User Manual

June 2021

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1 Introduction

This manual will guide you through the initial steps of configuring your NeuroTrax account and setting up a suitable testing environment. It will also outline the basic features of the NeuroTrax system and describe how to use them.

1.1 General System Description

The NeuroTrax assessment system consists of two software units:

a. NeuroTrax Portal – A web portal where you can sign in to your account, enroll patients, create orders and print reports. The Portal web address is https://portal.neurotrax.com.

b. NeuroTrax Desktop App – A small software program that runs the cognitive Tests and is installed on each computer designated for testing patients.

After orders are created in the Portal, they are downloaded to the local computer and administered using the NeuroTrax Desktop App. When the Testing Session is complete, the results are uploaded to the Server over an encrypted connection and a report is created.

A typical workflow for using NeuroTrax might be:

a. Sign in to the NeuroTrax Portal.
b. Enroll a patient in the system.
c. Order a Testing Session for the newly enrolled patient.
d. Download the order to the Workstation.
e. Use the NeuroTrax Desktop App to test the patient seated in front of the computer.
f. Dismiss the patient.
g. Upload the results to the Server.
h. Open the report and print it.

1.2 Research Accounts

Several NeuroTrax features are configured or used differently for research accounts associated with clinical trials and academic research. Throughout this manual, such differences are described in framed boxes like this one:

> **Research Accounts**

1.3 Terminology

Note: These terms will be capitalized throughout this manual.

Account Administrator	NeuroTrax User with the privileges of a Test Supervisor plus permission to add new Users, modify or suspend existing Users, and manage account and billing details. By default, the

	person whose details, username, and password were entered during the registration process is an Account Administrator.
Brain Health Suite (Suite)	A set of NeuroTrax Tests ordered and administered in a Testing Session.
Control Menu	The menu of options shown on the left side of the screen when logged into the NeuroTrax Portal.
Front Desk	The main screen of the NeuroTrax Portal. The first screen displayed after logging into the Portal at https://portal.neurotrax.com. Ordered Testing Sessions are Downloaded to the Workstation from here.
NeuroTrax Desktop App	The NeuroTrax software installed on the User's computer used to run the Testing Sessions.
NeuroTrax Portal	The website where Users sign in and enroll patients, order Testing Sessions, and view Data Reports. The Portal address is https://portal.neurotrax.com.
Order	An order for a Testing Session created on the NeuroTrax Portal, downloaded to the Desktop App and uploaded to the Portal after testing.
Orientation Session	A brief orientation to the mouse and keyboard number pad to be used during NeuroTrax Tests. Word reading, picture identification, and color discrimination are also included to familiarize the patient with the types of stimuli used during the Tests and to ensure that the patient can respond appropriately. The Orientation Session is included the first time a patient is tested but is optional for follow-up visits.
Practice Session	A brief and simple training session that precedes many NeuroTrax Tests. The Practice Session serves to familiarize the patient with the types of responses necessary for the Test. Patients who cannot respond appropriately will not receive the actual Test.
Professional	The professional responsible for interpreting and using the NeuroTrax Data Report or any other data produced by NeuroTrax.
Site	The location where patients are tested. This can be a clinic, laboratory or office.
Psychosocial Scales	Online data-entry forms that may be included when ordering a Testing Session. Designed for the Test Supervisor to enter responses collected with paper testing forms. Responses entered into reportable *Psychosocial Scales* will appear on the Data Report following the cognitive Test results.

Test	Any one of the NeuroTrax Tests that comprise a Testing Session (e.g., Catch Game).
Test Supervisor	NeuroTrax User with permission to manage patients, order Testing Sessions, administer Tests, and view data.
Testing Session	The session during which the patient is seated at the computer and tested with a Brain Health Suite.
User	A generic term for a Test Supervisor or Account Administrator.
Workstation	The computer on which patients will be tested with NeuroTrax. A Site may have more than one Workstation.

1.4 Breadcrumb Path Notations

Portions of this manual referring to screens in the NeuroTrax Portal or NeuroTrax Desktop App will be preceded by a breadcrumb path. For example:

*Front Desk > Enroll new patient*

This breadcrumb path indicates that from the *Front Desk* you should click on *Enroll new patient*.

