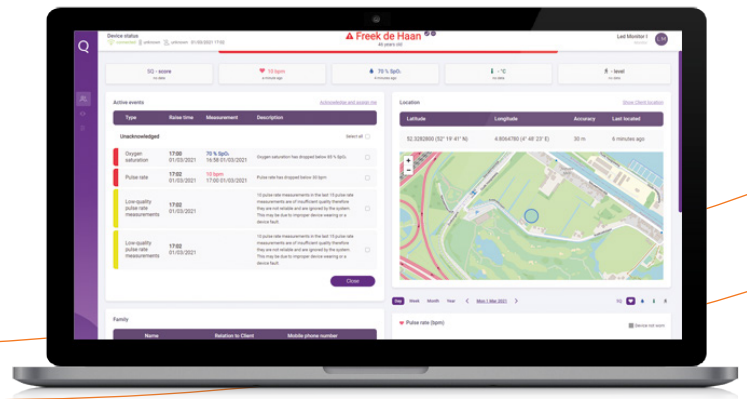


User manual and technical description of the Vital Signs and Activity Monitoring Platform (viQtorportal) for:

- Care professionals
- employees of a monitoring centre
- admin (administrators) of a healthcare institution.



About the viQtor portal

Congratulations! You are about to start using the viQtor monitoring portal. This portal is part of the viQtor solution. To ensure that the viQtor portal works optimally and safely for you, it is important to first read this user manual carefully. You can also contact our customer service team at support@smartqare.nl or via the website: www.smartqare.nl/contact.

This manual should be used in conjunction with the 'User Manual for the viQtor monitoring device'. This manual is included in the package along with the device (viQtor), charger and 2 armbands. This user manual also explains the intended use and other important focus areas of the viQtor solution, of which the portal is a part. First go carefully through these items.



WARNING:

A WARNING statement provides important information about a potentially hazardous situation which, if not avoided, could result in death or serious injury.



CAUTION:

A CAUTION provides important information on a potentially hazardous situation which, if not avoided, may result in minor or moderate injury to the user or patient or damage to the equipment or other property.

All **WARNINGS** and **CAUTIONS** also apply to the viQtor apps and the viQtor portal. These can be read in the User Manual of the viQtor monitoring device.

The viQtor monitoring portal

smartQare's monitoring platform for continuous measurement of vital signs and activities is an internet portal and cloud-based database, which are part of the viQtor monitoring solution. The viQtor portal has been developed for use by healthcare institutions (e.g., homecare organisations and hospitals) that care for patients, the elderly and frail or chronically ill people.

The portal provides access to data from all carriers of the viQtor monitoring device belonging to the healthcare institution. The portal shows vital parameters and activity of the wearer in clear dashboards. It also provides information regarding the status of viQtor device (status of the wearer, battery and connection) and shows the location of a wearer in case he/she has called for help or a possible fall has been detected.

Introduction

The viQtor monitoring solution

The viQtor monitoring solution produced by smartQare consists of a smart, portable device (viQtor), the monitoring platform for tracking vital signs and activities and mobile applications (viQtor apps).

The following components of the solution are relevant to different users:

- For the user: the viQtor portable monitoring device and the viQtor mobile app (optional);
- For the informal caregiver: the viQtor mobile app;
- For healthcare professionals: the viQtor portal and the viQtor mobile app;
- For the monitoring centre employee: the viQtor portal;
- For the administration of the healthcare organisation: the viQtor portal.

Each component of the viQtor solution has a specific user manual. Please also refer to the other user manuals if applicable to you.

Introduction

Various training modules are available for the training of the staff of care organisations / monitoring centres:

- For the administration of a care organisation:
 - Use of the portal for the administration of the care organisation.
- For healthcare professionals:
 - Use of the app and the portal for healthcare professionals;
 - Onboarding of patients and informal caregivers.
- For monitoring centre staff:
 - Use of the portal for employees of the monitoring centre;
 - Onboarding of patients and informal caregivers.

Ensure that all employees who will be using the viQtor solution have attended the relevant training courses. This can be done by contacting smartQare.

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1. Administrator (admin) of a healthcare institution

System requirements for using the viQtor portal:

- A minimum screen resolution of 1366 x 768 pixels;
- Internet connection with at least 1Mbit upload and download speed;
- An up-to-date latest version of the Chrome browser supported by the PC operating system;
- An up-to-date latest PC or iOS operating system;
- Sufficient computing power for normal internet use (a normal PC less than 5 years old);
- An updated virus and malware scanner that is activated (e.g., Windows Security for a Windows PC);
- Firewalls / local IT network: HTTPS traffic to http://*.smartqare.cloud. must be allowed.

System requirements for using the viQtor solution in a network environment:

- Protection against intruders and malware by:
 - Up-to-date software on all network devices and software platforms on the network;
 - Virus and malware scanners on the software platforms that are used on the network;
 - Monitoring for network intrusions.

1.1.a Account activation

The smartQare administrator will create an account for a healthcare institution. Once this is done, the administrator (admin) of this healthcare institution will receive an invitation to activate the account, by completing their personal registration in the viQtor system.

To access the viQtor portal, click on the link in the invitation (the URL in the e-mail). Your browser will launch and you will be directed to the portal login page. If you have set a browser other than the Chrome browser as your preferred browser, then copy the URL from this browser to the Chrome browser. It is a good idea to immediately save the login page in your 'favourites' in the Chrome browser, so that you can easily log into the viQtor portal again in the future.

Complete the rest of your information and create a password (2x the same password). Then click the checkboxes indicating your agreement to the licence agreement and smartQare's privacy policy (Figure 1).

SAFE PORTAL USAGE:

- Log out of the portal when leaving the PC. Use automatic PC logout.
 - ⚠ **CAUTION:** While monitoring, you should not log out, but provide additional security (see below);
- If the portal is used for monitoring, ensure physical access control to the room used for monitoring with the portal.
- Ensure that the PC used for the portal is password protected or another means of secure authentication..

smartQare®

CONTACT DETAILS

Your e-mail address is your username required to log in to the system

E-mail address

contact+5@smartqare.nl

Mobile phone number *

(NL +31) 0718898888

ACCOUNT SETTINGS

Health care organization

weQare Clinic

User role

Admin

Language/Locale *

English (Netherlands)

Password must be 12-64 characters in length and contain at least one upper case letter, one lower case letter, one digit, and one symbol. Password shall not be commonly known or easy to guess, and must not be the same as your username.

Password *

Repeat password *

☐ I have read and agree to the [End User License Agreement](#) *

☐ I have read and agree to the [Privacy Policy](#) *

ACTIVATE ACCOUNT

Figure 1 - Account activation.


