

CareOne

Dealer Portal User Guide

THE COMPLETE REFERENCE FOR MANAGING
DEVICES, CUSTOMERS, PLANS, AND TEAM
MEMBERS ACROSS EVERY DEALER REALM.

Version 1.0 · 2026 · Prepared for CareOne authorized dealers

Introduction

Welcome to the CareOne Dealer Portal — the next-generation web console for managing devices, customers, plans, and team members across one or more dealer realms. This guide walks through every page and dealer-facing action available in the portal.

The portal is accessed at **careone.numera.com** (production).

Use this guide alongside the companion transition deck, which covers how to sign in for the first time, set your password, and submit feedback. Throughout the guide, all screenshots have been anonymized — personal names, emails, and identifiers have been replaced with sample placeholder data such as “Demo Dealer” or “customer@example.com”.

CONVENTIONS USED IN THIS GUIDE

- Menu paths and button labels appear in **bold** (e.g., **Profile → Security**).
- URL paths appear in `/#/home` , `/#/admin` .
- Sample placeholders such as “Demo Dealer” stand in for real personal data in screenshots.

1

Sign-in & Two-Factor Authentication

[🔗#/sign_in](#)

To access the dealer console:

- Pick **Account Type = Dealer / Organization** from the dropdown.
- Enter your dealer email and password.
- Click **Continue**.
- A 6-digit verification code is emailed to you. Enter it on the Two-Factor Verification screen and click **Verify**.

Once verified, you land on [/#/home](#) (the dashboard). The session persists until you sign out from the user menu in the sidebar.

First-time users: see the companion transition deck for the password-reset flow used to migrate existing accounts from dealer.numera.com to careone.numera.com.

2

Top-Level Navigation

The left navigation rail is always visible and provides access to every major area of the portal.

ITEM	PURPOSE
Home	Dashboard with overview tiles and active alerts (/#/home)
Map	Live geolocation of all devices (/#/map)
Reports	Event log and analytics (/#/reports)
Device Admin	Full fleet inventory (/#/admin)
Activation	Single or bulk device activation (/#/activation)
Profile & Management	Profile, team, plans, security, support (/#/profile)

Above the navigation items is the Realm / Org switcher chip (section 19). At the bottom of the sidebar is the signed-in user with a three-dot menu containing **Sign Out**.

3 Home — Dashboard & Alerts

🔗#/home

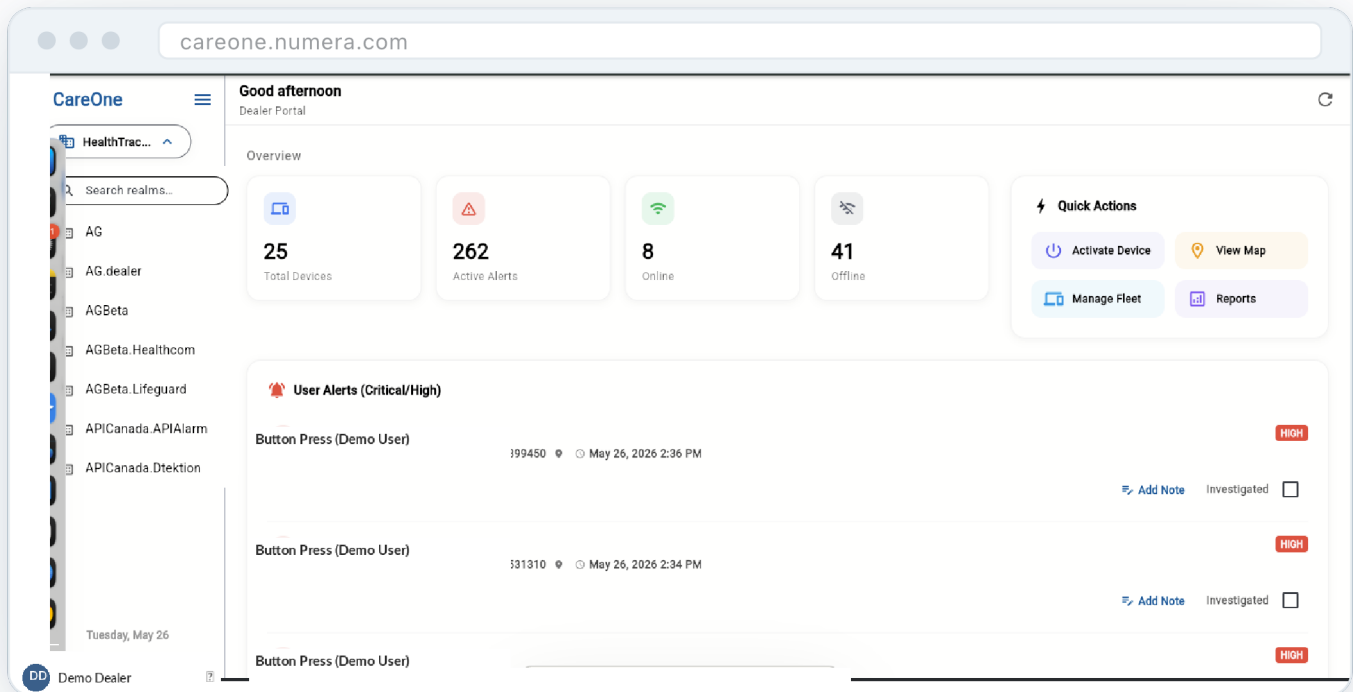


Figure 1. Home dashboard with overview tiles, quick actions, and active critical/high alerts.

OVERVIEW TILES

The four real-time tiles at the top of the dashboard show:

- **Total Devices** — every device in the active realm.
- **Active Alerts** — count of currently unresolved alerts.
- **Online** — devices that have checked in recently.
- **Offline** — devices that have not checked in within the threshold window.

QUICK ACTIONS

The Quick Actions card provides one-click jumps to **Activate Device**, **View Map**, **Manage Fleet**, and **Reports**.

USER ALERTS (CRITICAL / HIGH)

Below the tiles is a scrollable list of triggered events. Each row shows the event type plus end-user name, the device serial, a location pin, the timestamp, a severity badge (HIGH or CRITICAL), and per-row actions **Add Note** and an **Investigated** checkbox. Click **Show More** to expand older alerts.

3.1 ADDING AN INVESTIGATOR NOTE

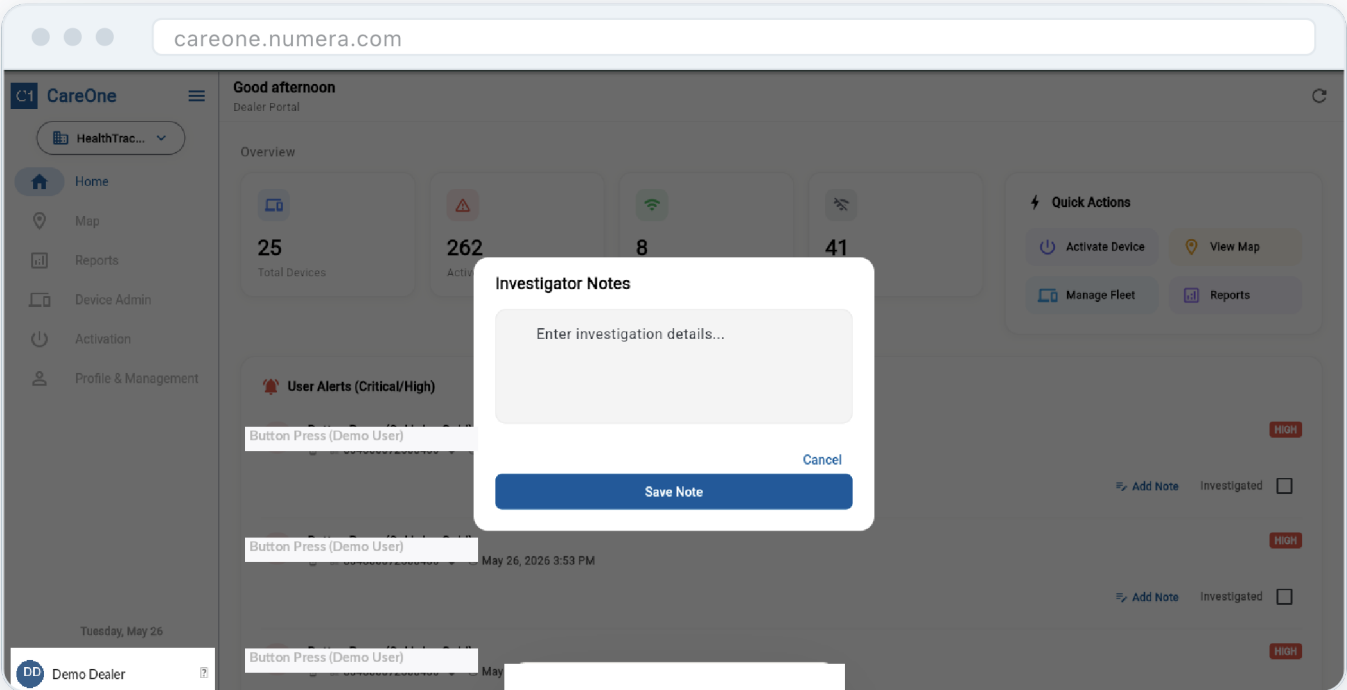


Figure 2. Add Note dialog — the note is persisted against the event for audit purposes.

Click **Add Note** on any alert row, type the note, and click **Save Note**. The note persists against the event for audit.

3.2 BOTTOM OF DASHBOARD — ADMIN ACTIVITY & MASQUERADE

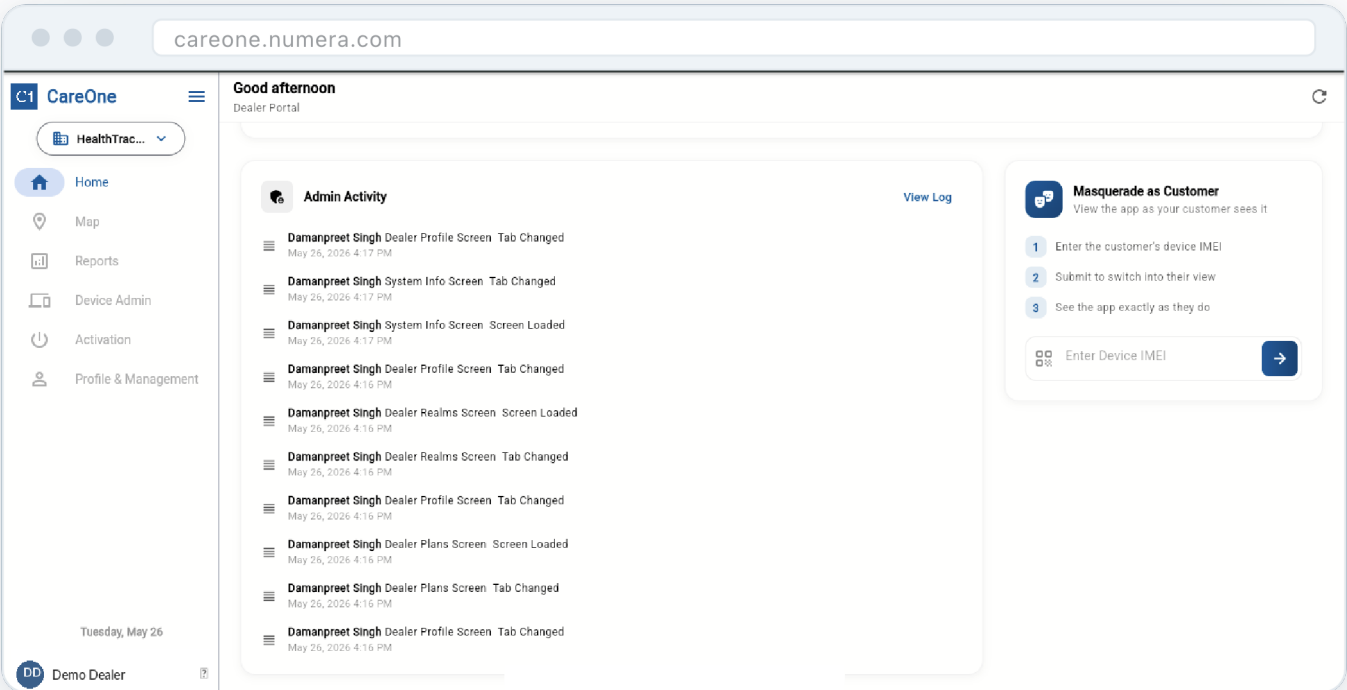


Figure 3. Admin Activity widget (left) and Masquerade as Customer widget (right).

Admin Activity shows a recent audit log of dealer actions — click **View Log** to drill in. The **Masquerade as Customer** widget accepts a customer device IMEI and switches you into that customer’s read-only view (section 20).

4 Map — Fleet Geolocation

[#/map](#)

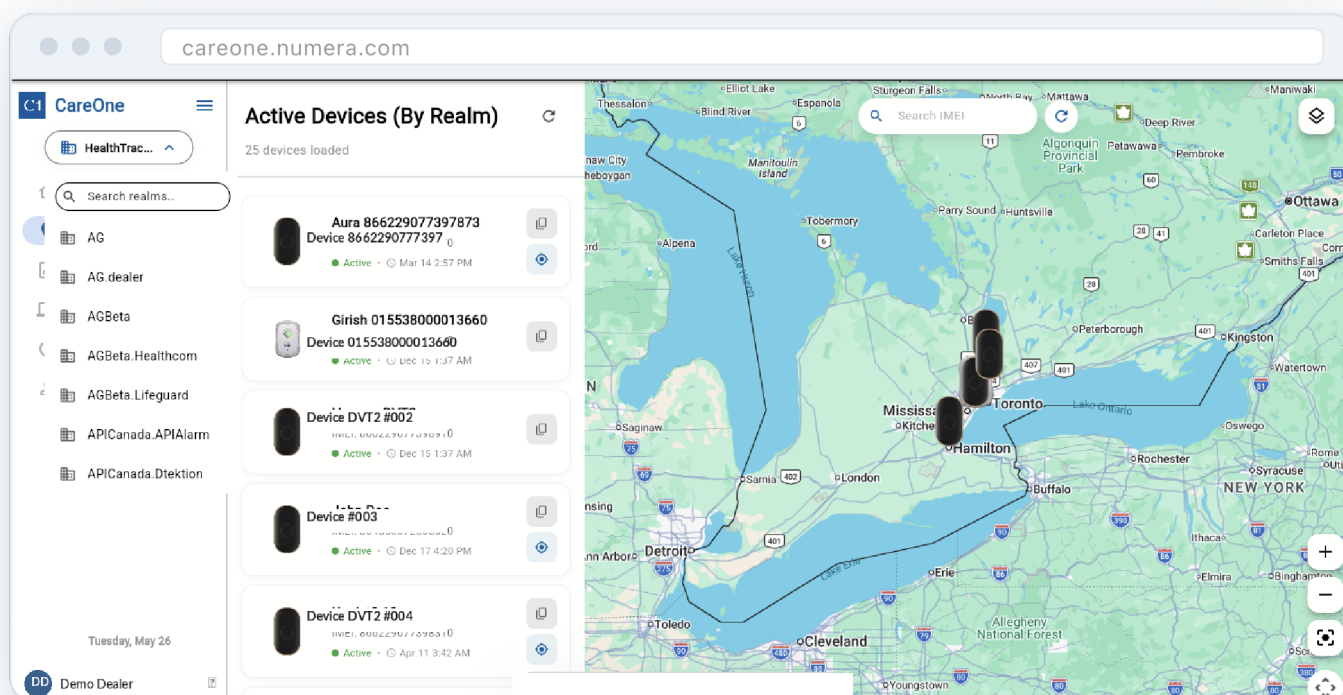


Figure 4. Map page — searchable device list on the left, live device markers on the right.

The left pane shows **Active Devices (By Realm)** — a searchable list with IMEI / serial labels. The right pane shows a live map with device markers at the last known GPS fix. Click any device to focus the map on its marker.

The portal does not collect end-user location — it only renders the last fix already reported by the device itself.

5 Reports & Analytics

[#/reports](#)

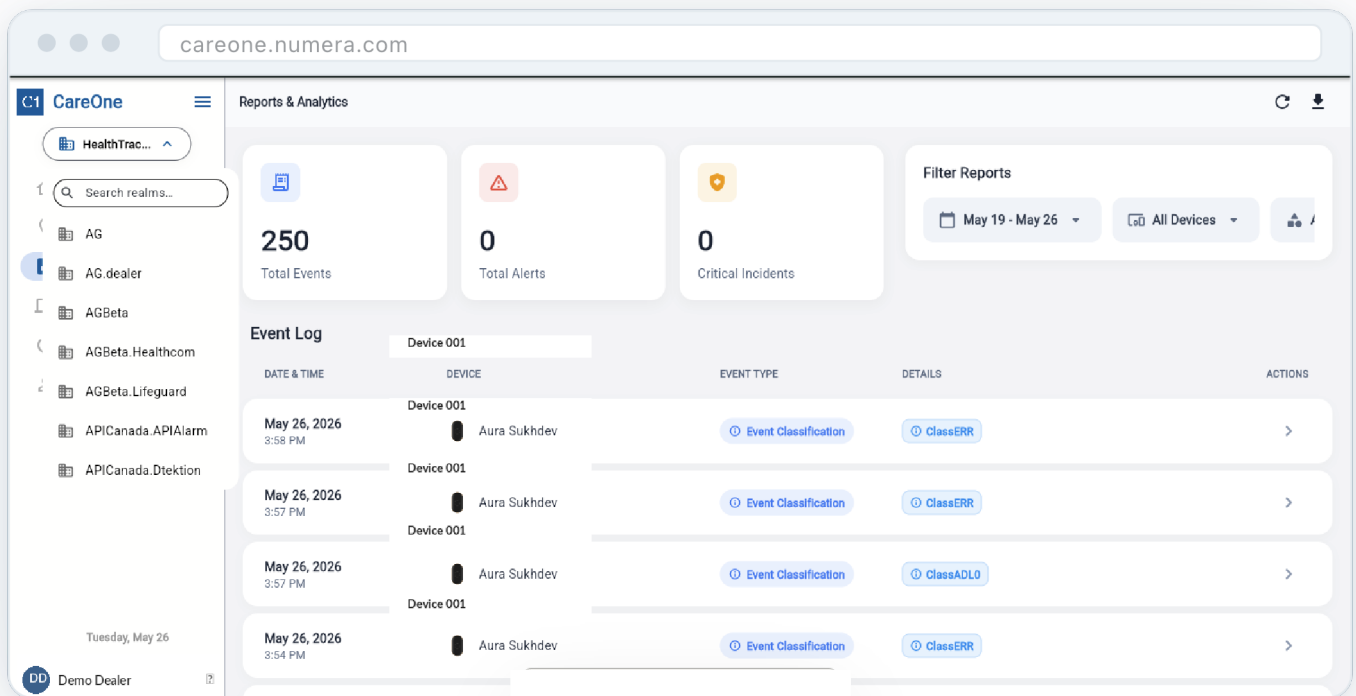


Figure 5. Reports & Analytics — summary metrics, filterable date range, and event log.

