

Smartcare Notification Center User Guide

April 2023

Contents

Introduction:	2
Smartcare for Parents:	3
Parent iOS.....	3
Submitting a Modification.....	3
View if a Modification was Acknowledged	4
Parent Android	5
Submitting a Modification.....	5
View if a Modification was Acknowledged	6
Parent Web	7
Submitting a Modification.....	7
View if a Modification was Acknowledged	7
Filter & Sort Notifications.....	8
Smartcare for Administrators.....	9
Center Web	9
View Notifications	9
Acknowledge Notifications	9
Filter & Sort Notifications.....	10
Bulk Update Notifications	11
Center iOS	12
View Notifications	12
Acknowledge Notifications	13
Filter & Sort Notifications	14
Smartcare for Teachers	16
Teacher Web	16
View Notifications	16
Filter & Sort Notifications.....	16

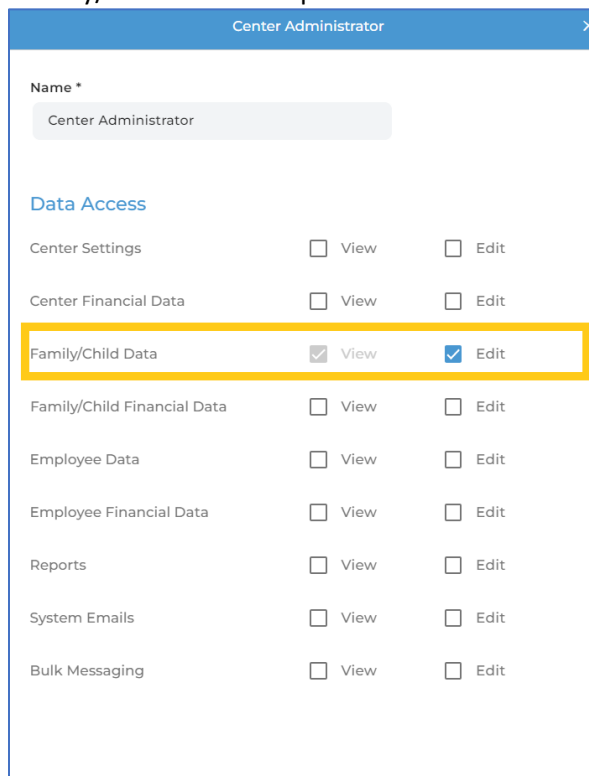
Introduction:

The Smartcare Notification Center allows Parents to submit changes to their family profile (allergies and pick-up people) using the Smartcare for Parent applications (Web, iOS, Android) and to see the status of those modifications while waiting for the center to acknowledge them.

The Notification Center is also a centralized location (Web, iOS) for center employees (Administrators, Directors, Teachers) to review and acknowledge changes to a child's pickup people and allergy modifications once a parent submits changes.

Notes:

- Parent ability to add and modify allergies in Smartcare applications must be turned on by contacting Smartcare Customer Support through the support widget in the Admin applications or support@smartcare.com
- Teachers can view modifications, but only Administrators, Directors and other Employees with "Family/Child Data" Edit permissions can acknowledge them.



The screenshot shows a window titled "Center Administrator" with a close button in the top right corner. Below the title bar, there is a "Name *" field with a dropdown menu currently showing "Center Administrator". Underneath, a section titled "Data Access" contains a list of permissions. Each permission has two checkboxes: "View" and "Edit". The "Family/Child Data" row is highlighted with a yellow border, and both its "View" and "Edit" checkboxes are checked. Other permissions listed include Center Settings, Center Financial Data, Family/Child Financial Data, Employee Data, Employee Financial Data, Reports, System Emails, and Bulk Messaging, all of which have their "View" and "Edit" checkboxes unchecked.

Permission	View	Edit
Center Settings	<input type="checkbox"/>	<input type="checkbox"/>
Center Financial Data	<input type="checkbox"/>	<input type="checkbox"/>
Family/Child Data	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Family/Child Financial Data	<input type="checkbox"/>	<input type="checkbox"/>
Employee Data	<input type="checkbox"/>	<input type="checkbox"/>
Employee Financial Data	<input type="checkbox"/>	<input type="checkbox"/>
Reports	<input type="checkbox"/>	<input type="checkbox"/>
System Emails	<input type="checkbox"/>	<input type="checkbox"/>
Bulk Messaging	<input type="checkbox"/>	<input type="checkbox"/>

- Children must have default classes set up on their profiles for teachers to be able to sort notifications by class.
- The Smartcare for Parents Web application allows modifications of pick-up and drop-off people, not allergies.