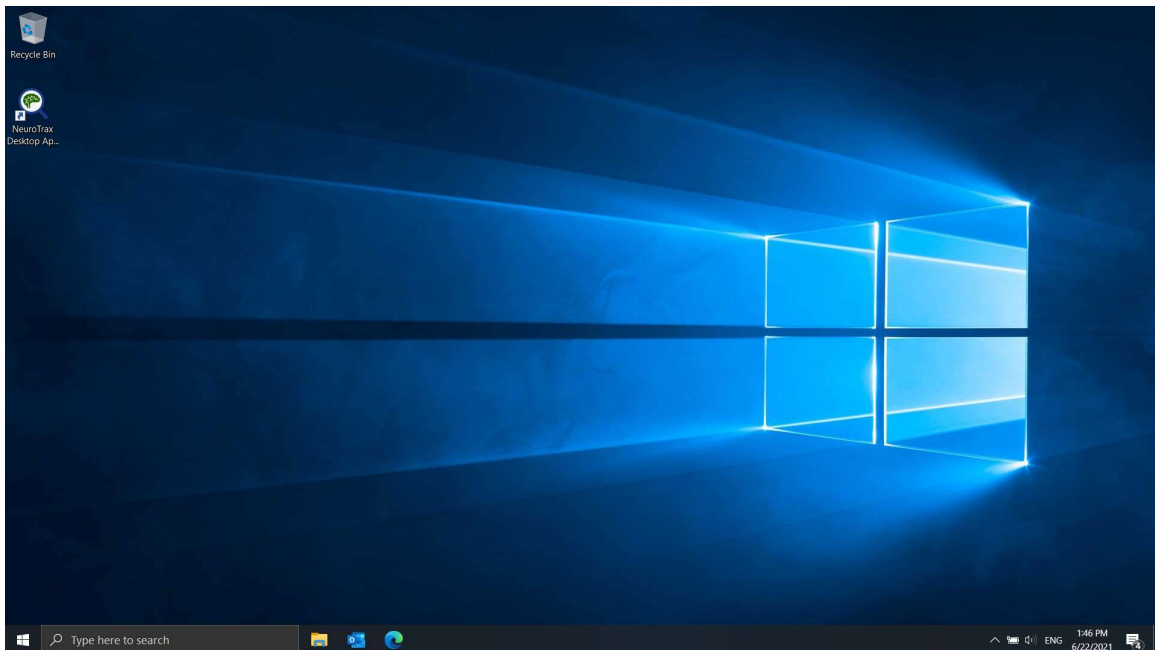Breadcrumb paths typically have three starting points:

1. *Front Desk* – The first screen displayed after logging into the NeuroTrax Portal at https://portal.neurotrax.com.

2. *Control Menu* – The menu of options displayed on the left side of the screen in the NeuroTrax Portal.
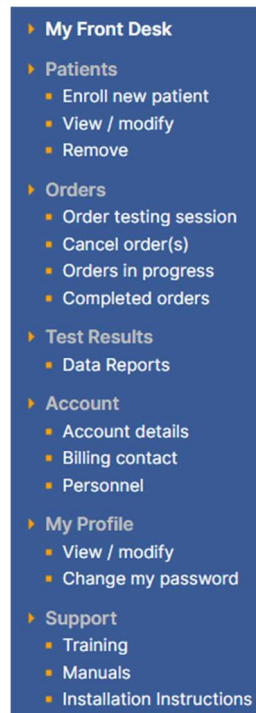
3. *Windows Desktop* – Your operating system's screen, first displayed when logging into Windows.

2 Training

2.1 Role of the Test Supervisor

NeuroTrax is a self-contained testing system that is easy to use and understand. However, some patients may not understand all of the instructions. Therefore, NeuroTrax recommends that a Test Supervisor be present to make sure that the patient properly understands the instructions prior to each Test. **However, the Test Supervisor must not help the patient or otherwise interfere with the actual Test once it is in progress.**

The recommended procedure is as follows:

1. Tests are preceded by instruction screens, and many are preceded by a Practice Session that is easier than the actual Test but serves to familiarize the patient with the types of responses necessary for the Test. To reduce frustration and testing time, if the patient cannot respond appropriately, the actual Test will automatically be skipped.

2. **During the instruction screens/Practice Session**, the Test Supervisor should direct the patient to read the instructions for that Test carefully.

3. The Test Supervisor should ask then ask the patient, "Do you understand what you have to do?"

4. If the patient answers 'no' or seems confused, the Test Supervisor should explain the instructions.

5. If the patient answers 'yes', the Test Supervisor should ask the patient to describe what he/she has to do.

6. If the patient answers correctly, he/she may continue.

7. If the patient answers incorrectly, the Test Supervisor should explain the instructions.

8. **During the actual Test**, **the Test Supervisor must refrain from assisting the patient** as this will invalidate the results. There is a natural tendency to assist when the patient has difficulty understanding the instructions. However, the Test Supervisor must not do so, as it will be impossible to assess the patient's true performance.

