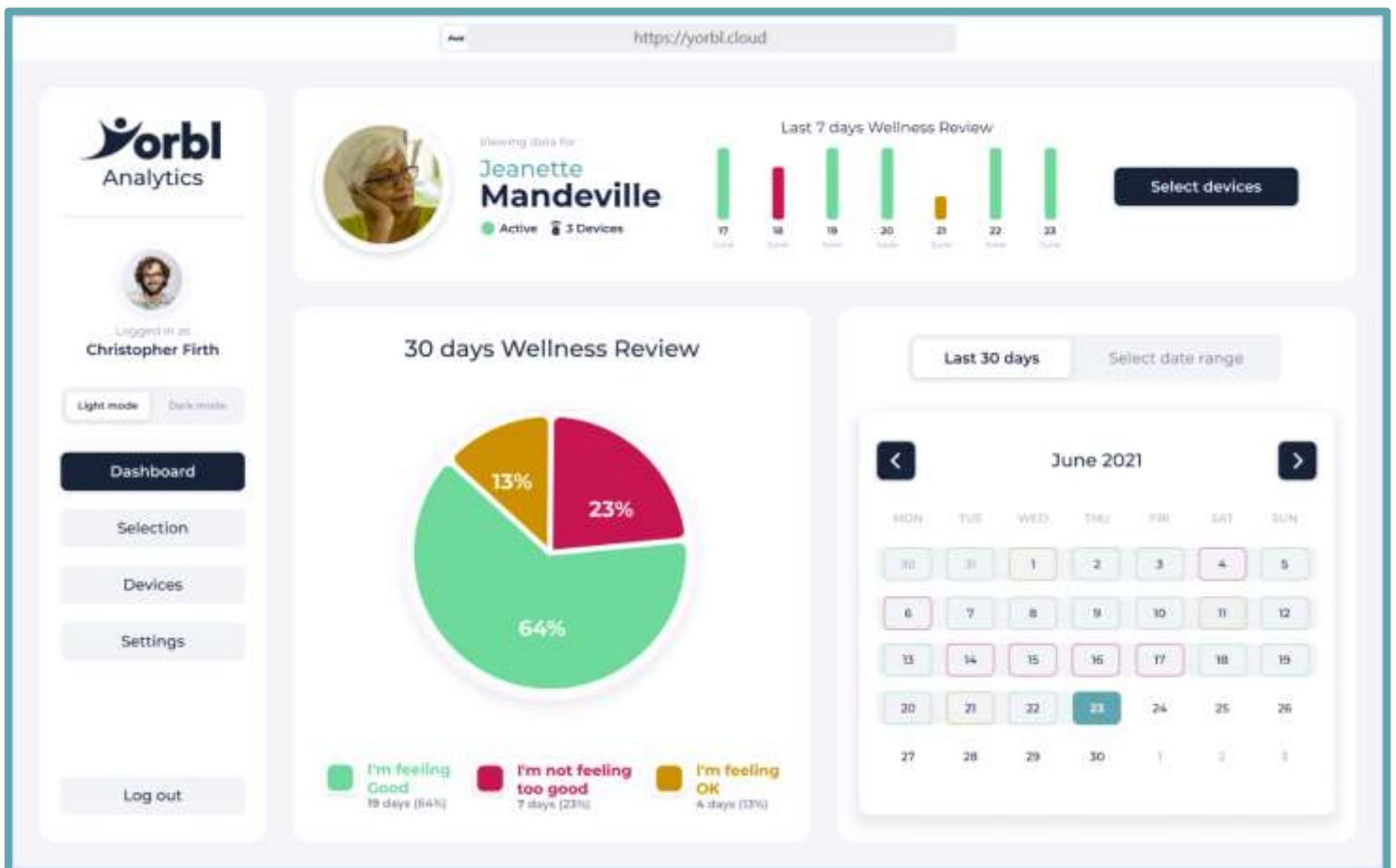# INTRODUCTION TO

YORBL ANALYTICS

YORBL ANALYTICS

Yorbl Analytics provides a graphical view of collected data in an easy to use and readily accessible format.

- Secured, running in Microsoft Azure Cloud and accessible from a Web Browser.

- Intuitive and easy to use.

- Digital Dashboards provide an easy-to-read graphical view

- Unobtrusive sensors that blend into the dwelling that help to build up a wellbeing snapshot as well as make it easy to raise the alarm should the need arise.

- Simply view information over the last 30 days or define a custom date range.

- Export to CSV or PDF (coming soon)

- Managers and carers can look across their entire scheme, quickly and easily.

- Platform independent – built from the ground up for viewing from tablets as well as from desktop PCs and laptops.

SECURE AND COMPLIANT

All sensitive user data/patient data resides ONLY in the Microsoft Azure cloud – providing absolute certainty around security and that access is provided ONLY to authorised people and services.

Microsoft Cloud for Healthcare

- Help protect against threats

- Help prevent the breach of sensitive health records, patient data, and personal identities.

- Stay up to date with the latest regulations

- Use intelligent solutions to meet compliance obligations in a complex, ever-changing regulatory environment.

- Maintain control of your data with confidence

- Trust that the privacy and confidentiality of your data will be protected and that your data will only be used in ways consistent with your expectations.

YORBL ANALYTICS USER ROLES

The Yorbl Analytics product is user centric, not device centric.

Using Role Based Access Control (RBAC), there are a number of different account types.

User

This is the patient, the room occupant, the owner, the person that is being monitored.
The stats that are collected will be all about this person.
The User is the subject and focus of the analytics that are collected and displayed.
The User can only view their own information.

Friend

Typically a friend or family member that is directly related to the User.
A son, daughter, or grandchild that may want to look at the data that has been collected, so they can check in on their loved one.
This Friend will only have access to one User's information.

Staff

This is a care worker, a welfare officer, a warden or someone that is directly responsible for the User's welfare, and wellbeing.
Staff are able to view all of the Users that are members of the same scheme.
It is possible that Staff has access to the Users in several schemes – for example if they are contracted to work across two or more different homes, if they are contracted to work for two or more different towns or cities or if they have private clients that do not belong to a scheme (which Yorbl refer to as the Consumer Market)

Supervisor

A Supervisor has the same data access as Staff, accept additionally they are able to add new Staff, can enable and disable existing accounts and are able to reset the password for Staff, Friend and User accounts.

Professional

This is a Doctor, GP, Surgeon, Healthcare Worker, Council Worker, Government Worker, Legal Counsel or Blue Light Services.
The Professional has read-only access to ANY User account, but they must be in the same country.

Support

This is a Yorbl helpdesk worker – they will deal with first line support and escalations, they have the ability to reset password and create accounts at User, Friend, Staff, Supervisor and Professional level.
As well as create new accounts at these levels too.
They are able to move accounts within the hierarchical structure, but will not be able to make changes to that structure itself.
Support are able to add new Schemes to the hierarchy at the top level, but will be unable to delete them.

Administrator

This is a Yorbl senior manager or director – they have all the Support functionality, plus the ability to make changes to the Support accounts too (password reset, enable disable accounts etc).
The Administrator can make changes to the hierarchy including deletions.

This Introduction to Yorbl Analytics guide is written from the perspective of a Portal account that will be signing in with the role of **Staff**

WHERE TO FIND YORBL ANALYTICS

-ONE-

From your web browser type in the URL of the Yorbl Analytics Portal:
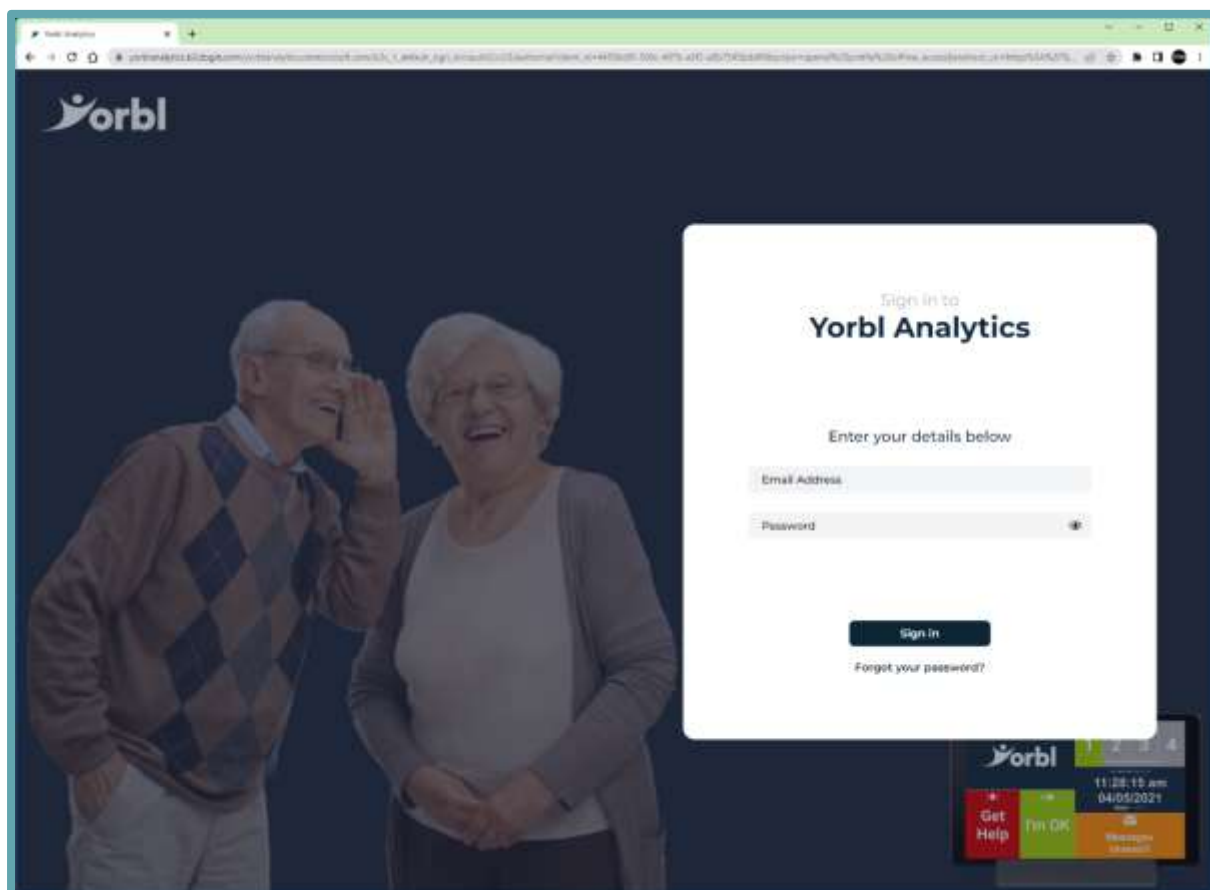
HTTPS://YORBL.CLOUD
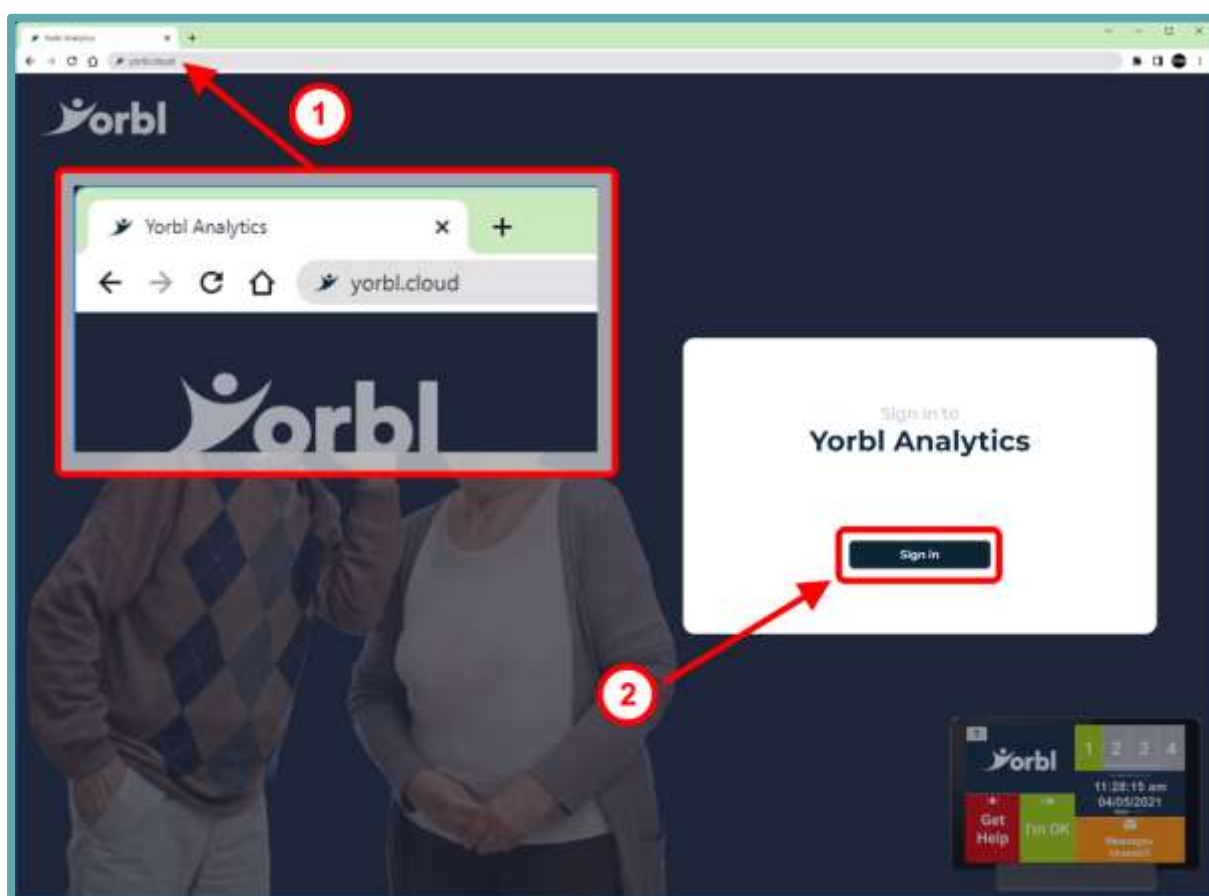
-TWO-

Press the button **"Sign in"**

SIGNING IN

Within a couple of seconds, a secure connection is established, and you will be shown two boxes for Username and Password

Your username is your e-mail address and IS NOT case sensitive

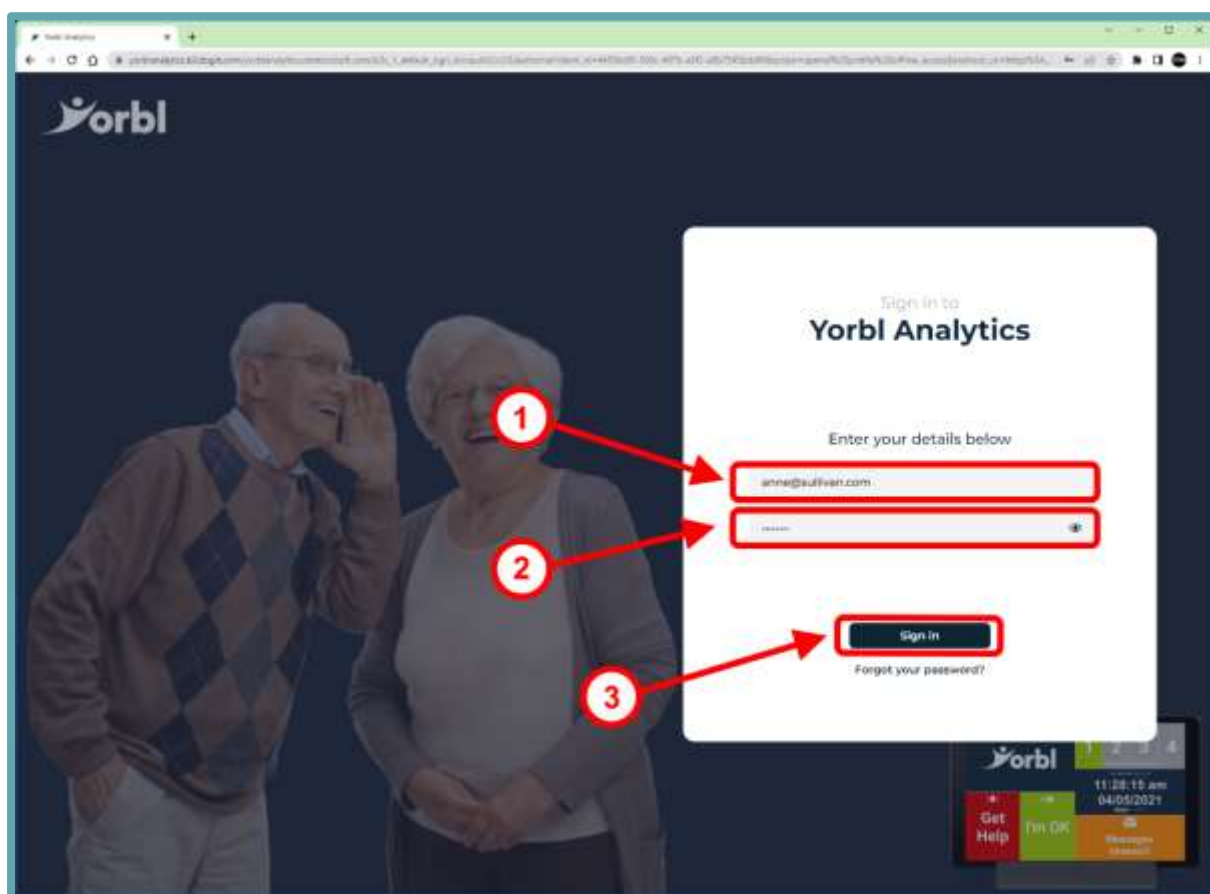The password IS case sensitive, so please be sure that you make sure that your Caps Lock key if off.

