



Hillrom™

Welch Allyn RetinaVue Network

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

[Next](#)



Instructions for use

Software version 4.6.XX

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This product may contain software known as "free" or "open source" software (FOSS). Hillrom uses and supports the use of FOSS. We believe that FOSS makes our products more robust and secure, and gives us and our customers greater flexibility. To learn more about FOSS that may be used in this product, please visit our FOSS website at hillrom.com/opensource. Where required, a copy of FOSS source code is available on our FOSS website.

PATENTS / PATENT hillrom.com/patents.

For product information, contact Hillrom Technical Support:

hillrom.com/en-us/about-us/locations/.



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This manual applies to the <#> 901108 PACS MEDICAL IMAGE SYSTEM

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About this instructions for use

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

Primary intended users

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

Intended use

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

Prescription use only.

Contraindications

RetinaVue Network has no known contraindications.

Computer system requirements

Item	Requirement description
Configuration	Tower or desktop computer preferred; laptop or tablet
CPU	1 GHz (or equivalent) minimum, 2 GHz or greater recommended
Hard disc	150 MB free HDD space, 16 GB free HDD space or greater recommended ¹
RAM	2 GB minimum, 4 GB recommended
Monitor resolution	1280 x 720 recommended
Ethernet Port	RJ-45
Ports	2 USB, 2.0 port or greater
Operating system	Windows 10 with latest SP RetinaVue Network. Prerequisite software requirements: <ul style="list-style-type: none"> • Microsoft Visual C++ 2013 Runtime Libraries (x86) • Microsoft .NET Framework 4.8 • Perform a Windows update before installation.
Web browser	<ul style="list-style-type: none"> • Microsoft Edge • Chrome for Windows (latest version) • Firefox Quantum • IOS Safari (Version 11 or greater)

Item	Requirement description
High-speed Internet connection	Broad-band Internet connection (minimum download speed 1.5 Mbps)
Transport Security	Ability to connect to www.retinavue.net with TLS 1.2
Firewall	<p>Ability to connect to www.retinavue.net on ports 80 and 443 with RetinaVue Network.exe</p> <ul style="list-style-type: none"> Allows the submittal of captured images from the client to the Welch Allyn RetinaVue Network Web Server
Certificates	<p>Go Daddy Root certificate Authority installed on the computer</p> <ul style="list-style-type: none"> Allows secure/protected communication between the client and the Welch Allyn RetinaVue Network Web Server This is usually installed by default on the supported Windows Operating system for this product. Contact your IT department for questions and issues.

IT Network Security

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

- physical security of the computer and any connected peripherals to prevent theft, tampering, unauthorized use, or unintended disclosure of private data shown on the computer screen
- individual user authentication using strong passwords and, if possible, some form of multi-factor authentication
- idle-session timeouts with either screen locking or automatic logout
- user access rights/permissions limited to those required for the user's assigned role
- timely installation of all computer and operating system vendor's security patches and updates
- anti-virus, anti-malware, and/or intrusion detection/prevention software from a trusted vendor installed and regularly updated
- periodic system backups, with regular testing of system recovery procedures
- secure network connection, either wired or wireless. Wired network connections should be physically secured and/or protected by 802.1X network access control and/or IPsec. Wireless network connections should use WPA2-PSK or WPA2- Enterprise security with strong username/password or X.509 certificate-based authentication.







Customers should only download the RetinaVue Network software application directly from the RetinaVue Network Customer Portal (secure website).

¹ This is space required to install the RetinaVue Network software application and to store exams while running. See Microsoft System requirements for your Operating System.

Symbols

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

Documentation symbols

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

About warnings and cautions


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

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

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

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

Warnings

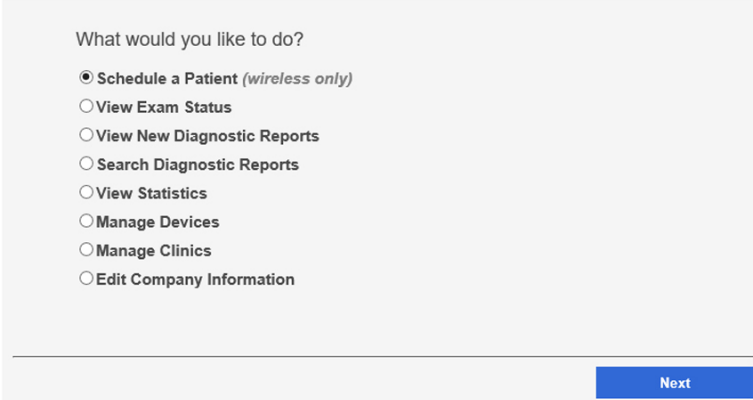
 **WARNING** When manually entering patient information, do not use the same patient identifier for multiple patients. This may result in inaccurate data association.

Log in to the RetinaVue Network Customer Portal

1. Log in to the RetinaVue Network Customer Portal at this link: https://www.retinavue.net/RN_CustomerPortal/
2. Enter your User Name and Password and click **Log In**.

The Welcome screen appears.

Welcome to the RetinaVue Customer Portal



What would you like to do?

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

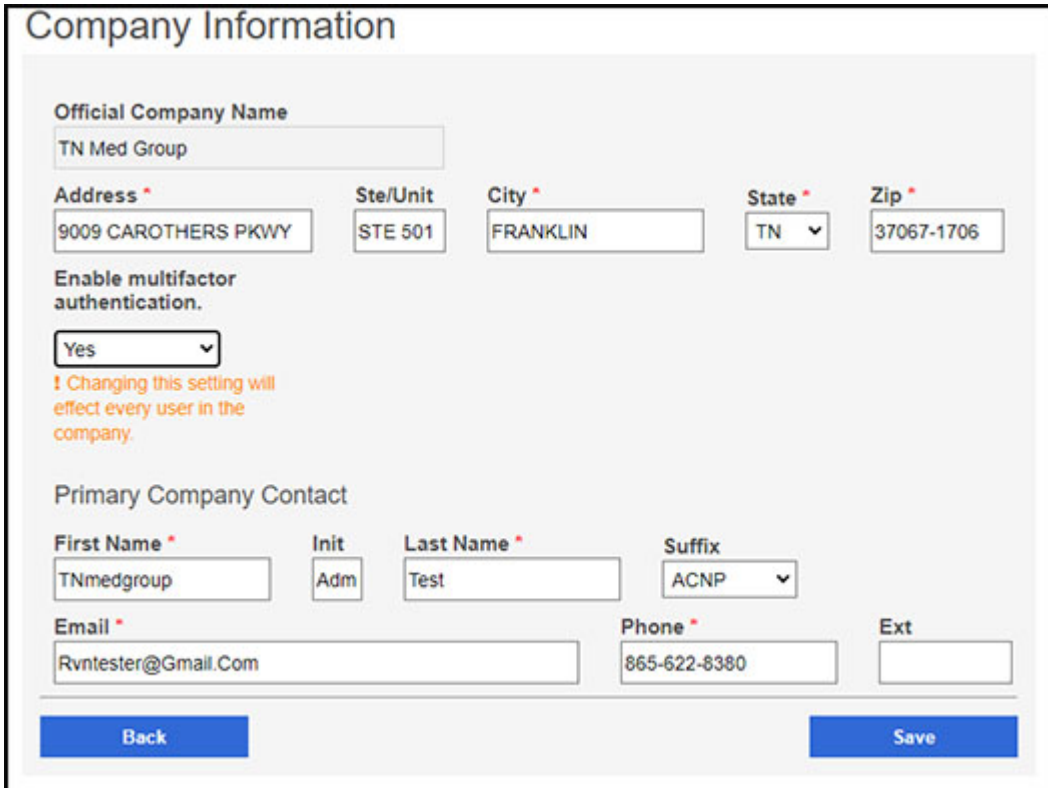
Next

Log in to the RetinaVue Network Customer Portal using multifactor authentication

1. If needed, contact your company administrator to enable multifactor authentication. The administrator enables multifactor authentication via the "Enable multi-factor authentication" drop-down menu on the "Company Information" screen.
2. Log in to the RetinaVue Network Customer Portal.
3. Enter your User Name and Password and click **Log In**.
4. The first time logging into the Customer Portal with multifactor authentication, you will need to complete the setup on your mobile device. See "Set up multifactor authentication" for more information.
5. Enter the one-time code from your mobile device into the portal.

Set up multifactor authentication

1. If you are an administrator, navigate to the "Company Information" screen. Under the "Enable multifactor authentication" option, select **Yes**. This will change the settings, requiring multifactor authentication for everyone in your company.



Company Information

Official Company Name
TN Med Group

Address * 9009 CAROTHERS PKWY Ste/Unit STE 501 City * FRANKLIN State * TN Zip * 37067-1706

Enable multifactor authentication.
Yes

! Changing this setting will effect every user in the company.

Primary Company Contact

First Name * TNmedgroup Init Adm Last Name * Test Suffix ACNP

Email * Rvntester@Gmail.Com Phone * 865-622-8380 Ext

Back Save

To disable multifactor authentication, select **No**.



Enable multifactor authentication.

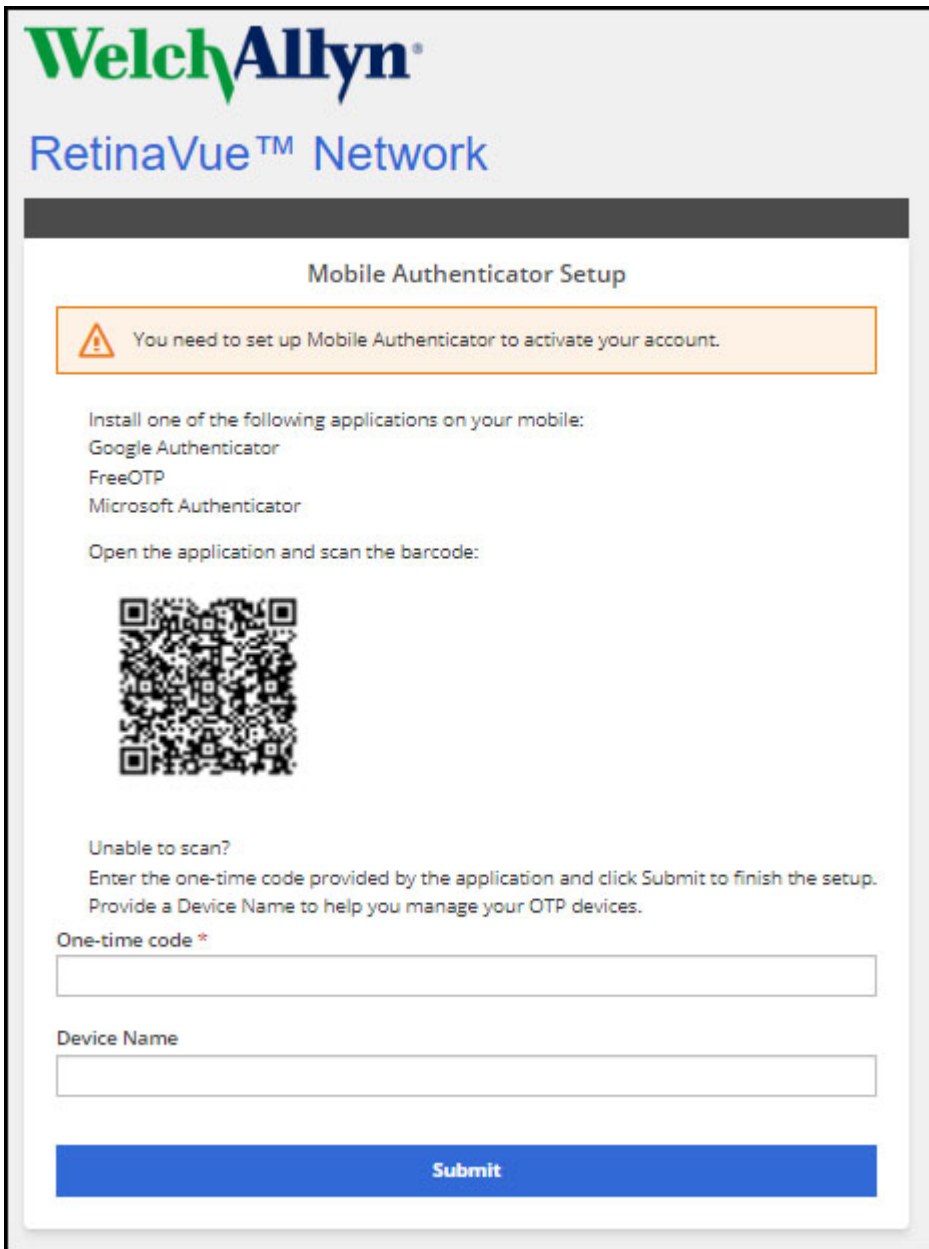
No No Yes

ng will the company.

