



MySentinel

Live demo runbook

Run the chain-owner demo flawlessly

100% Cloudflare

POPIA-aligned

en / af / zu

~R10 / learner / month

MySentinel — NFC-badge learner check-in & school-safety for South African schools. · Chain-owner doc suite · 2026-06-27

[Live demo runbook \(chain owner\)](#)

Live demo runbook (chain owner)

This runbook gets you from a cold environment to a confident, honest live demo for a school-group (chain) owner. The product is genuinely strong per campus and the demo is absolutely achievable — what makes or breaks it is **honest framing plus about a day of provisioning**, not missing features. The single rule that runs through every section: **never let the demo silently degrade and pretend it didn't**. When something is in Preview or on the roadmap, you say so out loud — the honesty is part of why this deal closes.

Demo on **UAT only**. Production is currently a hollow shell with no secrets, so it is not a working environment to show.

1. Pre-demo provisioning checklist

Do this the day before, not the morning of. Each item below has a "done when" so you can tick it like a pre-flight.

1.1 Schools and data — build them through the app, never SQL

The whole chain story (cross-school health, onboarding list, channel metering) looks empty and unconvincing with a single school. You need a small fleet.

Step	What to do	Done when
Onboard 2–3 UAT campuses	Log in as <code>operator@example.com</code> , open the Operator console , click Onboard school , complete the form per campus, and let the durable workflow finish. Never SQL-seed UAT — build every record through the app's own flows so the demo mirrors a real rollout.	The Schools in platform card shows 3+ schools and each appears Active in the Schools list.
Generate a little real movement	Log in as each new campus's officer (or the demo <code>officer@example.com</code> on the demo school) and record a handful of check-ins/check-outs so dashboards, attendance, and parent portal have live status to show.	Admin dashboard shows non-zero On-site / Checked in today tiles.
Create a guardian portal link to demo	For one learner with a guardian on file, capture the tokenised <code>/p/[token]</code> link so you can open the parent portal cold on a phone.	Opening the link on a phone shows "Hi," with a linked learner and a real-time status.

School onboarding

[← Back to console](#)

Onboard a School

School name**Timezone**

Johannesburg / Pretoria / Cape Town (SAST, UTC+2) ▾

Campus close time

17:00



When any learner still on-site is presumed to have left for the day, so the gate doesn't flag them as a late pickup.

First admin name**First admin email****First admin temporary password**

Leave blank to generate

First officer name

Optional

First officer email

Optional

First officer temporary password

Leave blank to generate

[Review onboarding](#)

LOCAL

Honest note for yourself: there is **no group-scoped owner login** yet (**Roadmap**). On UAT the operator persona sees **every** school on the platform. To keep the demo clean, make sure the UAT platform contains **only the buyer's schools** so "your whole group on one screen" is literally true on screen.

1.2 NFC tap on a real device

Already confirmed on your UAT (2026-06-27): a real NFC badge tap on an Android phone opens the officer decision screen. Re-verify the morning of — Web NFC is **Chrome-on-Android over HTTPS only**, and on a laptop the gate centrepiece silently turns into typed badge entry, which kills the "tap a badge" moment.

- Bring the **physical Android phone** with NFC enabled, on Chrome, pointed at the **UAT HTTPS** URL.
- Have the **registered NFC tags/badges** that map to real learners on the demo campus.
- Re-run the tap once the morning of — confirm a real tap still lands on the decision screen, not the manual fallback.

- Done when: a physical tap on the phone opens the officer decision screen for the right learner.

1.3 Web push (VAPID) on a real device

Already provisioned and confirmed on your UAT (2026-06-27): VAPID secrets are set and a web push was seen arriving on a real device. Re-verify the morning of so you can hold up a live push with confidence.

- VAPID secrets are already provisioned on the UAT notification-service with the matching gateway key — confirm they're still in place.
- Install the parent portal to a real phone (**Install MySentinel**) and confirm a push still arrives on that device.
- Done when: a check-in you trigger produces a push notification you can hold up on the phone.
- Only for a *fresh* environment without VAPID: demo the channel honesty UI instead and call push **Roadmap-for-that-environment** plainly. (Not your UAT.)

1.4 Branded PDF / SAR rendering

Already confirmed on your UAT (2026-06-27): branded PDF / POPIA SAR rendering works (the Cloudflare Browser Rendering binding is live). Re-verify the morning of — without the binding, documents render title-only and look broken.

- Confirm the **Browser Rendering binding** is still present and working on UAT.
- Done when: a generated report/SAR PDF comes out branded (logo + school colours), not a stub.
- Only for a fresh environment without the binding: don't open a PDF live — describe it and mark it **Roadmap-for-that-environment**. (Not your UAT.)

1.5 Channels — know what will actually deliver

All four channels are confirmed delivering on your UAT (2026-06-27). Re-verify the morning of. WhatsApp/SMS still switch on per school once that school connects its provider — keep that nuance.

Channel	UAT state	What to say
App notification + email	Live	These are the always-on channels.
Web push	Live — provisioned + device-confirmed (§1.3)	"Push is live here — confirmed arriving on a real device."
WhatsApp	Live, tested on UAT — switches on per school once that school's provider/Meta templates are connected; demotes to email until then	"WhatsApp delivers — proven on UAT. Each school connects its own provider to switch it on."
SMS	Live, tested on UAT — operator-provisioned per school	"SMS delivers — proven on UAT, operator-provisioned per school."

1.6 Last polish pass (so an advisor doesn't trip on it)

- The report builder still has a free-text "**Class ID**" box (**known crack**) — a wrong ID gives an empty/erroring report. **Avoid the report builder live**, or pre-fill a known-good Class ID and don't improvise.

- The admin **Attendance** page is hardcoded English (**known crack**) — don't use it as your trilingual proof point; use **Settings** → **default language** and the parent portal language switch instead.

1.7 Environment sanity

- Confirm you are on **UAT**, logged out of any stale sessions, and that the demo accounts work (password `password123`).
- The login banner reads "**Environment: Local. This is not production.**" on local; on UAT confirm you are pointed at the UAT URL, not prod.
- Have the **demo logins** ready: `officer@example.com`, `admin@example.com`, `operator@example.com`, `mrs.naidoo@example.com`.

