Baxter

SmartCare Remote Management

Instructions for use

Baxter Technical Support

For information about any Baxter product, contact Baxter Technical Support: baxter.com/contact-us.

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Contents

Introduction

Product overview

SmartCare Remote Management provides a way to remotely manage and administer service and support data for connected Baxter products.

The audience for these instructions is system users involved in the maintenance and service for supported Baxter products.

SmartCare Remote Management is either hosted in the cloud or on premises.

Cloud-hosted **SmartCare** Remote Management

If your **SmartCare** Remote Management software is cloud hosted, access it at this link:

https://smartcareremotemanagement.hillrom.com

See the diagram below for a high-level overview of how cloud-hosted **SmartCare** Remote Management works.
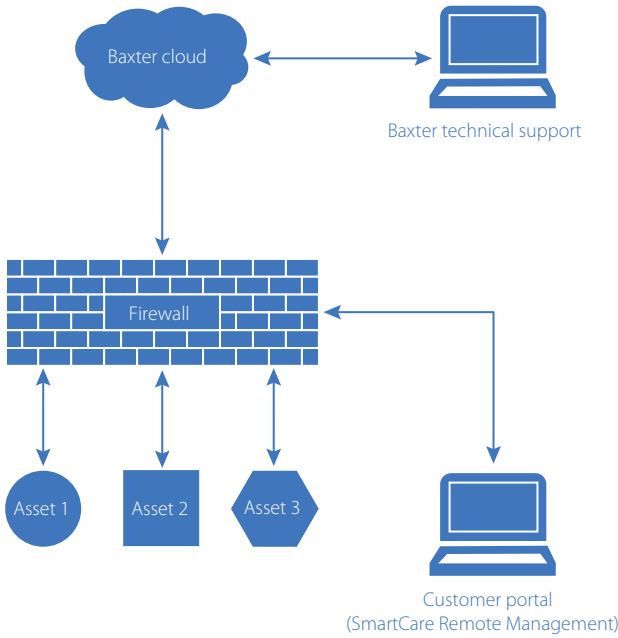
On-premises SmartCare Remote Management

An on-premises version of **SmartCare** Remote Management is hosted on your IT infrastructure behind your firewall. Its workflows are slightly different from those in a cloud deployment. Also, only certain assets are compatible with on-premises **SmartCare** Remote Management, such as **Connex** Spot Monitor, **Connex** Vital Signs Monitor, and **Connex** Integrated Wall System.

See the diagram below for a high-level overview of how on-premises **SmartCare** Remote Management works.

For more details, see the ***SmartCare****Remote Management – On-premises version Setup guide* or contact your local Baxter representative.
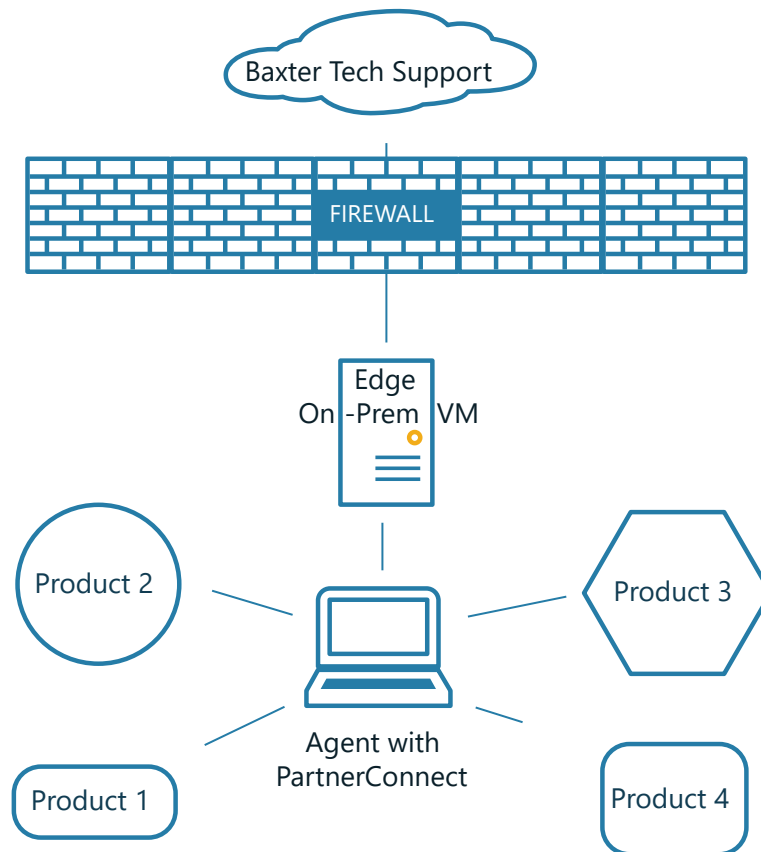
Compatibility

