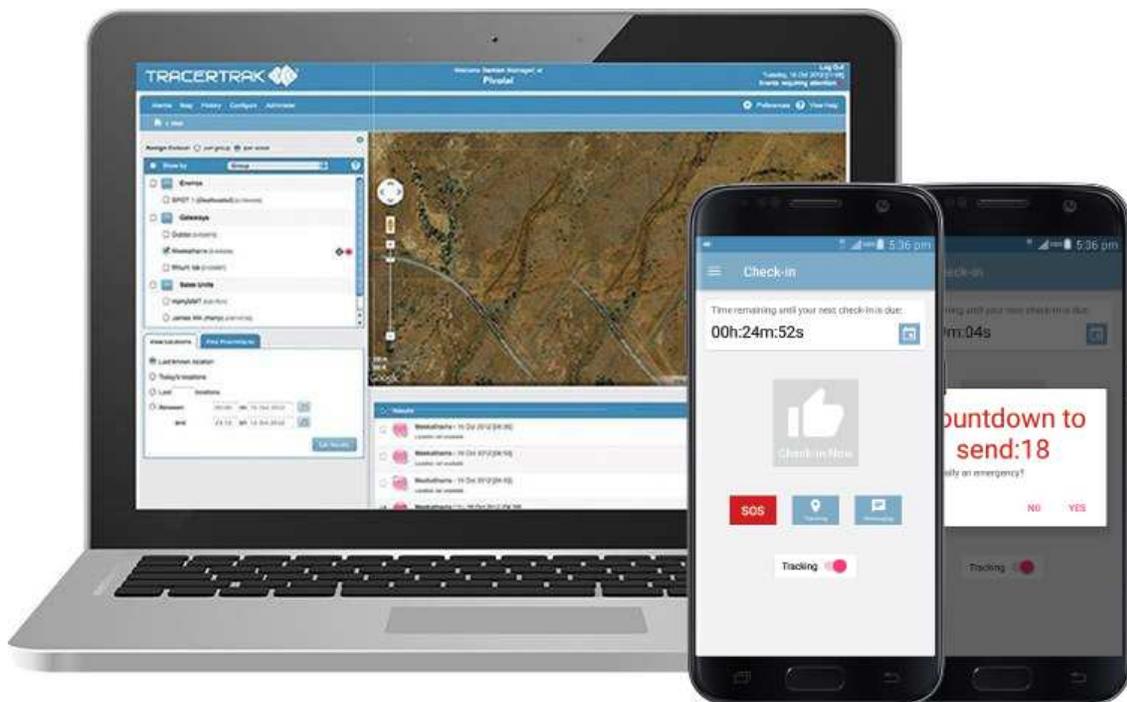


# Tracertrak SafeWorker™ App

## User Guide



## Contents

<b>Introduction .....</b>	<b>4</b>
Overview .....	4
Supported Features.....	4
<b>Configuration.....</b>	<b>5</b>
Naming & Device Type .....	6
Notifications.....	7
Active Schedule .....	8
Messaging .....	9
Tracking .....	10
Workers.....	13
<b>Registration .....</b>	<b>15</b>
Naming .....	16
Activation Code .....	17
Allocation.....	19
Groups and Geofences .....	19
Save Registration .....	20
<b>Reallocating and Revoking Licenses .....</b>	<b>21</b>
Reallocating .....	21
Revoking .....	24
<b>Installation .....</b>	<b>27</b>
Compatibility.....	27
Android .....	27
Activation.....	28
<b>Tracertrak SafeWorker™ App .....</b>	<b>30</b>
Check-in Screen .....	30
Menu.....	31
SOS Activation .....	32
SOS Cancelation .....	33
Check-in Schedule .....	34
Messaging.....	35
Tracking .....	36
Logging Out.....	38

### Version History

User Manual	Tracertrak SafeWorker™ App	History of Changes
v1.0	20171220	Initial Release including activation, configuration and usage.
v1.1	20181016	App registration process updated iOS Support Added

## Introduction

### Overview

The Tracertrak SafeWorker™ App allows your company's mobile devices to operate as fully featured lone worker safety tools providing SOS alert with location, one touch worker check-in with in-app reminders, 2-way logged messaging between lone workers and the office. Optional tracking is available to assist during a workplace safety incident, helping you focus your search efforts.

The Tracertrak SafeWorker™ App, used as part of the Tracertrak system, provides a powerful safety monitoring and exception management system that helps organisations achieve the highest standard in remote worker safety compliance utilising your company's mobile devices without the need to purchase additional hardware.

Tracertrak Administrators can build their own business rules for when and how remote workers are tracked, define check in schedules for routine reporting that "all is okay" to match job risk profiles and define escalation rules for when check-ins are missed.

The App shows the check-in schedule for the day and notifies the lone worker when their check-in is due or overdue. When serious trouble strikes workers can initiate an SOS Emergency Alert with GPS location information monitored 24x7 by Tracertrak.

### Supported Features

When activated in Tracertrak, the Tracertrak SafeWorker™ App supports a range of features which interact with the Tracertrak system.



- SOS function with slider and countdown timer to prevent false alarms
- Check-in function with in app reminders for the remote worker and automated missed check-in alerts for the safety officer
- Send and receive messages between the remote worker and office console user or company contacts
- Optional GPS sourced tracking ensures device locations are of the best accuracy available
- In App notification of incoming messages
- Supports head office polling of worker location to assist during a safety incident
- Configurable tracking intervals defined for at-work hours to ensure recent location information is available for a missed check-in response and privacy management so that tracking can be disabled outside of work hours
- Optional mandatory tracking ensures device locations are always available

## Configuration

To register a Tracertrak SafeWorker™ App in Tracertrak, the following must be configured:

1. **Application Licenses** - Refer to page 5.
2. **Profile** - Refer to page 5.
3. **Workers** - Refer to page 13.

### Application Licenses

Each device that will install the Tracertrak SafeWorker™ App will require its own unique license. This license enables each App installation to be associated back to a specific profile and worker configuration. Please work directly with Pivotel's customer support team to provision the required number of Tracertrak SafeWorker™ App Licenses within your Tracertrak Account. If you don't have a Tracertrak Account, one can be created for you. When Tracertrak SafeWorker™ Licenses are no longer required, please contact Pivotel's customer support team to cancel any unrequired licenses.

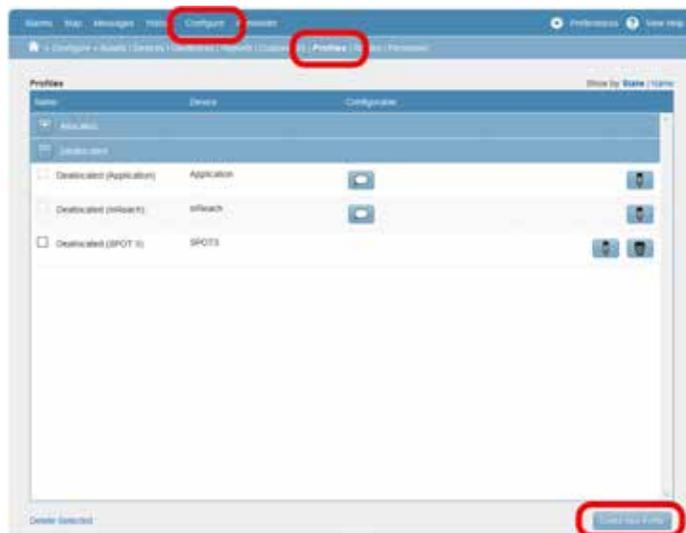
Pivotel Customer Care: [http://www.pivotel.com.au/pivotel\\_contacts.php](http://www.pivotel.com.au/pivotel_contacts.php)

### Profile

Each Tracertrak SafeWorker™ App license that is registered in Tracertrak will need to be associated with a device profile. The device profile provides a pre-determined set of business rules that are followed when certain conditions such as a "Missed Check-in" occur.

To create a new profile, login to your Tracertrak account and select:

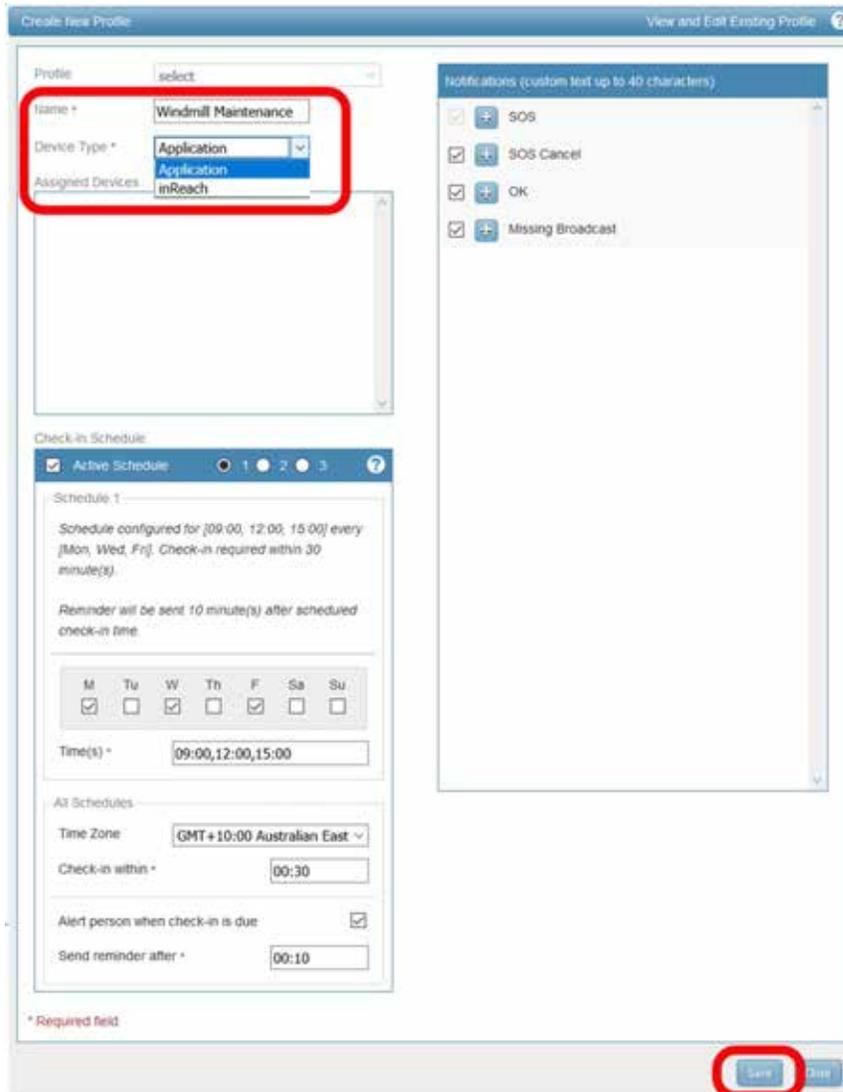
1. **Configure** from main menu
2. **Profiles** from configuration menu
3. **Create New Profile** (use the  button at bottom right of the page)



