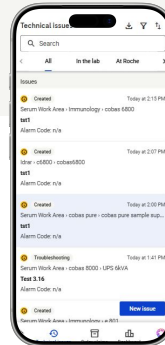
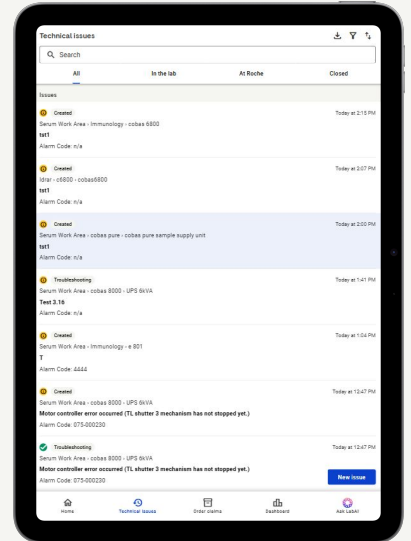
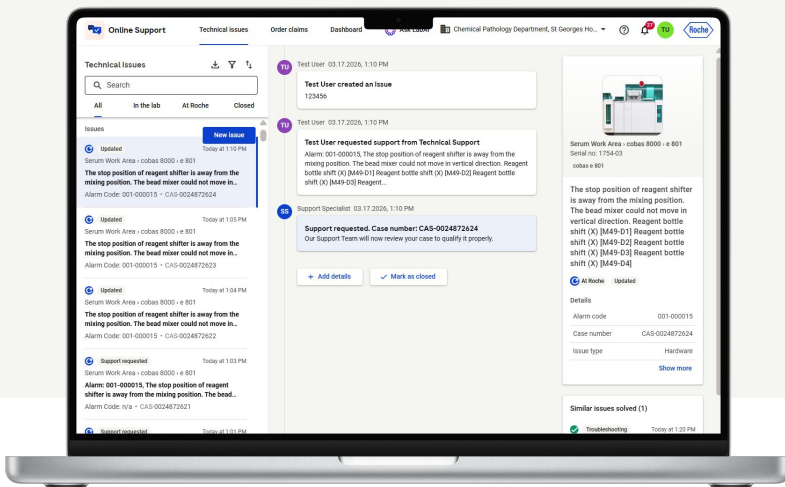


Online Support

Empowering every customer with 24/7 intelligent self service



Quick reference guide and user manual



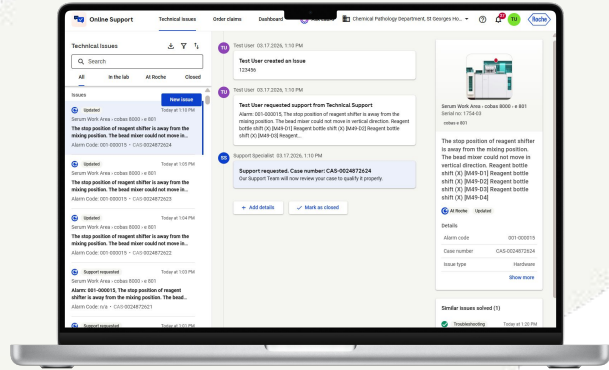
Online Support

An end-to-end service solution that keeps your lab running.

Online Support empowers your lab with a complete issue management solution. We've seamlessly integrated end-to-end issue management in a Digital Logbook, expedited Roche support requests and smart self-troubleshooting capabilities.

Everything your lab needs is integrated into one powerful platform.

Online Support highlights



Support anytime, anywhere

Access Roche support 24/7 from any device and manage requests digitally, no phone calls or emails required.



Effortless support requests

Scan the QR code on your device, attach photos and send accurate support requests instantly for faster assistance.



Smart digital logbook

Record issues in a standardized digital logbook and request support directly from logged entries to accelerate resolution times and enable greater automation.



Complete transparency of all service activities

Monitor all requests, online, phone or email, with real-time status updates and service reports in one centralized view.



Troubleshoot faster with similar issue history

Access the full history of logged issues and resolutions to independently troubleshoot recurring problems and reduce downtime.



