



**Vixen Electronics Ltd.**

**Supporting Independent Living**

## V.E.M.S User Journey Overview: Notifications

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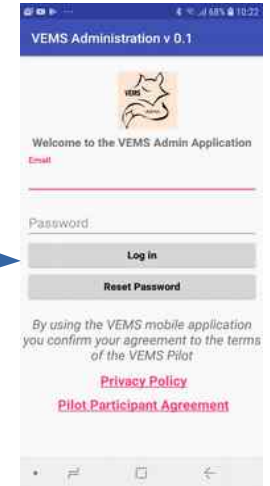


# VEMS customer User Journey overview

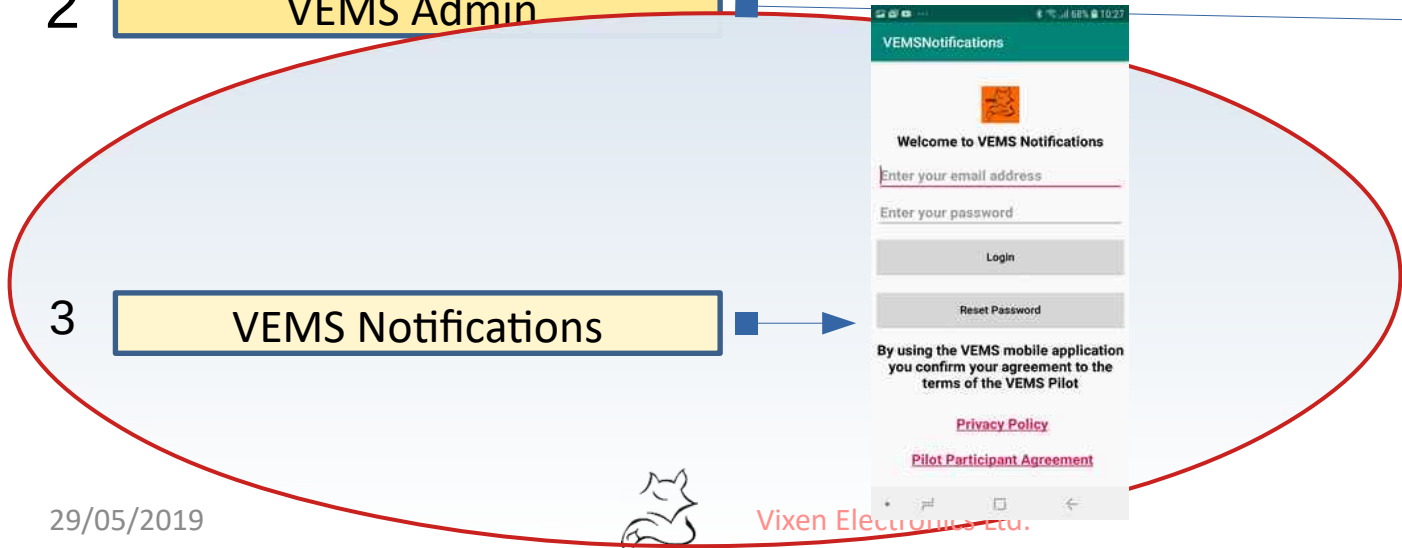
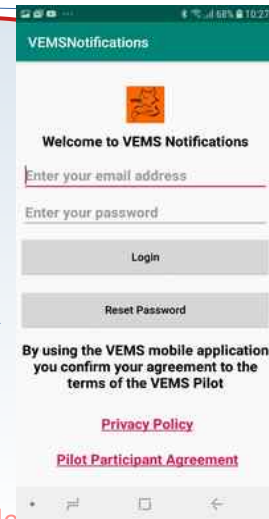
1 **www.vixenelectronics.co.uk**



