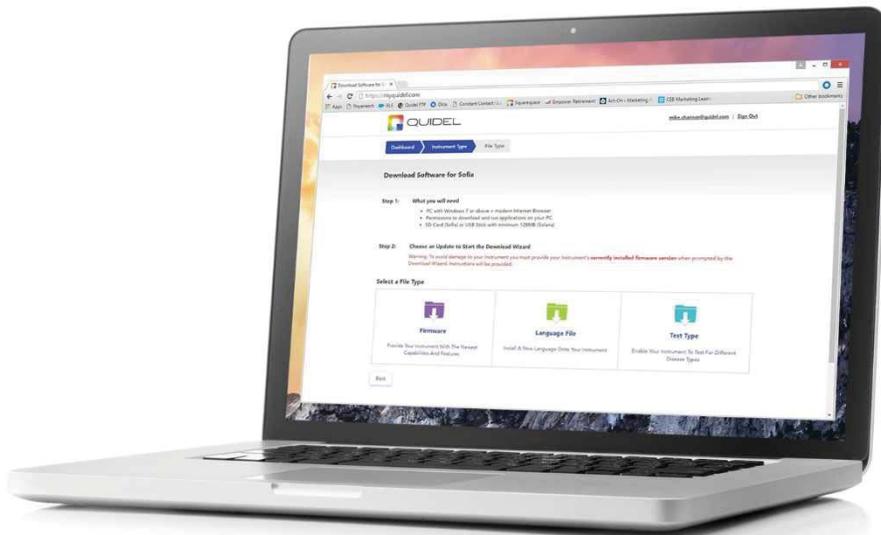




# Customer Portal

(MyQuidel.com)



## QuickStart Guide

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## 1 Introduction

MyQuidel.com is an intuitive, self-service Customer Portal that allows Quidel customers around the world to manage and interact with Quidel's products and services. Customers may register for their MyQuidel account (requires valid instrument Serial Number), download and install instrument updates, report software updates and manage their instruments online.

## 2 Using the Customer Portal

The following activities can be performed:

### 2.1 User Registration

1. To create a new customer account, from the home screen click the "Create an account" link

my QUIDEL

**Create your MyQuidel Account**

Welcome to MyQuidel.com! MyQuidel allows you to Download and Update your Instrument Software, Report Updates and Manage your Instruments Online