9. Be aware that to reduce frustration and testing time, **most Tests automatically terminate if the patient performs extremely poorly on the easier, early parts of the Test**. If the Test Supervisor inappropriately 'helped' the patient through the early parts of the Test, the Test will not terminate as it should and the patient may be frustrated by having to complete the entire Test and respond to stimuli that too difficult for him/her.

IMPORTANT! It is important to make sure that the patient understands the instructions prior to each Test. However, the Test Supervisor must NOT make responses for the patient or help the patient by giving hints. IF the patient truly cannot respond appropriately, the Test will terminate automatically.

2.2 Test Supervisor Feedback

Prior to testing, the Test Supervisor should encourage the patient to do his/her best, indicating that some Tests are easier and others harder, even for cognitively intact individuals. The scores depend upon comparison to others of similar age and educational level.

During testing, the patient may be upset that he/she 'missed' a response or made an error. In these cases, the Test Supervisor should reiterate that some Tests are designed to be hard and that the patient should simply try his/her best. Note that feedback must be brief to avoid distracting the patient during testing. **Only brief, positive feedback should be given.**

The Test Supervisor is not authorized to relay information to the patient regarding his/her performance either during or after the Testing Session. **Naturally, patients want to know how well they performed, but the Test Supervisor must refrain from providing even a subjective impression**. As above, the scores depend upon comparison of the patient's scores to age- and education-appropriate norms.

3 Account Setup and Administration

Please take the time to configure your account correctly to facilitate the smooth operation of your Site before you begin testing patients. This includes creating personal usernames and passwords for your staff members and verifying that your account details are correct. The ability to make these configurations is restricted to Account Administrators and is not accessible to other Users in your account.

3.1 Users

You must create a personal username and password for each staff member at your Site that will be using NeuroTrax to administer Testing Sessions. Usernames and passwords are confidential and should not be shared with other Users.

There are two methods for creating new users in your account:

3.1.1 Create User

Control Menu > Account > Personnel > New User

To create a new User, click on *Personnel* under the *Account* subheading in the *Control Menu*. Here you can add, modify, and suspend Users in your account. Each User you add to your account will automatically receive their username and password by email.

3.1.2 Invite User

Control Menu > Account > Personnel > User Invites > New Invite

New users can also be added by sending them an email invite. Click on Personnel and then on User Invites. Click on New Invite and complete the form. An email with a hyperlink will be sent to the address you specify. It is advised that invitees check their spam box if they not receive the email.

3.2 User Roles

3.2.1 Account Administrator

Each account must have at least one Account Administrator. The default Account Administrator is the person whose details, username, and password were entered during the registration process.

The Account Administrator has privileges to add new Users and modify or suspend existing Users. Administrators also have privileges to manage account and billing details. In addition to these, the Account Administrator has all the privileges of a Test Supervisor.

3.2.2 Test Supervisor

A Test Supervisor is a NeuroTrax User with permission to manage patients, order Testing Sessions, administer Testing Sessions, and view data. An account can have multiple Test Supervisors.

3.3 Account Details

Control Menu > Account > Account details

Verify that your account details are correct. If there are any future changes in your account details, please update them here.

3.4 Billing Contact

Control Menu > Account > Billing contact

Verify that your billing contact details are correct. This address will be used by NeuroTrax to send invoices when relevant.

4   Workstation

To test patients at your Site, you will need to set up one or more Workstations. Use the following guidelines to select a suitable location, to purchase or designate a computer, and to configure it appropriately.

4.1   Quiet Room

Each Workstation should be set up in a separate, quiet room to minimize distraction and ensure that the patient devotes his/her full attention to the NeuroTrax Tests.

4.2   Designate a Computer

It is required that the computer used as a testing Workstation be dedicated exclusively to NeuroTrax testing. This will ensure that few changes are made to the computer and facilitate long-term stability.

4.3   Hardware Requirements

- Internet Connection
- For desktop computers:
  o Screen: 15'' or larger
  o USB Mouse
  o Keyboard
- For laptop computers:
  o Screen: 14" or larger
  o External USB mouse
  o External keyboard
- Adequately free hard disk drive (HDD) space. A full HDD will slow down your operating system.

4.4   Software Requirements

4.4.1   Operating System

Microsoft Windows - All versions actively covered by Microsoft Mainstream Support.

