

PainChek Web Admin Portal User Guide

WAP User Guide

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 Welcome to the PainChek Web Admin User Guide

Here you'll find details on how to use the PainChek Web Admin Portal.

If you don't find the information you are looking for, email us at support@painchek.com.

2 General Instructions for Use

2.1 Overview

The PainChek Web Administration Portal is a secure website that allows you to manage your patient data, PainChek license, institutions, users, installations and edit your PainChek profile settings.

2.2 Intended Use

PainChek is a software system which is comprised of the following components:

- a) Mobile Application (the App)
- b) Web Admin Portal

PainChek is intended to be used to assess and monitor pain in people who cannot verbalise such as people with dementia or communication difficulties

PainChek is a point-of-care App which uses a smart-device camera to capture a short video of a person's face, this is then analysed in real-time using facial recognition technology to detect nine muscle movements - these are indicative of the presence of pain. This data is then combined with non-facial pain cues including movements, behaviours and vocalisations and inputted into the App to allow the automatic calculation of a pain severity score. The App has a graphing function which allows monitoring the person's pain over time.

2.3 Users

All users must thoroughly read and comprehend this user manual.

If any aspect of this user guide is unclear or you have any questions about the use or suitability of the Web Admin Portal, seek assistance from the support team (via support@painchek.com) before using the application.

2.4 URL

The Web Admin Portal is a cloud hosted Web Application that can be accessed via this URL: <https://admin.paincheck.com>.

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

2.5 Installing and Updating the PainChek Web Admin Portal

The Web Admin 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 Web Application.

2.6 Supported Devices

The following Internet browsers are supported:

- Chrome (version 59.0 or later)

- Mozilla (version 54.0 or later)
- Internet Explorer (version 11 or later)

The following operating systems are supported:

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

3 Introduction

The PainChek system assists healthcare workers and carers in assessing the levels of pain in non-communicative patients with cognitive impairment, especially those with dementia.

This guide documents the use of the PainChek Web Admin Portal.

3.1 Document History

Version	Date	Author	Comment
1.0	4 th July 2017	Darwin Digital (Jessica)	Initial Version
1.1			Clarifications

3.2 Approval

Term	Description	Approval Date
Product Owner	Scott Robertson	4 th July 2017

3.3 Intended Audience

This document is intended for use by any person using the PainChek Web Admin Portal.

NB: See document “PC015 – iOS User Guide” for the instructions on how to use the corresponding mobile iOS PainChek application.

3.4 Referenced Documents

Document Name	Comment
PC015 – iOS User Guide	The PainChek iOS Mobile application user guide

3.5 Glossary

Term	Description
Patient	For the purpose of this user guide and to avoid any ambiguity, the term patient will be applied for anyone on which the app may be used. The term patient encompasses residents and clients or anyone for whom a pain assessment is being carried out. Within an installation of the PainChek app users can select what terminology they would like to use, patient, resident or client.
Resident	See Patient
Client	See Patient
Institution	Institutions include hospitals, aged care facilities, primary care centres (e.g. GP practices or outpatient clinics).
App	An application running on a mobile device that enables a user to perform pain assessments and other PainChek functions
Web Admin Portal	A website that allows a user to perform administration functions of the PainChek system
WAP	See Web Admin Portal
Device	A supported Apple device running the PainChek app
PainChek	Means PainChek Adult
PainChek Adult	A system intended to be used to assess and monitor pain in people who cannot verbalise such as people with dementia or communication difficulties. The major components are the App and the Web Admin Portal.
Super Admin	The user owning the PainChek commercial license. There is only one Super Admin account per PainChek license. The Super Admin can manage licenses, institutions, users and installations. In addition, the Super Admin can view and export patient data or create Admin or User accounts for other team members.
Private Super Admin	The user owning the PainChek private license. There is only one Private Super Admin account per PainChek license. The Private Super Admin can manage licenses, institutions, users and installations. In addition, the Private Super Admin can view and export patient data but s-he cannot create additional accounts.

Term	Description
Admin	Admin accounts on commercial licenses can manage institutions, users and installations but cannot modify license information.
User	The person utilising the PainChek app with limited access to the PainChek Web Administration Portal.
Institution ID	A unique number that identifies institutions linked to your PainChek account.
User ID	A unique number that identifies users linked to your PainChek account.
Commercial License	Type of license giving access to all of the functionalities on the Mobile App and the Web Admin Portal including creating users with specific roles.
Private License	Type of license giving access to all of the functionalities on the Mobile App with restricted uses of the Web Admin Portal. It excludes creating additional users.
TGA	Therapeutic Goods Administration (https://www.tga.gov.au/tga-basics)

3.6 Compliance Information

PainChek Adult is a certified Class I medical device, with CE Marking and TGA Australian Register of Therapeutic Goods (ARTG) inclusion

Item	Symbol	Details
Manufacturer and Australian Sponsor		ePAT Technologies Suite 401, 35 Lime Street Sydney NSW 2000, AUSTRALIA
Authorised European Representative		Priory Analysts Ltd The Pinnacle 160 Midsummer Boulevard Milton Keynes MK9 1FF United Kingdom

Device Identifier	REF	PainChek Adult
Year of manufacture		2017
CE marking	CE	
Serial Number	SN	Refer to the product version number displayed on the Web Admin Portal home page

4 Licenses

4.1 Definition

The License gives the permission to utilise the PainCheck App. It provides a unique number that will be assigned to the devices where the application is installed. The license also identifies user's accounts belonging to this one. Two types of licenses are available and described below.

4.2 Type of Licenses

The Commercial license gives access to all of the functionalities on the Mobile App and the Web Admin Portal. It allows creating unlimited users with specific permissions in the PainCheck Web Administration Portal. It is suggested for hospitals, residential aged care facilities or other institutions/organisations with several team members.

The Private license gives access to all of the functionalities on the Mobile App with some restrictions on the Web Admin Portal. It does not allow creating user accounts. This type of license has only one user account with the role "Private Super Admin" assigned. It is suggested for healthcare independent professionals who will treat a patient directly and who do not belong to a large working structure.

4.3 License Registration

To register for a PainChek license you can contact the PainChek support team.

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

4.4 Editing a license



You need Super Admin or Private Super Admin permissions to use this functionality

To edit your license, click on the license tab in the PainChek Web Administration Portal. You are able to edit the personal information of the license holder, update the contact information or the institution's information.

In order to update the license type and the subscription period please contact the PainChek support team. You need to click on 'Save' to make sure your changes enter into effect. A notification email will be sent to your inbox to let you know that your PainChek license has been modified. The notification email includes the License Type, License ID and the License Subscription period.

