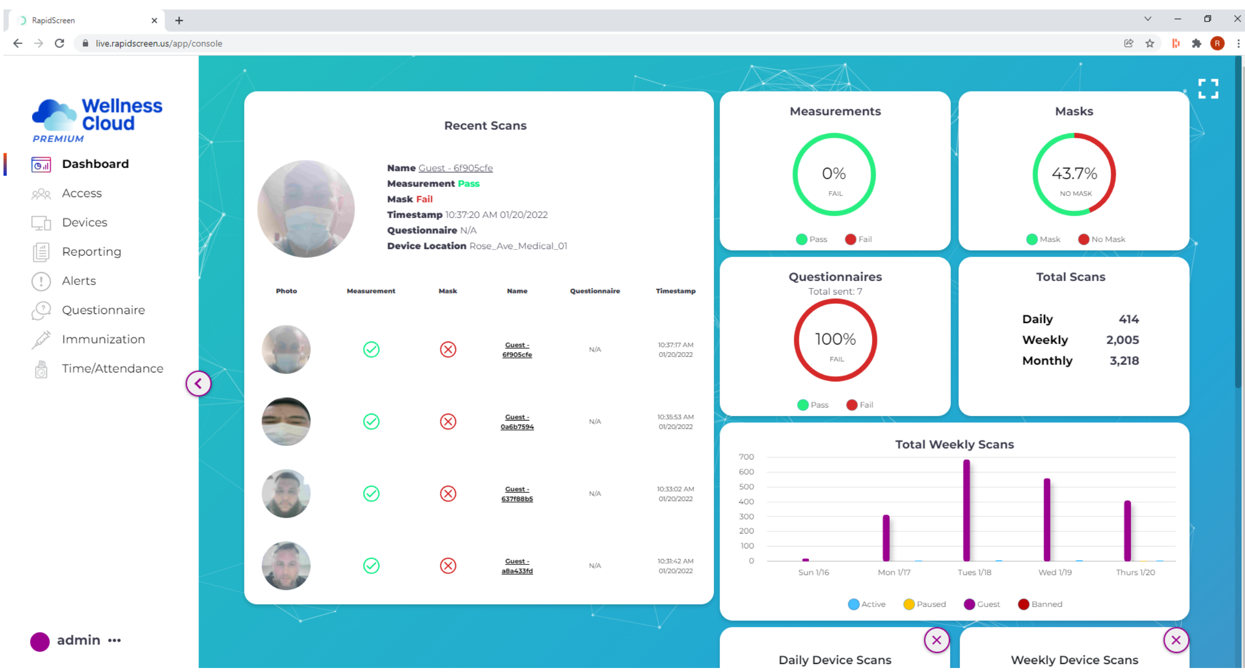
RapidScreen.us User Guide

Wellness
Cloud

https://live.rapidscreen.us/user/login

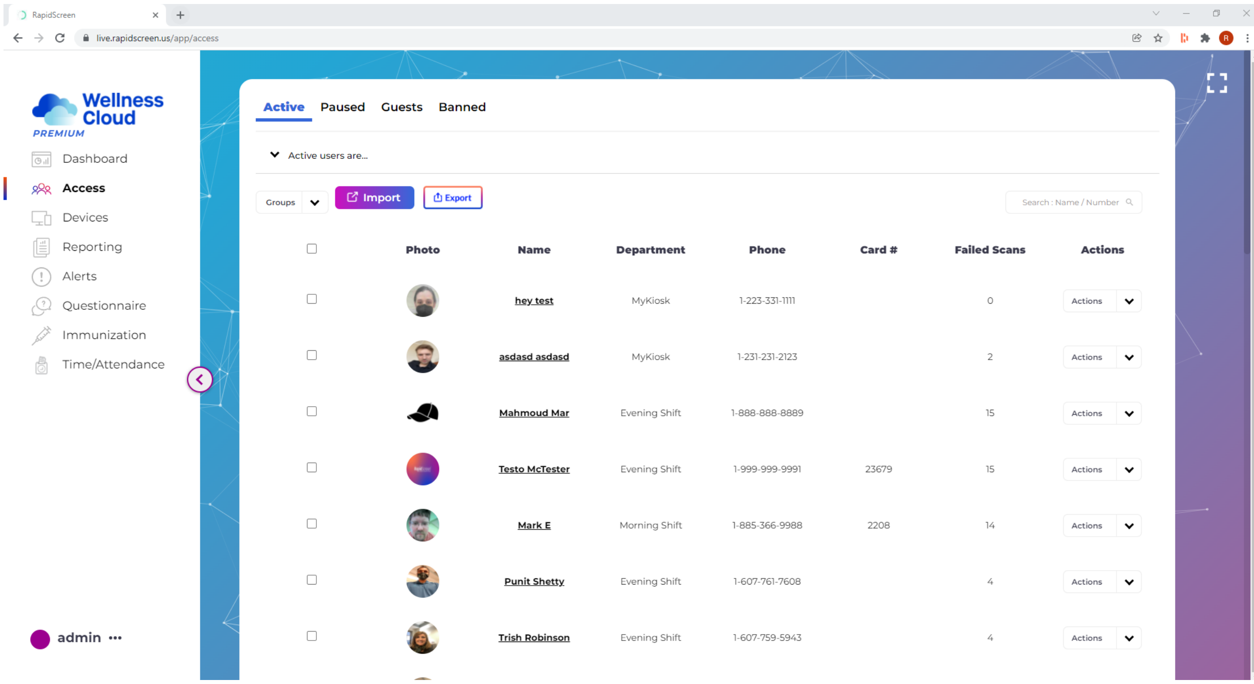
SpinTouch offers the Wellness Cloud at rapidscreen.us as a remote management tool for our RapidScreen temperature scanners. When purchasing a Rapidscreen scanner, if you elected to get a cloud package, you should have been sent login information for your account. If you lost or did not receive an email with your account login information please contact: support@spintouch.com and we can provide your login credentials.