USERNAME AND PASSWORD

-ONE-

Enter your email address into the username box

-TWO-

Enter your password into the password box

-THREE-

Click the **"Sign in"** button to log in to the Yorbl Analytics Portal

LANDING PAGE

If your login is successful, you will be directed to the landing page, where you can proceed by either searching for the User OR searching for the Yorbl Vita or Yorbl Vita+ device by its unique eight-character serial number.

This is displayed on the screen of the Yorbl Vita or Yorbl Vita+ device:
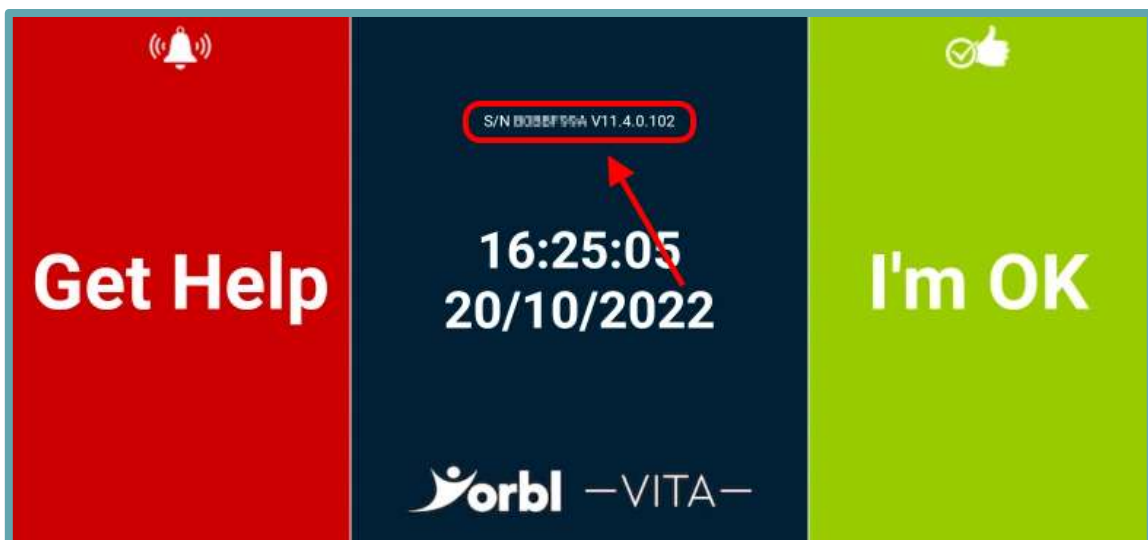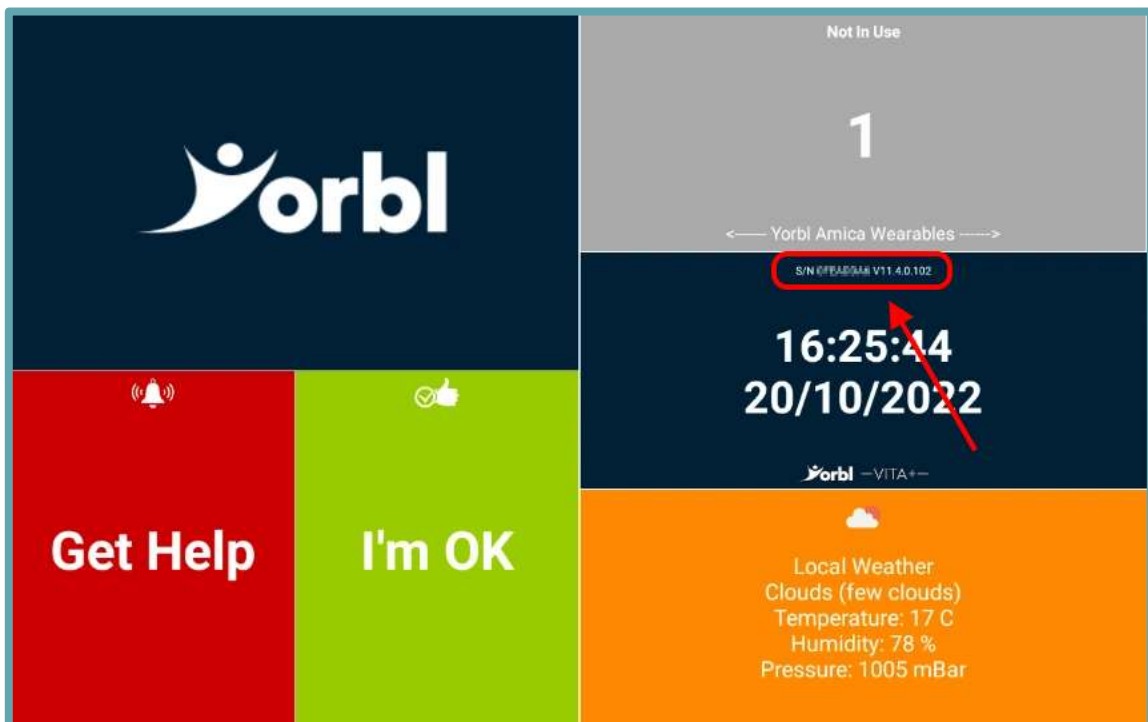
For the purpose of this guide, we will continue by searching for the User by their name.

Press the "Select" button under the picture of the smiling couple:
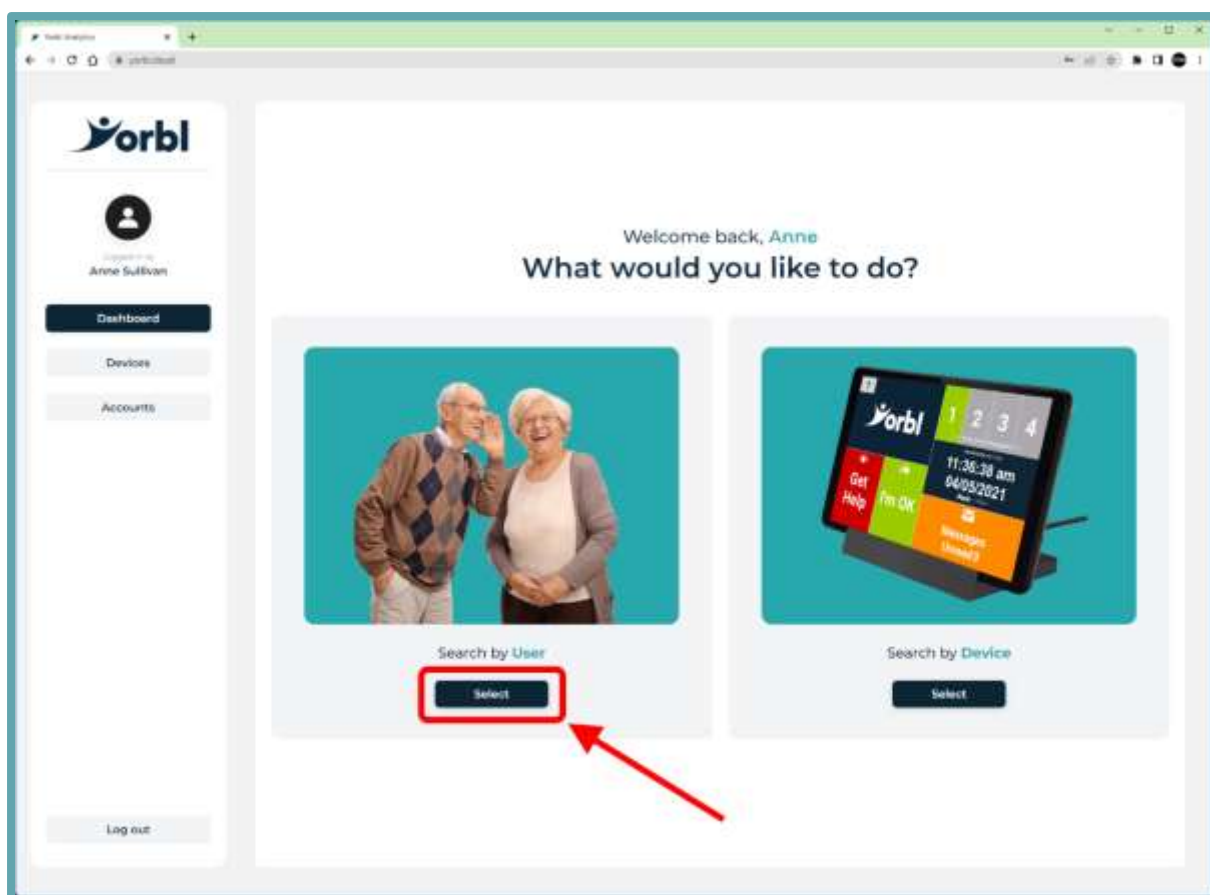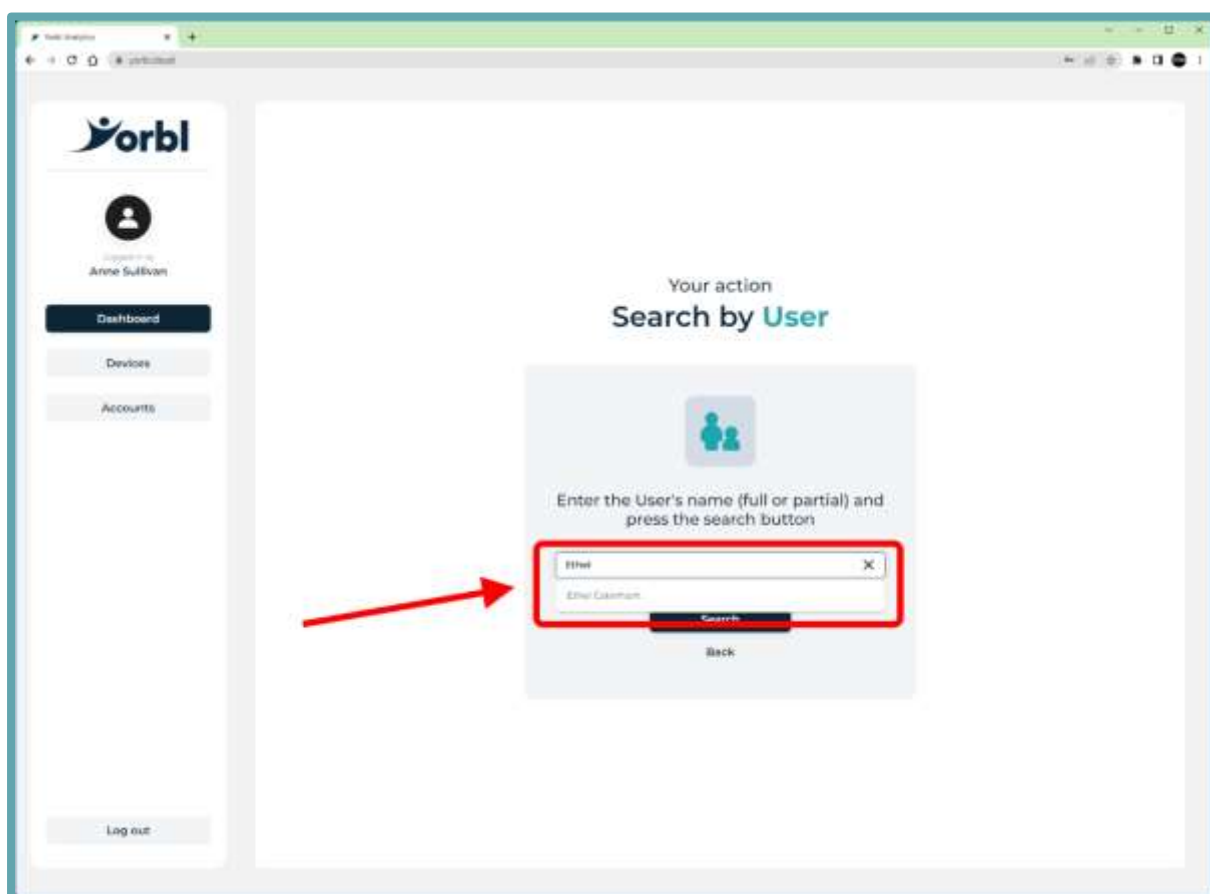
SEARCH FOR USER

Click in the box that says "User's name"
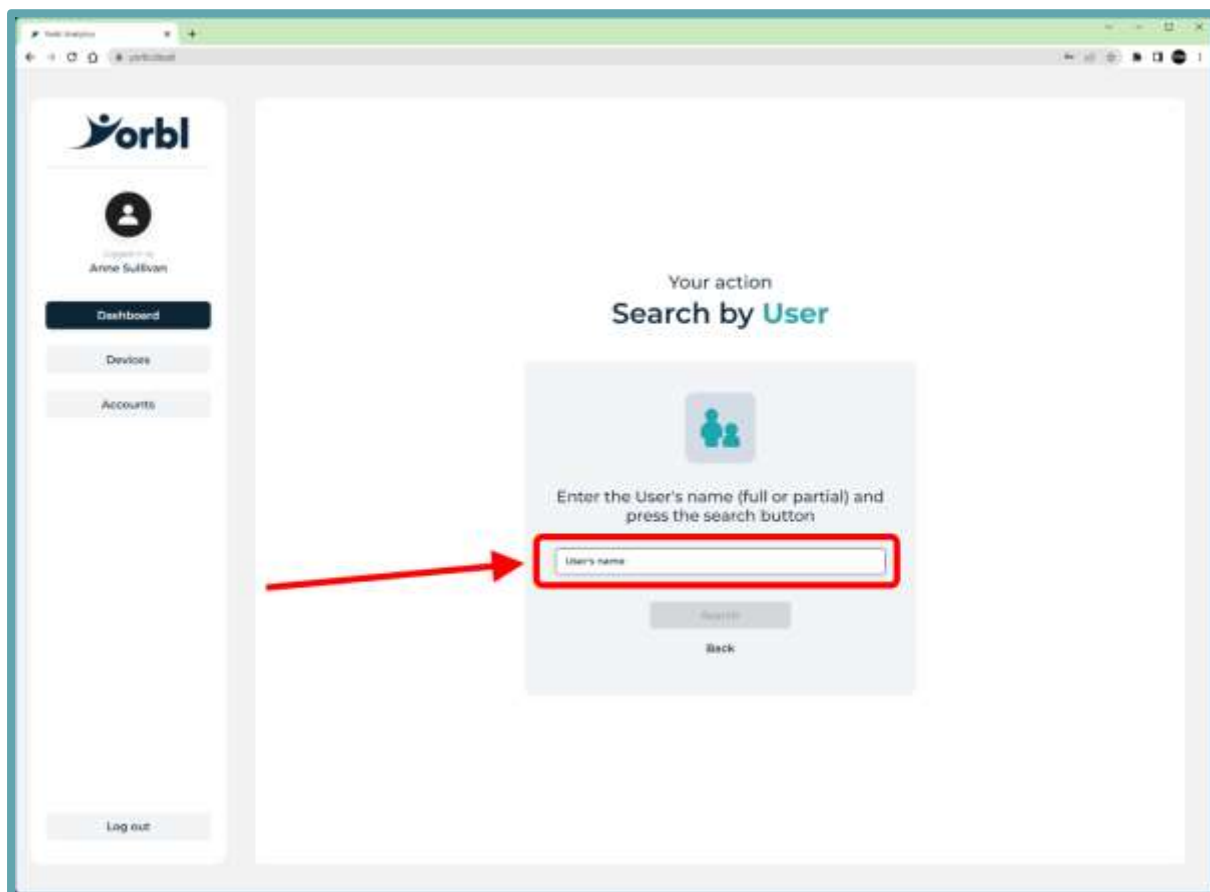
DYNAMIC LOOKUP

As you begin typing the first name or the surname of the User, Yorbl Analytics will start dynamically searching through the list of Users in the database that the person logged in has the security rights to view.

