User Manual

Floodlight™ MS Healthcare Professional's Portal

Your solution to visualize your patient's Floodlight™ MS results over time

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Roche Molecular Systems, Inc.

2881 Scott Boulevard

Santa Clara, California 95050

United States of America

REF 9342346001

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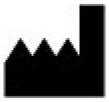
Please contact Roche to request a printed version of this document.

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

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
	**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 Floodlight™ MS results overtime and improve the conversation around their care.

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, Floodlight™ MS 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 Privacy Notice

Click here to review the **Floodlight™ MS Healthcare Professional's Portal Privacy Notice**.

2 Get Started

As a healthcare provider (HCP), you can use the Floodlight™ MS Healthcare Professional's Portal to:

- Set up a Team that reflects the structure of your practice and how you manage your patients
- Enroll your patients into Floodlight™ MS
- View their progress
- Use the data that they collect to improve the conversation around their care

2.1 Minimum Requirements

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

- Google Chrome, version 87 or later
- Apple Safari, version 10 or later
- Microsoft Internet Explorer, version 11
- Microsoft Edge, version 85.0.564.44 or later
- Mozilla Firefox, version 80.0.1

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

2.2 Log in for the first time

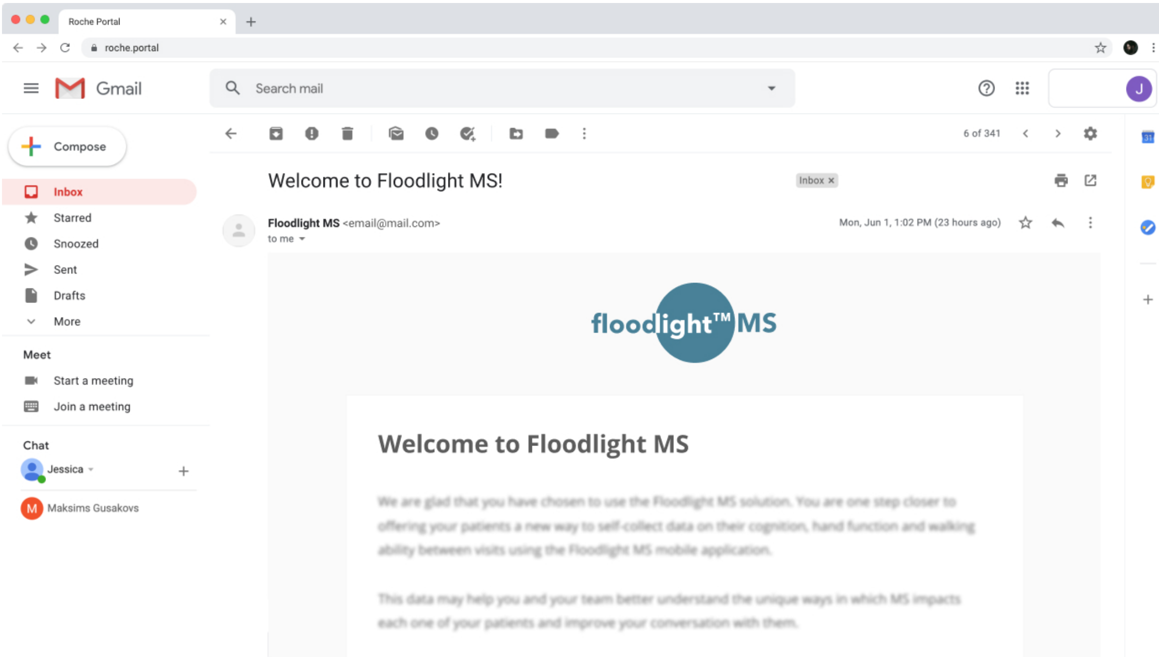
Before you get started with the Floodlight™ MS Healthcare Professional's Portal, you will have to set up your account. You will receive an email from Roche with a temporary password. Use this password to log in to the portal for the first time. After you log in using the temporary password, you will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

Prerequisite

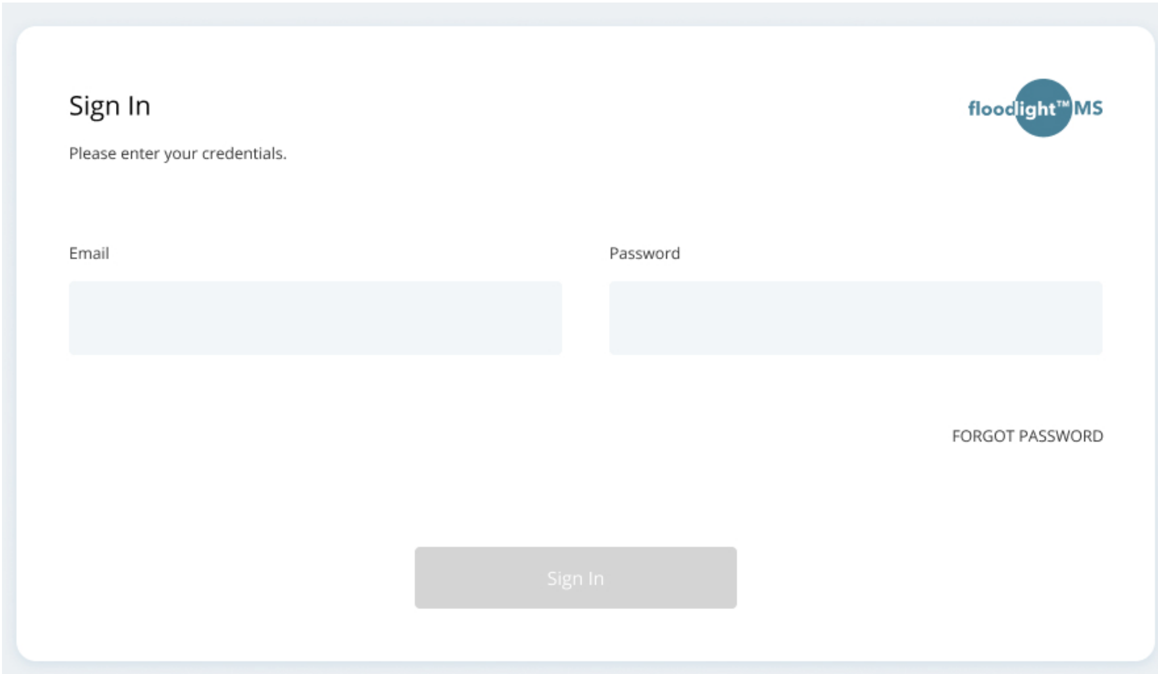
If you have not received an email from Roche containing your temporary password, please contact your system administrator or Roche. For more information, see **Support** (on page 39).

To log in for the first time:

1. Check your inbox for an email from **Roche**.



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



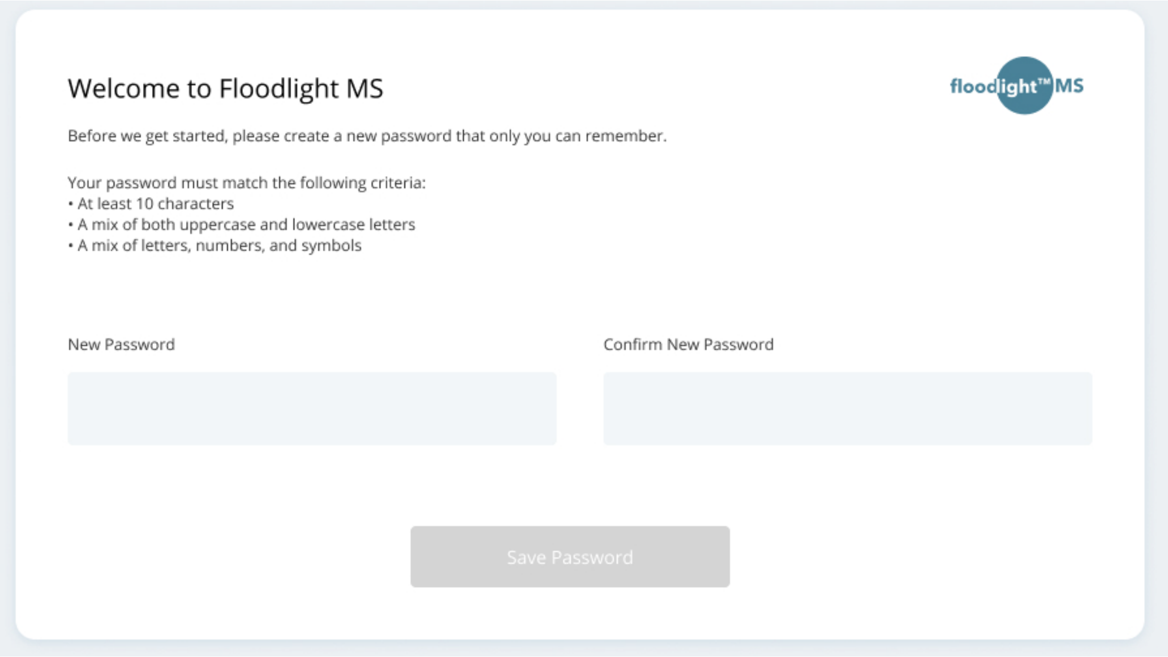
3. Enter your email address. This is the address where you received your one-time

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.



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.

