </div>			
		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

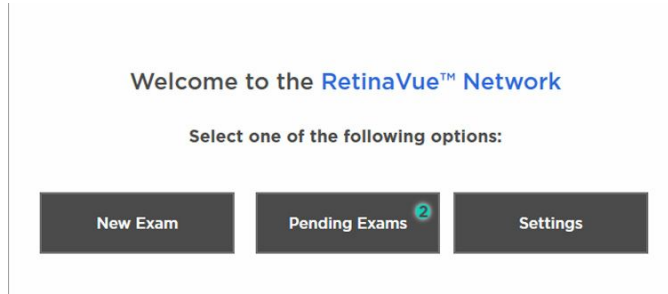


Additional features of the General settings

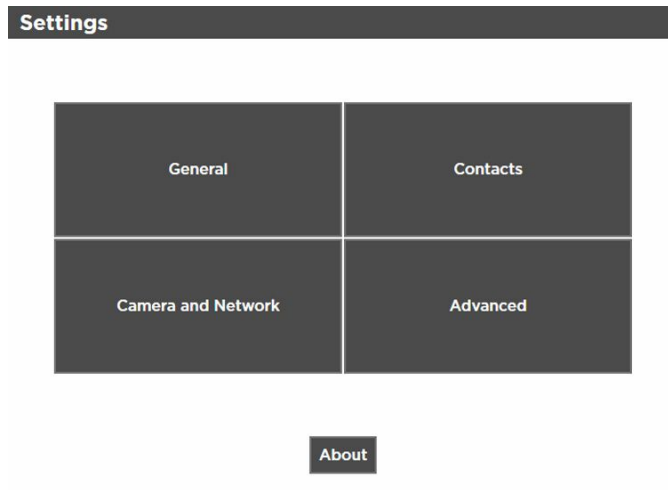
1. If the RetinaVue Network software is not already open, double-click the desktop icon.



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 PC 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>*

General Settings

Exam State WA	Primary Clinic Contact Admin, Mdcl Cntr 1	Clinic Phone #	Clinic Email
<input type="checkbox"/> Send result notification to primary contact	<input type="checkbox"/> Login Required	Auto Log-Out (min) 0	Docking Location Bottom Right
<input type="checkbox"/> App Topmost	<input type="checkbox"/> Enable Extended Patient Info		
<input type="checkbox"/> Enforce Image Quality	<input type="checkbox"/> Demo Mode		

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

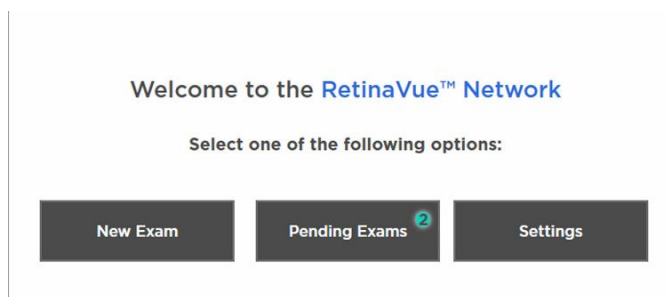


View or change the General settings

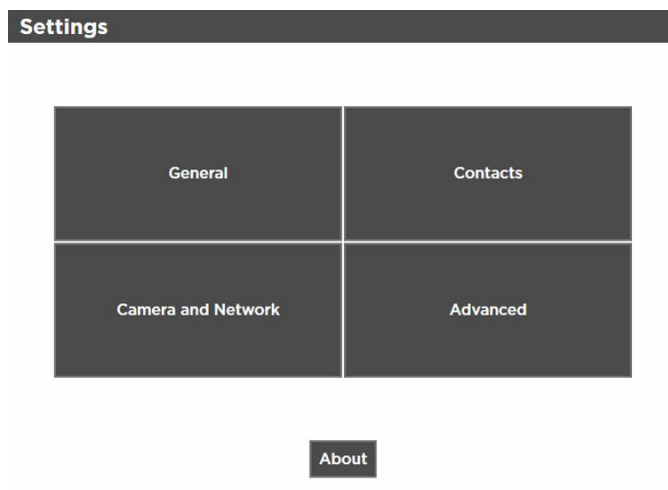
1. If the RetinaVue Network software is not already open, double-click the desktop icon.



The *Welcome* screen appears.



2. Click **Settings**.
3. From the *Settings* screen, click **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 PC 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 off 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 PC 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.

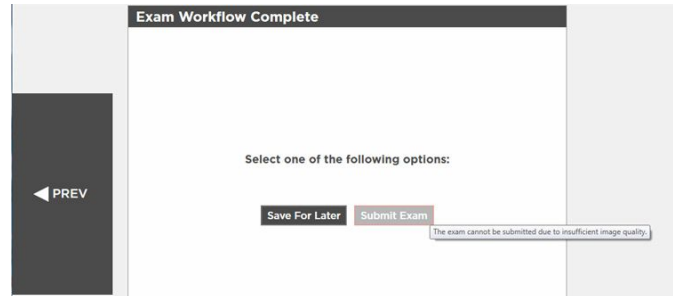
12. Select *Enable Extended Patient Info* to allow a user to enter additional patient demographic information such as Ethnicity, Cholesterol levels, Visual Acuity, and risk factors.

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 cameras are the only cameras that allow 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 by a board-certified ophthalmologist. If exams are submitted in Demo Mode those exams are uploaded to the RetinaVue Network, however exams are not evaluated by a board-certified ophthalmologist. Exam data is then deleted from the PC.

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)

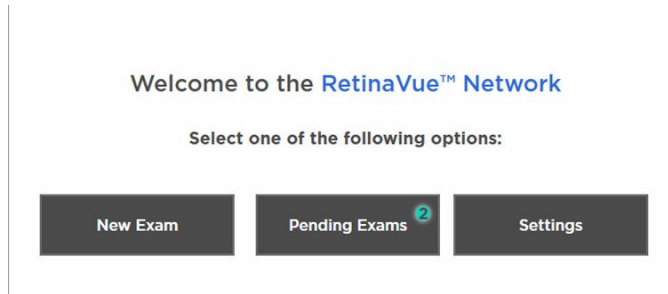


View or change the Camera Settings

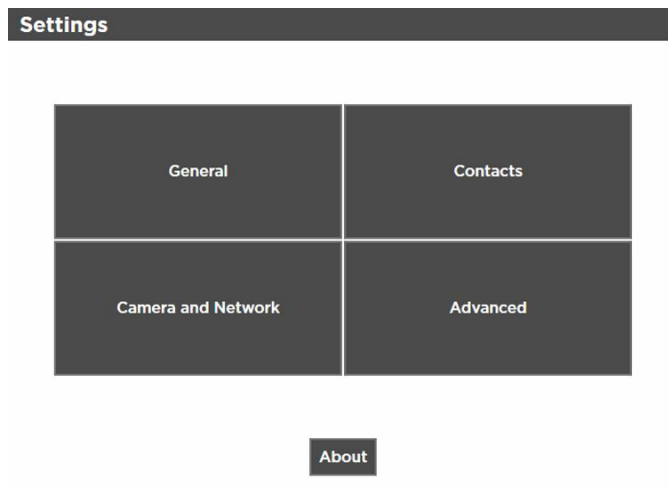
1. If the RetinaVue Network software is not already open, double-click the desktop icon.



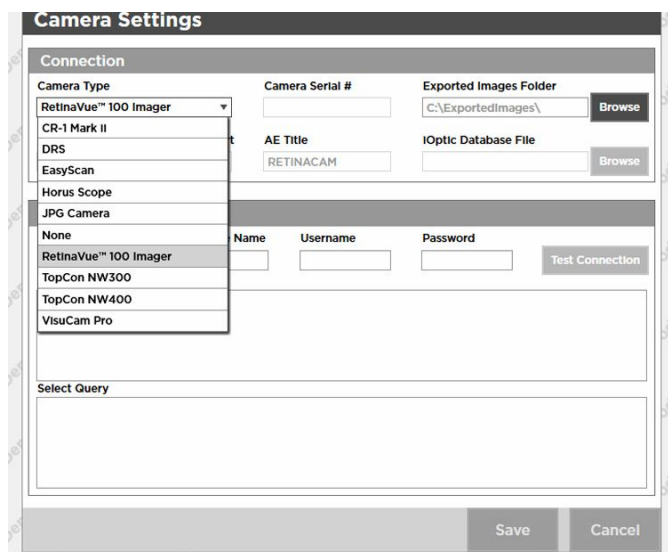
The *Welcome* screen appears.



2. Click **Settings**.
3. From the *Settings* screen, click **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.



Note The default camera (RetinaVue 100 Imager) is set during the account set up.

5. Camera Serial # is a required field for all cameras except the RetinaVue 100 Imager. Obtain the serial number from the camera and type it into the Camera Serial # field.

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

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

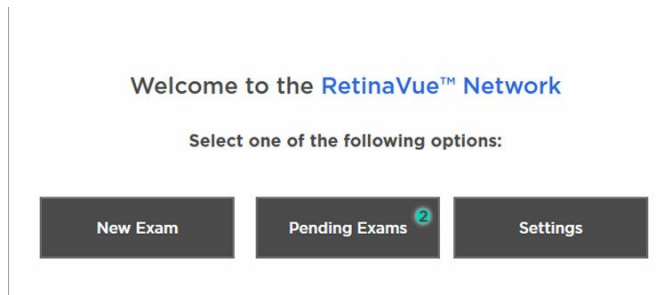


View or change the Contact Settings

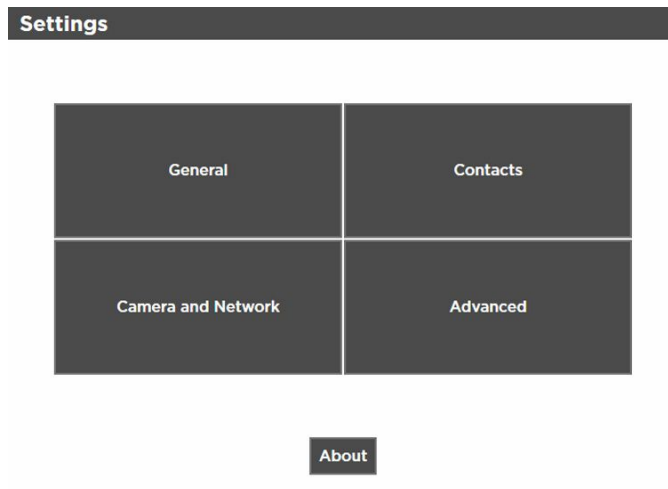
1. If the RetinaVue Network software is not already open, double-click the desktop icon.