Summary metrics show **Total Events**, **Total Alerts**, and **Critical Incidents** for the selected period.

Filter Reports scopes by date range, device, and realm/category.

The **Event Log** lists each event with date/time, device, event type, details (e.g., ClassERR, ClassADLO, Complete), and a chevron to view details. The download icon at the top-right exports the filtered report.

6 Device Admin — Fleet Inventory

[#/admin](#)

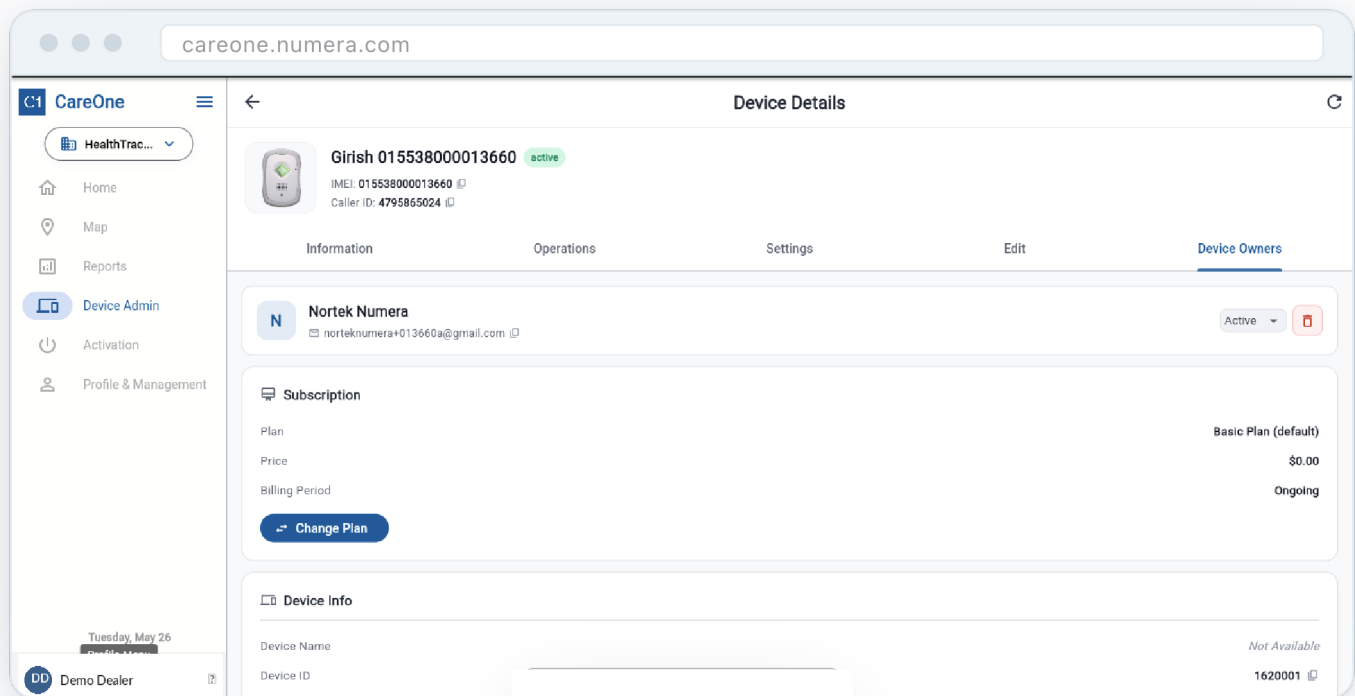


Figure 6. Device Administration list with per-row action chips.

A paginated list of every device in the active realm. Columns include device name and status badge, IMEI (with copy icon), Caller ID (with copy icon), and per-row action chips: **Reset**, **Deactivate**, **Reboot**, **Find**, **Audio**, and **Wellness**.

Use the sort dropdown (default Name), the search field, and the per-page selector. Clicking a device opens Device Details (section 7).

7 Device Details

Each device has five tabs: **Information**, **Operations**, **Settings**, **Edit**, and **Device Owners**.

7.1 INFORMATION TAB

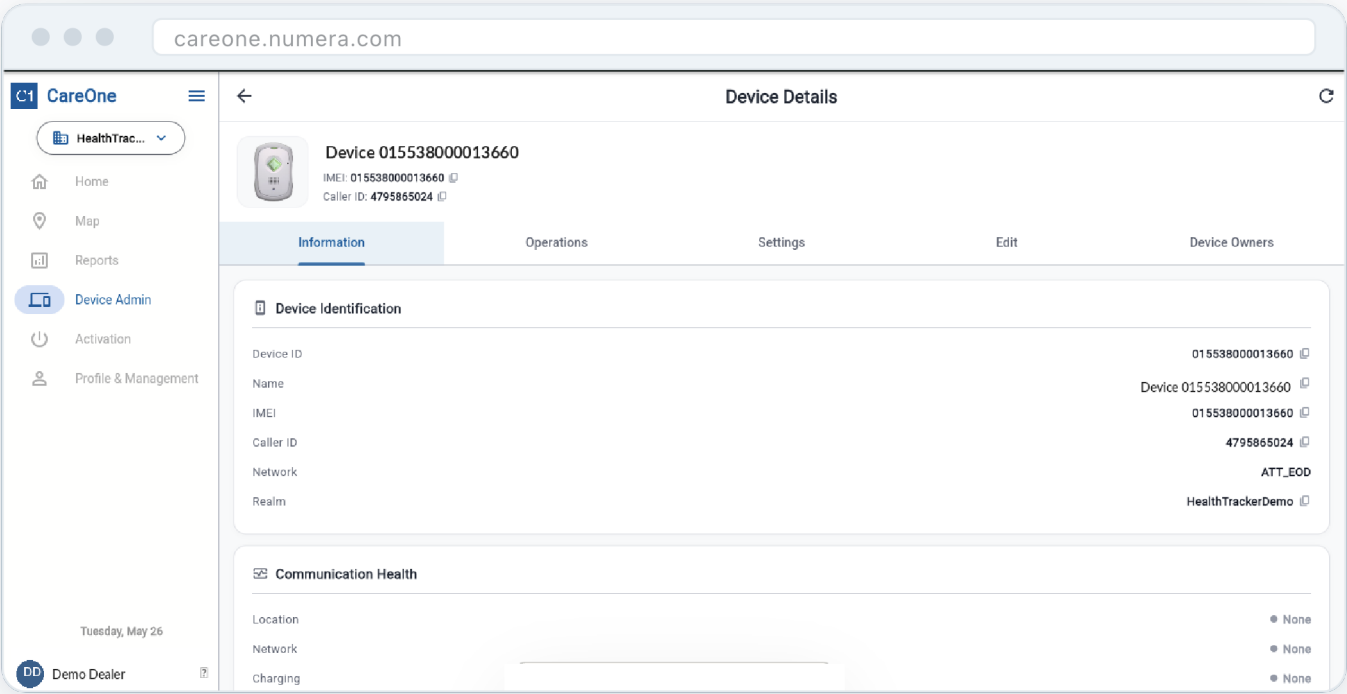


Figure 7. Device Information tab — Device Identification and Communication Health.

Device Identification shows Device ID, Name, IMEI, Caller ID, Network, and Realm, each with a copy icon. **Communication Health** surfaces Location, Network, and Charging status indicators.

7.2 OPERATIONS TAB

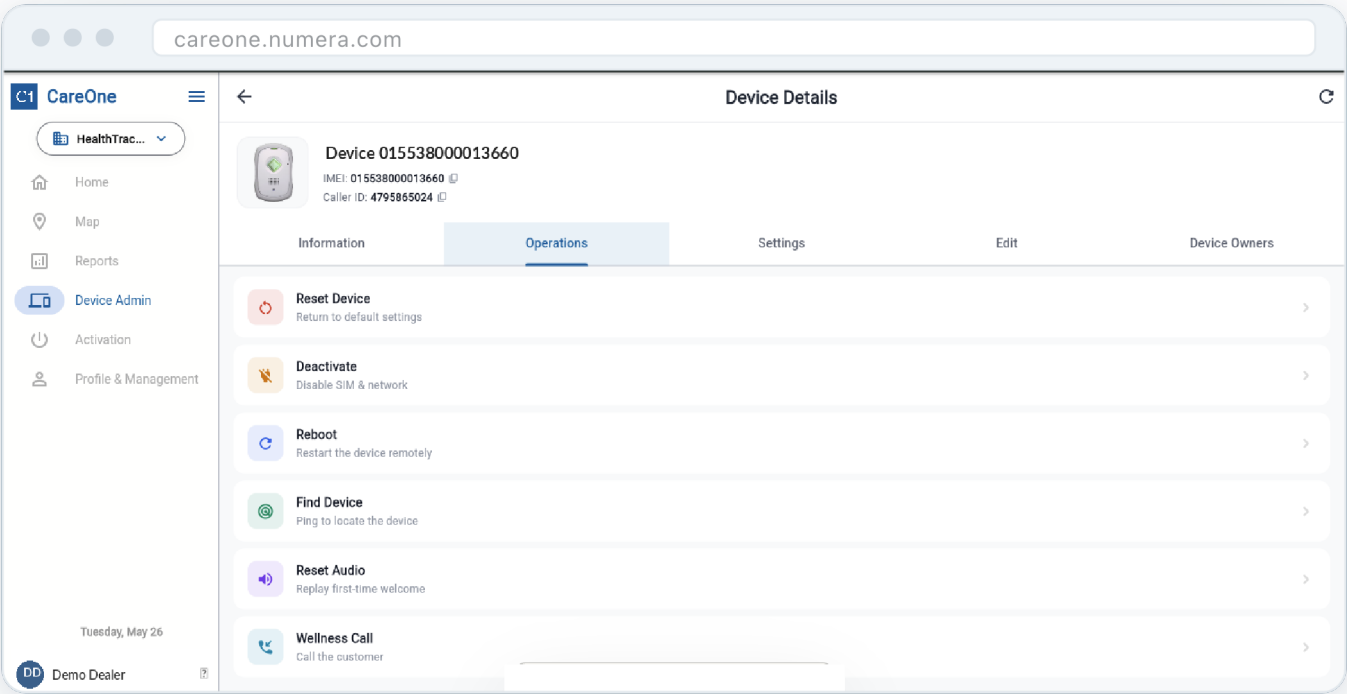


Figure 8. Device Operations — six remote actions with confirmation prompts.

ACTION	WHAT IT DOES
Reset Device	Returns the device to default settings.
Deactivate	Disables the SIM and network connection.
Reboot	Restarts the device remotely.
Find Device	Pings the device to obtain a fresh location.
Reset Audio	Replays the first-time welcome audio prompts.
Wellness Call	Places an outbound call to the customer.

Every action shows a confirmation prompt before executing.

7.3 SETTINGS TAB

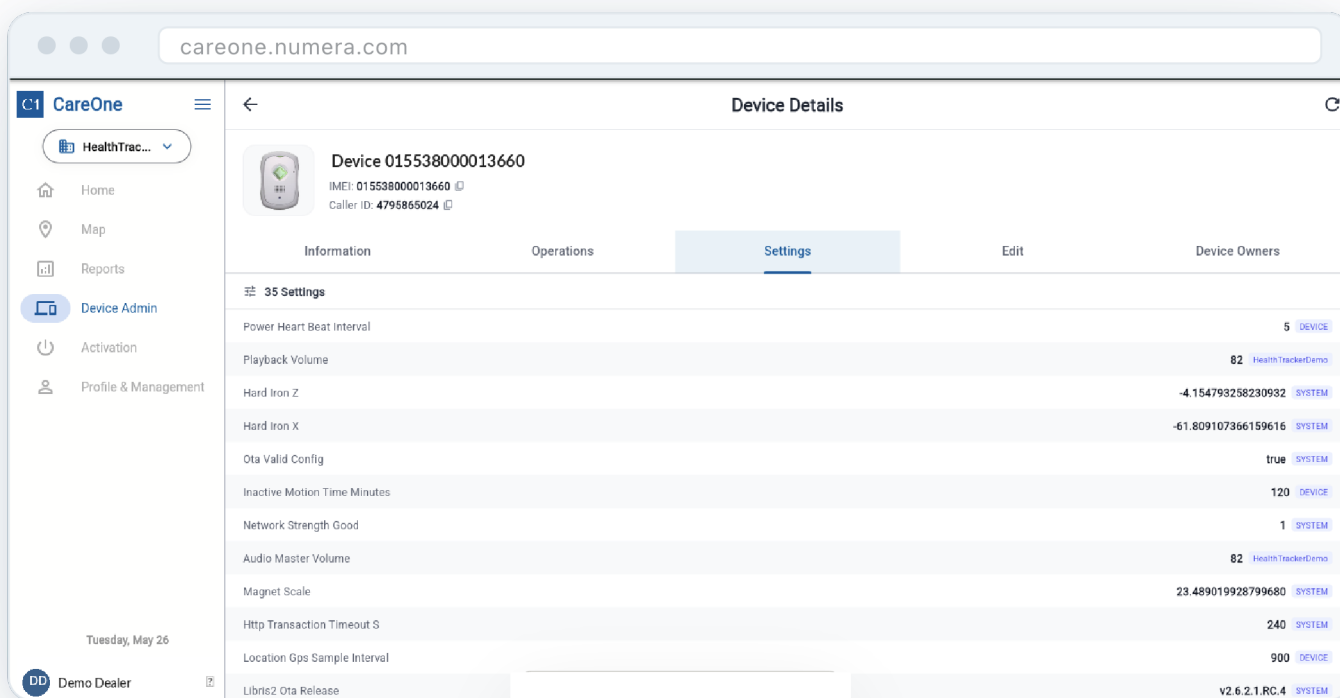


Figure 9. Device Settings — 35 tunable values scoped to DEVICE or SYSTEM.

The Settings tab exposes **35 device-level settings**, each tagged with a scope of DEVICE or SYSTEM. Common examples: Power Heart Beat Interval, Playback Volume, Hard Iron Z/X (magnetometer calibration), Ota Valid Config, Inactive Motion Time Minutes, Network Strength Good, Audio Master Volume, Http Transaction Timeout S, Location Gps Sample Interval, and Libris2 Ota Release (firmware build). Dealers use these to tune behavior, adjust alert thresholds, and verify OTA firmware.

7.4 EDIT TAB

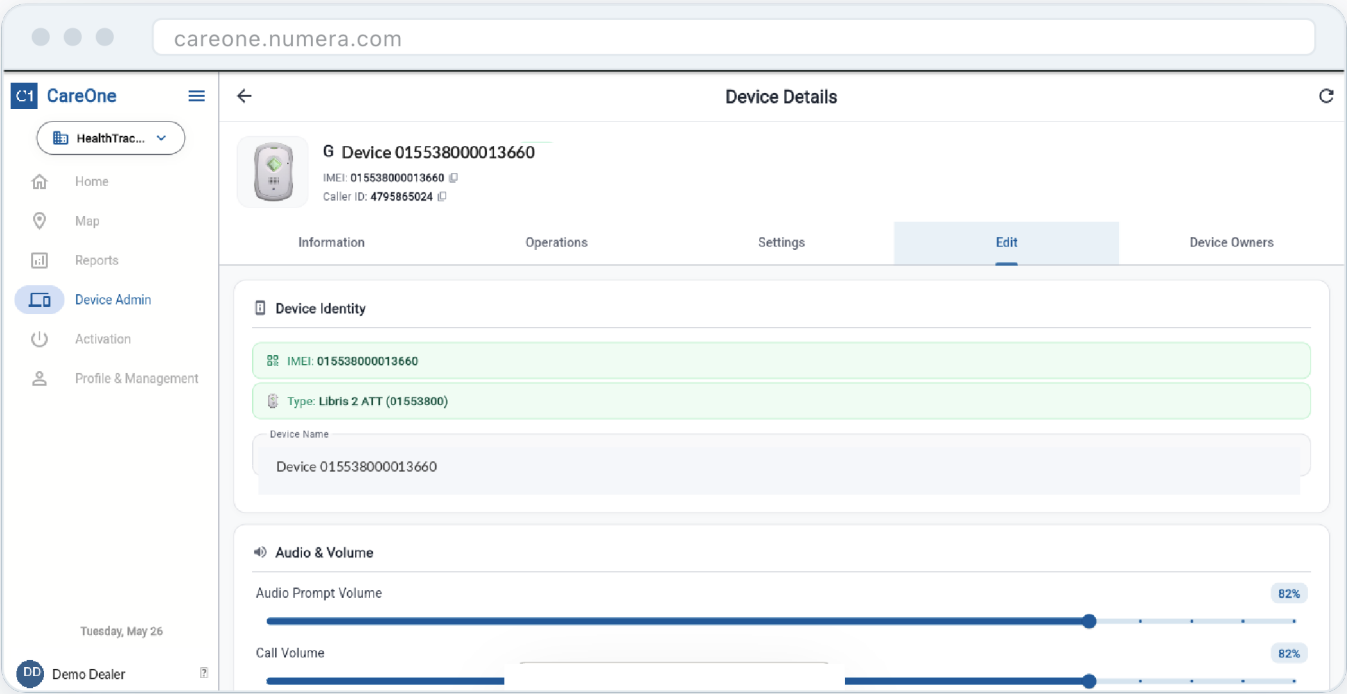


Figure 10. Device Edit — rename the device and adjust prompt/call volumes.

