



empulse

Keeping your finger on the pulse

empulse Web Workbench User Guide



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Introduction

The purpose of this guide is to help you, our customer, to use the *empulse* Workbench / Dashboard.

The Web Workbench is a web application accessible through your browser from any device. It is the platform for publishing all types of messages, managing the system and reviewing the dashboard (data from the *empulse* Client).

It will be accessible by a URL which will be provided by your *empulse* System Administrator.

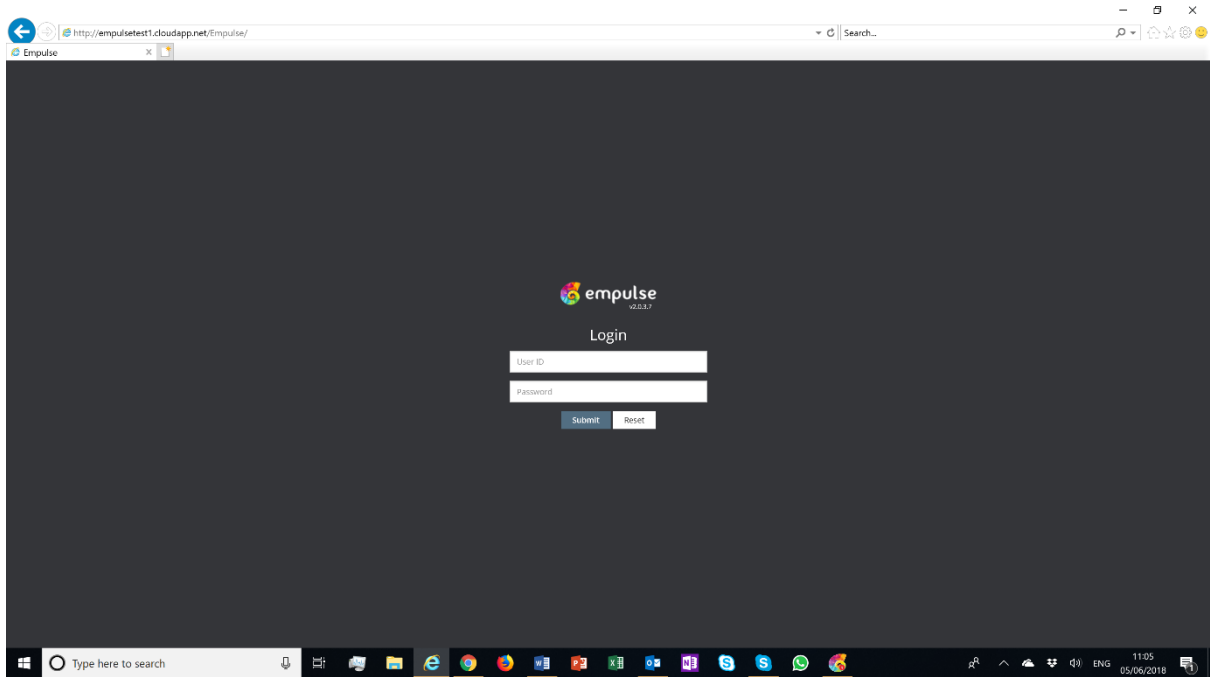
This guide includes the following information:

1. General Overview
2. The Dashboard - Analysing data
3. Sending and managing messages, quick polls and alerts
4. Managing and creating subscriptions
5. Managing User Roles
6. Managing Widgets
7. Managing the Admin



Getting Started

When you begin, you will come to the *empulse* login page. You can use your Single Sign On details to login.





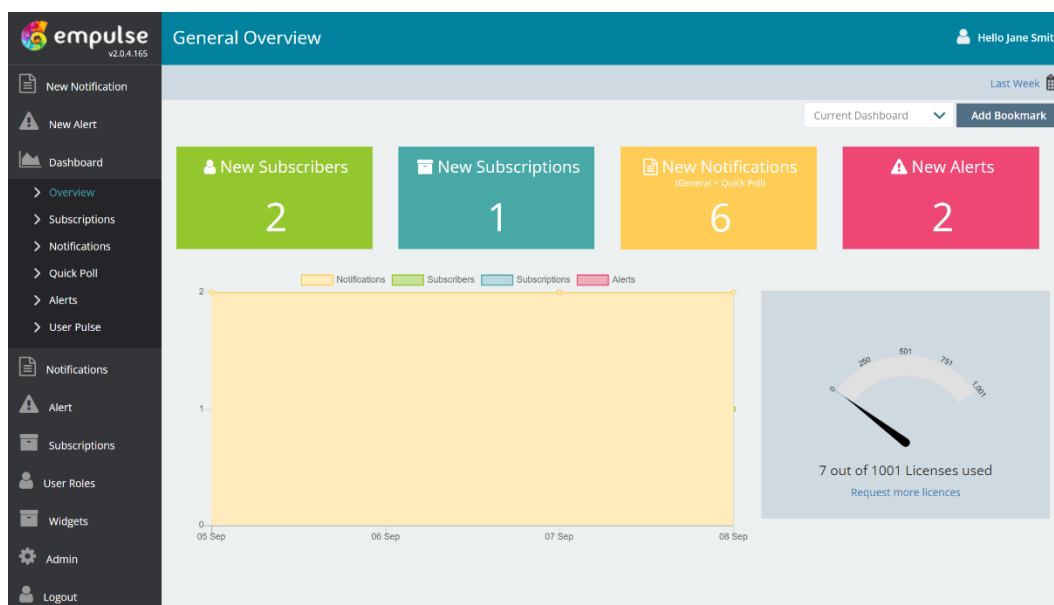
Dashboard

The Dashboard is where Analytics received from the *empulse* client(s) are published. The analysis and information reporting provided by the *empulse* product is powerful and can be used to improve communications within an Enterprise. However, customers can extract maximum value from the *empulse* database by downloading the information into their business intelligence capabilities. This helps you gain deeper data insight.

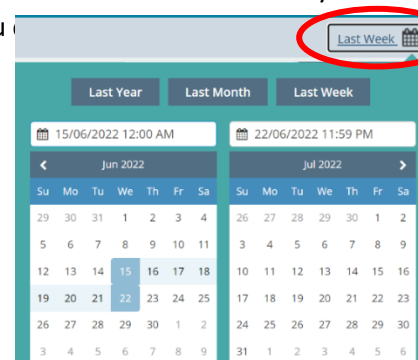
Overview

When you first enter the *empulse* workbench it will show you the Dashboard overview window. This tells you the following:

- Licences – How many licences have been used - this is to show consumption of licences against the number of licences purchased
- New Subscribers - these are users that have subscribed to one of your Subscriptions.
- New Subscriptions – these are any new Subscriptions (Communication Channels) that have been created within *empulse*.
- New Notifications – these are messages or quick polls that have been sent. (Quick Polls are messages that include a one-off question that the user can answer with a thumbs up or thumbs down, i.e How was your IT service today?)
- New Alerts – Emergency Alerts are real-time notifications that can't be ignored and help to keep your employees informed about any emergencies that may arise. They will take over the screen and will not shut down until the person does this manually to make sure they have read it. Alerts can also have an associated SMS text message.

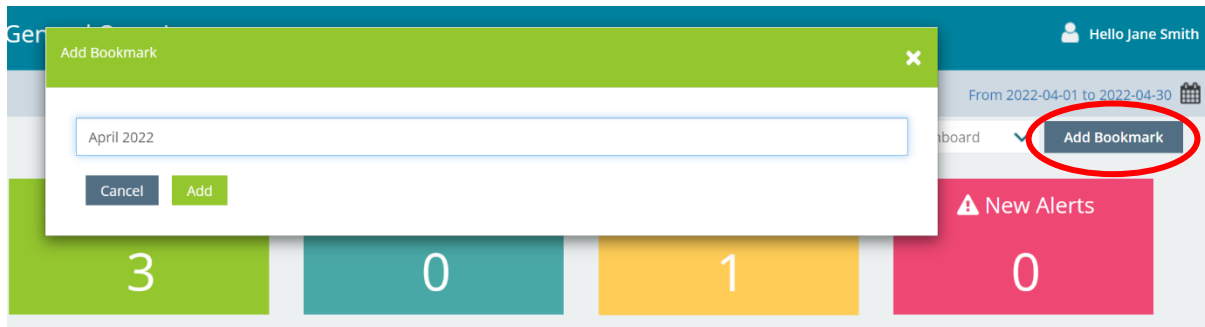


The image above is the Dashboard overview screen. By default it tells you what has been happening in the **last week** to ensure you have visibility of the latest information. However you can change the dates you would like to see the statistics for when you click the **Last Week** button in the top right corner.

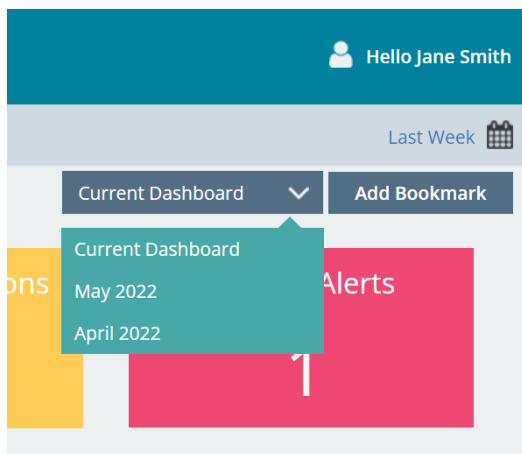




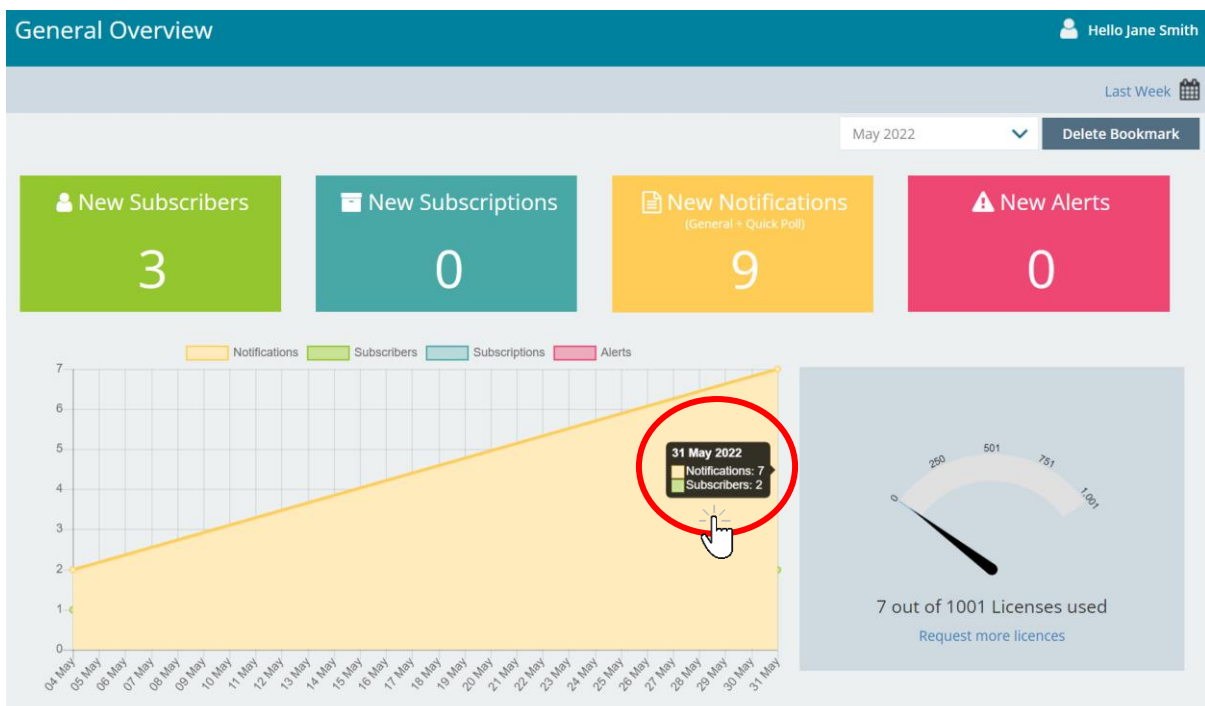
If there is a certain time frame you would like to see regularly, such as 'last week' 'last month' or a specific date range, you can create a 'Bookmark'. To do this, click on the dates (start date and end date) that you would like the data for then click on 'Add Bookmark', create a name for your bookmark and then click 'add'.



It will then appear in the 'Current Dashboard' drop-down box for you to choose at any time.

