.NET Help Guide

A guide to using the features of SureWash.Net

Table of Contents

About SureWash.Net

SureWash.Net is a new tool that allows you to access your SureWash data from your computer. Upon purchase of a SureWash machine, we can create an account for you to use the website, which is accessed at www.surewash.net. SureWash.Net provides the following features:

- View high-level breakdowns of usage across each of your SureWash machines.
- Create PDF and Excel reports for your SureWash machines.
- If you have more than one SureWash machine, you can create a merged report which combines the data from your different SureWash machines.
- Create micro-learning questionnaires, which can be sent directly to your machine if it is online or downloaded to your SureWash USB stick for manual installation otherwise.
- Download existing micro-learning questionnaires to your SureWash USB stick for manual installation.
- Create PDF certificates of hand hygiene compliance to certify the users who have passed Level 1 or higher.
- Create/upload CSV user lists and upload them directly to your machine. This feature requires that your SureWash machine be powered on and connected to the Internet at the time of upload.

Getting your data onto SureWash.Net

There are two ways to get the usage data (user accounts, hand hygiene sessions, questionnaire sessions) from your SureWash machine onto your SureWash.Net account.

1. Active Connection: If your machine is connected to a WIFI network, its data will automatically synchronize with SureWash.Net.
2. Offline Data Upload: If no WIFI network is available you can manually push your SureWash data to the web. It is important to note that this solution requires your SureWash machine's software to be upgraded to version 4.7.2.0 or above.

Active Connection

If your machine is connected to a WIFI network, please contact us and we will configure it to automatically synchronize with SureWash.Net. Its data will be pushed to SureWash.Net once per day, as long as it is powered on and connected to the Internet.

Offline Data Upload

Note: This approach requires that your SureWash machine is updated to version 4.7.2.0 or above. If your software version is older than this, please contact support@surewash.com, and we can assist you in upgrading your SureWash software.

If no WIFI network is available, you can manually push your SureWash data to the web by logging into your machine as an administrator, plugging in your SureWash USB and clicking 'Export data for SureWash.Net'. This will create a .zip file that contains a backup of your SureWash data which you can upload to SureWash.Net.

To perform an offline data upload, please follow these steps:

1. Sign in to your SureWash machine as an administrator and navigate to the General settings screen.

2. Insert your SureWash USB key and scroll down to the heading 'System backup and diagnostics'. You should now see a button to 'Export data for SureWash.Net'.

3. If you cannot see the 'Export data for SureWash.Net' button, it is likely that your SureWash software has not been upgraded to the latest version. You can confirm this by scrolling up in the 'General' settings section to read the 'Software Version' field (shown below).

4. Press the 'Export data for SureWash.Net' button. This will create a backup file on your USB stick. The file will be a .zip file with a name that is of the form 'SureWashUserData_YourUnitNumber_TodaysDate&Time.zip'.

5. Now, with your SureWash data exported to your SureWash USB stick, take your USB stick and plug it into your computer. Navigate to www.surewash.net and login to your account.

6. Go to the address www.surewash.net/analytics. There will be a dashboard section for each of your SureWash machines, with each machine identified by its unit number (e.g. System 111111). Locate the dashboard for the machine for which you have backed-up and click on the 'Offline Data Sync' button.

7. Click the browse button and locate the 'SureWashUserData_YourUnitNumber.zip' file on your USB. The data will take a few moments to upload. Once the upload has been completed, your SureWash data should now be active on the web. You can do this for each of your machines and create merged reports that combine all their data.

If the upload was unsuccessful, it's possible that you're selecting the wrong type of file. Please contact support@surewash.com with any issues you may encounter.

Points to note:

The 'Export data for SureWash.Net' button only became available with software version 4.7.2.0, and if your software version is below this, you will need to contact support@surewash.com regarding and update to your system.

If your SureWash software is up-to-date and the button is still not showing, it's likely that your SureWash USB stick is not plugged into your machine. Your SureWash USB must be inserted when performing a data export.

Reporting Suite

What is the Reporting Suite?

