



Using the Customer Center

Course Description

This course explains how to access your ImPACT Applications Customer Center to launch ImPACT baseline and post-injury tests, access clinical reports, and create injury reports.

Course Objectives: At the end of this course, the attendee should be able to:

- Describe how to launch an ImPACT baseline or post-injury test and find the clinical report data
- Navigate the Customer Center to review test results, identify invalid baselines, and find a test taker's ImPACT Passport ID
- Understand how to resolve common technical errors and how to contact support if needed

Overview

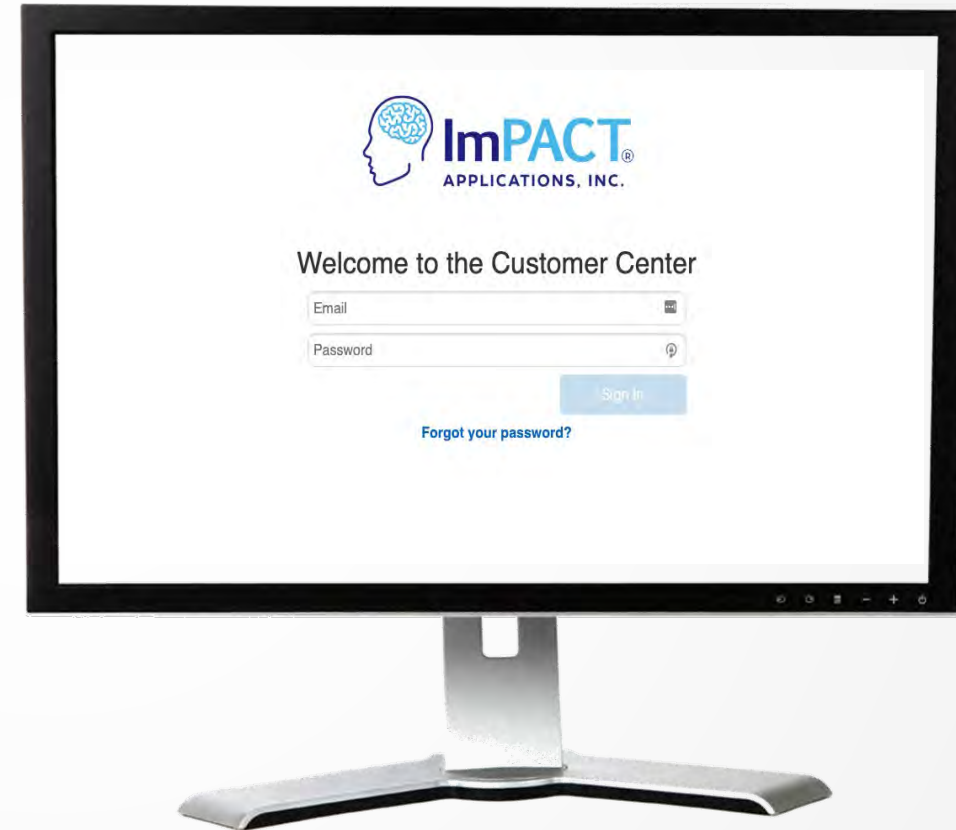
- Accessing the Program
- Reviewing Test Results
- Customer Center Walkthrough
- Technical Support

Accessing the Program

You've purchased ImPACT - What's Next?

Log into your Customer Center to make sure you have access:

www.impacttestonline.com



Websites for Access: US

Login (email and password) to the Customer Center

www.impacttestonline.com

- Used to administer single baseline or post-injury tests and to access results and reports

www.impacttestonline.com/testing

- Customer ID Code
- Used to administer group baseline testing

Websites for Access: Canada

Customer Center

www.impacttestonline.ca

Group Baseline Testing Link

www.impacttestonline.ca/testing

Websites for Access: Europe

Customer Center

europe.impacttestonline.com

Group Baseline Testing Link

europe.impacttestonline.com/testing

Websites for Access: Clients Located Outside of US, Canada, and Europe



Customer Center

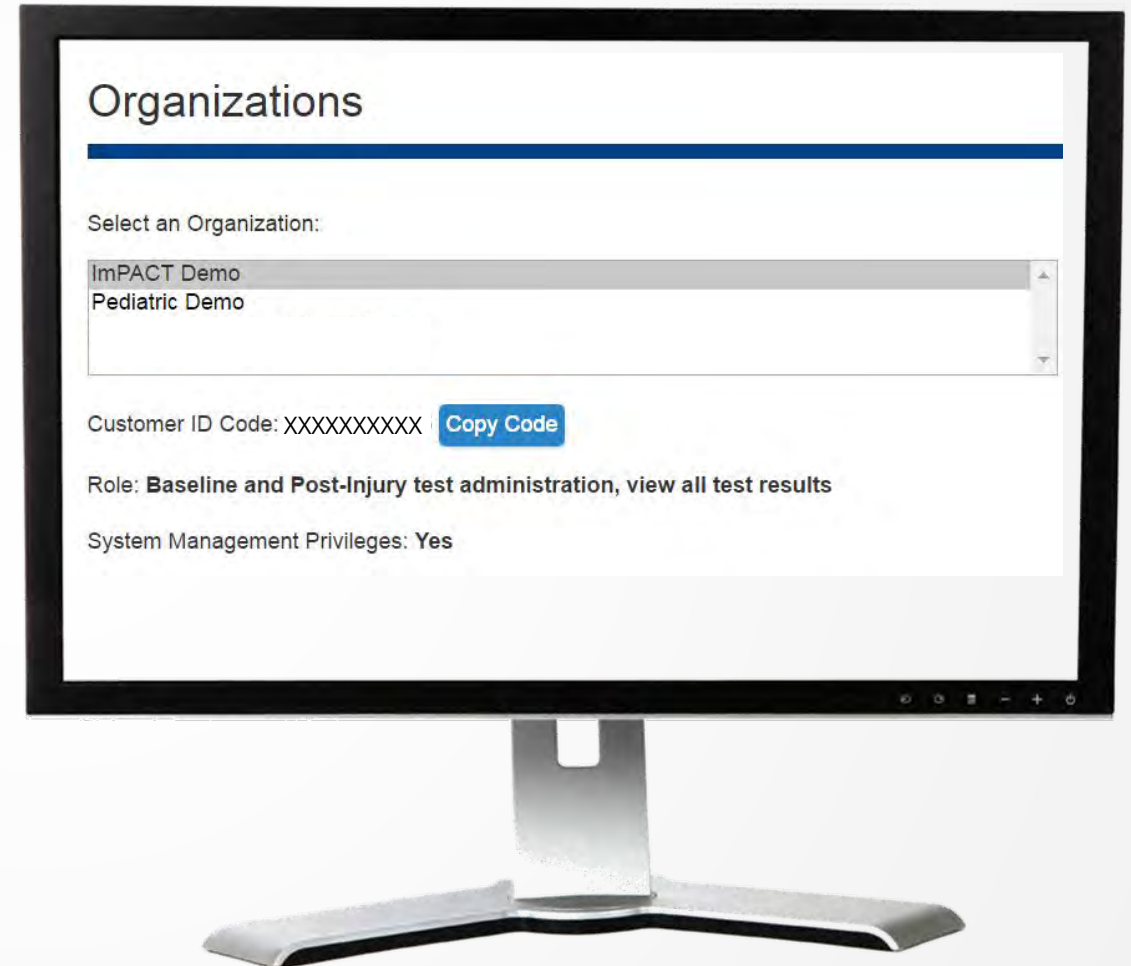
intl.impacttestonline.com

Group Baseline Testing Link

intl.impacttestonline.com/testing/

Group Baseline Testing: Customer ID Code

- Unique code used to administer ImPACT baseline tests to groups
- Click “Organizations” and select your organization