2.3 Enable Two-Factor Authentication

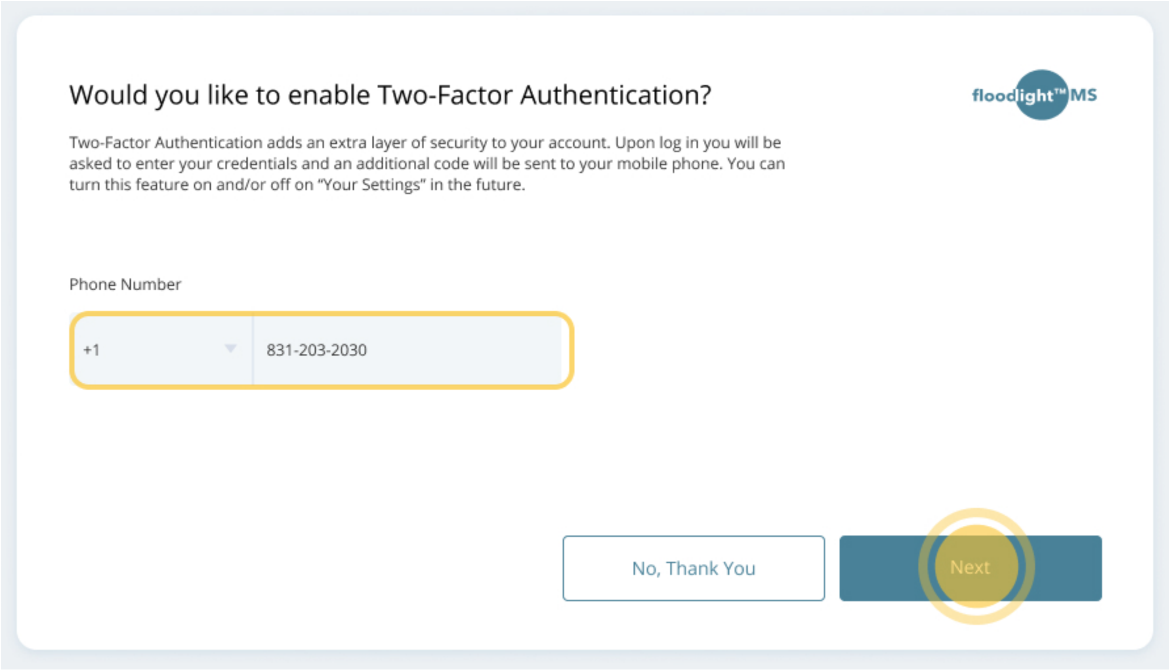
When you sign-up for the Floodlight™ MS Healthcare Professional's Portal, you can enable two-factor authentication for your account.

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

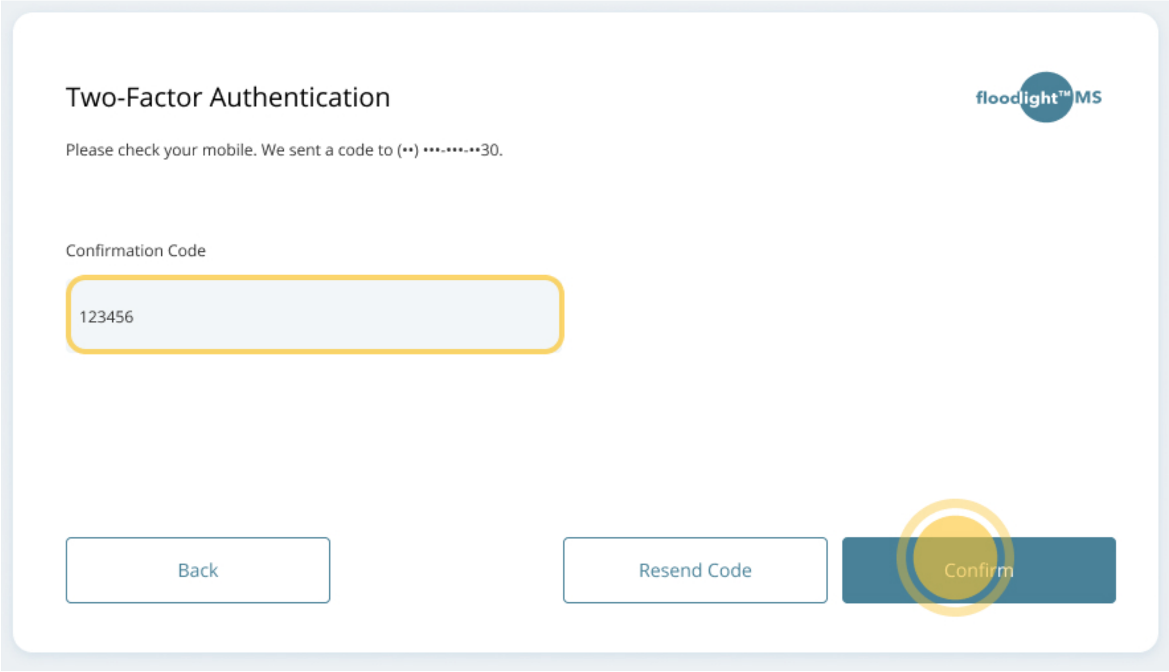
After you sign up, you can enable or disable two-factor authentication using the **My Settings** option on the navigation bar.

To enable two-factor authentication:

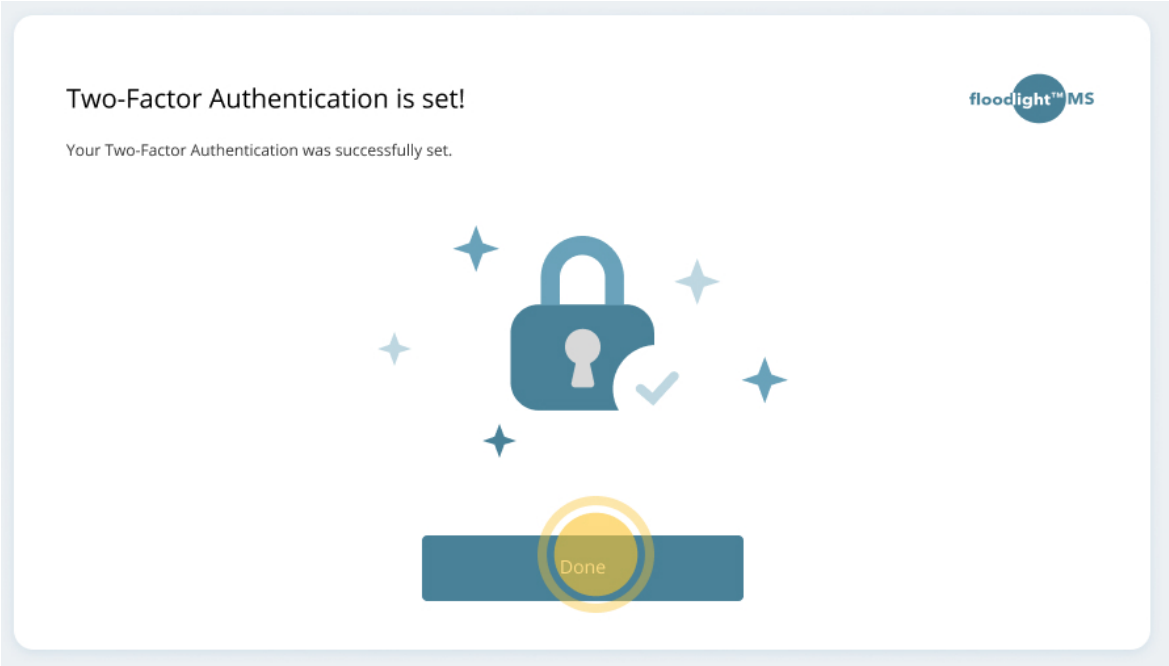
1. Enter your **Phone Number** and click **Next**.