Fix issues yourself with guided troubleshooting

Use step-by-step troubleshooting guides with detailed instructions and images to quickly identify and fix issues without waiting for support.



Monitor lab issues with actionable insights

View all reported issues, their frequency and status in a single dashboard to better monitor trends and manage your lab operations.

Centralized digital records for compliance and audits

Keep all service records and issue logs in one place. Easily export data to support audits, reporting and regulatory compliance.



Your self-troubleshooting process

Discover where intelligent self-troubleshooting fits into your daily routine to get your lab back up and running faster.

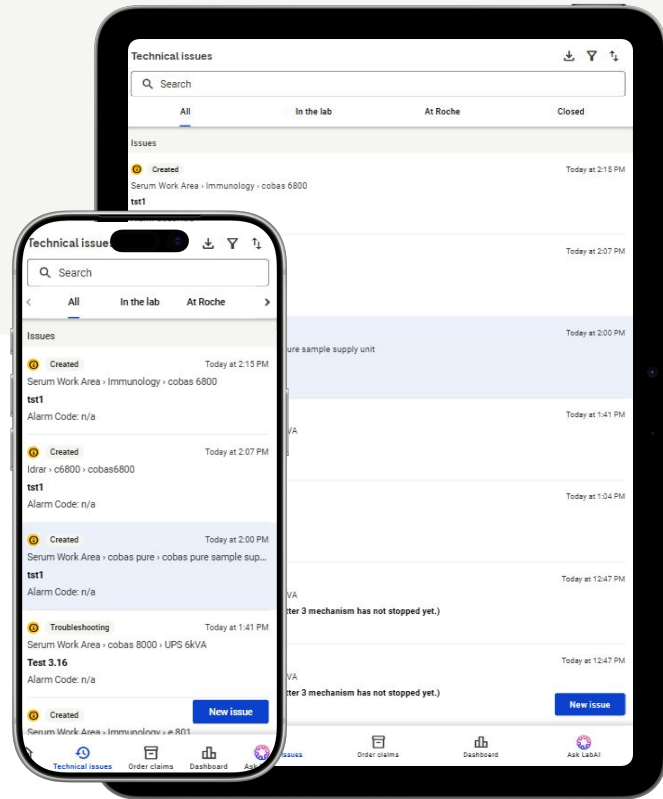


Create a new issue

Add new issue from your logbook homepage

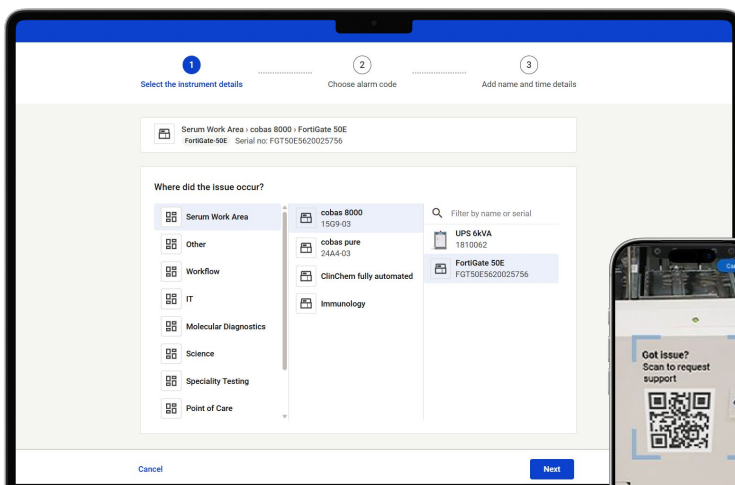
Record all info on a new issue digitally and access the history of all logged issues and all support requests (Online Support, phone, email). Forget about paper logbooks, facilitate compliance support for accreditation and build up your own knowledge base.