If there is a User that has the same name as what is being typed in, you will see it appear under the box in a list view.
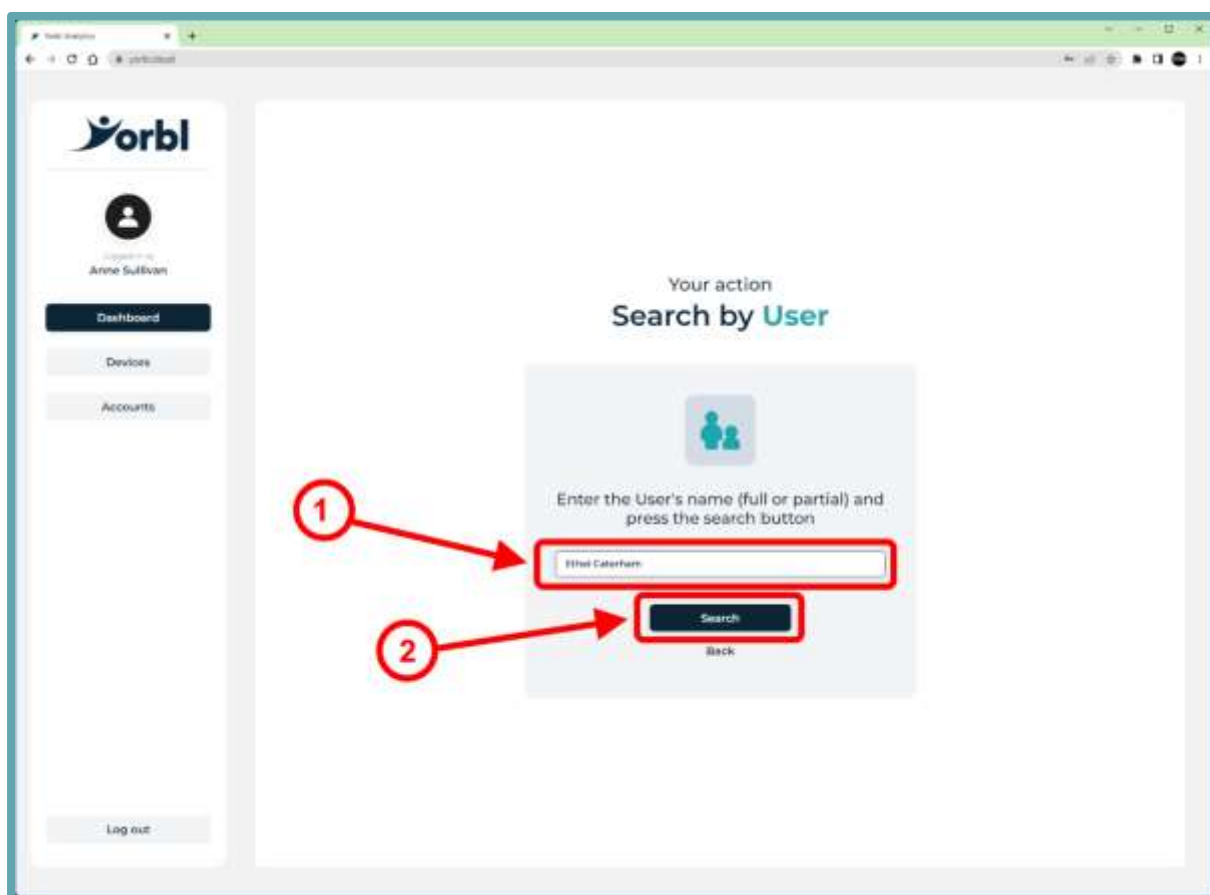
FIND THE USER

Feel free to select the User from the list, to save you from having to type out their entire name.
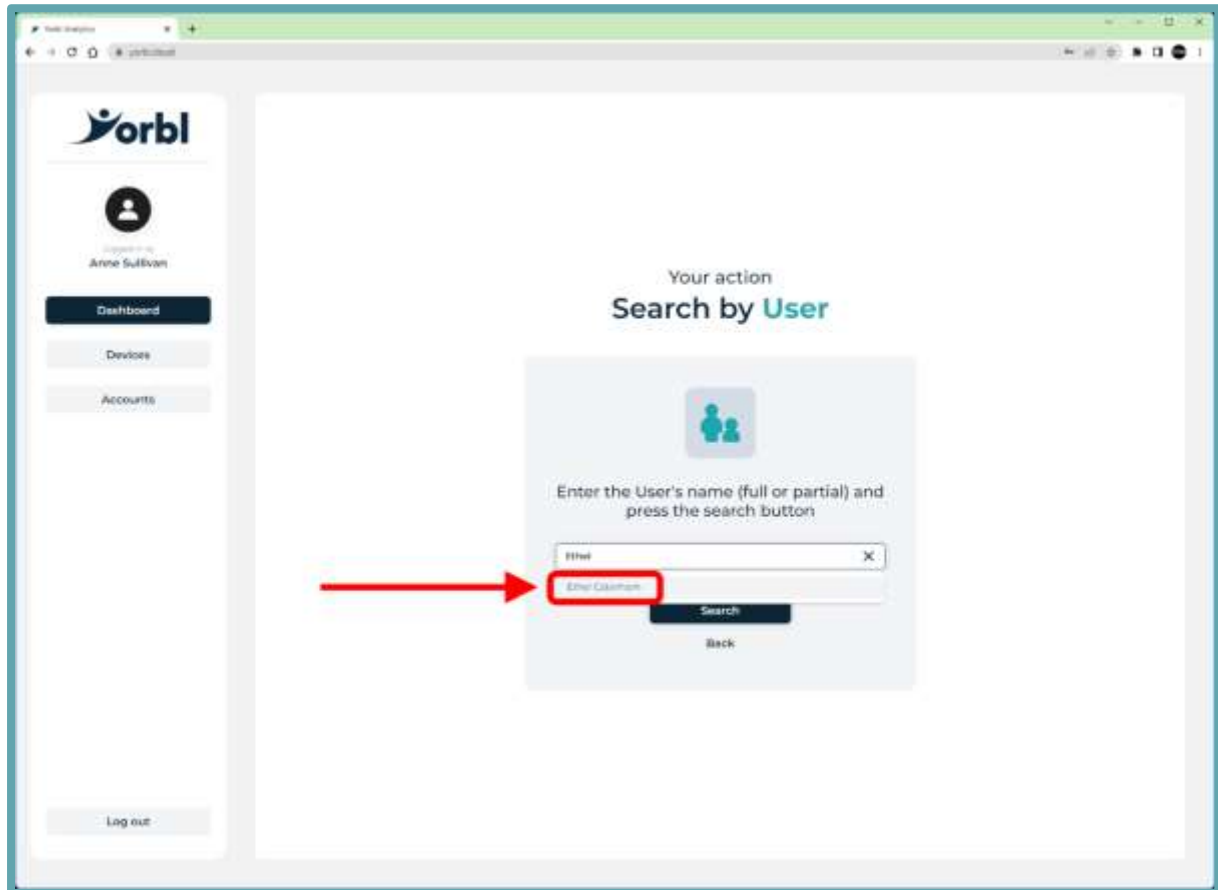
SEARCH

-ONE-

Double check you have the correct name typed in the box, simply delete to start again if you want to enter a different name into the box.
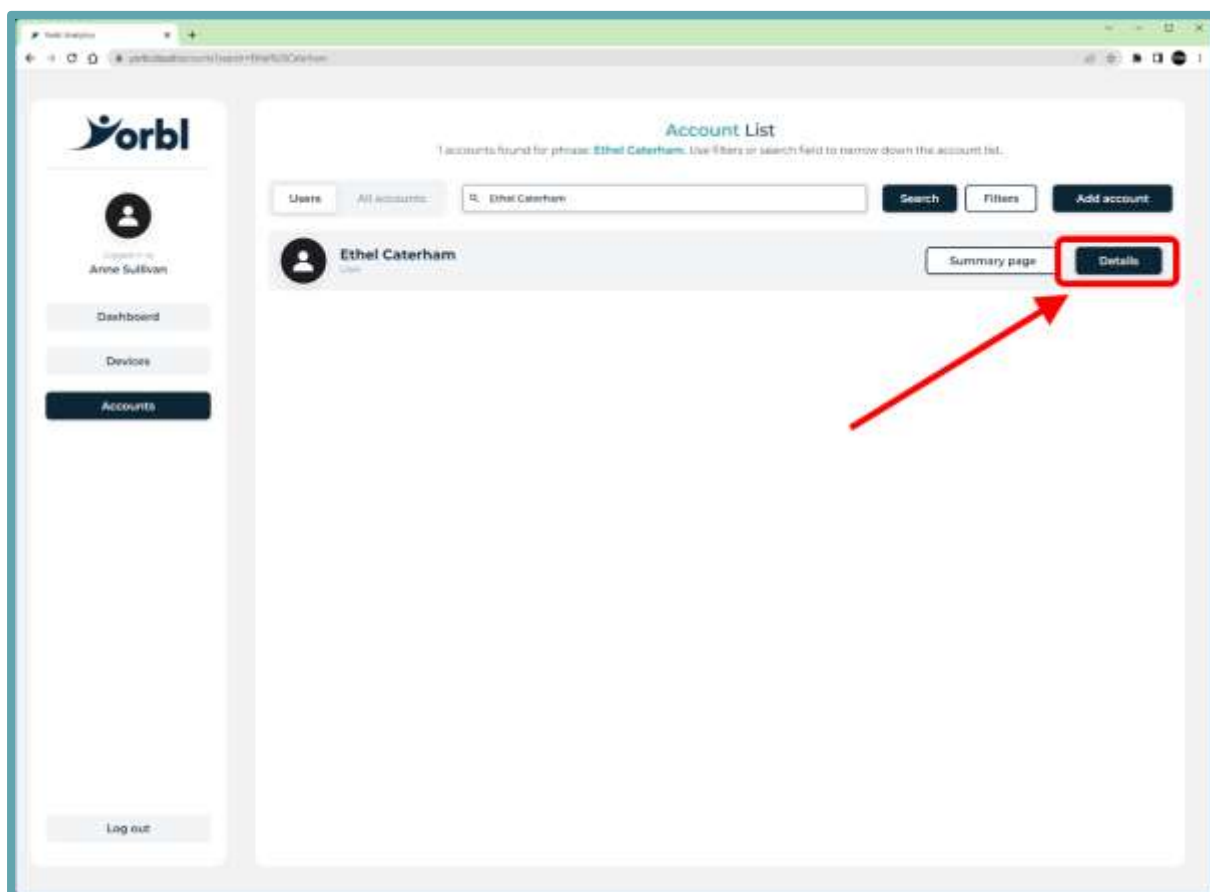

-TWO-

Press the **"Search"** button to find the full record in the database for the User.

USER DETAILS

You will see an Account List view of all Users with the exact name you selected.

This allows you to go back to the list, for example if you are caring for two people called "John Smith", you can check their address or NHS number to confirm.

Now click the **"Details"** button to go into the information card for the User you have selected

DETAILS VIEW

-ONE-

By pressing the **"Edit"** button, you can update the information card for the User.

The more information you can put in here, and the more accurate it is, the better as it can be accessed from the Alarm Receiving Centre (ARC) if an emergency is logged, or it can be read by an associated medical professional as required.

So, contact info, address (including specifics about the building and access to it) are all very useful fields to have completed and will positively impact the quality of care.
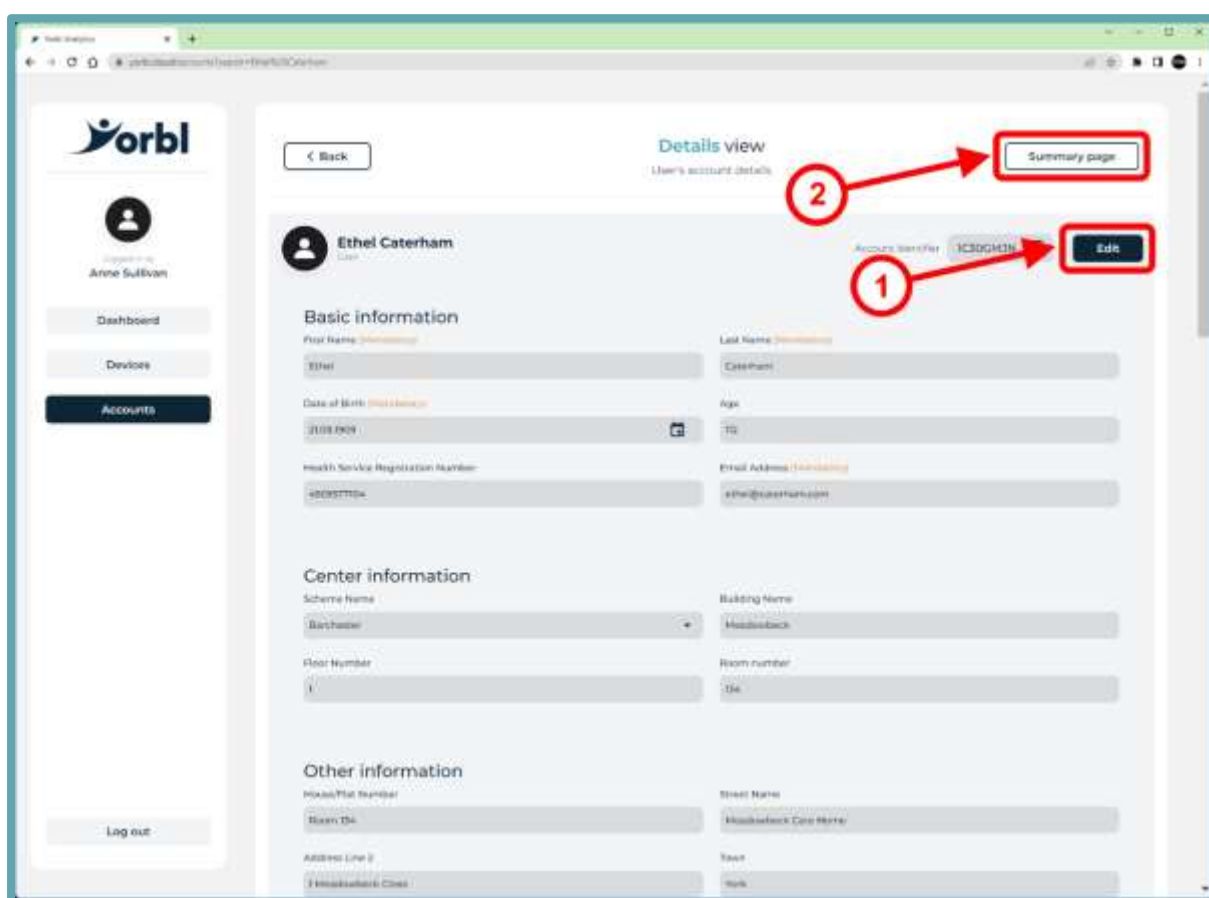
-TWO-

Press the **"Summary page"** button to display graphical reporting information about the User.

Note that there is a "Summary page" button on the previous Account List page too – it is not mandatory to pull up the Details page first.

SUMMARY PAGE

The first thing you see when you land on the Summary page is the Wellness Check graphics.

Wellness Check

- At 6am every day, the Yorbl Vita or Yorbl Vita+ device pops up a message asking the User how they are.

- This will stay on screen all day, until just before midnight, or until the User picks an option.

- Picking one of the three options – the choice will be passed to Yorbl Analytics and can be used to monitor the User's general state of wellness.