2. The honest framing script

Say these out loud at the right beats. They pre-empt the exact questions a buyer's technical advisor will ask, and they convert "gap" into "named roadmap."

When	Say this (verbatim is fine)
Opening, before the operator console	"What you're seeing is UAT, our integration environment — production isn't live yet . Everything here is the real software, real data we built through the app, not mock-ups."
When you show the operator console	"The operator console today is platform operations — onboarding and health. A group-scoped owner role , where you log in seeing only your own campuses, is on the near roadmap . For this demo the platform contains only your schools, so this is effectively your group view."
When anyone asks about per-school databases / scale	"We're shard-ready, single-shard today . Schools are isolated logically by school_id , not yet physically per-campus. The sharding code is real; only <code>shard_0</code> is live right now."
When WhatsApp comes up	" WhatsApp delivers — we've tested it on UAT . It's the channel SA parents actually use. Each school connects its own provider to switch it on; until a given school connects, the system honestly demotes to email rather than faking a send."
When push comes up	"Push is real and confirmed arriving on a real device . It uses per-environment keys, which are set up here."
When audit/compliance comes up	"The audit trail is append-only, enforced by a database trigger . It's not a hash-chain/WORM ledger — it's tamper-evident at the database layer, and it backs our POPIA SAR and erasure flows."
When a consolidated academic report is asked for	"Today the cross-campus aggregates are channel-usage and billing . A consolidated cross-campus academic report is on the roadmap."
If asked to "see production"	"Production is provisioned but not yet carrying live traffic — it's intentionally a hollow shell until go-live. UAT is the honest place to evaluate."

The meta-move: **lead with the honesty**. "Here's exactly what's live, here's what's a provisioning step, here's what's roadmap" is more convincing to a serious buyer than a flawless-looking pitch they suspect is airbrushed.

3. The 8-beat storyline (exact click-paths)

Roles and scope: the JWT carries `role` + `scope`; `school_id` is **always** from the verified token. Demo logins use password `password123`.

Beat 1 — Open on the operator console as a wall-board

"You run the group from one screen."

1. Log in as `operator@example.com`.
2. You land on **Console**. Point out the cards: **Platform access (Active)**, **Schools in platform (N)**, **Messaging setup (Ready — "App notifications and email are the live channels. WhatsApp and SMS are in preview...")**.
3. Read the **"Needs you now"** strip and **Platform health** (Last 1 hour delivery success %, Failed deliveries needing review, Failed logins).
4. Say the framing line from §2 (platform-ops today, group-scoping on roadmap).

PLATFORM OPERATIONS

● Live · updated 08:49:53

Operator Console

Refresh

Onboard school

Health console

Platform access

Active

Schools in platform

1

Messaging setup

Ready

App notifications and email are the live channels. WhatsApp and SMS are in preview and switch on per school once a provider is connected.

Needs you now

ALL CLEAR

LOCAL

Nothing needs you right now

No failed deliveries, stalled imports, or channel issues across the platform.

Platform health

OK

Current snapshot

Last 1 hour delivery success

100%

Failed deliveries needing review

0

Failed logins in last 1 hour

0

Open health console

Generated 2026/06/27, 08:49:53

School onboarding

Manage schools

Schools

Demo Primary School

Africa/Johannesburg - Created 2026/05/01, 02:00:00

Settings

ACTIVE

Showing the most recent schools. Use "Manage schools" to search and page through all 1.

Provider readiness

Ready

Notification channels

WhatsApp

Messages can be sent through this channel.

Last checked 2026/06/27, 08:49:53

READY

Email

Messages can be sent through this channel.

