



 HealthCheck

USER GUIDE





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INITIAL LOGIN

STEP 1:

SEARCH FOR 'ACH HEALTHCHECK' at the Google Play for Android-based phones and tablets or Apple Store for iPhones and iPads.



STEP 2:

FOR INITIAL LOGIN, please enter your DOB, ID, and PIN. All subsequent logins will utilize the username and password that you create. Your ID and PIN can be found on the Customer Responsibility Agreement that you received during training.

The image shows a smartphone displaying the HealthCheck initial login interface. At the top, the HealthCheck logo is visible. Below the logo, a message states: "Please note HealthCheck will be retiring PIN and ID as a method to logging in. We recommend logging in via email and password." The form includes a "Date of Birth" field with a date picker (mm / dd / yyyy), an "ID" field, and a "PIN" field with a toggle for visibility. There are checkboxes for "Remember me" and a "Forgot PIN" link. A blue "SIGN IN" button is present, along with a "Use Fingerprint" option. At the bottom, there is a photo of a young boy kissing an elderly woman on the cheek, and a section for "For Medical Assistance:" with a link to contact the clinic.

STEP 3:

UPON INITIAL LOGIN, select 'Agree' to the Terms of Use and choose notification preferences.

1:53 PM Wed May 31 LTE 91%

Agreements 1 of 1

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CONSEQUENTIAL, EXEMPLARY, SPECIAL, DIRECT, INDIRECT, INCIDENTAL OR PUNITIVE DAMAGES, EVEN IF IT HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. THIS LIMITATION APPLIES TO ALL CAUSES OF ACTION OR CLAIMS IN THE AGGREGATE, INCLUDING WITHOUT LIMITATION TO BREACH OF CONTRACT, BREACH OF WARRANTY, INDEMNITY, NEGLIGENCE, STRICT LIABILITY, MISREPRESENTATION, AND OTHER TORTS. THE LICENSE GRANTED HEREIN REFLECTS, AND IS PROVIDED IN RELIANCE UPON, THIS ALLOCATION OF RISK AND THE EXCLUSION OF CONSEQUENTIAL DAMAGES AND LIMITATIONS OF LIABILITY SET FORTH IN THESE TERMS OF USE. ACHT SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE ARISING OUT OF OR RELATING TO ACTS OR OMISSIONS OF ANY PROVIDER OF ONLINE ACCESS OR OTHER SERVICES TO YOU RELATING TO YOUR ACCESS TO AND USE OF THE SYSTEM HEREUNDER. ACHT'S SOLE AND AGGREGATE LIABILITY FOR ANY CLAIMS OF ANY NATURE HOWSOEVER ARISING OUT OF OR UNDER OR IN CONNECTION WITH YOUR USE OF THE PORTAL SERVICE AND/OR THE SYSTEM SHALL IN NO EVENT EXCEED THE AMOUNT OF THE SUBSCRIPTION AND LICENSE FEES PAID BY SUBSCRIBER TO ACHT HEREUNDER IN RELATION TO YOU.

E. Miscellaneous

Every provision of these Terms of Use shall be construed, to the extent possible, so as to be valid and enforceable. If any provision of these Terms of Use so construed is held by a court of competent jurisdiction to be invalid, illegal or otherwise unenforceable, such provision shall be deemed severed from Terms of Use, and all other provisions shall remain in full force and effect. These Terms of Use and performance hereunder shall be governed by the laws of the State of Connecticut

✓ I ACKNOWLEDGE

✗ I DO NOT ACKNOWLEDGE

STEP 4:

FOR ACCOUNT SETUP, please enter the following information and click 'Submit.'

- Email that you will use for future logins
- Password for future logins
- Security question

STEP 5:

TO FINISH ACCOUNT SETUP, make sure to confirm your email address by clicking on the validation link in the email you receive within 48 hours.

Account Set Up

You can no longer skip completing this step. To report your result(s) or obtain assistance regarding access recovery, please call: 1-866-563-4643.

Keep track of this information - you will use this for log in moving forward.

Email

joesmith@gmail.com

Password

Your password must at least have the following:

- Eight (8) characters minimum
- One uppercase character e.g. A-Z
- One lowercase character e.g. a-z
- One numeric character e.g. 0-9
- One special/punctuation character e.g. !@#%&*~<>?:;{}[]-_|~!~!~!

Security Question

What is your favorite food?

Pizza

✗ SKIP

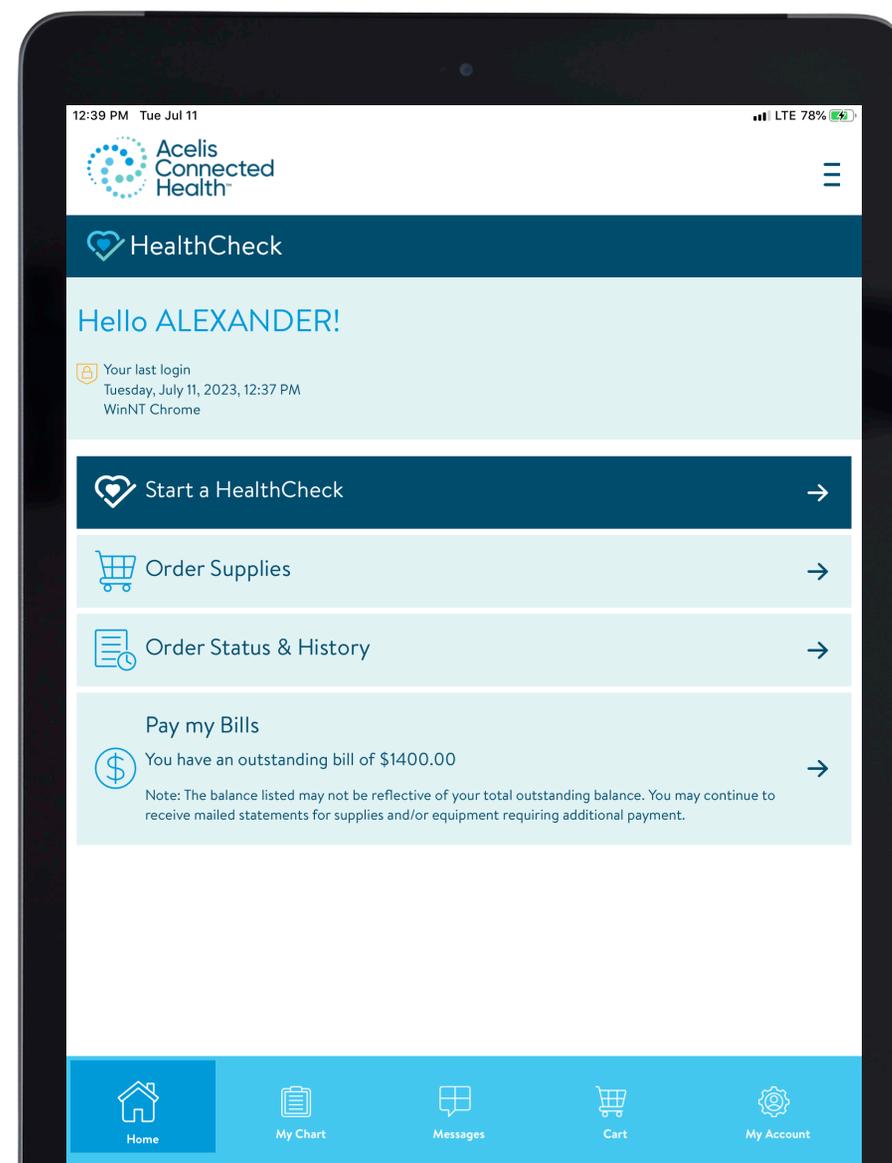
SUBMIT →



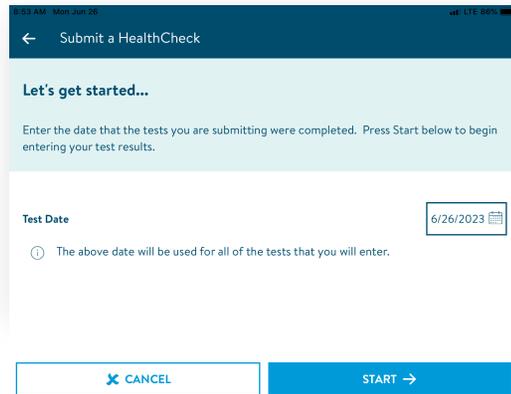
SUBMIT RESULTS

STEP 1:

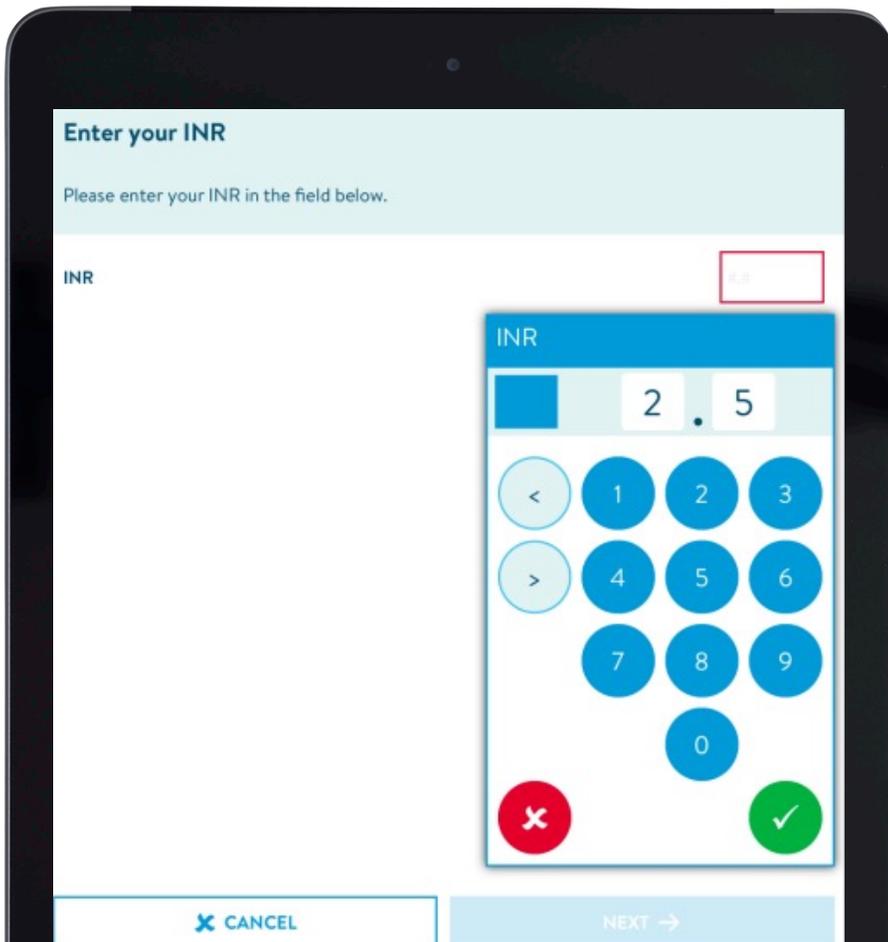
TO SUBMIT YOUR INR RESULT, select 'Start a HealthCheck' from the homepage.



