essence smartcare

Care@Home™

Administrator
User Guide

August 2021

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Table of Contents

1. Introduction

Essence Smart Care solutions deliver a unique and valuable customer experience for service providers and family members, aiming to revolutionize the quality and efficiency of care services provided for the growing elderly and handicapped population. The Care@Home™ product suite identifies early signs of possible health deterioration and emergency situations.

Essence Smart Care focuses on providing an all-encompassing monitoring environment that captures the daily routine of the resident.

> NOTE: This version of the Care@Home™ Administrator User Guide refers to Care@Home™ version 6.3

2. Care@Home™ Software

Care@Home™ includes the following software:

- The Care@Home™ applications:
  - **Care@Home** web application
  - **Care@Home** app - a mobile application for smartphones that allows caregivers to monitor the residents they are responsible for
- **Care@Home** CMS application -to set up the control panel and peripherals
- **Care@Home** CareView – for configuring multiple control panels

This guide focuses on the use of the **Care@Home** web application by administrators.

2.1. Care@Home™ Service Types
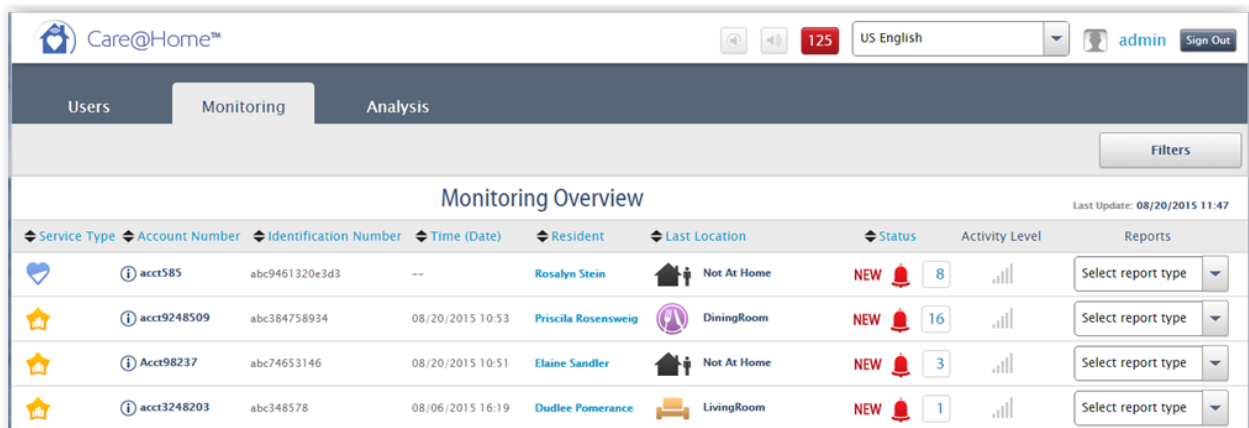
Care@Home™ has the following service types:

- **Pro**: A personalized solution that uses an analytics engine to build a profile of the resident's daily routine, to recognize activities that occur outside that routine, and issue alerts as needed.

- **Family**: A Do-It-Yourself (DIY) solution for the installation and maintenance of the Care@Home™ control panel and its peripherals. Caregivers for Care@Home™ **Family** residents use the **Care@Home** web application and the **Care@Home** mobile app to manage and monitor residents.

- **PERS-E**: An enhanced PERS solution.

2.2. The Care@Home Web Application

The **Care@Home** web application allows you to control access to the Care@Home™ applications and the information gathered by the Care@Home™ control panel and peripherals. The **Care@Home** web application includes the following modules:

- **User management**
- **Monitoring**
- **Analysis**

2.2.1 Signing in to the Care@Home Web Application

The **Care@Home** web application requires a PC and an internet browser such as Chrome, Firefox, Internet Explorer (version 10 or later), Edge (Windows 10), or Opera.

For first time use, contact your system administrator for the **Care@Home** web application URL.

To sign in to the **Care@Home** web application:

1. Enter the Care@Home web application URL on your web browser. The Care@Home web application SIGN IN page appears.

2. Enter your user and password. The **Monitoring Overview** of the **Monitoring** module appears.

Periodically, the application will require you to reset your password. Follow the on-screen instructions.

2.2.2 Changing the Care@Home Web Application Language

You can change the language of the **Care@Home** web application.

To change the language:

1. Log in to the Care@Home web application.

2. In the title bar, click the **Language** dropdown.

3. Select the language you want.

Select the language
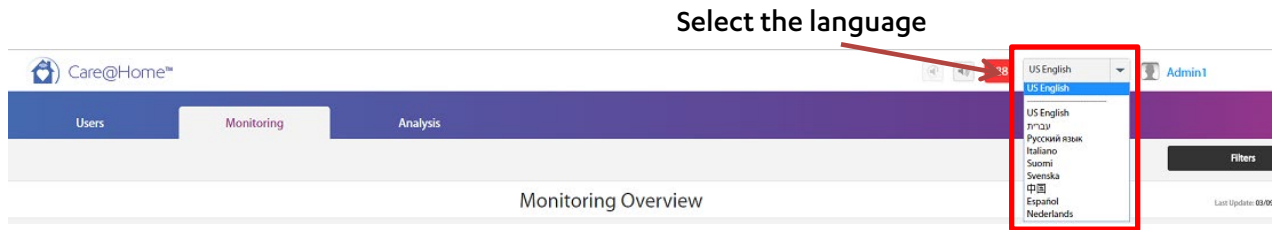
2.2.3   Viewing Your User Information

In the title bar, click your avatar or username to view your account information.

Refer to 3.3 Adding a User on page 10.

2.2.4   Enabling Tone Reminders

You can configure Care@Home™ to emit a tone reminder about alerts.

In the title bar:

	Click to enable the application to emit a tone to remind you of an alert that has occurred and requires handling.
	Click to enable the application to emit a tone to announce the occurrence of a new alert that requires handling.

3. Managing Users

You can use the **Users** management module to:

- View users
- Add a user
- Edit a user
- Assign a caregiver to a resident
- View the caregivers assigned to a resident
- Unassign a caregiver from a resident
- Change a user's password
- Delete a user

3.1. User Roles

There are the following user roles in Care@Home™:

- Administrator; has universal privileged access
- Caregiver; has access to information about assigned residents
- Resident; defined for monitoring purposes only, with no access to the applications

3.1.1 The Care@Home™ Administrator

The Care@Home™ administrator is responsible for:

- Management of users, including assignation of roles and permissions
- High-level monitoring of the residents registered in Care@Home™
- Configuration of the control panel assigned to a resident
- Adding, editing, and deleting devices installed on a resident's premises
- Define and maintain rules that aid the caregivers in monitoring the residents' activities

3.1.2 The Care@Home™ Caregiver

A caregiver is either a family member or a healthcare service professional, responsible for one or more residents monitored by Care@Home™.

> NOTE: To give a caregiver access to information about a resident, you must assign the caregiver to the resident. Refer to 3.5 Assigning a Caregiver to a Resident on page 12.

Care@Home™ **Family** has the following types of caregivers:

- Standard
- Master

A standard caregiver can monitor activities, receive alerts, and generate reports. A master caregiver can perform the same actions as a standard caregiver, and in addition can:

- Install the Care@Home™ control panel and the peripherals
- Perform the installation validation using the **Care@Home** app
- Add and manage caregivers
- Assign or unassign caregivers to residents
- Define and maintain rules that aid the caregivers in monitoring the residents' activities

Refer to the ESUG05050 Care@Home™ Caregiver User Guide.

3.2. Viewing Users

You can view all users on the **Users Overview** page.

To view the **Users Overview** page:

1. Log in to the Care@Home web application.
2. Click the **Users** tab. The **Users Overview** page appears.
3. You can click ⬍ to sort a column in ascending or descending order.

3.2.1 Searching on the Users Overview Page

You can filter the users which appear in the **Users Overview** page by role, or search by field.

To filter by role:

1. In the **Users Overview** page, click **Filters**. The **Filters** form appears.

2. Mark the user roles you want to appear.

3. If you select **Resident**, you can refine the filter by selecting the service type and panel type.

4. Click **Apply**.

To search by field:

1. In the **Users Overview** page, in the dropdown to the left of the search box, select a field.
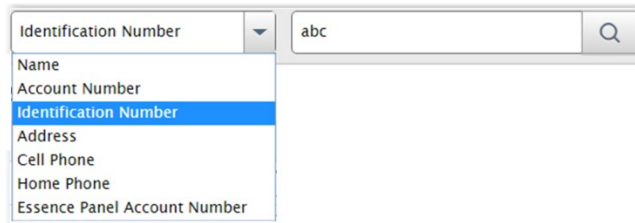
2. In the search box, enter the string you want to search for.

