

Dashboard | The Sub Community Admin Guidebook



## Overview

Last updated: August 11, 2023, Version 39

This guide will take you through the steps on how to use the Sub Community Admin dashboard. The platform is designed to help you conveniently keep track of your population activities and improve overall population wellness.

Some key features of the platform are to:

- Track overall population wellness and engagement levels
- View distribution charts of population activities and challenge progress
- Create health challenges and invite participants
- Manage users and segment them into groups

\*Please note: Set the screen resolution of the browser to 100% (fit to screen) for the best viewing experience & to avoid any screen distortion.



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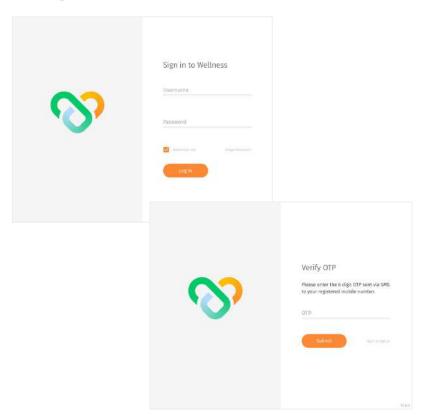


## **Get Started**

- | Login
- Setting Your Password



### Login

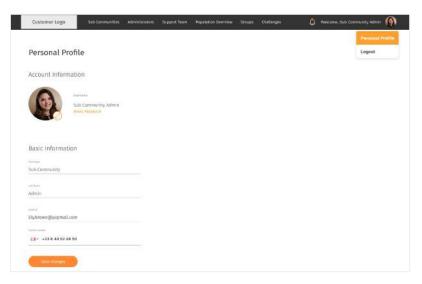


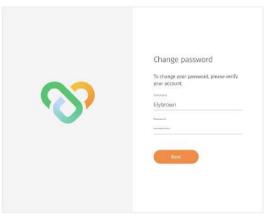
### Navigate to the dashboard at wellness.connectedlife.io

- <sup>⋆</sup> Use your username and temporary password to login. A temporary password will be sent to your email address upon account creation.
- ← Once you click on "Login" button, you will be redirected back to the dashboard, where you need to enter the OTP sent to your registered phone number > click "Submit" button to complete login.



### **Setting Your Password**





#### NOTE

\*Your new password must contain a number, symbol, upper cases and lower case letters.

- ← To change your password, go to Personal Profile > Reset Password.
- ↑ You are required to change your password to ensure that the system remains secure.

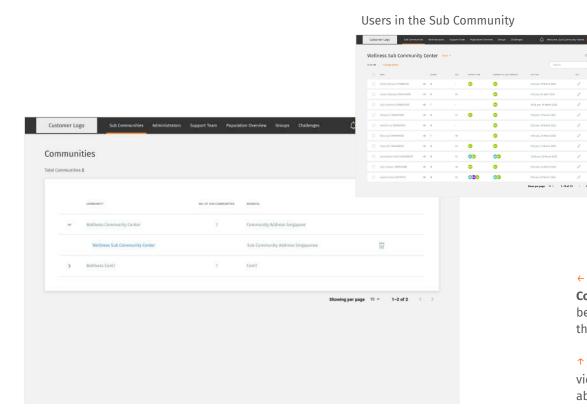


# **Community & Sub Community**

- About Community & Sub Community
- Assign Users to Sub Community



#### Viewing Community & Sub Community



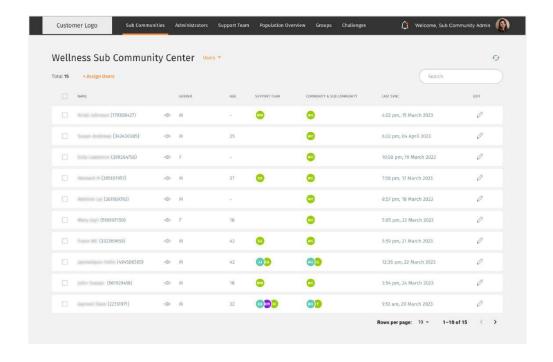
#### Sub Community Administrator



- ← Upon logging in, you will see the **Communities** overview page. From here, you will be able to view or delete the communities of the sub communities under your care.
- ↑ Click on the Community/Subcommunity to view the users/admins under it. You will be able to edit their details or assign them.



### Assign Users to the Sub Community



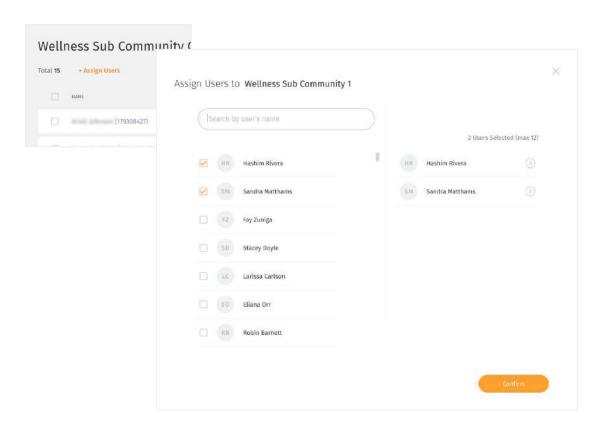
#### Users

Sub Community Administrators

- ← Upon entering your individual sub community page, you will have an overview of that sub community's user.
- ← You may assign **"User"** based on the list view you are on.
- ↑ You may toggle the list view between "Users" or "Sub Community Admins" by clicking on the dropdown menu located beside your Sub Community name.



### **Editing Community & Sub Community**



- ∇ Upon selecting "+Assign Users", you will be able to assign user to the sub community.
- ← You may assign user for your sub community by selecting through the list of users or search the user through the search box.

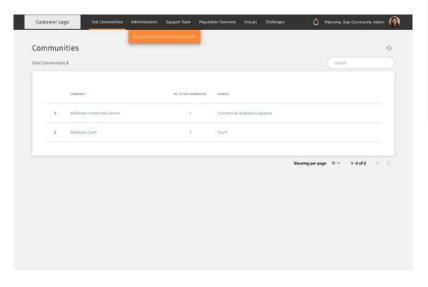


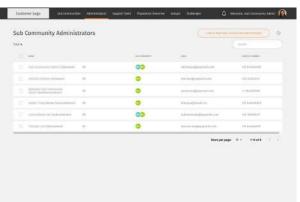
# **Sub Community Administrators**

- About Sub Community Administrators
- Adding Sub Community Administrators



#### **About Sub Community Administrators**

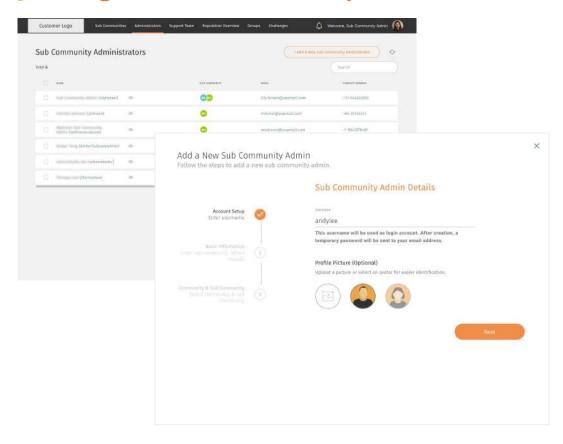




- You may access the Sub Community
   Administrators page through the
   "Administrators" tab at the top navigation bar.
- ↑ The Sub Community Administrators page shows a list of Sub Community Administrators under your organization where you can view each Sub Community Administrator's information.