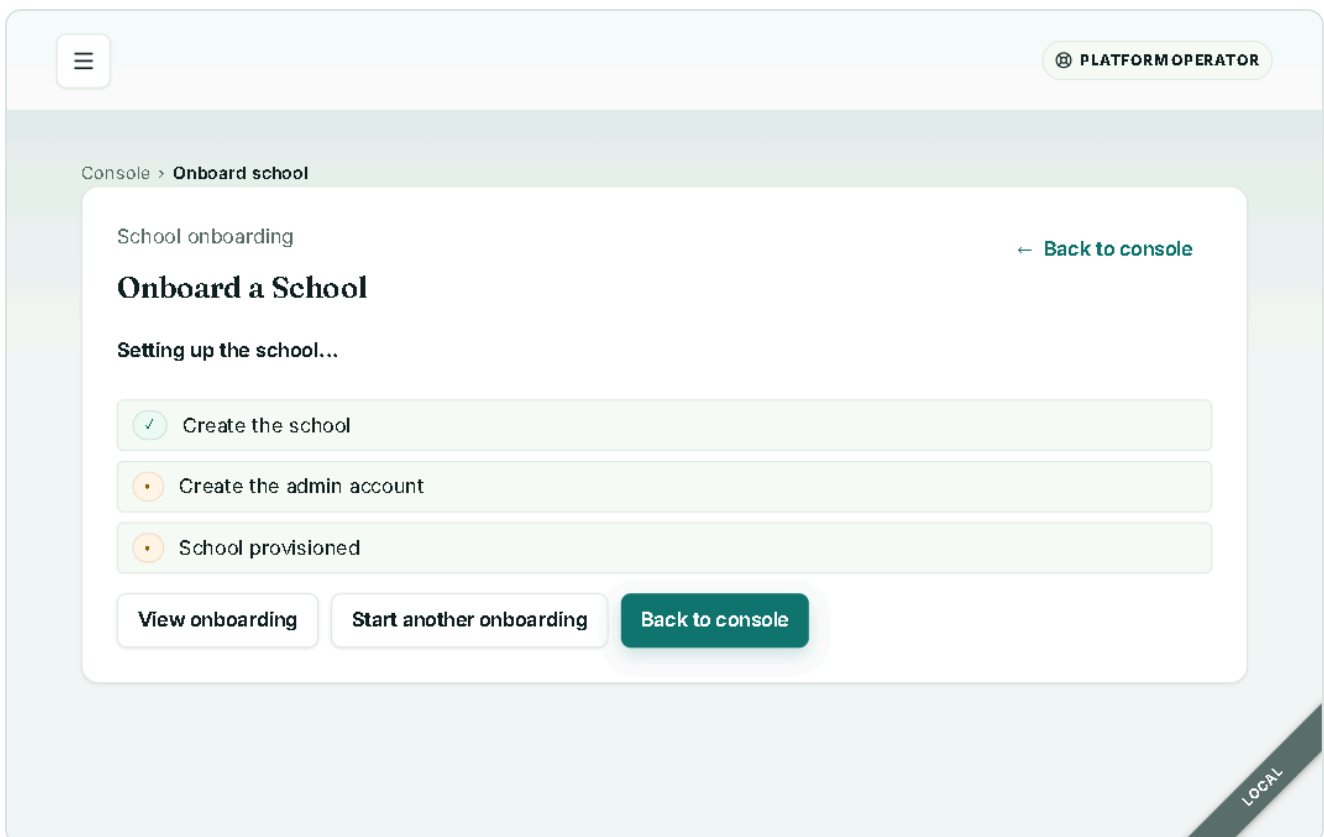
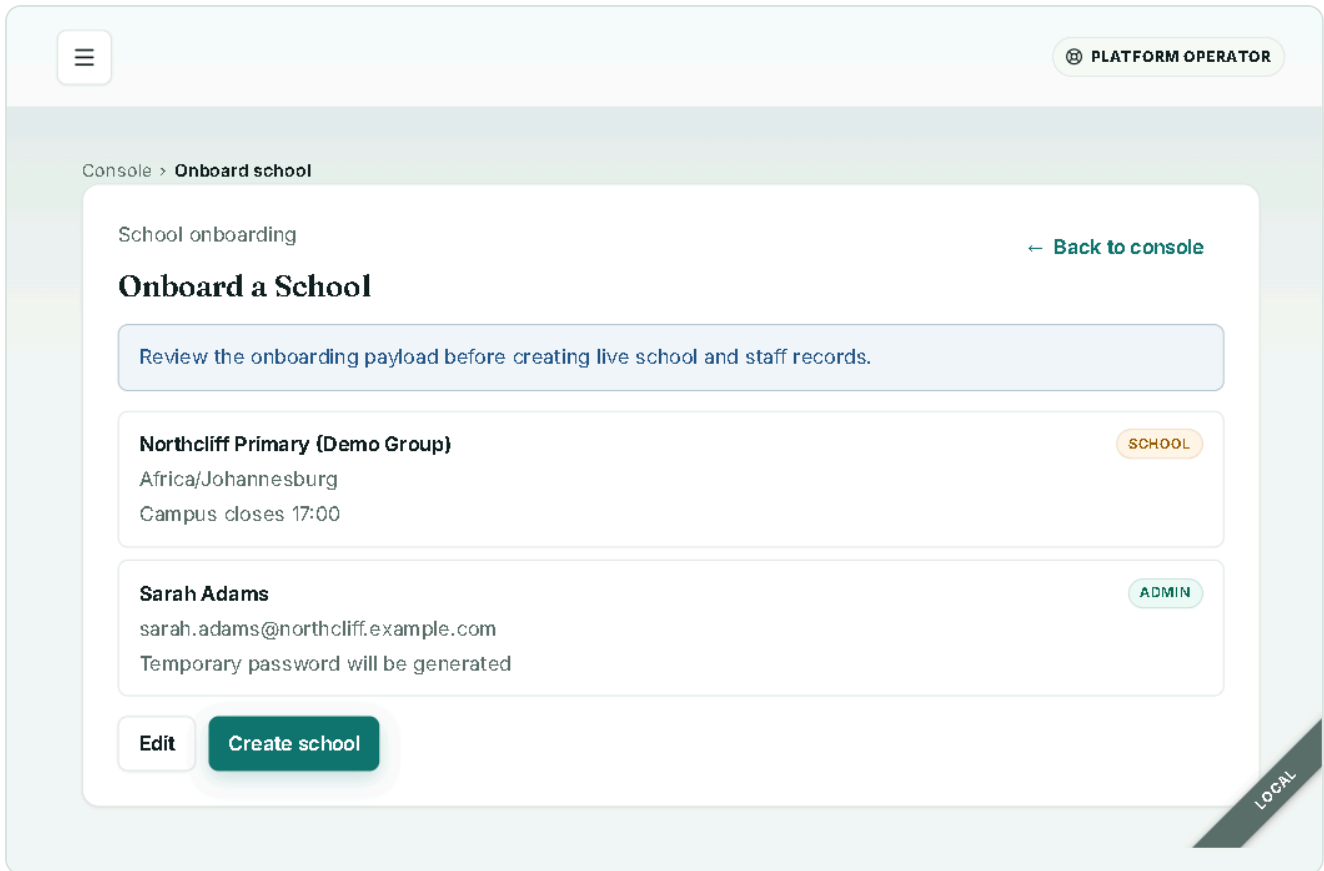
Last checked 2026/06/27, 08:49:53

READY

Beat 2 – Onboard a brand-new campus live (the killer beat)

"No SQL. No engineer. Minutes. And visibly resilient."

1. From the console, click **Onboard school** (or go to `/operator/schools/new`).
2. Fill the form: **School name**, **Timezone** (defaults to Johannesburg; show the pan-African + global options), **Campus close time**, **First admin name/email/temp password** (leave password blank to generate), optional **First officer**.
3. Click **Review onboarding** → the **review-before-commit** panel appears. Read it back.
4. Click **Create school** → watch the **durable workflow** tick steps green live: "**Create the school**" ✓ → "**Create the admin account**" → "**School provisioned.**"
5. Click **View onboarding** (or **Start another onboarding**). Return to the console and show **Schools in platform** has incremented.



Beat 3 — Cross-school health

"Where do you need to look first, across every campus?"

1. From the console, open **Health console**.
2. Walk the **Platform health** numbers and the **School onboarding** list (filters **All / Active / Pending / Disabled**).

3. Show **Provider readiness** (WhatsApp / Email Ready) and note per-school actions on the **Schools** list: Overview / View onboarding / View progress / Support / Settings / Imports / Suspend.
4. Honesty beat: "Health overview is bound to `shard_0` today and caps at the current fleet size — **shard-ready, single-shard today.**"

PLATFORM OPERATIONS

Platform health

Read-only view of messaging, school setup, account access, and support items that may need attention.