**Get Started!**

**Login to MyQuidel**

Email Address

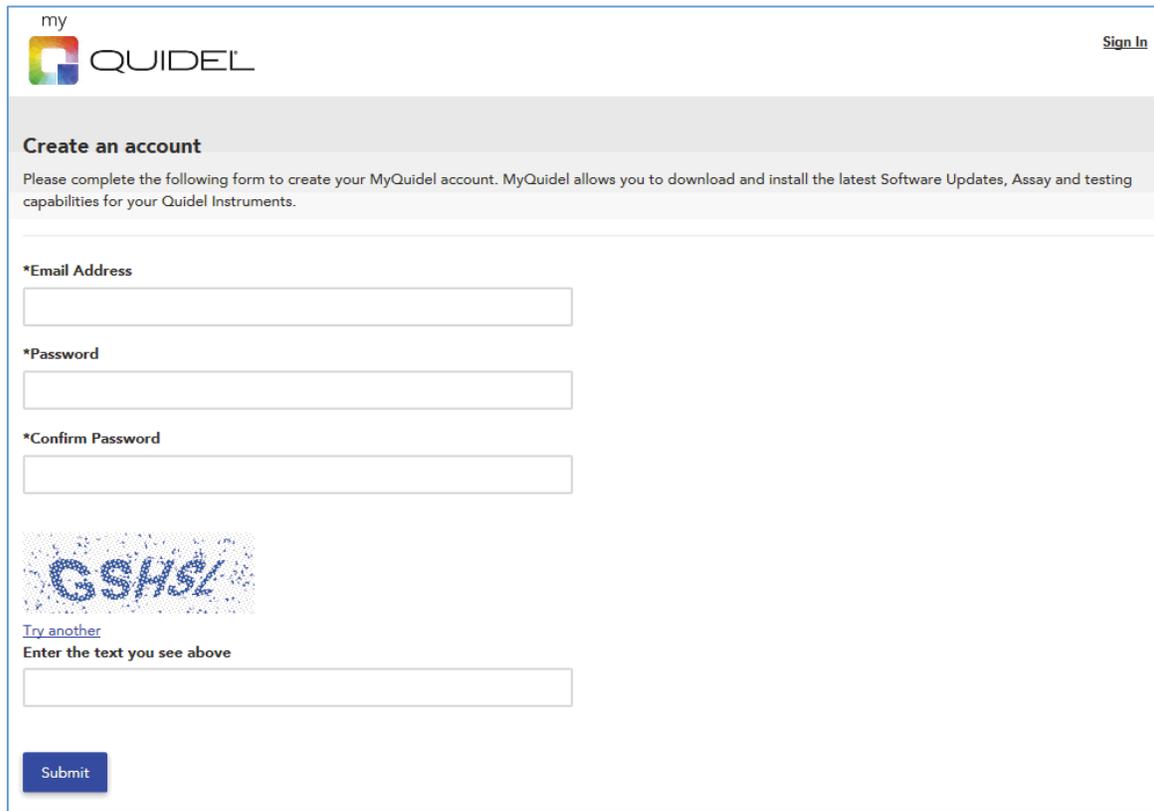
Password

Login

**Forgot your Password?**

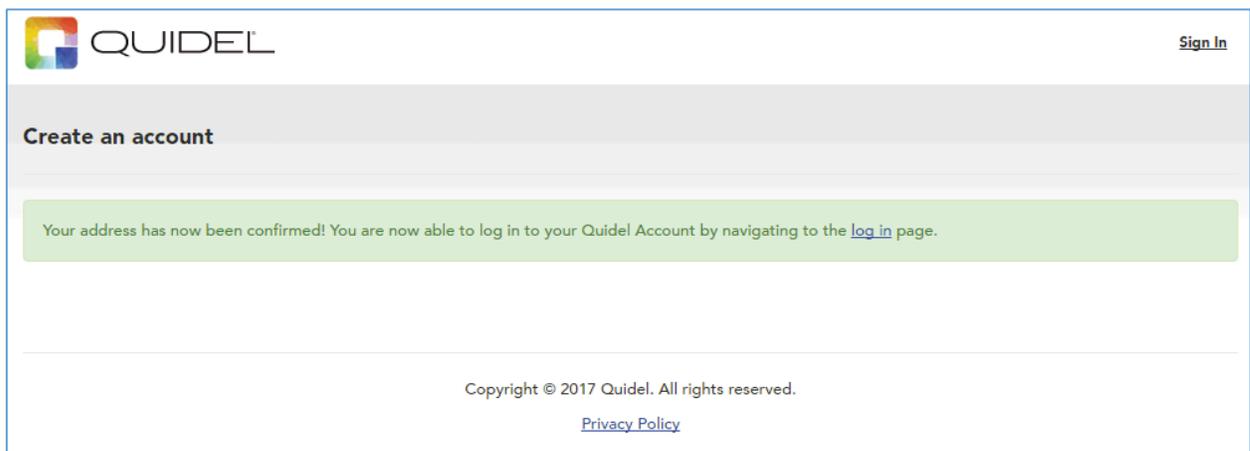
[Recover a forgotten password](#)

2. Fill in the e-mail address, password and security question. Then click Submit.



The screenshot shows the 'my QUIDEL' logo in the top left and a 'Sign In' link in the top right. Below the logo is a grey header with the text 'Create an account'. Underneath, a paragraph explains that the form is for creating a MyQuidel account to access software updates, assays, and testing capabilities. The form contains three input fields: '\*Email Address', '\*Password', and '\*Confirm Password'. Below these is a CAPTCHA image showing the text 'GSH5%' with a 'Try another' link. A text prompt 'Enter the text you see above' is followed by another input field. At the bottom left is a blue 'Submit' button.

3. Once Submit is clicked, the system will send an e-mail message to the e-mail address containing instructions to activate the account. Please check spam box in case the message ends up there.
4. Once the activation link in the e-mail message is clicked, the account is then activated and a message is shown to the user to let them know they can now log in.



The screenshot shows the 'my QUIDEL' logo in the top left and a 'Sign In' link in the top right. Below the logo is a grey header with the text 'Create an account'. A green message box in the center contains the text: 'Your address has now been confirmed! You are now able to log in to your Quidel Account by navigating to the [log in](#) page.' At the bottom center, there is a copyright notice: 'Copyright © 2017 Quidel. All rights reserved.' and a link to the 'Privacy Policy'.

