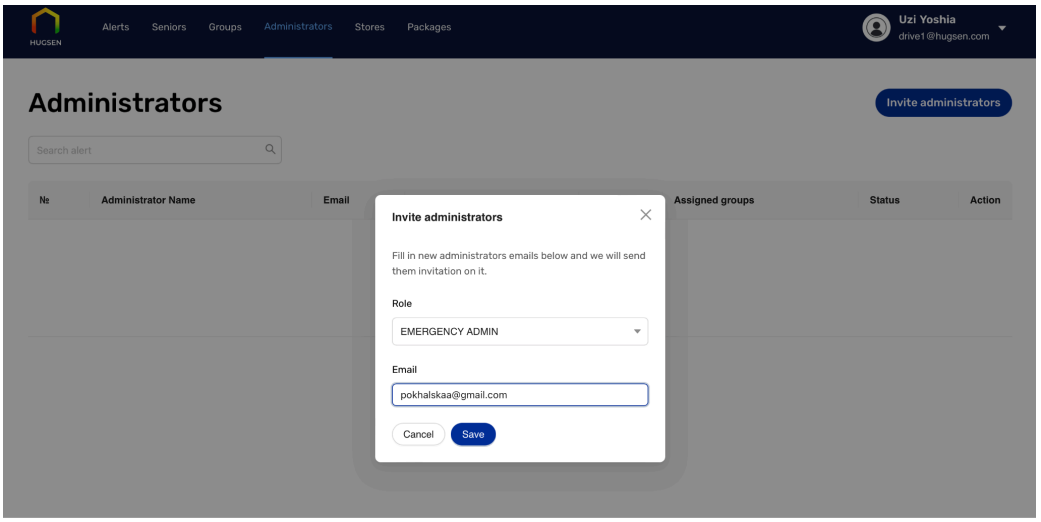
Alert Management System

Super Admin User Guide

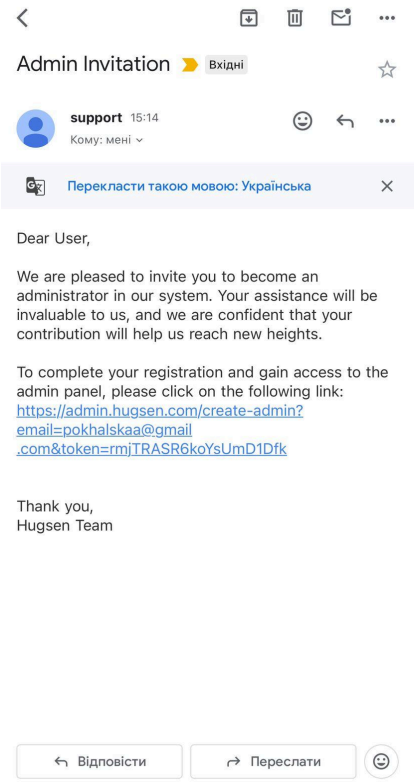
Inviting an Admin and Logging In

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**.



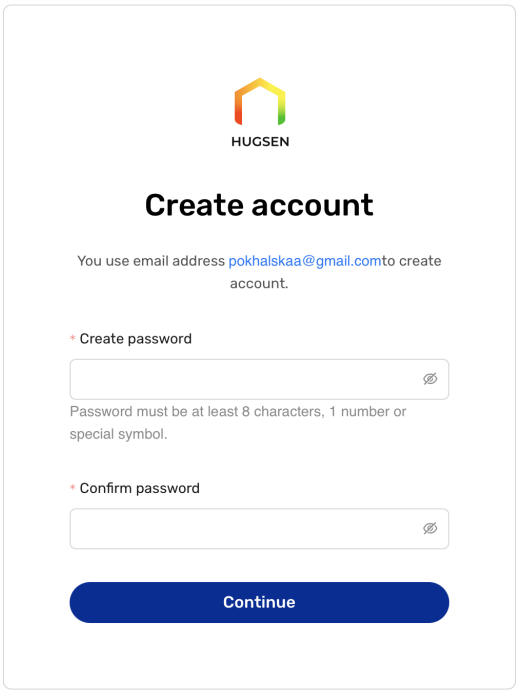
Email Invitation

- 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.