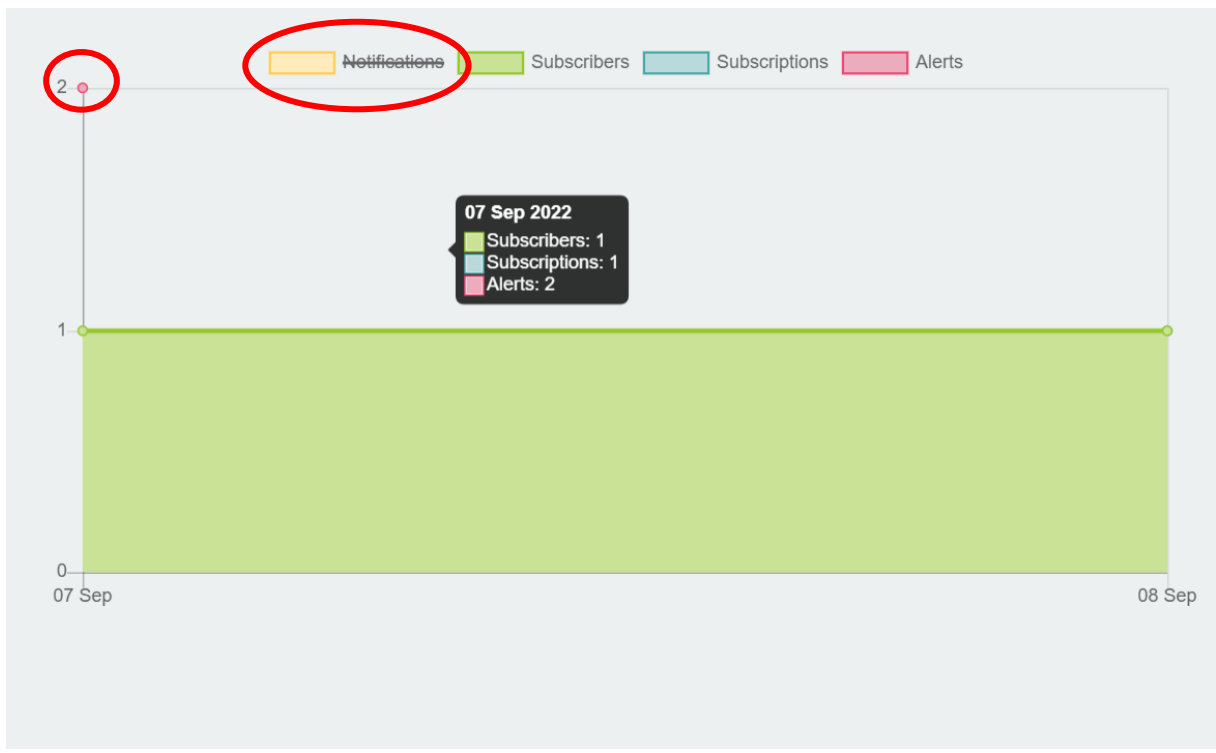


If you hover over the graph it will bring up the specific data of the Notifications sent and the number of new Subscribers there were on a certain date.

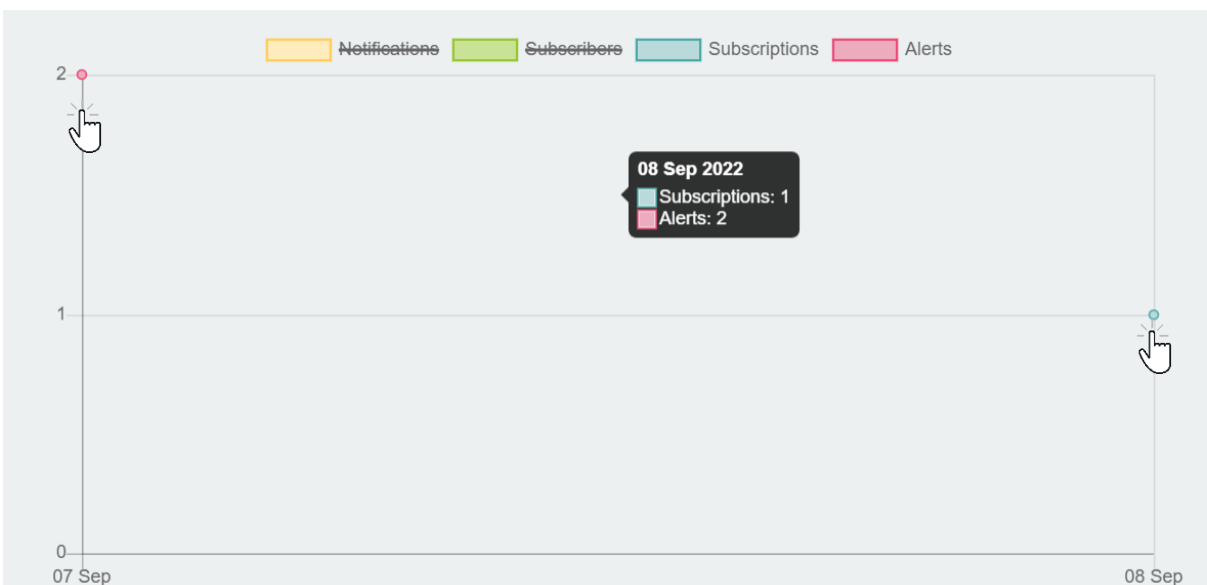




Throughout the Dashboards, you can toggle options to show or hide the details of specific metrics. For example, in the image below, the 'Notifications' metrics have been 'unselected' (indicated by the strikethrough on the metric title). The graph now only shows Subscribers, Subscriptions and Alerts metrics. By toggling and reviewing the graph you can quickly home in on the metrics that matter to you. Note the little red dot in the top left. This is telling you the number of Alerts sent.



Another example, below, shows 'Notifications' and 'Subscribers' toggled off, leaving just the results from the Subscriptions and Alerts. The graph shows 2 dots, a red one on 7th September and a blue dot on 8th September. This indicates that 2 alerts were sent on 7th September, but none were sent on the 8th hence there is no red graph line for Alerts. Similarly, the blue dot on the 8th September indicates a new subscription was created only on that date and no new subscriptions were created on the 7th hence there would be no graph line to show any trends between these 2 dates. The Dashboard not only allows you to see the results, but also helps you to visualise trends.

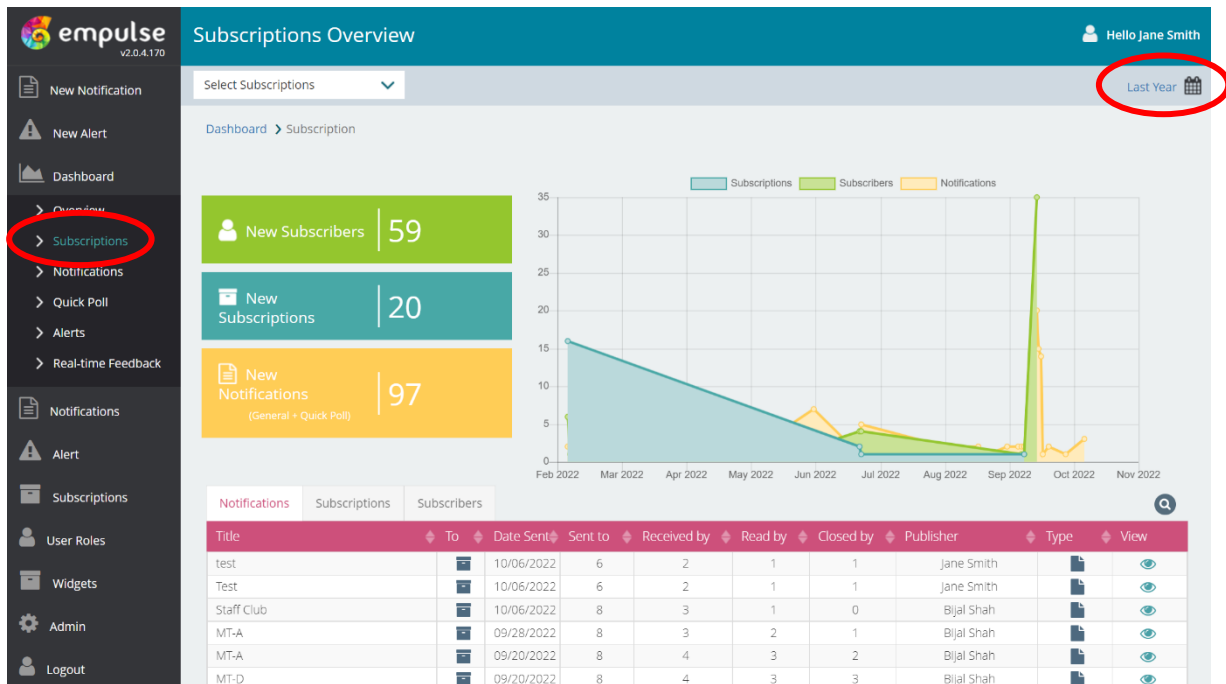




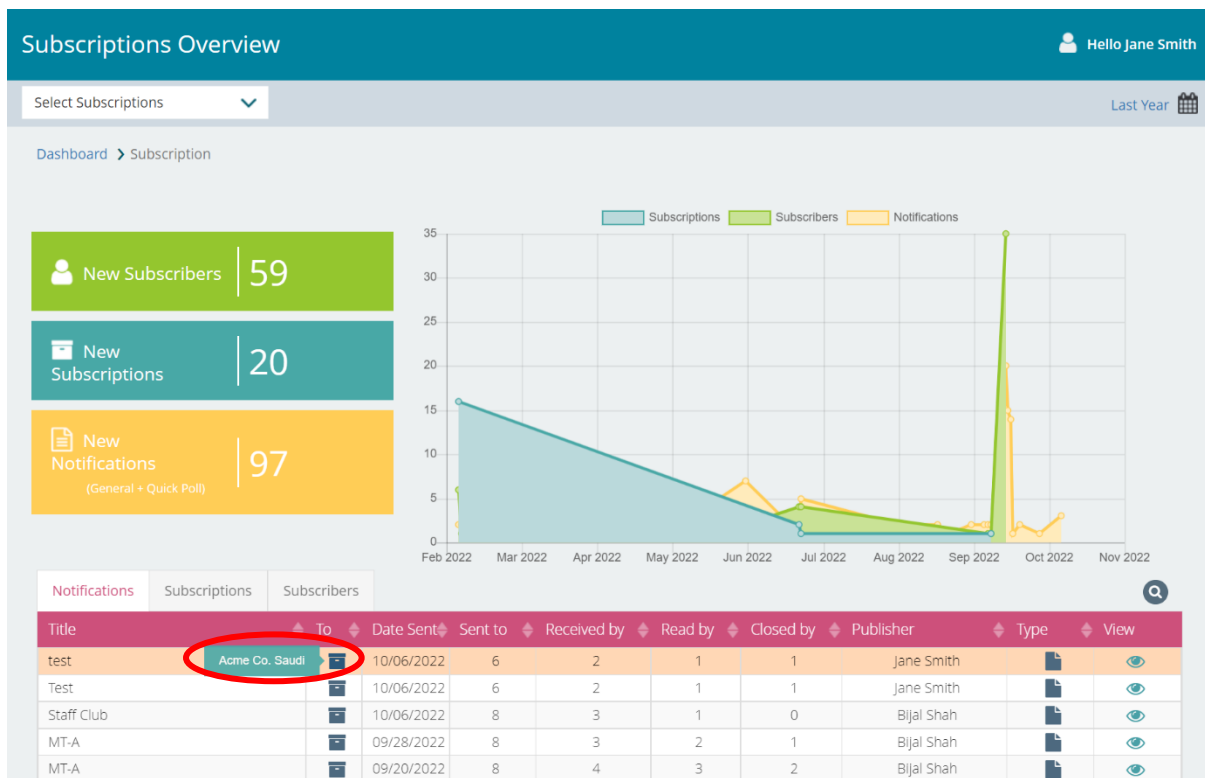
Subscriptions

Subscriptions are the Communication Channels within *empulse*.



When you click on the Subscriptions option under the Dashboard menu, you will see a more detailed overview of the Subscription information. By default, it will show you results from the 'last week', but you can change that on the calendar icon at the top right of the page (same as in the overview previously).

