

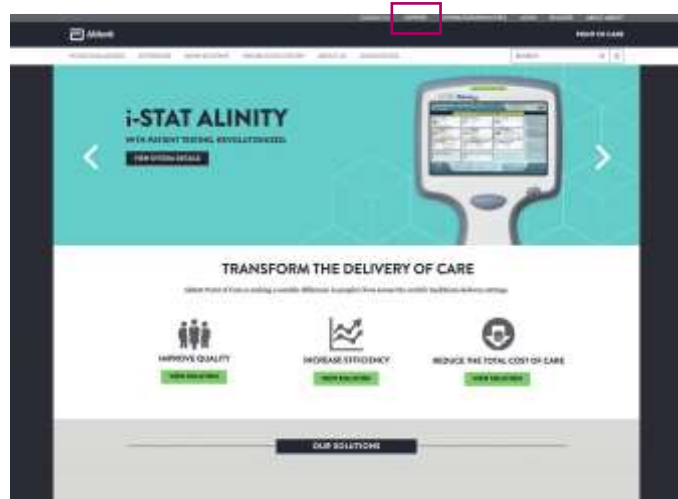


# Customer Help Guide

As part of our commitment to delivering relevant content, you will now be able to login in to an Abbott Point of Care account to receive secure access to customer-exclusive materials like Value Assignment Sheets, *i-STAT System* software updates, tutorials, professional development resources, and more.

## POINT OF CARE (OUS) REGISTERED USERS

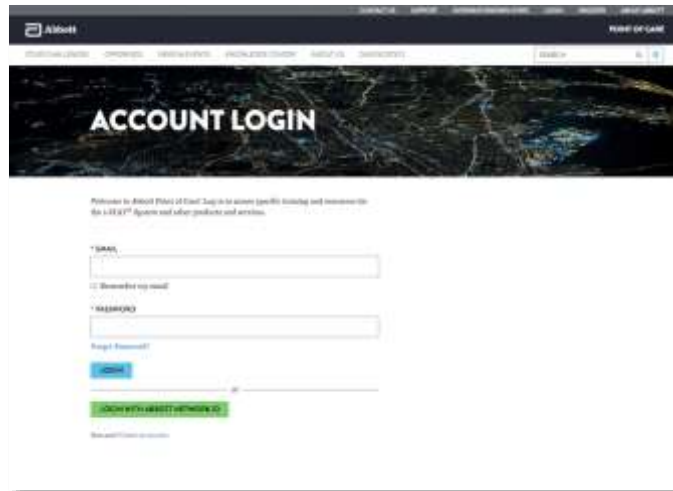
- 1 To access support content on the Abbott Point of Care website, first navigate to the Support page



- 2 From there, make a device selection (*i-STAT 1* or *i-STAT Alinity*)



- 3 Next, you will be taken to the Account Login page (If you do not have an account, please see Page 4)



4 You may now view and access secure Support content



If you are to encounter any issues with registration or login, please contact our helpdesk at [apoc@vodori.zendesk.com](mailto:apoc@vodori.zendesk.com)

## POINT OF CARE (OUS) USERS WITHOUT AN ACCOUNT

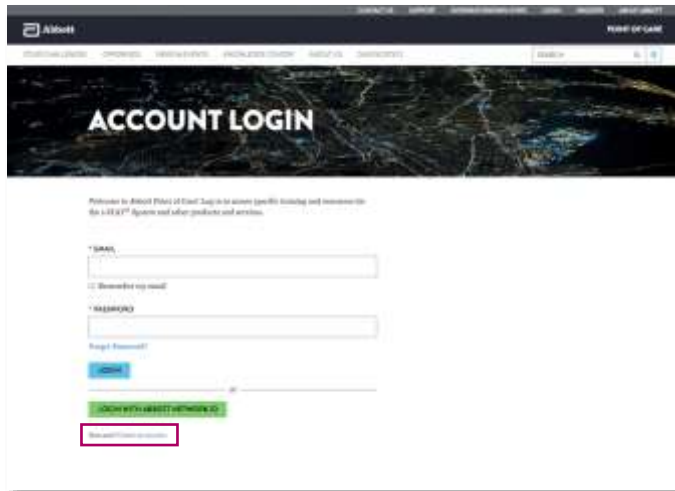
- 1 To access support content on the Abbott Point of Care website, first navigate to the Support Gateway page



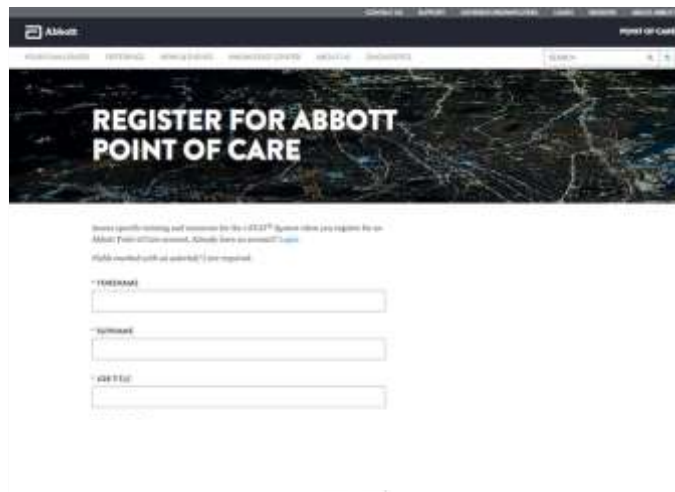
- 2 From there, make a device selection (*i-STAT 1* or *i-STAT Alinity*)



- 3 You will be prompted to login. If you do not have an account, you will need to register for an Abbott Point of Care Account



- 4 To register for an account, you will need to fill out the registration form



- 5 Wait for Account Confirmation via email (estimated time for confirmation is two business days or less)



- 6 After approval, login to your Abbott Point of Care Account via the link provided in your email
- 7 You may now view and access secure Support content



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