1.1.b. Setting the monitoring configuration for the healthcare

The viQtor solution measures patient vital signs (pulse (heart rate) and oxygen saturation as well as skin temperature). If the value measured in a patient is above or below certain set threshold values, the system can issue a so-called “alert”. Depending on the degree of deviation of the measured value from the desired value, an urgency will be attached to the alert (yellow for low, orange for medium and red for high urgency). The threshold values can be set generically for a healthcare facility and individually for a patient (specific).

Whether and at what limit value an alert is issued is the responsibility of the healthcare institution. After creating your admin profile, you will be prompted to enter the generic monitoring settings for your healthcare institution. The threshold values should be set to values applicable to the healthcare institution. For each colour code it can be determined whether an alert should be generated by ticking or un-ticking the urgency areas. The threshold values in combination with the tick marks determine whether and at which value an alert is issued and how patients are prioritised in the Monitoring Centre’s overview.

To adjust the monitoring settings, press the ADJUST button at the bottom of the screen. After adjusting the settings, you can save them by pressing the SAVE button (Figure 2).

Incidentally, these settings can still be changed by the admin at any time, in case there is reason to do so at a later date. In addition, the monitoring profile can also be set individually for each patient.

 **CAUTION**
It is important to determine the monitoring settings with someone who is registered in the Professions of (Individual) Healthcare, e.g., the patient's family doctor or the healthcare institution's doctor.

Measurement thresholds and events	Low-quality measurement events
-----------------------------------	--------------------------------

* Please specify the boundaries with the values which are (still) included within the range, starting from the normal range

Figure 2 - Setting threshold values

1.1.c. Navigation

On the left-hand side of the screen, you will find the navigation menu. You can collapse and unfold this using the arrow at the bottom of the purple column. In the navigation menu, you will find the following icons (Figure 3):

- | | |
|------------------------|---|
| ● Patients | : This section contains the overview of all created patients and you can create new patients. |
| ● Users | : This section contains the overview of all care employees and you can create new care employees. |
| ● Devices | : This section contains the overview of all viQtor devices in use by your organization and allows you to link devices to clients. |
| ● Organisation details | : Here are the details of your healthcare facility. |
| ● Configuration | : Here you will find your healthcare facility's monitoring settings and can adjust them if required. |

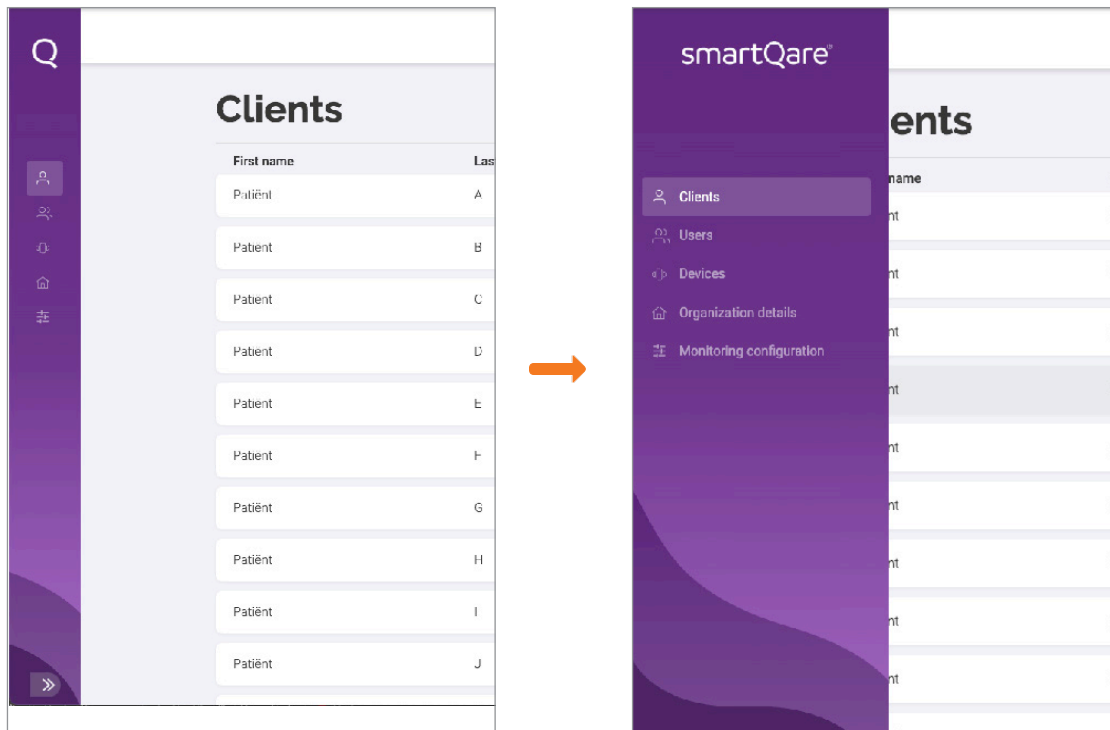


Figure 3

1.2.a. Creating a new patient

Creating new patients is the task of the healthcare institution's administrator (admin). Before you create a new patient, the patient must give permission to collect, use and process their personal data/medical data. This authorisation must be granted and documented outside the smartQare portal.

To create a patient in the viQtor portal, go to the 'Patients' tab (Figure 4) and press the CREATE PATIENT button. Then fill in all the fields. Once you have pressed the CREATE button, you will be directed to the monitoring settings for the relevant patient (Figure 2).

NEW CLIENT

PERSONAL INFORMATION

First name *

Last name *

Date of birth (DD/MM/YYYY) *

CONTACT DETAILS

Mobile phone number * (NL +31)

E-mail address

ADDRESS DATA

Street *

House number *

Postcode *

City *

Country *

CARE DATA

First name

Patient

Patient

Patient

Patient

Patient

Patient

Patient

Patient

Patient

Patient

»

Ronald Olie Admin RO

+ Create Client

Figure 4

CONFIGURATION SETTINGS

The monitoring settings include the generic settings, as you have created for your healthcare institution. If you wish to deviate from these generic settings for the patient in question, press the ADJUST button (orange arrow in Figure 6).

