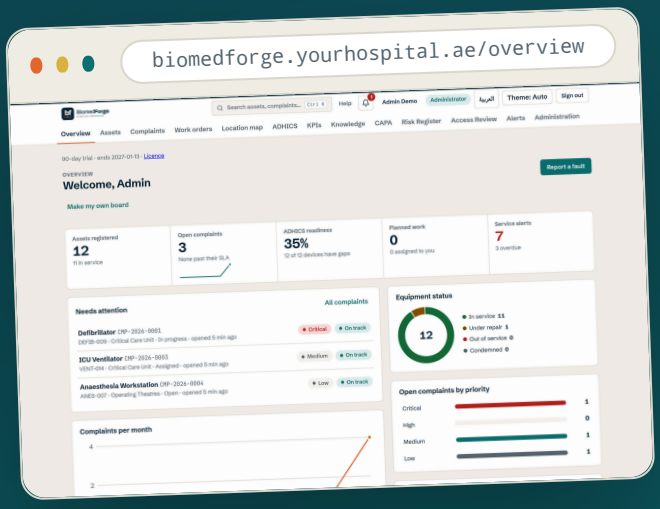
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BiomedForge User Manual

Biomedical asset management for hospitals: equipment register, complaints with SLA tracking, preventive maintenance, ADHICS compliance, KPI reports and e-mail alerts.



- Equipment register with barcode labels and PM schedules
- Complaints with SLA tracking, start to finish
- ADHICS compliance and KPI reporting, computed automatically
- Role-based access, MFA and a full audit trail

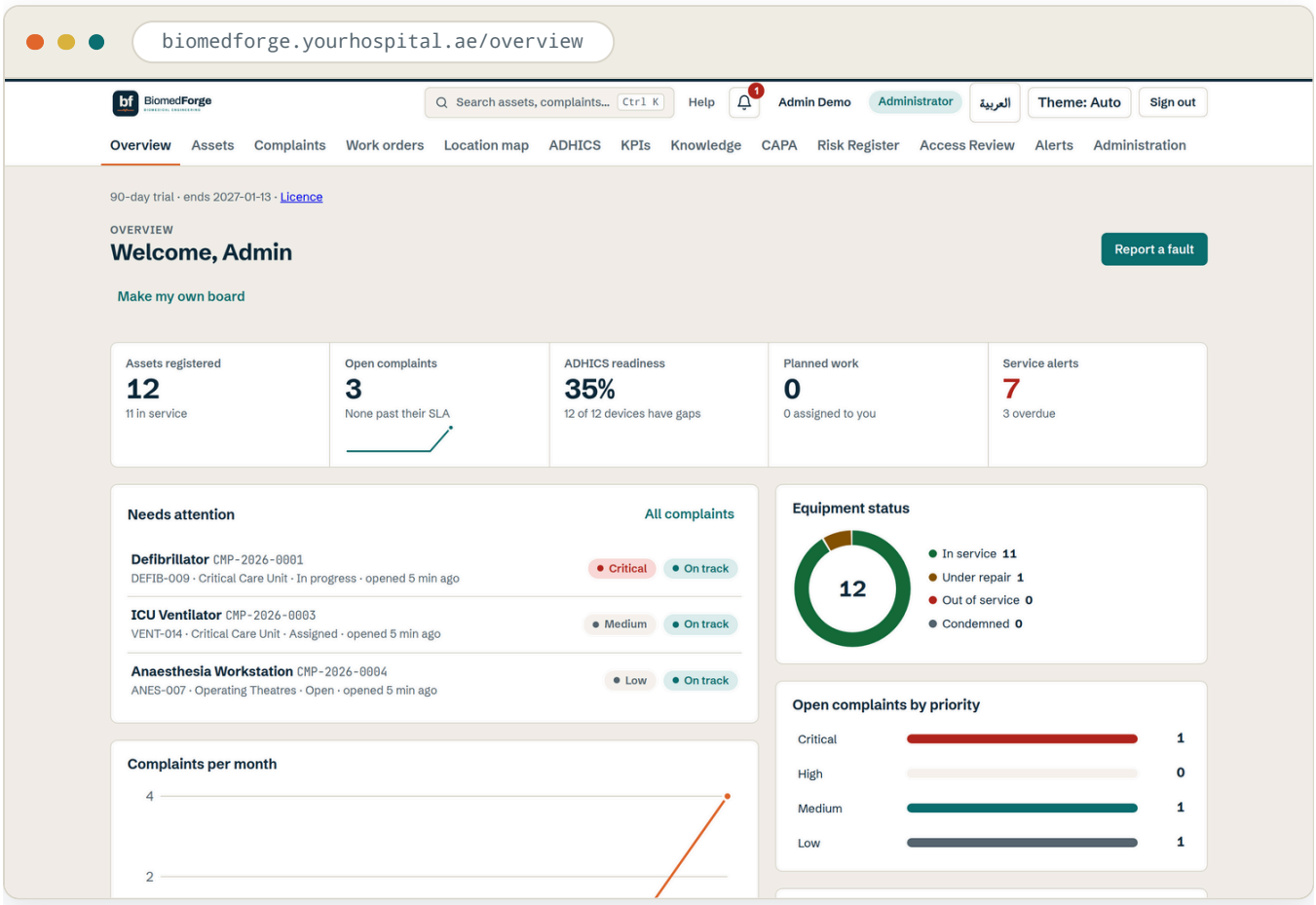
by NurIQ Technologies · Version 1.1.0.5+fcb3976 · 1 November 2026

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CHAPTER 1 · EVERYONE

1. Getting started



The Overview dashboard right after signing in: fleet status, open complaints and what needs attention today.

BiomedForge is the place where the Biomedical Engineering department keeps its equipment list, fault reports, maintenance and compliance records.

Signing in

1. Open the address your department gave you and type your work email and password.
2. Administrators and engineers also type a 6-digit code from their authenticator app (this is called MFA). The first time, the screen shows a QR code to scan.
3. If you forgot your password, choose **Forgot password** on the sign-in screen. If that is not available, ask a BME administrator.

You are signed out automatically after a period without activity. This protects hospital data on shared computers. Sign in again and carry on.

Finding your way

- The tabs at the top are the main areas. You only see the tabs your role may use.
- The search box at the top finds assets, complaints and locations. Type part of a tag, a name or a ticket number.
- The bell shows messages for you, such as a ticket assigned to you.

- **Administration** holds settings and your own account (change your password, see your sessions).
- The small **?** buttons next to page titles open the help page for that area.

Light and dark

Use the sun/moon button at the top to switch between light and dark. The choice is remembered on this computer.

Language (English and Arabic)

The language button at the top (and on the sign-in page) switches between English and العربية. Arabic reads right to left. Your choice is saved on your account; you can also set it under My account, where "Follow the site default" returns to the language your administrator chose. Dates stay in Dubai time. This manual itself is in English.

Boards

On the Overview, "New board" makes a personal board: pick the widgets you want (tiles, equipment status, complaints by priority, monthly trend, ADHICS readiness, needs attention), their order and width. Boards are private to you and show only what your role may see. "Edit this board" renames, reorders or deletes it.