The SureWash Reporting Suite is a new addition to SureWash.Net that gives you comprehensive, customizable views of your SureWash training data.
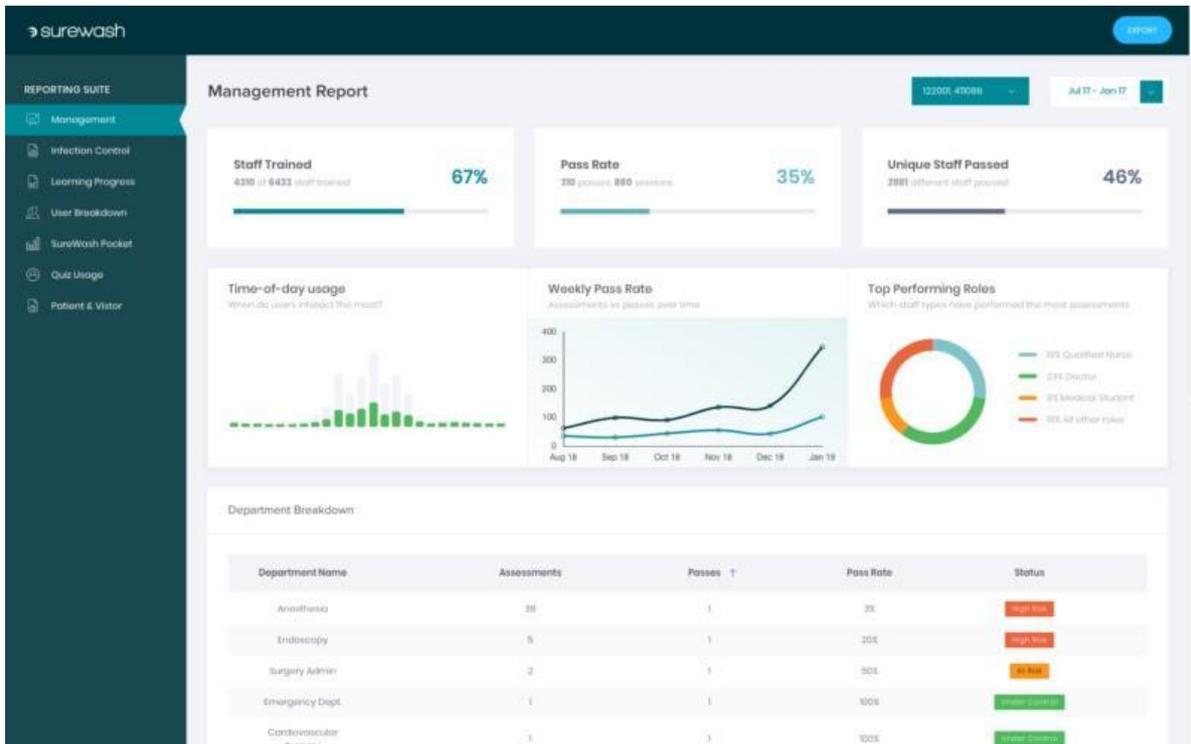
The Reporting Suite feature provides a variety of interactive web-based reports that capture different metrics and provide the ability to export your data in different formats, or drill-down to see more detailed views.

Filtering Report Data

At the top of each Report View, there is a set of dropdown selection tools that allow the user to filter the data they are shown based on their different SureWash machines, staff departments, staff roles, and date range for which their data will be queried.
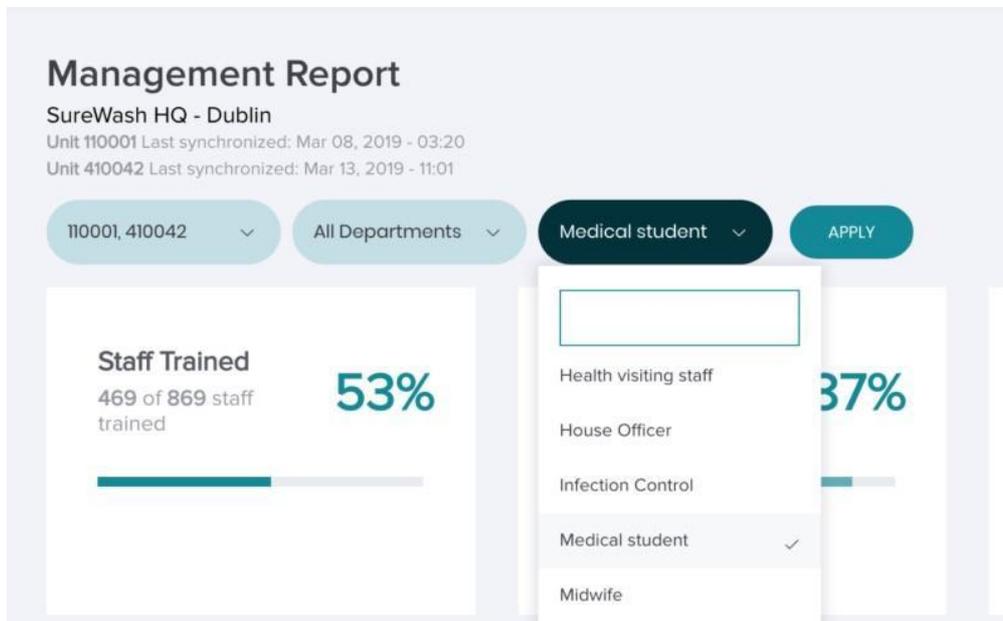
Once you have set the drop-down list for each filter criterion to your liking, click the 'Apply' button and your Report View will be reloaded with new data based on your filters.

Exporting a Report

Each Report View can be exported into different formats for printing, archiving, or further processing. At the top right corner of each Report View, there is a 'Excel Report' button and a 'Export PDF' button. Pressing 'Export PDF' on any page will output a printable-PDF version of the filtered report data you had loaded. An exported PDF of the 'Management Report View' is shown below.

The 'Excel Report' button will generate an Excel Report that encapsulates all your SureWash data. The generated Excel report will be downloaded in your browser.

