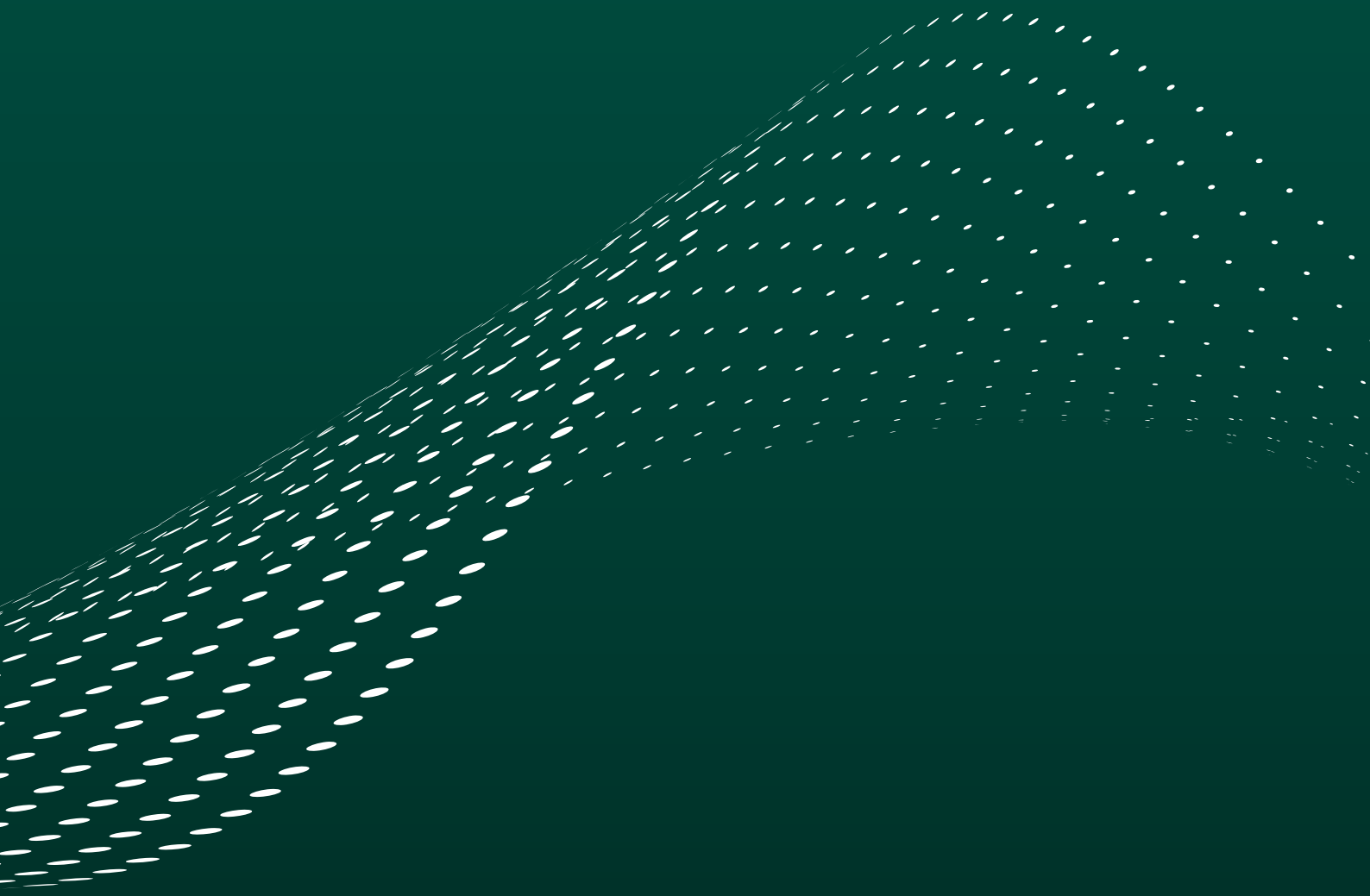
RANDOX

ConcizuTrace™
Web Portal Super User

SUPPORT GUIDE



CONTENTS

01 WHAT IS THE SUPER USER?

02 SIGNING UP AS A SUPER USER

06 NAVIGATION – THE RANDOX CONCIZUTRACE™ PORTAL SUPER USER DASHBOARD

07 NAVIGATION - THE RANDOX CONCIZUTRACE™ PORTAL, VIEWING ACCOUNTS

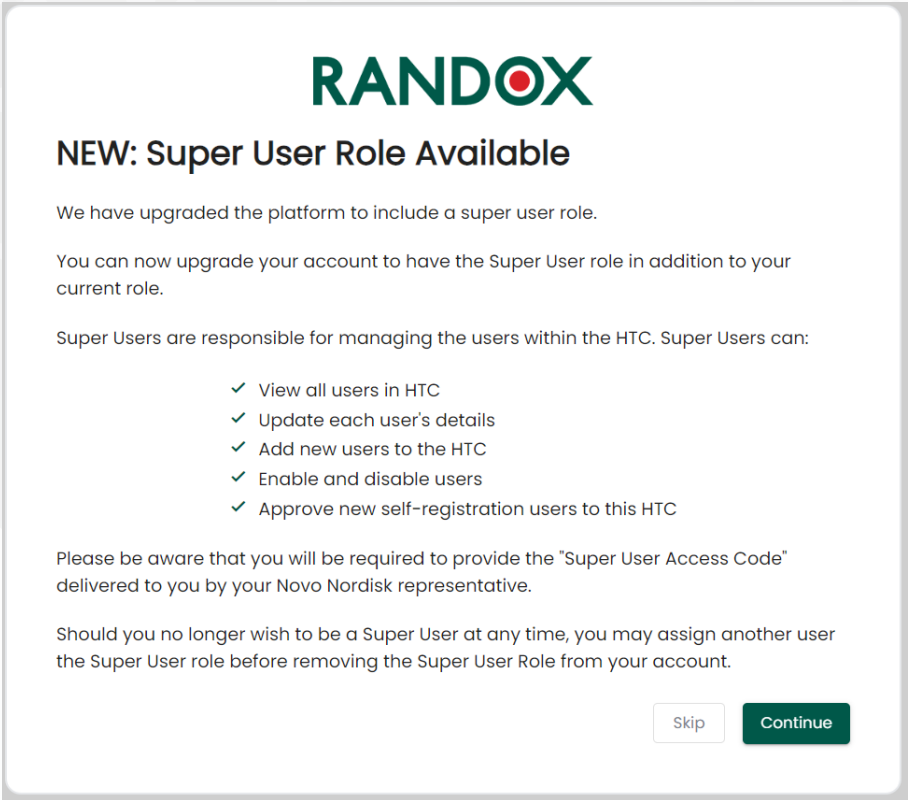
08 NAVIGATION - THE RANDOX CONCIZUTRACE™ WEB PORTAL, EDITING THE SUPER USER

09 NAVIGATION - THE RANDOX CONCIZUTRACE™ PORTAL - USER PERMISSIONS

10 SETTING UP A NEW USER ACCOUNT METHOD 1 - CREATE USER

12 SETTING UP A NEW USER ACCOUNT METHOD 2 - INVITE USERS

WHAT IS THE SUPER USER?



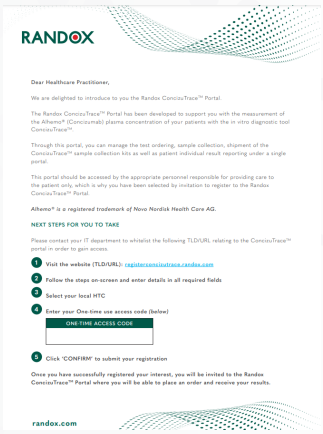
- Each HTC will have at least one dedicated Super User.
- The Super User role has permissions to create and invite users to the Randox ConcizuTrace™ Portal.
- They can invite users to sign up to the portal or directly create new accounts.
- They can also assign a role to themselves, either full access 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.


RANDOX

Dear Healthcare Practitioner,

We are delighted to introduce to you the Randox ConcizuTrace™ Portal.

The Randox ConcizuTrace™ Portal has been developed to support you with the measurement of the Alhemo® (Concizumab) plasma concentration of your patients with the in vitro diagnostic tool ConcizuTrace™.

Through this portal, you can manage the test ordering, sample collection, shipment of the ConcizuTrace™ sample collection kits as well as patient individual result reporting under a single portal.

This portal should be accessed by the appropriate personnel responsible for providing care to the patient only, which is why you have been selected by invitation to register to the Randox ConcizuTrace™ Portal.

