

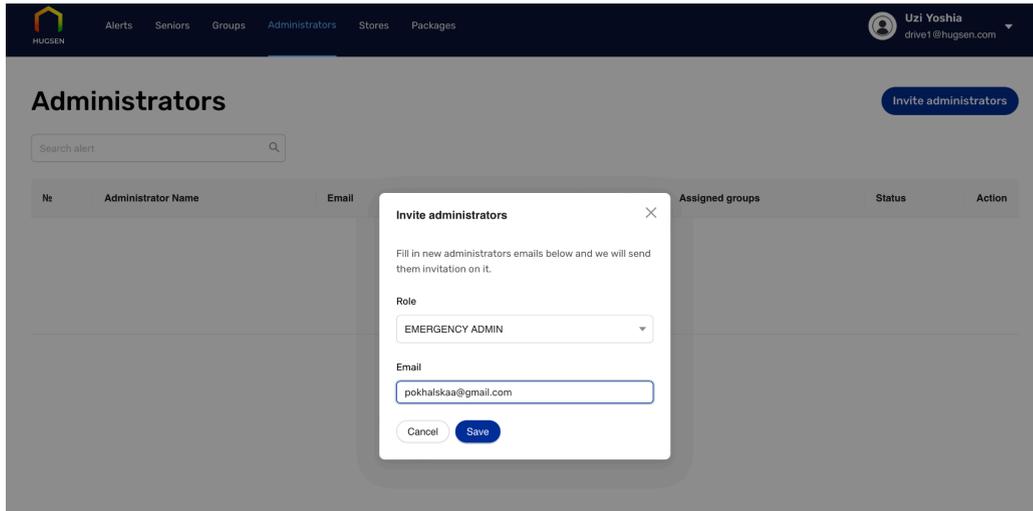
Alert Management System

Super Admin User Guide

Inviting an Admin and Logging In

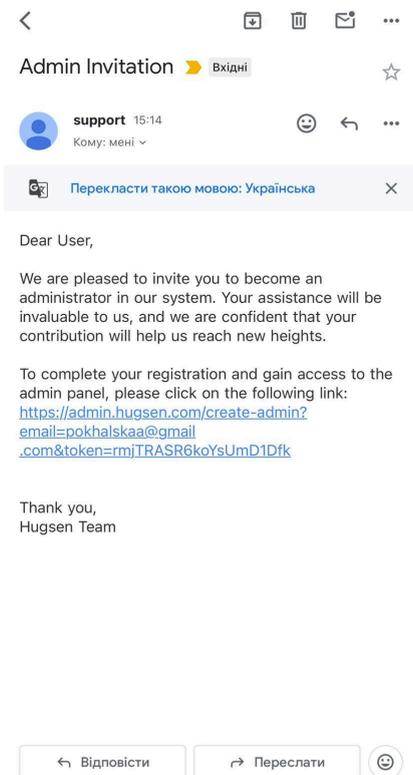
1. SuperAdmin Sends an Invitation

- SuperAdmin invites an **Emergency Admin** or **Technical Financial Admin**.
- SuperAdmin adds the admin's **email** in the system.
- The new admin gets an **email invitation**.



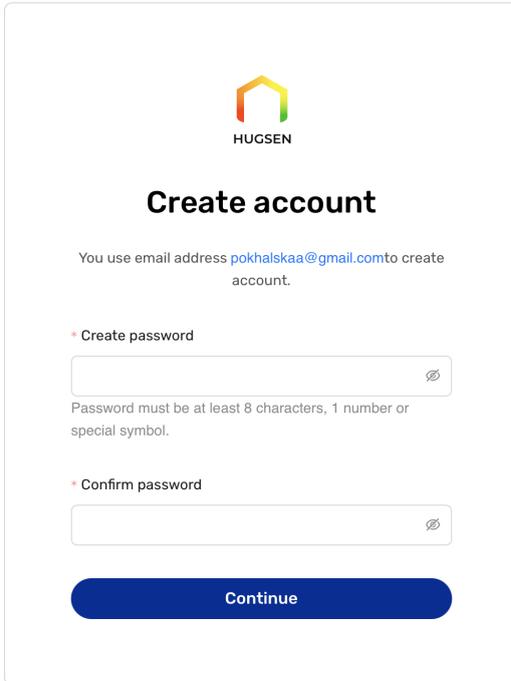
Email Invitation

- The new admin receives an email (see screenshot below).
- In this email, there is a **link**.
- The new admin must **click on the link** in the email.



