



## **Medsense Health Instructional Guide**

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# 1. Introduction

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## The Medsense Health System

The Medsense Health system consists of three main parts

1. Medsense Health Sensors that attach to medication containers.
2. Medsense Health Hub that plugs into an outlet and collects data from the sensors.
3. Mobile Application to set up, manage, and monitor medications.

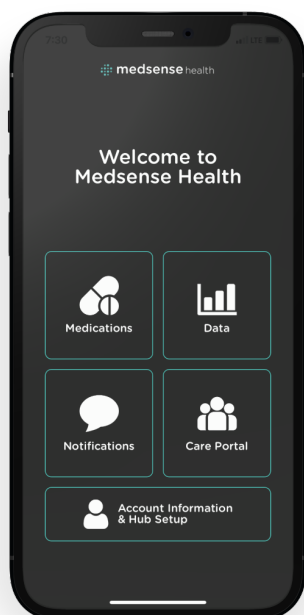
Medsense Health Sensors are shown below



The Medsense Health Hub is shown below



The Medsense Health Mobile App Home screen is shown below



## Medsense Health Product Offerings

Medsense Health offers different product offerings based upon the number of medications a person takes as well as the type of containers they use to store their medications. For a full description of all our products, please visit [www.medsense.health](http://www.medsense.health).

**The Containers Pack** - The Containers Pack includes 1 Medsense Health Hub and 7 Medsense Health Sensors and is used to convert seven different medication containers, including bottles, inhalers, and eye droppers, into smart devices that communicate with the Medsense Health application.

**The Pill Organizer Pack** - The Pill Organizer Pack includes 1 Medsense Health Hub and 7 Medsense Health Sensors and is used to turn one pill organizer into a smart device that communicates with the Medsense Health application.

**The Shapes Sensor Pack** - The Shapes Sensor Pack includes 7 Medsense Health Sensors and is used to convert seven different medication containers, including bottles, inhalers, and eye droppers, into smart devices that communicate with the Medsense Health application.

**The Colors Sensor Pack** - The Shapes Sensor Pack includes 7 Medsense Health Sensors and is used to convert seven different medication containers, including bottles, inhalers, and eye droppers, into smart devices that communicate with the Medsense Health application.

**Shapes and Colors Sensor Pack** - The Shapes and Colors Sensor Pack includes 7 Medsense Health Sensors and is used to convert seven different medication containers, including bottles, inhalers, and eye droppers, into smart devices that communicate with the Medsense Health application.

**Pill Organizer Sensor Pack** - The Pill Organizer Pack includes 7 Medsense Health Sensors and is used to turn one pill organizer into a smart device that communicates with the Medsense Health application.

## 2. Getting Started

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### 1. What's Inside the Box.

- a. Medsense Health Welcome Card (not shown).
- b. Medsense Health Hub as shown in the image below.
- c. Medsense Health Sensor Pack with an insert inside containing a QR code containing information about your sensors shown below.
- d. Medsense Health instruction guide (not shown).



## 2. Download the Medsense Health Mobile App

- a. Scan the QR code on the Medsense Health Instructional Insert.
- b. Search Medsense Health in the Apple App Store (Google Play Store Coming Soon).
- c. Download the Medsense Health mobile app.

## 3. Account Creation and Setup

- a. The first step after downloading the mobile app is to create an account.

### a. **For Individuals**

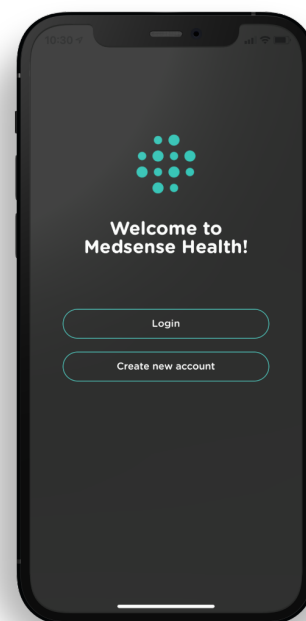
- i. If you are using Medsense Health for yourself, press the button “Create new account”, as shown in image to the left, enter your desired email address and password for the account, and press “Create new account.”

### b. **For Caregivers**

- i. If you are using Medsense Health to help care for another, *you will need to first create an account yourself before creating an account for the person you are caring for.* Press the button “Create new account”, as shown in image above, enter your desired email address and password for the account, and press “Create new account.”

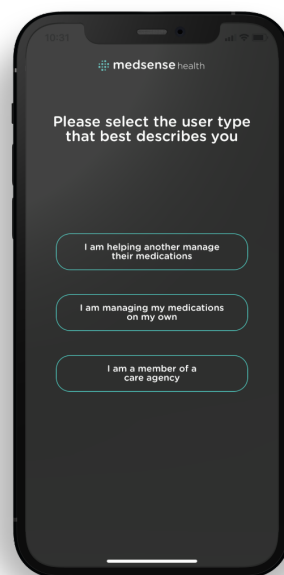
### c. **For Care Agencies**

- i. If you are using Medsense Health as an agency, press the button “Create new account.” You will first need to create an account for your agency and then proceed through the following steps described next to create an account for the person you are caring for.



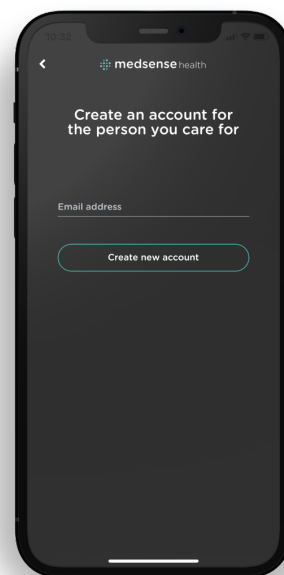
## Select Your User Type

- If you are using Medsense Health for yourself, press the button “I am managing medications on my own.”
- If you are using Medsense Health to help care for another, press the button “I am helping another manage their medications.”
- If you are using Medsense Health as an agency, press the button “I am a member of a care agency.”



## Creating an account for another

- Enter the email address for the person you are caring for. If they do not have an email address, pick a different email address than the one you just used.