## Naming & Device Type

Within the Create New Profile screen, select "**Application**" for the Device type and enter a name for the profile.

As profiles are intended to be used across multiple workers of a similar role and risk exposure, it's important to name the profile appropriately. In the example below, the profile is being created for a group of maintenance engineers who have a common safety requirement.



The screenshot shows the 'Create New Profile' interface. A red box highlights the 'Name' field containing 'Windmill Maintenance', the 'Device Type' dropdown set to 'Application', and the 'Assigned Devices' list containing 'mReach'. Another red box highlights the 'Save' button at the bottom right. The 'Check-in Schedule' section shows an active schedule for Monday, Wednesday, and Friday from 09:00 to 15:00. The 'Notifications' section has four items checked: SOS, SOS Cancel, OK, and Missing Broadcast.

## Notifications

Notifications are configured in the profile to determine what **SMS** and **emails** should be sent in response to an associated event occurring.

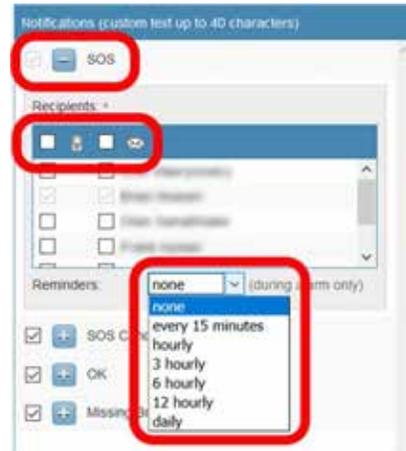
The Tracertrak SafeWorker™ App has four notification options:

1. **SOS** – SOS is raised by the worker
2. **SOS Cancel** – SOS is cancelled by the worker
3. **OK** – worker checks-in
4. **Missing Broadcast** – worker fails to check-in

### SOS

The SOS notification is mandatory and cannot be disabled.

Your Tracertrak administrator is a mandatory recipient of both SMS and email messages in the event of an SOS. Additional recipients can be configured by selecting either the SMS or email check boxes next to their names. Optionally, a reminder can be set to resend the SMS and TEXT messages during an SOS alarm.



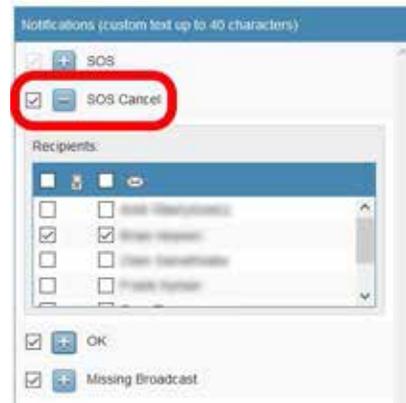
### SOS Cancel

The SOS Cancel notification is optional, but recommended.

Its purpose is to notify when a SOS has been cancelled.

**NOTE:** The recipients of the SOS and SOS Cancel notifications are set individually. However, it is recommended that recipients of a SOS notification also receive a SOS Cancel notification.

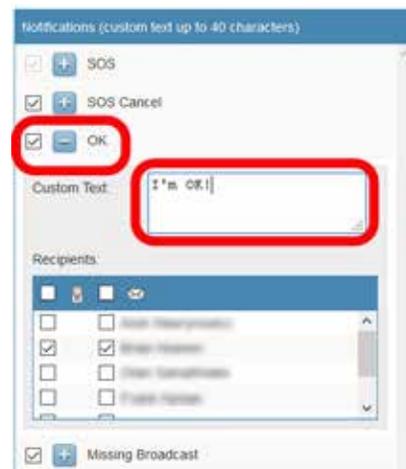
**NOTE:** There is no option to repeat the SOS Cancel notification



### OK

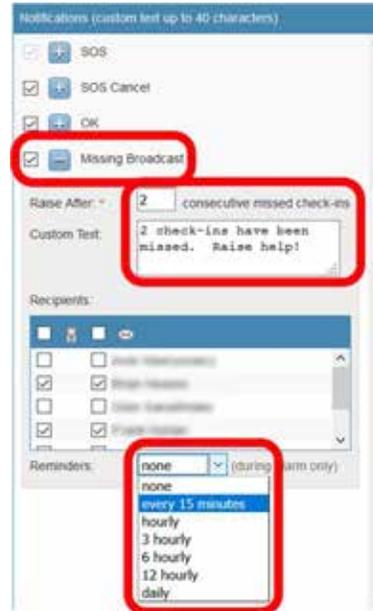
Check-ins by workers can be used to trigger SMS or TEXT notifications. The value of sending a SMS or TEXT message every time a worker checks-in is determined by the OH&S guidelines of each company. If OK notifications are not required, uncheck the notification to disable it.

If the OK notification is required, ensure the checkbox is ticked and a Custom Text is entered to fill the body of the OK message. The Custom Text should be generic and brief. Recipients of the OK notification should be selected as required.



### Missing Broadcast

Missing Broadcasts are raised after 1 or more consecutive check-ins are missed. These notifications are **essential** to raise the emergency response alarm as early as possible in the event that a worker has become disabled and is unable to raise an SOS alarm themselves. Depending on the risk exposure of the workers that the profile has been configured for, it is possible to configure the Missing Broadcast notification to send only after multiple consecutive check-ins have been missed. For high risk workers, it is recommended to set the **“Raise After”** value to 1. As per the OK notification, a Custom Text field can be completed to provide context to the notification. Similarly, reminders can be set to maintain focus on the event until it has been acknowledged within Tracertrak.

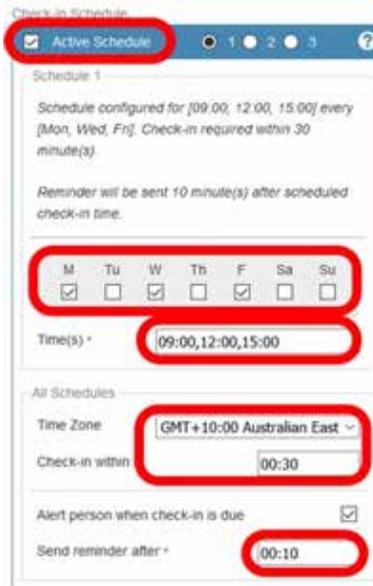


### Active Schedule

Configure the Active Schedule if workers using this profile will need to check-in to verify their safety. The Active Schedule allows up to three different schedules to be configured, each schedule offering the option to specify the days of the week, times of day, time zone, check-in window and reminder.

To ensure the Active Schedule is configured correctly make sure:

- Active Schedule selection box is ticked
- Required days of the week are ticked
- Check-in times are comma separated and in hh:mm format
- Time zone is correct
- Check-in time is set
- Optionally - Check-in due reminder is checked and reminder time is set



In the example shown, the schedule is active on **Monday, Wednesday and Friday**. Check-in’s are due at **9am, 12noon and 3pm, AEST**. Workers have up to **30 minutes to check-in** after the check-in due time. Workers will receive a reminder if they have not checked-in within **10minutes after check-in was due**. Failure to check-in will trigger a **“Missed Check-in”** alarm if the profile is configured with the missed check-in alarm.

Use the  button at the bottom right of the window to save the profile.

