User Manual

Floodlight™ MS Healthcare Professional's Portal

Software version: 1.8 | Document version: 11.0

Material Number: 09342346001

Floodlight™ MS Healthcare Professional's Portal might contain components or modules that are Open Source or commercial software programs.

To the maximum extent permitted by law, you shall not decompile and/or reverse engineer the software or any part thereof.

Not for diagnostic, monitoring or therapeutic purposes or in any other manner for regular medical practice.

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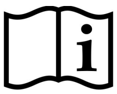
Please contact Roche to request a printed version of this document.	
To access the latest version of this User Manual, use the option from within the Floodlight™ MS Healthcare Professional's Portal instead of a previously downloaded PDF.	

Symbols used

The following table displays the symbols used in this User Manual.

	**Product manufacturer:** The name and address of the application’s manufacturer.
REF	**Reference Number:** Indicates the Reference or Catalog number for this user manual.
	**Consult instructions for use:** The device includes electronic instructions for use (eIFU).
	**Warnings and Precautions:** Highlights information that is critical for optimal performance of the system. May also indicate that loss of data or invalid data could occur if the precautions or instructions are not observed.

Contents

1 Overview

Welcome to the Floodlight™ MS Healthcare Professional's Portal - your solution to visualize your patient's app results overtime and improve the conversation around their care.

Note

The personal information displayed in the screenshots included in this help is not real and is for illustration purposes only.

The Floodlight™ MS Mobile Application makes it easier for your patients to monitor their performance over time by interacting with the app for a few minutes each session. During these sessions, app collects data from activities that assess their cognition, hand function, and gait.

The data collected from your patients is shared with you and your Team via the Floodlight™ MS Healthcare Professional's Portal. This gives you and your Team an objective measurement of your patients' condition between visits and may provide you with insights on how multiple sclerosis (MS) uniquely affects them.

The Floodlight™ MS Healthcare Professional's Portal allows you to:

- Set up Teams to help manage your staff and your patients
- View data collected by your patients using the Floodlight™ MS Mobile Application between clinic visits
- Review your patients' performance with respect to their cognition, hand function, and gait
- Improve the conversation around their care

1.1 Intended Use

The Floodlight™ MS Healthcare Professional's Portal is intended to display the results of various assessments from the Floodlight™ MS Mobile Application per end-user and for several users over time. The HCP is solely responsible for interpreting the results.

1.2 Security

To ensure protected information is as secure as possible, take the following precautions:

- Select a strong and complex password that cannot be easily guessed by an intruder.
- Do not share your password.

2 Get Started

This section provides information that will help you get started with the Floodlight™ MS Healthcare Professional's Portal. From here, you can review instructions related to logging in, reviewing minimum browser requirements, navigating to various parts of the portal, and understanding the user roles that will help you build your Team.

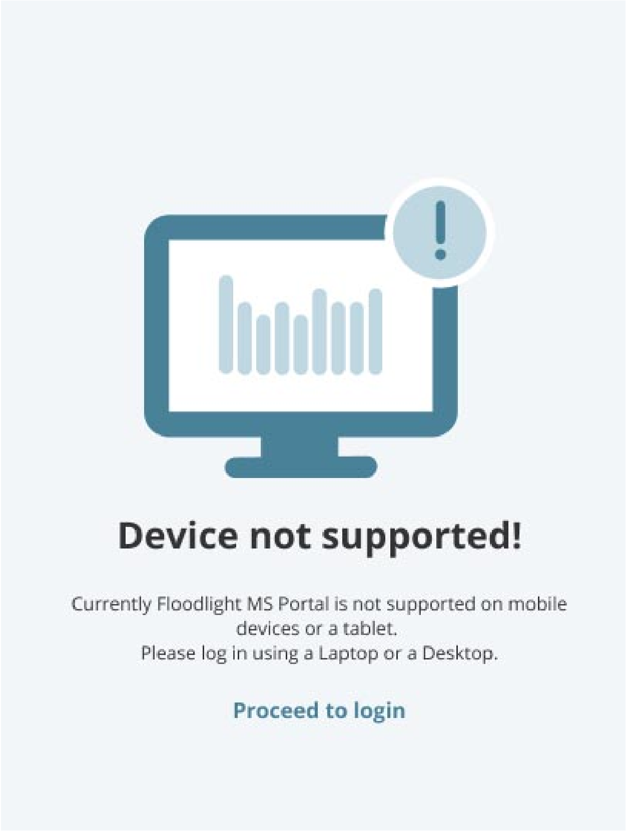
2.1 Review Minimum Requirements

You can use the following web browsers to access the Floodlight™ MS Healthcare Professional's Portal:

- Google Chrome
- Apple Safari
- Microsoft Edge
- Mozilla Firefox

JavaScript must be enabled to use this Floodlight™ MS Healthcare Professional's Portal Help Center.

The Floodlight™ MS Healthcare Professional's Portal is not supported on mobile devices or tablets. If you try to access the portal from a mobile device or a tablet, you will see the following message before you can log in:



2.2 Log in for the first time

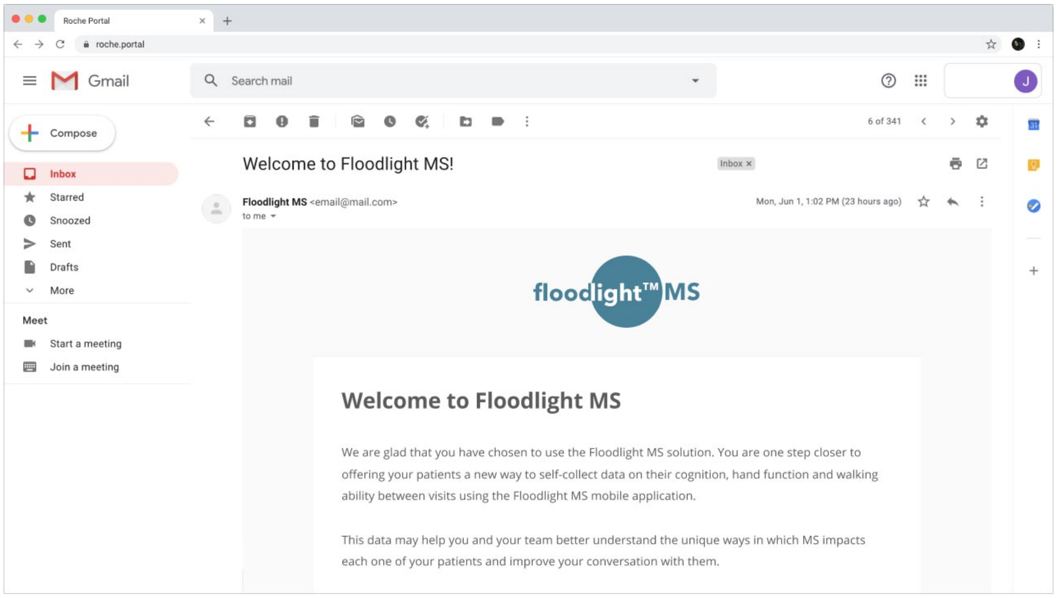
Before you get started with the Floodlight™ MS Healthcare Professional's Portal, you will have to set up your account. You will receive an email from Roche with a temporary password. Use this password to log in to the portal for the first time. After you log in using the temporary password, you will be asked to create a new password for your account.

Prerequisite

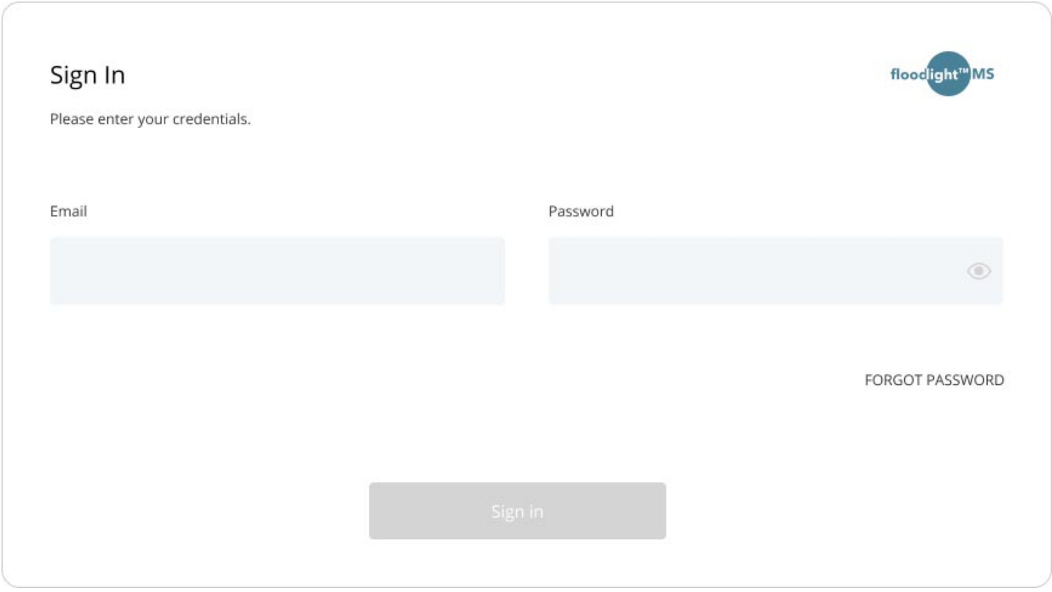
If you have not received an email from Roche containing your temporary password, please contact your system administrator or Roche. For more information, see **Support** (on page 83).

To log in for the first time:

1. Check your Inbox for an email from **Roche**. If you do not find the email in your Inbox, also check your Spam folder as it might have ended up there.



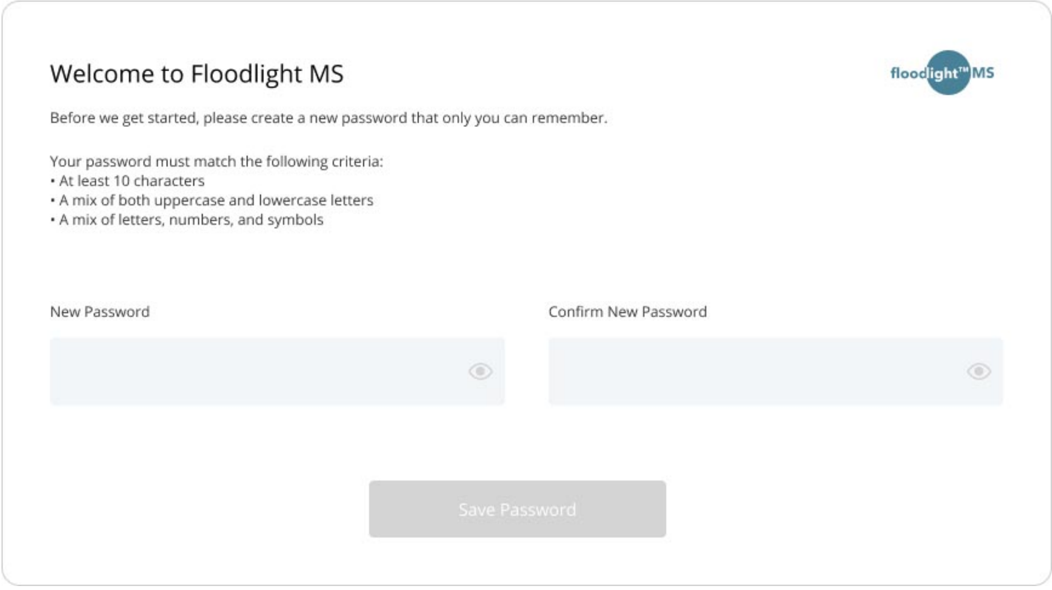
2. Open a web browser on your laptop or desktop and use the URL provided to access the Floodlight™ MS Healthcare Professional's Portal.



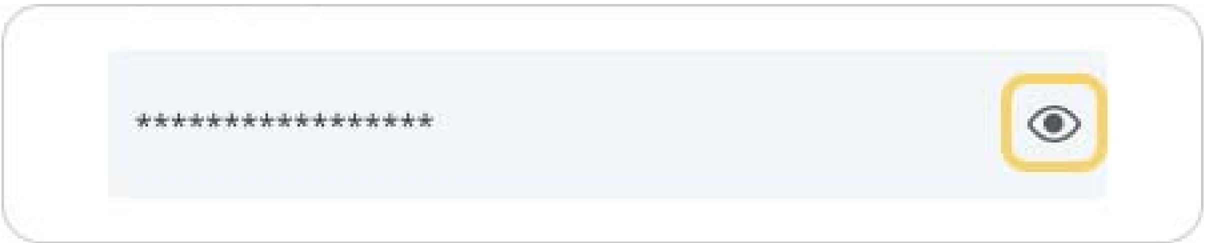
3. Enter your email address. This is the address where you received your one-time password.
4. Enter your one-time password.
5. Click **Sign in**.

Next, you will be asked to enter a new password of your choice for security reasons.

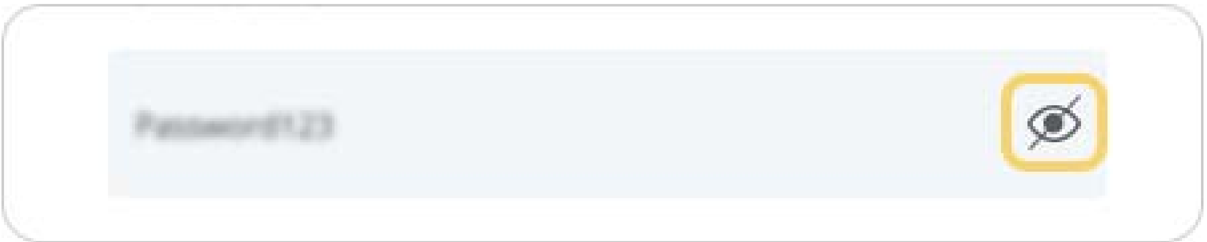
6. Type in your **New Password**.
7. Re-type your new password in the **Confirm New Password** field.



If you click the **Show Password** button on the right, you can see your password instead of asterisks, as you are typing it or after you have typed it.



If you click the **Hide Password** button on the right, it will change the password field to display asterisks instead of your password.



8. Click **Save password**.
9. Click **Done** on the **My Password Changed** screen.

Security Alert

If you are using a shared workstation to view the Floodlight™ MS Healthcare Professional's Portal, always use **Log Out** to close out your session. In addition, do not save your user name and password in your browser settings.

2.3 Navigate the Portal

You will find the **Portal Navigation Panel** on the left side of the screen. You can use that panel to navigate to the different sections of the portal.

My Patients	View the list of your patients who have signed up for the app. From the **MY PATIENTS** list, you can review and export each patient's app data.
Teams	View and manage the Teams that you own or to which you belong.
Generate My Code	Generate and print your Provider QR code or the sign-up code. Your patients need this code to connect with you as part of the sign-up process for the app. You see this option only if you are the Team Owner. This is the prescribing Neurologist for a Team.
About	Review the labeling information for Floodlight™ MS Healthcare Professional's Portal.
HELP	Get Floodlight™ MS Healthcare Professional's Portal support information and access this help.
My Settings	View and update your profile or change your password. Your profile information provides the details in the app when your patients use your sign-up code to connect with you as part of their sign-up process. You can also configure your chart preferences and send email reminders to your patients.

	Log out of the Floodlight™ MS Healthcare Professional's Portal.

2.4 Understand User Roles

All the members of your practice that use the Floodlight™ MS Healthcare Professional's Portal to manage patient care are a part of your Team.

The various Team Members can be assigned specific roles to reflect their responsibilities and permissions within the Floodlight™ MS Healthcare Professional's Portal.

The following table shows the various roles and responsibilities of the Team Members.

Role	Responsibilities
Team Owner	• Can generate the Provider QR code or the sign-up code required to enroll new patients. • Can add new members to the Team • Can remove members from a Team • Can view and export patient data • Can be a part of Other Teams as a Team Member • Can reassign patients to a new Team Owner
Team Manager	• Can add, edit, or remove Team Members • Can view and export patient data • Can manage more than one Team • Can reassign patients to a new Team Owner
Team Member	• Can view and export patient data • Can be a part of more than one Team

3 Configure Settings

From the **My Settings** option on the navigation panel, you can manage your account, configure your preferences for viewing patient charts, and send an email to your patients reminding them to complete their activities.

3.1 Update Profile

After logging in for the first time, you should update your profile. This enables the other Floodlight™ MS users to identify you. This is particularly important if you are the Team Owner because you need a sign-up code to enroll patients to use the app and link their accounts to your profile. For more information about user roles, see **Understand User Roles** (on page 18).

Before you generate the sign-up code for your patients, ensure that you have updated your user profile. The Floodlight™ MS Mobile Application uses this information to display your details to your patients when they use the sign-up code to connect to their provider from the mobile app.

To update your profile:

1. Click  on the navigation bar on the left.

2. On the **My Profile Information** page, add or update the following information:
    - **First Name**
    - **Last Name**
    - **Phone Number**
3. Click **Save**.