4.4.2   Browser

Modern browsers such as Google Chrome, Mozilla Firefox or Microsoft Edge. Internet Explorer is not supported.

4.5   Date, Time and Time Zone Setting

Windows Desktop > Start > Control Panel > Date & Time

Check that the date, time, and time-zone are set correctly on your computer. A correct date and time are essential for an accurate record of when the Testing Session was completed.

4.6 Malware

Malware ("malicious software") is a program or file installed without the user's knowledge or explicit permission while surfing the web or when installing a freeware program. Malware behavior is often characterized by displaying unsolicited pop-up windows, hijacking home/search pages, redirecting browsing results, and generally slowing computer performance.

Conventional security measures such as installing an antivirus and/or spyware remover should be sufficient to protect your computer from these agents. Consult with your IT technician to ensure that your computer is protected. If not removed, such agents may unexpectedly interfere with NeuroTrax testing.

4.7 Pop Up Windows

Other applications installed on the *workstation* must be configured not to use pop-up windows to present notifications, alerts, updates, and advertisements. These pop-up windows will disrupt the *patient* during testing and in some cases cause NeuroTrax to halt testing.

Examples of programs that must be configured not to display pop-up windows include Windows Update, Symantec/Norton/AVG/Kaspersky/ESET antivirus live updates and instant messengers such as Skype. These must also be configured to disable pop-ups.

Windows includes a built-in tool called "Focus Assist" which can be used to disable disruptive pop-up notifications during testing. Click on the Windows Start button, type "focus assist" and click on the first option at the top of the menu. Scroll to "When I'm using an app in full screen mode" and turn the switch to "On".

4.8 Background Tasks

If programs such as anti-viruses, scheduled backup tasks, or batch jobs initiate resource-intensive activity during a Testing Session, the computer will become less responsive, and NeuroTrax will likely halt the Testing Session. Such background resource-intensive tasks should be scheduled to run during hours when patients are not scheduled to be tested.

4.9 Installing the NeuroTrax Desktop App

Control Menu > Support > Installation Instructions

Click on the installation link, choose *Run*, and allow the NeuroTrax Desktop App to install if a security warning appears. Follow the instructions as you proceed.

4.10 Dry Run

Front Desk > Order a Testing Session > For Demonstration Purposes

Order a Testing Session for a demo patient to practice ordering a Testing Session, downloading the Order to the NeuroTrax Desktop App, running a Testing Session, and uploading the completed order. It is important you run the all the Tests in the Suite from beginning to end. Note that orders made for the demo patient will not be billed for, nor will the scores for this patient appear on a Data Report.

5   Patients

5.1   Enroll New Patient

Front Desk > Enroll new patient

Before enrolling a new patient, verify the patient has not been tested before. If your patient has previously been tested in this account, you should NOT enroll him again. A new Order should be created using the existing patient record. This will allow longitudinal tracking on the Data Report.

a. Patient enrollment involves entering static demographic information for your patient. This information should not change over time:

> **Research Accounts**
>
> The enrollment form may contain a different selection of fields for research accounts and typically includes additional fields.

b. Complete the enrollment form. Fields marked with a red star are required fields.

c. Be sure that all entered values are correct. **Pay special attention to the** *Date of Birth* **as the patient's age is used for scoring. Also, note that (unless ordering a Suite of**

non-verbal mild Tests), the patient's *Primary Language* **must match the testing language selected when ordering a Testing Session (see "Order a Testing Session", below).**

d. Click on Submit.

e. You will find a newly-generated Patient ID number on the next screen. This number is used to uniquely identify the patient within the NeuroTrax system. Record this number for future reference.

5.2   Search Patients

Patients can be looked up using the search box in the top-right corner of the Front Desk. You can search by patient number or by patient name, if relevant. Begin typing until you see that the patient appears in the list. To open that patient's record, scroll down the list using the arrow keys and then press enter, or click on the patient with the mouse.

5.3   View/Modify Existing Patient Record

Control Menu > Patients > View / modify

a. Select the patient from the drop-down list and click on *Next*:

b. The following screen containing the patient record for the selected patient will appear:

c. The patient record contains the patient's static demographic information and information associated with any Testing Sessions ordered (see "Orders" section below). Use this section to view or modify this information when necessary.

5.3.1 Static vs. Variable Demographics

Static demographic information (e.g., date of birth) should not change over time and is entered **once when enrolling a new patient**.

Variable demographic information (e.g., years of education) may change between visits and is thus reviewed/entered **every time a Testing Session is ordered** (see "Order a Testing Session", below).

