

Bittium

MedicalSuite™

Account activation

Quick Guide



Published by

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Summary of Changes

Version	Date	Changes Between Releases	Status
1.0.0	2024.06.14	Document created.	Approved



Table of Contents

1	General	4
2	MedicalSuite Account Activation	5
3	Troubleshooting	12
3.1	Already signed in with other account.....	12
3.2	Set up your account error dialog.....	13
3.3	Notification error dialog	13
3.4	Password not valid error	14



1 GENERAL

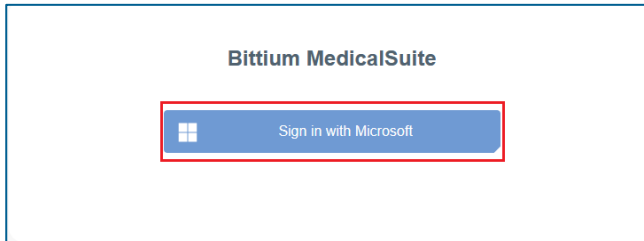
Bittium MedicalSuite is a web-based remote monitoring service platform that enables the management and analysis of various data recorded in healthcare. The service platform facilitates secure information and data sharing and allows hospitals, clinics, and healthcare professionals to work together regardless of their locations, permitting faster examination, diagnosis, and treatment of a patient. Bittium MedicalSuite enables wireless data transfer, intelligent data analysis, and handy reporting and management modules that can be optimized individually for each user according to their needs.

The purpose of this document is to give MedicalSuite user a step-by-step guide for MedicalSuite account activation. Once the account has been activated, the normal sign in process follows the instructions in the **D0000013599 MedicalSuite Platform HSAT Service Clinical Guide** for HSAT services and in the **5800603 MedicalSuite Platform Holter Service Clinical Guide** for Holter services.

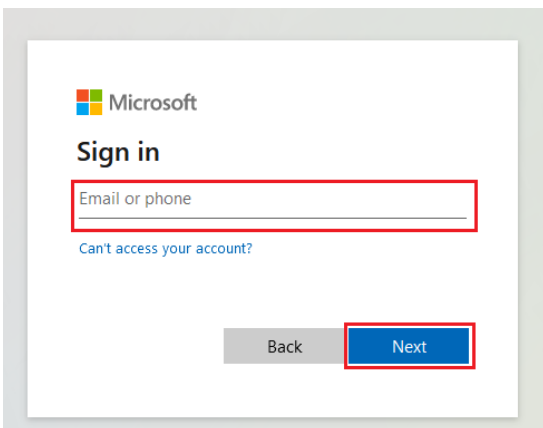
2 MEDICALSUITE ACCOUNT ACTIVATION

To sign in for the first time to MedicalSuite by following the steps below:

- 1 Go to MedicalSuite Center **sign in page** (<https://bittium.medicalsuite.net/>)
- 2 Click **Sign in with Microsoft**.



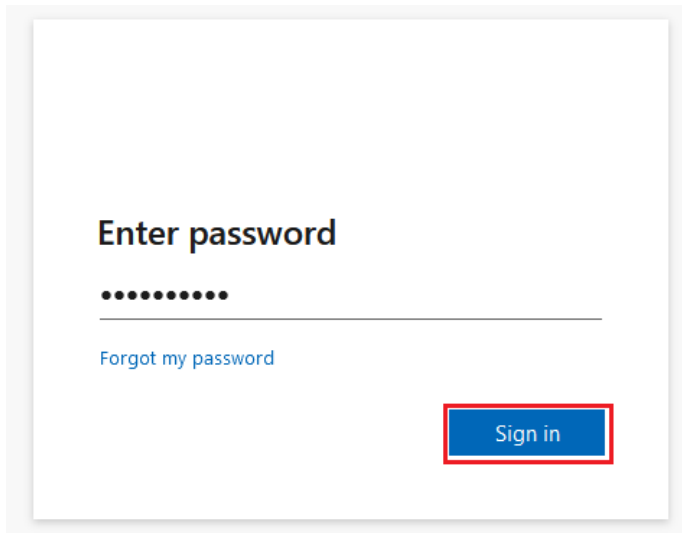
- 3 Enter your MedicalSuite username provided to you via email (username@bittium.medicalsuite.net or username@medicalsuite.net) and click **Next**.