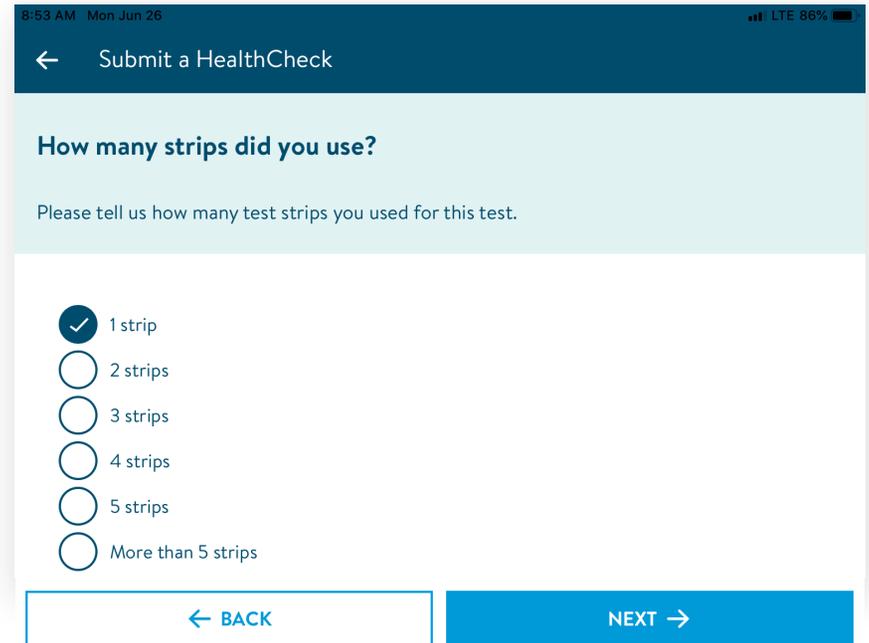
STEP 2: CONFIRM THE TEST DATE and press 'Start'.



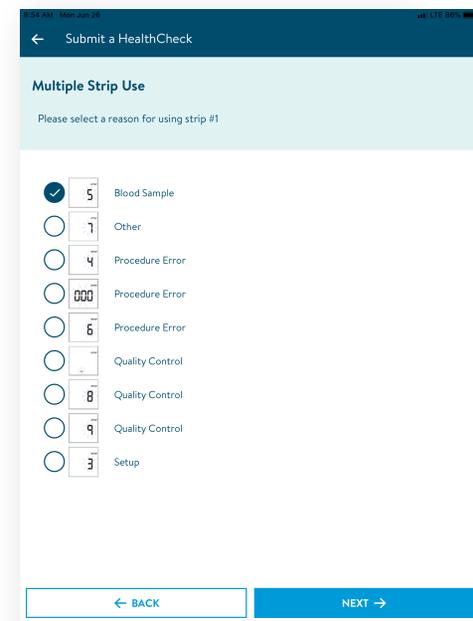
STEP 3: ENTER YOUR INR VALUE and select the green check to confirm.



STEP 4: SELECT number of strips used.

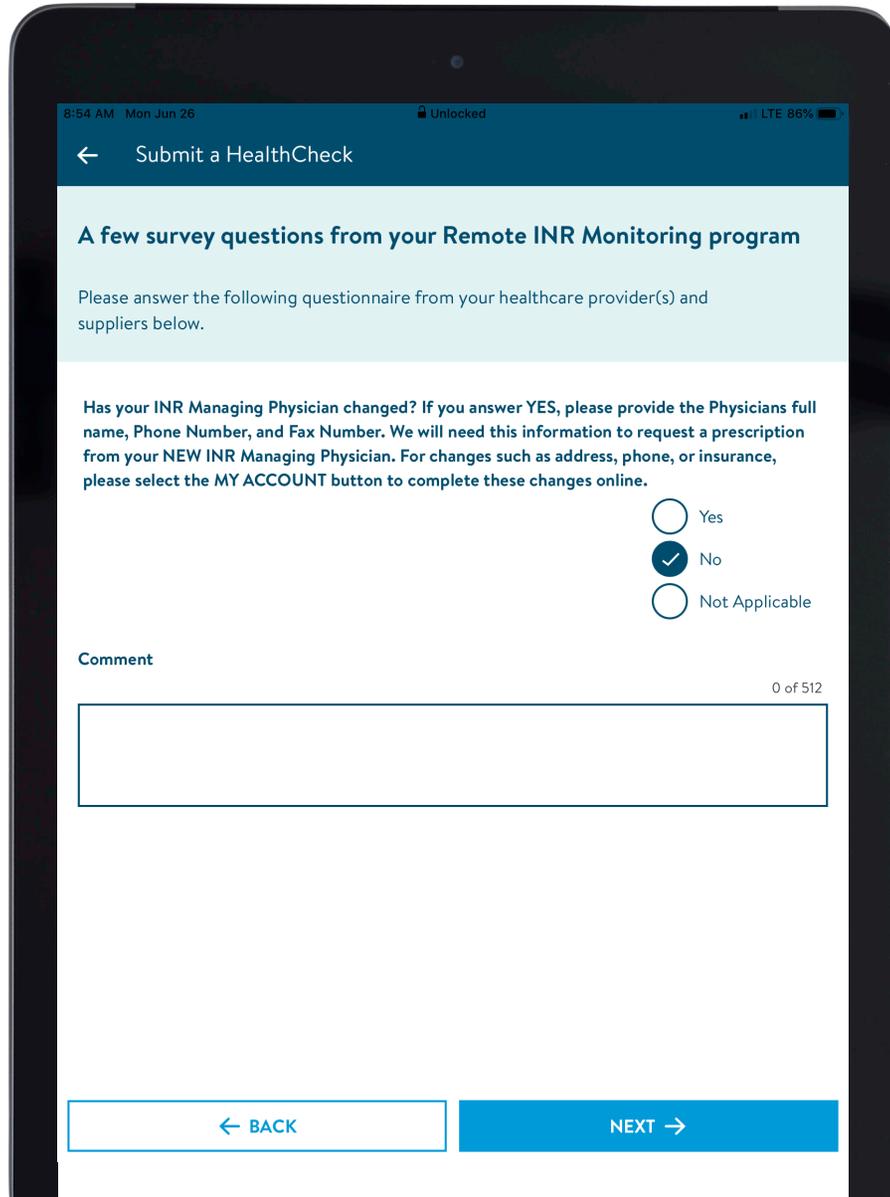


STEP 5: IF MORE THAN ONE STRIP IS USED, please indicate reason.



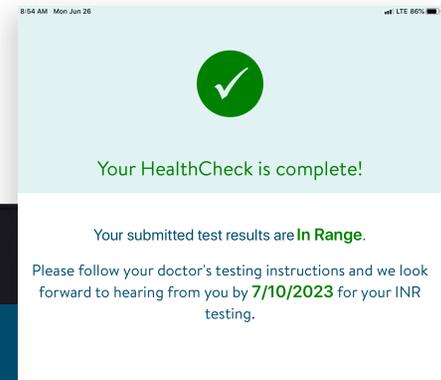
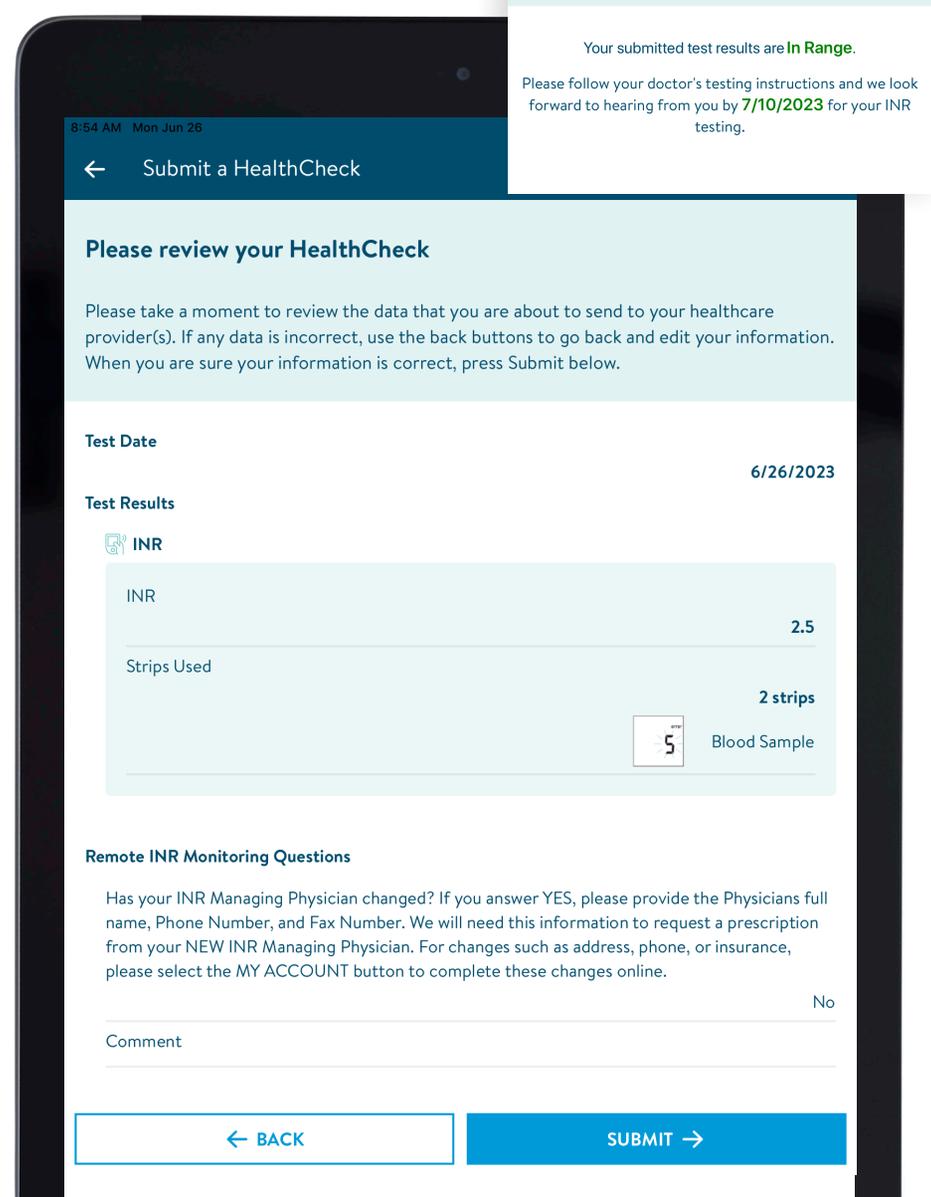
STEP 6:

COMPLETE ADDITIONAL QUESTIONS and click 'Next'.



STEP 7:

REVIEW THE INFORMATION on the HealthCheck test and click submit.



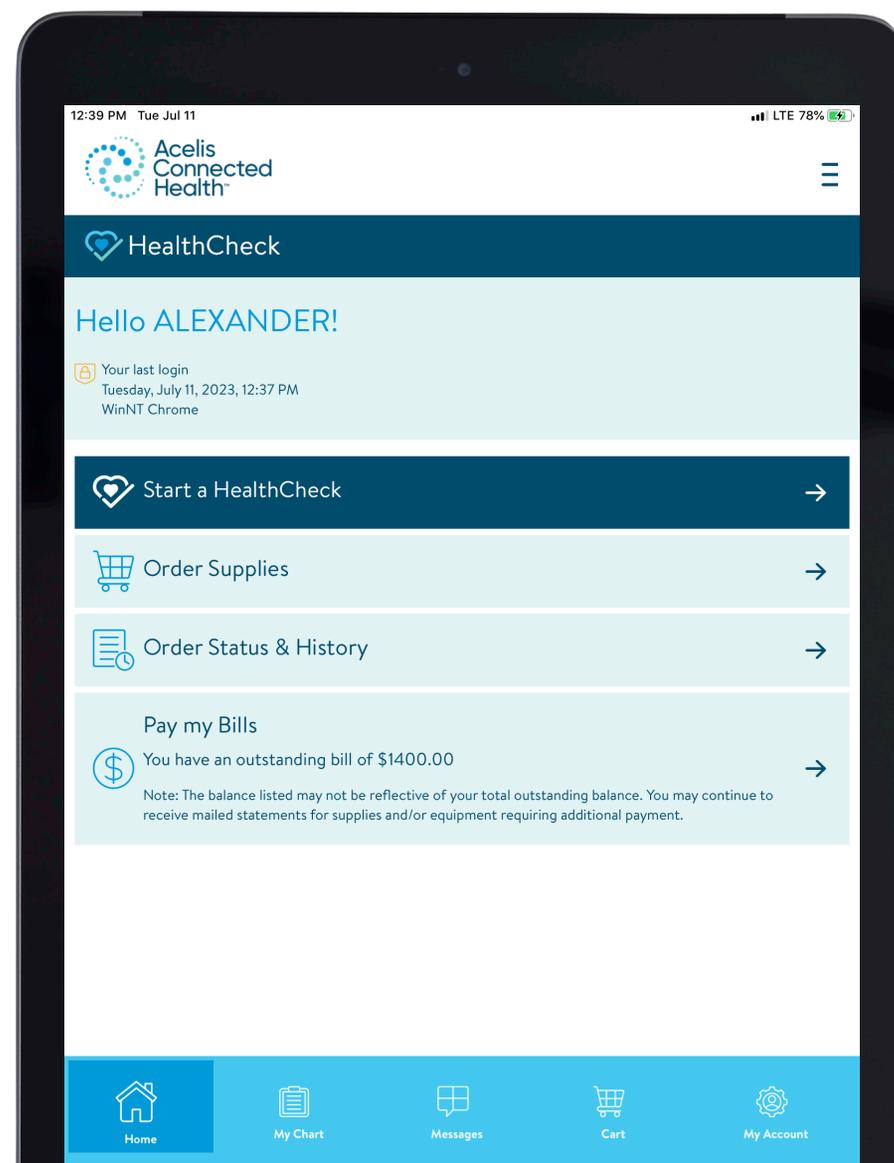


ORDER SUPPLIES

STEP 1:

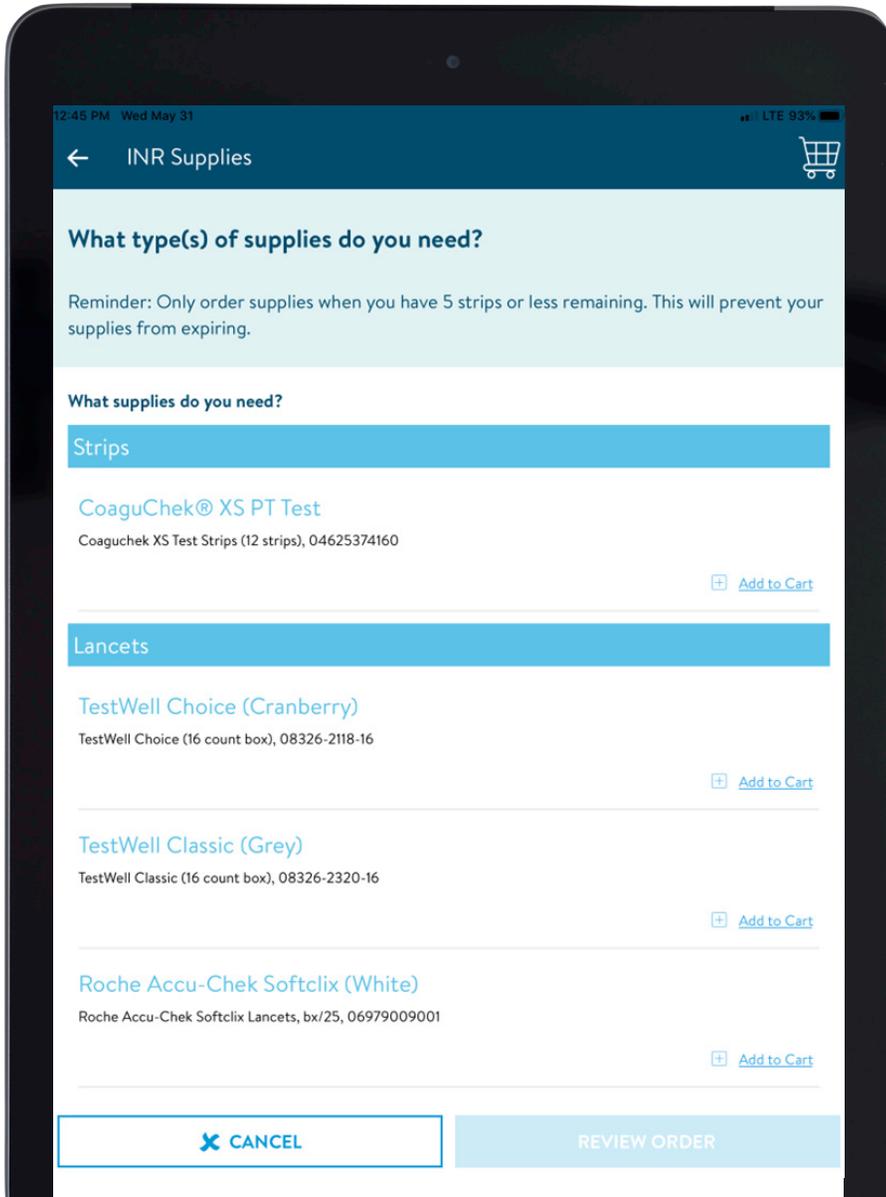
CLICK ON 'ORDER SUPPLIES'

from the HealthCheck home page. Note, a message will appear if you are not eligible to place an order.



STEP 2:

SELECT “ADD TO CART” FOR THE ITEMS you would like to order, including strips and lancets.

