

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.* ”

CONTENTS

What is MyLoneWorkers?	3
Login to the Web app	3
Login to the Mobile app	4
Set up web app Users	5
Generate/assign and print Checkpoints	6
Create Clients/Sites	7
Incidents reporting	8
Create Schedules for the Workers	9
Perform a tour as a Worker through the Mobile app	10
Check all the submitted/sent events through the Web app	11
Additional resources/guides	12

What is MyLoneWorkers?

MyLoneWorkers is a cloud-based workforce management solution (SaaS) for Worker tour management and can be used by any company that wants to get real-time information about their employees and sites. The system can reduce or even prevent risks related to sites and workers.

Since MyLoneWorkers uses cloud technology, there is no need to install software.

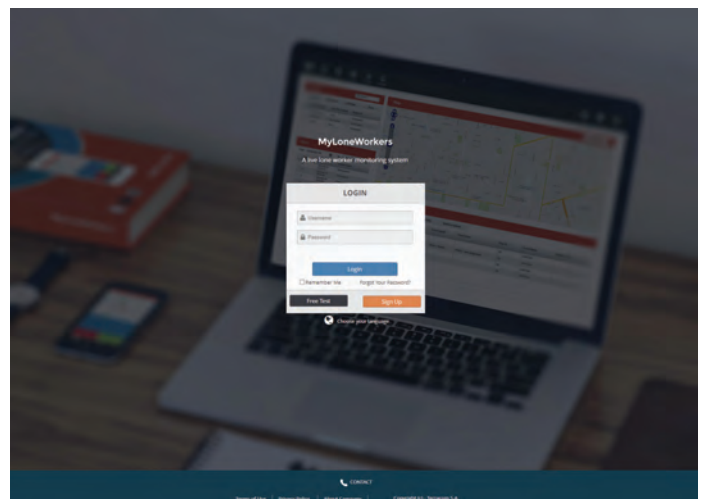
MyLoneWorkers consists of two main components (**Web Application and Mobile Application**), in order to optimize the way tours/tasks are performed by the Workers.

- ✓ **the Web application** is used by Users/managers in the monitoring center, to track, and manage the employees, their daily routes/tasks in real-time, and to export many kinds of reports.
- ✓ **the Mobile application** is used by the Workers to perform their tours / inspections on the field, by scanning the checkpoints that are placed on the locations of interest, sending MME and(or) any Incident event.

Below, you will find some basic account setup instructions/steps in order to help you get started with the system.

Login to the Web app

You can login to the Web app by visiting the (<https://app.myloneworkers.com/>) page and by using the credentials (**Username/Password**) that you have received in your email upon account creation.



Login to the Mobile app

Your Workers need to download the **MyLoneWorkers Mobile application** on a smartphone device (Android or iOS). You can use the below links:



Minimum specifications for mobile devices

a) for Android: Android version 5.0 and above

For fingerprint functionality Android version 6.0 and above

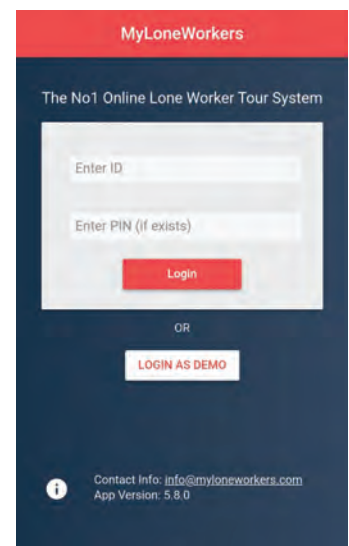
b) for iOS: iOS version 11 and above

After downloading the app, they will be asked to fill in their unique **Worker ID** and PIN (if exists) and just by pressing the “Login” button, they will be able to start their tour.

The **Workers’ IDs** can be found on the Web app, under “**Company**” -> “**Workers**” tab.

