Wellness

Dashboard | The Support Team Guidebook

connected**life**

Be connected. Live well. Enjoy Life.

Overview

This guide will take you through the steps on how to use the Support Team 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
- Track individual users' health profiles

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

Table of Contents

Get Started

| Wearable Device & Browser Compatibility

| Login

| Setting Your Password

Last update: August 17, 2023

Wearable Device & Browser Compatibility

A) Wearable Device:

- Fitbit
- Apple Watch

B) Browser:

- Chrome
- Microsoft Edge

- This is a list of browsers & wearable devices that are best suited for Wellness.
- We encourage users to check this list to ensure their mobile devices, browsers & wearable devices are compatible with the app before using it.
- Customers using Fireball may experience some compatibility issues while using the app.

Login

Navigate to the dashboard at
wellness-ccwc-dev..connectedlife.io

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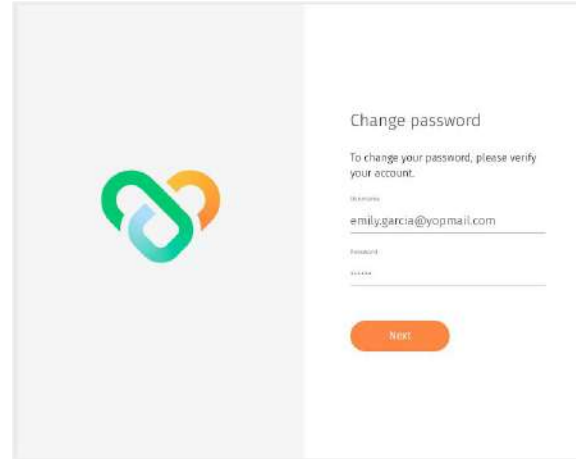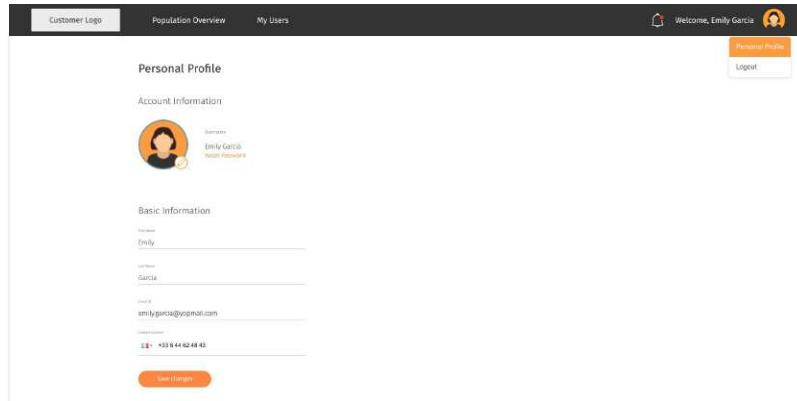
NOTE
*Your new password must contain a number, symbol, upper cases and lower case letters.

← To change your password, go to Personal Profile > Reset Password.

↑ You are required to change your password to ensure that the system remains secure.
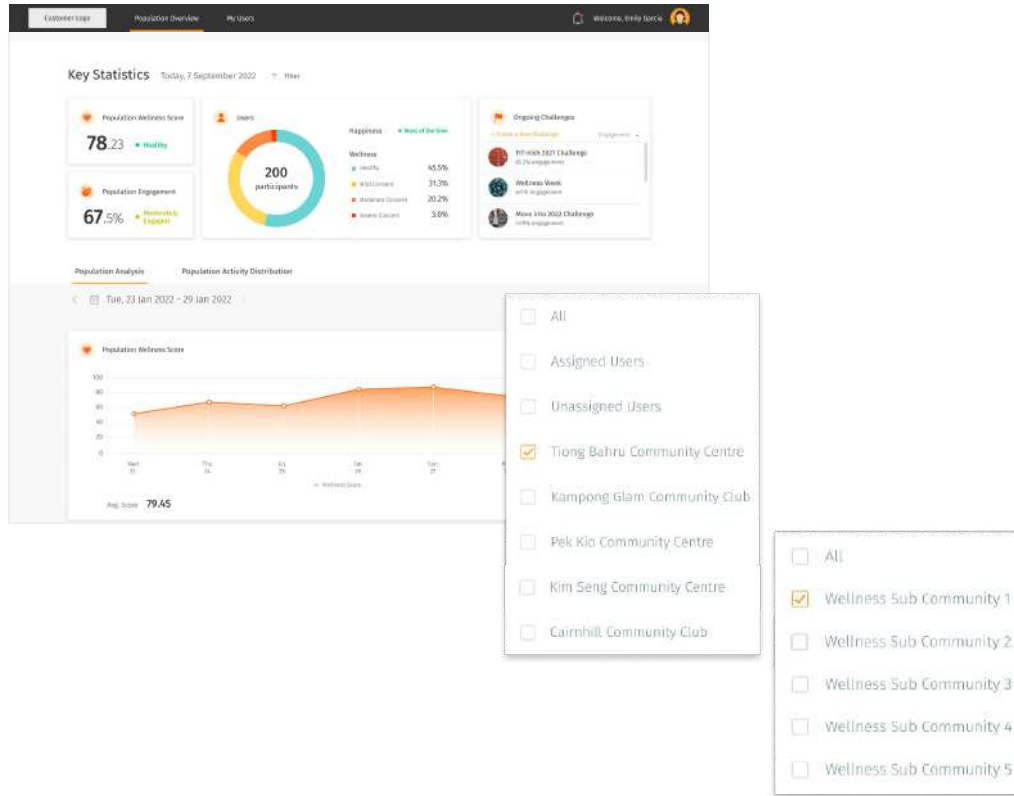
Population Overview

Population Overview (cont.)

- ○ 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.
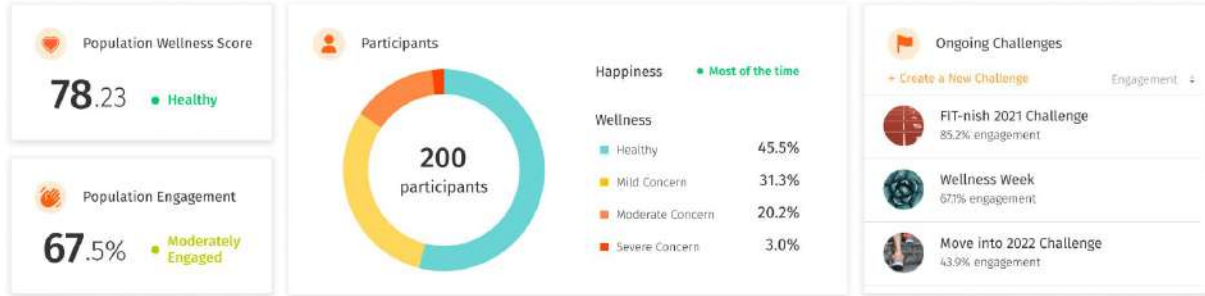
You may also filter and select to view specific community/sub community assigned to you.