Device Identity displays IMEI (read-only), Type (read-only), and Device Name (editable, up to 64 characters). **Audio & Volume** contains two sliders, 0–100%, for Audio Prompt Volume and Call Volume.

7.5 DEVICE OWNERS TAB

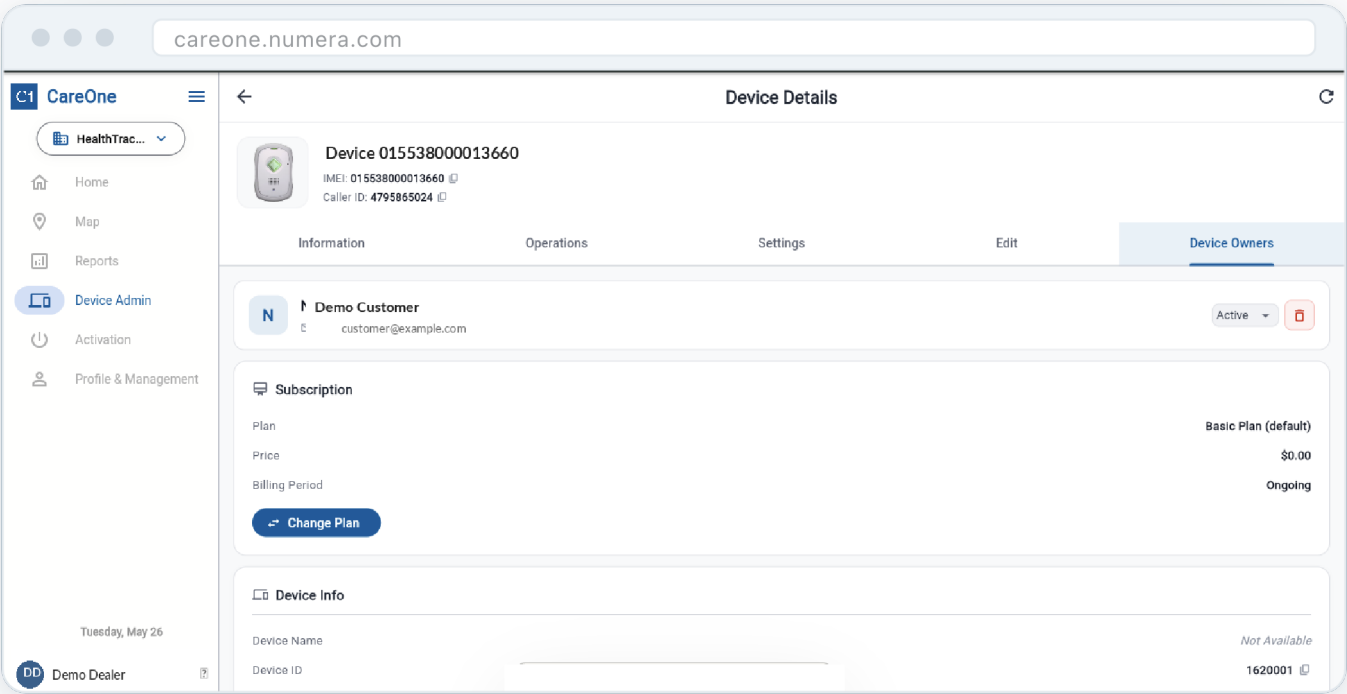


Figure 11. Device Owners — owner card, subscription card, and device info.

The **Owner** card shows owner name and email, status pill, status dropdown (Active / Inactive), and a delete icon. The **Subscription** card displays Plan, Price, and Billing Period — click **Change Plan** to open the per-device plan-change dialog. **Device Info** lists Device Name, Device ID, and Serial Number.

7.6 CHANGE PLAN DIALOG (PER DEVICE)

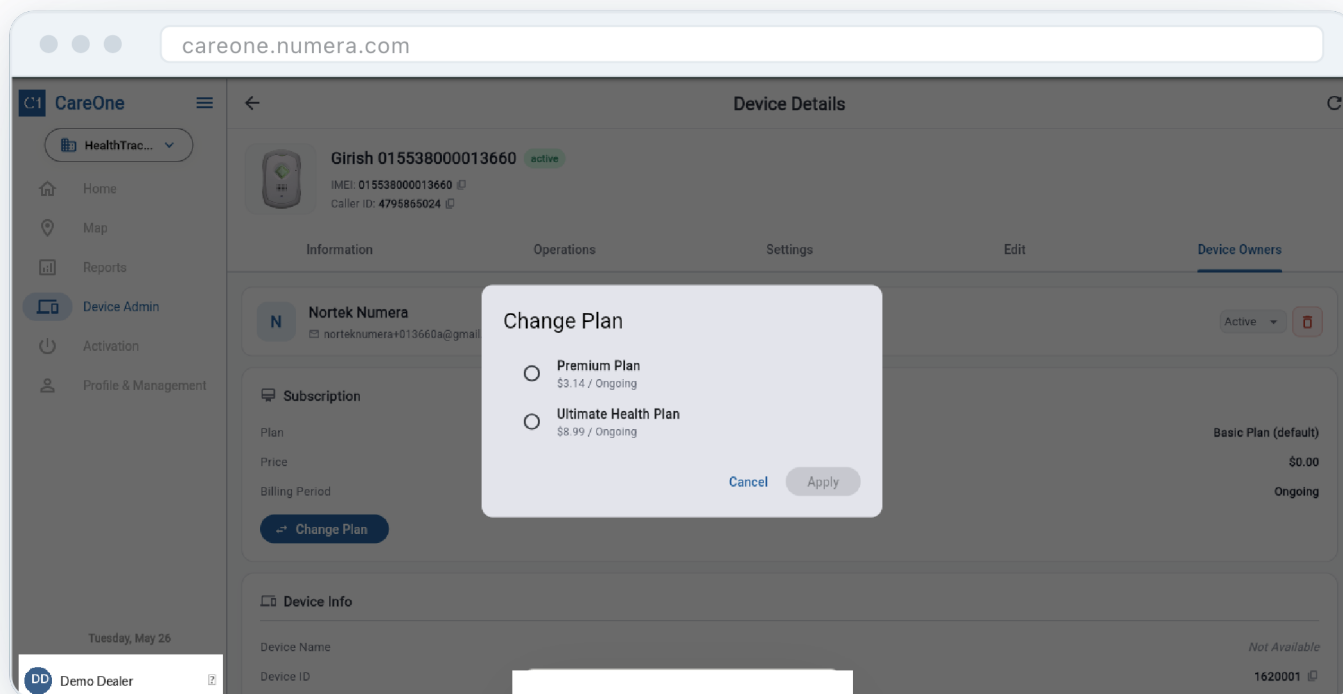


Figure 12. Per-device Change Plan dialog with radio-button selection.

A radio list of available upgrade options (for example, Premium Plan at \$3.14 / Ongoing or Ultimate Health Plan at \$8.99 / Ongoing) followed by **Cancel** and **Apply**.

8 Device Activation

[📞#/activation](#)

Two tabs — **Device Identity** (single) and **Bulk Activation** — share the same audio and call-number defaults.

8.1 SINGLE ACTIVATION (DEVICE IDENTITY)

The screenshot displays the CareOne Dealer Portal interface for device activation. The browser address bar shows `careone.numera.com`. The sidebar on the left contains navigation links: Home, Map, Reports, Device Admin, Activation (highlighted), and Profile & Management. The main content area is titled 'Device Activation' and has two tabs: 'Device Identity' (active) and 'Bulk Activation'. Under the 'Device Identity' tab, there is a section for 'Device Identity' with a device icon. Below this, a 'Device Type' dropdown is set to 'Libris Aura (86486007)'. A text input field for 'Last 7 Digits of IMEI' contains the value '86486007'. A green bar below shows the full IMEI: 'IMEI: 86486007'. At the bottom, the 'Audio & Volume' section features two sliders: 'Audio Prompt Volume' and 'Call Volume', both set to 82%.

Figure 13. Single activation — pick device type, enter IMEI tail, set audio defaults.

- Pick the **Device Type** (e.g., Libris Aura).
- Enter the **Last 7 Digits** of the IMEI.
- The **Full IMEI** preview shows the assembled identifier.
- Adjust the **Audio & Volume** sliders if needed.
- Scroll to add **Call Numbers** and submit.

8.2 BULK ACTIVATION

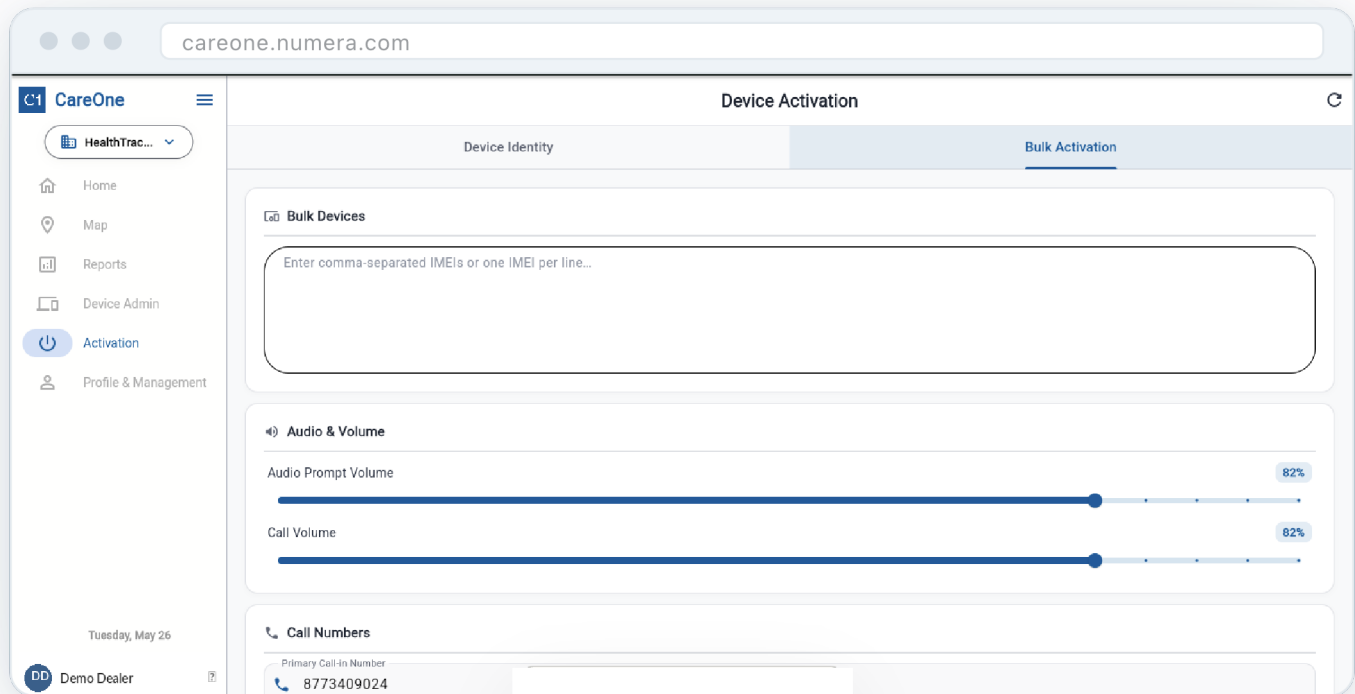


Figure 14. Bulk activation — paste one IMEI per line or comma-separated.

- Paste comma-separated IMEIs or one IMEI per line into the **Bulk Devices** textarea.
- Set **Audio & Volume** defaults plus a Primary Call-in Number.
- Submit — all listed devices are provisioned with the same settings in one batch.

9 Profile & Management — Overview

[📍#/profile](#)

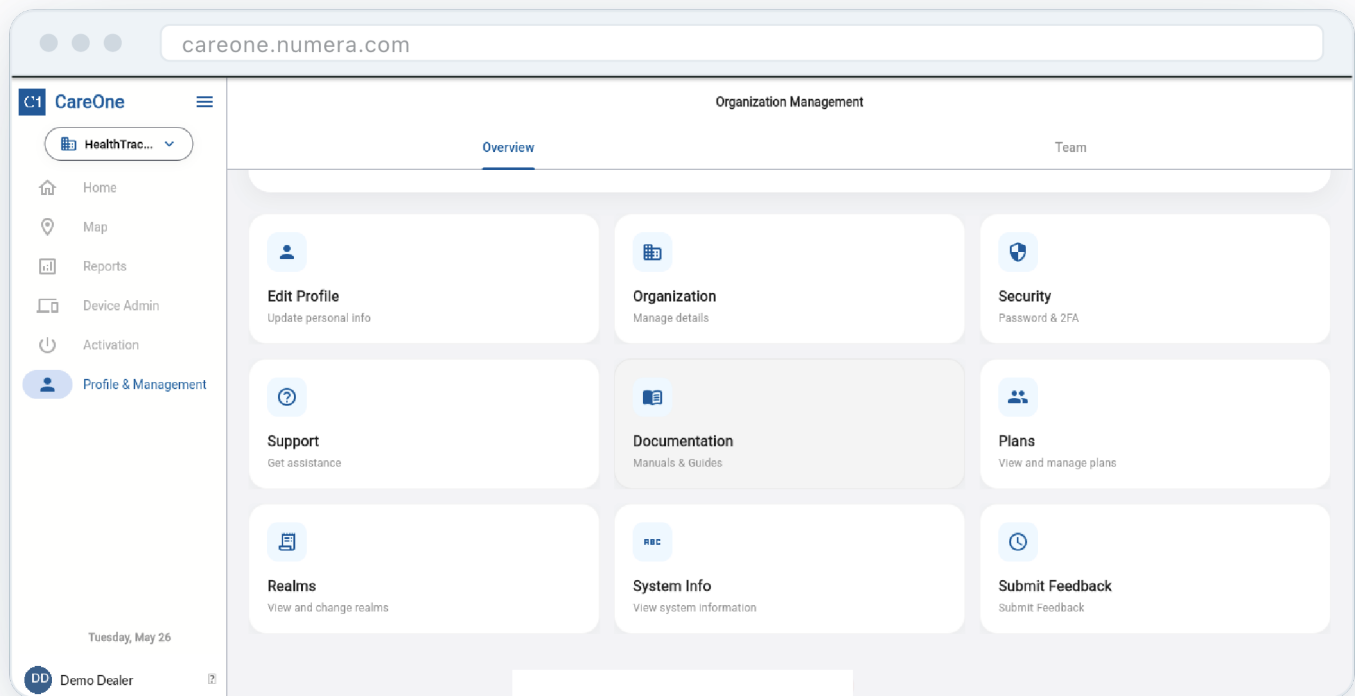


Figure 15. Profile & Management — nine action cards plus a Sign Out button.

The header card shows the organization avatar, realm name, role pill (e.g., SUPERUSER), and signed-in user. Below it, a 3 × 3 grid of action cards links to:

CARD	DESTINATION
Edit Profile	Update personal info (section 10).
Organization	Manage organization details (section 11).
Security	Password & 2FA (section 12).
Support	Get assistance (section 14.1).
Documentation	Manuals & guides (section 14.2).
Plans	View and manage plan pricing (section 15).
Realms	View and switch realms (section 17).
System Info	Diagnostic information (section 18).
Submit Feedback	Send feedback to the Numera team (section 14.7).

Top tabs toggle between **Overview** and **Team**.

Edit Profile

🔗 [#/profile/dealer_profile_edit](#)

The screenshot displays the 'Edit Profile' interface in the CareOne Dealer Portal. The browser address bar shows 'careone.numera.com'. The left sidebar contains a 'CareOne' header and a navigation menu with options: Home, Map, Reports, Device Admin, Activation, and Profile & Management (which is currently selected). The main content area is titled 'Edit Profile' and features a central profile card. At the top of the card is a blue circular profile picture with the letter 'D'. Below this, the 'Personal Details' section includes input fields for 'First Name' (filled with 'Demo') and 'Last Name' (filled with 'Dealer'). The 'Contact Information' section follows, with an 'Email Address' field (filled with 'demo.dealer@example.com'), an empty 'Phone Number' field, and an empty 'Address' field. The bottom of the sidebar indicates the current date as 'Tuesday, May 26' and the user's role as 'Demo Dealer'.

Figure 16. Edit Profile — Personal Details and Contact Information.

Personal Details captures First Name and Last Name. **Contact Information** shows Email (read-only, locked), Phone Number, Address, and Country. Scroll down for additional fields and the **Save** button.

