Avadin ON
User Manual

for agency caregiver
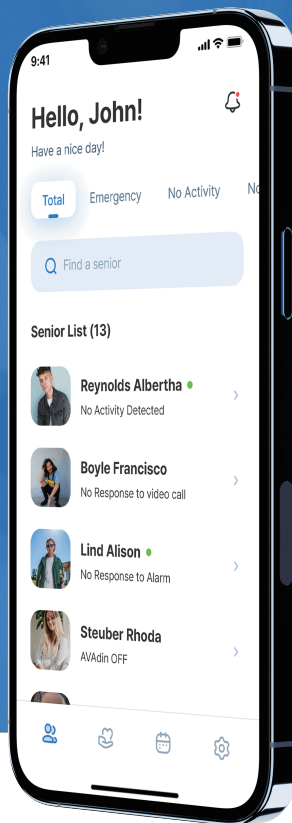
GET IT ON
Google Play

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App Store

AVAdin
ON
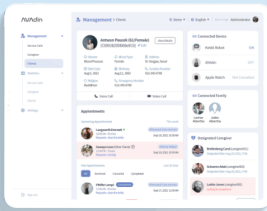
Avadin
ON
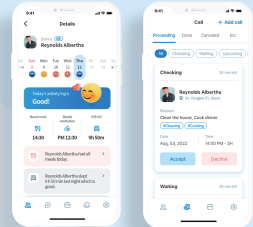
www.avadin.io

Avadin

ON

Contents

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Avadin is an AI Senior care SaaS Platform

Avadin ON is a part of AVAdin Platform.
A mobile application for caregivers.

Avadin.io

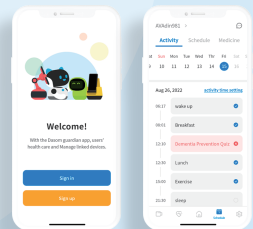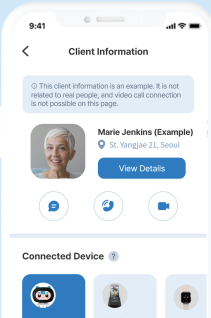**Avadin ON**

AVΛdin

**Avadin-Bot
Avadin**

Avadin Family

Main Features

01 Client Management

Easily access basic client information and life log data analyzed by Avadin. Avadin ON helps you efficiently manage more clients.

02 Service Call

Do you have any care services scheduled for today? What about upcoming services? Avadin ON keeps you informed of your work progress clearly. In this update, we have upgraded the Service Call detail page. For example, you can now connect with Google Maps to easily find the route to the client's location.
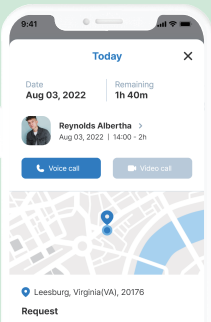
03 Connection with clients

Stay connected with your clients through the Avadin platform. Currently, we support video calls, and we are preparing to provide voice calls and messaging in the future. The Avadin platform will be a reliable link between you and your clients.
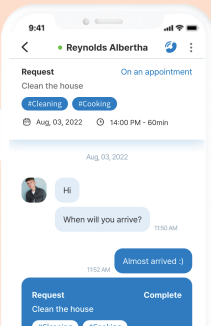
**Explore the main features in guest mode
without the need to sign up!**

02

Login

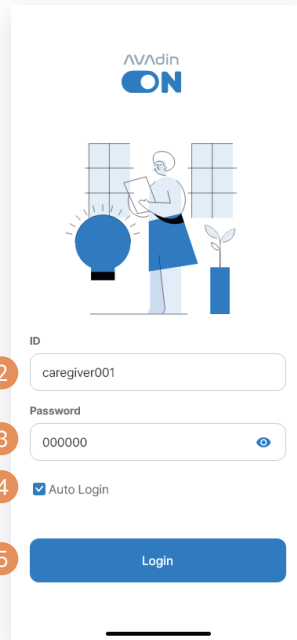1. Click the login button. You can log in with the account information issued by the agency you belong to. Your agency can create an account for you to use Avadin ON.

