

PainChek Portal Guide

Table of Contents

Overview	4
Introduction	4
PainChek® Adult System Components	4
PainChek® App Intended Purpose	4
PainChek® App Intended Users	4
PainChek® App Intended Patient Population	4
PainChek® Portal URL	4
Supported Devices	5
Viewing your PainChek® Account	5
Account Registration	5
Viewing a PainChek® Account	5
PainChek® Account Settings	6
Warnings and Cautions	6
Device Management	6
Installing and Updating the PainChek® Portal	6
User Competence	6
Legal and Regulatory Information	6
Glossary	7
Accessing the PainChek® Portal	9
Signing In to PainChek®	9
How to Sign In Using a PainChek® Activation Email	9
How to Sign In Using a Username and Company ID	11
How to Sign In Using Single Sign-On (SSO)	12
PainChek Home Page	13
Managing Your User Profile	14
Editing Your Profile Settings	14
Adding/Updating Your Profile Picture	16
Changing Your Password	17
Forgot Your password?	19
Signing Out	21
Security	22
Accessing the Security Page	22
Roles	23
Default Roles	23
Creating Custom Roles	23
Permissions	26
Password Policy	29
Managing Facilities	31
Creating a new Facility	31
Editing a Facility	32
Viewing a Facility	33
Active Facilities	34
Managing User Access From the Facility View	35
Viewing the Users Who Have Access to a Facility	35
Granting Access to a User	36
Revoking Access to a User	37
Archive and Restore Facilities	37
Archiving Facilities	37
Restoring Facilities	38
Managing Users	39
Creating a new user	39
Creating a New User Using Email	39
Create a User Using a Username and Company ID	41

Editing a User	42
Viewing an Active User	43
Active Users	44
Viewing a User	45
Resetting a User's Password	45
Resetting a User's Password	45
Managing Facility Access From the User View	46
Viewing the Facilities Available to a User	47
Granting Access to a Facility	47
Revoking Access to a Facility	48
Full Site Access	48
Deactivate and Restore Users	49
Deactivating Users	50
Restoring Users	50
Managing App Installations	51
Viewing App Installations	51
Blocking an Installation	52
Unblocking an Installation	52
Exporting Users to CSV	53
Managing Residents	56
Creating a New Resident	56
Adding/Updating a Resident Profile Picture	58
Viewing a Resident	60
Viewing Additional Resident Details	62
Archive and Restore Residents	62
Restoring a Resident	64
Managing a "Training" Resident	65
Pain Assessments	67
Viewing Assessments	67
Filtering Assessments	67
Assessments Conducted by a User	68
Printing an Assessment	69
Exporting Assessments to CSV	71
Reporting and Analytics	73
Analytics	73
Reporting	74
Accessing the Report Page	74
Creating a Report	74
Adding and Removing Recipients from a Report	76
Viewing a Report's History	79
Downloading a Report From the Portal	79
Deactivating a Report	80
Troubleshooting Guide	81
Data Entered in the App is Not Updated in the Portal	81
I Can't Remember My Password	81
Clicking on the Activation Email Brings up a Blank Page	81
Document History	82

Overview

Introduction

PainChek® Adult is intended to be used by medical doctors, registered nurses, licensed practical and vocational nurses, certified nursing assistants and physiotherapist and occupational therapists to assess pain in people (also known as Residents) with moderate to severe dementia in nursing homes.

PainChek® Adult System Components

PainChek® Adult is a Pain Assessment software system which is comprised of the following components:

- PainChek® App
- PainChek® Portal
- PainChek® Application Programming Interface (API)
- PainChek® Database

The **PainChek® App** is a mobile application that uses facial recognition and analysis technology to detect facial features indicative of the presence of pain and then combines these data with non-facial pain features to confirm the presence and intensity of pain. The PainChek® App is downloaded from the Apple App Store or the Google Play Store and it is generally used in much the same way as any other App.

The **PainChek® Portal** is a secure website that allows you to manage your Resident data, PainChek® License, Facilities, Users, installations and edit your PainChek® profile settings. See the "PainChek® Portal User Guide" for the instructions on how to use the PainChek® Portal.

The **PainChek® API** provides the means for the PainChek® App and PainChek® Portal to access the PainChek® Database in a secure, authenticated and controlled manner. It is also possible to grant third parties access to the API to enable PainChek® to be integrated with other systems (e.g. a client's electronic patient care management system).

The **PainChek® Database** stores all of the PainChek® data (e.g. Users, Residents and Assessment details).

PainChek® App Intended Purpose

PainChek® is an observational pain Assessment tool used to assist in the Assessment of pain in people who cannot verbalise their pain.

PainChek® App Intended Users

PainChek® is intended for use by medical doctors, registered nurses, licensed practical and vocational nurses, certified nursing assistants and physiotherapist and occupational therapists

PainChek® App Intended Patient Population

PainChek® is indicated for use to assess pain in Residents with moderate-to-severe dementia in nursing homes.

PainChek® Portal URL

The PainChek® Portal is a cloud-hosted Web Application. It can be accessed via the following links:

Asia Pacific URL: <https://prod.ap.painchek.com/cloud-portal/>

European URL: <https://prod.eu.painchek.com/cloud-portal/>

North American URL: <https://prod.na.painchek.com/cloud-portal/>

Access is globally available 24/7 to any person with an internet connection and a PainChek® login account.

Supported Devices

The following Internet browsers are supported:

- Google Chrome (version 59.0 or later)
- Mozilla Firefox (version 54.0 or later)
- Safari (version 12.0 or later)
- Microsoft Edge (version 42.0 or later)

The following operating systems are supported:

1. Windows (7 or later)
2. Macintosh (OS X Mavericks 10.9 or later)

Viewing your PainChek® Account



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

Your PainChek® Account is also referred to as your PainChek® License within the PainChek® Portal.

Account Registration

To register for a PainChek® Account you can contact the PainChek Sales team.

Once your request has been accepted, a member of the PainChek Support team will create a PainChek® Account for you and send you a confirmation email.

Viewing a PainChek® Account

To view your Account details, click on the **License** button in the PainChek® Portal. If any of this information needs to be updated, please contact PainChek Support.

The screenshot displays two panels from the PainChek Portal. The left panel, titled 'DASHBOARD', shows account details for Scott Robertson, including an 'active' status, license number 8BF656E6, and organization PainChek Screenshots. The right panel, titled 'LICENSE SETTINGS', shows configuration options for the license, such as 'Enterprise' plan, 'Resident /Residents' labels, and 'Standard' display mode. It also lists enabled license modules: 'Quick Sign In', 'Save Later', 'Limit Access by Sites', 'Shared Care', and 'NRS Assessments'.

PainChek® Account Settings

It is possible for a PainChek Support to change Account Settings that impact the labelling and available functionalities of the PainChek® Portal.

These PainChek® settings can be turned on or off:

- **Site Segregation** - restrict the Facilities Users have access to.
- **Resident Sharing** - share a Resident with a third party.

When settings are switched off, the PainChek® Portal will remove the options that are not enabled.

Contact the PainChek Support Team to customise your PainChek® Account.

Warnings and Cautions

Device Management

Devices running the PainChek® Portal should be used, charged, maintained and disposed of according to the standard instructions provided its manufacturer.

Installing and Updating the PainChek® Portal

The PainChek® Portal is automatically kept up-to-date. You will always be accessing the latest version.

No special configuration or installation is required to access the PainChek® Portal.

User Competence

All users must thoroughly read and comprehend this User Guide.






WARNING

If any aspect of this user guide is unclear or you have any questions about the use or suitability of the PainChek® Portal, seek assistance from the PainChek Support team before using the application by emailing support@painchek.com or by accessing the support portal at support.painchek.com.

Legal and Regulatory Information

PainChek® Adult is a regulated medical device requiring pre-market clearance under the Federal Food, Drug & Cosmetic Act. The device is currently under clinical investigation and has not been cleared or approved by the FDA for safety and effectiveness.

Item	Symbol	Details
Manufacturer and Australian Sponsor		PainChek Ltd Suite 401, 35 Lime Street Sydney NSW 2000 AUSTRALIA
Device Identifier	REF	PainChek® Adult
Year of manufacture		2023

Item	Symbol	Details
Serial Number		Refer to the product version number displayed in PainChek® App or the PainChek® Portal

Glossary

Term	Description
 Note	Informational note. The information marked with this icon is complementary to the information displayed on the page.
 Warning	Warning note. The information marked with this icon is crucial to understanding the content on this page.
Account	An account provides access to the PainChek® App for an organisation. This may also be referred to as a PainChek® License within the PainChek® Portal.
Account Settings	Account Settings change the available functionalities of the PainChek® App. An Account Setting can be applied on a User level (eg. Create a Resident, View Comments) or an Account level (eg. Site Segregation, Quick Sign In, Labeling).
Activity Domain	The Activity Domain has 4 features. Resisting Care, Prolonged Resting, Altered Sleep Cycle and Altered Routines.
Administrator	A person who has access to all of the functionality available in the PainChek® App and PainChek® Portal, including full user and resident management.
Apple App Store	Used to download and install apps on iOS devices.
Assessment	The PainChek® Pain Assessment, a component of PainChek® Adult.
Behaviour Domain	The Behaviour Domain has 7 features. They are: Introvert, Verbally Offensive, Aggressive, Fear or Extreme Dislike of Touch/People, Inappropriate Behaviour, Confused and Distressed.
Body Domain	The Body Domain has 6 features. They are: Profuse Sweating, Pale/Flushed (Red Faced), Feverish/Cold, Rapid Breathing, Painful Injuries and Painful Medical Conditions.
Device	A supported Apple or Android phone, tablet or similar device running the PainChek® App.
Domain	One of 6 subsets of the 42 pain related features which are assessed using the PainChek® App. The 6 domains are: "The Face", "The Voice", "The Movement", "The Behaviour", "The Activity", "The Body". The domains are evaluated in the order they are listed here.
External ID	An external ID is an ID that is used by external systems to link PainChek data to an external system (like a Clinical System).
External Integrated Clinical System	A third-party system that exchanges data with the PainChek® System. This typically involves Resident data being sent to the PainChek® System and Assessment data being sent from the PainChek® System.
Face Domain	The Face Domain has 9 features. They are: Brow Lowering (AU4), Cheek Raising (AU6), Tightening of Eyelids (AU7), Wrinkling of Nose (AU9), Raising of Upper Lip (AU10), Pulling at Corner Lip (AU12), Horizontal Mouth Stretch (AU20), Parting Lip (AU25) and Closing Eyes (AU43).
Facility	Nursing home.
Feature	A term given to a visible or audible pain related behaviour, symptom or condition which is included in PainChek® pain assessment tool.
Google Play Store	Used to download and install apps on Android devices.
Manual Facial Analysis	Assessment of a resident where the trained PainChek® user observes which of the 9 features in "The Face" domain are present or absent and manually documents them using an in-app digital checklist.
Movement Domain	The Movement Domain has 7 features. They are: Altered or Random Leg/Arm Movement, Restlessness, Freezing, Guarding/Touching Body Part, Moving Away, Abnormal Sitting/Standing/Walking and Pacing/Wandering.
Numerical Rating Scale (NRS) Assessment	Uni-dimensional Pain Assessment scale, where Residents self-report their pain on a scale of 0 to 10, where 0 equals no pain and 10 equals worst pain imaginable.
Pain Level	The 4 possible pain level ratings output by the Assessment. These are 'No Pain', 'Mild Pain', 'Moderate Pain', and 'Severe Pain'. These are mapped to the Pain Score.
Pain Score	Numerical score mapped to Pain Levels.
PainChek® Adult	A system intended to assess pain in residents with moderate to severe dementia living in nursing homes. The major components of the system are the PainChek® App, the PainChek® Portal, the PainChek® API and the PainChek® Database.

PainChek Portal Guide

Term	Description
PainChek® API	The PainChek® API (Application Programming Interface) provides the means for the PainChek® App and PainChek® Portal to access the PainChek® Database in a secure, authenticated and controlled manner. It is also possible to grant third parties access to the API to enable PainChek® to be integrated with an External Integrated Clinical System.
PainChek® App	An iOS or Android App that runs on a device that enables a user to perform pain assessments and other PainChek® Adult functions. The app is also referred to as the PainChek® Adult App and was formally known as the PainChek® Mobile App.
PainChek® Assessment	Multidimensional, observational Pain Assessment tool, consisting of 6 Domains and 42 features. The Pain Score represents the number of pain features displayed by the person being assessed, and ranges from 0 to 42.
PainChek® Database	The technical infrastructure which stores and manages the PainChek® System data.
PainChek® Portal	A website that allows a user to perform administration functions of the PainChek® System. The PainChek® Portal can be accessed using any modern web browser. The PainChek® Portal was formerly known as Web Admin Portal or WAP.
PainChek® System	See PainChek® Adult.
Quick Sign In	Quick Sign In allows you to sign into the PainChek® App using just a 4 digit PIN. It also allows you to sign in to the PainChek® App while offline.
Regular Sign In	Signing in with your username and password. You will need to be online to do a Regular Sign In.
Resident	A resident of a nursing home, on whom the PainChek® App may be used on to conduct a pain assessment.
User	A person using the PainChek® App and PainChek® Portal to conduct pain assessments and manage residents. Users have limited access to the functionality available in the PainChek® App and PainChek® Portal.
Video Facial Analysis	Assessment of a resident where the PainChek® app automatically evaluates which of the 9 features in "The Face" domain" are present or absent using the in-app facial recognition and analysis functionality.
Voice Domain	The Voice Domain has 9 features. They are: Noisy Pain Sounds, Requesting Help Frequently, Groaning, Moaning, Crying, Screaming, Loud Talk, Howling and Sighing.

Accessing the PainChek® Portal

Signing In to PainChek®

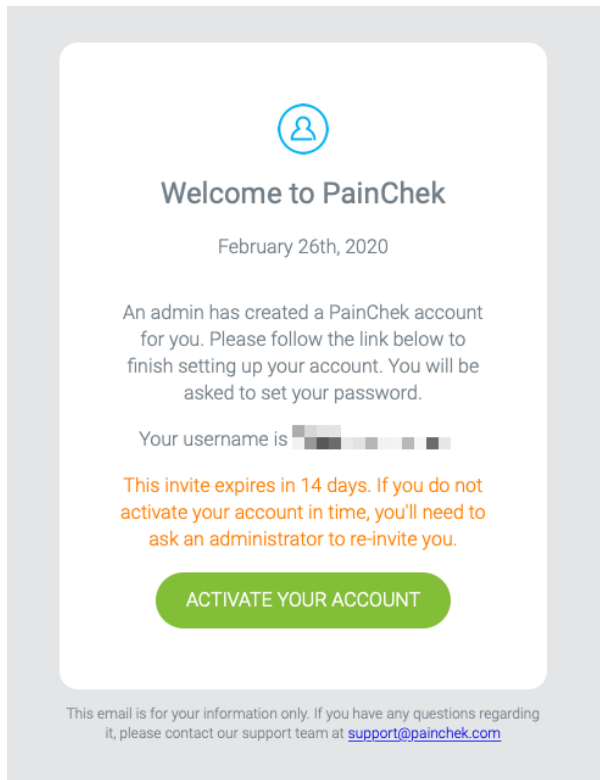
How to Sign In Using a PainChek® Activation Email



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information.

Once your PainChek® User Account has been created you will receive an activation email. Click on **ACTIVATE YOUR ACCOUNT** to be taken to the activation page where you can set up your password.



Once you have activated your User Account, you enter the email address you used to register in the **Username** field and click on **NEXT**.



Sign In

Username

ⓘ If you are unsure of your password, you will be able to reset it after entering your username

NEXT

In the next screen, enter your password and click on **SIGN IN**.



Sign In



Password

Keep me signed in

[FORGOT PASSWORD?](#)

SIGN IN

Once you have entered your email and password correctly, you will be signed into the PainChek® Portal.

For security reasons, you are automatically signed out after 30 minutes of inactivity. You can, however, select the **Keep me signed in** option on the sign-in form to remain signed in indefinitely.



NOTE

For security reasons, your PainChek® User Account will be locked after three successive incorrect entries of your username and password (this may not apply to Single Sign On). If your User Account has been locked it will be automatically unlocked after 20 minutes.

If you need this unlocked earlier, please contact a PainChek® Administrator for your organisation or contact the PainChek Support team.

How to Sign In Using a Username and Company ID

If you have been provided with a username, company ID and password to sign in, enter your username@companyID in the **Username** field and click on **NEXT**.

For example, if a username is "jsmith" and a company ID is "painchek", the complete entry would be "jsmith@painchek".




Sign In

Username

ⓘ If you are unsure of your password, you will be able to reset it after entering your username

NEXT

In the next screen, enter the password that was provided to you by your PainChek® Administrator and click **SIGN IN**:



Sign In

← [Progress indicator]

Password [.....]

Keep me signed in

[FORGOT PASSWORD?](#)

Once you have entered your email and password correctly, you will be signed into the PainChek® Portal and see the [Signing Out \[21\]](#).

For security reasons, you are automatically signed out after 30 minutes of inactivity. You can, however, select the **Keep me signed in** option on the sign-in form to remain signed in indefinitely.



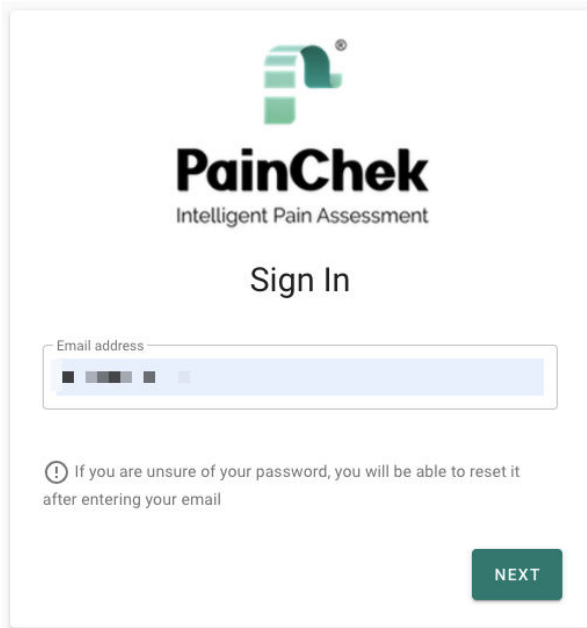
NOTE

For security reasons, your PainChek® User Account will be locked after three successive incorrect entries of your username and password (this may not apply to Single Sign On). If your User Account has been locked it will be automatically unlocked after 20 minutes.

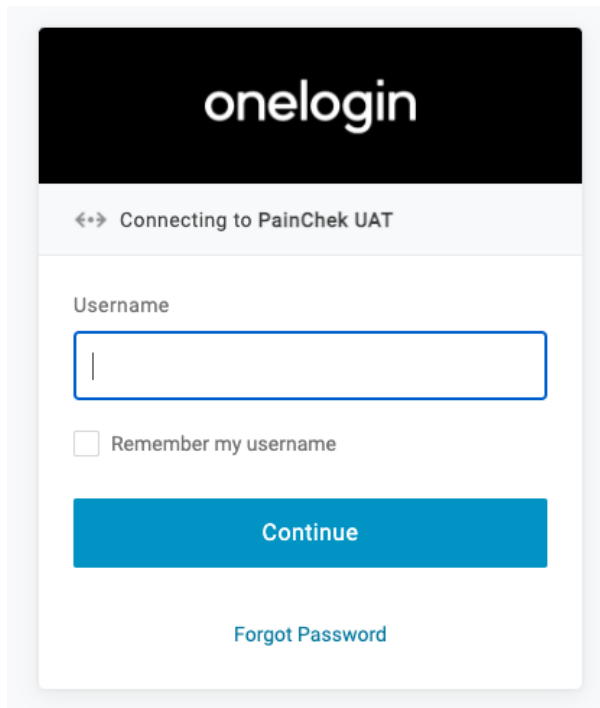
If you need this unlocked earlier, please contact a PainChek® Administrator for your organisation or contact the PainChek Support team.

How to Sign In Using Single Sign-On (SSO)

If your organization has an SSO solution in place (that lets you use one set of credentials to sign into multiple systems, including PainChek®), you must use the credentials provided by your organization to sign-in to the PainChek® Portal. The PainChek® Portal will recognise that your organization domain (example, @painchek.com) has set up SSO and will redirect you to the appropriate SSO platform for you to sign in:



The image shows the PainChek Sign In page. At the top is the PainChek logo, which consists of a stylized green and blue icon above the text "PainChek" and "Intelligent Pain Assessment". Below the logo is the heading "Sign In". There is a text input field labeled "Email address" with a light blue background and a small icon on the left. Below the input field is a note: "If you are unsure of your password, you will be able to reset it after entering your email". At the bottom right is a green button labeled "NEXT".