See the steps at the end of this section for more information about disabling multifactor authentication.

2. All users install one of the following apps on their mobile device: Google Authenticator, FreeOTP, or Microsoft Authenticator.

3. From the app on the mobile device, scan the QR code provided through RetinaVue Network.



The screenshot shows the 'Mobile Authenticator Setup' page in the RetinaVue Network interface. At the top, the Welch Allyn logo and 'RetinaVue™ Network' are displayed. Below the title, a warning message states: 'You need to set up Mobile Authenticator to activate your account.' The instructions list three applications to install: Google Authenticator, FreeOTP, and Microsoft Authenticator. A QR code is provided for scanning. Below the QR code, there is a section for 'Unable to scan?' with instructions to enter a one-time code and a device name. There are two input fields: 'One-time code *' and 'Device Name'. A blue 'Submit' button is at the bottom.

4. Provide a device name and then click **Submit** in the RetinaVue Network interface.
The device name field is optional but allows you to identify the device later.
After this initial setup process, all users will enter a one-time code from the mobile app into RetinaVue Network every time they log in.
5. If you disabled multifactor authentication, then your company administrator needs to take the additional steps below. If you are not a company administrator, contact your company administrator to request the completion of the remaining steps.
6. Navigate to the User Management screen and use the "Clear user authenticator account" checkbox to clear the authenticator registrations for each user. See "Manage users" for more information.
7. Tell the Customer Portal users in your company to delete the authenticator registration in the mobile application. The specific steps may vary based on the application.

8. Ask another company administrator to clear your authenticator registrations, or contact customer support to request this action.

Features of the RetinaVue Network Customer Portal

The following features are available on RetinaVue Network Customer Portal:

- Schedule a Patient (wireless only)



NOTE Clinics using the EMR workflow cannot be selected.

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

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

Next

RetinaVue Network Customer Portal roles and associated privileges

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



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



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

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

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

- Modify clinic information (address, phone, e-mail, etc)
- Maintain clinic primary & IT contacts
- Maintain the user list
- Maintain the referring physician list
- Modify patient demographics associated with a diagnostic report
- Download diagnostic reports
- Edit diagnostic reports
- View diagnostic reports
- View exam status
- Schedule a patient
- Add other users
- Manage devices

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

Next

Edit Report can:

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

View only users can

- View or search diagnostic reports
- Download diagnostic reports

Welcome to the RetinaVue Customer Portal

What would you like to do?

- View New Diagnostic Reports
- Search Diagnostic Reports

Next

Schedule Patient can:

- Schedule a Patient
- View Exam Status

Welcome to the RetinaVue Customer Portal

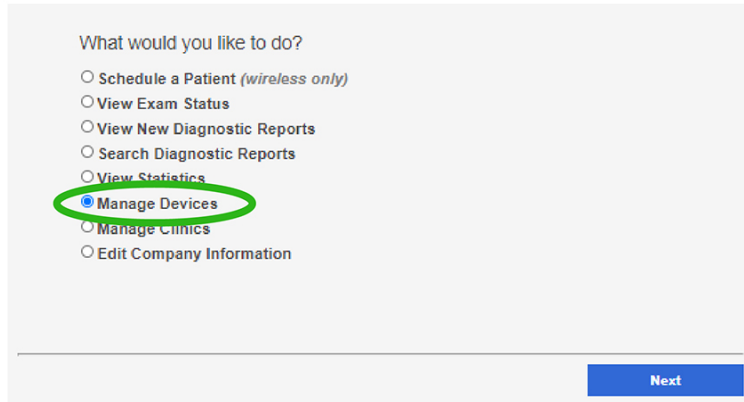
What would you like to do?

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

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

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

Welcome to the RetinaVue Customer Portal

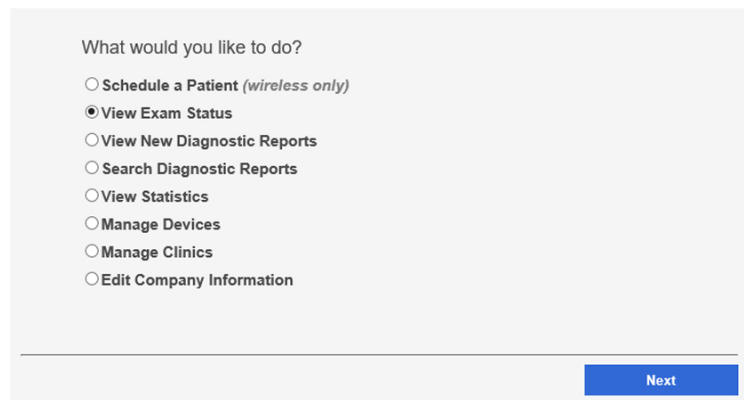


Overview of View Exam Status

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

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

Welcome to the RetinaVue Customer Portal



The table below describes each exam status that might appear.

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



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

View Exam Status

Medical Center 2 Schedule Patient New Diagnostic Reports

Search...

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

Back Refresh

View Exam Status

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

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

Next

2. Use the drop-down menu to select a clinic.

The View Exam Status screen appears for your clinic. The exam status is displayed in the **Status** column.

View Exam Status

Medical Center 2 Schedule Patient New Diagnostic Reports

Search...

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

Back Refresh

Overview of View New Diagnostic Reports

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

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

New Diagnostic Reports

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date	
<input checked="" type="checkbox"/>	Last-1061392784, First-737098007	MRN-2142456376	9/19/1926	5/5/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1096227554, First-1308520055	MRN-765994652	5/4/2016	3/7/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-110659414, First-2071501028	MRN-1551057333	7/17/1979	2/19/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-112511686, First-255903096	MRN-943453007	12/1/1954	3/3/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1184378607, First-2016600445	MRN-974555694	8/7/1925	3/12/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1195677642, First-2063846915	MRN-1145316609	1/3/1977	3/17/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1210354870, First-1775529970	MRN-1697099307	6/25/1968	3/16/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1234310294, First-509707291	MRN-1409561268	9/25/1962	3/15/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1243576161, First-643079565	MRN-118495221	11/4/1962	2/19/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-134398823, First-1714893016	MRN-995677116	5/12/1989	5/28/2018	6/7/2018	6/7/2018	View Edit

View New Diagnostic Reports



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

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

The Welcome screen appears.

2. Select **View New Diagnostic Reports** and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

The New Diagnostic Reports screen appears.

New Diagnostic Reports

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date	
<input checked="" type="checkbox"/>	Last-1061392784, First-737098007	MRN-2142456376	9/19/1926	5/5/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1096227554, First-1308520055	MRN-765994652	5/4/2016	3/7/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-110659414, First-2071501028	MRN-1551057333	7/17/1979	2/19/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-112511686, First-255903096	MRN-943453007	12/1/1954	3/3/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1184378607, First-2016600445	MRN-974555694	8/7/1925	3/12/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1195677642, First-2063846915	MRN-1145316609	1/3/1977	3/17/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1210354870, First-1775529970	MRN-1697099307	6/25/1968	3/16/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1234310294, First-509707291	MRN-1409561268	9/25/1962	3/15/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1243576161, First-643079565	MRN-118495221	11/4/1962	2/19/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-134398823, First-1714893016	MRN-995677116	5/12/1989	5/28/2018	6/7/2018	6/7/2018	View Edit

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

- To Download Selected Reports, click **PDF** to download a compressed zip file (in PDF format) to the computer. Click **TIFF** to download a compressed zip file (in TIFF photo format) to the computer.

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

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

Edit New Diagnostic Reports

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



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

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

The Welcome screen appears.

- Select **View New Diagnostic Reports** and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

[Next](#)

The New Diagnostic Reports screen appears.

New Diagnostic Reports

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date	
<input checked="" type="checkbox"/>	Last-1061392784, First-737098007	MRN-2142456376	9/19/1926	5/5/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1096227554, First-1308520055	MRN-765994652	5/4/2016	3/7/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-110659414, First-2071501028	MRN-1551057333	7/17/1979	2/19/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-112511686, First-255903096	MRN-943453007	12/1/1954	3/3/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1184378607, First-2016600445	MRN-974555694	8/7/1925	3/12/2018	6/7/2018	6/7/2018	View Edit
<input checked="" type="checkbox"/>	Last-1195677642, First-2063846915	MRN-1145316609	1/3/1977	3/17/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1210364870, First-1775629970	MRN-1697099307	6/25/1968	3/16/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1234310294, First-509707291	MRN-1409561268	9/25/1962	3/15/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-1243576161, First-643079565	MRN-118495221	11/4/1962	2/19/2018	6/7/2018	6/7/2018	View Edit
<input type="checkbox"/>	Last-134398823, First-1714893016	MRN-995677116	5/12/1989	5/28/2018	6/7/2018	6/7/2018	View Edit

12345678910...

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

The Edit Report screen appears.

Edit Report

MRN 000000000	First Name John	Last Name Smith	DOB 2/22/1988	
Clinic Medical Center 1	State Tennessee	Referring Provider Hursey, Barry, MD	IOP OS (Left) 0	IOP OD (Right) 0

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

The following dialog appears.

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



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

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

The original report is no longer available.

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

Overview of Search Diagnostic Reports

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



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

Search Diagnostic Reports

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

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

Download Selected Reports

Search Diagnostic Reports

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

The Welcome screen appears.

