pilldrill

TRAINING MANUAL

TABLE OF CONTENTS

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
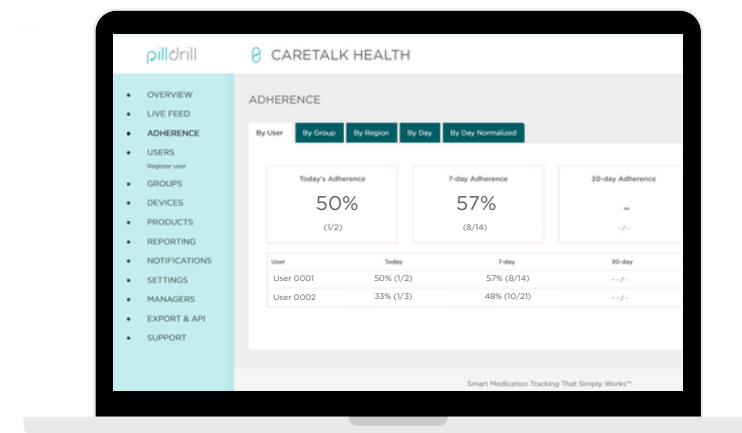4. **NOTIFIES** managers if patients fail to comply

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 <u>clear audio-visual reminders</u> when medication is due and <u>tracks their intake with a quick scan.</u>

REMINDS

TRACKS

Each Hub is programmed with the user's medication schedule and will remind them at the appropriate times each day.
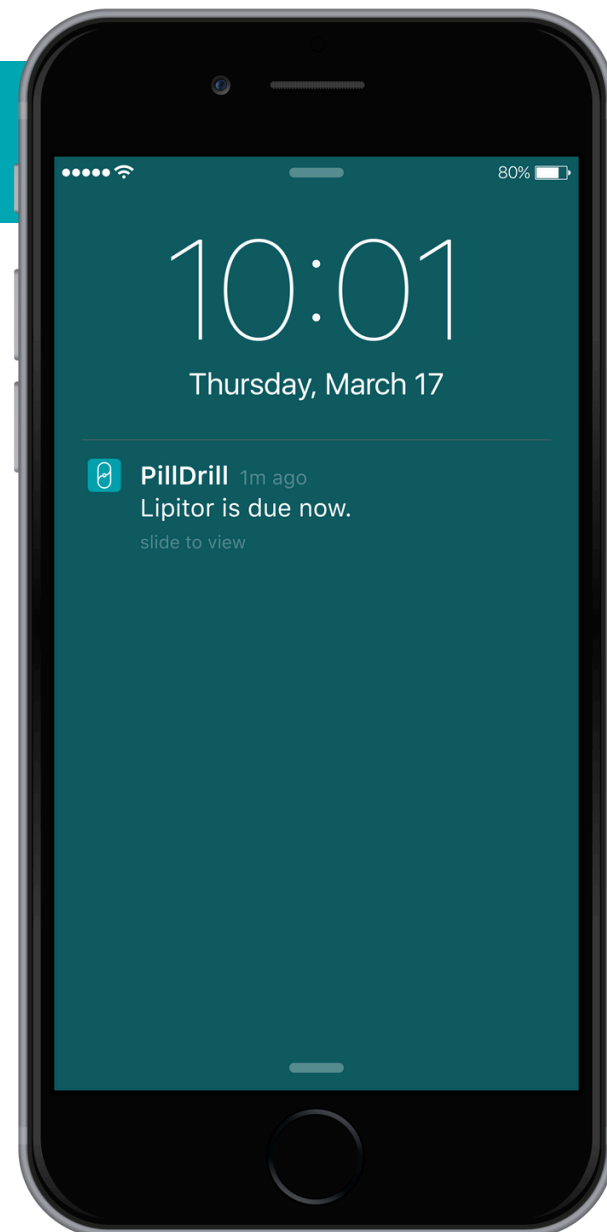
To indicate that a dose has been taken, the user scans the respective pod or the medication with scanning tag attached.

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.
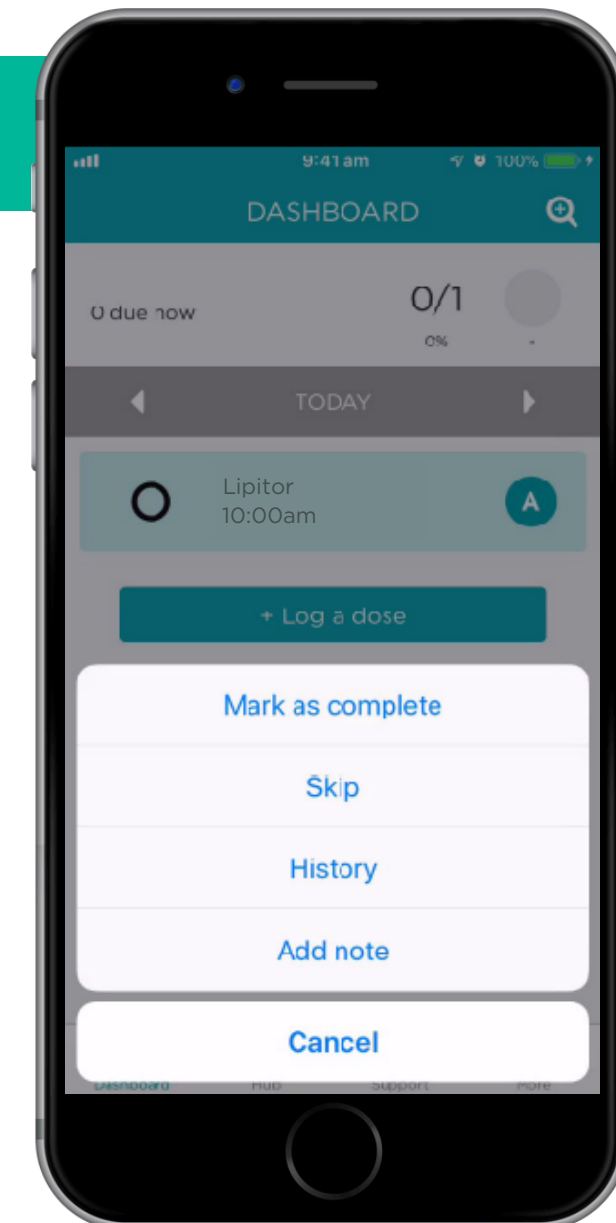
REMINDS

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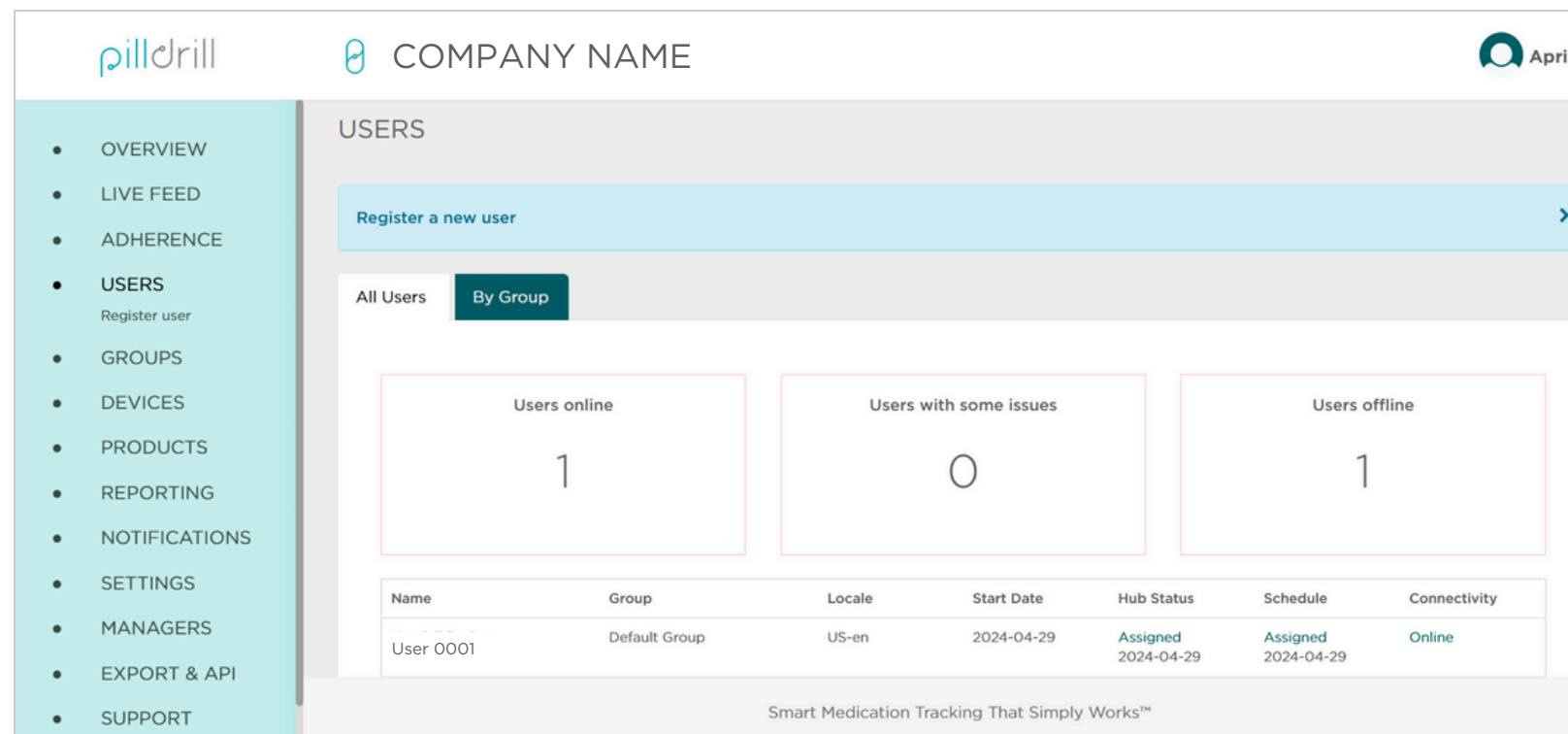
Key features of the admin platform include the ability to register patients, create schedules, monitor users' compliance, and set notification preferences. Care coordinators can access the platform at https://app.pilldrill.com using the login credentials provided to them.

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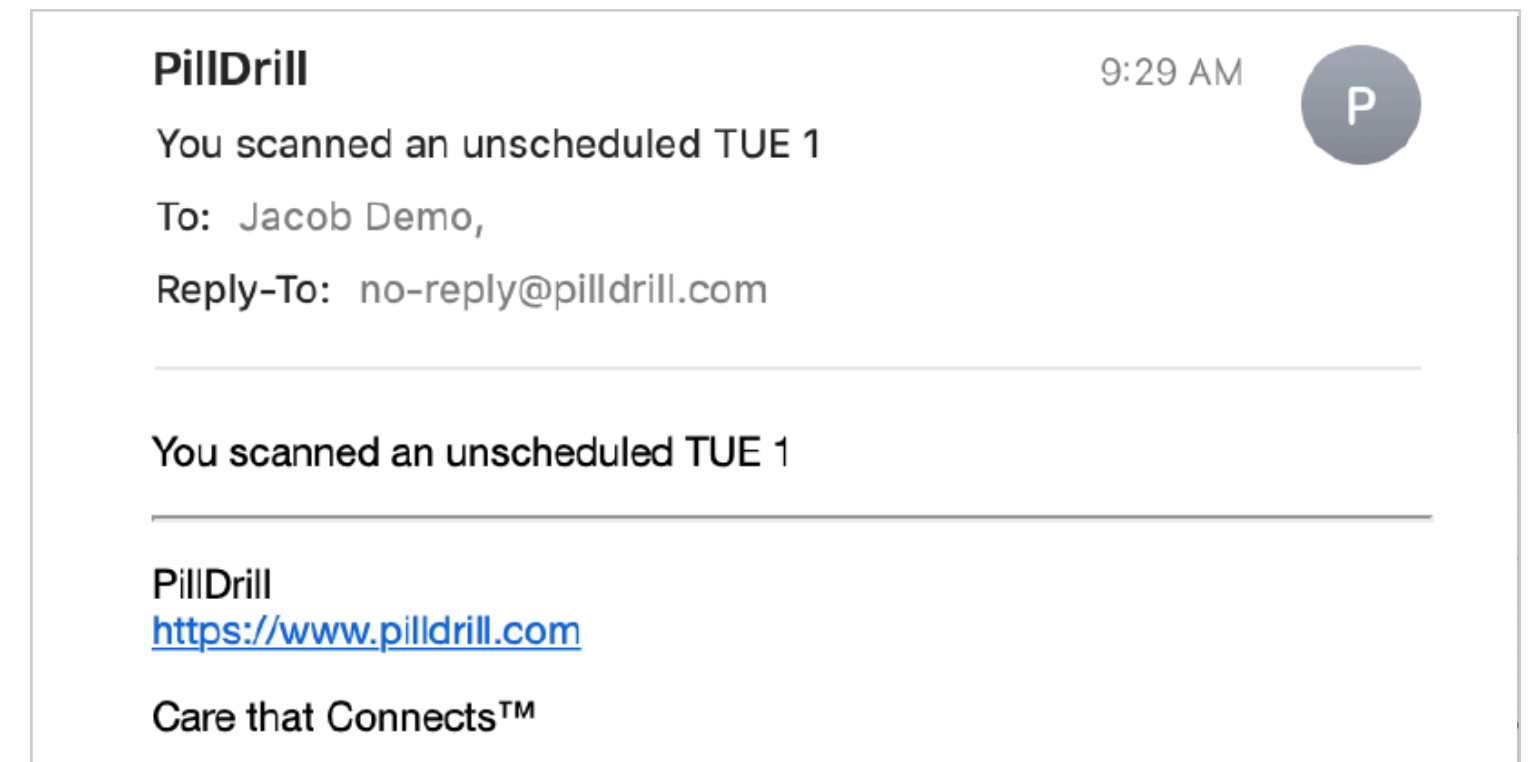
Care coordinators can receive email prompts based on user activity, like missed doses, no user activity, and disconnected devices. These are accessible in the Notifications tab. Care coordinators then have the option to follow up directly with users.