[Console](#)[Refresh](#)

Generated 2026/06/27, 08:53:47

[OK](#)

School operations

[Manage schools](#)

School health

Live

1

Onboarding

1

Went quiet

0

Disabled

0**Northcliff Primary (Demo Group)**

ONBOARDING

[View trend](#)[Settings](#)

No gate activity yet

0/0 learners - 0 classes - 0 staff - 7d delivery Unavailable

Demo Primary School

LIVE

[View trend](#)[Settings](#)

Active today - last gate 2026/06/26, 09:52:00

10/10 learners - 4 classes - 3 staff - 7d delivery 100%

Showing up to the first 2 schools, went-quiet first. Generated 2026/06/27, 08:53:47.

LOCAL

Providers

[View deliveries](#)

WhatsApp readiness now

Ready

READY

[PREVIEW](#)

Email readiness now

Ready

READY

Web Push readiness now

Ready

READY

Deliveries

[View deliveries](#)

Success rate, last 1 hour

100%

1 sent, 0 failed

Success rate, last 24 hours

100%

1 sent, 0 failed

Failed deliveries needing review

0[View recovery queue](#)**No delivery failures**

No failure codes were reported in the last 24 hours.

Emergency broadcasts, last 24 hours

0

[View audit](#)

School setup tasks needing help

0

[View schools](#)

Total schools now

2

[Onboarding](#)

Failed logins, last 1 hour

0

[View auth audit](#)



PLATFORM OPERATOR

PLATFORM OPERATIONS

Schools

[← Back to console](#)

[Onboard school](#)

[Move runs to the durable engine](#)

Choose a school

All

Active

Pending

Disabled

Search schools

School name or timezone

Northcliff Primary (Demo Group)

Africa/Johannesburg -
Created 27/06/2026

ONBOARDING IN PROGRESS

Overview

View onboarding

View progress

Support

Settings

Imports

Suspend

ACTIVE

Demo Primary School

Africa/Johannesburg -
Created 01/05/2026

NO ONBOARDING RUN

Overview

View progress

Support

Settings

Imports

Suspend

ACTIVE

LOCAL

Beat 4 – Drop into one campus as admin

"Now the daily reality for a principal."

1. Log in as `admin@example.com`. **Expect a passkey step-up** if a passkey is enrolled — this is real security, not a glitch. (If you need the password path, you may have to clear a stale credential first; rehearse this.)
2. Land on the **Dashboard**: read "**Today's school status**" (**Live**), the answer-first line ("Nothing needs your attention right now · N on-site · N left for the day · N no tap yet"), and the tiles **On-site / Checked in today / Checked out today / Total active learners**.
3. Show the **Go-live checklist** (Learner roster imported / X of Y checked in / active staff / **WhatsApp not connected yet [Preview]** / badges issued / Photo encryption key ready) — this is your honest readiness story in one widget.
4. Point at **Class roll-up**, **Current learner status**, and **Patterns to watch** (Frequent late arrivals, Absence risk, Badge fleet health, Guardian contacts failing).
5. Leave this tab open — you'll watch a count update live in Beat 5.

ADMIN DASHBOARD

Live

Today's school status

**Nothing needs your attention right now**

0 on-site · 0 left for the day · 10 no tap yet

Find a learner — is who in or out right now?

10 learners not on site

On-site

0

Checked in today

0

Checked out today

0

Total active learners

10

Daily actions

Use these for the school-day tasks that usually need attention first.

Open attendance

Emergency message

Safety mode

Late pickups

Guardian approvals

Learners

Last updated 08:47:04

LOCAL

Go-live checklist

Refresh checklist

What still needs to happen before this school is fully live.

 Learner roster imported 4 of 10 learners checked in at least once (40% — 80% needed) 3 active staff members (3 needed) WhatsApp not connected yet [PREVIEW](#) 10 of 10 badges issued (100% — 80% needed) Photo encryption key ready — Legacy key

Needs attention

ALL CLEAR

Today's exceptions

No stragglers and no guardian contact issues right now.

By class

Class roll-up

Who is in by class, so you can see at a glance which registers are complete.

Grade R - Sunbird

Grade 1 - Marigold

Grade 2 - Phoenix

Grade 0 0 IN 2 OUT 2 ENROLLED	Grade 1 0 IN 2 OUT 2 ENROLLED	Grade 2 0 IN 1 OUT 1 ENROLLED
Grade 3 - Acacia Grade 3 0 IN 1 OUT 1 ENROLLED	Unassigned 0 IN 4 OUT 4 ENROLLED	

[Manage classes](#)

Live

Current learner status

- Aluwani Khumalo** NO TAP YET
Last check-in at 26 Jun 2026, 09:52
- Bongani Smit** NO TAP YET
No check-in or pick-up recorded yet
- Kgomotso Pillay** NO TAP YET
No check-in or pick-up recorded yet
- Lerato Nkosi** NO TAP YET
Last check-in at 26 Jun 2026, 09:39
- Mpho Sithole** NO TAP YET
No check-in or pick-up recorded yet
- Nomvula Botha** NO TAP YET
No check-in or pick-up recorded yet
- Refilwe van Wyk** NO TAP YET
No check-in or pick-up recorded yet
- Sipho Mokoena** NO TAP YET
Last check-in at 26 Jun 2026, 09:45
- Tendai Naidoo** NO TAP YET
No check-in or pick-up recorded yet
- Thandi Dlamini** NO TAP YET
Last check-in at 25 Jun 2026, 09:51

Patterns to watch

<p>Frequent late arrivals</p> <p>0</p> <p>learners late 3 or more times in the last 7 days</p>	<p>Absence risk</p> <p>10 CHRONIC 10</p> <p>of school days missed this year</p>	<p>Badge fleet health</p> <p>10 Active badges</p> <p>learners awaiting a replacement badge</p>
<p>Guardian contacts failing</p> <p>0</p> <p>guardians with 3 or more failed</p>		

deliveries in the last / days

Optionally show **Settings** depth (display name, **primary colour #1f6650 / accent #c8923a**, default language English/Afrikaans/isiZulu, late-arrival threshold, pickup curfew, quiet hours, going-home policy + **Express scan mode**, visitor sign-in fields, gate zones, school calendar, channel usage metering).



