



# Wellness Plus

Dashboard | The Department Admin Guidebook



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# Get Started

- Mobile Device, Wearable Device & Browser Compatibility
- Logging in
- Activating Your Account
- Setting up Your Organisation
- Constructing Your Organisation Architecture

*Last updated: August 17, 2023*



# Mobile Device, Wearable Device & Browser Compatibility

## A) Device Model & OS:

- iPhone 7 (iOS - 15.4)
- iPhone XR (iOS - 14.8, 15.4)
- iPhone 11 Pro (iOS - 16.4)
- iPhone 11.12.13 Simulators (iOS - 15.4)
- iPhone 13 pro max (iOS - 15.6.1)
- iPhone X (iOS - 15.4)
- Galaxy Note 9 (Android 10)
- Google Pixel 6 (Android 13)
- Vivo V21 (Android 13)
- Galaxy Note20 (Android 13)
- Redmi Note 11S (Android 12)
- One Plus 6T (Android 11)

## B) Wearable Device:

- Fitbit
- Apple Watch

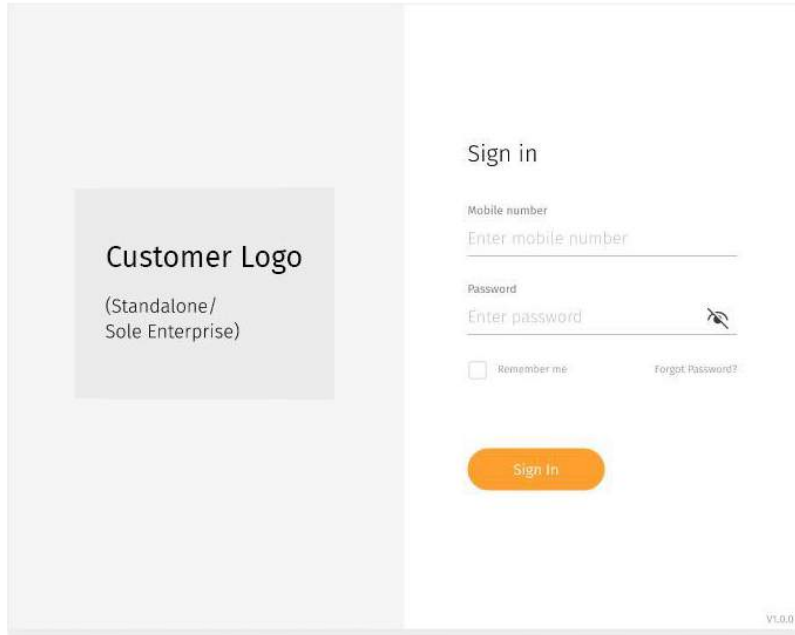
## C) Browser:

- Chrome
- Microsoft Edge

- This is a list of mobile devices, browsers & wearable devices that are best suited for Wellness Plus.
- 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



Customer Logo  
(Standalone/  
Sole Enterprise)

Sign in

Mobile number  
Enter mobile number

Password  
Enter password

Remember me [Forgot Password?](#)

Sign in

VI.0.0

← Enter your email address and password



## | Login (cont.)

Customer Logo  
(Standalone/  
Sole Enterprise)

**Verify OTP**  
Please enter the 6 digit OTP sent via SMS  
to your registered mobile number.

OTP  
123456

[Submit](#) [Back to Sign In](#)

VT.0.0.

Customer Logo  
(Standalone/  
Sole Enterprise)

**Verify OTP**  
Please enter the 6 digit OTP sent to your  
registered email address.

OTP  
123456

[Submit](#) [Back to Sign In](#)

VT.0.0.

↔ Enter your OTP sent to your registered phone number or email address (whichever applicable).

## | Login (cont.)

Customer Logo  
(Standalone/  
Sole Enterprise)

### Verify OTP

Please enter the 6 digit OTP sent via  
Email & SMS to your registered mobile  
number.

Email OTP  
123456 Verified

SMS OTP  
[Resend \(112\)](#)

[Submit](#) [Back to Sign In](#)

V1.0.0

← There may be a scenario where you have to retrieve your OTP through both phone number and email address for security reasons.



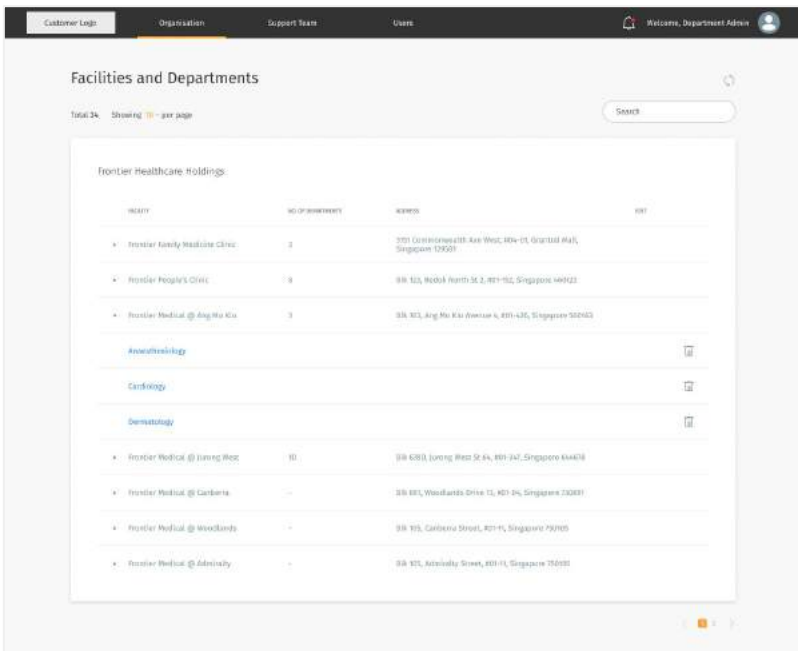
# Facilities and Departments

- About Facilities and Departments
- Assigning Users for Department
- Deleting Departments
- Assigning Support Team Members





# About Facilities and Departments



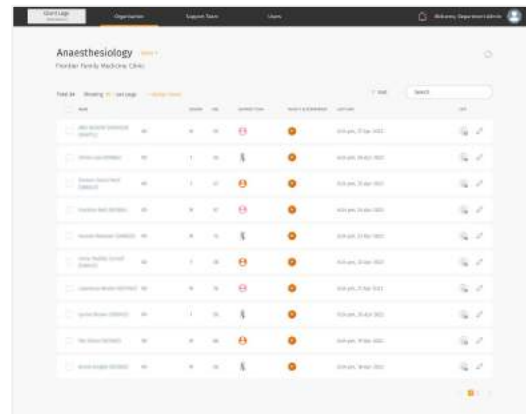
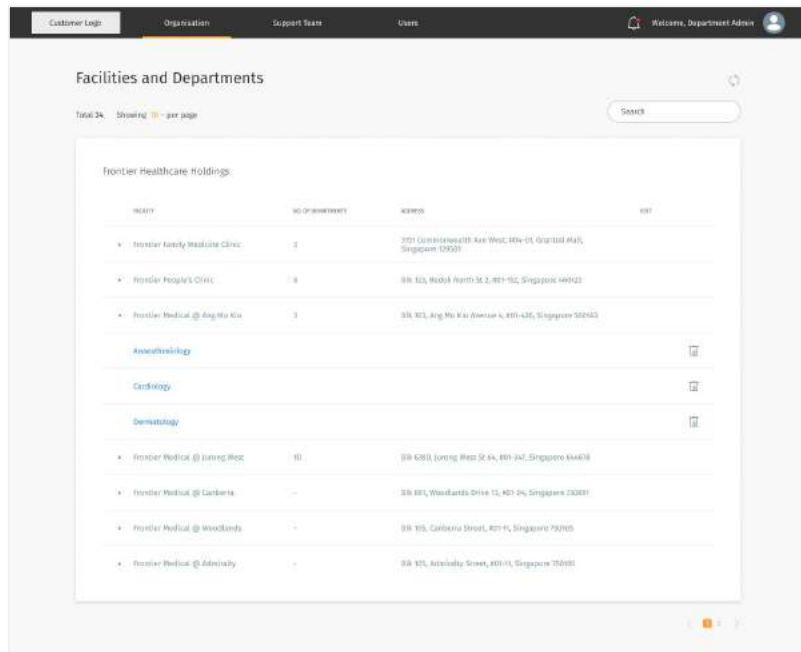
↔ You may access the Facilities and Departments page through the “**Organisation**” tab at the **top navigation bar**.