Creating a Password

- After clicking the link, the new admin sees a **page to create a password** (see screenshot).
- The new admin should **enter a password** for their account.




HUGSEN

Create account

You use email address pokhalskaa@gmail.com to create account.

* Create password

Password must be at least 8 characters, 1 number or special symbol.

* Confirm password

Continue

Filling in Personal Information

- After creating a password, the new admin fills in their **personal information**.



HUGSEN

Personal information

Fill in your personal information below to complete account creation.

* First name

* Last name

* Phone number

[Create account](#)

[Back](#)

Logging In

- The admin then sees a page to **enter their email** and the **new password** they created.
- After entering the details, they log in and see the **Alerts page**.



HUGSEN

Login

* Email

* Password

Remember me

[Forgot password?](#)

[Log in](#)

Alerts Section Instruction

No	Date & Time	Alert Type	Alert Name	Alert Status	Requests	Device status	Senior Name	City	Mobile Number	Panel Phone Number	Caregiver	Emergency Call Center
1	13/11/2024 15:00	Yellow	Senior was not in Restroom for 8 Hours	Unresolved	0	Paired	אסתר שרון	Jerusalem	0506204091	467191023412117	עוזי יושע, חיים שרון	No
2	13/11/2024 14:15	Red	Inactive for 3 hours	Unresolved	0	Paired	Yurii Kochut	Bet Dagan	0990142594	467191023490111	Yurii Caregiver, Yura Kochut, Yura Kochut, Yura Kochut, Yu Kj	No
3	13/11/2024 14:00	Green Status	Green Status	Resolved	0	Not Paired	דני שכנב		0505710000			No
4	13/11/2024 14:00	Green Status	Green Status	Resolved	0	Paired	רוחמה כהן		0525566181	467191023415555	עוזי יושע, Avi Cohen, יוסי כהן	No

1. What You See

- This section shows **alerts** (notifications) about seniors.
- Alerts show when there is an issue or status update.

2. Columns Explained

- **No**: The number of the alert.
- **Date & Time**: When the alert happened.
- **Alert Type**: The color shows the alert level:
 - **Red**: High alert.
 - **Yellow**: Medium alert.
 - **Green**: Normal status.
 - **General**: Informative message.
- **Alert Name**: A short description of the alert (example: "Senior was not in Dining Room for 6 Hours").
- **Alert Status**: Shows if the alert is "Resolved" or "Unresolved." You can change statuses.
- **Requests**: Number of requests (if any).
- **Device Status**: Shows if the device is "Paired" or "Not Paired."
- **Senior Name**: Name of the senior person.
- **City**: Where the senior lives.
- **Mobile Number**: Senior's phone number.
- **Panel Phone Number**: Contact number for the panel.
- **Caregiver**: Name(s) of the caregiver(s).

- **Emergency Call Center:** "Yes means that senior has connected the Emergency Call Center Service,"; "No," means opposite.

Filtering Alerts

- Use the **Show Filters** button to find specific alerts.

The screenshot displays a user interface for managing alerts. On the left, a sidebar titled 'Filter' contains several sections: 'Applied Filter', 'Alert Type' (with radio buttons for Red, Yellow, and General), 'Alert Status' (with radio buttons for Unresolved and Resolved), 'Requests' (with radio buttons for Unresolved and Resolved), 'City' (a dropdown menu), and 'Emergency Call Center' (a dropdown menu). At the top of the sidebar are 'Clear' and 'Apply' buttons. The main area shows a table of alerts with columns: Alert Status, Requests, Device status, Senior Name, City, Mobile Number, Panel Phone Number, Caregiver, and Emergency Call Center. A 'Show filters' button is visible above the table. The table contains several rows of alert data, including one for 'Jerusalem' and another for 'Bet Dagan'.

