SureWash Hand Hygiene APP Administrator Guide

Teaching staff, patients, and visitors the WHO hand hygiene technique to help achieve compliance, improve patient outcomes, and reduce the risk of infections.

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The SureWash Hand Hygiene APP is a mobile app that delivers basic hand hygiene training for hospital staff and patients. If you have a base of staff or students and would like to get them training and be able to track their usage and view data analytics, follow the steps in this guide.

The procedure for getting users set up on the SureWash Hand Hygiene APP is as follows:

1. Registration Codes

The first thing to note is that for each SureWash Hand Hygiene APP user account that you wish to create, you will need a registration code. A registration code is a unique code which will unlock all the app's functionality for a user, and link that user's data with your organization's web dashboard.

To see how many SureWash Hand Hygiene APP Registration Codes you currently have, navigate to the SureWash Hand Hygiene APP section of the SureWash.Net Reporting Suite, or alternatively go to this web address: https://www.surewash.net/pocket/

The 'remaining registration codes' statistic is indicated below (highlighted with a red arrow).
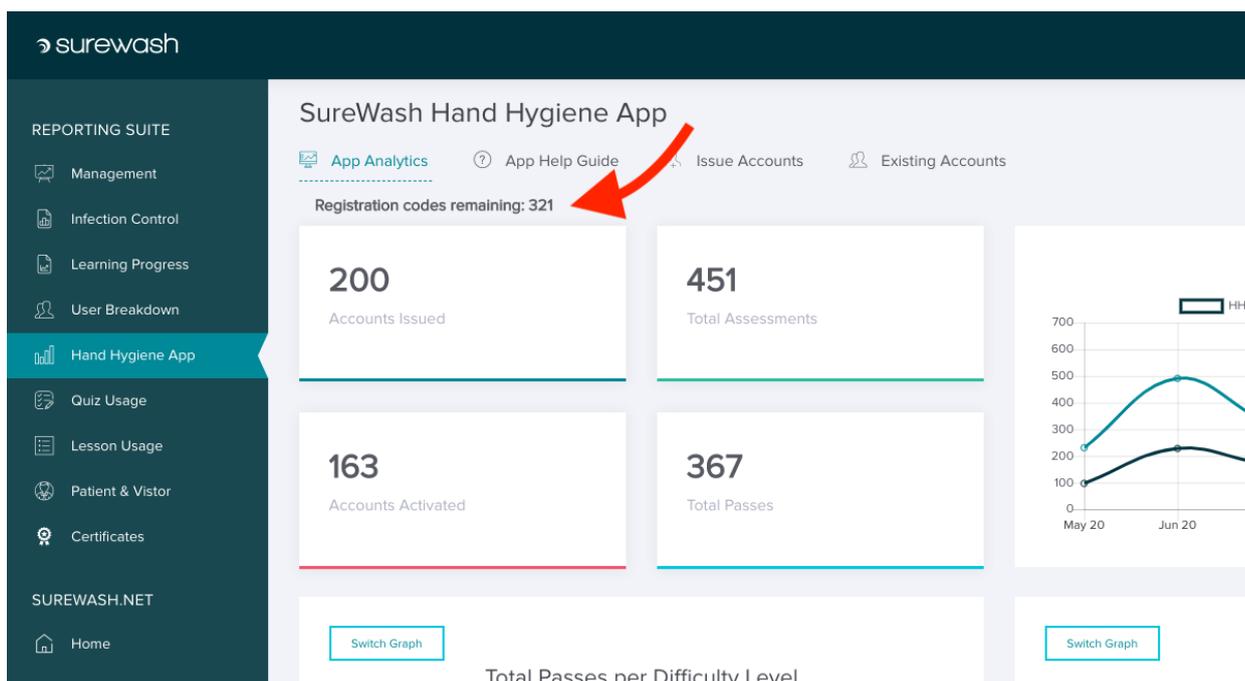

If you have not already received any registration codes for SureWash Hand Hygiene APP, please contact **info@surewash.com** with the number of codes you would like to receive. You will need 1 registration code for each user that you wish to give app access to.

2. Linking User Emails to Registration Codes

Once you have received an allocation of registration codes, you can use SureWash.Net to link these codes to users of your selection by uploading a formatted list of email addresses to the site.