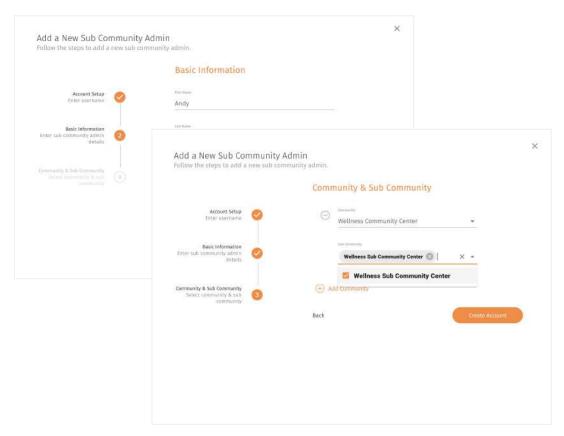
#### Adding a new Sub Community Administrator



- To add a new Sub Community Administrator
   click "Add A New Sub Community
   Administrator" button.
- Set up an account for the Sub Community Administrator by filling in the "Username" and upload a "Profile picture" (Optional)



#### Adding a new Sub Community Administrator (cont)



- ← Key in the basic information about the Sub Community Administrator.
- Select Community & Sub Community for the Sub Community Administrator. Once all mandatory fields are filled, you can then click on the "Create Account" button.



## **Users**

- About Users
- Inviting New Users
- | Editing Users Information



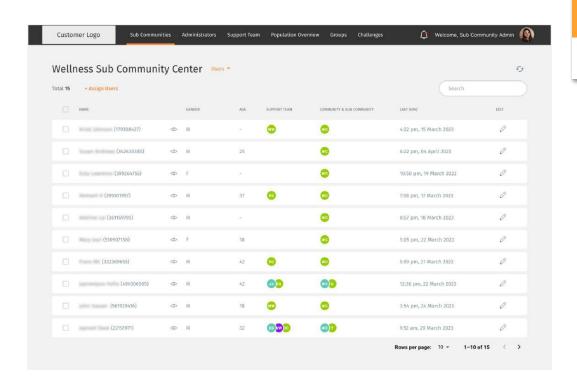
### **Users List Summary**

This is an explanation summary of the different Users.

Assigned Users	Unassigned Users	Pending Onboarding Users	Pending Activation List	Invited Users List
Users who have a support team assigned to them (either via self selection or admin)	Users who have been onboarded previously - but for some reason doesn't have a support team  (e.g. User Requests a Change / Off Duty)	New Users who have completed mobile onboarding on mobile app & did not select support team	Users who have not completed mobile onboarding procedure (download app & complete profile)	Users who are invited by admins or support team members but have not registered.  This list is the same across all dashboard roles.



#### **About Users**



Users

Sub Community Administrators

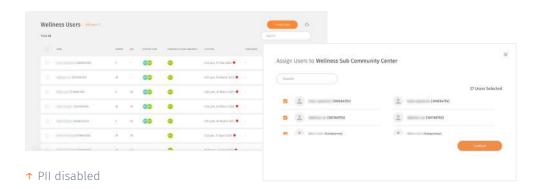
← Click on "Sub Communities" on the top navigation bar to see the drop down menu. Click on "Users" on the drop down menu to view user's information accordingly.



#### About My Users (cont.)



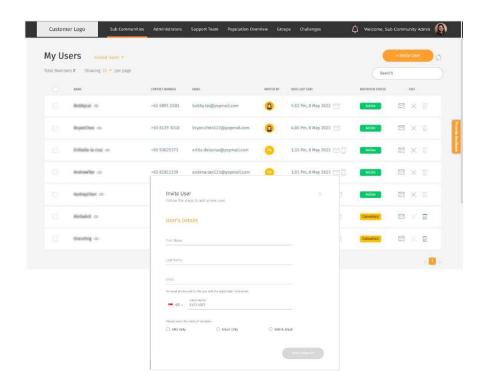
↑ PII enabled



- ← Your wellness administrator may restrict your access to personal identifiable information (PII). Your admin may enable/disable your access at any points in time.
- ← Note that if your PII access is disabled, you will not be able to view your users' names (which will be fully blurred) or edit their information. You can refer to their User ID as required.



#### **Inviting New Users**



- You may invite a User to start their program under your facility by clicking on the '+Invite a New User'.
- ← Depending on the organisation setup, invitation code may be turned **off** or turned **on**.

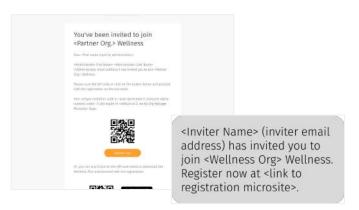
Invitation code turned ON: Invited users can have three states - 'Invited', 'Cancelled' (means invitation is cancelled by administrator), and 'Expired' (means code expired).

Invitation code turned OFF: Invited users can have two states - 'Invited' and 'Cancelled' (means invitation is cancelled by administrator).



#### Inviting New Users o Invite users

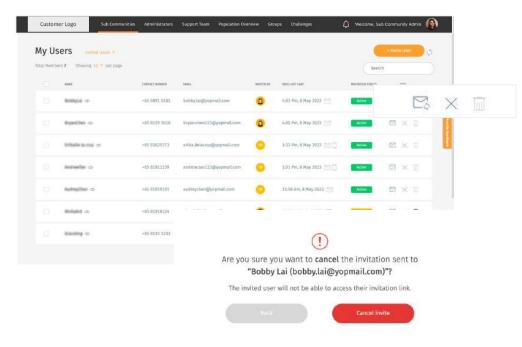




- ▼ To invite users manually, click "+Invite A New User".
- ← Fill up the User Name & Email/mobile number, and mode of invitation.
- ↑ Upon invitation, users will receive invitation with link to microsite, together with an invitation code if the platform owner has switched on invitation code settings. The organisation section will be prefilled to that of the inviting organisation.



