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E n d l e s s   P o s s i b i l i t i e s

MyLoneWorkers

User Guide

Mobile application

A Lone Worker management system

A LITTLE BIT ABOUT MYLONEWORKERS

MyLoneWorkers iis 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

General Info

MyLoneWorkers is the No1 real-time worker tour monitoring system available in the market. The implementation of MyLoneWorkers skyrockets the efficiency of companies and offers the ability to upgrade their services via smart technology.

Some core features of MyLoneWorkers:

- Mobile - smartphone technology use

- Real-time email notifications

- Cloud infrastracture - minimum cost required

- Instant activities reports and history logs

- GPS position tracking

START MYLONEWORKERS

In order to start with MyLoneWorkers, download the mobile application from the App store or Android Market:

Download from APP STORE	Download from GOOGLE PLAY

Connect to the events browser, running https://app.myloneworkers.com. At user login screen enter demo & demo (user & pass) or click on "Free Test" button if you want to run MyLoneWorkers in Demo mode.

Eitherwise, enter your credentials (SID, ID and Pin if exists).
Run MyLoneWorkers mobile application!

Main Screen

You are on the main screen of MyLoneWorkers where you have the option either to Start a new Tour or check some other information in Menu or Timeline!
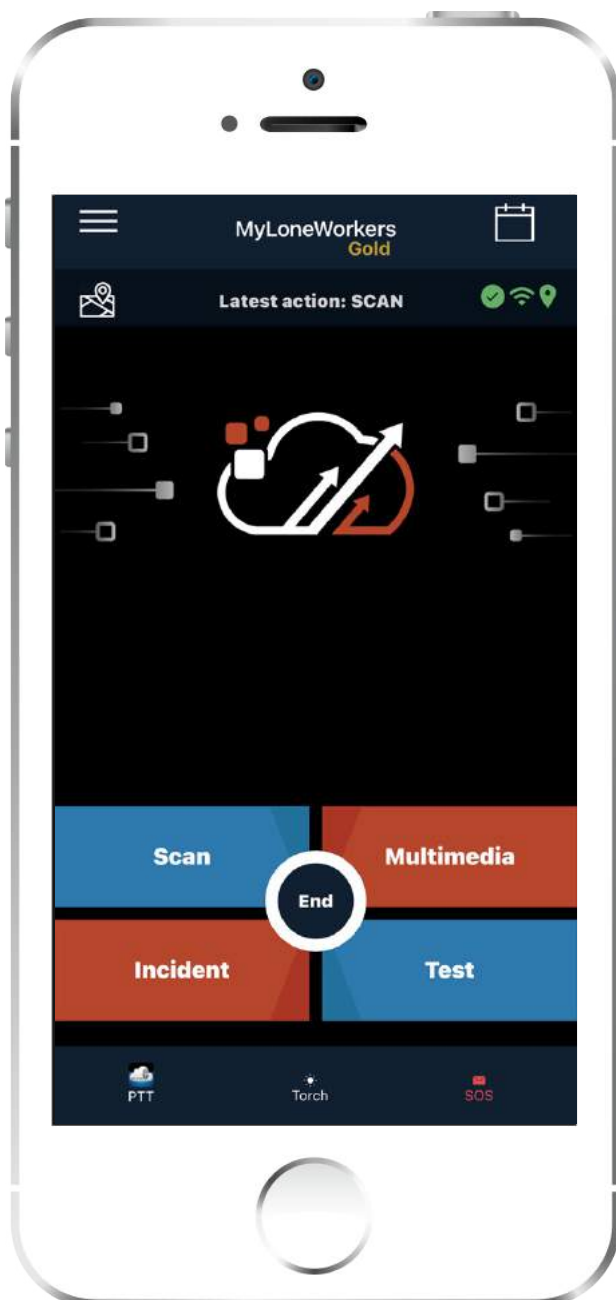
View more
Menu Options

View info in
Timeline format

Start a
new Tour

LET'S START A NEW TOUR!

Start a New Tour

When you start a new tour, there are 4 main options on your screen.

❯ Scan checkpoints

❯ Send Incident

❯ Multimedia Event

❯ Send a Test Event

Scan QR-Codes, NFC or Beacons

Send Images, Voice Recording, add signature, etc

Report an incident (broken door, lost keys, etc)

Send a Test Event to the web app

Scan Checkpoints

By pressing on "Scan" button, you have 5 choices:

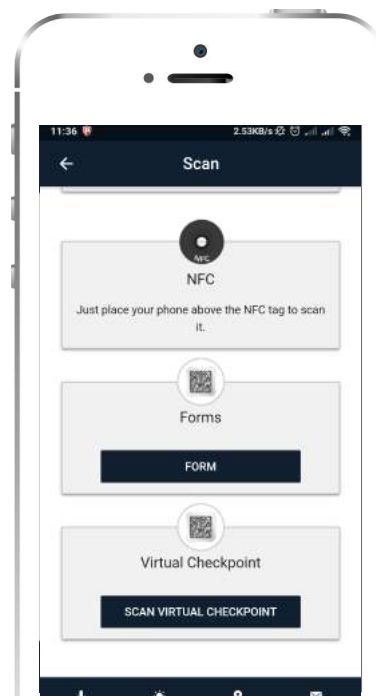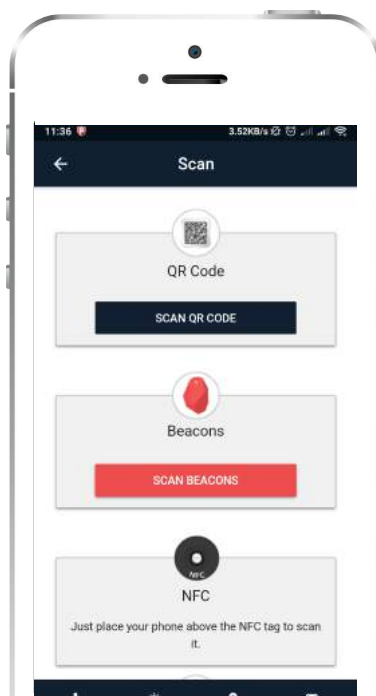Scan a QR-Code   Scan an NFC   Scan a Beacon   Create a Form   Virtual Checkpoint

*Keep in mind that beacons, forms and virtual checkpoint options will appear only if the respective settings are activated through the web application of MyLoneworkers.