SmartCare Remote Management is compatible with the following web browsers:

- **Microsoft Edge**
- **Google Chrome**
- **Safari**, iOS 14

For product compatibility, refer to the feature compatibility matrix at the following link:

https://smartcareremotemanagement.hillrom.com

For more compatibility information, please contact your Baxter representative.

Purpose

SmartCare Remote Management helps you to remotely service connected Baxter products through features such as those listed below.

> **NOTE** The specific items from the list below that apply to your connected Baxter product may vary depending on the type, and the on-premises version may not support remote services that require Internet access. Contact your Baxter representative for more information about the specific service-related tasks.

- Remote log retrieval
- Preventive maintenance tracking
- View error code notifications
- Component health alerts
- Access and print reports
- Access and deploy configuration and custom data files
- Upgrade firmware
- Locate connected Baxter products via access point (AP) mapping information

Navigate **SmartCare** Remote Management

The **SmartCare** Remote Management user interface provides filters, a search box, and hyperlinks as navigational tools. An example of a **SmartCare** Remote Management screen with callouts identifying key features appears below. The screen below is only an example. The actual interface may vary.

Only administrators can see the ADVANCED menu option shown below. If you have administrative privileges, then you also may see an initial rollup page before the screen below. From the rollup page, you can click your organization's name to navigate to the screen below.

NOTE The search box is always case sensitive.

A banner across the top of the page may appear, providing helpful information. For example, this banner may indicate the date of upcoming site maintenance. To learn more about a specific banner, click **More** on the banner's right side.

No.	Feature	Description
1	Account/User link	The Account/User link displays the user's name after logging in and provides a Log out link to exit **SmartCare** Remote Management.
		If the user is an administrator, the ADVANCED menu appears on the left side of the screen.

No.	Feature	Description
2	Global Service Center link	The Global Service Center link opens a new window and navigates to the Service Center website.
		This link only appears in the cloud-hosted version of **SmartCare** Remote Management. It will not be available in the on-premises version of **SmartCare** Remote Management.
3	Contact Us link	The Contact Us link opens a new window and navigates to the Contact Us website.
		This link only appears in the cloud-hosted version of **SmartCare** Remote Management. It will not be available in the on-premises version of **SmartCare** Remote Management.
4	ASSETS	The ASSETS page displays a list of assets that you may filter by organization, including by ownership and facility. You may also sort the assets by firmware, config file, asset tag, serial number, time last connected, status, or the date preventive maintenance (PM) is due
5	REPORTS	The REPORTS page provides service-related reports by asset type.
6	UPDATES	The UPDATES page allows you to select the asset type and the asset update type in order to push updates to assets.
7	ADVANCED	The ADVANCED menu contains settings that are available only to administrators. See "Advanced settings (administrators only)" for more information.
8	Search box	Use the search box to search the Firmware, Config, Asset tag, and Serial number columns.
		The search box is always case sensitive.
		Searching for an access point MAC address results in a list of devices that report using the access point. An example access point MAC address search query is below.
		AP=28:c6:8e:78:18:2b
9	Asset list column headers	The asset list column headers enable sorting and presentation of asset data by category in ascending or descending order by clicking on the header. When you first access the page, assets with alerts or errors will appear at the top of the page. Sorting within columns occurs as follows: • Firmware sorts by asset firmware version. • Config file sorts by the asset current, active configuration name. • Asset tag sorts alphanumerically by asset tag. • Serial number sorts alphanumerically by serial number. • Last connected sorts by the date/time of an asset last seen on the server. • PM due sorts by the date recorded in the system as the preventive maintenance due date.

No.	Feature	Description
		• Status sorts by prioritizing assets with alerts or errors. These assets are automatically prioritized when you first access the page.
10	Organization and Asset type dropdown menus	These menus enable you to narrow the asset list according to facility/organization, location/unit, and/or model. By default, no filters are selected at the start of a new session.
11	Asset list data	The asset list data provides at-a-glance information for each asset based on filters or searches. Clicking anywhere in a specific asset's row navigates to the asset details screen.
12	Search/filter results	The search/filter results indicate the number of results displayed on the page, out of the total number of results. A maximum of 50 results can appear on a page.
13	Pagination controls	The pagination controls enable navigation from one page of results to another.
14	Status column	The status column tells you that an error code or alert has appeared on the connected Baxter product.