#### Inviting New Users • Cancel invite



← You can cancel an active invitation by clicking on the

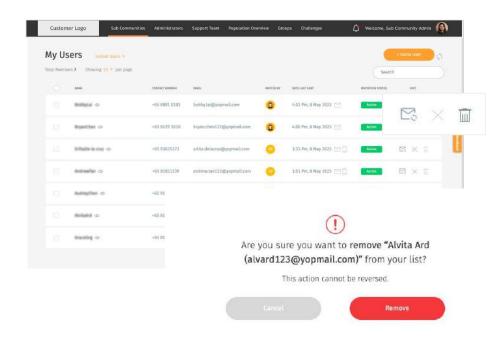
button. A pop up will show accordingly to confirm your cancellation.

Once an invitation is cancelled, the user will not be able to access the invitation link sent and/or use the invitation code provided to register on their mobile app.

The cancel button will be disabled once an invitation has been cancelled.



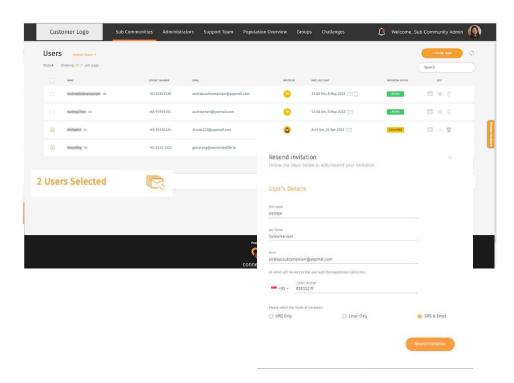
#### **Inviting New Users** ○ Delete invite



← You can delete an invitation only if it has been cancelled. Click to delete the invitation. A prompt will appear to confirm your deletion.



#### Inviting New Users • Resend invite



← Once an invitation has been cancelled, you can resend their invitation by clicking on the button.

An invitation can also be resend even if it is still active. The previous invitation link and/or code will be auto-expired and a new one will be generated.

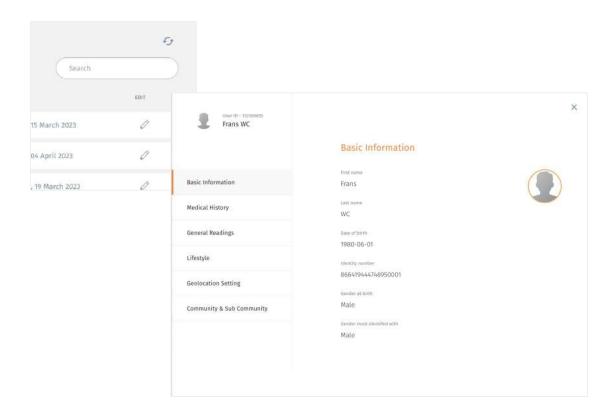
A pop up will appear to review/update the invitation details before resending.

To resend invitation in bulk, click on the checkbox to select multiple invitations and click on the resend button after on the bottom of the list.

Please note that updating the invitee's details is only available in the single resend feature.



### Editing Users Information



- ← Select the "✓" icon on the user you would like to edit.
- ▼ Edit the user's information accordingly using the side menu.

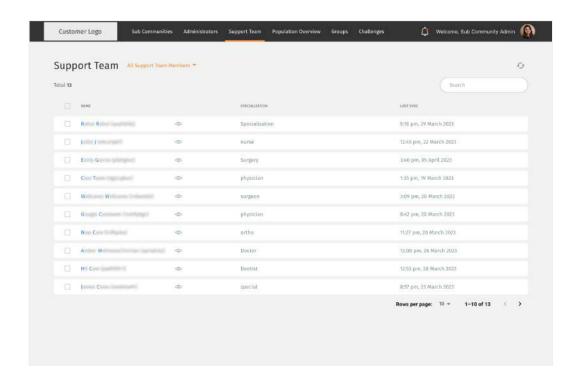


# **Support Team**

- Viewing Support Team Members list



### **About Support Team**



← You may access the **Support Team** page through the **"Support Team"** tab at the top navigation bar.

The Support Team page shows the list of your Support Team Members under your organization which you can view each member's information.

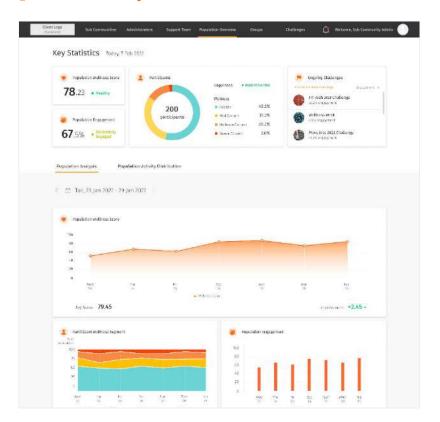


# **Population Overview**

- About Population Overview
- Key Statistics
- Population Analysis
  - About Population Analysis
  - Population Wellness Score
  - Population Wellness Segment
  - Population Engagement
  - Groups
  - Challenges

- | Population Activity Distribution
  - About Population Activity Distribution
  - BMI and Waist Circumference
  - Exercise and Sedentary Time
  - Active Zone Minutes and Distance Covered
  - Steps and Sleep
  - Fruits & Vegetables and Processed Food
  - Water Intake and Mood & Stress
  - Alcohol and Smoking

#### **About Population Overview**



← The Population Overview page is the dashboard's landing page where you are able to get a quick overview of how your population is doing and what challenges are ongoing. Right at the top, the Key Statistics section shows key information for the day.

This allows you to take a quick look at your population wellness, engagement and ongoing challenges. If you would like a more in-depth analysis of your population mapped over time or data for specific parameters and activities, you can scroll down and toggle between the Population Analysis and Population Activity Distribution tabs below.



#### **Key Statistics**

#### Key Statistics Today, 7 Feb 2022



#### **Population Wellness Score**

Shows how well your population is doing overall

#### **Population Engagement**

Shows how engaged your population is overall

#### **Participants**

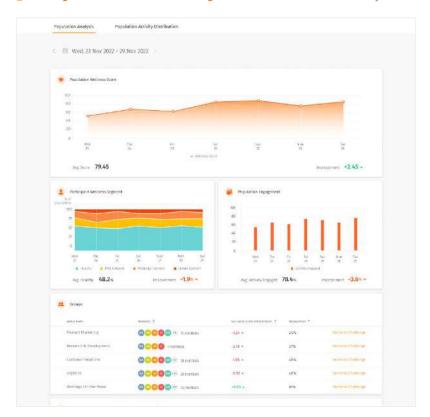
Shows a distribution of your population in the different wellness ranges from Healthy to Severe Concern, as well as an overall happiness level status.

