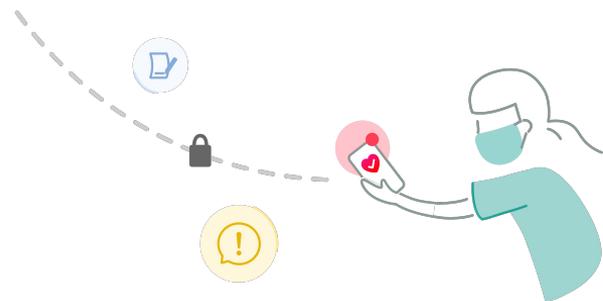


HYPERCARE

Exploring Features on Hypercare's Analytics Dashboard

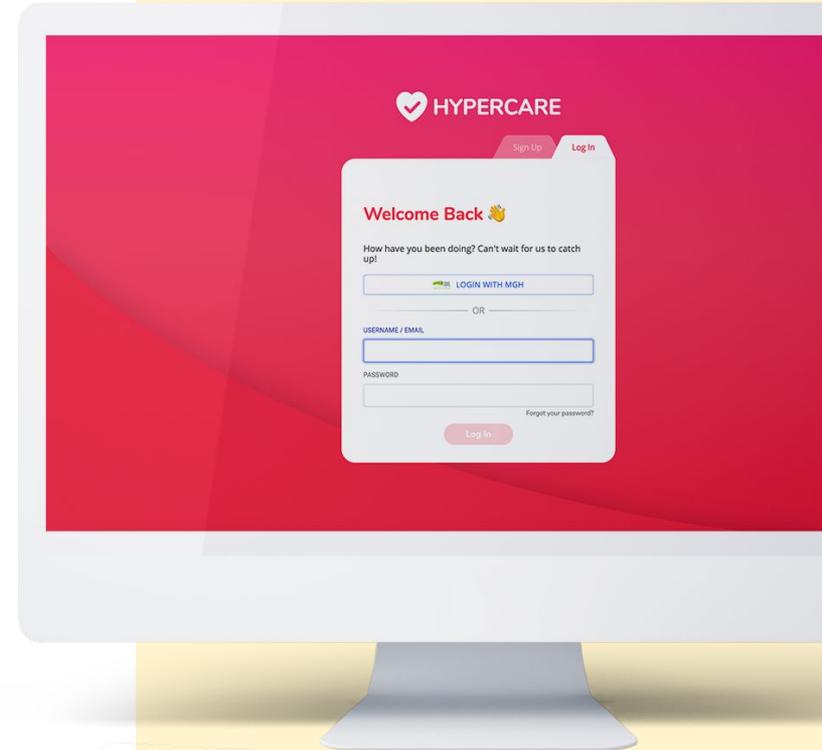


Access Hypercare's Admin Portal

Please visit

<https://admin.hypercare.com/dashboard> and login

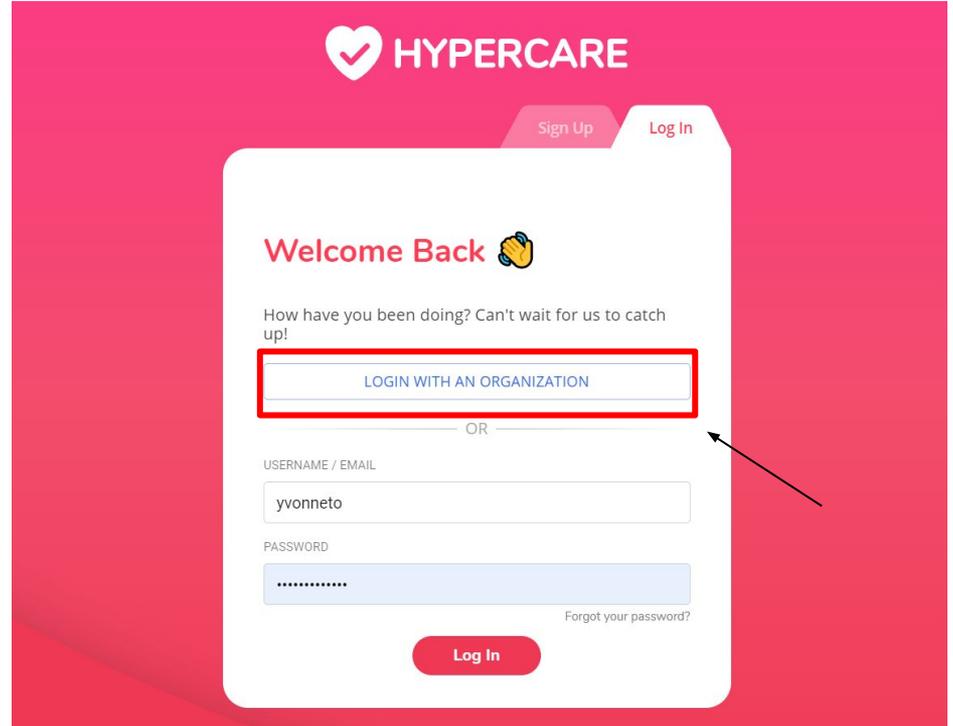
with your Hypercare credentials



Login with Organization

If your organization has implemented **Single Sign-ON (SSO)** with Hypercare, click on **“Login with an Organization”** and you will be redirected to a separate page where you can input your organization login credentials

Please note: The login username and password will be same as the username/password that you typically use to login to your computer/devices at work



The screenshot shows the Hypercare login interface. At the top, the Hypercare logo is displayed. Below it, there are two tabs: 'Sign Up' and 'Log In'. The main content area features a 'Welcome Back' message with a hand icon. Below this, a message asks 'How have you been doing? Can't wait for us to catch up!'. A red box highlights the 'LOGIN WITH AN ORGANIZATION' button. Below this button is an 'OR' separator. Underneath, there are two input fields: 'USERNAME / EMAIL' with the value 'yvonneto' and 'PASSWORD' with masked characters. A 'Forgot your password?' link is located below the password field. At the bottom, there is a red 'Log In' button.

