



User Guide: ISR Application Login

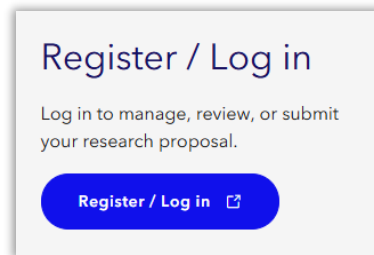
Welcome to the Single Sign-On (SSO) interface for Medtronic’s ISR Application. This guide is designed to help you navigate the updated login process with ease.

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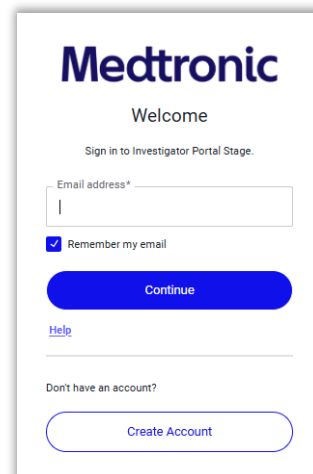
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1. Accessing the Login Page

To access the login page, please visit the following URL: <https://isr.medtronic.com>



You will be presented with a Medtronic Investigator Sponsored Research (ISR) website. On the right side of the page there will be a link to [Register / Login]. Clicking on the [Register / Login] link will bring you to a Medtronic Login page.

A white rectangular form with a light gray border. At the top, the "Medtronic" logo is displayed in a large, bold, dark blue font. Below the logo, the word "Welcome" is centered in a smaller dark blue font. Underneath "Welcome", the text "Sign in to Investigator Portal Stage." is centered in a small gray font. Below this is a text input field labeled "Email address*" with a small cursor icon. Under the input field is a checkbox with a blue checkmark and the label "Remember my email". Below the checkbox is a dark blue rounded rectangle button with the word "Continue" in white. Below the button is a small blue link labeled "Help". At the bottom of the form, the text "Don't have an account?" is centered in a small gray font, followed by a light blue rounded rectangle button with the text "Create Account" in dark blue.

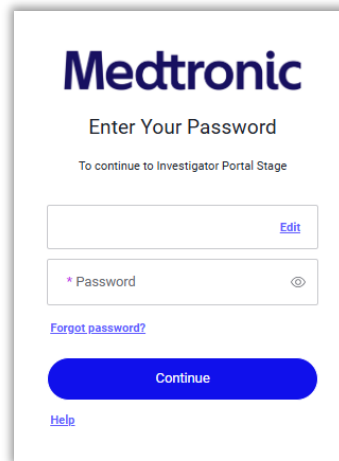
2. Logging In

On the login page, you will now enter your email address. You should be entering the same email address that was used to register for access.

*Note: If you have not registered for a Medtronic account, select the **[Create Account]** button and follow the on-screen prompts. After completing registration, return to this step.*

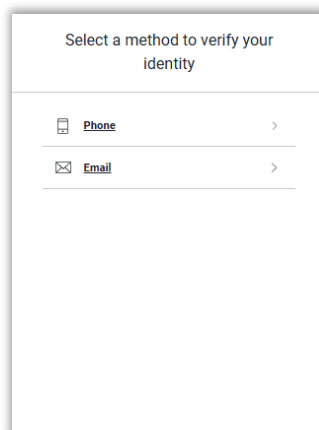
Please follow the steps below to login:

1. Enter your email address in the 'Email' field.
2. Click on the **[Next]** button.
3. Enter your password in the 'Password' field.



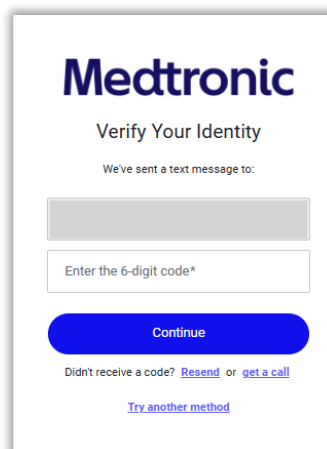
The screenshot shows the Medtronic login page titled "Enter Your Password". Below the title is the instruction "To continue to Investigator Portal Stage". There is a text input field with an "Edit" link to its right. Below that is a password input field labeled "* Password" with a toggle icon. A link "Forgot password?" is positioned below the password field. A large blue "Continue" button is centered at the bottom, with a "Help" link below it.

