



ESNTL Admin Console: Job Aid

Effectively manage resources and prioritize employee well-being

ESNTL Wellness

Date

7 February 2024

Welcome

ESNTL Admin Console

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01

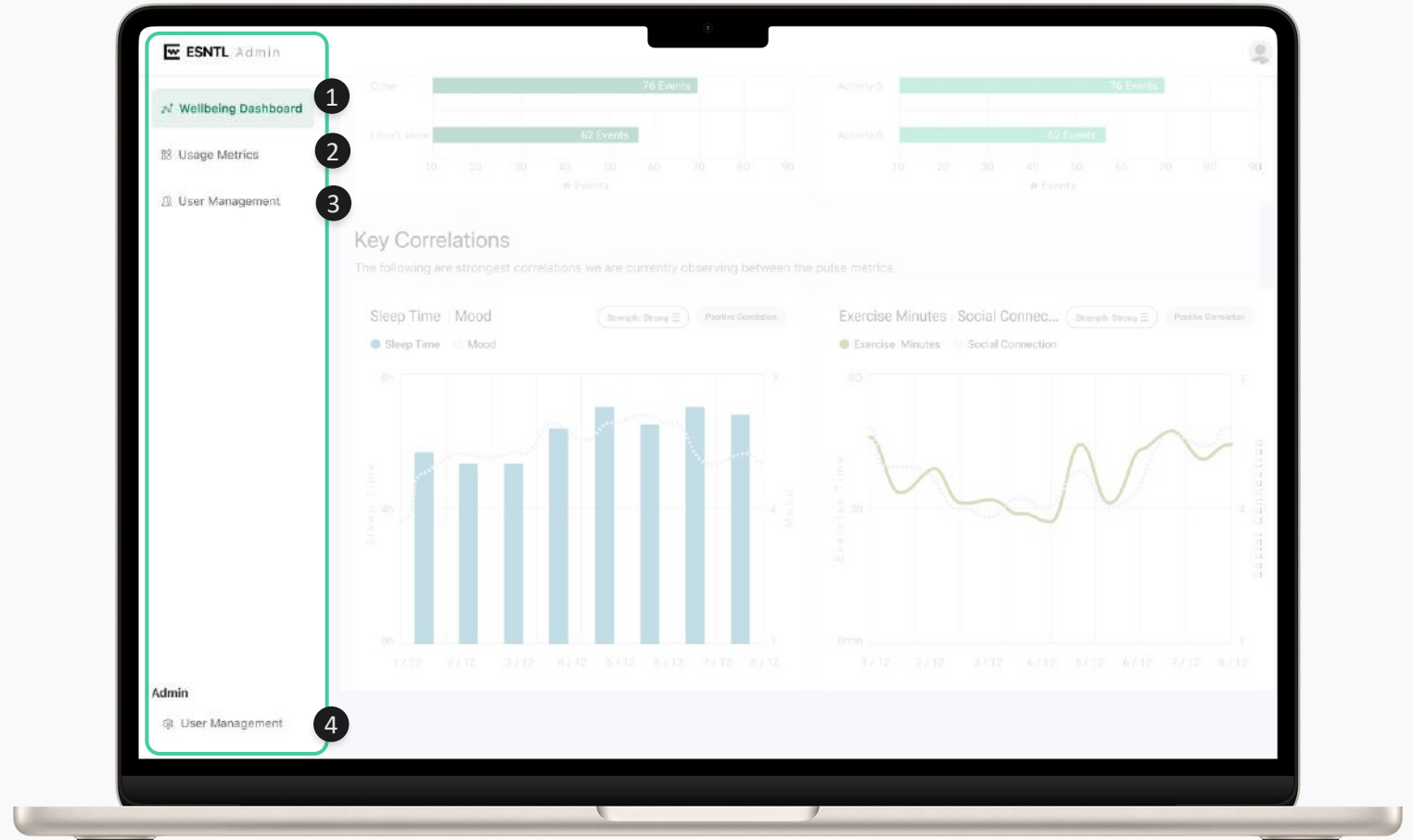
ESNTL Admin Console: Overview

Platform functionalities at-a-glance

ESNTL Admin Console

Your centralized hub for all things ESNTL Wellness

- 1 Wellbeing Dashboard**
Visualize employee wellness data and track trends
- 2 Usage Metrics**
View App and Wellness resource usage
- 3 User Management**
Manage app users and licenses
- 4 Admin User Management**
Oversee admin users and licenses



Wellbeing Dashboard

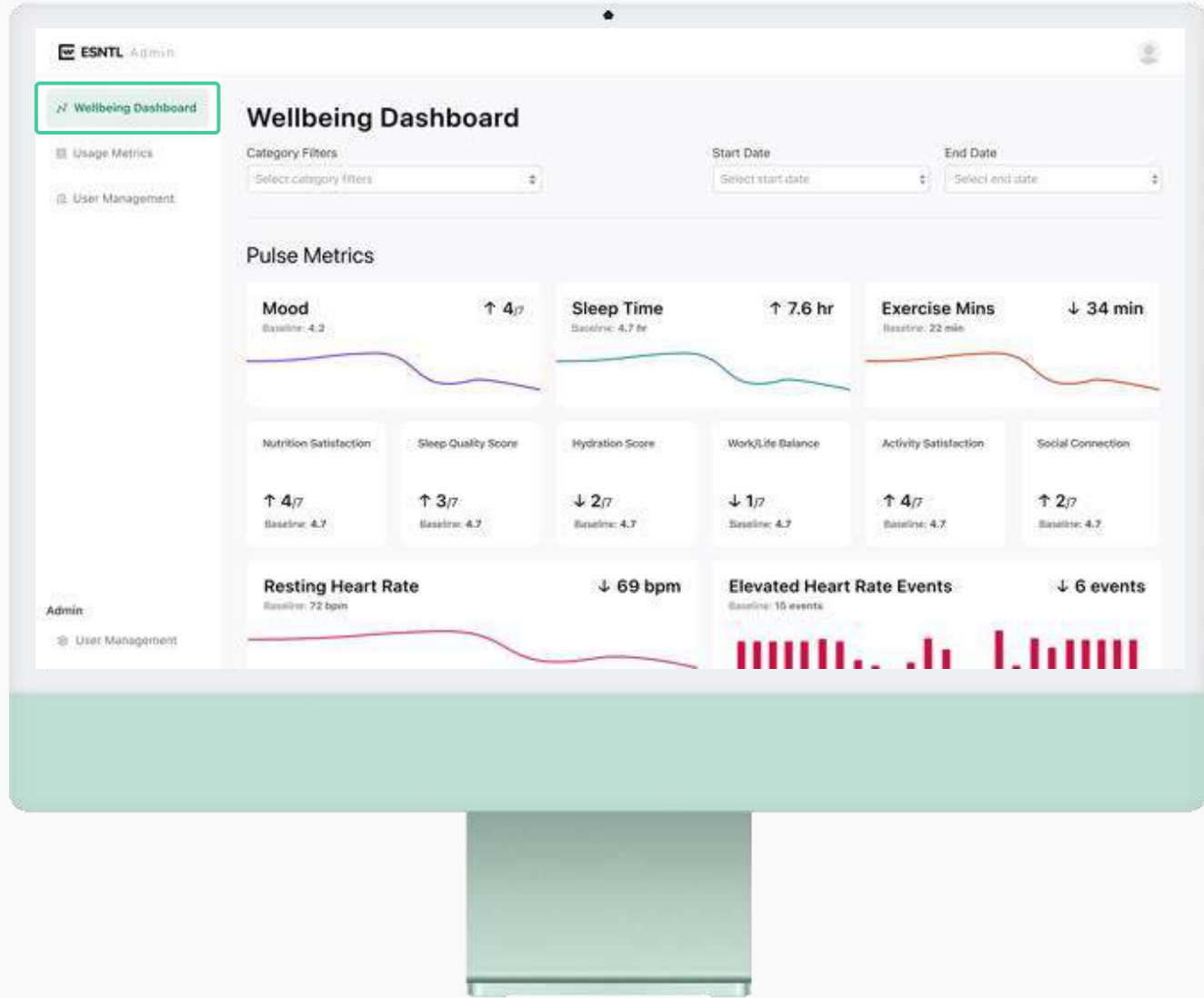
Identify trends and track well-being data

The dashboard provides an intuitive interface for organizations to visualize and analyze employee wellness data.

- **Pulse Metrics** – gauge and assess app user metrics and trends pulled from Apple Health Kit and user inputs
- **Key Correlations*** – quickly identify and understand the strongest relationships within your organization’s wellness data

*Not pictured

See [Appendix A](#) for additional details on the Wellbeing Dashboard

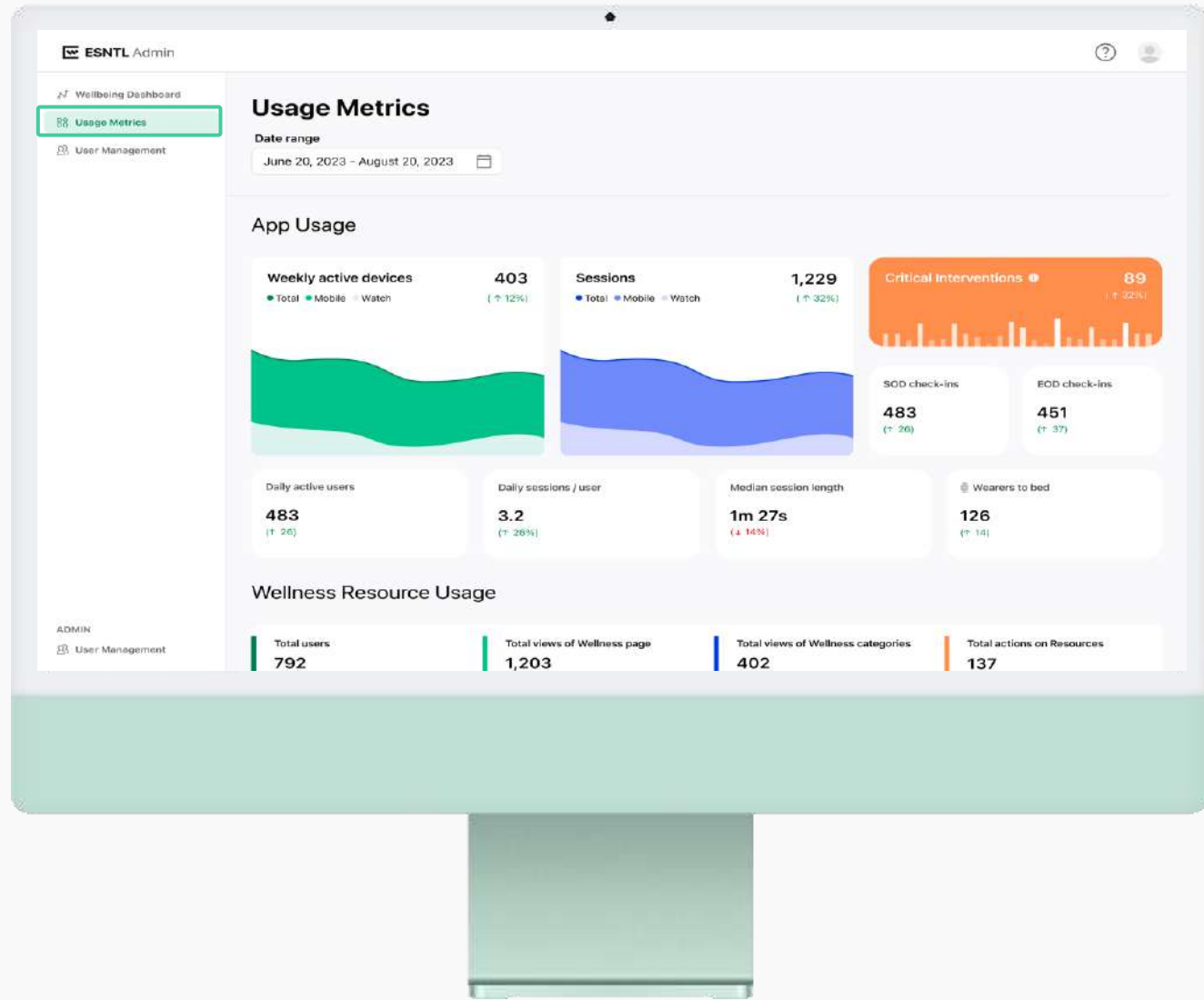


Usage Metrics

Track usability metrics and wellness resource utilization

The platform offers a view of app and wellness resource usage, allowing organizations to make informed decisions about resource allocation and optimization.

