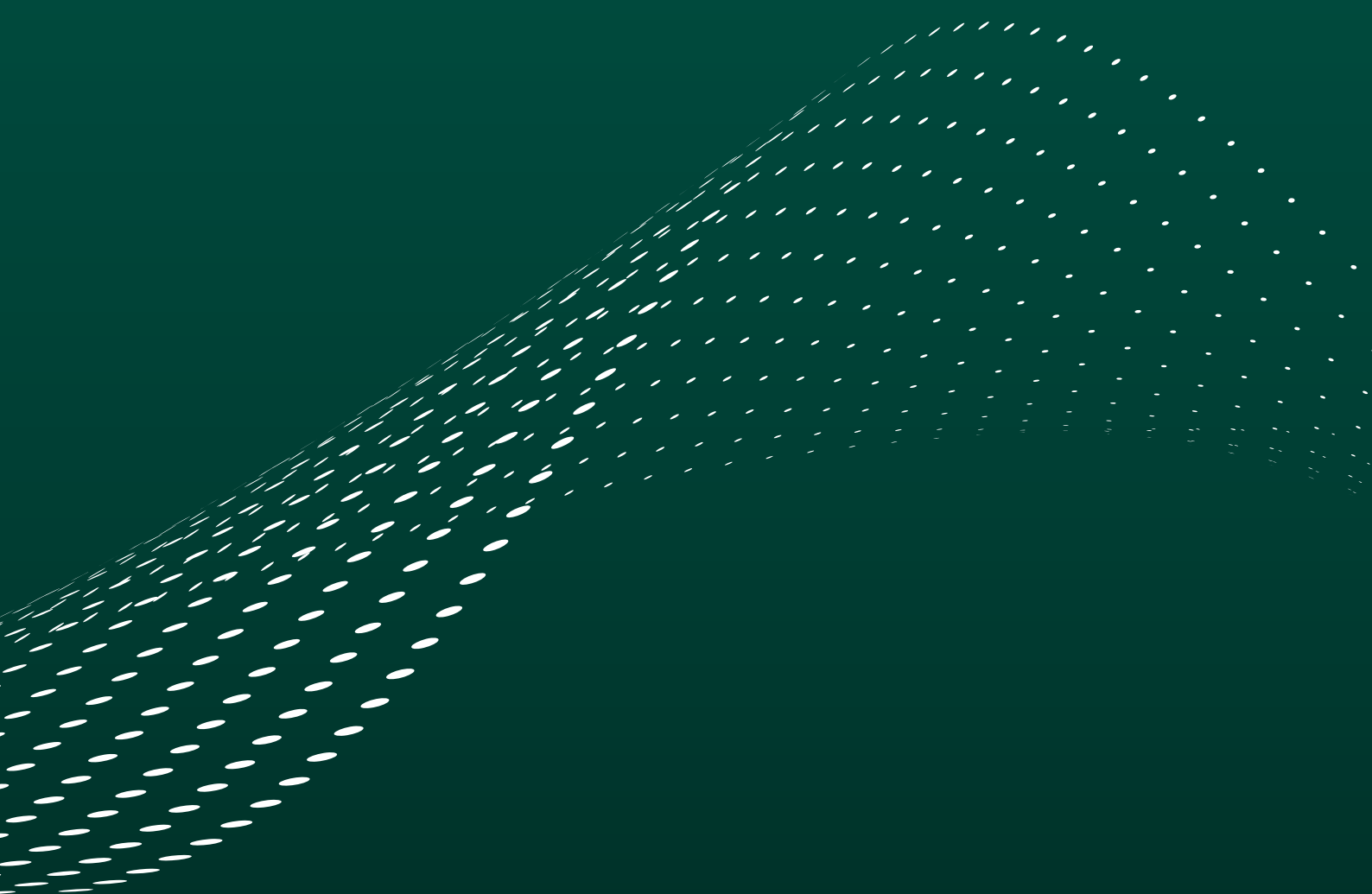




ConcizuTrace™

Web Portal Super User

SUPPORT GUIDE



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WHAT IS THE SUPER USER?



NEW: Super User Role Available

We have upgraded the platform to include a super user role.

You can now upgrade your account to have the Super User role in addition to your current role.

Super Users are responsible for managing the users within the HTC. Super Users can:

- ✓ View all users in HTC
- ✓ Update each user's details
- ✓ Add new users to the HTC
- ✓ Enable and disable users
- ✓ Approve new self-registration users to this HTC

Please be aware that you will be required to provide the "Super User Access Code" delivered to you by your Novo Nordisk representative.

Should you no longer wish to be a Super User at any time, you may assign another user the Super User role before removing the Super User Role from your account.

SkipContinue

- Each HTC will have at least one dedicated Super User.
- The Super User role has permissions to create and invite users to the Radox ConcizuTrace™ Portal.
- They can invite users to sign up to the portal or directly create new accounts.
- They can also assign a role to themselves, either full access or limited access and set up other Super Users!
- This access level replaces the registration portal and enables HTCs to create new accounts as and when required.

SIGNING UP AS A SUPER USER

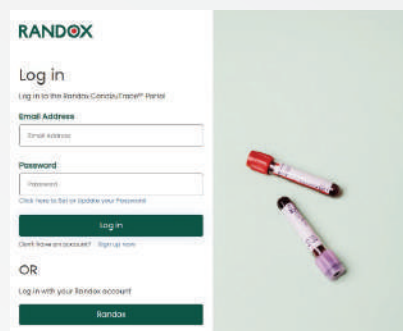
The Super User will receive a welcome letter by their Novo Nordisk representative, inviting them to sign up for the portal.