Alert Status	Requests	Device status	Senior Name	City	Mobile Number	Panel Phone Number	Caregiver	Emergency Call Center
Unresolved	0	Paired	אסתר שרון	Jerusalem	0506204091	467191023412117	עוזי ישיע, חיים שרון	No
Unresolved	0	Paired	Yurii Kochut	Bet Dagan	0990142594	467191023490111	Yurii Caregiver, Yura Kochut, Yura Kochut, Yura Kochut, Yu Kj	No
Resolved	0		דני שבאנוב		0505710000			No
Resolved	0	Paired	רוחמה כהן		0525566181	467191023415555	עוזי ישיע, Avi Cohen, יוסי כהן	No
Resolved	0		Moses Weinstein		0000000020			No

- Click on any alert to see more details or take action (if available).
3. **Tips**
- Red alerts are important! Check them quickly.
 - If an alert is "Unresolved," it needs attention.

Viewing Alert Details

Alerts / Senior was not in Dining Room for 7 Hours

Senior was not in Dining Room for 7 Hours Unresolved

Date & Time: 13-11-2024 13:00

Details	Caregiver's comment	Details
Alert type: RED		+ Add comment
Senior name: Yurii Kochut		
Senior phone number: 0990142594		
Senior address: Lviv 1		
City: Bet Dagan		
Caregivers: Yurii Caregiver , Yura Kochut , Yura Kochut , Yura Kochut , Yu KJ		

- You can **click on the alert name** to see more details.
- In the alert details, you can view:
 - **Date & Time** of the alert
 - **Alert Name**
 - **Alert Status** (Resolved or Unresolved). You can change status.
 - **Alert Type**
 - **Senior's Name**
 - **Senior's Phone Number**
 - **Senior's Address and City**
 - **Caregivers of the Senior**
 - **Caregiver's Comment**
 - **Details** of the alert
- You can also **Add Comment** to the alert.

Seniors Section Instructions

No	Senior Name	Panel phone number	Phone number	City	Status	Requests	Groups	Caregivers	Call Center User
1	דני שכאונר		0505710000		No verified	0			No
2	רוחמה כהן	467191023415555	0525566181		Active	0		2+ מועדפים	No
3	Moses Weinstein		0000000020		Blocked	0	Belgium		No
4	Rebecca Greenberg		0000000019		Blocked	0	Belgium		No
5	David Klein		0000000018		Blocked	0	Belgium		No
6	Naomi Abramson		0000000017		Blocked	0	Belgium		No
7	Eli Schwartz		0000000016		Blocked	0	Belgium		No
8	Sarah Hoffman		0000000015		Blocked	0	Belgium		No
9	Joseph Levy		0000000014		Blocked	0	France		No
10	Deborah Goldberg		0000000013		Blocked	0	France		No

1. What You See

- This section shows **seniors** in the system.
- You can see their names, phone numbers, and other details.

2. Columns Explained

- **No**: Number of the senior.
- **Senior Name**: The name of the senior.
- **Panel Phone Number**: Phone number linked to the panel.
- **Phone Number**: The senior's mobile phone number.
- **City**: City where the senior lives.
- **Status**: Shows if the senior is **Active**, **Blocked**, or **Not Verified**.
- **Requests**: Number of requests for this senior.
- **Groups**: Shows the group(s) the senior is in.
- **Caregivers**: Name(s) of the caregiver(s) for this senior.
- **Call Center User**: Shows "Yes" if the senior uses the call center, "No" if they don't.

3. What You Can Do

- Use the **Show Filters** button to find a specific senior.
- Click on a senior's name for more details or actions (if available).

4. Tips

- Check the **Status** column to see if the senior is active or blocked.
- **Groups** can help you see which country or area the senior belongs to.