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.

Contact Settings

Add Referring Provide

Add Application User

Application Users

Argus, Elizabeth

Referring Providers

MegIndonk DC, Robert

Contact Information

Referring Provider

Contact Type: Individual NPI: 1234567891 Organization: []

First Name: Elizabeth M.I.: [] Last Name: Argus Suffix: CRNP

Phone #: 680-223-5555 Fax #: [] Email Address: ArgusE@ReferringClinic.com

Edit Deactivate

Save Cancel



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**.

Contact Settings

Add Referring Provide

Add Application User

Application Users

Admin, Mountnw Clnc
Brookfield, Wendy B
Reid, Ken
Rothchild MD, PhD, Jasp

Referring Providers

Armistad CFNP, Juan K
Leoung FNP, Han I
Nedlow CRNP, Julie
Ricardo RN, Rebecca T
Triandon DPM, Jackson

Contact Information

Contact Type: Individual NPI: 1234567891 Organization: []

First Name: Elizabeth M.I.: [] Last Name: Argus Suffix: CRNP

Phone #: 680-223-5555 Fax #: [] Email Address: ArgusE@ReferringClinic.com

Login Information

Role: [] Username: [] Password: []

Description: []

Edit Deactivate

Save Cancel

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.)

- Click within the *First Name* field and type the provider first name. (When *Individual* is selected.)

Note Required fields are highlighted in red.

- Click within the *Last Name* field and type the provider last name. (When *Individual* is selected.)
- Click within the *Suffix* field and use the drop-down menu to add the provider's title. (When *Individual* is selected.)
- Click within the *Phone #*, *Fax #*, or *Email Address* optional fields and type the information to update those fields.
- 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

- If the RetinaVue Network software is not already open, double-click the desktop icon. The *Welcome* screen appears.
- Click **Settings**.
- From the *Settings* screen, click **Contacts**. The *Contact Settings* screen appears.
- 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.

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

Contact Settings

Add Referring Provide

Add Application User

Application Users

Admin, Mountnvw ClnC

Brookfield, Wendy B

Reid, Ken

Rothchild MD, PhD, Jasp

Referring Providers

Armistad CFNP, Juan K

Leoung FNP, Han I

Nedlow CRNP, Julie

Ricardo RN, Rebecca T

Trilandon DPM, Jackson

Contact Information

Contact Type

First Name

Phone #

Organization

Last Name

Fax #

Suffix

Email Address

Login Information

Role

Description

Username

Password

Edit

Deactivat

Save

Cancel

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.

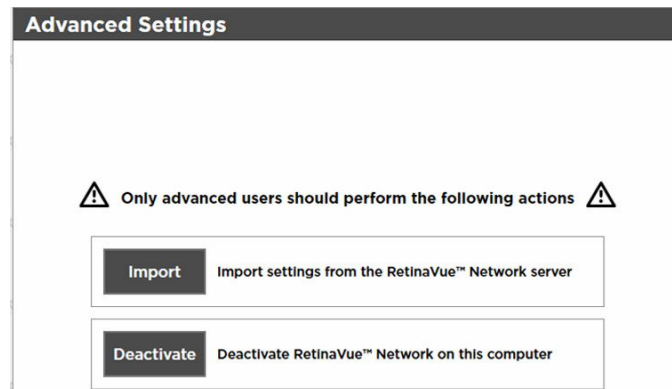
Deactivate a Referring Provider or an Application User

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.*



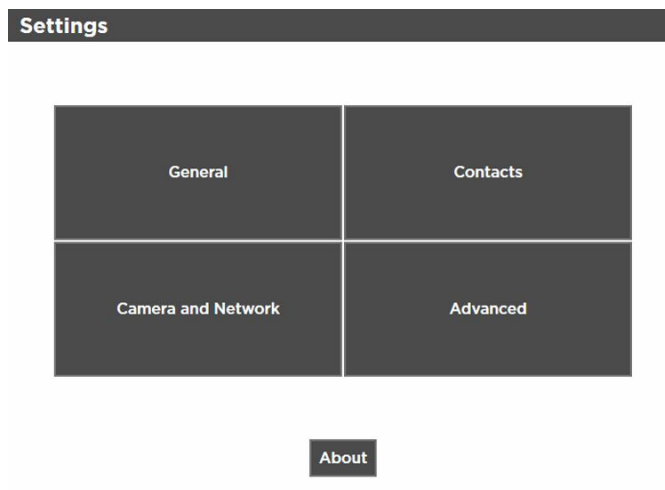
Advanced Settings

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 PC.



View or change the Advanced Settings

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 **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 PC.

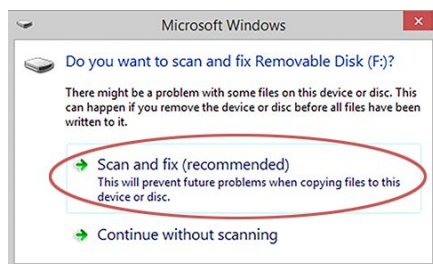
Troubleshooting

To correct an error, follow these instructions or contact Welch Allyn Technical Support:
www.welchallyn.com/service.

Troubleshooting Windows® operating system error messages

Problem

The Windows® operating system may display the *Scan and fix* or *Continue without scanning* message once the camera is set in the cradle or when the USB cable is removed from the laptop or PC.



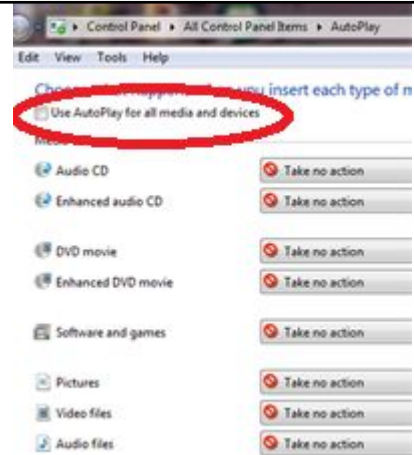
Solution

Select *Scan and fix* if this Windows message appears in situations when the camera is connected to a laptop or PC by the USB cable.

The Windows® operating system may display the AutoPlay notification popup dialogue box each time the camera is placed into the docking station when the USB cable is connected to the laptop or PC.



By default, the AutoPlay notification is displayed when a USB storage device is connected to the laptop or PC. To disable this notification, select **Control Panel > AutoPlay** from the Windows® Start menu. Uncheck the *Use AutoPlay for all media and devices* checkbox. Click **Save**.

Problem**Solution**

Troubleshooting the RV100 Imager detection in the RetinaVue Network software

Problem**Solution**

RV100 is not detected by the PC running the RetinaVue Network software application.

RetinaVue Network software message: *Problem communicating with an attached camera. Please try reconnecting the camera.*

RetinaVue Network software message: *Unable to add the patient to camera. Unable to contact camera, please review the camera settings and check the connection.*

- Test the USB connection by placing a powered-on RV100 Imager camera on the dock. Within a few seconds, an Autoplay pop-up window will appear on the Windows screen, indicating that a new storage volume (the RV100 Imager camera's SD card) was detected. Typically, the title for the new storage volume is "Removable Disk (E:)".
- It is possible to configure the Windows operating system so that Autoplay pop-ups are disabled. If the Autoplay pop-up window does not appear, view the list of drives shown in the left sidebar of Windows Explorer. Check for an entry shown as "Removable Disk (E:)".
- To confirm that this drive is associated with the RV100 Imager, double-click on the drive's entry in Windows Explorer. Look for a file titled "dicom.pub".

Note

The RV100 Imager camera must be powered on, docked, and connected to the PC by the USB cable to be viewable in Windows Explorer.

Encryption keys are not synchronized between the RV100 Imager and the PC running the RetinaVue Network software application

To ensure that the keys are synchronized, begin each day by docking the camera before taking any exams.

Problem	Solution
<p>No USB connection between the docking station and the PC running the RetinaVue Network software application.</p> <p>If the RV100 Imager is in a low-battery state, the USB connection to the PC running the RetinaVue Network software application may become intermittent.</p> <p>RetinaVue Network software message: <i>Problem communicating with an attached camera. Please try reconnecting the camera.</i></p>	<p>Note The RetinaVue Network software application and the RV100 Imager encryption keys must be synchronized in order for images to successfully transfer.</p> <hr/> <ul style="list-style-type: none"> • Charge the RV100 Imager to capacity. To reduce the likelihood of a low battery charging state, ensure that the USB cable is plugged into a "Always On" USB port on the computer. If the low battery message continues to display after the camera is docked in the docking station for several hours and while it is plugged into a USB port of your computer, plug the USB cable into an "Always On" USB port on the computer. (Only "Always On" USB ports continue to charge the camera when the computer enters sleep mode or power-saving mode.) • Verify USB connection between the docking station and the PC running the RetinaVue Network software application. If the docking station is connected through a USB hub, unplug the USB cable from the hub and temporarily connect it directly to the PC running the RetinaVue Network software application. This will help eliminate the hub as a potential point of failure. • Run the Device Manager on the PC running the RetinaVue Network software application to determine if PC recognizes the attached device. For Windows 7/ Windows 8 <ol style="list-style-type: none"> 1. Right-click on Computer. <p>Note (For Windows 10, right-click on This PC and follow steps 2 – 5.)</p> <ol style="list-style-type: none"> 2. Select Properties. 3. Click on the Device Manager. 4. Double-click Disk drives. 5. Look for an entry titled "Linux File-Stor Gadget USB Device".

