



Welch Allyn RetinaVue Network

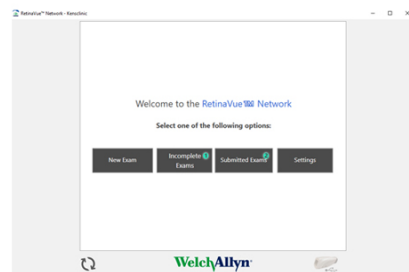
Software version 4.7.XX

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

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This manual applies to the 901108 PACS MEDICAL IMAGE SYSTEM.

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Contents

Introduction	1
Intended users	1
Intended use	1
Contraindications	1
Computer-system requirements	1
IT network security	2
Symbols and definitions	2
About warnings and cautions	3
 Log in to the RetinaVue Network Customer Portal	 5
Enable or disable multifactor authorization for your company	6
Set up a mobile device for multifactor authentication	6
 Features of the RetinaVue Network Customer Portal	 9
RetinaVue Network Customer Portal roles and permissions	9
View the status of exams	10
Download, view, or edit new diagnostic reports	11
Search for diagnostic reports	12
View clinic statistics	13
Clinic management	15
Update company information	20
 Features of the RetinaVue Network software application	 23
RetinaVue Network software application roles and permissions	23
Settings in the RetinaVue Network software application	23
 Managing exams in the RetinaVue Network software application	 31
Submit an exam	31
Start a new exam	33
Exam statuses in the RetinaVue Network software application	35
Display exam images	35
Find patient information	37

Troubleshooting 39

 Troubleshooting **RetinaVue** Network 39

 Troubleshooting user lock-out or difficulty with the password and username login—
 RetinaVue Network Customer Portal 39

Appendix 43

 About banner notifications 43

 First-time setup of your company 43

Introduction

These instructions for use are 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.

Intended users

The **RetinaVue** Network is intended primarily for medically qualified, trained healthcare professionals. Secondary intended users include biomedical personnel, IT professionals, and both Baxter and third-party service personnel.

Intended use

The **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

The **RetinaVue** Network has no known contraindications.

Computer-system requirements

Item	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 HHD space minimum, 16 GB free HHD space or greater recommended ¹
RAM	2 GB minimum, 4 GB recommended
Monitor resolution	1280 x 720 recommended
Ethernet port	RJ45
Ports	2 USB, 2.0 port or greater
Operating system	• Windows 11 with latest SP • Windows 10 with latest SP (will be deprecated in a future release)
RetinaVue Network software prerequisites	• Microsoft Visual C++ 2013 runtime libraries (x86) • Microsoft .NET Framework 4.8 • Windows update before installation
Web browsers	• Microsoft Edge • Google Chrome for Windows (latest version) • Firefox Quantum • iOS Safari (version 11 or greater)

Item	Description
Internet connection	High-speed broadband internet connection (minimum download speed 1.5 Mbps)
Transport security	Ability to connect to www.retinavue.net with TLS 1.2
Firewall	Ability to connect to www.retinavue.net on ports 80 and 443 with RetinaVue Network.exe ²
Certificates	GoDaddy and DigiCert root certificates installed on the computer ³

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

² This ability allows the submittal of captured images from the client to the **RetinaVue** Network web server.

³ These certificates allow secure/protected communication between the client and the **RetinaVue** Network web server. They are usually installed by default on the supported **Windows** operating system for this product. Contact your IT department with questions and issues.

IT network security

Computers that are used to connect to the **RetinaVue** Network Customer Portal or to download the **RetinaVue** Network software application should be set up and maintained following IEC 80001 or similar IT network-security practices, including these:

- 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 multifactor authentication
- Idle-session timeouts with either screen locking or automatic logout
- User access rights and 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
- Antivirus, antimalware, and intrusion detection and 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 and password or X.509 certificate-based authentication.

Download the **RetinaVue** Network software application directly from the **RetinaVue** Network Customer Portal (secure website).

Symbols and definitions

For information on the origin of these symbols, see the Welch Allyn symbols glossary: bax.to/docs-wa-symbols.

Documentation symbols



WARNING

The warning statements in this manual identify conditions or practices that could lead to illness, injury, or death. The yellow in this symbol appears gray 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.

Miscellaneous symbols



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 these 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 these instructions for use.

Before using the **RetinaVue** Network, you must familiarize yourself with all warnings and cautions contained in these 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.

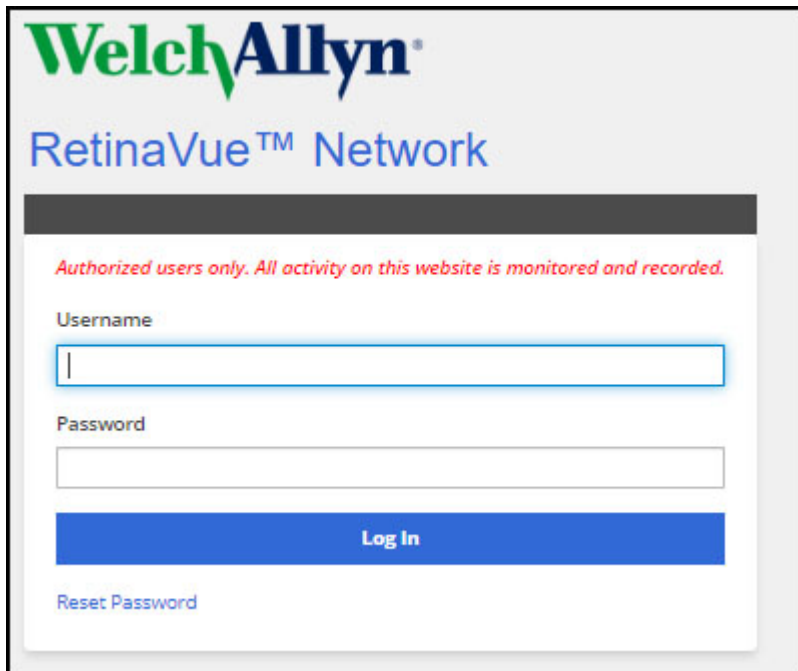
Warnings



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. In a web browser, go to the **RetinaVue** Network Customer Portal: https://www.retinavue.net/rn_customerportal.

The screenshot shows the Welch Allyn RetinaVue Network login interface. At the top, the Welch Allyn logo is displayed in green and blue, followed by "RetinaVue™ Network" in blue. Below this is a dark grey horizontal bar. Underneath the bar, a red warning message reads: "Authorized users only. All activity on this website is monitored and recorded." The login form consists of two input fields: "Username" and "Password". The "Username" field is currently active, showing a cursor. Below the password field is a blue "Log In" button. At the bottom left of the form, there is a link that says "Reset Password".

2. Fill in your username and password.

If you're a new user, use the login information provided in your welcome email. This message appears: You need to change your password to activate your account. Enter a new password that contains the following:

- 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 lowercase letter
- at least 1 uppercase letter

When the login screen returns, log in with your new password.

See the "Troubleshooting" section for instructions on recovering passwords through email notification and other password-related issues. For assistance contact Baxter Technical Support: baxter.com/contact-us.

3. If multifactor authentication is enabled for your company's **RetinaVue** Network, enter the one-time code from your mobile device when prompted.

The welcome screen (Welcome to the RetinaVue Customer Portal) appears. You are logged in.

Enable or disable multifactor authorization for your company

Only someone in the company-administrator role can enable or disable multifactor authentication for your company's **RetinaVue** Network. While this setting is enabled, each user must set up a mobile device for multifactor authentication, after which they will be prompted to enter a one-time code from their authentication app every time they log in to the **RetinaVue** Network.

1. From the Welcome screen, select **Edit Company** Information. The Company Information screen appears.

Company Information

Official Company Name
Welch Allyn

Address * **Ste/Unit** **City *** **State *** **Zip ***
4355 State Street Rd Skaneateles NY 13153

Enable multifactor authentication.
Yes ▾
! Changing this setting will effect every user in the company.

