

SIGNALS INTO SERVICE

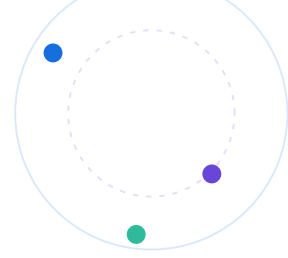
INSTALLATION AND SUPPORT RUNBOOK

TUTELA CRAWLit v194 - for David, from ADD USER to a completed self-service handover

Two applications, two jobs

Use **admin.tutelacrawlit.com** only to manage client accounts. Use **app.tutelacrawlit.com** for each client's private daily workspace. User administration must never appear inside your own personal workspace.

A customer in any supported country must be able to complete the normal guided installation without David travelling to the site. Use this runbook for release checks and exceptional support.



ADD USER

Create the account before the customer begins. This is the first section of the runbook.

1. Open the separate Admin app

Go to **admin.tutelacrawlit.com** and sign in with the owner username and password. Only the owner account is accepted on this address.

2. Enter the client's details

Enter the client or company name, a simple unique username and an email address the client can open during the visit.

- Read the email address back to the client before continuing.
- Use a username that is easy to type but does not expose unnecessary personal information.

3. Create one private workspace

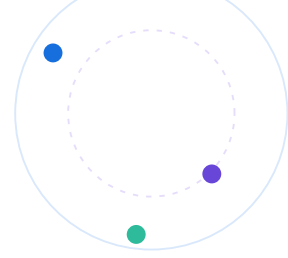
Press **Create private workspace** once. The account is isolated from your workspace and from every other client.

- Every new user starts with temporary password **1234**.
- The client must choose a new password at first sign-in.
- Passwords are stored only as salted hashes, never as readable text.

4. Confirm the invitation

The welcome email contains **app.tutelacrawlit.com**, the username, temporary password 1234, the first-change instruction and the current user manual as an attachment.

- If the message is delayed, check Spam or Junk, verify the address, then press **Send access email**.
- Do not create a duplicate user because an email is late.



Prepare the customer handover

Provide one obvious download and retain a separate verified fallback copy.

Keep the installers in two approved places

Provide the current v194 Mac, Windows and Linux installers through the official download page and retain the complete v194 Memory Stick folder as the offline support copy.

- Mac: TUTELA-CRAWLit-Install-Mac.command
- Windows: TUTELA-CRAWLit-Install-Windows.bat
- Linux: TUTELA-CRAWLit-Install-Linux.sh

Confirm the build

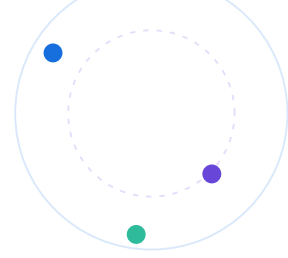
The pack number must match the build shown by your own TUTELA CRAWLit app. Never downgrade a working client with an older file from Downloads.

Tell the client what to have ready

Ask for the main computer and its login password, the client's phone, access to their email, and the official accounts they have chosen to connect.

The password rule

The client types every computer, email, platform and two-step password on their own keyboard or phone. You point; they type. Never copy a client's password into notes or messages.



Install the engine

The guided installer uses the customer's selected language and prepares the local helper and connections.

Mac

Unzip the Mac pack. Right-click **TUTELA-CRAWLit-Install-Mac.command**, choose Open, then confirm Open. This is the normal one-time approval for an unidentified developer.

Windows

Unzip the Windows pack and double-click **TUTELA-CRAWLit-Install-Windows.bat**. If Windows shows a blue protection panel, choose More info, then Run anyway.

Linux

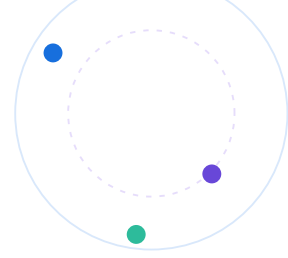
Unzip the Linux pack. Open the file's Properties, enable **Allow executing file as program**, then double-click **TUTELA-CRAWLit-Install-Linux.sh**. Ordinary customers are not expected to type Terminal commands.

If Node.js is requested

Use the official Node.js page opened by the installer, install with normal defaults, then return to the installer and let it continue. Do not close the installer window.

Wait for completion

The installer creates or updates one TUTELA CRAWLit app, installs the local engine and opens Setup. It must not create numbered or duplicate apps.



Verify before signing in

Do not connect client accounts until the installation itself is green.

Run System Check

In Setup, confirm the engine and page both report build 194, the background service is running and settings can be saved.

Check the one-app rule

Open TUTELA CRAWLit from Applications, the Start menu or the Linux app launcher. Setup and Guide open from inside TUTELA CRAWLit; they are not separate client apps.

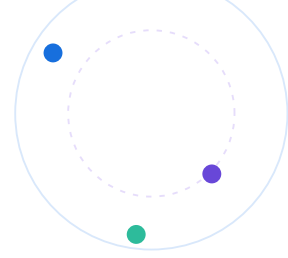
Protect existing installations

Before an update, the installer must create and verify a dated archive in the customer's visible **TUTELA CRAWLit Backups** home-folder directory. **LATEST.txt** identifies the newest archive. Confirm messages, settings and connections before and after installation; never delete Application Support, Local App Data or the Linux data folder to solve an update problem.