Management Report

The Management Report is the top-level view of your SureWash training data. It is intended for the hospital/facility management, showing high-level analytics and key stats – such as how many staff members trained, which departments trained the most, and what is the average pass rate among staff.
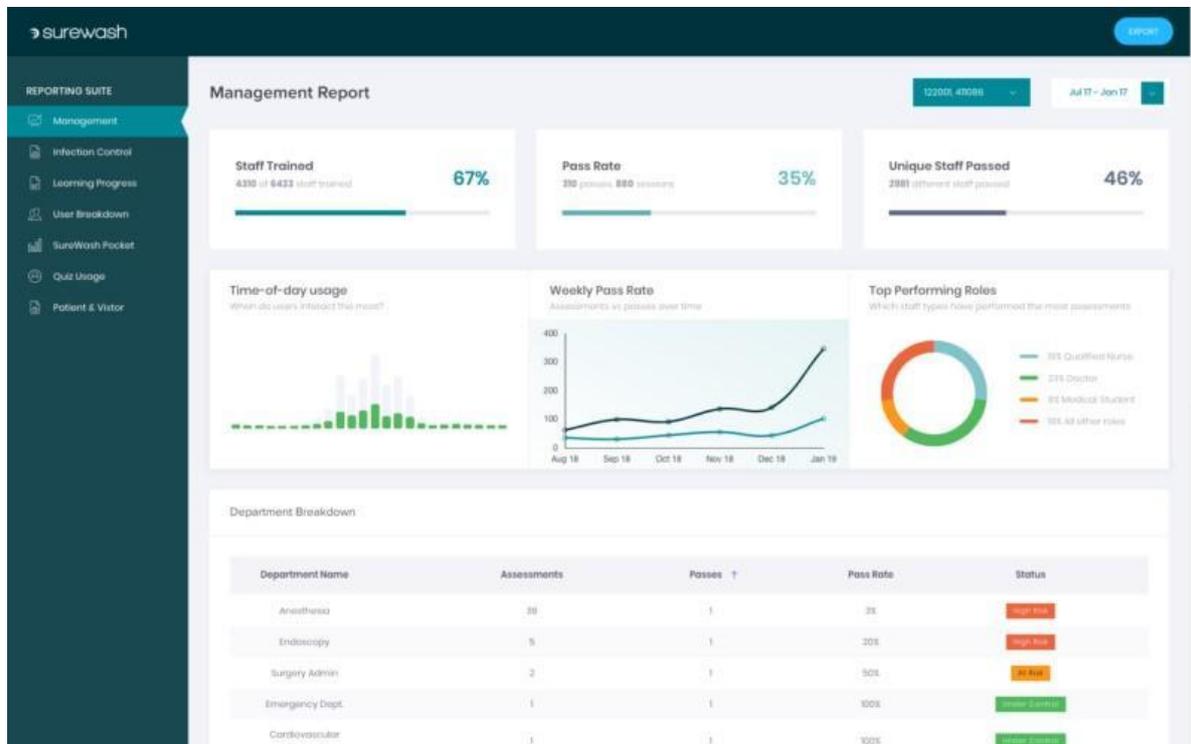

Each of the graphs on the Management Report can be expanded by clicking the graph's heading, allowing the user to drill down into the graph data and see more detail.

