Mezzanine Applications

How to use your support user role?

mezzanine

creating productive societies

1 Support user role

• We have made it easy for our clients to monitor and manage their Community Health Workers in the field.

• A "Support User" role on the web portal will have access to specific mobile user information - this will assist them whenever a mobile user reports a mobile application support related issue.

• The goal of the Support User is to proactively assist mobile users in the field.

1. Get access as a Support user. A member from the Mezzanine team will have to invite you.

3 Mobile user Management

Mobile User Management

Latest available APK: 4.13.0

Latest application build version: 2.3.2

Available since: 2017-06-14 21:16:37

What's new in this version: New Household Visit Notes feature announcement: Team Leaders can now reply on a household visit note.

2. When you are logged in as a Support user, you will see that the "latest" APK version and application build version information is listed.

This shows you the APK and app build version each mobile user in the field should have on their devices.

3. "**Latest available APK**" is the physical application download on the mobile user's device. The APK contains the technology to allow certain features within the application workflow to function. The APK version will not update very often, but it is important to ensure that all of the users in the field have the latest APK installed on their devices. Without the latest APK installed users may experience errors within the application.

4. "**Latest application build version**" is the application logic and workflow. Whenever a change is made to the application workflow (for example adding a new question) the "application build version" will be updated with the new deployment.

5. "**Available since**" shows you when the latest application build version was deployed to the mobile users in the field.

6. "**What's new in this version**" will give you a short description on what was changed in the application logic for the latest build version deployment.

Populate table

Filter the below table by selecting the filter type and the click on 'Show'

Enrolled: **true**

Deleted: **no**

Service Provider: **City of Tshwane**

Filtered Count: 415

[Show]

7. To see what versions the mobile users in the field have on their devices - use the filters to populate the table.

"**Enrolled = true**" means the mobile user is created and enrolled (meaning they can access the application).

"**Enrolled = false**" means the mobile user is created but not yet enrolled. If a mobile user is created and not deleted, then they must be enrolled so that they can use the application.

"**Service Provider**" relates to the implementation partner for your specific deployment.

"**Filtered Count**" shows you the number of mobile users selected based on the filter you applied.

Click on "**Show**" to populate the table with the selected filters

Mobile user information

13. The table will display all the relevant mobile user information.

14. The "**Last Login**" column will show you the last date a mobile user successfully entered their password to log in to the application.

SMS

Upload Team Users

Upload Teams

Container last updated | The gadget information in this table will be updated every 3 minutes.

			Service Provider	Sub District	Team	Team Leader	Name & Surname	Cell No.	Last Login	Build Version	APK Version	Device model	Enrolled?
SMS Enrolment	View	SMS APK	City of Tshwane	Tshwane SD 7	Ekangala Clinic Outreach Team 1 - W103		Lekgoathi, Molebogeng	27712876351	2017-08-28 11:17:06	1.4.r74	3.23.5	GT-S7580	true
SMS Enrolment	View	SMS APK	City of Tshwane	Tshwane SD 6	Stanza Sports Ground Outreach Team 1 - W016	Nomsa Masuku	MAILA, DINEO	27827615242	2016-02-21 21:50:31	1.4.g1	3.23.5	GT-S7580	true
SMS Enrolment	View	SMS APK	City of Tshwane	Tshwane SD 6	Stanza 2 Clinic Outreach	Pumla Chokwe	Mafiri, Amos	27761937829	2016-05-25 13:04:35	1.4.b35	3.30.3	GT-S7580	true

15. In the "**Build Version**" column you will see the specific application build version present on the mobile user's device. (Remember that it should correspond with the "**Latest application build version**" shown at the top of this web portal view).

16. The "**Container Version**" column shows you what version of the application APK a specific mobile user have installed on their device. (Remember that it should correspond with the "**Latest available APK**" shown at the top of this web portal view).

17. In "**App errors?**" we show you whether the mobile user has experienced app errors before. By clicking on "**View**" on the left hand side, next to the mobile user's details, you will see more information on the type of errors the mobile user experienced.

18. The "**Enrolled?**" column should always state "**true**". If it is false, then you can use the "**SMS Enrolment**" button to send the enrolment link to the mobile user.

19. When you "**View**" a specific mobile user you will see all the registration and device details related to that mobile user.

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