11 Organization

11.1 VIEW

🔗 [#/profile/org_edit](#)

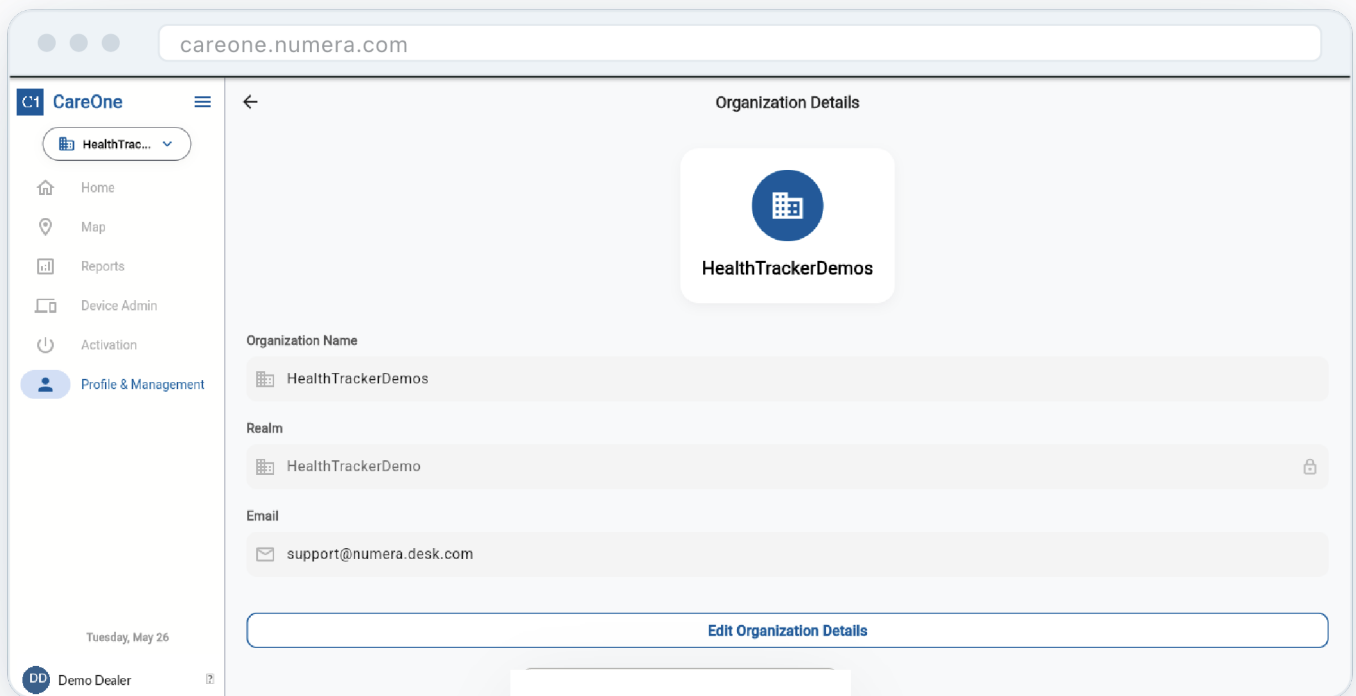


Figure 17. Organization view — non-editable summary by default.

Shows the organization avatar and name, Organization Name field, Realm (locked), and Email. Click **Edit Organization Details** to open the in-place editor.

11.2 EDIT

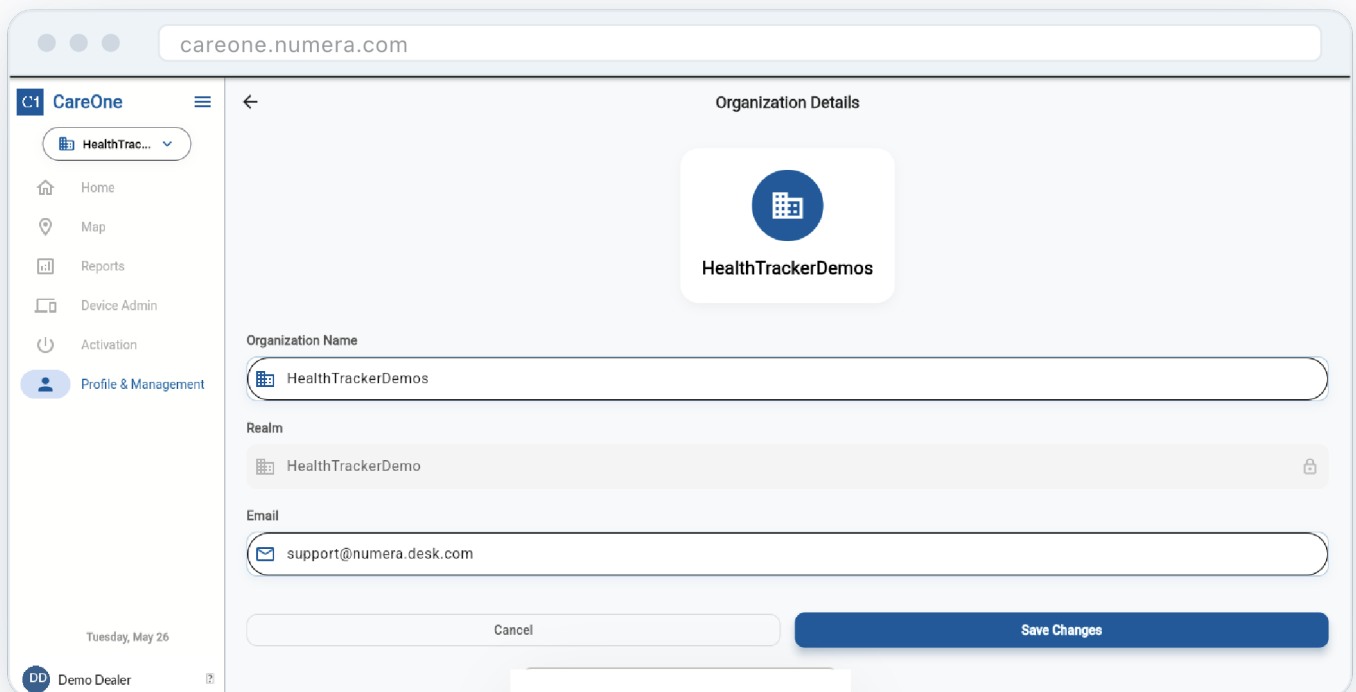


Figure 18. Organization edit mode — name and email become editable, realm stays locked.

Name and Email become editable. The realm stays locked. Click **Cancel** or **Save Changes** at the bottom.

12 Security & Password

12.1 PAGE

🔗#/profile/security

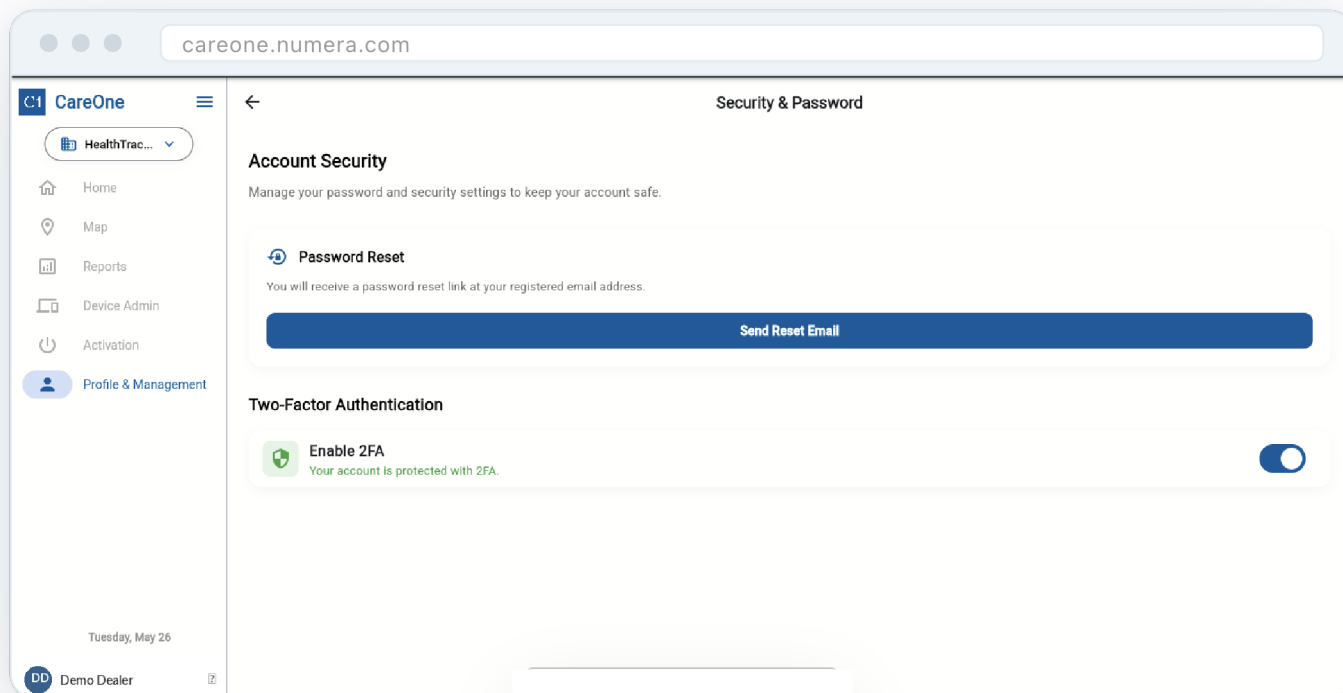


Figure 19. Security page — password reset and 2FA toggle.

Password Reset: clicking **Send Reset Email** triggers an email containing a password-reset link — the same mechanism used during migration from the legacy portal. **Two-Factor Authentication:** a toggle marked “Your account is protected with 2FA” when active.

12.2 SET UP 2FA (QR + VERIFY)

🔗#/profile/setup_2fa

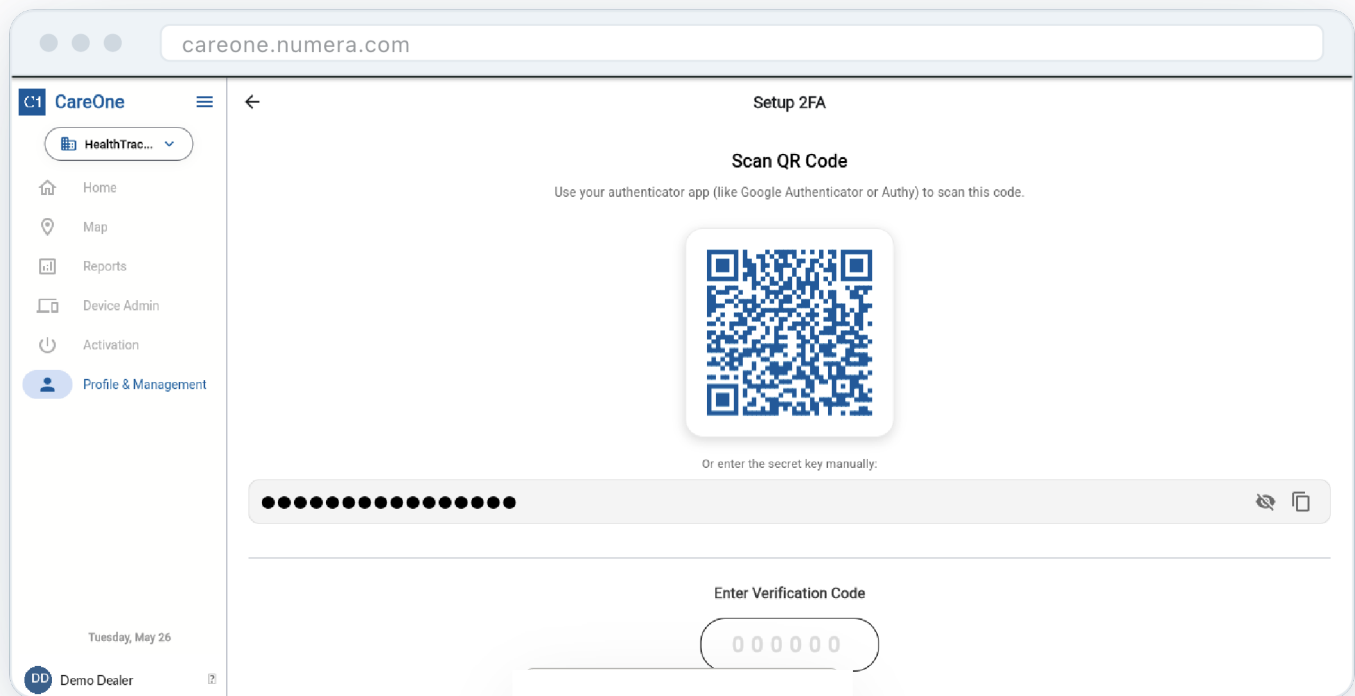


Figure 20. 2FA setup — scan QR code or enter the secret key manually, then verify.

- Scan the QR code with Google Authenticator, Authy, or Microsoft Authenticator.
- Or enter the secret key manually using the reveal toggle.
- Enter the 6-digit verification code from your authenticator app and click **Save**.

Once enabled, every sign-in requires the TOTP code in addition to the emailed OTP.

13 Team Members

13.1 LIST

🔗#/profile (Team tab)

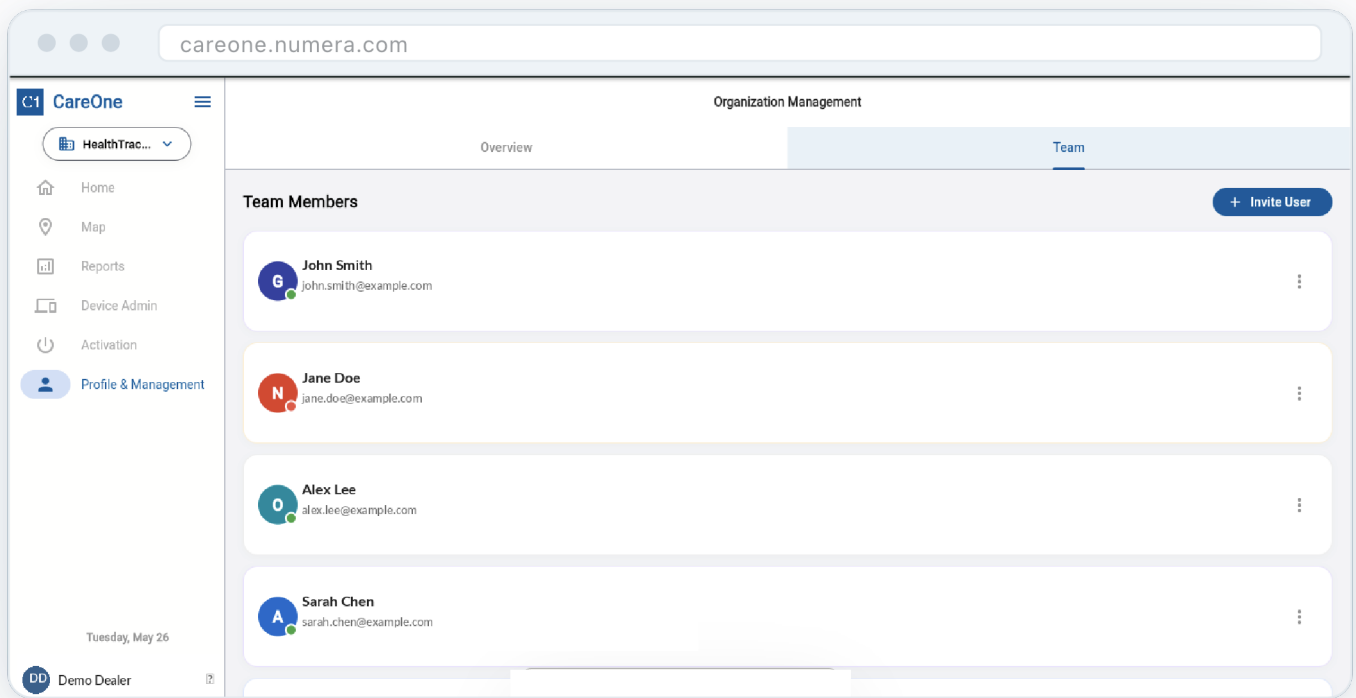


Figure 21. Team Members list — name, email, role pill, status pill, per-row menu.

Each row shows the avatar, name, email, role pill (Superuser, Realm Admin, Everyone, Unknown), and a status pill (INACTIVE in red where applicable). A three-dot menu provides **Edit Role** and **Remove User**.

