



MySentinel

Operator guide

Platform operations & onboarding

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

[Operator guide — platform operations](#)

Operator guide — platform operations

The **operator** is MySentinel platform staff — the people at Cybertron who onboard new campuses, watch delivery health across the platform, and help schools when a setup step stalls. Your JWT carries the **platform** scope, so unlike an admin (who is locked to one school by their token) you can see and act on **every school on the platform**.

Two honest points to set expectations up front:

- **There is no group-scoped owner login yet.** (*Roadmap*) The operator role sees *all* schools, not a filtered slice. A chain owner cannot today log in and be scoped to only their own campuses — that group tenant is on the roadmap, not shipped. If you run a group, you currently use the operator console with platform-wide visibility.
- **One live shard today.** Cross-school operator and audit reads are served from a single live database shard (`shard_0`). The platform is built shard-ready (`@mysentinel/shard-router`), and tenant isolation between schools is enforced in code and by the verified token — but physical per-campus databases are **Roadmap**, not live. Treat isolation as logical-and-enforced, not physical-per-school.

Environment note. Production is currently a hollow shell with no secrets configured. Demo and validate on **UAT**, never on production.

Signing in

Log in at `/login` as `operator@example.com` (demo password `password123`). The login banner reads "**Environment: Local. This is not production.**" so you always know where you are. Operator does not require passkey step-up the way admin does, but the account menu still offers **Profile, Passkeys, Sessions, Appearance** and **Language** (Use school default / English / Afrikaans / isiZulu).

RBAC is enforced at the gateway: an officer or admin who tries to reach `/operator` is bounced. Only a platform-scoped token gets in.

The Operator Console

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

The console (`/operator`) is built to sit open as a wall-board — it refreshes itself every 30 seconds while the tab is visible, and the header shows **"Live · updated "**. Three actions sit at the top:

Action	What it does
Refresh	Pulls a fresh snapshot now (instead of waiting for the 30s poll).
Onboard school	Opens the new-school form (<code>/operator/schools/new</code>).
Health console	Opens the full cross-school health view (<code>/operator/health</code>).

The three status cards

- **Platform access** — **Active** when your session is healthy.
- **Schools in platform** — the total school count.
- **Messaging setup** — **Ready** or **Not configured**, with the honest caption: *"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

A triage panel that reads **"Nothing needs you right now"** (green, "All clear") or lists the open items — failed deliveries, stalled imports, channel issues — each as a tappable card that takes you straight to the fix. Red rails are reserved for the genuinely stuck (dead-lettered) cases; amber means "worth a look".

Platform health snapshot

A compact snapshot with **Last 1 hour delivery success**, **Failed deliveries needing review** (with the oldest captured timestamp), and **Failed logins in the last 1 hour**, plus an **Open health console** button. Below that, a **Recent schools** list (most recent first) and **Provider readiness** for WhatsApp and Email.

Onboarding a new school



Console > Onboard school

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

From the console choose **Onboard school**. The form collects the minimum needed to stand up a campus and its first people:

Field	Notes
School name	Required.
Timezone	Defaults to Africa/Johannesburg ; pan-African and global options are available.
Campus close time	24-hour HH:MM (default 17:00). When any learner still on-site is presumed to have left, so the gate doesn't flag them as a late pickup.
First admin name / email	Required — this is the person who will run the school workspace.
First admin temporary password	Leave blank to generate one automatically.
First officer name / email	Optional — both filled or both blank.
First officer temporary password	Leave blank to generate.

Review before commit

Console > Onboard school

School onboarding ← Back to console

Onboard a School

Review the onboarding payload before creating live school and staff records.