2. Select **Search Diagnostic Reports** and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

[Next](#)

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

First Name	Last Name	MRN	Start Date	Stop Date				
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="04/01/2019"/>	<input type="text" value="04/21/2019"/>	Search			
Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date		
<input type="checkbox"/>	Barstow, Barry	43234678	3/14/1962	4/15/2019	4/15/2019	4/17/2019	View	Edit
<input type="checkbox"/>	Bennett, Williamte	9876300	2/7/1954	4/16/2019	4/16/2019	4/16/2019	View	Edit
<input type="checkbox"/>	Bye, Hi	12e435fgy65	2/15/1988	4/17/2019	4/17/2019	4/17/2019	View	Edit
<input type="checkbox"/>	Carl, Fer	135474	7/8/1956	4/12/2019	4/12/2019	4/17/2019	View	Edit
<input type="checkbox"/>	Hadlock, Marge	998877665544	2/22/1943	4/8/2019	4/8/2019	4/17/2019	View	Edit
<input type="checkbox"/>	Joline, Jasmine	123456789	3/9/1978	4/11/2019	4/11/2019	4/11/2019	View	Edit
<input type="checkbox"/>	Keifer, Nancy	12345678	6/27/1963	4/16/2019	4/16/2019	4/16/2019	View	Edit
<input type="checkbox"/>	Lesmiremineap, Abbey	998844234567	3/10/1920	4/12/2019	4/12/2019	4/17/2019	View	Edit
<input type="checkbox"/>	Little, Sarah	789123	2/25/1964	4/19/2019	4/19/2019	4/19/2019	View	Edit
<input type="checkbox"/>	Maulbur, Joe	1234567890	4/4/1962	4/8/2019	4/8/2019	4/12/2019	View	Edit
1 2								
Download Selected Reports								
PDF			TIFF					

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

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

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

Overview of View Statistics

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

Volume and Performance Reporting

Clinic: All Clinics | Report Type: Exam Detail Report | Start Date: 12/6/2022 | Stop Date: 1/5/2023 | Load

Make	Camera Model	Company	Clinic	Exam ID	Patient Last name	Patient Fi name
RetinaVue	100 Imager	TN Medical Group	Medical Center One	269	Last1789	First1789
RetinaVue	100 Imager	TN Medical Group	Medical Center One	244	Last2123	First2123
RetinaVue	100 Imager	TN Medical Group	Medical Center One	193	Last1901	First1901
RetinaVue	100 Imager	TN Medical Group	Medical Center One	189	Last1678	First1678
RetinaVue	100 Imager	TN Medical Group	Medical Center One	186	Last1890	First1890
RetinaVue	100 Imager	TN Medical Group	Medical Center One	174	Last1567	First1567
RetinaVue	100 Imager	TN Medical Group	Medical Center One	169	Last1456	First1456
RetinaVue	100 Imager	TN Medical Group	Medical Center One	148	Last1345	First1345
RetinaVue	100 Imager	TN Medical Group	Medical Center One	146	Last1234	First1234
RetinaVue	100 Imager	TN Medical Group	Medical Center One	140	Last1123	First1123

View Statistics

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

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

Next

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

Volume and Performance Reporting

Clinic: All Clinics | Report Type: Exam Detail Report | Start Date: 12/6/2022 | Stop Date: 1/5/2023 | Load

Make	Camera Model	Company	Clinic	Exam ID	Patient Last name	Patient Fi name
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	269	Last1789	First1789
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	244	Last2123	First2123
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	193	Last1901	First1901
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	189	Last1678	First1678
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	186	Last1890	First1890
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	174	Last1567	First1567
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	169	Last1456	First1456
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	148	Last1345	First1345
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	146	Last1234	First1234
RetinaVue 100 Imager	RetinaVue 100 Imager	TN Medical Group	Medical Center One	140	Last1123	First1123

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

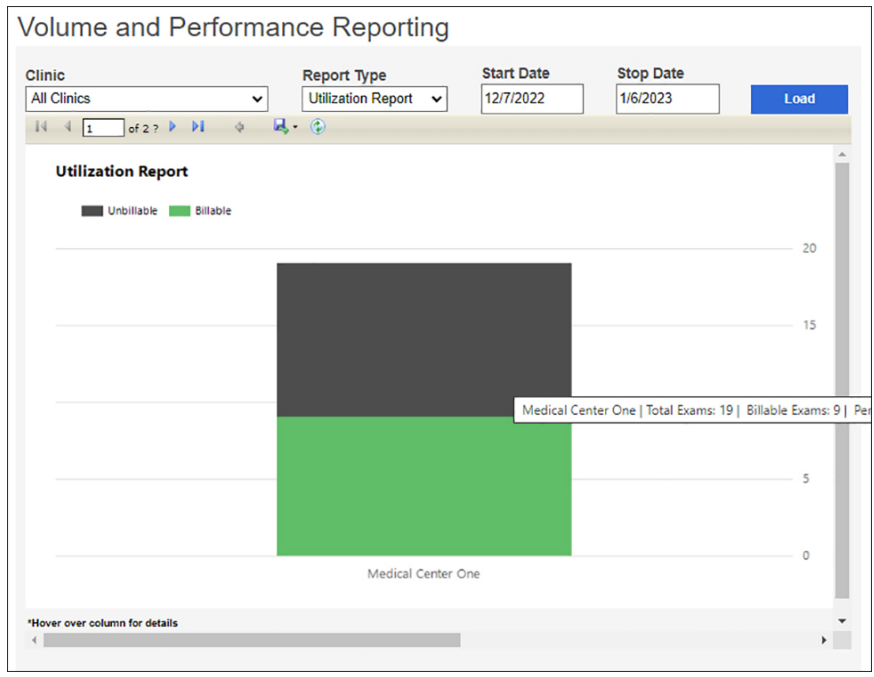
Volume and Performance Reporting

Clinic: All Clinics | Report Type: Audit Report | Start Date: 12/6/2022 | Stop Date: 1/5/2023 | Load

Camera SN	Camera Name	Camera Make	Clinic	# of Exams Submitted	# of Exams Pending Review	# of Reports Completed
1234567890	Clinic Camera	Welch Allyn	Medical Center One	237	218	

5. Select the Start Date and the Stop Date.
6. Click **Load** or Export to Excel.

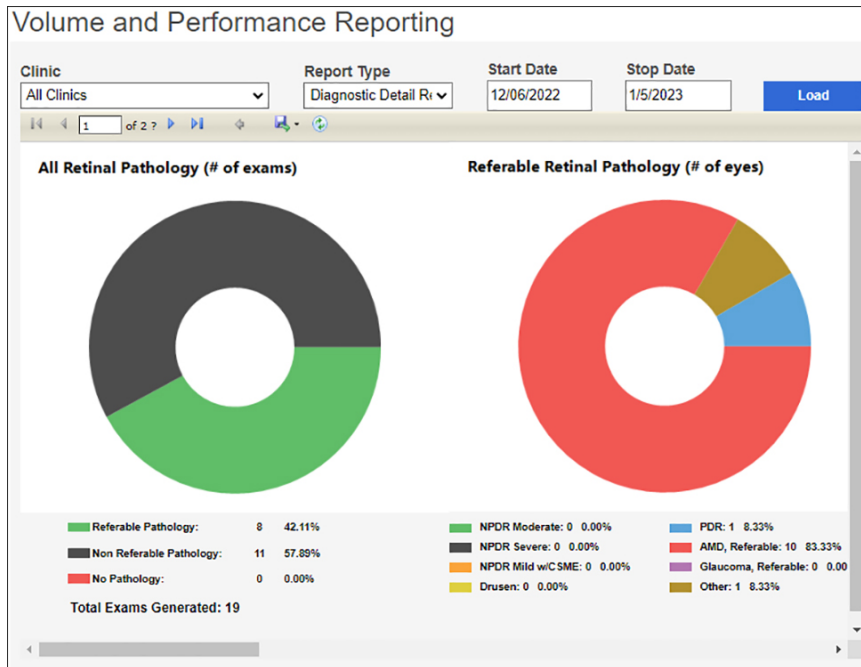
- a. The Utilization Report includes a graphical format as well as a statistical format.



Clinic ID	Clinic State	Clinic Zip Code	Week of Submission	Reports Generated	# of Billable Reports	# Unbillable Reports	Average QA Score	# of anterior segment reports
1	TN	37923	12/6/2022	3	0	3	75	
1	TN	37923	1/3/2023	16	9	7	74.92	

NOTE Hover the mouse over the column to display additional details. (In the example screen, the clinic named Medical Center One had a total of 19 exams, 9 Billable exams [green] and 10 Unbillable exams [black]. Of the exams performed, 47.4 percent were billable, and the average quality assurance [QA] score was 75).

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




Volume and Performance Reporting

Clinic: All Clinics | Report Type: Diagnostic Detail Rr | Start Date: 12/06/2022 | Stop Date: 1/5/2023 | Load

2 of 2 ?


Diagnostic Detail Report

Company	Clinic	Camera	Camera Name	Camera Make	Camera Model	Exam ID	Patient Last name	Patient First name
TN Medical Group	Medical Center One	1234567890	Clinic Camera	Welch Allyn	RetinaVue 100 Imager	108	First456	First456
TN Medical Group	Medical Center One	1234567890	Clinic Camera	Welch Allyn	RetinaVue 100 Imager	140	Last1123	First1123
TN Medical Group	Medical Center One	1234567890	Clinic Camera	Welch Allyn	RetinaVue 100 Imager	50	Last123	First123
TN Medical Group	Medical Center One	1234567890	Clinic Camera	Welch Allyn	RetinaVue 100 Imager	146	Last1234	First1234

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

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

Overview of Manage Clinics

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

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

Next

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

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

Clinic Management

What would you like to do?

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

Back Next

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

- Update Referring Physicians
- Update Clinic Information
- Manage Users

Update Referring Physicians (Providers)

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

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

2. Select **Manage Clinics** and click **Next**.

Welcome to the RetinaVue Customer Portal

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

Clinic Management



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

The Referring Providers screen appears.



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

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



NOTE Required fields contain a red asterisk.



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

Referring Providers

Name	NPI	Email	
Buskirk LVN, Janna P	5201225662	0	X
Glassford PhD, GERALYN JR H	8757647347	0	X
Hursey MD, Barry B	4432313538	0	X
Murdoch MD, Otha G	2782340025	0	X
Peoples MD, FACP, Delilah	1467117645	0	X
Prov ACNP, Clinic1 Ref T	4442223331	0	X
Parker MD, Sebastian M	4025044407		

First Name *	Init	Last Name *	Suffix *	NPI *
<input type="text" value="Ab"/>	<input type="text" value=""/>	<input type="text" value="Abbatha"/>	<input type="text" value="Jr., MD"/>	<input type="text" value="1234567890"/>
Email *		Phone *	Ext	
<input type="text" value="AbbathaAB@MountainviewClinici.Com"/>		<input type="text" value="8051234567"/>	<input type="text" value=""/>	

• First Name is invalid

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

(USB only)

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

Update Clinic Information

Clinic Information

Official Clinic Name		Phone		
<input type="text" value="Mountainview Clinic"/>		<input type="text" value="80112345678"/>		
Address	Ste/Unit	City	State	Zip
<input type="text" value="1234 Red River Road"/>	<input type="text" value="12"/>	<input type="text" value="Canyon Top"/>	<input type="text" value="UT"/>	<input type="text" value="84005"/>
Primary Clinic Contact				
First Name	Init	Last Name	Suffix	
<input type="text" value="Jasper"/>	<input type="text" value="M"/>	<input type="text" value="Rothchild"/>	<input type="text" value="MD, PhD"/>	
Email		Phone	Ext	
<input type="text" value="RothchildJ@Mountainviewclinic.com"/>		<input type="text" value="80112345680"/>	<input type="text" value="5680"/>	

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



NOTE The Official Clinic Name is not an editable field.

Editable *Clinic Information* fields include:

- Phone
- Address
- Suite and Unit
- City

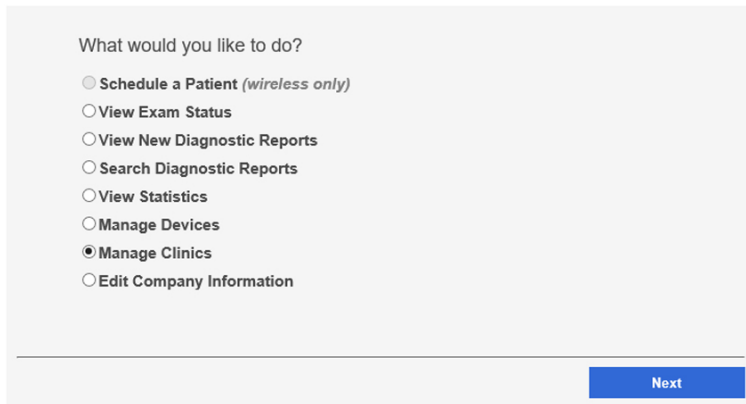
- State
- Zip

Editable *Primary Clinic Contact* fields include:

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

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

Welcome to the RetinaVue Customer Portal



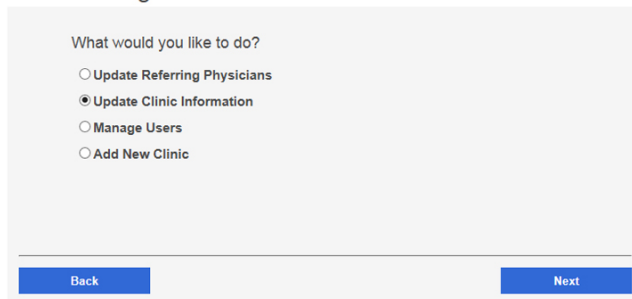
What would you like to do?