13.2 INVITE A USER

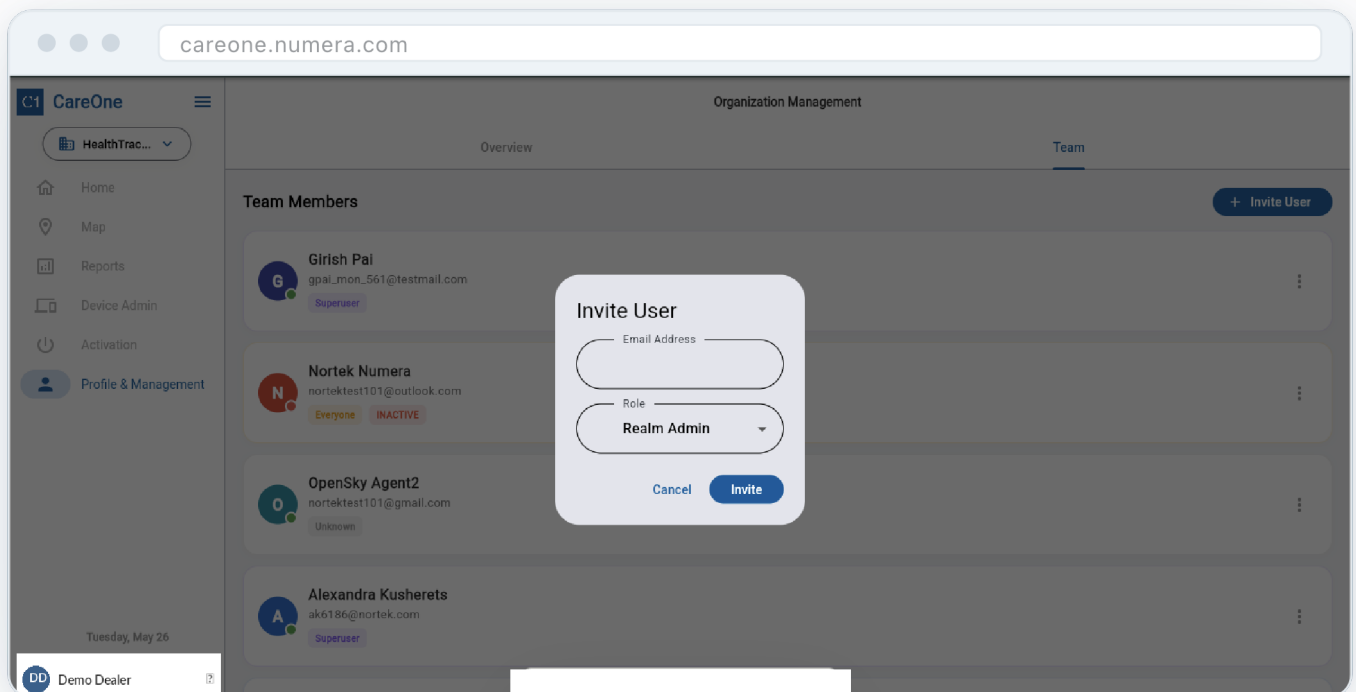


Figure 22. Invite User dialog — enter email, pick role, click Invite.

Click **+ Invite User** at the top right of the Team tab. Enter the email address, pick a **Role** (default Realm Admin), and click **Invite**. An invitation email is sent; the recipient signs up via the link.

13.3 PER-ROW MENU

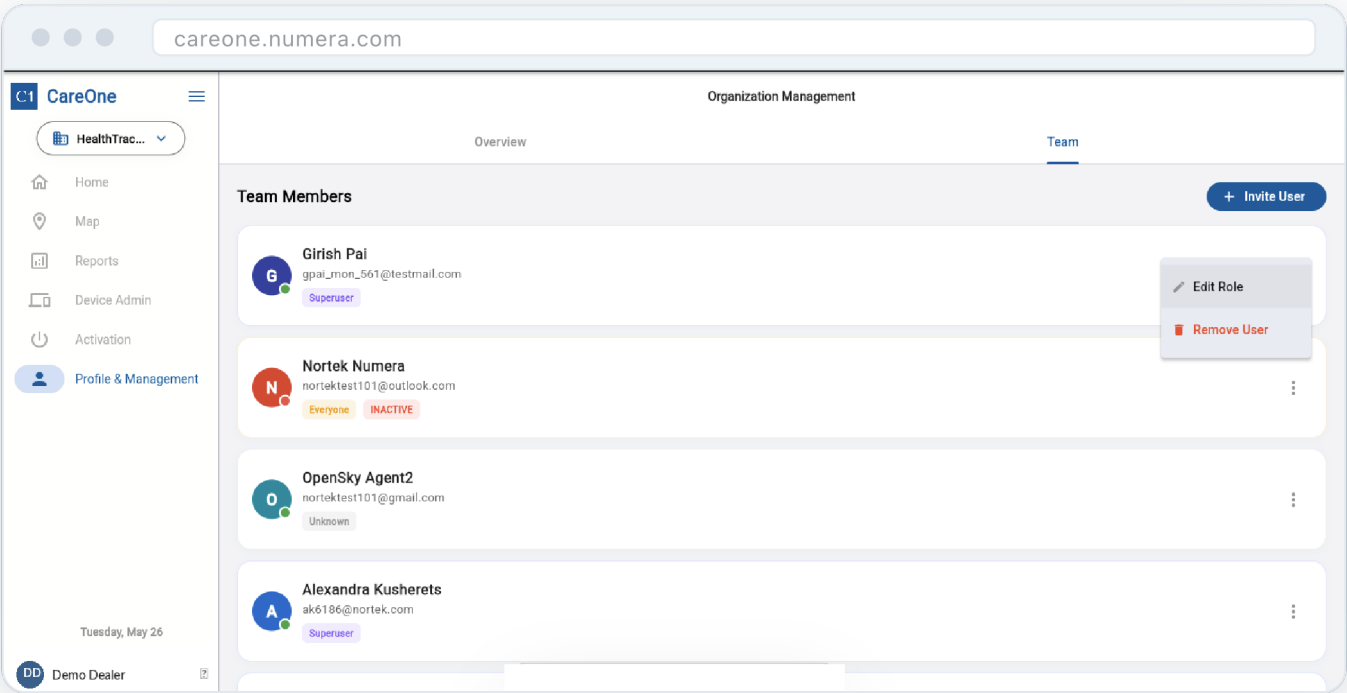


Figure 23. Per-row team menu — Edit Role and Remove User.

Edit Role changes a user’s role. **Remove User** revokes access from the organization.

14 Support, Documentation, FAQ, Guides, Updates

14.1 SUPPORT LANDING

[🗨️#/support](#)

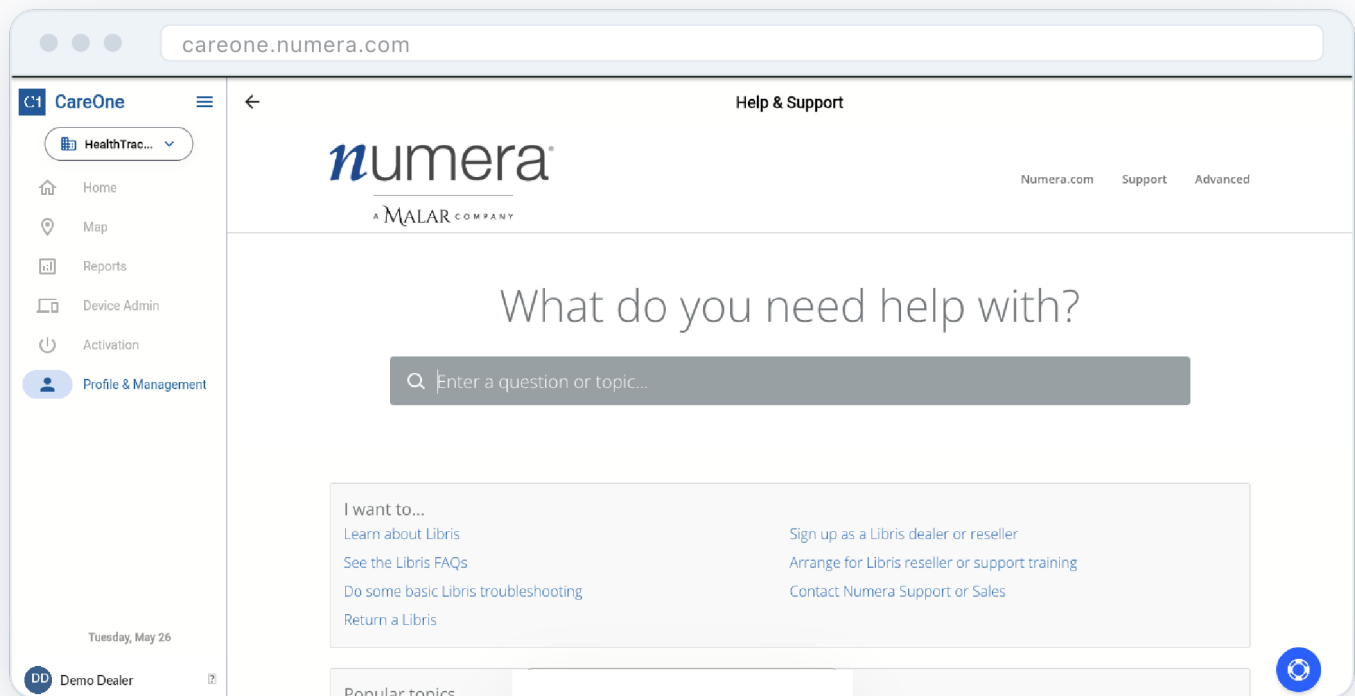


Figure 24. Support landing — embedded Numera help portal.

The Support landing embeds the Numera help portal with a search box and quick links to common topics, plus popular topics (fall detection, coverage issues, and others) below.

14.2 DOCUMENTATION

[#/profile/documentation](#)

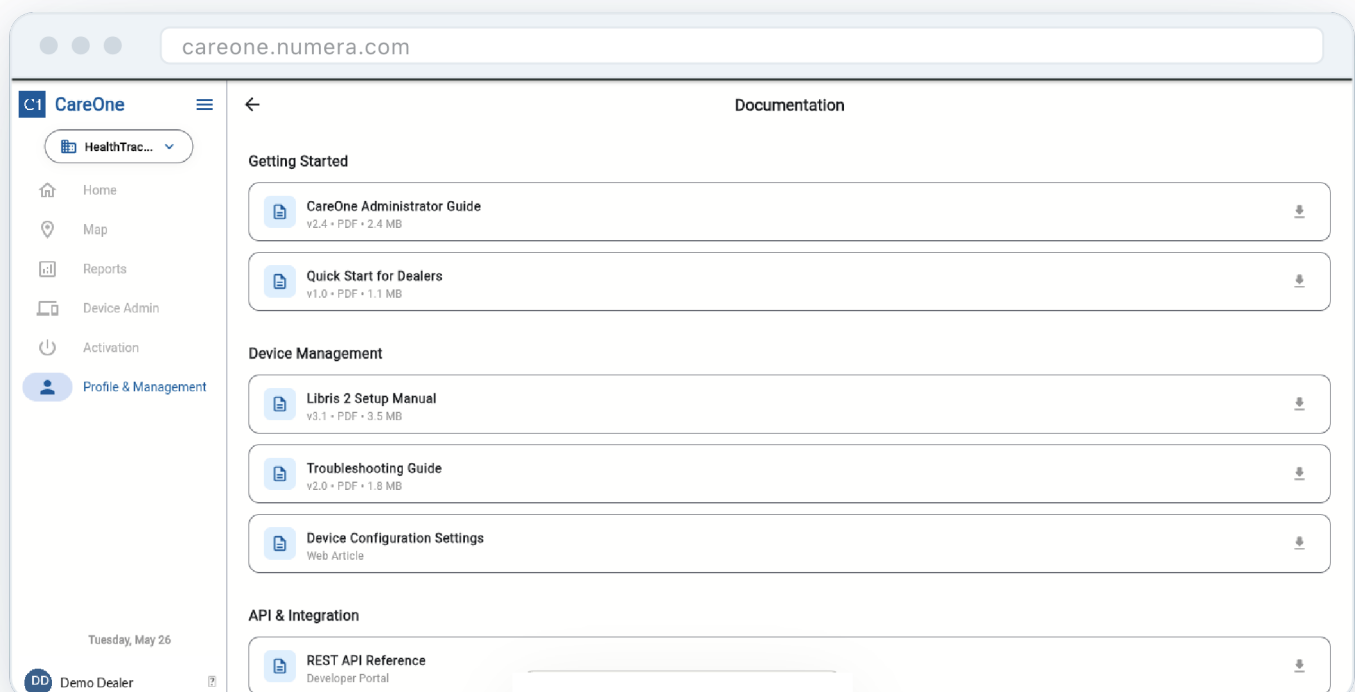


Figure 25. Documentation library — grouped manuals and PDFs.

- **Getting Started** — CareOne Administrator Guide (v2.4, PDF), Quick Start for Dealers (v1.0, PDF).
- **Device Management** — Libris 2 Setup Manual (v3.1, PDF), Troubleshooting Guide (v2.0, PDF), Device Configuration Settings (web article).
- **API & Integration** — REST API Reference (Developer Portal).

14.3 FAQ

🔗#/support/faq

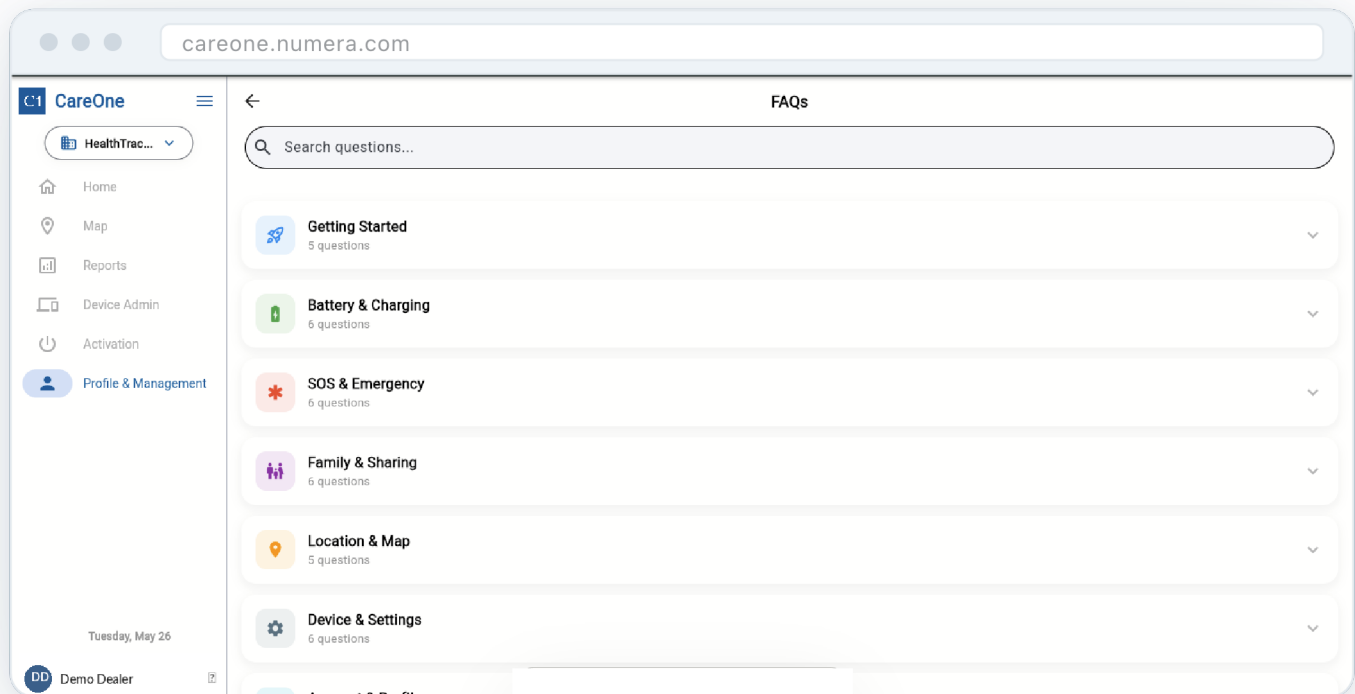


Figure 26. FAQ — searchable categories.

Search bar plus category accordions: Getting Started, Battery & Charging, SOS & Emergency, Family & Sharing, Location & Map, Device & Settings, Account & Profile, and more.

14.4 INTERACTIVE GUIDES

🔗#/support/guides

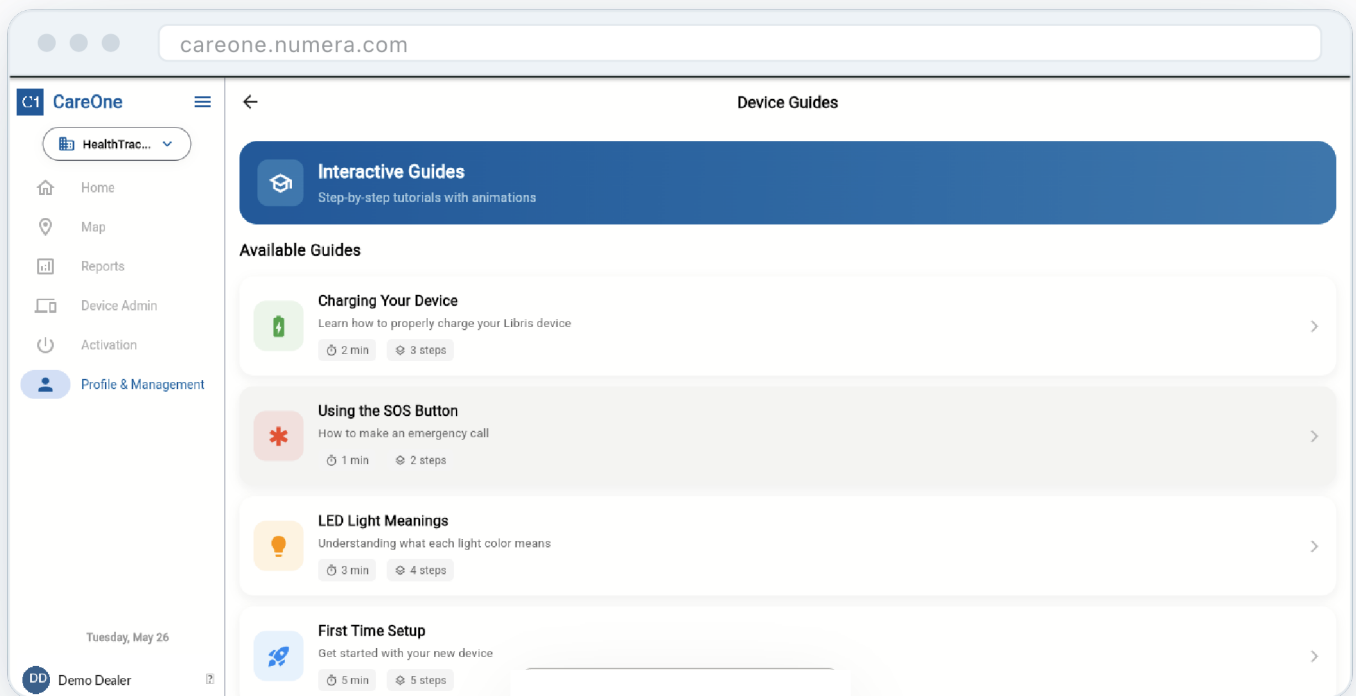


Figure 27. Interactive Guides — step-by-step tutorials with animations.