Use **SmartCare** Remote Management

This chapter addresses the following topics and tasks:

- Best practices for deploying configuration and software updates
- Log in and log out
- Access the asset list
  - Filter the asset list
  - Use the search box

- Access asset details
- View error code notifications
- Component health alerts
- Access and print reports
- Change call-home frequency (Service Monitors only)
- Access and deploy configuration and custom data files
- View the status of a configuration deployment
- Upgrade firmware
- Locate connected Baxter products via access point (AP) mapping information
- Use the support links—cloud-hosted version only

Best practices for deploying updates and upgrades

This section describes recommended best practices for deploying new configurations and software upgrades to your connected Baxter products using **SmartCare** Remote Management.

Before deployment
- Make sure the scheduled deployment time is during normal business hours when resources are most likely to be available for you, including Baxter. As the customer, you own the communications and training plan.
- Be sure to perform basic regression test cases first to ensure the updates/upgrades work correctly in your environment before a vast deployment. In addition to verifying asset network connectivity, ensure the asset tag and location fields appear properly on the asset.
- Before the planned deployment, coordinate with clinical staff to turn on assets during the planned update time to ensure maximum update coverage.

During and after deployment
- Use the **SmartCare** Remote Management report feature to check on the CFG Update Status and/or the Firmware Status.

Log in and log out

This section describes two different methods of logging into **SmartCare** Remote Management. Depending on how your facility is set up, you will either log in without single sign-on or sign in with single sign-on.

These instructions assume you have established login credentials to access **PartnerConnect** and have credentials to access **SmartCare** Remote Management. If this is not the case, contact your organization's administrator.

> **NOTE** See "Sign in (with single sign-on)" for more information about the single sign-on process.

Log in (without single sign-on)

Follow the steps below to log in to SmartCare remote management if your facility is *not* set up with single sign-on.

1. Open an internet browser and enter the SmartCare Remote Management URL:

    https://smartcareremotemanagement.hillrom.com

2. Enter your email address and password for this site.

3. Click **LOG IN**.

    SmartCare Remote Management opens and displays either the ASSETS window or a rollup page from which you may select your clinic.

    > **NOTE** By default, SmartCare Remote Management presents an unfiltered asset list at the start of a new session.

4. If you have forgotten your password, click **Forgot password?** to receive an email with instructions for updating your password.

Sign in (with single sign-on)—cloud-hosted version only

Follow the steps below to sign in to SmartCare remote management if your facility is set up with single sign-on and if you are using a cloud-hosted version.

The single sign-on method allows you to authenticate your credentials through your company's existing Active Directory (Windows login). This method eliminates the need to provide a username and password at every login.

> **NOTE** Single sign-on is available to customers with corporate accounts that are compatible with SmartCare remote management. Establish the initial account setup in advance with help from Baxter Technical Support: baxter.com/contact-us.

1. Open an internet browser and enter the SmartCare Remote Management URL:

    https://smartcareremotemanagement.hillrom.com

2. Click **SINGLE SIGN-ON**.

3. Click the name of your company's single sign-on provider.

    > **NOTE** The look and feel of the prompts after this step may vary.

4.   Enter your corporate email and click **Next**.

5.   Enter your corporate password and click **Sign in**.

A message may appear asking whether you would like to stay signed in.

6.   If a message appears, asking whether you would like to stay signed in, click the appropriate option. For example, you may click **Yes** to reduce the number of times you are asked to sign in, or you may click **No** to opt out of this feature.

If it is your first time signing in, an ACCESS PENDING message will appear. Contact your corporate SmartCare Remote Management administrator to request an assignment to the proper asset group(s). Once the administrator assigns you to the asset group(s), you will be able to log into SmartCare Remote Management.

> **NOTE**   Please see "Provide a new user with single sign-on access" in the "Manage SmartCare Remote Management users" section for more information about single sign-on.

Log out

To exit SmartCare Remote Management, follow the steps below.

1.   Click the Account/User link at the top of the screen. (Look for your user name.)

2.   Click **Log out** in the popup window.

Access the asset list

The asset list provides a complete list of equipment associated with your Account/User ID. This list opens automatically when you log in to **SmartCare** Remote Management, unless you are an administrator, in which case the list will open after you click the name of your clinic. To access the asset list from any other screen in **SmartCare** Remote Management, click the **ASSETS** option on the left side of the screen.