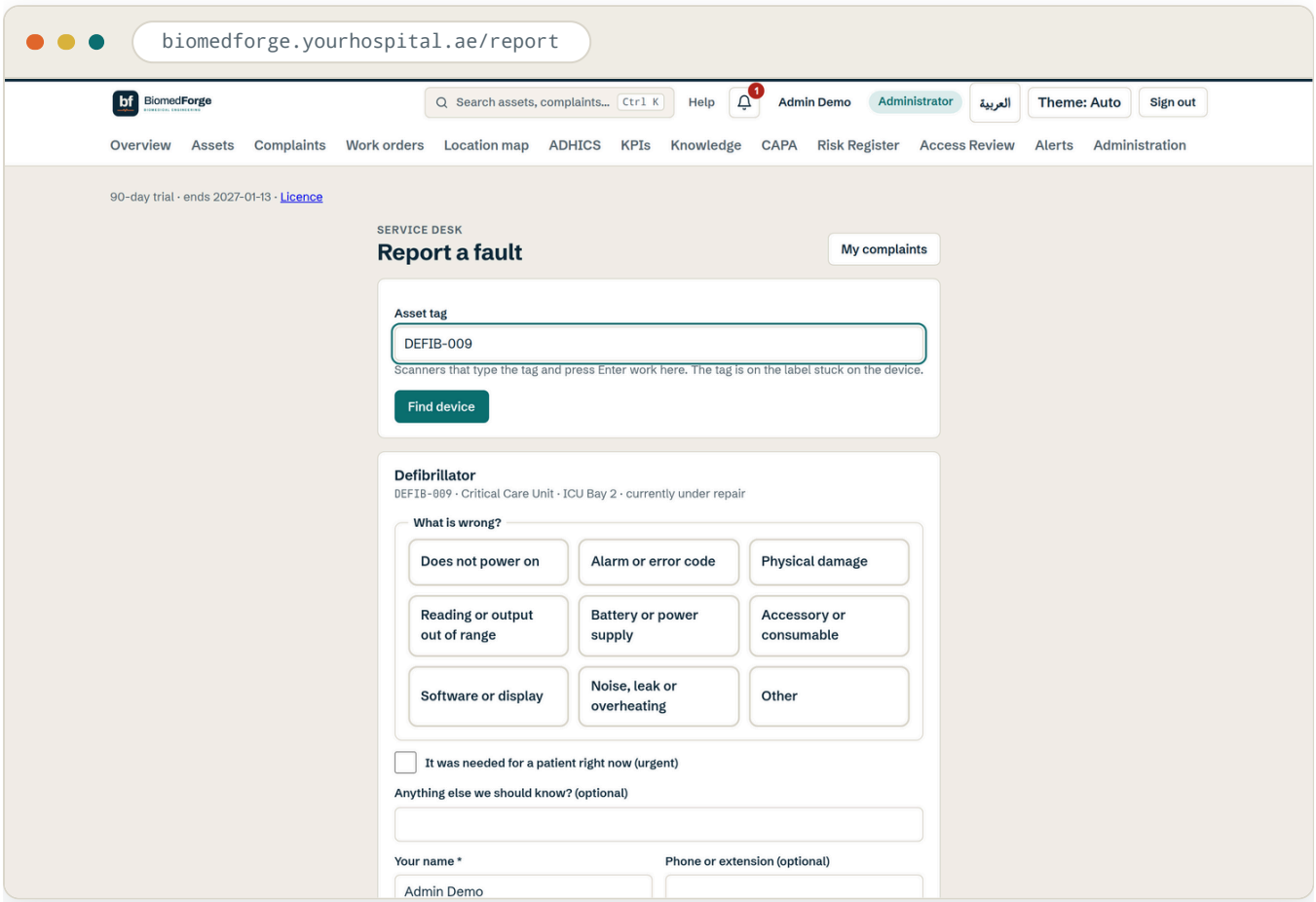
Please do not type patient information

Fault descriptions and notes must never contain patient names, ID numbers or other personal details. Write what is wrong with the equipment, not who it was used on.

Roles in one minute

Role	What it is for
Requester	Reports faults and follows their own tickets
Technician	Works on tickets, records maintenance
Engineer	Everything a technician does, plus managing equipment, checklists and settings lists
Auditor	Reads records, KPIs, ADHICS and the audit log; changes nothing
Administrator	Everything, including users, security and settings

2. Report a fault



Scan or type the asset tag, pick what's wrong, and submit — the whole flow takes under a minute.

Use this page if a device is broken, unsafe or behaving strangely. A technician is told straight away.

The quick way (phone or computer)

1. Scan the QR code on the device label with your phone camera. If there is no QR code, open **Report a fault** and type the asset tag printed on the label (for example IBN/LAB/BME/03).
2. Check that the device name shown is the right one.
3. Choose the fault that fits best. If none fits, choose **Other** and write a few words.
4. Choose **Send report**. You will see a thank-you page with the ticket number.

The normal way

1. Open **Complaints** and choose **Register complaint**.
2. Pick the device, the type of fault and how urgent it is.
3. Describe what is wrong. Do not write patient names or numbers.
4. Say whether the device is still in use. A device in use with a serious fault gets attention first.

How urgent is it?

Priority	Use it when
Critical	Risk to a patient or staff member, or a life-support device is down
High	An important device is out of action, no quick workaround
Medium	The device works but not properly
Low	A small problem, a cosmetic issue or a question

If somebody could be hurt **right now**, also call the BME department. The system is a record, not an alarm bell.

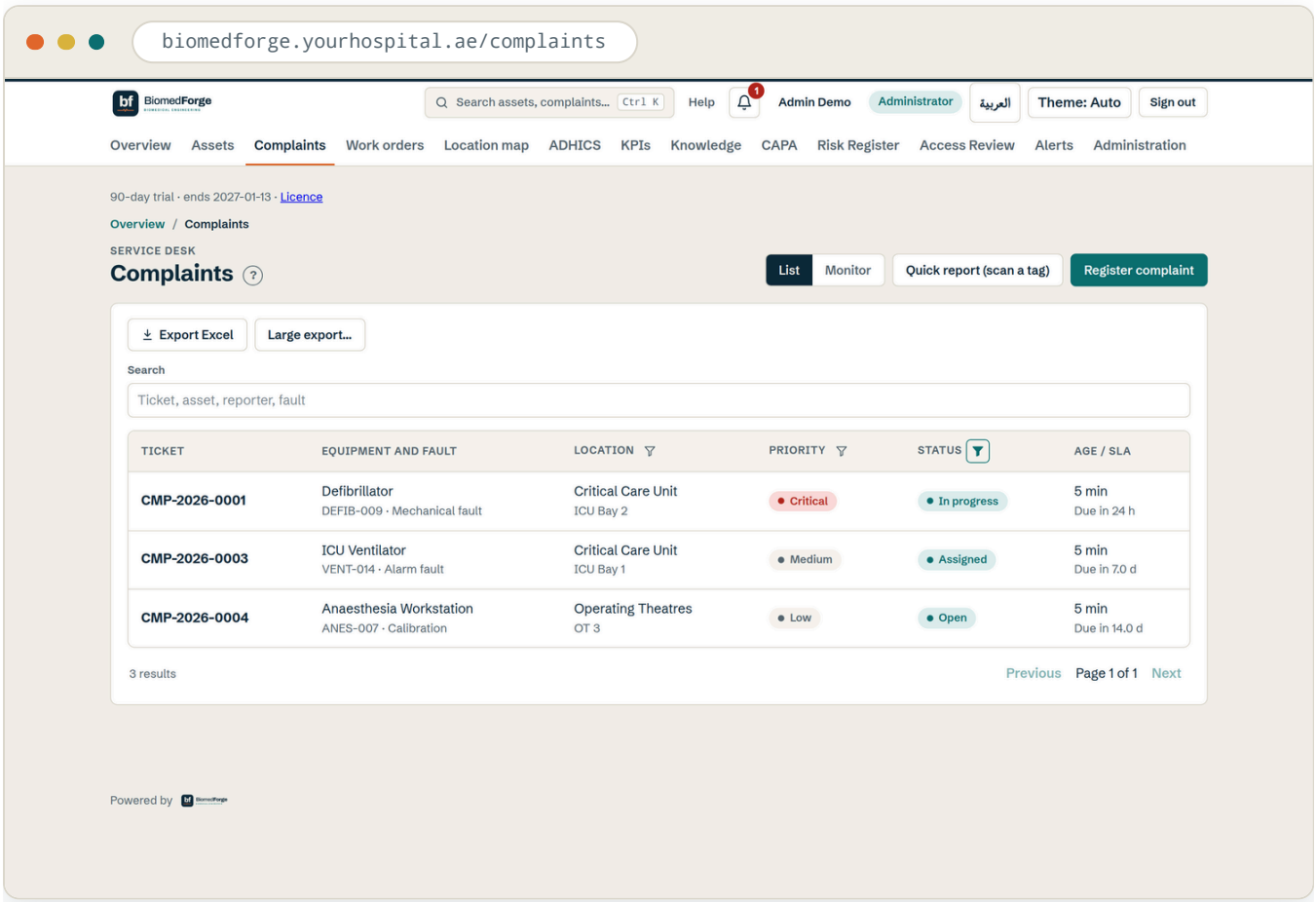
By email

If your department has an email address for faults, you can write to it. Put the **asset tag** of the device (for example IBN/LAB/BME/03) in the subject or text. You get a reply with the ticket number. To add more, reply to that email and keep the number in the subject. Mail from addresses the department does not know is not accepted.

Following your ticket

Open **Complaints** to see your tickets. A ticket moves through *Open*, *Assigned*, *In progress*, *Awaiting parts*, *Resolved* and *Closed*. You see only the tickets you registered. The ticket page shows every step and who did it.