Need help? Please contact us at support@apat.com.au

H. John Smith
Product owner SIGN OUT

Dashboard / License / Active Licenses / 123

Edit license

License holder

First name * Last name *

Email address *

Telephone * Mobile *

Professional license * Private license *

Company / Organisation

Company / Organisation Name *

Address line 1 *

Postal code * City *

State * Country *

Telephone *

Subscription period

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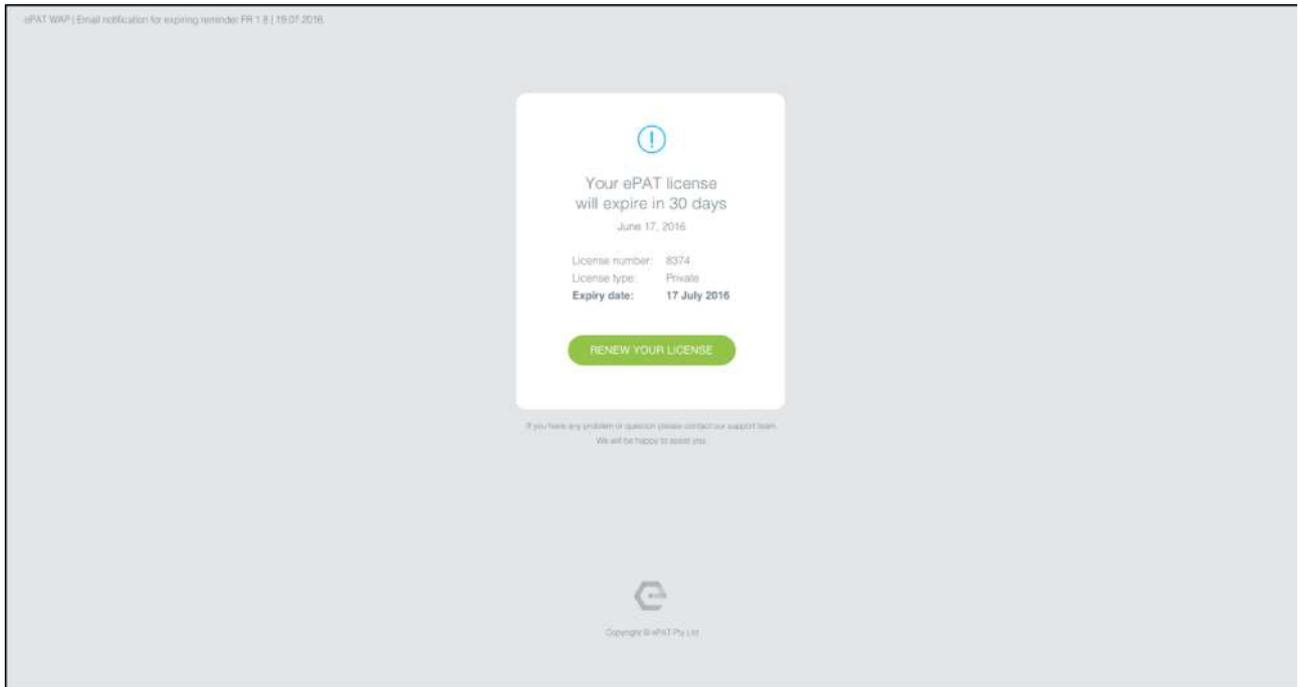
ePAT WAP | Active license - Edit license FR 1.6 | 19.07.2016

4.5 License expiration

You will receive reminder emails 30 days and 5 days before your PainChek license expires. You can click on the link provided in these emails to renew your license. If you do not wish to renew your license it will expire. Once your PainChek license expires, it will be archived.

You will receive a confirmation email informing you that your PainChek license has been archived. The email includes the License Type, License Number and the License Expiry Date.

You can contact the PainChek support team if you do not wish to archive your license. In this case, the PainChek support team will restore your license. You will receive an email informing you that your PainChek license has been restored and you will be prompted to update your username and password to complete the restoration process.



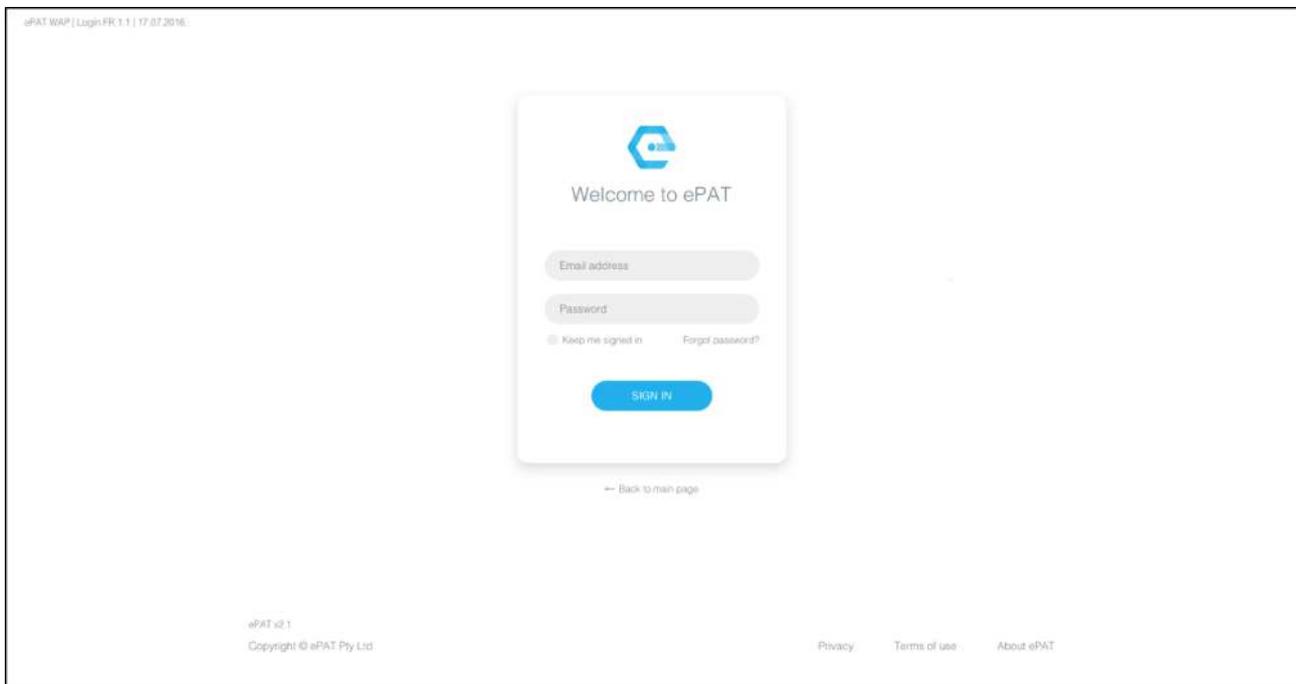
5 Login

5.1 Logging into the PainChek Web Administration Portal

Once your PainChek license has been created you will receive a confirmation email. The email includes the license type, license number, the license expiry date and a link to the PainChek Web Administration Portal.

To log in to the PainChek Web Administration Portal you must follow the link and enter your email address you used to register and the password you created. This will be your password by default but you can change it later in your profile settings. If you make a mistake and enter an incorrect email address or password, you will be asked to re-enter this information.

For security reasons, your PainChek account will be blocked after ten successive incorrect entries of your username and password. If your account has been locked, please contact the PainChek support team.



Once you have entered your email and password correctly, you will be logged into the PainChek Web Administration Portal.

5.2 Resetting your password

If you have forgotten your password, you can request a new password by clicking on “Forgot password?” You will be redirected to a page where you can enter the email address you use to sign in to the email field. Once you confirm the request, a reset password email will be sent to your email inbox.