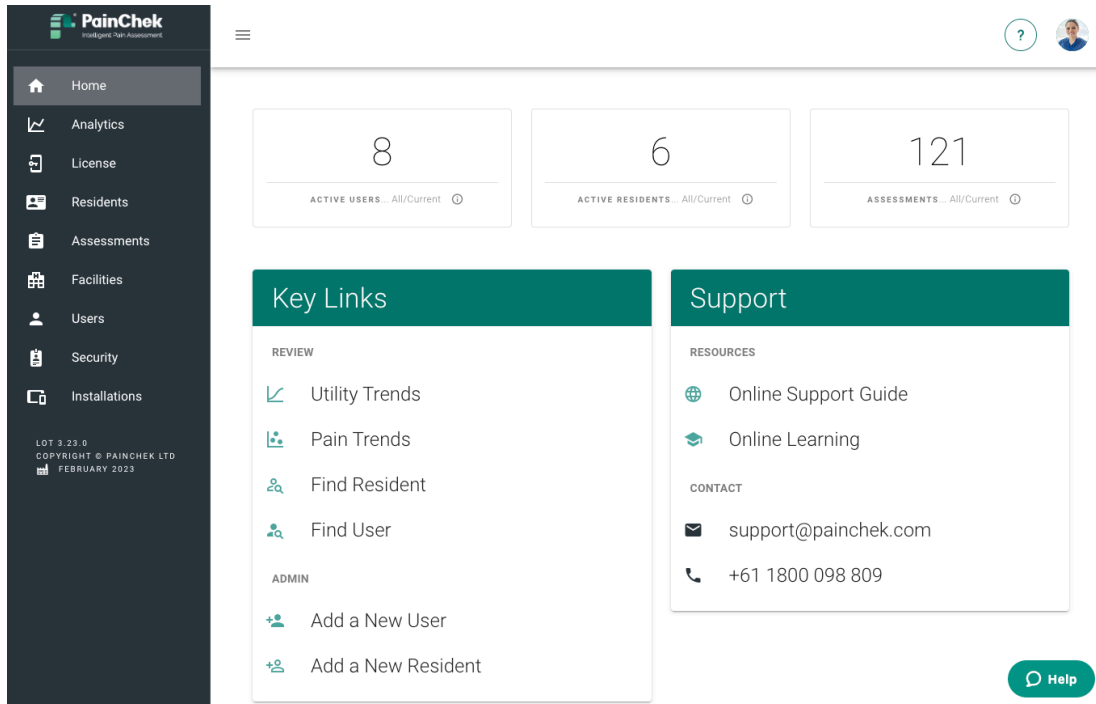


The image shows the OneLogin SSO login screen. At the top is the "onelogin" logo in white on a black background. Below the logo is a status bar that says "Connecting to PainChek UAT". The main content area has a "Username" label above a text input field. Below the input field is a checkbox labeled "Remember my username". At the bottom is a blue button labeled "Continue" and a link labeled "Forgot Password".

Sign in using your SSO username and password to access the PainChek® Portal.

PainChek Home Page

Once you have successfully signed in to the PainChek Portal, you will be taken to the PainChek Portal **Home Page**:



The Home Page has basic Analytic (more detailed Analytics can be found in [Analytics \[73\]](#)), quick links for our support and training websites as well as key links to common functions of the PainChek Portal.

Managing Your User Profile



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

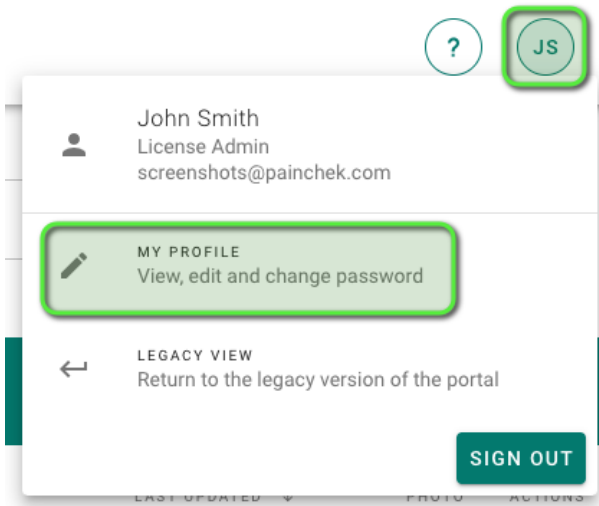


NOTE

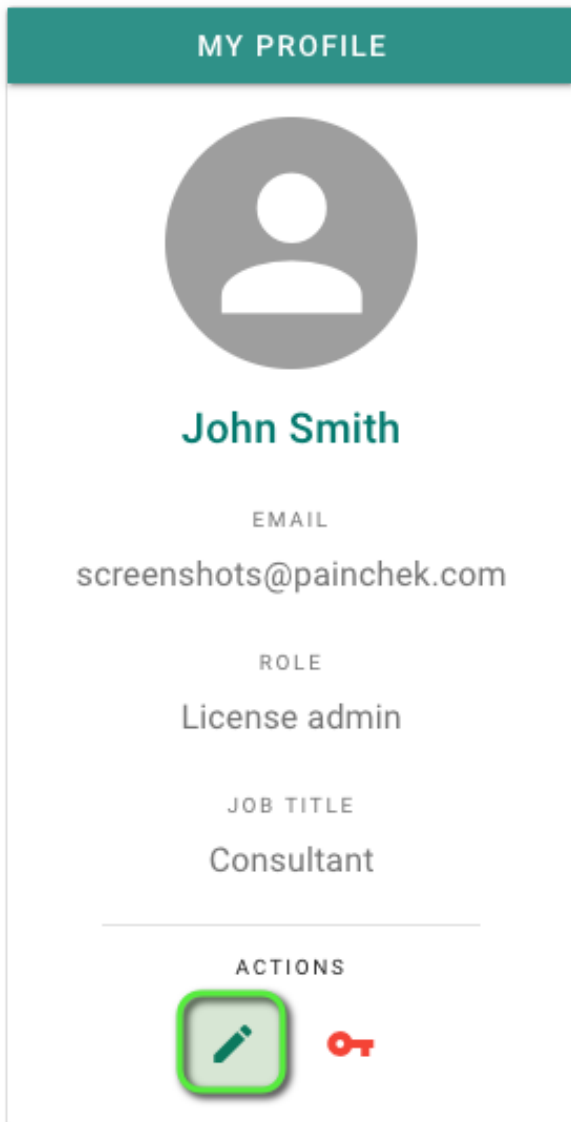
Your User Profile contains the details of your User Account, and is relevant to both the PainChek® App and the PainChek® Portal.

Editing Your Profile Settings

You can update and edit your User Profile settings by clicking on your profile picture (or initials, if you don't have a profile picture set) and selecting **MY PROFILE**:



Then **Edit Profile** icon in the **Actions Menu**:



You can update your personal information such as **First Name**, **Last Name**, **Email Address**, **Job Title**, **Telephone Number** and **Password**.

Your User Profile details and settings will be synchronised with the PainChek® App the next time your mobile device is connected to the internet.

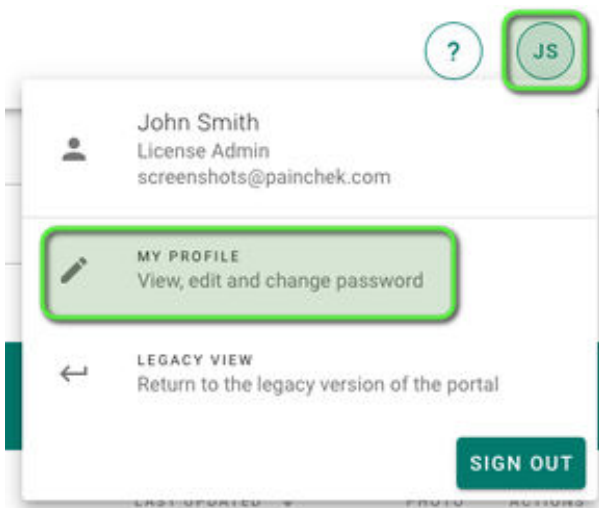
The screenshot shows a mobile application interface for editing a user profile. At the top, there is a dark green header with a back arrow and the text 'EDITING PROFILE'. Below this is a section titled 'USER INFORMATION'. It contains several input fields: 'First name *' with the value 'John', 'Last name *' with the value 'Smith', 'Email *' with the value 'screenshots@painchek.com', 'Phone number', and 'Job title' with the value 'Consultant'. At the bottom of the form, there are two buttons: 'DISCARD CHANGES' on the left and 'SAVE' on the right. The 'SAVE' button is highlighted with a green rounded rectangle.

Click on **SAVE** to update the information.

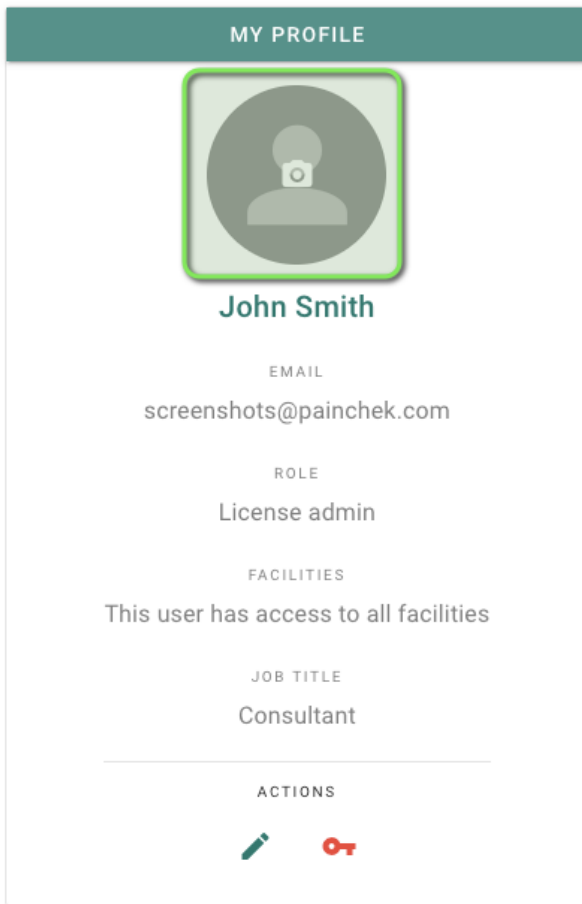
Adding/Updating Your Profile Picture

A grey rectangular box containing a pencil icon on the left and the text: **NOTE** Your profile picture must be .png or .jpg format and not exceed 2MB.

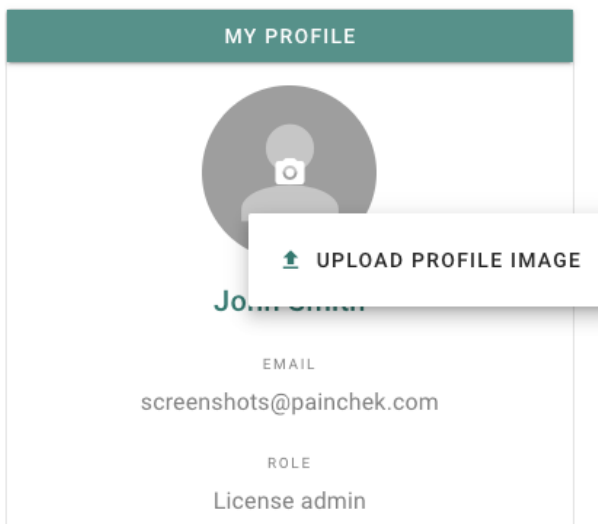
To add or update a profile picture go to **MY PROFILE**:



Hover over your existing profile picture and a **Camera Icon** will be displayed:



The option to **UPLOAD PROFILE IMAGE** or **UPDATE PROFILE IMAGE** if you have an existing profile picture set will be displayed:




Changing Your Password

You can change your password by clicking on your profile picture (or initials, if you don't have a profile picture set) and selecting **MY PROFILE** in the **Actions Menu**.

Select the **Lock Icon** in the **Actions Menu**:

MY PROFILE





John Smith

EMAIL
screenshots@painchek.com

ROLE
License admin

JOB TITLE
Consultant

ACTIONS



Enter your old password and your new password twice and select **SAVE**:

EDITING PASSWORD

UPDATE PASSWORD

Old password *

New password * Confirm new password *

[DISCARD CHANGES](#) [SAVE](#)


Forgot Your password?



NOTE


These instructions only apply if you are using an email address to sign in to PainChek® (which is the most common way to sign in to PainChek®). If your organisation uses Single Sign On (SSO) or uses a User Name and Company ID to sign into PainChek®, you will need to use the password reset process your organisation has set up for you.

If you have forgotten your password, enter your email address on the sign in screen and press **NEXT**:


PainChek
Intelligent Pain Assessment

Sign In

Email address

 If you are unsure of your password, you will be able to reset it after entering your email

NEXT

You will be redirected to a page where you can enter your password. Click on **FORGOT PASSWORD?**:



Sign In

← [Redacted]

Password

Keep me signed in

[FORGOT PASSWORD?](#)

The system will automatically enter in your email address. Click on **SUBMIT**:



Reset Password

Forgotten your password? Enter your email address below, and we'll email instructions for setting a new one.

Email

You will receive a password reset email. Click on the link to set a new password.

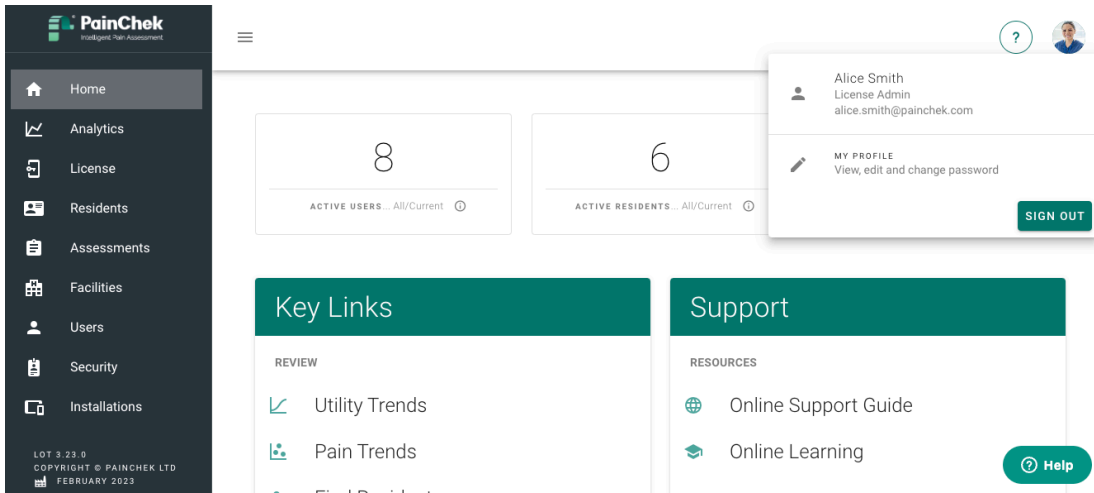


NOTE

If you receive a password reset email and you suspect that your account has been compromised, please contact the PainChek Support team.

Signing Out

You can manually sign out from the PainChek® Portal by clicking on your profile picture (or initials if you don't have a profile picture set) in the upper right-hand corner, and then the **SIGN OUT** button.



NOTE

If you are using Single Sign On (SSO) to sign into PainChek®, you will need to ensure that you are signed out of your SSO platform in order to end the session.

Security

Accessing the Security Page

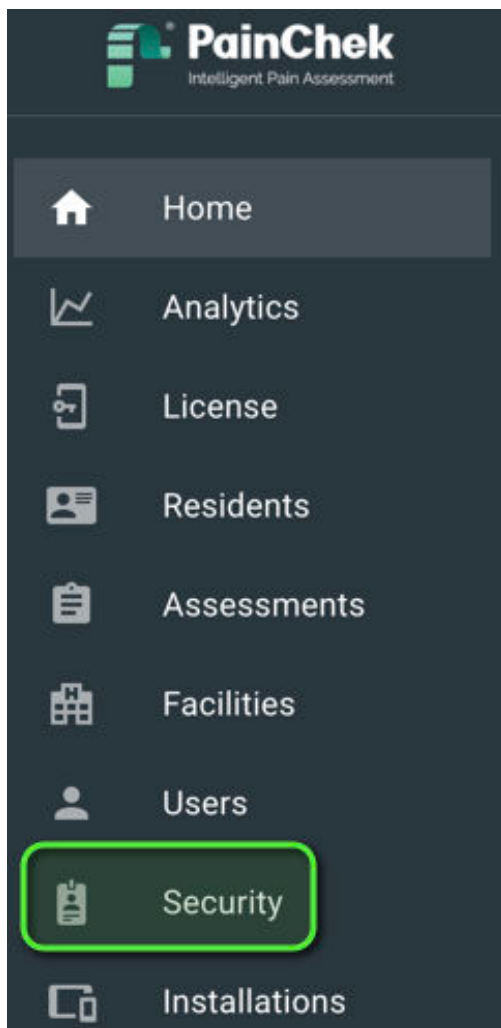


NOTE

To access the Security page in the Portal, your PainChek® role (see [Roles \[23\]](#)) must have the "role" permission (see [Permissions \[26\]](#)) set to "Read Only". If you wish to make changes to the Security settings, your role must have the "role" permission set to "Full".

Please speak with your PainChek® License Administrator or an appropriate person at your organisation if you require access to the security page.

The Security page is available on the PainChek® Portal in the left-hand side navigation bar:



Click on Security and the page will display with 3 tabs: [Permissions \[26\]](#), [Roles \[23\]](#) and [Password Policy \[29\]](#).

Roles

Default Roles

By default, PainChek offers three roles available for use:

Role	Default PainChek® Portal Permissions and Restrictions	Default PainChek® App Permissions and Restrictions
License Admin	Can create and manage all Users and Residents and has full access to the PainChek® Portal.	No restrictions.
Admin	Can create and manage Users with equal or lower priority roles and has full access to the PainChek® Portal for sites they have been granted access to.	No restrictions on sites they have access to.
User	Cannot sign in to the PainChek® Portal.	Can create assessments, but cannot update Residents.



NOTE

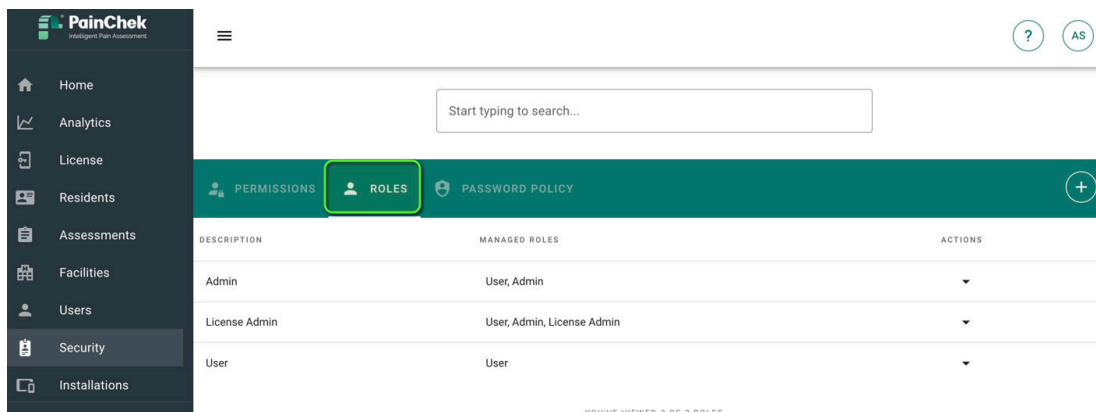
License Administrators have the authority to modify role restrictions, and it's also possible to create custom roles.

PainChek Support is available to assist with modifying existing roles or creating new ones. However, such requests must originate from the email address of a License Administrator user.

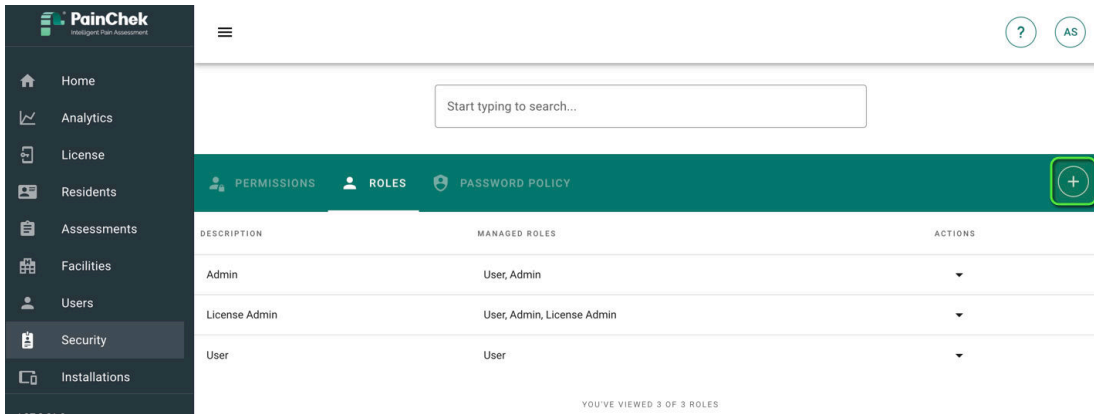
Creating Custom Roles

Custom roles can be created to meet the specific security needs of your organisation, tailoring users' permissions to your requirements.

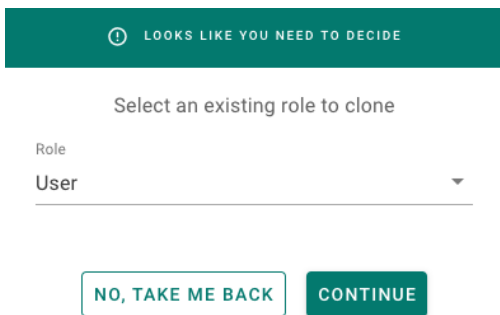
After [Accessing the Security Page \[22\]](#), click on Roles:



Click on the + icon to create a new Role:

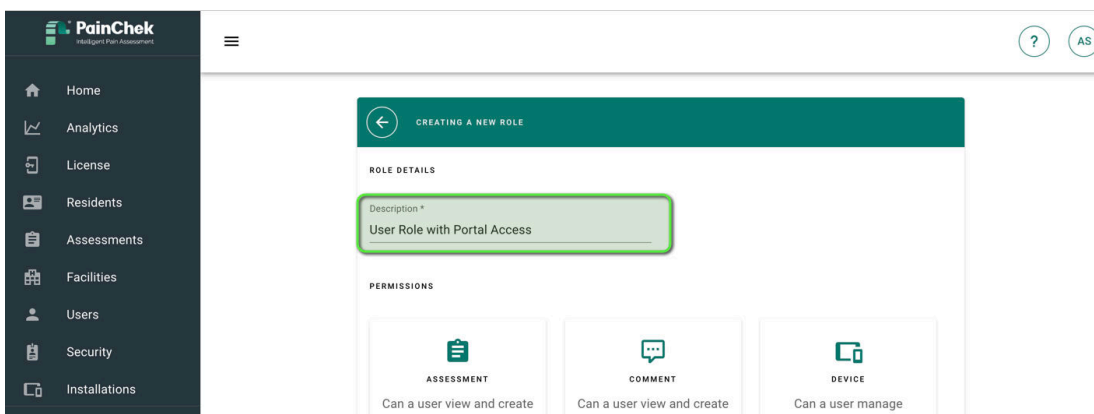


A prompt will be displayed asking you to select a Role to clone. Please select the role that closely matches the specifications of the new role you wish to create (in this example, we'll select User):



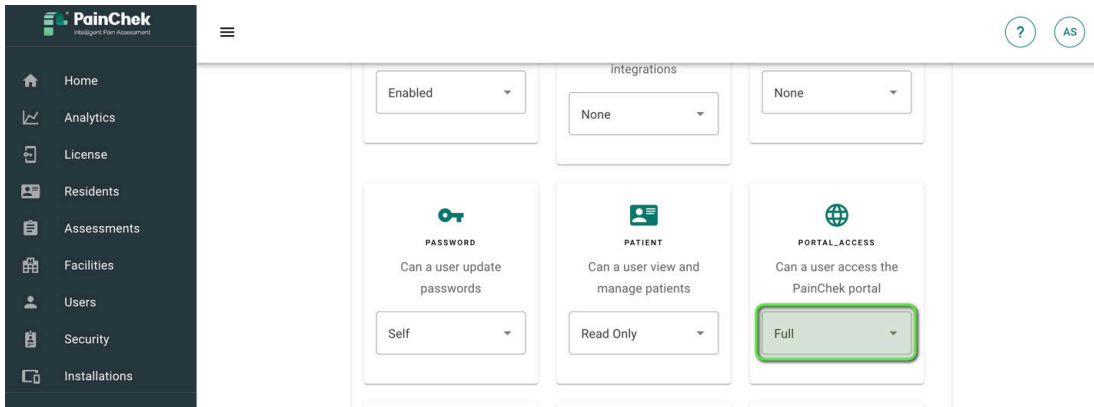
The newly created role will initially have the description "Copy of User". Please rename it to a more appropriate name based on the permissions you will be setting.