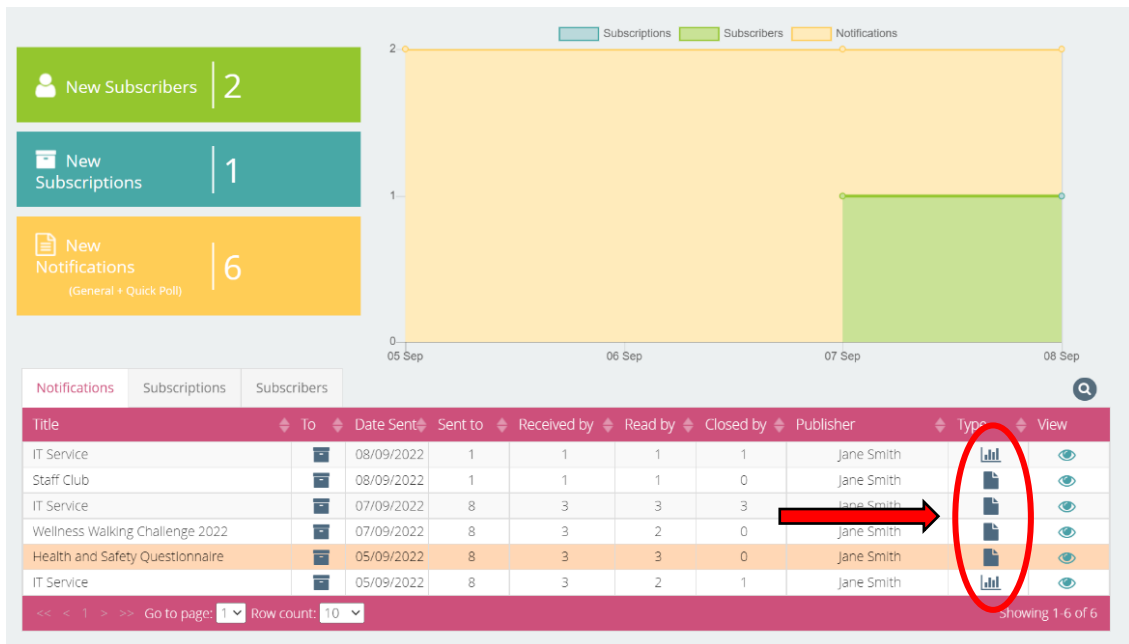



There is an overview at the bottom of the page detailing Notifications, Subscriptions and Subscribers. Hover over the icon under the 'To' field to see who the notification was sent to. (This hover feature works similarly throughout the workbench)

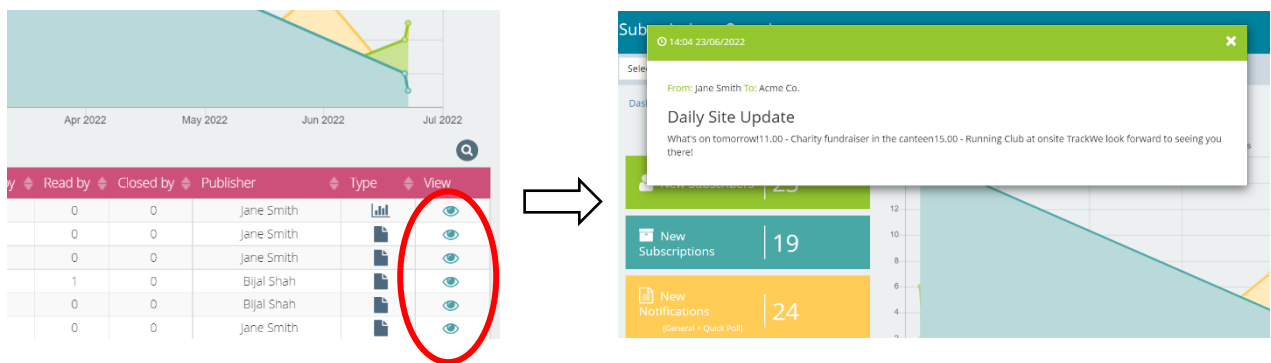




Under 'Type' the  icon means it was a quick poll that was sent, and the  icon means it was a general message.

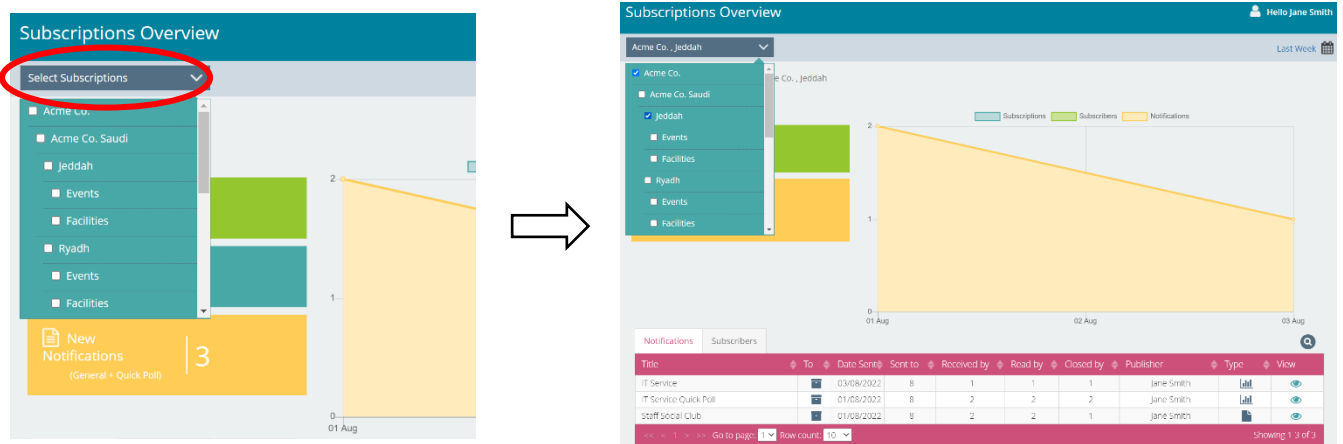


If you want to have a quick look at the message that was sent, then you can click on the  icon and it will look like the example below. Clicking this icon throughout the workbench will show further details of the message sent.

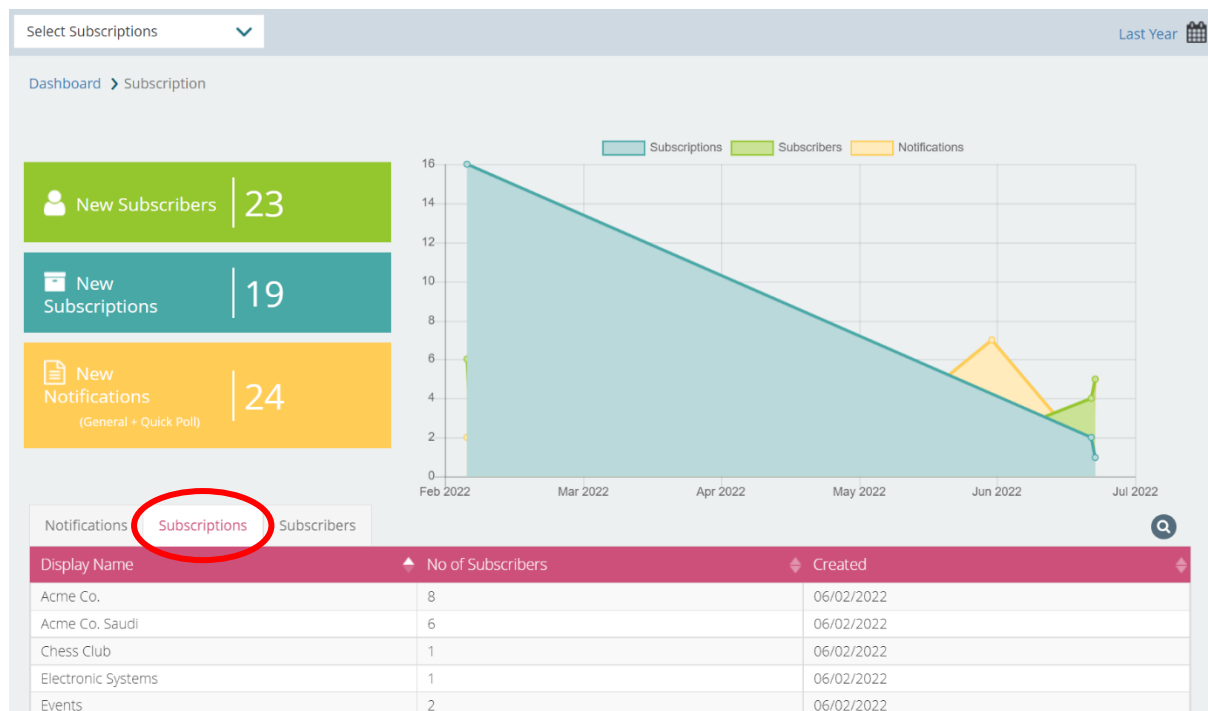




You can choose which subscription (or multiple) you would like to investigate in more detail.



When you click on the 'Subscriptions' option you will see the graph below that focuses on the Subscription analysis. The table below the graph tells you the number of subscribers you have in each Subscription and if you click on 'Subscribers' it will tell you who those subscribers are.



At the bottom of the table you can use the 'Go to page' option if there is more than one page, and you can choose the 'Row count' option to see more or less rows.

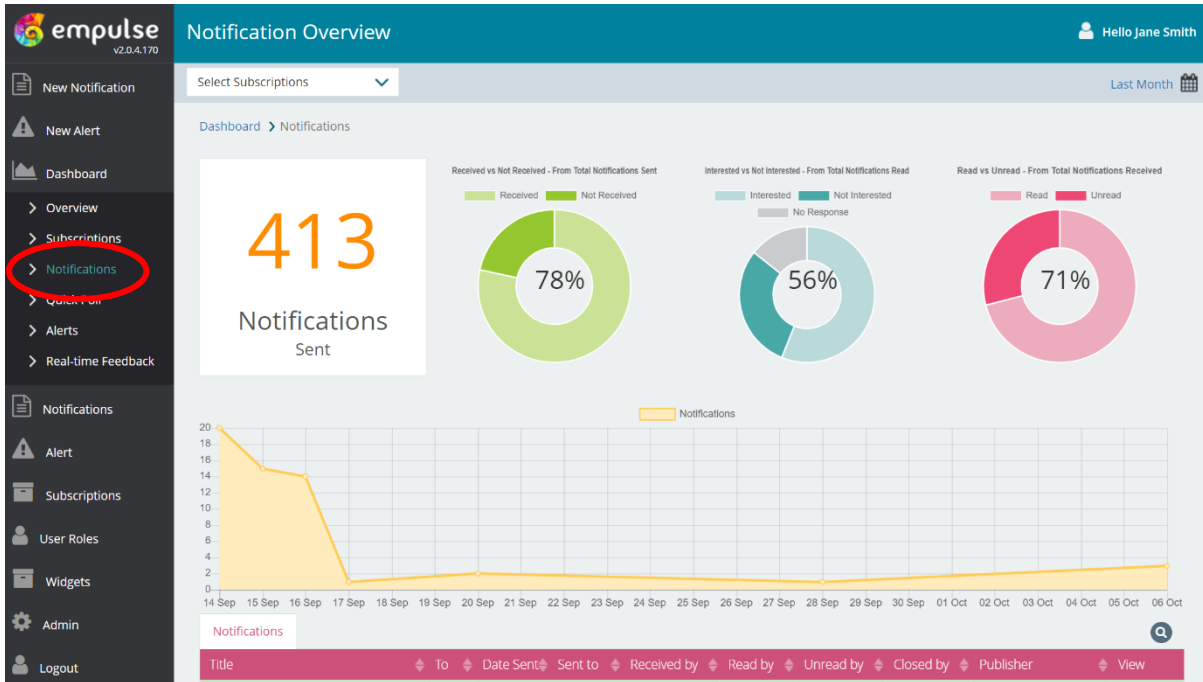
The screenshot shows the 'Subscribers' table with navigation options at the bottom. The table has columns for Title, To, Date Sent, Sent to, Received by, Read by, Closed by, Publisher, Type, and View. The bottom navigation bar includes 'Go to page: 1' and 'Row count: 10'.