Through this app, they can simply submit different types of **Events** like (**Scan**, **Incidents**, and **MME**) and send them in real-time to the Web app. The Worker has also the ability to press the **SOS** button in case he is in an emergency, in order for the manager to be informed asap.

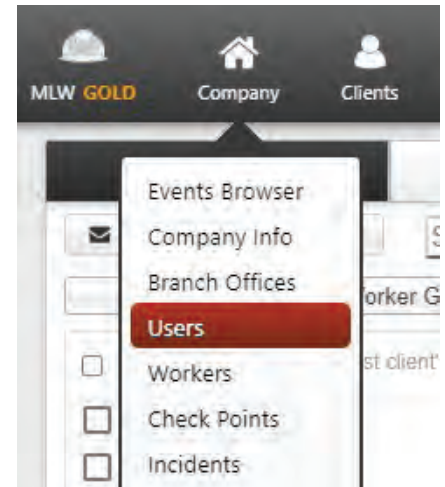
Every sent event from the Mobile application will be uploaded in real-time to the web application via the internet, either via Wi-Fi or via mobile data.



Setup Web app Users

The **Users** are the people who manage and control the employees/Workers through the Web app. They check their tours, create their schedules and export any related reports via the web app.

By clicking on the top left “Company” tab and selecting “Users”, you can “Add” as many Users you want.



For each User, by editing him, you need to fill in some “Details”, define his own “Login” credentials (Username/Password) in order for him to be able to login to the web app and finally in which “Branch Office(s)”, he will have access and view. Users can also be set to receive Workers’ SOS alerts and “Schedule Reports” via e-mail by having enabled the “Receive Email Alerts” checkbox.

For more info related to the web app Users and how to create/add them, visit the **Web Application Guide** (pages: 13, 14).

Generate/assign and print Checkpoints

MyLoneWorkers are compatible with **4 checkpoint types**:

The Workers can scan QR-codes or NFC tags, which are the most common types of checkpoints, or even Beacons or Virtual checkpoints for automatic scanning.

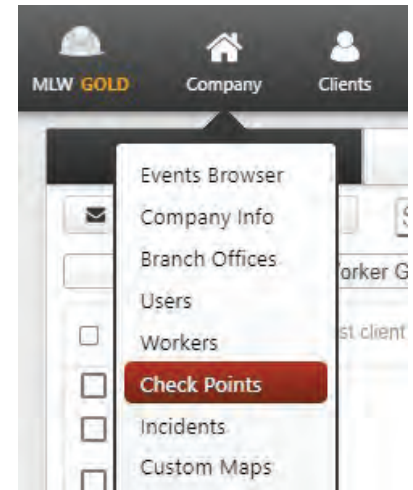
So, the checkpoints can be used for proof of presence, incident reporting, initiating an inspection, providing on-the-spot Information and many more, serving the unique needs of each location.

To check all the available checkpoints types and a quick comparison between them, you can have a look at the following blog post:
<https://www.myloneworkers.com/blog/checkpoint-comparison>

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

QR-Codes can quickly be created through the web app, by pressing the “**Add**” button and then by selecting the “**QR-Code**” option.

To print a QR-Code you have created, just select it, press “**View QR-Code**” and “**Save**” or “**Print**” it.