In this example we will be creating a clone of the User role with the Permission "portal_access" set to Full, so I will be naming the Role "User Role with Portal Access":

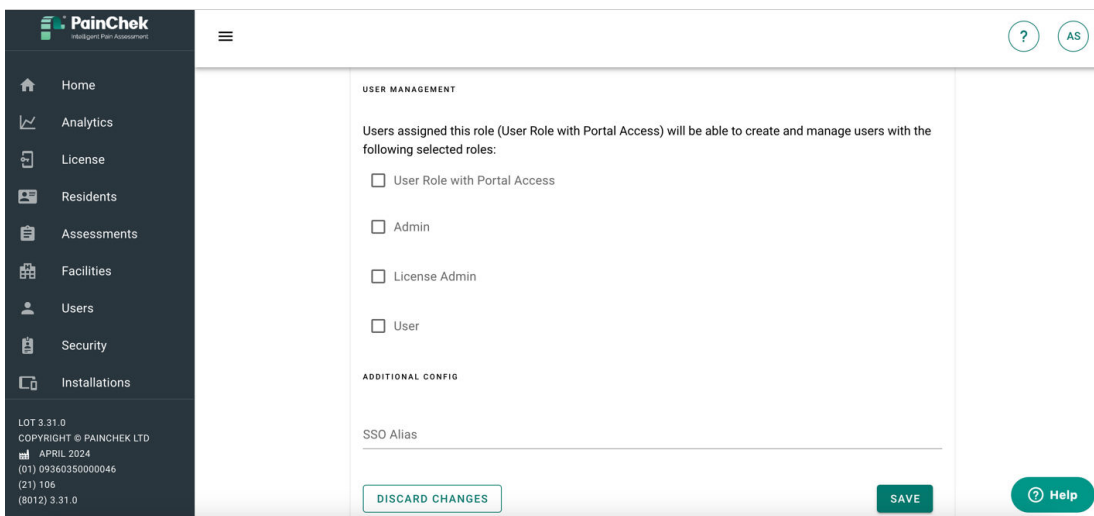


Make the necessary adjustments to the permissions for the role. You can find the full list of permissions that can be modified [here \[26\]](#).

Since in this example we'd like the users assigned to this Role to sign in to the Portal, we have changed the portal_access permission to Full:



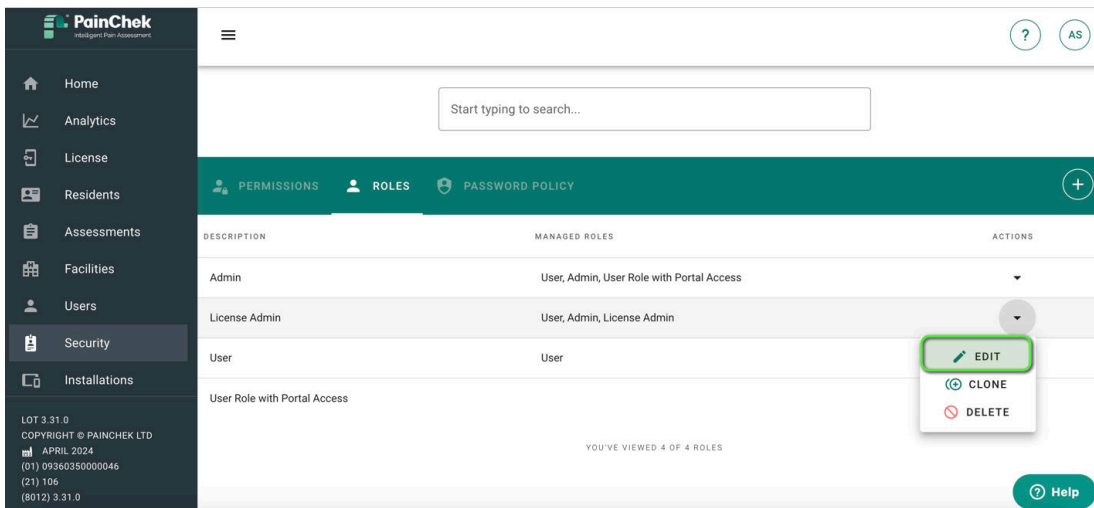
At the bottom of this page, you'll find the User Management field. If the Custom Role you are creating has the "user" permission set to Read Only or Full, check the boxes for the types of roles that the users assigned to that role will be able to administer.



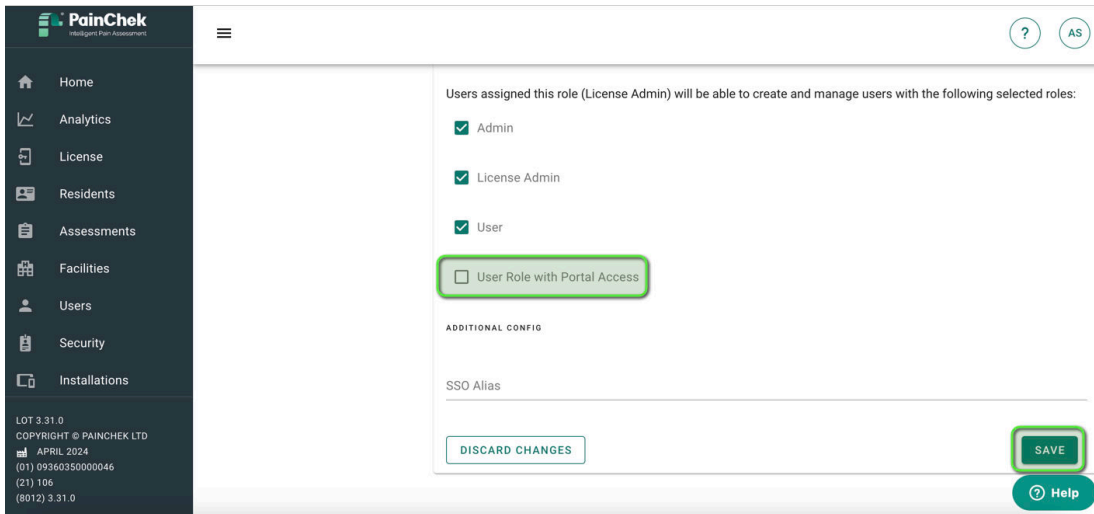
Click on Save to save the new role.

Now that a new role has been created, we must give any other appropriate roles the ability to manage users. In this example we will edit the License Admin role to allow User Management for the User with Portal Access role.

Click on the Actions button and then Edit:



Tick the new Role and click on Save:



License Admin users can now edit existing users or create new users with the "Users with Portal Access" role.

Permissions



NOTE

License Administrators have the authority to modify role restrictions, and it's also possible to create custom roles.

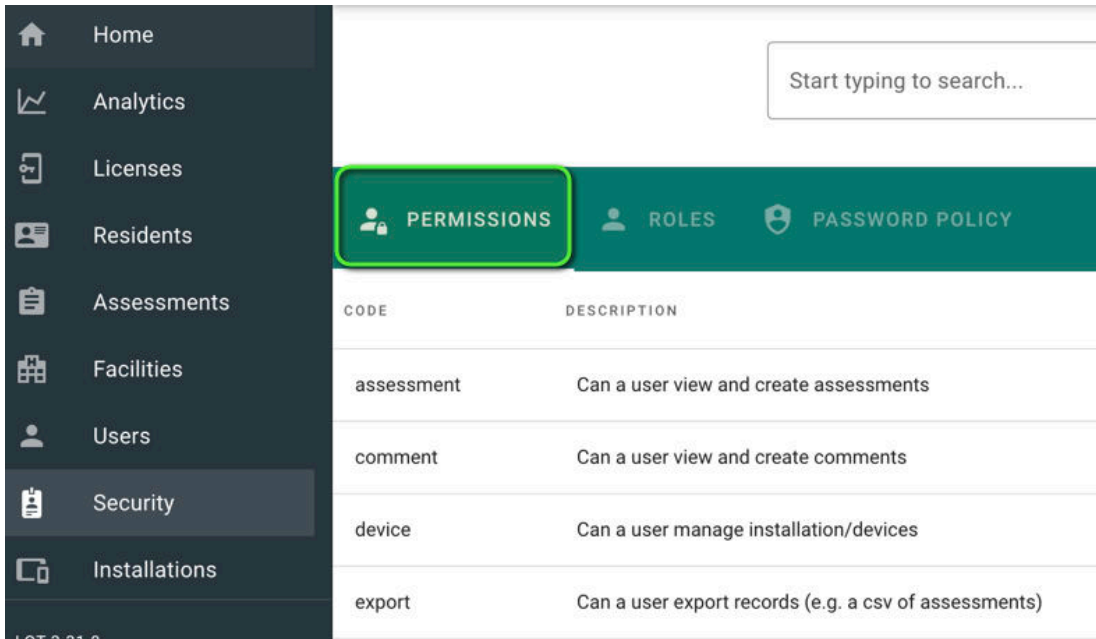
PainChek Support is available to assist with modifying existing roles or creating new ones.

However, such requests must originate from the email address of a License Administrator user.

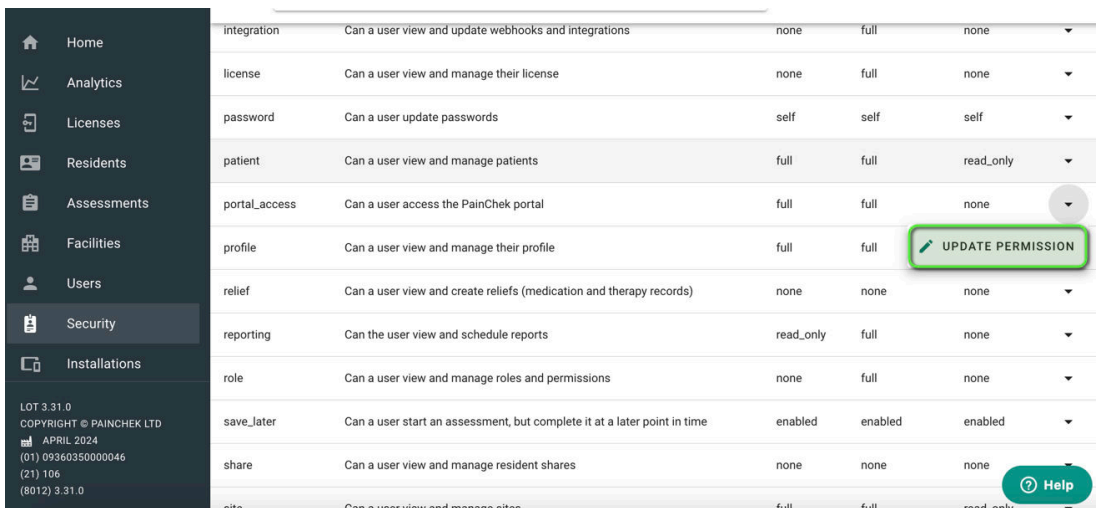
You have the flexibility to adjust role permissions for functions on the App and Portal.

To access the Permissions section, start by [Accessing the Security Page \[22\]](#).

Make sure you are in the Permissions tab:



Find the Permission you would like to update. Click on the Actions button and click on Update Permission:



Make the change and click on Yes, Update It:



Updating the portal_access permission

Admin

Full ▼

License Admin

Full ▼

User

None ▼



This is a list of all the available permissions and what they do:

Code	Description	Options
assessment	Can a user view and create assessments.	None: Can't view Assessments. Read Only: Can view Assessments. Full: Can view and create Assessments.
comment	Can a user view and create comments.	None: Can't view Comments. Read Only: Can view Comments. Full: Can view and create Comments.
device	Can a user manage installation on devices in which PainChek has been installed.	None: Can't view Installations. Read Only: Can view Installations. Full: Can view and manage Installations.
export	Can a user export records (e.g. a csv of assessments).	None: Can't export data to CSV. Full: Can export data to CSV.
external_id	Can a user view and update External IDs.	None: Can't view External IDs. Read Only: Can view External IDs. Full: Can view and manage External IDs.
full_site_access	Can a user be granted full site access.	Not Allowed: User type can't be granted access to all sites. Optional: User type can be granted access to all sites. Mandatory: User type must have access to all sites.
install	Can a user install PainChek on a new device.	Disabled: User can't set up a new device. Enabled: User can set up a new device.

Code	Description	Options
integration	Can a user view and update web-hooks and integrations.	None: Can't view Integrations. Read Only: Can view Integrations. Full: Can view and manage External IDs.
license	Can a user view and manage their license.	None: Can't view license information. Read Only: Can view license information. Full: Can view and manage license information.
password	Can a user update passwords.	Self: Can only change their own password. Others: Can change their own password as well as other user passwords (this applies only to TenantID Users).
patient	Can a user view and manage patients/resident/consumer/person.	None: Can't view patients/resident/consumer/person. Read Only: Can view patients/resident/consumer/person. Full: Can view and create patients/resident/consumer/person.
portal_access	Can a user access the PainChek Portal.	None: Can't sign in to the Portal website. Full: Can sign in to the Portal website.
profile	Can a user view and manage their profile.	Read Only: Can only view their profile. Full: Can view and update their profile.
relief	Can a user view and create reliefs (medication and therapy records).	None: Can't view Pain Relief records. Read Only: Can view Pain Relief records. Full: Can view and create Pain Relief records.
reporting	Can the user view and schedule reports.	None: Can't view Reports. Read Only: Can view Reports. Full: Can view and manage Reports.
role	Can a user view and manage roles and permissions.	None: Can't view the Security settings. Read Only: Can view the Security settings. Full: Can view and manage Security settings.
save_later	Can a user start an assessment, but complete it at a later point in time.	Disabled: Can't use the Save Later function for Assessments. Enabled: Can use the Save Later function for Assessments.
share	Can a user view and manage resident shares.	None: Can't view Shared Residents. Read Only: Can view Shared Residents. Full: Can view and manage Shared Residents.
site	Can a user view and manage sites/facilities/locations/institutions.	None: Can't view sites/facilities/locations/institutions. Read Only: Can view sites/facilities/locations/institutions. Full: Can view and manage sites/facilities/locations/institutions.
user	Can a user create and manage other users.	None: Can't view Users. Read Only: Can view Users. Full: Can view and manage Users.

Password Policy



NOTE


Clients do not have the capability to update the Password Policy. To request changes, please send an email to support@painchek.com.

Below is the default Password Policy along with a description of what each setting does.

Setting	Default Value	Description
Minimum Overall Length of the Password	8	The minimum number of characters required for a password to be valid.
Minimum Number of Categories	2	The minimum number of character categories required for the password to be considered valid. The categories are: Lowercase Characters, Uppercase Characters, Digits and Special Characters.
Minimum Number of Alphabetic Characters	0	Minimum number of characters that must be Alphabetic Characters.
Minimum Number of Digits	0	Minimum number of characters that must be Digits.
Minimum Number of Lowercase Characters	0	Minimum number of characters that must be Lowercase Characters.
Minimum Number of Uppercase Characters	0	Minimum number of characters that must be Uppercase Characters.
Minimum Number of Special Characters	0	Minimum number of special characters (~!@#\$%^&*()_+{} '":;[])
Number of Previous Passwords to Store	1	The number of previous passwords that cannot be reused.

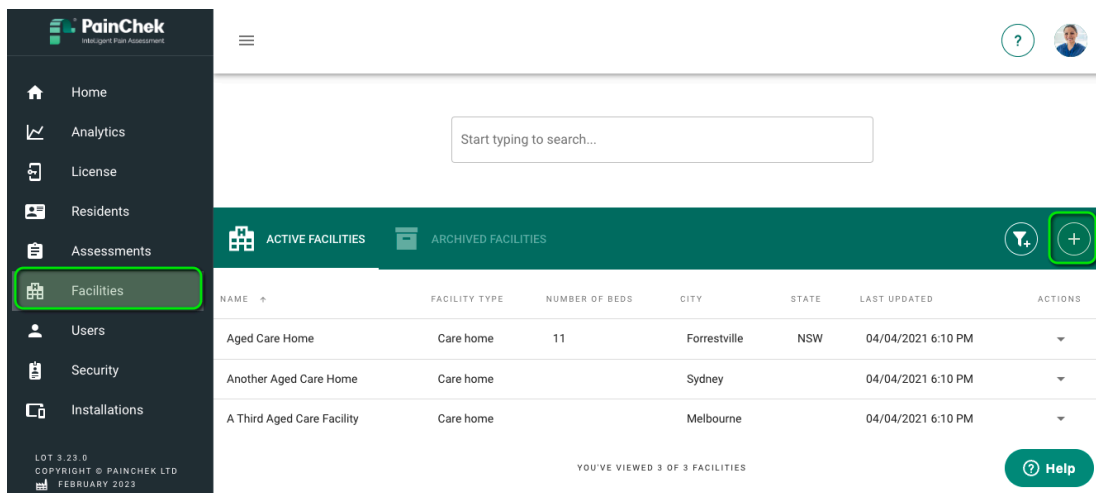
Managing Facilities

Creating a new Facility

 **NOTE**
 Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

To create a new facility, first go to the Facilities page by clicking on the Facilities button.

Next, click on the + icon on the right of the screen:



You will be asked to enter the following details: Name, Street address, Zip Code, City, State, Country, Type, Number of Beds, Telephone number, email address.

←
CREATING A NEW FACILITY

FACILITY INFORMATION

Facility name *

Type of facility * Number of beds

CONTACT INFORMATION

Street address

Postcode City

State Country *
Australia

Contact phone number Contact email address

DISCARD CHANGES
SAVE
SAVE & CREATE ANOTHER

To successfully create a new Facility, you need to complete all mandatory fields (denoted with an asterisk) and click on the **SAVE** button at the bottom of the page.

The new facility will then appear in your Active Facilities list.

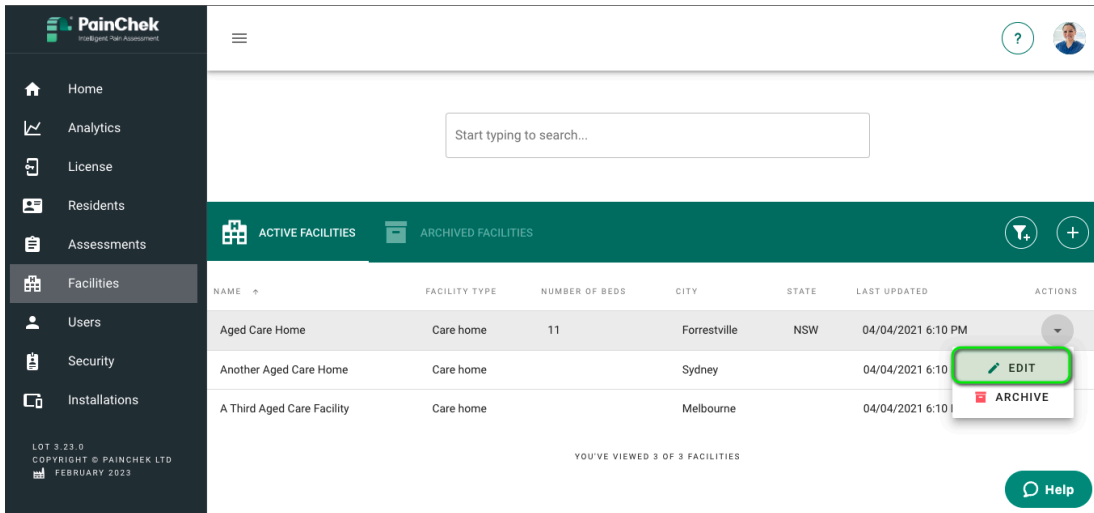
Editing a Facility



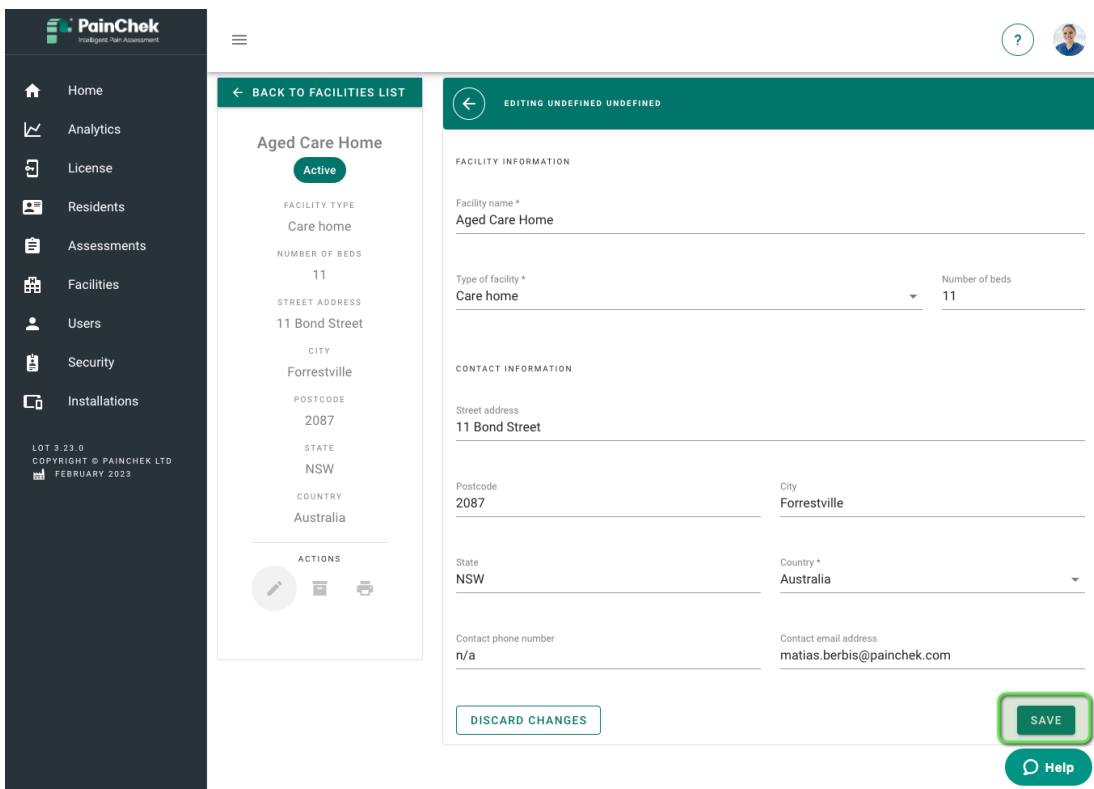
NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

Facilities can be updated on the Facilities Page. To access the **EDIT** option go to the **Facilities** page and click on the action button (the ▼ symbol in the **ACTIONS** column). This will bring up the **EDIT** option.