- **App Usage** – analyze how individuals interact with the ESNTL Wellness app
- **Wellness Resource Usage** – track and identify which resources are most popular or frequently accessed



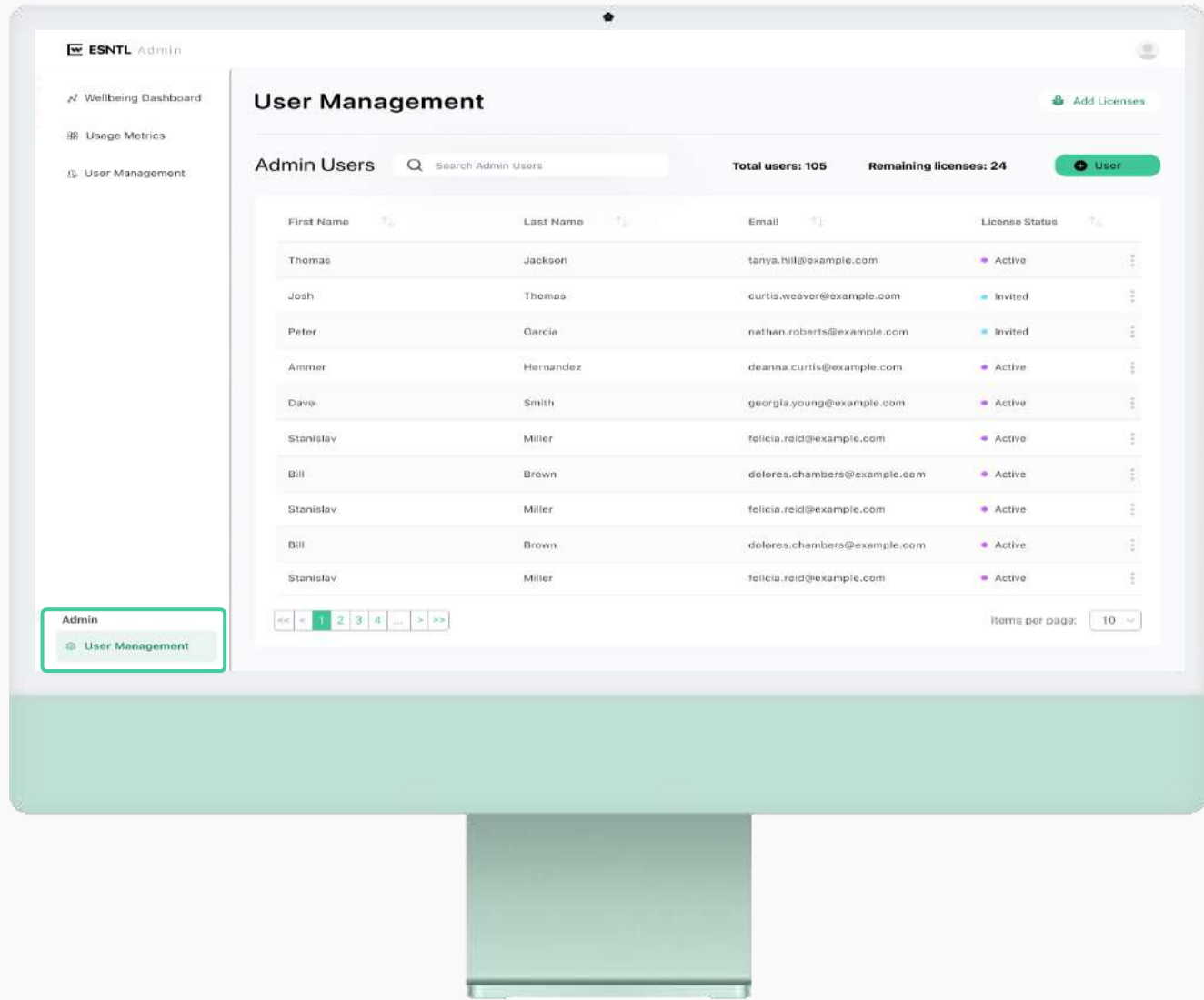
See Appendix A for additional details on Usage Metrics

Admin: User Management

Oversee admin users and licenses

Ensure the ESNTL Wellness platform is securely and effectively administered by authorized personnel.

- **Admin User Management** – oversee access and licensing for those responsible for managing the platform itself



User Management

Manage app users and app licenses

The console allows organizations to easily manage their app users and licenses, ensuring that the right individuals have access to the right resources.

- **App User Management** – onboard, modify, and deactivate user accounts

The screenshot displays the ESNTL Admin console's 'User management' page. The sidebar on the left contains navigation links for 'Wellbeing dashboard', 'Usage metrics', and 'User management' (highlighted). The main content area features a 'User management' header with an 'Add licenses' button. Below this is a section for 'App users' with a search bar and a 'Licenses used: 999/1000' indicator. A table lists 10 app users with columns for First name, Last name, Email, Job role, and License status. The table includes sorting arrows and a 'Rows per page: 10' dropdown. At the bottom, there are pagination controls showing page 1 of 45 and a total of 1-10 of 30 rows.

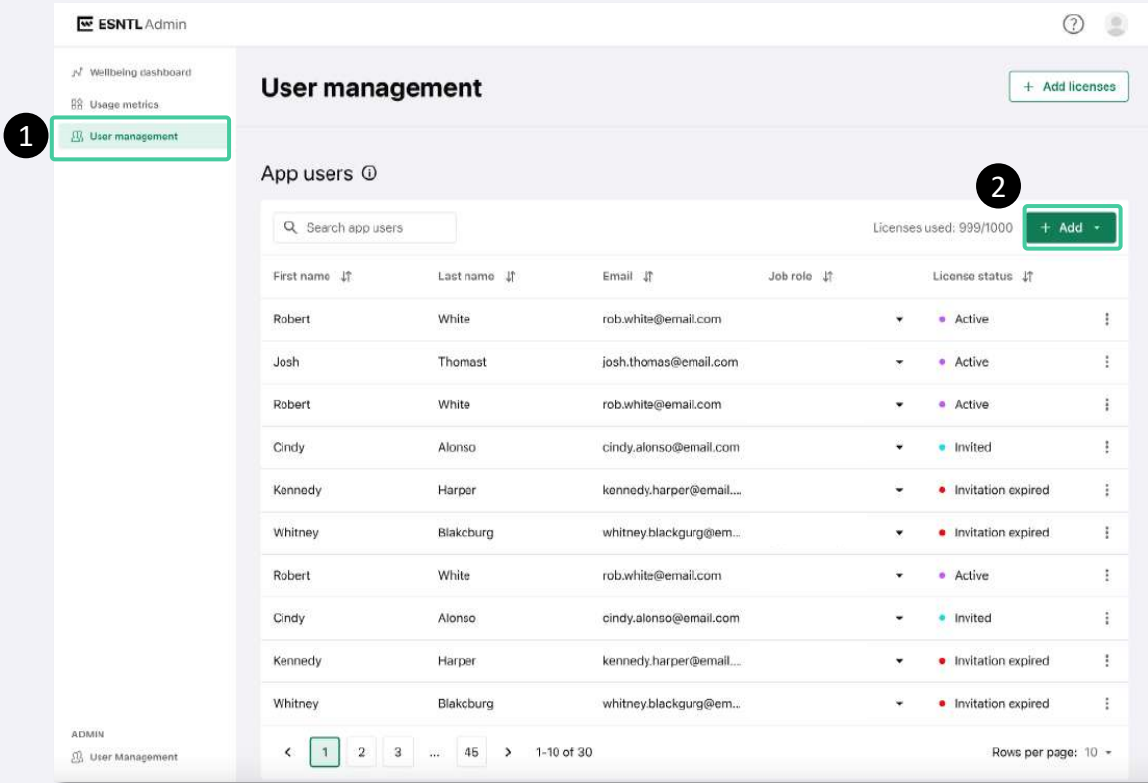
First name	Last name	Email	Job role	License status
Robert	White	rob.white@email.com	Physician	Active
Josh	Thomast	josh.thomas@email.com	Physician	Active
Robert	White	rob.white@email.com	Nurse	Active
Cindy	Alonso	cindy.alonso@email.com	Nurse	Invited
Kennedy	Harper	kennedy.harper@email...	Physician	Invitation expired
Whitney	Blakcburg	whitney.blackgurg@em...	Nonclinical	Invitation expired
Robert	White	rob.white@email.com	Nonclinical	Active
Cindy	Alonso	cindy.alonso@email.com	Physician	Invited
Kennedy	Harper	kennedy.harper@email...	Physician	Invitation expired
Whitney	Blakcburg	whitney.blackgurg@em...	Nurse	Invitation expired