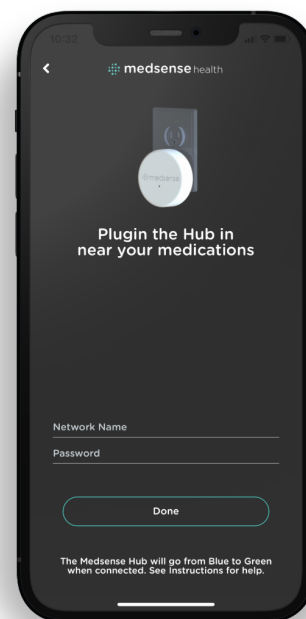


## **3. Connecting the Hub to WiFi**

### During the Setup Process

1. After the account creation process is complete, you will be asked if you are ready to set up Medsense Health. Click yes.

2. Plugin the Hub into an outlet near your medications. We recommend that you plugin the Hub either within the same room or the room next door. Our sensors send data over long distances so find an outlet that is suitable for you and don't feel the need to move your medications into a new location to be closer to the Hub.
3. When you plugin the Hub, you will see the indicator light start to blink blue.
4. Enter the following information in the mobile app as shown in the image to the right.
  - a. **Network name** (your home WiFi network name).
  - b. **Password** (the password to your home WiFi network).
  - c. Press "Add."
5. The Hub will turn from **Blue to Red to Green** if you entered your home network name and password correctly.
6. **Entering the wrong network network name or password** - If you entered your home network name (WiFi name) or password incorrectly, the Hub will flash from **Blue to Red to Blue**. Enter the correct network name and password and try again until you see the Hub indicator light blink Green indicating it successfully connected.
7. When the Hub captures data from your sensor after you take your first dose, **the green light will turn off**. Please note that the *Hub will appear off when plugged into an outlet and correctly connected to our servers*. If there is an issue with your home network and an internet outage, the Hub will indicate this to you by a color change described in the section [Hub Colored Light Indicators](#).
8. The WiFi network name and password must be entered using case-sensitive letters.



### Setting Up Your Hub After Initial Setup

- To setup you Hub, press "Account Information and Hub Setup" from the home screen
- In the "Account Setup and Hub Setup" press "Setup the Hub"

- Plug in the Hub into an outlet near your medications. We recommend that you plug in the Hub either within the same room or the room next door. Our sensors send data over long distances so find an outlet that is suitable for you and don't feel the need to move your medications into a new location to be closer to the Hub.
- After plugging-in the Hub, verify that the indicator light is blinking blue
- Enter the following information into the mobile app and press connect.
  - Network name (your home WiFi network name)
  - Password (the password to your home WiFi network)
- The Hub will turn from **Blue to Red to Green** if you entered your home network name and password correctly.
- **Wrong network network name or password** - If you entered your home network name or WiFi name incorrectly, the Hub will flash from **Blue to Red to Blue**. Enter the correct network name and password and try again until you see the Hub blink Green indicating it successfully connected.
- When the Hub captures data from your sensor after you take your first dose, **the green light will turn off**. Please note that the *Hub will appear off when plugged into an outlet and correctly connected to our servers*. If there is an issue with your home network and an internet outage, the Hub will indicate this to you by a color change described in the section Hub Colored Light Indicators.
- The WiFi network name and password must be entered using case-sensitive letters.

## Hub Colored Light Indicators

### **Blue**

- The Hub is in AP mode.
- The Hub is **not connected** to the Medsense Health server.
- The Hub is waiting to receive WiFi credentials from the Medsense Health mobile app.
  - Use the Medsense Health mobile app to connect the Hub to your home network so it can access our servers using the steps described in the Section "How to Connect the Hub to WiFi."
  - If there is a problem with the internet connection your Hub will reset itself back to AP mode.

## **Red**

- The Hub should never appear red for more than 10 seconds.

## **Blinking Red to Blinking Blue**

- The Hub is trying to connect to either 1) your home network or 2) the Medsense Health servers.
- If it cannot connect, it will reset itself and return to AP mode indicated by a blue blinking light.

## **Blinking Red to Blinking Green**

- The Hub has successfully connected to your home network and can access the Medsense Health server.
- The Hub is ready to collect data from your sensors.

## **Blinking Green**

- The Hub is connected to the Medsense Health server and will send data to the Medsense Health server once it receives data from the sensors.
- After it receives data, the green light will turn off.

## **No Light**

- The Hub is successfully connected to the Medsense Health server and is sending sensor data appropriately.



## 4. Mobile App Home Screen

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The Medsense Health mobile application home screen is how you access the application's features to help you better manage medications.

There are 5 separate buttons on the home screen, as shown in the image below, and include:

### 1. Medications

- a. The Medications Portal is for adding new medications, updating medications, deleting medications, and adding your sensors. For more information, see Section “Adding Sensor Packs” and Section “Adding Medications.”

### 2. Data

- a. The Data Portal is for viewing your medication adherence data. For more information, see Section “Viewing Adherence Data.”

### 3. Notifications

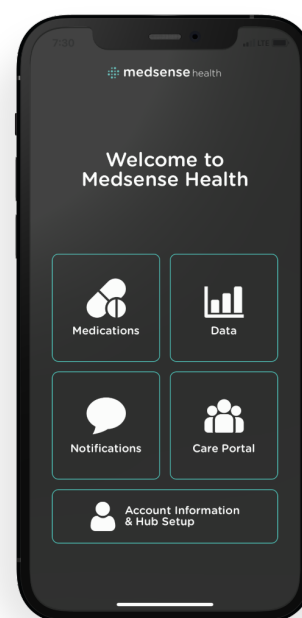
- a. The Notifications Portal is for customizing how you receive alerts and notifications. For more information, see Section 9 “Alerts, Reminders, and Notifications” and Section 10 “Customizing Alerts, Reminders, and Notifications.”

### 4. Care Portal

- a. The Care Portal is how you remotely set up, manage, and monitor others. For more information, view Sections 14 - 24.

### 5. Account Information and Hub Setup

- a. The Account Information and Hub Setup is how you manage your account and connect your Hub to your home WiFi network. For more information, see Section 23 “Account Information” and Section 3 “How To Connect the Hub to WiFi.”



## 5. How To Add Sensor Packs

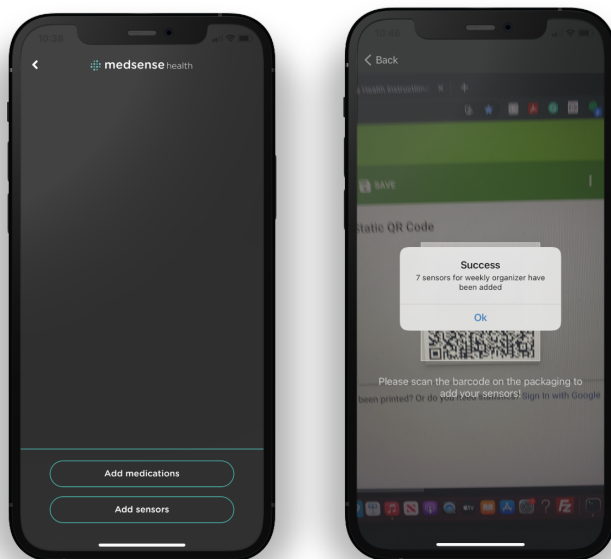
To add a sensor pack, you will scan the QR code found on the insert inside your sensor pack as shown in the image below.

