



pilldrill

TRAINING MANUAL

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GENERAL OVERVIEW

1. WHAT IS PILLDRILL?

PillDrill is a smart medication tracking system that helps patients adhere to their medication regimens. It has four key features:

1. **REMINDS** patients when medication is due
2. **TRACKS** their compliance in real time
3. **RECORDS** the data in an admin dashboard
4. **NOTIFIES** managers if patients fail to comply



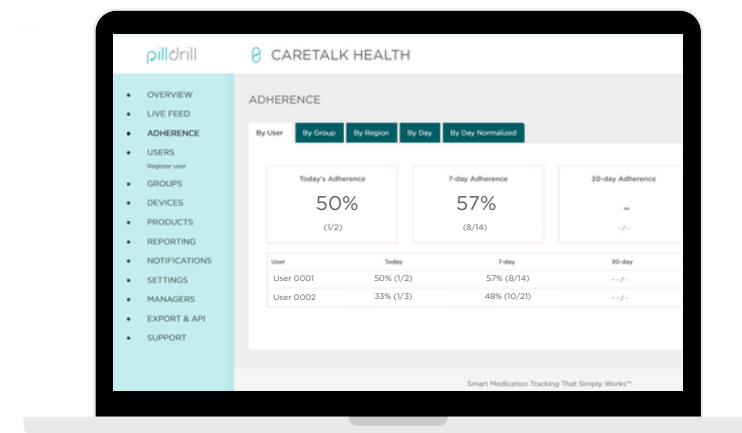
1

REMINDS



2

TRACKS



3

RECORDS



4

NOTIFIES

2. HOW DOES PILLDRILL WORK FOR PATIENTS?

Once plugged in at the patient's home, the PillDrill Hub gives clear audio-visual reminders when medication is due and tracks their intake with a quick scan.

REMINDS



Each Hub is programmed with the user's medication schedule and will remind them at the appropriate times each day.

TRACKS



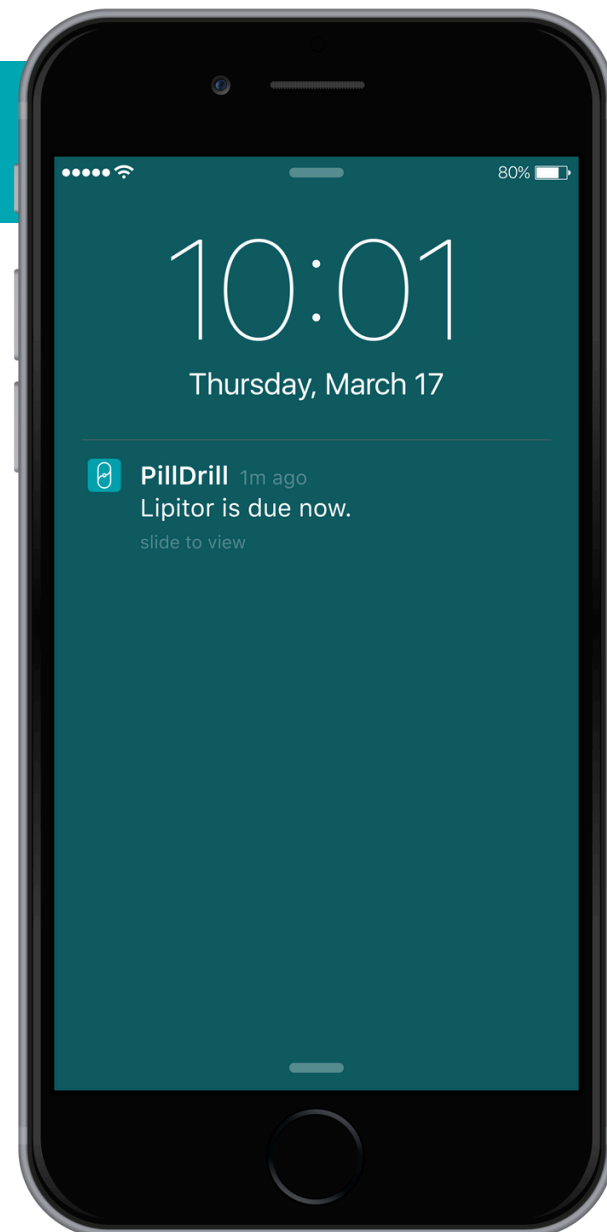
To indicate that a dose has been taken, the user scans the respective pod or the medication with scanning tag attached.

2. HOW DOES PILLDRILL WORK FOR PATIENTS? (cont'd)

Optionally, patients can also use the PillDrill app to get reminders and log doses away from the Hub. The Hub and App can be used completely interchangeably. Users can also access the app from their desktop at app.pilldrill.com/login.

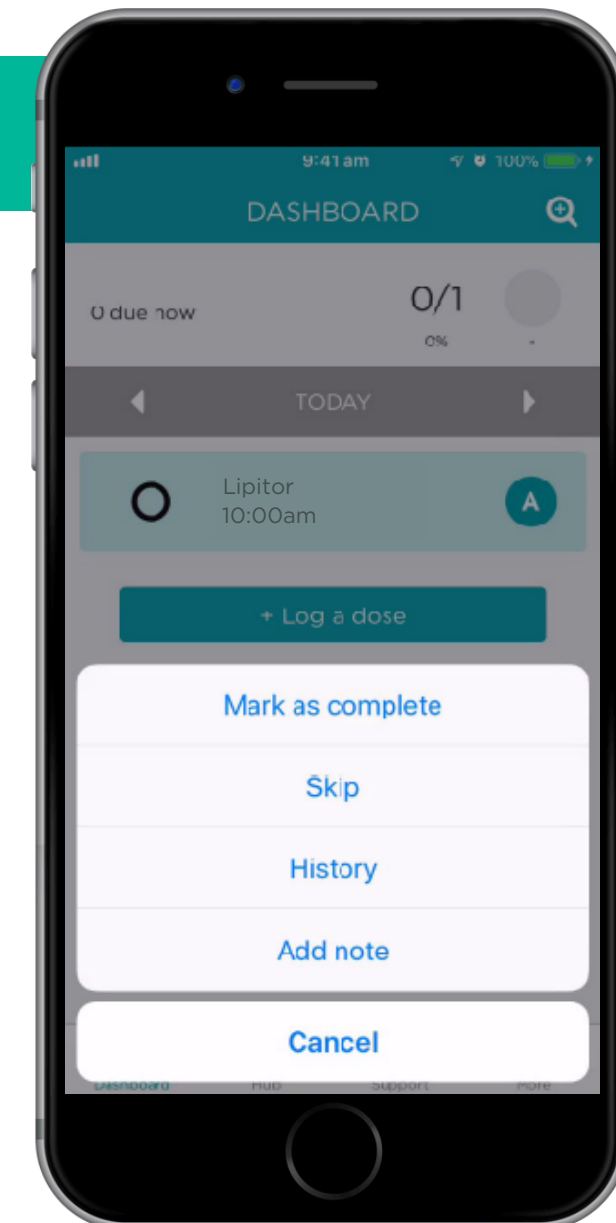
REMINDS

If logged into the PillDrill app, users can opt to receive app reminders (in addition to reminders from the Hub) when doses are due.



TRACKS

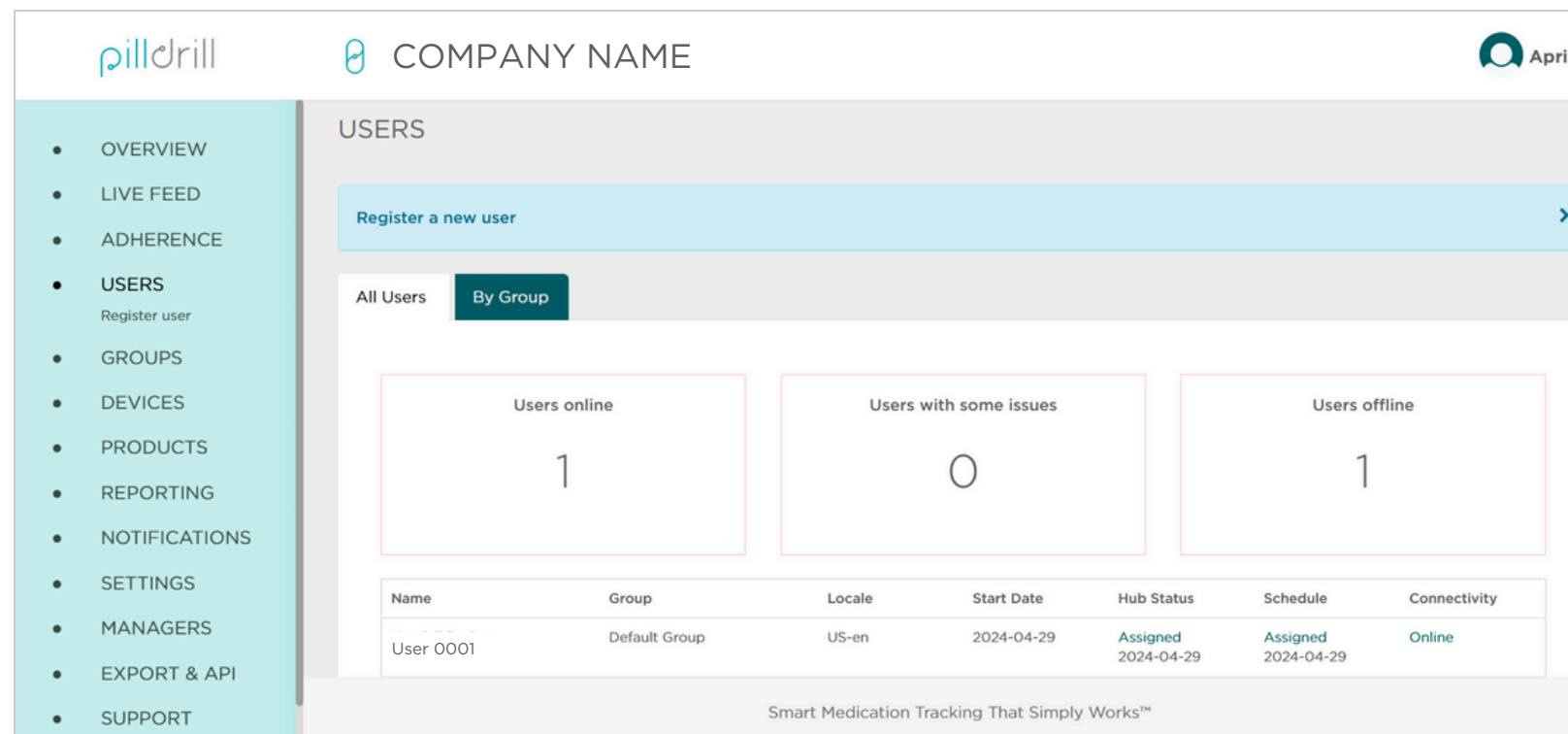
To indicate that a dose has been taken through the app, the user can tap the respective medication box from the dashboard and press "Mark as complete".



3. HOW DOES PILLDRILL WORK FOR CARE COORDINATORS?

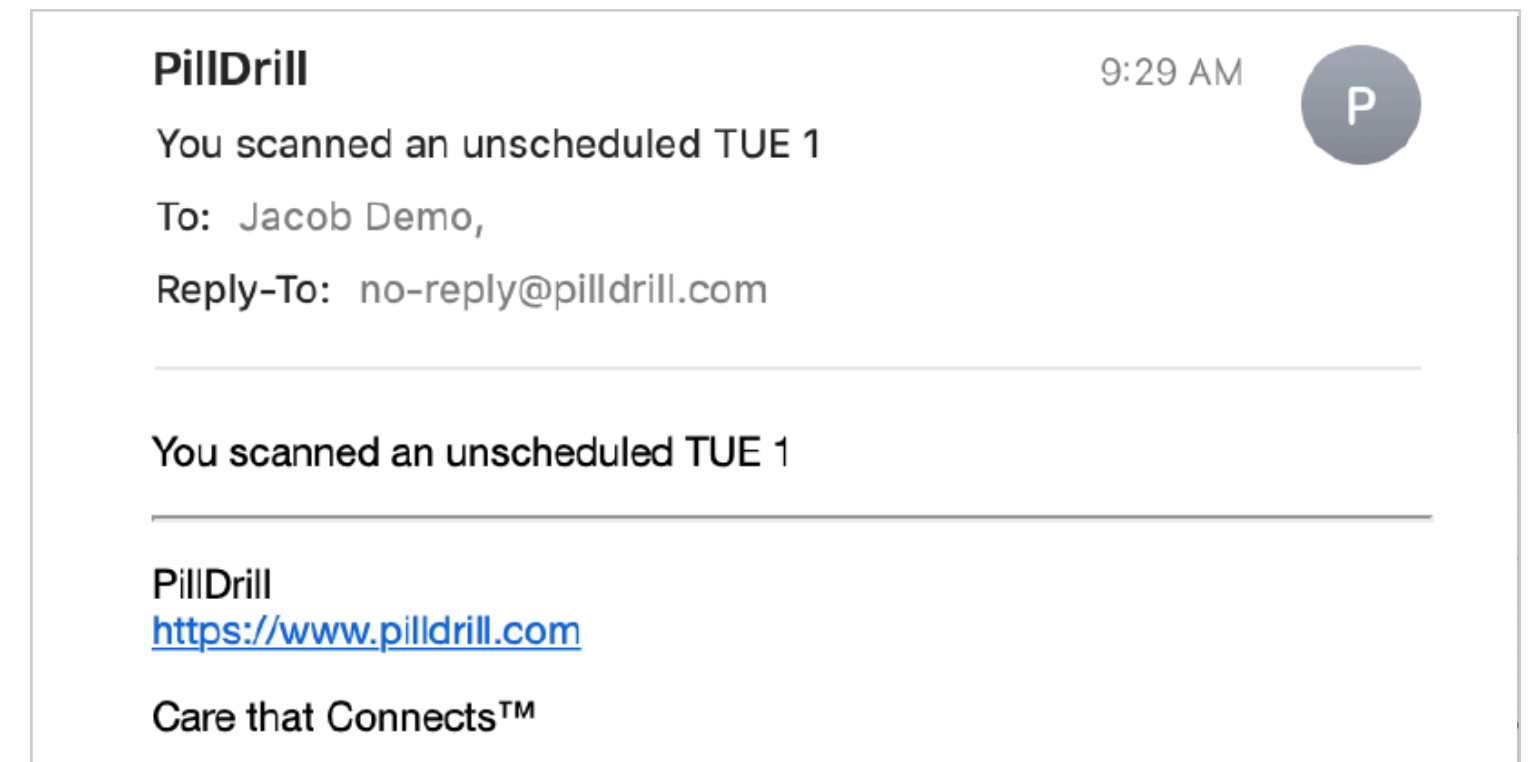
Care coordinators have two main PillDrill touchpoints: The Admin Platform, where all aspects of PillDrill can be managed; and Email Alerts, which will notify them directly when patients fail to comply with their medication regimen.

PILLDRILL ADMIN PLATFORM



Key features of the admin platform include the ability to register patients, create schedules, monitor users' compliance, and set notification preferences. Care coordinators can access the platform at <https://app.pilldrill.com> using the login credentials provided to them.

PILLDRILL EMAIL ALERTS



Care coordinators can receive email prompts based on user activity, like missed doses, no user activity, and disconnected devices. These are accessible in the Notifications tab. Care coordinators then have the option to follow up directly with users.



GETTING STARTED

4. WHAT WILL PATIENTS RECIEVE IN THE MAIL?

Each patient will receive a shipment from PillDrill, Inc. upon enrollment in a program. This shipment will contain the following important PillDrill materials:

The PillDrill Hub

The central device issues audio-visual alerts for medication doses and registers them as taken with a simple swipe.

Mood Cube

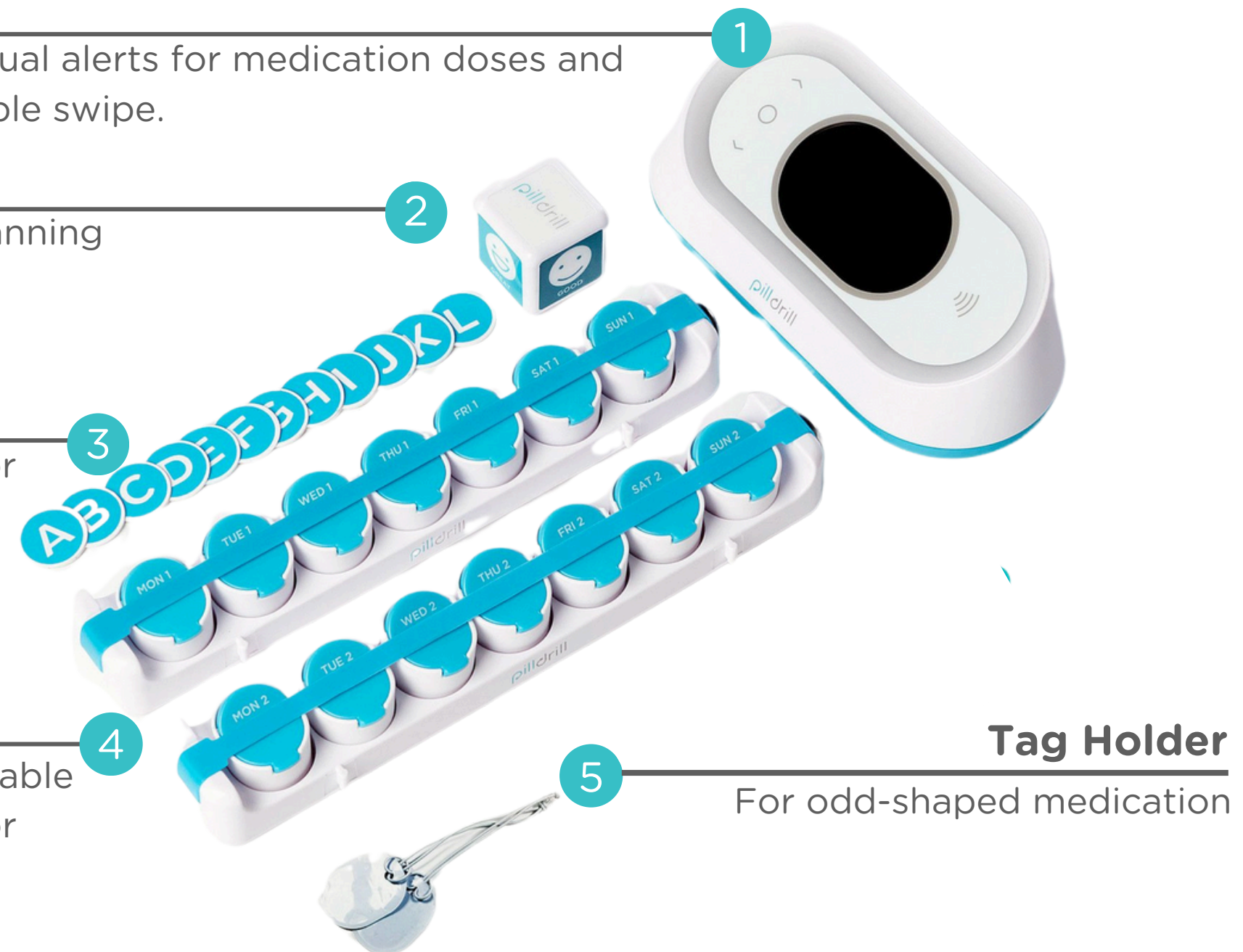
Tracks wellness with five faces; scanning communicates mood instantly.

Scanning Tags

Attach to medication containers for easy scanning; each kit includes 12 tags.

Pill Strip

A weekly pill organizer with removable pods, each with a built-in sensor for scanning.



Tag Holder

For odd-shaped medication

5. HOW DO PATIENTS SET UP THEIR PILLDRILL UNITS AT HOME?

STEP 1: Open the box labeled “HUB” and remove its contents.



STEP 4: Once plugged in, the Hub will display a welcome screen followed by a screen prompting them to complete setup. Visit pilldrill.com/setup to continue.

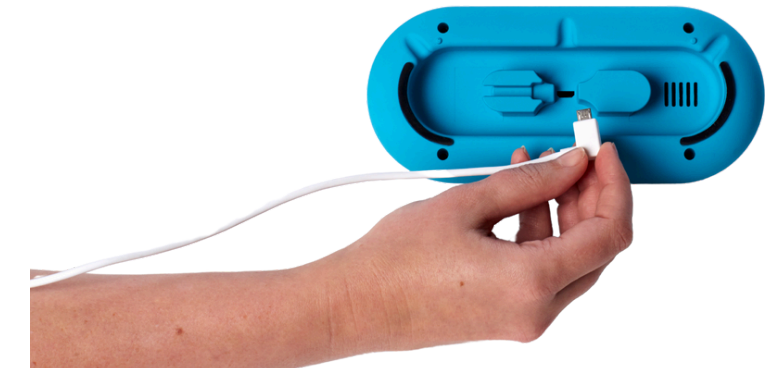


STEP 2: The shipping box may contain a sheet that includes **their username and password**, or this may have been emailed to them / provided to them another way. Please set this aside, they will need it to log into the online portal or the app.

