

ABLE ASSESS · USER GUIDE

The mobile platform for **functional assessments.**

A step-by-step guide to setting up Able Assess, pairing your GripAble, conducting a Falls Screening, and managing your device from day one.

AUDIENCE

Caregivers, assessors, and care staff

VERSION

1.10.1

SUPPORT

support@able-care.co

— INTRO

Welcome to Able Assess.

Able Assess is the mobile platform for functional assessments, supporting you to deliver standardised, objective falls-risk screening. This is your step-by-step guide to help you navigate every area of the Able Assess app: setting up, signing in, creating profiles, running a Falls Screening, conducting individual assessments, and managing your GripAble device from day one.

If you have any questions please contact support@able-care.co.

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Need a hand?

If you get stuck at any point, our support team is available by email and will get back to you within one working day.

support@able-care.co

— CHAPTER 01

Setting up the app.

Five short sections take you from a fresh install to a calibrated, ready-to-use GripAble. Work through them in order the first time you set up.

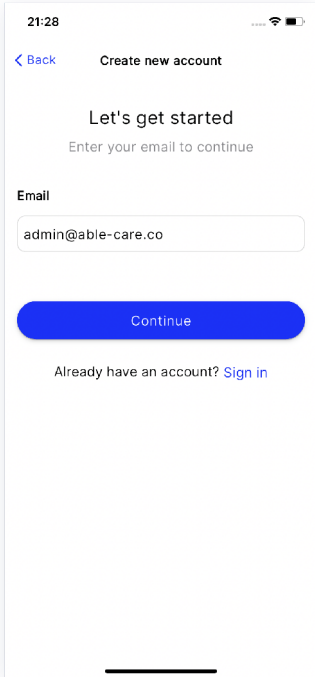
01.1: Install the app

Download the app: find the Able Assess app on the App Store or Google Play Store and download it to your mobile device.

Open and launch: open the app by tapping the Able Assess icon.

01.2: Creating an Account & Signing in

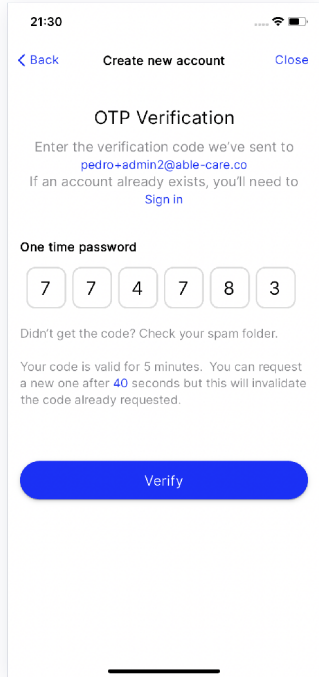
The first time you open Able Assess you'll be given the option to create a new provider account or sign in to an existing one. Provider Accounts give you unlimited user profiles. After your first sign-in, your phone's biometrics or PIN will let you straight back in.



1

Confirm Email

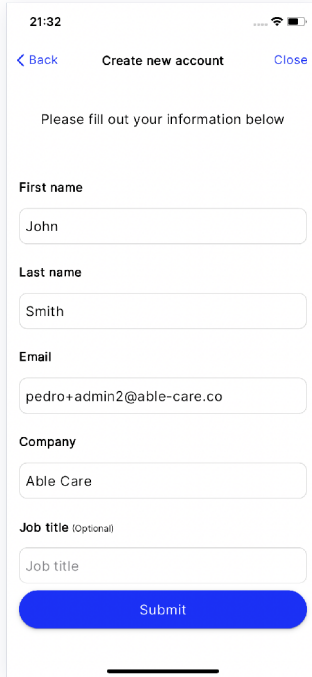
Confirm the account email for your new account, then tap **Continue**.



2

Populate the OTP

You will receive a one-time-passcode (OTP) by email. Enter it on the next screen and press **Verify** to confirm your new account.



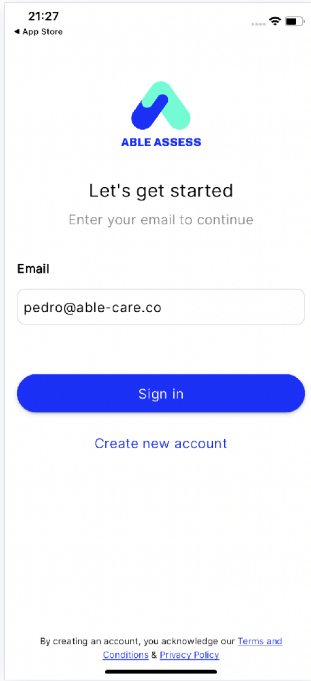
3

Create a new account

Enter the name and company name you'd like associated with the account. Job title is optional. Press **Submit**.

— CHAPTER 01 · 01.2 CONTINUED

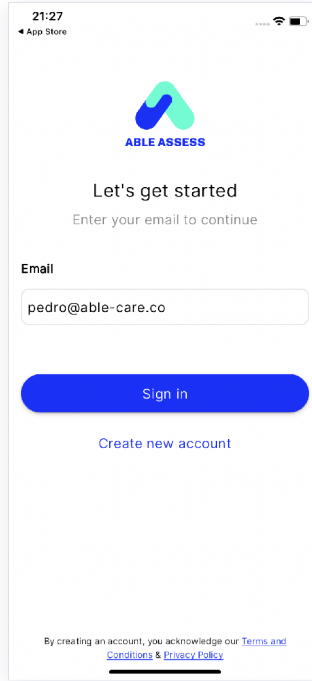
If signing in to an existing account, follow steps 4 – 6.