You can do this simply by selecting the filter dropdown button ≡ Filter .

Key Statistics

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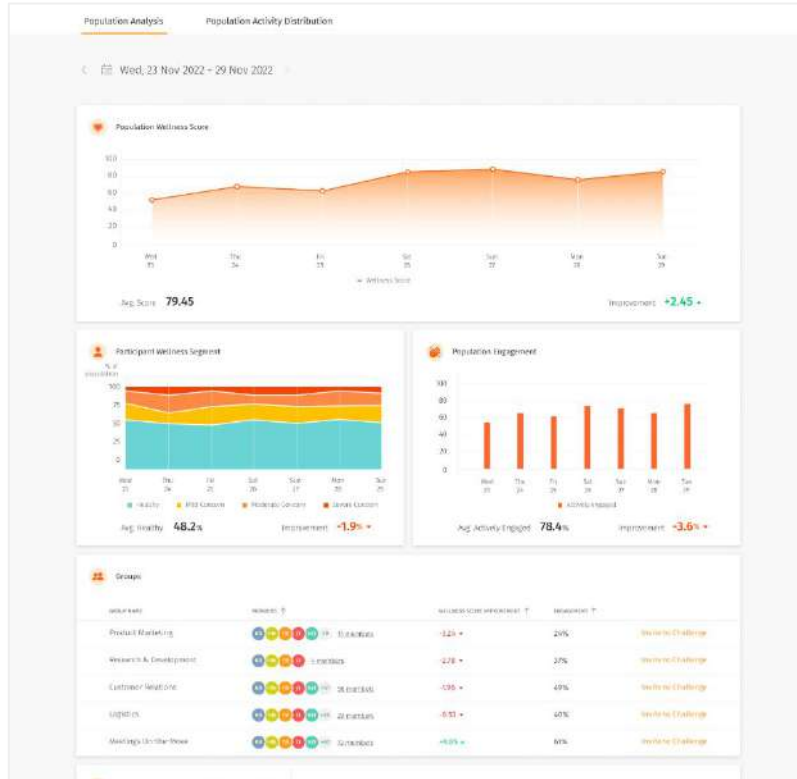
Ongoing Challenges
Shows the list of ongoing challenges, sorted by engagement level on default.

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.
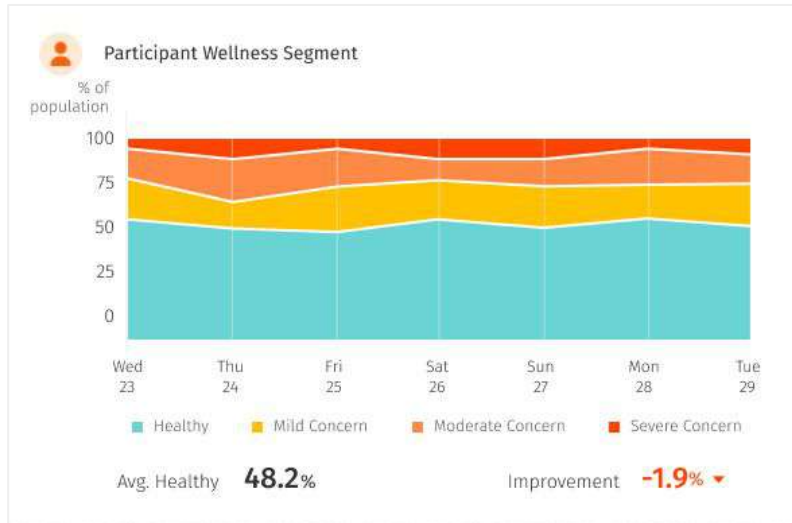
Population Analysis ○ Population Wellness Score

↑ 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 ○ 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

Groups

GROUP NAME	MEMBERS ↑		WELLNESS SCORE IMPROVEMENT ↑	ENGAGEMENT ↑	
Product Marketing	BA HB TR JE NO +9	14 members	-3.24 ▼	24%	Invite to Challenge
Research & Development	BA HB TR JE	4 members	-2.78 ▼	37%	Invite to Challenge
Customer Relations	BA HB TR JE NO +51	56 members	-1.96 ▼	49%	Invite to Challenge
Logistics	BA HB TR JE NO +24	29 members	-0.53 ▼	40%	Invite to Challenge
Meetings On-the-Move	BA HB TR JE NO +67	72 members	+0.85 ▲	61%	Invite to Challenge

↑ 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 ○ Challenges
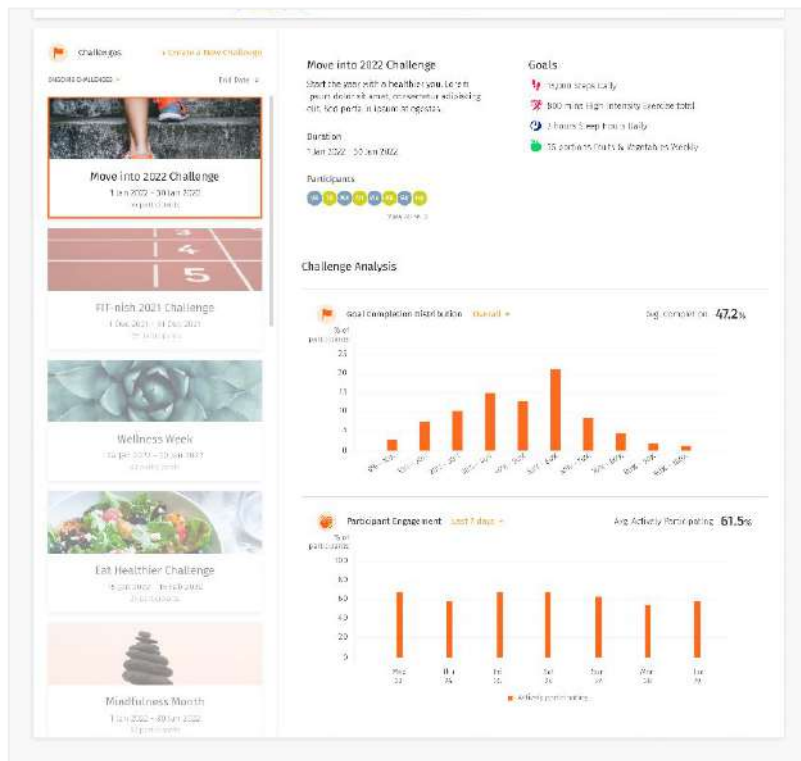
← The Challenges widget shows the list of ongoing challenges, sorted by the earliest end date by default.