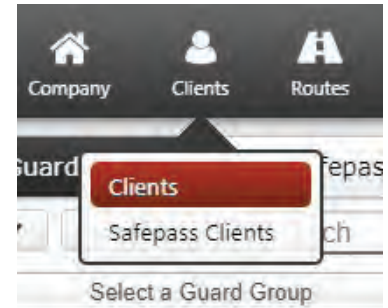


ID	Code	Type	Name	QR	Branch Office	Check Point Name	Status
13929	75762020-010199-401499...	qr-code	Central Bank - Bank A, Cashier	Cashiers 1 to 5	Cleaning Department	Print receipt	<input type="checkbox"/>
13930	8404870-034099-433199...	qr-code	Central Bank - Bank A, Cashier	Cashiers 1 to 5	Cleaning Department	Utility room - gas form	<input type="checkbox"/>
13931	0805420-491099-448399...	qr-code	Central Bank - Bank A, Cashier	Cashiers 1 to 5	Cleaning Department	Main Entry	<input type="checkbox"/>
13932	0602911-100099-4-0000...	qr-code	Supermarket - Supermarket	1st Floor	Cleaning Department	Main Entrance	<input checked="" type="checkbox"/>
13933	8473902-400099-401200...	qr-code	Supermarket - Supermarket	1st Floor	Cleaning Department	NEP 000 - group floor	<input type="checkbox"/>
13934	1718004-404099-401200...	qr-code	Supermarket - Supermarket	Roof door	Cleaning Department	Main Exit - Cool Form	<input type="checkbox"/>
13935	7413077-444099-441700...	qr-code	Factory MP - Factory MP	Department A	Cleaning Department	Miner (Department A, form)	<input type="checkbox"/> Make sure you fill in the Mo...
13936	4047371-444099-441700...	qr-code	Factory MP - Factory MP	Department B	Cleaning Department	Miner (Department A, form)	<input type="checkbox"/> Make sure you fill in the Mo...
13937	5604870-010199-401499...	qr-code	Factory MP - Factory MP	Department A	Cleaning Department	Miner (Department A, form)	<input type="checkbox"/>
13938	2304870-401099-400300...	qr-code	Central Bank - Bank A, Cashier	Cashiers 1 to 5	Cleaning Department	Checkpoints 10	<input type="checkbox"/>

For more info related to all checkpoint types and how to create/add/assign them, visit the **Web Application Guide** (pages: 20-30).

Create Clients/Sites

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



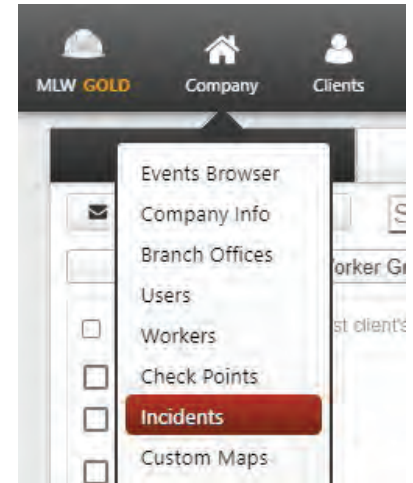
After a Client is added, you can add their “Sites” through the right panel and you can also assign as many checkpoints you wish to each Site, by selecting it and pressing “Manage Check Points” button – this will help the system associate any Scan/ MMEs and Incident Events to particular Sites.

For more info related to the creation of Clients/Sites and their assignments, visit the [Web Application Guide \(pages: 44-48\)](#).

A screenshot of the MyLoneWorkers web application showing the 'Supermarket' client details form. The form is divided into several sections: 'Details', 'Login Credentials', 'Branch Offices', 'Sites', and 'Scheduled e-mail Reports'.
Details: Fields for Company Name (Supermarket), Name (Supermarket), Surname, Phone, Address (9932 Park Avenue HUDDERSFIELD HD5 5YH), City, Language (English), ZIP, Country (Select an Option), Email (atasios@qpatrol.com), State (Select an Option), Incident Report by Email (checked), and Additional Recipients (Separate Values With Comma (,)).
Login Credentials: Fields for Enable Login (checked), Username (supermarket), Password (masked with dots), and Password Confirm.
Branch Offices: A dropdown menu showing 'Cleaning Department'.
Sites: A table with columns: Code, Name, Address, Description. The table contains three rows: 'Front door' (United Kingdom), '1st floor' (United Kingdom), and 'Basement' (United Kingdom). Above the table are buttons: Add, Edit, Manage Check Points, Remove, Export to Excel.
Scheduled e-mail Reports: A table with columns: Description, Type, Recurrence, Next Run, File. The table contains two rows: 'Building A - weekly report' (Incidents Report, Weekly, 2022-08-29 10:00:00, 202) and 'Daily Test' (Client Events report, Daily, 2022-08-29 12:00:00, 202). Above the table are buttons: Add, Remove.
At the bottom of the form are 'Back' and 'Confirm' buttons.

