

# PURELL SMARTLINK™ OBSERVATION SYSTEM

User Guide

Version 6.0, April 2021



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# OBSERVATION REPORTS

The OBV Reports tab is where you can view the data collected from the PURELL SMARTLINK™ Observation System App.

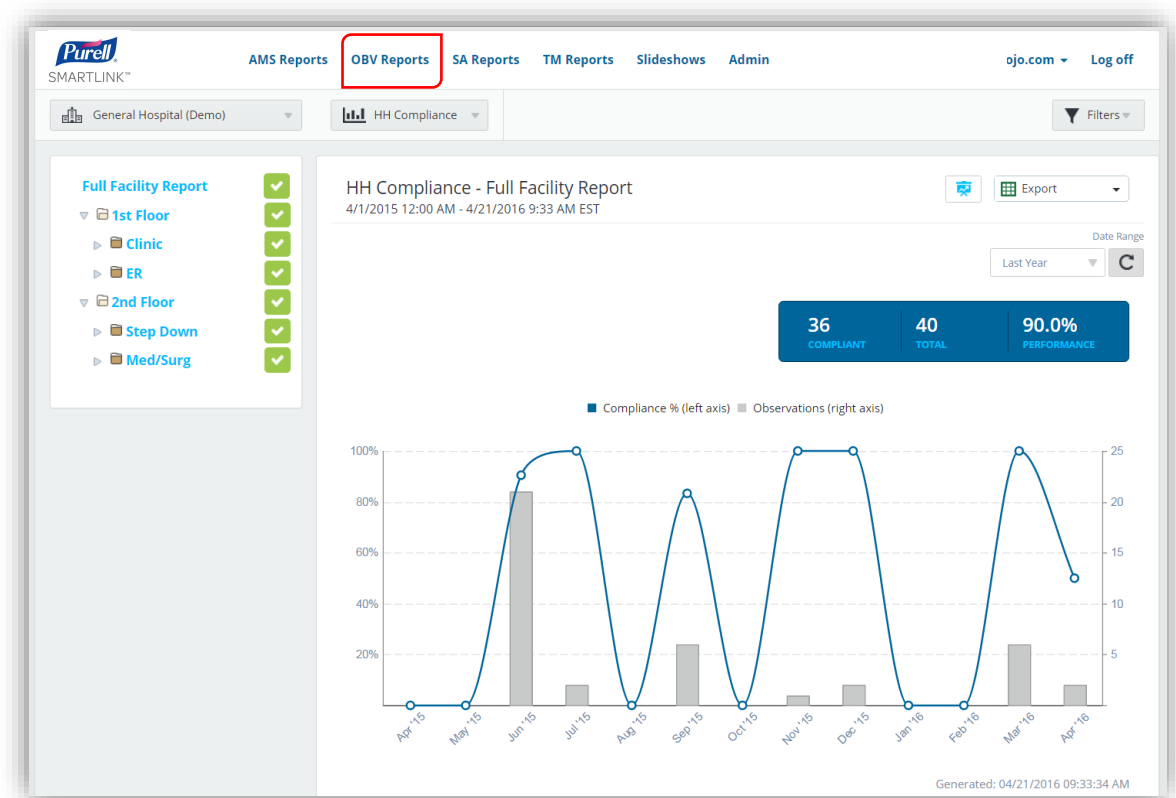
You will use this tab to:

✓ View all the system reports:

- HH Activity History
- HH Compliance
- HH Job Role and Moments
- HH Job Role and Outcome
- HH Job Role and Unit
- HH Moments
- HH Observer
- HH Quick Notes
- PPE Compliance

✓ Customize subsets of data by date range, locations, job roles, moments, and shifts

✓ Export data

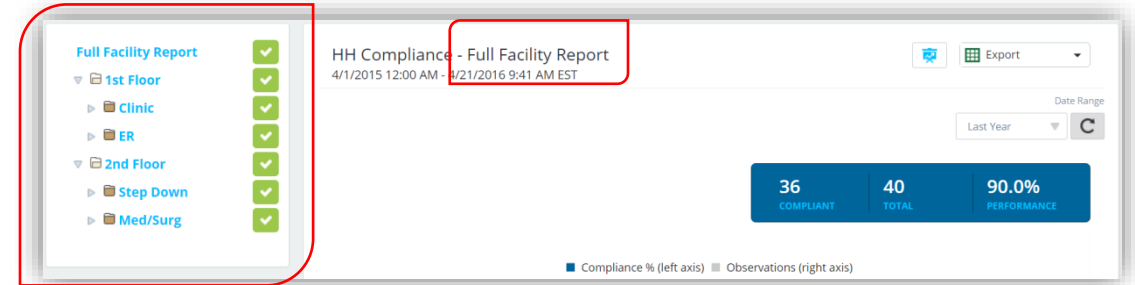


# OBSERVATION REPORTS

## FILTERING BY LOCATION

Every monitored floor, unit, and room is shown in a report unless it is manually removed. Notice the title of the graph reads “Full Facility Report” when all locations are selected.

- ✓ To remove a floor, unit, or room from the report, click on the green checkmark next to its name. The box will turn gray to indicate it has been unselected

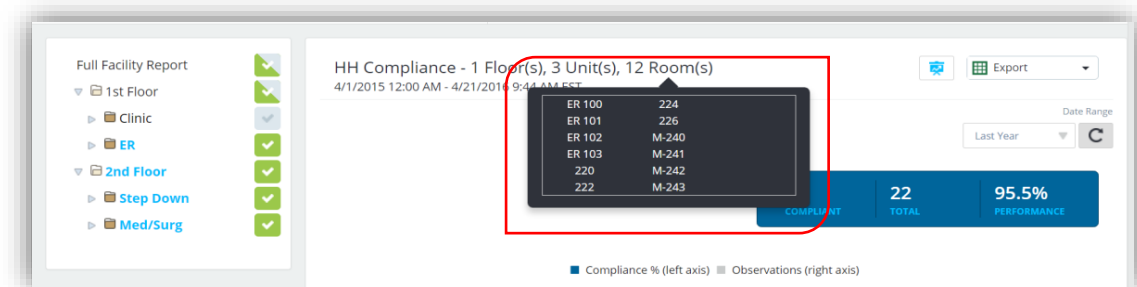


- \* Notice: Once removed, the text will change from **BLUE** (active) to **BLACK** (removed)

The title of the graph will change to reflect the new scope:

- ✓ Hover over the title of the graph to view the specific rooms, units, and floors included in the report
- ✓ To reselect all floors, units, and rooms click the “Full Facility Report” checkmark until all boxes are green

- \* **NOTE:** This is an option on ALL reports



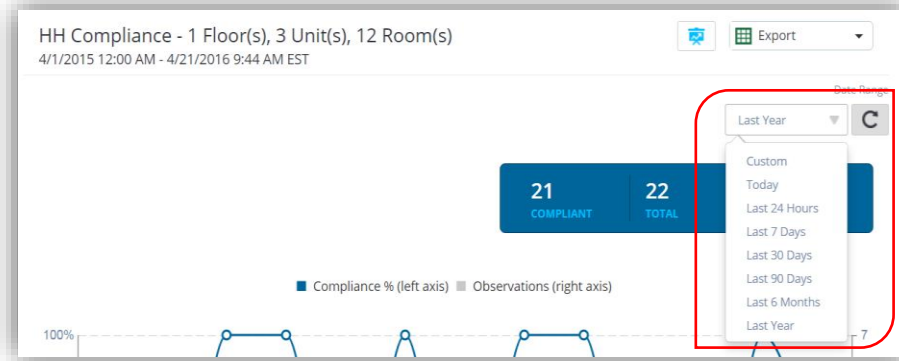
# OBSERVATION REPORTS

## FILTERING BY DATES

Data can be viewed over a customized period of time or during a preselected period of time available in the drop-down menu under “Date Range”.

✓ To view a preselected period of time, click on the drop down menu and choose one of the following:

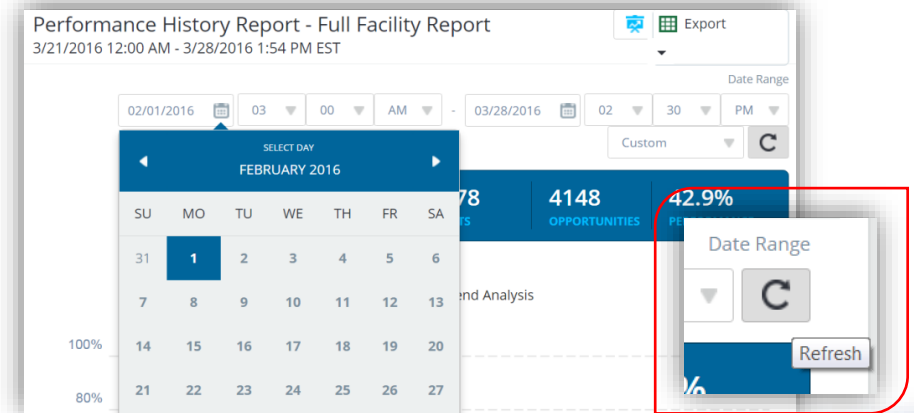
- Today
- Last 24 Hours
- Last 7 Days
- Last 30 Days
- Last 90 Days
- Last 6 Months
- Last Year



✓ The report will automatically refresh

✓ To view a customized period of time, choose “**Custom**” from the drop down menu

- Drop down boxes for dates and times will appear.
- Choose the customized time frame you would like to view in the report
- You will need to click the REFRESH arrow on the right hand side of the screen in order for the report to reflect your customized dates and times



# OBSERVATION REPORTS

## REPORT FILTERS

Reports can be viewed differently based Shifts, Protocol Moments, and/or Job Roles. This function allows you to filter on which data you would like reflected in your report.