3. Working on complaints



The complaints list: ticket, priority and SLA age at a glance.

A complaint is a fault ticket on one device.

The list

- Choose the **Active** filter to see tickets that are not finished. The colour and the words in the *SLA* column show whether the ticket is on track, at risk or late. Colour is never the only sign: the words are always there.
- Use the filter buttons in the column headings (department, assignee, priority) and the search box to narrow the list.
- **Export Excel** saves the filtered list. **Large export** is for very big lists.

Taking a ticket

1. Open the ticket.
2. Set **Assigned to** to yourself or a colleague. The first answer you give starts the response clock, so add a short note when you start.
3. Change the status as you go: *In progress* when you start, *Awaiting parts* when you wait for a spare, *Resolved* when the device works again.
4. When you resolve it, write what you did (the resolution) and the downtime in hours if you know it.

Good notes

Write short, plain facts: what you found, what you changed, what the next person needs to know. No patient information.

Time targets (SLA)

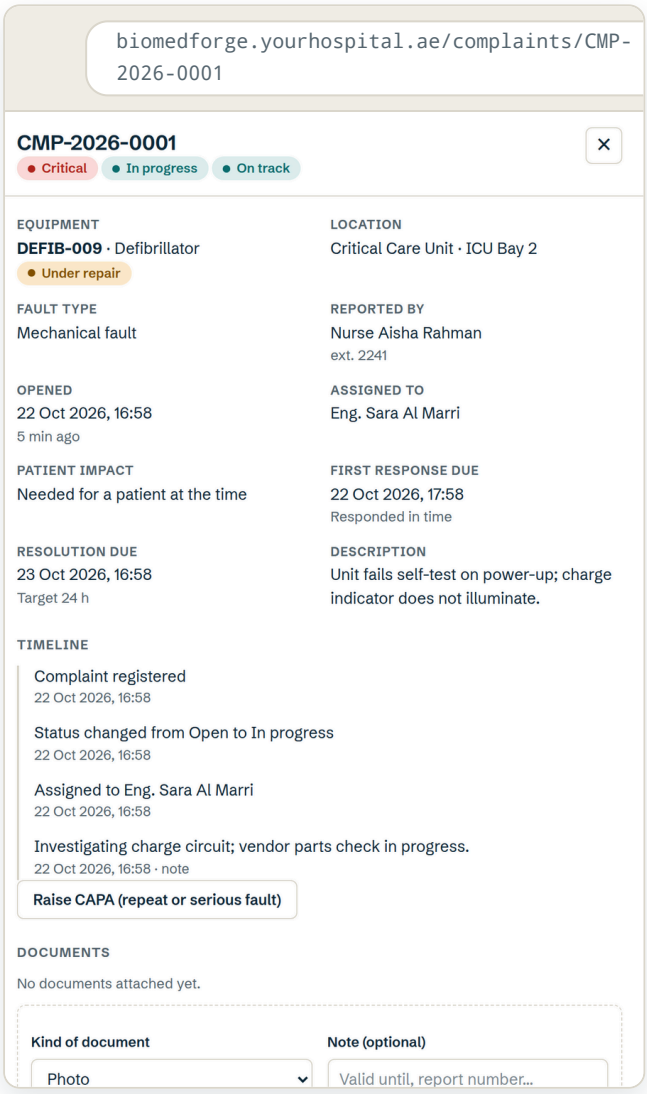
Each priority has a response time and a resolution time set by your administrator. A ticket is **At risk** when most of the time has passed and **Late** when the target is missed. Late tickets raise alerts and may be escalated.

Repeat failures

If the same device keeps failing, the ticket page shows earlier tickets. Raise a corrective action (CAPA) so the cause is fixed, not only the symptom. See **CAPA** in this help.

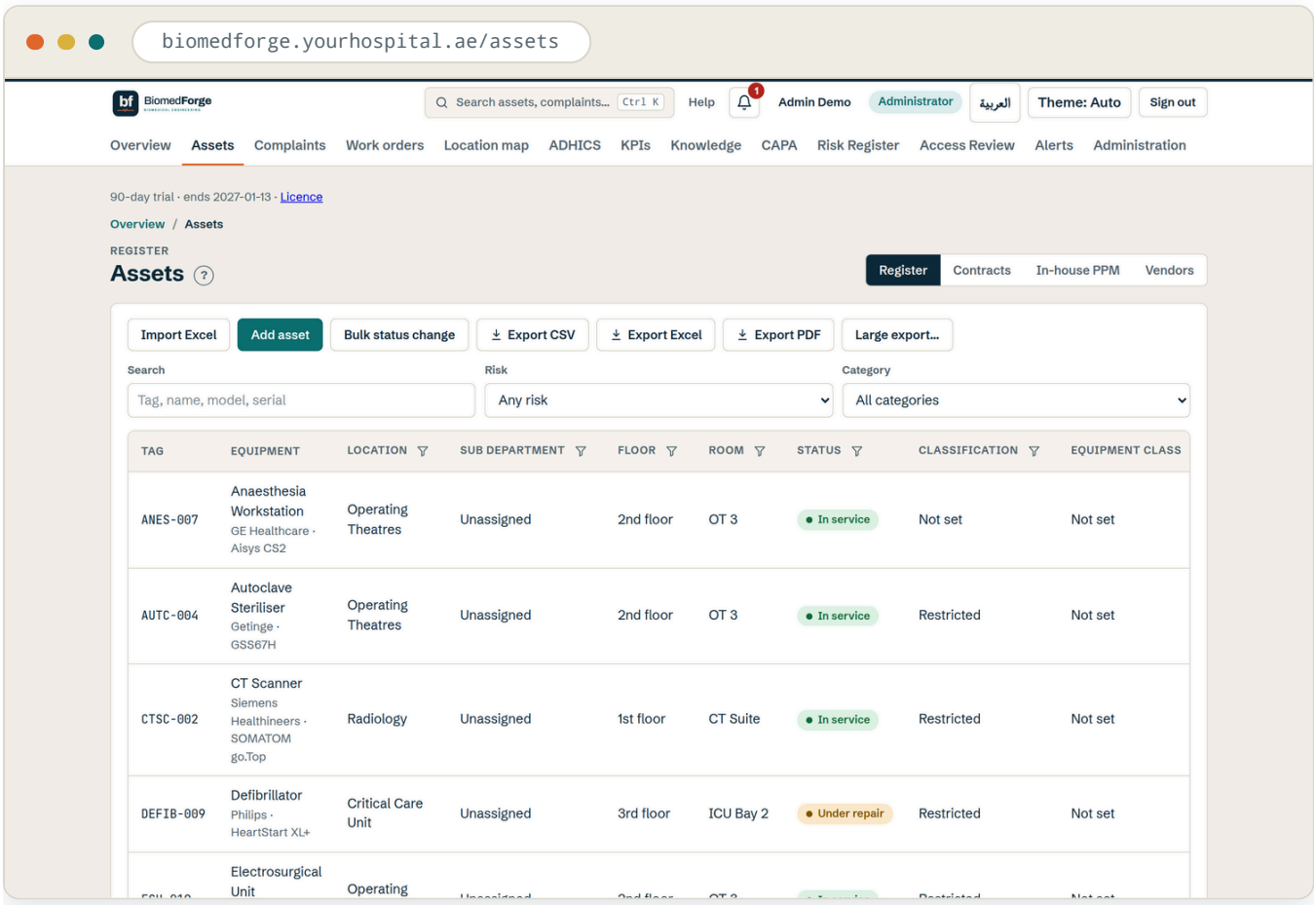
Documents

You can attach photos, service reports and other files (PDF, picture, CSV or text, up to 20 MB) to a ticket.



A complaint's full timeline, from report to resolution.

4. The asset register



The asset register, with location, status and classification columns.

The register lists every medical device with its tag, category, location, maintenance dates and contract.

Finding a device

- Type in the search box or use the column filters: category, status, floor, department and room.
- Click a row to open the device. The page shows details, contract, documents, ADHICS, maintenance history and the manuals that fit the device.

Status of a device

In service, *Under repair*, *Out of service* or *Condemned* (retired). Change the status when the situation changes. A device put out of service can notify people through a notification rule.

Adding and changing devices

Engineers and administrators can add a device (**Add asset**) or import many from an Excel file (**Import Excel**). Every field has a hint. The asset tag must be unique. Extra fields your hospital needs (for example UMDNS code) can be added under Administration > Custom asset fields.

