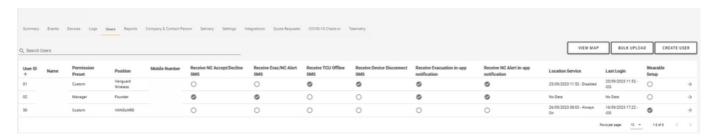**VANGUARD**
WIRELESS

by **Orisent**

User Portal - Managing Smartphone App Users

Vanguard Wireless' online user portal has been designed to help you more effectively self-manage your system. Once you are sent login details you can manage app users as follows:

Viewing Users:
- From the dashboard, click on the relevant site
- Click the Users tab in the menu above the summary page
- This is a list of all the registered smartphone app users for this site
- You can see their user ID, Name, permissions, what SMS notifications they're set up for, whether they've enabled Location Services, and whether they have a wearable set up
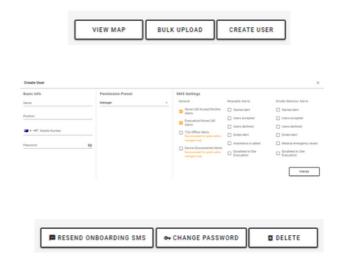
To Add New Users:
- Click the Create User button in the top right corner
- Complete the fields including worker's full name, position, mobile phone number, password of your choosing (any format)
- Select a permission set - manager, worker or custom (see more about permissions on page 2)
- Select their SMS notifications - event based and/or device based
- These settings can be changed at any time

You can also create users in bulk by clicking the Bulk Upload button which will invite you to download a template. Once you've completed data entry, click the Bulk Upload button again to upload the bulk database.

Once a new user is created they will be sent an SMS with links to download the app and their login details.
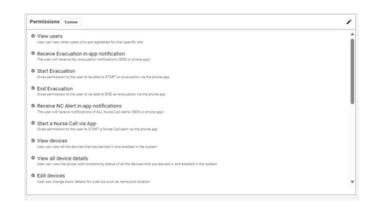- If they do not receive the message, check the phone number or navigate to their profile and click the Resend Onboarding SMS.
- If they have trouble logging in, ensure they are using the correct information or navigate to their profile and click Change Password.

To Edit Permissions or SMS Settings:
- Select the relevant user's profile
- In the next screen find the section you'd like to edit (details, SMS notifications, user permissions) then click on the pencil icon to change
- Select or deselect options then press Apply Changes

Deleting Users:
- You can delete a user's profile, which will deactivate their access to the smartphone app for this site
- It will not remove their user history from the system
- Select the relevant user's profile
- Then click on the DELETE button
- A warning box will pop up confirming you wish to delete - this process cannot be undone

Guide To User Permissions (what access they have, what actions they can take)

Settings (green = default)
Manager - Worker

Permissions:			User Can/Will:
Grant Permissions	M	W	Edit (grant and revoke) permissions for other users
View Users	M	W	See profile details of all the other registered users of the site
Add Users	M	W	Create another user (granted in conjunction with View Users)
Edit Users	M	W	Update other user's profile (granted in conjunction with View Users)
Remove Users	M	W	Deactivate other user profiles (granted in conjunction with View Users)
Manage Site Settings	M	W	Change site settings from within the phone app
Initialise Devices	M	W	Be able to reset a device's software
View TCU Status	M	W	If site has a TCU, they can see the status and details of it
View Operation Status	M	W	See the maintenance schedule for the system from within the phone app
View Site Logs	M	W	View event and activity logs from within the phone app
Edit Site Logs	M	W	Edit event and activity logs from within the phone app (must View too)
View Devices	M	W	See all the devices connected to the system but no details on device
View Device Details	M	W	See all the connected devices AND their status (signal & power level)
Edit Devices	M	W	Change basic info regarding devices including name, location, and level
Start Evac	M	W	Start an evacuation from within their phone app
Receive Evac Alerts (in app)	M	W	Receive push notifications related to evacuations within their phone app
End Evac	M	W	End an evacuation from within their phone app
Deactivate Sirens	M	W	Send a deactivate message to ALL sirens on the site
Receive NC Alerts (in app)	M	W	Receive push notifications when a nurse call device is activated
Receive ALL NC Acceptances	M	W	See when another user has accepted to respond to a nurse call

Speak to Vanguard Wireless about how to enable these permissions:
- Start a NC (in app) — Within the app they can start a nurse call alert
- Receive relevant NC Acceptances — If user triggered an in app NC alert, they will receive acceptance notifications
- Start lockdown — Can start a site lockdown from within the phone app
- End lockdown — Can end a site lockdown from within the phone app
- Escalate lockdown — Can change a site lockdown to a site evacuation from within the phone app
- Geofence NC only — User will NOT receive NC notifications if their location is clearly off site
- Geofence Evac only — User will NOT receive evac notifications if their location is clearly off site