

CARE MESSENGER V2.0

Manager User Guide

Please Note:

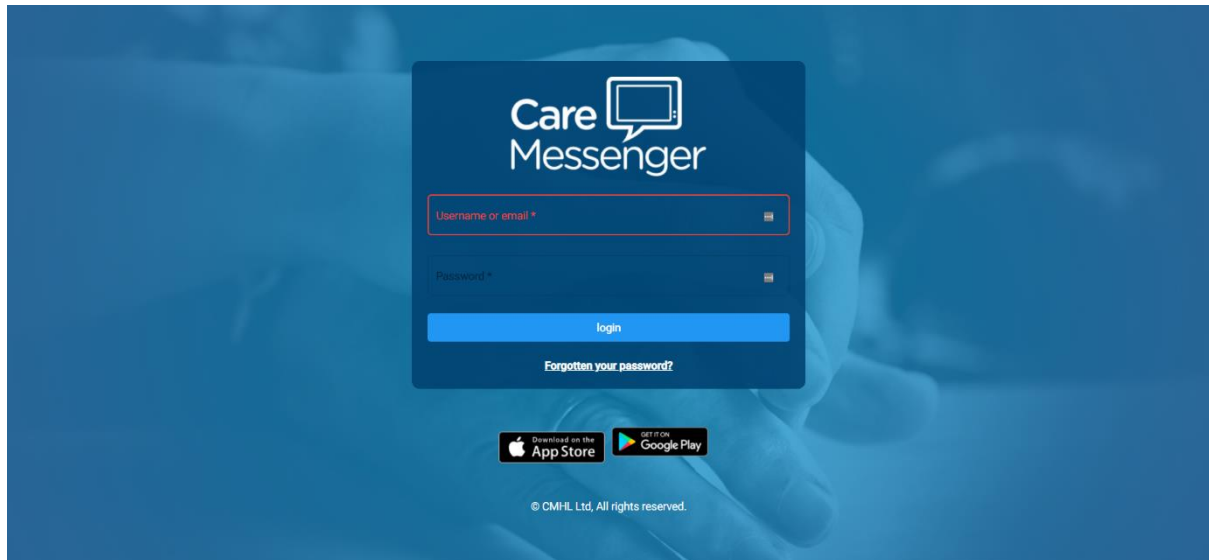
This guide is a brief introduction to using the v2 Care Messenger Manager application. It is subject to changes and improvements since this guide was produced.

Not all features of the V2 Manager application are documented here, only the main functions for those not familiar with the Care Messenger system

Login

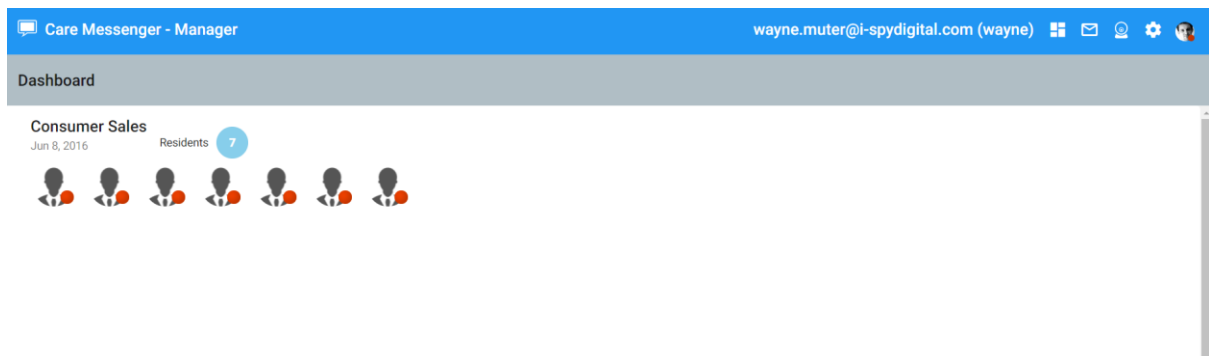
The V2 Manager application is available at

manager.caremessenger.co.uk






You can login using the credentials that you use for the V1 Admin application, or any management credentials supplied to you by Care Messenger Ltd


Dashboard



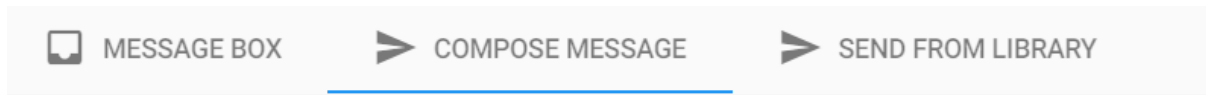
The Dashboard is your initial view of the Care Messenger Manager and contains a summary of the Organisation that you have access to. Your Site(s) are listed alphabetically (scroll down if necessary to see them all) and show the residents assigned to each.

