# Getting your SureWash data onto SureWash.Net

There are two ways to get the usage data(user accounts, hand hygiene sessions, questionnaire sessions) from your SureWash machine onto your SureWash.Net account.

1. **Active Connection:** If your machine is connected to a WiFi network, its data will automatically synchronize with SureWash.Net.

2. **Offline Data Upload:** If no WiFi network is available you can manually push your SureWash data to the web. It is important to note that this solution requires your SureWash machine's software to be upgraded to version 4.7.2.0 or above.

## Active Connection

If your machine is connected to a WiFi network, please contact us and we will configure it to automatically synchronize with SureWash.Net. Its data will be pushed to SureWash.Net once per day, as long as it is powered on and connected to the Internet.

## Offline Data Upload

*Note: This approach requires that your SureWash machine is updated to version 4.7.2.0 or above. If your software version is older than this, please contact support@surewash.com, and we can assist you in upgrading your SureWash software.*

If no WiFi network is available, you can manually push your SureWash data to the web by logging into your machine as an administrator, plugging in your SureWash USB and clicking 'Export data for SureWash.Net'**.** This will create a .zip file that contains a backup of your SureWash data which you can upload to SureWash.Net.

To perform an offline data upload, please follow these steps:

1. Sign in to your SureWash machine as an administrator, and navigate to the General settings screen.

2. Insert your SureWash USB key and scroll down to the heading 'System backup and diagnostics'. You should now see a button to 'Export data for SureWash.Net'(shown below).
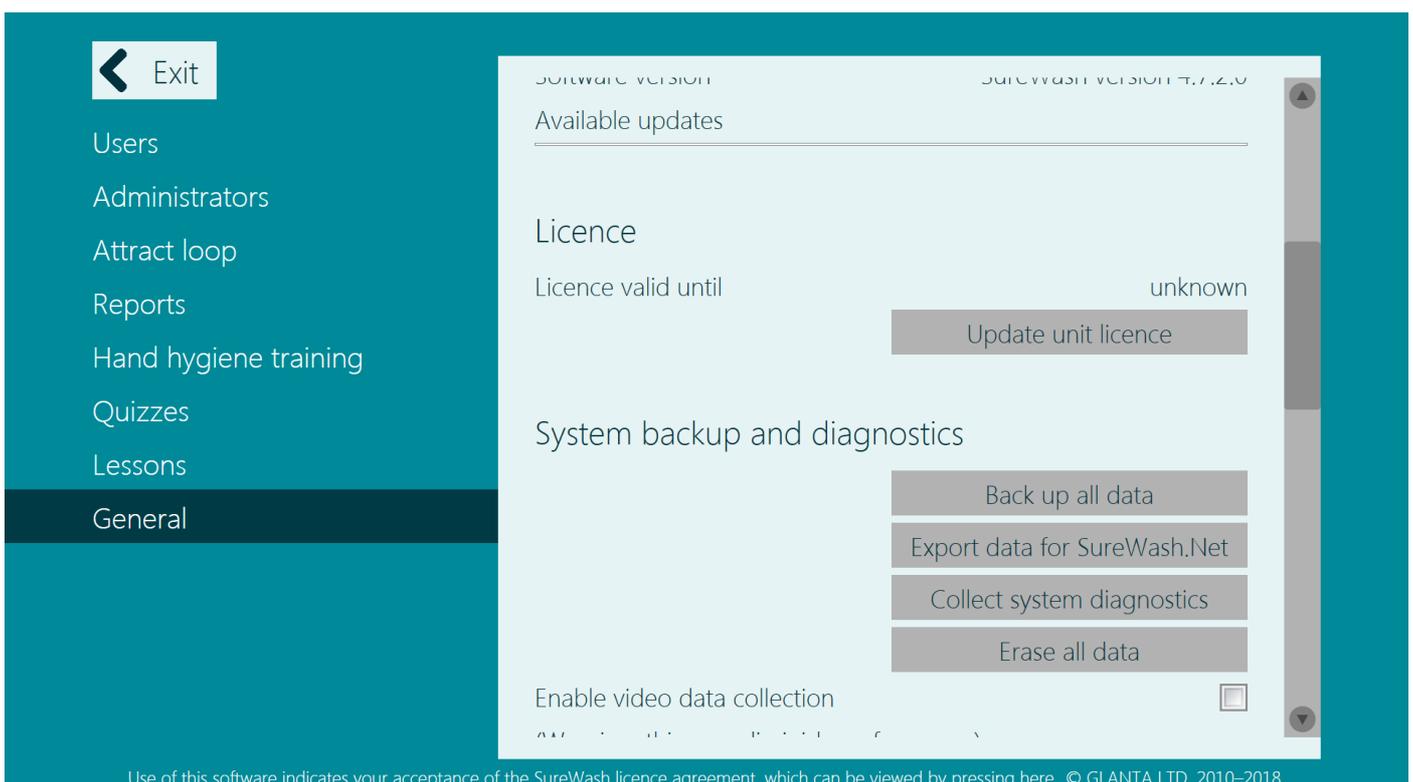
3. If you cannot see the 'Export data for SureWash.Net' button, it is likely that your SureWash software has not been upgraded to the latest version. You can confirm this by scrolling up in the 'General' settings section to read the 'Software version' field (shown below).
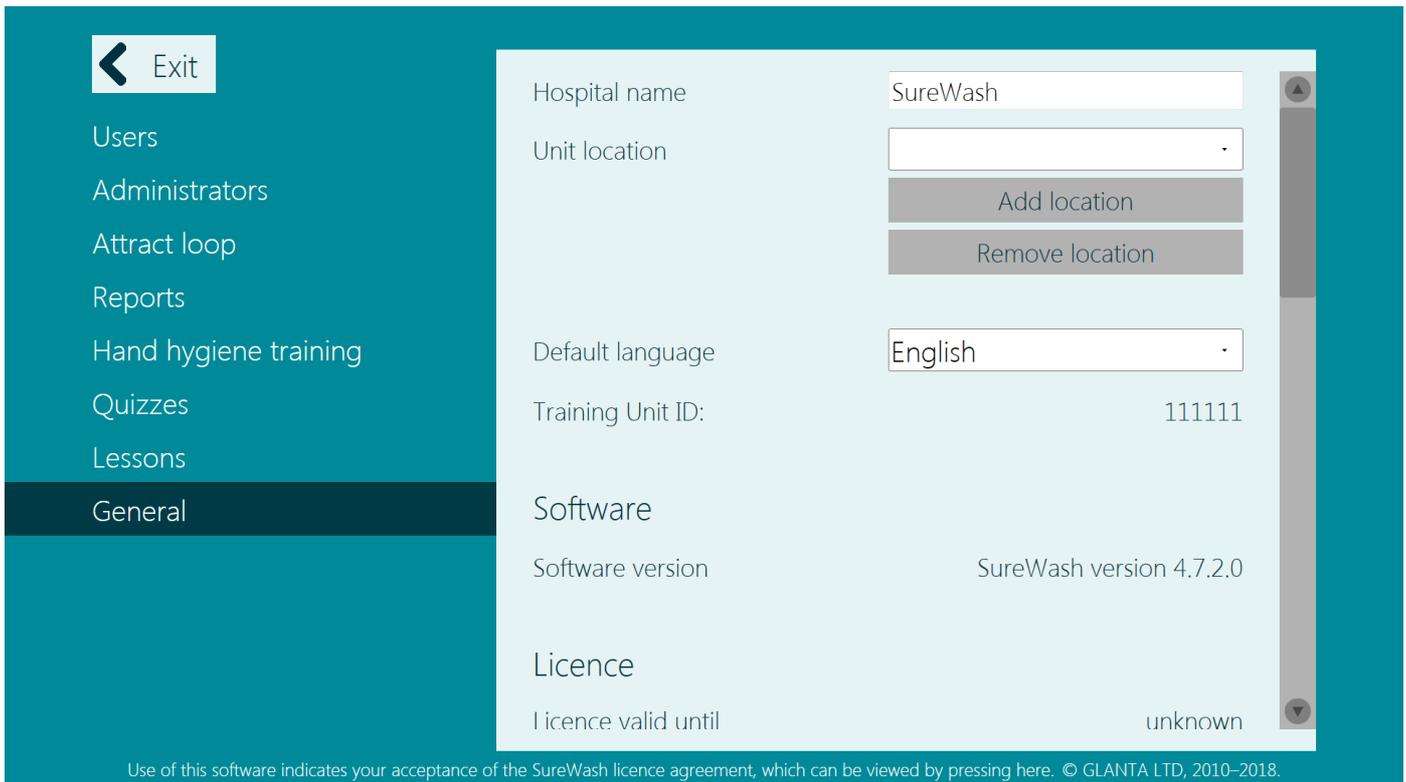