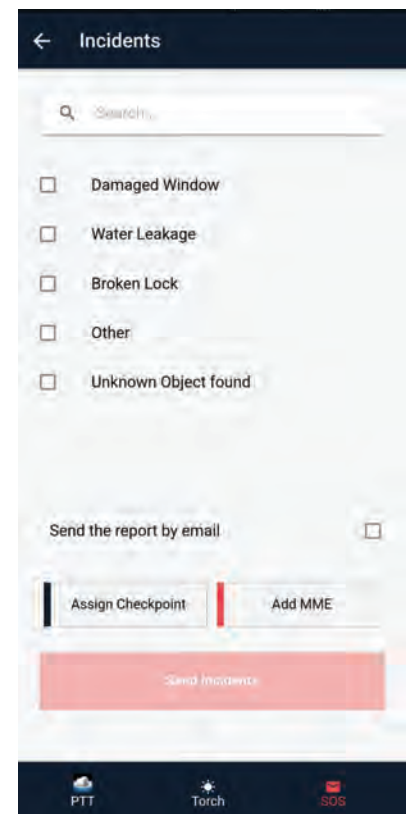
Incidents reporting

The Workers can easily report any Incident, attached with some images/video/voice message and signature, in case something has happened, through the “**Incident**” button of the mobile app.

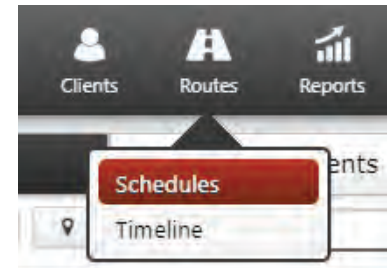


- 1 Firstly, an Incident list must be created by the User/managers through the **Web app** based on their experience, by pressing **Company -> Incidents -> Add**.
- 2 Afterwards, the created list will be also displayed inside the “**Incident**” button of the **Mobile App**, in order for the Workers to easily report one of them by selecting this.

For more info related to the creation of Incidents, visit the **Web Application Guide** (pages: 31, 32).



Create Schedules for the Workers



In the Web application, there is the ability for creating **Schedules**, through our scheduling tool.

The **Users** of the web app can create specific schedules for the **Workers** to follow in order to reassure that they arrive on specific locations on time and scan.

The **Worker**, inside the “Timeline” tab, on the top right of the mobile app, they can check their assigned tours/schedules that they have to follow and scan, in order to complete them properly.

In case there are any incomplete schedules/missed scan events, the user(s) can have a complete view of them (report), via the web app and via email notifications.

You can create a schedule by navigating to “**Routes**”-> “**Schedules**” and pressing the “Add” button on the top right.

Then, in the pop up window, you need to define the name of the Schedule (**Description**), the **Worker(s)** and exact **Checkpoints** IDs that will be involved in the schedule, as well as the time period (**Check Time Range**) that the assigned Worker(s) need to scan in order for the Schedule to be completed on time.

For more info related to the creation of **Schedules**, visit the **Schedule Guide**.

