

Category: OHS

Module 2: Configure 2-way OHS Devices

Who should read this guide?

You should read this guide if you are the Administrator or supervisor responsible for setting up your company's business processes within Tracertrak for accounts with devices capable of 2-way communications like the inReach 2-way Satellite Communicator or Iridium Extreme Satellite Phone.

This guide covers:

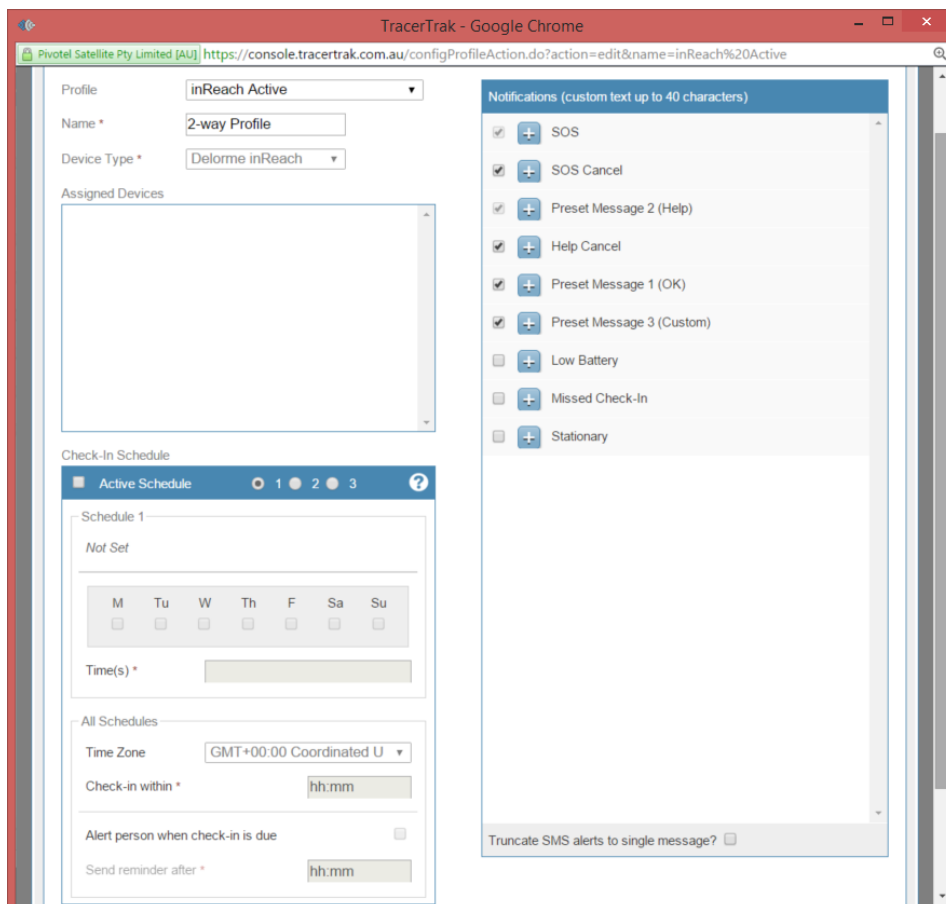
- Configuring device groups.
- Configuring 2-way Profiles (business rules/processes and message permissions).
- Setting up your Workers (people who carry the devices).
- Device Allocation (linking device with worker and profile).

Configure Device Groups

The 'Devices' table lists all the devices created for your Tracertrak account. Devices can be organised into groups to help you better manage them. To create a new group, click the [Create New Group](#) button at the bottom of the Configure > Devices tab. Here you can name your group, choose which of your devices should belong to the group and decide which users should have permission to the devices in the group.

Configure 2-Way Device Profiles

A profile is established in a Tracertrak account and provides a set of business rules that defines what will happen when certain conditions occur. This includes when SOS, Help, Custom and OK Messages are received. Configure OK/check-in schedules in your profile and set automated reminders to be sent to your remote workers when they forget to check-in. The Profile is also where you configure messaging permissions. A profile can be allocated to one or many devices and you would manually create one profile for each role/risk profile in your organisation.