#### **Ongoing Challenges**

Shows the list of ongoing challenges, sorted by engagement level on default.



#### **Population Analysis** • About Population Analysis



← The Population Analysis tab shows the data displayed in the key statistics above charted over time. You will be able to understand your population's wellness and engagement progression/regression trend over time from this section.

On default, the Population Analysis data is mapped over the last 7 days. To view your population trend over a longer period of time, change the time range from the calendar selection.



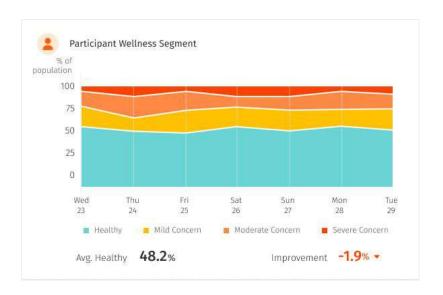
### **Population Analysis** o Population Wellness Score



↑ The Population Wellness Score widget shows how well your population is doing overall over a period of time. You can easily identify their improvements over the course of the last week, month or quarter by looking at the trend of the line graph, or by looking at the positive or negative comparison on the bottom right corner. Ideally, your population wellness score should be progressing upwards and be at least above 70.



#### **Population Analysis** • Population Wellness Segment



← The Population Wellness Segment widget shows a distribution of your population in the different wellness ranges of Healthy (green), Mild Concern (yellow), Moderate Concern (orange), and Severe Concern (red) over a period of time.

You can also see whether the percentage of your population in the Healthy range has improved or not based on the number at the bottom right corner. Ideally, your chart should be populated with more green area than the other colours to indicate a higher percentage of Healthy individuals.



#### **Population Analysis** o Population Engagement

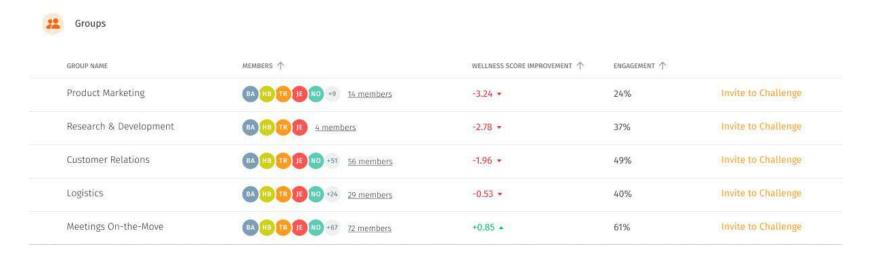


← The Population Engagement widget shows how engaged your population is overall over a period of time - whether they are using the app or completing challenge goals.

You can also see how their engagement for the week, month or quarter compares to the previous period by looking at the number at the bottom right corner. Ideally, you should be engaged with 100% of your population.



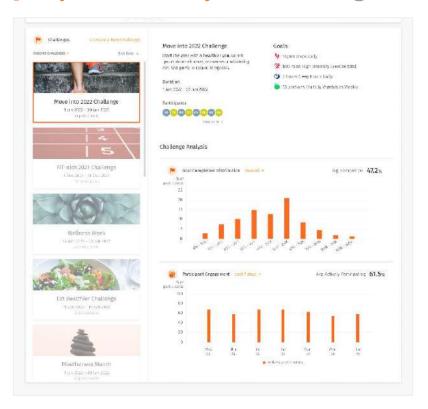
#### **Population Analysis** ○ Groups



↑ The Groups widget shows the top 5 groups in your organisation, sorted by the lowest wellness score improvement by default. This allows you to quickly identify which groups require attention, where you can invite them to challenges to increase their wellness score.



#### **Population Analysis** o Challenges



- ← The Challenges widget shows the list of ongoing challenges, sorted by the earliest end date by default.
  - 1. The widget consists of two sections:
  - 2. The left side bar that shows the list of ongoing challenges.

The main section on the right side that displays the details of the selected challenge. Aside from basic details of the challenges that you have set when creating the challenge, you can also view the list of participants in the challenge, as well as an analysis of the challenge.

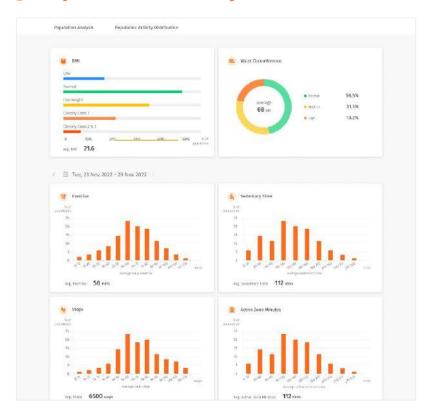
#### **Challenge Analysis**

The goal completion distribution chart allows you to understand how much the participants have completed the overall challenge.

The participant engagement chart shows the level of engagement by the participants in the challenge.



#### **Population Activity Distribution** o About Population Activity Distribution

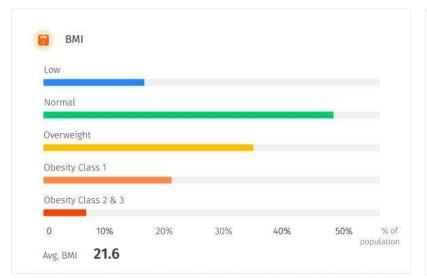


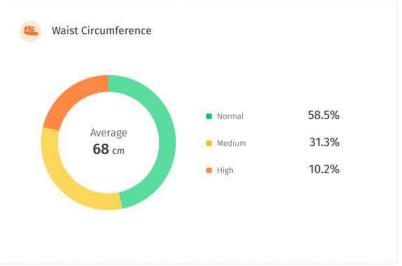
← The Population Activity Distribution tab shows visualisations for specific parameters and activities. This section allows you to understand how each parameter is distributed across your population.

On default, the Population Activity Distribution data takes the average reading over the last 7 days. To view your population trend over a longer period of time, change the time range from the calendar selection.



### **Population Activity Distribution** OBMI and Waist Circumference





The BMI and waist circumference widgets show the percentage of your population in each label category for the different parameters for the day. Ideally, your chart should show more green to indicate more individuals in the 'Normal' range.

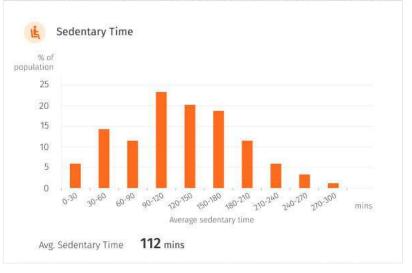


## **Population Activity Distribution** • Exercise and Sedentary Time



↑ The Exercise widget shows the common range of minutes of exercise in your population. Ideally, your chart should skew to the right to indicate a higher average number of minutes of exercise. Create 'Exercise' challenges to achieve this.

