

RANDOX

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.

Skip

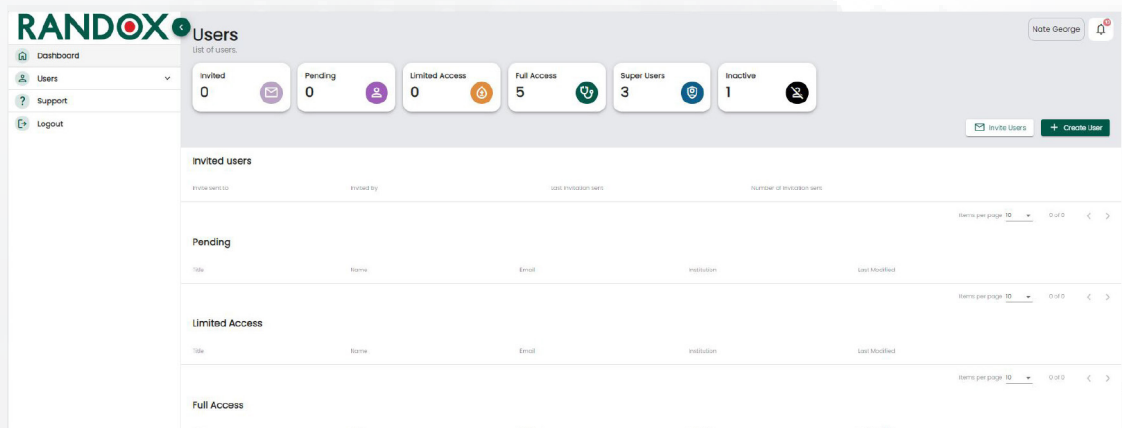
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- Each HTC will have at least one dedicated Super User.
- The Super User role has permissions to create and invite users to the Radox ConcizuTrace™ Portal.
- They can invite users to sign up to the portal or directly create new accounts.

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.

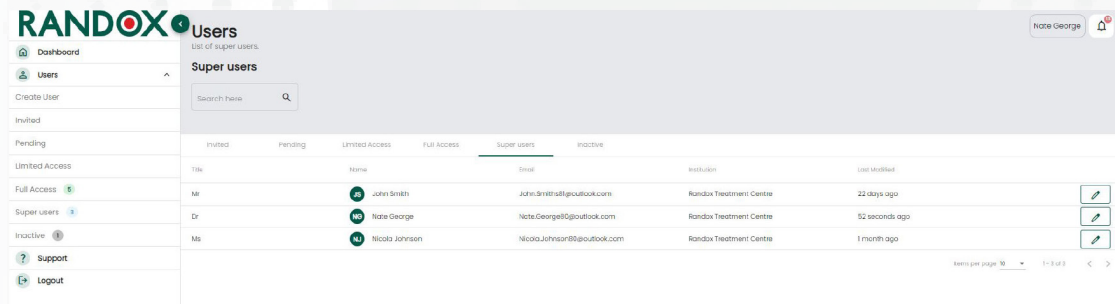


The screenshot displays the RANDOX Users dashboard. At the top, there are six summary cards for user status: Invited (0), Pending (0), Limited Access (0), Full Access (5), Super Users (3), and Inactive (1). Below these are three tables: 'Invited users', 'Pending', and 'Limited Access'. Each table has columns for 'Title', 'Name', 'Email', 'Institution', and 'Last Modified'. The 'Invited users' table also includes 'Invited by' and 'Last Invitation Sent' columns. The 'Full Access' table is partially visible at the bottom. On the right side of the dashboard, there are two buttons: 'Invite Users' and 'Create User'. The user 'Nate George' is logged in.

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' form in the RANDEX web portal. The form is titled 'Update User Form' and includes the following sections:

- User Information:** Fields for Title (dropdown), First Name (text: 'Nate'), and Last Name (text: 'George').
- Contact and Language:** Email Address (text: 'Nate.George90@outlook.com') and Language (dropdown: 'English').
- User Status:** A toggle switch for 'User Status' which is currently 'Enabled'.
- Email Notifications:** A toggle switch for 'Email Notifications' which is currently 'Enabled'.
- Role:** A dropdown menu for 'User Role' set to 'Full Access'. Below this are several role-specific permissions, all of which are enabled (indicated by green circles):
 - Super User (Yes)
 - View All Test Orders (Yes - can view all HTC orders)
 - HTC Details Access (Yes)
 - Kit Stock Access (Yes)
- Permissions Granted:** A list of 12 permissions, all of which are checked (indicated by green checkmarks):
 - Create a test order
 - See All Test Orders
 - Add blood sample collection details
 - Cancel a test order
 - Create a user
 - View all users
 - Disable a user
 - View content and status of test orders
 - Access to sample collection kit management
 - Submit an order
 - View/download test results
 - Invite users
 - Edit user details

At the bottom of the form, there are buttons for 'Back', 'Resend Invitation Email', and 'Update User'.