3.2 Enable Two-Factor Authentication

When you sign-up for the Floodlight™ MS Healthcare Professional's Portal, you can enable two-factor authentication for your account.

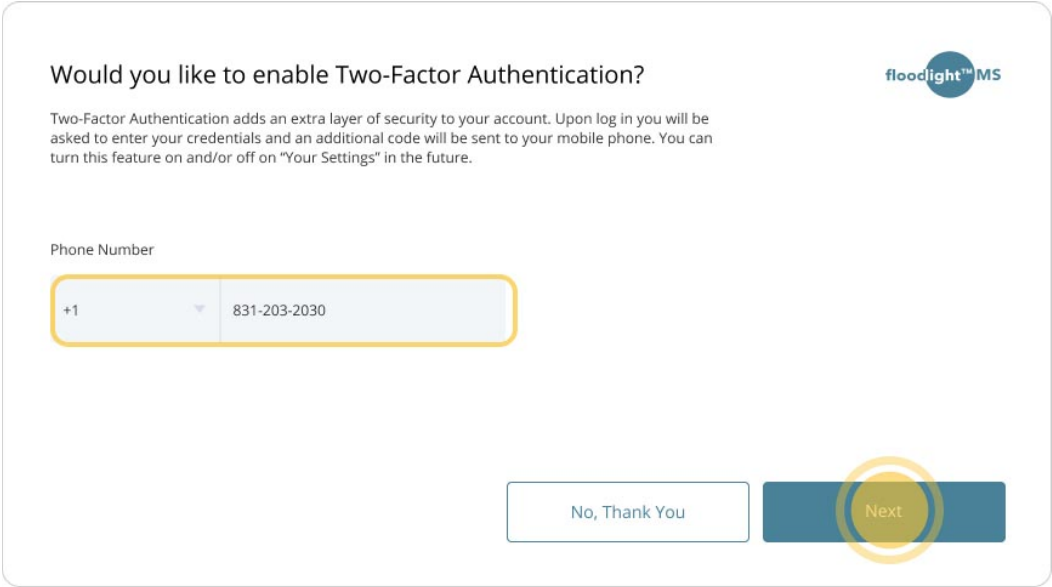
If you do not want to enable two-factor authentication at this time, click **No, Thank You**.

After you sign up, you can enable or disable two-factor authentication using the **My Settings** option on the navigation bar.

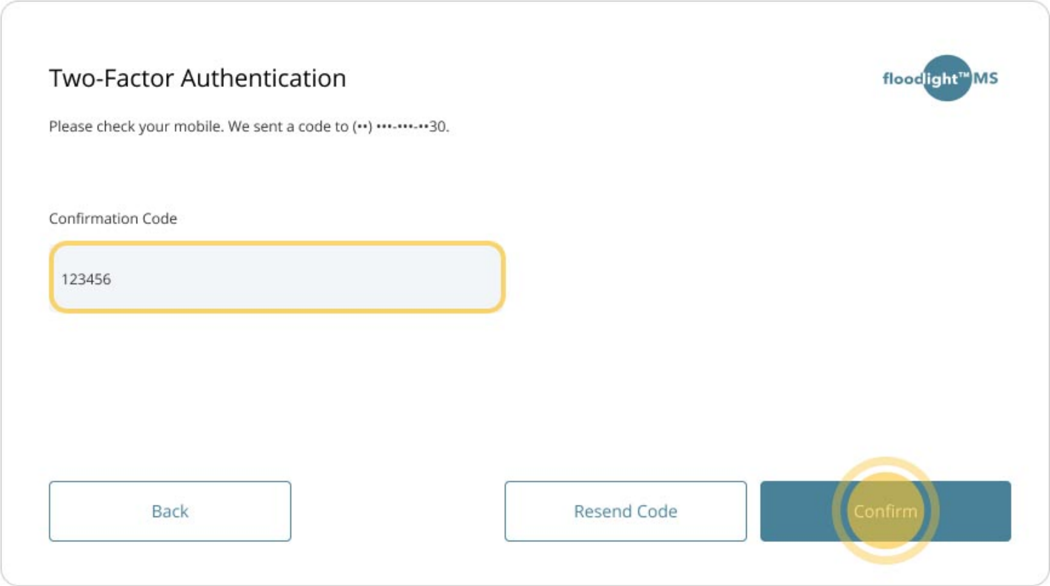
To enable two-factor authentication:

1. Click 

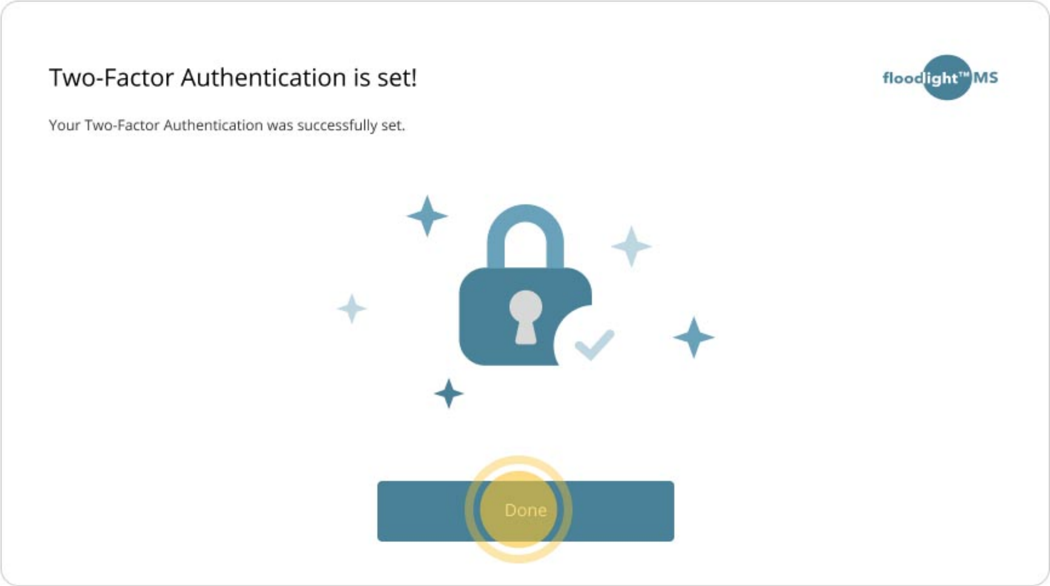
on the navigation bar on the left.
2. On the **MY SETTINGS** page, in the **Two-Factor Authentication** section, click **Enable**.
3. Enter your **Phone Number** and click **Next**.



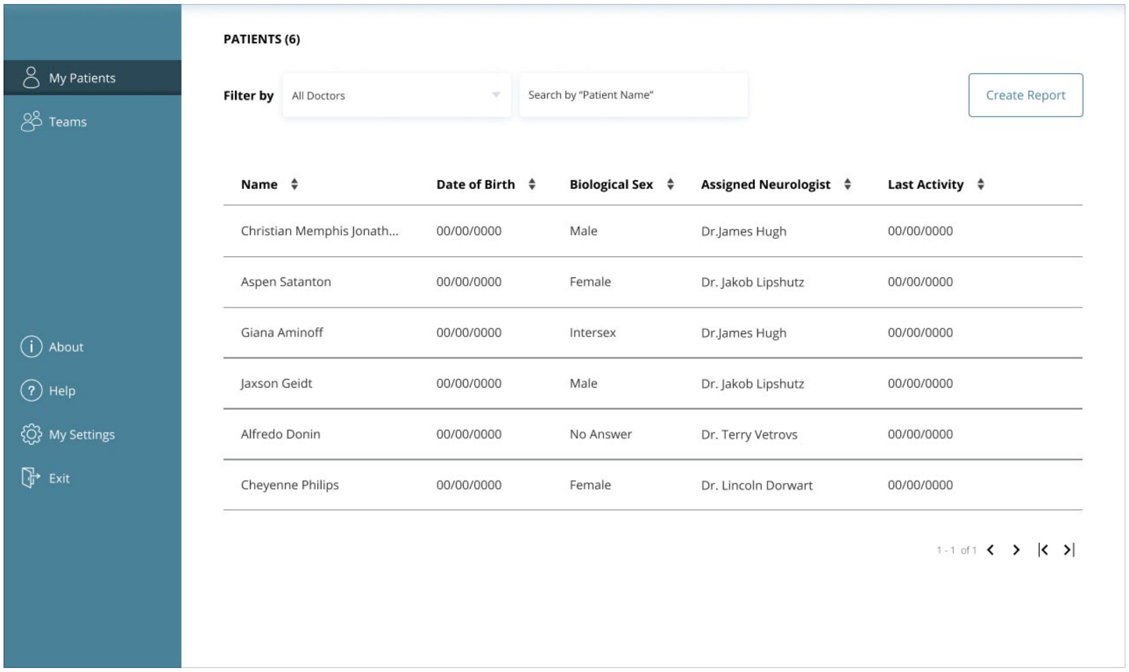
4. You will receive a confirmation code on the phone number provided in step 1.
5. Enter the **Confirmation Code** and click **Confirm** to complete the process.



6. On the confirmation page, click **Done**.



Once signed in, you will see the main Floodlight™ MS Healthcare Professional's Portal page:



Note

When you sign in for the first time, your patient list will be empty. Your patients will appear as they sign up for the Floodlight™ MS Mobile Application using a unique sign-up code that you will provide to them. See **Enroll a new patient** (on page 38).

3.3 Change Password

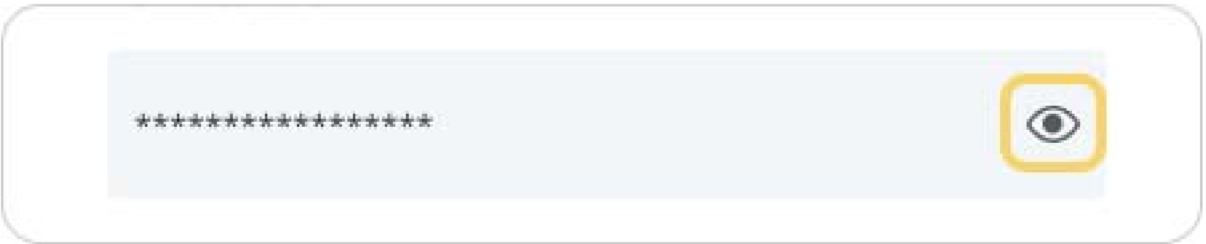
You can easily change your password for the Floodlight™ MS Healthcare Professional's Portal from the **MY SETTINGS** page.

To change your password:

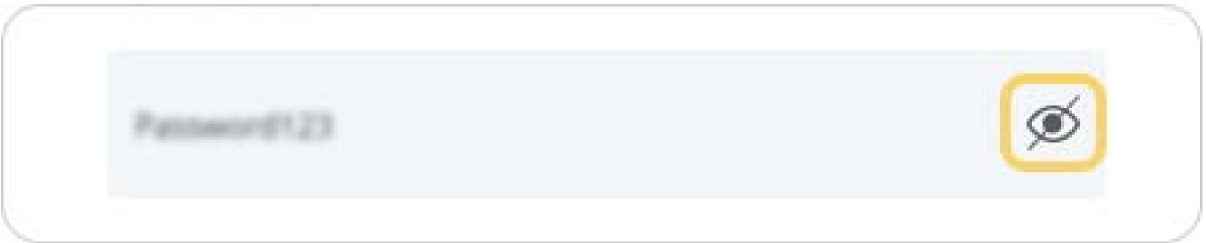
1. Click 

on the navigation bar on the left.
2. On the **MY SETTINGS** page, scroll to the **Change Password** section:
    a. Enter the **Current Password** for your account.
    b. Enter a **New Password** for your account.
    c. Re-enter the new password in the **Confirm New Password** field.

    If you click the **Show Password** button on the right, you can see your password instead of asterisks, as you are typing it or after you have typed it.

    If you click the **Hide Password** button on the right, it will change the password field to display asterisks instead of your password.

    d. Click **Save Password**.
3. Click 

to log out from the portal.
4. Log in again using your new password.

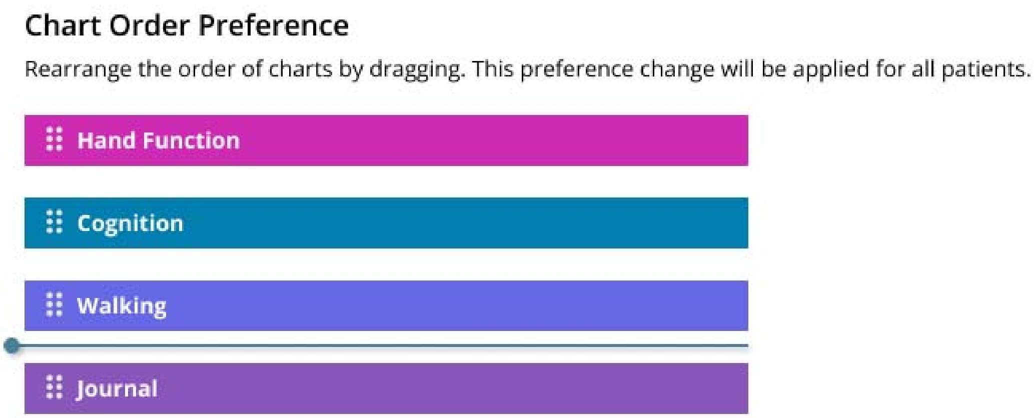
3.4 Configure Chart Settings

From the **Chart Setting**s section, you can set your chart order preference and your Y-axis preference.

3.4.1 Chart Order Preference

By default, the Floodlight™ MS Healthcare Professional's Portal displays the patient charts in a certain order. However, as a user, you can set your chart preferences to change the order in which the chart categories are displayed when you view patient data. Your preferences are saved with your account and apply to all your patients and devices.

For example, the Journal section is displayed at the bottom of the list but you want to see that section first for each patient before you review the charts for the other activities.

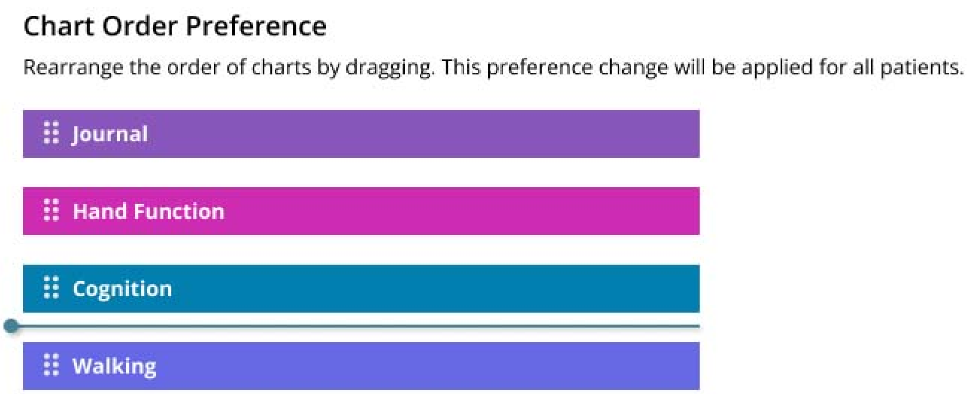


To set the chart order preference for your profile:

1. Click 

on the navigation bar on the left.
2. Scroll down to the **Chart Settings** section.
3. Under the **Chart Order Preference**, drag and drop the categories in the order in which you prefer to review patient data. For example, to move the Journal section to the top,

click and drag the Journal section to the top, as shown below:



The Floodlight™ MS Healthcare Professional's Portal saves your selection automatically and displays a confirmation message on the screen. Now, when you go the **My Patients** tab and view a patient record, the **Journal** data is displayed at the top of the page.

3.4.2 Y-axis Preference

Starting with the Floodlight™ MS Healthcare Professional's Portal 1.5 release, the Y-axis shows the standard values for the charts of a particular activity for all patients. By default, the highest value for each chart does not represent the highest score achieved by the patient. However, the dynamic Y-axis, where the highest value represents the highest score achieved by a patient, is implemented as a toggle on top of the charts. For more information about the dynamic Y-axis, see **Use the Dynamic Y-axis** (on page 58).