ADMIN SETTINGS

School settings

* Required

Display name *

Demo Primary School

Required

Support email

admin@example.com

Support phone

School logo

Upload logo

Primary color



#1f6650

Accent color



#c8923a

Default language *

Late arrival threshold

Save settings

Required

LOCAL

Pickup curfew

 Enable late-pickup watch

Pickup time

17:30



Grace minutes

15

 Mon Tue Wed Thu Fri Sat Sun

Notification sending window

 Limit sending times

Routine check-in and check-out messages are only sent between these times. Emergency, safety and late-pickup alerts are always sent immediately.

End-of-day auto-close

 Auto-close on-site learners at a hard campus-close time

After this time, any learner still showing on-site is recorded as a presumed check-out (no parent notification) so attendance is complete and the dashboard doesn't show children at school overnight.

Hard campus-close time

16:00



Going-home policy

 Learners may arrive and leave on their own

Most learners walk, take a taxi, or cycle. Turn this off only if your school requires an adult to collect every learner — officers will then always record who collected the learner, and the gate will refuse an on-their-own check-out.

 Express scan mode

Auto-confirm scans where the learner goes on their own — no guardian choice needed.

Visitor sign in

visitor sign-in

- Record a phone number for every visitor
- Record a reason for every visit
- Record the visitor's ID number (stored encrypted)
- Record the visitor's vehicle registration

The officer's sign-in form only asks for what you switch on here. A visitor's name is always recorded.

Who visitors come to see

Reception
Teacher
Front Office
Principal / Management
Learner
Other

One option per line — the destinations the officer picks from at the gate (e.g. Reception, Teacher, Front Office). The officer also adds an optional name. Leave the defaults if you're not sure.

Emergency contact

Emergency contact name

Emergency contact number

Morning digest

One daily summary to every admin: learners not yet in, waiting requests and approvals, unread messages, and channel problems.

- Send morning digest

Send time

07:00



School-day mornings only. Sent within 5 minutes of this time.

Not sent yet

Weekly family summary

Send guardians one summary message every Friday at 16:00.

- Enabled

Preview

Demo Primary School

Accent

Support admin@example.com

Primary action

Gate zones

Name each gate where officers scan. Officers pick their gate when they start scanning.

Main gate

Rename

Remove

Add gate zone

School calendar

On these days we won't send digests, no-show nudges, or late-pickup alerts — a learner who scans still notifies their guardians. Weekends, public holidays, and out-of-term days are already handled automatically.

Spring break (school programme closed)

2026-09-28 → 2026-10-02

Remove

From

yyyy/mm/dd



To (optional)

yyyy/mm/dd



Reason

e.g. Teacher training

Add closed day

Absence nudges

Send one friendly message to guardians when a learner is absent with no explanation.

Send morning absence nudges

Send time (school time)

09:30

Save settings

Offline pack

Allow officers to download an offline pack

Include learner photos in the pack

Pack lifetime (hours)

12

Save settings

SMS channel PREVIEW

SMS IS ON FOR THIS SCHOOL

Reach guardians on any phone — no app, no data needed.

Preview — switches on once your school connects an SMS provider. App notifications and email are live now.

SMS is set up by your MySentinel operator. Contact support to change it.

Channel usage

2026-06

Preview — WhatsApp and SMS switch on once your school connects a provider. App notifications and email are live now.