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

SETTING UP A NEW USER ACCOUNT METHOD 1 - CREATE USER

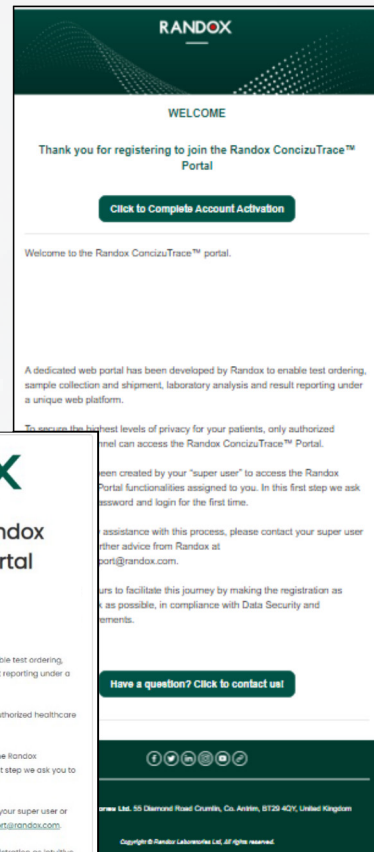
This method allows the Super User to enter details on the user, including title, name, email address and assign user permissions.



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.

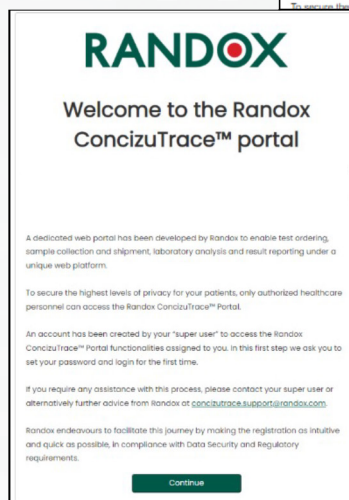
The user will receive the following welcome message to their email address. The message will detail that an account has been created for the recipient by their Super User and provides details on the purpose of the portal.

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

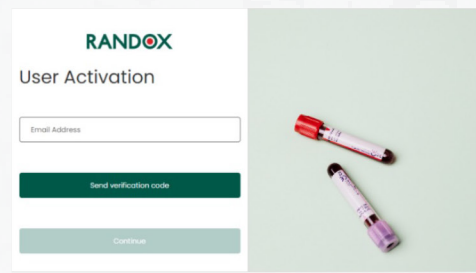


Upon clicking the link, the user will see the welcome message.

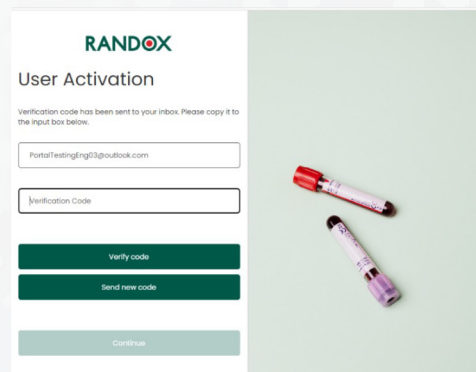
The User should click "Continue" to proceed.



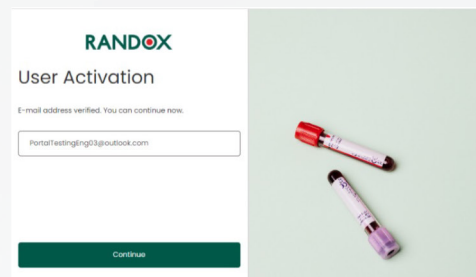
The user will be prompted to enter their email address and select “Send verification code” to receive their access code.



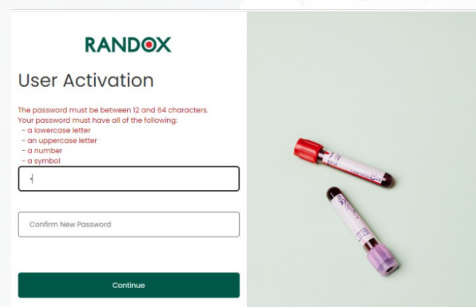
Once received via email, the user should enter the code and select “Verify code” to continue. The option to “Send new code” will be available if required.