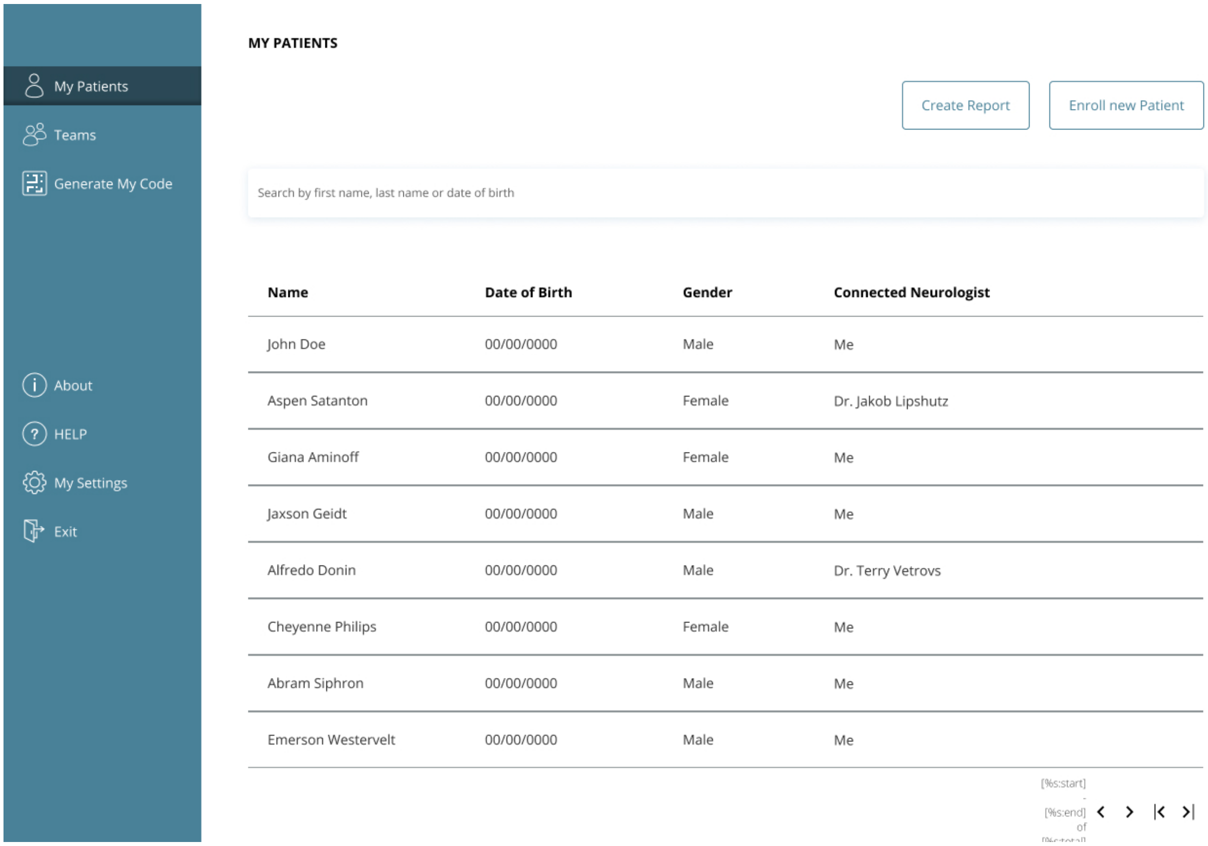
2. You will receive a confirmation code on the phone number provided in step 1.
3. Enter the **Confirmation Code** and click **Confirm** to complete the process.



4. 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 Floodlight™ MS using a unique sign-up code that you will provide to them. See **Enroll a new patient** (on page 14).

2.4 Update your 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 Floodlight™ MS Mobile Application and link their accounts with you.

Before you generate the sign-up code for your patients, ensure that your user profile is updated. This information is used by the Floodlight™ MS Mobile Application 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**
    - **Email**
    - **Phone Number**
3. Click **Save**.

2.5 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 invite new members to the Team • Remove members from a Team • Can view and export patient data • Can be a part of Other Teams
Clinical Admin	• Can invite new members to the Team • Remove members from a Team • Can view and export patient data • Can manage more than one Team
Viewer	• Can view and export patient data • Can be a part of more than one Team

2.6 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.

View your active Floodlight™ MS Mobile Application PATIENT LIST and review each patient's Floodlight™ MS Mobile Application data.

View and manage the Teams that you own or to which you belong.

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 Floodlight™ MS Mobile Application.

You see this option only if you are the Team Owner or the lead Neurologist for a Team.

Review the labeling information for Floodlight™ MS Healthcare Professional's Portal.

Get Floodlight™ MS Healthcare Professional's Portal support information and access the user manual.

View and update your profile or change your password. Your profile information provides the details in the Floodlight™ MS Mobile Application when your patients use your sign-up code to connect with you as part of their sign-up process.

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

2.7 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.

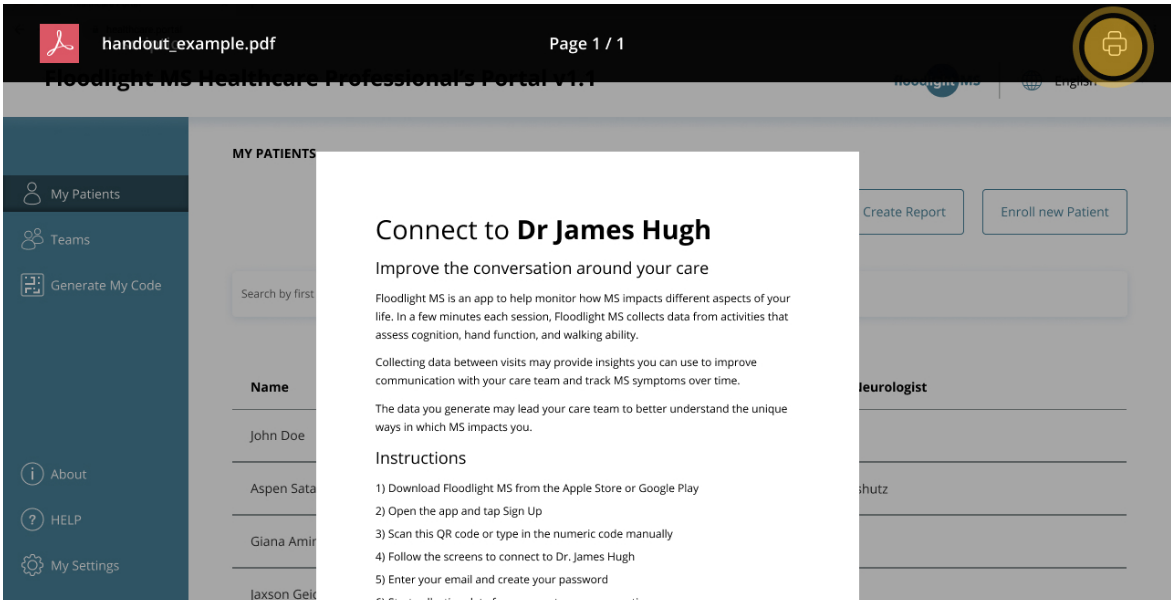
Only a Team Owner can generate a sign-up code, a Clinical Admin or the other Team Members cannot generate a sign-up code to enroll patients.

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.

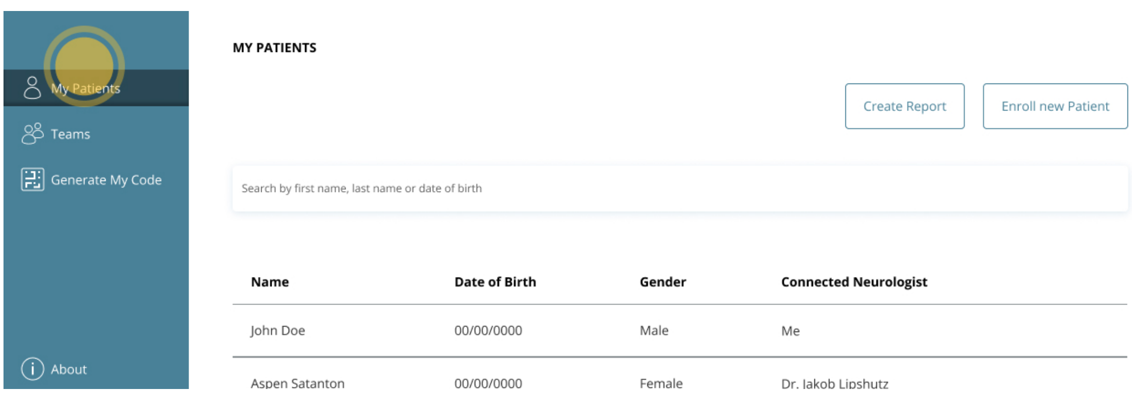
3. Share the print out with your patients or email them a copy.

2.8 Locate a Patient's record

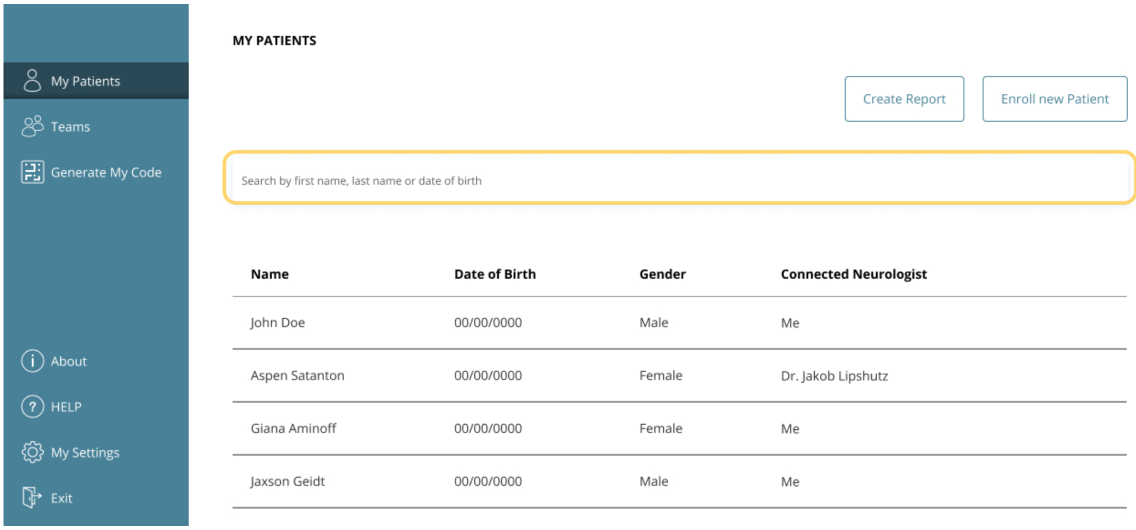
Once your patients have successfully signed-up for Floodlight™ MS, you will be able to view the data collected through the app directly from the portal.