The link will redirect you to a web page where you can reset your password by entering your new password twice. The password must be at least eight alpha-numeric characters and cannot be the same as your previous password. Once this process has been completed, you will receive a confirmation email in your inbox notifying you that your password has been successfully changed.

If you did not request this change and you suspect that your account has been compromised, please contact the PainChek support team.

The screenshot shows the ePAT WAP password reset interface. At the top left, the text reads "ePAT WAP | Reset password - incorrect password FR 1.3 | 17.07.2018". A red error message at the top center states "Password confirmation doesn't match password." Below this is the PainChek logo and the heading "Reset your password". A note specifies "Your new password must be 8 or more characters." There are two input fields: "New password" and "Confirm password". A blue "RESET PASSWORD" button is positioned below the fields. At the bottom of the form area, there is a link that says "← Back to main page". The footer contains "ePAT v2.1 Copyright © ePAT Pty Ltd" on the left and "Privacy Terms of use About ePAT" on the right.

5.3 Signing out

You can manually sign out from the PainChek Web Administration Portal by clicking on the 'Sign Out' button in the upper right hand corner. For security reasons, you are automatically signed out after 30 minutes of inactivity.

5.4 The PainChek Web Administration Portal Dashboard

Once you have successfully logged into the PainChek Web Administration Portal, you will be redirected the PainChek Web Administration Portal dashboard. From the dashboard, you will be able to download the PainChek application for your mobile device. You can choose between a download for your iOS or Android device.

The screenshot displays the ePAT dashboard interface. On the left is a blue sidebar with navigation options: Dashboard (selected), License, Patient Data, Institutions, Users, Profile Settings, and Installations. At the top right, there is a user profile for 'Hi, John Smith Product owner' and a 'SIGN OUT' button. The main content area features a 'Welcome to ePAT' message with instructions to download the mobile app. Below this are two smartphone icons, each with a 'DOWNLOAD' button for 'iOS App' and 'Android App'. The footer contains copyright information for ePAT Pty Ltd and links for Privacy, Terms of use, and About ePAT. A status bar at the bottom indicates 'ePAT WAP | Dashboard FR 1.8 | 17.07.2018'.

6 Managing Installations

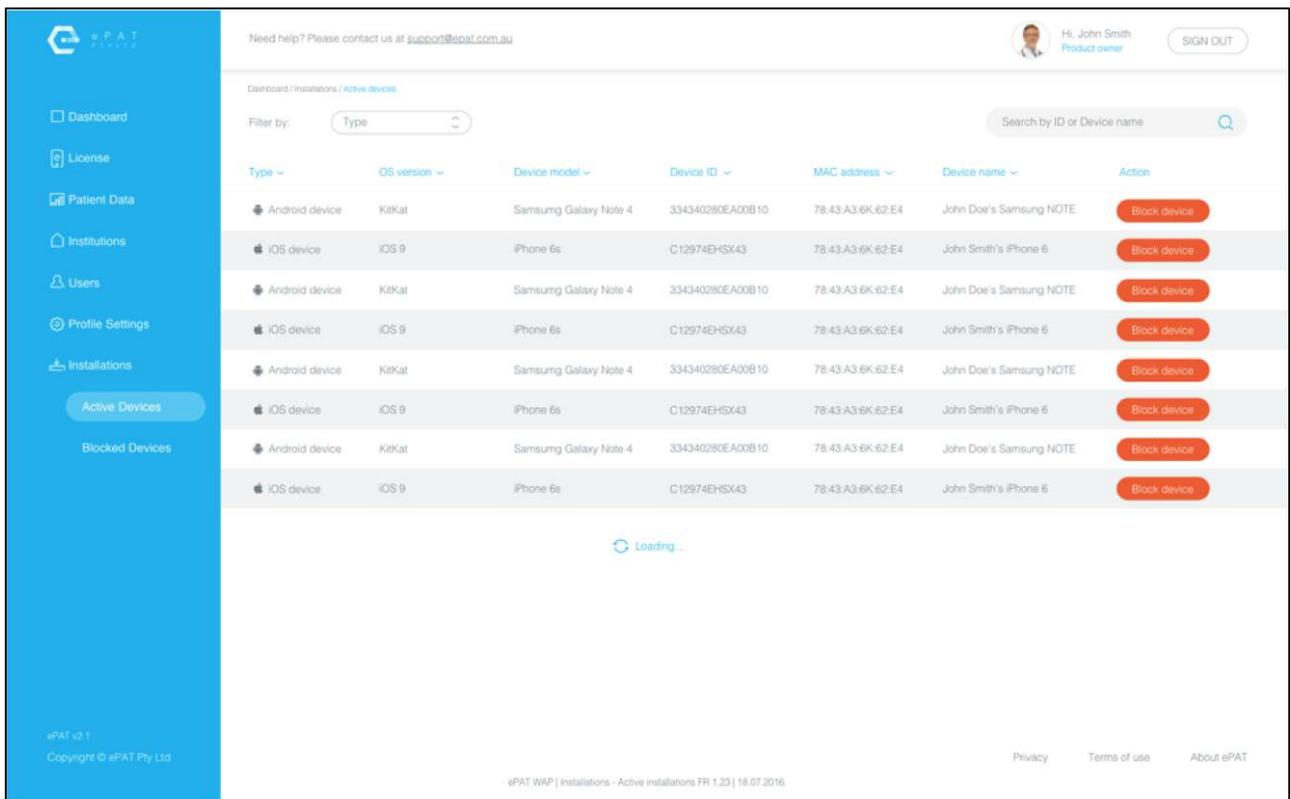
Private PainChek licenses can link up to three devices to their account whereas with a commercial license it is possible to have an unlimited number of device installations. Once you have reached the limit of three devices you can no longer install the PainChek app on new devices unless you deactivate an installation on another device.

6.1 App installations

 You need Admin, Super Admin or Private Super Admin permissions to use this functionality

To view your active installations of the PainChek application, you need to click on the active installations tab in the PainChek Web Administration Portal. You can see a list of currently active installations including the Installation ID, User Name, Institution and Device, MAC Address, Apple ID or Android ID.

If you are looking for a specific installation, you can filter by different categories such as User Name or Institution. You can also conduct a search by typing the Installation ID, User Name, Location, Institution, Device, MAC Address, Apple ID or Android ID into the search field in the upper right-hand corner of the page.