Primary Company Contact

First Name * **Init** **Last Name *** **Suffix**
WA Sales Test ACNP ▾

Email * **Phone *** **Ext**
Rvntester@Gmail.Com (315) 383-5345 1

Back **Save**

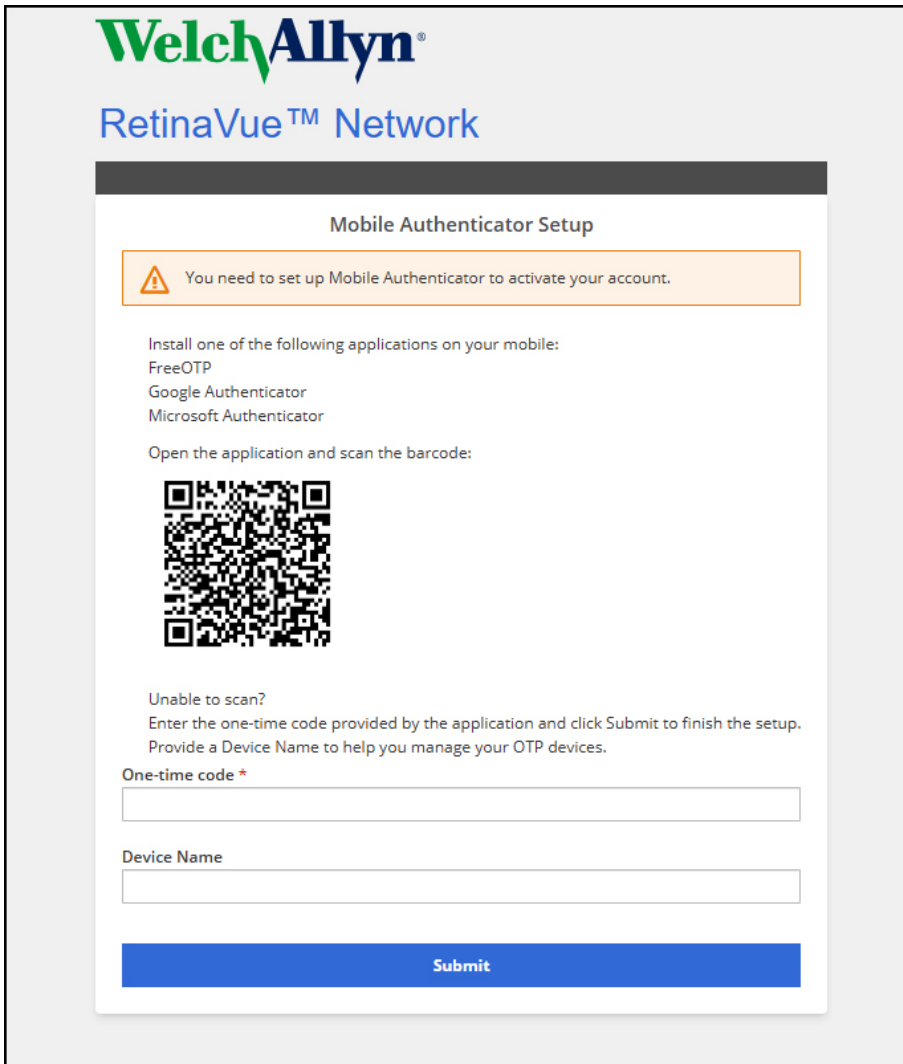
2. Under Enable multifactor authentication, select **Yes** or **No**.
3. If you disabled multifactor authentication (by changing the setting to **No**), do the following:
 - a. Navigate to the User Management screen and select the **Clear user authenticator account** checkbox to clear the authenticator registrations for each user. See "Manage users" for more information.
 - b. Tell the **RetinaVue** Network Customer Portal users in your company to delete the authenticator registration in the mobile application. The steps vary based on the application.
 - c. Ask another company administrator to clear your authenticator registrations, or contact customer support to request this action.

Set up a mobile device for multifactor authentication

If your company has enabled multifactor authentication for your **RetinaVue** Network Customer Portal, each user must set up an authentication app on a mobile device as follows.

1. Install one of the following apps on your mobile device: Google Authenticator, FreeOTP, or Microsoft Authenticator.

2. Using the app on your mobile device, scan the QR code that's provided through the **RetinaVue** Network on the Mobile Authenticator Setup screen.



The screenshot shows the 'Mobile Authenticator Setup' screen for the Welch Allyn RetinaVue Network. At the top is the Welch Allyn logo and the text 'RetinaVue™ Network'. Below this is a dark grey header with the title 'Mobile Authenticator Setup'. A yellow warning box with a triangle icon contains the text: 'You need to set up Mobile Authenticator to activate your account.' Below the warning box, the instructions read: 'Install one of the following applications on your mobile: FreeOTP, Google Authenticator, Microsoft Authenticator. Open the application and scan the barcode:'. A QR code is displayed in the center. Below the QR code, it says: 'Unable to scan? Enter the one-time code provided by the application and click Submit to finish the setup. Provide a Device Name to help you manage your OTP devices.' There are two input fields: 'One-time code *' and 'Device Name'. At the bottom is a blue 'Submit' button.

3. Optional: Provide a device name, which will allow you to identify the device later.
4. Click **Submit**.

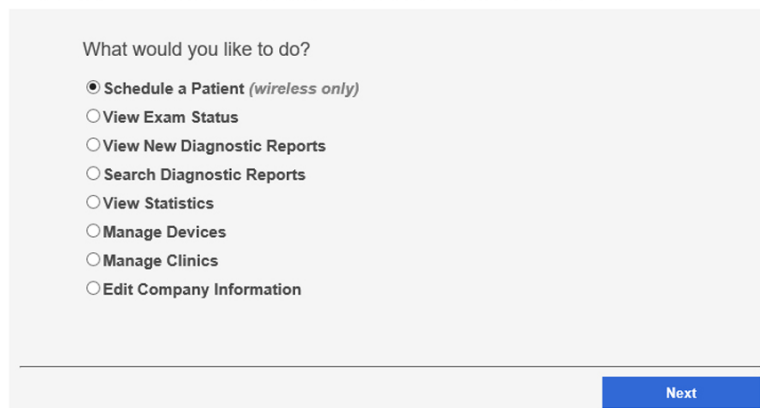
From now on, every time you log in to the **RetinaVue** Network, you will be prompted to enter a one-time code from your authentication app.

Log in to the RetinaVue Network Customer Portal

Features of the **RetinaVue** Network Customer Portal

The following features are available from the Welcome screen. (You can't select clinics that use the EMR workflow.)

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

- Schedule a Patient (wireless only)
 - Search RetinaVue Network for a previous patient
 - Create a Demo Patient
- View Exam Status
- View New Diagnostic Reports
- Search Diagnostic Reports
- View Statistics (for 1 clinic or all clinics)
- Manage Devices
 - Add, view, edit, or deregister devices
- Manage Clinics
 - Update Referring Physicians (providers)
 - Update Clinic Information
 - Manage Users
 - Add New Clinic (company administrator only)
- Edit Company Information (company administrator only)

RetinaVue Network Customer Portal roles and permissions

People who use the **RetinaVue** Network Customer Portal have different permissions depending on the role they are assigned: company administrator, clinic administrator, or user.

Roles and permissions are assigned by company administrators. See "Manage users."

All **RetinaVue** Network Customer Portal users need to have a valid email account.

The options that appear on the Welcome screen vary with the assigned role and permissions.

Permission	Company administrator (for all clinics)	Clinic administrator (for 1 clinic)	User (1 or more of these 4 permissions may be assigned.)			
			Edit reports	View reports	Schedule patients	Manage devices
View exam status	X	X	X	X	X	
View and download new diagnostic reports	X	X	X	X		
Search diagnostic reports	X	X	X	X		
Edit new diagnostic reports	X	X	X			
Schedule patients	X	X			X	
Manage devices	X	X				X
Add/edit referring providers for clinic	X	X				
Add/edit users for clinic	X	X				
Edit clinic information	X	X				
View clinic statistics	X	X				
Add clinic	X					
Edit company information	X					

View the status of exams

On the View Exam Status screen, users who have permission 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.

The exam is removed from the View Exam Status screen after you view, edit, or download the final diagnostic report from the New Diagnostic Reports screen. Otherwise, if you take no action on the New Diagnostic Reports screen, the exam is removed 7 days after exam submission.