02

App: User Management

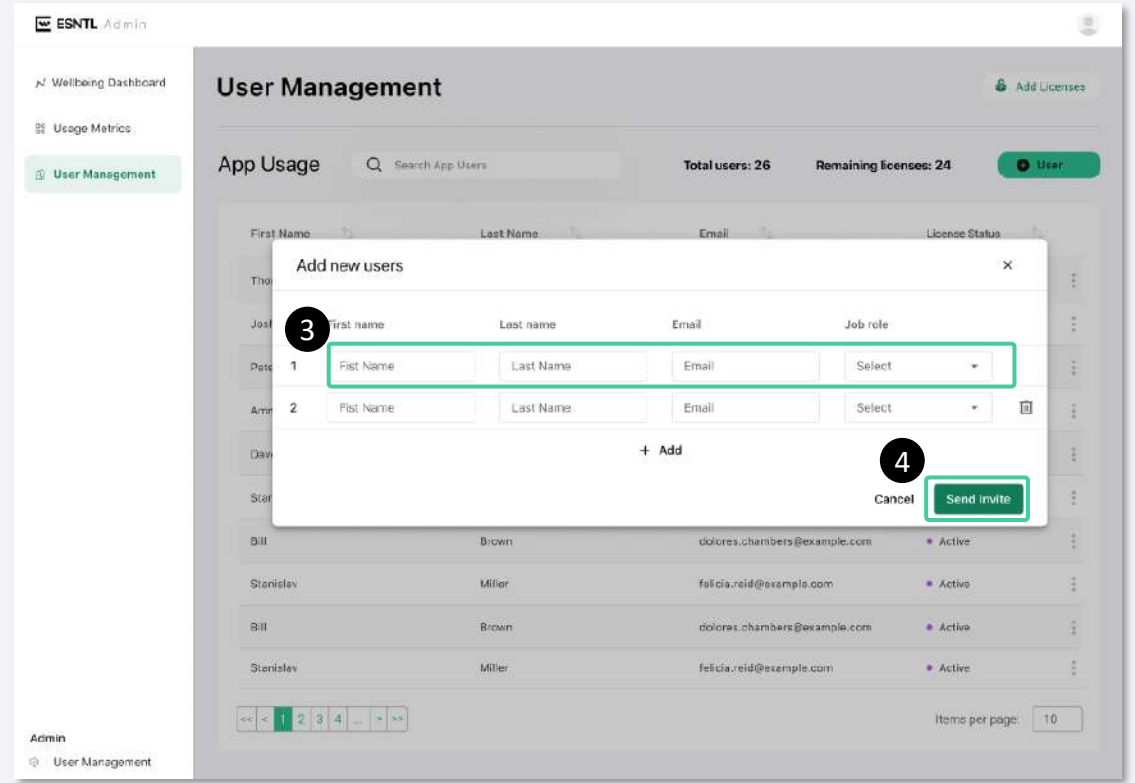
Managing App Users and Licenses

Add Users



1. From the dashboard, go to the **User Management** page
2. Select **+ User** to add a new User

Best for adding 10 users or less



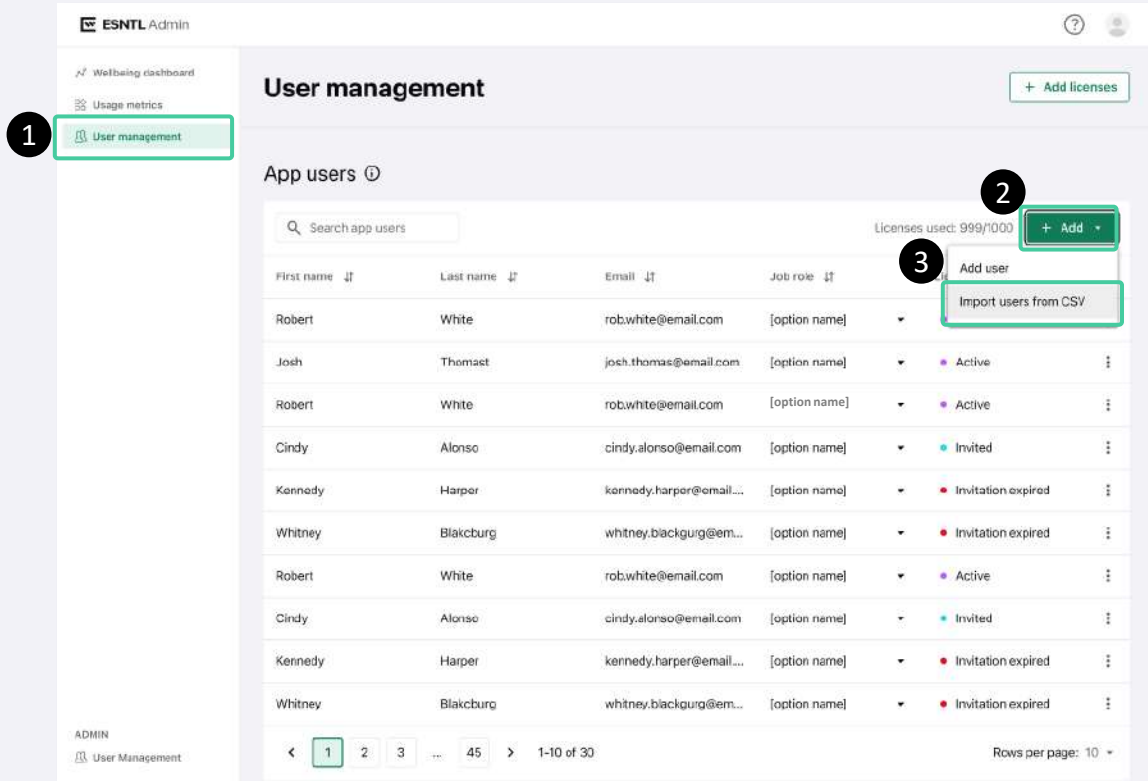
3. Complete the **user information**. Jump to [Job Role](#)
4. Click **Send Invite**

An email with instructions on how to download the app and connect to the organization will go to each users' email address.

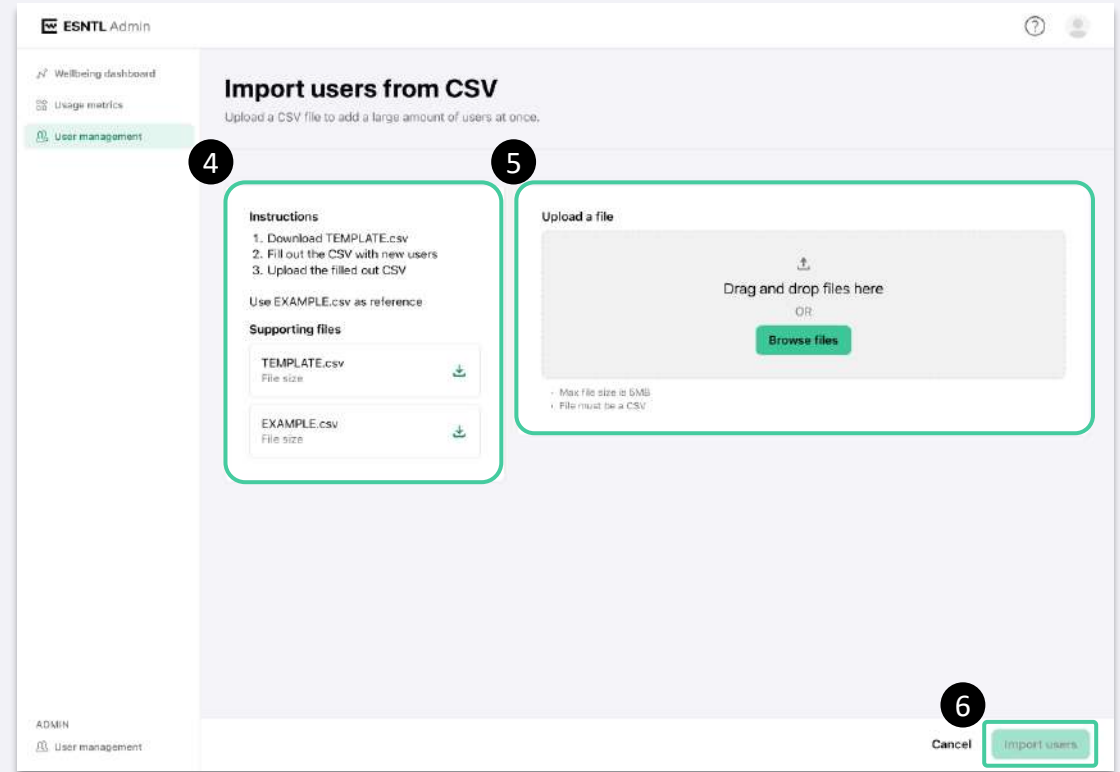
See [Appendix B](#) for email invite example.

Bulk Add Users

Bulk upload provides efficiency, accuracy, and scalability.



1. From the dashboard, go to the **User Management** page
2. Select **+ User** to add a new User
3. Select **Import users from CSV**

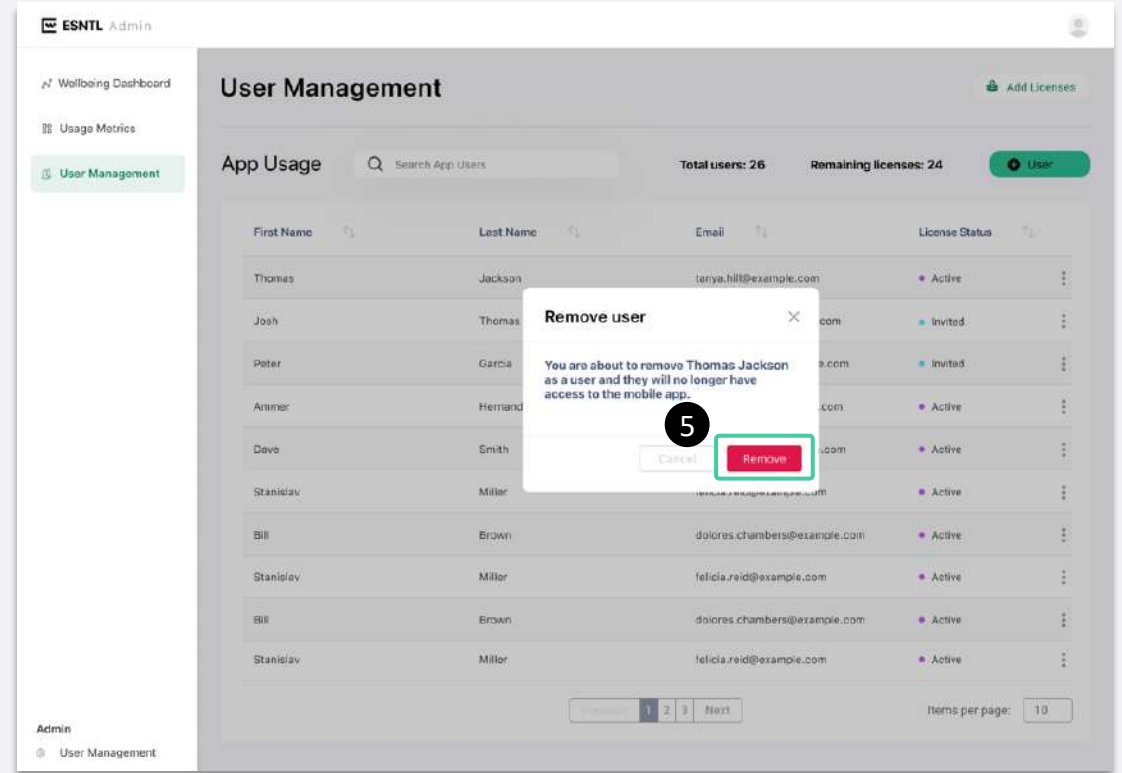
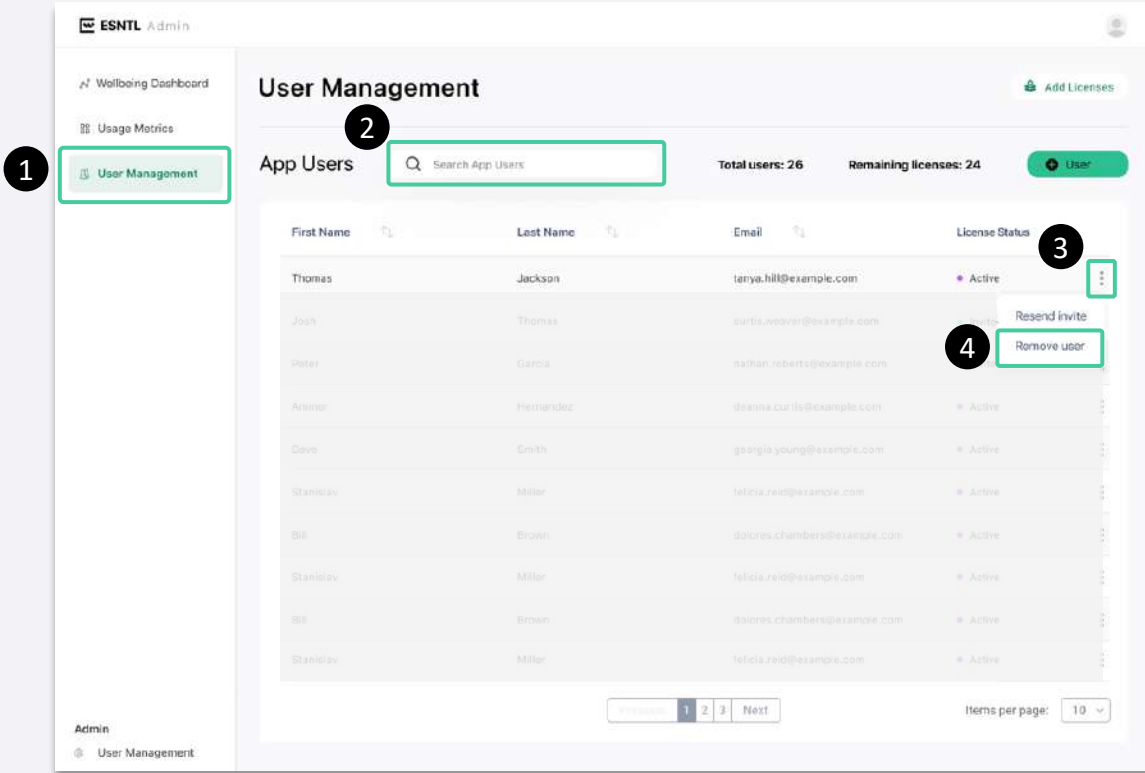