Dates that matter

- **PM due** (preventive maintenance), **Calibration due** and **Safety test due** drive the alerts and the planned work orders.
- Saving a maintenance record or logging service on the device moves the next due date forward.

Documents and manuals

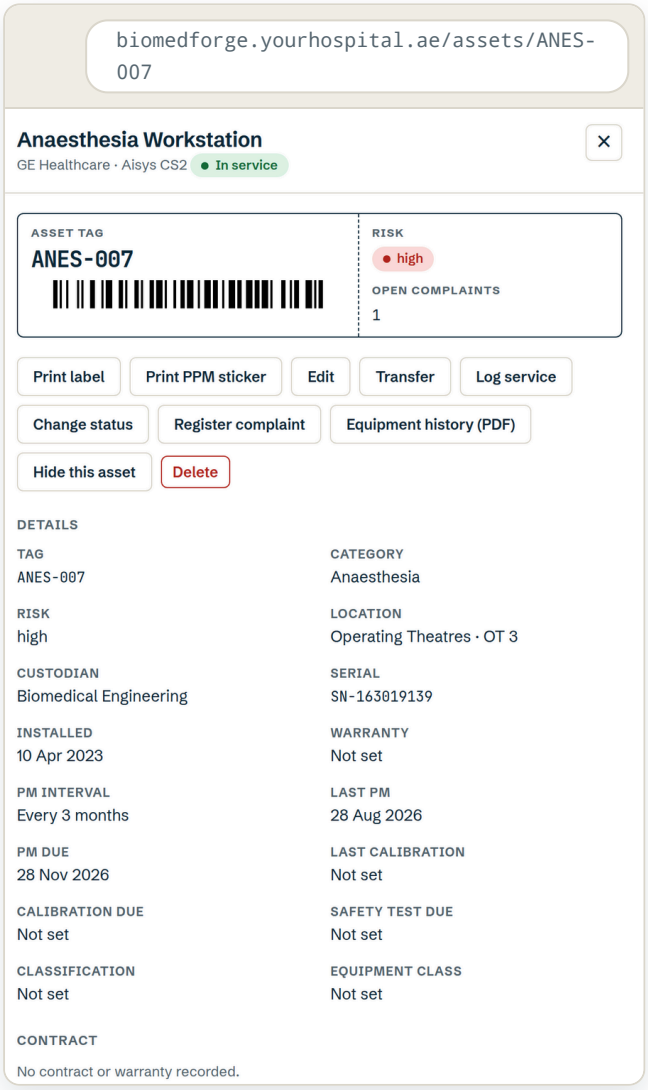
Attach calibration certificates, service reports and manuals to the device. Articles from the **Knowledge base** that name the device's category or model are listed on the same page.

Labels

The asset tag can be printed as a QR code. Scanning it with a phone opens the quick fault report for that device.

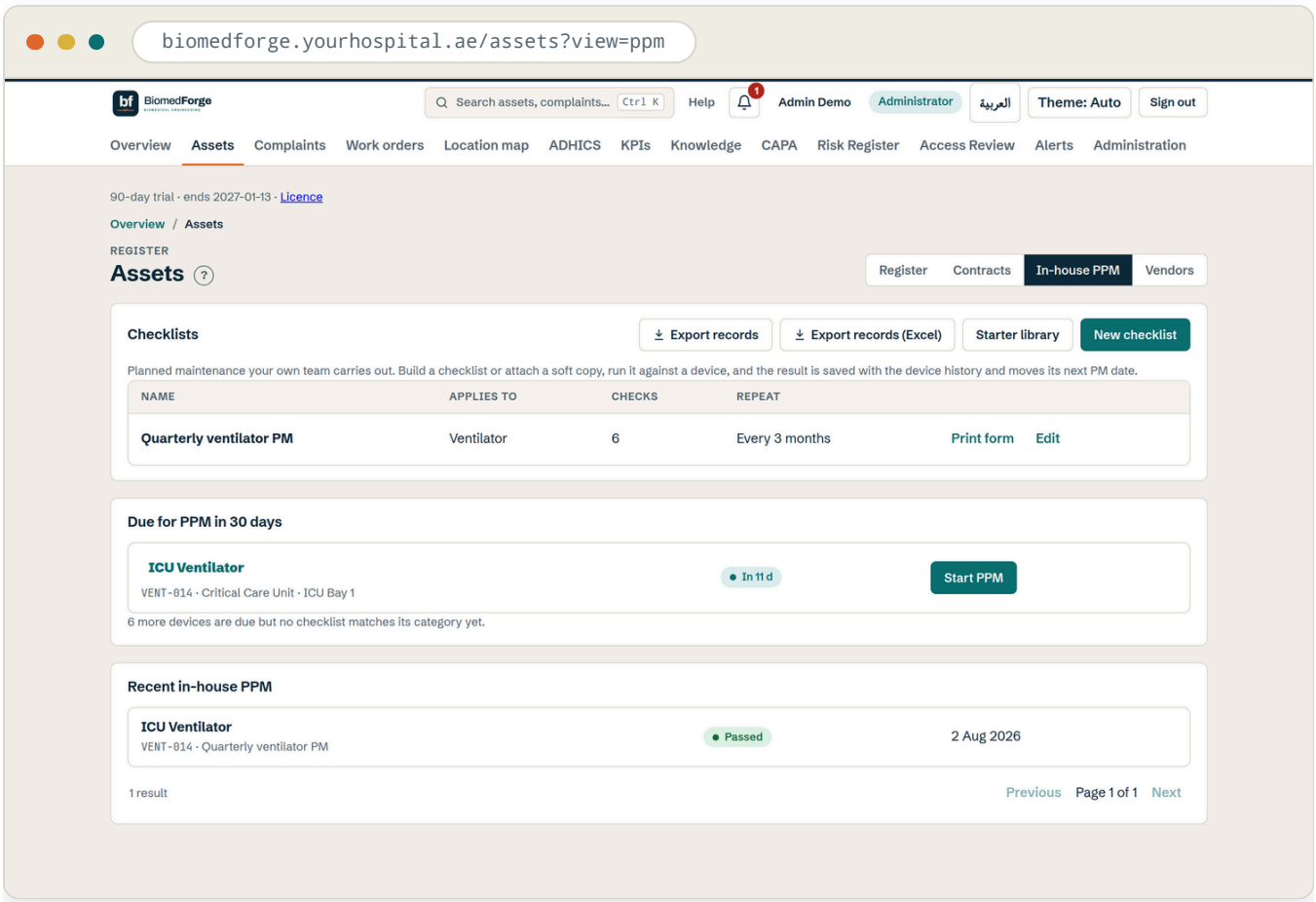
Contracts and vendors

The *Vendors* view keeps supplier contacts. Choose the vendor on the device so contract contact details are one click away.



A device's full record: barcode, PM schedule and service history in one place.

5. Maintenance, PPM and work orders



In-house PPM: checklists, what's due in the next 30 days, and completed records.

PPM (planned preventive maintenance)

A PPM checklist is a list of checks for one kind of equipment. In **Assets**, open the **PPM** view:

1. Choose the device that is due.
2. Pick a checklist that fits its category. The starter library has ready-made lists.
3. Mark each item *Pass*, *Fail* or *N/A*, add notes and save.

Saving the record keeps it as a permanent record (it cannot be edited later), updates the last PM and next due date, and adds a line to the device history. A **Fail** can be followed by a CAPA.

Work orders

Work orders lists planned jobs: PPM, calibration and safety tests that are coming due, plus your own tasks and recurring tasks.

- Orders are created automatically before the due date when an administrator has switched this on.
- Choose **Start** when you begin and **Done** when you finish. Finishing from the PPM form closes the matching order for you.
- **Mine** shows only your orders. **Overdue** shows the ones that are late.