→ The Sedentary Time widget shows the common range of minutes of sedentary time in your population. Ideally, your chart should skew to the left to indicate a lower sedentary lifestyle. Create 'Sedentary Time', 'Exercise' or 'Steps' challenges to achieve this.



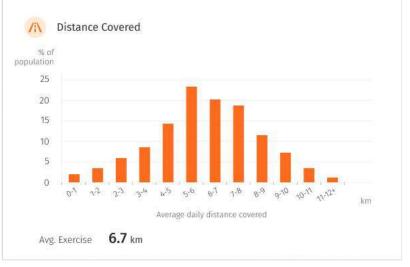


### **Population Activity Distribution** o Active Zone Minutes and Distance Covered



↑ The Active Zone Minutes widget shows the common range of minutes of exercise where your heart rate is elevated to the fat burning zone in your population. Ideally, your chart should skew to the right to indicate a higher average number of minutes of exercise. Create 'Active Zone Minutes' challenges to achieve this.

→ The Distance Covered widget shows common range of kilometres of distance covered in your population, e.g. by walking, running, or wheelchair. Ideally, your chart should skew to the right to indicate a higher distance covered and more active lifestyle. Create 'Distance Covered' challenges to achieve this.





## **Population Activity Distribution** O Steps and Sleep

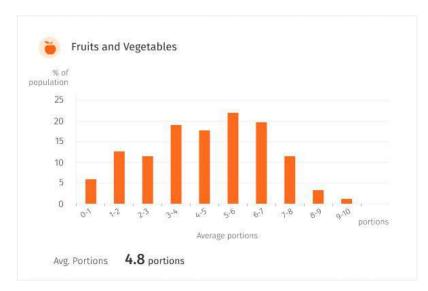


↑ The Steps widget shows the common range of number of steps in your population. Ideally, your chart should skew to the right to indicate a higher average step count. Create 'Steps' challenges to achieve this. ✓ The Sleep widget shows the common range of hours of sleep in your population. Ideally, your chart should populate around the 7-8 range to indicate an ideal number of sleep hours. Create 'Sleep' challenges to achieve this.od.

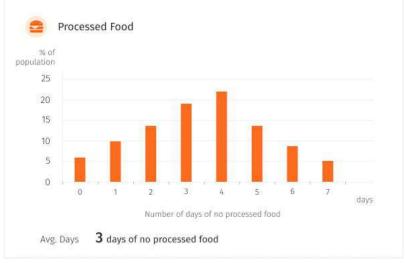




# **Population Activity Distribution** o Fruits & Vegetables and Processed Food

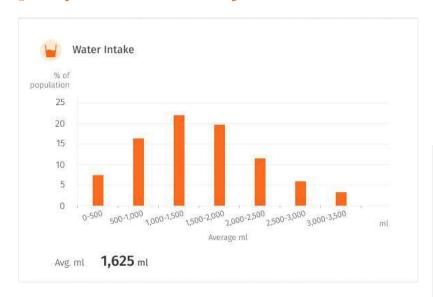


↑ The Steps widget shows the common range of number of steps in your population. Ideally, your chart should skew to the right to indicate a higher average step count. Create 'Steps' challenges to achieve this.  The Processed Food widget shows the common range of number of days your population did not eat processed food. Ideally, your chart should skew to the right to indicate a higher number of days of no processed food.



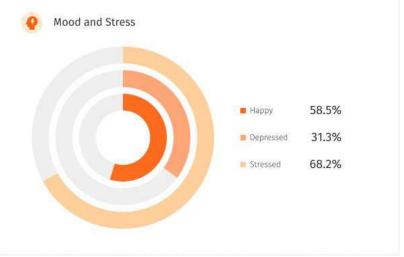


### **Population Activity Distribution** • Water Intake and Mood & Stress



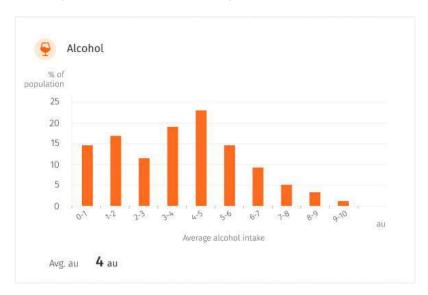
↑ The Water Intake widget shows the common range of litres of water intake in your population. Ideally, your chart should skew to the right to indicate a higher hydration levels. Create 'Water Intake' challenges to achieve this.

→ The Mood and Stress widget shows the percentage of your population who are happy most of the time, depressed none of the time and stressed none of the time. Ideally, your rings for all three should close to indicate the ideal mood and stress levels of your population.



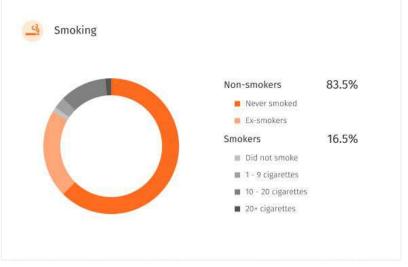


# **Population Activity Distribution** O Alcohol and Smoking



↑ The Alcohol widget shows the common range of au of alcohol intake in your population. Ideally, your chart should skew to the left to 0 to indicate lower alcohol intake.

→ The Smoking widget shows the percentage of non-smokers and smokers in your population, along with the number of cigarettes smoked in the period selected. Ideally, your chart should show more green to indicate higher number non-smokers.



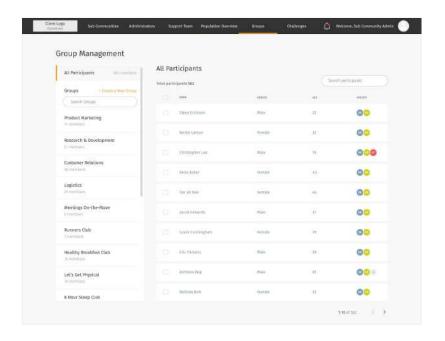


# **Group Management**

- About Group Management
- | Create a New Group
- View Group Details
- Add Members to A Group
- I Remove Members From A Group
- | Edit and Delete Group
- | Send Broadcast Message



### About Group Management

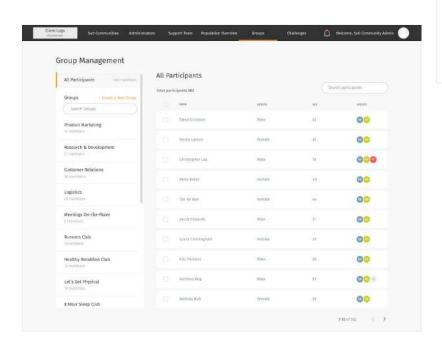


- ← The Group Management page allows you to manage the groups in your organisation and their members. The page consists of two sections:
- 1. The list of created groups in the organisation on the left sidebar
- 2. The details of the selected group on the main page on the right side

The Group Management's landing page shows the list of all the participants in your organisation and an overview of the groups they are a member of.



