



FOCUS

by  **TELUS**[®]

PUBLIC FACING PORTAL

USER GUIDE

V1.3 (June 2023)

<https://app.focusoptimization.com>

All information contained in this document is protected under the copyright laws of Canada as well as those of other countries.

Readers of this document are authorized to copy the information contained herein for their personal use. However, they are not permitted to publish or reproduce this information, including via electronic means involving download, without the express authorization of FOCUS by TELUS (a registered business name of Telus Communications Inc.).

Unless explicitly stated otherwise, it is forbidden for any individual to copy, redistribute, reproduce or republish the information in the present document.

Downloading, redistribution, copying, modification or any other reproduction of the contents of the present document may constitute a violation of the law, or an infringement against trademark, and entail legal actions against the offender.



INDEX

LOGGING ON
NOTICE
ACCESSING THE SETTINGS PAGE
PORTAL MANAGEMENT
GENERAL SETTINGS
DISCLAIMER
ADVANCED
OPERATIONS BY MAP
OPERATION STATUSES
LEVELS OF SERVICE
LANGUAGES

HELP TAB

FOCUS USER GUIDE
CONTACT SECTION



LOGGING ON

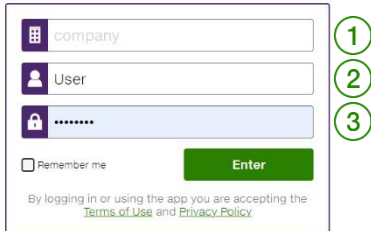
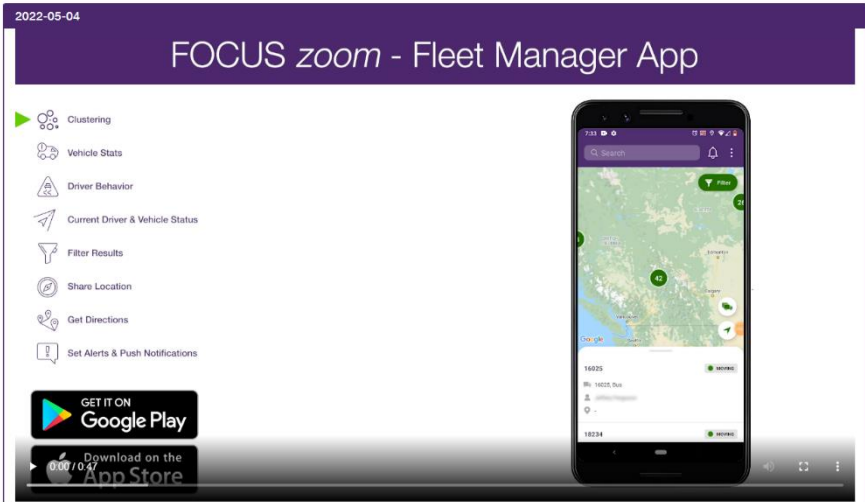
Welcome to the FOCUS platform!


Focus management would like to emphasize that while this guide is intended to be as exhaustive as possible, it is not a substitute for a training session complete with explanations from our training team. It is intended as a first line of assistance and as a reference guide to be used following the initial training session.


An internet connection is necessary for accessing the FOCUS portal. The FOCUS web application is optimized for Chrome, Firefox, Edge, and Safari browsers and is thus accessible via any device equipped with these applications. In the search bar, type:


app.focusoptimization.com

This link will permit you to access the application’s landing page:



Type your company number in the field  (company) 1. This number is assigned to you by FOCUS and is unique to your organization.

Type your username in the field  (user) 2.

Type your password in the field  (password) 3.

Then click “ENTER” to access your Fleet page.



NOTICE

Information for the reader of this guide

Before configuring the portal, it is important to know the prerequisites, namely that it is necessary to activate the Route Progression module, and of the following of its elements:

- the creation of contracts and contract groups
- the creation or importing of control points
- functions and group of functions
- the attribution of vehicles to specific contracts

The focus public facing portal is intended to keep the local population of a municipality informed about the progress of specific operations such as snow removal or garbage collection.

This guide is intended for the individuals responsible for configuring the public facing portal.