Senior's General Information Section Instructions

רוחמה כהן / Seniors

רוחמה כהן

General information | Requests | Connection device | Package | Billings | Invoices

General details	
Gender	NO DATA
Email	cruhami10@gmail.com
Phone number	0525566181
Address	..
City	
Country	
Caregivers (3)	אבי כהן, אבי ציון, אבי ציון
+ Add neighbour	
Emergency call center	No
Group	

1. What You See

- This page shows **basic details** about the senior.
- You can also see a **map** on the right side to locate the senior.

2. Details Explained

- **Gender:** Shows if the senior is male or female.
- **Email:** The senior's email address.
- **Phone Number:** The senior's mobile phone number.
- **Address:** The address where the senior lives.
- **City:** The city of the senior.
- **Country:** The country of the senior.
- **Caregivers:** Names of people who take care of the senior.
- **Emergency Call Center:** "Yes" means that senior has connected the Emergency Call Center Service; "No," means opposite.
- **Group:** Shows the senior's assigned group.

3. What You Can Do

- **Add Neighbour:** Click this link to add a neighbor contact for the senior.
- **Map:** Use the map to see the senior's location.

4. Tips

- Check **Caregivers** to see who is responsible for this senior.
- If the senior has no data in a field (for example, gender or address), it may need to be updated from Admin Panel or from Senior App.

Requests Section Instruction

Seniors / רוחמה כהן

רוחמה כהן

General information **Requests** Connection device ● Package Billings Invoices

№	Request type	Date & Time	Author	Status	Text of Request	Action
 No data						

1. What You See

- This page shows **requests** from the person who created the request.
- You can see details like request type, date, author, status, and the text of the request.

2. Columns Explained

- **№**: Number of the request.
- **Request Type**: Type of request (example: help, issue, etc.).
- **Date & Time**: When the request was made.
- **Author**: Person who created the request.
- **Status**: Shows if the request is resolved or still open.
- **Text of Request**: Description or details of the request.
- **Action**: Any action you can take (like resolving the request).