At the top of the patient record, you will find a link to the patient's *static* demographics. You can view or modify the patient's *variable* demographics for a particular Testing Session by clicking on the link for the relevant row under *Orders*.

6 Orders

6.1 *Order a Testing Session*

Control Menu > *Front Desk > Order a Testing Session*

a. On the first screen, you will choose one of three options:

If your patient has already been enrolled, choose *For an Existing Patient*. If not, choose *For a New Patient*. If you're practicing, training, demonstrating or evaluating NeuroTrax, choose *For Demonstration Purposes*. Demonstration orders will not be charged to your account nor will the scores appear on a Data Report.

For present purposes, we assume that your patient has already been enrolled in the system. Choose *For an existing patient* and click *Next*.

b. On the next screen select a patient and click *Next*.

c. The following order form will appear (split into sub-sections below):

Patient Variable Demographics

As above, *variable* demographic information may change between visits, and it is thus important for the entered values be correct as of the date of testing for the current Testing Session. For follow-up visits, these fields will be auto-populated with values from the previous visit. You will only need to update fields with values that changed.

Pay special attention to the patient's *Years of Education* **as the value entered is used for scoring.** As a guideline, 12 years of education corresponds to completion of high school, and 16 to completion of a 4-year bachelor's degree.

Referral

Select the Physician who referred the patient for testing and the reason for referral. If the Physician does not appear in your list, you can click on *Enter New Physician* to add a Physician. If there is no referring Physician, you can select *Self Referral*.

Research Accounts

The order form for research accounts does not contain the Referral section.

NeuroTrax Brain Health Suite

Choose an appropriate Brain Health Suite and the language in which the patient is to be tested. For Suites of mild Tests, the Orientation Session will always be included for first visits. It will be optional for follow-up visits.

If the patient's primary language is unavailable as a testing language, a Suite of non-verbal mild Tests may be ordered provided an individual fluent in both the patient's primary language and the testing language is present to translate the instruction screens for the patient during testing.

Psychosocial Scales

Psychosocial Scales

Select the Psychosocial Scales to be added to this order. These are web data-entry forms designed for the Test Supervisor to enter responses collected with paper testing forms. *These scales are not designed to be completed online by the patient/caregiver. Please verify that the selected scales are suitable for the patient's age.*

☐ Mood Scale (GDS - 15)

    The Mood Scale (GDS-15) is a shortened version of the 30-item scale and is suitable for individuals 17 years and older.

☐ Nervousness/Anxiety Scale

    The Nervousness/Anxiety Scale (Zung) is a 20-item scale and is suitable for individuals 11 years and older.

Psychosocial Scales are online data-entry forms designed for the Test Supervisor to enter responses collected with paper testing forms. Responses entered into reportable Psychosocial Scales will appear on the Data Report following the cognitive test results.

When ordering a Testing Session, select the Psychosocial Scales to be added, and enter the responses either before or after the patient completes the Testing Session. Printable test forms are conveniently provided in PDF format once the Order is created.

IMPORTANT! Psychosocial Scales are not designed to be completed online by the patient/caregiver. Rather, the patient/caregiver must first complete the paper testing forms and then the Professional or Test Supervisor may enter the responses into the respective online forms.

> **Research Accounts**
>
> For research accounts, the set of Psychosocial Scales to be included with every order is preconfigured according to the study protocol. For research studies without Psychosocial Scales, there will be no Psychosocial Scales section on the order form.

d. Click on *Next* after completing the form.

e. Review details of your Order on the confirmation screen:

f. Click on *Modify* if you need to make changes. Otherwise, click on *Create* to complete the Order.

g. You will find a newly-generated Order ID number on the following screen. This number is used to uniquely identify this order in the NeuroTrax Portal. Document this number for future reference.

h. You can view or modify the patient's variable demographics and/or complete any Psychosocial Scales included in the Order by clicking on the title of the Psychosocial Scale or by clicking on "Complete Scales".

i. Psychosocial Scales included with the Order are listed at the bottom of the page. Each Psychosocial Scale has two links:

1. Data Entry Form: The online web form where the Professional or Test Supervisor can enter responses collected with the paper testing form.

2. Testing Form: A printable PDF of the relevant paper testing form (if available) in the selected NeuroTrax testing language. (Testing forms are also provided in other available NeuroTrax testing languages.)

To return to this page, follow one of these breadcrumb trails:

1. *Control Menu > Orders in progress*

2. *Control Menu > Patients > View / modify > Select your patient > Next > View*

You can click to return to your Front Desk where your Order is now listed as ready for download.