- Once user has logged in, they are required to enter their Instrument Serial Number, Company Info and Contact Info before they can access the rest of the site.

my **QUIDEL** Logged in as mshannon@quidel.com | [My Account](#) | [Sign Out](#)

Dashboard User Details

### Complete Your Registration:

**Step 1 - Enter your instrument Serial Number**

[» How to find the serial number](#)

I confirm that the Instrument Serial Number is correct

**Step 2 - Enter your Company Info**

\*Organization Name

Facility Name  \*Facility Type

\*Country

\*Street  \*City

Province  Postal Code

**Step 3 - Enter your Contact Info**

\*First Name  \*Last Name

Title  \*Role

\*Department

Fax  \*Phone

\*Country

\*All text and material within the Customer Portal currently supports American English only.

## 2.2 Manage My Instruments

### 2.2.1 Overview

- From the Dashboard click on “Manage My Instruments.” The Manage My Instruments page will display a list of instruments associated to the customer account. Each row represents an individual instrument. Details such as Type, Serial Number, Software and Hardware info are shown. The left-hand column provides a filter based on Instrument Type.

my **QUIDEL** Logged in as mshannon@quidel.com | [My Account](#) | [Sign Out](#)

[Dashboard](#) [Manage My Instruments](#)

### Manage My Instruments

**Instrument Types** [Register Instrument](#)

- Solana
- Sofia 2
- Sofia

<a href="#">Icon</a>	<a href="#">Nickname</a>	<a href="#">Type</a>	<a href="#">Serial Number</a>	<a href="#">Software Description</a>	<a href="#">Hardware Description</a>	
	Sofia		00010387	Sofia Software V.1.0.3	Sofia Hardware V.0.3.1	<a href="#">Edit</a> <a href="#">Update your Instrument</a> <a href="#">Report an Update</a>
	Solana		15020130			<a href="#">Edit</a> <a href="#">Update your Instrument</a> <a href="#">Report an Update</a>
	Sofia 2		29000001			<a href="#">Edit</a> <a href="#">Update your Instrument</a> <a href="#">Report an Update</a>

### 2.2.2 Adding an Instrument

1. Click the “Register Instrument” button and enter the instrument Serial Number and optional Nickname. The Nickname is only used to help the customer identify their instrument.
2. Click the “Register” button.
3. A checkbox appears, “I confirm that the Instrument Serial Number is correct.” This step is provided to help prevent a user from entering a valid Serial Number that may belong to another user. Check the box and click “Save and Close.”
4. The instrument is now associated with the user account and will now appear in the list of instruments. The instrument type and details are automatically pulled from the Serial Number.

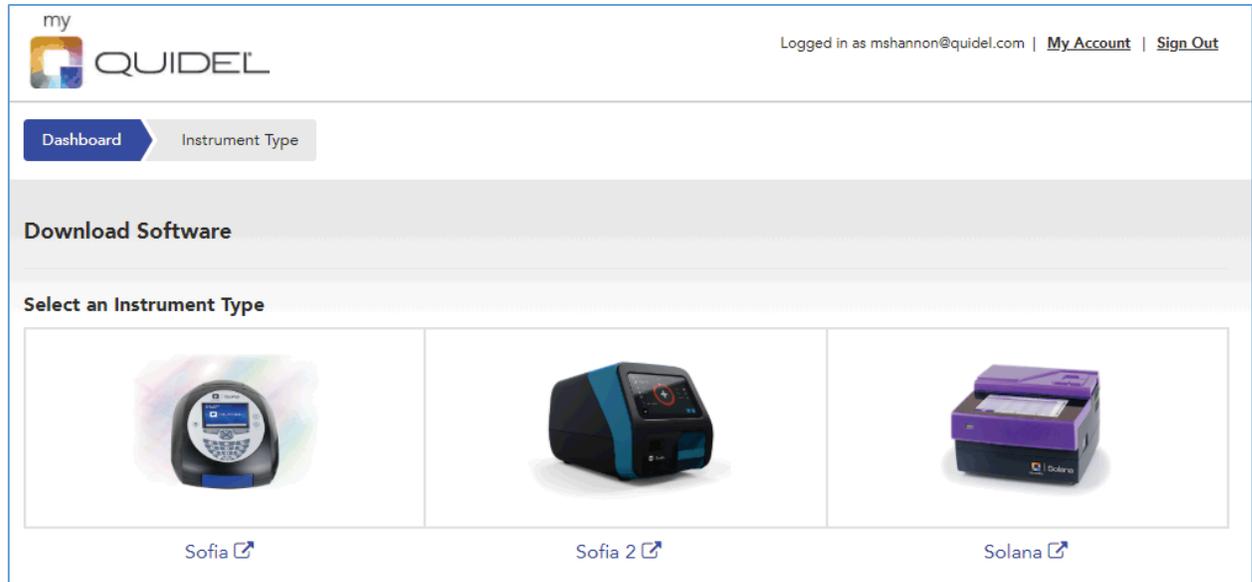
### 2.2.3 Editing an Instrument

1. Click the “Edit” link on the right side of the instrument row. Only the Nickname field may be edited at this time.

## 2.3 Software Download

### 2.3.1 Downloading from the website

1. From the Dashboard click “Download Software.” Alternatively, the “Update Your Instrument” link on the Manage My Instruments page also takes the user to the same location.
2. Select an instrument type (Sofia, Solana, etc.)