2. Enter your ID to log in.

3. Enter your password.

4. If you want to automatically log in without having to enter your ID and password every time, check "Auto Login". We recommend caution when using auto login for the protection of your account.

5. Click the Login button when you're ready.

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How does an agency create a caregiver account?

Your agency can use avadin.io. When your agency registers a caregiver on avadin.io, an ID is automatically generated. The initial password is the same as the ID, but you can change it after logging in. To register a caregiver, your agency will enter your name, date of birth, gender, address, and phone number to create an account. If there are any errors in your information, please contact your agency.

03

Client Management

1. You can receive notifications for new client requests, emergency calls, and service calls to stay up to date on the latest requests.

2. You can search for a client by entering their name.

3. You can send an invitation code to clients by tapping "Share Invitation Link". By using the invitation code, you can add clients to your Client List.

4. When you tap on a client in the Client List, you will be directed to the Client Information.

03
Client Management

Avadin
ON

How can I add clients to my list?

Please contact your agency for assistance. Your agency can connect or disconnect you and your clients in Management-Caregiver through avadin.io. We are preparing features that will allow you to request connections with specific clients in the future.

03

Client Management

1. You can view the client's detailed information by tapping the "View Details" button. Based on the life log data provided by Avadin, you can provide customized caregiving services for the client.

2. You can provide remote caregiving services in non-face-to-face situations through video calls with the client. Phone calls and messenger functions are being prepared.

3. You can check the type and status of devices connected to AVAdin service used by the client.

4. You can also see a list of other caregivers who are responsible for the client's care.

5. This is a list of the client's family members or guardians connected to the AVAdin Family app.

6. This is a list of recent service history in 30 days.

7. You can make a note about the client or delete it. Tap the plus button to add a memo.

03
Client Management

Details

Device ON
Reynolds Albertha

Sat	Sun	Mon	Tue	Wed	Thu	Fri	Sat	Sun
	8	9	10	11	12	13	14	15

Today's activity log is
Good!

Recent meal	Recebt medication	Sleep hours
14:30	PM 12:30	9h 50m

Reynolds Albertha had all meals today. ›

Reynolds Albertha slept 9 h 50 min last night which is good. ›

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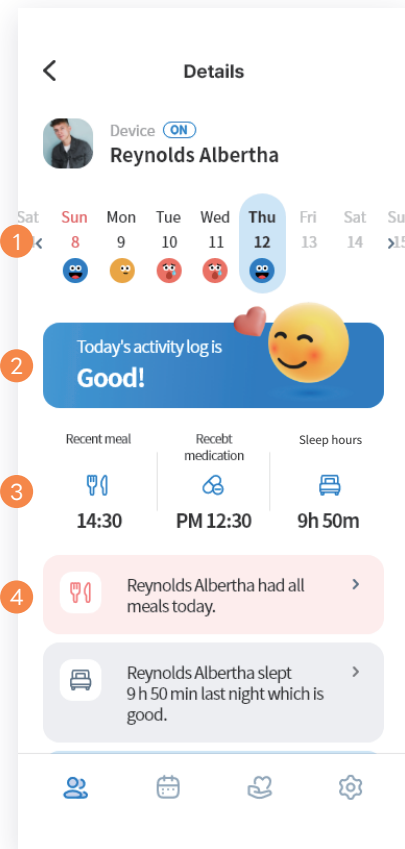
1. Choose the date you want to look up.