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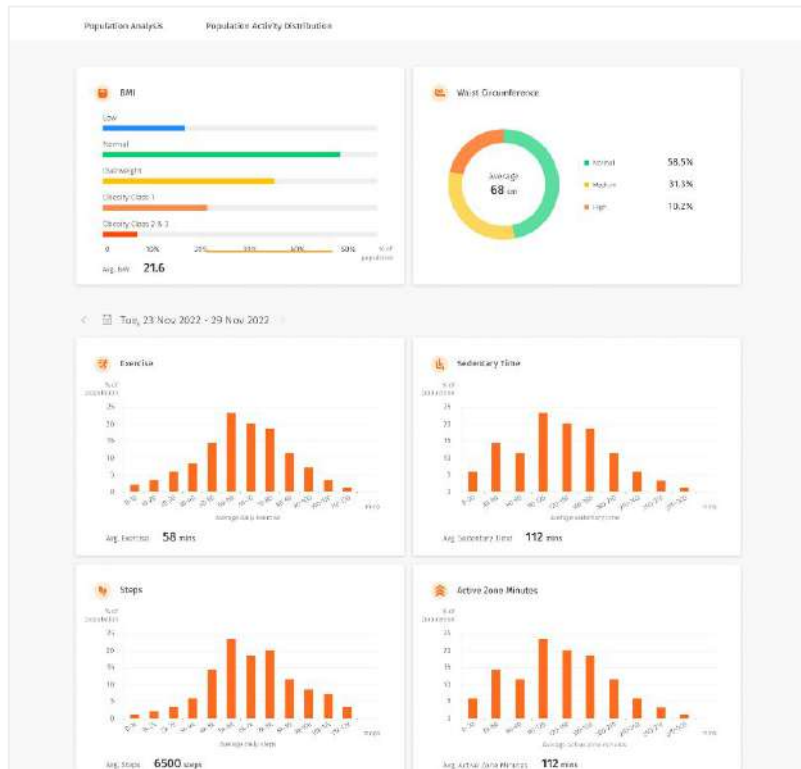
← The Population Activity Distribution tab shows visualisations for specific parameters and activities. This section allows you to understand how each parameter is distributed across your population.

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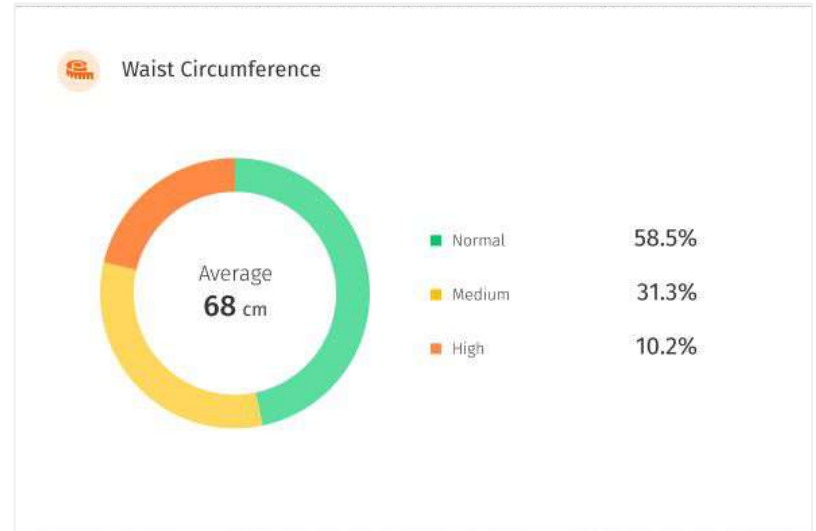
The BMI and waist circumference widgets show the percentage of your population in each label category for the different parameters for the day. Ideally, your chart should show more green to indicate more individuals in the 'Normal' range.

Population Activity Distribution ○ Exercise and Sedentary Time

↓ The 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.
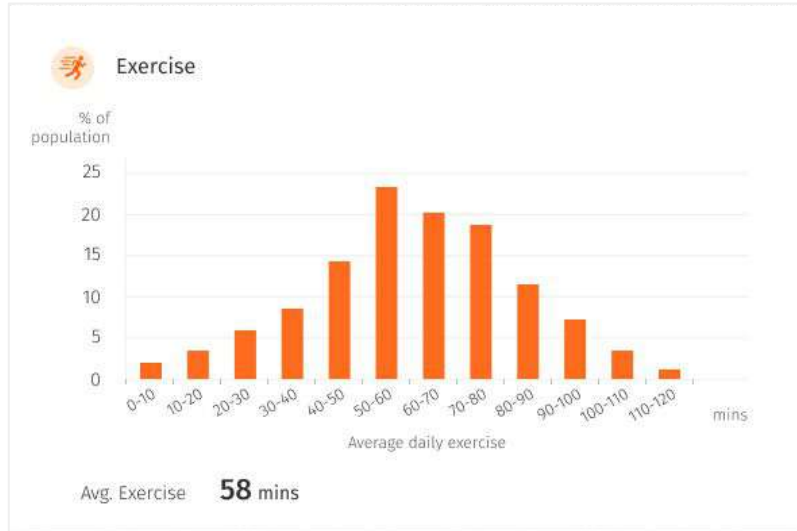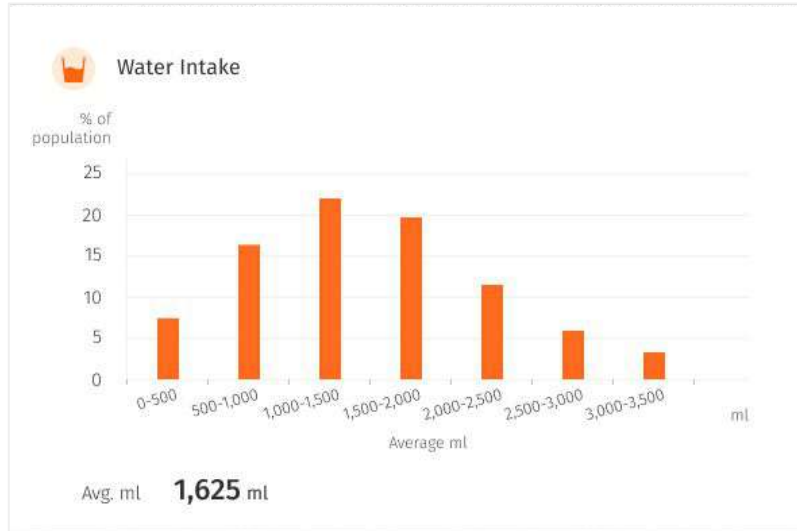

