Roles for Each Club's Solara Users – Nov, 2019

1. Groomer Operator
   a. Turns Solara unit on at the start of any grooming. Makes sure that the Solara unit is powered by groomer 12 volt DC, all the time that it is running.
   b. When done grooming, send "Ending Route" message to the club contacts, by pushing the "Send" button on the Solara unit, then any number key. Then turn off the Solara unit.
   c. Needs to be able to send an "Alert" to tell club contacts that he has trouble
   d. Needs to understand who, from his club, will get an "Alert" and how the "Alert" will be handled.
   e. Needs to be able to send a message from the Solara unit. Can get help with how to do this from the pdf file "Manual Addendum – Texting" https://www.solaradata.com/images/PDF/Manual%20Addendum%20-%20Texting.pdf or the Solara FT2100 Manual V3 https://www.solaradata.com/images/PDF/Solara%20FT2100%20Manual%20V3.pdf .
   f. Should watch the "Tom Tessier" youtube video. https://youtu.be/HClsNBv4HQ8

2. "Customer User" or Club User
   a. Can view tracks of their club's groomers
   b. Manages "Notification Contacts" for their club. Can add, remove, and change contacts that will see "Alerts" and messages from groomer operators and messages about when a groomer is starting or completing a trip.
   c. Can send a message to a specified groomer in his club.
   d. Manages "Alerts". Sends messages to a groomer operator and club contacts that are defined on the Solara website. Closes "Alerts" after they are handled.
   e. Needs to practise "Alerts" with all of the club's groomer operators, contacts and other "Users".
   f. Can get help with Solara website use from youtube videos. https://www.youtube.com/channel/UCIjVPbQhjw9OYIAsgvY6vbw/videos

3. "Customer Viewers"
   a. Can view tracks of their club's groomers
   b. Can see and deal with "Alerts"
   c. Can send messages to his club's groomer operator.
   d. May or may not close an "Alert". We need to check this out.
   e. Can get help with Solara website use from youtube videos. https://www.youtube.com/channel/UCIjVPbQhjw9OYIAsgvY6vbw/videos

4. SANS Admin (Reg Crewe and Dave Lundin)
    a. Manages fleets – specs for all SANS club groomers using the Solara system
    b. Manages each club's "Users" and "Viewers". Adds or modifies these. Sets up the Solara system to invite a new user or viewer to logon and set a password.
    c. Can produce a report for a certain groomer on hours and kms groomed between specified dates and times.
    d. Can view tracks of all clubs' groomer activity.
    e. Cannot view or manage other club's "Notification Contacts.

5. Each Club's Groomer Team
    a. Decides on who will take care of helping a groomer operator that puts out an "Alert". This is best done by two or three members to make sure that someone is available whenever there is a need for help.
    b. Asks "Customer User" to enter into the Solara system, the contacts for who will get the "Alerts" It is best if these "Alerts" go to a "phone", either to a land line or a cell phone. Since cell phones are not always set up to ring in the night, only those NOT set to "Do Not Disturb" should be used.
    c. Asks "Customer User" to enter into the Solara system, the contacts that will get messages from the groomer operator (by way of the Solara unit) and other messages from the "Customer User" as he communicates with the groomer operator by way of the Solara unit.
    d. Decides which "Customer Viewer and/or "Customer User" will close the "Alert" after it is looked after.
    e. Makes sure that all groomer operators and the rest of the groomer support team are trained to do all of the necessary jobs. Needs to practise "Alerts" with club groomer operators and other "Users".
    f. Decides who should be set up as "Customer Viewers". These members will need to logon to the Solara website, and then be able to view tracks of the club groomers.