4

Welcome screen

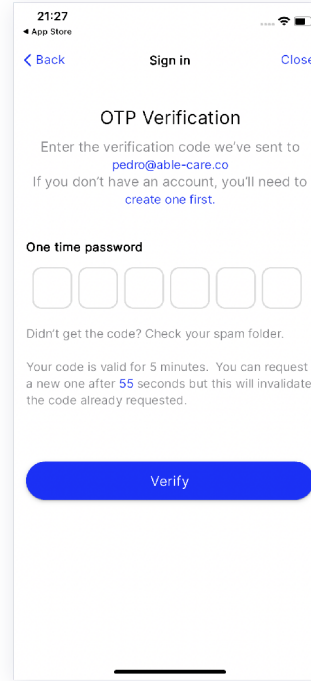
On the welcome screen you'll see options to **Sign in** or **Create new account**.



5

Enter your email

Enter your email, then tap **Sign in**.



6

Sign in OTP

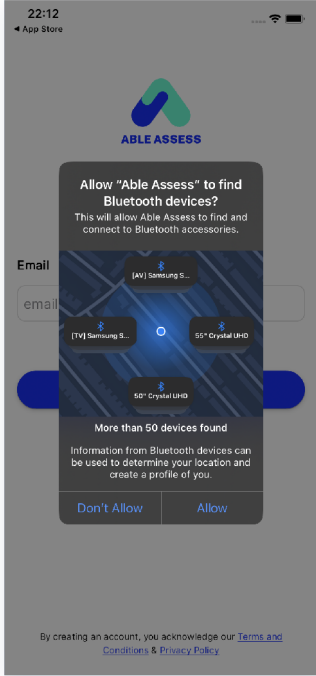
You will receive a one-time-passcode (OTP) by email. Copy and paste it (or type it in) to sign in.

OTP not arriving? Check your Junk/Clutter folders and search for `noreply@able-care.io`. Wait at least 3 minutes before requesting a new code. If still not received, ask your IT team to whitelist `able-care.io` and the sender `noreply@able-care.io`. See [Chapter 11 · Troubleshooting](#) for the full text to send to IT.

— CHAPTER 01 · CONTINUED

01.3: Connect your GripAble

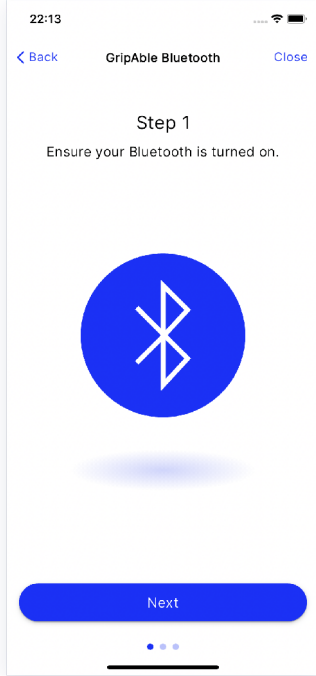
Pair your GripAble to the app over Bluetooth. You only need to do this once per device.



1

Allow Bluetooth permissions

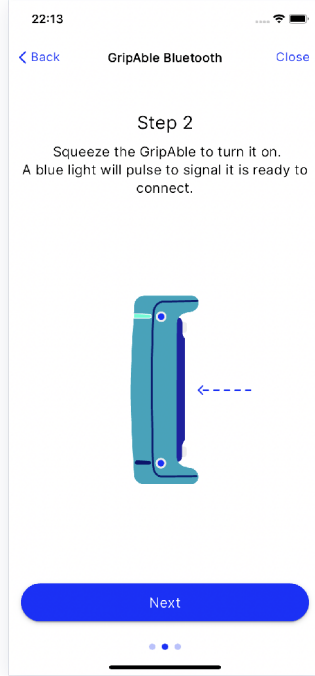
Tap "OK" when the app asks for permission to use Bluetooth.



2

Turn on Bluetooth

Ensure Bluetooth is turned on on your phone or tablet, then tap "Next".




3

Turn on the GripAble device

Squeeze the GripAble to turn it on. A blue light will pulse to signal the device is ready to connect. Tap "Next".

— CHAPTER 01 · 01.3 CONTINUED

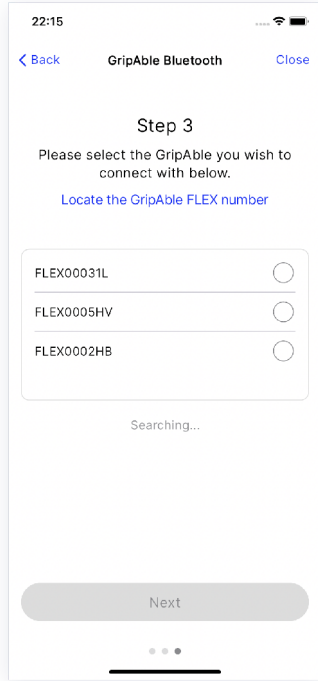
Pair the GripAble.



4

Locate the FLEX number

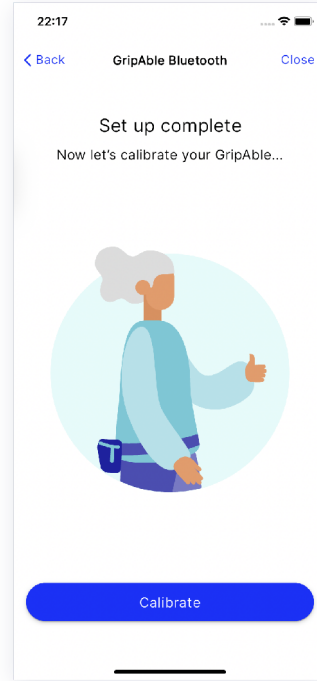
The FLEX number is printed on the bottom of your GripAble. The last three characters are unique.