Problem	Solution
RV100 Imager not powered on.	<p data-bbox="1003 300 1068 327">Note</p> <p data-bbox="1161 300 1425 646">The RV100 Imager needs to be powered on and connected to the PC running the RetinaVue Network software application via a USB cable. This "Linux File-Stor Gadget USB Device" entry represents the USB Mass Storage device and will only be shown once the camera has been detected as a USB mass storage device.</p> <p data-bbox="1003 674 1425 842">If this entry is not visible, check for an entry titled "Unknown device" under "Universal Serial Bus controllers". Click on Unknown device to select it, then click the Uninstall toolbar button. Once the entry is removed click on "Scan hardware for changes".</p> <p data-bbox="954 930 1425 1272">Power on the RV100 Imager and wait for the <i>Home</i> screen to appear. If the RV100 Imager is not already docked, place the RV100 Imager into the docking station charger and wait for the message: <i>Camera is docked. Remove camera from docking station to access the camera functions.</i> If the PC running the RetinaVue Network software application does not detect the RV100 Imager, ensure that the contact pins of the RV100 Imager are touching the contact pins of the docking station charger and reseal the RV100 Imager into the docking station. The RV100 Imager's battery may not charge if the pins are not properly touching.</p>

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

Difficulty logging in to the RetinaVue Network Customer Portal.
Message: *Your login attempt was not successful. Please try again.*

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.

Difficulty logging in to the RetinaVue Network Customer Portal.

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.*

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

Difficulty logging in to the RetinaVue Network Customer Portal.

Forgot username

Message: *Your account has been locked.*

The screenshot shows a login form with the following elements:

- A red warning message at the top: "Authorized users only. All activity on this website is monitored and recorded."
- A "User Name:" label followed by a text input field containing "KittKabottle".
- A "Password:" label followed by a password input field.
- A red error message: "Your account has been locked."
- A blue "Log In" button.
- A blue "Reset Password" link.
- A small ID number at the bottom: "ID: 14 (21/00732044223910)".

Contact your Company Administrator or contact Welch Allyn Technical Support:
www.welchallyn.com/service.

Troubleshooting user lock out or difficulty with the user log in - RetinaVue Network software application

RetinaVue Network software application passwords must contain:

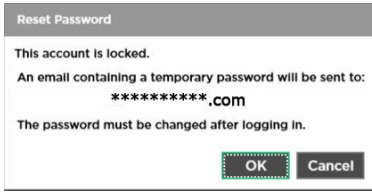
- a minimum of 8 characters
- a maximum of 32 characters
- at least 1 special character (examples include: !, @, #, \$, %, ^, &, and *)
- at least 1 numeric character
- at least 1 lower case letter
- at least 1 upper case letter

For a RetinaVue Network software application password reset:

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

RetinaVue Network software application User Name:

- a user has to be set up first in the RetinaVue Network software application

Problem	Solution
<p>Difficulty logging in to the RetinaVue Network software application. Message: <i>The specified username or password is invalid.</i></p>	<ol style="list-style-type: none"> 1. Click OK at the prompt: <i>The specified username or password is invalid.</i> 2. Request a password reset. Enter your clinic User Name in the field and then click Reset Password. 3. Once you receive an email notification with the password reset instructions, copy and paste the password into the password field and click Login. 4. Enter your new password and confirm the password. Click Save. Click OK at the prompt <i>Your new password has been saved.</i>
<p>After 5 unsuccessful login attempts, the RetinaVue Network software application is locked. Message: <i>This account is locked. An email containing a temporary password will be sent.</i></p>	<p>Request a password reset. Enter your clinic Username in the field and then click Reset Password.</p>  <ol style="list-style-type: none"> 1. Click OK at the prompt: <i>The specified username or password is invalid.</i> 2. Request a password reset. Enter your clinic User Name in the field and then click Reset Password. 3. Once you receive an email notification with the password reset instructions, copy and paste the password into the password field and click Login. 4. Enter your new password and confirm the password at the prompt: <i>The current password is no longer valid.</i> Click Save. Click OK at the prompt: <i>Your new password has been changed.</i>

Troubleshooting difficulty submitting an exam when Enforce Image Quality is selected in the RetinaVue Network software application

Problem

Difficulty submitting an exam when Enforce Image Quality is selected in RetinaVue Network software application.

Message: *The exam cannot be submitted due to insufficient image quality.*

When Enforce Image Quality is selected in the software application, users have 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. The RV100 Imager does not support this workflow, so when the exam is transferred to the software application the Submit button is inactive.

Solution

Options include deleting the exam in the RetinaVue Network software application and performing another exam to obtain images with a higher Quality Assurance score. Or, deselect Enforce Image Quality (if your role allows you to access to the General Settings) for this exam to allow the submittal of the exam.

To deselect Enforce Image Quality:

1. Click **Settings**.
2. Click **General**.
3. Deselect *Enforce Image Quality*.

The screenshot shows the 'General Settings' dialog box. The 'Enforce Image Quality' checkbox is highlighted with a red circle. Below the dialog box, there are three buttons: 'Open Web Browser', 'Open File Explorer', and 'Open Command Prompt'. At the bottom of the dialog box, there are 'Save' and 'Cancel' buttons.

4. Click **Save**.
5. Click **OK** at the prompt: *Some settings may not take effect until this application is restarted.*

Note

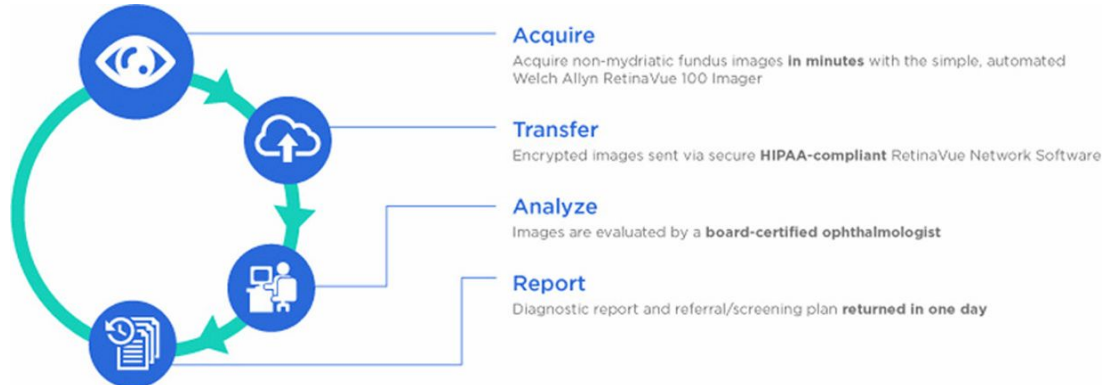
If the images are low in quality, it is highly unlikely that a specialist will be able to read them.



Finding exams

Exams may reside:

- on the camera (*Review* button)
- within the RetinaVue Network software application (*Pending Exams* button)
- or on the RetinaVue Network Customer Portal (on the *View New Reports* page)



To determine the status of an eye exam, consider the workflow:

Acquire	Transfer	Analyze/Report
Is the exam still stored on the RetinaVue 100 Imager camera? (See 1. <i>Review patient tests - RetinaVue 100 Imager</i>)	Is the exam still pending? (See 2. <i>Pending Exams in the RetinaVue Network software application</i>)	Is the exam available to view on the RetinaVue Network Customer Portal? (See 3. <i>View New Reports in the RetinaVue Network Customer Portal</i>)

Note Also see the *Welch Allyn RetinaVue™ 100 Imager Directions for use* for further information. When exams remain on the *Review* screen, those exams have not been transferred to the RetinaVue Network software application or to the RetinaVue Network Customer Portal for evaluation by a board-certified ophthalmologist.

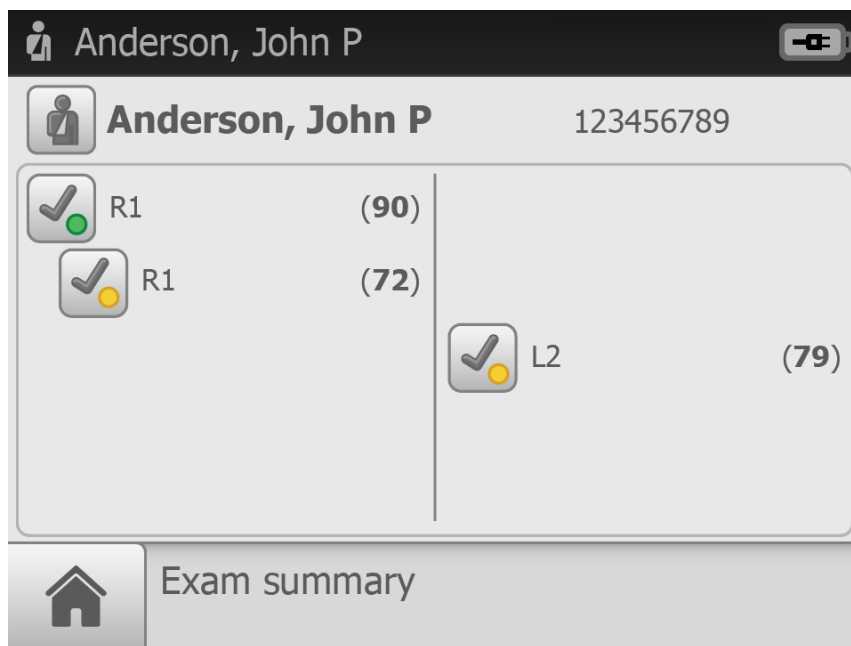




1. Review patient tests - RetinaVue 100 Imager

1. From the *Home* screen, touch **Review**. The patient's *Review* screen appears.



2. Touch on a patient's information to view images associated with a patient.
3. The most current set of images associated with a patient appears on the *Exam summary screen*.



