Active Older Adults @ Workplace

End User Manual

Version 1.0

Table of Contents

1. Executive Summary 6
2. Login into Active@Work 7
3. Update user profile 8
4. Logout 9
5. Collaborative Module 10
   5.1. What is the collaborative Module? 10
   5.2. Access to Collaborative Module 10
   5.3. Create New Idea 11
   5.4. Search Ideas 13
   5.5. Update Ideas 13
      5.5.1. Set idea value process 14
      5.5.2. Canvas model 16
   5.6. Forum Discussion 18
   5.7. Statistics 19
   5.8. Mentoring 20
6. Skill Development Module 21
   6.1. What is the Skill Development Module? 21
   6.2. The link to the skill Development Module 21
   6.3. Personal Skills 22
      6.3.1. Hard Skills 23
      6.3.2. Soft Skills 25
   6.4. Training Catalogue 27
7. Cognitive Module 28
   7.1. What is the Cognitive Module? 28
   7.2. Installation Manual 28
      7.2.1. User Materials 28
   7.3. First use 29
   7.4. At Server Side 32
      7.4.1. My Profile 32

7.4.2. Well-Being History 36
7.4.3. Measurements 36
7.4.4. Dashboard 37

Table of Figures

Figure 1: Active@Work main interface 6
Figure 2: Active@Work Login interface 7
Figure 3: Edit user profile access 8
Figure 4: User profile Interface 8
Figure 5: Logout link in main interface 9
Figure 6: Collaborative Module access 10
Figure 7: Collaborative module main page 11
Figure 8: Create New Idea part 1 11
Figure 9: Create New Idea part 2 12
Figure 10: Create New Idea part 3 12
Figure 11: Searching ideas 13
Figure 12: Idea interface and update button selection 14
Figure 13: Idea interface and save button selection 14
Figure 14: Idea change Status 15
Figure 15: Give a value of each idea 15
Figure 16: “Upvoting” “downvoting” button 16
Figure 17: “Canvas Model” button 17
Figure 18: Business Model Canvas of one Idea 17
Figure 19: save button of the Business Model Canvas 18
Figure 20: Forum Discussion 18
Figure 21: Statistics link 19
Figure 22: Statistics 19
Figure 23: Mentoring Link 20
Figure 24: Real time chat 20
Figure 25: Skill Development Module 21
Figure 26: Main page of the Skill development Module 22
Figure 27: Dashboard of the Personal Skills 22
Figure 28: Hard Skills I 23
Figure 29: Hard Skills II 23
Figure 30: adding certifications and expertise - Hard Skills I 24
Figure 31: adding certifications and expertise - Hard Skills II 24
Figure 32: Edit or delete a certification or expertise- Hard Skills 25
Figure 33: Soft Skills 25
Figure 34: adding certifications and expertise - Soft Skills 26
Figure 35: Edit or delete a certification or expertise - soft skills 26
Figure 36: Training Catalogue 27
Figure 37: Main page of the cognitive module 32
Figure 38: My Profile 32

Figure 39: Personal Data 33
Figure 40: Optional Personal Data 33
Figure 41: Clinical Profile 34
Figure 42: Add Clinical Profile I 34
Figure 43: Add Clinical Profile II 35
Figure 44: Emergency Contacts 35
Figure 45: Add Emergency Contacts I 36
Figure 46: Add Emergency Contacts II 36

1. Executive Summary

This manual is intended to be an user guide to help you using the Virtual Assistant Tool of Active@Work. The link to the main platform is:

https://active.inov.pt/aaw-vat/#/staff

From here, you have access to all Active@Work platform: Cognitive, Skill and Collaborative modules. The figure below shows the main interface of the Active@Work pilot.

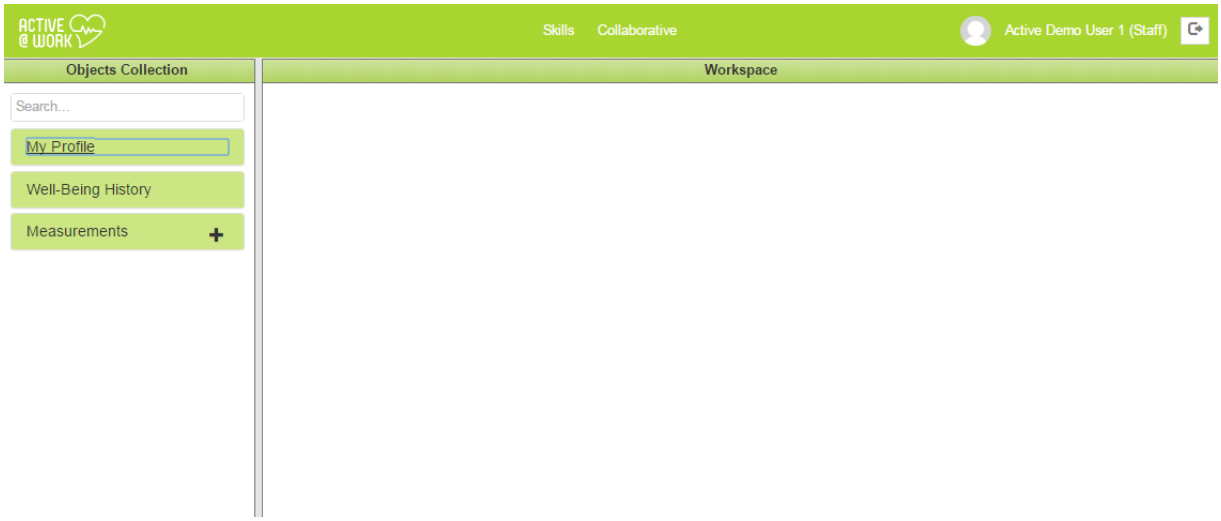


Figure 1: Active@Work main interface

2. Login into Active@Work

The Active@Work platform is a web application and, therefore, must be accessed via a web browser. The pilot has been tested with Google Chrome so this is the navigator we recommend for its use.

The URL to the main platform is:

https://active.inov.pt/aaw-vat/#/staff

The login interface of the application is showed in Figure 2. There, the user has to specify the user and password in order to access the system. The role of the user is obtained internally depending on the user.

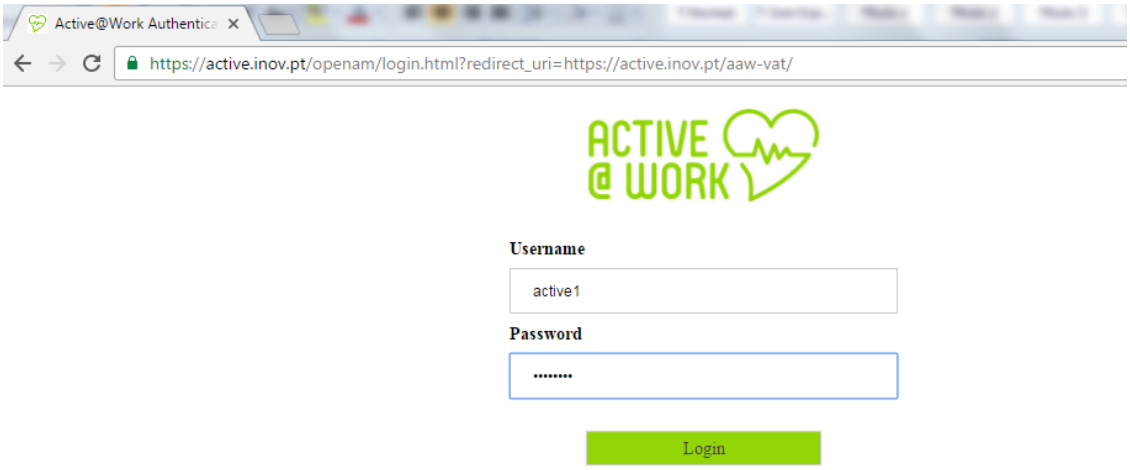


Figure 2: Active@Work Login interface

1. Insert your **username**
2. Insert your **password**
3. And then click on “Login” button

After you are correctly logged, the system displays the main page of the Active@Work platform (see Figure 1).

3. Update user profile

From the main page toolbar, you have the possibility to **edit and update your profile by clicking** on **Active Demo User** link, as shown in Figure 3:

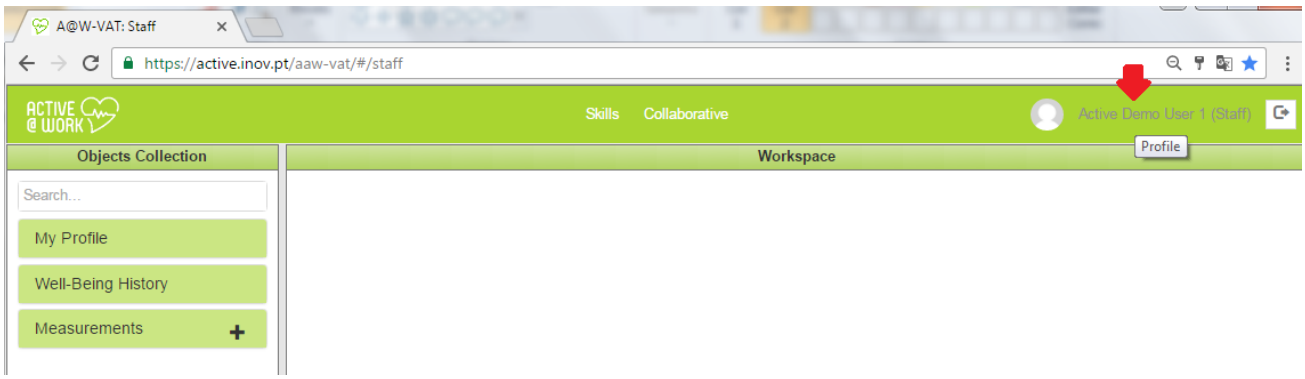


Figure 3: Edit user profile access

From here, you can see you details:

- **Username:** Username of the logged user;
- **Full name:** Full name of the logged user, the user can change this field;
- **Telephone Number:** Telephone Number of the logged user
- **Email:** Email of the logged user
- **Role:** Role of the user logged;
- **Password:** Password of the user logged. Please note that if you are already logged in, you can change your password through “Editing password” option (see figure 4).

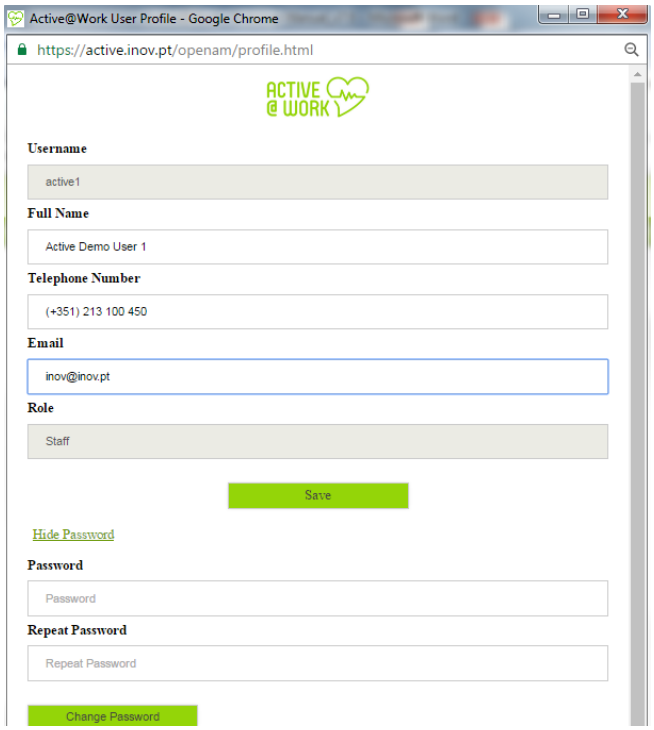


Figure 4: User profile Interface

4. Logout

To logout from Active@Work:

1) Click on “**logout**” link, as shown in Figure 3:

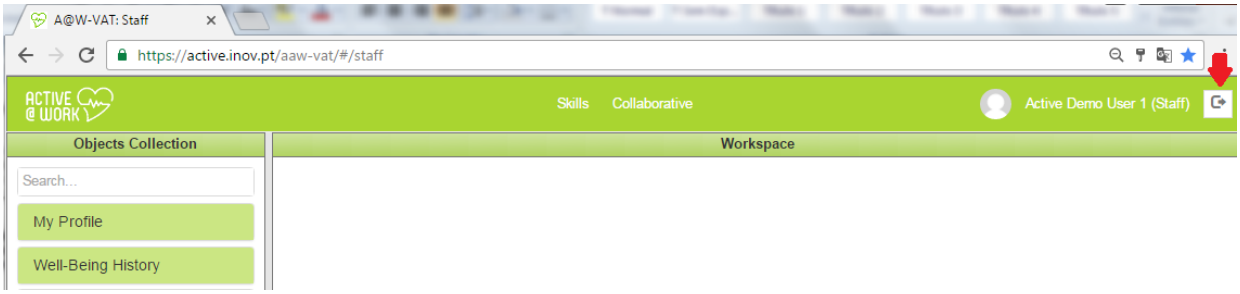


Figure 5: Logout link in main interface

5. Collaborative Module

5.1. What is the collaborative Module?

The Collaborative Module's main objective is to enhance and strengthen effective communication between members, providing a method of sharing knowledge, ideas and/or best practice within the members of Active@Work community, more specifically between senior employee and junior employee.

The module is composed of two clearly differentiated modules:

1. **Mentoring module**: The Mentoring module will increase the feeling of usefulness of older adults by facilitating the exchange of knowledge, advice, information or guidance of procedures, from a senior and experienced employee to another junior employee.

2. **Idea Farm**: This module promotes team discussions in order to create new services, processes, etc., taking advantage of experience from senior employee and knowledge and enthusiasm from younger employees.

5.2. Access to Collaborative Module

From Active main page you can access the Collaborative Module by clicking on Collaborative link, as shown in Figure 6:

Figure 6: Collaborative Module access

Figure 7 shows the main page of the **Collaborative Module**:

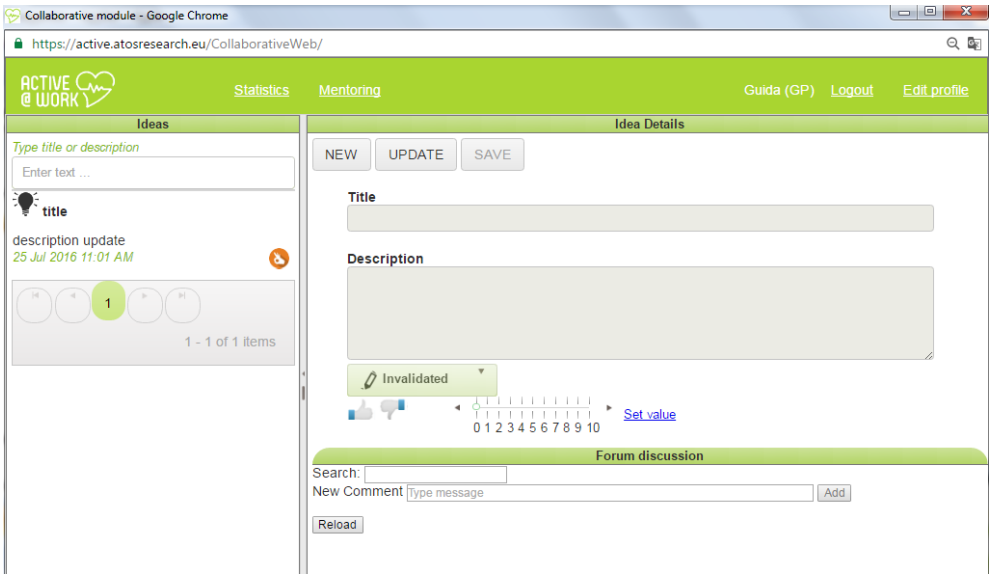


Figure 7: Collaborative module main page

5.3. Create New Idea

Idea Farm module enables any collaborator to report and sign (i.e., author) an idea. All ideas should have a classification & evaluation procedure assisted by a senior adult (experienced or expert in the corresponding area of the reported idea).