To locate a patient's record:

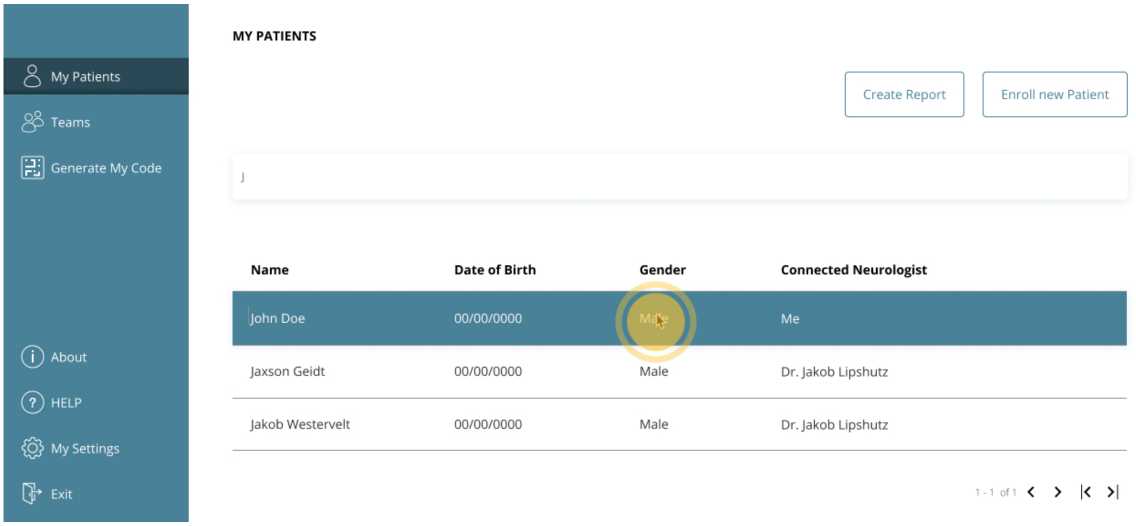
1. Click the **My Patients** icon if you are not already on the **My Patients List** page.



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.



3 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 12).

3.1 Invite a Team Member

You can invite 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 invite only registered users that are a part of your organization. You cannot invite 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 39).

To get started, we recommend that you invite a Clinical Admin as the first Team Member who can then help you set up the rest of your Team and manage patients.

To invite a Team Member:

1. Click **Teams** on the navigation bar on the left.
2. Click **Manage** against the Team to which you want to invite 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 invite 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:

- **Viewer:** Can view and export patient data
- **Clinical Admin:** Can view and export patient data and add, edit, or remove Team Members.

c. Click **Invite**.

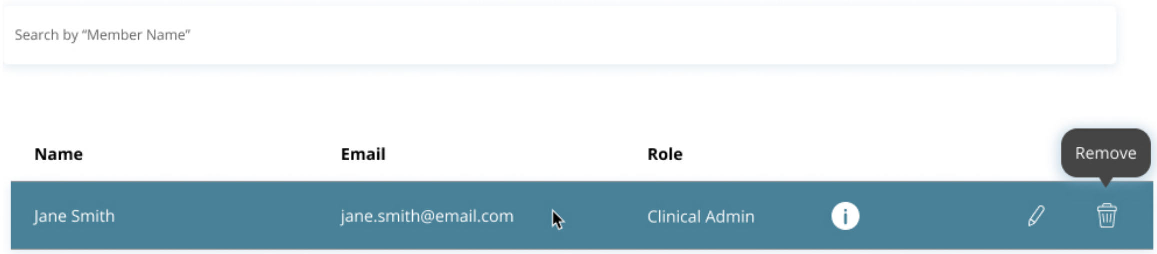
The Team Members receive an email notifying them that they have been invited to your Team. Once added, the Team Members are listed on the **My Team** tab. From here you can edit or remove Team Members.

3.2 Remove a Team Member

As a Team Owner or a Clinical Admin, 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.

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:

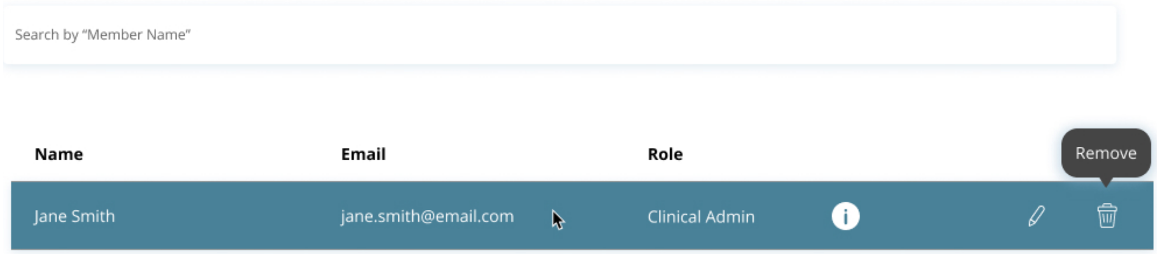


4. In the **Remove Member** form, click **Remove** to confirm.

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 Clinic Admin

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.

4.1 Manage your Teams

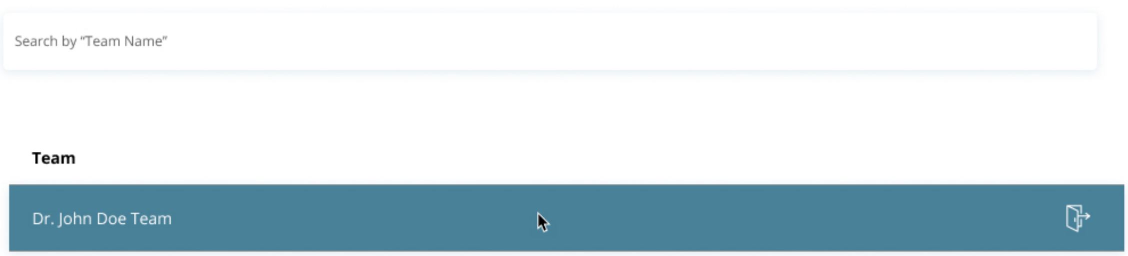
Floodlight™ MS Healthcare Professional's Portal allows you to be a part of multiple Teams at your clinic.

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

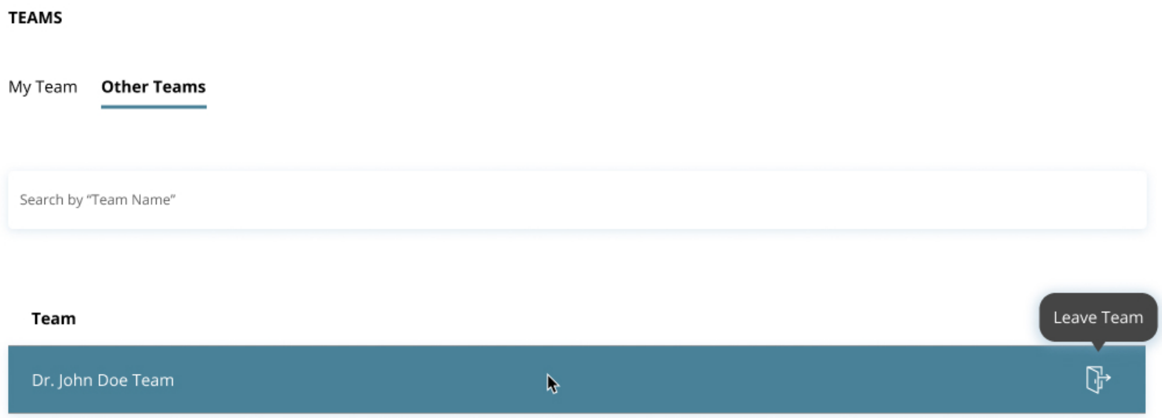
As a Team Member, you will see a list of all the Teams to which you belong. If you are a Clinical Admin for some of the Teams, you will see a **Manage** button next to that Teams name. You can use this button to access the details of the team, invite and remove Team Members to that Team.

4.2 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.

5 Review a patient record

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

- **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 22).
- **Cognition** **:** Shows your patient's data collected through the **Match the Symbol** activity. See **Review the Cognition section** (on page 26).
- **Hand function** **:** Shows your patient's data collected through the **Draw a Shape** and **Pinch a Tomato** activity. See **Review the Hand Function section** (on page 27).
- **Walking** **:** Shows your patient's data collected through the **U-Turn** and **2-Min Walk** activities. See **Review the Walking section** (on page 29).

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.

For all charts except those in the **Journal** section, you can enable the Trend line to view the trends in your patient's data. For more information, see **Enable Trend line** (on page 31).

5.1 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 Floodlight™ MS Mobile Application.