Calibration and electrical safety tests

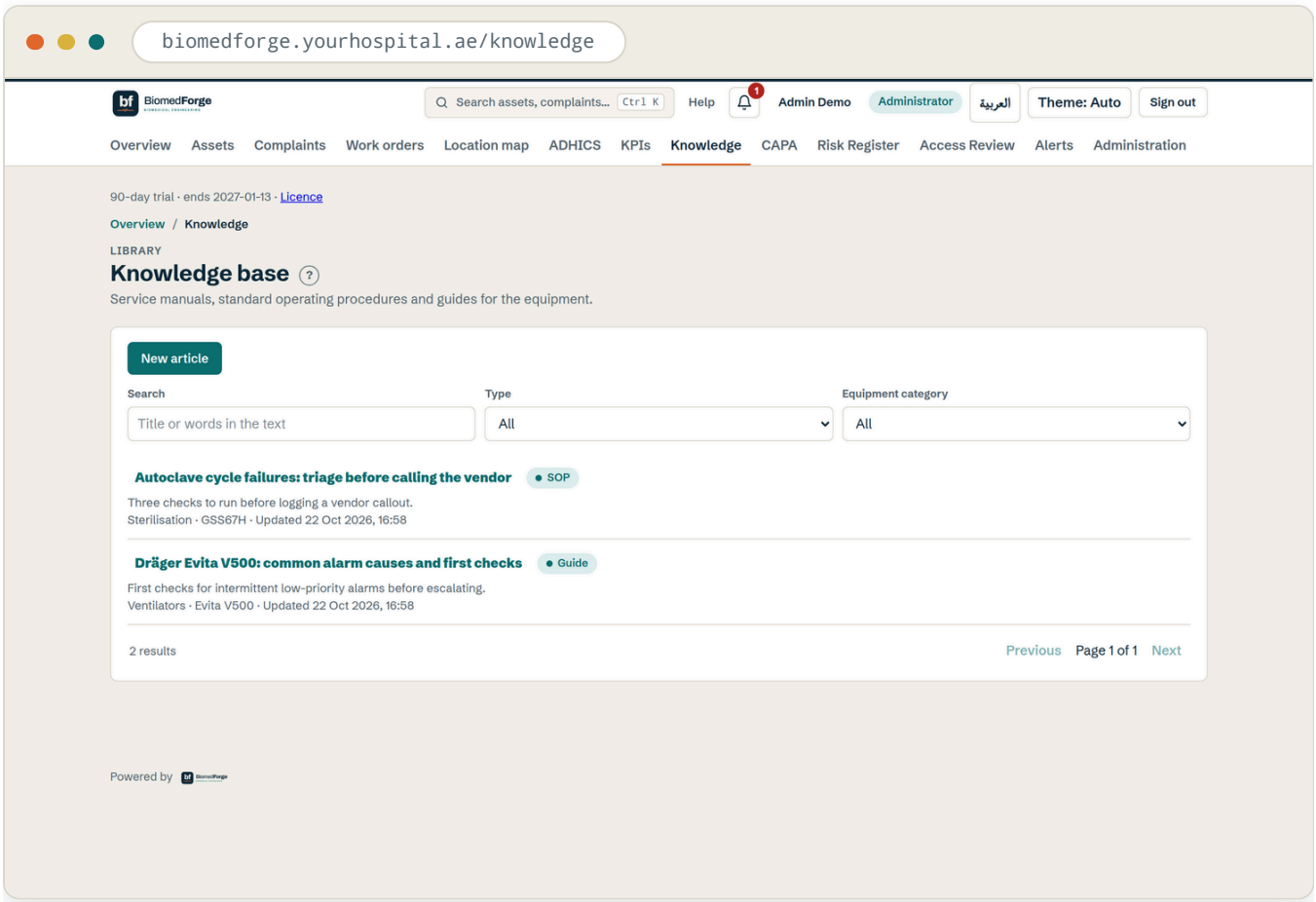
Log the result as service on the device (**Log service**) and set the new due date. If a certificate was issued, attach it to the device.

Out of service

If a device fails a safety test, set its status to *Out of service* until it is repaired and tested again.

CHAPTER 6 · EVERYONE

6. The knowledge base



Service manuals and SOPs, searchable by equipment model and category.

The **Knowledge** tab is the library of service manuals, standard operating procedures (SOPs) and guides.

Finding something

Use the search box, the type filter (service manual, SOP, guide) and the equipment category filter. Open an article to read it and download its files.

On a device's page you see the articles that match that device's **category** or **model**, so the right manual is one click away.

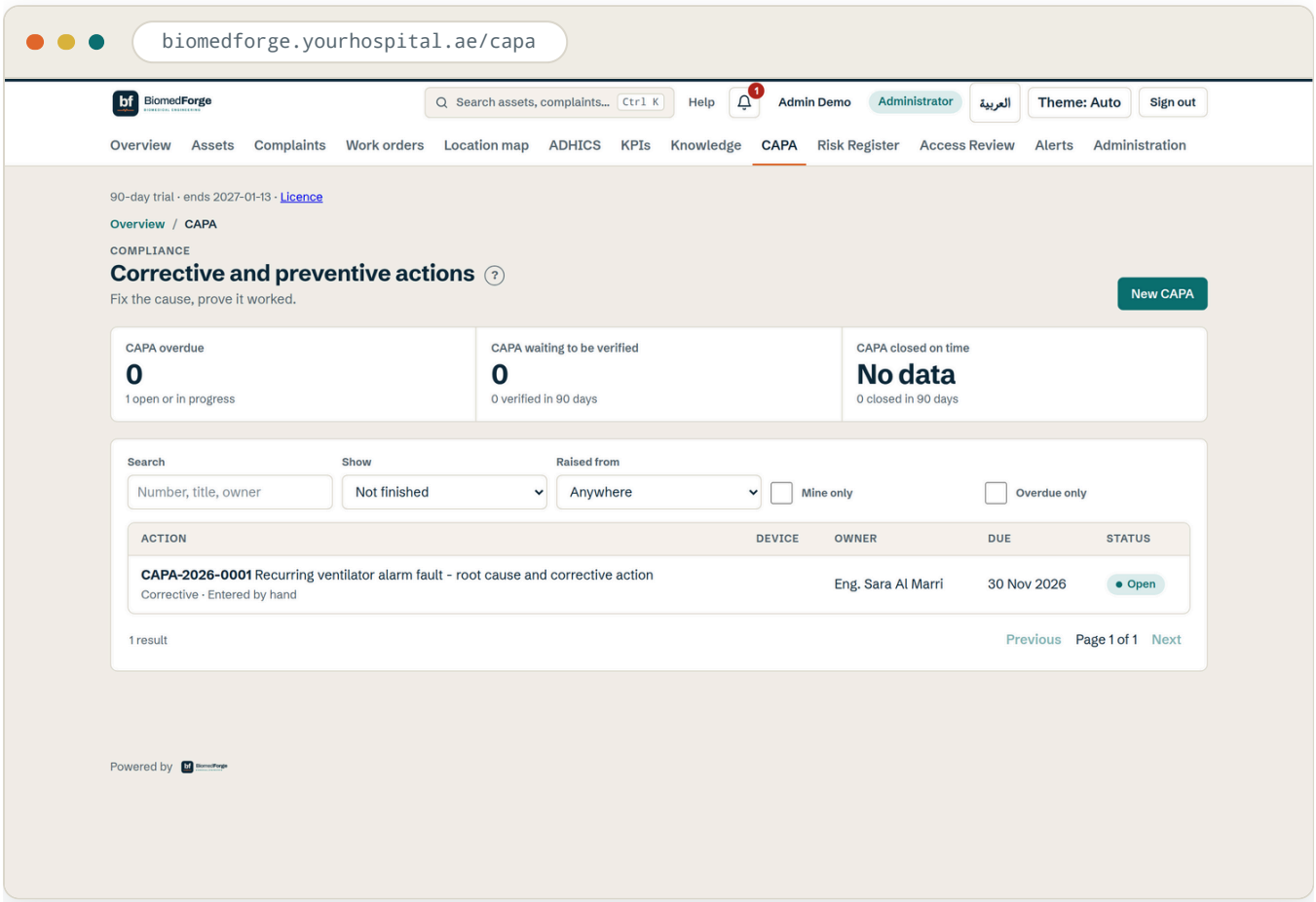
Writing an article (engineers and administrators)

1. Choose **New article**.
2. Give it a title, a type and a short summary.
3. Write the text. You can use simple formatting: a line starting with `#` is a heading, `**bold**`, `*italic*`, `-` for a list, `1.` for a numbered list and `[words](https://address)` for a link.
4. In **Equipment categories** and **Models** write where it applies, for example `Ventilator` or `Philips V60`.
5. Save, then attach the manual PDF or other documents.

Untick **Published** to keep a draft that only engineers and administrators can see.

Pictures typed into the text and web page code are not allowed, for safety. Attach pictures as files instead.

7. Corrective and preventive actions (CAPA)



Tracking a corrective action from root cause to a verified, closed-out fix.

A CAPA is a tracked action to fix the **cause** of a problem and to stop it coming back. It is evidence for ADHICS and for audits.