Once you have made all the required changes you need to click on **SAVE** for the Facility details to be updated.



Viewing a Facility



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

Active Facilities

To manage active Facilities, you need to click on the Facilities page, **ACTIVE FACILITIES** tab in the PainChek® Portal. You can see a list of currently active Facilities ordered by Name, Type and City. You can see more details about the Facility by clicking on it in the **ACTIVE FACILITIES** list.

If you are looking for a specific Facility, you can filter by Facility Type.

1. Expand filters button by clicking on it:

The screenshot shows the 'Active Facilities' page in the PainChek Portal. On the left is a dark sidebar with navigation options: Home, Analytics, License, Residents, Assessments, Facilities (selected), Users, Security, and Installations. At the bottom of the sidebar is the text: 'LOT 3.23.0 COPYRIGHT © PAINCHEK LTD FEBRUARY 2023'. The main content area has a search bar at the top with the placeholder text 'Start typing to search...'. Below the search bar is a green header with two tabs: 'ACTIVE FACILITIES' (selected) and 'ARCHIVED FACILITIES'. To the right of these tabs are two circular buttons: a filter button (a circle with a downward arrow and a plus sign) and an add button (a circle with a plus sign). The filter button is highlighted with a green box. Below the header is a table with the following columns: NAME, FACILITY TYPE, NUMBER OF BEDS, CITY, STATE, LAST UPDATED, and ACTIONS. The table contains three rows of data:

NAME	FACILITY TYPE	NUMBER OF BEDS	CITY	STATE	LAST UPDATED	ACTIONS
Aged Care Home	Care home	11	Forrestville	NSW	04/04/2021 6:10 PM	▼
Another Aged Care Home	Care home		Sydney		04/04/2021 6:10 PM	▼
A Third Aged Care Facility	Care home		Melbourne		04/04/2021 6:10 PM	▼

At the bottom of the table area, it says 'YOU'VE VIEWED 3 OF 3 FACILITIES'.

2. Then select the **Facility Type** you would like to filter by:

This screenshot is similar to the previous one, but the 'Filter by facility type' dropdown menu is now open, showing a list of options. The dropdown menu is highlighted with a green box. The table below it remains the same as in the previous screenshot.

You can also conduct a search by typing the Facility's Name, City or Type into the search field at the top of the screen:

This screenshot shows the 'Active Facilities' page with the search bar at the top highlighted with a green box. The search bar contains the placeholder text 'Start typing to search...'. The rest of the page, including the sidebar, header, and table, is identical to the previous screenshots.

To view more Facility details, click on the **Facility** and it will bring up this view:

The screenshot shows the PainChek portal interface. On the left is a dark sidebar with navigation options: Home, Analytics, License, Residents, Assessments, Facilities, Users, Security, and Installations. The main content area is split into two panels. The left panel, titled 'Aged Care Home', shows details for a facility: Facility Type (Care home), Number of Beds (11), Street Address (11 Bond Street), City (Forrestville), Postcode (2087), and State (NSW). The right panel, titled 'ASSESSMENTS', shows a table of assessment records.

ASSESSMENT DATE	RESIDENT NAME	ASSESSED BY	PAIN SCORE	PAIN LEVEL	USER SOURCE
12/11/2022 2:11 PM	Jane Williams	Alice Smith	13	Moderate	internal
12/11/2022 11:53 AM	Jane Williams	Alice Smith	13	Moderate	internal
12/11/2022 5:45 PM	John Smith	Alice Smith	14	Moderate	internal
04/10/2022 5:40 PM	Jeffrey Matthews	Alice Smith	10	Mild	internal
09/09/2022 11:13 AM	Jeffrey Matthews	Alice Smith	2	Mild	internal
09/09/2022 11:11 AM	Jeffrey Matthews	Alice Smith	14	Moderate	internal
09/09/2022 11:07 AM	Jeffrey Matthews	Alice Smith	8	Severe	internal
09/09/2022 9:53 AM	Jeffrey Matthews	Alice Smith	10	Mild	internal

The left-hand side will display things like address, number of beds and it will have the actions available which depend on your access level.

The right-hand side will display Assessments conducted at the Facility.

Managing User Access From the Facility View



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information



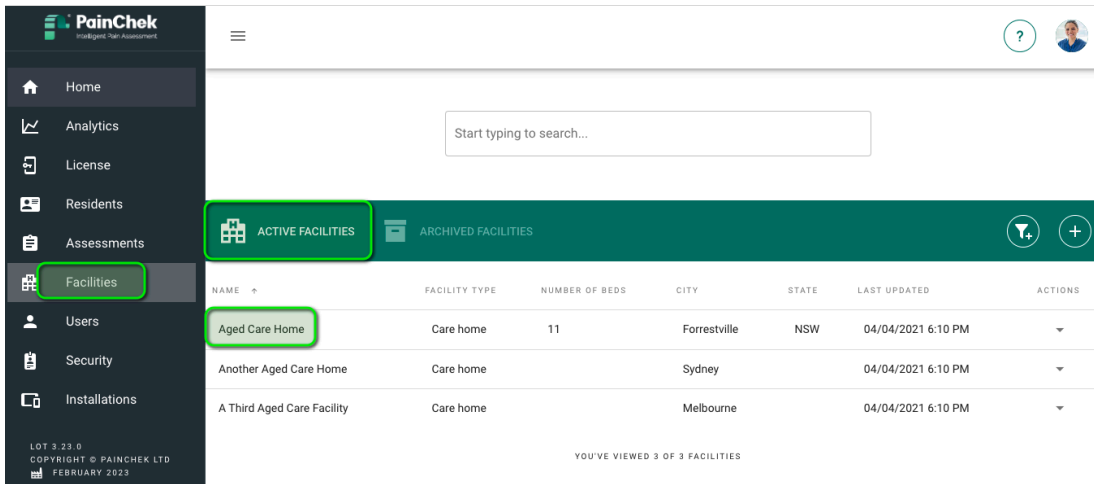
NOTE

When a license has Site Segregation enable, users with the appropriate permissions can grant access to a Facility's data to other users.

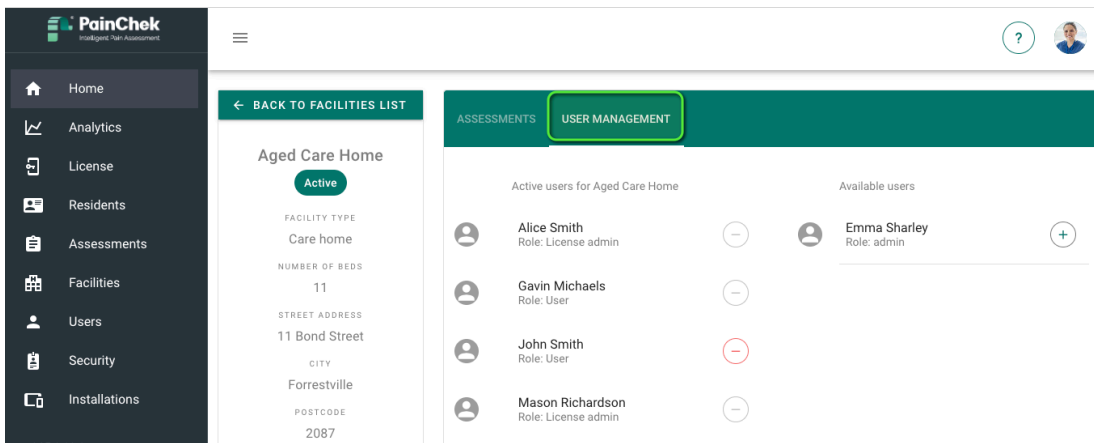
See also the [Managing the facilities a user can access](#) page that details how you can see and manage all of the facilities available to a particular user.

Viewing the Users Who Have Access to a Facility

Go to **Facilities** > **ACTIVE FACILITY** and click on the Facility you would like to manage access to:

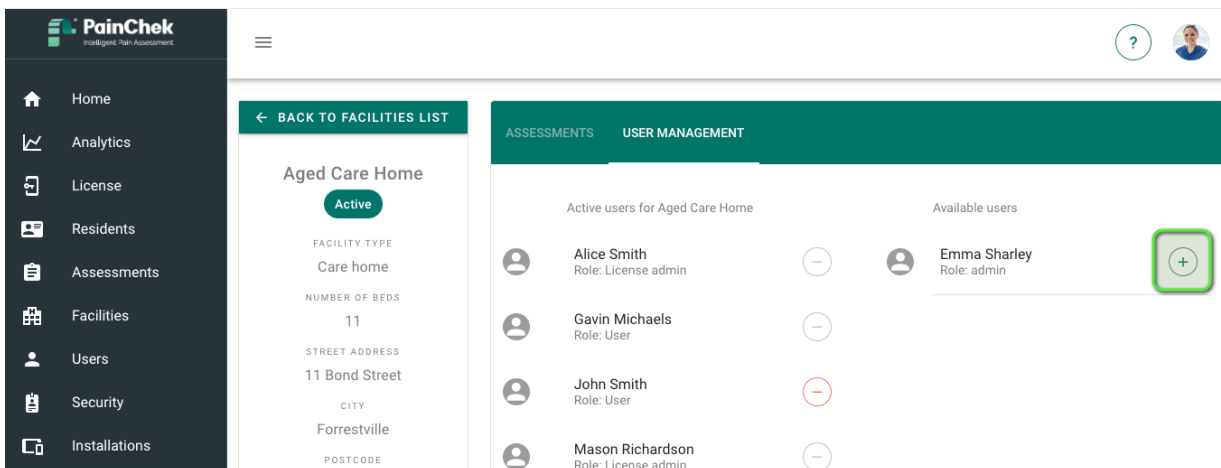


Change to the **USER MANAGEMENT** tab:



Granting Access to a User

Click on the green + symbol next to the user to grant them access to that Facility:

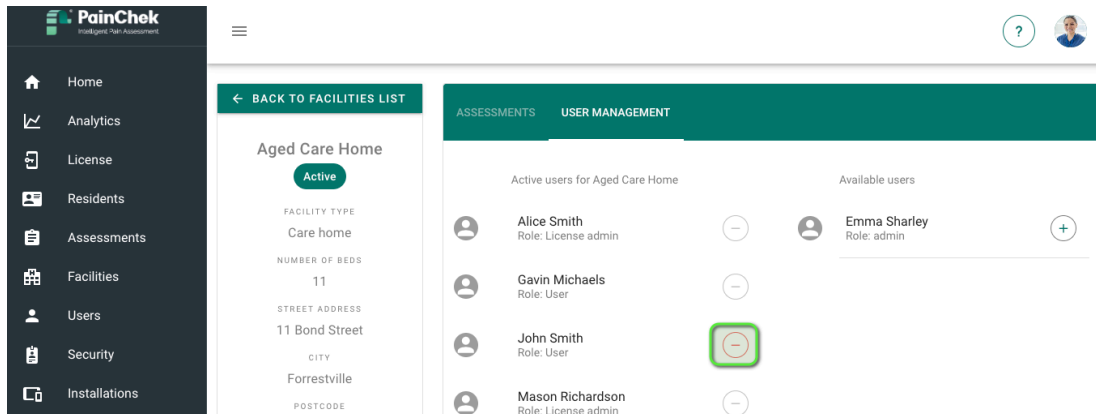


Once you have clicked on the + symbol, click on the to confirm or the to go back:



Revoking Access to a User

To revoke access click on the red - symbol next to the user's name:



Archive and Restore Facilities

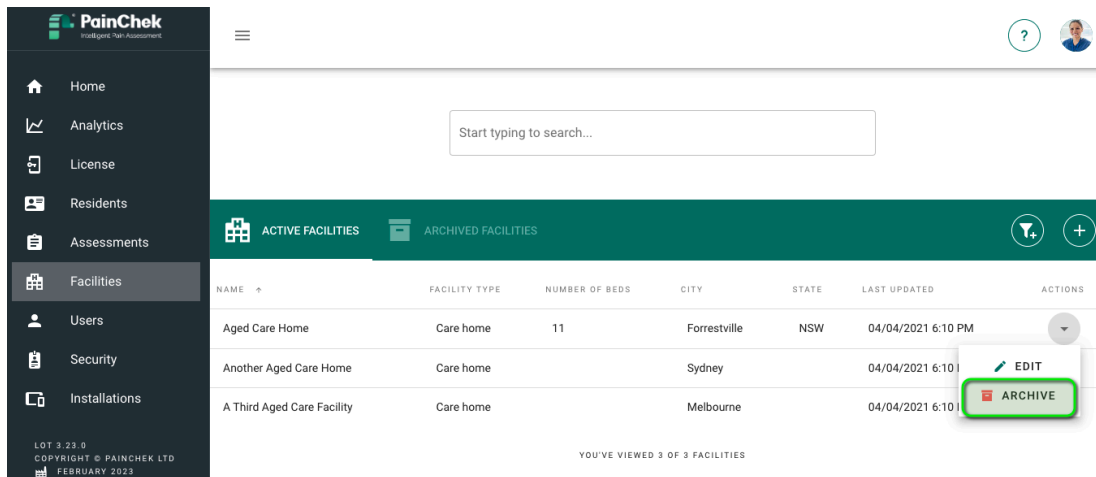


NOTE

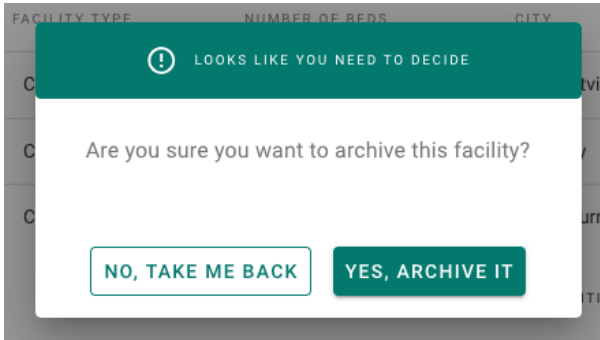
Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

Archiving Facilities

To archive a Facility, go to the **ACTIVE FACILITY** page and click on the action button (the ▼ symbol in the **ACTIONS** column). This will bring up the **ARCHIVE** option.

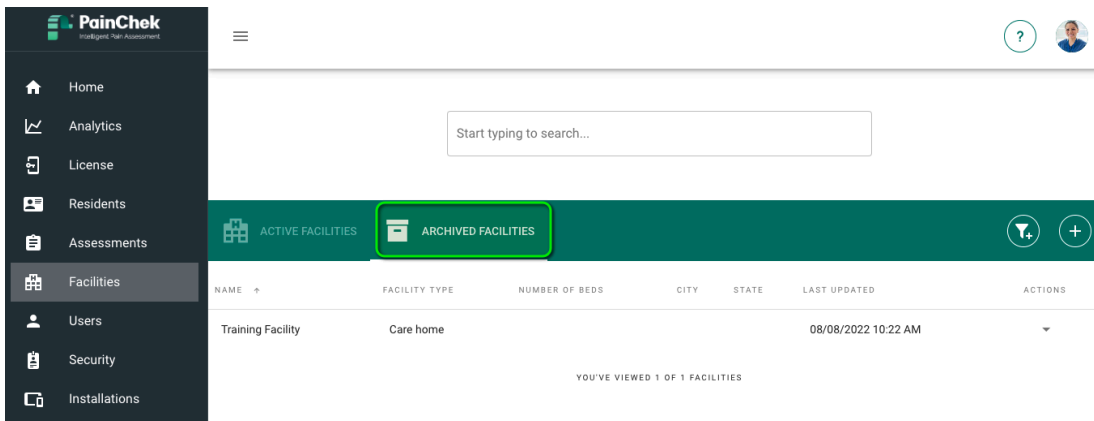


You will be asked to confirm archiving the Facility. Once you click on **YES, ARCHIVE IT** the Facility will be archived and appear on your **ARCHIVED FACILITY** page.

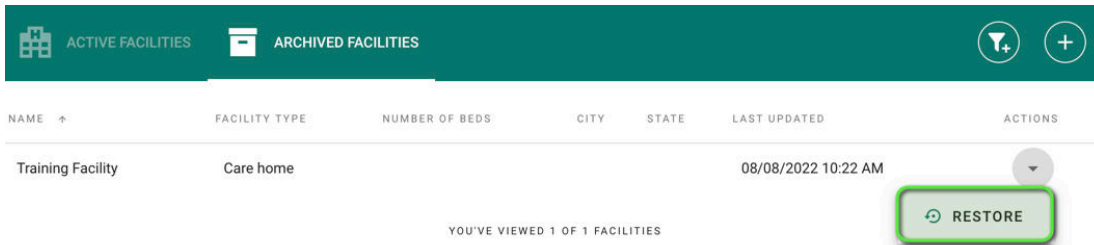


Restoring Facilities

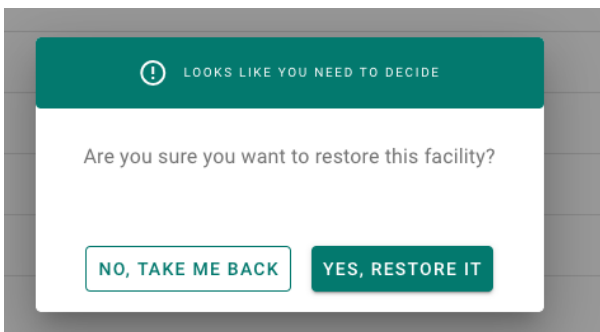
Archived Facilities are listed on the **ARCHIVED FACILITY** tab.



You can reactivate facilities by clicking on the action button (the ▼ symbol in the **ACTIONS** column) and clicking on **RESTORE**.




After clicking on **RESTORE** you will be asked to confirm that you want to reactivate the respective Facility profile. Once you click on **YES, RESTORE IT** the Facility will be restored and appear on the **ACTIVE FACILITY** page.



Managing Users

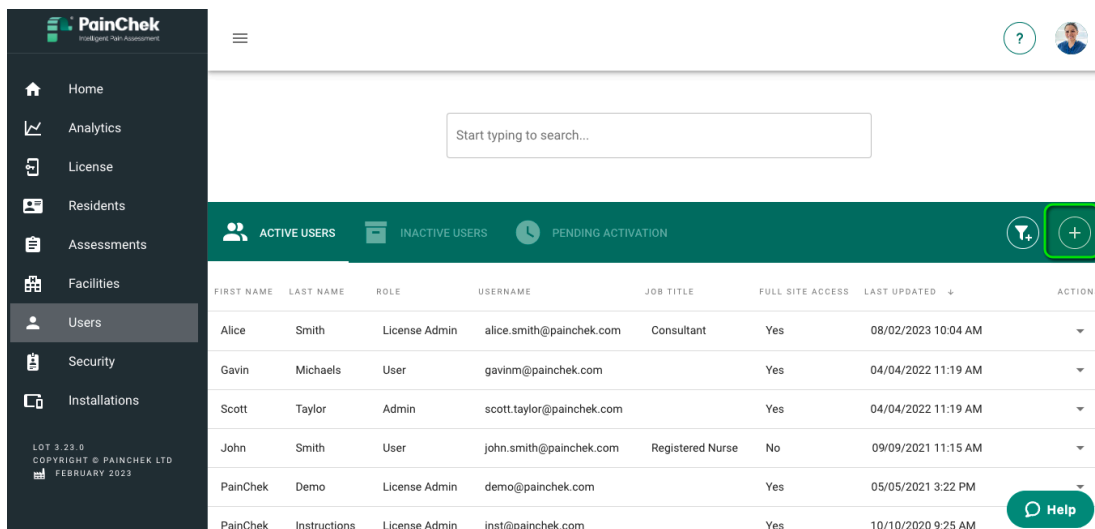
Creating a new user

 **NOTE**
Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

 **CAUTION**
If your organisation is using Single Sign On (SSO), you will need to use the SSO system to create Users.


Creating a New User Using Email

To create a new User go to the **Users** page and click on the **+** icon:




FIRST NAME	LAST NAME	ROLE	USERNAME	JOB TITLE	FULL SITE ACCESS	LAST UPDATED	ACTIONS
Alice	Smith	License Admin	alice.smith@painchek.com	Consultant	Yes	08/02/2023 10:04 AM	
Gavin	Michaels	User	gavinm@painchek.com		Yes	04/04/2022 11:19 AM	
Scott	Taylor	Admin	scott.taylor@painchek.com		Yes	04/04/2022 11:19 AM	
John	Smith	User	john.smith@painchek.com	Registered Nurse	No	09/09/2021 11:15 AM	
PainChek	Demo	License Admin	demo@painchek.com		Yes	05/05/2021 3:22 PM	
PainChek	Instructions	License Admin	inst@painchek.com		Yes	10/10/2020 9:25 AM	

You need to complete all required fields entering an email address as the Username and clicking on the **SAVE** or **SAVE & CREATE ANOTHER** button.

