

# Mobile App Usage Guide

Mobile application provides features depending on **user roles** (Beneficiary, Caregiver, Family Member and Supervisor). Higher-privileged users can manage users and alerts.

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## Editing Beneficiary's Profile Details

**Who can edit:** Caregiver / Supervisor roles

### Typical Editable Fields

- Basic information (name, contact)
- Caregivers, family members
- Status: Active / Inactive
- Emergency contact details

### Workflow

1. Select beneficiary from list
2. Open profile → Edit → Save
3. Changes synced to cloud and reflected in the other user's app instantly

### Purpose

- Maintain updated user data
- Assign devices to correct users
- Enable/disable access based on organisational status

### Security

- Audit logs for every change
- Restricted access based on policy rules

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## Alert Management in Mobile App

Alerts may originate from:

- Connected Bluetooth devices (fall, SOS, sensor thresholds)
- System events (communication lost, battery low)
- Manual triggers from beneficiary

Alert actions depend on **role and responsibility**.

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## 1 Alert Acknowledgement

**Goal:** Confirm that the alert has been seen/accepted for action

**What user does**

- ✓ Tap alert notification → **Acknowledge**
- ✓ Provide quick remarks (optional)

**System effects**

- Alert status: “*New*” → “*Acknowledged*”
- Assigned caregiver marked as responder
- Reduces duplicate responses
- Sends update to cloud for others to see (web/mobile)

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## 2 Alert Closure

**Goal:** Declare alert has been resolved

**What caregiver does**

- ✓ Verify situation
- ✓ Add resolution comments, photos, or proof
- ✓ Mark alert as Closed

**System effects**

- Status moves: *Acknowledged* → *Resolved/Closed*
- Closure reason stored for audits and trends
- Can trigger **service request** if hardware issue identified

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## 3 General Alert Management Features

Feature	Purpose
Real-time alert view	Shows critical alerts on top
Filtering (type, severity, beneficiary, device)	Help responder prioritize
Role-based assignment	Primary caregiver, secondary caregiver
GPS location tracking	Enable quick support response
Attachments (photos/audio)	Evidence & documentation
Escalation rules	Notify to supervisors if delayed



## Synchronization to Web Portal

Every alert action performed on the mobile app:

- Syncs immediately to the cloud
- Reflects in dashboards & reports
- Adds to operational safety analysis for MNPR's research team

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## Business & Safety Value

- Faster response time = improved safety
- Higher visibility into beneficiary's health & safety
- Accurate compliance & caregiver accountability
- Reduced errors through structured workflow

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## Quick Example Use Flow

Device detects a fall → Alert generated

Caregiver receives message / call → receives

Acknowledges alert → attends the situation → Confirms safety

Closes alert with notes → Report visible on web dashboard