- ✓ Select the “**Filters**” button on the top right-hand side of the screen
- ✓ A drop down menu will appear
  - Check the Shifts that you would like to appear in your report
  - Click the Protocol Moments you would like to appear in your report
  - Click the Job Roles you would like to appear in your report
  - Once they are selected, click “**Apply**” to refresh the data

HH Compliance

Filters

Shifts	Protocol Moments	Job Roles	NHSN Codes
<input type="checkbox"/> 1ST	<input type="checkbox"/> In Room	<input checked="" type="checkbox"/> Physician	You don't have any NHSN codes set up at this time.
<input type="checkbox"/> 2ND	<input type="checkbox"/> Out of Room	<input type="checkbox"/> Attending	
<input checked="" type="checkbox"/> 3RD		<input type="checkbox"/> Head Nurse	
		<input type="checkbox"/> Nurse	
		<input type="checkbox"/> House Staff	

Reset Apply

**\*NOTE:** If your facility does not configure data by shifts, there will be a note stating this under the Shifts filter.

# OBSERVATION REPORTS

## EXPORTING DATA

Data can be pulled from the reports and exported into an Excel or PDF format.

- ✓ Under the Export drop down menu, choose one of the following:
  - Export (Excel)
  - Export (PDF)
  - Export Raw Data
  
- ✓ Export Report (Excel) will numerically display the data points that are on the graph in Excel
  
- ✓ Export Report (PDF) will create a PDF with a graph of the data
  
- ✓ Export Raw Data will give you all of the data points that were recorded for the scope of the report. The data points include
  - Timestamp
  - Unit/ Floor/ Site
  - Observer Department
  - Session ID
  - Session Observer Name
  - Job Role
  - Moment
  - Outcome
  - Feedback Provided/Notes
  - Device
  
- ✓ **NOTE:** The filters you have selected will affect the export data

The screenshot displays the 'HH Compliance - Full Facility Report' interface. At the top right, an 'Export' dropdown menu is highlighted with a red box. Below this, two windows are shown: a Microsoft Excel spreadsheet and an Adobe Reader PDF. The Excel spreadsheet shows a table with columns for Date, Total Successful Outcomes, Opportunities, and % Compliance. The PDF shows a 'Demo Hospital - In / Out' report with a line graph of compliance percentage and a bar chart of observations. The Excel spreadsheet also shows a detailed table of observation data with columns for Recorded Time, Unit, Floor, Site, Observer Department, Session ID, Session Observer, Job, Moment, Outcome, Feedback Provided, Notes, and Device.

1	Date	Total Successful Outcomes	Opportunities	% Compliance
2	3/6/2016	1	1	100
3	3/13/2016	1	2	50
4	3/20/2016	1	1	100
5	3/27/2016	4	5	80
6	4/3/2016	2	2	100
7	4/10/2016	0	0	0
8	4/17/2016	0	0	0
9	4/24/2016	0	0	0
10	5/1/2016	0	0	0
11	5/8/2016	0	0	0
12	5/15/2016	1	1	100
13	5/22/2016	1	2	50
14	5/29/2016	4	9	44.44444
15	6/5/2016	0	0	0

1	Recorded Time	Unit	Floor	Site	Observer Department	Session ID	Session Observer	Job	Moment	Outcome	Feedback Provided	Notes	Device
2	6/3/2016 16:14	Emergency Department	Floor 1	Demo Hospital - Five Moments	IPC	12928	Demo User	Nurse	Before Contact	Wash	Not Selected		iPhone
3	6/3/2016 16:14	Emergency Department	Floor 1	Demo Hospital - Five Moments	IPC	12928	Demo User	Nurse	After Exposure	Rub	Not Selected		iPhone
4	6/3/2016 16:14	Emergency Department	Floor 1	Demo Hospital - Five Moments	IPC	12928	Demo User	Sister	After Environment	Rub	Not Selected		iPhone
5	6/3/2016 16:14	Emergency Department	Floor 1	Demo Hospital - Five Moments	IPC	12928	Demo User	Other	Before Procedure	None	Yes	Poor Technique;	iPhone

# OBSERVATION REPORTS

## HH ACTIVITY HISTORY REPORT

The **HH Activity History** report gives you historical compliance data in a tabular form by Unit or by Job Role.

✓ On the OBV Report tab, click on the reports drop down and choose “**HH Activity History**” Report

✓ The report will default to “Activity by Unit”

- Choose “Activity by Job Role” in the drop down to change the report data to reflect Job Role instead of Unit
- The colored indicators let you know at a glance how the previous full quarter performed vs. the quarter before that. For example, this chart shows how Q1 2016 compared to Q4 2015.
- The trend column changes based on these percentage differences from quarter to quarter.

HH Activity History - Full Facility Report

Activity by Unit Filter by Unit

Activity by Unit  
Activity by Job Role

UNIT	QUARTERLY TREND	MAY		Q2 TO DATE		Q1 2016		Q4 2015		Q3 2015		YEAR TO DATE	
		%	#	%	#	%	#	%	#	%	#	%	#
2 East	↓	0.0%	0	0.0%	0	0.0%	0	100.0%	2	50.0%	2	0.0%	0
2 West	↑	0.0%	0	0.0%	0	100.0%	1	60.0%	5	0.0%	0	100.0%	1
Clinic	↓	0.0%	0	50.0%	2	0.0%	0	71.4%	7	0.0%	0	50.0%	2
Emergency Department	↓	0.0%	0	100.0%	4	0.0%	0	100.0%	1	0.0%	0	100.0%	4
MICU	↓	0.0%	0	0.0%	0	0.0%	0	50.0%	2	0.0%	0	0.0%	0
<b>TOTALS</b>		<b>0.0%</b>	<b>0</b>	<b>83.3%</b>	<b>6</b>	<b>100.0%</b>	<b>1</b>	<b>70.6%</b>	<b>17</b>	<b>50.0%</b>	<b>2</b>	<b>85.7%</b>	<b>7</b>

Generated: 05/09/2016 03:44:39 PM

↑	Green = > +3%
↓	Red = +/-3%
—	Gray Line = > -3%

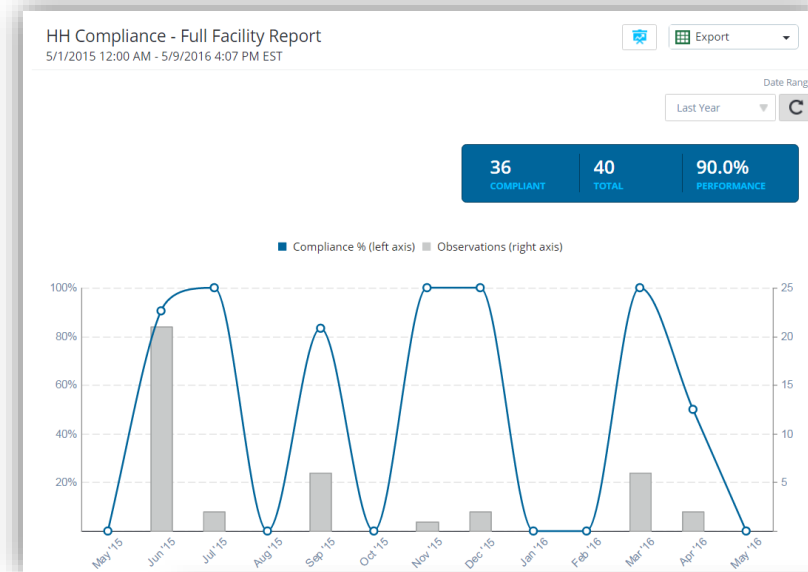


# OBSERVATION REPORTS

## HH COMPLIANCE REPORT

The **HH Compliance** report calculates the number of observations and the compliance rate over a period of time.

- ✓ On the OBV Report tab, click on the reports drop down and choose **“HH Compliance”** Report
- ✓ Choose your filters (Units, Rooms, Shift, Time Period, etc.) The blue summary box near the top will change based on the filters selected.
- ✓ The data is reported in both a line and bar graph, as well as an Overall Performance Summary
- ✓ The Overall Summary Performance Report provides an overview of all the hand hygiene observations over time
  - **Compliant Observations:** summary of observations that were recorded as either “Wash” or “Rub”
  - **Total Observations:** summary of total observations including those that were recorded as compliant and non-compliant or “none”
  - **Hand Hygiene Performance:** calculated by dividing the compliant observations by the total observations



### Overall Performance Summary

#### Compliant Observations

This Week	25
This Month	91
This Year	117
Total	117

#### Total Observations

This Week	30
This Month	123
This Year	157
Total	157

#### Hand Hygiene Performance

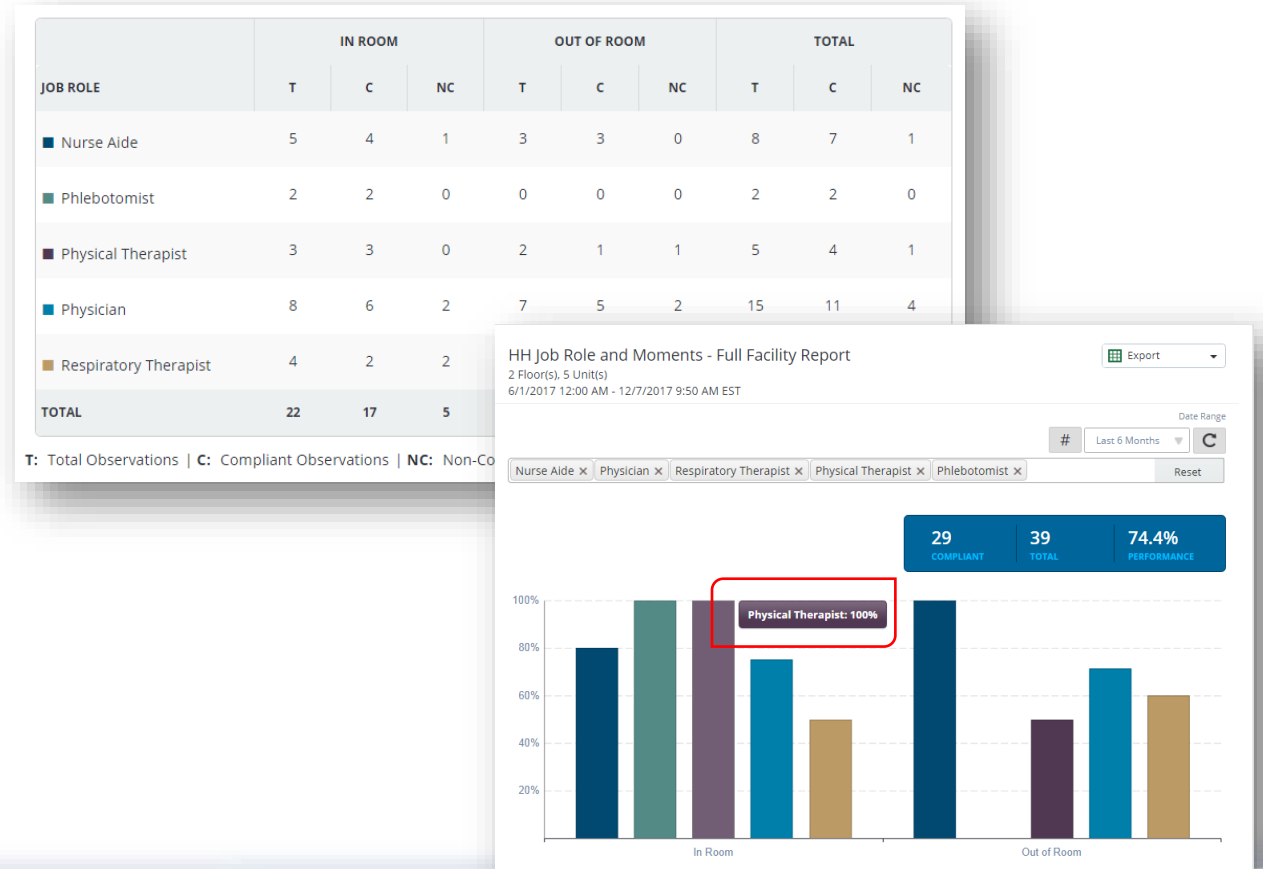
This Week	83.3%
This Month	74.0%
This Year	74.5%
Total	74.5%