 CREATING A NEW USER

USER INFORMATION

Role * 

First name *

Last name *

Phone number


Job title

Username *

Enter an email address

FACILITY PREFERENCES

Allow access to all facilities

Select facility * 

The new User will receive a confirmation email in their inbox to notify them that you have created a PainChek User Account. The email contains a Username and a link to activate the User Account. The invitation link is valid for 14 days.



Welcome to PainChek

February 26th, 2020

An admin has created a PainChek account for you. Please follow the link below to finish setting up your account. You will be asked to set your password.

Your username is ██████████

This invite expires in 14 days. If you do not activate your account in time, you'll need to ask an administrator to re-invite you.

[ACTIVATE YOUR ACCOUNT](#)

Users will be asked to set a password when they activate their User Account.

Create a User Using a Username and Company ID

To create a new User go to the **Users** page and click on the + icon:

FIRST NAME	LAST NAME	ROLE	USERNAME	JOB TITLE	FULL SITE ACCESS	LAST UPDATED	ACTIONS
Alice	Smith	License Admin	alice.smith@painchek.com	Consultant	Yes	08/02/2023 10:04 AM	
Gavin	Michaels	User	gavinm@painchek.com		Yes	04/04/2022 11:19 AM	
Scott	Taylor	Admin	scott.taylor@painchek.com		Yes	04/04/2022 11:19 AM	
John	Smith	User	john.smith@painchek.com	Registered Nurse	No	09/09/2021 11:15 AM	
PainChek	Demo	License Admin	demo@painchek.com		Yes	05/05/2021 3:22 PM	
PainChek	Instructions	License Admin	inst@painchek.com		Yes	10/10/2020 9:25 AM	

Fill in all the mandatory fields. When you enter the Username, the complete login Username will be displayed. In the below example the Username is "user.guide" and then Company ID is "painchek", so the full login is "user.guide@painchek"

CREATING A NEW USER

LICENSE DETAILS

USER INFORMATION

Role *
Admin

First name *
User

Last name *
Guide

Phone number

Job title

Username *
user.guide
The full username will be user.guide@painchek

Password

Password Confirmation

Enter a password for the User and click on the **SAVE** or **SAVE & CREATE ANOTHER** button:

CREATING A NEW USER

LICENSE DETAILS

USER INFORMATION

Role *
Admin

First name *
User

Last name *
Guide

Phone number

Job title

Username *
user.guide
The full username will be user.guide@painchek

Password

Password Confirmation



NOTE

You will need to provide the Username and password to the User directly.

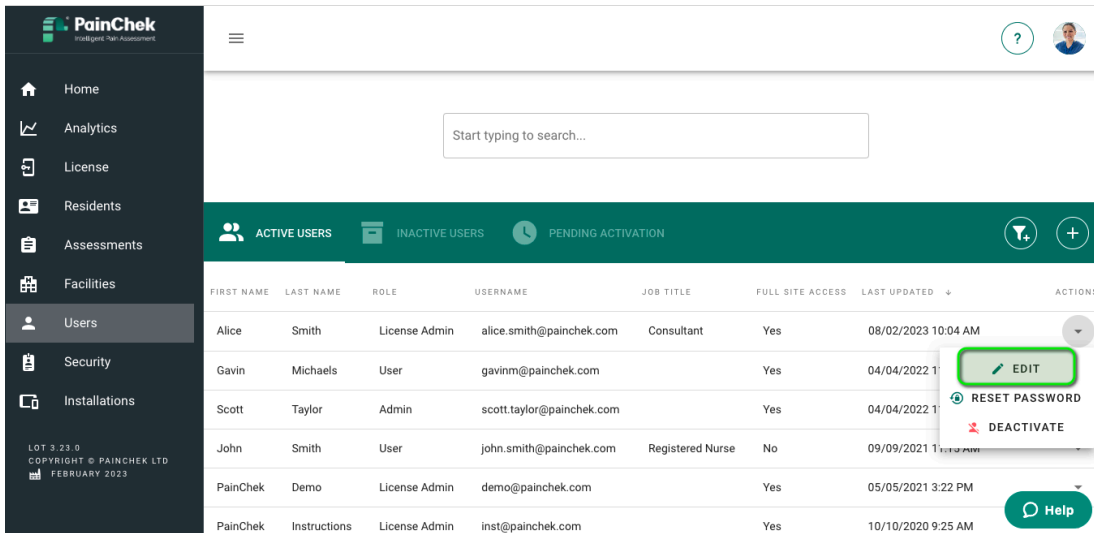
Editing a User



NOTE

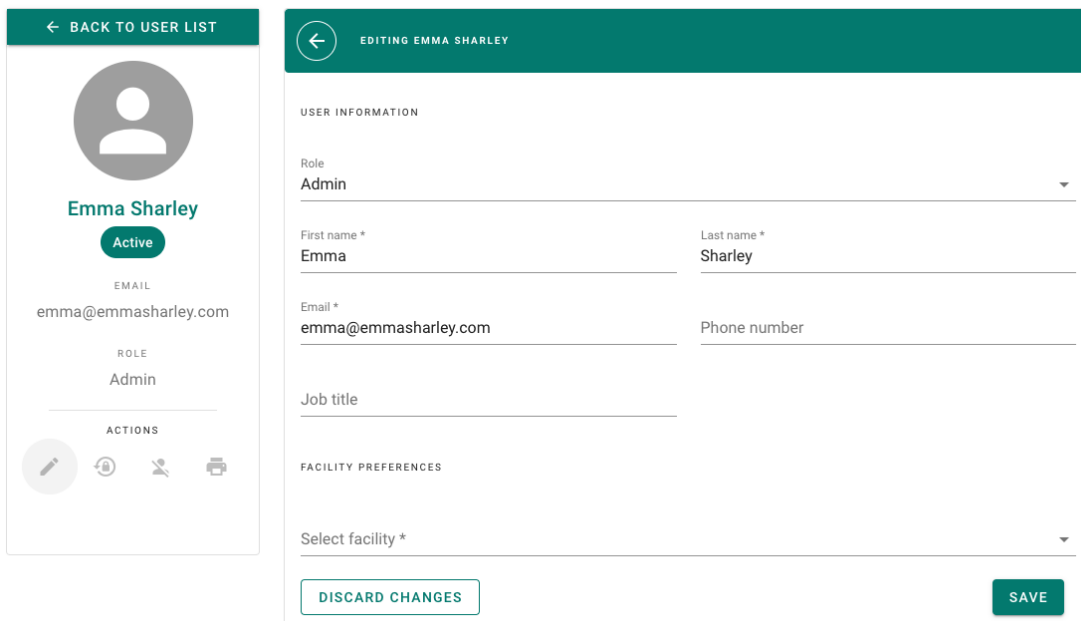
Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

Update the User's profile by accessing the **Users** page, **ACTIVE USERS** tab. Select the User you would like to update by clicking on the action button (the ▼ symbol in the **ACTIONS** column) and **EDIT**.



You can update the User information including First Name, Last Name, Email Address, Phone Number, Institution, Job title and Role.

Once you have made all required edits you need to **SAVE** the information in order for the User profile to be updated.



Viewing an Active User



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

Active Users

To manage active Users, you need to click on the **ACTIVE USERS** tab within the **Users** page in the PainChek® Portal. You can see a list of currently active Users ordered by Name, Role, Facility and Job title. You can Edit, Reset Password, Change Passwords or Deactivate active Users by clicking on the action button (the ▼ symbol in the **ACTIONS** column).

The screenshot shows the PainChek portal interface. On the left is a dark sidebar with navigation options: Home, Analytics, License, Residents, Assessments, Facilities, Users (highlighted), Security, and Installations. At the bottom of the sidebar, it says 'LOT 3.23.0 COPYRIGHT © PAINCHEK LTD FEBRUARY 2023'. The main content area has a search bar at the top with the placeholder 'Start typing to search...'. Below the search bar are three tabs: 'ACTIVE USERS' (selected), 'INACTIVE USERS', and 'PENDING ACTIVATION'. A table lists active users with columns: FIRST NAME, LAST NAME, ROLE, USERNAME, JOB TITLE, FULL SITE ACCESS, LAST UPDATED, and ACTIONS. The table contains four rows of user data. A callout box highlights the 'ACTIONS' column for the first row, showing three options: 'EDIT', 'RESET PASSWORD', and 'DEACTIVATE'.

FIRST NAME	LAST NAME	ROLE	USERNAME	JOB TITLE	FULL SITE ACCESS	LAST UPDATED	ACTIONS
Alice	Smith	License Admin	alice.smith@painchek.com	Consultant	Yes	08/02/2023 10:04 AM	EDIT, RESET PASSWORD, DEACTIVATE
Gavin	Michaels	User	gavinm@painchek.com		Yes	04/04/2022 11:19 AM	
Scott	Taylor	Admin	scott.taylor@painchek.com		Yes	04/04/2022 11:19 AM	
John	Smith	User	john.smith@painchek.com	Registered Nurse	No	09/09/2021 11:15 AM	

If you are looking for a specific User, you can **Filter by Users Role**.

This screenshot is similar to the previous one but highlights the 'Filter by user role' dropdown menu in the top right of the table area. The dropdown is currently open, showing a list of roles. The table data remains the same as in the previous screenshot.

You can also conduct a search by typing the User's First Name, Last Name or Job Title into the search field in the top of the page.

This screenshot highlights the search bar at the top of the page with a green box. The search bar contains the placeholder text 'Start typing to search...'. The rest of the interface, including the sidebar and the Active Users table, is the same as in the previous screenshots.

Viewing a User

To view the details of a single User, go to **Users** and click on the User you would like to view:

The screenshot shows the PainChek portal interface. On the left is a dark sidebar with navigation options: Home, Analytics, License, Residents, Assessments, Facilities, Users, Security, and Installations. The main content area is divided into two sections. The left section displays user details for Alice Smith, including her profile picture, name, status (Active), email (alice.smith@painchek.com), role (license_admin), job title (Consultant), and facilities. The right section shows a table of assessments conducted by Alice Smith.

TIMING	MODE	ASSESSMENT DATE	RESIDENT NAME	PAIN SCORE	PAIN LEVEL
		08/02/2023 10:06 AM	Jane Williams	NRS 5	Moderate
		08/02/2023 10:04 AM	Jane Williams	PainChek 15	Moderate
		07/02/2023 3:53 PM	Jane Williams	PainChek 15	Moderate
		04/10/2022 2:11 PM	Jane Williams	PainChek 13	Moderate
		03/10/2022 11:53 AM	Jane Williams	PainChek 13	Moderate
		02/10/2022 5:45 PM	John Smith	PainChek 14	Moderate
		01/10/2022 5:40 PM	Jeffrey Matthews	PainChek 10	Mild

The left-hand side has the Users details such as their email, contact number and job title. The Actions Buttons at the bottom change based on your access level but include editing, deactivating and password reset.

On the right-hand side, there is a list of Assessments conducted by the User.

Resetting a User's Password

NOTE
Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

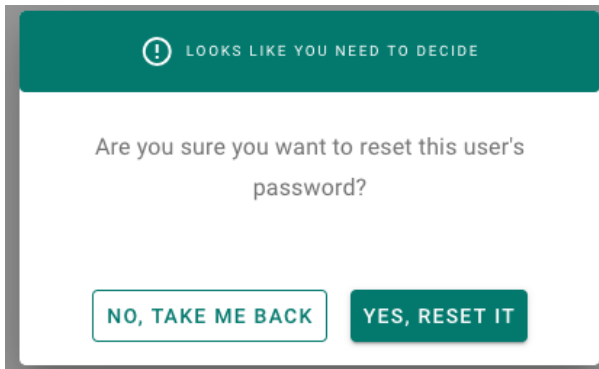
Resetting a User's Password

Reset a User password by clicking on **Users** page, **ACTIVE USERS** tab. The **RESET PASSWORD** option can be found by clicking on the action button (the ▼ symbol in the **ACTIONS** column):

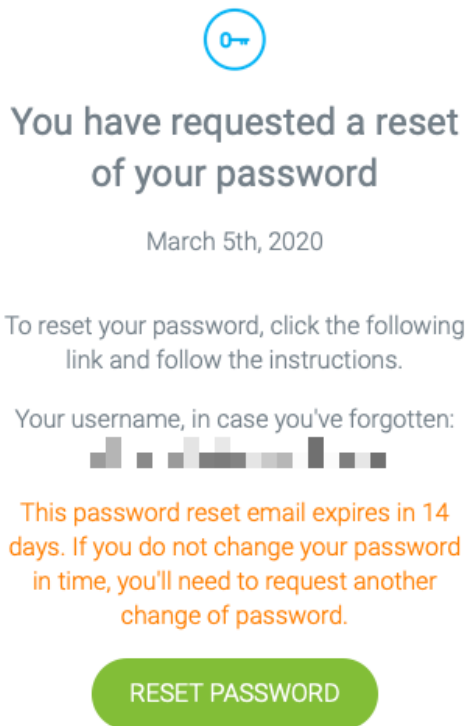
The screenshot shows the PainChek portal with the 'Users' page selected. The 'ACTIVE USERS' tab is active, showing a list of users. A search bar is at the top with the text 'Start typing to search...'. Below the search bar are tabs for 'ACTIVE USERS', 'INACTIVE USERS', and 'PENDING ACTIVATION'. The user list table has columns for First Name, Last Name, Role, Username, Job Title, Full Site Access, Last Updated, and Actions. The 'Actions' column for the user 'Gavin Michaels' is highlighted, showing three options: 'EDIT', 'RESET PASSWORD', and 'DEACTIVATE'.

FIRST NAME	LAST NAME	ROLE	USERNAME	JOB TITLE	FULL SITE ACCESS	LAST UPDATED	ACTIONS
Alice	Smith	License Admin	alice.smith@painchek.com	Consultant	Yes	08/02/2023 10:04 AM	▼
Gavin	Michaels	User	gavinm@painchek.com		Yes	04/04/2022 11:53 AM	EDIT RESET PASSWORD DEACTIVATE
Scott	Taylor	Admin	scott.taylor@painchek.com		Yes	04/04/2022 11:53 AM	
John	Smith	User	john.smith@painchek.com	Registered Nurse	No	09/09/2021 11:53 AM	

Once you clicked, you will be asked to confirm that you want to reset the respective User password.



After clicking on **YES, RESET IT** the User will receive an email with a **RESET PASSWORD** link. Clicking on the link will take them to a website where the user can set a new password.



Managing Facility Access From the User View



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information



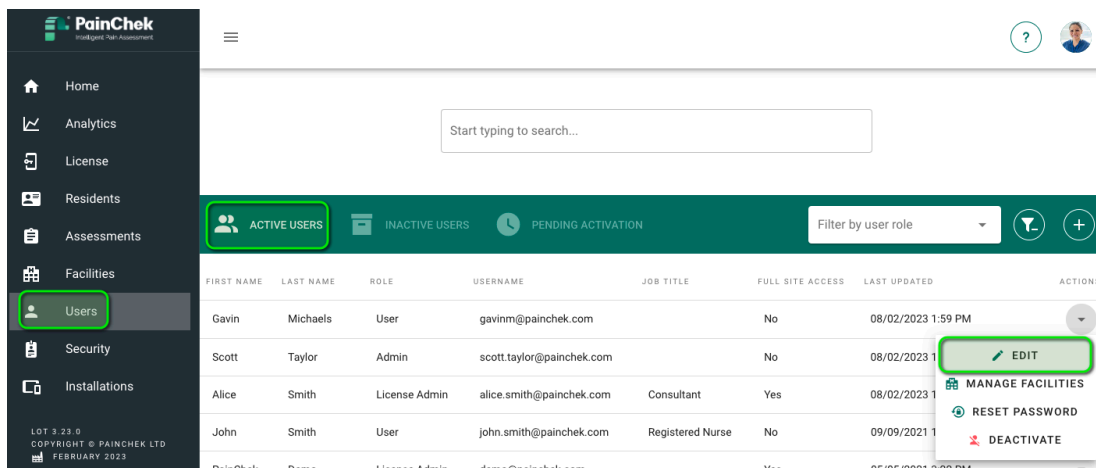
NOTE

When a license has Site Segregation enable, Users with the appropriate permissions can grant another User access to one or more facilities data

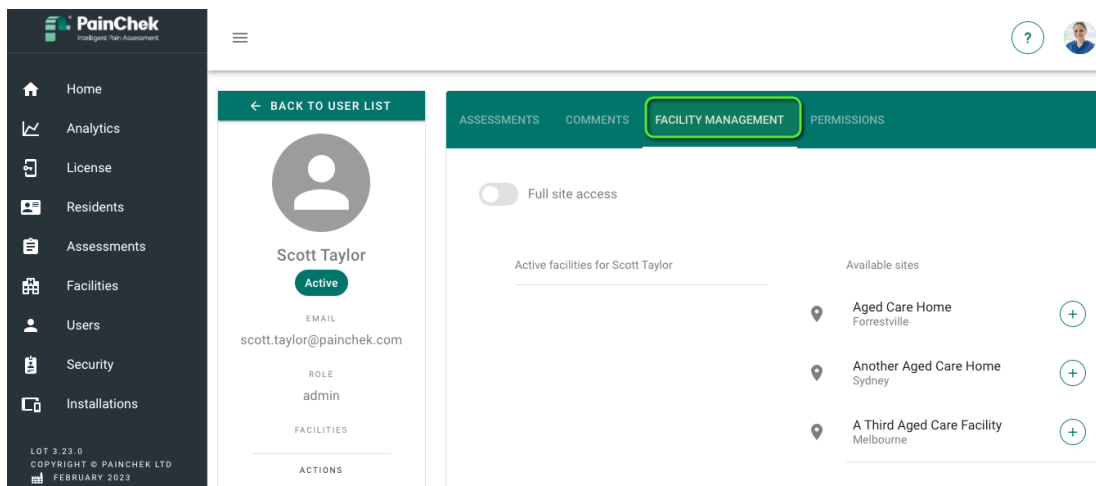
See [Managing User Access From the Facility View \[35\]](#) that details how you can see and manage all of the Users who have access to a particular facility

Viewing the Facilities Available to a User

Go to **Users > ACTIVE USERS** and click on the User you would like to manage.

