

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	7
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	10
How to Sign In Using Single Sign-On (SSO)	12
PainChek Home Page	12
Managing Your User Profile	13
Editing Your Profile Settings	13
Adding/Updating Your Profile Picture	15
Changing Your Password	16
Forgot Your password?	17
Signing Out	18
Managing Facilities	20
Creating a new Facility	20
Editing a Facility	22
Viewing a Facility	23
Active Facilities	23
Managing User Access From the Facility View	25
Viewing the Users Who Have Access to a Facility	25
Granting Access to a User	26
Revoking Access to a User	27
Archive and Restore Facilities	28
Archiving Facilities	28
Restoring Facilities	29
Managing Users	30
User Roles	30
Creating a new user	30
Create a User Using a Username and Company ID	32
Editing a User	33
Viewing an Active User	35
Active Users	35
Viewing a User	36
Resetting a User's Password	37
Resetting a User's Password	37
Managing Facility Access From the User View	38

Viewing the Facilities Available to a User	38
Granting Access to a Facility	39
Revoking Access to a Facility	40
Full Site Access	40
Deactivate and Restore Users	41
Deactivating Users	41
Restoring Users	42
Managing App Installations	43
Viewing App Installations	43
Blocking an Installation	43
Unblocking an Installation	44
Managing Residents	46
Creating a New Resident	46
Adding/Updating a Resident Profile Picture	48
Viewing a Resident	49
Viewing Additional Resident Details	50
Archive and Restore Residents	51
Restoring a Resident	53
Managing a "Training" Resident	54
Pain Assessments	57
Viewing Assessments	57
Filtering Assessments	58
Assessments Conducted by a User	59
Printing an Assessment	60
Reporting and Analytics	62
Analytics	62
Troubleshooting Guide	64
Data Entered in the App is Not Updated in the Portal	64
I Can't Remember My Password	64
Clicking on the Activation Email Brings up a Blank Page	64

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 verbalize 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/>

USA URL: <https://prod.us.painchek.com/cloud-portal/> (proposed)

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.

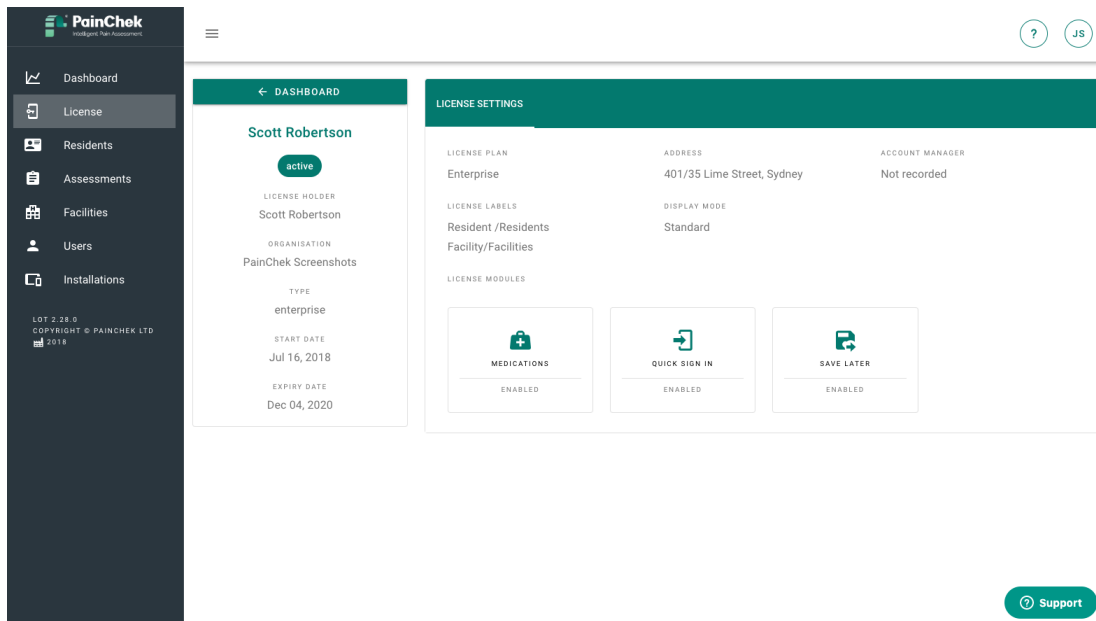
Account Registration

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		PainChek® Adult
Year of manufacture		2022
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.
Behavior Domain	The Behavior 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 Behavior", "The Activity", "The Body". The domains are evaluated in the order they are listed here.

PainChek Portal Guide

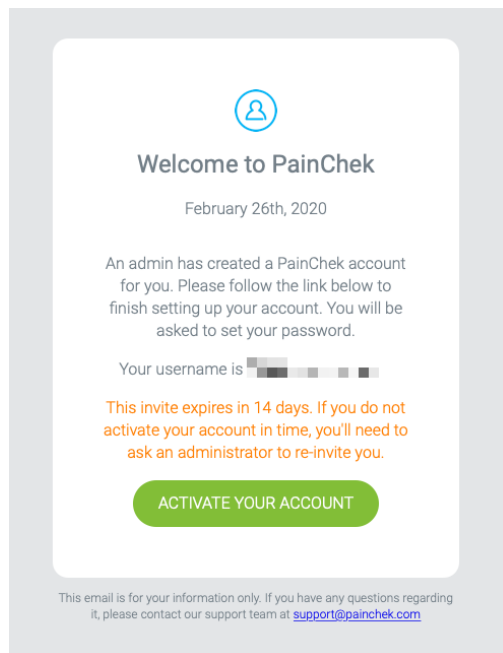
Term	Description
External Integrated Clinical System	A third-party system that exchanges data with the PainChek® System. This typically involves Resident data being sent to the PainChek® System and Assessment data being sent from the PainChek® System.
Face Domain	The Face Domain has 9 features. They 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.
Pain Intensity	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 Scale.
Pain Scale	Pain numerical scores mapped to a Pain Intensity 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® 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® 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

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**.



PainChek
Intelligent Pain Assessment


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**.



PainChek
Intelligent Pain Assessment

Sign In

← [Progress bar with 6 segments, 5th segment filled]

— Password —
[Password input field with 8 dots]

☐ 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".



PainChek
Intelligent Pain Assessment


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**:



PainChek
Intelligent Pain Assessment

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 and see the [Signing Out \[18\]](#).

For security reasons, you are automatically signed out after 20 minutes of inactivity. You can, however, select the **Keep me signed in** option on the sign-in form to remain signed in indefinitely.



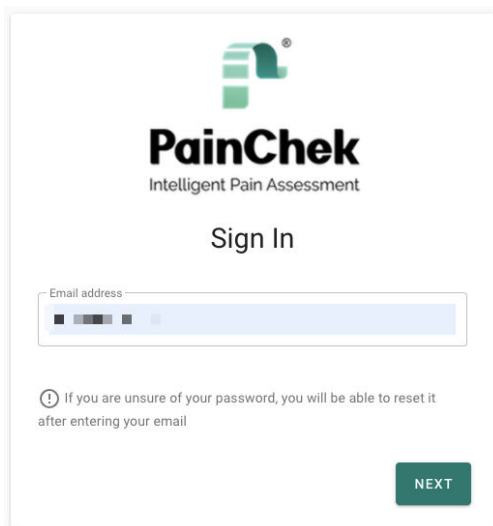
NOTE

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.

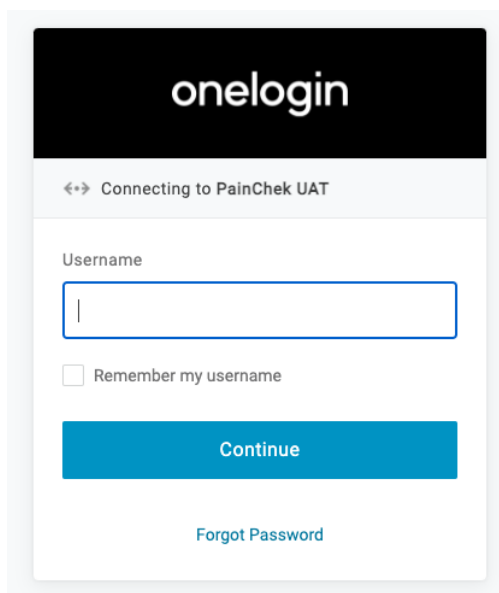
If you need this unlocked earlier, please contact a PainChek® Administrator for your organisation or contact the PainChek Support team.

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 screen. At the top is the PainChek logo with the tagline 'Intelligent Pain Assessment'. Below the logo is the text 'Sign In'. There is a text input field labeled 'Email address' with a blue border and a small icon on the left. Below the input field is a small informational message: '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'.

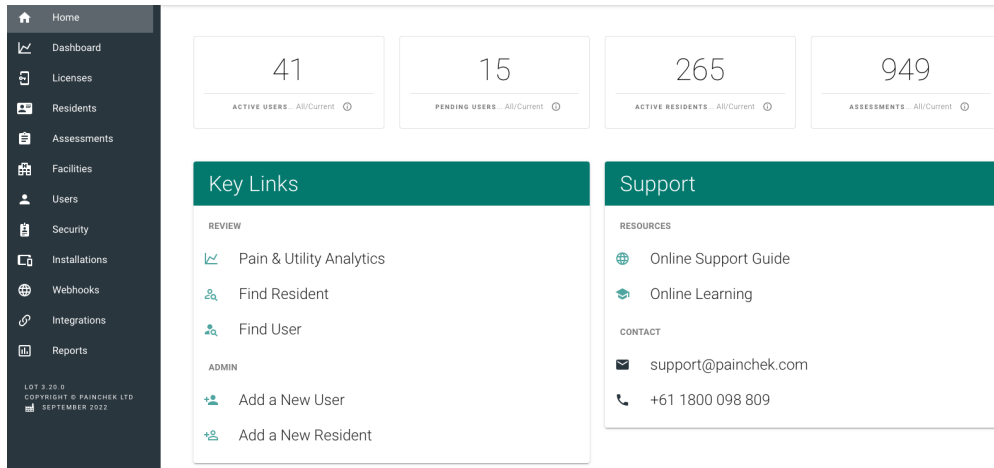


The image shows the OneLogin SSO screen. At the top is the OneLogin logo. Below the logo is a header bar with the text 'Connecting to PainChek UAT'. Below the header bar is a text input field labeled 'Username' with a blue border. Below the input field is a checkbox labeled 'Remember my username'. At the bottom is a blue button labeled 'Continue'. Below the button is 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 details analytics can be found in the [PainChek Dashboard](#)), 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

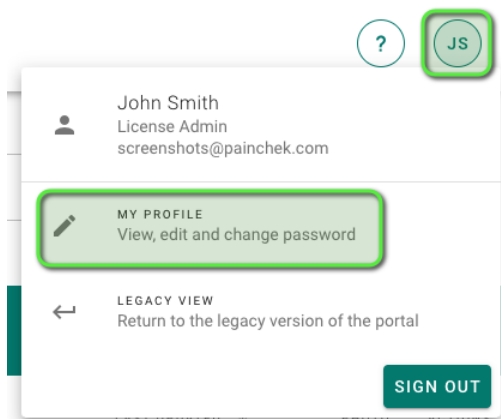


NOTE

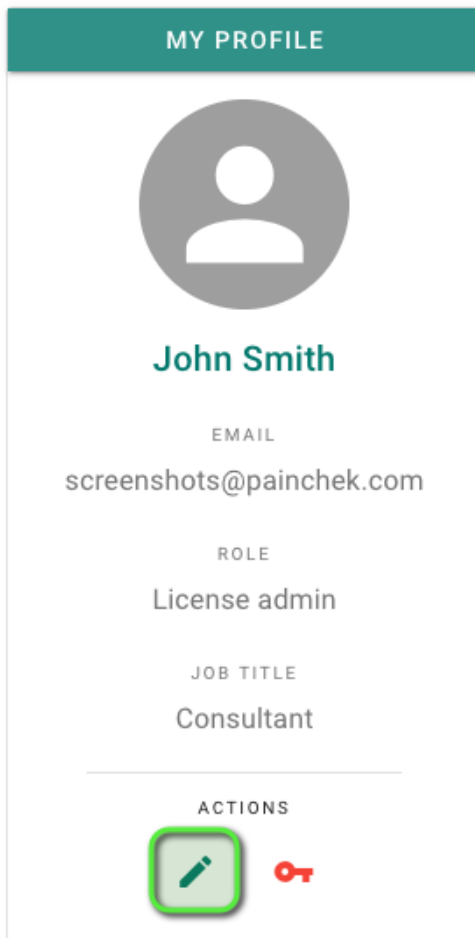
Your User Profile contains the details of your User Account, and is relevant to both the PainChek® App and the PainChek® Portal.

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**:



MY PROFILE





John Smith

EMAIL
screenshots@painchek.com

ROLE
License admin

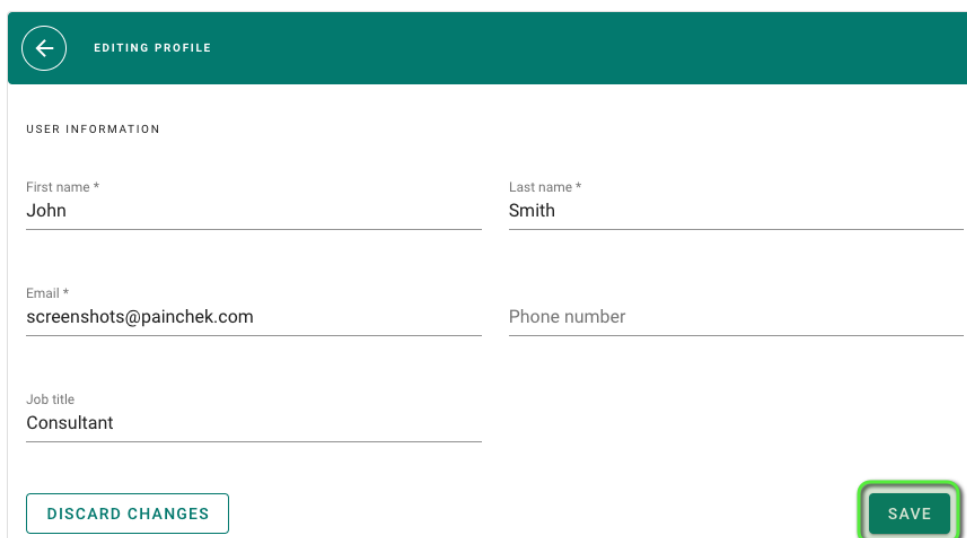
JOB TITLE
Consultant

ACTIONS

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 synchronized with the PainChek® App the next time your mobile device is connected to the internet.