✔ Scan QR - Codes

Select Scan QR-Code to start the Camera of your smartphone.

When a chekpoint is scanned and the smartphone is connected to the Internet, an event is sent immediately to the monitoring center via the cloud server. The same occurs for any incident sent to the cloud server (e.g. test, SOS, etc) and the monitoring center is informed in real-time for any occuring incident.

✔ Scan Beacons

In order to scan beacons, you must enable bluetooth and location in your smartphone settings.
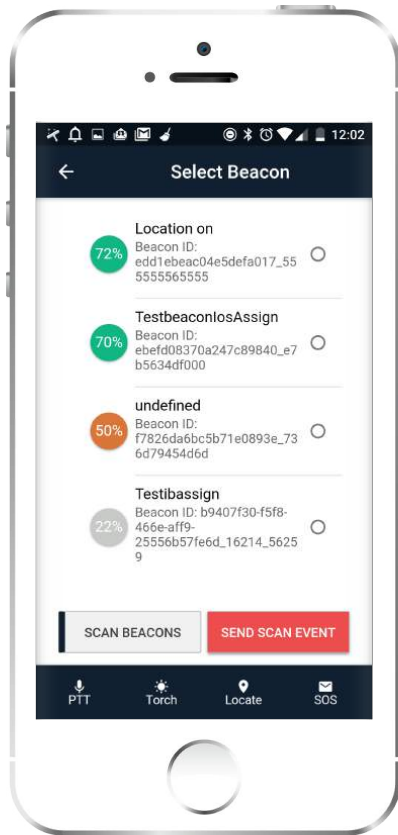
Press the Scan Button:

| SCAN BEACONS |

A list of enabled beacons will appear.

Select the beacon you are going to scan and press on the button:

| SEND SCAN EVENT |

A beacon scan event will be sent immediately to the web server.

> " Beacons are small transmitters that connect to Bluetooth-enabled devices like smart phones. They're commonly used in marketing to send messages to an app based on proximity to the beacon, but they're also used in asset tracking, indoor navigation, and other use cases. "

✔ Scan NFC tags

In order to scan an NFC tag, just place your smartphone above the NFC tag and send the scan event.

Forms
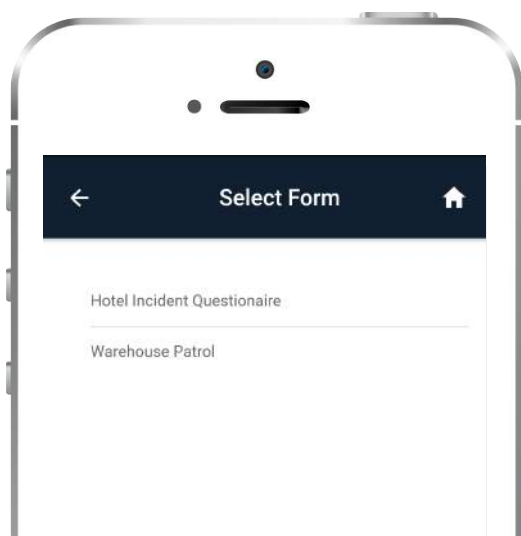
By pressing the FORM button, a new page with all the available forms appears.

Select the form you wish to fill in and the client you wish to assign it to from the dropdown list. Next, select the checkpoint you wish to associate it with and start filling it in. Finally, press "OK" to send the form.

Virtual Checkpoints

A Virtual Checkpoint is a defined area where a worker performs some task (just like with QR-Codes, beacons and NFC tags). To eliminate the need to physically place any checkpoint to the area, you can send a virtual check-point scan instead.

"By pressing the SCAN VIRTUAL CHECKPOINT a new page with all the available clients appears. select the client and the site you are interested in and press "Select Checkpoint".

Afterwards, a new page with all the virtual checkpoints that belong to that client appears. Select the checkpoint you wish to scan and press the "Send Scan Event" button to send the scan event.
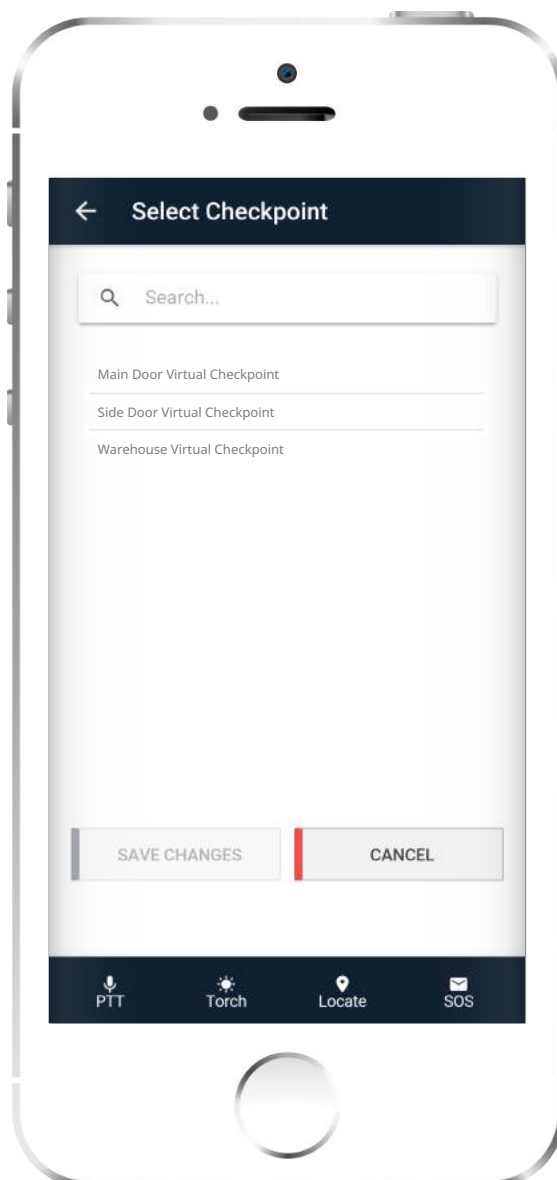
Multimedia Events

