Connect® **User Guide**

Connect® User Guide

Welcome

Thank you for choosing the new Connect® web portal. You may also utilize this portal by downloading the free Connect app from the Android Google Play App Store or iTunes App Store. If your system includes MobileVitals®, you will be able to utilize a suite of tools to help you actively participate in your health management. This guide will help you get familiar with how the portal works and how to take advantage of all the features MobileVitals has to offer. Features include tracking your weight, blood pressure, blood glucose and blood oxygen saturation ($Sp0_2$). You will also have access to a feature that will remind you to take your vitals and/or your medication.

Overview

Once you login to your Connect account, you will reach the home page. This screen will display different sets of information that will be useful to you. If you ever need to return back to this home page, simply click the ☰ (hamburger menu) at the top left corner and click Home at the top of the menu. At the top right hand corner of your screen, you will be able to see your name and the subscriber's name who is using the system.
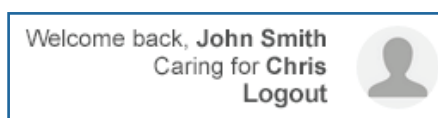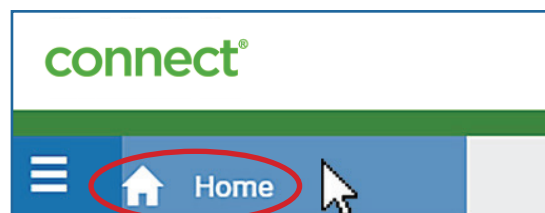
Home Page

Your home page will include panels that will display different information. You may view the graphs on each of the panels by clicking the ⚙. You can click on **Refresh** to refresh your panel screen. You may also click on **Graph View** to view a graph that will display the information associated with that panel. You may also choose to remove that panel from the home page by clicking on **Hide From Home Page**.
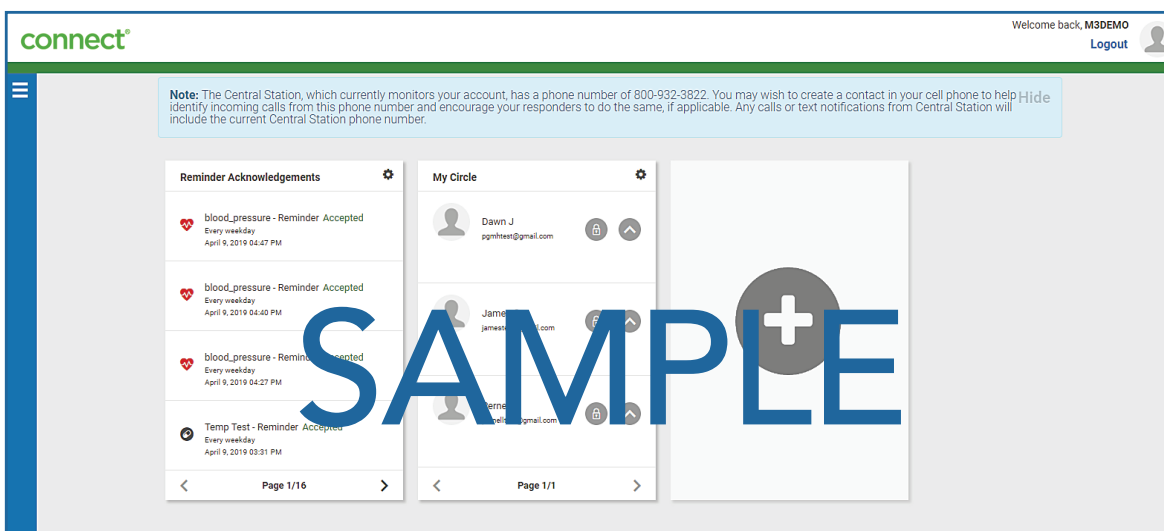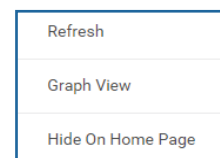
This is just an example of how your home page will display. Depending on the services and system you have, you will have different panels displayed on your home page.