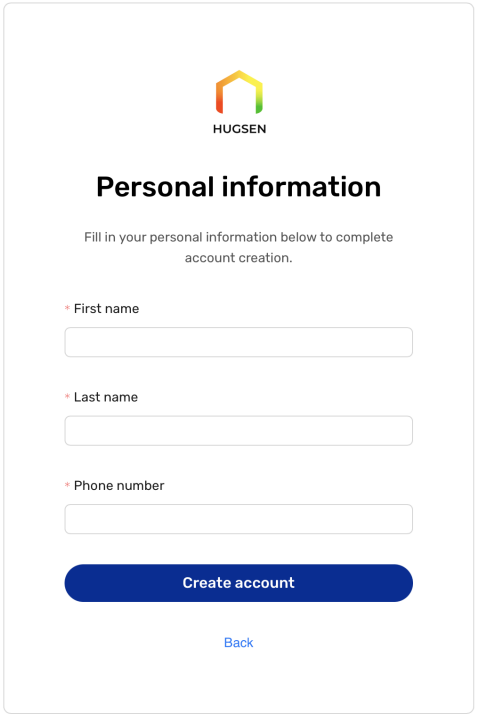
Creating a Password

- 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.



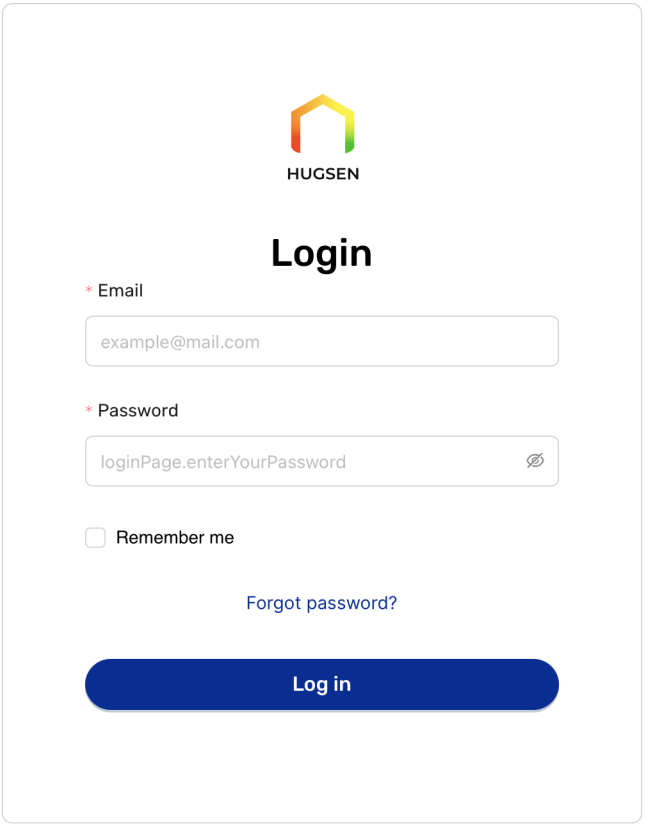
Filling in Personal Information

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

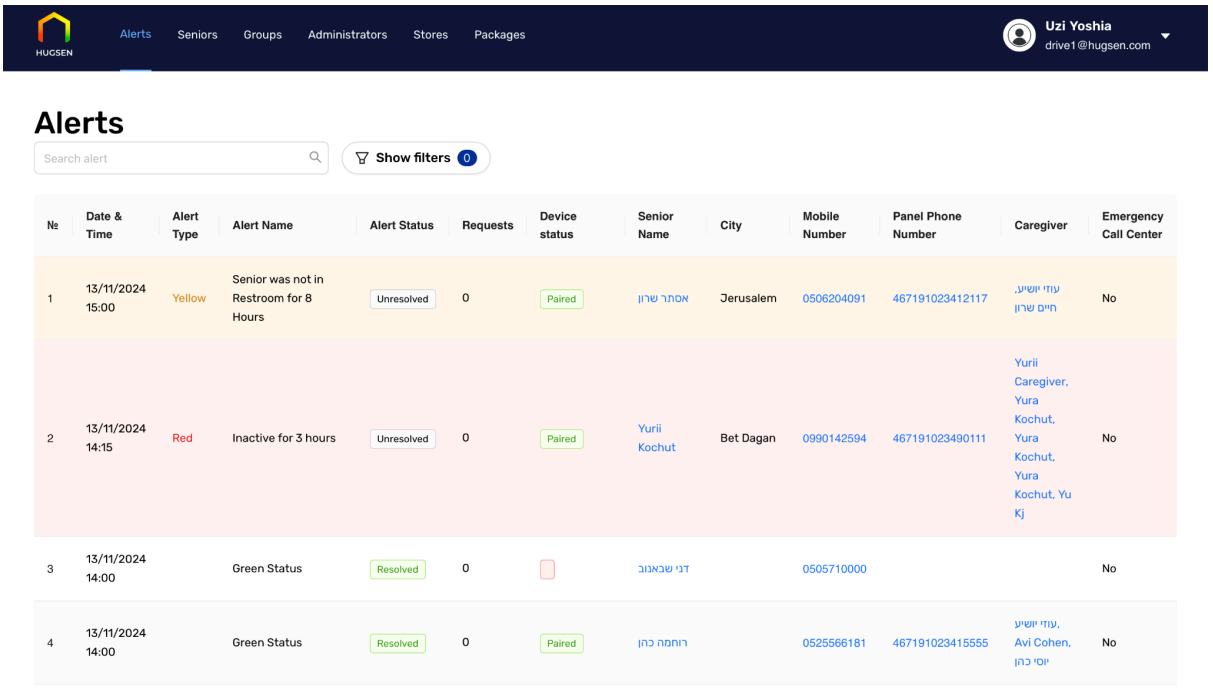


Logging In

- 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**.