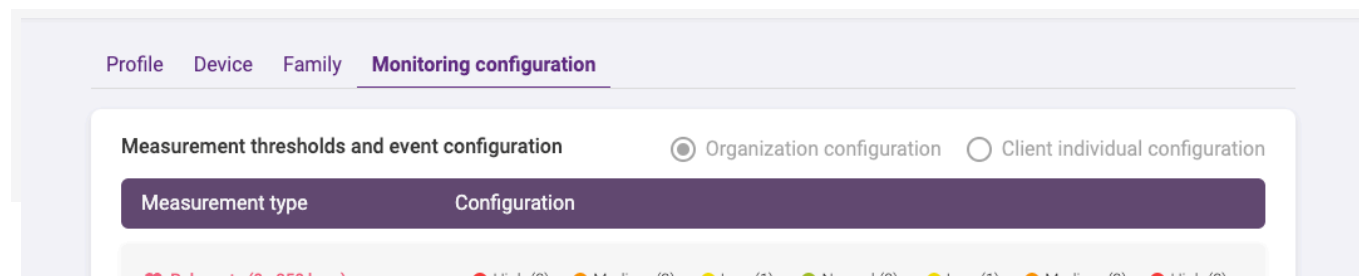


Figure 5 - Configuration threshold values

At that point, the top of the page (Figure 5) indicates that you are creating an individual configuration for the patient and it is saved as such. Should you still want to return to the generic settings, you can select the CONFIGURATION ORGANISATION circle at the top of the page and save this monitoring configuration.

Q

Device status

connected

69%

not worn

27/11/2022 19:08

Patient B

71 years old

Ronald Olie

Admin

RO

Profile

Device

Family

Monitoring configuration

Measurement thresholds and event configuration

Organization configuration

Client individual configuration

Measurement type

Configuration

♥ Pulse rate (0 - 250 bpm)

High (3)

Medium (2)

Low (1)

Normal (0)

Low (1)

Medium (2)

High (3)

Generate event with the severity

☒

☒

☒

☐

☒

☒

☒

Measurement ranges

+ 25

25 - 34

35 - 54

55 - 70

71 - 120

121 - 180

> 180

💧 Oxygen saturation (0 - 100 % SpO₂)

High (3)

Medium (2)

Low (1)

Normal (0)

Generate event with the severity

☒

☒

☒

☐

Measurement ranges

+ 88,0

88,0 - 89,9

90,0 - 95,9

96,0 - 100,0

🌡 Skin temperature (0 - 42.5 °C)

High (3)

Medium (2)

Low (1)

Normal (0)

Low (1)

Medium (2)

High (3)

Generate event with the severity

☐

☐

☐

☐

☐

☐

☐

Measurement ranges

< 30,0

30,0 - 35,9

36,0 - 37,9

38,0 - 40,5

40,6 - 41,5

41,6 - 42,5

> 42,5

SQ SQ score (0 - 9 score)

Normal

Low

Medium

High

Generate event with the severity

☐

☒

☒

☒

Measurement ranges

0 - 4

5 - 7

8 - 9

> 9

Edit

Figure 6

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24/7 PERSONAL HEALTH CONTROL

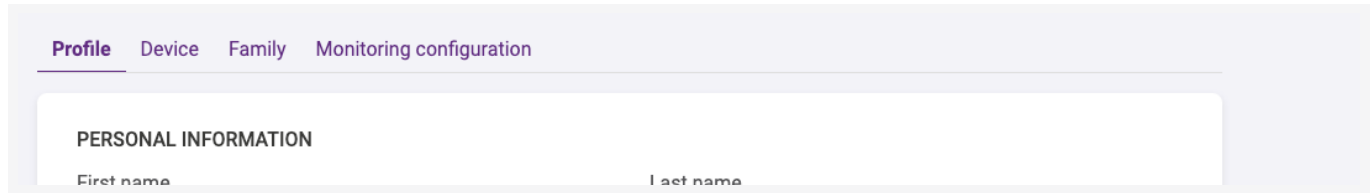
20

SQ1-106_IFU_portal_(ENG)_v3.0_24-NOV-2022

At the top of the patient page, you will see several tabs - Profile, Device, Family and Configuration monitoring. By means of the previous steps, the profile and configuration monitoring have been created.

PROFILE SETTINGS

In the profile tab, you can edit the patient's personal data (Figure 7).



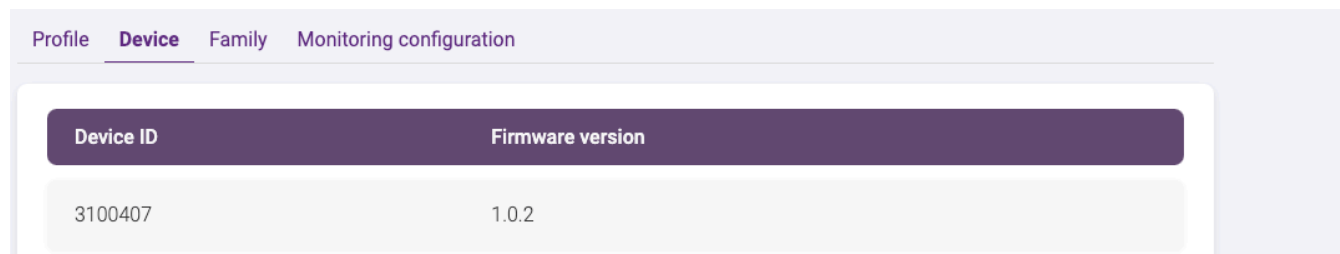
The screenshot displays a web interface for patient profile settings. At the top, there are four tabs: 'Profile', 'Device', 'Family', and 'Monitoring configuration'. The 'Profile' tab is currently selected and highlighted with a purple underline. Below the tabs, there is a white rectangular form box. Inside this box, the heading 'PERSONAL INFORMATION' is centered at the top. Below the heading, there are two input fields: 'First name' on the left and 'Last name' on the right. The entire interface is set against a light purple background.

Figure 7 - Patient profile settings section

1.2.b. Assign a monitoring device to a patient

If you click on the 'Device' tab (Figure 8) you can assign a device to the patient, or you can see which monitoring device is assigned to the patient and which firmware version is installed.

To assign a device, click the ASSIGN DEVICE button and select a monitoring device from the list of devices (drop-down menu). The device ID (Serial Number (SN)) can be found on the side of the device packaging and on the device itself.