← EDITING PROFILE

USER INFORMATION

First name *
John

Last name *
Smith

Email *
screenshots@painchek.com

Phone number

Job title
Consultant

DISCARD CHANGES

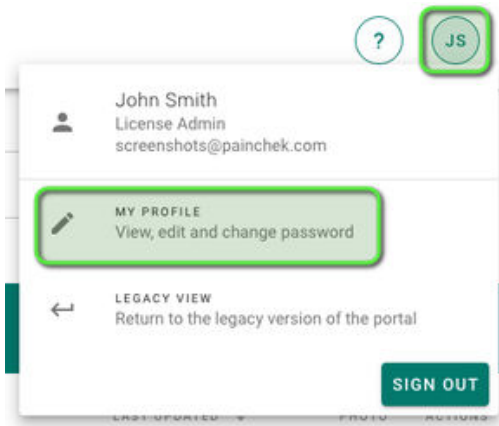
SAVE

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

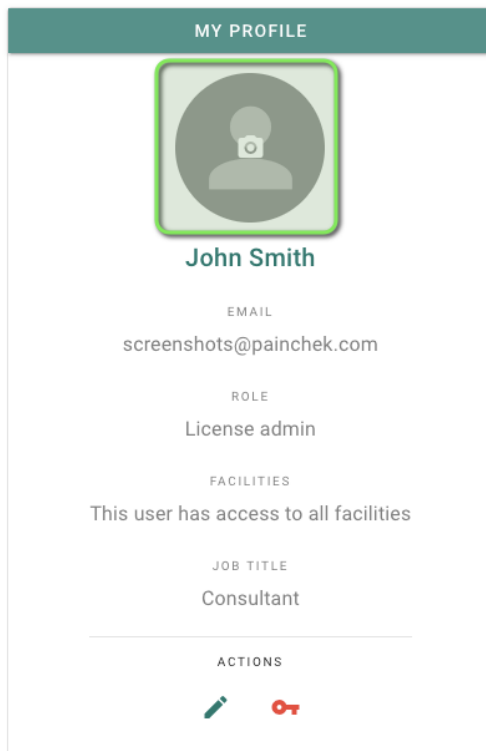
Adding/Updating Your Profile Picture

i Your profile picture must be .png or .jpg format and not exceed 2MB.

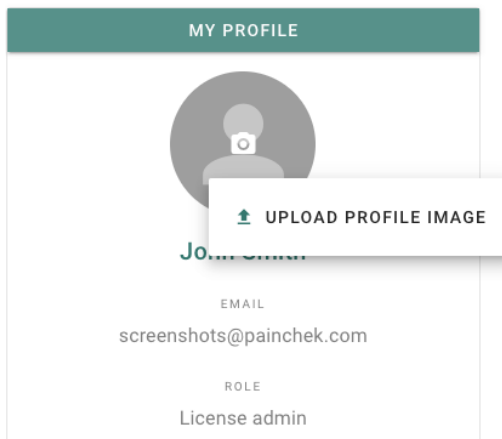
To add or update a profile picture go to **MY PROFILE**:



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



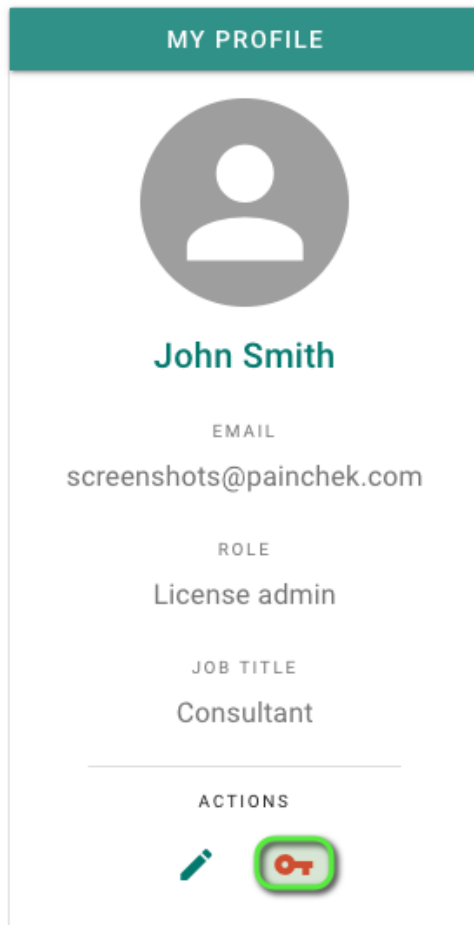
The option to **UPLOAD PROFILE IMAGE** or **UPDATE PROFILE IMAGE** if you have an existing profile picture set will be displayed:



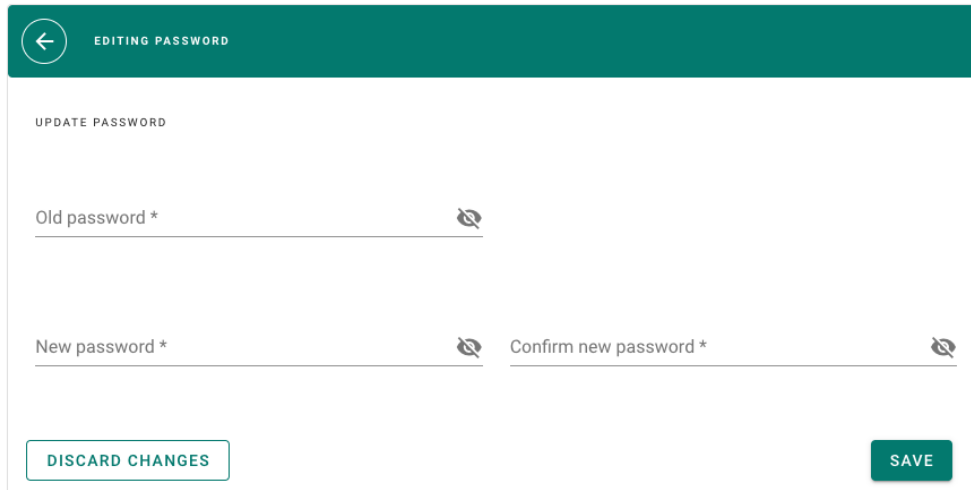
Changing Your Password

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**:



← EDITING PASSWORD

UPDATE PASSWORD

Old password *

New password * Confirm new password *

DISCARD CHANGES SAVE

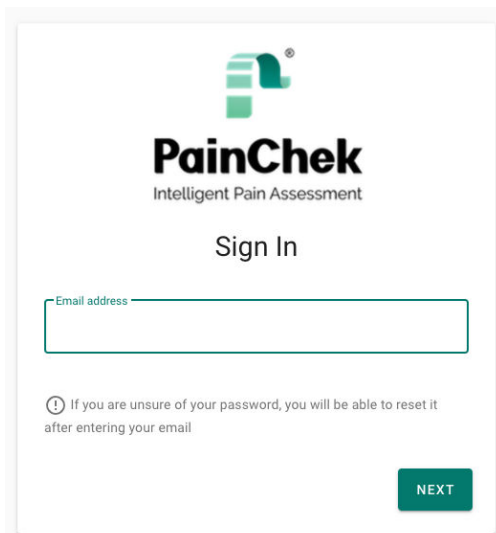
Forgot Your password?




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 organization 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 organization 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?**:



PainChek
Intelligent Pain Assessment

Sign In


← [password field]

Password [password field]

☐ Keep me signed in

FORGOT PASSWORD? **SIGN IN**

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



PainChek
Intelligent Pain Assessment

Reset Password

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

Email [email field]

SUBMIT **CANCEL**

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

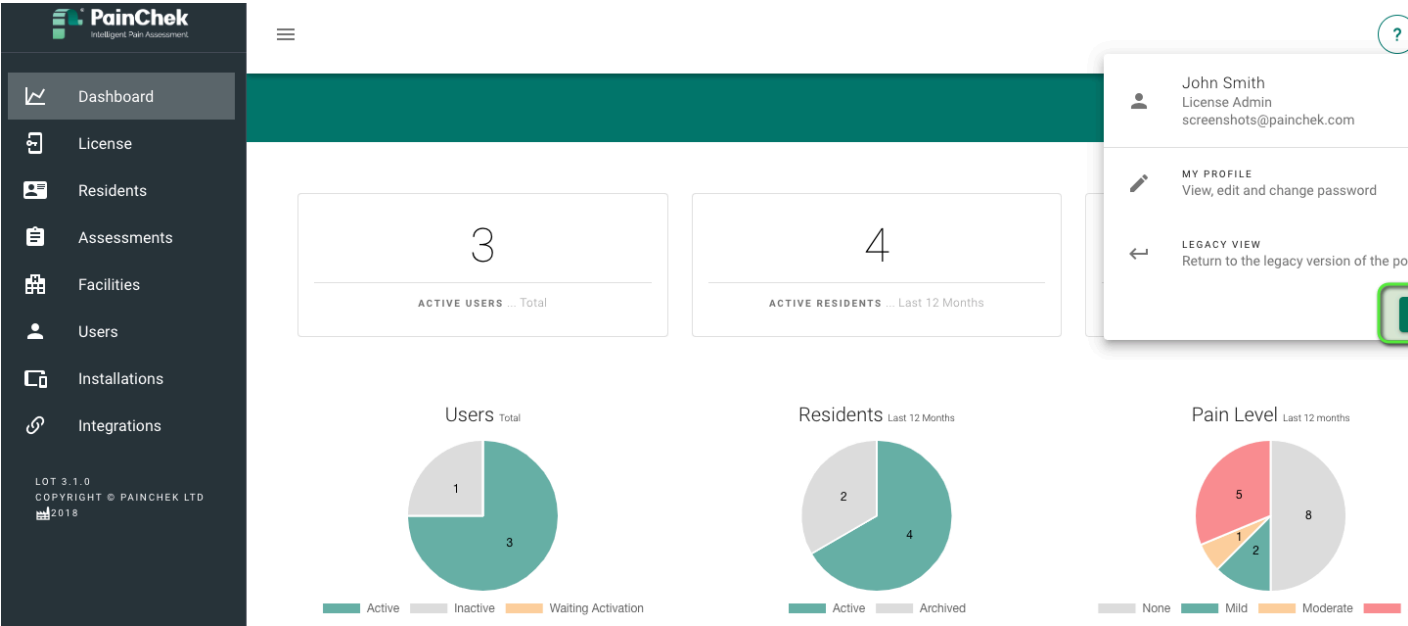


NOTE

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 the **SIGN OUT** button in the upper right-hand corner.



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.

Managing Facilities

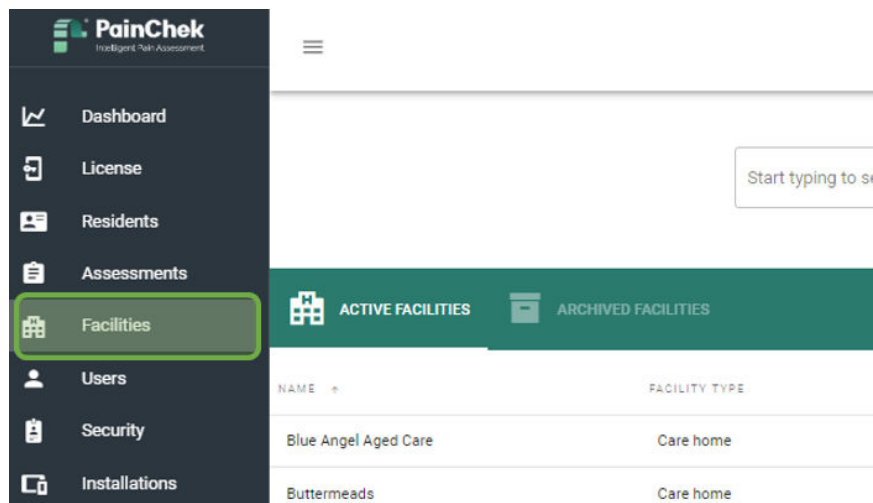
Creating a new Facility



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:



+

OF BEDS	CITY	STATE	LAST UPDATED	ACTIONS
	Forrestville	NSW	Jul 01, 2019 1:30 pm	▼
	Sydney		Jul 01, 2019 1:20 pm	▼
	Melbourne		Jul 01, 2019 1:21 pm	▼

YOU'VE VIEWED 3 OF 3 FACILITIES

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.

- Dashboard
- License
- Residents
- Assessments
- Facilities
- Users
- Installations

LOT 2.28.0
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2018

?
JS

←
CREATING A NEW FACILITY

FACILITY INFORMATION

Facility name *

Type of facility * Number of beds

CONTACT INFORMATION

Street address

Zip Code City

State Country *
Australia

Contact phone number Contact email address

DISCARD CHANGES
SAVE
SAVE & CREATE ANOTHER

Support

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.

PainChek
Managed Care Assessment

Start typing to search...