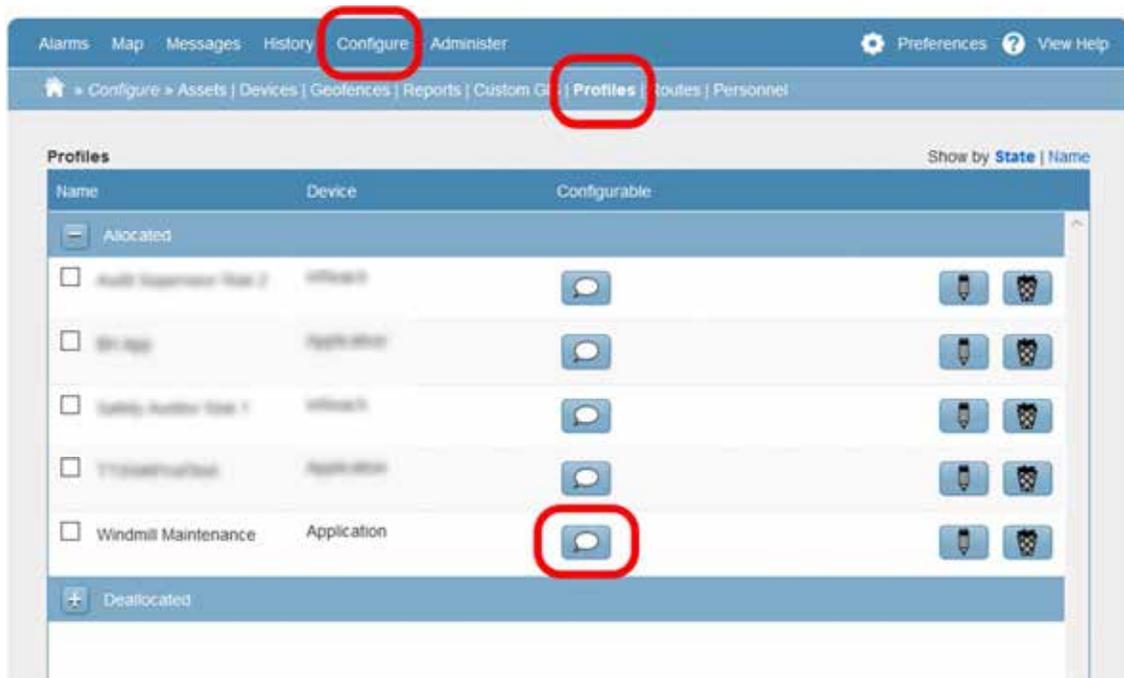
**NOTE:** Selecting the Cancel button will exit the Profile configuration screen without saving any changes.

## Messaging

The Tracertrak SafeWorker™ App includes the ability to send email and SMS messages to other devices. It's possible to limit the type and recipients of such messages to control costs when using Tracertrak SafeWorker™ App with services such as the Thuraya SatSleeve.

To configure the Messaging privileges for an application license:

1. **Configure** from main menu
2. **Profiles** from configuration menu
3. **Edit Messaging** (use the  button under the Configurable column)



From the *Configure Message Permissions* screen, check the messaging options that you want to enable for this profile.

Once the required messaging options have been selected, use the  button to commit the changes. A notice will display advising that the profile changes have been saved.

Select the  button to close the Attention screen. You will be returned to the *Configure Message Permissions* screen. Select the  button to close the *Configure Message Permissions* screen.



## Tracking

Administrators have several different configuration options relating to tracking.

They can configure:

- Tracking can be turned ON and OFF by the user
- GPS Location requests are Enabled or Disabled
- Tracking while stationary
- Emergency Mode Tracking

These configurations are part of device profiles. To access the Device Tracking Configuration settings, select:

1. **Configure** from main menu
2. **Profiles** from configuration menu
3. **Edit Tracking Configuration** (use the  button under the configuration column)

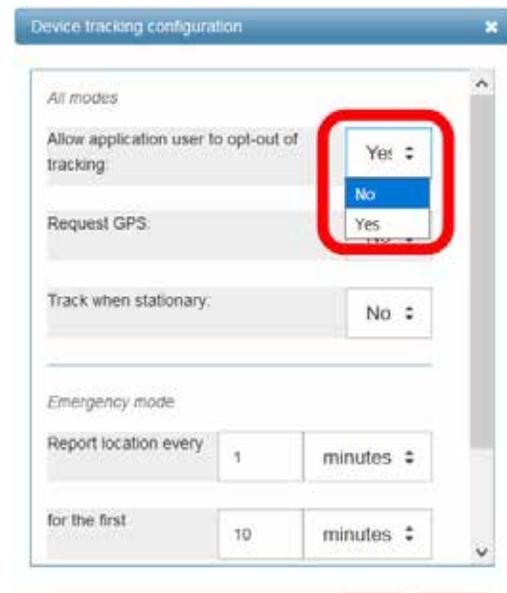


The *Device tracking configuration* screen will display.

### Mandatory Tracking

To make tracking mandatory for a Tracertrak SafeWorker™ App license:

- Select **No** against *Allow application user to opt-out of tracking*: option. This will remove the Tracking On/Off option on the Tracertrak SafeWorker™ App, preventing the user from turning Tracking Off.



### Use GPS for Tracking

When the location reported by the device needs to be as accurate as possible, the Administrator can request the user to enable the use of GPS for tracking.

To request the use of GPS:

- Select **Yes** against *Request GPS*.  
The Tracertrak SafeWorker™ App will prompt the user to enable GPS location services when the device needs to provide its location.

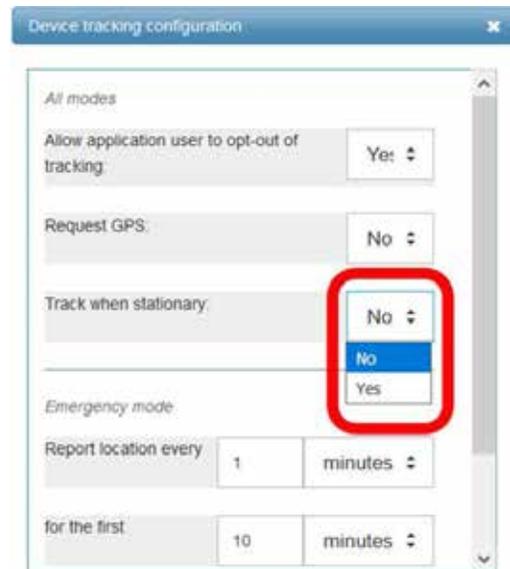


The screenshot shows the 'Device tracking configuration' window. Under the 'All modes' section, the 'Request GPS' dropdown menu is open, and the 'Yes' option is selected and highlighted in blue. A red circle highlights the dropdown menu. Other options include 'No' and 'No' (likely a typo for 'No'). The 'Track when stationary' dropdown is also visible but not selected. The 'Emergency mode' section shows 'Report location every' set to 1 minutes and 'for the first' set to 10 minutes.

### Stationary Tracking

To disable tracking updates when the device is stationary:

- Select **No** against *Track when stationary*: option.  
This will prevent the App sending track points unless it has moved sufficiently from its last location.

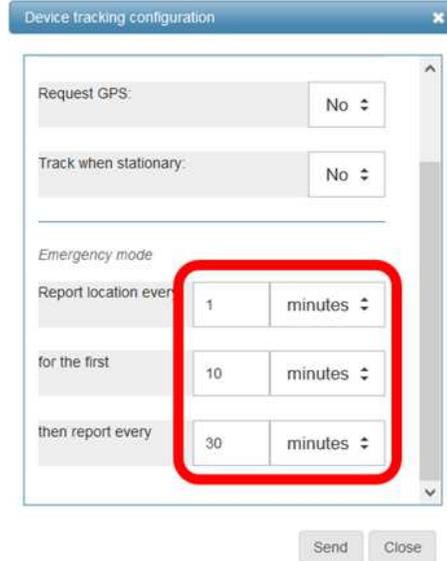


The screenshot shows the 'Device tracking configuration' window. Under the 'All modes' section, the 'Track when stationary' dropdown menu is open, and the 'No' option is selected and highlighted in blue. A red circle highlights the dropdown menu. Other options include 'No' and 'Yes'. The 'Request GPS' dropdown is also visible but not selected. The 'Emergency mode' section shows 'Report location every' set to 1 minutes and 'for the first' set to 10 minutes.

### Emergency Tracking

The frequency of location updates during an emergency can be configured.

In the example configuration shown below, during an emergency, the Tracertrak SafeWorker™ App will report its position every 1 minute for the first 10 minutes. After the first 10 minutes, it will report its position every 30 minutes.



The screenshot shows a 'Device tracking configuration' window. Under the 'Emergency mode' section, the following settings are visible and highlighted with a red box:

- Report location every: 1 minutes
- for the first: 10 minutes
- then report every: 30 minutes

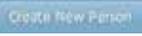
To change the location reporting frequency of the device:

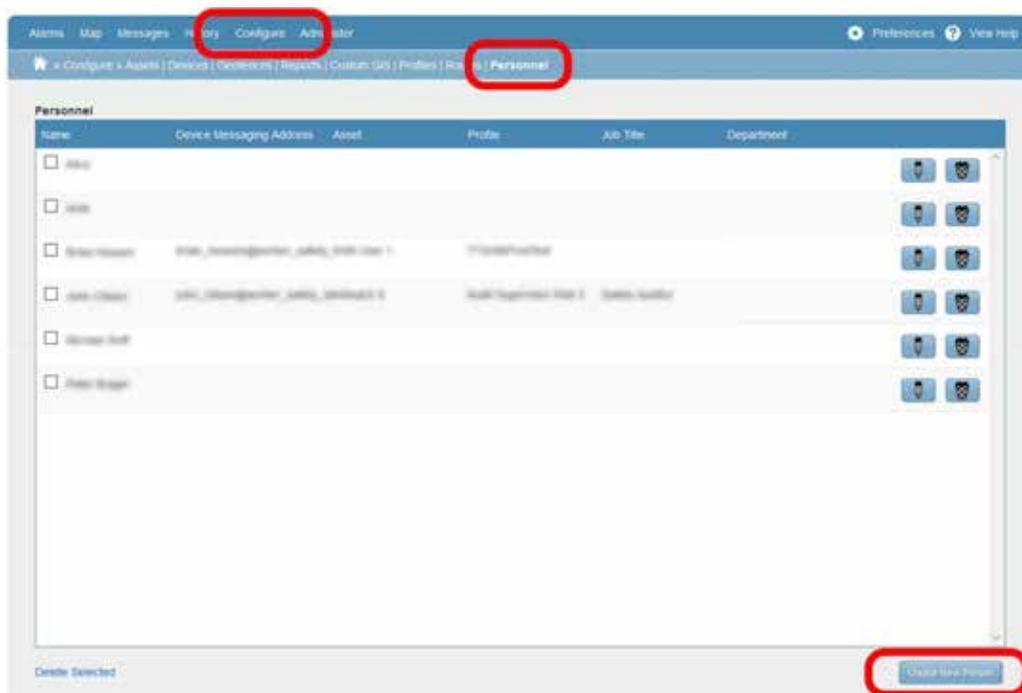
- Against **Report location every** field, enter the number of minutes between location updates for the initial phase of the emergency tracking.
- Against **for the first** field, enter the number of minutes that the initial phase of the emergency tracking should last.
- Against **then report every** field, enter the number of minutes between location updates after the initial phase of the emergency tracking has ended. When the emergency has ended, the tracking frequency will return to the specified tracking interval as outlined by the Activation Code. Refer to [Activation Code](#) on page 17.