5

Pair the GripAble to the app

Tap the serial number (FLEX number) of the GripAble you wish to pair. When pairing finishes, tap "Next".



6


Pairing complete

Your device is paired. Tap "Calibrate" to continue.

— CHAPTER 01 · CONTINUED

01.4: Calibrate your GripAble

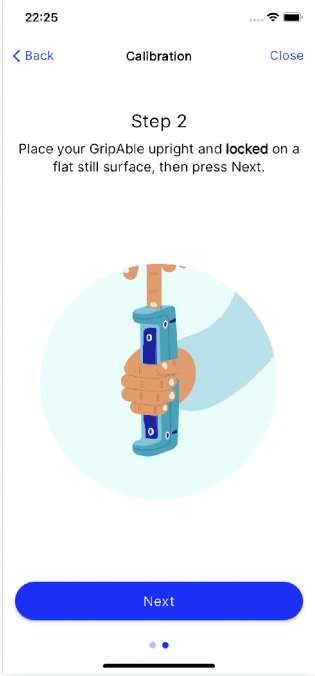
Calibration takes less than a minute and ensures the sensor is reading accurately. The sensors keep their accuracy over time and **do not need to be sent away for calibration**.



1

Calibrate in unlocked mode

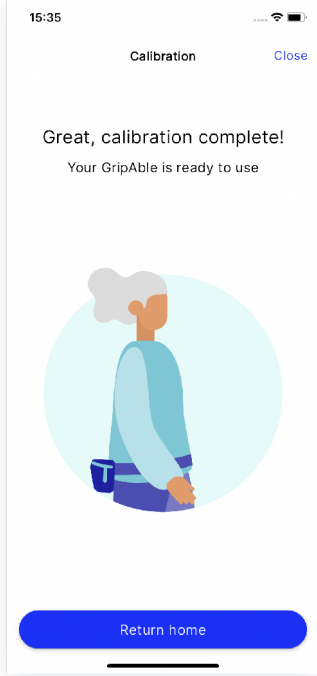
Place the GripAble upright and unlocked on a flat, still surface. Tap "Next".



2

Calibrate in locked mode

Squeeze the finger plate, then push down the lock button on the top of the GripAble. Place it on a flat surface and tap "Next".



3

Calibration complete

Your GripAble is ready to use. You can return it to unlocked mode, all assessments can run with the device unlocked.

Note: Step 2 (Calibrate in locked mode) is no longer required with up-to-date firmware. You can recalibrate at any time from **Settings** → **Calibration**.

Next up: see **Chapter 02: Navigating the app** for a tour of the home screen and settings.

— CHAPTER 02

Navigating the app.

A quick tour of the main areas you'll use day to day.

02.1: Home page

From the home page you can access:

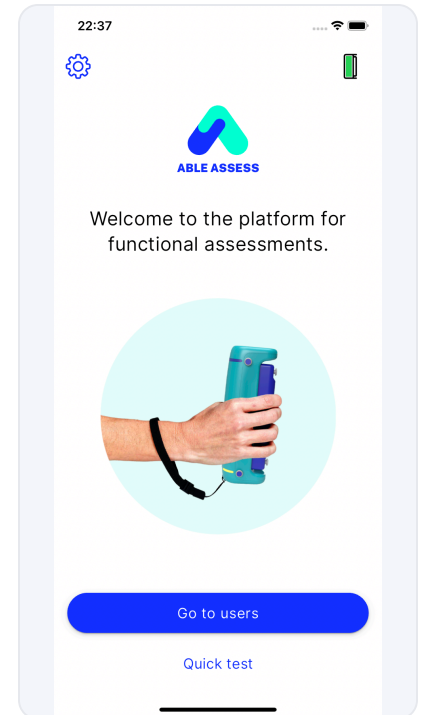
- **Settings (cog wheel, top-left):** open the settings menu (units, calibration, device instructions, firmware update, Bluetooth, contact us, account, sign out).
- **Battery widget (top-right):** check the GripAble's battery level, see which device is paired, or turn the GripAble off.
- **Users:** create a new user, or select one from a list to run assessments.
- **Quick test:** create a temporary profile to take assessments without being able to review data over time via our Customer Portal.

Note on Quick test: Quick test data is **not** stored against a user profile and **will not** appear in the Customer Portal. Use Quick test for spot checks or demos only, for any user record you want to keep, create a profile first (see Chapter 03).

Settings menu. Tap the **cog wheel** on the top-left of the home screen to open Settings.

In Settings you can access:

- **Measurement units:** switch between kilograms (kg) and pounds (lb).
- **Calibration:** recalibrate your GripAble at any time (see Chapter 01.4).
- **Device instructions:** tap the blue buttons on the interactive diagram to learn about each part of the GripAble (including the wrist lanyard, lock button, and sensor).
- **Firmware update:** when an update is available, place your GripAble on charge and follow the on-screen instructions.
- **GripAble Bluetooth:** pair, unpair, or switch between GripAble devices (see Chapter 07).
- **Contact us:** reach our support team. Submit error logs by clicking **Submit diagnostics data**.
- **FAQs:** opens the latest FAQs on our website.
- **Privacy policy:** view our privacy policy.
- **Regulatory:** links to GripAble contraindications, warnings, and Instructions for Use (IFU). The UDI at the bottom shows which version of the app you're on.
- **Terms & conditions:** view our terms.
- **Account:** view your account details, delete your account, or sign out.
- **Sign out:** fully sign out of the app (you'll need a new OTP next time you open it).