1. From the **RetinaVue** Network Customer Portal Welcome screen, select **View Exam Status** and click **Next**.
The View Exam Status screen appears.
2. Use the dropdown menu to select a clinic.
The View Exam Status screen appears for that 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

Exam status	Description
Scheduled	A scheduled exam is an exam with only patient data; it contains no acquired images from a supported camera. Scheduled exams may be new or incomplete.
Submitted	A submitted exam is a completed exam that has been submitted to the RetinaVue Network for overread. These exams appear on the Submitted Exams screen.
Report Available	After an exam is overread, its status becomes Report Available. To access the report, log in to the RetinaVue Network Customer Portal, and click View New Diagnostic Reports . After you view, edit, or download a report, that exam is removed from the Submitted Exams screen. The exam is also removed if the report is not viewed, edited, or downloaded within 7 days of exam submission.

Download, view, or edit new diagnostic reports

Users can download, view, or edit new diagnostic reports according to the permissions that have been assigned to them. See " **RetinaVue** Network Customer Portal roles and permissions."

- From the **RetinaVue** Network Customer Portal Welcome screen, select **View New Diagnostic Reports**, and click **Next**.

The New Diagnostic Reports screen appears.

New Diagnostic Reports

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date		
☐	Barstow, Barry	43234678	3/14/1962	4/15/2019	4/15/2019	4/17/2019	View	Edit
☐	Bennett, Williamte	9876300	2/7/1954	4/16/2019	4/16/2019	4/16/2019	View	Edit
☐	Bye, Hi	12e435fgy65	2/15/1988	4/17/2019	4/17/2019	4/17/2019	View	Edit
☐	Carl, Fer	135474	7/8/1956	4/12/2019	4/12/2019	4/17/2019	View	Edit
☐	Hadlock, Marge	998877665544	2/22/1943	4/8/2019	4/8/2019	4/17/2019	View	Edit
☐	Joline, Jasmine	123456789	3/9/1978	4/11/2019	4/11/2019	4/11/2019	View	Edit
☐	Keifer, Nancy	12345678	6/27/1963	4/16/2019	4/16/2019	4/16/2019	View	Edit
☐	Lesmiremineap, Abbey	998844234567	3/10/1920	4/12/2019	4/12/2019	4/17/2019	View	Edit
☐	Little, Sarah	789123	2/25/1964	4/19/2019	4/19/2019	4/19/2019	View	Edit
☐	Maulbur, Joe	1234567890	4/4/1962	4/8/2019	4/8/2019	4/12/2019	View	Edit

12

Download Selected Reports

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

- Download, view, or edit reports as desired.

Option	Description
Download	Select the checkbox next to one or more patient names, and click the desired format: PDF or TIFF. The reports download to the computer as a ZIP file. They no longer appear on this screen.
View	Click View at the right side of any report's row. After you view a report, the exam is removed from the New Diagnostic Reports screen and the View Exam Status screen.
Edit	Edit a report's patient information as follows: - Click Edit at the right side of any report's row. The Edit Report screen appears. - Edit the patient information. - Click Save. - Click Return to Reports. The New Diagnostic Reports screen reappears. The original report is no longer available. A new exam with the edited information is automatically submitted to the same overread physician that evaluated the original exam. If the physician does not evaluate the exam within 8 hours, the exam is forwarded to another overread physician. After the new exam is evaluated, a new diagnostic report becomes available. The new report may have a different diagnosis than the original report.

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

Search for diagnostic reports

Company administrators can search for diagnostic reports for all company clinics within the **RetinaVue** Network. Clinic administrators and users with permission to view reports can search for diagnostic reports for their clinic.

- From the **RetinaVue** Network Customer Portal Welcome screen, select **Search Diagnostic Reports** and click **Next**.

The Search Diagnostic Reports screen appears.

Search Diagnostic Reports

First Name	Last Name	MRN	Start Date	Stop Date	
			02/05/2018	05/24/2018	Search

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date	
☐	LASTNAME, FIRSTNAME	711413	5/30/1935	9/9/2015	5/10/2018	5/10/2018	View  

Download Selected Reports

PDF	TIFF
------------------------------------	-------------------------------------

- Use any or all of the search fields to search for a report. Enter a patient's first or last name, medical record number (MRN), start date, or stop date. Click **Search**.

Reports that meet any of the search parameters appear on the Search Diagnostic Reports screen. If there are more than 10 reports, click a blue number at the bottom to see more.

First Name Last Name MRN Start Date Stop Date

Select	Patient Name	MRN	DOB	Exam Date	Submission Date	Report Date		
☐	Barstow, Barry	43234678	3/14/1962	4/15/2019	4/15/2019	4/17/2019	View	Edit
☐	Bennett, Williamte	9876300	2/7/1954	4/16/2019	4/16/2019	4/16/2019	View	Edit
☐	Bye, Hi	12e435fgy65	2/15/1988	4/17/2019	4/17/2019	4/17/2019	View	Edit
☐	Carl, Fer	135474	7/8/1956	4/12/2019	4/12/2019	4/17/2019	View	Edit
☐	Hadlock, Marge	998877665544	2/22/1943	4/8/2019	4/8/2019	4/17/2019	View	Edit
☐	Joline, Jasmine	123456789	3/9/1978	4/11/2019	4/11/2019	4/11/2019	View	Edit
☐	Keifer, Nancy	12345678	6/27/1963	4/16/2019	4/16/2019	4/16/2019	View	Edit
☐	Lesmiremineap, Abbey	998844234567	3/10/1920	4/12/2019	4/12/2019	4/17/2019	View	Edit
☐	Little, Sarah	789123	2/25/1964	4/19/2019	4/19/2019	4/19/2019	View	Edit
☐	Maulbur, Joe	1234567890	4/4/1962	4/8/2019	4/8/2019	4/12/2019	View	Edit

1 2

Download Selected Reports

- Download, view, or edit reports as desired. For details, see "Download, view, or edit new diagnostic reports."
- Click **Back** to return to the Welcome screen.

View clinic statistics

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

- From the **RetinaVue** Network Customer Portal Welcome screen, select **View Statistics** and click **Next**.
- Under Clinic, select **All Clinics**, or select a specific clinic.

Volume and Performance Reporting

Clinic Report Type Start Date Stop Date

All Clinics

- Medical Center 2
- Medical Center 3
- Medical Center 4
- Medical Center One

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

3. Select a report type: **Audit Report**, **Diagnostic Detail Report**, **Exam Detail Report**, **Image Quality Report**, **Service Report**, **Summary Report**, or **Utilization Report**.

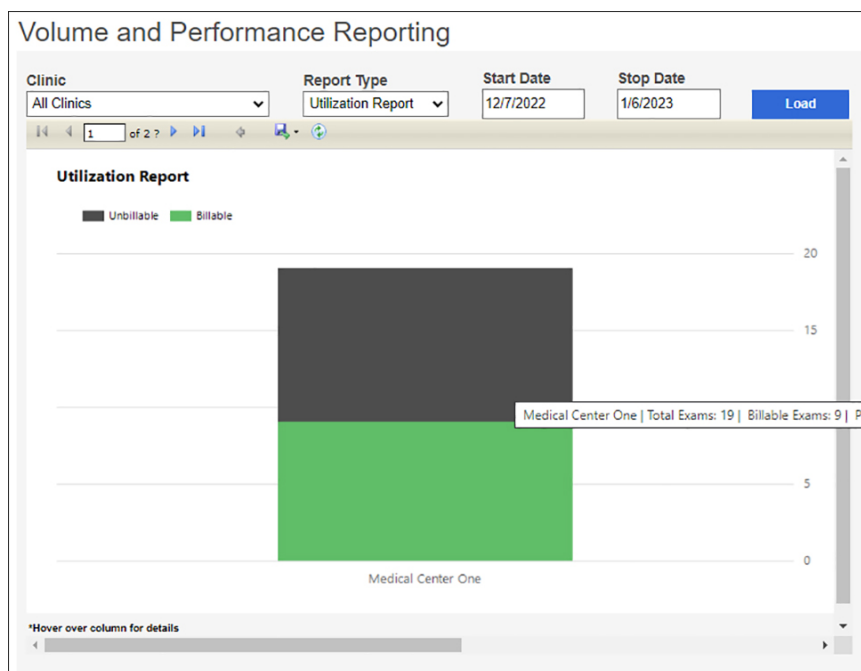
Volume and Performance Reporting

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

Audit Report

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

4. Select the start and stop dates.
5. Click the **Load** button or the Export to Excel icon.
 - The Utilization Report includes a graphical format as well as a statistical format.