The welcome letter will provide the Super User with a link, directing them to the portal to register.

This welcome letter will also provide them with the single-use Super user access code that will be required for registering as the super user.

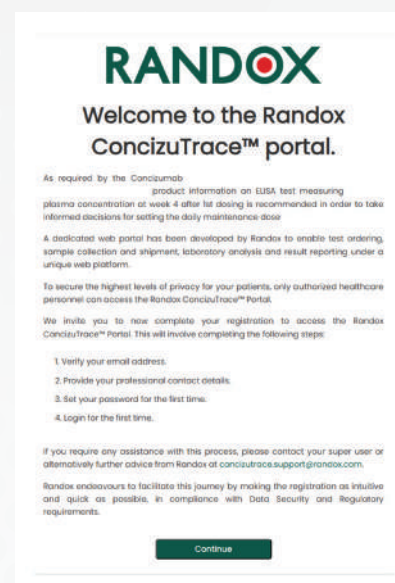


- 1) Upon arriving at the Randox ConcizuTrace™ Portal, the user will have the option to select "Sign up now" – this will take the user to the welcome message.



- 2) The welcome message details the requirement for the portal and lists the necessary steps for completing registration and accessing the Randox ConcizuTrace™ Portal.

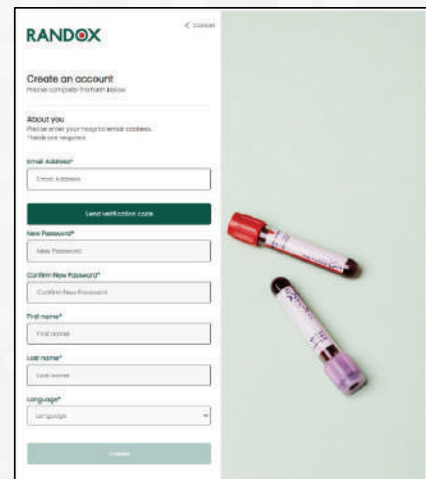
Select "Continue" to proceed to the next step.



- 3) In order to create the account – the user will be prompted to enter their professional email address, associated with their HTC.

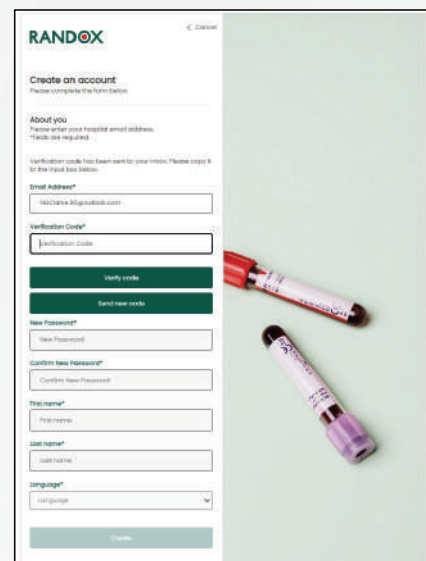
A valid email address must be entered to allow the user to proceed.

Once the email address has been entered, the user should select “Send verification code”

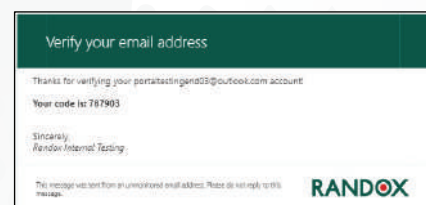


- 4) The “Verification code” field will appear enabling the 6-digit pass code to be entered.

**Note the code may be delivered to the user’s junk mail.*



The user should enter the code provided and select “verify code” to continue. A valid code must be entered to proceed.



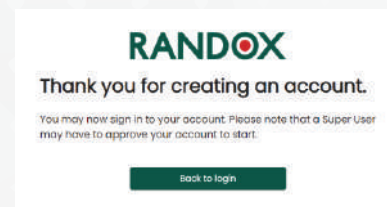
- 5) Once the verification code has been entered, the user can set their password and provide their details.

The user can also select their language from the drop-down menu.

Once all details have been entered, the user can select "Create" to continue.

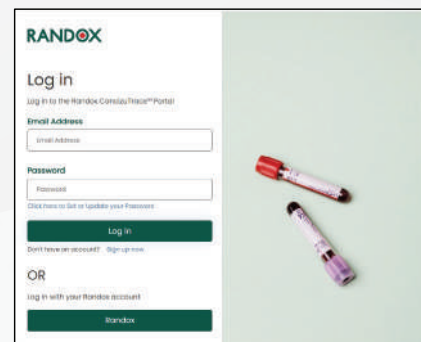
A screenshot of the RANDOX 'Create an account' form. The form is titled 'Create an account' and includes a sub-header 'Please complete the form below.' It has a section 'About you' with a note 'Please enter your hospital email address. *Mandatory fields are required.' and a note 'E-mail address verified. You can continue now.' The form fields are: 'Email Address' (with placeholder 'NoChemo@hospitals.com'), 'New Password' (with placeholder 'New Password'), 'Confirm New Password' (with placeholder 'Confirm New Password'), 'First name', 'Last name', and 'Language' (a dropdown menu with 'Language' selected). A green 'Create' button is at the bottom. To the right of the form is a background image of two medical syringes on a light green surface.