Infection Control Report

The Infection Control Report View is intended for the Infection Prevention & Control Nurse, or whoever is acting as the on-site SureWash administrator. It provides a more detailed breakdown of machine usage, staff roles, and the hand hygiene poses which most users passed/failed.
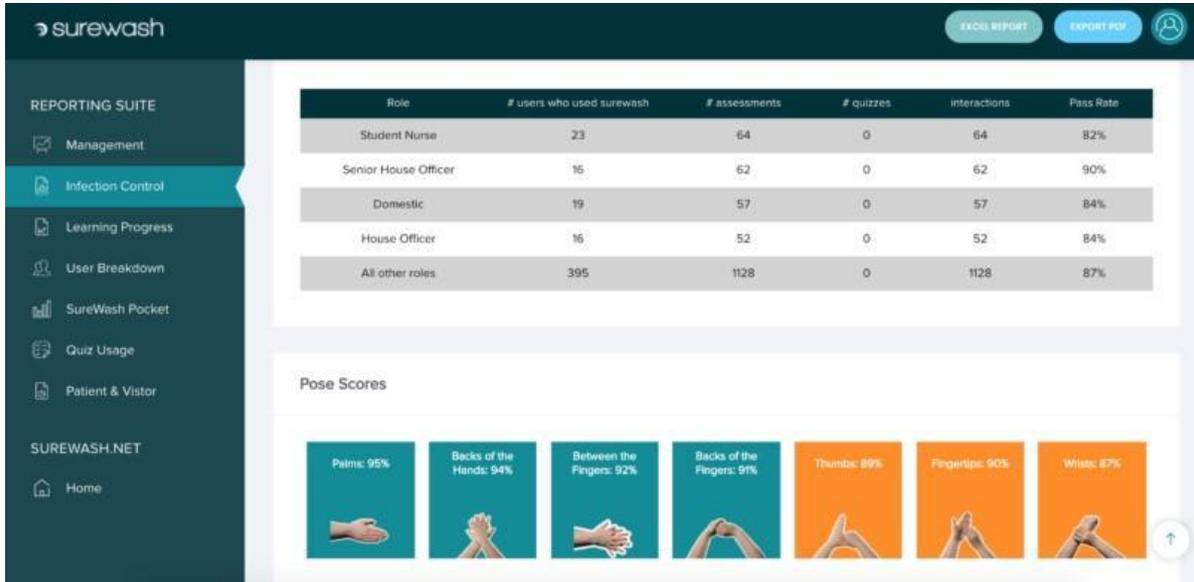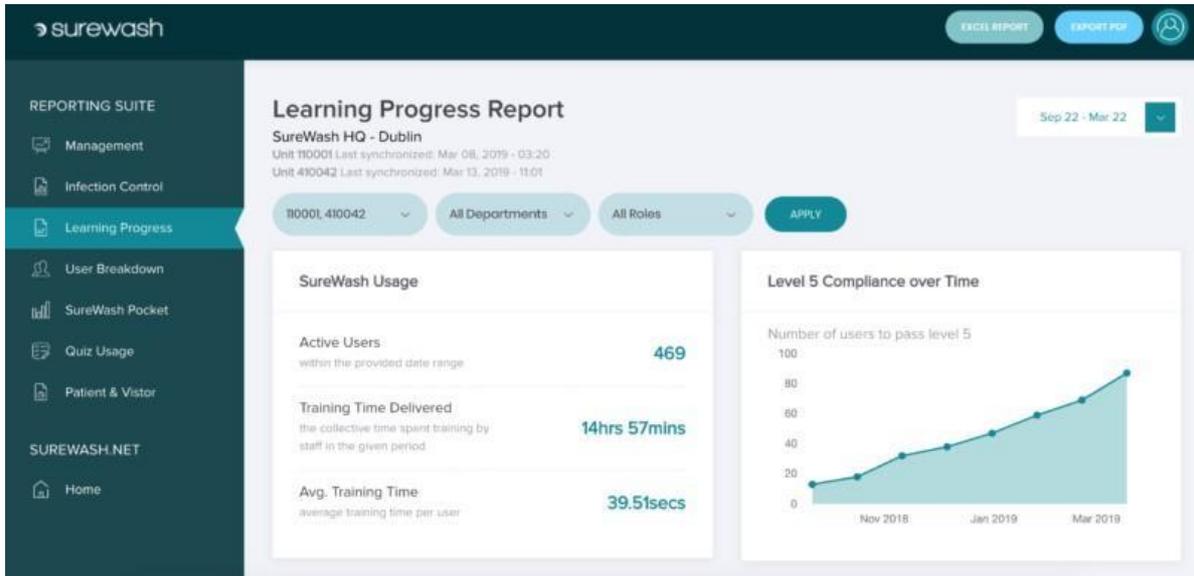

The Infection Control Report View exported as a PDF:

Learning Progress Report

The Learning Progress Report is intended to help SureWash administrators track the learning progress of their user base over time and view the learning curve towards Level 5 competency.

User Breakdown

The User Breakdown View lets the user examine their user base to see which users have assessed and which users have not, which users have achieved the various hand hygiene difficulty levels, etc. The filters can be used to restrict the User Breakdown view to various departments/roles as desired by the user.

APP Report

For SureWash.Net users who are signed up for the **SureWash Hand Hygiene APP,** this view incorporates all the data accumulated from training sessions conducted on their staff-base's smartphones and smart devices.

If you are not signed up for the **SureWash Hand Hygiene APP** and would like to learn more, you can click here.