2 **VEMS Admin**

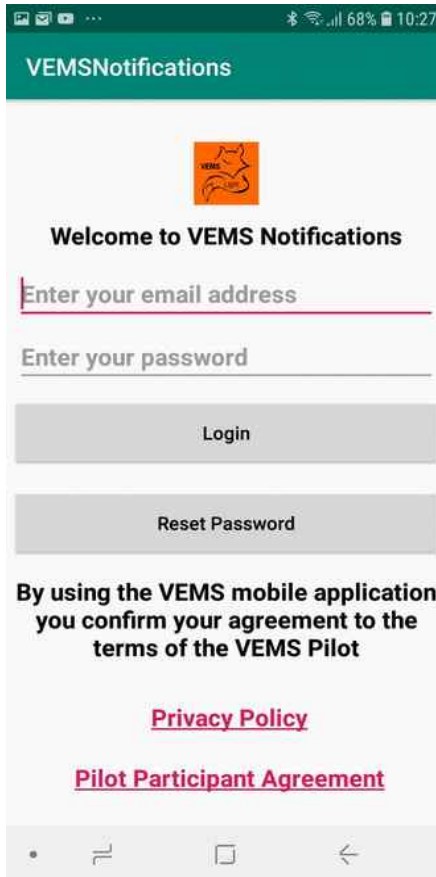


3 **VEMS Notifications**





## VEMS Notifications User Journey overview



Download from Store



VEMS Notifications

View Activity

View Notifications

Edit my details





NOTE: Before you log in to the VEMS Notifications App you must have an Administrator role, or have been invited to join by an Administrator.

## VEMS Notifications



View Activity

View Notifications



Acknowledge Notifications

View completed Notifications

Edit My Details



Update my details

Change my Password





## Functions through VEMS Notifications

Step	Step name and description
1	<b>View Activity</b> – Here you can check the activity of the customer over the last 4 hours. We will be adding more charts over the next few months.
2	<b>View Notifications</b> – This allows you to review and acknowledge alert notifications and to view previously acknowledged notifications.
3	<b>Edit my details</b> – This allows you change your personal details and your password. Use it if necessary.





## Log in

VEMSNotifications

Welcome to VEMS Notifications

Enter your email address

Enter your password

Login

Reset Password

By using the VEMS mobile application you confirm your agreement to the terms of the VEMS Pilot

[Privacy Policy](#)

[Pilot Participant Agreement](#)

- Key in your **Email** address . Move the mouse cursor down to the **Password** or tab out of the email field.
- Click on the **Log In** button and this should take you to the **Notifications Home** screen.

### What can go wrong?

You mis-key the user Id or the password.

VEMS will tell you that the details are wrong. Try again.





## Notifications - Home

**View Notifications** – This is where you review and manage the notifications alerting you that something might be amiss with the customer.

**Edit My Details** – used to change your OWN details and update your password.

**View Activity** -

- First select the customer from the list.
- VEMS displays a graph showing the expected number of the customer movements for a specific hour, (in grey) on a particular day of the week, against the actual movements (in blue). The graph displays the previous 4 hours.

Time	Expected (Grey)	Today (Blue)
-4h	16.0	8.0
-3h	14.0	0.0
-2h	11.0	11.0
-1h	7.0	8.0