## Workers

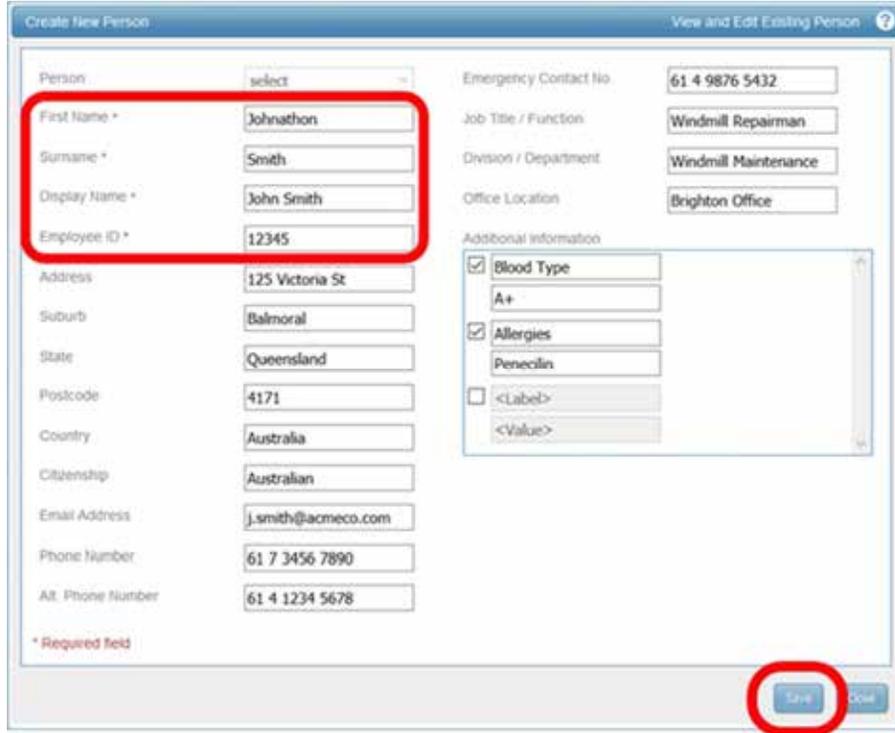
Each Tracertrak SafeWorker™ App license can be allocated to a single worker. Each worker who is required to use the Tracertrak SafeWorker™ App needs to be configured in the Tracertrak system. The purpose of this is to ensure the email, contact details and specifics of the worker are available within the system in case of an emergency.

To enter a new worker, login to your Tracertrak account and select:

1. **Configure** from main menu
2. **Personnel** from configuration menu
3. **Create New Person** (use the  button at the bottom right of the page)



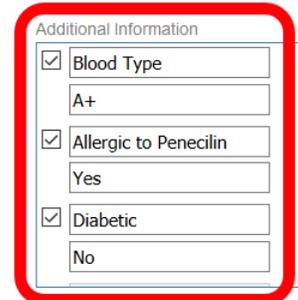
Each worker must be registered with a First Name, Surname, Display Name and Employee ID. While all other fields are optional, it is highly recommended to complete each field for every worker, ensuring that a complete worker profile is available in the event of an emergency.



Custom Additional Information fields are available to allow specific information for each worker to be added. Information such as blood type, allergies, medical conditions can be created, providing invaluable information to assist during an emergency.

Use the  button at the bottom right of the window to save the worker.

**NOTE:** Selecting the Cancel button will exit the Worker configuration screen without saving any changes.

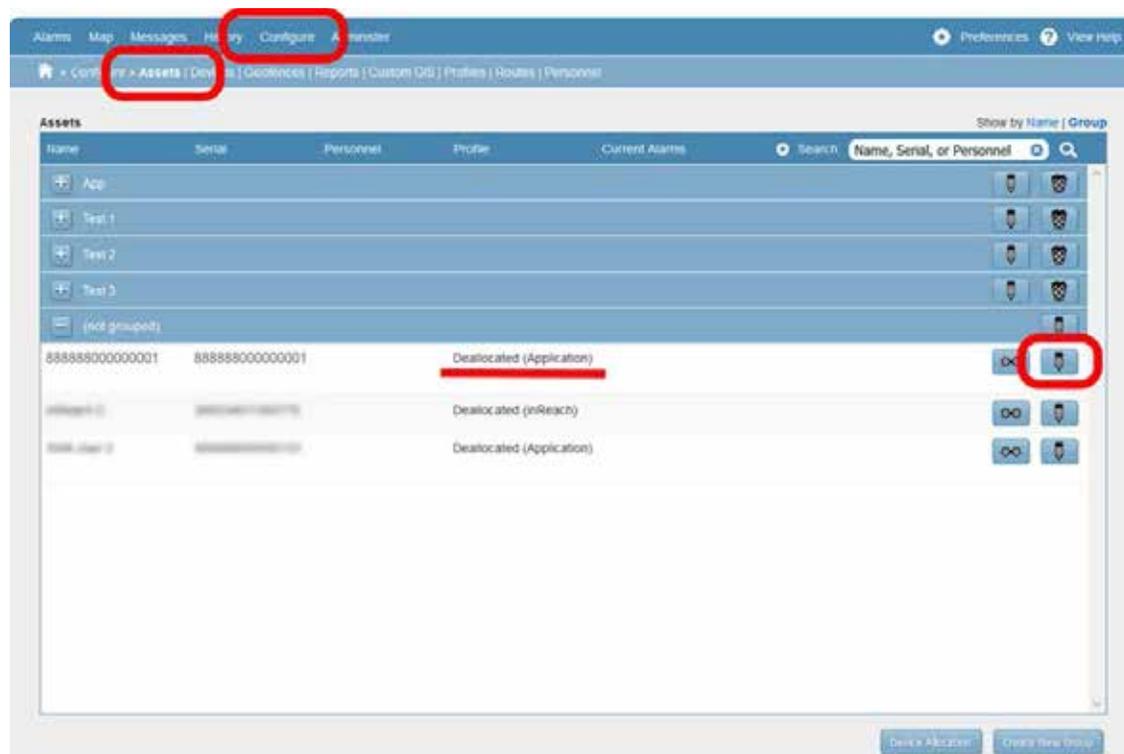


## Registration

To register the Tracertrak SafeWorker™ App with Tracertrak, an unallocated application license must be allocated to a worker and a device profile.

To register an unallocated license, login to your Tracertrak account and select:

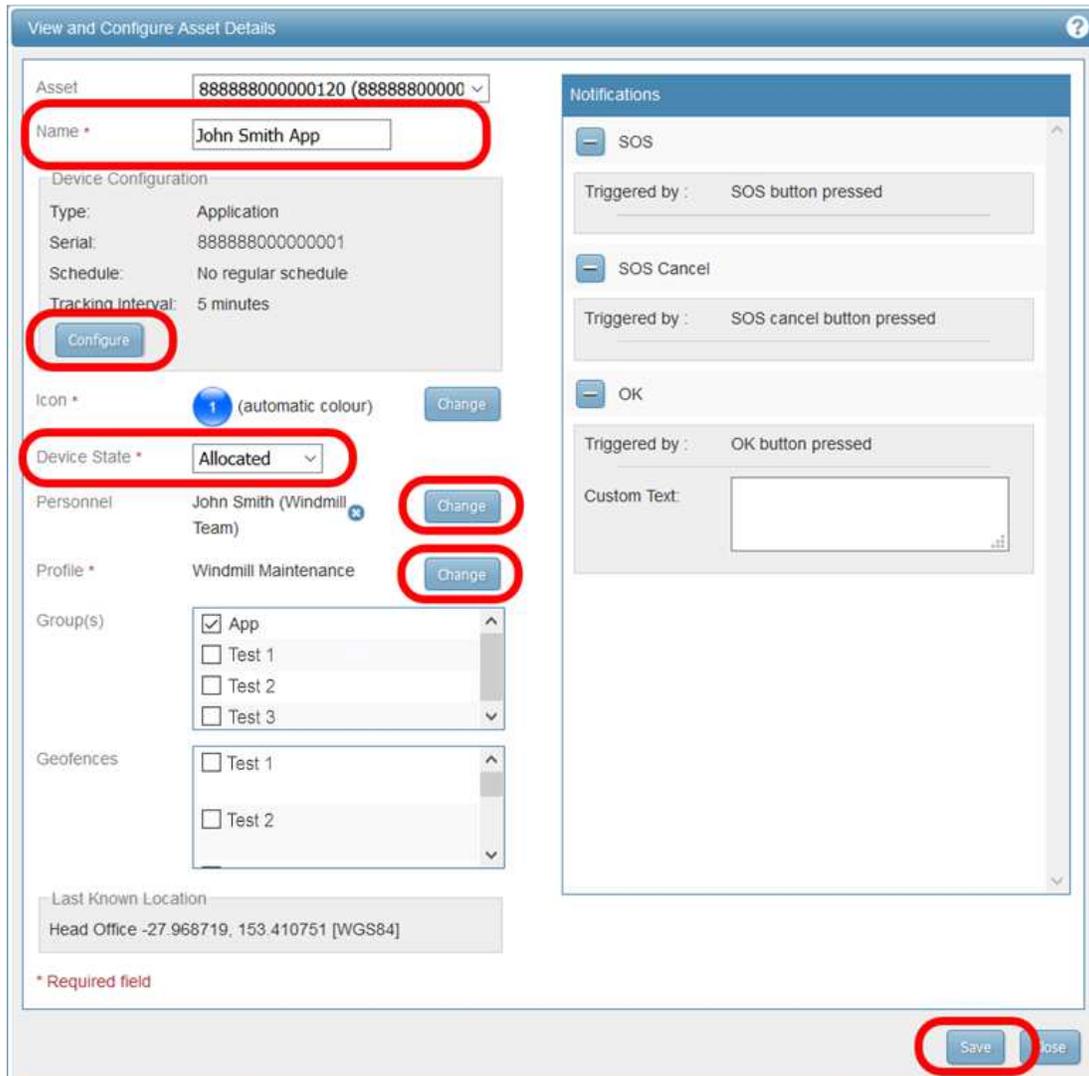
1. **Configure** from main menu
2. **Assets** from configuration menu
3. **Edit Asset** (use the  button on the right-hand side)  
**NOTE:** When selecting an Application asset, look for one that has a Profile of “Deallocated (Application)”