3. Next, you will see some basic instructions regarding what is needed to download software and update your instrument. Read very carefully and select a File Type (Firmware, Test Type, etc.).

my **QUIDEL** Logged in as mshannon@quidel.com | [My Account](#) | [Sign Out](#)

Dashboard > Instrument Type > File Type

### Download Software for Sofia 2

**You will need**

- USB stick (1 GB or more recommended)
- PC with Windows 7 or above + Ability to download and run programs on your PC

**What Happens Next**

1. After you select an Update below we'll help you download it to your PC and then write the update to a USB stick
2. Then we'll help you insert the USB stick into your instrument to perform the update

**Select an Update below to continue...**



**Firmware**



**Assay Method File**



**Language File**

[Back](#)

4. First, step 1 asks you to find the version of Firmware/Software that is currently installed on your instrument.

**Warning!** Installing the incorrect Firmware version could cause damage to your instrument.

Please carefully follow the steps below to locate and tell us what Firmware version your instrument currently has installed.

**Step 1 - Find the currently installed Firmware version on your instrument by following the below instructions**

1. Select Main Menu
2. Log in to Supervisor Menu
3. Select Statistics
4. Select View Analyzer Info

09/22/2016 | 10:37 Supervisor

**Analyzer Info**

Firmware Version:	02.01.00
Bootware Version:	01.00.04
Hardware Version:	00.03.01
No. of scans:	00000035
Serial number:	00010387
IR State:	Not available

[Back](#)

- Then in step 2, we ask you to select the version of Firmware/Software currently installed on your instrument. It is very important you tell us the correct version because, based on that information, our system auto-determines which instrument updates your instrument is capable of installing.

**Step 2 - Tell us the currently installed Firmware version on the instrument**

---Select currently installed version---

Back
Next

If you need assistance, please contact Technical Support: [technicalsupport@quidel.com](mailto:technicalsupport@quidel.com) or 1-800-874-1517, Option 2.

- If you are attempting to download Test Type, Method or Language Files you may be prompted to choose which version you want to download.
- Next, the version of Firmware/Software you reported on the previous step and the version we recommended for download will be displayed on screen. Steps 1 and 2 are displayed to prepare you for the next steps and provides a way to print installation instructions if needed.
- Once you click, “Click here to let us know you understand the download instructions,” the “Download This File” button becomes clickable.

Logged in as mshannon@quidel.com | [My Account](#) | [Sign Out](#)

Dashboard
Instrument Type
File Type
Download Firmware for Sofia 2

### Download Firmware for Sofia 2

**Warning!** Installing the incorrect version could cause damage to your instrument.

You indicated your instrument currently has Sofia 2 Firmware version: **1.6.0** ([if this is not correct click here](#))

We recommend you download Sofia 2 Firmware version: **1.7.0**

**Download instructions**

**Step 1:** Once you click “Download File”, an application (File Copier) will be downloaded to your PC. The application will guide you through copying the downloaded instrument file to the portable media (USB stick / SD Card). [If you need to view or print instructions click here.](#)

**Step 2:** Once you’ve copied files to your portable media, [follow the Installation Instructions here](#) to insert the portable media into your instrument and perform the instrument update.

[Click here to let us know you understand the download instructions](#)

Back
Download This File
Print This Page

[Click here to take the survey](#)

» [Here's how you can verify integrity of the downloaded file](#)

» [SHA Value: Here's how you can verify integrity of the file that will update your instrument](#)

9. Clicking “Download This File” starts downloading a self-extracting .exe file to your PC. An arrow will pop up indicating the approximate position on screen where the file is being downloaded based on which browser is being used.