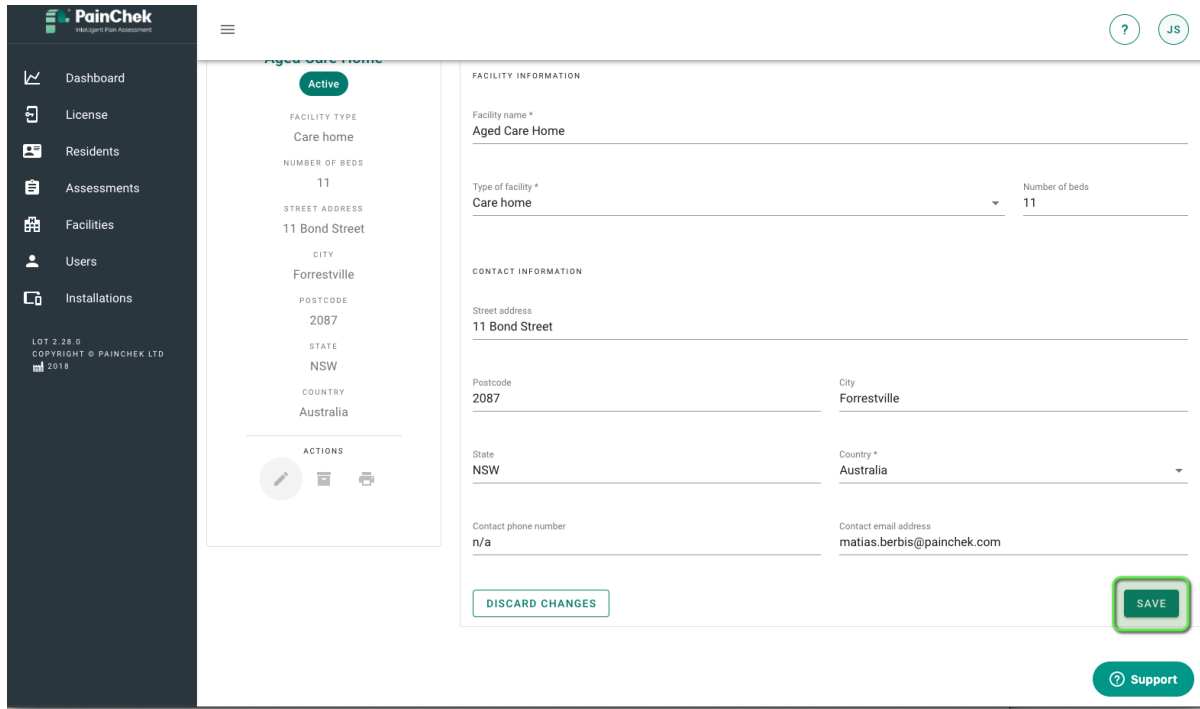
ACTIVE FACILITY | ARCHIVED FACILITY

NAME	FACILITY TYPE	NUMBER OF BEDS	CITY	STATE	LAST UPDATED	ACTIONS
Aged Care Home	Care home	11	Forresterville	NSW	Jul 01, 2019 1:30 pm	▼ EDIT ARCHIVE
Another Aged Care Home	Care home		Sydney		Jul 01, 2019 1:20 pm	
A Third Aged Care Facility	Care home		Melbourne		Jul 01, 2019 1:21 pm	

YOU'VE VIEWED 3 OF 3 FACILITIES

Support

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



The screenshot shows the PainChek Portal interface. On the left is a dark sidebar with navigation links: Dashboard, License, Residents, Assessments, Facilities, Users, and Installations. Below these links is copyright information: LOT 3 28 0, COPYRIGHT © PAINCHEK LTD, 2018. The main content area is titled 'Active' and shows details for a facility named 'Aged Care Home'. The facility type is 'Care home' and the number of beds is '11'. The street address is '11 Bond Street', city is 'Forrestville', postcode is '2087', state is 'NSW', and country is 'Australia'. The contact information includes the street address '11 Bond Street', postcode '2087', city 'Forrestville', state 'NSW', country 'Australia', contact phone number 'n/a', and contact email address 'matias.berbis@painchek.com'. There are buttons for 'DISCARD CHANGES' and 'SAVE'. A 'Support' button is at the bottom right.

Viewing a Facility



NOTE

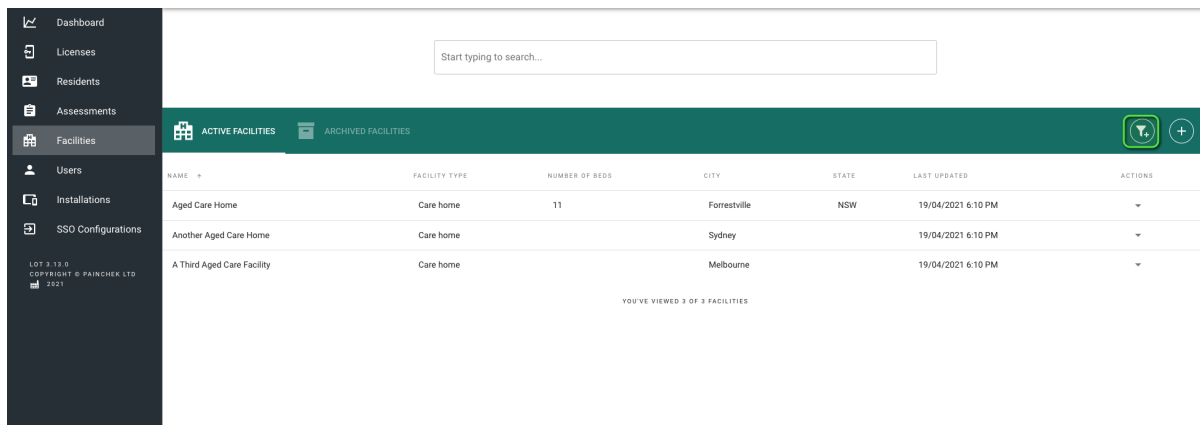
Your User access level may be restricted from performing this function. Please see [User Roles](#) for more information

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:

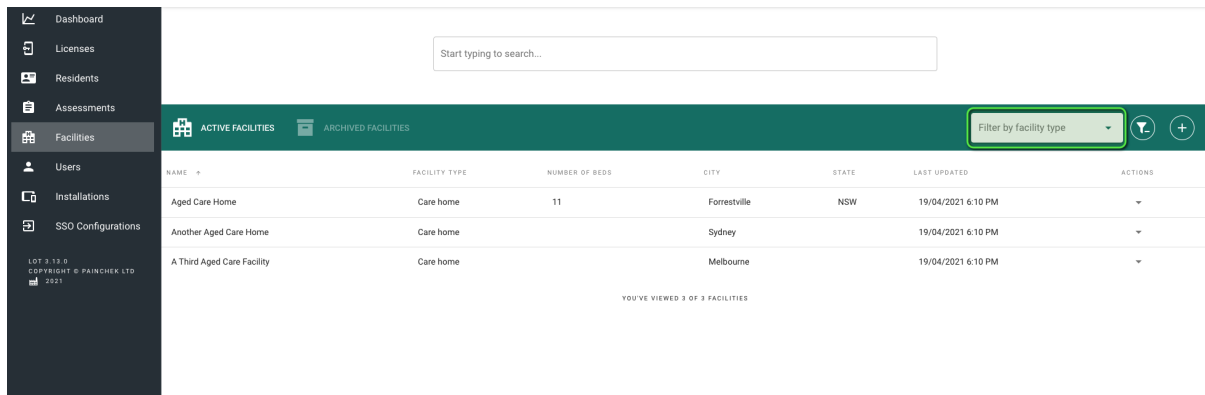


The screenshot shows the PainChek Portal interface with the 'Active Facilities' tab selected. The table lists the following facilities:

NAME	FACILITY TYPE	NUMBER OF BEDS	CITY	STATE	LAST UPDATED	ACTIONS
Aged Care Home	Care home	11	Forrestville	NSW	19/04/2021 6:10 PM	
Another Aged Care Home	Care home		Sydney		19/04/2021 6:10 PM	
A Third Aged Care Facility	Care home		Melbourne		19/04/2021 6:10 PM	

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

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

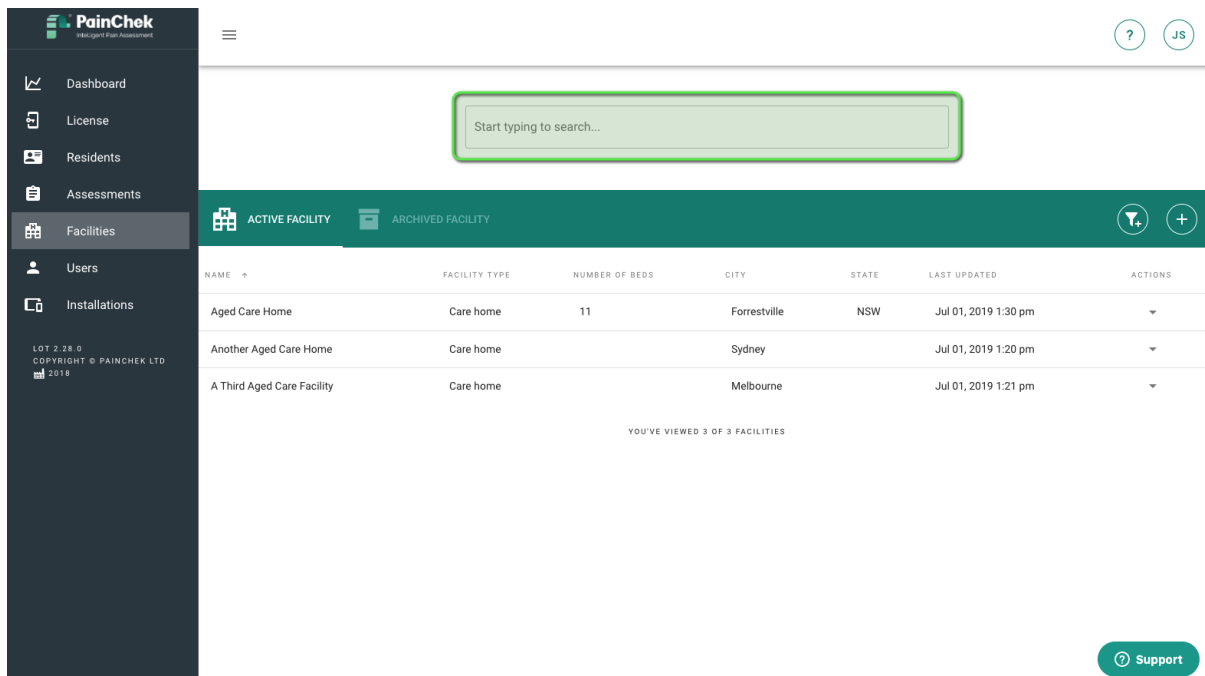


The screenshot shows the PainChek portal interface. On the left is a dark sidebar with navigation links: Dashboard, Licenses, Residents, Assessments, Facilities (highlighted), Users, Installations, and SSO Configurations. At the bottom of the sidebar, it says 'LOT 3.13.0 COPYRIGHT © PAINCHEK LTD 2021'. 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 bar with two tabs: 'ACTIVE FACILITIES' (selected) and 'ARCHIVED FACILITIES'. To the right of the tabs is a dropdown menu labeled 'Filter by facility type' with a green box around it. Below the header bar 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	19/04/2021 6:10 PM	▼
Another Aged Care Home	Care home		Sydney		19/04/2021 6:10 PM	▼
A Third Aged Care Facility	Care home		Melbourne		19/04/2021 6:10 PM	▼

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

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:



The screenshot shows the PainChek portal interface. On the left is a dark sidebar with navigation links: Dashboard, License, Residents, Assessments, Facilities (highlighted), Users, Installations, and SSO Configurations. At the bottom of the sidebar, it says 'LOT 2.28.0 COPYRIGHT © PAINCHEK LTD 2018'. The main content area has a search bar at the top with the placeholder text 'Start typing to search...' and a green box around it. Below the search bar is a green header bar with two tabs: 'ACTIVE FACILITY' (selected) and 'ARCHIVED FACILITY'. To the right of the tabs are two circular icons: a question mark and 'JS'. Below the header bar 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	Jul 01, 2019 1:30 pm	▼
Another Aged Care Home	Care home		Sydney		Jul 01, 2019 1:20 pm	▼
A Third Aged Care Facility	Care home		Melbourne		Jul 01, 2019 1:21 pm	▼

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

At the bottom right of the page, there is a green button with a question mark icon and the text 'Support'.

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

The screenshot displays the PainChek Portal interface. On the left is a dark sidebar with navigation links: Dashboard, License, Residents, Assessments, Facilities, Users, Security, Installations, Webhooks, and Integrations. Below these links is copyright information: LOT 9-19-0, COPYRIGHT © PAINCHEK LTD, JULY 2022.

The main content area is divided into two sections. The left section, titled 'Blue Angel Aged Care', shows the facility's status as 'Active' and lists details: Facility Type (Care home), Number of Beds (45), Street Address (35 Lime Street), City (Sydney), Postcode (2000), State (NSW), and Country (Australia). At the bottom of this section are three action icons: a pencil (edit), a red square (delete), and a printer.

The right section, titled 'ASSESSMENTS', displays a table of assessment records. The table has columns for Assessment Date, Resident Name, Assessed By, Pain Score, Pain Level, and User Source. The Pain Level column uses color-coded buttons: red for 'Severe', orange for 'Moderate', green for 'Mild', and grey for 'None'.