3. Click [🔍]. The **Users Overview** displays the search result after applying the selected field.

3.3. Adding a User

To add a user:

1. Click the **Users** tab.

2. Click **Add User**. The **Add New User** form appears.

3. From the **User Role** dropdown, select a user role.

4. Enter the account information as required and click **Add**.

Field	Description	User Type
Service Type	Select the product offering assigned to the resident user: ● Pro: 🏠 ● Family: 💙 ● PERS-E	Resident only
Panel Type	Type of control panel	All
Account Number	Enter the subscription account number assigned to the user.	Resident only
Name	Enter the user's first name.	All

Field	Description	User Type
Last Name	Enter the user's family name.	All
Identification Number	Enter the personal identification code of the user. For example, the user's social security number.	All
Email	Enter the user's email address to receive notifications. This must be in a valid email format: xxxx@yyyy.zzz	All
Emergency phone number	If **Default phone number** is marked, emergency phone calls are made to this number.	Resident only
Default phone number	If marked, emergency phone calls are made to the **Emergency phone number**. Default setting: marked.	Resident only
Target phone number override by Caregiver	If marked, the caregiver may override the default **Emergency phone number**. Default setting: cleared.	Resident only
Outgoing call	If marked, a phone call to the **Emergency phone number** is automatically triggered when there is an emergency alarm. Default setting: cleared.	Resident only
Gender	Select the user's gender.	All
Birth Date	Select the user's birthday.	All
Address	Enter the user's address.	All
Cell Phone	Enter the user's mobile phone number.	All
Home Phone	Enter the landline phone number at the user's home.	All
Language	Select the language in which to display the **Care@Home** web application.	All
Time Zone	Select the time zone of the resident's location.	Resident only
User Name	Enter the username for the user to sign-in to the **Care@Home** web application. Usernames can be up to 16 characters.	All
Password	Enter the password for the user to sign-in to the **Care@Home** web application. Passwords must be at least eight characters and include at least two of the following: small letters, capital letters, special symbols, and numbers.	All
Password Confirmation	Enter the same password entered in the previous field.	All
Mobile View on Desktop Browser	Mark the checkbox to use the same GUI format as in the caregiver mobile app, for the **Care@Home** web application. Clear the checkbox to restore the **Care@Home** web application to the standard GUI format.	Caregiver only

Field	Description	User Type
Essence Panel Account Number	Select the account number of the Care@Home™ control panel installed at the user's residence.	Resident only
Essence Panel Serial Number	Enter the Essence serial number of the control panel.	Resident only
Service Provider Serial Number	Enter the serial number assigned to the control panel by the service provider.	Resident only
DTMF Code	Enter the Dual-Tone Multi-Frequency (DTMF) code, set by the Care@Home™ CMS. The DTMF code is required when calling the control panel. The DTMF code can be up to four numeric characters.	Resident only
SIM Number	Enter the SIM card mobile phone number of the control panel. Numeric characters only.	Resident only
Has Pets	Mark if the resident has a pet on the premises which requires installation of a pet immune lens in each motion detector.	Resident only
Installation Notes	Enter any special instructions for installation and implementation of Care@Home™ on the resident premises.	Resident only

3.4. Editing a User

You can edit the information about a user to ensure, for example, the information is kept up to date.

To edit a user:

1. Click the **Users** tab.

2. Find the user whose details you want to edit.

3. In the **Actions** column for that user, click 🖉 .The **Account Information** page appears.

4. Edit the user details and click **Save**.

3.5. Assigning a Caregiver to a Resident

You must assign a caregiver to a resident to give the caregiver access to information about the resident.

To assign a caregiver to a resident:

1. Click the **Users** tab.

2. Find the caregiver you want to assign.

3. In the **Actions** column for that caregiver, click [pencil icon].The **Account Information** page appears.

4. Click Residents.

5. Find the resident you want to assign the caregiver to.

6. In the **Associations** column for that resident, click **Assign**. If the account is Care@Home™ **Family**, select either **Master** or **Standard**. Refer to 3.1.2 The Care@Home™ Caregiver on page 8.

3.6. Viewing the Residents Assigned to a Caregiver

You can easily check which residents a caregiver is assigned to by viewing them in a list format.

To view the residents a caregiver is assigned to:

1. Click the **Users** tab.

2. Find the caregiver whose residents you want to view.

3. In the **Actions** column for that caregiver, click [pencil icon].The **Account Information** page appears.

4. Click Residents.

5. Mark View assigned.

3.7. Unassigning a Caregiver from a Resident

When a caregiver is no longer responsible for a resident, you should unassign the caregiver from the resident in Care@Home™.

To unassign a caregiver:

1. Click the **Users** tab.

2. Find the caregiver you want to unassign.

3. In the **Actions** column for that caregiver, click [pencil icon].The **Account Information** page appears.

4. Click Residents.

5. At the top right of the page, mark **View Assigned**. The residents the caregiver is assigned to appear.
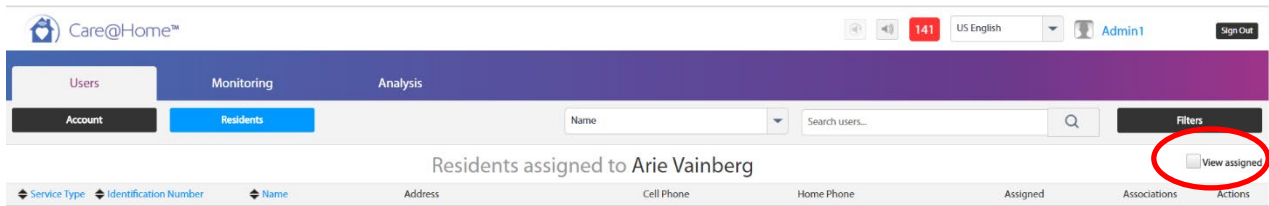
6. Find the resident you want to unassign the caregiver from.

7. In the **Associations** column for the resident you want to unassign the caregiver from, click **Unassign**.

3.8. Creating a Temporary Password

If a user forgets their password, you can create a temporary one. The user will have to change it at their next log in.

To change a user's password:

1. Click the **Users** tab.

2. Find the user whose password you want to change.

3. Click the user's name. The **Account Information** page appears.

4. Click Change Password.

5. In the **Password** and **Password Confirmation** fields, enter the new password.

NOTE: Choose a password with the following characteristics:

- At least one English uppercase letter

- At least one English lowercase letter

- At least one numeral or symbol, for example - ! @+/)(

- Between 8 and 12 characters.

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6. Click **Save**.

3.9. Deleting a User

> ⚠️ Caution: Deleting a user can cause data integrity issues. Consult Essence technical support before deleting a user.

To delete a user:

1. Click the **Users** tab.

2. Find the user you want to delete.

3. In the **Actions** column for that user, click ❌. A confirmation message appears, warning that you cannot reverse the deletion.

4. Click **OK**.

4. Managing Devices

Device management is performed at the resident level. The administrator configures the devices installed on the resident's premises.

Care@Home™ assigns a default device configuration to new residents according to their service level. You can add new devices and edit the configuration according to the resident's requirements. Refer to 4.2 Care@Home™ Pro Default Configuration on page 16, and 4.3 Care@Home™ Family Default Configuration on page 17.

4.1. Device Identification Code

Each device has a device identification code (ID). The ID is critical to the accurate reporting of the resident's monitored activity information collected by the device and reported to the resident's caregivers and administrators.

4.2. Care@Home™ Pro Default Configuration

The following table describes the default device configuration for the Care@Home™ **Pro** service in detail.

ID	Activity Type	Description	Device
1	Refrigerator door	Fridge door	Door/window sensor
2	Entrance door	Main door	Door/window sensor
3	Bedroom	Bedroom	Motion detector
4	Restroom	Restroom	Motion detector
5	Bathroom	Bathroom	Motion detector
6	Living room	Living room	Motion detector
7	Dining room	Kitchen	Motion detector
1	Emergency Pendant	Emergency pendant	Emergency pendant worn by the resident

4.3. Care@Home™ Family Default Configuration

The following table describes the default device configuration for the Care@Home™ **Family** service in detail.

ID	Activity	Description	Device
2	Not at home	Front door	Door/window sensor
4	Restroom	Restroom	Motion detector
7	Dining Room	Dining room	Motion detector

4.4. Viewing a Resident's Devices

You can view all a resident's devices on the **Devices** page.

To view the **Devices** page:

1. Click the **Users** tab.

2. Find the resident whose devices you want to view.

3. In the **Actions** column for that resident, click   .The **Account Information** page appears.

4. Click **Devices**. The **Devices** page appears.

The following table describes the device information in the **Devices** page.