my  
**QUIDEL**

Logged in as mahannon@quid

Dashboard Instrument Type File Type Download Firmware for Sofia 2

## Download Firmware for Sofia 2

**Warning!** Installing the incorr  
 You indicated your instrument c  
 We recommend you download S

**Download instructions**

**Step 1:** Once you click “D  
 be downloaded to  
 through copying t  
 media (USB stick /  
 instructions click h

**Step 2:** Once you’ve copie  
 Installation Instruc  
 your instrument a

Click here to let us know yo

Back Download This

Click here to take the survey

» Here's how you can verify integ  
 » SHA here's how you can verify integrity of the file that will update your instrument

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[Privacy Policy](#) | [Terms & Conditions](#)

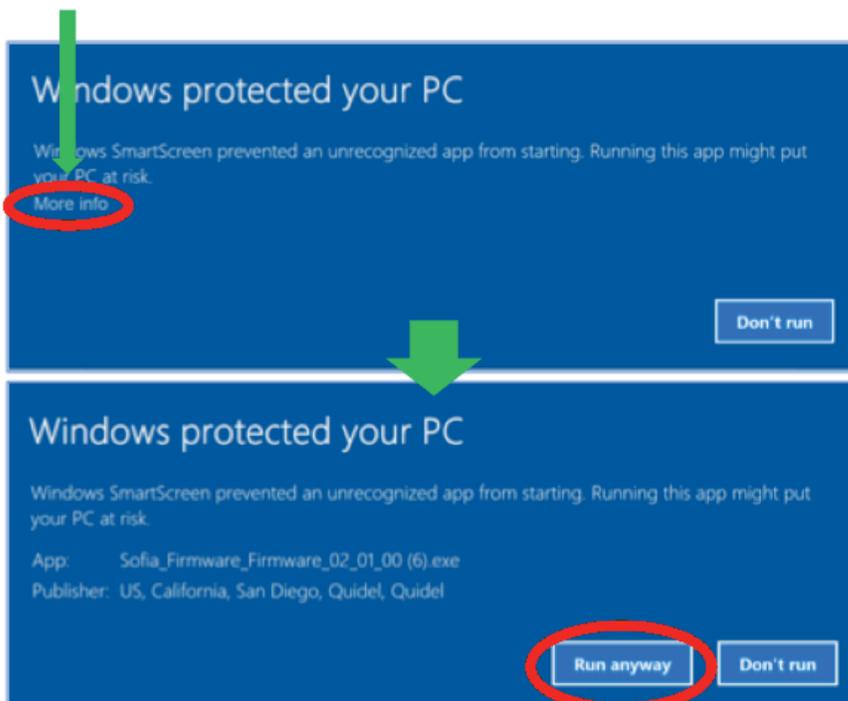
Sofia\_2\_Firmware\_....exe  
 161/686 MB, 2 mins left

10. **Optional Step:** The “Here’s how you can verify integrity of the downloaded file” section is expandable and contains instructions for verifying integrity of the downloaded file (.exe) using a SHA (hash) value. You do not need to perform this step but is a way for those interested to confirm integrity of the file.
11. **Optional Step:** The “SHA Value: Here's how you can verify integrity of the file that will update your instrument” section is expandable and contains instructions for verifying integrity of the instrument update that will be installed onto your instrument. You do not need to perform this step but it is a way for those interested to confirm integrity of the instrument file.