ASSESSMENT DATE	RESIDENT NAME	ASSESSED BY	PAIN SCORE	PAIN LEVEL	USER SOURCE
01/09/2022 7:48 AM	Joe Andrews	Andy Hoggan	16	Severe	internal
24/08/2022 11:28 AM	Anglican Test	Catherine Smith	7	Severe	internal
17/08/2022 4:21 PM	Joe Andrews	Philip Daffas	7	Severe	internal
17/08/2022 4:19 PM	Joe Andrews	Philip Daffas	19	Severe	internal
17/08/2022 12:58 PM	Joe Andrews	Philip Daffas	6	Moderate	internal
17/08/2022 12:56 PM	Joe Andrews	Philip Daffas	12	Moderate	internal
15/08/2022 3:28 PM	Joe Andrews	Jane Smith	1	Mild	internal
15/08/2022 3:28 PM	Joe Andrews	Jane Smith	0	None	internal
15/08/2022 1:57 PM	Anglican Test	Catherine Smith	8	Mild	internal
20/05/2022 12:29 AM	Joe Andrews	Philip Daffas	18	Severe	internal
14/05/2022 3:13 AM	Joe Andrews	Philip Daffas	8	Mild	internal
29/04/2022 1:37 AM	Joe Andrews	Philip Daffas	7	Severe	internal
29/04/2022 12:25 AM	Joe Andrews	Philip Daffas	15	Moderate	internal
16/03/2022 12:30 PM	Anglican Test	Catherine Smith	13	Moderate	internal
16/03/2022 12:25 PM	Anglican Test	Catherine Smith	9	Mild	internal
16/03/2022 12:22 PM	Anglican Test	Catherine Smith	10	Severe	internal
01/03/2022 2:12 PM	Joe Andrews	Sarah Gladman	9	Severe	internal

A 'Help' button is visible in the bottom right corner of the Assessments table.

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:

PainChek
Intelligent Pain Assessment

Dashboard
License
Residents
Assessments
Facilities
Users
Installations
Integrations

LOT 3.1.0
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2018

Start typing to search...

ACTIVE FACILITY ARCHIVED FACILITY

NAME	FACILITY TYPE	NUMBER OF BEDS	CITY	STATE	LAST UPDATED	ACTIONS
Aged Care Home	Care home	11	Forrestville	NSW	01/07/2019 1:30 PM	
Another Aged Care Home	Care home		Sydney		01/07/2019 1:20 PM	
A Third Aged Care Facility	Care home		Melbourne		01/07/2019 1:21 PM	

YOU'VE VIEWED 3 OF 3 FACILITIES

Change to the **USER MANAGEMENT** tab:

PainChek
Intelligent Pain Assessment

Dashboard
License
Residents
Assessments
Facilities
Users
Installations
Integrations

LOT 3.1.0
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2018

← BACK TO FACILITIES LIST

Aged Care Home
Active

FACILITY TYPE
Care home

NUMBER OF BEDS
11

STREET ADDRESS
11 Bond Street

CITY
Forrestville

POSTCODE
2087

STATE
NSW

COUNTRY
Australia

ACTIONS
Edit Delete Print

ASSESSMENTS **USER MANAGEMENT**

Active users for Aged Care Home

Available users

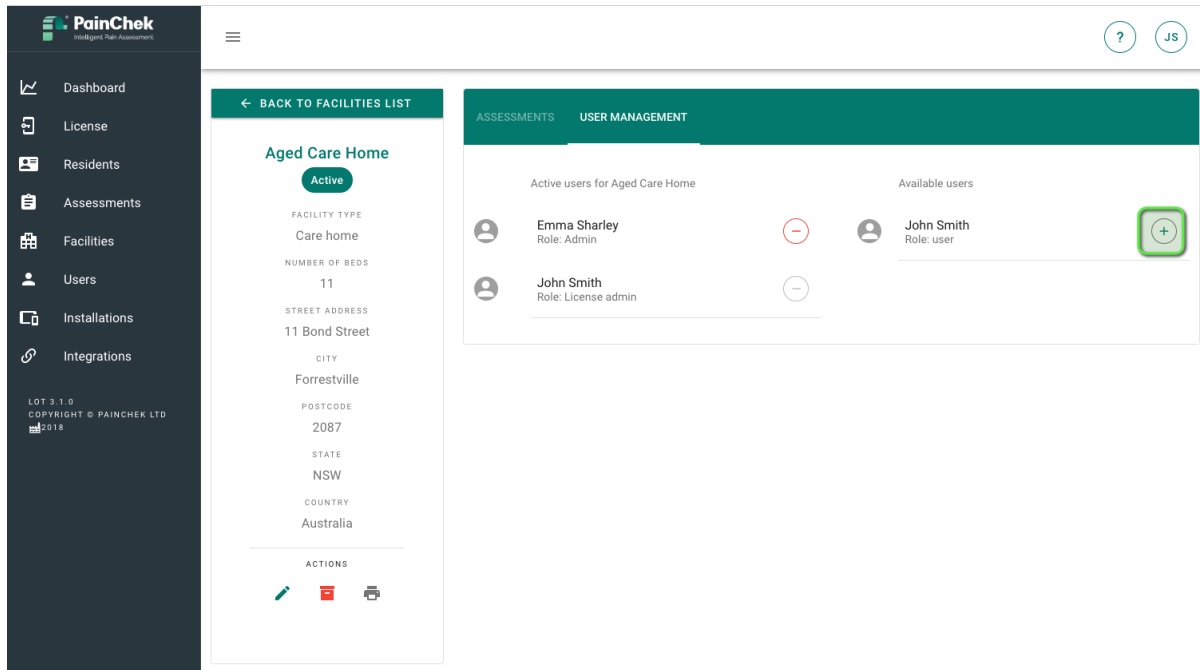
Emma Sharley
Role: Admin

John Smith
Role: License admin

John Smith
Role: user

Granting Access to a User

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



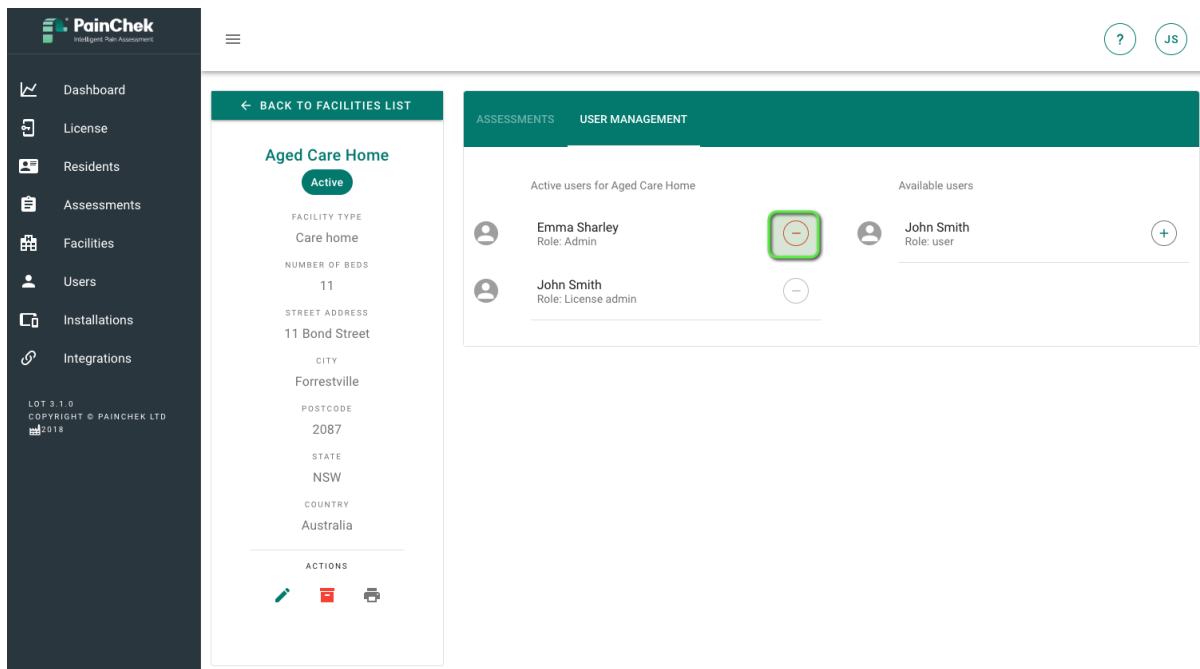
The screenshot shows the PainChek portal interface. On the left is a dark sidebar with navigation links: Dashboard, License, Residents, Assessments, Facilities, Users, Installations, and Integrations. The main content area is divided into two columns. The left column displays details for 'Aged Care Home', including its status (Active), facility type (Care home), number of beds (11), and address (11 Bond Street, Forrestville, NSW, Australia). The right column is titled 'USER MANAGEMENT' and shows a table of users. Under 'Active users for Aged Care Home', there are two users: Emma Sharley (Role: Admin) and John Smith (Role: License admin). Under 'Available users', there is one user: John Smith (Role: user). A green box highlights a '+' button next to John Smith in the 'Available users' section, indicating the option to grant access.

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:



This screenshot is similar to the first one, but it shows the 'Active users' section. In this section, a red '-' button is highlighted next to John Smith (Role: License admin), indicating the option to revoke access. The 'Available users' section remains the same, with John Smith (Role: user) and a green '+' button.

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.

PainChek
Managed Care Assessment

Start typing to search...

ACTIVE FACILITY | ARCHIVED FACILITY

NAME	FACILITY TYPE	NUMBER OF BEDS	CITY	STATE	LAST UPDATED	ACTIONS
Aged Care Home	Care home	11	Forresterville	NSW	Jul 01, 2019 1:30 pm	▼
Another Aged Care Home	Care home		Sydney		Jul 01, 2019 1:20 pm	EDIT
A Third Aged Care Facility	Care home		Melbourne		Jul 01, 2019 1:21 pm	ARCHIVE

YOU'VE VIEWED 3 OF 3 FACILITIES

Support

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.

LOOKS LIKE YOU NEED TO DECIDE

Are you sure you want to archive this facility?

NO, TAKE ME BACK | YES, ARCHIVE IT

Restoring Facilities

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

Start typing to search...

NAME	FACILITY TYPE	NUMBER OF BEDS	CITY	STATE	LAST UPDATED	ACTIONS
23423	Hospital				Oct 30, 2019 10:29 am	
234523	Hospital				Oct 30, 2019 10:29 am	
34263	Hospital				Oct 30, 2019 10:29 am	
34643	Hospital				Oct 30, 2019 10:29 am	
45745	Hospital				Oct 30, 2019 10:29 am	
4574567	Hospital				Oct 30, 2019 10:29 am	
457457	Hospital				Oct 30, 2019 10:29 am	
45754	Hospital				Oct 30, 2019 10:29 am	
47557	Hospital				Oct 30, 2019 10:29 am	
568568	Hospital				Oct 30, 2019 10:29 am	
Aged Care Home	Care home	11	Forrestville	NSW	Jan 07, 2019 5:32 pm	Support

You can reactivate facilities by clicking on the action button and clicking on **RESTORE**.

NAME	FACILITY TYPE	NUMBER OF BEDS	CITY	STATE	LAST UPDATED	ACTIONS
Training Facility	Care home	11	Forrestville	NSW	29/08/2022 10:22 AM	RESTORE

YOU'VE VIEWED 1 OF 1 FACILITIES

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.

LOOKS LIKE YOU NEED TO DECIDE

Are you sure you want to restore this facility?

NO, TAKE ME BACK YES, RESTORE IT

Managing Users

User Roles

Before managing Users, it is important to note that there are a number of different roles available in PainChek. These allow access to content and features to be controlled for different groups of Users.

The following default roles are available:

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	Can view Users, but cannot create or update them. Can view resident and assessment details for sites they have been granted access to, but has no update rights.	Can create assessments, but cannot update Residents



NOTE

You can also create custom roles. Please contact PainChek Support if you would like custom roles to be created.

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:

Start typing to search...

ACTIVE USERS INACTIVE USERS PENDING ACTIVATION

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		
John	Smith	User	john.smith@painchek.com	Registered Nurse	
John	Smith	License Admin	screenshots@painchek.com	Consultant	

YOU'VE VIEWED 3 OF 3 USERS

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 *

DISCARD CHANGES SAVE SAVE & CREATE ANOTHER

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	EMAIL	JOB TITLE	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		▼
John	Smith	User	john.smith@painchek.com	Registered Nurse	▼
John	Smith	License Admin	screenshots@painchek.com	Consultant	▼

YOU'VE VIEWED 3 OF 3 USERS

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.

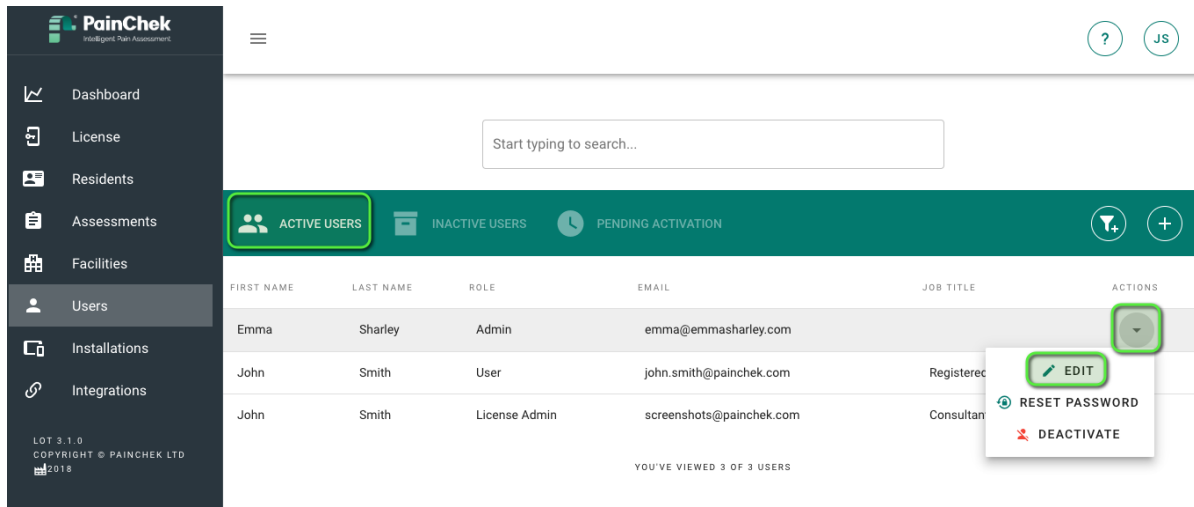
Editing a User



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**.