4. **Download a template** in the supported files (optional)
5. **Drag and drop or browse existing files** to import
6. If there are no errors in the file, the option to **select Import Users** will be enabled

See [Appendix C1](#) for confirmations

See [Appendix C2](#) for errors

Remove Users



1. From the dashboard, go to the **User Management** page
2. **Search** the app user you wish to remove
3. Click the **⋮** to open the menu
4. Select **Remove user**

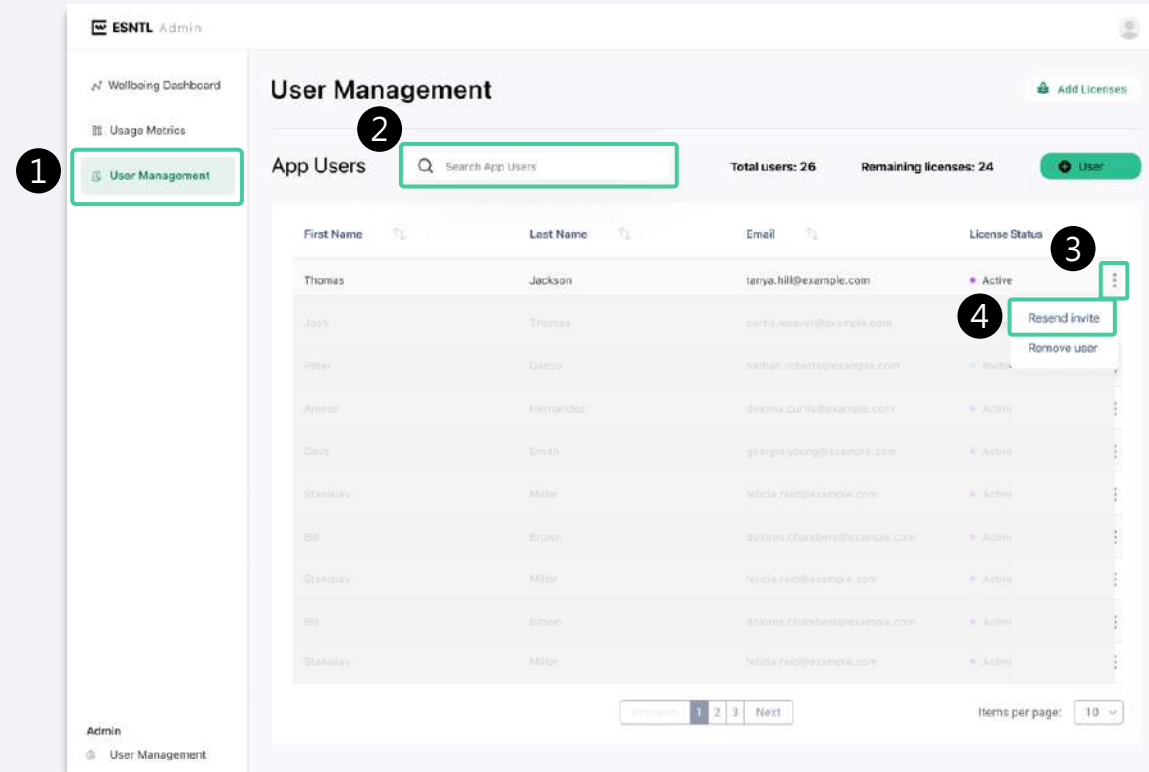
5. Click **Remove**

Resend Invite

When to use Resend Invite

Resend invite can be used for a variety of scenarios and based on the License Status. See the appropriate action based on the user's License Status:

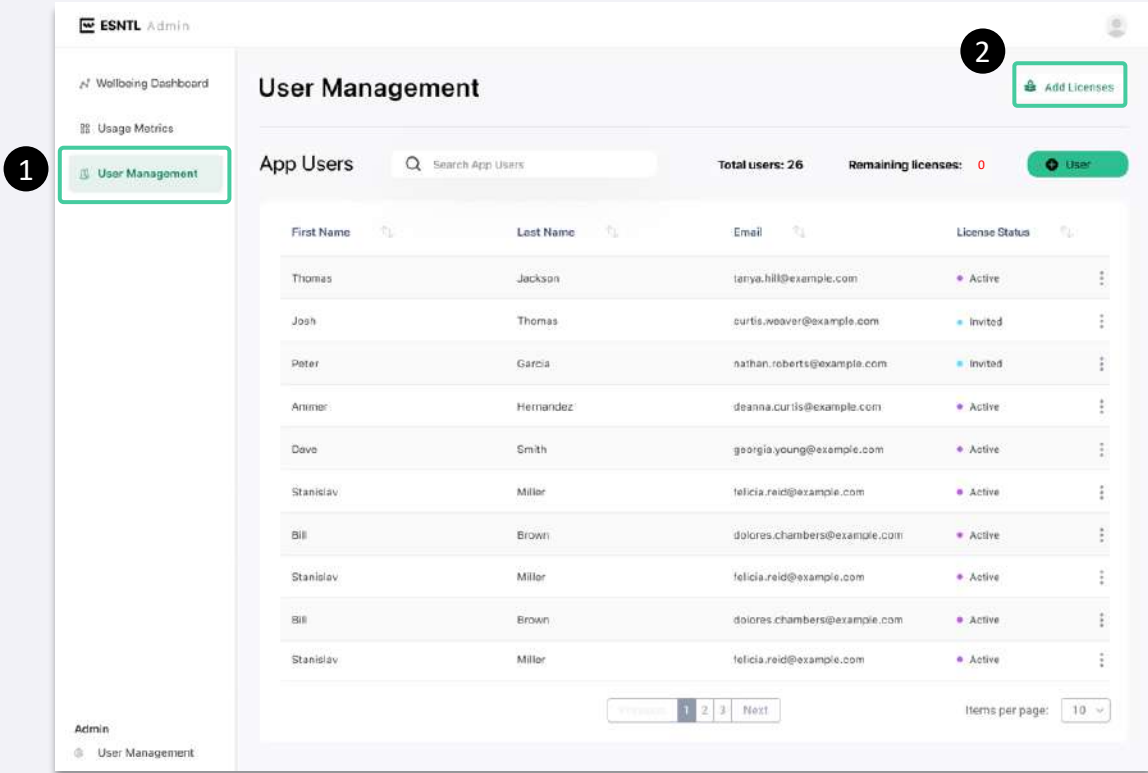
- **Active**
 - **Remove User + Add User** (user needs to reconnect to app/org, e.g.; new device)
- **Invited**
 - **Resend Invite** (can't locate original email)
 - **Remove User** (user or company initiated)
- **Invitation Expired**
 - **Resend Invite** (user needs a new email + access code)
 - **Remove User** (user or company initiated)



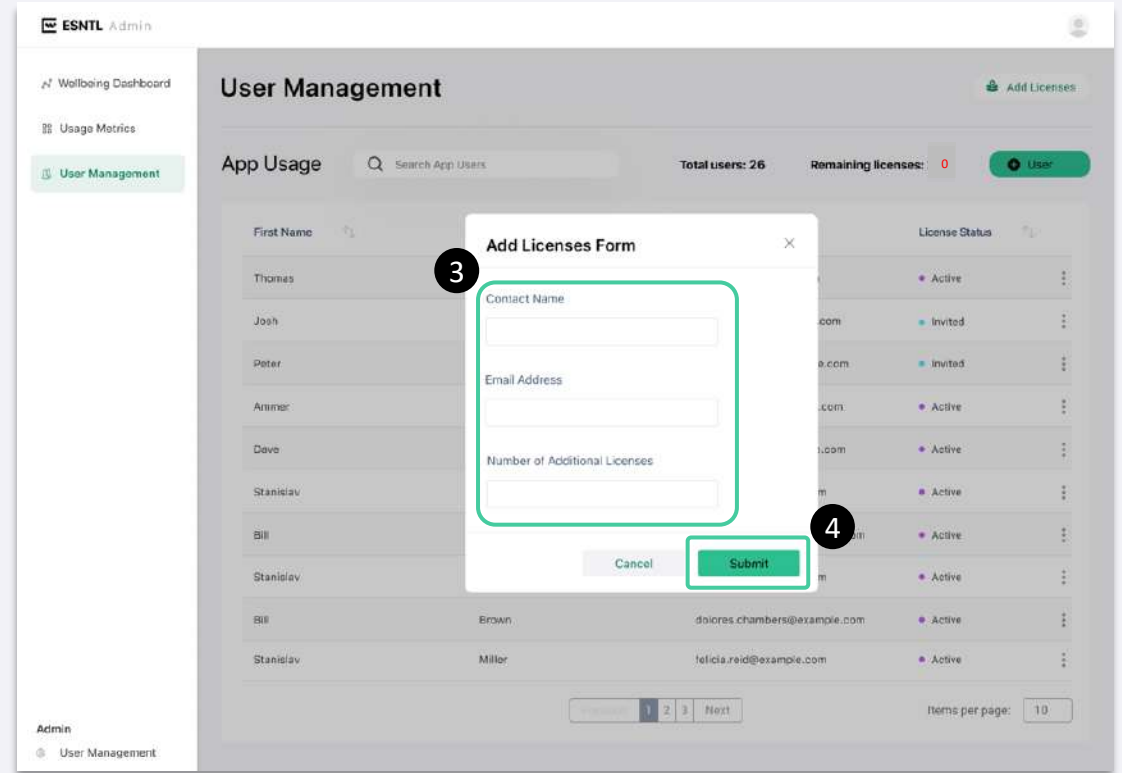
1. From the dashboard, go to the **User Management** page
2. **Search** the app user you wish to resend an invite
3. Click the **⋮** to open the menu
4. Select **Resend invite**

See Appendix B for email example.

Add Licenses



1. From the dashboard, go to the **User Management** page
2. Select **Add Licenses**



3. Complete the **Add Licenses Form**
4. Hit **Submit**

✔ Request for additional licenses received. An ESNTL Wellness associate will be in contact within 3 business days.

App License Definitions

License Status

- **Invited** – invitation has been sent to user with app download instructions and access code which is valid for 30 days
- **Active** – user has successfully created their password and can access the console
- **Invitation Expired** – password has not been set and has passed the 30-day activation period

When an app user is added to the system a license is subtracted from the total license count, regardless of license status.

The screenshot shows the ESNTL Admin console interface. The main heading is 'User management'. Below it, there's a section for 'App users' with a search bar and a license status indicator: 'Licenses used: 999 / 1000'. A table lists app users with columns for First name, Last name, Email, Job role, and License status. The license status column shows 'Active' (purple dot), 'Invited' (teal dot), and 'Invitation expired' (red dot). A green box highlights the license status indicator, and a green line points from it to the text above.

