

myMidmark New Features Training (Version 1.1)



INTRODUCTION



Overview of the myMidmark Version 1.1 Feature Release

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We are excited to announce new features at myMidmark.com, designed to enhance efficiency, user experience and product management.

The myMidmark 1.1 feature release includes enhancements to deliver improved efficiency, real-time insights and greater convenience for your practice.

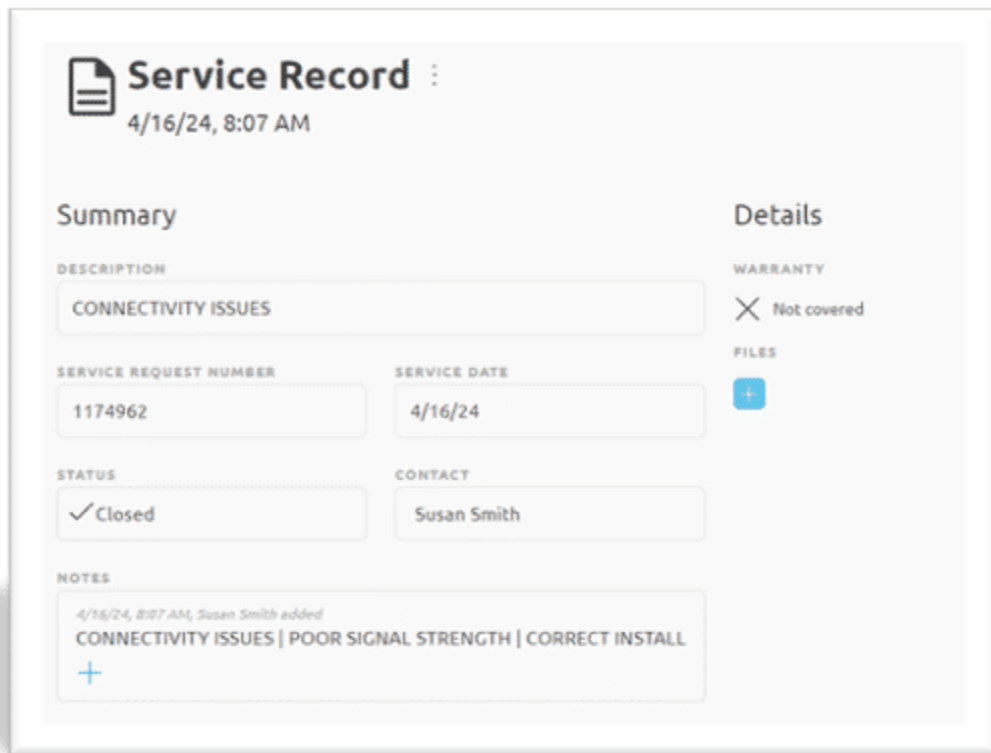
- Streamline maintenance with automated records and timely notifications, helping ensure products consistently perform at their best.
- Maintain proper control and coordination with enhanced user management and location data.
- Improve reliability and service with accurate monitoring and dealer visibility.

Overall, this update can make managing your products easier and more effective within the online portal, keeping you informed and empowered every step of the way.

Features Included in the 1.1 Update:

Service History Updates

- **Automated Service Records:** Gain complete transparency of your device's service history. Now, service events performed by technicians will be automatically recorded and shared within the online portal. This enhancement provides you and your service technicians with unprecedented visibility into the full history of each device. Ensuring all service and maintenance events are accurately documented can lead to better tracking and management of your products, offering deeper insights for more informed decision-making.