Alhemo® is a registered trademark of Novo Nordisk Health Care AG.

NEXT STEPS FOR YOU TO TAKE

Please contact your IT department to whitelist the following TLD/URL relating to the ConcizuTrace™ portal in order to gain access.

1. Visit the website (TLD/URL): registerconcizutrace.randox.com
2. Follow the steps on-screen and enter details in all required fields
3. Select your local HTC
4. Enter your One-time use access code (below)

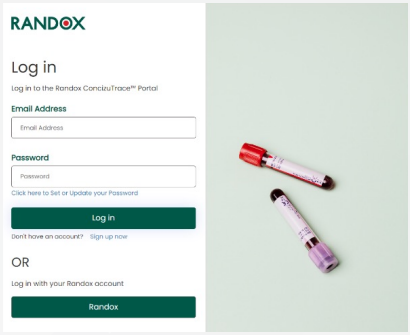
ONE-TIME ACCESS CODE

5. Click 'CONFIRM' to submit your registration

Once you have successfully registered your interest, you will be invited to the Randox ConcizuTrace™ Portal where you will be able to place an order and receive your results.

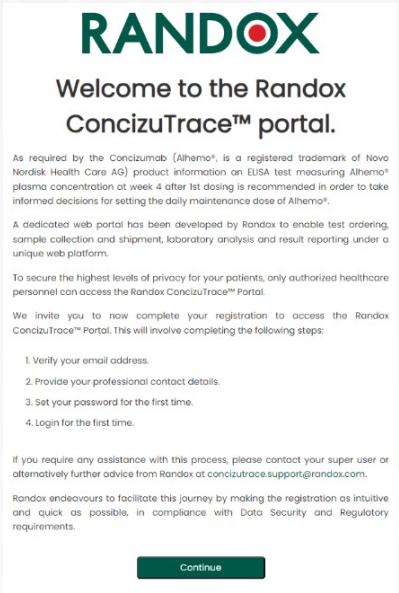
randox.com

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.


RANDOX

Welcome to the Randox ConcizuTrace™ portal.

As required by the Concizumab (Alhemo®, is a registered trademark of Novo Nordisk Health Care AG) product information an ELISA test measuring Alhemo® plasma concentration at week 4 after 1st dosing is recommended in order to take informed decisions for setting the daily maintenance dose of Alhemo®.

A dedicated web portal has been developed by Randox to enable test ordering, sample collection and shipment, laboratory analysis and result reporting under a unique web platform.

To secure the highest levels of privacy for your patients, only authorized healthcare personnel can access the Randox ConcizuTrace™ Portal.

We invite you to now complete your registration to access the Randox ConcizuTrace™ Portal. This will involve completing the following steps:

1. Verify your email address.
2. Provide your professional contact details.
3. Set your password for the first time.
4. Login for the first time.

