

SIGNALS INTO FOCUS

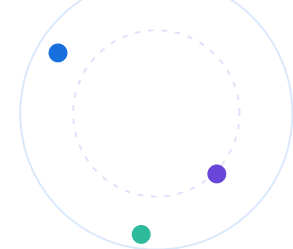
TUTELA CRAWLit

User manual - version 194

One private place for messages, notes, mentions, email, priorities,
conversations and calls.

The two addresses to remember

Open your private daily workspace at **app.tutelacrawlit.com**. The owner creates and manages client accounts separately at **admin.tutelacrawlit.com**.



Start here

TUTELA CRAWLit now has a clear split between daily work and account administration.

If you received an invitation email

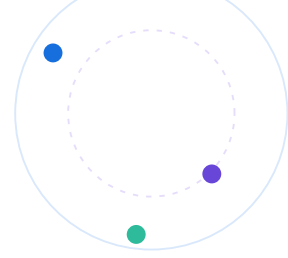
Open the app link in the email, enter the username shown there and use temporary password 1234. You will choose your own password before the workspace opens.

- Keep the invitation until your first sign-in is complete.
- Your new password must contain at least eight characters.
- Only you should type and know the replacement password.

If you are the owner

Use app.tutelacrawlit.com for your own messages and connected platforms. Use admin.tutelacrawlit.com only when you need to create, disable, enable or reset a client account.

- Client controls do not appear inside your personal workspace.
- The old four-digit calculator-style lock has been removed.



Sign in and protect your account

Your username and password protect the complete workspace on computers, phones and tablets.

First sign-in

A new client starts with password 1234. TUTELA CRAWLit immediately asks for a new private password and does not open the workspace until that change is complete.

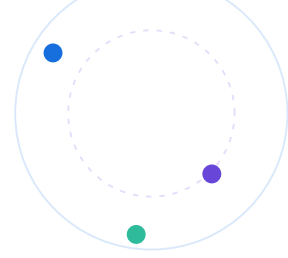
- Use at least eight characters.
- Do not reuse a password from email or a social network.
- TUTELA CRAWLit stores only a salted, non-reversible password hash.

Later sign-ins

Open app.tutelacrawlit.com and enter your username and chosen password. A signed session selects your workspace automatically; there is no workspace picker.

Changing or resetting a password

Use the key button in the app to change your own password. If a client forgets it, the owner can reset the account to 1234 in the Admin app. That reset signs out existing sessions and requires another private change.



Your daily workspace

TUTELA CRAWLit opens with the Board, giving you the whole working day in one view.

The fixed command area

The live time and place, Language and essential status controls remain visible in the top bar while the working content moves beneath them. Open the dark-blue left menu for the other tools, then collapse it to return the space to the Board.

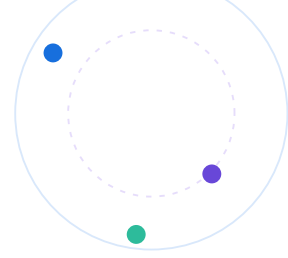
- Press the clock and country to choose another place or return to Automatic.
- Use Language beside it; neither control is hidden in More or Settings.
- The expanded menu has its own close button and never covers the only way back to the feed.

Platform choices

Open All messages for the unified feed, or choose a connected platform from the left menu. Only successfully configured platforms appear in the working menu; view-only sources are lighter and open the official app or website.

Board and Dashboard

The Board arranges work into useful columns. The Dashboard gives totals, connection status and recent activity. Both use the same live workspace data.



Language and the live platform view

English opens first. You can then change the complete customer journey without changing the stored source information.

Language

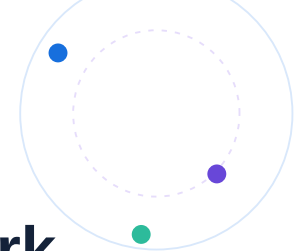
Use **Language** in the permanent top bar and select English, Italian, Spanish, French, Chinese, Japanese, Portugal Portuguese, Brazil Portuguese or Arabic. TUTELA CRAWLit remembers the choice and immediately updates menus, panels and relative times; Arabic uses right-to-left layout.