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

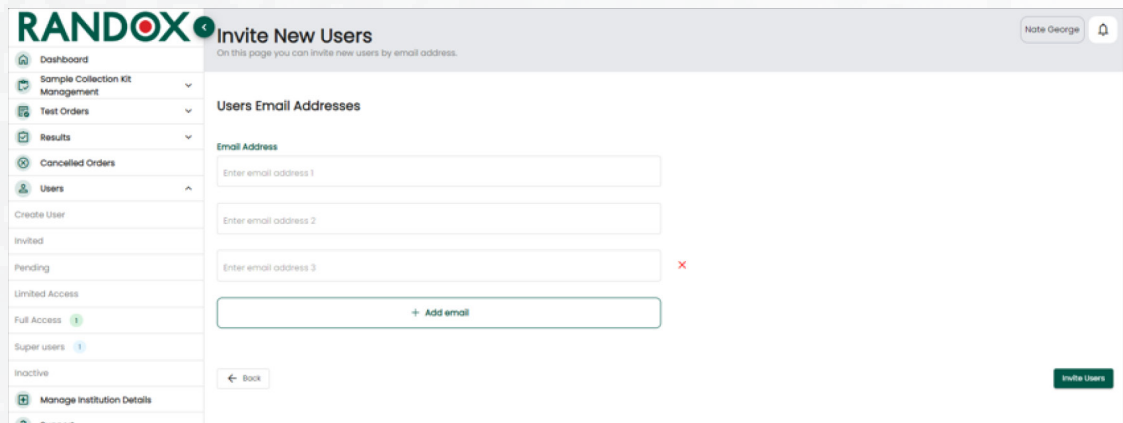


The password requirements must be adhered to, and the same password entered twice to allow the user to proceed.



SETTING UP A NEW USER ACCOUNT METHOD 2 - INVITE USERS

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

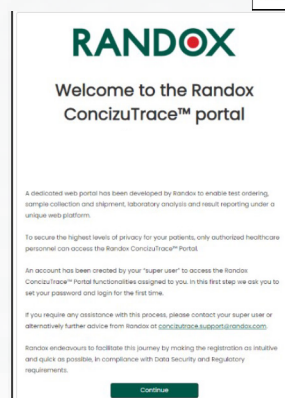
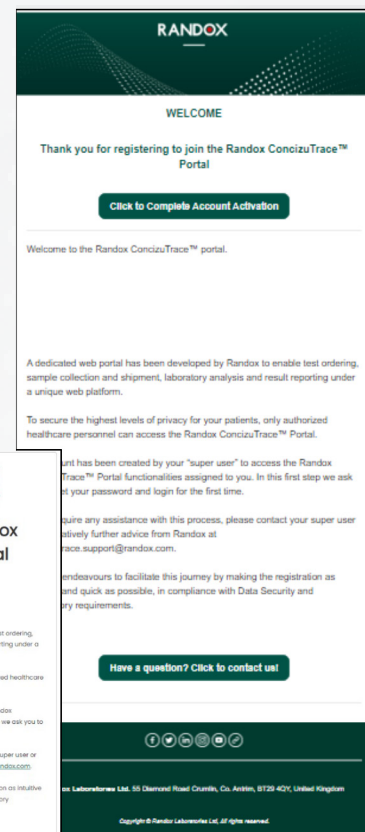


The user will receive the following welcome message to their email address.

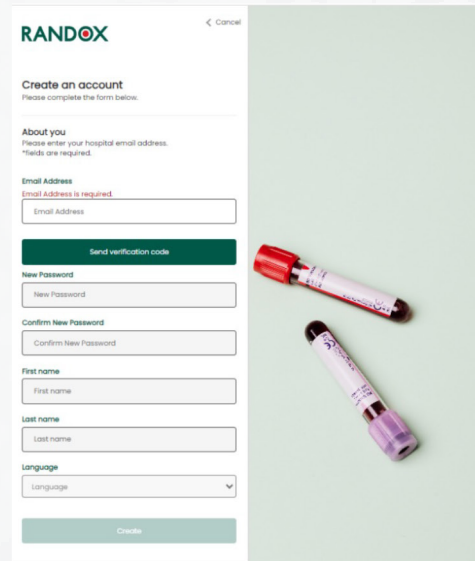
The message will detail that the user has been invited to complete their account registration.