Filter the asset list

Filtering lets you refine the asset list by asset type and by organization, including by a specific location within an organization.

By default, no filters are applied at the start of a **SmartCare** Remote Management session, but you can apply filters at any time during your session. Once you apply filters, they persist throughout a session until you modify them.

The steps below move from the most general to the most specific filter options, but you can filter by model alone and in some cases with a subset of the other available filters.

1.   To filter the asset list by organization, select the **Organization** dropdown. The organization dropdown appears above the asset list.

The screen will refresh to display the selected organization.

2.   To filter the asset list by location or facility, select the location from the Organization dropdown.

The screen will refresh to display the selected location.

3.   To filter the asset list by model, click a selection under Asset type.

The screen will refresh to display the selected model type.

The asset list data presented changes based on filters applied and includes the following details:

- Firmware
- Config file
- Asset tag
- Serial number
- Ownership
- Last connected
- PM due (date preventive maintenance is due)
- Status

You can sort asset list data by clicking in selected columns. The Type column and the Ownership column are unsortable. In addition, if more than 50 results appear in your list, pagination controls at the bottom of the screen allow you to navigate to additional asset list data.

Use the search box

Another way to refine the asset list is to use the search box. Enter a query that will look for a match in a device's model name, asset tag, serial number, ownership, or connection information. Entries in the search box are case sensitive and will immediately clear any applied filters. To use the search box, follow the steps below.

1. Place your cursor in the search box.
2. The search box is case sensitive. Enter the alphanumeric characters for your query.

   With each character you enter, the results displayed change to present all devices with data that exactly match your query. Note that partial serial numbers, dates, and words may suffice to narrow your results.

3. Modify the search, if needed, by editing your query.
4. To clear the query, click the **X** in the search box.

If no devices match the search query, the screen displays the message, "Displaying 0-0 of 0 results."

Access asset details

Access detailed information about a specific asset on the ASSET screen by following these instructions.

1. Use filters or a search query as desired to refine the asset list data presented onscreen.
2. Click anywhere in a specific asset's row to open its asset details screen.
3. Click the asset detail tabs to find the specific information you need. The available tabs vary based on the asset selected. Possible tabs include Preventive maintenance, Component information, Error codes, and Logs.

   > **NOTE** From the asset details screen, you may be able to view access point (AP) mapping information to help you find an asset's approximate location. If you are an administrator, you may also enter a custom label.

4. To open the Request logs window, if available for your asset, click the **Logs** tab, click **Request logs**, select the type of log you want to download as well as the date(s) if applicable, and click **Download**.

5.   Click **Edit** to edit asset details, if desired.

> **NOTE** If the asset has a fixed location, you can modify and save room and bed details in this window. This information is saved only on the **SmartCare** Remote Management server for tracking purposes and is not pushed to the asset.

View error code notifications

Some connected Baxter products offer an option to view information about error codes from the asset details screen. If your connected Baxter product offers this option, follow the steps below to view the information.

> **NOTE** The following icon ⚠ indicates error codes or alerts.

1.   From the ASSETS screen, use filters or a search query to refine the details.

2.   Click anywhere in a specific row to view additional details.

3.   Click the **Error codes** tab.

4.   Click the row that displays the error name.

A window showing information about the error, including possible solutions, appears.

> **NOTE** Click **Reference** either in the asset details screen or in the error code window to open the service manual.

Depending on the type of asset, you may see status information about service alerts in the error codes window:

- "Active" means that the asset reported an error.

- "Acknowledged - no work order" means that Baxter support has acknowledged the error but has not yet assigned a work order.

- "Acknowledged - work order" means that Baxter support has assigned a work order. In the case of an acknowledged work order, the work order number appears next to the "acknowledged" status.

Component health alerts

> **NOTE** The following icon ⚠ indicates a component health alert, such as a battery end-of-life alert, or an error code.

> **NOTE** Not all connected Baxter products will have this feature.

Component health alerts help you to know when the health of a component may be in question.

For example, the end-of-life battery alert helps you proactively replace batteries. When a battery in a connected Baxter product is nearing its end of life, a battery end-of-life icon (⚠) appears on the ASSETS page in the Status column. This icon means that the battery maximum capacity is at less than 35% so only a portion of the battery is usable. Low battery maximum capacity shortens the amount of time before battery charging is required. If the battery end-of-life icon appears, we recommend that you replace the batteries in the asset.