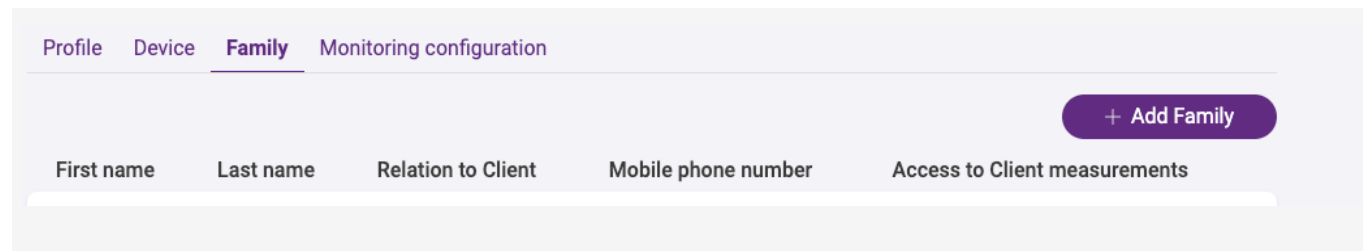
Profile	Device	Family	Monitoring configuration
Device ID			
Firmware version			
3100407		1.0.2	

Figure 8. Assign device section.

1.2.c. Adding family members to a patient

If you click on the 'Family' tab (Figure 9) you can add family members and informal caregivers of the patient. To do this, click on the ADD FAMILY button and enter the details of the person concerned.

For each family member or informal caregiver, you can specify whether or not the measurement data of the patient's vital signs should be shared. In case you choose to share the measurement data, the patient should give permission for this (outside the viQtor system) and you should document this.



Profile	Device	Family	Monitoring configuration
---------	--------	---------------	--------------------------

+ Add Family

First name	Last name	Relation to Client	Mobile phone number	Access to Client measurements

Figure 9 - Add family member section

After creating, the family member or informal caregiver automatically receives a text message asking them to download the viQtor app and activate the account.

1.3. Adding healthcare professional

Creating new users (healthcare employees) is the task of the healthcare institution's administrator (admin). To create a new user, go to the "Users" icon via the navigation (on the left side of the screen). You will see the overview of existing users.

Pressing the CREATE USER button (Figure 10) opens a fill-in sheet where you can enter the user's details. Once this is done, press the CREATE USER button and the new user will be added to the list.

After creation, the new user will automatically receive an e-mail with a link to activate the account.

2. Healthcare professional at a healthcare institution

System requirements for using the viQtor portal:

- A minimum screen resolution of 1366x768 pixels;
- The latest version of the Chrome browser supported by the PC operating system;
- The latest version of PC operating system;
- Sufficient computing power for normal internet use (a normal PC less than 5 years old);
- An updated virus and malware scanner that is activated (e.g., Windows Security for a Windows PC);
- Firewalls / local IT network: HTTPS traffic to http://*.smartqare.cloud. must be allowed.

Once you have been registered as a healthcare employee by your healthcare institution's administrator, you will receive an invitation via email (Figure 11) to activate your account.

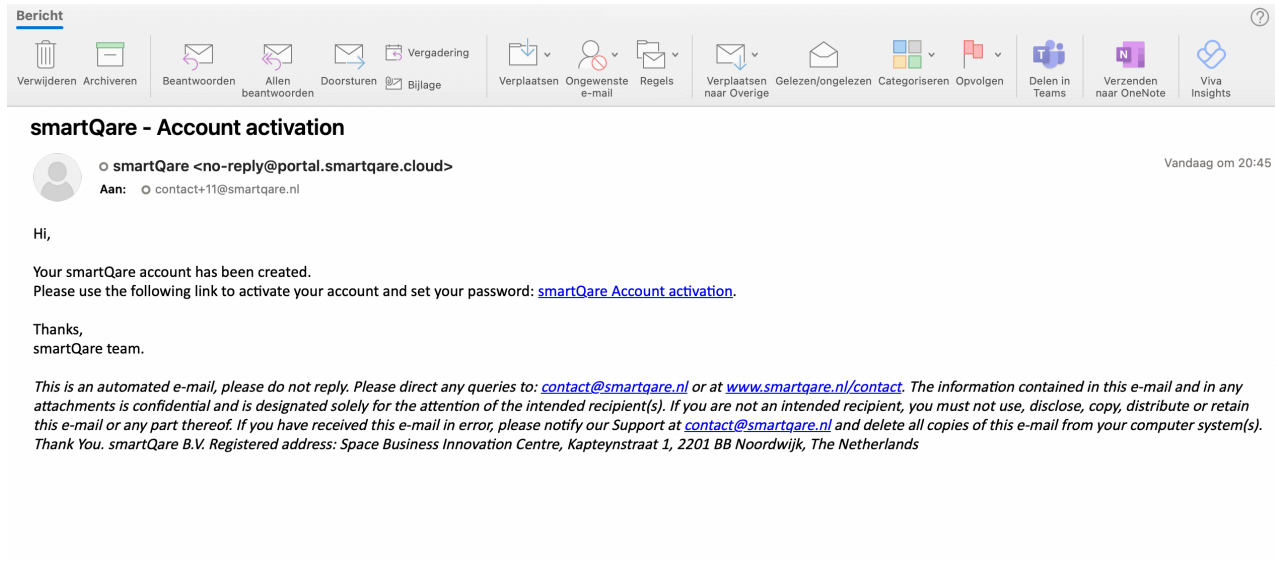


Figure. 11

2.1. Account activation

To access the viQtor portal, click on the link in the invitation (the URL in the e-mail). Your browser will launch and you will be directed to the portal login page. If you have set a browser other than the Chrome browser as your preferred browser, then copy the URL from this browser to the Chrome browser.

It is a good idea to immediately save the login page in your 'favourites' in the Chrome browser, so that you can easily log into the viQtor portal again in the future.

Once you have entered the viQtor portal, you can continue filling in the personal data page. Fill in 2x a password (minimum 12 characters) and confirm that you agree with smartQare's User Agreement and Privacy Policy by ticking the checkboxes. Then press 'Activate account'.

SAFE USAGE PORTAL:

- Log out of the portal when leaving the PC. Use automatic PC logout.



CAUTION: While monitoring, you should not log out, but provide additional security (see below);

- If the portal is used for monitoring, ensure physical access control to the room used for monitoring with the portal.
- Ensure that the PC used for the portal is password protected or otherwise provide another means of secure authentication.

smartQare®

PERSONAL INFORMATION

First name *

Jenny

Last name *

Johnson

CONTACT DETAILS

Your e-mail address is your username required to log in to the system

E-mail address

contact+11@smartqare.nl

Mobile phone number *

(NL +31) 718898888

ACCOUNT SETTINGS

Health care organization

PACU LUMC

User role

HCP

Language/Locale *

English (Netherlands)

Password must be 12-64 characters in length and contain at least one upper case letter, one lower case letter, one digit, and one symbol. Password shall not be commonly known or easy to guess, and must not be the same as your username.