DASHBOARD



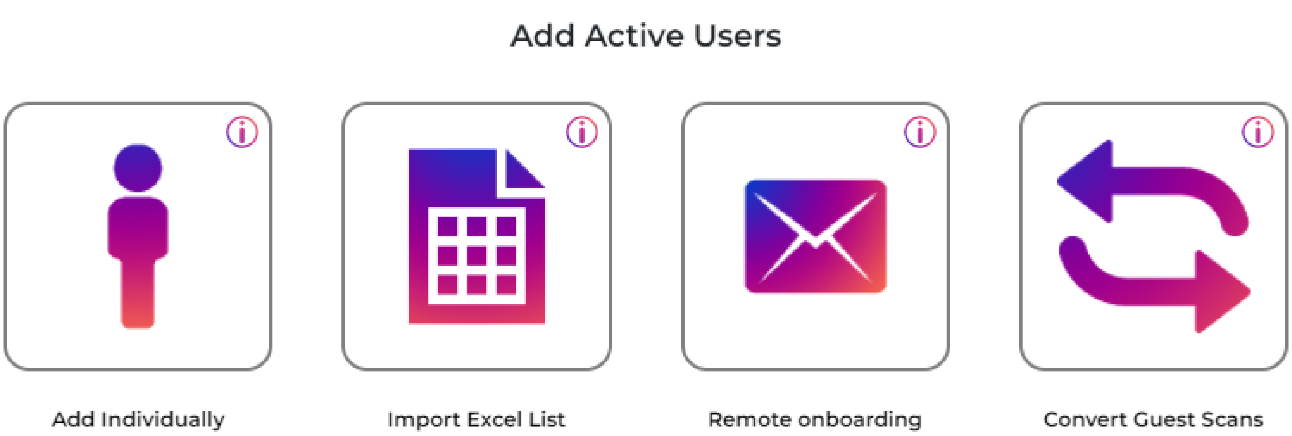
The Dashboard tab is the main landing page for rapidscreen.us and it shows an overview of recent activity (5 most recent scans and statistics). You can use the 'Edit Individual Device Data' box to select which individual devices are included in the Daily & Weekly statistics graphs. This page will auto refresh any time a new scan comes in, so you can leave it open and watch to monitor scans.

ACCESS

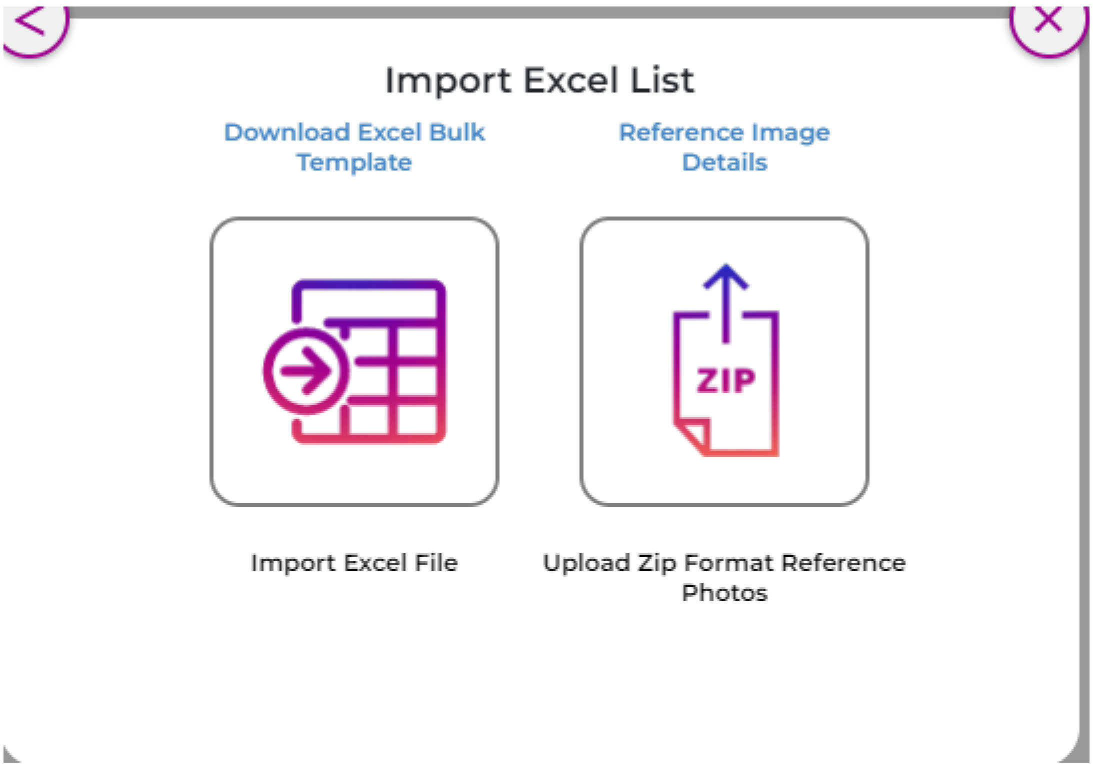


The Access tab is where you can register your staff with their names, phone numbers and facial recognition reference photos. Once your staff have been registered here the data will sync to your scanner device and they will be recognized by the device, their names will show up on their scan records, and you can then use the device for access control.