Name	Description
ID	Device identification code assigned to a device when the device is installed on the resident's premises.
Activity Type	Where the device is installed, or the device's purpose.
IPD	Whether an infrared camera option is configured for the device.
Restroom included	For Care@Home™ **Pro** only: is there is a restroom included in the Bathroom? **Note:** This data allows for correct interpretation of the activities recorded in a bathroom which includes a restroom.
Status	Status of the device
Serial Number	Device's serial number
Version	Device's version
Description	Additional information about the installation and implementation of the device.

Name	Description
Actions	• Click to edit a device. Refer to 4.6 Editing a Device on page 19. • Click to delete a device from the **Care@Home** application, the Care@Home™ CMS software application, and the Care@Home™ systems.

Caution: Consult with Essence technical support before you delete a device. Deleting a device can cause data integrity issues.

4.5. Adding a Device

Up to 20 devices can be defined for Care@Home™, installed on a resident's premises.

To add a device for a resident:

1. Go to the **Devices** page for the resident. Refer to 4.4 Viewing a Resident's Devices on page 17.

2. Click **Add Device**. The **Add Device** form appears.

3. From the **Activity Type** dropdown, select an activity.

4. If you are adding a bathroom and the bathroom includes a restroom, select a restroom from the **Restroom included** dropdown list. Refer to 4.5.1 Adding a Bathroom on page 19.

5. From the **Device Number** dropdown, select a device identification number. Only available identification numbers are displayed in the dropdown list.

Caution: Ensure that each device is assigned the same identification code in both the web and the CMS applications. If device identification codes are mismatched, Care@Home™ may malfunction.

6. Mark the **IPD** checkbox if the installation includes a camera detector.

7. Enter a description of the device. For example, where the device is installed, and the device's main purpose. This description is included in the alert event details when the device triggers an alert.

8. Click **Save.**

4.5.1 Adding a Bathroom Device

A combined bathroom is a bathroom that includes a toilet. Because this type of bathroom includes two types of activities, it is important to ensure that both activities are monitored separately.

The **Pro** service allows you to configure a **Bathroom** (activity) device with or without a **Restroom included** attribute. If a bathroom includes a **Restroom included** attribute, the analytics engine considers the overlapping **Bathroom** and **Restroom** activities when analyzing the resident's activities in the bathroom and in the restroom.

4.6. Editing a Device

You can update a device's configuration if there are changes to the device at the resident's premises.

NOTE: You do **not** need to update the device's configuration in the **Care@Home** web application, if a device is replaced in the Care@Home™ CMS software application with a new device with **all** the following:

- The same device type
- The same location
- The same device identification number

Otherwise, you must update the device's configuration in the **Care@Home** web application.

Caution: It is not recommended to move an existing device and install it in a different location (activity type). This can cause data integrity issues.

To edit a device configuration:

1. Go to the **Devices** page for the resident. Refer to 4.4 Viewing a Resident's Devices on page 17.

2. In the **Actions** column for the device you want to edit, click .The **Edit Device** form appears.

3. Edit as required, then click **Save**.

4.7. Deleting a Device

When you delete a device from the system, you automatically delete the data collected by the device.

⚠️ Caution: Consult with Essence technical support before you delete a device. Deleting a device can cause data integrity issues.

To delete a device:

1. Go to the **Devices** page for the resident. Refer to 4.4 Viewing a Resident's Devices on page 17.

2. In the **Actions** column for the device you want to edit, click ❌. A confirmation message appears, warning that you lose the device's history when you delete it.

3. Click **OK**.

5. Alerts and Events

Care@Home™ uses the information it collects and manages to identify **events** and issue **alerts** about these events. You can configure alert preferences to match individual requirements.

There are the following types of event:

	Technical	Occurs when there is a technical problem with one or more of the devices attached to the control panel, or with the control panel itself.
	Emergency	Occurs when a resident calls for help using an emergency pendant or a panic button, or the Voice Panic Detector.
	Activity	Occurs when the control panel detects an abnormal activity, outside the parameters of the resident's profile. This event type includes manual events. Refer to 5.1 Issuing a Manual Event on page 21.
	Security	Family only. An event that threatens the security of the resident's home, such as an unexpected entry or exit.
	Safety	An event that threatens the safety of the resident, such as extreme temperature
	Photo	Photographs are taken due to either a **Take Photo** request issued by an administrator, or an automatic command triggered by an event, if configured accordingly. Refer to **Photo Config** in the ESUG05074 Care@Home™ CMS User Guide.

Refer to:

- 5.2 Configuring Alert Preferences on page 22
- 7.2.4 Viewing the Events History Page on page 34
- 5.3 Dealing with Alerts and Events on page 23
- Alert Messages on page 46

5.1. Issuing a Manual Event

A **Manual Event** is an additional event which only an administrator can issue. There are the following types of manual event:

	Resident is sick	This is typically reported by a caregiver or family member. It cannot be detected by a monitoring device.

	Generic installation issue	This is for any technical issue concerning the installation of the Care@Home™ systems that cannot be reported by the device.
	Device issue	This is an issue associated with a device that cannot be reported by the device. For this issue, you need to enter the device identification code.

To issue a manual event:

1. Go to the **Analysis Overview** page. Refer to 7.1 Viewing the Analysis Overview Page on page 30.

2. In the **Resident** column, click the name of the resident for whom you want to issue a manual event. The **History Events** page appears.

3. Click **Manual Event**. The **Manual Event** form appears.

4. Select an event type.

5. Enter a description.

6. Click **OK**.

5.2. Configuring Alert Preferences

Care@Home™ can issue alerts about all event types other than photo events.

You can configure:

- Which alerts administrators receive

- Which alerts caregivers receive, and how caregivers receive them

- Which alerts are issued for a resident's account

5.2.1 Configuring Administrator Alert Preferences

To configure an administrator's alert preferences:

1. Click the **Users** tab.

2. Find the administrator user whose alert preferences you want to configure.

3. In the **Actions** column for that user, click .The **Account Information** page appears.

4. Click Alert Preferences. The Preferences form appears.

5. Mark those alerts you want the user to receive, and clear those alerts you don't want the user to receive. Then click **OK**.

5.2.2 Configuring Caregiver Alert Preferences

To configure a caregiver's alert preferences:

1. Click the **Users** tab.

2. Find the **resident** for the caregiver whose alert preferences you want to configure.

3. Click on the resident's name.

4. Click **Caregivers**. A list of caregivers appears.

5. Click **View assigned**, to display caregivers assigned to this resident.

6. Find the caregiver whose alert preferences you want to configure

7. In the **Actions** row of that caregiver, click [icon]. The caregiver **Preferences** form appears.

8. Mark or clear each of the options to set:

   ■ Which alerts you want the caregiver to receive.

   ■ Whether you want the caregiver to receive notifications, and if so, by email, SMS, or both.

   ■ Whether you want the caregiver to receive a daily report, and if so, by email, SMS, or both.

9. Click **OK**.

5.2.3 Configuring Resident Alert Preferences

Care@Home™ automatically sets the alert preferences for a resident according to the service type. You can configure these preferences to take account of the resident's circumstances.

To configure a resident's alert preferences:

1. Click the **Users** tab.

2. Find the **resident** whose alert preferences you want to configure.

3. Click on the resident's name. The **Account Information** page appears with the **Alerts** form on the right of the page.

4. Mark those alerts you want to be issued for the resident, and clear those alerts you don't want to be issued for the resident. Then click **Save**.

5.3. Dealing with Alerts and Events

The title bar of the **Care@Home** web application displays the number of open alerts for events that require handling. You can deal with the event by sending a message, calling the police, taking a photo (if cameras are installed), viewing the messages about the event, or closing the event.
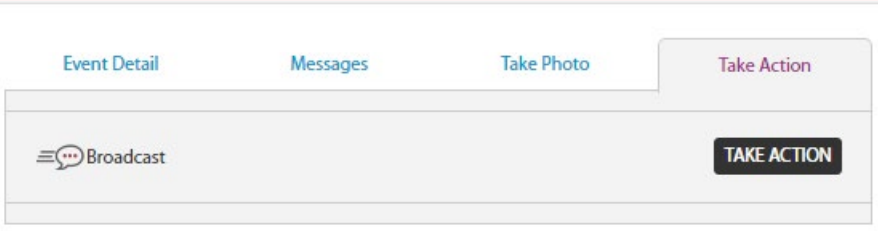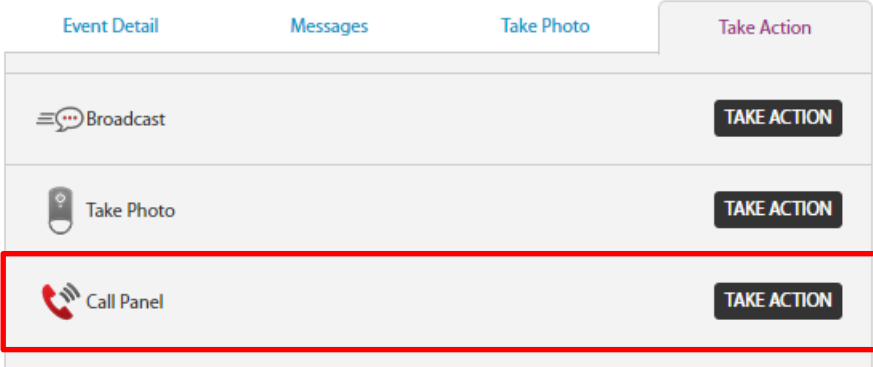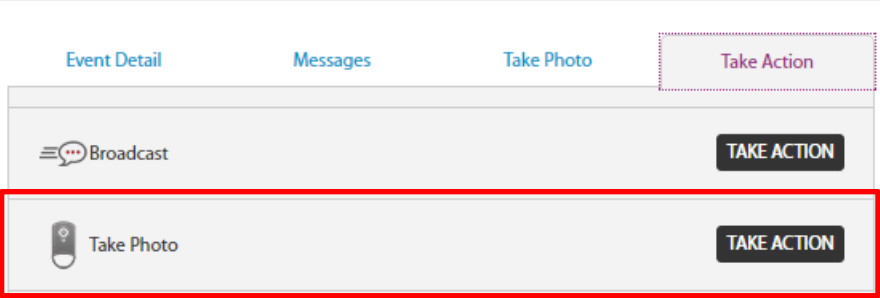
To deal with an event:

1. Go to the **Analysis Overview** Page. Refer to 7.1 Viewing the Analysis Overview Page on page 30.

2. Find the resident whose events you want to view.

3. In the **Resident** column, click the name of that resident. The **Events History** page appears with a list of events, and the **Event Detail** box appears at the far right of the screen.

NOTE: The **Analysis** module generates a summary analysis of a resident's activities as being **Low Activity** and **Excessive Activity**. When either is detected, the **Event Detail** box displays a summary analysis of the resident's activities that contributed to the reporting of the events.

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4. Select the event from the list on the page.

5. Select what action you want to take:

Action	Procedure
Send a message	1. In the **Event Detail** box, click **Take Action**. The **Take Action** tab appears displaying the list of available tools to help resolve the alert. 2. On the row for the **Broadcast** tool, click **Take Action**. The **ADD MESSAGE** dialog box appears. 3. In the **Free Text** field, type in the message. The message should include information about the actions you have taken, are taking, and plan to take about the alert, along with details of any likely problems. 4. Click **Send**.

Action	Procedure
Call the resident	The **Call Panel** action allows you to communicate with the resident using the control panel. 1. In the **Event Detail** box, click **Take Action**. The **Take Action** tab appears displaying the list of available tools to help resolve the alert. 2. On the row for the **Call Panel** tool, click **Take Action**. The **Call Panel** message appears. 3. Call the phone number shown in the message. 4. Click **OK**.
Take a photo	1. In the **Event Detail** box, click **Take Action**. The **Take Action** tab appears displaying the list of available tools to help resolve the alert. 2. On the row for the **Take Photo** tool, click **Take Action**. The **Take Photo** tab appears, displaying a list of the installed camera detectors configured for the resident. 3. Click the **Take Photo** button on the row for the location where the alert was triggered. The camera takes five consecutive photos. 4. Click **New events available**. The first photograph is displayed in the **Event Detail** tab of the **Alert Event** box. 5. Click the buttons on the bottom of the photograph, or the arrows on the right and left of the photograph, to scroll through the five photographs. After viewing the photographs, the event status is updated to **CLOSED**.

Action	Procedure
View messages	In the **Event Detail** box, click the **Messages** tab. Messages are color-coded: system generated messages are **red**, broadcast and close messages are **gray**.

Close the event	1. In the **Event Detail** box, click **Close Event**. The **CLOSE EVENT?** dialog box appears.
	
	2. Mark the general reason for closing the event:
	
	   ■ **Event is handled** – The event has been resolved.
	
	   ■ **Unverified event** – The event was investigated, and the situation found to be satisfactory.
	
	3. From the dropdown list, select a reason.
	
	4. In **Event details**, enter the details about closing the event.
	
	5. Click **OK**. The event is marked as closed. If part of a group, the group is closed.

5.3.1 Enabling Sound Alarms in the Care@Home Web Application

You can enable the **Care@Home** web application to sound an alarm when there is an alert about a new event, and a reminder about events that have not yet been dealt with.

To enable sound alarms in the **Care@Home** web application:

1. Sign in to the Care@Home web application.

2. In the title bar:

   ■ To enable the application to sound an alarm about a new event, click .

   ■ To enable the application to sound an alarm reminding you about alerts for events that have not yet been dealt with, click

6. Monitoring Residents

You use the **Monitoring** module in the **Care@Home** web application to monitor residents and see their status, activity, whether they are at home, and view any open alerts. You can also drill down to view details of alerts. You can then decide if you want to analyze activity or act.

The scope of the **Monitoring** module depends on the user role assigned to a user. As an administrator, you can see the latest status of the open alerts for all the residents. You can click on any resident listed in the **Monitoring Overview** to access the detailed analysis of the resident's alerts in the **Analysis** module. Refer to 7 Analyzing Resident Activity on page 30.

6.1. Viewing the Monitoring Overview Page

To view the **Monitoring Overview** page:

1. Log in to the Care@Home web application.

2. Click the **Monitoring** tab. The **Monitoring Overview** page appears, displaying all the residents with open alerts in the **Care@Home** web application.

> NOTE: The [521] icon in the title bar shows the current number of open alerts for all the residents registered in Care@Home™. The number blinks when there is at least one event that has not been viewed.

The **Monitoring Overview** page organizes the list of residents in order by:

- The newest alarm events - New, Viewed, In Progress, Closed
- The severity of the alerts – High, Medium, Low
- Alarm event date and time – Most recent first

You can:

- Click ⬍ to sort a column in ascending or descending order.
- Click ⓘ beside the **Account Number** for a resident, to displaying contact information for the resident.
- Filter the list of residents by:
  - ■ Service type
  - ■ Alert types

To filter the list:

1. Click Filters. The Filters window appears.

2. Select filters.

3. Click Apply. The filtered list appears.

The following table describes the information listed for each resident in the **Monitoring Overview** page.

Name	Description
Service Type	The product offering assigned only to the resident user: • Pro: • Family: Note: This field is blank for caregiver and administrator users.
Account Number	The account number assigned to the resident.
Identification Number	General identification code assigned to the user.
Time (Date)	The date and time of the last location where the resident was detected.
Resident	The resident's first and last name.
Last Location	The location where the resident was last detected. Note: **Other Room** activity is defined as a room that is not included in the standard configuration of the activity sensor coverage. For example, **Other Room** activity could refer to the on-site caregiver's bedroom.
Status	Shows the residents with open alerts the status of the alerts, and displays the following: • **NEW** - Open alerts that are new and have never been viewed • The highest severity of the open alerts reported for a resident ■ - SOS (high severity) ■ - Technical Alert (low severity) • The number of open alerts awaiting resolution
Activity Level	Shows how active the resident has been during the past hour. The activity measured is the resident's movement between rooms.
Reports	From the dropdown, select the report you want to view. Refer to 7.2 Using Reports on page 31.

6.2. Monitoring Reports

There are several reports that the user can generate for each resident in the **Monitoring Overview**. The reports available depend on the service type assigned to the resident. Refer to 7.2 Using Reports on page 31.

7. Analyzing Resident Activity

You use the **Analysis** module to:

- Track and monitor all the alerts issued from the Care@Home™ on-site systems for each of the residents
- Respond to alerts, and further monitor the residents where needed

The key parts of the **Analysis** module are the:

- Analysis Overview page
- Reports

The scope of the **Analysis** module depends on the user's role. As an administrator, you can view information for all residents registered in the **Care@Home** application.

7.1. Viewing the Analysis Overview Page

To view the **Analysis Overview** page:

1. Log in to the Care@Home web application.
2. Click the **Analysis** tab. The **Analysis Overview** page appears.

You can:

- Click ⬍ to sort a column in ascending or descending order.
- Click ⓘ beside the **Account Number** for a resident, to displaying contact information for the resident.

The format of the **Analysis Overview** page is almost identical to the **Monitoring Overview** page, but does not include the status information about open alerts. Refer to 6.1 Viewing the Monitoring Overview Page on page 27.

7.1.1 Searching on the Analysis Overview Page

In the **Analysis Overview** page, you can view only those residents assigned to a particular service, or search by field.

To view by service type:

1. On the **Analysis Overview** page, click **Filters**. The **Filters** form appears.
2. Either:

■ Mark the **Service Type** checkbox to automatically mark all the checkboxes.

■ Mark the **Pro** or **Family** checkbox to select that service.