Examples include Charging Your Device (3 steps, 2 min), Using the SOS Button (2 steps, 1 min), LED Light Meanings (4 steps, 3 min), and First Time Setup (5 steps, 5 min).

14.5 WHAT'S NEW (UPDATES)

[#/support/updates](#)

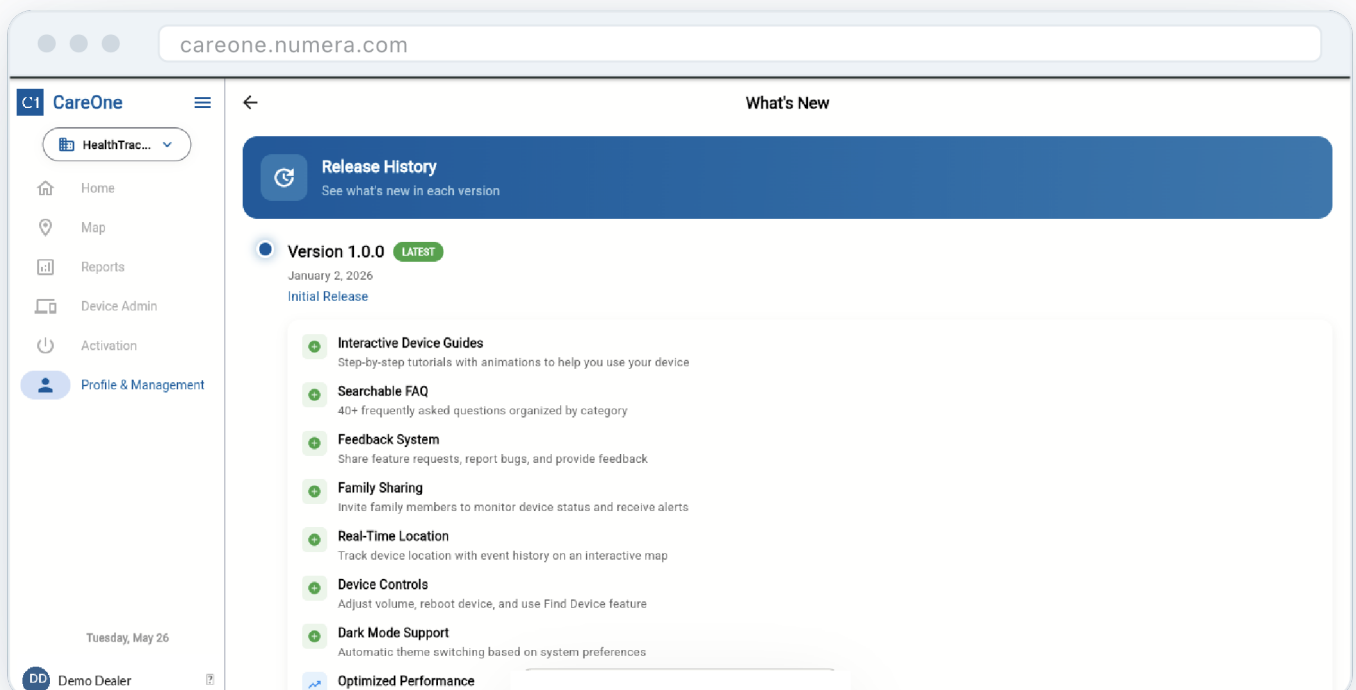


Figure 28. What's New — release notes timeline.

Version 1.0.0 (LATEST, Jan 2, 2026 — Initial Release) lists Interactive Device Guides, Searchable FAQ, Feedback System, Family Sharing, Real-Time Location, Device Controls, Dark Mode Support, and Optimized Performance.

14.6 REPORT A BUG

[🔗#/support/report_bug](#)

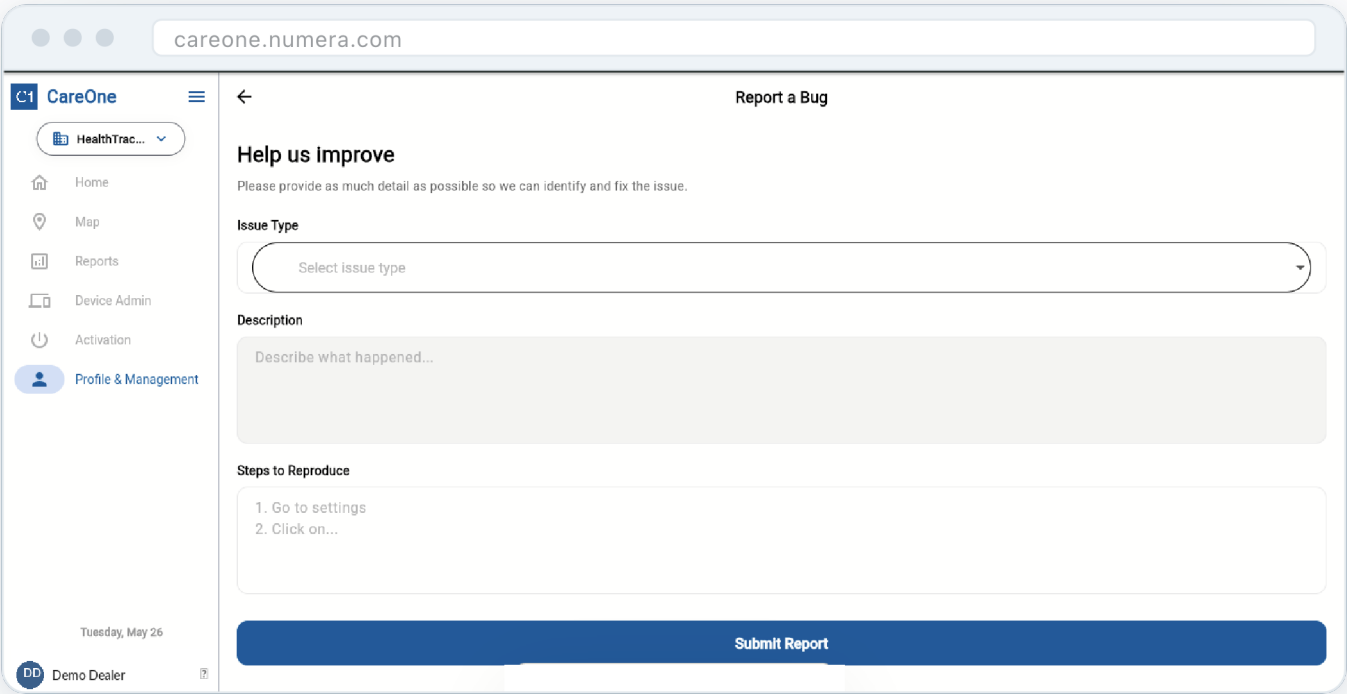


Figure 29. Report a Bug — issue type, description, repro steps.

Fields: Issue Type (dropdown), Description (multi-line), Steps to Reproduce (numbered), and a **Submit Report** button.

14.7 SUBMIT FEEDBACK

[🔗#/support/feedback](#)

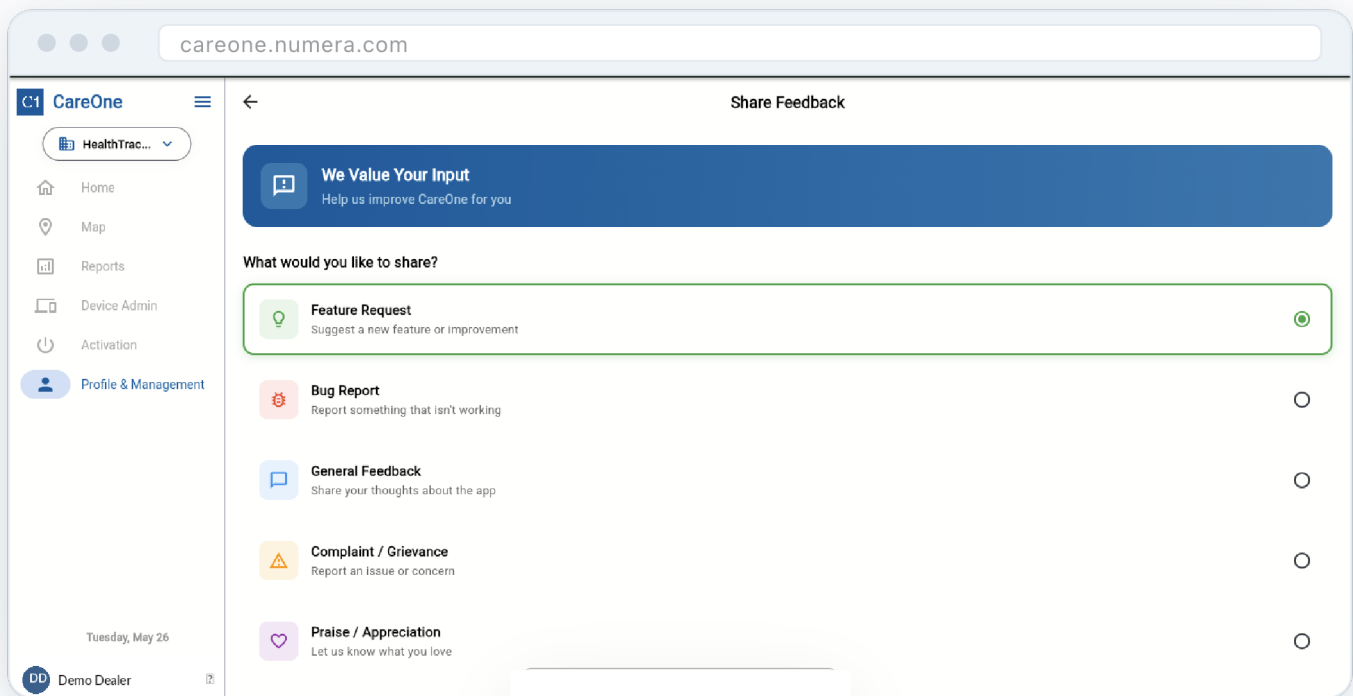


Figure 30. Submit Feedback — five categories plus title/body fields.

Five radio categories cover **Feature Request**, **Bug Report**, **General Feedback**, **Complaint / Grievance**, and **Praise / Appreciation**. After picking a category, fill in the Title and body fields and click **Submit**. Feedback is delivered to the Numera intake channel for triage.

15 Plans — Plan Pricing & Subscriptions

[🔗#/profile/plans](#)

Three tabs: **Plan Configuration**, **Subscription Confirmation**, and **Active Subscriptions**.

15.1 PLAN CONFIGURATION

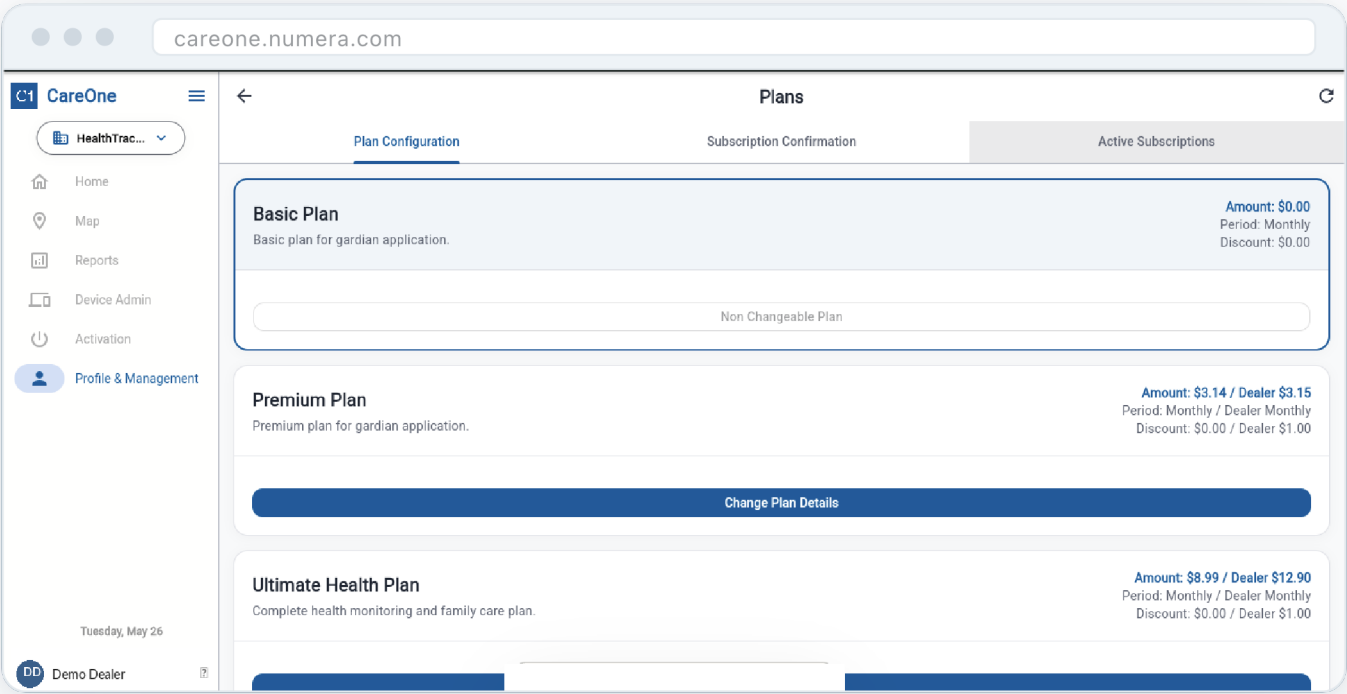


Figure 31. Plan Configuration — view dealer cost vs. customer-facing price per plan.

Each plan card lists the customer Amount, the dealer cost (Dealer \$X), Period, and Discount.

- **Basic Plan** — \$0.00 / Monthly. Marked Non Changeable Plan.
- **Premium Plan** — \$3.14 (Dealer \$3.15). Click Change Plan Details to edit.
- **Ultimate Health Plan** — \$8.99 (Dealer \$12.90). Click Change Plan Details to edit.

15.2 CHANGE PLAN DIALOG (EDIT DEALER PRICING)

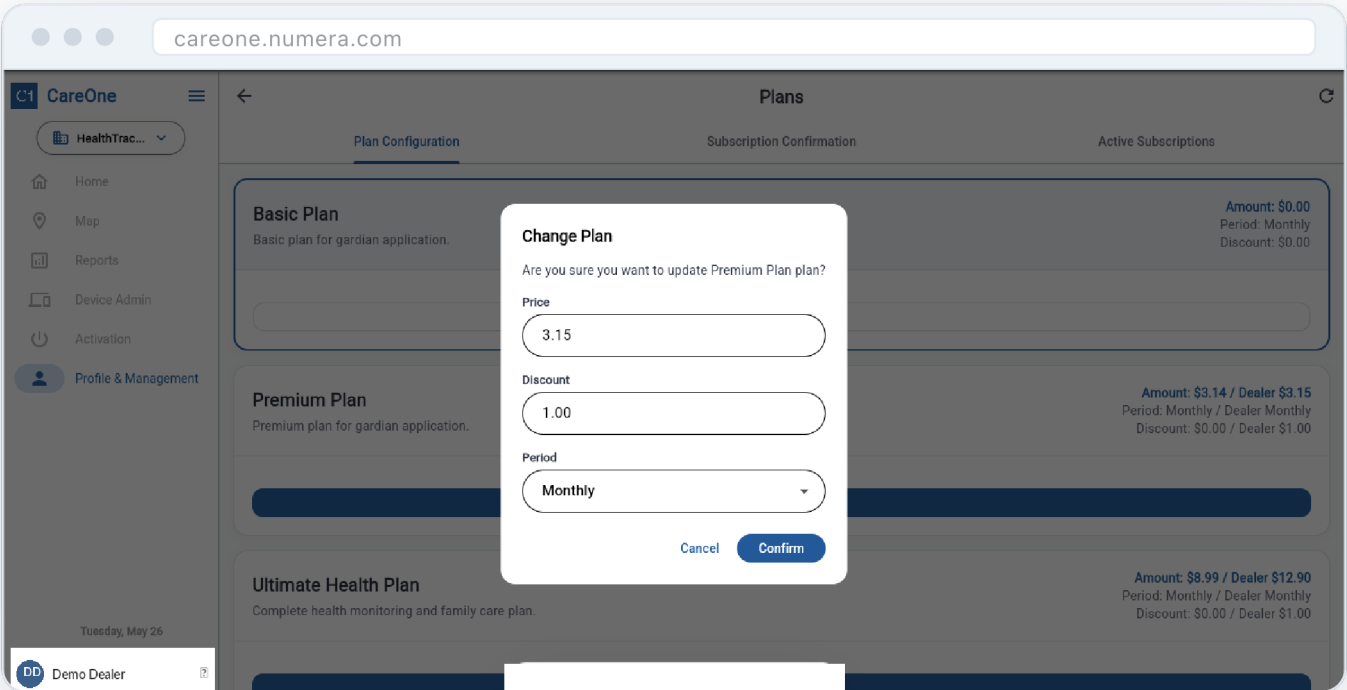


Figure 32. Change Plan dialog — set Price, Discount, and Period for this realm.