### Insert with QR code



### Adding a Sensor Pack

1. Click the “Medications” tab on the Medsense Health Home Screen.
2. Give Medsense Health access to your phone's camera by pressing OK.
3. Press either “Add medications” or “Add Sensors” as shown in the first image on the right.
4. Scan the QR code on the insert.
5. If it was successful, you will see a pop up that says “Success, { } sensors have been added!”



6. **Do not throw away the insert inside your sensor pack. You may need to rescan the QR code at another time.**

### Adding Additional Sensor Packs

1. To add additional sensor packs, you will scan the QR code located on the insert.
2. Press “Medications” from the home screen.
3. Press the “Add Additional Sensors” button on the bottom of the screen as shown in image above.
4. Scan the QR code with your camera.

### Troubleshooting

- If you see the screen in the image to the right and nothing happens when you press “Add medications” or “Add sensors” then you *did not give Medsense Health access to your camera.*
- To give the mobile app access to your camera;
  1. Enter iPhone settings
  2. Scroll down until you see the Medsense Health App Icon
  3. Click the Medsense Health App Icon
  4. Turn the Camera switch on



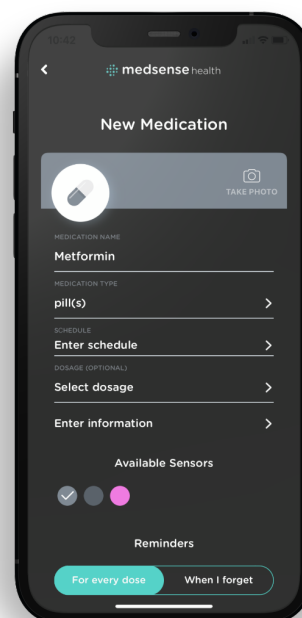
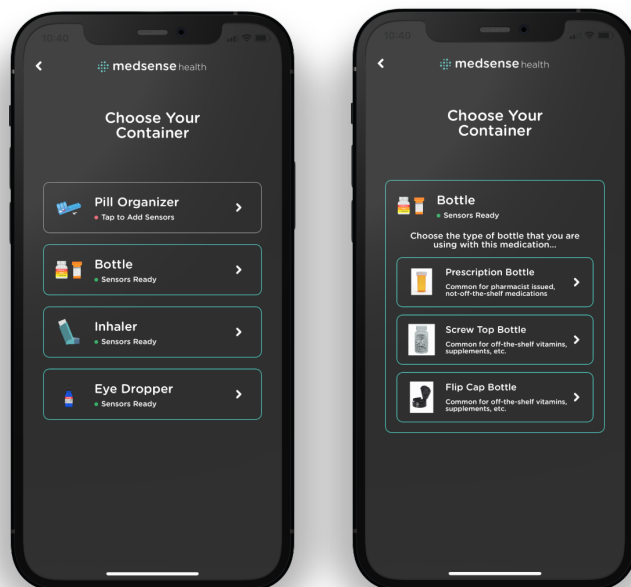
### Keep your insert with the QR code somewhere safe

- *Please keep the insert with the QR code somewhere safe incase you need to scan it again.*

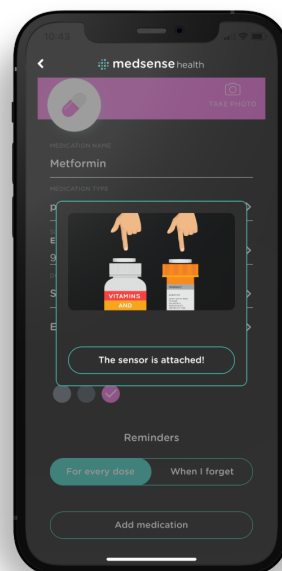
## 6. Adding Medications

### For Medications Stored in Bottles, Inhalers, and Eye Droppers

1. Enter the Medications Portal by tapping the Medications button on the Medsense Health home screen.
2. Tap the “Add medications” button on the bottom of the screen.
3. Choose the container type of your medication you are about to add. Is the medication stored in a bottle? inhaler? eye dropper?
4. Tap the corresponding container type for the medication. This screen is shown in the image to the right above.
  - a. If you select a bottle, you will have to choose the bottle type. Is the bottle a prescription bottle? supplement bottle with a screw off top? or a supplement bottle with a flip-cap top? This screen is shown in the image to the right above.
5. Enter the name of the medication.
6. Select the medication type.
7. Set the medication schedule by following the steps below.
  - a. Press whether you take this medication everyday, only on specific days, or at an interval.
  - b. Select how many times a day you take that medication.
  - c. Now select the time you take each medication.
  - d. Press “Next.”
  - e. Select the quantity.



- f. Press “Done.”
  - g. Repeat this process for each time of the day you take this medication.
  - h. Press done in the top right hand corner.
8. Enter the dosage of the medication.
9. Enter notes about the medication and press save in the top right corner.
10. Select the sensor color.
  - a. Choose the color of the sensor that you are going to attach to your medication container.
11. Choose how you want to be reminded about the medication.
  - a. You can have the Medsense Health application remind you to take this medication at the time you set above or have it wait for 30 minutes before reminding you.
  - b. If you select “For every dose” the Medsense Health application will remind you everyday at the set time.
  - c. If you select “When I forget” the Medsense Health Application will remind you 30 minutes after the set time.
  - d. **The Medsense Health application counts a medication as taken when they are taken either 1) 2 hours before your set time and 2) 2.5 hours after the set time. If you take a medication in the 2 hour window before the set time, reminders for that medication will be turned off that day as you already took your dose. If you take your medication after the setup time, follow up reminders will be turned off once you take your dose.**
  - e. You can further customize the alerts, reminders, and notifications you receive in the Notifications Portal described in Section - 10 “Customizing Alerts, Reminders and Notifications.”
12. When you are done entering the medication information, press “Add medication” at the bottom of the screen as shown to the right.
13. A video will pop up showing you where to attach the sensor to your medication container. This is described further in Section 7 - “Where to Attach Sensors to



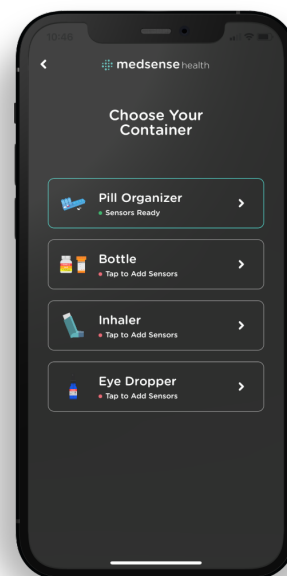
Medication Containers” and Section 8 - “How to Attach Sensors to Medication Containers.”