To set the Dynamic Y-axis for your profile:

1. Click 

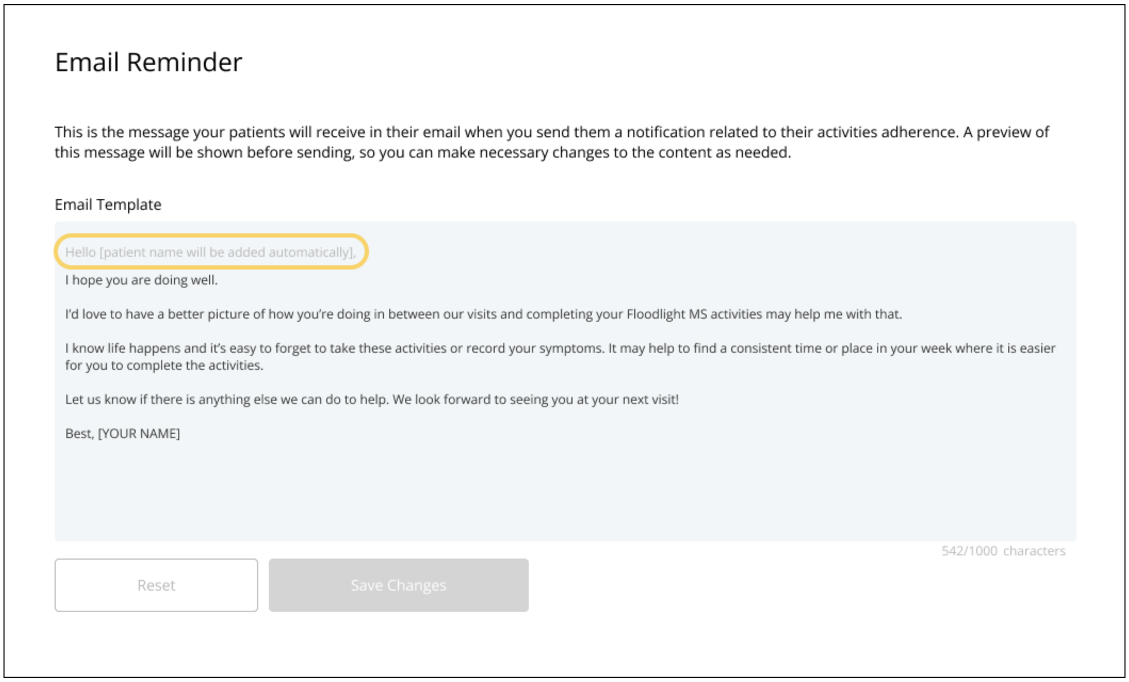
 on the navigation bar on the left.
2. Scroll down to the **Chart Settings** section.
3. Click the **Dynamic Y-axis** toggle On or Off, as needed.

Once you set the Y-axis preference here, it applies to all the patient records and the Floodlight™ MS Healthcare Professional's Portal remembers the setting each time you log in.

You can also turn the Dynamic Y-axis on or off, for a specific patient or only for the current session using the **Dynamic Y-axis** toggle on the Patient Data view, as described in the **Use the Dynamic Y-axis** (on page 58) section.

3.5 Set up an Email Template

As a provider, you can send email reminders to your patients about the importance of adhering to their activity schedule between visits. If you are a Team Owner, you will see an additional section, **Email Reminder**, under **My Settings**. You can use this section to set up an email template that can be used when sending a reminder to your patients to ensure activity adherence.



You can edit the **Email Template** as per your requirement. However, you cannot leave the template blank/empty. Once you have made your changes, click **Save Changes** to save them.

If you click **Reset**, it will remove all your changes and revert to the original default message.

4 Build your Team

As a Team Owner, you can build a Team of supporting staff members of your clinic to effectively meet the needs of your patients. You can assign different roles and permissions to the members of your Team to help them work efficiently and to maintain the privacy of your patient's data. For more information on the roles and responsibilities, see **Understand User Roles** (on page 18).

4.1 Add a Team Member

You can add members of your staff as Team Members in the Floodlight™ MS Healthcare Professional's Portal to help you to effectively care for your patients.

Note

You can add only registered users that are a part of your organization. You cannot add users that do not exist in the system or do not belong to the same organization as you. For help with registering a new user, contact Roche support. See **Support** (on page 83).

To get started, we recommend that you add a **Team Manager** as the first Team Member who can then help you set up the rest of your Team and manage patients. For more information on user roles, see **Understand User Roles** (on page 18).

To add a Team Member:

1. Click **Teams** on the navigation bar on the left.
2. Click **Manage** against the Team to which you want to add a new Team Member.

   Note that if you are a Team Owner, this step does not apply to you.

3. Click **Invite Member** on the top-right corner of the screen.
4. In the **Invite Member** form:
   a. Click the **Add member by email** field to enter or select the email of the Team Member that you want to add to your Team.

      The Team Member should already be registered and belong to the same organization as you.

   b. Select the **User Role** for this Team Member. You can select one of the following options:

- **Team Member:** Can view and export patient data
- **Team Manager:** Can view and export patient data and add, edit, or remove Team Members.

c. Click **Invite**.

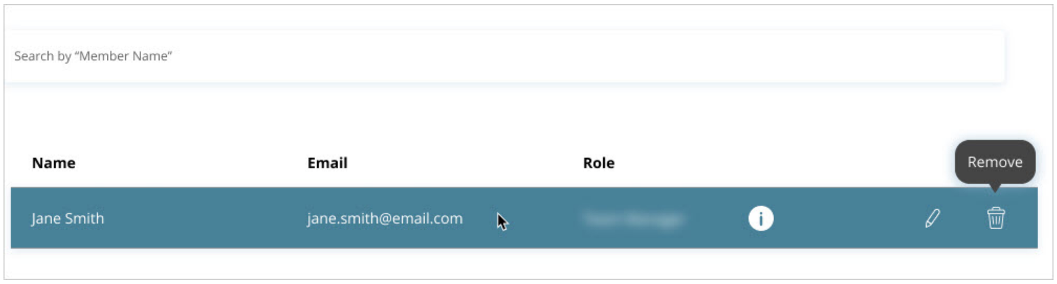
The Team Members receive an email notifying them that they have been added to your Team. Once added, the Team Members are listed on the **My Team** tab. From here, you can edit or remove Team Members.

4.2 Remove a Team Member

As a Team Owner or a Team Manager, you can remove Team Members that are no longer a part of your Team. This is an important step to maintain the integrity of your patient data. However, removing a Team Member from a Team does not disable their account and they can still log in to the Floodlight™ MS Healthcare Professional's Portal. For more information on disabling a Provider account, see **Disable an account** (on page 36).

To remove a Team Member as a Team Owner:

1. Click **Teams** on the navigation bar on the left.
2. On the **My Team** tab, select the Team Member that you want to remove from your Team.
3. Click the **Remove** icon on the right, as shown below:

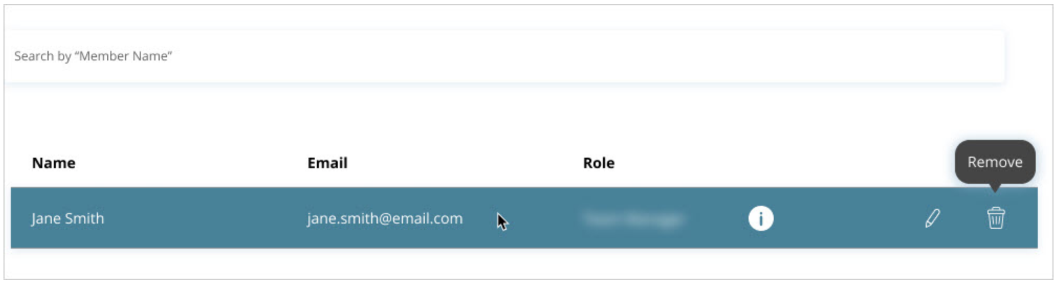


4. In the **Remove Member** form, click **Remove** to confirm.

You will see a confirmation pop-up on the bottom-right corner of your screen and the Team Member will no longer be listed under the **My Team** tab.

To remove a Team Member as a Team Manager

1. Click **Teams** on the navigation bar on the left.
2. Click **Manage** against the Team from which you want to remove a Team Member.
3. From your Team's page, select the Team Member that you want to remove from the Team.
4. Click the **Remove** icon on the right, as shown below:



5. In the **Remove Member** form, click **Remove** to confirm.

4.3 Manage your Teams

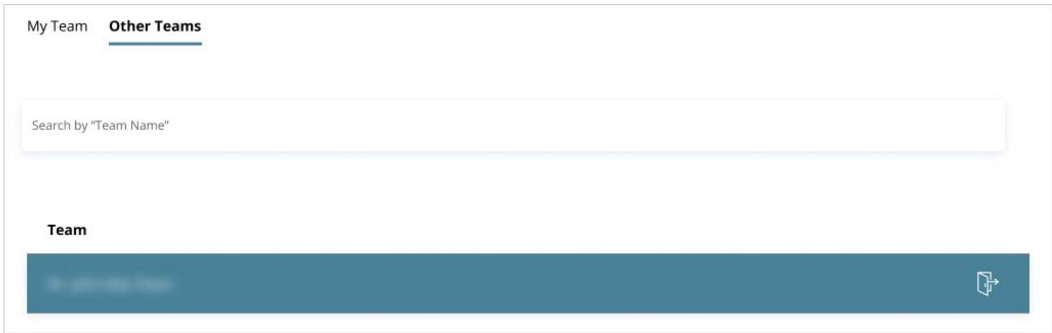
Floodlight™ MS Healthcare Professional's Portal allows you to be a part of multiple Teams at your clinic.

When you select the **Teams** option from the navigation bar on the left, what you see on the **Teams** page depends on your user role.

Team Owner

As a Team Owner, you will see the following tabs on the top of the page:

- **My Team:** Lists the details of the Team Members of your Team.
- **Other Teams:** Lists the names of the other Teams to which you belong as a Team Member. If you are not a part of any other team, this tab is empty.



Team Member

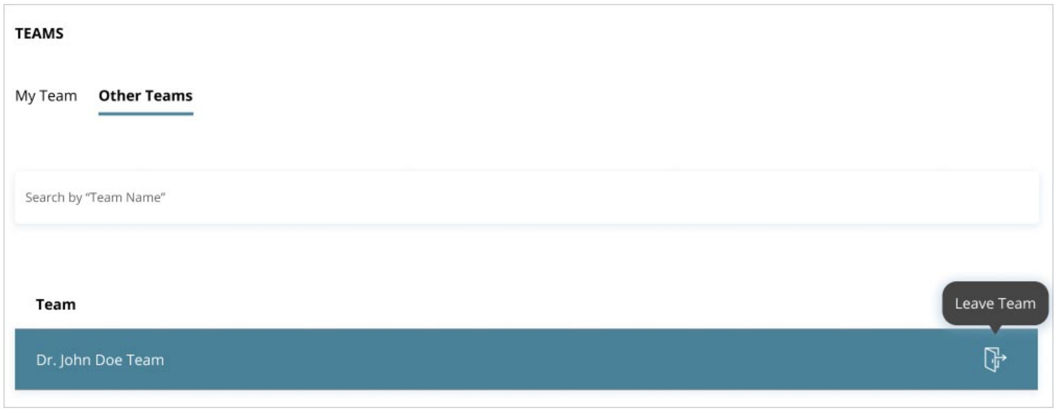
As a Team Member, you will see a list of all the Teams to which you belong. If you are a **Team Manager** for some of the Teams, you will see a **Manage** button to the right of the Team name on the **Teams** tab. You can use this button to access the details of the team, add and remove Team Members to that Team.

4.4 Leave a Team

You can leave any Team that you do not own. Once you leave a Team, you will no longer have access to the patient data associated with that Team.

To leave a Team:

1. Click **Teams** on the navigation bar on the left.
2. If you are a Team Owner, click **Other Teams**; otherwise, skip this step.
3. Search or select the Team you want to leave.
4. Click the **Leave Team** icon to the right of the Team name, as shown below:



5. In the **Leave Team** confirmation form, click **Leave**.

You will see a confirmation pop-up on the bottom-right corner of your screen and the Team will no longer be listed under the **Other Teams** tab.

4.5 Disable an account

If a Provider decides to leave an organization, you must contact your system administrator or Roche so that they can disable the Provider account. Once the account is disabled, the Provider cannot log in to the Floodlight™ MS Healthcare Professional's Portal or view any patient records.

If a Team Owner account is disabled, all the patients assigned to the Team are marked as Unassigned and must be assigned to a new Team Owner within 4 calendar weeks so that they can continue to use the app. For more information, see **View Unassigned Patients** (on page 50).

If a Team Member account is disabled, the Provider cannot log in to the Floodlight™ MS Healthcare Professional's Portal but it does not impact the patients associated with their Teams. You can also remove a Team Member from your team without disabling their account. For more information, see **Remove a Team Member** (on page 32).

5 Manage Patients

As a Team Owner, you can enroll new patients to your practice and manage patient data and records with the help of your Team Members.

5.1 Enroll a new patient

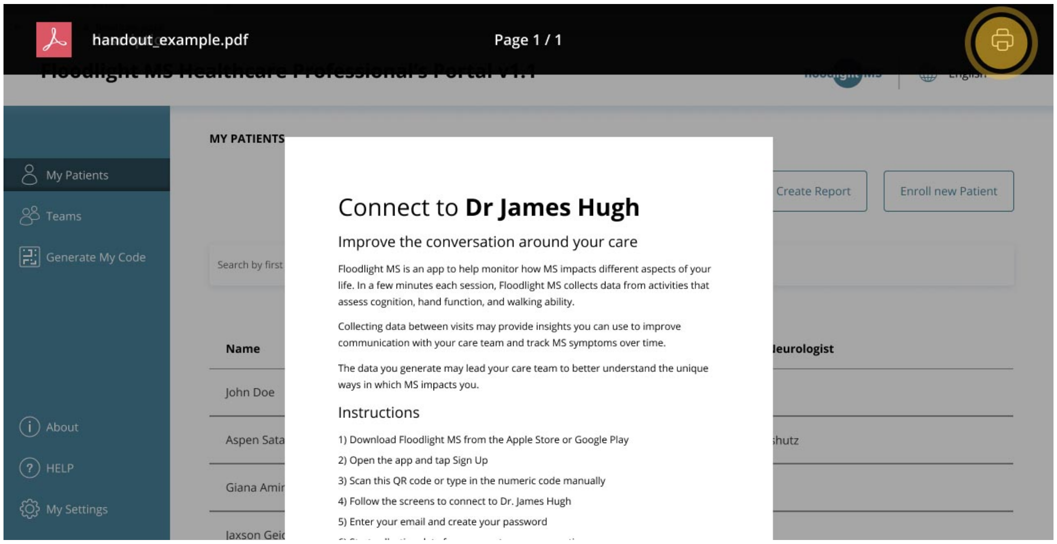
You can enroll new patients by providing them with the unique sign-up code of the Team Owner. This code will allow your patients to link their account to your Team so you can view their Floodlight™ MS data directly from the portal. You can either email this code to your patients or provide them with a printed copy.

Only a Team Owner can generate a sign-up code, a Team Manager or the other Team Members cannot generate a sign-up code to enroll patients.

To enroll a new patient:

1. A Team Owner can click 

 on the **Portal Navigation Panel** or click the **Enroll new Patient** button on the top-right corner of the screen to generate your unique sign-up code.
2. Print the handout that appears on the screen or save it in your preferred format.



Note: This provider-specific Floodlight™ MS sign-up code can be generated on-demand, whenever you enroll a new patient or if your patient needs replacement codes.

3. Share the print out with your patients or email them a copy.

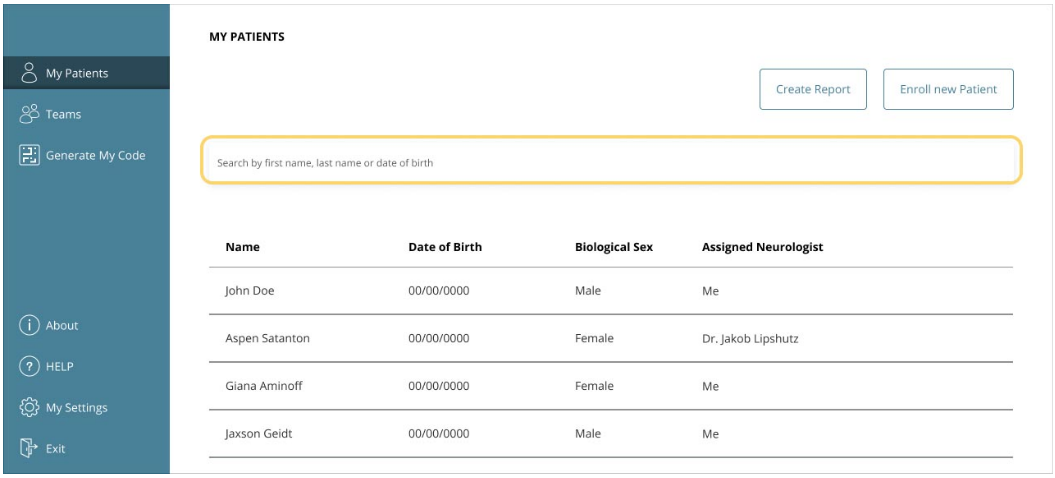
5.2 Locate a Patient record

Once your patients have successfully signed-up using the app, you will be able to view the data collected through the app directly from the portal.