This is where a dealer raises (or lowers) the customer-facing subscription price for their org. **Price** is what the dealer charges customers; **Discount** is dealer-applied; **Period** is the billing cadence (default Monthly). Existing active subscriptions are re-priced on the next billing cycle.

15.3 SUBSCRIPTION CONFIRMATION

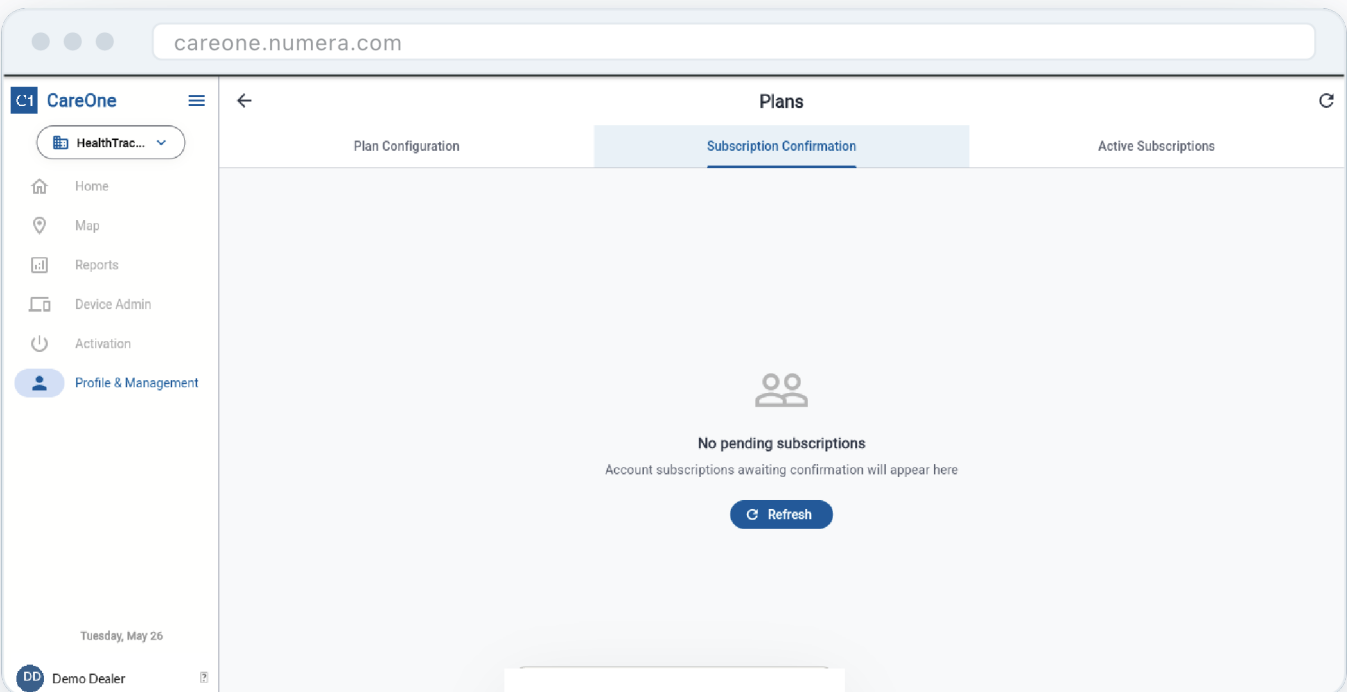


Figure 33. Subscription Confirmation tab — queue of pending subscriptions.

Lists pending subscriptions awaiting dealer confirmation. Empty state shown when none are queued, with a **Refresh** button.

15.4 ACTIVE SUBSCRIPTIONS

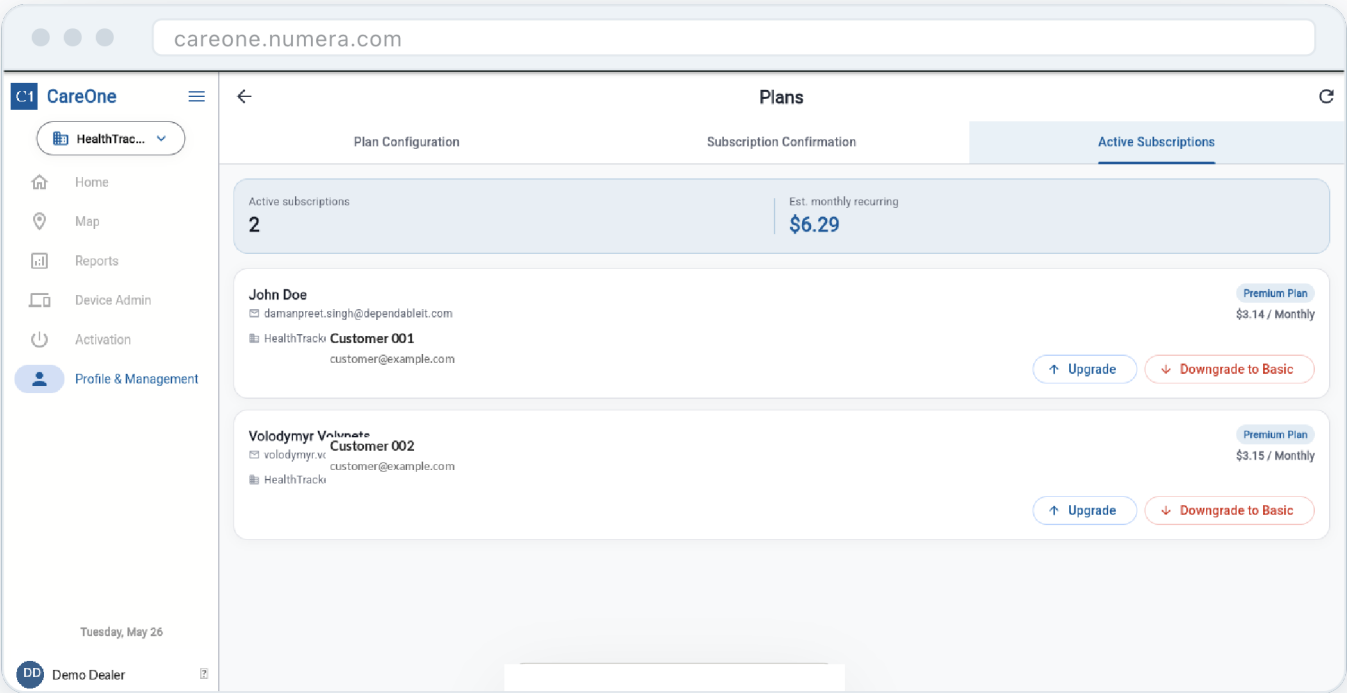


Figure 34. Active Subscriptions — per-customer rows with Upgrade and Downgrade actions.

Top metrics show Active subscriptions count and Estimated monthly recurring revenue. Each row lists the customer (avatar, name, email, realm, since-date, plan pill, price/period) with per-row **Upgrade** and **Downgrade to Basic** actions.

16 Subscription (per-account view)

[🔗#/profile/subscription](#)

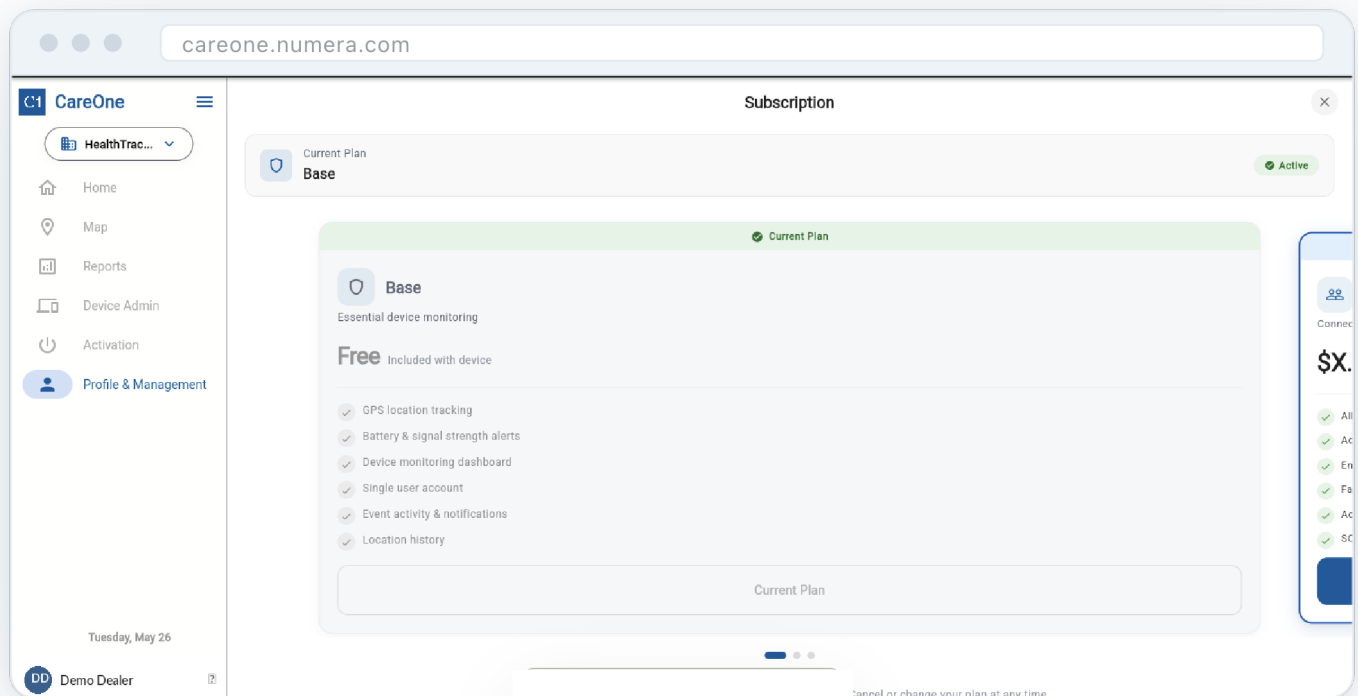


Figure 35. Per-account subscription view — your dealer org's own plan.

Shows the current plan banner (e.g., Base — Active), a plan-cards carousel with prices and features, and a note that you can cancel or change your plan at any time. This is your own org's subscription — different from section 15, which controls per-plan customer pricing.

17 Realms

[🔗#/profile/realms](#)

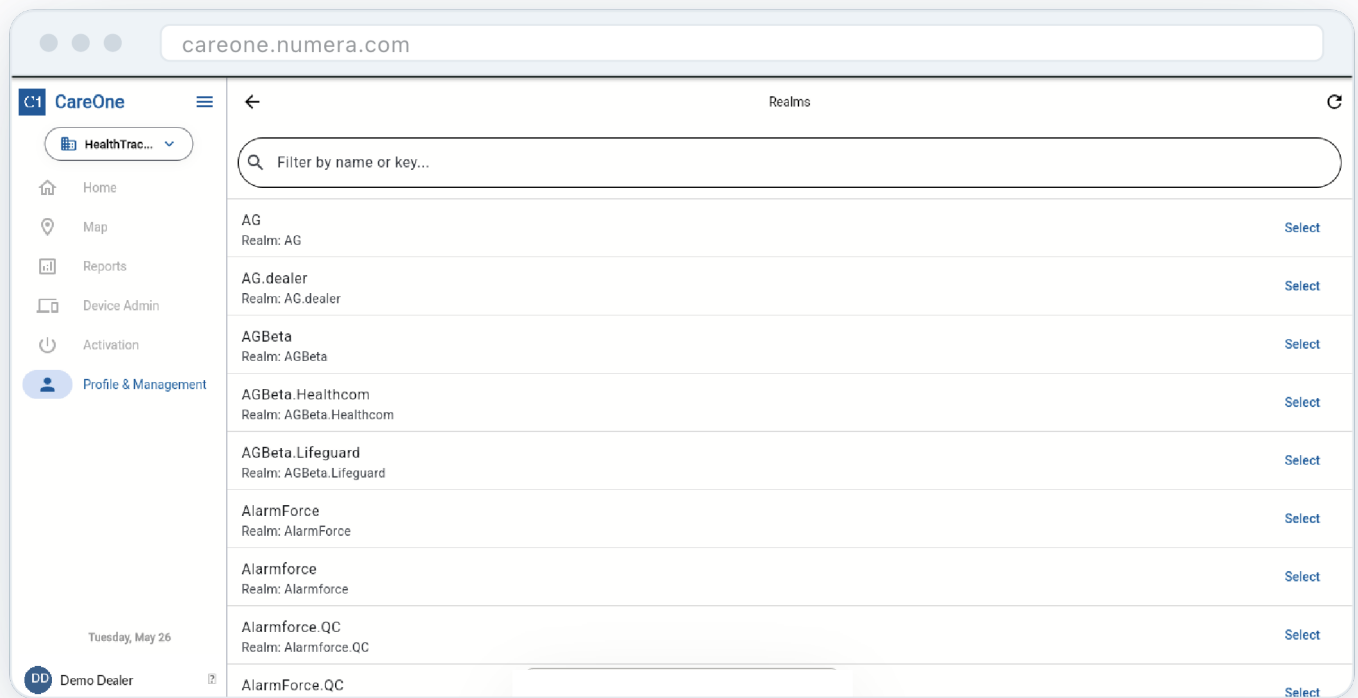


Figure 36. Realms — searchable list with per-row Select buttons.

A filter field plus a scrollable realm list. Each row has a **Select** button that switches the active realm context (same effect as the sidebar Realm Switcher in section 19, but searchable and full-page).

18 System Info

[🔗#/profile/sys_info](#)

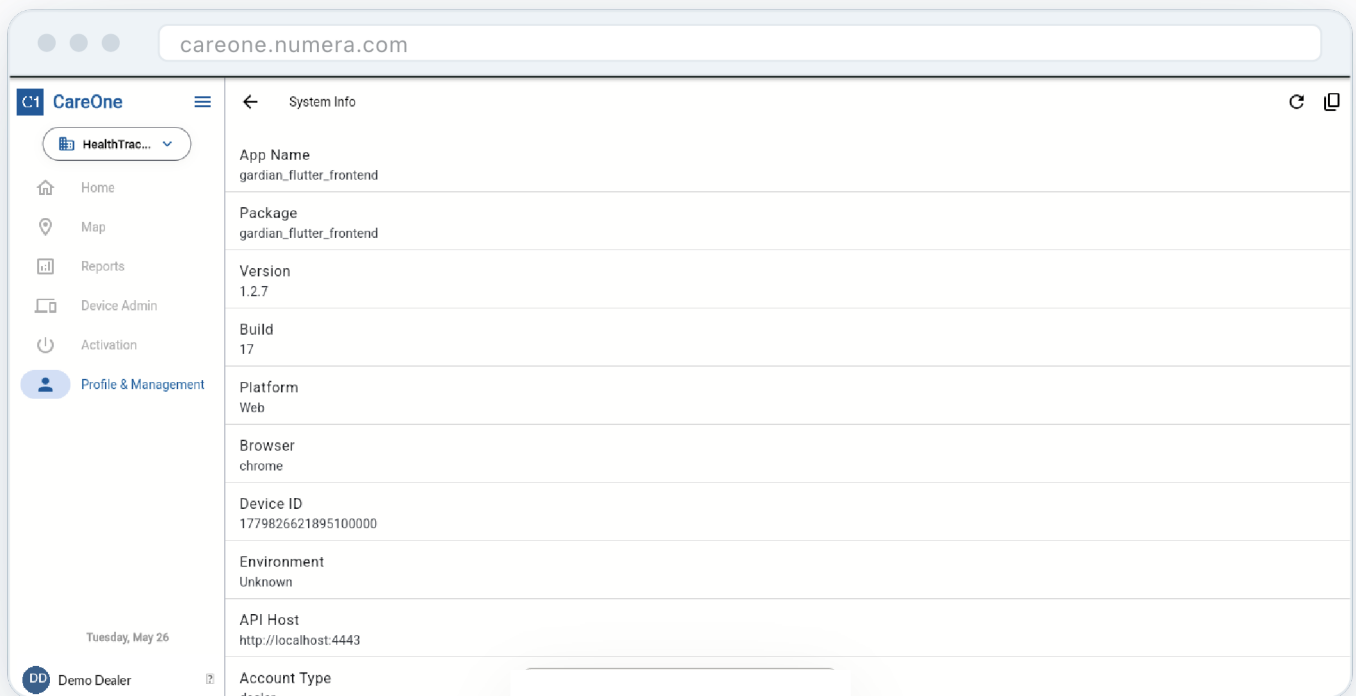


Figure 37. System Info — diagnostic dump for bug reports.

A diagnostic dump including App Name, Package, Version (1.2.7), Build (17), Platform (Web), Browser (chrome), Device ID, Environment, API Host, and Account Type. A copy-all icon copies the full block to the clipboard — useful when filing a bug.