Password *

Repeat password *

☐ I have read and agree to the [End User License Agreement](#) *

☐ I have read and agree to the [Privacy Policy](#) *

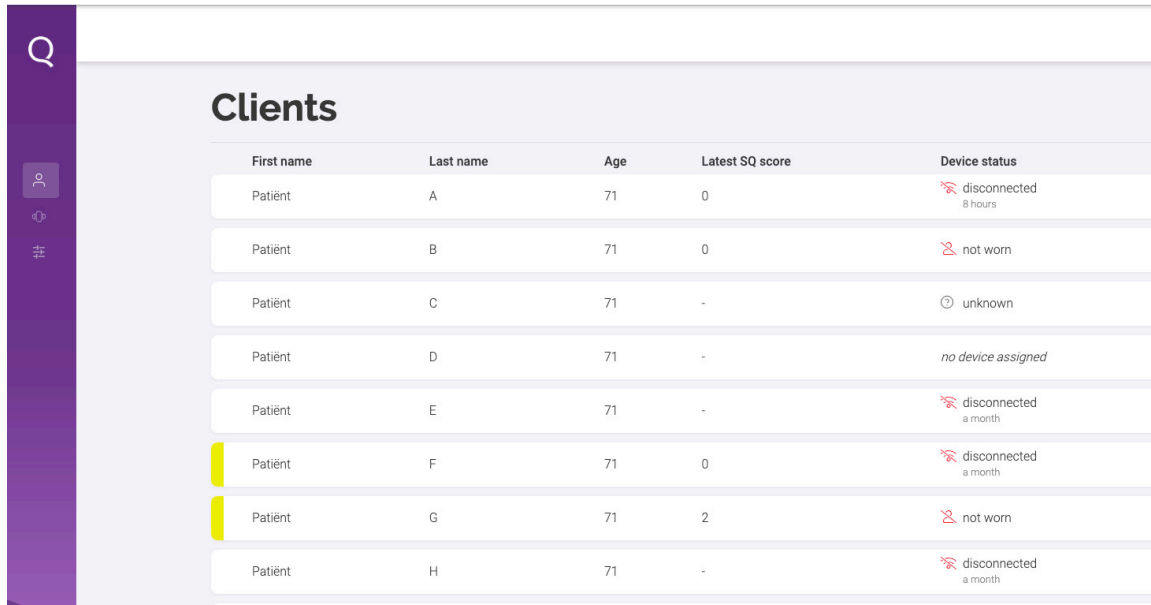
Figure. 12

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24/7 PERSONAL HEALTH CONTROL

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SQ1-106_IFU_portal_(ENG)_v3.0_24-NOV-2022

You have now arrived in the viQtor portal in your healthcare institution's overview of patients (Figure 13). You can now also download the viQtor app from Apple's App Store. You can access this app using the same login details (your user name is your email address). Also see the user manual for the mobile app.










First name	Last name	Age	Latest SQ score	Device status
Patiënt	A	71	0	 disconnected 8 hours
Patiënt	B	71	0	 not worn
Patiënt	C	71	-	 unknown
Patiënt	D	71	-	<i>no device assigned</i>
Patiënt	E	71	-	 disconnected a month
Patiënt	F	71	0	 disconnected a month
Patiënt	G	71	2	 not worn
Patiënt	H	71	-	 disconnected a month

Figure. 13

2.2. Navigation

On the left-hand side of the screen, you will find the navigation menu (Figure 14). You can collapse and unfold this menu using the arrow at the bottom of the purple column. In the navigation menu, you will find the following icons:

- **Patients** : This tab contains the overview of all created patients.
- **Devices** : This tab lists all viQtor devices in use by your organisation.
- **Configuration monitoring** : Here you will find the monitoring settings for your healthcare institution.

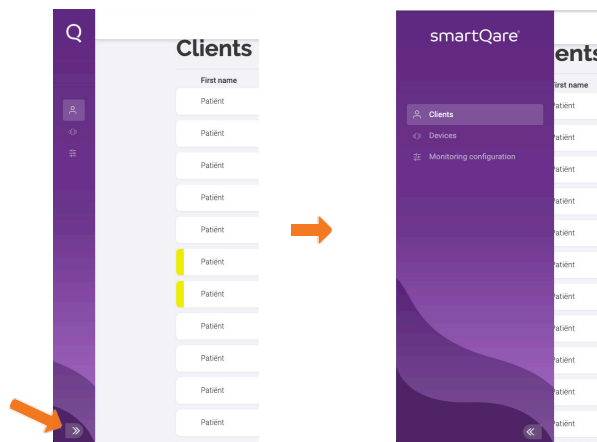


Figure 14

2.3. Patient information

The patients section contains the overview of all created patients. You will see the first and last name and age, and the status of the device.

Selecting a patient will take you to the patient's specific information (Figure 15). At the top of the page, you will see the patients name. To the left of the name is a link to the "device status". By clicking this link, you can see whether the device is connected, the status of the battery and whether the monitoring device is worn by the patient. This screen disappears by clicking 'Device status' again.

To the right of the name, you will see an icon of a phone. Clicking on this will show the patients phone number and the phone number of the patients doctor. If your device allows calling, you can immediately press these phone numbers and your device will immediately call this number. Pressing the cross (where the phone icon was before) will make the numbers disappear again.

Below the patients name, you will see bars showing the patient's latest measurements. Besides the values of these measurements, you can also see how long it has been since these measurements were taken.