ACCESSING THE SETTINGS PAGE

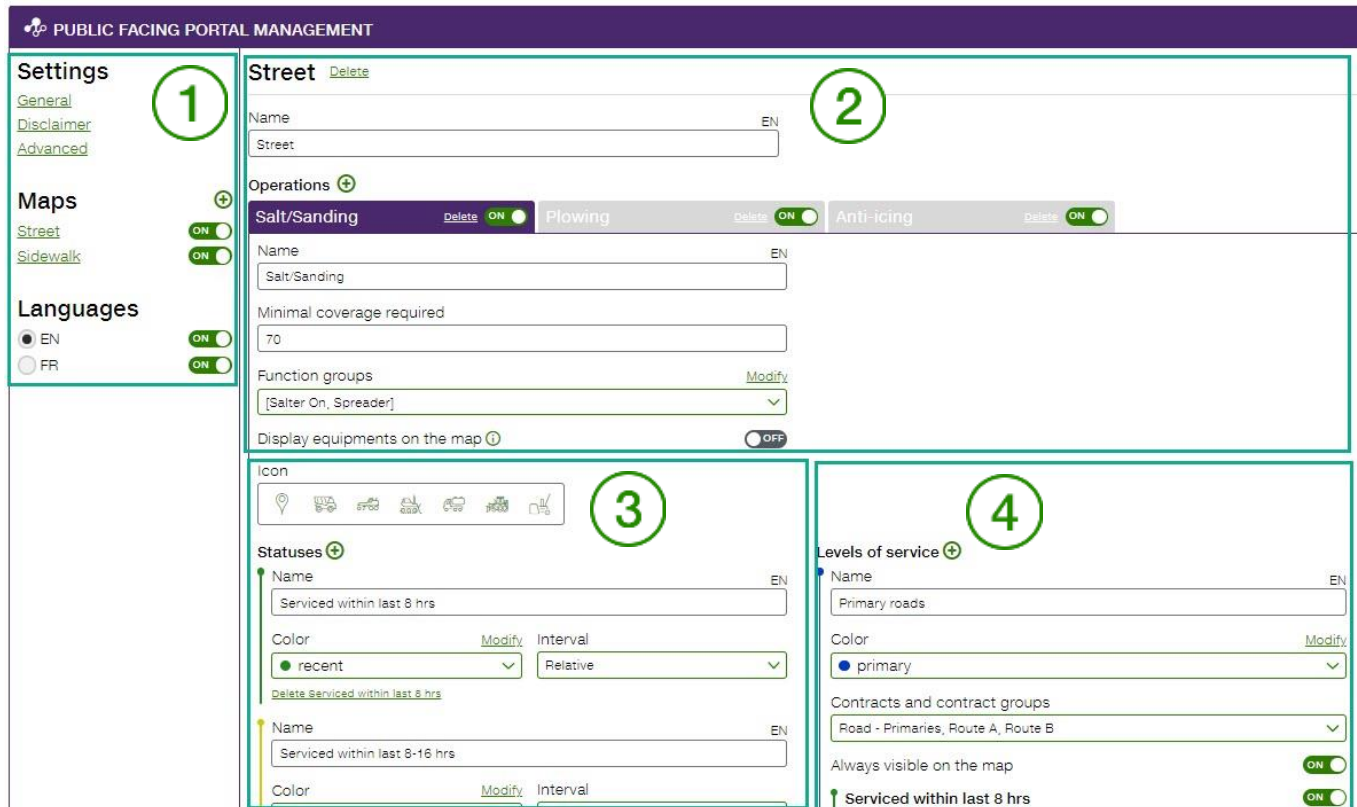
To access the configuration page for the public facing portal, under the “Progress” tab select the option “Public facing portal management.”





PORTAL MANAGEMENT

The portal management page is divided into four sections, each of which we will examine in detail.



PUBLIC FACING PORTAL MANAGEMENT

1 **Settings**
[General](#)
[Disclaimer](#)
[Advanced](#)
Maps
 Street
 Sidewalk
Languages
 EN
 FR

2 **Street** [Delete](#)
 Name: Street EN
Operations
 Salt/Sanding [Delete](#) ON Plowing [Delete](#) ON Anti-icing [Delete](#) ON
 Name: Salt/Sanding EN
 Minimal coverage required: 70
 Function groups: [Salter On, Spreader] [Modify](#)
 Display equipments on the map OFF

3 **Icon**
 [Icons]
Statuses
 Name: Serviced within last 8 hrs EN
 Color: recent [Modify](#) Interval: Relative [Modify](#)
[Delete](#) [Serviced within last 8 hrs](#)
 Name: Serviced within last 8-16 hrs EN
 Color: [Modify](#) Interval: [Modify](#)

4 **Levels of service**
 Name: Primary roads EN
 Color: primary [Modify](#)
 Contracts and contract groups: Road - Primaries, Route A, Route B
 Always visible on the map ON
 Serviced within last 8 hrs ON

- 1**: GENERAL settings
- 2**: Operations by map
- 3**: Operation statuses
- 4**: Levels of service



GENERAL SETTINGS

The general settings are basic ones such as activating the colours that will be used.