LOGIN DETAILS

| | |
|----------|-----------------------|
| Username | hillkendall@gmail.com |
| Password | yyfs6852 |

STEP 3: Plug the power cord into the hub. Plug the other end into a wall outlet near their medication.



STEP 6: Login with the username and password they were provided. Users will be prompted to create a new password.

STEP 5: Visit pilldrill.com/setup. Download the PillDrill app from the App Store or on Google Play, or select the option to access the setup from your desktop. Then select, Continue.

Get the PillDrill App to Setup Your Device

Select your mobile device to start the setup process optimized for your platform.

| | | |
|--|---|---|
| Apple iPhone / iPad Download from App Store | Android Phone / Tablet Download from Google Play Store | Windows Phone / Tablet Setup via the web |
|--|---|---|

pilldrill

Sign up or log in to manage your PillDrill smart medication tracking system.

Email address

Password

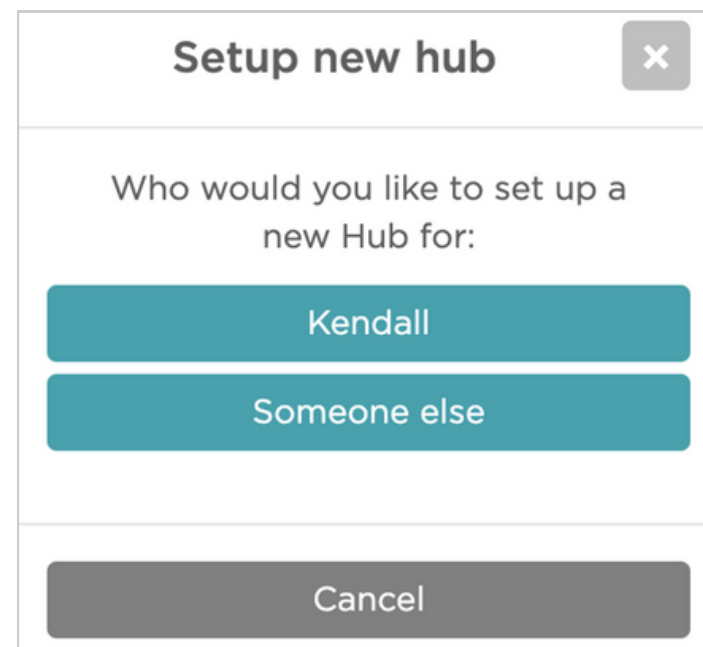
Log in

Forgot password?

Don't have an account yet?
[Sign up](#)

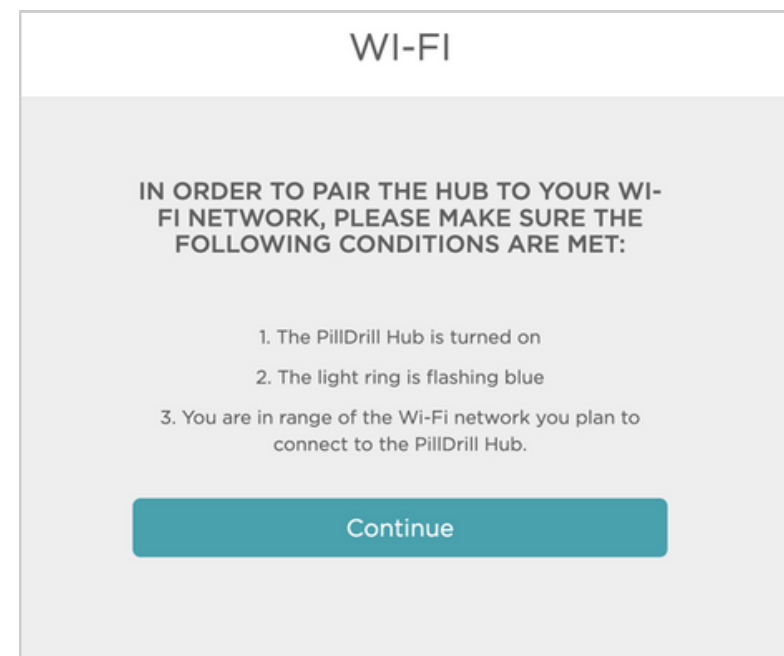
5. HOW DO PATIENTS SET UP THEIR PILLDRILL UNITS AT HOME?

STEP 7: They will be asked whom they are setting up the hub for. Select their name from the options.



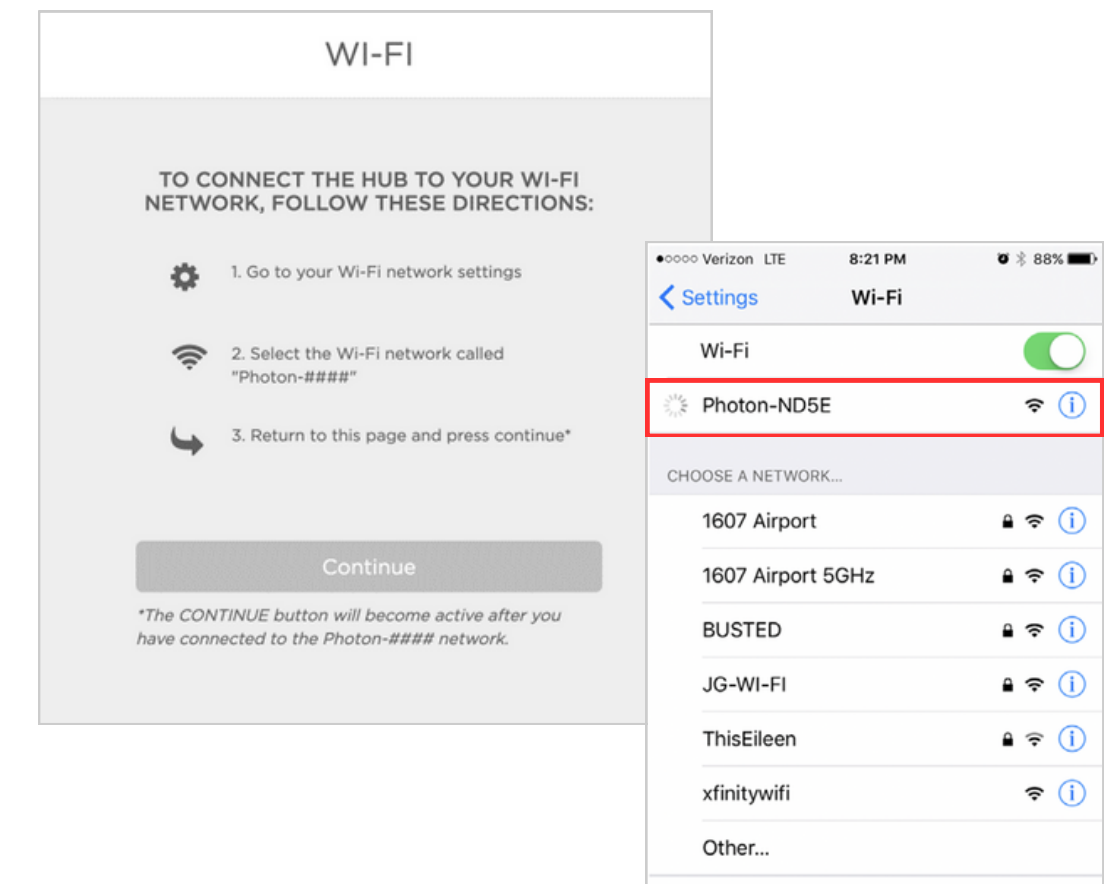
The screenshot shows a dialog box titled "Setup new hub" with a close button (X) in the top right corner. The main text asks, "Who would you like to set up a new Hub for:". Below this text are two teal buttons: "Kendall" and "Someone else". At the bottom of the dialog is a grey button labeled "Cancel".

STEP 8: Follow the onscreen instructions to **connect to the Wi-Fi network**.



The screenshot shows a screen titled "WI-FI". The main heading reads, "IN ORDER TO PAIR THE HUB TO YOUR WI-FI NETWORK, PLEASE MAKE SURE THE FOLLOWING CONDITIONS ARE MET:". Below this are three numbered instructions: "1. The PillDrill Hub is turned on", "2. The light ring is flashing blue", and "3. You are in range of the Wi-Fi network you plan to connect to the PillDrill Hub." At the bottom is a teal button labeled "Continue".

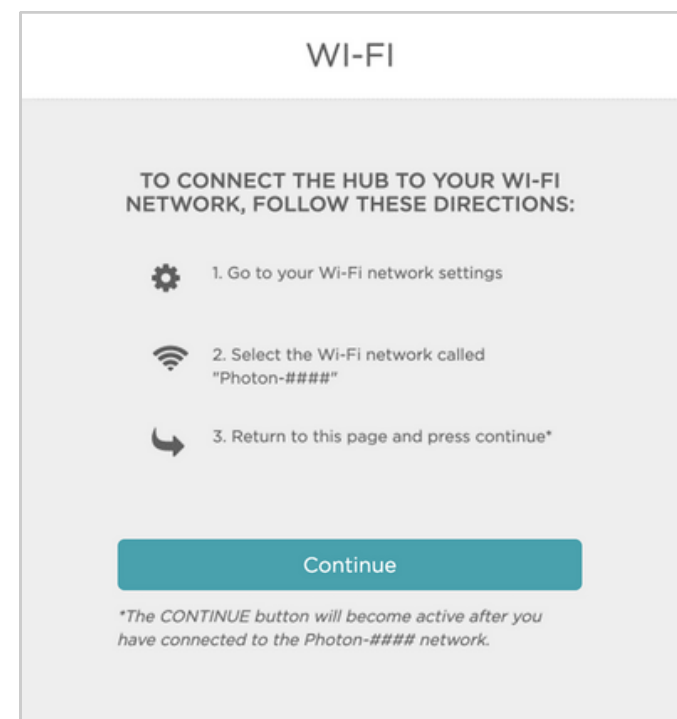
STEP 9: Open Wi-Fi settings on their device, and **select the Wi-Fi name called PHOTON-####** where #### is a mixture of numbers and letters. If using a computer, without exiting the browser, navigate to the Wi-Fi settings.



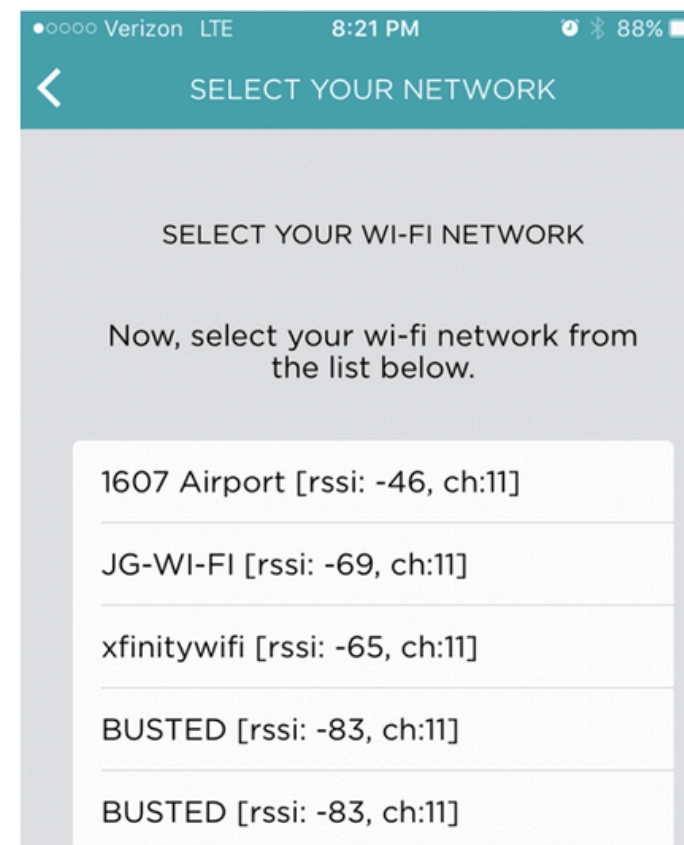
The screenshot shows two overlapping screens. The background screen is the "WI-FI" setup screen from Step 8, showing instructions for connecting the hub to a Wi-Fi network. The foreground screen is an iPhone's Wi-Fi settings page. The Wi-Fi toggle is turned on. A red box highlights the network "Photon-ND5E" in the list of available networks. Other visible networks include "1607 Airport", "1607 Airport 5GHz", "BUSTED", "JG-WI-FI", "ThisEileen", "xfinitywifi", and "Other...".

5. HOW DO PATIENTS SET UP THEIR PILLDRILL UNITS AT HOME?

STEP 10: Once connected to the Photon network, navigate back to the PillDrill App or set up page on the desktop and select continue. The app and device are now working together to connect the PillDrill Hub to their local Wi-Fi internet access point.



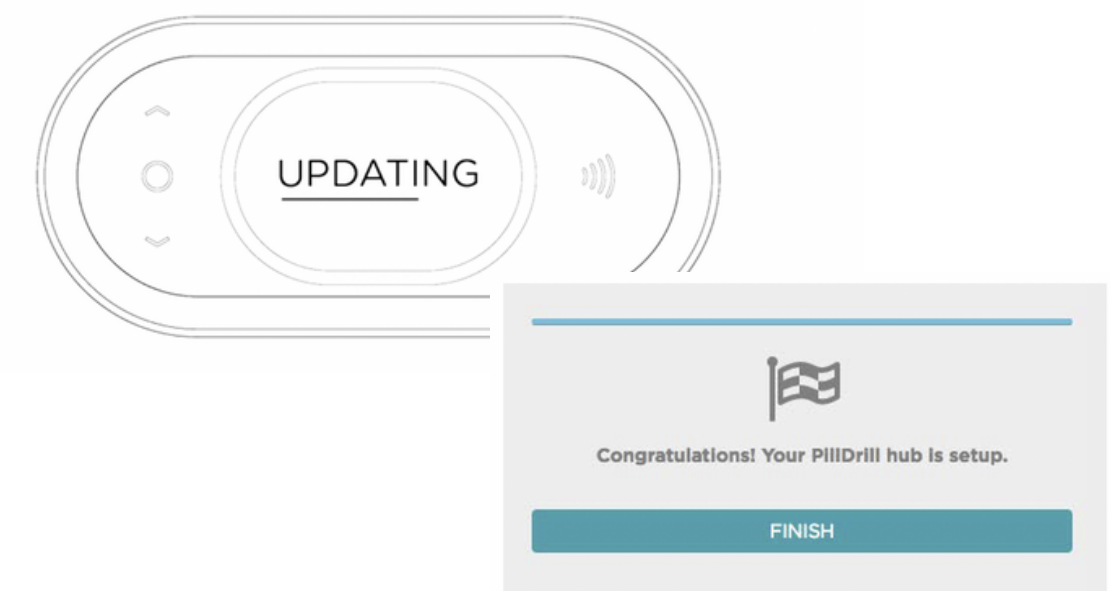
STEP 11: Select the Wi-Fi network PillDrill should join. They may have to scroll down or up a list if they do not see their network at first.



STEP 12: Once selected, they will need to enter the password for this network. Enter the password and select continue.

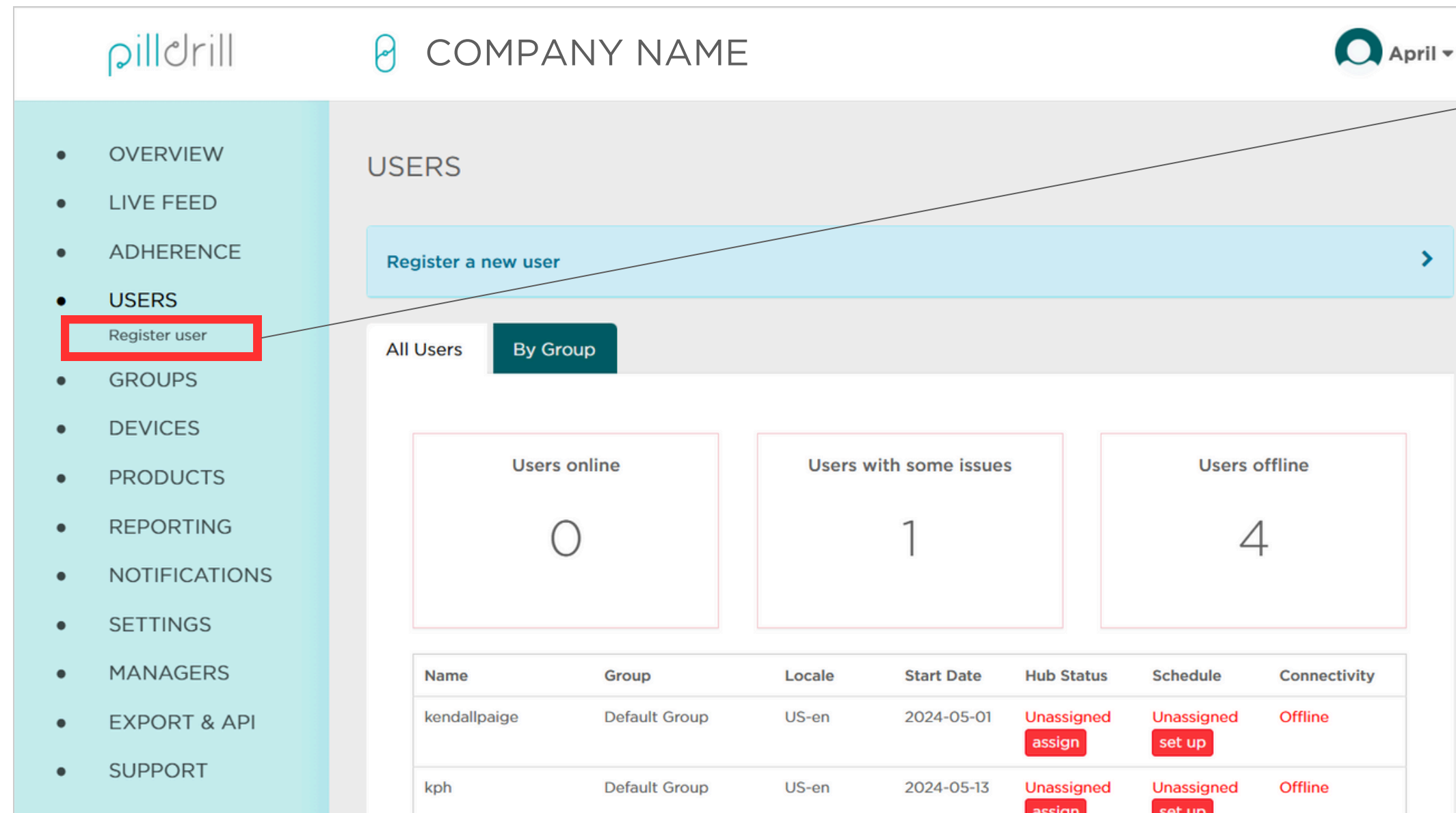
If successful, the PillDrill Hub will either show an updating screen or move directly into their account showing the clock screen. It is normal for the light ring to blink several colors and if they have a slow internet connection, this process can take up to 5 minutes.

If this process is unsuccessful for any reason, check internet connectivity and try again.



6. HOW DO I REGISTER A NEW PATIENT?

Once a patient is a confirmed participant, follow these steps to register them in the PillDrill admin platform.



The screenshot displays the PillDrill admin interface. On the left, a sidebar menu lists various sections: OVERVIEW, LIVE FEED, ADHERENCE, USERS, GROUPS, DEVICES, PRODUCTS, REPORTING, NOTIFICATIONS, SETTINGS, MANAGERS, EXPORT & API, and SUPPORT. The 'USERS' section is highlighted, and the 'Register user' option is enclosed in a red rectangular box. A line from this box points to a yellow callout box on the right. The main content area is titled 'USERS' and features a 'Register a new user' button at the top. Below this, there are three summary cards: 'Users online' (0), 'Users with some issues' (1), and 'Users offline' (4). At the bottom, a table lists individual users with columns for Name, Group, Locale, Start Date, Hub Status, Schedule, and Connectivity.