SOS Alarm

A SOS Alarm is generated when the remote worker activates the SOS function on the device. An SOS Alarm is the only alarm type that is mandatory on every profile. Similarly, it is the only alarm type that has a mandatory recipient – the account administrator.

A SOS Alarm can only be ended by a User in the console. If an SOS Cancel message is received this will show on the console and recipients will be notified in line with the profile but it will not end the SOS Alarm in Tracertrak.

Help Alarm

A Help Alarm is generated when the remote worker activates the Help function on the device. A Help Alarm can only be ended by a User in the console. If a Help Cancel message is received this will show on the console and recipients will be notified in line with the profile but it will not end the Help Alarm in Tracertrak.

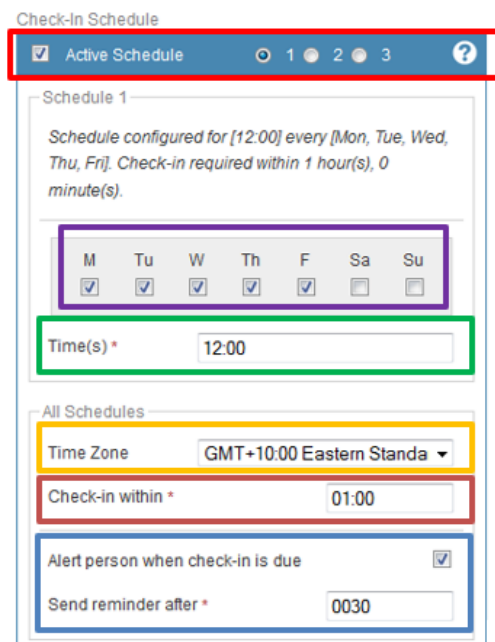
Missed Check-in Alarm

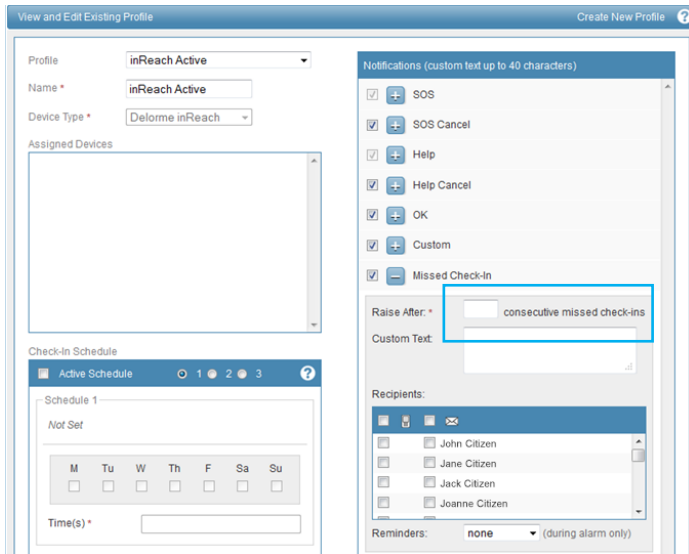
When one or more Check-in/OK messages are not received as per the schedule a Missed Check-in Alarm is activated. A Missed Check-in Alarm is only ended when a new Check-in/OK message is received from the device. It cannot be ended by a User in the Tracertrak console. A Check-in Schedule can be applied to a profile in conjunction with a Missed Check-in message. Up to 3 schedules can be configured in total.

To Create a Check-in Schedule

You can define up to 3 independent schedules which can be allocated to different days of the week. For example, you may allocate one Check-in Schedule to weekdays and another to weekends.