↑ The Exercise widget shows the common range of minutes of exercise in your population. Ideally, your chart should skew to the right to indicate a higher average number of minutes of exercise. Create 'Exercise' challenges to achieve this.
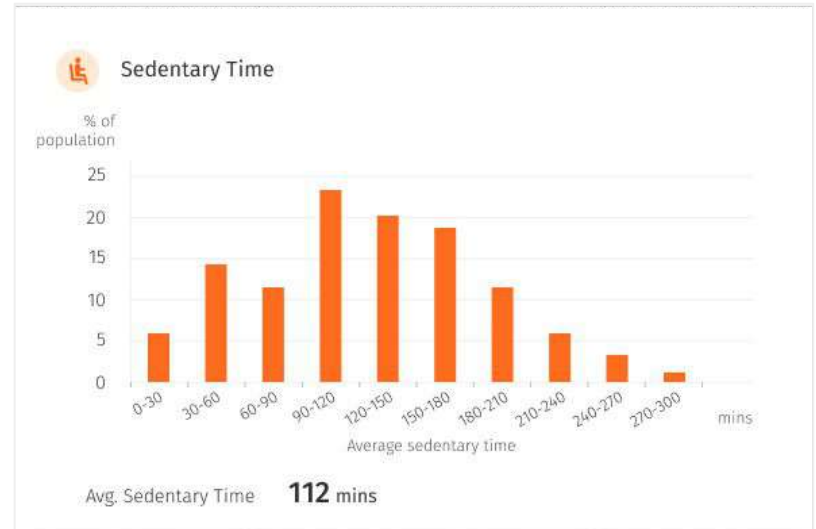
Population Activity Distribution ○ Active Zone Minutes and Distance Covered

↑ 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.
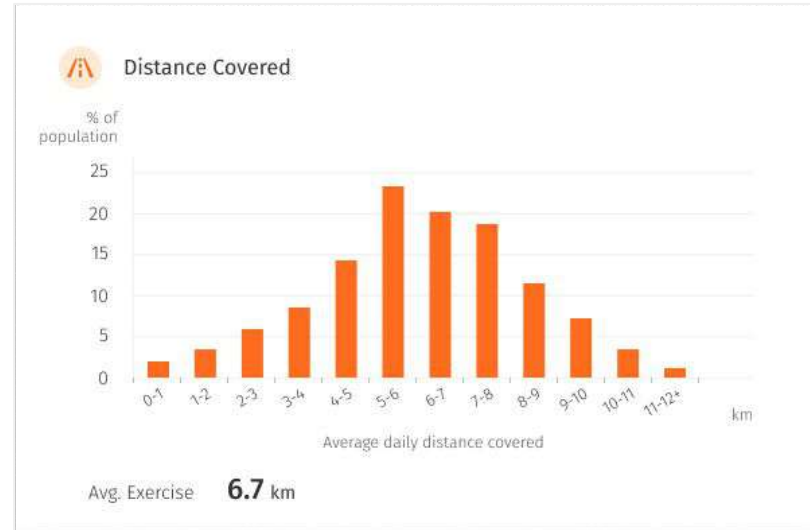
Population Activity Distribution ○ Steps and Sleep
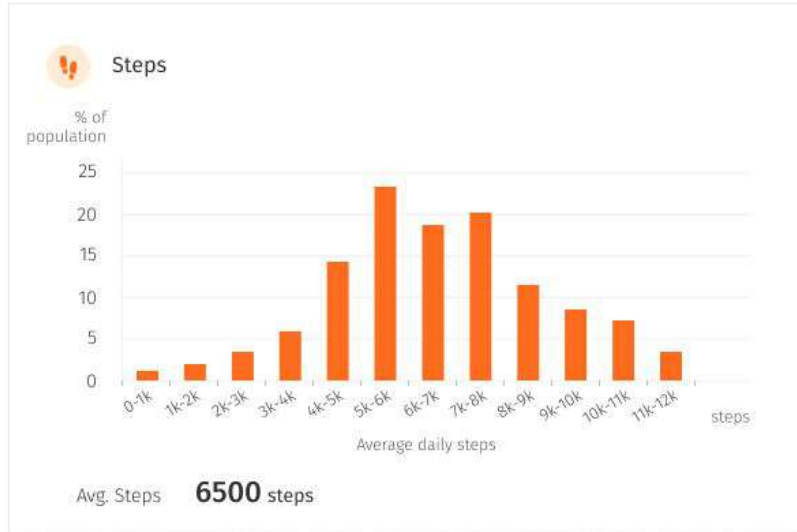
↓ The Sleep widget shows the common range of hours of sleep in your population. Ideally, your chart should populate around the 7-8 range to indicate an ideal number of sleep hours. Create 'Sleep' challenges to achieve this.od.

↑ 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.
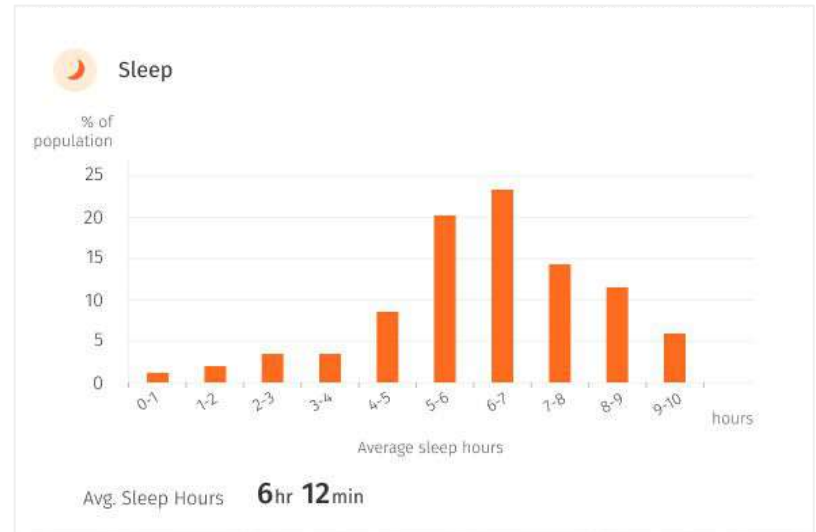
Population Activity Distribution ○ Fruits & Vegetables and Processed Food
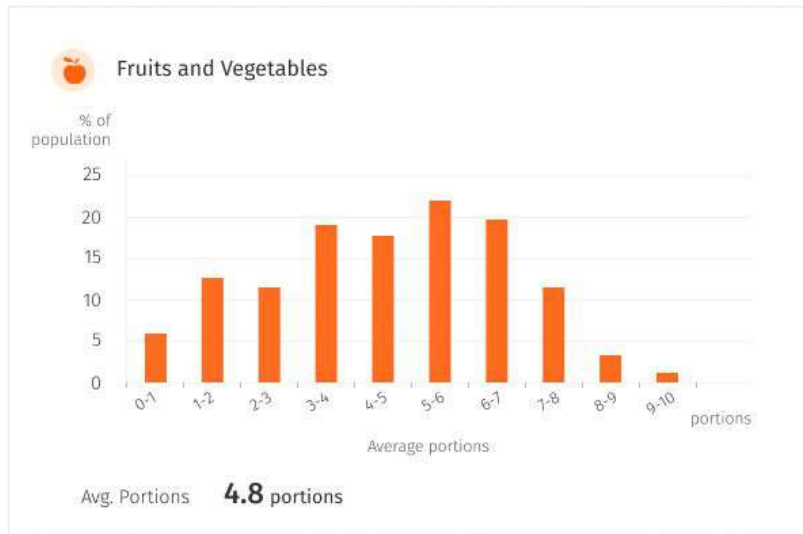
Fruits and Vegetables