Volume and Performance Reporting

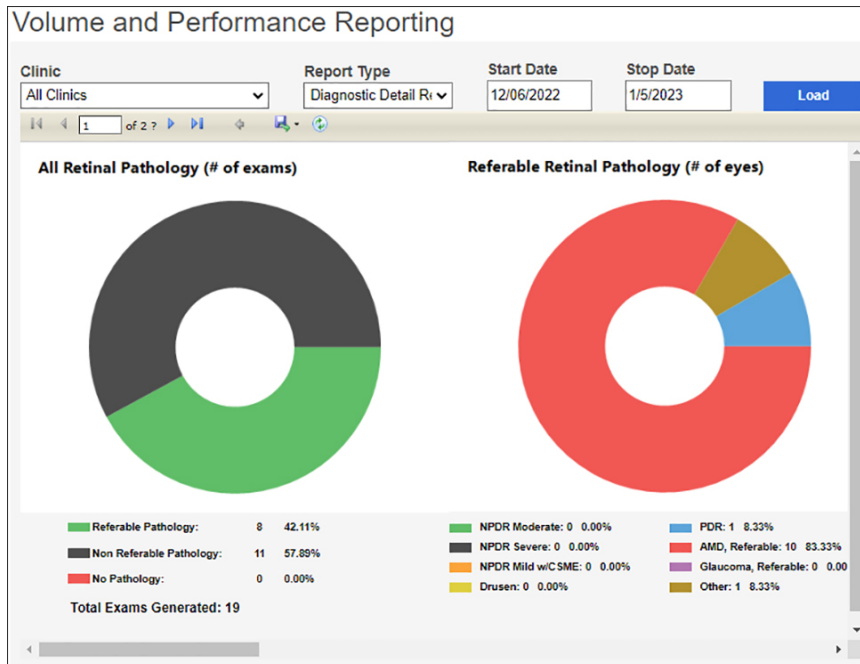
Clinic: All Clinics Report Type: Utilization Report Start Date: 12/7/2022 Stop Date: 1/6/2023 Load

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	

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.

- 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 Report 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

Hover the mouse over the pathology to display additional details.

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

Clinic management

Clinic-management settings are accessible only to company administrators and clinic administrators. See the following sections of this manual:

- "Update referring providers"

- "Update clinic information"
- "Manage users"
- "Add a clinic"

Update referring providers

Company administrators and clinic administrators can add, edit, or remove referring providers for a clinic. Company administrators have permissions for all company clinics within the **RetinaVue** Network. Clinic administrators have permissions for their clinic.

1. From the **RetinaVue** Network Customer Portal Welcome screen, select **Manage Clinics** and click **Next**.
2. Select **Update Referring Physicians** and click **Next**.

If multiple clinics are associated with the company, select a clinic from the dropdown menu. Click **Next**.

The Referring Providers screen appears.

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

First Name *	Init	Last Name *	Suffix *	NPI *
Ab		Abbatha	Jr., MD	1234567890
Email *		Phone *		Ext
AbbathaAB@MountainviewClinici.Com		8051234567		
Cancel		Save		

• First Name is invalid

3. Update referring providers as follows:

- Click **Add** to add a referring provider.
- Select a name and click **Edit** to edit a referring provider.
- Click an **X** button to remove the referring provider in that row.

Required fields contain a red asterisk. Red messages may also appear, such as **First Name is invalid** in the example screen. This message appears here because the First Name field has only 2 characters: Ab. Both first and last names must have at least 3 characters.

4. Click **Save**.
5. If you have the **RetinaVue** Network software application and want to see the change there, do either of the following:
 - Restart the application.
 - From within the application, click **Settings** > **Advanced** > **Import**.

Update clinic information

Company administrators and Clinic administrators can add or edit clinic information. Company administrators have permissions for all company clinics within the **RetinaVue** Network. Clinic administrators have permissions for their clinic.

1. From the Welcome screen, select **Manage Clinics** and click **Next**.

2. Select **Update Clinic Information**. If multiple clinics are associated with the company, select a clinic from the drop-down menu. Click **Next**.

The Clinic Information screen appears.

Clinic Information

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

Back Save

3. Click within the fields where you want to add or edit information, delete any information in that field, and enter the new information.

You can edit all fields except Official Clinic Name.

4. Click **Save**.
5. If you have the **RetinaVue** Network software application and want to see the change there, do either of the following:
 - Restart the application.
 - From within the application, click **Settings > Advanced > Import**.

Manage users

Company administrators can add, edit, or remove users for all company clinics within the RetinaVue Network. Clinic administrators can add, edit, or remove users for their clinic.

1. From the **RetinaVue** Network Customer Portal Welcome screen, select **Manage Clinics** and click **Next**.
2. Select **Manage Users** and then click **Next**.

The User Management screen appears, listing users in an alphabetically-ordered table. If a user is associated with multiple clinics, each clinic appears in the Permissions table.

User Management

Users

clinic_admin1	Clinic	Adminone	rvntester@gmail.com		
clinic_admin2	Clinic	Admintwo	rvntester@gmail.com		
clinic_admin3	Clinic	Adminthree	rvntester@gmail.com		
clinic_admin4	Clinic	Adminfour	rvntester@gmail.com		
clinic_admin5	Clinic	Adminfive	rvntester@gmail.com		
clinic_admin6	Clinic	Adminsix	rvntester@gmail.com		

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
Australia Demo	☒	☒	☒	☒	☒
Central Region	☐	☐	☐	☐	☐
Client Service RV700	☐	☐	☐	☐	☐
CTS Minuteclinic Xxx1	☐	☐	☐	☐	☐
East Region	☐	☐	☐	☐	☐
EMR Demo Clinic 1	☐	☐	☐	☐	☐
EMR Demo Clinic 2	☐	☐	☐	☐	☐

3. To add a user, click **Add**. Enter the user information in all the required fields. Required fields are indicated by red asterisks.
 - a. Optional: Select the **Require user to change password at next login** checkbox.
 - b. Optional: Select the **Company Administrator** checkbox to give the user all permissions for all clinics.
 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.

 You can toggle the lock icon to enable or disable access to the portal.

 Users are automatically 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.
 - c. Select any or all of the following permissions: **Clinic Admin**, **Edit Report**, **View Report**, **Schedule Patient**, or **Manage Devices**.
4. To edit a user, click the username. The Contact Information fields populate. Click **Edit**, make the changes.
5. To remove a user, click an **X** button in that row.
6. Click **Save**.

Add a clinic

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 integrated delivery network (IDN) or practice group. Each individual practice is a clinic. Only company administrators can add clinics.

1. From the **RetinaVue** Network Customer Portal Welcome screen, select **Manage Clinics** and click **Next**.
2. Select **Add New Clinic** and click **Next**.
3. Confirm the company information and click **Next**.
4. Enter the clinic information. The Official Clinic Name cannot exceed 70 characters. Click **Next**.

New Account Setup

Clinic Setup: Clinic Information (Step 1/3)

[Copy company address](#)

Official Clinic Name *	Phone *			
Mountainview Clinic	80112345678			
Address *	Ste/Unit	City *	State *	Zip *
1234 Red River Road	12	Canyon Top	UT	84005

Back Next

5. Enter the contact information. Click **Next**.

New Account Setup

Clinic Setup: Contact Information (Step 2/3)

Primary Clinic Contact

First Name *	Init	Last Name *	Suffix
Jasper	M	Rothchild	MD, PhD
Email *	Phone *		Ext
RothchildJ@Mountainviewclinic.com	80112345678		5678

IT Contact

First Name *	Init	Last Name *	Suffix
Wendy	B	Brookfield	
Email *	Phone *		Ext
BrookfieldB@Mountainviewclinic.com	80112345679		5679

Back Next

6. Enter information for 1 or more referring providers, that is, physicians who will be referring patients for exams. First and last names must each contain 3 or more characters. Two-character names are not supported. For each provider, click **Add**.
The providers are added to the 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

First Name * Init Last Name * Suffix NPI *

Email * Phone * Ext

Add

Back Next

7. When finished, click **Next**.

8. Click **Finish**.

New Account Setup

Complete Setup

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

Back Finish

Update company information

Only company administrators can add or edit company information. Company administrators have permissions for all company clinics within the **RetinaVue** Network.

1. From the Welcome screen, select **Edit Company Information** and click **Next**.

The Company Information screen appears.