If you require any assistance with this process, please contact your super user or alternatively further advice from Randox at concizutrace.support@randox.com.

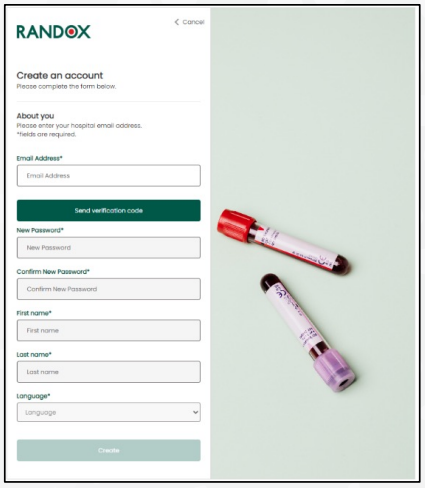
Randox endeavours to facilitate this journey by making the registration as intuitive and quick as possible, in compliance with Data Security and Regulatory requirements.

Continue

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

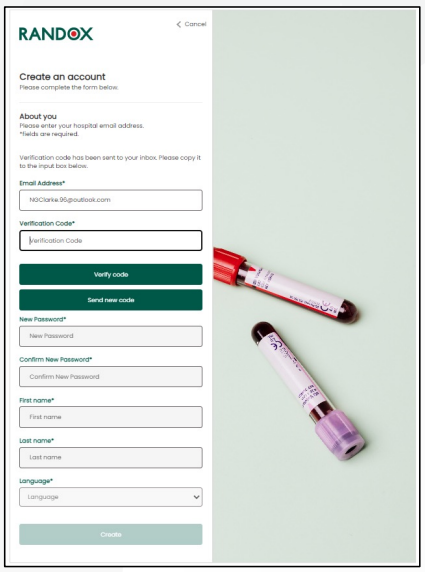
A valid email address must be entered to allow the user to proceed.

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

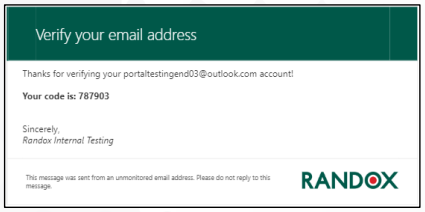


4) The “Verification code” field will appear enabling the 6-digit pass code to be entered.

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



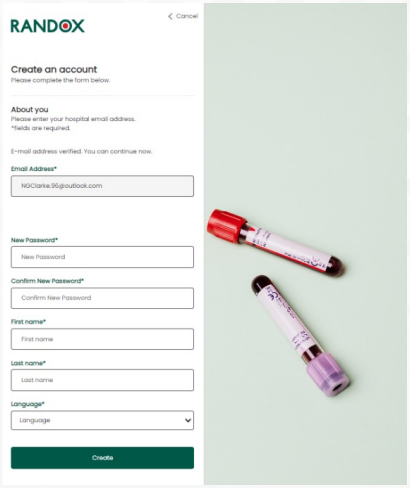
The user should enter the code provided and select “verify code” to continue. A valid code must be entered to proceed.



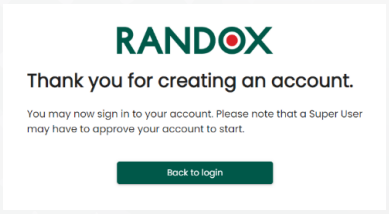
5) Once the verification code has been entered, the user can set their password and provide their details.

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.

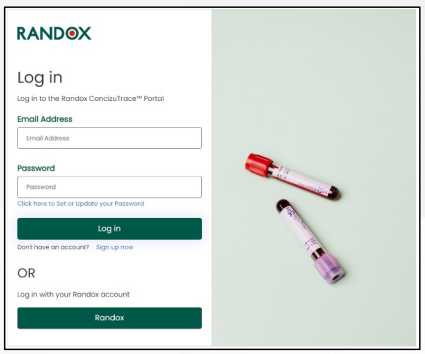


6) The user will receive the thank-you pop-up and will be prompted to go back to the login screen to login to their account for the first time



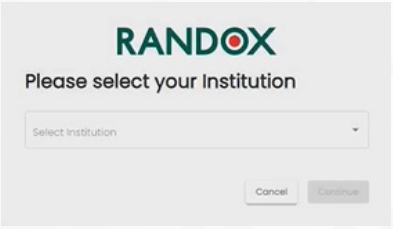
7) The user should enter the email address they used to sign up and the password that they created and select “Log in”.

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

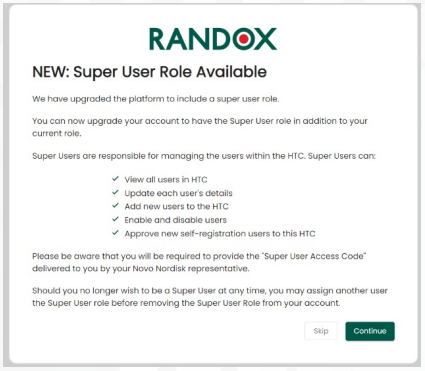


8) The user will then be prompted to select their HTC from the drop down menu.

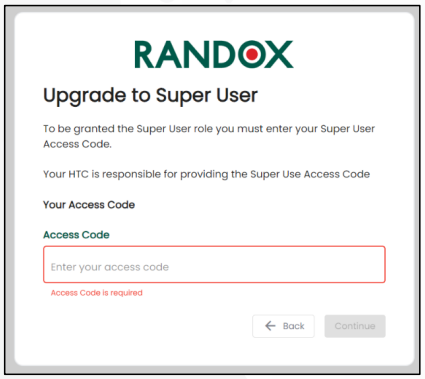
Once they have chosen their HTC they can select “Continue”.