% of population

Average portions

Avg. Portions **4.8** portions

↓ 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.

Processed Food

% of population

Number of days of no processed food

Avg. Days **3** days of no 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.

Population Activity Distribution ○ Water Intake and Mood & Stress

Water Intake

% of population

Average ml

Avg. ml   **1,625** ml

↑ 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.

Mood and Stress

■ Happy	58.5%
■ Depressed	31.3%
■ Stressed	68.2%

Population Activity Distribution ○ Alcohol and Smoking

Alcohol

% of population

Avg. au **4** au
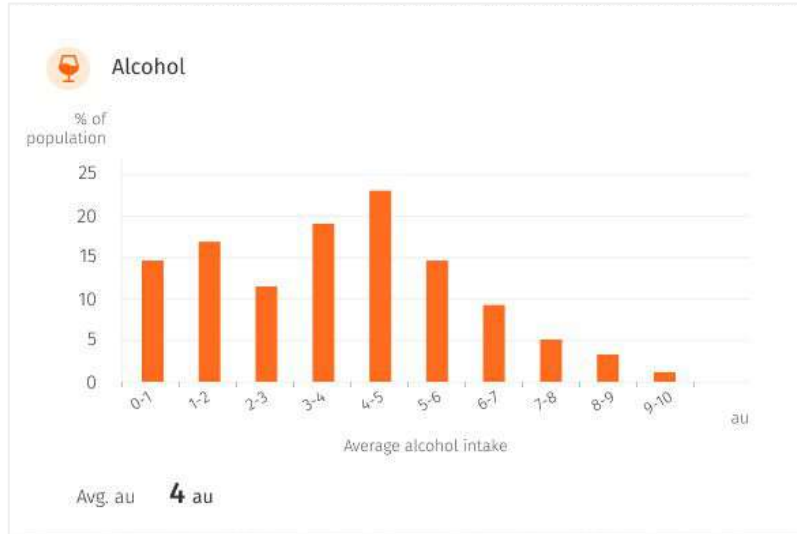
↑ The Alcohol widget shows the common range of au of alcohol intake in your population. Ideally, your chart should skew to the left to 0 to indicate lower alcohol intake.

↓ 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.

Smoking

Non-smokers	83.5%

- ■ Never smoked
- ■ Ex-smokers

Smokers	16.5%

- ■ Did not smoke
- ■ 1 – 9 cigarettes
- ■ 10 – 20 cigarettes
- ■ 20+ cigarettes
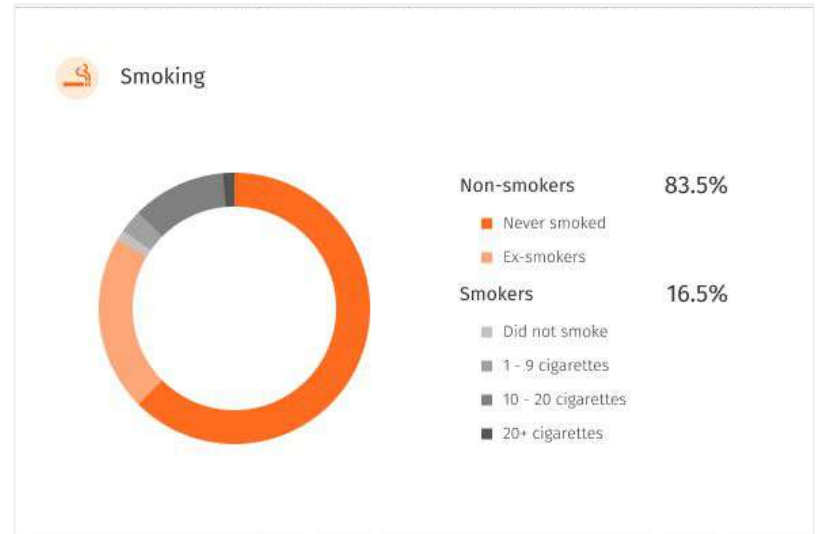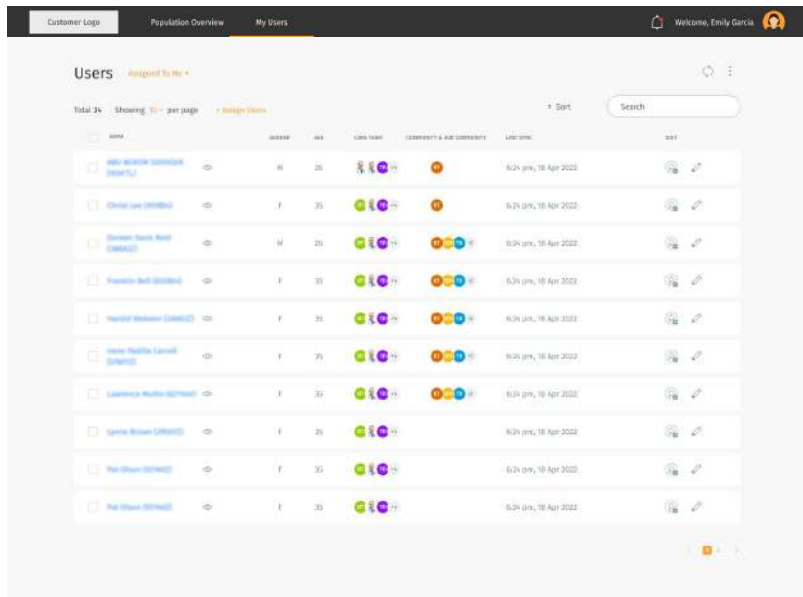
My Users

- About My Users
- Assign/Unassign Users to Self
- User Analysis
- Edit Users
- User Challenges (Coming Soon)

About My Users

In this panel, you will be able to view the list of your users assigned to you. That includes the user's community/sub community they are in.