To add personnel start by clicking the Import button:

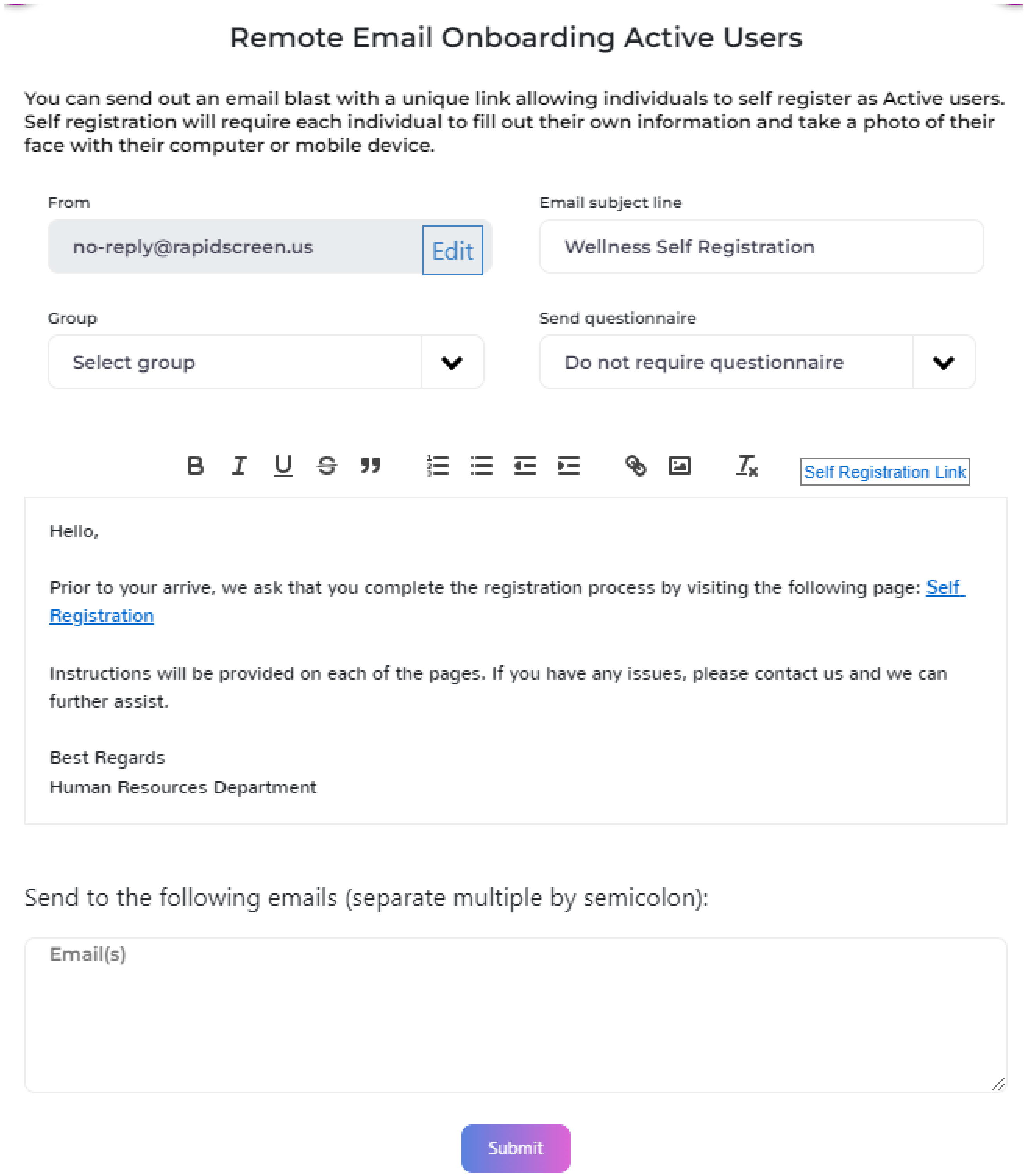


Add Individually - opens a form to register a single person
Import Excel List - Opens up the bulk import options
Remote Onboarding - Opens up the bulk email invite window
Convert Guest Scans - go to the Guests tab to Convert a Guest into a register user



Click on the ‘Download Excel Bulk Template’ link to download an XLSX spreadsheet, simply fill out the names, emails, and phone numbers of your personnel and save the file, then click on the button above ‘Import Excel File’ to browse to your file and upload it. This will populate your Access/Active tab with personnel.

Next you would assemble photos of your personnel, and make sure they are .jpg images named after the person such as: John Smith.jpg   Put all of those photos into a ZIP file and then you can click the button above ‘Upload Zip Format Reference Photos’ to browse to your file and upload it. This will make the system go through the photos and attach them to the person with that name.



Remote Email Onboarding Active Users

You can send out an email blast with a unique link allowing individuals to self register as Active users. Self registration will require each individual to fill out their own information and take a photo of their face with their computer or mobile device.

From

no-reply@rapidscreen.us Edit

Email subject line

Wellness Self Registration

Group

Select group

Send questionnaire

Do not require questionnaire

Self Registration Link

Hello,

Prior to your arrive, we ask that you complete the registration process by visiting the following page: Self Registration

Instructions will be provided on each of the pages. If you have any issues, please contact us and we can further assist.