To locate a patient's record:

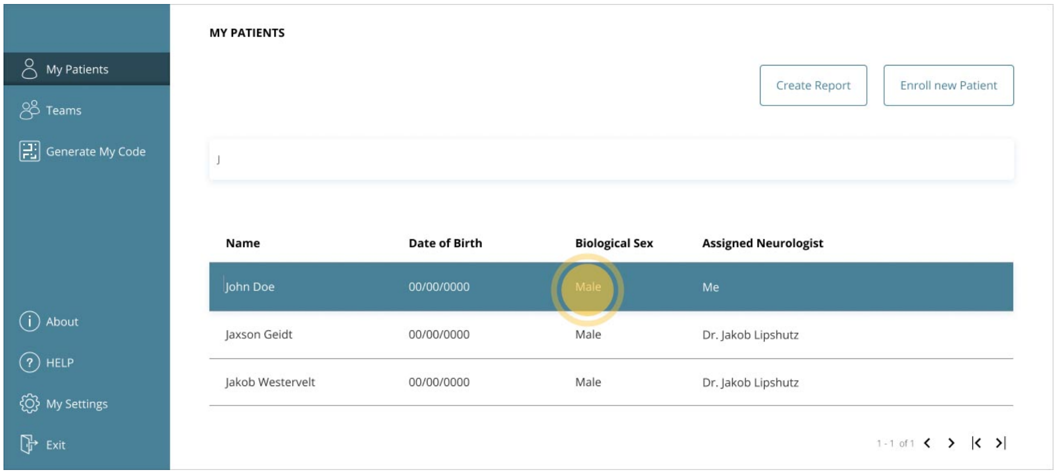
1. Click the **My Patients** icon in the navigation bar on the left if you are not already on the **MY PATIENTS** page.

2. Start entering the patient's last name in the search box.



3. If multiple patient's match your search criteria, scroll up/down the list of patients until you find the correct patient.

4. Click the record of the correct patient to display their data on the screen.



If you are a Team Owner or a Team Manager, the **MY PATIENTS** page displays two tabs:

- **All Patients:** A list of all your patients.
- **Unassigned Patients:** A list of patients that are not currently assigned to a Provider.

For more information, see **View Unassigned Patients** (on page 50).

5.3 Send a Reminder to your Patients

As a provider, you can use the portal to send email reminders to your patients about the importance of adhering to their activity schedule between visits. However, you can use this feature only for the patients that have consented to receive email notifications for the app on their phone.

As a Team Owner, you can configure an email template for your team. For more information, see **Set up an Email Template** (on page 28). However, you or a Team Member can edit the content before sending the email to a patient. Any changes made at the time of sending the email are not saved to the email template.

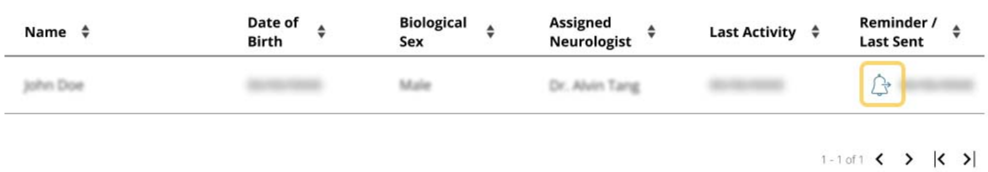
When you send an email message, the Floodlight™ MS Healthcare Professional's Portal displays a confirmation message and updates the **Last sent** date with the current date for the selected patient.

From the **MY PATIENTS** page, you can send reminders to one or multiple patients at a time.

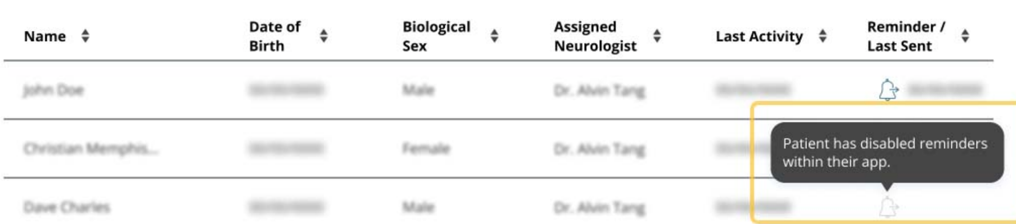
To send a reminder to a patient:

1. Click 

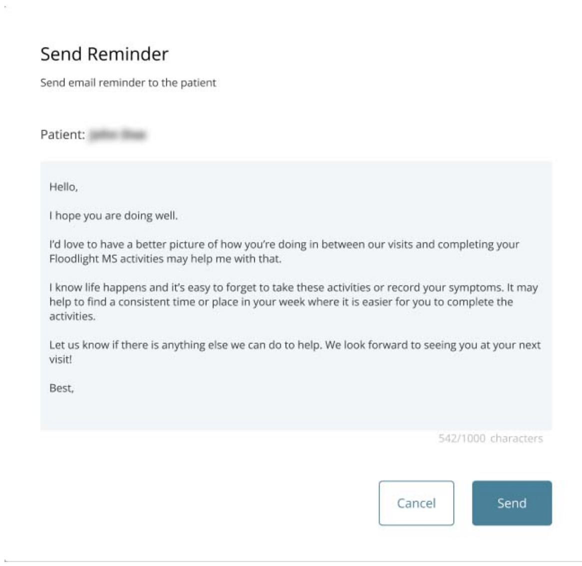
on the navigation bar on the left.
2. Use the **Search** field to find the patient record.
3. Click the **Reminder** icon under the **Reminder/Last Sent** column.



If the icon is disabled, you can hover over the icon to see the reason why the icon is disabled.

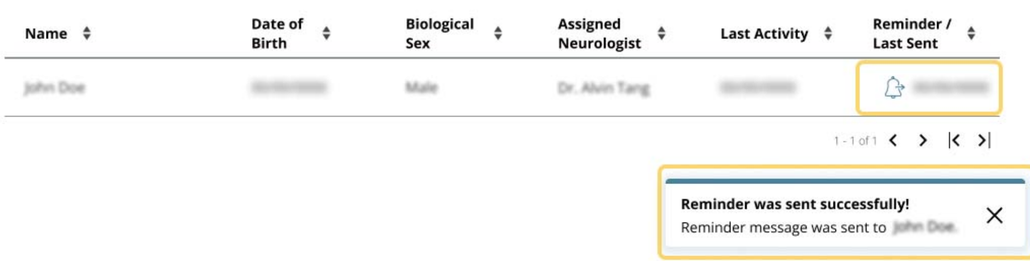


4. On the **Send Reminder** page, you can either edit the message displayed or use the email template.



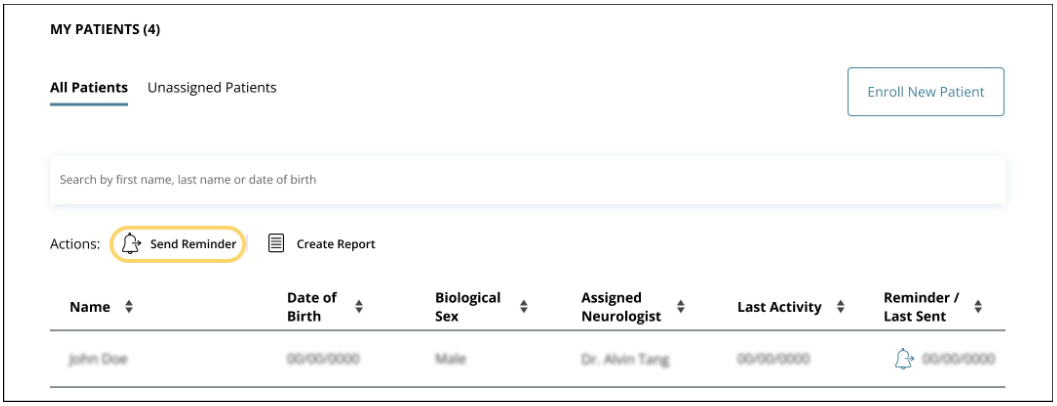
5. Click **Send**.

The Floodlight™ MS Healthcare Professional's Portal displays a confirmation message and adds the current date to the **Reminder/Last Sent** column.

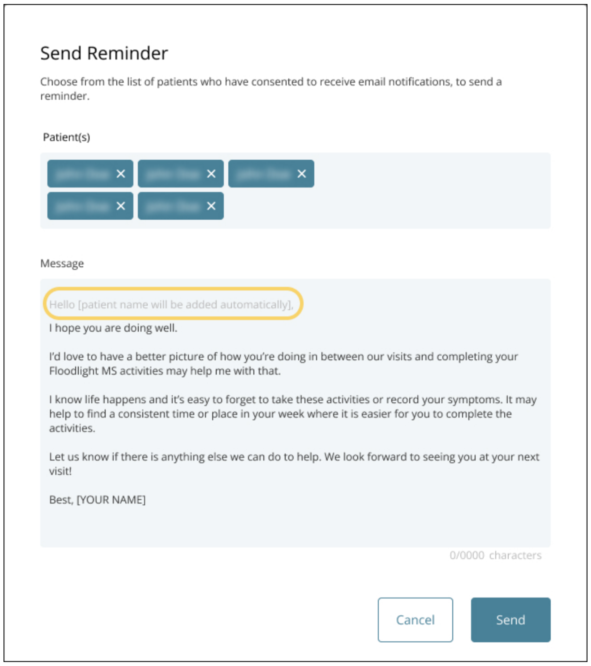


To send a reminder to multiple patients:

1. On the **MY PATIENTS** page, click **Send Reminder**.

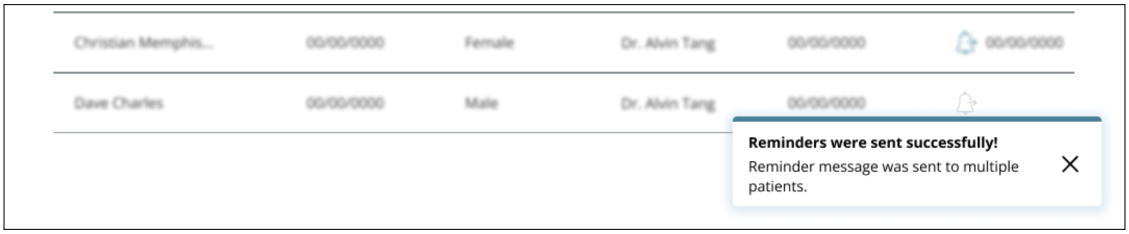


2. On the **Send Reminder** page, choose from the list of **Patient(s)** who have consented to receive email notifications.
3. Edit the email **Message**, if needed. Note that the patient name will be added automatically before the email is sent to a patient.

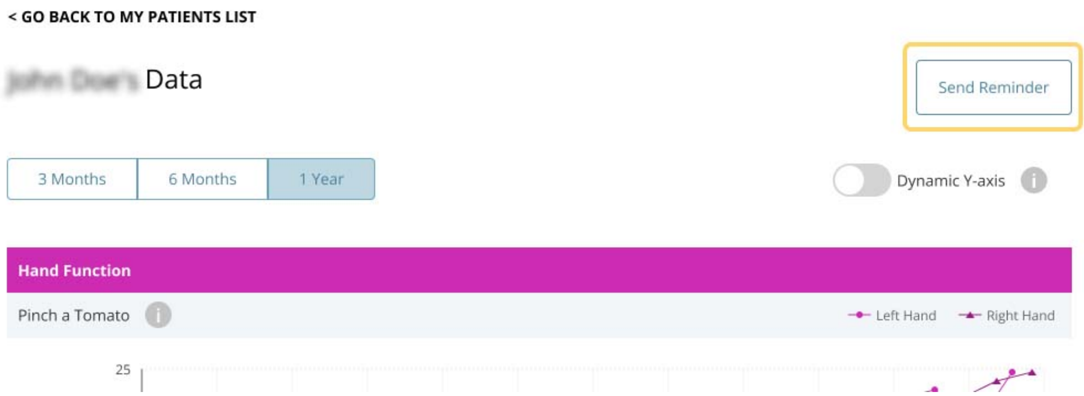


4. Click **Send**.

The Floodlight™ MS Healthcare Professional's Portal displays a confirmation message and adds the current date to the **Reminder/Last Sent** column for all the patients included in your list of **Patient(s)**.



You can also use the **Send Reminder** button on the individual patient's results page, as shown below. However, if the patient has disabled reminders within their app, the **Send Reminder** button is also disabled.



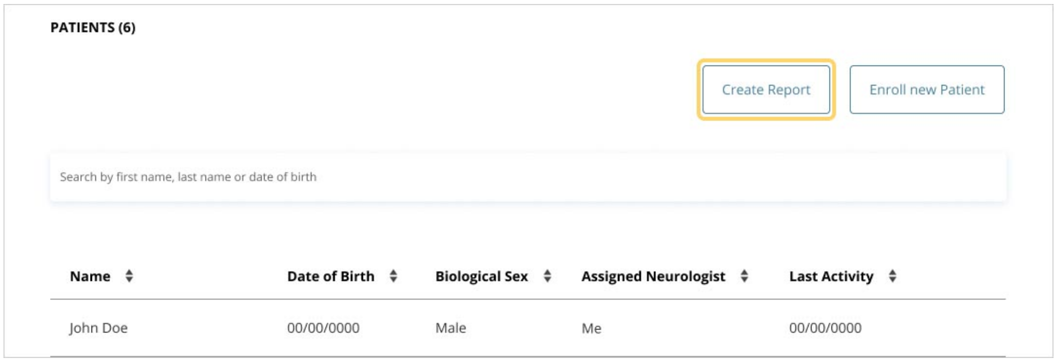
5.4 Create Reports

Once your patients have successfully enrolled and collected data using the Floodlight™ MS Mobile Application, you can use the Floodlight™ MS Healthcare Professional's Portal to create reports to share that data with your Team or to integrate with a third-party tool. You can create a report as a:

- **CSV file:** Can include records for *one or more patients*. For this format, you can also choose whether to include the Patient Identifiable Information (PII) in a report.
- **PDF file:** Can include records for *only one patient at a time* and always includes the Patient Identifiable Information (PII).

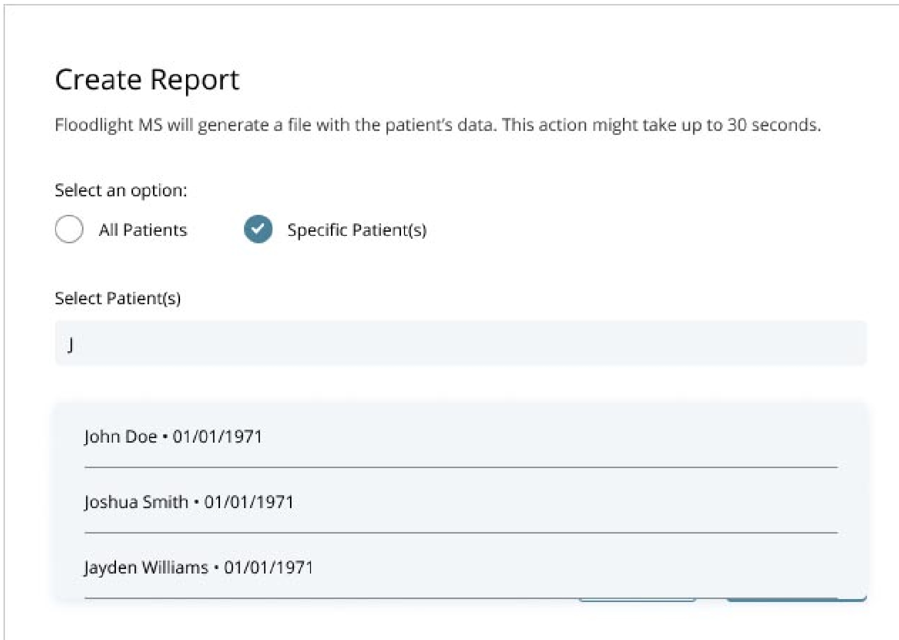
To create a report:

1. Click **Create Report** on the top-right corner of the screen.

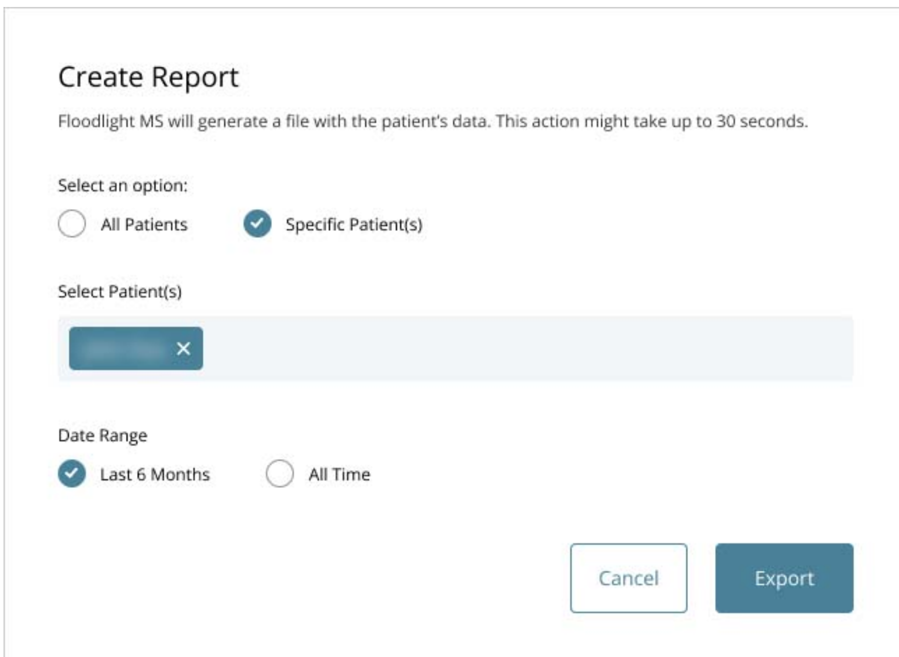


2. In the **Create Report** form:
    a. Select one of the following options:
        - **All Patients**: To create a report that includes data for all of your patients.
        - **Specific Patient(s)**: To create a report that includes data for specific patient(s).