5

GETTING STARTED

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.
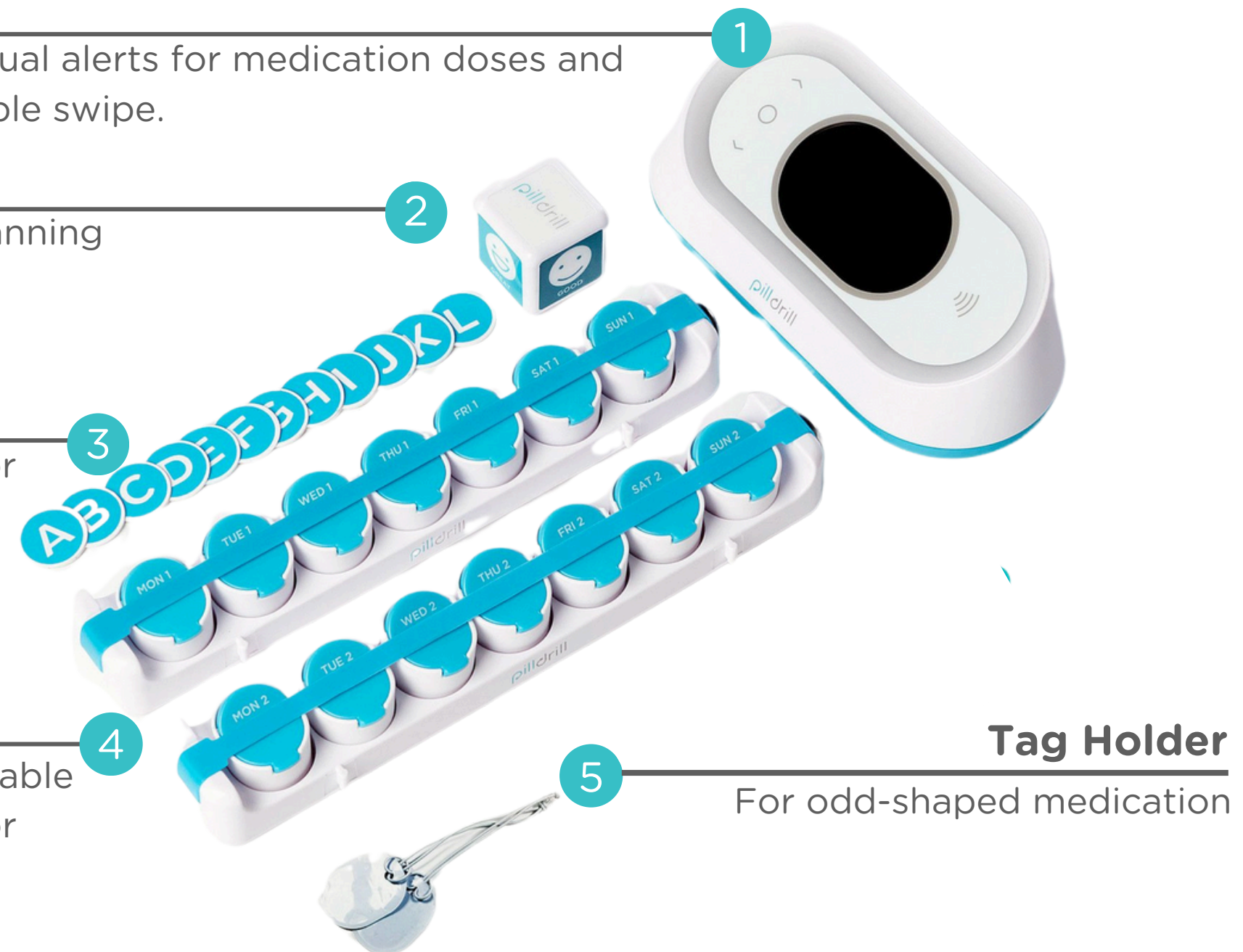
1

Mood Cube
Tracks wellness with five faces; scanning communicates mood instantly.

2

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

3

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

4

Tag Holder
For odd-shaped medication

5

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

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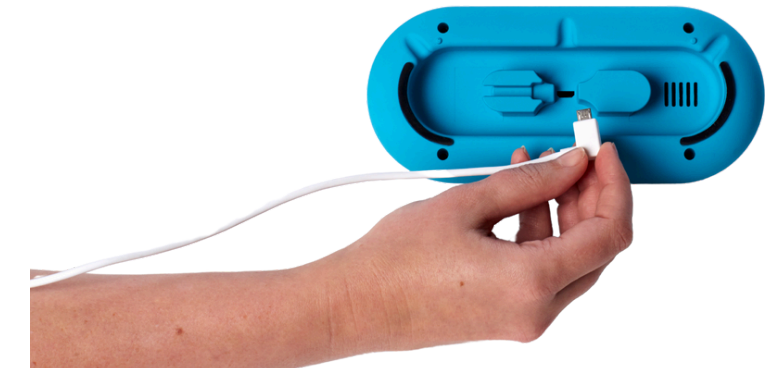

STEP 2: The shipping box may contain a sheet that includes **their username and password**, or this may have been emailed to them / provided to them another way. Please set this aside, they will need it to log into the online portal or the app.

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

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 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.

STEP 6: Login with the username and password they were provided. Users will be prompted to create a new password.
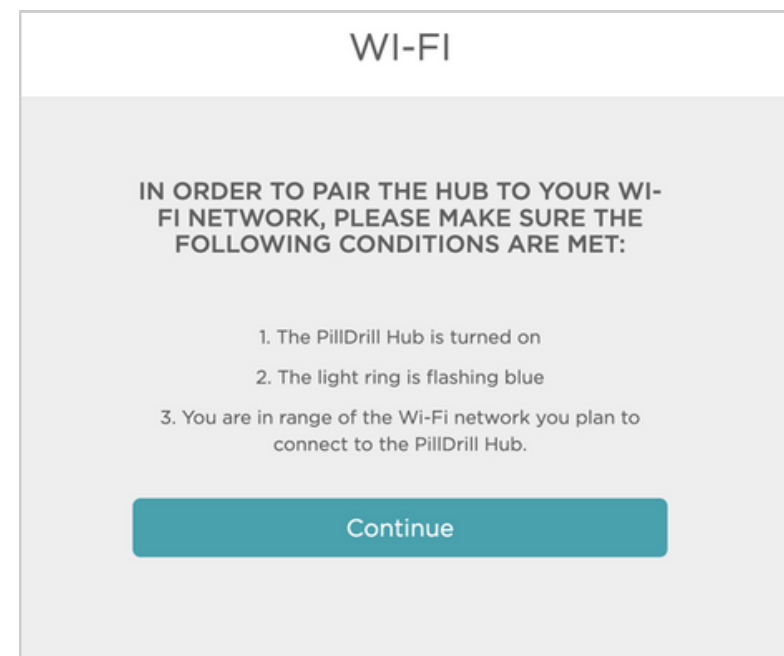
5. HOW DO PATIENTS SET UP THEIR PILLDRILL UNITS AT HOME?

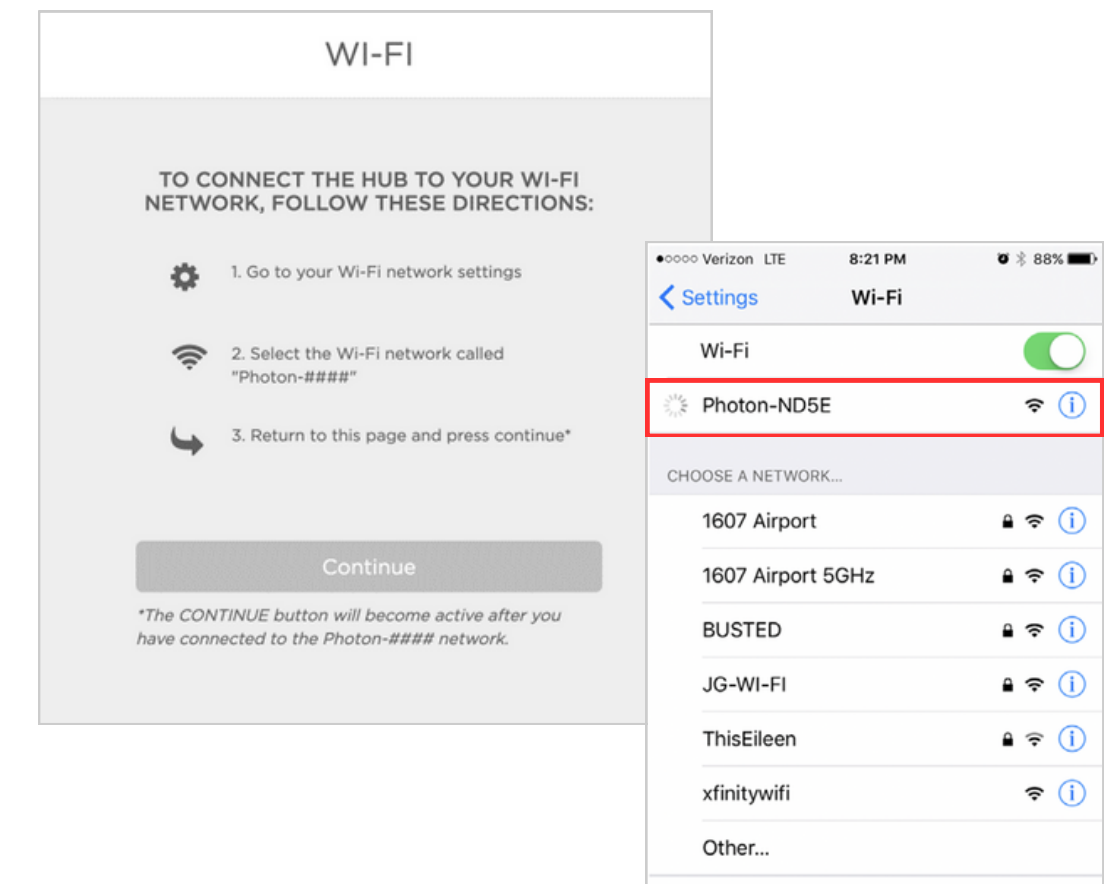**STEP 7:** They will be asked whom they are setting up the hub for. Select their name from the options.

STEP 8: Follow the onscreen instructions to **connect to the Wi-Fi network**.
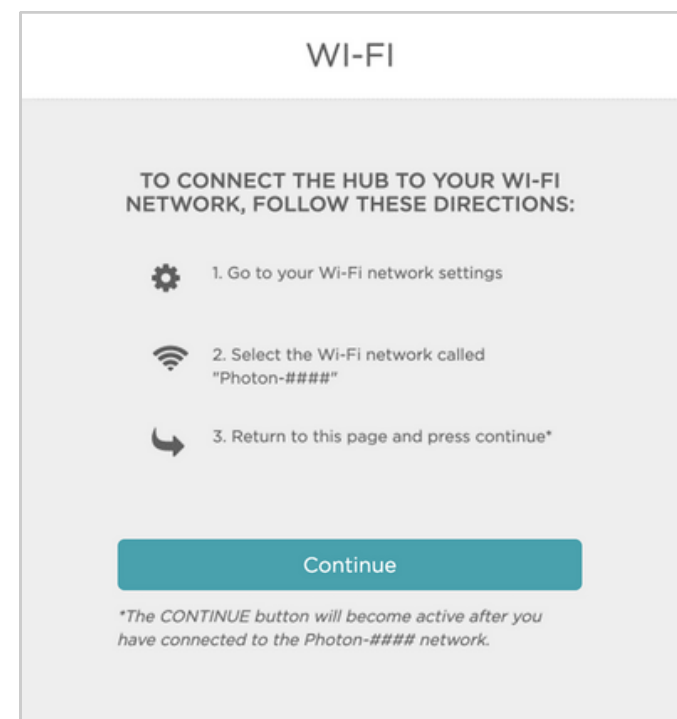
STEP 9: Open Wi-Fi settings on their device, and **select the Wi-Fi name called PHOTON-####** where #### is a mixture of numbers and letters. If using a computer, without exiting the browser, navigate to the Wi-Fi settings.
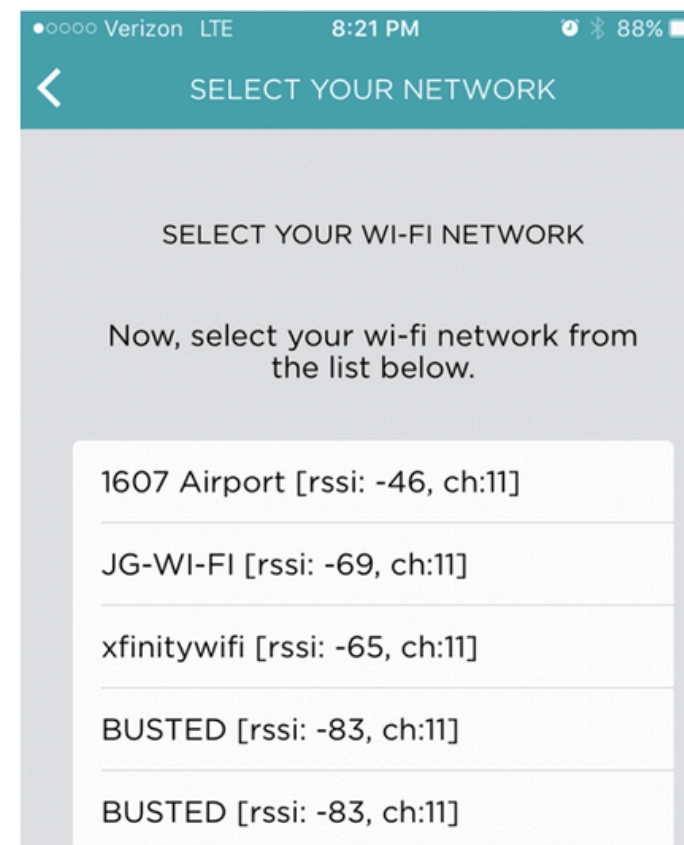
5. HOW DO PATIENTS SET UP THEIR PILLDRILL UNITS AT HOME?

