



**Vixen Electronics Ltd.**

**Supporting Independent Living**

## **(iOS) V.E.M.S Notifications User Journey**

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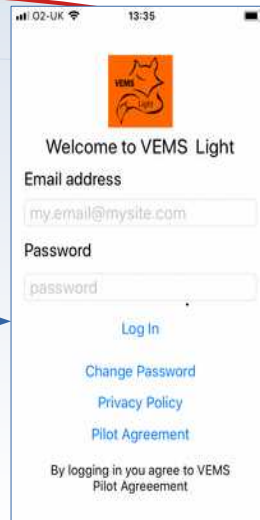


# VEMS customer User Journey overview

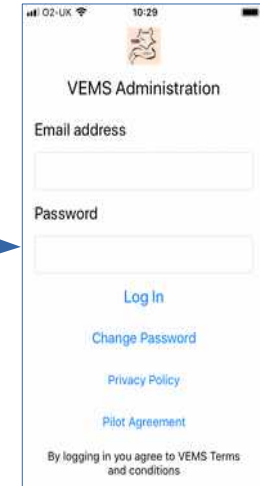
1 **www.vixenelectronics.co.uk**



2 **VEMS Admin**

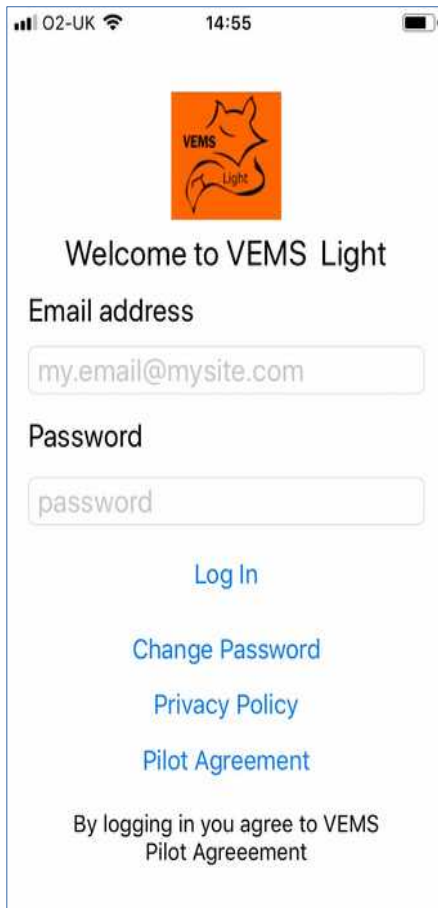


3 **VEMS Notifications**





## 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

02-UK 14:55



Welcome to VEMS Light

Email address

Password

[Log In](#)

[Change Password](#)

[Privacy Policy](#)

[Pilot Agreement](#)

By logging in you agree to VEMS Pilot 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

The screenshot shows a mobile app interface for a customer named MARY BRADFORD. At the top, there are two main buttons: 'View Notifications' (with a red shield icon) and 'Edit My Details' (with a person icon). Below these is a yellow box containing the customer's name 'MARY BRADFORD' and a link 'Refresh the activity chart'. At the bottom, there is a bar chart comparing 'Expected' (dark blue) and 'Actual' (light blue) movements over four hours (12, 13, 14, 15). The chart shows that actual movements are significantly higher than expected for most hours.

Hour	Expected	Actual
12	4	95
13	4	87
14	4	53
15	4	74

- **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 and then click the link **Refresh the activity chart**
- VEMS displays a graph showing the expected number of the customer movements for a specific hour, (in dark blue) on a particular day of the week, against the actual movements (in light blue). The graph displays the previous 4 hours.





## View Notifications

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







## Acknowledge Alert

02-UK 11:14  
Back AB Exit

Click the notification and indicate whether you can deal with it.

17/06/19 11:00 Suspected network failure at 94 FRED THOMAS  
17/06/19 11:10 Suspected network failure at 94 FRED THOMAS  
17/06/19 11:20 Suspected network failure at 94 FRED THOMAS  
17/06/19 11:30 Suspected network failure at 94 FRED THOMAS  
17/06/19 11:40 Suspected network failure at 94 FRED THOMAS  
17/06/19 11:50 Suspected network failure at 94 FRED THOMAS  
17/06/19 12:00 Suspected network failure at 94 FRED THOMAS

[I will take care of it](#)

[I can't do anything now](#)