        To select specific patients, start typing the patient's name. The portal filters the names of your patients, as shown below:



Click the patient name(s) to add them to the list, as shown below:



b. Select the **Date Range** for which you want to create the report:

- **Last 3 Months**
- **Last 6 Months**
- **Last 12 Months**

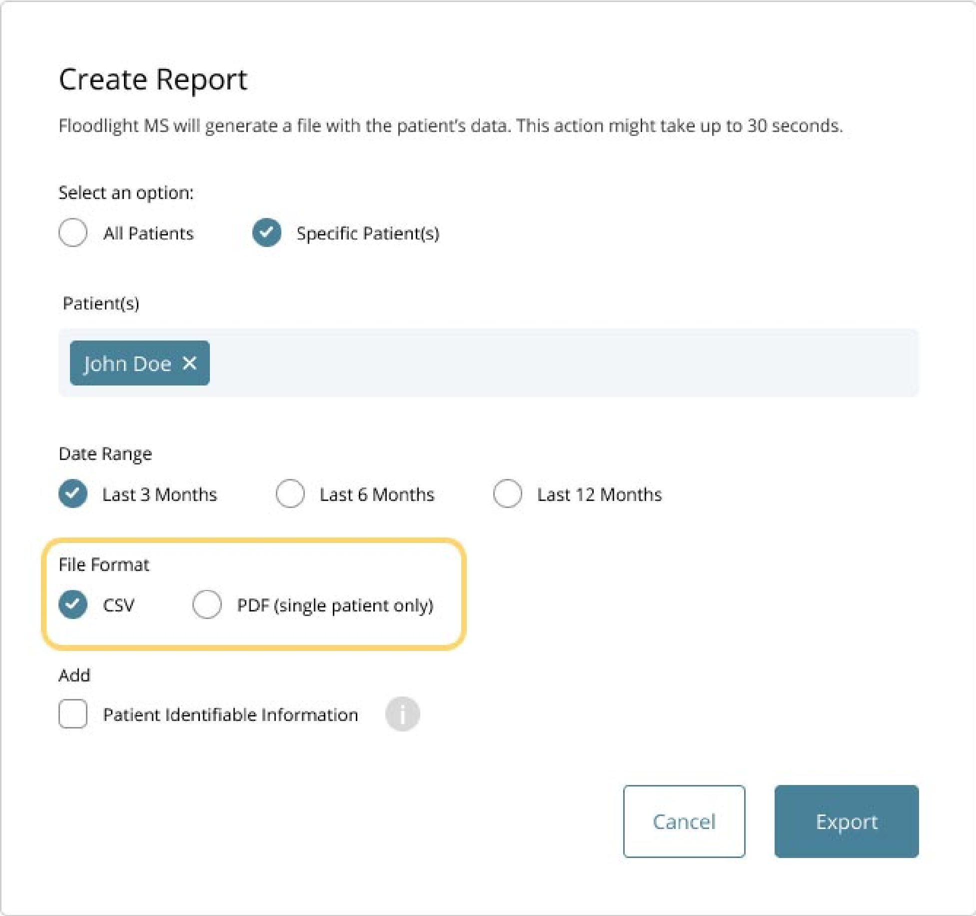
c. Select one of the following **File format** for the report:

- **CSV:** Can be used for single or multiple patients.

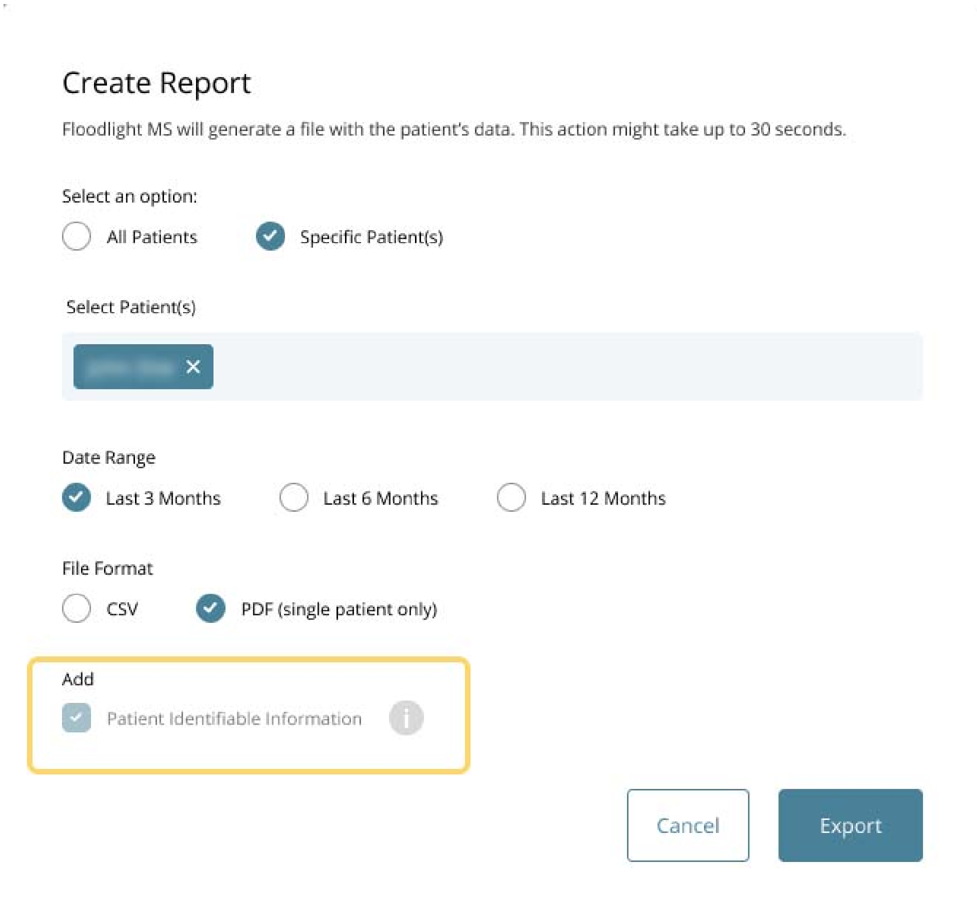
  Keep in mind that if the patients have a lot of data, the CSV file may be large and take some time to generate.

- **PDF:** Can be used for only one patient at a time.

  If you select the **All Patients** option or select multiple patients from the list, the PDF file format becomes unavailable.

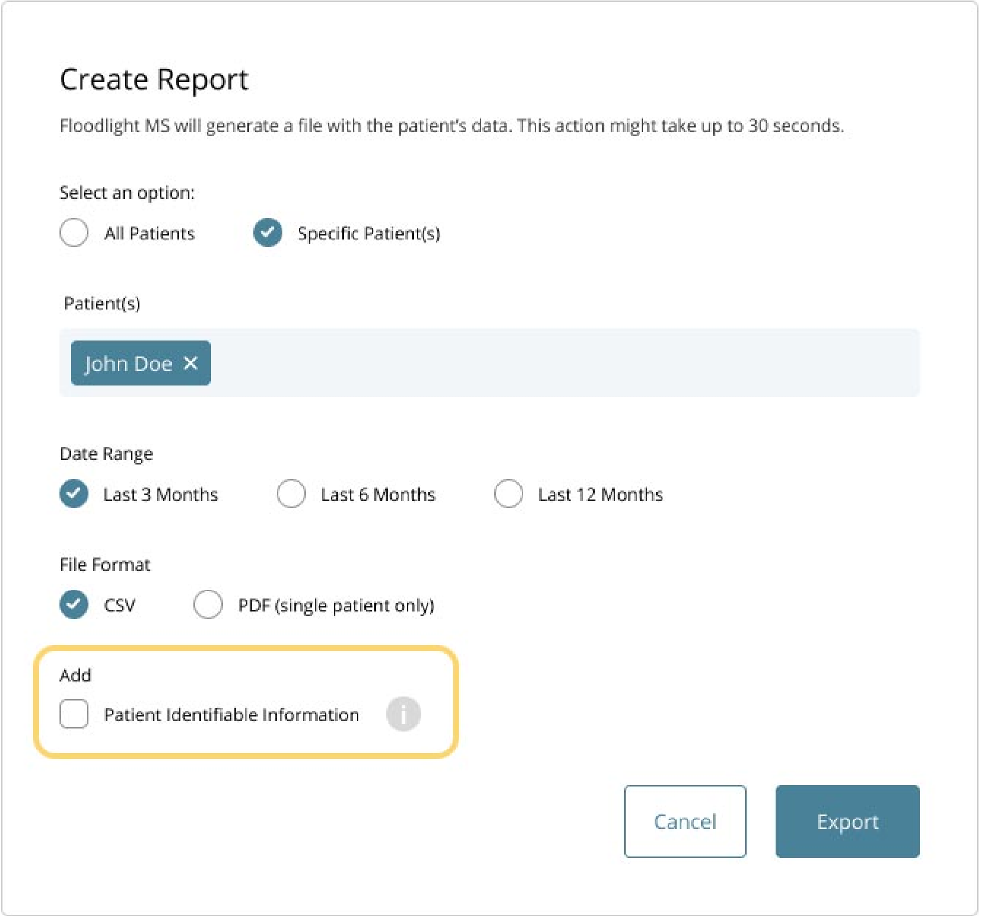


d. For a CSV report, you can also select the **Patient Identifiable Information** check box if you want to include the PII in the report. However, for a PDF report, the PII is included in the report, by default and the check box is disabled, as shown below:



If you select the **Patient Identifiable Information** check box, the report will also include the following details for each patient:

- First name
- Last name
- Date of birth



e. Click **Export**.

3. Specify a name for the file and specify the location where you want to save it.

However, if you have configured a default download folder for your browser, the file automatically will be saved at that location.

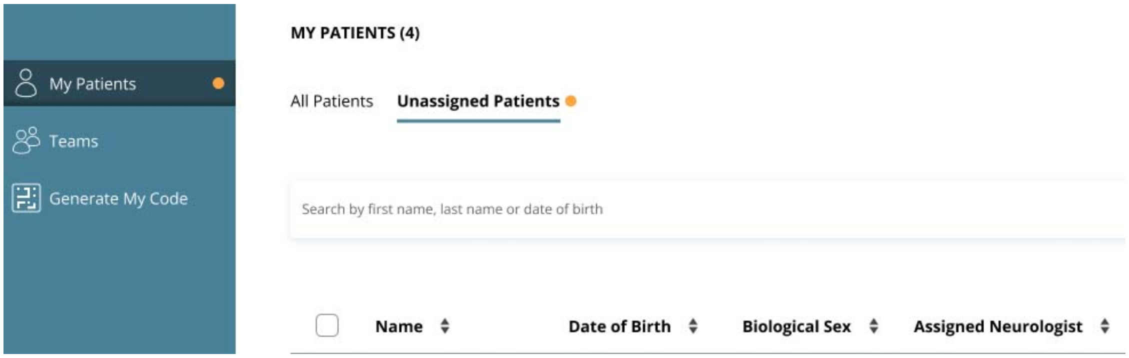
5.5 View Unassigned Patients

When a Team Owner leaves a team or an organization, their account is disabled and the patients linked to their account must be assigned to a new Team Owner within 4 calendar weeks so that they can continue to use the app. From the Floodlight™ MS Healthcare Professional's Portal, you can manage these unassigned patients and assign them to new Team Owners, as needed.

When a Team Owner account is disabled, all the patients linked to that account are labeled as Unassigned and moved under the **Unassigned Patients** tab. If you are a Team Owner or a Team Manager, the MY PATIENTS page displays two tabs:

- **All Patients:** A list of all your patients.
- **Unassigned Patients:** A list of patients that are currently not assigned to a Provider. A Team Owner or a Team Manager can then reassign these patients to a new Provider.

When there are Unassigned patients in your clinic, you will see an orange dot next to the **My Patients** option in the navigation bar on the left and the **Unassigned Patients** tab, as shown below:



In addition, the **Loses Access** column displays the number of days after which a patient will no longer be able to use the app unless reassigned to a new Provider. For example, as the following graphic shows, Chantal will lose access to the app in 30 days while Tayla has already lost access to the app because her account has been unassigned for more than four calendar weeks:


My Patients
Teams
Generate My Code
About
Help
My Settings
MY PATIENTS (4)
All Patients
Unassigned Patients
Search by first name, last name or date of birth
Name
Date of Birth
Biological Sex
Assigned Neurologist
Loses Access In
00/00/0000
Male
30 days
00/00/0000
Female
Access lost
1 - 2 of 2

5.6 Reassign Patients

As a Team Owner or a Team Manager, you can reassign patients to other Team Members when they are listed under the **Unassigned Patients** tab. This is important to ensure that the patients in your clinic do not lose access to the app when their Provider leaves or is removed from your Team.

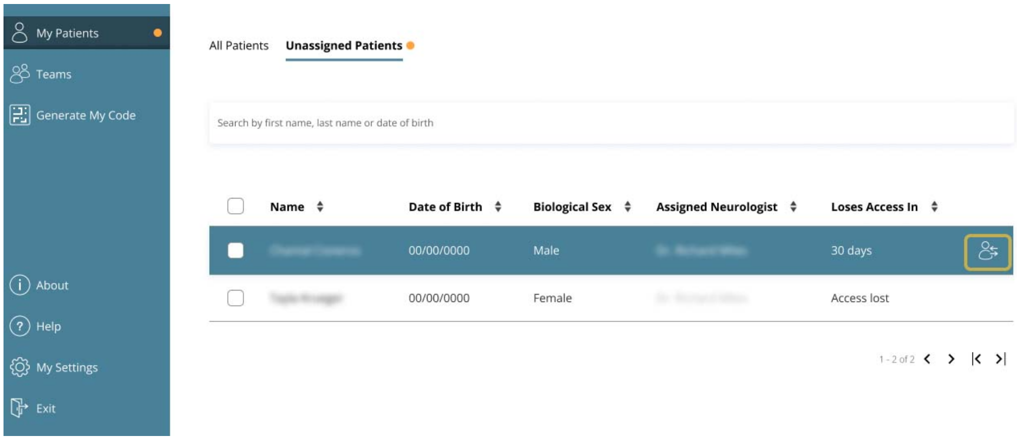
You can reassign either individual patients or multiple patients. However, in the later case, all the patients must be reassigned to the same Provider.

To reassign patients individually:

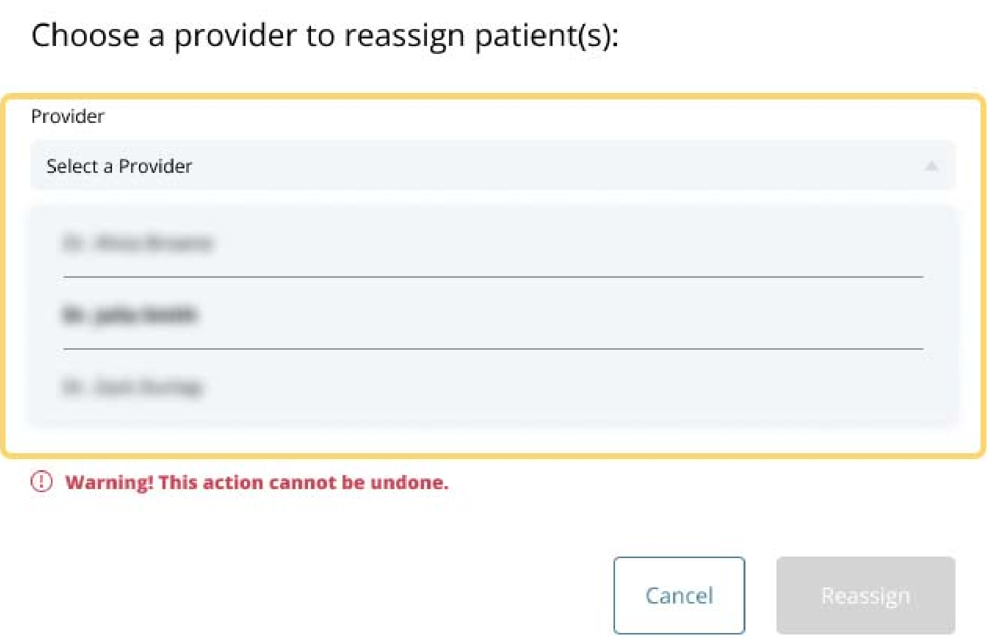
1. On the **Unassigned Patients** tab, click the patient record that you want to reassign.