4. Click the **[Continue]** button.
5. Follow onscreen prompts for *Multi Factor Authentication (MFA)*.
6. Depending on how you registered your MFA choices you may have one of the following options.



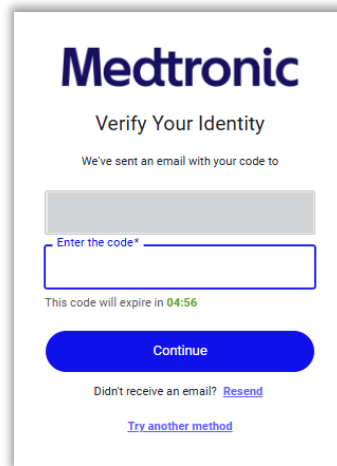
The screenshot shows a screen titled "Select a method to verify your identity". It features two selectable options: "Phone" with a mobile phone icon and "Email" with an envelope icon. Each option has a right-pointing chevron. The "Phone" option is currently selected.

- a. Phone SMS Text Code



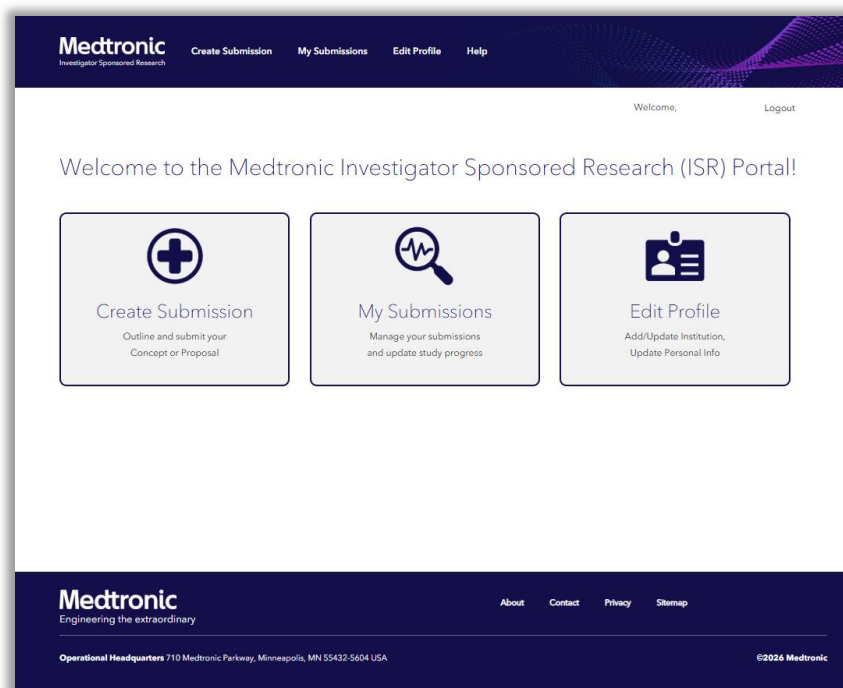
The screenshot shows the Medtronic login page titled "Verify Your Identity". Below the title is the instruction "We've sent a text message to:". There is a grey rectangular box representing the phone number. Below that is a text input field labeled "Enter the 6-digit code*". A large blue "Continue" button is centered at the bottom. Below the button are two links: "Didn't receive a code? Resend" and "or get a call". At the very bottom is a link "Try another method".

b. Email code



The image shows a 'Verify Your Identity' screen from Medtronic. At the top is the Medtronic logo. Below it, the heading 'Verify Your Identity' is followed by the text 'We've sent an email with your code to'. There is a grey rectangular box representing an email address. Below this is a text input field with the placeholder 'Enter the code*'. A green timer indicates 'This code will expire in 04:56'. A large blue 'Continue' button is centered below the input field. At the bottom, there are two links: 'Didn't receive an email? Resend' and 'Try another method'.