When to raise one

- A PPM check **failed**.
- The same device has **repeat complaints**.
- An **ADHICS gap** needs a real fix.
- Anything else that needs a recorded corrective or preventive action.

What a CAPA holds

A title, the problem, the **owner**, a **due date**, a **status** (Open, In progress, Done, Verified, Cancelled), the linked device or ticket, notes and documents.

Steps

1. Choose **New CAPA**, or **Raise CAPA** from a failed PPM record, a ticket or an ADHICS gap.
2. Name the owner and the due date.
3. Work on it and move the status as you go.

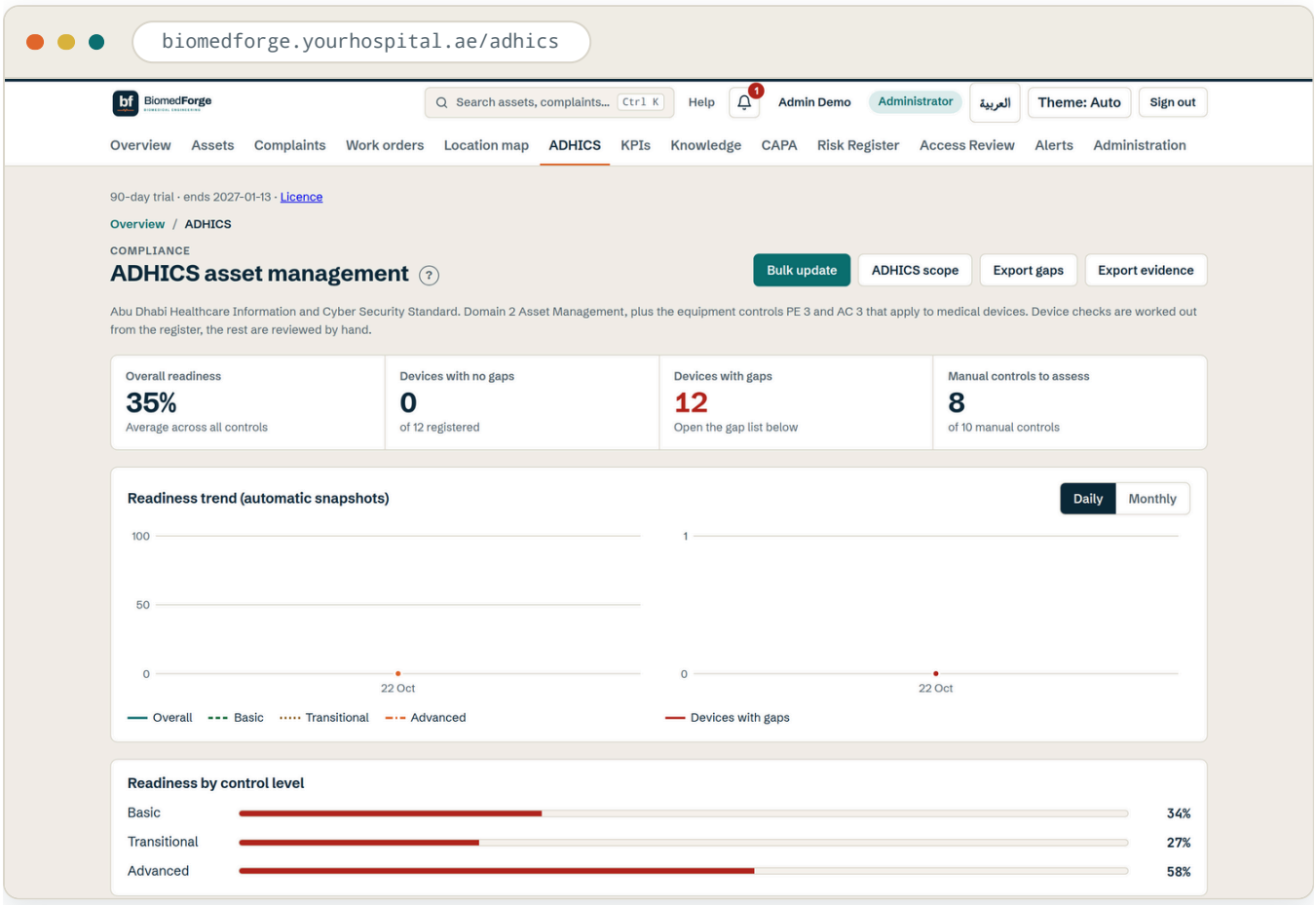
4. When the action is **Done**, record the **effectiveness check**: what you looked at later to prove the fix worked, and the result. Only then can it be **Verified**.

Overdue

A CAPA past its due date is shown as overdue, raises an alert for the owner and counts on the KPI tile. Closing CAPAs on time keeps the tile green.

CHAPTER 8 · ENGINEERS, AUDITORS, MANAGEMENT

8. ADHICS and KPIs



ADHICS asset-management readiness, computed automatically from the register.

ADHICS

ADHICS is the Abu Dhabi healthcare information and cyber security standard. The **ADHICS** tab shows how ready the department's devices are.

- **Readiness** is a percentage built from the checks on every device (inventory, owner, classification, tag, handling, access control, data protection, communications, maintenance, risk, movement and disposal).
- **Devices with gaps** lists devices that fail a check and says exactly what is missing. Fix the device record and the gap goes away.
- **Manual controls** are things the system cannot check by itself. Open one, choose its status, name an owner and a next review date, and write the evidence.
- The trend chart shows how readiness changed over the days and months.

KPIs

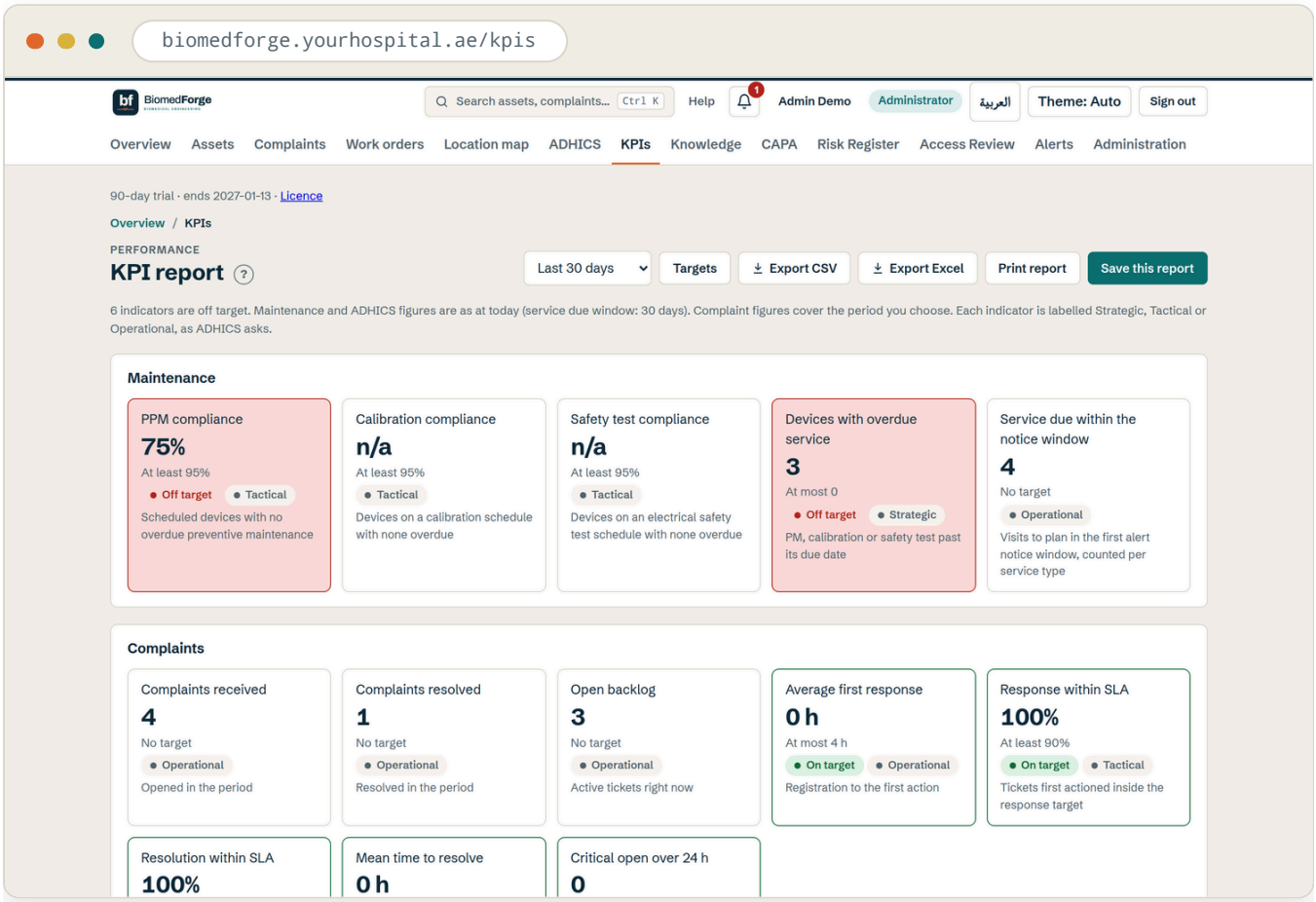
The **KPIs** tab measures how the department performs: response and resolution times, repeat failures, PPM completion, availability, ADHICS and more.