Quiz Report

The Quiz Report View lets you track the performance of your staff in relation to the micro-learning quizzes installed on your machine. This Report View provides a high-level overview of quiz performance, but per-quiz results can be obtained by clicking on each of the quiz summaries (shown below)
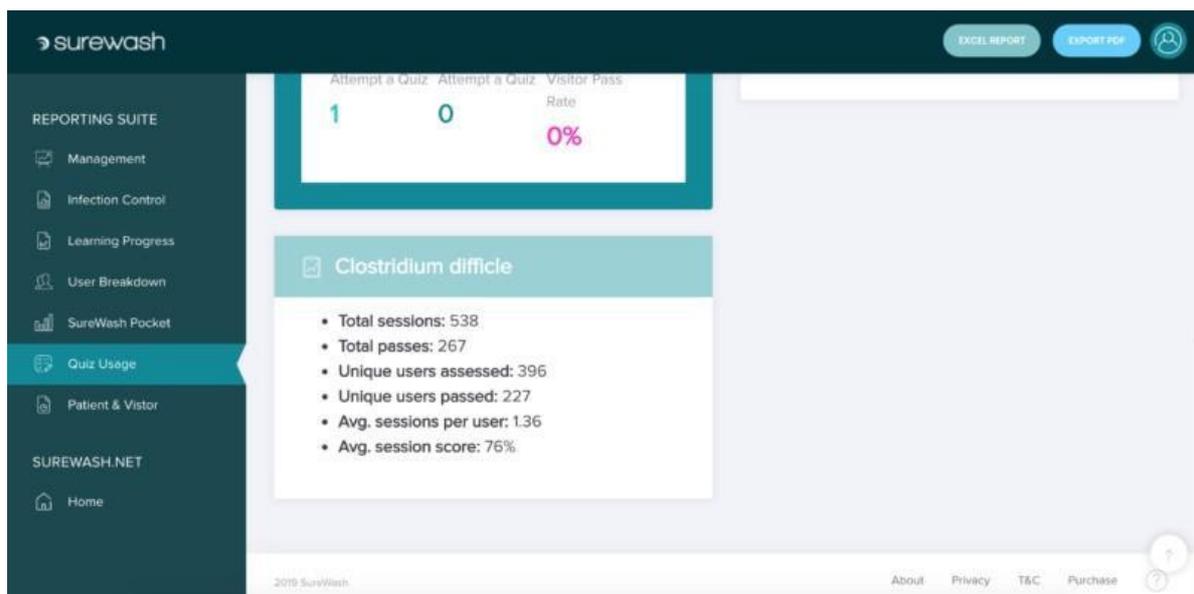
This will load a new page showing your staff results for the selected quiz:
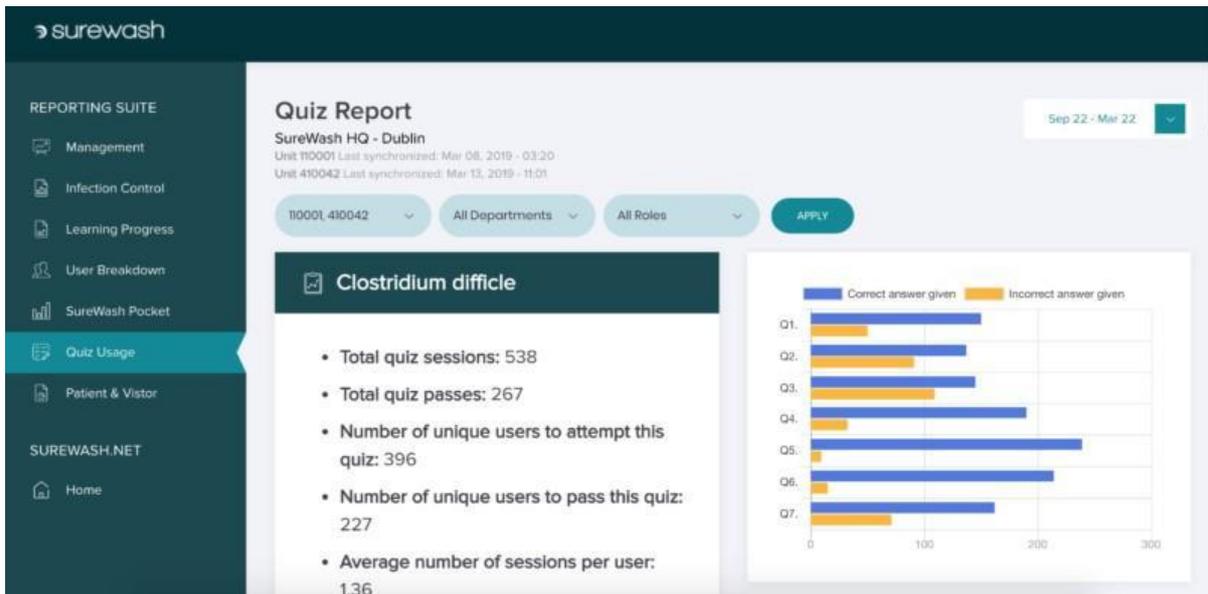
With a detailed breakdown of how your users answered each question in the quiz:
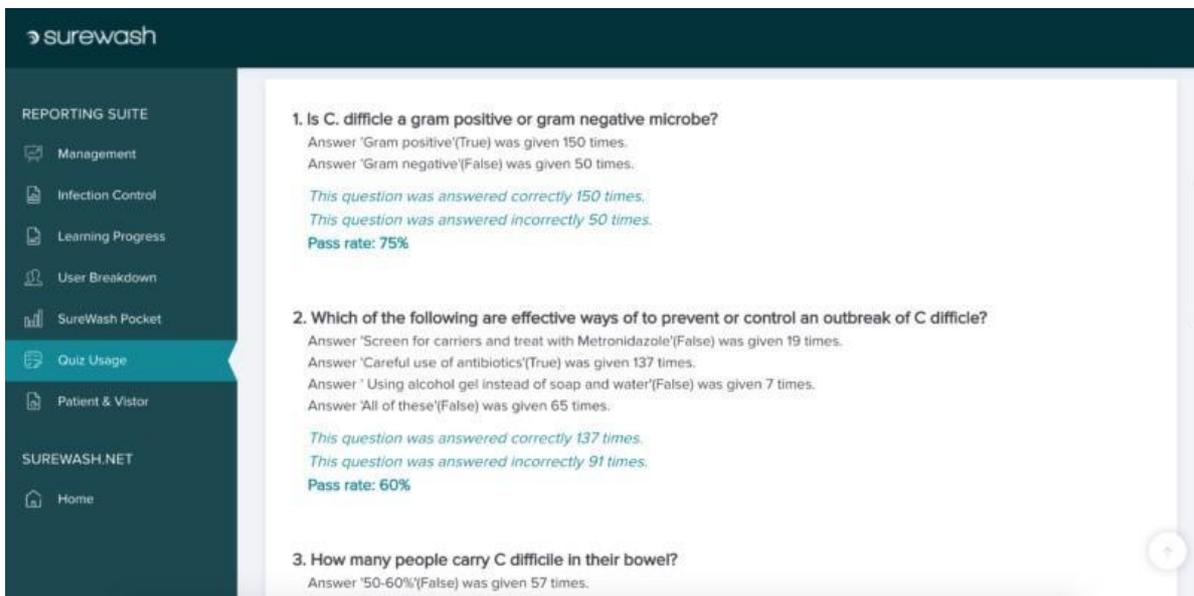
SureWash Quiz Builder

About

SureWash: Quiz is a tool that allows you to create and customise your own personalised quizzes and surveys for use on SureWash training units.

