



# Wisdom Back Office User Guide

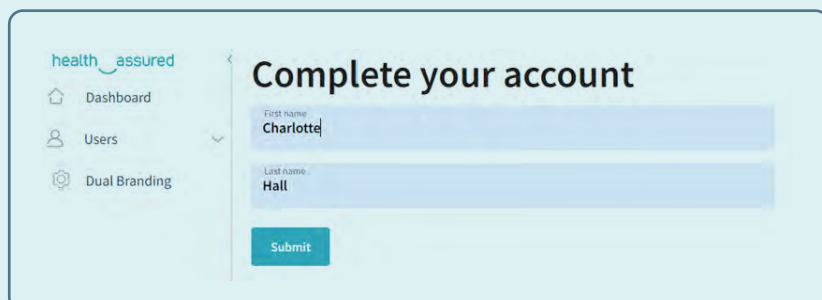
Wisdom | health assured

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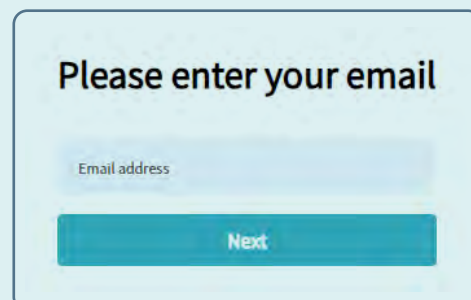
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## Logging into the back office

As a Wisdom app admin, you will have access to a variety of features that will help you support your people, get the most out of the app, and create in-depth reports highlighting app engagement and utilisation.



The screenshot shows the 'Complete your account' page. On the left is a navigation menu with 'health assured' at the top, followed by 'Dashboard', 'Users', and 'Dual Branding'. The main content area has the title 'Complete your account' and two input fields: 'First name' with the value 'Charlotte' and 'Last name' with the value 'Hall'. A 'Submit' button is located at the bottom of the form.



The screenshot shows the 'Please enter your email' page. It features a single input field labeled 'Email address' and a prominent teal 'Next' button below it.

Before you can access these great features, firstly you'll need to log into the Wisdom back office. Here's how:

1. Once Health Assured have been informed of your organisation's chosen Wisdom admins, your accounts will be created.
2. You will receive an invitation email asking you to complete your account registration. Click the 'Complete Registration' link.
3. Register your account by completing the form with your details and by choosing a password. Once filled in, click 'Register'.
4. Welcome, you are now an app admin and have access to the Wisdom back office.

### Accessing the back office site:

The Wisdom back office can be accessed via a web browser on multiple devices, such as a personal computer, smartphone, or tablet. For optimum performance, we advise accessing the site via a desktop browser.

### Back office URL:

[backofficewisdom.healthassured.org](http://backofficewisdom.healthassured.org)

# Dashboard

The dashboard is the hub of Management Information (MI) supplied through Wisdom. All data displayed in the back office is strictly confidential – usernames are never made available through dashboard reports. The MI contains data on your team’s overall usage of the app.

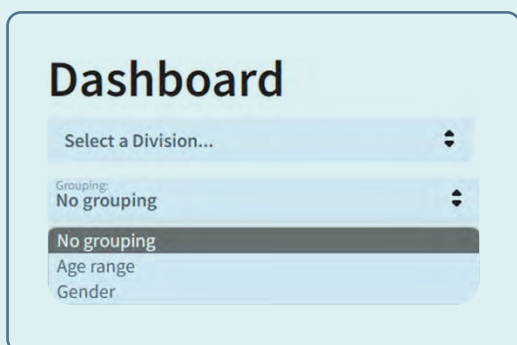
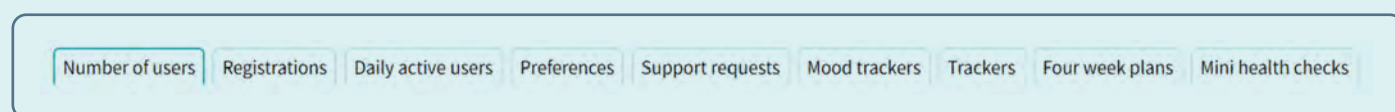
## Date Filter:

To create bespoke reports, you can filter each of the graphs by date using the ‘Start Date’ and the ‘End Date’ options held at the top of the page.