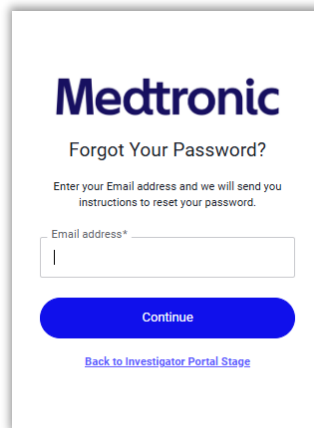
7. Once verified, you will be presented with the Medtronic ISR Application.



The image shows the Medtronic Investigator Sponsored Research (ISR) Portal dashboard. The top navigation bar includes the Medtronic logo, 'Investigator Sponsored Research', and links for 'Create Submission', 'My Submissions', 'Edit Profile', and 'Help'. On the right, it says 'Welcome,' and 'Logout'. The main heading is 'Welcome to the Medtronic Investigator Sponsored Research (ISR) Portal!'. Below this are three main action cards: 'Create Submission' (with a plus icon and subtext 'Outline and submit your Concept or Proposal'), 'My Submissions' (with a magnifying glass icon and subtext 'Manage your submissions and update study progress'), and 'Edit Profile' (with a person icon and subtext 'Add/Update Institution, Update Personal Info'). The footer contains the Medtronic logo, 'Engineering the extraordinary', links for 'About', 'Contact', 'Privacy', and 'Sitemap', the address 'Operational Headquarters 710 Medtronic Parkway, Minneapolis, MN 55432-5604 USA', and the copyright '©2024 Medtronic'.

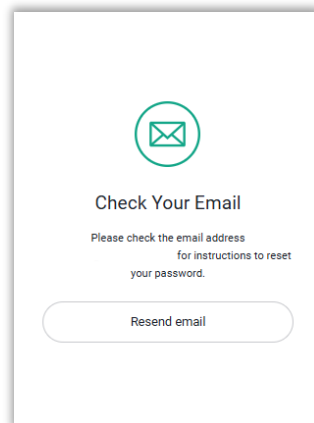
3. Forgot Password

1. Click on the 'Forgot Password?' link and enter your registered email address if not already populated in the 'Email address*' field.



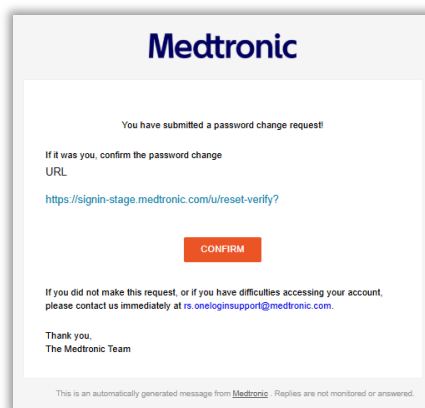
The screenshot shows the 'Forgot Your Password?' screen from the Medtronic portal. At the top is the Medtronic logo. Below it, the heading 'Forgot Your Password?' is followed by the instruction: 'Enter your Email address and we will send you instructions to reset your password.' There is a text input field labeled 'Email address*' with a cursor inside. Below the input field is a blue 'Continue' button. At the bottom, there is a link that says 'Back to Investigator Portal Stage'.

2. Click on the **[Continue]** button and a Check Your Email screen will be displayed.



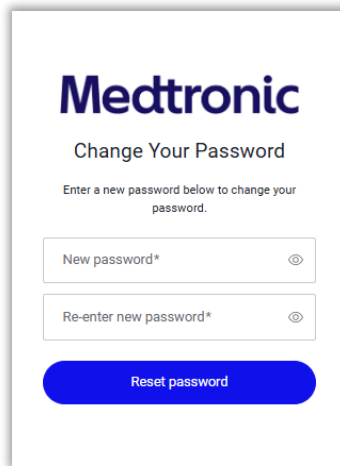
The screenshot shows the 'Check Your Email' screen. At the top is a green circular icon containing a white envelope. Below the icon is the heading 'Check Your Email' followed by the instruction: 'Please check the email address for instructions to reset your password.' At the bottom is a button labeled 'Resend email'.

3. In your email inbox, open a message with the subject *Account password reset*. Click on the **[Confirm]** button in the email or copy/paste the URL provided into your browser.