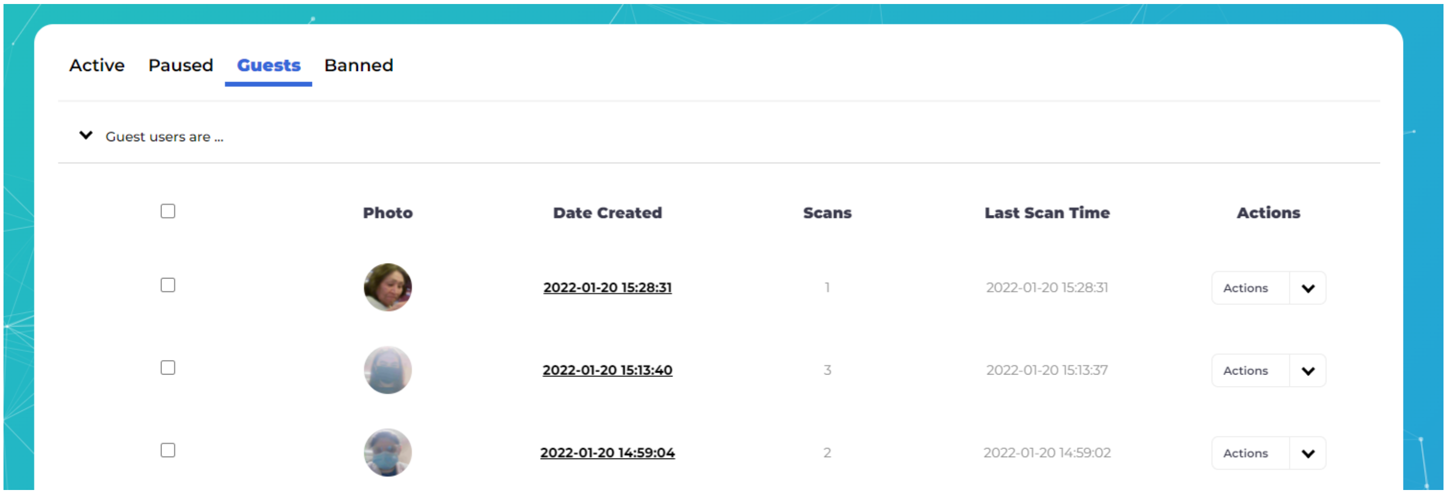
Best Regards
Human Resources Department

Send to the following emails (separate multiple by semicolon):

Email(s)

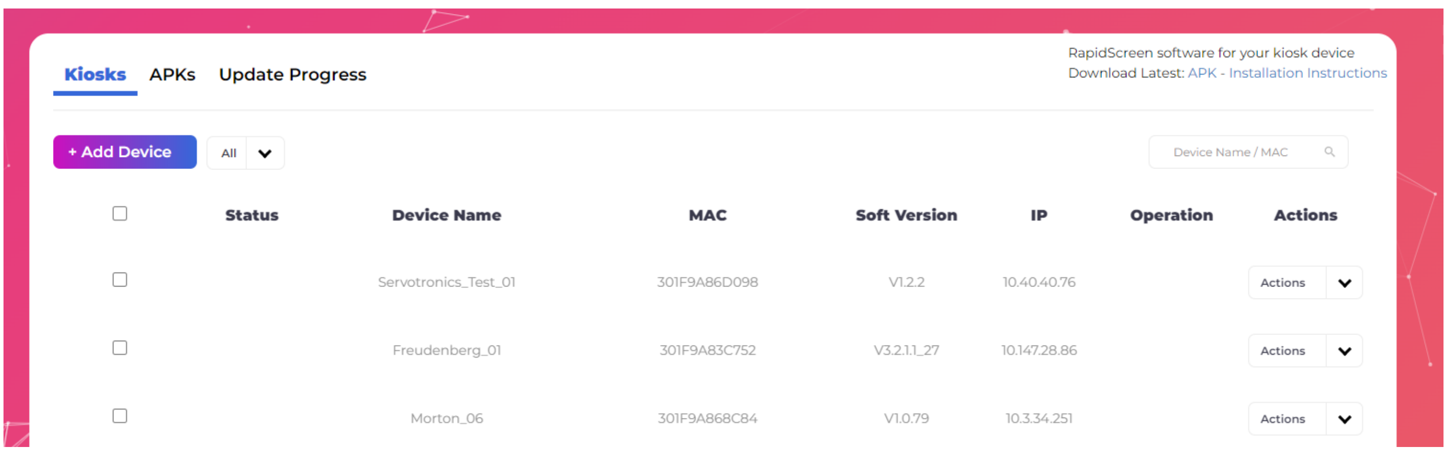
Submit

On this window you can send out a mass email with an invite link for people to self register to the system. Simply select the Group (the root group with your account name is default) and then type in a list of emails at the bottom (separated by semicolon). Once you hit Submit the email addresses will all be sent their onboarding email with the invite link.



On the Guests tab you can use the Action button and select ‘Convert to Profile’ to register someone using the photo from their first scan at the device (make sure they do this without a mask or glasses - you can always delete them from Guests to have them scan again)