Alerts Section Instruction

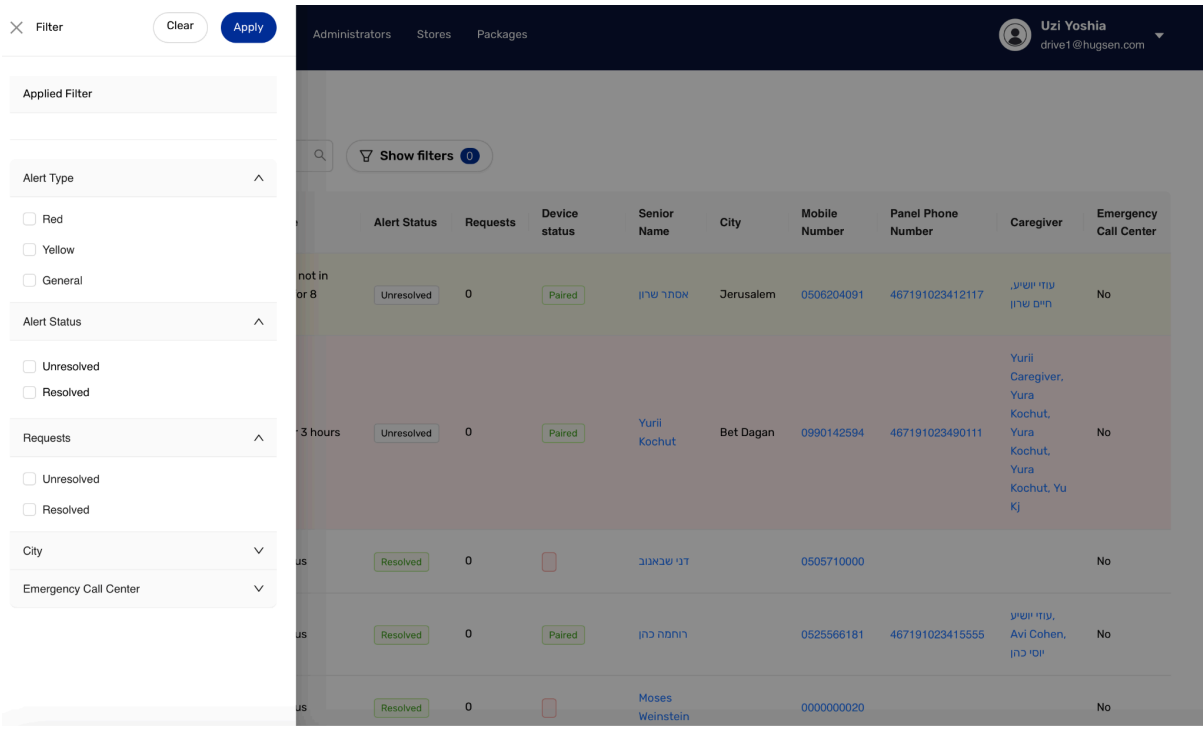


1. **What You See**
    - This section shows **alerts** (notifications) about seniors.
    - Alerts show when there is an issue or status update.
2. **Columns Explained**
    - **№**: The number of the alert.
    - **Date & Time**: When the alert happened.
    - **Alert Type**: The color shows the alert 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