Need help? Please contact us at support@epat.com.au

Hi, John Smith
Product owner SIGN OUT

Dashboard / Installations / Active devices

Filter by:

Search by ID or Device name

Type	OS version	Device model	Device ID	MAC address	Device name	Action
Android device	KiKat	Samsung Galaxy Note 4	334340280EA00B10	78:43:A3:6K:62:E4	John Doe's Samsung NOTE	Block device
iOS device	iOS 9	iPhone 6s	C12974EH5X43	78:43:A3:6K:62:E4	John Smith's iPhone 6	Block device
Android device	KiKat	Samsung Galaxy Note 4	334340280EA00B10	78:43:A3:6K:62:E4	John Doe's Samsung NOTE	Block device
iOS device	iOS 9	iPhone 6s	C12974EH5X43	78:43:A3:6K:62:E4	John Smith's iPhone 6	Block device
Android device	KiKat	Samsung Galaxy Note 4	334340280EA00B10	78:43:A3:6K:62:E4	John Doe's Samsung NOTE	Block device
iOS device	iOS 9	iPhone 6s	C12974EH5X43	78:43:A3:6K:62:E4	John Smith's iPhone 6	Block device
Android device	KiKat	Samsung Galaxy Note 4	334340280EA00B10	78:43:A3:6K:62:E4	John Doe's Samsung NOTE	Block device
iOS device	iOS 9	iPhone 6s	C12974EH5X43	78:43:A3:6K:62:E4	John Smith's iPhone 6	Block device

Loading

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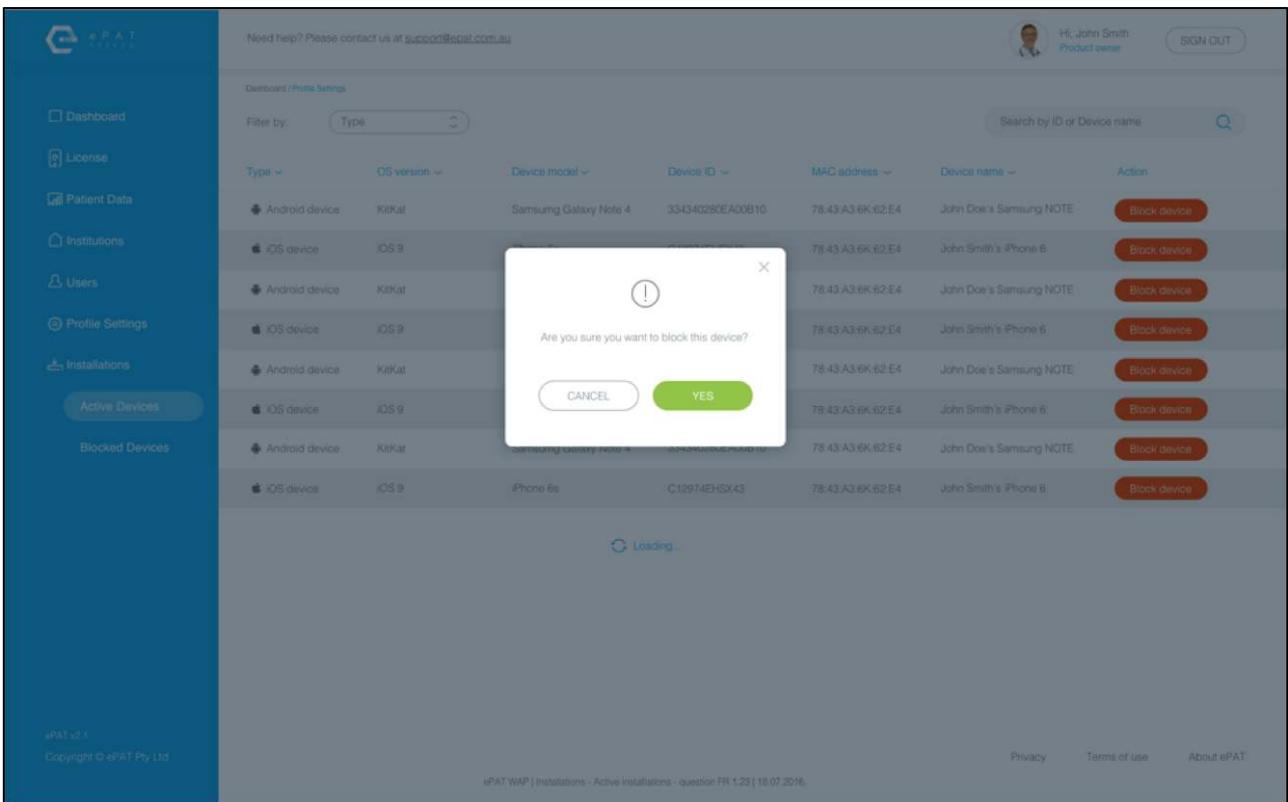
Privacy Terms of use About ePAT

ePAT WAP | Installations - Active installations FR 1.23 | 18.07.2016

6.2 Blocking an installation

 You need Admin, Super Admin or Private Super Admin permissions to use this functionality

In case you have lost your mobile device or you have reached your installation limit you can block active PainChek installations in the PainChek Web Administration Portal. To block a new installation clicking on the block installation tab. You will be asked to confirm that you want to block the respective installation. Once you click on 'Yes' the installation will be blocked and the PainChek application can no longer be used on this particular device. The installation will now appear on your Blocked Installations Page.



The screenshot shows the 'Active Devices' page in the PainChek Web Administration Portal. A confirmation dialog box is displayed in the center, asking 'Are you sure you want to block this device?' with 'CANCEL' and 'YES' buttons. The background shows a table of active installations with columns for Type, OS version, Device model, Device ID, MAC address, Device name, and Action.

Type	OS version	Device model	Device ID	MAC address	Device name	Action
Android device	KIKat	Samsung Galaxy Note 4	334340280EA00B10	78-43-A3-6K-62-E4	John Doe's Samsung NOTE	Block device
iOS device	iOS 9			78-43-A3-6K-62-E4	John Smith's iPhone 6	Block device
Android device	KIKat			78-43-A3-6K-62-E4	John Doe's Samsung NOTE	Block device
iOS device	iOS 9			78-43-A3-6K-62-E4	John Smith's iPhone 6	Block device
Android device	KIKat			78-43-A3-6K-62-E4	John Doe's Samsung NOTE	Block device
iOS device	iOS 9			78-43-A3-6K-62-E4	John Smith's iPhone 6	Block device
Android device	KIKat			78-43-A3-6K-62-E4	John Doe's Samsung NOTE	Block device
iOS device	iOS 9	iPhone 6s	C12974E5X43	78-43-A3-6K-62-E4	John Smith's iPhone 6	Block device

6.3 Unblocking an installation

 You need Admin, Super Admin or Private Super Admin permissions to use this functionality

Blocked installations are listed on the Blocked Installations Page. You can see a list of blocked installations including the Installation ID, First Name, Last Name, Email Address, Institution (for professional licenses) Device, MAC Address, Apple ID or Android ID. You can choose to unblock installations by clicking on the 'Unblock' button in the last column of the installation profile. After clicking on 'Unblock' you will be asked to confirm that you want to

reactive the respective installation. Once you click on ‘Yes’ the installation will be unblocked and appear on your Active Installations Page.