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.


WI-FI

TO CONNECT THE HUB TO YOUR WI-FI NETWORK, FOLLOW THESE DIRECTIONS:

⚙ 1. Go to your Wi-Fi network settings

📶 2. Select the Wi-Fi network called "Photon-####"

↳ 3. Return to this page and press continue*

Continue

*The CONTINUE button will become active after you have connected to the Photon-#### network.

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.

○○○○○ Verizon LTE   8:21 PM   ⏱ ⚡ 88% ▬

‹   SELECT YOUR NETWORK

SELECT YOUR WI-FI NETWORK

Now, select your wi-fi network from the list below.

1607 Airport [rssi: -46, ch:11]

JG-WI-FI [rssi: -69, ch:11]

xfinitywifi [rssi: -65, ch:11]

BUSTED [rssi: -83, ch:11]

BUSTED [rssi: -83, ch:11]

STEP 12: Once selected, they will need to enter the password for this network. Enter the password and select continue.
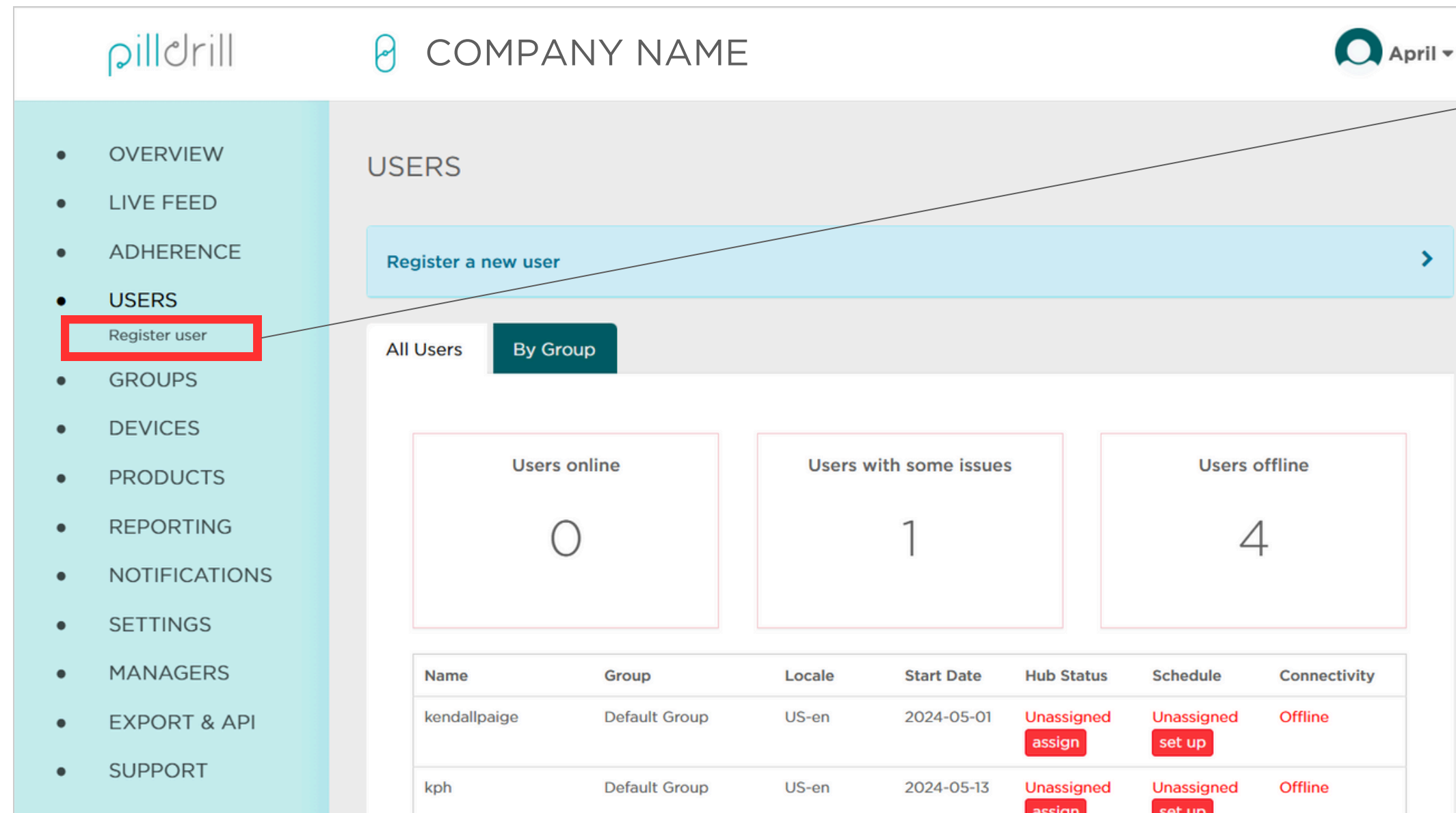
If successful, the PillDrill Hub will either show an updating screen or move directly into their account showing the clock screen. It is normal for the light ring to blink several colors and if they have a slow internet connection, this process can take up to 5 minutes.

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

UPDATING

🏁

Congratulations! Your PillDrill hub is setup.

FINISH
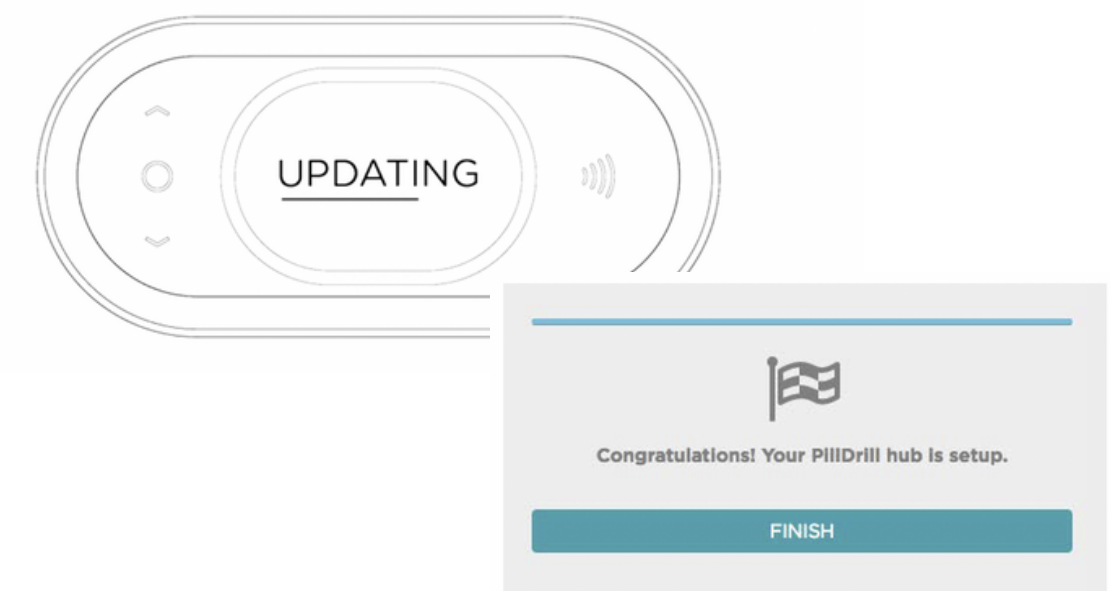
6. HOW DO I REGISTER A NEW PATIENT?

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

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

6. HOW DO I REGISTER A NEW PATIENT?


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?
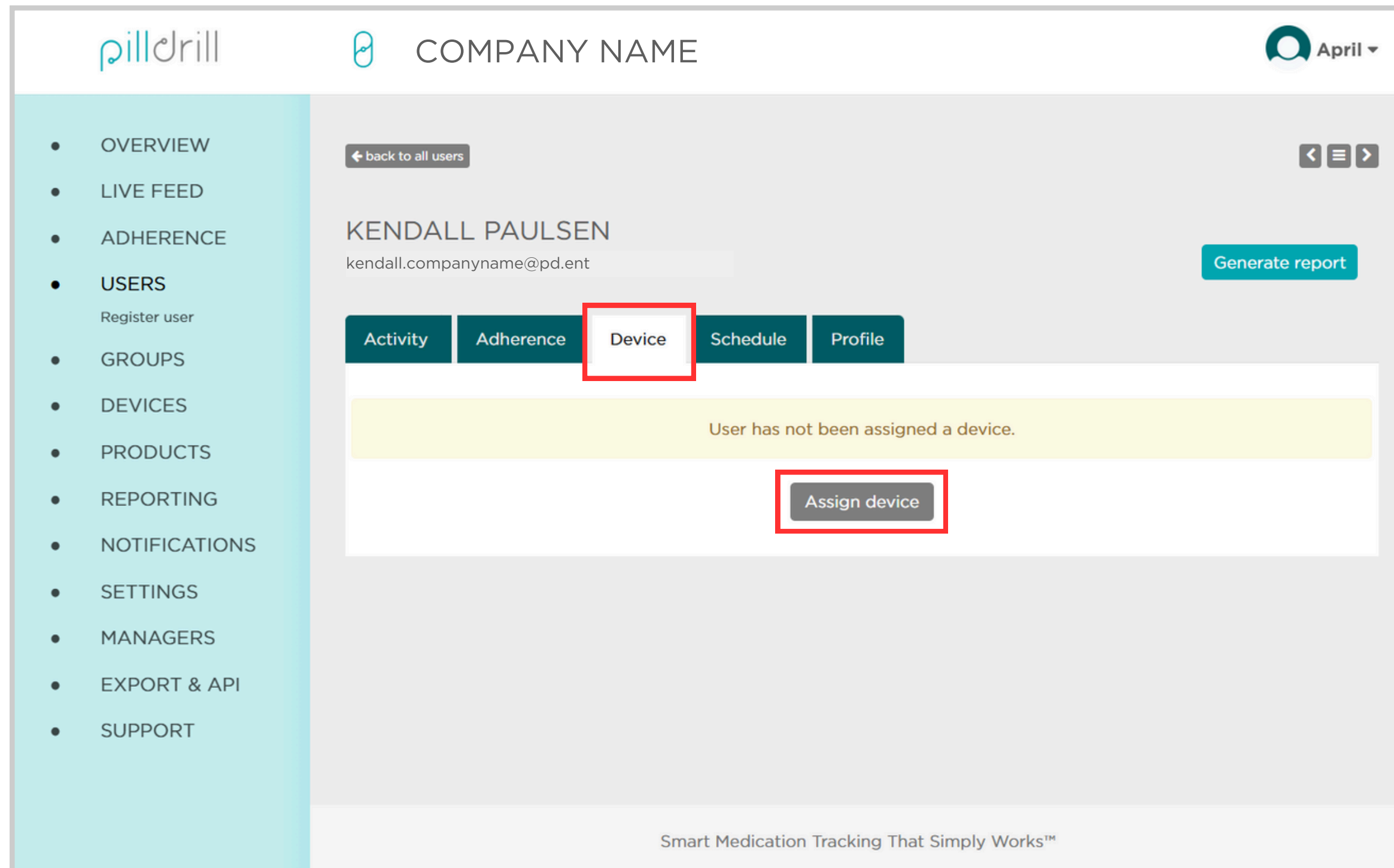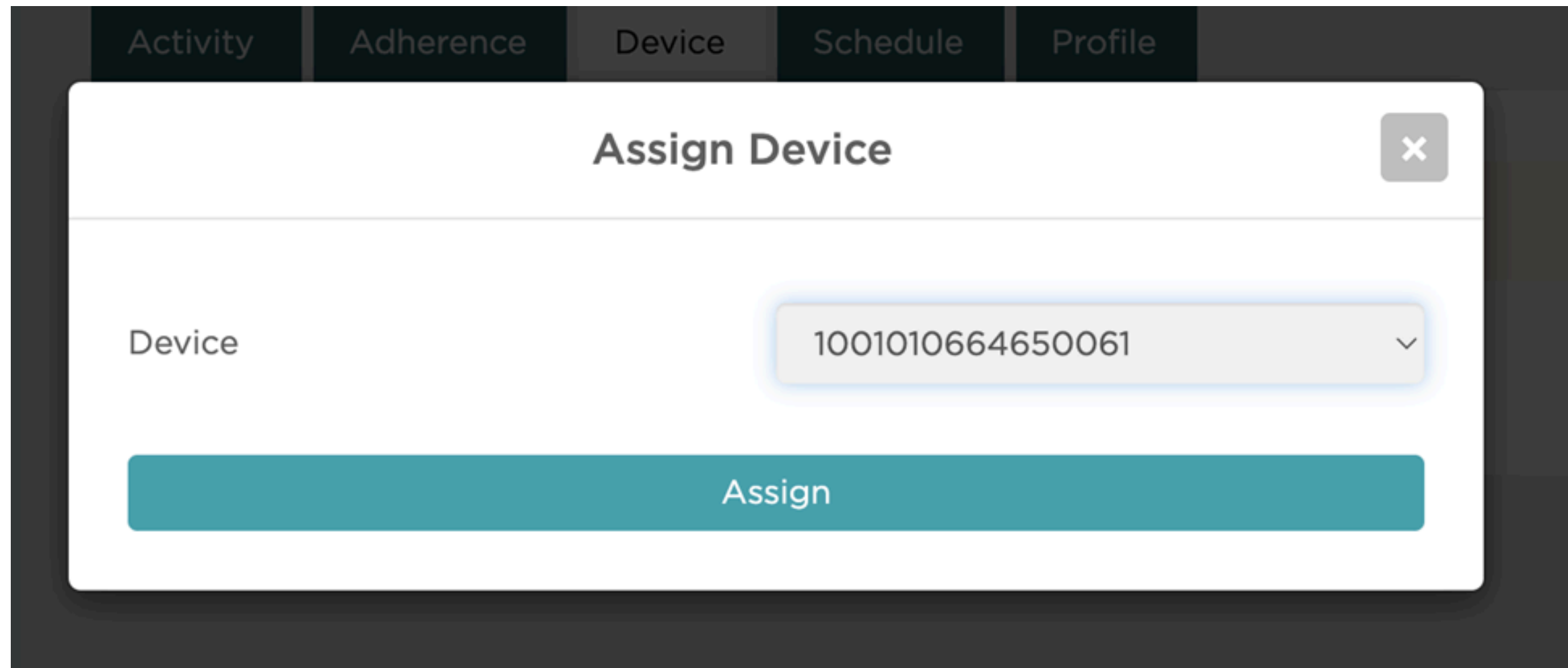
STEP 3: Assign a device to the user.