## Reports

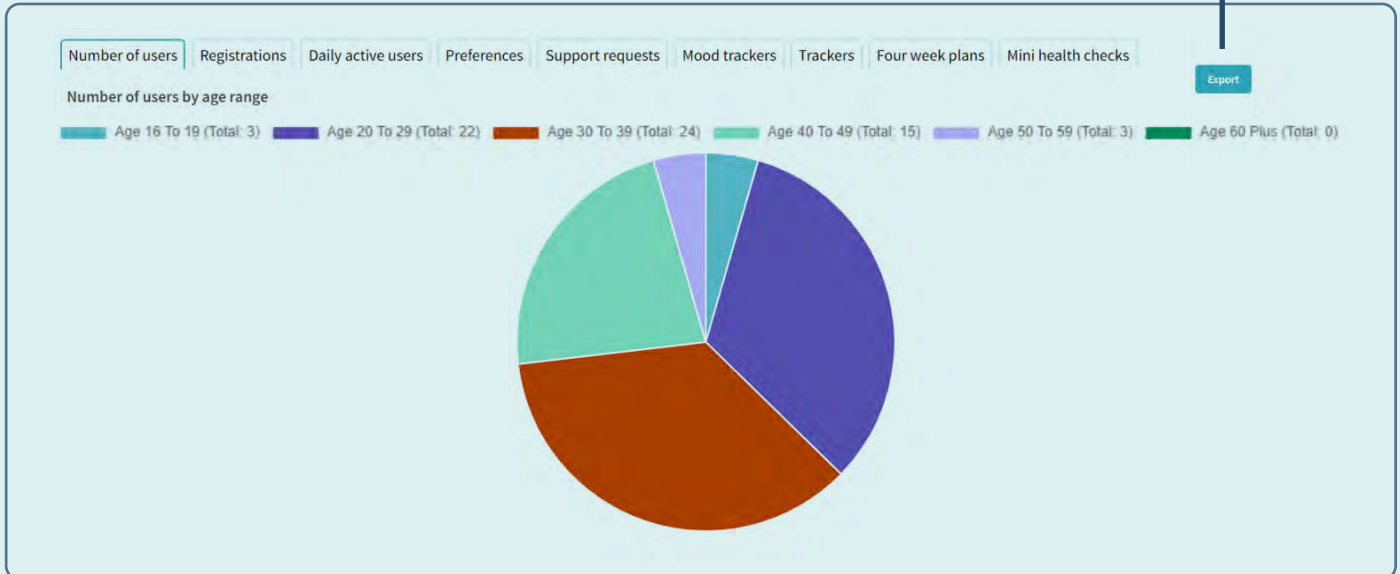
You can access all the below reports in the Wisdom back office. All reports can be grouped by age and gender.



## Exporting Data

As a Wisdom app admin, you can export data from all the charts on your dashboard. Here's how:

1. Click on the 'export' button at the top right of your chosen chart.
2. Save the downloaded file to a desired location on your device.



Please note: all reports will export as a CSV file.

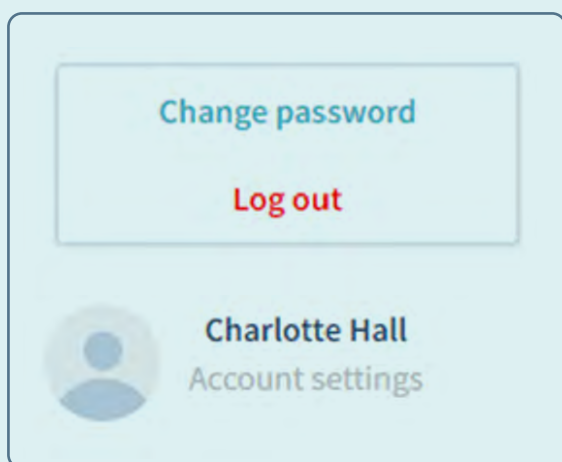
## My Account

### Log out of account

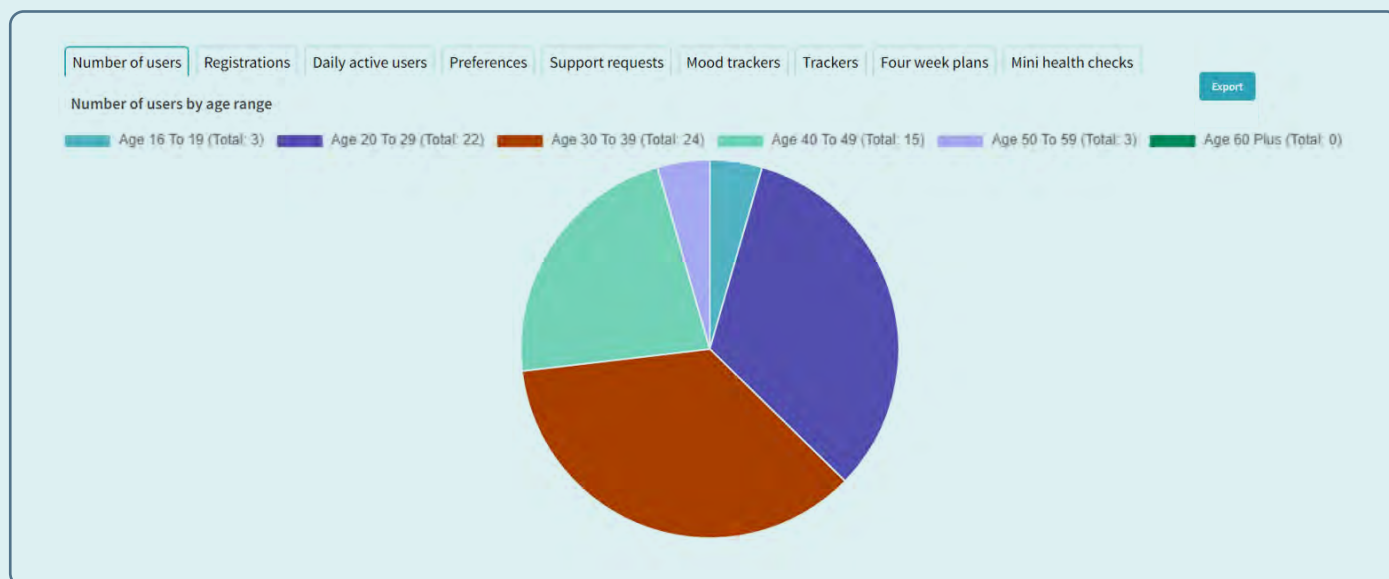
On any page in the back office, click in the bottom left-hand corner and select 'Log out'. You will be logged out immediately.