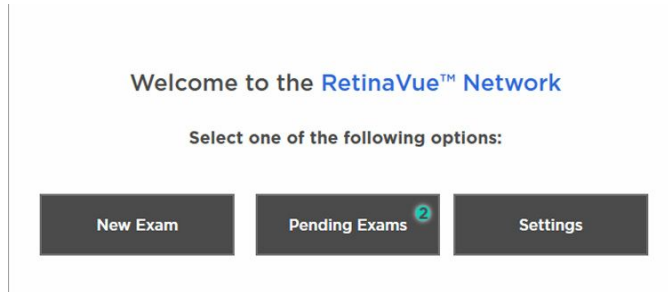
4. After the review is complete, touch  (Back) to return to the *Review screen* and then touch  (Home) to return to the *Home screen*.

Note See the *Troubleshooting* section for instructions on detecting the RV100 Imager in the RetinaVue Network software application.



2. Pending Exams in the RetinaVue Network software application

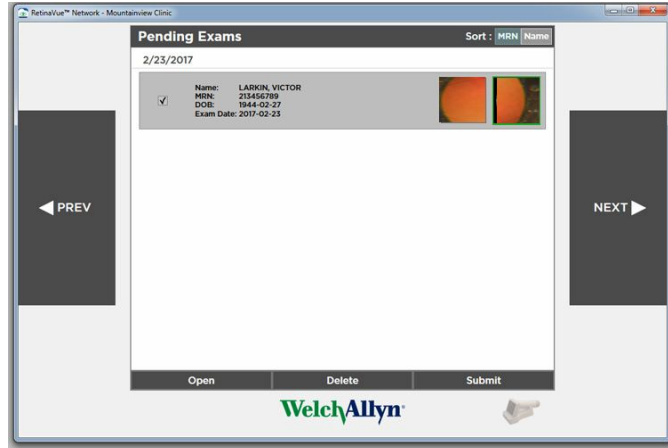
1. If the RetinaVue Network software application is not already open, double-click the desktop icon. The *Welcome* screen appears.



2. If the RetinaVue Network software application contains pending exams, the number of pending exams appear on the *Pending Exams* button. Click **Pending Exams** to view exams that have not been submitted to the RetinaVue Network Customer Portal for evaluation by a board-certified ophthalmologist.

Note Pending Exams may also appear in the application if a New Exam has been started but the images have not been acquired yet.

3. Select a single exam by clicking on that exam. Selected exams are highlighted gray and contain a checkmark.



Note Exams with a red border contain images with a low Quality Assurance score. Because low quality exams are very unlikely to be read by a specialist, the red border indicates that images should be retaken. (However, the exam may be submitted for evaluation.)

Note If the *Submit* button is greyed out or contains a red border, the exam cannot be submitted until additional information is added or until the additional conditions are met. Required fields include: MRN, First and Last Name, Date of Birth, Gender, Referring Provider, Diabetes Type, Diabetes Diagnosed, and Diabetes Management.

Patient Information

Basic Information

MRN 134089	First Name Bart	Last Name Lars
Birth Date 1907 -02 -11	Gender Male	Referring Provider
Diabetes Type	Diabetes Diagnosed	Diabetes Management

Comments

MRN: 134089
Name: LARS, BAR
DOB: 1907-02-11

Save For Later

In the example screen, the Diabetes Type, Diabetes Diagnosed, Referring Provider, and Diabetes Management all contain a red border. Select the drop-down menu to update these fields. Move the cursor over the field to display on screen help. (For example, *Diabetes Diagnosed cannot be empty.*)

4. Once all fields are complete, click **Next**. Select one of the following options: **Save for Later** or **Submit Exam**.

Exam Workflow Complete

Select one of the following options:

Save For Later Submit Exam

MRN: 134089
Name: LARS, BAR
DOB: 1907-02-11





3. View New Reports in the RetinaVue Network Customer Portal

1. Log in to the RetinaVue Network Customer Portal. Enter your User Name and Password and click **Log In**. The *Welcome* screen appears.

2. Select *View New Reports* and click **Next**. The *New Reports* screen appears.

3. Select an exam and click **View** to view new exams that have been submitted to the RetinaVue Network Customer Portal and evaluated by a board-certified ophthalmologist. Selected exams contain a checkmark.

New Reports

Select	Patient Name	MRN	DOB	Exam Date	Report Date	
<input checked="" type="checkbox"/>	Douglas, Don	R34 12930	11/13/1927	12/15/2016	1/18/2017	View  

Download Selected Reports

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

[Back](#)

Notes and tips

To correct an error, follow these instructions or contact Welch Allyn Technical Support:
www.welchallyn.com/service.

Notes and Tips

Windows operating system messages during uninstall of previous software

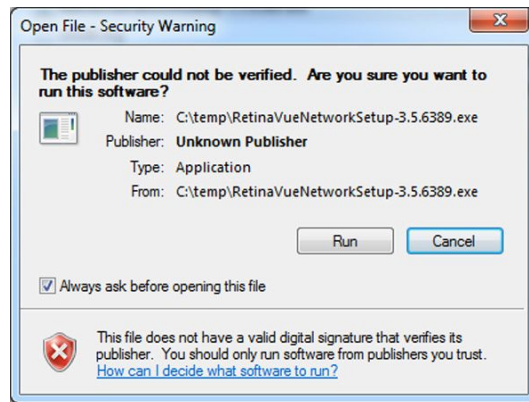
Screen/message

Solution

Windows 7

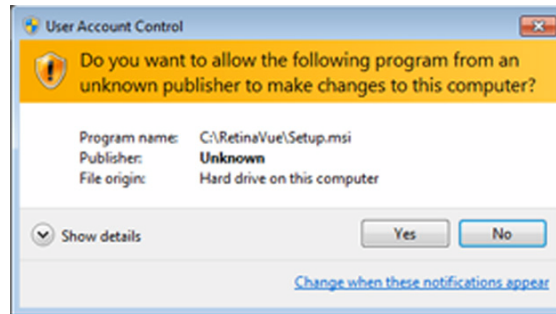
The publisher could not be verified. Are you sure you want to run this software?

Click **Run** to allow the software removal.
By default, the Unknown Publisher notification is displayed. Uncheck *Always ask before opening this file* to disable this notification for all applications.



Screen/message**Solution****Windows 8.1**

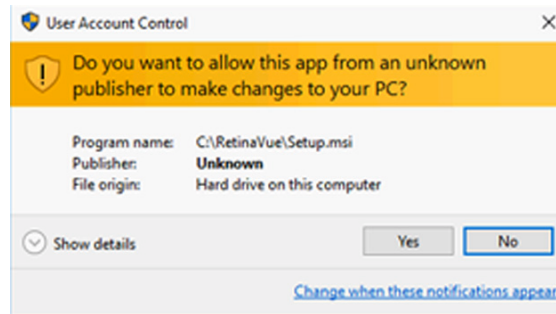
Do you want to allow the following program to make changes to this computer?



Click **Yes** to allow the software removal. By default, the notification is displayed. Select *Change when these notices appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

Windows 10

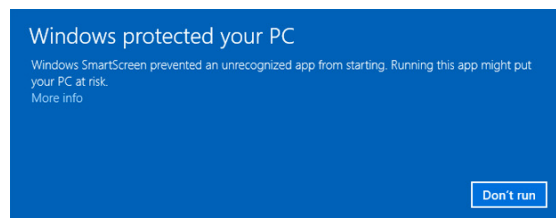
Do you want to allow this app to make changes to your PC?



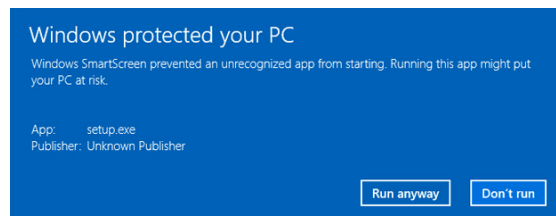
Click **Yes** to allow the software removal. By default, the notification is displayed. Select *Change when these notifications appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

Windows 10

Windows SmartScreen prevented an unrecognized app from starting. Running this app might put your PC at risk.



If prompted by the operating system to run software from an unrecognized app, click **More info** at the first prompt screen. At the second prompt screen, click **Run anyway**.



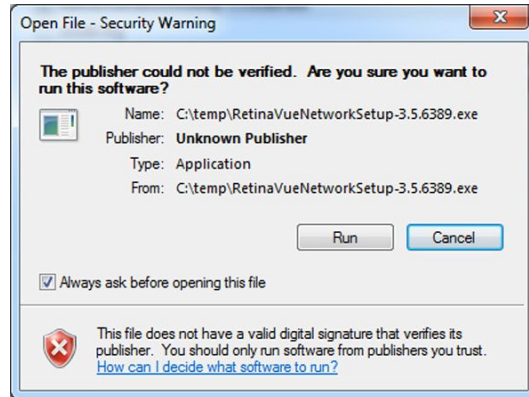
Windows operating system messages during installation of the new software

Screen/message

Solution

Windows 7

Do you want to run this file?

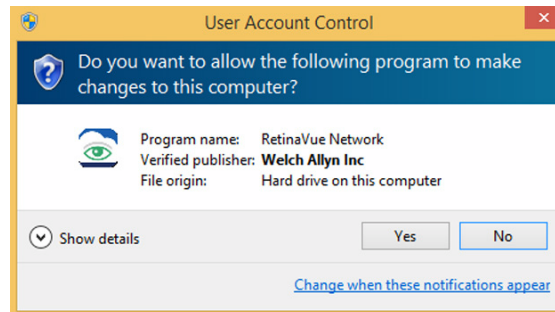


Click **Run** to open the application and to allow the installation.