Title	To	Date Sent	Sent to	Received by	Read by	Closed by	Publisher	Type	View
IT Service		08/09/2022	1	1	1	1	Jane Smith		
Staff Club		08/09/2022	1	1	1	0	Jane Smith		
IT Service		07/09/2022	8	3	3	3	Jane Smith		
Wellness Walking Challenge 2022		07/09/2022	8	3	2	0	Jane Smith		
Health and Safety Questionnaire		05/09/2022	8	3	3	0	Jane Smith		
IT Service		05/09/2022	8	3	2	1	Jane Smith		

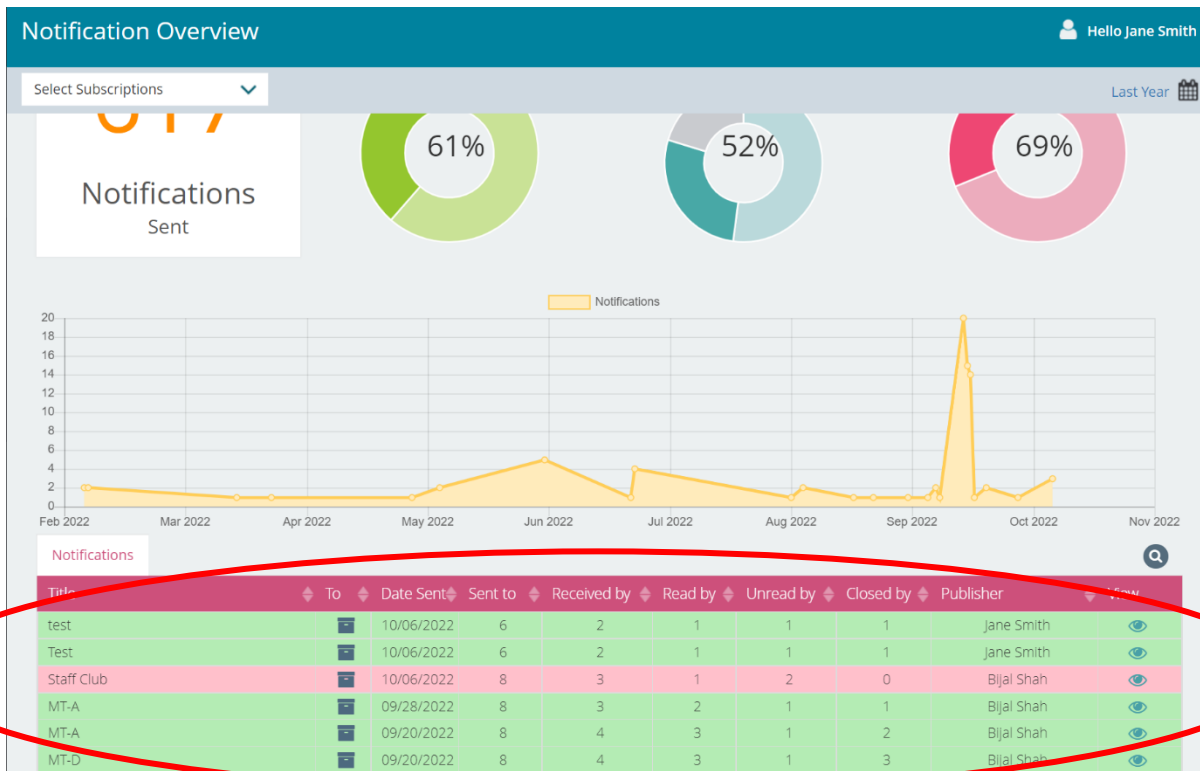


Notifications

Click on the 'Notifications' option in the left-hand menu and it will show you statistics relating to the notifications that have been sent. Similar to the subscriptions, it will default to the 'last week', however you can change this. In the top left-hand side, it will show you the total number of Notifications that have been sent – for instance if there have been 8 notifications sent to 10 people, this number will show 80. You will see there are percentages shown ~ (the lighter, detailed in the labels above them).

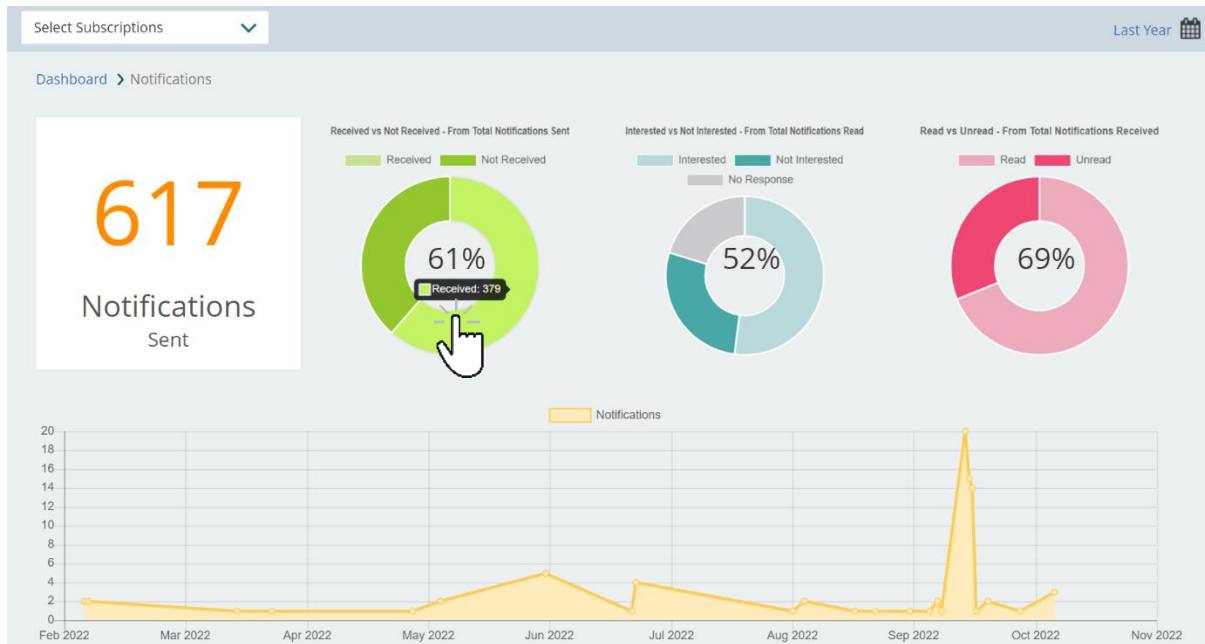


The information highlighted in red in the table below means notifications have been received by users but not yet read – green means notifications have been received and read by the user(s).





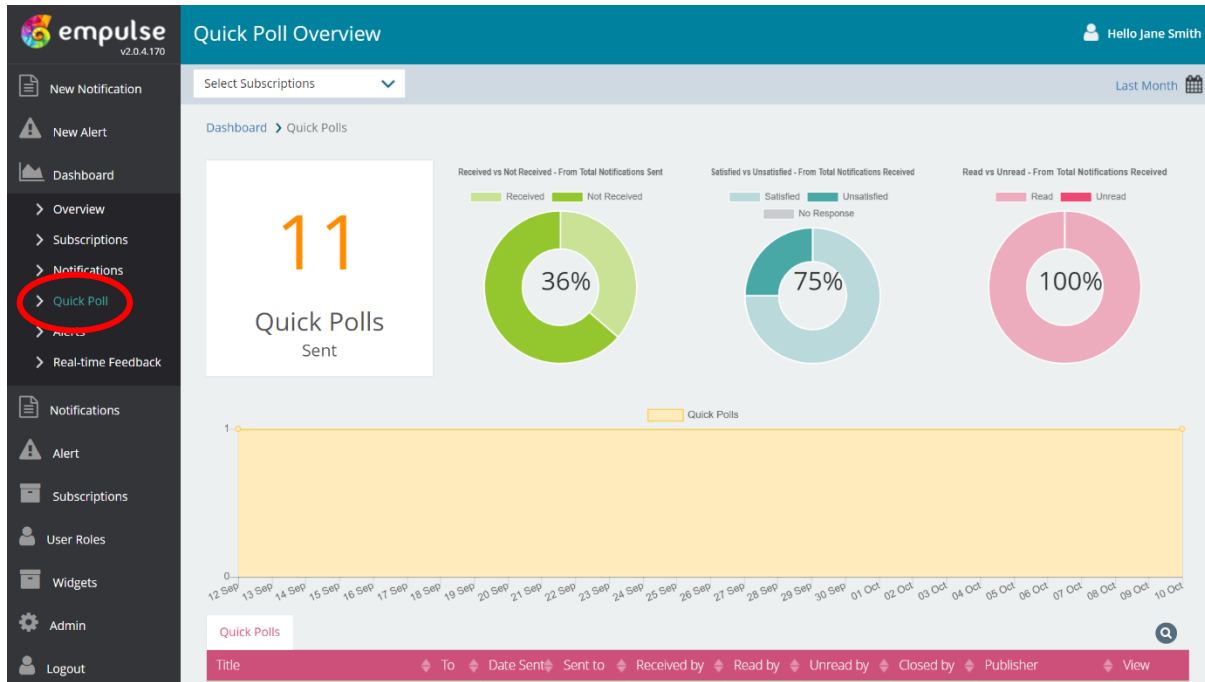
If you hover over the circles, it will show even more detail, for instance it will tell you the number of messages received / not received (not received means the 'Client' Application wasn't open on the computer for them to receive it).



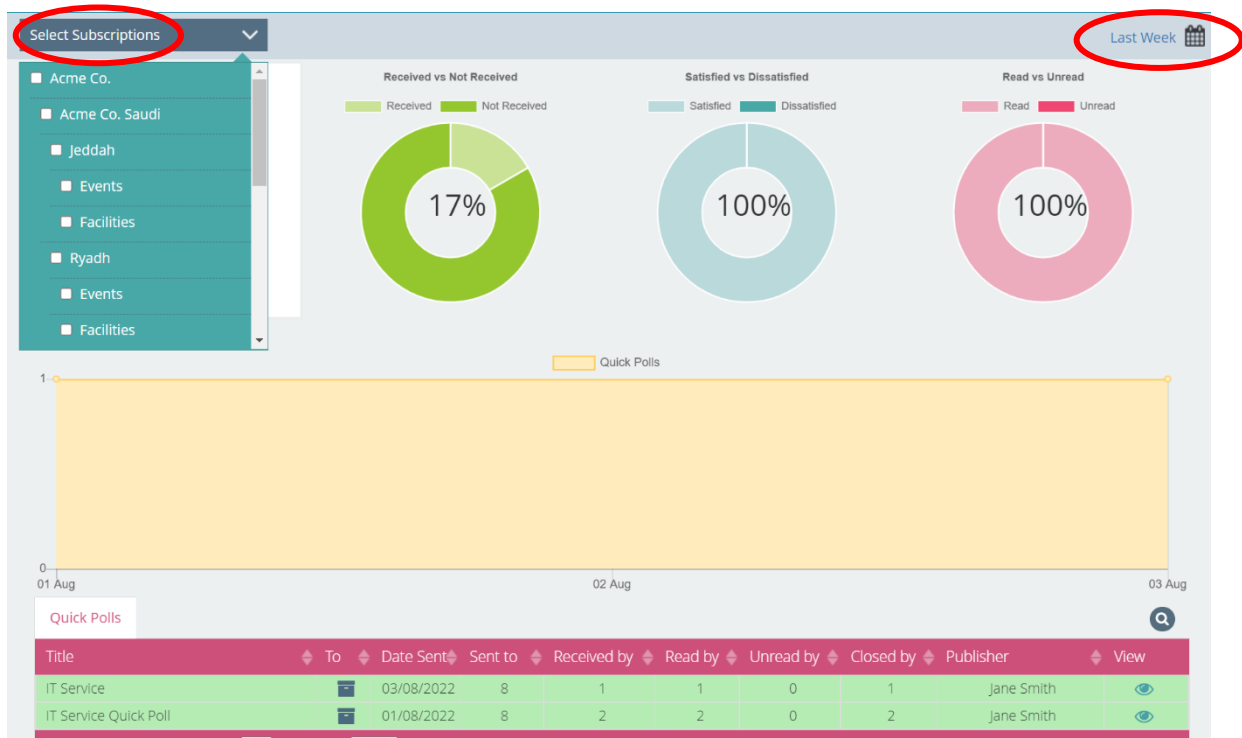


Quick Polls

Click on the 'Quick Polls' option in the left-hand menu and it will give you all the statistics of the quick polls that have been sent in the last week. (Quick Polls are messages that include a one-off question that the user can answer with a thumbs up or thumbs down, e.g. How was your IT service today?)



You can select which subscription you would like to look at as well as the dates they were sent.