   You can also use the **Search** functionality to search for a specific patient.

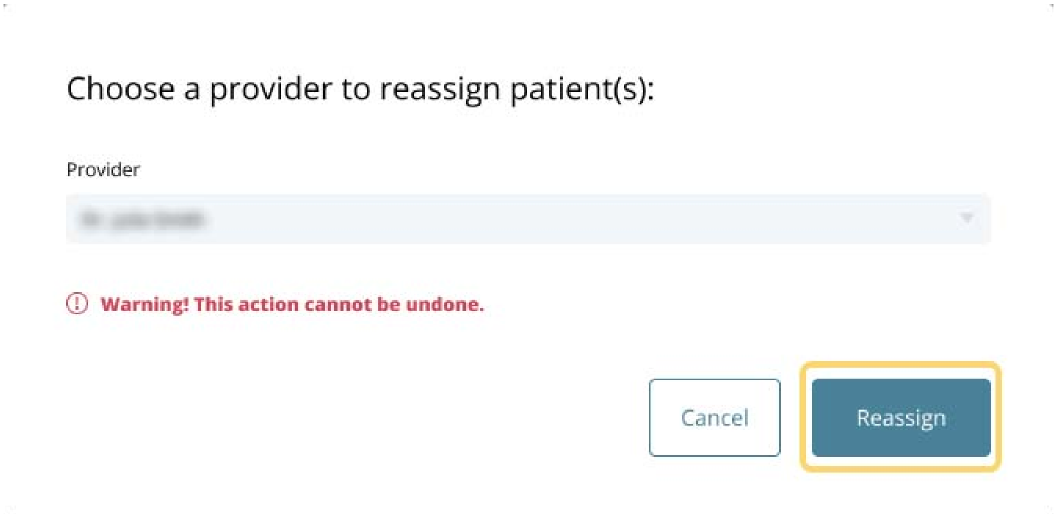
2. After you highlight the patient record, hover your mouse over the record to display the **Reassign** icon on the right, as shown below:



3. Click **Reassign**.
4. Next, choose a provider to reassign patient(s).
5. Start typing the name to see the list of Providers in your Team.



6. Select the Provider from the list and click **Reassign**.



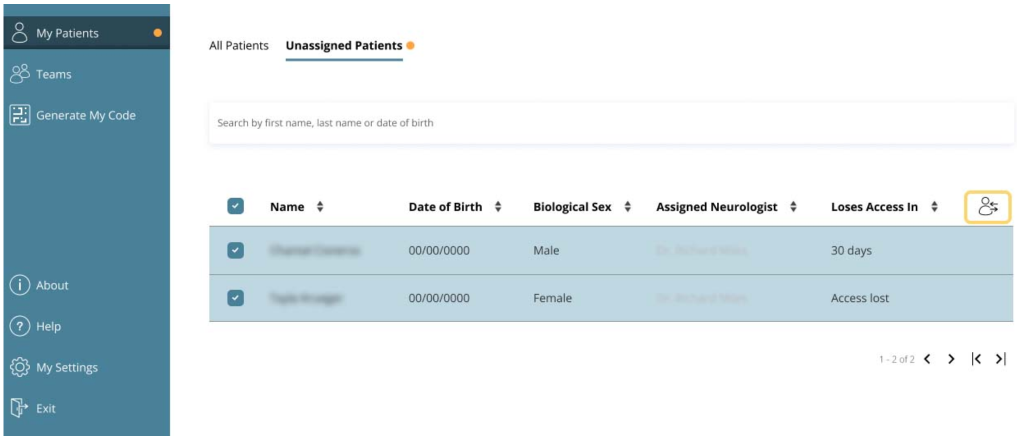
When the patient record is reassigned, you will see a confirmation message at the bottom-right corner of your screen and the patient will no longer be listed under the **Unassigned Patients** tab.

To reassign multiple patients to the same Provider:

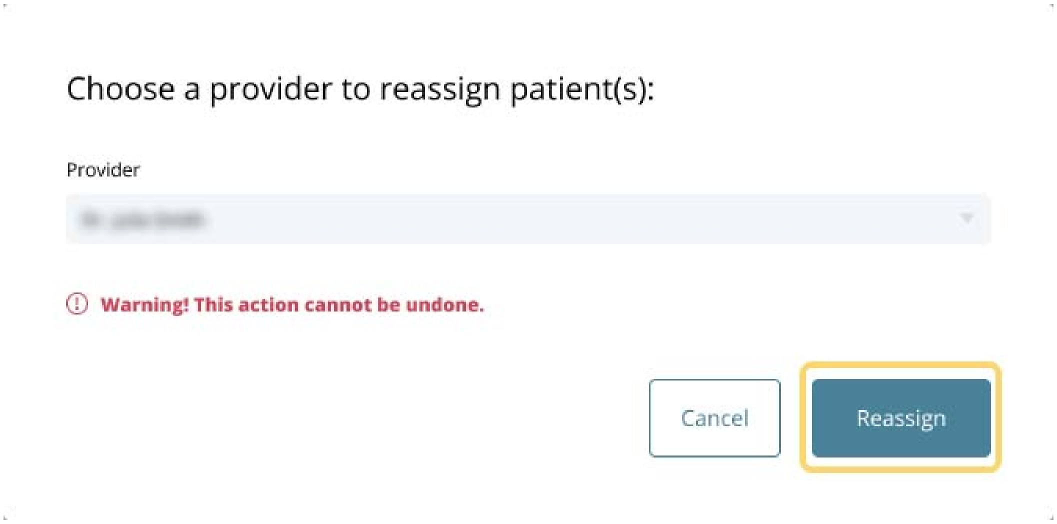
1. On the **Unassigned Patients** tab, click to select the check box next to each patient record that you want to reassign.

You can also use the **Search** functionality to search for a specific patient.

2. After you have selected one or more check boxes, you will see the **Reassign** icon to the right of the column headings, as shown below:



3. Click **Reassign**.
4. Next, choose a provider to reassign patient(s).
5. Start typing the name to see the list of Providers in your Team.
6. Select the Provider from the list and click **Reassign**.



When the patient records are reassigned, you will see a confirmation message at the bottom-right corner of your screen and the patients will no longer be listed under the **Unassigned Patients** tab.

Once all the patients have been reassigned, the orange dot next to the **My Patients** option in the navigation panel and the **Unassigned Patients** tab disappears.

6 Review a patient record

There are **4 activity categories** that you can review for each patient:

- **Hand function :** Shows your patient's data collected through the **Draw a Shape** and **Pinch a Tomato** activities. See **Review the Hand Function section** (on page 65).
- **Cognition :** Shows your patient's data collected through the **Match the Symbols** activity. See **Review the Cognition section** (on page 67).
- **Walking :** Shows your patient's data collected through the **U-Turn** and **2-Min Walk** activities. See **Review the Walking section** (on page 68).
- **Journal :** Shows your patient's responses to the **Daily Status** and **Symptom Tracker** surveys related to their emotional and physical well being. See **Review the Journal section** (on page 70).

Notes

- For further details on the individual activities, refer to the Floodlight™ MS Mobile Application User Manual.
- The Floodlight™ MS Mobile Application allows patients to share their results with you in order to improve the conversation at their next visit.
- The data from these activities provide you additional information on your patient's MS state and progression to help you assess any next steps.

6.1 Understand Charts

Before you start viewing your patient data, review this section to know about some of the configurable settings that can enhance your experience while using charts.

6.1.1 Choose the Date Range

You can select one of the following options to specify the date range for the data displayed in the charts:

- **3 Months**
- **6 Months**
- **1 Year** (default)

To do this, you click on the corresponding button displayed at the top of the charts, as shown below:

The date range selected at the top applies to all the charts and the Floodlight™ MS Healthcare Professional's Portal remembers your setting as you move from one patient to the next.

6.1.2 Scroll the Data displayed in a Chart

You can scroll through a chart to view the patient data in the past. The scroll period is determined by the Date Range selected at the top of the charts. If the **Date Range** is:

- Set as **1 Year (default)**: Chart data scrolls by *3 months*.
- Set as **6 Months**: Chart data scrolls by *2 months*.

- Set as **3 Months**: Chart data scrolls by *1 month*.

To view the data in the past, use the left arrow to scroll to the left:

When scrolling, all the charts for a patient scroll together. Therefore, all the charts display data for the same time frame.

If no more data is available to the left or the right, the corresponding *scroll button is disabled*, as shown below:

6.1.3 Use the Dynamic Y-axis

Starting with the Floodlight™ MS Healthcare Professional's Portal 1.5 release, the Y-axis shows the standard values for the charts of a particular activity for all patients. By default, the highest value for each chart does not represent the highest score achieved by the patient. However, the dynamic Y-axis, where the highest value represents the highest score achieved by a patient, is implemented as a toggle on top of the charts.

To enable the dynamic Y-axis for all charts, click the **Dynamic Y-axis** toggle:

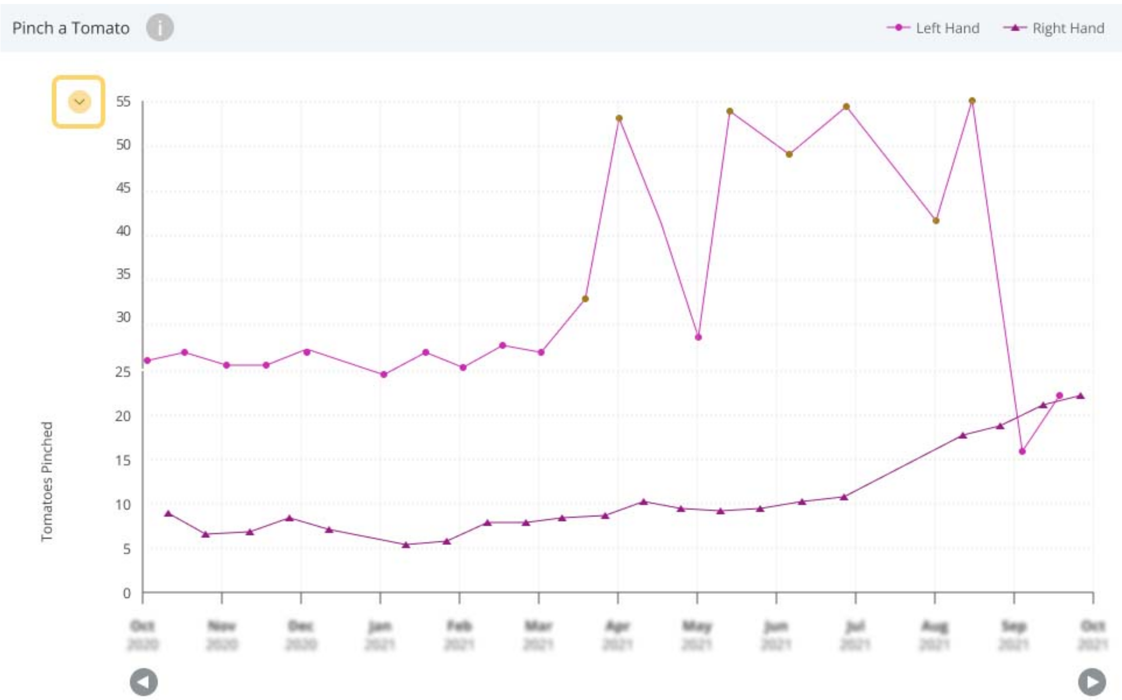
Now, the highest value on the Y-axis for each chart represents the highest score achieved by a patient for that activity.

The Dynamic Y-axis applies to all the charts except the two in the **Journal** section and the Floodlight™ MS Healthcare Professional's Portal remembers your setting as you move from one patient to the next.

You can also enable or disable the **Dynamic Y-axis** on the **My Settings** page.

Viewing Outliers

When the Dynamic Y-axis is turned off, the highest value on the Y-axis is the highest recommended value for the activity and not the highest score achieved by a patient. In this case, if a patient score is higher than the recommended value, the y-axis for the activity is expanded to display all the results. These results are the outliers and are displayed using the golden-brown color, as shown below:



You can use the button, highlighted in the image above, to collapse y-axis to show only the recommended range of values, as shown below:

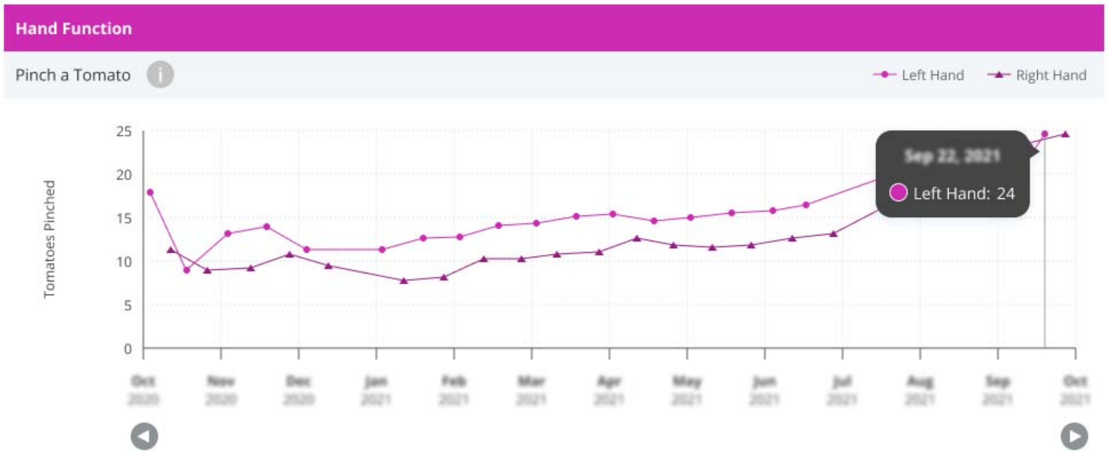
In this case, you can hover over each data point displayed at the top to see the actual value of the patient's result.

6.1.4 View additional information on a chart

The charts displayed in the Floodlight™ MS Healthcare Professional's Portal display a number of icons that provide additional information about the data displayed on each chart. This section explains some of the icons that you may notice on your patients' charts.

Result details

You can hover over a result displayed on a chart to view more information, such as the date the result was recorded and the value or the hand used to perform the test.

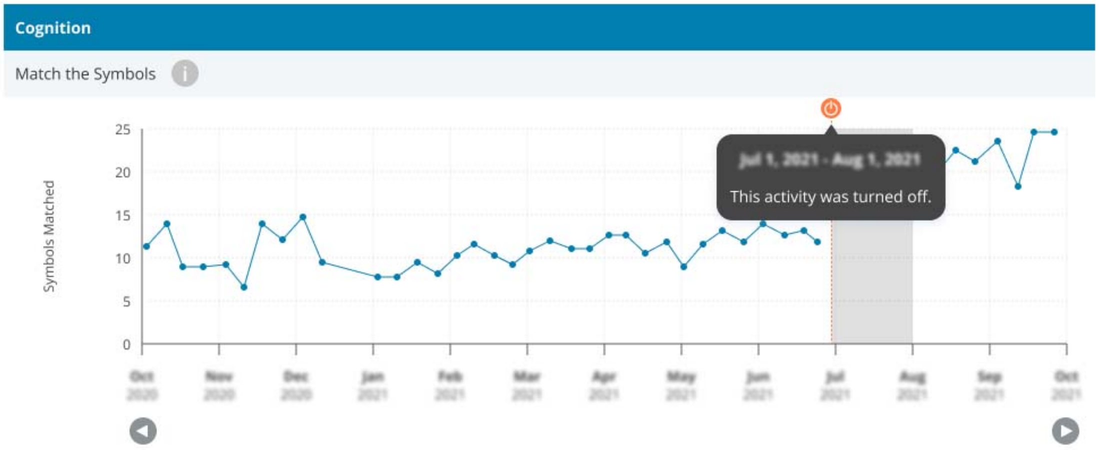


Multiple activities and New Device

If a patient attempts the same activity multiple times on the same day, it is reflected on the X-axis with a blue square. You can hover over the square to see how many times the patient attempted the activity on a given day. In addition, if a patient switches devices, the same is reflected on the charts as a yellow diamond.