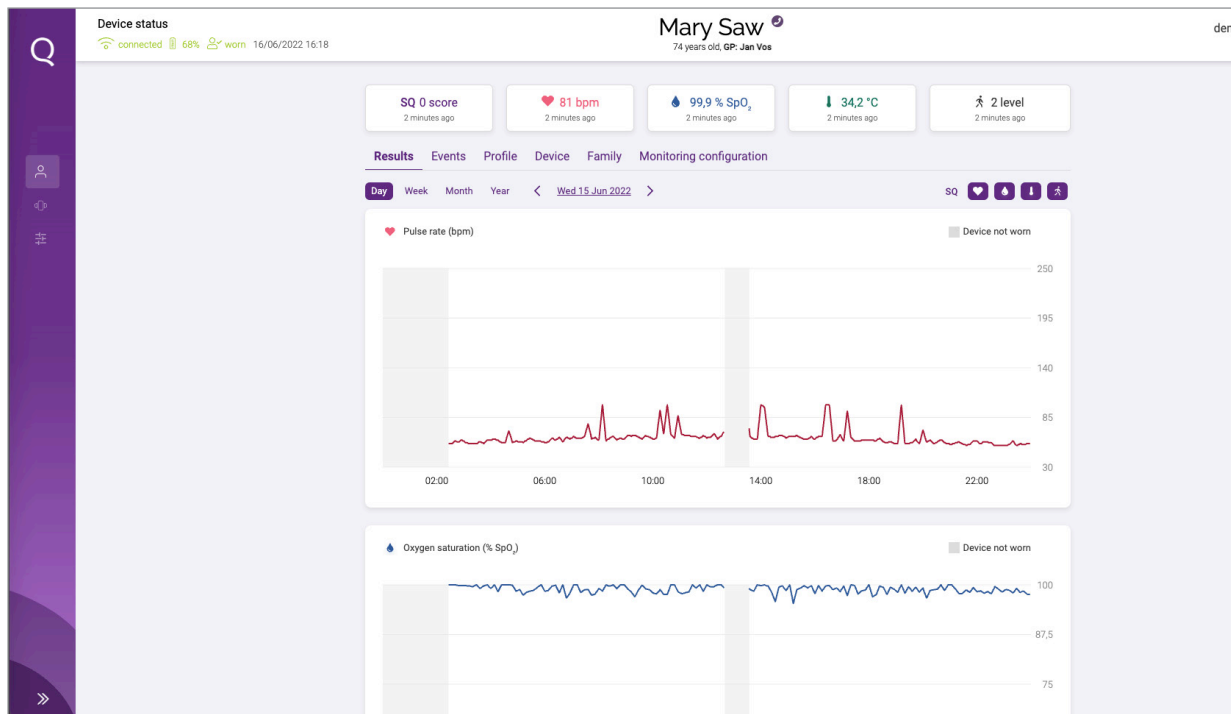


Figure 15

Below these bars are the various tabs containing the patient's information.



Figure 16

The 'Results' tab (Figure 16) shows the graphs with the trend information of the vital signs. You can view this information at day, week, month and year level, for the current day/week/month/year, but you can also look back using the arrow buttons. You can also turn certain graphs on and off by pressing the icons (Figure 17):

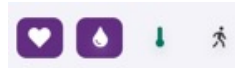



Figure 17



This gives a measurement of the patient's pulse rate, which is measured using the PPG sensor on the upper arm. The measurement range is between 30 and 240 pulses per minute.



This gives a measurement of the patient's oxygen saturation, which is measured using the PPG sensor on the upper arm. The measurement range is between 70% and 100% oxygen saturation.

 This gives a measurement of the patient's skin temperature, which is measured using the PPG sensor on the upper arm. The measurement range is between 20 and 42.5°C



CAUTION

Skin temperature is not the same as body core temperature.



The activity index reflects a person's activity level over time, displayed on a scale from 0 (no activity) to 5 (a lot of activity). The activity index is correlated with the person's physical effort. The activity level is determined by specialised algorithms based on motion measurements.

The 'Events' tab lists the active and completed events. You can see what happened, when it happened, the severity of the event and who within the Monitoring Centre is responsible for dealing with it.

Under the 'Profile' tab, you will find the patient's personal information. The healthcare provider can adjust this information by pressing the ADJUST button. The changes entered will then be implemented throughout the viQtor system.

Under the 'Device' section, you will find the device associated with the patient. In case there is no device connected to the patient yet, the caregiver can link a device in this section by pressing the ASSIGN DEVICE button. You will then see a drop-down menu showing all devices not yet assigned to patients. Selecting the appropriate device and pressing the ASSIGN DEVICE button will connect the device to the patient. The device ID (serial number (SN)) can be found on the side of the device packaging and on the device itself.

The 'Family' section lists the family and informal caregivers involved in the patient's care, including phone numbers so these people can be called immediately.

The 'Configuration Monitoring' section gives the overview of the patients monitoring threshold value settings.

3. Monitoring Centre healthcare professional

System requirements for using the viQtor portal:

- A minimum screen resolution of 1366x768 pixels;
- The latest version of the Chrome browser supported by the PC operating system;
- The latest version of PC/MAC operating system;
- Sufficient computing power for normal internet use (a normal PC less than 5 years old);
- An updated virus and malware scanner that is activated (e.g., Windows Security for a Windows PC);
- Firewalls / local IT network: HTTPS traffic to http://*.smartqare.cloud must be allowed.

Once you have been registered as an employee of the Monitoring Centre by the healthcare institution administrator, you will receive an invitation via an email to activate your account.

3.1. Account activation

To access the viQtor portal, click on the link in the invitation (the URL in the e-mail). Your browser will launch and you will be directed to the portal login page. If you have set a browser other than the Chrome browser as your preferred browser, then copy the URL from this browser to the Chrome browser.

It is a good idea to immediately save the login page in your 'favourites' in the Chrome browser, so that you can easily log into the viQtor portal again in the future.

Complete your information and create a password (2 times the same password) and click the checkboxes indicating that you agree to the licence agreement and smartQare's privacy policy. Once you have activated your account, you will enter smartQare's viQtor portal (cloud environment).

SAFE USAGE OF THE PORTAL:

- Log out of the portal when leaving the PC. Use automatic PC logout.

 **CAUTION:** While monitoring, you should not log out, but provide additional security (see below);

- If the portal is used for monitoring, ensure physical access control to the room used for monitoring with the portal.
- Ensure that the PC used for the portal is password protected or otherwise provide another means of secure authentication.

3.2. Navigation

On the left-hand side of the screen, you will find the navigation menu. You can collapse and unfold this using the arrow at the bottom of the purple column. In the navigation menu, you will find the following icons:




- **Monitoring list** : This section lists all patients for whom an alert or help request is active;
- **Devices** : This section lists all viQtor devices in use by your organisation;
- **Configuration monitoring:** Here you will find the monitoring settings for your healthcare institution.

3.3. Patient monitoring

The monitoring list section (Figure 18) contains the overview of all patients whose active alerts or help requests are open. The list is ranked according to the urgency of the event. The most urgent events (high = red) are at the top of the list and the less urgent events (low = yellow) are at the bottom. You will see the patient's name and age, the type of event and handling status. If an event is assigned to a Medical Service Centre staff member, that person's name is displayed. If that has not already happened, you can press the "accept and assign me" link and the event will be assigned to follow-up on the event.

Clicking an event will reveal the underlying information about the event. At the top of the page, you will see the patient's name. To the left of the name is a link to the "device status". By clicking this link, you will see whether the device is connected, what the battery charging status is and whether the device is being worn by the patient. This screen disappears by pressing the link again.

Q



PACU LUMC MONITOR
Monitor

PM

Monitoring list








First name	Last name	Age	Latest SQ score	Event types	Status
Patiënt	F	71	0	  	in progress (me) 
Patiënt	G	71	2	 	unacknowledged Acknowledge and assign me 

Figure. 18

To the right of the name, you will see a phone icon (Figure 19). Pressing this will show the patient's phone number and the phone number of the patient's doctor. If your device allows calling, you can immediately press these phone numbers and your device will immediately call this number. Pressing the cross (where the phone icon was earlier) will make the numbers disappear again.