Group Baseline Testing: ImPACT Testing Link

www.impacttestonline.com/testing

www.impacttestonline.ca/testing

europe.impacttestonline.com/testing

intl.impacttestonline.com/testing/



Group Baseline Test Administration

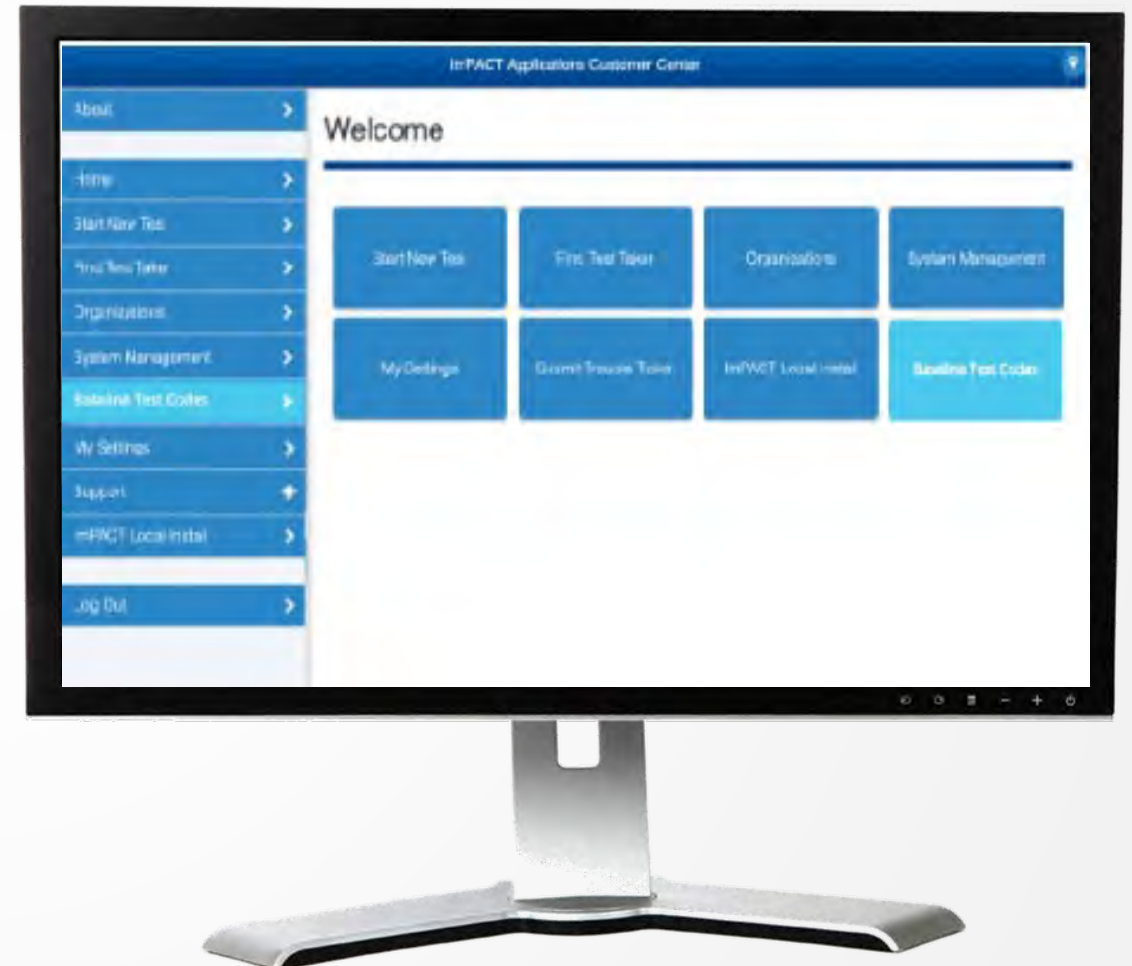
Instruct test takers to:

1. Navigate to the testing link
2. Enter the Customer ID Code and click 'Validate'
3. Choose their organization (if applicable)
4. Click 'Launch Baseline Test'



At-Home Baseline Testing Feature

- Log into your Customer Center and click on “Baseline Test Codes”



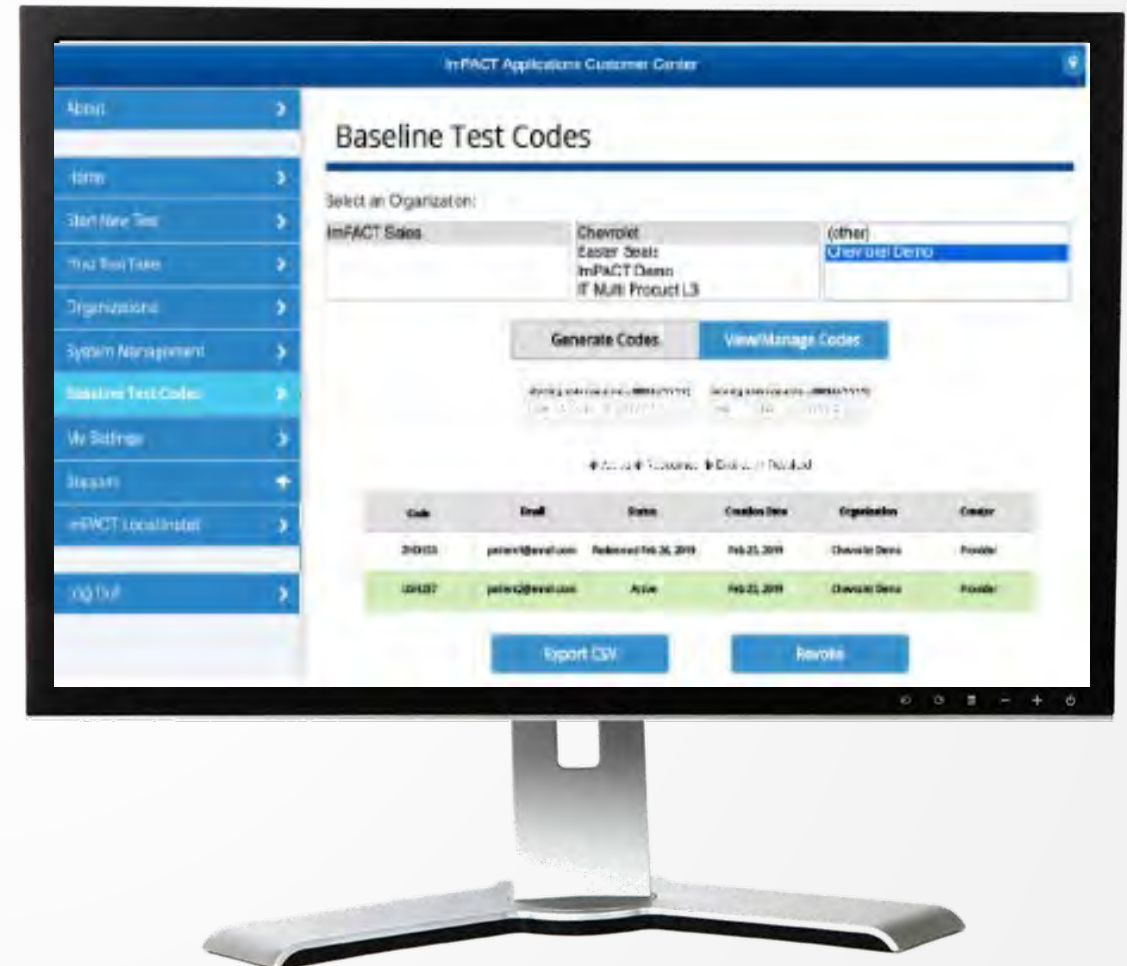
At-Home Baseline Testing Feature

- Select Organization
- Enter Test Taker's Email
 - Enter up to 200 at once
 - 1 per line