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|--------------|---------------|--------|------------|----------------------|----------------------|--------------|
| kendallpaige | Default Group | US-en | 2024-05-01 | Unassigned assign | Unassigned set up | Offline |
| kph | Default Group | US-en | 2024-05-13 | Unassigned assign | Unassigned set up | Offline |

STEP 1: Select “Register user” located under the “USERS” menu item

6. HOW DO I REGISTER A NEW PATIENT?

pilldrill COMPANY NAME April ▾

- OVERVIEW
- LIVE FEED
- ADHERENCE
- USERS**
 - Register user
- GROUPS
- DEVICES
- PRODUCTS
- REPORTING
- NOTIFICATIONS
- SETTINGS
- MANAGERS
- EXPORT & API
- SUPPORT

REGISTER USER

User details

First name^

Last name

Email

Phone

Username*

When logging in to PillDrill apps, the format will be: *username.caretalkhealth@pd.ent*

Group

Default Group ▾

Bundle (medication + schedule)

(not set) ▾

Smart Medication Tracking That Simply Works™

STEP 2: Enter basic information.

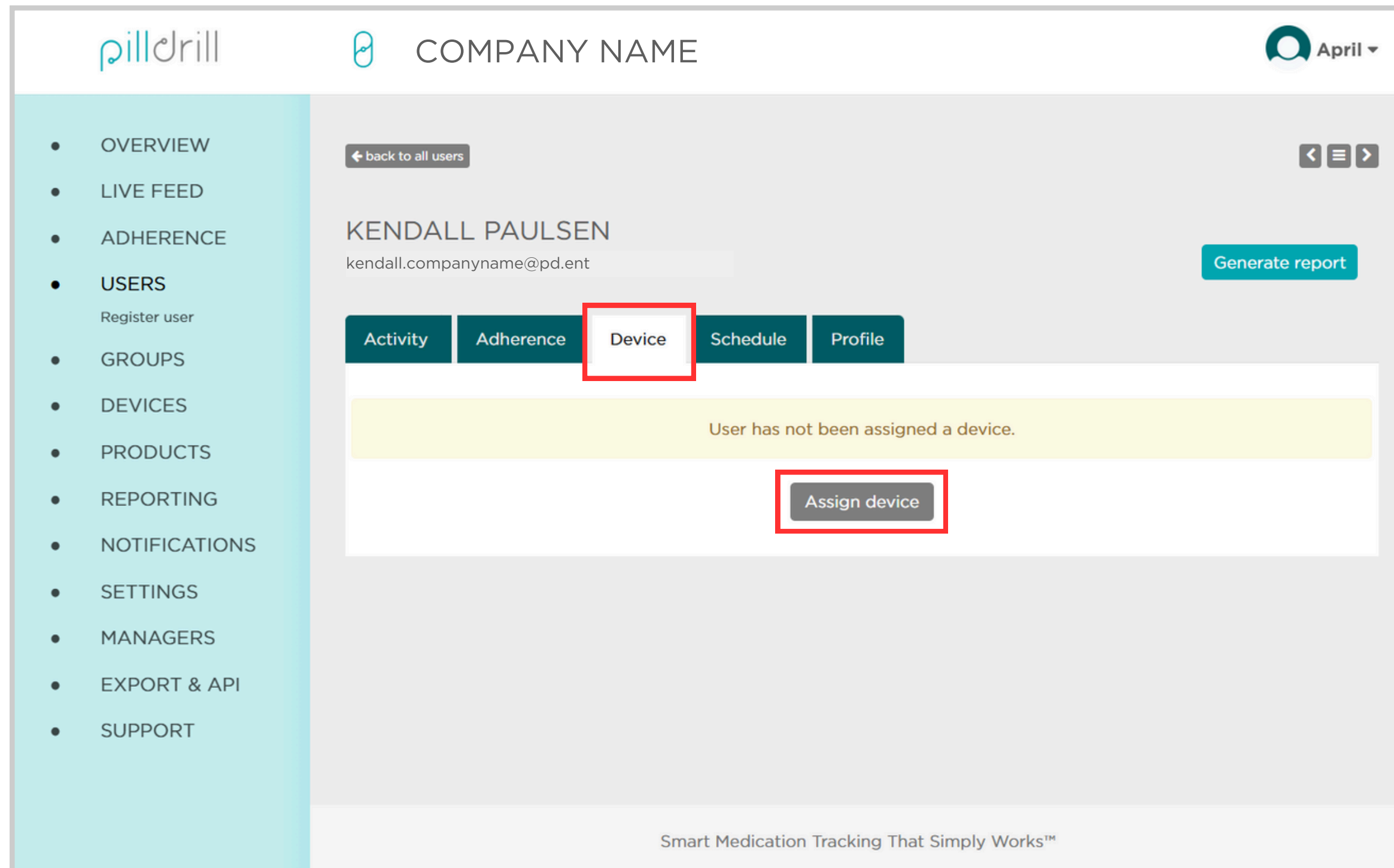
First name, and a username are required. The username must be unique for each user.

Please select a schema that you can use internally for creation. For example: first name + last name + DOB, or MRN number.



IMPORTANT: Patients will use this when logging in to PillDrill apps / online. The format will be: **username.companyname@pd.ent**, where company name is your organization name.

6. HOW DO I REGISTER A NEW PATIENT?



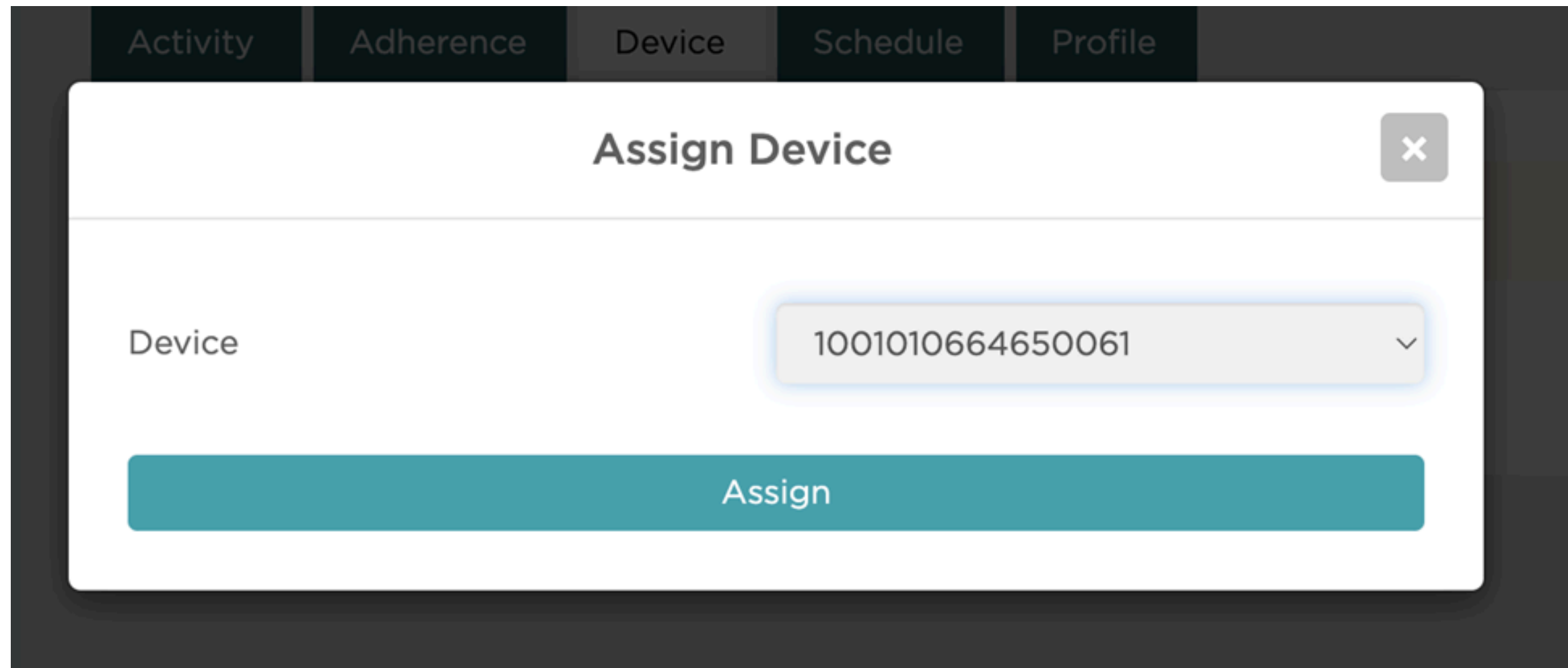
STEP 3: Assign a device to the user.

Select the user by their name from the “All Users” list. You will be taken to their profile page.

Select the “Device” tab. Then Select the “Assign device” button.

NOTE: Inventory must be added to “Devices” before you can select a device for assignment. Select the “Devices” tab in the left hand menu, and select “Register a new device” to add inventory.

6. HOW DO I REGISTER A NEW PATIENT?



The screenshot shows a web application interface with a dark grey header containing five tabs: 'Activity', 'Adherence', 'Device', 'Schedule', and 'Profile'. The 'Device' tab is selected. A white modal dialog box titled 'Assign Device' is open, featuring a close button (X) in the top right corner. Inside the dialog, there is a label 'Device' on the left and a dropdown menu on the right displaying the serial number '1001010664650061'. Below the dropdown is a large teal button labeled 'Assign'.

STEP 3: (cont'd)

Select the device serial number from the dropdown, and select the "Assign" button.

NOTE: The device serial number can be located on the bottom of the PillDrill unit, or on the side of the packaging box.

6. HOW DO I REGISTER A NEW PATIENT?

Activity

Adherence

Device

Schedule

Profile

Status:
Online

Serial#

1001010664650061

Brightness

Medium

▼

Alarm Volume

Low

▼

Scan Volume

Low

▼

Signal Strength

Low

Last Communication

5/1/2024 5:52:29 PM

Save

To remove the link between this user and their current device, click the button below:

Unassign device



Once assigned, device status and information will be displayed. You can adjust device settings remotely from this page.

6. HOW DO I REGISTER A NEW PATIENT?

The screenshot shows a user profile page for 'KENDALLPAIGE' with the email 'kendall.companyname@pd.ent'. At the top left is a '← back to all users' button, and at the top right are navigation icons. A 'Generate report' button is on the right. Below the user name is a horizontal tab bar with 'Activity', 'Adherence', 'Device', 'Schedule', and 'Profile'. The 'Schedule' tab is highlighted with a red box. Below the tabs is a table with columns: 'Type', 'Name', 'Tag', and 'Last scan'. Above the 'Last scan' column, there are two links: '🔗 User Med Cabinet' (highlighted with a red box) and '🔗 User Dashboard'.

STEP 4: Create a schedule for the user.

Select the Schedule tab, then the “User Med Cabinet” link.

6. HOW DO I REGISTER A NEW PATIENT?

KENDALLPAIGE

+ Add medication

+ Add cube

+ Add pill strip

STEP 4: (cont'd)

Select “+ Add pill strip” to create a schedule using the Pill Strips.

Each system contains two rows of strips, a version of AM/PM. Additional strips are available for purchase.

6. HOW DO I REGISTER A NEW PATIENT?

KENDALLPAIGE



Pill Strip

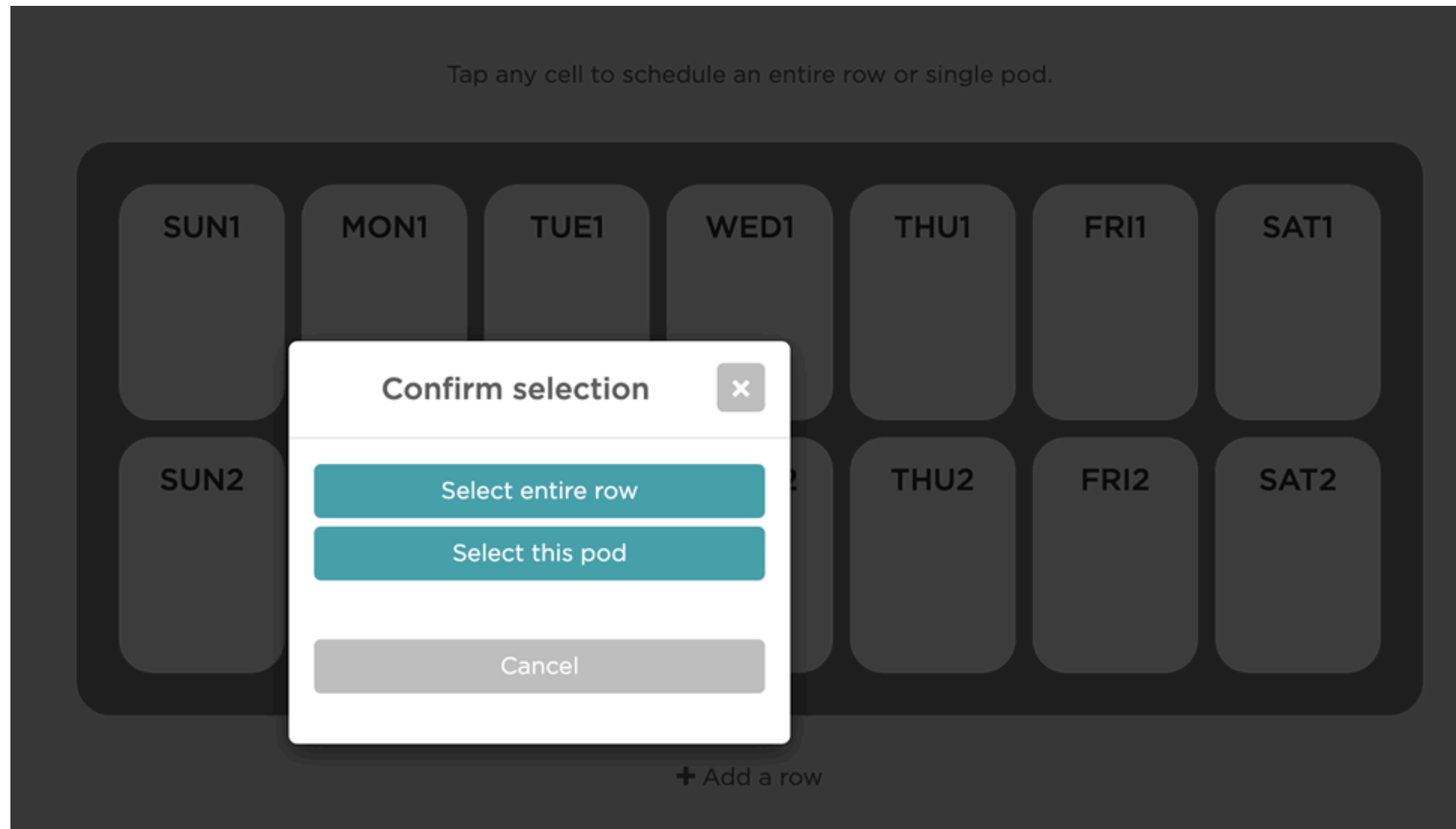
NOT SCHEDULED

STEP 4: (cont'd)

Select the “Create dynamic pillbox” option. Then select the created Pill Strip.

Select the “Edit pill strip” button.

6. HOW DO I REGISTER A NEW PATIENT?



STEP 4: (cont'd)

Select a pod. You will have the option to select the entire row, or a single pod.

6. HOW DO I REGISTER A NEW PATIENT?

Row 1 details

Alarm

9:00 AM

Dose window ⓘ

2 hrs before/after alarm

ⓘ Specify how close to the alarm the medication needs to be taken. A stricter dose window would be +/- 30 minutes. A more flexible dose window might be +/- 12 hours.

Repeat

Every week

Medications

Tylenol 325 mg

Metformin IR 500 mg

(enter name)

(enter name)

Dose

2x

1x

1x

1x

Save

STEP 4: (cont'd)

Select “entire row” to create a daily schedule for the entire week. Enter the configuration options then save.

6. HOW DO I REGISTER A NEW PATIENT?

Tap any cell to schedule an entire row or single pod.

| | | | | | | |
|---|---|---|---|---|---|---|
| SUN1 ⌚ 9:00 AM Tylenol 325 mg (2) Metformin IR 500 mg | MON1 ⌚ 9:00 AM Tylenol 325 mg (2) Metformin IR 500 mg | TUE1 ⌚ 9:00 AM Tylenol 325 mg (2) Metformin IR 500 mg | WED1 ⌚ 9:00 AM Tylenol 325 mg (2) Metformin IR 500 mg | THU1 ⌚ 9:00 AM Tylenol 325 mg (2) Metformin IR 500 mg | FRI1 ⌚ 9:00 AM Tylenol 325 mg (2) Metformin IR 500 mg | SAT1 ⌚ 9:00 AM Tylenol 325 mg (2) Metformin IR 500 mg |
| SUN2 ⌚ 5:00 PM Metformin IR 500 mg | MON2 ⌚ 5:00 PM Metformin IR 500 mg | TUE2 ⌚ 5:00 PM Metformin IR 500 mg | WED2 ⌚ 5:00 PM Metformin IR 500 mg | THU2 ⌚ 5:00 PM Metformin IR 500 mg | FRI2 ⌚ 5:00 PM Metformin IR 500 mg | SAT2 ⌚ 5:00 PM Metformin IR 500 mg |



Users can view their schedule in the online portal, and also have access to edit the schedule.

6. HOW DO I REGISTER A NEW PATIENT?

COMPANY NAME

TEST TESTING

USER DETAILS

First name

Test

Last name

Testing

Email

Phone

Address

Start date

2024-04-30

LOGIN DETAILS

Username

testing.companynam

Password

tgxj6314

PILLDRILL HUB DETAILS

Serial No.

1001010664650061

Device ID

45002400085135333

REGIMEN

Medication

A tylenol

Schedule

Tagged and scheduled
7:00AM (+/-4h), Daily

| | | | | | | |
|---|---|---|---|---|---|---|
| <div>SUN 1</div> <div>9:00 AM</div> <div>• 1x Metformin</div> | <div>MON 1</div> <div>9:00 AM</div> <div>• 1x Metformin</div> | <div>TUE 1</div> <div>9:00 AM</div> <div>• 1x Metformin</div> | <div>WED 1</div> <div>9:00 AM</div> <div>• 1x Metformin</div> | <div>THU 1</div> <div>9:00 AM</div> <div>• 1x Metformin</div> | <div>FRI 1</div> <div>9:00 AM</div> <div>• 1x Metformin</div> | <div>SAT 1</div> <div>9:00 AM</div> <div>• 1x Metformin</div> |
| SUN 2 | MON 2 | TUE 2 | WED 2 | THU 2 | FRI 2 | SAT 2 |

Generated 2024-05-03 02:46 PM -04:00



You can provide a printout of the schedule to a patient, or a digital copy. Select the Pill Strip, and select the Print Pill Strip Details button.

6. HOW DO I REGISTER A NEW PATIENT?

Activity

Adherence

Device

Schedule

Profile

User Med Cabinet

User Dashboard

| Type | Name | Tag | Last scan |
|-----------------------|---|---------|-----------|
| Pill Strip Medication | Metformin IR 500 mg | | - |
| Pill Strip | Pill Strip | 14 pods | - |
| | 🕒 9:00AM (+/-2h), 5:00PM (+/-2h), Daily | | |
| | 📦 Metformin IR 500 mg, Tylenol 325 mg | | |
| Pill Strip Medication | Tylenol 325 mg | | - |



The schedule and medications will now be displayed on their profile in the admin dashboard.

6. HOW DO I REGISTER A NEW PATIENT?

When logging in to PillDrill apps, the format will be:
username.companyname@pd.ent

Start Date

Address1

City

Address2

Zip

State

Country

Save

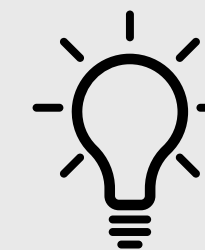
To reset the password for this user to allow login to the PillDrill iOS and Android apps, click the button below:

Reset password

STEP 5: Select a start date for the user.

Access the users profile, and select the “Profile” tab.

Scroll to “start date,” and select a date to begin the schedule of reminders and adherence tracking. Select the “save” button to save your selections.



Set a start date for the schedule to take effect. Once started, reminders will begin for patients, and adherence will begin tracking. Users can create their own schedules in the app and online, and tracking will begin within the admin platform.

