PainChek Portal Guide

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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.

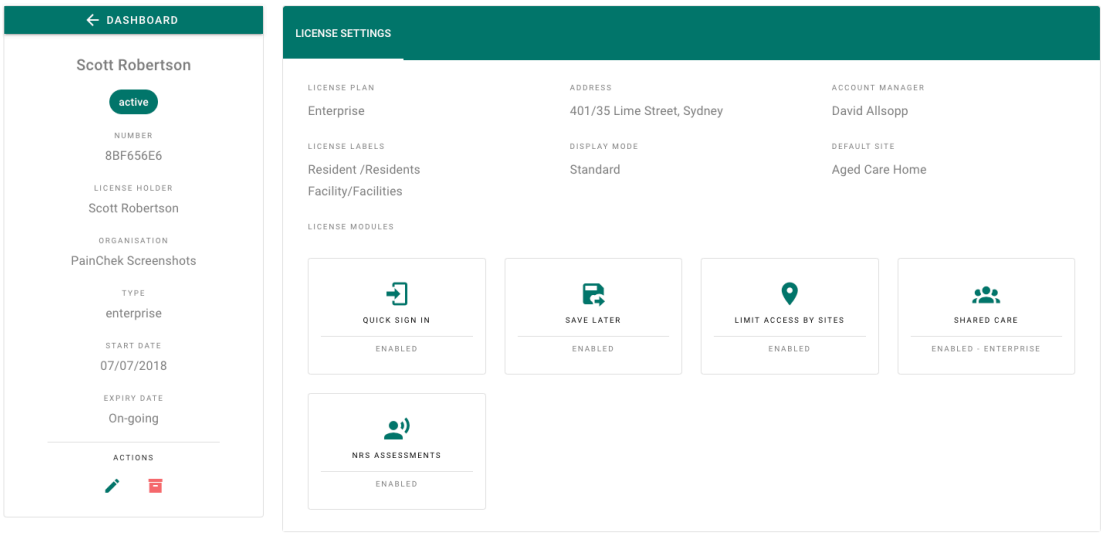
Account Registration

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.



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	SN	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.

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.

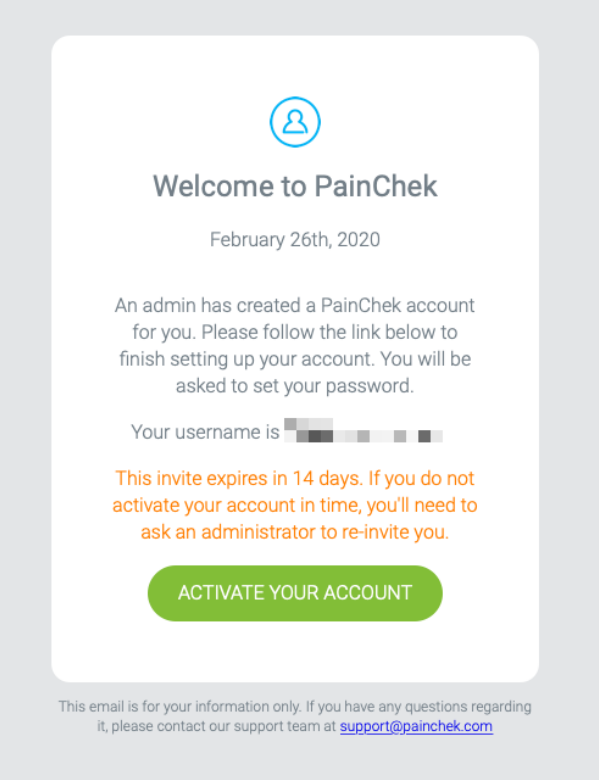
Accessing the PainChek® Portal

Signing In to PainChek®

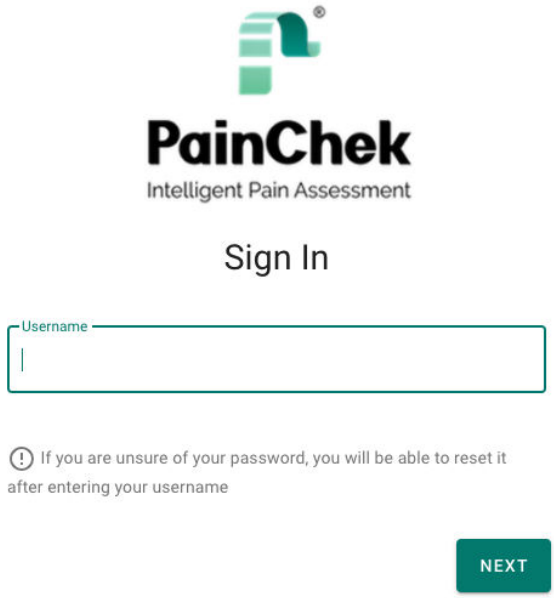
How to Sign In Using a PainChek® Activation Email

NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information.

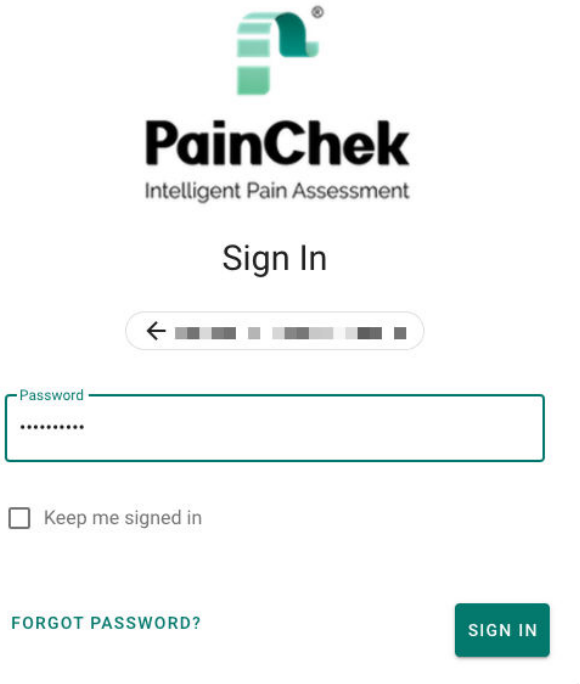
Once your PainChek® User Account has been created you will receive an activation email. Click on **ACTIVATE YOUR ACCOUNT** to be taken to the activation page where you can set up your password.



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



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

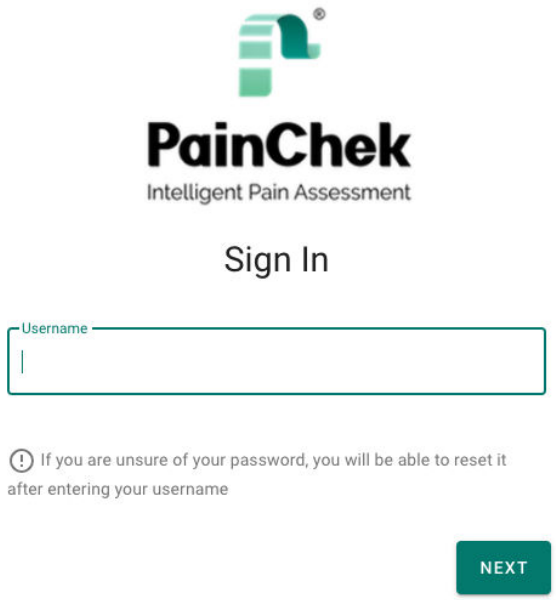
NOTE
For security reasons, your PainChek® User Account will be locked after three successive incorrect entries of your username and password (this may not apply to Single Sign On). If your User Account has been locked it will be automatically unlocked after 20 minutes.

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

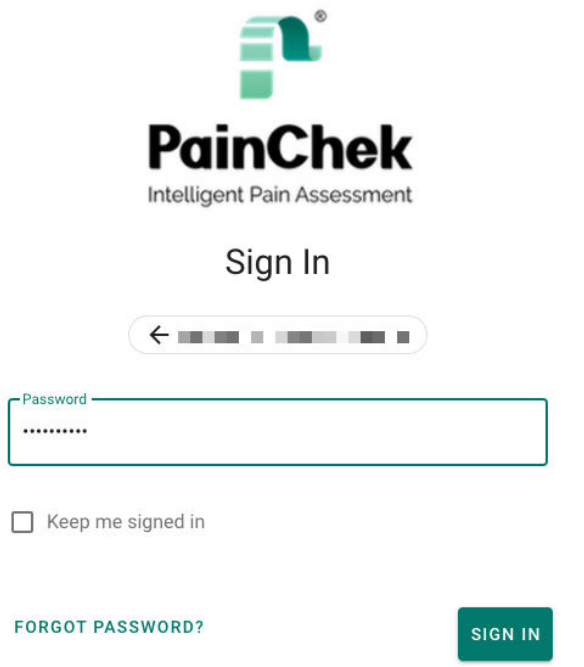
How to Sign In Using a Username and Company ID

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".



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



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.

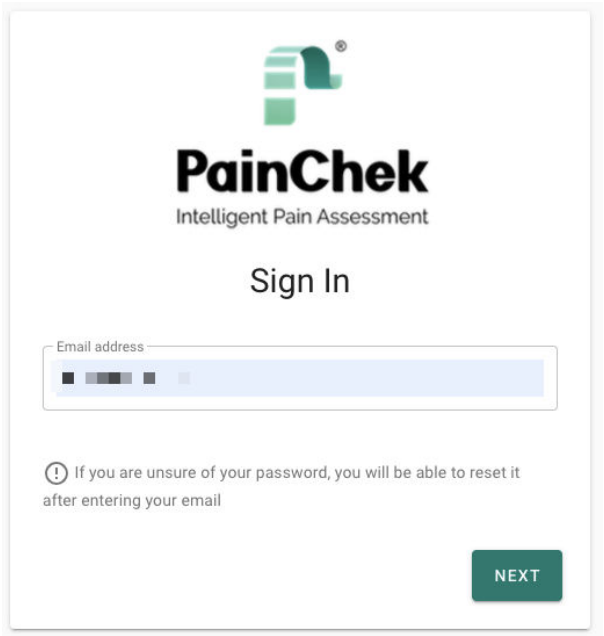
NOTE

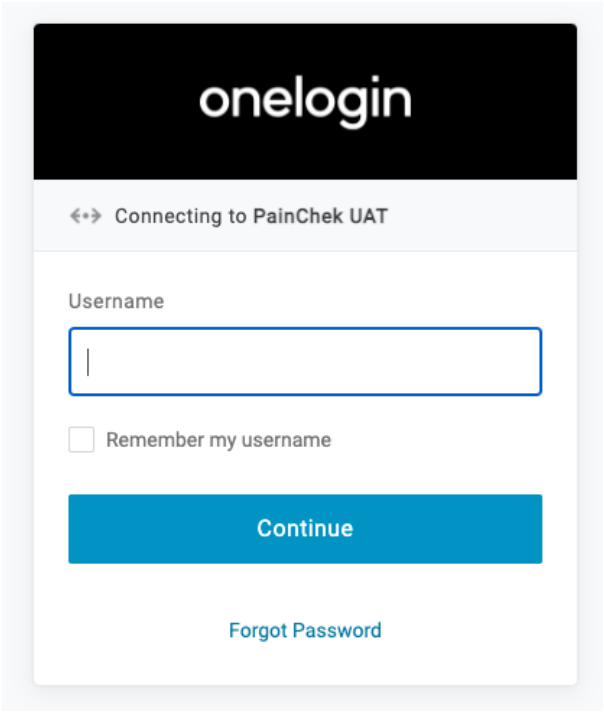
For security reasons, your PainChek® User Account will be locked after three successive incorrect entries of your username and password (this may not apply to Single Sign On). If your User Account has been locked it will be automatically unlocked after 20 minutes.

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:

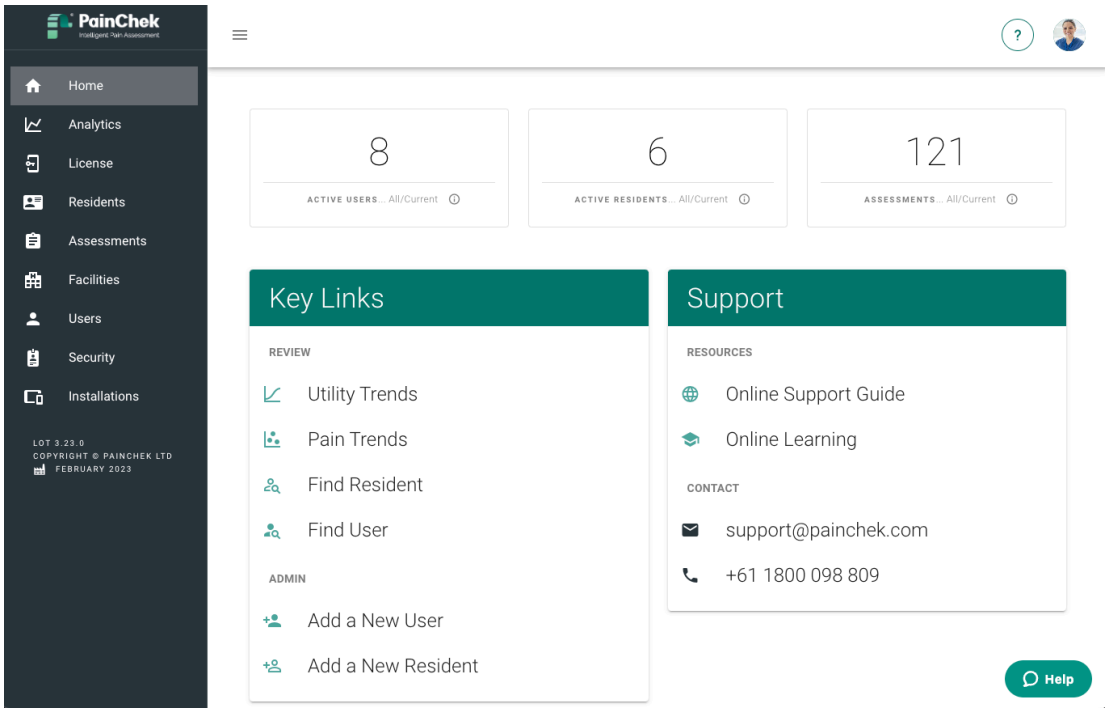




Sign in using your SSO username and password to access the PainChek® Portal.

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.

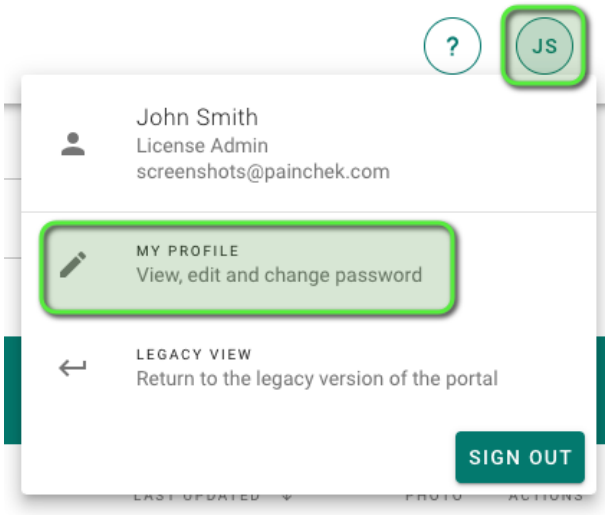
Managing Your User Profile

NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

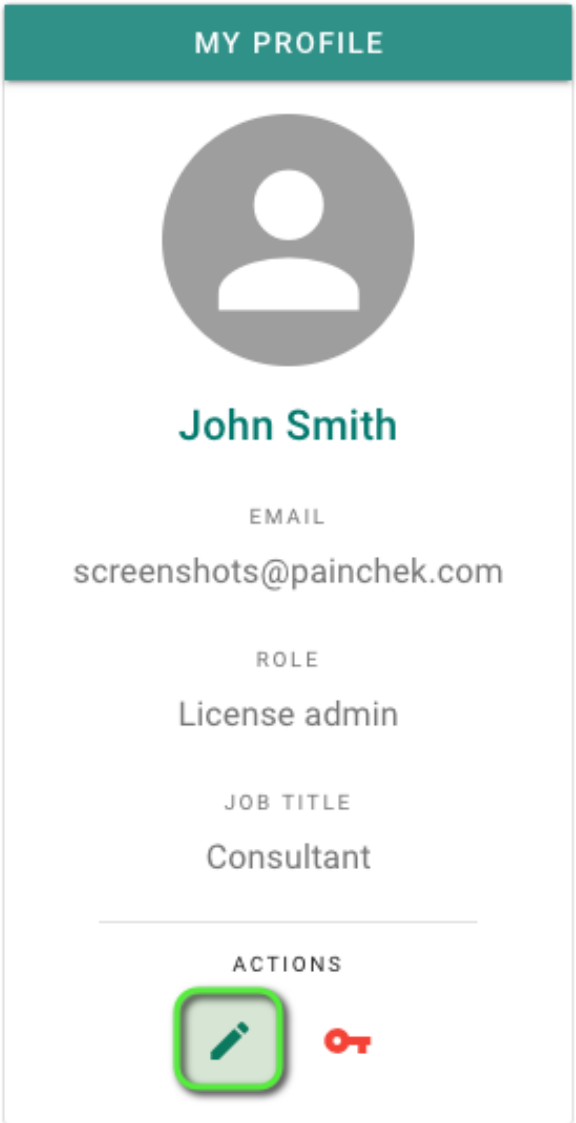
NOTE
Your User Profile contains the details of your User Account, and is relevant to both the PainChek® App and the PainChek® Portal.

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**:

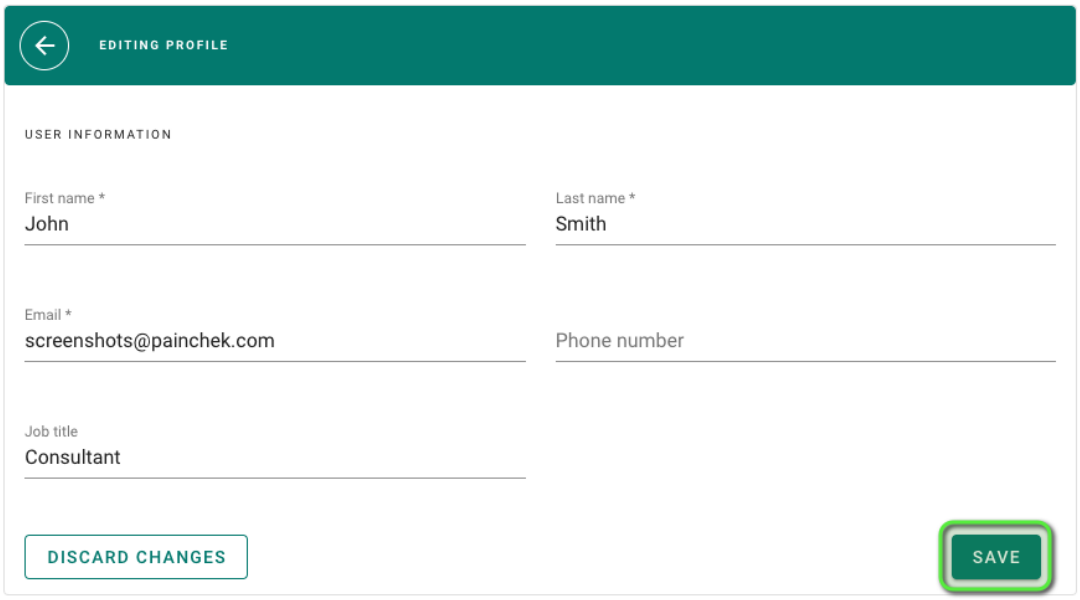


Then **Edit Profile** icon in the **Actions Menu**:



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.

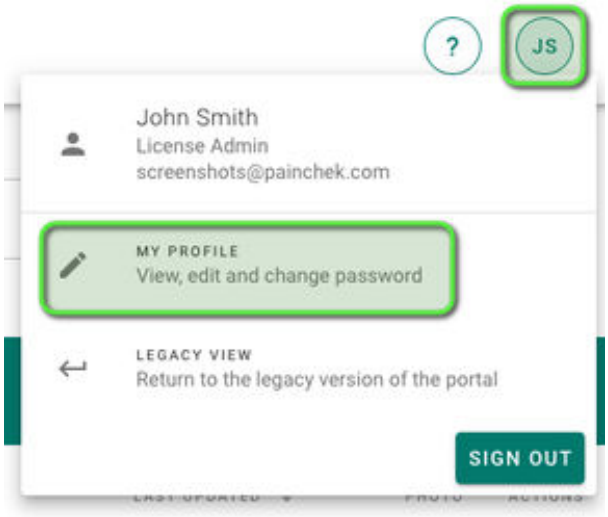


Click on **SAVE** to update the information.

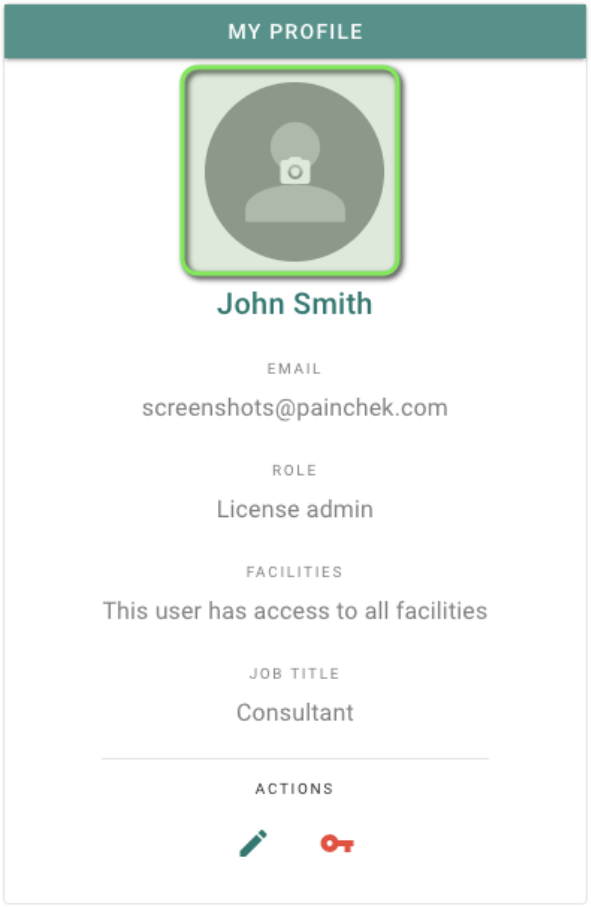
Adding/Updating Your Profile Picture

> **NOTE**
> Your profile picture must be .png or .jpg format and not exceed 2MB.

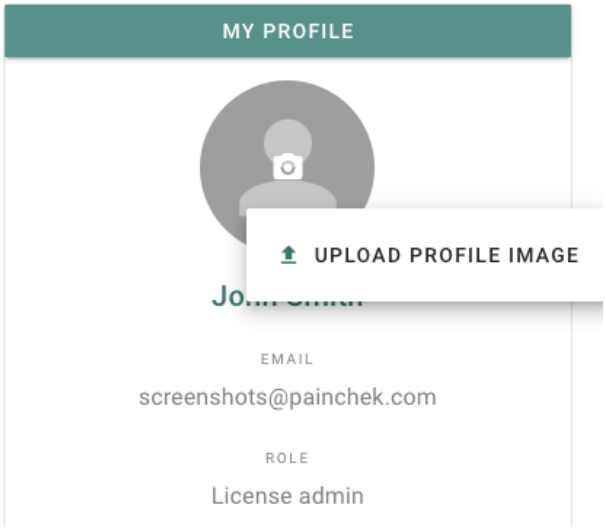
To add or update a profile picture go to **MY PROFILE**:



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



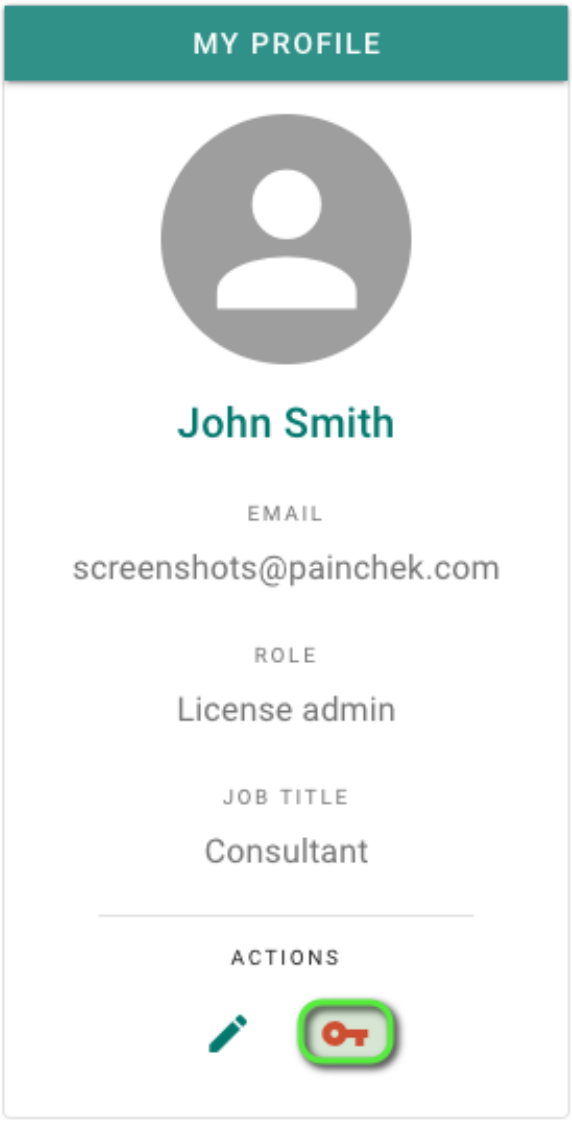
The option to **UPLOAD PROFILE IMAGE** or **UPDATE PROFILE IMAGE** if you have an existing profile picture set will be displayed:



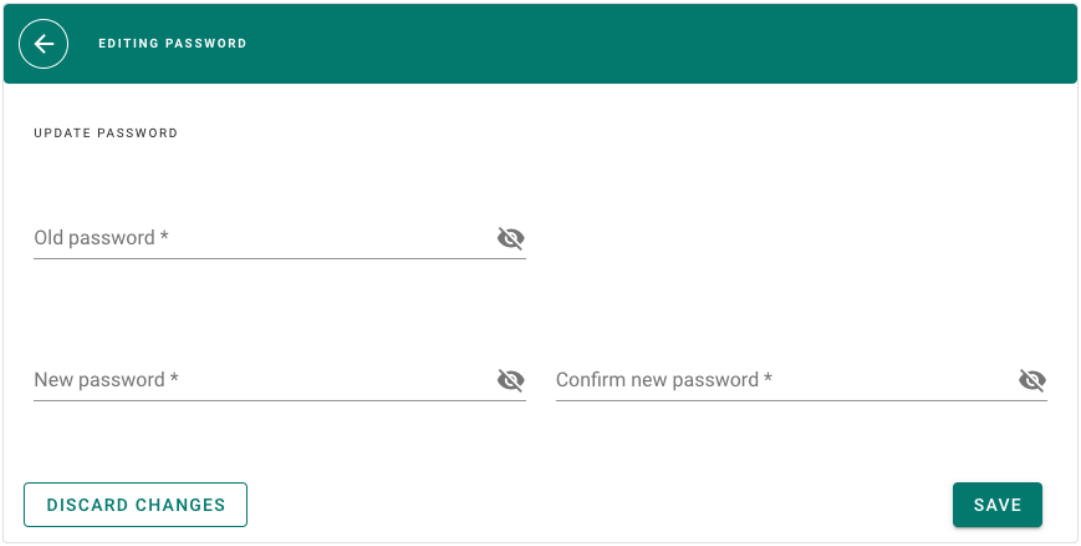
Changing Your Password

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**:



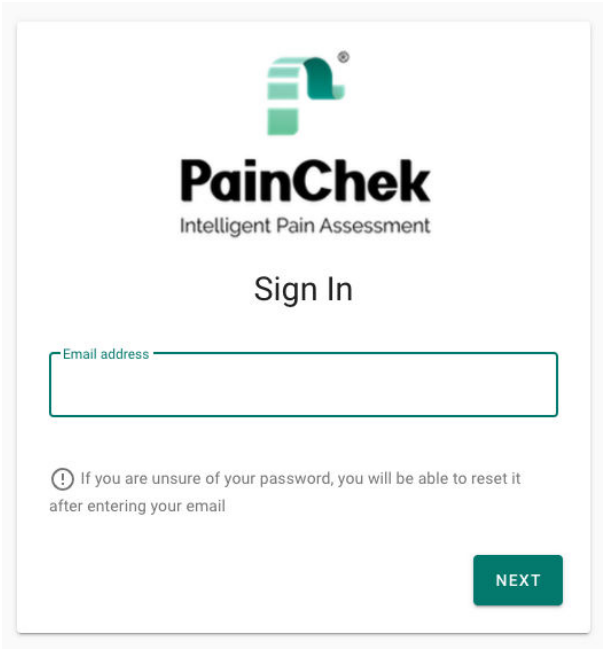
Enter your old password and your new password twice and select **SAVE**:



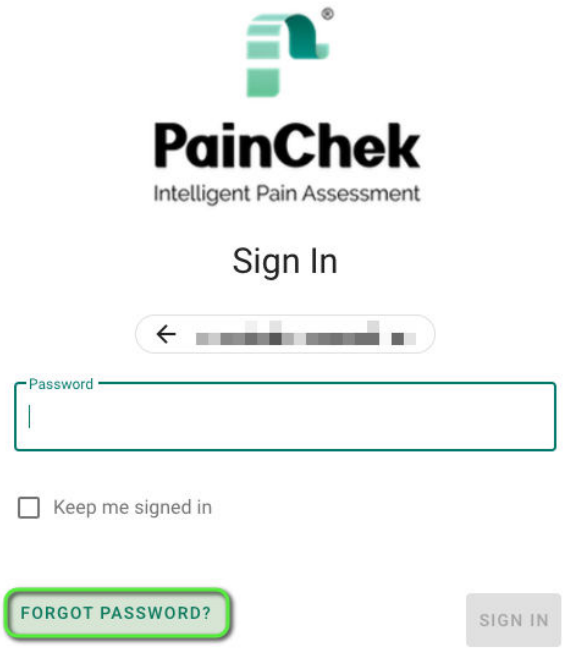
Forgot Your password?