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

Next

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

Clinic Management



What would you like to do?

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

Back Next



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

The Clinic Information screen appears.

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

(USB only)

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

Update Company Information to activate multifactor authentication

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



NOTE The Official Clinic Name is not an editable field.

Editable Company Information fields include:

- Address

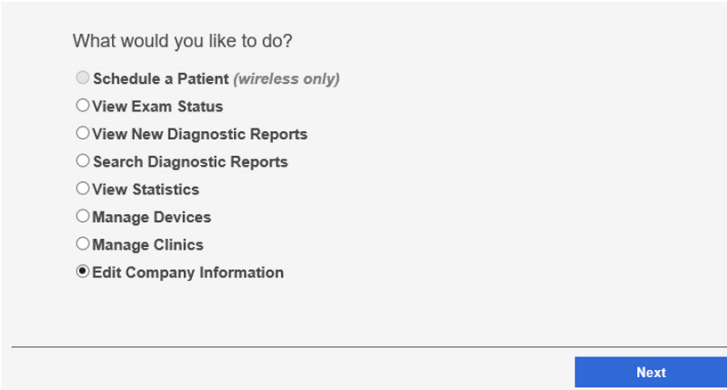
- Suite and Unit
- City
- State
- Zip
- Multifactor Authentication

Editable Primary Company Contact fields include:

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

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

Welcome to the RetinaVue Customer Portal



What would you like to do?

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

Next

- To activate multifactor authentication for all users in the company, use the dropdown menu to select **Yes** under "Enable multifactor authentication." To disable multifactor authentication for all users in the company, select **No**.

Company Information

Official Company Name

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

Enable multifactor authentication.

! Changing this setting will effect every user in the company.

Primary Company Contact

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

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

- After updating the information, click **Save**.



NOTE When enabled, multifactor authentication requires the entry of a one-time code for each user at each login at the Customer Portal. Multifactor authentication settings apply to all users in the company.

- If you disabled multifactor authentication, then your company administrator needs to take the additional steps below. If you are not a company administrator, contact your company administrator to request the completion of the remaining steps.
- Navigate to the User Management screen and use the "Clear user authenticator account" checkbox to clear the authenticator registrations for each user. See "Manage users" for more information.
- Tell the Customer Portal users in your company to delete the authenticator registration in the mobile application. The specific steps may vary based on the application.
- Ask another company administrator to clear your authenticator registrations, or contact customer support to request this action.

Manage users



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

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

2. Select **Manage Clinics** and click **Next**.

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

[Next](#)

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

Clinic Management

What would you like to do?

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

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

The User Management screen appears.

User Management

Users

User	First Name	Last Name	Email		
clinic1_admin	TNmedCliAdmin	Clinic	rvntester@gmail.com	🔒	X
clinic1_reports	Tnmedclireport	Noadmin	rvntester@gmail.com	🔒	X
clinic4_rptusr1	ReportUser1	NoAdmin1	rvntester@gmail.com	🔒	X
clinic4_rptusr2	ReportUser2	NoAdmin1	rvntester@gmail.com	🔒	X
clinic5_rptusr1	ReportUser1	NoAdmin3	rvntester@gmail.com	🔒	X

Contact Information

First Name * Last Name * Email *

User Information

Username *

Require user to change password at next login. Clear user authenticator account.

Permissions

Company Administrator

Clinic Name	Clinic Admin	Edit Report	View Report	Schedule Patient	Manage Devices
Medical Center 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Medical Center 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Center 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Center 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

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

4. To add a user, click **Add**. Enter the user information into all the required fields and then click **Save**. Note: Required fields are highlighted in red.
 - a. Optional: Select the **Require user to change password at next login** check box.

- b. Optional: Select the **Company Administrator** check box to add Company Administration permissions for the user. With Company Administrator permissions, all 5 roles (Clinic Admin, Edit Report, View Report, Schedule Patient, and Manage Devices) are selected for all clinics.

User Management

Users

User	First Name	Last Name	Email		
clinic1_admin	TNmedCliAdmin	Clinic	rvntester@gmail.com	🔒	X
clinic1_reports	Tnmedclireport	Noadmin	rvntester@gmail.com	🔒	X
clinic4_rptusr1	ReportUser1	NoAdmin1	rvntester@gmail.com	🔒	X
clinic4_rptusr2	ReportUser2	NoAdmin1	rvntester@gmail.com	🔒	X
clinic5_rptusr1	ReportUser1	NoAdmin3	rvntester@gmail.com	🔒	X

Contact Information

First Name * Last Name * Email *

User Information

Username *

Require user to change password at next login. Clear user authenticator account.

Permissions

Company Administrator

Clinic Name	Clinic Admin	Edit Report	View Report	Schedule Patient	Manage Devices
Medical Center 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Medical Center 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Center 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Center 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The multifactor authentication option applies to all users in the company. All users will need to have a mobile device to use multifactor authentication.

The "Clear user authenticator account" checkbox clears previous authenticator registrations. For example, this option may be useful when a user has a new mobile device or encounters authentication issues.

The lock to the right of the email field indicates whether the user can log in to the Customer Portal. If the lock is closed, then the user cannot log in to the portal. If it is open, then the user can log in to the portal.

If you are an administrator, you can toggle the lock icon to enable or disable access to the portal.

Users will automatically be unable to access the portal if they have not logged in for 60 days, and the lock icon next to their entries on this screen will be closed.

5. Select any, or all, of the following roles: **Clinic Admin**, **Edit Report**, **View Report**, **Schedule Patient**, or **Manage Devices** to allow the appropriate permission for the user by selecting the check boxes next to one or more user roles.

- 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		
clinic1_admin	TNmedCliAdmin	Clinic	rvntester@gmail.com	🔒	X
clinic1_reports	Tnmedclireport	Noadmin	rvntester@gmail.com	🔒	X
clinic4_rptusr1	ReportUser1	NoAdmin1	rvntester@gmail.com	🔒	X
clinic4_rptusr2	ReportUser2	NoAdmin1	rvntester@gmail.com	🔒	X
clinic5_rptusr1	ReportUser1	NoAdmin3	rvntester@gmail.com	🔒	X

Contact Information

First Name * Last Name * Email *

User Information

Username *

Require user to change password at next login. Clear user authenticator account.

Permissions

Company Administrator

Clinic Name	Clinic Admin	Edit Report	View Report	Schedule Patient	Manage Devices
Medical Center 1	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Medical Center 2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Center 3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Medical Center 4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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

Overview of Add New Clinic



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



NOTE Only Company Administrators can add clinics.

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

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

Next

Add New Clinic

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

Welcome to the RetinaVue Customer Portal

What would you like to do?

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

Next

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

Clinic Management

What would you like to do?

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

Back Next

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

5. Enter the clinic name, phone number and address (or copy the company address) (Step 1 of 3).

New Account Setup

Clinic Setup: Clinic Information (Step 1/3)
[Copy company address](#)

Official Clinic Name * Phone *

Address * Ste/Unit City * State * Zip *

Click **Next**.



NOTE The clinic name cannot exceed 70 characters in length.

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

New Account Setup

Clinic Setup: Contact Information (Step 2/3)

Primary Clinic Contact

First Name * Init Last Name * Suffix

Email * Phone * Ext

IT Contact

First Name * Init Last Name * Suffix

Email * Phone * Ext

Click **Next**.

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

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

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



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

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

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

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

First Name *
 Init
 Last Name *
 Suffix
 NPI *

Email *
 Phone *
 Ext

Add

Back

Next

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

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

New Account Setup

Complete Setup

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

Back

Finish

Features of the RetinaVue Network software application

RetinaVue Network software application roles and associated privileges

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



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

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



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

Welcome to the RetinaVue™ Network

Select one of the following options:



Welcome to the RetinaVue Network software application

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



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

The Welcome screen appears.

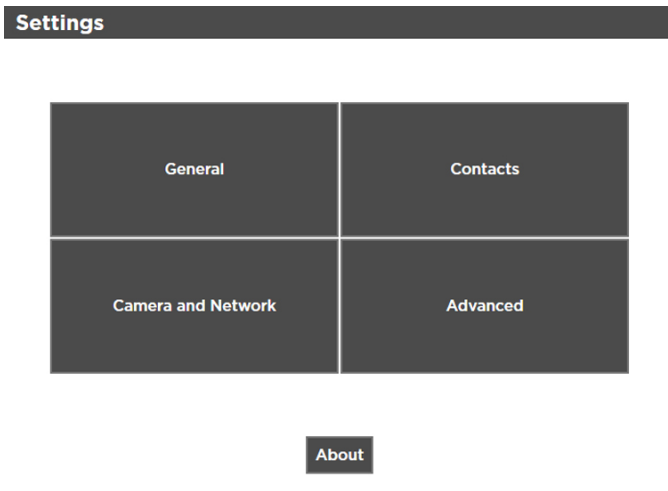
Welcome to the RetinaVue™ Network

Select one of the following options:



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

- 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:

The screenshot shows the 'General Settings' screen. It features a dark header with the title 'General Settings'. Below the header are several settings:

- Exam State:** A dropdown menu showing 'WA'.
- Primary Clinic Contact:** A dropdown menu showing 'Admin, Mdcl Cntr 1'.
- Clinic Phone #:** An empty text input field.
- Clinic Email:** An empty text input field.
- Send result notification to primary contact:** An unchecked checkbox.
- Auto Log-Out (min):** A text input field showing '0'.
- Docking Location:** A dropdown menu showing 'Bottom Right'.
- Login Required:** An unchecked checkbox.
- App Topmost:** An unchecked checkbox.
- Enable Extended Patient Info:** An unchecked checkbox.
- Enforce Image Quality:** An unchecked checkbox.
- Demo Mode:** An unchecked checkbox.

Below these settings are three buttons: 'Open Web Browser', 'Open File Explorer', and 'Open Command Prompt'. At the bottom of the screen are 'Save' and 'Cancel' buttons.

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

Additional features of the General settings

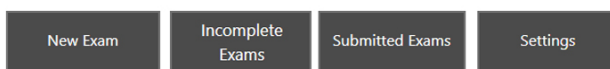
1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



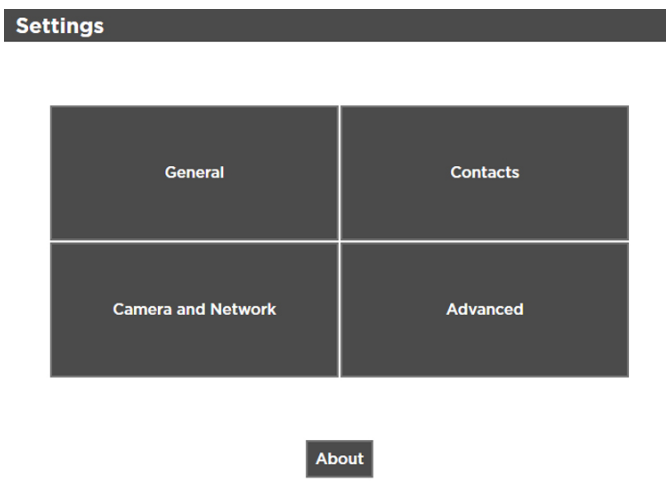
The Welcome screen appears.