6. HOW DO I REGISTER A NEW PATIENT?

The screenshot shows the PillDrill user management interface. On the left is a sidebar with navigation links: OVERVIEW, LIVE FEED, ADHERENCE, USERS (with a sub-link 'Register user'), GROUPS, DEVICES, PRODUCTS, REPORTING, NOTIFICATIONS, SETTINGS, MANAGERS, EXPORT & API, and SUPPORT. The main header displays the PillDrill logo, 'COMPANY NAME', and a date 'April'. Below the header, there's a 'back to all users' link and a 'Generate report' button. The user profile for 'KENDALL PAULSEN' (email: kendall.companyname@pd.ent) is shown. A tabbed interface at the bottom of the profile section includes 'Activity', 'Adherence', 'Device', 'Schedule', and 'Profile' (which is highlighted with a red box). Below the tabs, a yellow banner states: '* compulsory field; ^ either external user key or first name must be filled'. The form fields are as follows:

| Field | Value |
|--------------------|-----------------------|
| External User Key* | External User Key |
| Group | Default Group |
| First Name^ | Kendall |
| Country | United States of A |
| Last Name | Paulsen |
| Timezone | (UTC-05:00) East |
| Email | kendall.paulsen@lifec |
| Language | English |
| Phone | +12104266738 |
| Date Registered | 2024-04-29 |
| Username* | kendall.companyname |

When logging in to PillDrill apps, the format will be: `username.caretalkhealth@pd.ent`

A red arrow labeled 'scroll' points downwards from the bottom of the profile form to the bottom section of the page.

The bottom section contains two instructions and buttons:

- To reset the password for this user to allow login to the PillDrill iOS and Android apps, click the button below:
[Reset password](#)
- To generate a packing slip click the button below:
☐ Generate new password
[Generate packing slip](#)

STEP 6: Provide the user their login credentials.

Navigate to the user's profile, and select the "Profile" tab.

Scroll to the bottom of the page. You will see two options; "Reset password" button and a "Generate packing slip" button.

6. HOW DO I REGISTER A NEW PATIENT?

To reset the password for this user to allow login to the PillDrill iOS and Android apps, click the button below:

Reset password

To generate a packing slip click the button below:

☐ Generate new password

Generate packing slip

Generate Password ×

Copy and paste the username and password and send this to the user.

Username: username.companyname@pd.ent

Password: zxkk6268

STEP 6: (cont'd)

OPTION 1

Selecting the “Reset password” button will generate the login credentials for the user with a one time password.

You can copy and paste the information to send to the user.

NOTE: This is a one time password, a new password will be generated each time this button is selected.

6. HOW DO I REGISTER A NEW PATIENT?

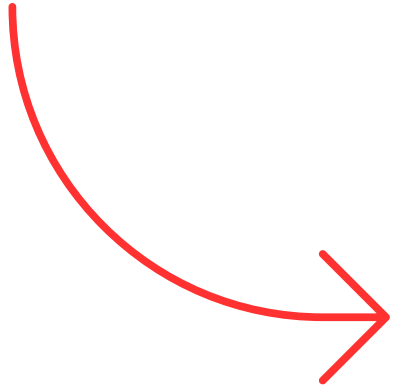
To reset the password for this user to allow login to the PillDrill iOS and Android apps, click the button below:

[Reset password](#)

To generate a packing slip click the button below:

☒ Generate new password

[Generate packing slip](#)



LOGIN DETAILS

Username


Password

PILLDRILL HUB DETAILS

Serial No.

Device ID

REGIMEN

| Medication | Schedule |
|---|---|
|  tylenol | Tagged and scheduled 7:00AM (+/-4h), Daily |

STEP 6: (cont'd)

OPTION 2

Select the check box, “Generate new password” and then the “Generate new packing slip” button.

This will generate a packing slip that includes the patient’s device details, their medication schedule, and their login credentials.

NOTE: This is a one time password, a new password will be generated each time the generate new password option is selected.

6. HOW DO I REGISTER A NEW PATIENT?

COMPANY NAME

April ▾

- OVERVIEW
- LIVE FEED
- ADHERENCE
- USERS

Register user
- GROUPS
- DEVICES
- PRODUCTS
- REPORTING
- NOTIFICATIONS
- SETTINGS

Register a new user >

All Users

By Group

Users online

1

Users with some issues

0

Users offline

4

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|--------------|---------------|--------|------------|------------------------|----------------------|--------------|
| kendallpaige | Default Group | US-en | 2024-05-01 | Assigned 2024-04-29 | Unassigned set up | Offline |

SUCCESS!
You have now registered a user, assigned a device, and created a medication schedule.

They will appear in the user list as below;

Hub Status: “Assigned”
Schedule: “Unassigned”
Connectivity: “Offline”

NOTE: A user’s “connectivity” status will change to “ONLINE” only once they plug in and connect their PillDrill at home.

Schedule: “Unassigned” refers to pre-populated schedules that can be created and pushed to a user or group of users. Most commonly used for clinical trials.



INITIAL PATIENT TRAINING

7. WHAT SHOULD HAPPEN AT THE FIRST PATIENT TRAINING SESSION?

There are several things that need to happen at the first patient visit to ensure that patients are able to get up and running successfully. Here's your to-do list

- Confirm that the user has been assigned a PillDrill device and schedule
- Have the patient locate their log-in credentials in their shipment
- Provide the relevant instructions;
 - Explain how PillDrill works
 - Review medication schedule
 - Set up the hub to Wi-Fi network
 - Explain the main features of the PillDrill App / Online Portal

8. HOW DO I CONFIRM THAT THE USER HAS BEEN ASSIGNED A DEVICE?

To confirm that a user has been set up fully in the admin platform, check their status in the users section.


All UsersBy Group

Users online0

Users with some issues0

Users offline5

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|--------------|---------------|--------|------------|------------------------|------------------------|--------------|
| [redacted] | Default Group | US-en | 2024-05-01 | Unassigned assign | Unassigned set up | Offline |
| [redacted] | Default Group | US-en | 2024-05-13 | Unassigned assign | Unassigned set up | Offline |
| [redacted] | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |
| [redacted] | Default Group | US-en | | Unassigned assign | Unassigned set up | Offline |
| Test Testing | Default Group | US-en | 2024-04-30 | Assigned 2024-04-29 | Unassigned set up | Offline |



You'll know a user is successfully registered and ready to begin using PillDrill if their Hub status is set to "Assigned". It will only become "Online" once a user connects their Hub to Wi-Fi at home.

9. HOW DO I CONFIRM THAT THE USER HAS A MED SCHEDULE?

Select the user's name from the users section to access their profile. Select the “Schedule” tab to view their schedule.

The screenshot shows a user profile for KENDALLPAIGE (kendall.companyname@pd.ent). The 'Schedule' tab is selected, highlighted with a red box. Below the tabs, there are two links: 'User Med Cabinet' and 'User Dashboard', both highlighted with red boxes. The 'User Med Cabinet' link is the primary focus for confirming a medication schedule.

| Type | Name | Tag | Last scan |
|-----------------------|---|-----|-----------|
| Pill Strip Medication | Metformin IR 500 mg | | - |
| Pill Strip | Pill Strip 14 pods | | - |
| | ⌚ 9:00AM (+/-2h), 5:00PM (+/-2h), Daily | | |
| | 📷 Metformin IR 500 mg, Tylenol 325 mg | | |
| Pill Strip Medication | Tylenol 325 mg | | - |

NOTE: If you need to create or adjust their schedule, select the “User Med Cabinet” link.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

A. Explain what PillDrill is.

- PillDrill is a very simple medication reminder and tracking system. The main device is called the “Hub”, and it can be left plugged in next to the user’s medication. In its idle state, the Hub shows a clock.

B. Explain PillDrill’s core features

- a. **PillDrill reminds** you to take your medication by issuing a clear audio-visual alert when your doses are due.



- b. **PillDrill tracks** your intake with a quick scan of a pill strip pod or scanning tag. Whenever the user takes their medication, they should scan the appropriate pod or tag over the hub.



10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

C. Explain how to scan to the user

- Ask the user to locate the RFID symbol on the right side of the hub. The user will scan the bottom of the pill pod, or the scanning tag, over this symbol to track intake and log a dose as taken.



10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

D. Explain the user’s medication schedule.

- The user may have their medication schedule included on their packing slip if it was created before shipment.
- You can access the user’s medication schedule a few ways, but one quick way is to navigate to the user’s profile, and select the “Profile” tab.
 - Scroll to the bottom of the page and select the button, “Generate packing slip.”
 - Scroll to the “Regimen” section. Here you can view medications and their schedule.

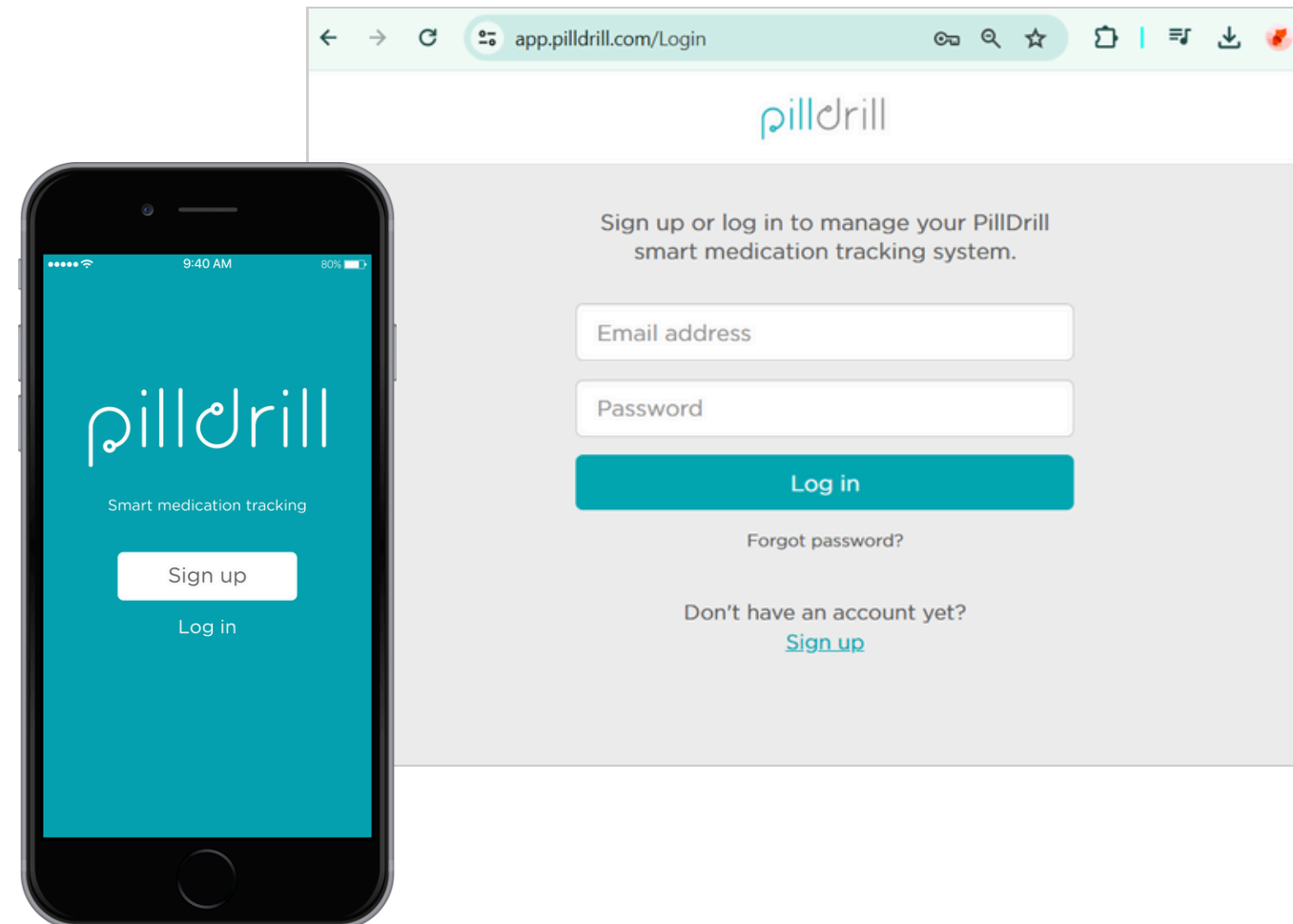
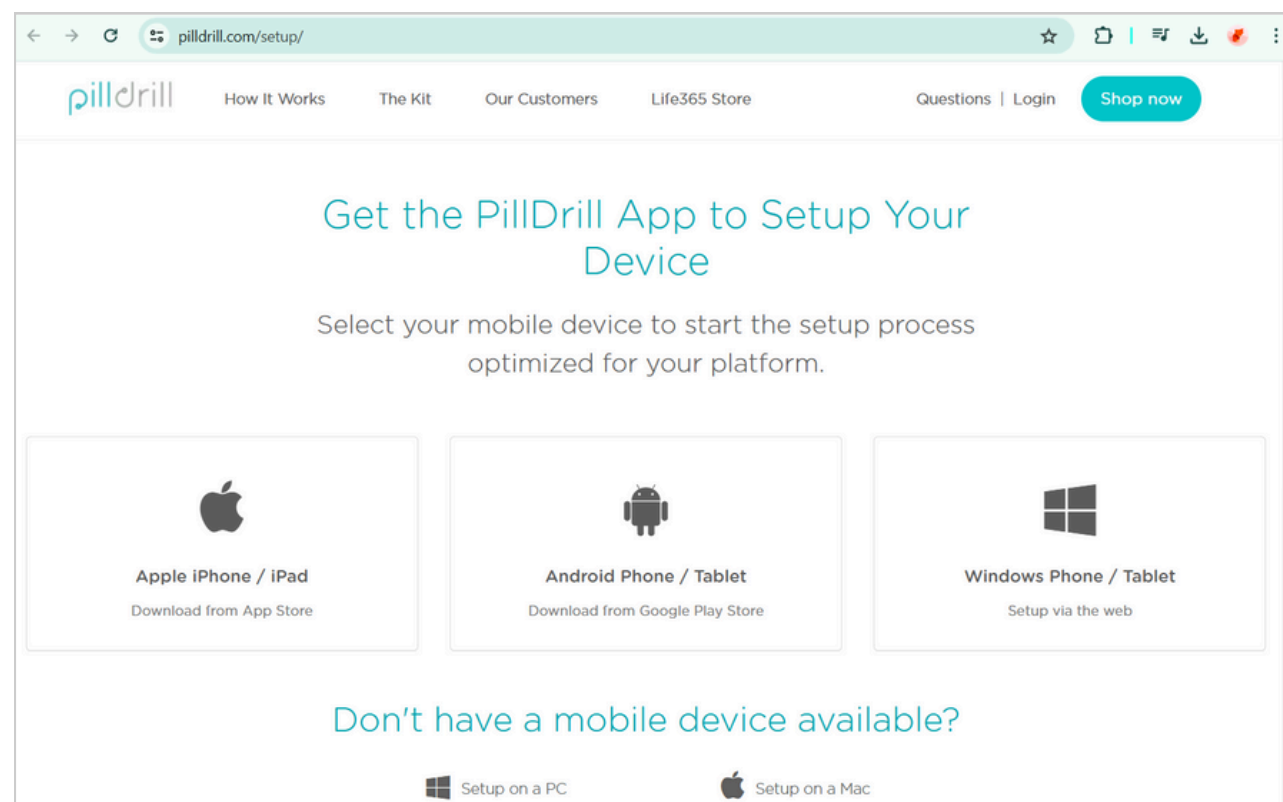
| REGIMEN | | | | | | |
|--|--|--|--|--|--|--|
| Medication | | | | Schedule | | |
| SUN 1 9:00 AM • 2x Tylenol 325 mg • 1x Metformin IR 500 mg | MON 1 9:00 AM • 2x Tylenol 325 mg • 1x Metformin IR 500 mg | TUE 1 9:00 AM • 2x Tylenol 325 mg • 1x Metformin IR 500 mg | WED 1 9:00 AM • 2x Tylenol 325 mg • 1x Metformin IR 500 mg | THU 1 9:00 AM • 2x Tylenol 325 mg • 1x Metformin IR 500 mg | FRI 1 9:00 AM • 2x Tylenol 325 mg • 1x Metformin IR 500 mg | SAT 1 9:00 AM • 2x Tylenol 325 mg • 1x Metformin IR 500 mg |
| SUN 2 5:00 PM • 1x Metformin IR 500 mg | MON 2 5:00 PM • 1x Metformin IR 500 mg | TUE 2 5:00 PM • 1x Metformin IR 500 mg | WED 2 5:00 PM • 1x Metformin IR 500 mg | THU 2 5:00 PM • 1x Metformin IR 500 mg | FRI 2 5:00 PM • 1x Metformin IR 500 mg | SAT 2 5:00 PM • 1x Metformin IR 500 mg |

NOTE: You can view the dosing window in their “Schedule” tab. See next step.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

E. Log in to the PillDrill app.

- In addition to the Hub, patients can also use the PillDrill app, or online portal, to get reminders and track their medication intake. The app/online portal use is optional, but a great tool.
 - Tell the user to download the PillDrill app from the App Store or Google Play and log in using the credentials included in their shipment packing list. Links to the apps and online portal can be found at pilldrill.com/setup.
 - Users can log into the online portal at pilldrill.com/login.

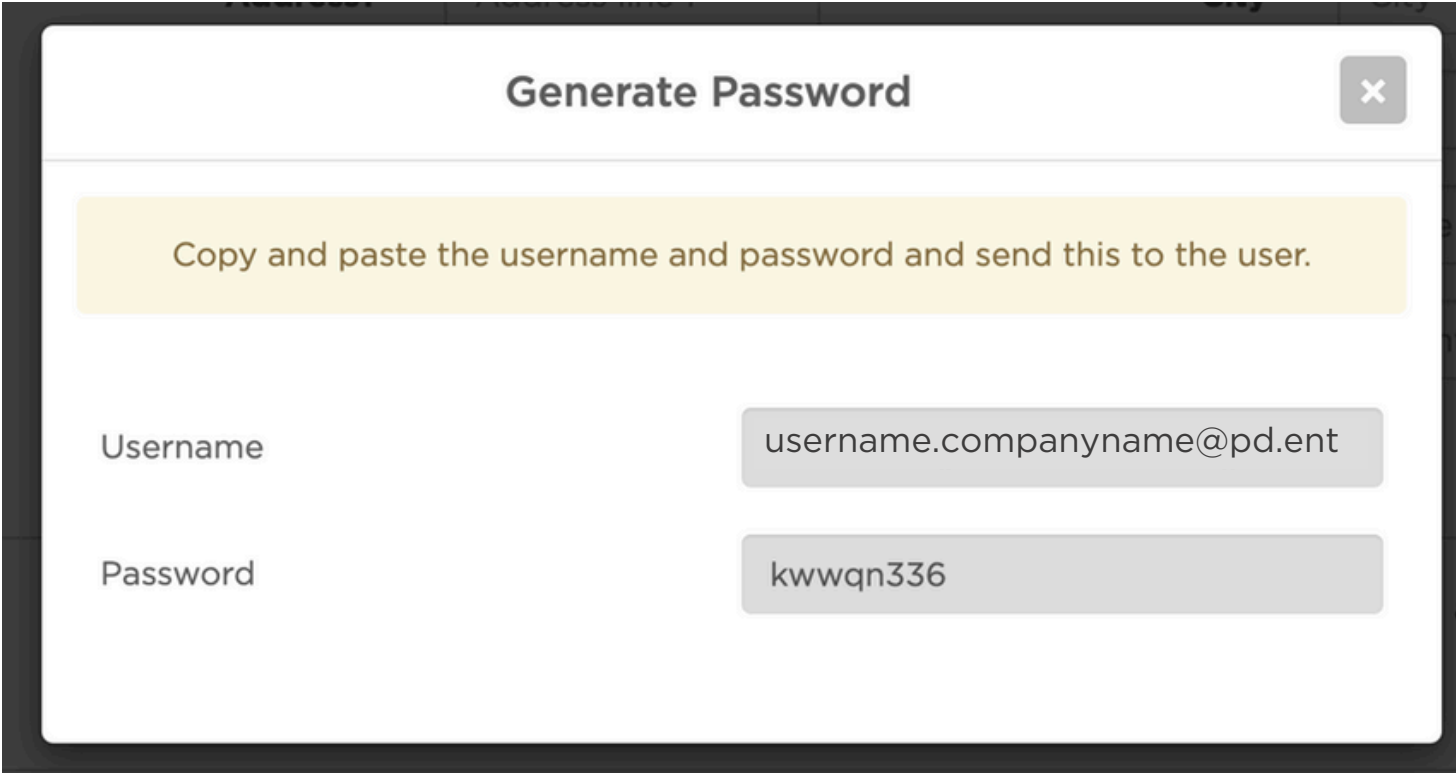


NOTE: The user's login credentials should be located on their packing slip, under the "Login Details" section.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

E. Log in to the PillDrill app (cont'd).

- If they are unable to locate their log in details, you can generate a one-time password and provide it to the user. On the user's profile, in the "Profile" tab, select the option, "Reset password." A pop up will appear, select, "Generate Password."
- The user will be prompted to update their password upon first login.