- Mac uses a verified ZIP recovery point.
- Windows uses a verified ZIP recovery point.
- Linux uses a verified tar.gz recovery point.
- A failed backup verification must stop the update before files are replaced.

Company computers

If company policy blocks downloads, startup items or browser extensions, record the exact message and involve the client's IT contact. Do not weaken security controls.



Complete the first sign-in

The client owns the password-change step.

Open the invitation

Open the welcome email and press **app.tutelacrawlit.com**. Enter the supplied username and temporary password **1234**.

Let the client choose the password

Turn the screen toward the client. They enter and confirm a private password of at least eight characters. Do not ask them to tell you and do not save it in your notes.

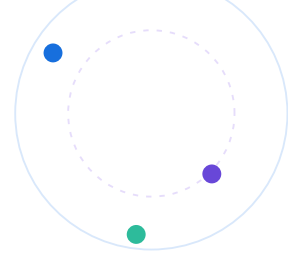
Confirm the correct workspace

Check the account name before connecting anything. A client must see only their own Board, messages, contacts, settings and connections.

- There is no calculator-style four-digit lock.
- There is no ADD USER or user-management control in the client's workspace.

If sign-in fails

Check the username exactly. If 1234 has already been changed, use the Admin app to reset the account; do not create another user.



Connect email and WhatsApp

Connect one source at a time and prove it works before moving on.

Email

Inside the client's Setup or Connections area, choose Add an inbox and enter the address. When the provider requires an app-specific password, guide the client to the provider's current security settings and let the client type it.

- A normal account password may be rejected when two-step security is enabled.
- Watch for accidental spaces when pasting an app password.
- Run Test connection and wait for the green result.

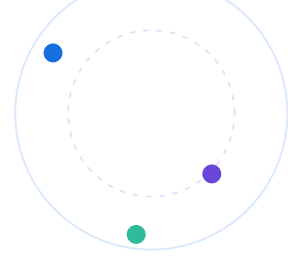
WhatsApp

Open the WhatsApp setup from the client's workspace. On the client's phone go to WhatsApp, Settings, Linked devices, Link a device, then scan the QR code.

- Wait until TUTELA CRAWLit says WhatsApp is live.
- If the linked-device limit has been reached, the client chooses which old device to remove.

Test with real traffic

Send one safe test email and have a trusted person send one WhatsApp message. Confirm each appears in the correct client's feed.



Configure real in-app calling

The call button becomes an in-app voice call only after the client's own approved calling account is ready.

Normal and WhatsApp voice calling

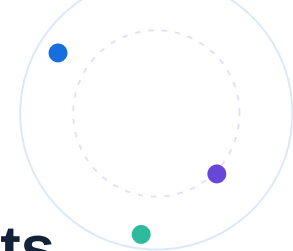
In Connections, open Incoming calls inside TUTELA CRAWLit. Save the client's Twilio Voice account, API key, TwiML App and calling number. Put the displayed incoming address on the Twilio phone number. Put the shared call-control address on the TwiML App, then connect the approved WhatsApp sender's Voice Endpoint Configuration to that same TwiML App.

- Use a separate business number unless the client deliberately wants to migrate an existing WhatsApp account.
- Run a real incoming and outgoing test call; confirm microphone permission, Accept, Decline and call waiting.
- On a phone, confirm Phone call, WhatsApp call and Teams meeting are all present in More.

WhatsApp Business voice

The client's WhatsApp sender must be approved for messaging and activated for Programmable Voice. Save that sender in the WhatsApp Business calling number field. The contact must grant WhatsApp call permission before an outbound business call.

- Open call in WhatsApp is always offered and uses the official contact screen; Twilio is not required for that route.
- When Twilio is ready, the same picker also says Call inside TUTELA CRAWLit - Twilio.
- Test both choices with one real contact. It must never show an invalid call link.
- WhatsApp video remains in the official WhatsApp app.



Connect Facebook, Instagram and alerts

Browser add-ons read only the client's own signed-in browser tabs on that computer.

Load the Facebook add-on

In Chrome open `chrome://extensions`, switch on Developer mode, choose Load unpacked and select TUTELA CRAWLit / Browser Add-Ons / TUTELA-CRAWLit-Facebook-Reader.

Load the Instagram add-on

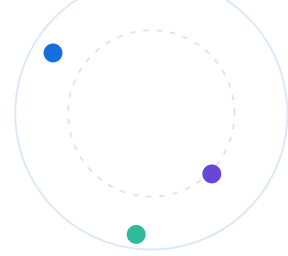
Repeat with TUTELA-CRAWLit-Instagram-Reader. Open `facebook.com` and `instagram.com`, let the client sign in, and leave both tabs open while testing.

Check the identity

Return to TUTELA CRAWLit and confirm the connection cards show the expected names. Verify at least one recent real item before continuing.

Test alerts

Choose the alert channel the client wants and send a test. The invitation email address is an account contact address; it does not automatically become every alert destination.



