

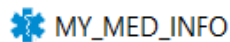
FREQUENTLY ASKED QUESTIONS ON OUR USB PRODUCTS

[What if I do not have a computer? How do I load my information onto my USB device?](#)

The USB device is designed to work on any Windows™-Based PC or Macintosh™ Computer. If you don't have access to a computer at home, ask a friend or relative to help you. Also, most public libraries offer free computer access to their patrons.

[How do I properly insert my USB product into my computer?](#)

Simply remove the USB from the USB Wallet Card or USB Jewelry and insert into any standard 2.0 OR 3.0 USB drive on your Windows™ or Macintosh™ computer. The USB will fit into any common USB port although it may be a tight fit for the first few tries. The USB device will be automatically recognized and will launch automatically. You will find the icon and folder named MY_MED_INFO in your File Explorer (shown below). Depending upon your operating system software you may have to double click on the Blue Star of Life symbol to open the folder.

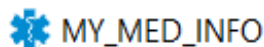


[What if I plug the connector into a USB port and nothing happens?](#)

It is possible to insert the USB either upside-down or right-side up. Only one direction will work, depending upon your computer (generally with the gold contacts up). You may have inserted the connector facing the wrong direction. Remove the USB and turn the USB connector over, or in the opposite direction, and plug it back in. When the USB is inserted correctly you will hear an audible chime and/or see the medical icon in your File Explorer directory.

[What should I expect to see when I plug in the USB? Why is there not a form to complete?](#)

The USB is being delivered to you **without** any forms on it but is a properly labeled and formatted USB for quick identification as a medical alert product. Depending upon your computer preference settings you may see three small files that were pre-loaded. If not, it is not a problem as your computer is set to hide these files. When inserted it will create a re-named (MY_MED_INFO) Removable Device folder in your computer directory, File Explorer. This folder will be identified with the blue medical alert "star of life" icon and the file named as MY_MED_INFO (see icon below).



You should not expect to find any complicated forms to complete of any kind. It will be an empty USB just as you would have found from any other USB you may have purchased in the past. Your medical information will be saved (from any source you would like) onto this USB.

[Why doesn't the USB have any embedded medical information forms to complete?](#)

USB's with embedded forms are outdated technology with the following inherent technical limitations.

- The device is generally write-protected and limits you to entering only the blank fields on the form. You generally cannot add anything additional.
- The USB form can be accessed only on a PC Windows computer operating system. During an emergency, this is not ideal unless you know what type of computer system the emergency responder will be using.
- If you misplace the USB your critical information will be lost and will have to be reentered.
- The USB's that are used with an embedded form are not the mini Chip On Board (COB) and therefore they are not as compact and are not waterproof.

[What information can be saved onto my USB](#)

Our USB products are designed with an open architecture meaning that you can create and save anything you would like. There is no time consuming and limiting forms to complete. We suggest creating and/or saving the following information. Simply complete any form you would like and save the document to your USB. Many blank forms can be found on the internet. Click below for one such search. <https://www.freeprintablemedicalforms.com> (not affiliated with Universal Medical Data)

Electronic Medical Records (these can generally be downloaded directly onto your USB from your healthcare provider). Ideal to travel anywhere with all your medical records.

Emergency Medical Card (This can be found and completed on the UMD website)

Your Personal Medical Journal. Can be created using a simple Word document.

Medical Images (x-ray, CT Scan, etc.)

Immunizations

Lab Reports

Health Care Directives (Living Will, Power of Attorney forms)

[How do I save my information onto the USB device?](#)

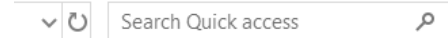
Saving information onto this USB is done the same as any other USB product you may have used in the past. Please refer to our guide "Using Your Medical Alert USB Bracelet" pamphlet which was included within the packaging of your product delivery. You may also access this document [HERE](#)

[I have saved my medical information, but it is not on the USB. Where is it?](#)

If you followed the steps above to save your information, but your information is not found on the USB, then it is most common that your information was saved elsewhere on your computer. The USB icon

was likely not selected when you clicked the save button. No problem, the information must be located and then can easily be dragged and dropped onto the USB to get it where you want.

To locate the document on your PC select the Windows Start button (see icons below) on your keyboard or computer screen and type FILE EXPLORER. Once on File Explorer, type your named file in the Search Bar, generally found on the top far right of your computer screen.



When located, simply left click on your mouse and hold to drag and drop onto the USB medical alert icon in your directory.

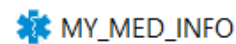
Start Menu Icons *

Will depend upon your operating software



USB Medical Alert Icon *

As seen in your File Explorer directory



[Still Confused? Here are some helpful resources](#)

To save your online Emergency Medical Card from our website you must locate the SAVE AS or SAVE PAGE AS command from the toolbar of the browser you are using. Unfortunately, all browsers handle this a bit differently. Depending upon your use of either Macintosh or PC and the internet browser you are using, you may need to locate the toolbar which will allow you to save your Emergency Medical Card onto your computer or USB. In each case, we have attached a link to a video which you might find helpful.

INTERNET EXPLORER (PC):

Move your cursor to the far right of the browser tabs you have active. Perform a right mouse click at that position. This will open an option for you to select Menu Bar with a check mark. Select FILE > SAVE AS to open your computers File Explorer directory. Click [HERE](#) to watch Internet Explorer video.

MOZILLA FIREFOX (PC): Move your cursor to the far right of the browser tabs you have active. Perform a right mouse click at that position. This will open an option for you to select Menu Bar with a check mark. Select FILE > SAVE PAGE AS to open your computers File Explorer directory. Click [HERE](#) to watch Mozilla Firefox video.

MOZILLA FIREFOX (MAC): Using a left mouse click from the top left menu bar Select FILE > SAVE PAGE AS to open the MAC directory. Click [HERE](#) for a picture of this selection.

GOOGLE CHROME (PC): Google Chrome doesn't display a Menu Toolbar like others. Regardless, we are only attempting to locate a Save As command. Right mouse click anywhere on the browser page to show the Save As command.

Alternatively, click the Menu button just to the right of the website address bar. You can access most of the commonly used menus from the drop-down list that appears. You'll see the options you'd normally find in the File and Edit menus here, such as opening new tabs, saving the page and copying and pasting. Click [HERE](#) to watch Google Chrome video

GOOGLE CHROME (MAC): Using a left mouse click from the top left menu bar Select FILE > SAVE PAGE AS to open the MAC directory. Click [HERE](#) for a picture of this selection.

SAFARI (MAC): Using a left mouse click from the top left menu bar Select FILE > SAVE AS to open the MAC directory. Click [HERE](#) for a picture of this selection.

Click to download these free browsers:

[INTERNET EXPLORER](#)

[MOZILLA FIREFOX](#)