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.

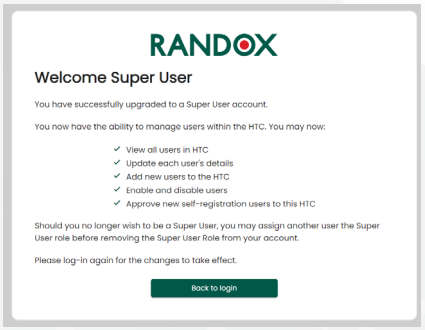


Once the user selects “Continue”, they will be prompted to enter their access code, known as a “Super User Access Code”.
This code is required to proceed.



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.

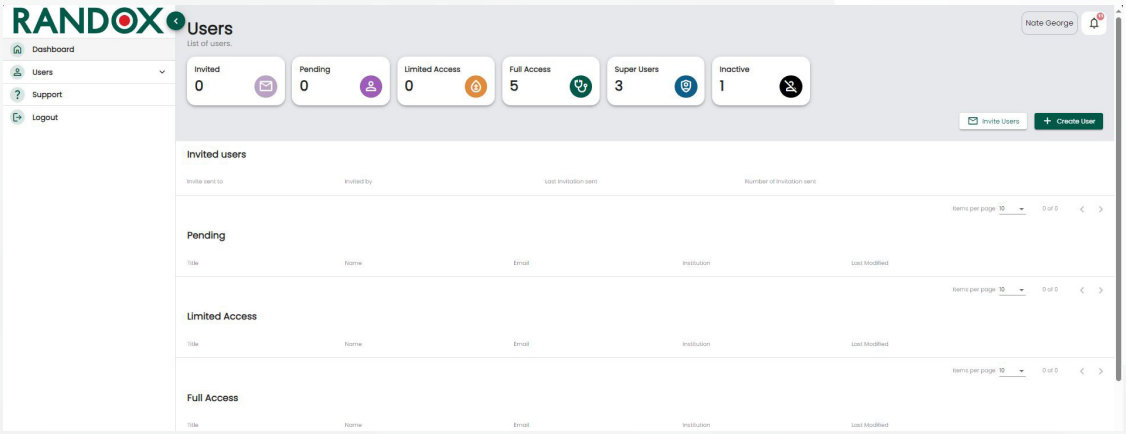


Upon first login, the user will be prompted with the End-User License Agreement (EULA). This details the terms and conditions of using the portal. They must scroll to the bottom, tick that they agree and select “Yes, I agree” to enter the dashboard of the portal.

NAVIGATION – THE RANDOX CONCIZUTRACE™ PORTAL SUPER USER DASHBOARD

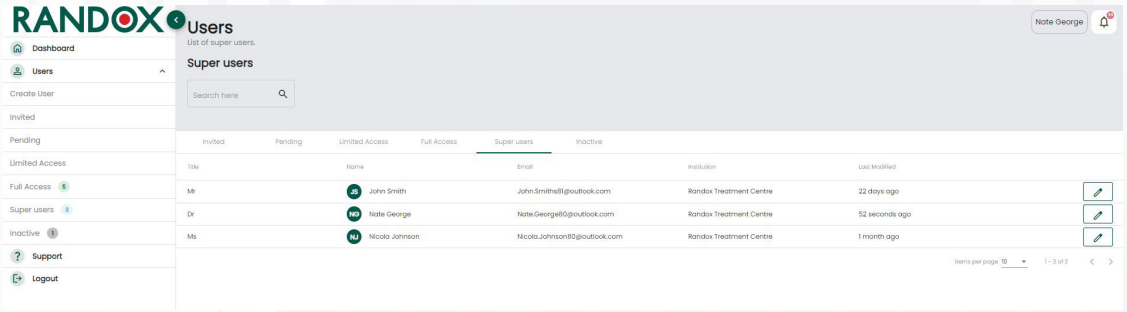
The Super User Dashboard shows the number of accounts at each stage/ permission for their HTC.

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



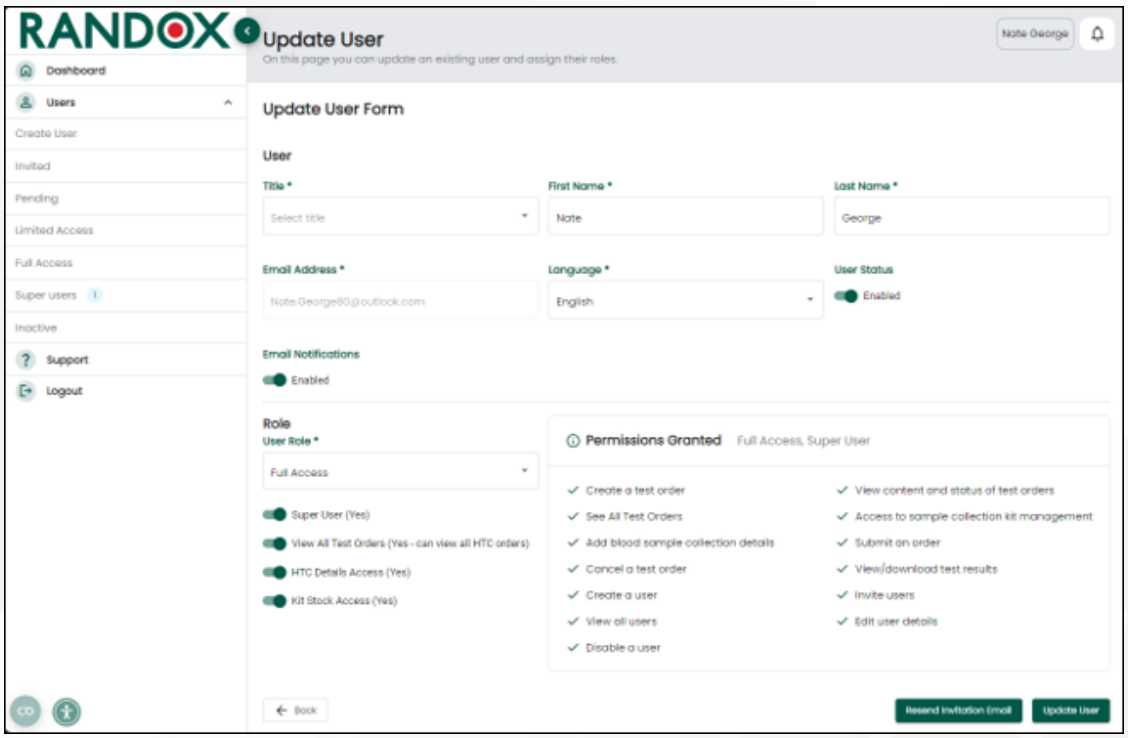
Selecting "Users" from the navigation menu on the left, will allow the Super User to toggle to different pages to view the status of users either pending to be set up, or those with different permissions.

