

TENA SMARTCARE CHANGE INDICATOR™ WEB PORTAL GUIDE



CONTENTS



INTRODUCTION	3
---------------------------	---

GETTING STARTED

Activate account / Log in	4
---------------------------------	---

WARDS

Add ward	5
Edit or delete ward	6

CARE RECIPIENTS

Add care recipient	7
View care recipient	8
Edit or delete care recipient	9

USER

Add user	10
Edit or delete user account	11

CARE FACILITY

Edit care facility settings	12
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USAGE & INSIGHT

Overview	13
Monitoring	14
Status & icons	15
Statistics	16
Audit log	17

HELP

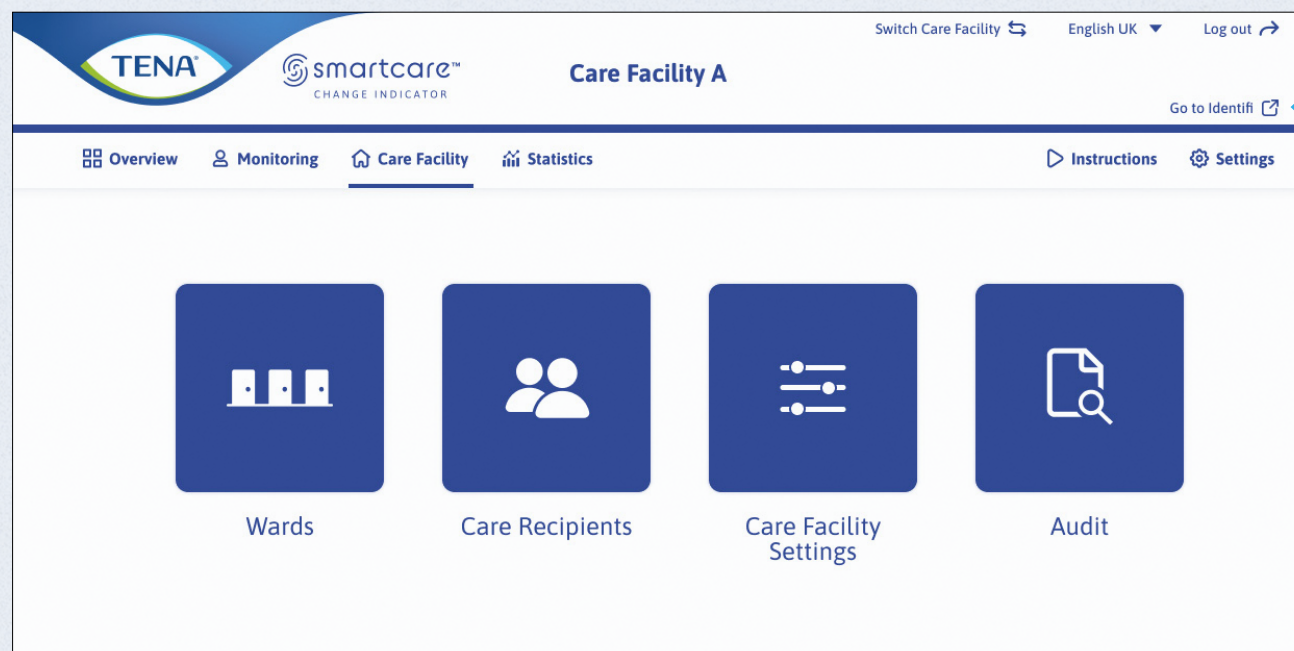
Instructions	18
--------------------	----

INTRODUCTION



The TENA SmartCare Change indicator™ Web portal is designed for use in care facilities. It serves as an information hub for administrators, nurses and caregivers and provides a complete overview of continence care for clients using the TENA SmartCare Change Indicator™. This information includes care recipient status, product changes, response times plus relevant real-time and historical information regarding Change Indicator use.

This manual shows care facility administrators how to set up users in the web portal and assign wards as well as how to set up care recipients and register their absorbent products. It also shows how the web portal can be used to monitor incontinence care throughout the care facility.



Access Identifi Web Portal

Care Facilities using both TENA SmartCare Change Indicator™ and TENA SmartCare Identifi™ can access each web portal by clicking on **Go to Identifi**

ACTIVATE ACCOUNT / LOG IN



Set password for anna.anderson@nursinghome.com

The password must be at least 8 characters long and contain at least 3 of the following character types:

- Lower case letter (a-z)
- Upper case letter (A-Z)
- Number (0-9)
- Special character (@#\$%^& etc.)

Password

Confirm password

Set password

Activate your account via the link sent to your email-address.

Enter a password.

Click **set password**.