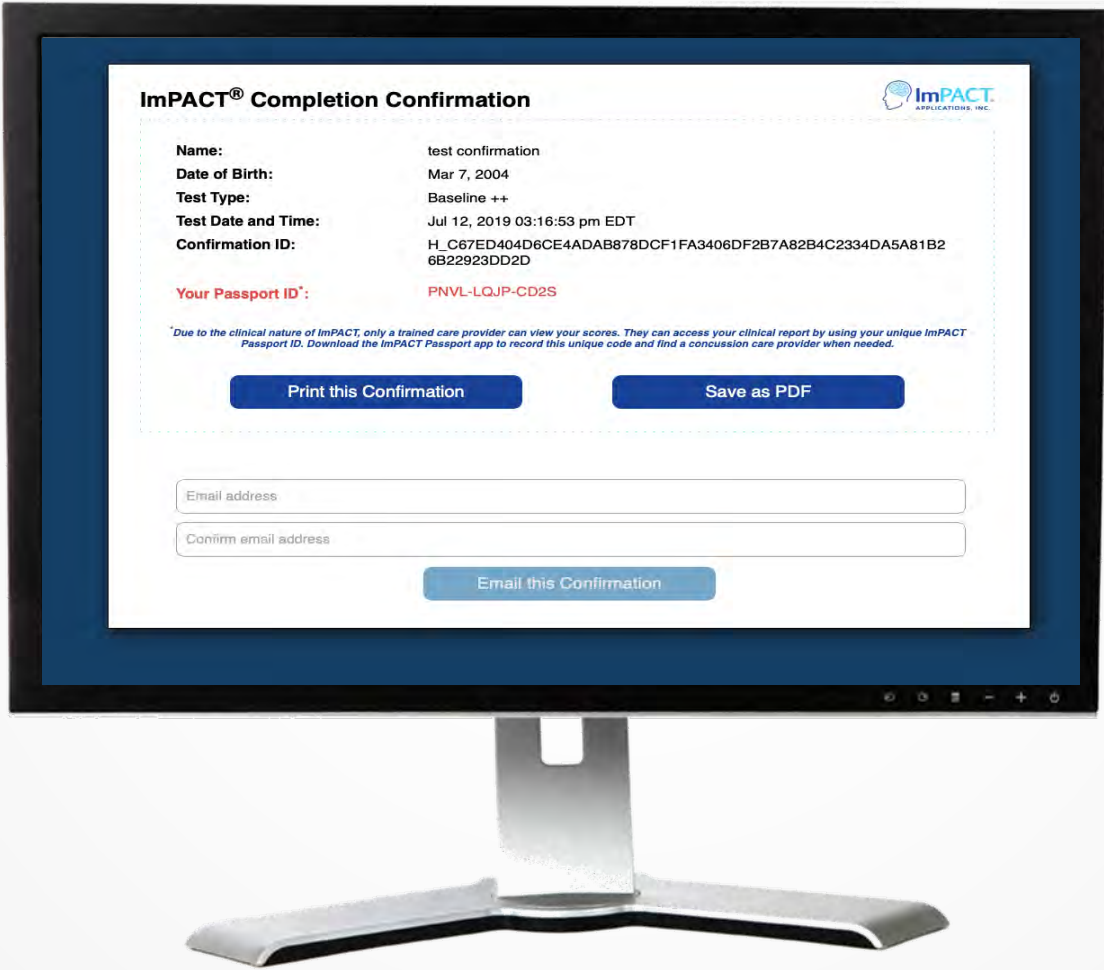


At-Home Baseline Testing Feature

- Track which test takers took their ImPACT Baseline Test and which codes expired



Confirmation Screen



ImPACT Passport ID

- ImPACT Passport ID is a unique 12-digit code
- ImPACT clinical providers use this to access test results
- You can look up ImPACT Passport IDs for students also by logging into the Customer Center

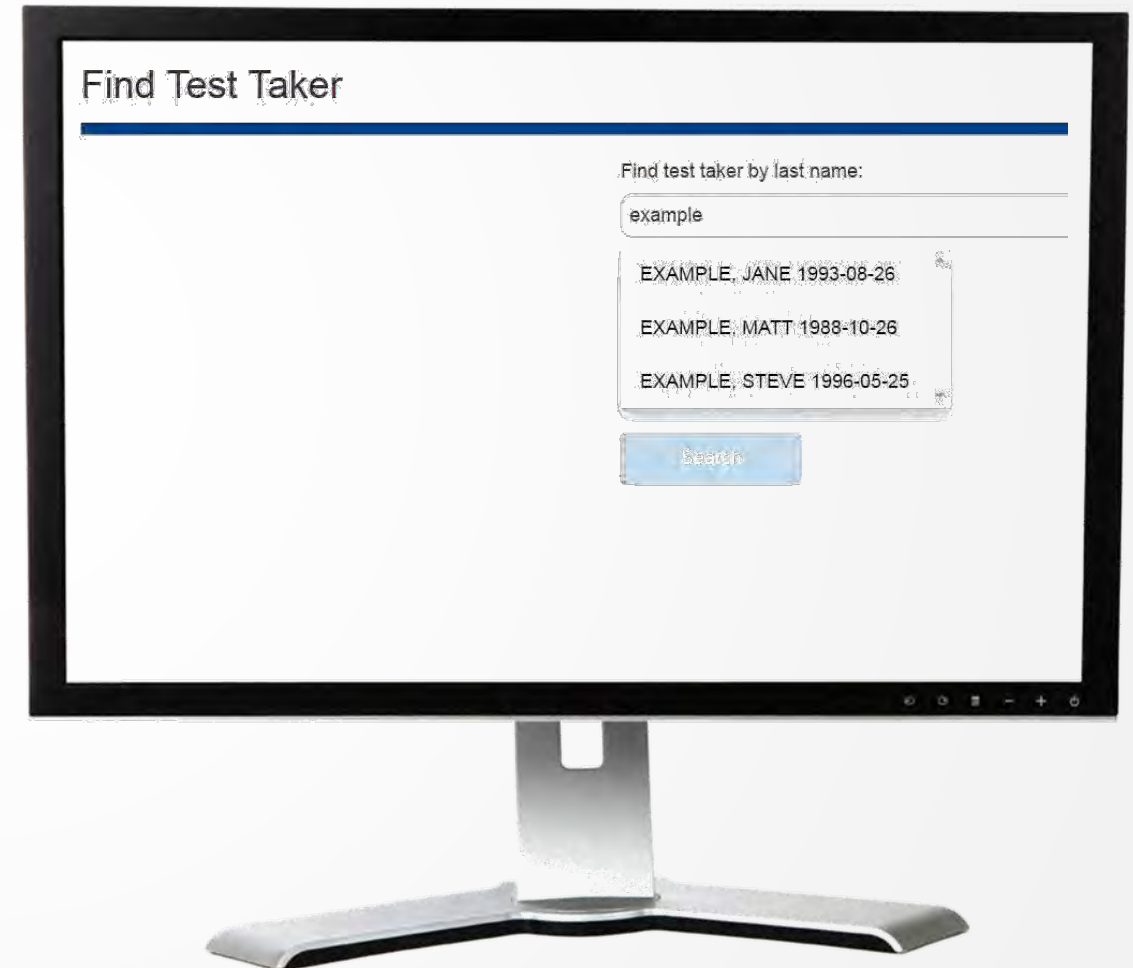
Reviewing Test Results

Who Can Interpret the Results?