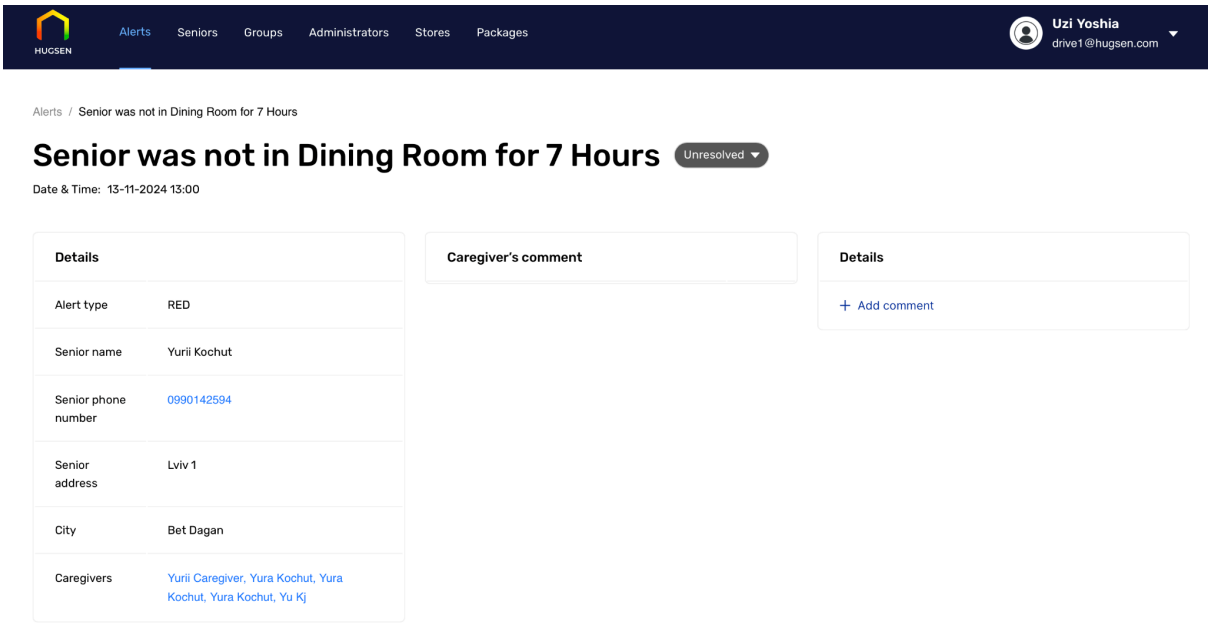
- Use the **Show Filters** button to find specific alerts.



- Click on any alert to see more details or take action (if available).

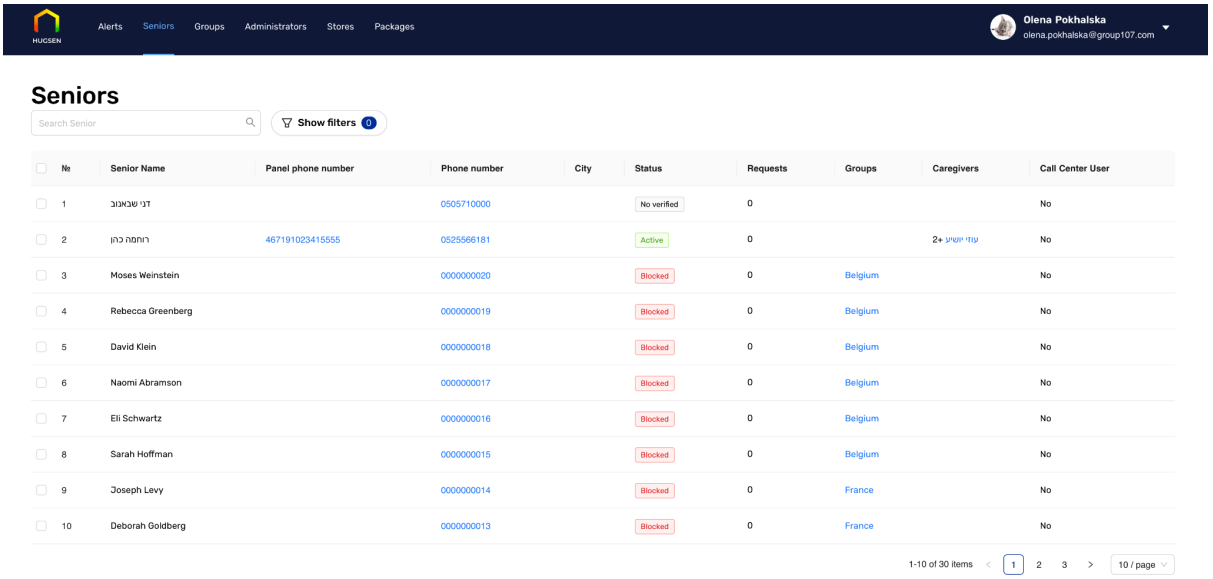
3. **Tips**
   - Red alerts are important! Check them quickly.
   - If an alert is "Unresolved," it needs attention.