### 2.3.2 File Copier

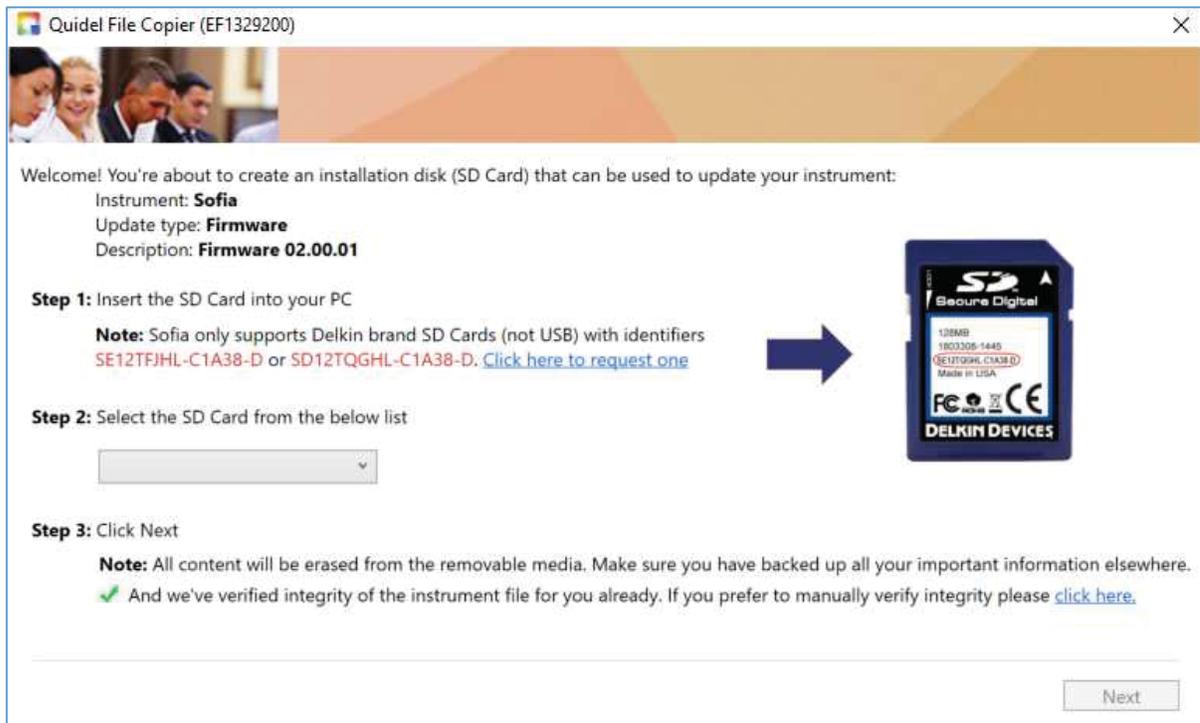
1. After download completes, and clicking the self-extracting .exe file, if you first receive a blue pop-up window make sure to click the “More Info” link and “Run Anyway” buttons.

Click “More info”



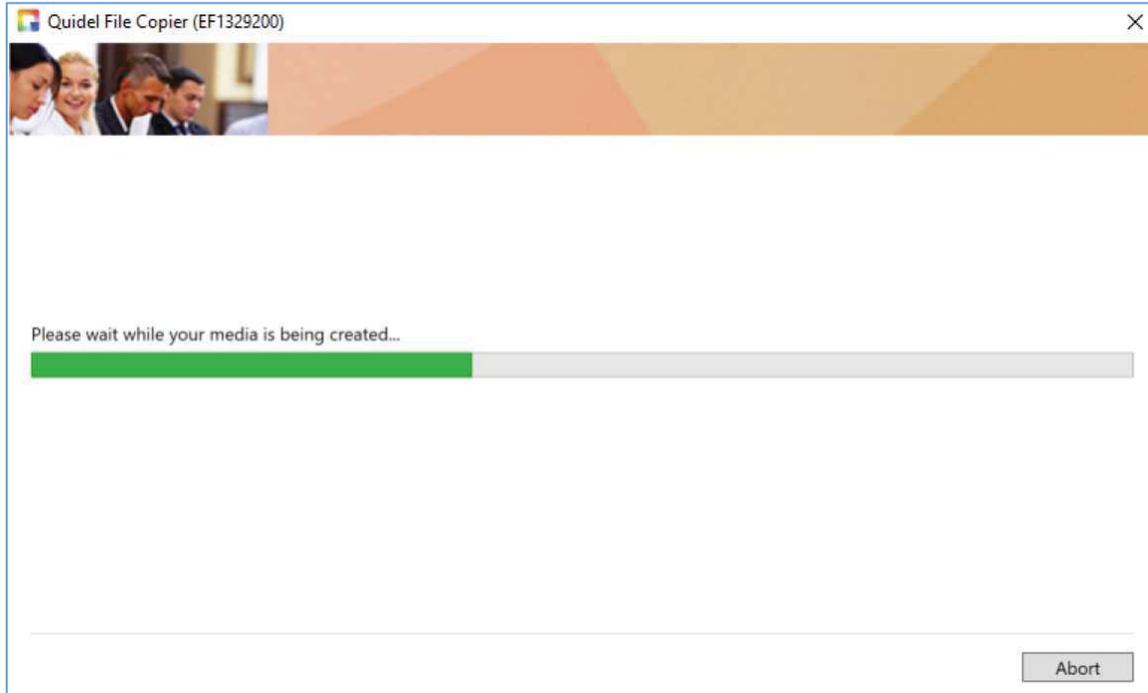
Click “Run Anyway”

2. Once the downloaded self-extracting .exe file is clicked, a Windows application opens and asks you to insert a portable drive (SD Card for Sofia, USB stick for Solana/Sofia 2). Select the appropriate drive and click “Next.”