Login with Hypercare

If your organization has **not** implemented **Single Sign-ON (SSO)** with Hypercare, please enter your username and password in the designated text fields below.

Please note: If you would like to activate Single Sign-On for your organization, please contact **Hypercare Support**

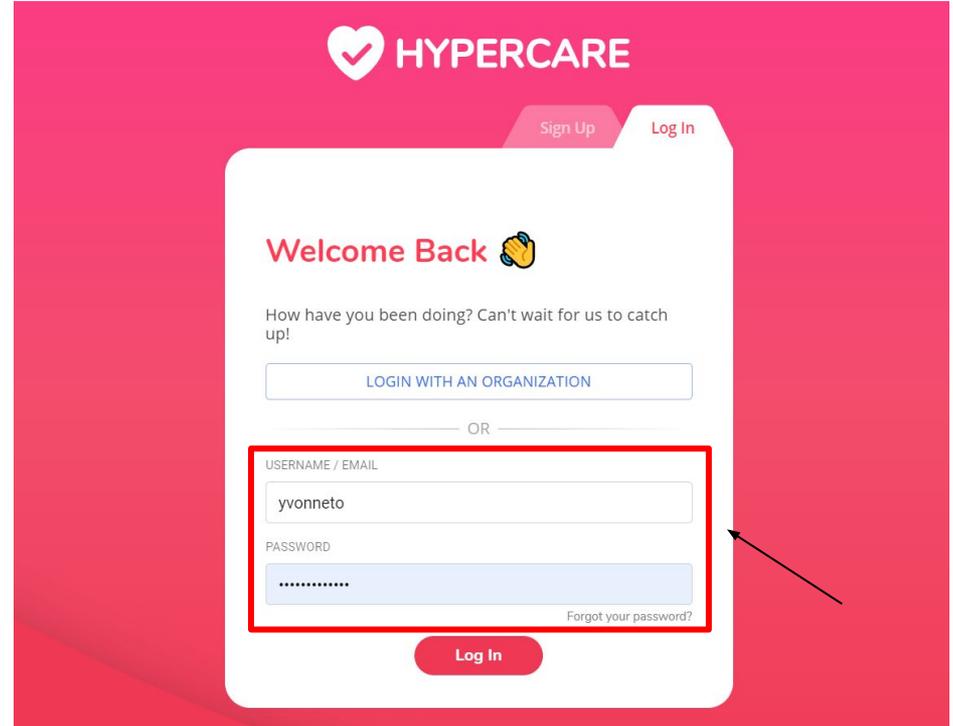
A screenshot of the Hypercare login interface. The background is a vibrant pink. At the top center is the Hypercare logo (a white heart with a checkmark) and the word "HYPERCARE" in white. Below the logo are two tabs: "Sign Up" and "Log In", with "Log In" being the active tab. The main content area is white and contains the following elements: a "Welcome Back" message with a yellow hand icon; a friendly greeting: "How have you been doing? Can't wait for us to catch up!"; a blue button labeled "LOGIN WITH AN ORGANIZATION"; the word "OR" centered below the button; a red rectangular box highlighting the login fields. The first field is labeled "USERNAME / EMAIL" and contains the text "yvonneto". The second field is labeled "PASSWORD" and contains a series of dots. To the right of the password field is a link that says "Forgot your password?". At the bottom of the white area is a red button labeled "Log In". An arrow points from the right side of the image towards the login fields.