To do this, click on the 'Issue Accounts' tab. Now you will see the following webpage:
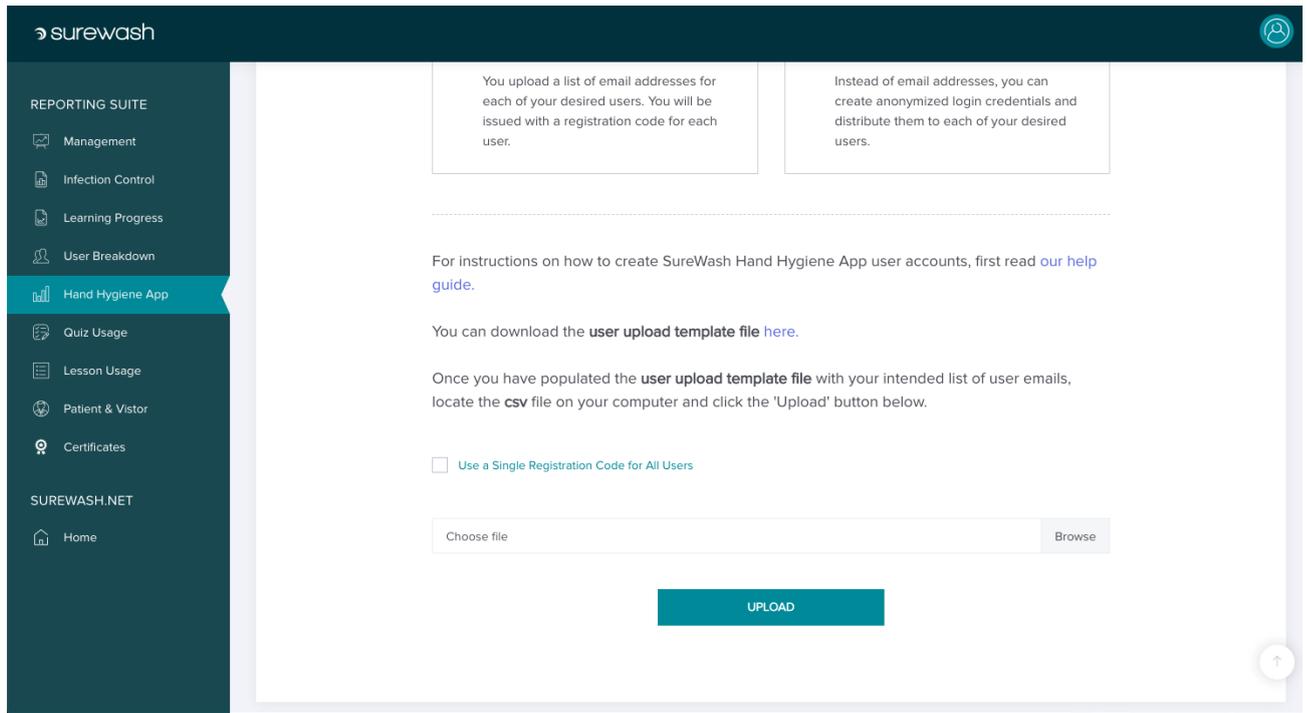
On this page, you should find a link to download the 'user upload template file'. This file is simply a specially formatted CSV file which you can use as a template for providing user email addresses to the system.

Download this CSV file, enter your list of email addresses (each email address should belong to one of your intended SureWash HH APP users) into the file, and then re-upload your completed file.

Note that the number of users that you can create is limited to the number of registration codes that you have received, so please ensure that the CSV user list that you are uploading does not contain more entries than available codes - it will be rejected if so.

3. About the User Upload Template File

When you download the *'user upload template file'* and open it up in Excel, you will see the following columns: *Email, First Name, Family Name, Department, Role, Additional ID*. A description of each field is given below. It is important to note that only the *Email* file is mandatory - because an email address is the unique value used to represent each of your app users. The remaining 5 fields can be left blank if you choose.

This means that you can upload a CSV file that is just a list of email addresses, with all other data omitted. However, if you wish to enhance your reports with additional descriptive information for your users, then you may find it beneficial to fill-in the other columns and provide extra information such as name, role, department, etc.