NOTE

If you already have signed in to Microsoft with other account with same browser, check troubleshoot for help. (Chapter 3.1)

- 4 Enter your password and click **Sign in**.



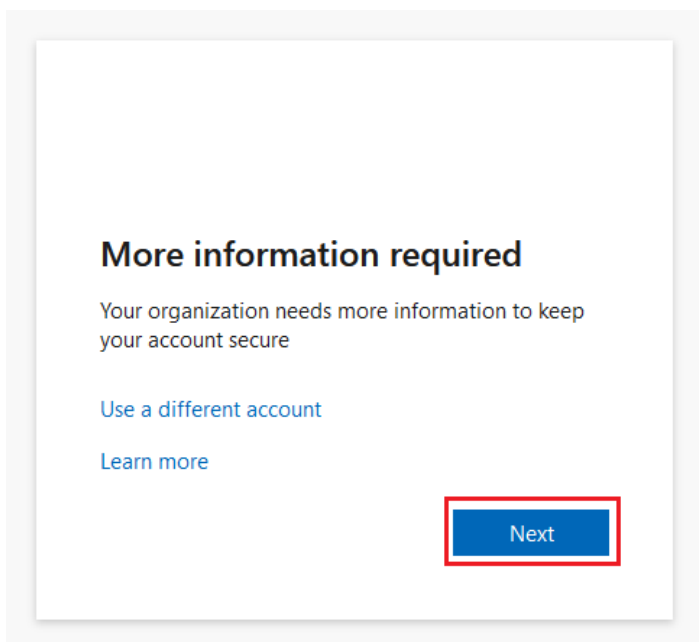
Enter password

.....

[Forgot my password](#)

Sign in

- 5 “More information required” dialog opens. Click **Next** to add required information.



More information required

Your organization needs more information to keep your account secure

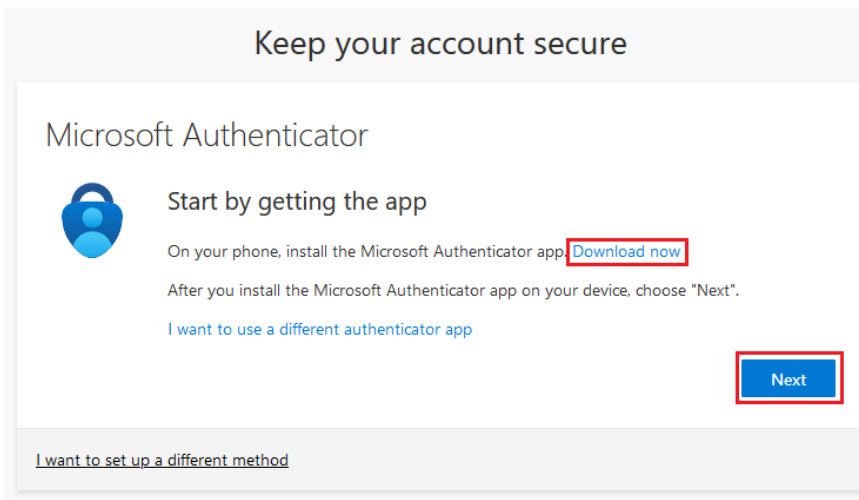
[Use a different account](#)

[Learn more](#)

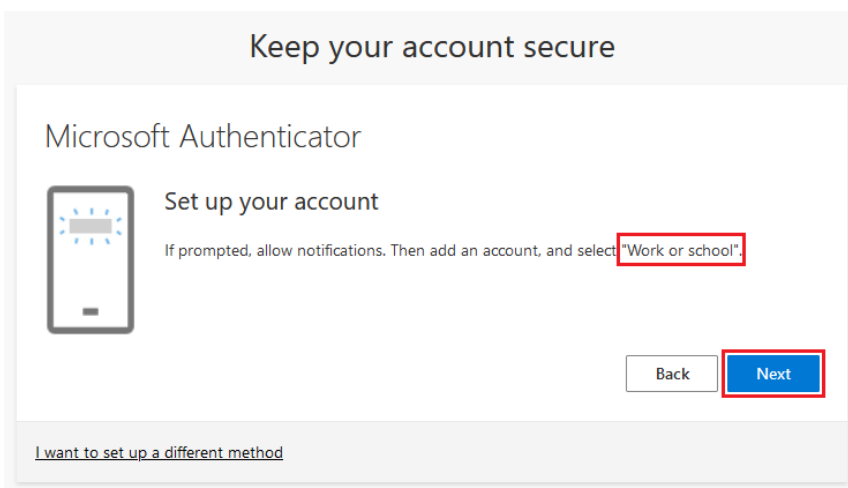
Next

- 6 To continue signing in, you will need to install **the Microsoft Authenticator app** on your phone. Click **Download now** to start the installation process:
 - a) New window opens.
 - b) Scan the QR code with your phone from the opened window.
 - c) The application store opens, and you can download **the Microsoft Authenticator app** to your phone.