## View Notifications

16:11 68%

Home

View Notifications Edit My Details

Click on the name of the customer

JAMES JOHNSON

Mary Bradford

Expected Today

Time	Expected	Today
-4h	16.0	9.0
-3h	14.0	3.0
-2h	11.0	11.0
-1h	7.0	8.0

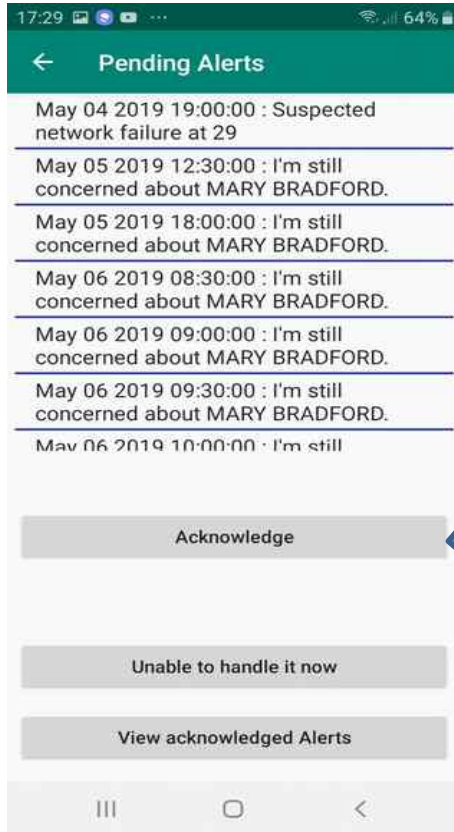
- **View Notifications** – This is where you review and manage the notifications alerting you that something might be amiss with the customer.







## Acknowledge Alert

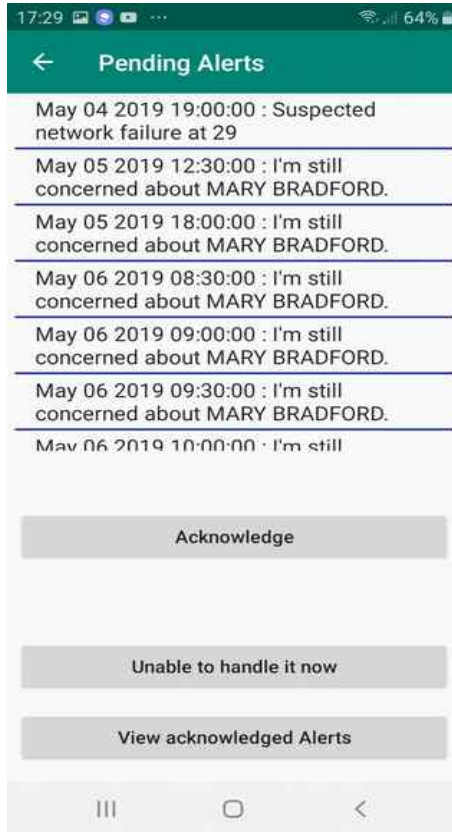


- When the Monitoring system gets 'concerned' it sends notification alerts to the mobiles of the nominated contacts.
- Currently the alerts are issued in the order in which they were created.
- To acknowledge an alert, **select the row** that represents the alert and then click **Acknowledge**
- This action will stop alerts being issued for a period of time, but does not lower the level of concern. VEMS will retain and increase the concern level until movement is detected by the sensor(s) unit(s).

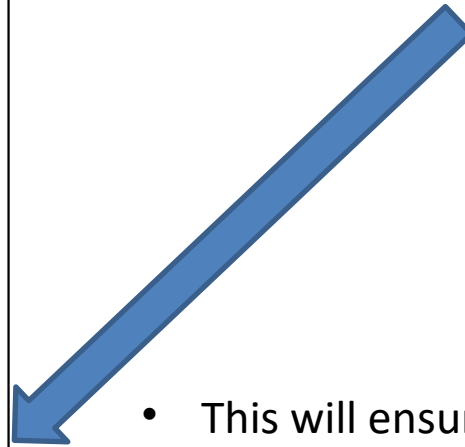




## Unable to handle it now



- If you are notified of an alert, but you are unable to respond, you should click the button **Unable to handle it now**.