Click the “New issue” button to document a new incident

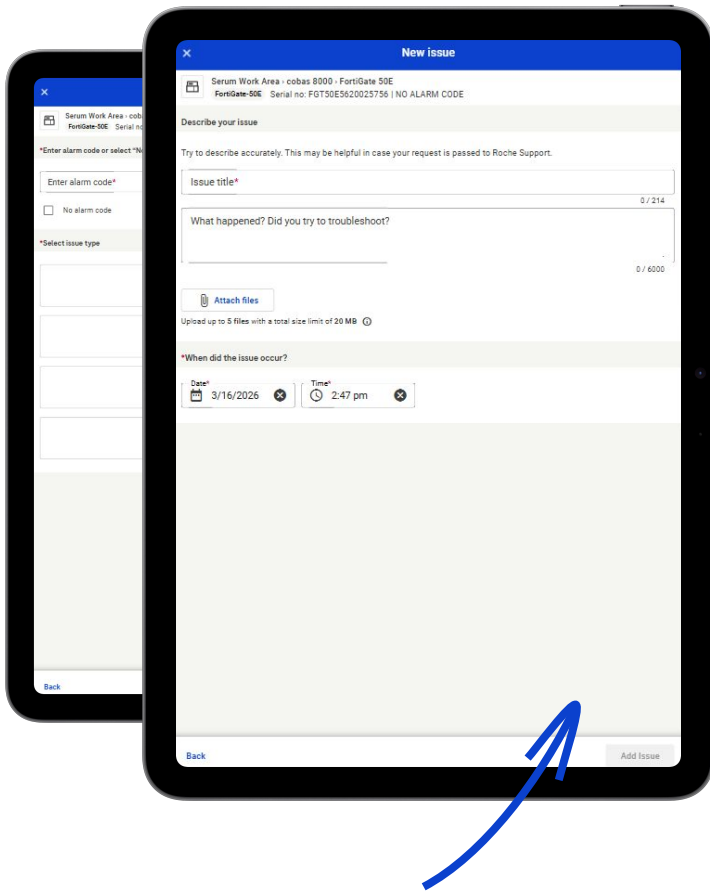


Select the module where the issue occurred

As a first step, select work area, list and affected module. At this point, you may also speed up the process with QR code scanning on tablets and smartphones.



Detail and describe the issue



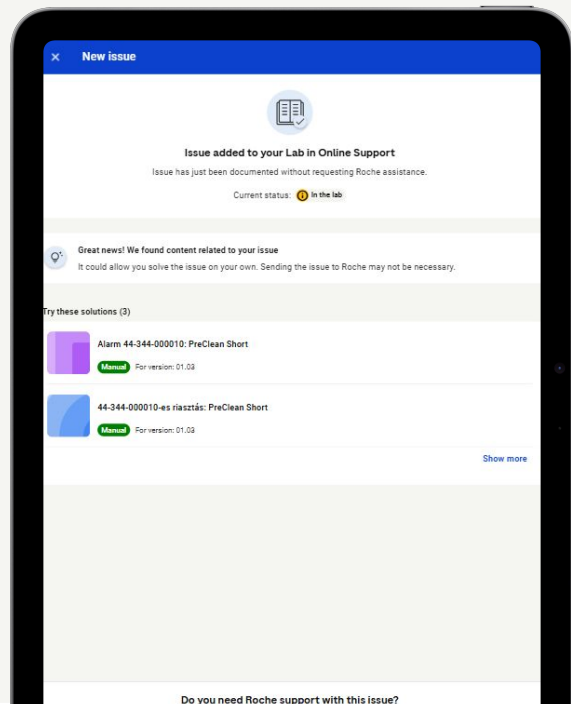
Provide the alarm code and issue type

Provide the alarm code displayed on your instrument (if applicable) and indicate whether your Issue is related to hardware, reagents/calibration/QC, IT/software or other.

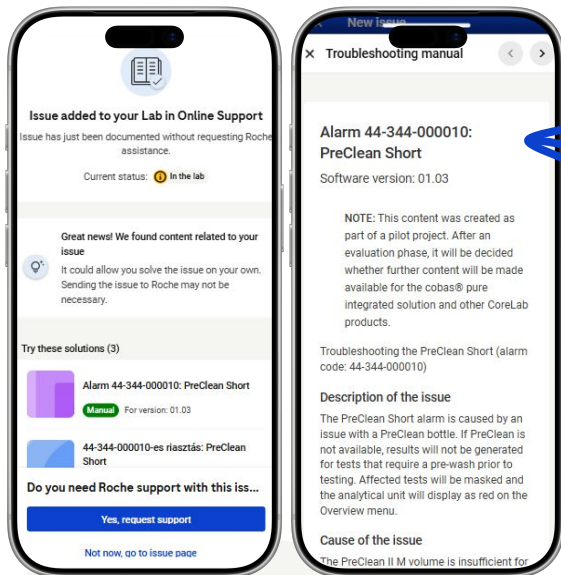
Detail the issue

Type in your detailed description and attach files.

