

Partner Portal- Sites Tab

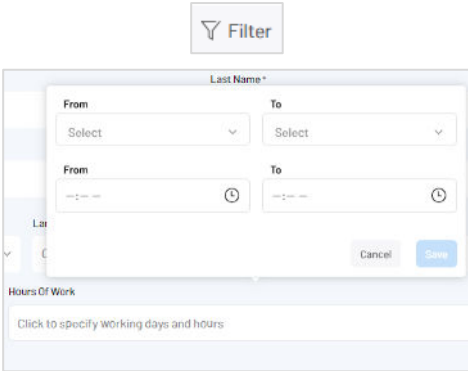
In the Sites tab, you can view all sites (subscribers) within your program. You can click the view action to see site detail, or you can click the change request action to make changes to the site (includes equipment replacements or swaps).

Sites

Site Name	Status	CS#	City	Phone	Address	Activation Date	Actions
Lainey B2BTesting	A	CA01-T1116	Brimfield	5083333333	1133 Dunhamtown Brimfield Road	--	
Olive B2BTesting	PI	905T11120	Natick	5089899999	9 Richard Road	--	
Sohaib Sid	PI	CAAS-T1117	Dedham	5086384666	111 Massachusetts Avenue	--	
SohaibTest Rest	PI	905T11113	Framingham	7745583256	111 Lawrence Street	--	
sohaibtwo test	PI	CA01-T1111	Windsor	6963586656	1215 Kennedy Road	--	
Sumanfiretestfn Sumanfiretestin	PI	CA01-T1116	Framingham	5086801008	15 Main Street	--	
Sumansecondtestfn Sumansecondtestin	A	CA01-T1118	Framingham	5086801001	30 Queens Way	--	
Sumanseventestfn Sumanseventestin	PI	CA01-T1113	Framingham	5086801044	40 Edgell Road	--	
Sumantestfourfn Sumantestfourin	PI	CA01-T1117	Framingham	5086801005	20 Georgetown Drive	--	
Sumantestsixfn Sumantestsixin	PI	CA01-T1114	Framingham	5086801021	30 Edgell Road	--	

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Section	Detail
1	<p>Sites – view of all sites within the program</p>  <p>Filter – you can filter which site to access by selecting the filter and then putting the field(s) that will get to the desired site(s)</p> <p>Columns in the list</p> <p>Site Name – name on the site (subscriber or in the case of multi-sub household subscribers names)</p> <p>Status – status of the Site</p> <ul style="list-style-type: none"> A – active status PI – Pending Install status Can – Cancel status <p>CS # - ID for the equipment</p> <p>City – city address for the subscriber</p> <p>Phone – phone number of the subscriber</p> <p>Address – address of the site</p> <p>Activation Date – date the Care plan was activated</p> <p>Actions – view the site detail or enter a change request for the site</p>

Detail Tabs

Go Back Change Request

Summary Profile Alarms Events Jobs Equipment Actions Activities

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- Summary – summary of site
 - Profile – details the information entered from the care plan
 - Alarms – view of alarms received from the subscriber
 - Events – view of events for the site, includes alarms and actions taken on the site
 - Jobs – view of any jobs (orders) executed on the site
 - Equipment – displays equipment assigned to the site and assignment history
 - Actions – displays actions that need to be taken on the site including maintenance signals
 - Activities – displays any activities on the site

Site Summary – Quick view of the site details.

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Go Back Change Request

Summary Profile Alarms Events Jobs Equipment Actions Activities

Site Name: **Alyse B2BTesting** CS ID: CAAS-T1114
Date of Birth: 01-18-1950 Program: 20201 HealthCare Services #TT201
Program Code: 20201
Install date: -
Cancel date: -
Status: ACTIVE

Notes

Temporary: -
Main: -
Special: Do not let pets out
[Program Notes](#)

Attached documents

Address
111 Lawrence Street 01702 MA

Contacts

Name	Relation	Responder	Home Phone	Cell Phone	Work Phone
Evan Test	R	Responder-Notify		5085667532	

Equipment

Type	Model	Description	CSID	Serial Number	PHR Freq	Assigned	Expires On
-	ASSURE	Assure	CAAS-T1114	-	-	-	-

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Profile – displays the profile information entered for the site through the Care Plan tab.