## Naming

Enter a **Name** for the license.

**NOTE:** Suggested not to just use the workers name as it may become confusing to distinguish the user from the application license.

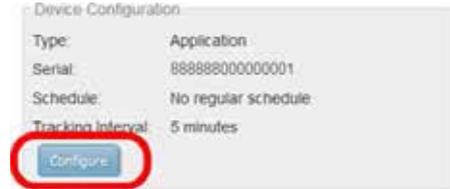


The screenshot shows the 'View and Configure Asset Details' window. The 'Name' field is highlighted with a red circle and contains 'John Smith App'. The 'Device Configuration' section includes a 'Configure' button highlighted with a red circle. The 'Device State' dropdown is highlighted with a red circle and set to 'Allocated'. The 'Personnel' and 'Profile' fields have 'Change' buttons highlighted with red circles. The 'Group(s)' and 'Geofences' sections contain lists of items with checkboxes. The 'Notifications' section on the right lists 'SOS', 'SOS Cancel', and 'OK' with their respective triggers. At the bottom right, the 'Save' button is highlighted with a red circle.

Field	Value
Asset	88888800000120 (88888800000)
Name *	John Smith App
Type	Application
Serial	888888000000001
Schedule	No regular schedule
Tracking Interval	5 minutes
Icon *	(automatic colour)
Device State *	Allocated
Personnel	John Smith (Windmill Team)
Profile *	Windmill Maintenance
Group(s)	<input checked="" type="checkbox"/> App, <input type="checkbox"/> Test 1, <input type="checkbox"/> Test 2, <input type="checkbox"/> Test 3
Geofences	<input type="checkbox"/> Test 1, <input type="checkbox"/> Test 2
Last Known Location	Head Office -27.968719, 153.410751 [WGS84]

### Activation Code

Open the View and Configure device screen by selecting the  button from the device configuration section.



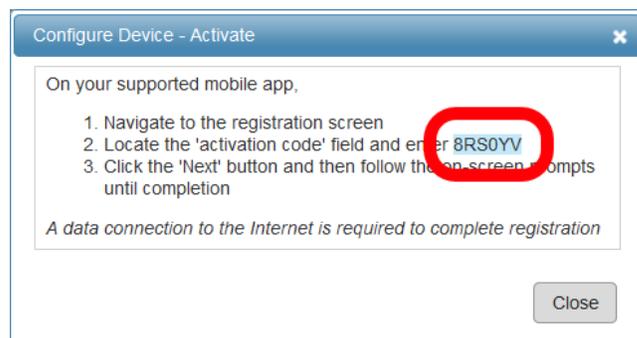
The *View and Configure Device* screen will display.



From within the *View and Configure Device* screen, change the Tracking Interval frequency if the worker's movements are to be tracked.

**NOTE:** The user can be given the option to turn tracking OFF. Refer to [Mandatory Tracking](#) on page 10.

Select the  button to activate the license. The *Configure Device – Activate* screen will display.



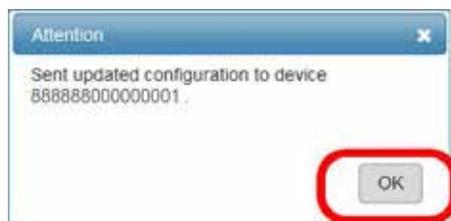
**NOTE:** Make note of the 'activation code'. This activation code must be provided to the worker who this license is being provisioned for. The worker will need to enter the activation code either as their registration activation code OR their password, (depending on the version of the App they are using) when they first install the Tracertrak SafeWorker™ App. Refer to [Activation](#) on page 28.

Close the *Configure Device – Activate* screen. You will be returned to the *View and Configure Device* screen.



Select the **Send** button from within the *View and Configure Device* screen to update the configuration changes to the device. A notice will display advising the configuration has been sent.

Select the **OK** button to close the Attention screen. You will be returned to the *View and Configure Device* screen.



Select the **Close** button to close the *View and Configure Device* screen. You will be returned to the *View and Configure Asset Details* screen.



## Allocation

Change the Device State to Allocated.



Change the person assigned to the license by selecting the [Change](#) button next to Personnel. The *Configure Asset – Personnel* screen will display.



From the *Configure Asset – Personnel* screen, click on [select](#) next to the person you want assigned to the license.

Change the profile assigned to the license by selecting the [Change](#) button next to Profile. The *Configure Asset – Profiles* screen will display.



From the *Configure Asset – Profiles* screen, click on [select](#) next to the profile you want assigned to the license.

## Groups and Geofences

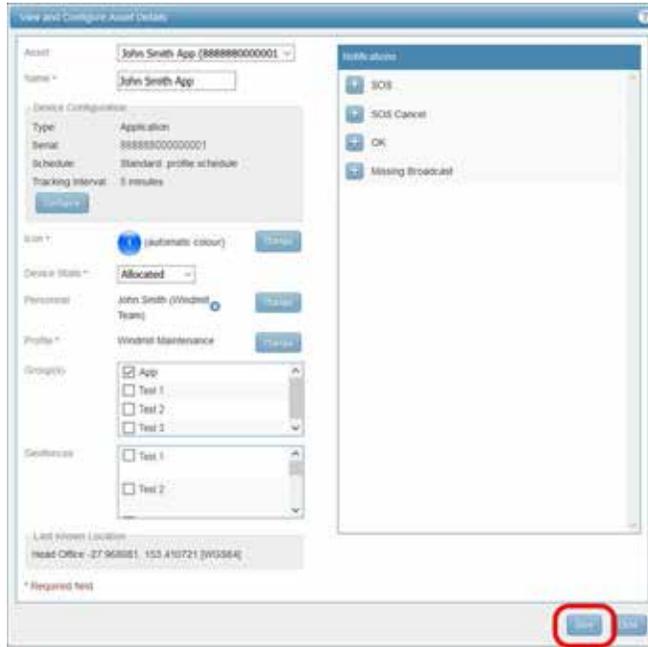
Optionally, you can assign the license to a Group and associate the license with pre-defined Geofences.

Assigning the license to a group will make it easier in the future to filter and find it for mapping, reporting and history. Assigning the license to pre-defined Geofences will automatically apply any Exclusion or Inclusion Geofence rules and notifications associated with those Geofences to the license.



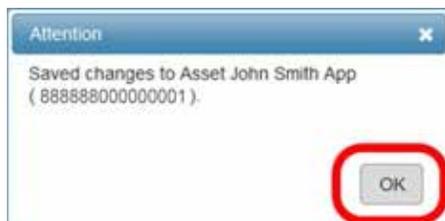
## Save Registration

Select the  button at the bottom right of the *View and Configure Asset Details* screen to save the license registration.



A notice will display advising the changes have been saved.

Select the  button to close the Attention screen. You will be returned to the *View and Configure Asset Details* screen.



Select the  button at the bottom right of the *View and Configure Asset Details* screen to close the screen.

**NOTE:** Selecting the Close button before selecting the Save button will exit without making any changes to the license registration.

## Reallocating and Revoking Licenses

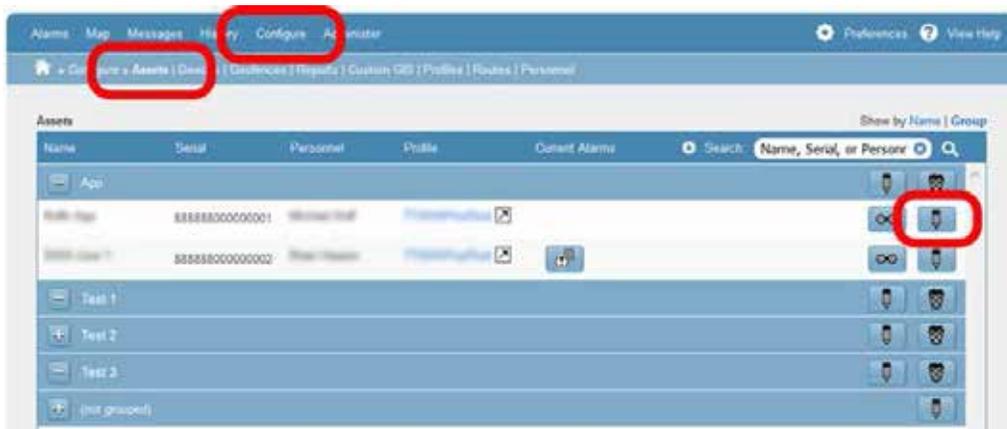
Tracertrak SafeWorker™ App licenses can be reallocated to ensure licenses are always distributed to the right workers or revoked if a license needs to be deactivated.