Company Information

Official Company Name
Welch Allyn

Address * 4355 State Street Rd **Ste/Unit** **City *** Skaneateles **State *** NY **Zip *** 13153

Enable multifactor authentication.
Yes

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

Primary Company Contact

First Name * WA Sales **Init** **Last Name *** Test **Suffix** ACNP

Email * Rvntester@Gmail.Com **Phone *** (315) 383-5345 **Ext** 1

Back **Save**

- Click within the fields where you want to add or edit information, delete any information in that field, and enter the new information.

You can edit all fields except Official Company Name.

For details on changing the multifactor-authentication setting, see "Enable or disable multifactor authorization for your company."

- Click **Save**.

Features of the **RetinaVue** Network software application

RetinaVue Network software application roles and permissions

People who use the **RetinaVue** Network software application have different permissions depending on the role they are assigned: administrator or user. Roles are assigned by an administrator.

These roles and their permissions are distinct and separate from the **RetinaVue** Network Customer Portal roles and permissions.

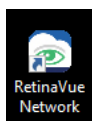
The following table compares these roles when login is required. When login is not required, the application user's default role is administrator.

Permissions	Administrator	User
Perform and submit an exam	X	X
Add, edit, and remove application users	X	
Add, edit, and remove referring providers	X	
Edit primary contacts for the clinic	X	
Change the Login Required setting	X	
Enforce image quality	X	
Edit company information	X	
Import settings from the RetinaVue Network Customer Portal	X	
Deactivate the RetinaVue Network software application on the computer	X	

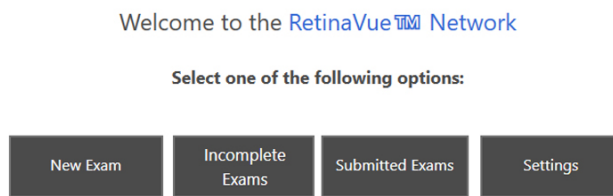
Settings in the **RetinaVue** Network software application

Only the administrator role has access to the settings in the **RetinaVue** Network software application.

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

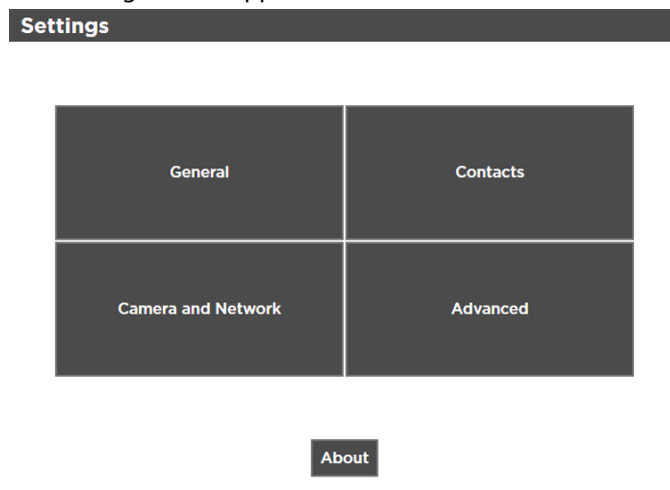


2. If prompted, enter the username and password.
The Welcome screen appears.



3. Click **Settings**.

The Settings screen appears.



4. Choose the desired option:

Option	Description
General	See "View or change general settings."
Camera and Network	See "View or change camera and network settings."
Contacts	See the following: • "View or change contact information (for application users or referring providers)" • "Add a referring provider" • "Add an application user" • "Deactivate a referring provider or an application user"
Advanced	See "Import application settings or deactivate the application."
About	View the software version.

View or change general settings

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

General Settings

Exam State: WA

Primary Clinic Contact: Admin, Mdcl Cntr 1

Clinic Phone #:

Clinic Email:

☐ Send result notification to primary contact

☐ Login Required

☐ App Topmost

☐ Enable Extended Patient Info

☐ Enforce Image Quality

☐ Demo Mode

Auto Log-Out (min): 0

Docking Location: Bottom Right

Open Web Browser Open File Explorer Open Command Prompt

Save Cancel

4. View or change settings as follows:

Option	Description
Exam State	View or change the state where exams will take place. The default location is set during the account setup.
Primary Clinic Contact	View or change the clinic's primary contacts.
Clinic Phone #	This view-only information is entered during the account setup.
Clinic Email	This view-only information is entered during the account setup.
Auto Log-Out (min)	View or change the desired number of minutes before the RetinaVue Network software application logs off the user. The default is 0 minutes. This setting applies only when the Login Required checkbox is selected.
Docking Location	View or change where the RetinaVue Network application docks on the computer screen when the application window is minimized. Choices: Bottom Right , Top Right , and Top Center . This setting applies only when the App Topmost checkbox is selected.
Send result notification to primary contact	Select this option to email notifications for submitted exams to the default address that was set during account setup.
Login Required	Select this option to require a username and password when users log in to the RetinaVue Network software application. This option must be selected before you add application users.
App Topmost	Select this option to keep the RetinaVue Network application in front of all other open Windows applications.
Enable Extended Patient Info	Select this option to enable users to enter additional patient demographic information such as ethnicity, cholesterol levels, and visual acuity.
Enforce Image Quality	Select this option to require users to acquire at least 1 image per eye with an image-quality score of at least 20, or 3 images with a minimum image-quality 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.) The Topcon camera is the only camera that allows 3 images to be added per

Option	Description
	eye. The Enforce Image Quality setting 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 an image-quality score under 20, the user can't submit the exam for overread service. If the user acquires a third image with an image-quality score under 20, they are allowed to submit the exam within the RetinaVue Network software application. If selecting the Enforce Image Quality feature disables the Submit button within the RetinaVue Network software application, see the "Troubleshooting" section.
Demo Mode	Select this option to enable people to use the RetinaVue Network software application for practice and to become familiar with the settings. They'll need to exit demo mode in the application when submitting exams for evaluation. If exams are submitted in demo mode, they are uploaded to the RetinaVue Network but are not evaluated. Exam data is then deleted from the computer.

- If you made changes, click **Save** to save them or **Cancel** to undo them.
- Click **Prev** (previous) to return to the Settings screen.

View or change camera and network settings

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

The Camera Settings screen appears.

Camera Settings

Connection

Camera Type: Topcon NW400
 Camera Serial #:
 Exported Images Folder: C:\ExportedImages\ **Browse**
 Camera IP Address: 10.0.0.2
 Local Port: 104
 AE Title: RETINACAM
 I-Optics Database File: **Browse**

Patient Search

SQL Server Instance:
 Database Name:
 Username:
 Password: **Test Connection**

Search Query:

Select Query:

Save **Cancel**

- In the Connection section of the screen, view or change settings as follows:

Option	Description
Camera Type	View or change the camera type. Choices: DRS , EasyScan , RetinaVue 100 Imager , RetinaVue 700 Imager , and Topcon NW400 .
Camera Serial #	A camera serial number may be required. Obtain the serial number from the camera, and type it into this field.
Exported Images Folder	View or change the images where exported Images are stored on the computer. Default is C : \ExportedImages\. To change the folder, click Browse and navigate to the desired location. Changing this folder may require the configuration of third-party cameras.
Camera IP Address	Use only with Topcon Ethernet-connected cameras.
Local Port	Use only with Topcon Ethernet-connected cameras.
AE Title	Use only with Topcon Ethernet-connected cameras.
i-Optics Database File	Use only with EasyScan cameras.

5. If you made changes, click **Save** to save them or **Cancel** to undo them.
6. Click **Prev** (previous) to return to the Settings screen.

View or change contact information [for application users or referring providers]

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

The Contact Settings screen appears.

4. Select a referring provider or application user from the left panel.
5. View or change the contact information.
6. If you made changes, click **Save** to save them or **Cancel** to undo them.
7. Click **Prev** (previous) to return to the Settings screen.

Add a referring provider

1. If the **RetinaVue** Network software application is not already open, double-click the desktop icon. The Welcome screen appears.
2. Click **Settings**.
3. Click **Contacts**.
The Contact Settings screen appears.
4. Click **Add Referring Provider**.
5. Fill in the fields under Contact Information.
 - If you select **Individual** under Contact Type, you must fill in at least **NPI** (10-digit National Provider Identifier), **First Name**, **Last Name**, and **Suffix**.
 - If you select **Organization** under Contact Type, you must fill in at least **NPI** and **Organization** (name of the organization).
6. Click **Save** to save the changes or **Cancel** to undo the changes.