Follow the installing instructions on your phone and click **Next** once the installation is completed.

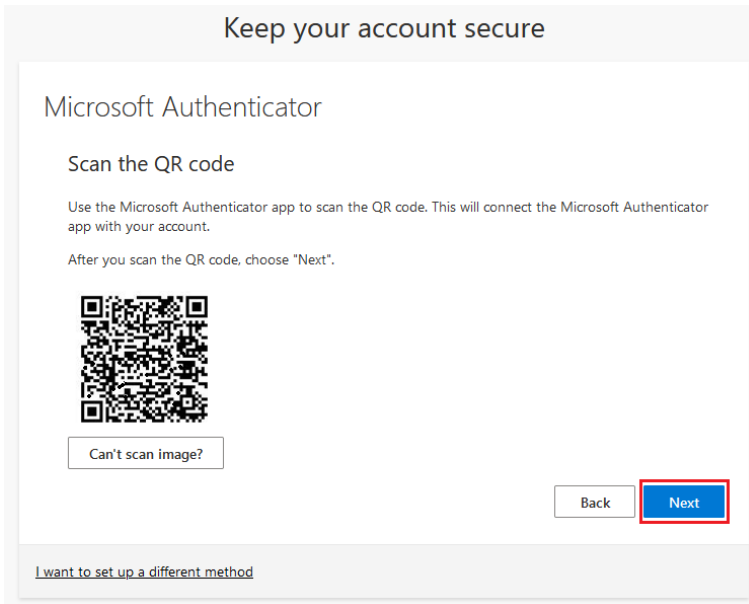


- 7 Open the Microsoft Authenticator app from your phone that was just installed. Allow the notifications from the app by selecting **Accept** and then select **Continue**. From the app, click **Add account** (+ -icon), select **work or school account**, then click **Next** in the computer dialog box.

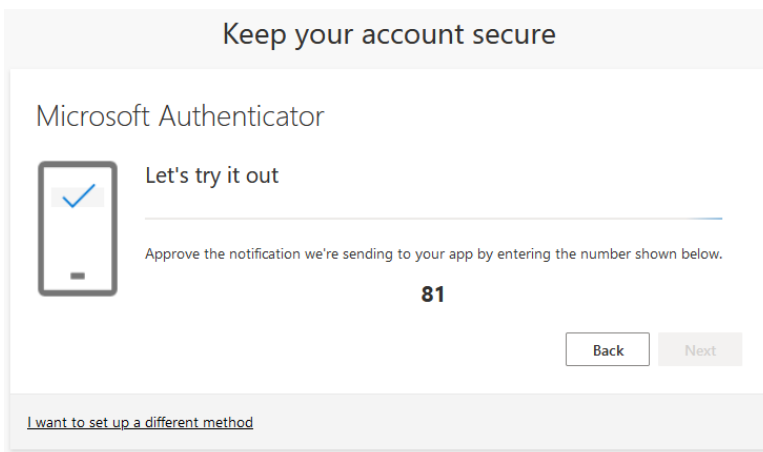


NOTE Check troubleshooting if an error dialog appears. (Chapter 3.2)

- From the app, select **Scan a QR code**.
- Use the Microsoft Authenticator app to scan the QR code from your computer screen. After you scan the QR code, click **Next**.

