

How to Re-link Participant to A Device

Q. How do I re-link my participant to the same device or to a different one?

A. Participants can be re-linked to their current device or a different one by using an Activation Code just like when they were first registered. To get that code and re-relink the participant, please follow the steps below:

Part 1: Preparing the Device

If the participant is using their own device and needs the app re-linked to the same one: please instruct them to delete and reinstall the AiCure Patient Connect application. Then proceed to Part 2.

If the participant is using an AiCure device and needs the app re-linked to a different one: provide them a new AiCure device. Then proceed to Part 2.

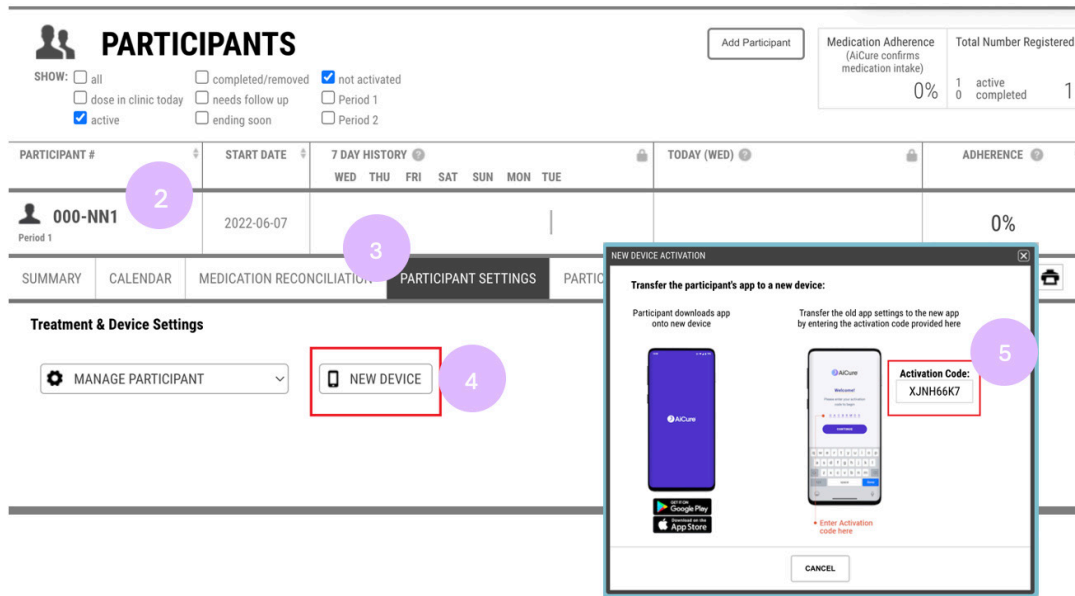
If the participant is using an AiCure device and needs the app re-linked to the same one: ensure the currently used device is turned on and connected to Wi-Fi. Contact support@aicure.com to request a device reset for relinking a participant. Then proceed to Part 2.

Part 2: Generating a “New Device” Activation Code on the Dashboard

1. Log into the AiCure portal (login.aicure.com) and select your study
2. Click on the Participant ID to get the dropdown menus
3. Click on **PARTICIPANT SETTINGS**
4. Click on **NEW DEVICE**
5. Identify and take note of the activation code located in the box indicated below

Warning

If you close out of this window before entering the code into the device or jotting it down, you will need to repeat step 4 to generate a new code

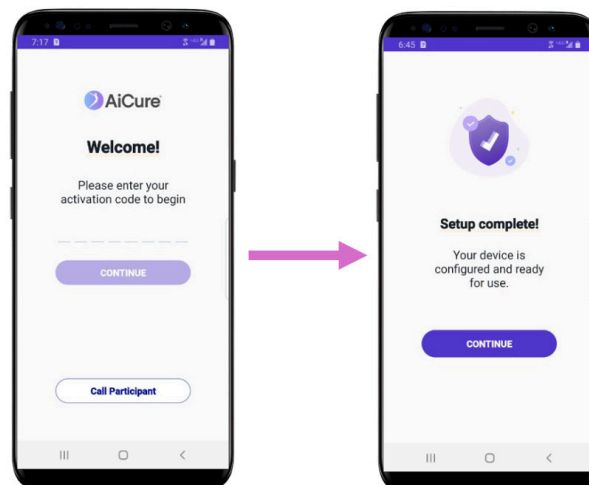


Part 3: Entering the Activation Code in the App

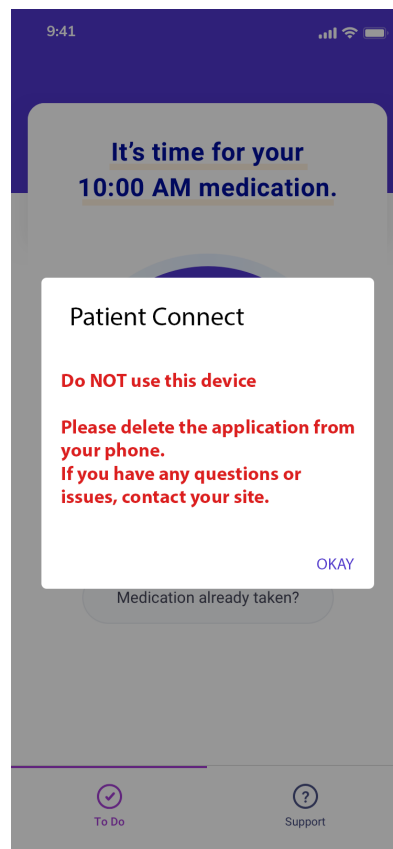
1. Provide the code to the participant to enter on the Patient Connect home screen
2. Tap **CONTINUE**
3. They will see a "Setup in progress" screen on the device/app
4. Once complete, they will see "Setup complete"

If the participant still has their previous device, please reset the app so it can no longer be used. The participant **should not** resume using the old device unless the app is reset and relinked using the steps above as it is not linked to the dashboard to upload its data.

- **If the old device was a BYOD:** instruct the participant uninstall the app
- **If the old device was AiCure provisioned:** please reach out to AiCure support to have it reset



- Q. My participant was originally using an AiCure device and was re-linked to a different one. How do I reset the original AiCure device so it may be used with future participants?**
- A.** Please reach out to support@aicure.com or submit a ticket through the portal requesting a device reset. Be sure to include the device ID number (the 5/6 digit number on the rear of the device) and have the device powered on and connected to the internet.
- Q. The AiCure device my participant was using was lost/stolen/damaged. How do I report this to AiCure?**
- A.** Please reach out to support@aicure.com or submit a ticket through the portal to let us know. If the device was lost/stolen/damaged, we can send a replacement.
- Q. Our device is receiving the following message: “Do NOT use this device. Please delete the application from your phone. If you have any questions or issues, contact your site”. What does this mean?**
- A.** After a participant is relinked to a different device, the app on the old device becomes unlinked and should not be used. When opening the app on the old device, that message will appear to prevent them from mistakenly using the application. If the participant would like to switch back to using that device, or another participant needs to use it, the app should be reset and then relinked using the steps above.



Q. We accidentally used an activation code from the wrong participant. How do we fix this?

- A.** When an activation code is used to relink a participant, the connection to their previous device is severed. This means that, if you accidentally use an activation code for a different participant, that participant will no longer be able to use their app.

For example: if you are attempting to relink Participant A but accidentally use the activation code for Participant B. Participant B will be unlinked from their device.

To correct this, both participants need to be relinked to their respective devices. Starting with Participant B, instruct them to reinstall their app. Then provide them with their activation code (Participant B must do this first). Once Participant B is successfully relinked, instruct Participant A to do the same.