You can send Multimedia Events to the monitoring center by selecting the Multimedia button in the main screen after starting a Tour.
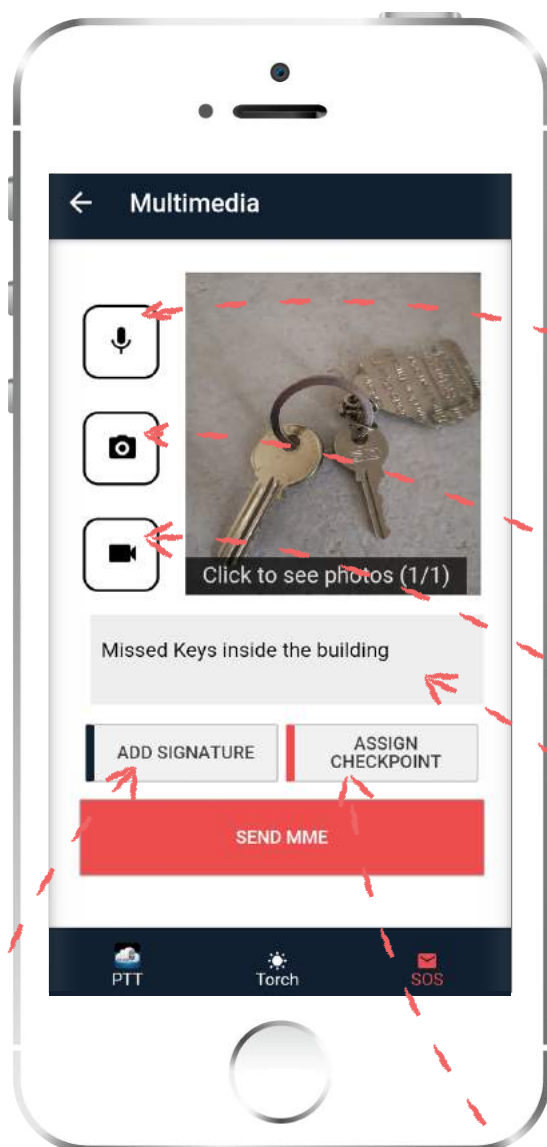
You can send all necessary information, such as images, voice recordings, text messages and validate your Event by adding your unique signature.

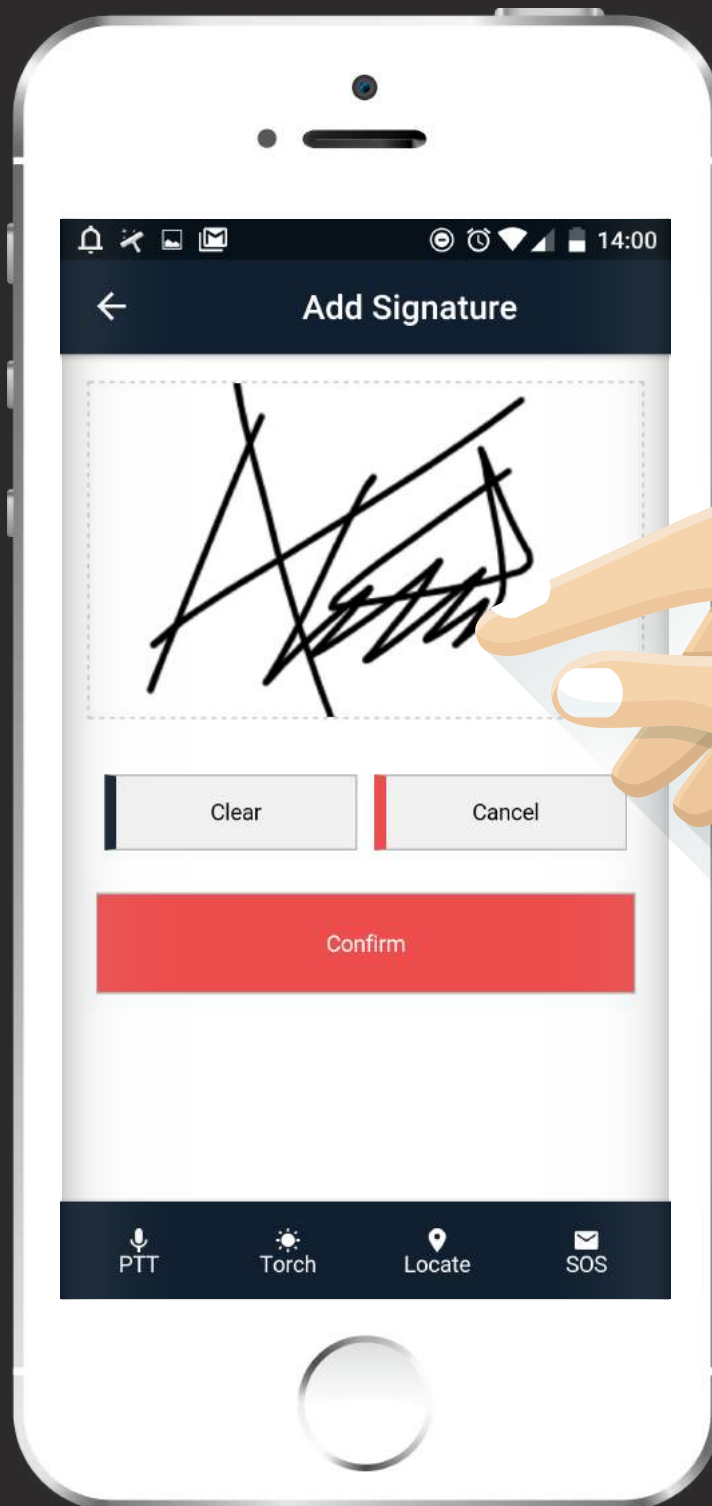**Press to record voice from microphone**