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.

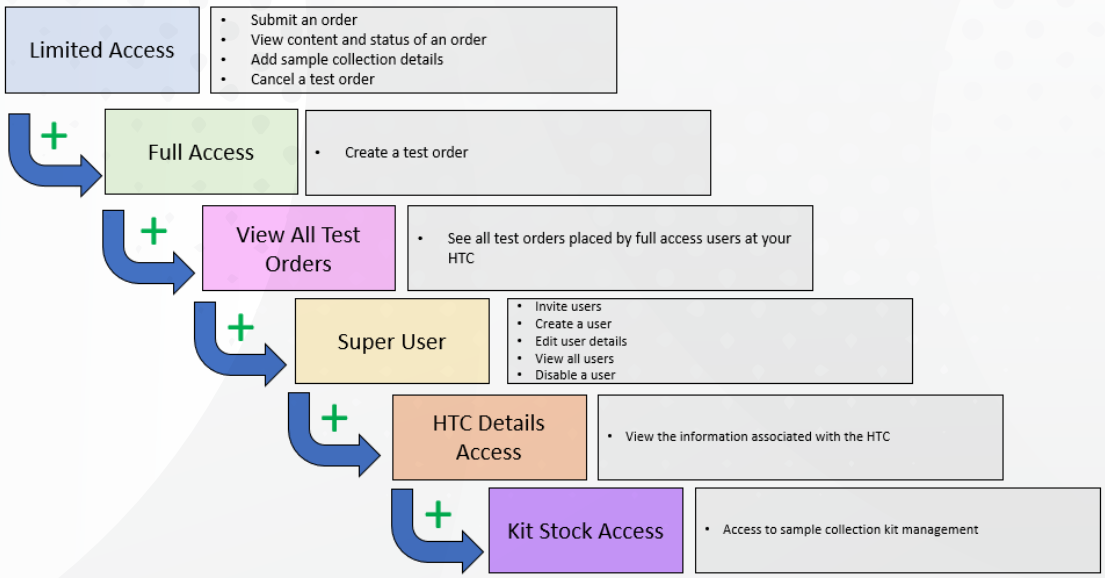
They can change their language enable/ disable their account and enable/ disable email notifications.



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.

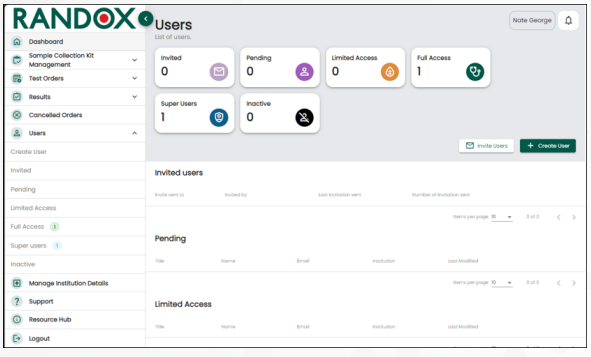
NAVIGATION – THE RANDOX CONCIZUTRACE™ PORTAL - USER PERMISSIONS



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

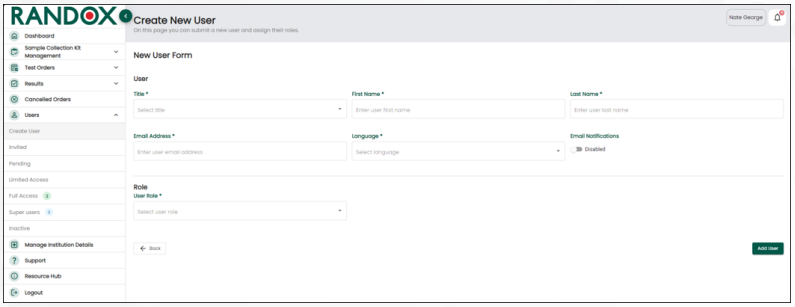
Upon log in, the dashboard will look identical to a regular user.

