Healthcare Provider:
Bionic Portal
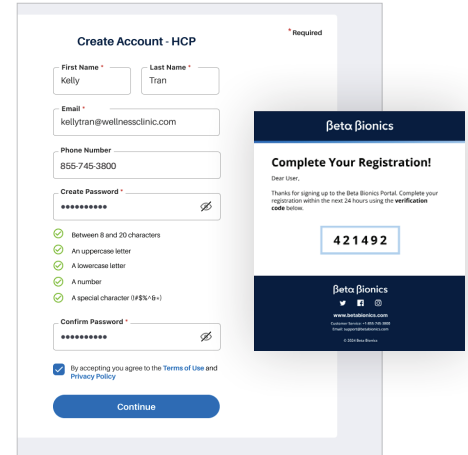
Beta Bionics

Create an Account

- ☑ GO TO: https://portal.betabionics.com/
- ☑ Choose Professional & click Continue.
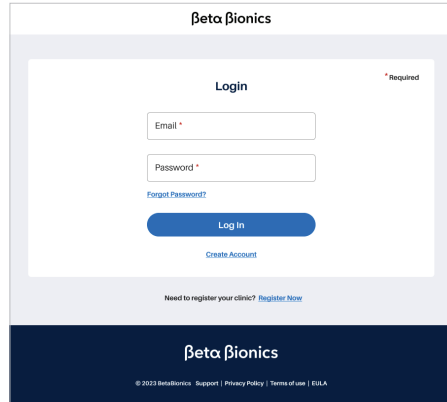
- ☑ Choose Create Account
- ☑ You will only need to register your clinic if there is not a Beta Bionics representative working with the clinic.
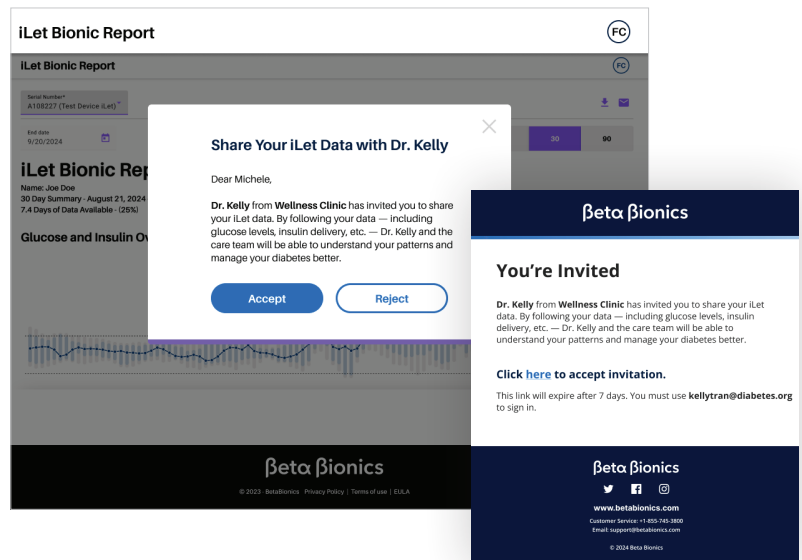

- ☑ Fill in information.
- ☑ Accept terms & continue. Will need to add verification code from email.
- ☑ For assistance, call 855-745-3800 Option 1

Add iLet Users to Dashboard
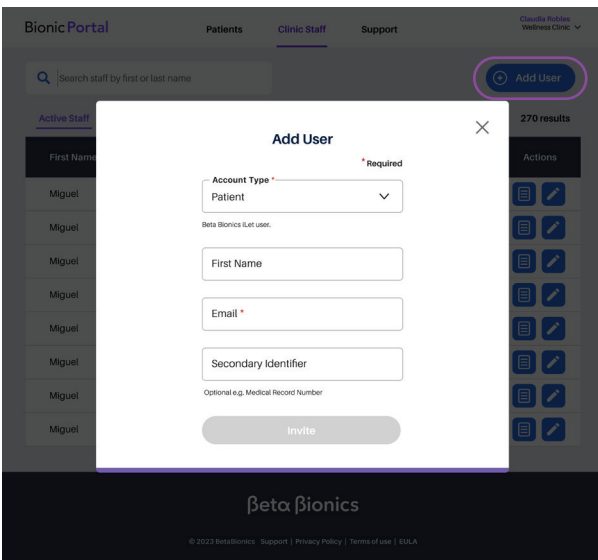
- ☑ Choose the account type for the person being invited.
- ☑ Fill in information & invite.
- ☑ Use the same email associated with the iLet App. (Settings > Account)

- ☑ iLet users can accept the invitation in the iLet App (reports tab), personal report portal, or through email.