Press to video recording

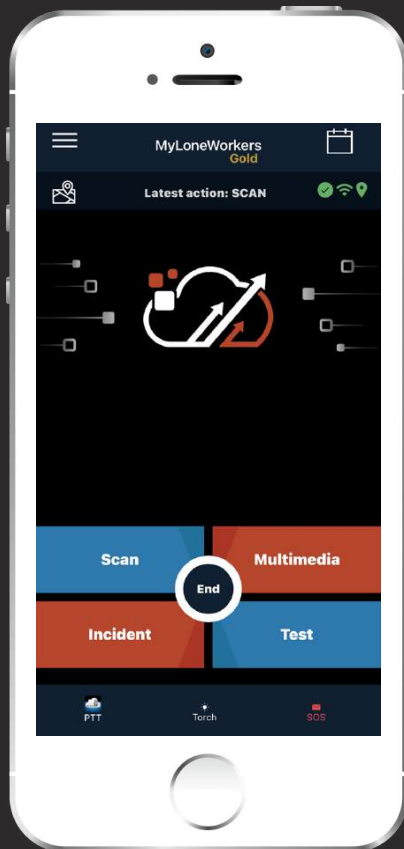**Take instant photos (up to 10!)**

Write a text message

Add your signature

Assign multimedia event to a checkpoint (so as to relate it with a client)

Add your signature

Test & SOS Event

✔ Test Event

When a worker presses the Test button, a test event including timestamp and position coordinates is sent to the cloud server to ensure that everything regarding the patrol tour is ok.

✔ SOS Event

In case the guard comes up with an urgent situation, then he can press immediately the SOS button and send an instant notification and alarm to the monitoring center that an immediate action has to be taken. The system lets a 30 seconds margin to cancel the event in case of a false alarm. In addition, an SMS message informing about the alert can be sent to up to 3 numbers.
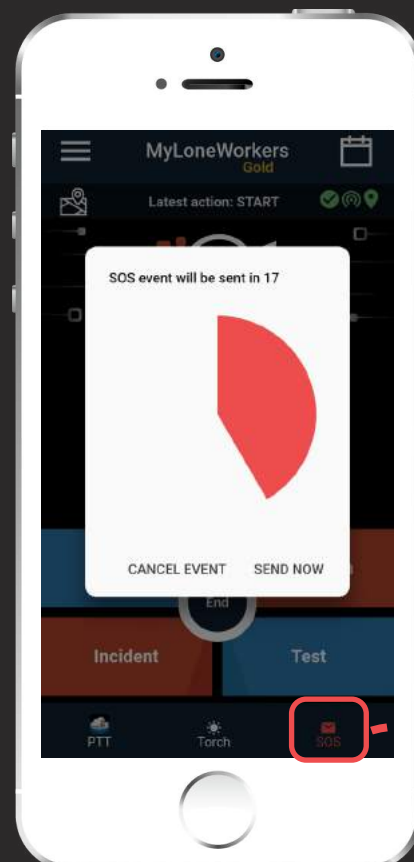
SOS button

Incidents

You can send Incidents in real-time to the web server and inform about specific problems or alerts. Select the grey colored Incident button in the main screen of MyLoneWorkers Tour and the Incidents screen will appear.
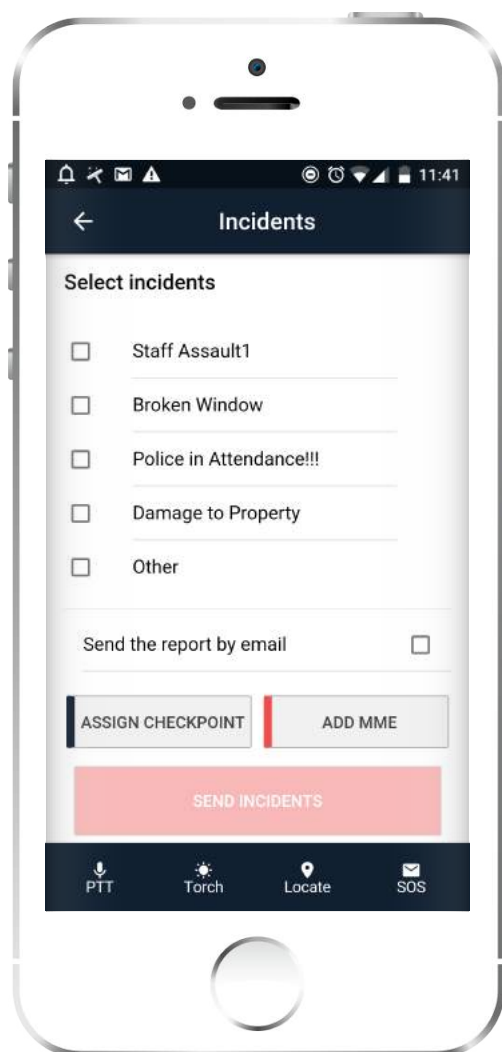
There are some predefined incidents in your list, created in the web app of MyLoneWorkers. Select the Incident and either assign a Checkpoint (NFC, QR-Code or Beacon) or Add a Multimedia Event.

| ASSING CHECKPOINT | ADD MME |

You can also send the Incidents Report by email to your client by checking the respective box.