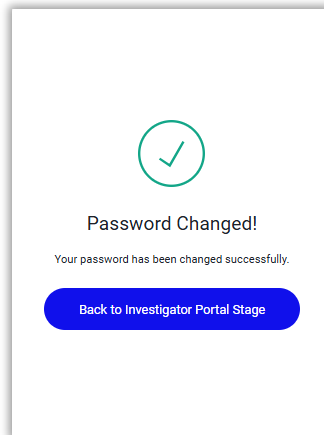


The screenshot shows an email from Medtronic with the subject 'Account password reset'. The email body contains the following text: 'You have submitted a password change request! If it was you, confirm the password change URL https://signin-stage.medtronic.com/u/reset-verify?'. Below the URL is an orange 'CONFIRM' button. At the bottom, it says: 'If you did not make this request, or if you have difficulties accessing your account, please contact us immediately at rs.oneloginsupport@medtronic.com. Thank you. The Medtronic Team'. At the very bottom, in small text, it says: 'This is an automatically generated message from Medtronic. Replies are not monitored or answered.'

4. Follow the online prompts to set a new password.

A screenshot of the Medtronic 'Change Your Password' form. At the top is the Medtronic logo in dark blue. Below it is the heading 'Change Your Password' in a smaller dark blue font. Underneath is a sub-instruction: 'Enter a new password below to change your password.' There are two input fields: 'New password*' and 'Re-enter new password*', each with a small eye icon to its right. At the bottom is a blue button with the text 'Reset password' in white.

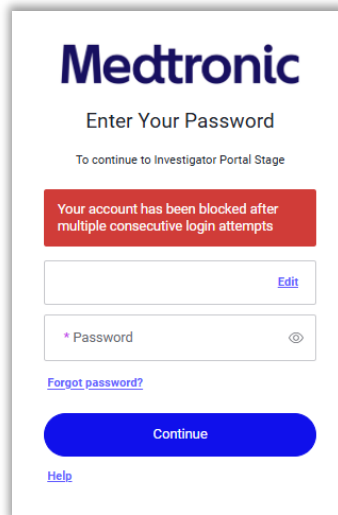
5. You can click on the 'Continue to the Investigator Portal' link or return to <https://isr.medtronic.com> ([Accessing the Login Page](#)).



6. Once verified, you will be presented with the Medtronic ideaPoint (ISR) application.

4. Unblocking Account

If you enter an incorrect password multiple times, you may see the message, *"Your account has been blocked after multiple consecutive login attempts."* If this occurs, select the 'Forgot Password' link and reset your password. This will also unlock your account.



5. Troubleshooting

If you encounter any issues during the login process, please refer to the troubleshooting steps below:

- Ensure you are using your email address instead of your userID.
- Verify that you are entering the correct password.
- Check your internet connection.
- Clear your browser cache and cookies.
- Try using a different browser or device.

6. Support Contact Information

For further assistance, please contact the ISR Support team at: isr@medtronic.com

7. FAQ

Q: What if I forget my password?

A: You can reset your password by clicking the 'Forgot Password' link on the login page and following the instructions.

Q: What are Medtronic's password requirements?

A: Password requirements:

- At least 8 characters

- A lowercase letter
- An uppercase letter
- A number
- A special character
- Should not contain your username, first name, or last name
- Should not be a common or easily guessed password

Q: Will changing my password affect my access to other Medtronic services?

A: A Medtronic account allows you to access many of Medtronic’s websites and applications through a single account. When you update your Medtronic account information, it will be updated across all offerings the next time you login eliminating the need to make updates on each separate site.

Q: Can I choose to have more than one Medtronic account?

A: Yes, but we recommend you only create and use one account. This keeps all your information securely in one place and makes it easier for you to access multiple sites seamlessly.

Q: What if I don’t receive an expected email from Medtronic?

A: Medtronic sends e-mails under various circumstances; some of them include:

- User activation, email sent to new users with a link to follow to complete the registration process.
- Forgot password, email sent to a user who have forgotten their password.
- Change email confirmation, email sent to users who have made a request to change their email.
- New device notification, email sent to a user who has logged in from a new device or is using a browser in incognito mode.

Troubleshooting tips:

- Check your junk or spam email folders for the email from Medtronic (noreply@medtronic.com).
- Add the Medtronic.com domain to your address book to enable you to receive e-mail messages from Medtronic.
- Check your email security settings. Sometimes a high setting will block e-mail messages from Medtronic. Adjust your setting to something other than high.