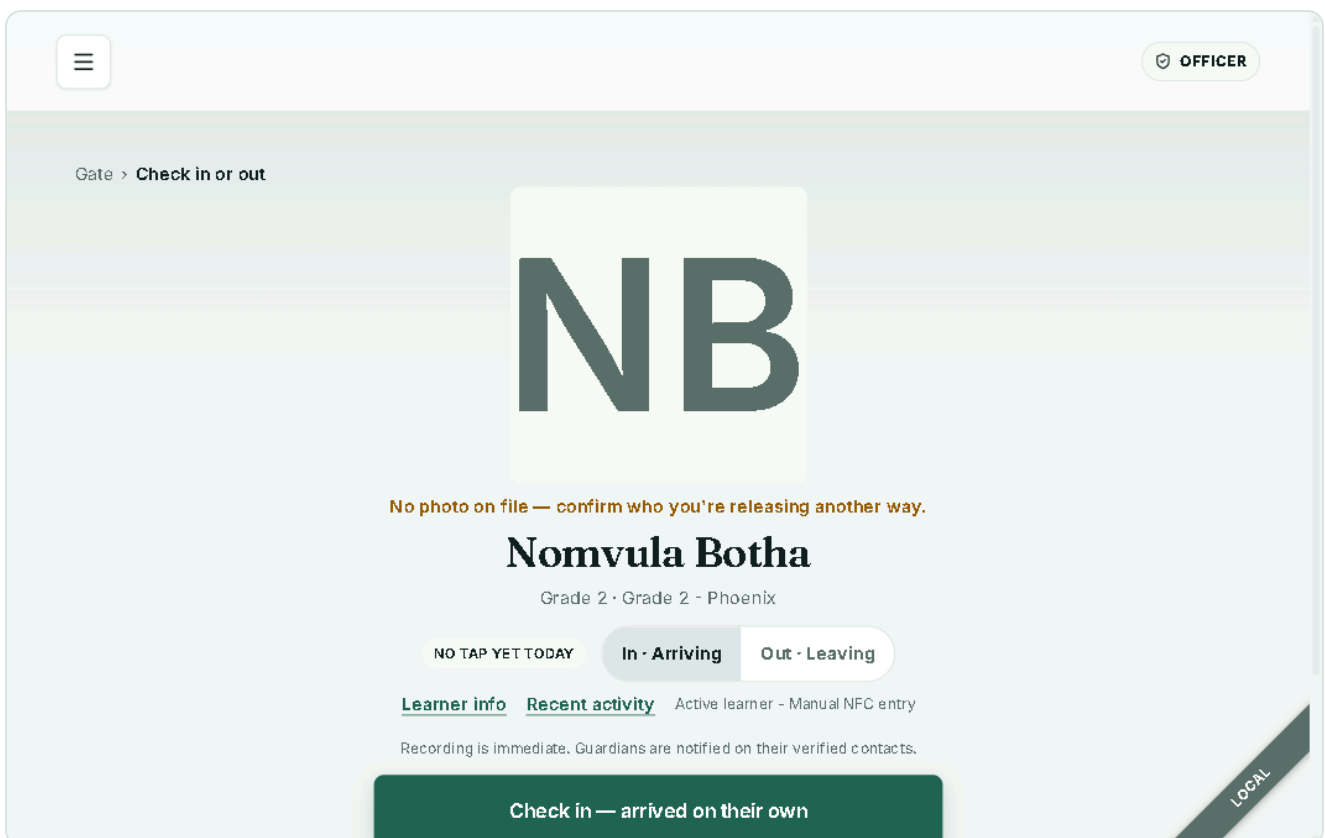
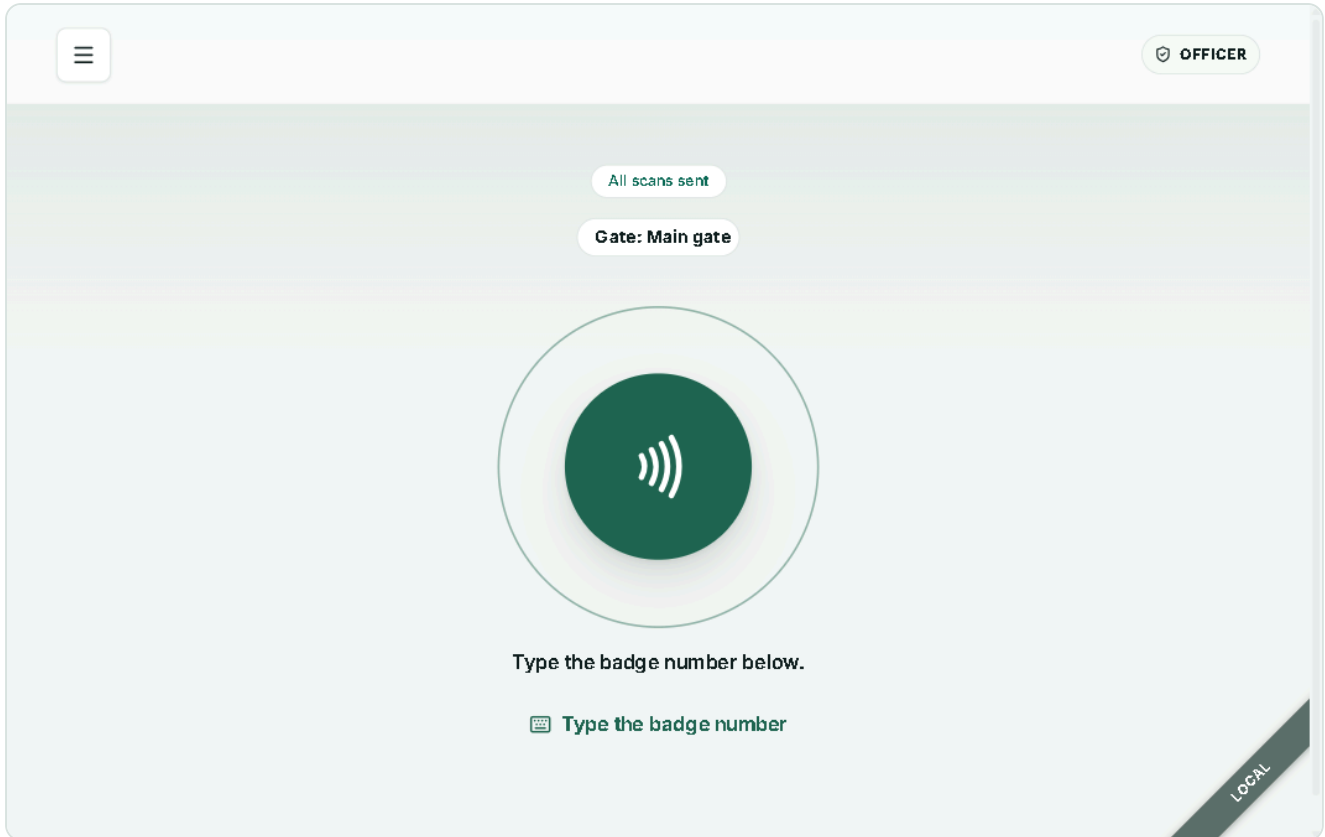
No metered messages this month