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.

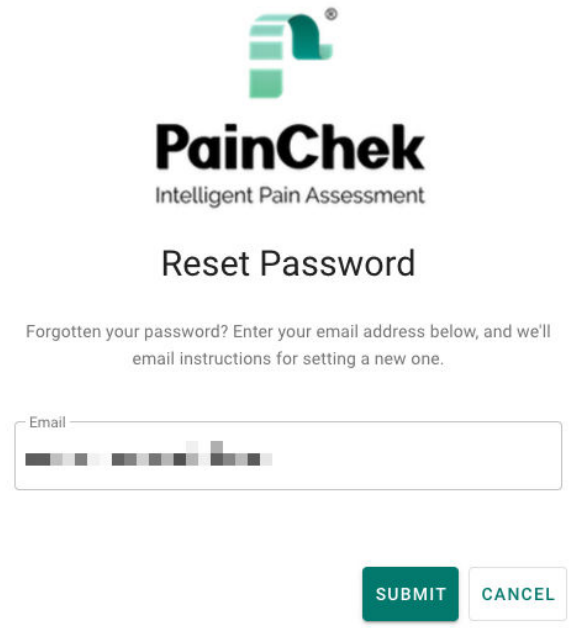
If you have forgotten your password, enter your email address on the sign in screen and press **NEXT**:



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



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

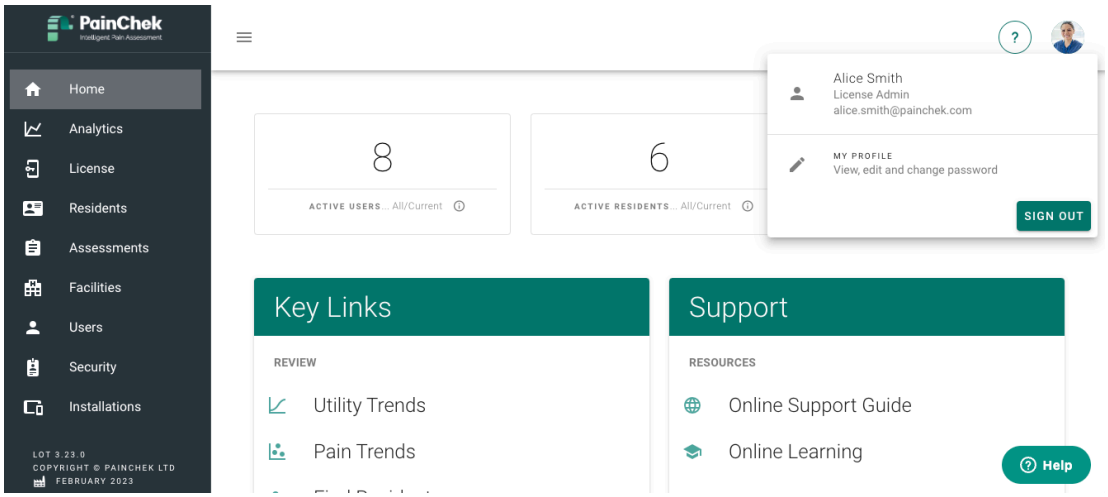


You will receive a password reset email. Click on the link to set a new password.

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

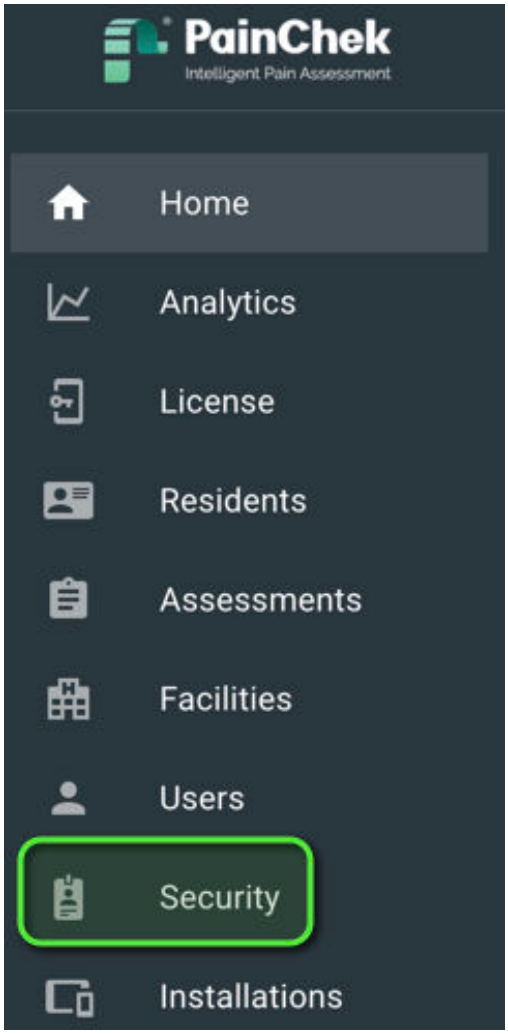
Accessing the Security Page

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

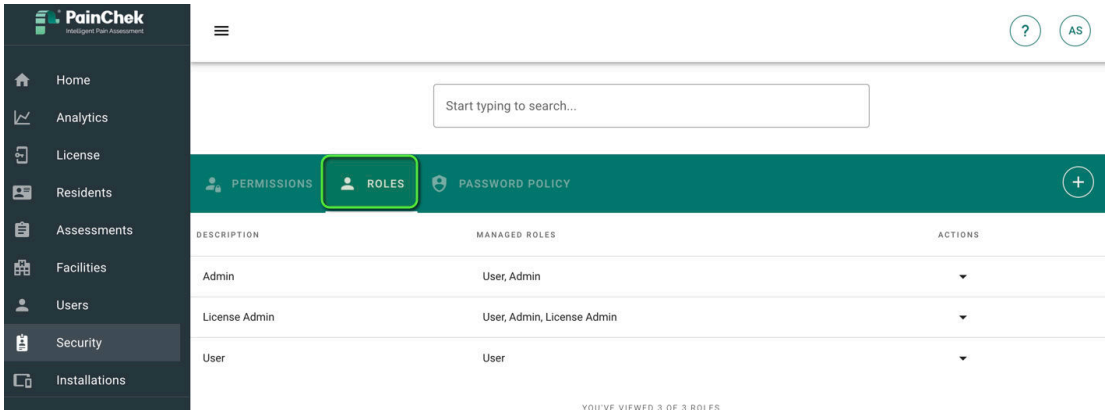
License Administrators have the authority to modify role restrictions, and it's also possible to create custom roles.

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.

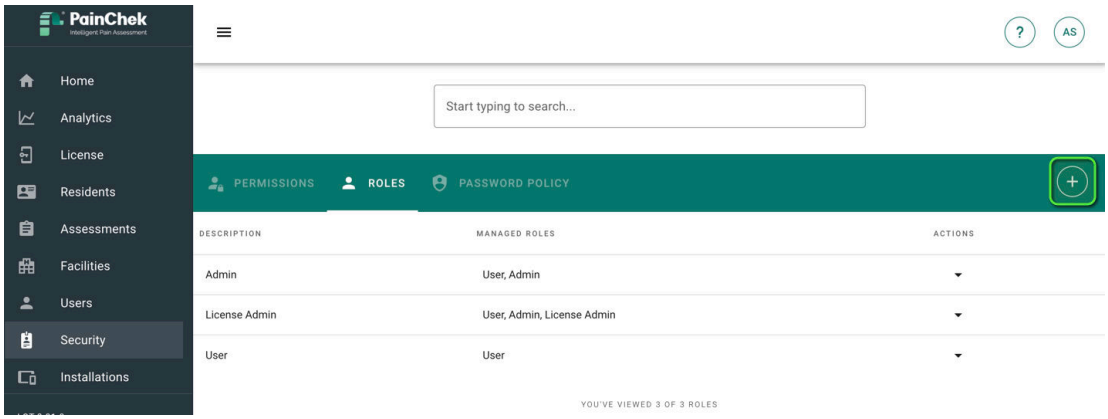
Creating Custom Roles

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

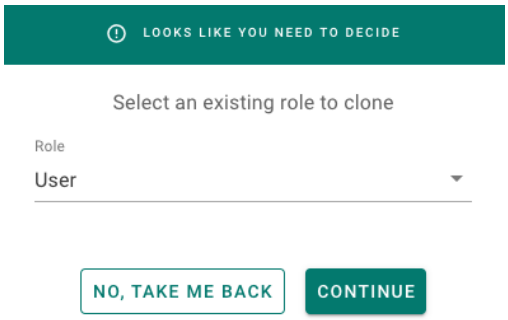
After Accessing the Security Page [22], click on Roles:



Click on the + icon to create a new Role:

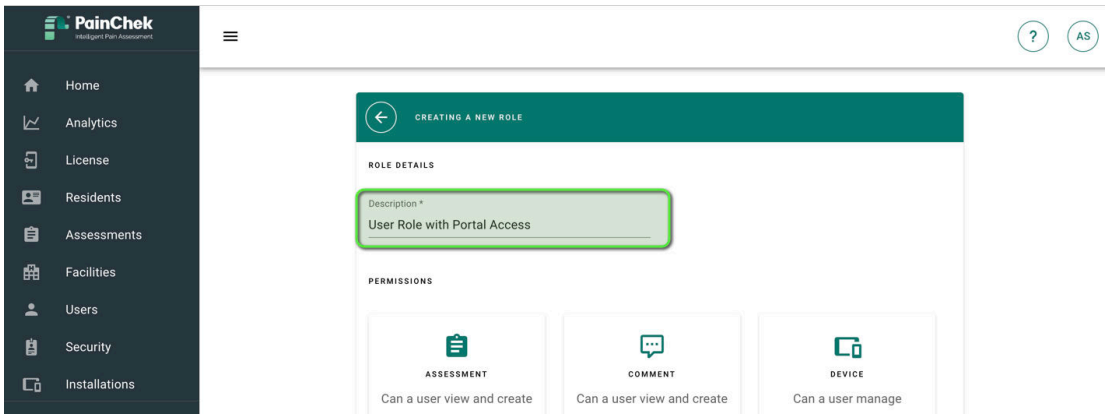


A prompt will be displayed asking you to select a Role to clone. Please select the role that closely matches the specifications of the new role you wish to create (in this example, we'll select User):



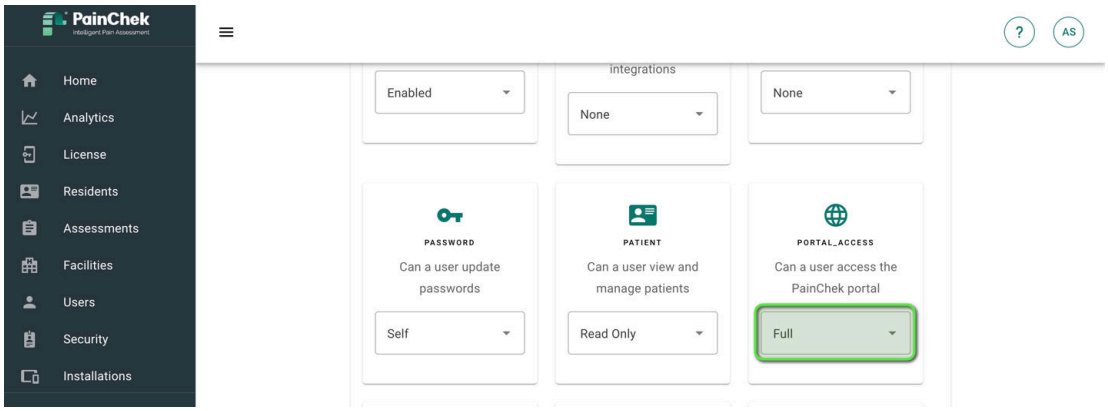
The newly created role will initially have the description "Copy of User". Please rename it to a more appropriate name based on the permissions you will be setting.

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":

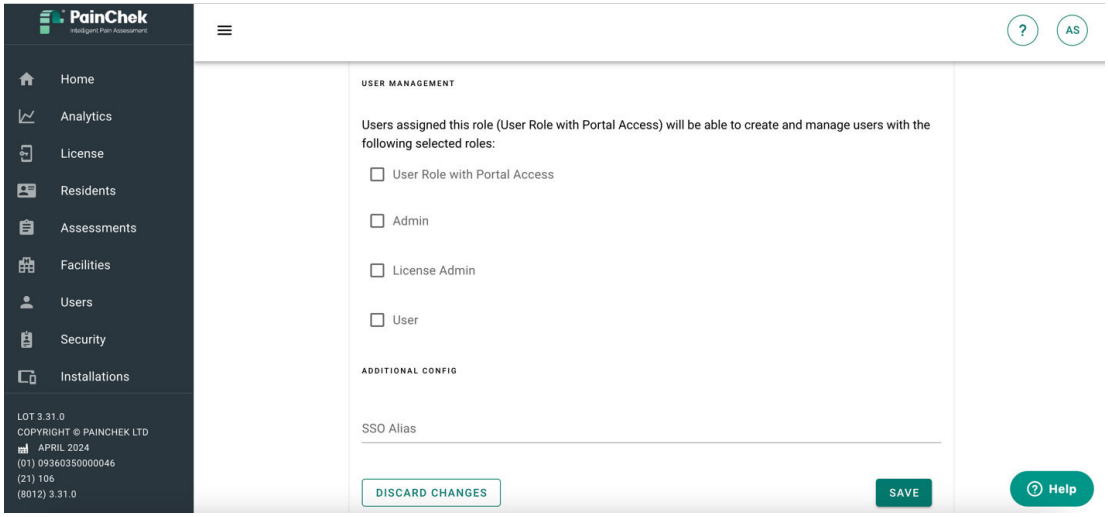


Make the necessary adjustments to the permissions for the role. You can find the full list of permissions that can be modified here [26].

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:



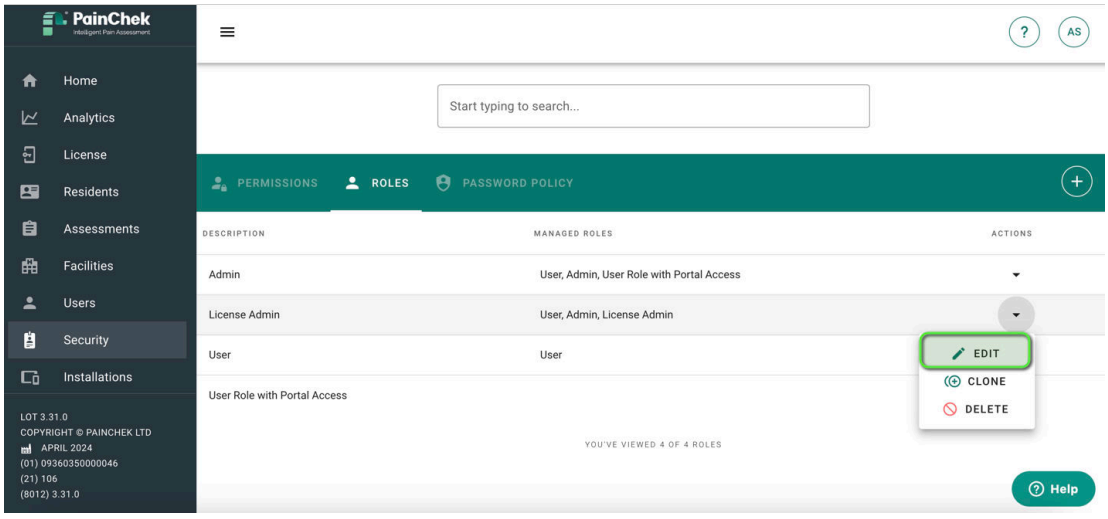
At the bottom of this page, you'll find the User Management field. If the Custom Role you are creating has the "user" permission set to Read Only or Full, check the boxes for the types of roles that the users assigned to that role will be able to administer.



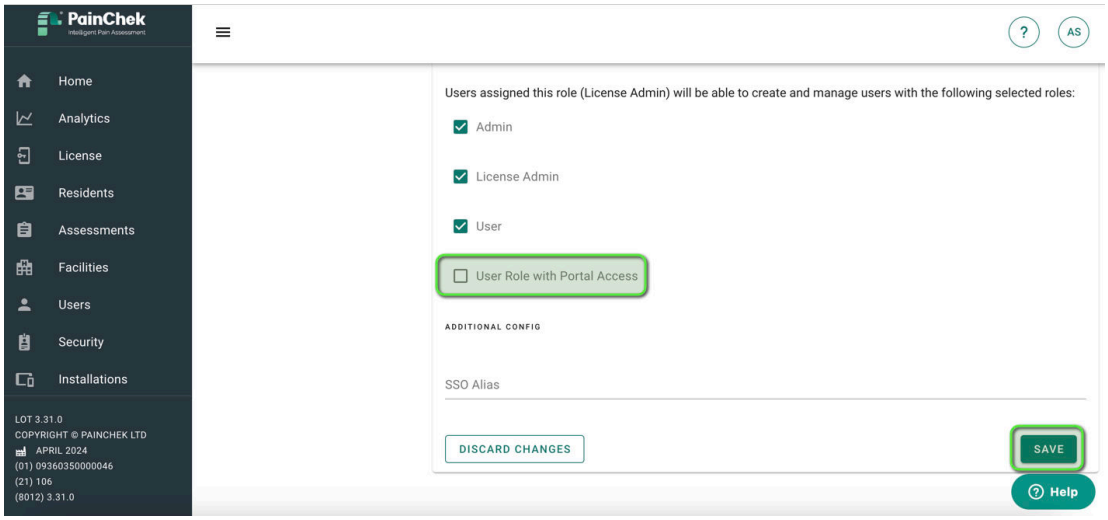
Click on Save to save the new role.

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.

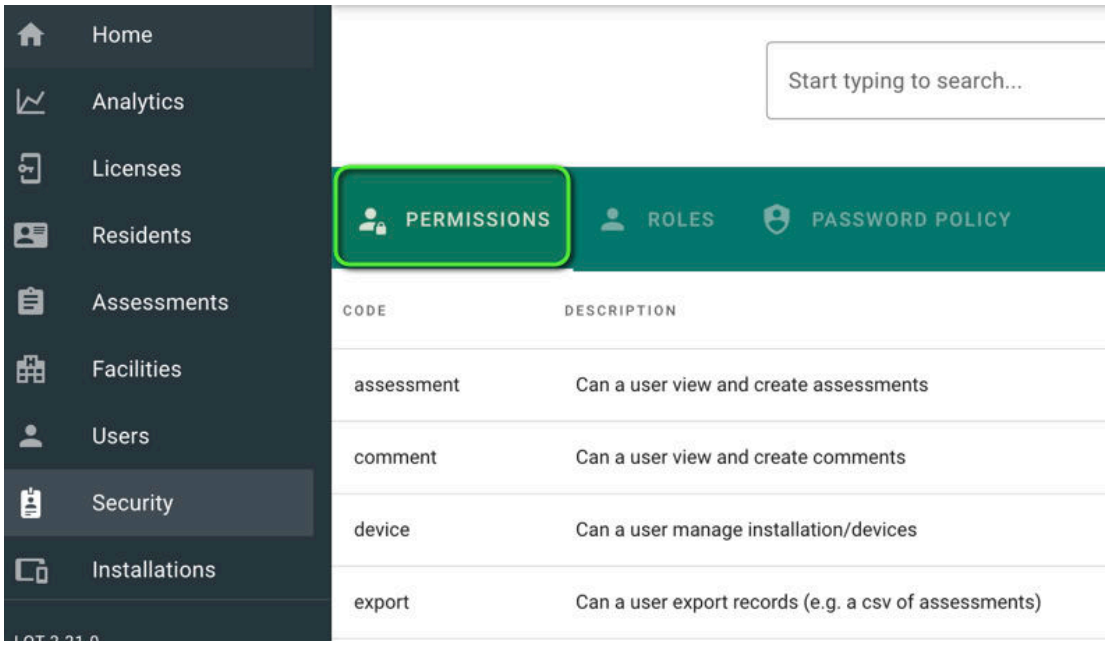
Permissions

> **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.

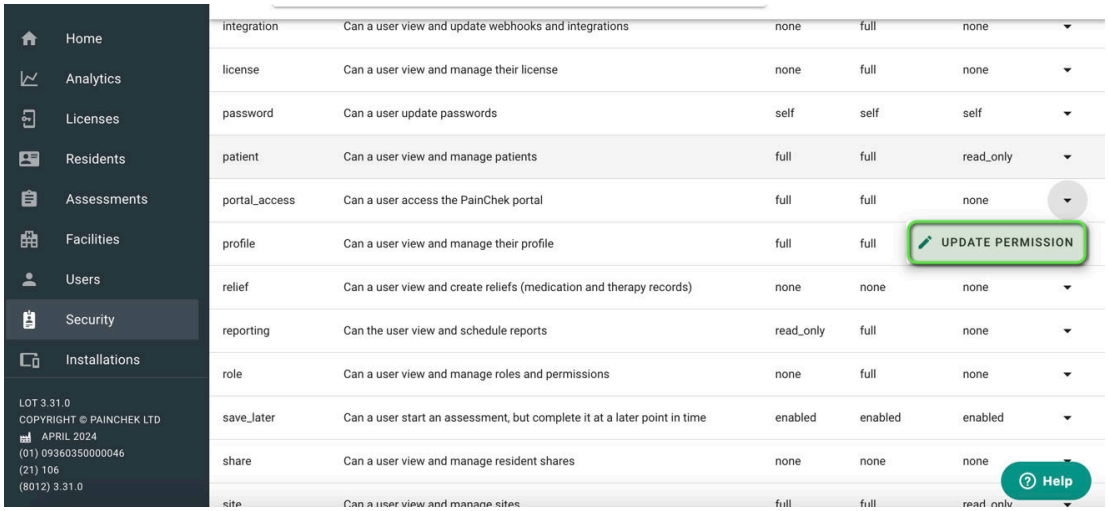
You have the flexibility to adjust role permissions for functions on the App and Portal.

To access the Permissions section, start by Accessing the Security Page [22].

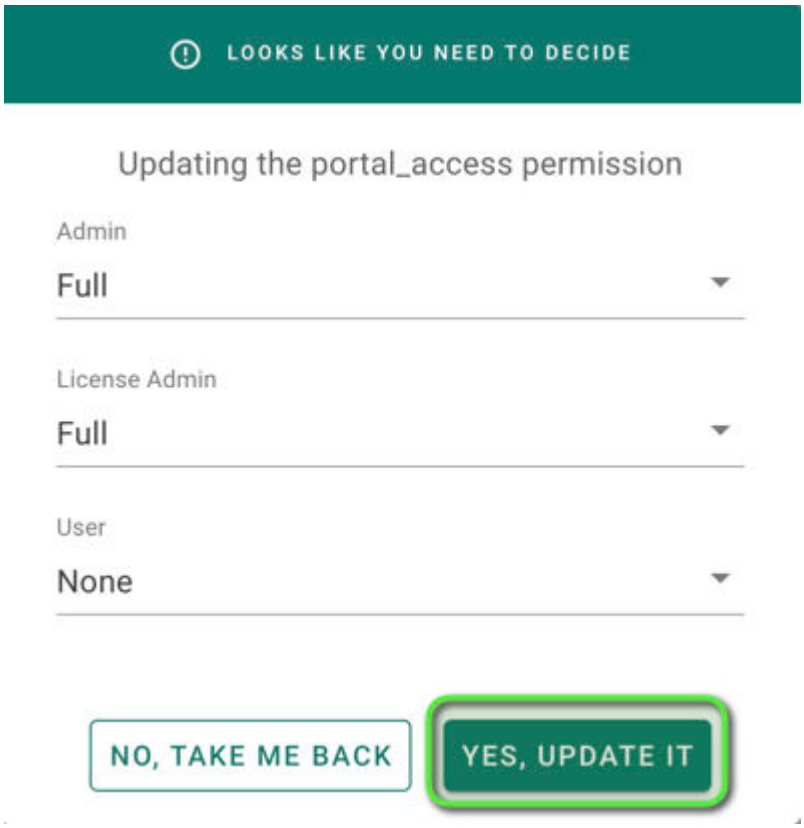
Make sure you are in the Permissions tab:



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:



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.