ID	SECTION/COLUMN	DESCRIPTION
①	ON/OFF button	This button serves to activate or deactivate the portal for public access.
②	Message when deactivated	It is possible to display a customized message when the portal is deactivated.
③	Colour	The selected colours will be used to identify the different operations' statuses.
④	Tones for the colour-blind	It is possible to select colour tones to facilitate perception for the colour-blind.
⑤	Addition of colour	You can add colours as needed in order to differentiate statuses.



DISCLAIMER

This page allows you to set and activate (or not) a disclaimer which users will have to accept in order to access the portal.

To activate the disclaimer, click on the ON/OFF switch ①.

Then add the title that will be the header of the message ②.

Enter the message that you want to be displayed ③.

In the event that the user declines to accept the conditions, they will be redirected to a URL of your choosing ④. Note that this URL is required in order to ensure that the page works correctly.



ADVANCED

The “ADVANCED” section enables you to enter multiple configurable web addresses, leading for instance to a local weather page, or the client municipality’s news feed. The option for “Minute(s) visit delay before processing” exists in order to prevent local citizens from being able to pinpoint vehicle locations in real time, as a security measure. Note that only the name of the city is required, the other fields are optional.

Settings

[General](#)

[Disclaimer](#)

[Advanced](#)

Maps

[Street](#)

[Sidewalk](#)

Languages

EN

FR

Advanced

City ①

Text: Local news EN ②

URL: Local news ③

URL: Local weather ④

Allow display of level of service ⑤

URL: Level of service defined by the city ⑥

minute(s) visit delay before processing ⑦


Number of equipments displayed ⑧

ID	SECTION/COLUMN	DESCRIPTION
①	City	Displays the name of the city
②	Text: Local news	Header for the local news section
③	URL: Local news	URL for the local news
④	URL: Local weather	URL for the local weather
⑤	Display level of service	Allows service levels to be displayed or not in the public portal.
⑥	URL: Level of service defined by the city	URL belonging to the city, describing the relevant service levels.
⑦	Minute(s) visit delay before processing	Delay for the portal to update. A minimum of 5 minutes is recommended.
⑧	Number of equipments displayed	It is possible to display most recent position of one or more vehicles with the greatest proximity to a given address. This number determines how many vehicles should be displayed accordingly.




OPERATIONS BY MAP

The maps identify the main sectors that must be completed and conveyed in the portal. The main areas are often roads or sidewalks.

Click on the  button to create a new map.



Now that your first map called “Roads” has been created, we will add operations to it. A map can contain multiple operations. For example, the “Roads” map might have three operations such as snow removal, salting, and sweeping.

Click on the  button to create a new operation.





Add an operation
✕

Name

Cancel
Create

Call the new operation, for example, “Plowing.”

Let us look at the various options:

Roads [Delete](#)
Save

Name EN

Operations + 1

Plowing
[Delete](#) OFF
2

Name EN

 3

Minimal coverage required

 4

Function groups [Modify](#)

 5

Display equipments on the map ?

 OFF 6

Icon

7





Statuses + 8
Levels of service + 9

Here is where you enter the parameters of a given operation. Each operation may have its own configuration.

Note: Any time you modify something, do not forget to save your changes with the





ID	SECTION/COLUMN	DESCRIPTION
①	Operations 	The  button lets you add a new operation to the map.
②	Activation ON/OFF	It is possible to deactivate an operation, for example deactivating snow removal in the summer and activating street sweeping instead.
③	Name	Display name for the operation.
④	Minimal coverage required	For the portal to show a segment as complete, it must have been completed to a certain minimum percentage. That percentage is defined here, we recommend a maximum of 75%.
⑤	Function groups	The portal can account for the activation of one or more functions. If no function is selected, the portal will only take visits into account. If you want the portal to take account of functions such as a lowered front shovel, the portal will show a segment as green and completed if it was visited and the front shovel was activated. The same logic applies for every other type of function such as sweeping or spreading.
⑥	Display equipments on the map ON/OFF	Allows you to display the icon selected for the corresponding operation on the portal map. Vehicles are thus shown asynchronously.
⑦	Icons	You can assign a specific icon to an operation that will be displayed on the portal map.
⑧	Statuses 	The status of operations serves to display the different states of the selected operation. The colours used will depend on the colours selected in the previous "General" section.
⑨	Levels of service 	The levels of service are settings that will cause the operations statuses to alter on the map. The intervals selected here will cause the statuses to change. For example: main roads might have multiple service levels, while sidewalks might have only "completed" or "not completed."