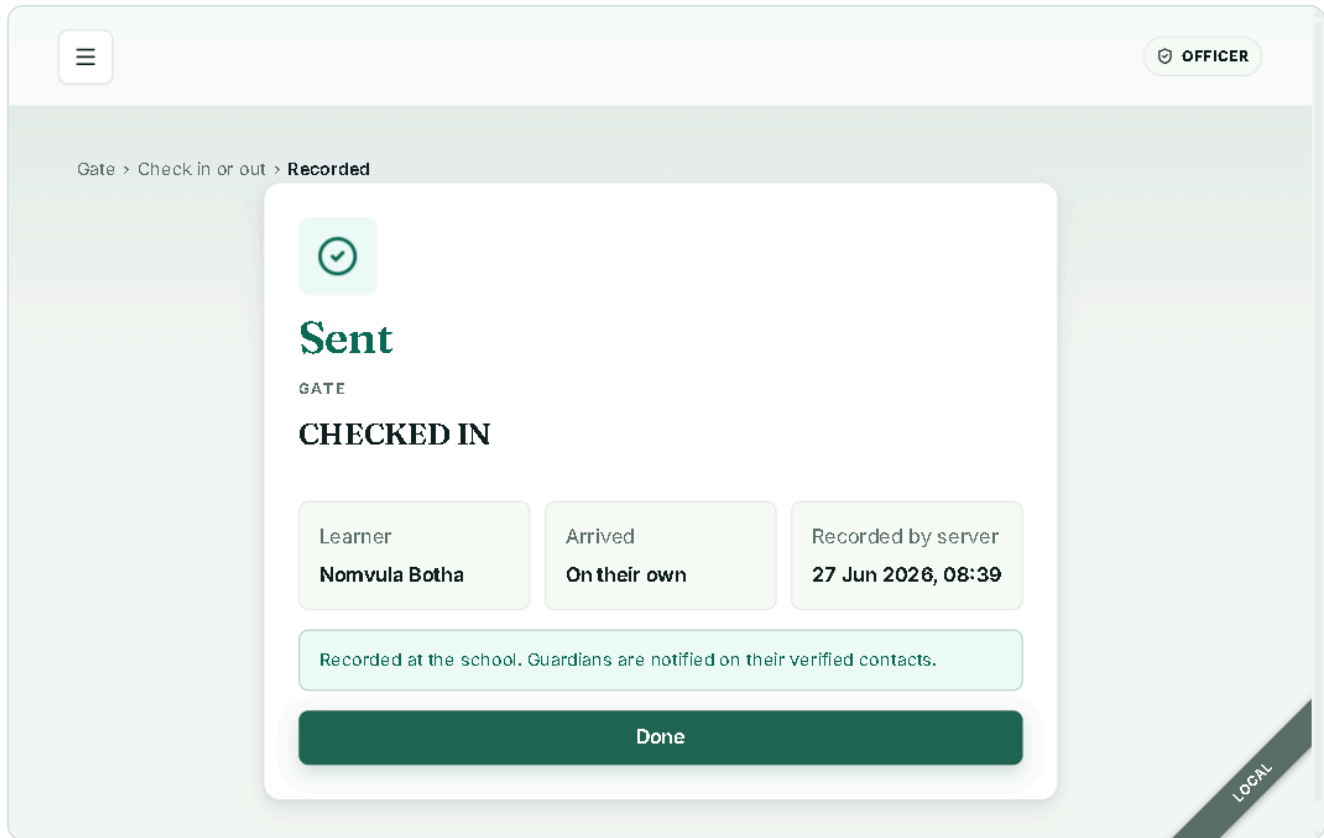
Beat 5 — The gate, on the Android phone (the hero flow)

"This is what happens 600 times a morning."

1. On the **physical Android phone**, log in as the officer and open **Gate** (Field nav: Gate, Check tag, Visitors, Waiting to send, Offline pack). The screen reads "**Scan a learner's badge**", status "**All scans sent**", "**Gate: Main gate**".
2. **Tap a registered badge**. You land on the decision screen (`/guardians`): learner **name + photo-or-initials** (if no photo: "No photo on file — confirm who you're releasing another way."), the scan-first toggle **In · Arriving / Out · Leaving**, and the line "Recording is immediate. Guardians are notified on their verified contacts."

3. Choose the release: **"Check in — arrived on their own"** or **"Dropped off by a guardian (N)"** — this is the **guardian-optional** model; call it out.
4. Confirm screen (`/confirm`): **"Sent"** badge, **"CHECKED IN"** heading, **"Recorded by server "**, status "Recorded at the school. Guardians are notified on their verified contacts." Tap **Done**.
5. **Switch to the admin dashboard tab** — the count updates live (SSE) within about a second. That's the real-time spine.





Optional resilience flourish (only if rehearsed): throttle the phone offline, scan → expect **amber "Queued"**, restore connectivity → it flips to **"Sent."** Green = confirmed, amber = queued — the contract is unmistakable. If you haven't rehearsed it on UAT, skip it rather than risk a stuck state live.

Beat 6 — The guardian side

"What every parent sees — no app store, no login."

1. On a phone, open the tokenised `/p/[token]` link cold. No login.
2. Show the header **"Parent portal"** + Account, **"Hi ,"**, **"Today: N at school"**, and the linked learner's **real-time status** (e.g. "At school — arrived 09:39").
3. Walk the actions: **View today / Attendance / View sick notes / My requests / Pickup delegation / Account preferences / Install MySentinel.**
4. Point at **"Your secure school link is active until ,"** and the footer **"Powered by MySentinel."**
5. If §1.3 is proven: tap **Install MySentinel** and show a real push arrive. If not: name push as **Roadmap for this environment** and show the channel-honesty UI instead.

Demo Primary School

Hi Thandiwe,

Today: 1 at school



Lerato Nkosi

Grade R - Sunbird

● At school — arrived 09:39

[View today](#)

Attendance

[View sick notes](#)

[My requests](#)

[Pickup delegation](#)

[Account preferences](#)

[Install MySentinel](#)

Your secure school link is active until 27 Jul 2026, 08:57.

LOCAL

Back

Demo Primary School

LN **Lerato Nkosi**

Grade R - Sunbird

● **At school — arrived 09:39**

Checked in by Thandiwe Nkosi

If this does not look right, please contact the school office.

[View attendance](#)

[Request early pickup](#)

[Report sick day](#)

Today

Lerato Nkosi is currently at school. There are no earlier updates in this secure link.

Earlier this week

26 Jun 2026, 09:39 **Arrival**
with Thandiwe Nkosi

25 Jun 2026, 10:32 **Departure**
with Thandiwe Nkosi

25 Jun 2026, 09:39 **Arrival**
with Thandiwe Nkosi

[Account](#)

Powered by MySentinel

LOCAL

Beat 7 — Class teacher + trust/compliance

"Scoped access for staff, and isolation you can verify."

- Log in as `mrs.naidoo@example.com` and open `/class-teacher`. Show **"My classes"**, the note "You see only your assigned classes. Reassignments are handled by the school admin.", the on-site line, the **Daily roll (Capture roll)**, the **Report digest** (today + term: marks, late 3+ days, chronically absent, average time on campus), and **Pending pickup requests (Approve / Do not approve + reason)**.
- Prove isolation live:** as the officer, navigate to `/admin` → you're bounced to the gate. As admin, navigate to `/operator` → you're bounced to the admin home. `school_id` comes from the token only — campus A cannot see campus B.
- Passkey step-up** already showed itself in Beat 4; restate that sensitive admin actions require it.
- Compliance: mention POPIA SAR/erasure backed by the **append-only audit trail (DB-trigger-enforced)**. Only open a branded SAR/PDF if §1.4 is confirmed.

Class teacher

My classes

You see only your assigned classes. Reassignments are handled by the school admin.

Right now

0

0 of 4 of your learners are on-site

Live across 2 classes you teach.