The screenshot shows a 'Generate Password' pop-up window. At the top, the title 'Generate Password' is centered, with a close button (an 'x' in a square) on the right. Below the title bar is a yellow instruction box that says 'Copy and paste the username and password and send this to the user.' Underneath this box are two input fields. The first field is labeled 'Username' and contains the text 'username.companyname@pd.ent'. The second field is labeled 'Password' and contains the text 'kwwqn336'.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

F. How does the user connect their PillDrill Hub to Wi-Fi?

- User should go to pilldrill.com/setup which will walk them through the setup process. They have the option to use the app or their computer.
- They will need their login credentials provided in the packing slip.
- See section - **“How do patients set up their PillDrill units at home?”** on **page 8** to walk through Wi-Fi set up.

WI-FI

IN ORDER TO PAIR THE HUB TO YOUR WI-FI NETWORK, PLEASE MAKE SURE THE FOLLOWING CONDITIONS ARE MET:

1. The PillDrill Hub is turned on
2. The light ring is flashing blue
3. You are in range of the Wi-Fi network you plan to connect to the PillDrill Hub.

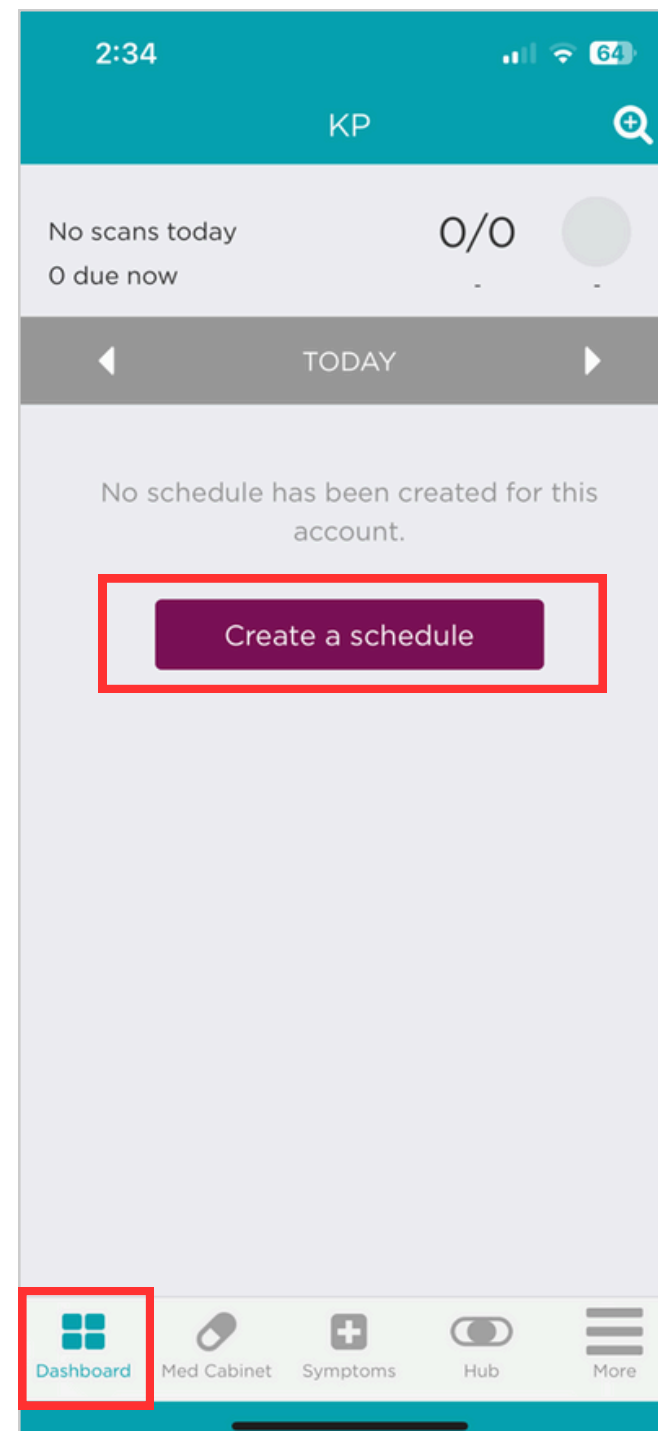
Continue



Make sure clients check these prerequisites first prior to connecting

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

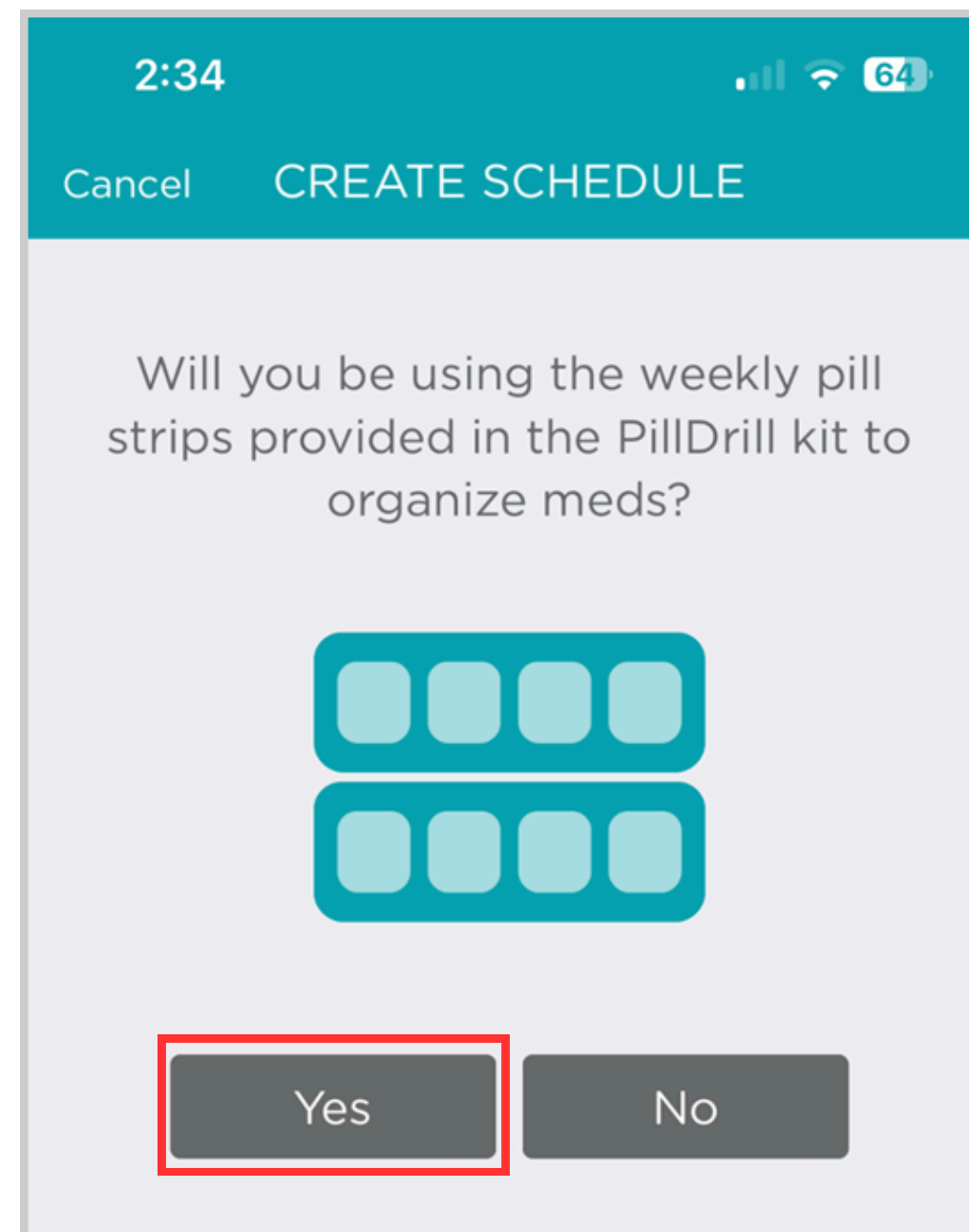
G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.



STEP 1: On the dashboard button, select the “create a schedule” button

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.

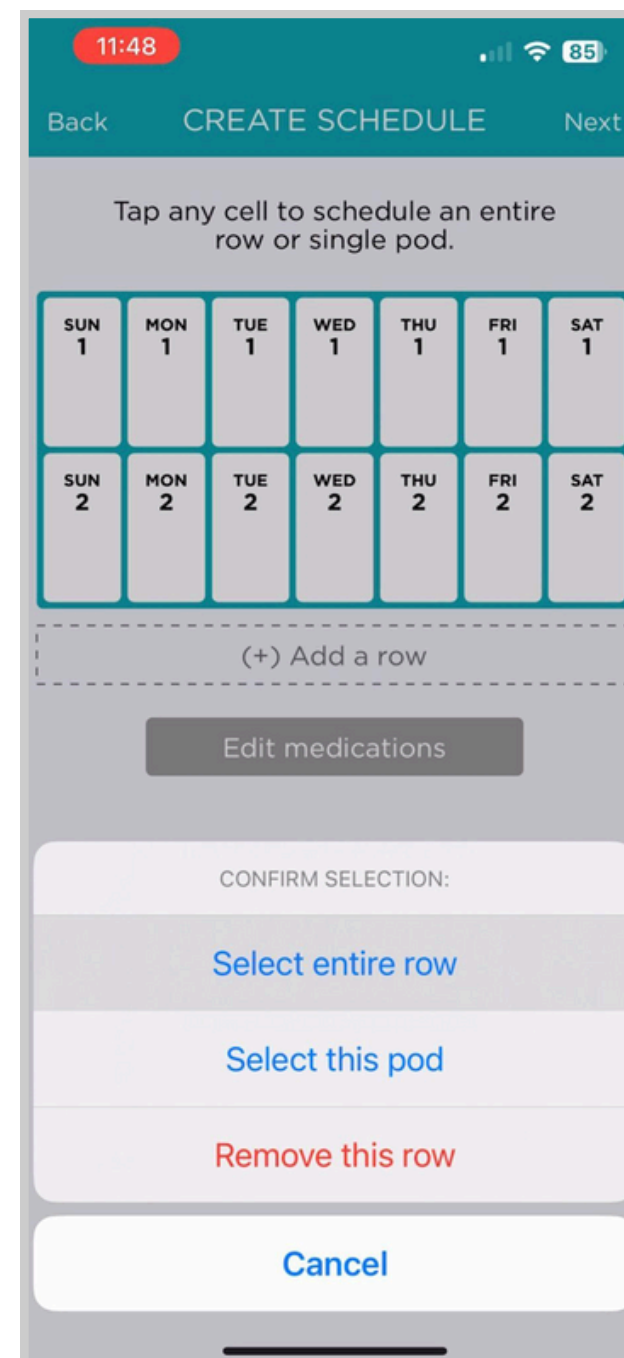


The screenshot shows a mobile app interface with a teal header bar. The header contains the time '2:34' on the left and signal, Wi-Fi, and battery icons on the right. Below the header is a teal bar with 'Cancel' and 'CREATE SCHEDULE' buttons. The main content area is light gray and contains the text: 'Will you be using the weekly pill strips provided in the PillDrill kit to organize meds?'. Below this text is an illustration of two pill strips, each with four light blue pill slots. At the bottom, there are two dark gray buttons: 'Yes' and 'No'. The 'Yes' button is highlighted with a red rectangular border.

STEP 2: If users will be using the Pill Strips, select the Yes button.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.



STEP 3: Tap a cell to select a single pod or entire row.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.

2:34

Cancel ROW 1 DETAILS Save

Time of day >

Dose Window

Repeat

Medications >

STEP 4: Edit row details.

- Select the time of day the medications should be taken.
- Adjust the dose window.
- Select the recurrence.
- Add the medications.

STEP 5: Select “Save” in the upper right hand corner

NOTE: Repeat the process for additional rows of Pill Strips, if using.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.

11:49 85%

Back CREATE SCHEDULE Next

Tap any cell to schedule an entire row or single pod.

| | | | | | | |
|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|--------------------|
| SUN 1 9 AM • | MON 1 9 AM • | TUE 1 9 AM • | WED 1 9 AM • | THU 1 9 AM • | FRI 1 9 AM • | SAT 1 9 AM • |
| SUN 2 5 PM • | MON 2 5 PM • | TUE 2 5 PM • | WED 2 5 PM • | THU 2 5 PM • | FRI 2 5 PM • | SAT 2 5 PM • |

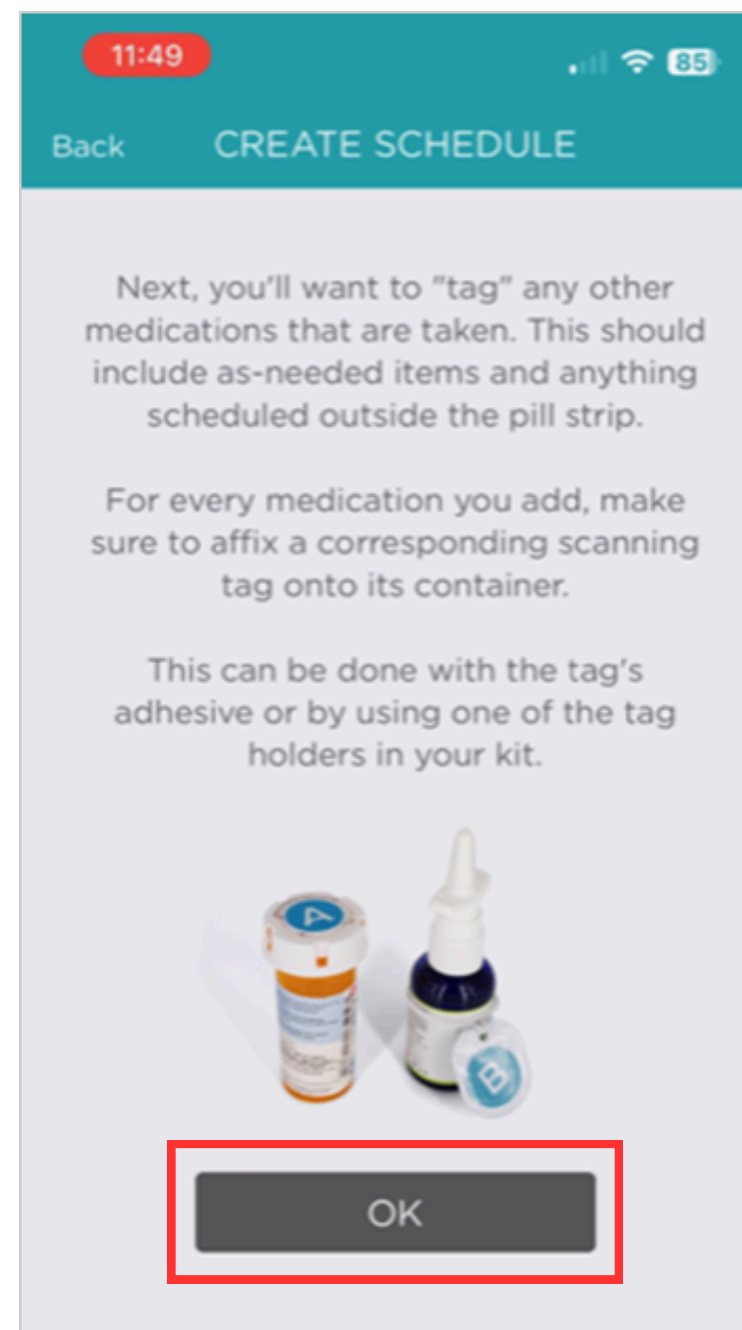
(+) Add a row

Edit medications

STEP 6: Set up scanning tags for medications
Select “Next” in the upper right hand corner to view instructions for using tags on medications.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

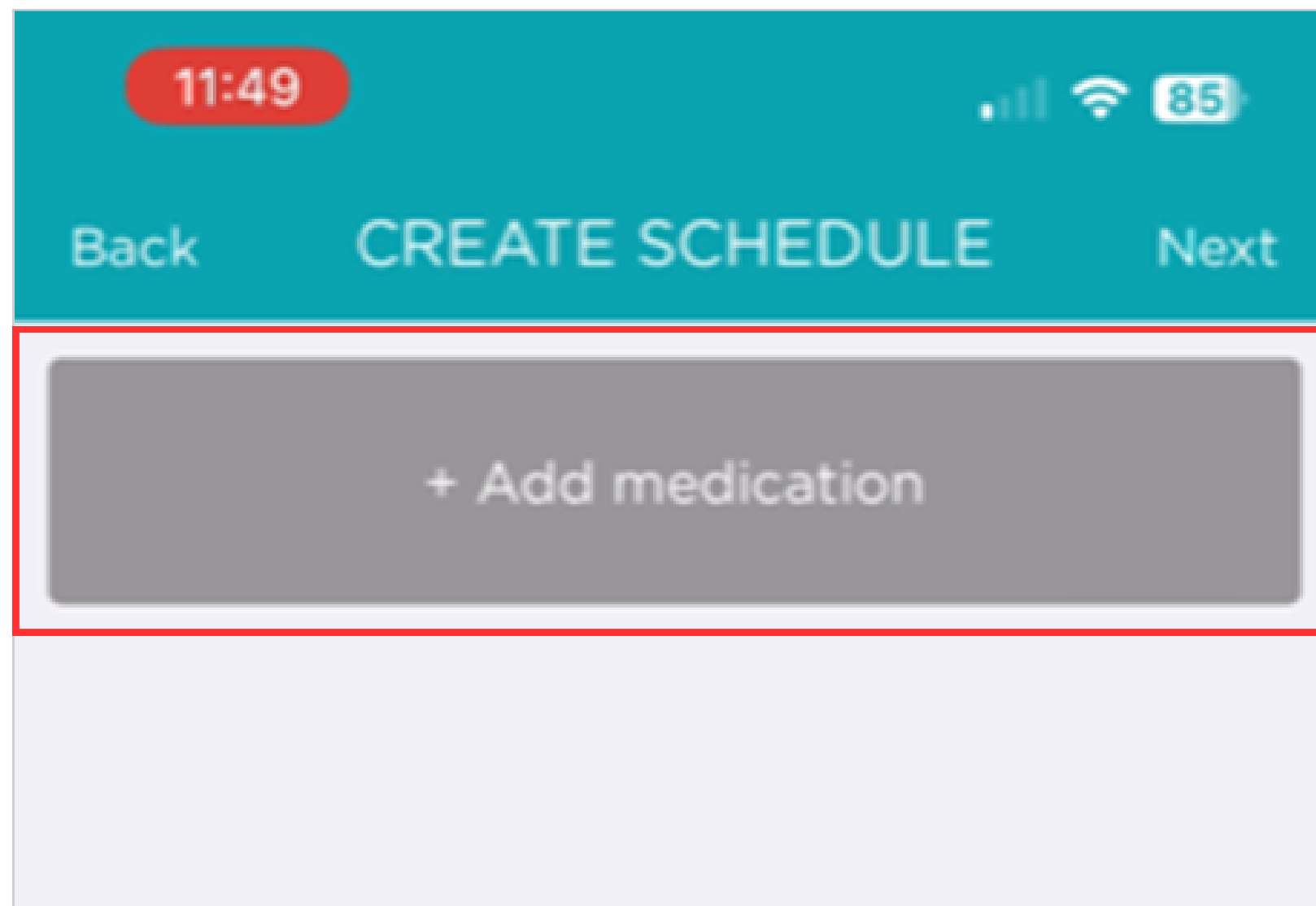
G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.



STEP 7: Select "Ok" to continue.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.



STEP 8: Select the “+ Add medication” button.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.

11:49

Cancel ADD MEDICATION Save

Enter your medication details and schedule below. For as-needed items, leave the schedule off.

Name

Tag

Schedule

STEP 9: Enter the medication name, and select the Tag letter that will be used on/for the medication.

STEP 10: Once entered, select “Save” in the upper right corner.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.

11:49 85

< A ALLERGY

Enter your medication details and schedule below. For as-needed items, leave the schedule off.

| | |
|----------|---------|
| Name | Allergy |
| Tag | A > |
| Schedule | Off > |

11:49 85

Cancel SCHEDULE Save

Schedule

Time(s) of day >

Dose Window 4 hrs before/after alarm >

per dose 1 - +

Repeat Sunday, Monday, Tuesday, Wed... >

STEP 11: If this is a medication that will be taken regularly on a schedule, and not just as needed, set the schedule for the medication.