- People's names, handles, addresses, links and media stay exactly as received.
- When a received item uses another language, the original remains visible and a clearly labelled translation appears in the same item after the customer has enabled the disclosed translation service.
- Choose English again at any time to return to the default.

Work beside the official platform

Select one platform on a computer to keep its TUTELA CRAWLit feed at 55 per cent and reserve 45 per cent on the right. The authorised official service opens as one reusable browser dock, where it can be scrolled and used normally.

- Official networks block secure embedding inside other pages, so the dock is a real browser window rather than a copy.
- Allow the pop-up once if the browser asks.
- On a phone, the official service opens in a normal tab so the TUTELA CRAWLit page never overflows.



Agenda, priorities and unfinished work

The Agenda shows proper requests from recognised contacts. Everything else remains safely available in its normal feed and history.

Agenda Today

Open Agenda to see actionable requests from contacts together with requests that still await a reply. A reminder you deliberately send from Personal notes appears separately as **Sent reminder**, so you can see what went out without mistaking it for a new incoming request. Likes, reactions, promotions, receipts, automated notices and general posts do not enter the Agenda.

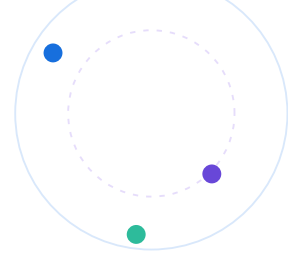
- Agenda filtering does not delete or mark any message Done.
- Use the platform feeds whenever you want the complete saved activity.

My priority list

Mark the people and groups that matter. On a phone, tap the permanent **Priority** star in the bottom bar. Priority follows their activity across the places where TUTELA CRAWLit can identify them.

Awaiting reply

Messages you sent remain here until an answer arrives. Dismiss only the entries you no longer need to follow.



Read and organise messages

Every working view uses the same actions, so you do not need to learn a different routine for each platform.

Arrangement

Arrange activity per day, by person or group, importance, message type or native platform. Per day creates clear date bands, newest day first, with the newest message first inside each day. You can remove a whole visible group when it is no longer useful.

Open a conversation

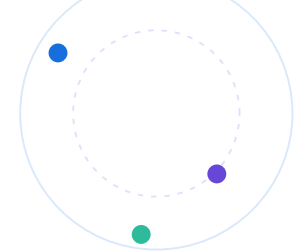
Press an item to open its conversation inside TUTELA CRAWLit. The window shows the source, sender and the saved past together with the current exchange.

Past messages survive

Restarting or updating TUTELA CRAWLit reloads the durable saved history across platform views, contacts, priorities and conversations. The browser is not limited to the newest 300 records.

Reply, Done and Remove

Reply where the connected source supports it. Done clears completed work from the active view but does not delete its saved history. Remove hides an unwanted item or group. These actions stay with the item in feeds, the Board, Agenda and notifications.



Contacts and new conversations

People selectors use real information from the sources you have authorised.

Where names come from

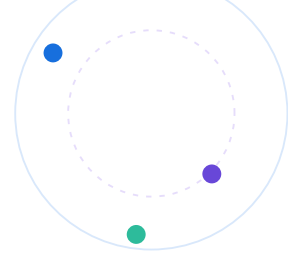
TUTELA CRAWLit combines Mac or iCloud Contacts, linked WhatsApp identities, connected email correspondents and people or groups found in authorised platform activity. Each source is labelled.

Start a message

Press New message, search for the person and choose an available route such as email, WhatsApp or Messages. Review the destination before sending.

No invented directory

A platform that does not provide a private contact book contributes only the people and groups visible through its authorised activity.



Personal notes and reminders

Keep private context close to the work, then decide whether a real contact should receive a reminder.