The meanings of each column heading in the CSV file are as follows:

1. **Email:** this is the only mandatory field. The 'Email' field is used to store the user's email address. This cannot be left blank.
2. **First Name:** the user's first name. It can be left blank if desired.
3. **Family Name:** the user's last name (family name/surname). It can be left blank if desired.
4. **Department:** the hospital department to which the user belongs, e.g. Cardiology, Radiology, etc. It can be left blank if desired.
5. **Role:** the user's role/job title, e.g., Nurse, Doctor, Athlete, etc. It can be left blank if desired.
6. **Additional ID:** this can be used to store some extra unique identifier to represent a user, such as their staff/personnel number or else the number that is stored on their staff card. It can be left blank if desired.

An example of a completed user list after filling the template file with additional descriptive fields can be seen below:

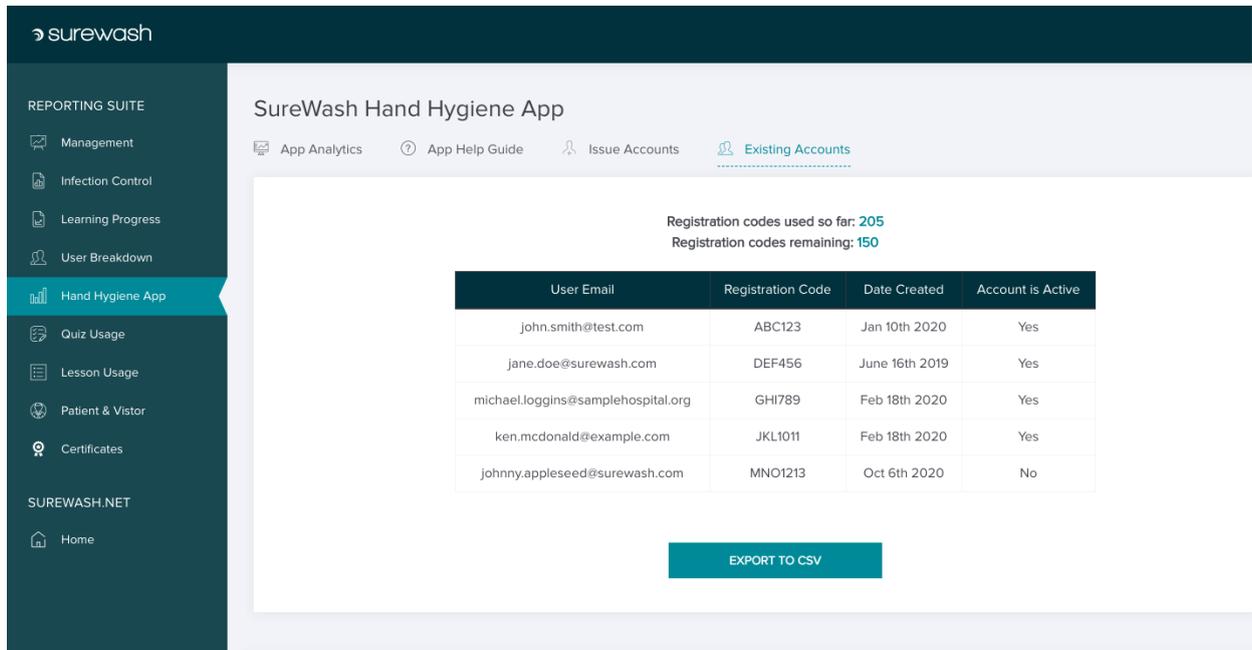|	A	B	C	D	E	F	
1	Email	First Name	Family Name	Department	Role	Additional ID	
2	john.smith@example.com	John	Smith	Oncology	Technical Asst.		
3	jane.doe@example.com	Jane	Doe	Surgery	Surgical Technologist	1100234	
4	michael.loggins@samplehospital.org	Michael	Loggins	Administration	Payroll Specialist		
5	ken.mcdonald@exmapl.com	Kenneth	McDonald	Nursing	Nurse	332012	
6							
7							
8							
9							
10							
11							

Conversely, if you wish to only fill in the 'Email Address' column and leave the other fields blank, an example of such CSV lists can be seen here:

	A	B	C	D	E	F
1	Email	First Name	Family Name	Department	Role	Additional ID
2	john.smith@example.com					
3	jane.doe@example.com					
4	michael.loggins@samplehospital.org					
5	ken.mcdonald@exmapl.com					
6	johnny.appleseed@surewash.com					
7						
8						
9						
10						
11						

4. Uploading your User Template File

Once you have filled in the user upload template file, click the 'Browse' button to select the file on your PC. Then click the 'Upload' button.