Welcome to the RetinaVue™ Network

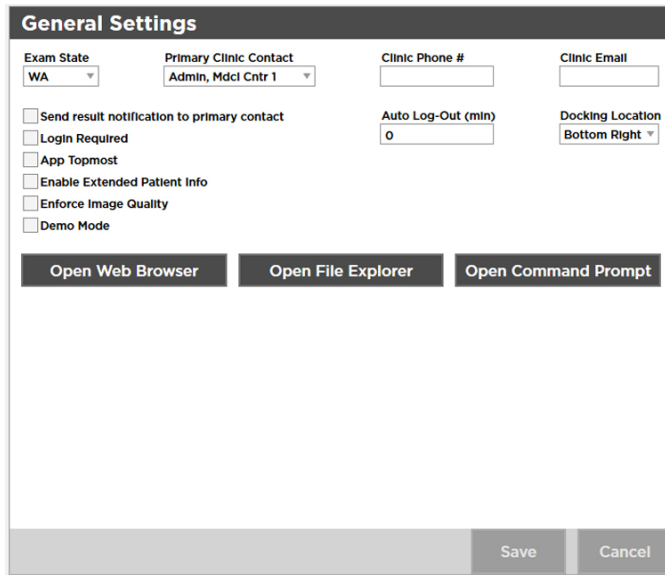
Select one of the following options:



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



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



The screenshot shows the 'General Settings' dialog box. It contains 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:
- Auto Log-Out (min): 0 (text input)
- Docking Location: Bottom Right (dropdown)

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

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

View or change the General settings

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



The Welcome screen appears.

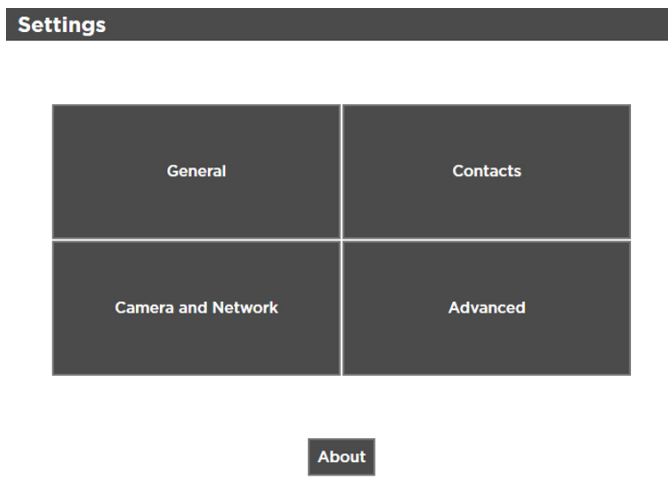
Welcome to the RetinaVue  Network

Select one of the following options:



2. Click **Settings**.

- From the Settings screen, click **General** to view or change settings.



- 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.

- 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).

- 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.

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



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

- 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.

- 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.

- Select Login Required to enforce the use of a login username and password for the computer running the RetinaVue Network software application.
- Select App Topmost to keep the RetinaVue Network software application at the forefront of all other Windows applications that are open.
- Select Enable Extended Patient Info to allow a user to enter additional patient demographic information such as Ethnicity, Cholesterol levels, and Visual Acuity.

13. Select Enforce Image Quality to require users to acquire at least 1 image (per eye) with a Quality Assurance score of at least 20, or to acquire 3 images with a minimum Quality Assurance score of at least 20. (If the image is lacking in quality, it is highly unlikely that a specialist will be able to read it.)



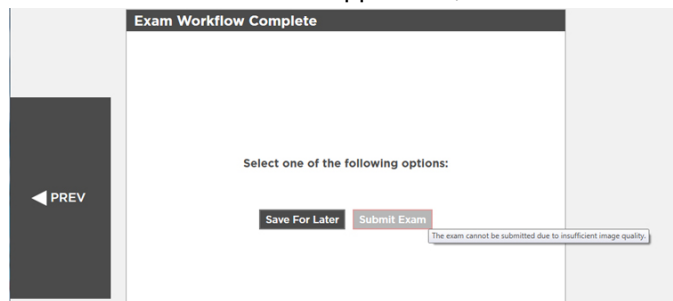
NOTE Enforce Image Quality is intended to ensure that camera operators try a second and third time when the image quality is below the acceptable threshold. If the exam contains 2 eye images with a Quality Assurance score under 20, the user is unable to submit the exam for over-read service. If the user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



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



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



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



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

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

Overview of Camera and Network Settings

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

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

Camera Settings

Connection

Camera Type <input type="text" value="TopCon NW400"/>	Camera Serial # <input style="border: 2px solid red;" type="text"/>	Exported Images Folder <input type="text" value="C:\ExportedImages\"/> <input type="button" value="Browse"/>
Camera IP Address <input type="text" value="10.0.0.2"/>	Local Port <input type="text" value="104"/>	AE Title <input type="text" value="RETINACAM"/>
		IOptic Database File <input type="text"/> <input type="button" value="Browse"/>

Patient Search

SQL Server Instance <input type="text"/>	Database Name <input type="text"/>	Username <input type="text"/>	Password <input type="text"/>	<input type="button" value="Test Connection"/>
Search Query <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>				
Select Query <div style="border: 1px solid gray; height: 40px; width: 100%;"></div>				

View or change the Camera Settings

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



The Welcome screen appears.

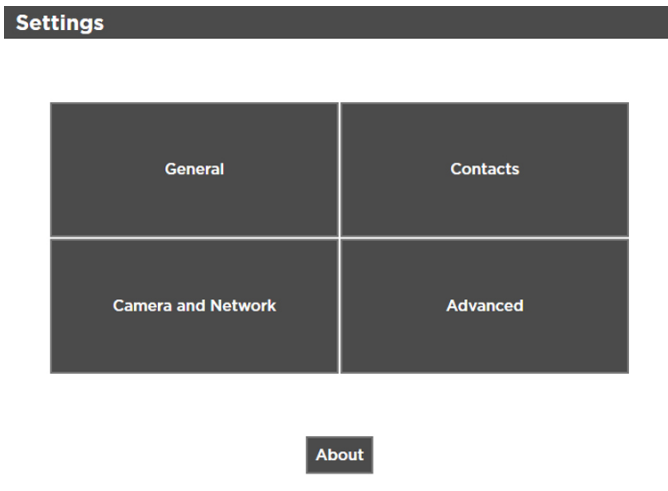
Welcome to the **RetinaVue™** Network

Select one of the following options:



2. Click **Settings**.

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



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

The screenshot shows the 'Camera Settings' window. It has a dark header with the title 'Camera Settings'. Below the header is a 'Connection' section with the following fields: 'Camera Type' (a dropdown menu showing 'TopCon NW400'), 'Camera Serial #' (an empty text box with a red border), 'Exported Images Folder' (a text box with 'C:\ExportedImages\' and a 'Browse' button), 'Camera IP Address' (a text box with '10.0.0.2'), 'Local Port' (a text box with '104'), 'AE Title' (a text box with 'RETINACAM'), and 'IOptic Database File' (an empty text box with a 'Browse' button). Below the 'Connection' section is a 'Patient Search' section with fields for 'SQL Server Instance', 'Database Name', 'Username', and 'Password', and a 'Test Connection' button. Below the 'Patient Search' section are two large text areas labeled 'Search Query' and 'Select Query'. At the bottom of the window are 'Save' and 'Cancel' buttons.

- A camera serial number may be required. Obtain the serial number from the camera and type it into the Camera Serial # field.
- Exported Images are stored on the computer in the folder: \ExportedImages\. To change the location of exported images, click **Browse** and navigate to the desired location on the computer.



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

- Click **Save** to save the changes or click **Cancel** to undo the changes.
- Click **Prev** (Previous) to return to the Settings screen.

Overview of Contact Settings

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



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



NOTE Required fields are highlighted in red.

Add Referring Provider Contact Information required fields include:

Contact Information

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

Add Referring Provider Individual Contact Information optional fields include:

Contact Information

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

Add Application User Individual Contact Information required fields include:

Contact Information

- Contact Type (Individual)

- First Name
- Last Name
- Email Address

Add Application User Individual Login Information required fields include:

Login Information

- Role (Admin or User)
- Username

The optional Login Information field is the Description field.

Add Application User Individual Contact Information optional fields include:

Contact Information

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

Add Application User Organization Contact Information required fields include:

Contact Information

- Contact Type (Organization)
- Organization
- Email Address

Add Application User Organization Login Information required fields include:

Login Information

- Role (Admin or User)
- Username

View or change the Contact Settings

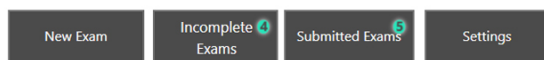
1. If the RetinaVue Network software application is not already open, double-click the desktop icon.



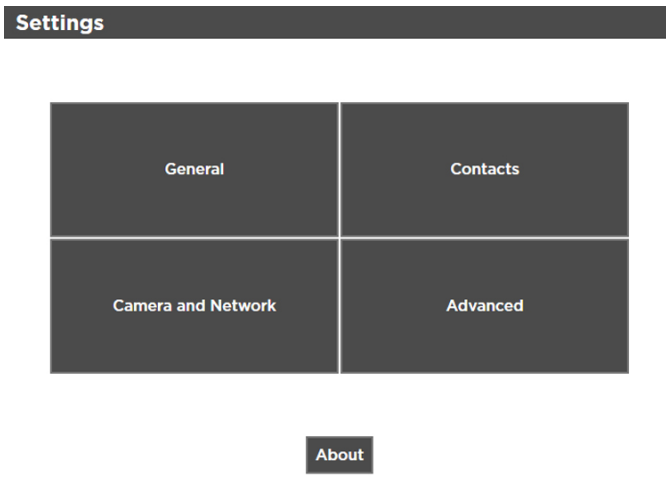
The Welcome screen appears.

Welcome to the RetinaVue™ Network

Select one of the following options:



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



The Contact Settings screen appears.

The screenshot shows the 'Contact Settings' window. On the left, there are two sections: 'Application Users' with a list containing 'Argus, Elizabeth' and 'Referring Providers' with a list containing 'MegIndonk DC, Robert'. Below these lists are 'Edit' and 'Deactivate' buttons. On the right, the 'Contact Information' section is active, showing a form for a 'Referring Provider'. The form includes fields for 'Contact Type' (set to 'Individual'), 'NPI' (1234567891), 'Organization', 'First Name' (Elizabeth), 'M.I.', 'Last Name' (Argus), 'Suffix' (CRNP), 'Phone #' (680-223-5555), 'Fax #', and 'Email Address' (ArgusE@ReferringClinic.com). At the bottom right are 'Save' and 'Cancel' buttons.

Add Referring Provider

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



The Welcome screen appears.

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

4. Click **Add Referring Provider**.

5. Use the drop-down menu to add the Contact Type (Individual or Organization).
6. Click the **NPI** field and type the 10-digit NPI number.
7. Click the **Organization** field and type the organization name (when Organization is selected).
8. Click the **First Name** field and type the provider first name (when Individual is selected).



NOTE Required fields are highlighted in red.

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

Deactivate a Referring Provider or an Application User:

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

Add Application User



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

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

4. Click **Add Application User**.



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



NOTE Required fields are highlighted in red.

- Use the drop-down menu to add the Contact Type (Individual or Organization).
- Click 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.