# OBSERVATION REPORTS

## HH JOB ROLE AND MOMENTS REPORT

The **HH Job Role and Moments** report compares the compliance rates for different Job Roles by Moment and displays the data in both a bar chart and a table.

- ✓ On the OBV Report tab, click on the reports drop down and choose “**HH Job Role and Moments**” Report
- ✓ Click on the drop down to add the Job Role(s) you would like to view in the report
- ✓ Reminder: you can add and remove floors or units from the report via the green check marks at the left of the screen
- ✓ Once the report has generated, hover your mouse over any bar in the bar graph to view the Job Role and compliance percentage that bar represents
- ✓ The Chart generated provides Total (T), Compliant (C) and Non-Compliant (NC) for each Moment, by Job Role

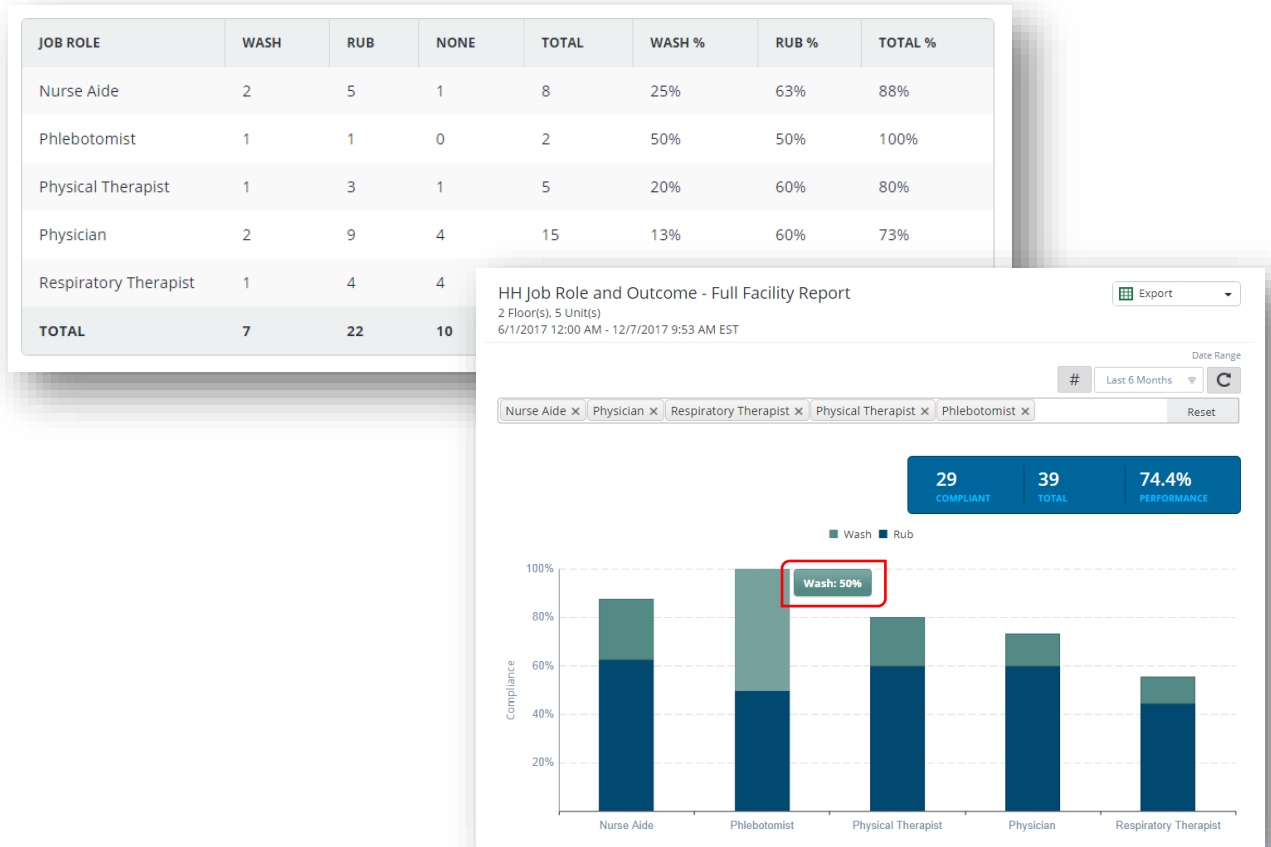


# OBSERVATION REPORTS

## HH JOB ROLE AND OUTCOME REPORT

The **HH Job Role and Outcome** report compares the compliance rates for different Job Roles by Outcome and displays the data in both a bar chart and a table.

- ✓ On the OBV Report tab, click on the reports drop down and choose “**HH Job Role and Outcome**” Report
- ✓ Click on the drop down to add the Job Role(s) you would like to view in the report
- ✓ Reminder: you can add and remove floors or units from the report via the green check marks at the left of the screen
- ✓ Once the report has generated, hover your mouse over any bar in the bar graph to view the compliance percentage for the outcome
- ✓ The Chart generated provides Totals and Compliance rates for Wash, Rub, and None

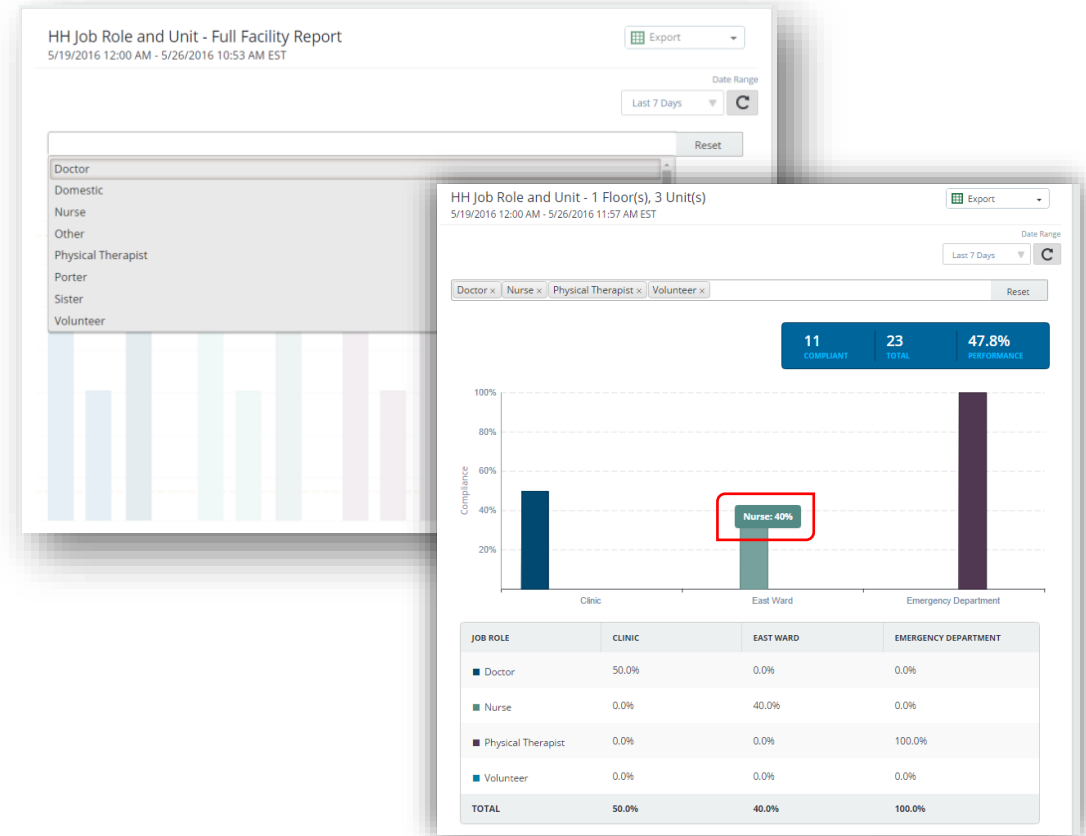


# OBSERVATION REPORTS

## HH JOB ROLE AND UNIT REPORT

The **HH Job Role and Unit** report compares the compliance rates for different Job Roles by Unit and displays the data in both a bar chart and a table.