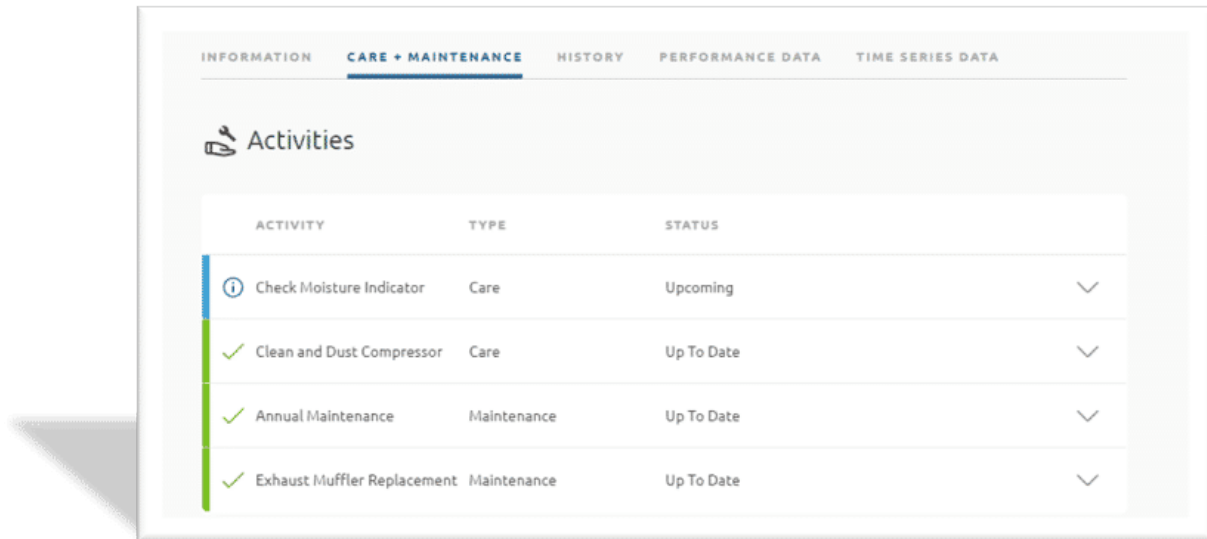
The screenshot displays a 'Service Record' form with a document icon and a timestamp of '4/16/24, 8:07 AM'. The form is divided into two main sections: 'Summary' and 'Details'. The 'Summary' section includes fields for 'DESCRIPTION' (CONNECTIVITY ISSUES), 'SERVICE REQUEST NUMBER' (1174962), 'SERVICE DATE' (4/16/24), 'STATUS' (✓ Closed), and 'CONTACT' (Susan Smith). The 'Details' section includes a 'WARRANTY' status (Not covered) and a 'FILES' section with a plus icon. A 'NOTES' section at the bottom shows a timestamped entry: '4/16/24, 8:07 AM, Susan Smith added' followed by 'CONNECTIVITY ISSUES | POOR SIGNAL STRENGTH | CORRECT INSTALL' and a plus icon.

Service Record	
4/16/24, 8:07 AM	
Summary	Details
DESCRIPTION	WARRANTY
CONNECTIVITY ISSUES	✗ Not covered
SERVICE REQUEST NUMBER	SERVICE DATE
1174962	4/16/24
STATUS	CONTACT
✓ Closed	Susan Smith
FILES	
+	
NOTES	
4/16/24, 8:07 AM, Susan Smith added	
CONNECTIVITY ISSUES POOR SIGNAL STRENGTH CORRECT INSTALL	
+	





Care + Maintenance Updates:

- **Activities Hub:** A new central hub within the online portal can help in managing the care and maintenance of your devices. The Midmark 1.1 update includes time-based notifications, giving you timely reminders for scheduled tasks to ensure your products remain in optimal condition. This centralized management system

helps simplify maintenance, keeping your devices running smoothly and efficiently.



The screenshot displays a software interface with a top navigation bar containing five tabs: INFORMATION, CARE + MAINTENANCE (which is selected and underlined), HISTORY, PERFORMANCE DATA, and TIME SERIES DATA. Below the tabs, there is a section titled 'Activities' with a wrench icon. Underneath this title is a table with three columns: ACTIVITY, TYPE, and STATUS. The table contains four rows of data. The first row has a blue information icon, 'Check Moisture Indicator', 'Care', and 'Upcoming'. The subsequent three rows each start with a green checkmark icon, followed by 'Clean and Dust Compressor', 'Annual Maintenance', and 'Exhaust Muffler Replacement', all with a 'Maintenance' type and 'Up To Date' status. Each row also features a downward-pointing chevron icon on the right side.