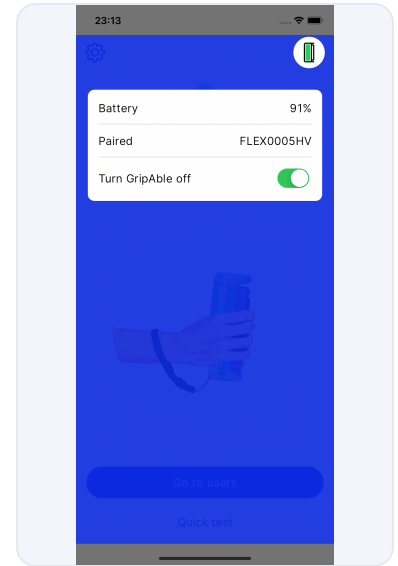
02.2: Battery widget

Tap the **GripAble icon in the top-right corner** of the home screen to open the battery widget.

The widget shows:

- The GripAble's current battery level.
- Which GripAble is currently paired (FLEX number).
- A toggle to turn off the GripAble.

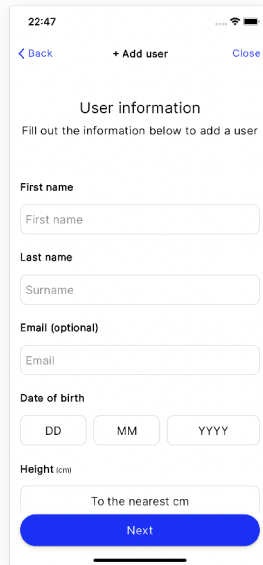
Tip: You can turn the GripAble off from the battery widget, or by closing the app. When the app closes, the GripAble will vibrate and pulse blue for one minute before turning itself off.



Next up: see **Chapter 03: Create a user profile** to save a user to your account.

Chapter 03: Create a user profile

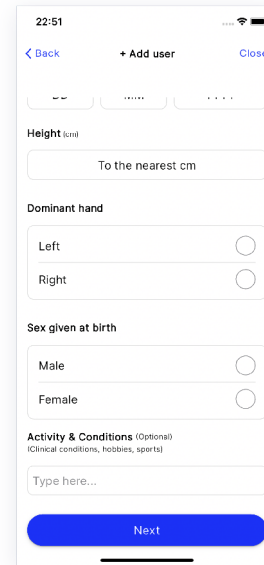
User profiles let you run assessments under a specific user and view their data over time in the Customer Portal. With a Provider account you can create unlimited profiles.



1

Open Users → Add user

From the home page, tap Users, then tap Add user. Enter name, email (optional), date of birth, and height.



2

Complete and save the profile

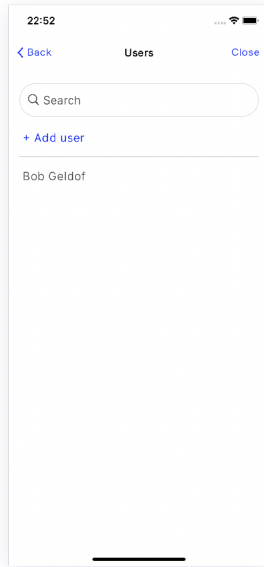
Enter dominant hand and sex given at birth, then tap Next. The new profile now appears in your users list, ready to select.

Tip: Accurate date of birth, sex given at birth, and dominant hand are important, results are compared against age and sex-matched normative data, so wrong details may skew the results.

— CHAPTER 04

Selecting a profile.

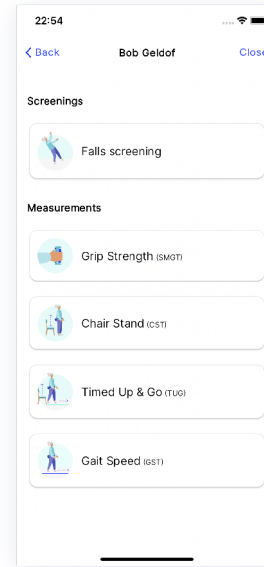
Once a profile is saved, you can select it any time you want to run an assessment.



1

Tap the profile

From the users list, tap the user you want to assess.



2

Choose what to run

You'll be taken to the assessments screen, where you can start a Falls Screening or run an individual assessment.

Next up: Chapter 05: Falls Screening, the primary assessment flow.

CHAPTER 05

Falls Screening.

A **Falls Screening** runs all four core assessments in a single guided flow.

— CHAPTER 05 · CONTINUED

05.1: What is assessed?

- **Single Maximum Grip Strength:** upper limb strength
- **Chair Stand Test (CST):** lower limb strength
- **Timed Up and Go (TUG):** gait and balance
- **4 Metre Gait Speed (4MGS):** gait speed

At the end you get the **test results** comparing the user against age and sex-matched normative data and established thresholds, and you can email a PDF report directly to the email of the account you are logged in with.

Tip: You can mark with tape at **3 metres (10 feet)** for the Timed Up and Go and **6 metres (20 feet)** for the 4 Metre Gait Speed before you start. This saves you re-measuring during the screening.

Tip: You can skip any assessments the user is unable to complete.

Use a Falls Screening when:

- You want a complete picture of a user's falls risk.
- You want a baseline to track over time.
- You want to generate a PDF report.

PDF report: a PDF report can be sent after completing a Falls Screening. Individual assessments (Chapter 06) do not generate a PDF.