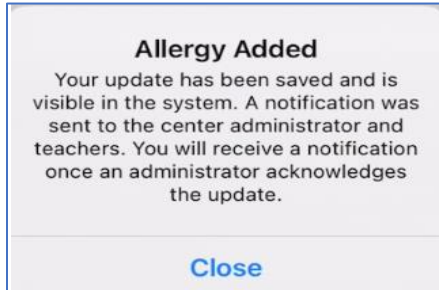
Smartcare for Parents:

Parent iOS

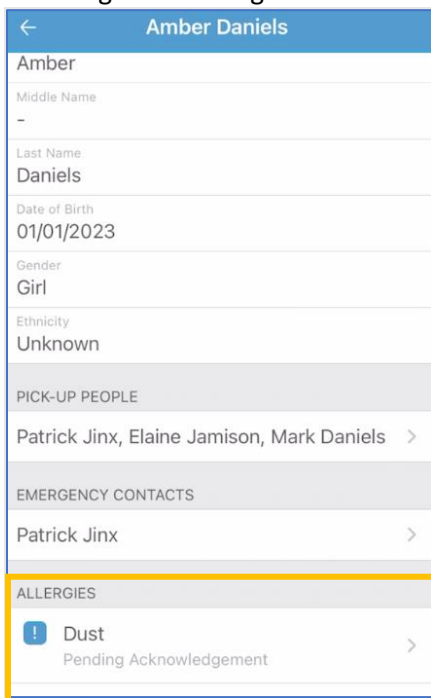
Submitting a Modification

Parents will follow the existing flow for adding or modifying a child's allergies and modifying, adding, or removing a child's pick-up people.

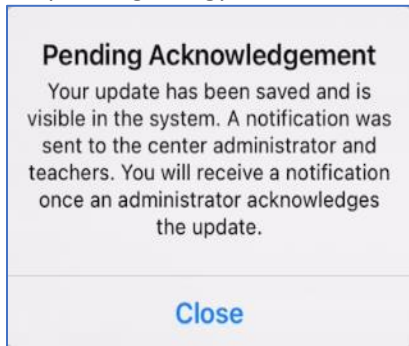
After an allergy submission, a message will appear which states: "Your update has been saved and is visible in the system. A notification was sent to the center administrator and teachers. You will receive a notification once an administrator acknowledges the update."



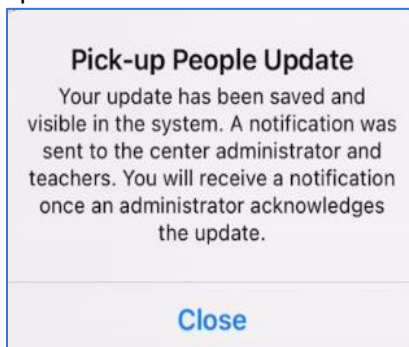
"Pending Acknowledgment" will show below the allergy that has not been acknowledged yet.



If a pending allergy modification is tapped, the message below will show:

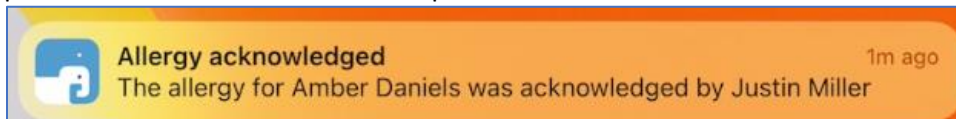


After adding or removing someone from being a pick-up person, a message will appear which states: "Your update has been saved and is visible in the system. A notification was sent to the center administrator and teachers. You will receive a notification once an administrator acknowledges the update."

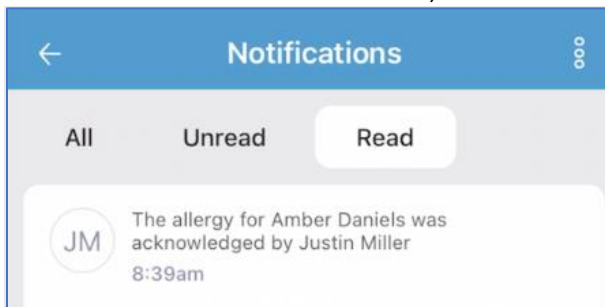


View if a Modification was Acknowledged

Once a modification to allergies or pick-up people is acknowledged by an appropriate staff member, a push notification will be sent to the parent.



Once the notification has been read, it will show in Notifications:



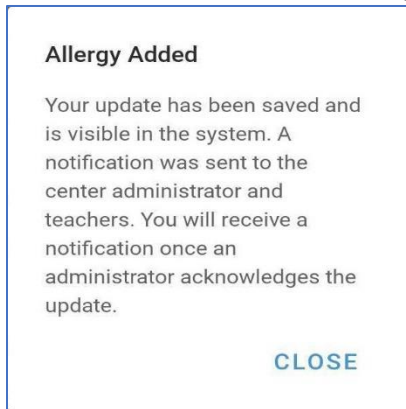
Read notifications are stored in the parent app for 30 days.

Parent Android

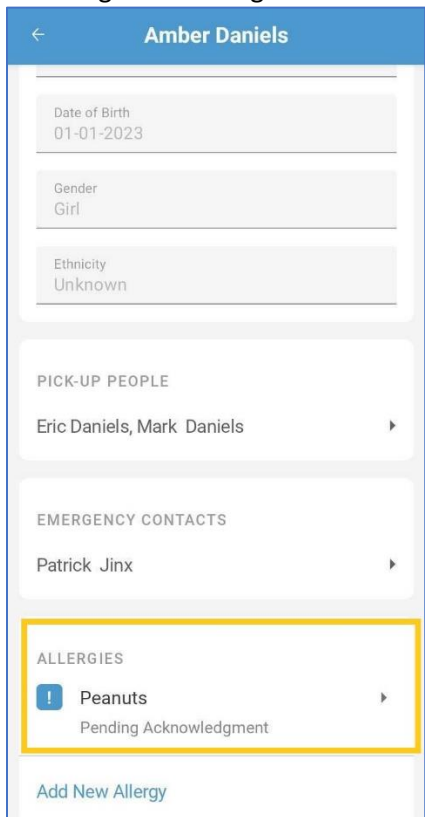
Submitting a Modification

Parents will follow the existing flow for adding or modifying a child's allergies and modifying, adding, or removing a child's pick-up people.

