MIICARE SETUP FOR CARE PROVIDERS

This document will assist you in setting up a MiiCube for a resident as a new care provider through the dedicated dashboard that MiiCare created for you.

You should have received an email with access details (and unique ID) for you to access the dashboard. Your role should be Care Provider Admin, which will allow you to run through this process.

The main steps of the process are:
1. Set up MiiCube and connect it to WiFi network so it's running and online.
2. Create a new resident in the system through the Care Provider Dashboard.
3. Assign the relevant (unassigned) MiiCube to the resident.
4. Configure all personal information for the new resident.
5. Add users / subscribers that will have access to the resident's dashboard.
6. Set up Visitors in the dashboard

Let's review now each of these steps in more detail.

Set up MiiCube and connect it to WiFi

Connect MiiCube to your Wi-Fi. Please follow the steps in the user manual which can be found on MiiCare's support web page (www.miicare.co.uk/support).

Once MiiCube is online and working, you will be able to see this as the Green MiiCube icon on the app or dashboard, and the MiiCube will show a rainbow on its light ring.

Create a new resident

This section will describe how to create a new resident in the Care Provider Dashboard.

1) First, log in to the web dashboard (www.miicube.info) with the care home unique ID that you have been assigned, as a user. You should have received an email indicating that you have been associated with a care home, listing its Unique ID, which should be used for login. Enter the one-time password from your email, and make a new password on your first login.

2) by Selecting "Administrate" on the left panel, you should have access to the admin view.
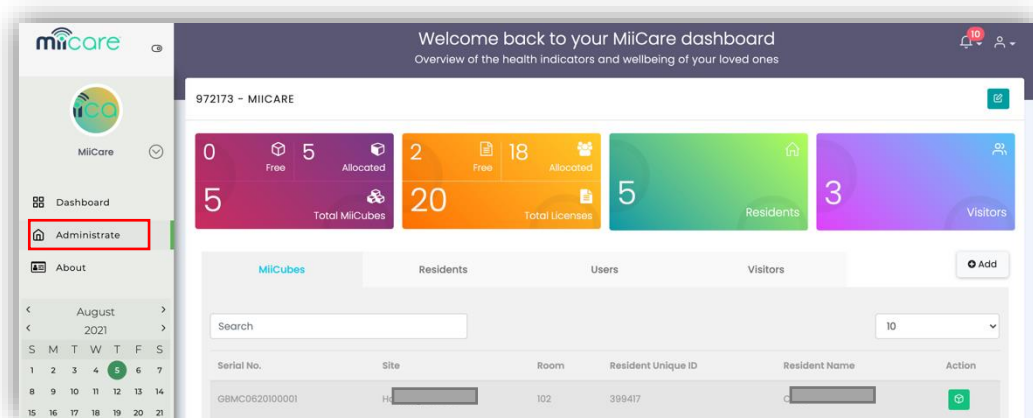
3) Select the "Residents" tab and click the "Add" button on the right hand side.
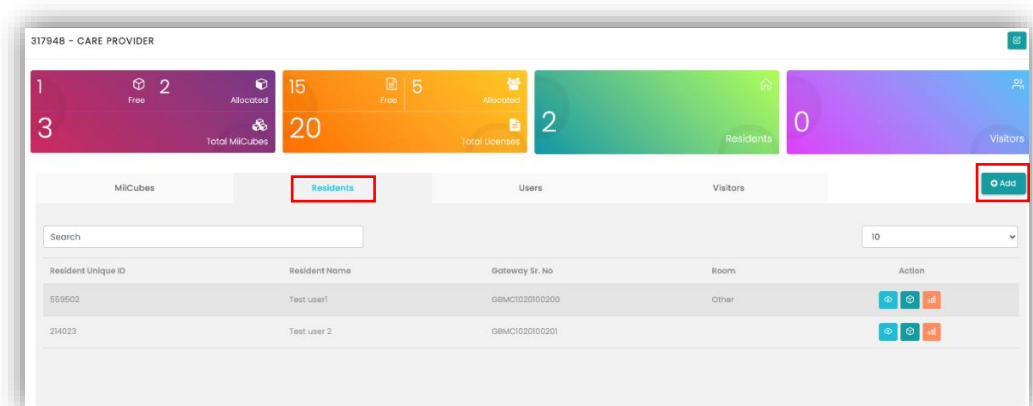
Fill in all details on the pop-up window that appears:

Add in the nickname and pronounced name. The pronounced name is how the Monica the digital care companion inside MiiCube will pronounce the name of the resident out loud. You can spell it in different ways phonetically, so that it is pronounced properly by Monica.

That's it. You have now created a new resident in the system, and they should appear in the list of residents.

Assign a MiiCube to the new resident

1) Select the "MiiCube" tab, which will present all MiiCubes that are assigned to the organisation.