Once created just enter your email and password and click **log in**.

TENA SmartCare Login

Email address

Password
 [Show](#)

[Log in](#) [Reset password](#)

Have you forgotten your password?
Click **reset password** then you will be able to create a new one.

Create a password

Your password
 [Show](#)

Confirm password
 [Show](#)

[Save and Log in](#)

Multi-factor authentication

If you have a multi-factor authentication, you will receive a verification code to a registered phone number or email address. Enter the code to log in.

ADD WARD



1

Click care facility

Click wards

2

Click add.

3

Add ward

Ward name/number

Ward D

☐ Active

Cancel Save and add new Save changes

Fill in the fields and click **save changes** to create a new ward.

If the ward should be active, check the checkbox, otherwise leave the checkbox empty.

EDIT OR DELETE WARD



1

Click **care facility**

Click **wards**

2

Click **edit** next to the ward that you want to edit.

3

Edit ward

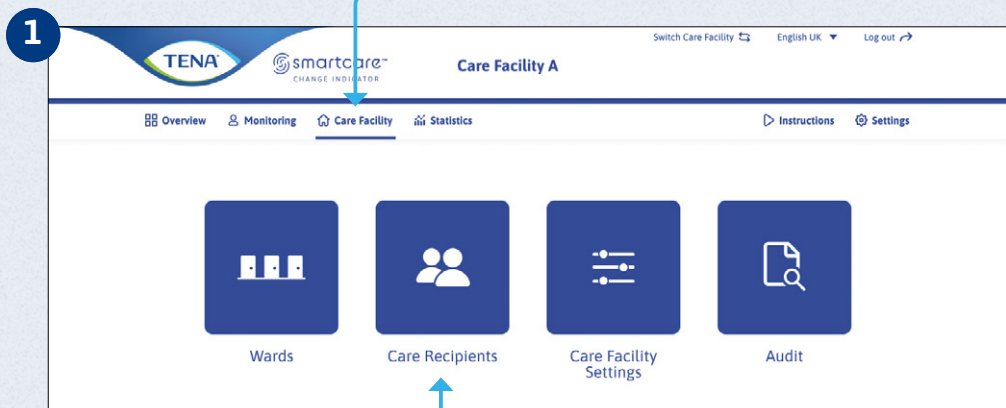
Ward name/number
Clutch Bench test

☒ Active

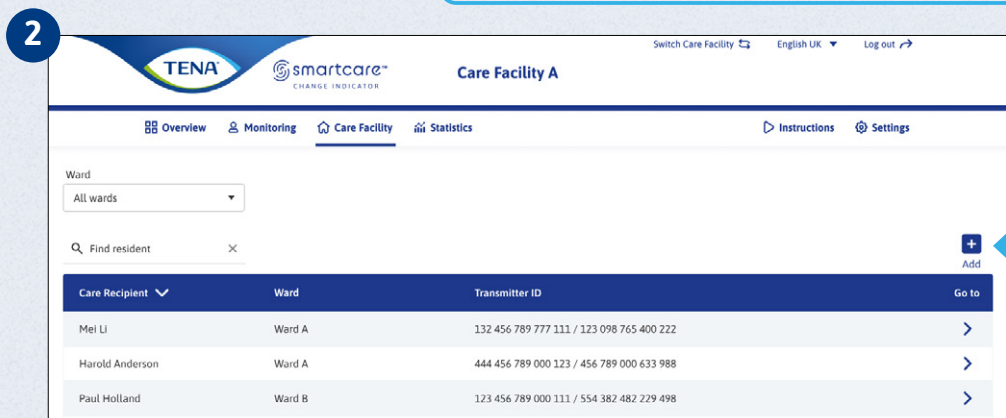
Cancel Delete Ward Save changes

Then edit details and click **save changes**.
To delete a ward, click **delete ward**.

