

Texas Tech SmartTrack User Manual

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AED Inspectors

Welcome Email

As a new user you will receive a welcome email similar to that below:

Welcome Email

Texas Tech University is transitioning to a new AED management program; starting on May 1, 2021 we will be using SMART Track, a Philips online AED program management application. To access SMART Track, go to <https://smartrack4.com> and enter the username and initial password listed below. When you first login, you will be asked to change your password and review the SMART Track Terms and Conditions of Use.

While Smart Track is quite similar to its predecessor (PlusTrac), the EH&S Department will arrange on-line training sessions on the new system to familiarize you with its features. If you have questions regarding Smart Track implementation please contact either Monte Ferguson (monte.ferguson@ttu.edu) or Chris Burns (chris.burns@ttu.edu). Please let us know if AED's in your work area do not show up in the inventory.

If you need more in-depth product support, please email info@philips.aedservices.com or phone 1-800-263-3342 option 3.

When you click on the first link you will see a screen for changing your password from the **default password 654321**.

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Please enter an 8 character password – special characters are permitted, one capital letter, then accept terms of use.

Password Management

Please enter a new password and click the "Save" button to confirm your new entry.

Password

Confirm Password

Save Password

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Term and Conditions

Terms of use

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I Agree

I Disagree

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Log-In

You can log into SmartTrack at any time by clicking on the following address and you will see the login screen below.

<https://smartrack4.com/default.aspx>

SMART Track

To get started managing your AED program, log in with the Login ID and password you received in your Welcome email.

Having trouble? Email us at info@philips.aedservices.com.

Login

Please Supply Login ID. Please Supply Password.

Login ID:

Password:

+ [Forgot / Reset Password](#)

Looking for more information about Philips AED Services or support for your program? Contact us by web, email or phone using the information listed below.

Web: <http://www.philips.com/AEDservices>
Email: info@philips.aedservices.com

Phone: 1-800-263-3342 Option 3 (United States)
1-541-284-3881 (International)

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User Dashboard

When you login you will see a dashboard showing a summary of the AED program. You can click on any of the items on the left hand side – Inspections, Run/View a Report, etc. Or you can click on any of the Blue highlighted fields such as Sites, Active AEDs or Batteries, Pads to see a report of expired products, or AEDs that are not ready for use.



My Dashboard

Inspections

Regulatory

Run / View a Report

User Tools

My Resources

Help

Logout

User: Leslie Roberts 3
Log

Company: Texas Tech University
03/22/2021

Dashboard - Program Overview

Complete Program Summary

Program Overview

	Not Ready	Ready	Total
● Sites	0	11	11
● Active AEDs	0	1	1
● Trained Responders	0	0	0

Program Component Status

Expiration Alert

Expires in	90 days	60 days	30 days	Expired
● Batteries	0	0	0	0
● Pads	0	0	0	0
● Trained Responders	0	0	0	0

Scheduled Inspections

	Count
Total	0
Open	0
Overdue	0

Training Courses

	Count
Total	0
● Scheduled	0
● To be scheduled	0

My Resources

No new personal documents found.

- Ready
- Upcoming Action Required
- Requires Immediate Action

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Level 1 Program Managers will see the Dashboard below with more extensive options – Manage AED Program and Admin tools that allow you to Add/Delete Users or Add/Upload AEDs etc.

My Dashboard

Manage AED Program

Inspections

Run / View a Report

Create/Edit Emails

Regulatory

My Resources

Search

Admin Tools

Help

Logout

User: Leslie Roberts

Company: Texas Tech University
03/22/2021

Dashboard - Program Overview

Complete Program Summary

Program Overview

	Not Ready	Ready	Total
● Sites	0	11	11
● Active AEDs	0	1	1
● Trained Responders	0	0	0

My Resources

No new personal documents found.