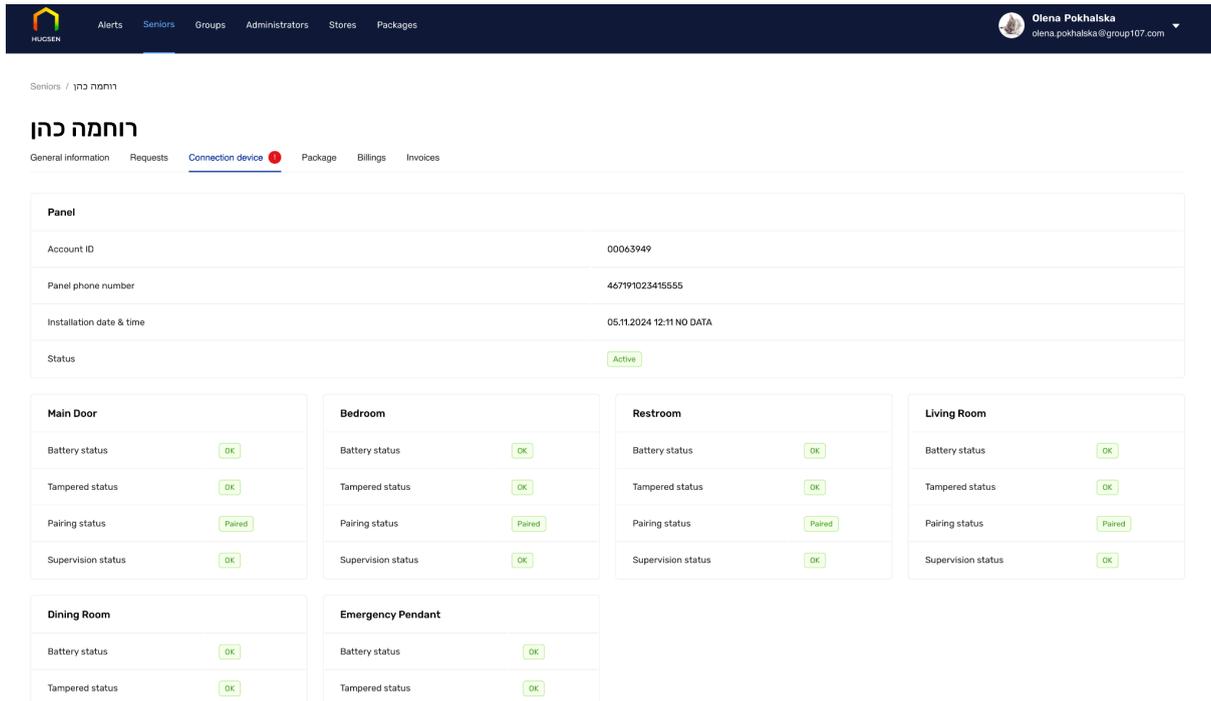
3. What You Can Do

- View the requests to see if any help or action is needed for this senior.

4. Tips

- Check **Status** to see if a request is still open and needs attention.

Connection Device Section Instructions



Seniors / חוזמה כהן

רוחמה כהן

General information Requests **Connection device** Package Billings Invoices

Panel	
Account ID	00063949
Panel phone number	467191023415555
Installation date & time	05.11.2024 12:11 NO DATA
Status	Active

Main Door	Bedroom	Restroom	Living Room
Battery status: OK	Battery status: OK	Battery status: OK	Battery status: OK
Tampered status: OK	Tampered status: OK	Tampered status: OK	Tampered status: OK
Pairing status: Paired	Pairing status: Paired	Pairing status: Paired	Pairing status: Paired
Supervision status: OK	Supervision status: OK	Supervision status: OK	Supervision status: OK

Dining Room	Emergency Pendant
Battery status: OK	Battery status: OK
Tampered status: OK	Tampered status: OK

1. What You See

- This page shows **device information** for the senior.
- It includes details for each **room** (like the main door, bedroom, restroom, etc.) and their **connection status**.

2. Panel Details

- **Account ID:** ID number of the senior's account.
- **Panel Phone Number:** The phone number linked to the senior's panel.
- **Installation Date & Time:** When the panel was installed.
- **Status:** Shows if the panel is "Active" or not.

3. Room and Device Status

- Each room or device (Main Door, Bedroom, etc.) shows:
 - **Battery Status:** "OK" if the battery is working well.
 - **Tampered Status:** "OK" if the device has not been moved or broken.
 - **Pairing Status:** "Paired" if connected correctly.
 - **Supervision Status:** "OK" if the device is being monitored.

4. What You Can Do

- Check the **status** of each device to make sure everything is "OK" and "Paired."

5. Tips

- If any status is not "OK" or "Paired," the device may need attention.
- Check the **Battery Status** regularly to ensure devices are powered.

Package Section Instructions

Package details	
Package name	שם תחנה לחשוק סניורה באזור 1000
Cost of the device	₪ 2249
Cash discount for the first 100 subscribers	₪ 0
Device cost after discount	₪2249
Payment	₪ 1-3
Subscription fees without obligations	₪ 1

1. What You See

- This page shows **package details** for the senior.
- It includes information about the **device cost** and **payment options**.

2. Package Details Explained

- **Package Name:** The name of the package chosen.
- **Cost of the Device:** The full price of the device.
- **Cash Discount for the First 100 Subscribers:** Discount for early subscribers (if any).
- **Device Cost After Discount:** The device cost after applying any discounts.
- **Payment:** The payment plan or options available.
- **Subscription Fees Without Obligations:** Monthly fee if no long-term contract.

3. What You Can Do

- Review this section to understand the **cost** and **payment** options for the senior's package.

4. Tips

- Check for any **discounts** that may apply.
- Review the **payment plan** to see if it matches the senior's needs.

Billings Section Instructions

Seniors / רוחמה כהן

רוחמה כהן

General information Requests Connection device Package **Billings** Invoices

№	Order #	Package Type	Price	Sold by	Date & Time	Status
1	1200	Package 1	₪ 0		05.11.2024 12:11	Processing
2	1207	Package 1	₪ 1		06.11.2024 00:11	Processing

1. What You See

- This page shows **billing details** for the senior.
- You can see information about orders, prices, and payment status.