- If the User does not pick an option, the Yorbl Vita or Yorbl Vita+ device will return a "No response" status

- The Wellness Check does not obscure the Get Help or I'm OK buttons while it is on screen, nor does it impact the operation of the voice commands.
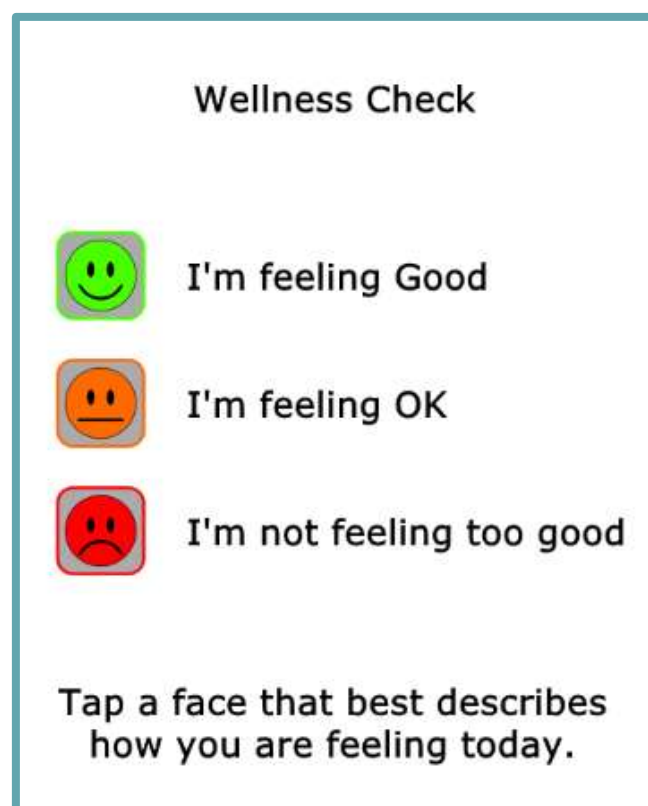
By default, the Summary page shows data covering the last 30 days.
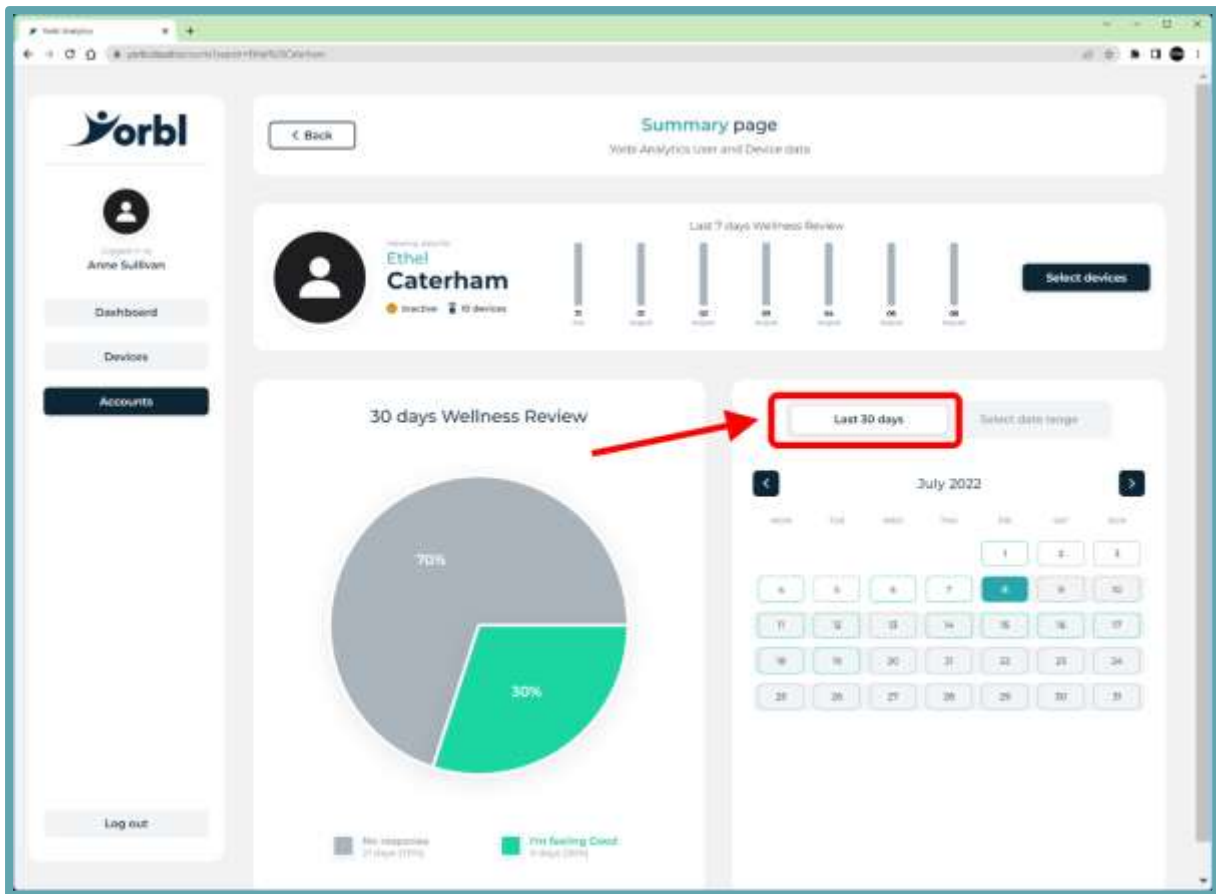
DATE RANGE

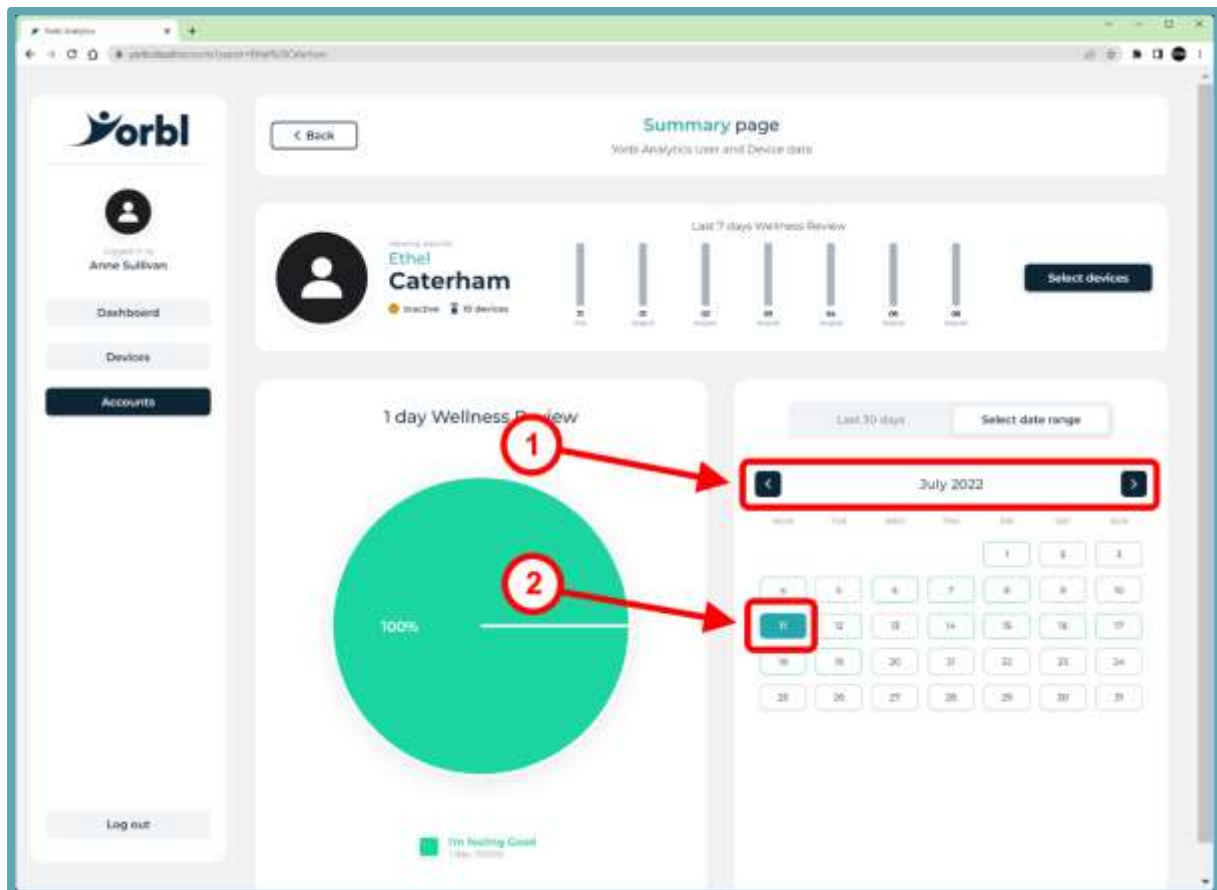It is possible to change the view from the Last 30 days to a specific date range.

Above the calendar, click the button **"Select date range"**

DEFINING START DATE

-ONE-

Using the left and right arrow buttons scroll backwards and forwards through the calendar to select your desired month.
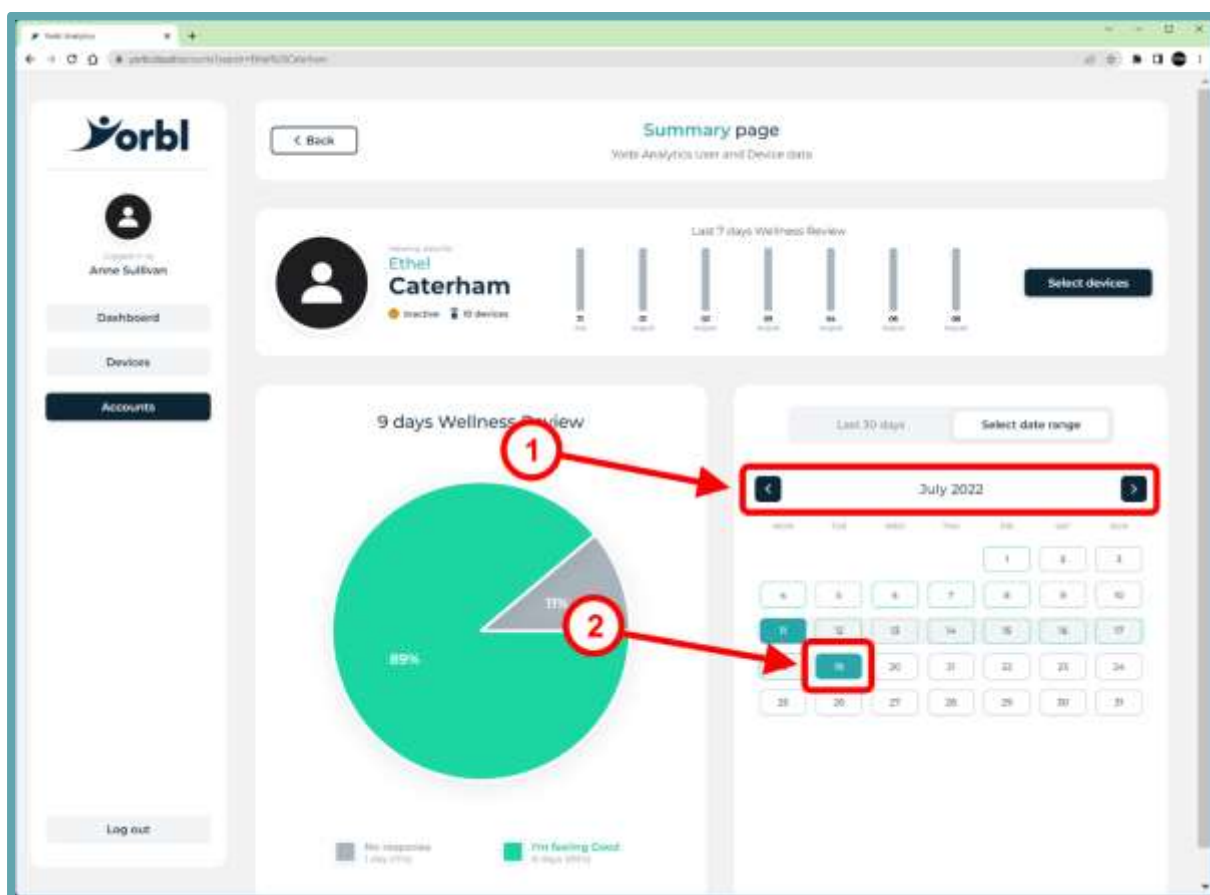

-TWO-

Select the day for your Start date

DEFINING END DATE

-ONE-

Using the left and right arrow buttons scroll backwards and forwards through the calendar to select your desired month.

-TWO-

Select the day for your End date

You will see the pie chart to the left of the calendar be dynamically updated to display data for the date range you have specified.

SELECT DEVICES

Both the Yorbl Vita and Yorbl Vita+ devices support and come supplied with the Yorbl Amica Basic.

This is a multi-function device, that works as a companion to Yorbl Vita and Yorbl Vita+

- Fall Detector -

- Yorbl Amica Basic contains a 3-axis accelerometer that can be used to detect a fall, and initiate "Get Help" from the Yorbl Vita device – it will also pass the accelerometer data into the Yorbl Analytics platform

- Temperature -

- Yorbl Amica Basic contains a temperature sensor that can be used to send temperature (in degrees centigrade) of the wearer to the Yorbl Analytics platform

- Button -

- Yorbl Amica Basic features a large, central button, that can perform two functions:
  - Long Press – replicating the red **"Get Help"** button on the Yorbl Vita or Yorbl Vita+ device.
  - Short Press – replicating the green **"I'm OK"** button on the Yorbl Vita or Yorbl Vita+ device.

Yorbl Vita supports a single (1) Yorbl Amica Basic device.

Yorbl Vita+ can support multiple (up to 4) Yorbl Amica Basic devices, so it is perfect for use in dwellings with multiple occupants (like husband and wife) or where you may like to fix a device as a permanent pendant in a specific room (like the bathroom) as a panic button.

We strive to minimise the occurrence of false alarms through the sensors and software used by Yorbl devices. The fall detection technology in the wearables do not allow analysis and interpretation of all fall situations.

Soft falls, slumping falls, descent-controlled falls against a wall or a chair are examples of situations that would typically not be detected by the device, and in these scenarios, it would still be necessary to manually press the get help button on either the wearable, or the Yorbl device.

- Sensors -

In addition to being able to support up to 4 Yorbl Amica Basic devices, the Yorbl Vita+ devices can also optionally support a number of different sensors.

The sensors are connected via Bluetooth to the Yorbl Vita+ device, and information from them is sent securely to the Yorbl Analytics cloud.

It can be viewed in Yorbl Analytics, alongside all the other information we collect about the User's behaviour and the way they interact with their Yorbl Vita+ device.

For example, you could select a date range, and overlay wellness check, infrared movement sensor, room temperature and appliance monitor information.

You could see that a User's wellness reports went from "I'm feeling Good" to "I'm feeling OK" to "I'm not feeling too good" over the course of a two-week period.

However, you could also see that the room temperature at night goes down below an 18-degree centigrade comfort point, the User is making regular trips through the night to the bathroom, which is interrupting their sleep pattern and resulting in severe lethargy during their waking hours and that their kettle is going on for the first time at 10am indicating that they are getting up much later than they usually do.

All very useful information and helping to spot issues proactively and long before an emergency occurs.

Here follows details of some of the Sensors that are available:

- Smoke Detector -

This is available for Home Use only, as it is not hard-wired, it does not meet the commercial standards required for use in a Care Home.
Of course, monitoring for smoke in a building. The unit functions as a standalone Smoke Detector too, with a loud built-in siren.

- Passive Infrared Movement Sensor -

This will monitor areas for movement, for example, we can pick someone up enroute to the bathroom in the middle of the night.

- Appliance Monitor -

This will report on the status of a device that is plugged into it. For example, we will be able to see when the kettle is turned on in the morning, or when the TV is switched on.

- Ruuvi tags -

These monitor a variety of things:

- temperature – so we can see the ambient room temperature at night, which is useful when investigating sleep patterns and wellness
- movement sensing – accelerometers will pick up when the tag is moving, so they can be stuck to a door as part of mapping a person's movements, or even a medicine cabinet as part of ensuring that someone is taking their medication
- air humidity – between 30% and 50% is considered optimum the home, and monitoring this is an important aspect of making sure a vulnerable person is as comfortable as they can be
- air pressure – it is known and well proven that the outside air pressure can have an impact on a person's mood and general wellbeing. Collecting this and being able to overlay heart rate from the Advanced version of our Yorbl Amica wearable means you can map out issues like lethargy – an early sign of ill health.

Press the **"Select devices"** button on the Summary page

SET FRIENDLY NAME

You will be presented with a list of all devices paired to the Yorbl Vita+ device.