Viewing Alert Details



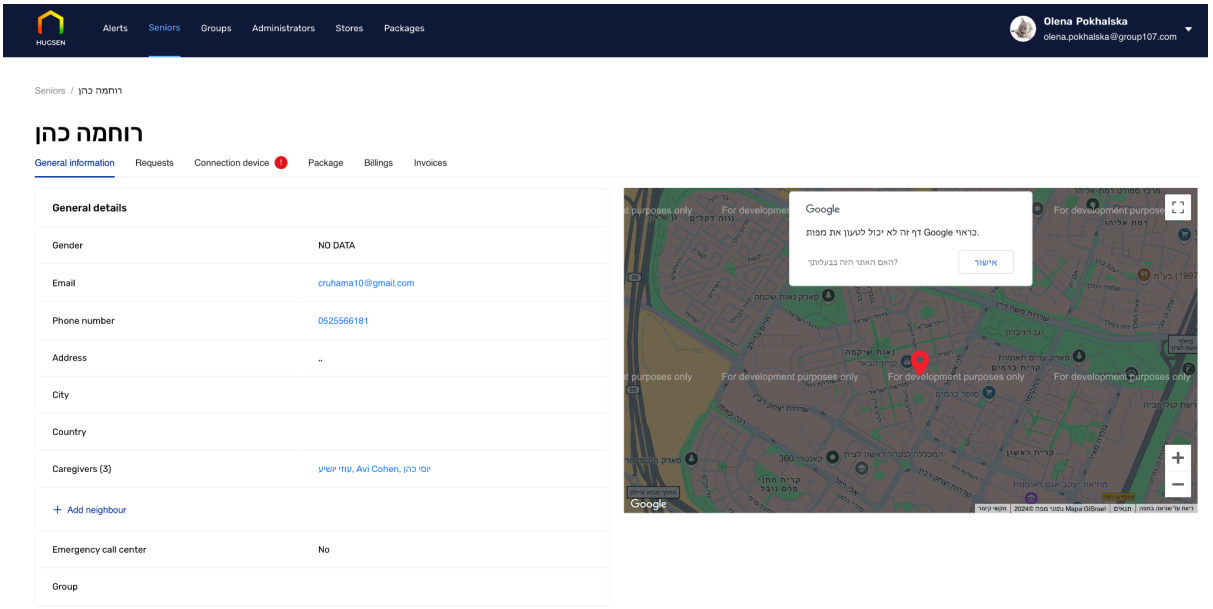
- You can **click on the alert name** to see more details.
- In the alert details, you can view:
    - **Date & Time** of the alert
    - **Alert Name**
    - **Alert Status** (Resolved or Unresolved). You can change status.
    - **Alert Type**
    - **Senior's Name**
    - **Senior's Phone Number**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



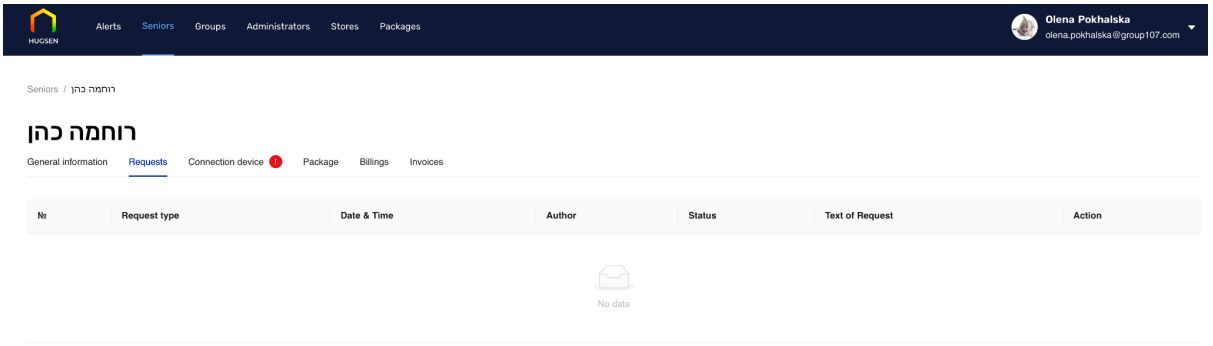
1. **What You See**
   - This section shows **seniors** in the system.
   - You can see their names, phone numbers, and other details.
2. **Columns Explained**
   - **№**: Number of the senior.
   - **Senior Name**: The name of the senior.
   - **Panel Phone Number**: Phone number linked to the panel.
   - **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