- Ready
- Upcoming Action Required
- Requires Immediate Action

Program Component Status

Expiration Alert

Expires in	90 days	60 days	30 days	Expired
● Batteries	0	0	0	0
● Pads	0	0	0	0
● Trained Responders	0	0	0	0

Scheduled Inspections

	Count
Total	0
Open	0
Overdue	0

Training Courses

	Count
Total	0
● Scheduled	0
● To be scheduled	0

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Monthly Email Inspection Reminders

As with Smart-Trac, users will receive a monthly email reminding them to conduct AED inspections.



SMART Track

Email Notification

You are receiving this email to remind you that you have one or more routine inspections to complete for your AED(s). Incomplete inspections may cause your program to be out of compliance with state or local regulations. Click the link below to view a report listing your inspections.

To log your inspections in SMART Track:

1. **Open your Inspection Report by clicking the link in this email**
2. As needed, print Inspection forms for each AED using the link at the top of the report opened in step 1
3. Inspect your AED(s) using the printed form as a guide
4. Using the Inspection Report (Step 1), **click the Inspection Number next to each device**. This will take you to the Inspection History screen for the specific AED.
5. Click on the Inspection number again to get to the online Inspection/Activity form for that AED
6. Fill out the online form. Be sure to update any new pad and battery expiration dates if needed.
7. Click Log Inspection. Click Close.

Thank you,

To view the report, please visit: <http://www.smarttrack4.com/rptinspections.aspx?email=youremailaddress>

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Click the last link to see all the AEDs you are responsible to inspect. Click on the **Inspection #** in the first column to open the online form. Or you can select "Create printable forms" to generate a paper version of the inspection.

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Inspection Report


Please complete the inspections for the following device(s).

[Create printable work forms.](#)

Complete your inspection(s) by clicking on the Ticket Number and opening the Inspection Form.

Ticket #	Serial No.	Customer	Physical Loc.	Status	Issued
Inspection #727947	A08J-00584	Information Technology	Service Hall 105 Entrance	Open	12/03/2020

When you click on the list you will see the list of the history of the inspections related to that AED. Click on the **Ticket #** and it opens the inspections. To exit this screen click **Close**.

 <https://www.smarttrack4.com/InspectionHistory.aspx?KitHeaderID=10412...>

Inspection History				
Ticket #	Service Date	Status	Event Date	Service Type
741729		Open	2021/03/01	Routine Inspection
651421	2019/08/01	Completed	2019/08/01	Routine Inspection
646342	2019/07/01	Completed	2019/07/01	Routine Inspection
638632	2019/06/05	Completed	2019/06/05	Routine Inspection
636516	2019/05/01	Completed	2019/05/01	Routine Inspection
631948	2019/04/02	Completed	2019/04/01	Routine Inspection

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If you want to print an Editable form, click **Print** and it will generate an inspection report below:

INSPECTION REPORT

Customer Name: Information Technology	Date: 12/03/2020
HeartStart Model: HeartStart OnSite	SN: A12L-02525
Location/Device ID: _____	SID: 727946

Access obstacles to device and/or dangers: No Yes (describe: _____)

STORAGE

Type: Cabinet Wall Bracket Other (describe: _____)

Security tag: In place, intact Breached Replaced Not present

Alarm: Not applicable Functions as intended
 Not functioning; requires troubleshooting Resolved Unresolved

AED SIGNAGE No signage Present (describe: _____)

DEFIBRILLATOR

Exterior: Clean, undamaged Not clean, damaged (describe: _____)

Status Indicators: Flashing, ready for use Chirping; needs troubleshooting
 Resolved Unresolved

ACCESSORIES and SUPPLIES

Installed Battery: Usable Install-by date (mm/yyyy): _____
 Not usable (describe: _____)
 Replaced Install-by date (mm/yyyy): _____
 Begin battery insertion self-test; report results below.