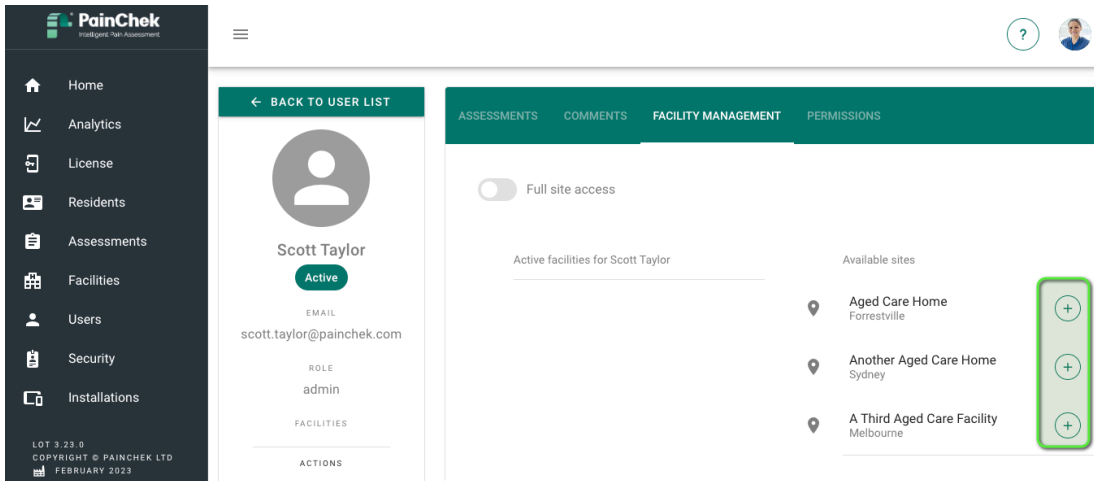


While in the User's profile, select **FACILITY MANAGEMENT**:

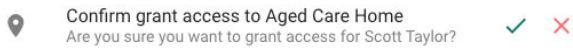


Granting Access to a Facility

Click on the + symbol next to the Facility you would like to grant the User access to:

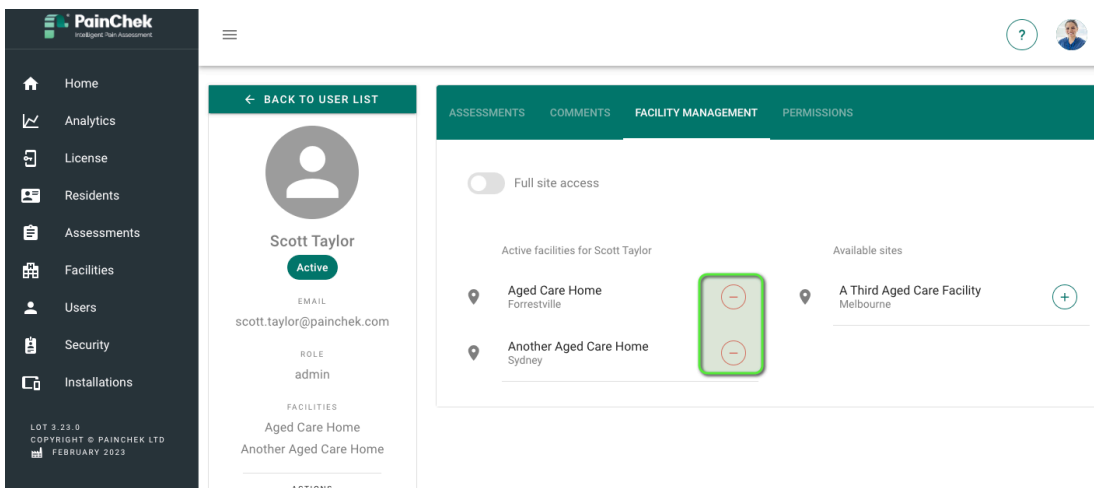


Once you've clicked on the + symbol, click on the **tick** to confirm or the **cross** to go back:

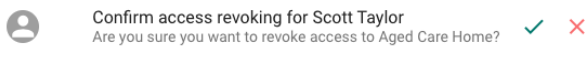


Revoking Access to a Facility

To revoke access to the Facility, click on the red - symbol next to the relevant Facility:



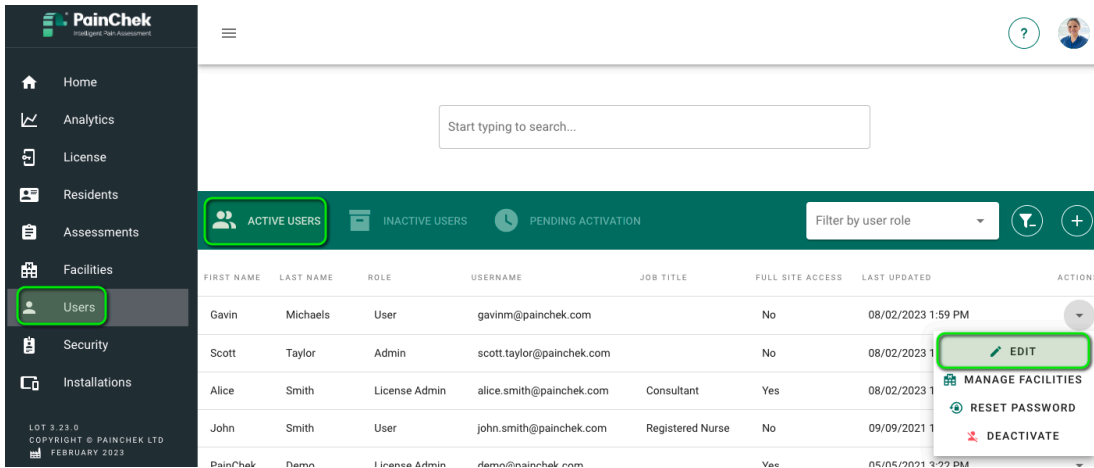
Once you've clicked on the - symbol, click on the **tick** to confirm or the **cross** to go back.



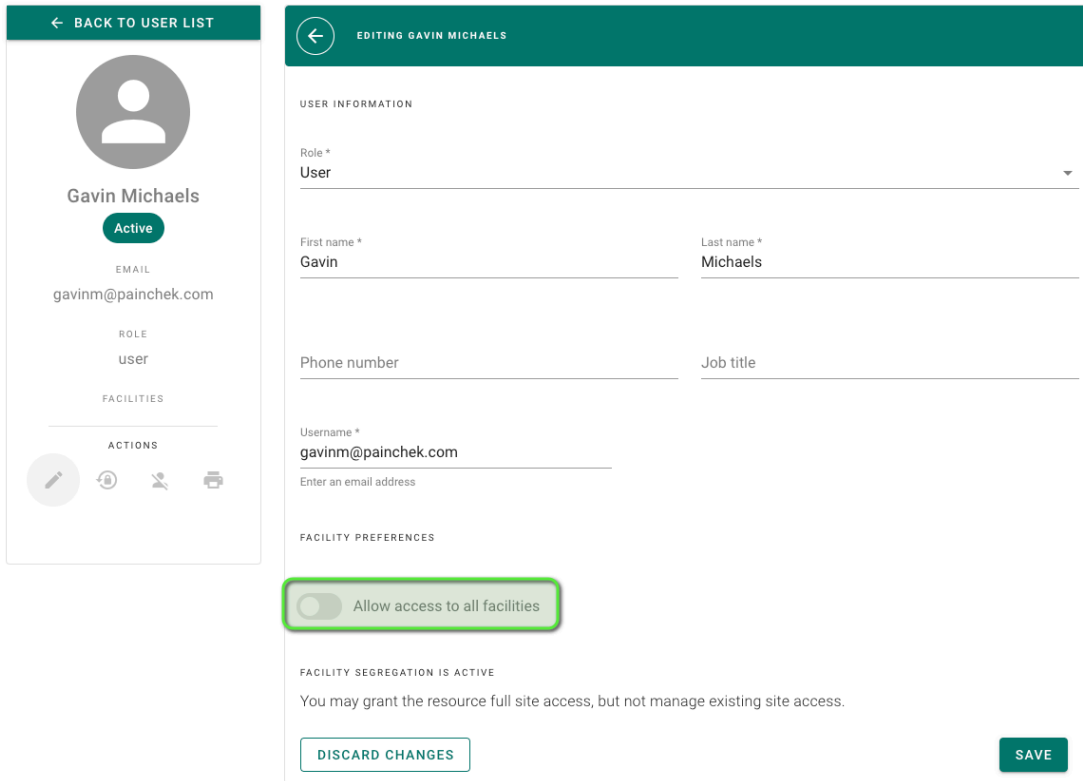
Full Site Access

A User's profile can also be tagged with "Full Facility Access". This will grant them access to all Facilities without having to add them one by one.

To grant Full Facility Access, go to **Users > ACTIVE USERS > ACTIONS > EDIT:**



Click on the toggle to labelled **Allow access to all facilities** to enable Full Facility Access and click on **SAVE**:



Deactivate and Restore Users

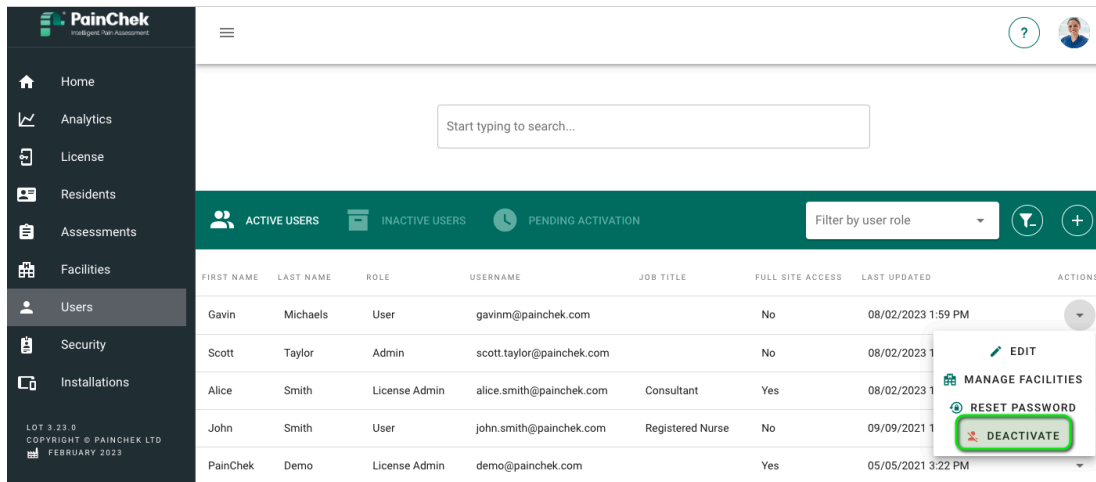


NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

Deactivating Users

Go to the **Users** page, **ACTIVE USERS** tab. Deactivate a User by clicking on the action button (the ▼ symbol in the **ACTIONS** column) and then **DEACTIVATE**:



You will be asked to confirm that you want to deactivate the User. Once you click on **YES, DEACTIVATE THEM** the User will be deactivated. All Users can be deactivated but you must always have at least one License Admin.



Are you sure you want to deactivate this user?

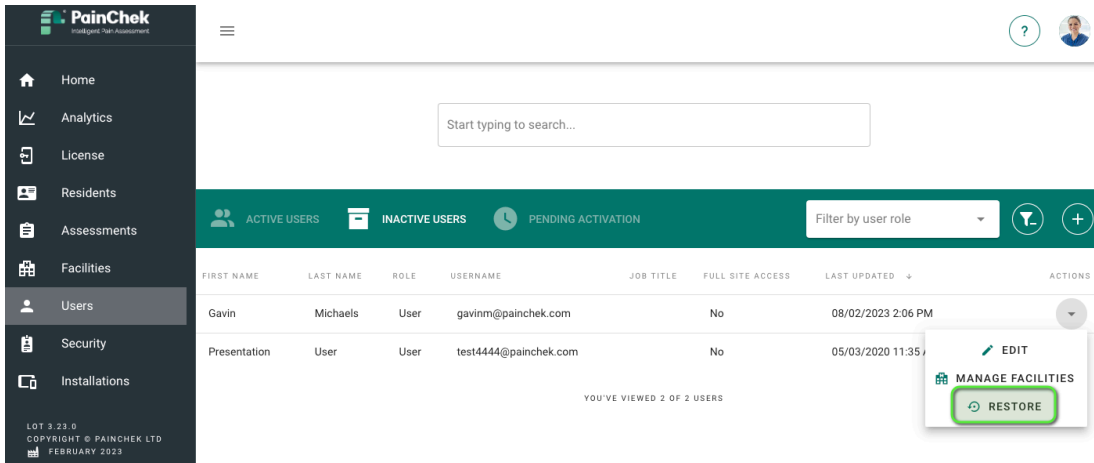
NO, TAKE ME BACK

YES, DEACTIVATE THEM

Restoring Users

Inactive Users are listed on the **INACTIVE USERS** tab in the **Users** page.

You can choose to restore Users by clicking on the **RESTORE** button action button menu (the ▼ symbol in the **ACTIONS** column). After clicking on **RESTORE** you will be asked to confirm that you want to restore the User.



Once you click on **YES, RESTORE THEM** the User will be restored.




Are you sure you want to restore this user?

NO, TAKE ME BACK

YES, RESTORE THEM

The User will find now be in the **ACTIVE USERS** tab.

Managing App Installations

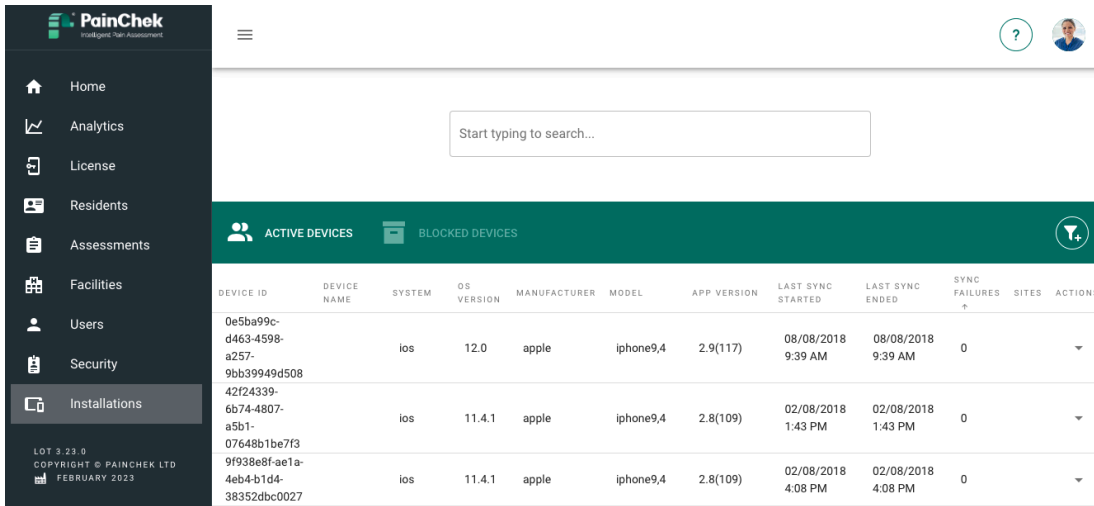
 **NOTE**
Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

From the PainChek® Portal you can view the devices that have the PainChek® App installed on them. You can also block devices, which means that a user can no longer sign into the device and hence view the data on the device.

Viewing App Installations

To view your active installations of the PainChek® App, you need to click on the **Installations** page, **ACTIVE DEVICES** tab in the PainChek® Portal. You can see a list of currently active installations.

If you are looking for a specific installation, you can filter by System (Android or iOS). You can also conduct a search by typing the Device ID or Device Name into the search field in the upper right-hand corner of the page.

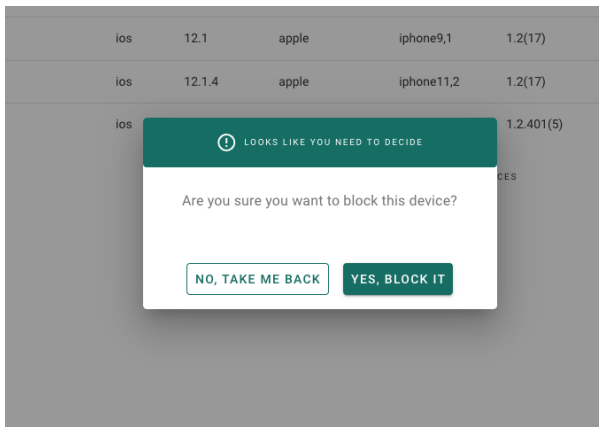


Blocking an Installation

In case you have lost your mobile device you can block active PainChek® installations in the PainChek® Portal.

Go to the Installations page, **ACTIVE DEVICES** tab. Click on the **ACTIONS** button and click on the **BLOCK** button for the device you would like to block.

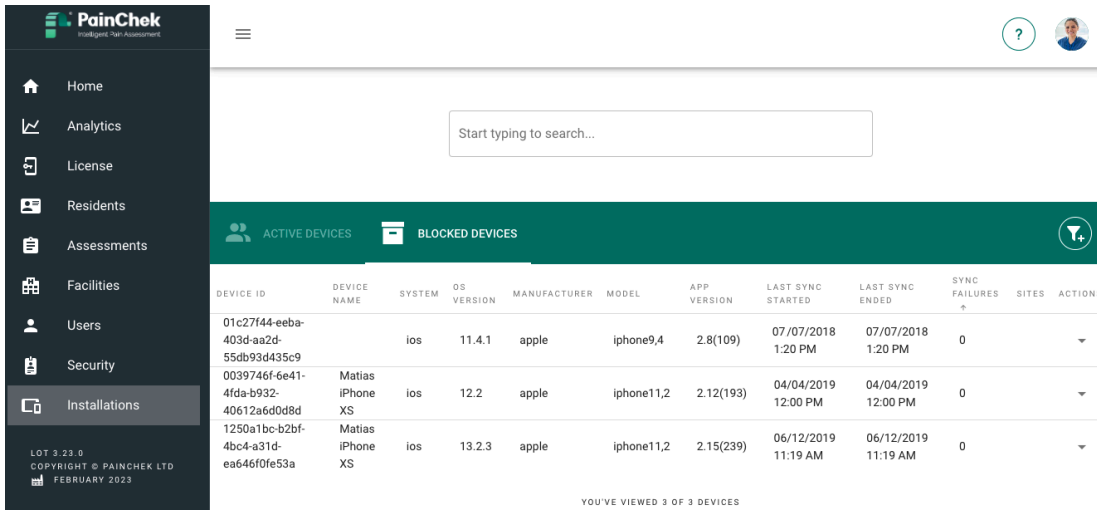
You will be asked to confirm that you want to block the device.



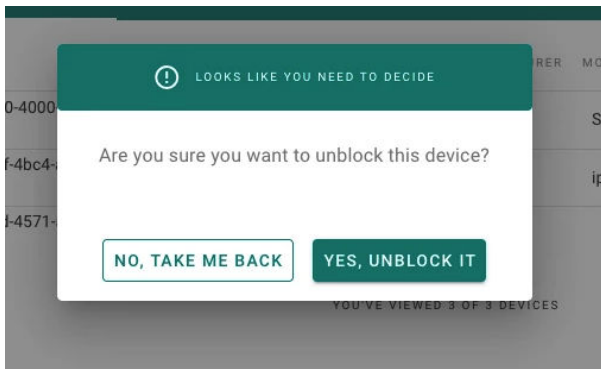
Once you click on **YES, BLOCK IT** the device will be blocked and the PainChek® App installation can no longer be used on this device. The installation will now appear on your **BLOCKED DEVICES** tab.

Unblocking an Installation

Blocked installations are listed on the **BLOCKED DEVICES** tab. You can choose to unblock installations by clicking on the **UNBLOCK** option in the **ACTIONS** menu.



After clicking on **UNBLOCK** you will be asked to confirm that you want to unblock the device. Once you click on **YES, UNBLOCK IT** the device will be unblocked and will appear on your **ACTIVE DEVICES** tab.



Exporting Users to CSV

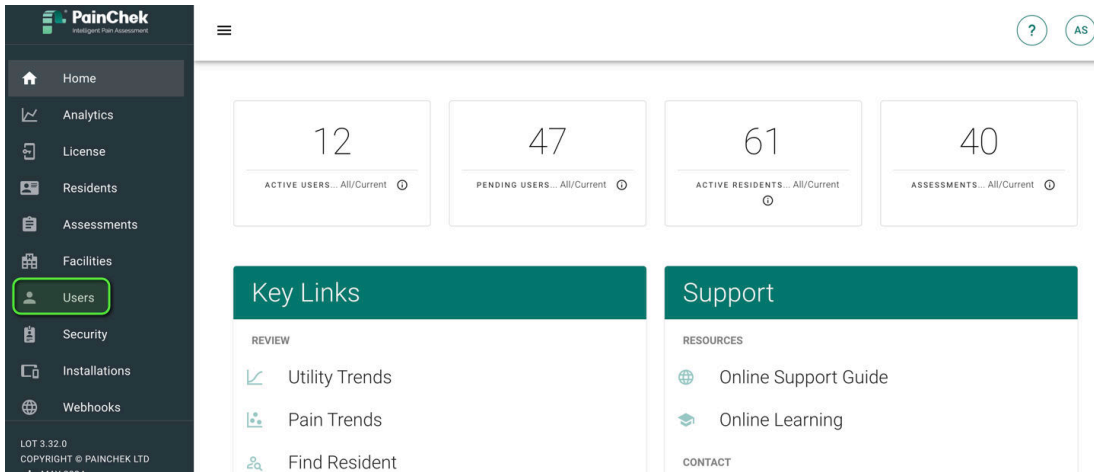
The PainChek® Portal allows you to export user data to a CSV format, compatible with most spreadsheet software. This feature is useful for managing and analyzing user data efficiently.



NOTE

If the Export function is unavailable, please consult your PainChek License Administrator or reach out to your PainChek Account Manager. If you're unsure who your License Administrator or Account Manager is, contact PainChek Support for assistance.

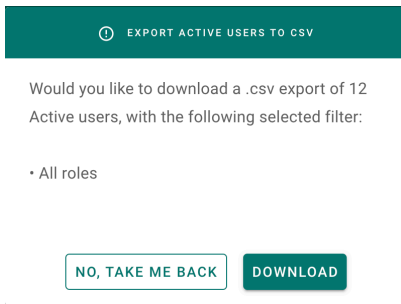
To download User data, log in to the Portal and navigate to the Users section by clicking on the Users button located on the left-hand side:



Next, click on the Export button situated on the top right-hand side of the Users page:

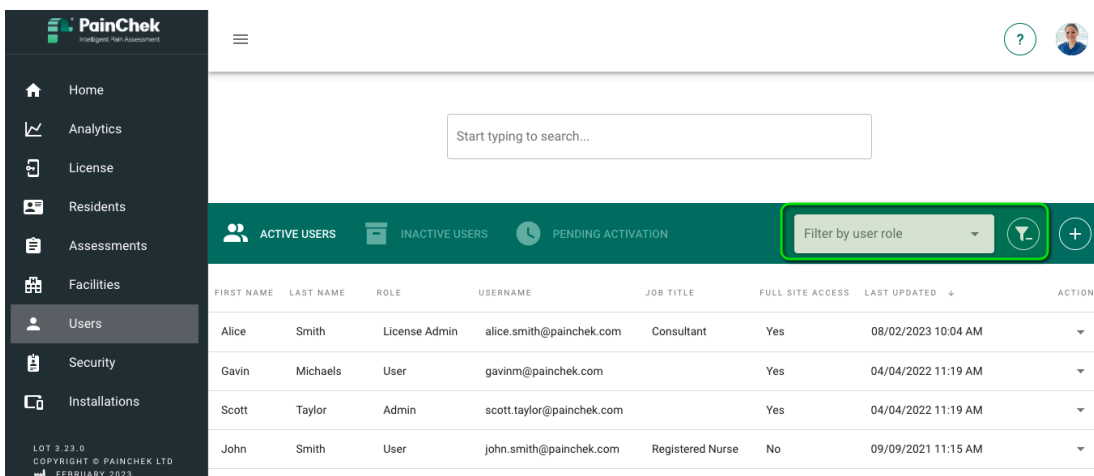


A prompt will then appear, confirming your intent to download the export. This prompt will indicate the number of Users being downloaded and the status of any applied filters on that page:



Filters applied to the Users page will be considered during the export of Users.