2) All MiiCubes that aren't assigned to any residents will be listed with no residents assigned.

3) The Serial Number corresponds to the MiiCube Serial Number that in on the label on the bottom of the MiiCube.

4) Choose the MiiCube that you wish to assign to the new resident, and select the green configure MiiCube button on the right most Action column. You should select this for a MiiCube that isn't already associated with a resident.
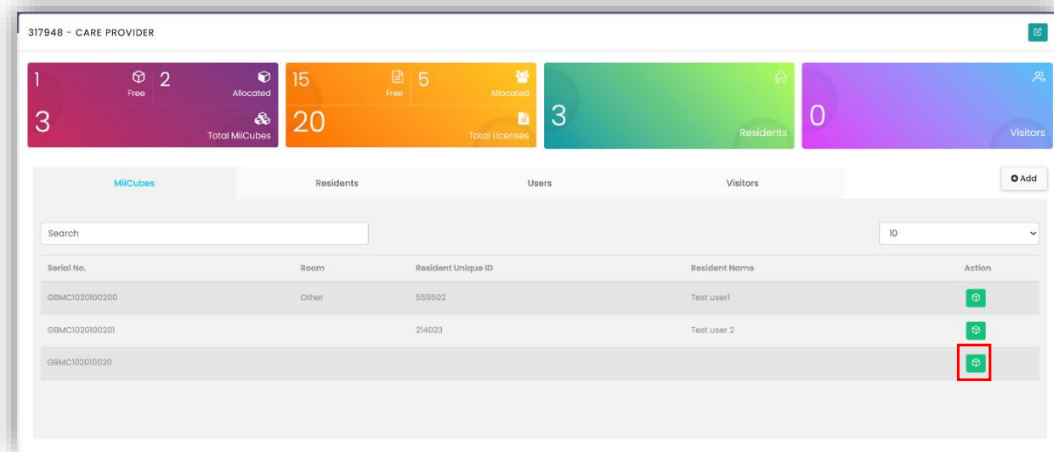

You will be brought to the configuration page for this MiiCube. All sensors and devices have already been added to this list and will be presented.

In order to assign the MiiCube to the resident, select the drop-down menu and select the resident that you want to assign to. Only Residents that have been created and haven't been assigned to a MiiCube will be presented in the list with their Nickname and unique ID.

Optional: You can also choose to name the location that the MiiCube is in, from the "MIICUBE LOCATION" tab (selecting other will allow you to have a custom name for this location).
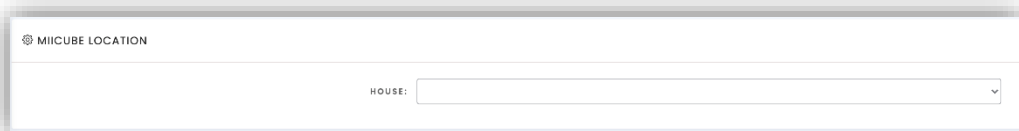

Once done, do not forget to press the "Save MiiCube" button at the bottom of the page.

Note: The MiiCube must be online for you to be able to edit and save these details, so please ensure this is still the case.

Configure the resident's details

Once the resident is assigned to MiiCube, you may update the resident's details in the profile page.

1) Go to the Resident tab and select the Manage Resident Profile (blue eye button).
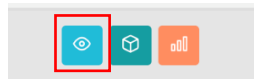
Once again, ensure that MiiCube is online, to allow updating of the resident's details.

2) First click on the blue eye button, that will take you to the resident profile. On the profile you can edit all the information in the "Personal Information" Tab. Make sure that MiiCube is online to change the details.

- Personal information (including DOB, profile image).
- Address (including country and postcode).
- Known conditions (optional).
- Recommendations: these are values that will allow to reflect targets set for them by the care plan, or generally per their personal objectives. For example: number of daily steps, usual sleep time during night, hydration events (if using the smart mug).
- Medications: you may add daily medication reminders. At these times, Monica will remind the resident that its time to take their medication. You can setup few during the day.
- MiiCube interaction levels: these set the interaction levels by Monica, i.e. the rate of which Monica interacts with the user proactively during the day. Default value is medium, but this can be changed per the resident's need.
- SOS contacts: up to 3 emergency contacts which Monica will call in case of a call for help that has been initiated by the resident. Remember to add the country code prior to the number (i.e. +44 for the UK).

Once this has completed, don't forget to click on the save profile button at the bottom of the page.

Note: these settings may be updated and changed by any user that has access to the resident details (including family members and carers that have been set as subscribers for this resident).

Adding a new user

Now that you have set up MiiCube and the resident within the system, you can add new users that will have access to your resident's data, receive notifications, and configure settings for themselves.

This is done by adding a new user to the system.