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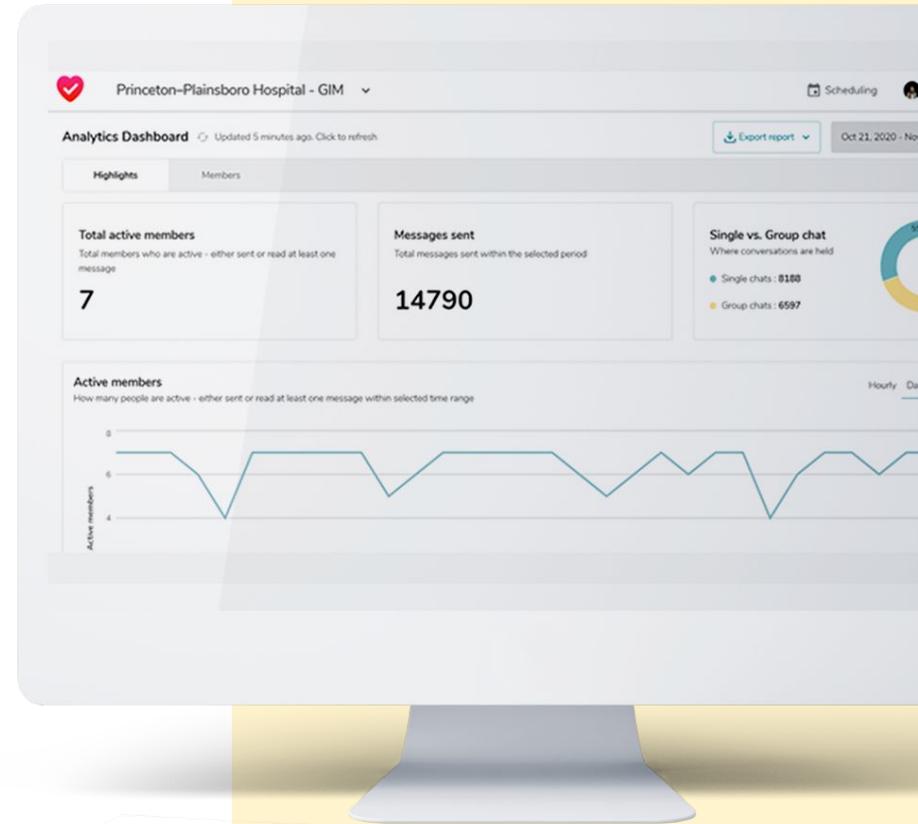
Analytics Dashboard

In our current data-driven environment, the amount of information can be overwhelming. The Admin Dashboard will provide consolidated data views to track basic usage data including messages sent, the type of messages, and the distribution of users within the organization. This information will be displayed as interactive graphs and allows Admins to customize the time period.