You can also find a quick related **video tutorial** here:

<https://www.youtube.com/watch?v=86EKfoVCbck>

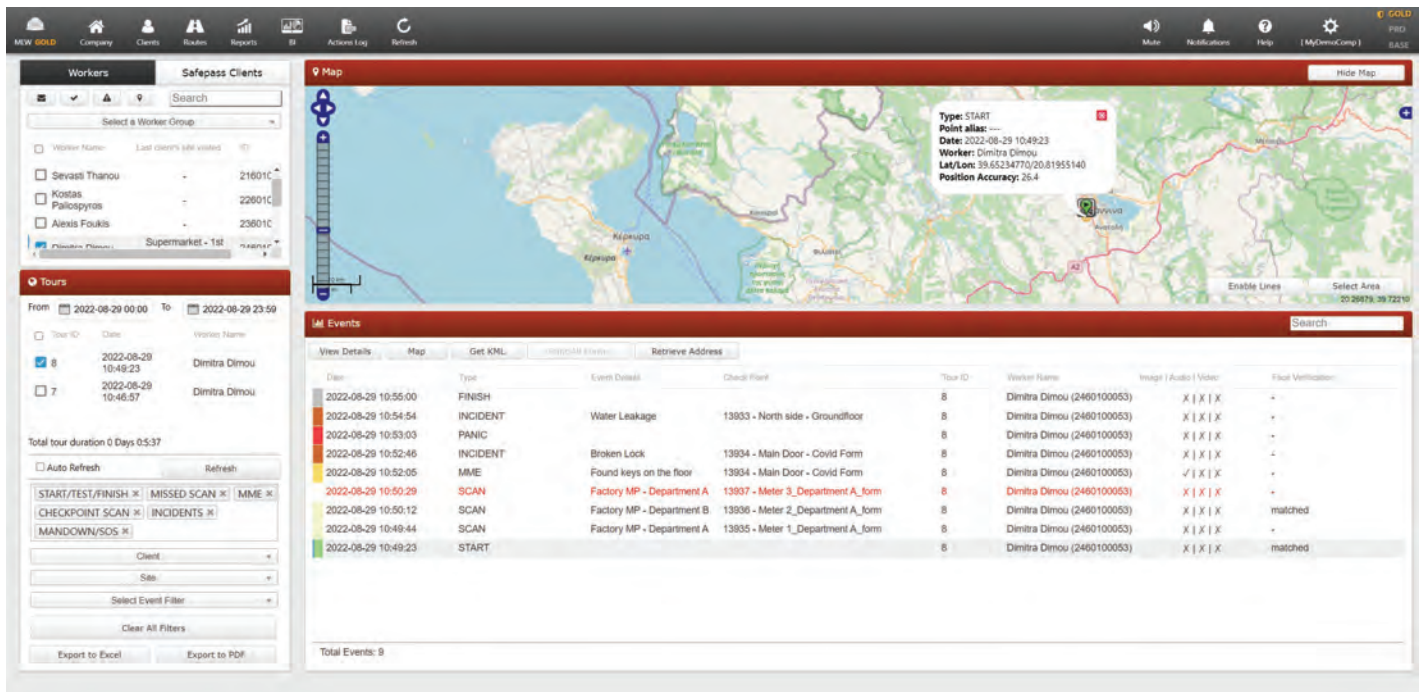
Perform a tour as a Worker through the Mobile app

- 1 Download the MyLoneWorkers Mobile app on your mobile device and try to log in with your Worker ID by pressing the “Login” button.
- 2 Press the “Start” button, to start your tour.
- 3 Afterwards, the main tour screen appears and it contains 4 main buttons:
You can Scan a checkpoint (Scan button), send an **MME** (Multimedia button), (with images, video, text, signature), submit an **Incident** from the pre-defined list (Incident button) or send an **SOS** alert by pressing the respective button on the bottom of the mobile screen.
- 4 When you finish your tour, just press the “End” button.



All the sent events by the mobile app are submitted in the web app in real time (i.e. via Wi-Fi 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.

Check all the submitted/sent events through 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/ Tour/ Client/Site** 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.

By pressing also the “**Reports**” button on the top menu, you can use all the Build-in Reports that are available in the system and try to export Reports related to any Schedules/Clients/Sites/Incidents/Checkpoints/Worker’s-activity.

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.

MyLoneWorkers management system