- ✓ On the OBV Report tab, click on the reports drop down and choose “**HH Job Role and Unit**” Report
- ✓ Click on the drop down to add the Job Role(s) you would like to view in the report
- ✓ Reminder: you can add and remove floors or units from the report via the green check marks at the left of the screen
- ✓ Once the report has generated, hover your mouse over any bar to view the Job Role and compliance percentage that bar represents



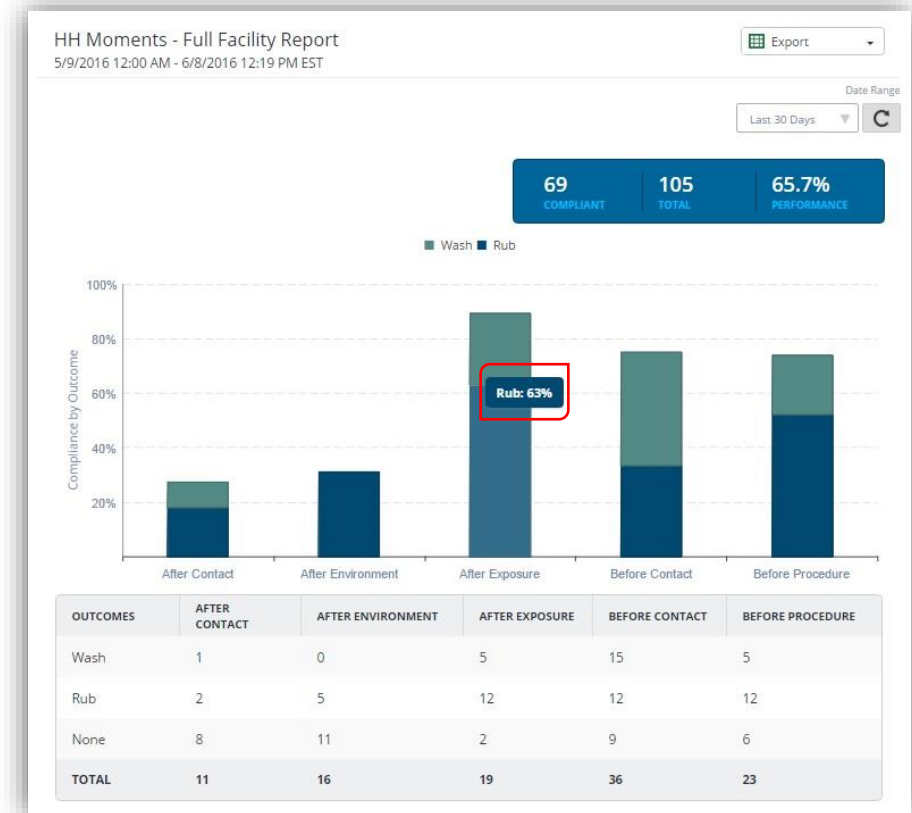
# OBSERVATION REPORTS

## HH MOMENTS REPORT

The **HH Moments** report displays compliance rates for hand hygiene moments by outcome (Wash, Rub, or None) and displays the data in both a bar chart and a table.

- ✓ On the OBV Report tab, click on the reports drop down and choose “**HH Moment**” Report
- ✓ Choose the desired date range you would like displayed in the report
- ✓ The “Compliance by Outcome” rates are displayed in the bar chart by each of the moments captured.
  - You can hover over the different colors on any bar to identify Wash vs. Rub and display the exact compliance rate
- ✓ The counts and totals for outcomes of Wash, Rub, and None are displayed in the table below the bar chart

\* **NOTE:** If your facility is configured using the In/Out or 4 Moments protocol, those would be displayed on the graph.



# OBSERVATION REPORTS

## HH OBSERVER REPORT

The **HH Observer** report displays the counts for observations completed by those in observer roles, and provides a breakdown of compliance vs. non compliant.

- ✓ On the OBV Report tab, click on the reports drop down and choose “**HH Observer**” Report
- ✓ Click on the drop down to add the “Observer(s)” to you would like to include in the report
- ✓ Reminder: you can add and remove floors, units, and rooms from the report via the green check marks at the left of the screen
- ✓ Reminder: you can adjust the period of time using the drop down menu in the right hand corner
- ✓ The table will display the observer name and department, as well as the count of observations completed, and the compliance rates

The screenshot shows the 'HH Observer - Full Facility Report' interface. At the top, there is an 'Export' button and a 'Date Range' dropdown set to 'Last Year'. Below this is a search bar with the placeholder text 'Begin typing or click to add observers' and a 'Reset' button. A blue callout box instructs the user to 'Add an observer to begin your report' and provides instructions on how to add, remove, or reset observers. The second screenshot shows the report results for the date range '6/1/2015 12:00 AM - 6/8/2016 12:23 PM EST'. It displays two selected observers: 'IPC - Demo User' and 'IPC - GOJO Customer Admin'. Below the observer list is a table with the following data:

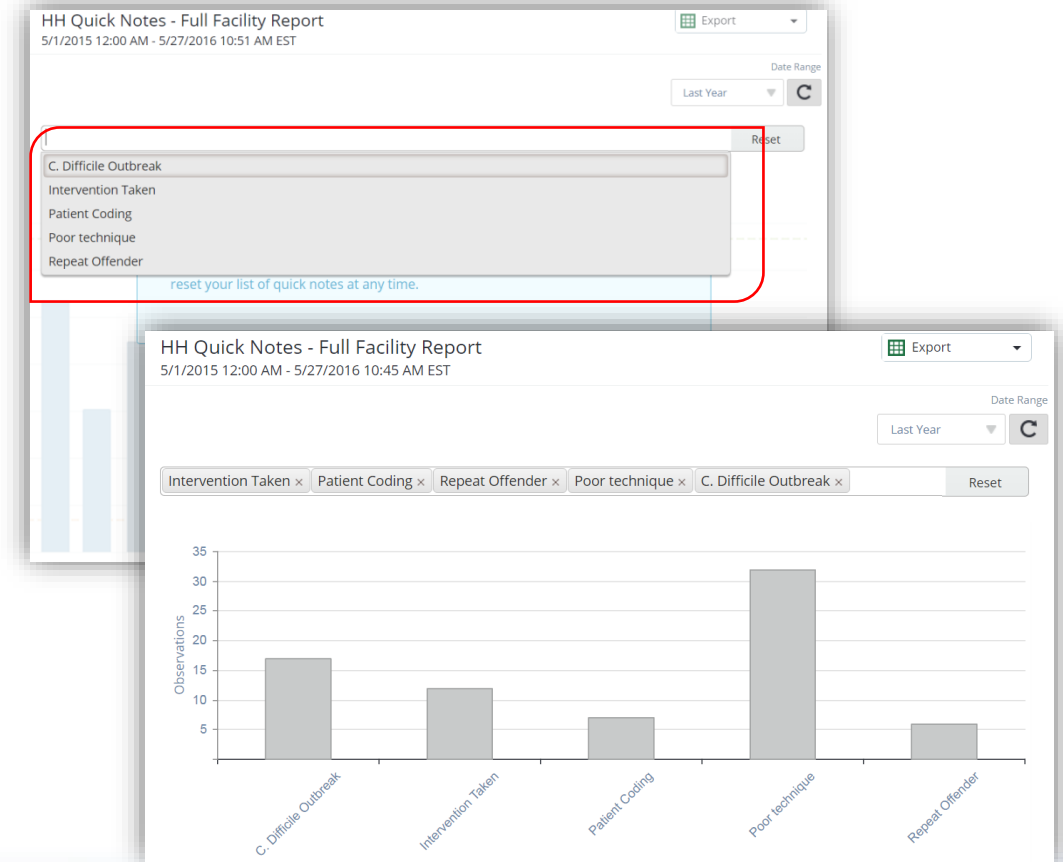
DEPARTMENT	OBSERVER	COMPLIANT	NON-COMPLIANT	TOTAL	RATE
IPC	Demo User	22	10	32	68.8%
IPC	GOJO Customer Admin	0	0	0	0.0%
<b>TOTAL</b>	<b>2</b>	<b>22</b>	<b>10</b>	<b>32</b>	<b>68.8%</b>

# OBSERVATION REPORTS

## HH QUICK NOTES REPORT

The **HH Quick Notes** report displays the count of observations that include specified Quick Notes captured over a customized period of time.

- ✓ On the OBV Report tab, click on the reports drop down and choose “**HH Quick Notes**” Report
- ✓ Click on the drop down to add the Quick Notes you would like to display
- ✓ Adjust the period of time using the drop down menu in the right hand corner
- ✓ The bar chart will display the count of each specific Quick Note that was included in the observations taken during that period of time.

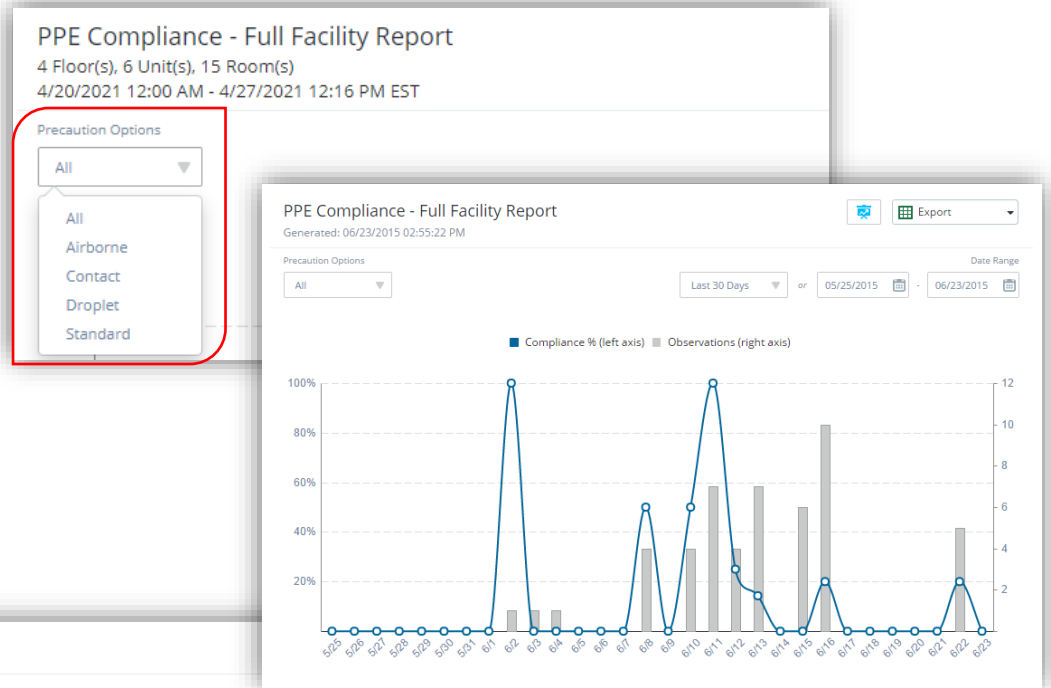


# OBSERVATION REPORTS

## PPE COMPLIANCE REPORT

The **PPE Compliance** report displays the number of observations and the compliance rate over a period of time.