Spare Battery: Usable Install-by date (mm/yyyy): _____
 Not usable/no spare Replaced, install-by date (mm/yyyy): _____

Adult Pads Set: Usable Expiration date (mm/yyyy): _____
 Not usable Replaced, expiration date (mm/yyyy): _____

Spare Adult Pads Set: Usable Expiration date (mm/yyyy): _____
 No spare Replaced, expiration date (mm/yyyy): _____

Infant/Child Pads Set: Usable Expiration date (mm/yyyy): _____
 Not applicable Replaced, expiration date (mm/yyyy): _____

Infant/Child Key: Usable, with device Not applicable
 Missing/damaged Replaced

Data Card: Usable, with device Not applicable/not used
 Missing/damaged Replaced

Spare Data Card Tray: Usable, with device Not applicable/not used

Ancillary Supplies: Fast Response Kit Resuscitation Mask Disposable Gloves (2)
 Disposable Razor Paramedics Scissors Absorbent Wipe
 Replaced supplies (describe: _____)
 Other (describe: _____)

BATTERY INSERTION TEST: Passed Failed (describe: _____)

COMMENTS: _____

INSPECTOR NAME (print): _____ Initials: _____
 CUSTOMER REPRESENTATIVE (print): _____ Initials: _____

013434-0002 rev B Fax to HeartStart Essentials at 541-284-8424

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Entering Inspection Data

A sample inspection ticket is shown below. The inspector name field should be prefilled. Please select the **Service Date** of the inspection on the calendar icon. Complete the inspection by selecting from the drop down options – is the AED in good condition, are there any obstacles in front of AED and add any notes to the inspection.

Note the expiration dates of pads and batteries. If you replace the pads or batteries change the dates of them on the inspection form. When you are finished, click **Log Inspection** and **Close**.

AED Event Inspection		
Device Type: Zoll AED Plus	Device Number: X13K637030	Location: Ground floor by mechanical room
Contact:		
Device Status: In service		
Device Status	In service <input type="button" value="v"/>	
Service Type	Routine Inspection <input type="button" value="v"/>	
Event Date/Time	3/22/2021 5:49 PM <input type="button" value="calendar"/> <input type="button" value="clock"/>	
Inspector	<input type="text"/>	
Service Date	<input type="text"/> <input type="button" value="calendar"/>	
Is your AED in good condition?	<input type="button" value="v"/>	
Are there any obstacles near the AED?	<input type="button" value="v"/>	
Notes	<input type="text"/>	
	Current Information	Update Information
Installed Battery		
Expiration	12/20/2024	<input type="text"/> <input type="button" value="calendar"/>
Spare Battery		
Install by	12/15/2024	<input type="text"/> <input type="button" value="calendar"/>
Installed Pads		
Expiration	01/13/2024	<input type="text"/> <input type="button" value="calendar"/>
Spare Pads		
Expiration	01/13/2024	<input type="text"/> <input type="button" value="calendar"/>
<input type="button" value="Log Inspection"/> <input type="button" value="Close"/>		

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Accessing Dashboard

To see the status of the AEDs you inspect, start at the main dashboard.

Click on the left hand menu **“Inspections”** to bring up the following display. Click on **“Activity”** to also bring up the Inspection Data Input form shown above.

Search - Inspection

Search

Device Serial Number: Site: All

Status: All

Search View All

Device Serial Number	Device Type	Location	Site	Inspection Cycle	Inspection Date	Next Inspection	Last Status
X13K637030	Zoll AED Plus	Ground floor by mechanical room	Administrative Support	Monthly		02/13/2014	Activity

User: Leslie Roberts 3
Log
Company: Texas Tech

To generate a report of the AEDs you inspect, start at the main dashboard. Click on the left hand menu **“Run/View Report”** to bring up

the following display. will show. You can run a saved report or select the criteria of the report that you want to generate. Clicking the v arrow by **“Saved Reports”** opens the full list of preprogrammed reports available.