6.2   Download Order

Downloading orders can be done from one of two places:

6.2.1   Download from Order Page

Control Manu > Orders in progress > Order

Click on the Download button to download the order to your NeuroTrax Desktop App.

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6.2.2   Download from Front Desk

Control Manu > Front Desk

To download an order from your *Front Desk*, select the order to be downloaded by clicking the relevant checkbox. Then click on *Download* to save the Order from your Front Desk to your Workstation.

The next screen will indicate that the download is in progress. This should take a few seconds. When you return to your *Front Desk*, the Orders that were successfully downloaded will no longer appear under "Orders Ready For Download".

6.3   Review Orders in Progress

Control Menu > Orders > Orders in progress

You can track which Orders have been created but not yet completed by clicking on *Orders in progress*. An Order may be incomplete if the Testing Session has not been completed and uploaded, or if any Psychosocial Scales are incomplete.

6.4   Review Completed Orders

Control Menu > Orders > Completed orders

Listed here are Orders with Testing Session results that have been uploaded and any Psychosocial Scales completed. You can change the year and month to review completed Orders in previous months.

6.5   Cancel Orders

1.   Control Menu > Orders > Cancel orders

You can cancel Orders from the NeuroTrax Portal if you have not yet downloaded them to your Workstation. Click on *Cancel orders*, click the checkbox to the left of the Orders you wish to cancel, and then click the *Cancel Order(s)* button.

*2.   Desktop > NeuroTrax Desktop App > Select an order > Cancel Order > Upload*

If you have already downloaded the Order to your Workstation, you may cancel it from the NeuroTrax Desktop App. Open the NeuroTrax Desktop App, select the Order you wish to cancel, click on *Cancel Order* and then click on *Upload*.

6.6   Run a Testing Session

Desktop > NeuroTrax Desktop App

Verify that you have followed the steps described in the sections "Order a Testing Session" and **"Download Order"** above before you proceed. Note that you do not need to be connected to the Internet during the Testing Session.

1.   Close all open programs.

2.   Verify that pop-up windows will not appear and background tasks will not run.

3.   Open the NeuroTrax Desktop App using the shortcut on your Windows Desktop.

4.   Select the Order you wish to run by clicking on it.

5.   Click on Run to begin the Testing Session.
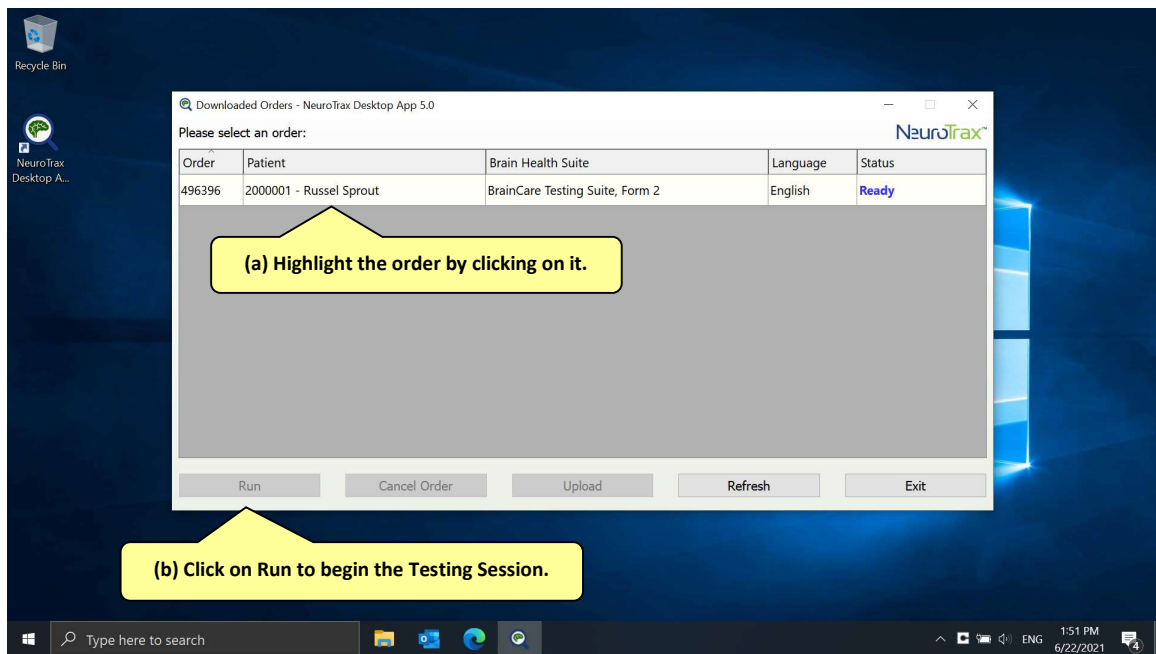
6.   Seat the patient at the Workstation to begin testing.

