

HomeLINK[®] PORTAL HOW TO GUIDE



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Section 1: Portfolio One View

As a whole view:



1a. What you can find here

The Portfolio One View, is your landing zone once you've logged in.

Here you will find live data regarding your whole property stock. Such as, Fire Alarm activations, head removals and the 8 Environmental Insights.

Here you can also see an overview of all of the devices you have installed and connected.

1b. How to Navigate the Portfolio One View

Active Alerts:

<u>Alarms</u> - This will show you any active alarm activations. You can click the circle, which will take you to an instant report of active alarms.

<u>Priority Maintenance</u> - Made up of (but not limited to) Head Removals, Faults, Prolonged Co2 Levels. Clicking the circle will take you to a report.

<u>Maintenance</u> - Made up of (but not limited to) Mains Absent, Batteries Low & Gateway Offline. Clicking the circle will take you to a report.



1b. How to Navigate the Portfolio One View

Active Alerts Types:

In this section, you will find a break down of all Active Alert Types, along with a total number for each.

You can click on any of the underlined blue text and this will take you to a report that is filtered to the Active Alert Type you are looking for.

Active A	lert Types				89
		#		ÉÐ	0
Priority	Maintenance				
Ø	Head Removed	23	14	0	
Mainter	hance				
Z	Gateway Offline	35	35	0	
	Gateway Battery Low	13	13	0	
ø	Gateway Mains Absent	5	5	0	
1	Gateway Battery Disconnected	5	5	0	

inon Installs

Connected Devices Installed:

In this section you will find a break down of all connected installed devices. It is worth noting that if you have installed devices but have not connected them, will not show here.

You can click any of the underlined blue text and this will take you to a report that is filtered to the Connected Devices Installed that you are looking for.

Please note that this does not show purchased devices it only shows the installed, connected devices.

1b. How to Navigate the Portfolio One View

Insights:

<u>High Risk</u> - The conditions in the property are at high risk of developing into a problem. Investigate at the earliest convenience, dependent on your capacity.

<u>Medium Risk</u> - Become proactive; try keeping an eye on to avoid any high risks developing.

<u>Low Risk</u> - This is positive, things are going well.

You can click the circle on any of the insights and it will take you to a report filtered to the circle you clicked on. For example if you click the High Risk circle the report will show you all properties with a High Risk Insight.

Risk levels are calculated from 0-100 (0 being no risk & 100 being a high risk of developing into something more serious).



onnected	Devices instance	400
B	Environment & Carbon Dioxide Sensor	123
E	Environment Sensor	85
ð	Gateway	73
3	Fire Alarm	69
-	Carbon Monoxide & Fire Alarm	20
۹	Carbon Monoxide Alarm	17

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1b. How to Navigate the Portfolio One View

Insight Type:

The 8 insight types are broken down into colour coded sections by Insight Risk Level; you can click on any coloured bar which will take you directly to a report filtered to what you clicked on.

Red - High Risk Yellow - Medium Risk Green - Low Risk

A breakdown of how the insights are calculated can be found on our knowledge base via the help button on the Portal.



Interactive Map:

Portfolio One View Map - Here you can view a map of where your properties are.

The properties are colour coded by overall risk level.

You can click on the house icon and that will show you the address and blue link to take you to the Property One View.

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Side Bar:

Here you can easily click between sections of the portal.

Portfolio:

- One View Landing page as shown earlier
- <u>Feed</u> Full list of alerts
- <u>Reports</u> Customisable to what you are looking for

Property:

- <u>One View</u> Overall view of individual property chosen
- Fire & CO Breakdown of alerts and Fire and CO devices
- <u>Environment</u> View Humidity and Temperature graphs / Damp and Mould Risk Components Graph / Insights
- <u>Well-Being</u> View CO2 and Temperature Graphs / Insights
- <u>Devices</u> Full list of all connected devices at the property chosen



1b. How to Navigate the Portfolio One View

Admin:

- <u>Accounts</u> Create, manage, amend, delete
- <u>Notifications</u> Create, manage, amend, delete

Finance:

 Here you can view invoices and raise orders. You can see all licences and manage your subscriptions.