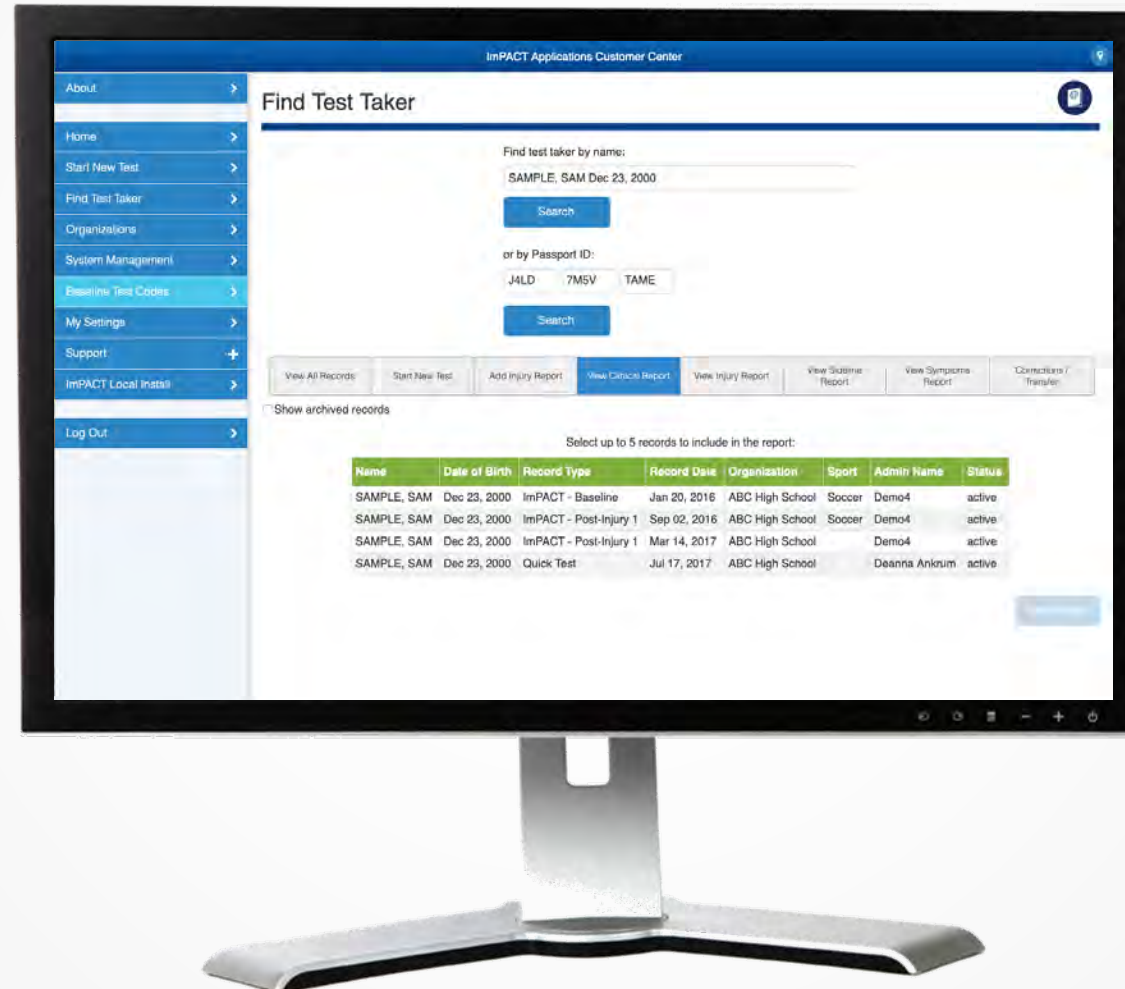
Final interpretation and return to activity decisions are ALWAYS made by a licensed healthcare provider (PhD, MD, DO) who is authorized to make return to activity decisions.

Reviewing Test Results

- Look up results from the Customer Center
- Pull up a clinical report by clicking on “Find Test Taker”



Reviewing Test Results



ImPACT Applications Customer Center

Find Test Taker

Find test taker by name:
 SAMPLE, SAM Dec 23, 2000
 Search

or by Passport ID:
 J4LD 7MSV TAME
 Search

View All Records Start New Test Add Injury Report **View Clinical Report** View Injury Report View Baseline Report View Symptom Report Connections Transfer

Show archived records

Select up to 5 records to include in the report:

Name	Date of Birth	Record Type	Record Date	Organization	Sport	Admin Name	Status
SAMPLE, SAM	Dec 23, 2000	ImPACT - Baseline	Jan 20, 2016	ABC High School	Soccer	Demo4	active
SAMPLE, SAM	Dec 23, 2000	ImPACT - Post-Injury 1	Sep 02, 2016	ABC High School	Soccer	Demo4	active
SAMPLE, SAM	Dec 23, 2000	ImPACT - Post-Injury 1	Mar 14, 2017	ABC High School		Demo4	active
SAMPLE, SAM	Dec 23, 2000	Quick Test	Jul 17, 2017	ABC High School		Deanna Ankrum	active

Clinical Report – Composite Scores

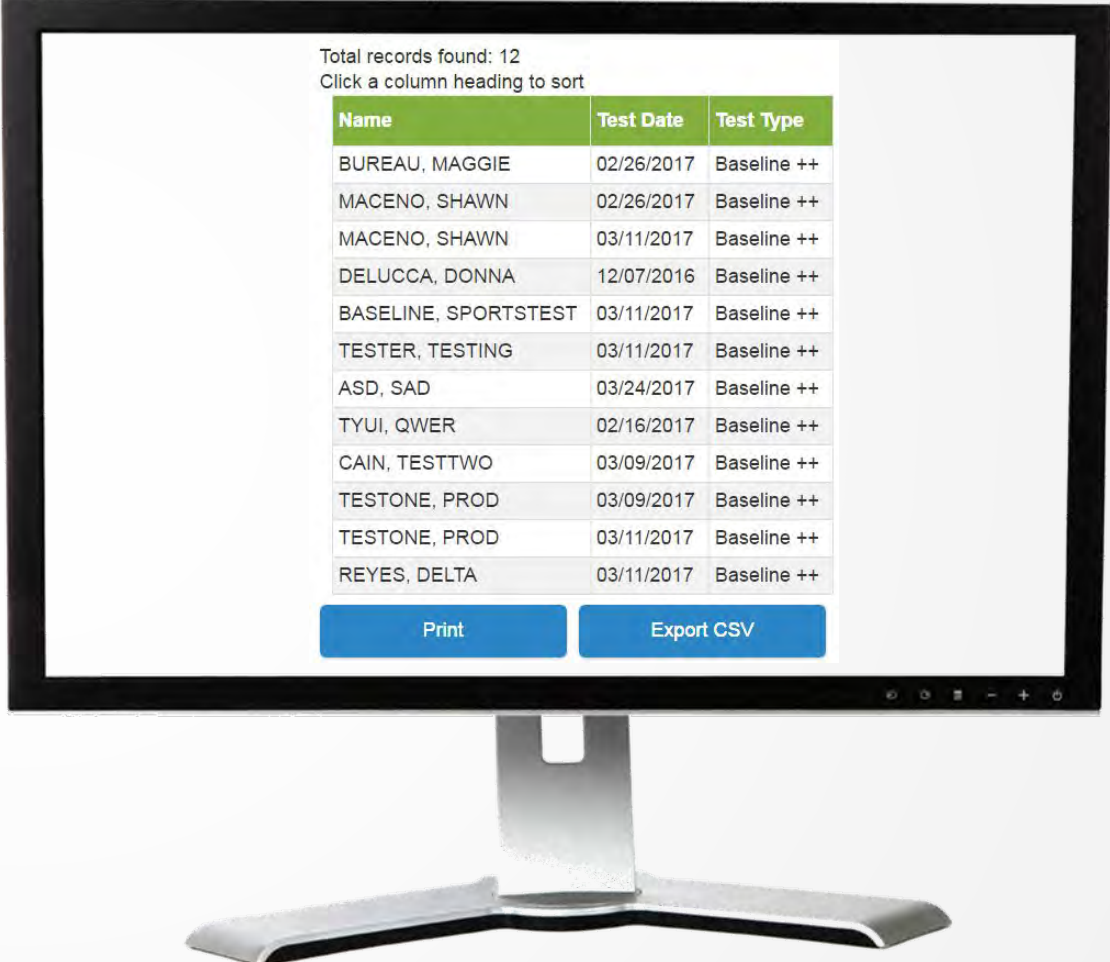
- If selected, norms (percentile ranks) appear here:

ImPACT APPLICATIONS, INC.		ImPACT Clinical Report			
		Sample Sam			
Exam Type	Baseline	Post Injury 1	Post Injury 3	Post Injury 4	
Age When Tested	26	26	26	26	
Date Tested	2/2/19	5/19/19	5/27/19	6/1/19	
Concussion In Last 6 Months	Yes	Yes	Yes	Yes	
Exam Language	English	English	English	English	
Test Version	3.10.0	3.10.0	3.10.0	3.10.0	

COMPOSITE SCORE									
Memory composite (verbal)	98	94%	76	21%	86	56%	95	84%	
Memory composite (visual)	98	98%	62	19%	75	48%	95	96%	
Visual motor speed composite	50.42	92%	34.46	21%	46.26	76%	46.95	80%	
Reaction time composite	0.47	96%	0.70	7%	0.56	59%	0.45	98%	
Impulse control composite	1		1		1		1		
Total Symptom Score	3		29		12		2		
Cognitive Efficiency Index	0.94		0.99		0.99		0.92		

Look for Invalid Baseline Tests

- They will have the test type **Baseline++**
- Common causes of invalid baselines:
 - Lack of effort
 - Not understanding the directions
 - Test not being taken in their native language
- Those with invalid baselines should be **retested**



Total records found: 12
Click a column heading to sort

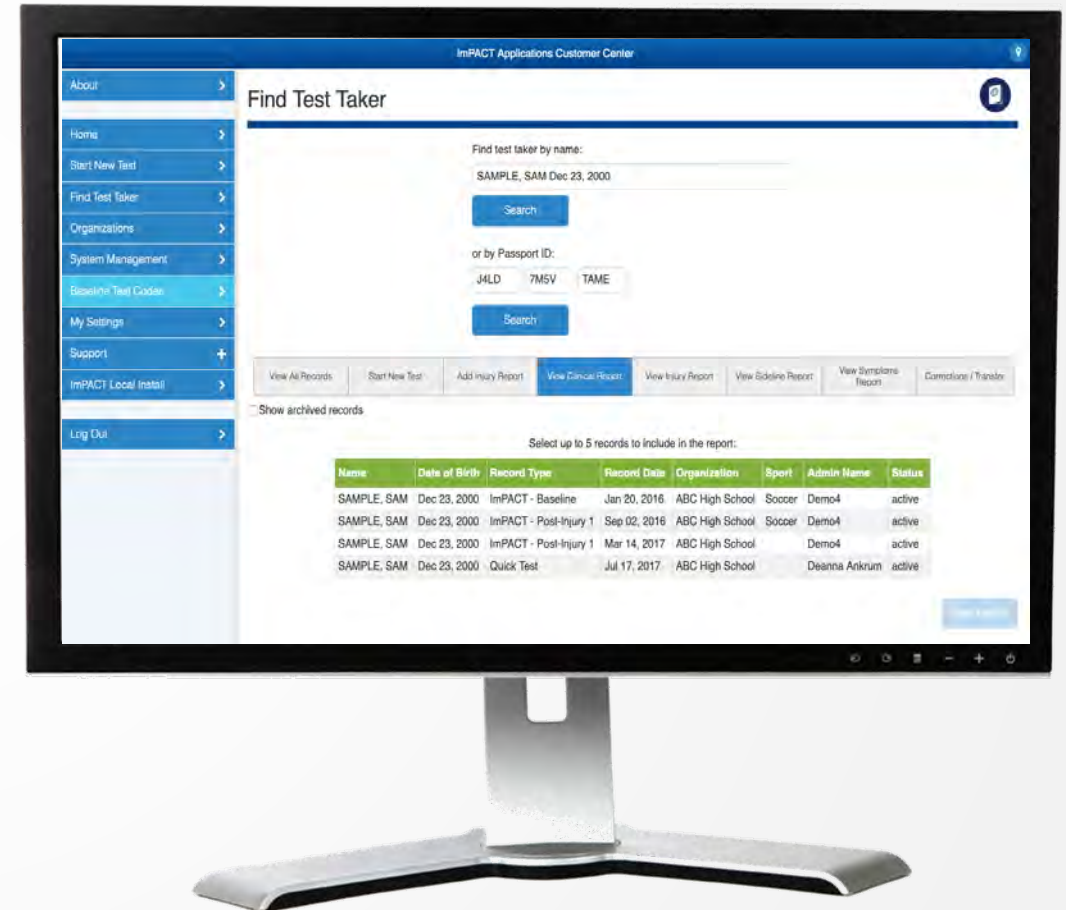
Name	Test Date	Test Type
BUREAU, MAGGIE	02/26/2017	Baseline ++
MACENO, SHAWN	02/26/2017	Baseline ++
MACENO, SHAWN	03/11/2017	Baseline ++
DELUCCA, DONNA	12/07/2016	Baseline ++
BASELINE, SPORTSTEST	03/11/2017	Baseline ++
TESTER, TESTING	03/11/2017	Baseline ++
ASD, SAD	03/24/2017	Baseline ++
TYUI, QWER	02/16/2017	Baseline ++
CAIN, TESTTWO	03/09/2017	Baseline ++
TESTONE, PROD	03/09/2017	Baseline ++
TESTONE, PROD	03/11/2017	Baseline ++
REYES, DELTA	03/11/2017	Baseline ++

Print Export CSV

Customer Center Walkthrough

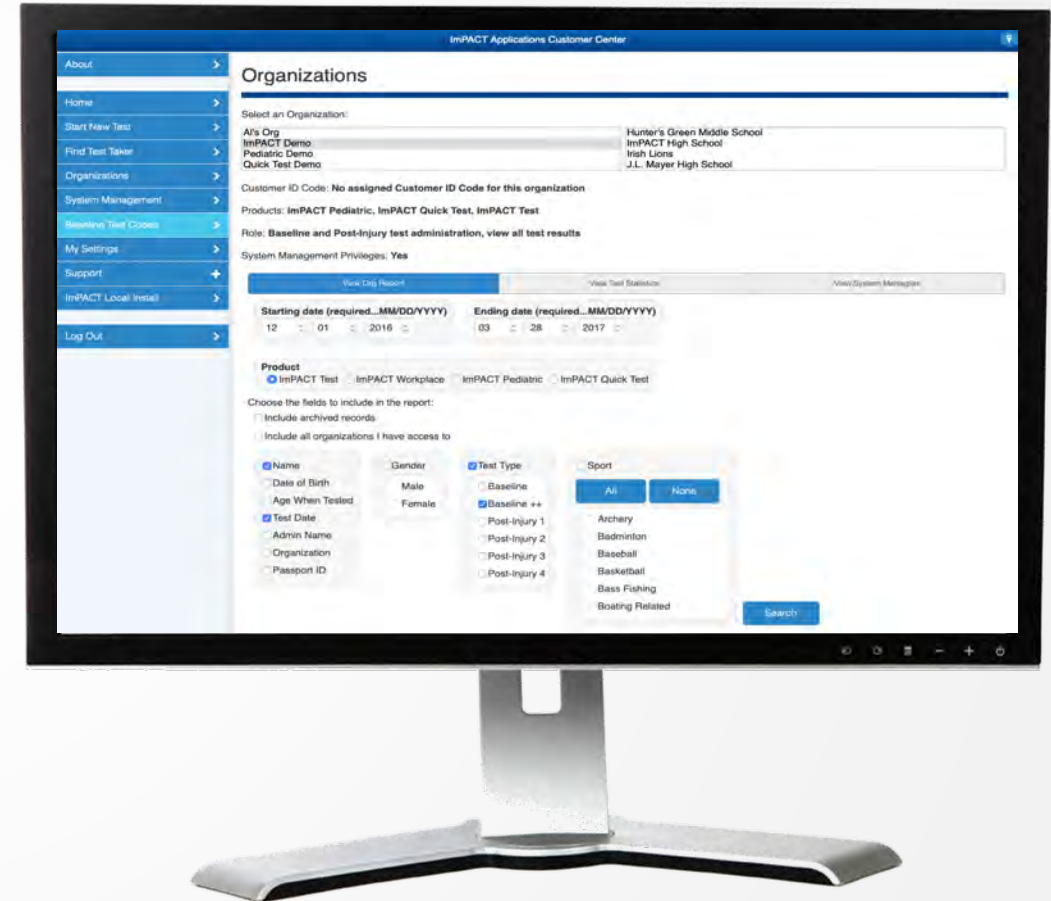
Find Test Taker

- Search by last name in your database
- Search by ImPACT Passport ID to find records from other testing locations