View end-of-life battery alert details

To view an end-of-life battery alert and the percentage of battery life remaining, follow the steps below.

1. From the ASSET screen, use filters or a search query to refine the asset list data.

    The end-of-life battery alert (⚠) appears in the Status column.

2. Click anywhere on a specific asset's row to open its asset details screen.

3. Click the **Component information** tab where the end-of-life battery alert also appears.

4. Click **>** next to the battery name to expand the details about the battery status.

    The end-of-life battery alert appears next to the percentage of remaining battery life.

View a list of assets with end-of-life battery alerts

Using the Reports option, you may view a list of the assets with end-of-life battery alerts. Follow the steps below to generate an Activity report with the end-of-life battery alerts prioritized.

1. Click the **REPORTS** option on the left side of the screen.

2. At the top of the REPORTS screen, select the desired facility and asset type. For the report type, select **Activity**.

3. Click the column heading **Replace?** to sort by assets that need their batteries to be replaced. The letter Y indicates that, yes, the batteries are close to their end of life (less than 35% battery maximum capacity remaining), and the letter N indicates that, no, the batteries are not close to their end of life.

4. Click **GET REPORT**.

    The screen refreshes and the Activity report appears.

5. Scroll through the tables and expand fields to find the specific information you need.

6. To print a report, click the **Print** button in the upper right corner of the screen, and then click **Print** in the Windows Print window.

    NOTE The printed report shows only the details that appear on the screen. Expand fields to reveal hidden data you want to include in printed reports.

Access and print reports

Access and print detailed usage and firmware information through the REPORTS screen by following the steps below.

NOTE Some examples in this section are cropped to support presentation on the page.

1. Click the **REPORTS** option on the left side of the screen.

2. At the top of the REPORTS screen, select the desired facility, asset type, and report type to filter your results.

    Options:

    - Asset type: Asset types linked to SmartCare Remote Management
    - Report type: CFG Update Status, Usage, Firmware Version, Firmware Status, Activity, CMMS Report, and Access Point Locations

3. Click **GET REPORT** to refresh the screen and see the selected report.

4. Scroll through the tables and expand fields to find the specific information you need.

5. To print a report, click the **Print** button in the upper right corner of the screen, and then click **Print** in the Windows Print window.

> **NOTE** The printed report shows only the details that appear on the screen. Expand fields to reveal hidden data you want to include in printed reports.

Change call-home frequency (patient monitors and vision products only)

A connected Baxter product only receives updates during the call-home interval. From **SmartCare** Remote Management, you can control the asset call-home interval for **Welch Allyn** Service Monitors. The minimum call-home interval is 15 minutes.

When you plan to deploy a large number of updates, you may change the asset call-home interval to 15 minutes and the deployment mode to "true." Certain products are an exception.

Follow the steps below to update the call-home frequency.

1. Click **UPDATES** on the left side of the screen.

2. Click **Service Monitor** from the dropdown list under the Asset type menu.

3. Select the call-home period value from the Call home Period dropdown menu.

    Available options are as follows:

    - P1D (24 hours)
    - PT8H (8 hours)
    - PT4H (4 hours)
    - PT15M (15 minutes)

    Available options for Deployment Mode are as follows:

    - False (Off)
    - True (On)

4. Click **Next**.

5. Select a list of Service Monitors.

6. Click **Deploy**.

Access and deploy configuration and custom data files

SmartCare Remote Management enables you to deploy (or push) saved configuration files to one or more connected Baxter products in your facility. To complete a deployment, a biomed or other authorized user must first save or push the desired configuration file from a specific device.

For the on-premises version of **SmartCare** Remote Management, you will need to manually upload the configuration file into **SmartCare** Remote Management. To do so, navigate to the ADVANCED menu, select **Configuration files**, and select the Facility and Asset type from the menus. A button to upload a file will appear. Select the configuration file and upload.

> **NOTE** If the configuration includes custom data, a separate custom data file is transmitted at the same time you push the configuration file to **PartnerConnect**.

1. Click the **UPDATES** option on the left side of the screen.

2. Click **Select** under the Asset type option.

3. Select the name of your connected Baxter product from the dropdown list.

4. Click **Select** under the Update type option.

5. Click **Configuration** in the dropdown list.

   A list of saved configuration and custom data files populate the table. Tags on these files reveal their types.