These quizzes can be used to test the knowledge of hospital staff, visitors, and patients on topics relating to protocols, the spread of infections, or any other issues of your choice. When finished creating/editing a quiz, your quiz can be installed onto your machine either via an automatic transfer (if your machine has a WIFI connection) or by downloading and manually installing with your SureWash USB key.

Creating a Quiz

Question Guidelines

We recommend 8 – 10 questions with multiple choice answers. There can be more questions than this in the quiz and 8 – 10 will be randomly asked each time. There may be 2 – 5 answer options for each question, however, there can only be one correct answer.

There should be no reference to previous questions – the questions rotate in random order. Furthermore, there should be no 'all of the above'-type answers, since the answers are rotated in random order each time a quiz is taken on a SureWash unit.
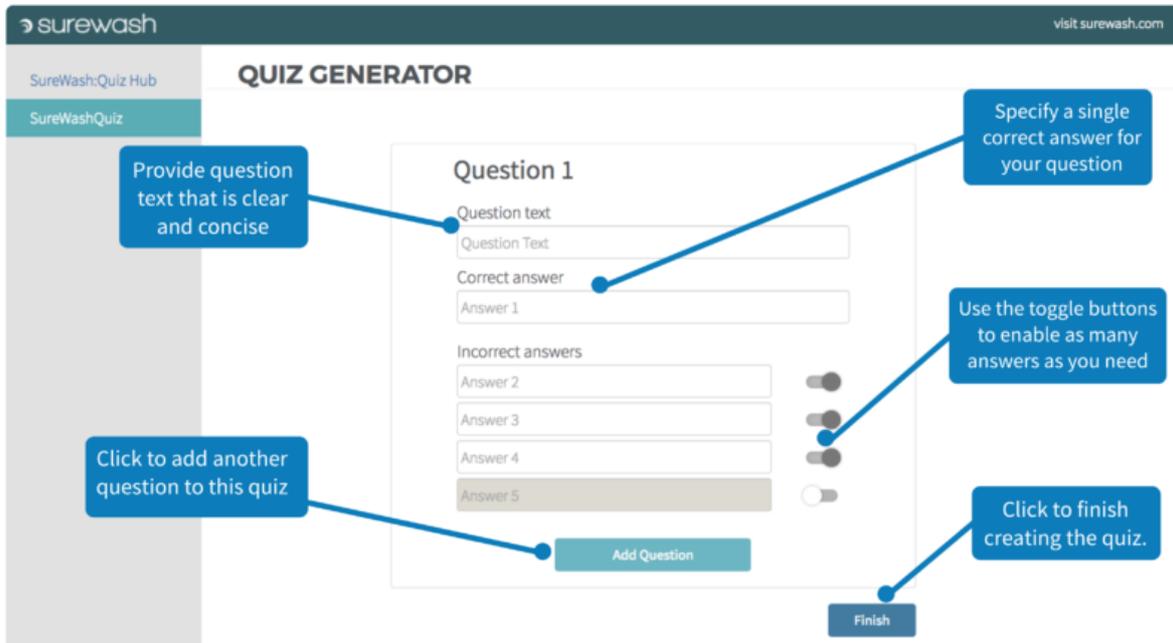
How to Create a New Quiz

To create a new quiz, navigate to the 'QUIZ CREATOR' section from the homepage. You will see the Quiz Setup screen, in which you are prompted to provide some configuration settings for the quiz.
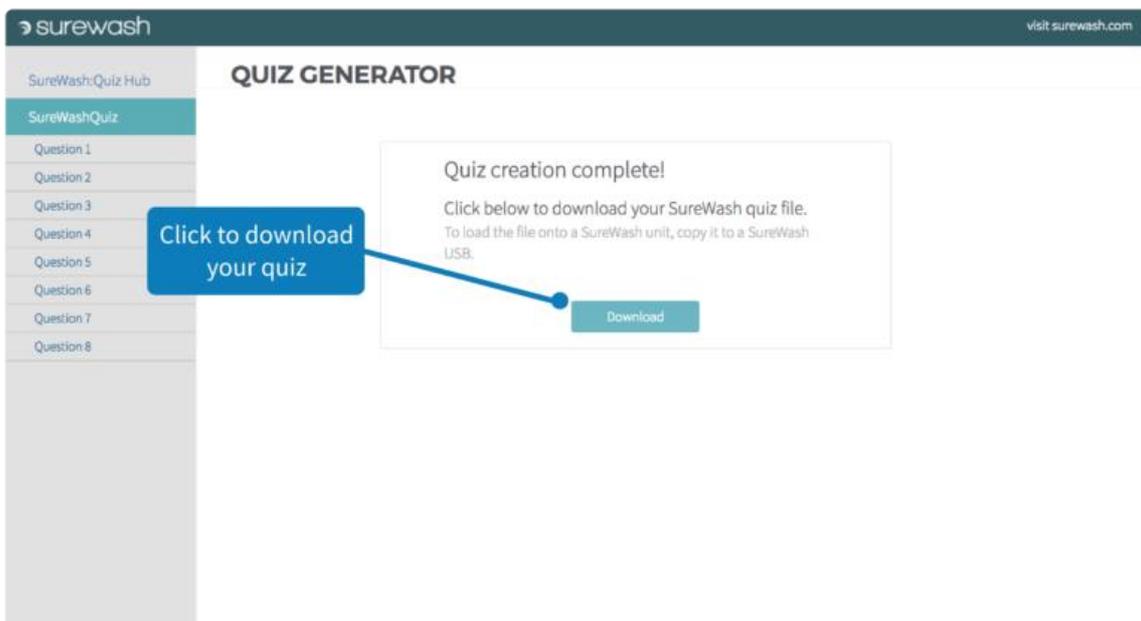
After finishing the quiz setup and clicking the 'Proceed' button, you may begin creating questions and corresponding answer sets.