← The **Facilities and Departments** screen shows a list of Facilities under your organization which you can view each department information.

You can only access and manage Department by adding, deleting. However, you can't edit the information.



# Assigning Users for Department

















- ← Select the department in the facility you would like to add User to.
- ↑ Click on the drop down beside the facility title and select “Users”
- ↑ Click on the “+Assign Users” located below

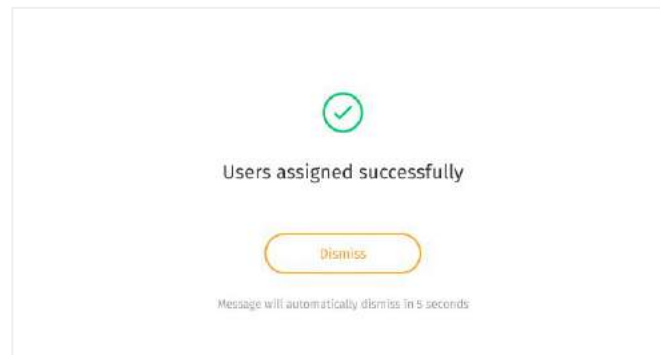


## Assigning Users for Department (cont)

### Assign Users to Anaesthesiology

10 Users Selected (Max 20)

<input checked="" type="checkbox"/>	 Hashim Rivera	 Hashim Rivera	<input type="checkbox"/>
<input checked="" type="checkbox"/>	 Sandra Matthams	 Sandra Matthams	<input type="checkbox"/>
<input checked="" type="checkbox"/>	 Fay Zuniga	 Fay Zuniga	<input type="checkbox"/>
<input checked="" type="checkbox"/>	 Stacey Doyle	 Stacey Doyle	<input type="checkbox"/>
<input checked="" type="checkbox"/>	 Larissa Carlson	 Larissa Carlson	<input type="checkbox"/>
<input checked="" type="checkbox"/>	 Eliana Orr	 Eliana Orr	<input type="checkbox"/>
<input checked="" type="checkbox"/>	 Robin Barnett	 Robin Barnett	<input type="checkbox"/>



← You may either scroll the list of User or search directly through the search box.

← ↑ Once you have selected the users you like to add, press the confirm button to assign.

# Deleting Departments

ID	NAME	NO. OF DEPARTMENTS	ADDRESS	HST
1	Frontier Family Healthcare Clinic	3	110 Cantonment Road West, #04-01, Grandstand #04, Singapore 110091	
2	Frontier People's Clinic	9	38, 115, Woodleigh North St, #01-02, Singapore 469221	
3	Frontier Medical @ Ang Mo Kio	3	38, 115, Ang Mo Kio Avenue 6, #01-435, Singapore 569633	
4	Frontier Medical @ Jurong West	10	38, 629, Jurong West St 24, #01-241, Singapore 649408	
5	Frontier Medical @ Carleton	1	38, 801, Woodlands Drive 11, #01-34, Singapore 730831	
6	Frontier Medical @ Woodlands	1	38, 801, Woodlands Drive 11, #01-34, Singapore 730831	
7	Frontier Medical @ Admiralty	1	38, 801, Woodlands Drive 11, #01-34, Singapore 730831	

## Note:

- ↑ Department can only be deleted if it is empty. ie. no User, Support Team members, and department- (department admin for department) under it.
- ↩ To delete a department, click on the Delete icon on the desired department you like to delete.
- ← Confirm your action by clicking on the **“Department”** button



# Assigning Support Team Members

The screenshot shows the 'Facilities and Departments' page. The main table lists departments under 'Frontier Healthcare Holdings':

DEPT	NO OF MEMBERS	ADDRESS	EST
Frontier Family Medicine Clinic	3	301 Cantonment Rd, West, #04-01, Grandeur #41, Singapore 120501	
Frontier People's Clinic	9	8B, 10, Woodhatch St, #01-02, Singapore 46922	
Frontier Medical @ Ang Mo Kio	3	8B, 10, Ang Mo Kio Avenue 6, #01-03, Singapore 56963	

A modal window titled 'Anaesthesiology' is open, showing a list of departments:

DEPT	NO OF MEMBERS	ADDRESS	EST
Cardiology			
Dermatology			
Frontier Medical @ Jurong West	10	10, 12, Jurong West St 64, #01-07, Singapore 64614	
Frontier Medical @ Carleton		8B, 10, Woodlands Drive 11, #01-04, Singapore 730891	
Frontier Medical @ Woodlands		8B, 10, Calibana Street, #01-11, Singapore 75705	
Frontier Medical @ Admiralty		8B, 10, Admiralty Street, #01-11, Singapore 75005	

The screenshot shows the 'Users' page for the 'Anaesthesiology' department. It displays a table of users with columns for Name, Email, and Status. The table contains several rows of user information, including names like 'Dr. [Name]' and 'Nurse [Name]'. There are also icons for each user, likely representing their profile or status.

The diagram shows a hierarchy of users. At the top is 'Users'. Below it are two categories: 'Support Team Members' and 'Department Administrators'. The 'Support Team Members' category is highlighted with an orange background.















- ← Select the Department you would like to add Support Team Members to.
- ↑ Click on the drop down beside the Department title and select **“Support Team Members”**
- ↑ Click on the **“+Assign Support Team Members”** located below



## Assigning Support Team Members (cont)

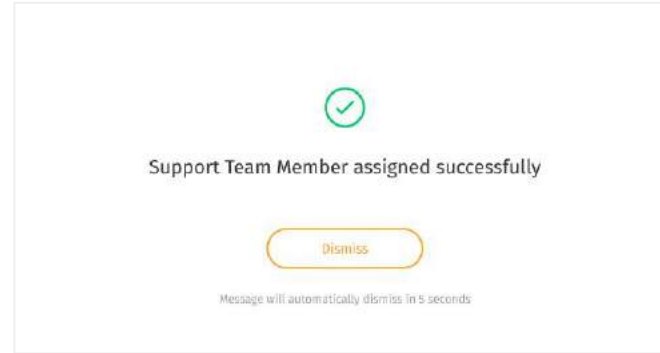
Assign Support Team Member to Anaesthesiology

Search by support team member's name

<input checked="" type="checkbox"/>	 Abram George	<input checked="" type="checkbox"/>	 Abram George
<input checked="" type="checkbox"/>	 Martin Vetrovs	<input checked="" type="checkbox"/>	 Martin Vetrovs
<input checked="" type="checkbox"/>	 Madelyn George	<input checked="" type="checkbox"/>	 Madelyn George
<input checked="" type="checkbox"/>	 Chance Dorwart	<input checked="" type="checkbox"/>	 Chance Dorwart
<input checked="" type="checkbox"/>	 Roger Bothman	<input checked="" type="checkbox"/>	 Roger Bothman
<input checked="" type="checkbox"/>	 Cristofer Herwitz	<input checked="" type="checkbox"/>	 Cristofer Herwitz
<input checked="" type="checkbox"/>	 Nolan Ekstrom	<input checked="" type="checkbox"/>	 Nolan Ekstrom

10 Support Team Members Selected (Max 20)

Confirm



← You may either scroll the list of Support Team Members or search directly through the search box.