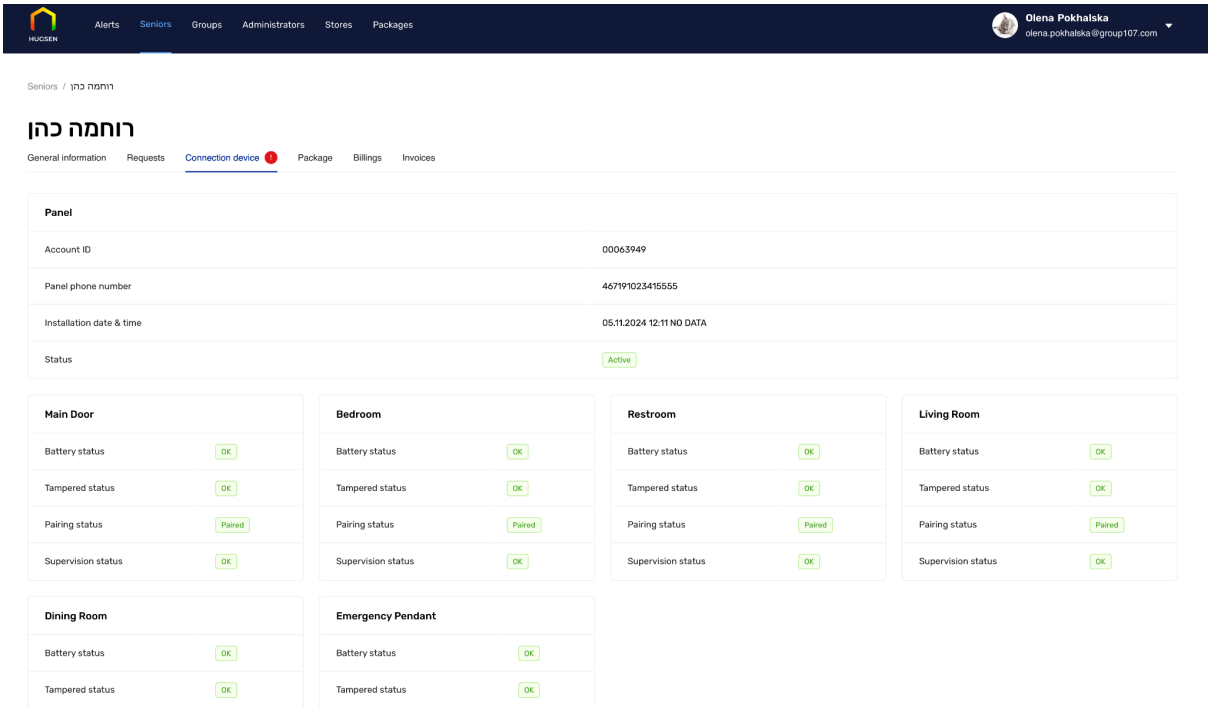
1. **What You See**
    - This page shows **basic details** about the senior.
    - You can also see a **map** on the right side to locate the senior.
2. **Details Explained**
    - **Gender**: Shows if the senior is male or female.
    - **Email**: The senior’s email address.
    - **Phone Number**: 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



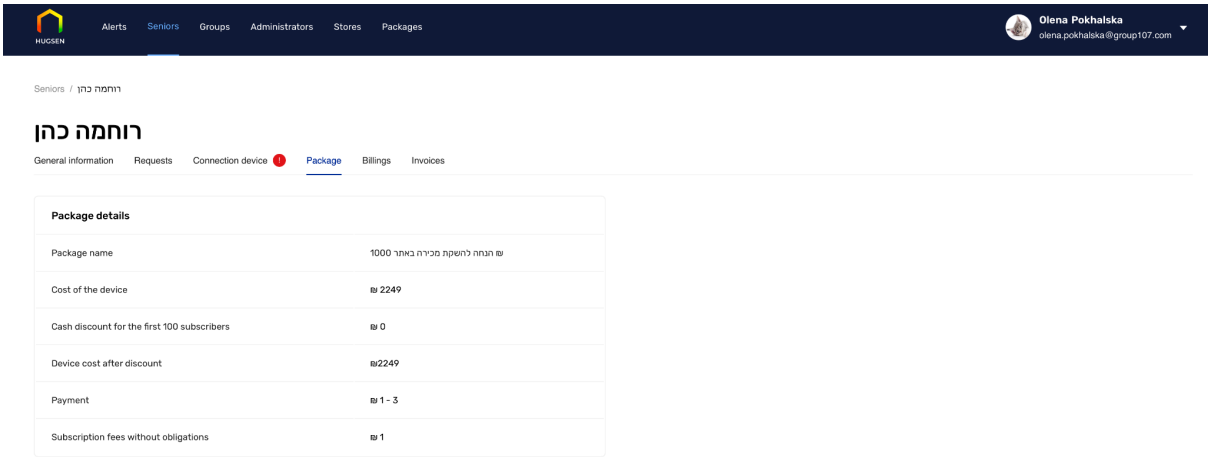
1. **What You See**
    - This page shows **requests** from the person who created the request.
    - You can see details like request type, date, author, status, and the text of the request.
2. **Columns Explained**
    - **№**: Number of the request.
    - **Request Type**: Type of request (example: 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