# Create a New Group

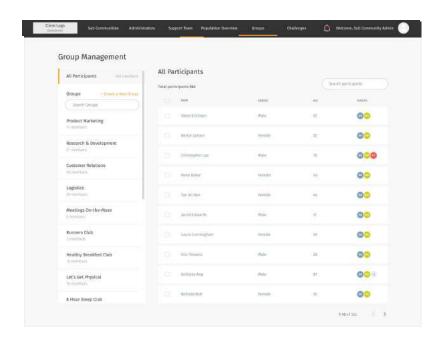




- ← To create a new group, click the '+ Create a New Group' button in the left sidebar.
- ↑ Enter the group name and click Create Group button. Once the group has been created, its name will be added to the list on the left sidebar.



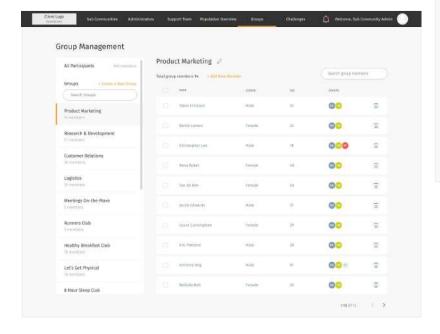
# **View Group Details**

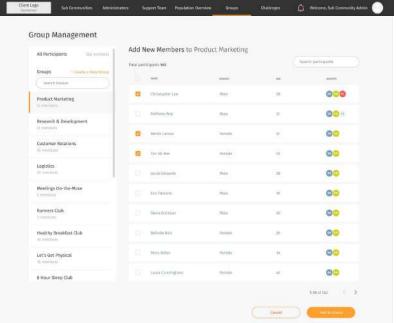


← To view a group in more detail, select a group from the list of groups in your organisation from the left sidebar. The list of group members will appear on the main page on the right side of the sidebar.



# Add Members to a Group

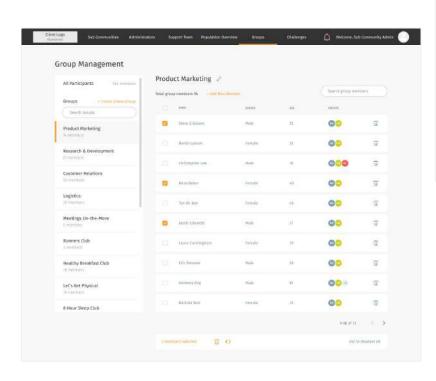


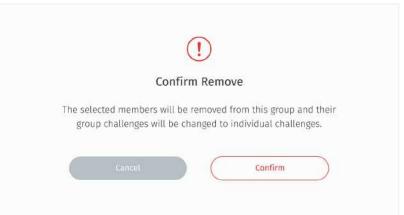


- ← To add members to a group, click the '+ Add New Member' button below the group name.
- ↑ Select the participant(s) you would like to add to the group and click 'Add to Group' to proceed.



# Remove Members from a Group

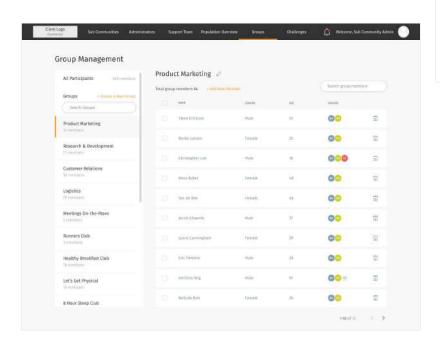


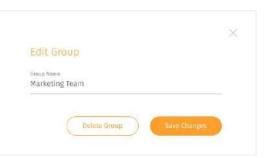


- ↑ Click Confirm button to remove or cancel to discard.



# Edit and Delete Group

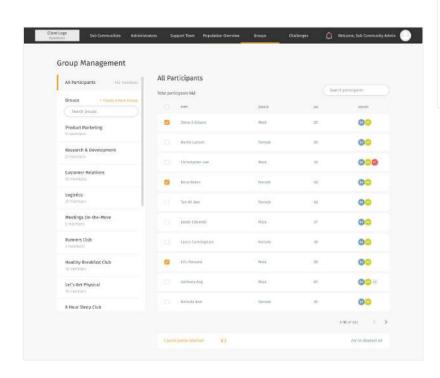


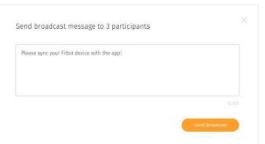


- ← To edit a group, click the Edit button icon ⊘ next to the group name.
- ↑ Click Save Changes button to save changes or Delete Group button to delete group.



### Send Broadcast Message





You can send broadcast messages to the participants in your organisation and they will receive the messages in their notifications.

- ← Select the participant(s) you would like to send a broadcast message to by ticking the checkboxes next to their names in the 'All Participants' list or a specific group's member list > select the Broadcast button icon in the action bar at the bottom.
- ↑ Type in your message and click send Broadcast when ready.

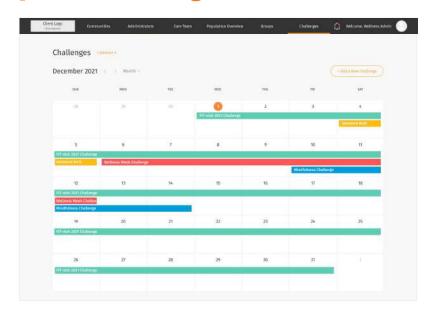


# Challenges

- About Challenge
- Create Challenge
- Challenge Goals
- View Challenge Details
- I Edit and Delete Challenge
- I Invite Participants

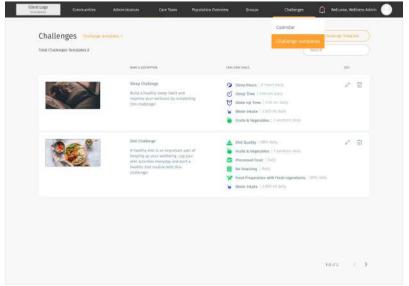
- Manage Participants
- I Resend Invitation
- Remove Participants From Challenge

# **About Challenges**



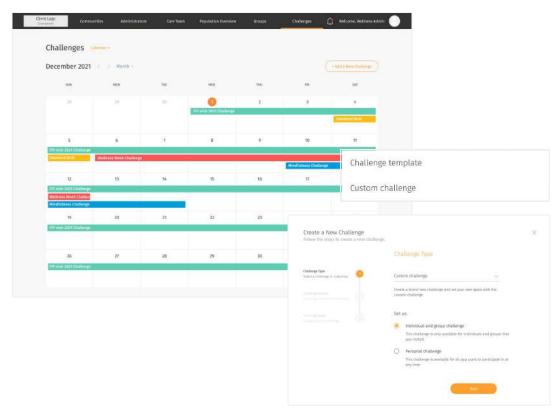
↑ The Challenges page shows a calendar view of all the challenges that you have created. This allows you to easily identify empty or busy periods on the calendar, and manage your challenge planning accordingly.