Anyone can add one idea by following these steps from the main interface/page **of the collaborative Module**.

1) Click on “New” button, as shown in Figure 38:

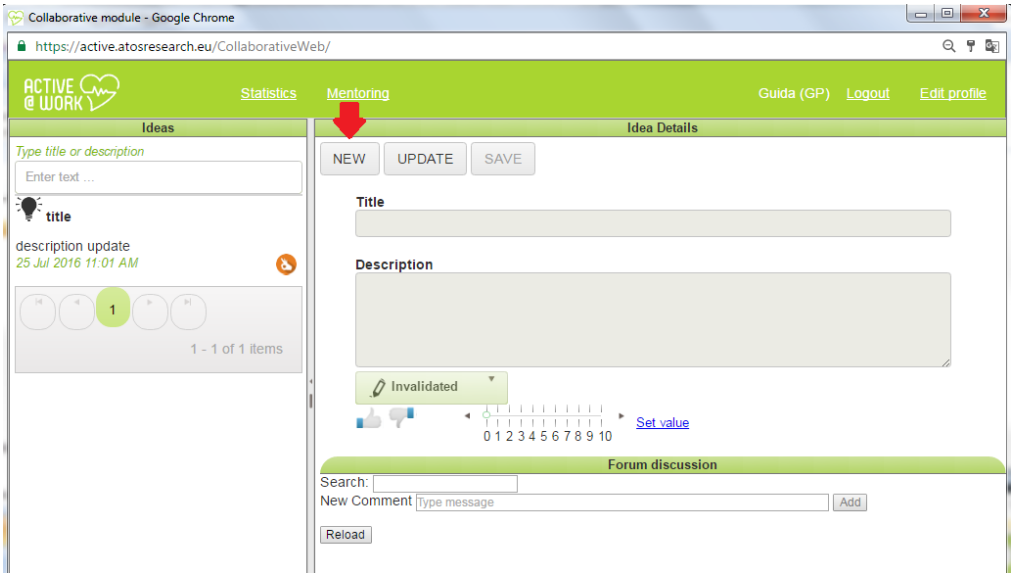


Figure 8: Create New Idea part 1

2) Insert the **title** and the **description** of your idea:

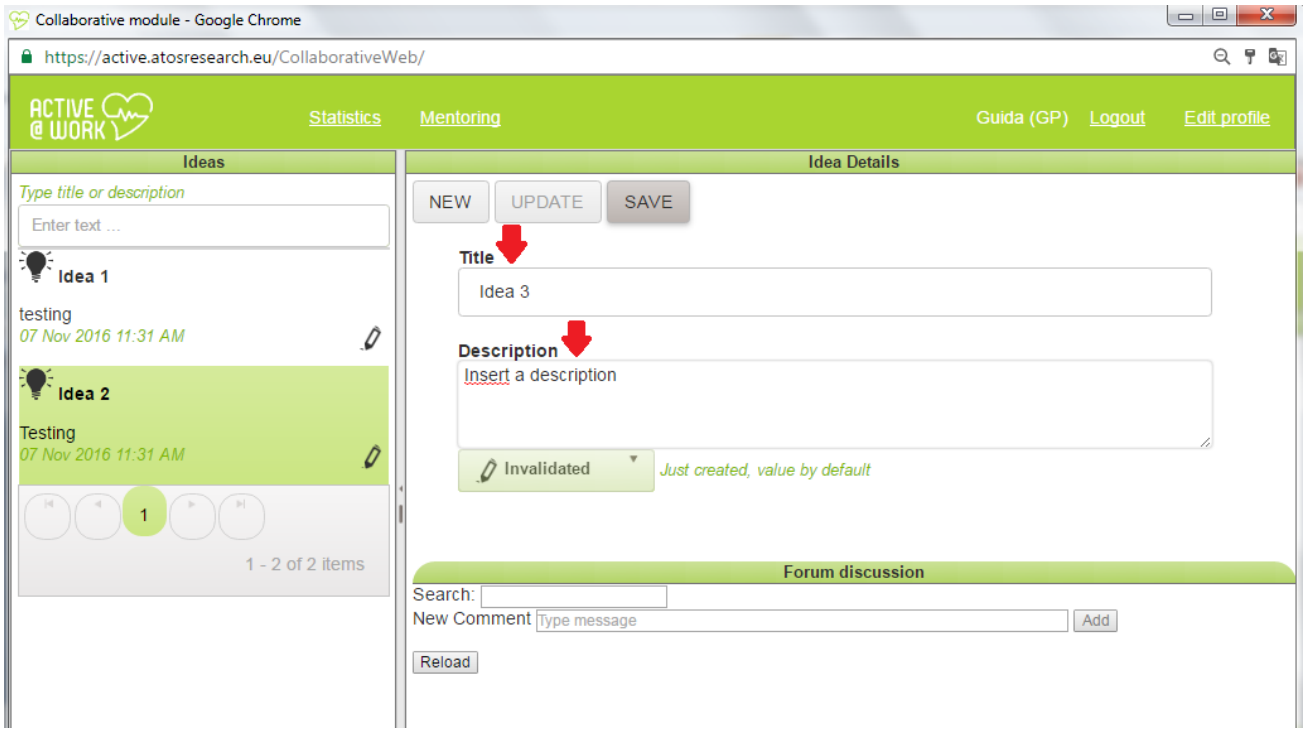


Figure 9: Create New Idea part 2

3) And then click on “Save” button, as shown into following picture:

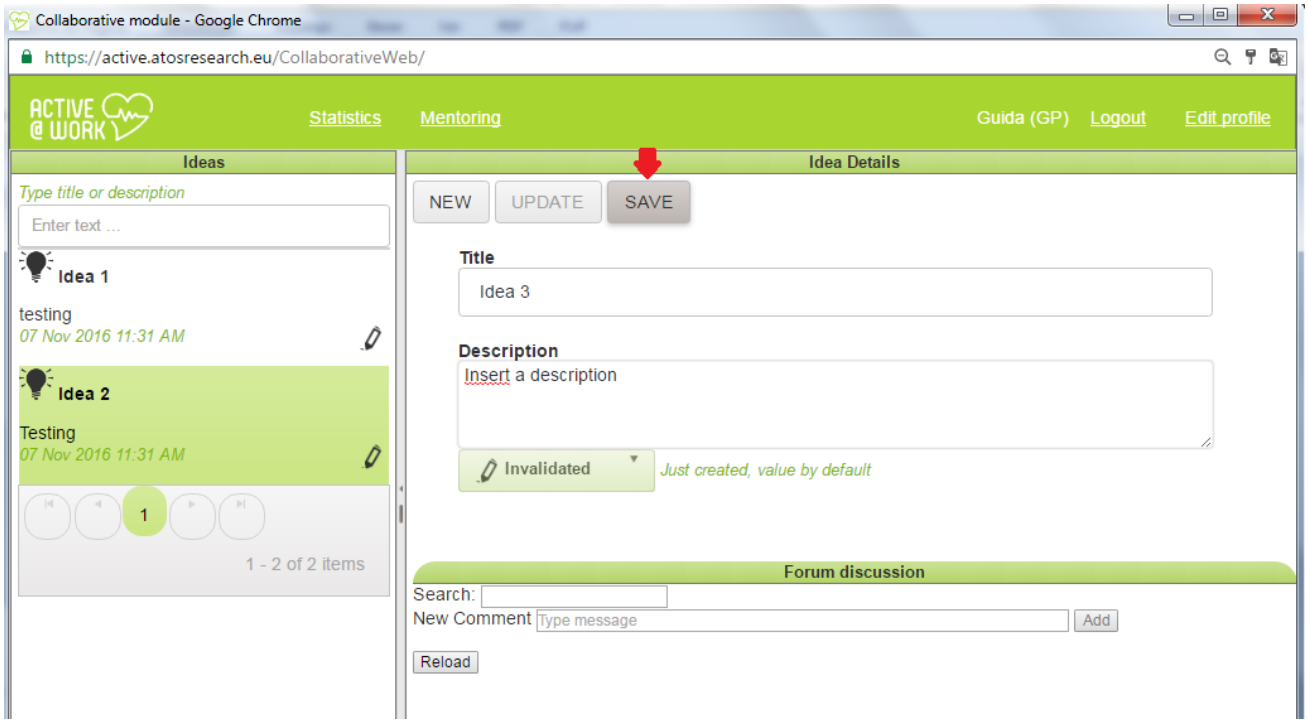


Figure 10: Create New Idea part 3

The idea is saved with status **"Invalidated"** as default; we understand that this idea has been just created. In following steps, we will see how to update and change this status and its meaning.

5.4. Search Ideas

Any user may look for content by typing text. The system will display any content which matches the typed text (name, description –first characters-, value, etc., the information to display may change along the development process).

Type the test to look for into searching text box (up and left), as shown in Figure 11:

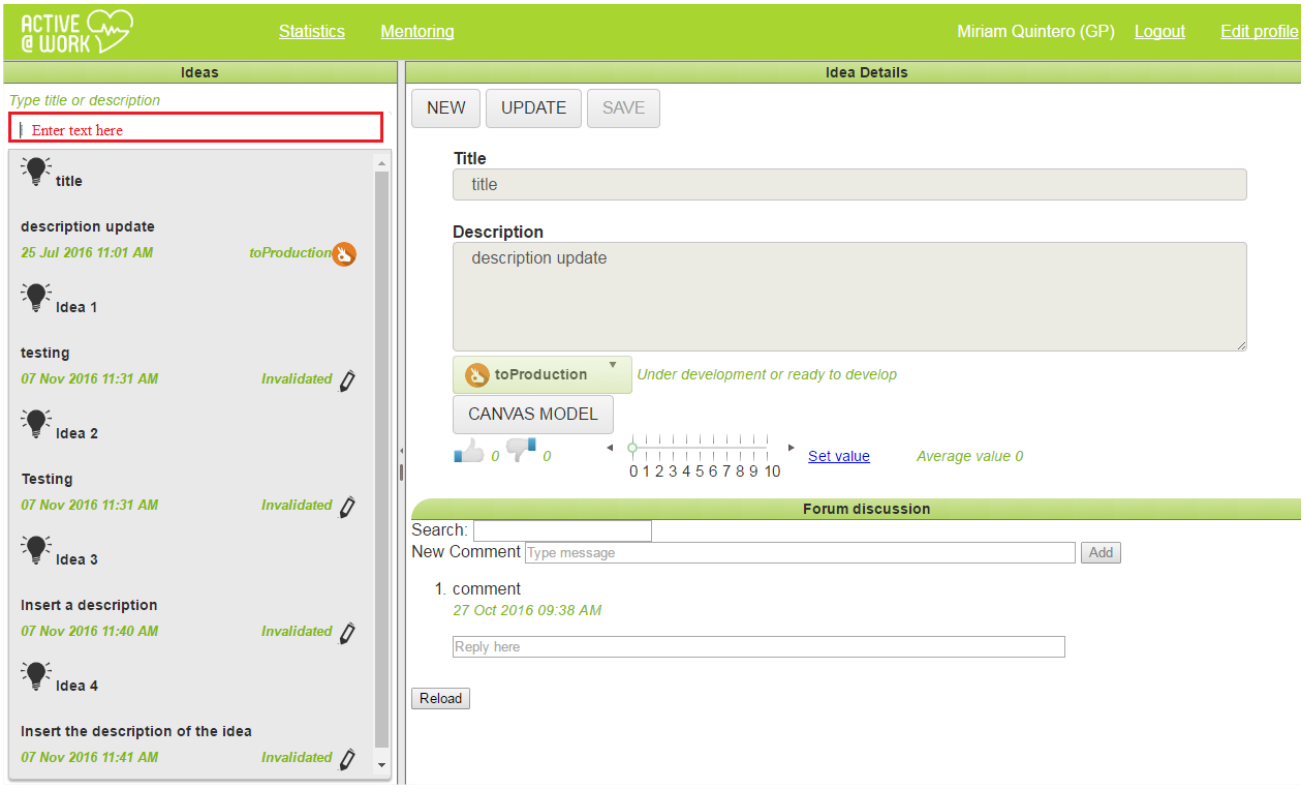


Figure 11: Searching ideas

5.5. Update Ideas

At this moment, any user may update one idea by following these steps (along this process and taking into account users' feedback we may change this behavior):

1) Look for the idea following the steps in section 5.4;
2) Select the idea by clicking on it;
3) Click on update button, the system will allow you to make the changes:

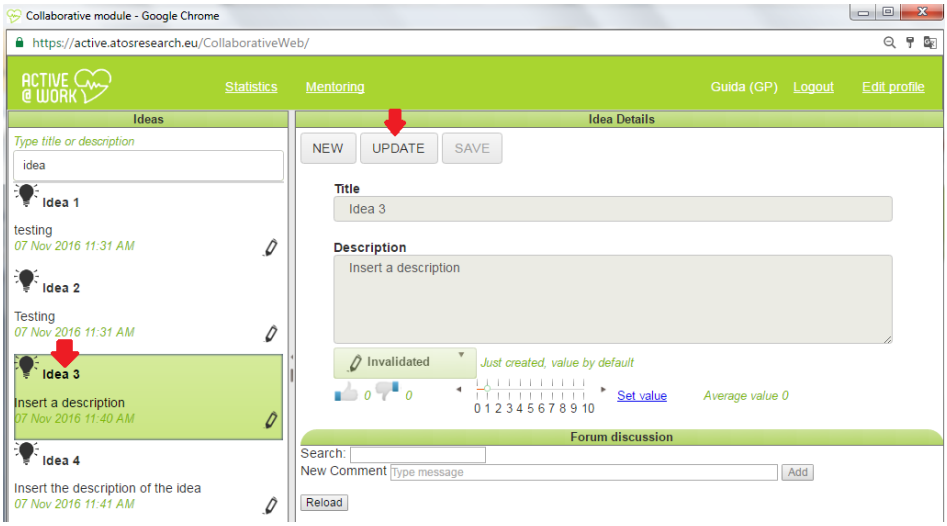


Figure 12: Idea interface and update button selection

4) Click on save button:

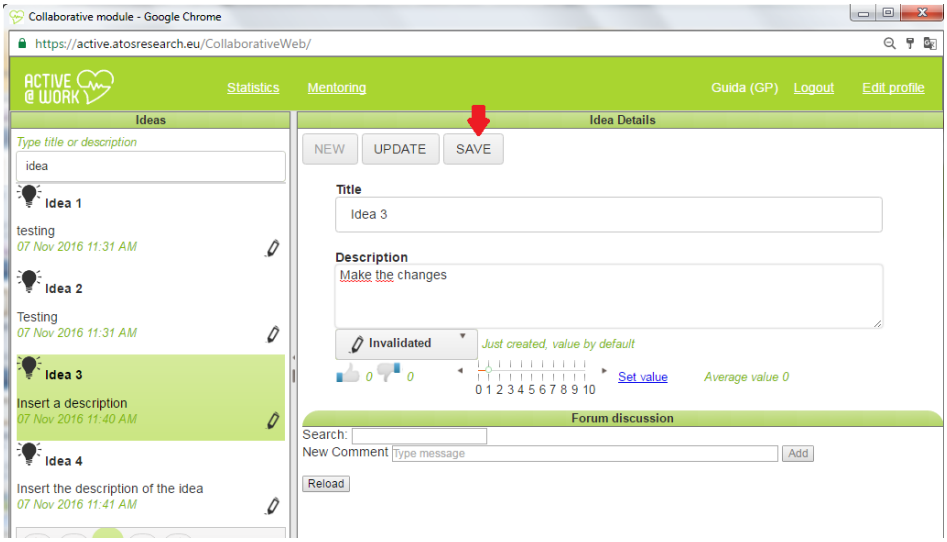


Figure 13: Idea interface and save button selection

5.5.1. Set idea value process

In order to validate (or not) one idea and it will became a business plan. This functionality will allow the reviewers to:

- ✓ **Change status**: click on update button and change combo status to:

Invalidated	just created, value by default
Under discussion	under discussion by responsible
Invalid	It is not a good idea
ReSubmited	keeps in phase 1 to be improved, must be improved to pass to phase

	2
Discarted	Not valid at all
Valided	Just in Phase 2
onHold	Not the right moment waiting for the good opportunity
toProduction	Under development or ready to develop

Notice that each status displays one short description.