- ✓ On the OBV Report tab, click on the reports drop down and choose “**PPE Compliance**” Report
- ✓ Use the additional filter under “Precaution Options” to choose All, Airborne, Contact, Droplet, or Standard
- ✓ An overall compliance summary is also included on the report. Refer to page 7 on how to read and use this section



Overall Performance Summary

Compliant Observations	Total Observations	PPE Performance
This Week: 1	This Week: 5	This Week: 20.0%
This Month: 17	This Month: 50	This Month: 34.0%
This Year: 24	This Year: 66	This Year: 36.4%
Total: 24	Total: 66	Total: 36.4%



# SLIDESHOWS

## SLIDESHOWS

The **Slideshow** tab allows you to display and show your facility's hand hygiene reports on Feedback Monitor(s).

- ✓ At the top of the screen, choose "**Slideshow**"
- ✓ You can use this tab to add and manage slideshows, as well as activate and deactivate slideshows

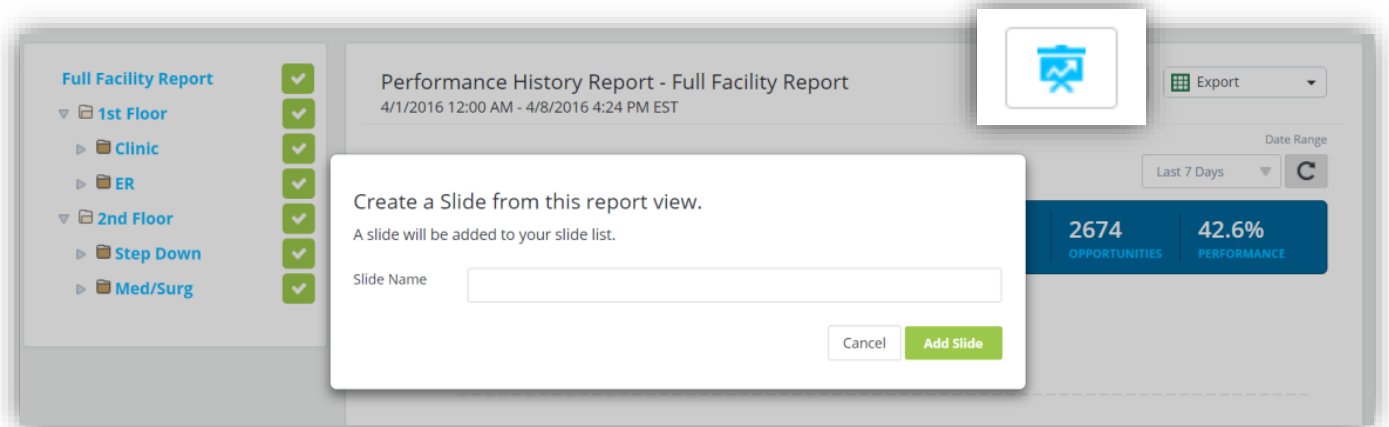


- ✓ TIP: GOJO recommends the following specifications for internet connection and monitors for the best display of these slideshows:
  - Use a computer supported by your IT department with a modern internet browser (i.e.. IE110 or newer, Chrome, or Safari)
  - Monitors
    - 24" HD Flat Screen with 1920 x1080 resolution or better with inputs 1x HDMI, 1 x VGA HD or better
    - 32" HD Flat Screen with 1336 x 768 resolution of better with inputs 1 x HDMI, 1 x VGA HD or better

# SLIDESHOWS

## CREATING A NEW SLIDE

- ✓ To create a slide for the slideshow, begin on the **OBV Reports Tab** and choose the report you would like in the drop down menu
- ✓ Click on the slideshow icon on the far right-hand side of the report page
  - **\*\* NOTE:** If you have filters that are applied to the report, they will be reflected in the slideshow
- ✓ A screen will pop up asking you to create a slide form this report. Type in a slide name and select “Add Slide”
  - **\*\*NOTE:** The slide name cannot be edited once it has been saved
- ✓ The slide will be added to your slide list on the Slideshows tab



# SLIDESHOWS

## CREATING A SLIDESHOW

- ✓ At the top of the screen, choose the “**Slideshows**” tab
- ✓ Click on the “**Add Slideshow**” green button
- ✓ Fill out Slideshow Name and the time interval (in seconds) between each slide
- ✓ Drag the desired slide from “Available Slides to Add” to the right under “Slides Added to this Slideshow”
- ✓ Continue to drag and drop the slides to add and to reorder them
- ✓ Click the “submit” button to save your slideshow

The image shows two screenshots from the Purell SMARTLINK interface. The top screenshot is the 'Manage Slideshows' page, which features a table with columns for NAME, INTERVAL, SLIDES, and MANAGE. A green 'Add Slideshow' button is highlighted with a red box. The table contains two entries: 'Demo Slideshow' with an interval of 10 and 4 slides, and 'slideshow 2' with an interval of 5 and 2 slides. The bottom screenshot is the 'Add Slideshow' form, which is divided into two sections: '1 Slideshow Basics' and '2 Manage Slides'. The 'Slideshow Basics' section includes fields for 'Slideshow Name' and 'Slide Interval (in seconds)', and a checkbox for 'Is Active?'. The 'Manage Slides' section has two columns: 'Available Slides to Add' and 'Slides Added to this Slideshow'. The 'Available Slides to Add' column lists 'Gen Hospital Real Time', '7/15 - 7/18', 'Last 7 Days', 'First Slide', and 'Example Slide'. The 'Last 7 Days' slide is highlighted with a red box, and a red arrow points from it to the 'Slides Added to this Slideshow' column, which currently contains the text 'Drag slides here.'

NAME	INTERVAL	SLIDES	MANAGE
Demo Slideshow	10	4 slides	Manage
slideshow 2	5	2 slides	Manage

**Add Slideshow**

**1 Slideshow Basics**

Slideshow Name:

Slide Interval (in seconds):

Is Active?

**2 Manage Slides**

Available Slides to Add

- Gen Hospital Real Time
- 7/15 - 7/18
- Last 7 Days
- First Slide
- Example Slide

Slides Added to this Slideshow

Drag slides here.

# SLIDESHOWS

## ADDING A SLIDE TO A SLIDESHOW

Anyone with access to the SMARTLINK Software can add **available slides** to a slideshow.

- ✓ At the top of the screen, choose the “**Slideshow**” tab
- ✓ Find the Slideshow you would like to add a new slide to, and click on “**Manage**”
- ✓ Drag the desired slide from “Available Slides to Add” to the right under “Slides Added to this Slideshow”
- ✓ Continue to drag and drop the slides to reorder them
- ✓ Click the “**SAVE**” button to save your slideshow
- ✓ **NOTE:** Once a slide is created and added to a slideshow, it will automatically update to the most current data

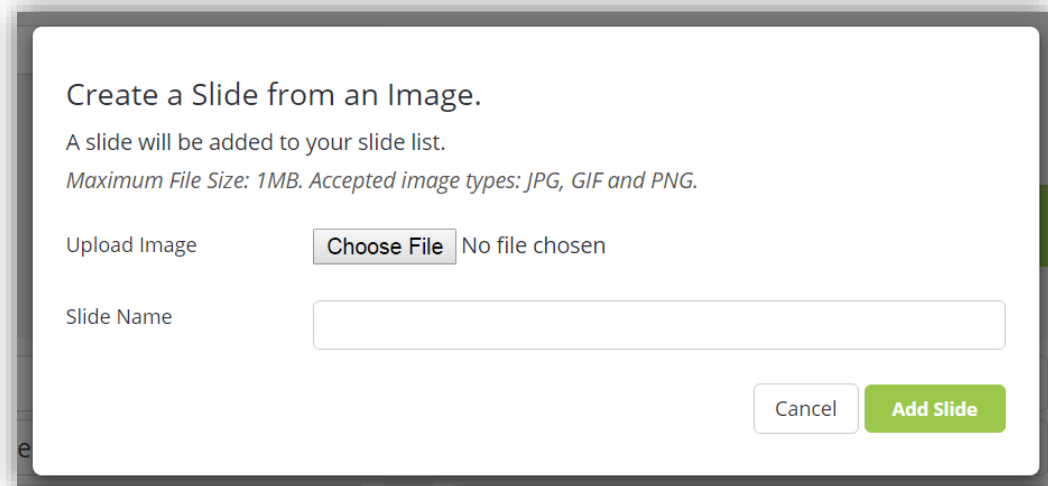
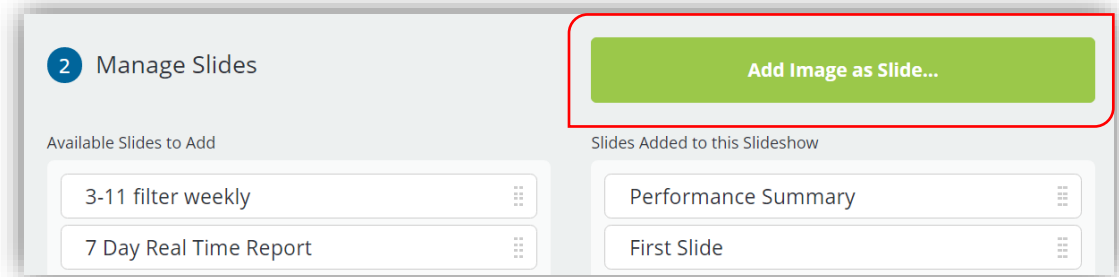
The screenshot displays the 'Manage Slideshows' interface. At the top right, there is a green button labeled 'Add Slideshow'. Below it is a table with columns: NAME, INTERVAL, SLIDES, MANAGE, and ACTIVE. The first row shows 'Demo Slideshow' with an interval of 10, 4 slides, and an active status. The 'Manage' link in the MANAGE column is highlighted with a red box. Below the table is the 'Edit Slideshow' form, which is divided into two sections: '1 Slideshow Basics' and '2 Manage Slides'. The 'Slideshow Basics' section includes fields for 'Slideshow Name' (Demo Slideshow), 'Slide Interval (in seconds)' (10), and a checked 'Is Active?' checkbox. The '2 Manage Slides' section features a green 'Add Image as Slide...' button. Below this button are two columns: 'Available Slides to Add' and 'Slides Added to this Slideshow'. The 'Available Slides to Add' column lists '3-11 filter weekly', '7 Day Real Time Report', '7/15 - 7/18', 'archive', and 'er 101'. The '7/15 - 7/18' slide is highlighted with a red box. The 'Slides Added to this Slideshow' column lists 'Performance Summary', 'First Slide', 'Improvements', and '10-3-14'. A red arrow points from the '7/15 - 7/18' slide in the 'Available Slides to Add' column to the 'First Slide' in the 'Slides Added to this Slideshow' column.