14. When you are done attaching the sensor, press “The sensor is attached.”

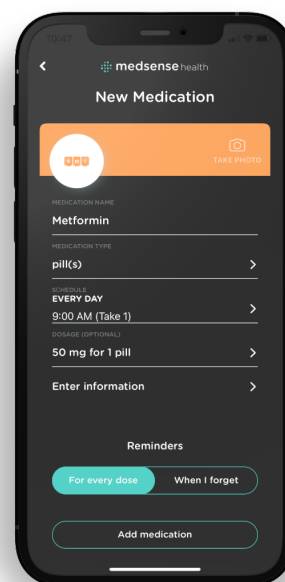
## **For Medications Stored in Weekly Pill**

### **Organizers**

1. Enter the Medications Portal by tapping the Medications button on the Medsense Health home screen.
2. Press the “Add medications” button on the bottom of the screen.
3. Choose the container type of the medication you are about to add.
  - a. If you scanned a QR code form a Pill Organizer Pack, you will only be able to select the pill organizer container type as shown in the image to the right indicated by “Sensors Ready.”
4. Press the Pill Organizer Button.
5. Get ready to add the medications stored inside the weekly pill organizer by following the steps outlined next.
  - a. *Please note you will sequentially add every medication stored within this specific weekly pill organizer. This is a different process than other medications stored in their own containers. If you use more than one weekly pill organizer, you will need to scan another QR code and repeat this process for all the medications stored within that pill organizer container.*
6. Enter the name of the medication.
7. Select the medication type.
8. Set the medication schedule by following the steps below.
  - a. Press whether you take this medication everyday, only on specific days, or at an interval.
  - b. Select how many times a day you take a medication.
  - c. Now select the time you take each medication.
  - d. Press “Next.”
  - e. Select the quantity.



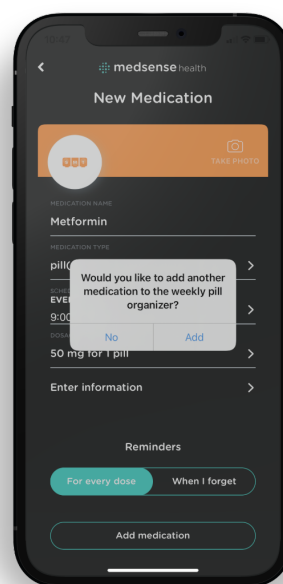
- f. Press “Done.”
  - g. Repeat this process for each time of the day you take this medication.
  - h. Press done in the top right hand corner.
9. Enter the dosage of the medication.
10. Enter notes about the medication and press save in the top right corner.
11. Select the sensor color.
  - a. Choose the color of the sensor that you are going to attach to your medication container
12. Choose how you want to be reminded about the medication.
  - a. You can have the Medsense Health application remind you to take this medication at the time you set above or have it wait for 30 minutes before reminding you.
  - b. If you select “for every dose” the Medsense Health application will remind you everyday at the set time.
  - c. If you select “When I forget” the Medsense Health Application will remind you 30 minutes after the set time.
  - d. **The Medsense Health application counts a medication as taken when they are taken either 1) 2 hours before your set time and 2) 2.5 hours after the set time. If you take a medication in the 2 hour window before the set time, reminders for that medication will be turned off that day as you already took your dose. If you take your medication after the setup time, follow up reminders will be turned off once you take your dose.**
  - e. You can further customize the alerts, reminders, and notifications you receive in the Notifications Portal described in Section 10 “Customizing Alerts, Reminders and Notifications.”
13. When you are done entering the medication information, press “Add medication” at the bottom of the screen shown in the image to the left.
14. **After pressing “Add medication” a pop up will ask you if you want to add another medication. If another medication is stored inside this weekly**



**pill organizer, press “Add”. Repeat this process until you have added all the medications within this weekly pill organizer.**

15. A video will pop up showing you where to attach the sensor to your medication container. This is described further in Section 7 “Where to Attach Sensors to Medication Containers” and Section 8 “How to Attach Sensors to Medication Containers.”
16. When you are done attaching the sensors, press “The sensors are attached.”

Do not throw away your QR code for each set of pill organizer sensors. If you delete or want to add medications within your weekly pill organizer, you will need to rescan the QR code to add the new medications.



## **Adding Additional Weekly Pill Organizers**

1. To add an additional weekly pill organizer, tap “Add Sensors” in the Medications Portal as described in the previous two sections.
2. Scan the QR code that comes on the insert inside your Pill Organizer Sensor Pack.
3. Tap the “Add medications” button in the Medication Portal.
4. Tap “Pill Organizer.”
5. Add all the medications stored within the weekly pill organizer sequentially as described in the previous section.



## 7. Where to Attach Sensors to Medication Containers

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### Bottles

- For all types of bottles, the sensor will be attached to the top of the bottle cap as shown below.



### Weekly Pill Organizers

- For weekly pill organizers, place each day of the week sensor on top of the corresponding day of the week container (place the sunday sensor on top of the sunday container and the monday sensor on top of the monday container). Weekly pill organizers start with Sunday on the left followed by Monday, Tuesday, Wednesday, Thursday, Friday, and Saturday as you move right.



## For Inhalers

- Place the sensor on the end of the canister as shown below.



## Eye Droppers

- Place the sensor at the base of the eye dropper as shown below.