ADD CARE RECIPIENT

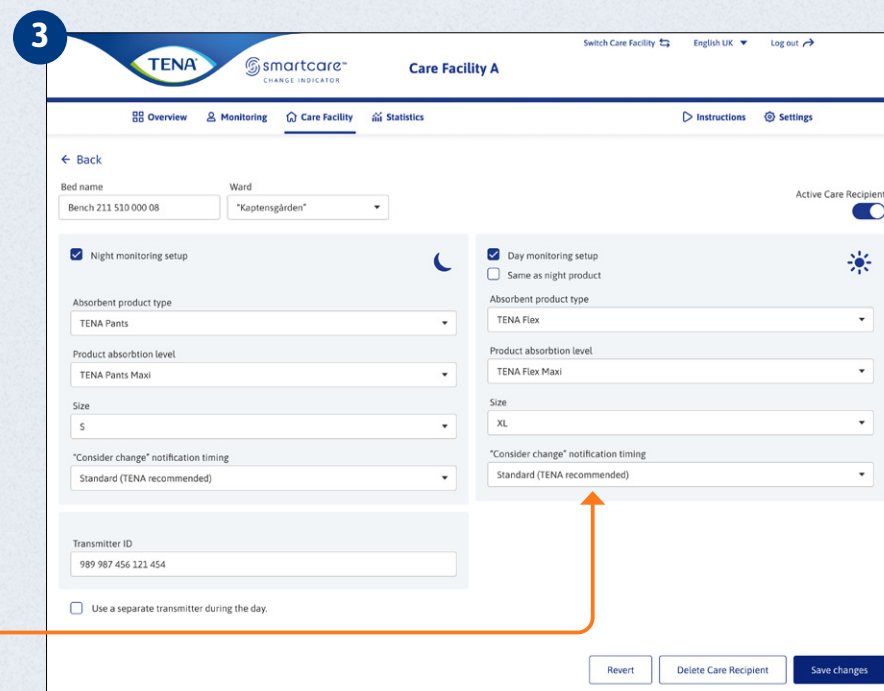


Click care facility



Click care recipients

Click add



! "Consider change" notification timing
Here you can edit the timing of receiving notifications about when to consider change.

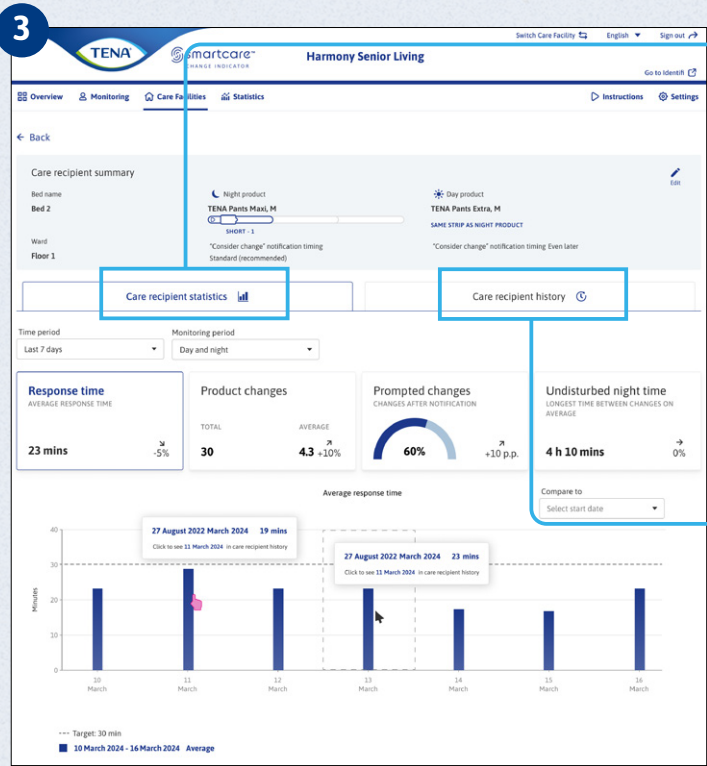
Fill in the fields and click **save changes** to create a new care recipient.

VIEW CARE RECIPIENT



Click care facility.

Click care recipients.



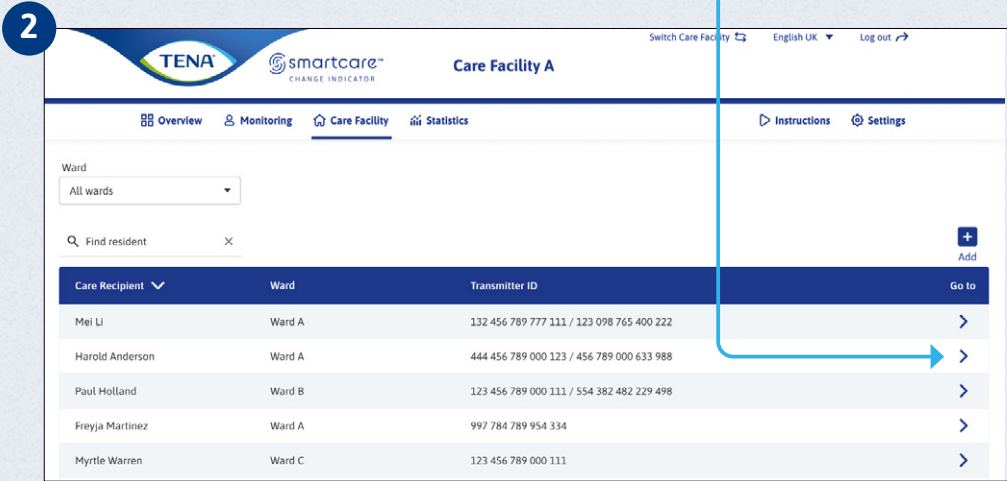
Care recipient statistics

Here you can view information about the average response time, product changes, prompted changes and undisturbed nighttime. To learn more about statistics go to [statistics](#).