Northcliff Primary (Demo Group) SCHOOL
 Africa/Johannesburg
 Campus closes 17:00

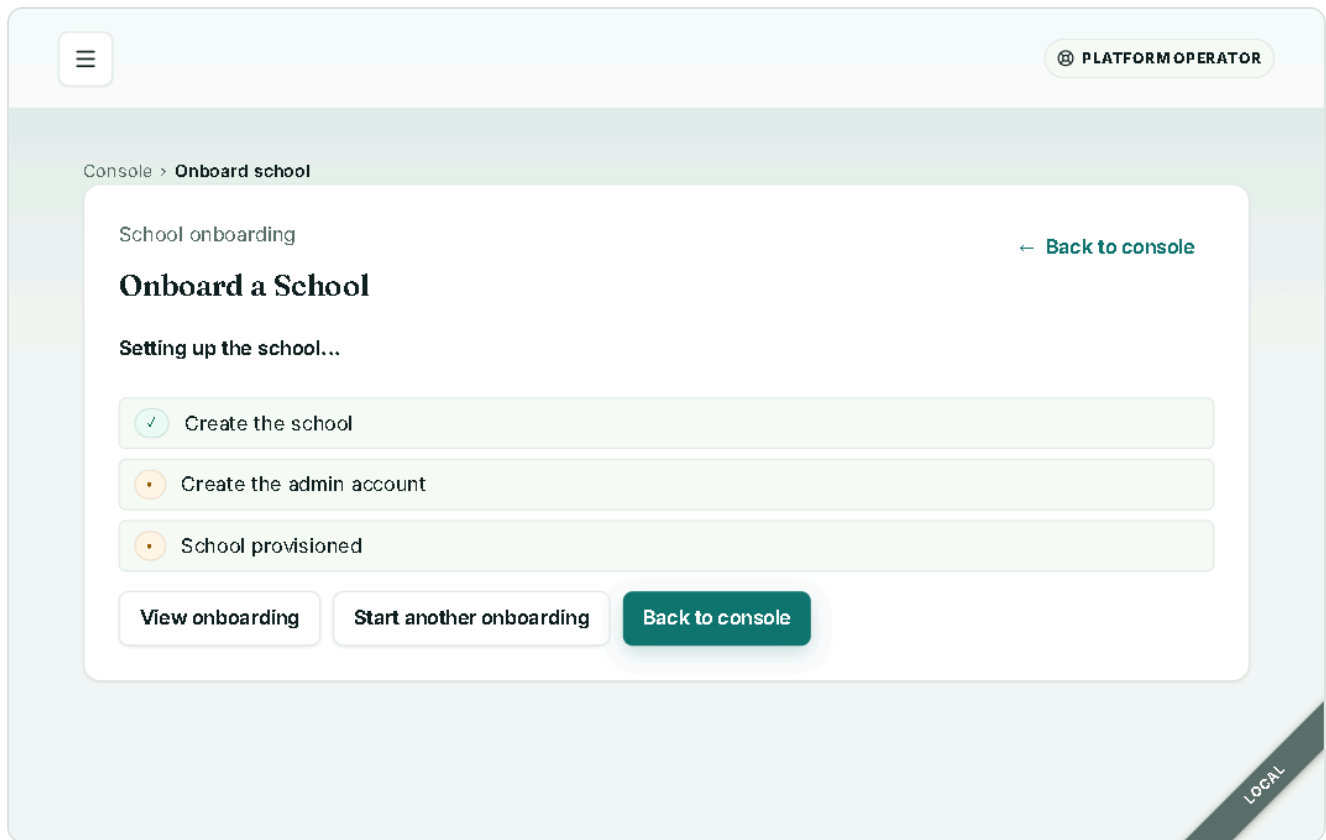
Sarah Adams ADMIN
 sarah.adams@northcliff.example.com
 Temporary password will be generated

Edit Create school

LOCAL

Review onboarding shows a read-only summary of exactly what will be created — the school (name, timezone, campus close time), the admin, and the optional officer — each tagged with whether you supplied a password or one will be generated. The notice reads *"Review the onboarding payload before creating live school and staff records."* Use **Edit** to go back or **Create school** to commit.

The durable provisioning workflow



Creation runs as a **durable Cloudflare Workflow**, so it survives a partial failure rather than leaving a half-built school. The page polls the run every 2 seconds and ticks the steps green in place:

1. **Create the school** ✓
2. **Create the admin account**
3. **School provisioned**

When the run completes, a success note reminds you that **temporary passwords are shown only here, at creation** — they are not stored afterward (only email *hashes* are persisted), so capture them now if you generated them. From the result you can **View onboarding** (the run detail page) or **Start another onboarding**.

If a later step fails, the run is marked **partial_failure** (the school and its visible record stay put for follow-up) rather than silently failing; a hard failure at school creation marks it **failed**.

The Schools list

PLATFORM OPERATIONS

Schools

[← Back to console](#)[Onboard school](#)[Move runs to the durable engine](#)

Choose a school

All

Active

Pending

Disabled

Search schools

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

`/operator/schools` is your roster of every campus. Filter by **All / Active / Pending / Disabled**, search by name or timezone, and jump straight to a school with the picker. Each row shows the school name, timezone, created date, and an onboarding status chip (**Onboarding complete / In progress / Needs follow-up / Failed**). Per-school actions:

Action	Goes to
Overview	The school's operator detail page.
View onboarding	The latest onboarding run (when one exists).
View progress	Inline learners / active learners / classes / staff / last gate activity.
Support	Support tools for that school.
Settings	Operator-side school settings.
Imports	Roster imports for that school.
Suspend / Reactivate	Lifecycle change, guarded (below).

Suspend is deliberately hard to do by accident: you must **retype the school's exact name** to confirm, the same typed-confirmation gesture used for emergency actions. The panel warns plainly — *"Suspending blocks all logins and gate scans for this school."* A disabled school renders neutral, not red; red is reserved for true emergencies.