Note: if the User has Yorbl Vita, they will see only their Yorbl Amica device on this list (you can still view data for the Yorbl Amica device, but you cannot overlay multiple sensors like you can with Yorbl Vita+)
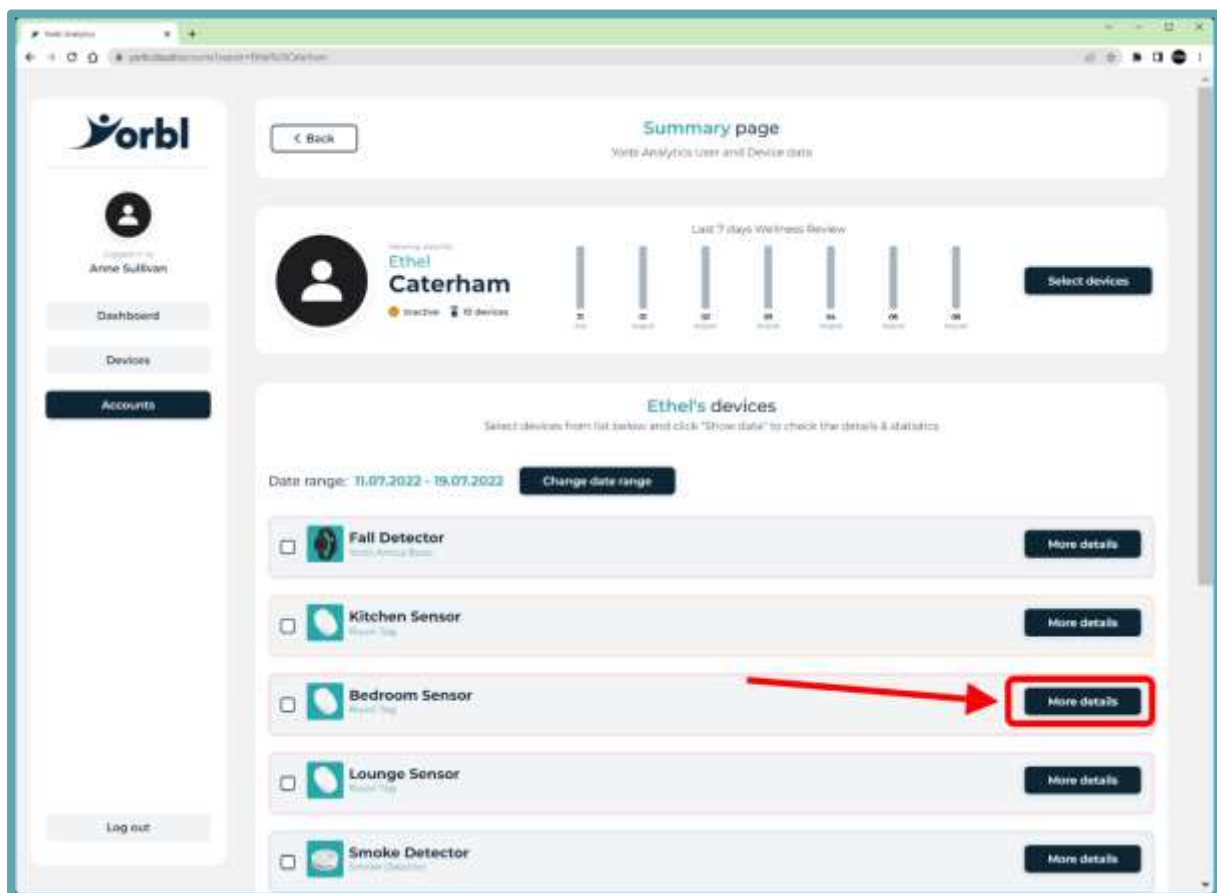

If you press the **"More details"** button next to any device, you can view a simple description of that device.

SET FRIENDLY NAME

Inside the "More details" pop-up, you can optionally give each sensor a more friendly name.

This makes it much easier to distinguish device on the list (for example, you may have three Ruuvi tags, and choose to name them according to where they have been positioned in the dwelling)
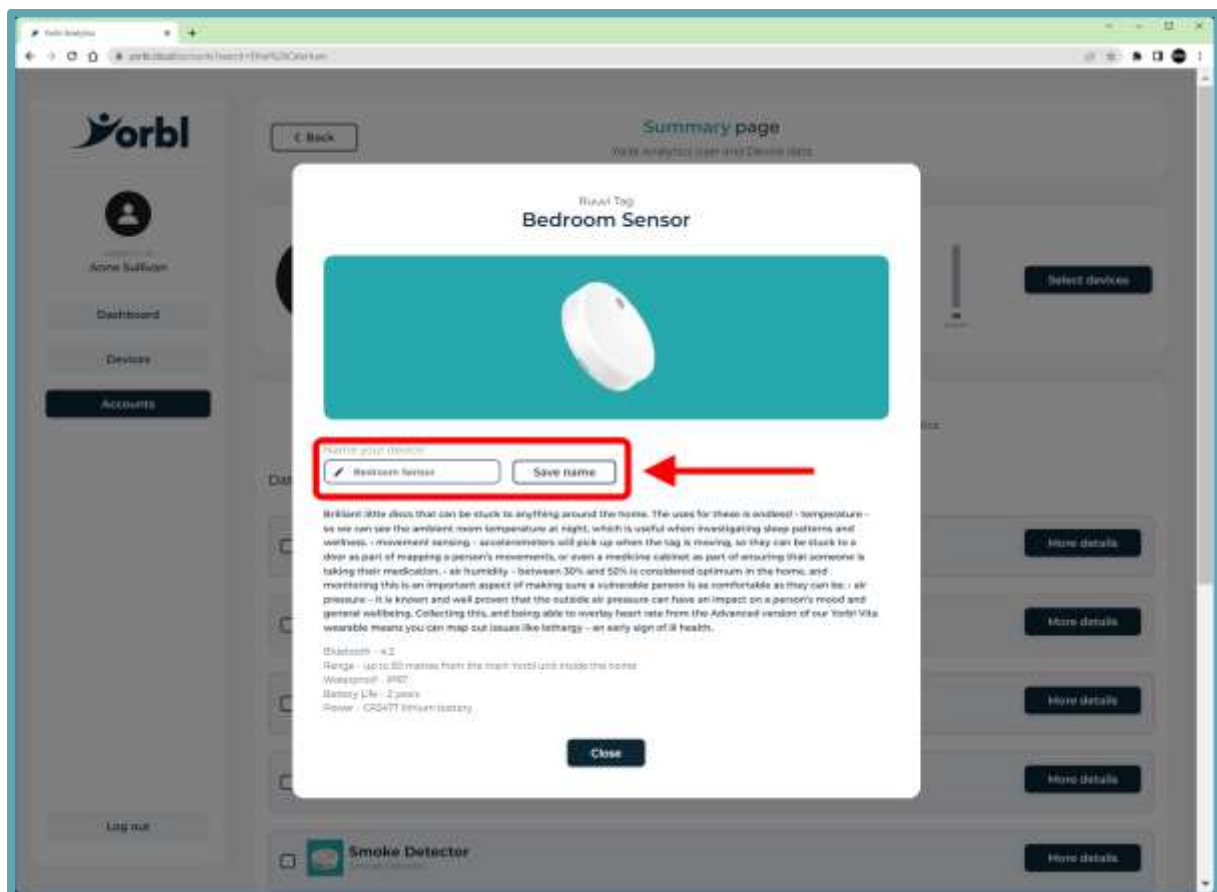
Type your friendly name in the box and press the "save name" button next to it.

This will immediately refresh the device list, and you will see the new name straight away.

SELECT DEVICES

Select the checkboxes of the devices that you want to get more reporting information on.
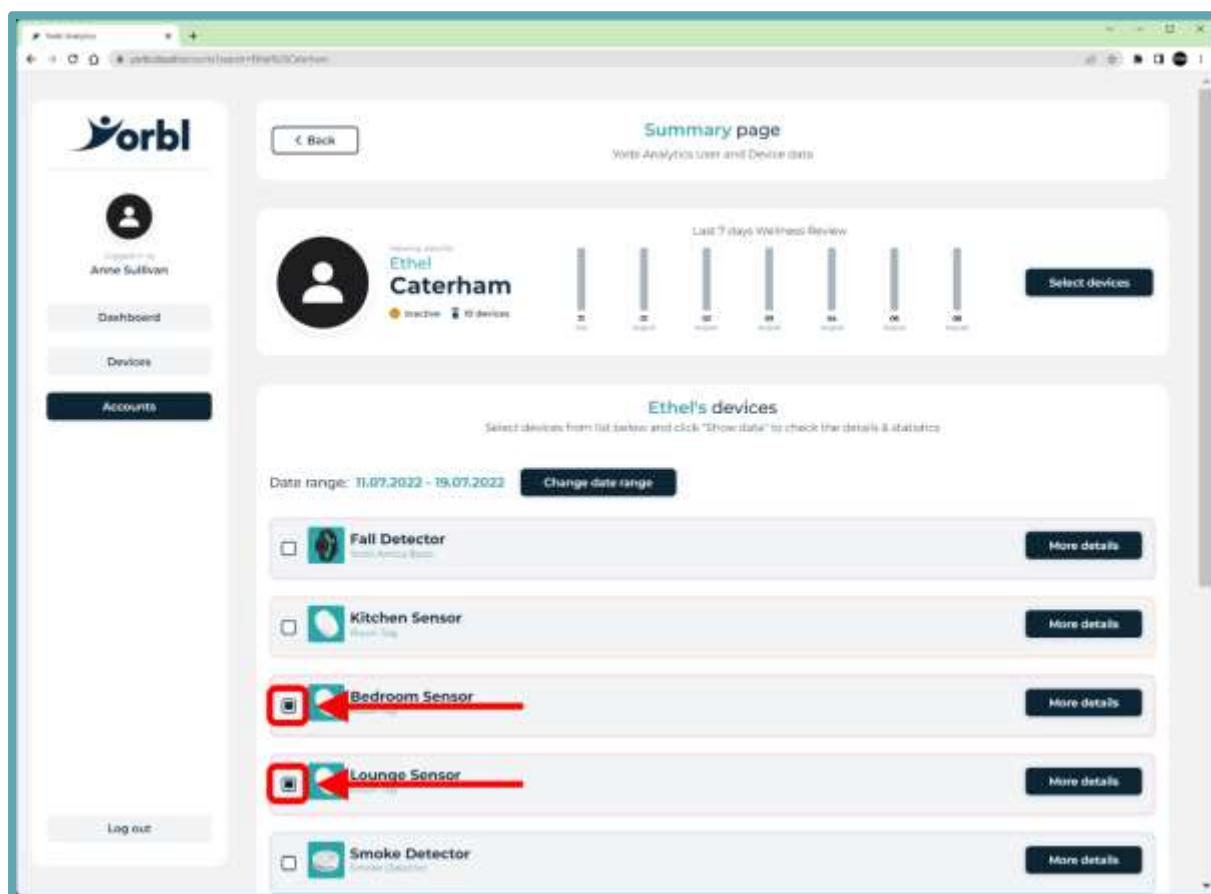
In the above example, I am interested in seeing more data for the two Ruuvi tags – one in the bedroom, and the other in the lounge,

SHOW DATA

When you have finished making your selections, scroll down to the bottom of the page, and press the "Show data" button.
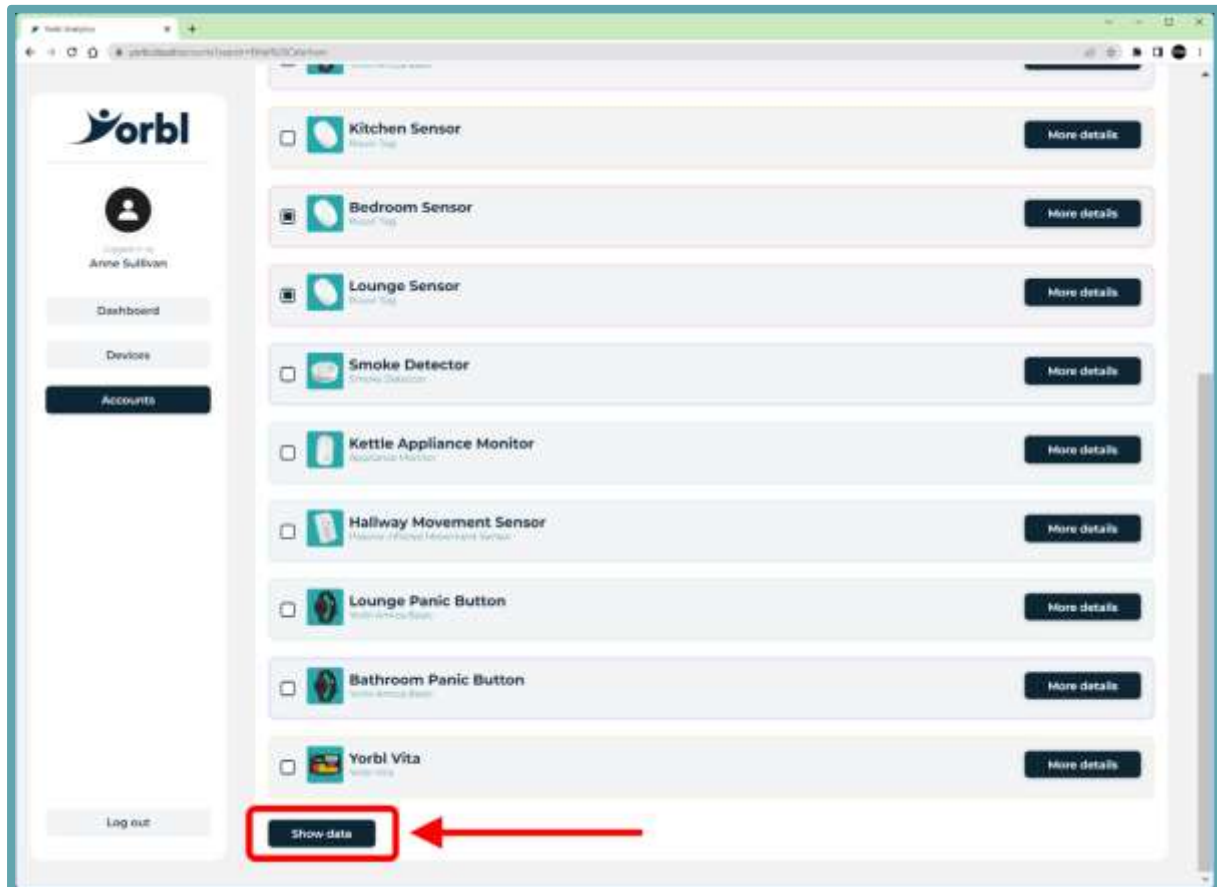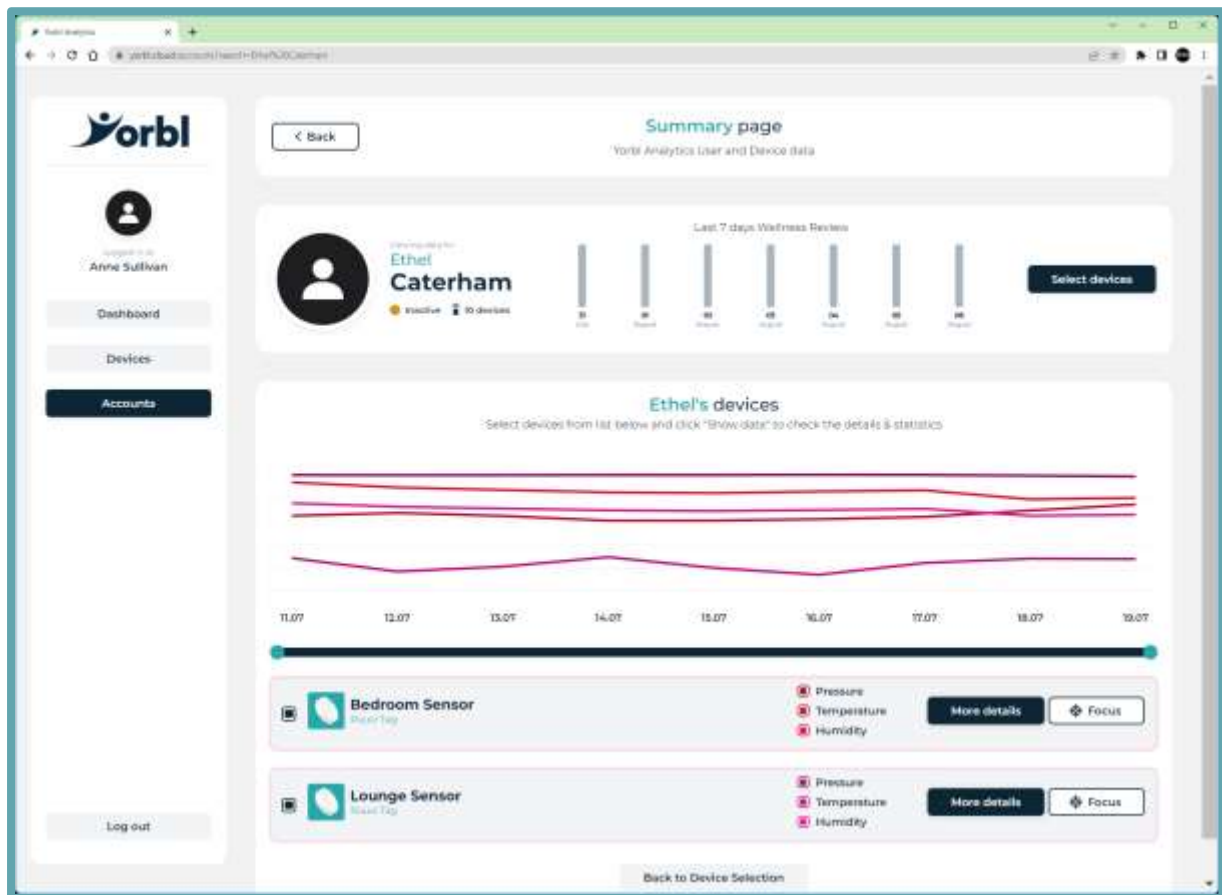
BUILDING GRAPH