- a. Select the schedule 1, 2 or 3 and tick the 'Active Schedule' check box.
- b. Select the days of the week you wish the currently selected Active Schedule to apply to.
- c. Enter the local time that you wish your remote workers to Check-In.
- d. Select your time zone.
- e. Entering a time value in the 'Check-In within' dialogue box establishes the grace window during which Check-Ins may arrive. The minimum "Check-In within" for an inReach is 10 minutes.
- f. By enabling "Alert worker when Check-In is due" (Optional), Tracertrak will send an automated reminder to a device that a Check-In is due. The "Send reminder after" value determines how long after the Check-In time expires Tracertrak sends the reminder. For example, if your Check-In schedule is set for 10am and the "Send reminder after" value is 20 minutes – Tracertrak will send a reminder at 10:20am if it has not received a Check-In after the 20 minutes has expired. The "Check-In within" value must be at least 20 minutes after "Send reminder after" time to allow sufficient time for a device to receive the reminder message.
- g. Select the number of missed Check-Ins that you wish to allow to occur before Tracertrak sends an alert to the selected recipients.





Example of A Working Check-In Schedule:

Bob is scheduled to Check-In at 12pm each weekday, Monday to Friday AEST. A 'Check-In within' value of 1 hour (01:00) is set with a 'send reminder after' value of 30 minutes (00:30). If Bob sends a Check-In message between 12:00 and 12:30 no action will be taken. If Bob does not send a Check-In message by 12:30, a Check-In reminder message is sent to Bob's device to remind him to send a Check-In message. If Bob does not Check-In by 13:00, a missed Check-In Alarm will be raised in the Tracertrak system and the selected recipients will be sent an alert by email and/or SMS.

Low Battery

A Low Battery Alarm begins when the device reports a low battery reading. It is ended when a good battery reading is received from the device. It cannot be ended by a user in the Tracertrak console.

OK & Custom Messages


OK and Custom messages can be configured within each profile to send User customised email or SMS Alerts to one or more recipients. These messages are considered events and not alarms and as such there is no requirement to acknowledge or end them.

Configure Message Permission

Configuring message permissions enables you to give your users flexibility or restrict certain features to control costs. With message permissions you can allow device users to:

- Send a message by email or SMS to any contact they choose.
- Send a message by email or SMS to a contact, but only if the contact's email address or mobile number belongs to a registered Tracertrak user.
- Send a message to the Tracertrak console, only viewable by logged in users in the Messages tab (with permission to view the Messages tab).

Message permissions are configured on a "per profile" basis and are applied when devices are allocated to the profile. This allows you to have varying levels of permissions by creating multiple profiles.

Selecting the  icon that relates to the corresponding Profile you wish to edit on the Configure > Profiles tab will present a 'Configure Message Permissions' pop-up. All 2-way devices may send messages to the inbox in the Tracertrak Messages tab by sending a message to <AccountName>@tracertrak.com.au. This is the default configuration, with no external messaging allowed. You can enable additional permissions by ticking the relevant checkboxes. A dynamic text summary of your configuration is presented to guide you as you change the settings.



External Email Options

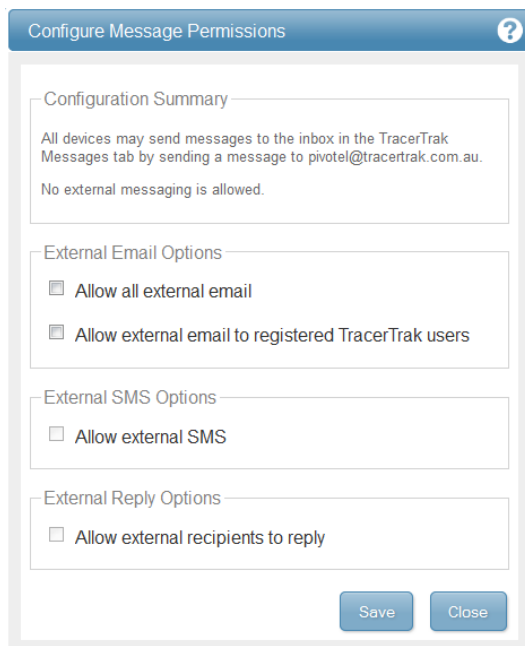
- Allow all external email: allows emails to be sent to all external emails addresses.
- Allow external email to registered Tracertrak users: allows emails to be sent to external email addresses of registered Tracertrak users.