<u>Help:</u>

• Access to the knowledge base



Section 2: Reports Tab

As a whole view:

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One View																
Feed	D	Export ~	II Vi	ow ~										0	Manaş	pe Tags
Reports	5	Property	Site	🛇 Tags		왕을 Cold Home Risk	() ^a Damp And Mould Risk		⇒ Draught Risk	O _O Dust Mite Allergens Risk		Excess Heat Risk	/ Heat Loss Risk	🖄 Indoor Air Quality Risk	1	序 Void Risk
Property	0	AL	~	All	~	All 🗸	All	~	Al 🗸	Al	~	Al	Al v	AL	~	AL N
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		168 - 168		AICO DEMO, INSULATION SCHE 123, TEST TAG 1234	ME, TEST TAG	Medium	🔴 High		High	Medium		• Low	Medium	• Low	3	• Low
		Aico Static M	ike.W	AICO DEMO, MW TEST TAG		Medium	• High		• High	• High		• Low	Medium	. Low		• Low

When viewing a report, you can click on any of the blue highlighted properties and this will take you straight to the property one view for that property.

2a. How to Navigate the Reports Tab

Property/Site	Readings	Property	/Site Devic	e Typ	es	* 1	roperty in	sight	5	Рторе	erty Insight S	icores		A	lerts	1	levices
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à 💮 Property(Site 🔇) Tags		4) Cold H Risk	ome	() [®] Damp And Mould Risk		🕫 Drave Risk	м	O _O Dust Mite Allergens Risk		El Excess I Risk	leat	VA Heat & Risk	095	(P) Indeer Air Quality Risk		DF vui Risk
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Reports Navigation Bar:

<u>Property/Site</u> - Report based on property details input at point of install for example, building and heating types across the whole stock.

<u>Readings</u> - Slice and dice readings from your whole stock for Humidity, Temperature and CO2 in whatever way you require - average, minimum, maximum, year, month, week or day.

<u>Property/Site Device Types</u> - Yes/No report of which devices installed i.e yes env sensors

Property Insights - Report of full stock insight risk levels

<u>Alerts</u> - Breakdown of Alerts, Priority Maintenance & Maintenance Alerts for whole stock

Devices - Breakdown of all devices installed across whole stock

2a. How to Navigate the Reports Tab

Property/Site	Readings	Property	Site Device Typ	es	* •	roperty Insight	5	Ртори	erty Insight Scon	15	,	Uerts	D	levices
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👌 💮 Property(Site 🖸	Tags		€) Cold Home Risk	() [®] Damp And Mould Risk		📑 Draught Risk	O _O Dust Mite Allergens Risk		EXCess Heat Risk	VA Hea Risk	rt Loss	(P) Indoor Air Quality Risk		()F void Risk
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Export/View:

<u>Export</u> - Clicking this will give you the option for export the data you're currently viewing as an Excel Spreadsheet or a CSV.

View - Can be used to reset the filters you have added to the data.

Property/Site	Readings	Property	/Site Devic	е Тур	05	* •	roperty	nsight	1	Ртори	erty Insigh	t Score	\$	A	erts	D	vevices	
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Column Filters:

The Column Filters will change dependent on what type of report you are viewing. You can click each to change the way you are viewing the data in the column, for example if you clicked property/site it would change it to showing you the properties in alphabetical order.

Upon clicking the drop downs below the column headers you can filter even further. It allows your to search and adapt what you are looking at.

2a. How to Navigate the Reports Tab

	Property/Site	Readings	Property	(Site Devic	e Typ	es	* •	ropertyl	nsight		Ртори	erty Insight S	icore	•		Uerts		Device	1
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b	Property/Site	Tags		4G Cold H Risk	ome	() [®] Damp And Mould Risk		弓 Dra Risk	ight	O _O Dust Mite Allergens Risk		Risk Excess	Heat	1/h Heat Risk	Loss	(R) Inde Quality I	ior Air lisk	()f ve Risk	id .
0	Al v	u	~	All	×	Al	v	Al	~	Al	~	Al	v	Al	v	Al	×	Al	~

Manage Tags:

A quick way to tag multiple properties is to come into the reports. Select the properties you'd like to tag. Then select Manage tags, input the tag you'd like you like to use, click enter on your keyboard, then finally click save.