# SLIDESHOWS

## ADDING AN IMAGE AS A SLIDE

Only administrators can upload images to appear as slides on the feedback monitors.

- ✓ Select the “Add Image as Slide” green button on the “**Slideshow**” tab
- ✓ Choose the file from your computer that you would like to upload into the slideshow
- ✓ Click “Add Slide”
- ✓ **NOTE:** The maximum file size is 1MB and the accepted image file types are JPG, GIF, and PNG
- ✓ **TIP:** Use the program called Microsoft Windows Paint to resize your image or to save it as one of the accepted file types
- ✓ **TIP:** If you export a PowerPoint slide as a JPEG you are able to upload it as an image to use in the slideshows



# SLIDESHOWS

## MANAGING SLIDESHOWS

- ✓ To preview a slideshow, click on the hyperlink with the slideshow name listed
- ✓ Click the **Green checkmark** if you want to make a slideshow inactive
- ✓ Click the **Red X** if you want to change a slideshow to active
- ✓ To make changes to a slideshow click “Manage” under the slideshow name
  - You can update the name of the slideshow (this name will display as the name of the slideshow)
  - Adjust the time interval (in seconds) between each slide
  - Check the box to activate the slideshow and enable it to be displayed on the Feedback Monitor(s)

NAME	INTERVAL	SLIDES	MANAGE	
<a href="#">Demo Slideshow</a>	10	4 slides	<a href="#">Manage</a>	ACTIVE <input checked="" type="checkbox"/>

### Edit Slideshow

**1** Slideshow Basics

Slideshow Name

Slide Interval (in seconds)

Is Active?

**2** Manage Slides

Available Slides to Add

- 3-11 filter weekly
- 7 Day Real Time Report
- 7/15 - 7/18
- archive
- er 101

Slides Added to this Slideshow

- Performance Summary
- First Slide
- Improvements
- 10-3-14

[Add Image as Slide...](#)

# ADMIN

## ADMIN

The **Admin** tab is where Administrators can edit an account.

✓ You will use this tab to:

- Set up a new user and maintain current users
- Edit the baseline and performance goals for each unit and the facility
- Manage observable job roles
- Manage facility and report settings



The screenshot displays the Purell SMARTLINK Admin interface. The top navigation bar includes the Purell SMARTLINK logo on the left and several menu items: AMS Reports, OBV Reports, SA Reports, TM Reports, Slideshows, and Admin (highlighted with a red box). A Log off link is located on the far right. Below the navigation bar, the main content area is titled 'GOJO Customer Administration'. A customer profile card is shown for 'General Healthcare', featuring the Purell SMARTLINK logo and the following details:

Address	City	State/Province	Country
One GOJO Plaza	Akron	Ohio	United States of America

At the bottom right of the profile card, there are two buttons: 'Edit Information' (grey) and 'Manage Users' (blue).

# ADMIN

## EDITING INFORMATION

You can update general information about your facility including name, location, and region.

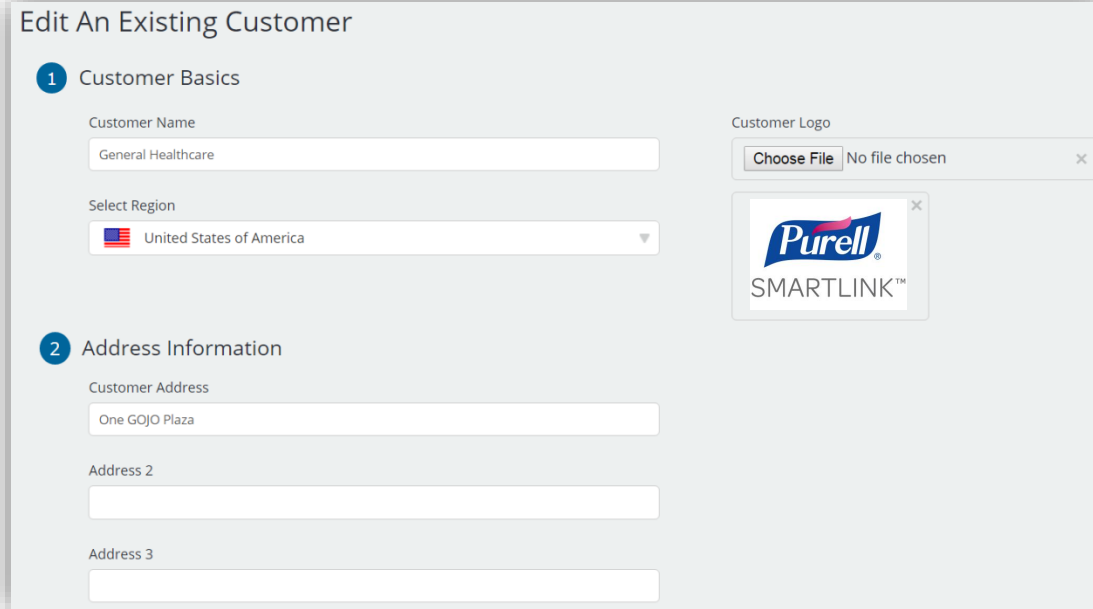
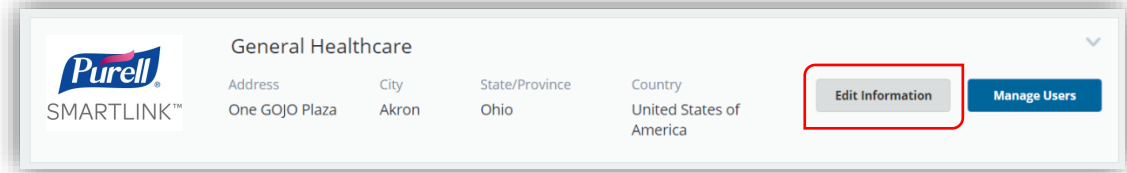
✓ In the Admin tab, select the “Edit Information” button. You can edit the following information

- Customer Name
- Address Information

✓ **NOTE:** GOJO will fill in this information when we create your account. You are able to edit the information as needed

✓ Click the browse button to upload the logo of your facility/hospital

✓ Always click SAVE when making any changes



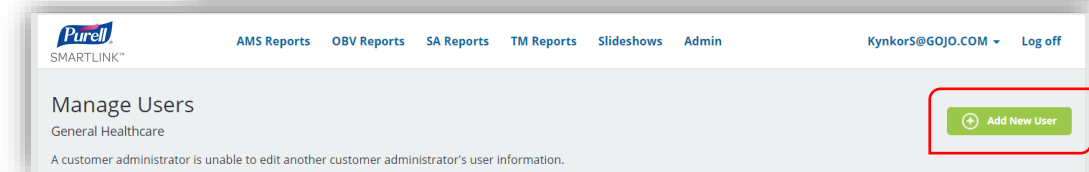
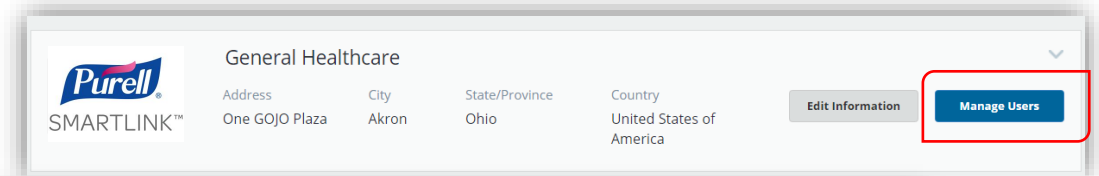


# ADMIN

## MANAGE USERS

The **Manage Users** section allows you to add a user or edit user roles and basic information.

- ✓ Select “Manage Users” on the Admin tab
- ✓ To add a user, select the green “**Add New User**” button on the right-hand side of the screen
- ✓ Type the new user’s basic information including his/her Email Address, First Name, and Last Name, and Department
- ✓ **NOTE:** If you need to Add or Edit Customer Admin’s, please request this by sending an email to SMARTLINK Support at [SMARTLINKSupport@gojo.com](mailto:SMARTLINKSupport@gojo.com)



### Create a New User

1 Basic Information

Email address

First Name  Last Name

Department

# ADMIN

## MANAGE USERS CONT.

- ✓ When filling out the new user's Permission Roles, you will select the facility he/she will be working in and his/her role
- ✓ Choose a facility from the drop down menu or select "All Facilities"
- ✓ Select the Permission role:
  - Data Analyst - Access to all reports and all export types
  - Observer - Access to submit observations via the OBV system mobile application; cannot access OBV System from a desktop computer; cannot access reports or exports
  - **NOTE:** The Observer role is only used with the Observation System / Mobile Application, not the SMARTLINK Activity Monitoring System (AMS) or Service Alerts (SA) Systems
  - Reporting - access to all reports based on the facility's license and PDF/Excel export; cannot export raw data
- ✓ If the employee also works at another facility or needs a second role, select "Add another role for this user"
- ✓ Click "Add New User" when you are finished filling out the new user's role(s) and information

2 Permission Roles ⓘ

Facility: All Facilities  
*Select the user's facility.*

Permission Role: Data Analyst  
*Select the permissions for this user.*

+ Add another role for this user  
*Add another Facility and Permission Role if this employee also works at another facility*

Cancel Add New User

2 Permission Roles ⓘ

Facility: All Facilities  
*Select the user's facility.*

Permission Role: Data Analyst  
*Select the permissions for this user.*

+ Add another role for this user  
*Add another Facility and Permission Role if this employee also works at another facility*

2 Permission Roles ⓘ

Facility: All Facilities  
*Select the user's facility.*

Permission Role: Data Analyst  
*Select the permissions for this user.*

+ Add another role for this user  
*Add another Facility and Permission Role if this employee also works at another facility*

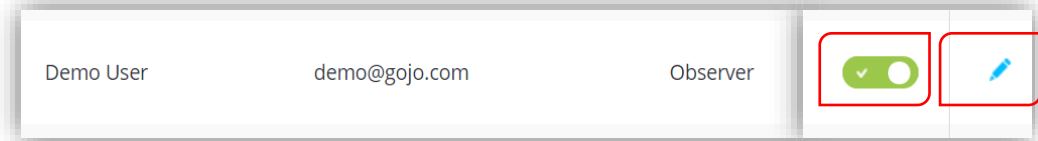
Cancel Add New User

# ADMIN

## MANAGE USERS CONT.

Manage Users also allows you to edit your users' information.