- 6) The user will receive the thank-you pop-up and will be prompted to go back to the login screen to login to their account for the first time



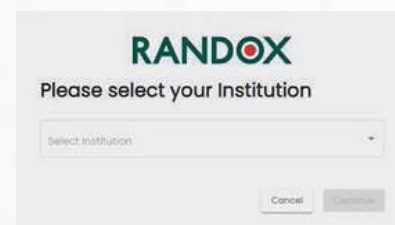
- 7) The user should enter the email address they used to sign up and the password that they created and select "Log in".

If required, the user will also have the option to select "Click here to Set or Update your Password".

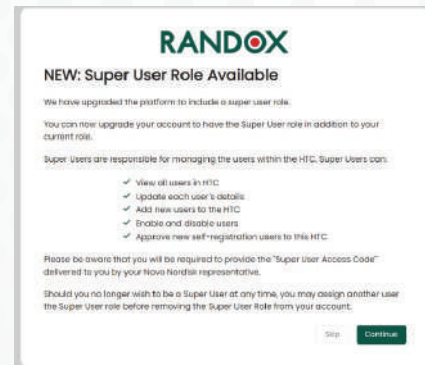
A screenshot of the RANDOX 'Log in' form. The form is titled 'Log in' and includes a sub-header 'Log in to the Randox Console/Tracer™ Portal'. It has fields for 'Email Address' and 'Password'. Below the password field is a link: 'Click here to Set or Update your Password'. A green 'Log in' button is below the fields. Below the 'Log in' button is a link: 'Don't have an account? Sign up now.' Below this is a section 'OR' with a sub-header 'Log in with your Randox account' and a green 'Randox' button. To the right of the form is a background image of two medical syringes on a light green surface.

- 8) The user will then be prompted to select their HTC from the drop down menu.

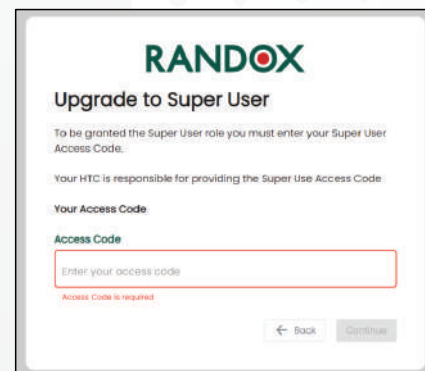
Once they have chosen their HTC they can select "Continue".

A screenshot of a RANDOX 'Please select your Institution' form. It features the RANDOX logo at the top, followed by the text 'Please select your Institution'. Below this is a dropdown menu with the placeholder text 'Select institution'. At the bottom are two buttons: 'Cancel' and 'Continue'.

- 9) If the HTC does not currently have a Super User assigned, the “New Super User Role Available” pop up will appear. This details the functionality of the Super User account.

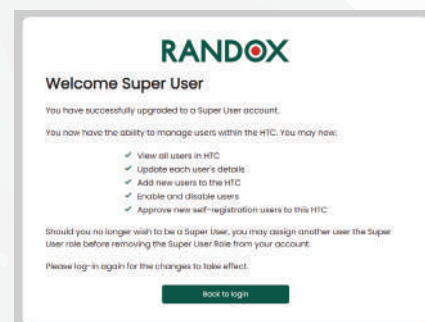


Once the user selects “Continue”, they will be prompted to enter their access code, known as a “Super User Access Code”. This code is required to proceed.

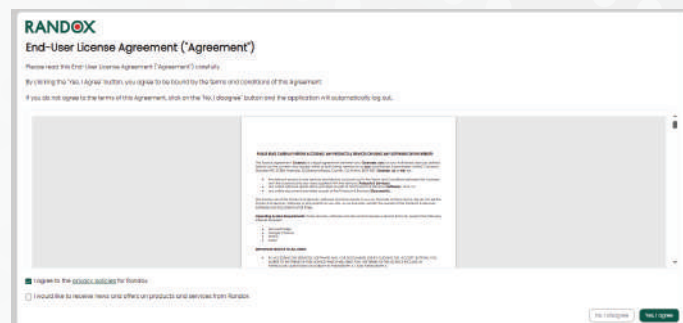


- 10) Once the user has entered their access code, they will receive the “Welcome Super User” message.

The message will detail the account permissions and prompt the user to go “Back to login” to log into the Randox ConcizuTrace™ Portal for the first time.