6. Click the desired filename.

7. Click **Next**.

   The DESTINATION screen appears. This screen shows the selected file at the top of the screen and a list of connected Baxter products in your facility that are eligible to receive the configuration file.

8. Select one or more devices in the list.

9. Click **Next**.

   The configuration file (item to push) and the destinations appear on the next screen.

10. Click **Confirm** to deploy the file to the indicated destinations.

11. To confirm that the configuration file has been pushed to the asset(s), click the **ASSETS** option on the left side of the screen, and click each connected Baxter product to which you pushed the configuration. This allows you to check the asset details.

    In the asset details summary at the top of the page, "Last configuration deployed" or "Last customization deployed" shows the most recently deployed filename and should match the configuration or custom data file you selected.

    > **NOTE** Deployed configuration or custom data files may not be active immediately. These files remain in a queue to be loaded once the call-home interval has completed.

View the status of a configuration deployment

After a configuration has deployed, the progress will display on the REPORTS screen. Follow the steps below to view the status of a configuration deployment.

1. Click the **REPORTS** option on the left side of the screen.

2. From the dropdown menu at the top, select your facility.

3. Select the name of your connected Baxter product.

4. Select **CFG Update Status**.

5. Click **GET REPORT**.

   Clicking Get Report also refreshes the list. See the example below.
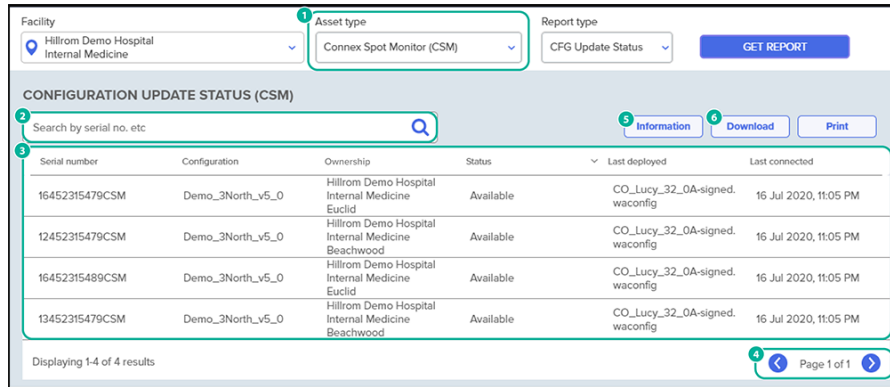
1   Select an asset type and associated report types

2   The Serial number, Configuration, Ownership, Status, and Last deployed columns are searchable

3   The reports table and all columns are sortable (see the "Column explanations" table below)

4   Each page displays up to 50 connected Baxter products. Click the arrows to page through devices

5   The context-sensitive popup page contains explanations of each Status string

6   Click the **Download** button to download a report in .csv format

Additional tips:
- Search for assets using the search bar
- Click the **Information** button to open a popup window explaining the meaning of each status

The table below explains the columns.

Column explanations

Column	Information given
SERIAL NUMBER	Shows product by serial number
CONFIGURATION	Shows active configuration name
OWNERSHIP	Shows ownership
STATUS	Shows each stage of deployment progress. A question mark (?) indicates the field is currently empty
LAST DEPLOYED	Shows the name of the configuration deployed
LAST CONNECTED	Shows the date/time when the asset last contacted the server

Upgrade firmware

SmartCare Remote Management enables you to upgrade firmware on one or more connected Baxter products when new firmware is released. Follow the steps below to upgrade firmware, when possible for the product type.

For instructions about uploading firmware for the on-premises version, please see the *SmartCare Remote Management – On-premises version Setup guide.* Once the firmware is uploaded, then it will be availabe in **SmartCare** Remote Management.

1. Click **UPDATES** on the left side of the screen.
2. Select the connected Baxter product type from the Asset type dropdown menu.
3. Select **Upgrade** from the Update type dropdown menu.

    If any firmware upgrades are available, they will appear in the results table.
4. Click on the desired firmware version and click **Next**.

    The Select assets screen appears. The selected file displays at the top, and below it appears a list of assets in your facility eligible to receive the upgrade.
5. Select one or more assets in the list and click **Next**.

    The Review action screen appears, listing the following items:
    -   Item to push
    -   Destinations
    -   Date or time of the push
6. Click the **Immediately** radio button to push the item to the asset immediately, or, if available for the asset, click the **Schedule** radio button to set a future date and time for when you would like to push the item to the asset.