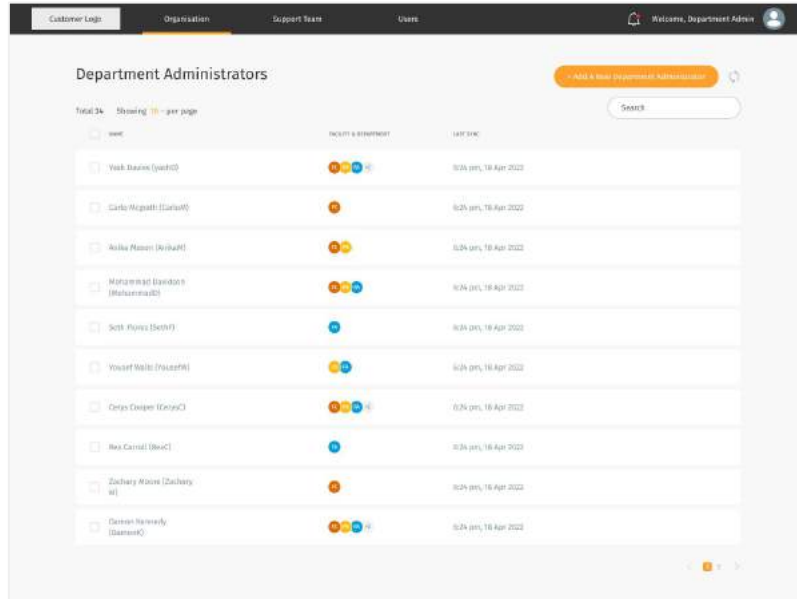
← ↑ Once you have selected the Support Team Members you like to add, press the confirm button to assign.

# Department Administrators

- About Department Administrators
- Adding Facility Administrators
- Editing Facility Administrators
- Deleting Facility Administrators



# Department Administrators



← ↑ You may access the Department Administrators page through the “**Organisation**” tab at the **top navigation bar**.

← The **Department Administrators** screen shows a list of Department Admin under your organization

← Each Department Admin may manage multiple facility and department

You can manage each list by adding new department admin





# Adding Department Administrator

The screenshot shows a web application interface for managing Department Administrators. At the top, there is a navigation bar with tabs for 'Customer Login', 'Organisation', 'Support Team', and 'Users'. The 'Organisation' tab is active. Below the navigation bar, the page title is 'Department Administrators'. On the right side, there is a button labeled 'Add a New Department Administrator' and a search input field. Below the search field, there is a table listing the current administrators. The table has columns for 'name', 'roles & entitlement', and 'last time'. The table contains 10 rows of data, each representing a department administrator with their name, roles, and the last time they were active.

name	roles & entitlement	last time
Wahd Bouain (wahd@)	[Icons]	10:26 am, 18 Apr 2023
Carlo Magalhães (CarloM)	[Icon]	10:25 am, 18 Apr 2023
Wahid Mawad (WahidM)	[Icons]	10:24 am, 18 Apr 2023
Muhammad Alaminah (MuhammadA)	[Icons]	10:24 am, 18 Apr 2023
Seth Payne (SethP)	[Icon]	10:24 am, 18 Apr 2023
Yusef Nabil (YusefN)	[Icons]	10:24 am, 18 Apr 2023
Orhan Demir (OrhanD)	[Icons]	10:24 am, 18 Apr 2023
Rea Carroll (ReaC)	[Icon]	10:24 am, 18 Apr 2023
Zachary Moore (ZacharyM)	[Icon]	10:24 am, 18 Apr 2023
Demian Hernandez (DemianH)	[Icons]	10:24 am, 18 Apr 2023

← To add a new Department Administrators, click on the “Add **New Department Administrator**”.



## Adding Department Administrator (cont)

The screenshot shows the first step of the 'Add a New Department Admin' process. The title is 'Add a New Department Admin' with a subtitle 'Follow the steps to add a new department admin'. The progress indicator shows 'Account Setup' as the active step, with 'Basic Information' and 'Department' as subsequent steps. Under 'Account Setup', there are fields for 'First Name' (containing 'John') and 'Last Name' (containing 'Doe'). Below these is a 'Profile Picture (Optional)' section with a note: 'Upload a picture of the Department Admin or select an image for your admin profile.' There are three circular profile picture options. A 'Next' button is at the bottom right.

Step up an account for the department admin by filling in the **username**.

The screenshot shows the second step of the 'Add a New Department Admin' process. The title is 'Add a New Department Admin' with a subtitle 'Follow the steps to add a new department admin'. The progress indicator shows 'Basic Information' as the active step. Fields include 'First Name' (John), 'Last Name' (DOE), 'Email ID' (johndoe@gmail.com), and 'Country' (Singapore). There is a 'Contact Number' field with a dropdown for country code (+95) and a text input for the number (894 032). A 'Next' button is at the bottom right.

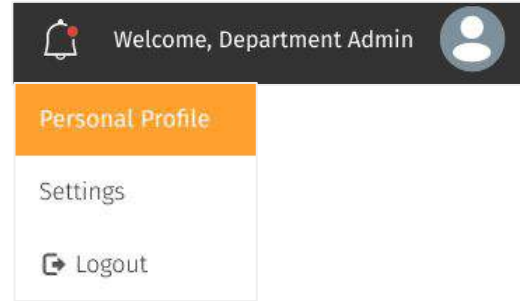
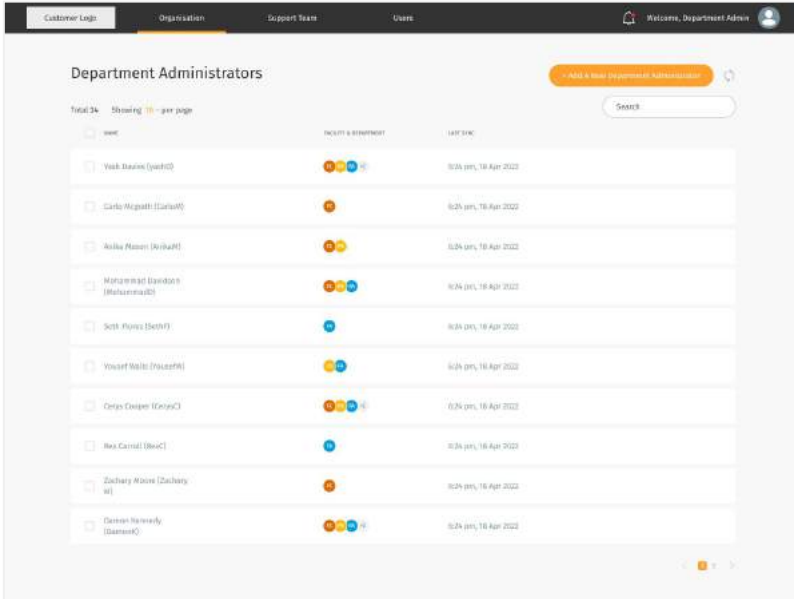
Key in the basic information about the administrator.

The screenshot shows the third step of the 'Add a New Department Admin' process. The title is 'Add a New Department Admin' with a subtitle 'Follow the steps to add a new department admin'. The progress indicator shows 'Department' as the active step. There are two dropdown menus for 'Facility' and 'Department'. The 'Facility' dropdown is set to 'Frontier Family Medicine Clinic' and the 'Department' dropdown is set to 'Orthopedic Surgery, Neurology, Infectious Disease'. A 'Next' button is at the bottom right.

Assign new administrator to a department  
You may assign the admin to multiple facility and department by clicking on the **“Add Facility”** button located below.