Tap the “Off” letters in the Schedule field to enable a schedule.

Toggle the schedule button to green to view scheduling settings for the medication.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.

STEP 12 Once entered, select “Save” in the upper right corner to save your selections.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

H. Explain the “dose window”.

- Each alarm has a dose window of +/- X hours surrounding it. You can adjust the dose window in the “User’s Med Cabinet” link in their profile located under the “Schedule” tab. Select the Pill Strip option to edit the schedule / dose window.

The screenshot shows the 'Pill Drill' application interface. A modal titled 'Row 1 details' is open, allowing users to configure a medication alarm. The modal includes the following fields:

- Alarm:** A dropdown menu set to '3:45 PM'.
- Dose window:** A dropdown menu set to '2 hrs before/after alarm'. Below this is a small informational text: 'Specify how close to the alarm the medication needs to be taken. A stricter dose window would be +/- 30 minutes. A more flexible dose window might be +/- 12 hours.'
- Repeat:** A dropdown menu set to 'Every week'.
- Medications and Dose:** A table with two columns: 'Medications' and 'Dose'.

| Medications | Dose |
|--------------|------|
| Iron | 1x |
| Tylenol | 1x |
| Vitamin | 1x |
| (enter name) | 1x |

A 'Save' button is located at the bottom of the modal. In the background, a 'PILL STRIP' is visible, showing a weekly schedule with specific times and medication names for each day.



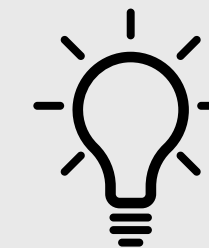
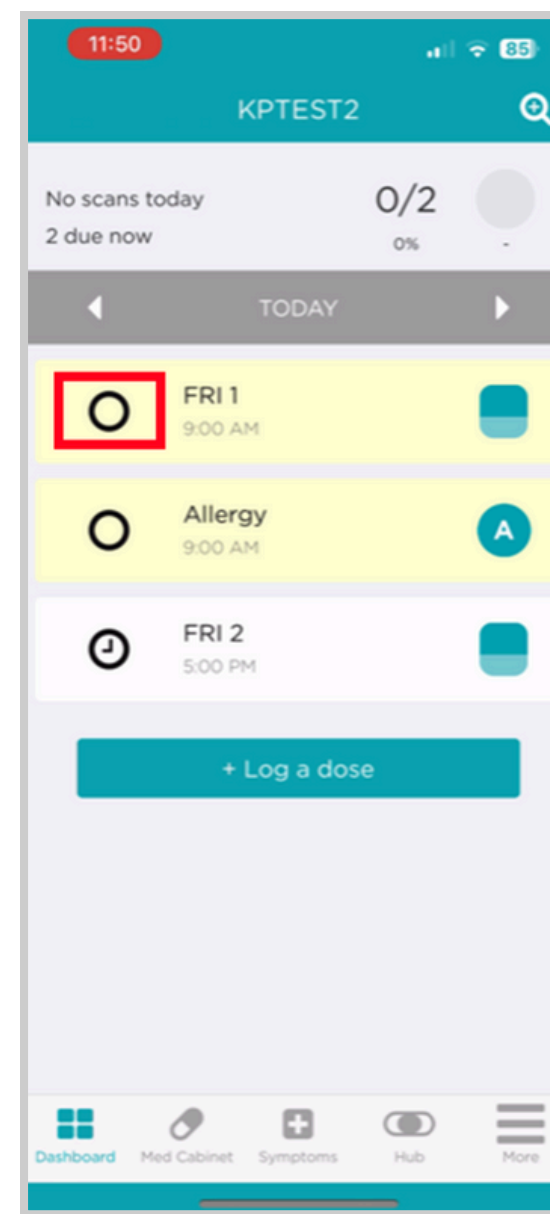
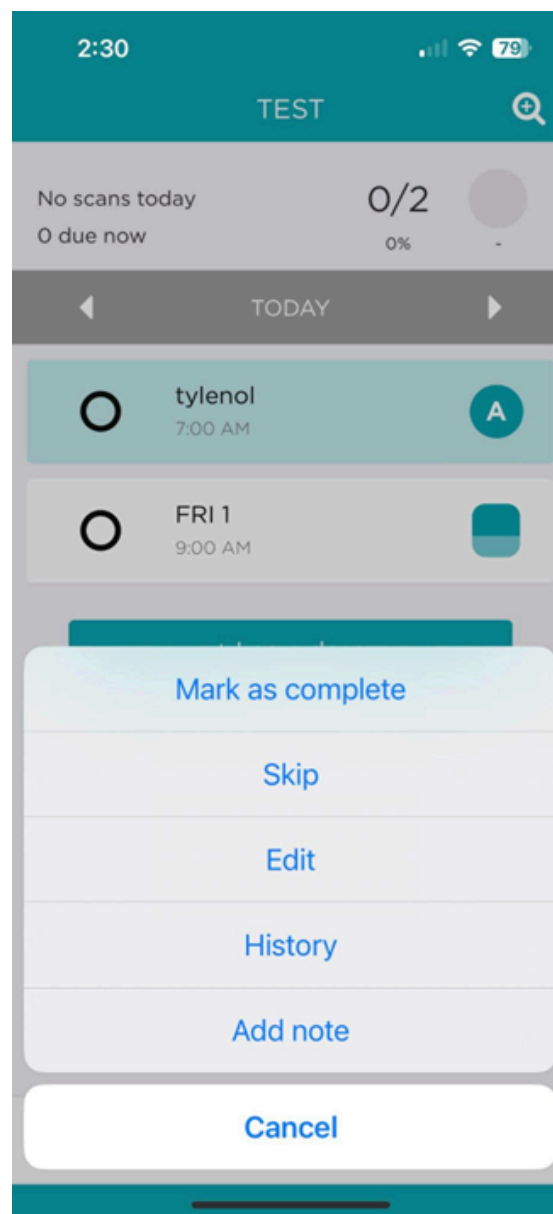
it's completely fine for a user to scan their medication before the scheduled alarm/reminder or after the scheduled alarm/reminder.

If the user scans early, the alarm won't ring as scheduled because it knows they've already taken their dose.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

I. Explain the main features of the PillDrill app / online portal. Key points include;

- **How to log a dose from the dashboard**
 - Tap the dose, and select the “Mark as complete” option.

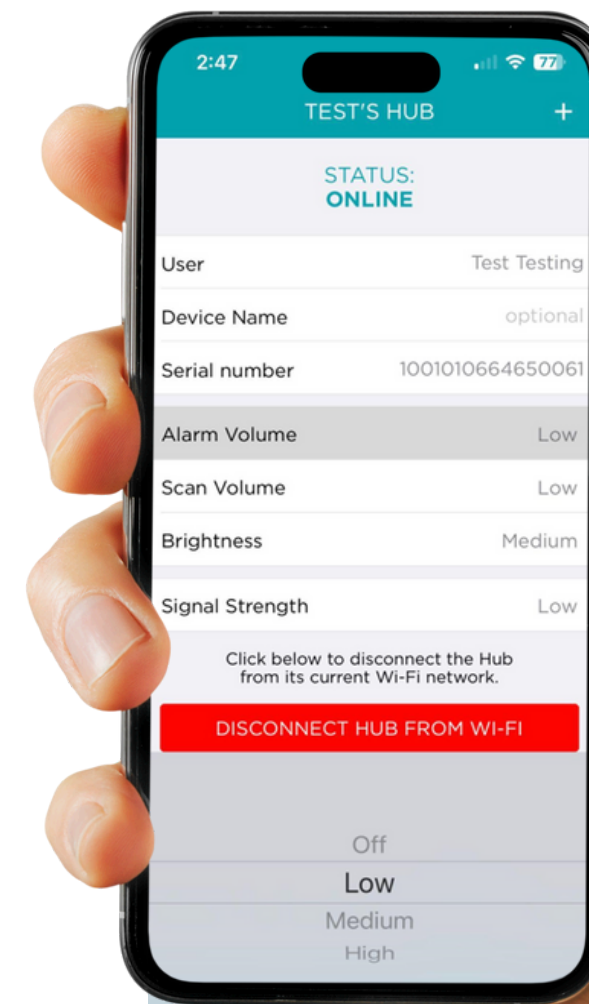
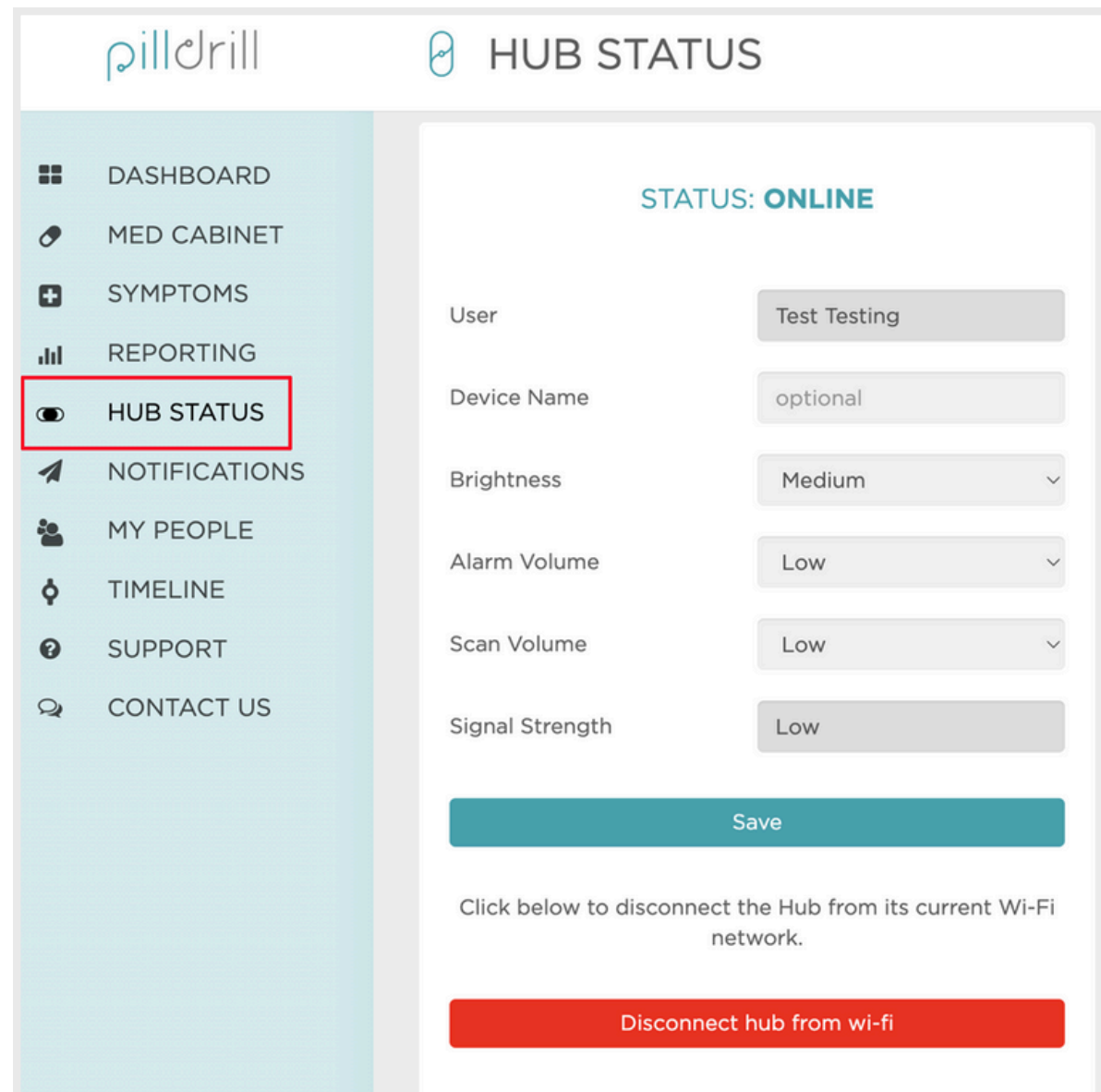


As a shortcut, you can also tap the circle next to the pill pod or medication due / listed to mark as taken.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

I. Explain the main features of the PillDrill app / online portal. Key points include; (cont'd)

- **How to change Hub settings like volume and brightness.**
 - Select the Hub from the menu items at the bottom of the app, or Hub Status in the online portal.

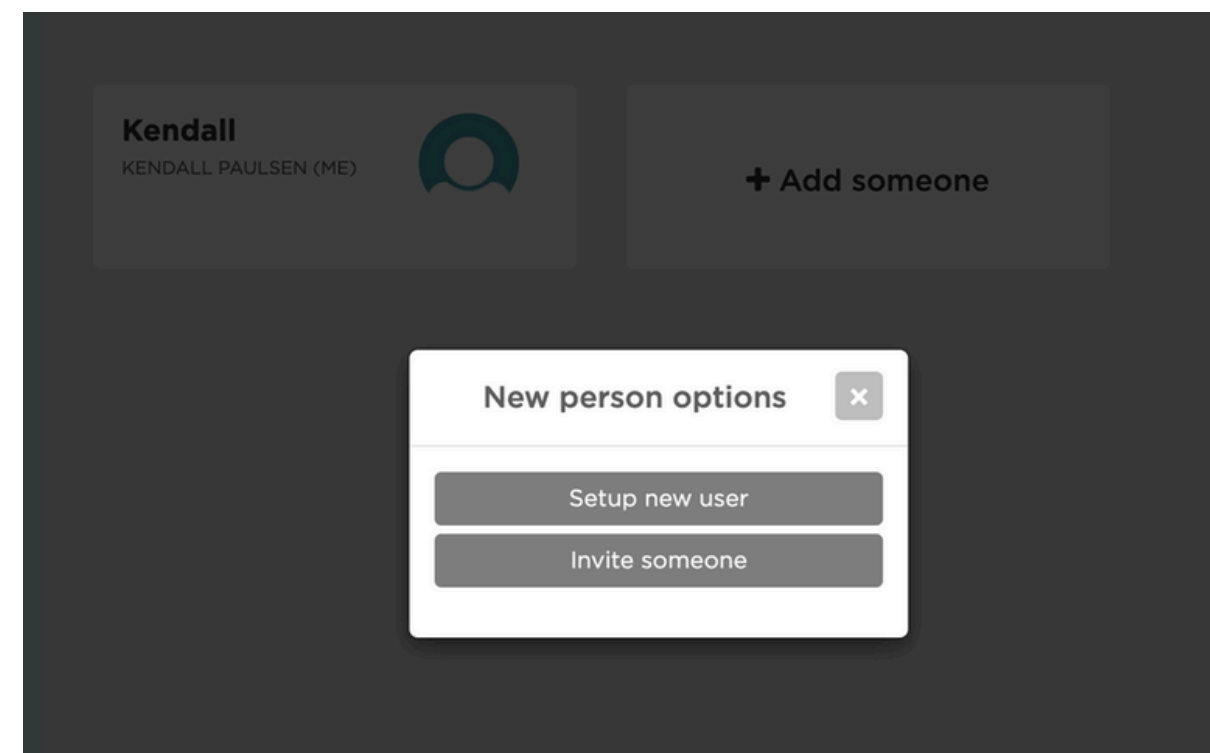


10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

I. Explain the main features of the PillDrill app / online portal. Key points include; (cont'd)

◦ How to add family members?

- In the app, select More at the bottom menu. Then select My People.
- In the online portal, select My People.
- Select the “Add Someone” button.
- Select the “Invite Someone” option.
- Select your name when prompted to “Invite to manage for:”
- Enter their email, and select “View” or “View + Edit” under account control.
- Select the “Invite” button to finish.



10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

I. Explain the main features of the PillDrill app / online portal. Key points include; (cont'd)

◦ Adjust notifications

- Users can receive email and text notifications in addition to app and Hub reminders.

The screenshot shows the PillDrill online portal's 'NOTIFICATIONS' page. On the left is a sidebar menu with options: DASHBOARD, MED CABINET, SYMPTOMS, REPORTING, HUB STATUS, NOTIFICATIONS (highlighted), MY PEOPLE, TIMELINE, SUPPORT, and CONTACT US. The main content area is titled 'NOTIFICATIONS' and contains the following sections:

- A header: 'Select the notifications you'd like to receive for your account.'
- A checkbox for 'Vacation mode (pause all)'.
- A section titled 'Notification types:' with the following options:
 - ☒ Alert on reminder
 - ☐ Alert on scheduled scan
 - ☐ Alert on unscheduled scan
 - ☒ Alert when late
 - ☐ Alert on missed scan
 - ☐ Alert on mood scan
 - ☐ Alert on symptom
- A section titled 'Send notifications to:' with the following options:
 - ☒ App (iOS/Android)
 - ☐ Email
 - ☐ SMS
- A 'Save' button at the bottom.

In the online portal select “Notifications” from left hand menu.

The screenshot shows the PillDrill app's 'Notification type' selection screen. The status bar at the top shows the time as 2:58 and battery at 75%. The screen has a teal header with a back arrow and the title 'Notification type'. Below the header is a list of three options: 'App' (selected with a blue checkmark), 'Email', and 'SMS'.

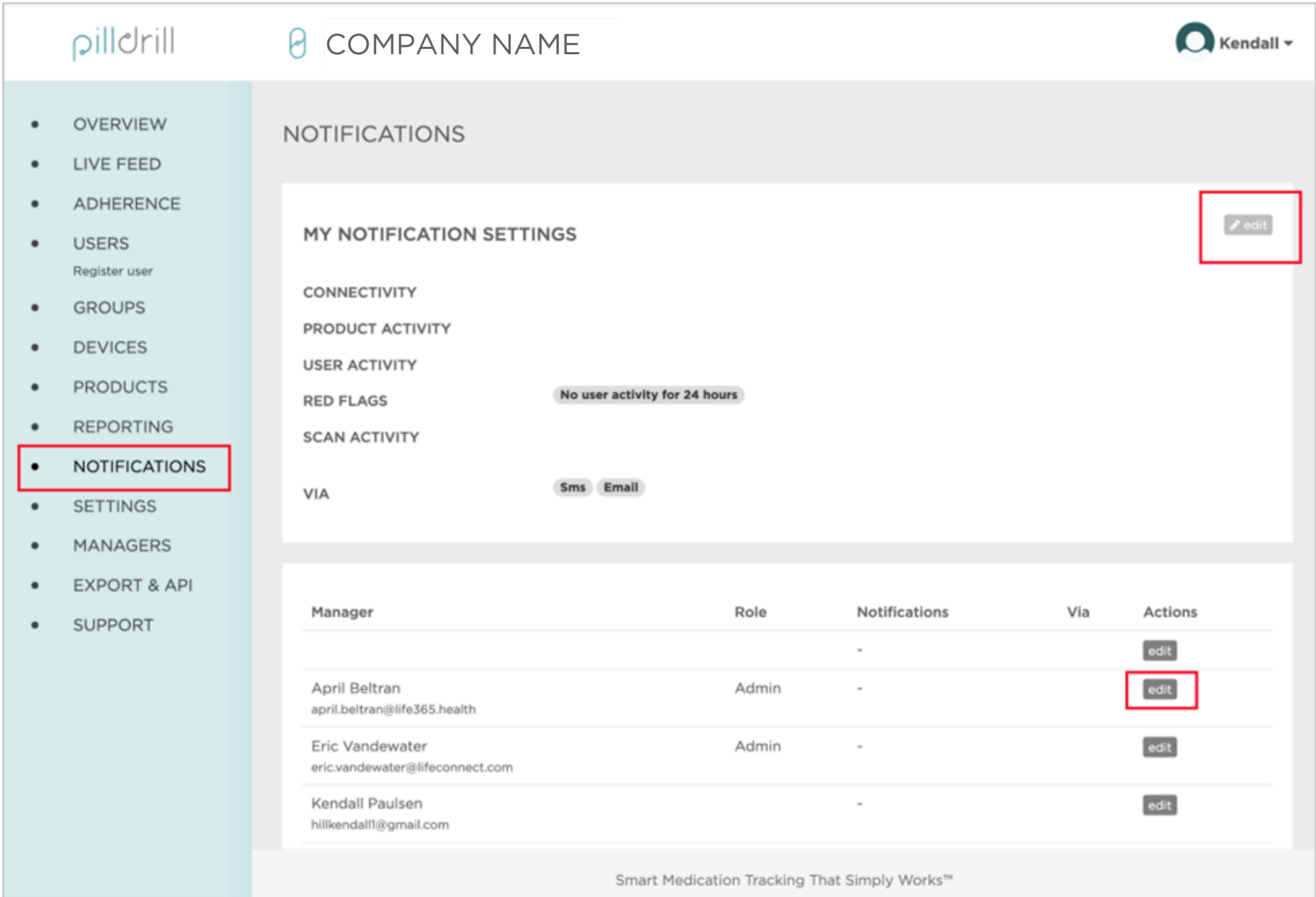
In the app, select More, then select “Manage push notifications.” Select the last option, Notification type, and tap to select notification options.