    -   When using the Immediately feature on **Connex Spot** Monitors, the firmware will load the next time the device calls home. After the call home, you will need to press the power button and then press **Power down**. A window to load the firmware will appear. Press **OK** to install the firmware. The device will reboot after the installation.
    -   When using the Scheduled feature on **Connex Spot** Monitors, the deployed firmware will be installed automatically on the device, and the device will power cycle automatically.
7. Click **Confirm**.

    NOTE Deployed firmware upgrades may not be active immediately. Each deployment may remain in a queue until the call-home interval occurs.

Locate connected Baxter products via access point (AP) mapping information

SmartCare Remote Management reports the MAC address of the last access point with which the asset communicated. When an administrator adds location data to an access point, this information allows you to find an asset's approximate location. If you are an administrator, see the section "Add access point (AP) mapping information" for more information.

You may search AP mapping information, and this information is available in the Access Point (AP) tab in the ADVANCED menu, the firmware update page, the configuration update page, the Firmware Status report, and the Configuration Update Status report.

Use the support links—cloud-hosted version only

Follow the steps below to access useful links from the cloud-hosted version of **SmartCare** Remote Management.

1. From **SmartCare** Remote Management, click the **Global Service Center** link on the lower left side of the screen to access the Service & Support page on   the   Baxter   website .
    This link is available on every screen of **SmartCare** Remote Management,except the splash screen where you sign in. This link provides quick access to service information, documentation for your device, and other self-help tools. This page opens in a separate window.

2. To contact Baxter with questions or concerns, click **Contact Us**.
    This link is available on every screen in **SmartCare** Remote Management *after you sign in*. This link provides quick access to customer service and technical support for your region as well as helpful links for specific groups like physicians, veterinarians, hospitals, students, governments, and distributors. This page opens in a separate window.

Contact support—on-premises version

If you have the on-premises version of **SmartCare** Remote Management and need additional support, contact Baxter customer support: baxter.com/contact-us.

Advanced settings (administrators only)

SmartCare Remote Management has two different types of users, a regular user and an administrator. An administrator has access to additional settings.

If you are an administrator, you will see the menu option, ADVANCED, on the left side of the screen when you are logged in to **SmartCare** Remote Management.

Create custom labels

By default, asset type names will appear as the factory default, which is the product name or an abbreviated product name. For example, the **RetinaVue** 700 Imager will appear as "RV700."

If you are an administrator, you may add custom labels to most supported asset types to help distinguish them. For example, you may want to distinguish assets by a location, such as "ICU Bed" or "Emergency Dept 1," or by their functionality, such as "Step Down Bed." These custom labels will then appear throughout **SmartCare** Remote Management in a variety of places. These places may include the main asset list page, the asset details page, the Activity report, the Configuration Update report, the Firmware Status report, the firmware update page, and the configuration update page.

To create a custom label for a single asset, click **Edit** from the Asset Details screen. As an administrator, you can then enter the custom label for the selected asset.

To create custom labels for multiple assets, follow the steps below.

1. Click **ADVANCED** on the left side of the screen.
2. Click **Custom label**.
3. Select your organization and asset type from the dropdown lists.
4. Click **Export**.

   Your browser will attempt to download a CSV file called "Exported_Devices.csv."
5. Open the CSV file and edit the Custom Label column as needed.
6. Save and close the CSV file.
7. Click **Import**.

   NOTE Not all asset types will support custom labels.

Delete an asset

NOTE Not all asset types can be deleted.

NOTE Asset deletion cannot be reversed without re-registration. Once an asset is deleted it will not show again unless it re-registers (or reports back in) to **SmartCare** Remote Management. Re-registration is *not* automatic.

Administrators can delete some types of assets from **SmartCare** Remote Management. If you are an administrator, follow the steps below to delete one or more assets.

1. Click **ADVANCED** on the left side of the screen.
2. Click **Delete asset**.
3. Select your organization and asset type from the drop-down menus.
4. Use the checkboxes to select one or more assets.
5. Click **DELETE SELECTED**.
6. Carefully read the pop-up information.
7. Click **Yes** to confirm.

Reconnect assets

NOTE This section only applies to certain assets, such as **Connex** Spot Monitor and **Connex** Vital Signs Monitor.

Before a deleted asset can come back online and re-register, you must delete the asset serial number and ID from the **PartnerConnect** Agent cache. Follow the steps below to update the **PartnerConnect** Agent cache file.