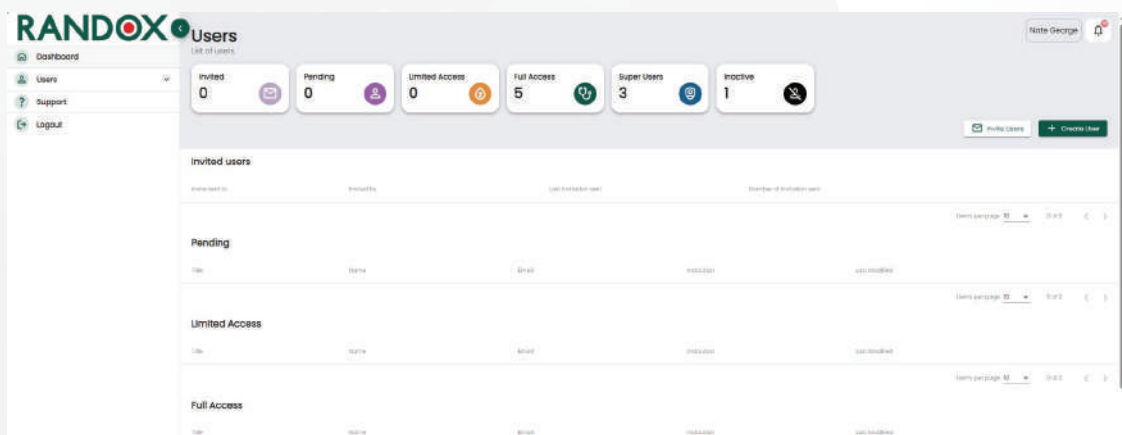
Upon first login, the user will be prompted with the End-User License Agreement (EULA). This details the terms and conditions of using the portal. They must scroll to the bottom, tick that they agree and select “Yes, I agree” to enter the dashboard of the portal.



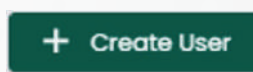
NAVIGATION – THE RANDOX CONCIZUTRACE™ PORTAL SUPER USER DASHBOARD

The Super User Dashboard shows the number of accounts at each stage/permission for their HTC.

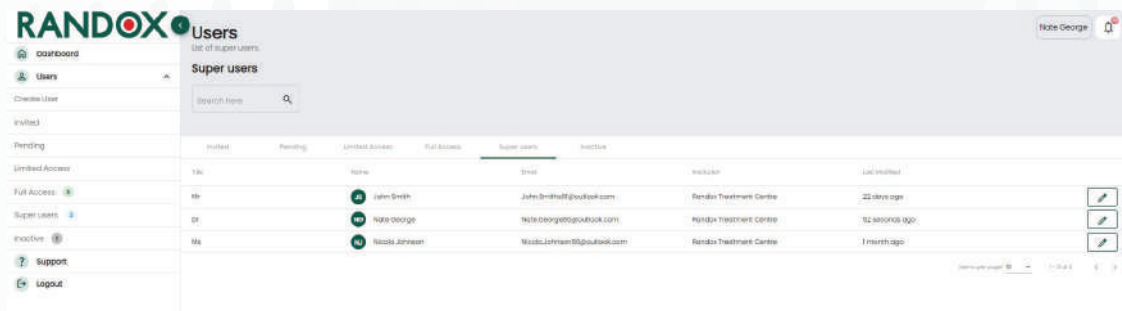
A “Users” tab is now available in the navigation menu.



There are two additional buttons that can be used to setup new user accounts, “Invite Users” and “Create Users”. Each will be covered in detail.



NAVIGATION – THE RANDOX CONCIZUTRACE™ PORTAL, VIEWING ACCOUNTS



Selecting “Users” from the navigation menu on the left, will allow the Super User to toggle to different pages to view the status of users either pending to be set up, or those with different permissions.



The Super User will be the only account registered for the HTC initially, they will be able to see and edit their own account by selecting the pencil icon to the right of their account.

NAVIGATION – THE RANDOX CONCIZUTRACE™ WEB PORTAL, EDITING THE SUPER USER

The Super User can enter further details about themselves.

They can change their language enable/ disable their account and enable/ disable email notifications.

The screenshot shows the 'Update User' interface in the RANDEX web portal. The left sidebar contains navigation links: Dashboard, Users, Create User, Inactive, Pending, Limited Access, Full Access, Super users (1), Inactive, Support, and Logout. The main content area is titled 'Update User' and includes a subtitle: 'On this page you can update an existing user and assign their roles.' The 'Update User Form' contains the following fields and sections:

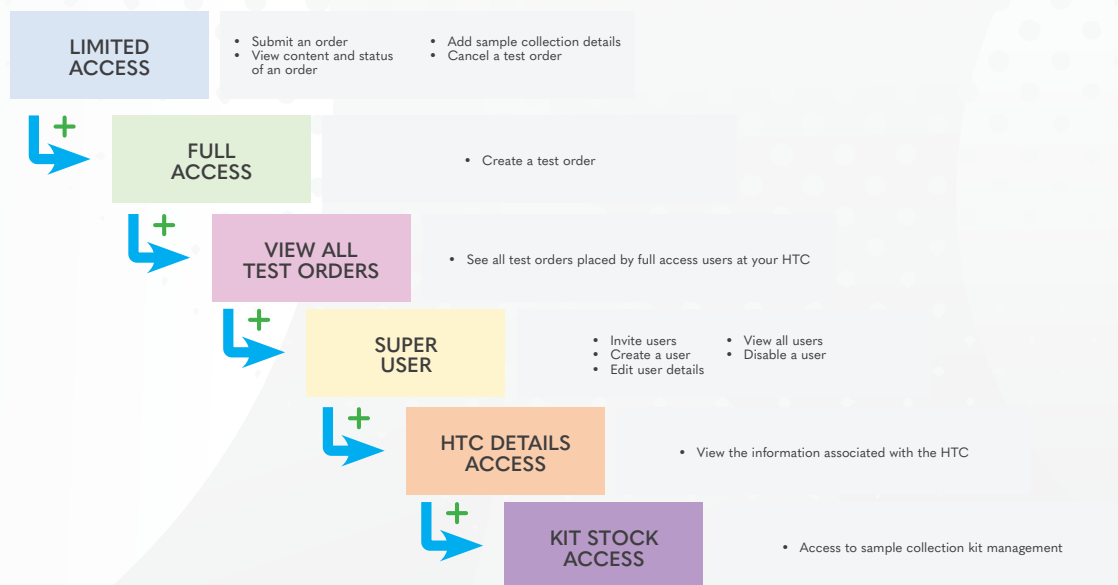
- User Section:**
 - Title ***: Select title (dropdown)
 - First Name ***: Note
 - Last Name ***: George
 - Email Address ***: Note: George10@outlook.com
 - Language ***: English
 - User Status**: Enabled (toggle)
- Email Notifications**: Enabled (toggle)
- Role Section:**
 - User Role ***: Full Access (dropdown)
 - Permissions Granted**: Full Access, Super User (checkboxes for various permissions, all checked)