You will see the spinning processing wheel on your screen for a few seconds, while Yorbl Analytics pulls all the requested information from the secure database and builds your graphical report.
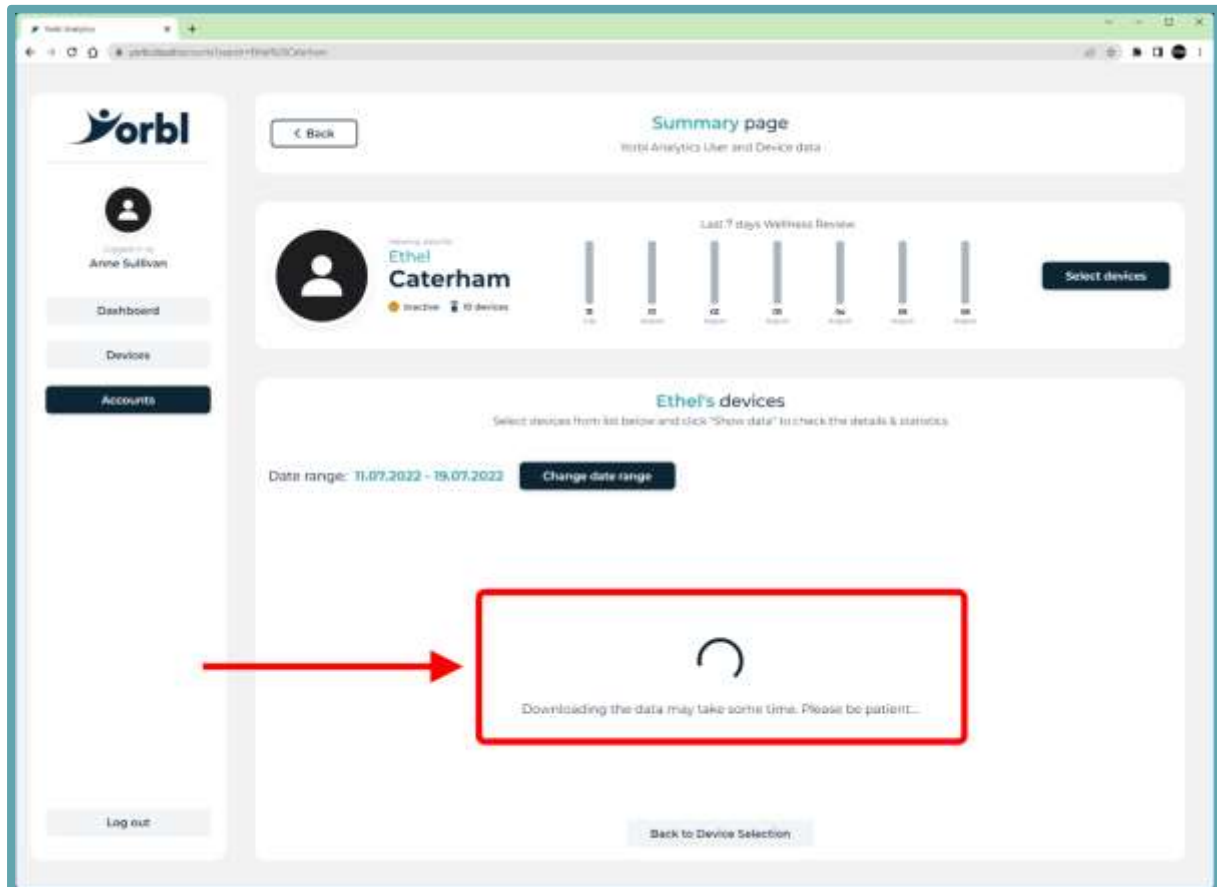
GRAPHICAL VIEW

The graphical report is displayed on the screen.

You can see that the data is overlayed on a single graph, so that you can, at a glance compare information from whichever sensors you selected from the devices list.

FILTERING DATA OF INTEREST

For devices like the Ruuvi tags, where there is more than one data stream per sensor, you can very easily toggle on and off specific streams.

This filter option will immediately add or remove the lines in the chart, pertaining to the option you are toggling with the show/hide checkboxes.
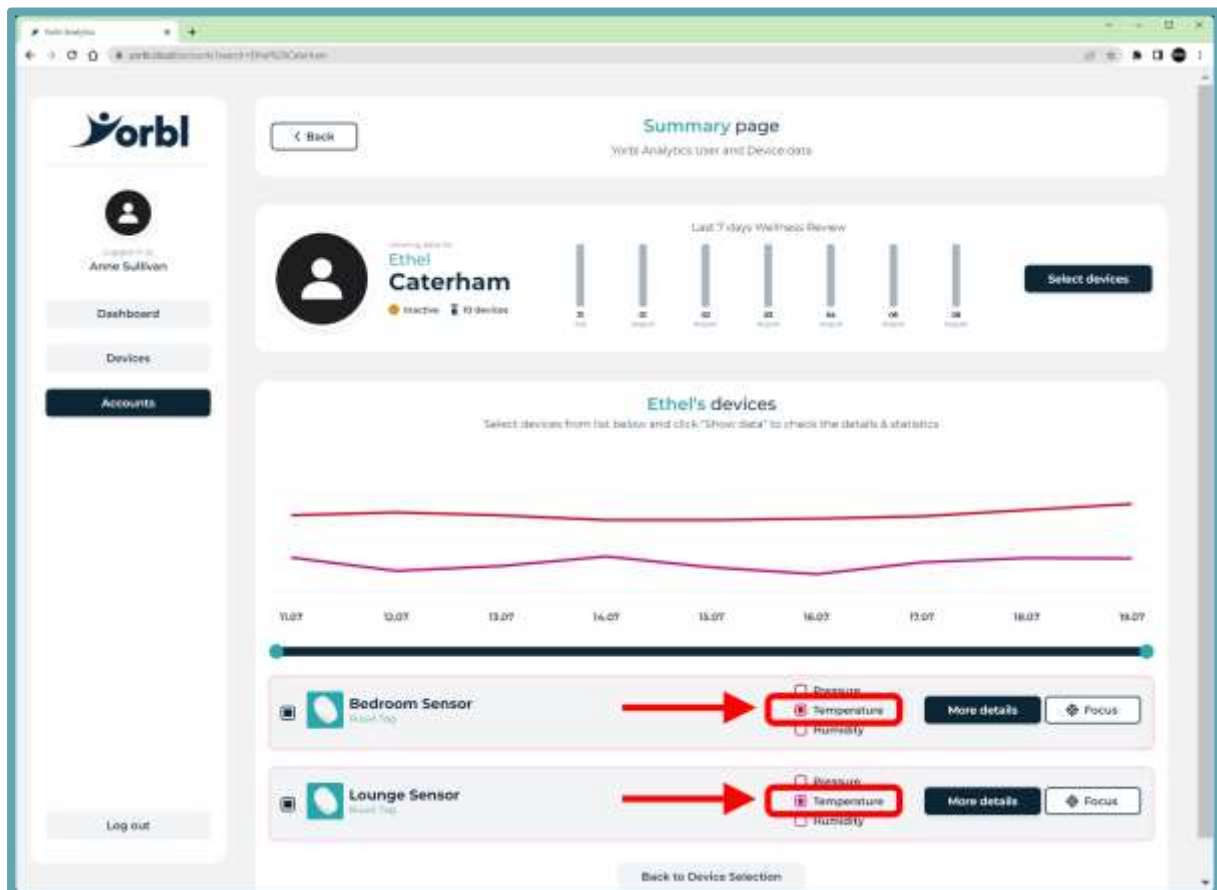
In the example above, we are choosing to display only Temperature information for the two Ruuvi tags – one in the Bedroom, the second in the Lounge

So now, we can easily compare room temperatures throughout the dwelling across any given date range.

FOCUS ON A SPECIFIC DATA STREAM

Pressing the "Focus" button will emphasize a specific Sensor on the chart and wash out the others.

This allows you to easily see which line pertains to which Sensor.
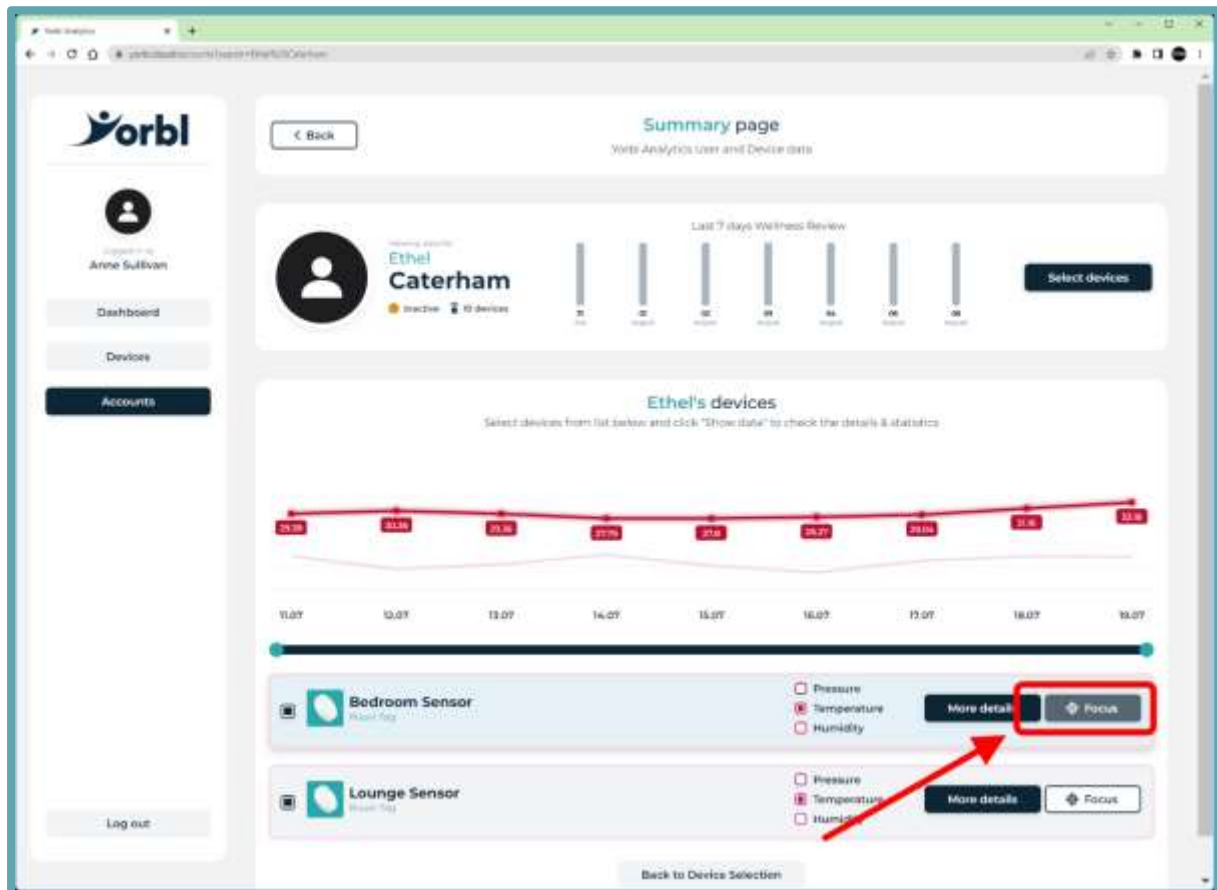
In addition to emphasis, the line is furnished with spot values too (so degrees Centigrade in the temperature example above)

FURTHER FILTERING

At any point, you can toggle on and off the checkbox for the entire sensor to show/hide all data streams for the sensor.
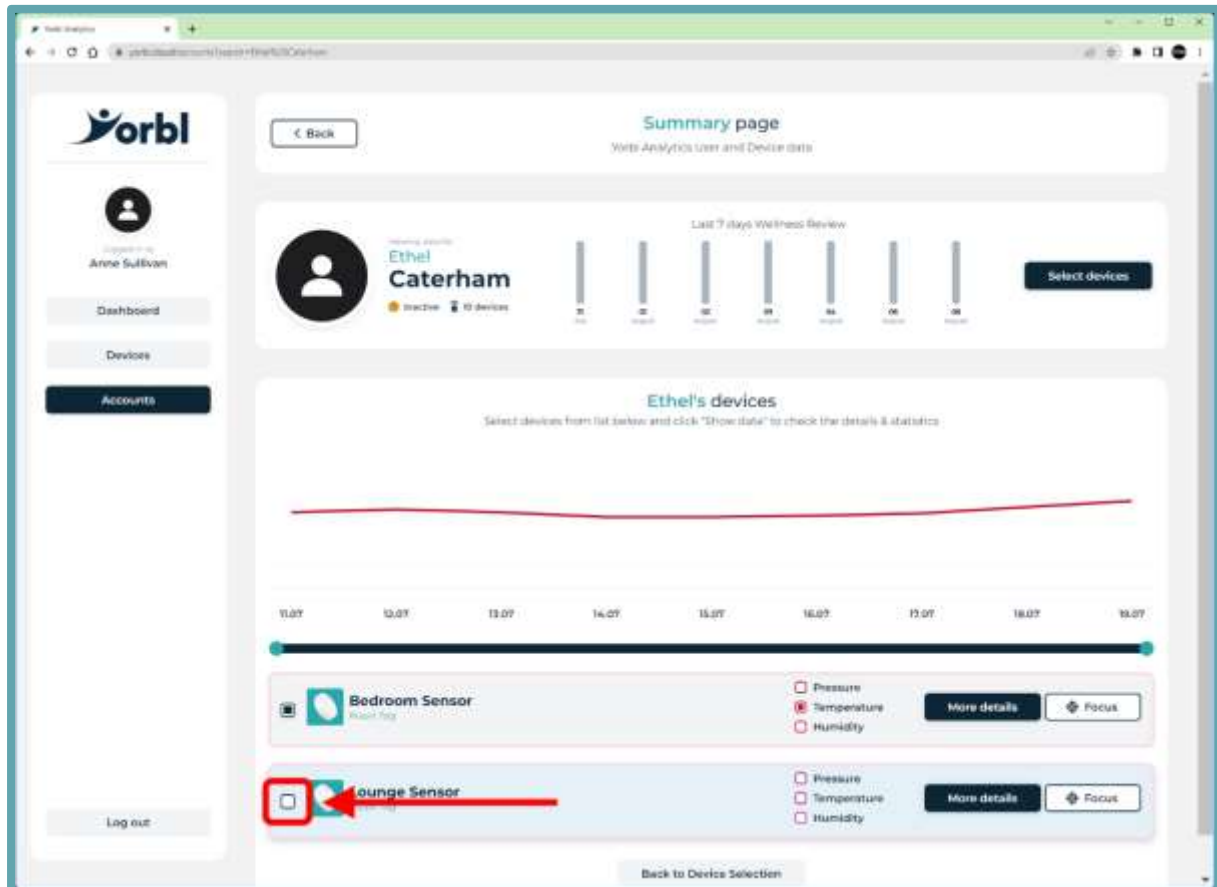
For example, you could start on the device list by selecting ALL devices that monitor temperature (don't forget that the Yorbl Amica Basic device monitors temperature too)

Then, when you have the chart in front of you, and all the data shown, you can subsequently use the checkboxes to filter out the streams that you are not interested in.

ZOOM IN ON TIMESLICE

Even though you selected your start and end date when you chose the data range on the Summary page, you can easily use the left and right arrows as sliders to zoom in or zoom out of a specific time slice.
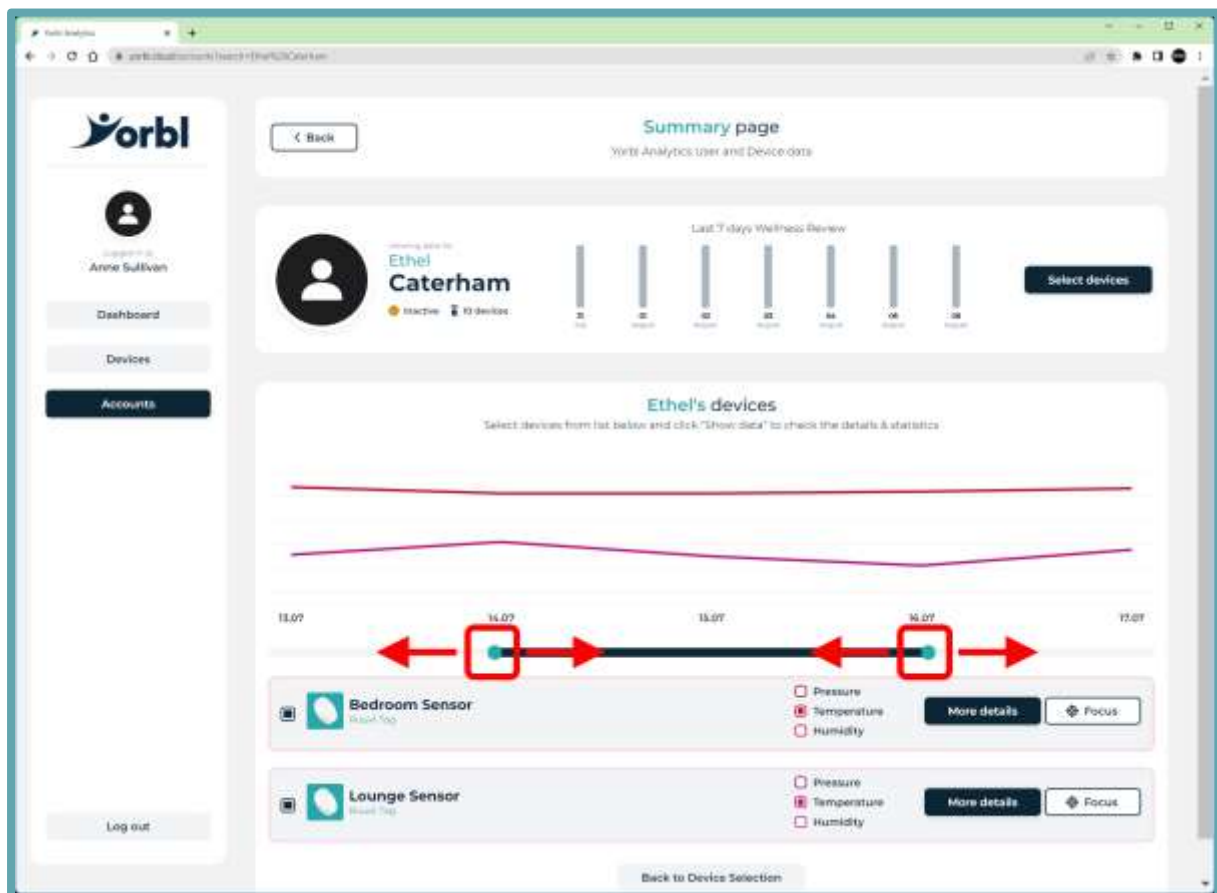
In the example above, I have used the left and right arrows to zoom into a three-day period from the initial nine-day selection that I chose when I defined the date range originally.