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?

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?

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

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 pill strip

+ Add cube

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.

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6. HOW DO I REGISTER A NEW PATIENT?

KENDALLPAIGE

Pill Strip
NOT SCHEDULED

18

6. HOW DO I REGISTER A NEW PATIENT?

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

| SUN1 | MON1 | TUE1 | WED1 | THU1 | FRI1 | SAT1 |

Confirm selection ✕

Select entire row

Select this pod

Cancel

| SUN2 | | | THU2 | FRI2 | SAT2 |

+ Add a row
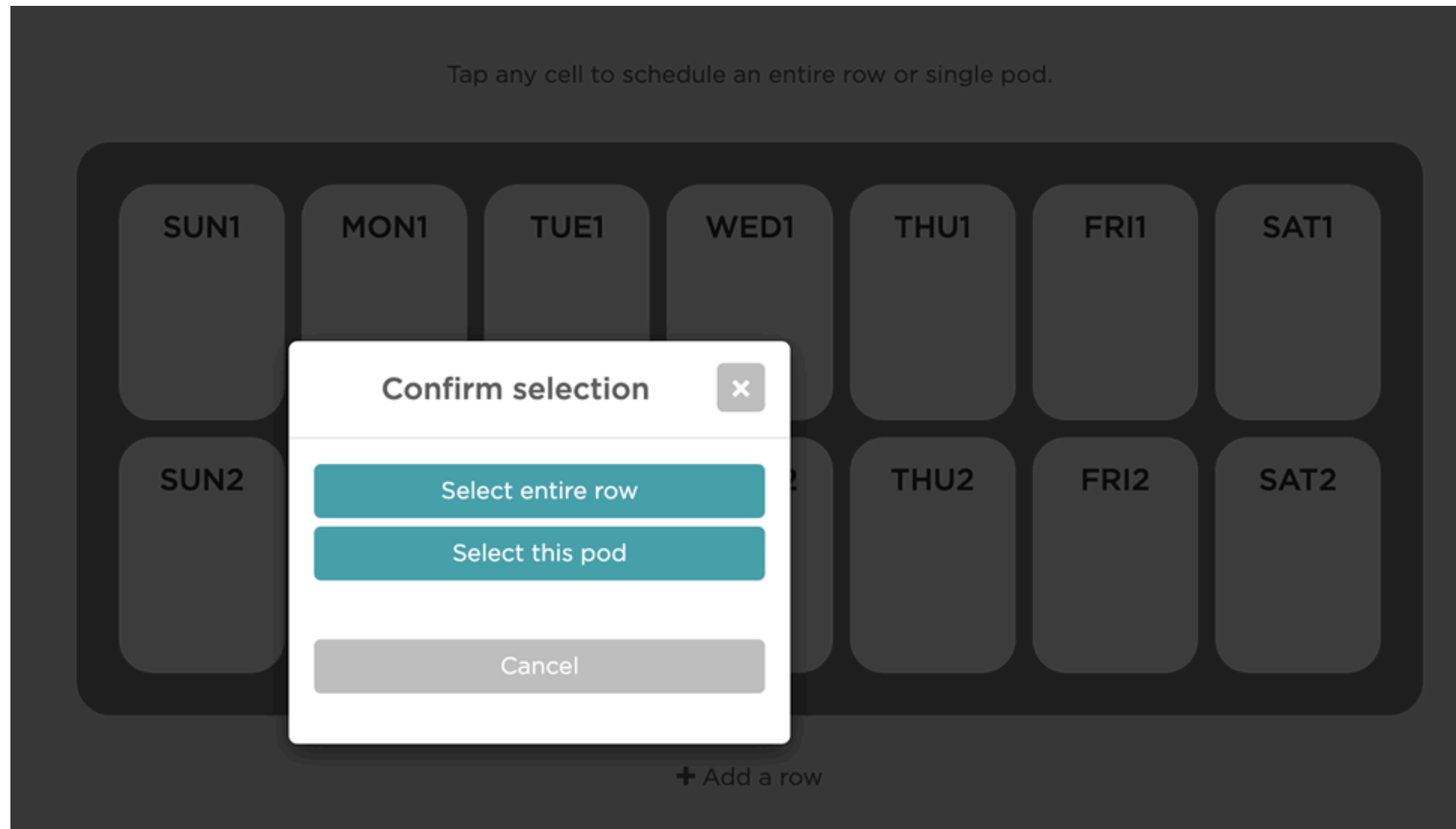
STEP 4: (cont'd)

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

STEP 4: (cont'd)

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

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

SUN1	MON1	TUE1	WED1	THU1	FRI1	SAT1
9:00 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM
Tylenol 325 mg (2)	Tylenol 325 mg (2)	Tylenol 325 mg (2)	Tylenol 325 mg (2)	Tylenol 325 mg (2)	Tylenol 325 mg (2)	Tylenol 325 mg (2)
Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg

SUN2	MON2	TUE2	WED2	THU2	FRI2	SAT2
5:00 PM	5:00 PM	5:00 PM	5:00 PM	5:00 PM	5:00 PM	5:00 PM
Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg	Metformin IR 500 mg	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: 450024000B5135333

REGIMEN

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

SUN 1	MON 1	TUE 1	WED 1	THU 1	FRI 1	SAT 1
9:00 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM	9:00 AM
• 1x Metformin	• 1x Metformin	• 1x Metformin	• 1x Metformin	• 1x Metformin	• 1x Metformin	• 1x Metformin
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.

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

Start Date | mm/dd/yyyy

Address1 | Address line 1   **City** | City

Address2 | Address line 2   **Zip** | Zip

State | State

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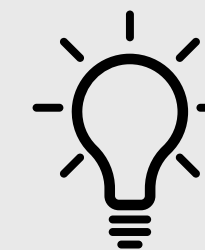
Set a start date for the schedule to take effect. Once started, reminders will begin for patients, and adherence will begin tracking. Users can create their own schedules in the app and online, and tracking will begin within the admin platform.

6. HOW DO I REGISTER A NEW PATIENT?

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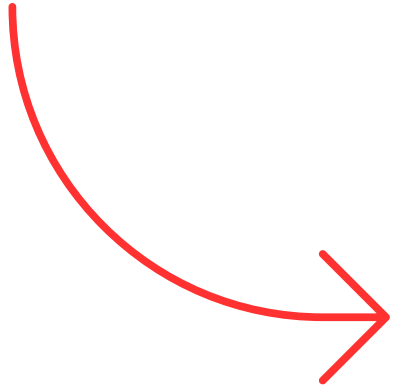
To reset the password for this user to allow login to the PillDrill iOS and Android apps, click the button below:

Reset password

To generate a packing slip click the button below:

☑ Generate new password

Generate packing slip

LOGIN DETAILS

Username kendall.companyname@pd.

Password hfkf3292

PILLDRILL HUB DETAILS

Serial No. 1001010664650061

Device ID 450024000B51353335323535

REGIMEN

Medication	Schedule
A 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?

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.

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.

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.

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.

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.

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

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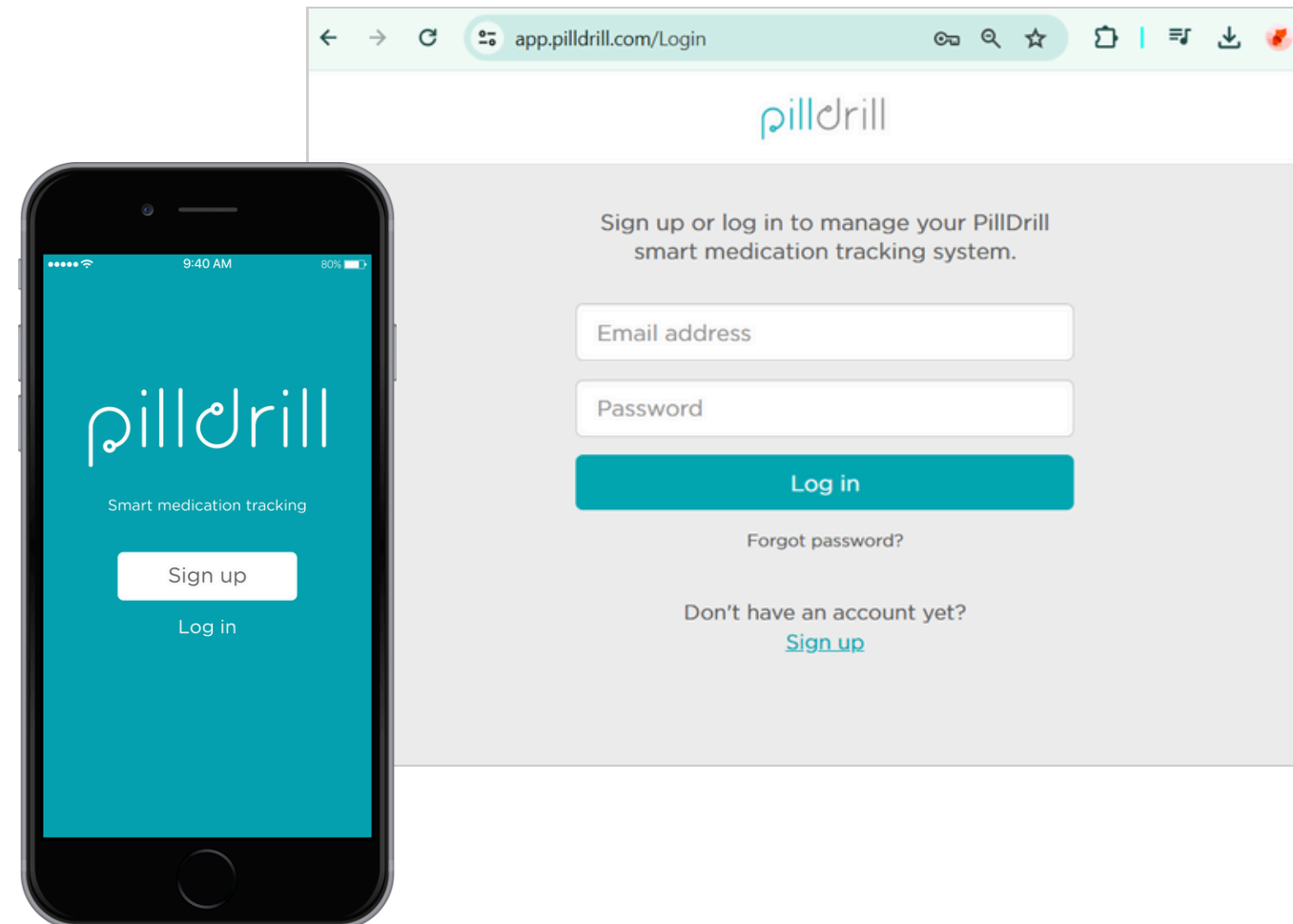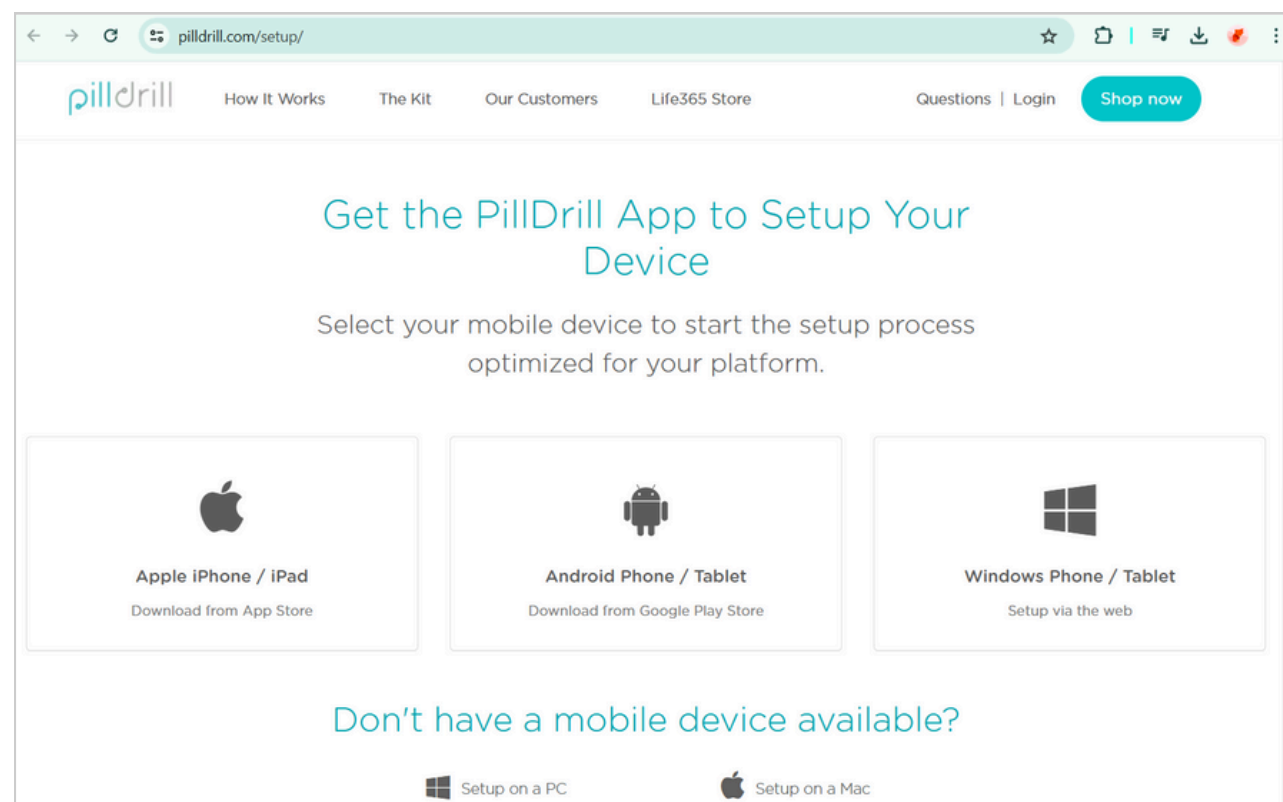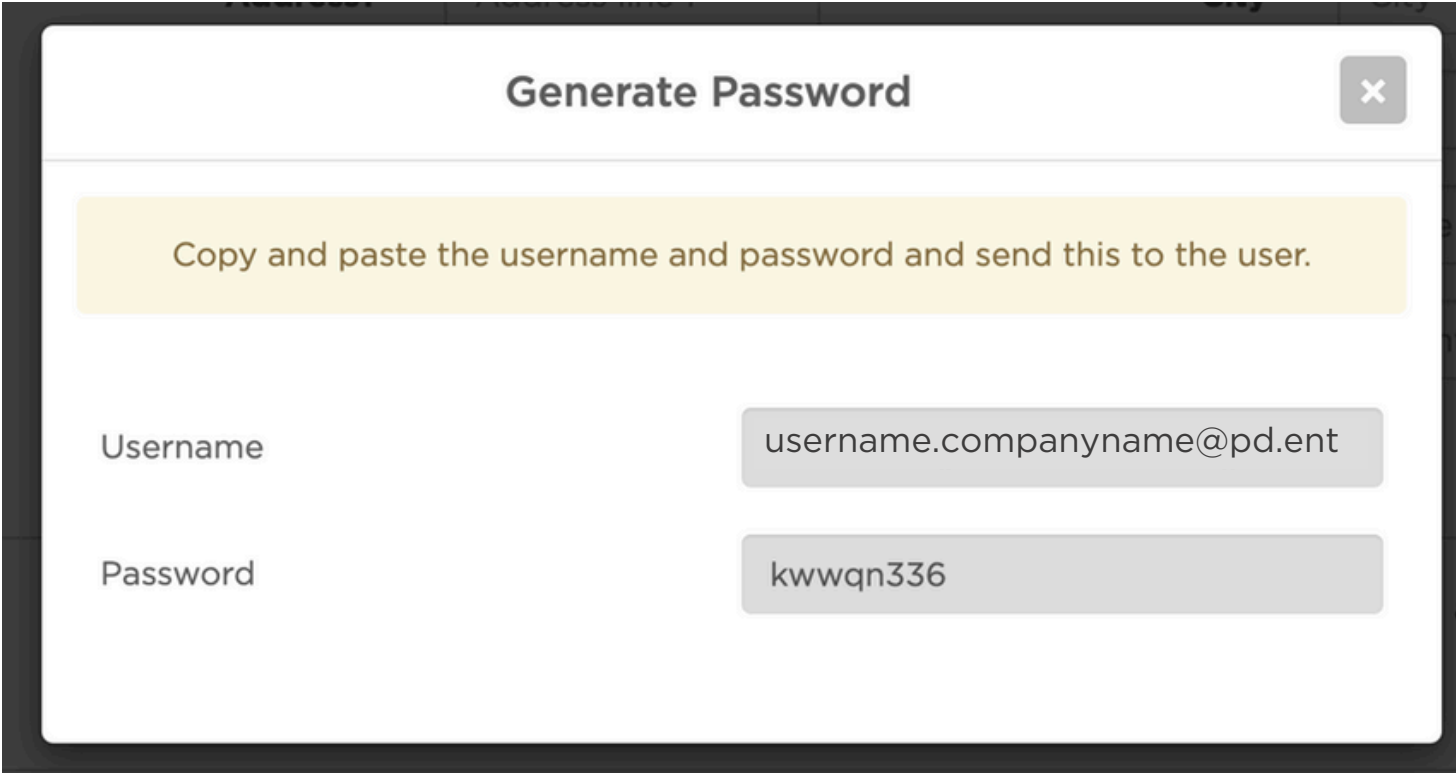
NOTE: The user's login credentials should be located on their packing slip, under the "Login Details" section.