At the bottom right, there are buttons for 'Resend Invitation Email' and 'Update User'. A 'Back' button is located at the bottom left of the form area.

Super Users can do this for ALL accounts associated with the HTC.

The Super User can also assign an additional role to themselves, either full access or limited access. If they select either of these roles, they can also toggle to decide whether they are a Super User or not. The "Permissions Granted" box shows the user the permissions that will be available to them. The user should select "Update User" on the bottom right of the screen if any changes are made.

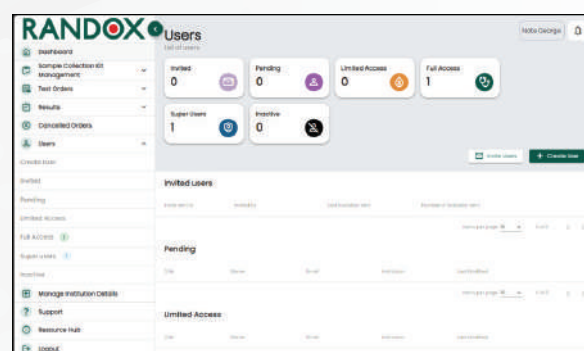
NAVIGATION – THE RANDOX CONCIZUTRACE™ PORTAL - USER PERMISSIONS



If the Super User adds an additional role to their account, they must log out and log back in for this to take effect.

Upon log in, the dashboard will look identical to a regular user.

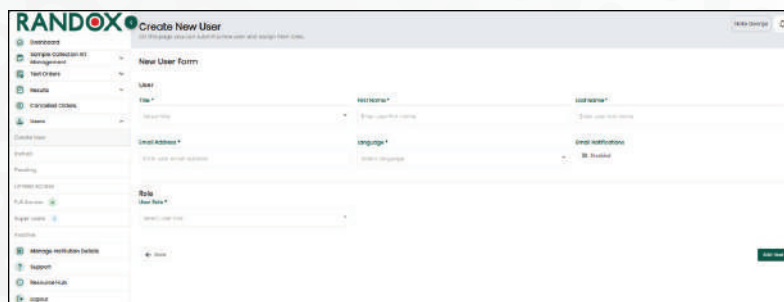
To use the Super User functionalities, they should navigate to “Users” in the navigation menu.



SETTING UP A NEW USER ACCOUNT METHOD 1 - CREATE USER

This method allows the Super User to enter details on the user, including title, name, email address and assign user permissions.

+ Create User

A screenshot of the RANDOX 'Create New User' web form. The form is titled 'Create New User' and 'New User Form'. It contains several input fields: 'First Name', 'Last Name', 'Email Address', 'Phone', 'Title', 'Language', 'Role', and 'Permissions'. There are also checkboxes for 'Send Welcome Email' and 'Send Password Reset Email'. A 'Create User' button is at the bottom right.

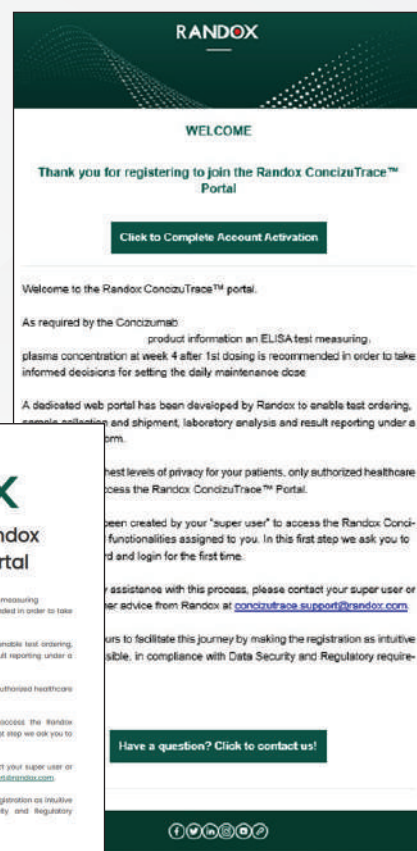
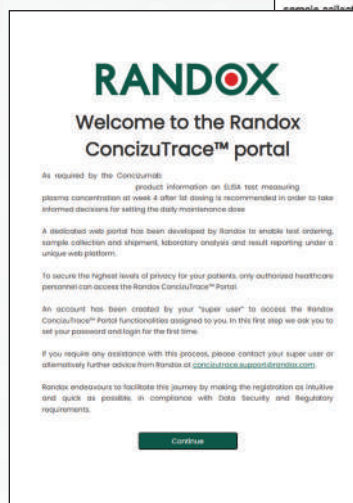
Once all mandatory fields are filled and permissions assigned, the Super User can select "Add User" – a welcome email will then be sent to the new end user.