## 8. How to Attach Sensors to Medication Containers

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1. Remove the desired sensor from the packaging.
2. Pull the clear tab out of the sensor to turn it on.
3. Remove the sticker cover on the bottom of the sensor.
4. Attach the sensor to your medication container in the location described in [Section 7 - "Where to Attach Sensors to Medication Containers."](#)

## 9. Alerts, Reminders, and Notifications

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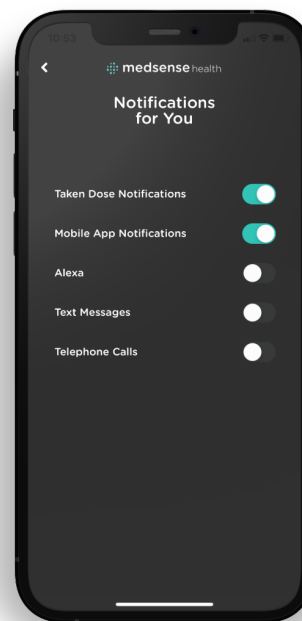
- **The Medsense Health Alerts, Reminders, and Notification System** was designed to help people easily take the right dose of their medication at the right time.
- The system works by using the medication schedule you entered into the mobile app and the data it gathers from our sensors when medications are taken.
- Alerts, Reminders, and Notifications can be sent by mobile app push notifications, text messages, automated telephone calls, and with voice via our Alexa Skill.
- When you add a medication, you can choose whether you would like the Medsense Health application to remind you to take this medication at the time you entered or have it wait for 30 minutes before reminding you.
- **Reminders** remind you to take a medication by informing you of the sensor color, shape, or day of the week associated with that medication as well as the correct dose.
- Medsense Health will remind you every 30 minutes for 2.5 hours after the set dose time until you take your medications.
- When medications are taken, follow-up reminders are turned off.
- The Medsense Health application counts medications as taken when they are taken either 1) 2 hours before your set time or 2) 2.5 hours after the set time. If you take a medication in the 2 hour window before the set time, reminders for that medication will be turned off that day as you already took your dose. If you take it during the 2.5 hours after the set time, the subsequent reminders for that medication will be turned off.
- You can receive other types of notifications such as Taken Dose Notifications and Missed Dose Notifications.
- **Taken Dose Notifications** congratulate you for taking your medication on time and are sent immediately after you take a dose.
- **Missed Dose Notifications** let you know that you missed your medication for today and motivates you to do better tomorrow. These are sent at the end of the 2.5 hour window.
- Alerts are a tool for those using Medsense Health to help care for another. You can receive Caregiver Taken Dose Alerts and Caregiver Missed Dose Alerts.

- **Caregiver Taken Dose Alerts** let you know that the person you cared took their medications and are sent immediately after a dose is taken.
- **Caregiver Missed Dose Alerts** inform you that the person you are caring for missed a dose. They are sent after the 2.5 hour window is over.
- For families and caregivers living in the same house as the person they are caring for, Caregiver Reminders are a helpful tool.
- **Caregiver Reminders** remind families and caregivers when it is time for the person they are caring to take a medication by indicating the sensor color, shape, or day of the week and correct dose.
- **Mobile App Push Notifications**
  - Medsense Health can send reminders, alerts, and notifications via mobile app push notifications.
  - See [Section 10 - “Customizing Alerts, Reminders, and Notifications”](#) for instructions on how to set up and receive push notifications.
- **Text Messages**
  - Medsense Health can send reminders, alerts, and notifications via text messages
  - See [Section 10 - “Customizing Alerts, Reminders, and Notifications”](#) for instructions on how to set up and receive text messages.
- **Automated Telephone Calls**
  - Medsense Health can send reminders, alerts, and notifications via automated telephone calls.
  - See [Section 10 - “Customizing Alerts, Reminders, and Notifications”](#) for instructions on how to set up and receive telephone calls.
- **Alexa**
  - Medsense Health can send reminders, alerts, and notifications via Alexa powered devices.
  - See [Section 32 - “Alexa Skill and Voice Capabilities”](#) for instructions on how to set up and use voice.

## 10. Customizing Alerts, Reminders, and Notifications

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1. To customize alerts, reminders, and notifications, enter the Notifications Portal from the Medsense Health Home Screen.
2. Here you will see the following options:
  - a. Mobile App Notifications
  - b. Text Messages
  - c. Automated Telephone Calls
  - d. Taken Dose Notifications
  - e. Missed Dose Notifications
3. Turn the switches on for the systems you would like to use.
4. Turn the switches off for the systems you do not want to use.
5. If you turn the switch on for text messages or telephone calls, a pop-up will prompt you to enter in the phone number where you would like to receive text messages or telephone calls. You can change the number in Account Information described in Section 23 - "Account Information and Hub Setup."
6. Please note that these switches can be switched on or off at any time.



## 11. Viewing Medication Adherence Data

1. To view your medication adherence data, enter the Data Portal by tapping the Data button on the Medsense Health Home Screen.
2. Here you will see what is shown in the first image to the right.

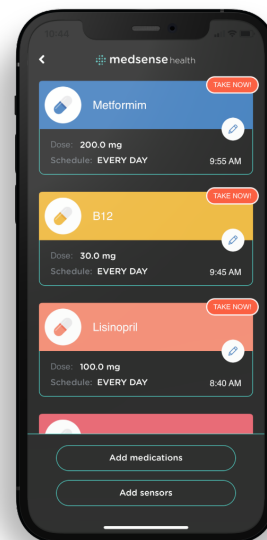
- a. Today's date on the top of the screen.
- b. The last 7 days with a green circle around today's date.
- c. Your overall adherence for the day.
- d. Your adherence to each one of your medications for the day.
- e. Three buttons on the bottom - "Day" - "Week" - "Month" which will filter the adherence data by day, week, or month.



3. You can view your adherence by day, week, or month for each one of your medications by clicking either a single medication or the "Overall Adherence" button and then filtering the data by day, week, or month by clicking on three buttons on the bottom of the screen.

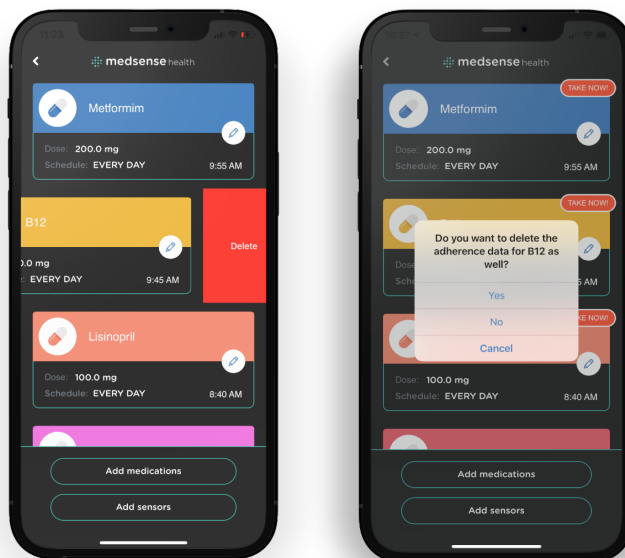
## 12. Updating Medications

1. To update a medication, enter the Medication Portal.
2. Scroll down until you can see the medication you want to update.
3. Tap the pencil button shown as indicated as shown in the image to the right. .
4. Follow the steps described in [Section 6 - “Adding Medications.”](#) You will have to verify all your medication information again.
5. After following the steps, press “Update medication”.