- ✓ Admins can see the user roles listed next to their name
- ✓ Admins can see other Admin user information, but cannot edit this information
- ✓ You cannot delete a user, but you can de-activate a user by clicking the **Green Checkmark** next to the user's name
- ✓ To edit a user's information, select the blue pencil icon to the right of their name
  - You may edit basic information including assigning a department
  - You may also remove the role of the user, add another facility where he/she will be working and edit his/her permission role
- ✓ Select "Save User" once you are finished editing any information



### Edit User

**1** Basic Information

Email address  
demo@gojo.com

First Name  
Demo

Last Name  
User

Department  
Department

**2** Permission Roles <sup>+</sup>

Facility  
All Facilities

Permission Role  
Observer

Select the user's facility.

Select the permissions for this user.

[+ Add another role for this user](#)

Add another Facility and Permission Role if this employee also works at another facility

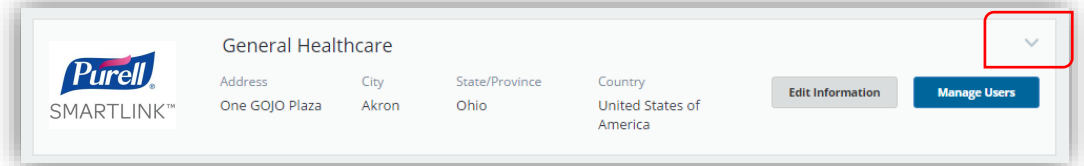
Cancel **Save User**

# ADMIN

## MANAGE JOB ROLES

The **Manage Job Roles** section allows you to change the Job Roles in your facility that will be used during the Observation with the PURELL SMARTLINK™ System app.

✓ In the Admin tab, select the arrow in the right-hand corner of the screen to reveal a drop down menu



✓ The screen will open up a new section with ACTIONS you can take

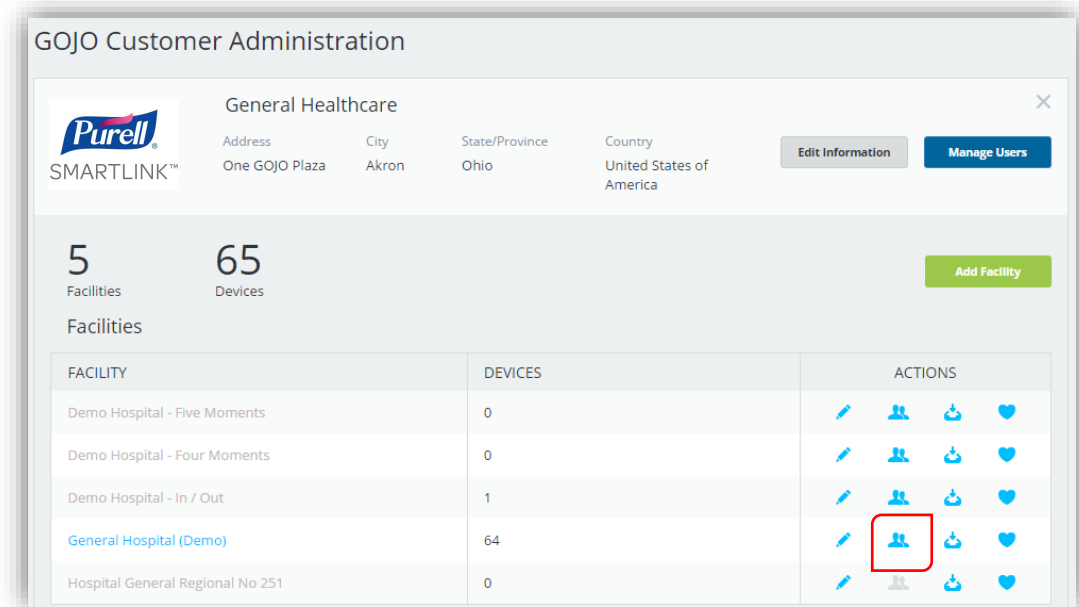
✓ These “Actions” include

- Edit
- **Manage Job Roles**
- Archive Facility
- System Health

✓ Select the **Job Roles** Icon to add or change job roles in your facility



✓ **NOTE:** Changes to the job roles will automatically update on the PURELL SMARTLINK™ Observation App for all users during their next login



# ADMIN

## MANAGE JOB ROLES CONT.

The Job Role allows for the personalized descriptions of jobs that are specific to your facility.

- ✓ Type in the name of your job role on the left side in the “Enter Job Role Name” box. There is a 30 character limit
- ✓ The Job Type is a standardized list of hospital roles. Select the job type that most closely matches each Job Role you have entered
  - **NOTE:** For Physician, choose from resident, staff, or fellows
- ✓ Once you are finished, click the “Add Job Role” button
- ✓ To EDIT the name of a Job Role:
  - Click on “Edit Job Role Name” in the middle column under Job Roles
  - **NOTE:** Once the job role has been added/submitted, you cannot delete it
  - To deactivate a job role you can select “Archive” on the right side of the column and it will drop the Job Role down on the bottom of the page
  - To restore a Job Role to an active state, click on “Restore”.

**Manage Job Roles**  
Add or change job roles for your facility. Changes to the job roles will be automatically updated for SmartLink™ mobile users during their next login.

**Add a New Job Role**  
The job role allows for personalized descriptions of jobs that are specific to your facility. The job type is a standardized list of hospital roles. Enter all the possible job roles for which an observer would observe hand hygiene compliance. Select the job type that most closely matches each job role.

Enter Job Role Name  Select Job Type ▼

*For example: ER Nurse, Surgical Assistant, Radiation Doctor, etc.*

**Job Roles for General Hospital (Demo)**

Job Role Name	Edit Job Role Name	Archive
Attending	<a href="#">Edit Job Role Name</a>	<input type="checkbox"/>
EVS	<a href="#">Edit Job Role Name</a>	<input type="checkbox"/>
Head Nurse	<a href="#">Edit Job Role Name</a>	<input type="checkbox"/>
House Staff	<a href="#">Edit Job Role Name</a>	<input type="checkbox"/>
Nurse	<a href="#">Edit Job Role Name</a>	<input type="checkbox"/>
Physician	<a href="#">Edit Job Role Name</a>	<input type="checkbox"/>

Select Job Type

- Administration
- Chaplain/Clergy/Pastoral Care
- Clinical Nurse Consultant
- Clinical Technician
- Clinical Nurse Specialist
- Dialysis Technician
- Dietitian
- Domestic
- Environmental Services Worker
- Facility/Maintenance Worker
- Fellows
- Healthcare Assistant
- Lactation Consultant

**Job Roles for Demo Hospital - Five Moments**

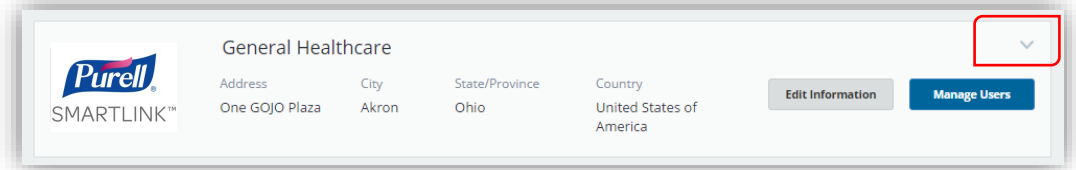
Job Role Name	Edit Job Role Name	Archive
Doctor	<a href="#">Edit Job Role Name</a>	<a href="#">Archive</a>
Domestic	<a href="#">Edit Job Role Name</a>	<a href="#">Archive</a>
Nurse	<a href="#">Edit Job Role Name</a>	<a href="#">Archive</a>
Other	<a href="#">Edit Job Role Name</a>	<a href="#">Archive</a>
Physical Therapist	<a href="#">Edit Job Role Name</a>	<a href="#">Archive</a>

# ADMIN

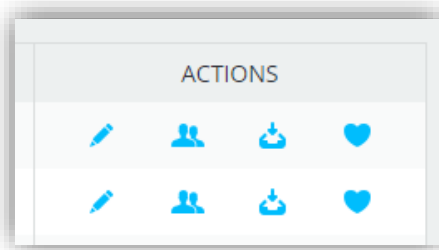
## ACCESSING FACILITIES

You can access or edit information on the facilities, job roles, archives, and system health.