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Menu to the left allows you to navigate any section of the profile
Change Request option allows you to edit/update the profile details
Add Reminder allows you to add a reminder on the site

Alarms – displays alarms received from the site.

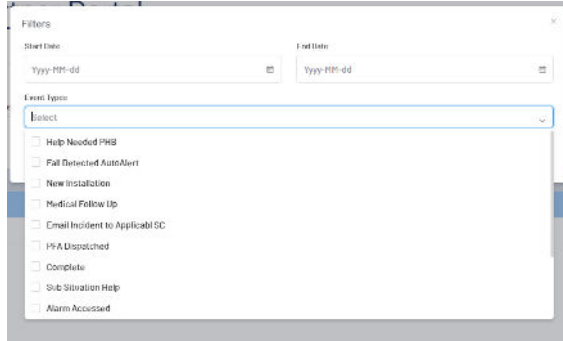
Alarm #	Site Name	Alarm	Local Time	Elapsed Time	CS#	System Type
37280	Alyse B2BTesting	Fall Detected AutoAlert	01-03-2024, 12:27 PM	—	90111115X010624	L800AT
37270	Alyse B2BTesting	Help Needed PHB	01-03-2024, 12:26 PM	—	90111115X010624	L800AT

Date And Time	Event	Contact Name	Comment
01-03-2024, 12:27 PM	Fall Detected AutoAlert		Manual Entry (Oper EBLA) Listen-In Pending
01-03-2024, 12:27 PM	Alarm Accessed		
01-03-2024, 12:27 PM	Medical Follow Up		Per sub. fell in kitchen. shoulder is in pain. EMS req. Per disp 1234, enrte.

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Alarms section – displays alarms that have been received from the site

Filter – Alarms can be filtered to view desired alarm types



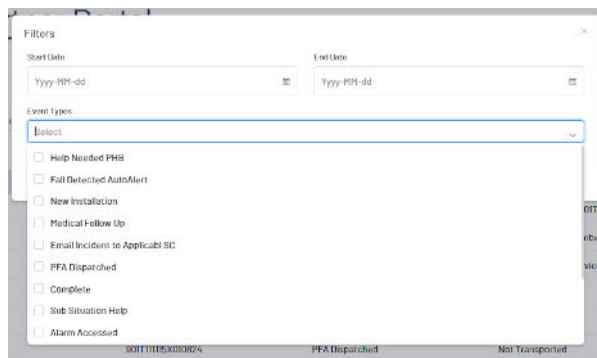
Alarm Details – select (highlight) an alarm and the details of that alarm will display at the bottom of the page

Events – view of events for the site, includes alarms, disposition of the alarm and actions taken on the site.

Event Date	Alarm#	CS Number	Event	Information
01-08-2024, 02:10 PM		90IT11115X010824	CS# Changed	CS# changed from 90IT111115 to 90IT11115X010824
01-08-2024, 02:10 PM		90IT11115X010824	Système hors' Out of Service	ODS Cat: Xed CS Number
01-08-2024, 02:10 PM		CAAS-T114	System moved	from HealthCare Services #TT700
01-03-2024, 12:28 PM	37280	90IT11115X010824	Complete	
01-03-2024, 12:28 PM	37280	90IT11115X010824	Email Incident to Applicabl SC	
01-03-2024, 12:28 PM	37280	90IT11115X010824	PFA Dispatched	Not Transported
01-03-2024, 12:28 PM	37280	90IT11115X010824	Sub Situation Help	Per sub, has been assisted, no transport.
01-03-2024, 12:28 PM	37280	90IT11115X010824	Contacted	Notified
01-03-2024, 12:27 PM	37280	90IT11115X010824	Alarm Accessed	
01-03-2024, 12:27 PM	37280	90IT11115X010824	Medical Follow Up	Per sub, fell in kitchen, shoulder is in pain. EMS req. Per disp 1234, enrie.