### Reallocating

Reallocating a license may be necessary when moving the license from one worker to another or when a mobile device has been reset and the Tracertrak SafeWorker™ App needs to be reactivated.

To reallocate a Tracertrak SafeWorker™ App license select:

1. **Configure** from main menu
2. **Assets** from configuration menu
3. **Edit Asset** (use the  button on the right-hand side)

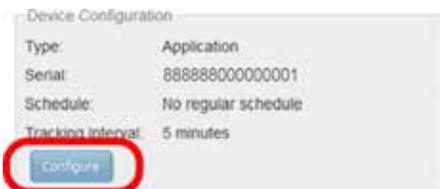


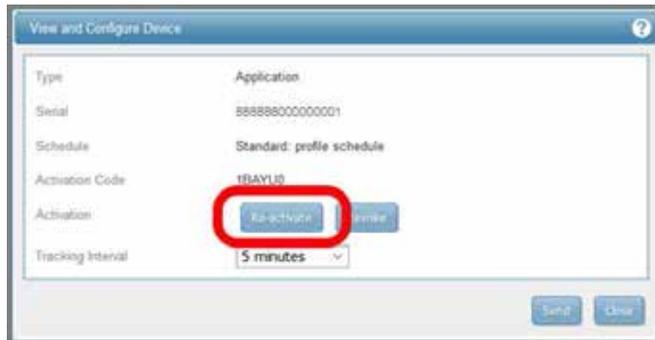
The *View and Configure Asset Details* screen will open.

Open the *View and Configure device* screen by selecting the  button.

The *View and Configure Device* screen will display.

From within the *View and Configure Device* screen, select **Reactivate**.

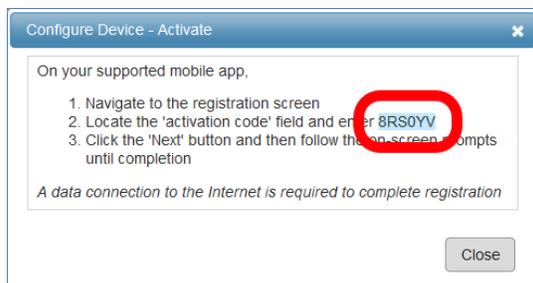




An attention screen will display asking you to confirm that you wish to re-activate the license. Select OK to re-activate the license or Cancel to return to the *View and Configure Device* screen.



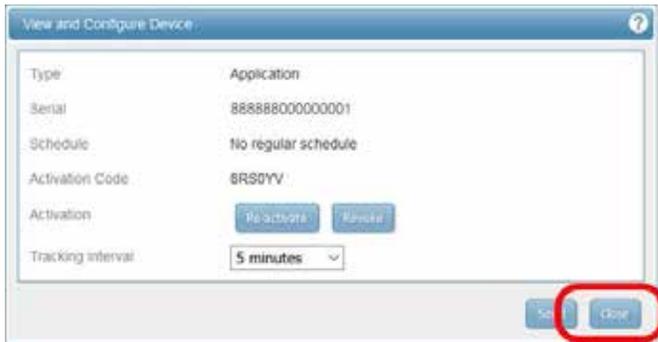
Upon pressing OK, the *Configure Device – Activate* screen will display.



**NOTE:** Make note of the 'activation code'. This activation code must be provided to the worker who this license is being reallocated to. The worker will need to enter the activation code when they first install the Tracertrak SafeWorker™ App. Refer to [Activation](#) on page 28.

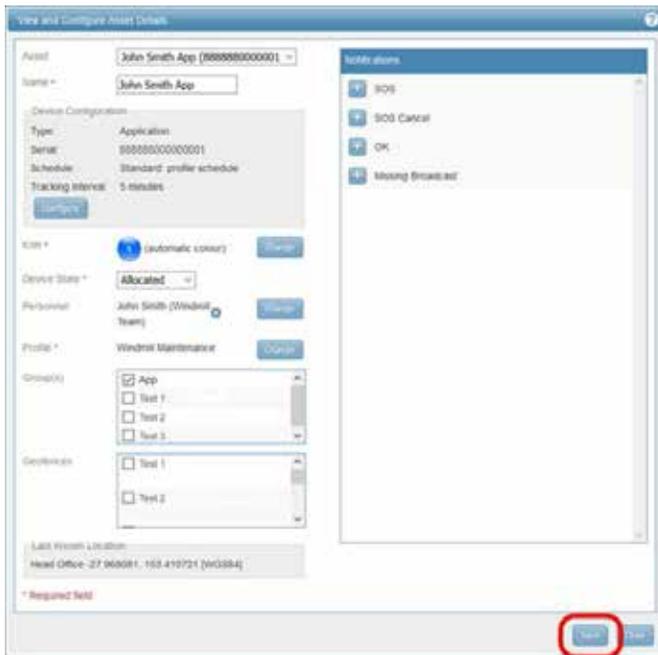
Close the *Configure Device – Activate* screen. You will be returned to the *View and Configure Device* screen.

Select the  button to close the *View and Configure Device* screen. You will be returned to the *View and Configure Asset Details* screen.



It is recommended to change the worker who the license is allocated to. Refer to [Allocation](#) on page 19.

Select the  button at the bottom right of the *View and Configure Asset Details* screen to save the license registration.



A notice will display advising that the changes have been saved.

Select the  button to close the Attention screen. You will be returned to the *View and Configure Asset Details* screen.

Select the  button at the bottom right of the *View and Configure Asset Details* screen to close the screen.



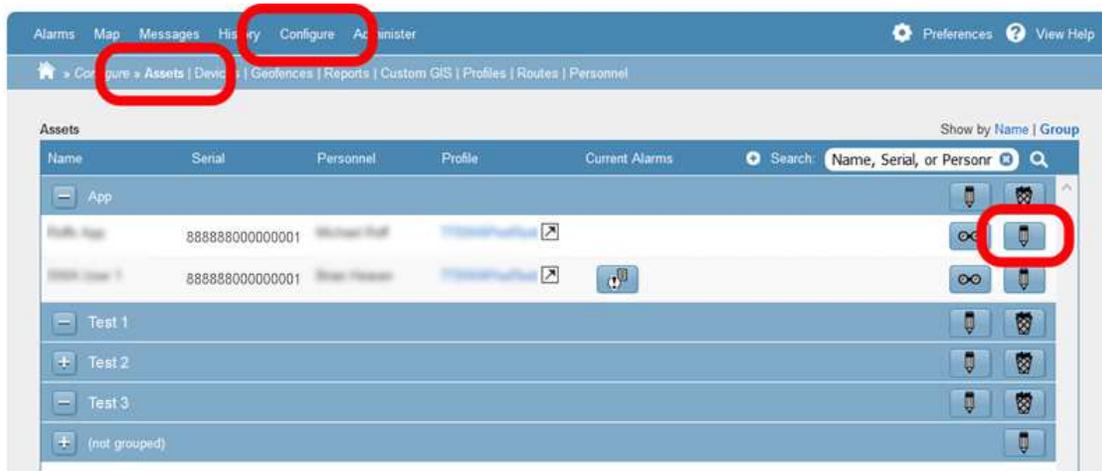
**NOTE:** Selecting the Close button before selecting the Save button will exit without making any changes to the license registration.

## Revoking

When a Tracertrak SafeWorker™ App license has been allocated to a worker and activated, it may be necessary to revoke that license if the worker was to leave the business.

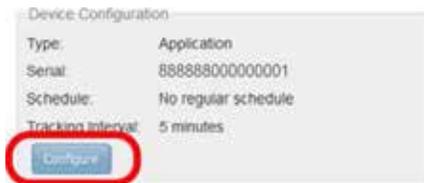
To revoke a Tracertrak SafeWorker™ App license select:

4. **Configure** from main menu
5. **Assets** from configuration menu
6. **Edit Asset** (use the  button on the right-hand side)

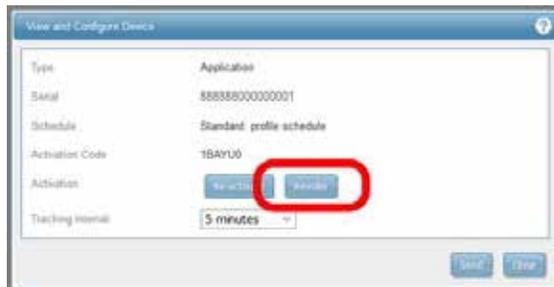


The *View and Configure Asset Details* screen will open.

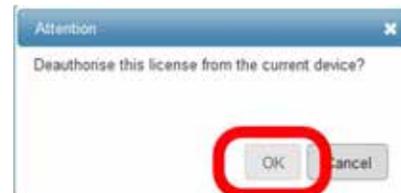
Open the *View and Configure device* screen by selecting the  button.



From within the *View and Configure Device* screen, select Revoke.

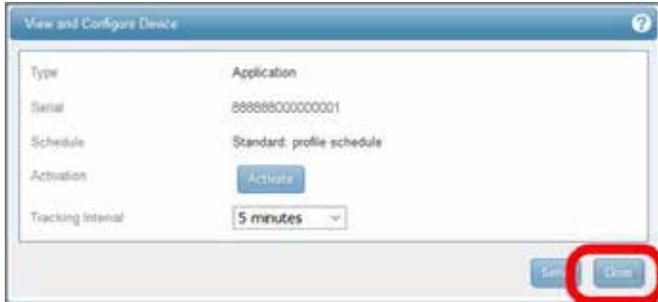


An attention screen will display asking you to confirm that you wish to deauthorise the license. Select OK to revoke the license or Cancel to return to the *View and Configure Device* screen.



