

INTRODUCTION:

MySOZO.com, Software SFT-025 was released to version 3.0.0 to create a new cloud-based architecture. MySOZO.com stores and calculates measurement and other data and provides an interface for users to review results of patient measurements, to manage a clinic's settings, clinician preferences, and patient details.

ISSUE DESCRIPTION:

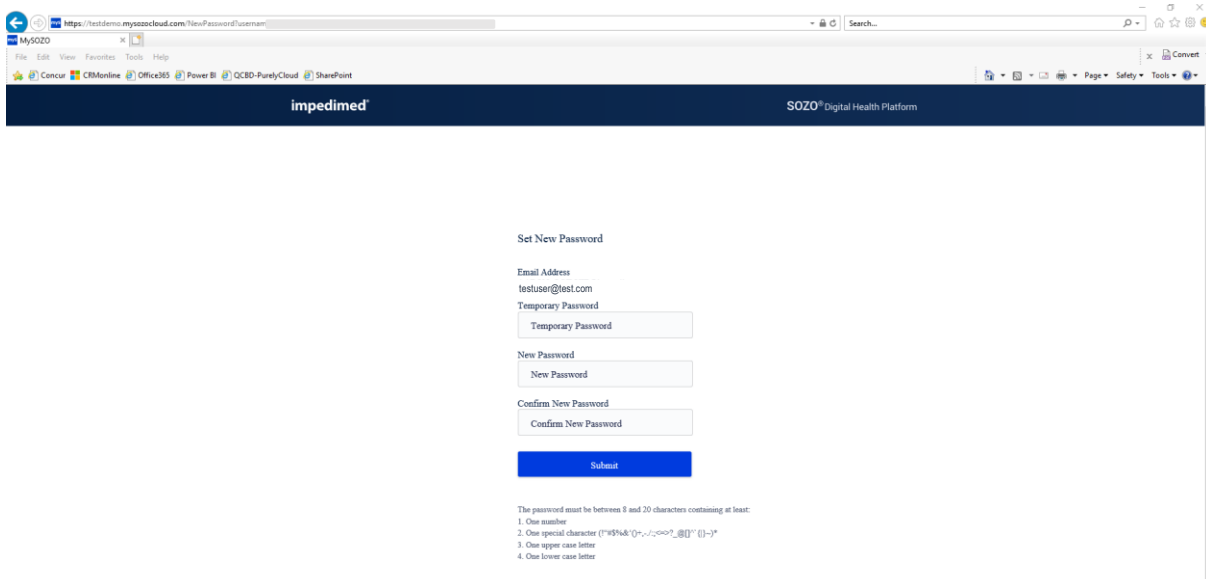
MySOZO.com has been designed to function with Chrome and Firefox browsers, as is specified in the Instructions for Use – LBL525 for US and LBL-537 for International users. Internet Explorer is an unsupported browser and does not function with MySOZO.com.

A feature has been created within MySOZO.com that shows the following screen if a user attempts to enter the MySOZO.com or Demo.MySOZO.com URL into an Internet Explorer browser, warning them that they must use Chrome or Firefox.



**You are accessing MySOZO using non-compliant browser.
Please access through Google Chrome or Mozilla Firefox**

However, when a user is created for the first time or a user requests a password reset, an email is sent to the user with a link to set or reset their password. Due to settings on a user's computer, when the link is selected, it may automatically direct the user to open the link using the Internet Explorer browser. In this situation, the user is presented with a seemingly viable password set or reset page, similar to the following:



While this may seem like a viable web page, it is not functional, and a user is not able to effectively set or reset their password. In addition, if a user enters in a new password and selects "Submit", the password entered is shown in plain text on the web browser.

Set New Password

Email Address

Temp1234%21

New Password

New Password

Confirm New Password

Confirm New Password

Submit

Password that was entered in the previous screen

The password must be between 8 and 20 characters containing at least:

1. One number
2. One special character (!"#\$%&'()*+,-./:;<=>?_@[]^{}~)*
3. One upper case letter
4. One lower case letter
5. Can not be one of the last three passwords used.

AFFECTED PRODUCTS:

- | | | |
|---|--|--------------------------------|
| <input checked="" type="checkbox"/> SOZO Analyzer | <input checked="" type="checkbox"/> Software Version: v3.0.0 | <input type="checkbox"/> U400 |
| <input type="checkbox"/> SFB7 | <input type="checkbox"/> Electrodes (gel backed) | <input type="checkbox"/> Other |

INSTRUCTIONS/ISSUE WORKAROUND:

Only use Google Chrome or Mozilla Firefox to access MySOZO.com. To accomplish this when setting or re-setting passwords, copy the address from Internet Explorer or from the email and paste it into the address of the Chrome or Firefox browser.

RESOLUTION TIMING:

ImpediMed is working diligently to identify a fix for this issue and will deploy a software update to resolve the issue in the next software release, which is expected to occur in the next two months.

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