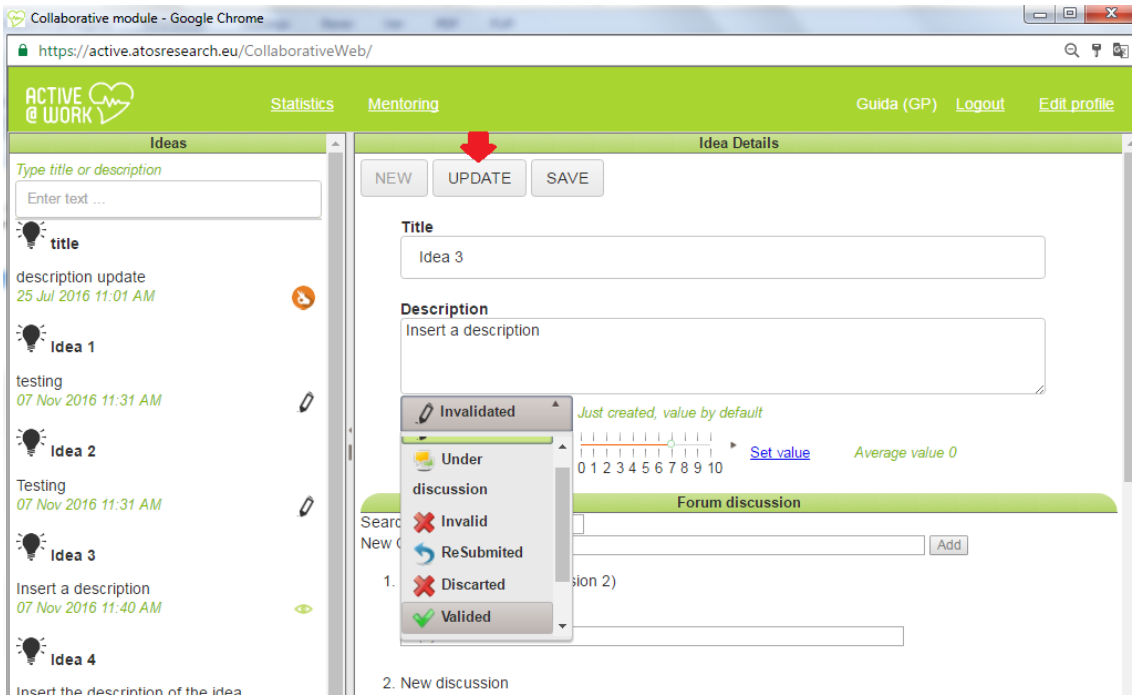


Figure 14: Idea change Status

- ✓ **Give a value (0-10)** to each idea: This value will be used to create statistic, and each user may set the value he or she thinks appropriate.

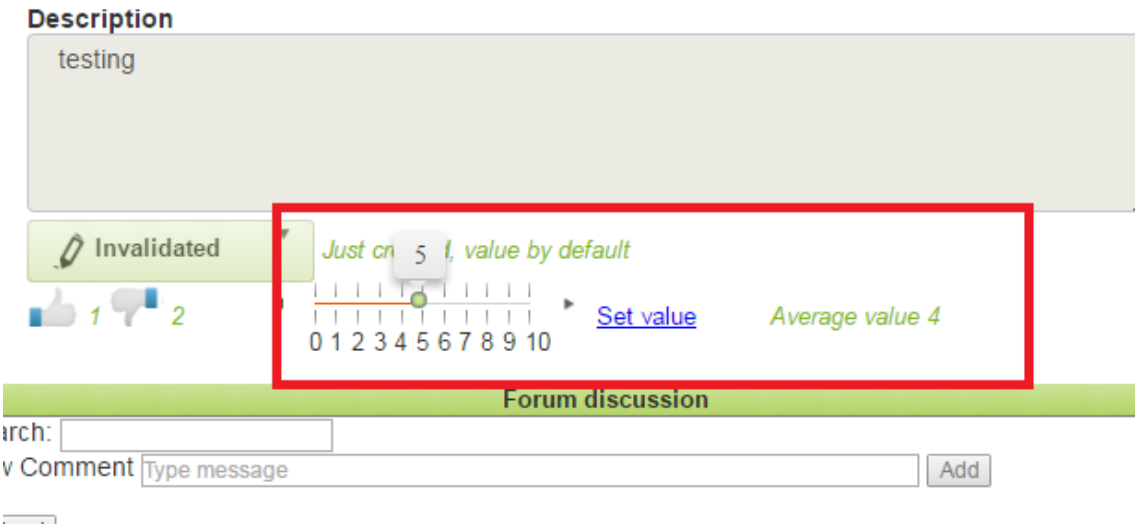


Figure 15: Give a value of each idea

✓ "**Upvoting" "downvoting"** button: In order to take value (or not) the idea.

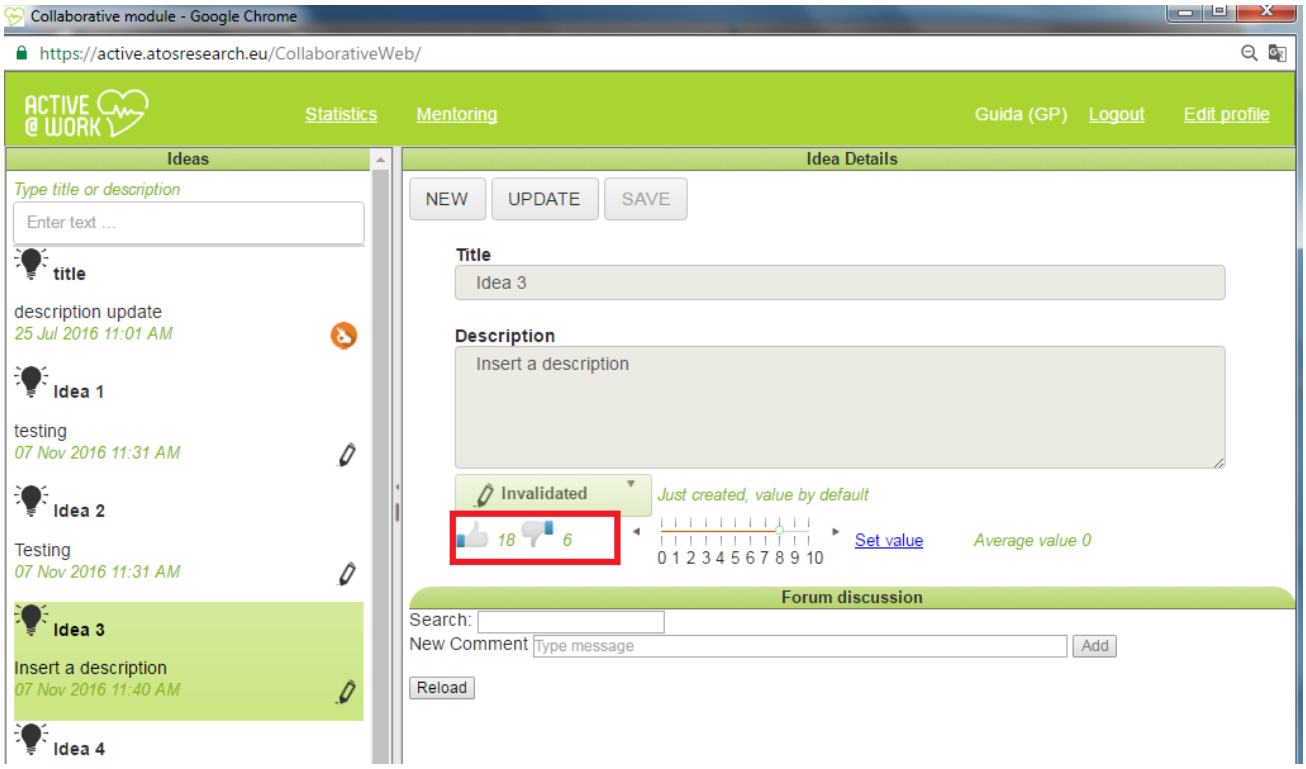


Figure 16: "Upvoting" "downvoting" button

At this moment, any user may change the status or set value to one idea, along this process and taking into account users' feedback we may change this behavior.

5.5.2. Canvas model

The system will provide a guide to the author and all intervenient actors though the CANVAS model. At the end of this process, it is expected that the initial idea is well-defined ready to be send to the higher decision-making hierarchy (e.g., Board of Directors) to be analyzed.

Once the idea is catalogued as valid, it means, potentially successfully, so the system will allow building, formalized and densified it following a business CANVAS model.

1) Click on "Canvas Model" button, as shown into following picture:

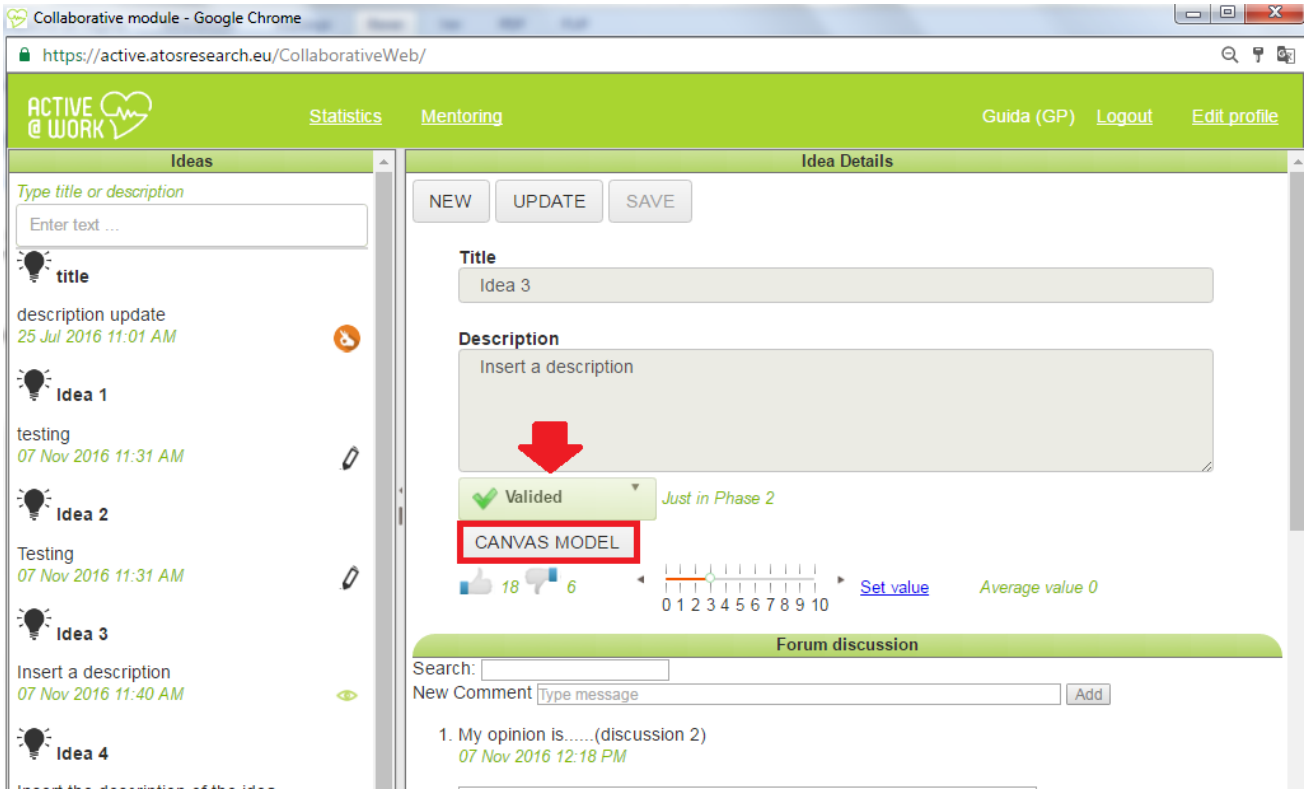


Figure 17: "Canvas Model" button

And you can fill the 9 blocks of the Business Model Canvas, as shown in Figure 318:

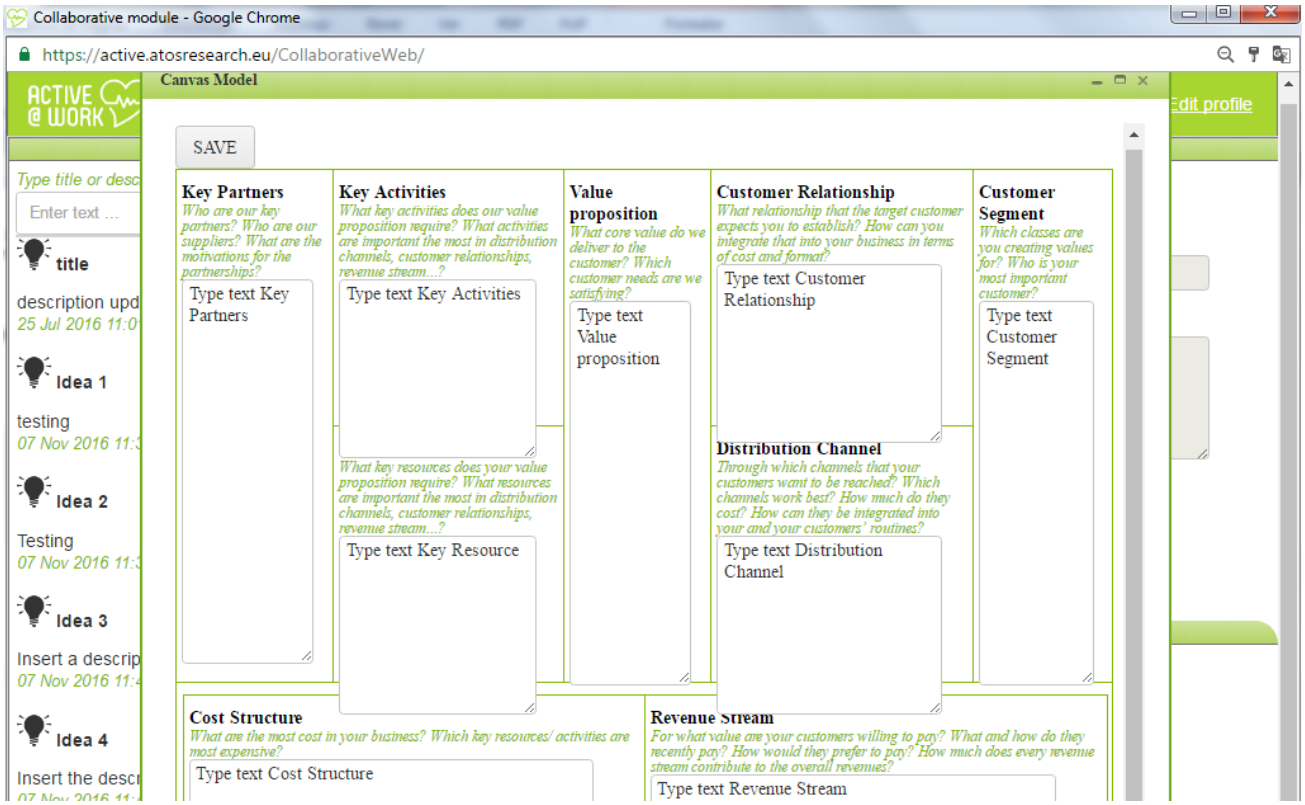


Figure 18: Business Model Canvas of one Idea

2) When finished, click the “Save” button.