You may toggle your view between your assigned user or user who are not yet assigned to you through the dropdown beside the title "Users"

You may choose to edit your user's information or assign user to yourself.

About My Users (cont.)

↑ PII enabled

↑ PII disabled

← 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.

Assign/Unassign Users to Self

Upon toggling your view to Users who are "Not Assigned" to you, you will be able to view the list of user that you may choose to assign to yourself.

Click on the " +Assign Users" button to start assigning user to you. Then, scroll the list of Users or search directly through the search box. Once you select your user, click "Confirm" to complete the process.

User Analysis
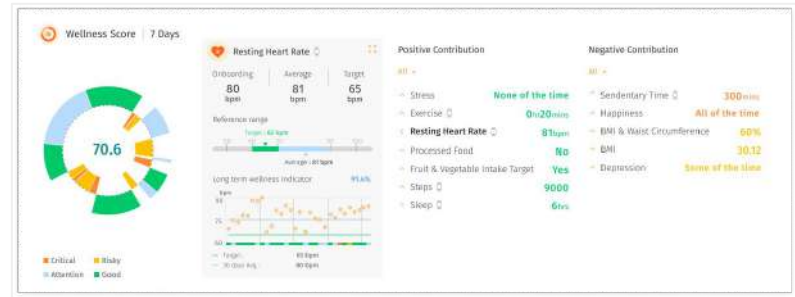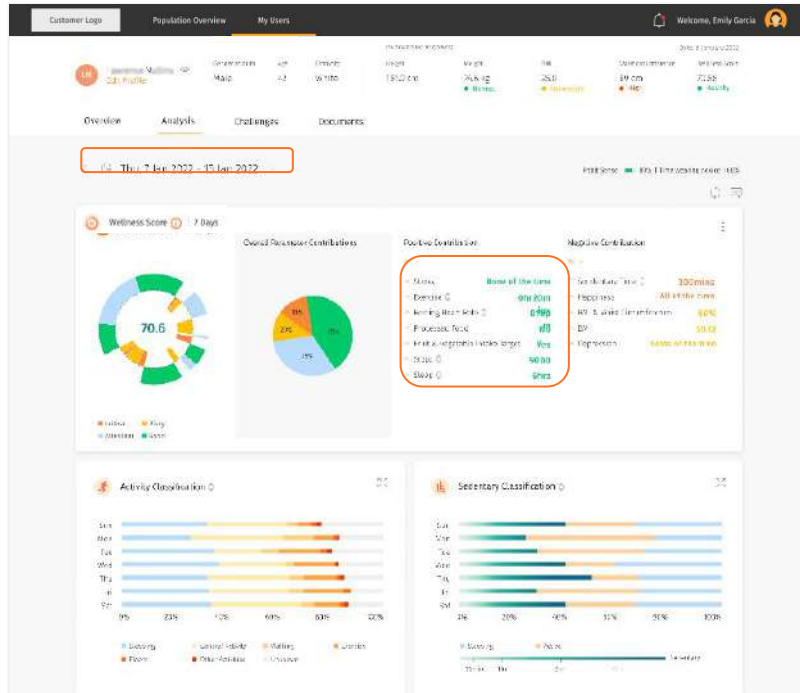
When you select an individual user, you will be navigated to this screen which will show the individual user's wellness analysis. It provides you with details that help to monitor your user activity and vitals. For more information on Wellness score, please refer to the "ⓘ" icon.

You may toggle the analysis view through varying dates by adjusting the setting on the date settings.

You may also choose to view in depth analysis on specific contribution of the user's wellness score by toggling the "〰" button on the specific contribution you would like to view.

Edit Users
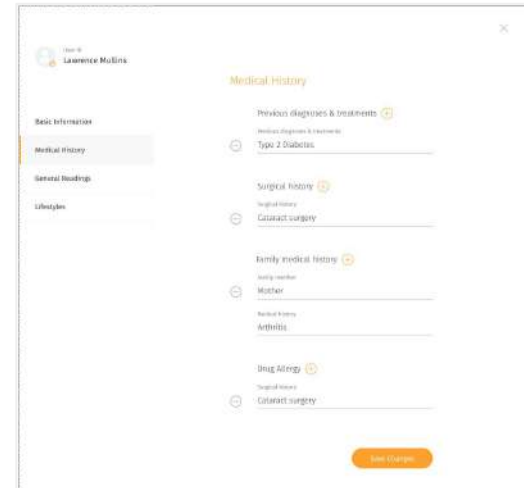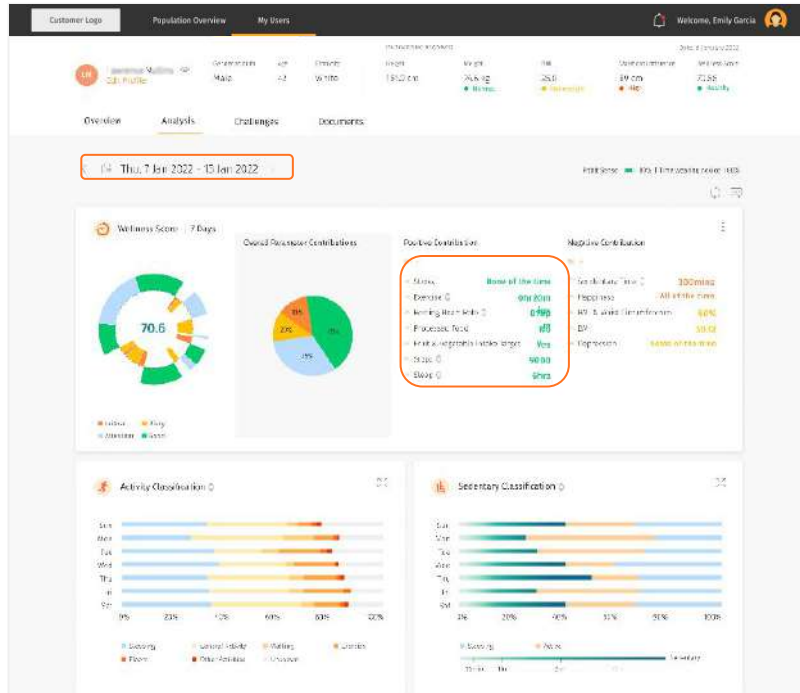
← On a user's page, click "Edit Profile" to edit an individual's user profile to add on their medical history and general readings information.