Figure 19

Next to the phone icon, you will find the icon for 'screen switching'. Pressing this icon will take you to the healthcare provider screen. For an explanation of the functionality and content of these screens, please refer to pages 32 to 36.

Pressing the CHANGE SCREEN button again takes you back to the monitoring screen. On the monitoring screen, under the patient's name, you will find the latest measurements of the patient's vital signs. You will see the values of these measurements as well as how long it has been since these measurements were taken.

Next, you will find an overview of active events. The explanation of event handling can be found on page 45.

You will also find the overview of family members and informal caregivers involved in the patient's care, as well as the overview of the care staff involved.

In case of an assistance request (e.g., because the patient has pressed the personal assistance button or if the monitoring device has detected a hard fall) and the patient is outside, then a location determination is also sent along (Figure 21).

Note: because the viQtor device must first connect to the satellites after an assistance request, it may take some time before the positioning is displayed in the portal.

In case of an alert, you will see the chart with the trend values related to this alert. Of course, you can also open the other charts by pressing the icons.n.

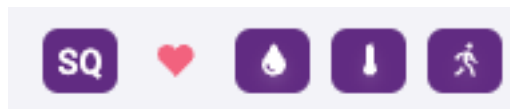


Figure 20

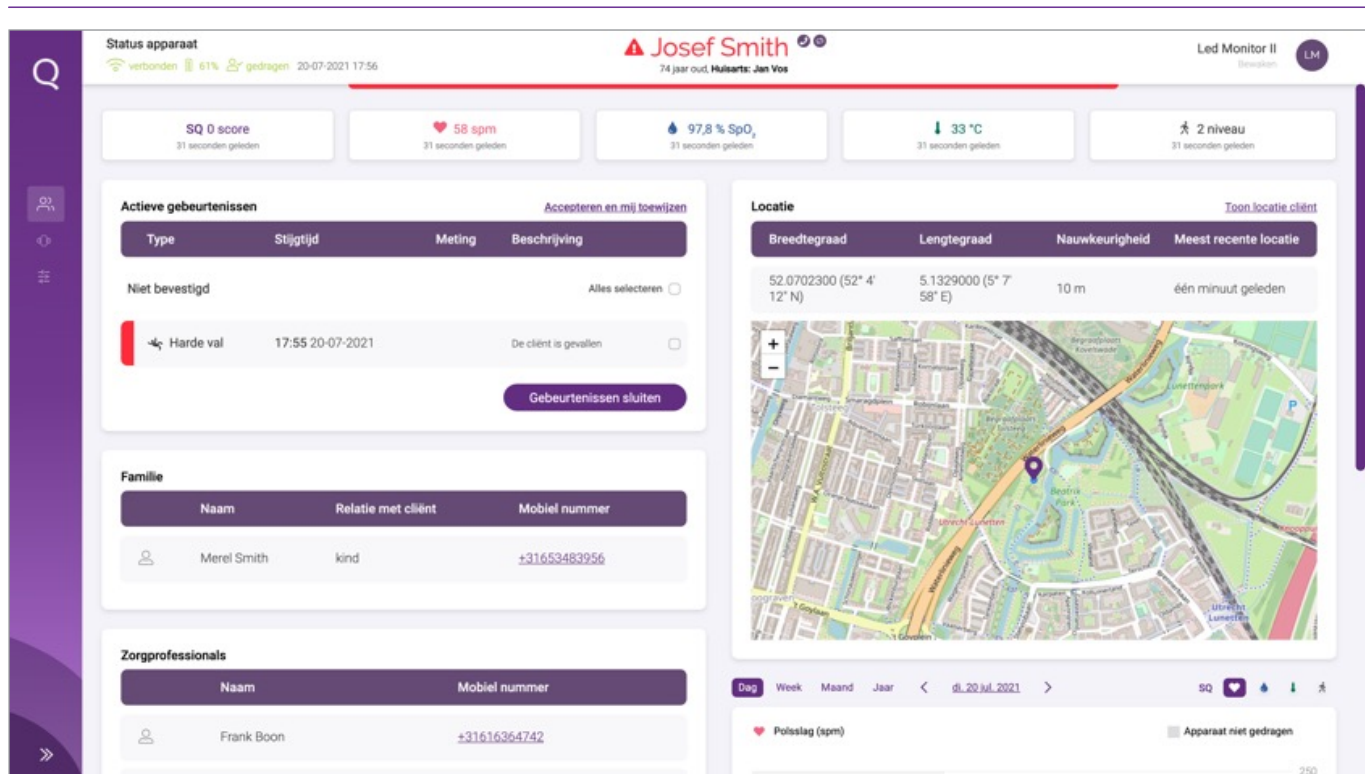


Figure 21

3.4. Handling an alert/help request

In the monitoring list, you can assign events to yourself (as described earlier). If you open the event, you can also do so by selecting the event(s) and clicking on the 'Accept and assign me' link or by pressing the CONFIRM button.

To handle the alert/help request, follow your healthcare institution's protocol. To do this, for example, contact the user by phone, their relatives or informal caregivers and, if necessary, caregivers and/or emergency services in order to mobilise appropriate care.

Once you have assured yourself that the alert/help request has been handled according to protocol, you can close the event by pressing the CLOSE EVENT button. After you have entered your closing event comments, the event will be closed. If no further alerts/events are open, the patient will disappear from the monitoring list.