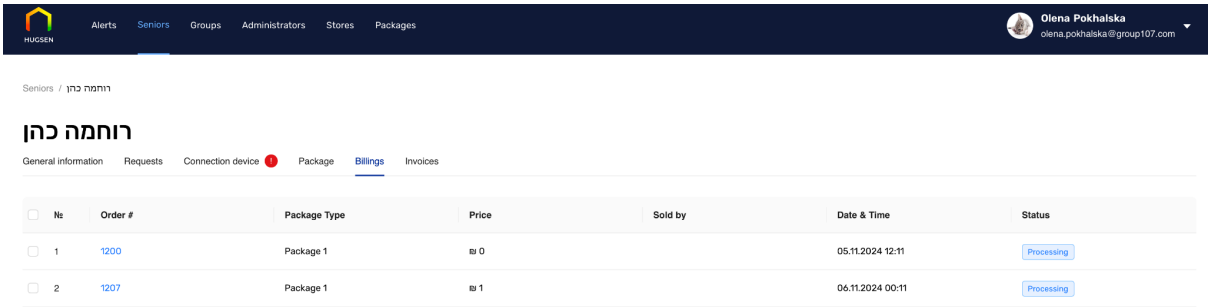
1. **What You See**
    - This page shows **device information** for the senior.
    - It includes details for each **room** (like the main door, bedroom, restroom, etc.) and their **connection status**.
2. **Panel Details**
    - **Account ID**: ID number of the senior's account.
    - **Panel Phone 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



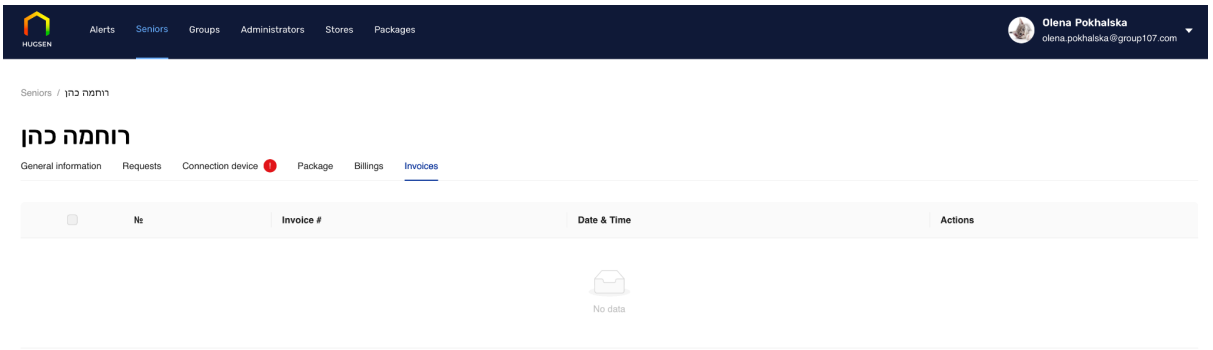
1. **What You See**
    - This page shows **package details** for the senior.
    - It includes information about the **device cost** and **payment options**.
2. **Package Details Explained**
    - **Package Name**: The name of the package chosen.
    - **Cost of the Device**: The full price of the device.
    - **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



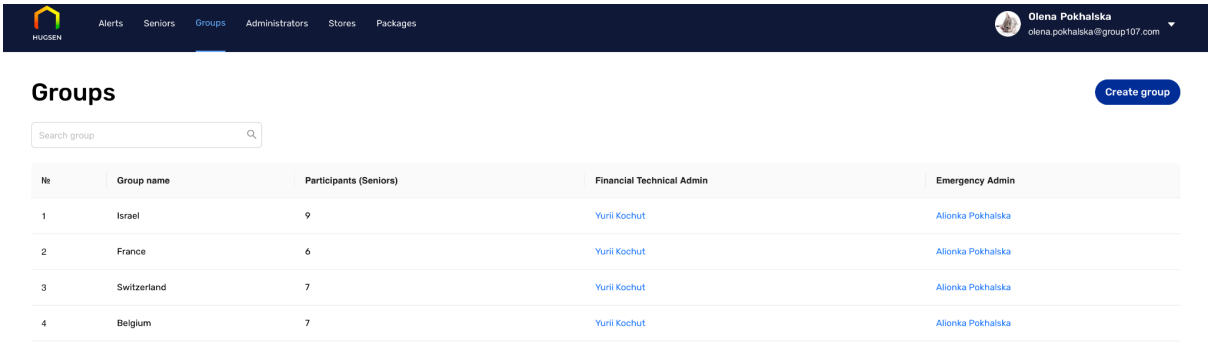
1. **What You See**
    - This page shows **billing details** for the senior.
    - You can see information about orders, prices, and payment status.
2. **Billing Details Explained**
    - **№**: Number of the order.
    - **Order #**: Order number (click to view more details about the order).
    - **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