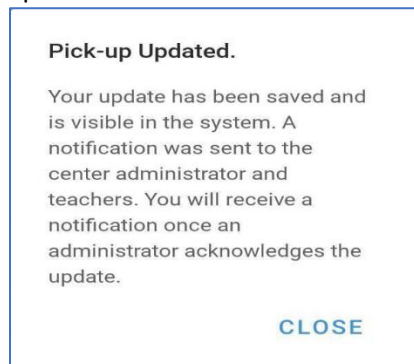
After submission, a message will appear which states, "Your update has been saved and is visible in the system. A notification was sent to the center administrator and teachers. You will receive a notification once an administrator acknowledges the update."



"Pending Acknowledgment" will show below the allergy that has not been acknowledged yet.

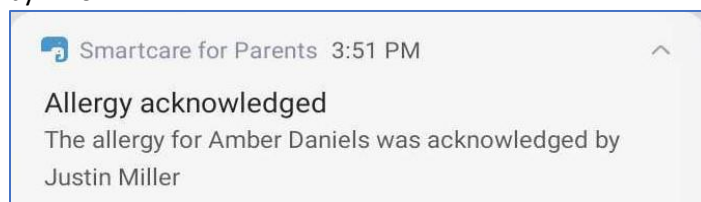


After adding or removing someone from being a pick-up person, a message will appear which states: "Your update has been saved and is visible in the system. A notification was sent to the center administrator and teachers. You will receive a notification once an administrator acknowledges the update."



View if a Modification was Acknowledged

Once a modification to allergies or pick-up people is acknowledged by an appropriate staff member, a message in the Notification Center will state that the modification was acknowledged, at what time, and by whom.



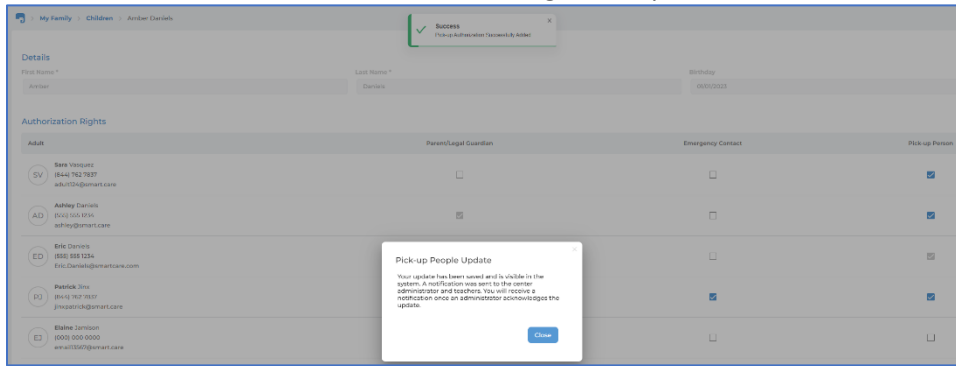
Unread notifications are stored in parent app until they are read while read notifications are stored for 30 days.

Parent Web

Submitting a Modification

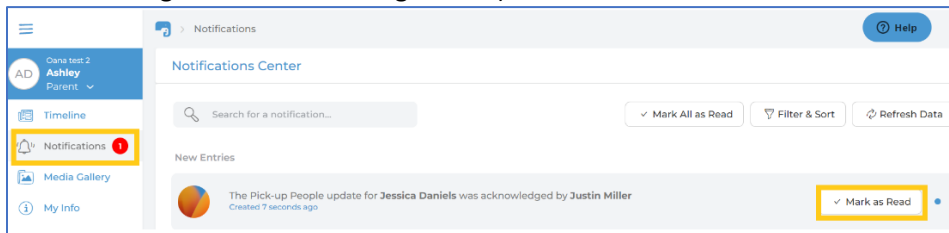
Parents will follow the existing flow for modifying, adding, or removing a child's pick-up people.

After submission, the following message will show for the parent: "Your update has been saved and is visible in the system. A notification was sent to the center administrator and teachers. You will receive a notification once an administrator acknowledges the update."