19 Realm / Org Switcher

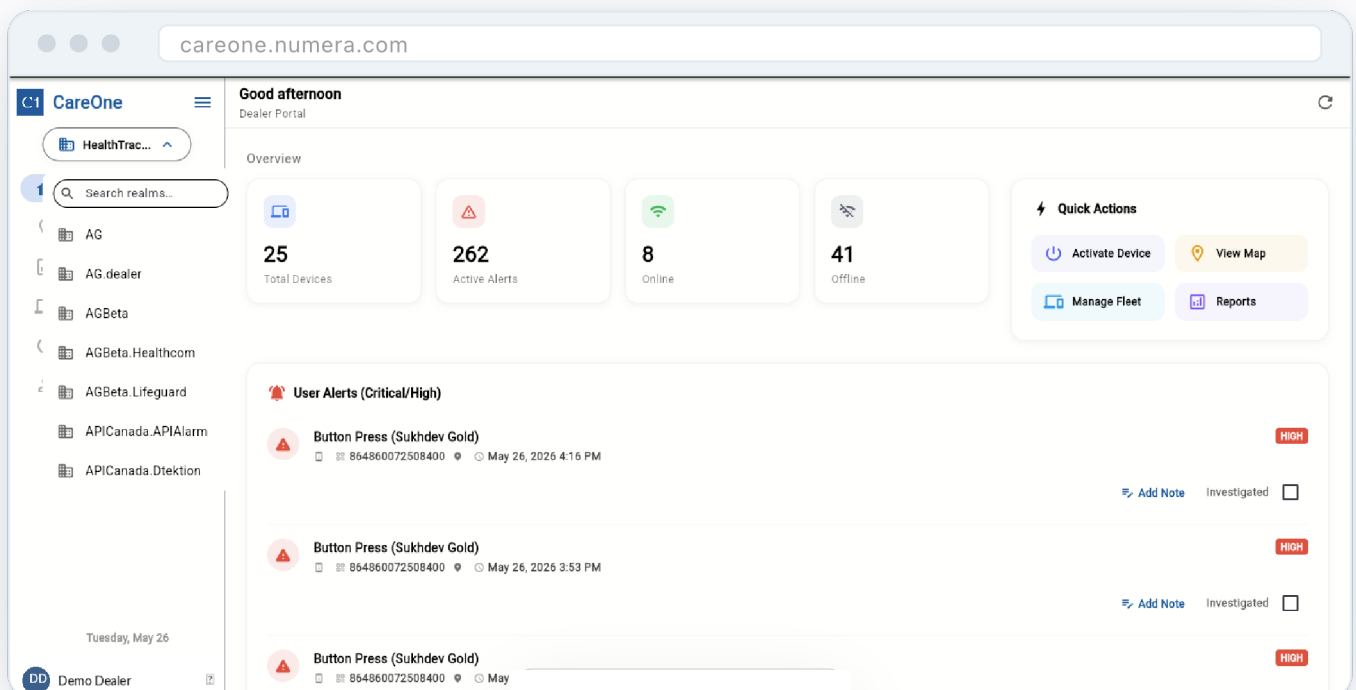


Figure 38. Realm switcher dropdown — searchable, scrollable.

Click the realm chip at the top of the sidebar. A dropdown opens with a Search realms field and a scrollable list. Selecting a realm reloads the dashboard, map, alerts, and devices scoped to that realm. This is the primary multi-tenant switch when supporting multiple customer organizations.

20 Masquerade as Customer

The Masquerade widget appears at the bottom of the Home dashboard (section 3.2). To use it:

- Enter the customer's device IMEI.
- Submit to switch into their view.
- See the app exactly as they do.

This is a read-only customer perspective — every screen renders with that account's data. It is the primary troubleshooting tool when a customer reports a UI issue.

21 Settings — Font Size, Theme, About, Legal

📱#/settings

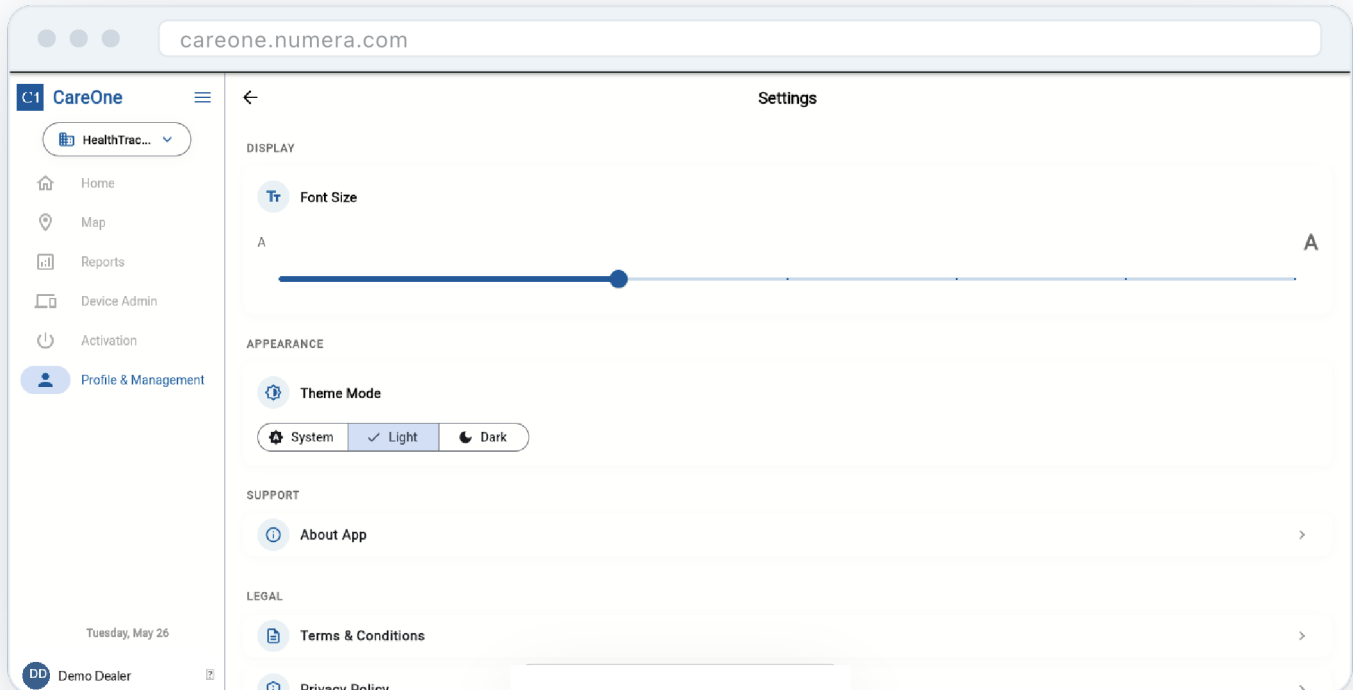


Figure 39. Settings (Light) — font size, theme mode, About, Legal.

- **DISPLAY → Font Size.** An A-to-A slider that scales the base font for accessibility.
- **APPEARANCE → Theme Mode.** Three-segment toggle: System, Light, Dark. Selection persists.

- **SUPPORT** → **About App**. Chevron row → app info.
- **LEGAL** → **Terms & Conditions** and **Privacy Policy**.

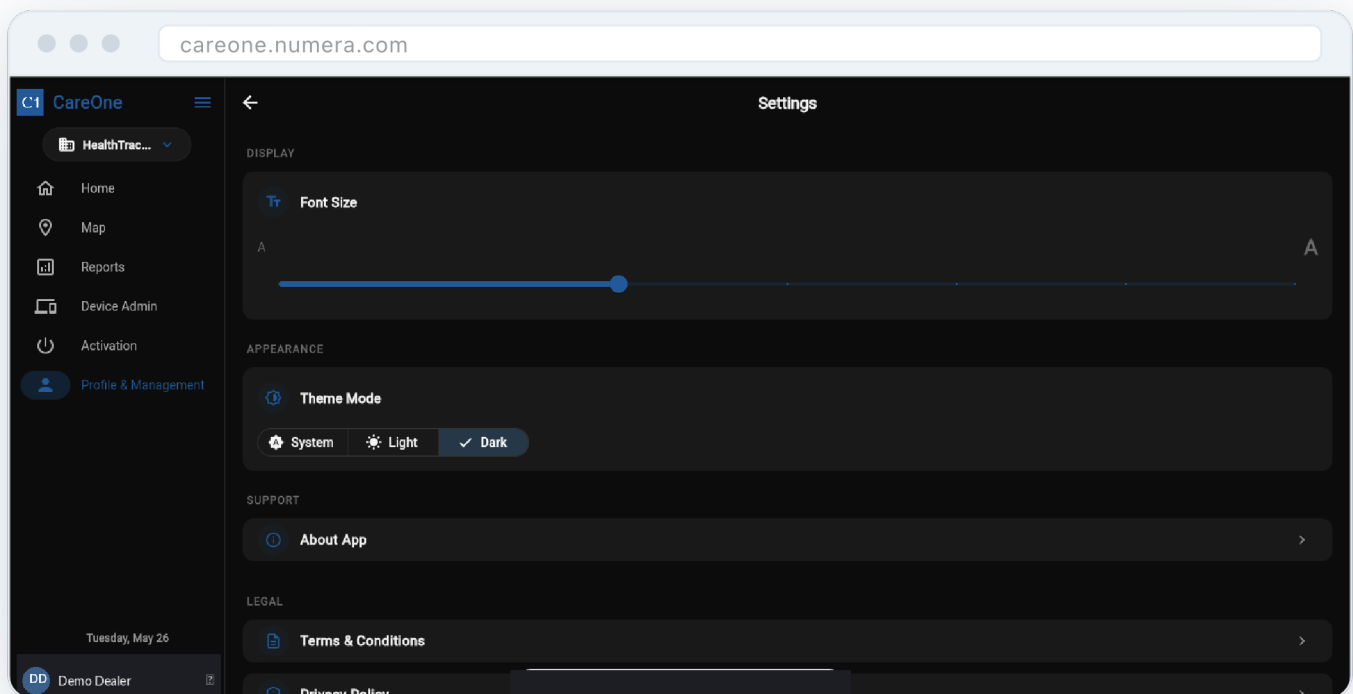


Figure 40. Settings with Dark mode selected — the whole portal re-themes instantly.

22 Dark Mode in Action

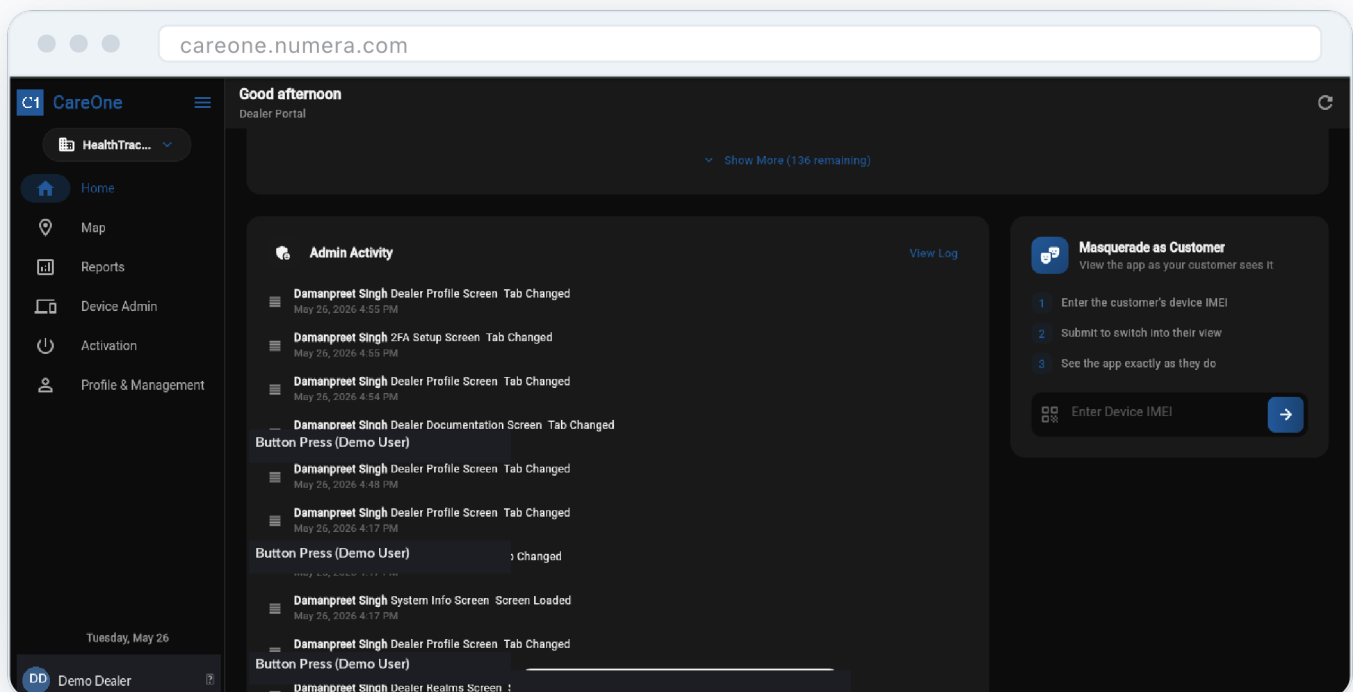


Figure 41. Home dashboard in dark mode.

Once dark mode is selected in Settings, the entire portal — Home, Map, Reports, Device Admin, Activation, Profile, and any dialogs — inherits the dark palette. Toggle back to Light at any time from **Settings → Theme Mode**.

23 User Menu (Sign Out)

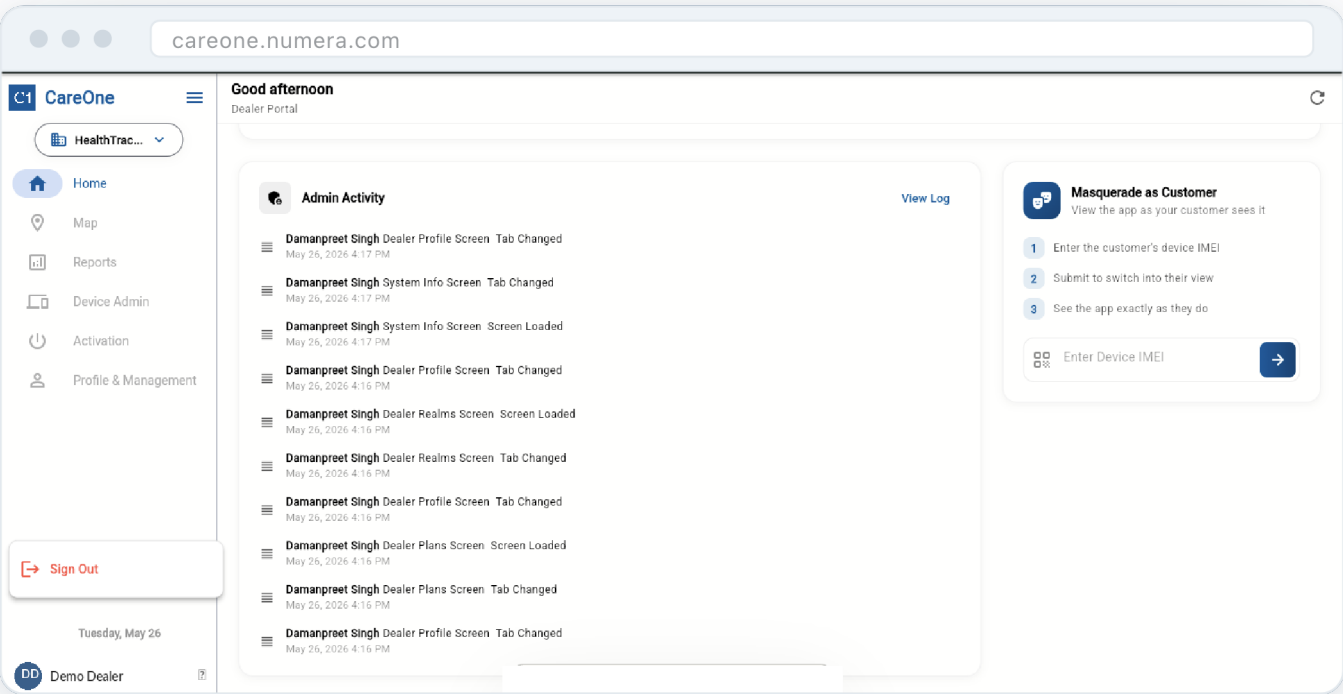


Figure 42. User menu at the bottom of the sidebar — Sign Out.

Click the three-dot menu next to the signed-in user name at the bottom of the sidebar. **Sign Out** clears the session and returns you to /#/sign_in.

24 Quick Reference — Dealer Device Capabilities

At a glance, here is what a dealer can change on a customer’s device or account:

CAPABILITY	WHERE IN THE PORTAL
Rename device	Device Detail → Edit → Device Name
Adjust prompt / call volume	Device Detail → Edit → Audio sliders
Tweak 35 device settings	Device Detail → Settings
Reset device to factory defaults	Operations → Reset Device

CAPABILITY	WHERE IN THE PORTAL
Deactivate SIM / network	Operations → Deactivate
Reboot remotely	Operations → Reboot
Locate device	Operations → Find Device
Re-play welcome / audio prompts	Operations → Reset Audio
Wellness call to customer	Operations → Wellness Call
Change a single device's plan	Device Owners → Change Plan
Toggle owner active / inactive	Device Owners → status dropdown
Bulk-activate new devices	Activation → Bulk Activation
Increase / decrease plan price	Profile → Plans → Change Plan Details
Upgrade / Downgrade subscription	Profile → Plans → Active Subscriptions
Invite a team member	Profile → Team → + Invite User
Edit / Remove team member	Profile → Team → row 3-dot menu
Edit organization name / email	Profile → Organization → Edit
Reset password	Profile → Security → Send Reset Email
Set up 2FA	Profile → Security → Setup 2FA
Switch realm context	Sidebar realm chip or Profile → Realms
Masquerade as a customer	Home → Masquerade widget → IMEI
Submit product feedback	Profile → Submit Feedback
Report a bug	/support/report_bug
Switch dark / light theme	Settings → Theme Mode
Adjust font size	Settings → Font Size slider
Add investigator note to alert	Home → alert row → Add Note
Mark alert investigated	Home → alert row → Investigated

Need **help?**

For questions or issues not covered in this guide, contact Numera support via the **Support** page in the portal, or use the **Report a Bug** and **Submit Feedback** flows under **/support**.