2. Billing Details Explained

- **№**: Number of the order.
- **Order #**: Order number (click to view more details about the order).
- **Package Type**: The type of package ordered.
- **Price**: The price of the order.
- **Sold By**: The person or source who sold the package.
- **Date & Time**: When the order was placed.
- **Status**: Shows if the order is “Processing” or completed.

3. What You Can Do

- Click on the **Order #** to see more details about each order.
- Check the **Status** to know if the order is still processing or done.

4. Tips

- Review **Price** to confirm the correct amount is charged.
- Make sure the **Status** is updated if any action is needed.

Invoices Section Instructions

The screenshot shows a web application interface. At the top, there is a dark navigation bar with the logo 'MUSCEN' on the left and a user profile for 'Olana Pokhalska' on the right. Below the navigation bar, the breadcrumb path is 'Seniors / רוחמה כהן'. The main header area contains the name 'רוחמה כהן' and a series of tabs: 'General information', 'Requests', 'Connection device' (with a red dot), 'Package', 'Billings', and 'Invoices' (which is underlined). Below the tabs is a table with the following columns: 'No', 'Invoice #', 'Date & Time', and 'Actions'. The table is currently empty, displaying a 'No data' message with a folder icon.

1. What You See

- This page shows **invoices** for the senior.
- It includes information about each invoice and its details.

2. Invoice Details Explained

- **No**: Number of the invoice.
- **Invoice #**: Unique number for each invoice.
- **Date & Time**: When the invoice was created.
- **Actions**: Any actions available (such as viewing or downloading the invoice).

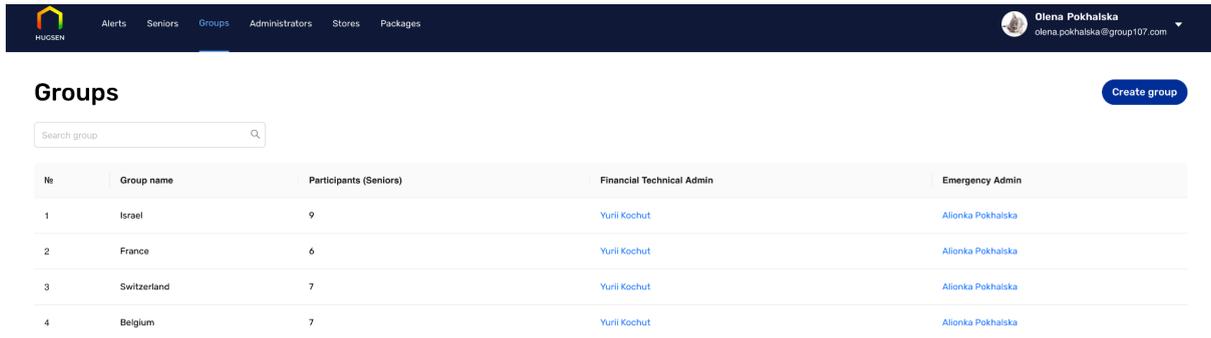
3. What You Can Do

- If there are invoices, you can click on them to view more details or take action.

4. Tips

- Check invoices regularly to keep track of payments and billing.

Groups Section Instructions



№	Group name	Participants (Seniors)	Financial Technical Admin	Emergency Admin
1	Israel	9	Yurii Kochut	Alionka Pokhalska
2	France	6	Yurii Kochut	Alionka Pokhalska
3	Switzerland	7	Yurii Kochut	Alionka Pokhalska
4	Belgium	7	Yurii Kochut	Alionka Pokhalska

1. What You See

- This page shows **groups** of seniors by country or area.
- It includes details about each group, like the number of participants and the admins.

2. Group Details Explained

- **№**: Number of the group.
- **Group Name**: The name of the group.
- **Participants (Seniors)**: Number of seniors in the group.
- **Financial Technical Admin**: The admin responsible for financial and technical tasks.
- **Emergency Admin**: The admin responsible for emergency tasks.