You can also add more panels by clicking on the ➕ in the last panel. If you do not have any other panels to add, you will not see this panel. You may also add a panel by clicking on the hamburger menu button ☰ and clicking on one of the options such as Events, and clicking **Show On Home Page** where it applies. If you do not see this option, that panel may already be displayed on your home page.

Settings

Personal Information

In this section, the subscriber's personal information can be viewed and updated such as add a profile picture, change the password as well as update information such as Gender, Date of Birth, Ethnicity, Language, Physical Description and Vehicle Information. Please be advised that updating information in this section will affect the subscriber information. Please remember to click **SAVE** after updating any information.

Ability to change information on this screen depends on whether you are the subscriber, call list responder or notification responder. If you are unable to update certain fields, the subscriber must call Technical Support and request that they update those fields.

Notification Settings

The Notifications Settings section allows you to control and automate each notification sent to responders via an email and or via text (SMS) message.

The Notifications Settings section will allow you to configure settings for each Circle Member. Notifications can be sent either via email or SMS.

For more details on updating Notifications Responder information, please see the "My Circle" section in this guide for instructions. You can choose for each responder to receive: system status alert notifications, non-emergency event notifications, and emergency event notifications via text message and/or email message.

Depending on the system type, notifications for the following may be sent:

System Status Alerts

- The Mobile Device is low on battery
- The Mobile Device shut down due to 0 battery life
- The Cellular Base Station was disconnected from a power outlet
- The Cellular Base Station is low on battery
- The Cellular Base Station was re-connected to a power outlet or power was restored while in battery power mode.

Non – Emergency Event

- The user is doing a system test
- Help button was inadvertently pressed / false alarm

Emergency Event

- Help has been dispatched (emergency help or call list responders, depending on the type of emergency and the user's preferences listed in their security profile).

Emergency Contacts

In this section, you may view and update four emergency contacts' information for the subscriber. You can access this section by clicking on "Emergency Contacts" from the menu bar at the top.

Please be advised that updating information in this section will affect the subscriber information. Please remember to click **SAVE** after updating any information.