Highlights

The **Highlights** tab is the central page that displays usage metrics for the organization. Here, Admins can customize a time period for the metrics, analyze the breakdown of member activity on Hypercare, and export a final report in an excel spreadsheet.



Customizing the Time Period

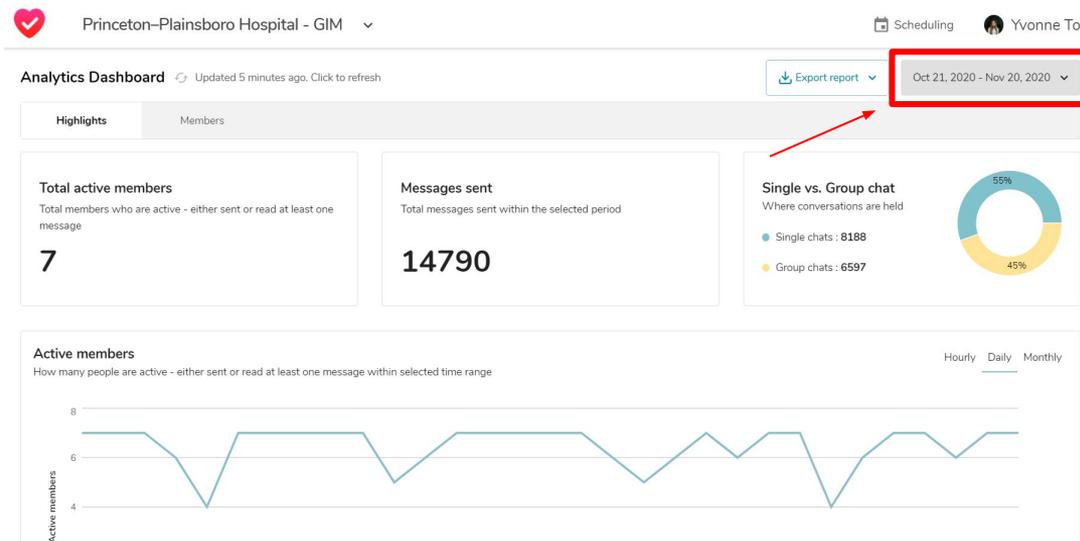
Admins can adjust and customize the time period that dictates the display of usage metrics.

Step 1

Click on the drop-down menu located on the right side of your screen.

Step 2

Select one of the preset options or create a custom time period.



Total Active Members

Total Active Members are defined as members in the organization who have read or sent at least one message in the designated time period.

Total active members

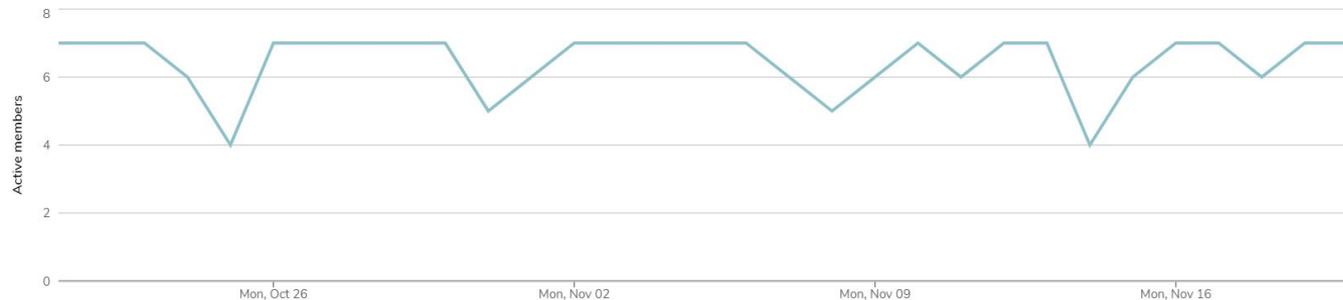
Total members who are active - either sent or read at least one message