Activity Turned Off

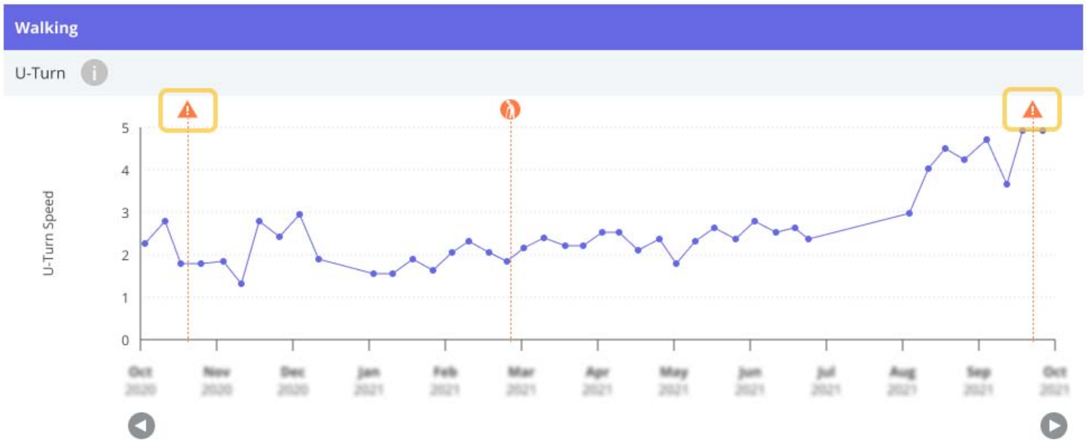
If a user turns an activity off in the Floodlight™ MS Mobile Application, this information is reflected in the charts. When the user turns the activity on again, the chart displays the data again. You can hover over the icon to get more information, as shown below:



Walking aid and safety questions

For the walking activities (2-Min Walk and U-Turn), if a patient replied Yes to the walking aid question, the same is reflected on the walking activity chart.

Similarly, if a patient had to skip the walking activity because the answer for one of the safety questions was No, the same is reflected on the walking activity chart.



Mental Health and Relapse responses

If a patient replies **Yes** or **Unsure** to the mental health question in the app, a warning icon is displayed in the **Mood and Physical Status** chart, as shown below:

Similarly, if a patient replies Yes to the relapse question in the app, the same is reflected in the **Symptoms** chart, as shown below:

You can hover over any of these icons to get more information about the event.

6.2 Review the Hand Function section

Your patients will use the app to perform two activities which objectively measure their hand function over time in both hands. The **Hand Function** section summarizes your patient's hand motor function data collected through these activities.

6.2.1 Understand the Pinch a Tomato chart

The **Pinch a Tomato** score shows how many tomatoes the patient pinched. The chart displays the number of tomatoes pinched (y-axis) over time (x-axis). When reading this chart, a higher score means the patient pinched more tomatoes. A lower score indicates that the patient pinched less tomatoes. A higher score typically indicates better hand function.

A patient's score will usually vary from day to day. During the first few weeks of use, your patient's scores may improve simply because they become more familiar with taking the test. Over time, their scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and assist you to discuss the results with your patient.

The **Pinch a Tomato** chart displays data separately for both the Left and the Right hands.

Your patients will require some time to get comfortable with the activity. To successfully pinch a tomato, they must:

- Use only the thumb and index finger to pinch the tomato being careful not to touch the screen with another part of their hand.
- Start the pinch with their thumb and index finger wide apart (a little over 1 inch apart).
- Try to keep the tomato centered between their thumb and index finger while they pinch.
- Only move their thumb and index finger toward each other.

Refer to the **Floodlight™ MS Pinching Test User Manual** for further details on this activity.

6.2.2 Understand the Draw a Shape chart

The **Draw a Shape** score measures celerity (y-axis) over time (x-axis). Celerity is a combination of how quickly and accurately the patient is able to draw all the shapes. A patient with a higher score draws faster and more accurately than a patient with a lower score. Additionally, a higher score typically indicates better hand function than a lower score.

A patient’s score will usually vary from day to day. During the first few weeks of use, your patient’s scores may improve simply because they become more familiar with taking the test. Over time, their scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and assist you to discuss the results with your patient.

The **Draw a Shape** chart displays data separately for both the Left and the Right hands.

Refer to the **Floodlight™ MS Draw a Shape Test User Manual** for further details on this activity.

6.3 Review the Cognition section

Your patients will use the app to perform matching activities which objectively measure their cognitive function. The **Cognition** section summarizes your patient’s cognition data collected through these activities.

6.3.1 Understand the Match the Symbols chart

The **Match the Symbols** score is a measure of how many symbols a patient correctly matched. A higher score means the patient matched more symbols. A patient with a higher score typically processes information faster than a patient with a lower score.

A patient’s score will usually vary from day to day. During the first few weeks of use, your patient’s scores may improve simply because they become more familiar with taking the test. Over time, their scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and assist you to discuss the results with your patient.

Refer to the **Floodlight™ MS Cognitive Test User Manual** for further details on the activity.

6.4 Review the Walking section

Your patient will use the app to perform two walking activities that objectively measure their gait. The Walking section summarizes your patient's walking ability data collected through these activities.

6.4.1 Understand the U-Turn chart

The **U-Turn** score is a measure of how quickly a patient is able to complete the U-turns. A higher score means the patient turned faster. A patient with a higher score typically has better walking ability and better balance than a patient with a lower score.

A patient's score will usually vary from day to day. During the first few weeks of use, your patient's scores may improve simply because they become more familiar with taking the test. Over time, their scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and assist you to discuss the results with your patient.

Refer to the **Floodlight™ MS U Turn Test User Manual** for further details on this activity.

Note

If your patient's walking activity data seems abnormal (for example, high swings from week to week), please check to see if your patient is consistently placing the phone in their front pocket of their pants or a running belt when performing these walking activities.

6.4.2 Understand the 2-Min Walk chart

The **2-Min Walk** score measures your patient's walking intensity by averaging the power they put into each step. A higher score means your patient walked with greater intensity and typically indicates better walking ability.

A patient's score will usually vary from day to day. During the first few weeks of use, your patient's scores may improve simply because they become more familiar with taking the test. Over time, their scores will become more stable and reflective of longer term trends. You can use this chart to view long term trends and assist you to discuss the results with your patient.

Refer to the **Floodlight™ MS 2MWT User Manual** for further details on this activity.

Note

If your patient's walking activity data seems abnormal (for example, high swings from week to week), please check to see if your patient is consistently placing the phone in the front pocket of their pants or a running belt when performing these walking activities.

6.5 Review the Journal section

Your patients can self-report their mental and physical state (**Daily Status**) as well as symptoms they experience (**Symptom Tracker**) using the app.

The **Journal** section summarizes your patient's self-reported data and may help to improve your conversation with your patient during their next visit.

6.5.1 Understand the Mood and Physical Status chart

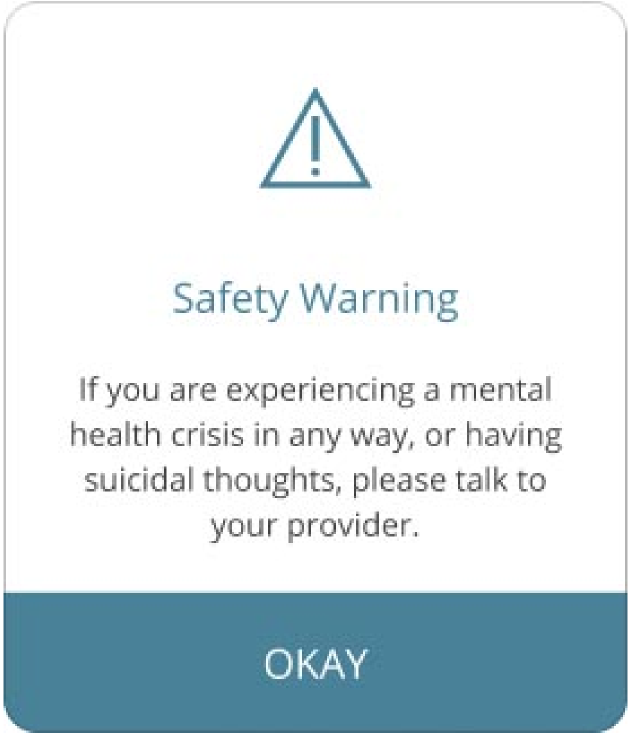
The **Mood and Physical Status** that your patient selected is shown in this chart. Each data point represents a single day. Higher data points indicate the patient reported a better mood and/or physical status on that day.

Your patient reports their mood and physical status using a 5-point scale ranging from Very Poor (reported as VP on the y-axis) to Very Good (reported as VG on the y-axis). The five options offered to the patients are:

- Very Good (VG)
- Good (G)
- Average (A)
- Poor (P)
- Very Poor (VP)

It is also possible to hover the mouse over any data point to see the exact value of that point.

Note: When using the Floodlight™ MS Mobile Application, if a patient selects that they have recently experienced depression, they will see the following **Safety Warning** in the app highlighting the need to talk to their provider.



Note that this message is displayed only in the app and not the Floodlight™ MS Healthcare Professional's Portal.

6.5.2 Understand the Symptoms chart

The **Symptoms** heat map allows you to quickly review the symptoms that have been reported over a given period. Each square represents 1 week, and the color of the square indicates how many times a particular symptom was reported in that week. The darker the color, the more times a symptom was reported. Reviewing the heat map like this will enable you to see 'hot spots' of symptoms or look for other trends in the data.

It is also possible to hover the mouse over any square to see more details of exactly how many symptoms were reported.

All the symptoms that a patient can track in the Floodlight MS app are represented in the heat map. Symptoms are grouped by category — Mind, Hand & Arm, Walking, Lower Extremities, and Bowel & Bladder.

Legend:

- No color (white) = no symptoms reported
- Light Purple = 1-3 symptoms reported
- Purple = 4-5 symptoms reported
- Dark Purple = 6-7 symptoms reported

The following table displays the symptom categories represented along the y-axis of the chart.

Category	Description
Mind (M)	Records whether or not the patient has experienced attention deficit, memory loss, brain 'fog' sensation, mental fatigue or none of the above in the past two weeks.
Hand & Arm (H&A)	Records whether or not the patient has experienced sensory disturbance, muscle weakness, clumsiness, muscular spasm or none of the above in the past two weeks.

Category	Description
Lower Extremities (LE)	Records whether or not the patient has experienced sensory disturbance, muscle weakness, clumsiness, pain or none of the above in the past two weeks.
Walking (W)	Records whether or not that patient has experienced trouble walking, lack of balance, walking fatigue or none of the above in the past two weeks
Bowel and Bladder (B&B)	Records whether or not that patient has experienced incontinence, bladder/urinary problems, constipation or none of the above in the past two weeks.

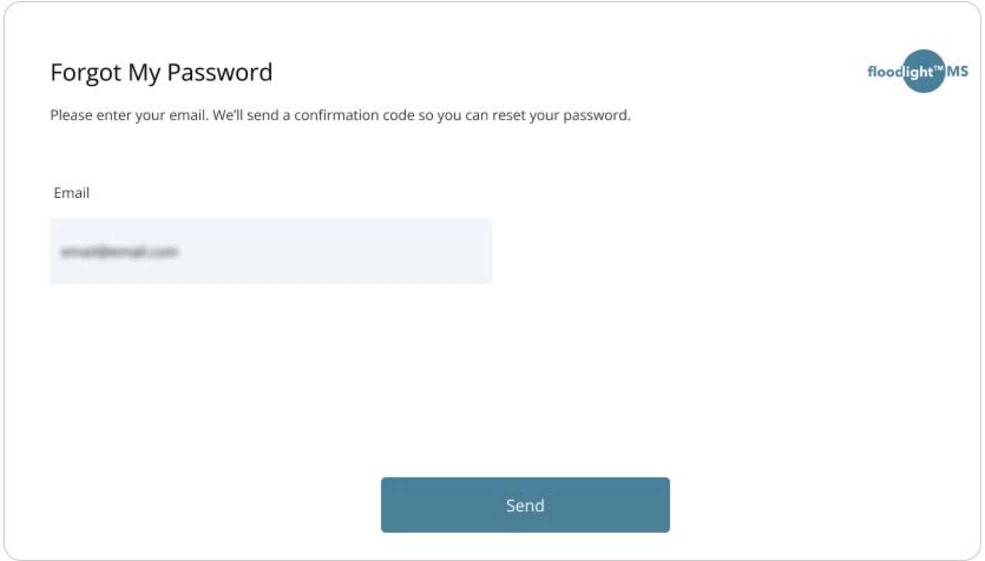
7 FAQ

7.1 What if I forget my password?

You can reset your password using the **FORGOT PASSWORD** link on the **Sign In** page.

To reset your password:

1. Click the **FORGOT PASSWORD** link on the **Sign In** page.
2. On the **Forgot My Password** page:
    a. Enter your **Email** address.
    b. Click **Send**.

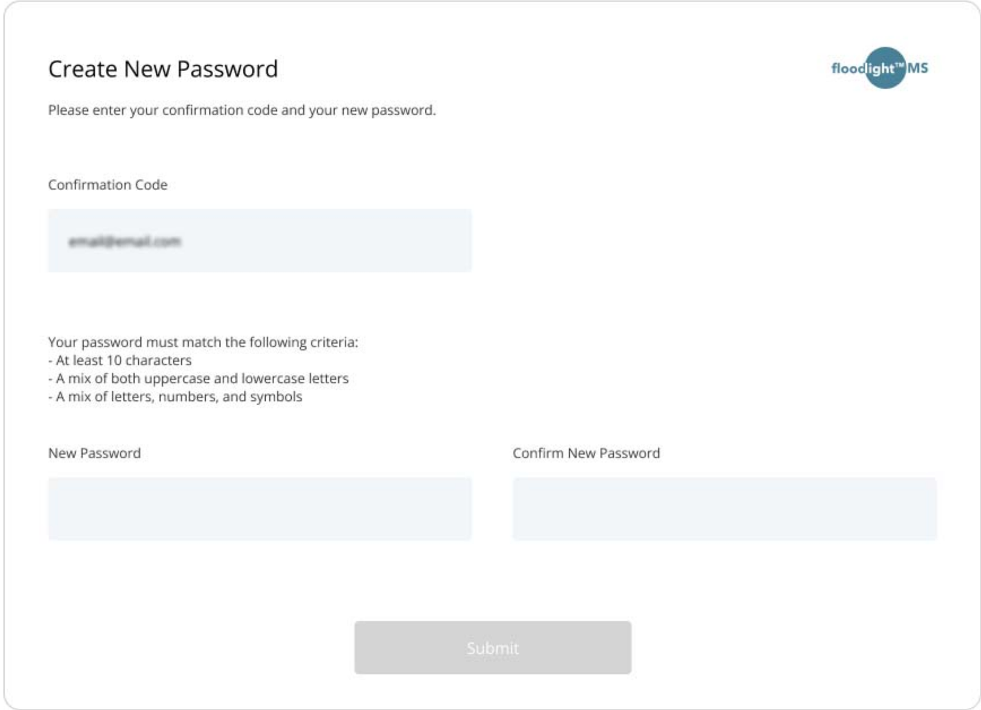


3. Check your email to get the confirmation code.
4. On the **Create New Password** page:
    a. Enter the **Confirmation Code**.
    b. Enter the **New Password**.

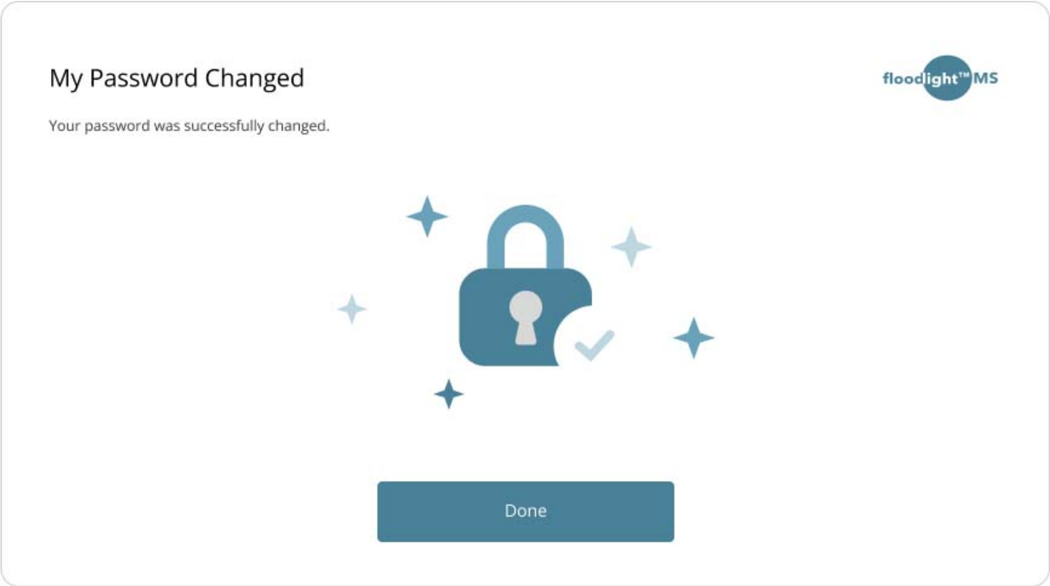
Note: You can use special characters to create a more secure password.

    c. Retype the new password in the **Confirm New Password** field.

d. Click **Submit**.