When satisfied that you have written all of your desired questions, ensure that your SureWash USB is inserted into the computer and click the 'Download' button to download a zip folder from your web browser, containing the quiz files.

Editing a Quiz

To edit a previously built quiz, navigate to its containing folder on your computer. If you have not previously unzipped it.

After finishing the quiz setup and clicking the 'Proceed' button, you may begin creating questions and corresponding answer sets.
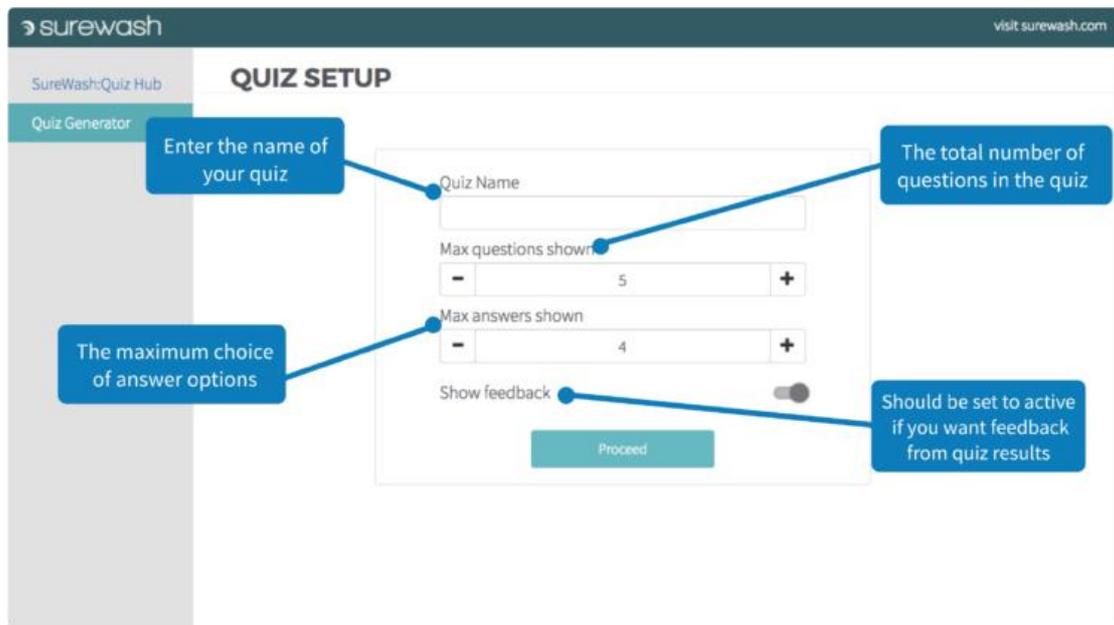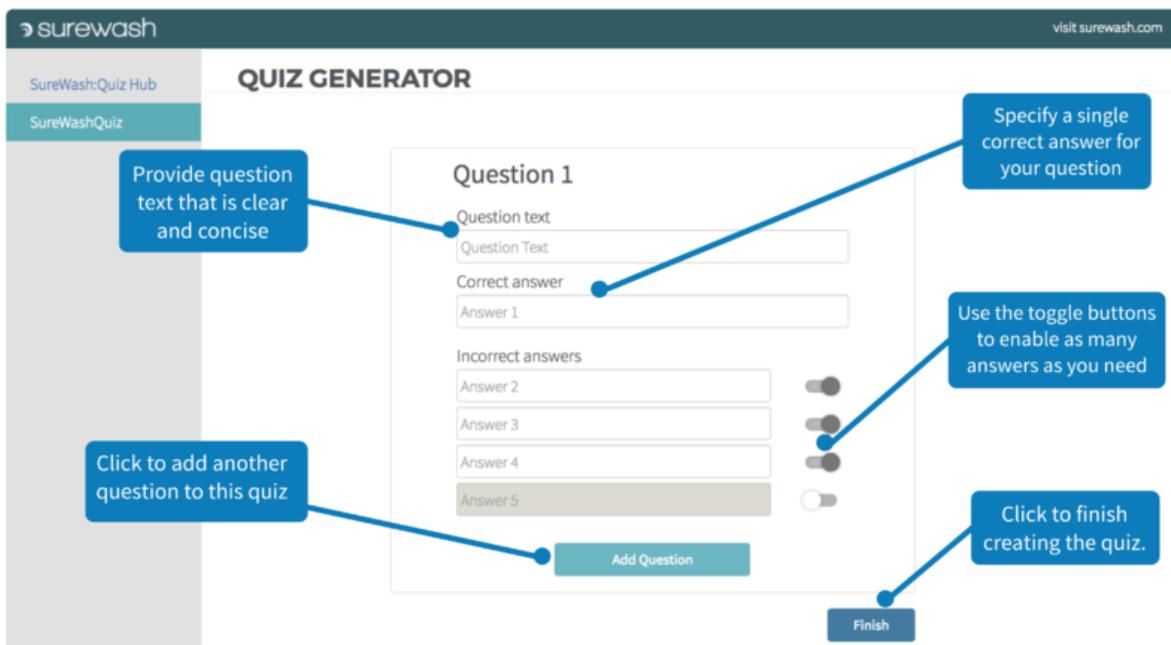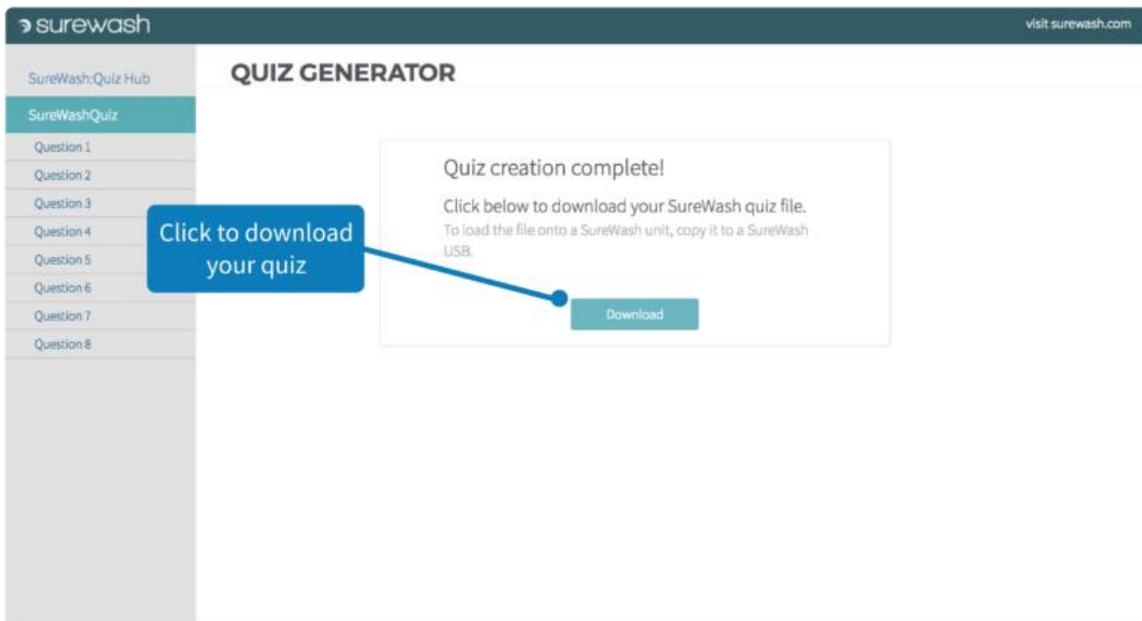