Beta Bionics

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Add Staff or Admins

Clinic Account Types:

Staff: Can add and view iLet user data. Can manage the patient list and pending invites.

Administrator: Same permissions as staff account plus add/remove/edit clinic staff accounts and edit clinic information.
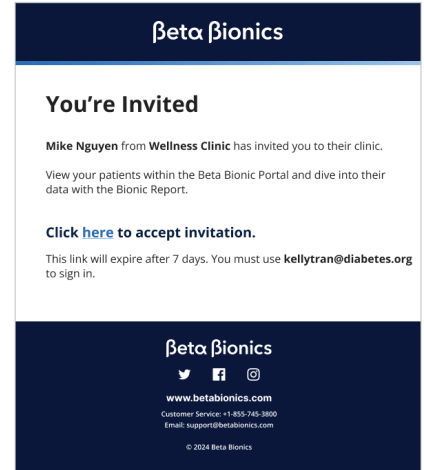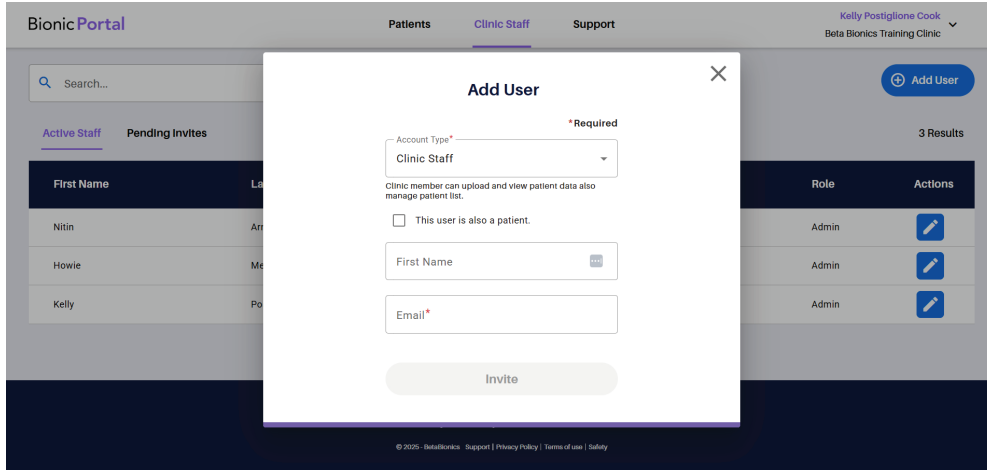
☑ Choose the account type for the person being invited.

☑ Fill in information & invite.

☑ Check email and accept the invitation or accept the invite upon logging into the portal.

Patient / Clinic Staff Dashboard

Patients Dashboard:

Active Patients: Under Actions, choose the Report Icon to view the Bionic Report. Choose the Edit Icon to edit or remove the iLet User Account.