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The events tab can be filtered to view a specific type of event or an individual event



Jobs – list view and detail of job(s) (orders) for the site.

Job#	Status	Type	Site Name	City	Sys Type	CS#	Created Date	Comp	Actions
500000104	Completed	Installation	Alyse #28 Testing	Framingham	L660AT	00111015X010824	12-21-2023, 01:36 PM	12-21-2023	

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Job #	Site Name
100001858	Theolina Training

Status	Site Address
Completed	123 Main Street, 01238, MA

Type	Sys Type
ASSURE	ASSURE

Assigned To	Create Date
	2023-12-11

CS #	Complete Date
THELMA125	2023-12-11

Equipment Type	CS#	Serial Number
ASSURE	THELMA125	-

Change Date	Emp	Comment
11.12.2023 15:09	Eylan Blanchard	Test

Job Details – view the details of the job (order)

Equipment – details the type of equipment in the job

Actions - details actions added to the job

Comments – view of the comments added to the job

Equipment – details the equipment currently assigned to the site and if appropriate historical assignments.

Summary Profile Alarms Events Jobs **Equipment** Actions Activities

Assigned Equipment

Type	Model	Description	CSID	Serial Number	PHB Freq	Assigned	Expires On
-	ASSURE	Assure	CAA8-T1114	-	-	-	-

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Assignment History

Type	Model	Description	CSID	Serial Number	PHB Freq	Assigned	Unassigned
-	L890AT	CarePartner Model 890AT	901T1115X010824	-	-	11-16-2023	01-08-2024

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Add reminder

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Assigned Equipment – provides the details of the equipment assigned to the site

Assignment History – provides history of any equipment assigned to the site

Add reminder – option to add a reminder for the site which will show up in the dashboard

Actions – details actions that need to be executed on the site. Actions could be maintenance signals on the equipment or follow up activities from the Program Services team.

Actions

Action #	Name	Type	Status	Site Name	Create Date	Due Date	Complete Date	Phone	Comment	Actions
100001226	Program Communication	Data Quality	Open	HealthCare Services # 11200	01-16-2024	01-16-2024	-	-	Please update protocol, unable to call notifies on every signal.	
100000958	Program Communication	Data Quality	Open	HealthCare Services # 11200	01-15-2024	01-15-2024	-	-	Please update address to valid address 111 Lawrence St, Framingham MA 01702.	
100000940	Program Communication	Data Quality	Open	Alyse BDR Testing	01-15-2024	01-15-2024	-	508601206	Please reach out to Alyse @ 5085556874 to swap from 906FD to 908 PHB.	

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Action# – action number assigned by CRM

Name – name of action

Type – category of action

Status – status of action

Site Name – name of the site for the action

Create Date – date the action was created

Due date – date set for the action to be completed

Phone – phone number to contact

Comment – details of what action needs to be taken

Activities – if a subscriber calls into the service teams and they document the call, an activity will be added to this tab

Type	Activity	Date	Program Code	Site	Caller	Completed	Comment	Actions

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Type – category of interaction

Activity – what activity took place during the interaction

Date – date of call

Program Code – program code for the subscriber’s program

Site – name on the site (household)

Caller – name of the person who called

Completed – status of the activity

Comment – summary of the call

Actions – any actions that need to be taken

Site Actions – Change Request

Section	Detail
1	<p>Change Request – use the change request to update the site information or change equipment. The Change Request tab has the same format as the add a site option.</p> <p>Change Request – enter the appropriate change(s) and select Save as draft or Submit once all changes have been made</p>