Press the button to Send in real-time:

SEND INCIDENTS

A notification appears that an event has been sent to the cloud server.

In case you have completed your patrol tour and all of your guard tour tasks, you can of course end your Tour by clicking on the circle "End" button in the middle of your screen. A pop up window appears to confirm that you are going to finish current Worker Tour.

Finish current worker tour?

YES   NO

Timeline

➤ Timeline is your personal assistant in regards to when and where do your current/upcoming schedules are to be performed and what actions you need to perform to complete them. It also gets you informed about your past actions in a more organized way!

➤ The "Timeline" tab informs you about the actions that took place in the past, as well as for the actions to be performed in the future (i.e. Schedules), sorted by date/time. You can simply press on each action to reveal more details about it.
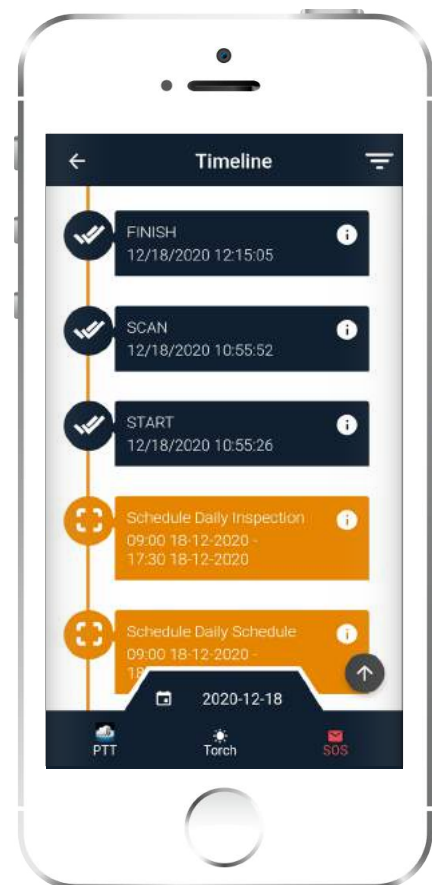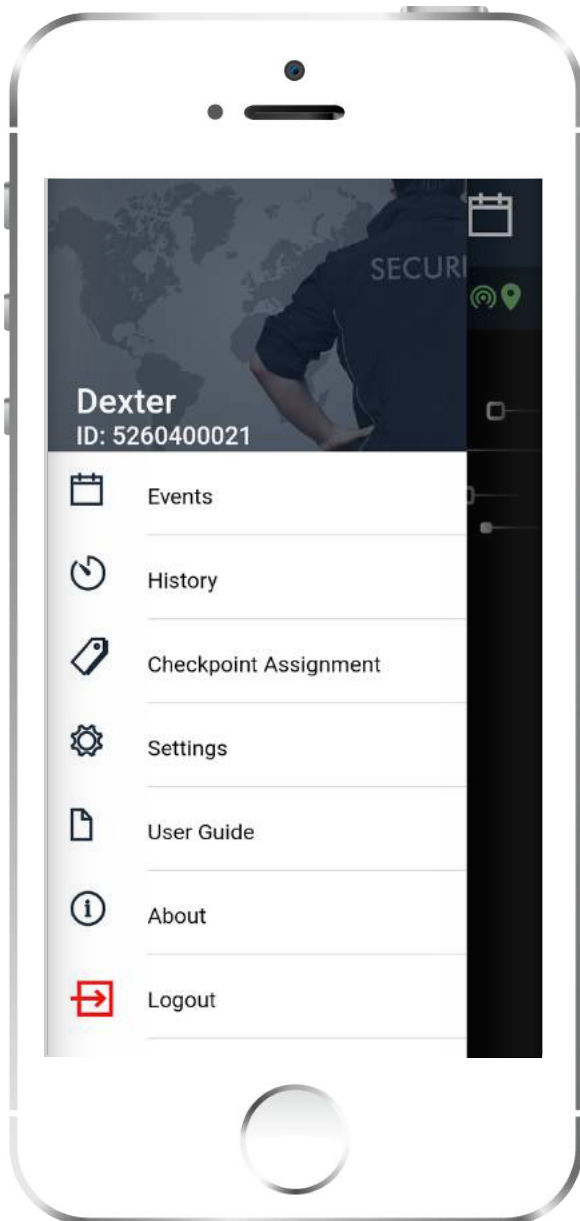
For your convenience, the arrow pointing upwards can be used to quickly send an event

Main Menu Options

There are also some extra options you can get access by pressing on menu button on the left of your screen. The following options appear:

> **Events**

Check the list of all sent and unsent events.

> **History**

Check all your messages and system errors.

> **Checkpoint Assignment**

Assign Checkpoints (qrcode, nfc, beacon).

> **About**

Check your QR-Patrol version.

> **Settings**

Change multiple settings (language, man down, etc.)

> **Send Error Report**

Report errors and bugs

In the next pages we will explain some of these options so that you can get the most out of your MyLoneWorkers mobile app experience!
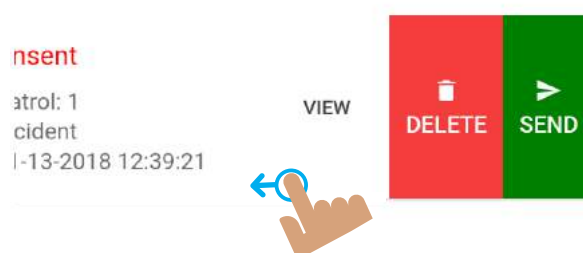
Events

By pressing on Events, you can see a list of all the events occured, including scans, sos alarms, etc. Pressing on VIEW button, you can also check details about the event, such as time, position, your Worker ID, accuracy, etc.