ADDING A FRIEND

It is possible for a Portal account with a role as Staff to add a new account for a Friend.

Typically, this would be a friend or family member that is directly related to the User.
A son, daughter, or grandchild that may want to look at the data that has been collected, so they can check in on their loved one.

This Friend will only have access to one User's information.
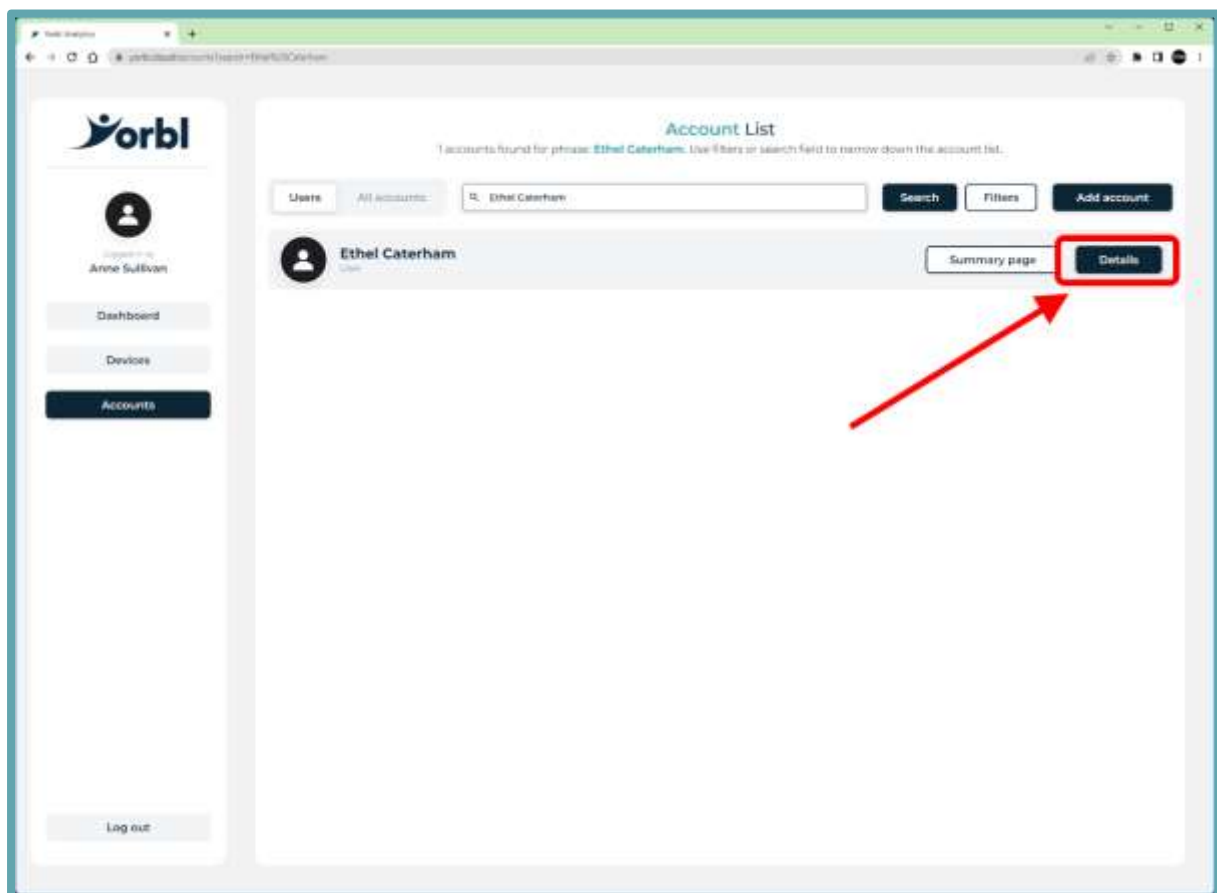
It is first necessary to get the unique account identifier for the User – this code will be used to create a relationship between the User account and the new Friend account that you are about to create.

Press the **"Details"** button next to the User on the Account list.

COPY ACCOUNT IDENTIFIER

At the top right side of the information card for the User, you will see an Account Identifier – this is a unique code for the User.
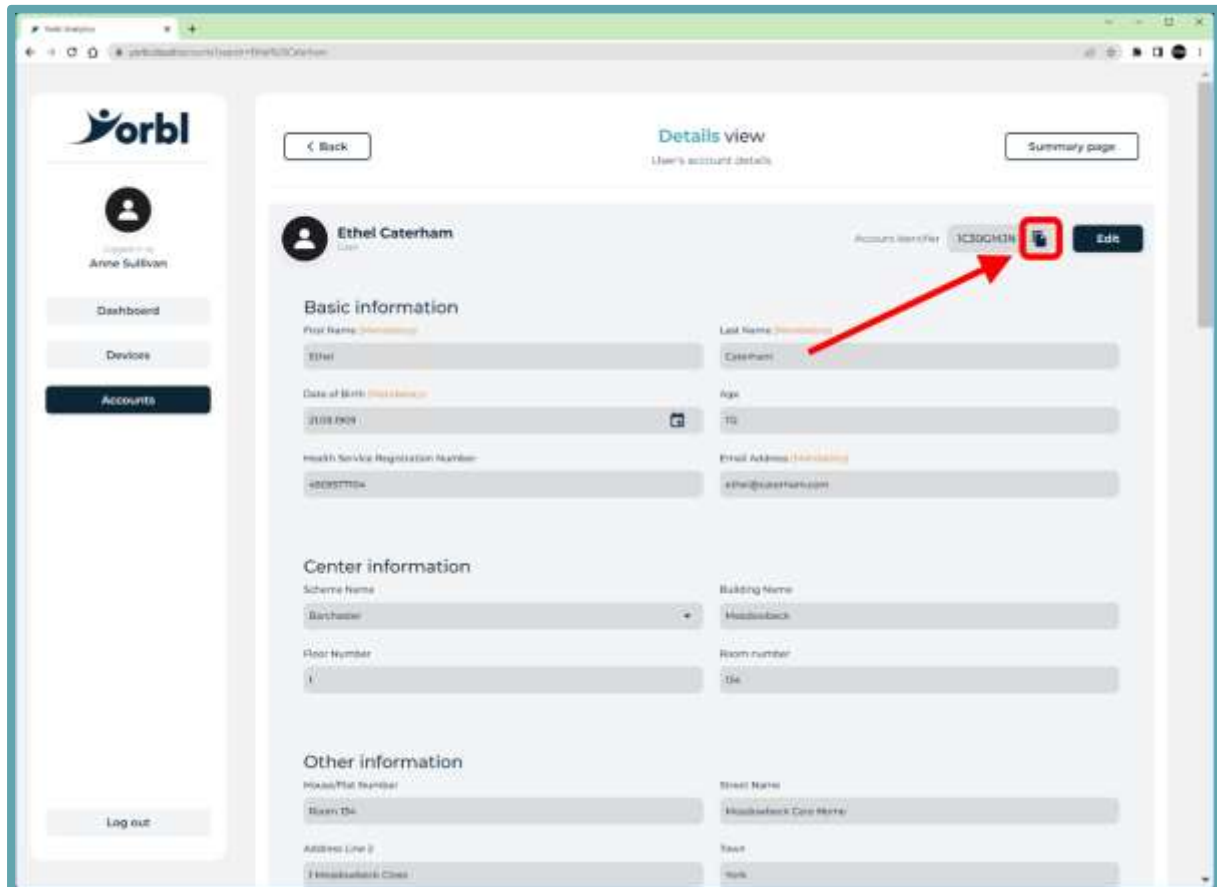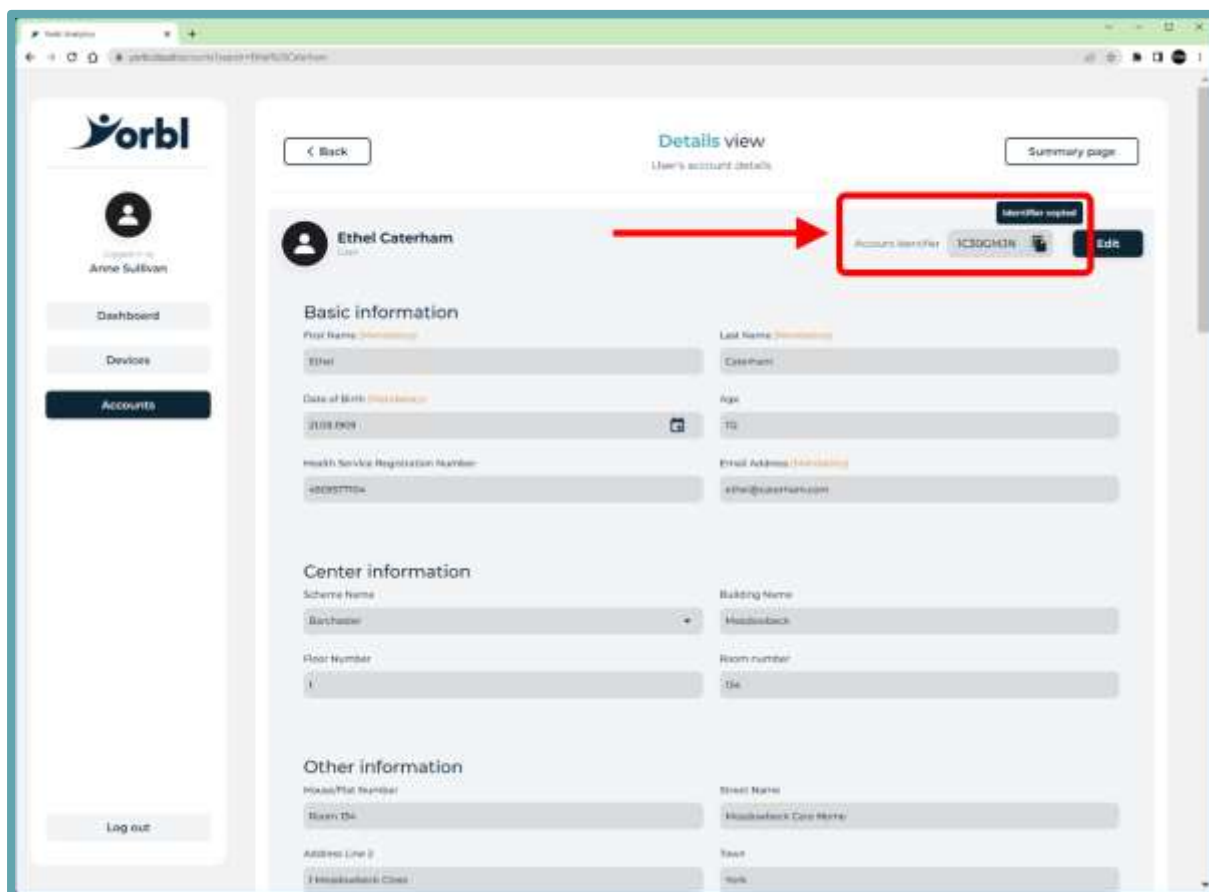

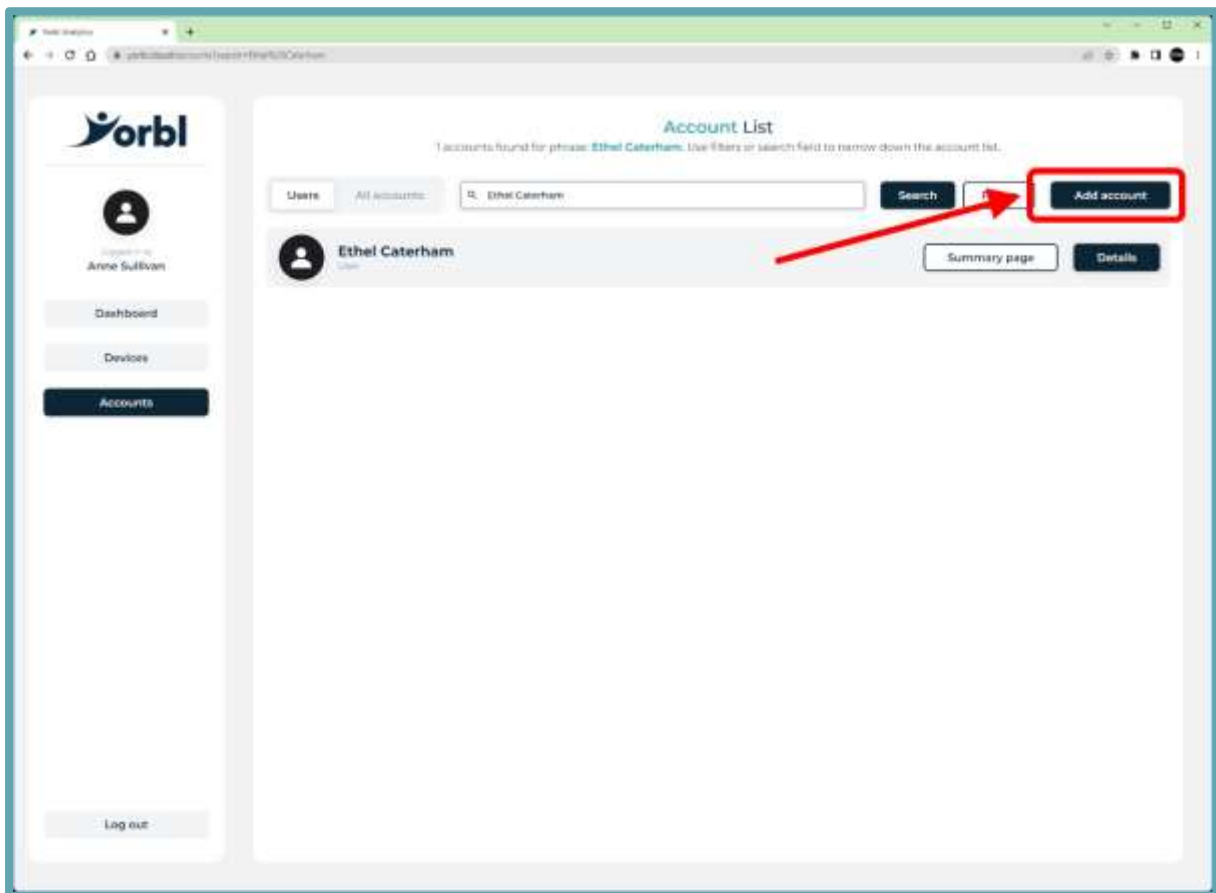Press the "Copy" button next to the "Account Identifier" code

COPY ACCOUNT IDENTIFIER

After you have pressed the "Copy" button, you should see a pop-up message confirming that the Account Identifier has been successfully copied.

ADD ACCOUNT

Press the **"Back"** button to go back to the Account List

Press the **"Add Account"** button to begin the process of creating a new Friend account.

PASTE ACCOUNT IDENTIFIER

To start with, you will see that all of the fields in the "New Account" form are greyed out and cannot be edited.

In the empty **"Account Identifier"** box at the top right side of the form, paste the Account Identifier code that you copied from the last screen.

If you are on a PC, you can paste by:

Clicking the right mouse button and choosing Paste or pressing CTRL + 'V' on the keyboard.

If you are on a tablet, you can paste by:

Tap and hold the empty Account Identifier box on the screen, you should see a pop-up menu option to paste the value.