The user will receive the following welcome message to their email address. The message will detail that an account has been created for the recipient by their Super User and provides details on the purpose of the portal.

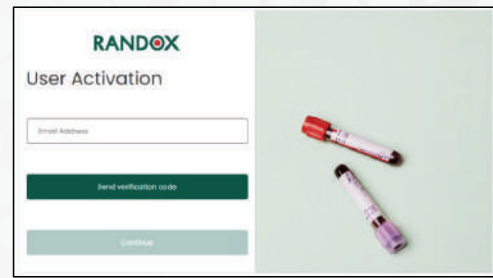
The user can select "Click to Complete Account Activation" to be taken to the portal.

Upon clicking the link, the user will see the welcome message.

The User should click "Continue" to proceed.

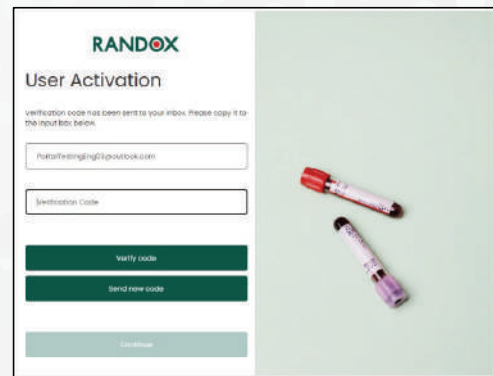


The user will be prompted to enter their email address and select “Send verification code” to receive their access code.



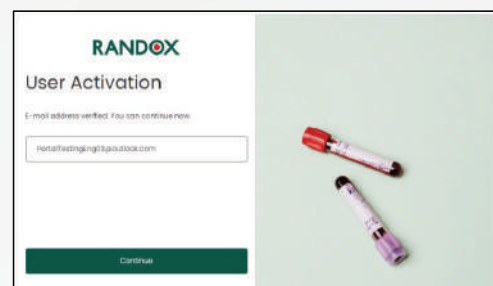
The screenshot shows the RANDOX User Activation page. At the top is the RANDOX logo. Below it is the heading 'User Activation'. There is an input field for 'Email Address' with the placeholder text 'Email Address'. Below the input field is a green button labeled 'Send verification code'. At the bottom is a light green button labeled 'Continue'. To the right of the form is a decorative image of two markers, one red and one purple, on a light green background.

Once received via email, the user should enter the code and select “Verify code” to continue. The option to “Send new code” will be available if required.



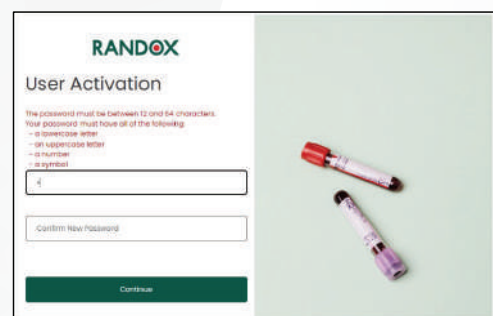
The screenshot shows the RANDOX User Activation page. At the top is the RANDOX logo. Below it is the heading 'User Activation'. A message states: 'Verification code has been sent to your inbox. Please copy it to the input box below.' There is an input field for 'Email Address' with the placeholder text 'notafasting@outlook.com'. Below it is an input field for 'Verification Code'. Below the input field is a green button labeled 'Verify code'. Below that is a green button labeled 'Send new code'. At the bottom is a light green button labeled 'Continue'. To the right of the form is a decorative image of two markers, one red and one purple, on a light green background.

Once the code has been entered correctly, the user can continue to set-up their password.



The screenshot shows the RANDOX User Activation page. At the top is the RANDOX logo. Below it is the heading 'User Activation'. A message states: 'E-mail address verified. You can continue now.' There is an input field for 'Email Address' with the placeholder text 'notafasting@outlook.com'. Below the input field is a green button labeled 'Continue'. To the right of the form is a decorative image of two markers, one red and one purple, on a light green background.

The password requirements must be adhered to, and the same password entered twice to allow the user to proceed.



The screenshot shows the RANDOX User Activation page. At the top is the RANDOX logo. Below it is the heading 'User Activation'. A message states: 'The password must be between 12 and 64 characters. Your password must have all of the following: - 1 lowercase letter - 1 uppercase letter - 1 number - 1 symbol'. There is an input field for 'Password' with the placeholder text 'Password'. Below it is an input field for 'Confirm New Password'. Below the input fields is a green button labeled 'Continue'. To the right of the form is a decorative image of two markers, one red and one purple, on a light green background.

SETTING UP A NEW USER ACCOUNT METHOD 2 - INVITE USERS

This method will allow the Super User to enter the email addresses of as many potential users at once.