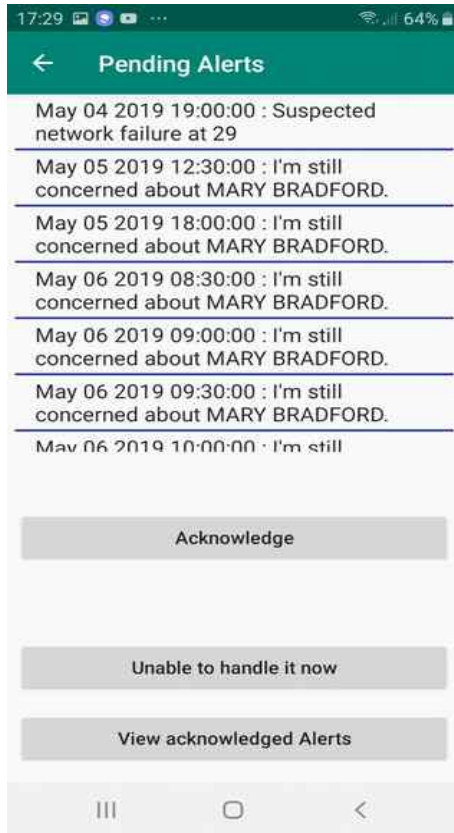


- This will ensure that someone else will be notified.

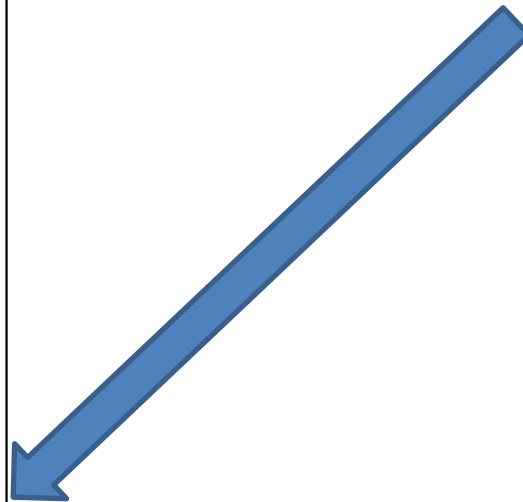




## View Acknowledged Alerts



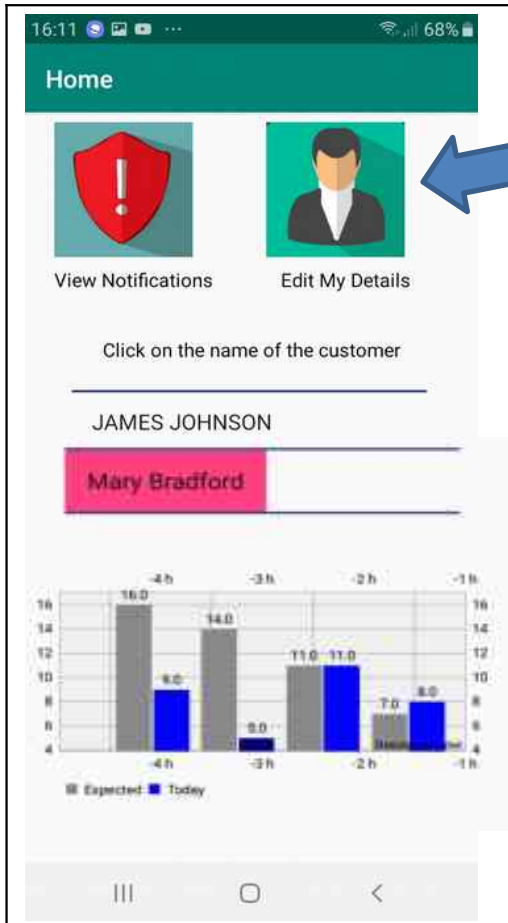
- If you want to review previous alerts and check who answered them, click on **View acknowledged Alerts**.
- This will take you to the next screen.







## Edit My Details



- Edit My Details – used to change your OWN details and update your password.





## Edit My Details

17:29 64%

← Change my details

Johann  
Strauss

07885082721

j@js.com

Select your preferred method of contact

email  Mobile

Save updated details

Change Password

- Once in this screen you can just overwrite the values displayed
- Then click **Save Updated Details**.
- The system will issue a confirmation and you can go back to the Home screen.
- If you want to change your login password, click on **Change Password**.





## Update Password

10:34 42%

← Update your password

The new Password must be at least 8 characters long

Enter new password

Re-enter it to confirm

Update Password

- Once in this screen you can just type your new password and retype it to confirm.
- Then click **Update Password**.
- The system will issue a confirmation and you can go back to the previous screen.