For example, you can add a filter for License Admin users:



When the filter is set, the export prompt will display the selected filter:

 EXPORT ACTIVE USERS TO CSV

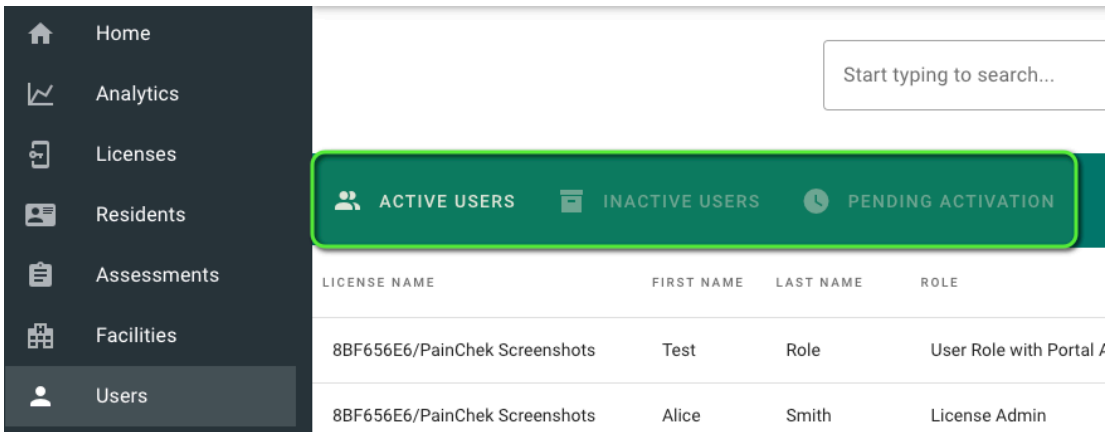
Would you like to download a .csv export of 3 Active users, with the following selected filter:

• License Admin role

NO, TAKE ME BACK

DOWNLOAD

You can export data from the 3 available tabs inside the Users section which are Active Users, Inactive Users and Pending Activation:



The screenshot shows a sidebar menu on the left with 'Users' selected. The main content area has a search bar and three tabs: 'ACTIVE USERS', 'INACTIVE USERS', and 'PENDING ACTIVATION'. The 'ACTIVE USERS' tab is selected and highlighted with a green border. Below the tabs is a table with the following data:

LICENSE NAME	FIRST NAME	LAST NAME	ROLE
8BF656E6/PainChek Screenshots	Test	Role	User Role with Portal /
8BF656E6/PainChek Screenshots	Alice	Smith	License Admin

Managing Residents

Creating a New Resident



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information



CAUTION

If your PainChek® Account is integrated with an External Integrated Clinical System, you will need to use the External Integrated Clinical System to create new Residents.

To manage Residents, click on the Residents button in the PainChek® Portal. You can see a list of currently available Residents.

To create a new Resident, click on the + symbol:

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
David (Dave)	Stone	Male	03/03/1922	Another Aged Care Home	05/05/2022 11:22 AM		▼
Jeffrey	Matthews	Male	03/06/1923	Aged Care Home, Ward: 3, Room: 2, Bed: 4	12/02/2021 10:24 AM		▼
Jane	Williams	Female	02/07/1939	Aged Care Home	12/01/2021 6:28 PM		▼
Aida	McDermott	Female	06/07/1939	Aged Care Home, Ward: 1, Room: 3, Bed: 2	05/11/2020 11:12 AM		▼
John	Smith	Male	06/07/1937	Aged Care Home	02/12/2019 2:57 PM		▼
Genevieve	Jones	Female	02/05/1925	Aged Care Home, 11 Kent St, Sydney, NSW, 2000, Australia	02/12/2019 2:19 PM		▼

Enter in all the mandatory details marked by an asterisk. Once everything has been filled out, the **SAVE** button:

← CREATING A NEW RESIDENT
👤

PERSONAL DETAILS

First name * Last name * Nickname Gender * ▾

BIRTH DATE *

Day ▾ Month ▾ Year ▾

ADMISSION DETAILS

Select a facility * ▾

DISCARD CHANGES
SAVE
SAVE & CREATE ANOTHER

The required information may change depending on your Account settings.

If you have [Site Segregation \[6\]](#) on, a Facility is required to be entered.

ADMISSION DETAILS

Select a facility *
 Aged Care Home ▾ Ward Room Bed

If you do not have Site Segregation on, a Residential address is optional.

ADMISSION DETAILS

Resident resides at a facility within your organisation

Address line 1 Address line 2

Suburb State Postcode Country ▾

Adding/Updating a Resident Profile Picture



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information



CAUTION

If your PainChek® Account is integrated with an External Integrated Clinical System, you will need to use the External Integrated Clinical System to create new Residents.

Once you have created a Resident, you're able to add a Resident Profile picture from the PainChek® Portal.

To do this, click on **Residents** and click on a Resident to go to the Resident Profile you would like to add a profile picture to:

The screenshot shows the PainChek Portal interface. On the left is a dark sidebar with a menu including Home, Analytics, License, Residents (highlighted), Assessments, Facilities, Users, Security, and Installations. At the bottom of the sidebar, it says 'LOT 1 13 0 COPYRIGHT © PAINCHEK LTD FEBRUARY 2023'. The main content area has a search bar at the top with the text 'Start typing to search...'. Below the search bar is a green header with 'ACTIVE RESIDENTS', 'ARCHIVED RESIDENTS', and 'SHARED RESIDENTS' tabs, along with a filter icon and a plus sign. The main area contains a table of residents with columns: FIRST NAME, LAST NAME, GENDER, BIRTH DATE, RESIDENCE, LAST UPDATED, PHOTO, and ACTIONS. The first row, Jeffrey Matthews, is highlighted with a green border. Below the table, it says 'YOU'VE VIEWED 6 OF 6 RESIDENTS'.

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
Jeffrey	Matthews	Male	03/06/1923	Aged Care Home, Ward: 3, Room: 2, Bed: 4	08/02/2023 2:19 PM		
David (Dave)	Stone	Male	03/03/1922	Another Aged Care Home	05/05/2022 11:22 AM		
Jane	Williams	Female	02/07/1939	Aged Care Home	01/01/2021 6:28 PM		
Aida	McDermott	Female	05/07/1939	Aged Care Home, Ward: 1, Room: 3, Bed: 2	05/11/2020 11:12 AM		
John	Smith	Male	02/07/1937	Aged Care Home	02/12/2019 2:57 PM		
Genevieve	Jones	Female	02/05/1925	Aged Care Home, 11 Kent St, Sydney, NSW, 2000, Australia	06/06/2019 2:19 PM		

While looking at the Resident Profile, click on **ADD**:

← BACK TO RESIDENTS LIST



Jeffrey Matthews

Active

GENDER

Male

BIRTH DATE

03/06/1923

AGE

99 yrs old

FACILITY

Aged Care Home

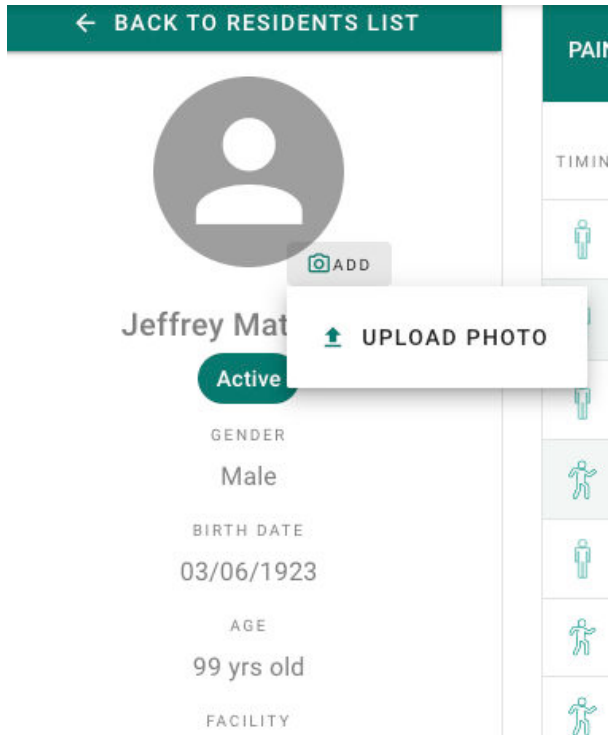
LOCATION AT FACILITY

Ward: 3, Room: 2, Bed: 4

ACTIONS



Click on **UPLOAD PHOTO** to manage the Resident's profile picture:



NOTE

The Resident's profile picture must be .png or .jpg format and not exceed 2MB.

Viewing a Resident



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

To manage Residents, click on the Resident button in the PainChek® Portal. You can see a list of currently **ACTIVE RESIDENTS**:

Start typing to search...

ACTIVE RESIDENTS | ARCHIVED RESIDENTS | SHARED RESIDENTS

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
Jeffrey	Matthews	Male	03/06/1923	Aged Care Home, Ward: 3, Room: 2, Bed: 4	08/02/2023 2:19 PM		▼
David (Dave)	Stone	Male	03/03/1922	Another Aged Care Home	05/05/2022 11:22 AM		▼
Jane	Williams	Female	02/07/1939	Aged Care Home	01/01/2021 6:28 PM		▼
Aida	McDermott	Female	03/07/1939	Aged Care Home, Ward: 1, Room: 3, Bed: 2	05/11/2020 11:12 AM		▼
John	Smith	Male	05/07/1937	Aged Care Home	02/12/2019 2:57 PM		▼
Genevieve	Jones	Female	02/05/1925	Aged Care Home, 11 Kent St, Sydney, NSW, 2000, Australia	01/06/2019 2:19 PM		▼

YOU'VE VIEWED 6 OF 6 RESIDENTS

You can click on the action button (the ▼ symbol in the **ACTIONS** column) on the right of the Resident to Edit or Archive.

LAST UPDATED	PHOTO	ACTIONS
02/02/2020 11:21 AM		▼
02/02/2020 10:21 AM		<ul style="list-style-type: none"> EDIT ARCHIVE
02/02/2020 11:10 AM		▼
12/12/2019 2:58 PM		▼
12/12/2019 2:57 PM		▼
12/12/2019 2:57 PM		▼
06/06/2019 2:46 PM		▼
06/06/2019 2:19 PM		▼

VIEWED 8 OF 8 RESIDENTS

You can filter records one of two ways:

1. You can type in a Resident first and/or surname to filter the list
2. You can expand the filter function to filter by site or filter in or out training records

Viewing Additional Resident Details

You can select a **Resident** to display more details about the Resident, including details such as the Assessments conducted on the selected Resident:

The screenshot shows the PainChek Portal interface. On the left, a resident profile for Steve Jones is displayed, including a profile picture, name, status (Active), gender (Male), birth date (05/05/1943), age (79 yrs old), and facility (JCM Aged Care). Below the profile are ACTION buttons for editing, archiving, sharing, and printing. On the right, a table titled 'PAIN ASSESSMENTS' shows three assessment records:

TIMING	MODE	ASSESSMENT DATE	PAIN SCORE	PAIN LEVEL	ASSESSED BY
	□H	11/11/2018 2:55 PM	PainChek 14	Moderate	Dawn Kerr
	□H	05/05/2018 12:52 PM	PainChek 18	Severe	Dawn Kerr
	□H	05/05/2018 12:21 PM	PainChek 0	No Pain	Dawn Kerr

Below the table, it indicates 'YOU'VE VIEWED 3 OF 3 ASSESSMENTS'.

On the left-hand side, the PainChek® Portal displays the selected Resident's personal details such as Date of Birth, Location and Gender as well as the **ACTIONS** buttons.

The **ACTIONS** buttons displayed will depend on your access level but include Editing, Archiving, Sharing and Printing of Resident data.

The right-hand side displays Assessments conducted on the Resident.

Archive and Restore Residents



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information



CAUTION

If your PainChek® Account is integrated with an External Integrated Clinical System, you will need to use the External Integrated Clinical System to create new Residents.

Once a Resident is no longer required in the system, you can archive them, so they are no longer active.

To do this, select **Residents** on the left-hand side and go to **ACTIVE RESIDENTS**:

Start typing to search...

ACTIVE RESIDENTS ARCHIVED RESIDENTS SHARED RESIDENTS Filter by site Filter training r...

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
Jeffrey	Matthews	Male	03/06/1923	Aged Care Home, Ward: 3, Room: 2, Bed: 4	08/02/2023 2:19 PM		▼
David (Dave)	Stone	Male	03/03/1922	Another Aged Care Home	05/05/2022 11:22 AM		▼
Jane	Williams	Female	02/07/1939	Aged Care Home	01/01/2021 6:28 PM		▼
Aida	McDermott	Female	03/07/1939	Aged Care Home, Ward: 1, Room: 3, Bed: 2	05/11/2020 11:12 AM		▼
John	Smith	Male	05/07/1937	Aged Care Home	02/12/2019 2:57 PM		▼
Genevieve	Jones	Female	02/05/1925	Aged Care Home, 11 Kent St, Sydney, NSW, 2000, Australia	01/06/2019 2:19 PM		▼

YOU'VE VIEWED 6 OF 6 RESIDENTS

Click on the action button (the ▼ symbol in the **ACTIONS** column) next to the relevant Resident and select **ARCHIVE**:

LAST UPDATED	PHOTO	ACTIONS
02/02/2020 11:21 AM		▼
02/02/2020 10:21 AM		<ul style="list-style-type: none"> EDIT ARCHIVE
02/02/2020 11:10 AM		▼
12/12/2019 2:58 PM		▼
12/12/2019 2:57 PM		▼
06/06/2019 2:19 PM		▼

VIEWED 8 OF 8 RESIDENTS

Select a reason for the Resident to be archived and press **YES, ARCHIVE IT**:



Are you sure you want to archive this resident?

Archive reason ▼

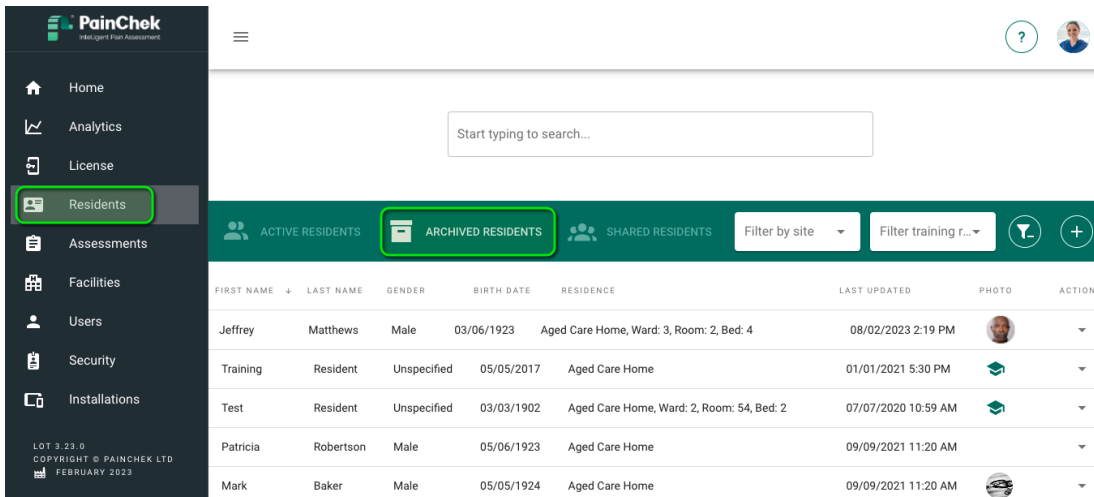
NO, TAKE ME BACK

YES, ARCHIVE IT

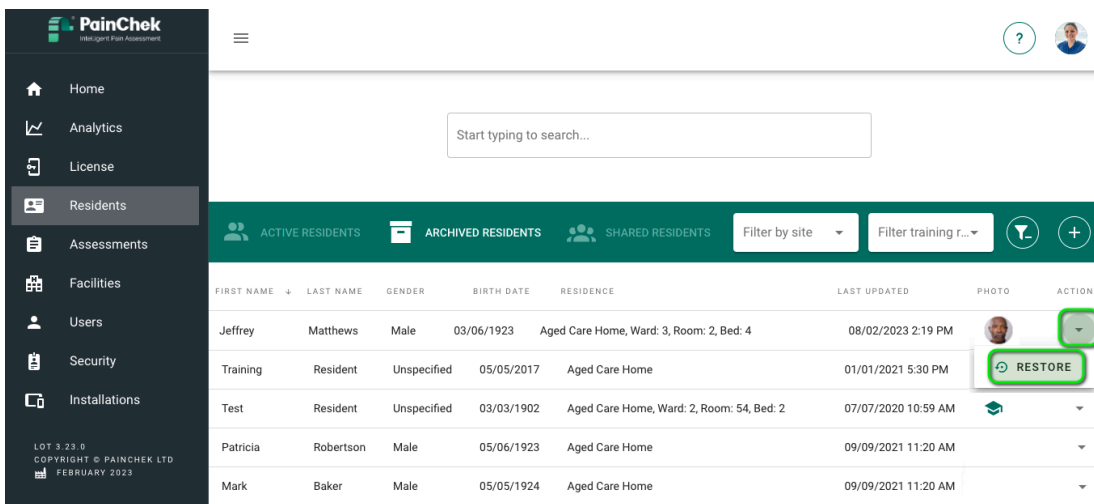
Restoring a Resident

If a Resident has been archived in error, you can restore the Resident profile to make the Resident active again.

Click on **Residents** and click on the **ARCHIVED RESIDENTS** tab:



Find the Resident you would like to restore and click on the action button (the ▼ symbol in the ACTIONS column) and **RESTORE**:



After you have restored a Resident, you will be able to find them in the **ACTIVE RESIDENTS** tab in the PainChek® Portal.

Managing a "Training" Resident



NOTE

Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

For training or demonstration purposes, you may wish to create a Training Resident.

You can do this by clicking on the **Resident is for training purposes** button when creating or editing a Resident. This marks the Resident as a training record.



← CREATING A NEW RESIDENT

Clicking marks the resident as a training record. Their assessments will **not** be included in reporting.

PERSONAL DETAILS

First name * Last name *

Nickname Gender * Birth date *

Invalid date

ADMISSION DETAILS

Resident resides at a facility within your organisation

Select a facility *

DISCARD CHANGES
SAVE
SAVE & CREATE ANOTHER

Once a Resident has been marked as a training record, that Resident and their Assessments will no longer be included in any of the standard PainChek Reports.

The Resident record and any associated Assessments will be synced to the PainChek database and be visible to other PainChek Users.

Training Residents can be easily identified by their profile picture, which will look like the one below:

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
Training	Resident	Unspecified	05/05/2017	Apd Care Home	05/03/2020 12:55 PM		⌵
Jane	Williams	Female	02/07/1929		02/02/2020 11:21 AM		⌵



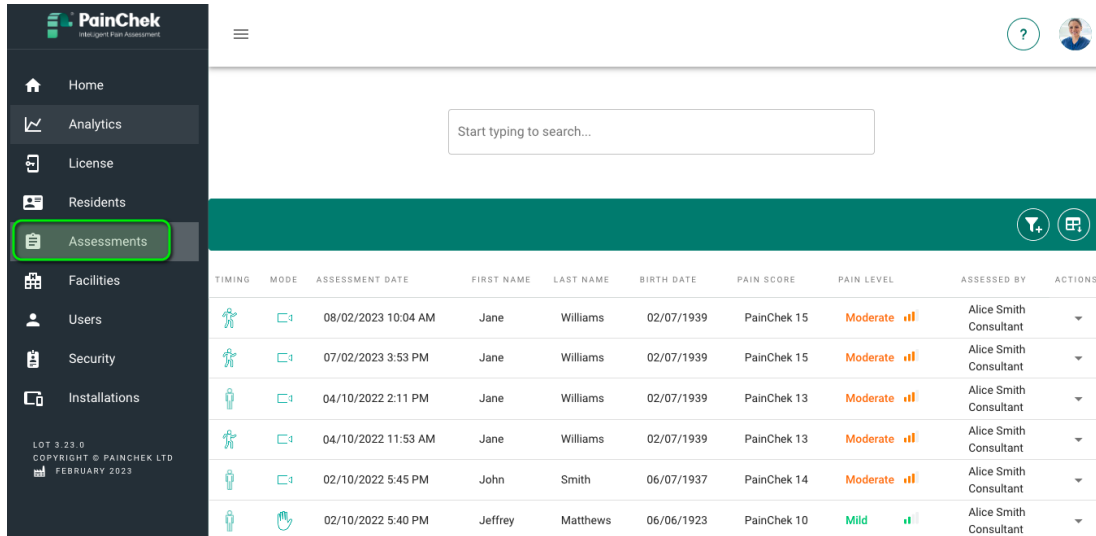
NOTE

- If a Resident has been marked as training record incorrectly, edit their profile and unmark the Resident as training record by clicking on the **Resident is for training purposes** button. This will allow you to set the profile picture again and all their Assessments will be reported on.
- If a Training Resident was not marked as a training record, edit their profile and click on the **Resident is for training purposes** button. All associated Assessments will then be excluded from future reporting.

Pain Assessments

Viewing Assessments

The PainChek® Portal allows you to view Assessments conducted by clicking on the Assessments button on the left-hand side:



The icons visible in the Assessment list are:

- At Rest Assessment
- Post Movement Assessment
- Manual PainChek Assessment
- Video PainChek Assessment


The page only loads up the last 25 Assessments, but you can scroll to the bottom of the screen and click on **Load More Assessments**:

YOU'VE VIEWED 25 OF 3362 ASSESSMENTS





















Filtering Assessments

You can expand the Filter in order to **Filter by Site, Pain Level**, and to show or exclude **Training Records**:


☰ ? 

Start typing to search...

Filter by site
Filter by pain level
Filter training records
+


TIMING	MODE	ASSESSMENT DATE	FIRST NAME	LAST NAME	BIRTH DATE	PAIN SCORE	PAIN LEVEL	ASSESSED BY	ACTIONS
		08/02/2023 10:04 AM	Jane	Williams	02/07/1939	PainChek 15	Moderate 	Alice Smith Consultant	▼
		07/02/2023 3:53 PM	Jane	Williams	02/07/1939	PainChek 15	Moderate 	Alice Smith Consultant	▼
		04/10/2022 2:11 PM	Jane	Williams	02/07/1939	PainChek 13	Moderate 	Alice Smith Consultant	▼
		04/10/2022 11:53 AM	Jane	Williams	02/07/1939	PainChek 13	Moderate 	Alice Smith Consultant	▼
		02/10/2022 5:45 PM	John	Smith	06/07/1937	PainChek 14	Moderate 	Alice Smith Consultant	▼
		02/10/2022 5:40 PM	Jeffrey	Matthews	06/06/1923	PainChek 10	Mild 	Alice Smith Consultant	▼

Or you can search for a Resident by using the **Search Bar** at the top of the screen:

☰ ? 