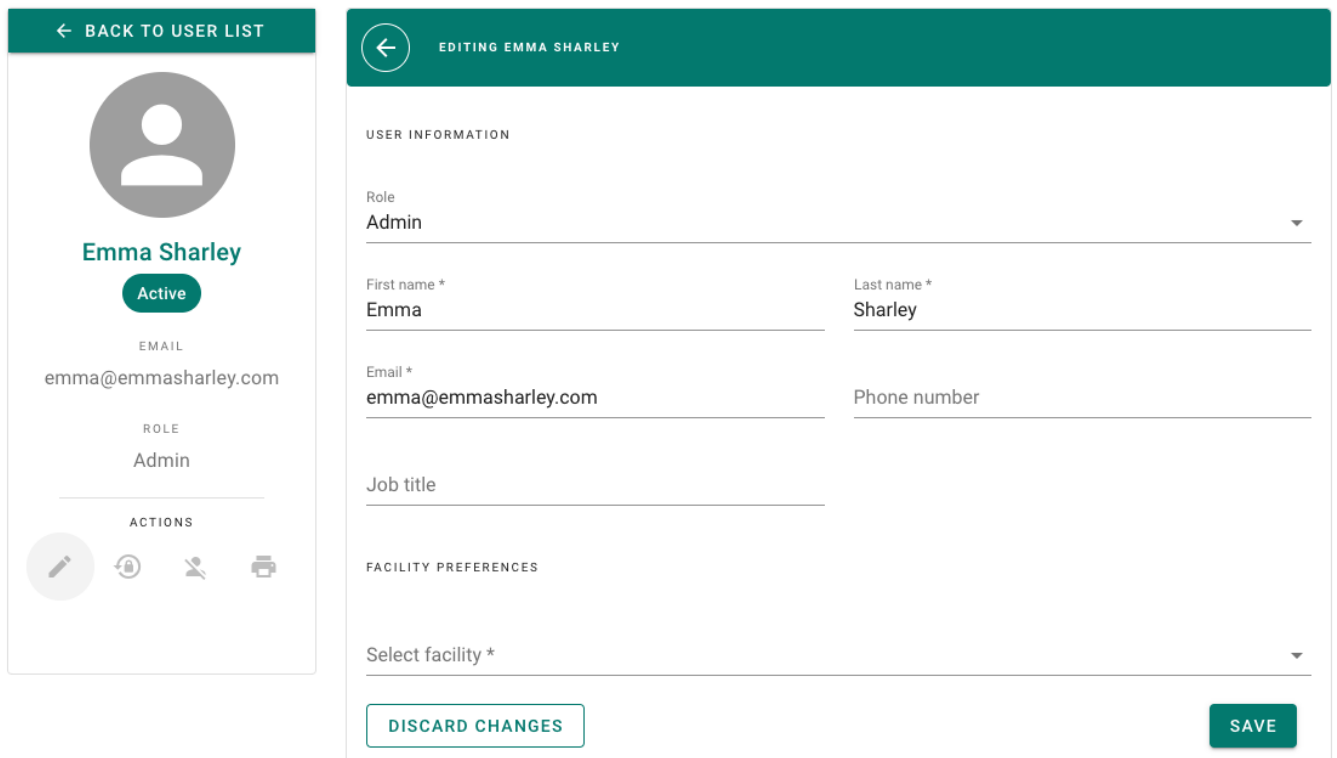
The screenshot shows the PainChek Users page. The left sidebar contains navigation links: Dashboard, License, Residents, Assessments, Facilities, Users (selected), Installations, and Integrations. The main content area has a search bar and tabs for ACTIVE USERS, INACTIVE USERS, and PENDING ACTIVATION. The ACTIVE USERS tab is selected, showing a table of users. The user Emma Sharley is highlighted, and a dropdown menu is open for her, showing options: EDIT, RESET PASSWORD, and DEACTIVATE.

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		▼
John	Smith	User	john.smith@painchek.com	Registered	EDIT
John	Smith	License Admin	screenshots@painchek.com	Consultant	RESET PASSWORD DEACTIVATE

YOU'VE VIEWED 3 OF 3 USERS

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.



The screenshot shows the user profile edit page for Emma Sharley. The page is divided into two main sections: USER INFORMATION and FACILITY PREFERENCES. The USER INFORMATION section contains fields for Role (Admin), First name (Emma), Last name (Sharley), Email (emma@emmasharley.com), and Phone number. The FACILITY PREFERENCES section contains a dropdown for Select facility. At the bottom, there are buttons for DISCARD CHANGES and SAVE.

← BACK TO USER LIST

EDITING EMMA SHARLEY

USER INFORMATION

Role
Admin

First name *
Emma

Last name *
Sharley

Email *
emma@emmasharley.com

Phone number

Job title

FACILITY PREFERENCES

Select facility *

DISCARD CHANGES **SAVE**

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 sidebar with navigation links: Dashboard, License, Residents, Assessments, Facilities, Users (selected), Installations, and Integrations. The main content area has a search bar at the top. Below it, there are tabs for 'ACTIVE USERS', 'INACTIVE USERS', and 'PENDING ACTIVATION'. The 'ACTIVE USERS' tab is selected, displaying a table of active users. The table has columns: FIRST NAME, LAST NAME, ROLE, EMAIL, JOB TITLE, and ACTIONS. Three users are listed: Emma Sharley (Admin), John Smith (User), and John Smith (License Admin). A dropdown menu is open for the first user, showing options: EDIT, RESET PASSWORD, and DEACTIVATE.

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		▼
John	Smith	User	john.smith@painchek.com	Registered	▼
John	Smith	License Admin	screenshots@painchek.com	Consultant	▼

YOU'VE VIEWED 3 OF 3 USERS

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

The screenshot shows the PainChek portal interface. On the left is a sidebar with navigation links: Dashboard, License, Residents, Assessments, Facilities, Users (selected), Installations, and Integrations. The main content area has a search bar at the top. Below it, there are tabs for 'ACTIVE USERS', 'INACTIVE USERS', and 'PENDING ACTIVATION'. The 'ACTIVE USERS' tab is selected, displaying a table of active users. The table has columns: FIRST NAME, LAST NAME, ROLE, EMAIL, JOB TITLE, and ACTIONS. Three users are listed: Emma Sharley (Admin), John Smith (User), and John Smith (License Admin). A dropdown menu is open for the first user, showing options: EDIT, RESET PASSWORD, and DEACTIVATE.

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		▼
John	Smith	User	john.smith@painchek.com	Registered Nurse	▼
John	Smith	License Admin	screenshots@painchek.com	Consultant	▼

YOU'VE VIEWED 3 OF 3 USERS

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.

Start typing to search...
Emma

ACTIVE USERS INACTIVE USERS PENDING ACTIVATION

Filter by user role

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		

YOU'VE VIEWED 1 OF 1 USERS

Viewing a User

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

← BACK TO USER LIST

Jane Smith
Active
EMAIL
jamesm@painchek.com
ROLE
license_admin
FACILITIES
This user has access to all facilities

ACTIONS

TIMING	MODE	ASSESSMENT DATE	RESIDENT
		24/08/2022 11:17 AM	David S
		24/08/2022 9:40 AM	David S
		23/08/2022 11:20 AM	David S
		23/08/2022 11:01 AM	David S
		23/08/2022 7:15 AM	David S
		23/08/2022 6:38 AM	David S
		18/08/2022 8:38 AM	David S
		16/08/2022 3:07 PM	David S

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 interface. On the left is a dark sidebar with a menu including Dashboard, License, Residents, Assessments, Facilities, Users (highlighted), Installations, and Integrations. The main content area has a header with a search bar and tabs for ACTIVE USERS, INACTIVE USERS, and PENDING ACTIVATION. Below the tabs is a table of users with columns: FIRST NAME, LAST NAME, ROLE, EMAIL, JOB TITLE, and ACTIONS. The table lists three users: Emma Sharley (Admin), John Smith (User), and John Smith (License Admin). The ACTIONS column for the first John Smith user shows a dropdown menu with options: EDIT, RESET PASSWORD (highlighted with a green box), and DEACTIVATE. At the bottom of the table, it says 'YOU'VE VIEWED 3 OF 3 USERS'.

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

The dialog box has a green header with a warning icon and the text 'LOOKS LIKE YOU NEED TO DECIDE'. The main text asks 'Are you sure you want to reset this user's password?'. At the bottom are two buttons: 'NO, TAKE ME BACK' and 'YES, RESET IT'.

After clicking on **YES, RESET IT** the password 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.



To reset your password, click the following link and follow the instructions.

RESET PASSWORD

Managing Facility Access From the User View



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

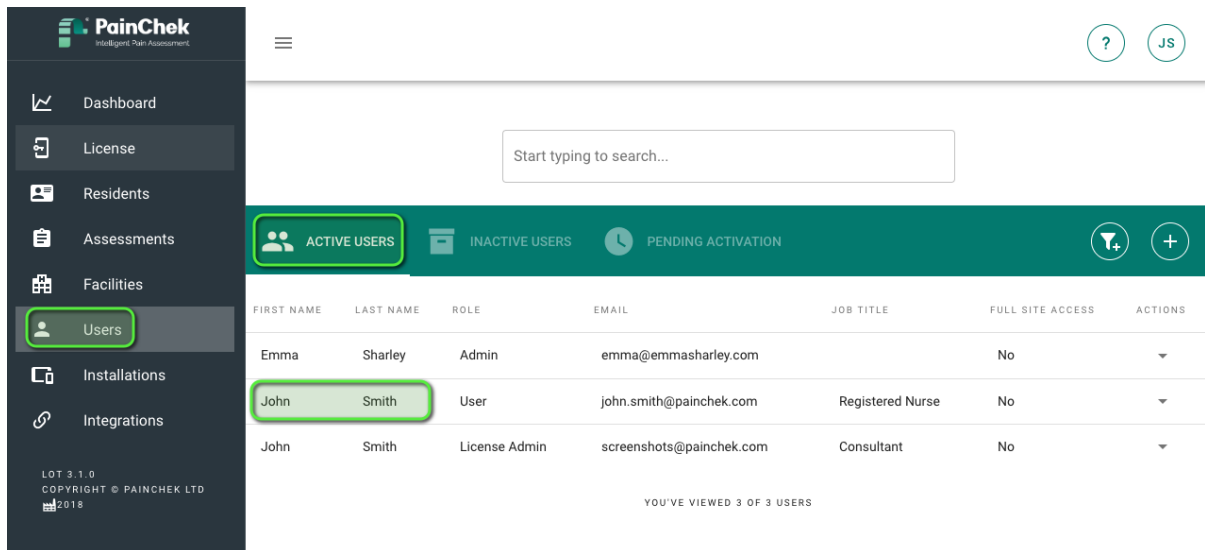


When a license has Site Segregation enable, Users with the appropriate permissions can grant another User access to one or more facilities data

See [Managing User Access From the Facility View \[25\]](#) 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.



PainChek
Intelligent Pain Assessment

Dashboard
License
Residents
Assessments
Facilities
Users
Installations
Integrations

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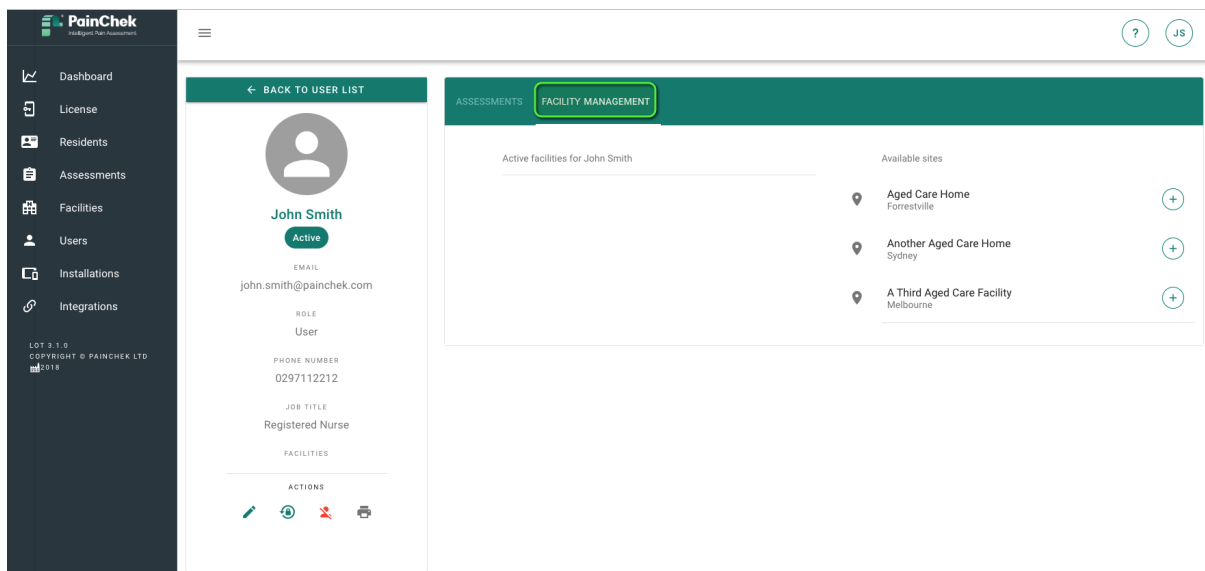
Start typing to search...