7

Active members

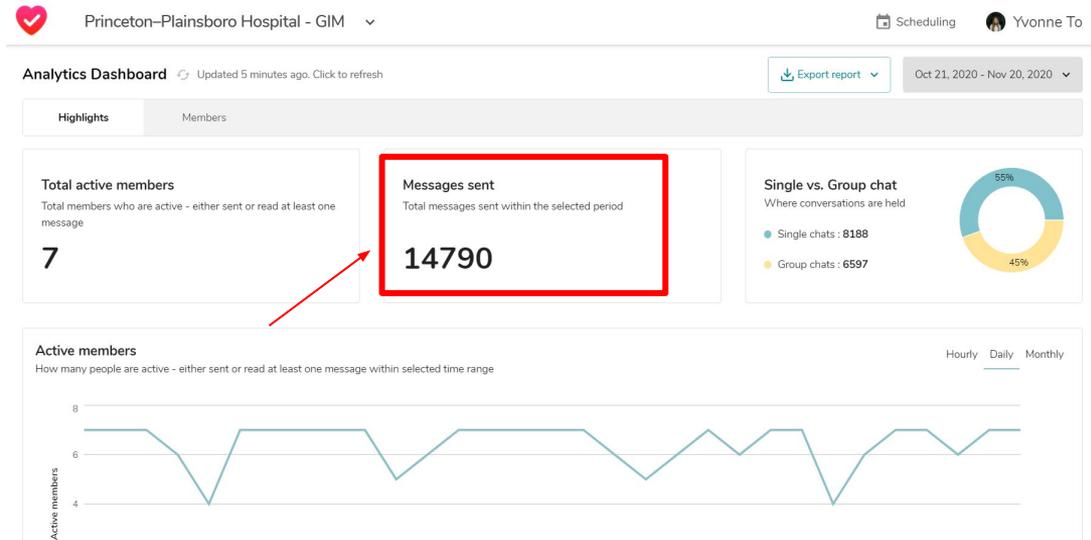
How many people are active - either sent or read at least one message within selected time range

Hourly Daily Monthly



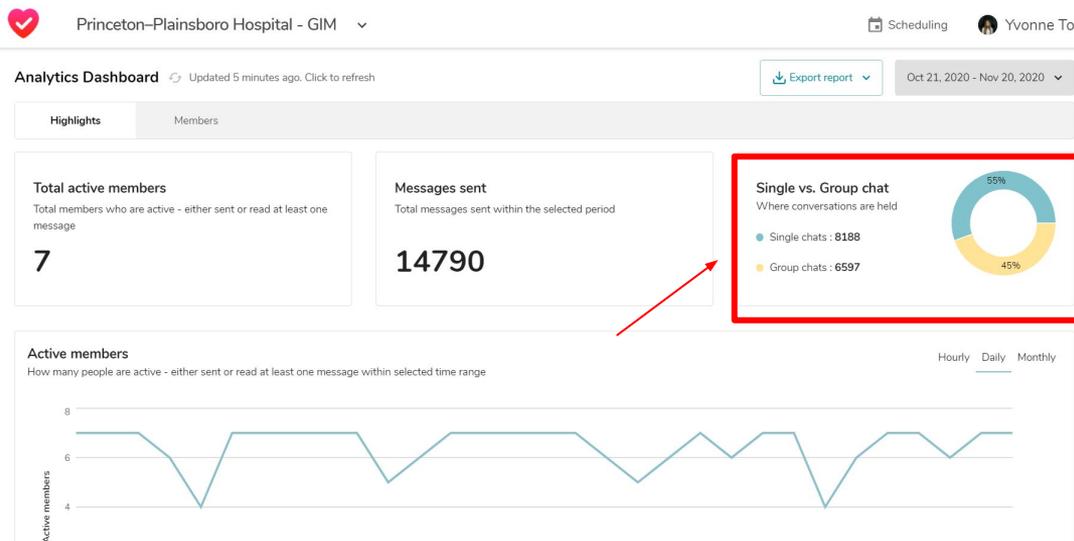
Total Messages Sent

Messages Sent are defined as total amount of messages that were sent by members of the organization within the designated time period.