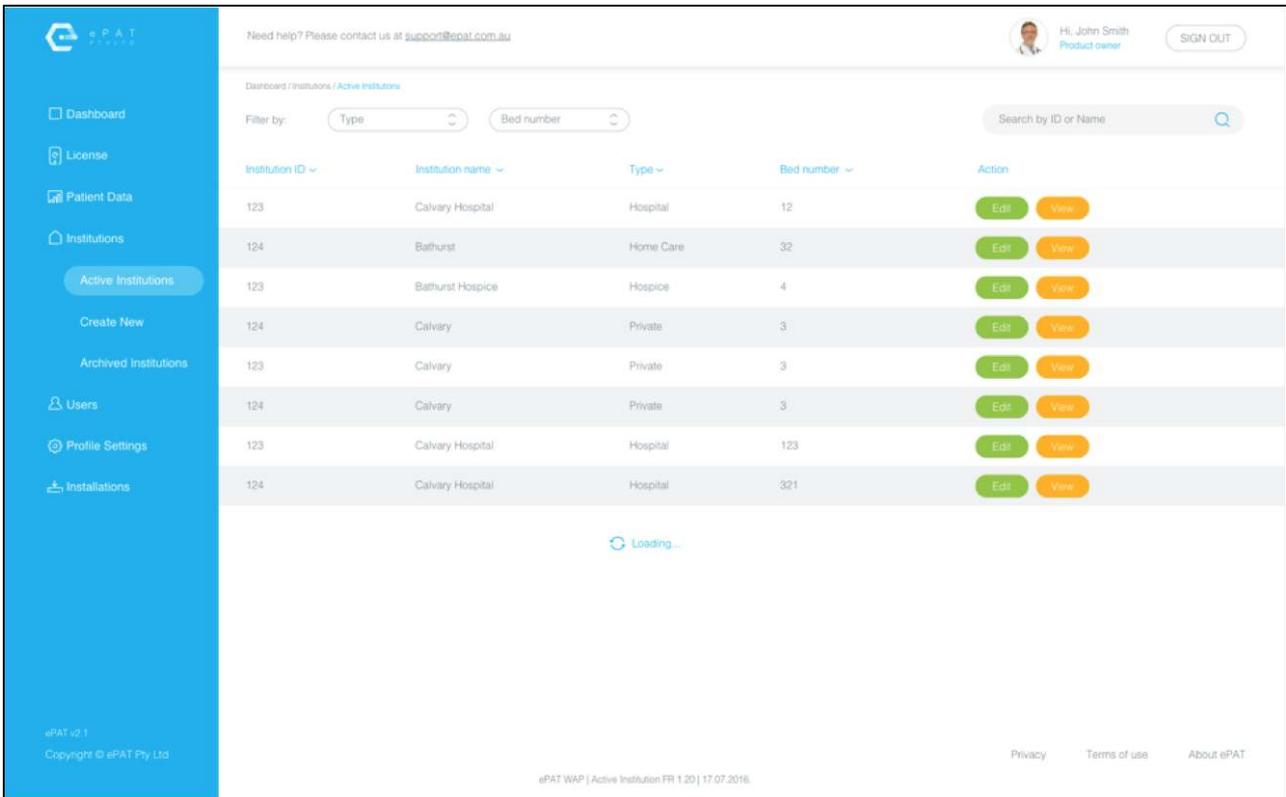
7 Managing Institutions

 This functionality is only available to commercial license holders.

7.1 Active institutions

To manage active institutions, you need to click on the active institutions tab in the PainChek Web Administration Portal. You can see a list of currently active institutions including the Institution ID, Institution Name, Type of Institution and the Number of Beds. You can edit or view active institutions by clicking on the corresponding buttons in the active institutions list.

If you are looking for a specific institution, you can filter by different categories such as Type of Institution or Number of Beds. You can also conduct a search by typing the Institution ID, Location of the institution or Name into the search field in the upper right-hand corner of the page.



The screenshot displays the 'Active Institutions' page in the PainChek Web Administration Portal. The page features a blue sidebar on the left with navigation options: Dashboard, License, Patient Data, Institutions (with 'Active Institutions' selected), Create New, Archived Institutions, Users, Profile Settings, and Installations. The main content area shows a table of active institutions with columns for Institution ID, Institution name, Type, Bed number, and Action. The table contains 10 rows of data. At the top right, there is a user profile for 'Hi, John Smith Product owner' and a 'SIGN OUT' button. Below the table, there is a 'Loading...' indicator. The footer includes 'ePAT v0.1 Copyright © ePAT Pty Ltd' and 'ePAT WAP | Active Institution FR 1.20 | 17.07.2016'.

Institution ID	Institution name	Type	Bed number	Action
123	Calvary Hospital	Hospital	12	Edit View
124	Bathurst	Home Care	32	Edit View
123	Bathurst Hospice	Hospice	4	Edit View
124	Calvary	Private	3	Edit View
123	Calvary	Private	3	Edit View
124	Calvary	Private	3	Edit View
123	Calvary Hospital	Hospital	123	Edit View
124	Calvary Hospital	Hospital	321	Edit View

7.2 Creating a new institution

To create a new institution, go to the 'Create new' within the institutions section of the PainChek Web Administration Portal and complete the new institution form. You will be asked to manually enter the Institution Name, Address, Type, Number of Beds, Telephone and Email of the institution. To successfully create a new institution, you need to complete all required fields and click on the 'Create' button at the bottom of the page. The new institution will then appear in your Active Institutions List.

Need help? Please contact us at support@epat.com.au

Hi, John Smith
Product owner

SIGN OUT

Dashboard / Institutions / Create new

Create new institution

Use this form to manually create a new institution.

Institution information

Institution name *

Address line + Add new line

Postcode * City *

State Country

Type Bed numbers

Telephone

Email address

CANCEL CREATE

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ePAT WAP | Create new Institution FR 1.19 | 17.07.2016

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7.3 Editing an institution

Institution profiles can be updated on the Edit Institution Page. The Edit Institution Page can be accessed from the Active Institutions Page by selecting an institution and clicking on the 'Edit' button. You can update the institution information including Institution Name, Address, Type, Number of Beds, Telephone Number and Email Address. Once you have made all required changes you need to save the information in order for the institution profile to be updated. On the Edit Institution Page, you will also find a link to archive an institution.

Need help? Please contact us at support@epat.com.au

Hi, John Smith
Product owner

SIGN OUT

Dashboard / Institutions / [Create new](#)

Edit institution

Institution information

Institution name *
The Royal Melbourne Hospital

Address line
300 Grattan Street [Add new line](#)

Postcode *
3050

City *
Melbourne

State
Victoria

Country
Australia

Type
Hospital

Bed number
333

Telephone
+ 61 3 9342 7000

Email address
contact@thermh.org.au

CANCEL SAVE

[Click here](#) to archive the institution

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ePAT WAP | Edit Institution FR 1.20 | 17.07.2016.

7.4 Archiving institutions

 You need Super Admin or Admin permissions to use the archiving functionality.

Archive an institution by clicking on the ‘Archive Institution’ link at the bottom of the Edit Institution Page. You will be asked to confirm that you want to archive the respective institution. Once you click on ‘Yes’ the institution will be archived and appear on your Archived Institutions Page.

Need help? Please contact us at support@epat.com.au

Hi, John Smith
Product owner

SIGN OUT

Dashboard / Institutions / Archived Institutions

Filter by: Type Bed number

Search by ID or Name

Institution ID	Institution name	Type	Bed number	Action
123	Calvary Hospital	Hospital	12	View
124	Bathurst	Home Care	32	View
123	Bathurst Hospice	Hospice	4	View
124	Calvary	Private	3	View
123	Calvary	Private	3	View
124	Calvary	Private	3	View
123	Calvary Hospital	Hospital	123	View
124	Calvary Hospital	Hospital	321	View

Loading...

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ePAT WAP | Archived Institutions FR 1.21 | 17.07.2016

7.5 Restoring institutions

⚠ You need Super Admin or Admin permissions to use the archiving functionality.