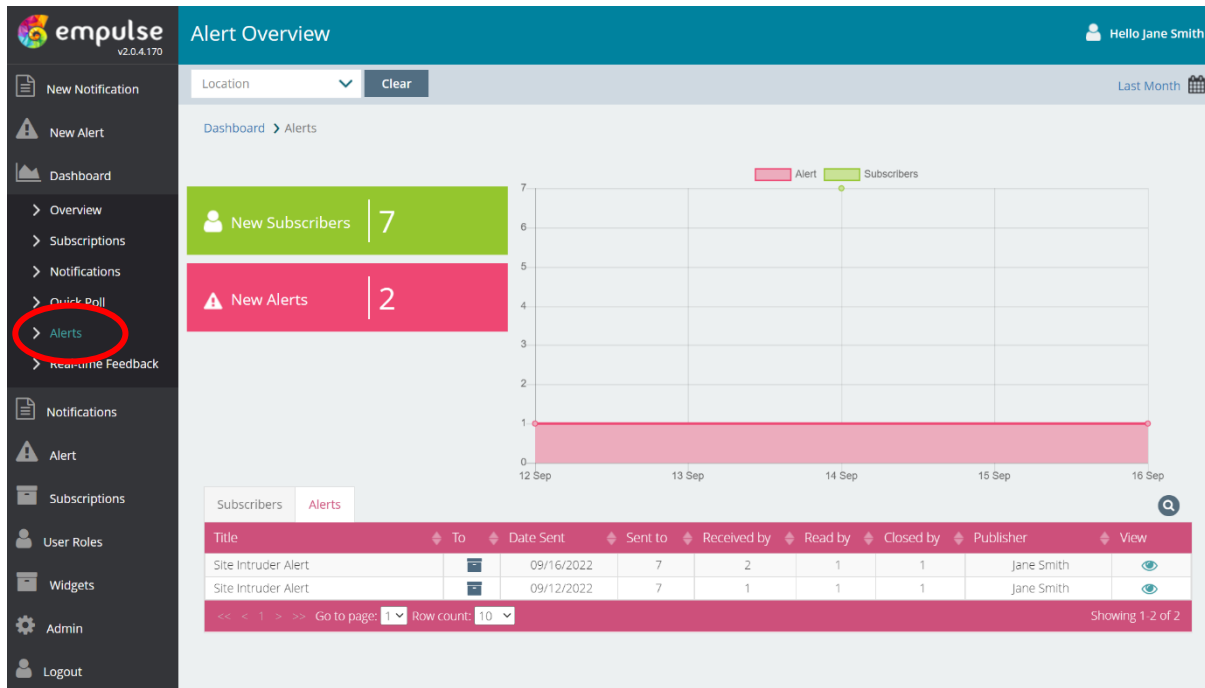




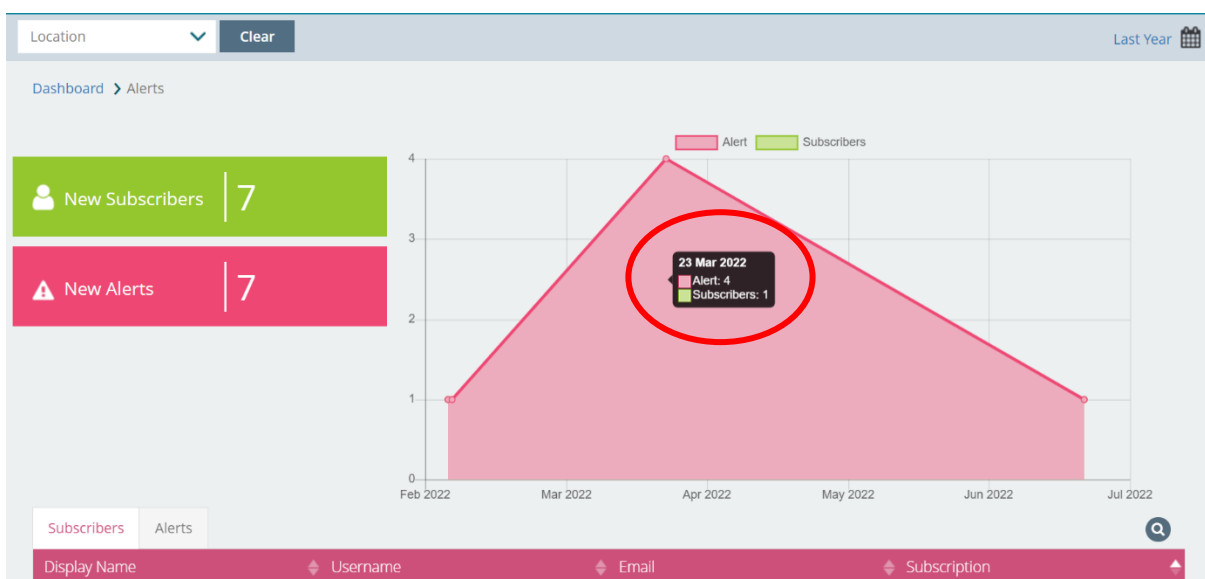
Alerts

Alerts are real-time notifications that can't be ignored and are intended to keep your employees informed about any emergencies that may arise, such as intruder alerts or severe weather warning updates. Alerts can even reach employees away from their desk by sending critical messages to their mobile phone via SMS.

Click on the 'Alerts' option in the left-hand menu and it will show you the statistics of the Alerts that have been sent.



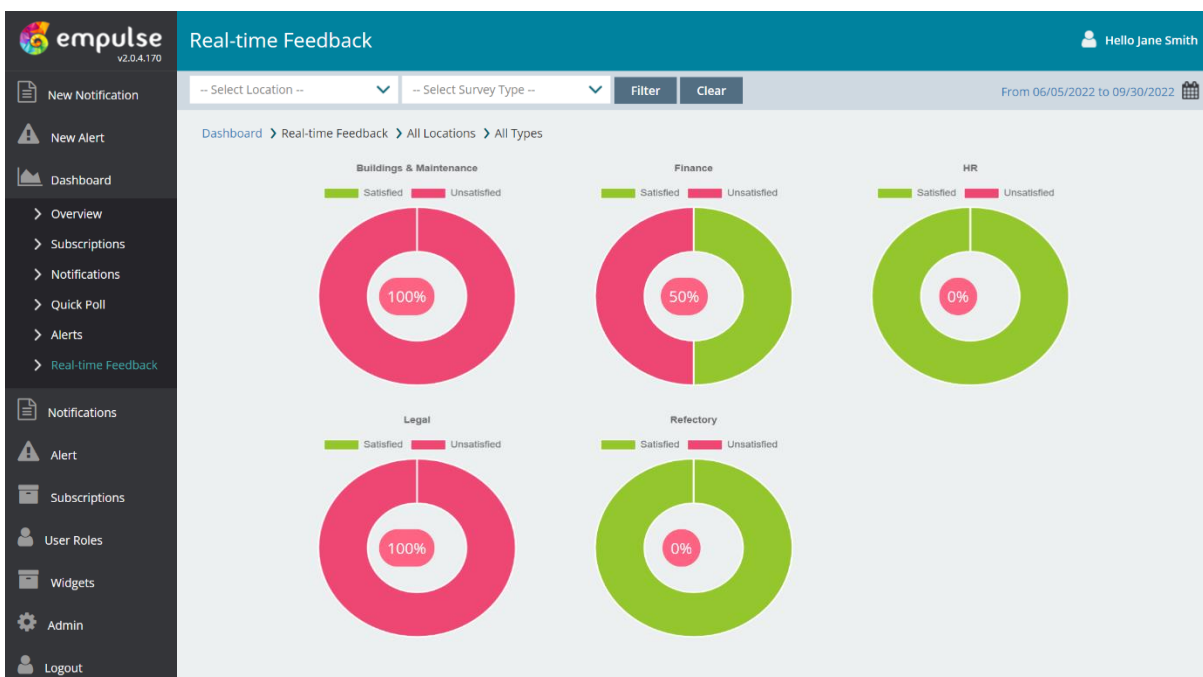
If you hover over the graph it will show more details of the Alerts sent and Subscribers they were sent to.



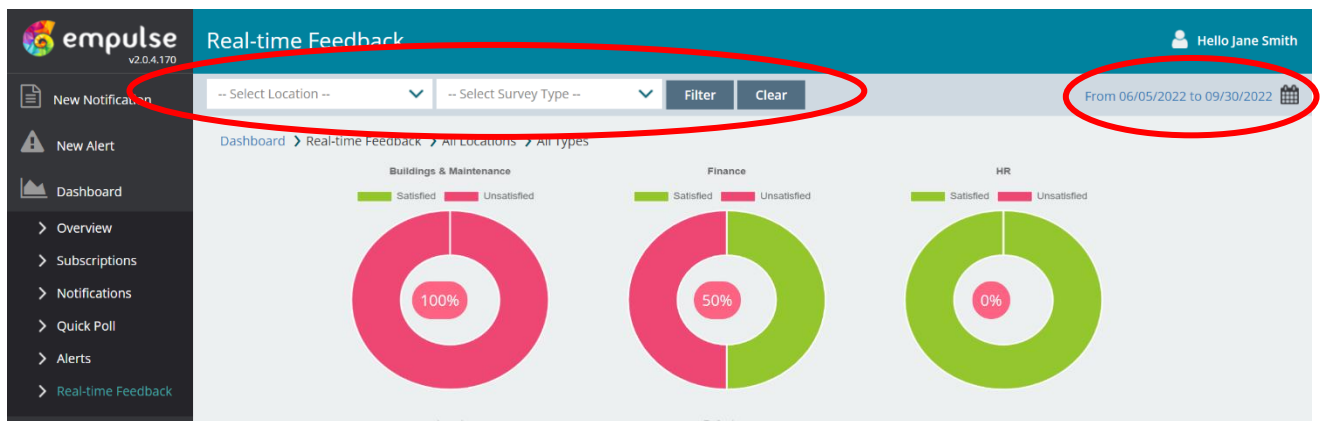


Real-time Feedback

Real-time Feedback is a form of quick / short survey. It gives the user the opportunity to feedback to *empulse* Administrators that they are happy or unhappy about something. The way the User does this is by going to the Real-time Feedback widget in the *empulse* client. There they will see a drop-down list of items defined by the enterprise and configured by the *empulse* admin team. The user will select the item they wish to give feedback on and then click on either the happy or sad face. This information is then fed back to the Dashboard which will display this information by location, and/or the listed items from the drop-down list in the *empulse* client widget. This facility offers the business the ability to capture and monitor real-time feedback on items specified in the list. This will enable the business to quickly identify things that users are happy with or unhappy with and target the appropriate actions.

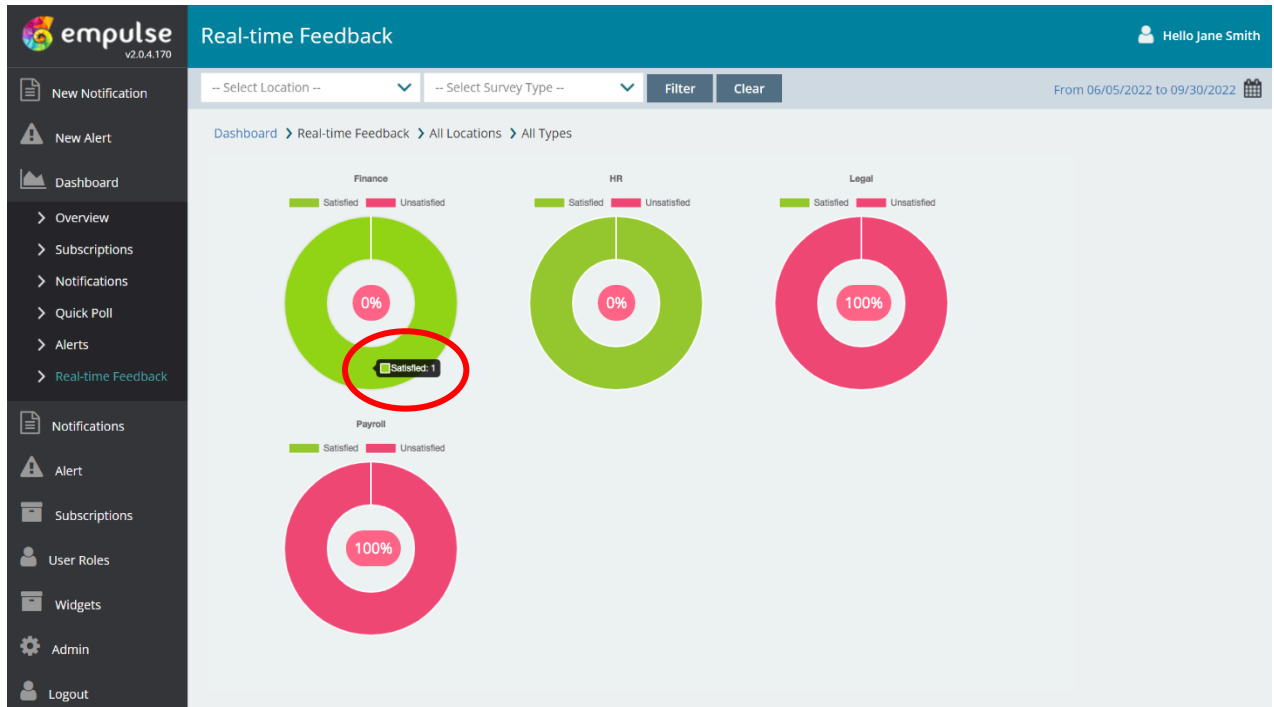


You can filter the Location or the Survey Type at the top. If you click on the calendar on the top right, you can choose the date range you are interested in.