Daily roll

Grade R - Sunbird

Capture roll

Daily roll

Grade 1 - Marigold

Capture roll

LOCAL

Report digest

Today and this term

Grade R - Sunbird

All assigned learners have a mark today

0 learners were late on 3 or more days

2 learners are chronically absent (below 90% attendance)

Average time on campus: Not enough completed days

Grade 1 - Marigold

All assigned learners have a mark today

0 learners were late on 3 or more days

2 learners are chronically absent (below 90% attendance)

Average time on campus: Not enough completed days

Pickup requests

Pending pickup requests

2 pending

TD

Thandi Dlamini

Planned absence - 2026-06-27

Expected guardian: Not provided

Approve

Reason if not approved

e.g. guardian not authorised

Do not approve

LN

Lerato Nkosi

Early pickup - 13:30

Expected guardian: Thandiwe Nkosi

Reason if not approved

Approve

e.g. guardian not authorised

Do not approve

Pre-Grade R

Grade R - Sunbird

2 learners

0 of 2 on-site now

Lerato Nkosi

Pre-Grade R

NO TAP YET

ENROLLED

Sipho Mokoena

Pre-Grade R

NO TAP YET

ENROLLED

Grade 1

Grade 1 - Marigold

2 learners

0 of 2 on-site now

Aluwani Khumalo

Grade 1

NO TAP YET

ENROLLED

Thandi Dlamini

Grade 1


NO TAP YET

ENROLLED

Beat 8 – Commercial close

"And the honesty is the product."

1. Pricing: **~R10 per learner per month** (negotiable), **billing is manual / out-of-app**, channel costs are **BYO or marked-up pass-through**. Point at the **channel usage metering** in admin Settings as the basis.
2. Show the **roadmap slide** plainly: group-scoped owner tenant, physical multi-shard scale, bulk multi-campus onboarding, and a consolidated cross-campus academic report. (Channels — push / WhatsApp / SMS — are done and tested; keep them off the roadmap slide.)
3. Close on the pilot path: **2-3 schools in the group on UAT today** → **per-learner billing report** → **land the group** → **build the group-scoped owner tenant for the next, larger group**.

SCHOOL ADMINISTRATOR

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Admin emergency workflow

Emergency broadcast

Sends to every available channel for all active guardians at this school, after a second typed confirmation.

PUSH NOTIFICATIONS

EMAIL

Message


Emergency: please collect learners from the main gate.

Recipient scope: all active guardians at this school.

0/500 characters

Create confirmation step

Reset



4. If X breaks, say Y / fallback

Stay calm, narrate honestly, and move to the fallback. A composed recovery reinforces the "we don't fake it" message.

If this breaks	Likely cause	Say this	Fallback
NFC tap opens manual entry, not the decision screen	Not on Chrome-Android / not HTTPS / tag unregistered	"Web NFC is Android-Chrome only — on other devices it falls back to typing the badge, which is the same flow."	Use " Type the badge number " manual fallback on the Gate screen; the rest of the flow is identical.
Web push doesn't arrive on the phone	Device not subscribed / notifications blocked on the handset	"Push is confirmed on our test device — this handset just isn't subscribed. App notifications and email are delivering regardless."	Re-subscribe the device, or show the channel-honesty UI and the email path.
WhatsApp doesn't deliver for a school	That school hasn't connected its provider yet	"WhatsApp delivers — it activates per school once the provider is connected, and until then we honestly demote to email rather than fake a send."	Show the email delivery and the [Preview] badge on that school's go-live checklist.
PDF / SAR renders title-only	Browser Rendering binding missing	"Branded PDF rendering needs our Browser Rendering binding switched on for this environment."	Don't open it live; describe it, mark Roadmap for this env.
Admin login won't reach a password screen	Passkey step-up enrolled / stale credential	"That's our passkey step-up working — sensitive logins require it."	Use the passkey path you registered, or the pre-cleared password path you rehearsed.
Buyer asks to "see production"	Prod is a hollow shell, no secrets, usage-blocked	"Production is provisioned but not yet carrying live traffic — UAT is the honest place to evaluate."	Stay on UAT .
Buyer asks to log in as "the group owner"	No group-scoped tenant yet	"That role — owner scoped to just your campuses — is on the near roadmap. Today this is the platform operator view, and this platform holds only your schools."	Demo the operator console with only the buyer's schools present.
Buyer asks "does each school have its own database?"	Single live shard	"Shard-ready, single-shard today — isolated logically by school_id, with the physical-sharding code already written."	Move to the tenant-isolation live proof (campus A can't see campus B).
Report builder returns empty/error	Free-text " Class ID " mismatch (known crack)	"We're mid-migration from a free-text class field to a dropdown."	Avoid the report builder live ; use the admin dashboard's class roll-up and the class-teacher report digest instead.
Attendance page is all	Page hardcoded English (known	"That one screen is still being localised."	Prove trilingual via Settings → default

If this breaks	Likely cause	Say this	Fallback
English in a trilingual demo	crack)		language and the parent portal language switch (Use school default / English / Afrikaans / isiZulu).
Dashboard count doesn't update after a scan	SSE/projection lag	"Let me give the live stream a second."	Refresh once; the projection catches up. If still flat, narrate the recorded-vs-projected split honestly and move on.
Onboarding workflow step stalls	Transient backend hiccup	"The workflow is durable — it retries with backoff, so it self-heals."	Wait it out, or open View onboarding to show the step state; the durability is itself the point.

Quick reference

- **Demo on UAT only.** Production is a hollow shell.
- **Logins (password `password123`):** `operator@example.com`, `admin@example.com`, `mrs.naidoo@example.com`, `officer@example.com`.
- **Channels (all confirmed on UAT):** app notifications, email, web push, WhatsApp, SMS. WhatsApp/SMS still activate **per school** once that school connects its provider.
- **Brand:** primary teal `#1f6650`, gold accent `#c8923a`. **Colours mean:** red = emergency only, green = confirmed, amber = queued / at-risk.
- **Terminology:** Learner (not Student), check in / check out (not movement), guardian (not parent) — though the product surface is the "parent portal."
- **The throughline:** name what's live, what's a provisioning step, and what's roadmap — the honesty closes the deal.