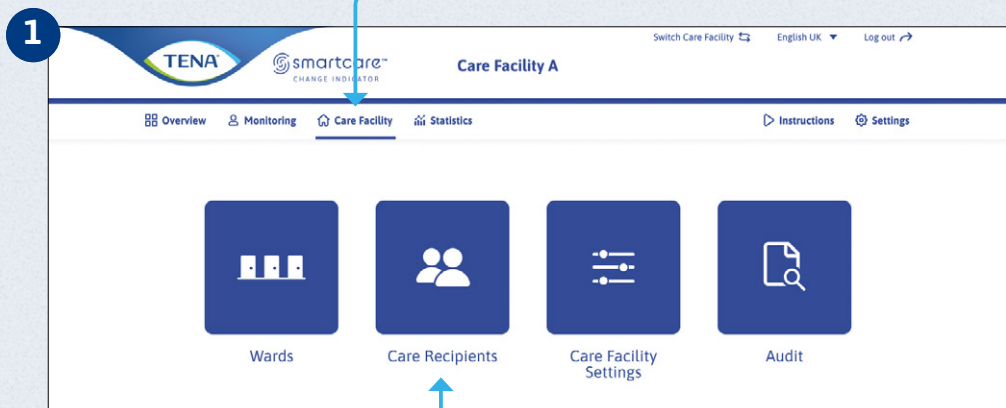
Care recipient history

Here you can find historical information about product changes and care activities.

Select the care recipient you want to view.



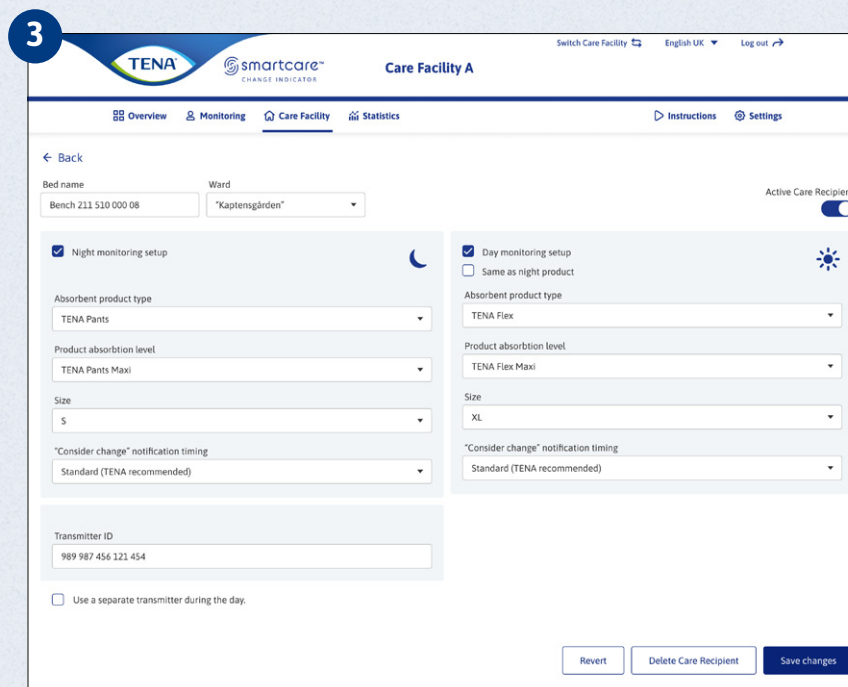
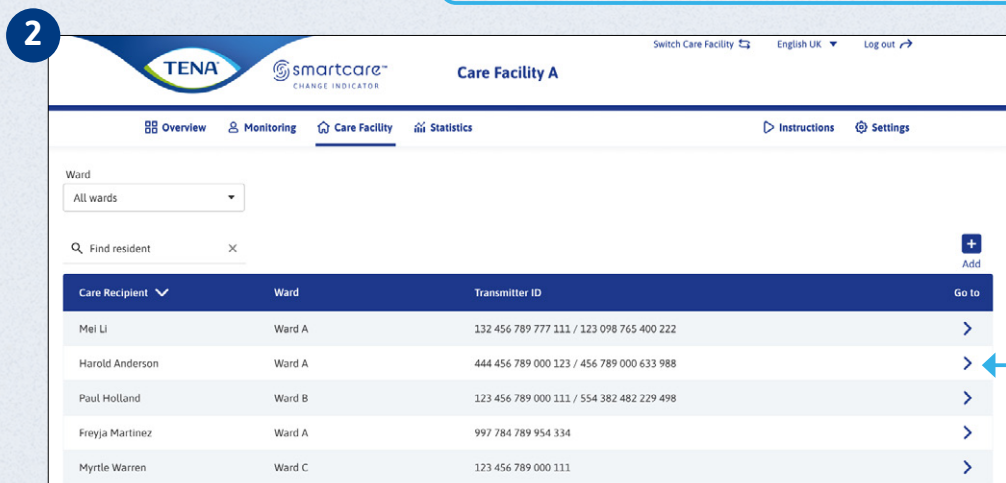
EDIT OR DELETE CARE RECIPIENT