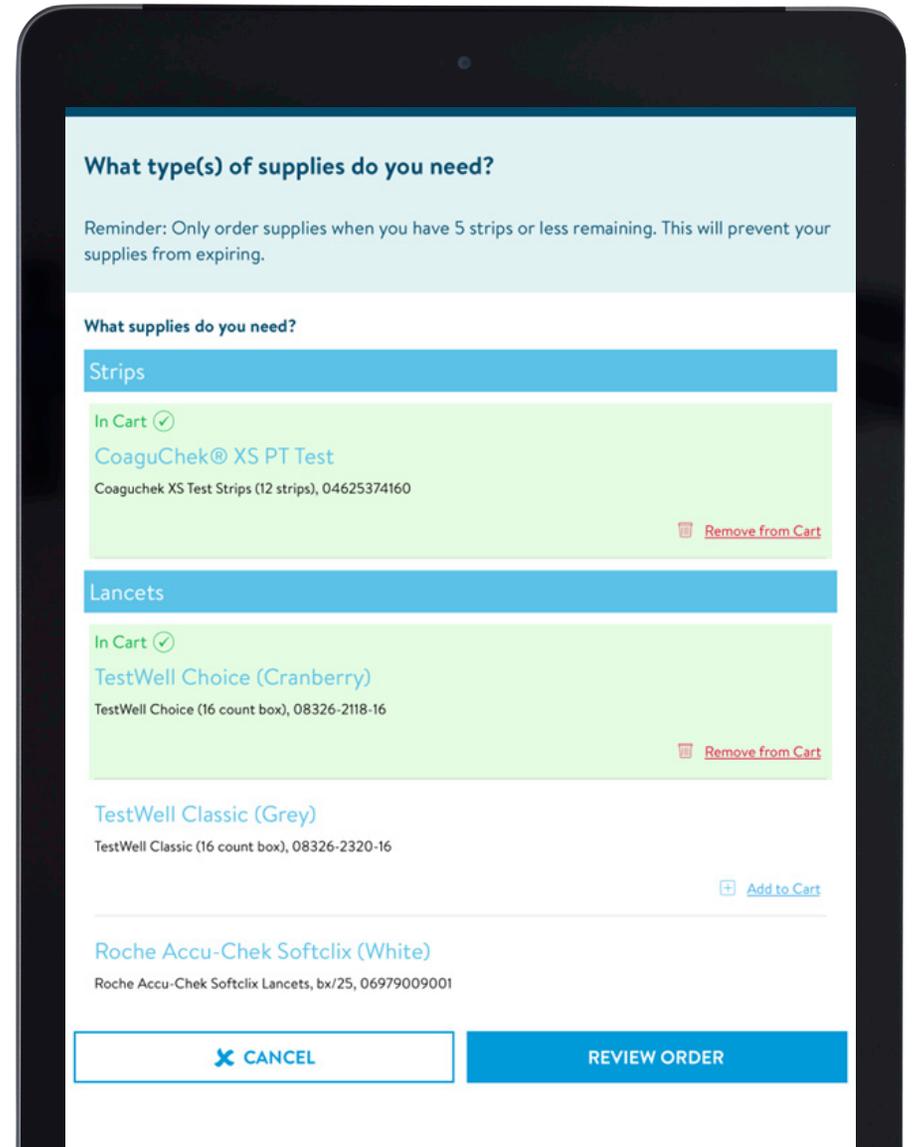


STEP 3:

CLICK ‘REVIEW ORDER’ to go to your cart.

Note, if you have previously ordered Cap tubes or a logbook, these items will be available to reorder within the ‘Order Status & History’ section of the home page.

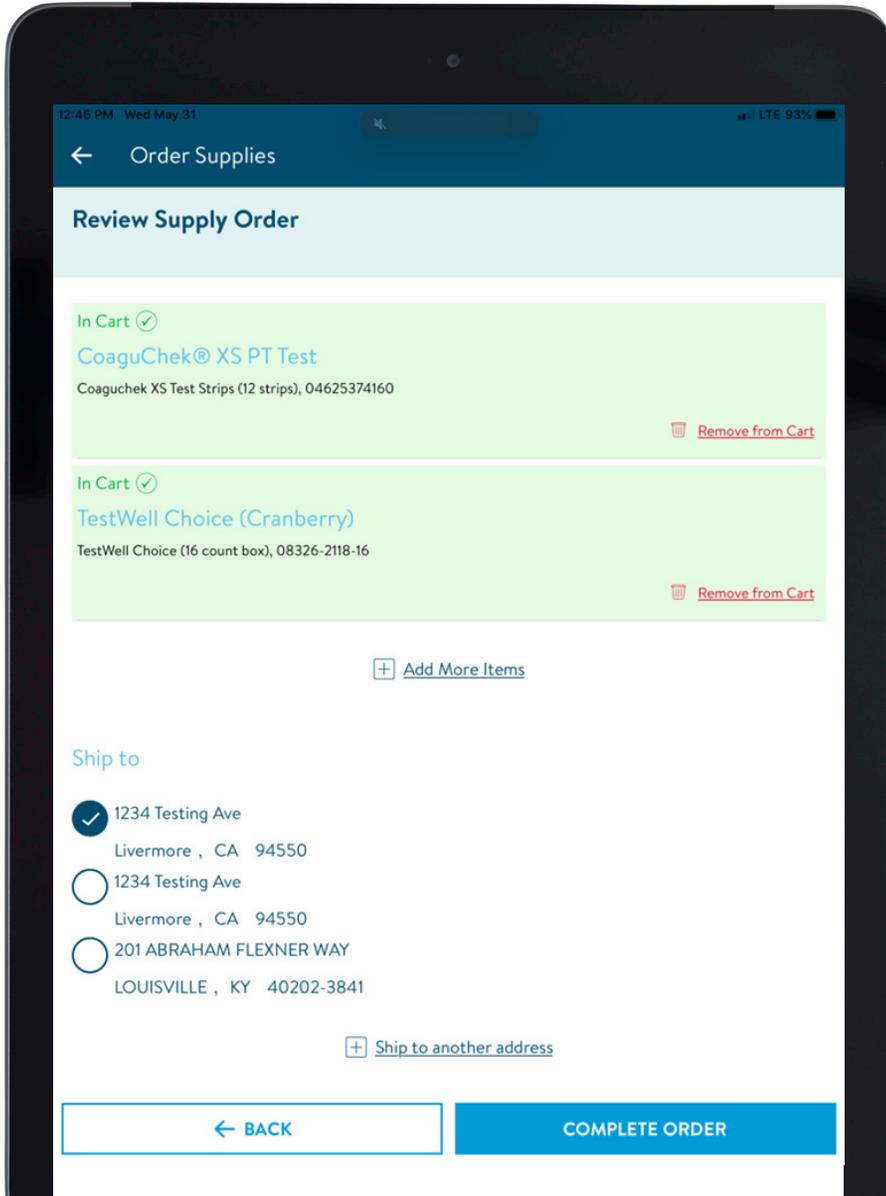
If you previously added items to your cart, they will remain in your cart until you complete the order or remove the items.



STEP 4:

YOUR CURRENT SHIPPING ADDRESS will default to the address on file. You can edit this address by clicking 'Ship to another address'.

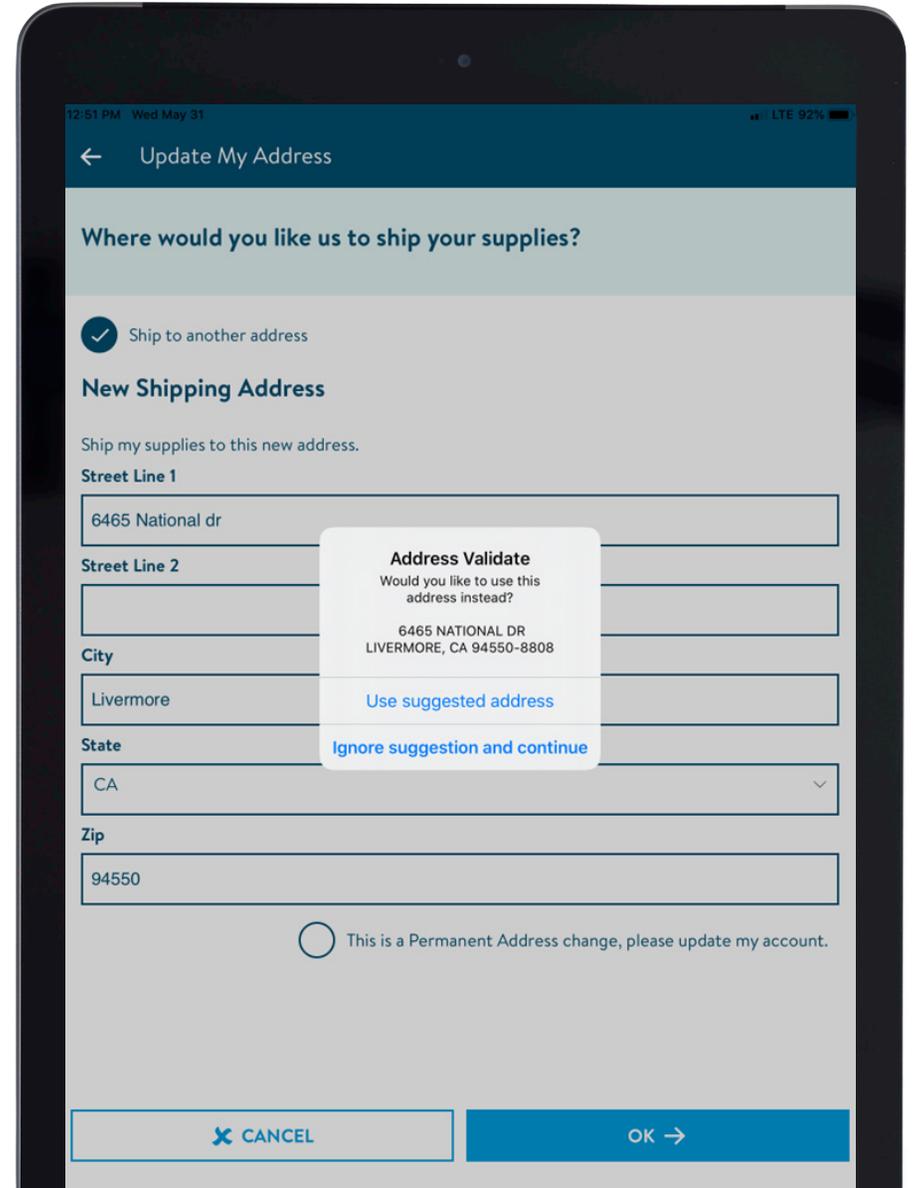
If the updated address is a permanent update, you can select 'This is a Permanent Address change, please update my account.'



STEP 5:

CLICK 'VERIFY ADDRESS' to validate your address.