Press the "Tick" button next to the newly entered "Account Identifier" code to confirm it.

UNLOCK THE NEW ACCOUNT FORM

If the "Account Identifier" code has been successfully entered, you should see that the fields in the "New Account" form are no longer greyed out, and they can now be edited.

FILL IN DETAILS

-ONE-

Fill in the Mandatory fields for the new Account

First Name, Last Name and Email address.

Optionally, you can scroll down and add **"Other information"** too – this may be useful in the future if you need to contact a loved one or concerned relative.

-TWO-

Press the "Save" button to commit the new information to the Yorbl Analytics database.

As the new Account is created, a Welcome Email will be sent out.

FRIEND RECEIVES E-MAIL

Y

Yorbl
yorbl@yorbl.cloud

Date:
06-08-2022 15:40:28

Subject: Welcome to YORBL Analytics

Hello, John

Welcome to YORBL Analytics!

You can now login to YORBL Analytics using generated temporary password. Remember - your login is your email address.

Your temporary password:

8i@Bd^4@6^fl

Login

The Welcome Email will contain a temporary password that should be used by the Friend to sign in to the Yorbl Analytics portal for the very first time.

This temporary password is randomly generated, and will contain a mixture of UPPERCASE, lowercase, number, and symbol characters.

You can select this and copy it on the device you are on.

If you are on a PC, you can copy by:

Clicking the right mouse button and choosing Copy or pressing CTRL + 'C' on the keyboard.

If you are on a tablet, you can copy by:

Tap and hold the selected temporary password on the screen, you should see a pop-up menu option to copy the value.

When you have successfully copied the temporary password in the Email, click the button "Login" from the Email

Alternatively, from your web browser type in the URL of the Yorbl Analytics Portal:

HTTPS://YORBL.CLOUD

FRIEND SIGNING IN

-ONE-

Enter your email address into the username box

-TWO-

Paste your temporary password into the password box.

If you are on a PC, you can paste by:

Clicking the right mouse button and choosing Paste or pressing CTRL + 'V' on the keyboard.

If you are on a tablet, you can paste by:

Tap and hold the empty Account Identifier box on the screen, you should see a pop-up menu option to paste the value.
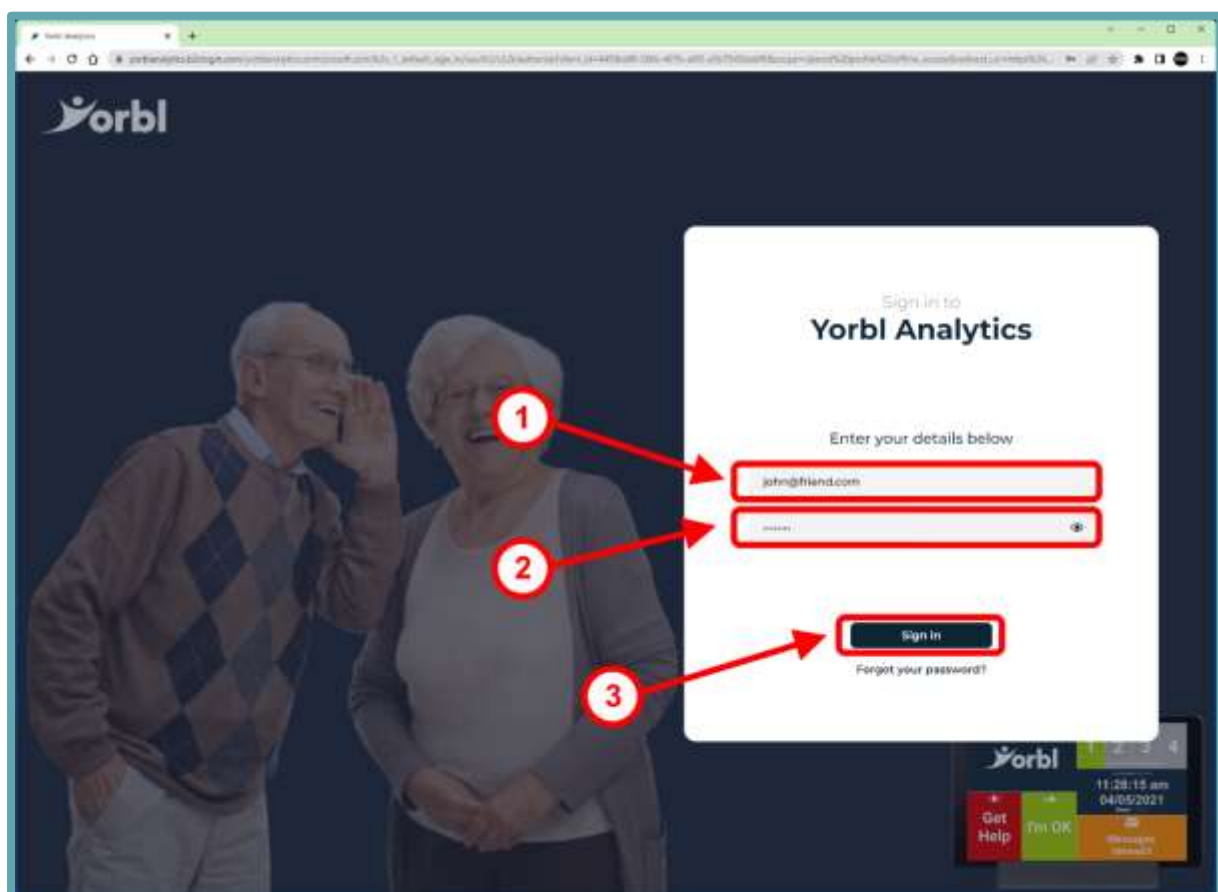
-THREE-

Click the **"Sign in"** button to log in to the Yorbl Analytics Portal
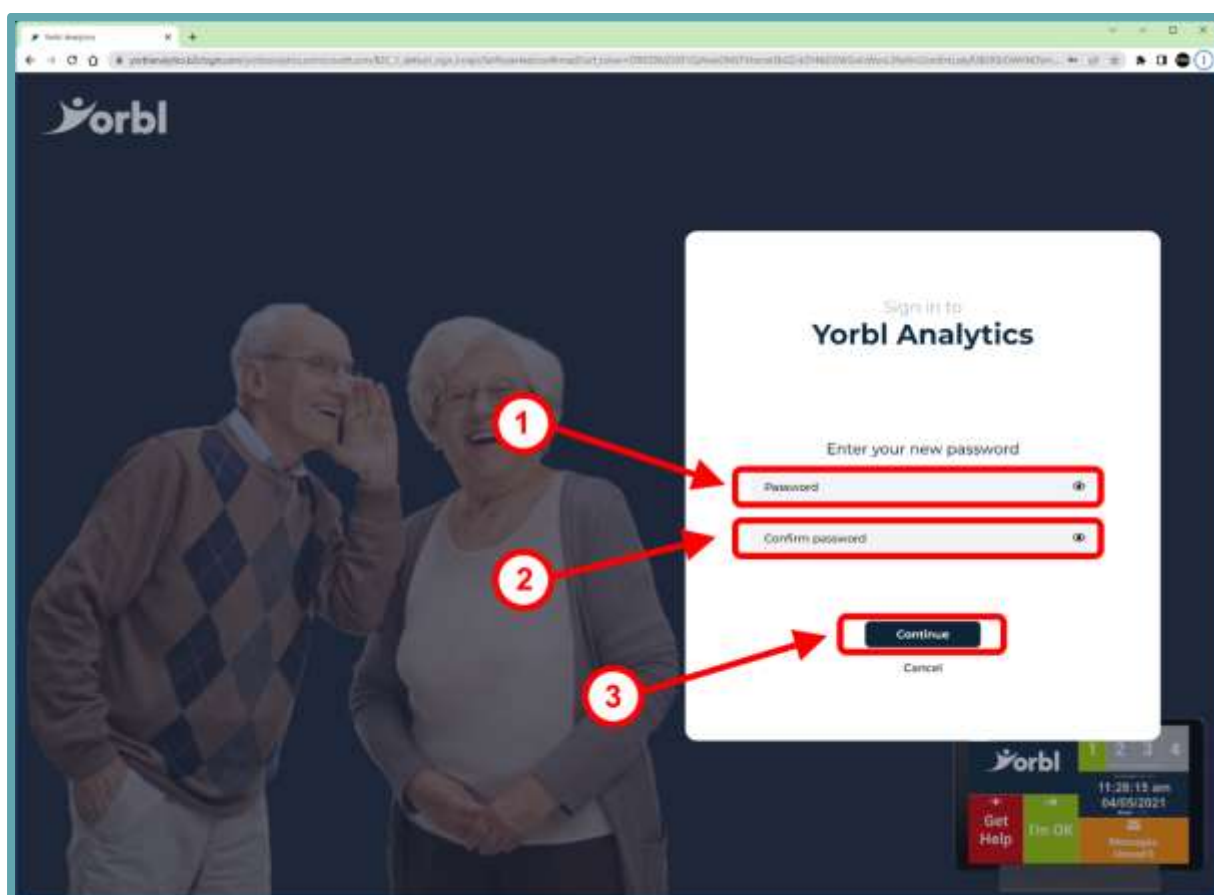
ASKED FOR A PASSWORD

When a new Account logs in to the Yorbl Analytics portal for the very first time, you will be immediately asked to replace the system-generated password with something more memorable.

-ONE-

Type you new password in the **"Password"** box

-TWO-

Type the same password in the **"Confirm password"** box
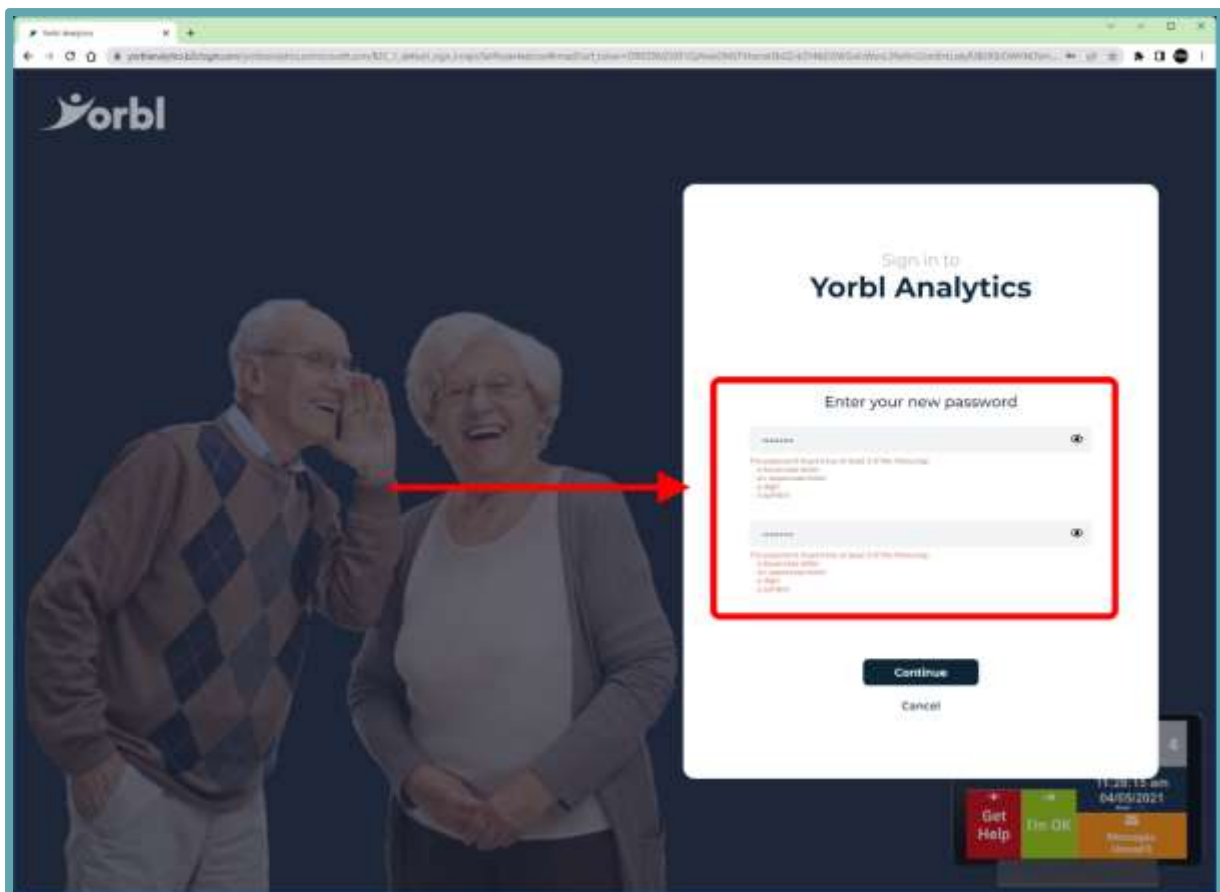

-THREE-

Press the **"Continue"** button to confirm your new password and Sign in.

PASSWORD COMPLIANCE

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Note, if your password does not meet the complexity requirements, you will receive an error message.

Your password MUST contain at least three out of the following four-character types:

- UPPERCASE letter
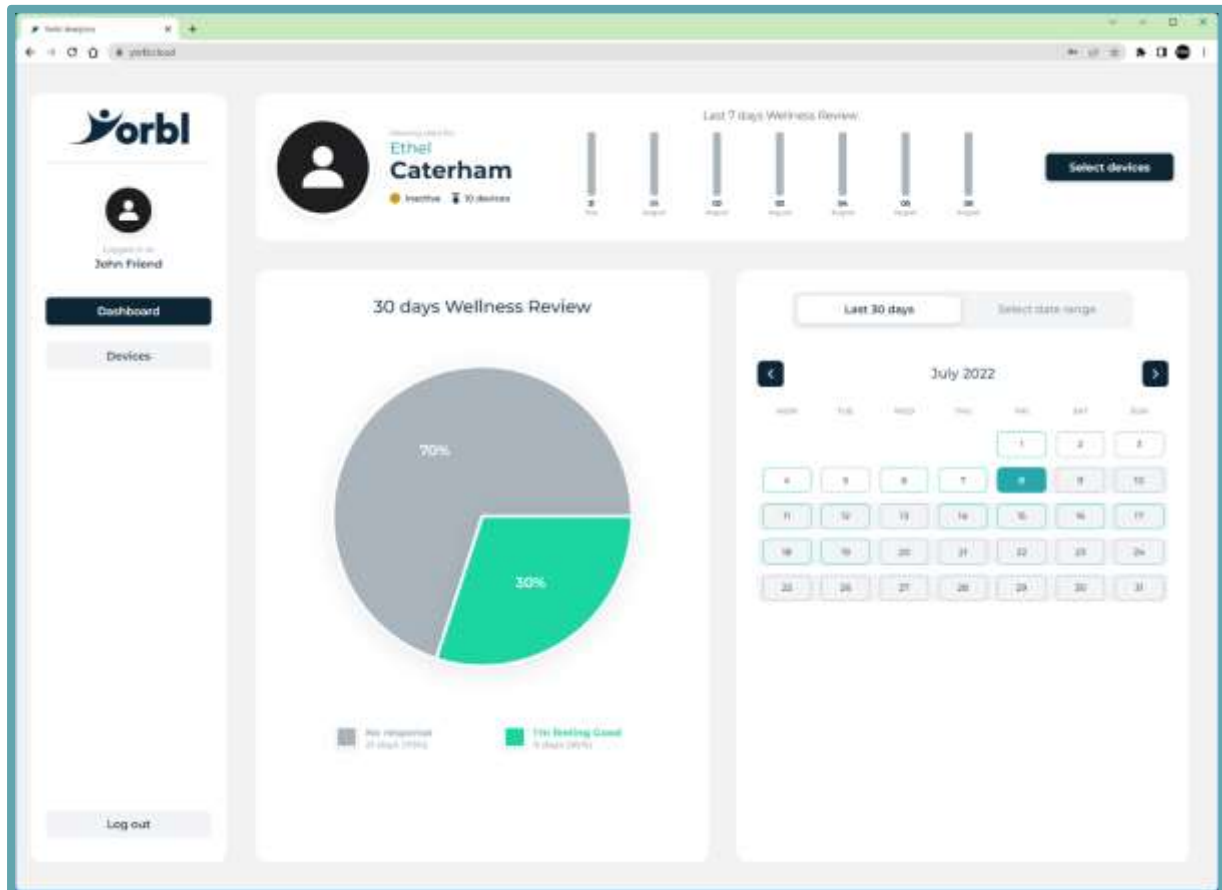- Lowercase letter
- Number
- Symbol

You will also receive an error if you enter different passwords into thee "Password" and "Confirm password" boxes

They must both be the same!

FRIEND'S VIEW

The Friend can now continue to view the data for the User, selecting different date ranges, viewing devices, and filtering as detailed above.

Note that the Friend does not see options to Select User or Select Device.

They can view Information ONLY for the User they have been connected to.

yorbl

Helpline: 0330 120 1523

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