Archived institutions are listed on the Archived Institutions Page. You can see a list of archived institutions including the Institution ID, Institution Name, Type and Number of Beds. You can choose to reactivate institutions by clicking on the 'Restore' button in the last column of the institution profile. After clicking on 'Restore' you will be asked to confirm that you want to reactivate the respective institution profile. Once you click on 'Yes' the institution will be restored and appear on your Active Institutions Page.

8 Managing Users

 The following section describes functionalities available for commercial licenses. Private licenses cannot create or manage users.

8.1 Roles

Before starting to create new users, you need to know that there are different roles available according to the type of license you have acquired. It is a feature, which helps to set up different access to content for different groups of users. It is not possible to modify existing roles or add new ones. Every role has full access to the Mobile App but according to the role, the user will have some restrictions in the Web Administration Portal.

For Commercial licenses, the following roles are available:

Role	Permissions and Restrictions
Super Admin	can create and manage users with "Admin" and "User" roles and has full access to the WAP
Admin	can create and manage users with "Admin" and "User" roles and has restricted access to the WAP. S-he cannot edit the license information
User	cannot create additional users but can see the active users. S-he can only edit the Profile Settings and Institutions sections in the WAP

For Private licenses, there is only one role available:

Role	Permissions and Restrictions
Private Super Admin	has full access to the WAP but cannot create and manage additional users

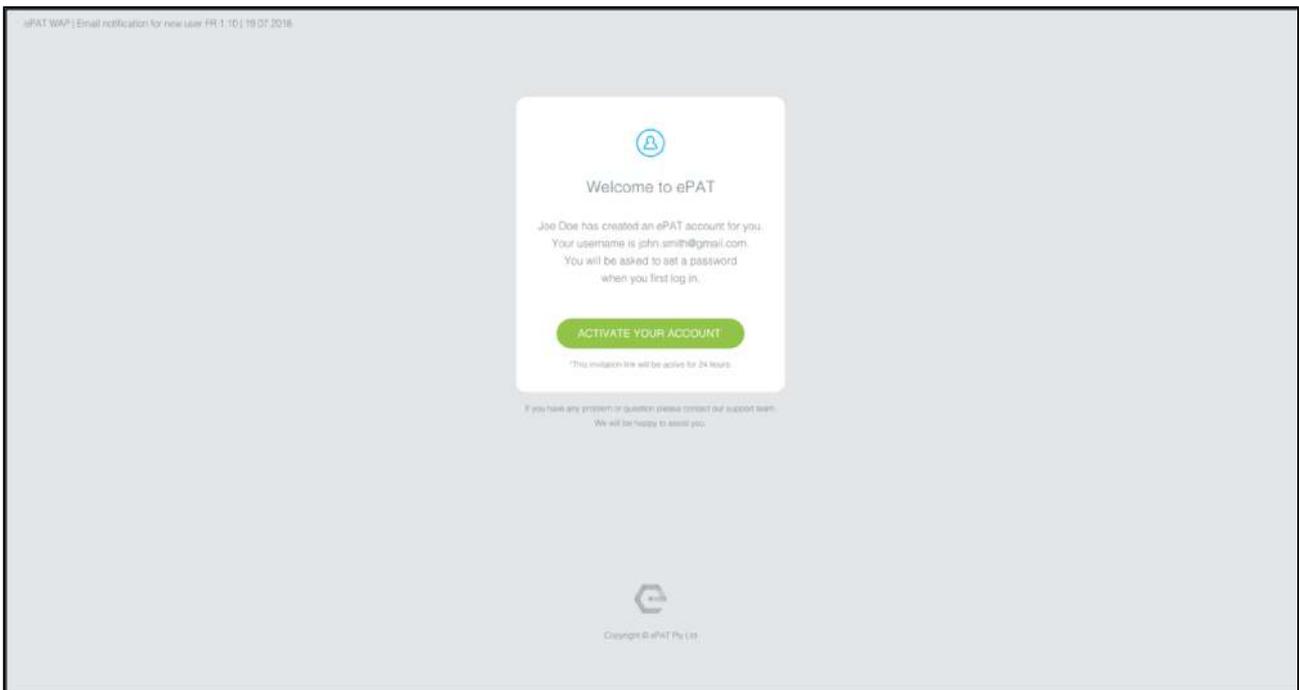
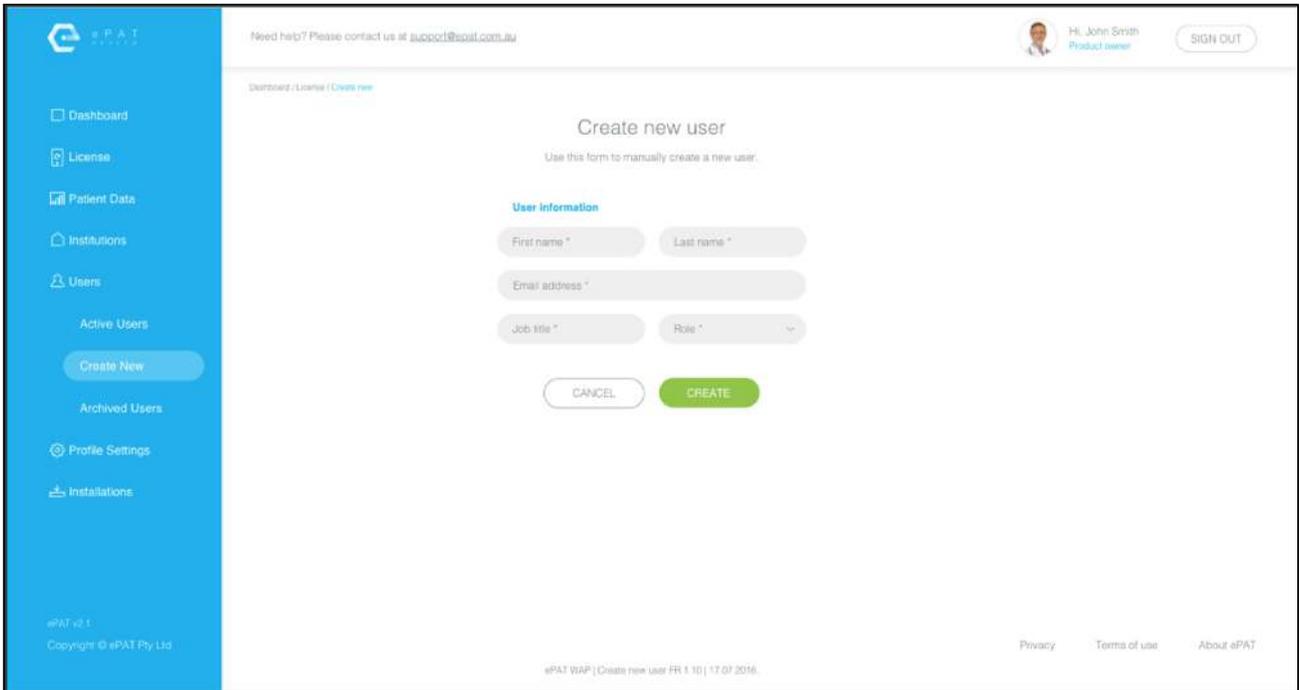
To add a new user with a specific role follow point 7.2 below. It is also possible to change a user's role as described on point 7.3.

8.2 Creating a new user

 It is restricted to users with Admin or Super Admin permissions.