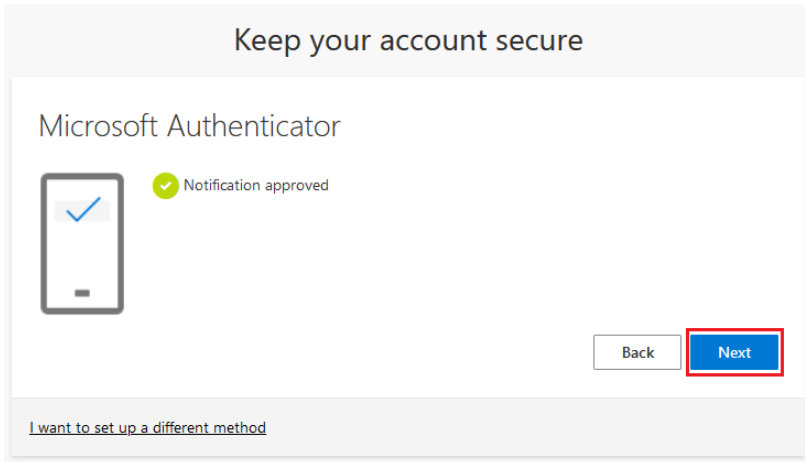


- Approve the notification we're sending to your app by entering the number shown on your computer screen to your phone.

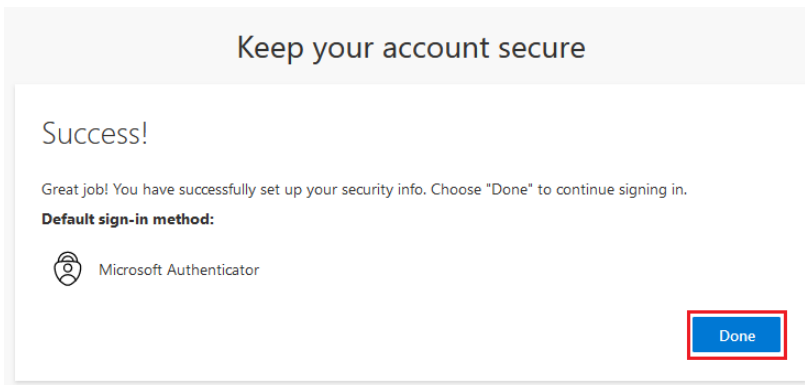


NOTE Check troubleshooting if an error dialog appears. (Chapter 3.3)

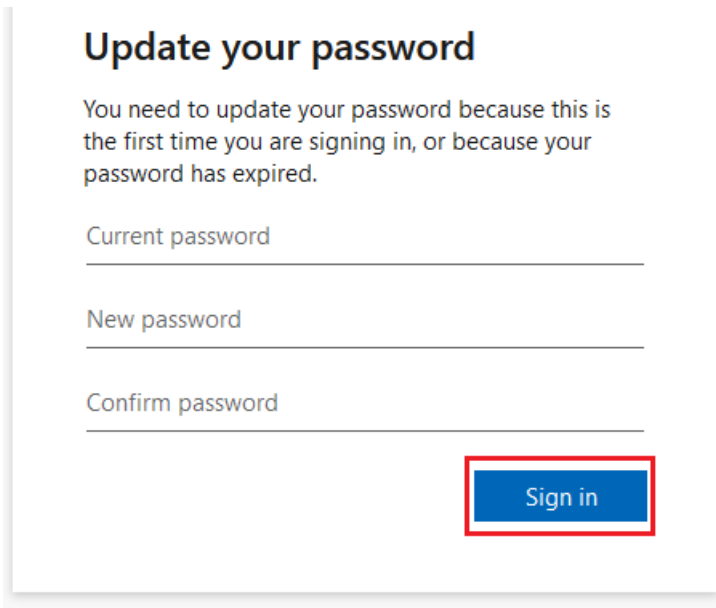
11 Once the notification is approved click **Next**.



12 The Microsoft Authenticator app is now successfully installed and set up to your phone. Click **Done** to proceed with sign in.