2. This sentence comes from a comprehensive analysis of the activity log of that date.

3. You can check the recent meal, recent medication, and sleep hours.

4. You can view the customer's life log data by item. Data such as meals, sleep, and medication are displayed.

04

Schedule
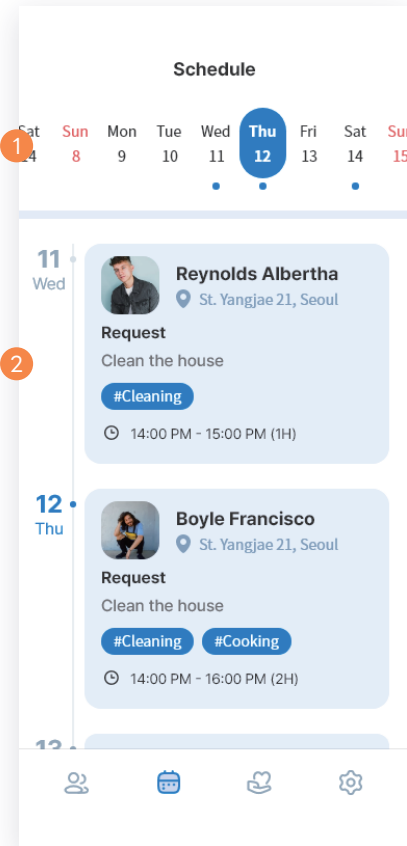
1 Choose the date you want to look up.

2 If you accept the service call, the schedule will be automatically registered in this calendar to view your schedule.

It will be updated so that you can register and manage the schedule yourself later.

05

Service Call
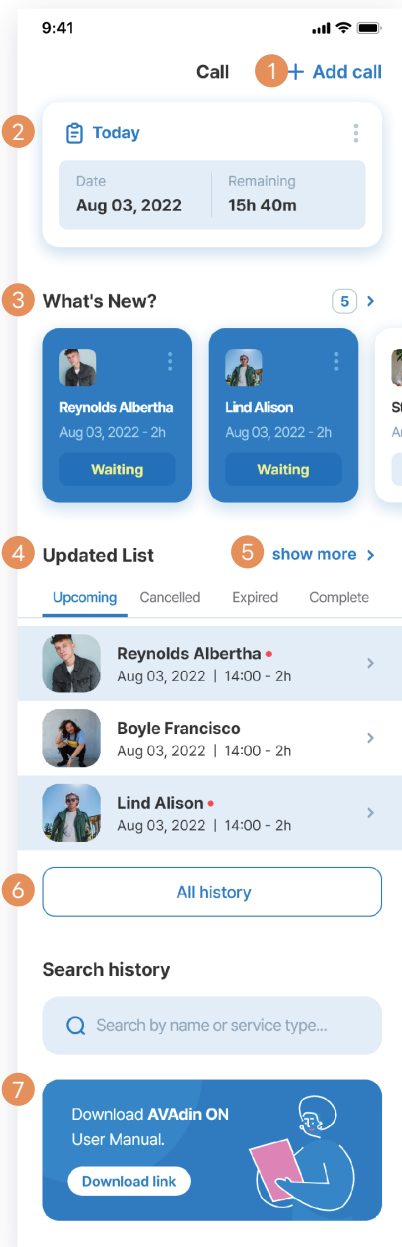
This is the main screen of the Service Call.

1 When you receive a request from a client, you can register a caregiving service by tapping the "Add call" button.

2 Today's scheduled caregiving services will be displayed at the top. You can view the detailed information by tapping on it.

3 You will see important notifications. If there are no notifications, the "What's New?" section will not be visible.

4 This section displays changes in the status of your caregiving services. For example, if a client cancels your caregiving service, it will be displayed in the "Cancelled" list.

5 You can tap the "show more" to see the full list of the updated items.

6 Tapping the "All history" will display all of your service records.

7 You can also check the AVAdin ON user manual.

05

Service Call

Add Call

Senior Select

[+] Add Client

Service Type Please select one or more.

#Cleaning #Cooking #Escort
#Companionship #Nursing
#Home Helper #Personal Care Service
#Others

Date

Start 📅 2022-08-17 00:00 AM

End 📅 2022-08-17 00:00 AM

Requests

Enter requests.

Save

1. Please select the client who made the call by tapping "Add Client."

2. Please select the type of caregiving service requested by the client. Multiple selections are possible.

3. Please enter the start and end dates, as well as the start and end times of the caregiving service.

4. If the client has any additional requests, please write them down.

5. Tap "Save" to save the client's call.

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What does the title (status) on the Service call mean?

In order to efficiently manage your work progress, Avadin ON has organized the status of caregiving services as follows.

Waiting

1 Waiting
This is a service call requested by your agency. If you tap the "Accept" button, the status will change to 'Upcoming'.