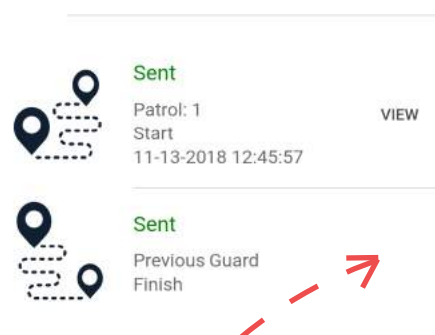You also have the choice to show only the unsent events by selecting the checkbox:

☑ Show only unsent events
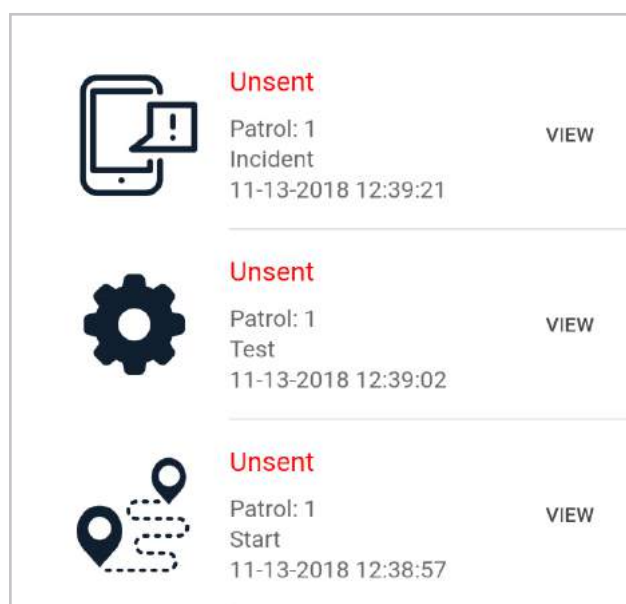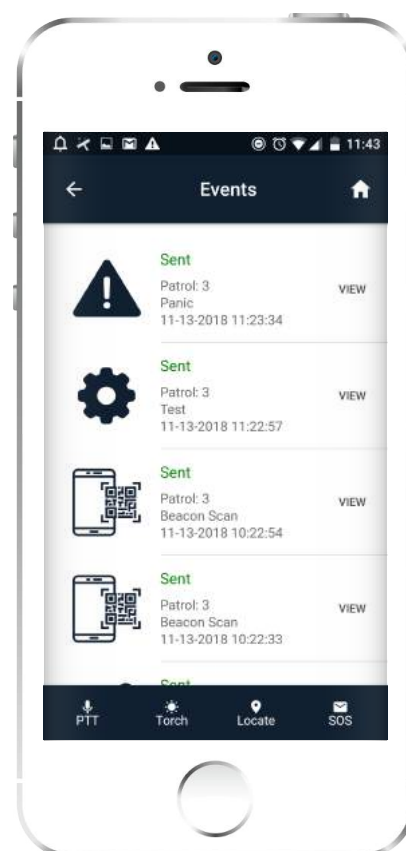
In the case of an unsent event, you can slide your finger to the left on the event so as to force sending them or Delete!

Finally, you can see the events of a previous worker who used the same smartphone, but you **have no access** to the details of each event.

View button is missing!

Checkpoint Assignment

In case you need to assign chekcpoints to a location, you can press on Checkpoint assignment on the left menu. A new window appears prompting to set a checkpoint name and select the client and the Site Code. The Site Code options should have already been added through the web application of MyLoneWorkers.

You can also select to scan NFC checkpoints by clicking on the box.

SCAN QR CODE	SCAN BEACON TAG

You can also check the Assignments List to see what has been recently assigned.

Main Settings

Select your language

Check if indoor locationis enabled or disabled

Check Man Down Settings

Check your pre-defined (through the web app) beacon scan mode

Check SOS button settings

Check if the Maps are enabled or disabled for this worker

Settings

Last Update: Tue Nov 13 2018 11:09:36 GMT+0200 (EET)