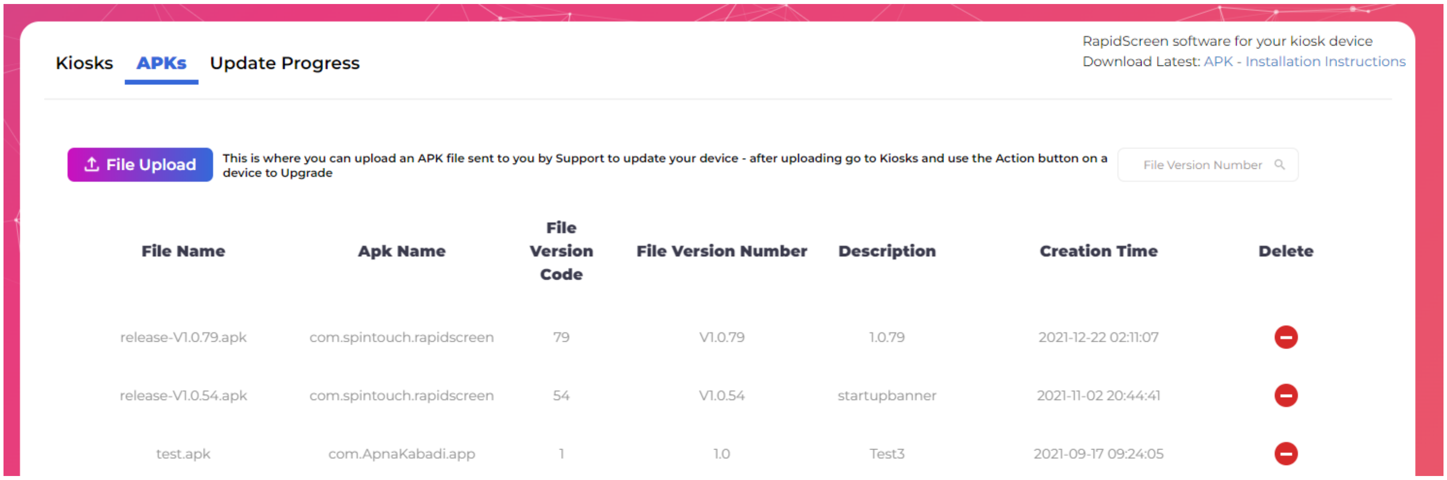
DEVICES



The Devices tab is where you can register your scanner with your account (so that scan results come through to Reporting), also you can upload APK files for updating the app on your device here and then push that update over to the devices (which can be easier than doing it at the device itself with a USB flash drive).

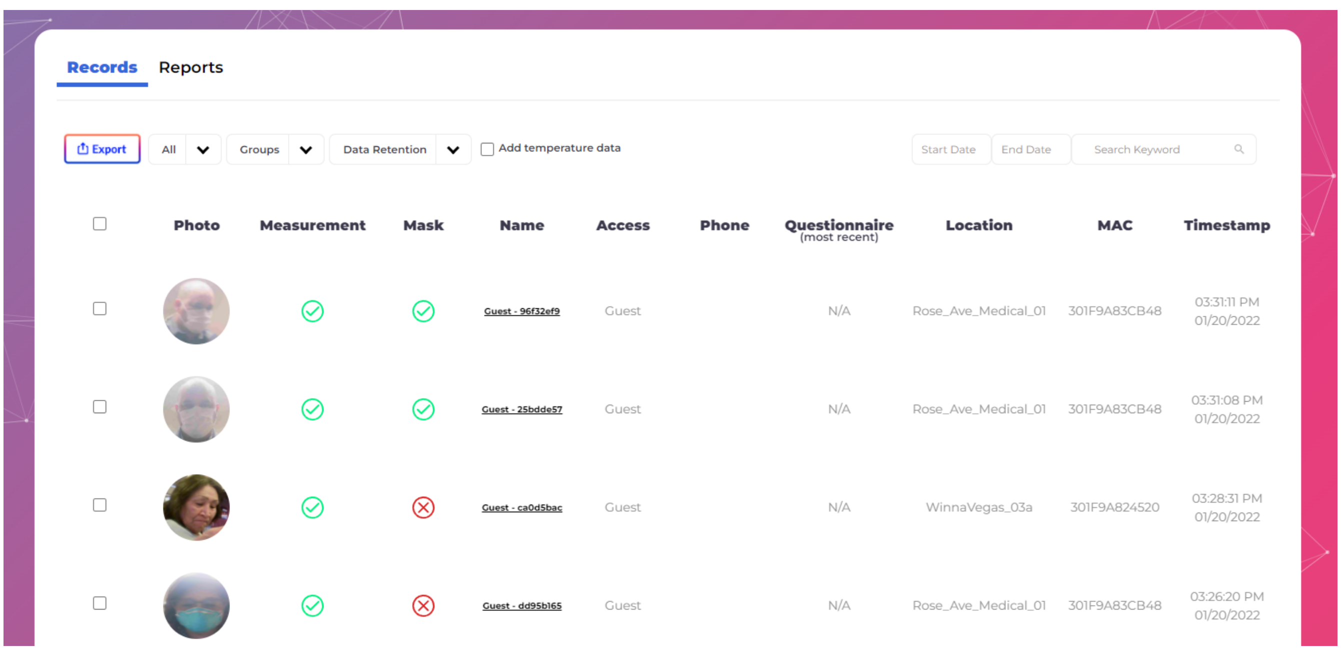
The process for connecting a scanner to the rapidscreen.us site is this: first you use the Add Device button on the Kiosks tab to add your scanners one by one, give them a name, select your company root for the Group and then enter the MAC address (without colons). Once you confirm this you will see the kiosk showing up in the list of devices.

After the device is registered here, make sure it is online with WiFi or ethernet and then reboot the device (pull power plug) - once it reboots it should fully connect with the account and you will see a green checkmark on Status and information on Software Version and IP.



On the APKs tab of Devices you can see any APK (app installer) files that you have uploaded to your account. Using the File Upload button you can select an APK to upload here. Once you have an APK here you can update the device itself remotely by pushing the APK to it over the network. To push the update simply go back to the Kiosks tab and use the Action button on a device and select Upgrade, then choose the APK you want to update with. You can see the progress on the Update Progress tab.