# Editing Department Administrator (Personal)



↔ You may choose to add or edit your account information by clicking on the edit icon button

What can be added/edited:

- Profile picture (clicking on the profile icon)
- Basic Information

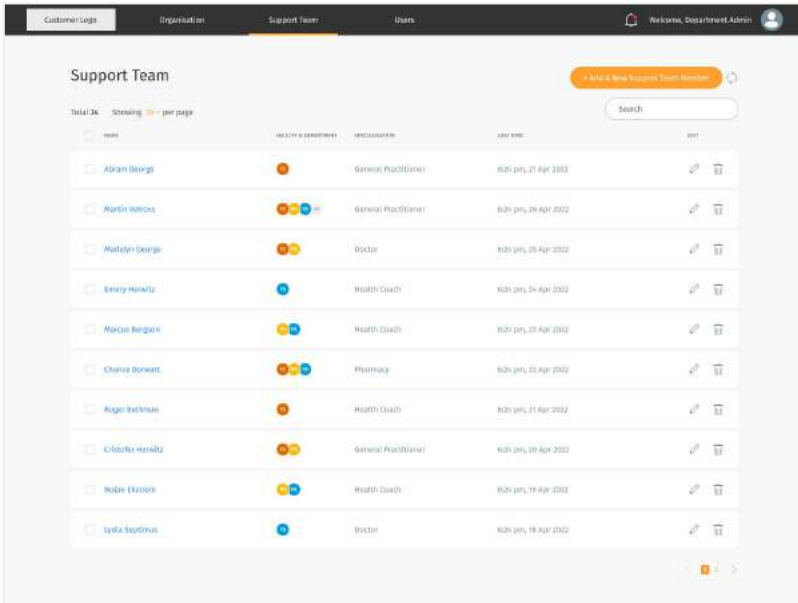


# Support Team

- About Support Team
- Adding Support Team Member
- Editing Support Team Member
- Deleting Support Team Member
- Assigning User to Support Team Member



# About Support Team



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

← The **Support Team** screen shows a list of health professionals under your organization

← Each Support Team Members may manage multiple facility and department

You can manage each list by adding, editing and deleting.



# Adding Support Team Member

+ Add A New Support Team Member

Name	Health & Qualification	Discussion	Join Date	Edit
Abram George	General Practitioner		8/24/2021	
Marlin Welles	General Practitioner		8/24/2021	
Mallory George	Doctor		8/24/2021	
Emery Henault	Health Coach		8/24/2021	
Maxim Bergier	Health Coach		8/24/2021	
Chance Howard	Pharmacy		8/24/2021	
Roger Waldman	Health Coach		8/24/2021	
Christie Henault	General Practitioner		8/24/2021	
Nolan Klinton	Health Coach		8/24/2021	
Lydia Kopylov	Doctor		8/24/2021	

←↑ To add a new Support Team Member, click on the “**Add a New Support Team Member**”.



## Adding Support Team Member (cont)

### Add a New Support Team Member

Follow the steps to add a new support team member.

**Account Setup**  
User name & Permissions

**Basic Information**  
Enter support team member details

**Specialization**  
Select specialization for user

**Address & Location**  
Add user location information

**Profile Picture**  
Upload profile picture for user


**Finalize & Approve**  
Approve user & activate account

### Support Team Member Details

Email ID

This email ID will be used as login account. After creation, a temporary password will be sent to your email address.

**Profile Picture (Optional)**  
Upload a picture of the support team member or select an avatar for easier identification.



[Next](#)

Set up an account for the Support Team Member by filling in the **E-Mail** and uploading a **profile picture** (optional)

### Add a New Support Team Member

Follow the steps to add a new support team member.

**Account Setup**  
User name & Permissions

**Basic Information**  
Enter support team member details

**Specialization**  
Select specialization for user

**Address & Location**  
Add user location information

**Profile Picture**  
Upload profile picture for user

**Finalize & Approve**  
Approve user & activate account

### Basic Information

First Name

Last Name

Specialization

Country

Contact Number

[Back](#) [Next](#)

Key in the basic information about the Support Team Member.

## Adding Support Team Member (cont)

The screenshot shows the 'Unit Preferences' section of the 'Add a New Support Team Member' form. The form is titled 'Add a New Support Team Member' and includes a close button (X) in the top right corner. Below the title, it says 'Follow the steps to add a new support team member.' The form is divided into several sections: 'Account Setup' (User name & Password), 'Basic Information' (Enter support team member ID/SAFE), 'Unit Preference' (Select measurement units), and 'Alert Notification Preference' (Select notification preference). The 'Unit Preference' section is currently active and shows a list of units with radio buttons next to them. The units are: Miles (mi), Kilograms (kg), Feet & Inches, Grams (g), Liters (L), and Percentages (%). The 'Miles (mi)' unit is selected. There are 'Back' and 'Next' buttons at the bottom of the form.

Assign the preferred “Unit Preference” the Support Team Member would like to view with.

The screenshot shows the 'Alert Notification Preference' section of the 'Add a New Support Team Member' form. The form is titled 'Add a New Support Team Member' and includes a close button (X) in the top right corner. Below the title, it says 'Follow the steps to add a new support team member.' The form is divided into several sections: 'Account Setup' (User name & Password), 'Basic Information' (Enter support team member ID/SAFE), 'Unit Preference' (Select measurement units), and 'Alert Notification Preference' (Select notification preference). The 'Alert Notification Preference' section is currently active and shows a list of notification preferences with radio buttons next to them. The preferences are: 'Enabled', 'Enabled', and 'Enabled'. The 'Enabled' preference is selected. There are 'Back' and 'Next' buttons at the bottom of the form.

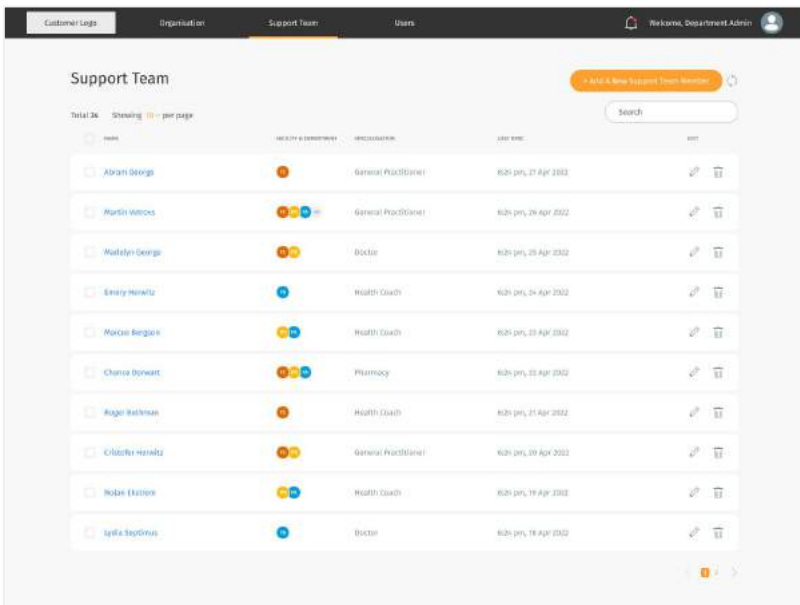
Assign new Support Team Member to a facility and department

You may assign the admin to multiple facility and department by clicking on the “+Add Facility” button located below.





# Editing Support Team Member



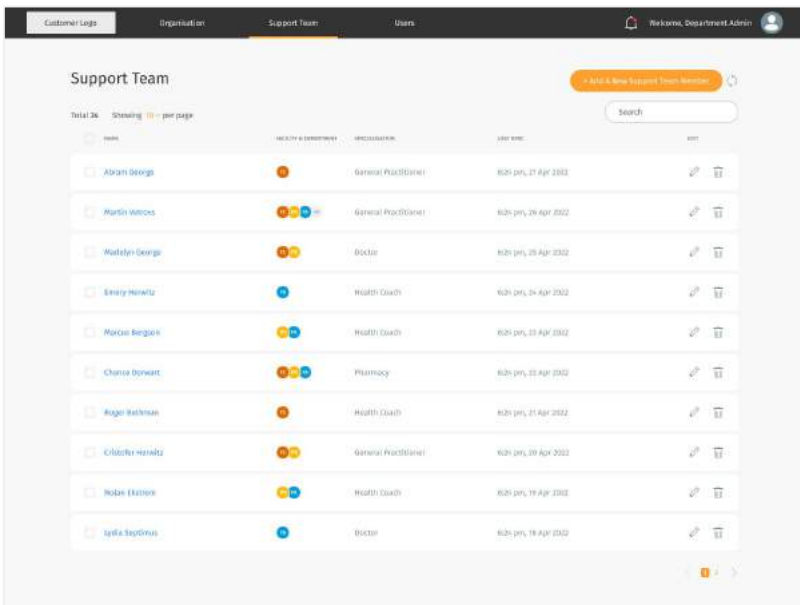
You may choose to add or edit the Support Team Members information by clicking on the edit icon button