3. Click **Apply**. The **Analysis Overview** page displays only the residents with the service you selected.

To search by field:

1. In the **Analysis Overview** page, in the dropdown to the left of the search box, select a field.
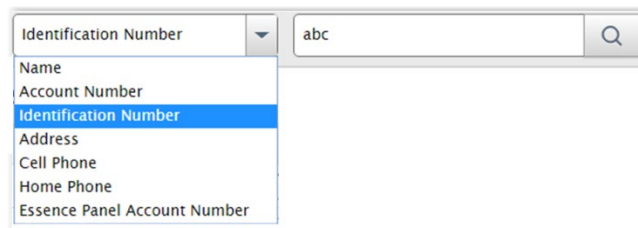
2. In the search box, enter the string you want to search for.

3. Click . The **Analysis Overview** page displays the search result after applying the filter.

7.2. Using Reports

To help analyze resident activity, there are several reports that you can generate for a resident, depending on the resident's service. Refer to:

● 7.2.1 Viewing the Day Story on page 32

● 7.2.2 Viewing the Movement Level on page 32

● 7.2.3 Viewing the Weekly Activity Summary on page 33

● 7.2.4 Viewing the Events History Page on page 34

● 7.2.5 Viewing the Weekly Report on page 35

● 7.2.6 Viewing the Monthly Report on page 36

● 7.2.7 Viewing the Step Count Report on page Error! Bookmark not defined.

NOTE: Each of the following sections shows how to view reports from the **Analysis Overview** page. You can also view reports from the **Monitoring Overview** page.

7.2.1 Viewing the Day Story

The **Day Story** reports a resident's activities, displayed as a color-coded matrix of activities by time and location over the course of a 24-hour period. Activities are measured periods of activity in a room, or doing an activity. For example, an activity might be bedroom activity, or meal time. The **Day Story** is available for all residents.

To view the **Day Story**:

1. Go to the **Analysis Overview** page. Refer to 7.1 Viewing the Analysis Overview Page on page 30.

2. Find the resident whose **Day Story** you want to view.

3. In the **Reports** column at the end of the row for that resident, select **Day Story** from the dropdown. The **Day Story** for the current day appears. Place the cursor over an activity to view the start and end time.

To:

● View a different day, change the date

● Return to the **Analysis Overview** page, click **Close**

7.2.2 Viewing the Movement Level 👑

The **Movement Level** shows a color-coded bar graph of the resident's movements within each room during the previous hour. Movements are units of actions undertaken in the preceding hour. For example, a movement might show that a resident was in the bedroom and the dining room during the preceding hour, but not how long the resident spent in each location. **Movement Level** is only available for Care@Home™ **Pro** residents.

NOTE: The **Movement Level** displays movements while the **Day Story** displays activities. Refer to 7.2.1 Viewing the Day Story on page 32.

To view the **Movement Level**:

1. Go to the **Analysis Overview** page. Refer to 7.1 Viewing the Analysis Overview Page on page 30.

2. Find the resident whose **Day Story** you want to view.

3. In the **Reports** column at the end of the row for that resident, select **Movement Level** from the dropdown. The **Movement Level** report appears.

7.2.3 Viewing the Weekly Activity Summary 💙

The **Weekly Activity Summary** shows the number of times multiple movements are detected by the same activity sensor for each 24-hour period, in the previous week. Compare multiple similar graphs to identify exceptions to this average daily routine.

The **Weekly Activity Summary** also shows the time of the resident's first and last activities for each day. The first activity is determined by the resident's Wake and Well. If no Wake and Well is configured, dining room activity determines the first activity.

The **Weekly Activity Summary** is only available for Care@Home™ **Family** residents.

The following figure is an example of a **Weekly Activity Summary** graph. It shows that in the week there was one day the resident was not at home, and another day when the resident left around 10 AM and returned the next day around 14:30.

To view the **Weekly Activity Summary:**

1. Go to the **Analysis Overview** page. Refer to 7.1 Viewing the Analysis Overview Page on page 30.

2. Find the resident whose **Weekly Activity Summary** you want to view.

3. In the **Reports** column at the end of the row for that resident, select **Weekly Activity** from the dropdown. The **Weekly Activity Summary** appears.

To:

- View a different week, change the date

- Print the report, click Print

- Return to the **Analysis Overview** page, click **Close**

7.2.4   Viewing the Events History Page

You can use the **Events History** page to:

- Display the history of alerts issued for events for a resident

- View the detail of each event

The following information for each event is displayed:

- **Time**: The date and time the alert was issued

- **Event Type**: The type and description of the event, including the device that triggered the alert.

- **Status**: The status of the alert.

  - **NEW** – An alert is issued and has not yet been processed.

  - **VIEWED** – An alert has been viewed and has not yet been processed.

  - **IN PROGRESS** – An alert is in the process of being resolved.

  - **CLOSED** – An alert has been resolved and closed.

To view the Events History page for a resident:

1. Go to the **Analysis Overview** Page. Refer to 7.1 Viewing the Analysis Overview Page on page 30.

2. Find the resident whose **Events History** page you want to view.

3. In the **Resident** column, click the name of that resident. The **Events History** page appears.

To view the details of an event:

1. Go to the **Events History** page.

2. Select an event from the list. The details appear on the **Event Detail** tab on the right of the page.

3. Click the **Messages** tab to view messages about the event.

To filter the events on the Events History page:

1. Go to the **Events History** page.

2. Click **FILTERS** to select the information you want to display.

3. Mark or clear the checkbox for each of the filters, as appropriate.

4. For example, to see only **Activity** alerts, select only **ACTIVITY**. To see **Activity**, **New**, and **In Progress** alerts, select only these filters.

5. Click **APPLY**.

Refer to 5.3 Dealing with Alerts and Events on page 23.

7.2.5   Viewing the Weekly Report

The **Weekly Report** is a summary of a resident's activities during the reporting period. Care@Home™:

- Creates a profile for the resident based on the report
- Uses that profile as a benchmark
- Helps identify deviations from that benchmark as potentially abnormal behavior
- Can trigger alerts when such behavior is identified

The **Weekly Report** is only available for Care@Home™ **Pro** residents.

The **Weekly Report** includes:

- **Activity Bar Graphs** – Bar graphs showing activity information for specific activity locations. In the **Bedroom**, **Meal**, and **Not at home** graphs, the activity is measured for the 24-hour period for each day. In the **Restroom** graph, the activity is measured for up to 10 hours for each day.

- **Weekly Activity Level** – The main graph that shows all the resident's activities against time, day, and activity location. You can mark or clear a checkbox to include or exclude that activity from the graph.

Activity Bar Graphs

Weekly Activity Level
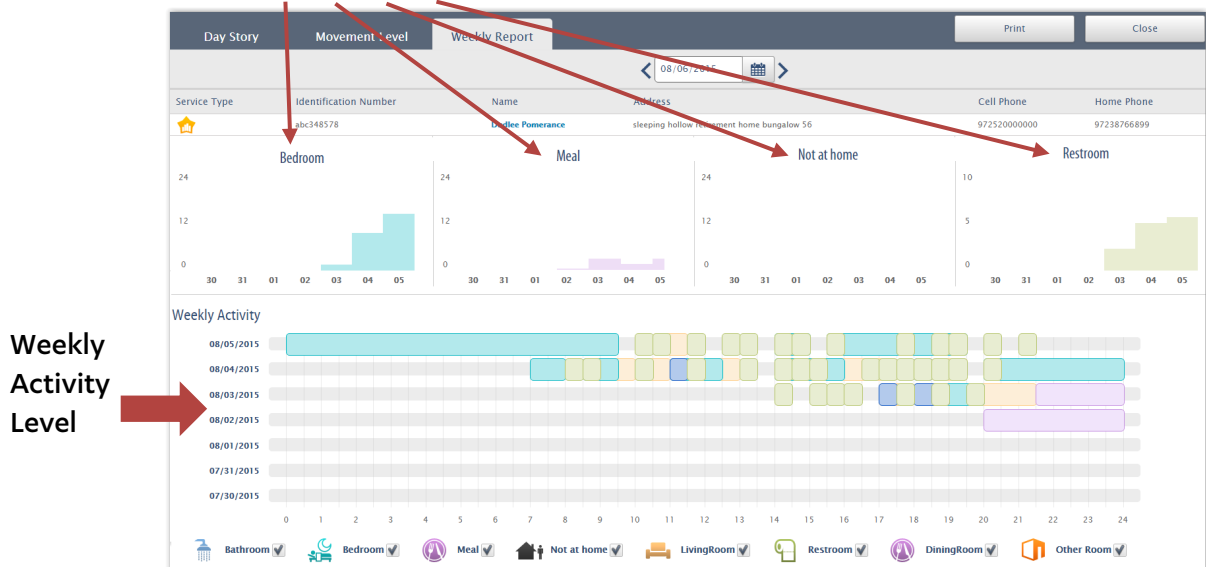
To view the **Weekly Report**:

1. Go to the **Analysis Overview** page. Refer to 7.1 Viewing the Analysis Overview Page on page 30.

2. Find the resident whose **Weekly Report** you want to view.

3. In the **Reports** column at the end of the row for that resident, select **Weekly Report** from the dropdown. The **Weekly Report** appears.