Add an application user

Before you add an application user, the **Login Required** option must be selected under General Settings. See "Settings in the **RetinaVue** Network software application."

1. If the **RetinaVue** Network software application is not already open, double-click the desktop icon. The Welcome screen appears.
2. Click **Settings**.
3. Click **Contacts**.
The Contact Settings screen appears.
4. Click **Add Application User**.
5. Fill in the fields under Contact Information.
 - If you select **Individual** under Contact Type, you must fill in at least **First Name**, **Last Name**, and **Email Address**.
 - If you select **Organization** under Contact Type, you must fill in at least **Organization** and **Email Address**.
6. Fill in the fields under Login Information. You must select a role (**Admin** or **User**) and enter a username.
7. Click **Save** to save the changes or **Cancel** to undo the changes.

After you add an application user, password-reset instructions are sent to the email address you entered.

Deactivate a referring provider or an application user

When you deactivate a referring provider or an application user, that contact is removed permanently. This action cannot be undone.

1. If the **RetinaVue** Network software application is not already open, double-click the desktop icon. The Welcome screen appears.
2. Click **Settings**.
3. Click **Contacts**.
The Contact Settings screen appears.
4. Click a referring provider or an application user in the left panel.
5. Click **Deactivate**.
6. Click **OK**.

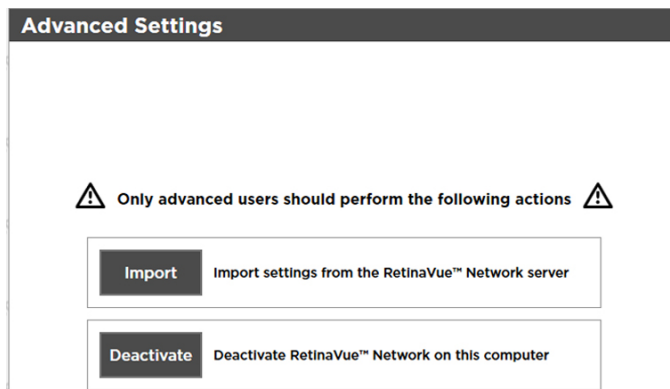
Import application settings or deactivate the application



CAUTION Perform the following actions only if you are an advanced user.

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

The Advanced Settings screen appears.



4. Do one of the following:
 - Click **Import** to import the settings from the **RetinaVue** Network Customer Portal.
 - Click **Deactivate** to deactivate the **RetinaVue** Network software application from the computer.

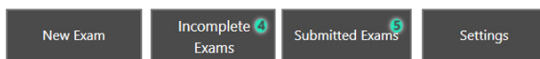
Managing exams in the **RetinaVue** Network software application

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

- New Exams
- Incomplete Exams
- Submitted Exams

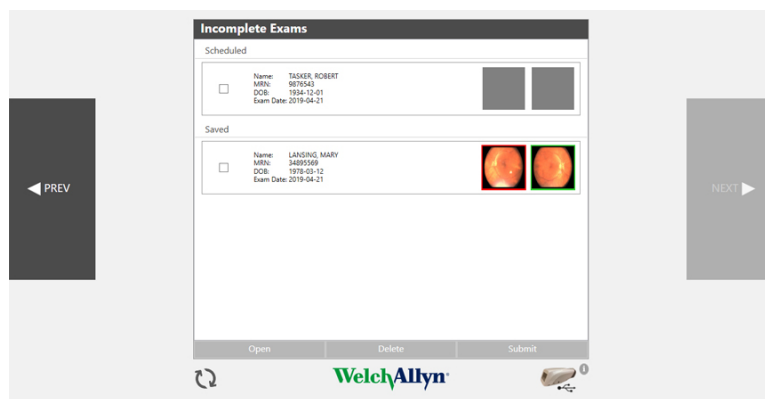
Welcome to the **RetinaVue** Network

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 overread. 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, shown here, 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 overread.

- 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 overread.

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.
You can submit only exams that contain images.
2. Click **Incomplete Exams**.
A list of patients with incomplete exams appears.

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

RetinaVue™ Network - Medical Center 2

Incomplete Exams

Scheduled

☐ Name: LIGTEN, JENNY
MRN: 1234567
DOB: 1961-09-09
Exam Date: 2019-06-20

☐ Name: FREDERICK, SHANNON
MRN: 98765432
DOB: 1964-02-26
Exam Date: 2019-06-19

Saved

☒ Name: FAIRCHILD, AGATHA
MRN: 48591236
DOB: 1962-05-17
Exam Date: 2019-06-21

☐ Name: BROADFOOT, HAROLD
MRN: 6857241
DOB: 1974-03-24
Exam Date: 2019-06-20

Open Delete Submit

PREV NEXT

WelchAllyn

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

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 DOB: 1962-05-17 Save For Later

PREV NEXT

WelchAllyn

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

RetinaVue™ Network - Medical Center 2

Retinal Images

Left Eye

QA Score: 98 Image Date: 06-21-2019

Right Eye

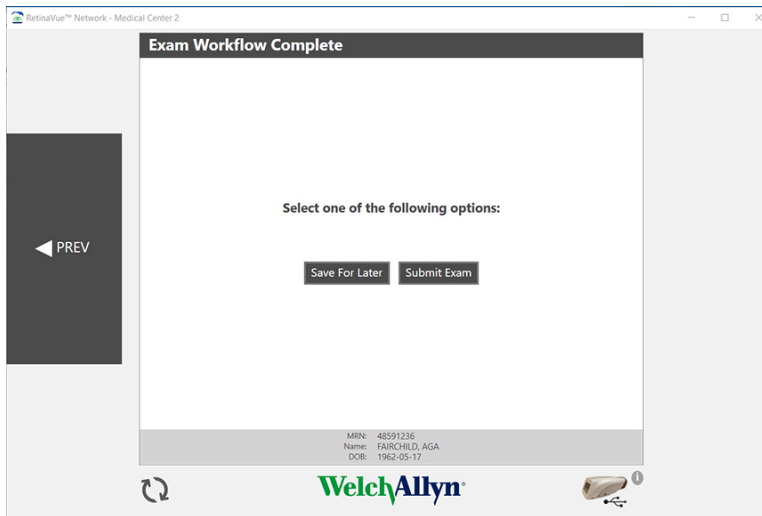
QA Score: 99 Image Date: 06-21-2019

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

PREV NEXT

WelchAllyn

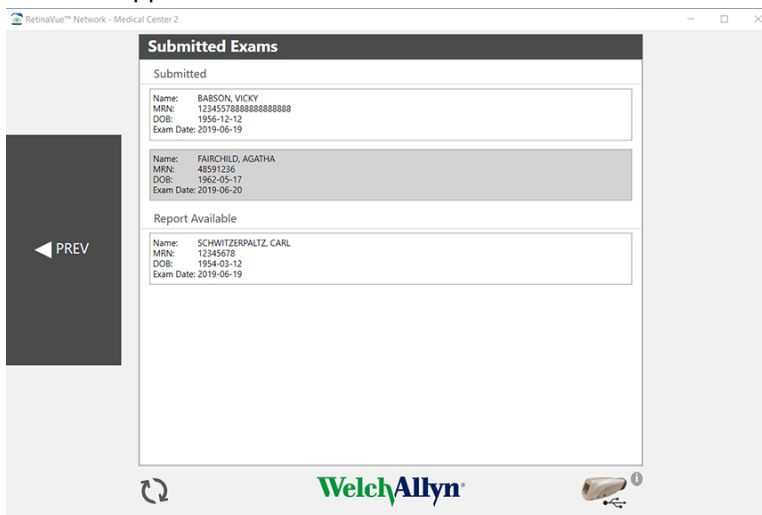
- From the Exam Workflow Complete screen, click **Submit Exam**.



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".



Start a new exam

When the camera is connected to the computer, you can start a new exam in the **RetinaVue** Network software application and transfer it to the camera at the same time.

If the camera is not available, you can start a new exam and save it in the application and then transfer it to the camera later.

Start a new exam and transfer it to the camera at the same time

When the camera is connected to the computer, you can start a new exam in the **RetinaVue** Network software application and transfer the exam information to the camera at the same time, as follows.