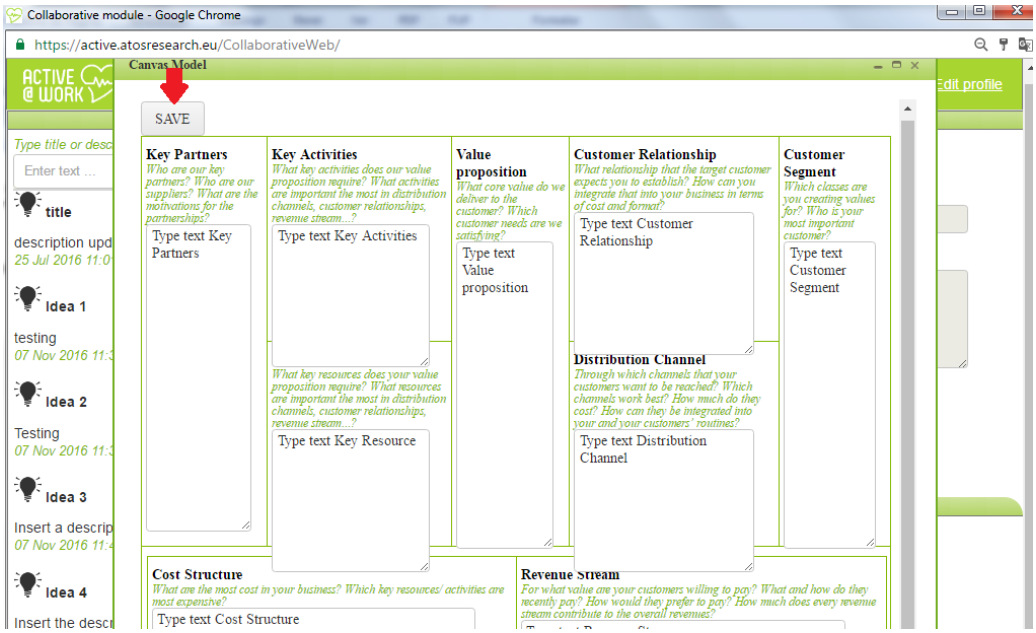


Figure 19: save button of the Business Model Canvas

5.6. Forum Discussion

Associated to an Idea, it is possible to have a forum discussion, keeping a record of the information/messages exchanged between the intervenient actors.

1) You and your colleagues have the possibility to start a discussion of the idea in the **“Forum discussion”:**

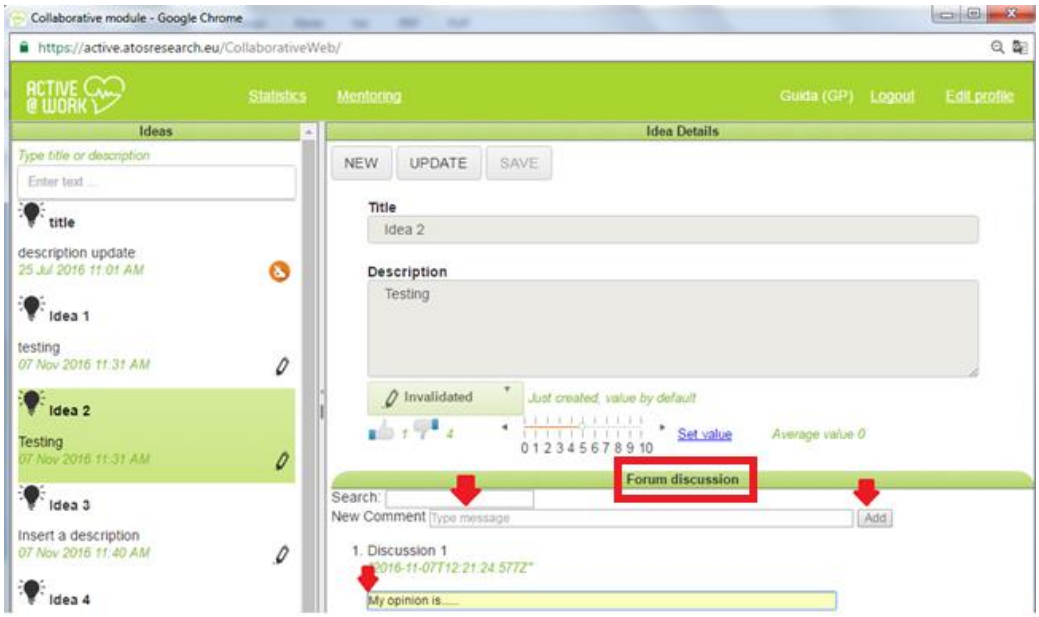


Figure 20: Forum Discussion

5.7. Statistics

The system provides some statistics about which Ideas were approved, implemented, its ranking, etc. More Graphical and filters will be included into Active@Work version 2.0, taking into account users feedback.

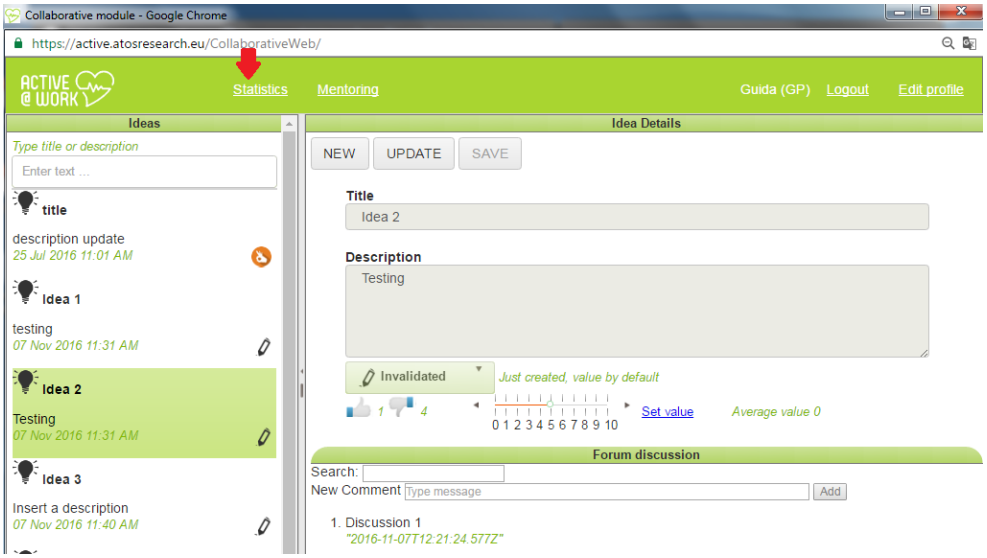


Figure 21: Statistics link

1) Click on “statistics” link and it will appear the statistics page, as shown into following picture:

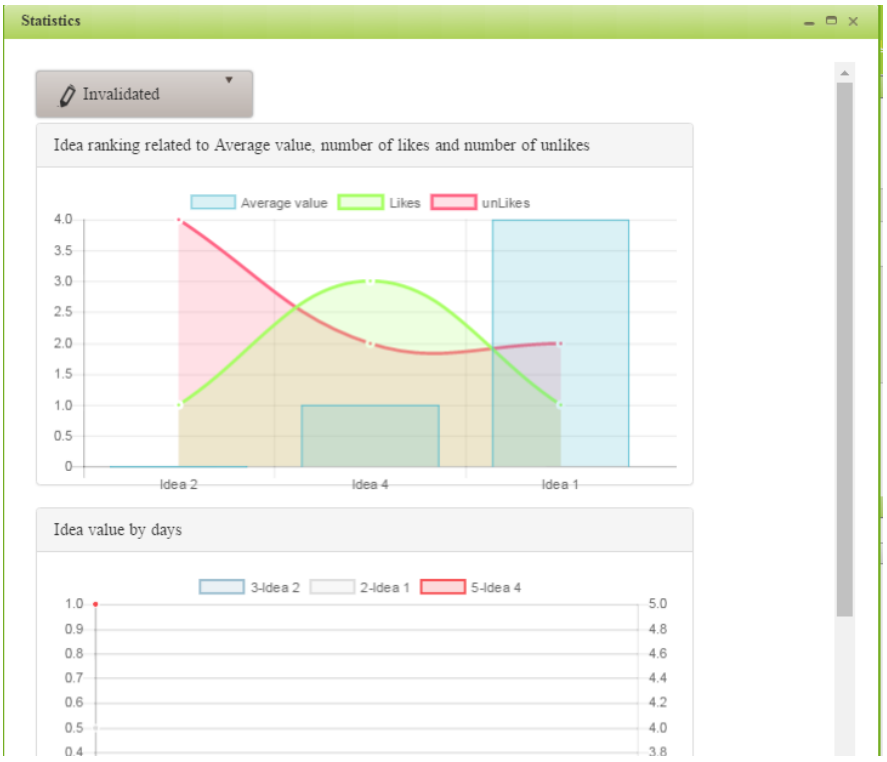


Figure 22: Statistics

5.8. Mentoring

1) In the link “mentoring” you access to a **real time chat** where you have the possibility to talk with your colleague:

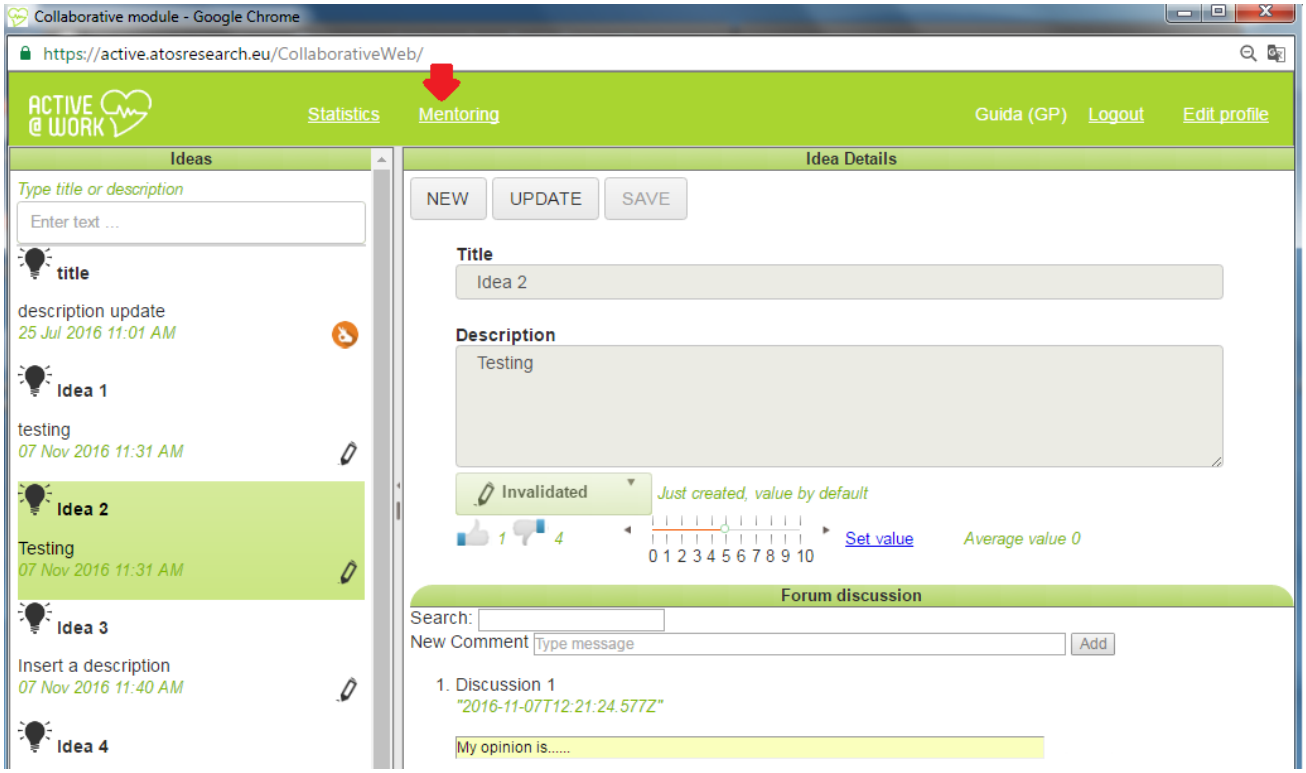


Figure 23: Mentoring Link

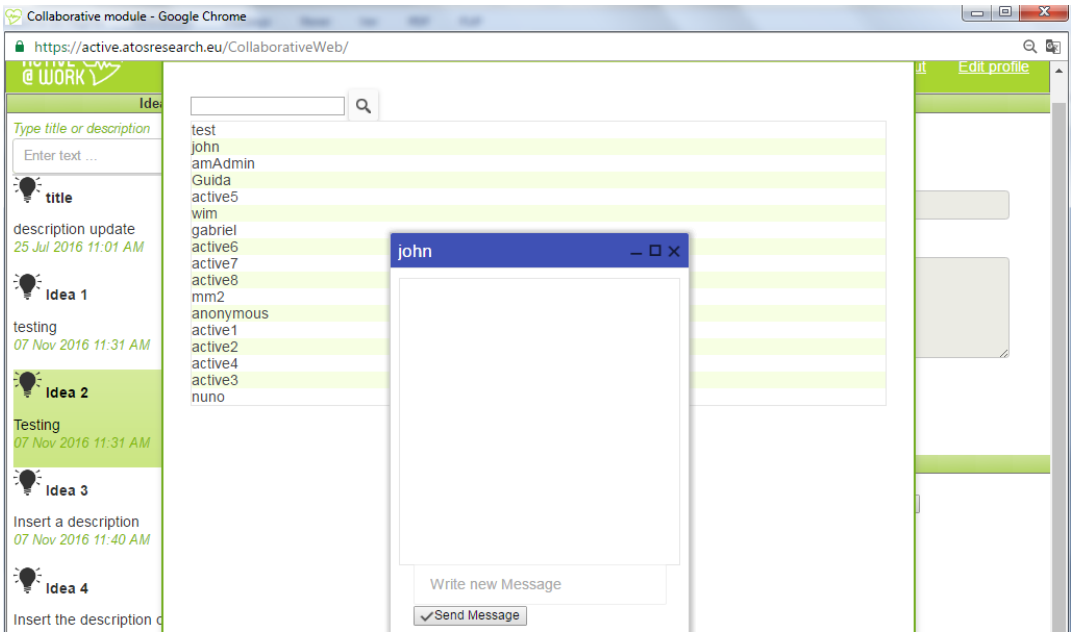


Figure 24: Real time chat

6. Skill Development Module

6.1. What is the Skill Development Module?

The skill development module is a software tool that helps older adults to improve their Curriculum Vitae and expertise keeps them aware of their global classification (i.e., Curriculum Vitae assessment, classification regarding the organization workforce, position in relation to peers, etc.) and informs about soft and hard skills they should acquire to improve their Curriculum Vitae.