13 Update your password. Set a personal password for your account and click **Sign in**.



Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Current password

New password

Confirm password

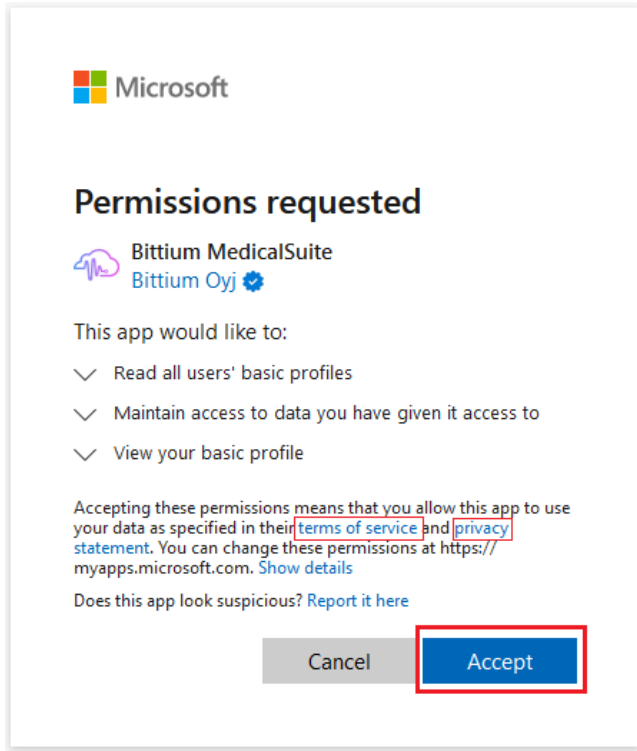
Sign in

Password must at least fulfill these requirements:

- At least 8 characters long
- With at least 3 of the following:
 - o uppercase letter
 - o lowercase letter
 - o number
 - o symbol, such as one or more of following: !?_*/()

NOTE Check troubleshooting if an error dialog appears. (Chapter 3.4)

- 14 To complete your sign-in process, you must accept the permissions requested. Continue by clicking **Accept**. For more information on the Terms of service and Privacy statement, click the links.



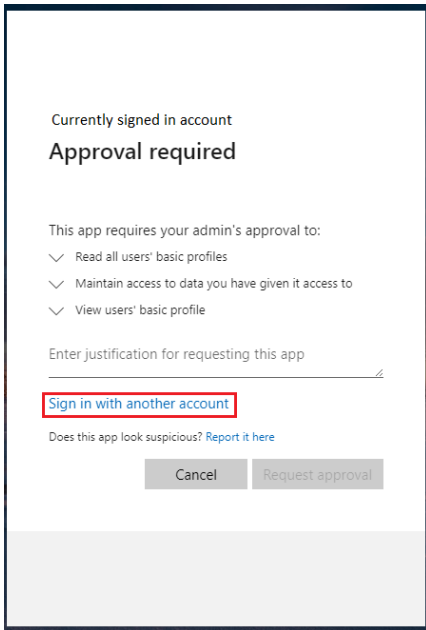
- 15 Once the permissions are accepted the MedicalSuite dashboard opens.

3 TROUBLESHOOTING

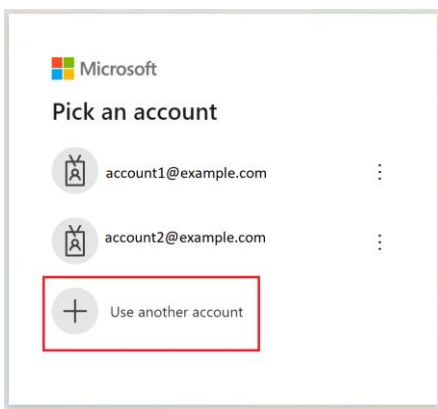
If you have trouble with your first sign in, check the instructions below. If you can't find the solution, please contact our technical support at medical.support@bittium.com.

3.1 Already signed in with other account

- 1 If you already have signed in with other account and want to change it, click **Sign in with another account**.



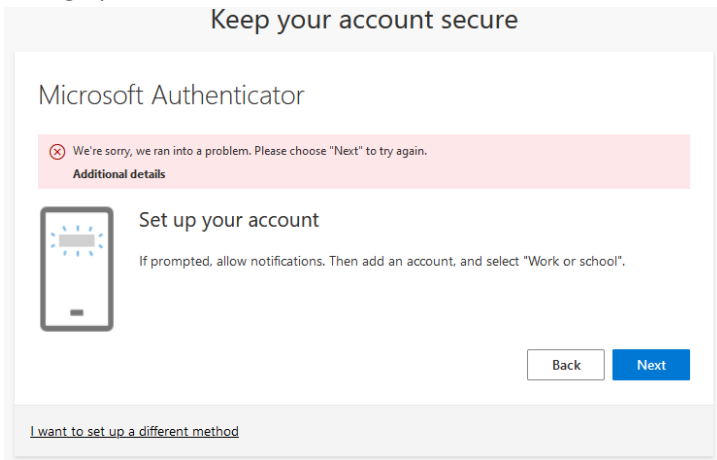
- 2 Pick the wanted account from the list or click **Use another account** if the wanted account is not on the list.