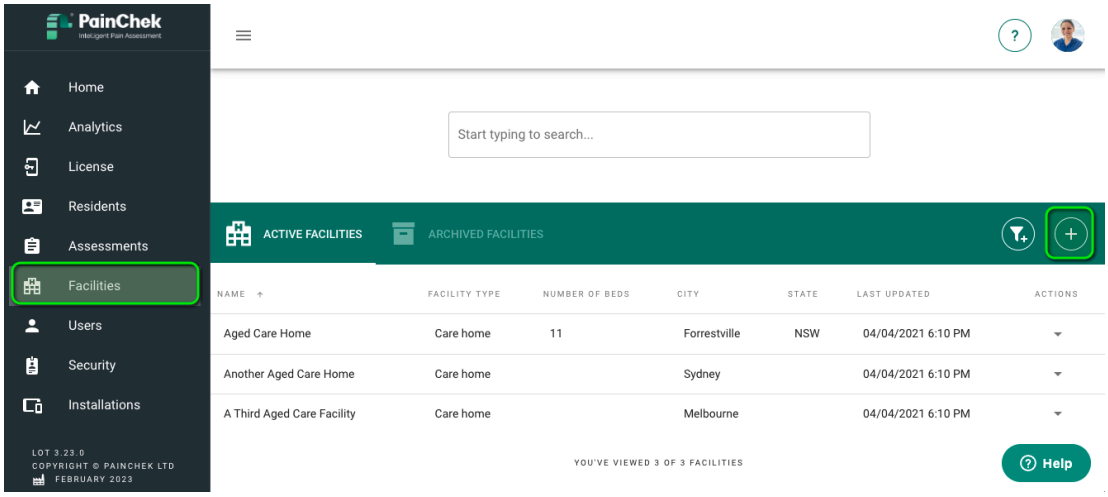
Managing Facilities

Creating a new Facility

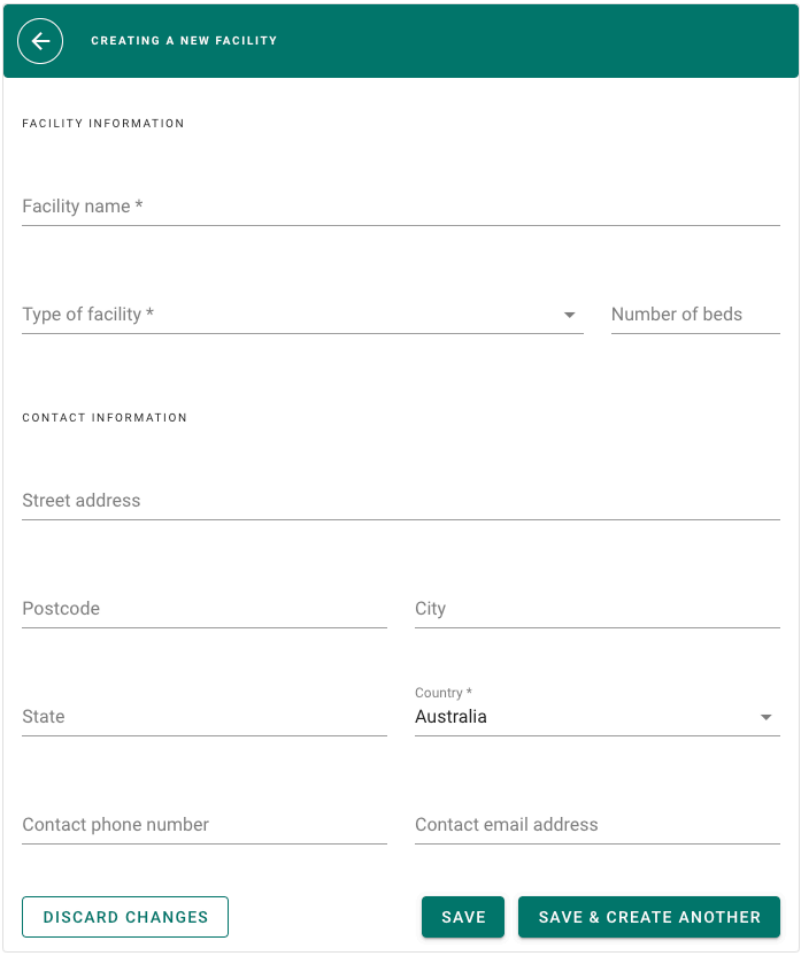
NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

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.



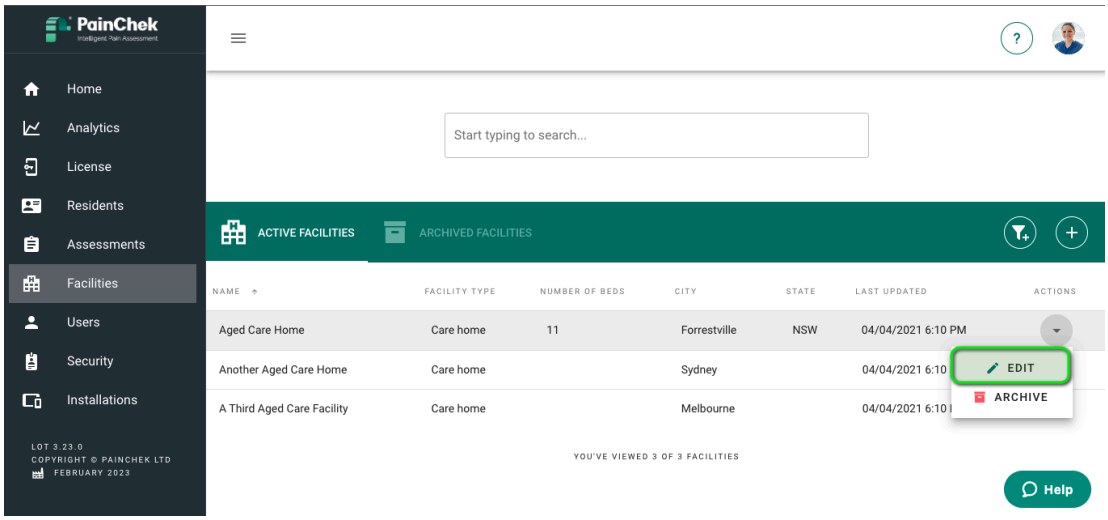
To successfully create a new Facility, you need to complete all mandatory fields (denoted with an asterisk) and click on the **SAVE** button at the bottom of the page.

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

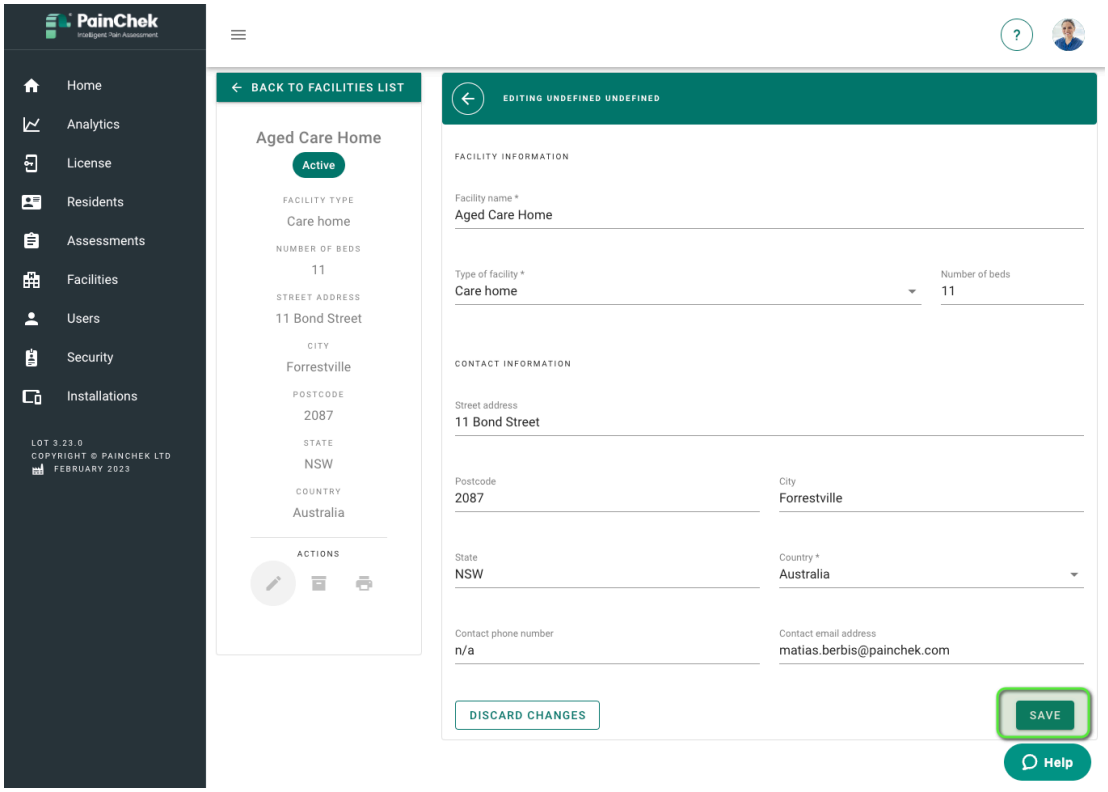
Editing a Facility

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

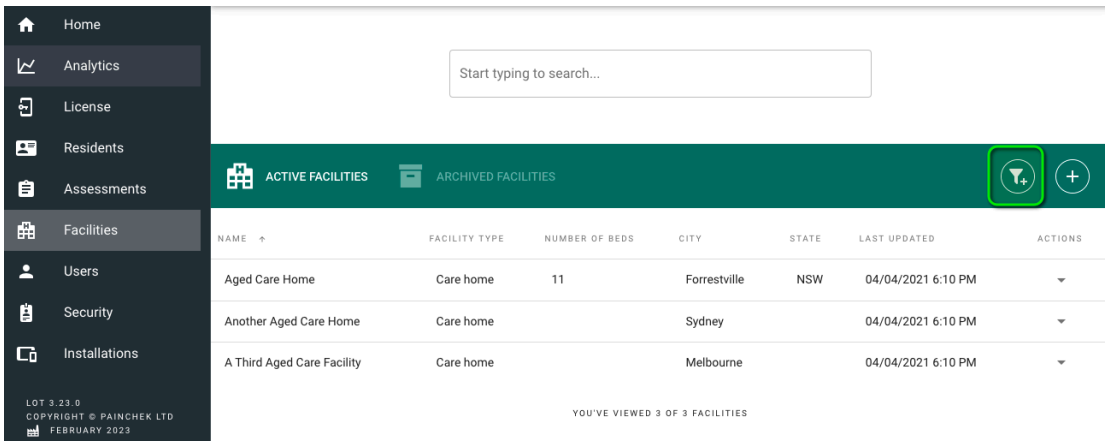
Your User access level may be restricted from performing this function. Please see User Roles for more information

Active Facilities

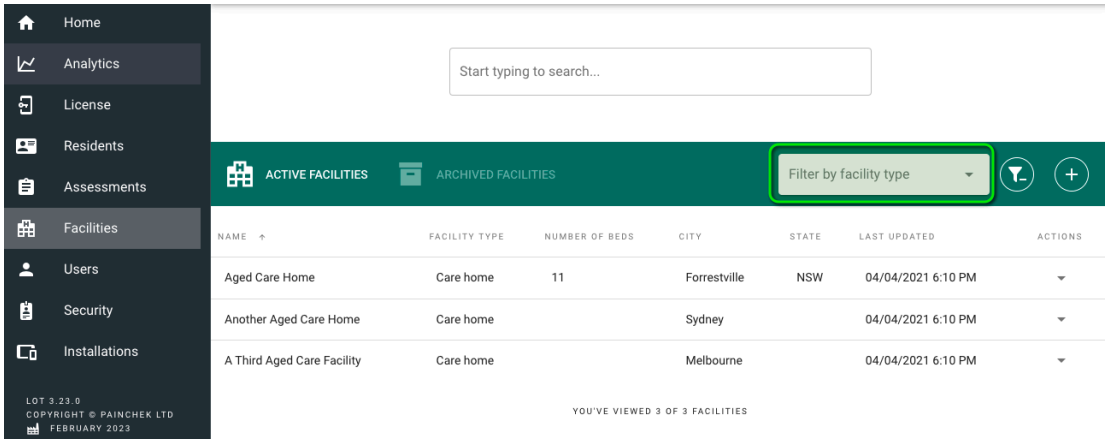
To manage active Facilities, you need to click on the Facilities page, **ACTIVE FACILITIES** tab in the PainChek® Portal. You can see a list of currently active Facilities ordered by Name, Type and City. You can see more details about the Facility by clicking on it in the **ACTIVE FACILITIES** list.

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

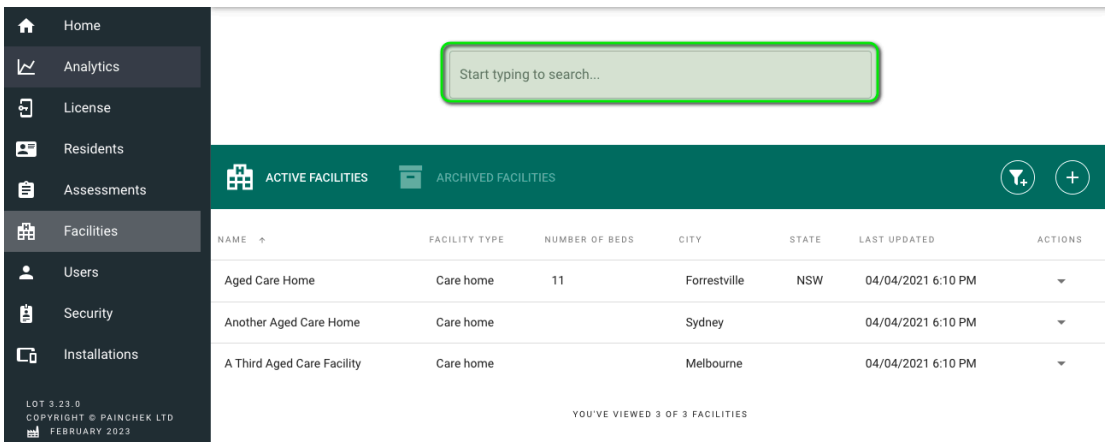
1. Expand filters button by clicking on it:



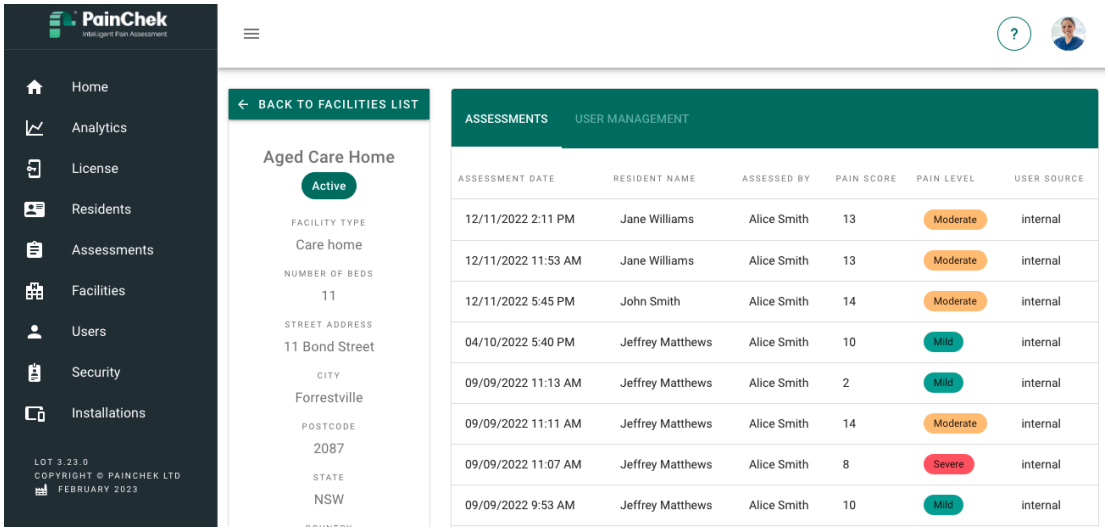
2. Then select the **Facility Type** you would like to filter by:



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:



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



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

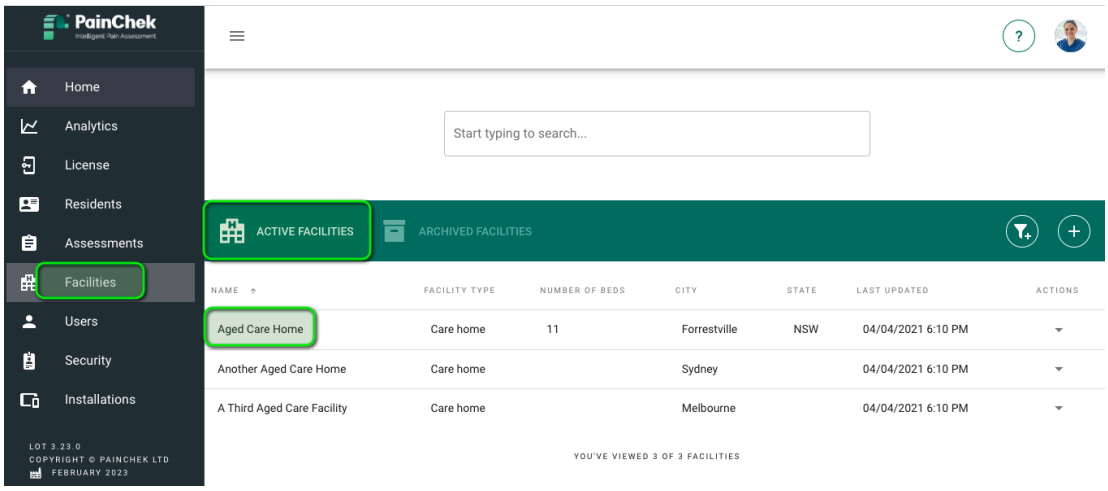
NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

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

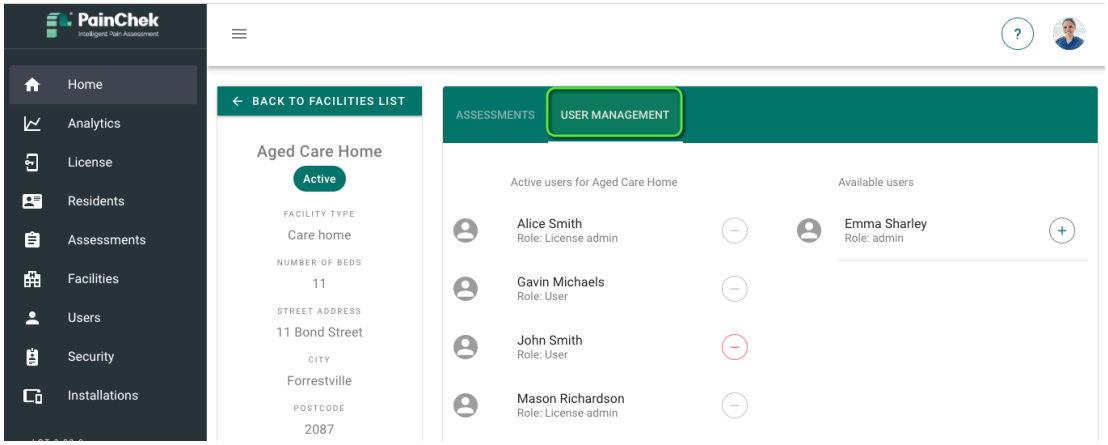
See also the Managing the facilities a user can access page that details how you can see and manage all of the facilities available to a particular user.

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:

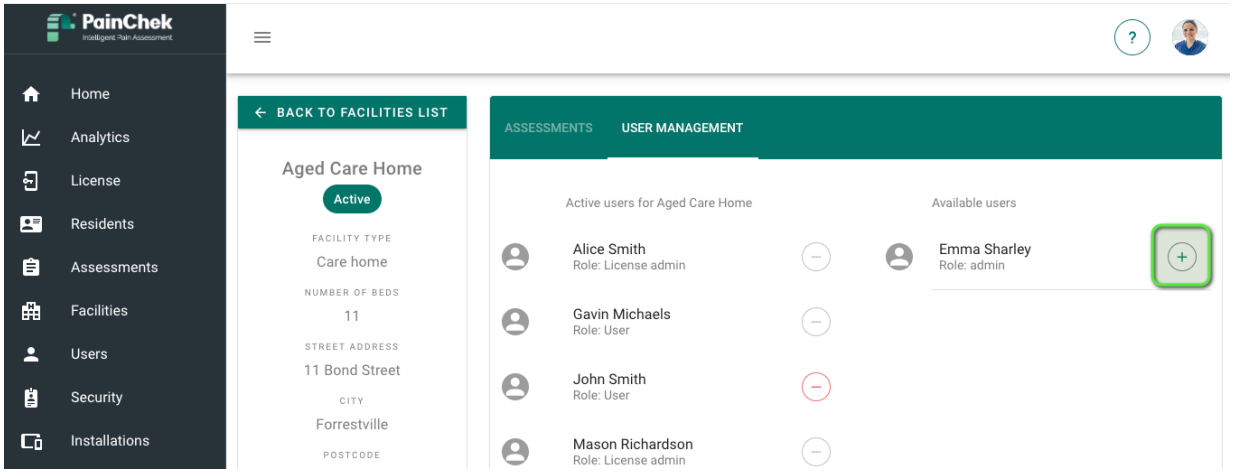


Change to the **USER MANAGEMENT** tab:

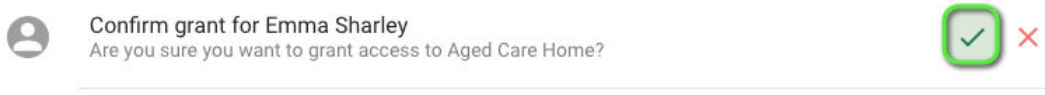


Granting Access to a User

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

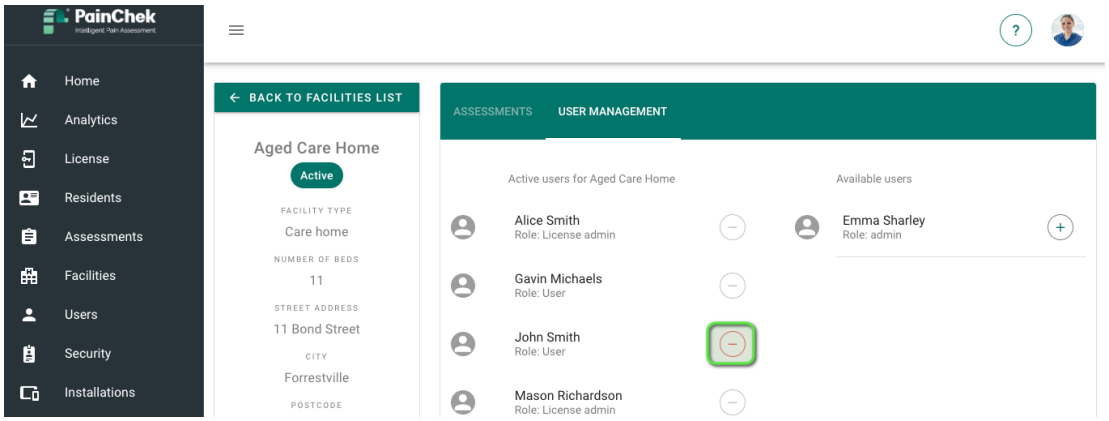


Once you have clicked on the **+** symbol, click on the to confirm or the to go back:



Revoking Access to a User

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



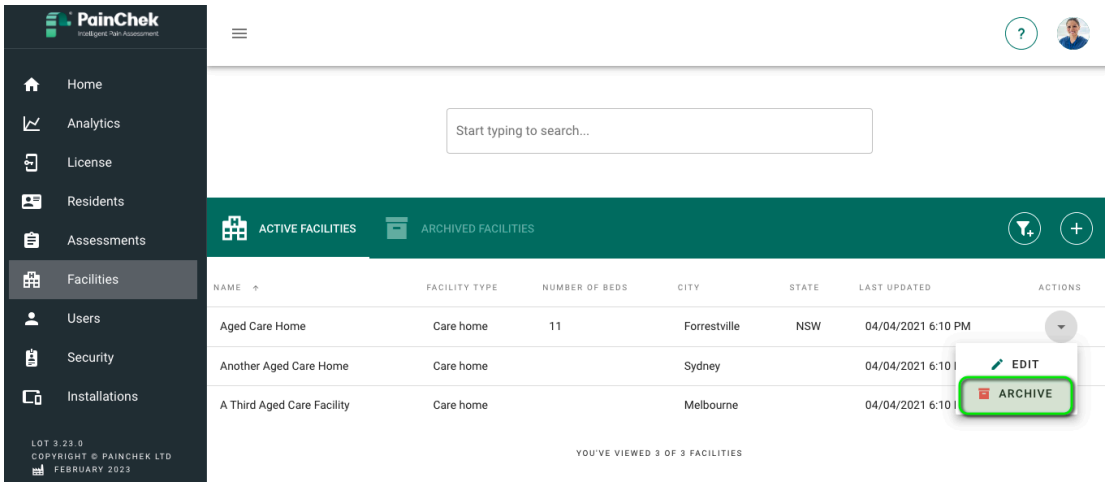
Archive and Restore Facilities

NOTE

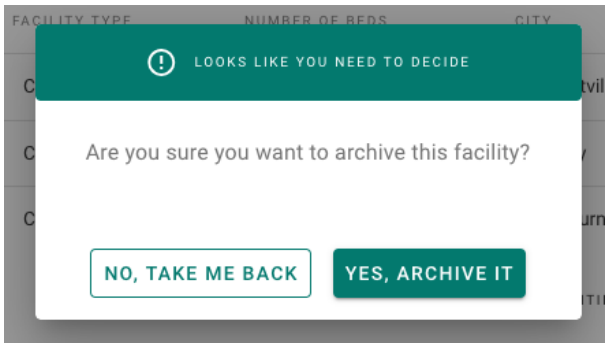
Your User access level may be restricted from performing this function. Please see User Roles for more information

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.

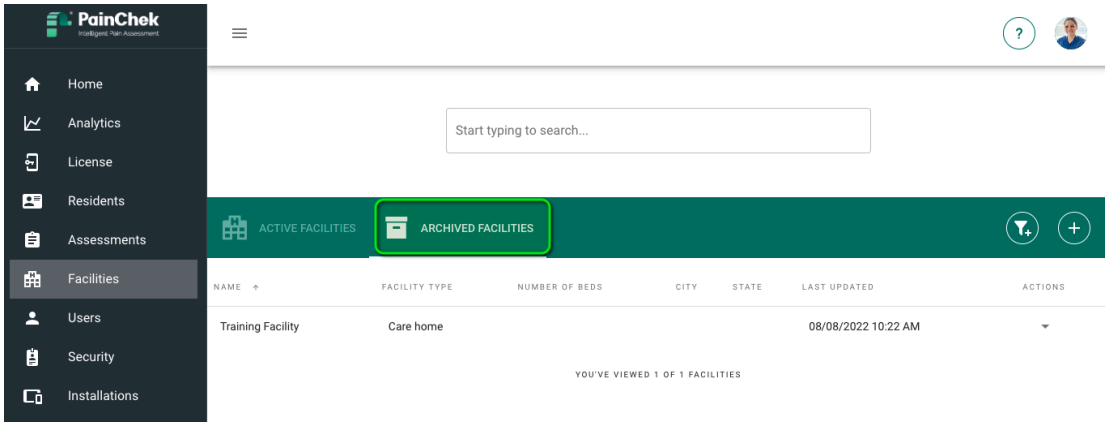


You will be asked to confirm archiving the Facility. Once you click on **YES, ARCHIVE IT** the Facility will be archived and appear on your **ARCHIVED FACILITY** page.