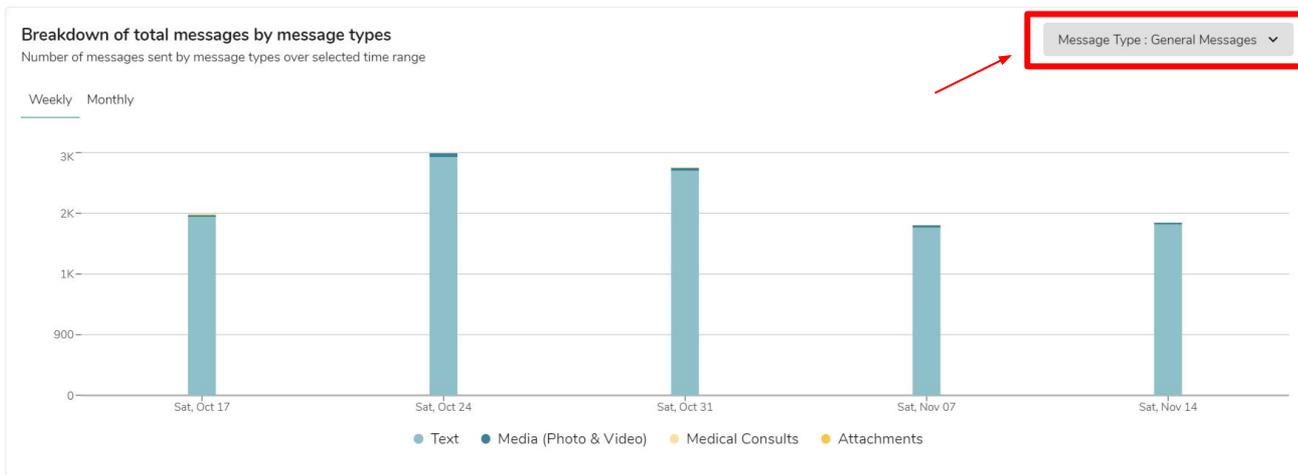
Single vs. Group Chat

Hypercare messages largely consist of a combination of single chats and group chats to accommodate clinical demands. The **Single vs. Group Chat** breakdown identifies and compares the total amount of single chats vs. the total amount of group chats in the organization within the designated time period.



Breakdown of Total Messages and Message Types

Hypercare allow users to send text messages, STAT messages, files, photos, videos, and medical consults. This feature allow Admins to view the complete breakdown of message types that are sent in the organization during the designated time period.



Export a Report

To ensure that the usage metrics are widely accessible, Admins can export a copy of the report as an Excel or CSV file.