The screenshot shows the "Invite New Users" page in the Randox ConcizuTrace portal. On the left is a sidebar menu with options like Dashboard, Sample Collection Kit Management, Test Orders, Results, Cancelled Orders, Users, Create User, Invited, Pending, Limited Access, Full Access, Super users, Inactive, Manage Institution Details, and Support. The main area is titled "Invite New Users" and contains a section "Users Email Addresses" with three input fields for email addresses and a "+ Add email" button. A "Back" button is at the bottom left, and an "Invite Users" button is at the bottom right.

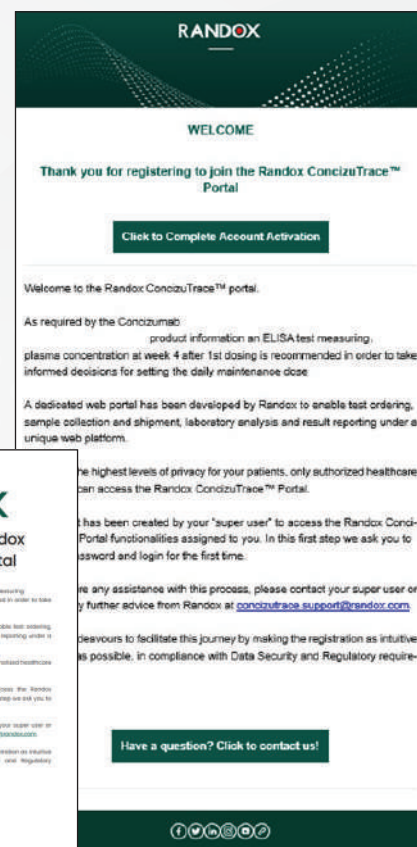
Permissions will not be set up at this stage nor will additional user details be entered by the Super User.

The user will receive the following welcome message to their email address.

The message will detail that the user has been invited to complete their account registration.

The user will have the option to select "Click to Complete Account Activation" to be taken to the portal.

Firstly, the user will see the welcome message, which again details the purpose of the portal and lays out the steps required for account completion.



In order to create the account – the user will be prompted to first enter their professional email address that is associated with their HTC. Once the email address is entered the user should select “Send verification code.”

The screenshot shows the RANDOX 'Create an account' form. The 'Email Address' field is highlighted with a red border and the text 'Email Address is required'. Below it is a 'Send verification code' button. The form also includes fields for 'New Password', 'Confirm New Password', 'First name', 'Last name', and a 'Language' dropdown menu. A 'Cancel' link is at the top right, and a 'Create' button is at the bottom.

The “Verification code” field will appear enabling the 6-digit pass code to be entered. The user will also have the option to select “Send new code” if required.

The screenshot shows the RANDOX 'Create an account' form at the verification step. The 'Email Address' field now contains 'johnsmith04@outlook.com'. A new 'Verification Code' field has appeared. Below it are 'Verify code' and 'Send new code' buttons. The rest of the form (passwords, names, language) remains the same.

The user should enter the code provided and select “verify code” to continue.

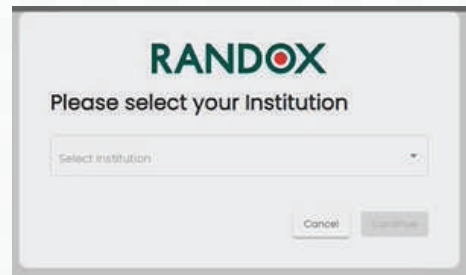
A valid code must be entered to proceed.

Note the code may be delivered to the user’s junk mail.

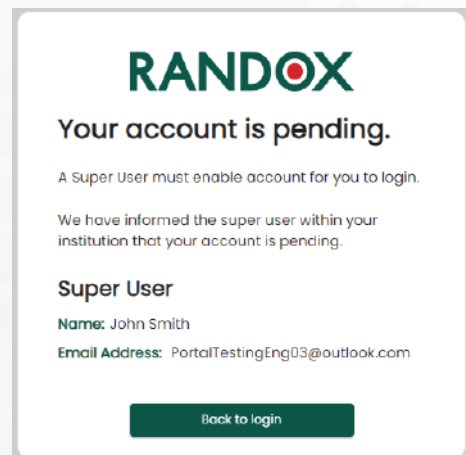
The screenshot shows an email verification message from RANDOX. It says: 'Verify your email address', 'Thanks for verifying your portaltestingeng04@outlook.com account', 'Your code is: 359350', and 'Sincerely, Randox Internal Testing'. The RANDOX logo is at the bottom right.

Upon logging in – the user will be prompted to select their HTC from the drop-down menu.

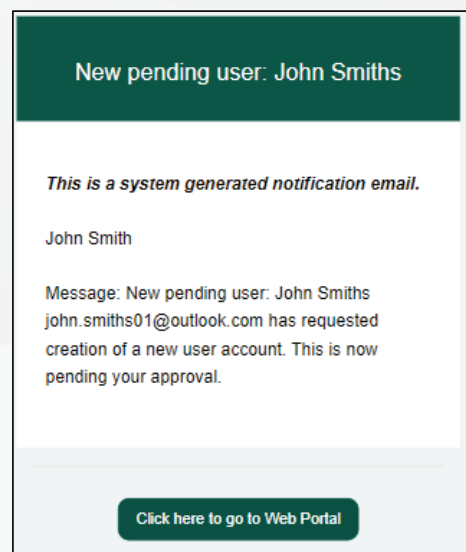
Once selected, the user should click “Continue” to proceed.