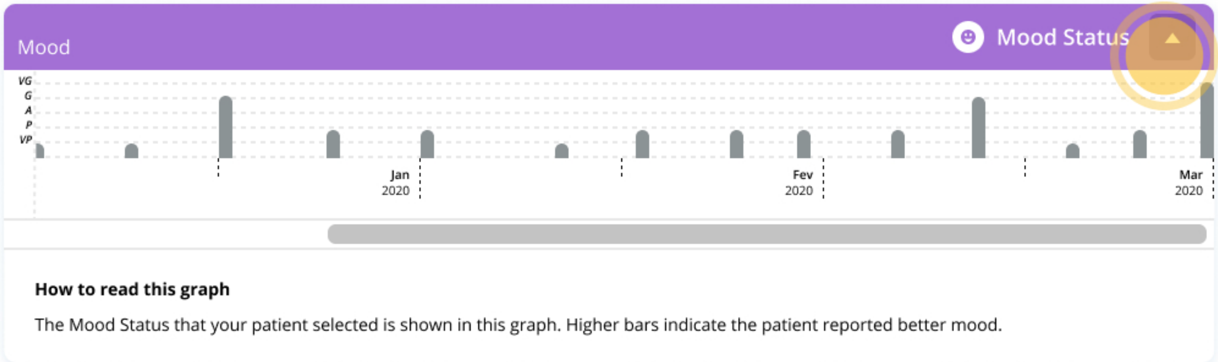
The **Journal** section summarizes your patient's self-reported data and may help to improve your conversation with your patient during their next visit.

5.1.1 Understand the Mood Status chart

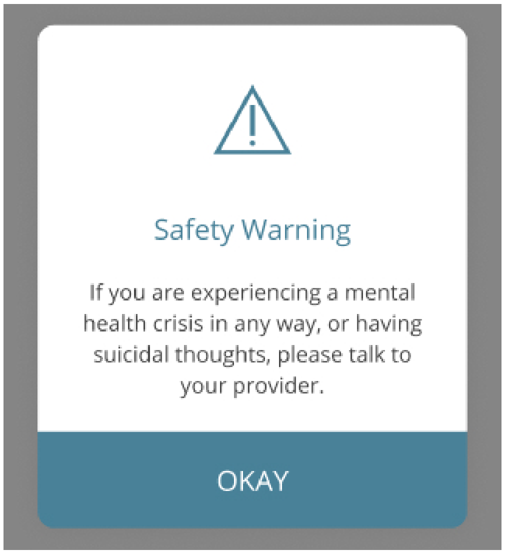
The **Mood Status** chart displays your patient's self-reported mood (y-axis) over time (x-axis). The higher the mood rating, the more positive mental state that patient is experiencing. Your patient reports their mood using a 5-point scale ranging from Very Poor (reported as VP on the y-axis) to Very 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)

For additional details, click the **Details** button to expand the details section of the chart.



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 mobile app highlighting the need to talk to their provider.



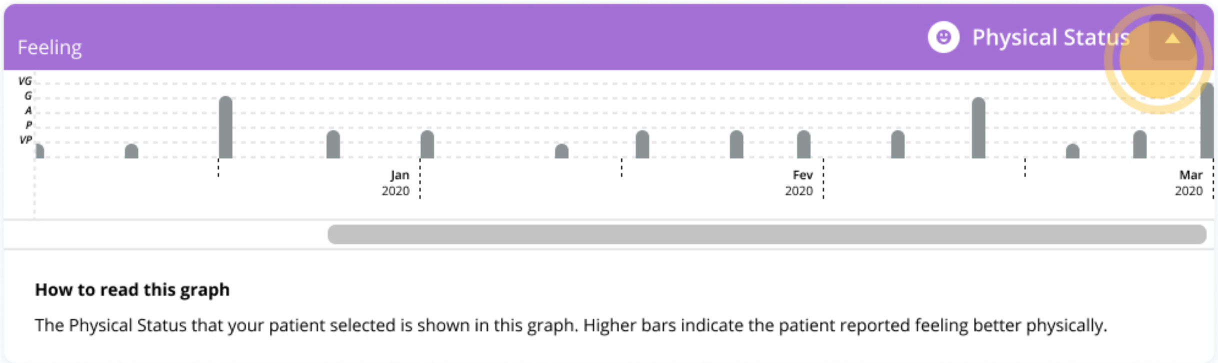
Note that this message is displayed only in the Floodlight™ MS Mobile Application and not the Floodlight™ MS Healthcare Professional's Portal.

5.1.2 Understand the Physical Status chart

The **Physical Status** chart displays your patient's self-reported physical state (y-axis) over time (x-axis). The higher the feeling rating, the more positive physical state that patient is experiencing. Your patient reports their physical state 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)

For additional details, click the **Details** button to expand the details section of the chart.



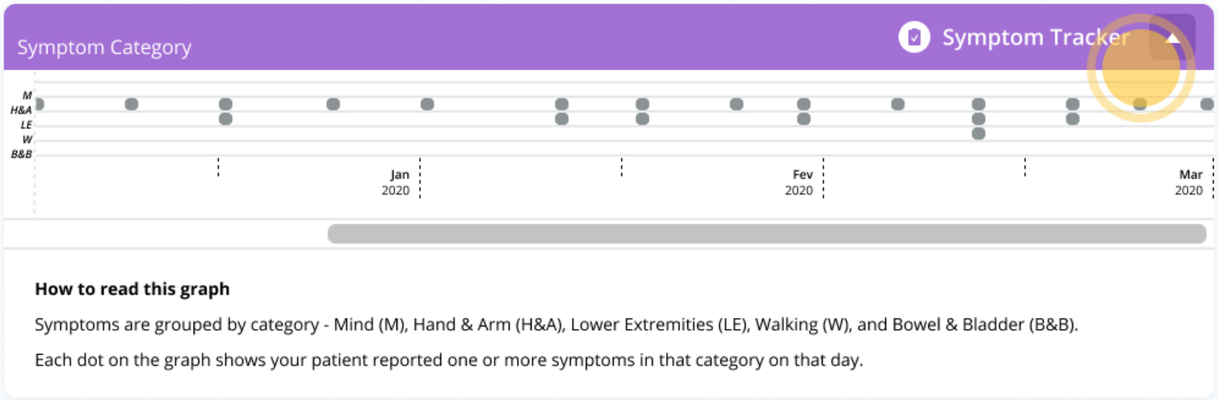
5.1.3 Understand the Symptom Tracker chart

The **Symptom Tracker** chart displays your patient's self-reported symptoms by categories (y-axis) over time (x-axis). The more dots per day, the more symptoms they are experiencing.

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.
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.

For additional details, click the **Details** button to expand the details section of the chart.



5.2 Review the Cognition section

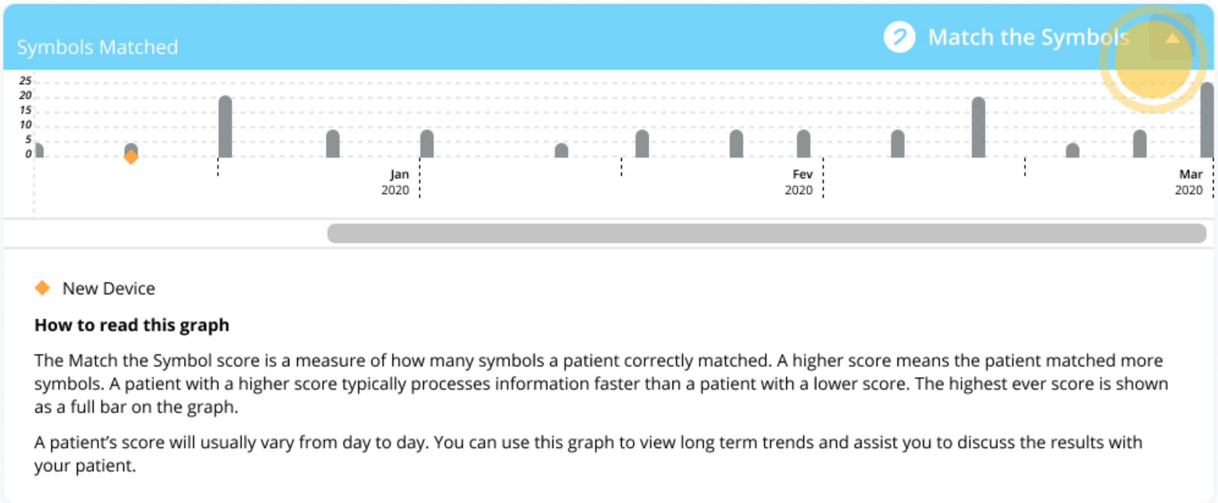
Your patients will use the Floodlight™ MS Mobile Application to perform matching activities which objectively measure their cognition. The **Cognition** section summarizes your patient's cognition data collected through these activities.

5.2.1 Understand the Match the Symbols chart

The **Match the Symbols** chart displays how many symbol/digit pairs your patient matched in 90-seconds (y-axis) over time (x-axis). When reading this chart, an increase indicates that your patient was able to match more symbol/digit pairs. A decrease indicates that your patient was able to match fewer symbols/digits pairs.

The highest ever score for a patient is shown as a full bar on the graph. To see the long term trends for your patient, enable trend line for the charts. For more information, see **Enable Trend line** (on page 31).

For additional details, click the **Details** button to expand the details section of the chart.