Press the  icon at the top right of the screen header if you need to return to the Dashboard from any other part of the Manager. To manage your Site(s) use the  icon at top right. Click on the site name or use the pencil icon  at the right of a Site to view or edit its details, or use [Add Site] to create a new site. Enter the name, Latitude and Longitude are optional, ensure “Is Active” is ticked / checked, then press [Add Site].

Messages

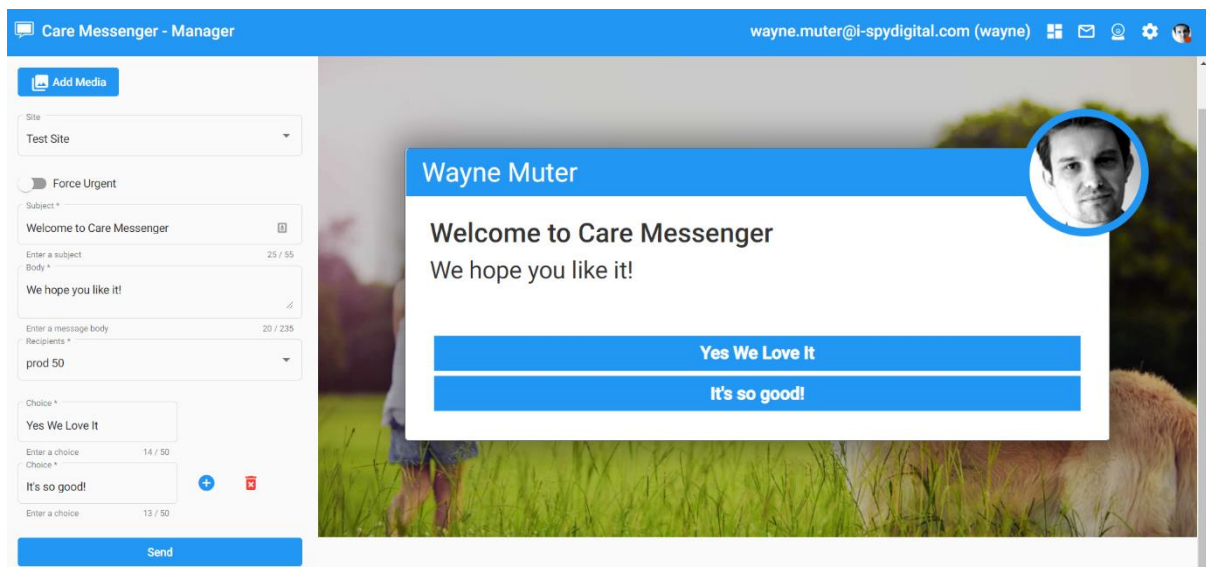
Use the  icon to send messages and read previously sent messages.


A new page loads which has 3 sections



Message Box lists previously sent messages on the left, with details of the presently highlighted one.

Use Compose Message to write new messages.





Use the Add Media button  if you wish to add a photo or video to your message. You can choose a previously uploaded item or drag and drop or use [Upload files] button to add a new one.

Choose which site with the resident(s) you would like the message to go to – if you only have access to 1 site this will be your only choice.

Type a Subject (Message Title) and Body (Message Text); as you type you will see in the main part of the window a preview of how it will.

Click the Recipients drop-down to bring up a list of residents – place a tick / check beside the one or more to send the message to.


By default, a Choice of “OK” is automatically supplied, but you can overtype this with another word

or phrase, and/or use the  icon to add extra options. Use the  icon to remove any unwanted options. The recipient(s) will use the Up and Down arrows on the remote control to respond to these choices and you will see these responses in Message Box.

A blue rectangular button with rounded corners and the word "Send" in white text.

When ready to send press the button. Recipients with their TV on will see the message or red spot indicator (according to their preference) immediately or will receive the message when they next switch on if not currently on.

Video Chat

Use the  icon to start a video chat session.

The Available Users box lists the users who are currently logged into the Care Messenger system with their TV sets turned on.

Click on the picture next to their name and then the Video Chat button. A call can be made only to one recipient at a time and their TV will issue a ring tone until they answer.

If they answer, or to abandon the call if they don't answer, you can end the call by clicking on the End Call button.