The 'Export data for SureWash.Net' button only became available with software version 4.7.2.0, and if you software version is below this, you will need to contact support@surewash.com regarding and update to your system.

If your SureWash software is up-to-date and the button is still not showing, it's likely that your SureWash USB stick is not plugged in to your machine. Your SureWash USB must be inserted when performing a data export.

4. Press the 'Export data for SureWash.Net' button. This will create a backup file on your USB stick. The file will be a .zip file with a name that is of the form 'SureWashUserData_**YourUnitNumber_TodaysDate&Time**.zip'.

5. Now, with your SureWash data exported to your SureWash USB stick, take your USB stick and plug it into your computer. Navigate to www.surewash.net and login to your account.

6. Go to the address www.surewash.net/analytics. There will be a dashboard section for each of your Sure-Wash machines, with each machine identified by its unit number (eg. System 111111). Locate the dashboard for the machine for which you have backed-up and click on the 'Offline Data Sync' button. (See the screenshot on the next page)

7. Click the browse button and locate the **'SureWashUserData_*YourUnitNumber*.zip'** file on your USB. The data will take a few moments to upload. Once the upload has completed, your SureWash data should now be active on the web. You can do this for each of your machines, and create merged reports that combine all of their data.

8. If the upload was unsuccessful, it's possible that you're selecting the wrong type of file. Please contact support@surewash.com with any issues you may encounter.

# SureWash Analytics

## System 111111

13/09/2017 - 13/03/2018

**Assessments**
0 hand hygiene sessions.
0 unique staff sessions.
0 hand hygiene staff passes.

**Quizzes**
0 quiz sessions.
0 unique staff sessions.
0 quiz staff passes.

| VIEW STATISTICS | OFFLINE DATA SYNC |