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

5.3 Review the Hand Function section

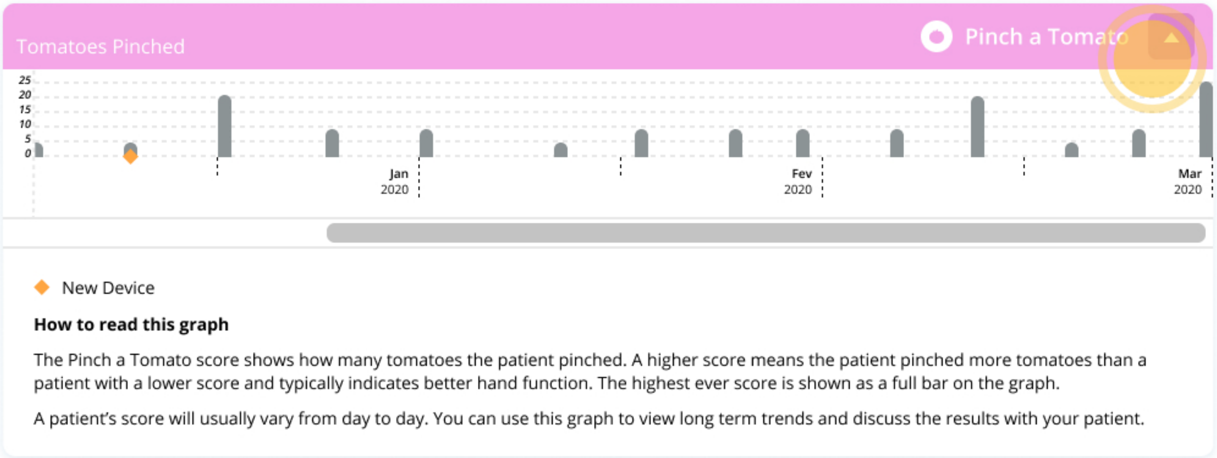
Your patients will use the Floodlight™ MS Mobile Application to perform two activities which objectively measure their hand function over time in both hands. The **Hand Function** section summarizes your patient's hand motor function data collected through these activities.

5.3.1 Understand the Pinch a Tomato chart

This activity measures the number of tomatoes pinched (y-axis) over time (x-axis). When reading this chart, a higher score means the patient pinched more tomatoes and took less time between pinch attempts. A lower score indicates that the patient pinched less tomatoes and took more time between pinch attempts. A higher score typically indicates better hand function.

The highest ever score for a patient is shown as a full bar on the graph. To see the long term trends for your patient, enable trend line for the charts. For more information, see **Enable Trend line** (on page 31).

For additional details, click the **Details** button to expand the details section of the chart.



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.

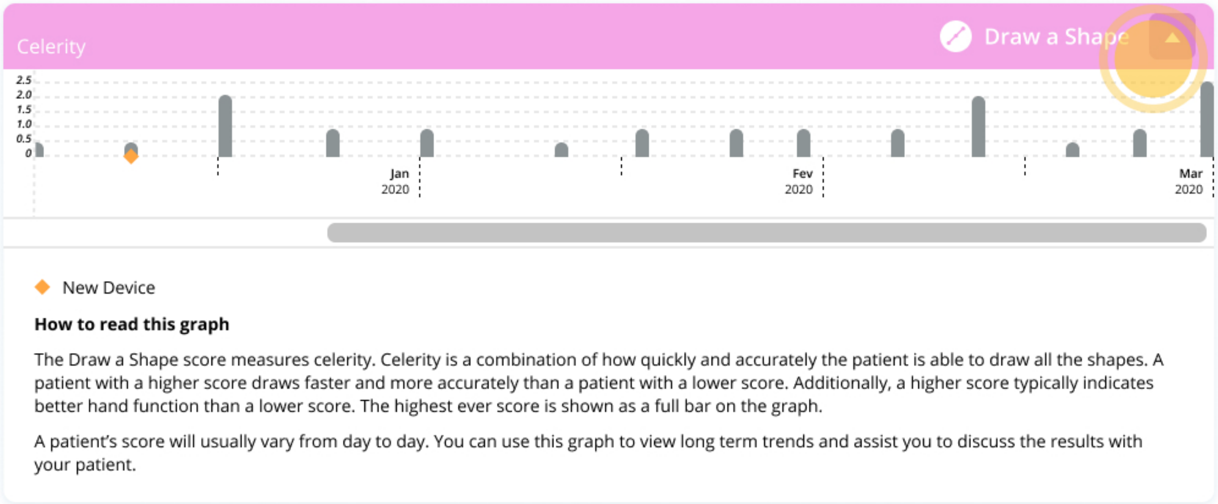
Refer to the **Floodlight™ MS Pinching Test User Manual** for further details on this activity.

5.3.2 Understand the Draw a Shape chart

The **Draw a Shape** chart displays your patient's overall mean celerity (y-axis) over time (x-axis). The overall mean celerity is a ratio of accuracy over speed. When reading this chart, an increase indicates that the patient drew shapes more accurately and more quickly on average. A decrease indicates that the patient drew the shapes less accurately and more slowly on average. A higher score typically indicates better hand function.

The highest ever score for a patient is shown as a full bar on the graph. To see the long term trends for your patient, enable trend line for the charts. For more information, see **Enable Trend line** (on page 31).

For additional details, click the **Details** button to expand the details section of the chart.



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

5.3.3 View data for the Left/Right hand

Activities measuring hand motor functions are completed with both the right and the left hands. You can switch between the data for the left and right hand by clicking on the toggle at the top of the **Hand Function** section.

5.4 Review the Walking section

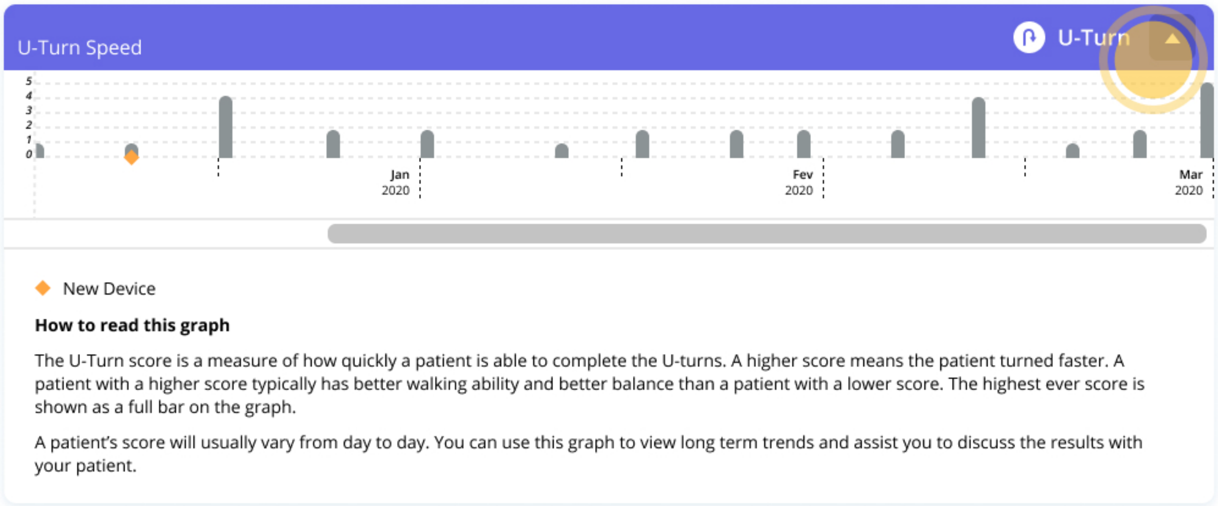
Your patient will use the Floodlight™ MS Mobile Application to perform two walking activities that objectively measure their gait. The Walking section summarizes your patient's walking ability data collected through these activities.

5.4.1 Understand the U-Turn chart

The U-Turn chart displays the median U-Turn Speed (y-axis) achieved by your patient over time (x-axis). When reading this chart, an increase indicates that the patient is able to turn more quickly which typically indicates better walking ability and balance. A decrease indicates that the patient needs more time to complete a u-turn.

The highest ever score for a patient is shown as a full bar on the graph. To see the long term trends for your patient, enable trend line for the charts. For more information, see **Enable Trend line** (on page 31).

For additional details, click the **Details** button to expand the details section of the chart.



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

Note

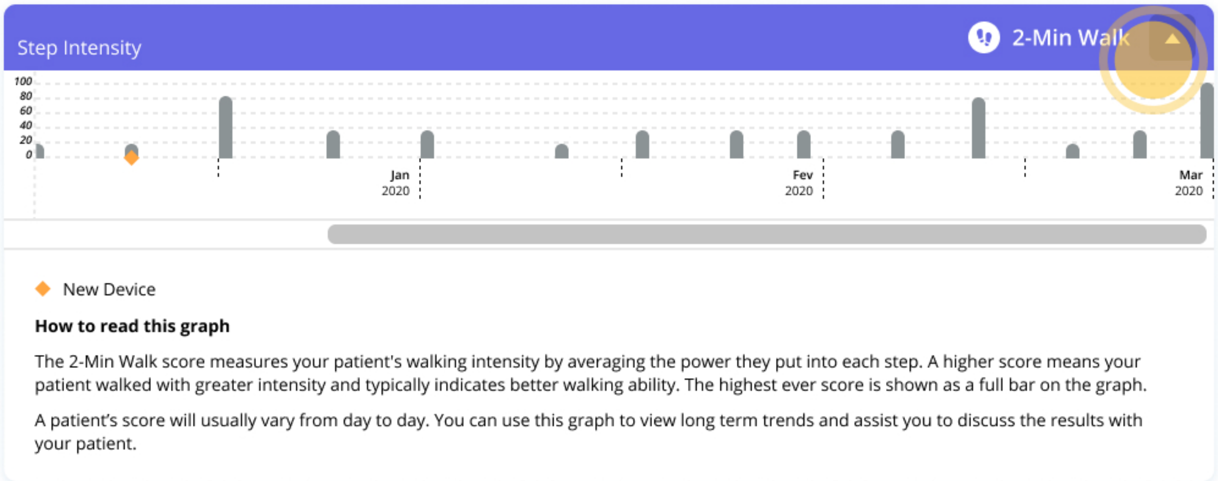
If your patient's walking assessment data seems abnormal (ex. high swings from week to week), please check to see if your patient is consistently placing the phone in their front pocket of their pants or a running belt when performing these walking activities.