REPORTING



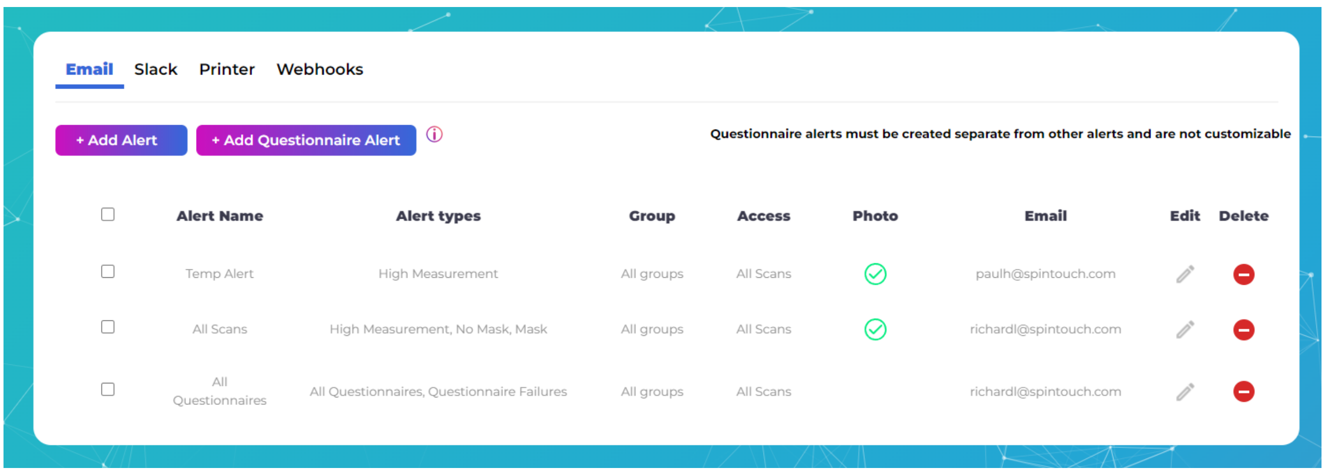
The Reporting tab is where you can view all scan results and data from your scanners that have been connected. It will include a photo of each scan event, even if the person is not registered. If you do register your staff then they will show up in these results with their name and phone number listed as well.

You can set a date range to filter the results shown on screen - you can also use Export to generate a Report for a given date range - then in the Reports section you can download these data exports (which are XLSX spreadsheets).

Take note of the Data Retention dropdown, you will have various options for how long the data is kept on our site. After the retention period the data is permanently deleted, so if you need long term record keeping you need to create Exports regularly.

The ‘Add temperature data’ checkbox is another important option here. By default the site only tracks pass / fail for scan results - showing a green check or a red X for the Measurement result. If you check the ‘Add temperature data’ checkbox then all future scans will show the actual temperature result (and so will the exports).

ALERTS



The Alerts tab is where you can set up email notifications for events such as people scanning with a high temperature, or not wearing a mask, or failing a questionnaire.. We already have our no-reply@spintouch.com email set up for this so all you have to do is click the Add Alert button, choose what type of alert you want, then enter the email addresses (semicolon separated) that you want the alerts going to. You can customize the message of the alerts as well. By using any cell phone carrier’s email-to-text service you can forward these alerts on as text messages.

For questionnaire alerts just click the Add Questionnaire alert button, and put in the email addresses that you want to receive the alerts (choose either failures only, or all questionnaire responses). The questionnaire alerts will include the questions and answers.

The Slack section is for integrating with the real time chat service Slack, so that events can be turned into automatic messages in a chat channel there. For more information on this please review the Slack Integration Guide:

https://drive.google.com/file/d/1aIM9dfwJvGysO2c0KO0Rzfc1U786fGhz/view?usp=sharing

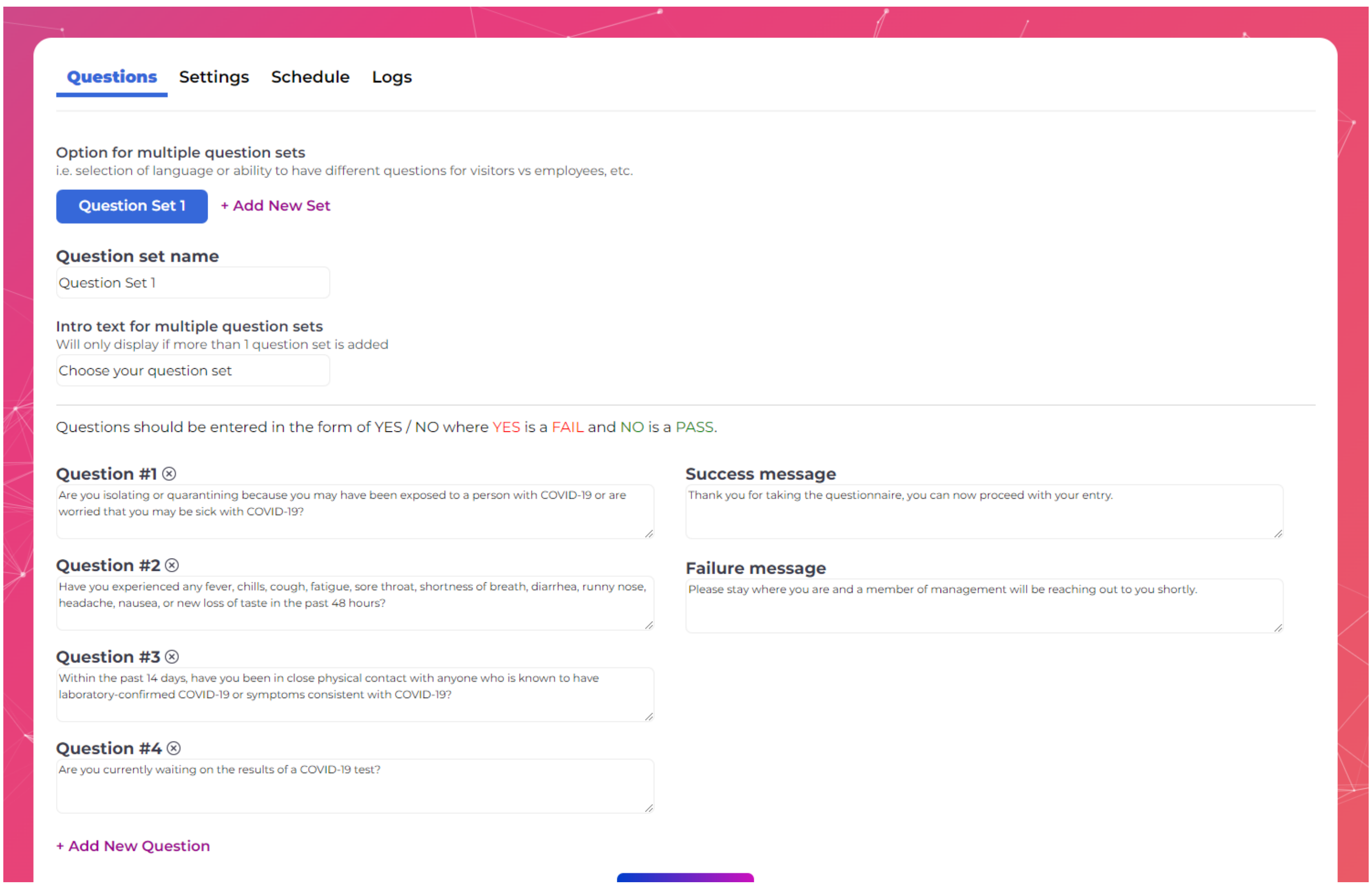
The Printer section will allow you to set up a MicroStar printer using the CloudPRNT feature (or direct USB connection) so that it will print out a ticket when someone scans into our system. For more information on this please review the Cloud Printer Guide:

https://drive.google.com/file/d/1mPfFk2G3aq8xmSIPcHxea3AmvfobP0-r/view?usp=sharing

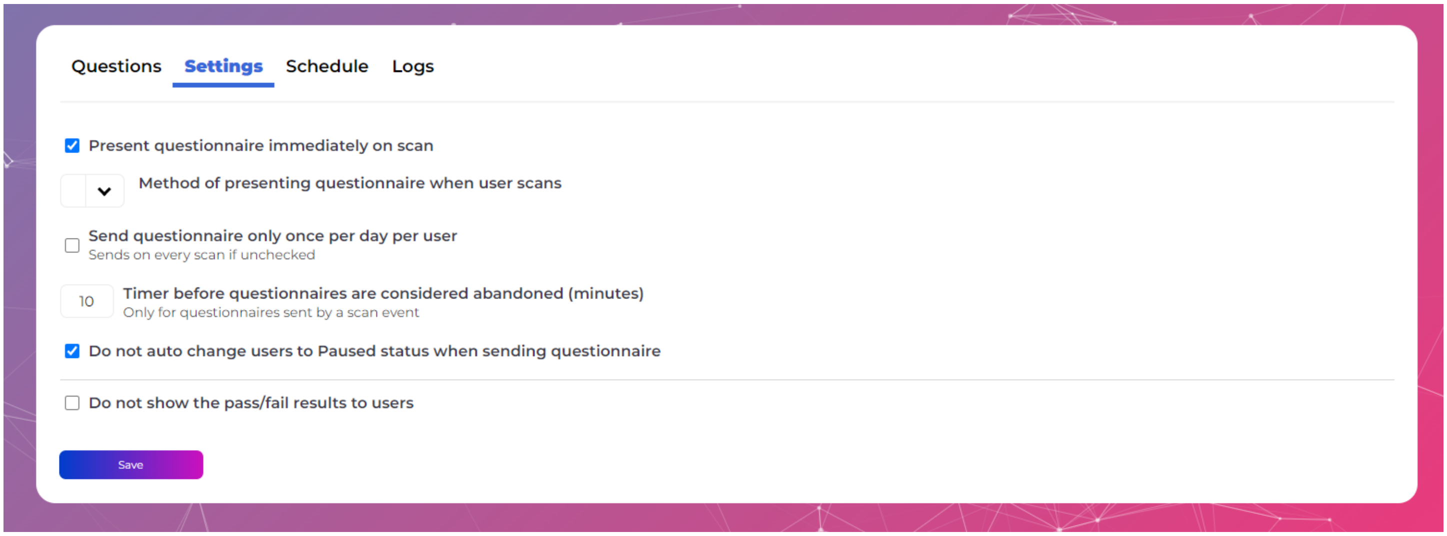
The Webhooks section allows you to define a web endpoint to receive data from our site when events happen such as a high temperature scan. For more information on this please review the Webhook Guide:

https://drive.google.com/file/d/1zRLJUQShIU4YGKyhwEQkN_K3FzqeJcbM/view?usp=sharing

QUESTIONNAIRE



On the Questions tab you can define the questions you want to have included in any SMS / Email / On Screen questionnaire. You can have as few as 1, and as many as 15 questions. The questions can be fully customized, but need to be written as Yes / No questions with a Yes as the fail. You can create multiple question sets and people will be prompted to choose a set to answer (such as different languages, or employee vs guest).

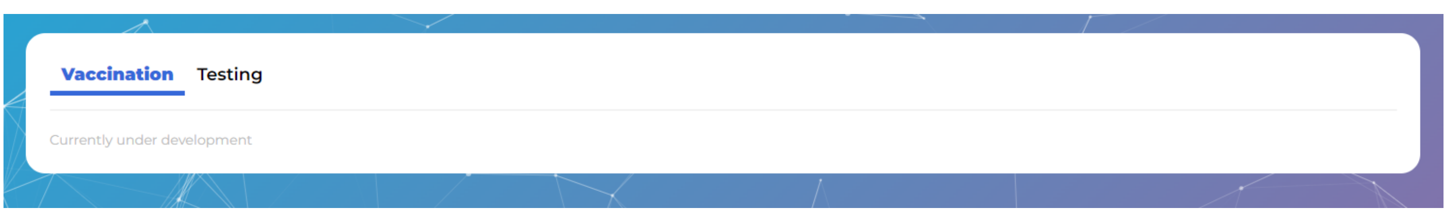


On the Settings tab you can set the device to trigger a questionnaire every time someone scans, to do this check the box for 'Present questionnaire immediately on scan' and then use the dropdown to set the 'Method of presenting questionnaire when user scans' (Email, SMS, or On Device).