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.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

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

- ◦ User should go to <u>pilldrill.com/setup</u> which will walk them through the setup process. They have the option tod 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?
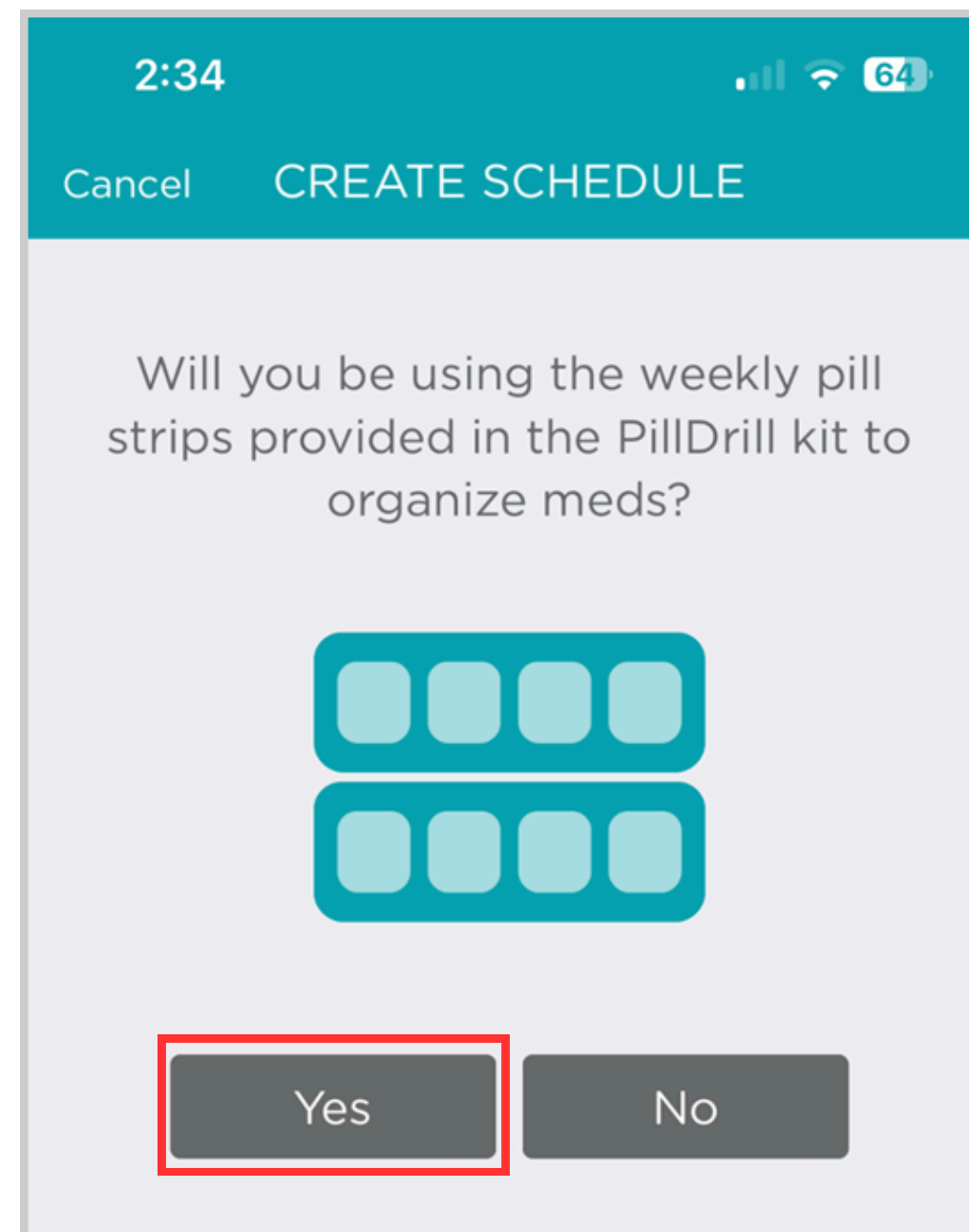
G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.
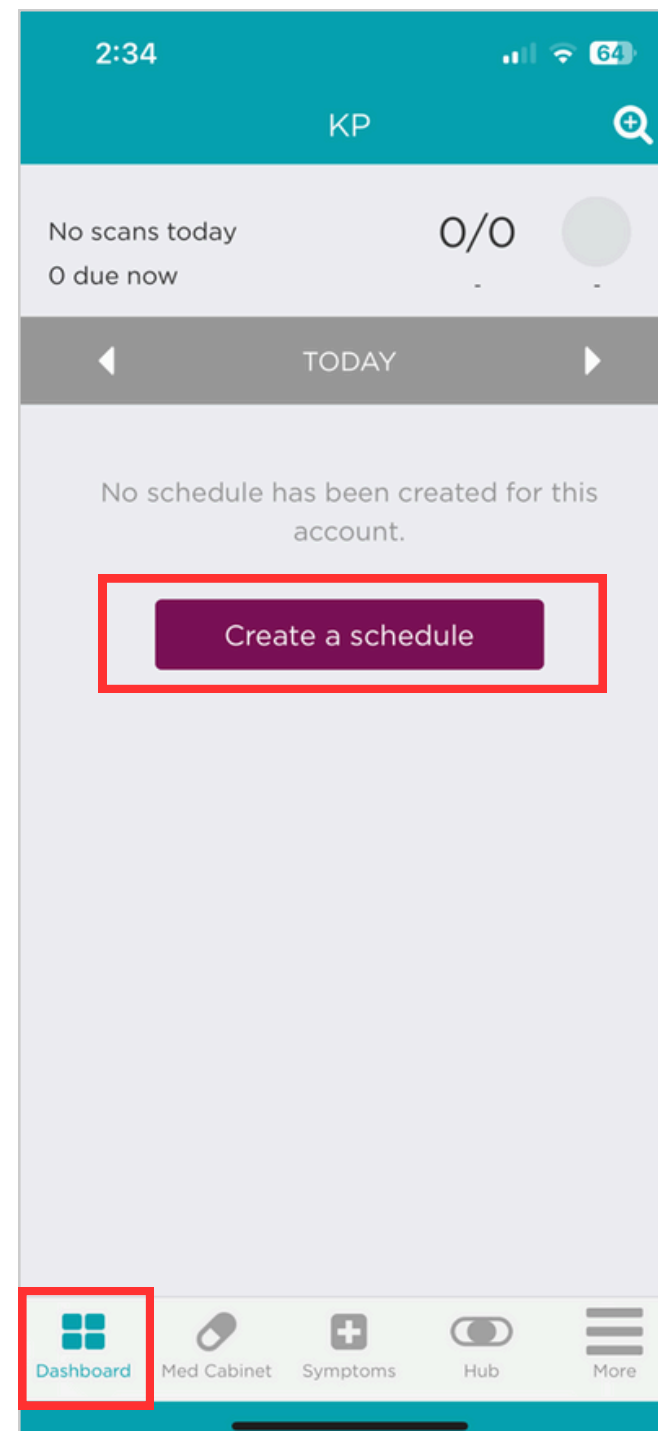
STEP 1: On the dashboard button, select the "create a schedule" button

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

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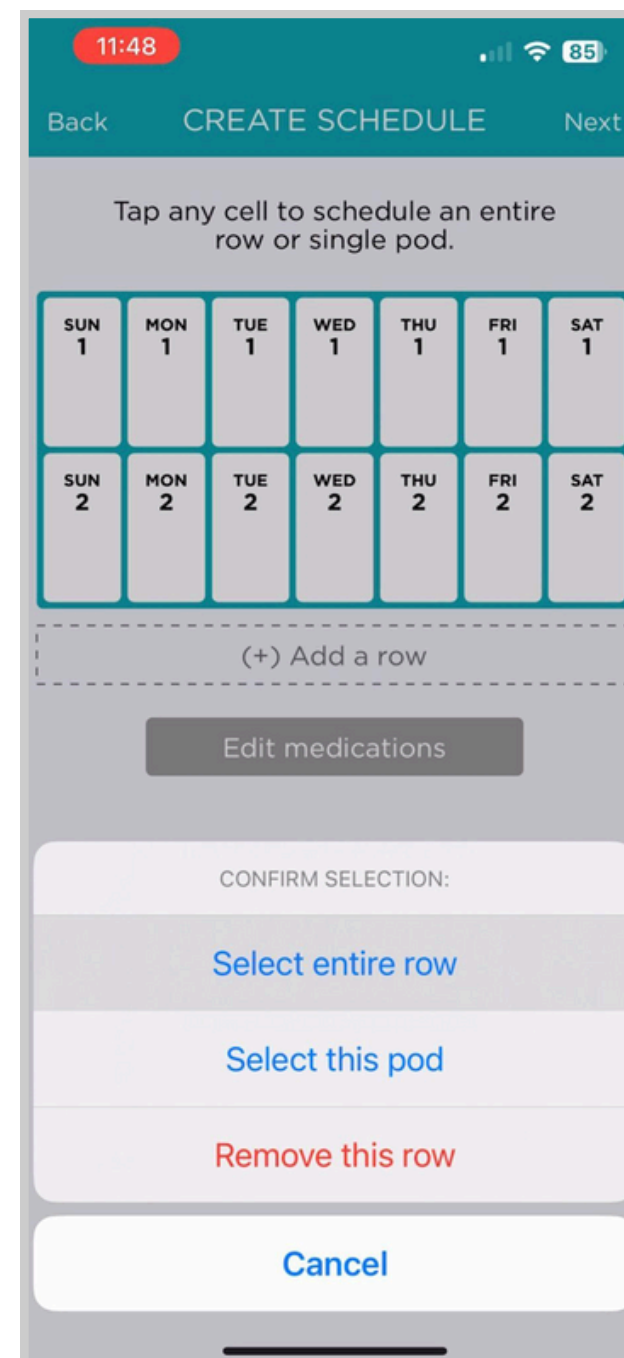
STEP 3: Tap a cell to select a single pod or entire row.

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

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.

STEP 6: Set up scanning tags for medications

Select "Next" in the upper right hand corner to view instructions for using tags on medications.

