View a citizen’s devices

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This guide explains how to view the devices associated with a citizen in the Stella Care app, and what information you can see for each device.

How to view a citizen’s devices

1. Go to **Departments** in the app.
2. Select the department the citizen belongs to.
3. Tap the citizen’s name to open their page.
4. You will now see a list of all devices linked to the citizen.

For each device, you can see:

- Device name
- Device ID number
- Battery level
- Status icon indicating whether the device is outside the geofence, offline, charging, has low battery, or is functioning normally

What you can do from the citizen’s device list

When you tap a device, you get access to:

- **History** via the clock icon
- **Tracking** via the Find GPS button
- **Device settings** via the settings icon

The list of the citizen’s devices is automatically sorted by status.

Devices with critical statuses appear at the top so you always see the most important ones first.

Tips

- Use the status icons to quickly assess whether the citizen’s devices are functioning properly.
- If a device has low battery or is offline, you can go directly to tracking or calling from the same screen.
- If the citizen has multiple devices, you can switch between them by tapping the desired device in the list.

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