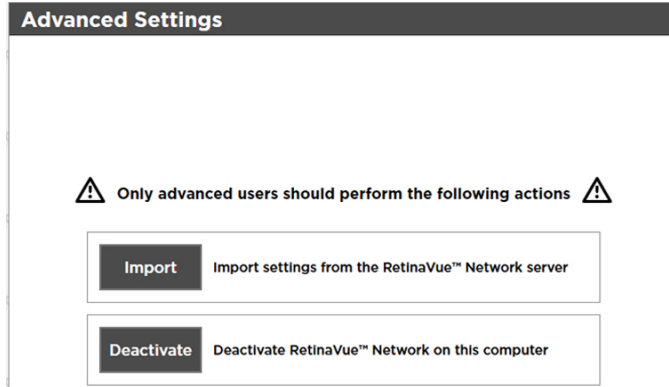
- Copy and paste the temporary password from the e-mail into the RetinaVue Network application upon the next log in.
- Click the **Suffix** field and use the drop-down menu to add the provider's title (when Individual is selected).
- Click the **Phone #**, **Fax #**, or **Email Address** optional fields 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.

Advanced Settings

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



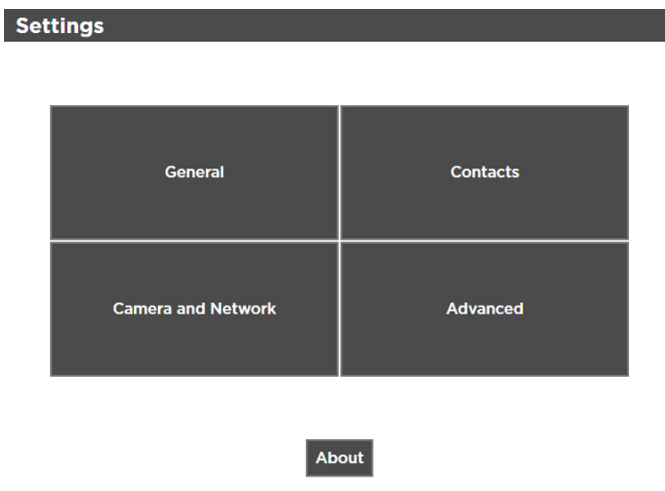
View or change the Advanced Settings

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



The Welcome screen appears.

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



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

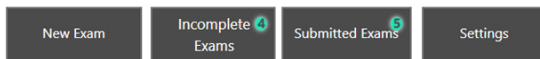
Managing exams in the RetinaVue Network software application

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

- New Exams
- Incomplete Exams
- Submitted Exams

Welcome to the RetinaVue™ Network

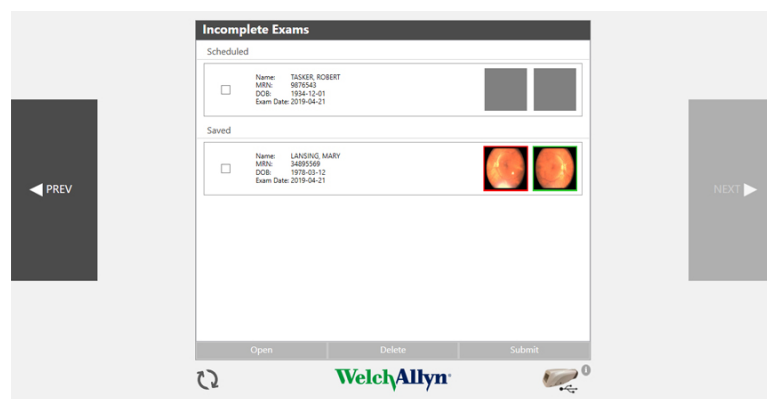
Select one of the following options:



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

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

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



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

Start a new exam

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

Start a new exam and transfer to the camera

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

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

RetinaVue™ Network - Medical Center 2

Patient Information

Basic Information

MRN: 48591236 First Name: Agatha Last Name: Fairchild

Birth Date: 1962-05-17 Gender: Female Referring Provider: Boydston MD, Erika

Risk Factor

None Diabetes Type 1 Diabetes Type 2 High Cholesterol

Hypertension Pregnancy Smoking Obesity

Comments

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

WelchAlllyn

4. Click **NEXT**.

A message appears indicating that the patient has been added to the camera.

Successfully added patient to camera.

OK

5. Click **OK**.
 6. Disconnect the camera from the computer and verify that the exam information appears on the camera.
- Follow the steps in the camera Instructions for use to capture exam images.

Start a new exam and save for later

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

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

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

The screenshot shows a web-based form titled "Patient Information" within a window labeled "RetinaVue™ Network - Medical Center 2". The form is divided into sections: "Basic Information" and "Risk Factor".

Basic Information:

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

Risk Factor:

- None
- Hypertension
- Diabetes Type 1
- Pregnancy
- Diabetes Type 2
- Smoking
- High Cholesterol
- Obesity

There is a "Comments" text area below the risk factors. At the bottom of the form, a summary bar shows: MRN: 48591236, Name: FAIRCHILD, AGA, DOB: 1962-05-17, and a "Save For Later" button. The Welch Allyn logo is at the bottom center.

3. Click **Save for Later**.

The Welcome screen appears.

4. Optionally, create additional exams and save them for later.

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

Submit an exam

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

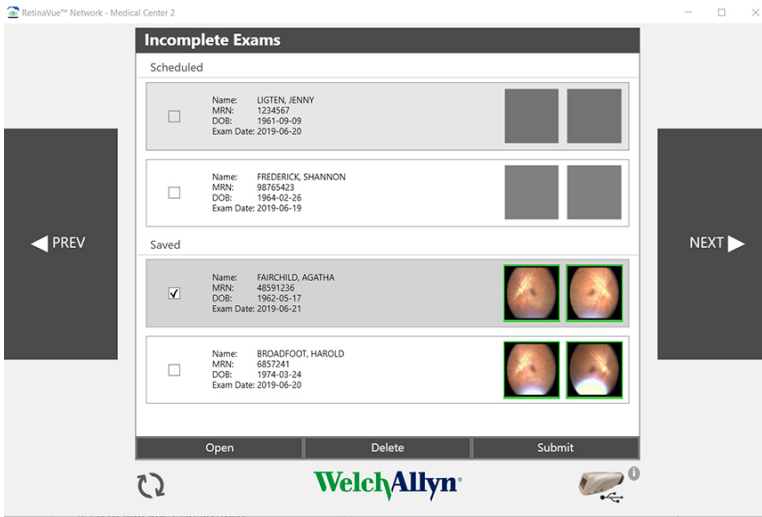


NOTE You can only submit exams that contain images.

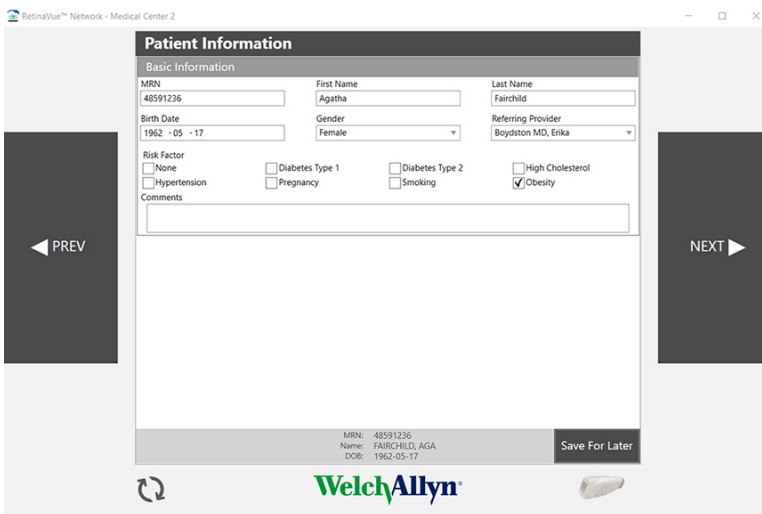
2. Click **Incomplete Exams**.

A list of patients with incomplete exams appears.

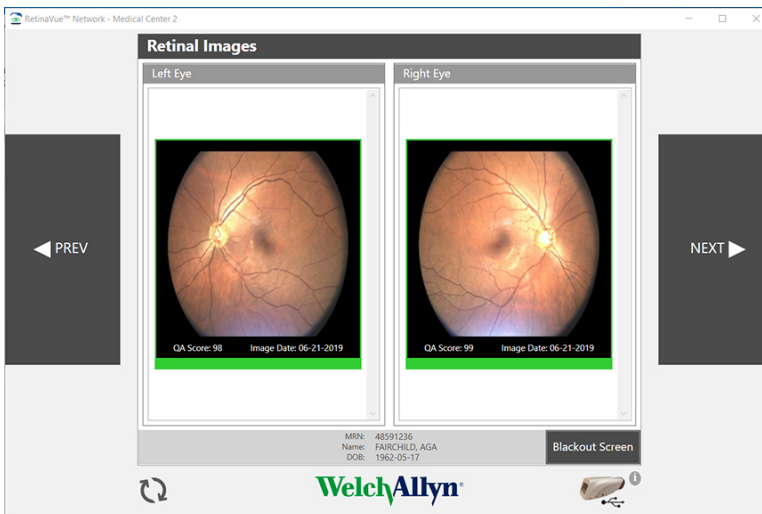
3. Select your patient and click **NEXT**.



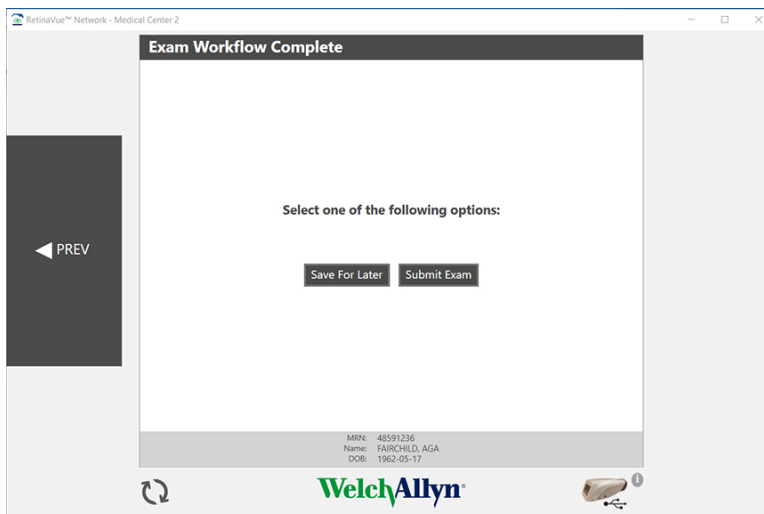
4. Ensure that all patient information is correct and then click **NEXT**.



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



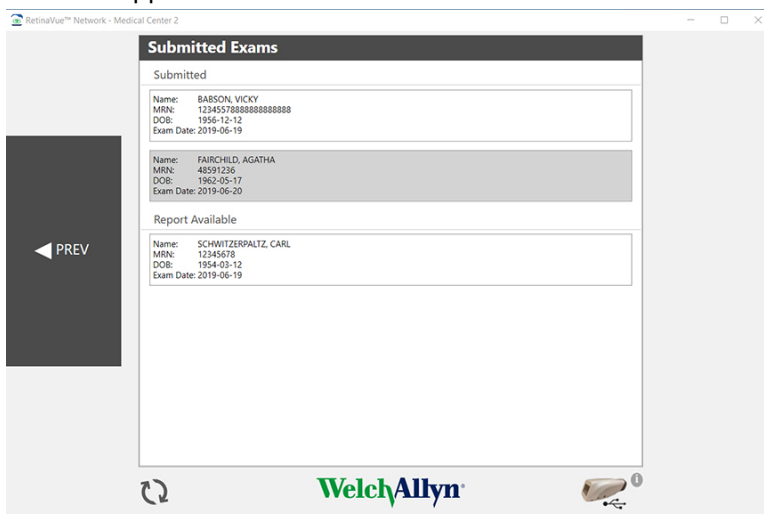
- From the Exam Workflow Complete screen, click **Submit Exam**.