If you hover over one of the circles it will give you details of how many users were satisfied with that department. The green means satisfied and red means unsatisfied.





Creating Notifications

To send a new notification to users you can either choose the first option at the top that says 'New Notification' or use the option underneath the 'Notifications' option. Once you are in the New Notification screen you will see a box that says, 'Send date', here you are able to choose a future date to send the message or if you just leave it blank then it will send immediately.

The screenshot shows the 'Create Notifications' interface. On the left, there is a 'My Templates' section with 'Staff Club' and 'IT Service' options. The main area contains a 'Send Date' field (circled in red) with a calendar icon, currently showing '24/08/2022 1:57 PM'. Below it is a 'General Message' dropdown menu and a 'Scheduled Until Date' field. A 'Mandatory' checkbox is also present. At the bottom, there is a 'Title' field and a rich text editor with various formatting options like bold, italic, underline, and text color.

Here you can also choose if you would like to repeat this message Daily / Weekly etc...

This screenshot shows the 'Send Date' field with a date picker overlay. The date is set to August 17, 2022, at 1:57 PM. Below the date picker, there is a dropdown menu for 'Never Repeat' with the following options: 'Never Repeat', 'Every Day', 'Every Week', 'Every Month', 'Every Year', and 'Custom'. The 'Apply' button is highlighted in green.

The box next to it is the date you would like the message to expire, this is automatically set for a weeks' time from when the message was sent but you can alter this.

This screenshot shows the 'Create Notifications' interface with the 'Scheduled Until Date' field circled in red. The date is set to '24/08/2022 1:57 PM'. The rest of the interface is the same as in the previous screenshots.



You have the choice of sending either a General Message or a Quick Poll, make sure you choose the right option for type of message you are sending.

The screenshot shows a notification creation form. At the top left, there is a 'Send Date' field with a calendar icon, containing the date and time '19/09/2022 8:53 PM'. To its right is a 'Scheduled Until Date' field with a calendar icon, which is currently empty. Below the 'Send Date' field is a dropdown menu for 'General Message'. The dropdown is open, showing two options: 'General Message' (highlighted in teal) and 'Quick poll'. Below the dropdown is a 'Title' field.

The 'Scheduled until date' box is for if you have chosen to repeat the message, you can choose a date for the message to stop sending.






The screenshot shows the 'Create Notifications' interface. On the left, there is a 'My Templates' section with two items: 'Staff Club' and 'IT Service', each with a red 'x' icon. The main form has a 'Send Date' field with '24/08/2022 1:57 PM' and a 'Scheduled Until Date' field. A calendar pop-up is open over the 'Scheduled Until Date' field, showing the month of August 2022. The date '17' is selected. Below the calendar, there are 'Apply' and 'Cancel' buttons. The 'Mandatory' checkbox is unchecked. The 'Title' field is empty. The text editor shows 'Paragraph' style, 'Tahoma' font, and '11pt' size.

Click on the 'Mandatory' box if it is a message of importance that you would like everyone to read. It will automatically go to the top of their message queue, and they won't be able to delete it until it has been opened/read.

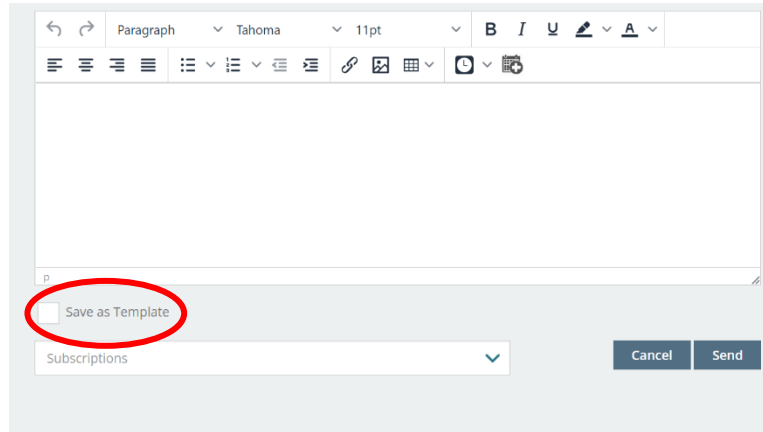
The screenshot shows the 'Create Notifications' interface. The 'Mandatory' checkbox is highlighted with a red circle. The 'Send Date' field contains '24/08/2022 1:57 PM' and the 'Scheduled Until Date' field is empty. The 'Title' field is empty. The text editor shows 'Paragraph' style, 'Tahoma' font, and '11pt' size.



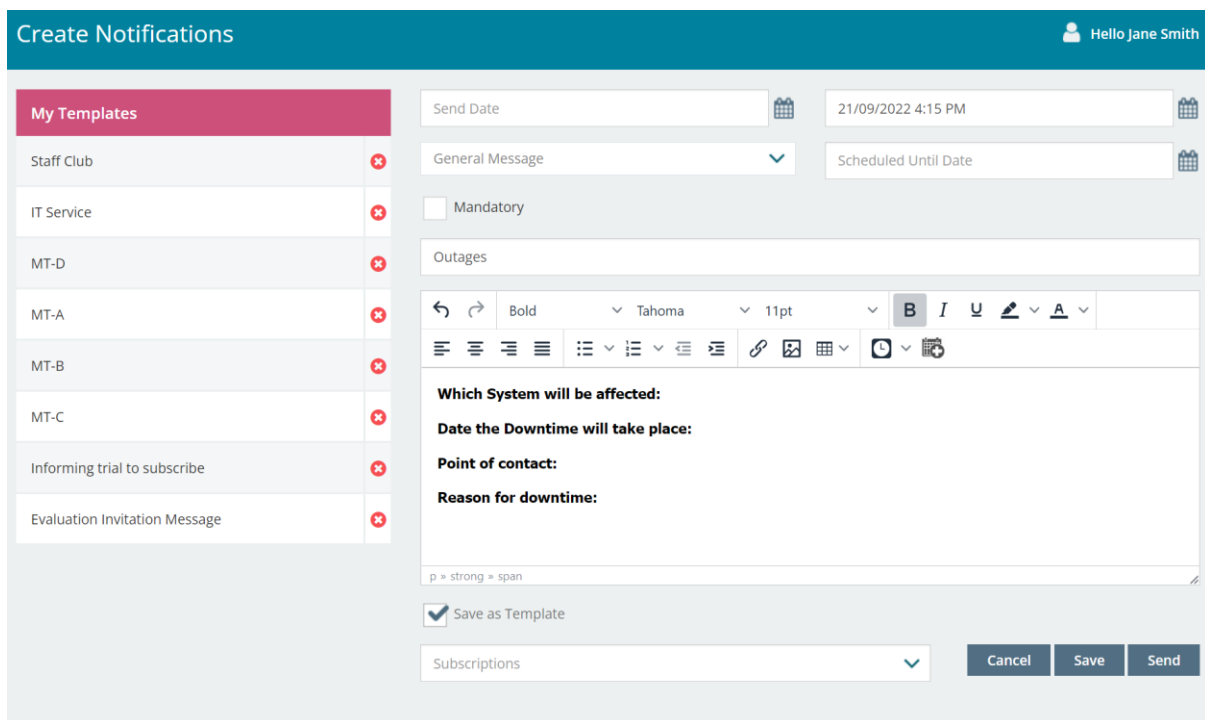


Once you have filled out your message as normal, you can click on  to insert a web link, click on  to insert an image, click on  to insert a table. To insert the date and/or time click on  and to create a new meeting click on .

You can save any of your messages as templates for future messages by just ticking the 'save as template' box.



You can set templates so that they are easy for users to fill out, please see the example below.





If you want to send a quick poll, make sure to ask a simple question as the user will only be given two options to answer this, a thumbs up or thumbs down so you need to make sure it is a 'Yes or No' type of question.

Send Date 19/09/2022 8:58 PM

General Message Scheduled Until Date

Mandatory

IT Service

Paragraph Tahoma 11pt B I U A

How has your IT service been today?

Lastly, select which subscriptions you would like the message / quick poll to be sent to. You can choose multiple subscriptions if you like.

Paragraph Tahoma 11pt B I U A

Save as Template

Subscriptions

Cancel Send

Search

19 Available Subscription Expand All

- Acme Co.
- Acme Co. Saudi
- Electronic Systems
- Health and Safety Team
- London Branch
- Social Club



Managing Notifications

To look at the Notifications in more detail go to the Notifications option in the menu. You will need to choose Sent or Scheduled.

When you click on Sent the screen below will come up with all the details of the sent Notifications.

Title	To	Created	Sent	Expiry	Sent by	Type	Actions
MT-A		09/28/2022	09/28/2022	10/05/2022	Bijal Shah		[Copy] [View] [Delete]
MT-A		09/20/2022	09/20/2022	09/27/2022	Bijal Shah		[Copy] [View] [Delete]
MT-D - Acme Co.		09/20/2022	09/20/2022	09/27/2022	Bijal Shah		[Copy] [View] [Delete]
Staff Club - Test		09/17/2022	09/17/2022	09/24/2022	Csaba Szento		[Copy] [View] [Delete]
MT-D - 3rd Message Social Club		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 2nd Message Social Club		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 1st Message Social Club		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-C - 2nd Message H&S		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-A - 1st Message H&S		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 3rd Message Electronic systems		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-A - 2nd Message Electronic Systems		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 1st Message Electronic Systems		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 3rd Message Jeddah		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-B - 2nd Message Jeddah		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 1st Message Jeddah		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 3rd Message		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 2nd Message		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 1st Message		09/16/2022	09/16/2022	09/23/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 2nd Message Social		09/15/2022	09/15/2022	09/22/2022	Jane Smith		[Copy] [View] [Delete]
MT-D - 2nd Message Social		09/15/2022	09/15/2022	09/22/2022	Jane Smith		[Copy] [View] [Delete]
MT-A - 1st Message Social		09/15/2022	09/15/2022	09/22/2022	Jane Smith		[Copy] [View] [Delete]

Once in this screen you can click on the to copy the message and forward it on. If you click on it will let you see a copy of the message that was sent. If you click on the this will recall and delete the message that was sent.

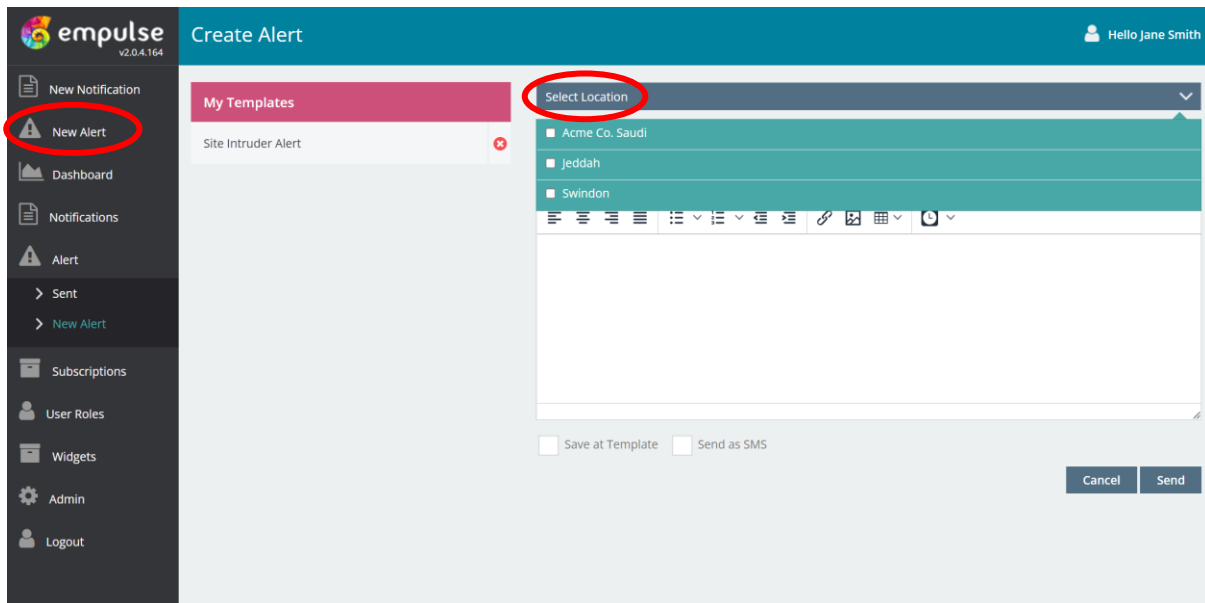
You can then look at the Scheduled Notifications (messages that are to be repeated or sent out in the future). If you click on the you can edit the message before it goes out.