To create a new user, go to the 'Create new' within the users section of the PainChek Web Administration Portal and complete the new user form. You will be asked to manually enter the First Name, Last Name, Email Address, Position and Role of the user. To successfully create a new user, you need to complete all required fields and click on the 'Create' 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 user name and a link to activate the user account. The invitation link is active for 24 hours.



In order to log in, new users will have to provide their full names along with the email address provided by the super user (which is also their username). Users will be asked to set a password when they first log in.

8.3 Editing users

⚠ *It is restricted to users with Admin or Super Admin permissions.*

User profiles can be updated on the Edit User Page. The Edit User Page can be accessed from the Active Users Page by selecting a user and clicking on the 'Edit' button. You can update the user information including First Name, Last Name, Email Address, Telephone Number, Position and Role.

Roles can be changed with the exception of the Super Admin and the Private Super Admin. If you need to archive or change the Super Admin and the Private Super Admin, please contact the PainChek support team.

Once you have made all required edits you need to save the information in order for the user profile to be updated. On the Edit User Page you will also find links to reset user passwords and to archive a user.

The screenshot displays the 'Edit user' interface. On the left is a blue sidebar with navigation links: Dashboard, License, Patient Data, Institutions, Users, Active Users (highlighted), Create New, Archived Users, Profile Settings, and Installations. The main content area has a header with a help link and a user profile (Hi, John Smith, Product owner, SIGN OUT). Below the header, the page title is 'Edit user'. The 'User information' section includes:

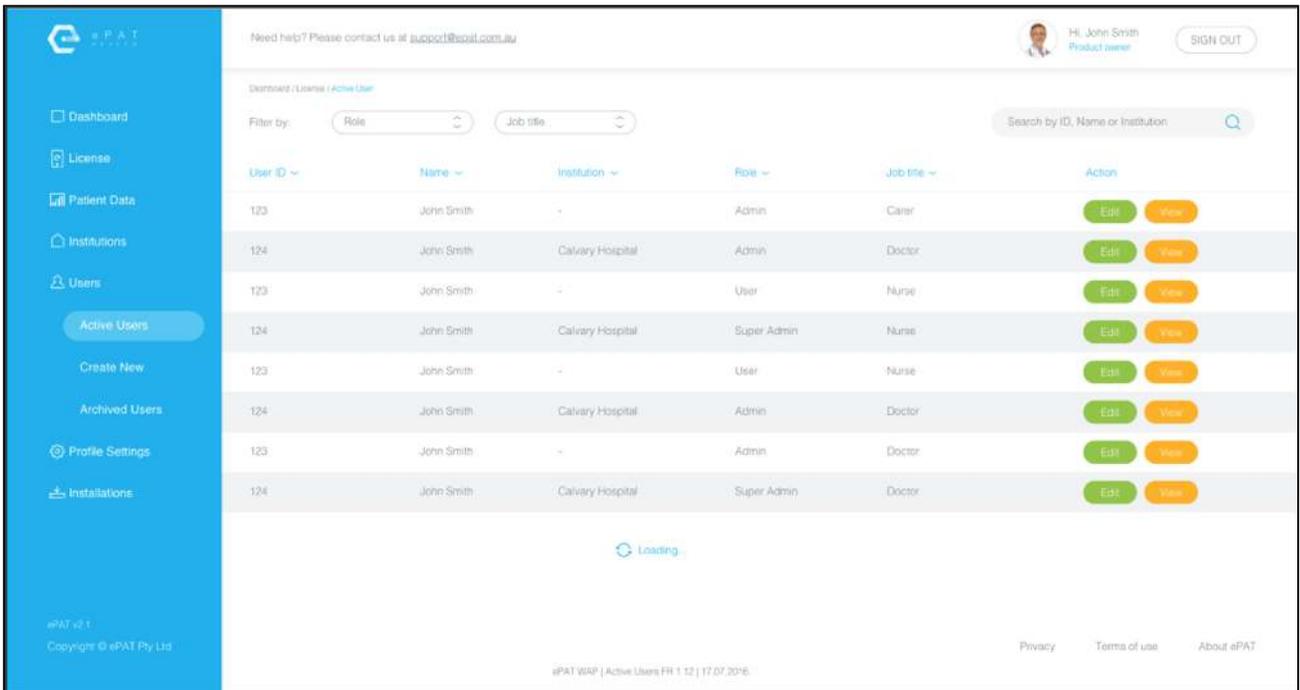
- First name: John
- Last name: Smith
- Email address: john.smith@gmail.com
- Telephone: +61 0 1234 5678
- Job title: Doctor
- Role: Super Admin (dropdown menu)

 At the bottom of the form, there is a note: 'To reset the user's password click here' with a right-pointing arrow. Below this are 'CANCEL' and 'SAVE' buttons. A link 'Click here to archive the user' is also present. The footer contains 'ePAT v0.1 Copyright © ePAT Pty Ltd', 'ePAT WAP | Edit User Account FR 1.12 | 17.07.2016', and links for Privacy, Terms of use, and About ePAT.

8.4 Active users

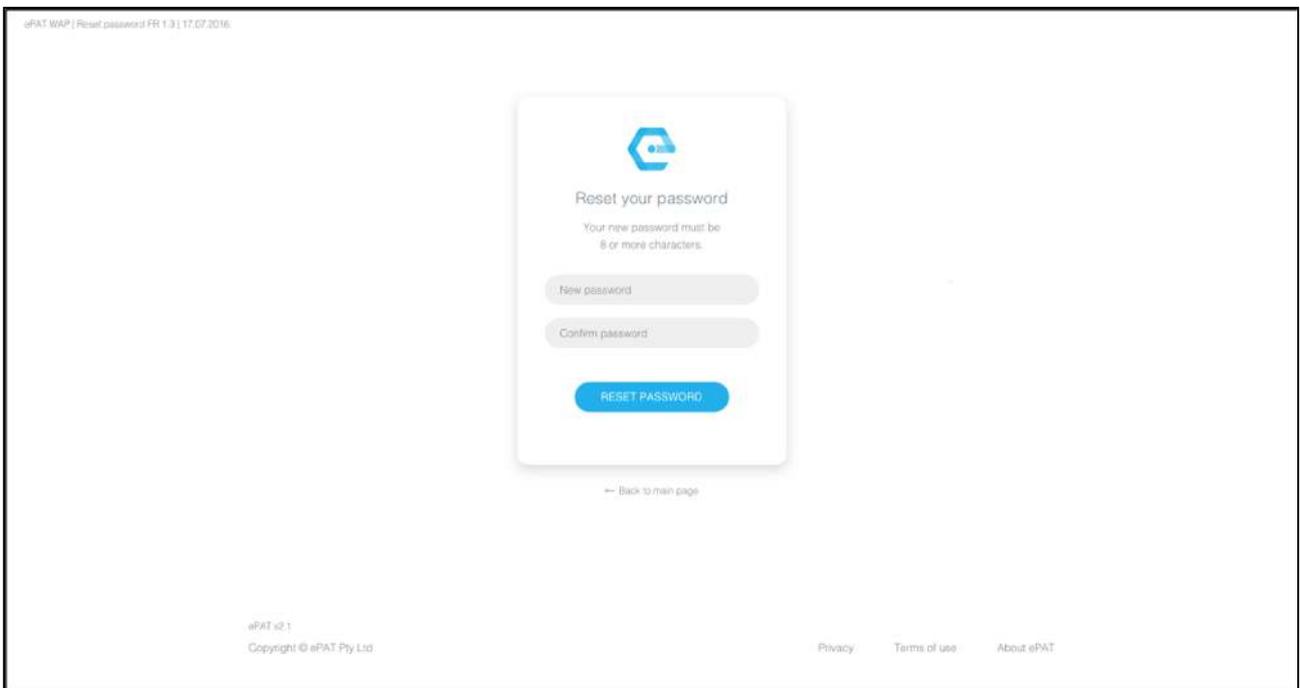
To manage active users, you need to click on the active user tab within the users section in the PainChek Web Administration Portal. You can see a list of currently active users including the User ID, Full Name, Institution (for professional licenses), Role and Position. You can edit or view active users from the active users list.