2b. The New Property Insight Score Report

As a whole view:

lep	orts 🙆	Connected Properties 80 of 500 (16%)	Monitor 354	ed Rooms		Total Connecte 433	d Devices	A 10	tal Active Alerts	
	Property/Site	Readings Proper	rty/Site Device Ty	pes I	Property Insight:	e Pro	perty Insight Score		Alerts	Devices
D-	Export ~ III V	iew ~							0	Manage Tag:
Ь	Property/Site	🔾 Tags	북음 Cold Home Risk	() [®] Damp And Mould Risk	당 Draught Risk	O _O Dust Mite Allergens Risk	역용 Excess Heat Risk	\\\\ Heat Loss Risk	양 Indoor Air Quality Risk	()* Vok Risk
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	15 - 45 Scot	AICO DEMO	• 31	. 83	6 56	59		9 76	6 56	

Insight Score Report

The new report shows you the risk score from 0-100 for each insight. 0 is no risk and 100 is a really high risk.

The idea behind this is to allow you to be able to work on the properties with the highest risk first.

THE DIDERCES TO COULTING TO VELOTE.	The	brackets	for	each	risk	level	are:
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Insight Risk Level	Colour	Score
Low		0-33.3
Medium		33.4-66.6
High		66.7-100

Section 3: Property One View

As a whole view:



3a. How to Navigate

Property Details:

Inputted at point of install. Can be edited using the small button on the right hand side that looks like a pencil and paper.

Tags:

Tags can be added to help you identify if a property belongs to a certain project or area, etc. Tags are currently free text so you're able to add whatever tags you'd like to properties.





Insight Risks:

This is a colour coded breakdown of the insight risks for the property. They are colour coded using the colouring we spoke about on Page 4, relating to Insights Risk.

If you click on the circle, it will show you the risk at room level rather than whole home.

The different icons help you distinguish which room the risk is coming from, for example the bed icon would indicate bedroom.

0 • **•** • • • 0 • • • • • 0 (f) 0 ۲ 0

Humidity, Temperature and CO2 data is taken every 15 minutes. The calculations on how this data is used to generate our insights, can be found on our knowledge base.



3a. How to Navigate

Timeline:

The timeline is a breakdown of insight risks raised in the time period chosen to look at. It will default to all time.

To view resolved insight risks, you would need to change your view to detail on the left hand side and then you can click filter and tick 'Include Resolved'.

If you want to export this data, you can click table along the left hand side and then you will have the option to export via Excel or CSV.

On the right hand side you can see the button to add a note. We advise you add notes as often as you can; including any works done at the property so you can then see if that work has been successful if the risk level changes.

Timelin	,	
Group	Detail Table	Rote Fiber
EA	Draught Risk Medium Insight	з
	This property or room is at medium risk of being a draughty home	
	ACTIVE	3 15 Oct 2023 03:00
0°	Damp And Mould Risk High Insight	3
	This property or room is at high risk of having damp and mould	
	ACTIVE	🕲 13 Oct 2023 03:00
E۵	Poor Air Quality Risk Medium	2
	This property or room is at medium risk of having poor air quality	
	ACTIVE	3 08 Oct 2023 03:00
0°	Damp And Mould Risk Medium Insight	2
	This property or room is at medium risk of having damp and mould	
	ACTIVE	O 25 Sep 2023 03:00
EA	Dust Mite Allergens Risk Medium Insight	а
	This property or room is at medium risk of having dust mite allerge	ns
	ACTIVE	O 23 Jul 2023 03:00







Location:

Not always available on New Build Properties.

The house is colour coded on the map using the colour of the risk level for the overall property. You have a simple map and street view.

If the location is incorrect you can use the edit button on the right hand side.

