

MyLoneWorkers

Quick Start Guide



A Lone Worker management system

A LITTLE BIT ABOUT MYLONEWORKERS

MyLoneWorkers is an innovative worker tour monitoring system which helps companies manage their workers remotely in real-time and get full control over the worker tours accomplished in any location worldwide.

*“ Safety is a small investment
for a rich future. ”*

MyLoneWorkers system relieves workers from daily time consuming processes such as filling paper reports and making repetitive phone calls to the Monitoring Center that provoke confusion and misunderstandings.

The whole procedure is defined by strict guidelines and simple actions to take. Workers can quickly send incidents reports, implement tasks and any other worker service by taking advantage of the last innovations in technology.

*“ Prepare and prevent
Don't repair and repent. ”*

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How to login to the Web & Mobile app?

You can login to the Web app (<https://app.myloneworkers.com/>), using the credentials that you have received in your email upon account creation.

The Mobile app is used by the Workers to complete schedules and report anything that comes up during their shift.

Your Workers need to download the mobile application on their smartphones which can be found on the below links:



The Workers' credentials can be found on the Web app, under "Company" -> "Workers"

How to setup Web app Users?

The Web app is used by the managers (Users) in order to manage the employee's patrols, create their schedules and export reports.

Users can also be set to receive workers' SOS alerts and schedule reports via e-mail.

You can access the Users panel by clicking on the top left "Company" tab and selecting "Users". You can "Add" as many Users you want and create unique credentials for each one of them.

How to generate/assign and print Checkpoints?

MyLoneWorkers offers 4 checkpoint types: QR-Codes, NFC tags, Beacons and Virtual Checkpoints.

You can find all available checkpoints by navigating to “Company” and pressing “Checkpoints”; there is no limitation on the number of checkpoints you can have in your account.

QR-Codes can be quickly created through the web app, by pressing “Add QR-Code” button. To print a QR-Code you have created, just select it, press “View QR-Code” and “Save” or “Print” it.

NFCs can be easily assigned to the web app by following this user guide:
<https://www.myloneworkers.com/blog/how-assign-checkpoints>

For more checkpoint types and a quick comparison between them, you can check the following blogpost: <https://www.myloneworkers.com/blog/checkpoint-comparison>

How to create Clients/Sites?

You can create unlimited Clients & Sites through the “Clients” menu in the Web app, by pressing “Add”.

After a Client is added, you can add their Sites through the right panel and you can also assign as many checkpoints you wish to each Site, by selecting it and pressing “Manage Check Points” – this will help the system associate Scan, MMEs and Incident events to particular Sites later on!

How to create Incidents for my Workers to report?

Incidents can be predefined through the web app based on your needs & experience; this allows your Workers to quickly report them when needed!

The list can be created through the Web app by the user, by navigating to Company Incidents and pressing “Add”.

How to create Schedules for my Workers?

Users can create Schedules for the workers to follow to ensure they are located in the right place at the right time.

You can create a schedule by navigating to "Routes" -> "Schedules" and pressing "Add" on the top right; you need to define the Workers and checkpoints that will be involved in the schedule, as well as the time period your Workers will scan each checkpoint in order for the Schedule to be completed.

How can I perform a tour as a Worker?

After logging in to the mobile app the main patrol screen appears, which contains 4 main buttons. You can Scan a checkpoint, send an MME (with images, video, text, signature), submit an Incident from the predefined list or send an SOS alert by pressing the respective button.

All events sent by the mobile app are submitted in the web app in real time (i.e. via WiFi or mobile data), but even if there is no adequate internet connection at the time, they will be stored locally and will be sent later on, when the internet connection is established.

How can I see the submitted events in the Web app?

As a Web app User, you can see all submitted events from the Workers in the "Events" Browser (the main screen of the web app) by making use of the various available filters on the left panel (e.g. Worker, Date, Client filters).

After applying the desired filters, the relevant events will appear in the right part of the screen under "Events" panel, along with the date/time they were submitted and the Workers' details & location at the time they were performed.

You can quickly export an events report (that will contain all events based on the filters you have applied) through the same screen, by pressing the "Export to Excel/PDF" buttons at the bottom left of your Events Browser.

Additional resources

- ✓ Complete User Guides: <https://www.myloneworkers.com/user-guides>
- ✓ How to guides: <https://www.myloneworkers.com/how-guides>
- ✓ FAQs: <https://www.myloneworkers.com/frequently-asked-questions>

Do you want to get as much value from your investment in MyLoneWorkers as possible?

Take advantage of our structured Training Packages now!

For more info visit here:

<https://www.myloneworkers.com/blog/support-services-startup-training>
and contact us at info@myloneworkers.com to discuss your unique training requirements.

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