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

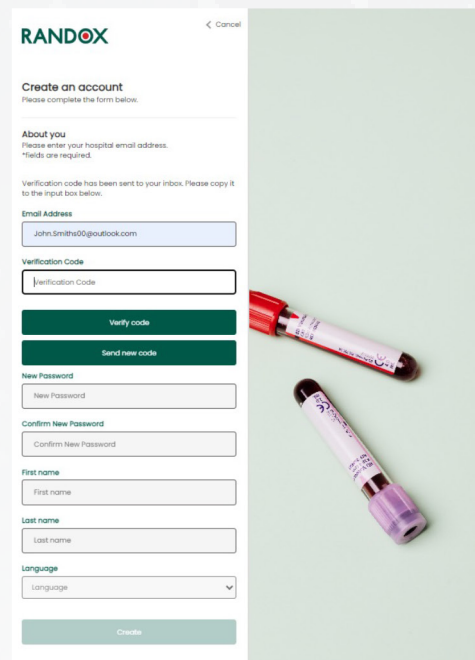
Firstly, the user will see the welcome message, which again details the purpose of the portal and lays out the steps required for account completion.



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.”



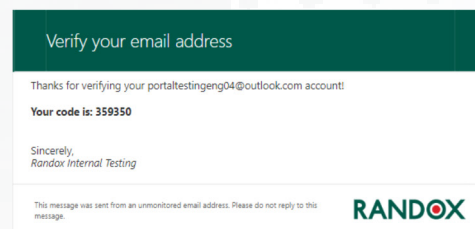
The “Verification code” field will appear enabling the 6-digit pass code to be entered. The user will also have the option to select “Send new code” if required.



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

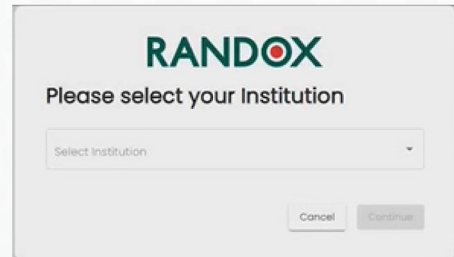
A valid code must be entered to proceed.

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

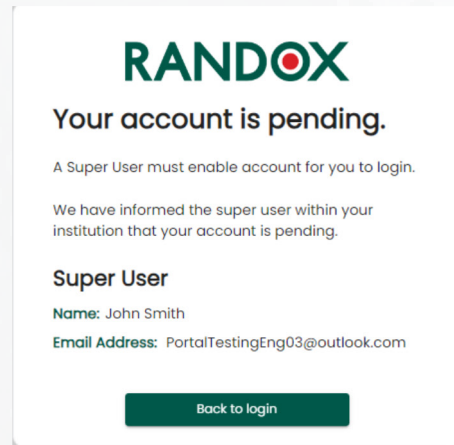


Upon logging in – the user will be prompted to select their HTC from the drop-down menu.

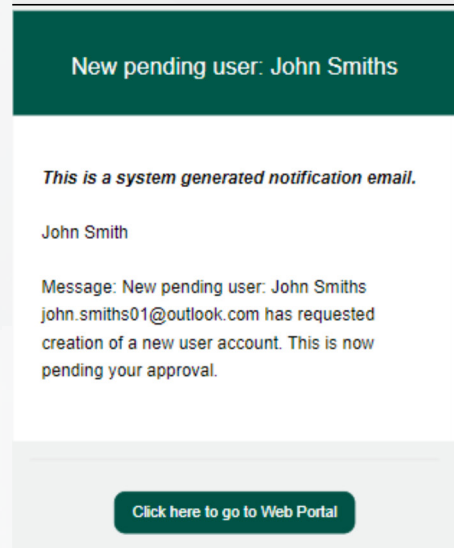
Once selected, the user should click “Continue” to proceed.



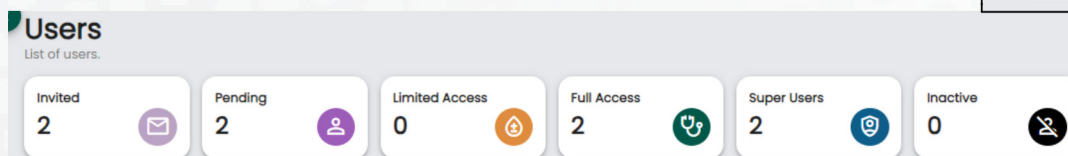
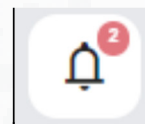
The user will then arrive at this window, which details that their account is pending and must be enabled by the Super User. The contact details of the Super User will also be provided.