Upon pressing OK, you will be returned to the *View and Configure Device* screen and the license will be revoked. The Tracertrak SafeWorker™ App associated with this license will no longer have a valid connection to Tracertrak and will default to the License Activation screen, refer to [Activation](#) on page 28. To activate the license again, refer to [Activation Code](#) on page 17.

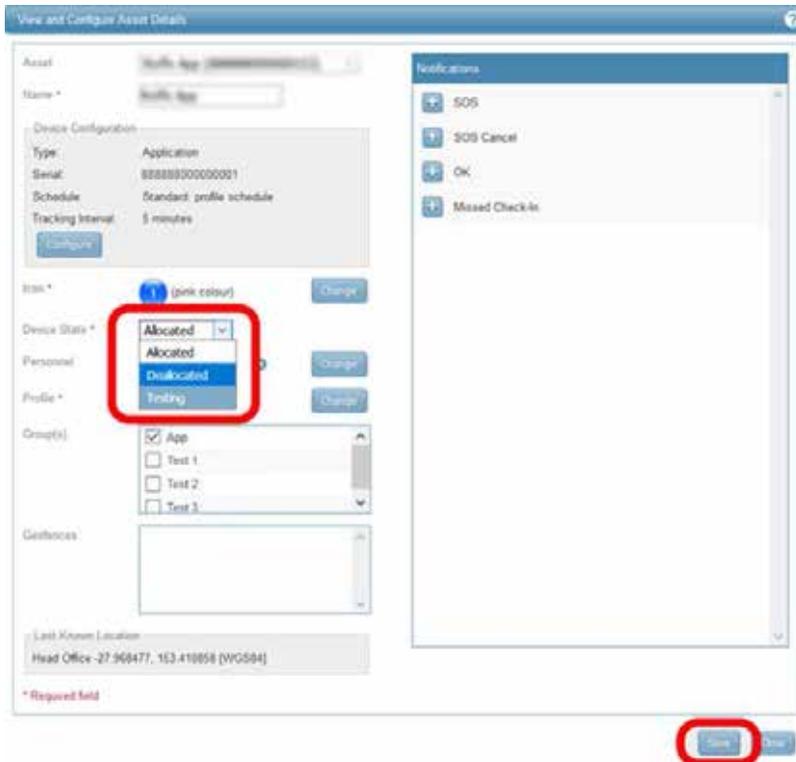
Select the **Close** button to close the *View and Configure Device* screen. You will be returned to the *View and Configure Asset Details* screen.



It is recommended to deallocate the license when it has been revoked. This then clearly reflects that the license is not currently allocated to any workers or profiles.

### Deallocation

From within the *View and Configure Asset Details* screen, change the Device State from Allocated to Deallocated.



The Device State will change to Deallocated, reflecting that the license is not currently allocated to a worker or a profile.

Select the  button at the bottom right of the *View and Configure Asset Details* screen to save the changes. A notice will display advising that the changes have been saved.



Select the  button to close the Attention screen. You will be returned to the *View and Configure Asset Details* screen.

Select the  button at the bottom right of the *View and Configure Asset Details* screen to close the screen.

**NOTE:** Selecting the Close button before selecting the Save button will exit without making any changes to the license registration.

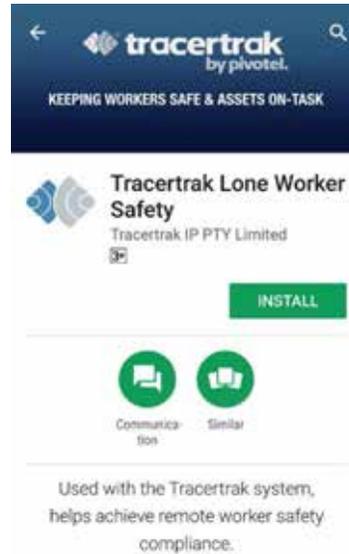
### Canceling Licenses

Unrequired Tracertrak SafeWorker™ licenses can be removed from your Tracertrak account by contacting Pivotal Customer Care. Refer to [Application Licenses](#) on page 5.

## Installation

### Compatibility

Platform	Compatibility
Android	v5.1 and above
iOS	V10.0 and above
Windows Mobile	None



### iOS

The Tracertrak SafeWorker™ App can be installed on iOS devices directly from the Apple App Store. Searching for the App using the keyword: “tracertrak” will yield a similar result to the one shown above. Select the Tracertrak SafeWorker™ App to open the Appy store listing and install the App on your device. For correct operation please allow the required App permissions which include access to your location services and contacts.

### Android

The Tracertrak SafeWorker™ App can be installed on Android devices directly from the Google Play Store. Searching for the App using the keyword: “tracertrak” will yield a similar result to the one shown above. Select the Tracertrak SafeWorker™ App to open the play store listing and install the App on your device. For correct operation please allow the required App permissions which include access to your location services and contacts.

**NOTE:** Tracertrak requires unique license keys to be provisioned for each Tracertrak SafeWorker™ App that is connected to the Tracertrak system. These licenses can be acquired through Pivotel’s provisioning services team. Refer to [Application Licenses](#) on page 5.

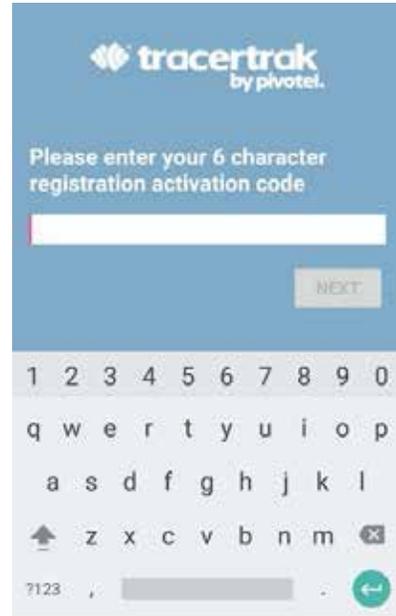
## Activation

### Activation – Android

Once installed, a registration code is required to activate the application on your Tracertrak account. This code is available in the Tracertrak console and can be provided by the Tracertrak administrator. Refer to [Activation Code](#) on page 17.

**NOTE:** The activation code is not case sensitive.

After entering the code, select the  button. The PIN creation screen will be displayed.



### Activation – iOS

Once installed, an email address and password is required to activate the application on your Tracertrak account. The email address can be any email address you want to use. After registration, it is no longer required. Your password is available in the Tracertrak console and can be provided by the Tracertrak administrator. Refer to [Activation Code](#) on page 17.

**NOTE:** The password is not case sensitive.

After entering an email address and password, select the  button. The PIN creation screen will be displayed.



### PIN Creation

Enter a memorable 4 Digit PIN and then repeat it in the Confirm PIN field. The register button will be enabled if the two PIN entries match. You will need this PIN to log in to the Tracertrak SafeWorker™ App after logging out.

Select **REGISTER** to complete the activation.

**NOTE:** An internet connection is required for the activation process to complete.

If the activation code entered is invalid, you will be returned to the registration screen. A successful activation will result in the Tracertrak SafeWorker™ App home screen being displayed.



## Tracertrak SafeWorker™ App

### Check-in Screen



#### Menu

Displays the application menu options.

Time remaining until your next check-in  
00h:24m:52s

#### Check-in Timing Status

Shows the current check-in status and time remaining or time overdue.



#### Show Check-in Schedule

Brings up details of the current check-in schedule that is assigned to the device.



#### Submit Check-in/OK

Press and hold for several seconds to send a check-in message.



#### SOS Activation

Opens the SOS Activation 'slider'.



#### Show Tracking Settings

Opens the Tracking settings screen.



#### Messaging Screen

Opens the messaging screen.



#### Tracking On/Off

Turn Tracking on or off. Functionality may be disabled.

## Menu

Use the  button to access the application features and function screens.

### Check-in

Navigates to the Check-in screen.

### Messaging

Opens the Messaging screen.

### Tracking

Opens the Tracking screen.

### SOS

Opens the SOS screen.

### Logout

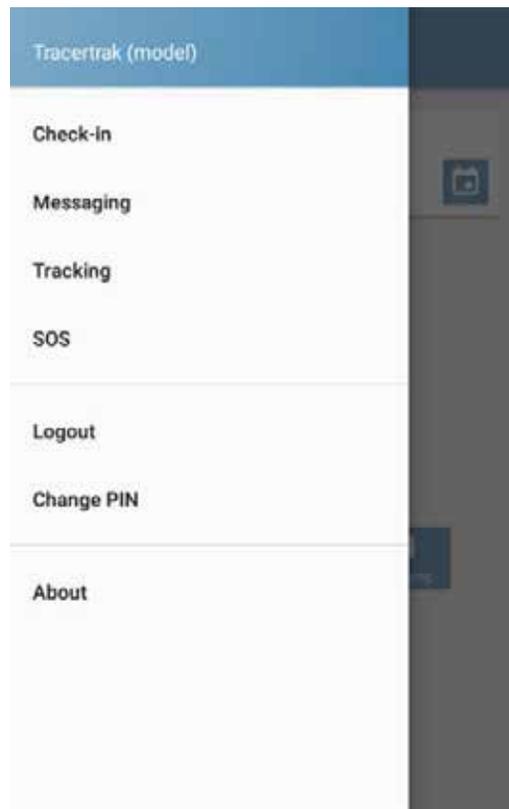
Logs the current user out of the App.

### Change PIN

Opens a screen allowing the user to change their login PIN.

### About

Shows the application build details.