What can be added/edited:

- Profile picture (clicking on the profile icon)
- Basic Information
- Unit Preference
- Facility & department

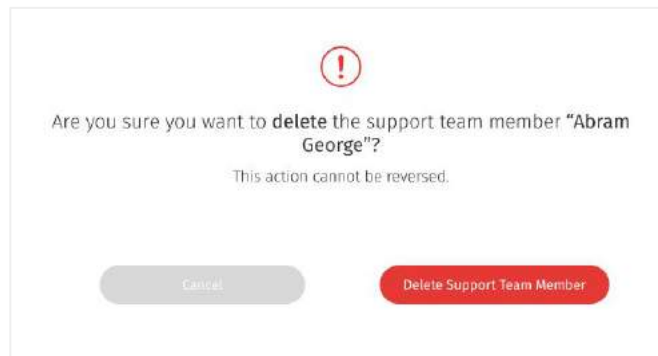


## Deleting Support Team Member



The screenshot shows a web application interface for managing a support team. At the top, there are navigation tabs for 'Customer Logs', 'Organization', 'Support Team', and 'Users'. The 'Support Team' tab is active. Below the navigation, there is a header for 'Support Team' with a '+ Add & New Support Team Member' button and a search bar. The main content is a table listing team members. Each row includes a name, a profile picture, a role, and a date. A delete icon (trash can) is visible in the rightmost column of each row.

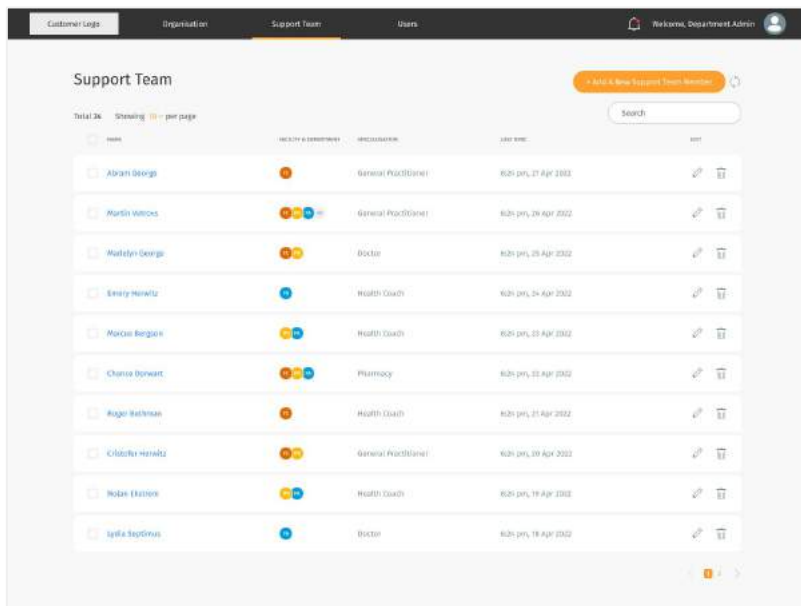
name	health & environment	specialization	join time	edit
Abram George		General Practitioner	8/24 PM, 27 Apr 2022	
Martin Welles		General Practitioner	8/24 PM, 26 Apr 2022	
Mallory George		Doctor	8/24 PM, 25 Apr 2022	
Emily Henkel		Health Coach	8/24 PM, 24 Apr 2022	
Maxim Bergan		Health Coach	8/24 PM, 23 Apr 2022	
Chance Dornat		Pharmacy	8/24 PM, 22 Apr 2022	
Roger Waldman		Health Coach	8/24 PM, 21 Apr 2022	
Cristina Hernandez		General Practitioner	8/24 PM, 19 Apr 2022	
Nolan Klinton		Health Coach	8/24 PM, 19 Apr 2022	
Lydia Koptovus		Doctor	8/24 PM, 18 Apr 2022	



↩️ You may choose to delete the Support Team Member information by clicking on the delete icon button



## Assigning Users to Support Team Member



The screenshot displays the 'Support Team' management page. At the top, there are navigation tabs for 'Customer Logs', 'Organization', 'Support Team', and 'Users'. The 'Support Team' tab is active. Below the tabs, there is a search bar and a button labeled 'Add & New Support Team Member'. The main content area shows a table of team members with columns for 'Name', 'Health & Support Team', 'Access/Role', 'Join Date', and 'Edit'. The table lists ten members with their respective roles and join dates.

Name	Health & Support Team	Access/Role	Join Date	Edit
Abram George	👤	General Practitioner	8/21 PM, 27 Apr 2023	✏️ 🗑️
Martin Welles	👤 🏠 🏠	General Practitioner	8/21 PM, 29 Apr 2022	✏️ 🗑️
Mallory George	👤 🏠	Doctor	8/21 PM, 29 Apr 2022	✏️ 🗑️
Emery Henafiz	👤	Health Coach	8/21 PM, 24 Apr 2022	✏️ 🗑️
Maxim Bergan	👤 🏠	Health Coach	8/21 PM, 23 Apr 2022	✏️ 🗑️
Chance Dornant	👤 🏠 🏠	Pharmacy	8/21 PM, 22 Apr 2022	✏️ 🗑️
Roger Waldman	👤	Health Coach	8/21 PM, 21 Apr 2022	✏️ 🗑️
Cristina Henafiz	👤 🏠	General Practitioner	8/21 PM, 09 Apr 2022	✏️ 🗑️
Nolan Ekstork	👤 🏠	Health Coach	8/21 PM, 19 Apr 2022	✏️ 🗑️
Iyela Kopylov	👤	Doctor	8/21 PM, 18 Apr 2022	✏️ 🗑️

← You may assign Users to a Support Team Member by navigating to the member's User page by clicking on the Support Team Member.



# Assigning User to Support Team Member

The screenshot displays a web application interface for managing users. At the top, there are navigation tabs: 'Customer Login', 'Organisation', 'Support Team', and 'Users'. The 'Users' tab is active. Below the navigation, the page title is 'Abram George Users'. There is a search bar and a 'Sort' dropdown. A table lists users with columns for 'name', 'gender', 'age', 'support team', 'status', and 'last log'. An '+Assign Users' button is visible. A modal dialog box titled 'Assign Users to Abram George' is open, featuring a search box 'Search by user's name' and two columns of user avatars. The right column is labeled '10 Users Selected (Max 20)'. A 'Confirm' button is at the bottom right of the dialog.

name	gender	age	support team	status	last log
Abu Bakar Siddique (Support)	M	28		Active	6:24 PM, 27 Jul 2022
Chris Lee (Support)	F	35		Active	6:24 PM, 26 Apr 2022
Bertie Larkin (Support)	F	47		Active	6:24 PM, 25 Apr 2022
Janet Wilson (Support)	M	51		Active	6:24 PM, 24 Apr 2022
Harold Wilson (Support)	M	72		Active	6:24 PM, 23 Apr 2022
Anna Maria Carroll (Support)	F			Active	
Lawrence Mullin (Support)	M			Active	
Yvonne Brown (Support)	F			Active	
Pat O'Shea (Support)	M			Active	
Anna George (Support)	M			Active	

- ◀ You may only assign user that is under the same facilities with the Support Team Member.
- ◀ On the Member's user page, you may assign user to the member by click on the “+Assign Users” button.
- ◀ Assign user for the member by selecting through the list of users or search the user through the search box.



# Users

- About Users
- Inviting Users
- Onboarding Users
- Editing assigned users
- Sending broadcast message to user(s)
- Deleting Users



# About Users

The screenshot shows a web application interface for managing users. At the top, there is a navigation bar with tabs for 'Customer Login', 'Organisation', 'Support Team', and 'Users'. The 'Users' tab is selected. Below the navigation bar, there is a header for 'Users' with a dropdown menu set to 'All Users'. A search bar is present. Below the search bar, there is a table with the following columns: 'NAME', 'GENDER', 'AGE', 'SUPPORT TEAM', 'SPECIALTY & DEPARTMENT', 'LAST VISIT', and 'EDIT'. The table contains 10 rows of user data.