Expired

2 Expired
If you don't tap "Accept" or "Decline" for a 'Waiting' call, the call will expire.

Declined

3 Declined
If you tap "Decline", the status will be changed to 'Declined'. If you cancel the care service, it will also be marked as 'Declined' because it is the same as rejecting the customer's request.

Upcoming

4 Upcoming
This refers to a scheduled service call that you have accepted or added through the "Add call" function. It is marked as 'Upcoming' since it is a call that is planned in advance.

Cancelled

5 Cancelled
If the client cancels the caregiving service, it will be marked as "Cancelled".

Today

6 Today
If your caregiving service is not cancelled and the service start date has arrived, the service call will be displayed as 'Today'.
* If you tap the "Depart" button and leave for the service, the status will briefly change to 'Upcoming'. Don't be surprised! It's to let everyone know that you have departed.

Today

Delayed

7 **Delayed**
If you are running late for the service start time due to traffic, weather issues, etc., the status will be displayed as 'Delayed'. If you arrive and start the service, the status will change to 'Ongoing'.

Ongoing

8 **Ongoing**
You are currently providing caregiving service in real-time.

Comlpeted

9 **Completed**
Your caregiving service has been completed.

I saw some service calls with different statuses that are not listed here!

In special cases, you may see service calls with the following statuses.

- **Checking**

If your added call changes to Checking, it means that your agency is currently reviewing the call you added.

- **Conveyed**

When you try to add a call through "Add call", and if it conflicts with your existing schedule, you can convey it to another caregiver. In that case, the call status changes to 'Conveyed'.

9:41	9:41
Checking ✕	**Conveyed** ✕
Reynolds Albertha ›	Reynolds Albertha ›
Aug 03, 2022 | 14:00 - 2h	Aug 03, 2022 | 14:00 - 2h
📞 Voice call 📹 Video call	📞 Voice call 📹 Video call
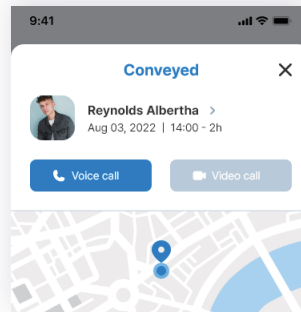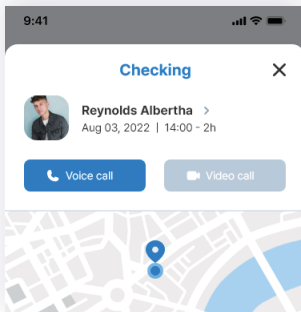
05

Service Call

Please show an example!

The following flowchart shows the process for a service call
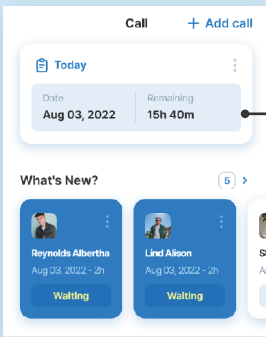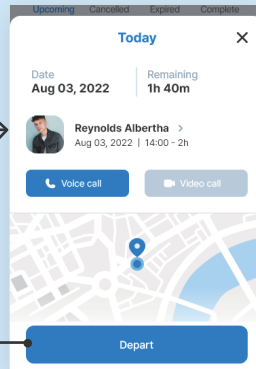that you are providing today (a call with today's start date).

1 At the top of the main screen, service calls
are displayed under the category 'Today.'
Tap to view!

2 You can see the detailed page for the service
call with the start date of today. When you are
ready to provide the service and depart, press
the "Depart" button.

3 If you tap "Connect to Google Maps", it will be
linked to Google Maps and you can find the
route to the service location. You can also tap
the "OK" button if you do not want to use this
feature.
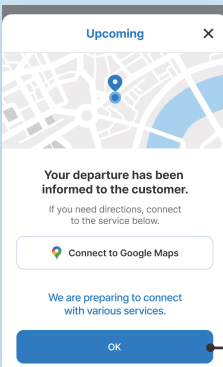
4 As you are on the move, the call status will be
displayed as 'Upcoming'. If you need to change
the service call time due to customer's request
or traffic conditions, please tap "Change Time".
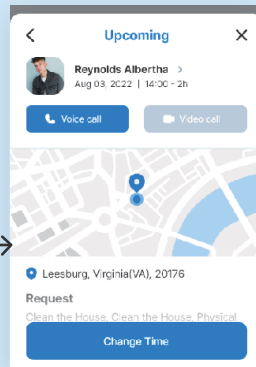
05