ACTIVE USERS INACTIVE USERS PENDING ACTIVATION

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	FULL SITE ACCESS	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		No	
John	Smith	User	john.smith@painchek.com	Registered Nurse	No	
John	Smith	License Admin	screenshots@painchek.com	Consultant	No	

YOU'VE VIEWED 3 OF 3 USERS

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



PainChek
Intelligent Pain Assessment

Dashboard
License
Residents
Assessments
Facilities
Users
Installations
Integrations

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← BACK TO USER LIST

John Smith
Active

EMAIL
john.smith@painchek.com

ROLE
User

PHONE NUMBER
0297112212

JOB TITLE
Registered Nurse

FACILITIES

ACTIONS

ASSESSMENTS **FACILITY MANAGEMENT**

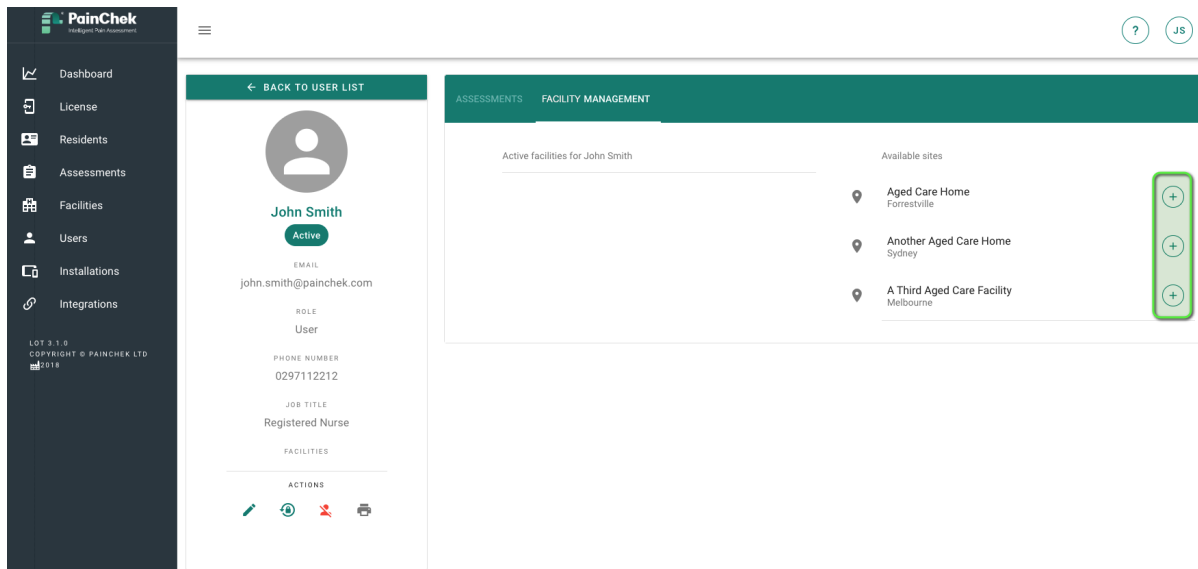
Active facilities for John Smith

Available sites

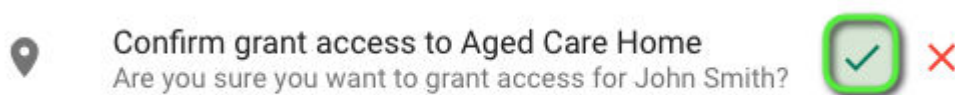
- Aged Care Home Forresterville
- Another Aged Care Home Sydney
- A Third Aged Care Facility Melbourne

Granting Access to a Facility

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

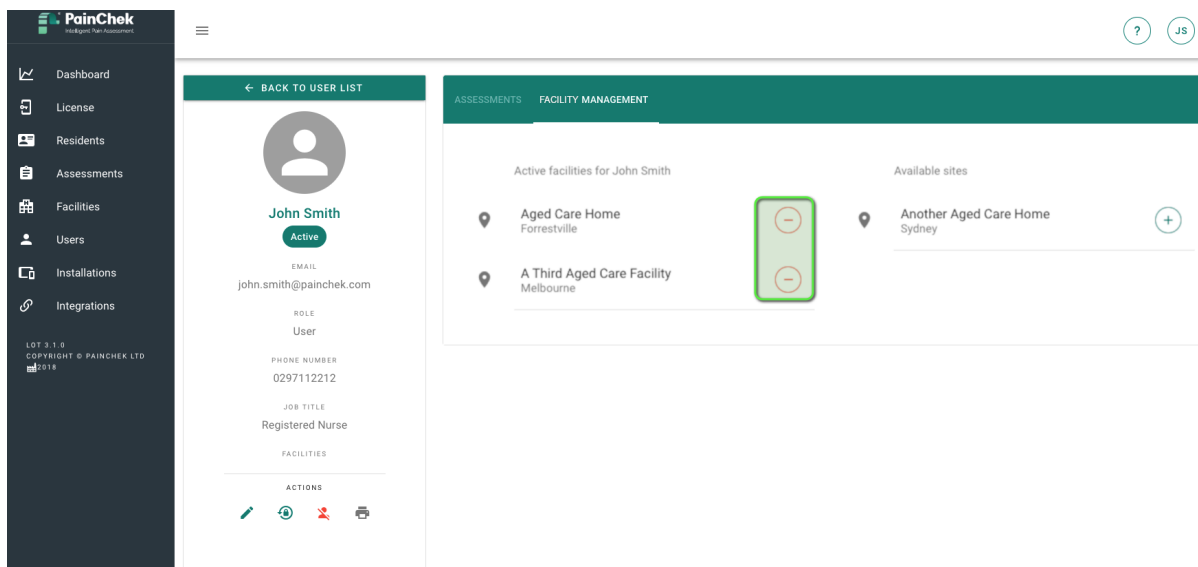


Once you've clicked on the + symbol, click on the to confirm or the to go back:



Revoking Access to a Facility

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



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**:

Start typing to search...

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	FULL SITE ACCESS	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		No	EDIT, RESET PASSWORD, DEACTIVATE
John	Smith	User	john.smith@painchek.com	Registered Nurse	No	
John	Smith	License Admin	screenshots@painchek.com	Consultant	Yes	

YOU'VE VIEWED 3 OF 3 USERS

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

← BACK TO USER LIST

Emma Sharley
Active

EMAIL
emma@emmasharley.com

ROLE
Admin

FACILITIES
Aged Care Home

ACTIONS

EDITING EMMA SHARLEY

USER INFORMATION

Role
Admin

First name *
Emma

Last name *
Sharley

Email *
emma@emmasharley.com

Phone number

Job title

FACILITY PREFERENCES

☒ Allow access to all facilities

FACILITY SEGREGATION IS ACTIVE
You may grant the resource full site access, but not manage existing site access.

DISCARD CHANGES

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**:

The screenshot shows the PainChek Users management interface. The left sidebar contains navigation links: Dashboard, License, Residents, Assessments, Facilities, Users (selected), Installations, and Integrations. The main content area has tabs for ACTIVE USERS, INACTIVE USERS, and PENDING ACTIVATION. A search bar is at the top. Below the tabs is a table of users:

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	ACTIONS
Emma	Sharley	Admin	emma@emmasharley.com		
John	Smith	User	john.smith@painchek.com	Registered Nurse	
John	Smith	License Admin	screenshots@painchek.com	Consultant	

A dropdown menu is open for the user 'John Smith', showing options: EDIT, RESET PASSWORD, and DEACTIVATE. The DEACTIVATE button is highlighted with a green box.

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.

The screenshot shows a confirmation dialog with the text: "Are you sure you want to deactivate this user?". Below the text are two buttons: "NO, TAKE ME BACK" and "YES, DEACTIVATE THEM". The "YES, DEACTIVATE THEM" button is highlighted with a green box.

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. After clicking on **RESTORE** you will be asked to confirm that you want to restore the User.

The screenshot shows the PainChek Users management interface with the 'INACTIVE USERS' tab selected. The table lists inactive users:

FIRST NAME	LAST NAME	ROLE	EMAIL	JOB TITLE	ACTIONS
Presentation	User	User	test4444@painchek.com		

A dropdown menu is open for the user 'Presentation User', showing options: EDIT and RESTORE. The RESTORE button is highlighted with a green box.

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

LOOKS LIKE YOU NEED TO DECIDE

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.

DEVICE ID	DEVICE NAME	SYSTEM	OS VERSION	MANUFACTURER	MODEL	APP VERSION	LAST SYNC STARTED	LAST SYNC ENDED	SYNC FAILURES	SITES	ACTIONS
1836776e-d92a-47d1-986e-0a3d27358081		ios	12.1	apple	iphone9,1	1.2(17)	08/03/2019 4:25 AM	08/03/2019 4:26 AM	0		
628b2dbb-a286-49c6-9558-ed41155978e6		ios	12.1.4	apple	iphone11,2	1.2(17)	04/03/2019 5:42 PM	04/03/2019 5:42 PM	0		
b1be4b7f-eff3-42f2-99ca-6ced7952daa7		ios	12.3.1	apple	iphone11,2	1.2.401(5)	04/03/2019 4:31 PM	04/03/2019 4:31 PM	0		

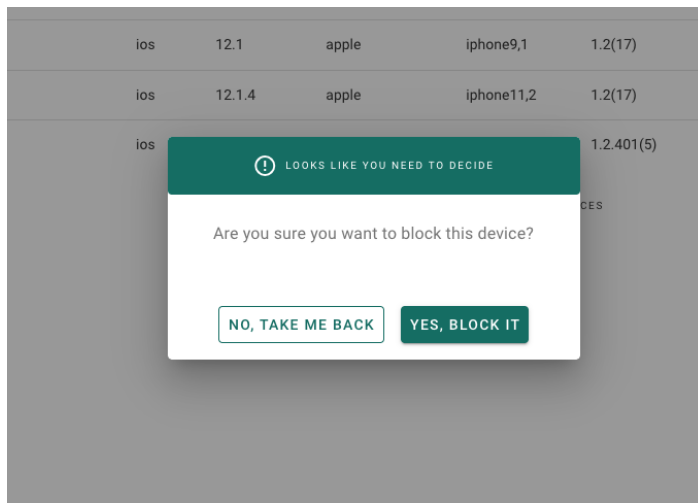
YOU'VE VIEWED 3 OF 3 DEVICES

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.

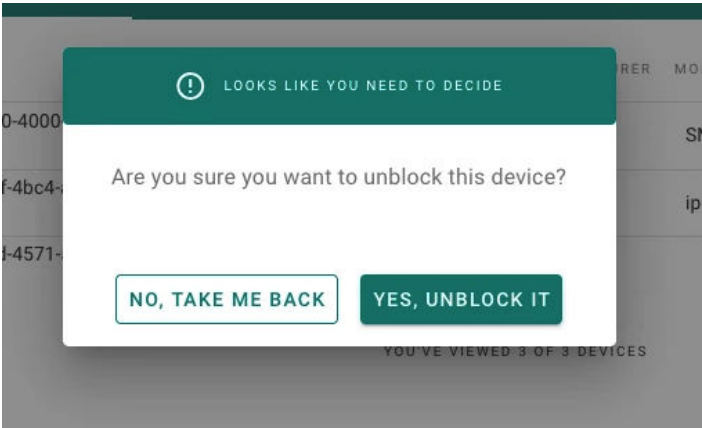
Unblocking an Installation

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.

The image shows the PainChek Portal interface. On the left is a sidebar with navigation links: Dashboard, License, Residents, Assessments, Facilities, Users, and Installations. The main area has a search bar at the top. Below it, there are two tabs: "ACTIVE DEVICES" and "BLOCKED DEVICES". The "BLOCKED DEVICES" tab is selected, showing a table of blocked devices. The table has columns: LICENSE NAME, DEVICE ID, DEVICE NAME, SYSTEM, OS VERSION, MANUFACTURER, MODEL, APP VERSION, LAST SYNC STARTED, LAST SYNC ENDED, SYNC FAILURES, and ACTION. There are three rows of data. At the bottom, it says "YOU'VE VIEWED 3 OF 3 DEVICES".

LICENSE NAME	DEVICE ID	DEVICE NAME	SYSTEM	OS VERSION	MANUFACTURER	MODEL	APP VERSION	LAST SYNC STARTED	LAST SYNC ENDED	SYNC FAILURES	ACTION
8BF656E6/PainChek Screenshots	00000000-0000-4000-b180-e7d100202f8b		android	7.0	samsung	SM-G930F	4.10.0(64)	07/08/2018 1:36 pm	07/08/2018 1:36 pm	0	
8BF656E6/PainChek Screenshots	1250a1bc-b2bf-4bc4-a31d-ea646f0fe53a	Matias iPhone XS	ios	13.2.3	apple	iphone11,2	2.15(239)	06/12/2019 11:19 am	06/12/2019 11:19 am	0	
8BF656E6/PainChek Screenshots	3a49fe05-598d-4571-a6fc-6dfe1104ec7e		ios							0	

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.



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:

PainChek
Intelligent Pain Assessment

Start typing to search...

ACTIVE RESIDENT **ARCHIVED RESIDENT**

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
Jane	Williams	Female	/02/1929		02/26/2020 11:21 AM		▼
Joe	Wilson	Male	/26/1924	Aged Care Home	02/26/2020 10:21 AM		▼
Jeffrey (Jeff)	Matthews	Male	/27/1942	Aged Care Home, Ward: Acacia, Room: 23, Bed: 1	02/20/2020 11:10 AM		▼
Mrs	X	Female	/16/1939	Aged Care Home, Ward: 1, Room: 3, Bed: 2	12/02/2019 2:58 PM		▼
Patricia	Robertson	Male	/05/1923	Aged Care Home	12/02/2019 2:57 PM		▼
John	Smith	Male	/16/1937	Aged Care Home	12/02/2019 2:57 PM		▼
Training	Resident	Female	/25/1968		06/25/2019 2:46 PM		▼
Genevieve	Jones	Female	/02/1925	11 Kent St, Sydney, NSW, 2000, Australia	06/25/2019 2:19 PM		▼

YOU'VE VIEWED 8 OF 8 RESIDENTS

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

PainChek
Intelligent Pain Assessment

Dashboard
License
Residents
Assessments
Facilities
Users
Installations
Integrations

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CREATING A NEW RESIDENT

PERSONAL DETAILS

First name * Last name *

Nickname Gender * Birth date *
YYYY-MM-DD
Invalid date

ADMISSION DETAILS

☒ Resident resides at a facility within your organisation

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.