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.
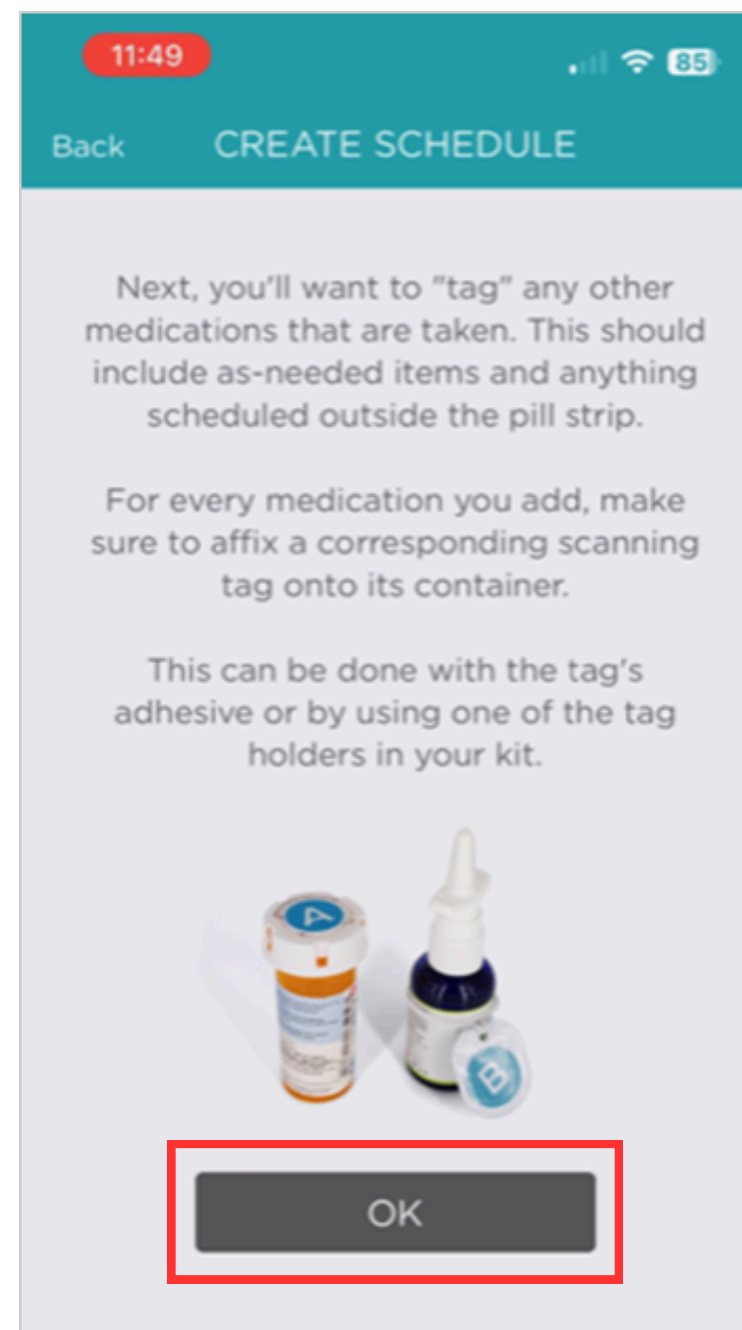
STEP 7: Select "Ok" to continue.

G. Explain to users how to create a medication schedule using Pill Strips or Scanning Tags.
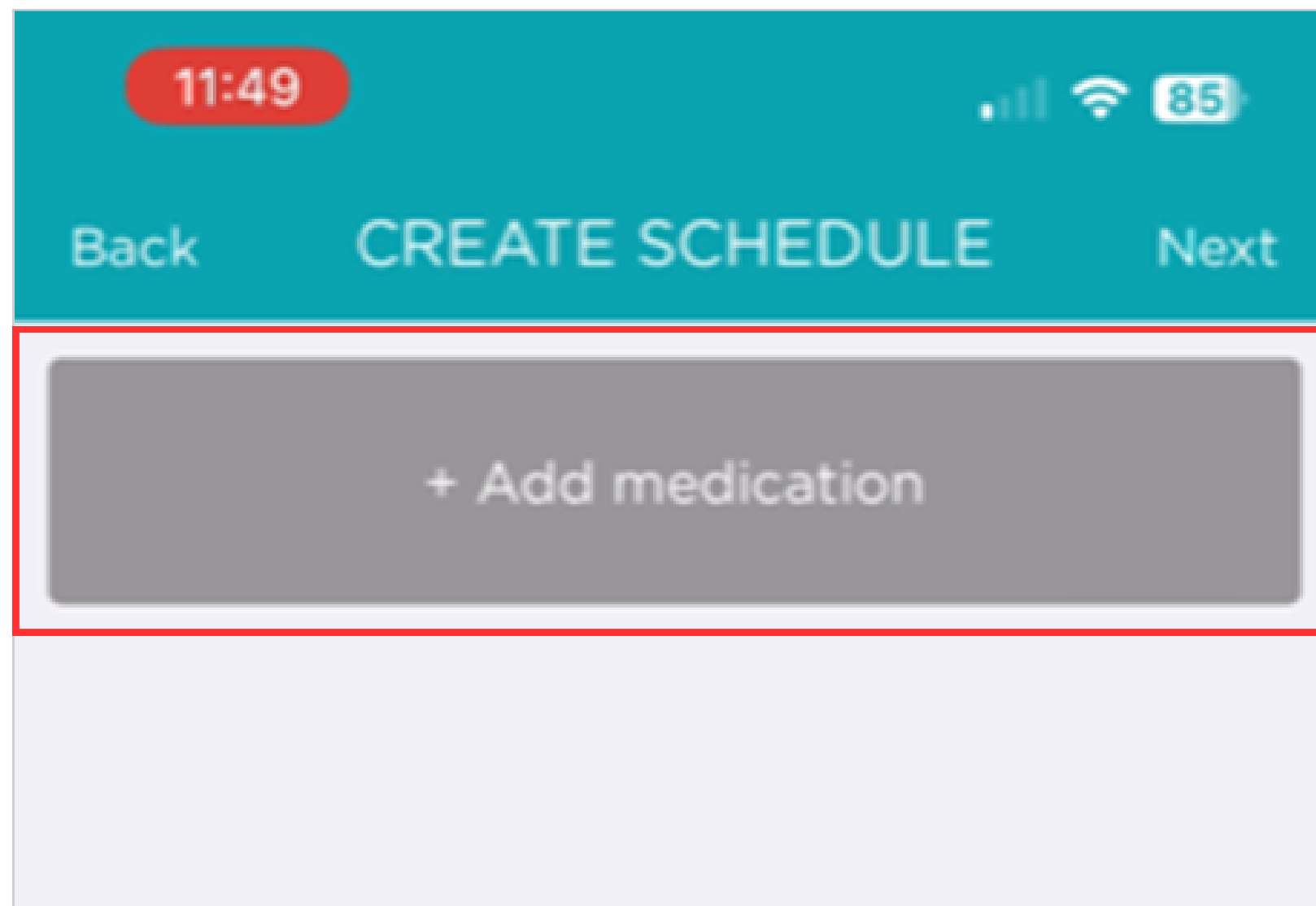
STEP 8: Select the "+ Add medication" button.

10. HOW CAN I EXPLAIN HOW PILLDRILL WORKS?

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

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.

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

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.

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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.

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.

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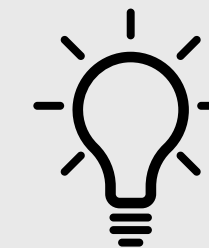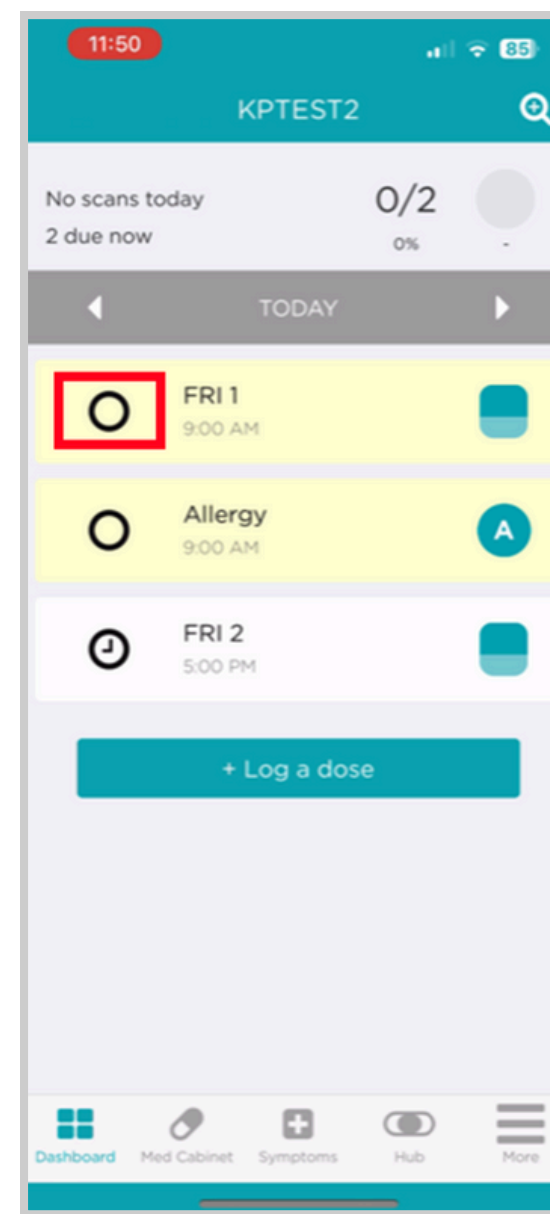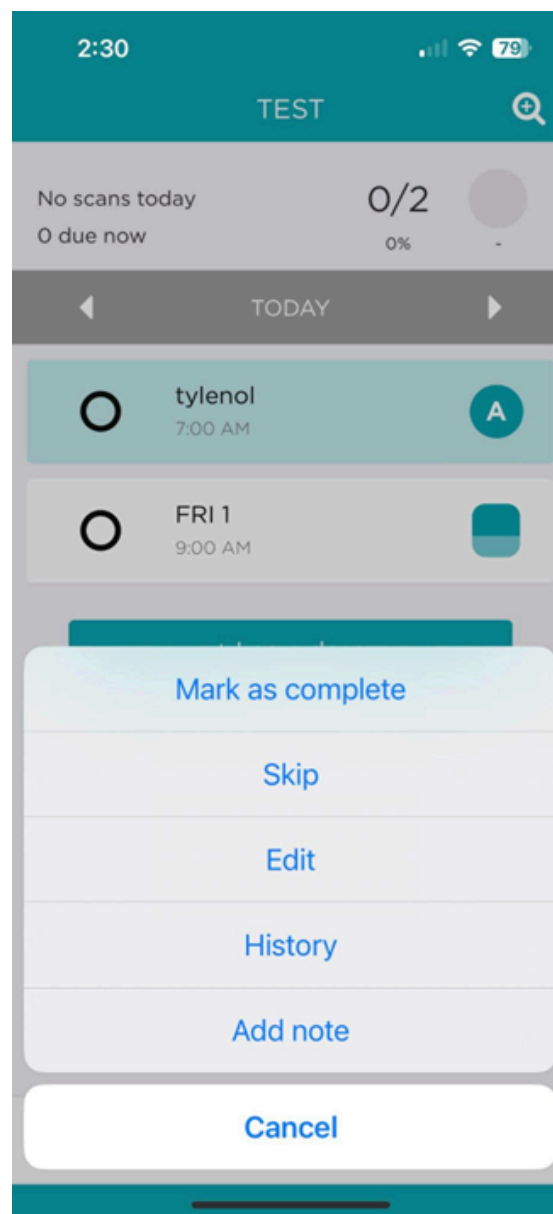
As a shortcut, you can also tap the circle next to the pill pod or medication due / listed to mark as taken.