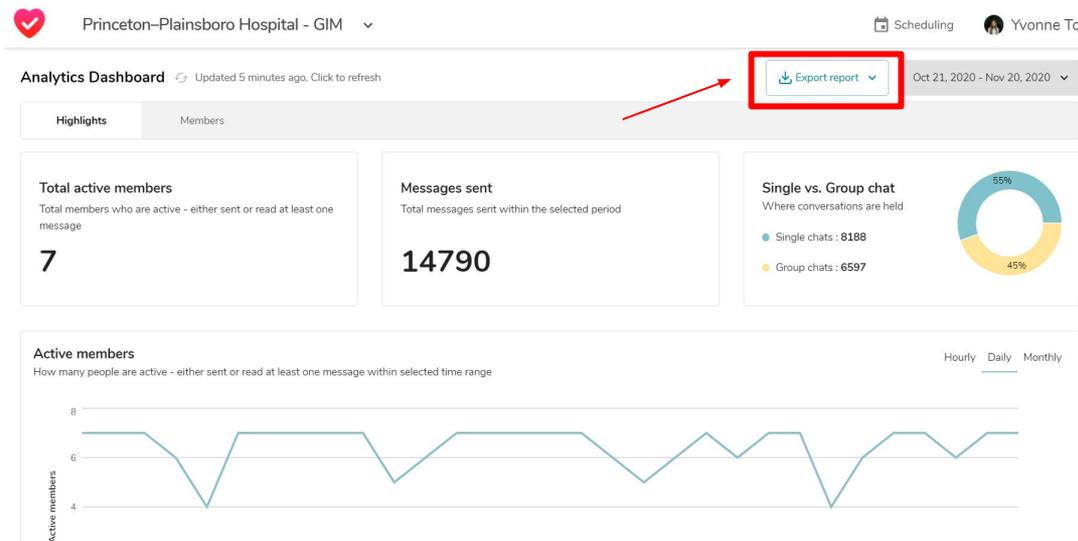
Step 1

Simply click on the “Export report” button at the top of the screen.

Step 2

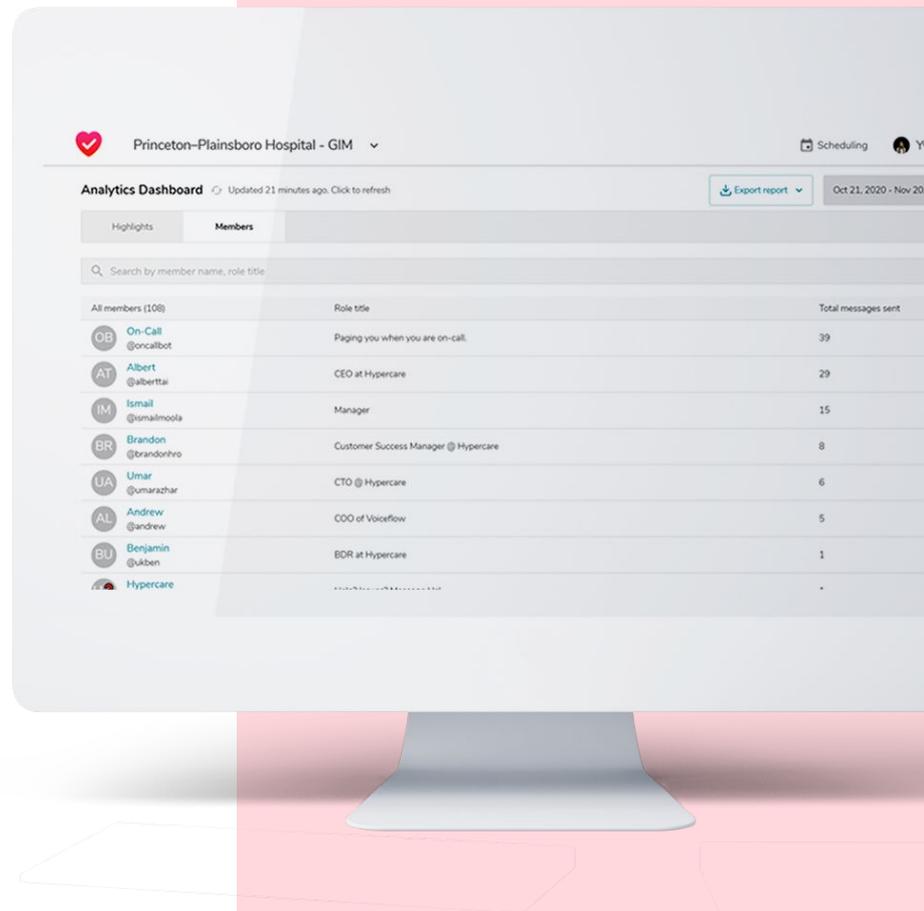
Select the desired file type:

- Export as CSV
- Export as Excel



Members

The Members tab allows Admins to view all members in a particular organization or department as well as their corresponding roles and total messages sent during the desired time period.



**Thank you, please
contact Hypercare
support with any
further questions**

You can reach us at:

Call: +1(877)379-3533

Email: support@hypercare.com

Chatbot: www.hypercare.com