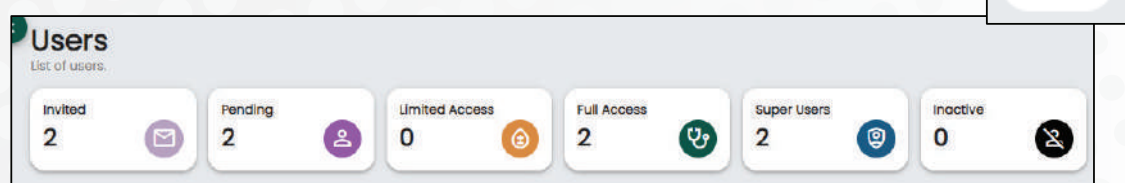
The user will then arrive at this window, which details that their account is pending and must be enabled by the Super User. The contact details of the Super User will also be provided.



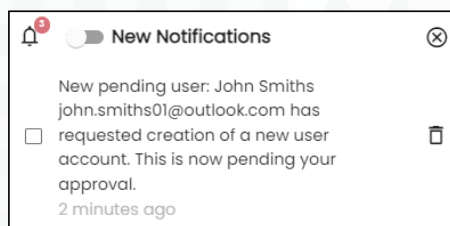
Once the end user has completed their set-up, the relevant Super User will receive an email notification alerting them that an account is pending within the Radox ConcizuTrace™ Portal.



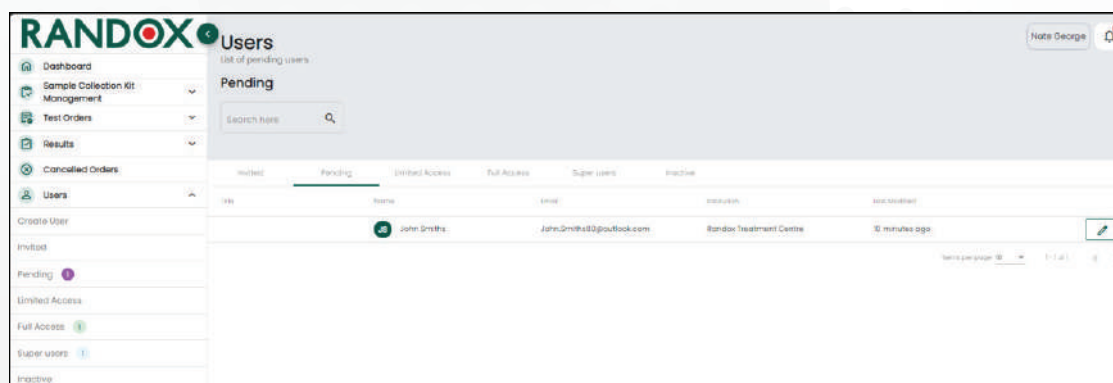
When the Super User logs into their account, they will see an account waiting at the “Pending” stage.



The Super User will also receive an in-portal notification which can be viewed by selecting the bell icon on the top right side of the portal.



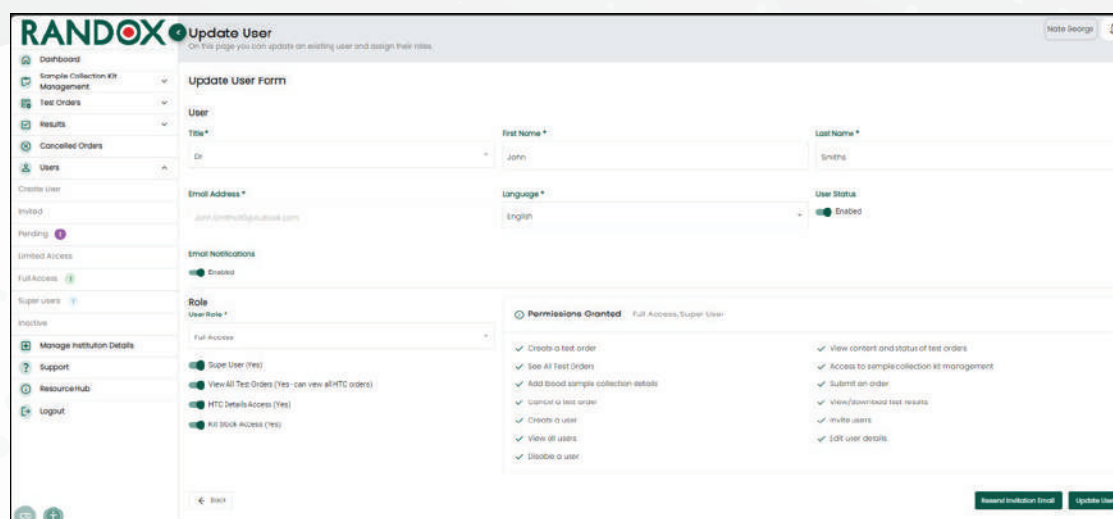
The Super User can select "Users", followed by "Pending" from the navigation window or select the "Pending" timeline from the dashboard. This will take the Super User to the screen where all pending accounts can be viewed.



The Super User can complete the creation of the account by adding the new users title and assigning the new users' permissions within the Radox ConcizuTrace™ Portal.

It is the decision of the Super User which permissions each new user receives.

Once complete the Super User should click "Update User".



Now when the new user logs in, they will be taken to the main dashboard of the Radox ConcizuTrace™ Portal.