Service Call

5 If the start time of the service call has passed, the call will automatically change to 'Ongoing' status. Here, if you need to change the end time of the service, you can do so by tapping the "Change Time" button.
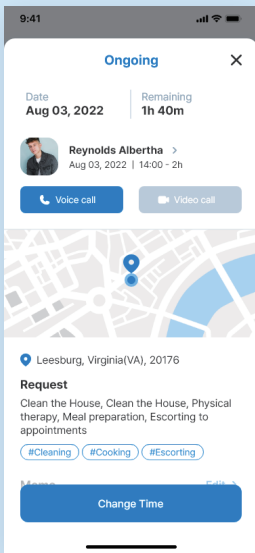
6 Similarly, if the service end time has passed, the service call will automatically change to the 'Completed' status.
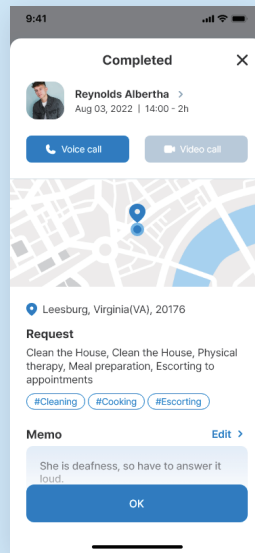
What happens if I am unexpectedly late?

There is always a possibility of unexpected situations. You can inform the reason for the delay.
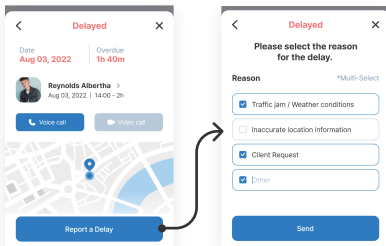
While in the Delayed status, you can tap the "Report a Delay" button to inform the reason for your delay, which will be communicated to the client.

05

Service Call

1. You can check the client's name. By tapping it, you can go to the client information page.

2. You can see the upcoming care service date and start time (duration).

3. You can make phone and video calls to the client. The phone call feature is currently under preparation.

4. Check the location of the caregiving service you will provide on the map.

5. You can check the client's service request and service type.

6. You can write a note about the customer. It will be linked to the memo you wrote in 'Client Management - Client Information'.

06
My Settings

Avadin
ON

My Settings

Human Rights

1 Casper Marietta ✐
caregicer#002

2 Recent Activity

Request	Request
Clean the house	Clean the
#Cleaning	#Cleani
🕐 14:00 PM - 15:00 PM (1H)	🕐 14:00

Settings

3 Set my status →

4 Request for termination →

5 Push Alarm →

6 Reset Password →

7 Sign Out →

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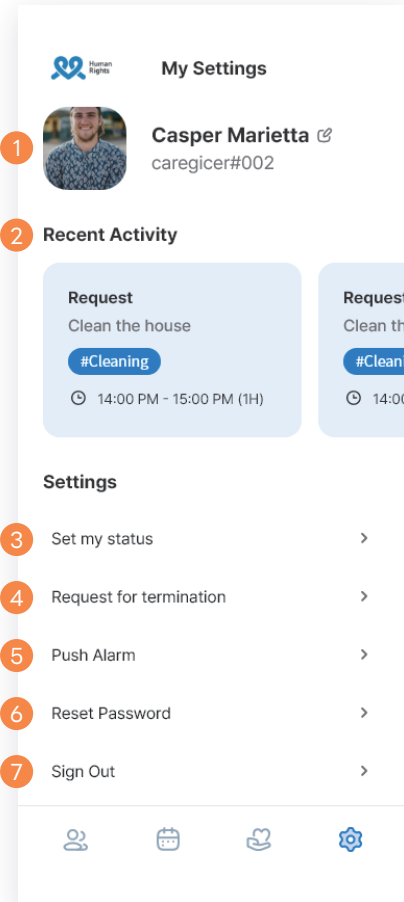
1 You can edit your basic user information.