What you'll need:

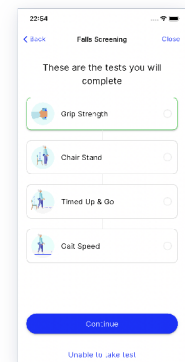
- A paired and calibrated GripAble.
- The bag the GripAble came in, plus the wrist lanyard.
- A tape measure.
- A sturdy chair without arms.
- A clear walkway of at least 6 metres (20 feet).

05.2: Start the Falls Screening

01

Falls Screening home

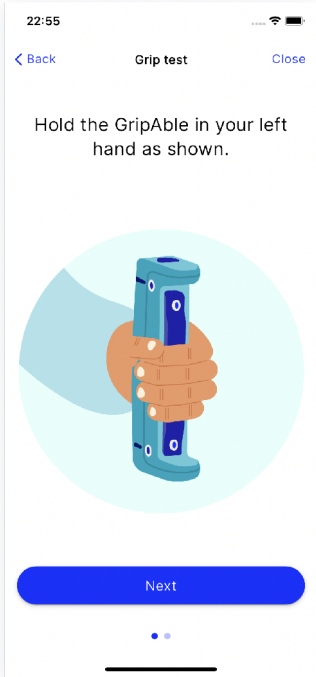
From a selected user profile, tap Falls Screening on the assessments screen.



— CHAPTER 05 · CONTINUED

05.3: Grip Strength

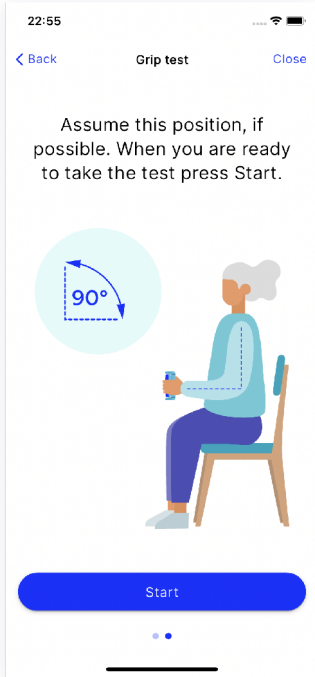
The first assessment in the screening is a single maximum grip strength test on the dominant hand.



1

Hold the GripAble correctly

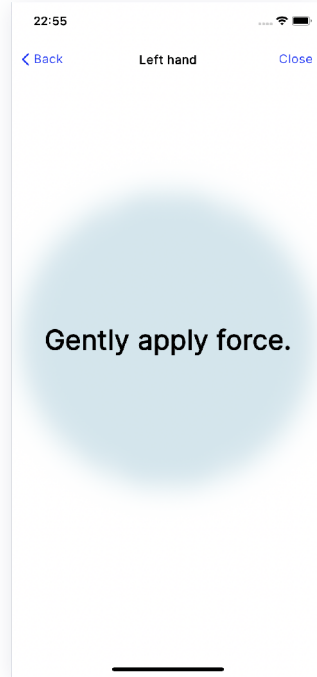
Wrist lanyard on the dominant hand's wrist. Hold the device upright in the centre of the hand.



2

Sit in the recommended posture

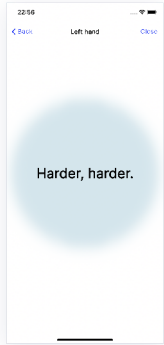
Elbow at 90°, pulled back into the side. Wrist neutral. Feet flat on the floor.



3

Start the test

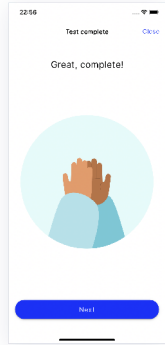
Tap "Start" when the user is ready. As soon as they begin to squeeze, the test begins. You can press the back arrow at any time to restart.



4

Follow the on-screen prompts

"Gently apply force" → "Squeeze as hard as you can" → "Harder, harder" → "Stop".



5

Move on

Select Next to move onto the next assessment.

— CHAPTER 05 · CONTINUED

05.4: Chair Stand Test, Timed Up and Go, 4 Metre Gait Speed

Chair Stand Test (CST). The CST measures lower limb strength: how many times the user can fully stand and sit in 30 seconds. Follow the on-screen instructions for how to set up and administer the test. You can skip these instructions when you are familiar with them.

Timed Up and Go (TUG). The TUG measures gait and balance: how long it takes the user to stand, walk a short distance, turn, walk back, and sit down. Follow the on-screen instructions for how to set up and administer the test.

Important: Only press **Test complete** once the user is fully seated and at rest. The algorithm calculates the time from movement, not from when you tap stop. Pressing too early may cause the test to fail.

Walking aids are fine. Users can use a stick or frame if they normally would.

4 Metre Gait Speed (4MGS). The 4MGS measures comfortable walking speed over a 4 metre stretch of a 6 metre walkway (with 1 metre at each end for acceleration and deceleration). Follow the on-screen instructions for how to set up and administer the test.

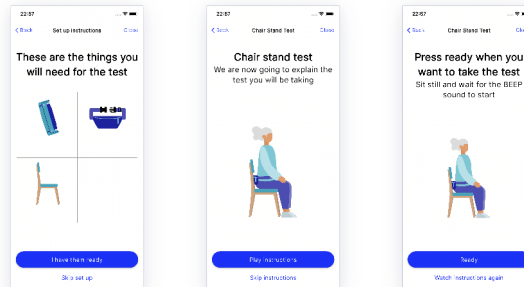
Walking aids are fine: users should walk as they normally would.