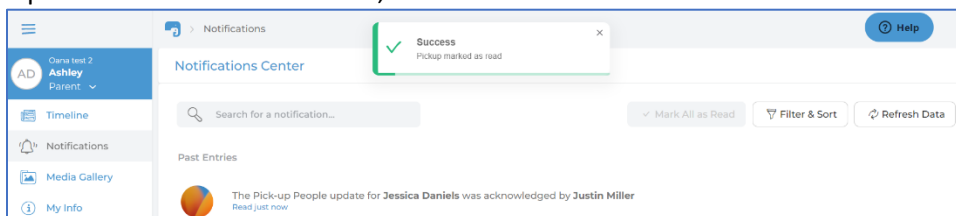


View if a Modification was Acknowledged

Once a modification to pick-up people is acknowledged by an appropriate staff member, a message in the Notification Center will state that the modification was acknowledged, at what time, and by whom. (I need to change this when the bug is fixed).



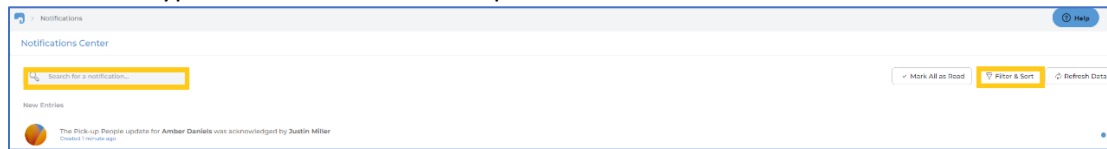
If parents select "mark as read", then the notification is removed from "New Entries" to "Past Entries".



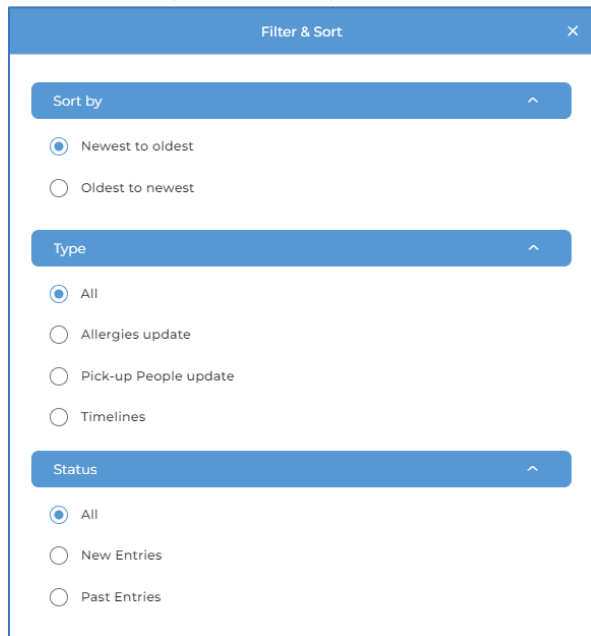
Filter & Sort Notifications

Parents can filter and sort notifications by

- **Search:** Type in a term to search for specific notifications



- **Date:** Newest to oldest or Oldest to newest
- **Notification Type:** All, Allergies Update, Pick-up People Update, Timelines
- **Status:** All, New Entries, Past Entries



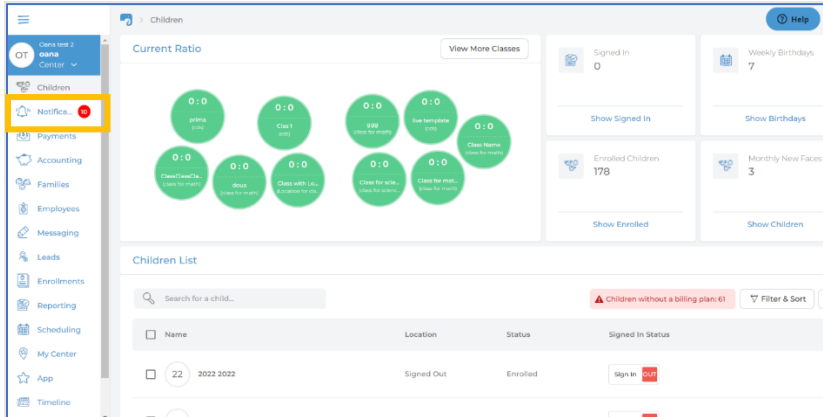
Unread notifications are stored in the parent application until they are read while read notifications are stored for 30 days.

Smartcare for Administrators

Center Web

View Notifications

The Notification Center appears on the left menu bar in the Smartcare Center Web application. If there are new notifications, a red circle will appear with the number of new notifications that are waiting for acknowledgement.



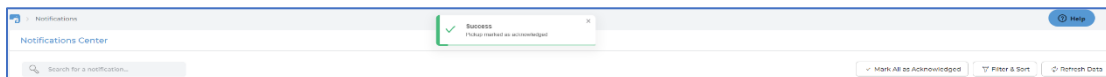
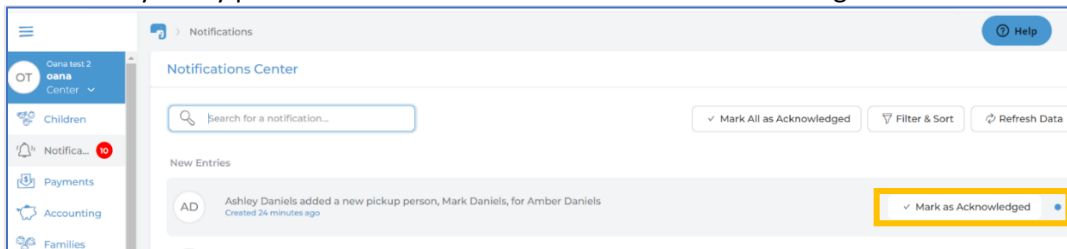
Note:

The first approved administrator to acknowledge the modification from a parent will inform the parent of acknowledgement. However, all other approved administrators and directors will still see the notification as new until they acknowledge it too.