Use simple step-by-step writing feature to better describe your troubleshooting activities. All of this will help you, your colleagues or Roche to solve the problem faster.



Self-troubleshoot the issue

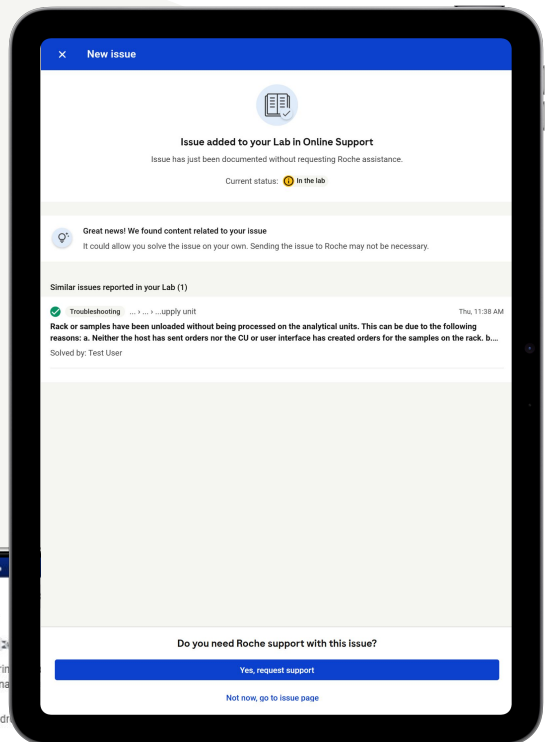


Issue logged, can I resolve this myself?

Once the issue is logged, you can first attempt to self-troubleshoot your issue.

In order to help you with that, relevant self-troubleshooting articles, which include step-by-step instructions, are displayed.

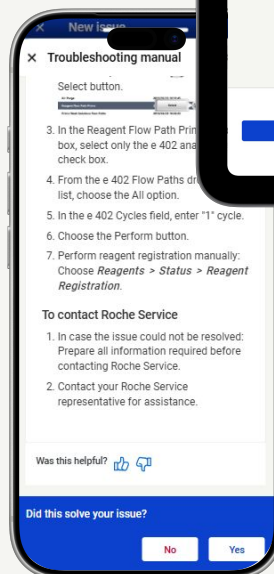
Alternatively, you can also review identified similar issues that occurred in your lab in the past. Review them and check how they were resolved. The solution may be right there.



Were you able to resolve your issue yourself?

If the self-troubleshooting was successful, indicate so at the bottom of the article/similar issue to close your issue as self-fix.

Else, you can request Roche Support to help you further.



Logbook and issue overview

After issue creation, you will be able to access the issue details page from your logbook. From here you can review and update all information about this issue.

