



INSTRUCTIONS FOR USE

MANAGE CUSTOMER

The following guide describes the steps performed by a client administrator to get started as a customer of PosifonCare.



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INTRO

This guide describes customer-level settings. To have access to these settings, the user must have the role of customer administrator.

The possibility to administer settings for the customer and the department is only available in the web portal. Generally, the web interface is used to make settings and adjustments in how the system is used, while the app is used for alarm management, search for users and for a quick overview of the department's users and its devices.

The web portal consists of several menu levels and these are referred to in the guide as menu lines 1, 2 and 3. Below is a description of which level is referred to for which menu. In this guide, all settings can be found under the main menu Manage.



The screenshot shows the PosifonCare web portal interface. The top navigation bar (Menu 1) contains the Posifon Care logo and links for 'Administrera' and 'Rapport & Logg'. Below this is a secondary navigation bar (Menu 2) with 'Kund DEMO' on the left and 'Oversikt' on the right. The bottom navigation bar (Menu 3) contains links for 'Användare', 'Enheter', 'Tvåfaktorsinloggning', and 'Handlingsplaner'.

In addition to this manual contains information for customer administrators there are other complementary guides that we want pay attention to.

- 1 Each model of GPS alarm has a specific guide that describes the device, its functions, and provides tips on good practices for using that device.
- 2 User manual for alarm receivers that explains search and alarm handling of users.
- 3 Instructions for use for department administrators with a focus on how to administer and personalize the service.

Your eligibility and role assignment in the PosifonCare system determines what you docan do and which guides are interesting to you.



1 FIRST LOGIN

The initial password sent to you is used at the first login. We recommend changing this password to a personal one, to increase the security of the account. To do this, go to the My Profile menu, located under the user icon at the top right.

Then click the blue Change Password button to change the password.

2 CUSTOMER LEVEL SETTINGS

These settings are accessed under the administrator interface, which can be found in the Admin tab in menu bar 1.

2.1 CREATE ADMINISTRATOR OR ALARM RECEIVER

Each department needs to have at least one administrator and alarm receiver connected to it. This is so that someone can make department-specific settings, but also act on alarms and start searches. A user can have several roles attached to him and be linked to several departments. Before creating a user account, make sure that the person has been trained in the system and approved its personal data policy. Then go through the following steps.

- 1 Click on the Users tab, in menu bar 3 under Overview of the desired department or on "Add users" under alarm recipients in the department.
- 2 The Users tab lists all existing users connected to your customer. To add a new alarm receiver, click + Add new user.
- 3 First define whether the account should be personal, and used by a specific person, or impersonal, and can be used by several.

4 Fill in the remaining contact information and select the alarm reception method. Start the phone number with + and do not use spaces or hyphens. Passwords must contain at least 8 characters with a lowercase, uppercase and number or other special characters.

5 Click on the green "Add role" button and select a role from the drop-down list. Once you have chosen a role, you can see what qualifications you have for the different roles.

6 Under "Link role to department", check the box / boxes to select which department or departments the user should be, for example. department administrator and / or alarm receiver on. Click save.

7 If the user is to have multiple roles, repeat steps 5 and 6 and select a new role.

8 Once you have linked the user to the correct department / departments, select the start page and home department and if the user has undergone training, check that box. Then click "Add User" to complete the settings.

Keep in mind that it is not possible to save a user until you have linked the account to a department and selected the home page and home department.

2.2 OVERVIEW UNITS

Under the Devices tab, in menu bar 3 under Overview, you see all the devices that are connected to your customer. It is also possible to see which department units are connected to. If the box in the department column is empty, it means that the device is not connected to any department. If you want to disconnect the device from your customer, you can do this, if you want to move a device from one department to another, you must disconnect the device from the user it may be connected to and then from the department. When the box is empty, you can then connect the device to the desired user or department.



2.3 TWO-FACTOR LOGIN

For extra security, two-factor login can be activated for desired roles. These are activated under the Two-factor login tab, in menu bar 3 under Overview.

2.4 ACTION PLANS

When an alarm recipient chooses to act on an alarm, he or she will have an action plan displayed separately in the app and the web interface. Initially, a basic action plan is preset, but if the organization has its own routines, these can be changed afterwards. This is done at customer level under the Action Plans tab, in menu line 3 under Overview. Changes are made specifically for the different alarm types and parts of the alarm flow.

- 1** Enter the desired alarm type and stage in the alarm flow to do changes.
- 2** *Do not forget to save the changes by clicking on the green Save button, before any changes are made in more places.*

It is important to note that the action plans are adjusted for all parts of the organization, but can also be adjusted at departmental and individual level. If changes are made at lower levels, changes at the customer level will not take effect on these. Note that the changes you make at the customer level will then be available on all new departments that are created. The action plan of already created departments or users will not change. These may be changed individually.

2.5 CHANGE ORGANIZATIONAL STRUCTURE

Together with Posifon, an initial structure is first set. There are up to six possible levels depending on the size and structure of the organization. These can be, for example, customer, district, business, area, zone and department. If the structure needs to be updated or changed, this is done under the Organization tab, in menu bar 3 under Settings.

Important to keep in mind when creating a new department, press the plus sign at the level above, in the example above at zone. The same is true even if you are going to create a new level higher up in the organization tree. If you have an organizational structure of, for example, six levels, then you must use all levels. So you can not have a five-level organizational structure on one side of the tree and a six-level structure on another. It is only in a department that a user and alarm receiver can be created.

If you want to delete a department or other level, press the minus sign next to the name. The department or level of the tree must be completely empty of information in order for it to be removed.

Other information:

You may not write any offensive or classified information in any free text field in PosifonCare.



Pico



Navy



Active



Nano



Smartsole



Keruve



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