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

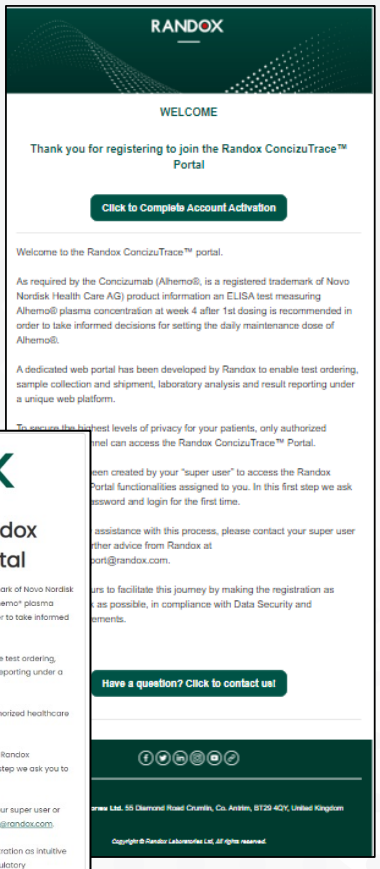
This method allows the Super User to enter details on the user, including title, name, email address and assign user permissions.



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.

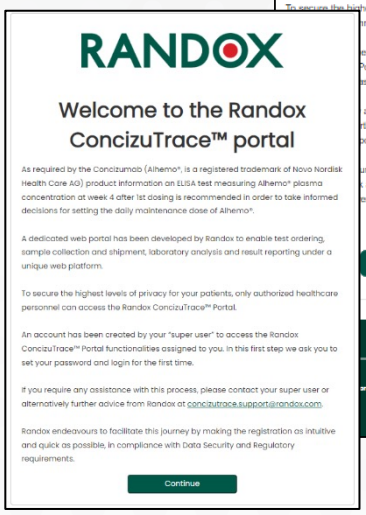
The user will receive the following welcome message to their email address. The message will detail that an account has been created for the recipient by their Super User and provides details on the purpose of the portal.

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

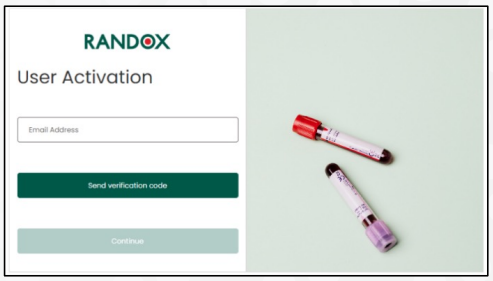


Upon clicking the link, the user will see the welcome message.

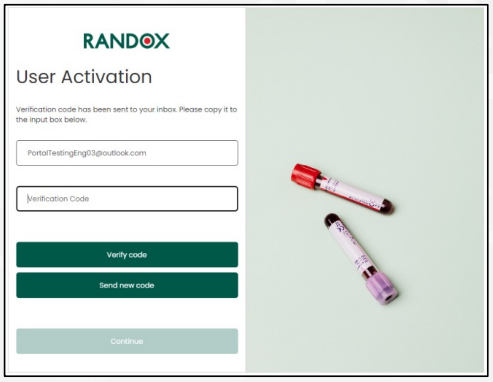
The User should click “Continue” to proceed.



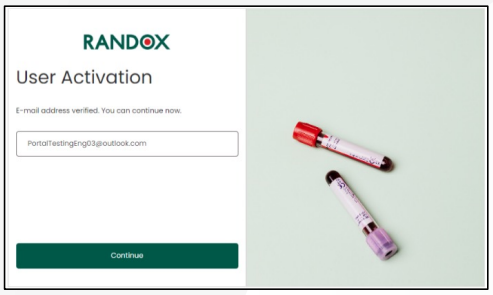
The user will be prompted to enter their email address and select “Send verification code” to receive their access code.



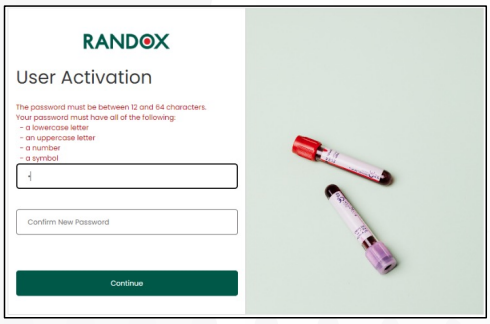
Once received via email, the user should enter the code and select “Verify code” to continue.
The option to “Send new code” will be available if required.



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

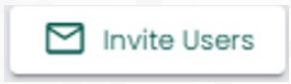


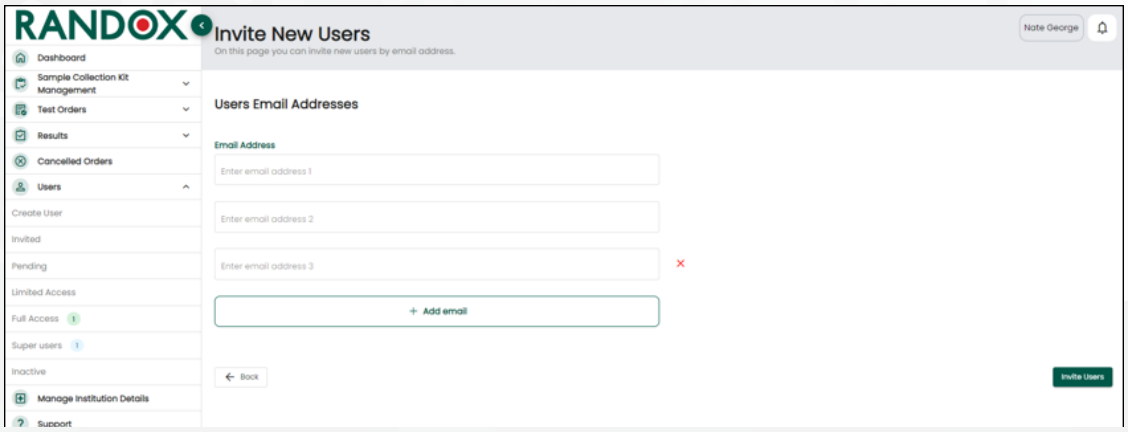
The password requirements must be adhered to, and the same password entered twice to allow the user to proceed.