External SMS Options

- Allow external SMS (selectable once an external email option is enabled): allows SMS to be sent to mobile numbers in addition to email addresses. If all external email is enabled, all SMS recipients are permitted. If external email to Tracertrak users is enabled, then SMS will only be permitted to Tracertrak users.

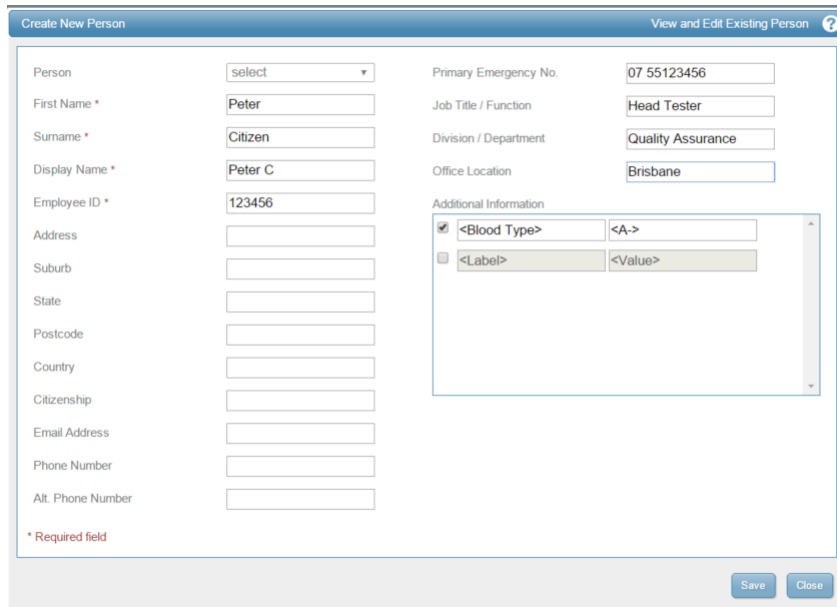
External Reply Options

- Allow external recipients to reply (selectable once an external email option is enabled): provides external message recipients with the ability to reply to the message they receive. When external recipients are permitted to reply, they are sent a web URL in the message that takes them to a dedicated web page shown in **Error! Reference source not found.** Here they are presented with the message text and a web form to type a response and select 'Reply'. Messages sent from the Message Reply web page are not shown in the Messages tab - these are searchable in Messages History. A recipient can only type one reply per message. After sending a reply message the web form is no longer available.



Configure Workers

The Configure > Workers tab enables you to view and edit existing worker information and create new worker entries. Workers are descriptive entries of people who may be allocated a device and an OH&S check-in profile, and then monitored for their safety and compliance. A single unit is referred to as a worker and is distinct from a console user.



Create New Person		View and Edit Existing Person ?	
Person	select	Primary Emergency No.	07 55123456
First Name *	Peter	Job Title / Function	Head Tester
Surname *	Citizen	Division / Department	Quality Assurance
Display Name *	Peter C	Office Location	Brisbane
Employee ID *	123456	Additional Information	
Address		<input checked="" type="checkbox"/> <Blood Type>	<A->
Suburb		<input type="checkbox"/> <Label>	<Value>
State			
Postcode			
Country			
Citizenship			
Email Address			
Phone Number			
Alt. Phone Number			
* Required field			
		Save	Close

Full Name: A Full Name is required for each worker and cannot be a number or contain special characters (e.g. & ' / :).

Display Name: The Display Name is the shortened name (16 characters) of the worker used in all console presentation and alerts.

Employee ID: An Employee ID is required for each worker. This value must be unique within the account and is not shown anywhere other than here (used to uniquely identify every worker).