Billing Information

In this section, you will be able manage payment methods and view your billing status. You may access information such as Current Plan, Last Bill Date, Current Balance, Next Bill Amount and Due Date. Please be advised that updating information in this section will affect the subscriber information. Please remember to click **SAVE** after updating any information.
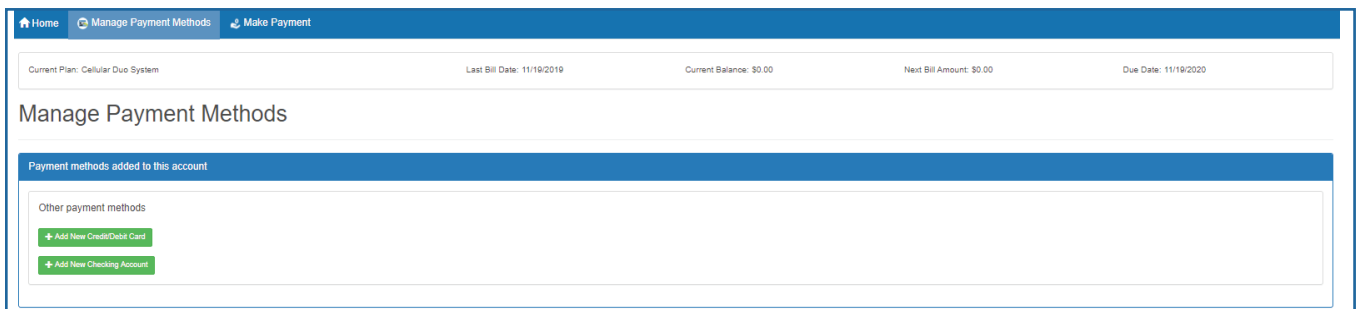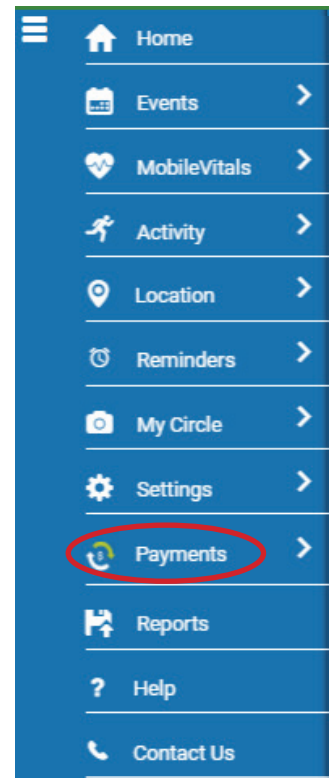
You may also make payments towards your account. You can access this feature by clicking on the **Make Payment** icon, filling out the payment amount, payment method and payment date. Once you fill out all of the information correctly, click **Next** to continue to the next page, and then click **Submit**.
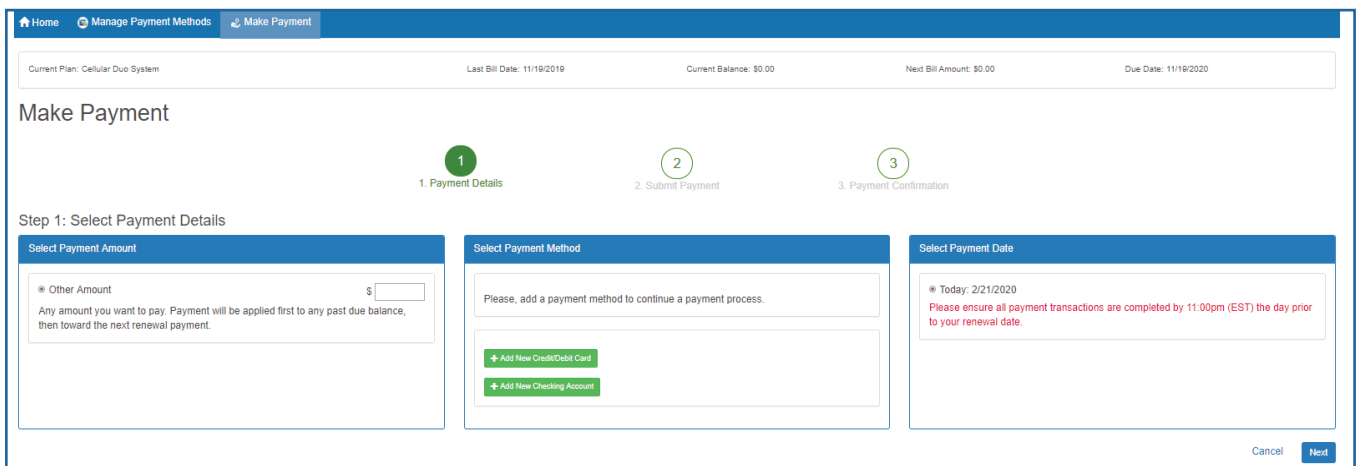
Events

This section will display the date and time when signals are received, either on the Mobile Device or the Cellular Base Station. The Mobile Device attempts to obtain a GPS lock upon button press and periodically throughout the day. Upon button press, the Mobile Device will send the coordinates of the device along with the date and time of the event which is displayed in this Events section.

*Out of Range: If you see this on your screen, it means that Mobile Device was not in range of the Cellular Base Station or that there is no Cellular Base Station associated with this account.

*N/A: The Cellular Base Station is a home based system which does not obtain GPS coordinates. This is why you will see "N/A" next to "Coordinates."
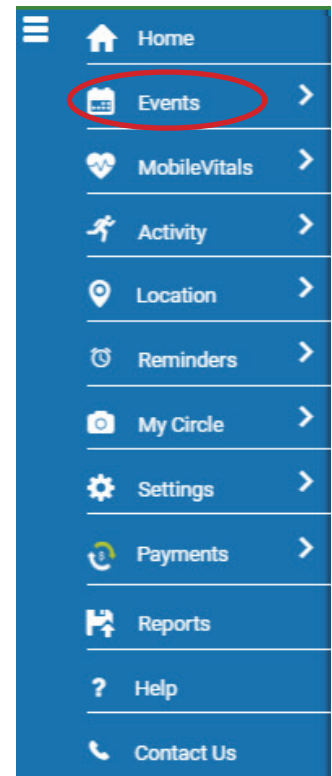
This section will be available to you if you have added MobileVitals to your account.