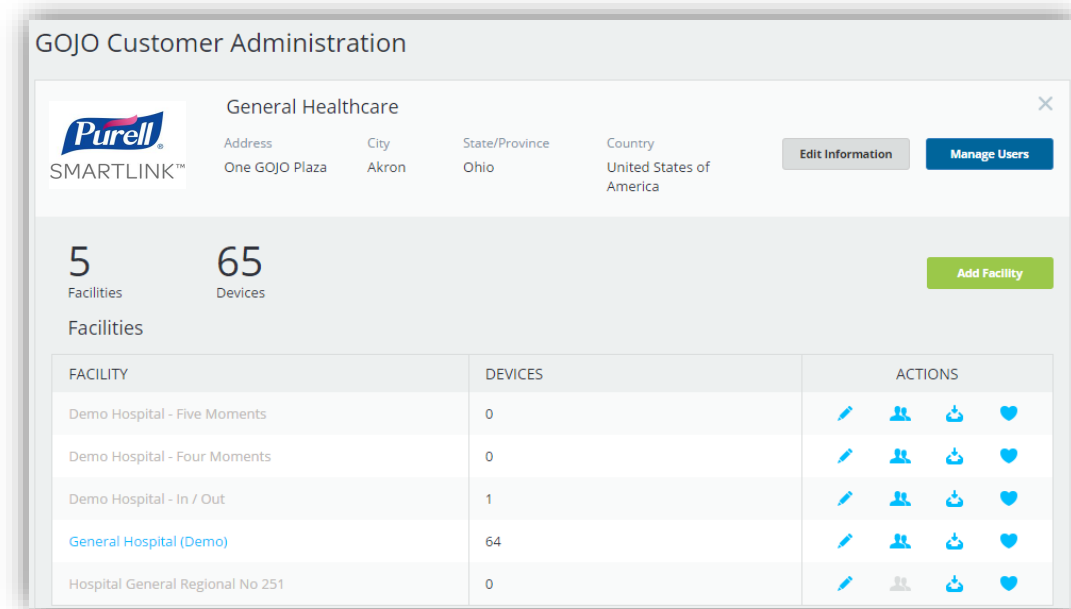
- ✓ In the Admin tab, select the arrow to reveal a drop down menu in the right-hand corner of the screen



- ✓ The screen will open up a new section with ACTIONS you can take:



- ✓ These Actions include
  - Edit
  - Manage Job Roles
  - Archive Facility
  - System Health (*only for AMS customers*)

A screenshot of the "GOJO Customer Administration" interface. At the top, there is a header with the Purell SMARTLINK logo on the left and the text "General Healthcare" on the right. Below the header, there are fields for "Address" (One GOJO Plaza), "City" (Akron), "State/Province" (Ohio), and "Country" (United States of America). To the right of these fields are two buttons: "Edit Information" and "Manage Users". Below the header, there are two large numbers: "5 Facilities" and "65 Devices". To the right of these numbers is a green button labeled "Add Facility". Below the numbers and button, there is a table with the following data:

FACILITY	DEVICES	ACTIONS
Demo Hospital - Five Moments	0	[Edit] [Manage Job Roles] [Archive Facility] [Heart]
Demo Hospital - Four Moments	0	[Edit] [Manage Job Roles] [Archive Facility] [Heart]
Demo Hospital - In / Out	1	[Edit] [Manage Job Roles] [Archive Facility] [Heart]
General Hospital (Demo)	64	[Edit] [Manage Job Roles] [Archive Facility] [Heart]
Hospital General Regional No 251	0	[Edit] [Manage Job Roles] [Archive Facility] [Heart]

# ADMIN

## EDITING A FACILITY

Editing a facility is very similar to adding a facility.


- ✓ Select the blue pencil icon to edit your facility's information



- ✓ The information that you currently have for your facility can be edited by simply clicking on the section that you would like to change and typing in the correct information

- Facility Basics
- Address
- Report Settings
- Quick Notes (Add/Edit)

- ✓ Click "Save" button at the bottom of the page once your information is updated

FACILITY	DEVICES	
Demo Hospital - Five Moments	0	

### Edit Facility

**1 Facility Basics**

Facility Name

Select Region

Select Time Zone

Select Location Template

Select Hygiene Protocol

Occupancy

Outbound Opportunities  
Some facilities only need to record when someone leaves a room, or outbound opportunities. Select this option if you wish for your entire facility to operate and report this way.

Record Only Outbound Opportunities

**2 Address Information**

Facility Address

Address 2

Address 3

City

State/Province

Postal Code

# ADMIN





## ARCHIVING A FACILITY

You can place a facility into the archive so the data from that facility will no longer reflect in the reports.


✓ Click on the **Archive Facility** icon 

✓ A menu will pop up asking you if you would like to continue archiving. Click **Continue**.

✓ To remove a facility from the Archives and restore it to an active state, click the restore icon under Archived Facilities

FACILITY	DEVICES	ACTIONS
Demo Hospital - Five Moments	0	   

Archiving Facility. Continue?

Archived Facilities		
FACILITY	DEVICES	RESTORE
Demo Hospital - Five Moments	0	



# ADMIN

## FACILITY HIERARCHY

This page allows you to set-up and manage your facility's hierarchy. The hierarchy will define the reporting structure and locations where you will execute observations.

- ✓ From the Admin tab, click the drop down arrow on the right-hand side of the screen
- ✓ Click the blue pencil icon to edit your chosen facility
- ✓ At the top of the page, click on **Facility Hierarchy**
- ✓ Choose the manage button in the middle column to assign or edit unit-based baselines and goals or to assign or edit National Healthcare Safety Network (NHSN) codes
- ✓ If no unit-based baselines or goals are not present, it will default to the facility baseline and goal if provided
- ✓ Be sure to click Save after making changes

The screenshot displays the 'Admin' interface with the following components:

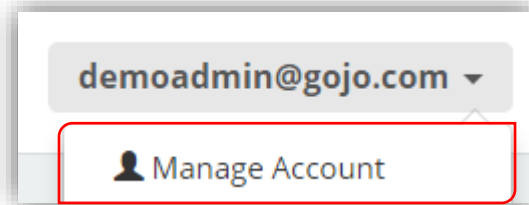
- Navigation Tabs:** AMS Reports, OBV Reports, SA Reports, TM Reports, Slideshows, Admin.
- Facility Hierarchy List:** A table with columns for unit names and actions. The 'Manage' button for the 'Clinic' unit is highlighted with a red box.
- Manage Unit Form:** A form titled 'Manage Unit' for 'Floor 1 > Clinic'. It includes a 'Report Settings' section with input fields for 'Baseline Performance' and 'Goal', and a 'Save' button.

# ACCOUNT MANAGEMENT

## MANAGING YOUR ACCOUNT

Users can update their account information including changing their password within the software.

- ✓ At the top of the screen, click on the arrow next to your user name (must be logged in)
- ✓ Choose Manage Account
- ✓ You can change basic information and change your password
- ✓ Be sure to click Save when making any changes

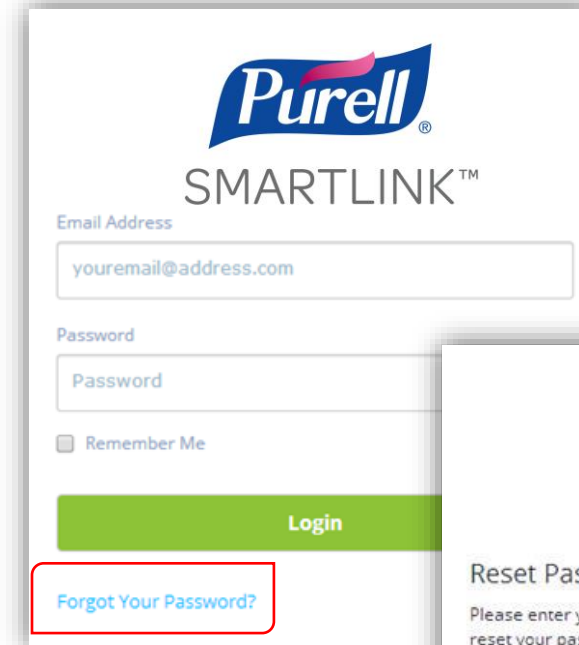
A screenshot of the 'Manage Account' form. The form is titled 'Manage Account' and is divided into two sections. Section 1, 'Basic Information', contains three input fields: 'First Name', 'Last Name', and 'Phone Number'. The 'Phone Number' field contains the text '(555) 555-5555 ext.1234'. Section 2, 'Change Password (Optional)', contains three input fields: 'Current Password', 'New Password', and 'Confirm Password'. A note next to the 'New Password' field states 'Password must be at least 6 characters.' A green 'Save' button is located at the bottom right of the form.

# ACCOUNT MANAGEMENT

## RESETTING YOUR PASSWORD

Users can reset their own password.

- ✓ To reset your password, go to the login page and click the **“Forgot Your Password”** link at the bottom
- ✓ It will take you to the “Reset Password” page where you can enter your email address and click submit
- ✓ Instructions on how to reset your password will be sent to your email address



Purell<sup>®</sup>  
SMARTLINK<sup>™</sup>

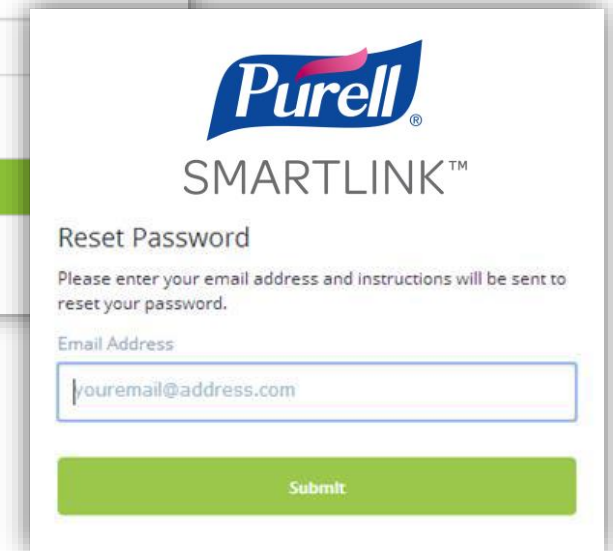
Email Address  
youremail@address.com

Password  
Password

Remember Me

Login

[Forgot Your Password?](#)



Purell<sup>®</sup>  
SMARTLINK<sup>™</sup>

Reset Password

Please enter your email address and instructions will be sent to reset your password.

Email Address  
youremail@address.com

Submit

# SMARTLINK HELP

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## TECHNICAL SUPPORT

Questions and requests for PURELL SMARTLINK™ System Support can be emailed to [SMARTLINKSupport@gojo.com](mailto:SMARTLINKSupport@gojo.com)

The PURELL SMARTLINK™ Observation App training can be accessed via the Help button within the mobile app or at:  
<https://youtu.be/A5cW0mFMviA>