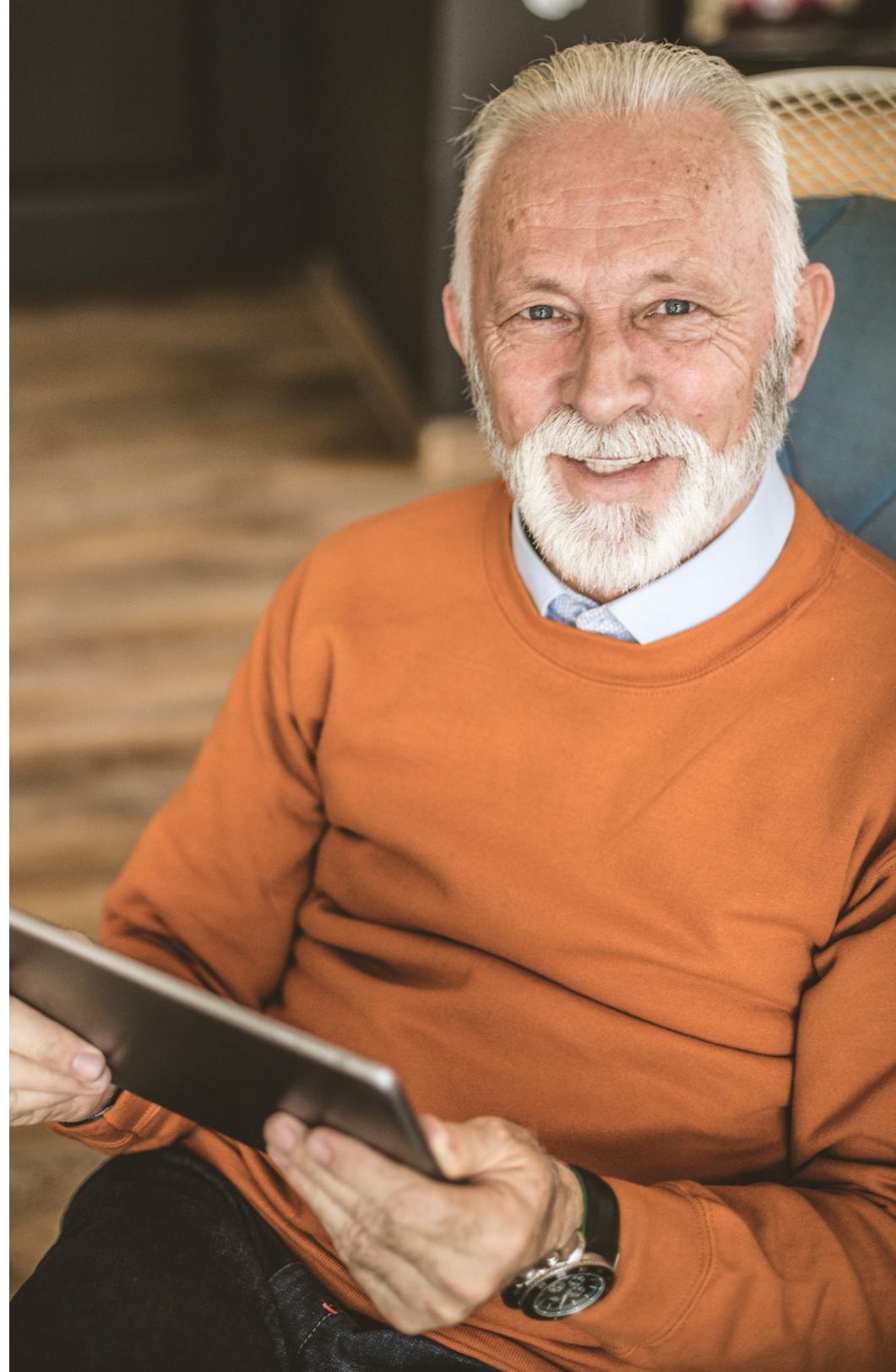
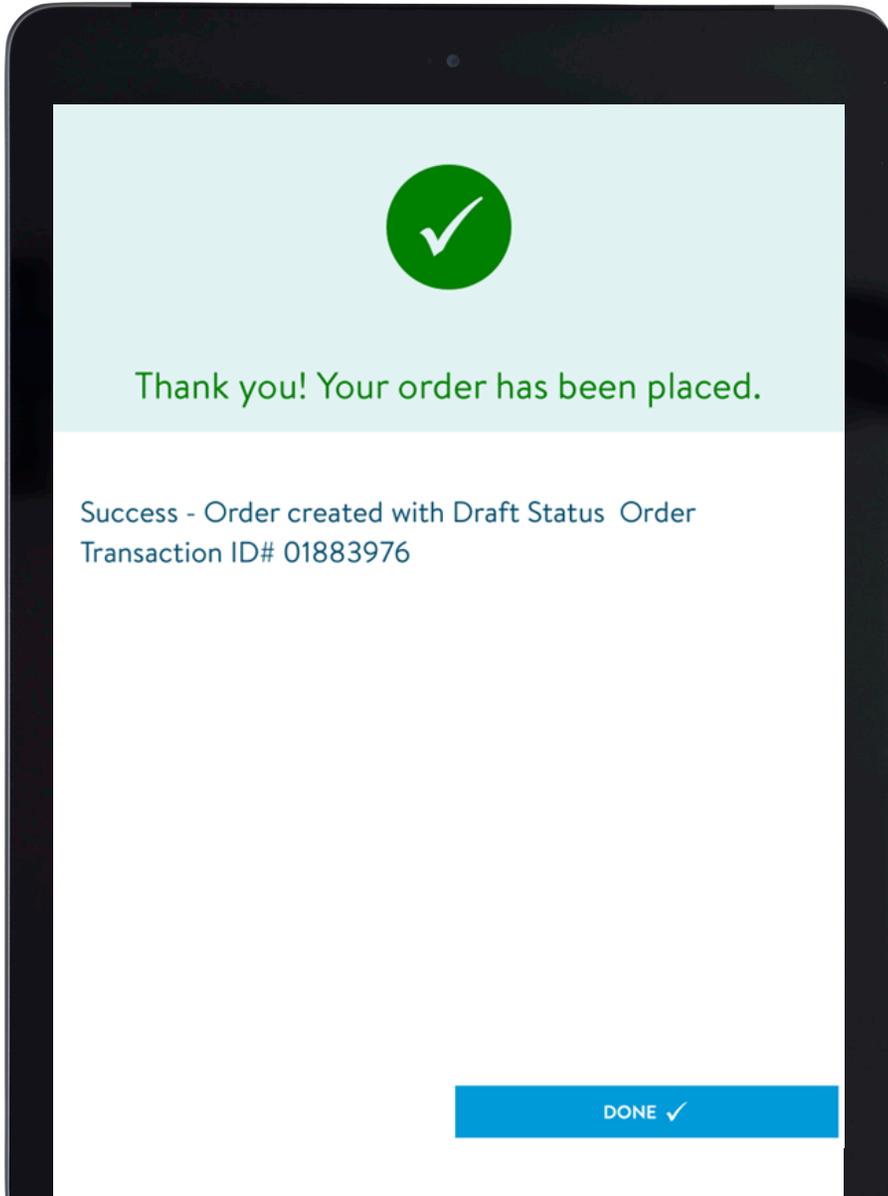
If applicable, it is recommended to 'Use suggested address' to avoid delays.



STEP 6:

REVIEW YOUR SUPPLY

ORDER and click 'Complete Order' once you've confirmed everything is correct.

