Tempo Insights™ Frequently Asked Questions

1. **What is TempoSmart™ intended to do?**

   INTENDED USE
   TempoSmart™ is a Software as a Medical Device (SaMD) intended to be used by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. TempoSmart is intended to assist patients in managing their diabetes with guidance from their providers.

   INDICATION FOR USE
   TempoSmart™ is indicated for use by healthcare providers (HCPs) and their patients – aged 18 years and older - who have type 1 or type 2 diabetes. TempoSmart is intended to provide secure capture, storage, and transmission of glucose data as well as information to aid in diabetes self-management. TempoSmart analyzes and reports glucose test results and supports medication adherence. In addition, TempoSmart provides coaching messages (motivational, behavioral, and educational) based on real-time glucose values and trends. It includes software intended for use on mobile phones or personal computers in the home or in professional healthcare settings. The software also allows for entry of other diabetes-related healthcare information and provides educational information.

   TempoSmart is not intended to replace the care provided by a licensed healthcare provider, including prescriptions, diagnosis, or treatment.

   Tempo Insights™ is the healthcare provider-facing component of TempoSmart. Neither Tempo Insights nor TempoSmart is intended to replace the research, expertise, judgment, or treatment provided to patients by healthcare providers.

2. **What functions are available from Tempo Insights?**

   Tempo Insights, a web-based management portal, is the health care provider-facing component of the TempoSmart app. The primary functions of Tempo Insights include the following:

   - Invite patients to use TempoSmart
   - Access SMART Visit Report®
   - Review patient Logbook data, Medication List, and Health Information
   - Monitor patient population for engagement and outcomes

   For full instructions on use of Tempo Insights, view the User Guide in the Help Center.

Content © 2023 Welldoc, Inc. © 2023 Eli Lilly and Company. All rights Reserved. ID: 2722 Version 1.1 EN-US

3. What patient data can I view?

- Glucose, medications, food, activity, sleep, and blood pressure data
- Glucose and insulin summary graphs
- Use of connected Tempo Smart Button™ and/or connected blood glucose meter
- Tempo Smart Button battery status

4. How can I filter the patient list?

Within Tempo Insights™, the patient list can be filtered to monitor for engagement and/or outcomes. This may allow for identification of patients who may need outreach from the health care team.

From the Patient List screen, select **Filters** and then select the applicable filters. Tap **Search**. The resulting list will display patients who meet the filter criteria.

5. What is the SMART Visit Report® and how can I access it?

The SMART Visit Report provides a summary of patient data, clinical decision support, logbook, and/or food diary. It can be accessed from Tempo Insights, or it can be sent by your patients from the TempoSmart™ app.

From Tempo Insights click the SMART Visit Report icon from the patient list or within the patient's record. The SMART Visit Report will open in a new window.

IMPORTANT: The SMART Visit Report is intended to supplement, not replace, medical expertise, research, judgment, or diabetes treatment provided by the health care providers. The report provides information that can be used by health care providers to identify trends to help inform treatment decisions. Decisions regarding diagnosis or treatment of patients will be made solely by the health care providers.

6. How do I invite my patient to use TempoSmart™?

From the Patient List screen, select **Add Patient**. Then enter the required patient data. If you fill in the optional field with your patient's mobile number, the Telephone Consumer Protection Act (TCPA) consent has to be selected (Agree or Decline) only by the patient while the patient is in the office. To complete the invitation, select **Add Patient**. The patient will receive an email (and SMS text, if a mobile number was provided) invitation to download TempoSmart and register.

Until the patient registers, you will see them in the **Pending Registration** tab. If you need to edit their information, click on the **Edit** icon next to the patient's name and then save your changes. Once registered, the patient will appear in the **Patient List** tab.

Content © 2023 Welldoc, Inc. © 2023 Eli Lilly and Company. All rights Reserved. ID: 2722 Version 1.1 EN-US

7. Where can I find the User Guide?

To locate the Tempo Insights™ User Guide, select **Help Center** on the home screen.

8. How are Tempo Insights user roles defined?

There are three types of user roles in Tempo Insights: prescribing health care provider, non-prescribing health care professional, and case manager.

When a new patient is added, all users associated with the clinic or account can view the patient's record.

To view your assigned role, click on the top right of the home screen and select **Settings** from the drop-down menu. Here you can view your profile information and assigned role.

9. What are administrative privileges and who has them?

If users have administrative privileges enabled, they would be able to manage the users and edit clinic through the **User Management** screen. They will also have the ability to create a new clinic account upon log in and from within the **Clinics** feature. These users are clinicians that have administrative privileges enabled.

10. How can I add other Tempo Insights users to my clinic or account?

Please work with your account representative to add new users. To add a new prescribing health care provider user, the health care provider's NPI number is required.

If you have administrative privileges enabled, you will be able to add users at your clinic through the **User Management** feature. Also, select clinics may allow clinicians to create their own user account and associate themselves to their clinic(s).

11. How do I view my patients from another clinic?

Click on **Clinics** next to your name/profile icon and select the clinic you would like to view on the Patient list screen.

12. What is a Share Code used for?

On invitation, each patient will get a Share Code that they can enter within TempoSmart™ and start sharing their data with their clinic.

Content © 2023 Welldoc, Inc. © 2023 Eli Lilly and Company. All rights Reserved. ID: 2722 Version 1.1 EN-US

13. I forgot my password. How can I reset it?

From the Tempo Insights™ home screen, select **Forgot Password**. Choose how you want to get your temporary password:

- Email
  a. Enter your email address.
  b. Check your email for more information about resetting your password.
  c. Follow the instructions in the password reset email to reset password.
- Text message (only available if your mobile phone number has been entered in Tempo Insights for purposes of authenticating your account)
  a. Check your mobile device for your temporary password.

14. I forgot my username. How can I reset it?

From the Tempo Insights home screen, select **Forgot Username**. Choose how you want to get your username:

- Email
- Text message (only available if your mobile phone number has been entered in Tempo Insights for purposes of authenticating your account)
  a. Check your mobile device for your temporary password.

15. Which browsers are compatible with Tempo Insights?

To ensure security, it is recommended that desktop users keep their browser up-to-date and have anti-virus installed. Supported browser versions include:

The default/preferred browser that will be supported for Tempo 1.1 is Google Chrome™, Mozilla Firefox®, Microsoft Edge®, Internet Explorer and Safari.

Devices that do not meet the above criteria are not compatible with Tempo Insights.

16. How do I know when Tempo Insights has been updated?

You can find the latest information about Tempo Insights by looking at the software version number in the Help Center.

Content © 2023 Welldoc, Inc. © 2023 Eli Lilly and Company. All rights Reserved. ID: 2722 Version 1.1 EN-US