First name	Last name	Email	Job role	License status
Robert	White	rob.white@email.com	[option name]	Active
Josh	Thomast	josh.thomas@email.com	[option name]	Active
Robert	White	rob.white@email.com	[option name]	Active
Cindy	Alonso	cindy.alonso@email.com	[option name]	Invited
Kennedy	Harper	kennedy.harper@email...	[option name]	Invitation expired
Whitney	Blakcburg	whitney.blakcburg@em...	[option name]	Invitation expired
Robert	White	rob.white@email.com	[option name]	Active
Cindy	Alonso	cindy.alonso@email.com	[option name]	Invited
Kennedy	Harper	kennedy.harper@email...	[option name]	Invitation expired
Whitney	Blakcburg	whitney.blakcburg@em...	[option name]	Invitation expired

Creating / Assigning Job Roles to New Users

Job roles can be searched, created or selected when adding a new user

1 Search Job Role
In the Job Role section, type name of job in “Find an option” to search for Job Role

2 Add Job Role
If you type a job that does **not** exist, select “Add option”

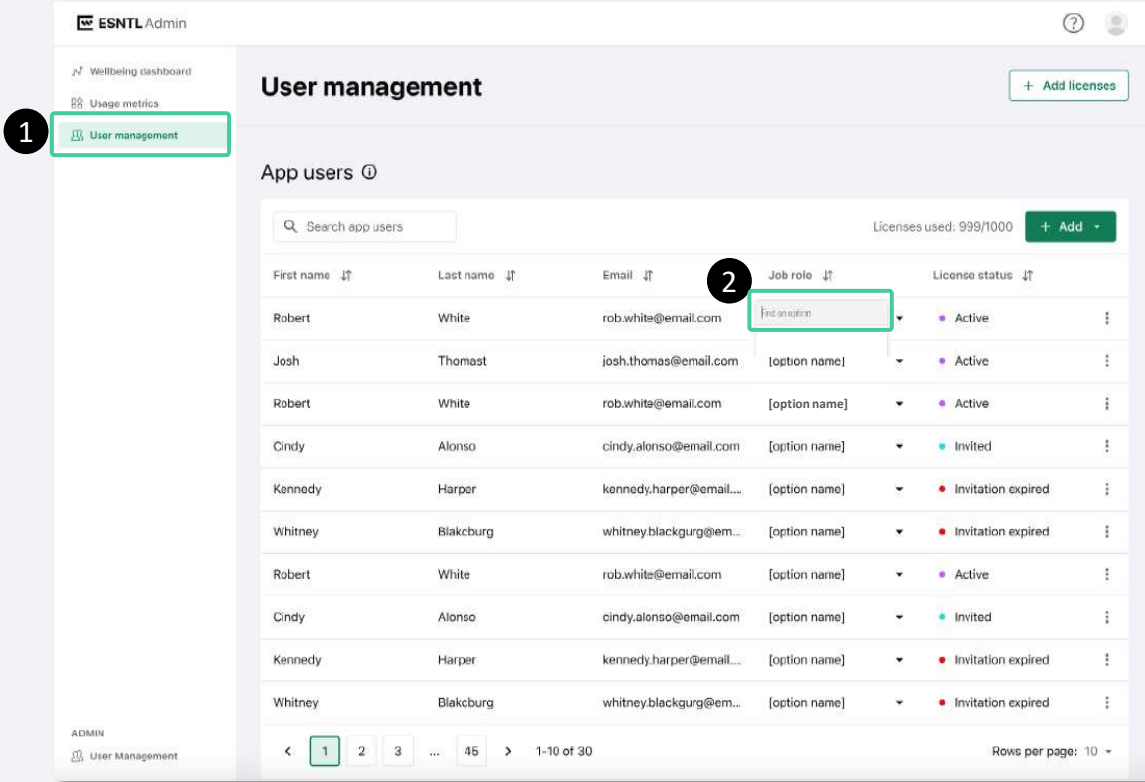
3 Assign Job Role
If you type a job that **does** exist, select **the job** from the drop down

The screenshot shows the 'Add new users' form with a table containing one row. The columns are 'First name', 'Last name', 'Email', and 'Job role'. The 'Job role' dropdown menu is open, showing a search bar with the text 'Find an option' and a list of options, with 'Developer' visible at the bottom. A green circle with the number '1' is placed over the search bar.

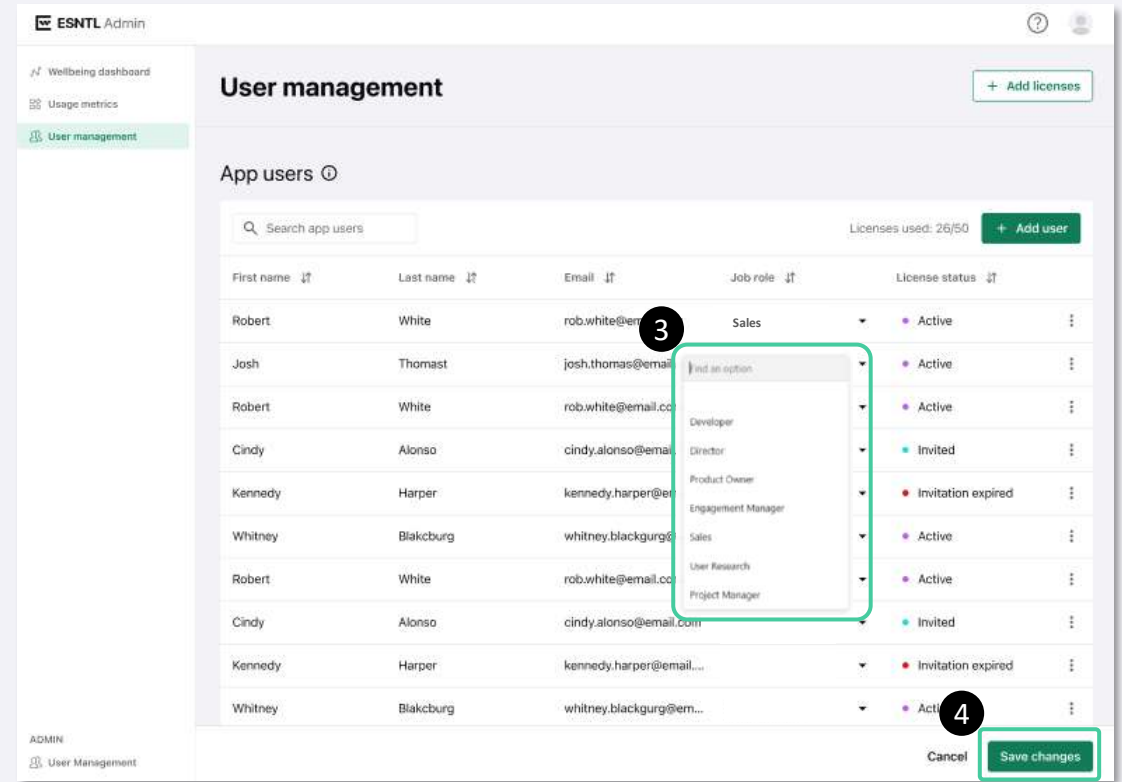
The screenshot shows the 'Add new users' form with the 'Job role' dropdown menu open. The search bar contains the text 'New Option|'. Below the search bar, there is an option 'Add option: "New Option"'. A green circle with the number '2' is placed over the search bar.

The screenshot shows the 'Add new users' form with the 'Job role' dropdown menu open. The search bar contains the text 'Developer|'. Below the search bar, the option 'Developer' is selected and highlighted. A green circle with the number '3' is placed over the search bar.

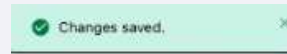
Creating / Assigning Job Roles to Existing Users



1. From the dashboard, go to the **User Management** page
2. Click the empty field in the Job Role column and type job role to **Create Job Role**



3. Once a job is created, you can **type to search or select from existing job role**
4. Hit **Save Changes**



Job Role Best Practices

Defining helpful filter categories

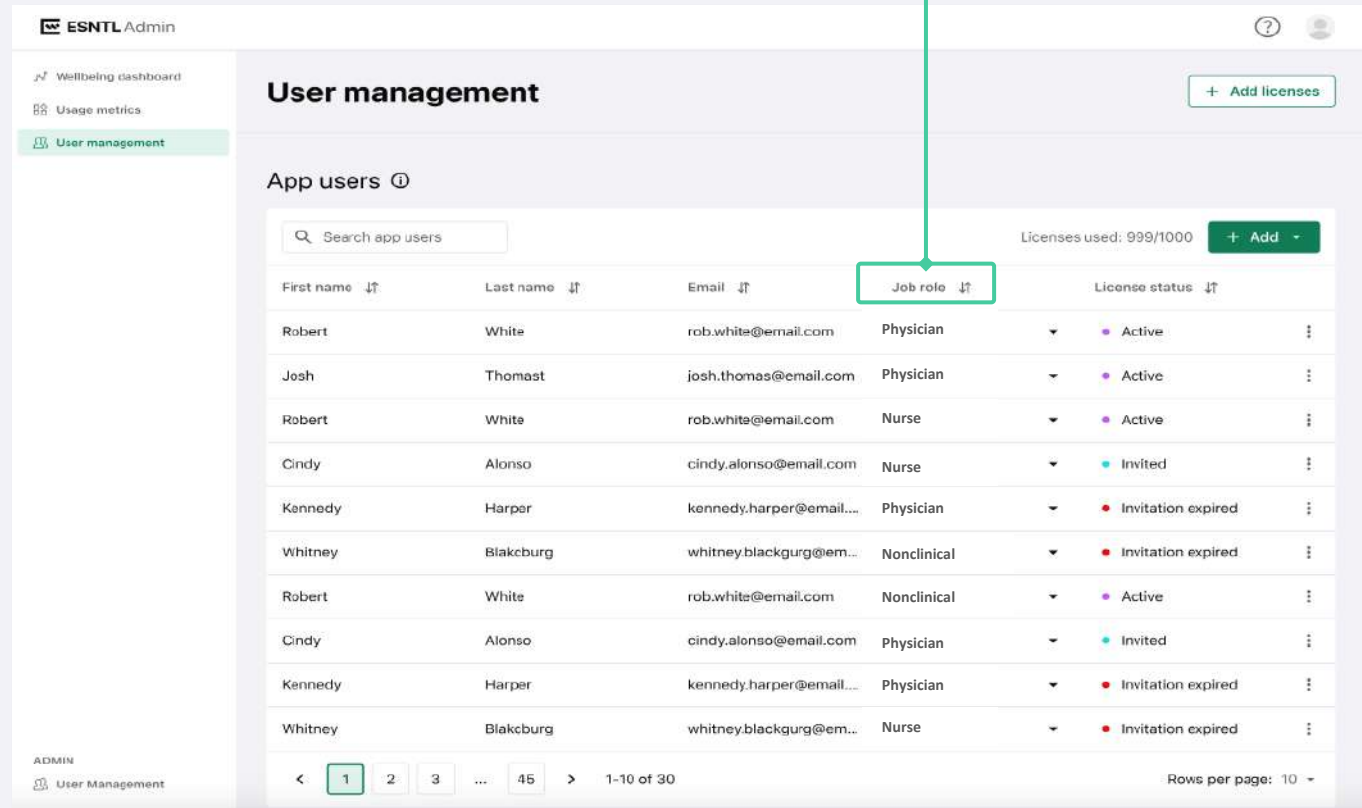
The analysis of different user segments can give you deeper insights into your user base. Here are some considerations when assigning job role categories:

- A minimum threshold of users is required to display data to ensure data anonymization
- In some cases, categorizing users by department or a more general title may make it more likely that the user count thresholds are met

For more information see the [ESNTL Admin Console Data Guide](#).