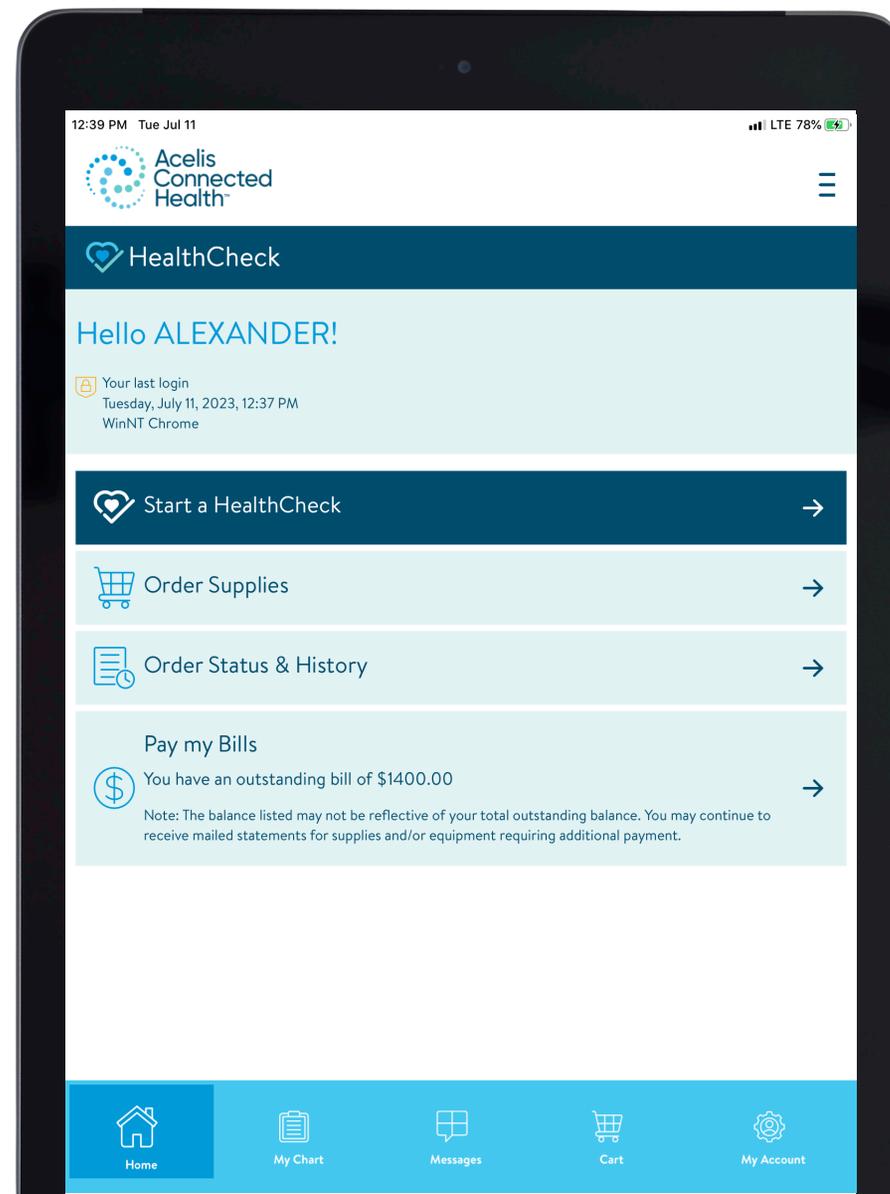




ORDER TRACKING

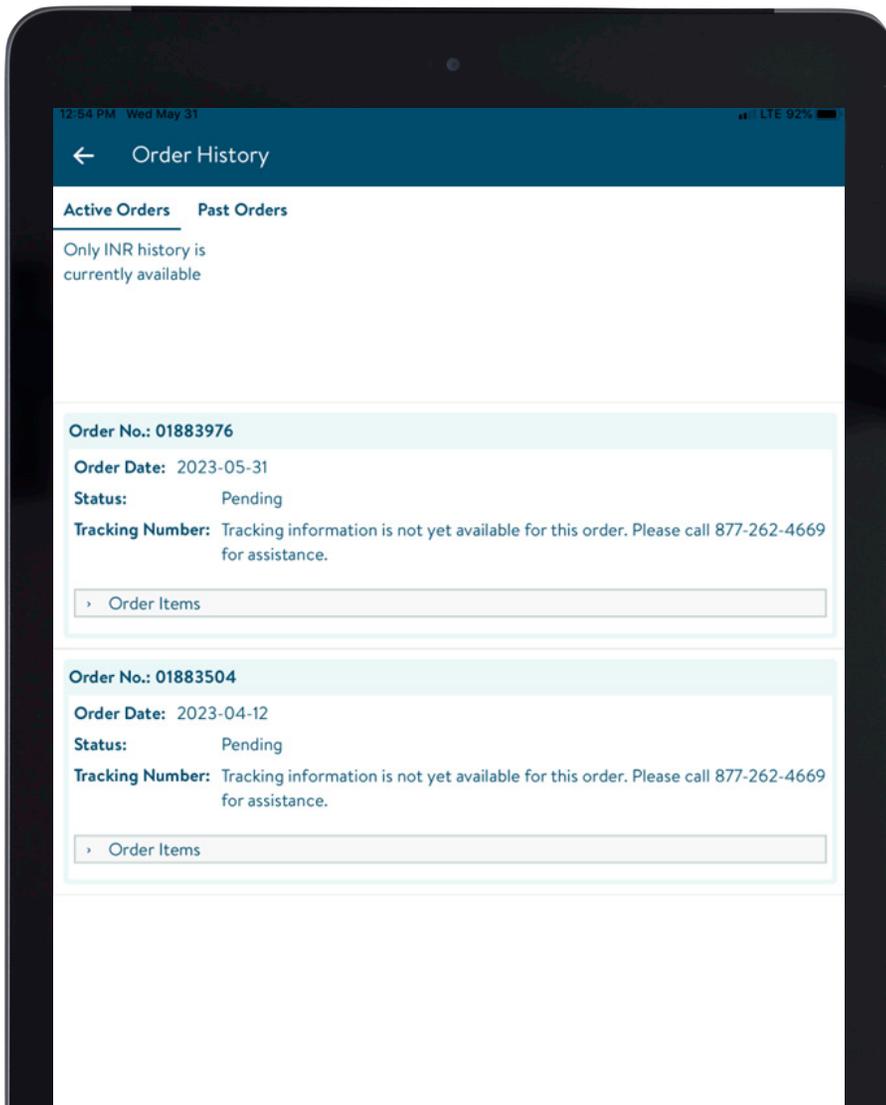
STEP 1:

TO VIEW THE STATUS of an existing order, click 'Order Status & History' from the HealthCheck homepage.



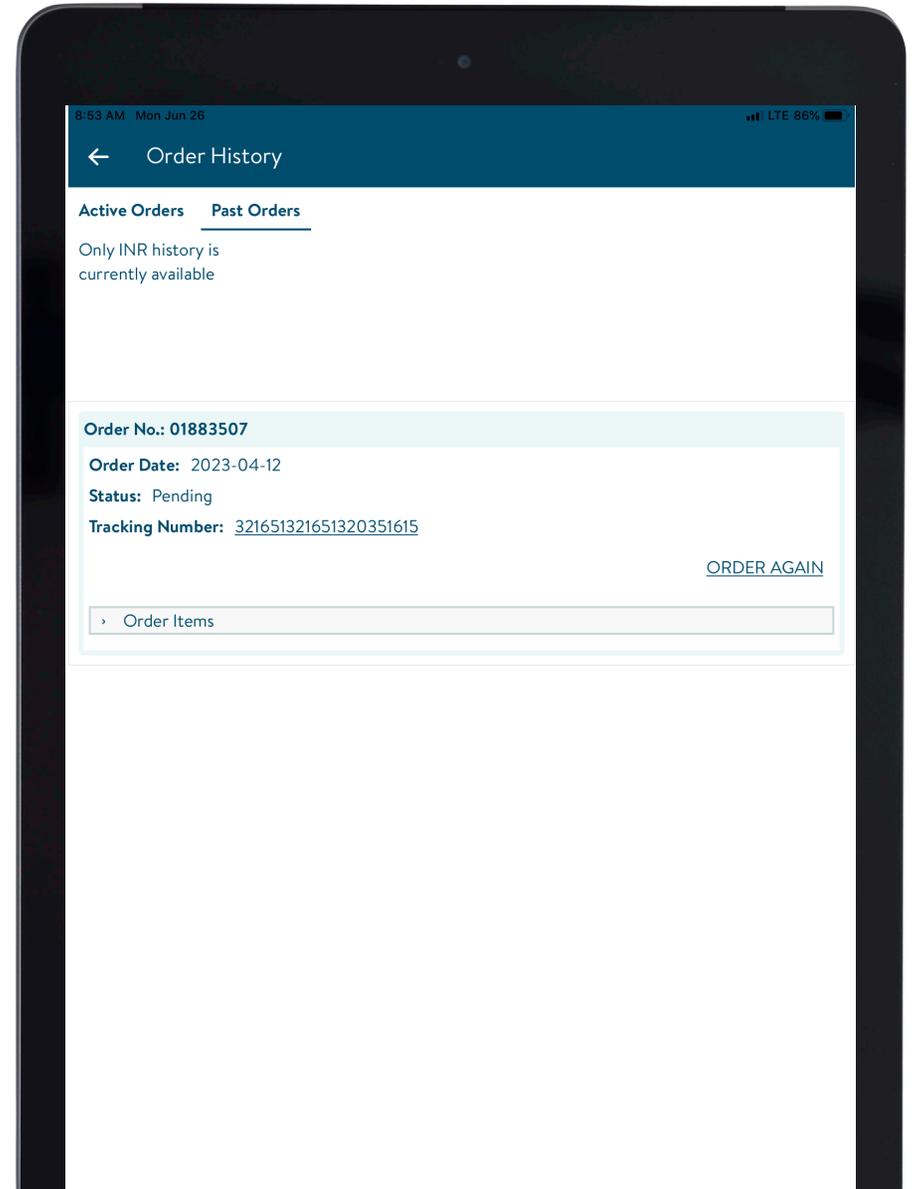
STEP 2:

ALL PENDING ORDERS will be displayed under 'Active Order' and 'Past Orders' will display all orders from the last 6 months. Orders with a tracking number will be displayed under 'Past Orders.'



STEP 3:

YOU HAVE THE OPTION to simply reorder a past order by selecting 'Order Again' next to the applicable order.



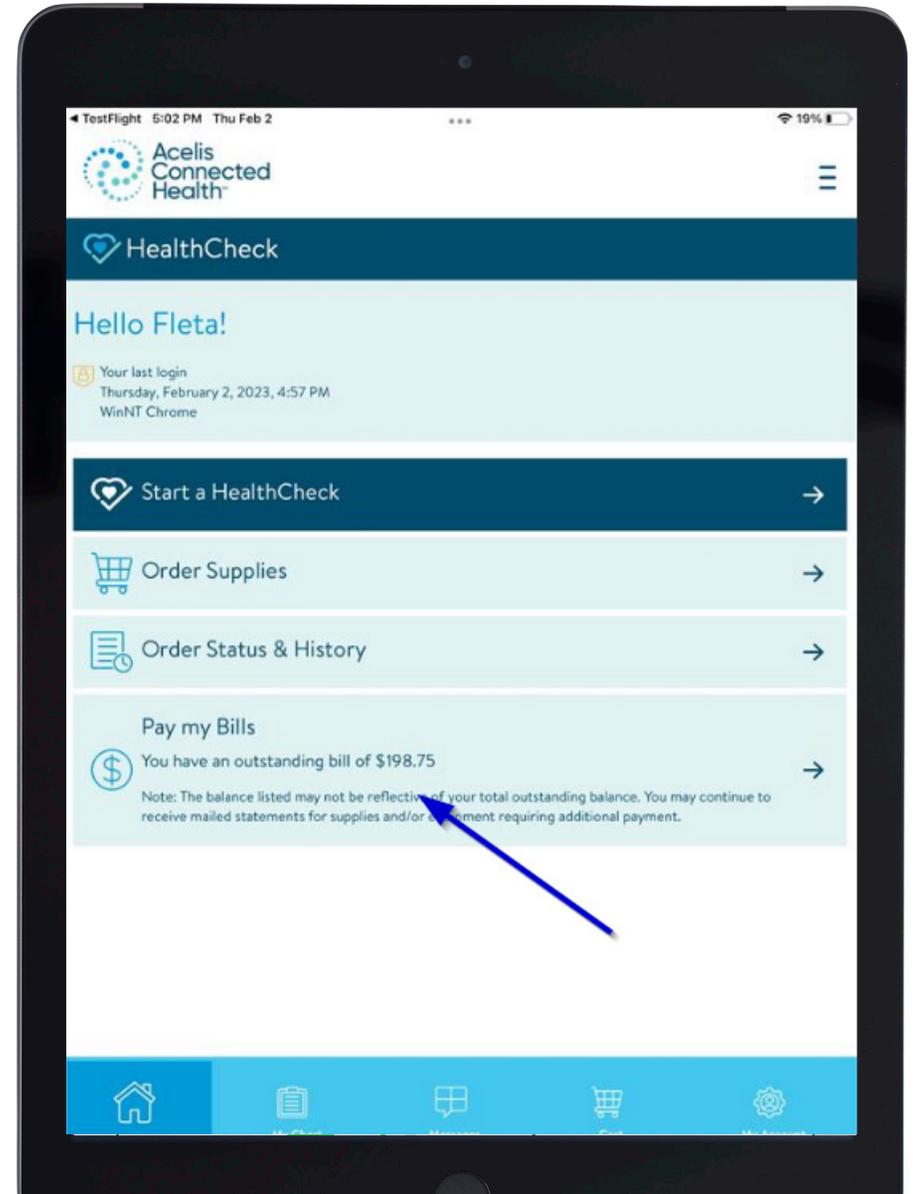


STEP 1:

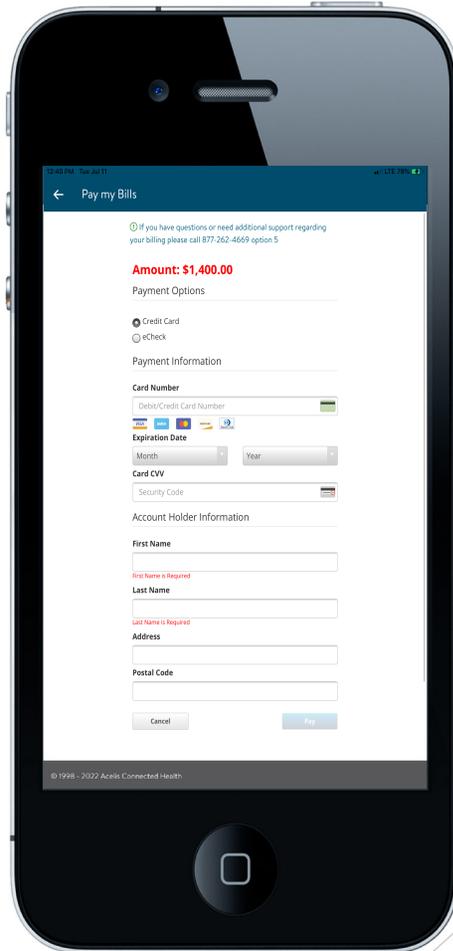
SELECT PAY MY BILLS

from the HealthCheck
homescreen.

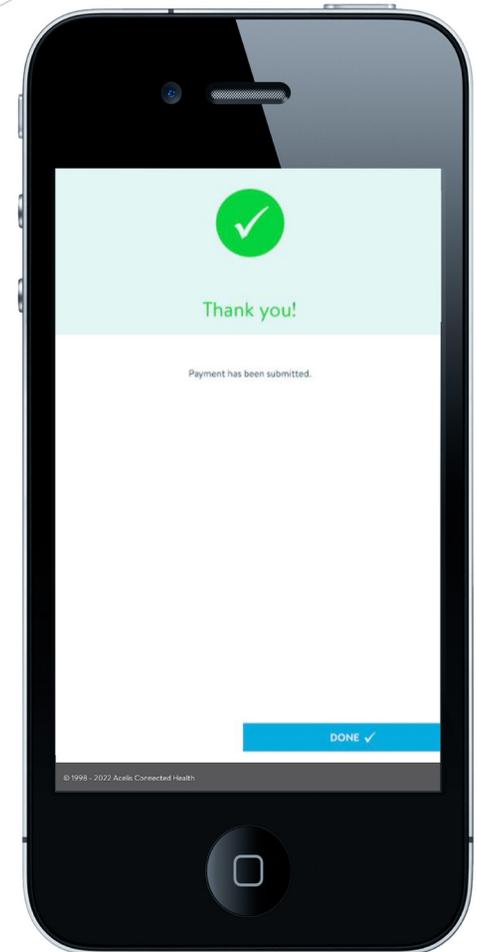
PAY A BILL



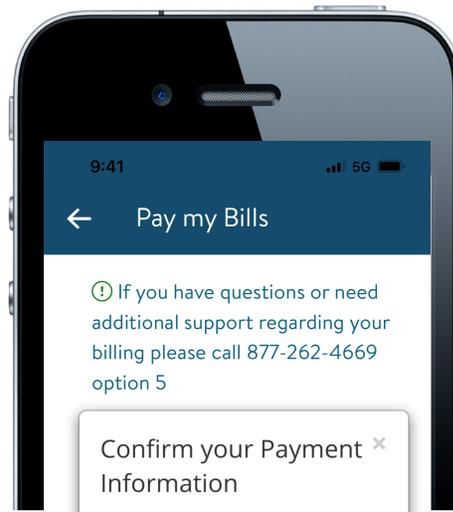
STEP 2:
ENTER THE APPLICABLE BILLING INFORMATION FIELDS. You can choose between two methods of payment, Card or eCheck. Card is the default selection.



STEP 4:
A CONFIRMATION PAGE will appear after a successful submission.



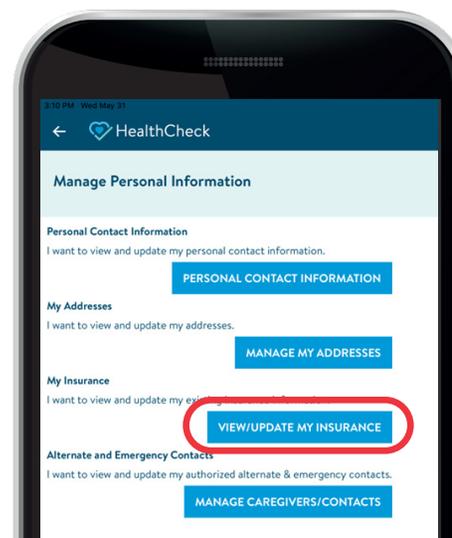
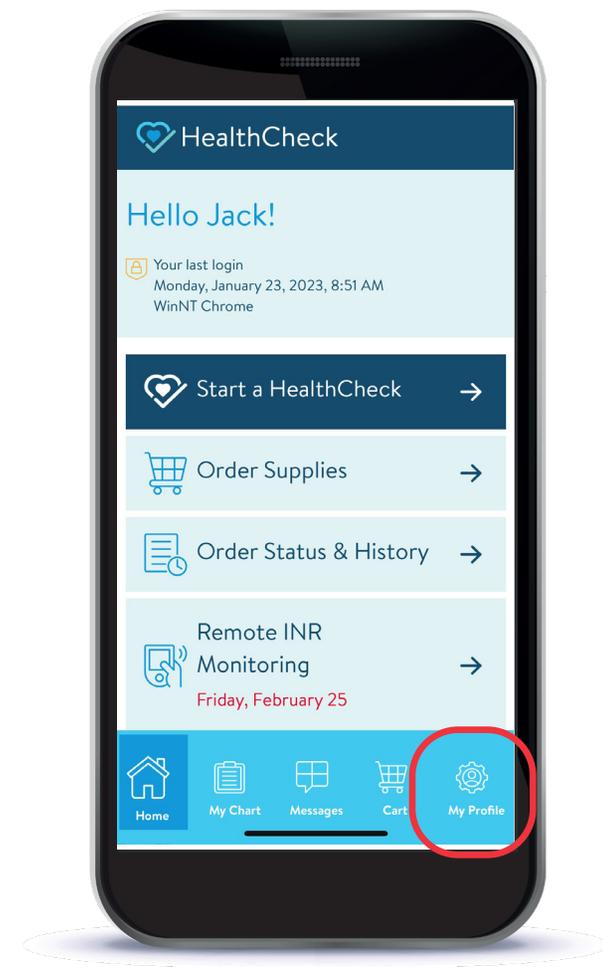
STEP 3:
CONFIRM THAT YOUR billing information is correct before processing.





UPDATE INSURANCE

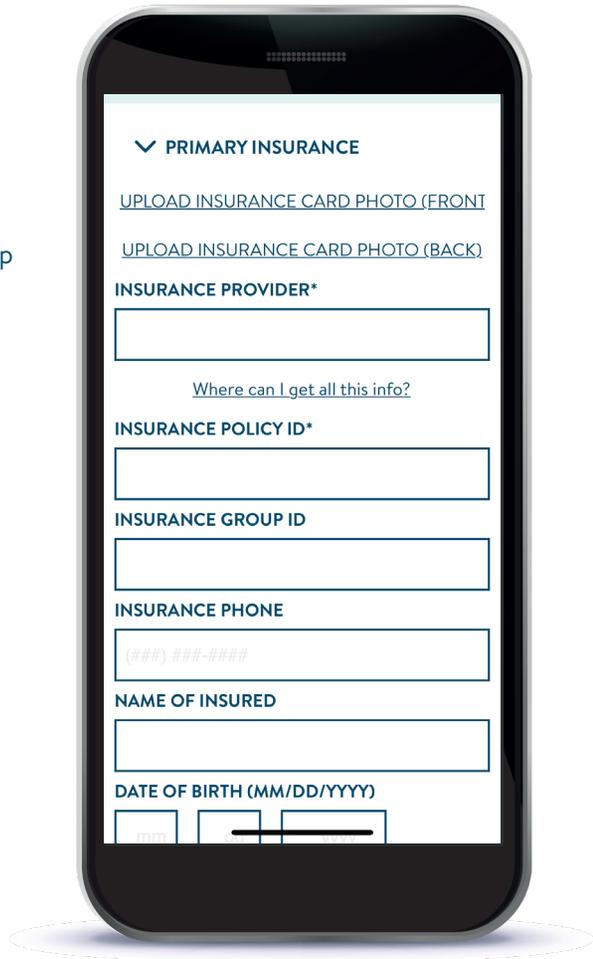
STEP 1:
CLICK ON 'MY PROFILE'
from the HealthCheck
homepage.