If you are looking for a specific user, you can filter by different categories such as Role or Position. You can also conduct a search by typing the User ID, Name or Institution into the search field in the upper right-hand corner of the page.



8.5 Resetting a user password

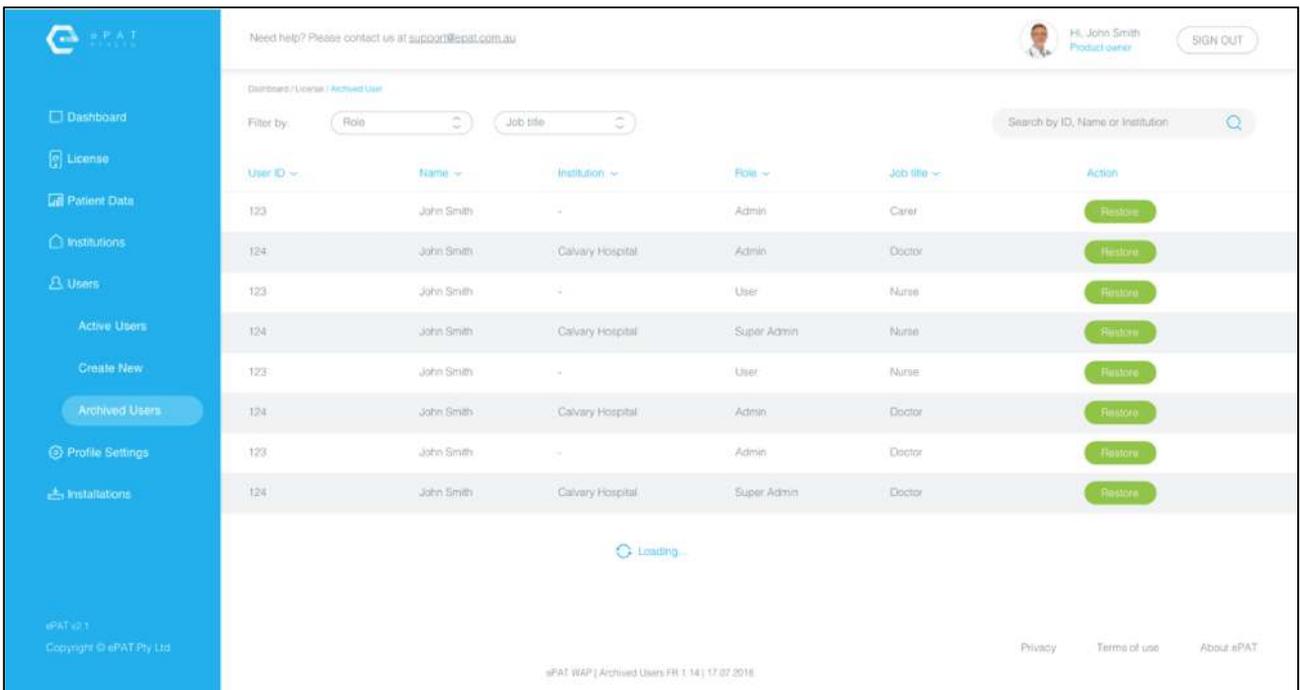
Reset a user password by clicking on the ‘Reset User Password’ link on the Edit User Page. You will be asked to confirm that you want to edit the respective user password. Once you click on ‘Yes’ the password will be reset. The user will receive a reset password email with a link that will redirect the user to a web page where they can reset their password.



8.6 Archiving users

 You need Admin or Super Admin permissions (commercial license) to use this function

Archive a user by clicking on the ‘Archive User’ link at the bottom of the Edit User Page. You will be asked to confirm that you want to archive the respective user. Once you click on ‘Yes’ the user will be archived. All users with the exception of the Super Admin can be archived. If you need to archive or change the Super Admin, please contact the PainChek support team.



Need help? Please contact us at support@epat.com.au

Hi, John Smith
Product owner

SIGN OUT

Dashboard / License / Archived User

Filter by: Role Job title

Search by ID, Name or Institution

User ID	Name	Institution	Role	Job title	Action
123	John Smith	-	Admin	Career	Restore
124	John Smith	Calvary Hospital	Admin	Doctor	Restore
123	John Smith	-	User	Nurse	Restore
124	John Smith	Calvary Hospital	Super Admin	Nurse	Restore
123	John Smith	-	User	Nurse	Restore
124	John Smith	Calvary Hospital	Admin	Doctor	Restore
123	John Smith	-	Admin	Doctor	Restore
124	John Smith	Calvary Hospital	Super Admin	Doctor	Restore

Loading...

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8.7 Restoring users

 Only Admin and Super Admin of a commercial license can use this function

Archived user profiles are listed on the Archived Users Page. You can see a list of archived users including the User ID, Full Name, Institution (for professional licenses), Role and Position. You can choose to reactivate users by clicking on the ‘Restore’ button in the last column of the user profile. After clicking on ‘Restore’ you will be asked to confirm that you want to reactivate the respective user profile. Once you click on ‘Yes’ the user will be restored.

9 Profile settings

9.1 Editing your profile settings

You can update and edit your profile settings by clicking on the profile settings tab in the PainChek Web Administration Portal. In the profile settings, you can edit your photo by uploading an image file. You can also update your personal information such as First Name, Last Name, Email Address, Job Title, Telephone, Institution Name. Your profile settings will be synchronised with the PainChek mobile app the next time your mobile device is connected to the Internet.

9.1.1 Professional account settings

Need help? Please contact us at support@epat.com.au

Hi, John Smith
Product owner [SIGN OUT](#)

Dashboard / Profile Settings

Profile settings

 [Edit](#)

Profile information

First name * Last name *

Email address *

Job title *

Telephone *

Change password

Current password

New password

Confirm password

[CANCEL](#) [SAVE](#)

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9.1.2 Private account settings

Need help? Please contact us at support@epat.com.au

Hi, John Smith
Product owner [SIGN OUT](#)

Dashboard / Profile Settings

Profile settings

 [Edit](#)

Profile information

First name * Last name *

Email address *

Job title *

Telephone *

Change password

Current password

New password

Confirm password

[CANCEL](#) [SAVE](#)

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9.2 Changing your password

You can change your password by clicking on the profile settings tab in the PainChek Web Administration Portal. You can change your password by typing in your current password once and your new password twice and saving the information.