

DIGITAL TRACEABILITY SYSTEM DESIGNED TO TRAIN, TRACK AND TRACE EFFICIENTLY, SECURELY AND ACCURATELY



DO I NEED WIFI TO USE THE 3T APP?

No, you can use the 3T App without WiFi. When you use the 3T App without WiFi, Disinfection Records are only available on the App, and will synchronise with the Portal when WiFi is enabled. Tristel recommends that you connect to WiFi on a regular basis, to ensure full availability of Disinfection Records on both the 3T App and Portal.



WHAT HAPPENS IF I LOSE THE PHONE; WILL DATA BE SAVED?

Data will still be available in the Disinfection Log on the 3T App and Portal (if WiFi was enabled). If you are worried about data being accessed by an unauthorised user, your 3T Administrator can login to your Admin section on the Portal and edit or archive User Passwords. Only a 3T Administrator can download data from the Portal. 3T App operators cannot.



DOES THE APP CAPTURE ANY SENSITIVE DATA?

If you are a Tristel Trio Wipes System user, the App captures the same information that is recorded manually in the Quality Audit Trail Record Book, such as your name (operator), instrument data, product data (LOT and Expiry), time and date and a patient reference. Patient names are not captured by the 3T App or Portal. The Administrator can extract reports in CSV format from the Portal. The App and Portal are compliant with the General Data Protection Regulation (GDPR) which came into force on 25th of May 2018.



IS THE 3T APP COMPATIBLE WITH IOS?

The 3T App is only available for Android. Tristel provides the 3T App on a Samsung A10. The 3T App is not available from Google Play or other App stores.



CAN I DOWNLOAD THE APP ONTO MY PERSONAL PHONE?

You cannot download the 3T App onto your personal phone. Tristel provides the 3T App on a Samsung A10. The 3T App is not available from Google Play or other App stores.



WHAT ABOUT SERVICE AND WARRANTY?

Service and warranty start upon receipt of your 3T equipment. The service period has a validity of three years. The warranty period has a validity of one year. Extended warranty must be purchased at the original point of purchase.



WHAT'S THE PURPOSE OF WAVE TECHNOLOGY?

When training videos are switched on, 3T App operators can move through the stages by waving at the 3T device. This avoids any contact between the operator's gloved hands and the 3T device during the disinfection event.



WHAT IS A 3T ADMINISTRATOR?

A 3T Administrator is the person or persons within your organisation responsible for 3T setup, data management and reporting on the 3T Portal. Only the Administrator can access the Portal. If preferred, there can be more than one Administrator within your organisation.



WHAT DO I DO IF WIFI DOES NOT WORK?

It is important to involve your hospital's IT department prior to setting up Tristel 3T. They may need to check WiFi strength and release permissions, and can help you getting started.

DEVELOPED BY:

Tristel™

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