MobileVitals

This section will display the last four vitals measurements. You will also be able to see the date and time the information was received. Underneath these data sets, you will also see a graph with different tabs at the top for each of the vitals. When you click on the different tabs, you will be able to see the different types of vitals that were checked. Underneath the graph, you will see a **Quick Search** option. You may click this section to change the date view to **the Last 7 Days, Last 14 Days, Last 30 Days, Last 180 Days** or **1 Year.**
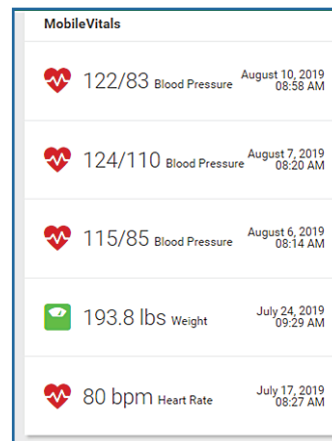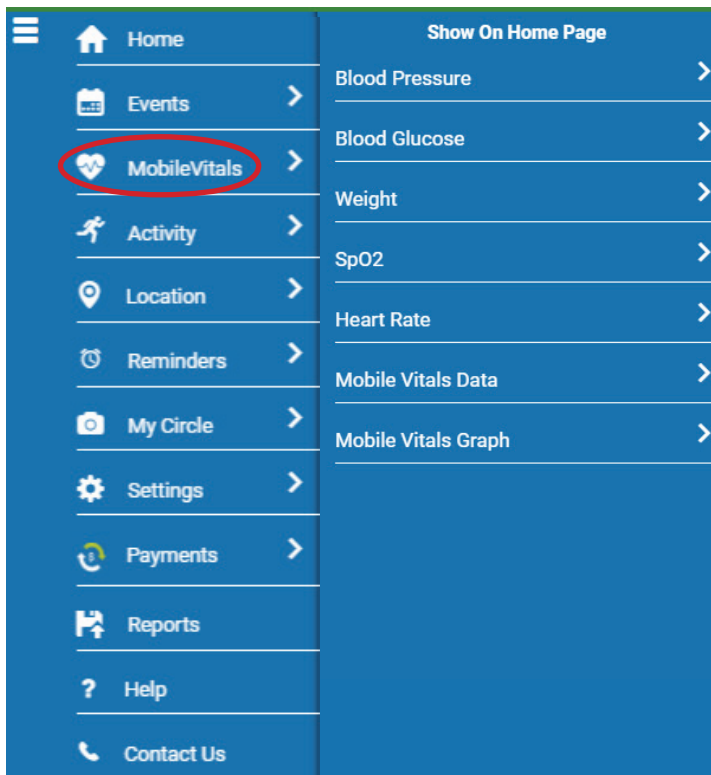
Activity

The Activity Tracking feature requires a Fall Button. If you do not have a Fall Button and would like to purchase one for your system, please contact Technical Support. If you have the Activity Tracking feature, you may access your activity data by selecting "Activity" from the main menu, or by clicking on "Reports" under the main menu. Type "Select activity" and date range. Click search to populate the information.

Location

If you received a Mobile Device with your system, this section will show the last known GPS locations that were captured by the Mobile Device.

The **LOCATE NOW** button at the top right corner of this page allows you to send a request to ping the current location of the Mobile Device if the subscriber received a Mobile Device with their system. To the left of the **LOCATE NOW** button you will see how many pings you have remaining. Every time you press the **LOCATE NOW** button, you use a ping. Location requests are available to subscribers that have a system which includes a Mobile Device. Each user is allotted 30 pings per month. **NOTE: Connect Premium subscribers receive 60 pings per month. If you do not have Connect Premium and would like to purchase, please contact Technical Support.**