1) Go to the user tab and select the Add button, to add a new user.
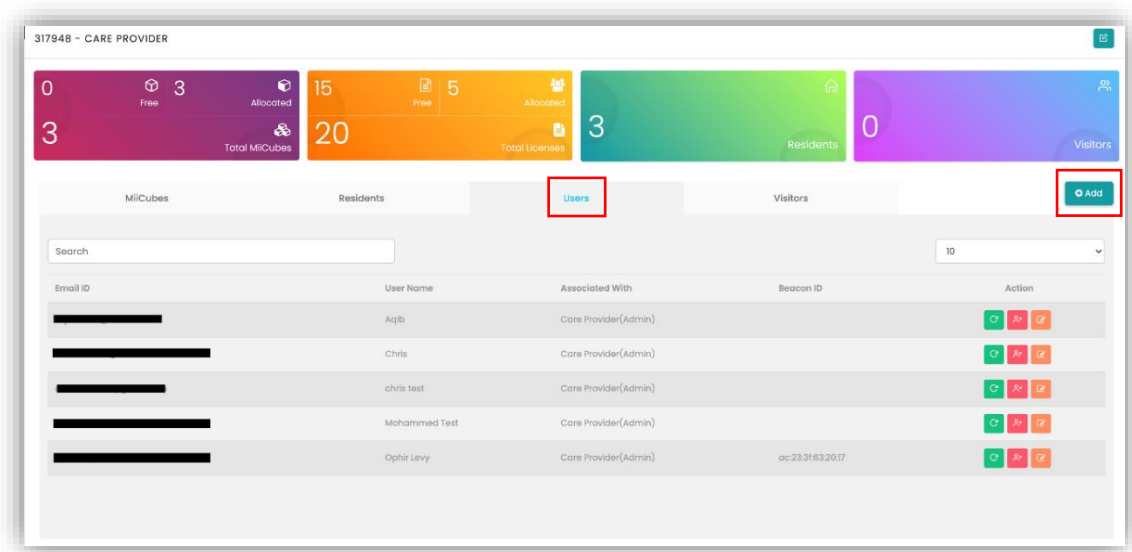
2) "Add New User" window should appear.

First you select the "USER TYPE" (care organisation or individual resident).

If you choose "Individual" as the user type then you need to select the resident, you want to assign that user to. The new user will only have access to this individual resident. This will typically be a family member.

If you choose "Care Organisation" as the user type, then the new user will be assigned to the care provider dashboard and will have access to the organisation dashboard with all residents and their data. This will typically be a carer or a telecare service that monitors the residents' health and safety.

3) As the next step you will need to enter the email address (twice) for the person you wish to add, after that click "Validate". You should set a new username for that user and define the relation / role of that user.

Upon clicking the "Save" button, this new user will receive an email from the MiiCare system with update that he is associated with the residents / care provider

entity in the system. If it's a new user, they will also be provided with login details to the new account that was created for them.

Adding a new visitor

Visitors are people that have been provided with a visitor token. They don't have to be users in the system (but can be).
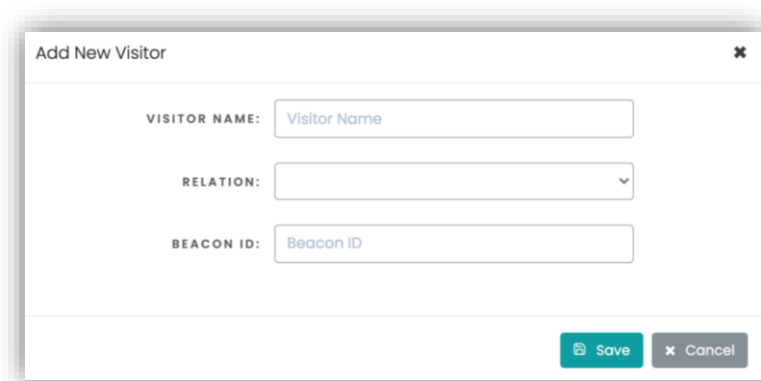If a visitor token has been provided to carers or family members, Monica will be able to detect that token each time that a visitor (carrying this token) entered the vicinity of the resident's MiiCube. Monica will log this visit in the dashboard, indicating who was there, when, and for how long they stayed.

To allocate a token to a visitor, you will need to provide them with a visitor token that you have received from MiiCare.

1) On the management dashboard, you will need to select the Visitor tab and select the "Add" button.

2) A new window will open, allowing you to add details.

The visitor token that you received, will be labelled with its ID on the back of it. This the beacon ID which is a code with 12 characters, each pair separated with colons (:).