Language — English ▾

Beacon Functionality
Scanning: Manual

Indoor Location
Disabled

SOS Button
Settings ▸

Man Down Functionality (EXPERIMENTAL)
Clip Settings ▸

Patrol's Map
Enabled

Notifications options
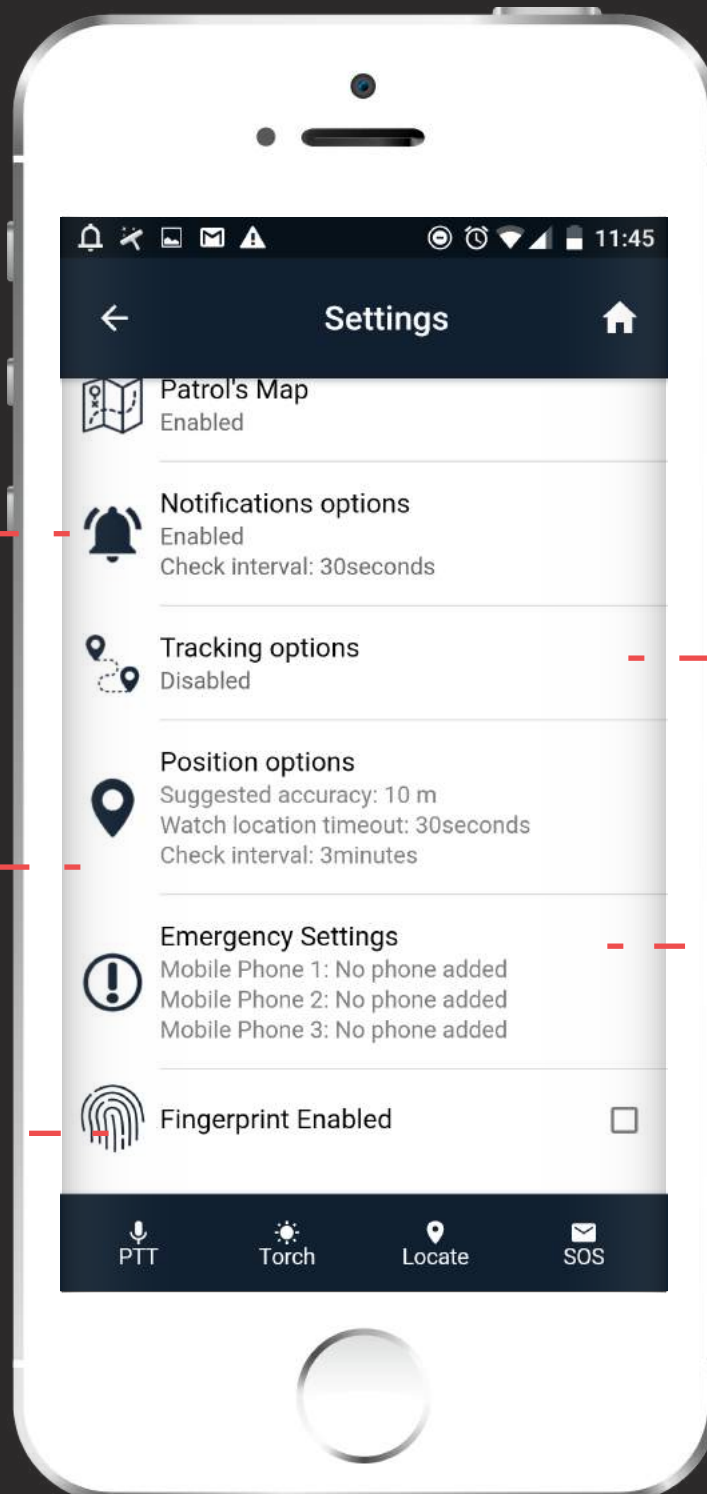
PTT   Torch   Locate   SOS

Main Settings

Check if Notification settings are enabled for this worker

Check your predefined (through the web app) Position settings

Enable Fingerprint to allow the app to use your saved fingerprints for quick login

Check if Tracking settings are enabled for this worker

Check your predefined (through the web app) Phone Number settings

Settings

Patrol's Map
Enabled

Notifications options
Enabled
Check interval: 30seconds

Tracking options
Disabled

Position options
Suggested accuracy: 10 m
Watch location timeout: 30seconds
Check interval: 3minutes

Emergency Settings
Mobile Phone 1: No phone added
Mobile Phone 2: No phone added
Mobile Phone 3: No phone added

Fingerprint Enabled

PTT   Torch   Locate   SOS

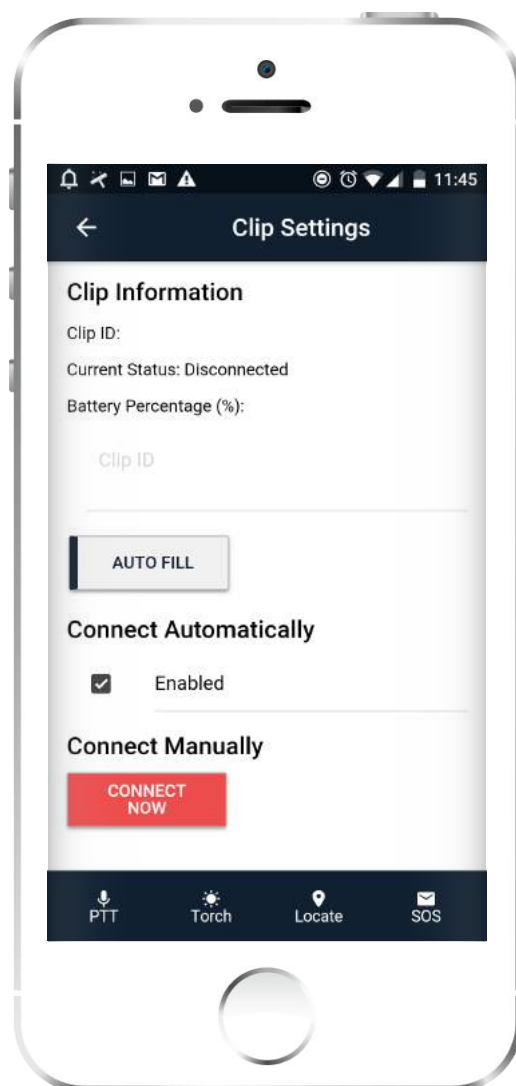# SOS button & Man Down Clip Settings

You can add some extra configuration to SOS button and Clip by changing their respective settings.
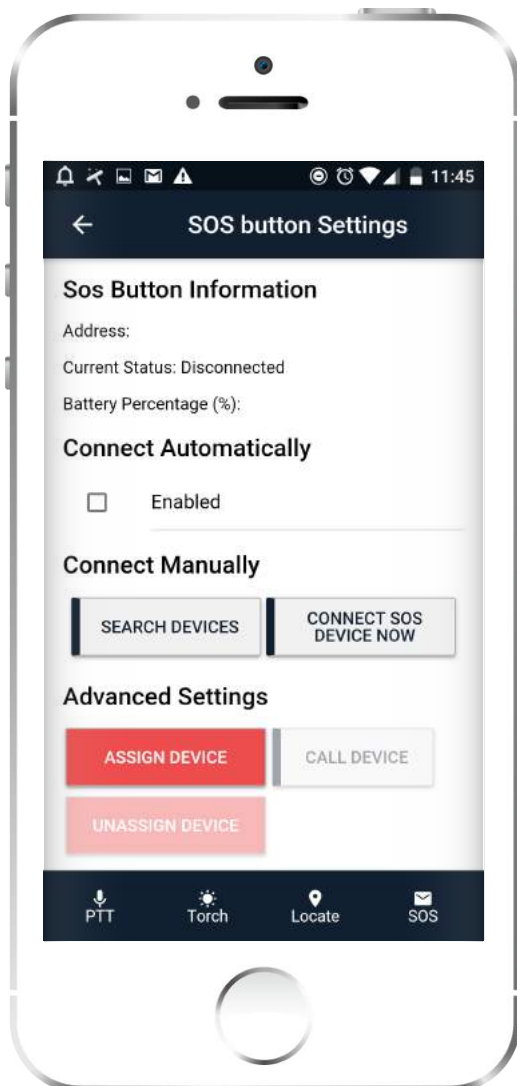
✔ SOS Button