↑ Click on the various profile sections to edit their readings and more.

User Challenges
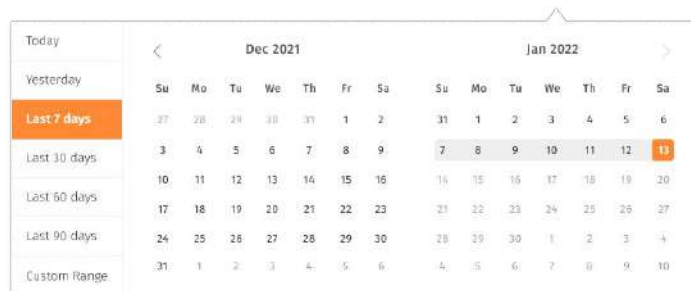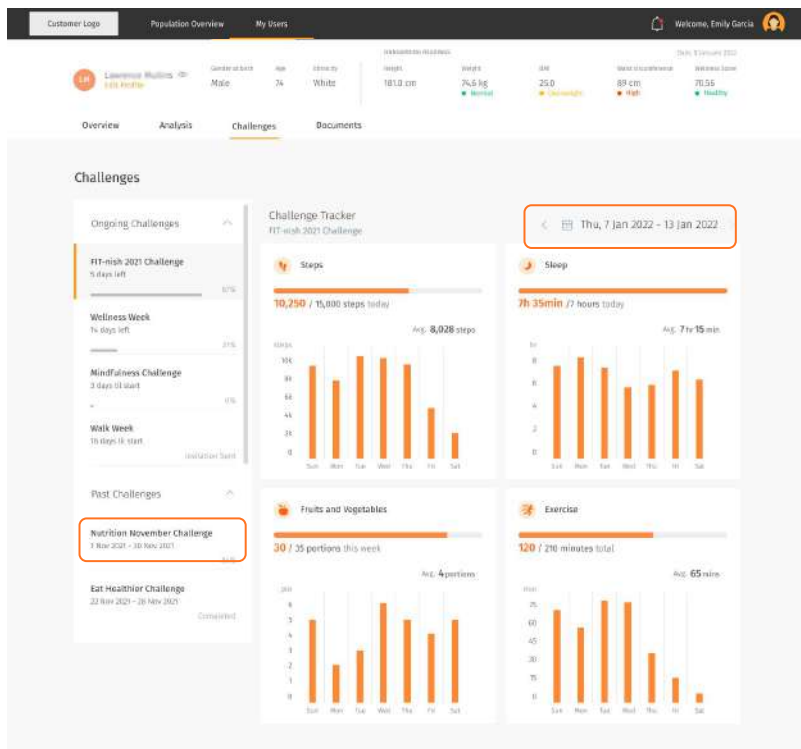
Under the Challenges Tab, you may view your user's challenge progress as well as viewing the challenges your user has taken on.

You may also view your user's past challenges result.

You may filter the user's challenge data statistics through a specific date range.

Average number of data is calculated base on the time duration selected.

Documents

← The Document section allows you to view, upload and share PDF files with the User.

You can also view and download PDF files shared by the User from their Wellness Plus app.

Documents ○ Upload Files

Overview   Analysis   Challenges   **Document**

My Documents   Files ▼

Total **1**   + Upload Files

Upload File

- Please select a file with a maximum size of 50MB
- Supported Format: PDF and image files (minimum dimensions for image: 400 px x 400 px)

Drag and drop your image here
—— OR ——
Browse from your computer

Confirm Upload

Selected files will be uploaded. To start upload, click "Confirm" button below.

Cancel   Confirm

↖ On the left-hand side of My Documents screen, select the text "Upload files" under My Documents.

← Then, drag and drop files or click "Browse from your computer" to select files from your computer.

↑ Selected files will be listed in the box. You can delete unwanted files by clicking "Remove". Once you are ready to upload, click "Upload All". Click "confirm".

Documents ○ Upload Files (cont.)

↖ Once uploaded, the file will be listed under "My Documents". The status will be marked as " ☁ " to indicate that the file is uploaded successfully.

← Unsuccessful uploads will be listed under "My Documents". Click " 🗑 " to delete the file.
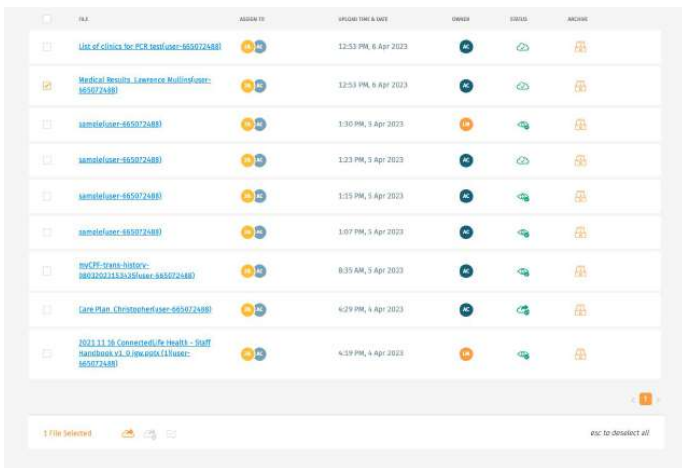
Documents ○ View Files

⬉ You can view the file by clicking the file name. It will be opened in a new tab.

You can also download the file.

Documents ○ Share Files with User

There may be times when you would like to share uploaded files with the user for them to view or download the files.

↖ Select the file you would like to share with the user on the "My Documents" screen. You can select multiple files at one time. At the bottom of the screen, click on the Share button " ".

← Type message then click "Send".

↑ Once shared, the status of the file will be marked as " " to indicate the file is shared with the User successfully.