Side Bar:

Property:

- One View Overall view of individual property chosen
- Fire & CO Breakdown of alerts and Fire and CO devices
- <u>Environment</u> View Humidity and Temperature graphs / Damp and Mould Risk Components Graph / Insights
- <u>Well-Being</u> View CO2 and Temperature Graphs / Insights
- Devices Full list of all connected devices
 at the property chosen

Section 4: Property Data

As a whole view:

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	Durip & Mould Risk	Heat Loos Rosk	Damp and Would Risk Components ()		
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	10000	() 13 JU 2023 (0.00			
	(ii) Property Note	0	Ap 22 - 24 22	Out 10 Jan 10 Apr 10 -	w10 0x10 Jac10
	Note	0		Browman M - Klater - Gang 1935 - Data	
		() - 12 Jun 2022 14 26	Temperature - All		
			Annual Al	Edge Lateral	
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				Sarah Mana	WAR MAN

4a. Environment Tab

<u>Insight Risk Icons</u> these are interactive, if you click them they will show you the room level risk as colours.

<u>Monitored Rooms</u>, just a quick show of how many rooms within this property are covered.

<u>Time to lose 1°C</u> is showing you how good the thermal performance of the property is based on how quickly temperatures drop. The calculations can be found on the Knowledge Base but the higher the better!
 Monitored Rooms

 4

 01
 Time to Lose 1°C

 77 minutes

 01

 Total Active Alerts

 0

Damp and Mould Risk ④

<u>Total Active Alerts</u> will show how many alerts are happening within the property.

Timeline:

The timeline is a view of the insights / events for the property you are looking at. It is worth noting that if you change the date range, this will change the insights you are viewing to ones during the date range chosen.



0

Heat Loss Risk

4a. Environment Tab

<u>All Button</u> this button will allow you to change the date range you are looking at.

<u>Need Help</u> - this button will take you to our Knowledge Base where you can find a variety of resources.



Humidity Graph

Along the top of each graph you can see an average reading and the latest reading. On the left axis you have 0% - 100% and the dates along the bottom axis.

The red dotted lines are the minimum and maximum recommended levels for humidity. You can click on the room names below the graph and toggle which rooms you are looking at.

You have the ability to chose table view instead of chart view which is where you can export the humidity readings if needed. The data you're viewing in the table will be inline with the date range selected.

Image: All Image:

Temperature Graph

Along the top of each graph you can see an average reading and the latest reading. On the left axis you have -10 degrees to 40 degrees and the dates along the bottom axis. The red dotted lines are the minimum and maximum NHS recommended levels for temperature.

You can click on the room names below the graph and toggle which rooms you are looking at.

You have the ability to chose table view instead of chart view which is where you can export the temperature readings if needed. The data you're viewing in the table will be inline with the date range selected.



4a. Environment Tab

Damp and Mould Risk Components

This can be found on the environment tab and is what you need to click to open up the below graphs.

Damp and Mould Risk Components ①

Damp and Mould Risk Components Graph The graph is showing risk level from 0 to 10. 0 in the middle and 10 being on the outside.

For an in depth understanding of this graph you can click the little "i" button and that will take you to Knowledge Base.



Damp and Mould Risk Components Continued

The new risk score graph can be found within the SvE dropdown.

This is showing the same 0-100 score as the new report but over time and will react to your date/time selection at the top of the page, much like the temperature & humidity graphs

By default, you will see the 10-day moving average for each room. You can, however, display the value that is calculated for each room on a daily basis, too. To do this, use the "Raw values" toggle at the top right of the graph.

The idea of this graph is to help RSL's see if the risk level changes and reduces after doing any form of intervention.



4b. Wellbeing Tab

As a whole view:



4b. Wellbeing Tab

<u>CO2 Graph</u>

Along the top of each graph you can see an average reading and the latest reading. On the left axis you have OPPM - 10,000PPM and the dates along the bottom axis. The red dotted line is the maximum recommended levels for indoor CO2 levels.

You can click on the room names below the graph and toggle which rooms you are looking at.

You have the ability to chose table view instead of chart view which is where you can export the CO2 readings if needed. The data you're viewing in the table will be inline with the date range selected.

Further information regarding CO2 can be found to the left of the graph, please see below.



4b. Wellbeing Tab

<u>Risk Circles</u> - you can click these are they will show you a room icon.

<u>Carbon Dioxide Levels Info</u> - if you click the little arrow it will show you a drop down explaining the impacts at different PPM levels.