You can find how to assign an external SOS button device by consulting the following guide:

**SOS BUTTON GUIDE**

✔ Clip Settings

You can find how to assign a ManDown Sensor Clip by consulting the following guide:

MAN DOWN SENSOR CLIP GUIDE

Miscellaneous

❯ When sending a message from the monitoring center, a pop up window appears and informs the worker about a specific situation. (instructions, information, etc)

❯ Whenever there are pending events to be submitted to the cloud server, there is a red "X" at the top right of the screen, otherwise it is a green tick mark.

❯ When there is adequate internet connection, the circle at the top right is green, whereas when not, the circle is red.
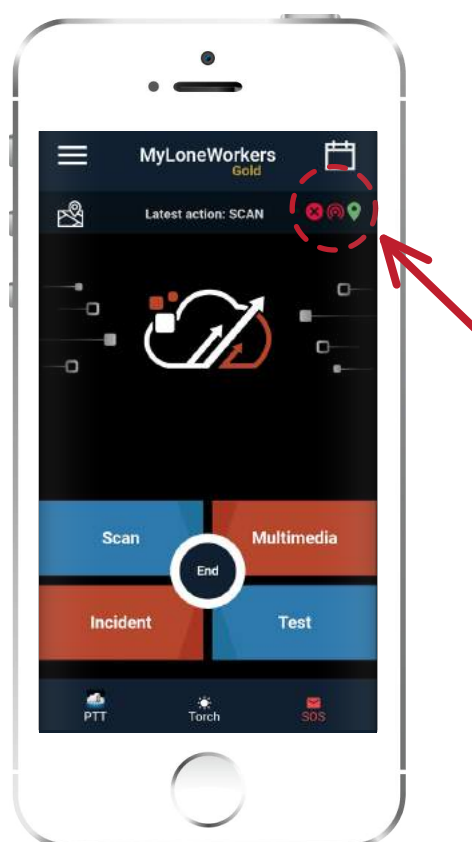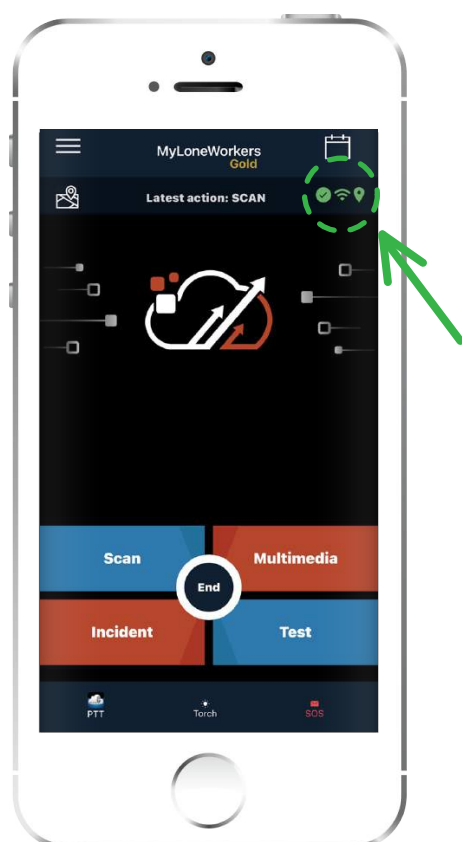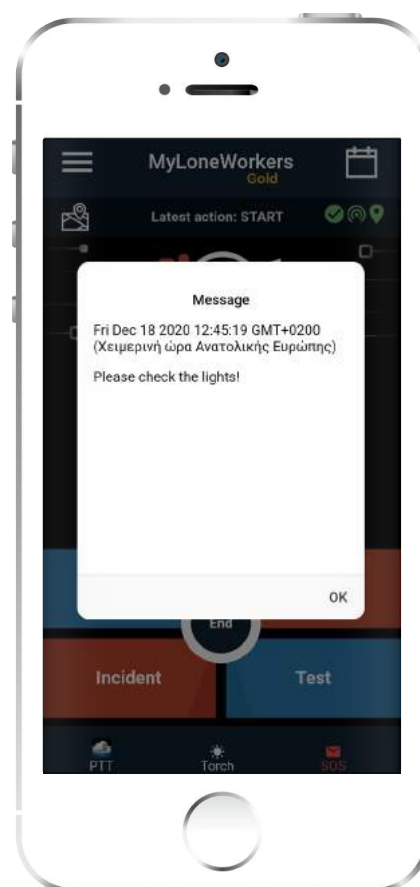
Troubleshooting

Internet Connection LED - red

If the Status LED is red, it means that there is non-adequate Internet connection on the device; please check your Internet settings.

Events Status LED - red "X"

If the Events Status is a red "X", it means that there exist unsent events on the device; in such case, please check your Internet connection.

Point Assignment Error

If the point assignment fails and you get an error message indicating that the checkpoint is locked, it means that the checkpoint cannot be assigned to another site. In this case, in Checkpoint Assignment menu, press "Assignments List" and delete the failed assignment. If you need to assign the specific checkpoint, then call your manager to unlock it via the web application interface.

MyLoneWorkers management system