NAME	GENDER	AGE	SUPPORT TEAM	SPECIALTY & DEPARTMENT	LAST VISIT	EDIT
Abby Rebecca Sidorowicz (SMART)	M	26	Support Team	Specialty & Department	0:24 pm, 27 Apr 2022	[Edit] [Delete]
Cherie Lee (SMART)	F	35	Support Team	Specialty & Department	0:24 pm, 25 Apr 2022	[Edit] [Delete]
Deborah Jenita Reid (SMART)	F	47	Support Team	Specialty & Department	0:24 pm, 25 Apr 2022	[Edit] [Delete]
David Stevens	F	40	Support Team	Specialty & Department	0:24 pm, 18 Apr 2022	[Edit] [Delete]
Michelle Howard	F	58	Support Team	Specialty & Department	0:24 pm, 18 Apr 2022	[Edit] [Delete]
Patricia Sheehan (SMART)	M	26	Support Team	Specialty & Department	0:24 pm, 27 Apr 2022	[Edit] [Delete]
Praveen Prabhakar (SMART)	M	35	Support Team	Specialty & Department	0:24 pm, 26 Apr 2022	[Edit] [Delete]
Wesley Sullivan	M	29	Support Team	Specialty & Department	0:24 pm, 25 Apr 2022	[Edit] [Delete]
Tom Hill	M	64	Support Team	Specialty & Department	0:24 pm, 18 Apr 2022	[Edit] [Delete]
Willard Simpson	F	24	Support Team	Specialty & Department	0:24 pm, 18 Apr 2022	[Edit] [Delete]

- All Users
- Assigned Users
- Unassigned Users

← You may access the User page through the “User” tab at the **top navigation bar**.

← The **User** screen shows a list of Users under your organization care.

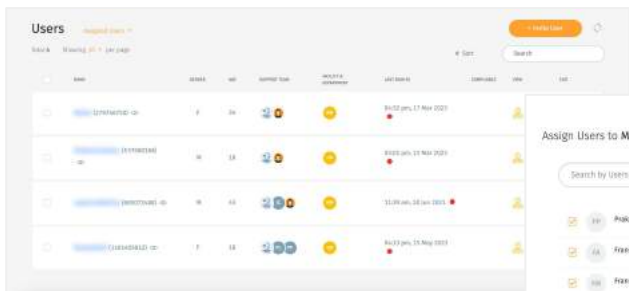
You can manage each list by adding, editing and deleting.

↑ You may filter through the different status of Users through the drop down.

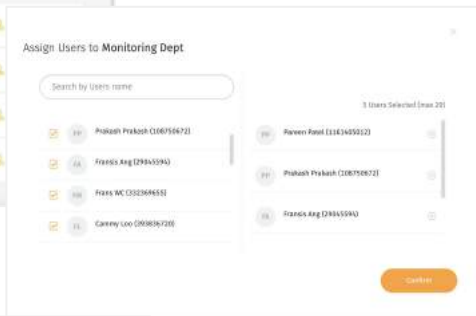
An assigned Users refers to a clinician(Support Team) assigned to them



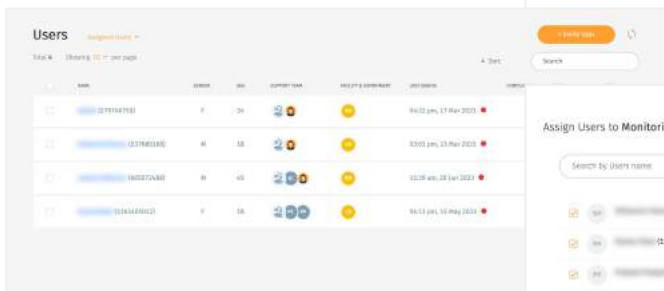
## About My Users (cont.)



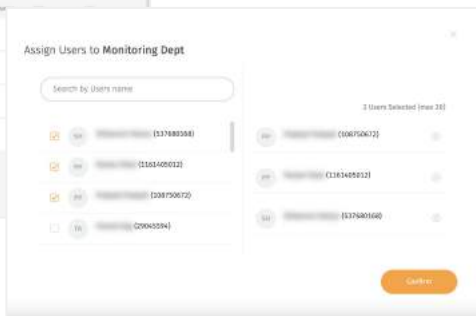
↑ PII enabled



← Your organisation administrator may restrict your access to personal identifiable information (PII). Your admin may enable/disable your access at any points in time.



↑ PII disabled



← Note that if your PII access is disabled, you will not be able to view your users' names (which will be fully blurred). You can refer to their User ID as required.



## Users List Summary

↓ This is an explanation summary of the different Users that can be viewed/filtered from the “Users” dashboard.

Assigned Users	Unassigned Users	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)	Users who are invited by admins or support team members but have not registered.  This list is the same across all dashboard roles.





# Inviting New Users

The screenshot displays a web application interface for managing users. At the top, there are navigation tabs: 'Customer Logo', 'Organisation', 'Support Team', and 'Users'. The 'Users' tab is active, showing a 'My Users' section with a '+ Invite User' button. Below this is a table of users with columns for 'NAME', 'CONTACT NUMBER', 'EMAIL', 'INVITED BY', 'DATE LAST SEEN', 'INVITATION STATUS', and 'EDIT'. The table lists several users, some with 'Active' status and others with 'Cancelled' or 'Expired' status. A modal window titled 'Invite User' is open, showing a form to add a new user. The form includes fields for 'First Name', 'Last Name', and 'Email'. Below these fields, there is a section for 'Phone Number' with a dropdown menu and a '+ Add' button. At the bottom of the modal, there are radio buttons for 'SMS only', 'Email only', and 'SMS & Email', and a 'Send Invitation' button.

↗ 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 ○ Invite user

### Invite User

Follow the steps to add a new user.

#### User's Details

First Name

Last Name

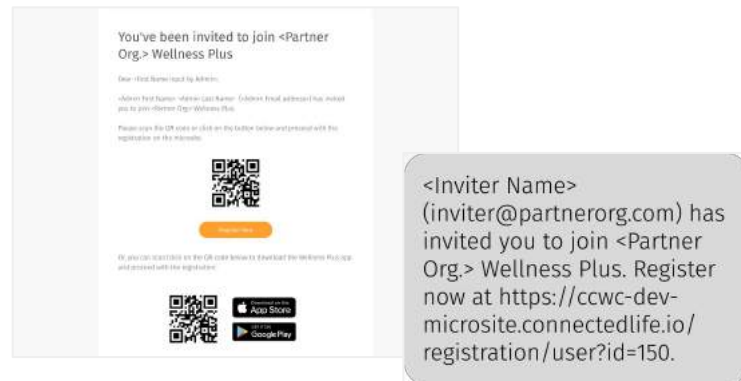
Email

An email will be sent to the user with the registration instruction.

Contact Number

Please select the mode of invitation

SMS Only  Email Only  SMS & Email



- ↩ 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

The screenshot shows a user management interface with a table of users. The first row is highlighted, showing an active invitation for Bobby Lai. A confirmation dialog is overlaid on the screen, asking if the user is sure they want to cancel the invitation.

NAME	CONTACT NUMBER	EMAIL	INVITED BY	DATE LAST SEEN	INVITATION STATUS	ACTION
Bobby Lai	+65 8891 0101	bobby.lai@yopmail.com	[Avatar]	4:03 PM, 8 May 2023	Active	[Cancel]
Bryan Chen	+65 8129 3010	bryan.chen123@yopmail.com	[Avatar]	4:00 PM, 8 May 2023	Active	[Cancel]
Erin DeFacsuz	+65 93625373	erita.defacsuz@yopmail.com	[Avatar]	1:33 PM, 8 May 2023	Active	[Cancel]
Andrew Tan	+65 81812239	andrew.tan123@yopmail.com	[Avatar]	1:01 PM, 8 May 2023	Active	[Cancel]
Audrey Tan	+65 91919191	audreytan@yopmail.com	[Avatar]	11:58 AM, 8 May 2023	Active	[Cancel]
Andrew Tan	+65 81918124					
Andrew Tan	+65 8123 1232					

Are you sure you want to **cancel** the invitation sent to **"Bobby Lai (bobby.lai@yopmail.com)"**?  
The invited user will not be able to access their invitation link.