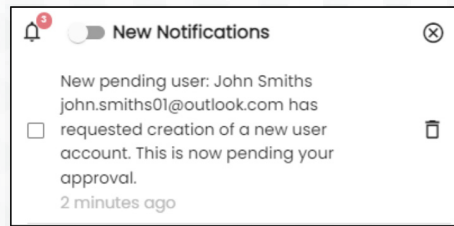
Once the end user has completed their set-up, the relevant Super User will receive an email notification alerting them that an account is pending within the Randox ConcizuTrace™ Portal.



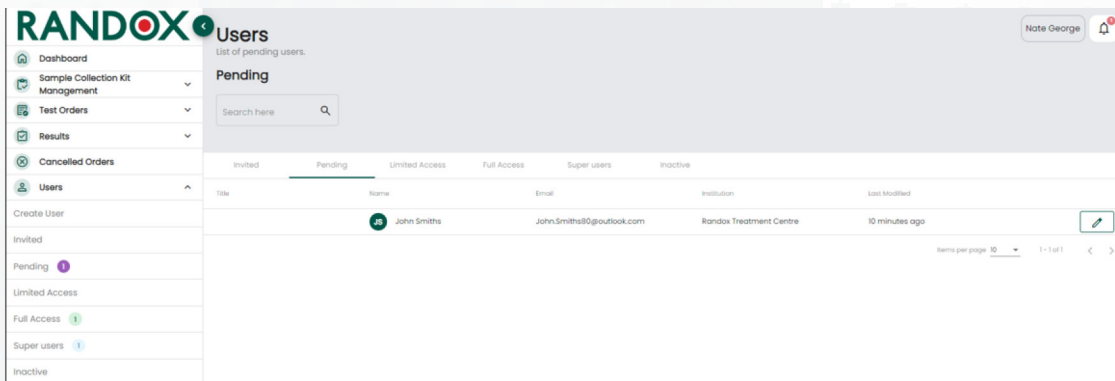
When the Super User logs into their account, they will see an account waiting at the “Pending” stage.



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.

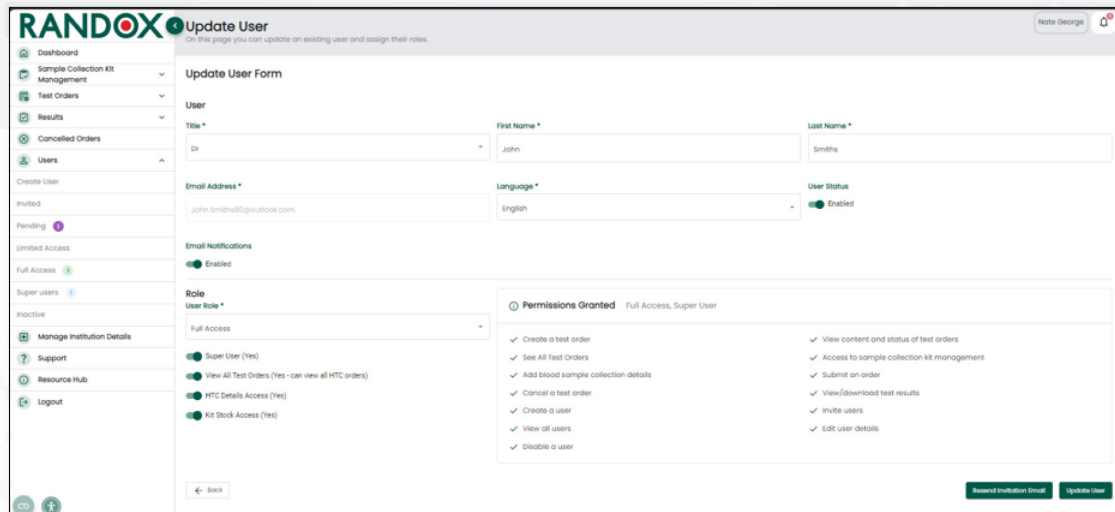


The Super User can select "Users", followed by "Pending" from the navigation window or select the "Pending" timeline from the dashboard. This will take the Super User to the screen where all pending accounts can be viewed.



The Super User can complete the creation of the account by adding the new users title.

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.

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