By default, the notification is displayed. Uncheck *Always ask before opening this file* to disable this notification for all applications.

Windows 8.1

Do you want to allow the following program to make changes to this computer?

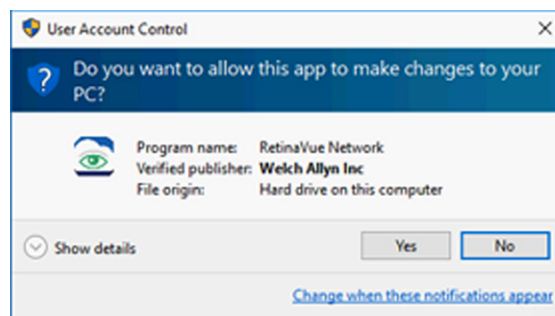


Click **Yes** to open the program and to allow the installation.

By default, the notification is displayed. Select *Change when these notices appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

Windows 10

Do you want to allow this app to make changes to your PC?



Click **Yes** to open the application and to allow the installation.

By default, the notification is displayed. Select *Change when these notifications appear* to disable this notification for all applications. Follow the on-screen information to disable this notification.

Appendix

Additional features and help

Registration information is provided for the convenience of the Company Administrator. See the Registration card in the RV100 box for additional details. The set up process for North American and Australian region users is provided for the convenience of the Company administrator, however it is only necessary for the initial company set up. See the set up instructions attachment from the welcome e-mail for additional details. The software installation instructions are provided for existing users when the user desires to download a new version of the software application. See the Software installation instructions found on the Customer Portal for further information. Roles and privileges are provided to aid users in understanding the features they can access in both the RetinaVue Network Customer Portal or the RetinaVue Network software application.

Registration

In North America, please call the following number: **865.622.8380 from 8:00 AM – 5 PM EST** to create an account with the Welch Allyn RetinaVue Network. For additional inquires use the following link: **www.welchallyn.com/support**.

Note In the Australian region, contact Australia Technical Support at the following number: **1800 650 083 from 08:30 – 17:00 Monday – Friday AEDT**. For additional inquires use the following link: **techsupport.au@welchallyn.com**.

Set up process for North American users

1. When you receive your RetinaVue Imager, contact Welch Allyn to set up an initial account with the RetinaVue Network. In the U.S., call 865-622-8380.
2. You will receive an email via Adobe's eSign service that includes your RetinaVue Professional Services Agreement.
3. Electronically sign and submit your RetinaVue Professional Services Agreement.
4. You will receive an email from RetinaVue Network System with your initial username and password and a link to the RetinaVue Network Customer Portal.
5. Go to the RetinaVue Network Customer Portal, accept the End User License Agreement (EULA), and complete your RetinaVue Network account registration.
6. Upon completion of your account registration, download the RetinaVue software from the RetinaVue Network Customer Portal onto the PC you will be using to transfer images to the RetinaVue Network.

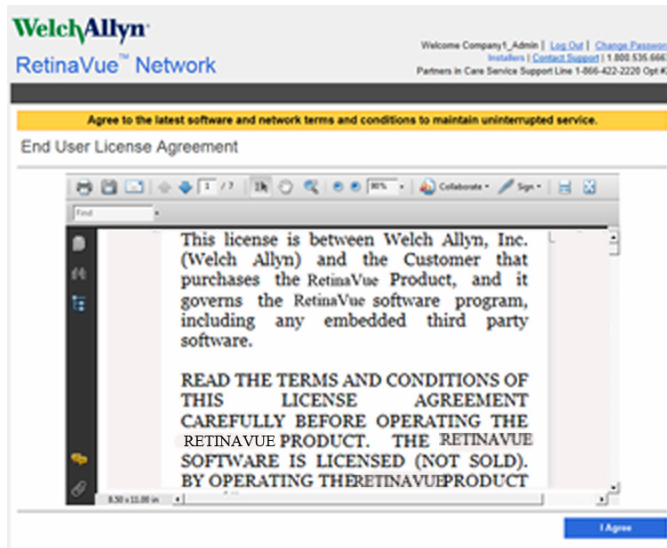
7. Launch the RetinaVue Network software. Enter your RetinaVue Network Software Activation Key from the RetinaVue Network Customer Portal Installers page into the RetinaVue Network software.
8. Place the RetinaVue Imager into the charging dock with RetinaVue Network software running on the connected computer and you are ready to begin submitting images from the RetinaVue Network software and receiving reports back in your RetinaVue Network Customer Portal.

Set up process for Australian region users

1. When you receive your RetinaVue Imager, contact Welch Allyn to set up an initial account with the RetinaVue Network. In the Australian region, contact Australia Technical Support at the following number: **1800 650 083 from 08:30 – 17:00 Monday – Friday AEDT**. For additional inquiries use the following link: **techsupport.au@welchallyn.com**.
2. You will receive an email that includes your RetinaVue Professional Services Agreement.
3. Sign and submit your RetinaVue Professional Services Agreement.
4. You will receive an email from Welch Allyn with your username, password, and a link to the RetinaVue Customer Portal.
5. Go to the RetinaVue Customer Portal and download the RetinaVue software from the "Installers" page onto the PC you will be using to transfer images to the RetinaVue Network.
6. Place the RetinaVue Imager into the charging dock with RetinaVue Network software running on the connected computer. You are ready to begin submitting images to the RetinaVue Network software and receiving reports back into your RetinaVue Customer Portal.
7. Contact your Welch Allyn representative or Welch Allyn Customer Care at 1800 650 083 to schedule training.

Accept the RetinaVue Network End User License Agreement (EULA)

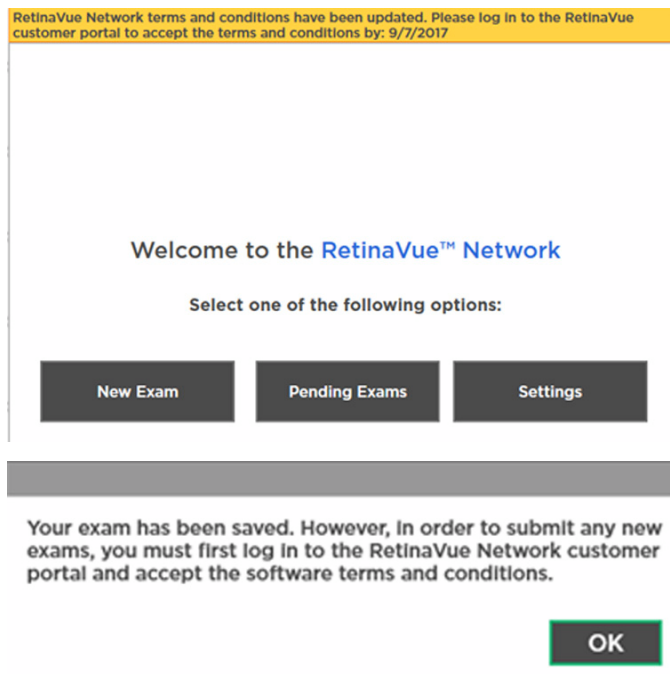
- The RetinaVue Network software application requires an acceptance of the End User License Agreement (EULA) on the RetinaVue Network Customer Portal during the first time set up of the company.
 - Welch Allyn may periodically update the terms of service and require acceptance of a new End User License 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.



Existing RetinaVue™ Network software users

Note Windows® 8.1 and 10 tablet users with a touchscreen interface, use the touch feature where the instructions indicate a mouse-click.

Uninstall previous versions of the RetinaVue™ Network software

Pre-requisites

- Clear out pending exams by submitting the exams or by deleting the exams.
- Uninstall the current RetinaVue™ Network software from each PC that you use to transfer images to the RetinaVue Network.
 - Windows 7: Click on the *Start Menu > Control Panel > Programs and Features*. Select the *RetinaVue Network* application by highlighting it. Click **Uninstall** and then click **Yes**.
 - Windows 8.1: Right-click on the *Start Menu > Programs and Features*. Select the *RetinaVue Network* application by highlighting it. Click **Uninstall** and then click **Yes**.
 - Windows 10: Right-click on the *Start Menu > Programs and Features*. Select the *RetinaVue Network* application by highlighting it. Click **Uninstall** and then click **Yes**.

Note Allow the Windows versions of Microsoft Visual C++ 2013 Runtime Libraries (x86) and Microsoft .NET Framework 4.5 to remain on each PC that you use to transfer images to the RetinaVue Network.

Note If prompted by the Windows operating system to run the software or to make changes to your PC, see the Notes and tips section for further information.

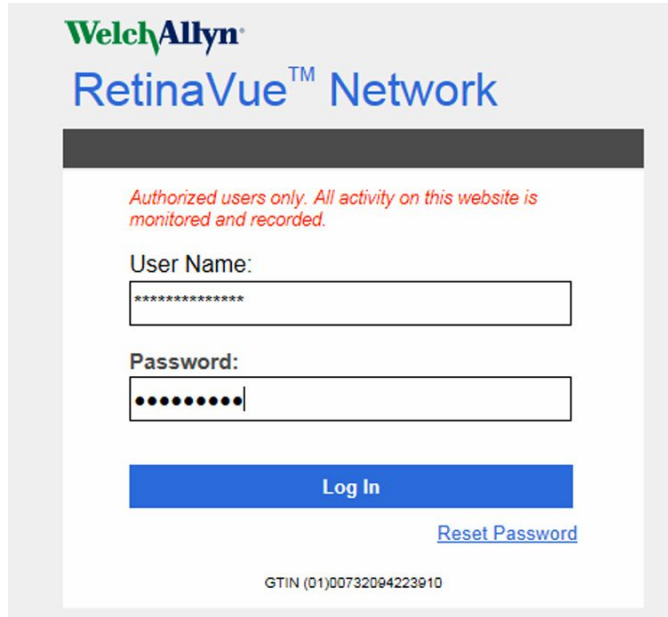
Update the RetinaVue Network software

Installation Pre-requisites

- The RetinaVue Network software installation requires Windows® Administrator privileges.
- A high-speed Internet connection is required.
- Follow the instructions from your original *RetinaVue Network* registration e-mail containing the information to access the RetinaVue Network Customer Portal or follow this link: https://www.retinavue.net/RN_CustomerPortal/.

