



MWI's IoT platform adopts a Tree Diagram hierarchy.

Every group will have their own users, devices, and alert recipients assigned to the group. Users in a higher group hierarchy will see the devices in their own group and the rest of the groups below it.

E.g. Users assigned to *Changi* group can see the devices in *Changi*, *Level 1*, and *Level 2* groups. But they cannot see devices in *DHL* group.

Alert recipients are independent and separate entities from users. **Alerts are not sent to the users. They are sent to specified recipients.**

An individual must be registered as an alert recipient in the particular group where the devices that they want to receive alerts for is in.

If Peter wants to receive alerts for devices in *Woodlands* and *Jurong* groups, he must be registered in both *Woodlands* and *Jurong* groups.

The system is designed this way as managers who needs to login to the dashboard will typically have one user account and the on-ground staff who needs to rectify issues does not need a user account to login to the dashboard. They just need to receive the alerts and resolve the issue.