5.4.2 Understand the 2-Min Walk chart

The **2-Min Walk** chart displays the mean step intensity (y-axis) achieved by your patient over time (x-axis). Step intensity (m/s) measures the average power the patient puts into each step. When reading this chart, an increase indicates the patient has walked with greater intensity and typically indicates better walking ability. A decrease indicates that the patient has walked with less intensity.

The highest ever score for a patient is shown as a full bar on the graph. To see the long term trends for your patient, enable trend line for the charts. For more information, see **Enable Trend line** (on page 31).

For additional details, click the **Details** button to expand the details section of the chart.



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

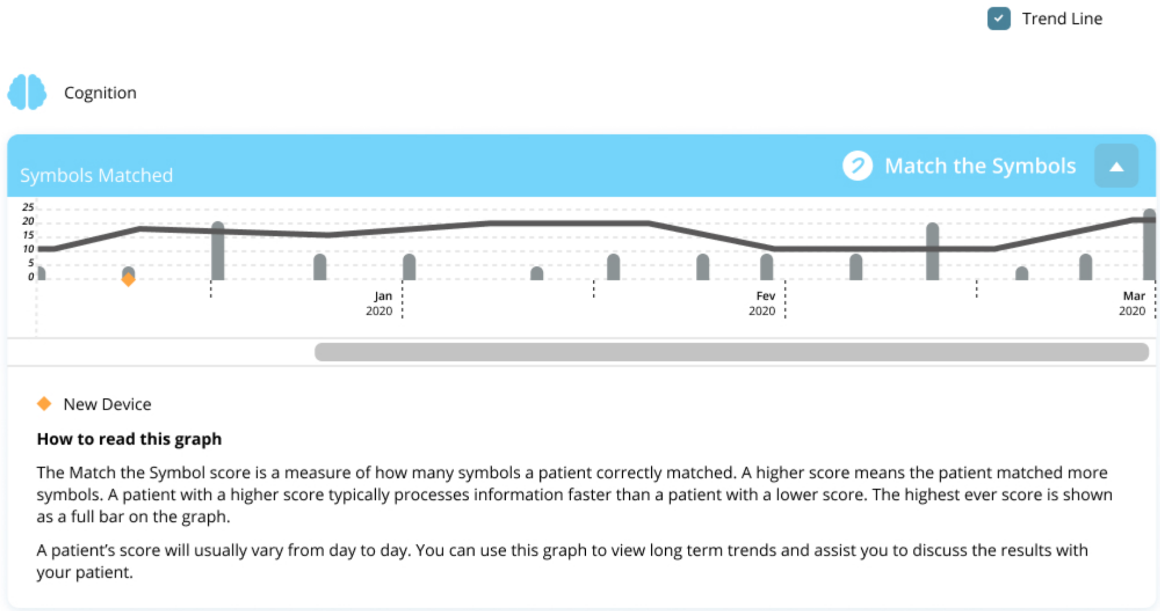
> **Note**
>
> If your patient's walking assessment data seems abnormal (ex. high swings from week to week), please check to see if your patient is consistently placing the phone in the front pocket of their pants or a running belt when performing these walking activities.

5.5 Enable Trend line

You can choose to display the trend line to help you visualize trends in your patient's data. Floodlight™ MS Healthcare Professional's Portal displays a trend line for all the charts except for those under the **Journal** section.

To enable the trend line for your patient's charts, click to select the **Trend Line** check box on the top right corner of the screen that shows the patient data.

The charts under all sections, except **Journal**, now show a trend line.



To remove the trend line, click to clear the **Trend Line** check box on your patient's data page.

5.6 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. The portal creates these reports as CSV files.

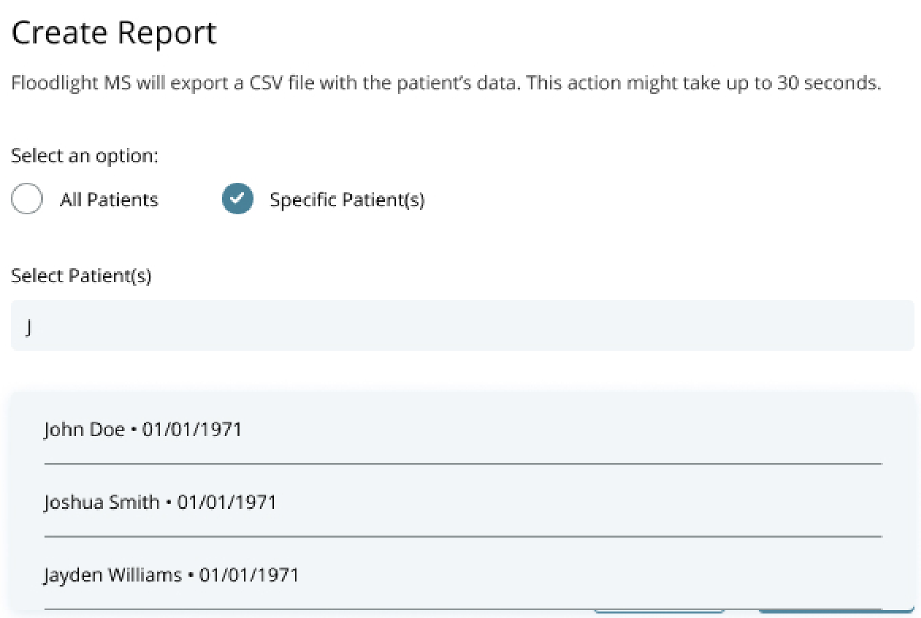
To create a report:

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

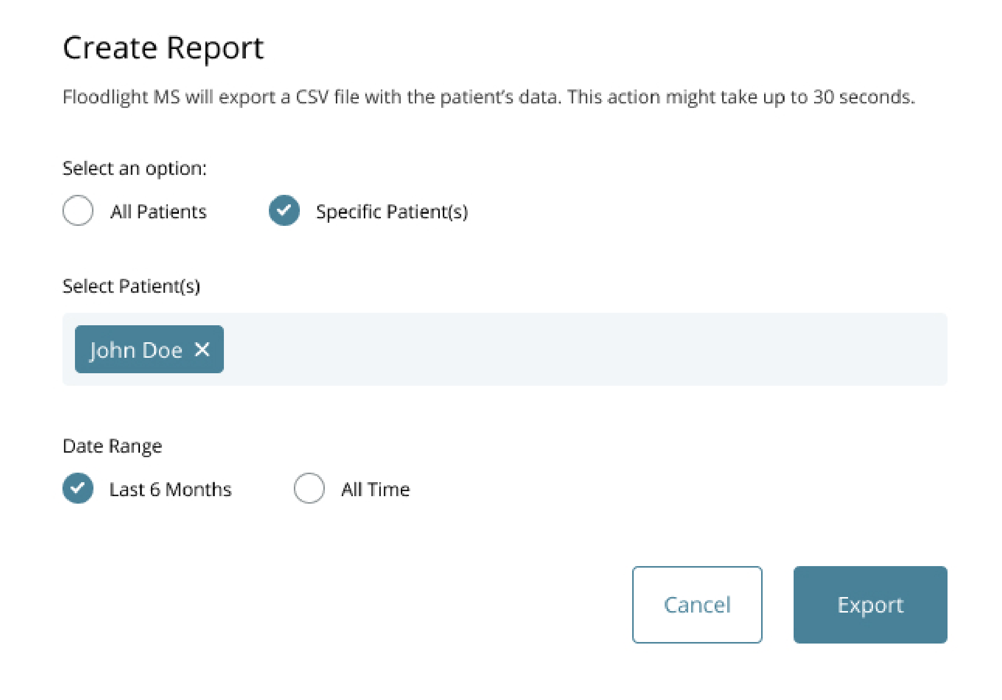
2. In the **Create Report** form:
    a. Select one of the following options:

- **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.



b. Select the **Date Range** for which you want to create the report:
   - **Last 6 Months**
   - **All Time**

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

3. Click **Export**.

6 Frequently Asked Questions (FAQ's)

6.1 What web browsers can I use with the Floodlight MS Portal?

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

- Google Chrome, version 87 or later
- Apple Safari, version 10 or later
- Microsoft Internet Explorer, version 11
- Microsoft Edge, version 85.0.564.44 or later
- Mozilla Firefox, version 80.0.1

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

6.2 Why is my patient not on the Patient List?

Patients that have signed-up for the Floodlight™ MS Mobile Application using your unique sign-up code and completed their profile will appear in your Patient List. Patients will not appear in your patient list if they have not completed their profile since their first name, last name and date of birth is needed for you to locate their record.

6.3 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 Floodlight™ MS Mobile Application, 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 39).