EVERYDAY USAGE

11. WHAT NOTIFICATIONS SHOULD I EXPECT TO RECEIVE?

PillDrill-related information can be viewed by logging into the PillDrill admin platform. However, you can opt-in to receive notifications via email and SMS as well.



STEP 1: Navigate to the Notifications tab in the left-hand menu.

STEP 2: To adjust your settings, select the “Edit” button in the “My Notification Settings” section. To adjust notification settings for another Admin platform user, select the “Edit” button next to their name.

11. WHAT NOTIFICATIONS SHOULD I EXPECT TO RECEIVE?

The screenshot shows a notification settings interface with the following sections and options:

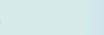
- CONNECTIVITY**
 - ☐ Device online - first time
 - ☐ Device communicated - first time
 - ☐ Device offline
 - ☐ Device offline > 24 hours
 - ☐ Device offline > 48 hours
 - ☐ Device offline > 96 hours
 - ☐ Device offline > 7 Days
 - ☐ Device online
- PRODUCT ACTIVITY**
 - ☐ Manager created product
 - ☐ Manager deactivated product
 - ☐ Manager pushed product to users
 - ☐ Manager created schedule
 - ☐ Manager updated product
- USER ACTIVITY**
 - ☐ User active
 - ☐ User created
 - ☐ User login
 - ☐ User first login
 - ☐ User password updated
 - ☐ User info updated
- RED FLAGS**
 - ☒ No user activity for 24 hours
 - ☐ No user activity for 48 Hours
 - ☐ No user activity for 7 days
 - ☐ Adherence below 75%
 - ☐ Adherence below 50%
- SCAN ACTIVITY**
 - ☐ On scan
 - ☐ User removed event
 - ☐ On reminder
 - ☐ When late
 - ☐ On missed
 - ☐ On missed (3 in a row)
 - ☐ On missed (6 in a row)
- DELIVERY TYPE**
 - ☐ App
 - ☒ Sms
 - ☒ Email

At the bottom of the form is a teal button labeled "Update".

STEP 3: Select from the various notification types, and then select your delivery type, SMS and/or Email. To save your selections, select the “Update” button.

12. HOW CAN I SEE HOW MY PATIENTS ARE DOING?

During the course of everyday usage, you may want to log into the admin platform to see how your patients are complying with their regimen. Here are a few ways to view that information:



COMPANY NAME

Kendall

- OVERVIEW
- LIVE FEED**
- ADHERENCE
- USERS
Register user
- GROUPS
- DEVICES
- PRODUCTS
- REPORTING
- NOTIFICATIONS
- SETTINGS
- MANAGERS
- EXPORT & API
- SUPPORT

LIVE FEED

(all notification types)

(all users)

(all groups)

(all products)

☐ Show mood scans only

04/30/2024

05/06/2024

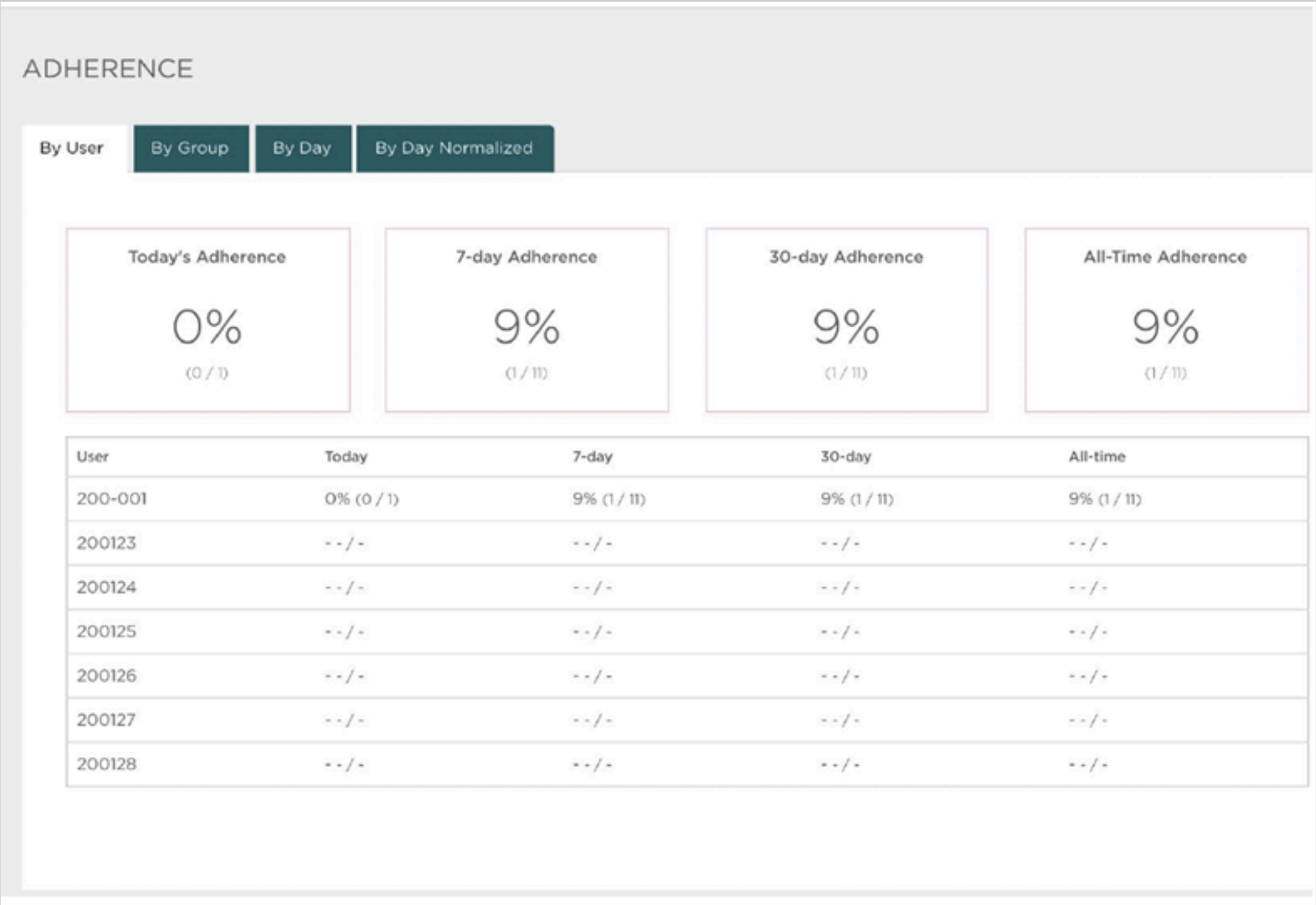
↺

| Time | User | Status | User Time | Description | Notes |
|------------------|--------------|---------------------------|------------------------------------|---|-------|
| 11:04 AM | Test Testing | On missed | Mon, May 6, 2024 @ 11:04 AM -04:00 | User Test Testing missed the dose window for MON 1. | |
| 11:04 AM | Test Testing | On missed | Mon, May 6, 2024 @ 11:04 AM -04:00 | User Test Testing missed the dose window for tylenol (A). | |
| 11:04 AM | Test Testing | On missed (6 in a row) | Mon, May 6, 2024 @ 11:04 AM -04:00 | User Test Testing missed 6 consecutive doses of tylenol (A). | |
| 6:44 AM | Test Testing | Device offline > 48 hours | Mon, May 6, 2024 @ 6:44 AM -04:00 | The PillDrill Hub belonging to user Test Testing has been offline for 48 hours. | |
| Sun 05, 9:04 PM | kendallpaige | On missed | Sun, May 5, 2024 @ 9:04 PM -04:00 | User kendallpaige missed the dose window for SUN 2. | |
| Sun 05, 1:04 PM | kendallpaige | On missed | Sun, May 5, 2024 @ 1:04 PM -04:00 | User kendallpaige missed the dose window for SUN 1. | |
| Sun 05, 11:04 AM | Test Testing | On missed | Sun, May 5, 2024 @ 11:04 AM -04:00 | User Test Testing missed the dose window for SUN 1. | |
| Sun 05, 11:04 AM | Test Testing | On missed | Sun, May 5, 2024 @ 11:04 AM -04:00 | User Test Testing missed the dose window for tylenol (A). | |

STEP 1: The live feed section allows you to view all your patients' PillDrill data accumulated in real time. Select "Live Feed" from the left hand menu to view.

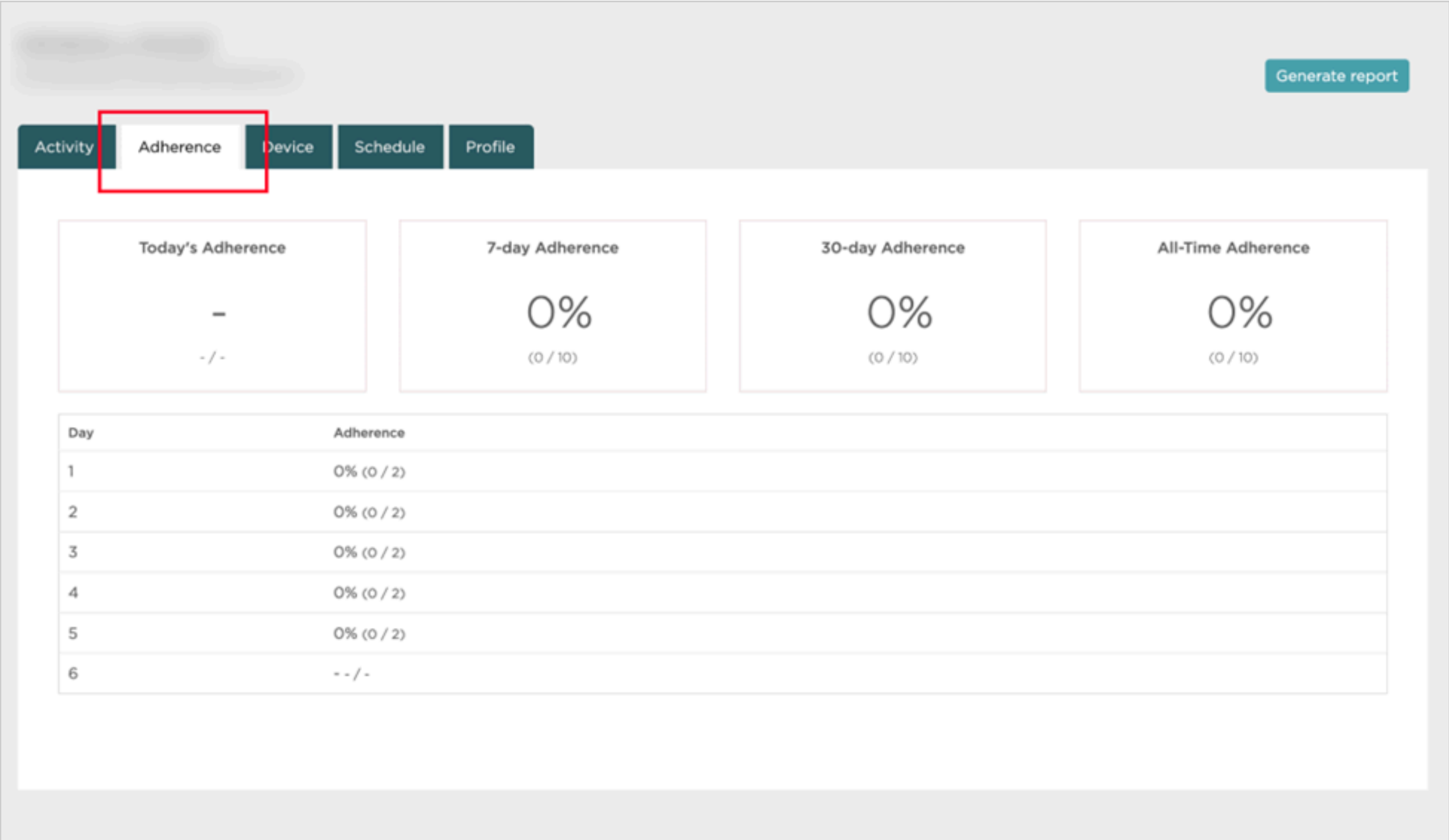
NOTE: You can filter by notification type, user or groups, schedules / products, and date range.

12. HOW CAN I SEE HOW MY PATIENTS ARE DOING?



STEP 2: The adherence section lets you view historical compliance data from individual users and your entire group. Select “Adherence” from the left-hand menu to view.

12. HOW CAN I SEE HOW MY PATIENTS ARE DOING?



STEP 3: By clicking the “adherence” tab of an individual user account, you can view a close-up of one user’s historical adherence.

13. HOW DO I GENERATE A USER ADHERENCE REPORT?

When you have a follow-up visit with a user, you may want to review, download, and/or print out an adherence report since their last visit. Here’s how you can do that.

- OVERVIEW
- LIVE FEED
- ADHERENCE
- USERS**
- GROUPS
- DEVICES
- PRODUCTS
- REPORTING
- NOTIFICATIONS
- SETTINGS
- MANAGERS
- EXPORT & API
- SUPPORT

Register a new user

All UsersBy Group

Users online0

Users with some issues0

Users offline5

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|-----------------|---------------|--------|------------|------------------------|------------------------|-----------------------------|
| kendallpaige | Default Group | US-en | 2024-05-01 | Unassigned assign | Unassigned set up | Offline |
| kph | Default Group | US-en | 2024-05-13 | Unassigned assign | Unassigned set up | Offline |
| Kendall Paulsen | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |
| Test User Test | Default Group | US-en | | Unassigned assign | Unassigned set up | Offline |
| Test Testing | Default Group | US-en | 2024-04-30 | Assigned 2024-04-29 | Unassigned set up | Offline since 2024-05-04 |

STEP 1: Go the Users section of the Admin platform.

13. HOW DO I GENERATE A USER ADHERENCE REPORT?

- OVERVIEW
- LIVE FEED
- ADHERENCE
- USERS
 - Register user
- GROUPS
- DEVICES
- PRODUCTS
- REPORTING
- NOTIFICATIONS
- SETTINGS
- MANAGERS
- EXPORT & API
- SUPPORT

Register a new user >

All UsersBy Group

Users online0

Users with some issues0

Users offline5

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|-----------------|---------------|--------|------------|------------------------|------------------------|-----------------------------|
| kendallpaige | Default Group | US-en | 2024-05-01 | Unassigned assign | Unassigned set up | Offline |
| kph | Default Group | US-en | 2024-05-13 | Unassigned assign | Unassigned set up | Offline |
| Kendall Paulsen | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |
| Test User Test | Default Group | US-en | | Unassigned assign | Unassigned set up | Offline |
| Test Testing | Default Group | US-en | 2024-04-30 | Assigned 2024-04-29 | Unassigned set up | Offline since 2024-05-04 |

STEP 2: Click on the relevant users' User ID.

13. HOW DO I GENERATE A USER ADHERENCE REPORT?

← back to all users

KENDALLPAIGE

kendall.companyname@pd.ent

Generate report

Activity

Adherence

Device

Schedule

Profile

| Time | User | Status | User Time | Description | Notes | |
|------------------|--------------|--------|------------------------------------|-------------|-------|--|
| 11:00 AM | kendallpaige | Missed | Mon, May 6, 2024 @ 9:00 AM - 06:00 | MON 1 | | |
| Sun 05, 7:00 PM | kendallpaige | Missed | Sun, May 5, 2024 @ 5:00 PM - 06:00 | SUN 2 | | |
| Sun 05, 11:00 AM | kendallpaige | Missed | Sun, May 5, 2024 @ 9:00 AM - 06:00 | SUN 1 | | |
| Sat 04, 7:00 PM | kendallpaige | Missed | Sat, May 4, 2024 @ 5:00 PM - 06:00 | SAT 2 | | |
| Sat 04, 11:00 AM | kendallpaige | Missed | Sat, May 4, 2024 @ 9:00 AM - 06:00 | SAT 1 | | |
| Fri 03, 7:00 PM | kendallpaige | Missed | Fri, May 3, 2024 @ 5:00 PM - 06:00 | FRI 2 | | |
| Fri 03, 11:00 AM | kendallpaige | Missed | Fri, May 3, 2024 @ 9:00 AM - 06:00 | FRI 1 | | |
| Thu 02, 7:00 PM | kendallpaige | Missed | Thu, May 2, 2024 @ 5:00 PM - 06:00 | THU 2 | | |
| Thu 02, 11:00 AM | kendallpaige | Missed | Thu, May 2, 2024 @ 9:00 AM - 06:00 | THU 1 | | |
| Wed 01, 7:00 PM | kendallpaige | Missed | Wed, May 1, 2024 @ 5:00 PM - 06:00 | WED 2 | | |
| Wed 01, 11:00 AM | kendallpaige | Missed | Wed, May 1, 2024 @ 9:00 AM - 06:00 | WED 1 | | |

STEP 3: Click on generate report in the top right corner.

14. HOW DO I EXPORT USER DATA?

To export user data into a .CSV file, click on the “Export” tab of the admin platform and define your export criteria.

The screenshot shows the PillDrill admin interface. On the left sidebar, the 'EXPORT & API' menu item is highlighted with a red box. The main content area is titled 'EXPORT & API ACCESS'. The 'EXPORT' tab is selected, showing a section with the text: 'By default all of your data will be exported. To filter, specify a specific group or user along with any required date range limitation.' Below this, there are five filter fields: 'Export Type' (with options 'Regular (grouped)' and 'Raw (all detail)'), 'Group' (with options 'Any Group' and 'Default Group'), 'User' (with a list of email addresses including 'kendall.caretalkhealth@pilldrill.enterprise'), 'Start date' (set to '04/29/2024'), and 'End date' (set to '05/06/2024'). An 'Export' button is located at the bottom of these filters. Below the export section, the 'API ACCESS' tab is visible, with a text box stating: 'Generate an API key so that an application can access this enterprise account on your behalf.'

STEP 1: From the export tab, select your export criteria (group, user, time period) and then click “Export” to generate a custom CSV. data report



COMMON ADJUSTMENTS

15. HOW DO I CHANGE A USER'S SCHEDULE?

To change a user's medication schedule once it's been created, do the following:

pillDrill

COMPANY NAME

April

OVERVIEW

LIVE FEED

ADHERENCE

USERS

Register user

GROUPS

DEVICES

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NOTIFICATIONS

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EXPORT & API

SUPPORT

USERS

Register a new user

All Users

By Group

Users online

0

Users with some issues

0

Users offline


1


| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|-----------------|---------------|--------|------------|----------------------|------------------------|--------------|
| Kendall Paulsen | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |

Smart Medication Tracking That Simply Works™

STEP 1: Go to the “Users” section in the left hand menu.

15. HOW DO I CHANGE A USER'S SCHEDULE?

 COMPANY NAME

 April ▾

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USERS

Register a new user >

All Users

By Group

Users online

0

Users with some issues

0

Users offline

1

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|-----------------|---------------|--------|------------|----------------------|------------------------|--------------|
| Kendall Paulsen | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |

Smart Medication Tracking That Simply Works™

STEP 2: Click on the relevant users' User ID.

15. HOW DO I CHANGE A USER'S SCHEDULE?

pilldrill

COMPANY NAME

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back to all users

KENDALL PAULSEN

kendall.companyname@pd.ent

Generate report

Activity

Adherence

Device

Schedule

Profile

User Med Cabinet

User Dashboard

| Type | Name | Tag | Last scan |
|-----------------------|---|---------|------------------------------------|
| Product | (unnamed) | | Mon, Apr 29, 2024 @ 3:57 PM -04:00 |
| Pill Strip | Daily | 14 pods | - |
| | ⌚ 3:45PM (+/-2h), 5:00PM (+/-2h), Daily | | |
| | 💊 Iron, Tylenol, Vitamin | | |
| Pill Strip Medication | Iron | | - |
| Pill Strip Medication | Tylenol | | - |
| Pill Strip Medication | Vitamin | | - |

Smart Medication Tracking That Simply Works™

STEP 3: Click on the user's "Schedule" tab.