↓ At the Calendar dropdown, you will be able to toggle between the calendar view or look at past challenges or look at challenge templates available in the system.





### Create Challenge



← To create a new challenge, tap on the '+Add a New Challenge' button on the top right corner of the Challenges page.

#### Challenge type

Challenge template Goals are already prefilled based on existing templates

#### **Custom challenge**

Add goals from scratch

#### Personal challenge

Available for every app user to join

#### Individual challenge

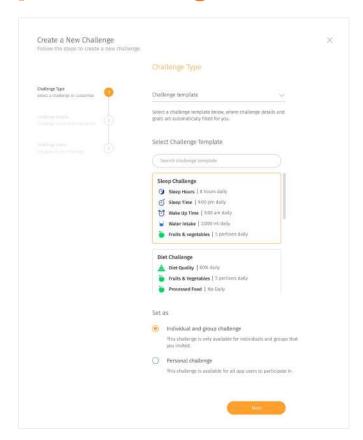
Only invited participants can join

#### **Group challenge**

Only invited groups can join Users can view group leaderboard



### Create Challenge (cont.)



#### ← Challenge Type

Challenge templates provide a convenient way to implement a challenge by saving your time in creating challenge goals.

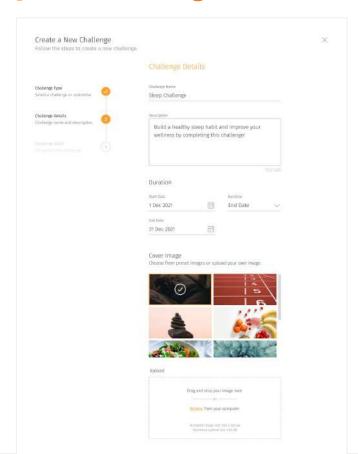
If a new challenge is created from a challenge template, a selection of templates will be available for you to choose from below.

Simply click on the box containing one of the challenges to select your template before proceeding Next.

The challenge goals can be further edited in step 3 of the process.



### Create Challenge (cont.)



#### ← Challenge Details

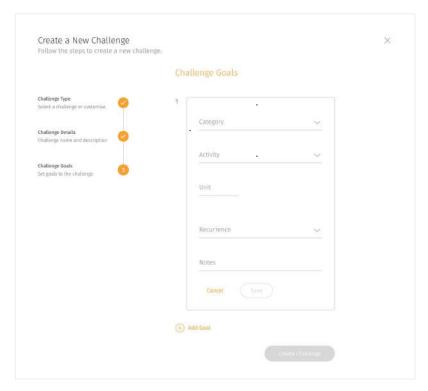
**Challenge name and description** - Fill out the challenge name and details of what the challenge is about.

**Duration** - Select the start date of the challenge. You can select an end date, or autofill by number of days, weeks or months.

**Cover image** - The cover image is displayed on both your dashboard and the users' apps. You can choose from the preset images or upload your own.



### Create Challenge (cont.)





#### ← Challenge Goals

In this step, you can add challenge goals that the users will need to complete.

For a more holistic challenge, you can set more than one goal so your population is able to keep well in more than one dimension.

Select the activity category. More categories will be added as time in future developments to promote a more holistic wellbeing.

Input the target amount that the users will have to reach. This depends on the activities (e.g. Select the recurrence in which the users have to hit the target. Free text to add supporting notes



# Challenge Goals

Challenge goals make up of:

#### **Challenge Category**

Type of health related activities, e.g. sleep, exercise.

#### **Activity**

Challenge activities relating to the category, e.g. steps for exercise, which is to be measured.

#### Target

The amount to set as target to achieve challenge goals.

#### Input

Regular quantitative target using the relevant units (eg. target for sleep hours is "no. of hours"); or time based target with a range of acceptance (e.g. with sleep time target at 9 pm with range 30 min, user reaches target if they sleep between 9 - 9:30 pm.

#### **Predefined**

Where activity can only yield one predefined target outcome. No input field will be available for activities with predefined targets. An example of such activity is "No processed food".

#### Recurrence

The time frame at which target should be met.

#### Daily challenge goals

This need to be reached every day of the challenge duration.

#### Weekly challenge goals

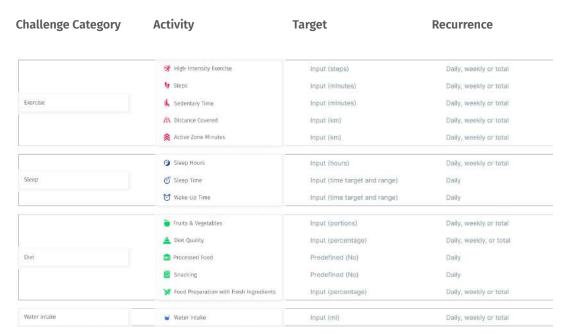
This need to be reached every week of the challenge duration, starting Monday to Sunday.

#### **Total challenge goals**

This need to be reached before the end of the challenge duration.



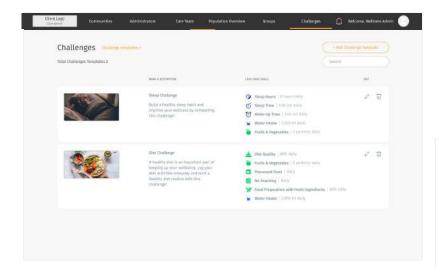
### Challenge Goals (cont.)



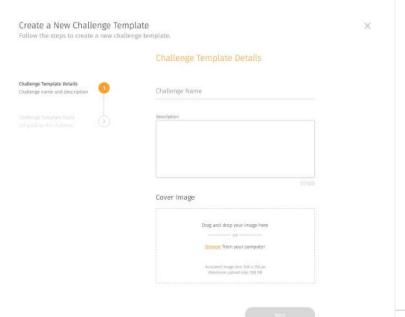
← Currently, there are 4 types of challenge categories to choose from with a variety of activities for each. More categories and activities will be added in time to come to promote a more holistic wellbeing.



