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’
Remote Testing Feature

• Log into your Customer Center and click on “Generate a Test Code”
Remote Testing Feature

• Select Organization
• Enter Test Taker’s Email
  • Enter up to 200 at once
  • 1 per line
Remote Testing Feature

• Track the status of ImPACT baseline or post-injury tests.
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
Clinical Report – Composite Scores

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

<table>
<thead>
<tr>
<th>Exam Type</th>
<th>Baseline</th>
<th>Post Injury 1</th>
<th>Post Injury 2</th>
<th>Post Injury 3</th>
<th>Post Injury 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age When Tested</td>
<td>26</td>
<td>26</td>
<td>24</td>
<td>26</td>
<td>26</td>
</tr>
<tr>
<td>Date Tested</td>
<td>2/2/19</td>
<td>5/18/19</td>
<td>5/23/19</td>
<td>6/2/19</td>
<td></td>
</tr>
<tr>
<td>Concussion In Last 6 Months</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
<td>Yes</td>
</tr>
<tr>
<td>Exam Language</td>
<td>English</td>
<td>English</td>
<td>English</td>
<td>English</td>
<td></td>
</tr>
<tr>
<td>Test Version</td>
<td>3.10.0</td>
<td>3.10.0</td>
<td>3.11.0</td>
<td>3.10.0</td>
<td></td>
</tr>
</tbody>
</table>

**COMPOSITE SCORE**

<table>
<thead>
<tr>
<th>Composite</th>
<th>Baseline</th>
<th>Post Injury 1</th>
<th>Post Injury 2</th>
<th>Post Injury 3</th>
<th>Post Injury 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Memory composite (verbal)</td>
<td>98</td>
<td>76</td>
<td>21</td>
<td>84</td>
<td>56</td>
</tr>
<tr>
<td>Memory composite (visual)</td>
<td>98</td>
<td>62</td>
<td>19</td>
<td>75</td>
<td>48</td>
</tr>
<tr>
<td>Visual motor speed composite</td>
<td>56.42</td>
<td>34.44</td>
<td>21</td>
<td>41.46</td>
<td>36</td>
</tr>
<tr>
<td>Reaction time composite</td>
<td>0.47</td>
<td>0.70</td>
<td>7</td>
<td>0.26</td>
<td>59</td>
</tr>
<tr>
<td>Impulse control composite</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>Total Symptom Score</td>
<td>3</td>
<td>29</td>
<td>12</td>
<td>2</td>
<td></td>
</tr>
<tr>
<td>Cognitive Efficiency Index</td>
<td>0.94</td>
<td>0.99</td>
<td>0.99</td>
<td>0.94</td>
<td>0.98</td>
</tr>
</tbody>
</table>
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**
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
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
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: 7:00 am to 7:00 pm CST / CDT

Call: 877-646-7991 Ext. 3

Email: support@impacttest.com
Thank You!

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

Website: impacttest.com

Email: support@impacttest.com