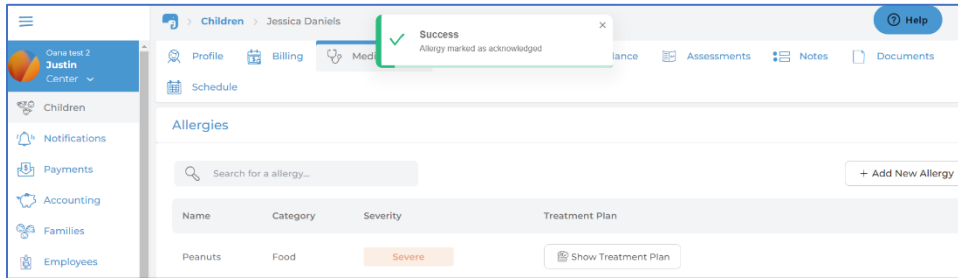
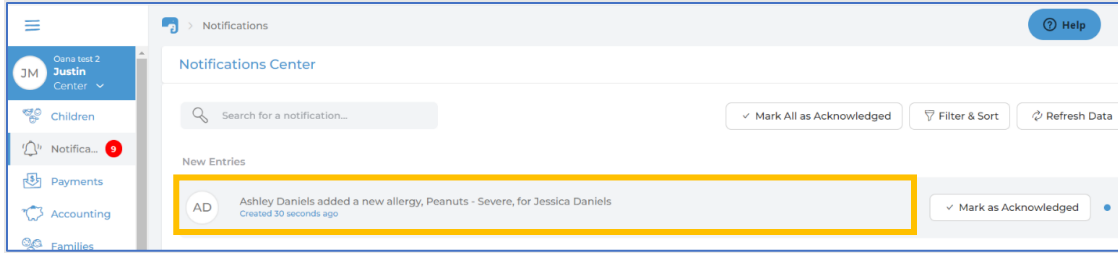
Acknowledge Notifications

Approved administrators and directors have two options to review and acknowledge modifications from a parent.

First, they may hover over the notification and click the box, "Mark as Acknowledged." This will immediately notify parents that the modification has been acknowledged.



Second, they may click the notification itself and they will be taken to the child's profile to view greater details of either the child's allergies or pick-up people. Once the center staff enters the child's profile, the modification will automatically be acknowledged, and parents will be notified.

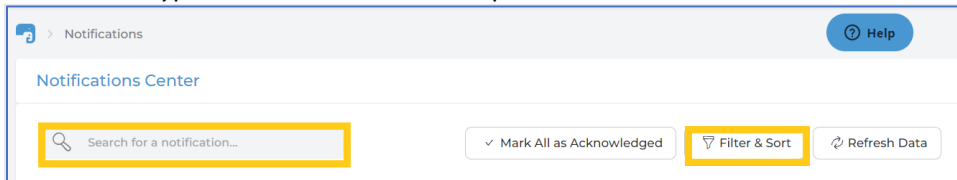


Modifications waiting to be acknowledged will remain in the Notification Center under New Entries until acknowledged by the user. Once a modification has been acknowledged, it will continue to appear in that user's Notification Center under Past Entries, for 30 days.

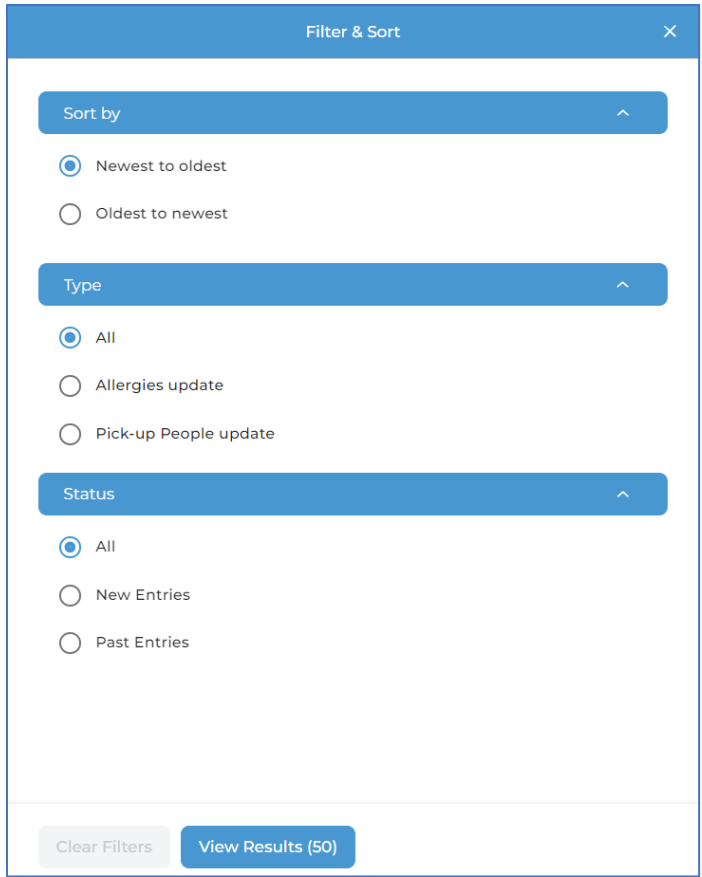
Filter & Sort Notifications

The Notification Center offers multiple means to search for and filter notifications. They include:

- Search: Type in a term to search for specific notifications

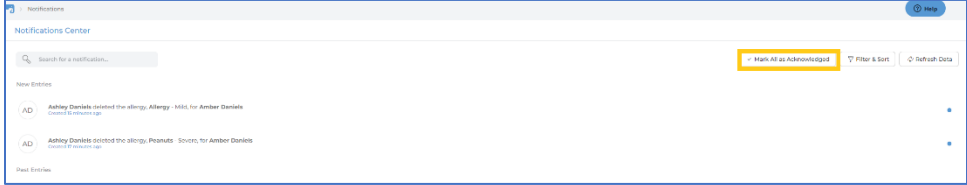


- Date: Newest to oldest or Oldest to newest
- Notification Type: All notifications, Allergies Update, Pick-up People Update
- Acknowledgement Status: All, New Entries, Past Entries

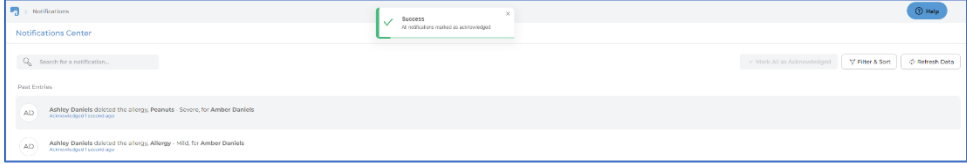


Bulk Update Notifications

The notification center allows for the bulk update of notifications from “New Entries” to “Past Entries” in a user’s Notification Center by selecting “Mark All as Acknowledged”.



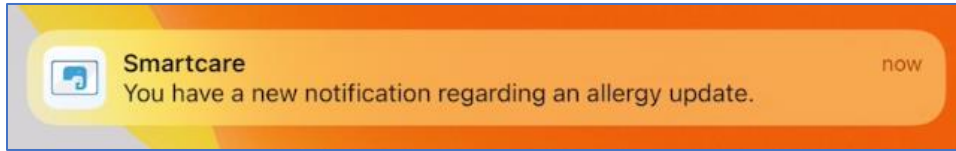
Users will need to select "Confirm" for the changes to be saved.



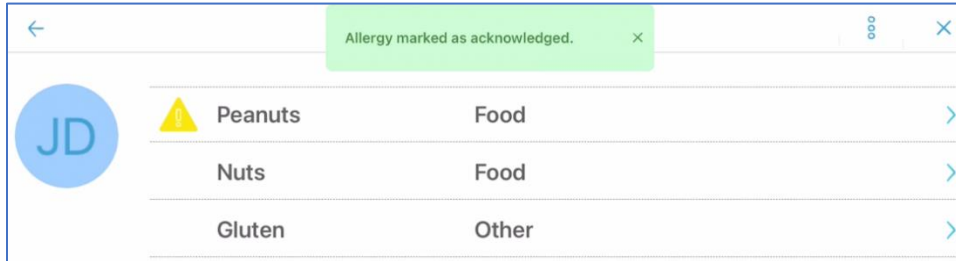
Center iOS

View Notifications

Once a parent submits a change, a push notification will be displayed on the device.

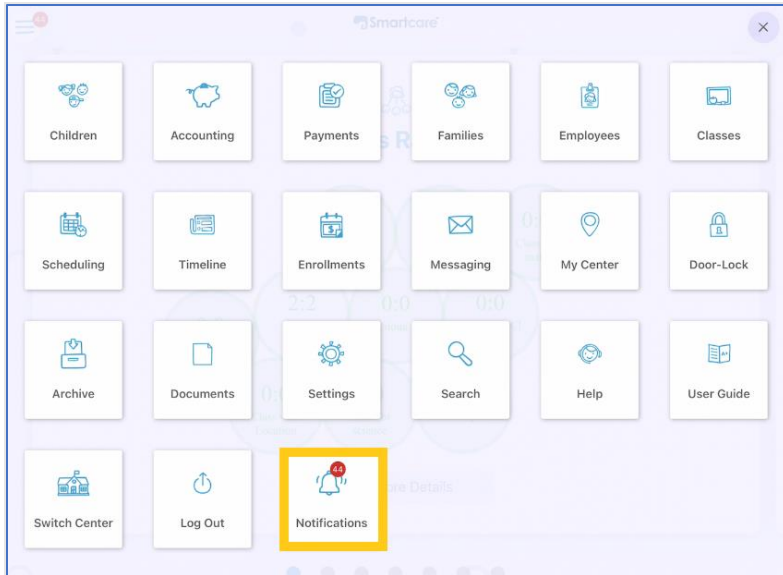


If user taps on the notification, they are taken to child's allergies or to child's people.