Click **care facility**

Click **care recipients**

Select the care recipient you want to edit or delete.



Edit details and click **save changes**.

To delete the care recipient click **delete care recipient**.

ADD USER ACCOUNT



On the start page click **settings**, then **user accounts**.

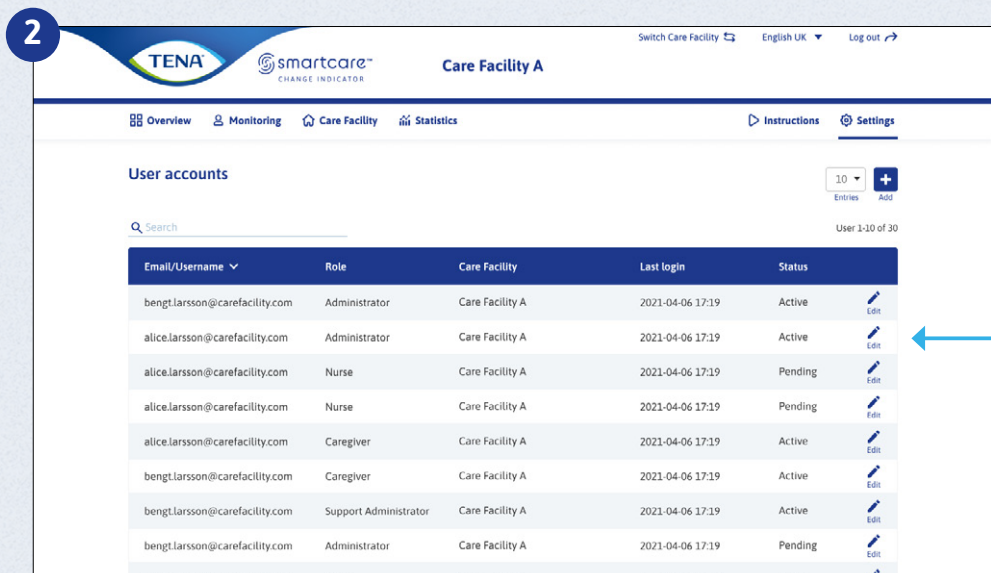
Click **add**.

Fill in the fields and click **Add** to create a new user account.