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

- Click **OK**.

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



Exam statuses in the RetinaVue Network software application

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



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

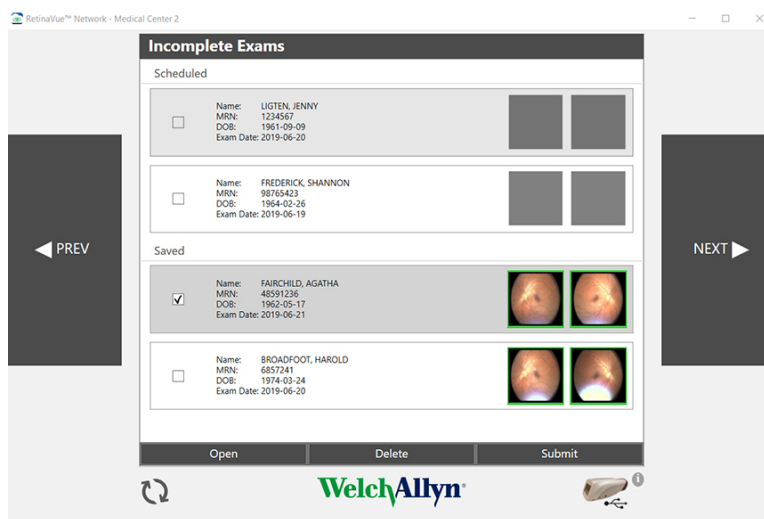
Status	Description
Scheduled (includes New Exams and Incomplete Exams)	The exam has been scheduled. "Scheduled" exams are typically New Exams with only patient information data and no acquired images from a supported camera. "Saved" exams contain patient data and images.
Submitted	The exam has been submitted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

Display exam images

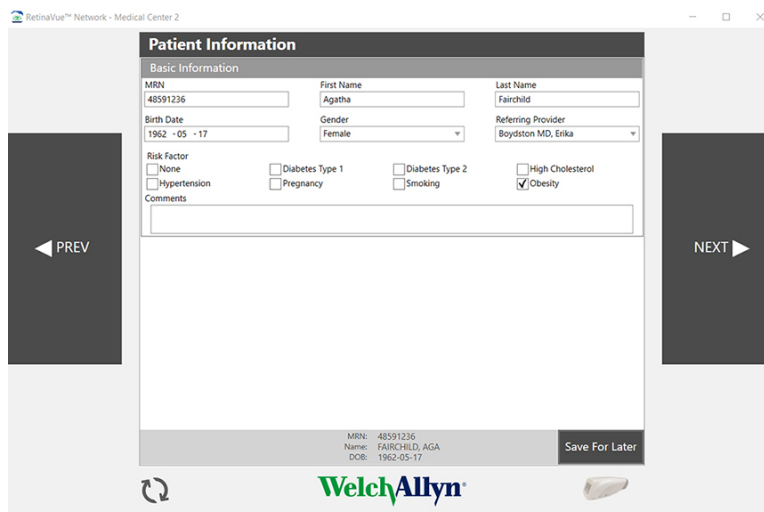
1. Click **Incomplete Exams**.

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

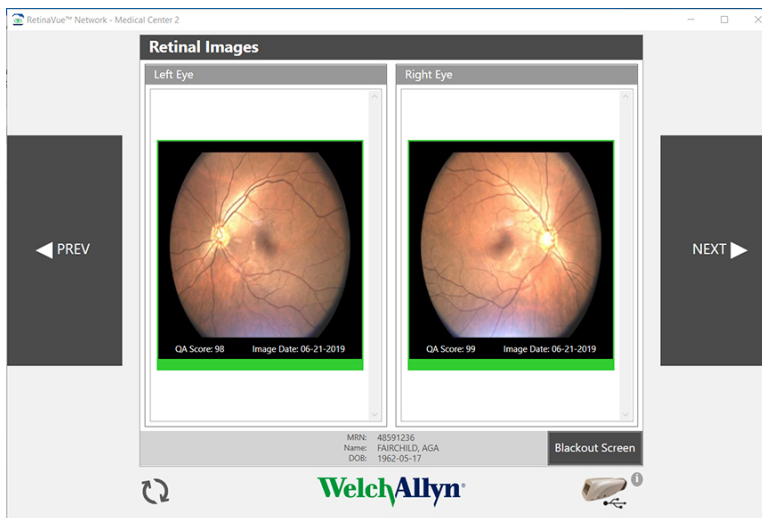
2. Select the exam you want to review and click **NEXT**.



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



- Click an image to view it in full screen.

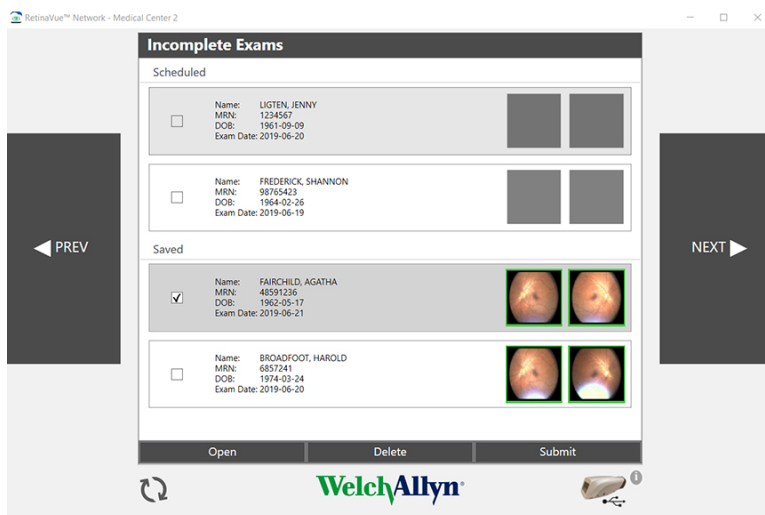


- Click the image again to exit full screen mode.

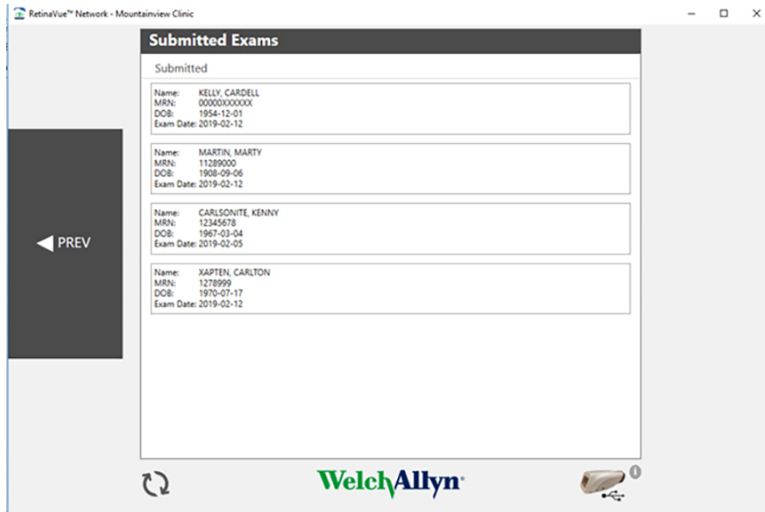
Patient search

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

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



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



Troubleshooting

Troubleshooting RetinaVue Network

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

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

RetinaVue Network Customer Portal passwords must contain:

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

For a RetinaVue Network Customer Portal password reset:

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

User Name

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

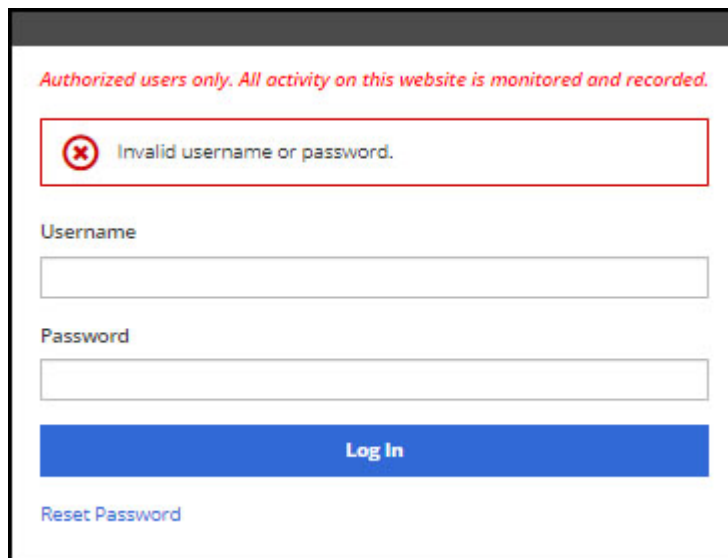
Troubleshooting solutions

Condition	Remedy
<p>Difficulty logging in to the RetinaVue Network Customer Portal.</p> <p>Message: Your login attempt was not successful. Please try again.</p>	<ol style="list-style-type: none"> 1. Request a password reset. Enter your clinic User Name in the field and then click Reset Password. 2. Once you receive an email notification with the password reset, click the provided link to reset your password.
<p>Difficulty logging in to the RetinaVue Network Customer Portal.</p> <p>Recover Password</p> <p>Message: Enter your User Name to have a new password sent to you by email. Be sure to change your password after logging in.</p>	<ol style="list-style-type: none"> 1. Enter User Name. 2. Click Submit.

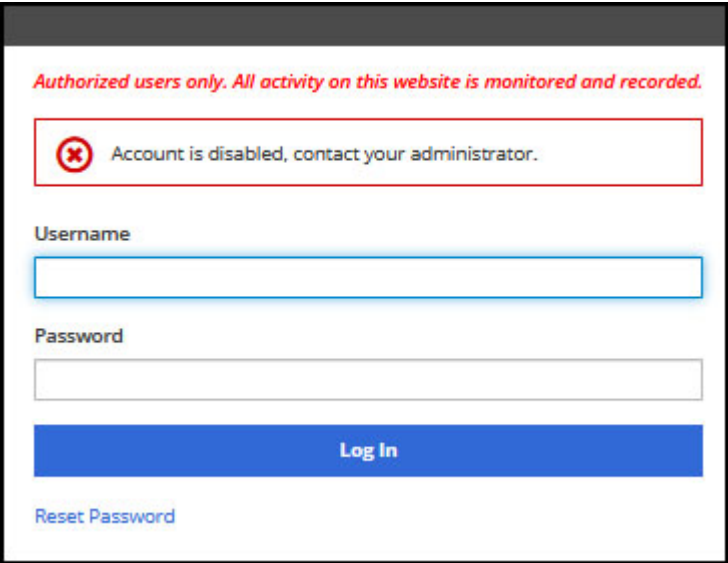
Difficulty logging in to the RetinaVue Network Customer Portal.

Forgot username

Message: Invalid username or password.