To:

● View a different week, change the date.

● Print the report, click Print.

● Return to the **Analysis Overview** page, click **Close**.

7.2.6   Viewing the Monthly Report

The **Monthly Report** is a stacked bar-graph of visits to the dining room and restroom identified during the reporting month. The graph allows you to compare the daily activity levels during the month. The **Monthly Report** is only available for Care@Home™ **Family** residents.

To view the **Monthly Report**:

1. Go to the **Analysis Overview** page. Refer to 7.1 Viewing the Analysis Overview Page on page 30.

2. Find the resident whose **Monthly Report** you want to view.

3. In the **Reports** column at the end of the row for that resident, select **Monthly Report** from the dropdown. The **Monthly Report** appears.

To:

- Exclude one type of visit from the report, clear the appropriate icon at the bottom of the page
- View a different month, change the date
- Print the report, click **Print**
- Return to the **Analysis Overview** page, click **Close**

8. Using Rules to Monitor Residents

Care@Home™ provides a set of default rules to help you monitor residents and inform you and the appropriate caregivers of extreme situations and exceptions to routine behavior. You can create additional rules, edit existing rules, and delete, disable, and enable rules.

The key elements to defining rules are:

- Triggers: Events that cause a rule to broadcast an alert or notification
- Rule types: Determine which events trigger the rule

> **NOTE:** You only need to edit, add, remove, or disable rules if the default rules are not suitable for a resident.

8.1. Triggers

Care@Home™ includes several types of trigger.

Trigger	Description
Period	Time frame during which the rule monitors detections.
Location	Activity detections associated with a room or door. **Note:** You can choose either a room type, such as restrooms, or a specific room in which the activity is to be monitored, such as the library.
Duration	How long a movement is monitored or not detected.
Detection	Minimum or maximum number of detections.
Visits	Minimum or maximum number of times a sensor detects multiple movements in the same room. For example, if the resident is moving around the bedroom, a **visit** is identified when the bedroom activity sensor detects two or more movements near the bed.
Days	The day(s) of the week that the activity occurs.
Away Time	How long the resident is away from home.

8.2. Rule Types

Care@Home™ includes several rule types. The rule types available for a resident depends on the resident's service.

The triggers for each rule type are shown **in bold** in the following table.

Type	Icon	Service	Scenarios
Not at home		Pro, Family	The resident does not appear to be at home for longer than the chosen **Away Time** after the main door is used. **Note:** For Pro, the **Away Time** has a default value that can be changed using CMS. For Family, The recommended **Away Time** should be at least 12 hours. **Important:** Only one rule based on this rule type is allowed per resident.
Wake & well		Pro, Family	During the chosen **Period,** the resident is detected in all of the chosen **Locations,** indicating that the resident is awake and moving about. For example, the resident is detected in the **restroom** and **kitchen** after waking up in the **morning**.
Inactivity		Family	While the resident is at home, during the chosen **Period**, the resident has not been detected for the chosen **Duration**. For example, in the **afternoon**, the resident is in the living room and is not detected moving about for at least **three hours**. **Important:** Only one rule based on this rule type is allowed per resident. Inactivity rules can be configured to have low activity alerts be sent directly to the Alarm Receiving Center (ARC) and not sent to the Care@Home server. When configured, the resident can press the control panel RESET button to end the alert.
Wandering		Family	While the resident is expected to be at home, during a chosen **Period**, on one or more chosen **Days**, the resident is not detected for longer than the **Away Time** after the main door is used. For example, the resident routinely sleeps from **9:30 PM to 6 AM**. On **Tuesday night**, at 2 AM, using the main door, the resident leaves home, not to return within **an hour**. **Note:** The recommended **Away Time** should be at most an hour. **Important:** Only one rule based on this rule type is allowed per resident.
Absent		Family	No **Visits** are identified in a chosen **Location**, during a chosen **Period**. For example, the resident is expected to have breakfast in the **kitchen** in the **morning** and the kitchen sensor does not identify a **visit** in the morning.
No activity detected		Family	While the resident is at home, no detections are made in the any of the chosen **Locations**, during the chosen **Period**. For example, the resident is expected to use the **restroom**, **kitchen**, or **dining room** in the **morning** but is not detected in any of them.

Type	Icon	Service	Scenarios
Low number of detections		Family	While the resident is at home, during the chosen **Period**, the detections in the chosen **Location** are lower than expected. For example, the resident uses the main **door** less than the routine usage of four times a **day**.
Low number of visits		Family	While the resident is at home, during the chosen **Period**, the number of **Visits** identified in a chosen **Location** is lower than expected. For example, the resident uses the **restroom** less than the routine of **four** times a **day**.
Short stay		Family	During the chosen **Period,** the total duration of the **Visits**, identified in a chosen **Location**, is below the expected **duration.** For example, at **noon** time, the resident has a **15-minute** lunch in the **kitchen** rather than the expected **45-minute** lunch.
Short bedroom stay		Family	While the resident is at home, during the chosen **Period**, either: ● No activity detections are made by the bedroom sensor -or- ● The time between the first and last bedroom sensor detections is shorter than the chosen **Duration**. For example, the resident fell asleep in the living room and never went to bed. **Note:** This rule type is only valid if a sensor is installed in the bedroom.
Long stay		Family	During the chosen **Period,** the total duration of the visits, identified in a chosen **Location**, is above the expected **Duration.** For example, the resident goes to the **restroom** multiple times in the **morning** for a total duration of 60 minutes, longer than the morning routine of **20 minutes**.
High number of detections		Family	During the chosen **Period,** the number of detections exceeds the chosen maximum number of **Detections** in the chosen **Location**. For example, during the **night**, the main **door** is opened and closed a **number of times**.
High number of visits		Family	During the chosen **Period,** the number of visits to the chosen **Location** exceeds the chosen maximum number of **Visits**. For example, during the **night**, the resident visits the **restroom five times**, more than the expected twice a night.
Unexpected presence		Family	During the chosen **Period**, at least one **Visit** is identified in the chosen **Location**. For example, the resident appears to have a meal in the **kitchen** in the middle of the **night.**

Type	Icon	Service	Scenarios
Unexpected Entry/Exit		Pro, Family	During the chosen **Period,** on a chosen **Day(s)**, the main door is used. During the entry/exit **Duration** following an unexpected entry or exit, additional detections will not trigger additional alerts. For example, an unexpected visitor enters the premises during the **night** on **Wednesday**. Additional detections is suspended for the first **5 minutes**. **Important:** Only one rule based on this rule type is allowed per resident.
At Home Too Long		Family	The resident appears to be at home for longer than the **Home Time**. **Important:** Only one rule based on this rule type is allowed per resident.
Door open		Pro, Family	The door at home is open for longer than the expected **Duration**, during the chosen **Period**. For example, in the **morning**, the resident leaves the door open for over an **hour**, when returning from the daily walk to the park.

8.3. Managing Periods

A period is the time frame during which a rule monitors detections. You can set up common periods for use in multiple rules.

For example, you may note that a resident eats at particular times and want to monitor these activities. To do so, you can pre-define the following periods:

- Breakfast time
- Lunch time
- Dinner time
- Snack time

Only an administrator or a master caregiver can manage periods.

8.3.1 Adding Periods

You can add a period if, for example, the existing periods are not sufficient for a resident's circumstances.

To add a period:

1. Click the **Users** tab.

2. Find the resident for whom you want to add a period.

3. In the **Actions** column for that resident, click .The **Account Information** page appears.

4. Click **Rules**. The **Rules** page appears.

5. Click **Manage Periods**. The **Periods** page appears.

6. Click **New Period**. The **New Period** form appears.

7. Enter a name for the new period.

8. If the period is:

   ■ For 24 hours, mark All day.

   ■ For other than 24 hours, select a Start Time and an End Time.

9. Click **Apply**. The **Periods** page for the resident appears.

10. Click Save changes.

8.3.2   Editing Periods

You can edit a period if, for example, you need to change the start or end time to better suit a resident's circumstances.

To edit a period:

1. Click the **Users** tab.

2. Find the resident for whom you want to edit a period.

3. In the **Actions** column for that resident, click .The **Account Information** page appears.

4. Click **Rules**. The **Rules** page appears.

5. Click **Manage Periods**. The **Periods** page appears.

6. Find the period you want to edit.

7. In the **Actions** column of the period you want to edit, click . The **Edit Period** form appears.

8. Enter your changes.

9. Click **Apply**. The **Periods** page for the resident appears.

10. Click Save changes.

8.3.3   Deleting Periods

You can delete a period if it is not being used by any rule.