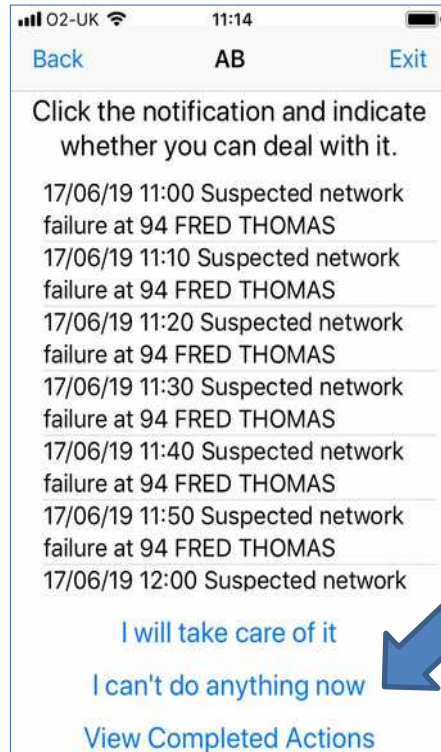
[View Completed Actions](#)

- When the VEMS gets 'concerned', or detects a network failure, it sends notification alerts to the mobiles of the nominated contacts.
- To acknowledge an alert, **select the row** that represents the alert and then click **I will take care of it**.
- 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



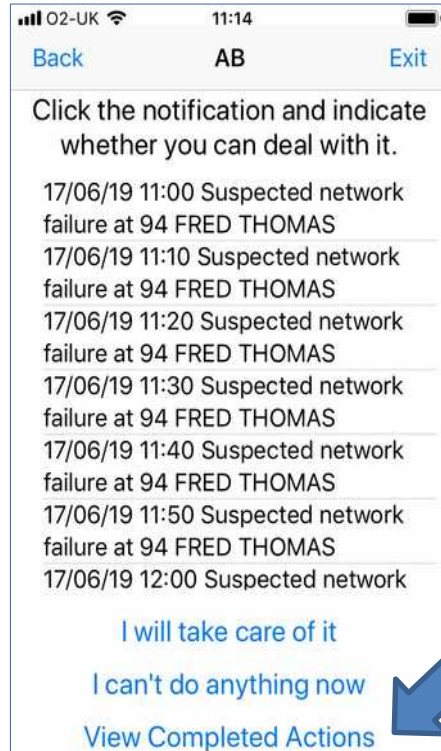
- If you are notified of an alert, but you are unable to respond, you should click the button **I can't do anything now**.

- This will ensure that someone else will be notified.





## View Acknowledged Alerts

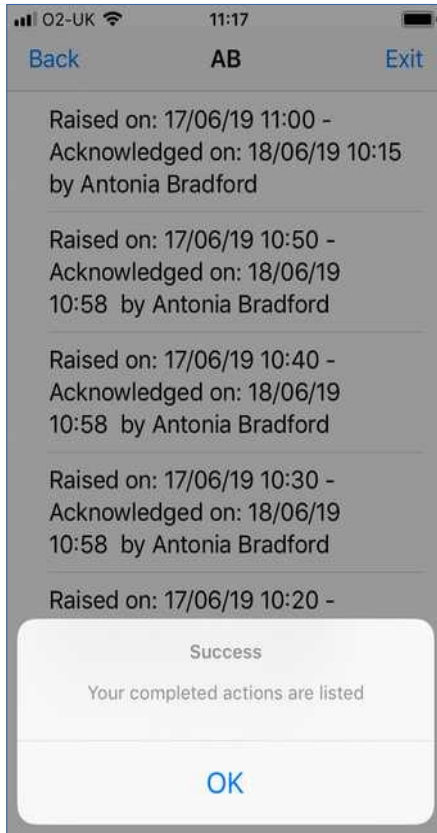


- If you want to review previous alerts and check who answered them, click on **View Completed Actions**.
- This will take you to the next screen.





## Acknowledged Alerts



- This shows all the details relating to the alerts that have been acknowledged.
- Once you have clicked **OK** and reviewed the acknowledged actions, click on the back arrow to return to the previous screen.





## Edit My Details

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

The screenshot shows a mobile app interface with the following elements:

- Top status bar: O2-UK, 15:50, AB, Exit
- Two circular icons: 'View Notifications' (red shield) and 'Edit My Details' (person icon). A blue arrow points to the 'Edit My Details' icon.
- Yellow highlighted box containing the text 'MARY BRADFORD'.
- Pink highlighted box containing the text 'Mary Bradford'.
- A bar chart at the bottom showing 'Expected' (grey bars) and 'Today' (blue bars) data for four time intervals: -4h, -3h, -2h, and -1h.

Time Interval	Expected	Today
-4h	16.0	9.0
-3h	14.0	5.0
-2h	11.0	11.0
-1h	7.0	8.0





## Edit My Details

02-UK 09:19

Back AB Exit

First Name

Johann

Family Name

Strauss

email Address

j@js.com

Mobile Number

0784433221

Contact Preference

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

02-UK 09:44

Back AB Exit

Passwords must be at least 8 characters

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.