This tool is particularly adjusted for older adults to help them to acquire the necessary knowledge before they start executing any new task, for instance, in a new role, task or in a volunteer project. The theoretical framework associated to the research work that supports this software module aims to contribute to improve employee's self-awareness and auto-regulation (techniques associated to the Gamification concept), promoting how each employee expertise (soft and hard-skills) is perceived by the organization. The module might include an intelligent component to provide recommendations about how the employee should progress to stay aligned with the expected expertise needs for the medium/long term.

6.2. The link to the skill Development Module

The link to the main platform is: **https://active.inov.pt/aaw-vat/#/staff**

From there you can access to the Skill Development Module:

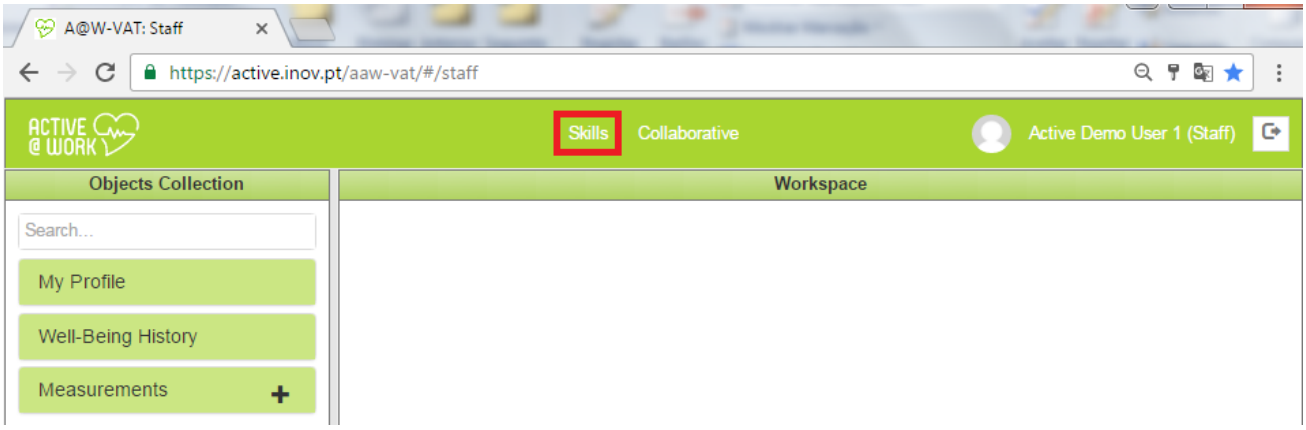


Figure 25: Skill Development Module

1) Click in "Skills" link and will be appear the **main page of the Skill development Module**:

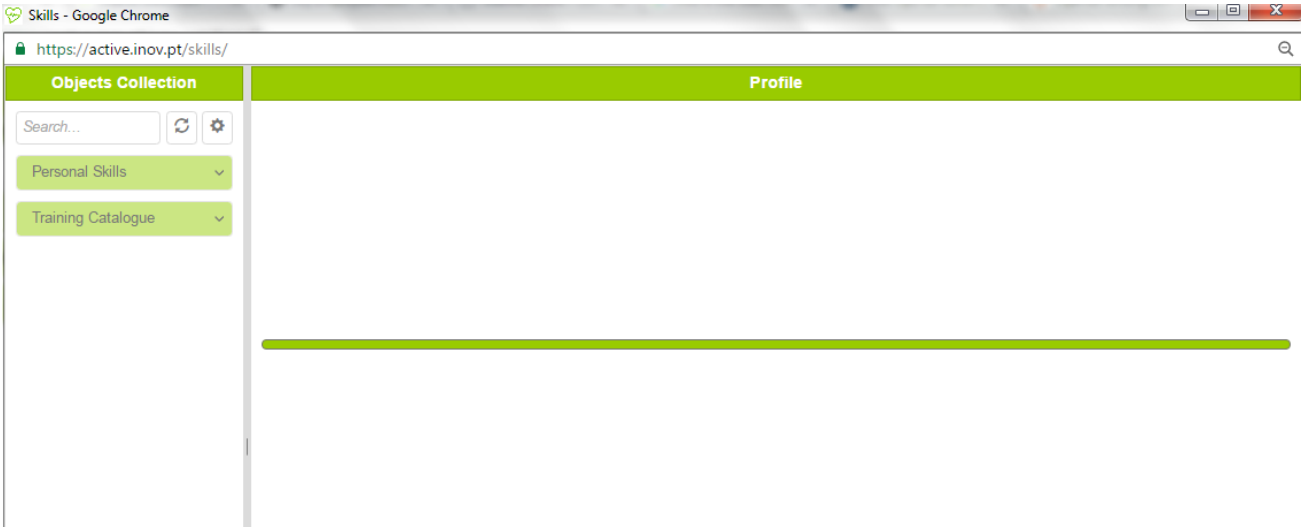


Figure 26: Main page of the Skill development Module

6.3. Personal Skills

1) If you click on “personal skills” button, you can consult your hard and soft skills. It will appear a dashboard with your profile, as shown in Figure 3:

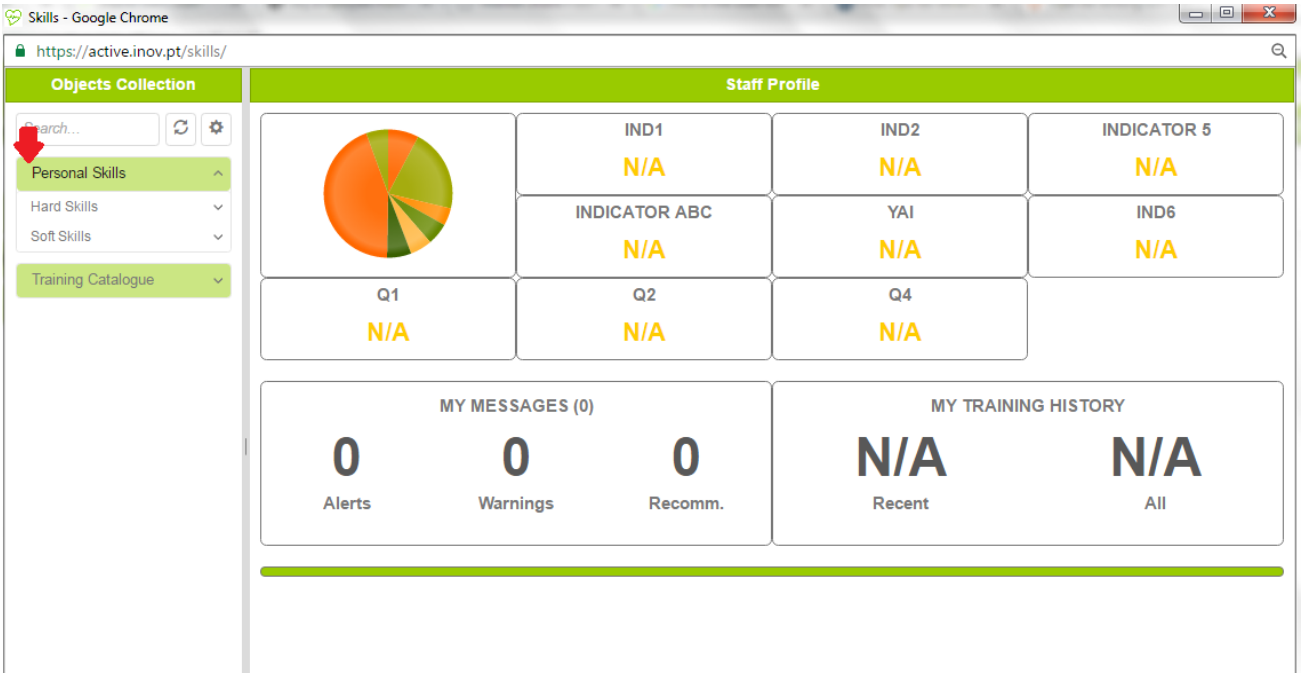


Figure 27: Dashboard of the Personal Skills

In this section, you can dynamically add your CV data, certifications and expertise.

6.3.1. Hard Skills

1) Click on “Hard Skills” button, as shown into following picture:

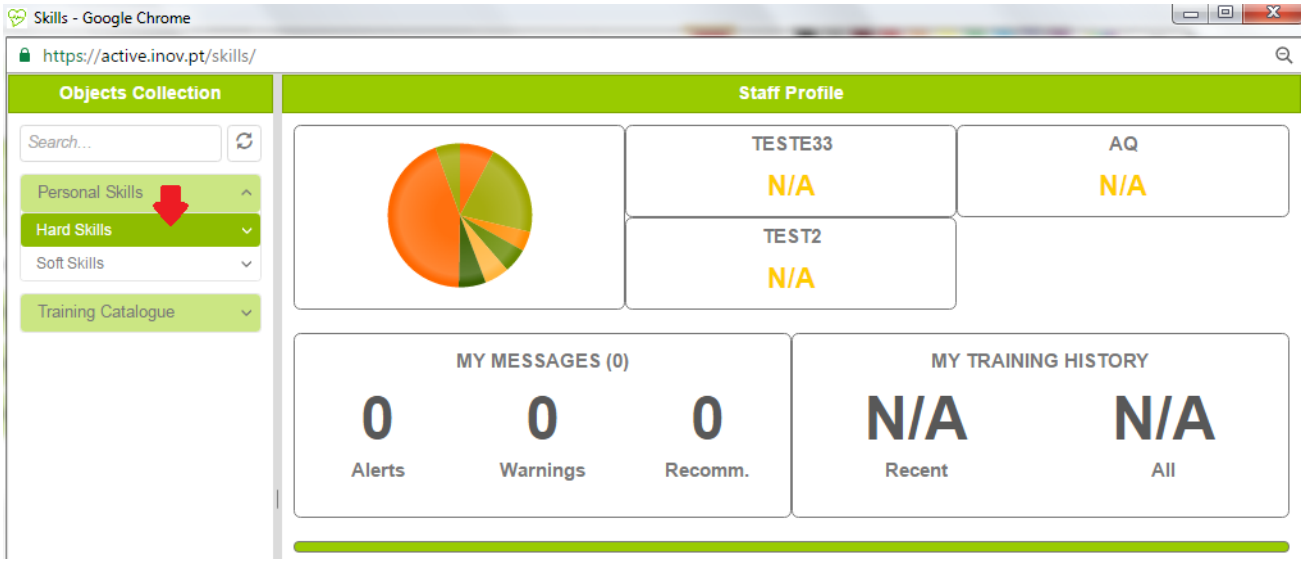


Figure 28: Hard Skills I

2) Click on “Hard Skills” button, and it will appear several hard skills parameters, as shown in Figure 3:

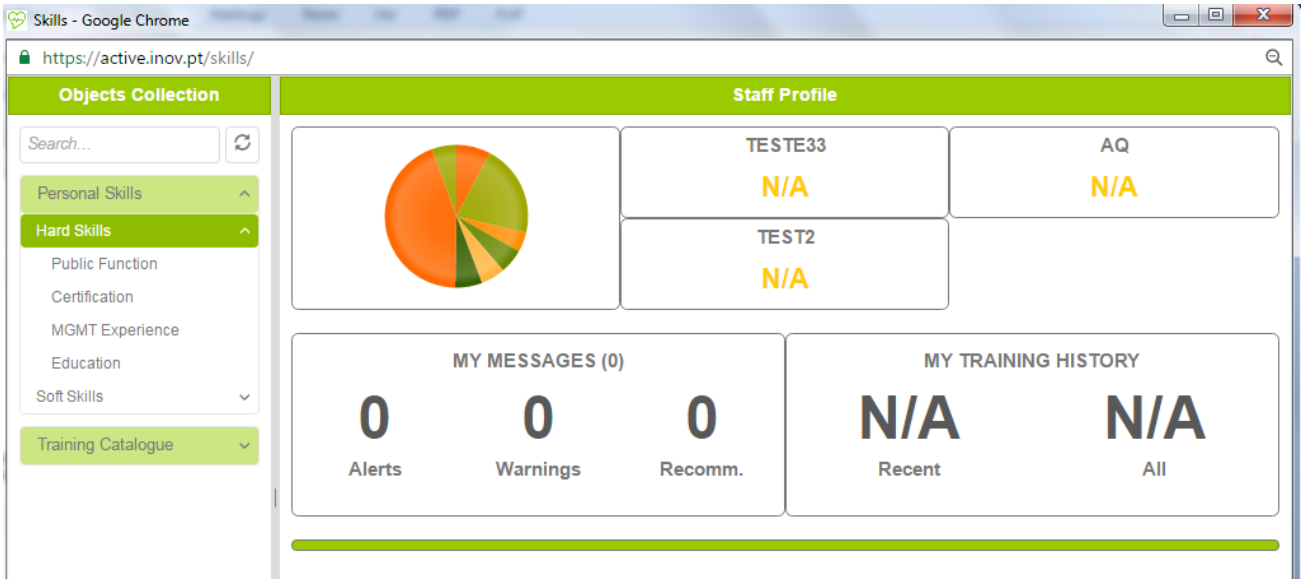


Figure 29: Hard Skills II

3) If you click on “Education” button, for example, and on the “+” button you can add your certifications and expertise, as shown in the next figure:

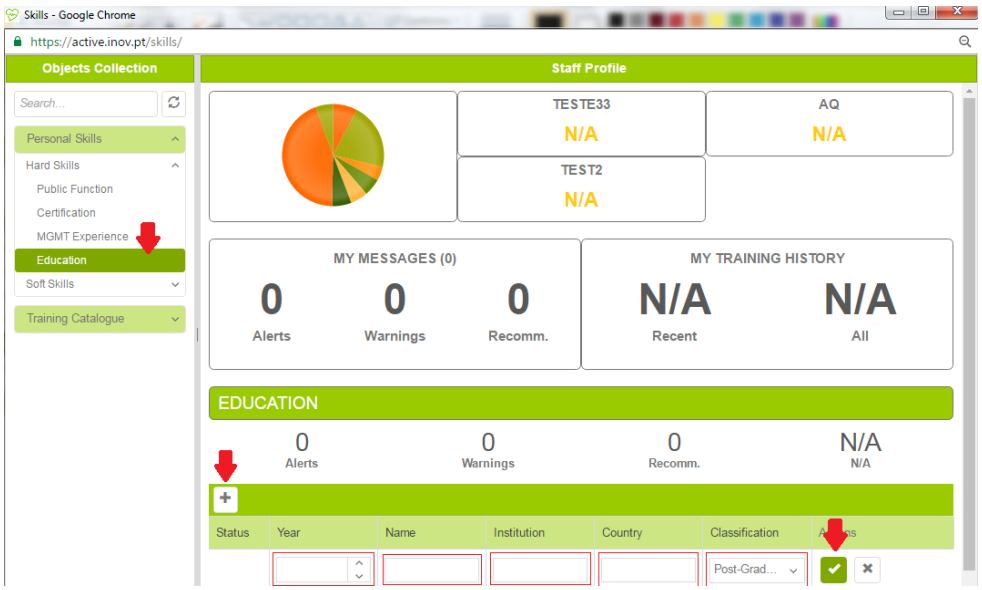


Figure 30: adding certifications and expertise - Hard Skills I

4) Insert the “Year”, “Name”; “Institution”; “country” and “classification” of your certification and in the end click on button, as shown into following picture:

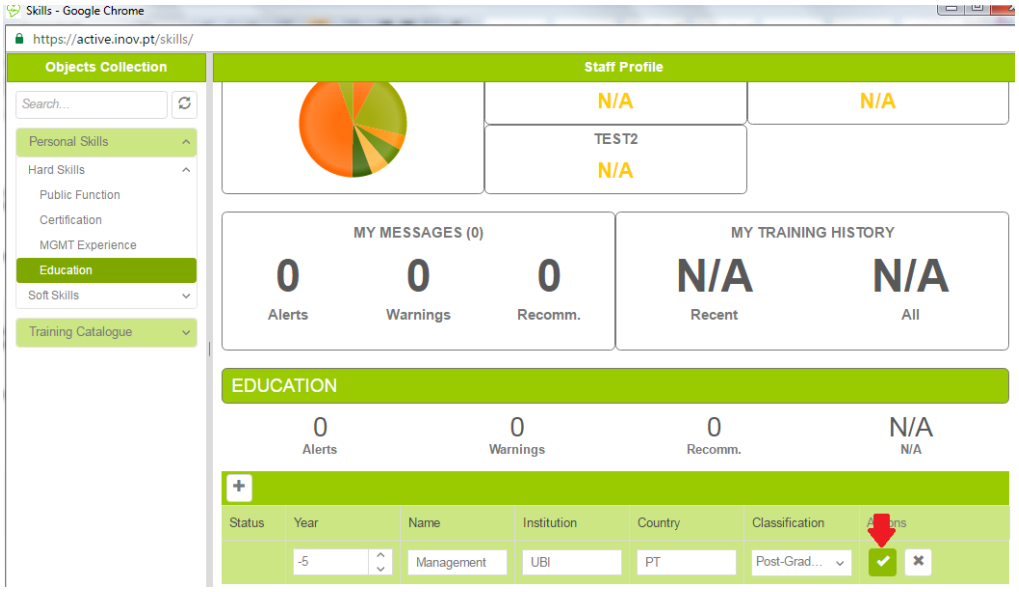


Figure 31: adding certifications and expertise - Hard Skills II

5) After you add your certification, you can edit or delete your certifications or expertise:

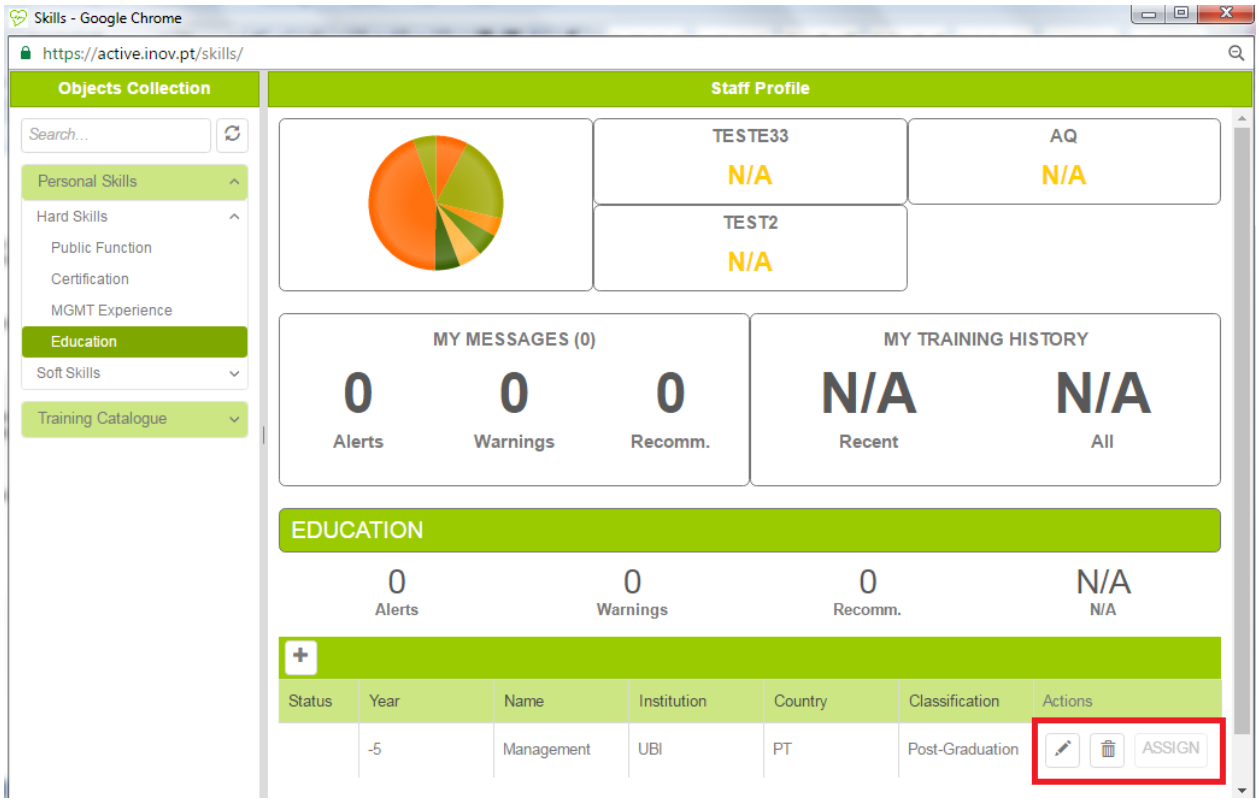


Figure 32: Edit or delete a certification or expertise- Hard Skills

6.3.2. Soft Skills

1) Click on “Soft Skills” button and it will appear several hard skills parameters, as shown into following picture:

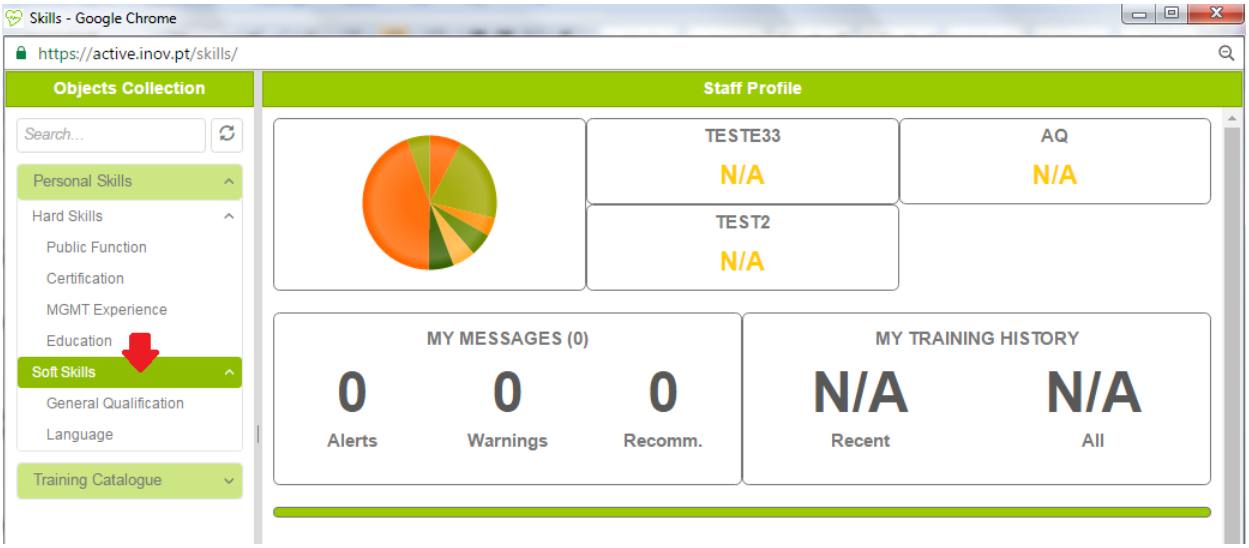


Figure 33: Soft Skills

2) If you click on “Language” button, for example, and on the “+” button, you can add your certifications and expertise, as shown into following picture:

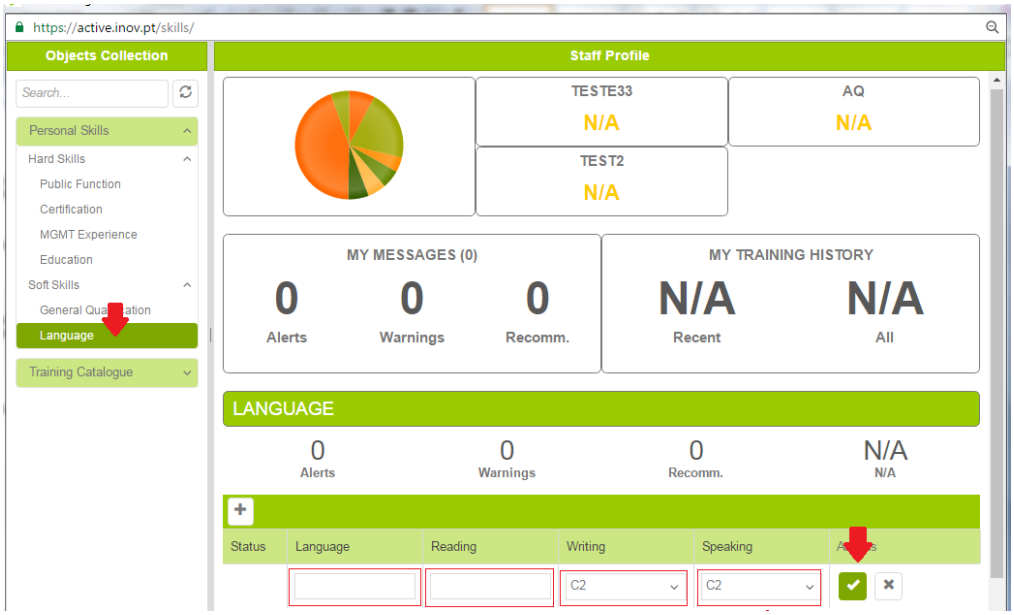


Figure 34: adding certifications and expertise - Soft Skills

3) Insert the “Language”, “Reading”; “Writing” and “speaking” of your language skills and in the end click on button.

4) After you add your language skills, you can edit or delete your certifications or expertise:

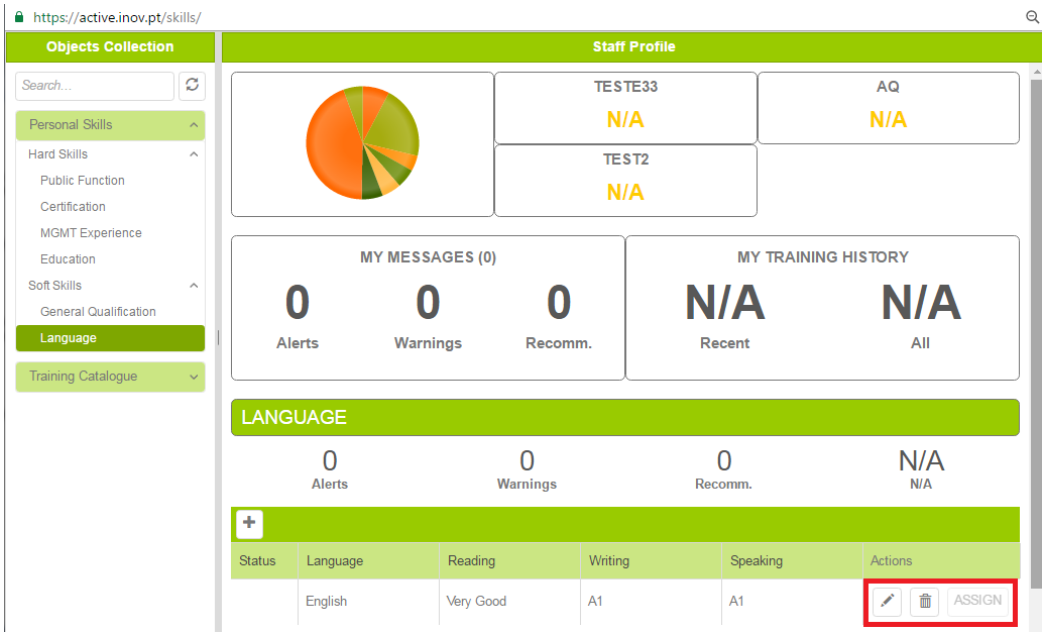


Figure 35: Edit or delete a certification or expertise - soft skills

6.4. Training Catalogue

1) If you click on “training catalogue” button you can consult a training catalogue:

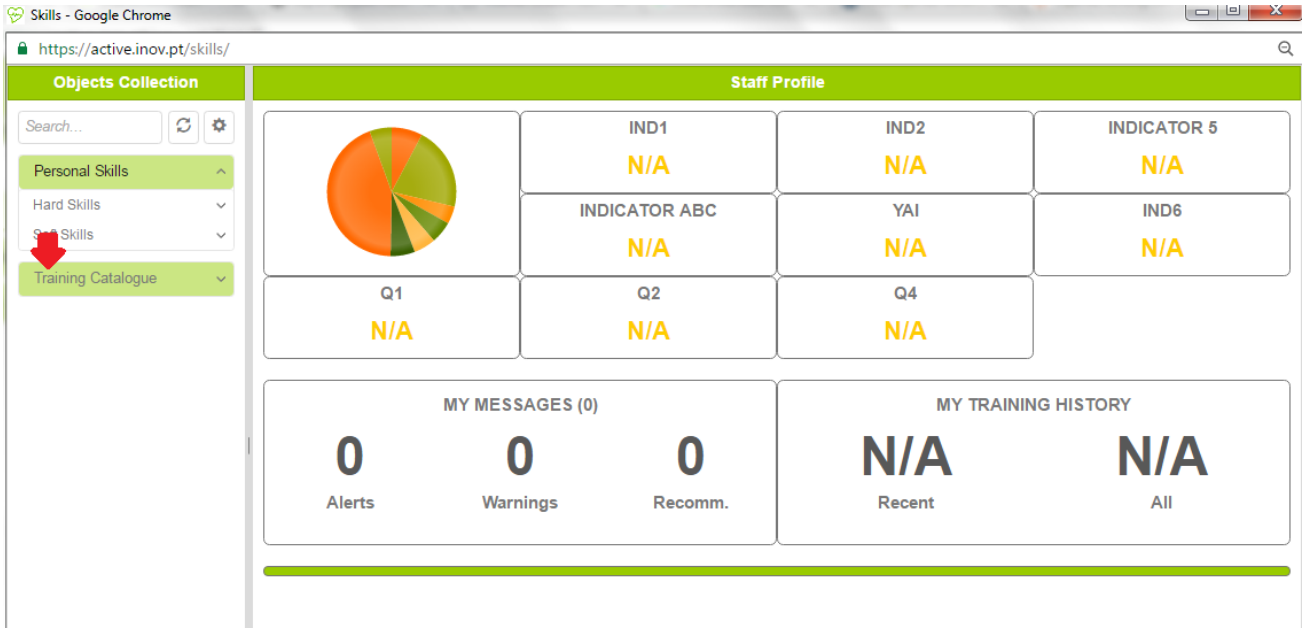


Figure 36: Training Catalogue

(This section is going to be developed in the second phase of the project pilots)

7. Cognitive Module

7.1. What is the Cognitive Module?

The Cognitive Module's main objective is to monitor the employee's well-being at workplace. This module detects the level of well-being by collecting the following parameters:

1. A set of bio-parameters using wearable sensors
2. The condition of the workplace environment
3. The indoor location position that takes into account the floors & walls in the work environment.