To delete a period:

1. Click the **Users** tab.

2. Find the resident for whom you want to delete a period.

3. In the **Actions** column for that resident, click [✐].The **Account Information** page appears.

4. Click **Rules**. The **Rules** page appears.

5. Click **Manage Periods**. The **Periods** page appears.

6. Find the period you want to delete.

7. In the **Actions** column of the period you want to delete, click [✖]. The period is marked.

8. Click Save changes.

8.4. Managing Rules

Only an administrator or a master caregiver can manage rules. Each rule has a specific set of trigger values. When the trigger values are met, the rule broadcasts an alert or notification to mobile devices and the **Care@Home** web application.

When you create a rule, you choose:

● On which rule type to base the rule. Each rule type has a different set of triggers depending on the specific scenario and which activity sensors are installed. Refer to 8.2 Rule Types on page 38.

● The values for the triggers. Refer to 8.1 Triggers on page 38.

> NOTE: If the period for the rule you are defining is not defined for the resident, add the period before defining the new rule.

8.4.1 Adding a Rule

You may want to add a rule if, for example, you need a new rule which fits a resident's situation and is not covered by the default rules.

To add a rule:

1. Click the **Users** tab.

2. Find the resident for whom you want to add a rule.

3. In the **Actions** column for that resident, click .The **Account Information** page appears.

4. Click **Rules**. The **Rules** page appears.

5. Click **New Rule**. The **New Rule** form appears.

6. Enter a name for the rule.

7. Select a rule type. Refer to 8.2 Rule Types on page 38. The **New Rule** form displays additional parameters including a read-only description of the rule.

8. If you do not want the rule immediately enabled, clear **Enabled**.

9. Enter the values such as Period, Duration, Group/ Device.

10. Click **Apply**. The **Rules** page appears.

11. Click Save changes.

8.4.2   Editing Rules

You may want to add a rule if, for example, a change would better fit the resident's situation.

To edit a rule:

1. Click the **Users** tab.

2. Find the resident for whom you want to edit a rule.

3. In the **Actions** column for that resident, click .The **Account Information** page appears.

4. Click **Rules**. The **Rules** page appears.

5. Find the rule you want to edit.

6. In the **Actions** column for that rule, click .The rule's **Edit** form appears.

7. Make your changes.

8. Click **Apply**.

9. Click Save changes.

8.4.3   Removing Rules

You may want to remove a rule if it no longer fits the resident's circumstances.

To remove a rule:

1.   Click the **Users** tab.

2.   Find the resident for whom you want to remove a rule.

3.   In the **Actions** column for that resident, click [pencil icon].The **Account Information** page appears.

4.   Click **Rules**. The **Rules** page appears.

5.   Find the rule you want to remove.

6.   In the **Actions** column for that rule, click [X icon]. The rule is marked.

7.   Click Save changes.

8.4.4   Disabling and Enabling Rules

You may want to disable a rule if it temporarily does not fit with a resident's situation, and you may want to later enable the rule.

To disable or enable a rule:

1.   Click the **Users** tab.

2.   Find the resident for whom you want to disable or enable a rule.

3.   In the **Actions** column for that resident, click [pencil icon].The **Account Information** page appears.

4.   Click **Rules**. The **Rules** page appears.

5.   Find the rule you want to disable or enable.

6.   In the **Enabled** column for that rule:

a.   To disable the rule, move the slider to the left.

b.   To enable the rule, move the slider to the right.

7.   Click Save changes.

Appendix A   Alert Messages

The following types of alerts are issued for events:

– Emergency Alert

– Activity Alert

– Technical Alert

The following table lists examples of alert messages by subject and classifies each message by alert type.

Type	Subject	Message Text	SMS/Email
	Fall	Resident's possible fall detected in room <room name>	SMS
		Resident's possible fall, status update: back to routine	SMS
		Possible fall alert on <date> at <resident name> was detected by a sensor located in <room name> for longer than usual, which may indicate that the resident fell down and needs assistance.	Email
		Possible fall alert restore. <resident name> got out from the <room name> at <date>. It is recommended to review the reported alert with <resident name> and to verify that the resident is feeling well.	Email
	Panic Button	Panic alert triggered by pressing Device #1 panic button.	SMS, Email
		Panic button press was cancelled	SMS, Email
	Smoke	Smoke alarm detected in room <room name>	SMS, Email
		Smoke alarm, status update: back to routine	SMS, Email
	Water Leakage	Water leakage alarm detected in room <room name>	SMS, Email
		Water leakage, status update: back to routine	SMS, Email
	Activity	Excessive activity alert	Email
		Inactivity attention	Email
		Inactivity attention restored	Email
		Excessive use of <description> detected on premises	Email
		An unusual activity level for the resident was detected	SMS

Type	Subject	Message Text	SMS/Email
⏰⚠		System detected a change in <resident name>'s routine, which may indicate a temporary degradation in the resident's wellness condition.	Email
⏰⚠	Door	Door left open longer than expected in room <room name>	SMS, Email
⏰⚠	Resident not at Home	The resident is away from home longer than usual.	SMS, Email
⏰⚠		Abnormal duration not at home	Email
⏰⚠		Someone was detected at home again. Please verify that this is the resident who we are monitoring.	SMS, Email
🛠	Battery	Battery is running low for device <device name>	SMS, Email
🛠		Battery is now in good condition for device <device name>	SMS, Email
🛠		Empty Battery	Email
🛠	Communications	Due to a communication failure, a few messages from the panel were discarded!	SMS, Email
🛠		We lost communication with the panel	Email
🛠		Panel communication lost	SMS, Email
🛠		Panel communication restored	SMS, Email
🛠		Communication with device in room <room name> was lost.	SMS, Email
🛠		Communication with device in room <room name> was restored.	SMS, Email
🛠	Device	A device was tampered with in room <room name>	SMS, Email
🛠		Device tamper issue was restored in room <room name>	SMS, Email
🛠	System	New configuration was updated	SMS
🛠	Firmware	System firmware was updated	SMS, Email
🛠		New firmware upgraded	SMS
🛠		New firmware updated	Email
🛠	Control Panel	Panel configuration update failed. The system will retry later	SMS
🛠		Power to the panel is now restored	SMS, Email
🛠		The panel was disconnected from the power supply. Please reconnect.	SMS, Email

Appendix B Case Study: Administrator

A care service call center employs administrator operators, assigned the administrator user role in the **Care@Home** application, are granted the permissions and access required to monitor the residents and assign the caregivers where needed.

A care service call center employs caregivers. Each caregiver is responsible for the care of one or more residents, in addition to the resident's family members. The call center administrator operators register the caregivers (assigned the caregiver user role) and the residents (assigned the resident user role) in the **Care@Home** application.

The caregiver is granted the permissions and access required to monitor each of the caregiver's assigned residents. Both the call center administrator operators and the caregivers monitor the residents and intervene or investigate unusual or abnormal situations at a resident's residence.

A care service call center assigns one or more residents to the same caregiver. Likewise, one or more caregivers can be responsible for the same resident. This arrangement provides the flexibility to implement round-the-clock care and monitoring of the residents. This distribution of responsibility empowers the care service call center to be responsible for the on and off-site 24-hour care of the residents.

The following is a case study of a call center administrator operator who receives an alert on behalf of a resident, assigned to more than one caregiver. The call center administrator operator has to use the resources available to investigate and provide the appropriate response to resolve the alert event.

Archie Atlas is a call center administrator operator for the ABC Care Service. Archie is registered in the **Care@Home** web application as an administrator. Archie's general identification in the **Care@Home** web application is "Admin".

As an administrator, Archie registered two caregivers:

- Carrie Carer, with the user identification of "Carrie"
- Carolyn Carlson, with the user identification "Carolyn"

The following figure shows Archie and the caregivers as registered users in the **Care@Home** application.

	Users Overview						
⬍ Service Type	⬍ Account Number	⬍ Identification Number	⬇ Role	⬍ Name	Home address	Cell phone	Home Phone
		abc3849532	Administrator	**Archie Atlas**	793 Wayland Ave. Providence, R.I. 02906	0529585845	0013834349394
		abc384753849	Caregiver	**Carolyn Carlson**	4874 Sandler Drive St. Louis 98645	05200000000	9234923894
		abc124578	Caregiver	**Carrie Carer**	45 Harvest Drive Birmingham, Ala. 4587422	05400000000	4674876548

Archie assigned each of the caregivers the residents for whom they would be responsible. Carrie was assigned the responsibility to care for four residents. The following figure shows the residents assigned to Carrie.