1. Access the computer where **PartnerConnect** is installed on your network.
2. Browse to the file "DeviceManagementFileName." The default Windows install path is

   C:\Program Files (x86)\Welch Allyn\PartnerConnect\DeviceManage.
3. Backup or make a copy of the file as needed.
4. Close the **PartnerConnect** Agent.
5. Open the file "DeviceManagementFileName" with any text editor.
6. Locate and delete the row or rows containing the deleted asset's serial number and ID (e.g. 100031952020, 23122).
7. Save and close the file.
8. Restart the **PartnerConnect** Agent.

When the asset comes back online, the **PartnerConnect** Agent cache file will be updated.

Manage **SmartCare** Remote Management users

In **SmartCare** Remote Management, an administrator can add, edit, and remove users from the ADVANCED menu option.

Create a new user

If you are an administrator, follow the steps below to create a new user.

1. Click **ADVANCED** on the left side of the screen.
2. Click **User Management** if the tab is not already open.
3. Click **Create**.
4. Type the new user's information into the available fields.

   > **NOTE** If you want the new user to also be an administrator, check the box next to the word "Administrator." This will give the new user the same **SmartCare** Remote Management access level that you have.

5. Click **Save** to add the new user. The Save button is in the bottom right corner of the window. You may need to scroll down to see it.

Once a new user is created, a password reset email goes to the user's email address to establish the user's own password.

Edit or delete a user

If you are an administrator, follow the steps below to edit or delete a user.

1. Click **ADVANCED** on the left side of the screen.
2. Click **User Management** if the tab is not already open.
3. To edit a user's details, click **Details** and then make the edits. To delete a user, click **Delete**.
4. Follow the final prompt to either complete the process or cancel.

Give a new user single sign-on access—cloud-hosted version only

As an administrator, you may receive requests for access from users who are trying to access **SmartCare** Remote Management through single sign-on for the first time. Follow the steps in this section to provide new users access to **SmartCare** Remote Management and to assign new users to the appropriate asset group(s).

The system will not automatically notify you when a user attempts to access **SmartCare** Remote Management through single sign-on.

1. View the ADVANCED menu option in the left column of **SmartCare** Remote Management.

   An exclamation point next to the word "ADVANCED" indicates that a new user has attempted to sign in using single sign-on.

2. Click **ADVANCED** to view any pending requests. The "Role" column will state "unassigned" for users requesting access.
3. Click the unassigned user's name to edit the user.
4. Assign the user access to asset groups as needed. From this screen you may also choose to make the user an administrator. Please use this option carefully, as it gives the user the same level of administrative rights as yours.

   When you save, the changes will take effect immediately.

5. Notify the new user that access is now granted.

Add access point (AP) mapping information

SmartCare Remote Management reports the MAC address of the last access point with which the asset communicated. Adding location data to access points allows you to find an asset's approximate location.

All users may search AP mapping information, and this information is available in the Access Point (AP) tab in the ADVANCED menu, the firmware update page, the configuration update page, the Firmware Status report, and the Configuration Update Status report.

If you are an administrator, follow the steps below to add access point mapping information from the Access Point (AP) tab.

1.   Click the **ADVANCED** option on the left side of the screen.

2.   Click the **Access Point (AP)** tab at the top of the screen.

     The Select facility dropdown appears on a refreshed screen.

3.   Click the name of your facility from the dropdown list.

     The page refreshes and displays the Export, Import, and Add buttons as well as any previously added AP mapping entries.

4.   Click the **Add** button on the right side of the screen.

     The ADD AP MAPPING screen appears.

5.   Type the MAC address along with the following information, as available, into the appropriate fields.

     •   Campus
     •   Building
     •   Floor
     •   AP location

     The data entered in these fields is used to locate assets.

6.   Click **Save**.

     The entered data will appear as a line item on the asset details screen, under Locate asset. It will also appear on the REPORTS page when you select Access Point Locations from the Report type menu.

From the AP mapping page, you may also perform the following actions, if you are an administrator:

•   Click the **Edit** button to change an AP mapping entry.

•   Click the **Delete** button to delete an AP mapping entry.

•   Click the **Export** button to export AP mapping information to a .csv file.

•   Click the **Import** button, click **Select file...**, and upload a .csv file to simultaneously import multiple pieces of AP mapping information.

> **NOTE** As an administrator, you may also edit AP mapping information from the ASSETS screen. To do so, click a specific asset, click the **Locate asset** button, click **Edit AP mapping**, and enter the information as described in Step 5 above. Then, click **Save**.