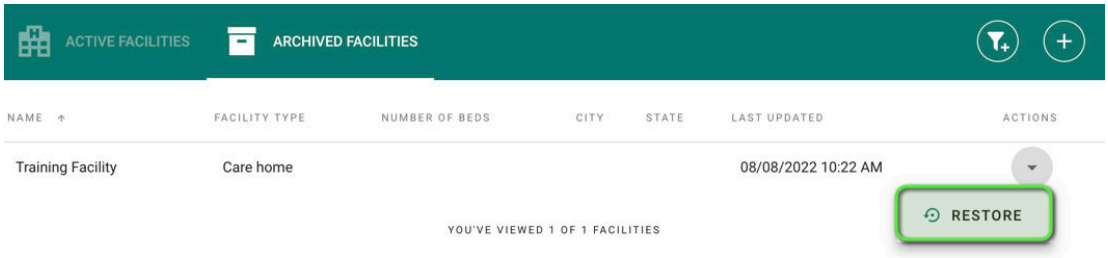


Restoring Facilities

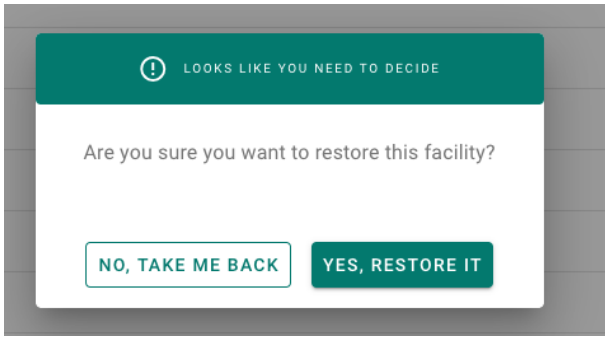
Archived Facilities are listed on the **ARCHIVED FACILITY** tab.



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

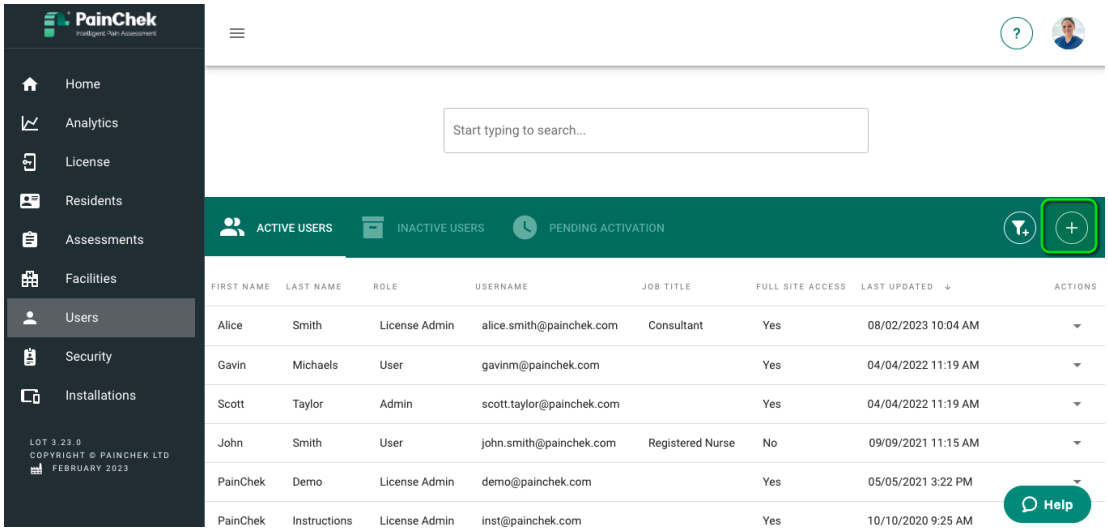
Creating a new user

NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

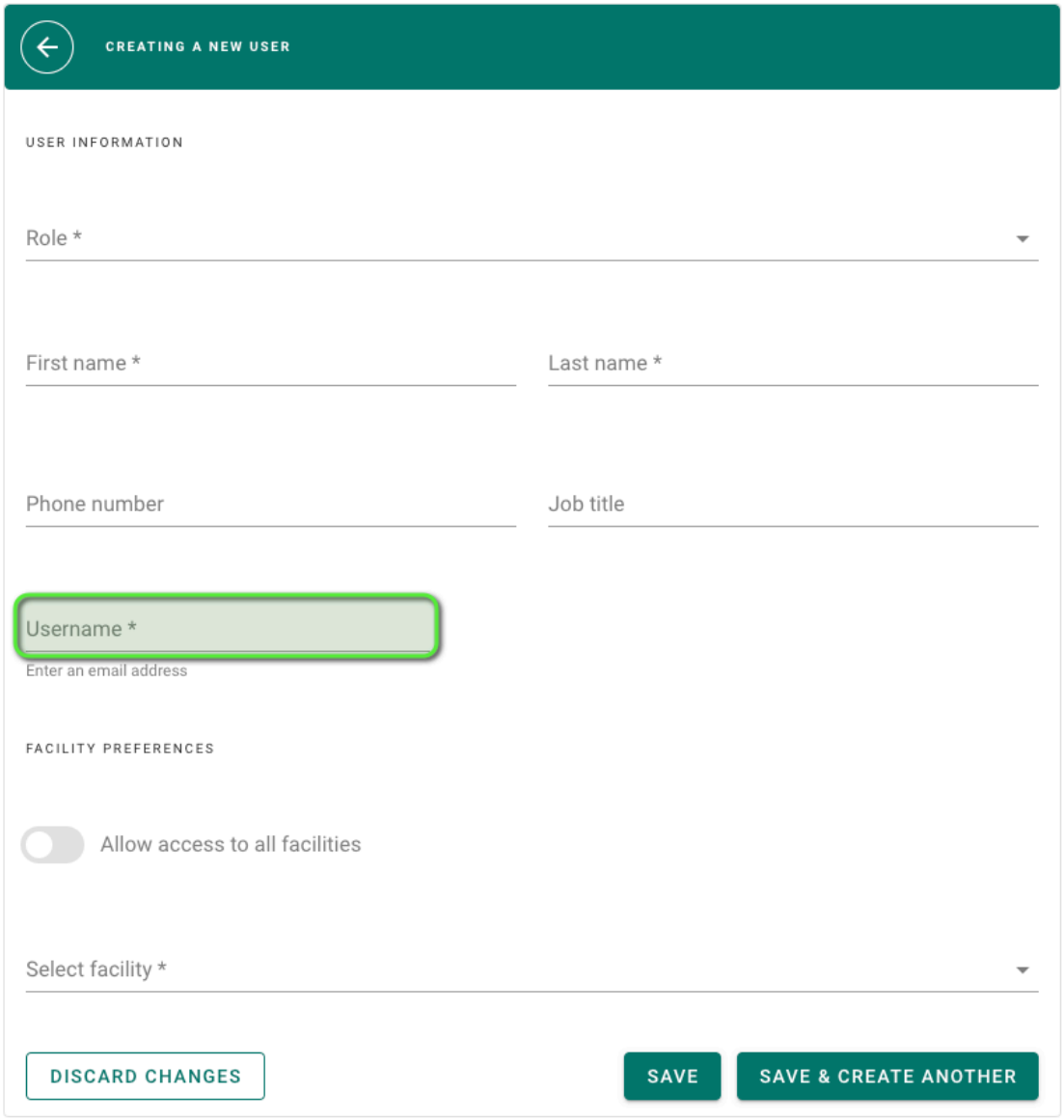
CAUTION
If your organisation is using Single Sign On (SSO), you will need to use the SSO system to create Users.

Creating a New User Using Email

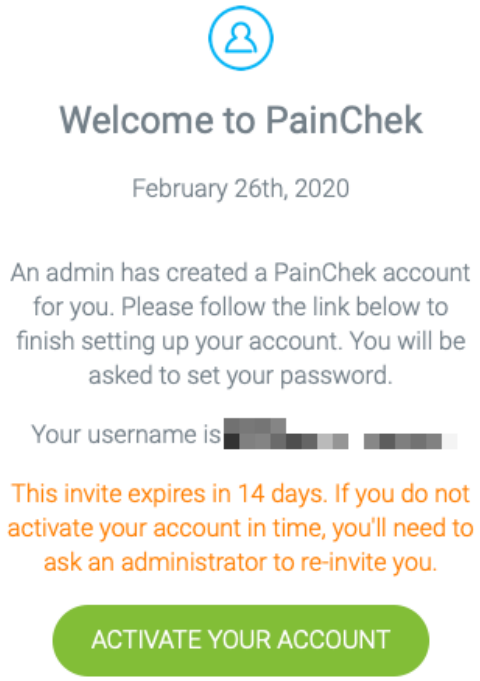
To create a new User go to the **Users** page and click on the **+** icon:



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



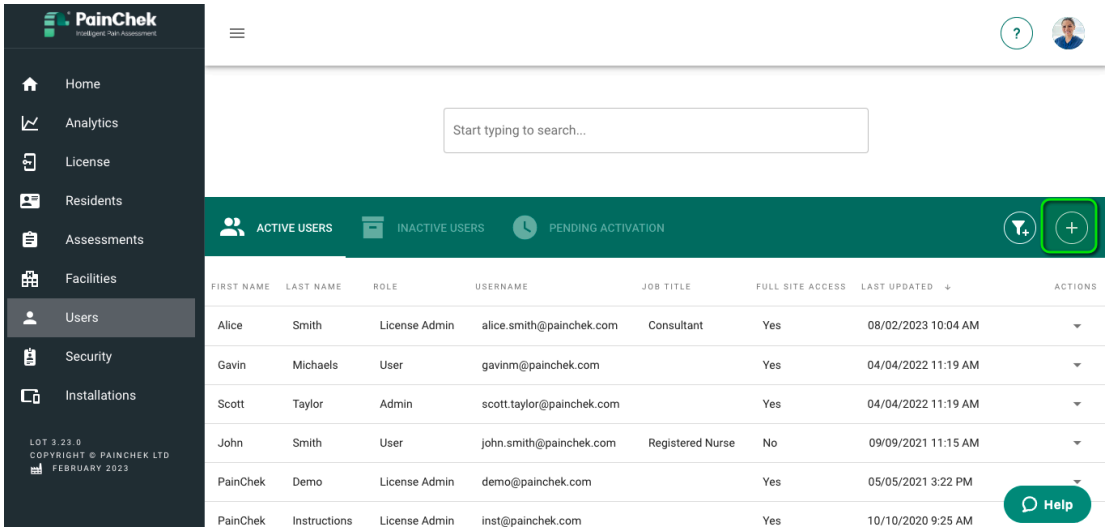
The new User will receive a confirmation email in their inbox to notify them that you have created a PainChek User Account. The email contains a Username and a link to activate the User Account. The invitation link is valid for 14 days.



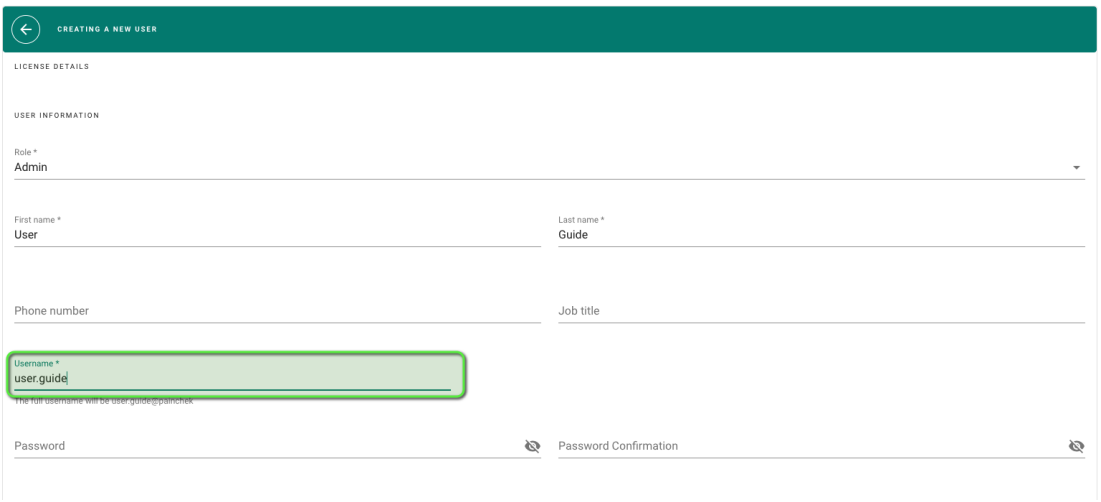
Users will be asked to set a password when they activate their User Account.

Create a User Using a Username and Company ID

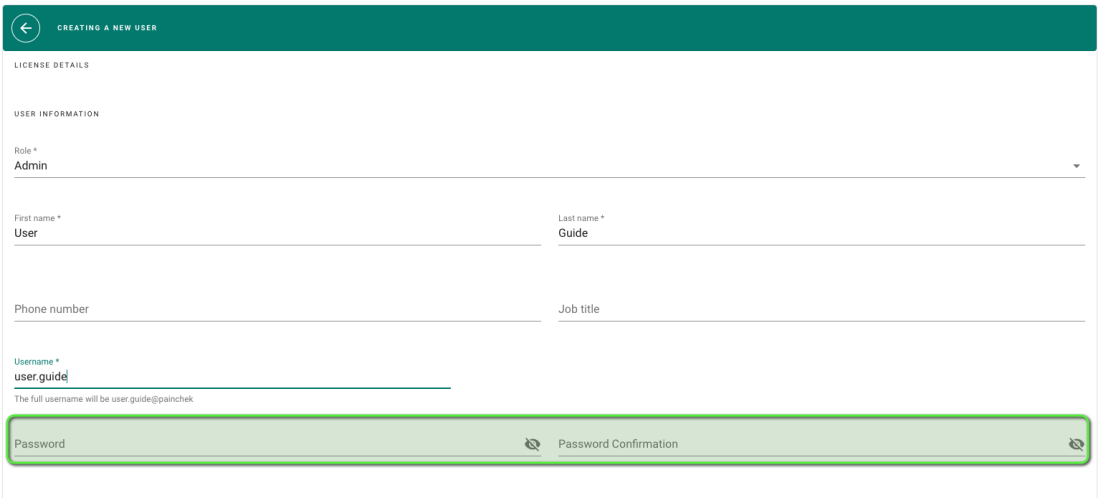
To create a new User go to the **Users** page and click on the **+** icon:



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"



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

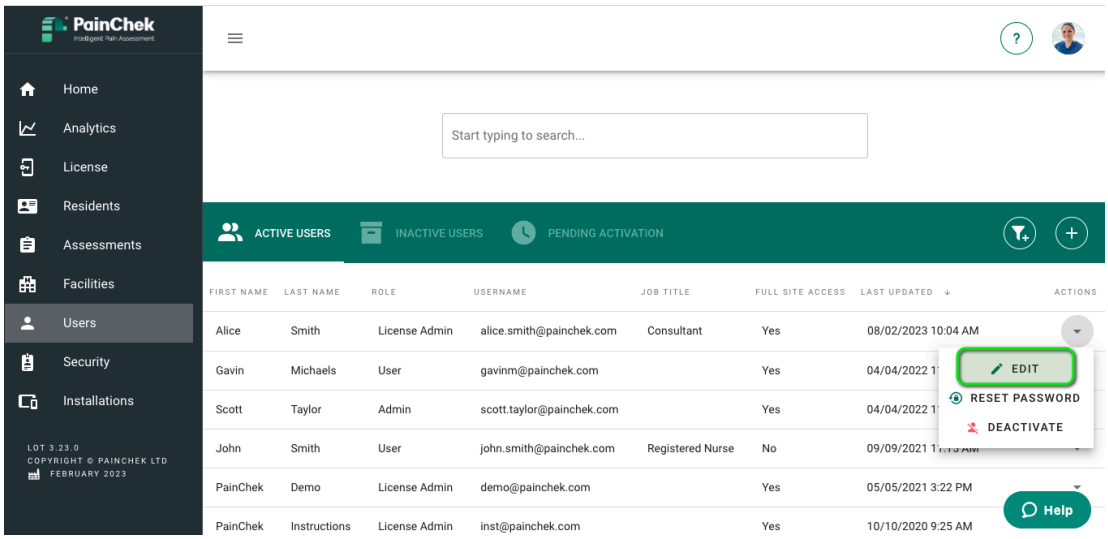


NOTE
You will need to provide the Username and password to the User directly.

Editing a User

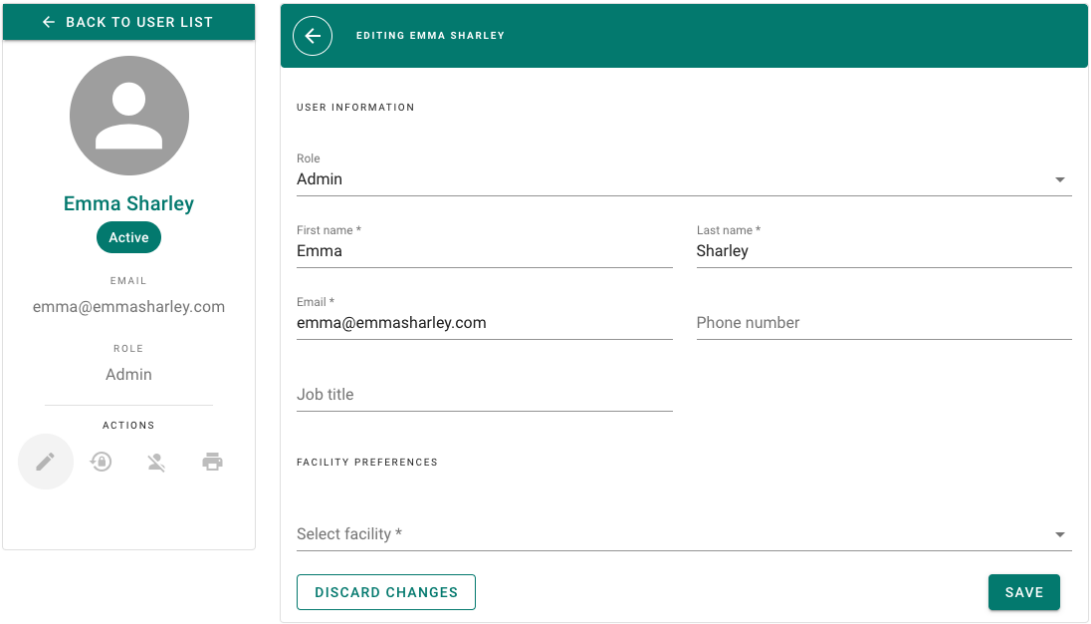
NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

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.



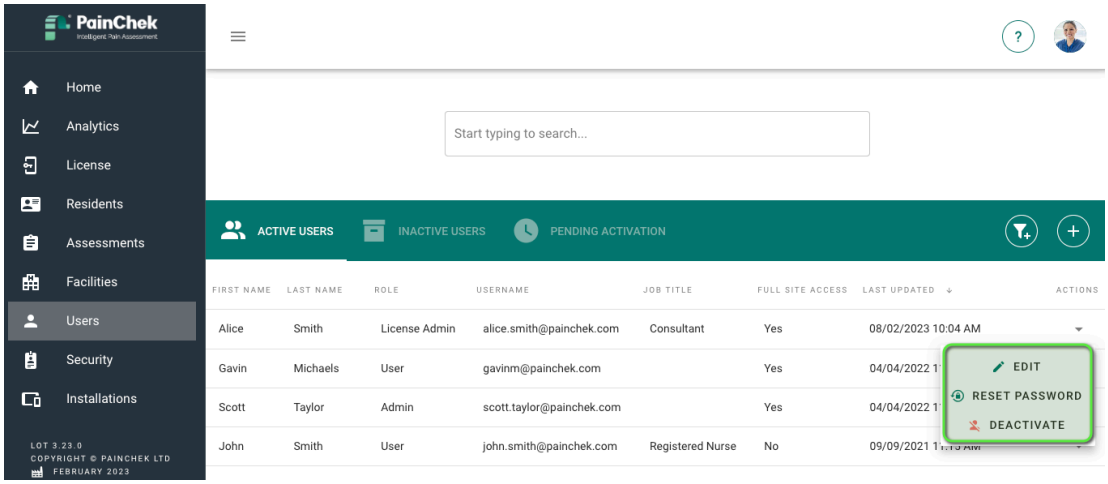
Viewing an Active User

NOTE

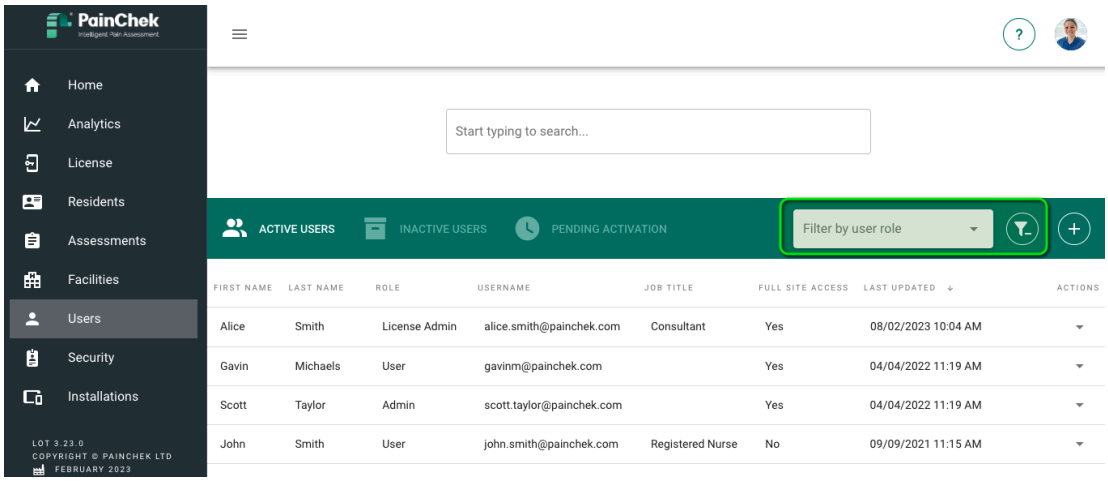
Your User access level may be restricted from performing this function. Please see User Roles for more information

Active Users

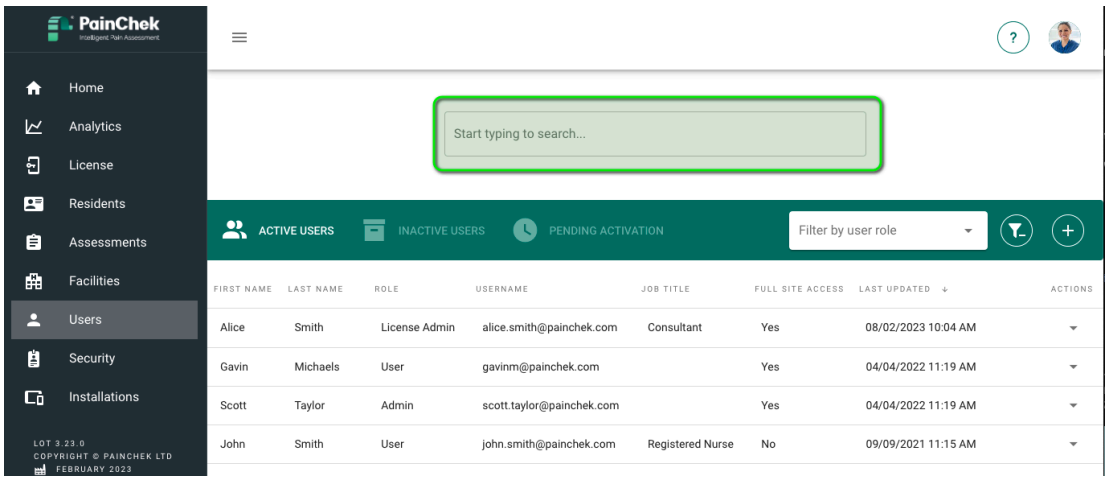
To manage active Users, you need to click on the **ACTIVE USERS** tab within the **Users** page in the PainChek® Portal. You can see a list of currently active Users ordered by Name, Role, Facility and Job title. You can Edit, Reset Password, Change Passwords or Deactivate active Users by clicking on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



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

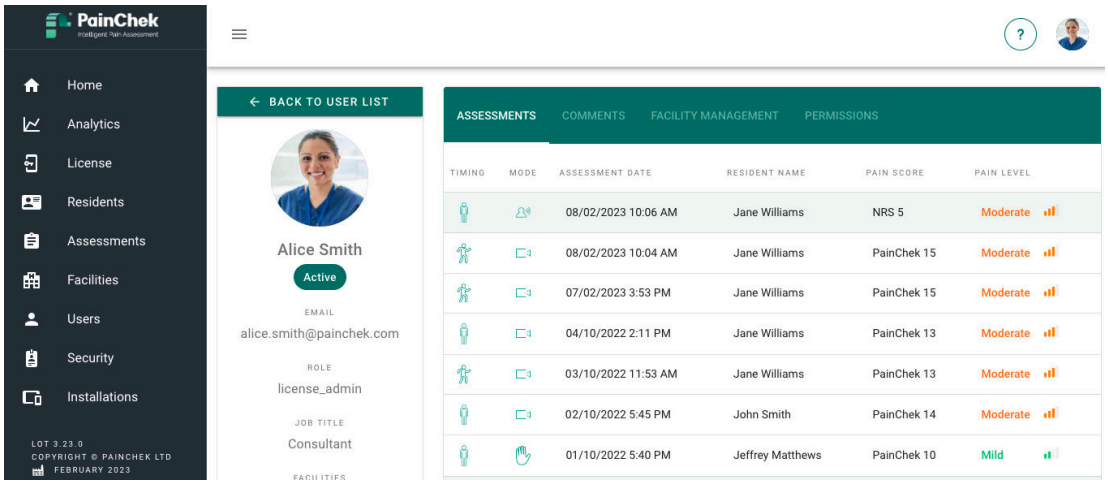


You can also conduct a search by typing the User's First Name, Last Name or Job Title into the search field in the top of the page.



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 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.