2 This is your recent activity. You can swipe or click for more information.

3 You can change your status to online/resting/offline.

4 You can request the termination of the client you are in charge of.

5 You can set about notifications that come to you as push messages.

6 You can reset your password.

7 If you want to sign out, click here.

07
Contact us

Avadin

Avadin Platform

Avadin ON will continue to be updated.
We are preparing a messenger function, a community service, and so on.
We will always listen to you, and if you have any inconveniences or suggestions,
please contact us at the contact below.
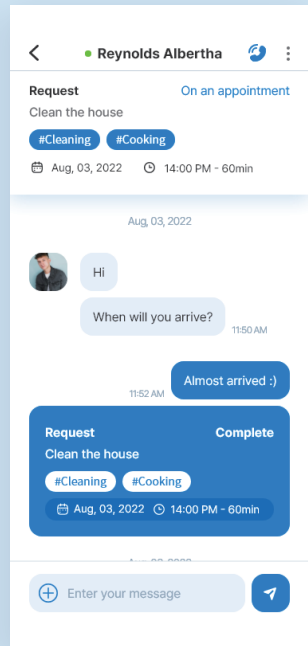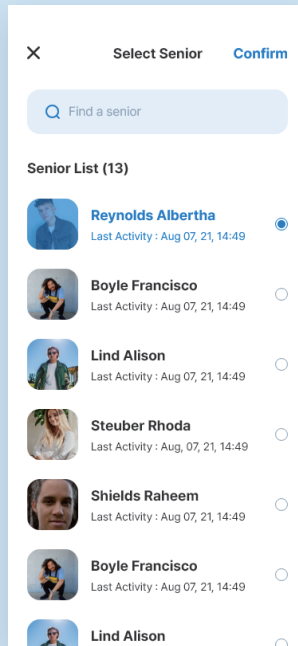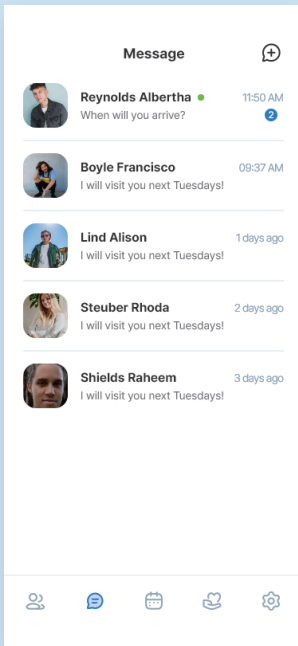
We always welcome you.

Email
sales@1thefull.com

Web
www.avadin.io

Avadin
ON

What kind of service does the messenger function provide to you? Sneak a peak!

You can communicate freely with clients.
Send and receive messages in real time and check their request.
This feature will bring you closer to the client.

Message

Reynolds Albertha ●	11:50 AM	
When will you arrive?		②
Boyle Francisco	09:37 AM	
I will visit you next Tuesdays!		
Lind Alison	1 days ago	
I will visit you next Tuesdays!		
Steuber Rhoda	2 days ago	
I will visit you next Tuesdays!		
Shields Raheem	3 days ago	
I will visit you next Tuesdays!		

Select Senior   Confirm

Find a senior

Senior List (13)

Reynolds Albertha
Last Activity : Aug 07, 21, 14:49

Boyle Francisco
Last Activity : Aug 07, 21, 14:49

Lind Alison
Last Activity : Aug 07, 21, 14:49

Steuber Rhoda
Last Activity : Aug, 07, 21, 14:49

Shields Raheem
Last Activity : Aug 07, 21, 14:49

Boyle Francisco
Last Activity : Aug 07, 21, 14:49

Lind Alison

● Reynolds Albertha

Request   On an appointment
Clean the house
#Cleaning   #Cooking

Aug, 03, 2022   14:00 PM - 60min

Aug, 03, 2022

Hi

When will you arrive?
11:50 AM

Almost arrived :)
11:52 AM

Request   **Complete**
Clean the house
#Cleaning   #Cooking

Aug, 03, 2022   14:00 PM - 60min

Enter your message

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Avadin ON User Manual

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