To acquire the RetinaVue Network software for the PC that you use to transfer images to the RetinaVue Network:

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:

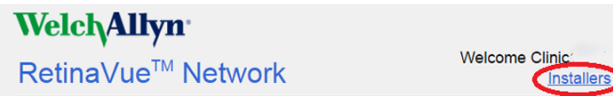
Password:

[Log In](#)

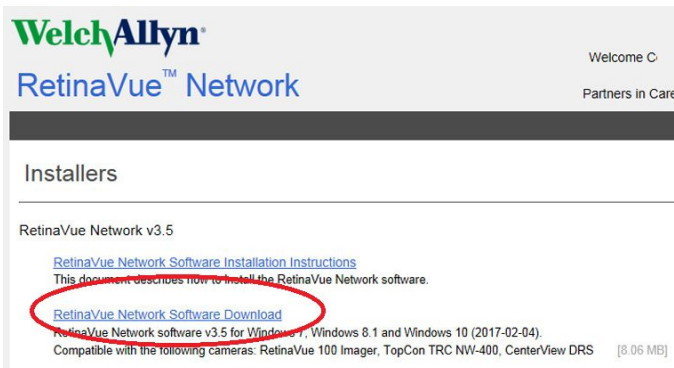
[Reset Password](#)

GTIN (01)00732094223910

- Click on the **Installers** link.



- Click on the **RetinaVue Network Software Download** link to download the latest RetinaVue Network Installer.



- After the *RetinaVueNetworkSetup-3.5.X.exe* file finishes downloading, launch the application. Right-click on the executable file (*RetinaVueNetworkSetup-3.5.X.exe*) and run as administrator.

Note If prompted by the Windows operating system to run the software or to make changes to your PC, see the Notes and tips section for further information.

- Click **Install**.
- After the software installation is complete, click **Launch** on the *Installation completed successfully!* screen.



Start a new exam in an EMR-connected environment

See the *EMR Deployment Guide* for EMR set up and configuration details.

Prerequisites

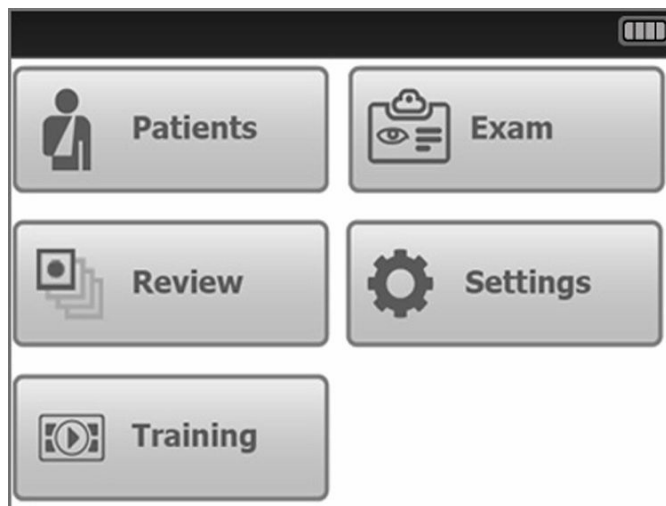
1. The customer account and clinics must be set up in the RetinaVue Network.
 2. If your organization requires a security questionnaire for solutions connecting to the EMR, that questionnaire must be completed before the EMR deployment starts.
 3. An outgoing port must be established to send orders to the RetinaVue Network.
 4. An incoming listening port must be opened to receive results from the RetinaVue Network.
1. Have the patient sit in a dark room for 5 minutes to dilate their pupils.
 2. Enter the order in your EMR per your facility's workflow.

Once the patient information is transferred to the RetinaVue 100 Imager, a message appears indicating the patient has been added to the camera.



Click **OK**.

3. Touch **Patients** on the RetinaVue 100 Imager Home screen.



4. Select the patient from the *Patients list*.



5. Ensure that the correct patient is selected and that the demographic information is correct.
6. Touch **OK**.



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

Note Follow the instructions from the welcome e-mail.

Note The RetinaVue Network software application 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

Current Password:

New Password:

Confirm New 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.

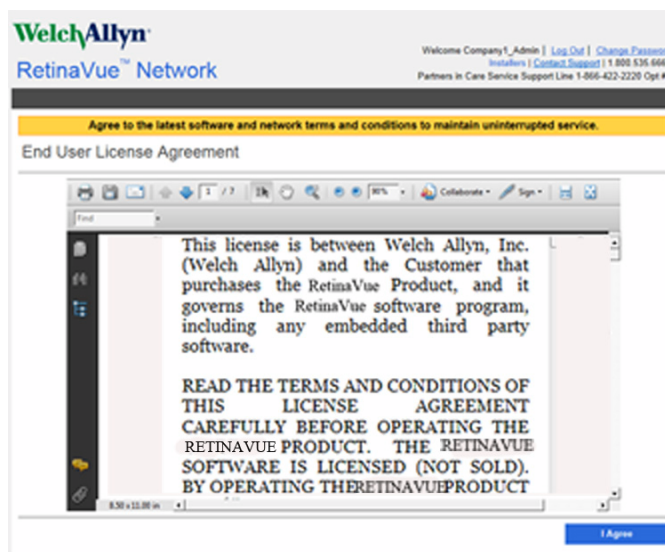
Note

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

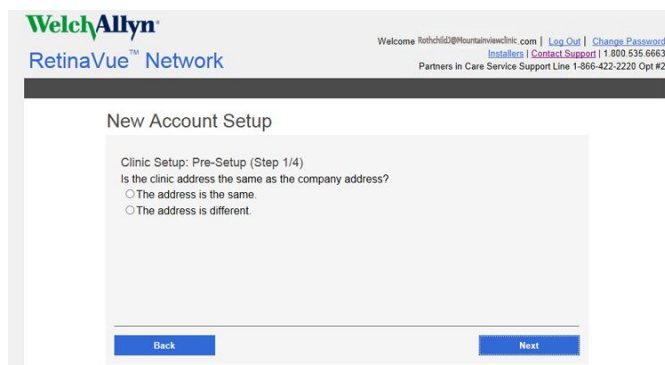
See the *Troubleshooting* section for instructions on recovering passwords through email notification and other password-related issues.

4. After logging in with the new password, accept the RetinaVue Network End User License Agreement (EULA), confirm the company information and complete the four Pre-Setup steps.
5. Click **I agree** to accept the End User License Agreement.



To proceed with the first step, click **Next**.

6. If the first clinic to be set up has the same address as the company, select *The address is the same*. If the clinic address is different than the company address, select *The address is different*. (Step 1 of 4).



Click **Next**.

7. Enter the clinic name, phone number and address if it is not already populated. (Step 2 of 4).

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Welcome Rothchild@Mountainviewclinic.com | [Log Out](#) | [Change Password](#)
[Installers](#) | [Contact Support](#) | 1.800.535.6663
 Partners in Care Service Support Line 1-866-422-2220 Opt #2

New Account Setup

Clinic Setup: Clinic Information (Step 2/4)

Official Clinic Name: Phone:

Address: Ste/Unit: City: State: Zip:

Click **Next**.

Note The clinic name cannot exceed 70 characters in length.

8. Enter the primary contact and IT contact for the clinic. (Step 3 of 4).

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[Installers](#) | [Contact Support](#) | 1.800.535.6663
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New Account Setup

Clinic Setup: Contact Information (Step 3/4)

Primary Clinic Contact

First Name: Init: Last Name: Suffix:

Email: Phone: Ext:

IT Contact

First Name: Init: Last Name: Suffix:

Email: Phone: Ext:

Click **Next**.

9. Enter at least one provider that will be referring patients for exams. (Step 4 of 4).
Click **Add** to enter additional providers.

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New Account Setup

Clinic Setup: Referring Providers (Step 4/4)

Referring Physicians

First Name	Init	Last Name	Suffix	NPI
Rebecca	T	Ricardo	RN	1234567891
Email		Phone	Ext	
RicardoR@Mountainviewclinic.com		80112345681	5681	

[Add](#)

[Back](#) [Next](#)

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

- Click **Finish** to complete the initial setup process and to enter the *Installers* page to download the RetinaVue Network software application.

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RetinaVue™ Network

Welcome Roberto@Mountainviewclinic.com | [Log Out](#) | [Change Password](#)
[Installers](#) | [Contact Support](#) | 1.800.535.6663
Partners in Care Service Support Line 1-866-422-2220 Opt #2

New Account Setup

Complete Setup

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

[Back](#) [Finish](#)

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.



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	Allow Edit	(View only)
View and download new reports	X	X	X	X
Edit new reports	X	X	X	
Search reports	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		

Clinic Admins 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 an over-read report
- Download over-read reports
- View over-read reports

Welcome to the RetinaVue Customer Portal

What would you like to do?

- View New Reports
- Search Reports
- View Statistics
- Clinic Management
- Company Information

[Next](#)

Allow Edit can:

- Modify patient demographics associated with an over-read report
- Download over-read reports
- View over-read reports

View only If neither option is selected, users can:

- Download over-read reports
- View over-read reports

The screenshot shows the Welch Allyn RetinaVue Network Customer Portal. The header includes the Welch Allyn logo and the text 'RetinaVue™ Network'. On the right side of the header, there are links for 'Welcome Kit/Kabottle', 'Log Out', and 'Change Password', along with 'Settings' and 'Contact Support' and the phone number '1-800-535-6963'. Below the header, the main content area says 'Welcome to the RetinaVue Customer Portal' and 'What would you like to do?'. The options are:

- View New Reports
- Search Reports

 A 'Next' button is located at the bottom right of the form area.