Once the file is successfully uploaded you will receive a list of registration codes, each one corresponding to one of your user Email addresses.

You can click the 'Export to CSV' button to download a copy of this list to your PC.
The final step of the SureWash Hand Hygiene APP Account Creation process is for you to disseminate the registration codes (*e.g.,* via email, or whatever your preferred way to contact employees is) so that each user receives their unique code.

5. Linking Your Phone's Account

I. When a user receives their registration code, they should then proceed to download the SureWash Hand Hygiene APP to their phone.

    More information about the app, along with links to where it can be found in the Google Play Store and the Apple App Store, are available at this link.

    You may wish to include this link in an email to participants. They can also find the app by entering 'SureWash Hand Hygiene App into the search bar for each of the respective app stores.

    Note: The software requirements for the app are as follows:
    For Apple devices, the phone must be an iPhone 7(2016) or newer, and should run iOS13 or above.

    For Android devices, the phone should be running Android 8.0 or greater and requires at least 4GB of RAM. If the app is not showing up in the app store for your phone, it's possible that this is because your device does not meet the minimum app requirements.

II. When a user runs the app for the first time, they will first be shown a video that introduces how to use the app.

    The user will then be prompted to register by typing in their email address and registration code. Once this is done, their data will be linked to your SureWash.Net account.
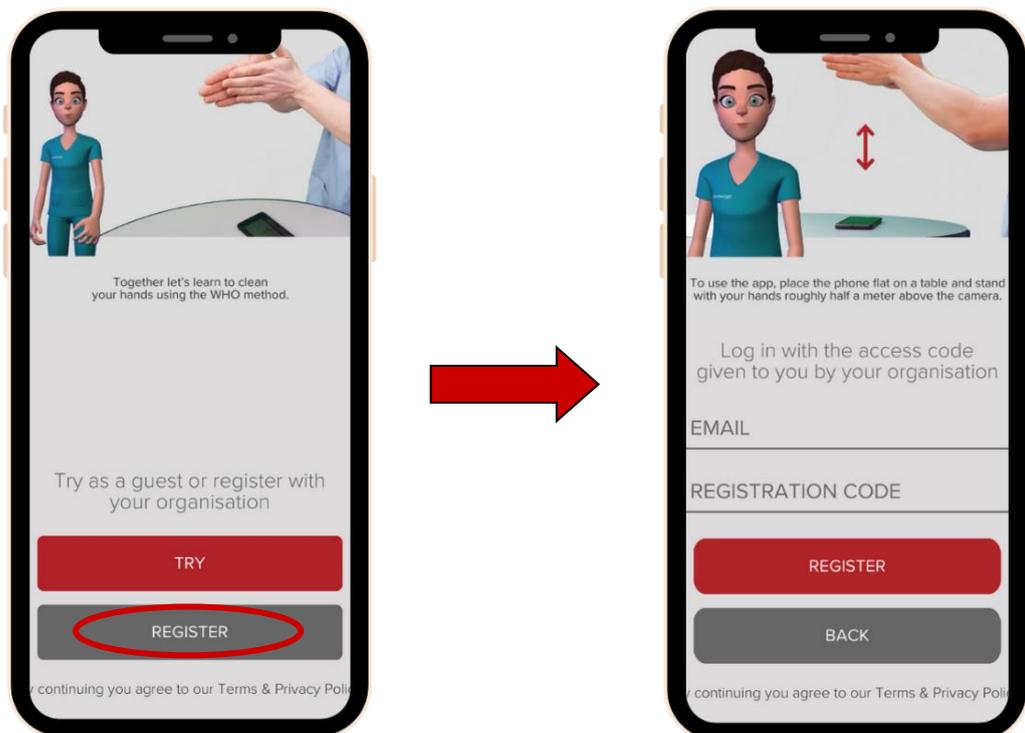
In the event that a user accidentally clicks the 'TRY' button and skips the registration process, they can always retroactively register for the app by clicking the 'Settings' button on the app's home screen and providing their registration details here.

6. Viewing Your Data

Once your users have registered for the app and performed some training sessions, you can log in to SureWash.Net, navigate to the reporting suite and view analytical charts that reflect your staff's usage. This information can also be exported to a printable PDF file by selecting the 'EXPORT PDF' button.

You can get more extensive data by clicking the 'EXCEL REPORT' button which will generate a downloadable Excel report that contains per-user and per-session data for your staff's app usage.