### Create Challenge Template

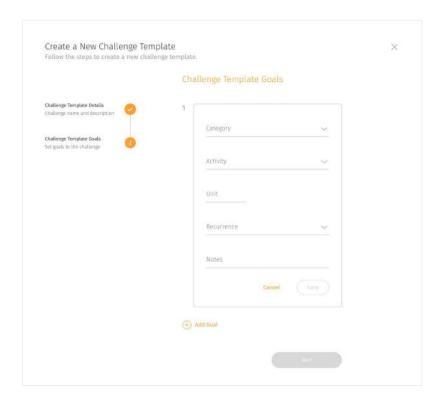


↑ On top of creating new custom challenges or challenges based on templates, you can also create a new challenge template to include when you are creating new challenges. To do so, make sure you are toggled on the "Challenge template" tab, and click "Add challenge template". → Challenge template details Challenge name and description Fill out the challenge name and details of what the challenge is about. Cover image The cover image is displayed on both your dashboard and the users' apps. You can upload your own.





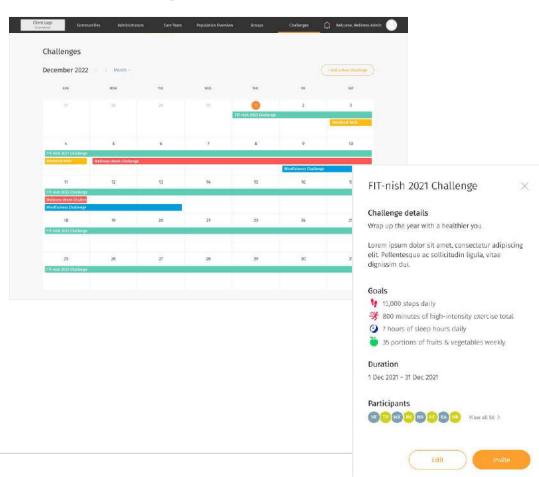
### Create Challenge Template (cont.)



Challenge goals In this step, you can add challenge goals that the users will need to complete. For a more holistic challenge, you can set more than one goal so your population is able to keep well in more than one dimension.



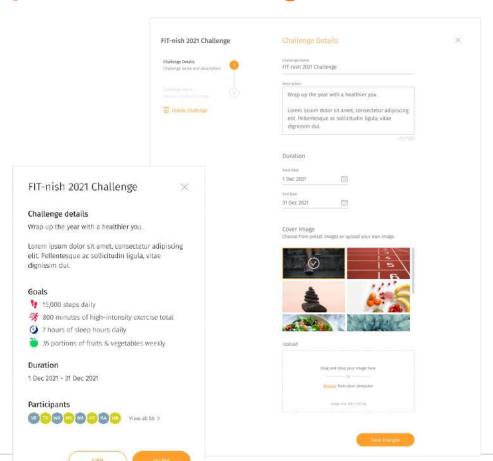
# View Challenge Details



- To view challenge details, select the specific challenge bar on the calendar.
- ← The pop up displays the challenge details, goals, duration, as well as the participants.



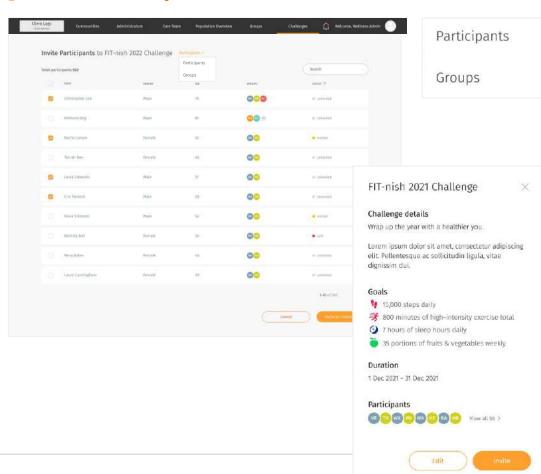
### Edit and Delete Challenge



- ← To edit the challenge, select the 'Edit' button at the bottom of the challenge popup.
- You can edit the challenge details, duration, cover image, as well as challenge goals.
- You can also delete the challenge from this section by clicking on 'Delete challenge'. But please note that once a challenge is deleted, all progress made by the participants will be lost and this action cannot be undone.



### **Invite Participants**



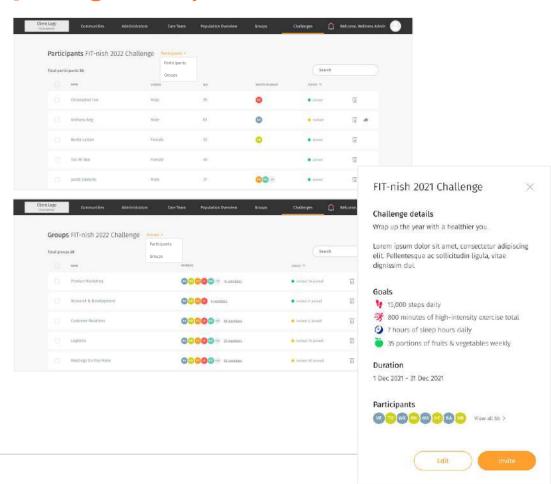
To invite participants to a challenge, select the 'Invite' button at the bottom of the

challenge popup.

You can send an invitation as an individual challenge to individual participants; or you can send an invitation as a group challenge by selecting 'Groups' in the dropdown to view the list of groups in your organisation.



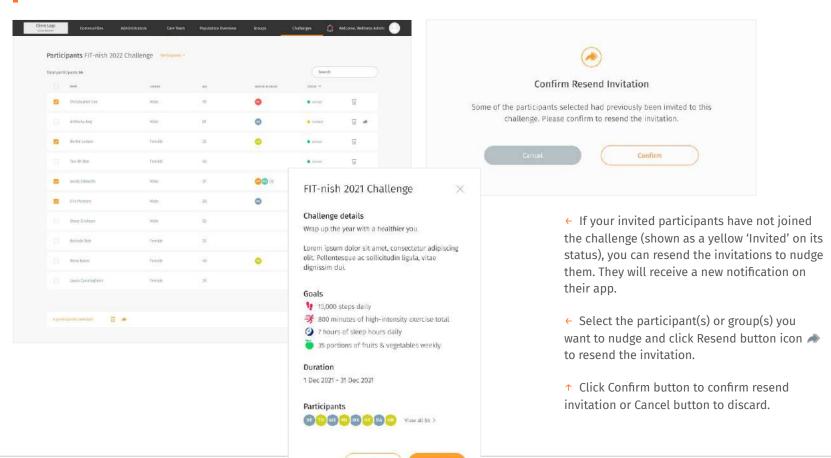
### **Manage Participants**



- To view and manage all your invited participants, select the 'View all >' button next to the list of participant icons in the challenge popup.
- ← You can view the list of participants invited as an individual challenge, or navigate to 'Groups' in the dropdown to view the list of groups invited as a group challenge.
- ← In both Participants and Groups lists, you can view the status of the invitation whether the participant has joined or not.



### **Resend Invitation**





## Remove Participants from Challenge