Buttons: Back, 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

The screenshot shows a user management interface with a table of users. A confirmation dialog is overlaid on the table, asking for confirmation to remove a user. The dialog text is: "Are you sure you want to remove 'Alvita Ard (alvard123@yopmail.com)'" from your list? This action cannot be reversed. The dialog has two buttons: "Cancel" and "Remove".

NAME	CONTACT NUMBER	EMAIL	INVITED BY	DATE LAST SEEN	INVITATION STATUS	ACTION
Bobby Lai	+65 8891 0101	bobby.lai@yopmail.com	[Avatar]	4:03 PM, 8 May 2023	Active	[Action]
Bryan Chen	+65 8129 3010	bryan.chen123@yopmail.com	[Avatar]	4:00 PM, 8 May 2023	Active	[Action]
Erinna Defacuz	+65 93625373	erinna.defacuz@yopmail.com	[Avatar]	1:33 PM, 8 May 2023	Active	[Action]
Andrew Tan	+65 81812239	andrew.tan123@yopmail.com	[Avatar]	1:01 PM, 8 May 2023	Active	[Action]
Alvita Ard	+65 91	alvard123@yopmail.com	[Avatar]		Cancelled	[Action]
Alvita Ard	+65 81	alvard123@yopmail.com	[Avatar]		Cancelled	[Action]
Alvita Ard	+65 81	alvard123@yopmail.com	[Avatar]		Cancelled	[Action]

← 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

The screenshot shows a user management interface with a table of invited users. A modal window titled 'Resend invitation' is open, displaying the details of a selected user and options to resend the invitation.

NAME	CONTACT NUMBER	EMAIL	INVITED BY	DATE LAST SENT	INVITATION STATUS	SENT
Andrew Subramanian	+65 81812239	andrew.subramanian@yopmail.com	Andrew	12:00 Pm, 8 May 2023	Active	✉ ✕ 🗑
Audrey Chen	+65 91919191	audreychen@yopmail.com	Audrey	11:58 Am, 8 May 2023	Active	✉ ✕ 🗑
Alvard	+65 81918124	alvard123@yopmail.com	Alvard	8:40 Am, 24 Apr 2023	Cancelled	✉ ✕ 🗑
Grace	+65 8123 1232	grace.ng@connectedlife.io	Grace			

**2 Users Selected**

### Resend invitation

Follow the steps below to edit/resend your invitation

#### User's Details


First Name: Andrew  
Last Name: Subramanian  
Email: andrew.subramanian@yopmail.com

An email will be sent to the user with the registration instruction

Country: +65 81812239


Please select the mode of invitation:  
 SMS Only  Email Only  SMS & Email

Resend Invitation

← 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.



# Onboarding Users



The screenshot shows a web application interface for managing users. At the top, there are navigation tabs: "Customer Login", "Organisation", "Support Team", and "Users" (which is selected). A welcome message "Welcome, Department Admin" is visible in the top right. Below the navigation, the "Users" section is displayed with a sub-tab "All Users" and a "+ create a new user" button. A search bar is present. The main content is a table with 10 rows of user data. Each row includes a checkbox, a name, a gender icon, an age, a support team icon, a security & membership icon, a last sync date, and edit/delete icons.

	NAME	GENDER	AGE	SUPPORT TEAM	SECURITY & MEMBERSHIP	LAST SYNC	
<input type="checkbox"/>	Amy Watson (SMART)	M	26	Support Team	Security & Membership	02h pm, 27 Apr 2022	
<input type="checkbox"/>	Chloe Lee (SMART)	F	35	Support Team	Security & Membership	02h pm, 25 Apr 2022	
<input type="checkbox"/>	Deborah Davis (SMART)	F	47	Support Team	Security & Membership	02h pm, 25 Apr 2022	
<input type="checkbox"/>	David Brown	F	40	Support Team	Security & Membership	02h pm, 18 Apr 2022	
<input type="checkbox"/>	Michael Howard	F	58	Support Team	Security & Membership	02h pm, 18 Apr 2022	
<input type="checkbox"/>	Patricia Sherman (SMART)	M	26	Support Team	Security & Membership	02h pm, 27 Apr 2022	
<input type="checkbox"/>	Christopher Rodriguez (SMART)	M	35	Support Team	Security & Membership	02h pm, 26 Apr 2022	
<input type="checkbox"/>	Kevin Sullivan	M	29	Support Team	Security & Membership	02h pm, 25 Apr 2022	
<input type="checkbox"/>	Tom Hall	M	64	Support Team	Security & Membership	02h pm, 18 Apr 2022	
<input type="checkbox"/>	William Simpson	F	24	Support Team	Security & Membership	02h pm, 18 Apr 2022	

↔ You may onboard a new user who has registered by clicking on the **“Onboard”** button in the Users list



# Onboarding User

**Onboard a New User**  
Follow the steps to onboard a new user.

**Multiple Onboarding**  **Profile Complete**

**Basic Information**  **Profile Complete**

**Medical History**  **Profile Complete**

**Basic Information**

Your Name: Lawrence

Last Name: Mullin

Date of Birth: 25/07/1978

Health records: 123456789012345

Gender at birth: Male

Gender most comfortable with: Male

Primary ID: A5121

**Contact info**

Country: Singapore

Phone: +65 • 019-432

Email: lawrence@gmail.com

Street address: 4 De Barro Leona Apt. 845

City: Singapore

Phone / extension (Optional):

Country: Singapore

Zip / Postcode: 123456

Back Save

Check through the information filled by the users are relevant.

**Onboard a New User**  
Follow the steps to onboard a new user.

**Multiple Onboarding**  **Profile Complete**

**Basic Information**  **Profile Complete**

**Medical History**  **Profile Complete**

**Medical History**

Previous diagnoses & treatments

Type 2 Diabetes

Surgical history

Cataract surgery

Family medical history

Mother

Arthritis

Drug Allergy

Cataract surgery

Back Save

Check and edit User's Medical History information accordingly.



# Onboarding User

The screenshot shows a form titled "Onboard a New User" with a progress indicator on the left side. The progress indicator has seven steps: "Mobile Onboarding", "Basic Information", "Medical History", "General Readings", "Lifestyle", "Geolocation Setting", and "Facility & Department". The "General Readings" step is currently active and highlighted in orange. The form contains various input fields for personal and medical information, including name, date of birth, gender, height, weight, blood pressure, heart rate, and cholesterol levels. At the bottom right, there is an orange "Next" button.

Check or fill in (when necessary) User's general readings, lifestyle and geolocation settings.

The screenshot shows the "Onboard a New User" form at the "Facility & Department" step. The progress indicator on the left shows that "Facility & Department" is the current step, highlighted in orange. The form includes dropdown menus for "Facility" (selected: Frontier Family Medicine Clinic), "Support Team Member" (selected: Abram George), and "Department" (selected: aedic Surgery, Neurology, Infectious Disease). At the bottom right, there is an orange "Onboard User" button and a "Back" button.