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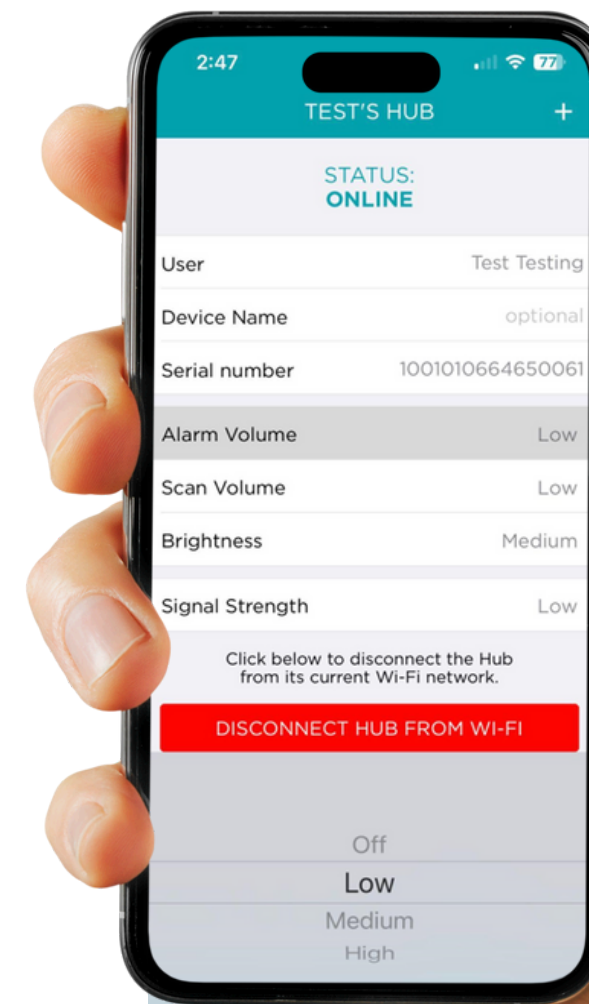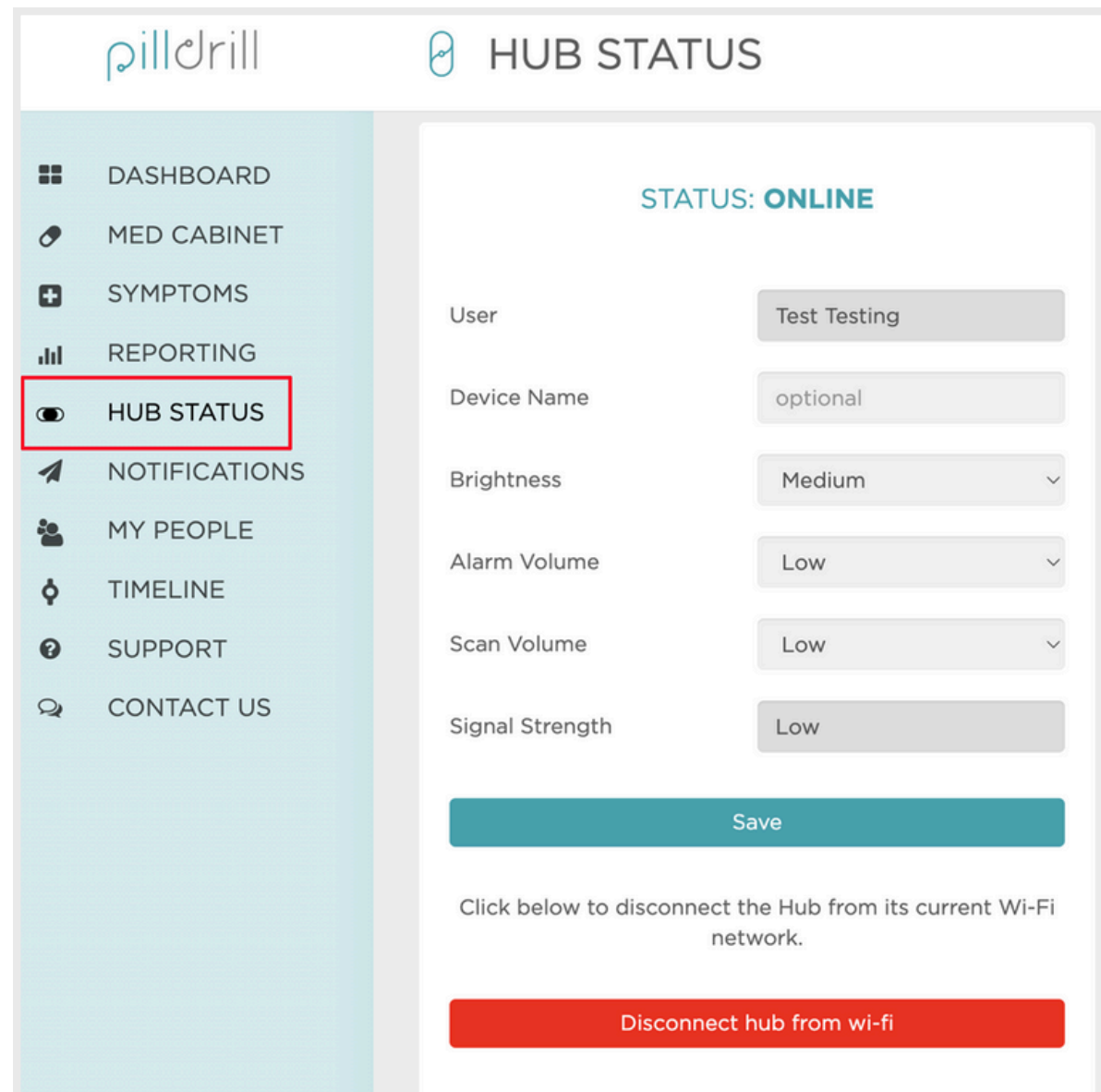
I. Explain the main features of the PillDrill app / online portal. Key points include; (cont'd)

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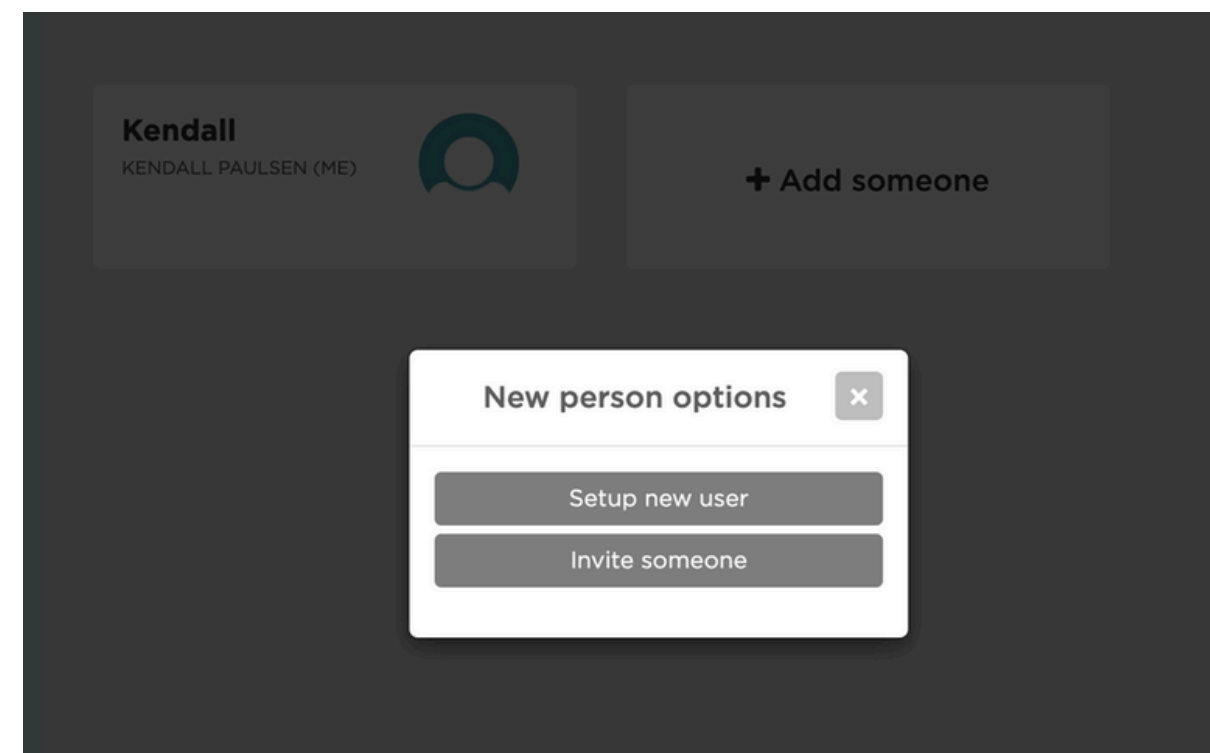
I. Explain the main features of the PillDrill app / online portal. Key points include; (cont'd)

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

In the online portal select "Notifications" from left hand menu.

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

EVERYDAY USAGE

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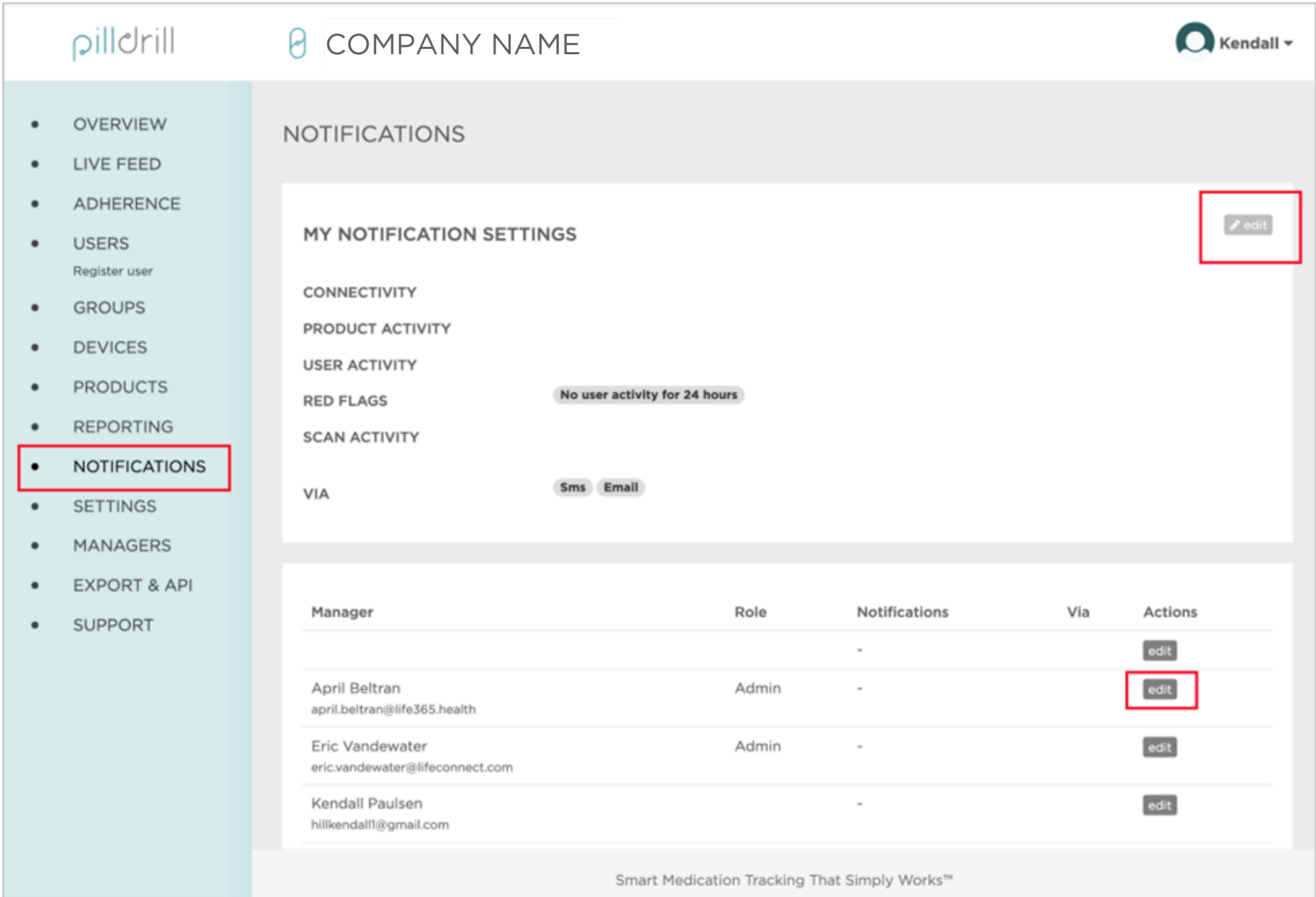
STEP 1: Navigate to the Notifications tab in the left-hand menu.

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?

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:

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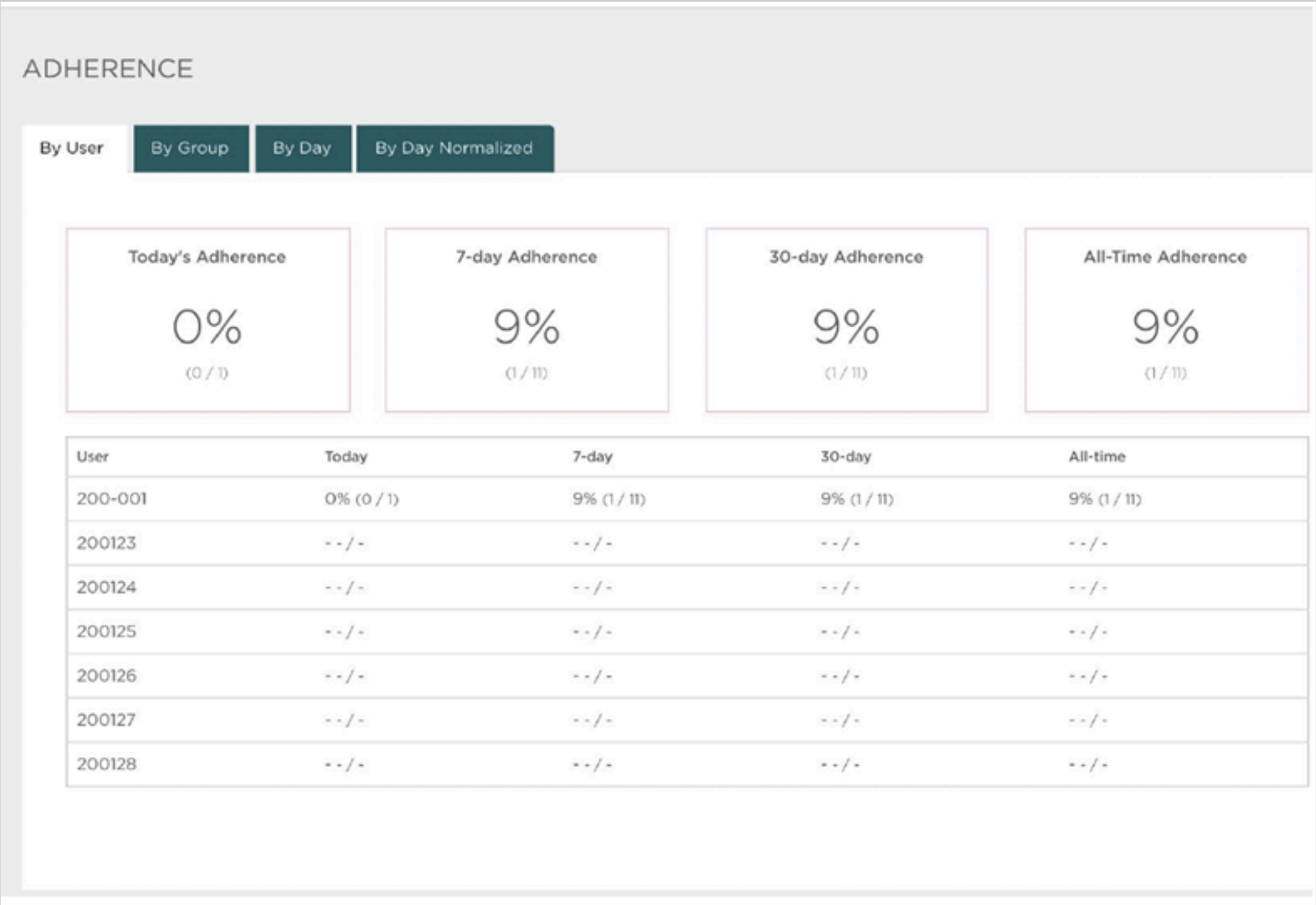
STEP 2: The adherence section lets you view historical compliance data from individual users and your entire group. Select "Adherence" from the left-hand menu to view.