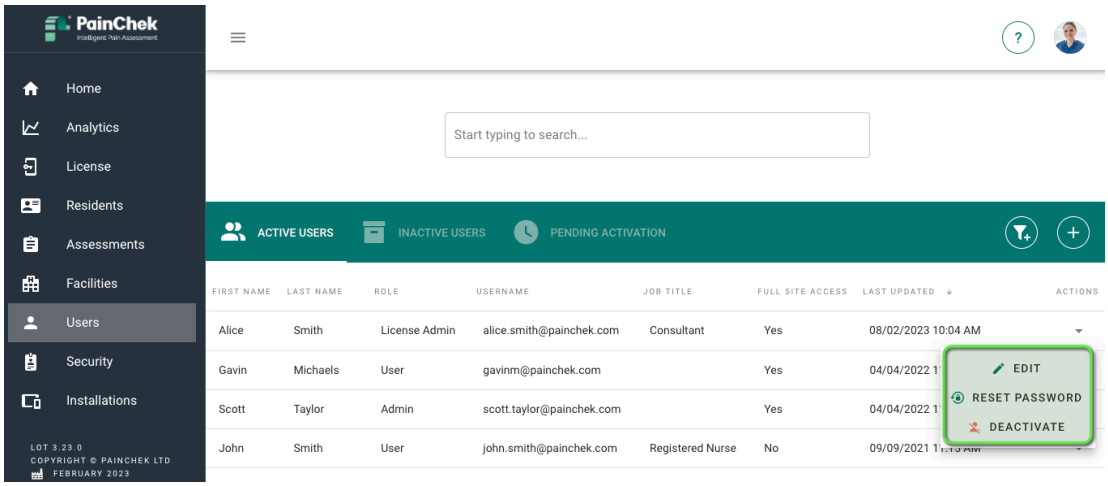
On the right-hand side, there is a list of Assessments conducted by the User.

Resetting a User's Password

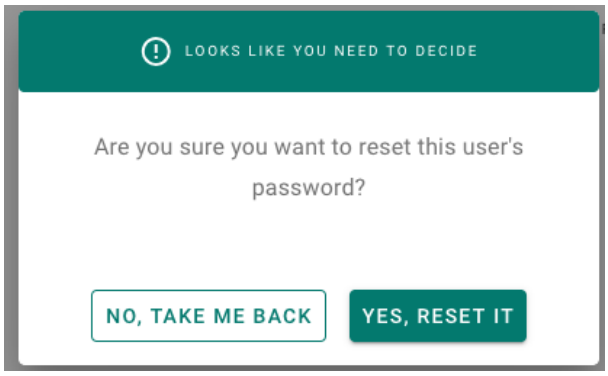
> **NOTE**
> Your User access level may be restricted from performing this function. Please see User Roles for more information

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):

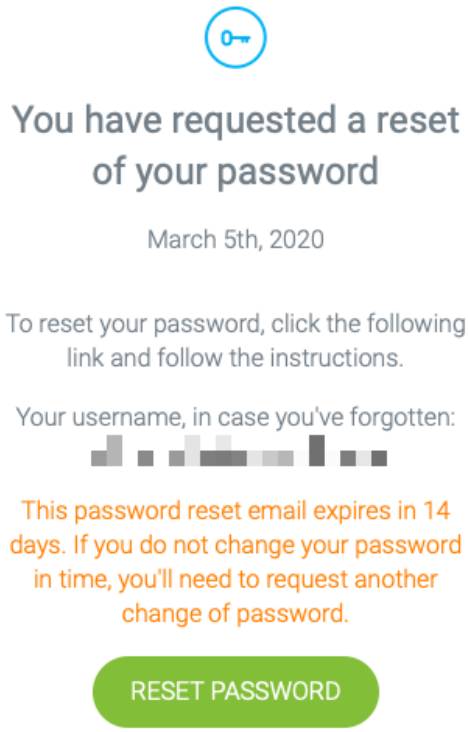


Once you clicked, you will be asked to confirm that you want to reset the respective User password.



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

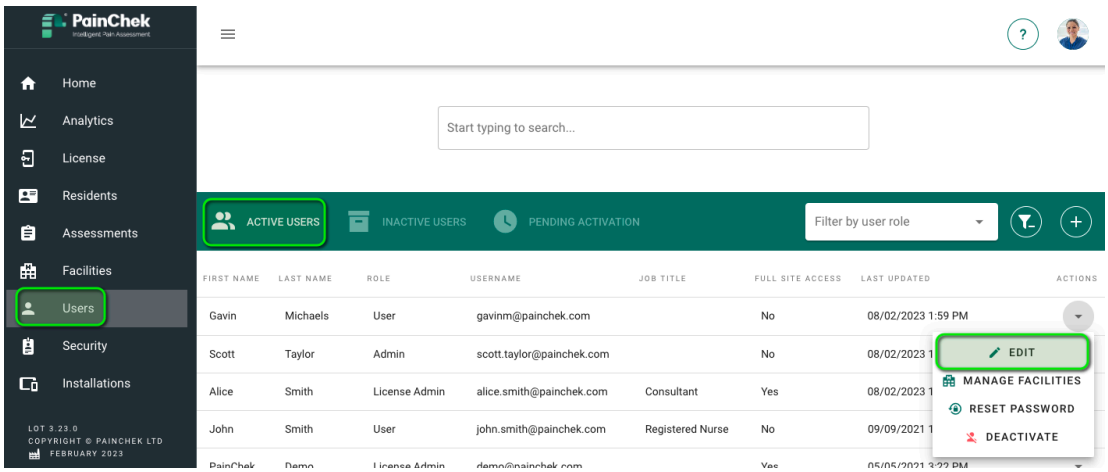
NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

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

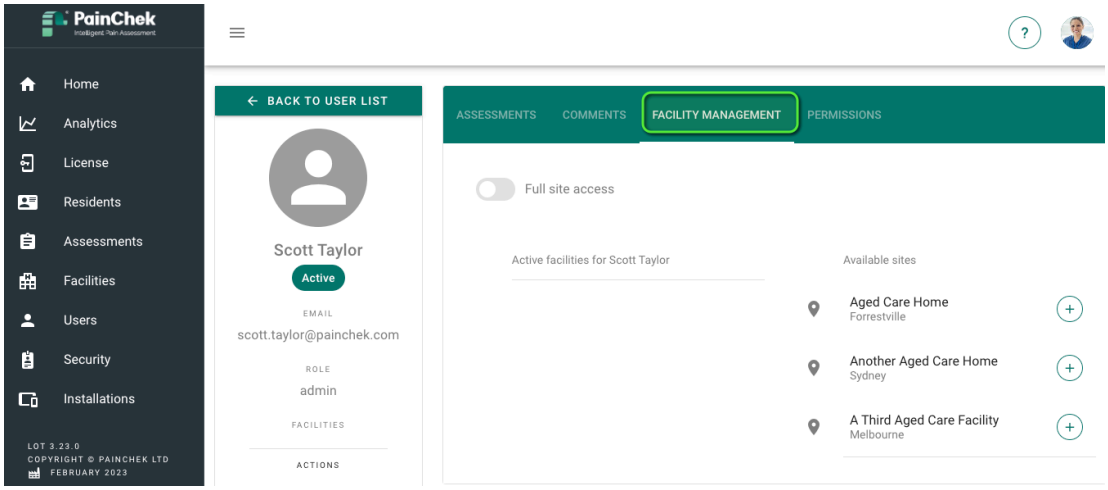
See Managing User Access From the Facility View [35] that details how you can see and manage all of the Users who have access to a particular facility

Viewing the Facilities Available to a User

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

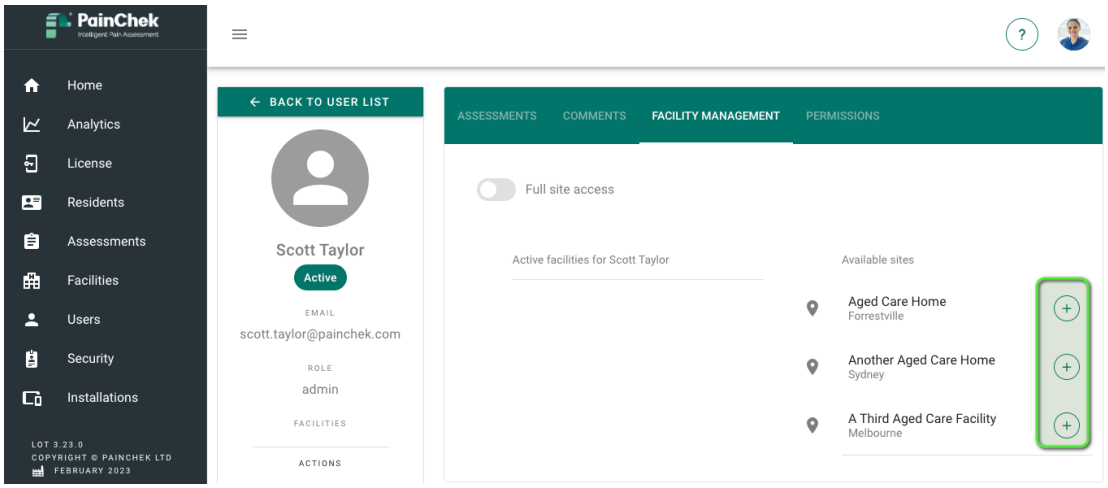


While in the User's profile, select **FACILITY MANAGEMENT**:

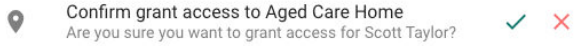


Granting Access to a Facility

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

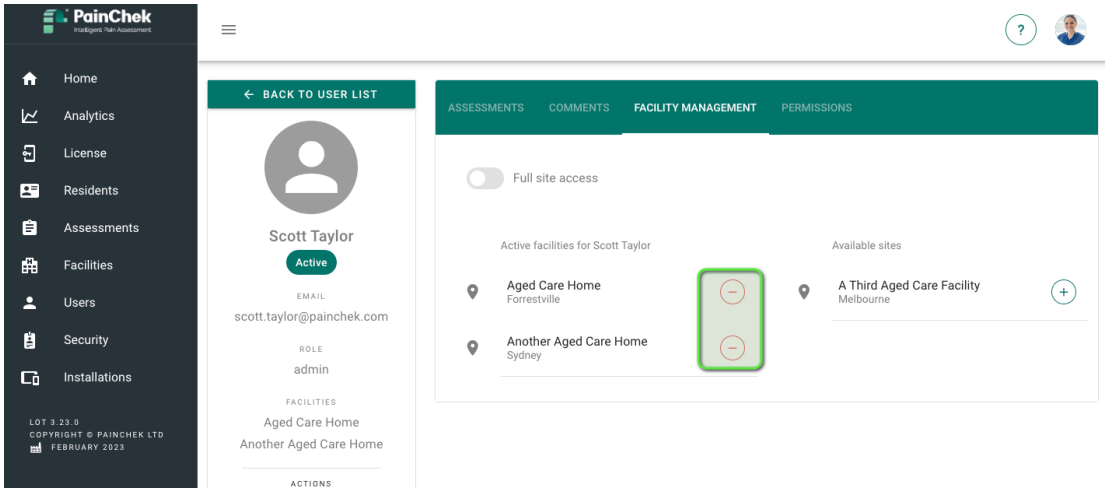


Once you've clicked on the **+** symbol, click on the **tick** to confirm or the **cross** to go back:

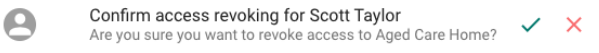


Revoking Access to a Facility

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



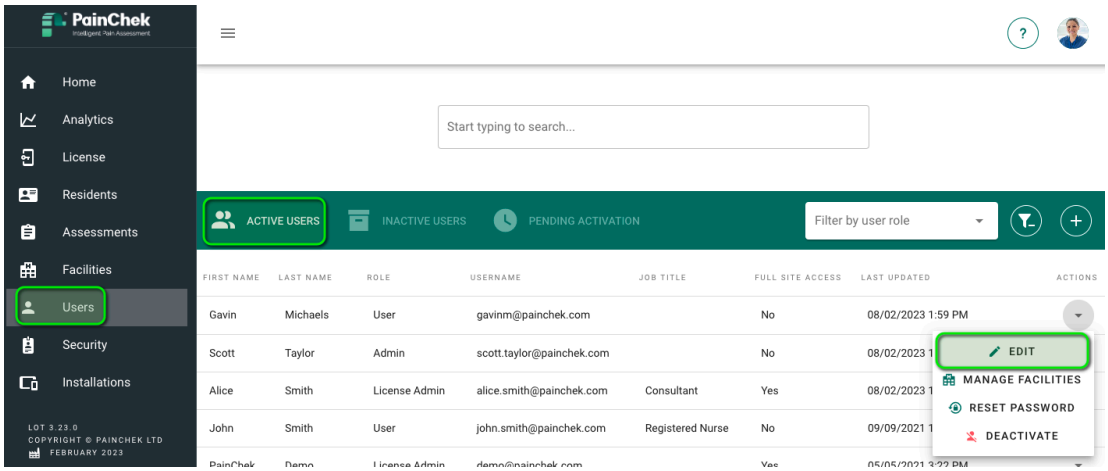
Once you've clicked on the **-** symbol, click on the **tick** to confirm or the **cross** to go back.



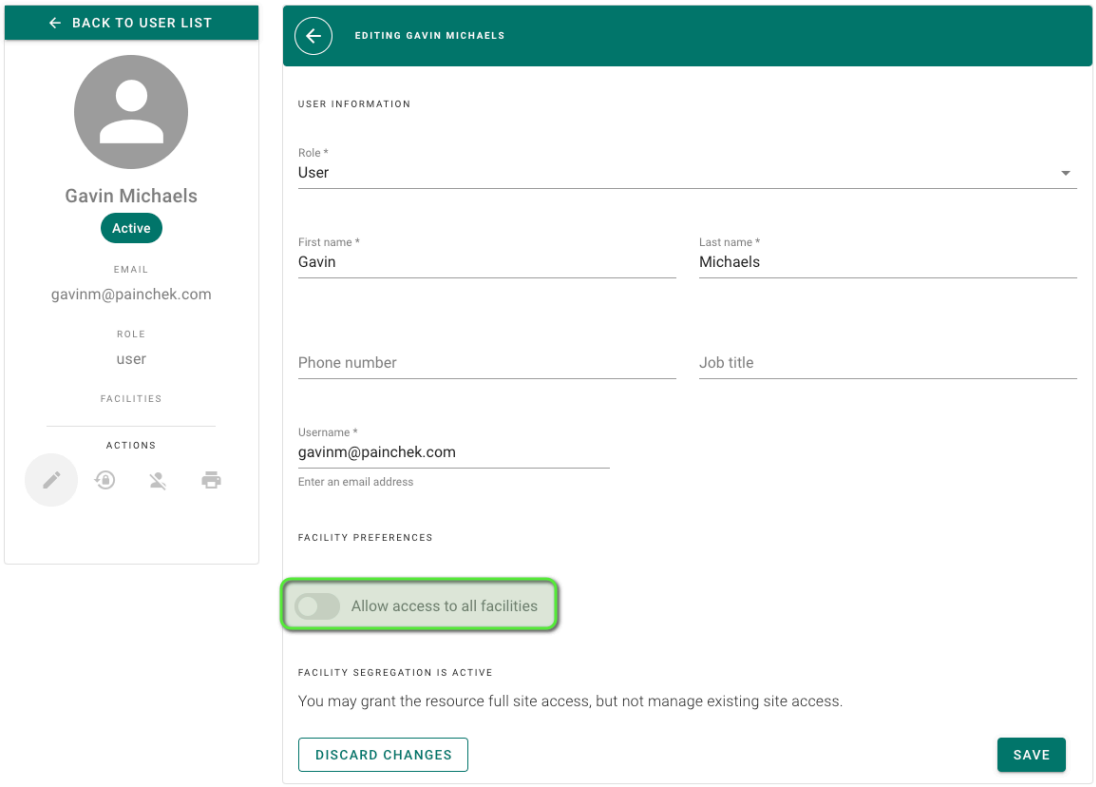
Full Site Access

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**:

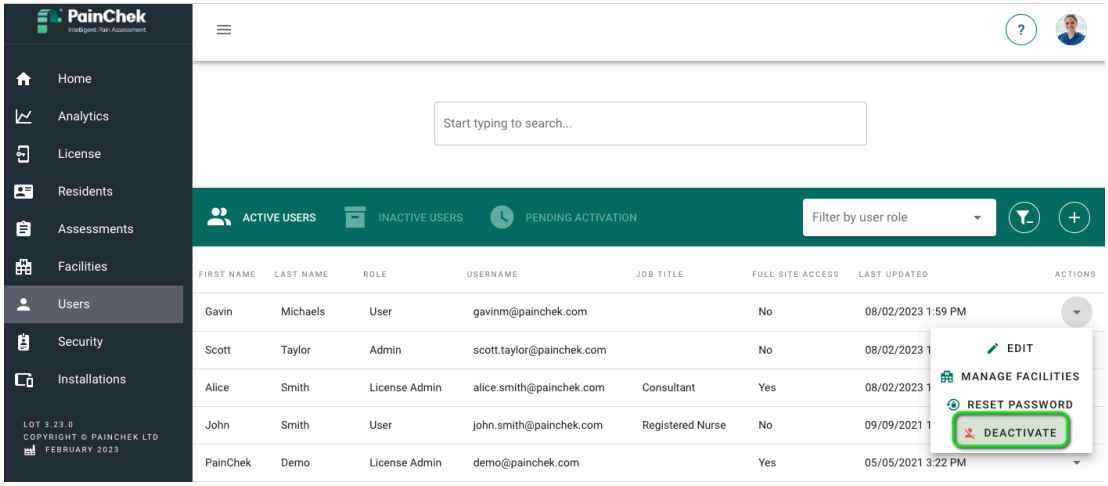


Deactivate and Restore Users

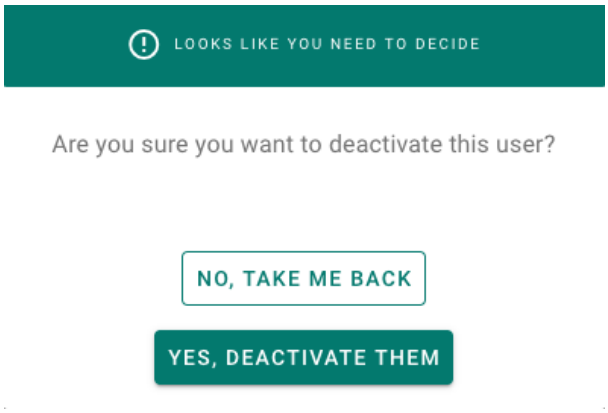
NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

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**:



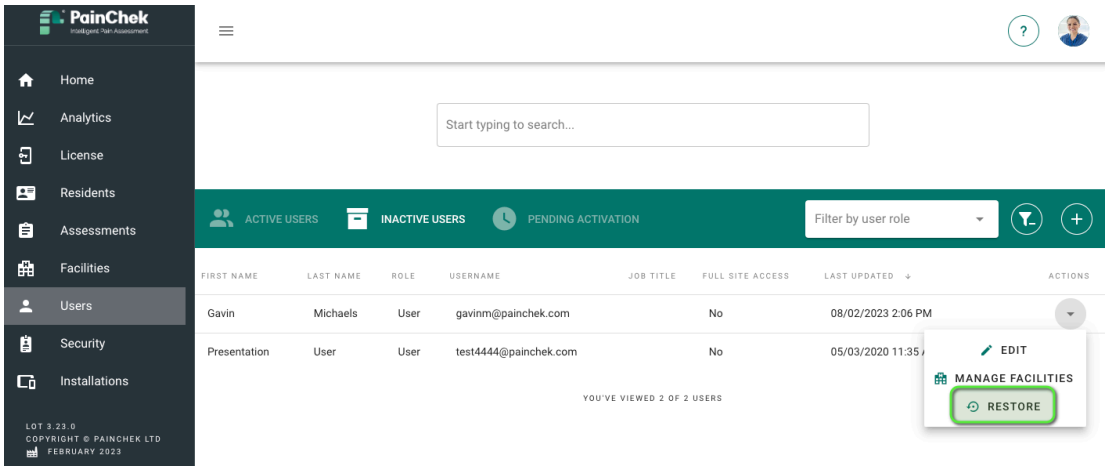
You will be asked to confirm that you want to deactivate the User. Once you click on **YES, DEACTIVATE THEM** the User will be deactivated. All Users can be deactivated but you must always have at least one License Admin.



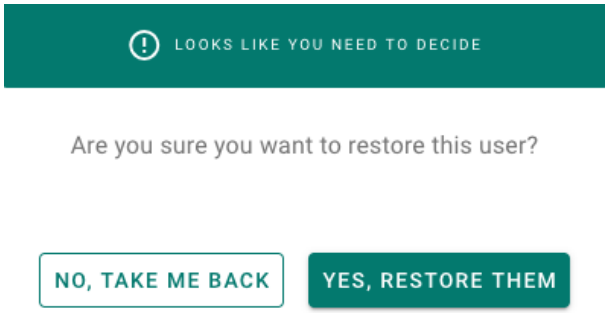
Restoring Users

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.



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

Managing App Installations

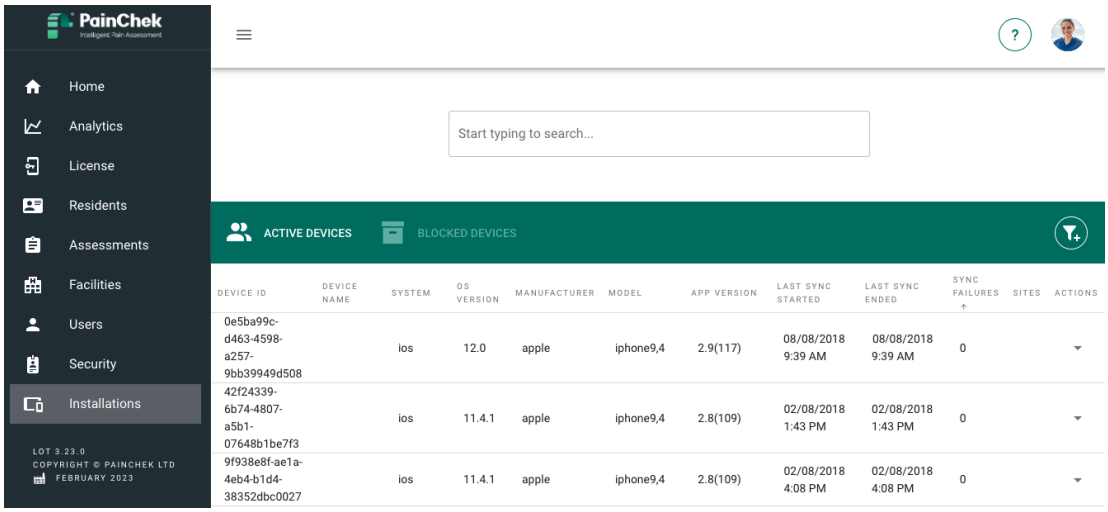
> **NOTE**
> Your User access level may be restricted from performing this function. Please see User Roles for more information

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.

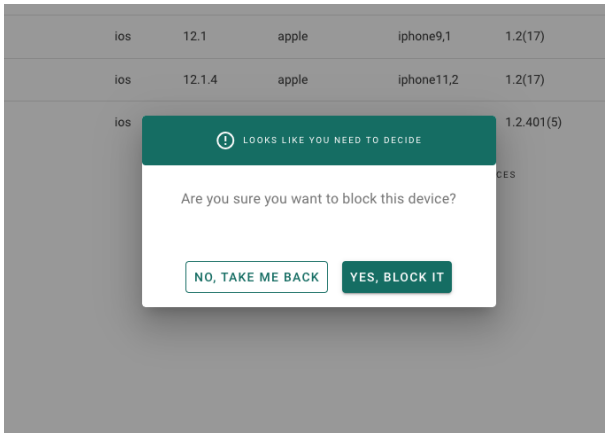


Blocking an Installation

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.

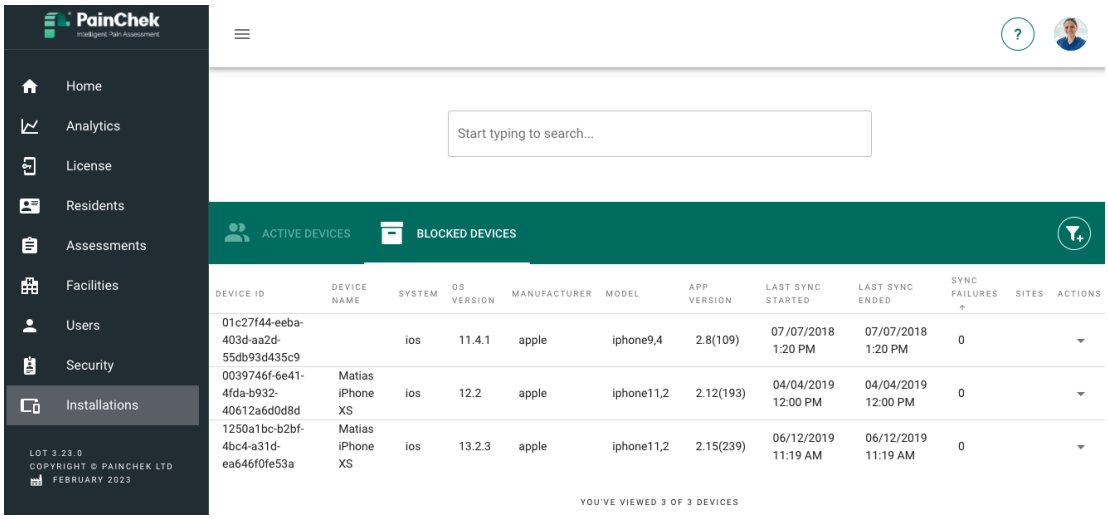
You will be asked to confirm that you want to block the device.



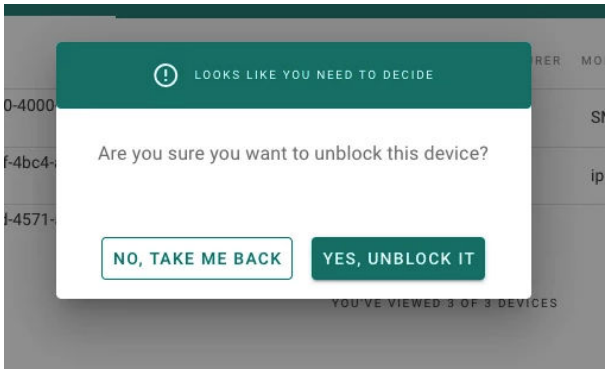
Once you click on **YES, BLOCK IT** the device will be blocked and the PainChek® App installation can no longer be used on this device. The installation will now appear on your **BLOCKED DEVICES** tab.

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.



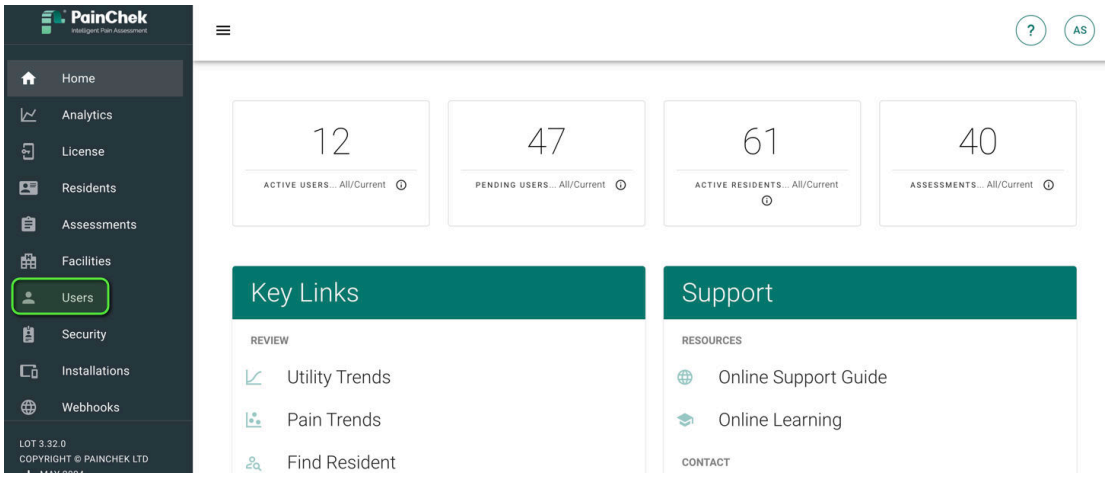
Exporting Users to CSV

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

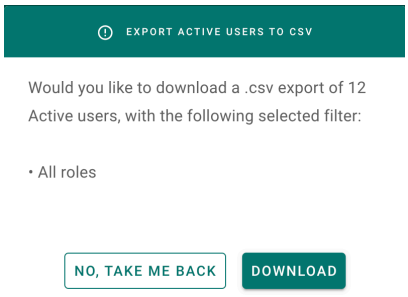
If the Export function is unavailable, please consult your PainChek License Administrator or reach out to your PainChek Account Manager. If you're unsure who your License Administrator or Account Manager is, contact PainChek Support for assistance.