- Choose the period at the top (last 30 days, this month, this year ...).

- Each indicator shows its value, its target and a status in words (On target, Close, Off target, For information).
- **Save this report** keeps a fixed copy you can export. Saved reports cannot be changed.
- Targets are set by an administrator under KPI targets.

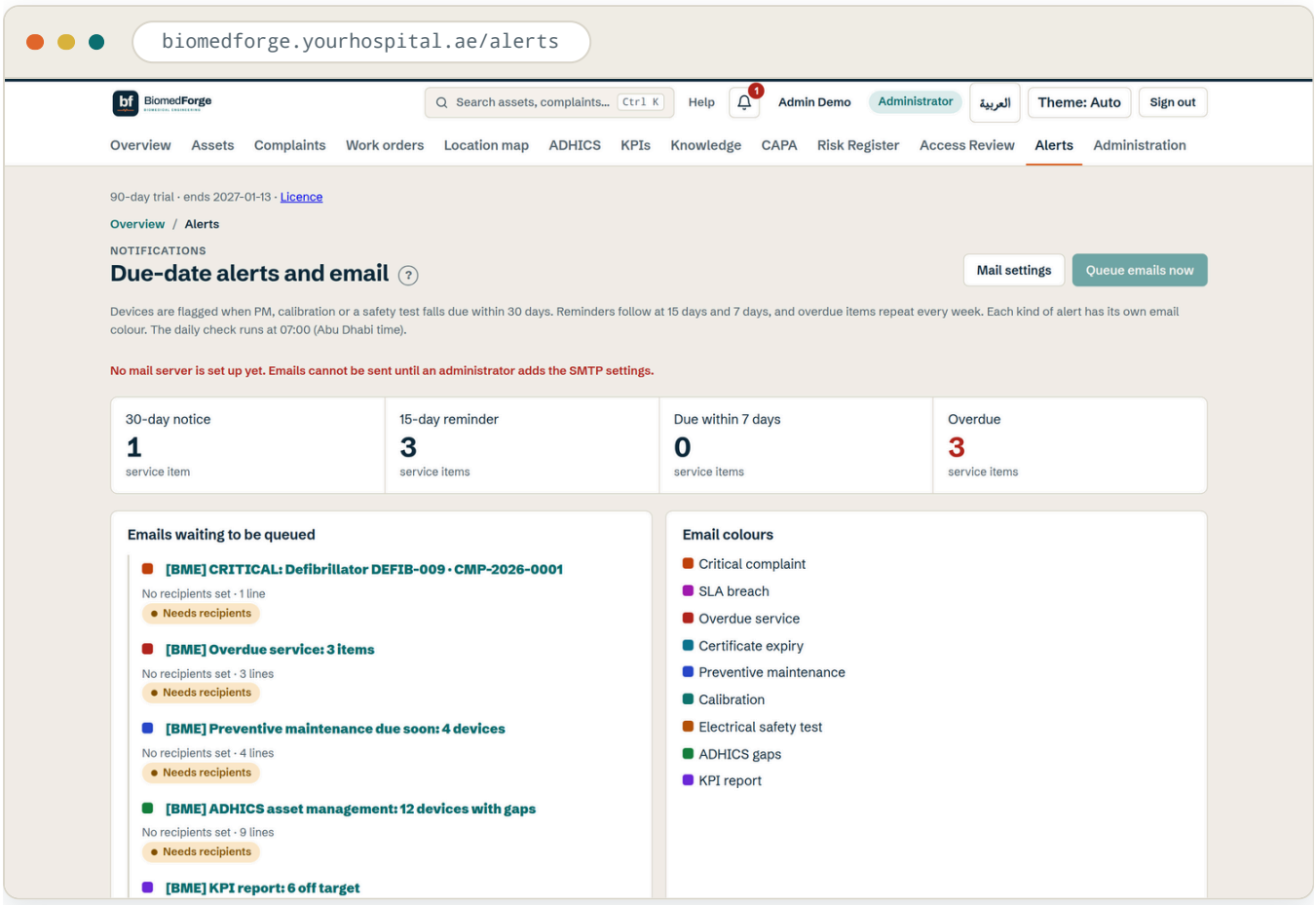
Reports by email

Management can receive the KPI summary, ADHICS gaps, overdue service and complaints summary by email every week as PDF and Excel. Administrators set this up under Administration > Scheduled reports.



The KPI report: every indicator against its target, on or off.

9. Alerts, notifications and reports



Due-date alerts queued for email, colour-coded by kind.

Alerts

The **Alerts** tab shows what BiomedForge will email: PM, calibration and safety tests that are coming due (30, 15 and 7 days before by default) and overdue, critical complaints and SLA breaches. The **Outbox** shows every email with its delivery status. A failed email can be retried.

Notification rules

Administrators decide who hears about which event (for example "a critical complaint is registered"):

- by **email** or in the **bell** inside BiomedForge,
- in a **browser notification** (each person turns this on for their own browser under Administration > My account),
- in a **Telegram** chat or by a **webhook** to another system, when the hospital has set these up.

Every message that was sent, or could not be sent, is in the delivery log.