ACTIVITY	TYPE	STATUS
 Check Moisture Indicator	Care	Upcoming
 Clean and Dust Compressor	Care	Up To Date
 Annual Maintenance	Maintenance	Up To Date
 Exhaust Muffler Replacement	Maintenance	Up To Date

Care + Maintenance Updates (Continued):

- **User Location Assignment:** Now you can assign users to a single location for better organization and administration of user accounts. Location assignments can help enhance control and coordination within specific locations and narrow down notifications to devices within that location.

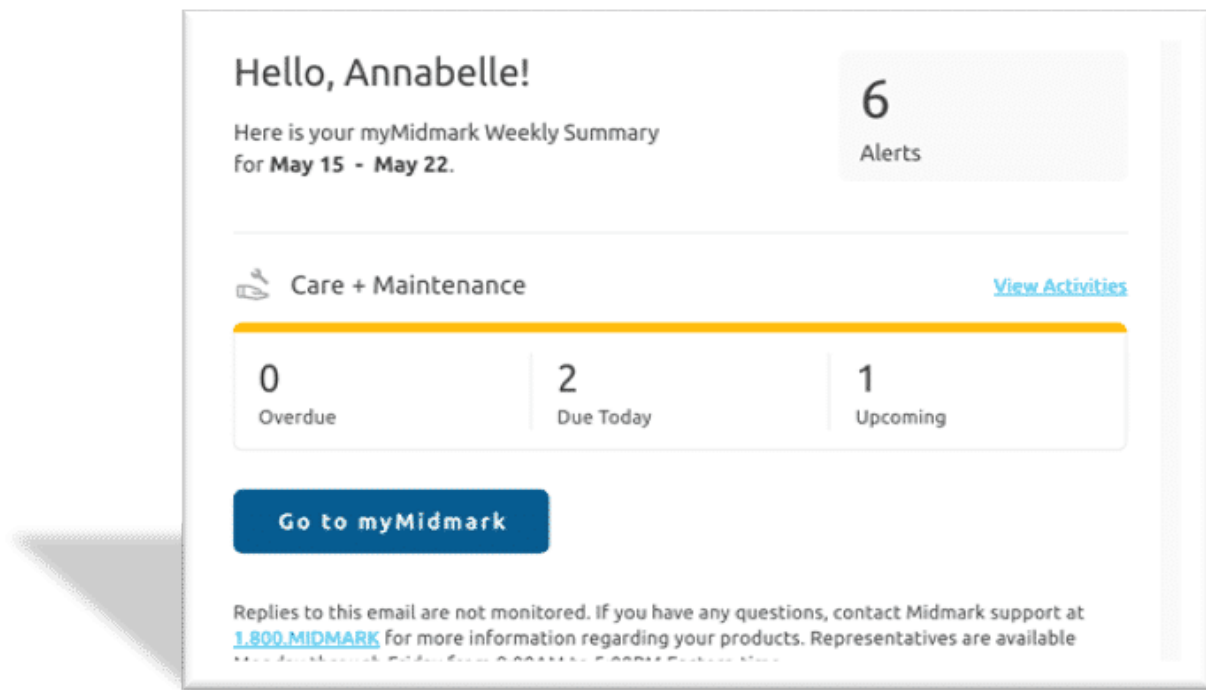
Add New Staff

Review the summary below to ensure all information is correct before adding this user.

DM	NAME Danielle Morris	USER TYPE Staff		
	ROLES myMidmark User			
EMAIL ADDRESS ofeliasantos199@gmail.com	WORK PHONE	EXTENSION	MOBILE PHONE	
ASSIGNED LOCATION Name of Location 60 Vista Drive, Versailles, OH 45380		JOB TITLE Digital Platform Product Manager		

Care + Maintenance Updates (Continued):

- **Weekly Maintenance Summary:** Stay informed about your upcoming care and maintenance activities with the new weekly summary, striking the right balance to ensure you stay updated without overwhelming your inbox.



General Portal Updates:

- **Feedback Link:** A direct feedback link within the online portal empowers user to share your insights directly from any page, ensuring continuous improvement and a better user experience.