Set up the phone and language

Leave the client with one simple way to reopen the same private workspace.

Open the phone app

Go to app.tutelacrawlit.com on the phone and sign in with the client's username and new password. You may instead use the one-use QR from a trusted signed-in screen; it expires after ten minutes and contains no password.

Install the icon

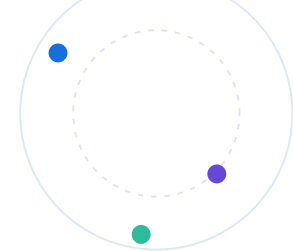
On iPhone or iPad choose Share, then Add to Home Screen. On Android choose Install app. Open the icon once and confirm the Board loads.

Confirm the permanent top context

The live clock and place and Language must remain visible in the top bar on both the computer and phone. Press the clock to confirm Automatic or choose the client's country and region. These controls must not require More or Settings.

Choose the working language

English is the first and default choice. Let the client use Language in the top bar and select English, Italian, Spanish, French, Chinese, Japanese, Portugal Portuguese, Brazil Portuguese or Arabic. Confirm Arabic right-to-left layout. Names, handles, links and stored source text remain untouched; a foreign-language item keeps the original and shows a labelled translation after the customer enables the disclosed translation service.



Teach the daily routine

The client performs each action while you verify the result.

Teach Personal notes

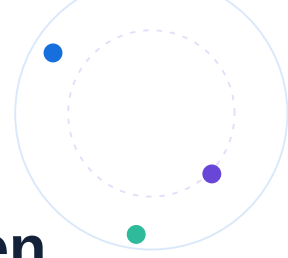
Open Personal notes from the computer header and the permanent Notes tab on the phone. Create a harmless test note, include one actual contact, choose only a route that really exists, review the prepared reminder and press Send.

- Today's Agenda must record it as Sent reminder without counting it as a new request.
- Attaching a contact never sends automatically.
- Notes and links remain inside that client's private workspace.

Teach the core actions

Have the client perform the actions themselves.

- Done removes handled work from active views without deleting saved history.
- Use the four trays and show how repeated moves teach the system.
- Choose three important people, then tap the permanent Priority star on the phone.
- Open Agenda and explain that it contains proper contact requests, not likes, promotions or automated notices.
- On the phone, swipe right for Done and left for See later.



Do not conclude until every line is green

A complete remote or local handover is faster than a support call the next day.

Installation

Build 194 is shown, Setup is green, there is one app, and the service returns after one computer restart.

Incoming sources

A new email and WhatsApp message appear. Facebook and Instagram show the correct account and recent items when those sources are part of the visit.

Actions

The client opens a conversation, confirms older saved messages are present after restart, replies where supported, changes priority, uses a tray and marks a test item Done. Save a Personal note, link an actual contact, send a reviewed reminder through an available route, then confirm Today's Agenda shows Sent reminder without adding a new request. Open Agenda and confirm it excludes an irrelevant like or promotion. Confirm the top clock/place and Language selector remain visible on both phone and computer. The phone and computer stay in sync.

Single-platform view

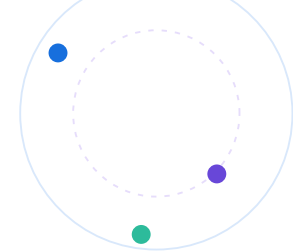
On the computer, select one connected platform. Confirm the TUTELA CRAWLit feed keeps 55 per cent of the working area and the real official platform opens in one reusable right-side browser dock. Allow the pop-up once if asked. On phones it opens in a normal tab without overflow.

Access

The Home Screen icon opens the correct workspace. The client can sign out and sign in again with their new password.

Handover

The client has the invitation and user manual. Record the date, device, connected sources and any unfinished external approval - never passwords, tokens or two-step codes.



If setup needs support

Repair the existing account and installation before considering any replacement.

Invitation missing

Check Spam or Junk and the email spelling, then use Send access email in the Admin app. Do not create a duplicate account.

App page will not open

Confirm the computer is online and open app.tutelacrawlit.com directly. Check the local engine in Setup when a connected source needs it. Re-run the current installer if the service did not survive a restart; it preserves settings and data.

Wrong or empty workspace

Stop and verify the username. Sign out before retrying. Never connect accounts until the correct client name is visible.

Email or WhatsApp will not connect

For email, create a fresh app-specific password and remove spaces. For WhatsApp, raise screen brightness and check the phone's linked-device limit.

No Facebook or Instagram items

Check that both extensions are enabled, both website tabs are open and signed in, then reload those tabs once.

DNS_PROBE_FINISHED_NXDOMAIN

Confirm the spelling and test the same address on another device or network. If it works elsewhere, the client's computer or router has probably cached an earlier 'address not found' answer. Wait a few minutes and fully restart the browser. If Chrome still fails, open <chrome://settings/security>, turn on Use secure DNS and select Cloudflare (1.1.1.1). Treat this as an optional recovery step; do not change every client's DNS by default.

External approval is pending

Record the exact provider message and leave the existing account in place. Continue later from the same workspace; do not create a replacement.