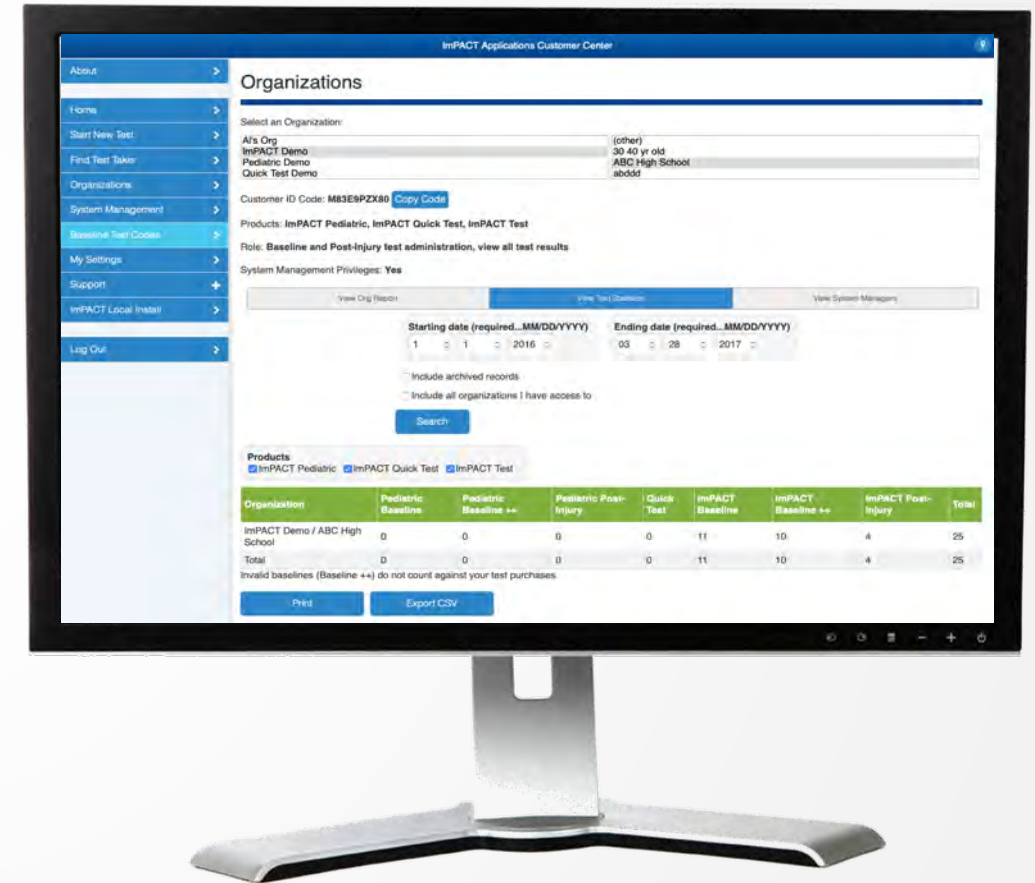
Organizational Report (Under Organizations)

- Generate a report of tests taken in your account from a selected date range
- Choose which fields to include in this report (name, date of test, DOB, etc.)



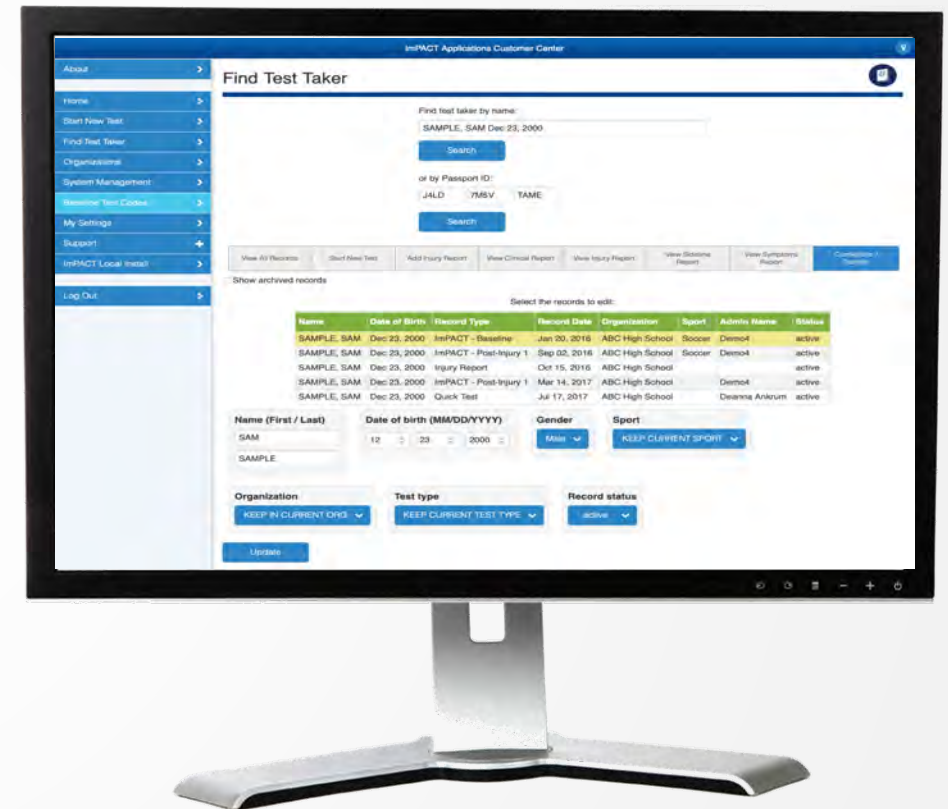
Statistics (Under Organizations)

- View the number of tests that have been taken in a selected date range
- Will show numbers by test type