Cross-school health and partial-failure recovery

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

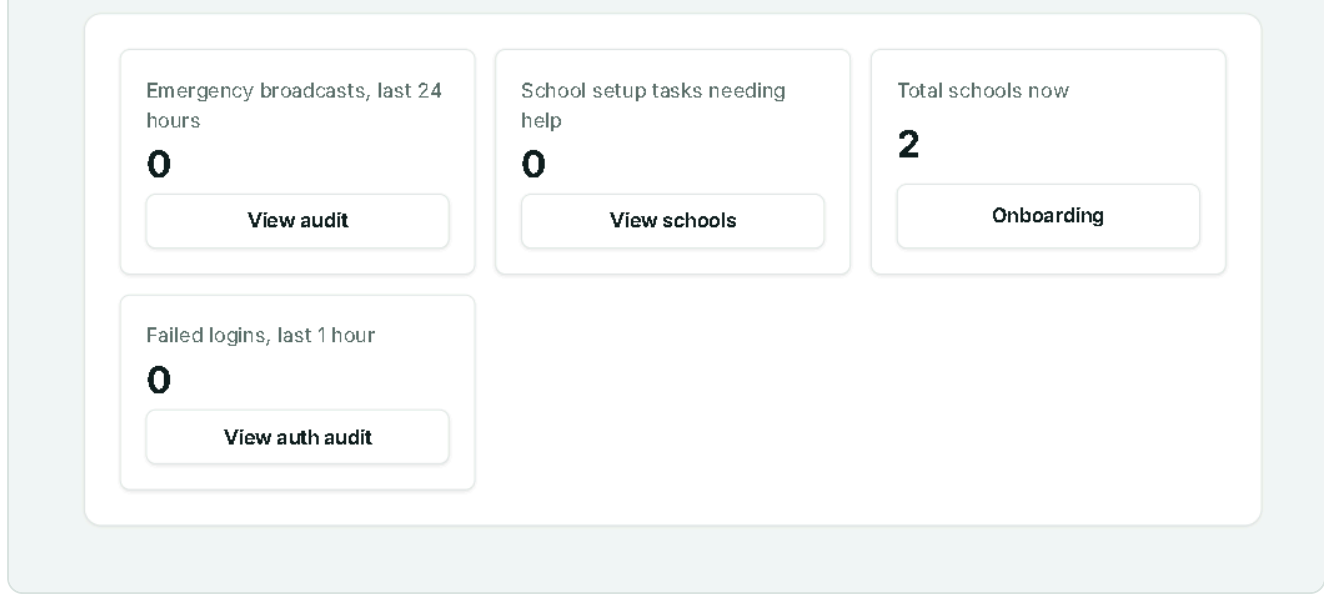
100%

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.



The **Platform health** console (`/operator/health`) is a read-only view of messaging, school setup, account access, and support items. It rolls up four areas:

- **School health** — every school as **Live / Onboarding / Went quiet / Disabled**, with learner/class/staff counts and 7-day delivery rate. "Went quiet" (no gate activity for N+ days) shows amber, never red, and is surfaced first so you can reach out. When a count can't be fetched it says *"Activity temporarily unavailable"* rather than faking a "no activity" reading.
- **Providers** — WhatsApp, Email, and Web Push readiness right now (see below).
- **Deliveries** — success rate over the last 1 hour and 24 hours, failure-reason breakdown, and **Failed deliveries needing review** with a link to the recovery (dead-letter) queue.
- **Other signals** — emergency broadcasts in 24h, open school-setup tasks, total schools, and failed logins in the last hour (each linking to the relevant audit view).

Recovering a stuck onboarding

When a school was created but a follow-up step didn't finish, it appears under **"School setup tasks needing help"** with its failure reason. Confirm the school actually has an admin, then click **Acknowledge** — that clears it from the banner and the list immediately. This is the supervised recovery path for partial-failure runs.

Audit is append-only, enforced by a database trigger. It is not a cryptographic hash-chain / WORM store — state that plainly if a buyer's advisor asks.

Provider readiness and channel honesty

The platform is **honest about which channels are live**. App notifications (web push) and email are the live channels; **WhatsApp and SMS are Preview** and switch on **per school** only once that school's provider is connected. Until then, messages on those channels **silently demote to email** rather than being lost. The console and health views label each provider **Ready / Not configured** so you always know the real state.

Two readiness caveats to keep honest:

- **Web push** is implemented and proven against the RFC-8291 vector in code, but each environment still needs its **VAPID secrets provisioned and a real-device test** before you can claim end-to-end push. (*Per-environment provisioning.*)

- **WhatsApp / SMS** are provider-gated per school and remain Preview until connected. (*Roadmap to live per school.*)

The billable-learner report

Billing is **out-of-app** — finance is handled manually, outside MySentinel. The operator **billable-learner report** (`/operator/billing`) exists only to produce the **informational count** that feeds a manual invoice. It opens answer-first on the **total billable learners** for the chosen month, then a calm per-school table beneath; the school **name** always renders (never a raw ID). You can pick from the current month plus 23 prior, filter by school, search, and **download the CSV** that goes to finance. There is **no amount owed, invoice, or payment surface here** — pricing (~R10/learner/month, negotiable) and channel costs are settled outside the app.

What you will **not** find: a consolidated cross-campus *academic* report. Today only **channel-usage and billing aggregates** exist at the platform level; a roll-up of attendance/marks across campuses is **Roadmap**.

Known polish cracks (honest)

- The report-builder still has a free-text "**Class ID**" box rather than a picker.
- The admin attendance page is currently hardcoded English (the rest of the app is trilingual en/af/zu).

These are cosmetic, tracked, and do not affect the operator flows above — but a guide that hides them wouldn't be doing its job.