7.2. Installation Manual

The patient accesses the app - identified with the name assigned by the Active@work administrators - via a smartphone. This solution enables the patient to get well-being recommendations from the Active@work system.

7.2.1. User Materials

The application communicates with bio-sensors such as heart rate, body temperature and a physical activity detector (steps). In addition, the app also communicates with the indoor location and the environment sensors of the user at workplace.

- **Smartphone**

The smartphone device will include an app specially designed to monitor the end-user and automatically provides well-being advices and recommendations based on the information received from the sensors. The batteries will last for 8 hours using the application

- **Microsoft Band II**

This sensor will monitor the user well-being status, the parameters collected are:

- ✓ Heart rate
- ✓ Body Temperature
- ✓ Steps

All these data are analyzed and send well-being recommendations to the users if needed. The batteries will last around 8 hours using the application.

- **Environment Sensors**

The environmental sensor (Urban Board) that measures indoor temperature, humidity, light, sound, carbon monoxide and nitrogen dioxide data among others, will be used to track the position of the user at any time in specific locations.

- **Positioning Sensor**

The BLE tags are placed in the environment of the user to identify the user's indoor location at any time.

7.3. First use

The first time to access the system it is necessary to follow the steps below:

1. Switch on the Smartphone by long pressing the power key placed on the right hand side by 3 seconds.

2. Then connect the smartphone with the Wi-Fi of the building by going to the smartphone settings icon in the top right corner of the notification panel. To access this panel you must drag the status bar down then you must search for Wi-Fi connections. The name of the Wi-Fi will appear automatically, chose your Wi-Fi and add the password if needed.

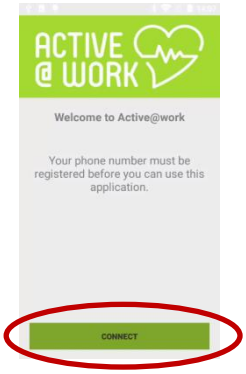
3. Once the Wi-Fi is connected, is time to put on the Microsoft band on your wrist. To get the best performance from the sensors in your Band, the device should fit snugly and comfortably. If you wear your Band too loosely, the sensors may not be able to read your heart rate and other biometric info.

4. Then switch the band on by pressing and holding the Power button during 3 seconds

Once the microsoft band is activated, your bioparameters are collected automatically and send to the smartphone.

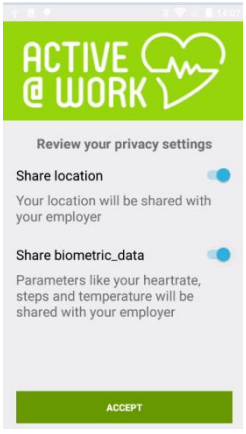
5. Finallly in order to send the bio-parameters to the Active@work System it is needed to open the Active@Work app into the smarphone , as follows:

6. Then a wellcome screen appears and you must press the connect button



7. Once you have finished the previous step, you must choose your username to connect the app with the band.

8. Then after choosing your username, the following screen appears, where you have to turn on the location settings and the biometric_data.



9. And finally, press the accept Button to start collecting biometrics data and sending these data to the server.

7.4. At Server Side

The URL to the cognitive module and main platform is: **https://active.inov.pt/aaw-vat/#/staff**

From there you access to the main page of the cognitive module:

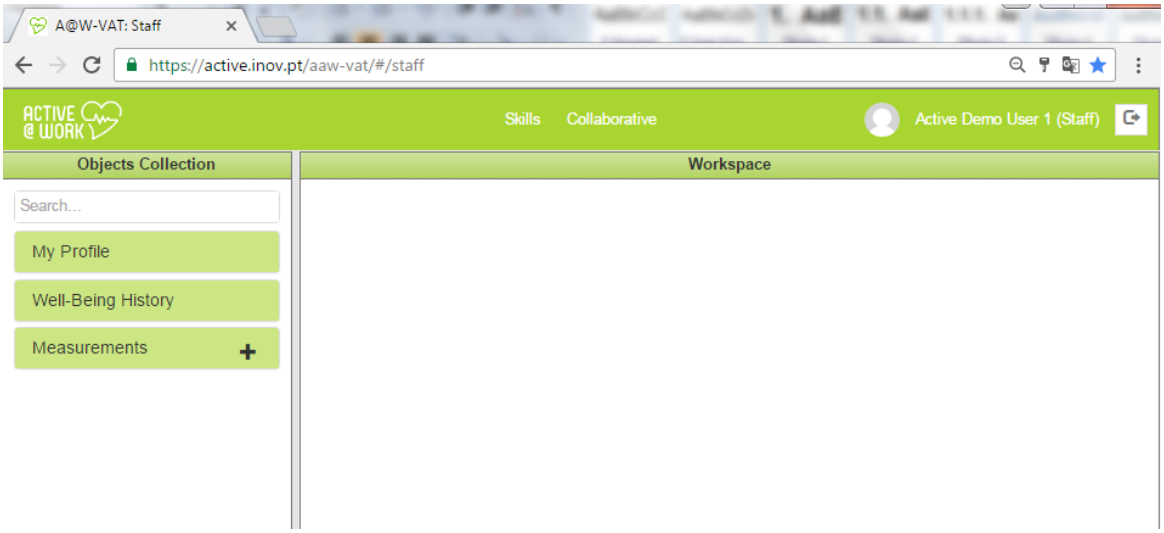


Figure 37: Main page of the cognitive module

7.4.1. My Profile

1) Click on “My Profile” button and you can see your:
    a. **Personal Data**
    b. **Clinical Profile**
    c. **Emergency Contacts**

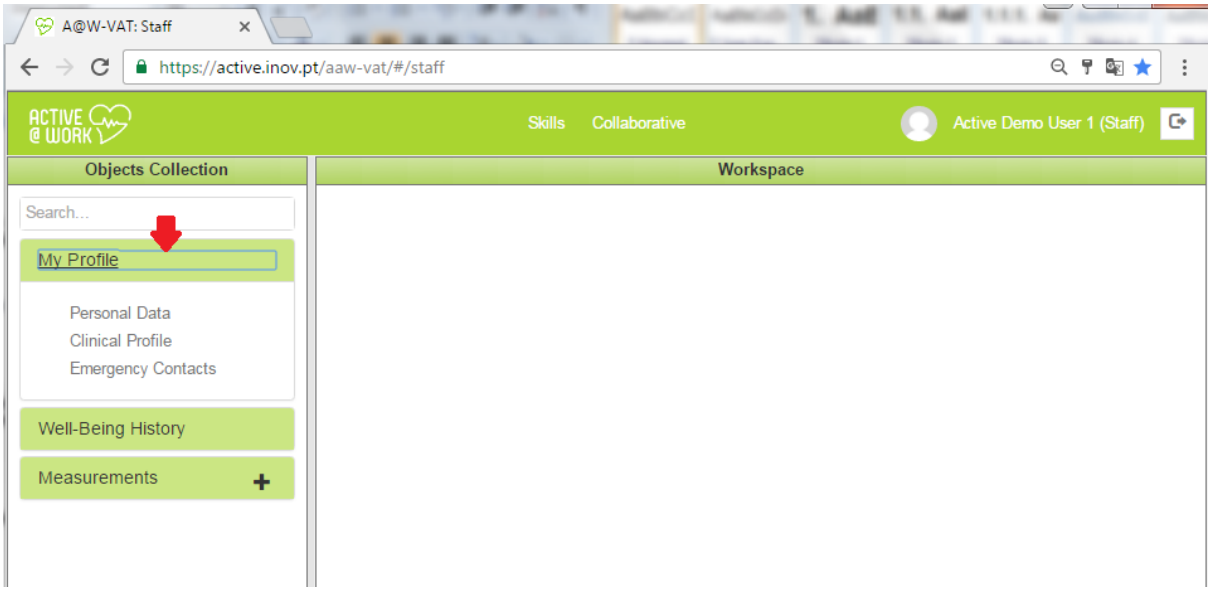


Figure 38: My Profile

2) Click on “Personal Data” button to access to your personal data, as shown into following picture:

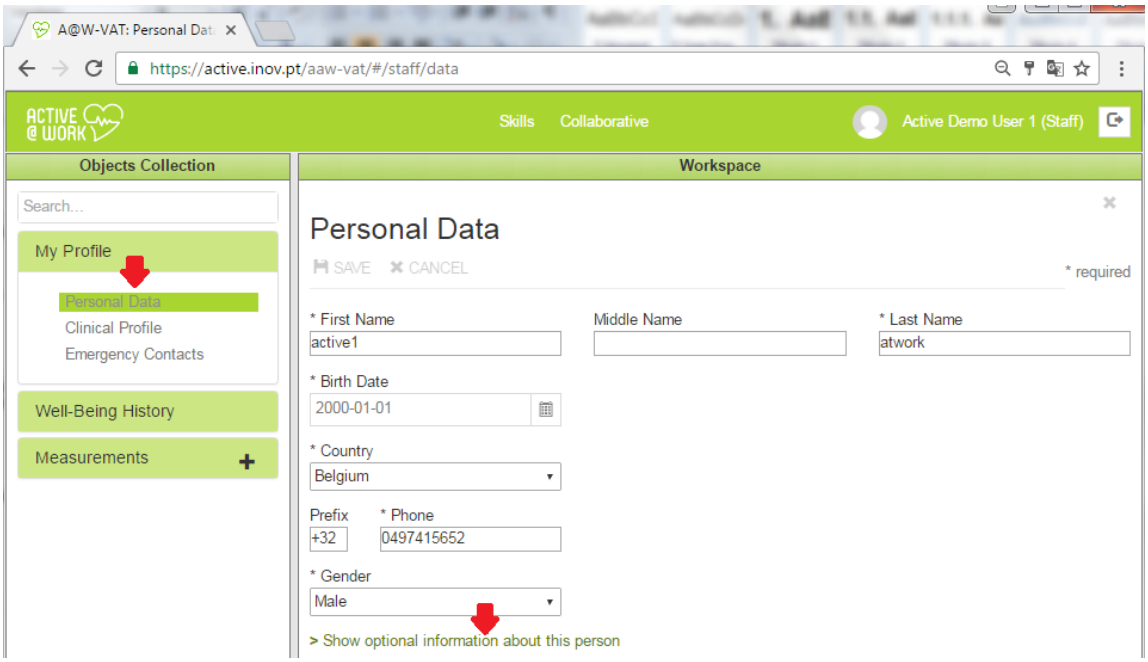


Figure 39: Personal Data

3) Click on **“Show optional information about this person”** link to access in more details to your personal data:

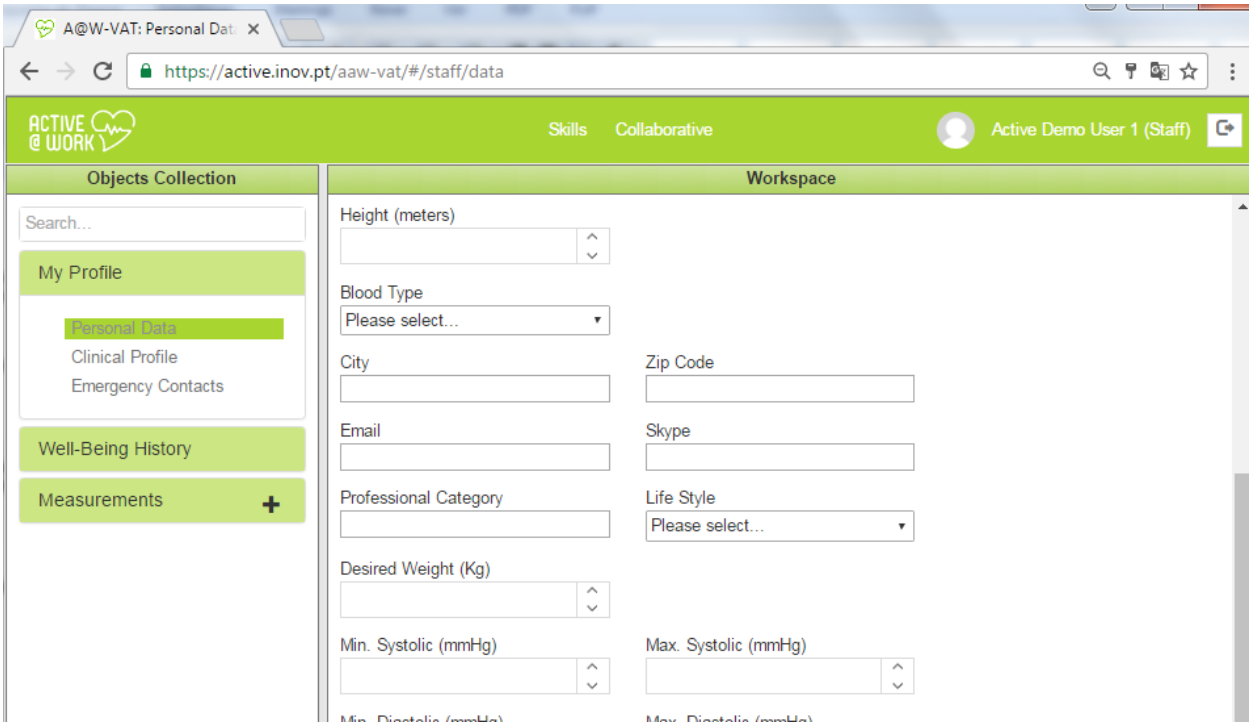


Figure 40: Optional Personal Data

4) Click on “Clinical Profile” button to access to your clinical data, as shown into following picture:

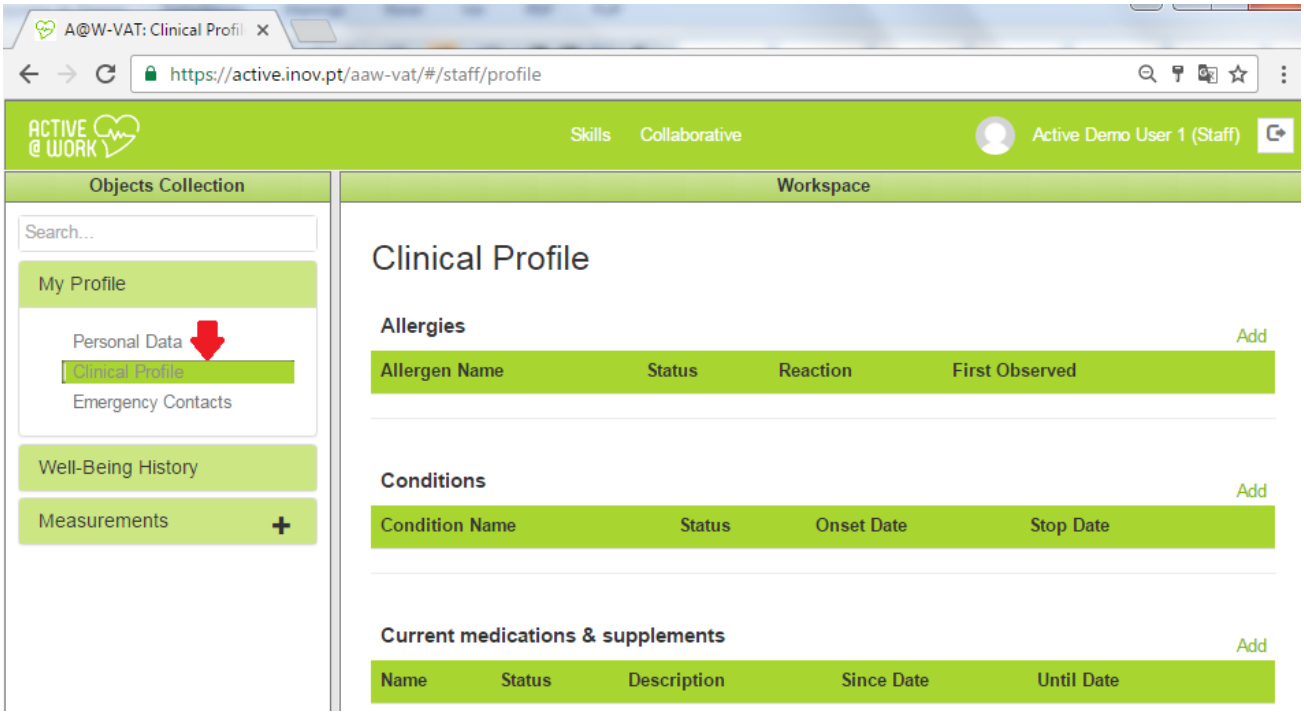


Figure 41: Clinical Profile

5) To add your clinical profile, click on the **add** link, as shown in Figure 3:

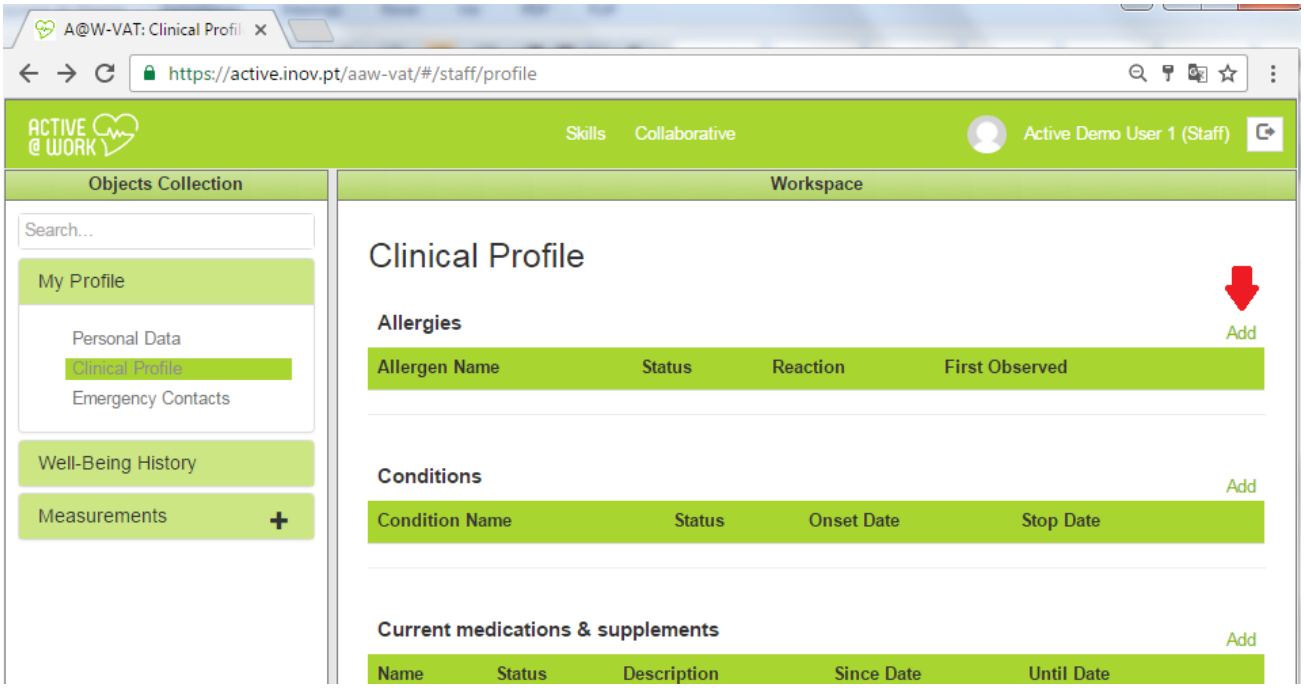


Figure 42: Add Clinical Profile I

6) Then insert the “allergen name”, “Status”, “Reaction” and “First Observed date”. In the end, click on the **add** link, as shown into following picture:

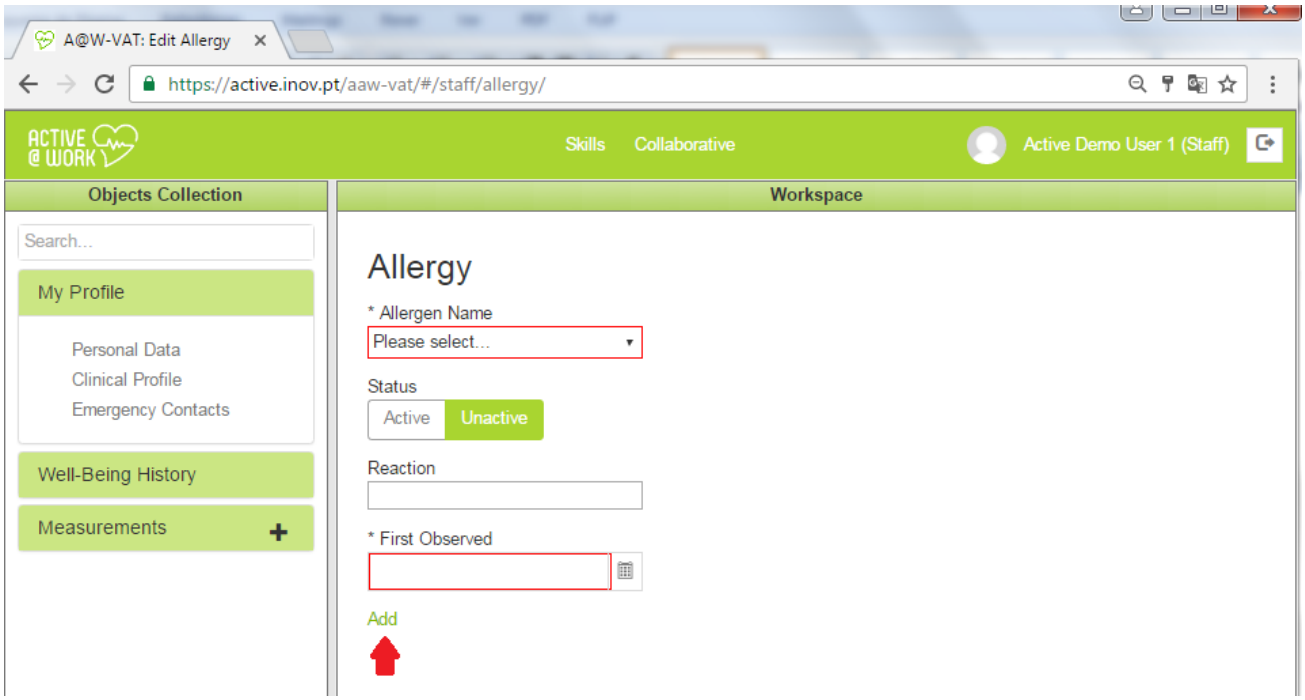


Figure 43: Add Clinical Profile II

7) Click on “Emergency Contacts” button to access to your emergency contacts, as shown in Figure 3:

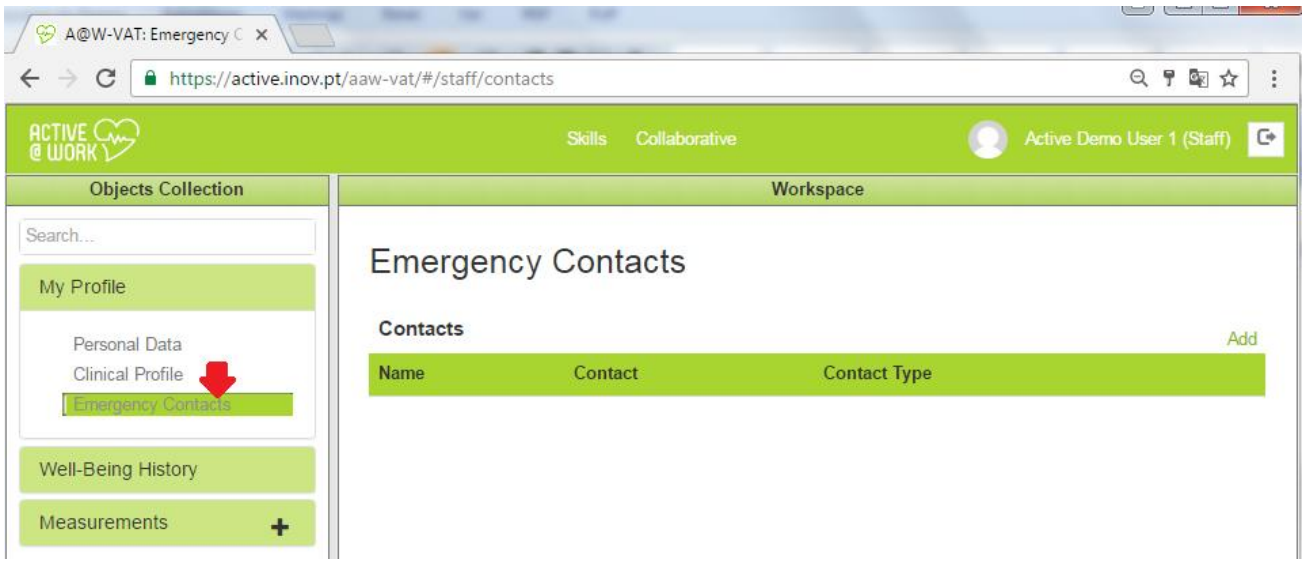


Figure 44: Emergency Contacts

8) To add your emergency contacts click on the **add** link, as shown in Figure 3:

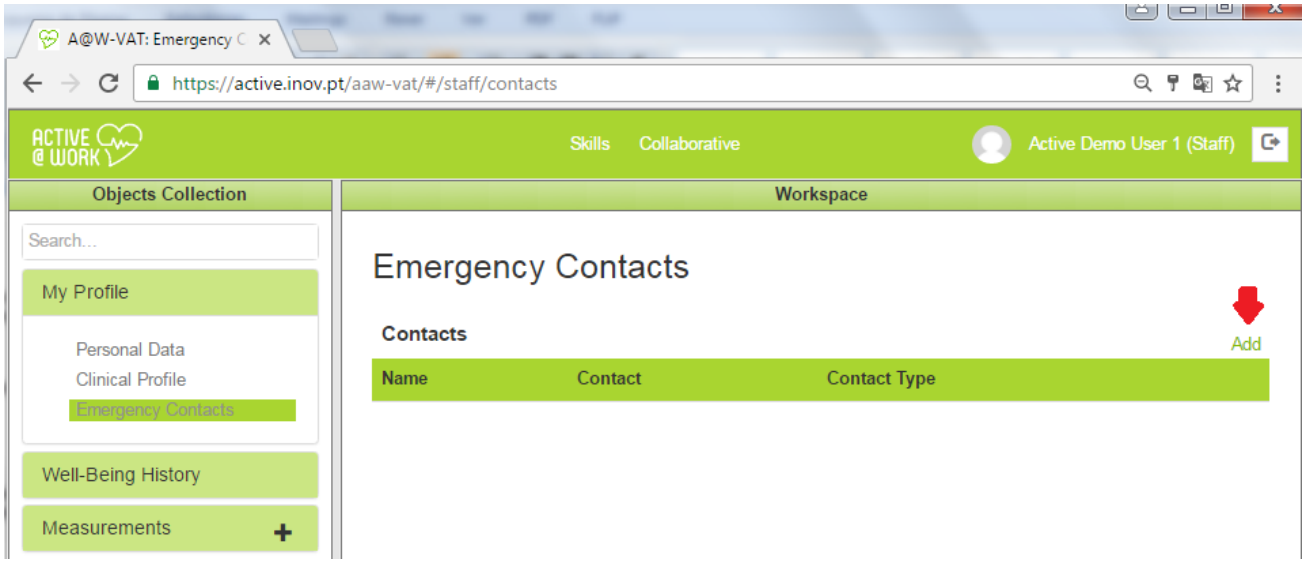


Figure 45: Add Emergency Contacts I

9) Then insert the “name”, “Contact number” and “Contact Type”. In the end, click on the **add** link, as shown into following picture:

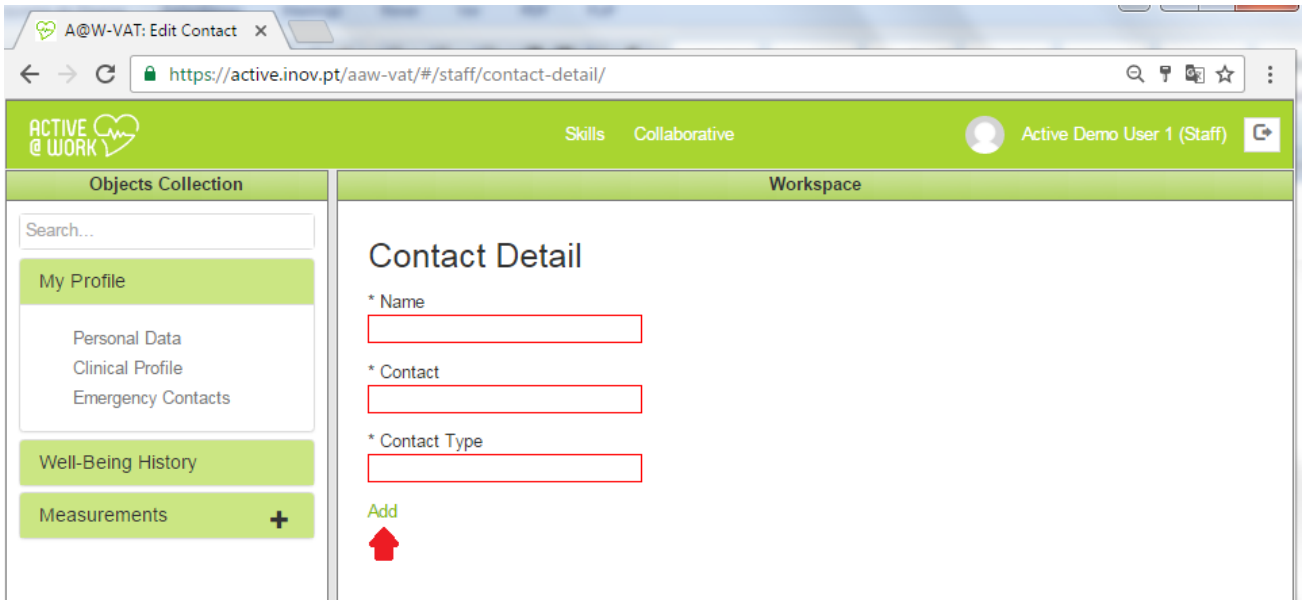


Figure 46: Add Emergency Contacts II

7.4.2. Well-Being History

(This section is going to be developed in the second phase of the project pilots)

7.4.3. Measurements

(This section is going to be developed in the second phase of the project pilots)

7.4.4. Dashboard

(This section is going to be developed in the second phase of the project pilots)