Let us now examine how to add statuses.





OPERATION STATUSES

Operation statuses are the different statuses that you might like to enable for an operation. Some operations, such as snow removal, will have multiple statuses. Others, like sweeping, will only have two: completed or not completed.

Click on the  button to add a new status:



- Give the status a name that will be displayed on the portal:

Then, select the colour that will correspond to this status :

Finally, select the interval that will apply to the status . Two types of interval are possible:

1. Relative: this refers to a period of time in relation to the present (e.g.: in the last 4 hours)
2. Absolute: refers to a fixed period of time between two dates (e.g.: from the 1st to the 30th of January)

If you select “None,” no configuration of time will apply; thus it will be “completed” or “not completed.”


To add another status, click on the  button .

Add the statuses necessary for a given operation.



LEVELS OF SERVICE


The service levels are the conditions that will cause the displayed statuses and corresponding colours to vary. They are the selected intervals that make the statuses change. For example: major roads might have multiple service levels, while sidewalks might have only “completed” or “not completed.”

Click on the  button to add a level of service:

- Create a name for the level that will appear on the portal:

Then, fill out the different options with the following explanations:

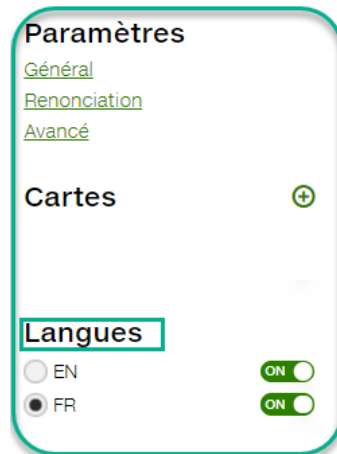


ID	SECTION/COLUMN	DESCRIPTION
①	Levels of service	The  button lets you add another level if there are multiple service levels.
②	Colour	Select the colour that will be displayed when the corresponding service levels are displayed in the portal.
③	Contracts and contract groups	It is necessary to assign contracts to the service levels. This field lets you select the contract or contract group to which the service level applies.
④	Always visible on the map	This will make the service levels always be displayed on the map, even when the view is zoomed out.
⑤	First status	These statuses will always be displayed. However, it is possible to deactivate them if they are not necessary.
⑥	Second status	These statuses will always be displayed. However, it is possible to deactivate them if they are not necessary.



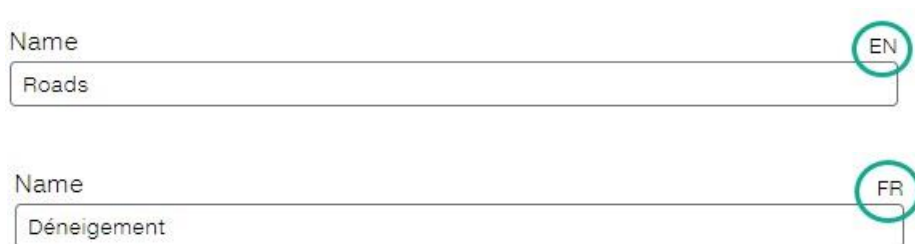
LANGUAGES

The portal configuration page can be set to French or English. It is thus possible to see immediately how terms set for the portal will display.

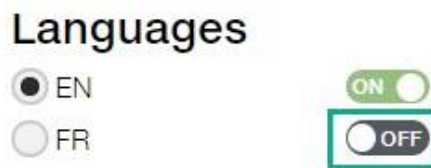


Select “FR” or “EN” to configure in the chosen language.

The fields belonging to each language are indicated respectively with “FR” or “EN.”



It is also possible to deactivate a language.



Note that your browser’s default language will always be the one initially selected.



HELP TAB

FOCUS USER GUIDE

USER GUIDE - PUBLIC PORTAL



CONTACT US

If you have any questions, comments or suggestions, please contact us at 1-800-670-7220.

Send us a message

Name

Phone

Email address

Questions or comments

1000 character(s) remaining.


Send




Clicking the icon opens a new page, displaying the online user guide. This document will be displayed for as long as the window is open.



CONTACT SECTION

USER GUIDE - PUBLIC PORTAL 

 **CONTACT US**

If you have any questions, comments or suggestions, please contact us at 1-800-670-7220.

Send us a message

Name **1**

Phone

Email address

Questions or comments

1000 character(s) remaining.

Send

Fill out the relevant fields in order to communicate with customer service **1**.

Once done, click on “ **Send** ”.