- Connect the camera to the computer.

2. Click **New Exam** in the **RetinaVue** Network software application.
The Patient Information screen appears.

The screenshot shows the 'Patient Information' window in the RetinaVue Network - Medical Center 2 application. The window has a title bar with standard OS controls. The main content area is titled 'Patient Information' and contains a 'Basic Information' section. This section includes fields for MRN (48591236), First Name (Agatha), Last Name (Fairchild), Birth Date (1962-05-17), Gender (Female), and Referring Provider (Boydston MD, Enka). Below these are checkboxes for Risk Factors: None, Diabetes Type 1, Diabetes Type 2, High Cholesterol, Hypertension, Pregnancy, Smoking, and Obesity (which is checked). A 'Comments' text area is also present. At the bottom of the window, there is a 'Save For Later' button and a 'PREV' button on the left and a 'NEXT' button on the right. The Welch Allyn logo is visible at the bottom center of the window.

3. Complete all required fields.
 4. Click **NEXT**.
A message appears indicating that the patient has been added to the camera.
 5. Click **OK**.
 6. Disconnect the camera from the computer and verify that the exam information appears on the camera.
- Follow the steps in the camera's instructions for use to capture exam images.

Start a new exam and transfer it to the camera later

If the camera is not available, you can start a new exam and save it in the **RetinaVue** Network software application and then transfer it to the camera later, as follows.

1. Click **New Exam** in the **RetinaVue** Network software application.
The Patient Information screen appears.

This screenshot is identical to the one above, showing the 'Patient Information' window in the RetinaVue Network - Medical Center 2 application. It displays the same patient information fields, risk factor checkboxes, and navigation buttons.

2. Complete all required fields.

3. Click **Save for Later**.
The Welcome screen appears.
4. Optional: Start additional exams and save them for later.
5. When the camera is available, transfer the exams.
 - a. Connect the camera to the computer.
 - b. Allow the camera to stay connected for several seconds, and then disconnect the camera from the computer.
 - c. Go to the Incomplete Exams screen, and verify that all the scheduled exams appear on the camera.

Follow the steps in the camera's instructions for use to capture exam images.

Exam statuses in the RetinaVue Network software application

Exam status	Description
Scheduled	A scheduled exam is an exam with only patient data; it contains no acquired images from a supported camera. Scheduled exams may be new or incomplete.
Saved	A saved exam is an exam that contains patient data and images. Saved exams may be completed or incomplete.
Submitted	A submitted exam is a completed exam that has been submitted for overread. These exams appear on the Submitted Exams screen.
Report Available	After an exam is overread, its status becomes Report Available. To access the report, log in to the RetinaVue Network Customer Portal, and click View New Diagnostic Reports . After you view, edit, or download a report, that exam is removed from the Submitted Exams screen. The exam is also removed if the report is not viewed, edited, or downloaded within 7 days of exam submission.

Display exam images

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

Managing exams in the RetinaVue Network software application

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

Incomplete Exams

Scheduled

☐ Name: LIGTEN, JENNY
MRN: 1234567
DOB: 1961-09-09
Exam Date: 2019-06-20

☐ Name: FREDERICK, SHANNON
MRN: 98765432
DOB: 1964-02-26
Exam Date: 2019-06-19

Saved

☒ Name: FAIRCHILD, AGATHA
MRN: 48591236
DOB: 1962-05-17
Exam Date: 2019-06-21

☐ Name: BROADFOOT, HAROLD
MRN: 6857241
DOB: 1974-03-24
Exam Date: 2019-06-20

Open Delete Submit

WelchAlllyn

PREV NEXT

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

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 DOB: 1962-05-17 Save For Later

WelchAlllyn

PREV NEXT

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

Retinal Images

Left Eye

QA Score: 98 Image Date: 06-21-2019

Right Eye

QA Score: 99 Image Date: 06-21-2019

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

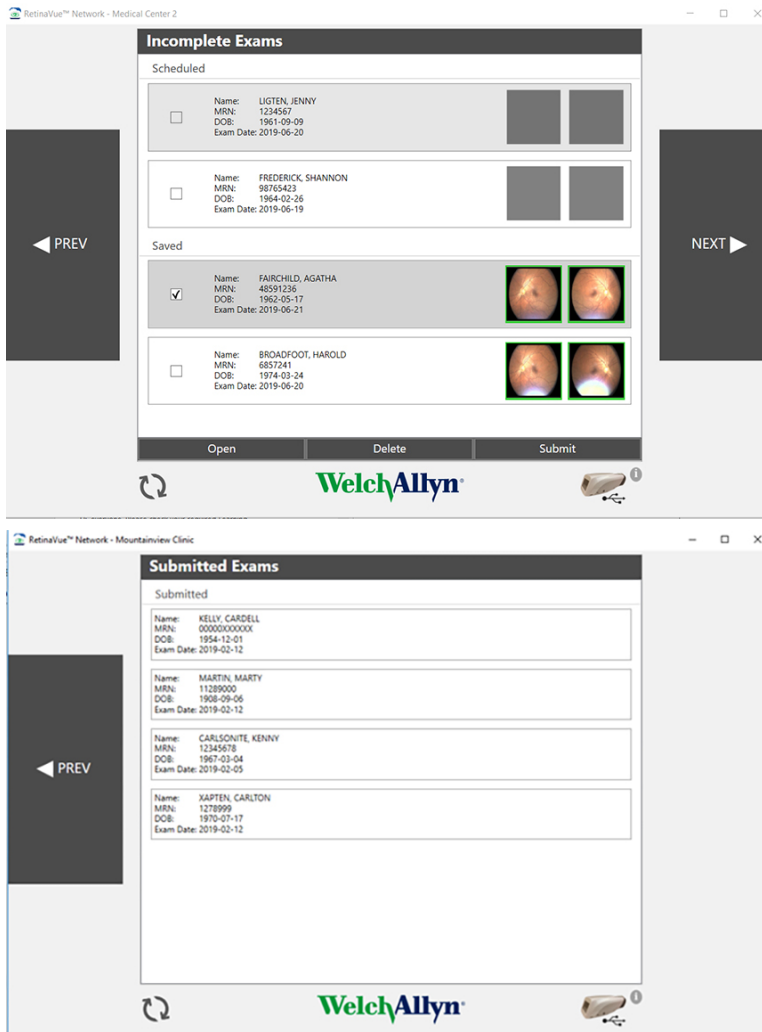
WelchAlllyn

PREV NEXT

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

Find patient information

1. Locate the patient name on either the Incomplete Exams screen or the Submitted Exams screen.



2. For incomplete exams, select a patient, click **NEXT**, and view or edit the information on the Patient Information screen.
For submitted exams, you cannot edit patient information in the **RetinaVue** software application.

Troubleshooting

Troubleshooting **RetinaVue** Network

To correct an error, follow these instructions or contact Baxter Technical Support: baxter.com/contact-us.

Troubleshooting user lock-out or difficulty with the password and username login— **RetinaVue** Network Customer Portal

RetinaVue Network Customer Portal passwords must contain the following:

- 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 lowercase letter
- at least 1 uppercase letter

For a **RetinaVue** Network Customer Portal password reset:

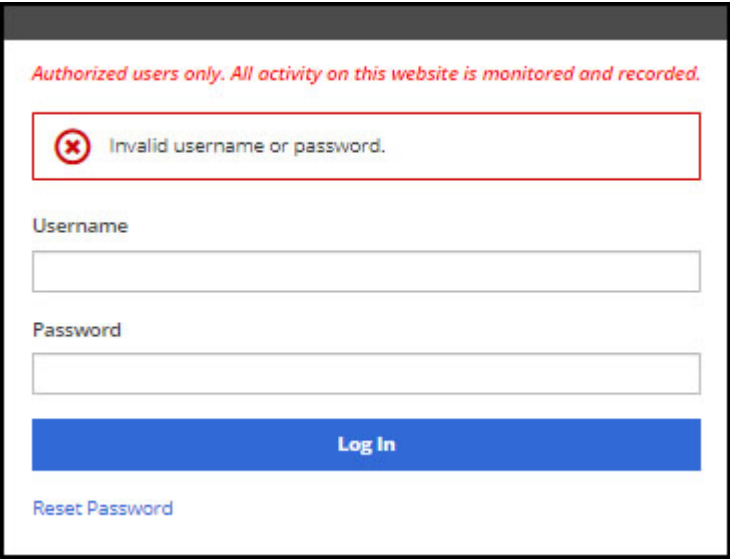
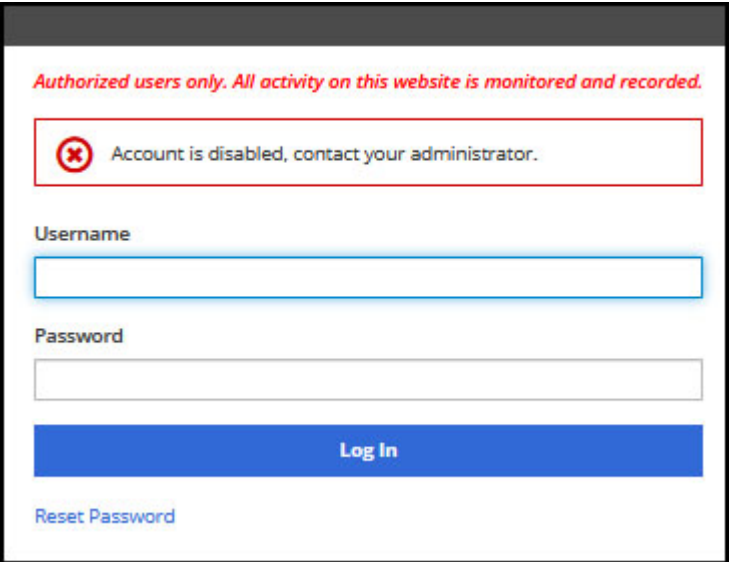
- Password history cannot repeat last 5 passwords used.
- Passwords expire after 90 days and need to be reset.

Username:

- 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
Difficulty logging in to the RetinaVue Network Customer Portal. Message: Your login attempt was not successful. Please try again.	1. Request a password reset. Enter your clinic username in the field and then click Reset Password. 2. After you receive an email notification with the password reset, click the provided link to reset your password.
Difficulty logging in to the RetinaVue Network Customer Portal.	1. Enter username. 2. Click Submit.
Recover Password Message: Enter your username to have a new password sent to you by email. Be sure to change your password after logging in.	

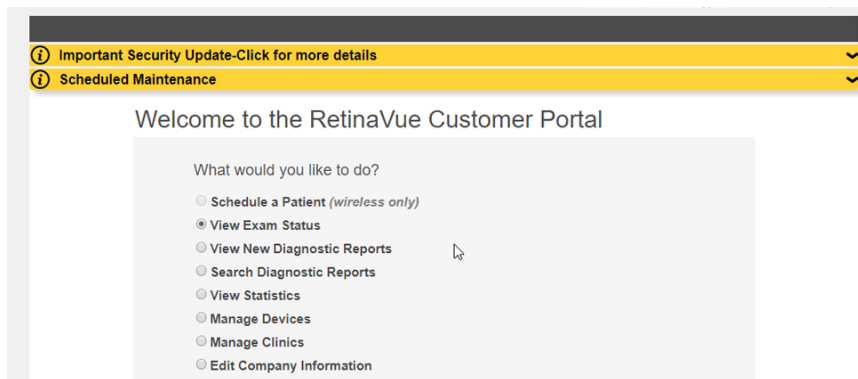
Condition	Remedy
Difficulty logging in to the RetinaVue Network Customer Portal. Forgot username Message: Invalid username or password.	 Contact your company administrator or contact Baxter Technical Support: baxter.com/contact-us.
Difficulty logging in to the RetinaVue Network Customer Portal. Account disabled Message: Account is disabled, contact your administrator.	 Contact your company administrator. The company administrator can enable the account from the User Management screen.
Difficulty logging in to the RetinaVue Network Customer Portal. Update password Message: Invalid password. Minimum length: 8	Enter a longer password. Your password must contain at least 8 characters.

Condition	Remedy
Difficulty logging in to the RetinaVue Network Customer Portal. Update password Message: Invalid password: must contain at least 1 special character.	Enter a password that contains a special character.
Difficulty logging in to the RetinaVue Network Customer Portal. Update password Message: Invalid password: must contain at least 1 lowercase character.	Enter a password that contains a lowercase letter.
Difficulty logging in to the RetinaVue Network Customer Portal. Update password Message: Invalid password: password is blacklisted.	Enter a password that complies with the password requirements shown at the beginning of this section.

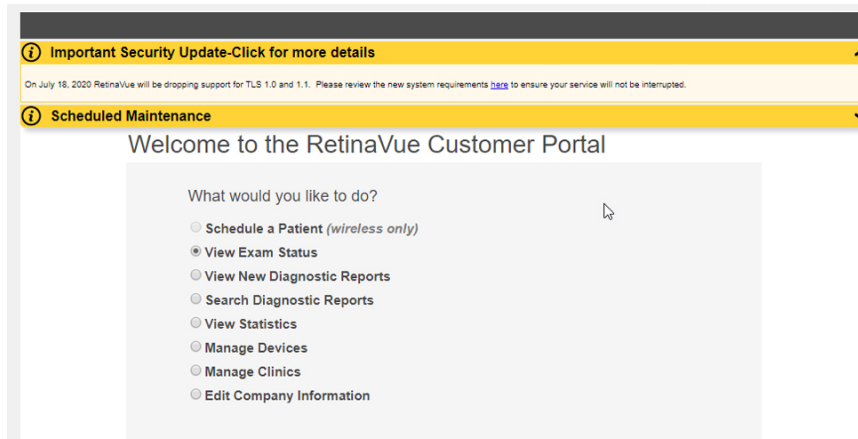
Appendix

About banner notifications

Periodically, you may see yellow banner notifications with information about product updates and other messages. These messages appear to all **RetinaVue** Network Customer Portal users for a period that's set by a Baxter administrator. While you can't dismiss these messages, you can expand or collapse them by using their up or down arrows (chevrons) to show more or less information.



Two banner notifications, both collapsed



Same two banner notifications, top one expanded

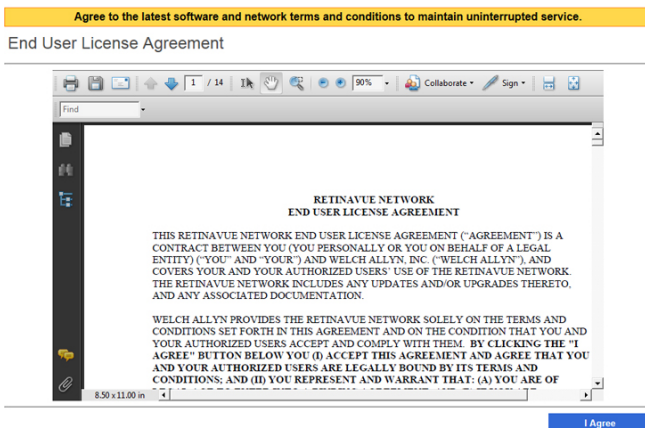
First-time setup of your company

A company administrator does the first-time setup of the company in the **RetinaVue** Network, including accepting the End User License Agreement (EULA) and downloading the **RetinaVue** Network software application.

Baxter may periodically update the terms of service and require acceptance of a new EULA.

1. Log in to the **RetinaVue** Network Customer Portal. For details, see "Log in to the RetinaVue Network Customer Portal."

- When you're logged in with your new password, accept the EULA by clicking **I Agree**.



Your web browser must have a PDF-reader plugin enabled for you to accept the EULA. Follow your browser's instructions for enabling the plugin if you see this message: Your browser does not support PDF file viewing. Install a PDF reader plugin to view the document.

Failure to accept the EULA results in an interruption of the **RetinaVue** Network software service. After 15 days, a banner notification appears in the application with a reminder that the terms and conditions need to be accepted. After 30 days, the application prevents exams from being submitted until the terms and conditions are accepted on the **RetinaVue** Network Customer Portal.

- Proceed to the **RetinaVue** Network Customer Portal. Confirm the company information on the New Account Setup screen. Edit as needed.

- If you enable multifactor authentication, it will be required for all users in the company. All users must enter a verification code from their mobile device each time they log in to the **RetinaVue** Network Customer Portal. You can change this setting later. See "Enable or disable multifactor authorization for your company."
- Click **Next**.
 - Add a clinic. For details, see "Add a clinic."

Baxter