— CHAPTER 05 · CONTINUED

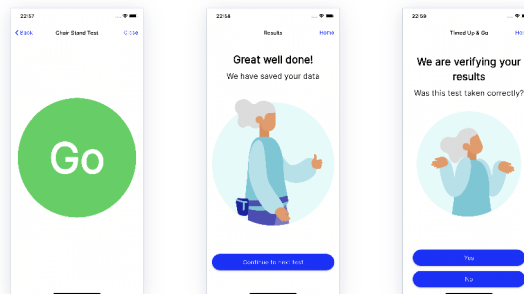
05.5: Running the tests

While the screening is running, the app guides you through each test in turn. You'll see your progress along the top.

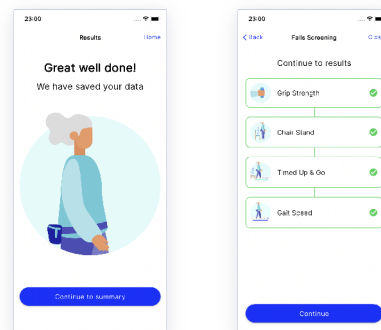
01 Setup → Instructions → Take the test
 The app shows what equipment you need and how to position the device for each test. Step-by-step instructions for what the individual should do. Press Ready / Start when the user is set.



02 Test in progress → continue → verifying
 Listen for the auditory beep(s), they signal start and end. Once a test is complete, tap to move on. "Verifying results" may pop up while the app processes the data. If you think the test was not taken correctly you can press No and retake the test, staying within your testing flow.



03 All tests complete
 You'll see a summary of which assessments have run. Green ticks across all four tests confirm the screening is complete. If you have skipped any assessments, they will be greyed out.



CHAPTER 05 · CONTINUED

05.6: Reviewing results

When all four assessments are complete, the app generates a **falls risk report** comparing the user against normative data and established thresholds.

1
Summary view
 Top-line result for each assessment plus an overall falls-risk indicator.

2
Expand a result
 Tap any test to see the underlying value, percentile, and threshold.

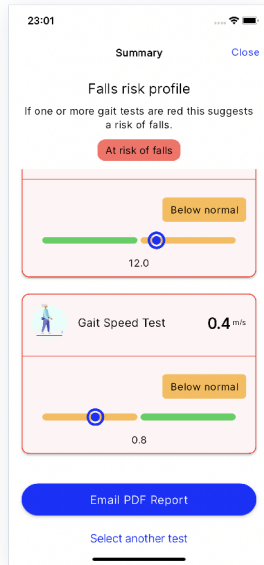
3
More detail
 Each test shows where the user falls on the normative distribution.

Note: Log into the Customer Portal to view results at portal.able-care.io.

— CHAPTER 05 · CONTINUED

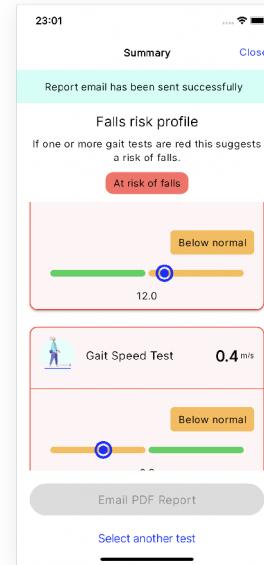
05.7: Email the PDF report

You can email the test results as a PDF directly from the app.



1
Tap "Email report"

From the results screen, tap Email report.



2
Receive PDF Report

The PDF report is sent to the email you are logged into the app with.

Reminder: Individual assessments do not generate a PDF report.

Note: Once you leave the results screen, the result is saved to the Customer Portal under the user profile, but is no longer available to view in the app. Visit the Customer Portal at portal.able-care.io to revisit historic results.

Next up: Chapter 06: Individual Assessments.

— CHAPTER 06

Individual Assessments.

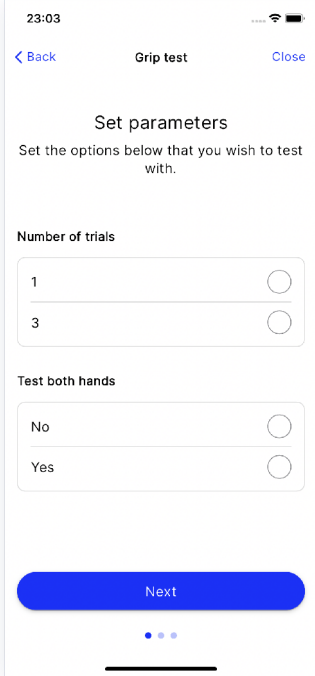
You can run individual assessments under **Measurements**. This permits grip tests with more trials on both hands.

06.1: Single Maximum Grip Test (SMGT)

The Individual SMGT follows the same steps as the grip strength section in the Falls Screening (see **Chapter 05.3**), same posture, same on-screen prompts, same coaching cues.

The difference is that you can configure:

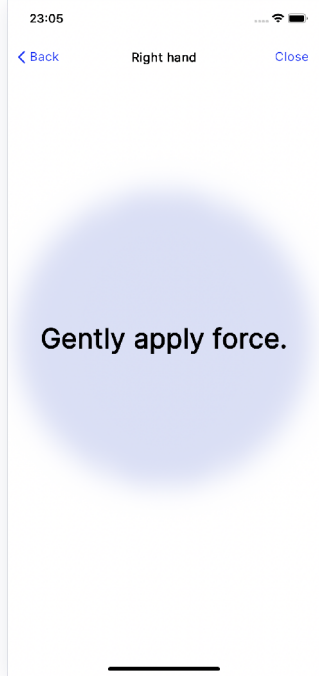
- **Number of trials per hand:** choose 1 or 3 trials.
- **One or both hands:** test left, right or both hands.