<u>Monitored Rooms</u> - shows you how many rooms in this property are connected <u>Total Active Alerts</u> - shows you any alerts that are active at this moment in time



Temperature Graph

Along the top of each graph you can see an average reading and the latest reading. On the left axis you have -10 degrees to 40 degrees and the dates along the bottom axis. The red dotted lines are the minimum and maximum NHS recommended levels for temperature.

You can click on the room names below the graph and toggle which rooms you are looking at.

You have the ability to chose table view instead of chart view which is where you can export the temperature readings if needed. The data you're viewing in the table will be inline with the date range selected.



4b. Wellbeing Tab

Timeline:

The timeline is a view of the insights / events for the property you are looking at. It is worth noting that if you change the date range, this will change the insights you are viewing to ones during the date range chosen.



4c. Fire & CO Tab

As a whole view:



Device List

The device list on the Fire & CO Tab will only show you the devices relevant to Fire & CO along with the Gateway.

The battery infographic showing is the device life since the device came out of the factory; it is not since install.



4c. Fire & CO Tab

Timeline:

The timeline is a view of the insights / events for the property you are looking at. It is worth noting that if you change the date range, this will change the insights you are viewing to ones during the date range chosen.



4d. Devices Tab

As a whole view:

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4 Partisia	Location	G Device	III Installation	? Status			
Property One View Fire & CO Environment Weil-Being	🛱 Garage 450 (Garage)	EMAGO EMAGO ELACOSSORY Alam Control	24 Feb 2022 Atom Type-date Type Age: 2 years	Good @ (()) Seen: 10 days ago			
Devices Admin Finance Help	Simons Desk (Attic)	Eldoo Smartink Eldoway Gotreo	11 Feb 2022 Adam Tatur date 550 50 Age: 3.9 years	Good O			
	δ _η Living 1025 (Living Room)	EUXco E11020 Temperature & Hemidity Sensor Concrete	14 Jul 2022 Adam Tagan-disar Res. Age: 2 years	Good O Co Seen: an hour ago			
	ញ្ញិ Conservatory 650 (Conservatory)	EVAco E460/ Optical Alarm revision	24 Feb 2022 Adam Data States Form Age: 3.4 years	Good O Coo Last tested: 10 days ago Seen: 10 days ago			
	E Kitchen	Eluco Enozs Humidity & Co2 Sensor	14 Juli 2022 John Tajur date	Good O Seen: an hour ago			

Device List

Unlike the Fire & CO tab, the Devices Tab will show you all of the connected devices within the property you are looking at. This will include, the battery life, signal strength, location name of the device, and the serial numbers.

You can click on the device to see a device-specific timeline, helping you identify if there are any problems with the device.

Section 5: Admin - User Accounts

As a whole view:

â	Search for a Property						i Need He	ip? ML [→
HomeLINK	Accounts	😸 Dashboard Account	Installer Acco	unt	Resident Account	Contact Account		
Admin	D- Export ~						S Create New	A Manage Groups
Accounts Notifications	& Ella CO Site User Name	Sø User Type	28. Groups	음 First Name	운. Last Name	😒 Email Address	6 Phone Number	g) Channels
Finance	Any 👻 Any	v Any v	Any 🗸 🗸	Any 🗸	Any 🗸	Any 👻	Any 🗸	Any 🗸 🗸
Help	ACO_HOMELINK_DEMO adam.taylor	drake Standard	TINAHELLO	Adam	Taylor-Drake	adam+ahd@homelink.co	07912221904	EMAIL, SMS
	ACO_HOMELINK_DEMO alex.parker	Standard		Alex	Parker	alex.parker@alco.co.uk	07771925697	EMAIL, SMS
	AICO_HOMELINK_DEMO michael.cou	pland Standard	ALEX GAS TEAM	Michael	Coupland	michael.coupland@aico.co.uk	NA	
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	AUCO_HOMELINK_DEMO racheLwrigh	t Standard	ALEX GAS TEAM	Rachel	Wright	rachel.wright@aico.co.uk	07463909799	EMAIL, SMS

5a. How to Create User Accounts

To Create:

- Click Create New
- · Fill in form below, with new users details
- Only select Read-Only if you would like the user to not be able to make changes (Readonly users cannot create/amend user accounts of any kind, notifications, tags or notes).
- Ensure at least one communication channel is selected to enable the user to receive notifications
- Once completed, click save

Once created the new user will receive an email, with their username and password. Along with a link to the Portal.

anage Account		
Permissions		
Read-Only		
Username *		
First Name •		
Last Name *		
Communication Cha	innels	
Phone Number	all	
Temporary Passwor	d •	

Anage Groups

Create New

5b. How To Amend or Remove a User

To amend or remove:

- · Select the users by ticking the box next to their name/names
- This will open up the Manage Account box for you
- Here you can amend any of the information you see
- Once completed, click "Save"
- If removing click the "Remove" button at the bottom.

If the user needs a password reset, follow the same process and just click "reset password"

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r	Portfolio		🐮 Dashb	oard A	ccount	Installer Ac	demo@homelink.co			
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5c. How To Set Up User Groups

To set up a group:

- Select the users you wish to group by ticking the box next to their name/names
- Click manage groups
- Use free text to fill out the "enter tags to add" box. Hit the 'tab' or 'return' button on your keyboard or click somewhere on the 'Manage Groups' box to create the group name.
- Once completed, click save

To remove the groups, follow the same process but use the "enter tags to remove" box rather than the "enter tags to add" box.

Section 6: Resident Accounts

As a whole view:

м	lanage Groups
	Specify groups to add or remove from the 1 selected users
	Enter tags to Add
	Enter tags to Remove

								-	
ti	(A) Search for a Property						AI	i Need Help?	ML [→
HomeLINK	Accounts								
Ar Portfolio		Dashboard Acc	ount 1	nstaller Account	🖨 Resident Ac	count	Contact Accou	unt	
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Accounts	la Di Property	Groups First Name	East Name	Email Address	Phone Number	다. Channels	G Residency Start	G Residency End	East Logged in
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Finance	Office_demo_002 -								
Help	ITD 350 Bristol Business Pr B5161EJ	K RESIDENTS SIMU	Office denot	omelink@gmail.com	NJA	NATIVE	24 Feb 2022	3 Jan 2022	Tenancy Ended

6a. How to Create/Terminate/Amend Resident Accounts

To Create:

- Click Create New
- Chose the property address the tenant belongs to
- Fill in form below, with the residents details
- Ensure at least one communication channel is selected to enable the user to receive notifications ('Push' is always first preference!)
- Fill out the tenancy start date and leave the tenancy end date blank, unless known
- Once completed, click save

	anage Groups
anage Account	
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Search for a Property	
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.ast Name *	
SMS Email Push	
Email *	
Thone Number	
Jenancy Start *	
dd/mm/yyyy	
Jenancy End	
diddee as be seen	-

6a. How to Create/Terminate/Amend Resident Accounts

To remove the resident from the resident app, simply come back to the residents app tab, select the resident and enter a tenancy end date. This will kick them out of the resident app permanently when that date passes.

To amend a residents details, select the resident, select manage account, edit details, click save.

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ast Name *	
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24/02/2022	
enancy End	
03/01/2022	

6b. How To Find Help For Resident Accounts

To find help:

- Click need help on the top right corner of any dashboard page in the portal - this will take you to Knowledge Base
- Click Residents once on the Knowledge
 Base
- Click into any support resource you need within the Knowledge Base







6c. Want To Try The Resident App yourself?

Simply follow these steps:

Step 1: Download the app from the Playstore or Apple Store (search for "HomeLINK App for Residents)

Step 2: Enter your email address (any of your email addresses will suffice, you do not need to have a Resident Account created beforehand)

Step 3: Under "Postcode", enter the following: DEMO

Step 4: You're in! You will be greeted by the walkthrough on the app. Once you've gone through that, you will be able to navigate as a Resident.