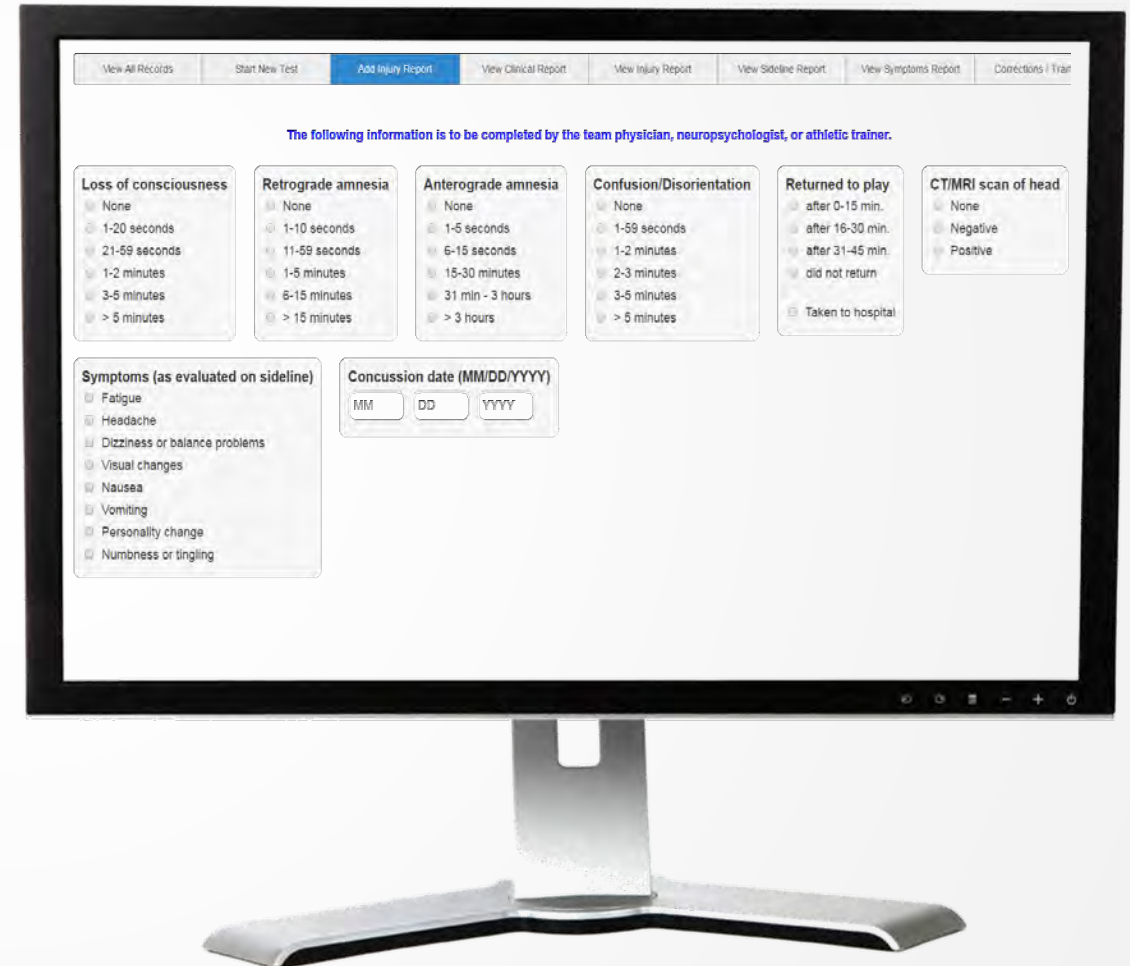
Corrections/Transfers

- Use Corrections/Transfers to correct information on a test
- If multiple records are for 1 individual, merge by making name, DOB, gender, and organization match exactly



Injury Reports

- Create new Injury Reports
- View existing Injury Reports
- Can print or save as .pdf file

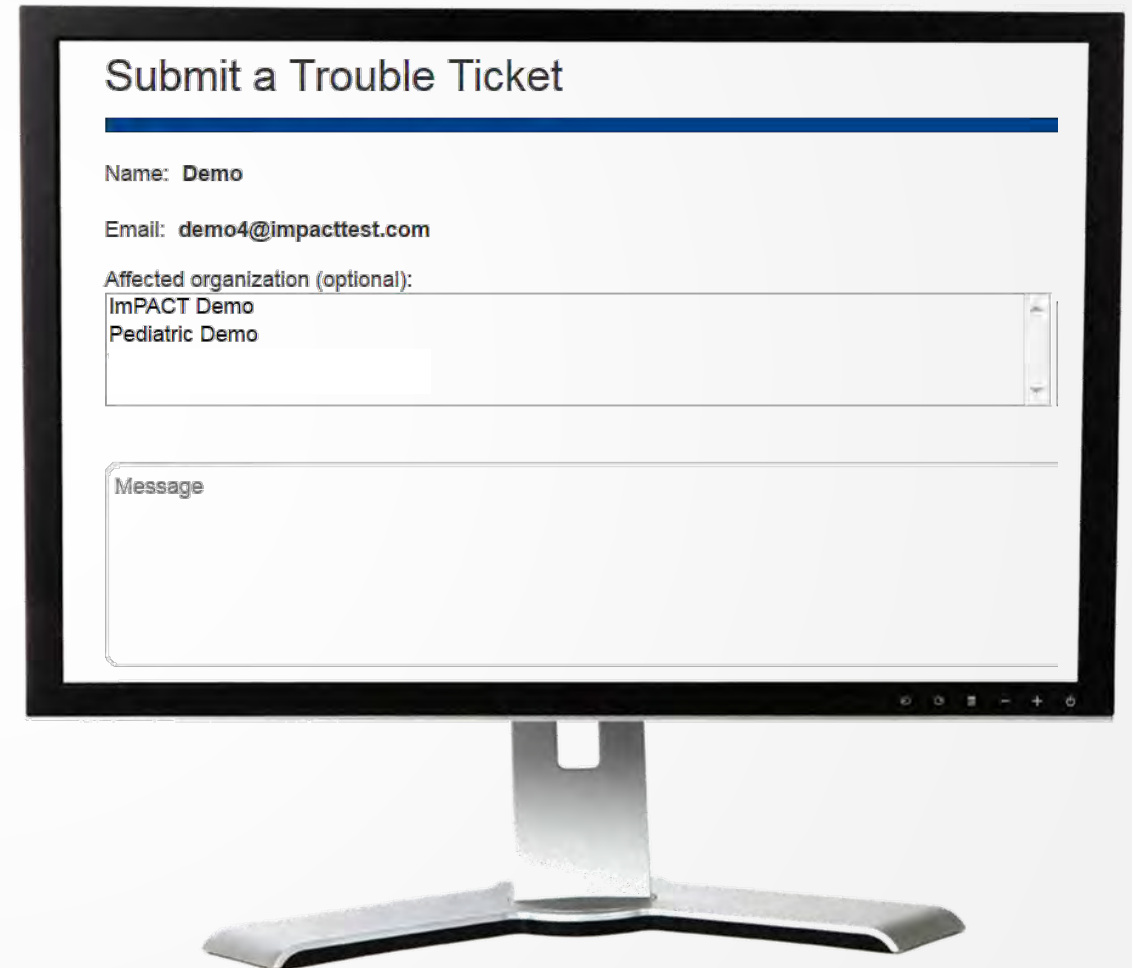


The screenshot shows a web application interface for creating an injury report. At the top, there is a navigation bar with buttons: 'View All Records', 'Start New Test', 'Add Injury Report' (highlighted), 'View Clinical Report', 'View Injury Report', 'View Sideline Report', 'View Symptoms Report', and 'Connections | Train'. Below the navigation bar, a blue instruction reads: 'The following information is to be completed by the team physician, neuropsychologist, or athletic trainer.' The form contains several sections with radio button options:

- Loss of consciousness:** None, 1-20 seconds, 21-59 seconds, 1-2 minutes, 3-5 minutes, > 5 minutes.
- Retrograde amnesia:** None, 1-10 seconds, 11-59 seconds, 1-5 minutes, 6-15 minutes, > 15 minutes.
- Anterograde amnesia:** None, 1-5 seconds, 6-15 seconds, 15-30 minutes, 31 min - 3 hours, > 3 hours.
- Confusion/Disorientation:** None, 1-59 seconds, 1-2 minutes, 2-3 minutes, 3-5 minutes, > 5 minutes.
- Returned to play:** after 0-15 min., after 16-30 min., after 31-45 min., did not return, Taken to hospital.
- CT/MRI scan of head:** None, Negative, Positive.
- Symptoms (as evaluated on sideline):** Fatigue, Headache, Dizziness or balance problems, Visual changes, Nausea, Vomiting, Personality change, Numbness or tingling.
- Concussion date (MM/DD/YYYY):** MM DD YYYY input fields.