7.   Ensure that the patient is comfortable and ready to begin testing (e.g., wearing eyeglasses, cell phone turned off).

8. Click on Start. The Testing Session will start running and continue through all of the Tests in the Brain Health Suite ordered.

9. After the last Test, the Test Supervisor is required to enter his/her username and password. This is the same username and password for logging into the Portal.

10. You may print a Testing Session confirmation suitable for inclusion in the patient's chart by clicking on *Print*. This confirmation documents the Tests completed. It is not the Data Report containing the cognitive scores.

11. Once the Testing Session is listed as *Completed*, it is ready to be uploaded. See instructions for uploading in the section "Upload Test Results".

6.7   Stop a Testing Session

Stopping a Testing Session before the patient has completed it is highly discouraged as there will not be data for Tests not completed. However, in rare cases, it may be necessary to stop a Testing Session in the middle. In such cases, follow the procedure below.

1. Press the left Ctrl key and hold it down together with the N ("NeuroTrax") and the T ("Terminate") keys for the key combination Ctrl+N+T.

2. The following dialog box will appear:
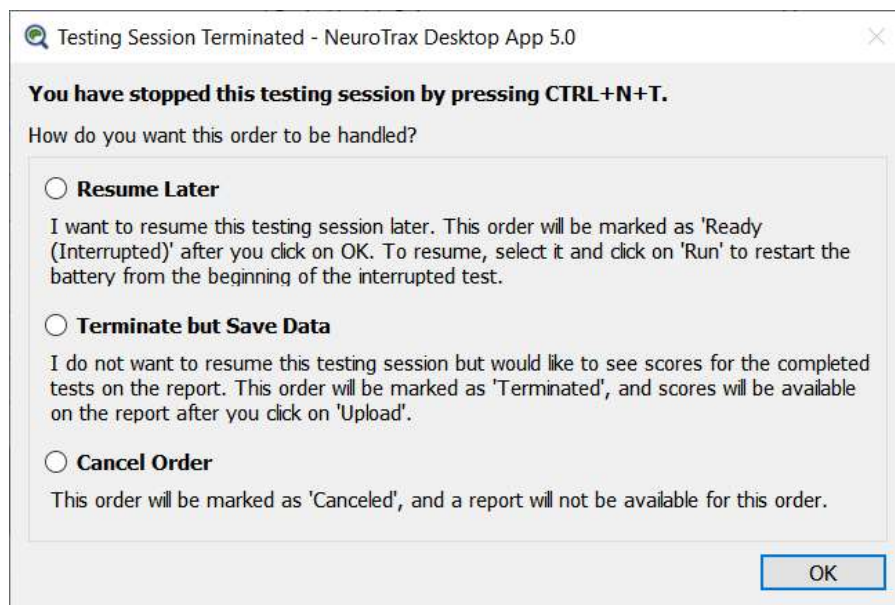
3. Select the relevant option and click on *OK*.

6.8   Resume a Testing Session

Desktop > NeuroTrax Desktop App

If your computer unexpectedly crashes, or if you terminated a Testing Session using CTRL+N+T and opted to resume later, NeuroTrax will remember which Test in the Brain Health Suite was interrupted. When you restart, the Testing Session will automatically begin from the Test that was interrupted.

To resume the Testing Session, select the Order from the list and click on *Run* as described in the section "Run a Testing Session".

Note: **If you wish to terminate a Testing Session and resume later, encourage the patient to complete the current Test, and wait for the first instruction screen of the next Test to appear before using Ctrl+N+T.** Otherwise, data collected for the current Test will not be saved, and the patient will have to repeat the Test from the beginning when the Testing Session is resumed.

Critically, **if the patient repeats a Test due to an unexpected crash or use of Ctrl+N+T, the scores obtained for that Test will likely be invalid as the patient will have seen some of the stimuli multiple times.**

Similarly, **if a Testing Session is terminated and later resumed between immediate and delayed portions of a memory Test, scores obtained on the delayed portion will be invalid** as the delay interval will no longer be comparable to that in the norms.