15. HOW DO I CHANGE A USER'S SCHEDULE?

pilldrill

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back to all users

KENDALL PAULSEN

kendall.companyname@pd.ent

Generate report

Activity

Adherence

Device

Schedule

Profile

User Med Cabinet

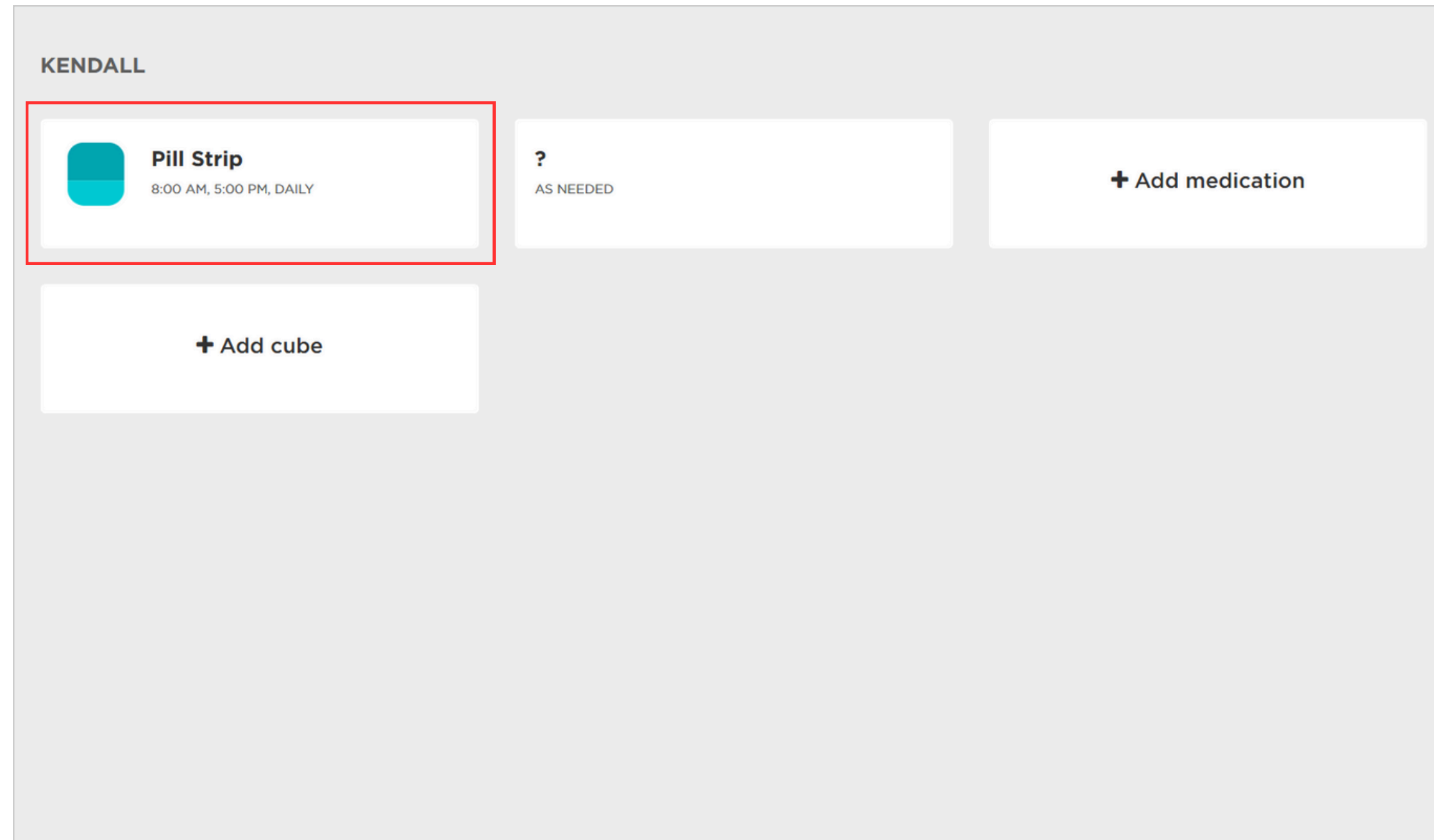
User Dashboard

| Type | Name | Tag | Last scan |
|-----------------------|---|---------|------------------------------------|
| Product | (unnamed) | | Mon, Apr 29, 2024 @ 3:57 PM -04:00 |
| Pill Strip | Daily | 14 pods | - |
| | ⌚ 3:45PM (+/-2h), 5:00PM (+/-2h), Daily | | |
| | 💊 Iron, Tylenol, Vitamin | | |
| Pill Strip Medication | Iron | | - |
| Pill Strip Medication | Tylenol | | - |
| Pill Strip Medication | Vitamin | | - |

Smart Medication Tracking That Simply Works™

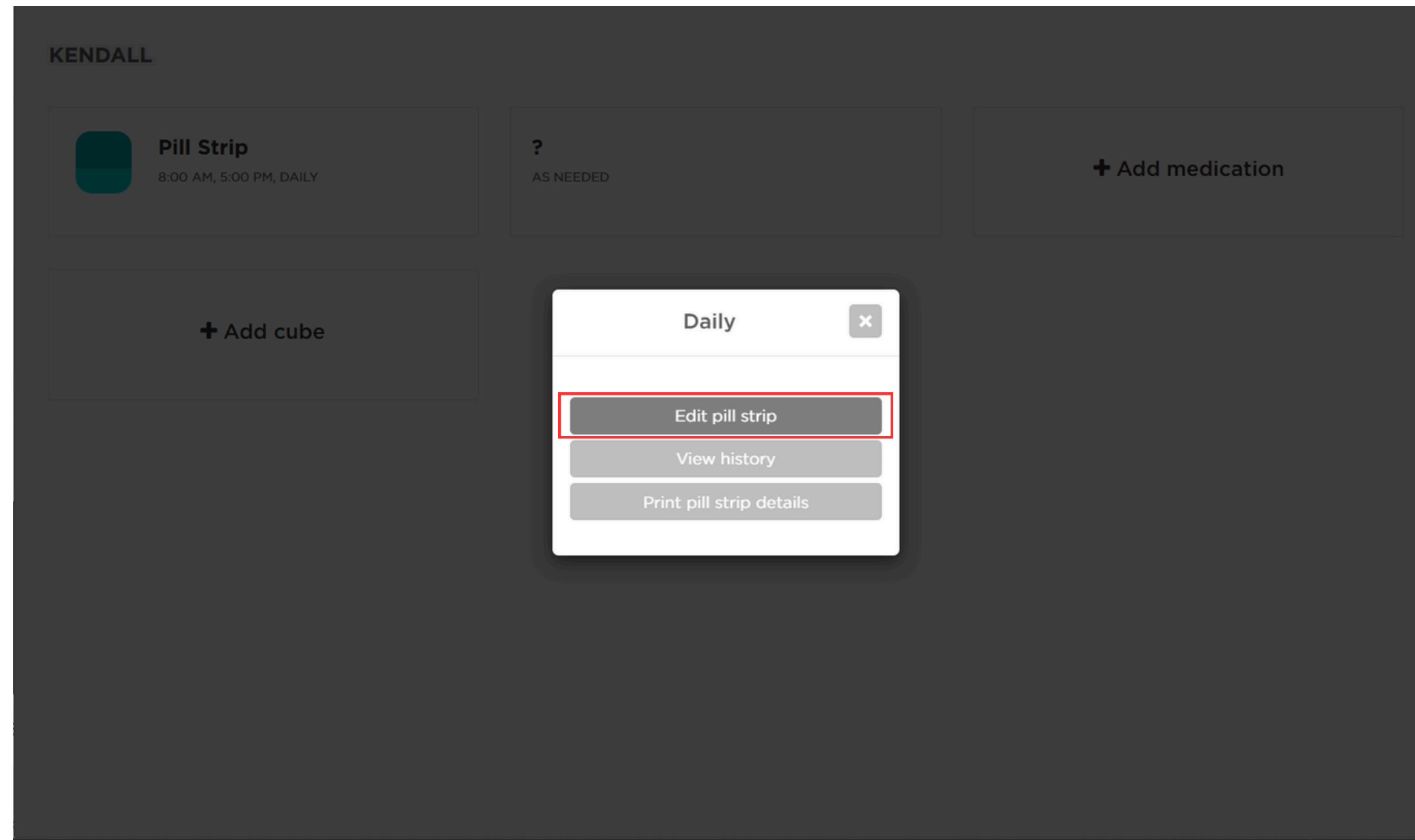
STEP 4: Select the “User med cabinet” link.

15. HOW DO I CHANGE A USER'S SCHEDULE?



STEP 5: Select the Pill Strip option to edit.

15. HOW DO I CHANGE A USER'S SCHEDULE?



STEP 6: Select the “Edit Pill Strip” button.

15. HOW DO I CHANGE A USER'S SCHEDULE?

Tap any cell to schedule an entire row or single pod.

| | | | | | | |
|--|--|--|--|--|--|--|
| SUN1 🕒 8:00 AM Iron Tylenol Vitamin | MON1 🕒 8:00 AM Iron Tylenol Vitamin | TUE1 🕒 8:00 AM Iron Tylenol Vitamin | WED1 🕒 8:00 AM Iron Tylenol Vitamin | THU1 🕒 8:00 AM Iron Tylenol Vitamin | FRI1 🕒 8:00 AM Iron Tylenol Vitamin | SAT1 🕒 8:00 AM Iron Tylenol Vitamin |
| SUN2 🕒 5:00 PM Tylenol | MON2 🕒 5:00 PM Tylenol | TUE2 🕒 5:00 PM Tylenol | WED2 🕒 5:00 PM Tylenol | THU2 🕒 5:00 PM Tylenol | FRI2 🕒 5:00 PM Tylenol | SAT2 🕒 5:00 PM Tylenol |

+ Add a row

STEP 7: Tap any pod to edit the schedule for an entire row or a single pod.

15. HOW DO I CHANGE A USER'S SCHEDULE?

Row 1 details

Alarm

8:00 AM

Dose window ⓘ

2 hrs before/after alarm

ⓘ Specify how close to the alarm the medication needs to be taken. A stricter dose window would be +/- 30 minutes. A more flexible dose window might be +/- 12 hours.

Repeat

Every week

Medications

Iron

Dose

1x

Tylenol

1x

Vitamin

1x

(enter name)

1x

Save

STEP 8: Make adjustments to medications and schedules and select the “Save” button to save your edits. Close the tab to return to the admin platform. Refresh the page, and updates should be reflected on the user’s “Schedule” tab.

16. HOW DO I RESET A USER'S PASSWORD?

If a user has trouble logging in to the PillDrill app or forgets their password, you can always generate a new one for them. Here's how to do it:

pilldrill

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USERS

Register a new user

All Users

By Group

Users online

0

Users with some issues

0

Users offline


1


| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|-----------------|---------------|--------|------------|----------------------|------------------------|--------------|
| Kendall Paulsen | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |

Smart Medication Tracking That Simply Works™

STEP 1: Go to the Users section of the Admin platform.

16. HOW DO I RESET A USER'S PASSWORD?

 COMPANY NAME

 April ▾

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- EXPORT & API
- SUPPORT

USERS

Register a new user >

All Users

By Group

Users online

0

Users with some issues

0

Users offline

1

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|-----------------|---------------|--------|------------|----------------------|------------------------|--------------|
| Kendall Paulsen | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |

Smart Medication Tracking That Simply Works™

STEP 2: Click on the relevant users' User ID.

16. HOW DO I RESET A USER'S PASSWORD?

pilldrill

COMPANY NAME

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back to all users

KENDALL PAULSEN

kendall.companyname@pd.ent

Generate report

Activity

Adherence

Device

Schedule

Profile

* compulsory field; ^ either external user key or first name must be filled

External User Key^

External User Key

Group

Default Group

First Name^

Kendall

Country

United States of Am

Last Name

Paulsen

Timezone

(UTC-05:00) Eastern

Email

kendall.paulsen@lifecor

Language

English

Phone

+12104266738

Date Registered

2024-04-29

Username*

kendall.companyname

When logging in to PillDrill apps, the format will be:
name.companyname@pd.ent

To reset the password for this user to allow login to the PillDrill iOS and Android apps, click the button below:

Reset password

To generate a packing slip click the button below:

☐ Generate new password

Generate packing slip

Smart Medication Tracking That Simply Works™

STEP 3: Click on the user's Profile tab and then scroll all the way down.

scroll

16. HOW DO I RESET A USER'S PASSWORD?

pilldrill

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back to all users

KENDALL PAULSEN

kendall.companyname@pd.ent

Generate report

Activity

Adherence

Device

Schedule

Profile

* compulsory field; ^ either external user key or first name must be filled

External User Key^

External User Key

Group

Default Group

First Name^

Kendall

Country

United States of Am

Last Name

Paulsen

Timezone

(UTC-05:00) Eastern

Email

kendall.paulsen@lifecor

Language

English

Phone

+12104266738

Date Registered

2024-04-29

Username*

kendall.companyname

When logging in to PillDrill apps, the format will be:
name.companyname@pd.ent

To reset the password for this user to allow login to the PillDrill iOS and Android apps, click the button below:

Reset password

To generate a packing slip click the button below:

☐ Generate new password

Generate packing slip

Smart Medication Tracking That Simply Works™

STEP 4: Click “Reset Password”

16. HOW DO I RESET A USER'S PASSWORD?

Generate Password

×

Copy and paste the username and password and send this to the user.

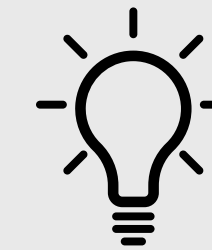
Username

username.companyname@pd.ent

Password

zxkk6268

STEP 5: Click Generate”



Selecting the “Reset password” button will generate the login credentials for the user with a one time password.

You can copy and paste the information to send to the user.

NOTE: This is a one time password, a new password will be generated each time this button is selected.

17. HOW DO I CHANGE THE BRIGHTNESS OR VOLUME ON A USER'S HUB?

If a user asks you to change the brightness or volume of their Hub, here's how you can do it:

pilldrill

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USERS

Register a new user

All Users

By Group

Users online

0

Users with some issues

0

Users offline

1

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|-----------------|---------------|--------|------------|----------------------|------------------------|--------------|
| Kendall Paulsen | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |

Smart Medication Tracking That Simply Works™

STEP 1: Go the Users section of the Admin platform.

17. HOW DO I CHANGE THE BRIGHTNESS OR VOLUME ON A USER'S HUB?

COMPANY NAME

April ▾

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Register user

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USERS

Register a new user >

All Users

By Group

Users online

0

Users with some issues

0

Users offline

1

| Name | Group | Locale | Start Date | Hub Status | Schedule | Connectivity |
|-----------------|---------------|--------|------------|----------------------|------------------------|--------------|
| Kendall Paulsen | Default Group | US-en | 2024-05-29 | Unassigned assign | Assigned 2024-04-29 | Offline |

Smart Medication Tracking That Simply Works™

STEP 2: Click on the relevant users' User ID.

17. HOW DO I CHANGE THE BRIGHTNESS OR VOLUME ON A USER'S HUB?

Activity **Adherence** **Device** **Schedule** **Profile**

Status:
Online

Serial# 1001010664650061

Device ID 450024000B51353335323535

Brightness Medium

Alarm Volume Low

Scan Volume Low

Signal Strength Low

Last Communication 5/10/2024 1:44:05 PM

Save

STEP 3: Click on the user's "Device" tab.

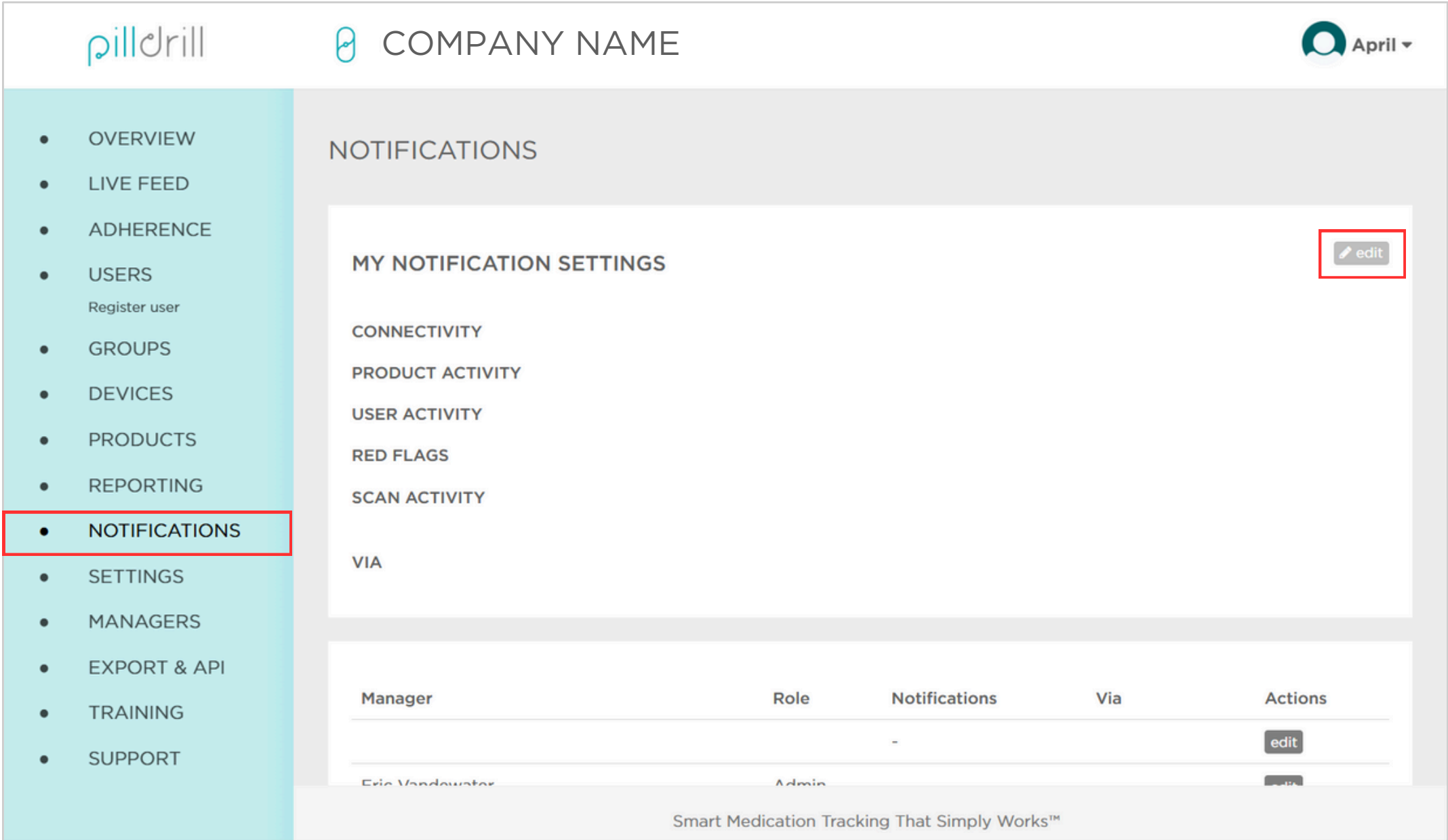
STEP 4: Adjust the volume or brightness and press "Save".



You can also instruct the user to change the brightness or volume on their own by going to the Hub section of the PillDrill app.

18. HOW DO I CHANGE MY NOTIFICATION SETTINGS?

To change your notification settings, go to the Notifications tab of the admin platform.



STEP 1: Select the edit button.

18. HOW DO I CHANGE MY NOTIFICATION SETTINGS?

CONNECTIVITY

- ☐ Device online - first time
- ☐ Device communicated - first time
- ☐ Device offline
- ☐ Device offline > 24 hours
- ☐ Device offline > 48 hours
- ☐ Device offline > 96 hours
- ☐ Device offline > 7 Days
- ☐ Device online

PRODUCT ACTIVITY

- ☐ Manager created product
- ☐ Manager deactivated product
- ☐ Manager pushed product to users
- ☐ Manager created schedule
- ☐ Manager updated product

USER ACTIVITY

- ☐ User active
- ☐ User created
- ☐ User login
- ☐ User first login
- ☐ User password updated
- ☐ User info updated

RED FLAGS

- ☒ No user activity for 24 hours
- ☐ No user activity for 48 Hours
- ☐ No user activity for 7 days
- ☐ Adherence below 75%
- ☐ Adherence below 50%

SCAN ACTIVITY

- ☐ On scan
- ☐ User removed event
- ☐ On reminder
- ☐ When late
- ☐ On missed
- ☐ On missed (3 in a row)
- ☐ On missed (6 in a row)

DELIVERY TYPE

- ☐ App
- ☒ Sms
- ☒ Email

Update

STEP 2: Adjust your notification preferences and select the “Update” button to save your selections.