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.

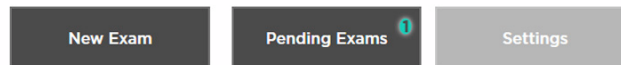
Note This table contains a list of roles for user that can access the RetinaVue Network software application when *Login Required* is selected. When *Login Required* is not selected all Application Users have admin privileges.

	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:





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.

The screenshot shows the login page for the Welch Allyn RetinaVue Network Customer Portal. At the top, the Welch Allyn logo is displayed in green and blue, followed by the text "RetinaVue™ Network" in blue. Below this is a dark grey bar. A red warning message reads: "Authorized users only. All activity on this website is monitored and recorded." Below the warning 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, and a blue link for "Reset Password" is to its right. At the bottom of the page, the GTIN (01)00732094223910 is displayed.

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

Change Your Password

The screenshot shows the "Change Your Password" form. It contains three input fields: "Current Password:" with a text box containing "●●●●●●", "New Password:" with a text box containing "●●●●●●", and "Confirm New Password:" with a text box containing "●●●●●●". Below the fields are two blue buttons: "Cancel" and "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 Welch Allyn Technical Support: www.welchallyn.com/service.

WelchAllyn
RetinaVue™ Network

Welcome KittKabottle | [Log Out](#) | [Change Password](#)
[Installers](#) | [Contact Support](#) | 1.800.535.6663
 Partners in Care Service Support Line 1-866-422-2220 Opt #2

Change Your Password

Current Password:

New Password:

 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.

Confirm New Password:

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

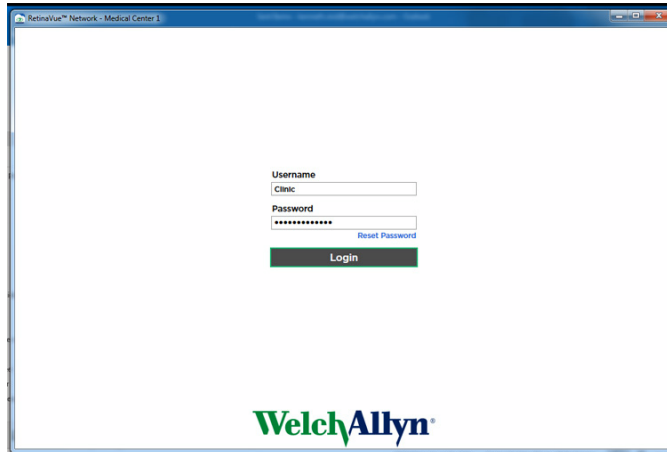


Password use - RetinaVue Network software application

Note

While the two user names and passwords may be the same for both the web-based RetinaVue Network Customer Portal and the PC-based RetinaVue Network software application, they are not linked and may be different.

1. If the RetinaVue Network software is not already open, double-click the desktop icon.
2. If prompted to log in to the RetinaVue Network software application, the *Log in* screen appears on the PC desktop. (The *Log in* screen only appears if the *Login Required* feature is set.)



3. New users: use the login information provided by your clinic and enter the *User Name* and *Password* into the log in fields of the RetinaVue Network software application on the PC desktop. Existing users: enter your current *User Name* and *Password* into the log in fields of the RetinaVue Network software application on the PC desktop.

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 (examples include: !, @, #, \$, %, ^, &, and *)
- 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.

Note

The Login button remains gray until the *User Name* and *Password* criteria are met. If the user name or password are entered incorrectly, a message appears that: *The specified user name or password were entered incorrectly*. After 5 unsuccessful login attempts, the RetinaVue Network software application is locked. For assistance contact Welch Allyn Technical Support: www.welchallyn.com/service.

Technique guide - RetinaVue™ 100 Imager

Getting started

- The RetinaVue™ 100 Imager is light-weight, portable and very easy to use.
- Familiarize yourself with the RetinaVue™ 100 Imager , practices, and techniques within this guide before using it with patients.



Learn More

- For quick reference to the techniques described here and additional troubleshooting please refer to the RetinaVue™ 100 Imager Technique Video Guide at www.RetinaVue.com.
- To learn more about the RetinaVue™ 100 Imager, order replacement parts, or reference the complete Directions for Use and other documentation please visit www.RetinaVue.com.

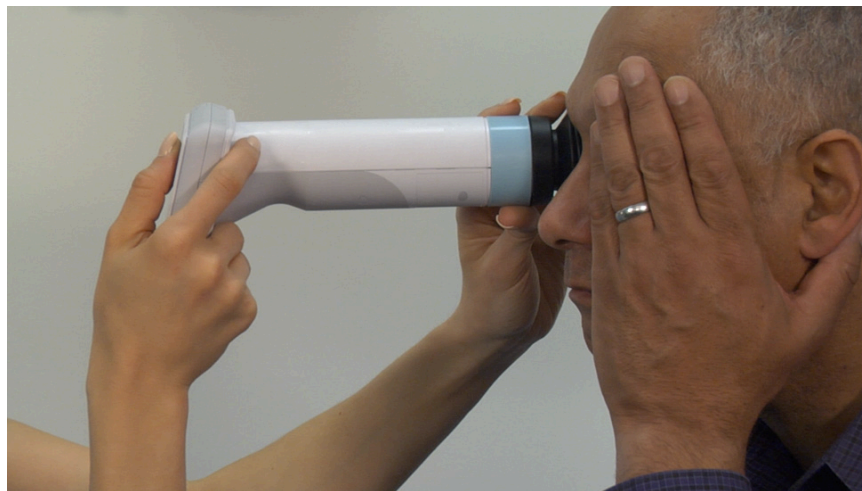
How to hold the RetinaVue™ 100 Imager

The RetinaVue™ 100 Imager must be held level and in line with your patient's eye. There are two recommended techniques to properly hold the RetinaVue™ 100 Imager for a quick and successful retinal scan:

Telescope grip



Smartphone grip



Guide (Patient End) Hand

The patient end of the RetinaVue™ 100 Imager will be held with just the thumb and forefinger. The small and ring finger will be used to steady the imager by anchoring them gently on the patient's forehead.



Make micro adjustments with your guide hand to fine tune the RetinaVue™ 100 Imager's focus.

Tips for success

Explain to the patient:

- You will see a flash of light when the image is taken.
- The eye cup will rest around but not touch the eye.
- The patient must sit in the exam room with the lights dimmed for five minutes to allow his or her pupils to dilate.



Proper Positioning:

- While standing directly in front of the patient seated at the edge of the exam table.

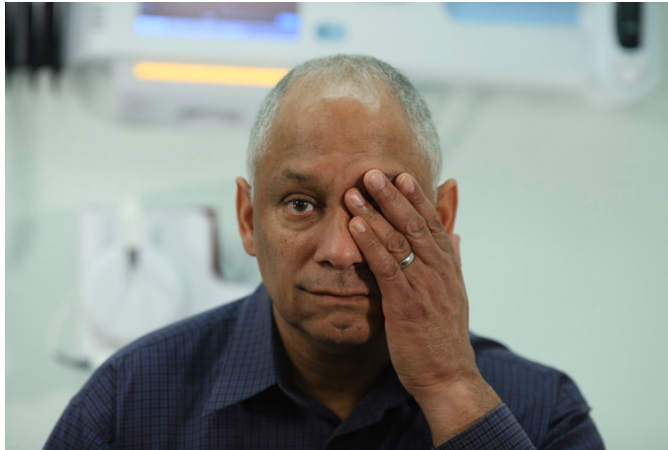


- While you are both seated. Sit directly in front of the patient with your legs together on the same side as the eye being examined.



Direct the patient to:

- Remove eyeglasses, contacts can remain in place.
- Sit up straight.
- Look forward and hold his or her head still.
- Keep both eyes open as wide as possible and limit blinking.
- Cover the unexamined eye with his or her hand.



- Direct his or her gaze at the green lights inside the imager's barrel.

How to acquire fundus images with the RetinaVue™ 100 Imager

1. Hold the patient end of the RetinaVue 100 Imager two to three inches directly in front of the patient's examined eye.



2. Direct the patient to focus on the green light inside the barrel of the imager. They must cover but not close their unexamined eye.

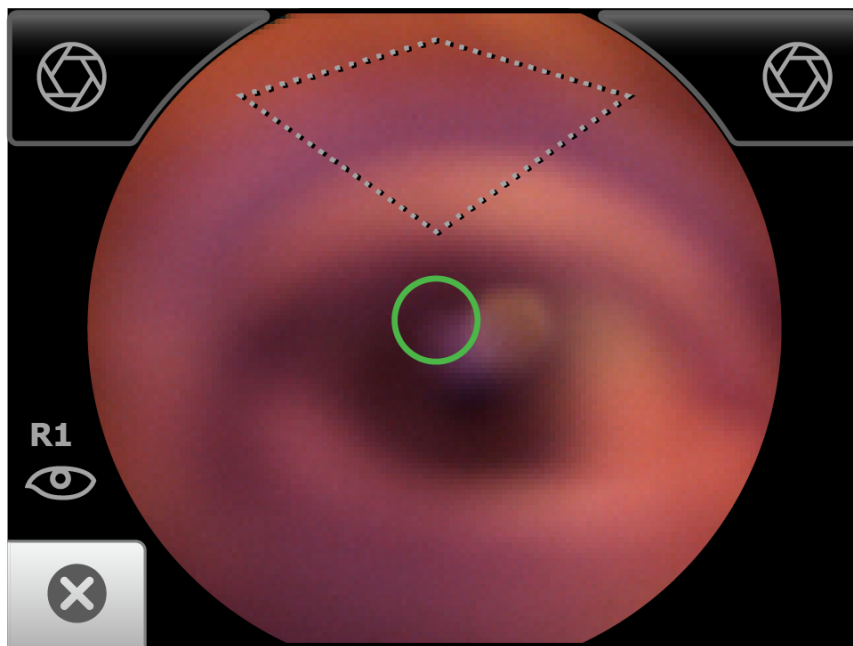


Note It is important to hold the imager level.