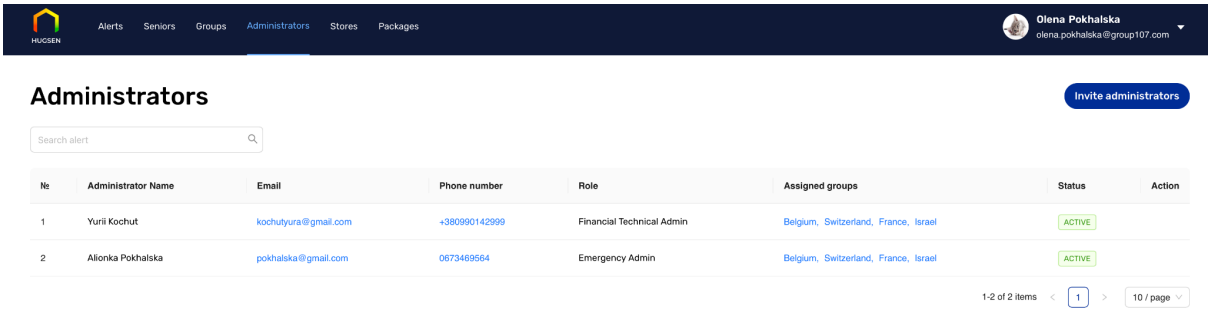
1. **What You See**
    - This page shows **invoices** for the senior.
    - It includes information about each invoice and its details.
2. **Invoice Details Explained**
    - **№**: Number of the invoice.
    - **Invoice #**: Unique number for each invoice.
    - **Date & Time**: When the invoice was 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



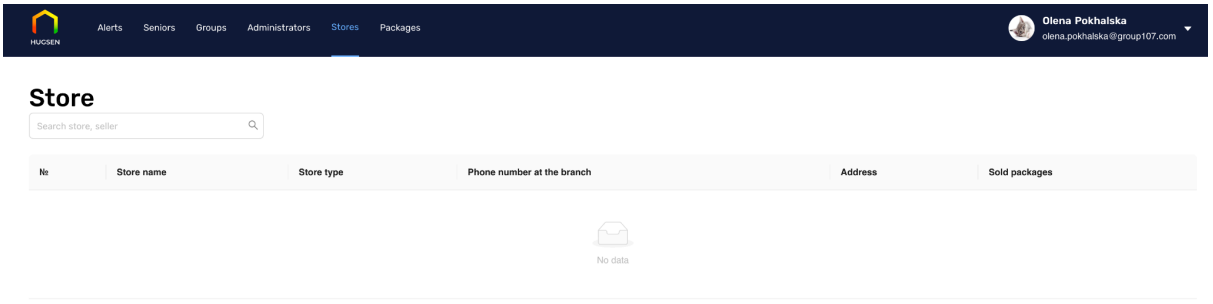
1. **What You See**
    - This page shows **groups** of seniors by country or area.
    - It includes details about each group, like the number of participants and the admins.
2. **Group Details Explained**
    - **№**: Number of the group.
    - **Group Name**: The name of the group.
    - **Participants (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



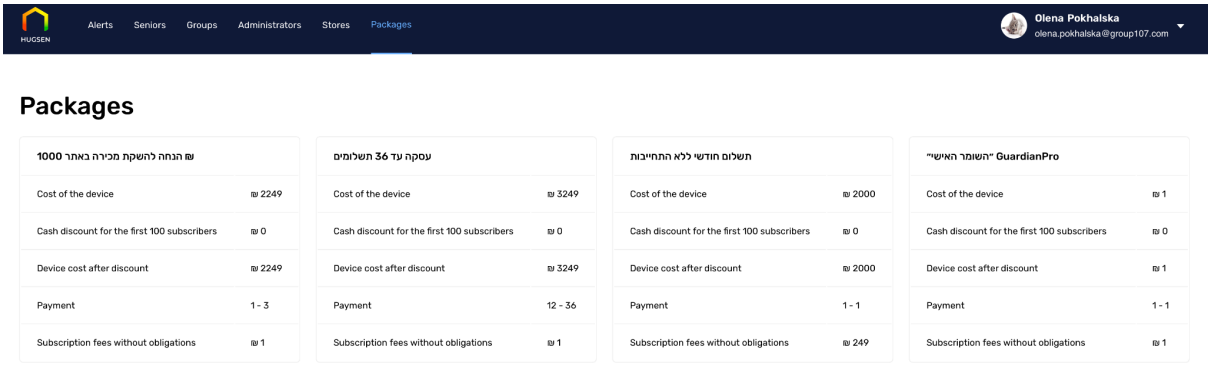
1. **What You See**
    - This page shows a list of **administrators**.
    - You can see details like name, email, role, and assigned groups.
2. **Administrator Details Explained**
    - **№**: Number of the administrator.
    - **Administrator Name**: The name of the admin.
    - **Email**: The admin's 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



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



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.