### Change password

1. Click in the bottom left-hand corner and select 'Change Password'.
2. Enter your current and new passwords.
3. Click submit.



If you require any support when using the Wisdom back office, please contact the Health Assured Client Services team at [Client.Services@healthassured.co.uk](mailto:Client.Services@healthassured.co.uk)



### Number of Users

This report reflects the total number of Wisdom users within your organisation.

### Number of Registrations

This reflects the number of new users who have registered on the app over a defined period.

### Daily Active Users

This report reflects the number of daily active users over a certain period of time.

### Preferences

This report provides an overview of the wellbeing categories users are accessing.

### Support Requests

This report reflects an indicative number of support requests over a certain period of time, based on the following activity logged within the app:

- Phoning the Health Assured helpline
- Requesting a call-back
- Initiating a Live Chat session
- Initiating a Video Call session

### Mood Trackers

Admins are able to view average moods recorded by users.

### Trackers

This report tracks the number of users utilising the wellbeing tracking tools over a certain period of time.

### 4 Week Plan Utilisation

This report highlights the usage of the 4 Week Plans within the app.

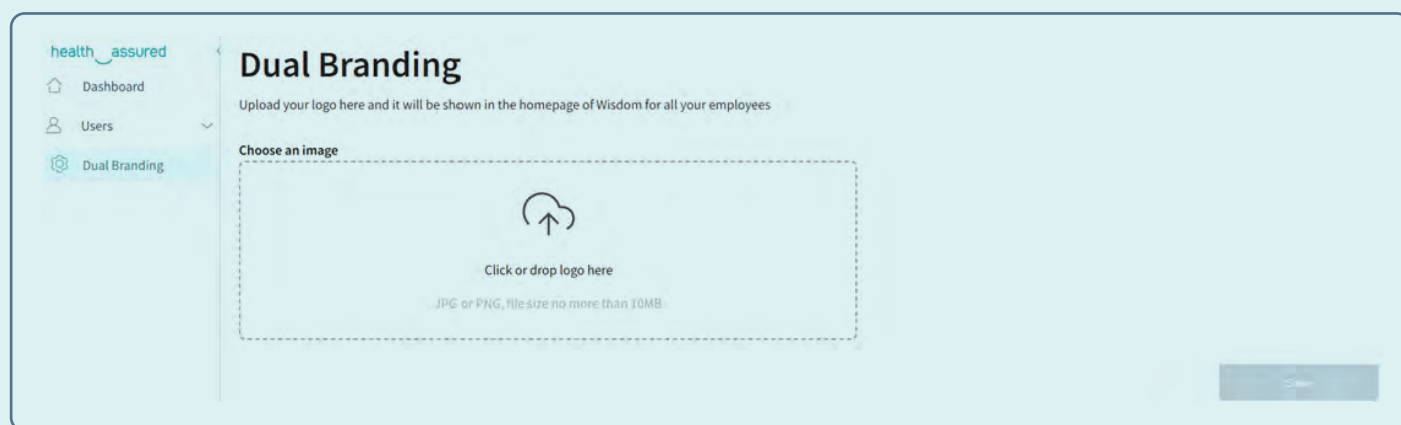
### Mini Health Check Utilisation

Here, you can track the number of users initiating and accessing the Mini Health Check features within the platform.

## Partnership Dual Branding

As a Wisdom Admin, you have the ability to set Dual Branding – bringing our organisations together to enhance brand identity, recognition, and awareness. Your logo will be displayed on the Wisdom homepage for all your users. Here's how to set it up:

1. In the left-hand column, click 'Dual Branding'
2. Choose an image by clicking the box and browsing through your files or simply drag and drop your logo into the box area. The image must be in JPG or PNG format and up to 10mb.
3. Click save.





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