When satisfied that you have written all of your desired questions, ensure that your SureWash USB is inserted into the computer and click the 'Download' button to download a zip folder from your web browser, containing the quiz files.

Installing a Quiz

Once you have finished with quiz creation/editing there are 2 ways to get the quiz files onto your SureWash machine:

- **Online Update:** If your machine is connected to a WIFI network and configured to use SureWash.Net, you can click the 'Send to SureWash' button and your quiz will be pushed to SureWash.Net over the web.

- **Offline Quiz Install:** If your machine is not connected to a network, you can create your quiz on SureWash.Net and download to your SureWash USB stick. Press the 'Download' button and then locate the quiz file in your computer's Downloads folder. Move the .zip quiz file onto your SureWash USB key (do not extract/unzip the file). Now plug the USB key into your machine, log in as an administrator and import the quiz as normal.

Other Features

Certificates

The Certificates section allows you to certify the level of competence achieved on SureWash by your staff.

You can issue a certificate to users based on role, department, date range, or by manually entering the user IDs. Each certificate will be outputted as a printable PDF file.

Adding Users

If your SureWash system is online, you can use this feature to import new users onto your system.

Note: this feature will only work if your SureWash machine has been configured for SureWash.Net and is currently powered on and connected to your WIFI network.

You can add users by importing from a CSV file, or by manually entering their details. If you are importing from a CSV file(this method is quicker and more suitable for cases when you have a larger amount of users to add), you can find instructions on how to format the CSV file, along with a CSV template file, in the 'Users' section.

https://surewash.net/add_users/

Last edited on 30/11/2020