5. On the **Password Changed** page, tap **Done**.



6. The **Sign In** page is displayed.
7. Enter your email and the new password to sign in.

7.2 What web browsers can I use with the Floodlight™ MS Healthcare Professional's Portal?

You can use the following web browsers to access the Floodlight™ MS Healthcare Professional's Portal:

- Google Chrome
- Apple Safari
- Microsoft Edge
- Mozilla Firefox

JavaScript must be enabled to use this Floodlight™ MS Healthcare Professional's Portal Help Center.

7.3 Why is my patient not on the Patient List?

Patients that have signed-up for the app using your unique sign-up code will appear in your Patient List after they have created their accounts.

7.4 Where do I find more information about the Floodlight™ MS Mobile Application my patients will be using?

You can refer to the **Floodlight™ MS Mobile Application User Manual**. If you wish to learn more about the app, you can download the app yourself from the **App Store** or the **Google Play Store**.

You can also contact your local Roche representative for additional information. See **Support** (on page 83).

7.5 How can I join the Floodlight™ MS program?

Please contact your local Floodlight™ MS customer support representative if you are interested in exploring how the Floodlight™ MS solution can benefit your patients.

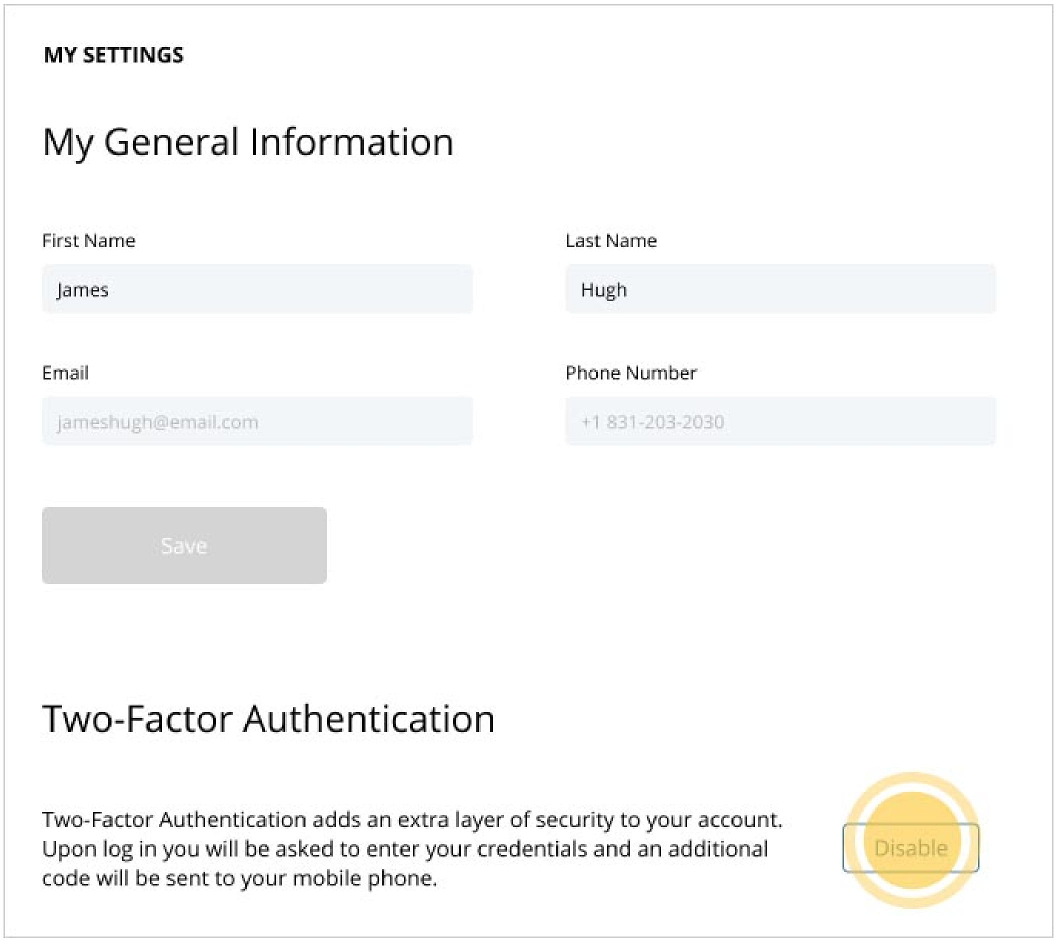
7.6 How do I disable Two-Factor Authentication for my account?

From the **MY SETTINGS** page, you can enable or disable two-factor authentication for your account at any time.

To disable two-factor authentication for your account:

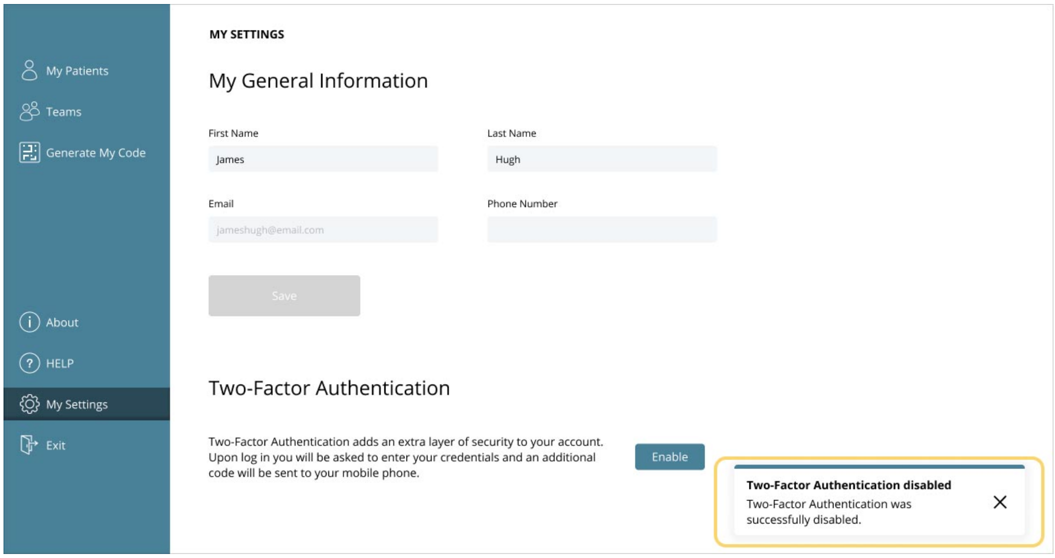
1. Click 

on the navigation bar on the left.
2. On the **MY SETTINGS** page, in the **Two-Factor Authentication** section, click **Disable**.



3. Click **Disable** again in the confirmation dialog.

4. Two-factor authentication is disabled for your account and you receive a confirmation message, as shown below:



8 Support

If you face any problem using the Floodlight™ MS Healthcare Professional's Portal, you can contact us at any time.

- **By Email:**
    - **Australia** - floodlightms_support.au@roche.com
    - **Austria** - floodlight_support.at@roche.com
    - **Germany** - grenzach.support_floodlight@roche.com
    - **Italy** - italy.floodlightms@roche.com
    - **Portugal** - floodlightms_support.pt@roche.com
    - **Spain** - FloodlightMS_support.es@roche.com
    - **Switzerland** - floodlightms_support.ch@roche.com
    - **United Kingdom** - uk.floodlightms_support@roche.com
    - **USA** - FloodlightMS_support.us@gene.com
- **By Phone:**
    - **Australia** - 1800 570 627
    - **Austria** - 0800 012 327
    - **Germany** - 0800 4268426
    - **Italy** - 800 098 389
    - **Portugal** - 800 910 428
    - **Spain** - 900 922 301
    - **Switzerland** - 0800 35 66 35
    - **United Kingdom** - 0800 066 5557
    - **USA** - 1-888-ILLUMN8 (1-888-455-8668)

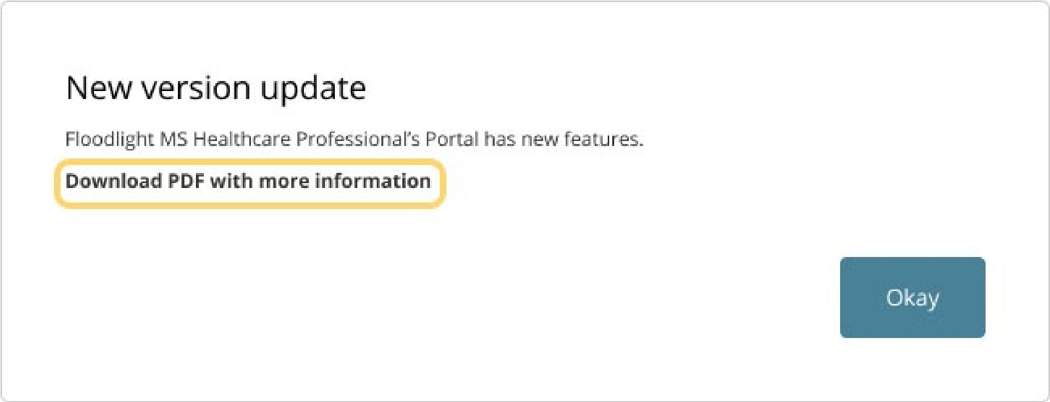
8.1 New Version Notification

When you log in to the Floodlight™ MS Healthcare Professional's Portal for the first time after a new version is released, you will see a **New version update** message at the top of the browser window:

You can click **Dismiss** to close the message or you can click **Find out more** to access the Release Notes for the new version.

To view the release notes for a new version:

1. From the **New version update** message, click **Find out more**.
2. From the message box, click the link to download the Release Notes PDF for the new version:



The link opens the Floodlight™ MS website from where you can download the release notes for the new version.

3. Click **Okay** to close the message and continue to use the portal.

8.2 Maintenance Notification

From time to time, the Floodlight™ MS Healthcare Professional's Portal Support team may plan maintenance windows where a new version of the portal is installed and made available to all the users.

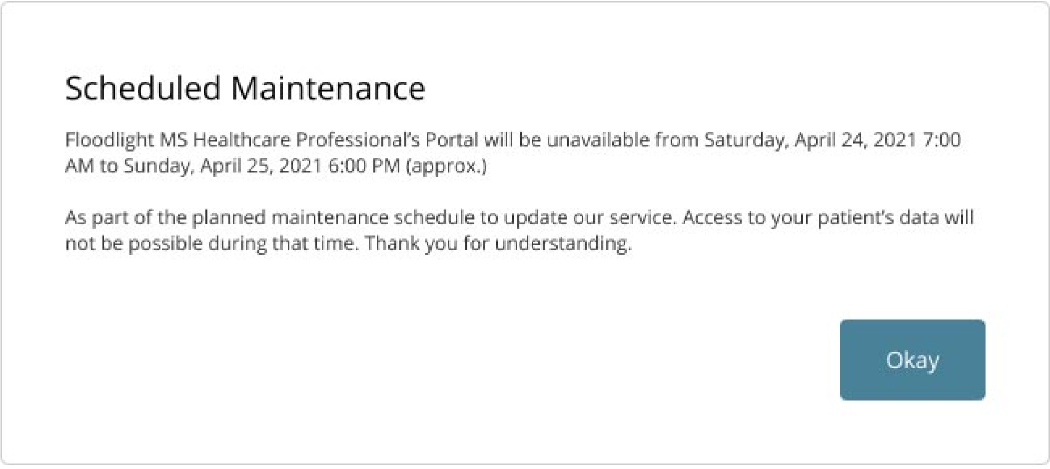
When a maintenance window is planned, you will see a **Scheduled Maintenance** message at the top of the browser window when you log in to the Floodlight™ MS Healthcare Professional's Portal:

You can click **Dismiss** to close the message or you can click **Find out more** to get more information about the upcoming maintenance. The **Scheduled Maintenance** message is displayed every time you log in till the maintenance is completed.

To get more information about the upcoming maintenance:

1. From the **Scheduled Maintenance** message, click **Find out more**.

   A message window showing the date and time and other details related to the scheduled maintenance is displayed:

2. Click **Okay** to close the message and continue to use the portal.

The Floodlight™ MS Healthcare Professional's Portal also displays additional messages 10 minutes and then 5 minutes before the scheduled maintenance to give you time to save your work and log out of the portal before the maintenance starts.

If you log in the Floodlight™ MS Healthcare Professional's Portal during an ongoing maintenance window, you will see the following message:


floodlight™ MS
Portal is under maintenance
Floodlight MS Healthcare Professional's Portal is currently going through scheduled maintenance
from Saturday, April 24, 2021 7:00 AM to Sunday, April 25, 2021 6:00 PM (approx.)

9 Appendix A

In this Section:

9.1 Open Source Software

The following table lists the Open Source software used as part of the Floodlight™ MS Healthcare Professional's Portal.

- Library=splitio-react-1.6.0.tgz
  - Version=1.6.0
  - License=Apache 2.0
  - Link=https://www.apache.org/licenses/LICENSE-2.0
  - https://opensource.org/licenses/MIT
- Library=aws-amplify-4.3.35.tgz
  - Version=4.3.35
  - License=Apache 2.0
  - Link=https://opensource.org/licenses/ISC
- Library=d3-scale-4.0.2.tgz
  - Version=4.0.2
  - License=ISC
  - Link=https://opensource.org/licenses/ISC
- Library=browser-classes-1.0.3.tgz
  - Version=1.0.3
  - License=ISC
  - Link=https://opensource.org/licenses/ISC
- Library=qrcode.react-3.1.0.tgz
  - Version=3.1.0
  - License=ISC
  - Link=https://opensource.org/licenses/ISC
- Library=jwt-decode-2.2.0.tgz
  - Version=2.2.0
  - License=MIT
  - Link=https://opensource.org/licenses/MIT
- Library=redux-thunk-2.3.0.tgz
  - Version=2.3.0
  - License=MIT

  - Link=https://opensource.org/licenses/MIT
- Library=jquery-3.5.1.min.js
  - Version=3.5.1
  - License=MIT
  - Link=https://opensource.org/licenses/ISC
- Library=react-hook-form-5.7.2.tgz
  - Version=5.7.2
  - License=MIT
  - Link=https://opensource.org/licenses/MIT
- Library=i18next-browser-languagedetector-4.3.1.tgz
  - Version=4.3.1
  - License=MIT
  - Link=https://opensource.org/licenses/MIT
  - https://www.apache.org/licenses/LICENSE-2.0
- Library=react-notification-system-redux-2.0.1.tgz
  - Version=2.0.1
  - License=MIT
  - Link=https://opensource.org/licenses/MIT
- Library=react-reorder-3.0.0-alpha.7.tgz
  - Version=3.0.0-alpha.7
  - License=MIT
  - Link=https://opensource.org/licenses/MIT
- Library=file-saver-2.0.5.tgz
  - Version=2.0.5
  - License=MIT
  - Link=https://opensource.org/licenses/MIT
- Library=react-select-3.2.0.tgz
  - Version=3.2.0
  - License=MIT
  - Link=https://opensource.org/licenses/MIT

- Library=i18next-19.9.2.tgz
    - Version=19.9.2
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-device-detect-1.17.0.tgz
    - Version=1.17.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-dom-17.0.2.tgz
    - Version=17.0.2
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-17.0.2.tgz
    - Version=17.0.2
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=classnames-2.3.1.tgz
    - Version=2.3.1
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-table-7.7.0.tgz
    - Version=7.7.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-idle-timer-4.6.4.tgz
    - Version=4.6.4
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=redux-4.1.1.tgz
    - Version=4.1.1
    - License=MIT
    - Link=https://opensource.org/licenses/MIT

- Library=react-i18next-11.12.0.tgz
    - Version=11.12.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=axios-0.22.0.tgz
    - Version=0.22.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=prop-types-15.8.1.tgz
    - Version=15.8.1
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-resize-detector-6.7.8.tgz
    - Version=6.7.8
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-redux-7.2.8.tgz
    - Version=7.2.8
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-router-dom-5.3.3.tgz
    - Version=5.3.3
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=moment-2.29.4.tgz
    - Version=2.29.4
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-11.10.5.tgz
    - Version=11.10.5
    - License=MIT
    - Link=https://opensource.org/licenses/MIT

- Library=styled-11.10.5.tgz
    - Version=11.10.5
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=icons-material-5.11.0.tgz
    - Version=5.11.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=amplitude-js-8.21.3.tgz
    - Version=8.21.3
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=material-5.11.7.tgz
    - Version=5.11.7
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=styles-5.11.7.tgz
    - Version=5.11.7
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=lab-5.0.0-alpha.118.tgz
    - Version=5.0.0-alpha.118
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=recharts-2.5.0.tgz
    - Version=2.5.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=sonar-cnesreport-plugin.jar
    - Version=
    - License=Apache 2.0
    - Link=https://www.apache.org/licenses/LICENSE-2.0