Issue list

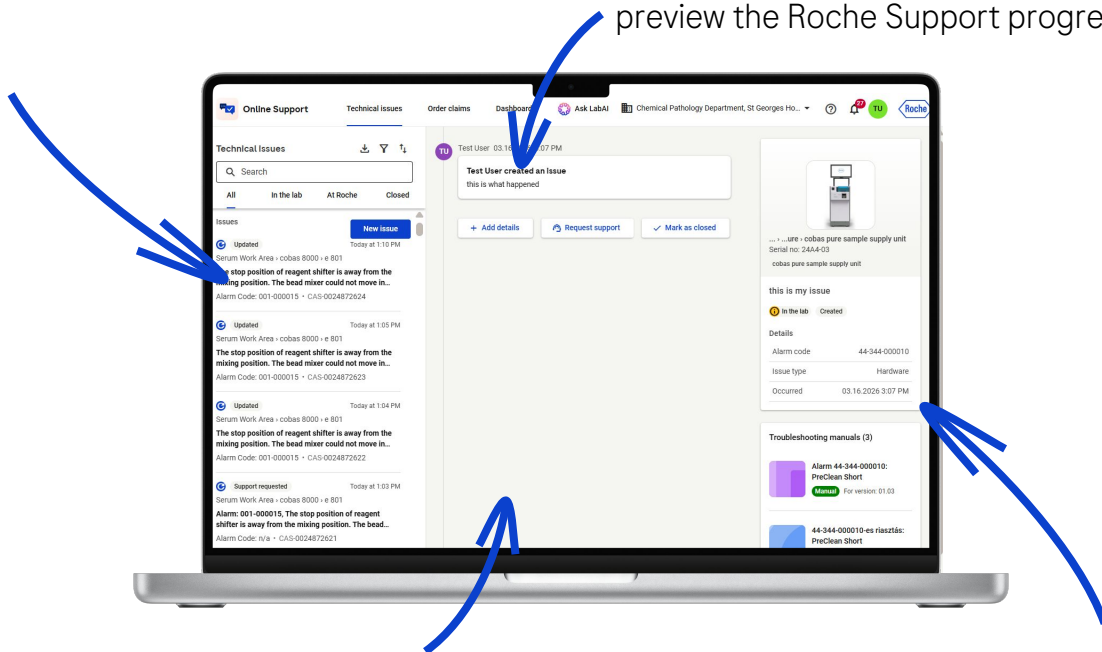
The left side panel is a scrollable list of all issues. The cards include the most important details such as issue status, title and issue number.

There are 3 types of status: in the lab, at Roche and done.

Timeline

When you select an issue, all information related to that issue will appear on the right side of the logbook screen.

In the middle section, the issue timeline is displayed. You may add your own activities to document your actions or preview the Roche Support progress.



Request support or close the issue

You can request support anytime with just one click of a button. All of the issue information will automatically be passed to Roche Support.

Issue details

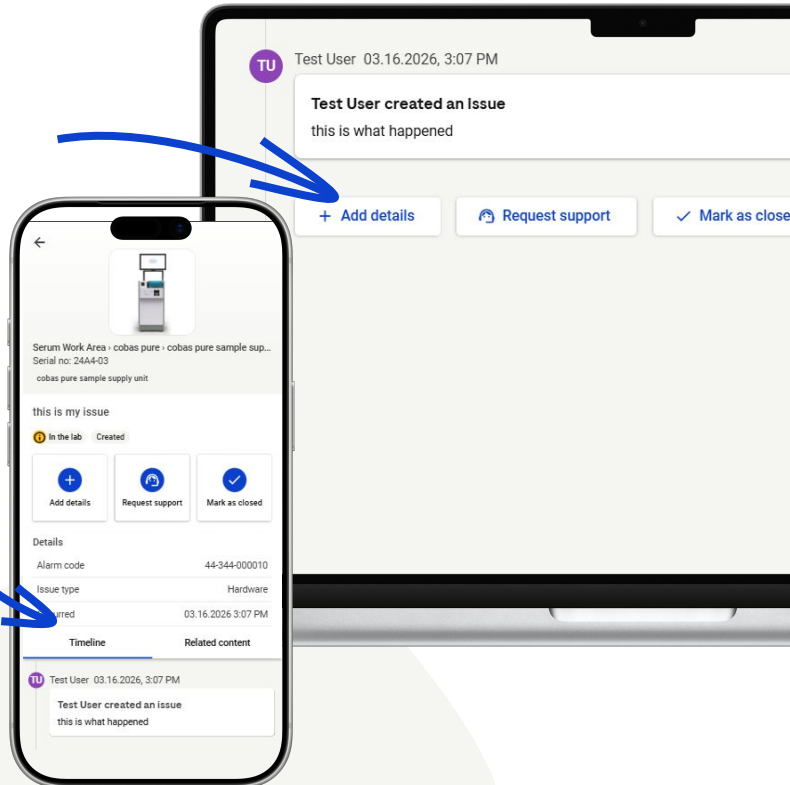
On the right section, you'll find the device and issue details. Additionally, you will see self-troubleshooting articles and similar issues, allowing you to potentially resolve your issue independently while reviewing the issue, even after creation.