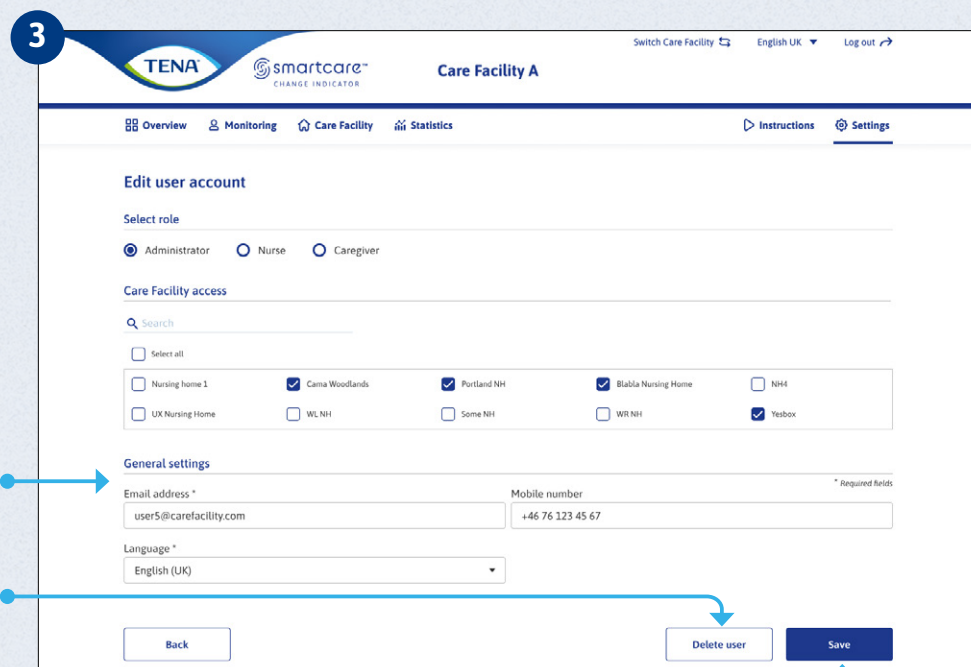
EDIT OR DELETE USER ACCOUNT



On the start page click **settings**, then **user accounts**.



Click **edit** next to the user that you want to edit.



When logged in as a nurse you can also edit language and contact details yourself.

To delete an account, click the **delete user**.

If you have Multi-factor Authentication, you can be authorized by mail or phone, depending on which contact details you entered.

Edit the fields then click **save**.