6.9   Upload Test Results

Desktop >NeuroTrax Desktop App > Upload

After completing one or more Testing Sessions, the results should be uploaded to the Portal as soon as possible:

1. Connect to the Internet.

2. Click on *Upload*.
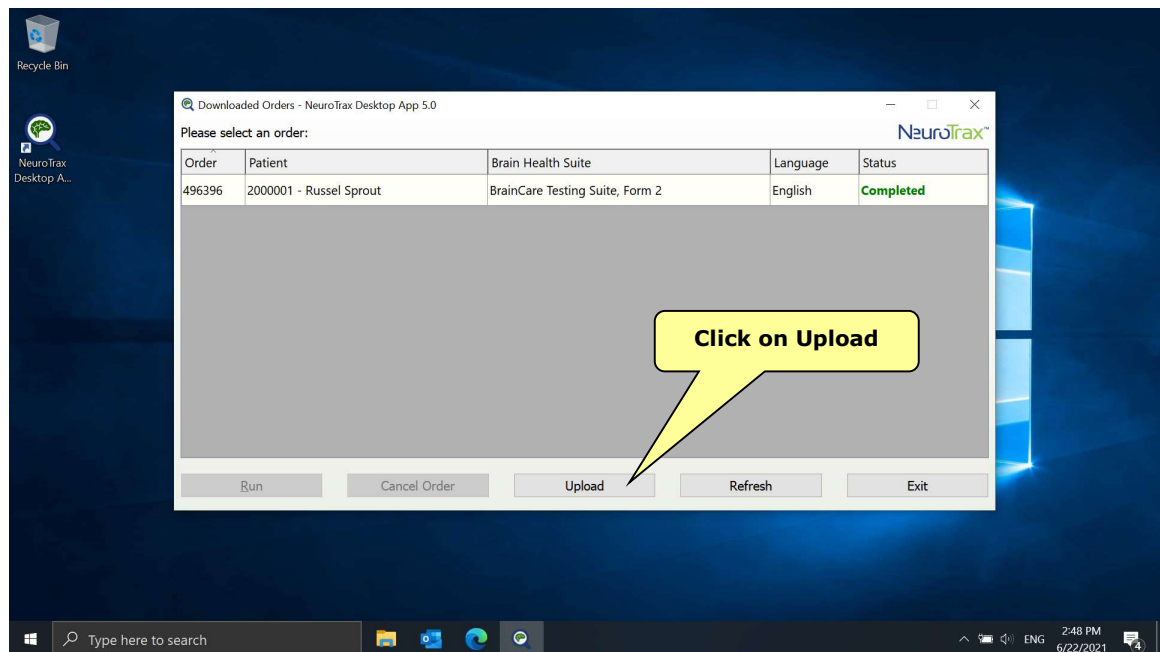
3. The program will display the progress of the upload, and will indicate a successful upload.

4. The relevant order will disappear from the NeuroTrax Desktop App window.

7 Test Results

7.1 Data Reports

NeuroTrax automatically generates a detailed Data Report including graphs summarizing performance immediately following testing. Graphs suitable for longitudinal tracking across multiple visits are provided for summary measures (e.g., Index Scores, Global Cognitive Score). These graphs provide the Professional with a broad, easily interpretable profile of the patient's cognitive strengths and weaknesses. Raw and normalized (for Suites of mild Tests) results for all NeuroTrax outcome parameters are also included in tabular form.

To view or print a Data Report:

Front Desk > View a Data Report

Control Menu > Test Results > Data Reports

1. Click on *View a Data Report* from your *Front Desk* or on *Data Reports* in the *Control Menu*. The following screen will appear:

2. Select the patient for whom you wish to view a report from the first drop-down list.

3. Select the desired report from the second list.

4. Click on *View*.

5. When the Data Report appears, you can click on *Print* to print the report.

> **Research Accounts**
>
> The Data Report is designed for use by a Professional and not to be furnished to research participants.
>
> For research accounts, data for all study participants is provided in the form of a statistics-ready data export (see "Data Export" below). Scores should **not** be manually transcribed from the Data Report.

7.2   Data Export

A User may request an export of cognitive scores and demographic data for all completed Orders in an account. This is accomplished by submitting a written request to NeuroTrax. The data is provided in a format compatible with Excel and statistics programs, sorted by the Patient ID numbers generated at patient enrollment and the Order ID numbers generated when ordering a Testing Session. Delivery of data exports is generally within 2 business days and may be accompanied by an additional charge.

8   Contact Information

8.1   Email

support@neurotrax.com

8.2   Phone

Toll free   : 1-855-NEUROTRAX (1-855-638-7687)
Israel office   : +972-72-220-1181