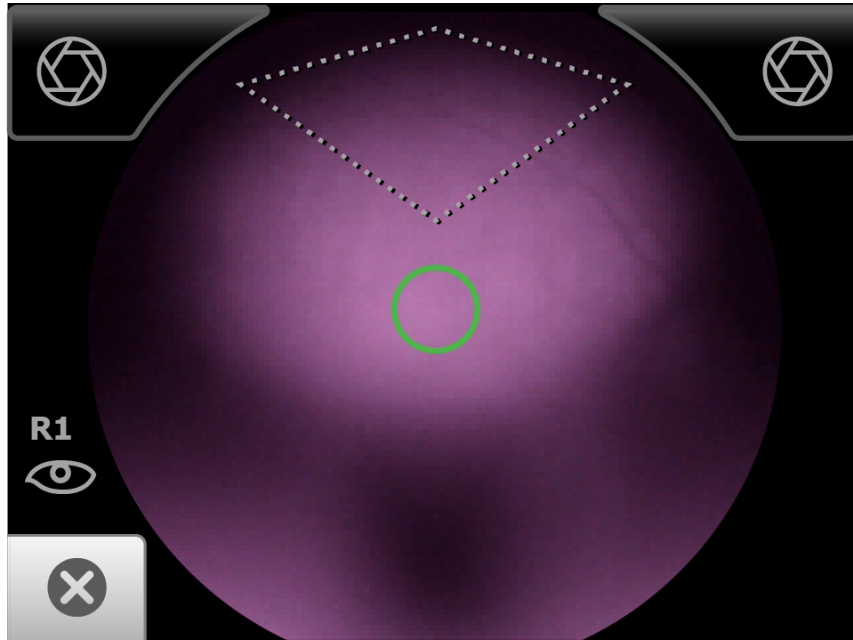
Note It is also important to keep the imager in line with the examined eye.

Note Make slight, micro adjustments with your guide (patient end) hand to fine tune the imager's position. Do not use your hand on the LCD side to make minor adjustments.

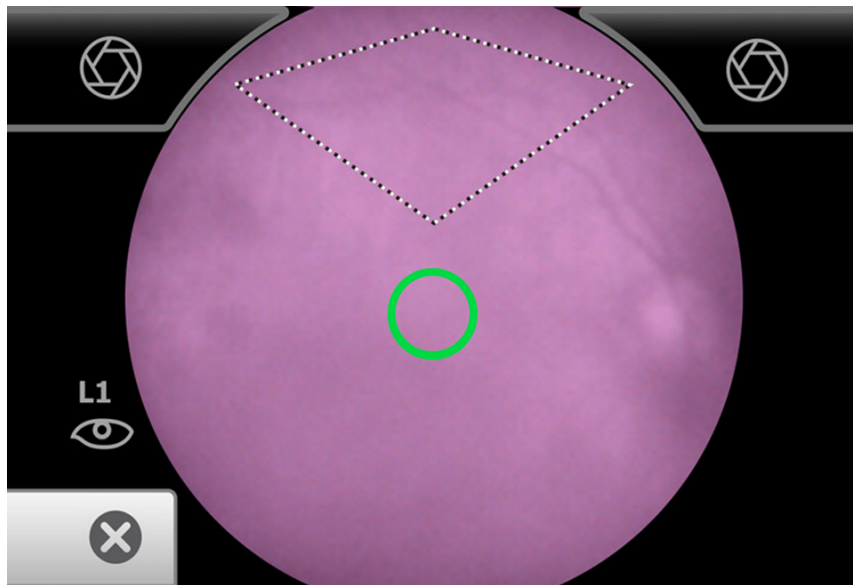
3. Look for a white circular reflection at the top of the eye's image on the LCD touchscreen. This is your initial target.



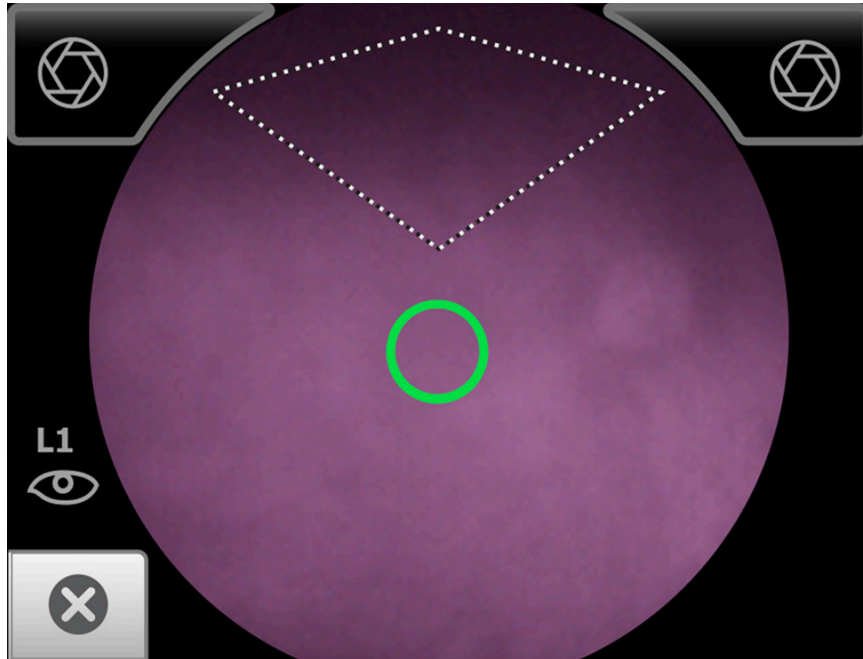
4. Guide the green circle on the RetinaVue 100 Imager LCD touchscreen towards the initial target by slowly moving the RetinaVue 100 Imager towards the eye.



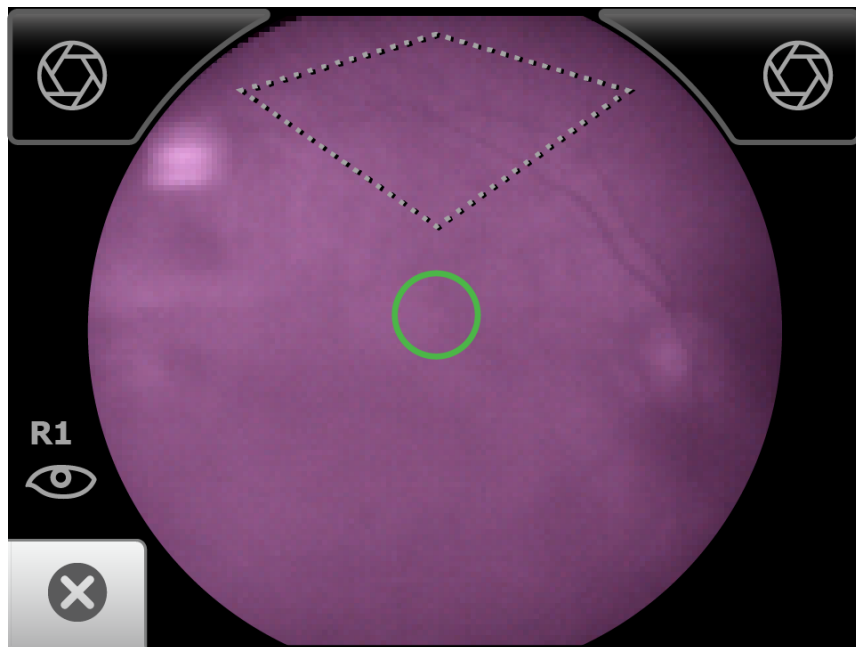
5. Once the reflection has filled the screen, push slightly forward until a “bubble” appears.



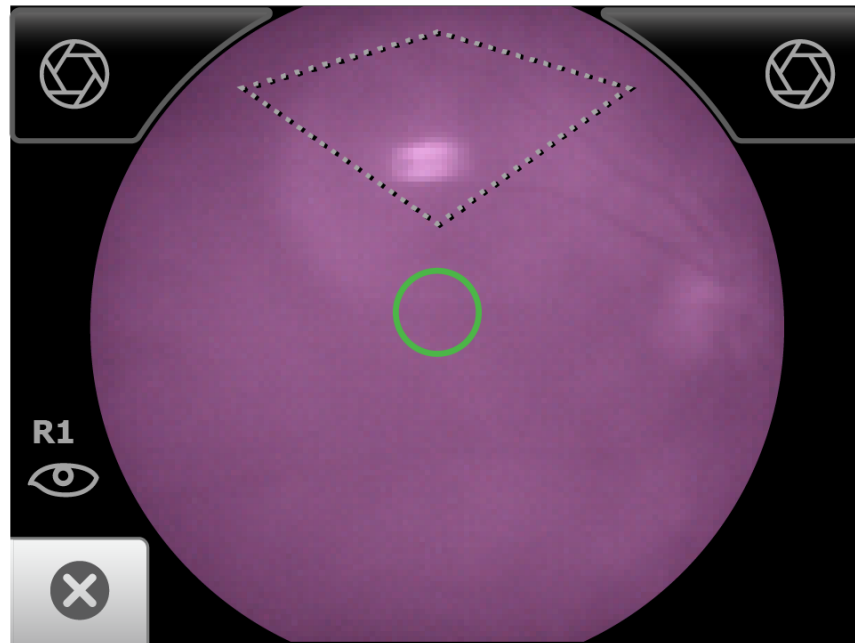
6. Keep the RetinaVue 100 Imager in line. Slightly adjust the RetinaVue 100 Imager away from any shadows that appear.



7. Move the patient end of the RetinaVue 100 Imager toward the bubble.



8. Align the bubble inside the diamond icon.



9. An audible tone alerts you that the image has been captured. The acquired image appears on the LCD touchscreen for review in about five seconds.