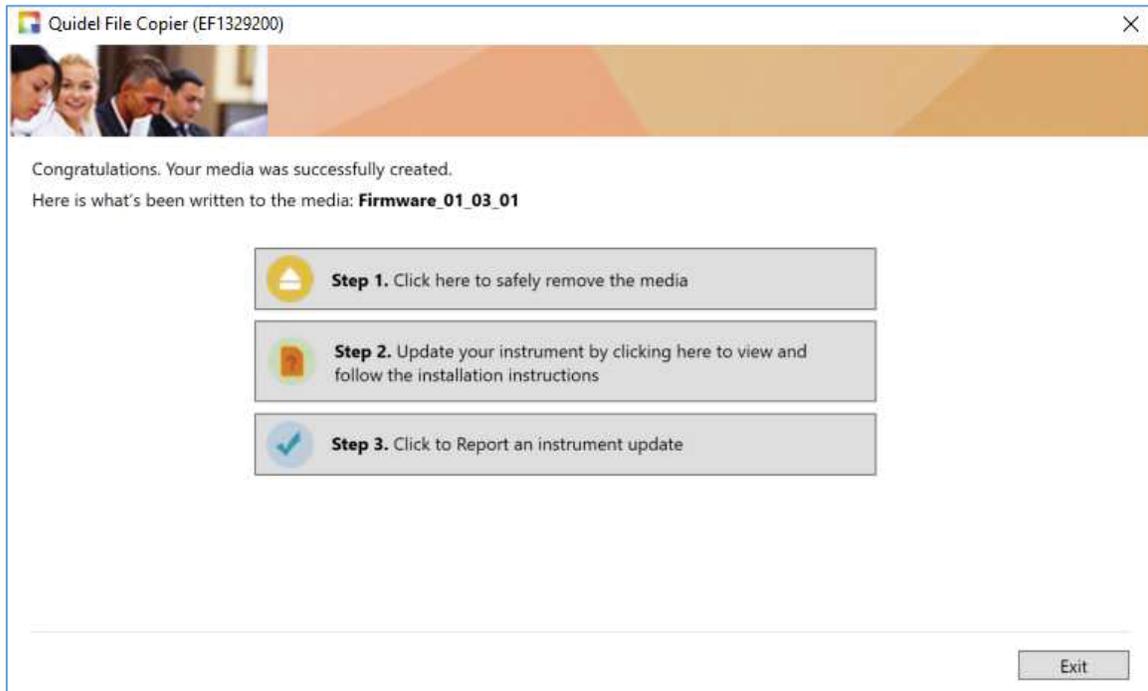


3. If you do not have a Quidel approved SD Card, you may optionally request a blank SD Card by clicking the “Click here to request one” link, which opens a webform on [quidel.com](http://quidel.com). Once the webform is completed and submitted, a message will be sent to [technicalsupport@quidel.com](mailto:technicalsupport@quidel.com) and be processed by Quidel Technical Support.
4. You may optionally verify integrity of the instrument file by clicking the “click here” link at the bottom right of the File Copier screen. A hash value will appear and can be matched with the “SHA Value” on the download page on the Customer Portal website.
5. Clicking “Next” prompts the user that all data on the portable media will be erased.