12. HOW CAN I SEE HOW MY PATIENTS ARE DOING?
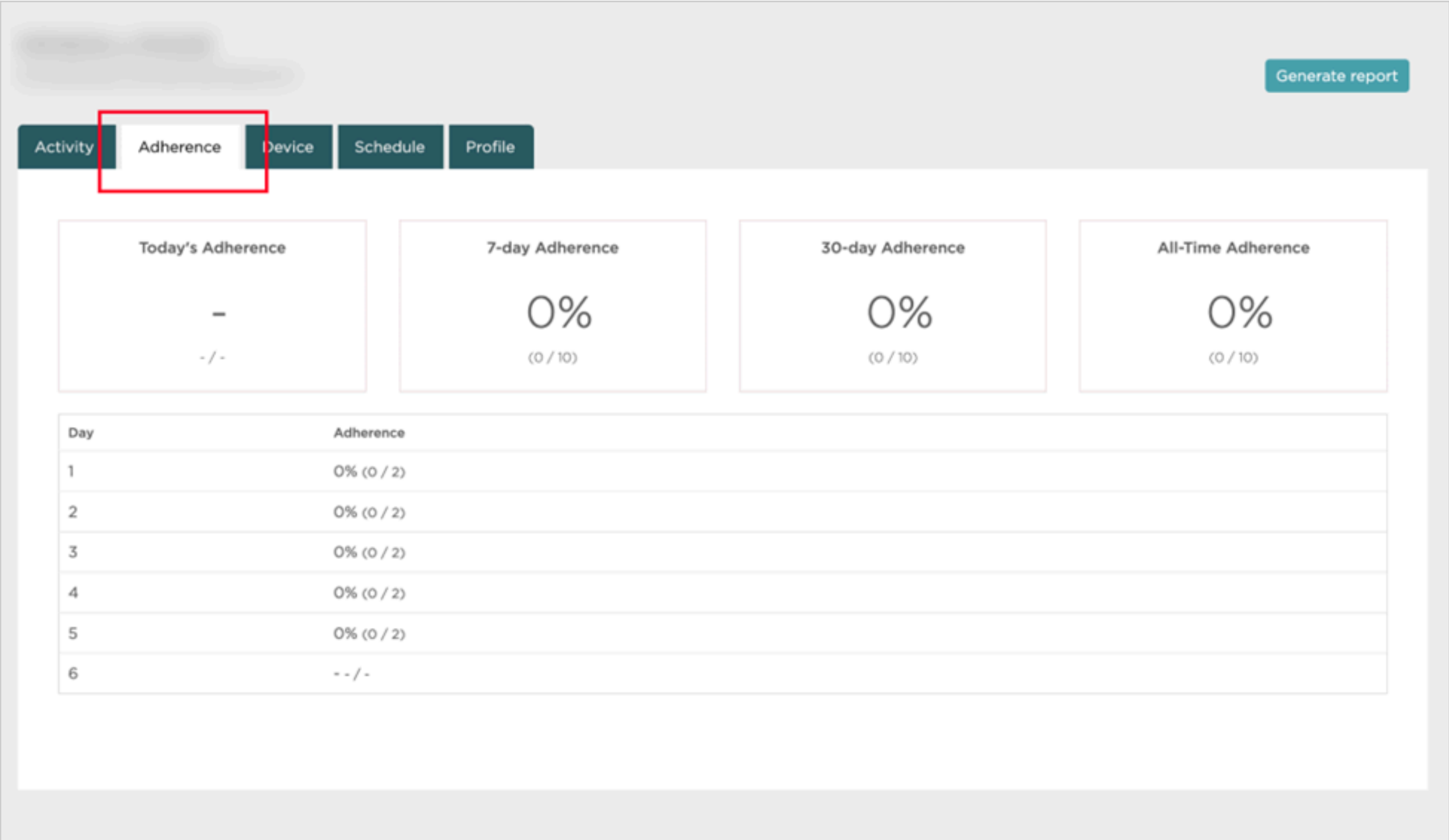
STEP 3: By clicking the "adherence" tab of an individual user account, you can view a close-up of one user's historical adherence.

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.

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

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

13. HOW DO I GENERATE A USER ADHERENCE REPORT?

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.

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

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

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

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

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

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

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

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

KENDALL

Pill Strip
8:00 AM, 5:00 PM, DAILY

?
AS NEEDED

+ Add medication

+ Add cube

STEP 5: Select the Pill Strip option to edit.

15. HOW DO I CHANGE A USER'S SCHEDULE?
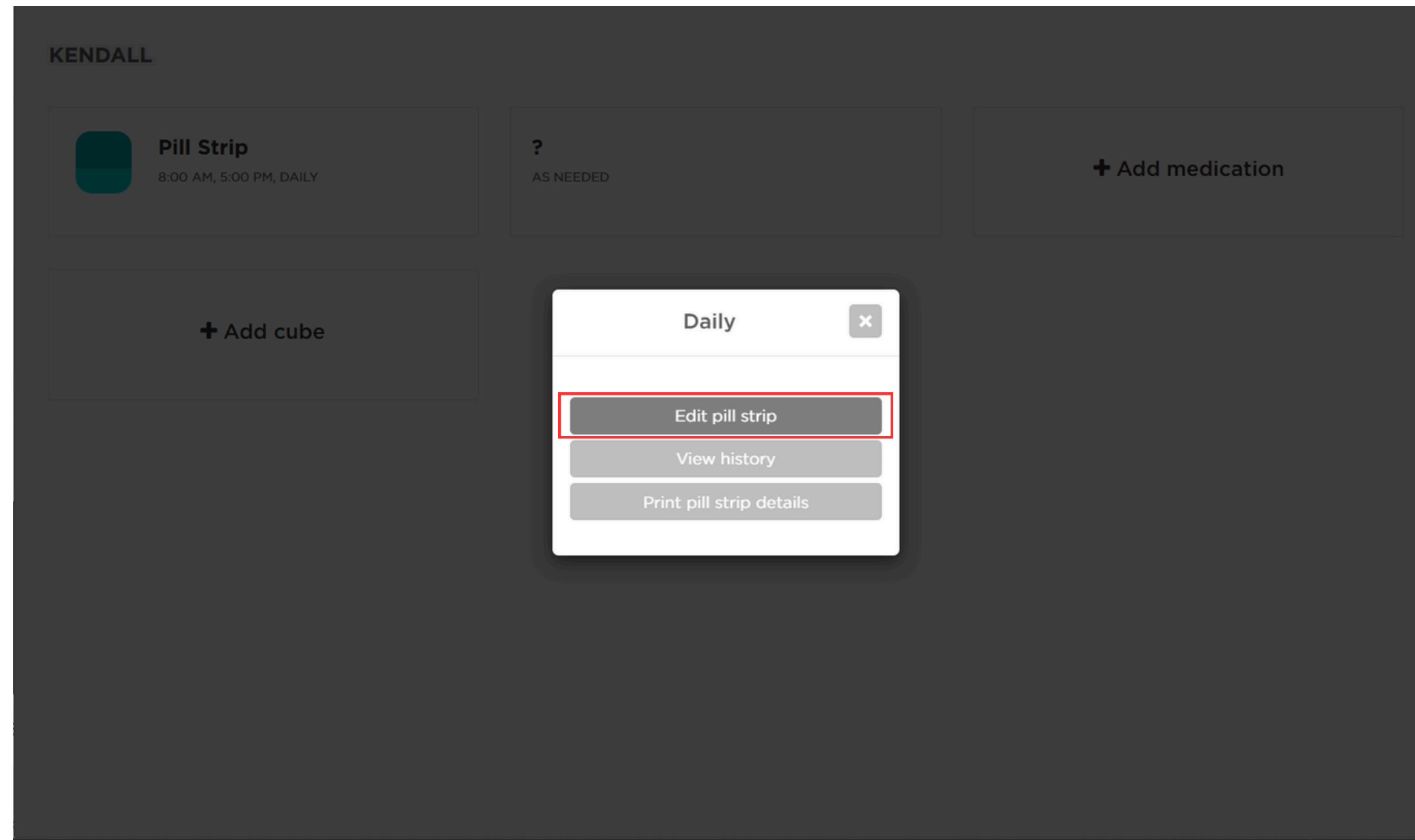
STEP 6: Select the "Edit Pill Strip" button.

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

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

SUN1	MON1	TUE1	WED1	THU1	FRI1	SAT1
⏲ 8:00 AM	⏲ 8:00 AM	⏲ 8:00 AM	⏲ 8:00 AM	⏲ 8:00 AM	⏲ 8:00 AM	⏲ 8:00 AM
Iron	Iron	Iron	Iron	Iron	Iron	Iron
Tylenol	Tylenol	Tylenol	Tylenol	Tylenol	Tylenol	Tylenol
Vitamin	Vitamin	Vitamin	Vitamin	Vitamin	Vitamin	Vitamin

SUN2	MON2	TUE2	WED2	THU2	FRI2	SAT2
⏲ 5:00 PM	⏲ 5:00 PM	⏲ 5:00 PM	⏲ 5:00 PM	⏲ 5:00 PM	⏲ 5:00 PM	⏲ 5:00 PM
Tylenol	Tylenol	Tylenol	Tylenol	Tylenol	Tylenol	Tylenol

✚ Add a row

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

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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:

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

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

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

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

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

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

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.

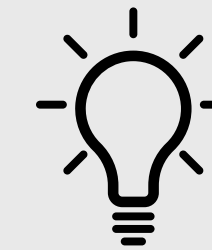|	
Username	username.companyname@pd.ent
Password	zxkk6268

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.

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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:

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

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

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

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

STEP 3: Click on the user's "Device" tab.
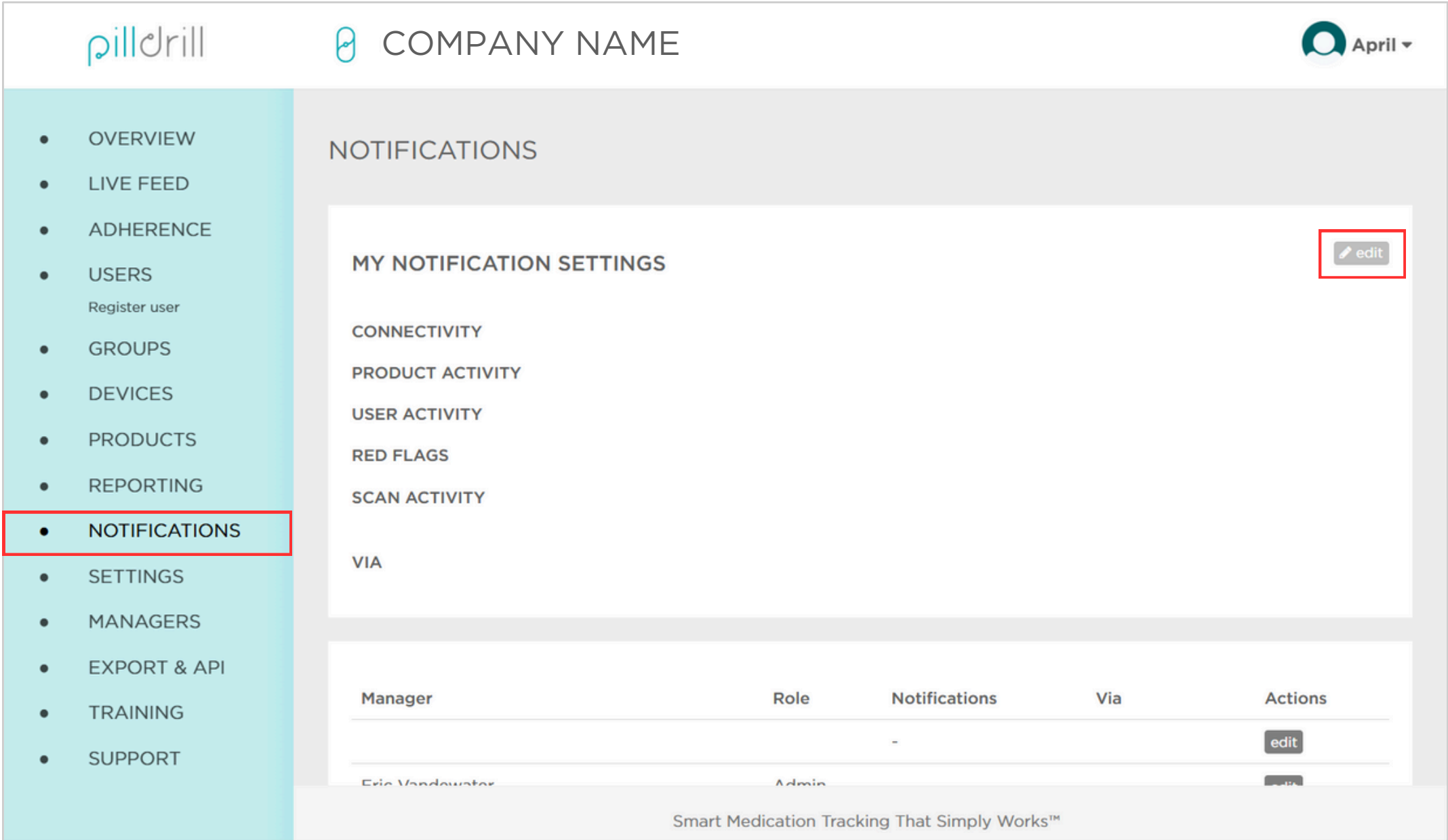
STEP 4: Adjust the volume or brightness and press "Save".

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.

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.

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