	Residents assigned to Carrie Carer						
Service Type	Identification Number	Name	Address	Cell Phone	Home Phone	Assigned	
♥	abc0193874387	Elizabeth Brown	10016 Orange Valley Beltway, Serenity Estates, Bungalow 391, Palo Alto, CA. 29357	0540000011	001398564757	● Master	▼
♥	abc98677463745	Ralph DeAngelo	11013 Orange Gateway, Serenity Estates, Bungalow 841, Palo Alto, CA. 27835	0540000000	8923453845	● Standard	▼
♥	abc9461320	Roslyn Stein	6575 Main St. Apt 57 Jamestown, N.J.	052000000000	0013569345893	● Master	▼
⭐	abc6938693509	Wilma Franks	2378 Washington Ave. Bldg C Suite 58 NYC, NY 103920	05400000000	001212475345739	● Standard	

Archie assigned shared responsibility for several the residents between Carrie, an experienced caregiver, and Carolyn, a new caregiver to the ABC Care Service. The following figure shows the list of residents assigned to Carolyn.

	Residents assigned to Carolyn Carlson						
Service Type	Identification Number	Name	Address	Cell Phone	Home Phone	Assigned	
♥	abc039562954	Benjamin Hershberg	6723 Rose Drive Suite 295 Tranquil Estates Phil, PA 37428	0013845683746	0013897589345	● Master	▼
♥	abc0193874387	Elizabeth Brown	10016 Orange Valley Beltway, Serenity Estates, Bungalow 391, Palo Alto, CA. 29357	0540000011	001398564757	● Standard	▼
♥	abc9461320	Roslyn Stein	6575 Main St. Apt 57 Jamestown, N.J.	052000000000	0013569345893	● Master	▼
⭐	abc6938693509	Wilma Franks	2378 Washington Ave. Bldg C Suite 58 NYC, NY 103920	05400000000	001212475345739	● Standard	

The following figure shows that Wilma Franks is monitored by both Carrie and Carolyn.

|	Caregivers monitoring Wilma Franks					
Identification Number	Name	Address	Cell Phone	Home Phone	Assigned
abc384753849	Carolyn Carlson	4874 Sandler Drive St. Louis 98645	05200000000	9234923894	●
abc124578	Carrie Carer	45 Harvest Drive Birmingham, Ala. 4587422	05400000000	4674876548	●

On Wednesday, May 18, 2015, the **Care@Home** application reports a new alert event on behalf of Wilma. The administrator Archie and Wilma's caregivers, Carrie and Carolyn are notified.

The new alert event is reported in the **Monitoring Overview**.

The administrator Archie notices the severity and drills-down to the **Analysis** module and Wilma's Alert History to begin investigating the alert event. The event is classified as an emergency (SOS) alert. It is assumed that Wilma has fallen in the bedroom.
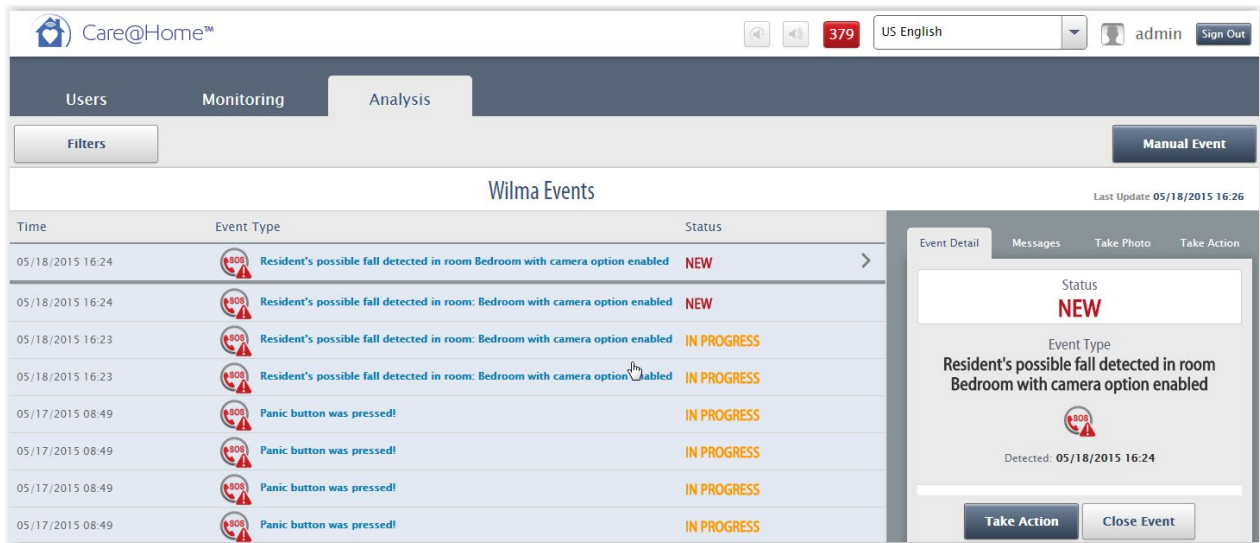
Archie notices the messages the system issued on behalf of Wilma including that the panic button was pressed.
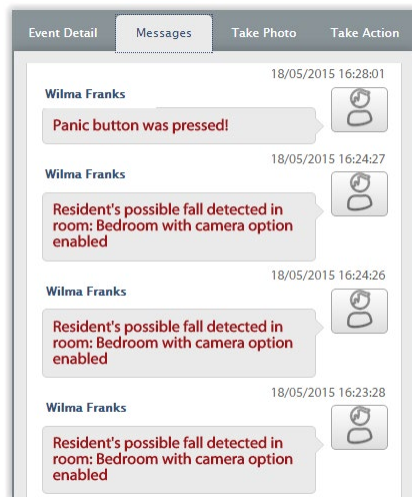
Archie takes action by broadcasting a request to Carrie to make on on-site visit to verify the situation and take care of Wilma. Carrie is unavailable. She asks Carolyn for help with Wilma.

The following figure shows the message thread which documents how Archie, the administrator, and the caregivers, Carrie and Carolyn, validate the alert event, reported on behalf of Wilma, and call for medical assistance.
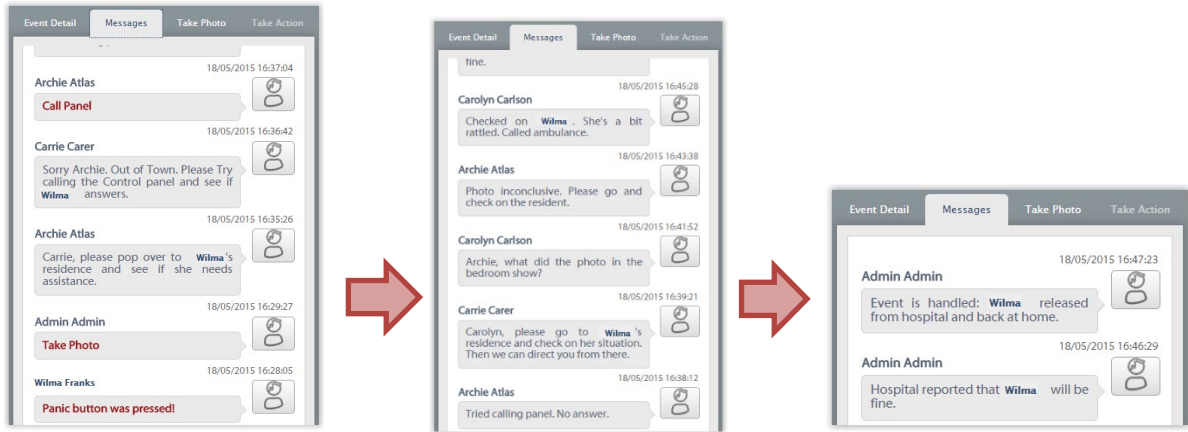
Archie verifies that Wilma reached the hospital and is taken care of. He closes the event.
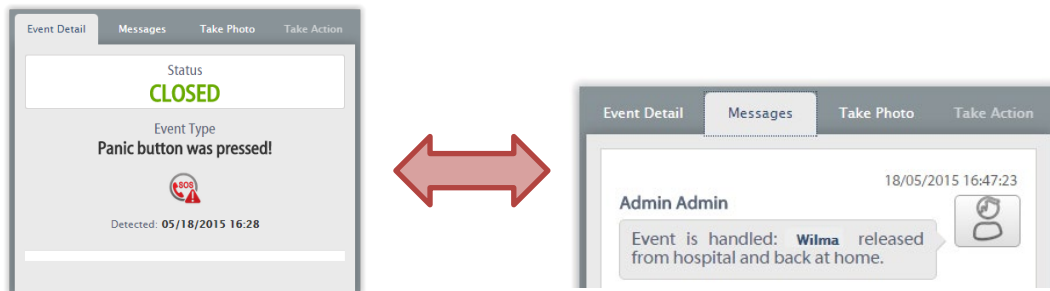
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ESUG05051 Rev.3.0