Example: **ac:23:3f:71:cc:48**

Smart bracelet

Do not forget to charge the smart bracelet using the USB wall brick and its USB charging cable.
Switch it on by tapping on the face of the watch.
Help the resident to wear the watch on the wrist, snugly (but not too tight) so that it captures vitals and other measurements regularly and explain them how to charge it when Monica will remind them to do so, or charge it for them when Monica mentions it has low battery or it doesn't respond to touch input.

Once it's been worn, the dashboard should start collecting data from the watch hourly and present these readings.

Note that the smart bracelet allows Monica to know when the resident is next to MiiCube. Only then does she talk to them proactively, converse, discuss, notify, and become their companion.

If the smart bracelet isn't being worn, nearby, or charged, Monica will not collect some of the information that is to be monitored and will not approach the resident regularly.

Installing sensors

Once MiiCube is online and the dashboard is set up, it's time to install the sensors that have been provided with the kit around the resident's living space.

Please refer to the instruction manual and to the installation video guide which can be found on the support page on our website: www.miicare.co.uk/support.

You will need to install the Multi-Sensors in the different rooms (they will all be labelled with their assigned location), install the door sensors on the front / back doors, and connect the smart plug to the appliance that it should connected to, all per the manual in the link above.

Validating the setup

Once installation has completed, it will be good to do a test to validate that all is properly installed and working.

***Verify that Monica is working properly***

Make sure that Monica is with rainbow colour, which means connected to the internet and working properly.

Ask Monica something (what can you do Monica, what time is it, what is the weather like, a joke please, etc....) by pressing the top button – or saying "Monica" if wake word functionality is enabled – to verify that she is working correctly and that she is configured with the correct pronounced name.

If emergency contacts have been set up, ask Monica for Help and check that she is working well (just make sure that the emergency contact is aware, so they are not worried when they suddenly receive a call). Monica will call the emergency contact, and will also present an SOS notification on the mobile app.

Sensors:
In order to verify that all sensors work properly, please trigger each (i.e. walk in front of a multi-sensor that should blink red, open or close a door that a sensor is attached to, or switch on / off an appliance that has a smart plug connected to it). Each of these triggers should be visible on the dashboard or on the mobile app:
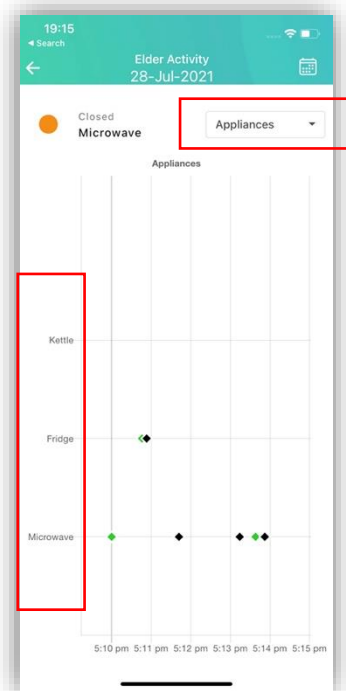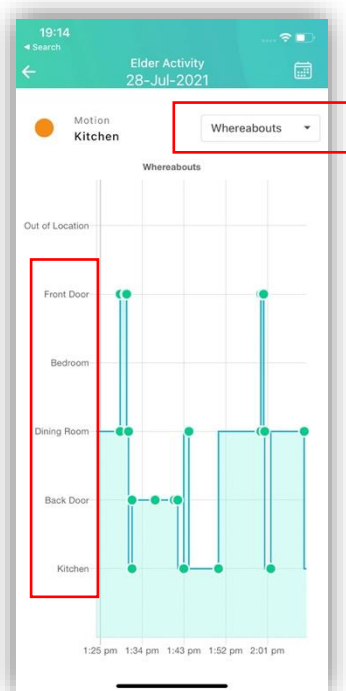
This way, you can make sure all have been installed correctly and are working well.

Note: these can be viewed also on the web dashboard, at www.miicube.info

If you have had any difficulties or issues, you may access the troubleshooting guide on our website, or just contact us through the support page and we will be there to assist.

Visitor token and smart mug:

Ensure that the visitor token and smart mug are generating data that is captured by the MiiCube as shown.

Hydration events are counted with each use of the smart mug

Proximity to MiiCube with a visitor token on will create a visit

If a call for help is requested, an SOS call will be generated, and the app / dashboard will show details.

Note: these can be viewed also on the web dashboard, at www.miicube.info

Conclusion

Thank you for choosing MiiCare! If you ever need help, please address the troubleshooting guide at www.miicare.co.uk/support or refer to the manual for instructions on any part of the MiiCare system. If you need to contact us directly, please open a support ticket on the support page above or send us an email and we'll help solve your problem.

We welcome feedback and ideas! If you have a great idea for how the MiiCare solution can be improved, please reach out to sales@miicare.co.uk or contact us on our website.