Pending Invites: Under Actions choose the Edit Icon to Re-invite or Remove Invites.
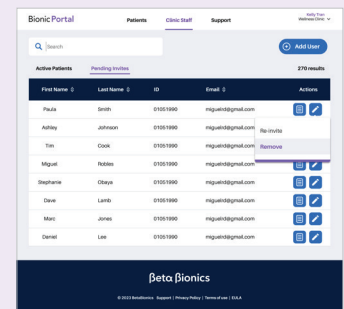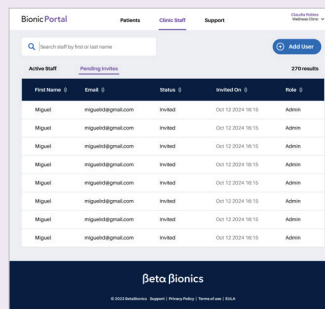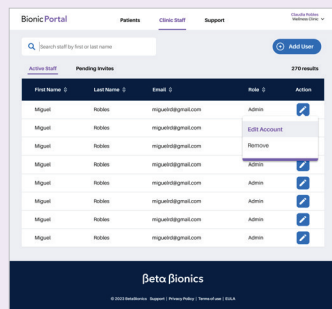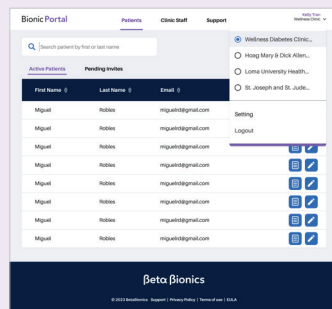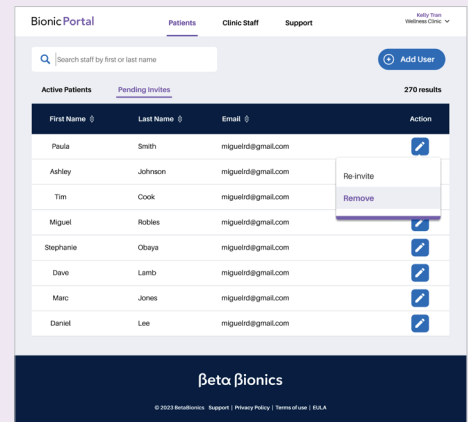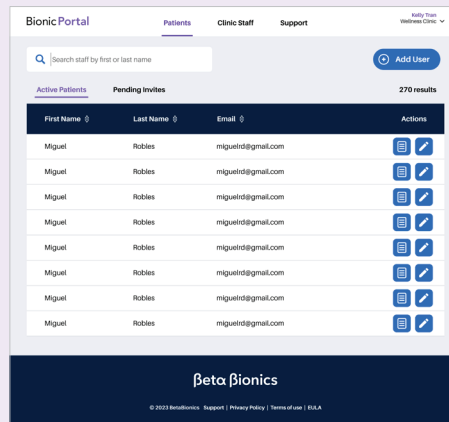
Clinic Staff Dashboard: Choose Clinic in Upper Right (if applicable)

Active Staff: Actions will allow for account removal or editing based on user's account type.

Pending Invites: Will allow for Review/Removal/Re-invite based on account type.

Security & Support

Under Account Settings, Choose Security and configure security settings as appropriate.

Troubleshooting

I don't see my patient's data:
The iLet user should sync with their iLet app. Clearing the browser cache can also resolve data display issues.

I did not receive an email invite:
Email is just for convenience. Login with the email address the invite was sent to and accept the invite.

I received an invite, but do not see the clinic when I login:
Make sure the invite is sent to the email address of the account you are logging into. Also make sure that the invite is less than 7 days old.

I work in a clinic and need to invite other staff members to the portal:
Only an Admin Account can invite other staff member accounts through the add user feature.

Why am I being asked to enter an MFA code or change my password?
At least one clinic in which you are a member has required it.

I am not getting emails for the MFA codes that my clinic requires:
Check the spam folder. Try logging in again to get another MFA code. If the problem persists, contact your IT to allow all emails from betabionics.com and betabionicsweb.com.

The only clinical admin no longer works here and we are unable to access admin features in the portal:
Your Beta Bionics rep can add a new admin or you can call Customer Service to have a new admin added to the clinic.

I have a patient in the clinic, but when I click on the report it says there are no iLets for this user:
Make sure that the patient is using the most recent version of the iLet app available in the App Store and has paired the iLet.

I am not seeing glucose or insulin data on the patient report:
Clear the browser cache and make sure that the patient's app is running. Open the app and provide up to 15 minutes to sync the data.

For additional assistance, call Customer Service at 855-745-3800 Option 1.

For more detailed information, refer to the Patient Management with the iLet Bionic Pancreas System handout.