3. What You Can Do

- **Create Group**: Click the "Create group" button to add a new group.
- Click on an admin's name to view more details about their role.

4. Tips

- Use the **search bar** to find a specific group quickly.
- Make sure each group has assigned admins to manage tasks.

Administrators Section Instructions

No	Administrator Name	Email	Phone number	Role	Assigned groups	Status	Action
1	Yurii Kochut	kochutyura@gmail.com	+380990142999	Financial Technical Admin	Belgium , Switzerland , France , Israel	ACTIVE	
2	Alionka Pokhalska	pokhalska@gmail.com	0673469564	Emergency Admin	Belgium , Switzerland , France , Israel	ACTIVE	

1. What You See

- This page shows a list of **administrators**.
- You can see details like name, email, role, and assigned groups.

2. Administrator Details Explained

- **No**: Number of the administrator.
- **Administrator Name**: The name of the admin.
- **Email**: The admin's email address.
- **Phone Number**: The admin's phone number.
- **Role**: The admin's role (Financial Technical Admin, Emergency Admin).
- **Assigned Groups**: The groups (countries or areas) the admin is responsible for.
- **Status**: Shows if the admin is "Active."
- **Action**: Any actions you can take (such as editing or removing the admin).

3. What You Can Do

- **Invite Administrators**: Click this button to add a new administrator.
- Click on the admin's name for more details about their role.

4. Tips

- Use the **search bar** to find a specific administrator.
- Check the **status** to ensure the admin is active.

Store Section Instructions

Store

Search store, seller

№	Store name	Store type	Phone number at the branch	Address	Sold packages
No data					

1. What You See

- This page shows a list of **stores**.
- You can view information like store name, type, and contact details.

2. Store Details Explained

- **№**: Number of the store.
- **Store Name**: The name of the store.
- **Store Type**: Type of store (for example, online, physical).
- **Phone Number at the Branch**: Contact phone number for the store.
- **Address**: The location of the store.
- **Sold Packages**: Number of packages the store has sold.

3. What You Can Do

- Use the **search bar** to find a specific store by name or seller.
- View details about each store's type and contact information.

4. Tips

- Check the **Sold Packages** column to see which stores are performing well.
- Keep store information updated for accurate records.

Packages Section Instructions

Packages

יש הנחה לזמקת מכירה באתר 1000	עסקה עד 36 תשלומים	תשלום חודשי ללא התחייבות	"השומר האישי" GuardianPro
Cost of the device ₪ 2249	Cost of the device ₪ 3249	Cost of the device ₪ 2000	Cost of the device ₪ 1
Cash discount for the first 100 subscribers ₪ 0	Cash discount for the first 100 subscribers ₪ 0	Cash discount for the first 100 subscribers ₪ 0	Cash discount for the first 100 subscribers ₪ 0
Device cost after discount ₪ 2249	Device cost after discount ₪ 3249	Device cost after discount ₪ 2000	Device cost after discount ₪ 1
Payment 1 - 3	Payment 12 - 36	Payment 1 - 1	Payment 1 - 1
Subscription fees without obligations ₪ 1	Subscription fees without obligations ₪ 1	Subscription fees without obligations ₪ 249	Subscription fees without obligations ₪ 1

1. What You See

- This page shows **different packages** available for seniors.
- Each package has details like device cost, payment options, and subscription fees.

2. Package Details Explained

- **Cost of the Device:** The price of the device.
- **Cash Discount for the First 100 Subscribers:** Special discount for the first 100 people (if any).
- **Device Cost After Discount:** The device price after applying any discount.
- **Payment:** Payment plan or options, shown in months (example: "1 - 3" means 1 to 3 months).
- **Subscription Fees Without Obligations:** Monthly fee if there is no contract.

3. What You Can Do

- Review each package to understand the **cost** and **payment options**.

4. Tips

- Choose the package that best fits the senior's needs and budget.
- Look for any **discounts** available to save on costs.