1

Set parameters

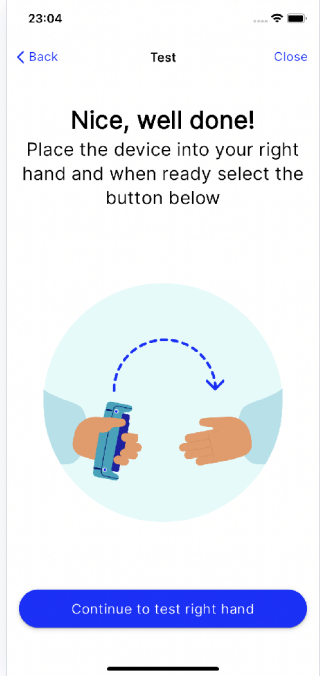
Choose number of trials and one or both hands, then tap "Next".



2

Take the test

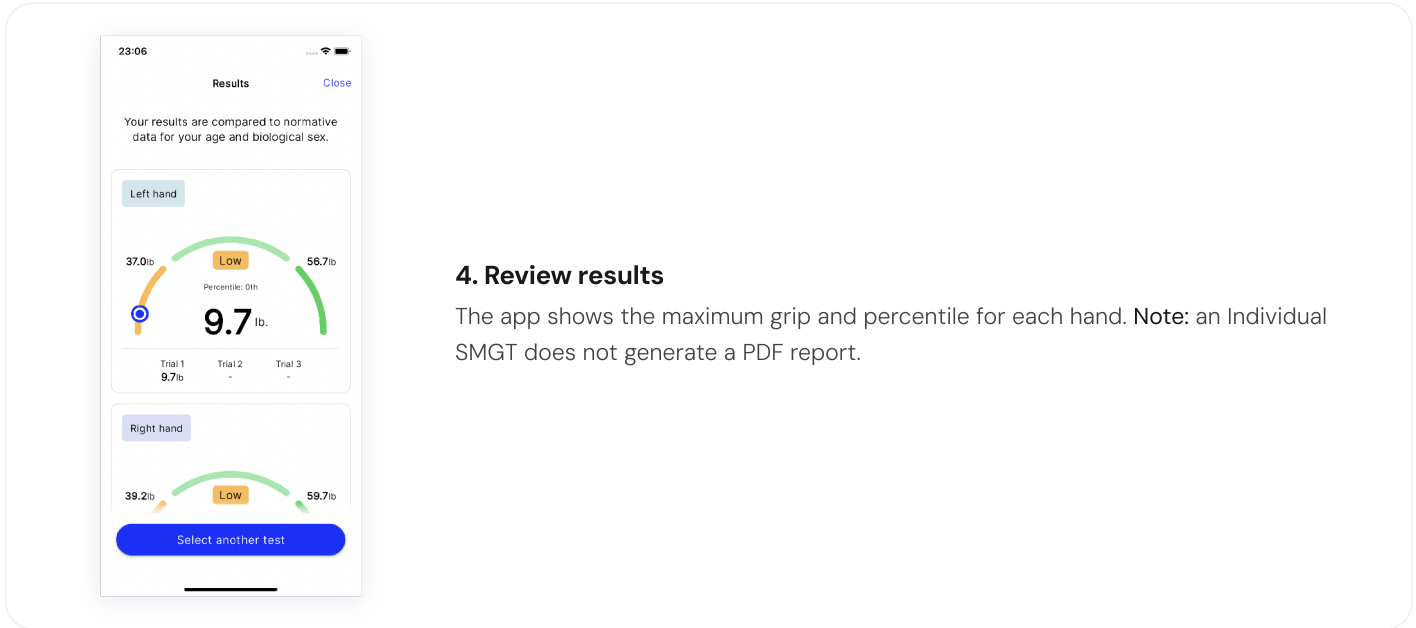
Follow the same prompts as Falls Screening grip, gentle force, then squeeze as hard as you can.



3

Switch hands when prompted

If testing both hands, the app guides you to switch.



4. Review results

The app shows the maximum grip and percentile for each hand. **Note:** an Individual SMGT does not generate a PDF report.

06.2: Lower limb tests (CST, TUG, 4MGS)

The lower-limb tests in Individual mode use the **same setup, instructions, and execution** as in the Falls Screening, the GripAble goes in the bag on the user's lower back, the same beeps signal start and end, the same posture and walking aid rules apply.

Just follow the on-screen setup instructions in the app to administer each individual lower limb test.

The full step-by-step description for each test is in Chapter 05:

- **Chair Stand Test:** see **Chapter 05.4**
- **Timed Up and Go:** see **Chapter 05.5**
- **4 Metre Gait Speed:** see **Chapter 05.6**

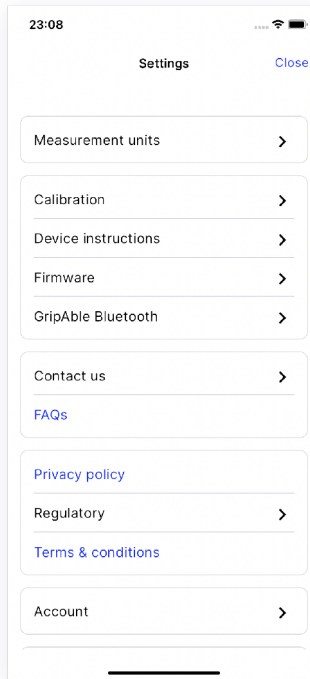
Reminder: Individual assessments do not generate a PDF report. If you need a PDF, run the Falls Screening (Chapter 05).