↑ Your user will receive the file with your message on their mobile app. File status will change to " " if the User has viewed the shared file.
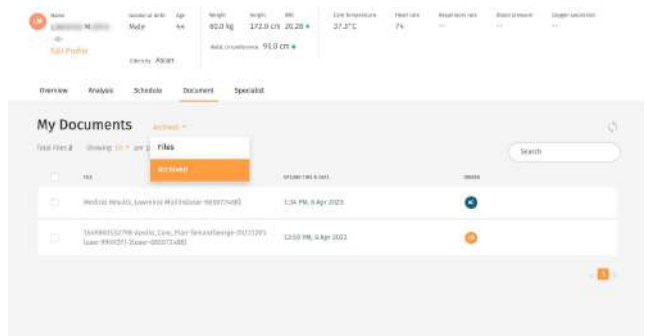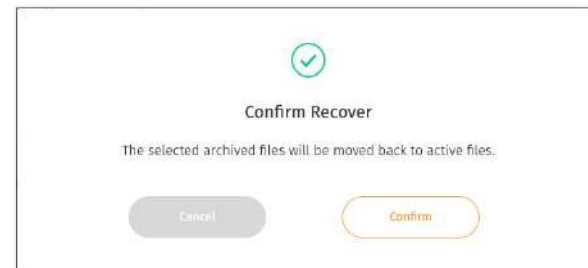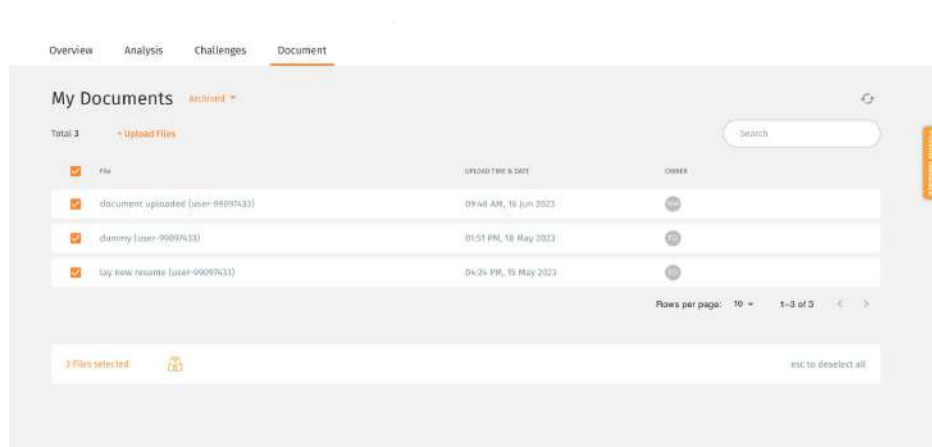
Documents ○ Archive Files

Select the file you would like to archive on the "My Documents" screen. You can select multiple files at one time.

↖ On the right-hand side of the list, click on the Archive button " 🗄 " .

← Click "Confirm" to archive the selected files.

↑ You will be able to view the file in the "Archived" section.

Documents ○ Recover Files

Select the file you would like to recover in the "Archived" section. You can select multiple files at one time. Note: Files archived for more than 6 months are not recoverable.

↖ At the bottom of the screen, Click on the Recover button " 🗄 " .

↑ Click "Confirm" to recover the file. Recovered files can be viewed in "Files" section.

Documents ○ Sending Messages to User
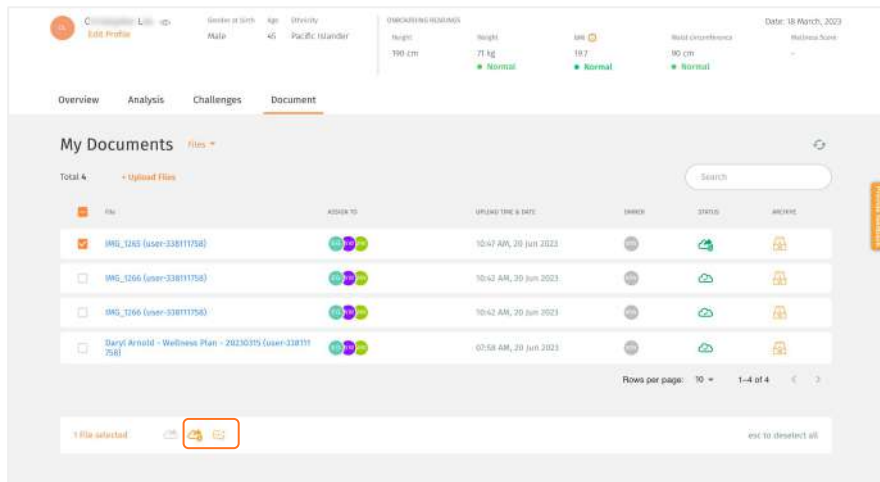
Select the document you would like to send a message with to the User on the "My Documents" screen. You can select multiple files at one time. Note that you can only send message to documents which you have shared.

↖ At the bottom of the screen, click on the message button " 🖃 ".
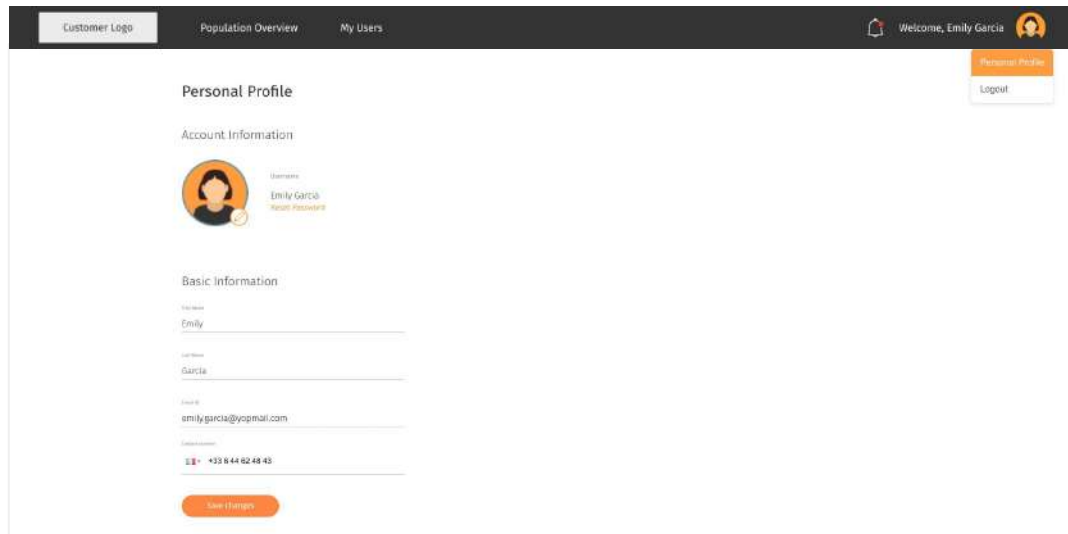
↑ Type the message then click "Send".

Profile

| Editing Personal Profile

Editing Personal Profile

←: In the top navigation bar, click on the avatar.

Click "Personal Profile"

Step 3: Update your profile and/or personal details and click 'save'.