Add new timeline entry

Update the information about the issue by clicking “Add details”. In each entry you can describe what you did so far to solve the issue. All entries are then displayed in the form of a timeline.

Click “Add details” to update an issue

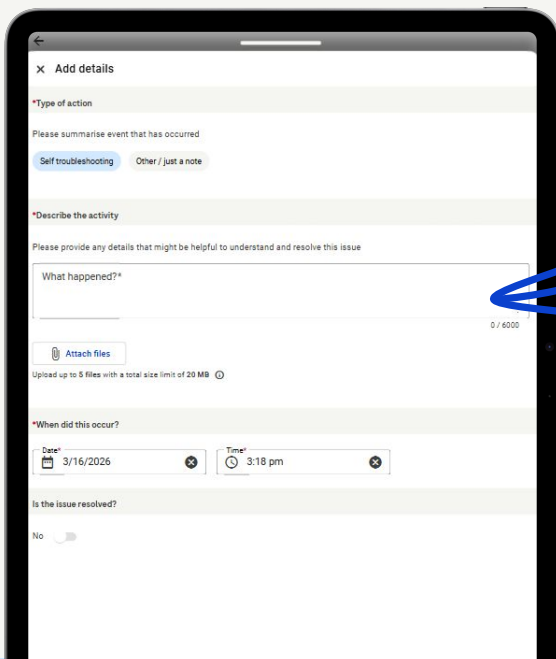
In the mobile version, click on the round blue “+” button.



Describe your last activity

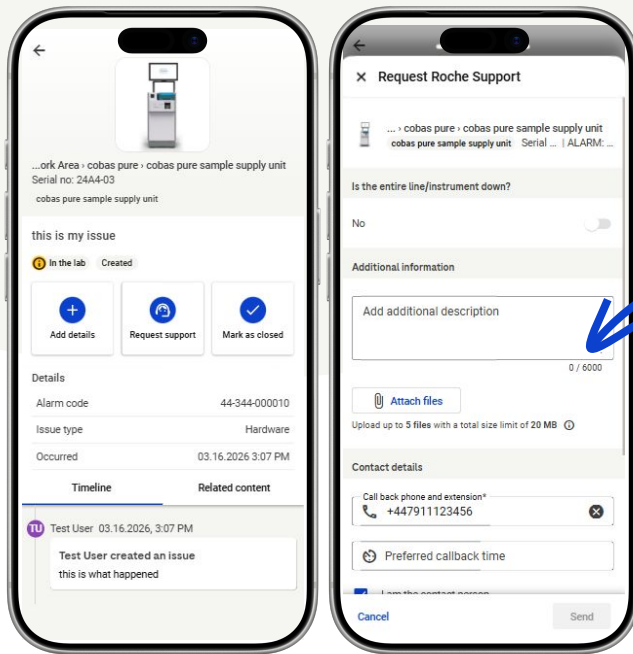
Here you can fully document what happened so far in order to resolve the issue. Add a short description and images to better document what happened.

Try to describe your actions step by step, so in the future your colleagues can use them as an instructions for troubleshooting.



Request Roche support

Once the issue is logged and there is nothing else you can do to resolve it, you may simply request support from Roche. By doing so, you will pass all of the issue related information to our support team so that they can help you solve it quicker.