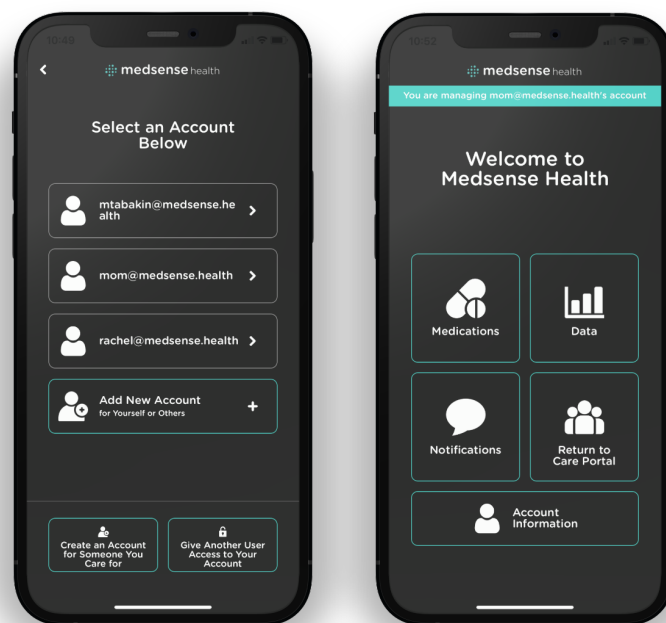
## 13. Deleting Medications

1. To delete a medication, enter the Medications tab.
2. Swipe left on the medication you would like to delete.
3. Tap “Delete” as shown in the image to the right.
4. Before the medication is deleted, Medsense Health will ask you if you want to keep the adherence data for that medication. Select the decision you desire.



## 14. Creating an Account for Someone You Care For

1. Enter the Care Portal.
2. At the bottom of the screen you will see two buttons. The button on the left says “Create a new account.” This is shown in the first image on the right.
3. Tap “Create a new account.”
4. Enter the email address for the new account.
5. Tap “Create.”
6. *After creating a new account, you will immediately be taken to their home screen. You can tell that you are inside another*



*user's account by a green bar that appears at the top of the screen which tells you which account you are managing. Note the green bar on the top of the image on the right.*

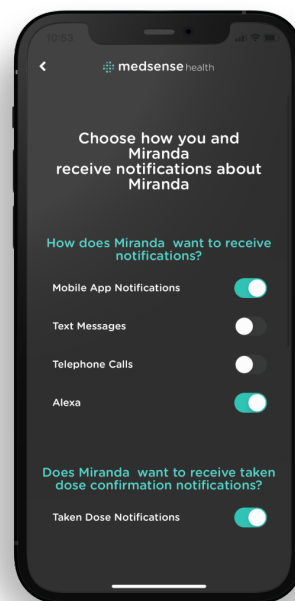
## 15. Adding Medications For Someone You Care For

1. Enter the Medsense Health Care Portal.
2. Access the desired user's account by clicking on their email address.
3. Confirm that you are in the correct account by viewing the email address in the green bar at the top of the home screen.
4. Enter the Medications Portal by tapping on the Medications button.
5. Follow the instructions described in Section 6 - “Adding Medications.”



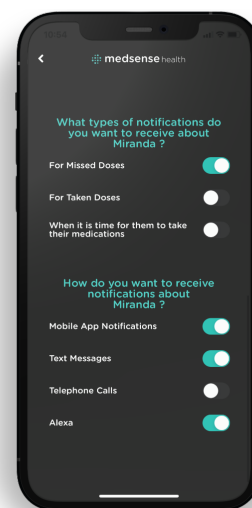
## 16. Customizing Alerts and Notifications For Someone You Care For

1. Enter the Medsense Health Care Portal.
2. Access the desired user's account by clicking on their email address.
3. Confirm that you are in the correct account by viewing the email address in the green bar at the top of the home screen.
4. Enter the Notifications Portal by tapping the Notifications button.
5. Choose how you want the person to receive alerts and notifications by turning on the appropriate switches. See Section 9 - "Alerts, Reminders, and Notifications" for more information about the different types of alerts, notifications, and reminders and how they are sent.
6. **If you are sending medication reminders with telephone calls, we recommend turning the "Taken Dose Notifications" off to reduce the number of calls sent to the individual.**



## 17. Customizing Alerts and Notifications For Yourself About Someone You Care For

1. Enter the Medsense Health Care Portal.
2. Access the desired user's account by clicking on their email address.
3. Confirm that you are in the correct account by viewing the email address in the green bar at the top of the home screen.
4. Enter the Notifications Portal by tapping the Notifications button.



- Choose how you want to receive alerts and notifications about the person you are caring for by turning on the appropriate switches. See Section 9 - “Alerts, Reminders, and Notifications” for more information about the different types of alerts, notifications, and reminders and how they are sent.

## 18. Viewing the Medication Adherence Data of Someone You Care For

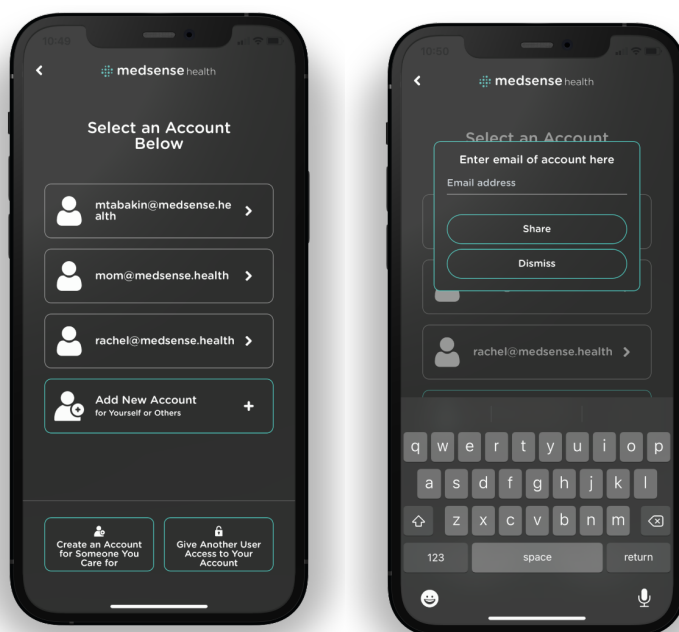
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- Enter the Medsense Health Care Portal.
- Access the desired user's account by clicking on their email address.
- Confirm that you are in the correct account by viewing the email address in the green bar at the top of the home screen.
- Enter the Data Portal by tapping on the Data button.
- View and change the way you view the data by following the instructions in Section 11 - Viewing Medication Adherence Data.