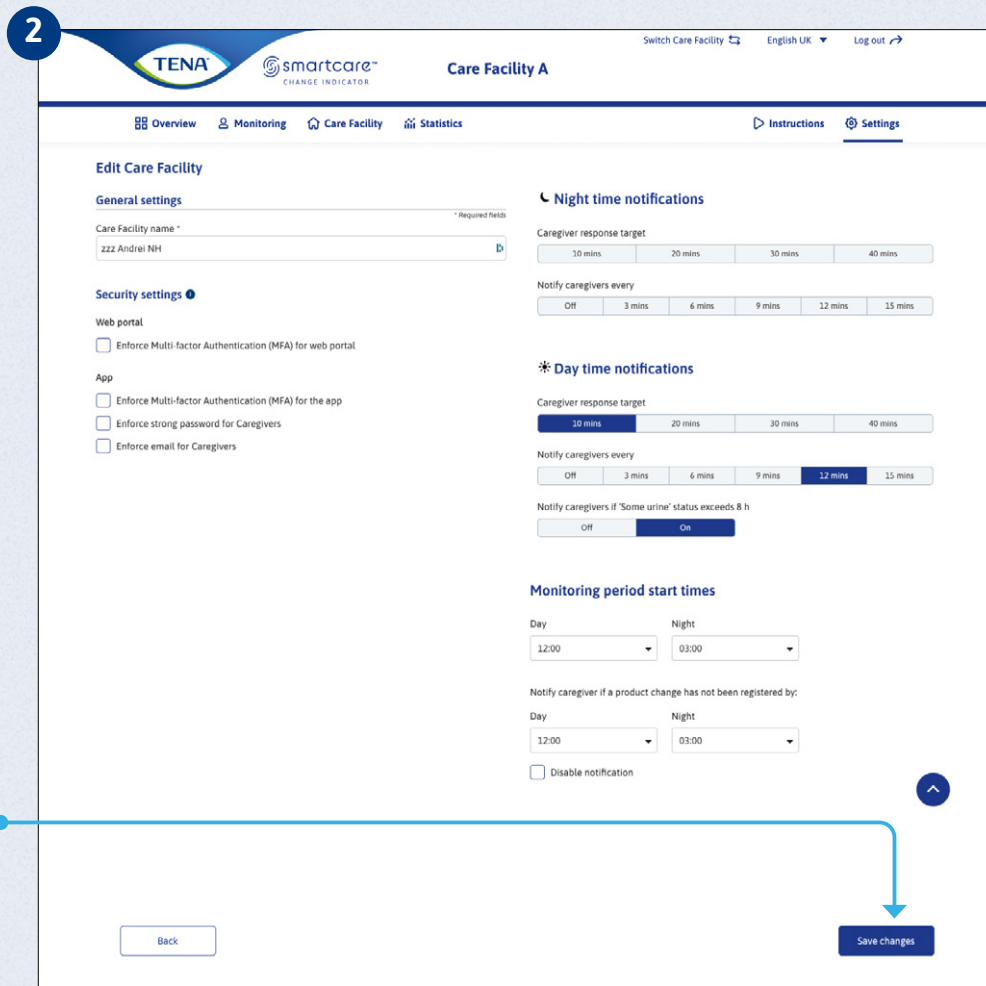
EDIT CARE FACILITY SETTINGS



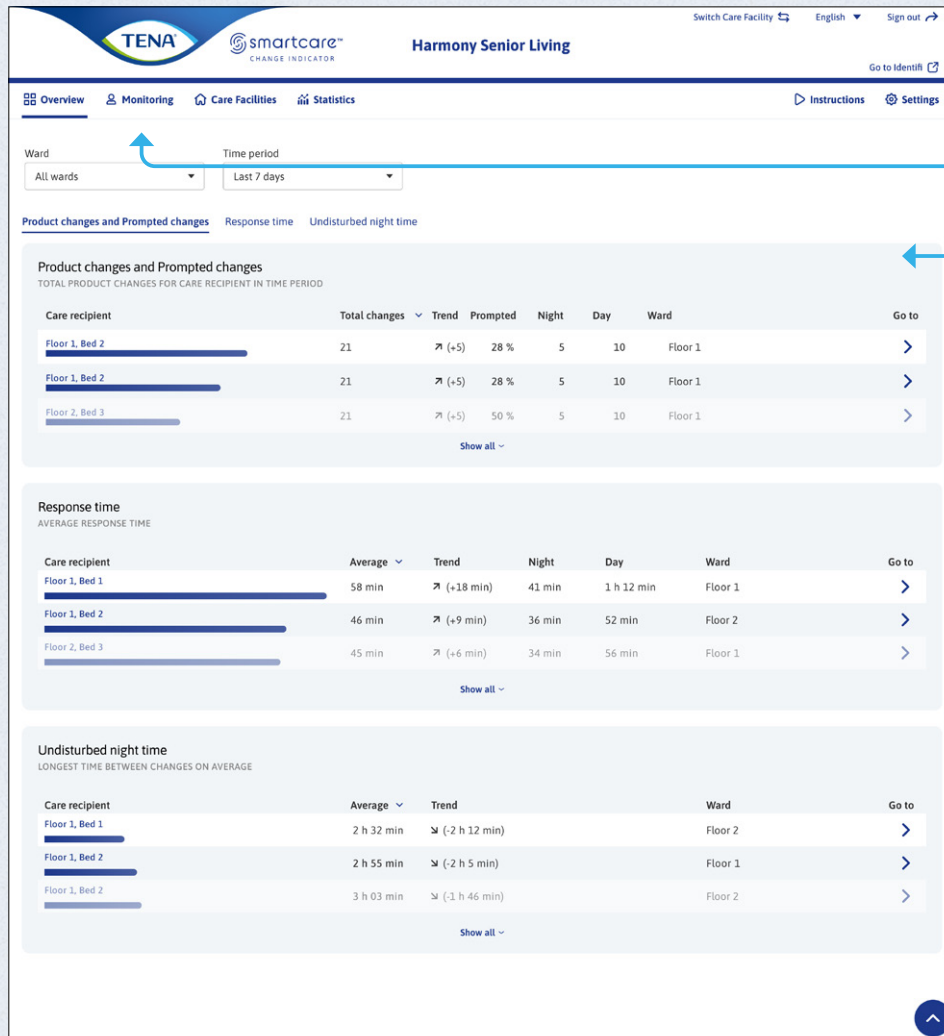
Click **care facility**

Click **care facility settings**

Edit fields and click **save changes**



OVERVIEW



[Click overview](#)

The overview page provides information on care trends registered over a specific time.

The information can be used to identify irregular events that may influence the care recipient's wellbeing.

For example, variation in:

- Amount of product changes
- Response time
- Undisturbed night time

MONITORING



Care recipient	Current status ^	Monitoring setup	Active monitoring	Ward	Battery	Go to
Bed 1	Consider change 10 min	One strip Two products	[Icons: Moon, Sun]	Ward C		>
Bed 2	OK 24 min	One strip Two products	[Icons: Moon, Sun, Star]	Floor 2		>
Bed 3	Some urine 24 min	One strip Two products	[Icons: Moon, Sun, Star]	Floor 1	[Red battery icon]	>

Click **monitoring**.

The monitoring page displays a current overview of the devices used in the care facility.

The list communicates status of the monitored absorbent products.

STATUS AND ICONS



-  **OK**
No action needed. care recipient absorbent product is dry.
-  **Some urine**
No action needed. Some urine is detected, but the surface of the product is still dry.
-  **Consider change**
The care recipient absorbent product is nearing capacity.
-  **Off**
Care recipient is not being monitored. Turn on monitoring using the switch under activate monitoring on the monitoring page.
-  **Connecting**
Change indicator is trying to connect to the system.
-  **Error**
There is an error with the change indicator or the system. Go to Instructions for use under help to learn how to solve the problem.
-  **Inactive**
Monitoring of Care recipient is inactivated. Go to edit care recipient to activate monitoring.
-  **Consider change** Time in status.
21 m
-  **The battery is low and needs changing.**

STATUS AND ICONS CONT.



Monitoring setup

Number of strips and types of absorbent products used by the care recipient.

Active monitoring

The buttons can be used to manually switch between day and night monitoring or to turn off monitoring.