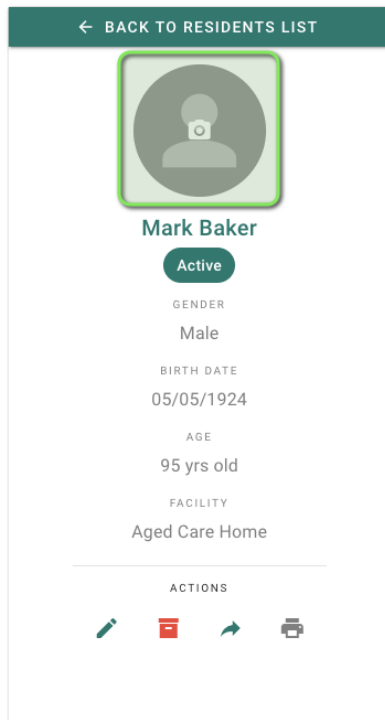
Once you have created a Resident, you're able to add a Resident Profile picture from the PainChek® Portal.

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:

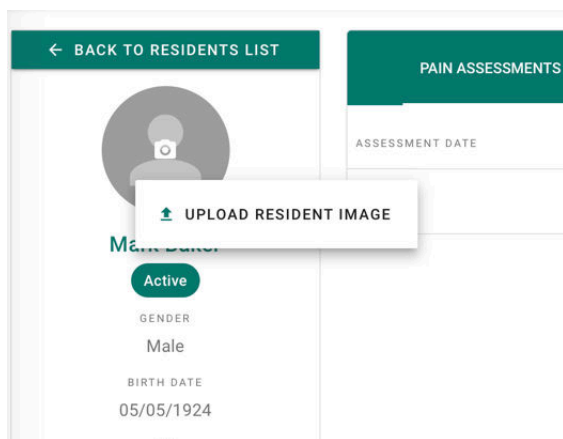
The screenshot shows the PainChek Portal interface. On the left is a dark sidebar with a menu containing: Dashboard, License, Residents (highlighted with a green box), Assessments, Facilities, Users, Installations, and Integrations. At the bottom of the sidebar, it says 'LOT 3.1.0 COPYRIGHT © PAINCHEK LTD 2018'. The main area has a search bar at the top with the placeholder text 'Start typing to search...'. Below the search bar are two tabs: 'ACTIVE RESIDENT' (selected) and 'ARCHIVED RESIDENT'. To the right of these tabs are a filter icon and a plus icon. Below the tabs is a table of residents. The table has columns: FIRST NAME, LAST NAME, GENDER, BIRTH DATE, RESIDENCE, LAST UPDATED, PHOTO, and ACTIONS. The row for 'Mark Baker' is highlighted with a green box. In the 'PHOTO' column for Mark Baker, there is a green box drawn around the area, indicating where to click to add a profile picture. Other residents listed include James Cook, Jane Williams, Joe Wilson, Jeffrey (Jeff) Matthews, Mrs X, Patricia Robertson, John Smith, Training Resident, and Genevieve Jones.

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
James	Cook	Male	03/12/1924	Aged Care Home, Ward: 1, Room: 2, Bed: 3	03/12/2020 12:13 PM		
Mark	Baker	Male	05/05/1924	Aged Care Home	03/12/2020 11:58 AM		
Training	Resident	Unspecified	05/05/2017	Aged Care Home	03/05/2020 12:55 PM		
Jane	Williams	Female	07/02/1929	Aged Care Home	02/26/2020 11:21 AM		
Joe	Wilson	Male	02/26/1924	Aged Care Home	02/26/2020 10:21 AM		
Jeffrey (Jeff)	Matthews	Male	03/27/1942	Aged Care Home, Ward: Acacia, Room: 23, Bed: 1	02/20/2020 11:10 AM		
Mrs	X	Female	07/16/1939	Aged Care Home, Ward: 1, Room: 3, Bed: 2	12/02/2019 2:58 PM		
Patricia	Robertson	Male	06/05/1923	Aged Care Home	12/02/2019 2:57 PM		
John	Smith	Male	07/16/1937	Aged Care Home	12/02/2019 2:57 PM		
Training	Resident	Female	06/25/1968	Aged Care Home	06/25/2019 2:46 PM		
Genevieve	Jones	Female	05/02/1925	Aged Care Home, 11 Kent St, Sydney, NSW, 2000, Australia	06/25/2019 2:19 PM		

While looking at the Resident Profile, hover over the **Profile Picture** and a **Camera Icon** will be displayed:



Click on the **Camera Icon** to see the options 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**:

The screenshot shows the PainChek Portal interface. On the left is a dark sidebar with a menu: Dashboard, License, **Residents** (highlighted with a green box), Assessments, Facilities, Users, Installations, and Integrations. At the bottom of the sidebar, it says 'LOT 3.1.0 COPYRIGHT © PAINCHEK LTD 2018'. The main content area has a header with a search bar 'Start typing to search...' and a toggle for 'ACTIVE RESIDENT' (selected) and 'ARCHIVED RESIDENT'. Below this is a table of residents.

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
Training	Resident	Unspecified	05/05/2017	Aged Care Home	03/05/2020 12:55 PM		▼
Jane	Williams	Female	07/02/1929		02/26/2020 11:21 AM		▼
Joe	Wilson	Male	02/26/1924	Aged Care Home	02/26/2020 10:21 AM		▼
Jeffrey (Jeff)	Matthews	Male	03/27/1942	Aged Care Home, Ward: Acacia, Room: 23, Bed: 1	02/20/2020 11:10 AM		▼
Mrs	X	Female	07/16/1939	Aged Care Home, Ward: 1, Room: 3, Bed: 2	12/02/2019 2:58 PM		▼
Patricia	Robertson	Male	06/05/1923	Aged Care Home	12/02/2019 2:57 PM		▼
John	Smith	Male	07/16/1937	Aged Care Home	12/02/2019 2:57 PM		▼
Training	Resident	Female	06/25/1968		06/25/2019 2:46 PM		▼
Genevieve	Jones	Female	05/02/1925	11 Kent St, Sydney, NSW, 2000, Australia	06/25/2019 2:19 PM		▼

At the bottom of the table, it says 'YOU'VE VIEWED 9 OF 9 RESIDENTS'.

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

This screenshot is similar to the previous one but highlights the search and filter functionality. A green box labeled '1' surrounds the search bar 'Start typing to search...'. Another green box labeled '2' surrounds the filter controls: 'Filter by site' (dropdown), 'Filter training records' (dropdown), and a funnel icon. The table of residents is visible below.


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:

← BACK TO RESIDENTS LIST



ADD

Steve Jones

Active

GENDER

Male

BIRTH DATE

16/05/1943





AGE

79 yrs old







FACILITY

JCM Aged Care

ACTIONS

PAIN ASSESSMENTS PAIN RELIEF COMMENTS

TIMING	MODE	ASSESSMENT DATE	PAIN SCORE	PAIN LEVEL	ASSESSED BY
		21/11/2018 2:55 PM	PainChek 14	Moderate 	Dawn Kerr
		15/05/2018 12:52 PM	PainChek 18	Severe 	Dawn Kerr
		15/05/2018 12:21 PM	PainChek 0	No Pain 	Dawn Kerr

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**:

- Dashboard
- License
- Residents**
- Assessments
- Facilities
- Users
- Installations
- Integrations

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?

JS

Start typing to search...

ACTIVE RESIDENT

ARCHIVED RESIDENT

▼

+

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE	LAST UPDATED	PHOTO	ACTIONS
Jane	Williams	Female	07/02/1929		02/26/2020 11:21 AM		▼
Joe	Wilson	Male	02/26/1924	Aged Care Home	02/26/2020 10:21 AM		▼
Jeffrey (Jeff)	Matthews	Male	03/27/1942	Aged Care Home, Ward: Acacia, Room: 23, Bed: 1	02/20/2020 11:10 AM		▼
Mrs	X	Female	07/16/1939	Aged Care Home, Ward: 1, Room: 3, Bed: 2	12/02/2019 2:58 PM		▼
Patricia	Robertson	Male	06/05/1923	Aged Care Home	12/02/2019 2:57 PM		▼
John	Smith	Male	07/16/1937	Aged Care Home	12/02/2019 2:57 PM		▼
Training	Resident	Female	06/25/1968		06/25/2019 2:46 PM		▼
Genevieve	Jones	Female	05/02/1925	11 Kent St, Sydney, NSW, 2000, Australia	06/25/2019 2:19 PM		▼

YOU'VE VIEWED 8 OF 8 RESIDENTS

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

▼

+

	LAST UPDATED	PHOTO	ACTIONS
	02/26/2020 11:21 AM		▼
ome	02/26/2020 10:21 AM		<div>EDIT</div> <div>ARCHIVE</div>
ome, Ward: Acacia, Room: 23, Bed: 1	02/20/2020 11:10 AM		▼
ome, Ward: 1, Room: 3, Bed: 2	12/02/2019 2:58 PM		▼
ome	12/02/2019 2:57 PM		▼
ome	12/02/2019 2:57 PM		▼
	06/25/2019 2:46 PM		▼
ydney, NSW, 2000, Australia	06/25/2019 2:19 PM		▼

IEWED 8 OF 8 RESIDENTS

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

LOOKS LIKE YOU NEED TO DECIDE

Are you sure you want to archive this resident?

Archive reason

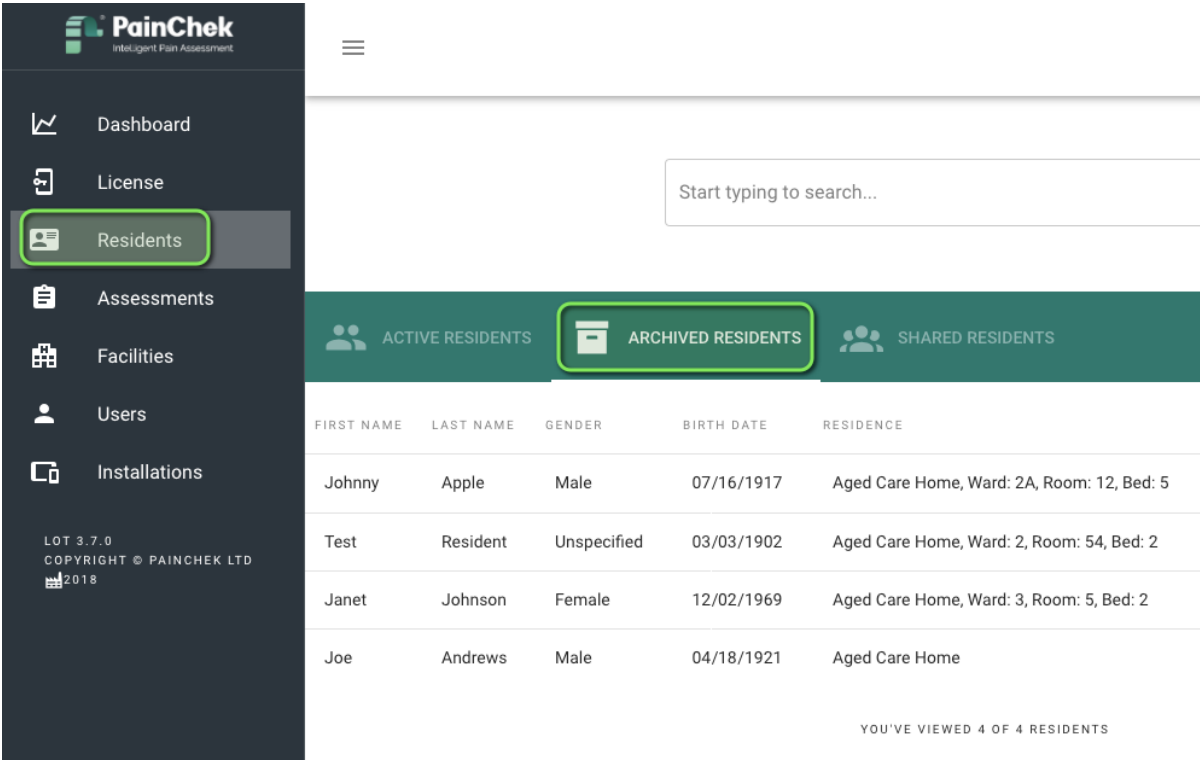
NO, TAKE ME BACK

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:










The screenshot shows the PainChek portal interface. On the left is a dark sidebar with a menu containing: Dashboard, License, Residents (highlighted with a green box), Assessments, Facilities, Users, and Installations. At the bottom of the sidebar, it says "LOT 3.7.0 COPYRIGHT © PAINCHEK LTD 2018". 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 tab bar with three options: "ACTIVE RESIDENTS", "ARCHIVED RESIDENTS" (highlighted with a green box), and "SHARED RESIDENTS". Under the "ARCHIVED RESIDENTS" tab, there is a table with the following data:

FIRST NAME	LAST NAME	GENDER	BIRTH DATE	RESIDENCE
Johnny	Apple	Male	07/16/1917	Aged Care Home, Ward: 2A, Room: 12, Bed: 5
Test	Resident	Unspecified	03/03/1902	Aged Care Home, Ward: 2, Room: 54, Bed: 2
Janet	Johnson	Female	12/02/1969	Aged Care Home, Ward: 3, Room: 5, Bed: 2
Joe	Andrews	Male	04/18/1921	Aged Care Home

At the bottom right of the table, it says "YOU'VE VIEWED 4 OF 4 RESIDENTS".