Title	To	Created	Scheduled for	End Date	Repeat Cycle	Reschedule	Status	Sent by	Type	Actions
Test 3		09/14/2022	09/14/2022	Forever	Never Repeat	[Calendar]	Expired			[Copy] [View] [Edit] [Delete]
kjtest1		09/14/2022	09/14/2022	Forever	Never Repeat	[Calendar]	Expired	Jane Smith		[Copy] [View] [Edit] [Delete]
test		05/31/2022	05/31/2022	Forever	Never Repeat	[Calendar]	Expired	Holly Strang-Jones		[Copy] [View] [Edit] [Delete]
Test		05/31/2022	05/31/2022	Forever	Never Repeat	[Calendar]	Expired	Holly Strang-Jones		[Copy] [View] [Edit] [Delete]
Welcome to Empulse		05/04/2022	05/04/2022	Forever	Never Repeat	[Calendar]	Deleted	Mitul Thobhani		[Copy] [View] [Edit] [Delete]
Test		03/23/2022	03/23/2022	Forever	Never Repeat	[Calendar]	Deleted	Patrick Shannon		[Copy] [View] [Edit] [Delete]

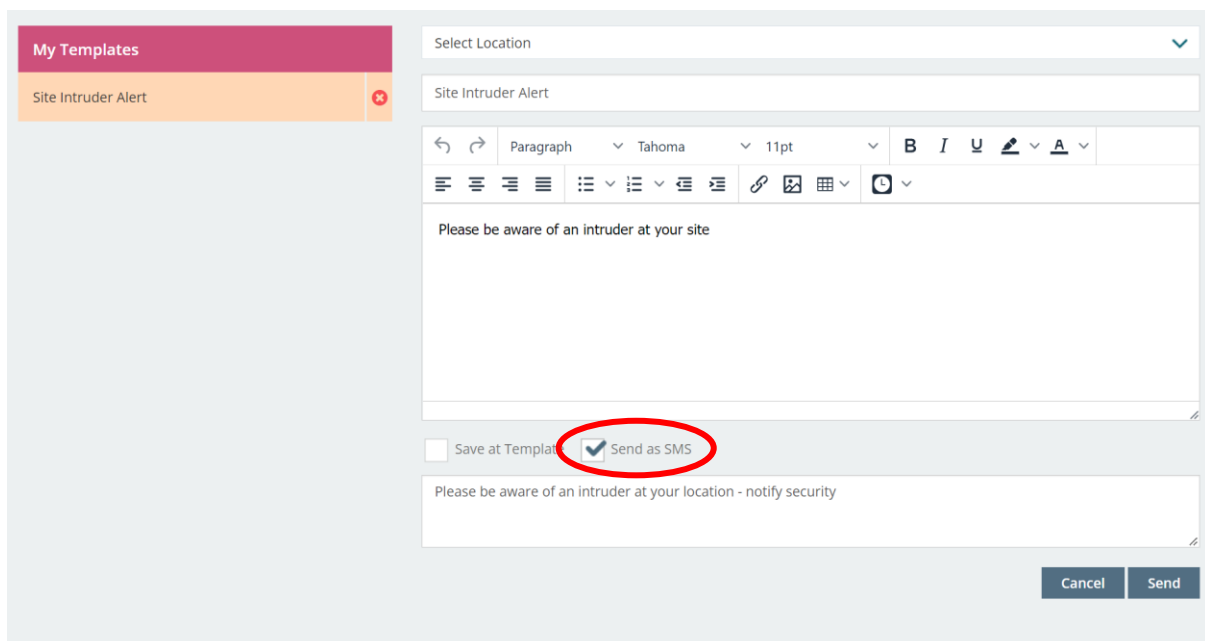


Creating Alerts

To send a new Alert go to the 'New Alert' option on the menu bar and select the location/s you would like the Alert to go to (to send to everyone click on all locations). It will immediately be sent to all the computers in those locations and will stay on the user's screen until they close the message to make sure they have read it.



The message format is the same as for the notifications, and you can also save them as templates for quicker sending in the future. You can also send as an SMS so each user receives the message on their mobile phone.





If you want to see what Alerts have been sent just click on the 'Sent' under the Alert option on the menu bar.

Title	To	Sent	Sent by	Actions
Site Intruder Alert		17/08/2022	Jane Smith	
Site Intruder Alert		11/08/2022	Jane Smith	
Site Intruder Alert		22/06/2022	Jane Smith	
Site Intruder Alert		23/03/2022	Bijal Shah	
Test		23/03/2022	Patrick Shannon	
Test		23/03/2022	Patrick Shannon	
Intruder Alert		23/03/2022	Patrick Shannon	
Site Intruder Alert		07/02/2022	empulseadmin	
Site Intruder Alert		07/02/2022	empulseadmin	
Test		06/02/2022	empulseadmin	

To show who the Alert was sent to just hover over the

Title	To
Site Intruder Alert	Acme Co. Saudi
Site Intruder Alert	
Site Intruder Alert	
Site Intruder Alert	
Test	
Test	
Intruder Alert	
Site Intruder Alert	
Site Intruder Alert	
Test	

If you want to see the text of the Alert that was sent, click on the

12:27 17/08/2022

From: Jane Smith To: Acme Co. Saudi

Site Intruder Alert

Please be aware of an intruder at your site

Title	To	Sent	Sent by	Actions
Site In				
Site In				
Site In				
Site In		23/03/2022	Bijal Shan	
Test		23/03/2022	Patrick Shannon	
Test		23/03/2022	Patrick Shannon	
Intruder Alert		23/03/2022	Patrick Shannon	
Site Intruder Alert		07/02/2022	empulseadmin	
Site Intruder Alert		07/02/2022	empulseadmin	
Test		06/02/2022	empulseadmin	



Creating Subscriptions

Subscriptions are the 'Communication Channels' that users subscribe to. Navigate to the Subscriptions option in the menu bar to manage them.

The screenshot shows the 'Subscriptions' page in the Empulse interface. The left sidebar has the 'Subscriptions' menu item highlighted with a red circle. The main content area shows a list of subscriptions under the heading 'Total Subscriptions: 19'. The subscriptions listed are: Acme Co. (7), Acme Co. Saudi (6) with a location icon (L), Jeddah (0) with a location icon (L), Riyadh (0) with a private icon (P), Electronic Systems (1), Rochester (1), Swindon (1) with a location icon (L), Health and Safety Team (1), London Branch (1), and Social Club (1). To the right of the list is a form to create a new subscription with fields for Name, API Name, and Description. Below the form are checkboxes for Location, Private, and Selected Publisher Only, and buttons for Cancel and Save.

To create a new Subscription, first decide whether you would like it under a Subscription that already exists, if you do then click on the green plus next to it and it will add your new one into that group. If you want to create a new one, just start typing out the information on the right-hand side in the blank boxes (leave the API box blank as this will auto-populate), and then click save and it will automatically save under your top Subscription (in this case, Acme Co.) When creating a new Subscription you can tick whether it is a Location, Private group (only specific users are invited to see this group) or Selected Publisher only (you can specify who is allowed to publish to this subscription). Once created it will come up with a 'New' sign next to it. To delete a Subscription just click on the red cross next to it, it will ask you to confirm this action just in case you clicked on it by accident.

When looking at the existing subscriptions you can tell which type it is by the icon next to it, the ones with **L** mean they are a 'location' for example 'Tower 1 Floor 1' or 'Tower 1 Floor 2'. The ones with a **P** mean they are private subscriptions that only those specifically invited to can see.

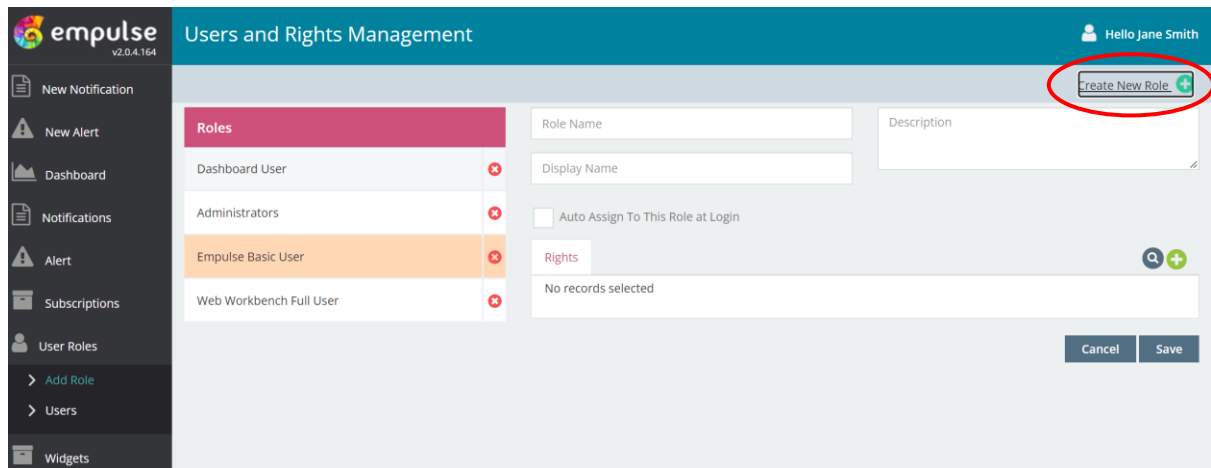
The screenshot shows the 'Subscriptions' page in the Empulse interface. The left sidebar has the 'Subscriptions' menu item highlighted with a red circle. The main content area shows a list of subscriptions under the heading 'Total Subscriptions: 20'. The subscriptions listed are: Acme Co. (7), Acme Co. Saudi (6) with a location icon (L), Jeddah (0) with a location icon (L), Riyadh (0) with a private icon (P), Electronic Systems (1), Health and Safety Team (1), Learning and Development (1) with a 'New' sign, London Branch (1), and Social Club (1). To the right of the list is a form to create a new subscription. The form has fields for Name, API Name, and Description. Below the form are checkboxes for Location, Private, and Selected Publisher Only, and buttons for Deactivate, Cancel, Delete, and Save. Below the form is a table showing the subscribers for the new subscription.

Display Name	Name	Email	
Jane Smith	jane.smith	jane.smith@amsdevdc.com	

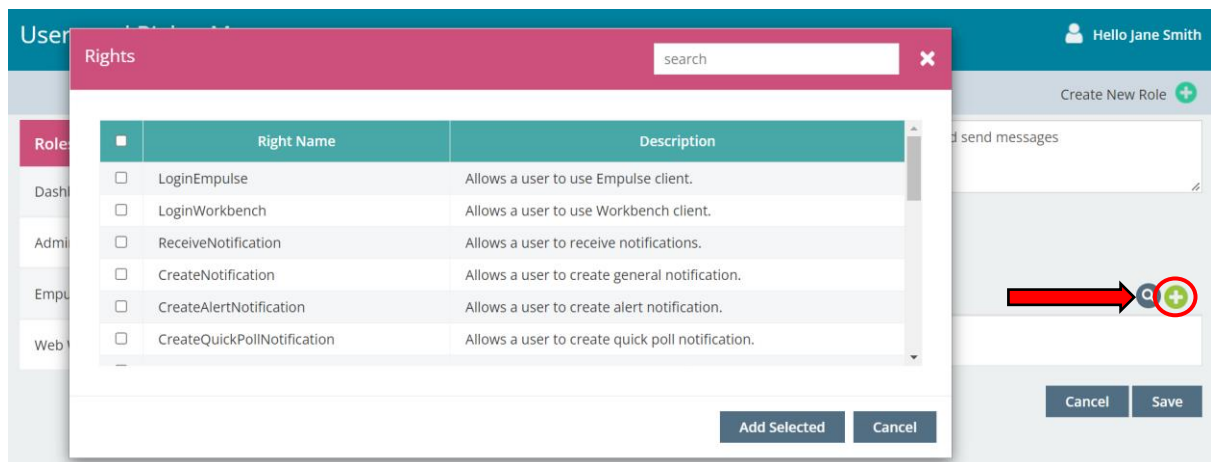


User Roles

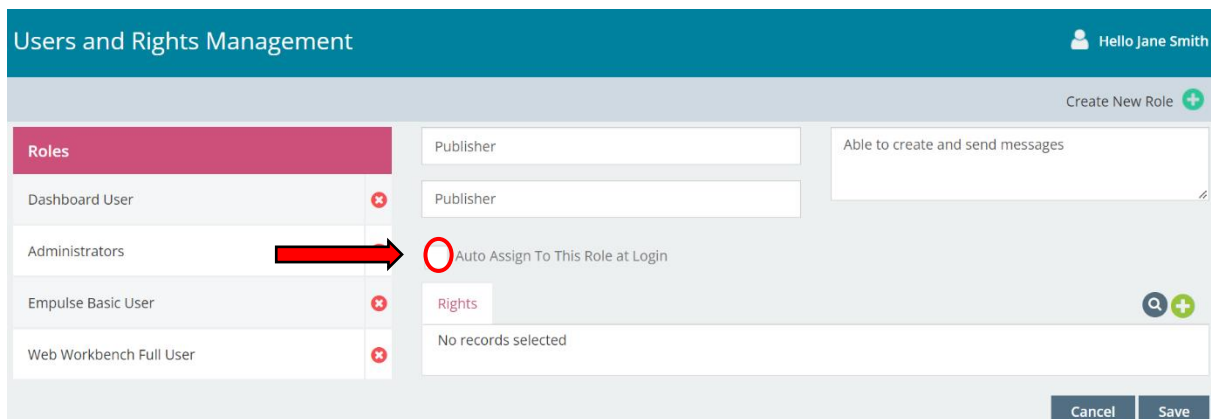
User Roles and rights management is where you manage the rights and permissions of each user. Every user will be automatically assigned a Basic empulse User role (this role does not need access to the dashboard) or other roles provide various permissions to use the Dashboard. You can create a new role on the right-hand side of the screen. More details on this can be found in our supporting document 'Web Workbench Initial Setup'.