Job Roles are created and assigned by each organization's

ESNTL Admin User.

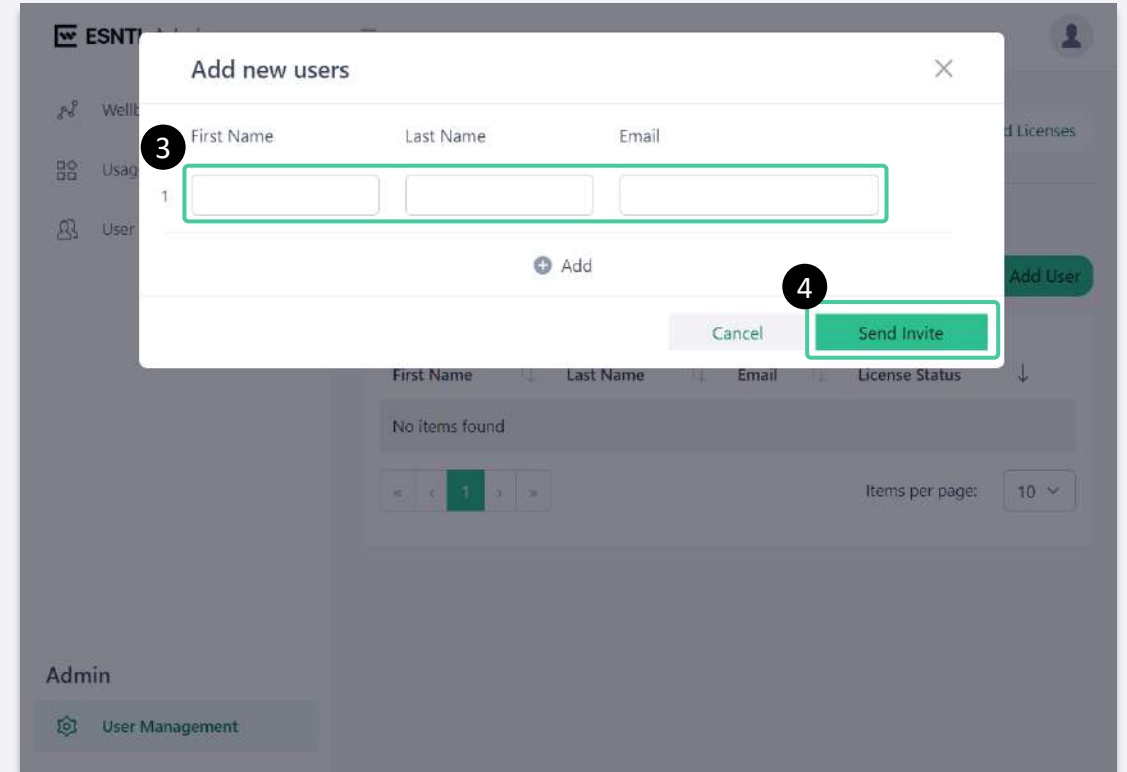
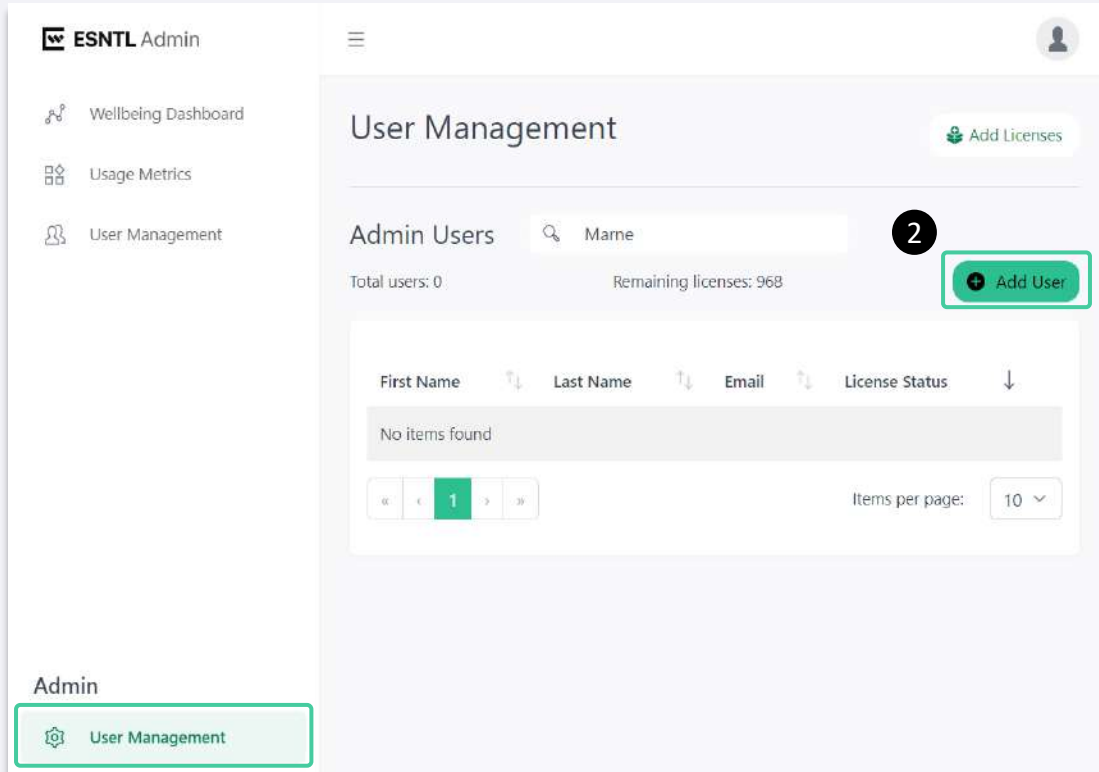


03

Admin: User Management

Managing admin users and licenses

Add Admin Users



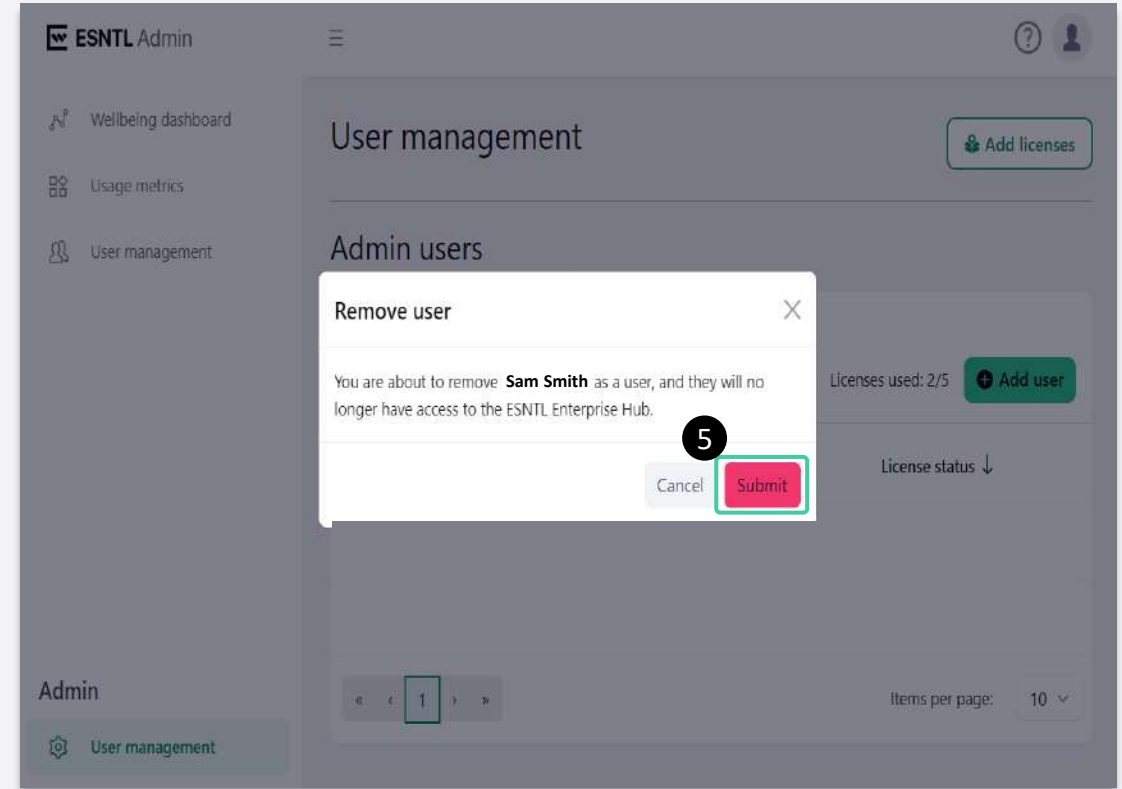
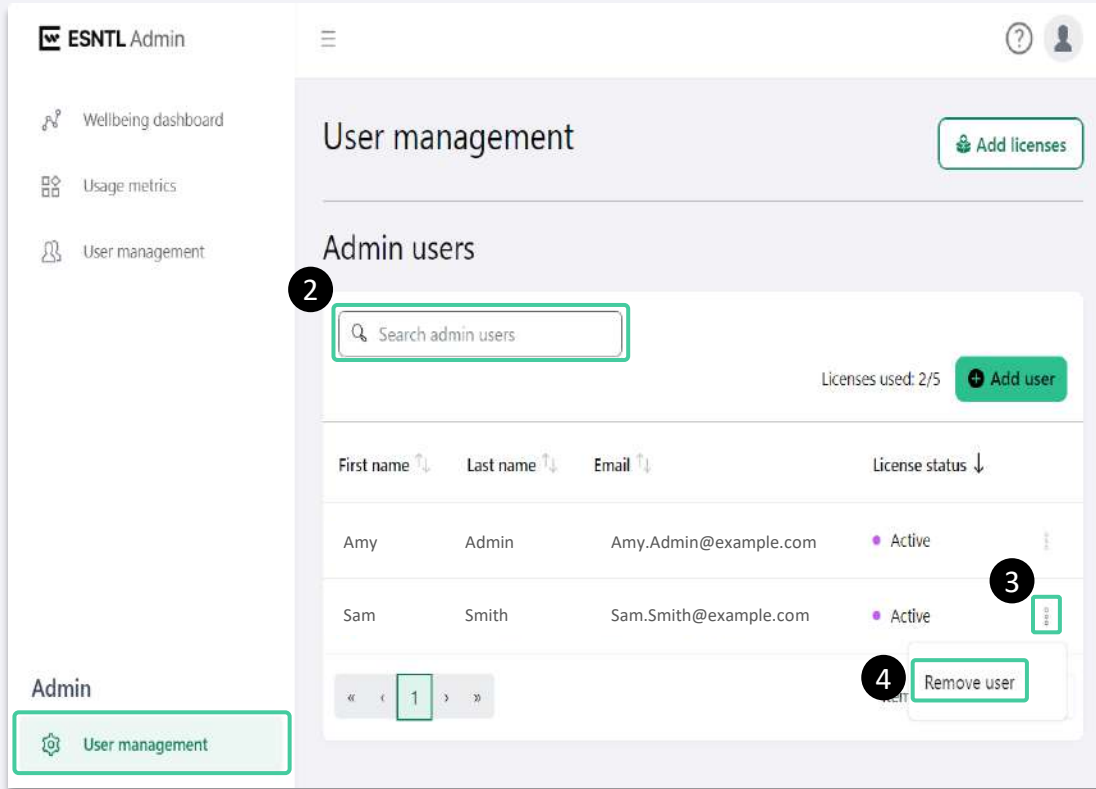
1. From the dashboard, go to the **Admin User Management** page
2. Select **+ User** to add a new user

3. Complete the **user information**
4. Click **Send Invite**

An email with a link to set password will go to each admin user's email address.