6. Click “Yes” and the file writes to the portable media.

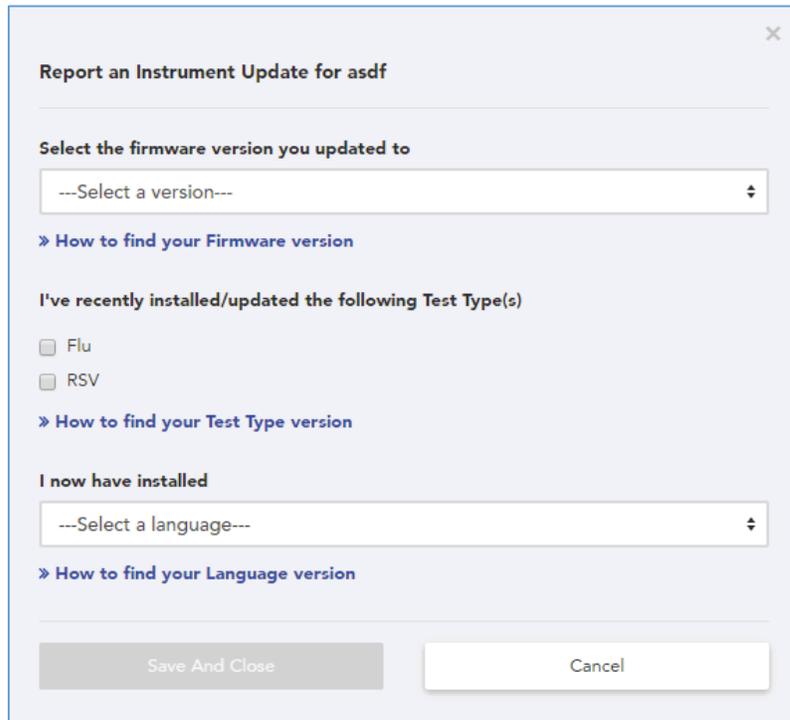


7. The file has been successfully written to the portable media. Click the Step 1 button to remove the device from your PC. Click the Step 2 button to receive printable instructions for installation into your instrument. Click the Step 3 button to report an update to your instrument, or you may navigate back to the Customer Portal website at any time to report an update.



## 2.4 Reporting an Update

1. From the Dashboard, click “Report an Instrument Update”
2. Click the “Report an Update” link on the instrument recently updated



The screenshot shows a dialog box titled "Report an Instrument Update for asdf". It contains three main sections:

- Select the firmware version you updated to:** A dropdown menu with the placeholder text "--Select a version--". Below it is a link: "» How to find your Firmware version".
- I've recently installed/updated the following Test Type(s):** Two checkboxes are listed: "Flu" and "RSV". Below them is a link: "» How to find your Test Type version".
- I now have installed:** A dropdown menu with the placeholder text "--Select a language--". Below it is a link: "» How to find your Language version".

At the bottom of the dialog box, there are two buttons: "Save And Close" (a grey button) and "Cancel" (a white button).

3. You may select a Firmware/Software version, Test Types/Methods and/or Language file currently installed. Click the “Save and Close” button to let Quidel know about the update.

## 2.5 Contact Technical Support

1. From the Dashboard you may click “Contact Technical Support” and fill out the corresponding form which submits to [technicalsupport@quidel.com](mailto:technicalsupport@quidel.com) or call the Quidel Technical Support phone number listed.

### 3 Frequently Asked Questions

1. I registered for an account but I didn't get an e-mail message to complete activation.
  - a. Check your Spam Folder and or Email Quarantine Folder
2. The Customer Portal website displays abnormally or I can't use it with my internet browser.
  - a. Supported web browsers include Internet Explorer version 9 and up, Microsoft Edge, Google Chrome and Mozilla Firefox. Apple Safari is currently not supported.
3. Why does the Download Software portion of the site say my instrument could get damaged if the wrong Firmware or Software is installed?
  - a. Firmware (Sofia) and Software (Solana) updates must be installed onto the instrument in a particular order. The Download Software portion of the MyQuidel.com website walks you through which version you need based on what is already installed on your instrument. If an incorrect version is installed, the instrument may be rendered unusable and would need to be returned to Quidel.
4. I've downloaded the File Copier and clicked to run it, but I get a blue screen saying, "Windows protected your PC."
  - a. This is a standard security mechanism provided by Microsoft Windows. Click the "More info" link on the left of the blue screen. Then click the "Run Anyway" button.
5. I loaded files onto my SD Card but my Sofia doesn't seem to read from the card to install.
  - a. Make sure you have an approved SD Card from Quidel. The front of the card will display identifiers, SE12TFJHL-C1A38-D or SD12TQGH-L-C1A38-D. To request a blank SD Card, visit <http://www.quidel.com/sofia-sd-cards>
6. I don't have an SD Card, how do I get one?
  - a. To request a blank SD Card, visit <http://www.quidel.com/sofia-sd-cards>
7. I don't have an SD Card reader and need one, how do I get one?
  - a. For instructions, visit <http://www.quidel.com/sofia-sd-card-readers>
8. I don't see any selectable options in the dropdown select (Step 2) of the File Copier.
  - a. Make sure you've inserted your SD Card or USB stick into your PC.
9. I clicked "Next" but the File Copier reported an error when attempting to write to my SD card/USB stick.
  - a. Try removing then re-inserting the SD card or USB stick into your computer, click Back and try again
10. If I write files to my SD Card or USB stick, can I use the same drive again later on for future updates?
  - a. Yes. The File Copier will first erase all data on the drive (SD Card/USB stick) and then write new files to the drive.
11. Can I use any USB stick for my Solana or Sofia 2 updates?
  - a. Yes, any brand will work.
12. Can I use a USB stick for my Sofia updates?
  - a. No, the Sofia instrument only accepts SD Cards.