

What Are Reminders? - For SmartBand and SmartClip Users



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Why is My SmartSensor Vibrating?

When wearing your SmartSensor, you might have felt a slight vibration. No worries! That is just a friendly reminder that you have an opportunity to wash your hands.

Does This Affect My Compliance Score?

If you get a reminder, it does NOT indicate that you have missed your chance to perform a compliant hand wash; it is just reminding you to wash your hands soon!

How Long After the Reminder Do I Have to Wash?

When your sensor vibrates and shows a reminder on the screen, this means that you have 30 seconds (or more, depending on your organization's settings) to wash your hands at a dispenser. If you wash your hands

within this time limit, it will be counted as a 'compliant' hand wash for you in the Vitalacy web app.



Contact Support

For continued help and support, please contact us at help@vitalacy.com 😊