Step 5: When you turn the dial and navigate to a room, you will see the 5 different Linky Moods at the very top, as seen in the gif below. *Note: This does not appear for the Resident.* We use Linkys Moods to assign the level of severity of a home's health and in the Demo Mode, we have added them as *buttons* you can tap on to see how conditions differ between them. **Note: This is just an example of a mixture of conditions that will trigger each of Linky's Moods.**

Section 7: Notifications

As a whole view:

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A	Finance		ACTIVE	test	email plus sms	Silviu_SN	Any	All	Any	Email,Sms	Immediately	Silviu Nistor	22 Sep 2023		
۲	Help		ACTIVE	Sawyers	Sawyers	RSM - Trev House	Co Alarm Activated, Co Alarm Stopped, Device Tested Via Button, End Of Life, Fire Alarm Activated, Fire Alarm Stopped, Oateway Mikins Absent, Gateway Mains Present, Gateway Offline, Head Ok, Head Removed, High Level Co Detected, Mains Absent, Mains Present	IA	kny	Sms	Immediately	Trevor Sawyer	17 Dec 2023		
			DISABLED	Mark Wood Demo	Mark Wood Demo CDM	MARK WOOD CDM	kny	AI	Any	Email,Sms	Immediately	MArk Wood	22 Nov 2021		
			ACTIVE	Gareth Butler	Damp and Mould	Aico_Static_G8	Co2 All, Damp And Mould	AI	Any	Email	Immediately	Gareth Butler	21 Sep 2022		
			ACTIVE	Alex Parker	testing	CARL BOOT	CO2 ALL, CO2 MEDIUM, DRAUGHT	All	Any	Email	Every Month	Daniel Little	13 Apr 2022		
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			ACTIVE	Demo	Demonstration	Cam_Office	Battery Low	Al	from: 09:00:00 to: 09:01:00	Email	Immediately	GAS TEAM	22 Jul 2022		
			ACTIVE	fire team	Fire	DEMO	Any	All	Any	Email, Sms	Immediately	Michael Coupland	13 Feb 2024		

7a. How To Create A Notification

Creating a Notification:

- Click Create New
- <u>Name</u> what you'd like the notification to be called
- <u>Description Box</u> this is what will show in the email notifications subject line, upon receiving the notification
- For Properties you have 3 options. All will set up for all properties in the RSL's stock, Tagged With - will generate notifications for the properties that are tagged with that specific tag (to refresh on tags go to the Property Chapter), if you choose specific this will allow you to choose specific addresses.
- <u>When Event</u> The event or insight type(s) the RSL wants the Notification to relate to.
- <u>Are Received</u> is looking at when the event occurs for it to trigger this notification, not when it is going to be sent out***
- <u>Then Send</u> Select the frequency you'd like the notification to be sent, if you choose weekly this will be sent on a Monday at 9am, if you choose Monthly this will be sent on the 1st of the month at 9am.
- <u>Via</u> The way you'd like to receive the notification, either email or SMS
- <u>To Contacts</u> Groups, the accounts you have grouped in the account dashboard, Specific is to select individuals
- · Once done click Add to save

***Are Received Continued:

If the RSL is setting up a notification for an Insight Risk please ensure this only set to Any Time and Any Day, as the insights come in at around 2am.

If the RSL is setting up notifications for Fire and CO Activations this can then be customised to suit specific times and days for in hours and out of hours on call teams.

7b. How To Amend/Disable A Notification

Amending/Disabling a Notification:

- Select the Notification you'd like to edit
- The notification box will then open
- You can amend any details you like then click Update to save
- If you'd like to Disable the notification, simply click Disable and this will stop the notification from being sent anymore

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Immediately	
Via * Email 👩 Sms	

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Name *
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When Event *
Are Received Any Time During Specific Times On All Days Specific Days
Then Send Immediately
Via • Email Sms
To Contacts • In Groups Specific
Add

① Create New

Section 9: Need Further Help?

There are a few options for further support!

9a. Knowledge Base

To access the knowledge base you can click any of the need help buttons on the portal.

On the knowledge base you will find an abundance of resources, including things like:

- Insights article, explaining how they are all calculated (Landlords Section)
- How to try the resident app yourself (Residents Section)
- How we can do API's (Developers Section)

Along with so many other support documents.



9b. Technical Support

You can contact the Aico Technical Support department using the below details:

Contact Number: 01691 664 100 Contact Email: enquiries@aico.co.uk Website: aico.co.uk