Start typing to search...

+

TIMING	MODE	ASSESSMENT DATE	FIRST NAME	LAST NAME	BIRTH DATE	PAIN SCORE	PAIN LEVEL	ASSESSED BY	ACTIONS
		08/02/2023 10:04 AM	Jane	Williams	02/07/1939	PainChek 15	Moderate 	Alice Smith Consultant	▼
		07/02/2023 3:53 PM	Jane	Williams	02/07/1939	PainChek 15	Moderate 	Alice Smith Consultant	▼
		04/10/2022 2:11 PM	Jane	Williams	02/07/1939	PainChek 13	Moderate 	Alice Smith Consultant	▼
		04/10/2022 11:53 AM	Jane	Williams	02/07/1939	PainChek 13	Moderate 	Alice Smith Consultant	▼
		02/10/2022 5:45 PM	John	Smith	06/07/1937	PainChek 14	Moderate 	Alice Smith Consultant	▼
		02/10/2022 5:40 PM	Jeffrey	Matthews	06/06/1923	PainChek 10	Mild 	Alice Smith Consultant	▼

Assessments Conducted by a User

If you would like to see Assessments conducted by a single user, go to **Users** > click on the **User's Profile** and go to the **ASSESSMENTS** tab:

The screenshot shows the PainChek portal interface. On the left, a dark sidebar contains a menu with items: Home, Analytics, License, Residents, Assessments, Facilities, **Users** (highlighted with a green box), Security, and Installations. The main content area has a top navigation bar with tabs: ASSESSMENTS (highlighted with a green box), COMMENTS, FACILITY MANAGEMENT, and PERMISSIONS. Below the navigation, there is a user profile for Alice Smith, including her photo, name, 'Active' status, email (alice.smith@painchek.com), role (license_admin), and job title. To the right of the profile is a table of assessment records.

TIMING	MODE	ASSESSMENT DATE	RESIDENT NAME	PAIN SCORE	PAIN LEVEL
		08/02/2023 10:04 AM	Jane Williams	PainChek 15	Moderate
		07/02/2023 3:53 PM	Jane Williams	PainChek 15	Moderate
		12/10/2022 2:11 PM	Jane Williams	PainChek 13	Moderate
		12/10/2022 11:53 AM	Jane Williams	PainChek 13	Moderate
		12/10/2022 5:45 PM	John Smith	PainChek 14	Moderate
		04/10/2022 5:40 PM	Jeffrey Matthews	PainChek 10	Mild

Printing an Assessment

Sometimes an Assessment may need to be printed out in order to provide the information externally or to take into a meeting.

In order to view a Printer-Friendly version of an Assessment, click on **Assessments** from the left hand menu:



The screenshot shows the PainChek portal interface with the 'Assessments' menu item highlighted in the left sidebar. The main content area features a search bar with the placeholder text 'Start typing to search...'. Below the search bar is a table of assessment records. In the top right corner of the table area, there is a printer icon and a plus sign icon.


TIMING	MODE	ASSESSMENT DATE	FIRST NAME	LAST NAME	BIRTH DATE	PAIN SCORE	PAIN LEVEL	ASSESSED BY	ACTIONS
		08/02/2023 10:04 AM	Jane	Williams	02/07/1939	PainChek 15	Moderate	Alice Smith Consultant	
		07/02/2023 3:53 PM	Jane	Williams	02/07/1939	PainChek 15	Moderate	Alice Smith Consultant	
		04/10/2022 2:11 PM	Jane	Williams	02/07/1939	PainChek 13	Moderate	Alice Smith Consultant	
		04/10/2022 11:53 AM	Jane	Williams	02/07/1939	PainChek 13	Moderate	Alice Smith Consultant	
		02/10/2022 5:45 PM	John	Smith	06/07/1937	PainChek 14	Moderate	Alice Smith Consultant	
		02/10/2022 5:40 PM	Jeffrey	Matthews	06/06/1923	PainChek 10	Mild	Alice Smith Consultant	

Click on the Assessment you would like to view a printable version of and click on the **Printer Icon** on the top right-hand side:


PainChek Portal Guide

← BACK TO ASSESSMENT LIST Print friendly view


PAIN LEVEL	OVERALL PAIN SCORE	ASSESSMENT TIMING	RESIDENT NAME	ASSESSED BY	ASSESSED ON	USER SOURCE
 Severe	17	 Post movement	Patricia Robertson	John Smith	02/08/2019 1:06 PM	Internal


FACE SCORE
0


COMMENTS
No comments recorded


VOICE SCORE
7


COMMENTS
No comments recorded


MOVEMENT SCORE
5


COMMENTS
No comments recorded


BEHAVIOUR SCORE
5

COMMENTS
No comments recorded


ACTIVITY SCORE
0

COMMENTS
No comments recorded


BODY SCORE
0

COMMENTS
No comments recorded

The Assessment is now viewable in a Printer-Friendly page:

70

← BACK TO ASSESSMENT LIST

Resident Details

Resident ID	d201abb8-5888-4a31-b87d- ffe09d66890
Patient First Name	Patricia
Patient Last Name	Robertson
Date of Birth	05/06/1923
Gender	Male

Assessment

Date	02/08/2019 1:06 PM
Pain Score	17
Pain Level	severe
Timing	movement
Assessed by	John Smith

Device

Manufacturer	apple
Model	iphone11,2
OS type	ios
OS version	12.4
App version	2.12.1(199)

Face

Mode	video
Initial Mode	video
Camera	front
Capture Seconds	3
Frames	15
Frame Errors	0
Comment	
Score	0
Brow Lowering	Not Present
Cheek Raising	Not Present
Tightening Eyelids	Not Present
Wrinkling Nose	Not Present
Raising Upper Lip	Not Present
Pulling Corner Lip	Not Present
Mouth Stretch	Not Present
Parting Lips	Not Present
Closing Eyes	Not Present

Voice

Exporting Assessments to CSV



NOTE

If the Export function is unavailable to you, please consult a PainChek® License Administrator within your organization or reach out to your PainChek Account Manager. If you're unsure who your License Administrator or PainChek Account Manager is, please contact PainChek Support for assistance.

The PainChek® Portal facilitates the export of Assessment data to a CSV format, compatible with most spreadsheet software.

To download Assessment data, log in to the Portal and navigate to the Assessments section by clicking on the Assessments button located on the left-hand side:

TIMING	MODE	ASSESSMENT DATE	FIRST NAME	LAST NAME	BIRTH DATE	PAIN SCORE	PAIN LEVEL	ASSESSED BY	ACTIONS
		08/02/2023 10:04 AM	Jane	Williams	02/07/1939	PainChek 15	Moderate	Alice Smith Consultant	
		07/02/2023 3:53 PM	Jane	Williams	02/07/1939	PainChek 15	Moderate	Alice Smith Consultant	
		04/10/2022 2:11 PM	Jane	Williams	02/07/1939	PainChek 13	Moderate	Alice Smith Consultant	
		04/10/2022 11:53 AM	Jane	Williams	02/07/1939	PainChek 13	Moderate	Alice Smith Consultant	
		02/10/2022 5:45 PM	John	Smith	06/07/1937	PainChek 14	Moderate	Alice Smith Consultant	
		02/10/2022 5:40 PM	Jeffrey	Matthews	06/06/1923	PainChek 10	Mild	Alice Smith Consultant	

Next, click on the Export button situated on the top right-hand side of the Assessments page:



A prompt will then appear, confirming your intent to download the export. This prompt will indicate the number of Assessments being downloaded and the status of any applied filters on that page:

EXPORT ASSESSMENTS TO CSV

Would you like to download a .csv export of 58 assessments, with the following selected filters:

- Conducted across all sites
- Including all pain levels
- Conducted using both the PainChek and NRS tools

NO, TAKE ME BACK DOWNLOAD



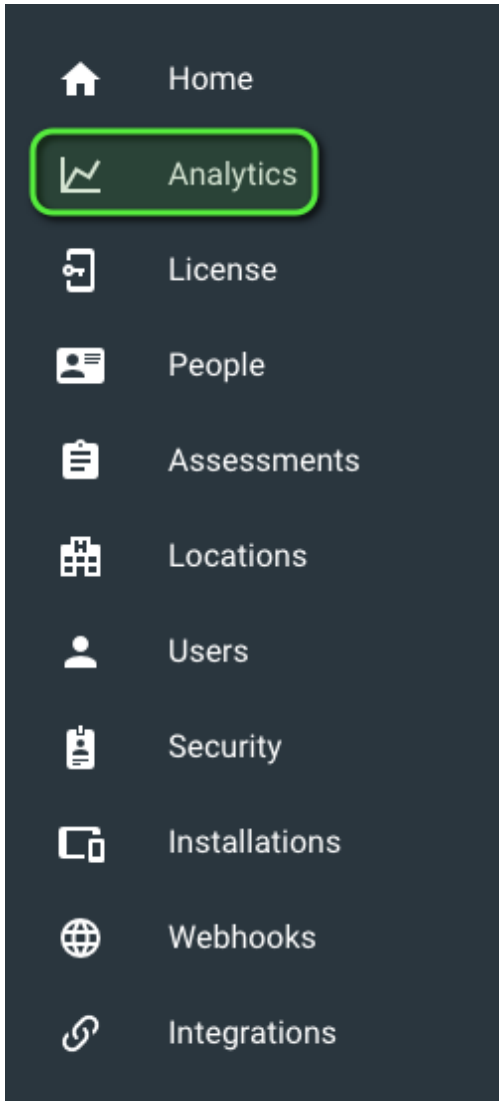
NOTE

Filters applied to the Assessment page will be considered during the export of Assessments.

Reporting and Analytics

Analytics

To access the PainChek Analytics page, click on the **Analytics** link:



The features found in **PainChek® Analytics** include:

Assessment Actions

- Outstanding Follow Up: Allows the identification of residents who have had pain (mild or greater) identified 24 hours or more ago for who may require follow-up assessment because: a) no follow-up assessment has been completed, or b) their follow-up assessment indicated that their pain had not resolved.

Utility Trends

- Provides data on how the PainChek® solution is being used across your facility or organisation.
- Understand assessment rates overall and per facility, as well as frequency of follow-up Assessment and relative use of the PainChek® and Numerical Rating Scale (NRS) Assessments.

Pain Trends

- Provides data on Assessment rates overall and per facility, as well as frequency of follow-up Assessment and relative use of the PainChek® and NRS Assessments tools.
- See Pain Trends, both observed (using PainChek®) and self-reported (using NRS), in real-time which provides insights into how effectively pain is being managed across the population of those to whom you provide care.

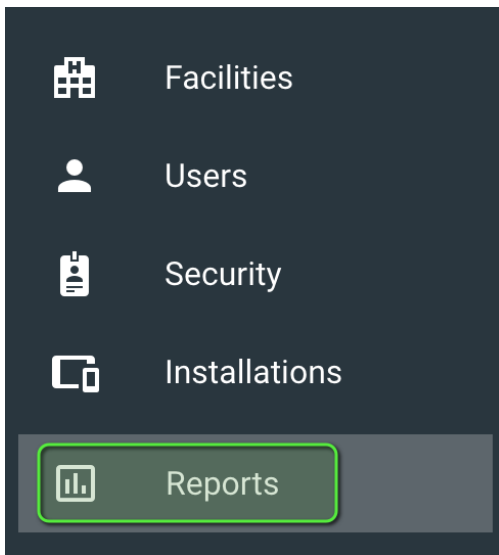
Person Trends

- Provides in-depth information on the pain history of individual Residents with targeted, real-time dashboards.

Reporting

Accessing the Report Page

To access the PainChek Reporting page, click on the Reports link on the sidebar:



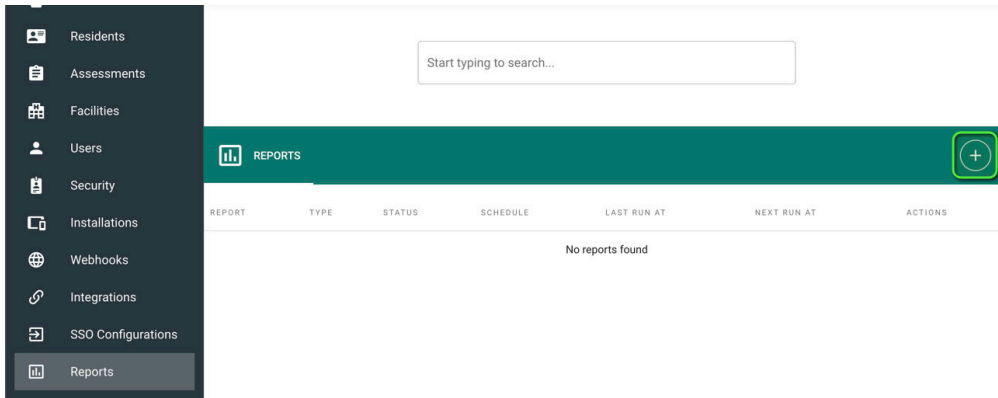
Creating a Report



NOTE

Your reports may have already been set-up for you by your PainChek Account Manager.

Access the Reports page and click on the + on the top right hand side:



Select Management Report as the Type of Report (1)

The system will automatically name the Report but you can edit it (2).

'You can use the toggle to select whether you would like a report to be generated for each of your facilities, or for a single report to be run for your entire organisation (3).



NOTE

By selecting 'Generate report per facility', a separate report will be generated for each facility in your organisation. Each recipient can be set-up to receive all site reports, or only specific sites relevant to them.

Tap on Save (4)

The screenshot shows a form titled "CREATING A NEW REPORT" with a back arrow icon. It is divided into two sections: "REPORT DETAILS" and "SCHEDULE DETAILS".

REPORT DETAILS

- 1. "Type of Report *" dropdown menu, currently set to "Management Report".
- 2. "Report custom name *" text input field containing "Age Care Home - Management Report".

SCHEDULE DETAILS

- Day of month: 1
- Time: 10:00
- Frequency: m

Below the schedule details is a toggle switch for "Generate a report per facility", which is currently turned off (callout 3).

At the bottom of the form are three buttons: "DISCARD CHANGES", "SAVE" (callout 4), and "SAVE & CREATE ANOTHER".

Adding and Removing Recipients from a Report

Access the Reports page, click on the ACTIONS button for the Report you would like to manage and click on MANAGE DISTRIBUTION:

The screenshot shows a table with two columns: "NEXT RUN AT" and "ACTIONS".

N	NEXT RUN AT	ACTIONS
	2023-07-01T00:00:00.000000Z	<ul style="list-style-type: none">EDITDEACTIVATEMANAGE DISTRIBUTION

Click on the + icon on the top right hand side:

← BACK TO REPORT LIST

Aged Care Home - Management Report

active

SCHEDULE



The 1st of the month every month at 10:00 (Australia/Sydney)


LAST RUN AT

NEXT RUN AT
2023-07-01T00:00:00.000000Z

PER SITE GENERATIONS
false

ACTIONS

HISTORY PARAMETERS DISTRIBUTION MANAGEMENT 

EMAIL	FIRST NAME	LAST NAME	ACTIONS
No contacts found for this report			

Fill in all the mandatory fields (Email, First Name and Last Name) and click on SAVE:

HISTORY PARAMETERS DISTRIBUTION MANAGEMENT

← BACK TO DISTRIBUTION LIST

CONTACT DETAILS

Email *
alice.smith@painchek.com

First name *
Alice

Last name *
Smith

DISCARD CHANGES **SAVE**



NOTE

If you have selected to run the Report per facility, you will also need to select which facilities the recipient should receive.

Or you can toggle "Include all facilities" which adds all facilities to the Report sent to the recipient.

The recipient has been added to receive this Report when it is run:

HISTORY PARAMETERS DISTRIBUTION MANAGEMENT +			
EMAIL	FIRST NAME	LAST NAME	ACTIONS
alice.smith@painchek.com	Alice	Smith	▼
YOU'VE VIEWED 1 OF 1 CONTACTS			

To remove a recipient, click on the ACTIONS button and click on REMOVE:

← BACK TO REPORT LIST

Aged Care Home - Management Report

active

SCHEDULE

The 1st of the month every month at 10:00 (Australia/Sydney)

LAST RUN AT

NEXT RUN AT

HISTORY
PARAMETERS
DISTRIBUTION MANAGEMENT
+

EMAIL	FIRST NAME	LAST NAME	ACTIONS
alice.smith@painchek.com	Alice	Smith	<div style="border: 1px solid #ccc; border-radius: 5px; padding: 2px; display: inline-block;"> - REMOVE </div>

YOU'VE VIEWED 1 OF 1 CONTACTS

NOTE

Once a report has been created only the custom name and distribution list can be updated. You can create a new Report to make changes.

Viewing a Report's History

Access the Reporting page and click on anywhere highlighted on the screenshot below:

REPORTS
+

REPORT	TYPE	STATUS	SCHEDULE	LAST RUN AT	NEXT RUN AT	ACTIONS
PainChek Ltd Testing - Management Report	Combined Facilities Report	Active	The 1st of the month every month at 10:00 (Australia/Sydney)	03/03/2023 4:40 pm		▼

Go to the History tab and it will display a record for every time the Report has run:

HISTORY
PARAMETERS
DISTRIBUTION MANAGEMENT

DESCRIPTION	RUN AT	STATUS	ACTIONS
2023 May - Aged Care Home - Management Report	01/06/2023 10:02 am	success	▼
2023 Apr - Aged Care Home - Management Report	01/05/2023 10:00 am	success	▼

YOU'VE VIEWED 2 OF 2 HISTORY

Downloading a Report From the Portal

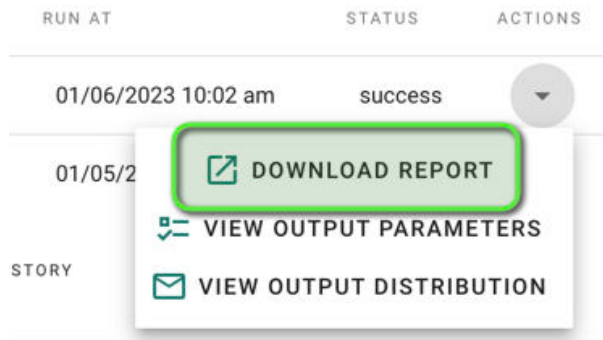
If you don't want to add any report recipients you can manually download a Reports from the PainChek Portal.

Access the Reporting page and click on anywhere highlighted on the screenshot below:

REPORTS
+

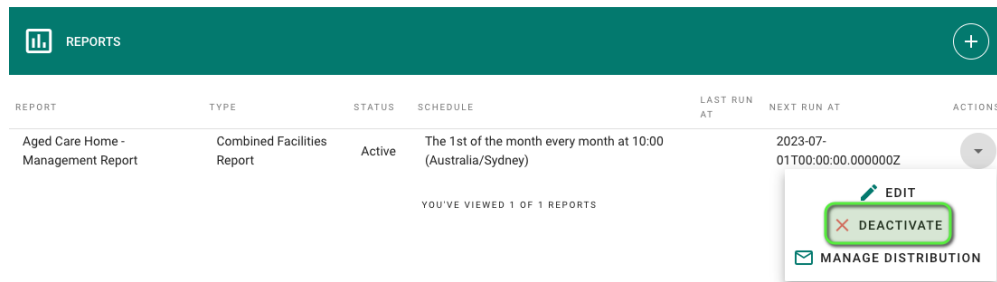
REPORT	TYPE	STATUS	SCHEDULE	LAST RUN AT	NEXT RUN AT	ACTIONS
PainChek Ltd Testing - Management Report	Combined Facilities Report	Active	The 1st of the month every month at 10:00 (Australia/Sydney)	03/03/2023 4:40 pm		▼

Select the ACTIONS button for the run month that you would like to download the Report for and click on DOWNLOAD REPORT:

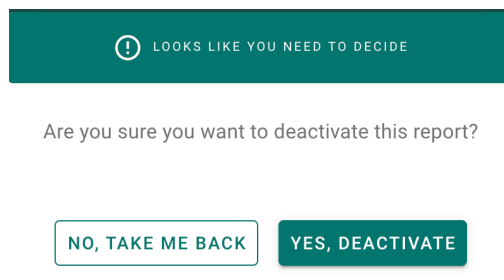


Deactivating a Report

Access the Reports page and click on the ACTIONS button for the Report you would like to deactivate and click on Deactivate:



A prompt will be displayed to confirm that you would like to deactivate this Report. Click on Yes:



Troubleshooting Guide

Data Entered in the App is Not Updated in the Portal

The PainChek® App requires an active internet connection to send data to, and receive data from, the PainChek® Portal.

If data was entered into the PainChek® App while the device (phone or tablet on which the PainChek® App is installed) was not connected to the internet, then it will be pending on that device until it connects to the internet.

When you sign back into the PainChek® App on the same physical device where the data was entered, and the device does have access to the internet, the PainChek® App will sync with the PainChek® Database, and your data will appear in the PainChek® Portal.

I Can't Remember My Password

Please use the "Forgot Password?" feature of the PainChek® App or PainChek® Portal.

See the [Forgot Your password? \[19\]](#) section of the User Guide for instructions on resetting your password using the PainChek® Portal.

Clicking on the Activation Email Brings up a Blank Page

This happens when your default web browser is Internet Explorer. PainChek® doesn't support Internet Explorer and a more modern web browser should be used such as Google Chrome, Mozilla Firefox, Safari or Microsoft Edge.

Document History

Document Version 12 - Released May 17, 2024

Document Version: 11 - Released Apr 9, 2024

Document Version: 10 - Released Jun 28, 2023

Document Version: 9.0 - Released Mar 10, 2023

Document Version: 8.0 - Released Feb 5, 2023