Next up: Chapter 07: GripAble Pairing and Unpairing.

CHAPTER 07

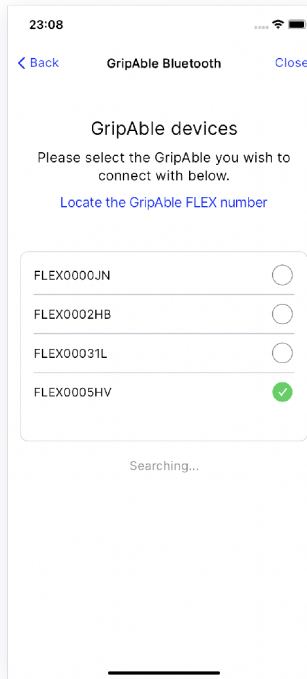
GripAble Pairing and Unpairing.

Pair, unpair, and switch GripAble devices from **Settings** → **GripAble Bluetooth**. Useful if you have more than one GripAble in a team, or you're swapping a device.


1

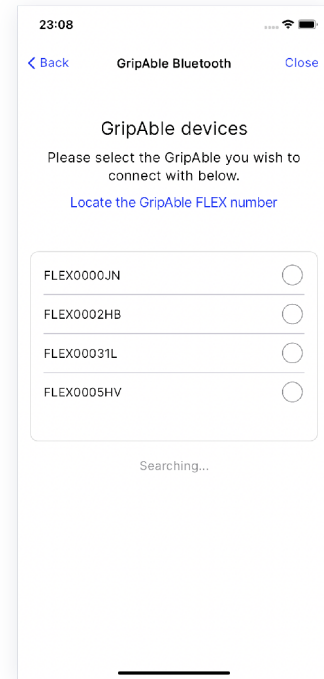
Open GripAble Bluetooth

From Settings, tap "GripAble Bluetooth" and ensure your phone's Bluetooth is on.


2

Select a GripAble

Tap the FLEX number of the GripAble you want to pair with. The currently paired device shows a green tick.


3

Unpair / switch

To unpair, tap the GripAble that has the green tick. To switch, tap a different FLEX number, the app will pair to the new device.

Tip: The FLEX number is on the bottom of each GripAble (see Chapter 01.3 step 4). Keeping a small label on each device with its FLEX number can help in busy team environments.

CHAPTER 08

Turning off the GripAble.

The GripAble can be turned off in two ways.

From the battery widget. On the home screen, tap the GripAble icon in the top-right corner to open the battery widget, then toggle **Turn GripAble off**.

By closing the app. When the app closes, the GripAble will vibrate and pulse blue for one minute, then turn itself off. To close the app, follow your phone's normal close-app gesture (e.g. swipe up on iPhone).

To turn back on: Squeeze and hold the GripAble. The blue light will pulse, ready to reconnect when you reopen the app.

Chapter 09: Using the silicone straps

Three silicone straps are included with your GripAble and can be used to assist holding the device. They can be configured in a number of ways using the **six metal strap hooks** on the device and the **twelve holes** on each strap.



Tip: Straps are particularly helpful for users with limited finger flexion or weakness. Experiment with strap length and position to find the most secure grip.

Chapter 10: Cleaning the GripAble device

The device can be wiped with any antibacterial wipes after use, as can the silicone straps.

Avoid soaking the device or submerging it in liquid.

 CHAPTER 11

Troubleshooting.

A short list of the most common issues. For anything not covered here please contact our team, see Chapter 12.

I didn't receive my one-time passcode (OTP)

- Check your Junk / Clutter folders and search for `noreply@able-care.io`.
- Wait at least 3 minutes before requesting a new code (the first code stays active for 5 minutes).
- If still not received, try registering with a personal Gmail. If that works, your work email may be blocking delivery.
- Contact your IT team with this message:

Staff must receive OTP emails from Able Care to access the app. These are sent from:

- Domain: `able-care.io`
- Sender: `noreply@able-care.io`

Please whitelist this domain.

The Timed Up and Go (TUG) test won't complete

The participant must sit **fully back** in the chair at the end. Only press **Test complete** once they are fully at rest. The algorithm calculates the time from movement, not when you press stop. Pressing too early may cause the test to fail.

The participant wasn't ready when I started the assessment

Tap the **back arrow** at any time to restart or review a previous instruction.

I got an error message and can't access tests

Sign out and back into the app. A new OTP will be sent and the app should reload correctly.

The GripAble won't connect

- Make sure Bluetooth is on on your phone.
- Squeeze the GripAble, the blue light should pulse.
- From **Settings** → **GripAble Bluetooth**, tap your device's FLEX number.
- If still not connecting, close the app fully, wait 30 seconds, then reopen.

Need a hand?

If you get stuck at any point, our support team is available by email and will get back to you within one working day.

support@able-care.co

CHAPTER 12

Support and contact.

We're here to help. For more support, or to report an issue with your device or the app, please contact our team, we aim to reply within one working day.

Email: support@able-care.co · Web: able-care.co

support@able-care.co

Submit diagnostics data: If you ever hit an in-app issue, please tap **Settings** → **Contact us** → **Submit diagnostics data**. Then send a short email to support@able-care.co with the 4th code word from the form and a short description of the issue. This really helps our software team get to the root cause quickly.

Thank you for your attention and we look forward to working with you!

Able Assess: User Guide v1.10.1
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