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

Condition	Remedy
<p>Difficulty logging in to the RetinaVue Network Customer Portal.</p> <p>Account disabled</p> <p>Message: Account is disabled, contact your administrator.</p>	 <p>Contact your company administrator. The company administrator can enable the account from the User Management screen.</p>
<p>Difficulty logging in to the RetinaVue Network Customer Portal.</p> <p>Update password</p> <p>Message: Invalid password. Minimum length: 8</p>	<p>Enter a longer password. Your password must contain at least 8 characters.</p>
<p>Difficulty logging in to the RetinaVue Network Customer Portal.</p> <p>Update password</p> <p>Message: Invalid password: must contain at least 1 special characters.</p>	<p>Enter a password that contains a special character.</p>
<p>Difficulty logging in to the RetinaVue Network Customer Portal.</p> <p>Update password</p> <p>Message: Invalid password: must contain at least 1 lowercase characters.</p>	<p>Enter a password that contains a lowercase letter.</p>
<p>Difficulty logging in to the RetinaVue Network Customer Portal.</p> <p>Update password</p> <p>Message: Invalid password: password is blacklisted.</p>	<p>Enter a password that complies with the password requirements shown at the beginning of this section.</p>

Appendix

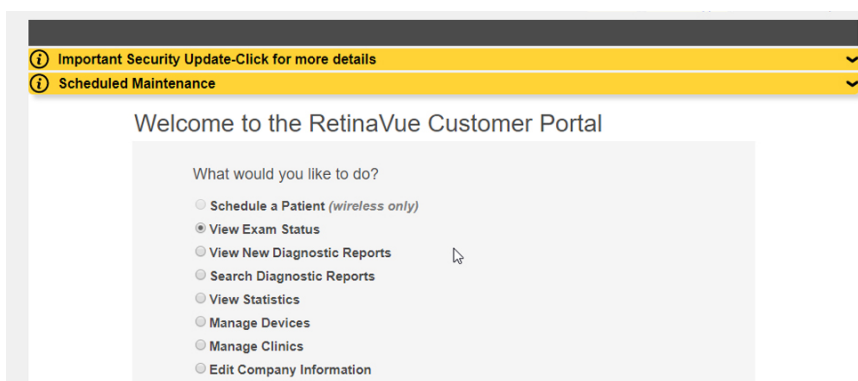
Banner Notifications

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

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

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

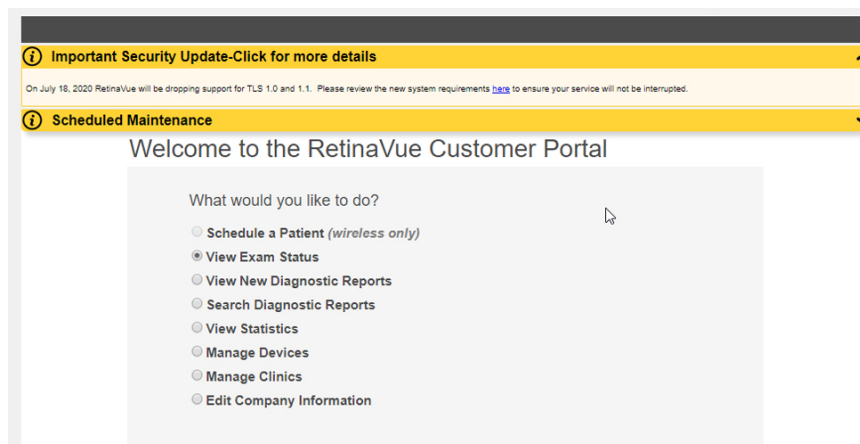
2. Click the arrow within the banner notification to see further details.



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

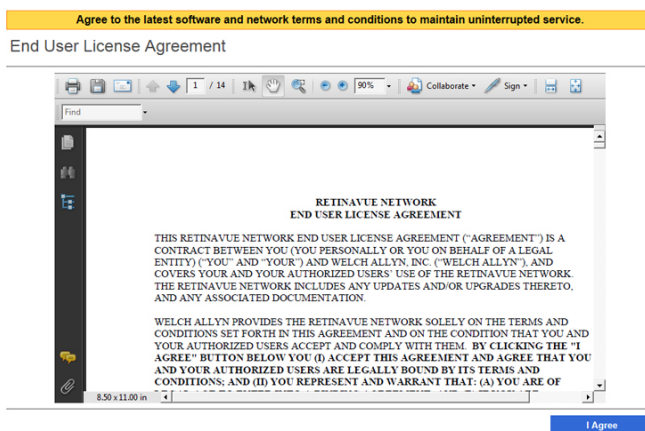


NOTE For any banner notification, click the down arrow (chevron) to expand the view or click the up arrow (chevron) to collapse the view.



Accept the RetinaVue Network End User License Agreement (EULA)

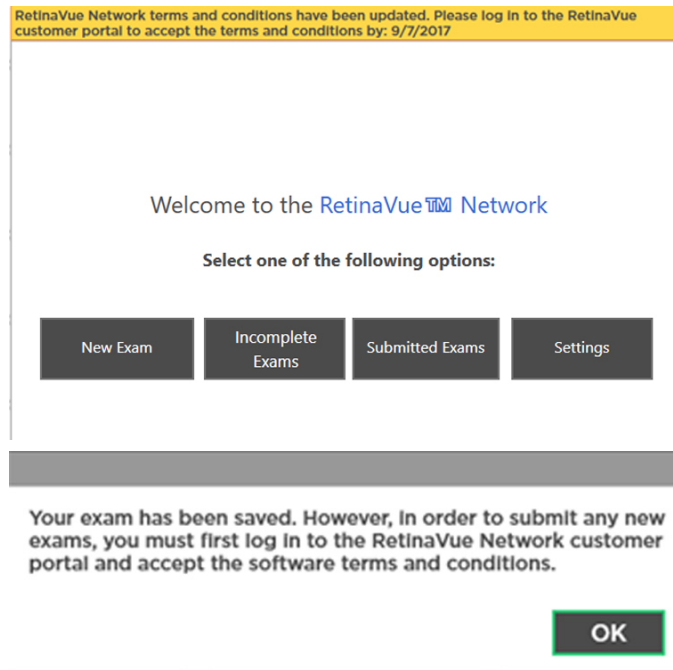
- The RetinaVue Network software application requires an acceptance of the End User License Agreement (EULA) on the RetinaVue Network Customer Portal during the first time set up of the company.
 - Welch Allyn may periodically update the terms of service and require acceptance of a new End User License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



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



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



First time setup of the company – RetinaVue Network Customer Portal



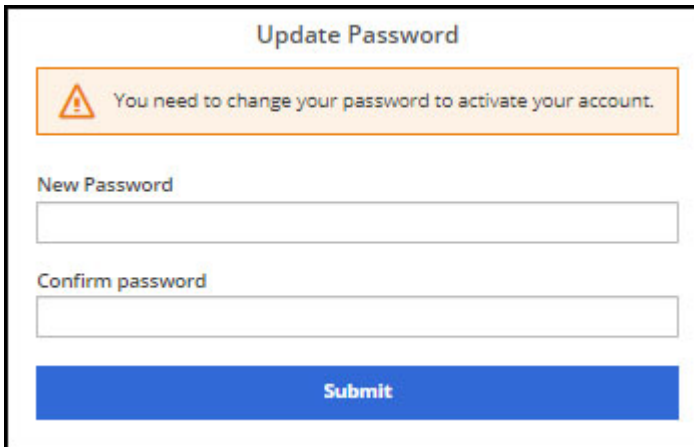
NOTE Follow the instructions from the welcome e-mail.



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

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

3. Immediately after logging in, the website prompts you to change the initial password.



The website will return to the login page once you have changed the password, and it will require you to log in 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 lowercase letter
- At least 1 uppercase letter

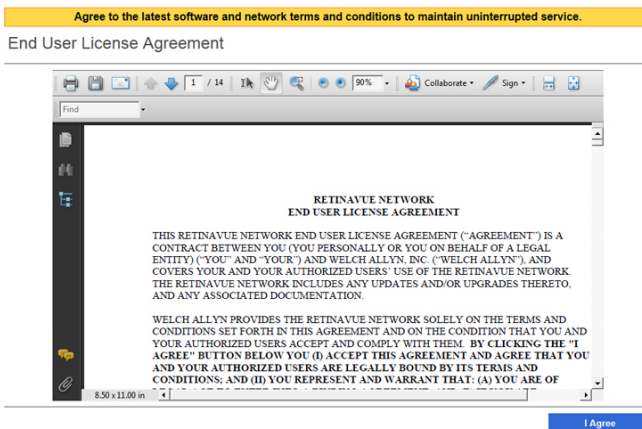
See the Troubleshooting section for instructions on recovering passwords through email notification and other password-related issues.

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



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

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



5. At the New Account Setup screen, use the dropdown menu to enable (Yes) or disable (No) multifactor authentication. If enabled, multifactor authentication will be required for everyone in your company, and

each user will need access to a mobile device. See "Multifactor authentication set up – RetinaVue Network Customer Portal" for more information.

New Account Setup

Please confirm the company information below.

Official Company Name

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

Enable multifactor authentication.

- No
- Yes

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

New Account Setup

Clinic Setup: Clinic Information (Step 1/3)
[Copy company address](#)

Official Clinic Name * **Phone ***

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



NOTE The clinic name cannot exceed 70 characters in length.

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

New Account Setup

Clinic Setup: Contact Information (Step 2/3)

Primary Clinic Contact

First Name * Init Last Name * Suffix

Email * Phone * Ext

Cell Phone

IT Contact

First Name * Init Last Name * Suffix

Email * Phone * Ext

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

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

Referring Physicians

First Name * Init Last Name * Suffix * NPI *

Email * Phone * Ext

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

New Account Setup

Clinic Setup: Referring Providers (Step 3/3)

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



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

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

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

New Account Setup

Complete Setup

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

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.

Multifactor authentication set up - RetinaVue Network Customer Portal

- Use a web browser to navigate to the Welch Allyn RetinaVue Customer Portal at: https://www.retinavue.net/rn_customerportal.
- Use the login information provided in the welcome e-mail.
- At the New Account Setup screen, use the dropdown menu to select whether to enable multifactor authentication. Click **Yes** to enable or **No** to disable multifactor authentication.



NOTE Multifactor authentication settings apply to every user in the company. All users must have a mobile device to use multifactor authentication. When multifactor authentication is enabled, each user must enter a verification code at each login at the Customer Portal.

New Account Setup

Please confirm the company information below.

Official Company Name
Mountainview Clinic

Address * Ste/Unit City * State * Zip *

1234 Red River Road 12 Canyon Top UT 84005

Enable multifactor authentication.

Yes No Yes

Next

- Click **Next**.
- If you disabled multifactor authentication, then your company administrator needs to take the additional steps below. If you are not a company administrator, contact your company administrator to request the completion of the remaining steps.

6. Navigate to the User Management screen and use the "Clear user authenticator account" checkbox to clear the authenticator registrations for each user. See "Manage users" for more information.
7. Tell the Customer Portal users in your company to delete the authenticator registration in the mobile application. The specific steps may vary based on the application.
8. Ask another company administrator to clear your authenticator registrations, or contact customer support to request this action
9. See "Set up multifactor authentication" for more details about first-time registration.
10. See "Log in to the RetinaVue Network Customer Portal using multifactor authentication" for more information if needed.

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.

A screenshot of the Welch Allyn RetinaVue Network Customer Portal login page. The page features the Welch Allyn logo at the top left, followed by the text "RetinaVue™ Network". Below this is a dark grey horizontal bar. Underneath the bar is a red warning message: "Authorized users only. All activity on this website is monitored and recorded." The login form consists of two input fields: "Username" and "Password". Below the password field is a blue "Log In" button. At the bottom left of the form area is a link for "Reset Password".

2. New users: immediately after logging in, the website prompts you to change the initial password. The website will return to the login page once the password has been changed and will require you to 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.

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. For assistance contact Hillrom Technical Support: hillrom.com/en-us/about-us/locations/.

Below is a table describing error messages you may see at this point and actions you can take to address those messages:

Message	Solution
Invalid password: minimum length 8.	Enter a longer password. Your password must contain at least 8 characters.
Invalid password: must contain at least 1 special characters.	Enter a password that contains a special character.
Invalid password: must contain at least 1 lowercase characters.	Enter a password that contains a lowercase letter.
Invalid password: password is blacklisted.	Enter a password that complies with the password requirements.

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