See [Appendix C](#) for email example.

Remove Admin Users



1. From the dashboard, go to the **Admin User Management** page
2. **Search** the admin user you wish to remove
3. Click the **⋮** to open the menu
4. Select **Remove user**

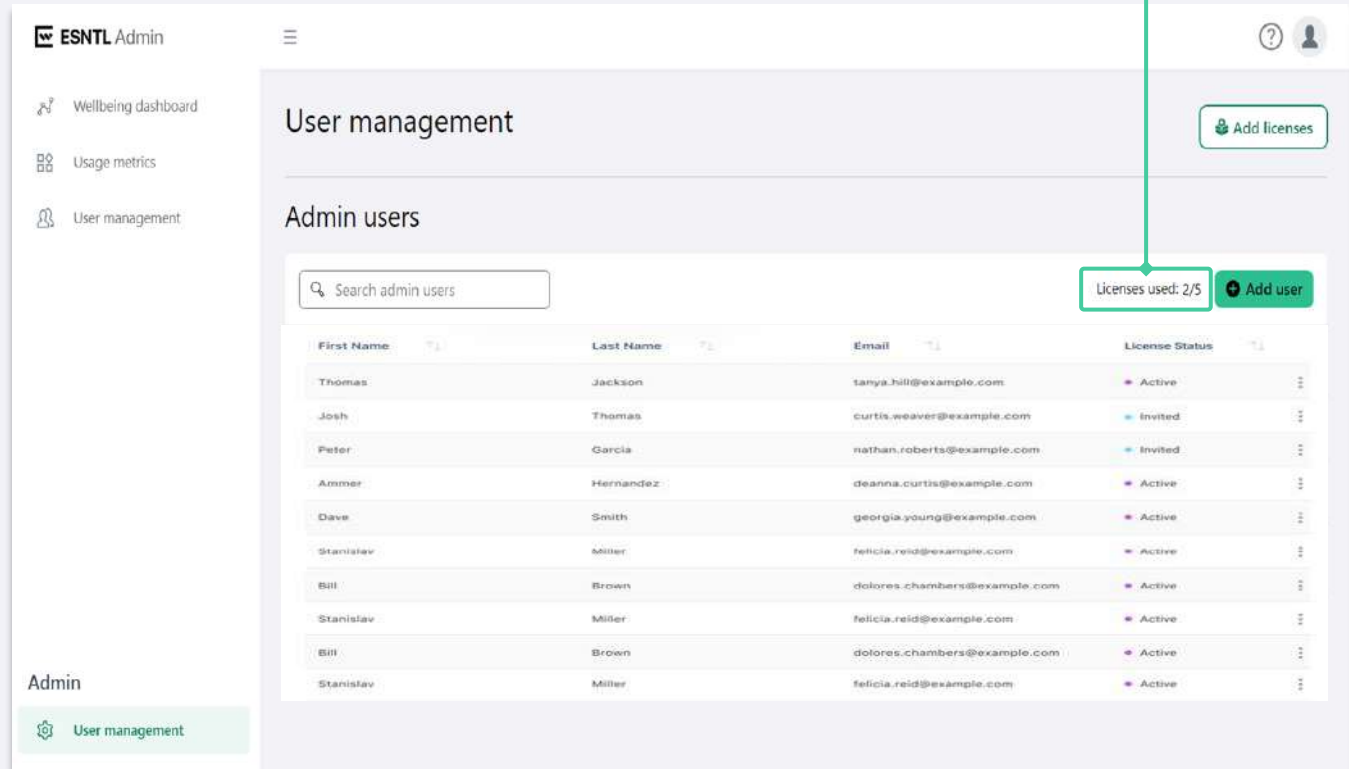
5. Click **Submit**

Admin License Definitions

When an admin user is added to the system a license is subtracted from the total license count, regardless of license status.

License Status

- **Invited** – invitation has been sent to admin user with link to create password, link is valid for 7 days
- **Active** – user has successfully downloaded the ESNTL Wellness app and connected to the organization using the access code
- **Invitation Expired** – password has not been set within the 7-day activation period and link is expired



Appendix

User Management

January 2024



Key Contacts and Resources

Emails



ESNTL Customer Service

customerservice@esntl.app

General questions

ESNTL Tech Support

support@esntl.app

Technical questions

Resources



ESNTL Wellness website

<https://esntl.app>

General information, ESNTL Admin Console login

ESNTL Wellness: FAQs

<https://esntl.app/help-topics-faqs>

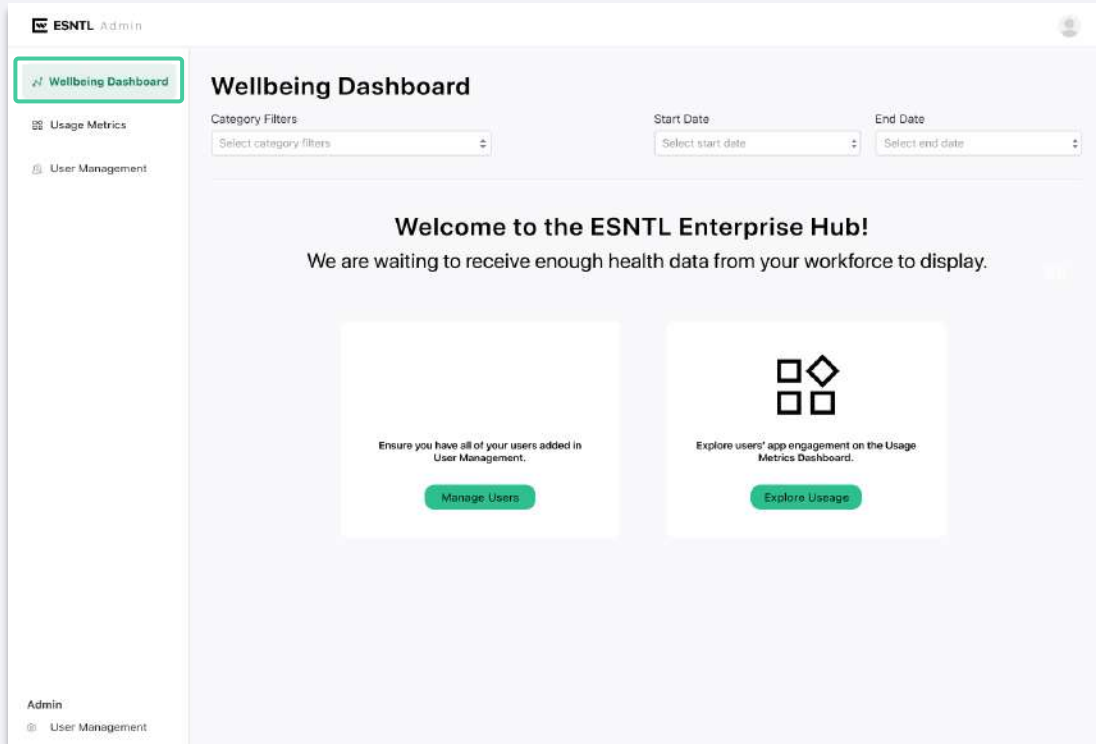
Frequently Asked Questions for Mobile App Users

ESNTL Admin Console: Data Guide

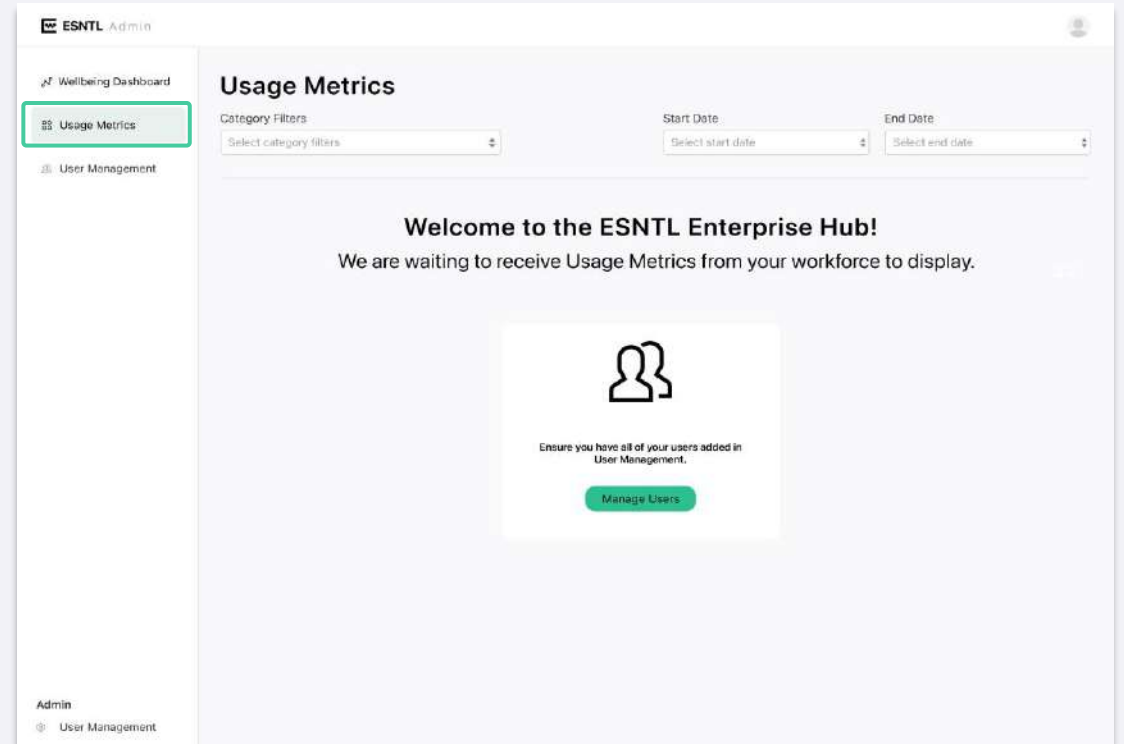
<https://esntl.app/admin-help-docs/>

Data dictionary for Admin Console users

A. Wellbeing Dashboard & Usage Metrics



Wellbeing Dashboard screen if data is not yet available and it is within the initial 30 days of rollout.