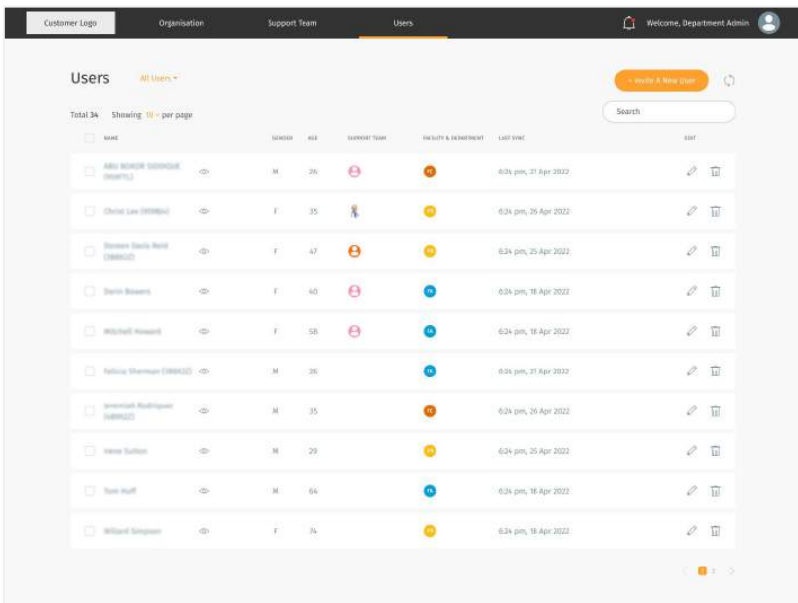
Assign User to facility, support team members and department.

Click **"Onboard User"** to complete onboarding





# Editing Assigned Users



← You may choose to add or edit the User's information by clicking on the edit icon button

What can be added/edited:

- Profile picture (clicking on the profile icon)
- Basic Information
- Medical History
- General Readings
- Lifestyle
- Geolocation Setting
- Facility, Support Team and Department



## Sending Broadcast Message to User(s)

The screenshot shows a web application interface for managing users. At the top, there are navigation tabs: Customer Login, Organisation, Support Team, and Users (which is selected). Below the tabs, there's a header for the 'Users' section with a search bar and a '+ create a new user' button. The main area displays a table of users with columns for Name, Gender, Age, Support Team, Safety & Environment, Last Sync, and Edit. A status bar at the bottom indicates '3 patients selected' and 'esc to deselect all'.

NAME	GENDER	AGE	SUPPORT TEAM	SAFETY & ENVIRONMENT	LAST SYNC	EDIT
Amy Watson (SMART)	M	26	Support Team	Yellow	0:24 pm, 27 Apr 2022	[Edit] [Delete]
Chloe Law (SMART)	F	35	Support Team	Yellow	0:24 pm, 25 Apr 2022	[Edit] [Delete]
Deborah Davis Reid (SMART)	F	47	Support Team	Yellow	0:24 pm, 25 Apr 2022	[Edit] [Delete]
David Stevens	F	40	Support Team	Blue	0:24 pm, 18 Apr 2022	[Edit] [Delete]
Michelle Howard	F	58	Support Team	Blue	0:24 pm, 18 Apr 2022	[Edit] [Delete]
Patricia Sherman (SMART)	M	26	Support Team	Blue	0:24 pm, 27 Apr 2022	[Edit] [Delete]
Jonathan Pridmore (SMART)	M	35	Support Team	Yellow	0:24 pm, 26 Apr 2022	[Edit] [Delete]
Heidi Sullivan	M	29	Support Team	Yellow	0:24 pm, 25 Apr 2022	[Edit] [Delete]
Tom Hall	M	64	Support Team	Blue	0:24 pm, 18 Apr 2022	[Edit] [Delete]
William Simpson	F	24	Support Team	Yellow	0:24 pm, 18 Apr 2022	[Edit] [Delete]

The screenshot shows a message composition window titled 'Sending message to 3 patients'. It contains a text input field with the message 'Please sync your wearable device with the mobile app'. A character count '1690 characters left' is visible at the bottom right of the input field. A 'Send message' button is located at the bottom right of the window.

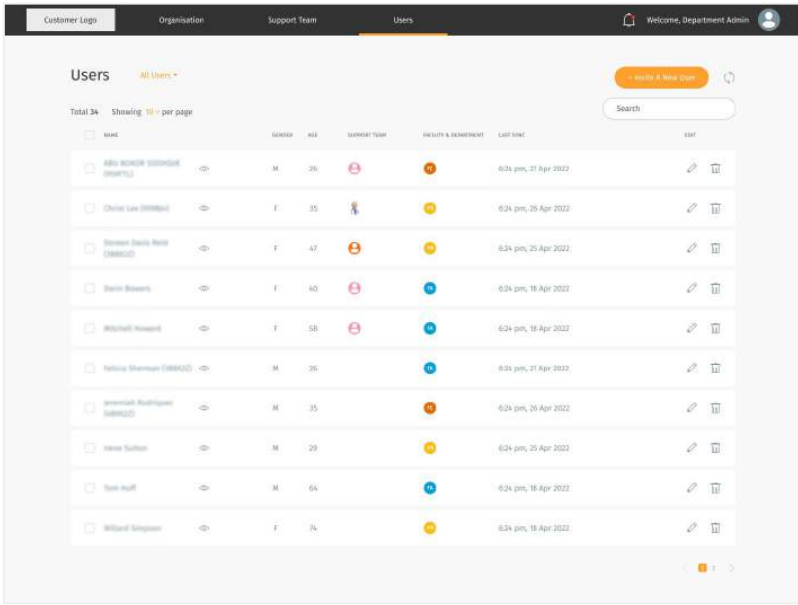
← Select the Users you want to send message to on the “Users” screen.

← You are able to send a broadcast message to your user(s) by clicking on the “Speaker” icon

↑ Once you have type out the message you wish to send to the user(s), click send message to send it out to your user.

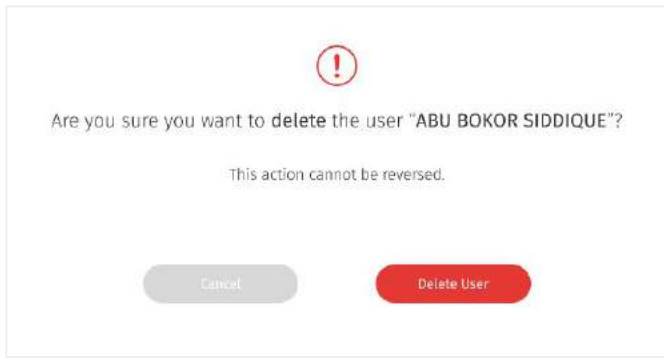


# Deleting User



The screenshot shows a web application interface for managing users. At the top, there are navigation tabs: Customer Login, Organisation, Support Team, and Users. The Users tab is active. Below the navigation, there is a header for 'Users' with a dropdown menu set to 'All Users'. A search bar and a 'Create A New User' button are also present. The main content is a table with columns: NAME, GENDER, AGE, SUPPORT TEAM, SECURITY & PERMISSION, LAST SYNC, and EDIT. The first row is highlighted, showing the user 'ABU BOKOR SIDDIQUE (SMART)'. A trash can icon is visible in the EDIT column for this user.

NAME	GENDER	AGE	SUPPORT TEAM	SECURITY & PERMISSION	LAST SYNC	EDIT
ABU BOKOR SIDDIQUE (SMART)	M	26			0:24 pm, 27 Apr 2022	
Chirac Law (SMART)	F	35			0:24 pm, 25 Apr 2022	
Shawon Sheikh Baki (SMART)	F	47			0:24 pm, 25 Apr 2022	
Shirin Siddiqui	F	40			0:24 pm, 18 Apr 2022	
MUHAMMAD AHMAD	F	58			0:24 pm, 18 Apr 2022	
Farhana Shamsun (SMART)	M	26			0:24 pm, 27 Apr 2022	
Amrullah Mubtashir (SMART)	M	35			0:24 pm, 26 Apr 2022	
Haseeb Sultan	M	29			0:24 pm, 25 Apr 2022	
Samir Hossain	M	64			0:24 pm, 18 Apr 2022	
MUHAMMAD SHARAFUDDIN	F	24			0:24 pm, 18 Apr 2022	



A confirmation dialog box with a red exclamation mark icon at the top. The text reads: 'Are you sure you want to delete the user "ABU BOKOR SIDDIQUE"?'. Below this, it states 'This action cannot be reversed.' At the bottom, there are two buttons: a grey 'Cancel' button and a red 'Delete User' button.

↩️ You may choose to delete your User by clicking on the delete icon button