Reports

Report	Description
> Saved Reports	A listing of saved reports created for this site. You can edit and delete these reports as needed. In addition saved reports can be used to create custom emails and distributed to a specific list or by the data returned in the report
> AED and Accessories Reports	Review AED equipment assignments, status and accessories expirations
> Site Overview Reports	Review site status for readiness, program expiration and medical direction expiration
> Training Course Reports	Review course and students by date and location of training
> Student History Reports	Review student training history by date, course type, location, and expiration
> Device Activity Reports	Reports are designed to review routine inspections plus any other events that are tracked as part of the AED program

User: Leslie Roberts 3
Log
Company: Texas Tech

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Run/View a Report

Inspections	
Regulatory	
Run / View a Report	
User Tools	
My Resources	
Help	
Logout	
User: Leslie Roberts 3 Log	
Company: Texas Tech University 03/22/2021	

▼ Saved Reports	A listing of saved reports created for this site. You can edit and delete these reports as needed. In addition saved reports can be by the data returned in the report
Report (click to view)	
No reports found.	
▼ AED and Accessories Reports	Review AED equipment assignments, status and accessories expirations
Report (click to view)	
< 90 Day Expiring Pads	
< 90 Days Expiring Batteries	
Active AEDs	
Expired Batteries	
Expired Pads	
Not Ready Active AEDs	
▼ Site Overview Reports	Review site status for readiness, program expiration and medical direction expiration
Report (click to view)	
Sites Not Ready	
Sites Ready	
▼ Training Course Reports	Review course and students by date and location of training
Report (click to view)	
Training Classes	
Completed Classes	
Scheduled Classes	
Unscheduled Classes	
▼ Student History Reports	Review student training history by date, course type, location, and expiration
Report (click to view)	
< 90 Days to Expire Trained Responders	
Active Trained Responders	
Expired Trained Responders	
Student History	
▼ Device Activity Reports	Reports are designed to review routine inspections plus any other events that are tracked as part of the AED program
Report (click to view)	

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Click on the left Menu – **User Tools** to generate a search criteria for all ranges of search criteria – select the drop down and click **“Run”**.

My Dashboard Inspections Regulatory Run / View a Report User Tools My Resources Help Logout <small>User: Leslie Roberts 3 .og</small>	Active AEDs	
	Company : <input type="text" value="Texas Tech University"/> <small>Select from your assigned list of organizations.</small>	Sites : <input type="text" value="All"/> <small>Select from the list of sites assigned to your company selected. Not required</small>
	Device Types : <input type="text" value="All"/> <small>Select the specific device type or All</small>	Service Types : <input type="text" value="In service"/> <small>Select the device service status or All</small>
	Manufacturer Types : <input type="text" value="All"/> <small>Select a manufacturer or All</small>	Device Status : <input type="text" value="Active"/> <small>Select Active, Inactive or All</small>
	Device Accessories : <input type="text" value="All"/> <small>Select a specific accessory or ALL</small>	Expired Accessories : <input type="text" value="None"/> <small>Select an expiration timeframe or None to view all accessories</small>
	Report Layout : <input type="text" value="Summary"/> <small>Choose Summary or Detail.</small>	Report Sort : <input type="text" value="Company Hierarchy"/> <small>Default sort is alphabetical by site name, or sort by Company hierarchy.</small>
	<input type="button" value="Run"/>	
<small>Enter a report name and select Save Report to save this report with parameter to your account.</small>		

Select **“My Resources”** on the left hand menu to reset your password

My Dashboard Inspections Regulatory Run / View a Report User Tools My Resources Help	User Tools	
	Edit profile	
	User Name <input type="text" value="Leslie Roberts 3 Log"/>	Status <input type="text" value="Active"/>
	Login ID <input type="text" value="LRoberts3"/>	Email <input type="text" value="loroberts@altramedical.com"/>
	Security Level <input type="text" value="Level 3-View only"/>	Assigned To <input type="text" value="Texas Tech University"/>
	Password <input type="text" value="*****"/>	Password Confirm <input type="text" value="*****"/>
	<input type="button" value="Update"/> <input type="button" value="Refresh"/>	

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Help Documentation

Documentation for Smart Track may be found at the bottom of the left hand menu.

