

How to Reset an AiCure Provisioned Device

Q. My participant has completed their participation in the trial and no longer needs their AiCure provisioned device. How do I reset it so it can be used with future participants?

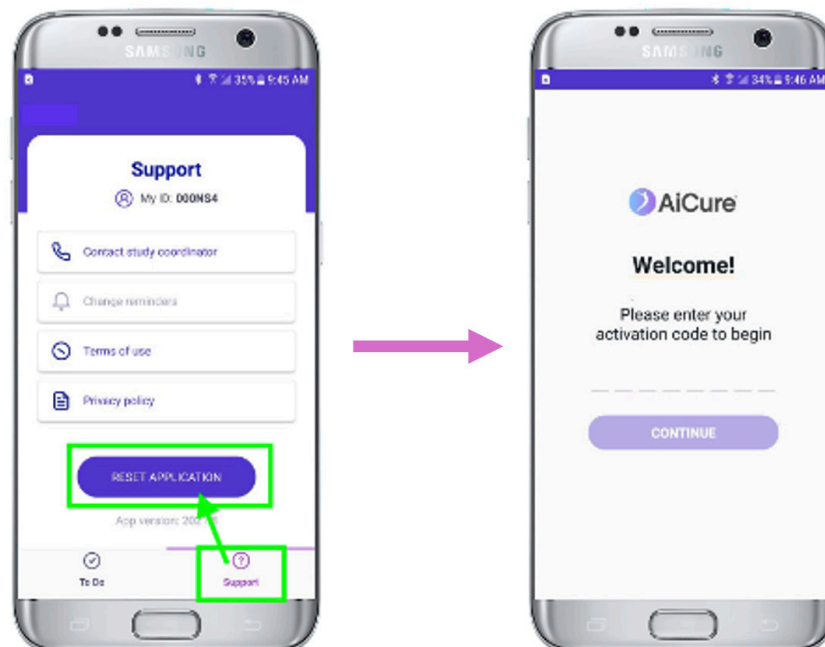
A. Once treatment is ended in the dashboard and the update has reached the AiCure device, the app can be “Reset”, so another participant can use that device. Please follow the steps below to reset their AiCure device:

If you haven't done so already, please follow the steps in the article [How to End Participation](#) prior to attempting to reset their device

1. Open the Patient Connect app
2. Tap on **SUPPORT**
3. Tap **RESET APPLICATION**. The device will return to the home screen once complete.

Please Note

The Reset Application button may be obscured by the bottom of the screen. If you are still able to partially see it, you can still tap on it to use it.



Q. Why don't I see the RESET APPLICATION button on the Support tab of the app?

- A.** This is likely because the app has not yet received the End Participation update from the dashboard. If the site coordinator has already initiated the End Participation update, please check the dashboard to see if the UPDATE PENDING icon is still present on the PARTICIPANT SETTINGS tab. If it is, you may need to connect the device to a strong WiFi signal and close/reopen the app to download the update.

If you still have trouble, please reach out to us at support@aicure.com or by submitting a ticket through the portal.

Q. My participant was switched from an AiCure device to a different one, but they are still active in the trial. How do I reset their old device without having to deactivate them on the Dashboard?

- A.** For cases such as these, please submit a request to AiCure either through email (support@aicure.com), via our Live Chat, or by creating a ticket on our Help Center. Please be sure to provide us with the device ID number (the 5/6 digit number located on the rear of the device) and keep the device powered on and connected to WiFi. We can remotely reset the device for you.