Monitoring setup	Active Monitoring
 One strip Night product	
 One strip One product 24 h	
 One strip Two products	
 Two strips One product 24 h	
 Two strips Two products	

1. The care recipient is using one strip and one absorbent product during nighttime.
2. The care recipient is using one strip and the same type of absorbent product day and night.
3. The care recipient is using one strip and different types of absorbent products during day and night.
4. The care recipient is using two strips and the same type of absorbent product during day and night.
5. The care recipient is using two strips and different types of absorbent products during day and night.

STATISTICS



Click **statistics**.

This page displays statistics about the care facility over selected time periods.

Response time: The time it takes for caregivers to respond to a consider change status.

All product changes: The total number of absorbent products changed.

Average product changes: Average number of absorbent products changed per day per care recipient.

Prompted changes: Number of changes of absorbent products made due to consider change notifications.

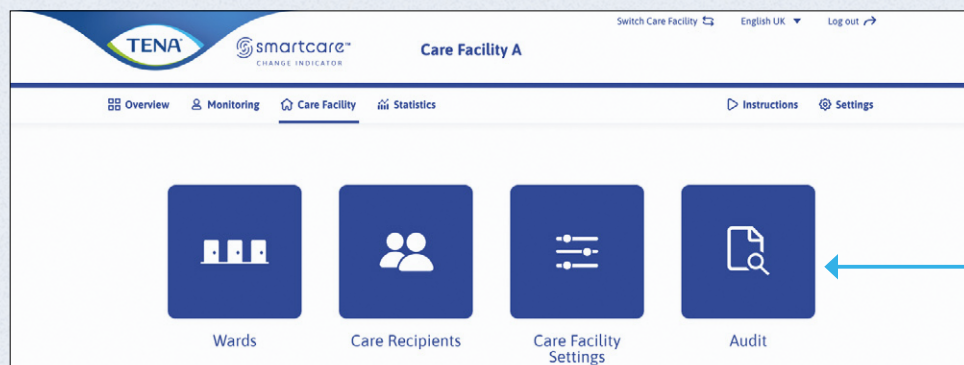
Undisturbed night time: Longest time between changes on average.

Displays the trend compared to selected time period.

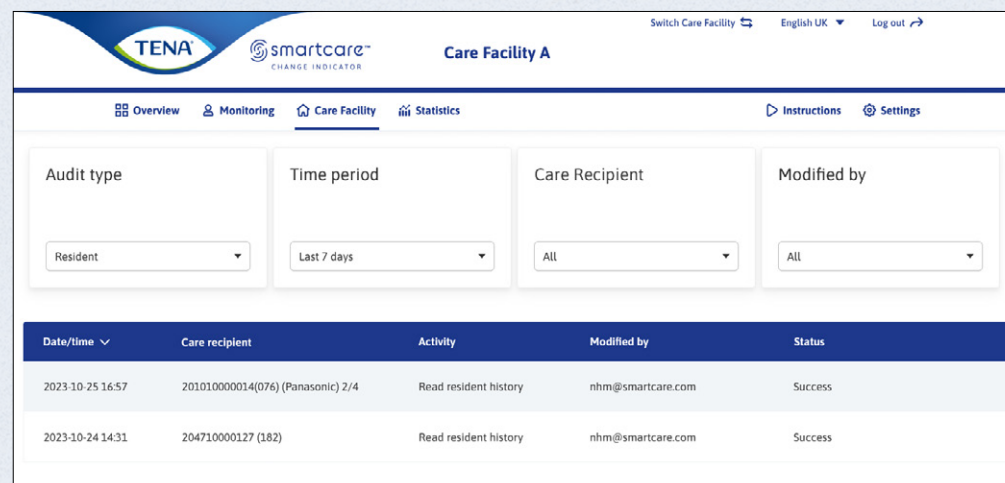
AUDIT LOG



Click **care facility**



Click **audit**



The audit log page presents the activity of system users sorted by care recipient, user or login session.

INSTRUCTIONS



1

Switch Care Facility English UK Log out

TENA smartcare™ CHANGE INDICATOR Care Facility A

Overview Monitoring Care Facility Statistics Instructions Settings

Quick guide Learn more about the Change Indicator as a caregiver or nurse to get started

Instruction videos Watch short videos on how to use the Change indicator for your residents

Explore in 3D Interact with the Change indicator in a digital way to experience the product

Instructions for use Learn all about setting up the Change indicator or information on how to resolve issues

Quick guide Go to

Quick guide

If you still need assistance, contact TENA SmartCare™ support

Click **instructions**.

Here you can access guiding documents, videos and tools.