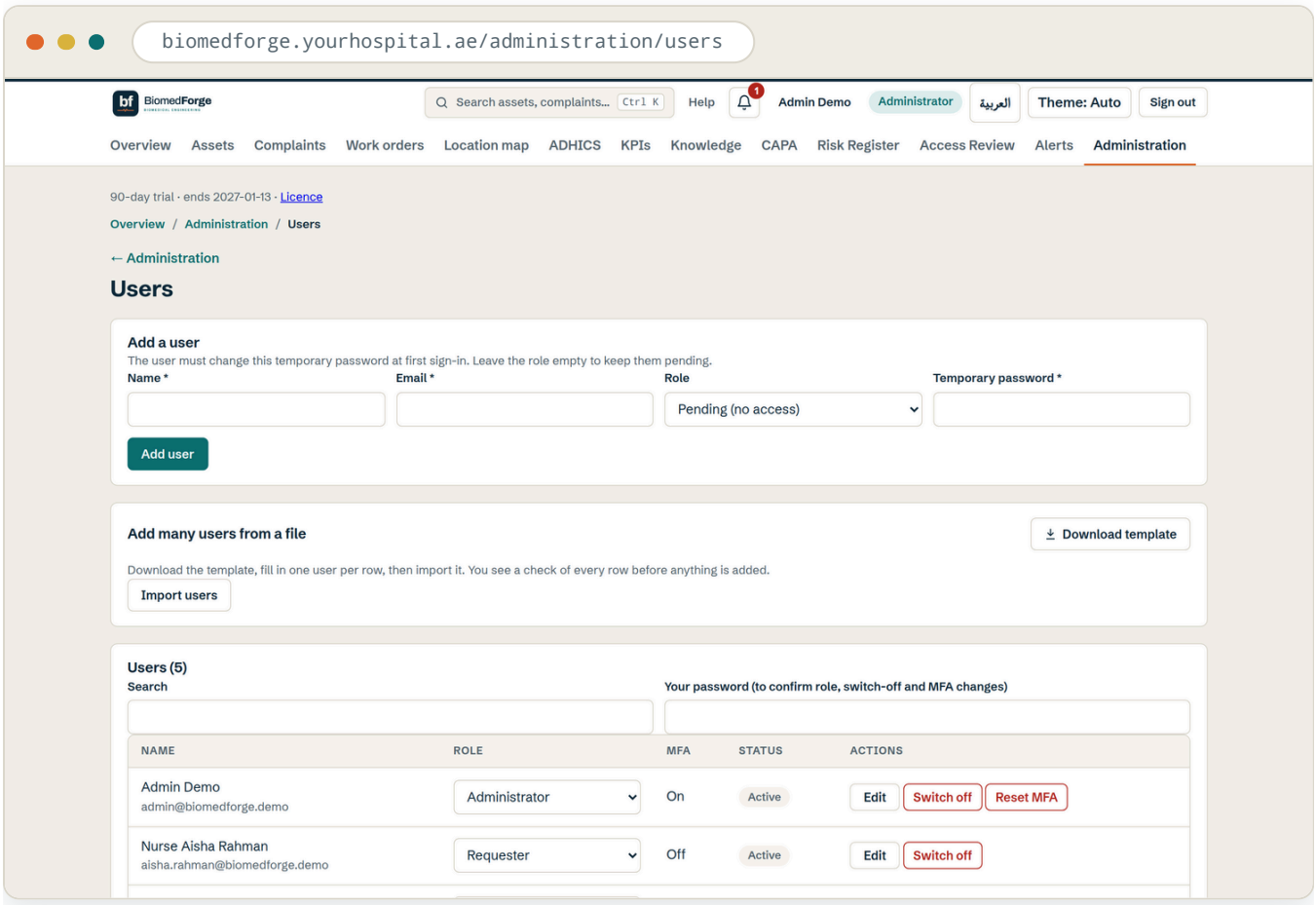
Scheduled reports

Reports can be emailed on a fixed day as PDF and Excel. Use **Preview** to see what a report contains and **Send now** to test one.

Live updates

Lists refresh by themselves when something changes. If a page looks old, press the refresh button of the browser.

10. For administrators



Administration › Users: roles, MFA status and account state for everyone with access.

Open **Administration**. The tiles are grouped; use the filter box to find one.

First things to set up

The **First-run checklist** tile lists what is still missing: organisation name, departments and rooms, mail server, SLA targets, security, backup and the first PPM checklist.

People and access

- **Users**: create accounts, choose roles, reset passwords and MFA, unlock accounts.
- **Roles, permissions and groups**: see what each role may do and make custom roles.
- **Sign-in security**: password rules, lockout, idle timeout.
- **Single sign-on**: sign in with the hospital's Microsoft Entra ID, Google or Keycloak account.

Email and messages

- **Mail server and recipients**: SMTP details, who gets which alert, allowed outside domains, test send. Use the test button; it reports the real result.
- **Notification rules**, **Delivery channels** (Telegram, webhook, browser notifications) and **Scheduled reports** are all optional and off until you switch them on.

- **E-mail intake**: a mailbox whose messages become complaints. People write to it, a ticket is made, and replies are added to the same ticket. A message that names no device waits for you to choose one. Optional and off until you switch it on.

Service desk

SLA targets, dropdown lists, departments and rooms, KPI targets, planned work orders, automation rules (assign and escalate tickets), custom asset fields.

Compliance

- **Audit log**: every change with who and when. Export it or download a signed evidence pack.
- **Log server (SIEM)**, **Data retention**, **Automatic snapshots** for the trend charts.

System

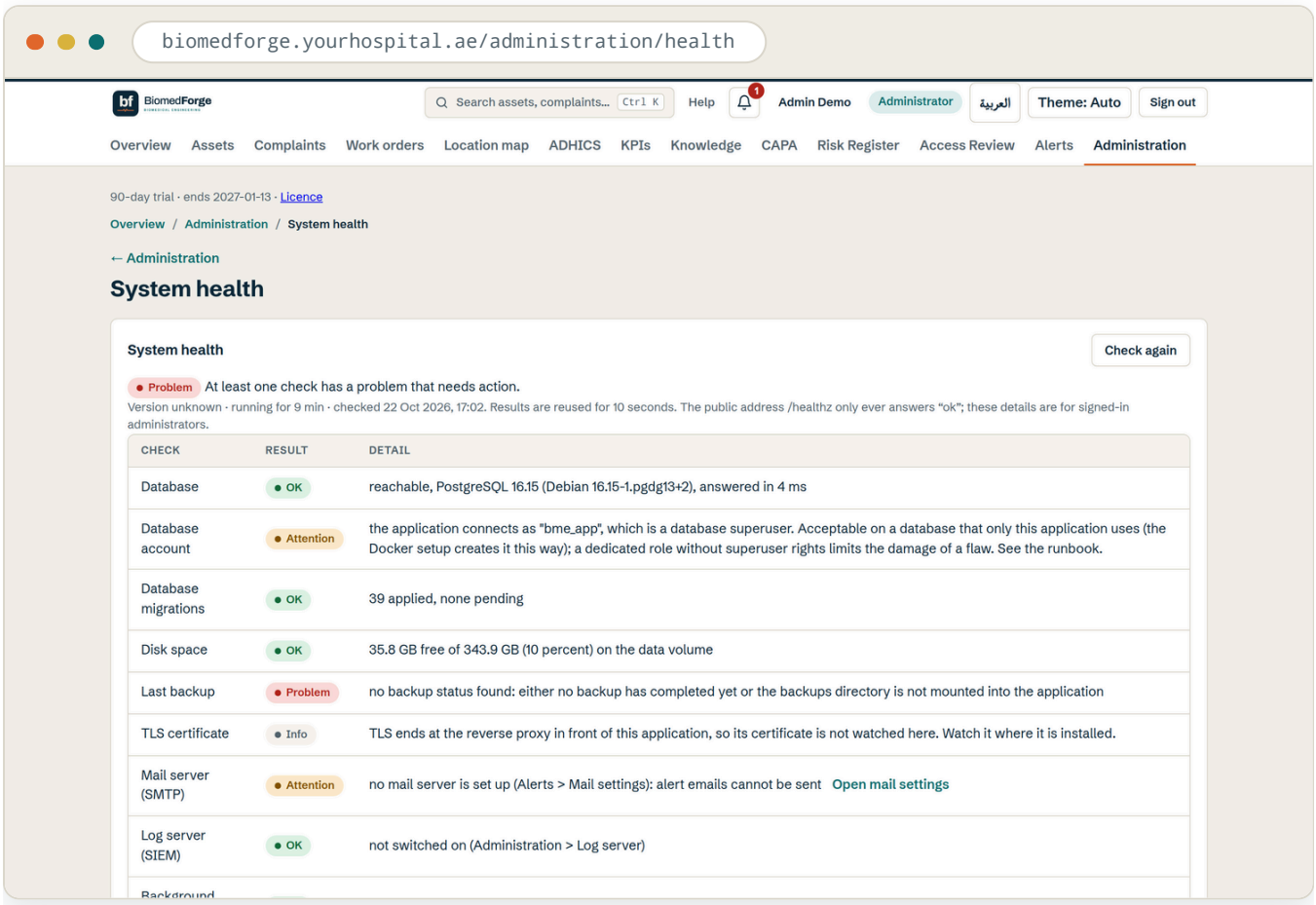
Language sets the language of the sign-in page and of new accounts (English or Arabic). It does not change anyone who already chose their own language.

System health shows the database, disk, backup age, certificate, mail and the background worker. **Licence** shows the trial or licence state.

If something looks wrong, check System health first and the audit log second.

CHAPTER 11 · EVERYONE

11. Problems and answers



System health: the first place to look when something seems wrong.

I cannot sign in

- Check the email address and the password (watch Caps Lock).
- Administrators and engineers need the 6-digit code from the authenticator app. The code changes every 30 seconds; the phone clock must be correct.
- After several wrong tries the account locks for a while. Wait, or ask an administrator to unlock it.

I was signed out

The system signs you out after a period without activity. Sign in again. Anything you had not saved is lost, so save as you go.

I cannot see a tab or a button

Your role does not include it. Ask a BME administrator if you think you need it.

A device tag is not found

Check for typing mistakes. Tags are like IBN/LAB/BME/03. If the device really is missing from the register, ask an engineer to add it.

An email did not arrive

In **Alerts > Outbox** find the email. *Failed* shows the reason in plain words (for example the mail server refused the password). An administrator can fix the setting and choose **Retry**.

The page looks out of date

Lists refresh by themselves, but if your connection dropped, press the refresh button of the browser.

My export is cut off

The normal export buttons stop at 50,000 or 100,000 rows. Use **Large export** on the same page to get everything.

Something else

Write down the page, what you clicked and the time, and tell the BME department. The audit log and the system health page help them find the cause.