- 3 Proceed to step 4 of the login process in chapter 2.

3.2 Set up your account error dialog

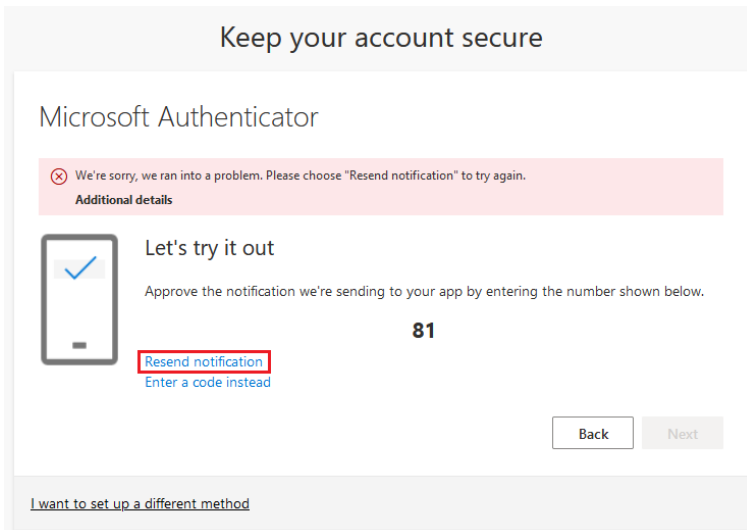
- 1 If the Microsoft Authenticator application installation and setup takes too long time, the following error dialog opens.



- 2 Go back to the sign in page (<https://bittium.medicalsuite.net/>) and start the sign in process again from the step 1.

3.3 Notification error dialog

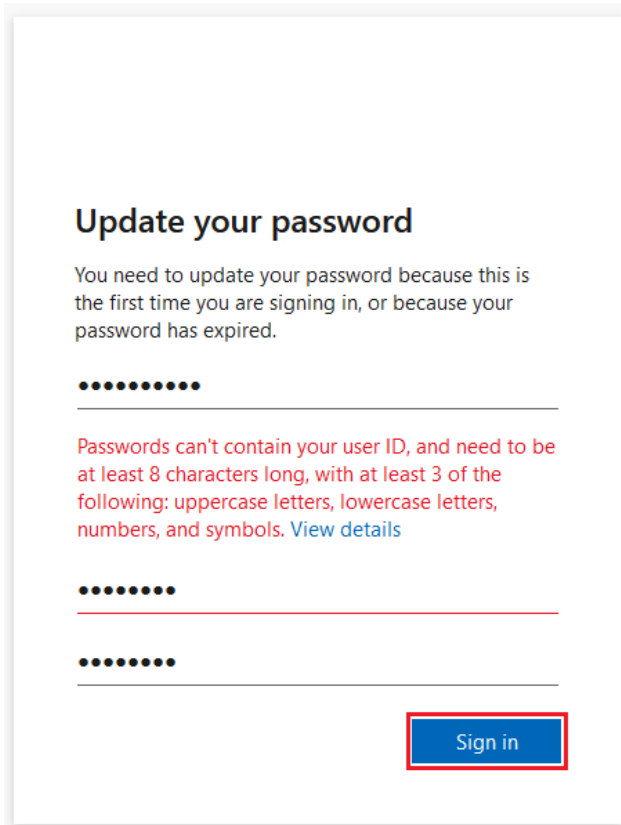
- 1 If the number displayed on the screen was not entered quickly enough or was entered incorrectly in the application, the following error dialog opens. Click **Resend notification** to generate a new number and enter it to the Microsoft Authenticator app.



- 2 If successful, proceed step 11 of the login process in chapter 2.

3.4 Password not valid error

- 1 If the added new password does not meet the criteria set for password, the following error dialog opens. Check the criteria and add new password. Click **Sign in**.



Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

.....

Passwords can't contain your user ID, and need to be at least 8 characters long, with at least 3 of the following: uppercase letters, lowercase letters, numbers, and symbols. [View details](#)

.....

.....

Sign in

- 2 If successful, proceed step 14 of the login process in chapter 2.



WEBSITE

You can find up-to-date product information, documents, and updates by visiting the Bittium website at www.bittium.com

SALES

Please contact your sales representative for any questions that you may have about Bittium products.

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SERVICE DESK

If you encounter any issues with Bittium medical products, please contact our technical support at medical.support@bittium.com