Open Personal notes

Use **Personal notes** in the computer header or the permanent **Notes** tab on a phone. Notes belong only to the signed-in workspace and are stored with that client's private data.

- Give the note a short title and write the detail in your own words.
- Saving a note never sends anything.

Include a contact

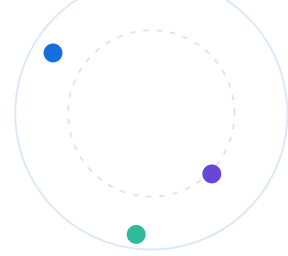
Press **Include contact** and choose from actual contacts and correspondents already available to the account. TUTELA CRAWLit does not invent people or communication routes.

- A contact may offer SMS, WhatsApp, email, or only the routes actually known for that person.
- Names and note text remain exactly as entered.

Prepare and review the reminder

Press an included contact, choose an available route, and TUTELA CRAWLit opens the normal message composer with the note title and text prepared. Review the person, destination and wording, then press **Send** yourself.

- Nothing is sent automatically when you attach or press a contact.
- After a successful send, Today's Agenda records it as **Sent reminder**.
- The sent reminder does not increase the count of new requests or waiting replies.



Calls inside TUTELA CRAWLit

Phone, WhatsApp and Microsoft Teams have separate doors at the top of the computer app and in More on a phone.

Phone calls

Choose a real contact, review the number and press Call. When the client's calling service is connected, the call remains in a floating TUTELA CRAWLit window so the rest of the page stays available.

WhatsApp voice calls

Choose a real contact. **Open call in WhatsApp** is always available and opens the official contact so you can press WhatsApp's own call button. When the client's approved WhatsApp Business Calling sender is connected and the contact has granted call permission, **Call inside TUTELA CRAWLit - Twilio** appears as a second choice and keeps the voice call in the floating app window.

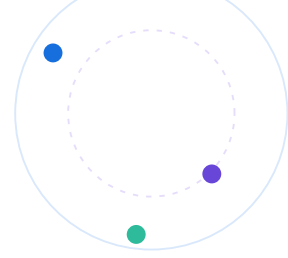
- Twilio is optional for the normal Open call in WhatsApp route.
- WhatsApp video calls open in the official WhatsApp app.
- TUTELA CRAWLit never opens an invalid call link or pretends a call has started.

Teams meetings

Select one or more people, review how each invitation will be delivered, then create the meeting and send the links once.

Permissions and call waiting

The browser asks for microphone access on the first voice call and camera access for video. A second incoming call appears in a waiting window with accept, decline and reviewed message options.



Connect your own sources

Each workspace has its own connections, credentials and data. One client's setup never changes another client's workspace.

Open Connections

Use Connections from your workspace and follow one section at a time. Start with the source you use most.

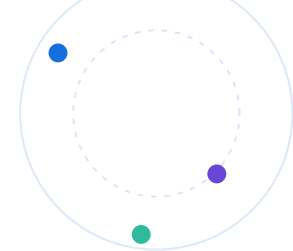
- Email, Messages / SMS and WhatsApp
- Facebook, Messenger and Instagram
- LINE, Telegram, X, YouTube comments and Discord
- Microsoft Teams, Weixin / WeChat, WeCom, LinkedIn, TikTok / Douyin, Snapchat and other platforms where authorised

Platform sign-in

When a network supports OAuth, its own sign-in page handles the account password and confirmation. TUTELA CRAWLit does not ask you to reveal the network password.

Check the result

Wait for the connection to show as working, return to the app and confirm that the correct account name and real recent activity appear. A source with limited access stays view-only and opens the official item; an unconfigured source stays hidden.



Alerts and notifications

TUTELA CRAWLit can notify you without changing the order of work inside the Agenda.