Results may take up to five minutes in some cases and the success or accuracy depends on the current location and status of the Mobile Device. If you press this button, it will disappear while it searches for the device location. It can be up to 30 minutes for the button to reappear because the device might still be processing the last request. The button disappears to avoid multiple requests being sent at the same time which might increase the time it takes for the Mobile Device to respond.
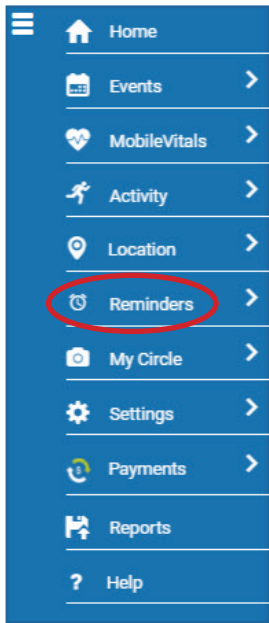
Reminders

This section will be available to you if you have added MobileVitals to your account.

Vitals Reminders

If you wish to add a **Vital** reminder:

1. Click the hambuger menu button on the left hand of the screen.
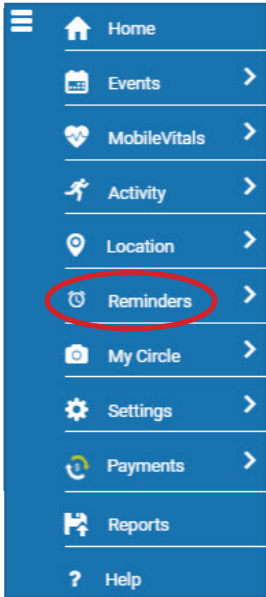
2. Select **Reminders.**

3. Click **ADD NEW** at the bottom of your screen.

4. Select **Vital** under **Reminder Type**.

5. Select the **Vital Reminder Type**: Blood Pressure, Blood Glucose, Weight, and/or Blood Oxygen Saturation.

6. Select **Days to take**, or **Daily**, if you would like to be reminded every day.

7. Set **Times to take** by selecting up to four different times of day.

8. You may add notes in the **Comments** section at the bottom.

9. Click **SAVE** when you are finished, or **CANCEL** if you wish to exit this screen without saving.

10. Always remember to click **UPDATE DEVICE** at the bottom of the Reminders screen when you have made any changes in order to push the update(s) to the Base Station.

This section will be available to you if you have added Medication Reminders to your account.

Medication Reminders

If you wish to add a **Medication** reminder:

1. Click the hamburger menu button on the left hand of the screen.

2. Select **"Reminders"**.

Reminder Details

Type: Medication

Name: Daily Vitamin

Dosage: 25 Mg

Amount: 1

☑ Daily

Sun☑ Mon☑ Tues☑ Wed☑ Thu☑ Fri☑ Sat☑

Times to take:

Time 1: 9:00 AM   Time 2: --

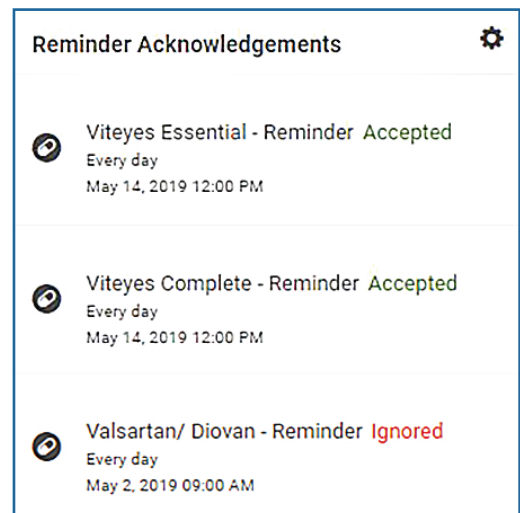Time 3: --   Time 4: --

Comments:
Daily Multivitamin Reminder

CANCEL   SAVE

3. Click **ADD NEW** at the bottom of your screen.

4. Select **Medication** under **Reminder Type**.

5. Next to **Reminder Name**, add in the name of your medication. This is the name that will be displayed on your Base Station screen when it is time for the reminder.

6. Add in **Dosage** and **Amount** information if desired.

7. Select **Days to take**, or **Daily**, if you would like to be reminded every day.

8. Set **Times to take** by selecting up to four different times of day.

9. You may add notes in the **Comments** section at the bottom.

10. Click **SAVE** when you are finished, or **CANCEL** if you wish to exit this screen without saving.

11. Always remember to click **UPDATE DEVICE** at the bottom of the Reminders screen when you have made any changes in order to push the update(s) to the Base Station.