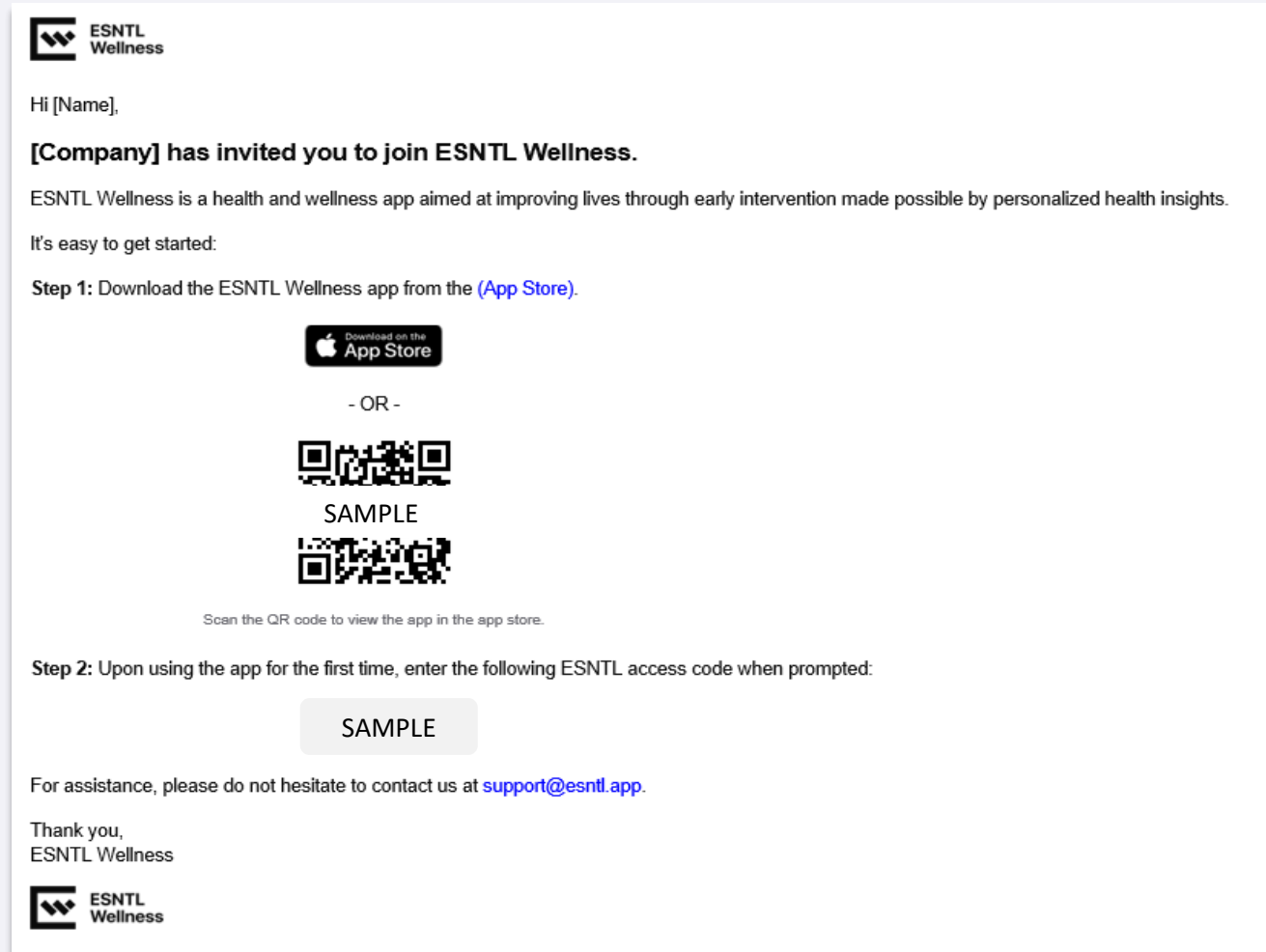
Usage Metrics screen if data is not yet available and it is within 30 days of rollout.

B. ESNTL Wellness App: Email Invite

Installing ESNTL Wellness

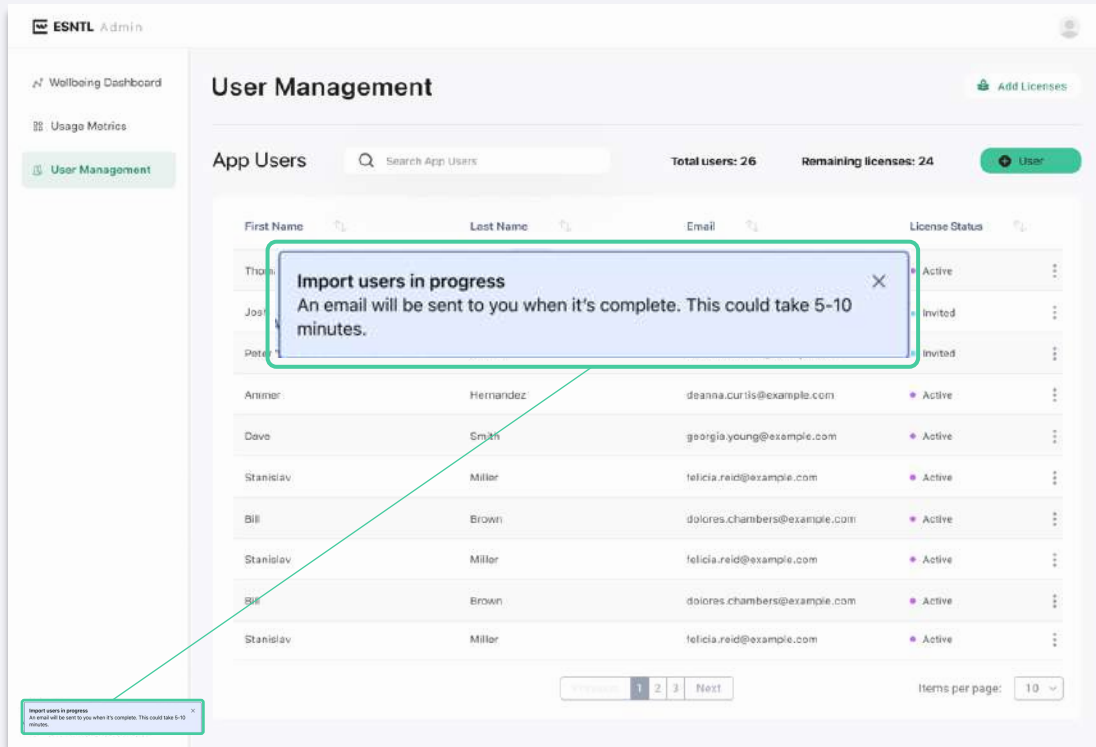
Once users are added in User Management the system will automatically generate an invite email to download the ESNTL app and an ESNTL access code to connect to the organization within the app.

- **From** < no-reply@mg.esntl.app >
- **ESNTL Access Code** – unique 6-character code containing a combination of letters and/or numbers, valid for 30-days
- Email Reminders are automatically sent to users who have not connected to the organization within 15 days and again at day 29



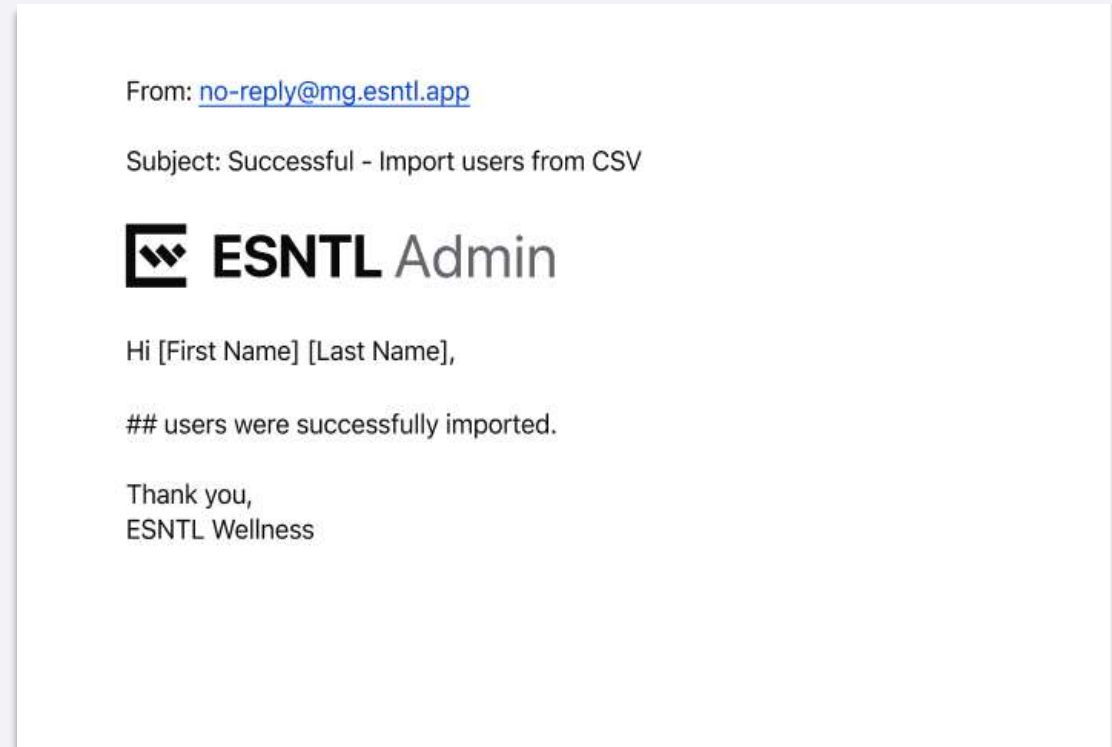
The screenshot shows an email invite from ESNTL Wellness. It begins with a greeting 'Hi [Name],', followed by the subject line '[Company] has invited you to join ESNTL Wellness.' The body text explains that ESNTL Wellness is a health and wellness app aimed at improving lives through early intervention made possible by personalized health insights. It states 'It's easy to get started:' and provides 'Step 1: Download the ESNTL Wellness app from the (App Store).' Below this is a 'Download on the App Store' button, followed by '- OR -', and two QR codes. The word 'SAMPLE' is placed between the two QR codes. Below the QR codes is the instruction 'Scan the QR code to view the app in the app store.' 'Step 2: Upon using the app for the first time, enter the following ESNTL access code when prompted:' is followed by a button labeled 'SAMPLE'. The email concludes with 'For assistance, please do not hesitate to contact us at support@esntl.app.' and 'Thank you, ESNTL Wellness'.

C1. Bulk Add Users: Confirmations



Example of User Import In Progress Message

Once a valid CSV file is added, the users will be imported to User Management.



Example of User Import Confirmation Email

An email will be sent to the admin confirming the outcome of the import.

Examples of other confirmation email types:

- **Import partially (un)successful** – if users already exist, the system will not import them. See email and attached CSV for more information.

C2. Bulk Add Users: CSV Errors

1

6 errors found
To resolve the errors:
1. Download [FileName]_ERRORS.
2. Fix the errors in the Error column of the file.
3. Upload the file again.

[FileName]_ERRORS.csv
File size

2

Upload a file

Drag and drop files here
OR
Browse files

• Max file size is 5MB

Example of Error Message for Invalid CSV File

1. Error message will display total number of errors and instructions to resolve.
2. Download the returned CSV file to resolve CSV file errors.

Examples of errors:

Missing data, Invalid format, Exceeds available license

	A	B	C	D	E	F
1	First Name	Last Name	Email Address	Job role	1 Error	
2		McCarthy	JamesMcCarthy123@example.com	Officer	Missing data	
3	Rebecca	Thompson	RThompson1987@example.com	Officer		
4	Albert	Gonzales	AGonzales2023@example.com	Officer		
5	Lucy	Peterson	LucyPeterson999@example.com	Deputy		
6	Olivia	Richards	OliviaRichards23@example.com	HR		
7						
8						
9						
10						
11						
12						
13						
14						
15						
16						

Example of Returned CSV File with Errors

1. A description of the error for each row will display in the new "Error" column. Correct the error and upload corrected file.

Examples of errors:

Missing data, Invalid email, Duplicate entry

D. ESNTL Admin Console: Email Invite

Accessing the Admin Console

Once users are added in Admin User Management, the system will automatically generate an invite email to set their password.

- **From** < no-reply@mg.esntl.app >
- **Set Your Password** link expires in 7 days
- Email reminders are sent to admins who have not set their password on day 3 and day 6.



Hi [Name],

[Company] has invited you to join the ESNTL Wellness Admin Console.

The Admin Console is a platform where you can view aggregated health and wellbeing data for your organization. This information will help you better understand and promote wellness within your organization.

To create your account and access the [Company] Admin Console:

[Set your password](#)

This link will expire in 7 days.

For assistance, please do not hesitate to contact us at support@esntl.app.

Thank you,
ESNTL Wellness