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.



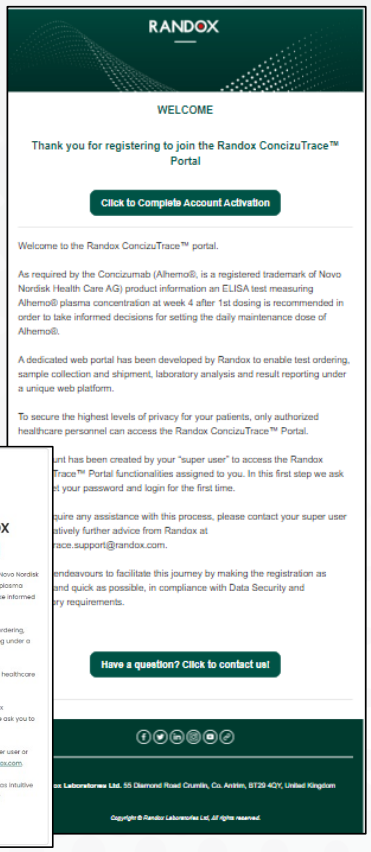


Permissions will not be set up at this stage nor will additional user details be entered by the Super User.

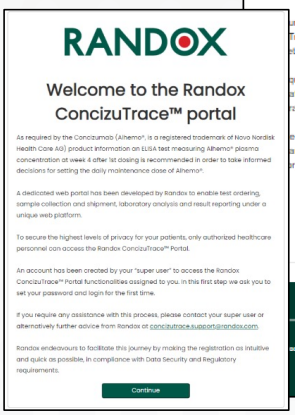
The user will receive the following welcome message to their email address.

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

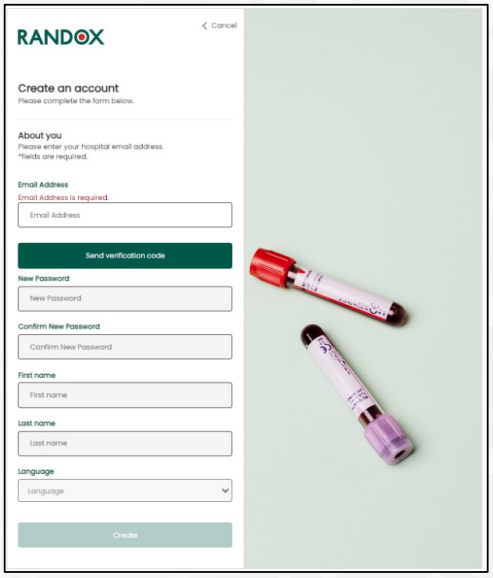
The user will have the option to select “Click to Complete Account Activation” to be taken to the portal.



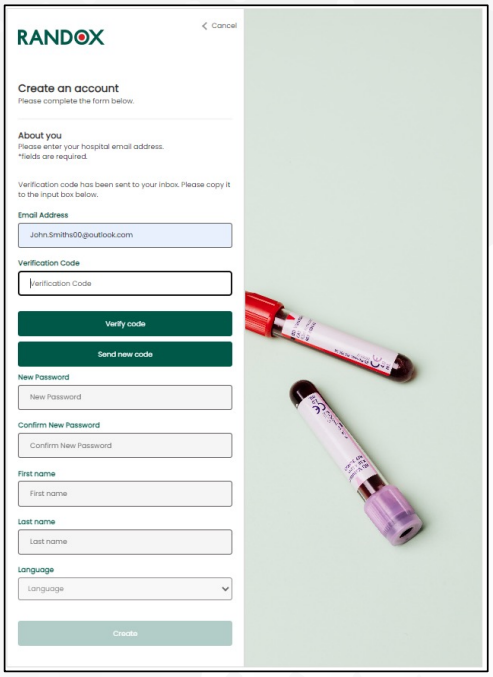
Firstly, the user will see the welcome message, which again details the purpose of the portal and lays out the steps required for account completion.



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.”



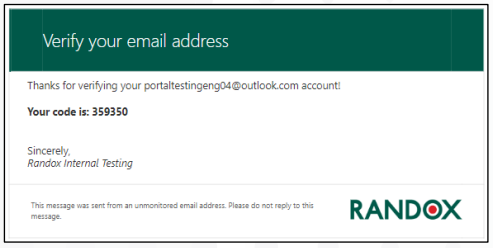
The “Verification code” field will appear enabling the 6-digit pass code to be entered.
The user will also have the option to select “Send new code” if required.



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

A valid code must be entered to proceed.

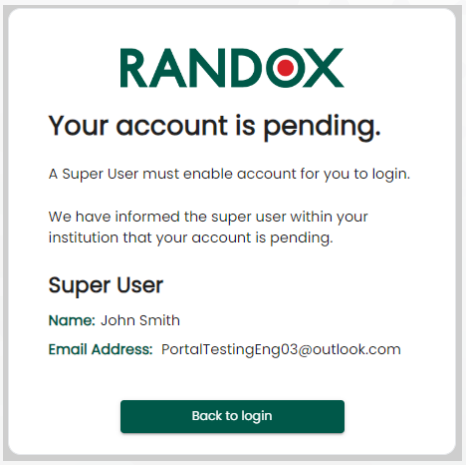
Note the code may be delivered to the user’s junk mail.