Optional Fields: Primary Contact No., Secondary Contact No., Primary Emergency No., Secondary Emergency No., Job Title / Function, Division / Department, Office Location.


Additional information: Additional information (free-form) can be input by enabling the check-box and entering label properties.

This information including optional fields, should be completed to the best of your ability as it is presented elsewhere in the console during emergency or other safety events.

Device Allocation

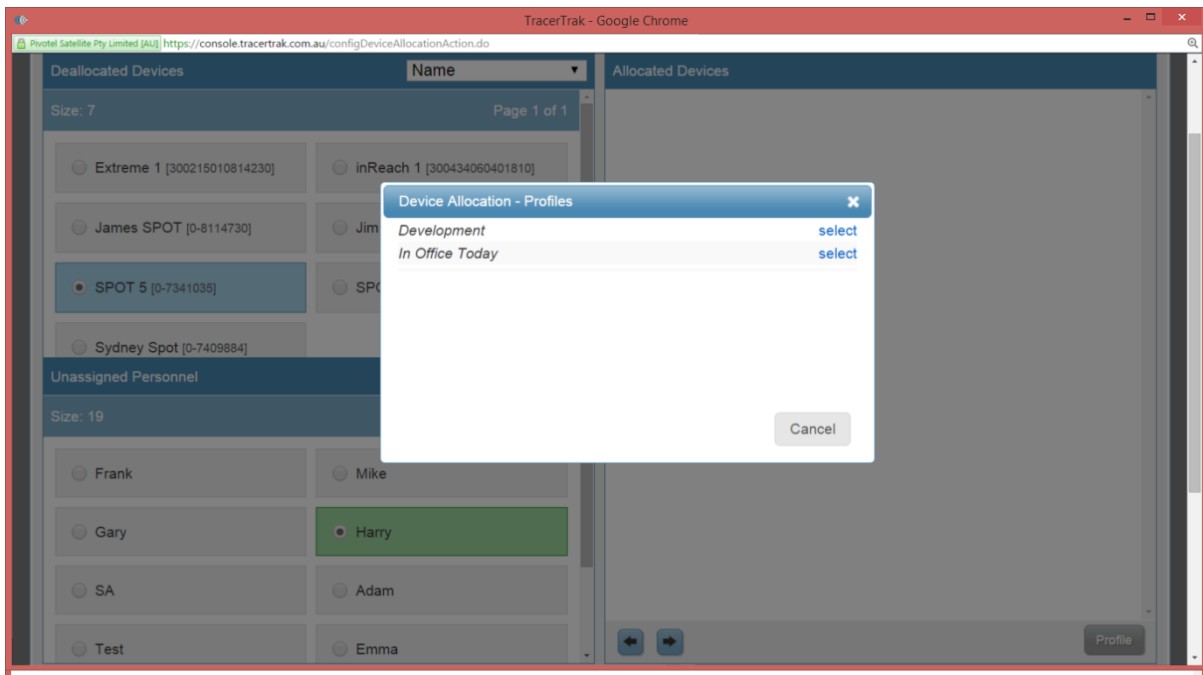
Once you have created your Workers and Profiles, you can allocate each SPOT device to a worker and a profile. An allocated device consists of 3 entities:

- A Device (it must be an applicable device type)
- A Worker (optional)
- A Profile

To assign a device to a worker and/or a profile select the  button on the bottom right of the Configure > devices page.

- Select the radio button next to the desired device in 'Deallocated Devices'.
- Select the radio button next to the desired worker in 'Unassigned Workers'.
- Click the ➡ button in the control pad.
- A confirmation will appear specifying which device is to be allocated to whom.
- Choose a profile from the pop-up list.
- The worker will be allocated the device and assigned to the chosen profile.

To deallocate, select the device/s you wish to deallocate on the right-hand side under Allocated devices and select the ⬅ button.



Once you have created your workers and profiles you can allocate each device to a worker and profile.