There is an option to only trigger the questionnaire once per day. You can also set a timer for when a questionnaire is considered abandoned, which would trigger a Questionnaire Failure alert. Another option allows you to disable the auto pausing of someone when the questionnaire is triggered, it is recommended to enable this 'Do not auto change users to Paused status when sending questionnaire' option unless you know you need it off. Finally there is an option to hide the pass/fail results to users but this is usually left unchecked.

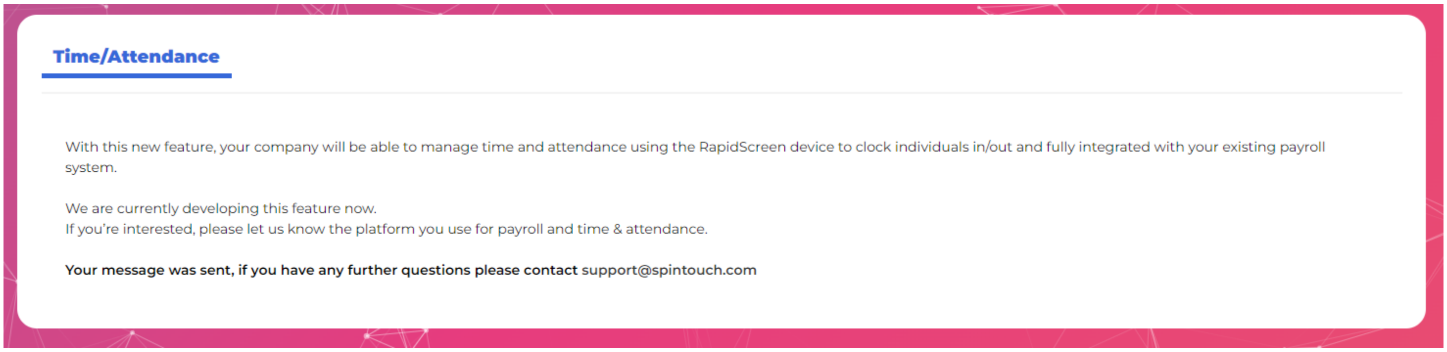
You can go to the Logs tab to see timestamps for questionnaires being sent out to various emails or phone numbers.

IMMUNIZATION



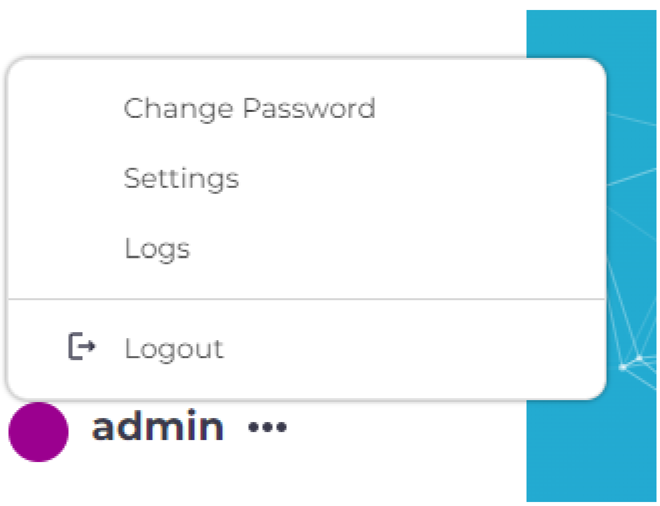
This section is currently still under development. The concept is to include a system for managing testing certificates and vaccination records.

TIME/ATTENDANCE

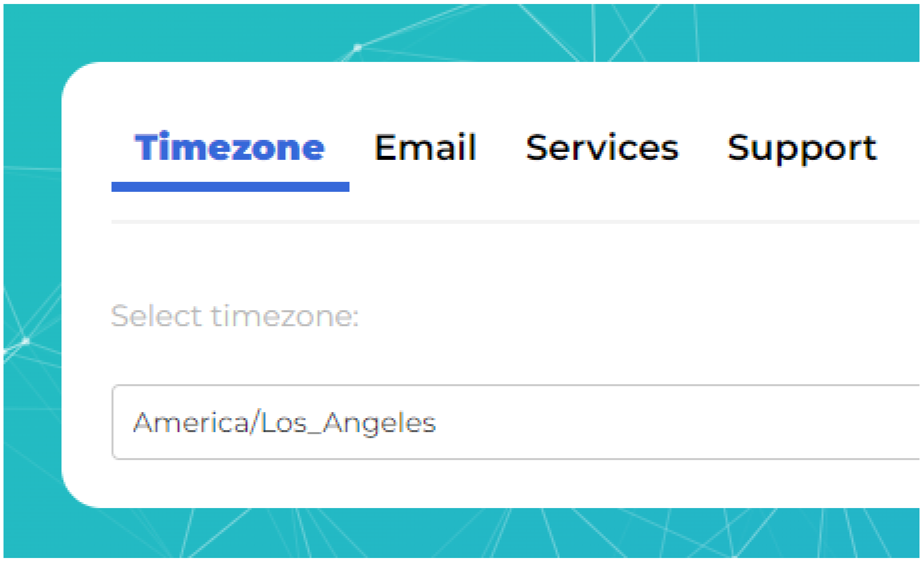


This section is currently still under development. The concept is to build integrations with various Time & Attendance platforms so that the devices could be used as automated time clocks.

SETTINGS



If you click the triple dots button next to your account name you will get some additional options. You can change the account password, go into the account settings, or see Logs about various activities on the account.



If you go into the account settings you can change the timezone which will reflect on the Reporting tab. You can also use the Email tab to use your own mail server rather than our provided no-reply one. The Services tab allows you to do some advanced features such as Slack bot integration, or using your own Twilio or AWS account in place of ours. Finally you can use the Support tab to get assistance with any problems you are having.