## 19. Sharing Your Account and Data with Another User

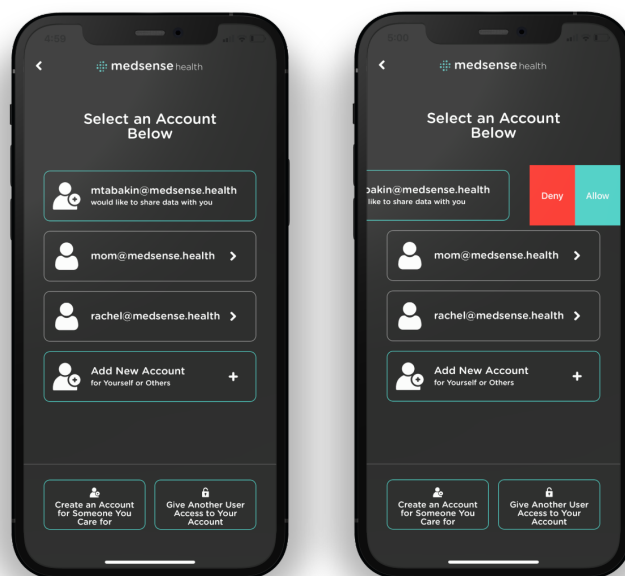
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- Enter the Medsense Health Care Portal.
- At the bottom of the screen there are two buttons.
- The button on the right says “Give another user access to your account.” This is shown in the first image on the right.
- Tap “Give another user access to your account.”
- Enter the email address associated with the account of the person you would like to give access to and tap “Share.”



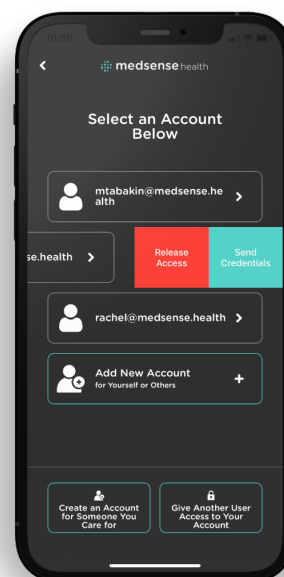
## 20. Accepting and Denying a Share Request

1. When a person gives another user access to their account, that user can accept or deny the Share Request.
2. To view your Share Requests, enter the Care Portal. If you have a Share Request it will appear as shown in the image to the right.
3. To accept or deny the request, swipe left on the request. This is shown in the second image on the right.
4. To accept the request, tap “Allow.”
5. To deny the request, tap “Deny.”



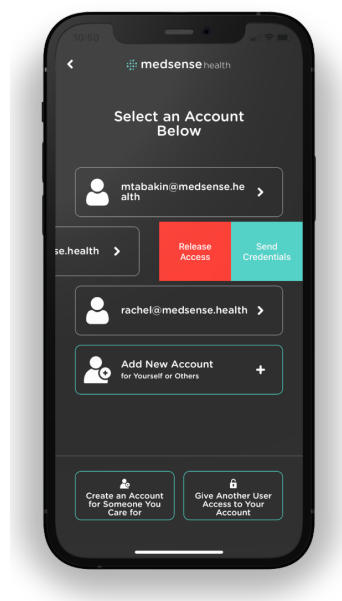
## 21. Releasing an Account You Have Access to

1. To release access to an account, enter the Care Portal.
2. Scroll down until you see the email address associated with the account you want to release.
3. Swipe left on the box containing the user's email address as shown in the image to the right.
4. Tap “Release Access”



## 22. Creating a Password For An Account You Care For

1. To create a password for an account you manage, enter the Care Portal.
2. Scroll down until you see the email address corresponding with the account you want to generate a password for.
3. Swipe left on the box containing the user's email address as shown in the image to the right.
4. Tap "Send Credentials" to generate a password.
5. Select the email address where you would like to receive the password for the account you care for.

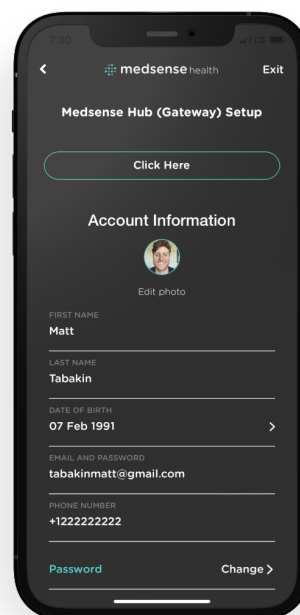


## 23. Account Information

1. To enter Account Information, tap "Account Information and Hub Setup" from the Medsense Health home screen.
2. Scroll down until you see the "Account Information" heading.
3. Here you can enter information such as:
  - a. Picture of yourself
  - b. First Name
  - c. Last Name
  - d. Birthday
  - e. Telephone number
4. To change your picture, name, birthday or telephone number, tap the corresponding box.
5. You can also change your password, sign out of your account, delete your account, and set up your Hub here.
6. See [Sections 24, 25, and 28](#) for how to change your password, sign out of your account, and delete your account.

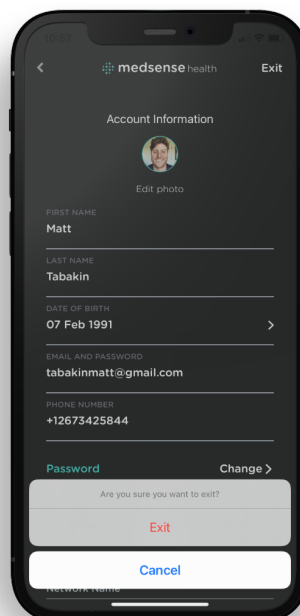
## 24. Changing Your Password

1. To change your password tap “Account Information and Hub Setup” from the Medsense Health home screen.
2. Scroll down until you see the word “Password.”
3. Press “Change.”
4. Enter your old password followed by a new one.
5. Re Enter your new password.
6. Tap “Change” when finished.