The screenshot displays the SmartTrack user interface. On the left, a vertical menu is titled "Help / Documentation". Below this title, the word "Help" is prominently displayed. Underneath, there are two main sections: "Help Documentation" and "Help Desk Request". The "Help Documentation" section contains the text "Detailed instructions on how to process your program management data." The "Help Desk Request" section contains the text "Click the link above to create a Help Desk ticket. You will receive a response within" followed by contact information: "To contact us by phone: 1-800-263-3342 Option 3 (United States) 1-541-284-3881 (International) Live support is available in English from 7:30am to 4:30pm Pacific Time." On the right side of the interface, there is a "Contents" and "Search" header. Below this header is a list of menu items, each preceded by a plus sign in a square: "About Getting Started", "About Help", "Devices", "Email Reminders", "Inspections", "Medical Direction", "My Resources", "Regulatory Information (US and Canada users only)", "Reports", "Search", "Sites", "Users", and "Working With Classes and Trained Responders". To the right of this list, there is a large blue letter "F" and the text "Please se:".

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Administrators

Dashboard for Administrators

The Dashboard below is for someone with full privileges – it provides Admin Tools for uploading data and Managing the AED Program.

The dashboard is titled "Dashboard - Program Overview" and is divided into several sections:

- Complete Program Summary:** A table showing the status of program components.
- Program Component Status:** A table showing the expiration status of various components.
- My Resources:** A section for personal documents, currently showing "No new personal documents found."
- Scheduled Inspections:** A table showing the count of inspections in different states.
- Training Courses:** A table showing the count of training courses in different states.

Complete Program Summary

Program Overview	Not Ready	Ready	Total
● Sites	0	11	11
● Active AEDs	0	1	1
● Trained Responders	0	0	0

Program Component Status

Expiration Alert	90 days	60 days	30 days	Expired
● Batteries	0	0	0	0
● Pads	0	0	0	0
● Trained Responders	0	0	0	0

My Resources

No new personal documents found.

● Ready
● Upcoming Action Required
● Requires Immediate Action

Scheduled Inspections

	Count
Total	0
Open	0
Overdue	0

Training Courses

	Count
Total	0
● Scheduled	0
● To be scheduled	0

Navigation Menu: My Dashboard, Manage AED Program, Inspections, Run / View a Report, Create/Edit Emails, Regulatory, My Resources, Search, Admin Tools, Help, Logout.

User Information: User: Leslie Roberts, Company: Texas Tech University, 03/22/2021

Adding a User

On the main dashboard, click **Admin Tools > Administrative Tools**. Select the link under Add/Edit User.

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Add/Edit Profile

Edit profile

User Name Status

Login ID Email

Security Level Assigned To

New user will be created with temporary password **654321**. The user will be prompted to change their password the first time they login. This temporary password will expire in 10 days

Search

Users: Email: Company:

Current Users:

				Active All
Chris Burns	Texas Tech University	Active	Resend Password	Last Login - 2021-04-13 08:43:57
Leslie Roberts	Texas Tech University	Active	Resend Password	Last Login - 2021-03-25 18:21:05

This window allows Administrators to enter new users.

- **User name**- first and last name
- **Login ID**- TTU email address
- **Status**- Active
- **Email**- TTU email address
- **Security level**- select Level 2 Student Access from drop-down list for inspectors. Select Level 3 View Only for users that just need to see reports but do not inspect AEDs.
- **Assigned to**- select the site

from the drop-down list that the new user is assigned to. Note that sites need to be in the system before the user can be assigned to them.

Click **Add** and the new user will receive the Welcome email at midnight that night and can log in using the default password to initiate their account.