In-app notifications

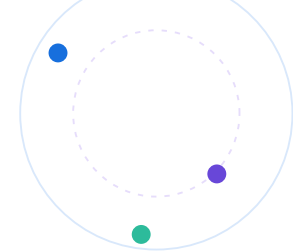
Use the bell for recent alerts. Opening an alert takes you to the related item.

Email and WhatsApp alerts

These are delivery destinations, not data sources. Configure them in Connections, send a test and keep the successful result visible before relying on them.

Email inbox versus email alert

An email inbox brings messages into TUTELA CRAWLit. An email alert sends a notification out. They can use different addresses.



Use TUTELA CRAWLit on a phone or tablet

The responsive workspace is the same private system, not a separate simplified product.

Direct sign-in

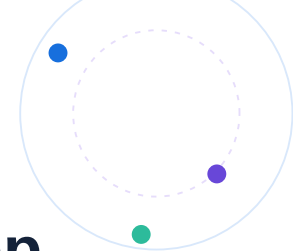
Open app.tutelacrawlit.com on the device and sign in with your TUTELA CRAWLit username and password.

Pairing QR

When already signed in on a trusted device, press the phone button to create a one-use pairing link. The code expires after ten minutes and never contains your password.

Add to the Home Screen

Use the browser's Add to Home Screen or Install app command. The icon then opens TUTELA CRAWLit like an app while still receiving verified updates from the engine.



Owner guide - the separate Admin app

Only the owner uses admin.tutelacrawlit.com. It contains account controls and no personal platform feed.

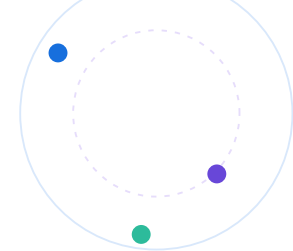
Create a client

Enter the client or company name, choose a username and provide the client's email address. Press Create private workspace.

- A separate engine, data folder, settings and credentials area are created.
- The invitation email includes the app link, username, temporary password 1234 and first-sign-in instructions.
- The current manual is attached to that email.

Manage an account

Use Send access email to resend the welcome information. Use Reset to 1234 when a password is forgotten. Disable blocks access and signs out sessions; Enable restores the same private workspace without deleting its data.



Updates, backups and recovery

An update must preserve the working installation and stop safely if its recovery copy cannot be verified.

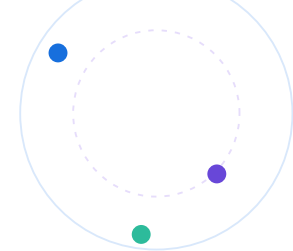
Verified recovery before an update

Before replacing program files, the v194 desktop installer creates a dated archive of the existing installation and verifies that it can be read.

- Mac, Windows and Linux users find it in the visible **TUTELA CRAWLit Backups** folder in their home folder.
- **LATEST.txt** identifies the newest recovery point.
- The archive contains the existing program, settings, connections, credentials and saved history.
- If verification fails, the installer stops before updating.

Release rollback copy

Keep the separate **TUTELA CRAWLit v193 - Memory Stick** folder unchanged. It remains the complete previous-release rollback package while v194 is being verified.



Privacy and troubleshooting

The most important rule is simple: work in the account that belongs to you and connect only sources you are authorised to use.

Private separation

The server derives the workspace from the signed session. A client cannot choose another workspace, and private child engines listen only on the main computer.

If sign-in fails

Check the username carefully. A new client uses 1234 only until the first password change. After five failed attempts, wait one minute before trying again.

If an invitation does not arrive

The owner should check the email address, confirm Email alerts are configured and working, then press Send access email again in the Admin app.

If a platform is empty

Open Connections in that user's workspace, check the relevant source and confirm the platform account name. Do not create another user to repair a connection.

If the browser shows `DNS_PROBE_FINISHED_NXDOMAIN`

Wait a few minutes, fully quit the browser and reopen it. The computer or router may have cached an earlier 'address not found' answer; this does not normally require a Cloudflare change. If the address works elsewhere, use the network's approved DNS support route.