The Notification Center appears if we tap the three lines from the left. If there are new notifications, a red circle will appear with the number of new notifications that are waiting for acknowledgement.





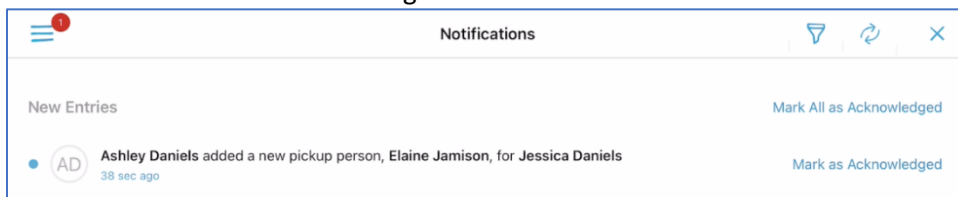
Note:

The first approved administrator to acknowledge the modification from a parent will inform the parent of acknowledgement. However, all other approved administrators and directors will still see the notification as new until they acknowledge it too.

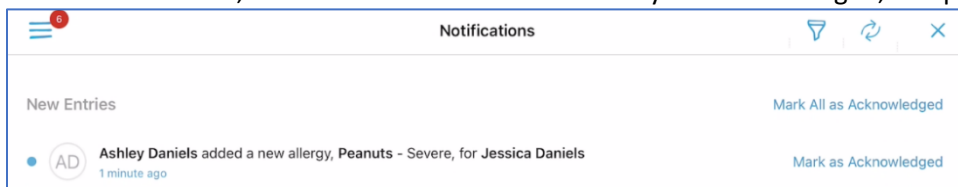
Acknowledge Notifications

Approved administrators and directors have two options to review and acknowledge modifications from a parent.

First, they may select "Mark as Acknowledged". This will immediately notify parents that the modification has been acknowledged.



Second, they may tap on the notification itself and they are taken to the child's allergies or to child's people to view greater details of either the child's allergies or pick-up people. Once the center staff reaches that screen, the modification will automatically be acknowledged, and parents will be notified.



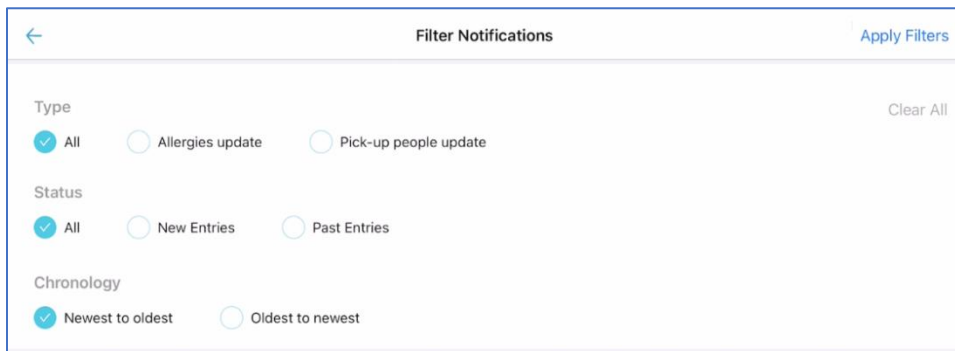


Modifications waiting to be acknowledged will remain in the Notification Center under New Entries until acknowledged by the user. Once a modification has been acknowledged, it will continue to appear in that user's Notification Center under Past Entries, for 30 days.

Filter & Sort Notifications

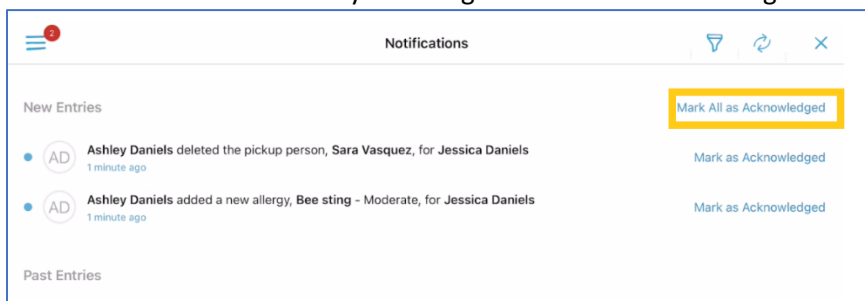
The Notification Center offers multiple means to search for and filter notifications. They include:

- Type: All, Allergies update, Pick-up people update
- Status: All, New Entries, Past Entries
- Chronology: Newest to oldest, Oldest to newest