STEP 2:
CLICK 'VIEW/UPDATE MY
INSURANCE'

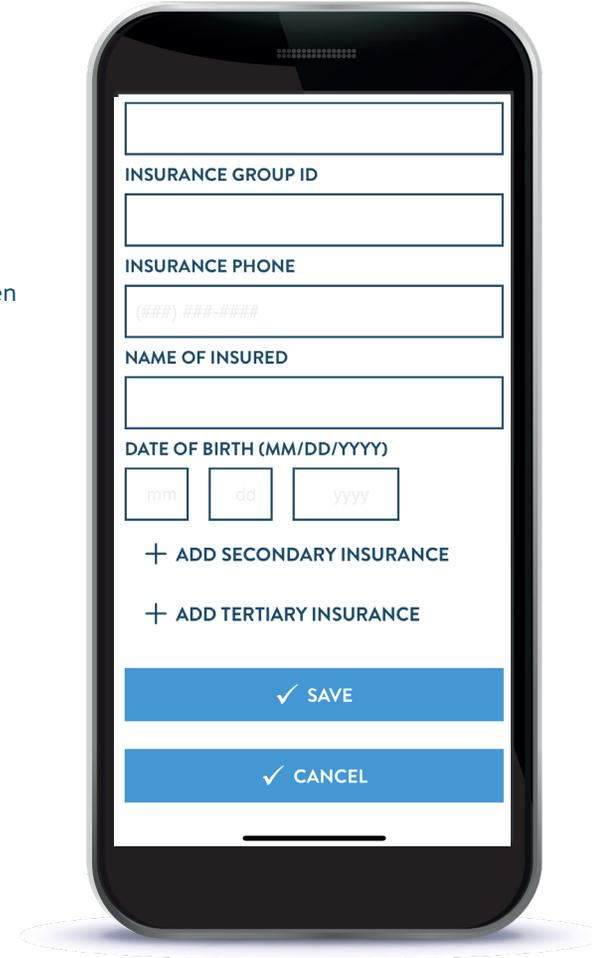
STEP 3:

ENTER YOUR NEW INSURANCE information. Click 'Where can I get all this info?' if you need help locating the information.



STEP 5:

CLICK SAVE once all your updated information has been entered.



STEP 4:

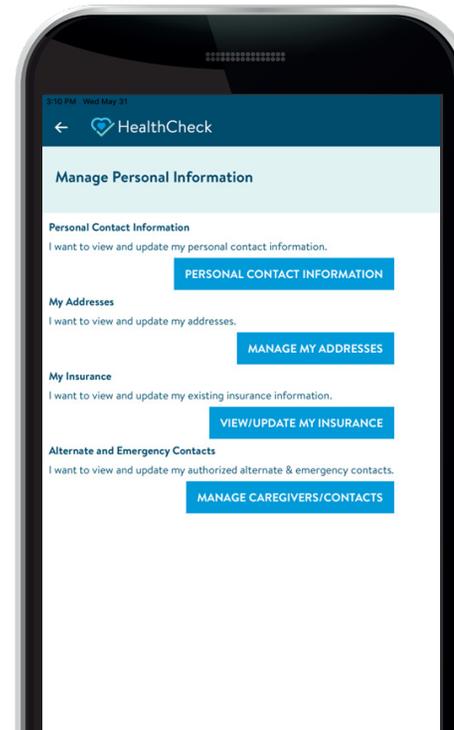
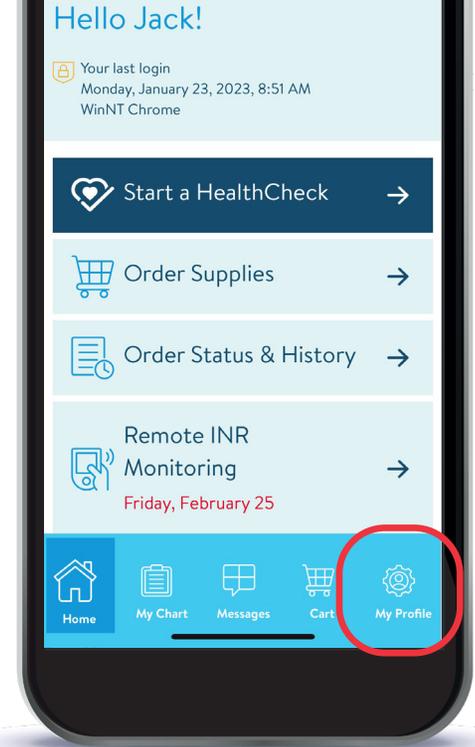
OPTIONAL. You can also upload an image of the front and back of your new card.





MANAGE PERSONAL INFO

STEP 1:
CLICK ON 'MY PROFILE'
from the HealthCheck
homepage.

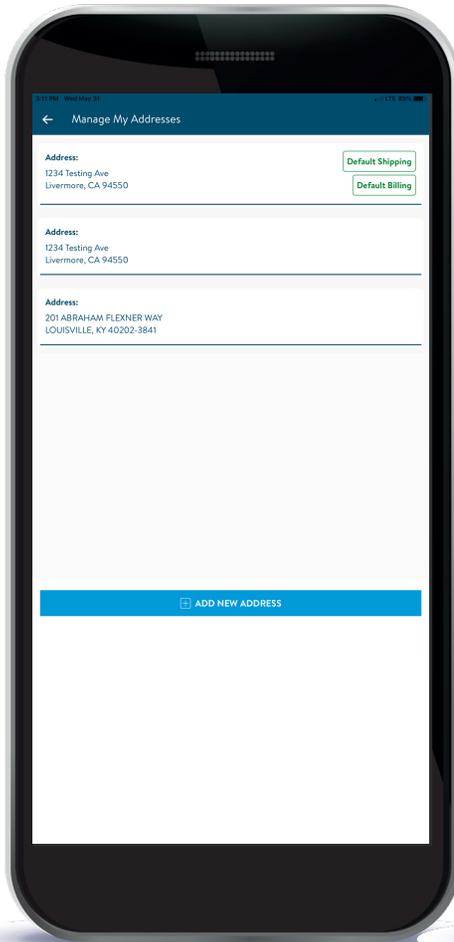


STEP 2:
**SELECT THE PERSONAL
INFORMATION**
you would like to update.
Options include personal
contact information, manage
my addresses, view/update
insurance, and manage
caregivers/contacts.

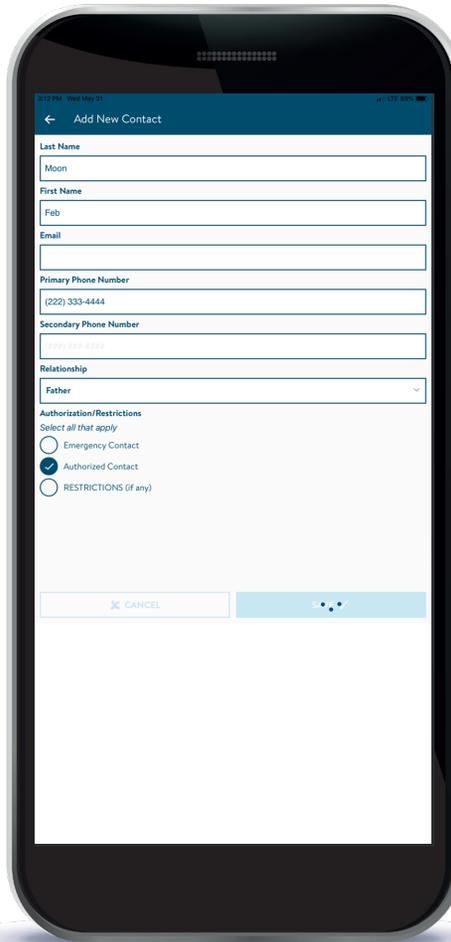
STEP 3:

ENTER THE NECESSARY INFORMATION

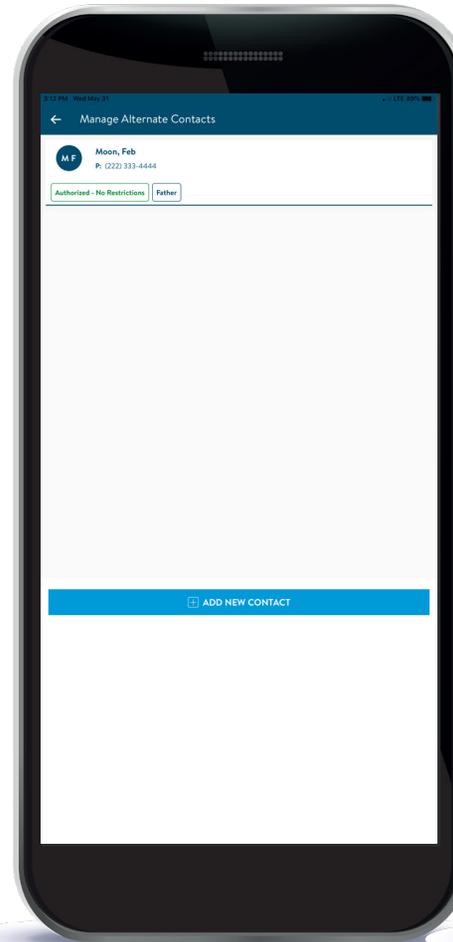
MANAGE MY ADDRESSES



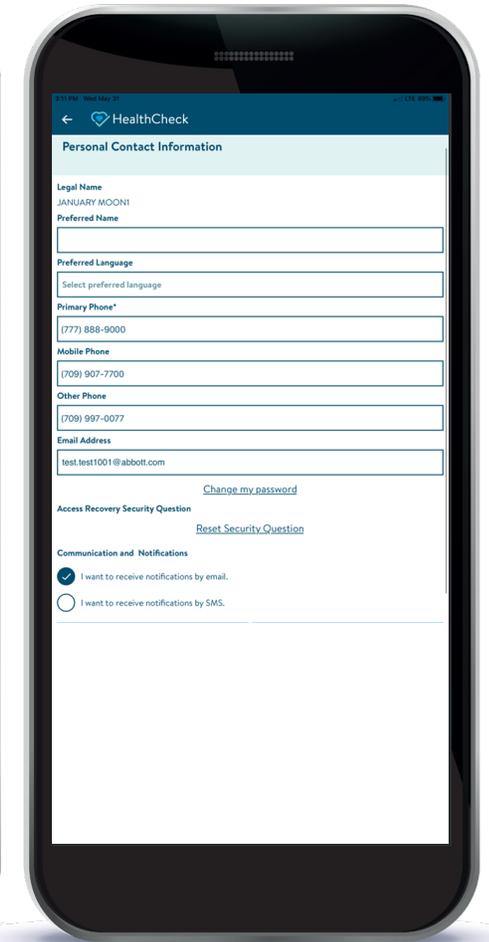
MANAGE CAREGIVERS/CONTACTS



MANAGE CAREGIVERS/CONTACTS



PERSONAL CONTACT INFORMATION





6465 National Drive | Livermore, CA 94550