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:



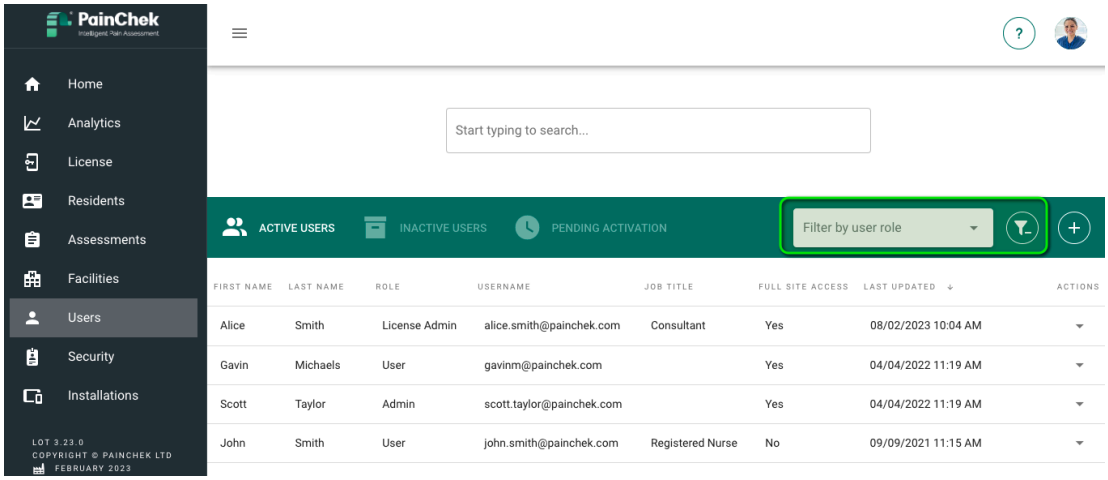
Next, click on the Export button situated on the top right-hand side of the Users page:

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:

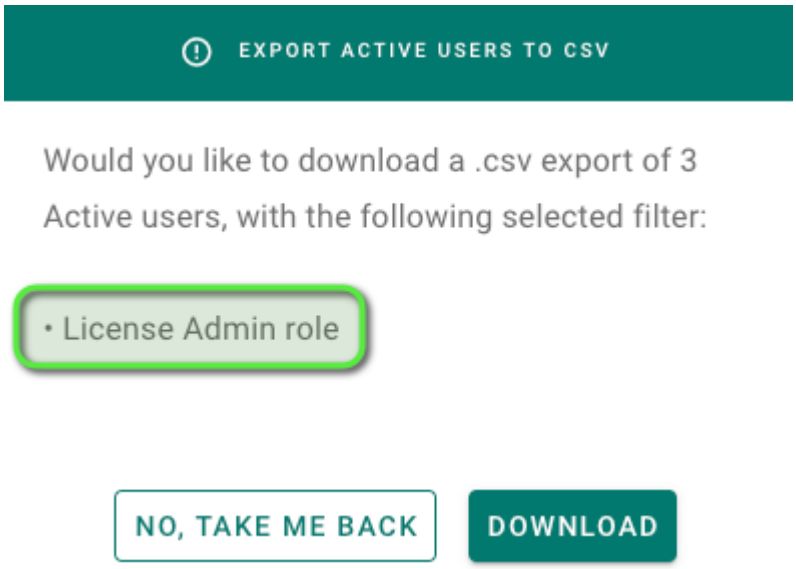


Filters applied to the Users page will be considered during the export of Users.

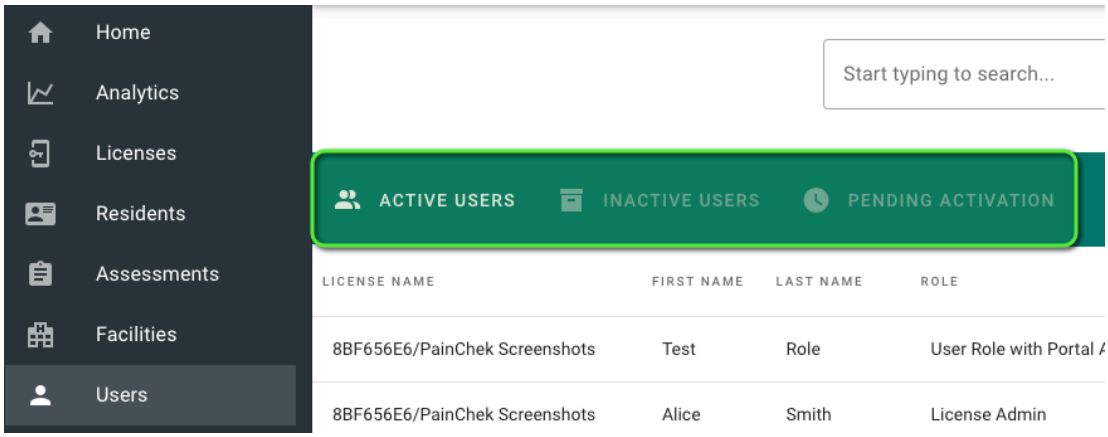
For example, you can add a filter for License Admin users:



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



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



Managing Residents

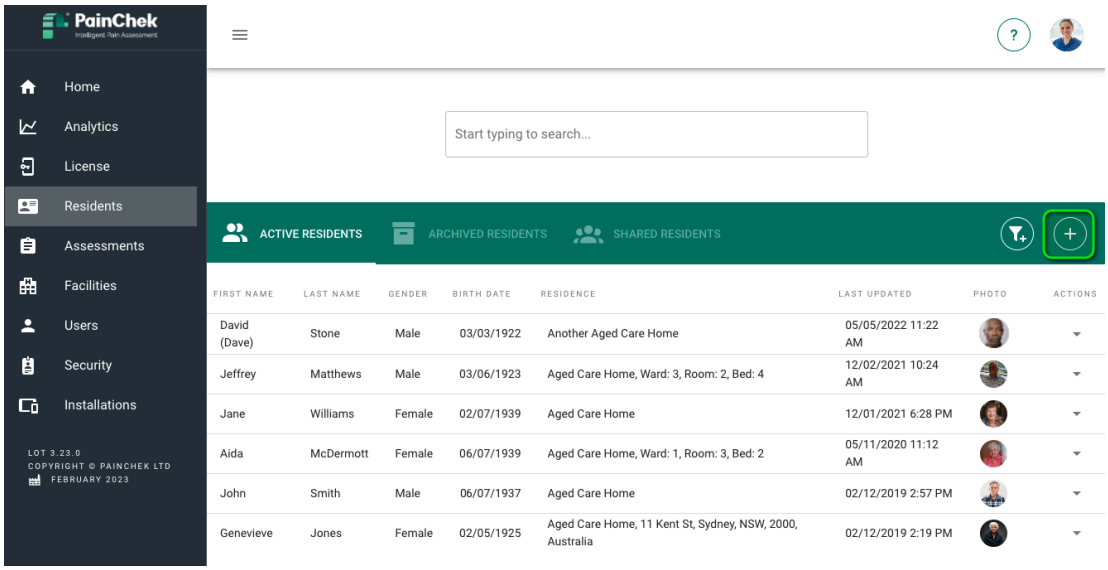
Creating a New Resident

NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

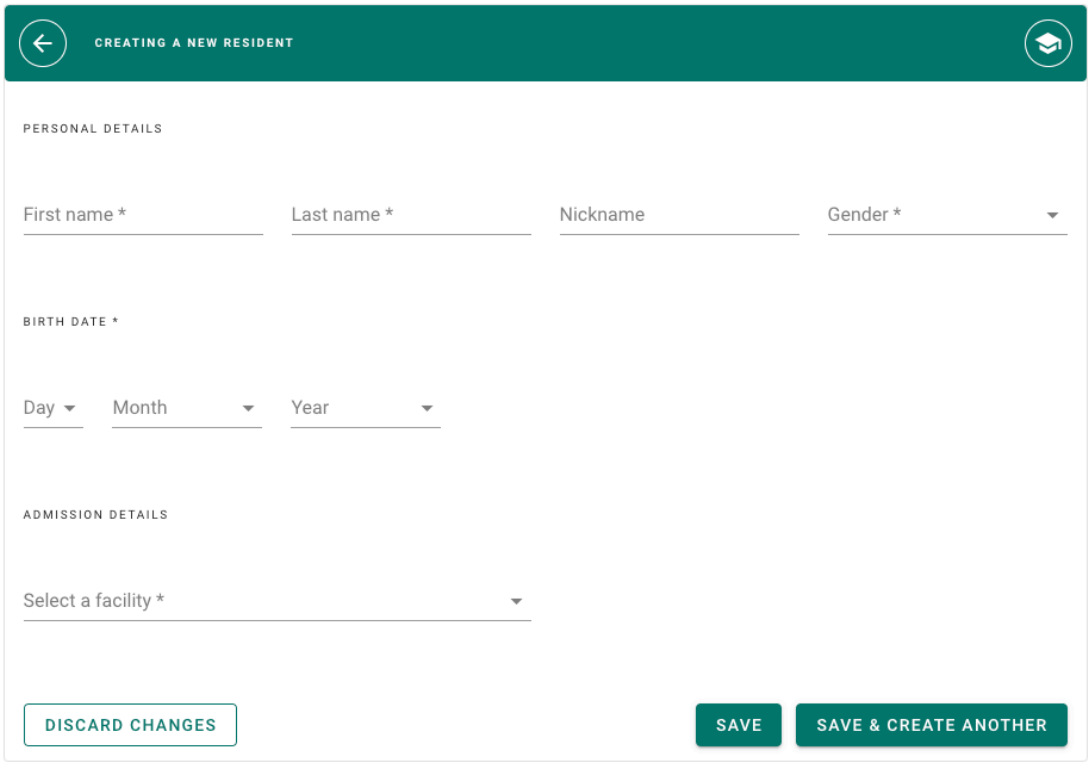
CAUTION
If your PainChek® Account is integrated with an External Integrated Clinical System, you will need to use the External Integrated Clinical System to create new Residents.

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:



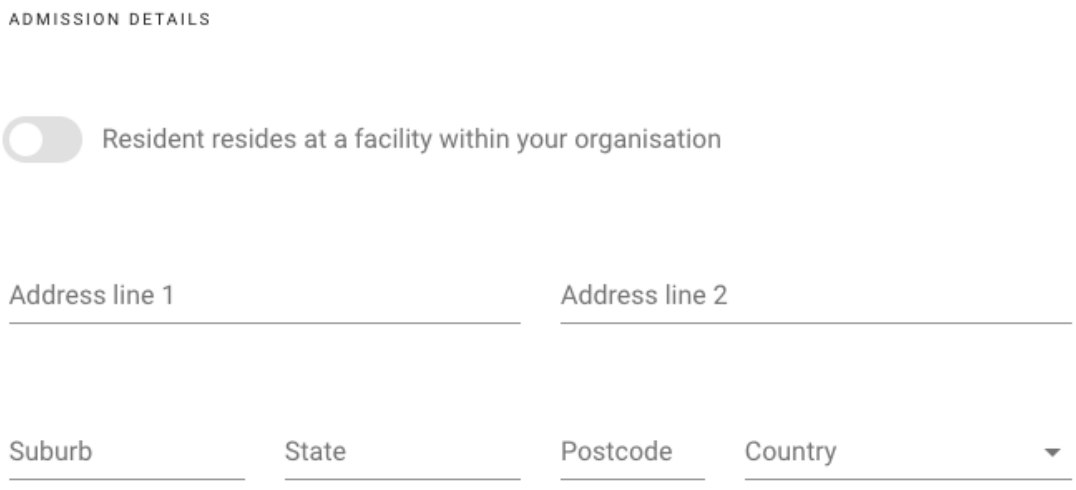
Enter in all the mandatory details marked by an asterisk. Once everything has been filled out, the **SAVE** button:



The required information may change depending on your Account settings.

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

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



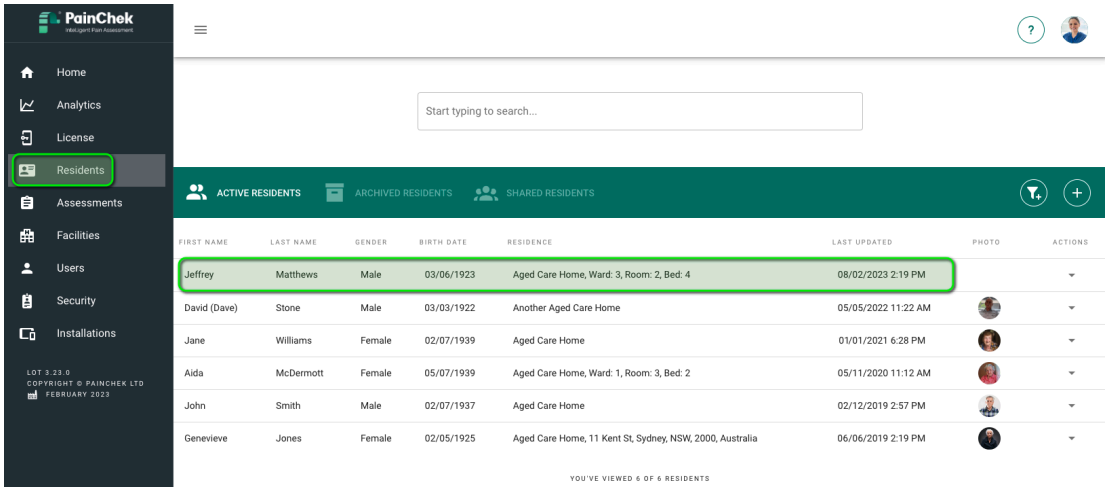
Adding/Updating a Resident Profile Picture

NOTE
Your User access level may be restricted from performing this function. Please see User Roles for more information

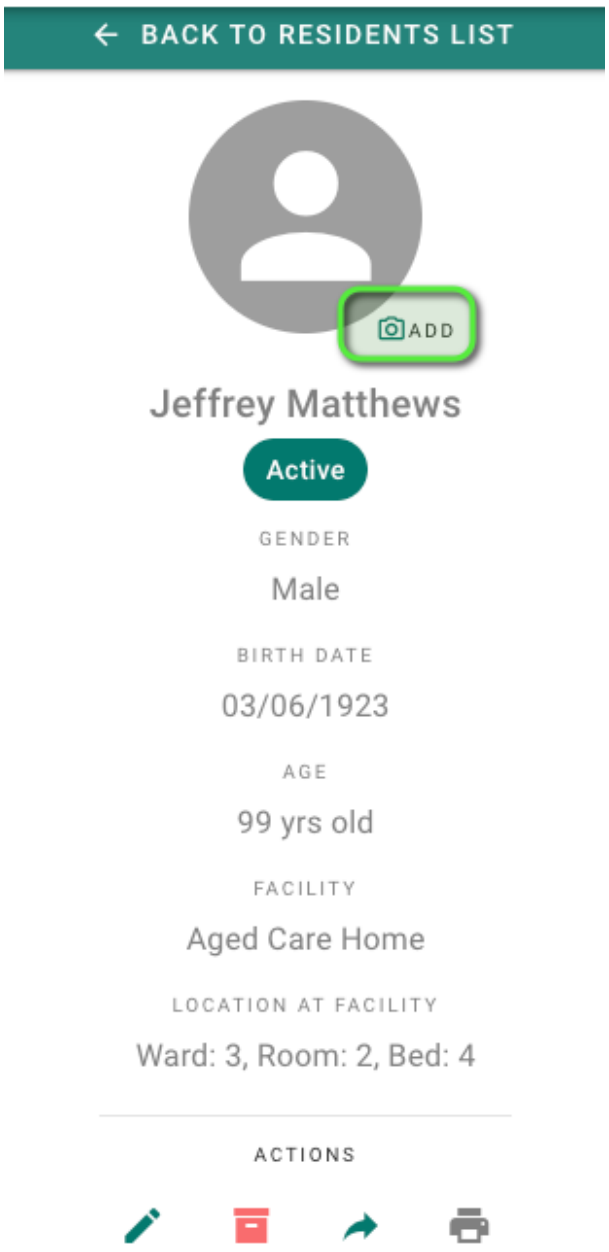
CAUTION
If your PainChek® Account is integrated with an External Integrated Clinical System, you will need to use the External Integrated Clinical System to create new Residents.

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

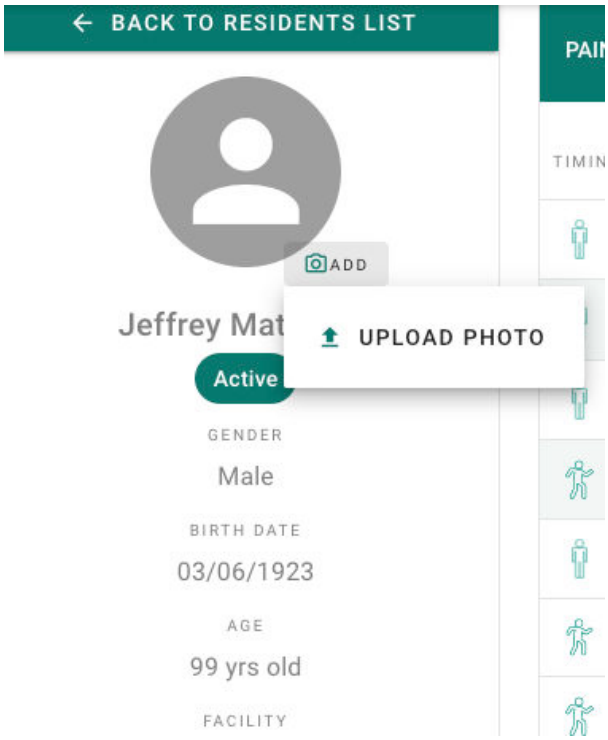
To do this, click on **Residents** and click on a Resident to go to the to the Resident Profile you would like to add a profile picture to:



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



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

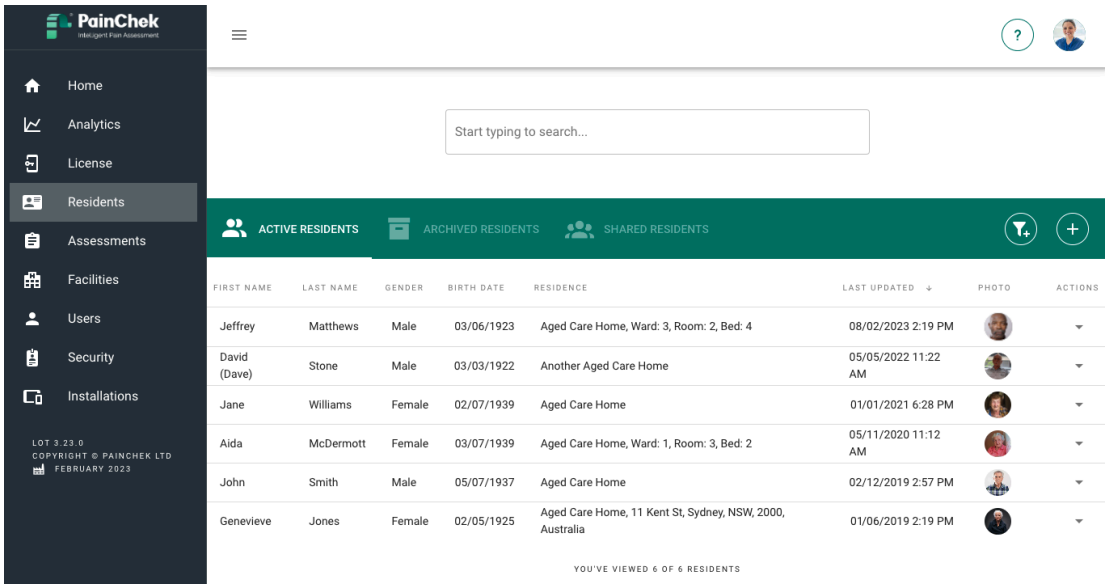


NOTE
The Resident's profile picture must be .png or .jpg format and not exceed 2MB.

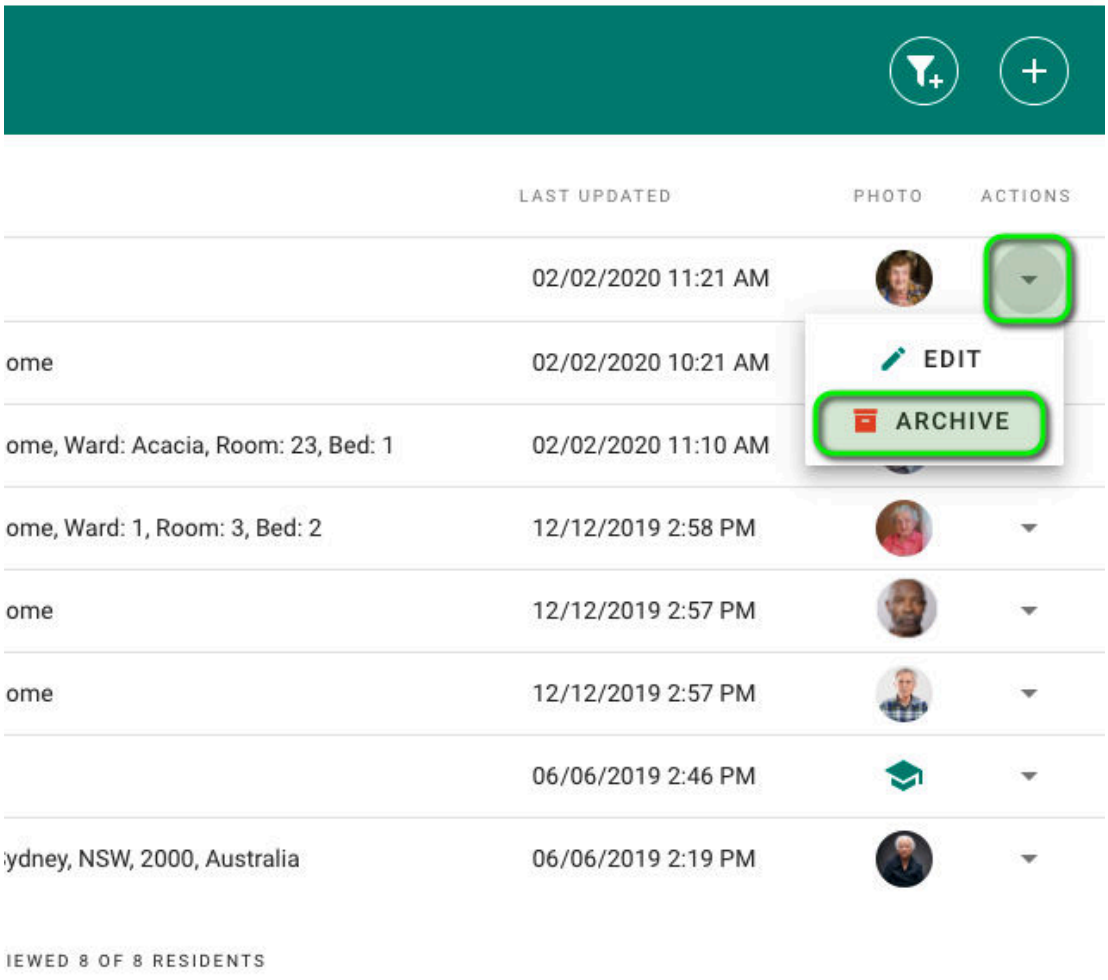
Viewing a Resident

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**:



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

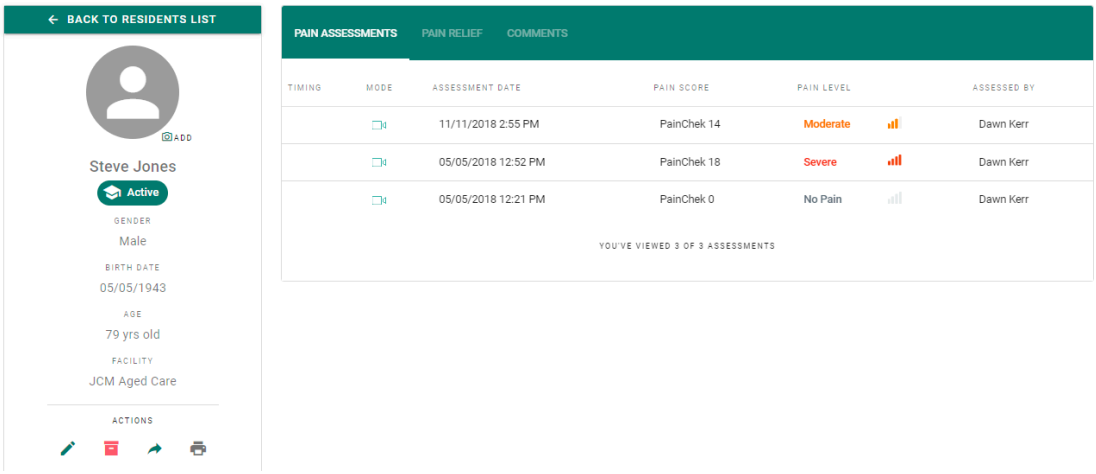


You can filter records one of two ways:

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:



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.