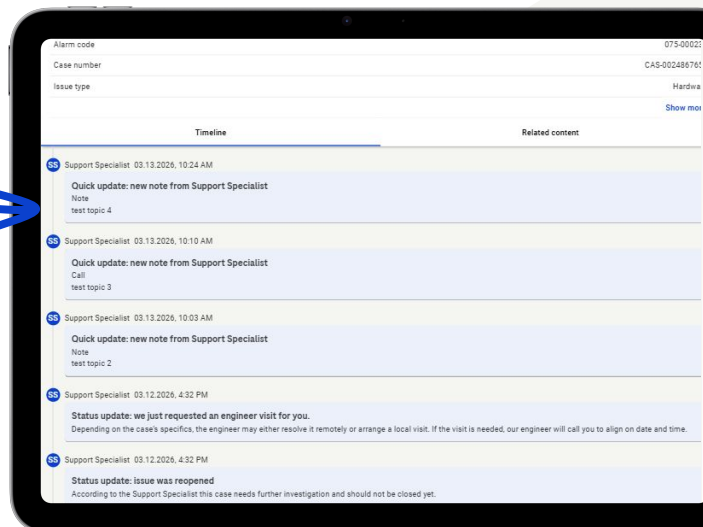
Just click the "Send" button

You can also provide an alternative contact phone number where a support specialist can reach you or a colleague of yours as soon as possible.

Real-time status updates

Once the support is requested, the issue status will automatically change to "At Roche".

You may follow updates on your case and status in real time. In addition, you will receive the service report within the issue timeline if an on-site visit occurred. Additionally, you will be able to see all the proactive maintenance activities initiated and already completed by Roche on your devices.



Browse your lab history

Quickly check when the same issue happened in your lab, who handled it and how it has been solved.

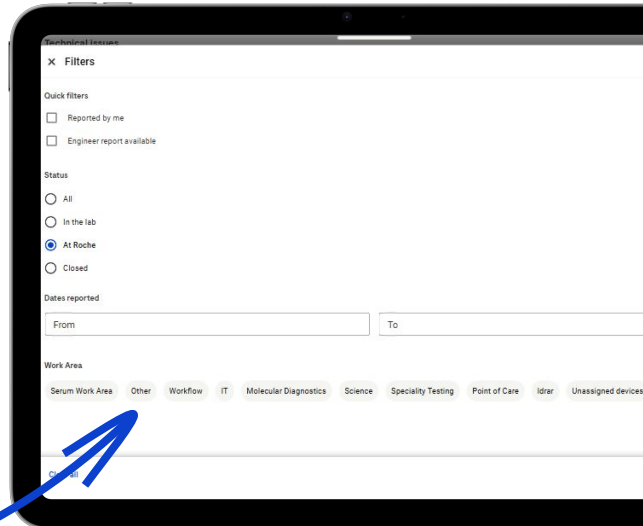
Play around with filters and search to find historical issues

All of your lab history is now available in one place.

Use line, group and module chips to find the specific module or filter by date range.

Search will allow you to browse with an alarm code, issue description, serial or case number.

Find all of your cases from Online Support, email or phone in one place.

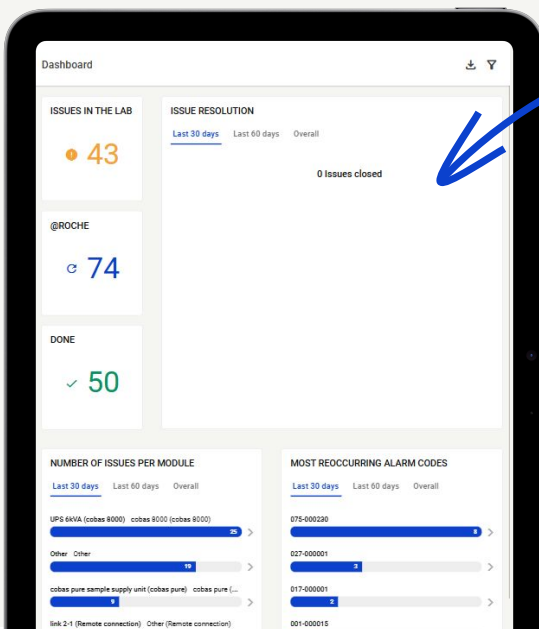


Enter the dashboard to gather the general lab overview

Get insights on all issues, their frequency and status in one dashboard overview for better monitoring and management.

Easily track what is currently happening in your lab. You can find the current lab efficiency status, browse through the most recurring issues per module.

Hit export to CSV to download all records to facilitate auditing.



If you are interested in this application, visit **navify®** Marketplace to request it or download the app today.



Download the app here:



Contact

For more information on Online Support, please contact our Roche Diagnostics Local Hotline.

To access Online Support, please go to:

<https://support.roche.com>



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