Trouble Ticket

- Can submit Trouble Tickets from the Customer Center under Support tab
- Response will be sent to the email address that you log in with

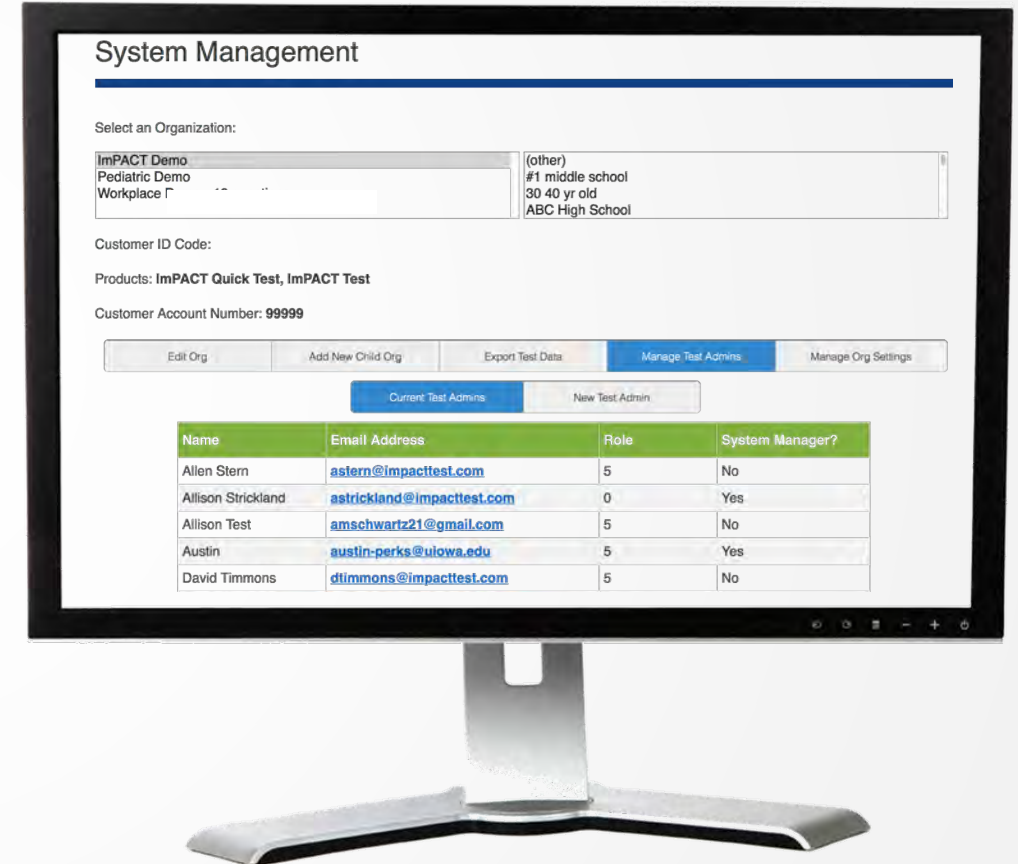


The screenshot shows a web form titled "Submit a Trouble Ticket" on a computer monitor. The form includes the following fields:

- Name:** Demo
- Email:** demo4@impacttest.com
- Affected organization (optional):** A dropdown menu with "ImPACT Demo" and "Pediatric Demo" as options.
- Message:** A large text area for entering the details of the trouble ticket.

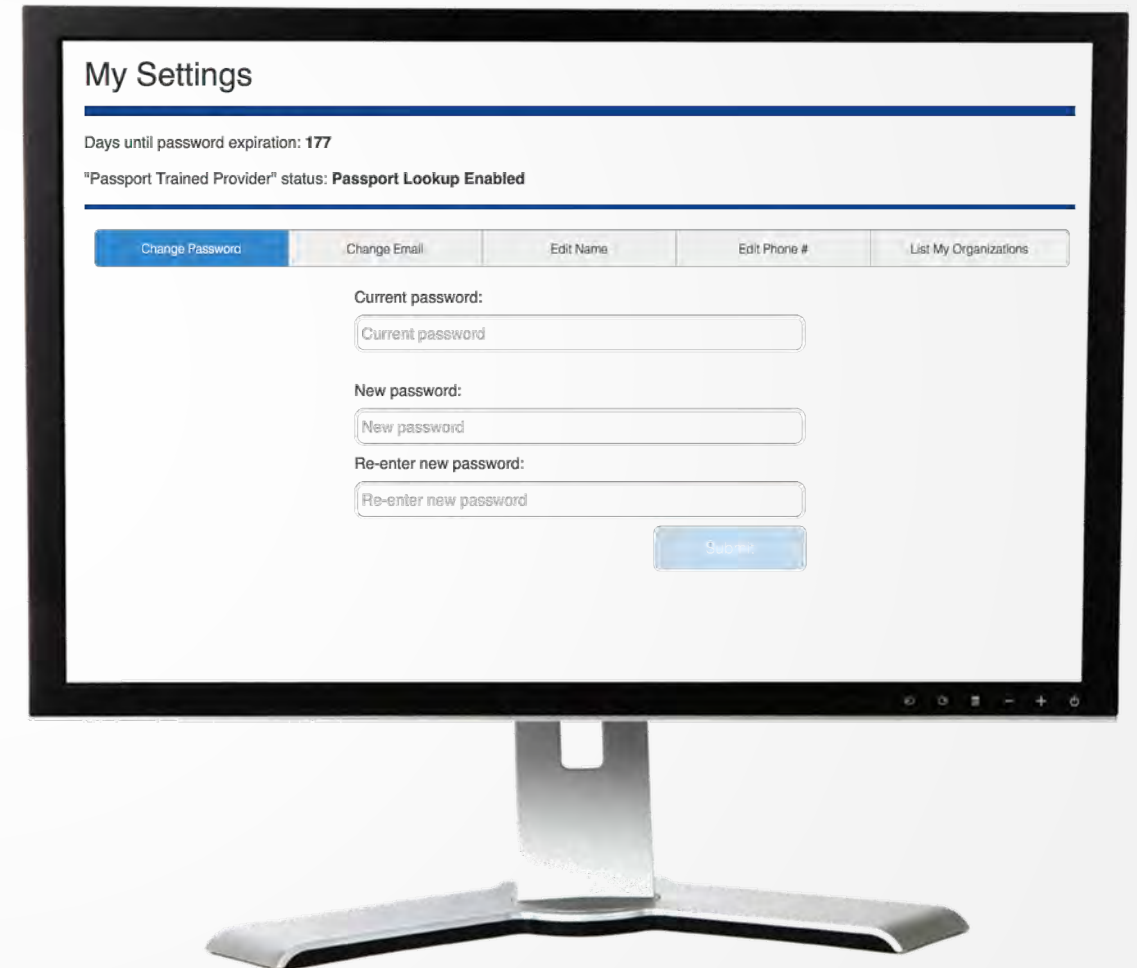
System Management

- Only users with “System Manager” permission will be able to access this in the Customer Center
- Edit organization information and organization settings
- Add, remove, and manage Test Admins
- Can add sub-organizations if you have a CIC account or District account, etc.



My Settings

- Change password or email address
- Edit name or phone number
- View your organizations and user privileges



Technical Support

Common Testing Errors and Fixes

“Assessment Suspended”

- Built-in time out feature

Test will not launch

- Check for any windows behind your browser
- Disable pop-up blocker

Common Testing Errors and Fixes

Freezing

- Close programs running in the background
- Internet connectivity
- Outdated internet browser

Technical Support

- **Support Hours:**

- **US/CA:** 7:00 am to 7:00 pm Central Time
- **EU/Intl:** 8am to 5pm CMT / BST / IST

- **Call**

- **US/CA:** 877-646-7991 Option 3
- **EU:** 00353 019602923
- **INTL:** (0044) 02033937991

- **Email**

- **US:** support@impacttest.com
- **CA:** support@impacttestonline.ca
- **EU:** europesupport@impacttestonline.com
- **INTL:** intlsupport@impacttestonline.com

Thank You!

For more information, please visit our website or email us.

Website: impacttest.com

Email: support@impacttest.com



ConcussionManagement.com