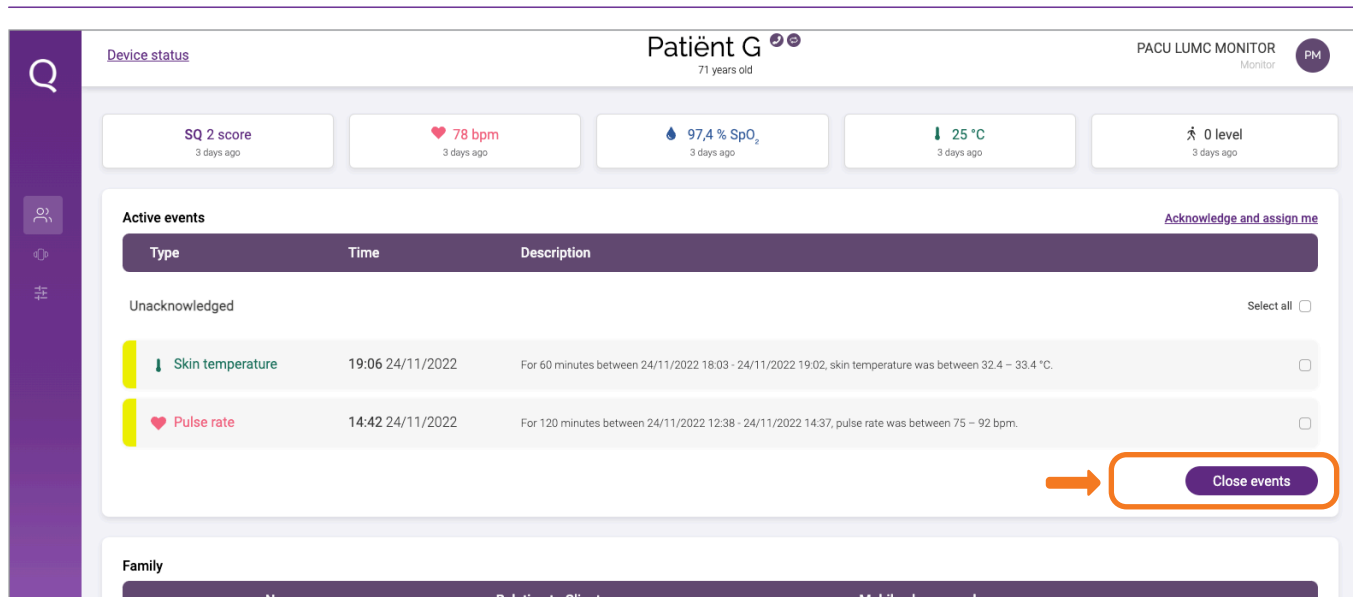


Figure 22

4. End of use / deactivating an account

For the admin role:

If you no longer wish to use the portal, you do not need to uninstall or do anything else. The portal runs on your browser and no software specific to the portal is installed on your computer.

In case you wish to terminate your account in the viQtor solution so that your personal data in the viQtor solution is deleted, please contact the admin (administrator) of your healthcare institution. The admin can perform this operation for you.

Deactivating the account of the healthcare institution:

In the event that your healthcare institution no longer wishes to use the viQtor solution, the account can be terminated. For this purpose, the admin (administrator) needs to complete the following steps :

- All patients and users should be removed from the portal, except for the last admin (your) account, so that there are no active patients and users left;
- All viQtor wearables and accessories should be returned to smartQare. Once received at smartQare, these wearables will be removed from your healthcare institution;
- Contact smartQare to have your account deactivated and deleted. The admin (administrator) of smartQare will then cancel the healthcare institution's account.

For the healthcare professional and employee monitoring centre role:

If you no longer wish to use the portal, you do not need to uninstall or do anything else. The portal runs on your browser and no software specific to the portal is installed on your computer.

If you wish to terminate your account in the viQtor solution so that your personal data in the viQtor solution is deleted, please contact the admin (administrator) of your healthcare institution. The admin can perform this operation for you.

5. Contact

Manufacturer: smartQare BV



Kapteynstraat 1
2201 BB Noordwijk
The Netherlands

www.smartqare.nl
+31718893959

Contact your local distributor for assistance or contact smartQare BV customer service on +31 71 889 39 59 or send a message to support@smartqare.nl.

Product information

The unique identifier code (UDI-DI) for this medical device (the viQtor portal) is :

08720299572423

Please visit our website (www.smartQare.nl) for information about new updates or versions of this software.

SQ1-101_IFU_portal_(ENG)_v3.0

Datum van uitgifte: 24-NOV-2022

6 Notifications for the viQtor portal

Reporting	Explanation
This e-mail address is already in use by another registered user in the system.	Use a different mail address. .
Account does not exist or is already active.	You cannot log into this account because someone is already logged into this account or it does not exist. Should this problem persist, contact the healthcare institution
You are logged out due to re-logging on a different device or web browser	n the portal, you can only be logged in on one device. If you log in elsewhere, the other device is automatically logged out (follow-me principle).
This web browser is not supported by the smartQare system. .	The viQtor system only supports the Chrome browser. Install this browser and go to the portal using this browser.
This screen resolution is not supported by the smartQare system.	Minimum screen resolution supported by the smartQare system is 1366x768 pixels..
The server is temporarily unavailable.	Check your internet connection. Log out and try logging in again (later).
No internet connection.	Check your internet connection. Log out and try logging in again (later).
There seems to be a problem with the server	Check your internet connection. Log out and try logging in again (later).
We apologise for the inconvenience. We are currently carrying out necessary maintenance.	Log out and try logging in again (later).
The entered value is incorrectly formatted..	Reduce the number of characters in this field.
The entered value exceeds the maximum number of characters.	The inserted text has letters or numbers in the wrong place. See examples or other previously entered text.

Melding	Uitleg
x" oxygen saturation measurements in the last "y" oxygen saturation measurements are of insufficient quality and therefore not reliable enough. These are ignored by the system. The device might be worn incorrectly or a malfunction may have occurred..	Check that viQtor is inserted correctly in the strap and that the strap is properly secured around the arm. If this is the case, you do not need to do anything further. Poor quality of readings can occur regularly and be related to other reasons, such as high activity level.
"x" skin temperature measurements in the last "y" skin temperature measurements are of insufficient quality and therefore not reliable enough. These are ignored by the system. The device might be worn incorrectly or a malfunction may have occurred.	Check that viQtor is inserted correctly in the strap and that the strap is properly secured around the arm. If this is the case, you do not need to do anything further. Poor quality of readings can occur regularly and be related to other reasons, such as when the viQtor is hot due to charging.
"x" pulse rate readings in the last "y" pulse rate readings are of insufficient quality and therefore not reliable enough. These are ignored by the system. The device might be worn incorrectly or a malfunction may have occurred.	Check that viQtor is inserted correctly in the strap and that the strap is properly secured around the arm. If this is the case, you do not need to do anything further. Poor quality of readings can occur regularly and be related to other reasons, such as high activity level.
"x" activity measurements in the last "y" activity measurements are of insufficient quality and therefore not reliable enough. These are ignored by the system. The device might be worn incorrectly or a malfunction may have occurred	Check that viQtor is inserted correctly in the strap and that the strap is properly secured around the arm. If this is the case, you do not need to do anything further. Poor quality of readings can occur regularly and be related to other reasons, such as high activity levelsu.
Introduction mode is activated for the patient	The onboarding mode is activated. After patient onboarding, it can be switched off. Only after it is switched off, the patient is monitored.
Patient introduction mode is deactivated	The onboarding mode is deactivated. The patient is now being monitored..

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