Find the Resident you would like to restore and click on the action button and **RESTORE**:

S  SHARED RESIDENTS  			
RESIDENCE	LAST UPDATED ↓	PHOTO	ACTIONS
Aged Care Home, Ward: 2A, Room: 12, Bed: 5	01/15/2021 3:44 PM		
Aged Care Home, Ward: 2, Room: 54, Bed: 2	07/15/2020 10:59 AM		
Aged Care Home, Ward: 3, Room: 5, Bed: 2	12/02/2019 3:04 PM		
Aged Care Home	04/18/2019 3:49 PM		

YOU'VE VIEWED 4 OF 4 RESIDENTS

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 *

NicknameGender *

Birth date *
MM-DD-YYYY
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	Aged 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 screenshot shows the PainChek Portal interface. On the left is a dark sidebar with a menu. The 'Assessments' item is highlighted with a green border. The main content area has a search bar at the top and a table of assessments below.

TIMING	MODE	ASSESSMENT DATE	FIRST NAME	LAST NAME	BIRTH DATE	PAIN SCORE	PAIN LEVEL	ASSESSOR
		01/09/2022 4:40 PM	David	Stone	27/03/1942	PainChek 14	Moderate	Jeff Bro
		01/09/2022 4:37 PM	David	Stone	27/03/1942	PainChek 15	Moderate	Jeff Bro
		01/09/2022 12:41 PM	David	Stone	27/03/1942	PainChek 11	Mild	Jeff Bro
		01/09/2022 9:12 AM	David	Stone	27/03/1942	PainChek 4	No Pain	Dhiraj B
		01/09/2022 7:48 AM	Joe	Andrews	27/06/1955	PainChek 16	Severe	Andy H
		31/08/2022 10:43 PM	David	Stone	27/03/1942	PainChek 8	Mild	Jeff Bro
		31/08/2022 10:41 PM	David	Stone	27/03/1942	PainChek 13	Moderate	Jeff Bro

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**:

		29/08/2022 10:46 AM	Test	Test	30/06/1950	PainChek 41	Severe	
		25/08/2022 2:50 PM	David	Stone	27/03/1942	PainChek 27	Severe	
		25/08/2022 11:53 AM	Test	Test	30/06/1950	PainChek 8	Mild	
		25/08/2022 10:50 AM	Test	Test	30/06/1950	PainChek 12	Moderate	
		24/08/2022 2:44 PM	David	Stone	27/03/1942	PainChek 11	Mild	
		24/08/2022 2:42 PM	David	Stone	27/03/1942	PainChek 13	Moderate	
		24/08/2022 2:35 PM	Training	Resident	25/12/1947	PainChek 4	No Pain	
		24/08/2022 11:51 AM	David	Stone	27/03/1942	PainChek 11	Mild	















YOU'VE VIEWED 25 OF 3362 ASSESSMENTS

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**:

Start typing to search...

TIMING	MODE	ASSESSMENT DATE	FIRST NAME	LAST NAME	BIRTH DATE	PAIN SCORE	PAIN LEVEL	ASSESSED BY
		01/09/2022 4:40 PM	David	Stone	27/03/1942	PainChek 14	Moderate	Jeff Brooks
		01/09/2022 4:37 PM	David	Stone	27/03/1942	PainChek 15	Moderate	Jeff Brooks
		01/09/2022 12:41 PM	David	Stone	27/03/1942	PainChek 11	Mild	Jeff Brooks
		01/09/2022 9:12 AM	David	Stone	27/03/1942	PainChek 4	No Pain	Dhiraj Bhojwani
		01/09/2022 7:48 AM	Joe	Andrews	27/06/1955	PainChek 16	Severe	Andy Hoggan
		31/08/2022 10:43 PM	David	Stone	27/03/1942	PainChek 8	Mild	Jeff Brooks
		31/08/2022 10:41 PM	David	Stone	27/03/1942	PainChek 13	Moderate	Jeff Brooks

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

Start typing to search...
Stone

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
		01/09/2022 4:40 PM	David	Stone	27/03/1942	PainChek 14	Moderate	Jeff Brooks
		01/09/2022 4:37 PM	David	Stone	27/03/1942	PainChek 15	Moderate	Jeff Brooks
		01/09/2022 12:41 PM	David	Stone	27/03/1942	PainChek 11	Mild	Jeff Brooks
		01/09/2022 9:12 AM	David	Stone	27/03/1942	PainChek 4	No Pain	Dhiraj Bhojwani
		31/08/2022 10:43 PM	David	Stone	27/03/1942	PainChek 8	Mild	Jeff Brooks
		31/08/2022 10:41 PM	David	Stone	27/03/1942	PainChek 13	Moderate	Jeff Brooks
		31/08/2022 2:44 PM	David	Stone	27/03/1942	PainChek 8	Mild	Catherine Smith

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:

PainChek
Intelligent Pain Assessment

Dashboard

License

Residents

Assessments

Facilities

Users

Security

Installations

Webhooks

Integrations

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JULY 2022

← BACK TO USER LIST

ASSESSMENTS

PAIN RELIEF

COMMENTS

FACILITY MANAGEMENT

Jane Smith

Active

EMAIL
jamesm@painchek.com

ROLE
license_admin

FACILITIES
This user has access to all facilities

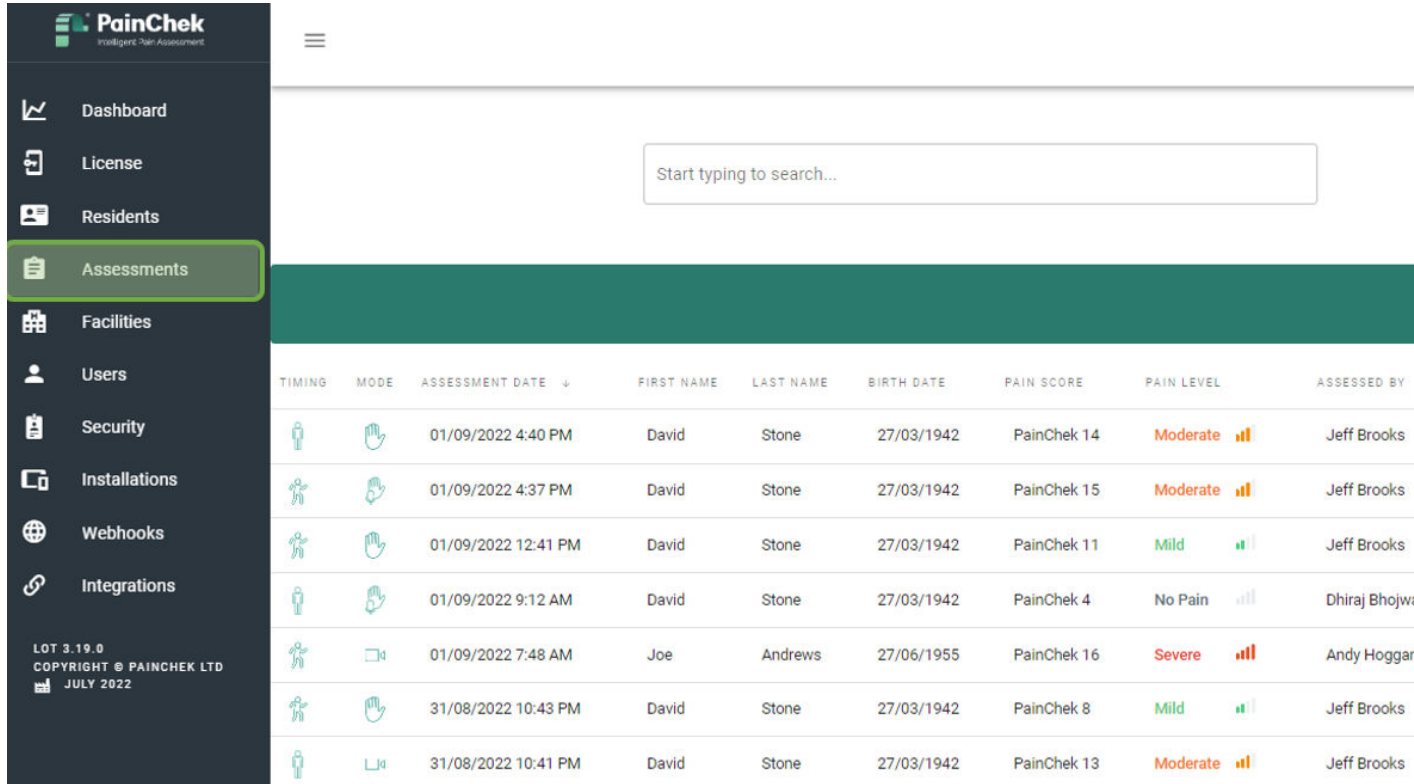
ACTIONS

TIMING	MODE	ASSESSMENT DATE	RESIDENT NAME
		24/08/2022 11:17 AM	David Stone
		24/08/2022 9:40 AM	David Stone
		23/08/2022 11:20 AM	David Stone
		23/08/2022 11:01 AM	David Stone
		23/08/2022 7:15 AM	David Stone
		23/08/2022 6:38 AM	David Stone
		18/08/2022 8:38 AM	David Stone
		16/08/2022 3:07 PM	David Stone

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. On the left, a dark sidebar contains a menu with the following items: Dashboard, License, Residents, **Assessments** (highlighted with a green border), Facilities, Users, Security, Installations, Webhooks, and Integrations. At the bottom of the sidebar, it says 'LOT 3.19.0 COPYRIGHT © PAINCHEK LTD JULY 2022'. The main content area has a search bar with the placeholder text 'Start typing to search...'. Below the search bar is a table of assessment records.

TIMING	MODE	ASSESSMENT DATE	FIRST NAME	LAST NAME	BIRTH DATE	PAIN SCORE	PAIN LEVEL	ASSESSED BY
		01/09/2022 4:40 PM	David	Stone	27/03/1942	PainChek 14	Moderate	Jeff Brooks
		01/09/2022 4:37 PM	David	Stone	27/03/1942	PainChek 15	Moderate	Jeff Brooks
		01/09/2022 12:41 PM	David	Stone	27/03/1942	PainChek 11	Mild	Jeff Brooks
		01/09/2022 9:12 AM	David	Stone	27/03/1942	PainChek 4	No Pain	Dhiraj Bhojwa
		01/09/2022 7:48 AM	Joe	Andrews	27/06/1955	PainChek 16	Severe	Andy Hoggart
		31/08/2022 10:43 PM	David	Stone	27/03/1942	PainChek 8	Mild	Jeff Brooks
		31/08/2022 10:41 PM	David	Stone	27/03/1942	PainChek 13	Moderate	Jeff Brooks

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:

← 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:

← BACK TO ASSESSMENT LIST
Support

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

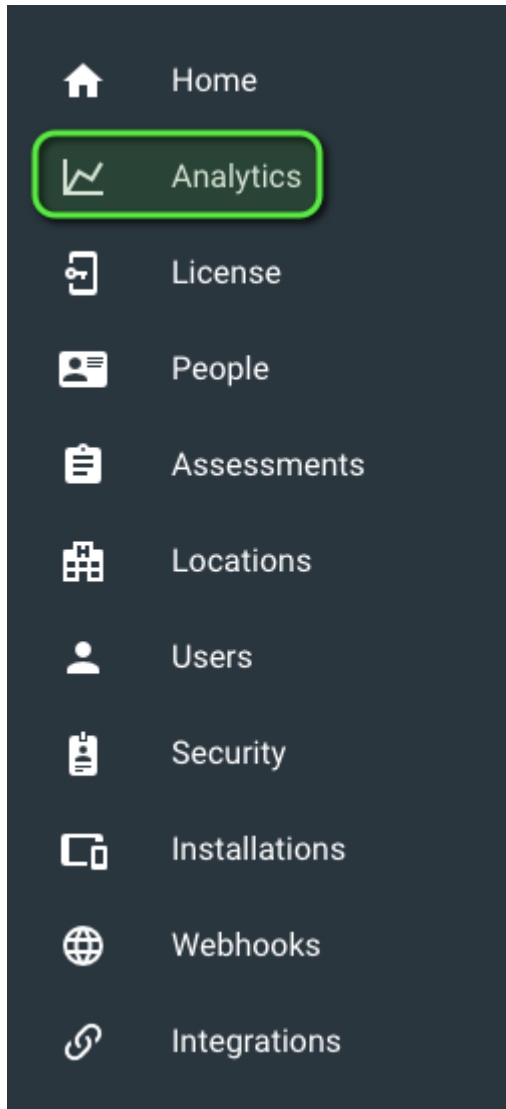
Mode	video
Initial Mode	video
Camera	front
Capture Seconds	3
Frames	15
Frame Errors	0
Comment	
Score	0
Brow Lowering	Not Present
Cheek Raising	Not Present
Tightening Eyelids	Not Present
Wrinkling Nose	Not Present
Raising Upper Lip	Not Present
Pulling Corner Lip	Not Present
Mouth Stretch	Not Present
Parting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

Voice

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: Manage clinical risk with a real-time report showing all residents who have had active assessed pain for 24-hours or more and require immediate follow-up assessment.
- Outstanding Assessment: Ensure pain is identified early, with a real time report of all residents who have not received baseline pain assessment for longer than the Australian Pain Society's minimum assessment guidelines.

Utility Trends

- Focus on how the PainChek solution is being used across your facility or organisation.

- See the specific information you and your team need to monitor quality, compliance, and care with no distractions and no need to search through multiple reports for key data.

Pain Trends

- Understand how pain is presenting and changing in your facility or across your organisation.
- See pain trends, both observed and self-reported, in real-time and gain insights into how effectively pain is being managed across the population of those to whom you provide care.

Person Trends

- Deep dive into the pain of a specific resident with targeted, real-time dashboards.

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 in to 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? \[17\]](#) 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.