You can choose a multiple of rights for each new role you create.



If you have a general user role that you would like to assign to all users, then click the 'Auto Assign' box and then when the users first login they will automatically be assigned this role.





Widgets

This section is used for creating shortcuts to frequently accessed web URL links, for easy access. This could include any of your online systems such as Intranet, Expense System, Timesheet System or other key online applications.

You can set up 'Categories' for your links to help users find them easily. Just click on Create New Category and then add in the Category Name and the Display Name (what will show on the Client) and click on save.

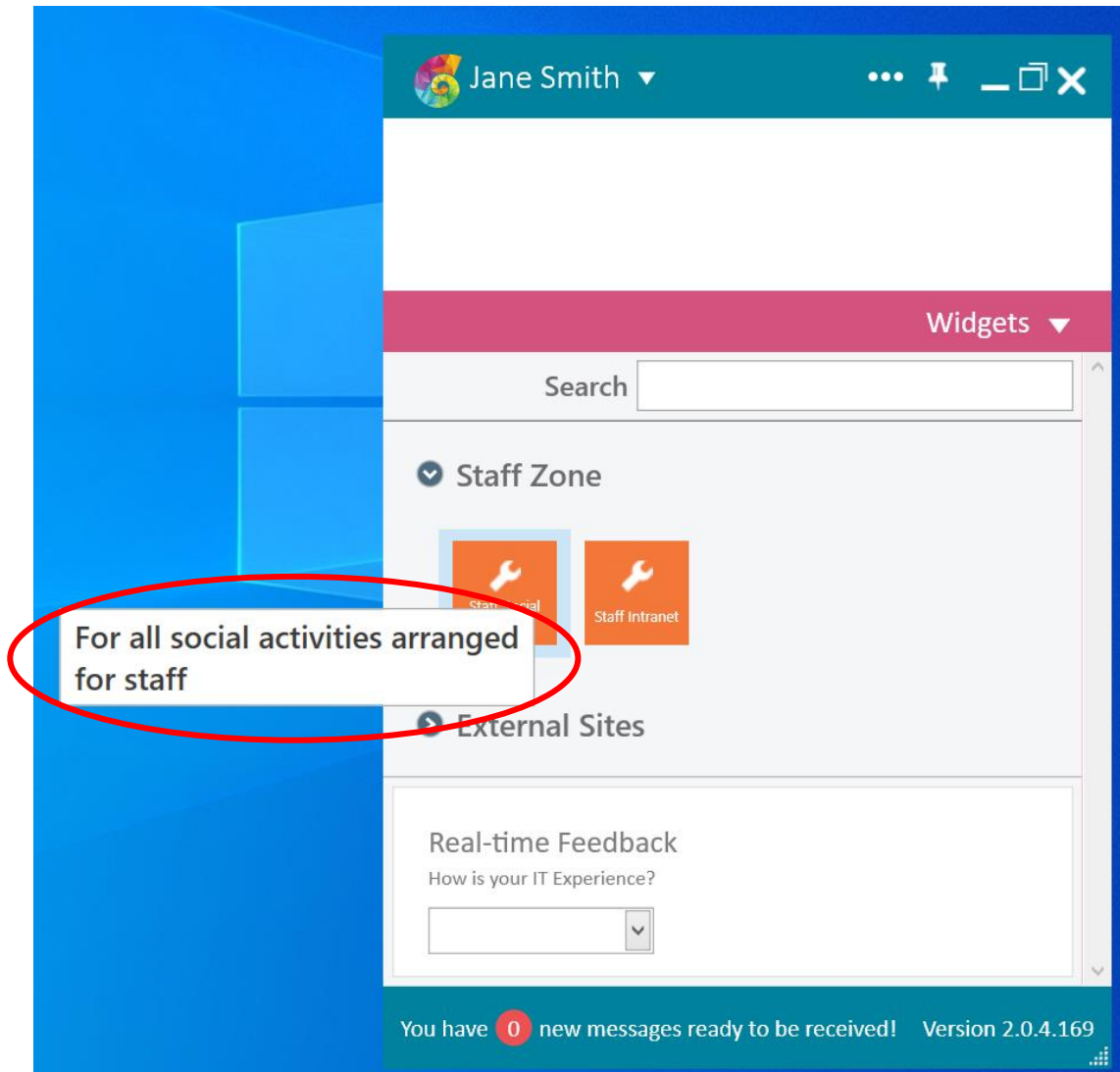
The screenshot shows the 'Category' management page. On the left sidebar, the 'Widgets' menu item is circled in red. The main content area features a table titled 'Names of Categories' with two entries: 'Staff Zone' and 'External Sites', each with a red minus sign icon. To the right of the table are two input fields: 'Category Name' and 'Display Name'. Below these fields are 'Cancel' and 'Save' buttons. In the top right corner of the main area, a 'Create New Category' button with a plus sign icon is circled in red. The top navigation bar includes the Empulse logo, the title 'Category', and the user name 'Hello Jane Smith'.

Then under 'Tools' you can add the web URL pages that you would like to link to and choose which of the categories to place them in on the Client.

The screenshot shows the 'Tools' management page. On the left sidebar, the 'Tools' menu item is circled in red. The main content area features a table titled 'Names of Tools' with four entries: 'Staff Social Club', 'Staff Intranet', 'Google', and 'News', each with a red minus sign icon. To the right of the table are a 'Category' dropdown menu, three input fields for 'Tool Name', 'Tool Uri', and 'Tool Description', and an 'Enabled' checkbox. Below these fields are 'Cancel' and 'Save' buttons. In the top right corner of the main area, a 'Create New Tool' button with a plus sign icon is circled in red. The top navigation bar includes the Empulse logo, the title 'Tools', and the user name 'Hello Jane Smith'.



When you add a description for the specific Tool, it will be shown when they hover over it in the Client as below.



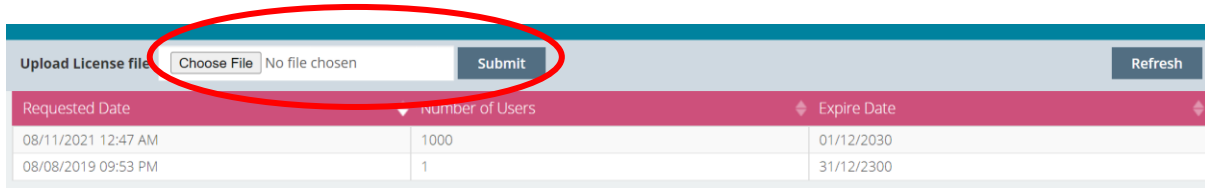


Admin

Licenses

This gives you the information on your licenses. When *empulse* is purchased, you will get to choose either an annual or multi-year license for a certain number of users. Once the license expires (either because the expiry date has been reached or you have more users using the system than the license permits) some of the system features get disabled.

When a new license is due, you contact *empulse* and they will generate a license file which is sent to you to upload and then you can then continue to use the system as normal.

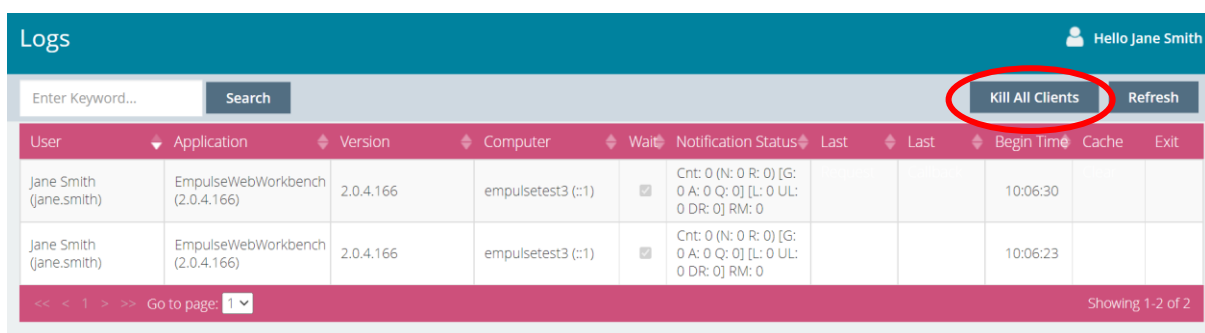


Requested Date	Number of Users	Expire Date
08/11/2021 12:47 AM	1000	01/12/2030
08/08/2019 09:53 PM	1	31/12/2300

Logs

This allows anyone who has permission to access this page to see all the various users on the *empulse* system. You can also, if needed, clear the local cache of any user or also to shut the individual client down.

There is also a button called 'kill all clients' – which shuts down all clients across all desktops if there is a need to shut them all down – e.g. if there is a system wide update that is needed etc.



User	Application	Version	Computer	Wait	Notification Status	Last	Last	Begin Time	Cache	Exit
Jane Smith (jane.smith)	EmpulseWebWorkbench (2.0.4.166)	2.0.4.166	empulsetest3 (::1)	<input checked="" type="checkbox"/>	Cnt: 0 (N: 0 R: 0) [G: 0 A: 0 Q: 0] [L: 0 UL: 0 DR: 0] RM: 0			10:06:30		
Jane Smith (jane.smith)	EmpulseWebWorkbench (2.0.4.166)	2.0.4.166	empulsetest3 (::1)	<input checked="" type="checkbox"/>	Cnt: 0 (N: 0 R: 0) [G: 0 A: 0 Q: 0] [L: 0 UL: 0 DR: 0] RM: 0			10:06:23		



Sensitive Words

You can program in any sensitive words that you do not want used across the system. If one of these words are used when creating General Notifications, Quick Polls or Alerts, the user will get a message pop up to tell them to edit the message.

The screenshot shows the 'SensitiveWord' management page. On the left is a navigation menu with options: New Notification, New Alert, Dashboard, Notifications, Alert, Subscriptions, User Roles, Widgets, Admin (with sub-items License, Logs, Sensitive Words, Live Surveys), and Logout. The main content area has a teal header with 'empulse v2.0.4.165' and 'SensitiveWord', and a user profile 'Hello Jane Smith'. Below the header is a 'Create New Sensitive Word' button with a plus icon. A table titled 'Sensitive Words' contains two entries: 'bloody' and 'damn', each with a red 'x' icon for deletion. To the right of the table is a text input field for 'Sensitive Word Text' and 'Cancel' and 'Save' buttons.

Live Surveys

This relates to the Real-time Feedback widget at the bottom of the client. You can choose the departments / services that users can feedback on. This list will appear on the Client where the user can select it and choose the happy or sad face. The client will then wait 5 minutes before the user can press it again, to stop people abusing the system and giving unclear or overly biased results.

The screenshot shows the 'Survey Types' management page. The navigation menu is similar to the previous screenshot but includes 'Real-time Feedback' under the Admin section. The main content area has a teal header with 'empulse v2.0.4.170' and 'Survey Types', and a user profile 'Hello Jane Smith'. Below the header is a 'Create New Survey Type' button with a plus icon. A table titled 'Real-time Feedback List' contains seven entries: 'HR', 'IT', 'Legal', 'Refectory', 'Finance', 'Payroll', and 'Buildings & Maintenance', each with a red 'x' icon for deletion. To the right of the table is a text input field for 'Survey Type Name', an 'Active' checkbox, and 'Cancel' and 'Save' buttons.