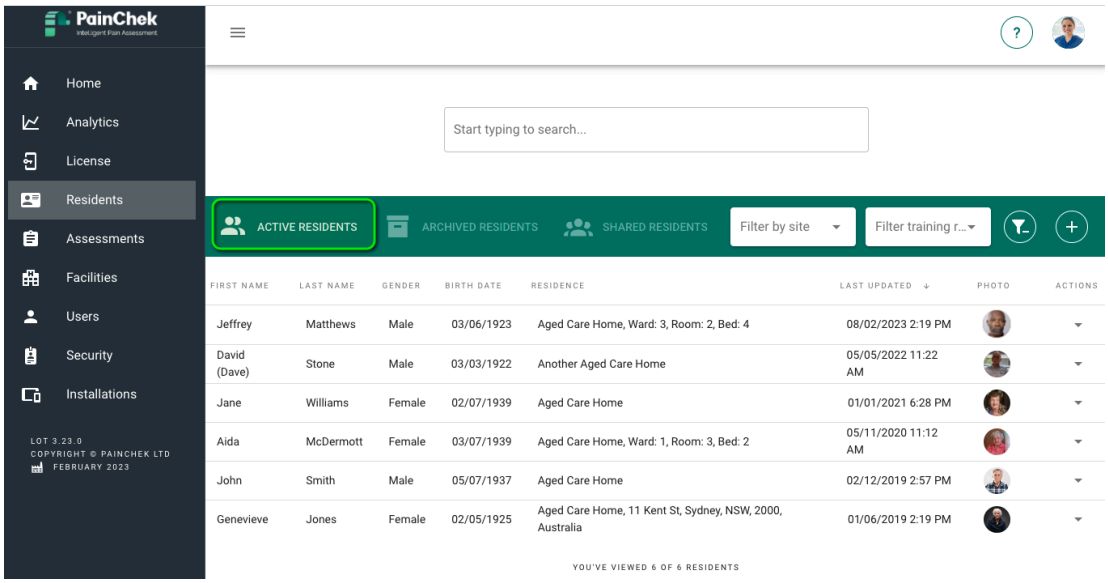
Archive and Restore Residents

> **NOTE**
> Your User access level may be restricted from performing this function. Please see User Roles for more information

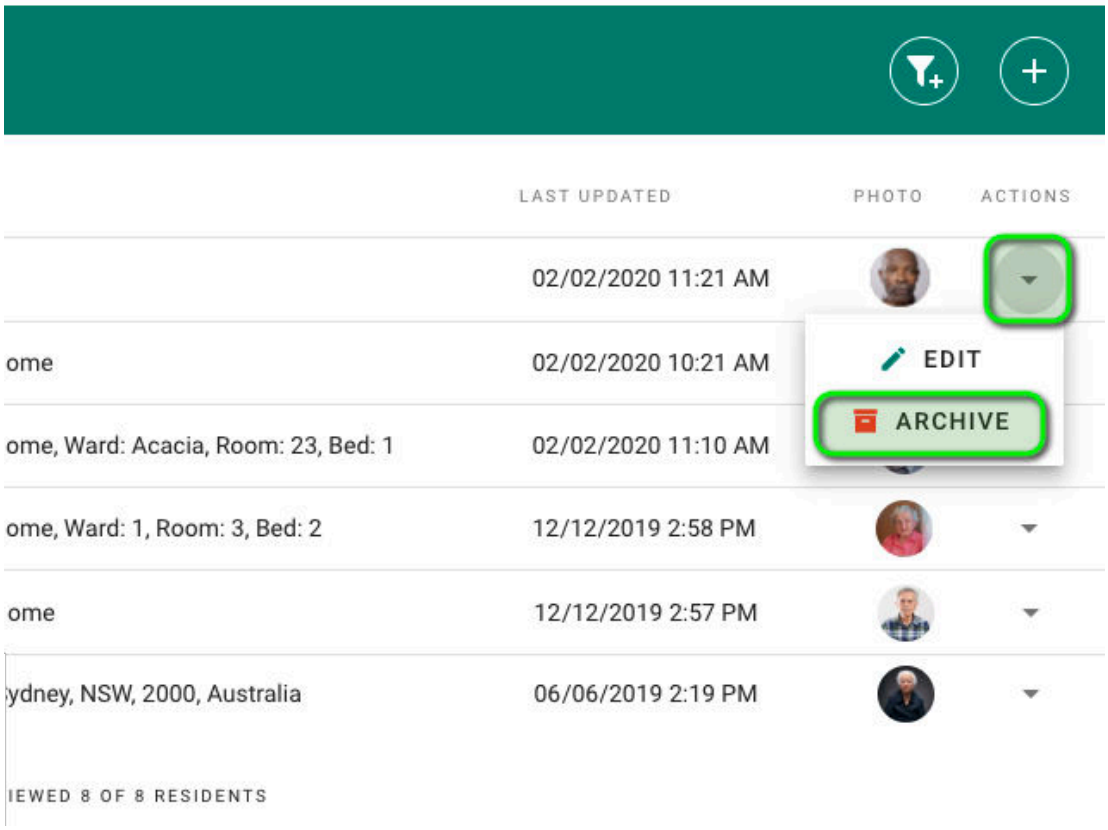
> **CAUTION**
> If your PainChek® Account is integrated with an External Integrated Clinical System, you will need to use the External Integrated Clinical System to create new Residents.

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

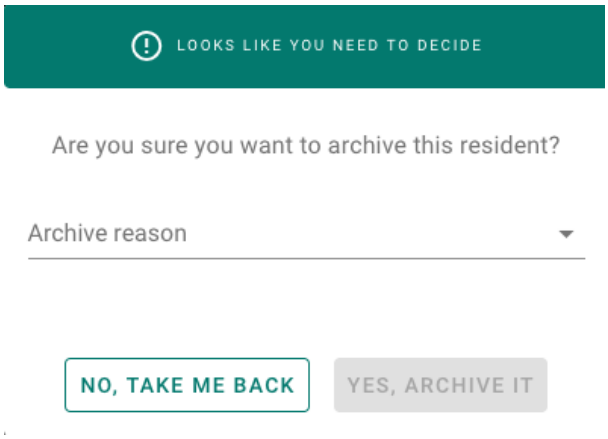
To do this, select **Residents** on the left-hand side and go to **ACTIVE RESIDENTS**:



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



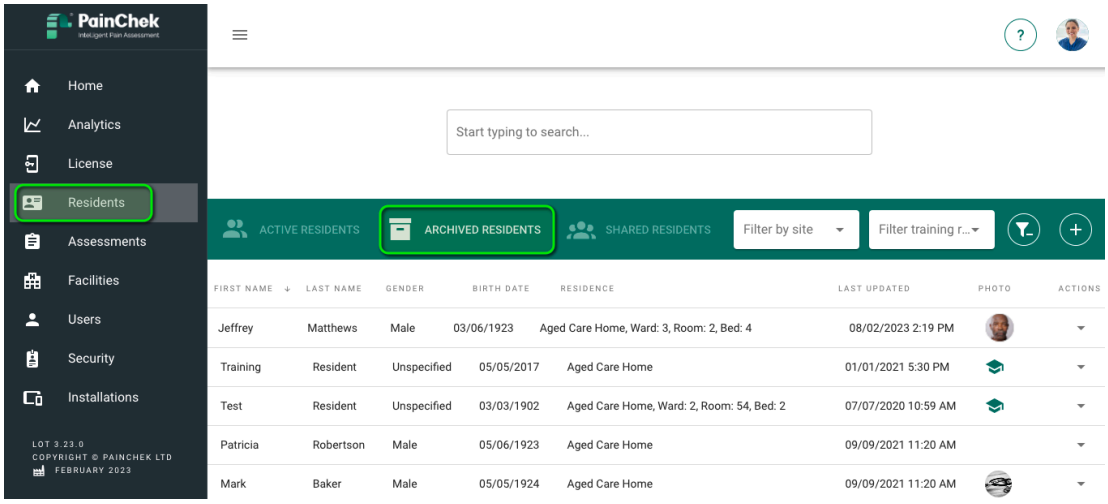
Select a reason for the Resident to be archived and press **YES, ARCHIVE IT**:



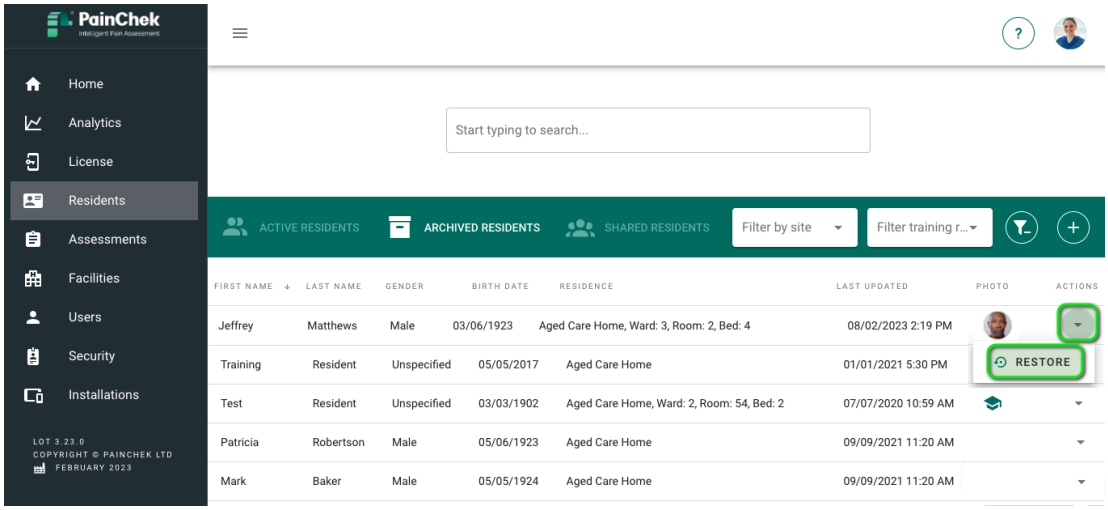
Restoring a Resident

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**:



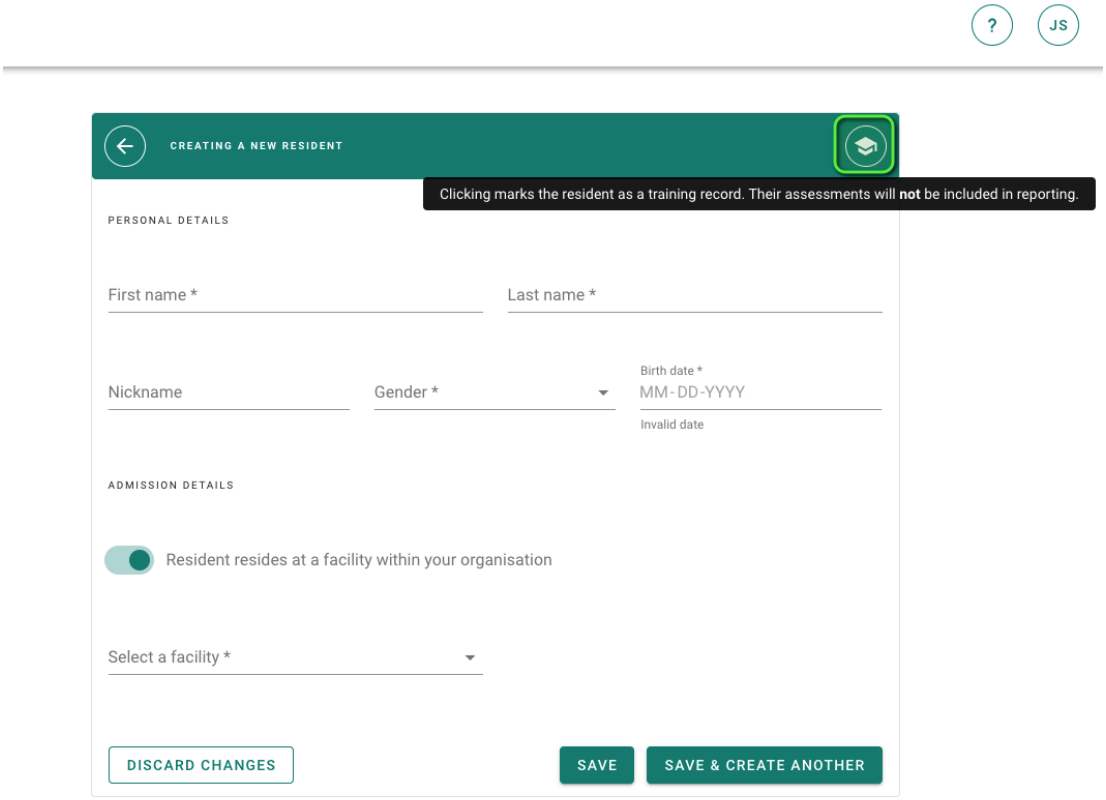
After you have restored a Resident, you will be able to find them in the **ACTIVE RESIDENTS** tab in the PainChek® Portal.

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.

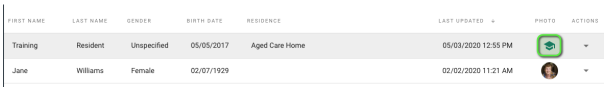
You can do this by clicking on the **Resident is for training purposes** button when creating or editing a Resident. This marks the Resident as a training record.



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:



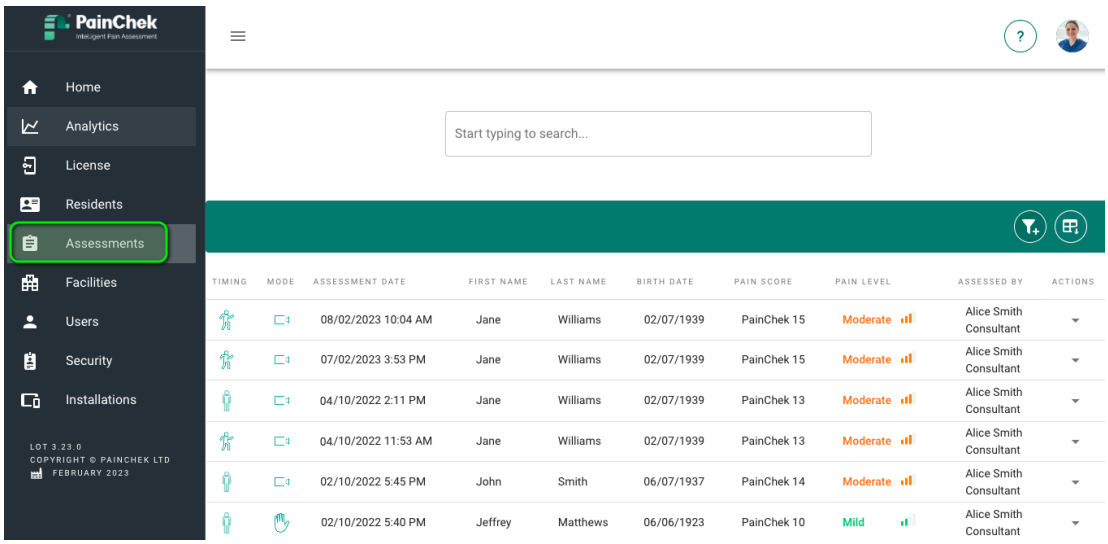
NOTE

- 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

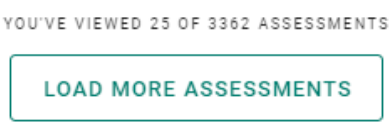
The PainChek® Portal allows you to view Assessments conducted by clicking on the Assessments button on the left-hand side:



The icons visible in the Assessment list are:

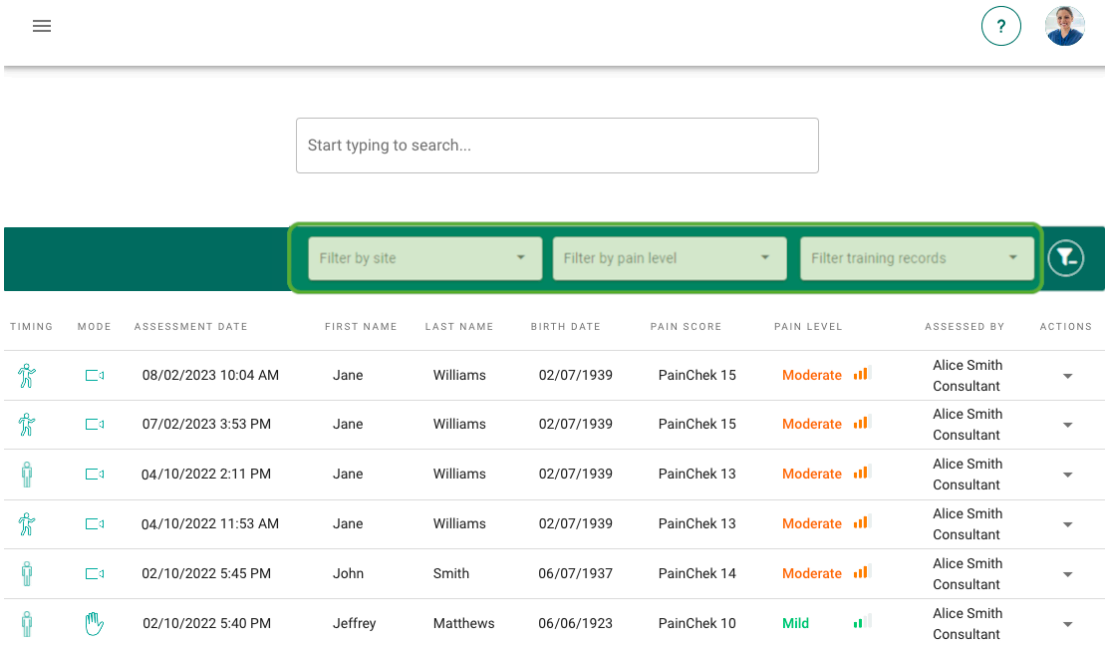
-
  At Rest Assessment
-
  Post Movement Assessment
-
  Manual PainChek Assessment
-
  Video PainChek Assessment

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**:

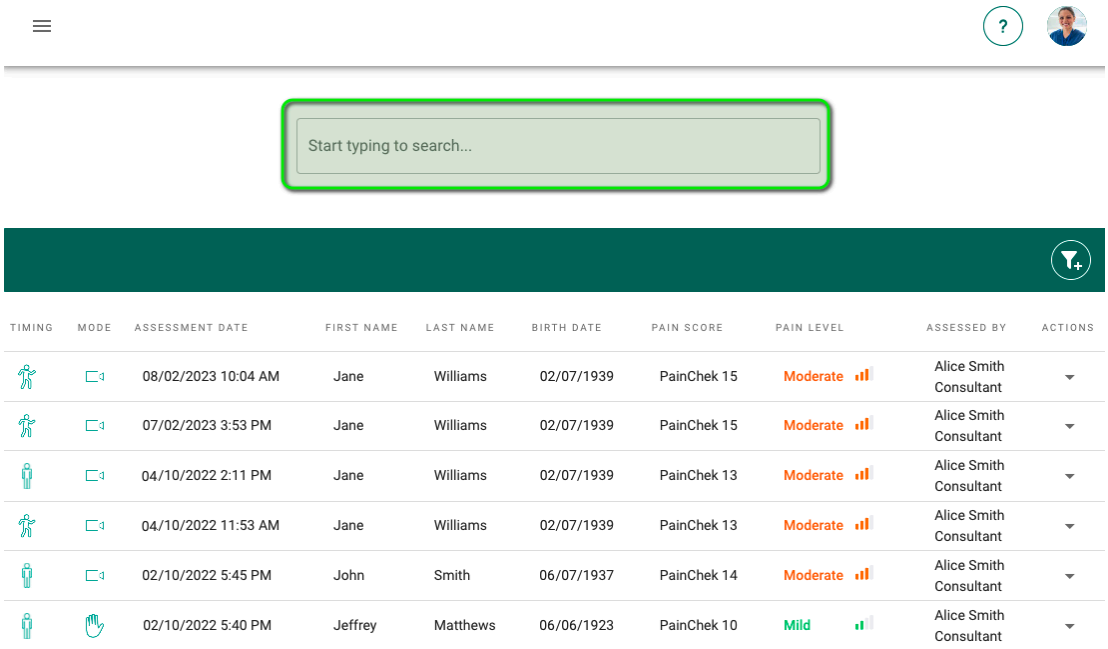


Filtering Assessments

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

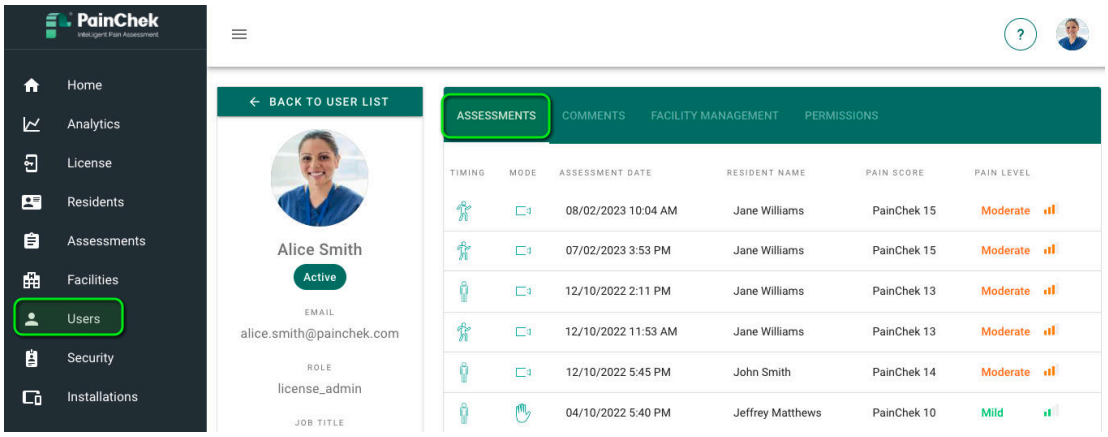


Or you can search for a Resident by using the **Search Bar** at the top of the screen:



Assessments Conducted by a User

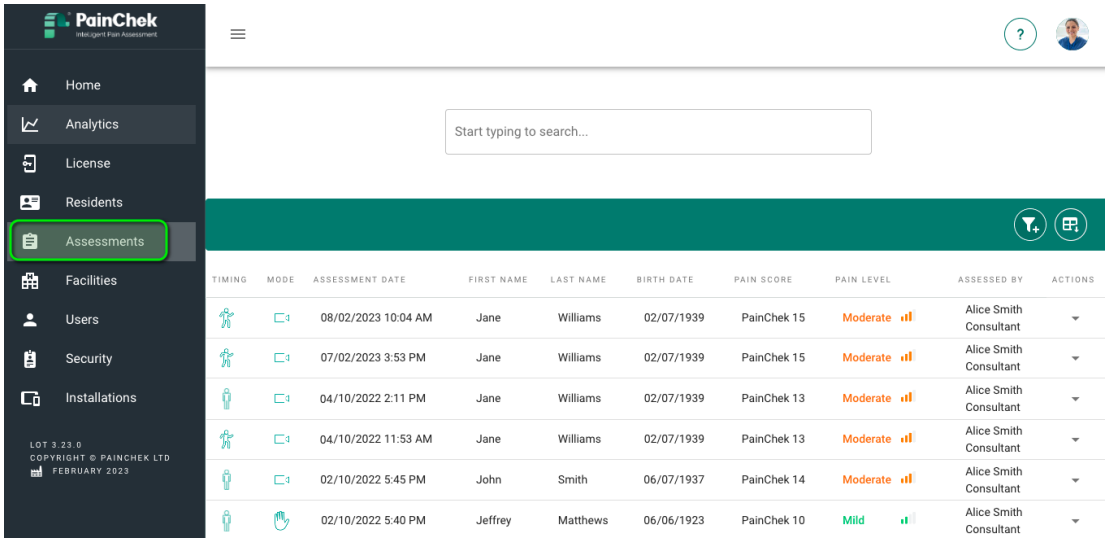
If you would like to see Assessments conducted by a single user, go to **Users** > click on the **User's Profile** and go to the **ASSESSMENTS** tab:



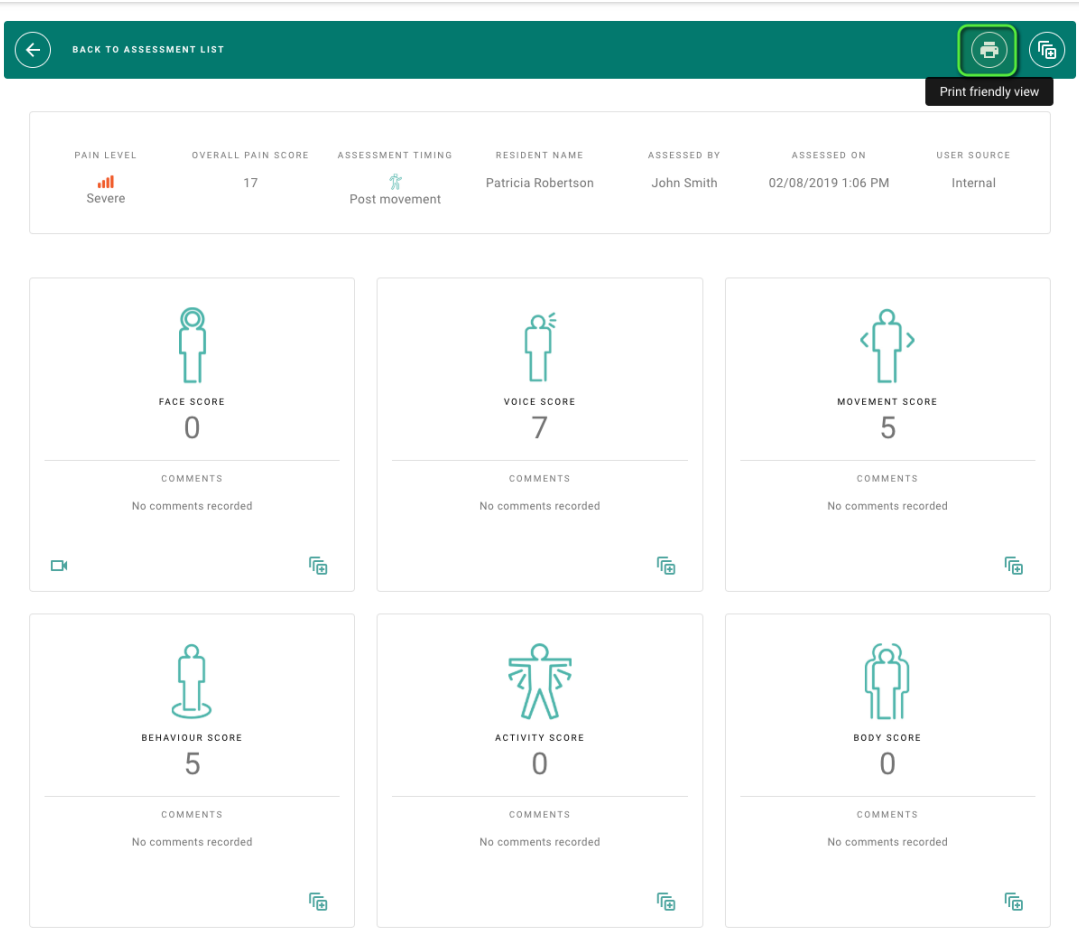
Printing an Assessment

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

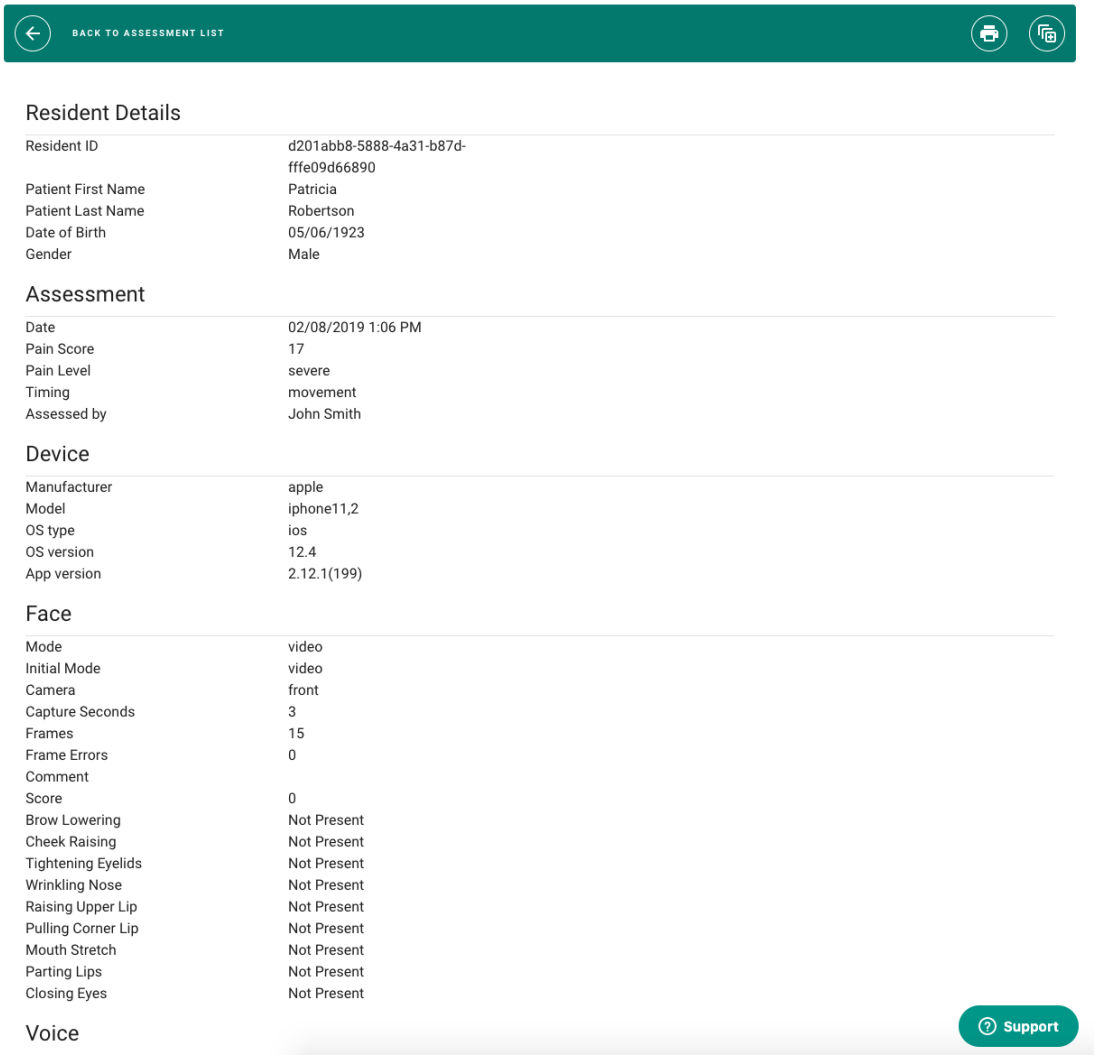
In order to view a Printer-Friendly version of an Assessment, click on **Assessments** from the left hand menu:



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:



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



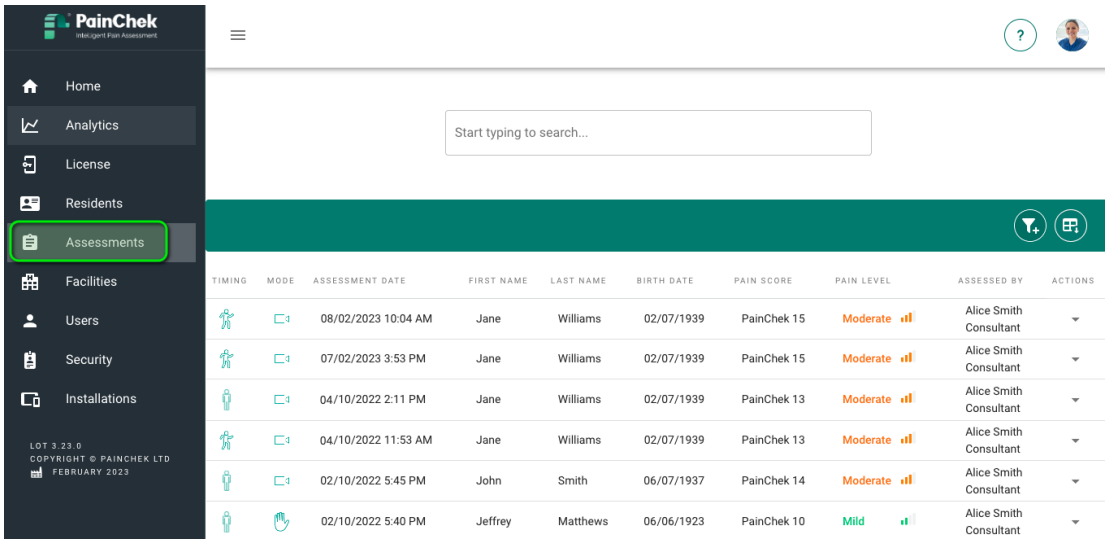
Exporting Assessments to CSV

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.

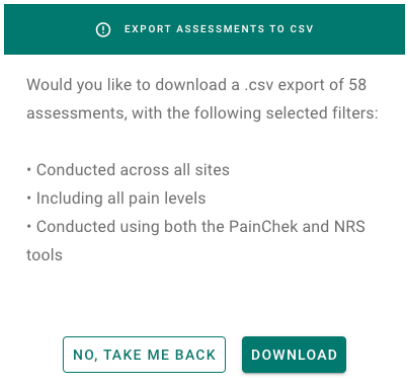
The PainChek® Portal facilitates the export of Assessment data to a CSV format, compatible with most spreadsheet software.

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:



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:



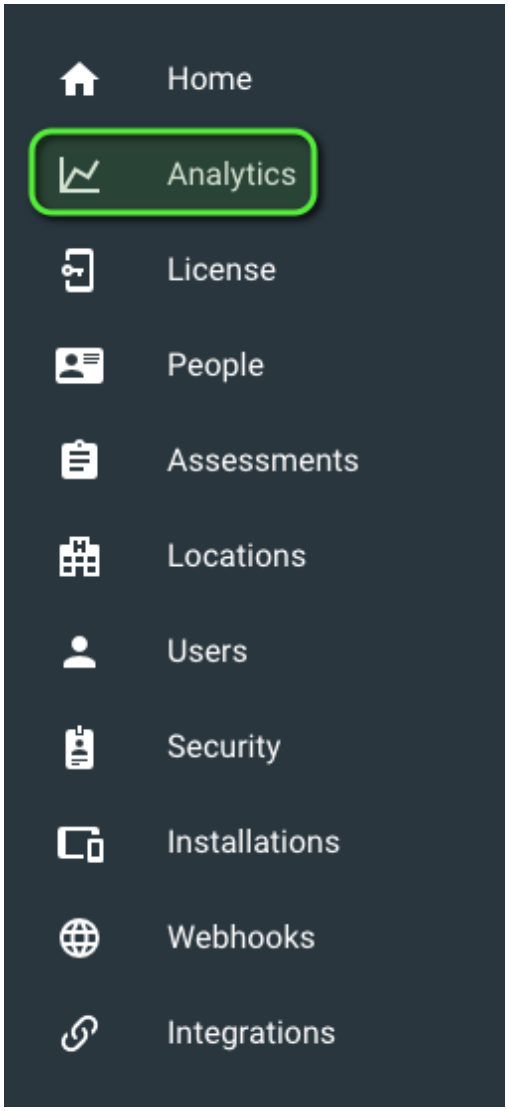
NOTE

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.

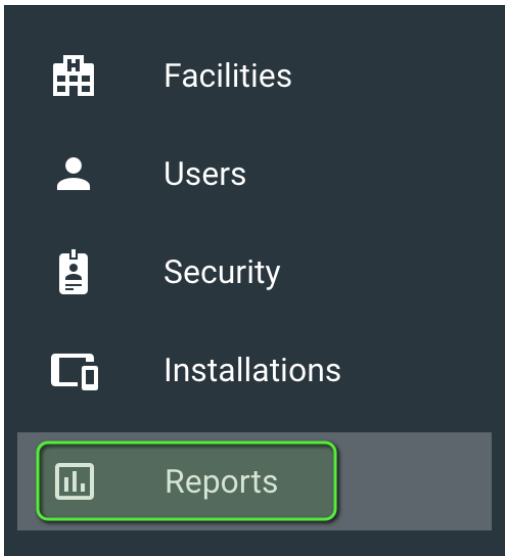
Person Trends

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

Reporting

Accessing the Report Page

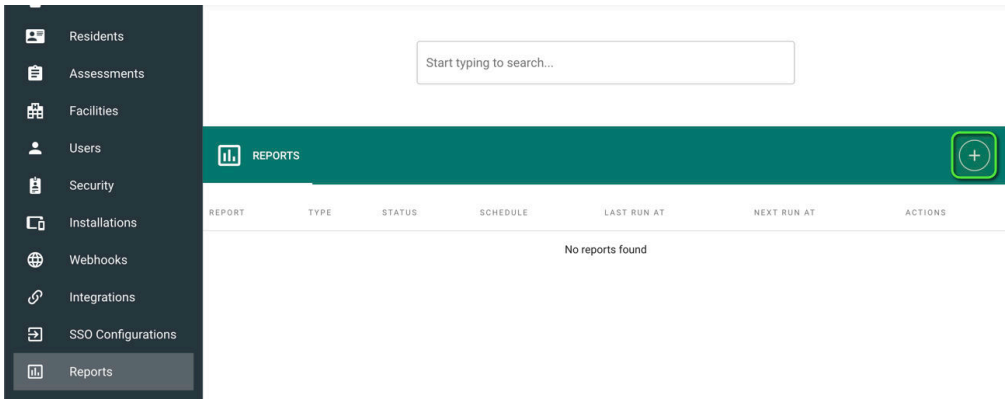
To access the PainChek Reporting page, click on the Reports link on the sidebar:



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)

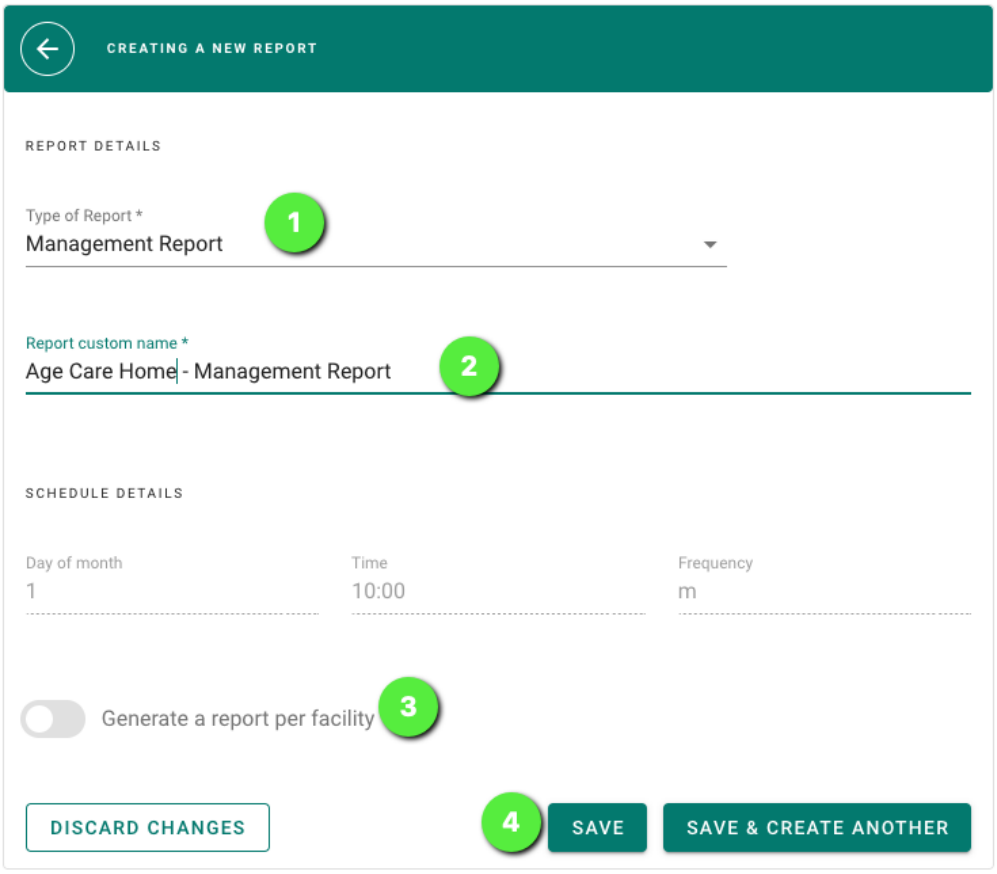
The system will automatically name the Report but you can edit it (2).

'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

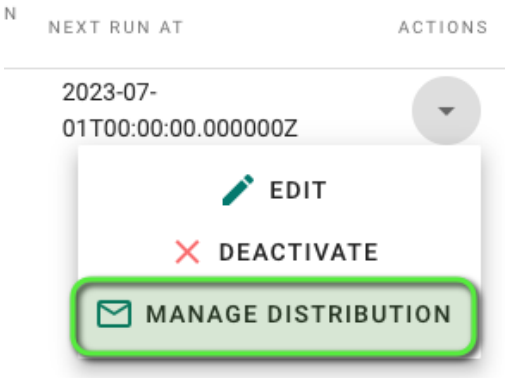
By selecting 'Generate report per facility', a separate report will be generated for each facility in your organisation. Each recipient can be set-up to receive all site reports, or only specific sites relevant to them.

Tap on Save (4)

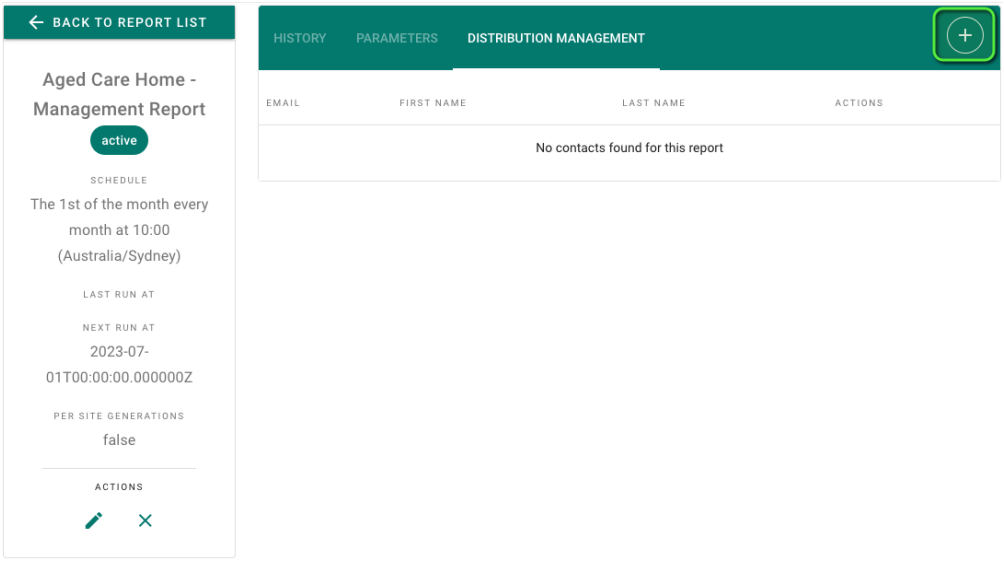


Adding and Removing Recipients from a Report

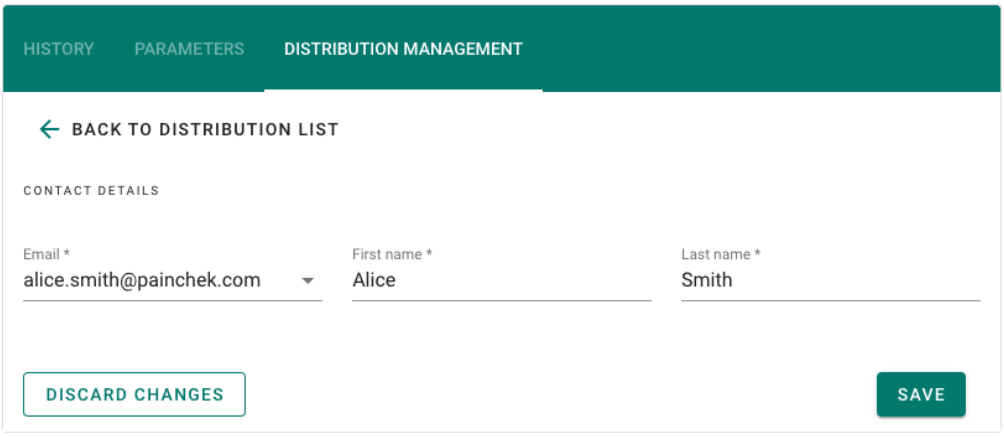
Access the Reports page, click on the ACTIONS button for the Report you would like to manage and click on MANAGE DISTRIBUTION:



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

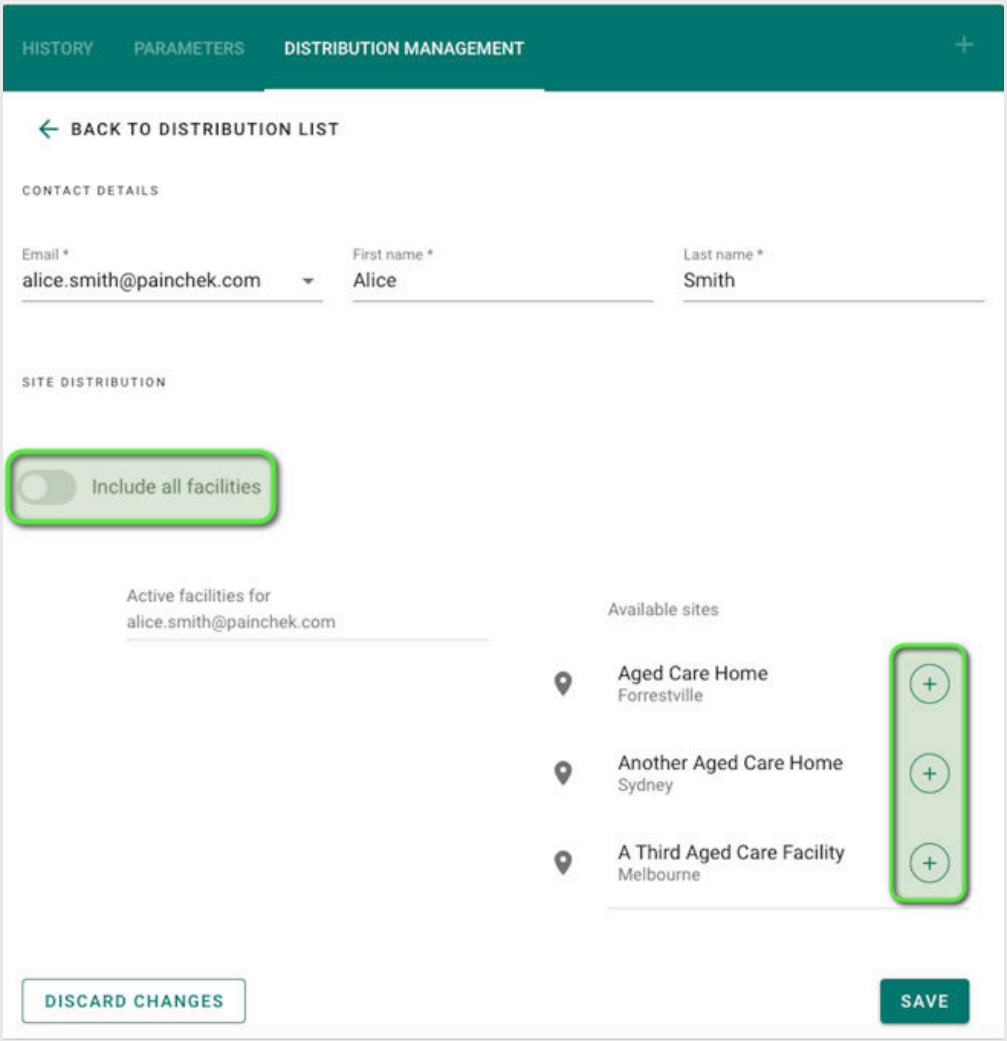


Fill in all the mandatory fields (Email, First Name and Last Name) and click on SAVE:



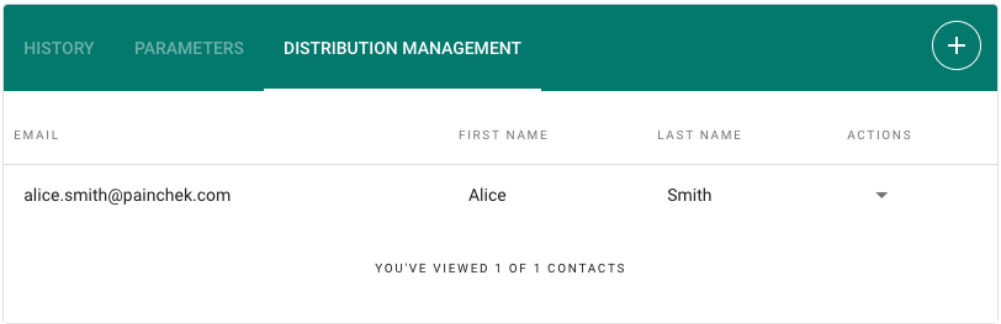
NOTE

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

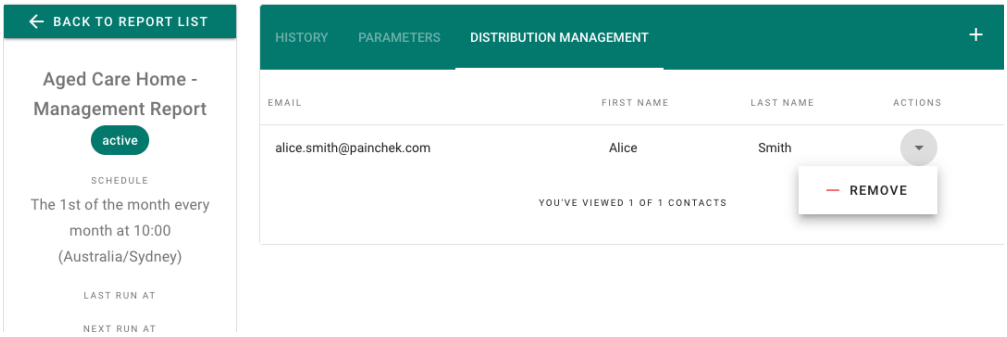


Or you can toggle "Include all facilities" which adds all facilities to the Report sent to the recipient.

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



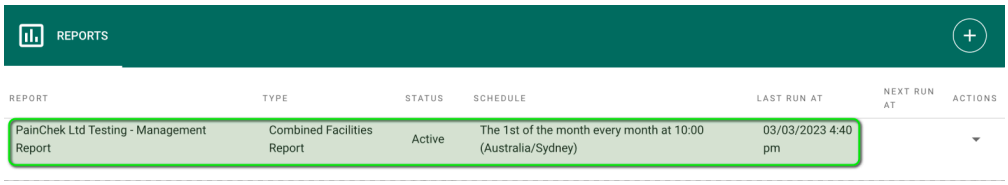
To remove a recipient, click on the ACTIONS button and click on REMOVE:



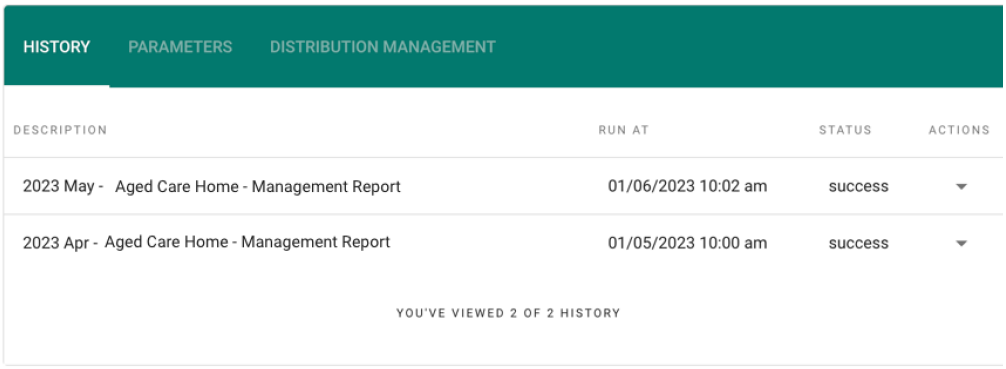
NOTE
Once a report has been created only the custom name and distribution list can be updated. You can create a new Report to make changes.

Viewing a Report's History

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



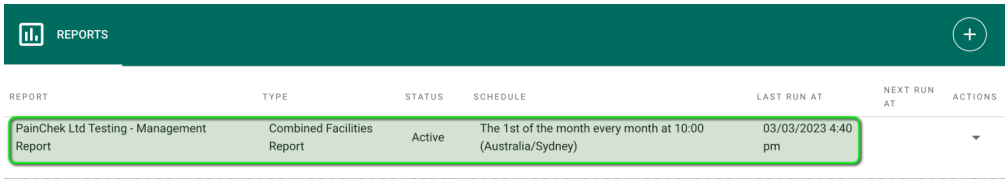
Go to the History tab and it will display a record for every time the Report has run:



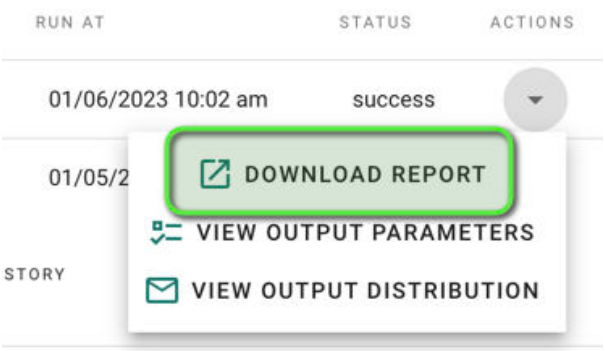
Downloading a Report From the Portal

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:

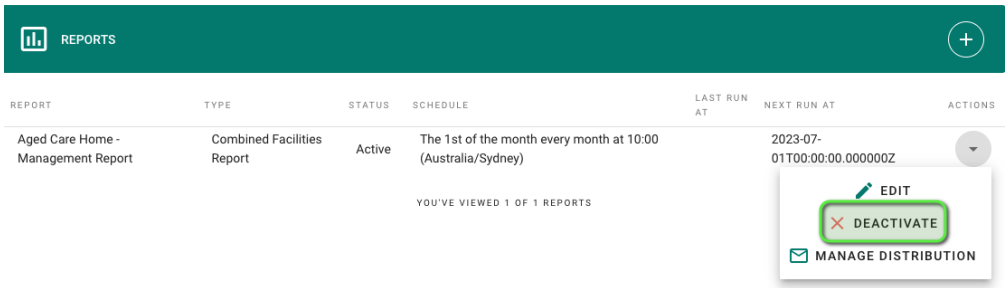


Select the ACTIONS button for the run month that you would like to download the Report for and click on DOWNLOAD REPORT:

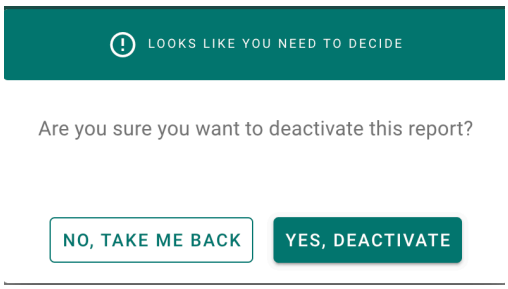


Deactivating a Report

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