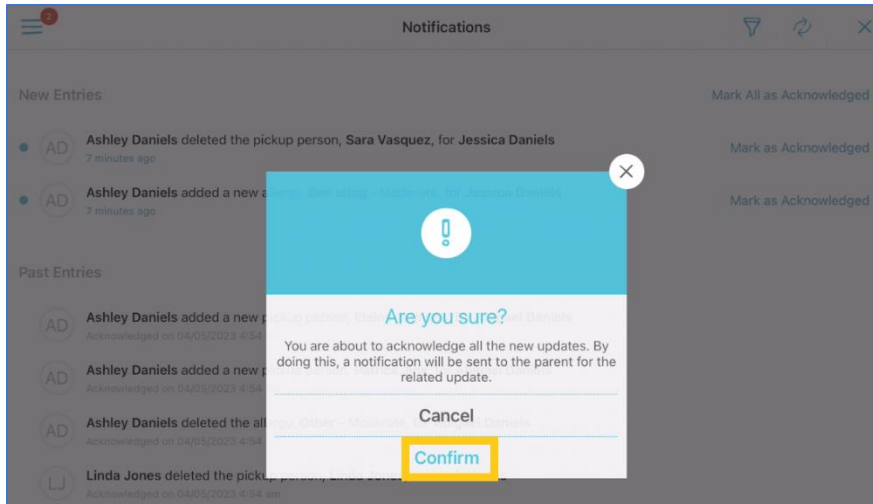


Bulk Update Notifications

The notification center allows for the bulk update of notifications from "New Entries" to "Past Entries" in a user's Notification Center by selecting "Mark All as Acknowledged".



Users will need to tap on "Confirm" for the changes to be saved.

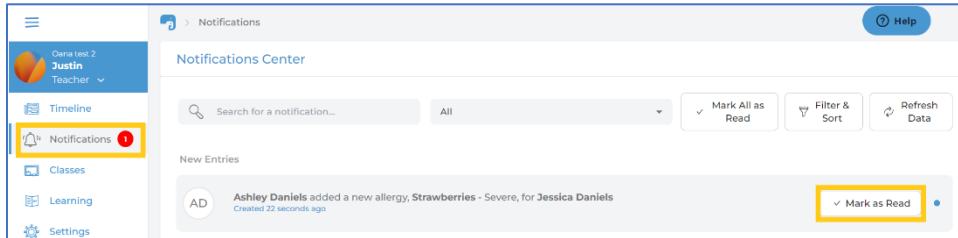


Smartcare for Teachers

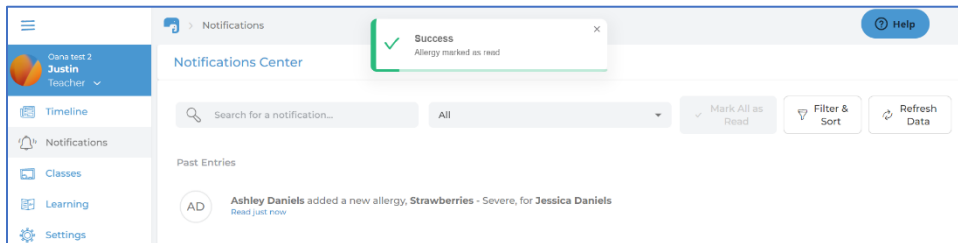
Teacher Web

View Notifications

The Notifications section of the teacher web application will include notifications when a parent submits a modification to a child's allergies and/or pick-up people.



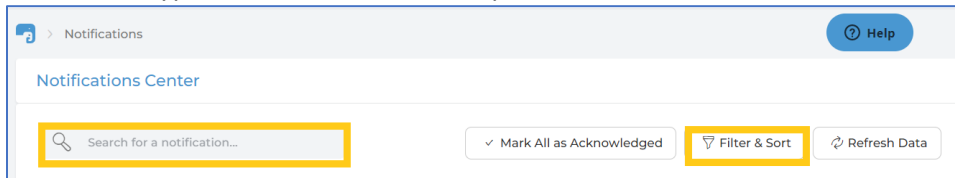
Once the teacher selects "mark as read", they are alerted about the change and the notification is removed from "New Entries" to "Past Entries".



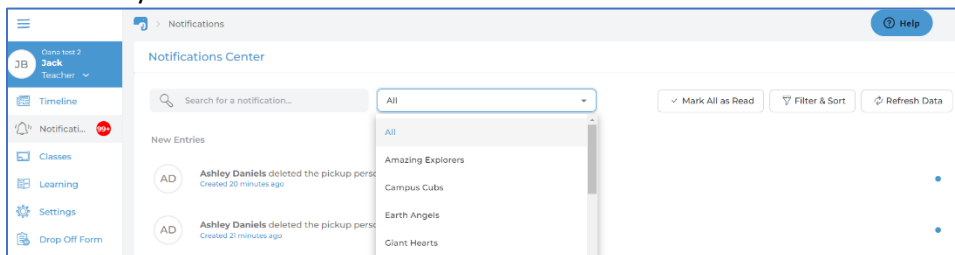
Filter & Sort Notifications

The Notification Center offers multiple means to search for and filter notifications. They include:

- Search: Type in a term to search for specific notifications



- Filter by child's default class



- Date: Newest to oldest or Oldest to newest
- Notification Type: All, Allergies Update, Pick-up People Update, Timelines
- Status: All, New Entries, Past Entries

Filter & Sort ×

Sort by ^

- Newest to oldest
- Oldest to newest

Type ^

- All
- Allergies update
- Pick-up People update
- Timelines

Status ^

- All
- New Entries
- Past Entries