## 25. Sign Out Of Your Account

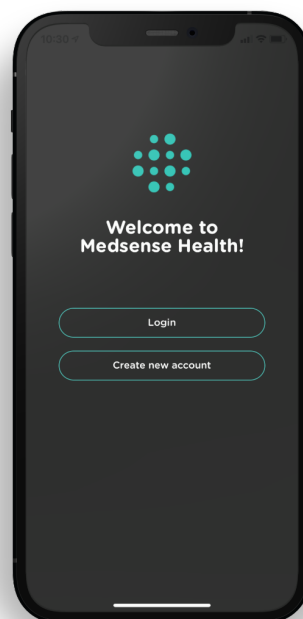
1. To sign out of your account, tap “Account Information and Hub Setup” from the Medsense Health home screen.
2. Tap “Sign out” or “Exit” in the top right corner.



## 26. Sign-in To Your Account

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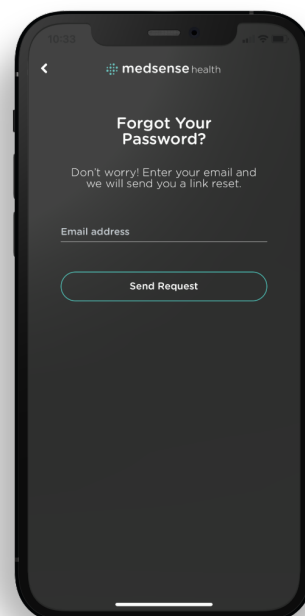
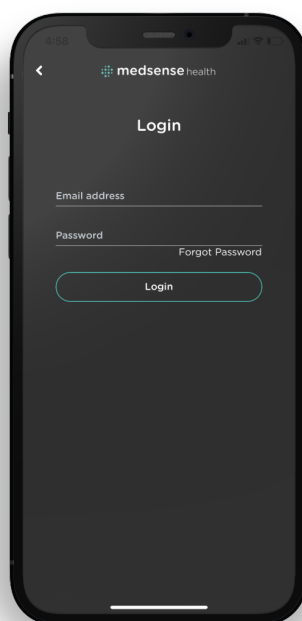
1. Tap “Login” as shown in the image to the right.
2. Enter your email address and password to your Medsense Health account.
3. Tap “Login” again.



## 27. Resetting a Password

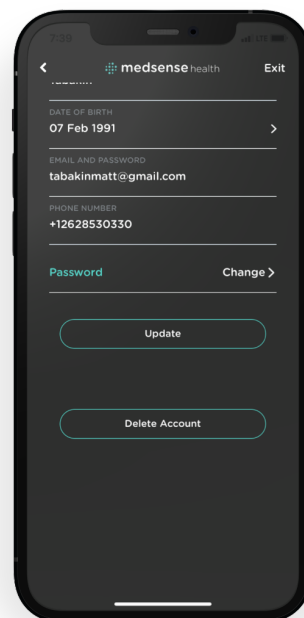
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1. Tap “Login.”
2. Tap “Forgot Password” as shown in the image to the right.
3. Enter your email address associated with your account.
4. Check your email for the new password.



## 28. Deleting an Account

1. To delete your account, tap the “Account Settings and Hub Setup” button from the Medsense Health home screen.
2. Scroll down and tap “Delete Account.”
3. *Please note your account cannot be recovered if you delete your account.*



## 29. Removing and Reattaching Sensors

1. To remove a sensor from your medication container, apply cross pressure to the sensor.
2. For a medication container resting on a table, cross pressure means pushing or pulling the sensor in a direction parallel to the table as shown in image to the left.
3. To reattach a sensor to a new medication container, simply stick the sensor onto that medication container.
4. The sticker on the bottom of the sensor lasts for about 10-12 sticks.
5. You can purchase replacement stickers on the Medsense Health Website.
6. To watch a video on how to remove a sensor, visit this web address:  
<https://youtu.be/XX48RIV6Xml>



## 30. Low Battery Alerts

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- The battery life of Medsense Health sensors ranges from 1-3 years based upon normal use.
- When the batteries on your sensors get low, you will be alerted by the Medsense Health mobile app.
- To learn how to change the battery on your sensors, please refer to Section 31 - "Changing Sensor Batteries."

## 31. Changing Sensor Batteries

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1. Medsense Health Sensors are powered by CR2032 coin cell batteries.
2. To change a sensor's battery you must open the sensor.
3. To open a sensor look for the insert on the side as shown to the right.
4. Insert your fingernail into the insert and run it around the side to open the sensor.
5. If you cannot open the sensor with your fingernail, try using a small screwdriver to pry it open.
6. Once you have the sensor open remove the battery from the sensor.
7. Replace the sensor with a new CR2032 battery.
8. Ensure that the sensor is placed in the correct orientation by confirming that you can read the brand name on the battery as shown to the right.
9. Additional CR2032 batteries can be purchased on the Medsense Health website.





10. We recommend using batteries supplied by Medsense Health.
11. To watch a video on how to change a sensors battery visit this web address:  
[https://youtu.be/xb\\_o9ca6faq](https://youtu.be/xb_o9ca6faq)

## 32. Alexa Skill and Voice Capabilities

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- To learn how to setup the Medsense Health Alexa Skill please watch the following video at this web address: [https://youtu.be/xb\\_o9ca6faq](https://youtu.be/xb_o9ca6faq)

## 33. Cautions

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### Medsense Health Hub and Sensors

- Do not expose Medsense Health Sensors or Hub to high temperatures above 100 degrees Fahrenheit such as in direct sunlight.
- Do not incinerate or dispose of in fire.
- Do not handle sensors if damaged or leaking.
- Keep the Medsense Health and Sensors out of reach of small children.
- Keep the Medsense Health Hub and Sensors dry.
- Replace Medsense Health Sensor batteries only with batteries recommended by Medsense Health.

## 34. Certifications

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- FCC ID: 2AP3T-S1
- Patents Pending

## 35. Recycling Lithium-Ion Batteries

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- Lithium-Ion batteries are recyclable.
- You can help preserve our environment by returning your used batteries to the collection and recycling location nearest to you.
- For more information regarding recycling of batteries, call toll free 1-800-822-8837 or visit <http://www.call2recycle.org/>