Reminder Acknowledgments

Each time you accept or ignore a reminder, it will appear in this section. You will be able to see what type of reminder it was, the date and time it was accepted or ignored.

Reminder Acknowledgements ⚙

Viteyes Essential - Reminder Accepted
Every day
May 14, 2019 12:00 PM

Viteyes Complete - Reminder Accepted
Every day
May 14, 2019 12:00 PM

Valsartan/ Diovan - Reminder Ignored
Every day
May 2, 2019 09:00 AM

My Circle

This section will allow you to view a list of your responders, if applicable. The subscriber can send an email invitation to any call list responder to log into Connect and view designated information regarding the subscriber. The subscriber may also add new users to the Circle by clicking on the Settings Icon ⚙ in the My Circle Panel and selecting **Invite Friend**.
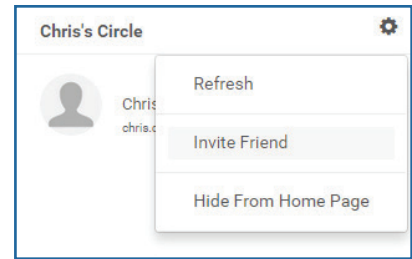
Enter their email address and click **INVITE**.

Once you click **INVITE** you will see the message below. An invitation will be sent to their email address and they will be able to login to their profile and receive information on the subscriber, depending on the permissions the subscriber has allowed.

The users under My Circle may have some icons next to their name and email address.
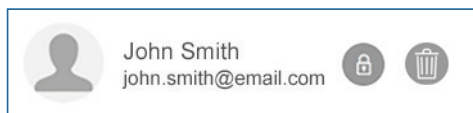
Click on this icon 🔒 to modify the permissions that your responder can see. When you click on this icon, the screen to the right will appear.

Select the permissions you wish that specific user to see. Click **UPDATE** at the bottom of the screen when you wish to save your changes and then exit the screen. Click **CANCEL** to leave the screen without saving any changes.

Please Note: If you allow a responder administrative access by checking the boxes in the screen shown above, they will be able to view your reminders and to have the ability to add or remove people in the subscriber's circle.

This trash icon 🗑 will allow you to remove the responder's account and relinquish the capability to view the subscriber's information.

If you see this icon ⌃ next to a responder, that means they are a Call List Responder. They are added to the subscriber's personal account as an emergency responder and can't be removed via the portal.

Please Note: allowing users to have administrative access on the portal is not the same as making them an "authorized user" on your account.

You must call Technical Support to add or remove Call List Responders.

Notification/Connect Only Responder: If the responder was added through Connect and is not a Call List Responder that is listed on your personal account, then they may update their name, phone number, password, and photo by logging into the account and clicking on **Settings**. The subscriber may delete this type of responder's ability to log in and view the profile by removing them from My Circle.

Call List Responder: The Call List Responder may only change their password or photo when they login to their account.

If you would like more information on the My Circle section, please call Technical Support.
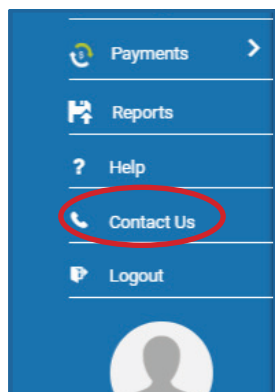
Contact Us

At the top of the home page you will see a **Contact Us** section. By clicking on this, you can view contact information to reach Customer Support by phone or by filling out a form and clicking send. A Customer Support associate will contact you as soon as possible.
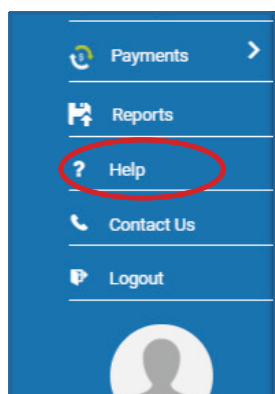
Help

You may refer to the Help section for more information on how to use the portal.