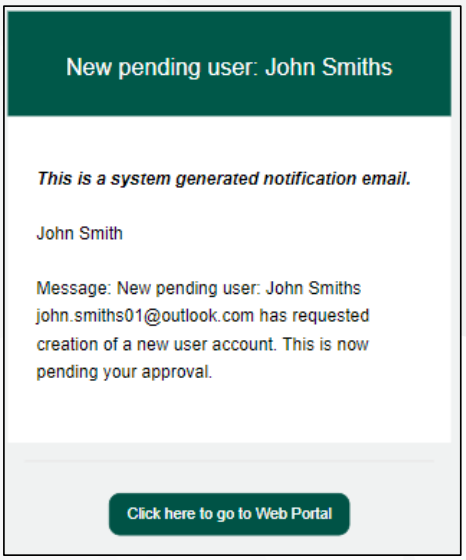
Upon logging in – the user will be prompted to select their HTC from the drop-down menu.

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

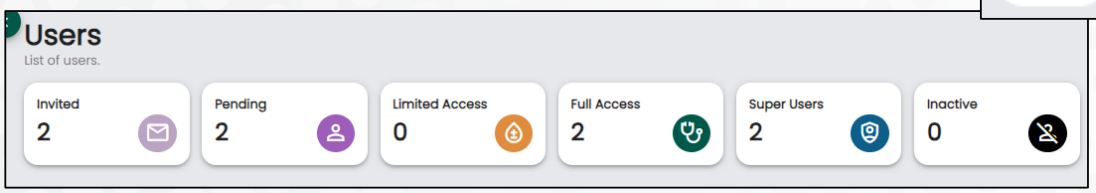
The user will then arrive at this window, which details that their account is pending and must be enabled by the Super User. The contact details of the Super User will also be provided.



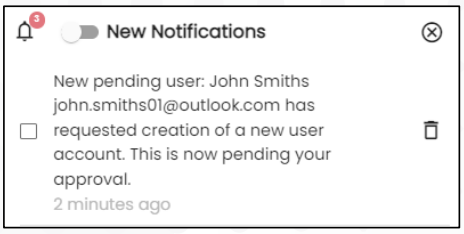
Once the end user has completed their set-up, the relevant Super User will receive an email notification alerting them that an account is pending within the Randox ConcizuTrace™ Portal.



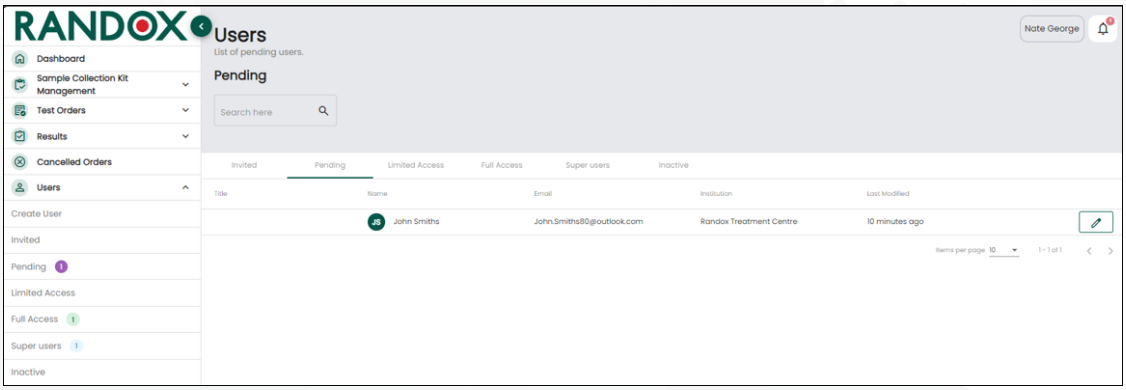
When the Super User logs into their account, they will see an account waiting at the “Pending” stage.



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.



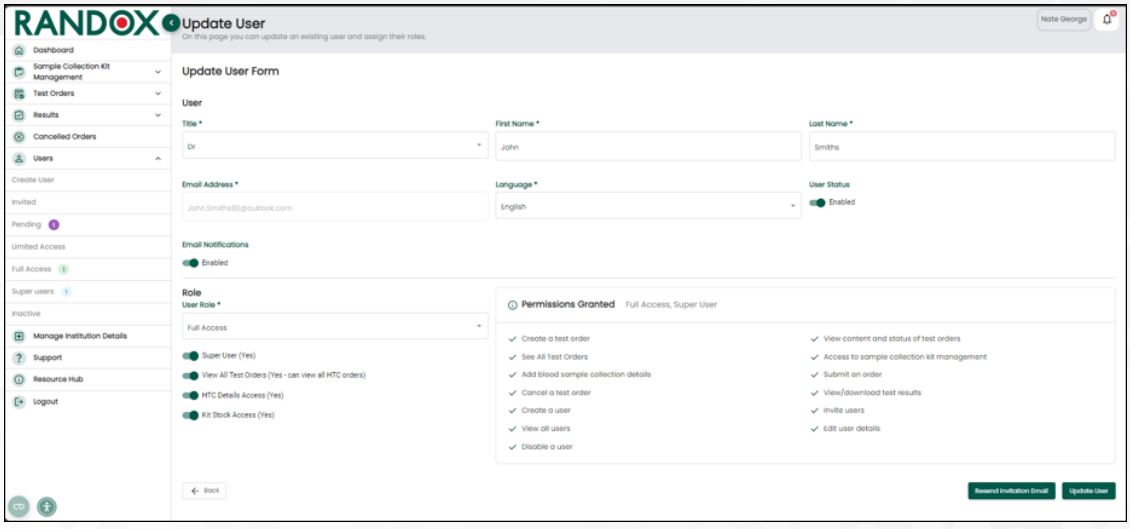
The Super User can select “Users”, followed by “Pending” from the navigation window or select the “Pending” timeline from the dashboard. This will take the Super User to the screen where all pending accounts can be viewed.



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