6.4 How can I join the Floodlight™ MS program?

Please contact your local Roche representative if you are interested in exploring how the

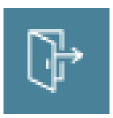
Floodlight™ MS solution can benefit your patients.

6.5 How do I change my 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, in 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.
    d. Click **Save Password**.
3. Click  to log out from the portal.
4. Log in again using your new password.

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

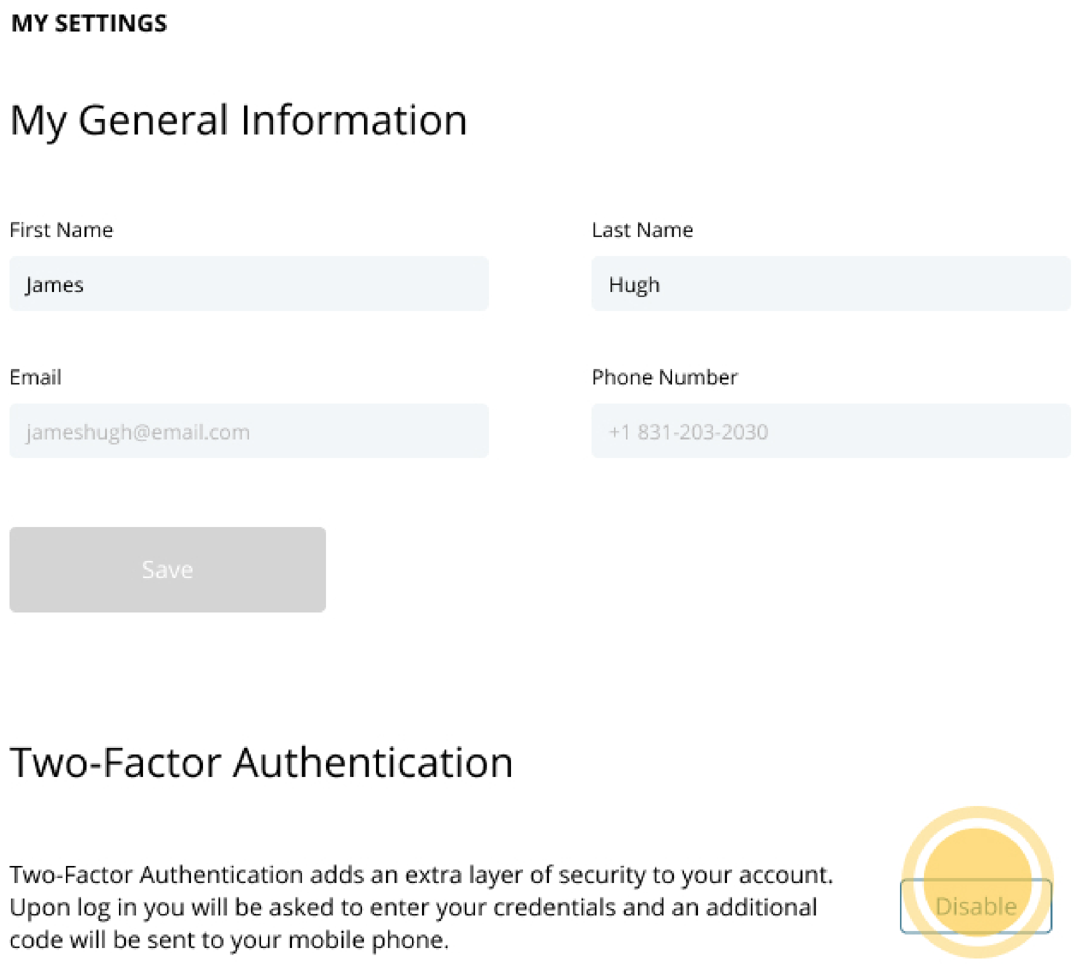
From the **MY SETTINGS** page, you can enable or disable two-factor authentication for your account at any time.

To disable two-factor authentication for your account:

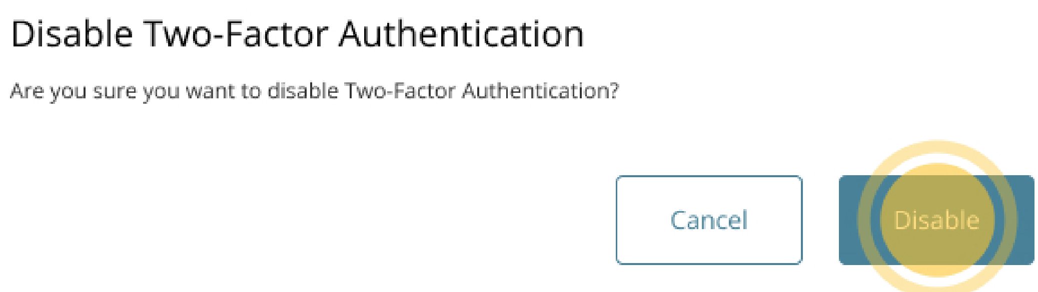
1. Click 

on the navigation bar on the left.

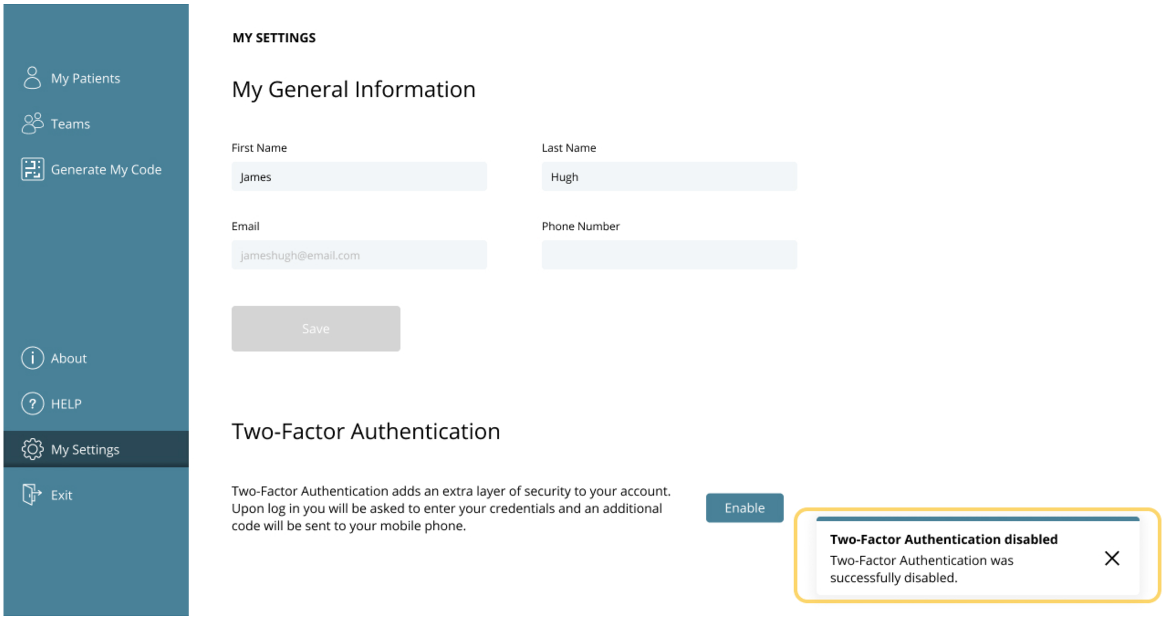
2. On the **MY SETTINGS** page, in the **Two-Factor Authentication** section, click **Disable**.



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:



7 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
  - **Finland** - floodlight_support.fi@roche.com
  - **Germany** - grenzach.support_floodlight@roche.com
  - **Italy** - italy.floodlightms@roche.com
  - **Portugal** - floodlightms_support.pt@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
  - **Finland** - 800 02662
  - **Germany** - 0800 4268426
  - **Italy** - 800 098 389
  - **Portugal** - 800 910 428
  - **Switzerland** - 0800 35 66 35
  - **United Kingdom** - 0800 066 5557
  - **USA** - 888-455-8668 (888-ILLUMN8)

8 Appendix A

8.1 Open Source Software

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

- Library=google-libphonenumber-3.2.13.tgz
    - Version=3.2.13
    - License=Apache 2.0, MIT
    - Link=https://www.apache.org/licenses/LICENSE-2.0
    - https://opensource.org/licenses/MIT
- Library=browser-classes-1.0.1.tgz
    - Version=1.0.1
    - 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=classnames-2.2.6.tgz
    - Version=2.2.6
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=reselect-4.0.0.tgz
    - Version=4.0.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT

- Library=moment-2.24.0.tgz
    - Version=2.24.0
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=bootstrap-4.4.1.tgz
    - Version=4.4.1
    - License=MIT
    - Link=https://opensource.org/licenses/ISC
- Library=react-fontawesome-0.1.8.tgz
    - Version=0.1.8
    - 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/MIT
    - https://www.apache.org/licenses/LICENSE-2.0
- Library=react-hook-form-5.7.2.tgz
    - Version=5.7.2
    - License=MIT
    - Link=https://opensource.org/licenses/MIT
- Library=react-idle-timer-4.3.6.tgz
    - Version=4.3.6
    - 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-table-7.4.1.tgz
    - Version=7.4.1
    - License=MIT

- Link=https://opensource.org/licenses/MIT