Understand status icons and colors

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This guide explains the meaning of the status icons and colors you encounter in the Stella Care app, helping you quickly assess whether a citizen or device requires attention.

How the status icons work

The status icons give you a quick overview of the device’s condition. Each color represents a specific status:

Green

Everything is functioning normally.

Yellow

The device has a low battery and should be charged soon.

Grey

The device is offline. This may mean it is turned off, has no connection, or has run out of battery.

Red

The device is outside the geofence. The citizen may be outside the designated safe area.

Green with lightning icon

The device is currently charging.

These icons appear under Departments, Devices, and on the citizen’s page, making it easy to get an overview no matter where you are in the app.

Tips

- React quickly to red and grey statuses, as they may indicate critical situations.
- Yellow status icons are usually not urgent, but it’s a good idea to charge the device to prevent it from going offline.

- If a device has been offline for a long time, try calling the device or tracking it to get an updated status.

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