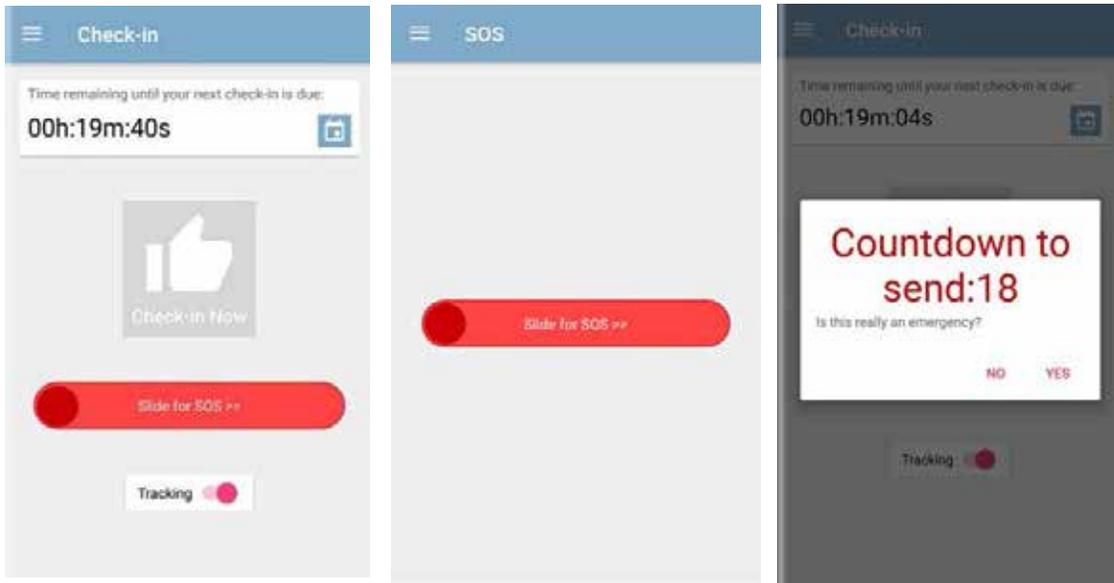


## SOS Activation

An SOS can be activated directly from the Check-in screen or by selecting SOS from the Menu. To activate the SOS service, slide the SOS activation slider to the right, prompting a 20 second SOS countdown to commence and the default alarm to sound.

Select **NO** to abort the SOS request.

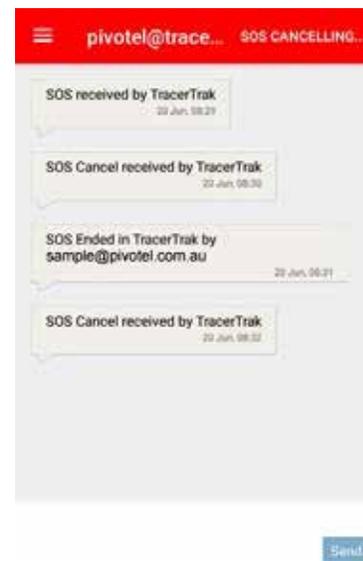
Select **YES** or wait for the countdown to end to confirm the SOS request.



The SOS delay and confirmation are intended to minimise the chance of falsely triggered SOS alerts. When an SOS is active, the Tracertrak SafeWorker™ App will begin tracking and sending updates of your location at the pre-defined emergency mode intervals.

Communication with the Tracertrak messaging console and/or emergency responders can be achieved using the messaging entry panel at the bottom of the SOS screen.

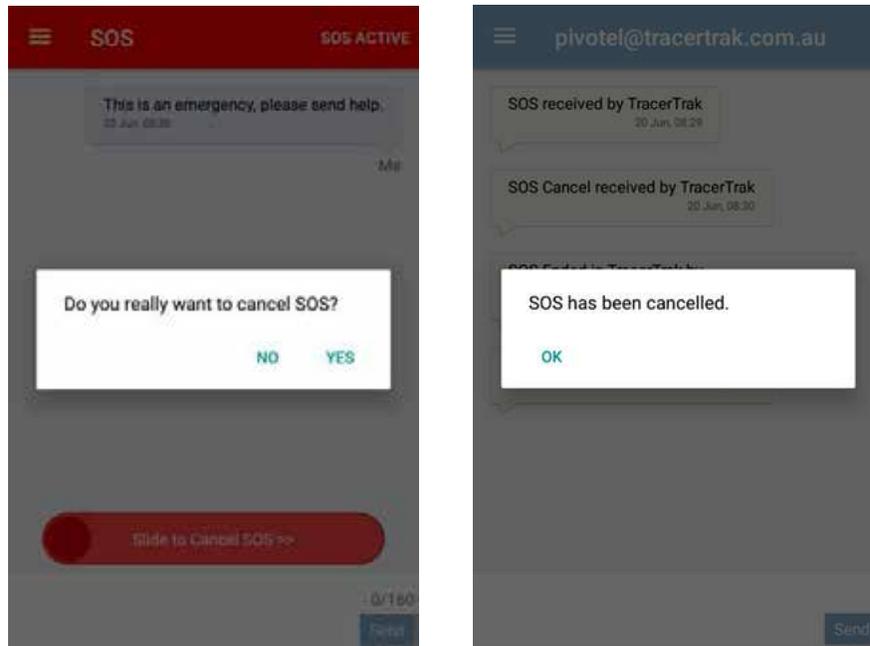
Upon receiving a new SOS, Tracertrak will send a message back to your device confirming a system receipt of the message. You will also receive a message when a user in the Tracertrak system acknowledges or ends the SOS alarm.



### SOS Cancellation

When the emergency has been resolved, either through appropriate emergency response or a change of conditions, an 'SOS Cancel' should be actioned to notify responders and return the system to normal operation. Slide the Cancel SOS action slider to the right to cancel the active SOS.

A verification action panel is displayed, select YES to confirm SOS cancellation, or NO to continue with the SOS alarm. Upon selecting YES, a confirmation screen will be displayed. Select **OK** to acknowledge that the SOS has been cancelled.



On completion of the SOS Cancel process, the user will be notified, and the Tracertrak SafeWorker™ App will be returned to normal operation.

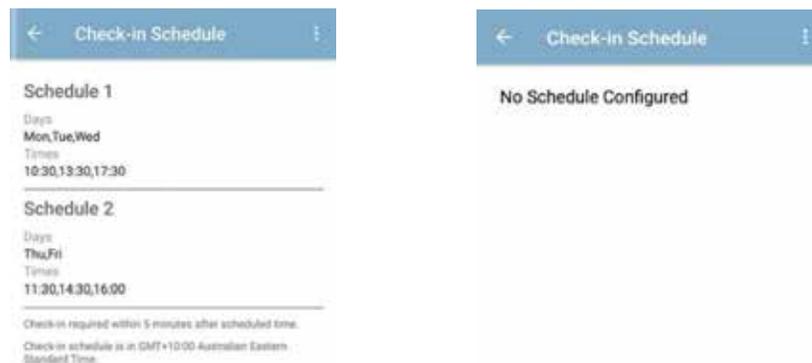
## Check-in Schedule

Access the Check-in schedule from the Menu or by pressing the schedule icon on the Check-in screen.



The Check-in Schedule screen displays the day and times that check-ins are required, as defined by the assigned Tracertrak profile. Refer to [Profile](#) on page 5.

The examples below show the Check-in Schedule screen with and without a defined check-in schedule.



Clicking on the  button allows you to force a synchronisation of check-in schedule from Tracertrak to the Tracertrak SafeWorker™ App. When your mobile device has good internet connection, any schedule changes will synchronise from Tracertrak to the mobile device in <1min.

## Messaging

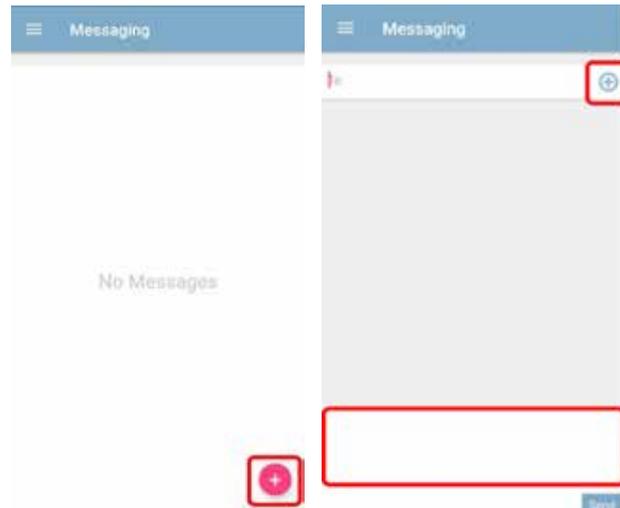
While there are many other types of messaging services available on a mobile device, the integrated messaging in the Tracertrak SafeWorker™ App allows broadcast messages to be sent to both mobile and satellite based Tracertrak enabled devices, simplifying and consolidating communication during an emergency.

The messaging screen allows for text messaging within the Tracertrak system. Messages can be sent between 2-way communications devices as well as the Tracertrak console, allowing communications between the Tracertrak console and remote workers. Messaging can also be limited or disabled to control service costs. By default, Messaging permissions are disabled.

The configuration in the Tracertrak system controls whether messages can be sent between 2-Way devices and/or to other email or SMS contacts externally. If you do not have permission to send a message to another device, email or SMS contact you will receive an error message from Tracertrak. Tracertrak also controls whether external recipients can reply to messages. Refer to [Messaging](#) on page 9.

### Compose

To compose a new message, select Messaging from the Check-in screen or Menu. Select the  button at the bottom right corner of the screen. Manually enter the recipients email or phone number, or use the  button to the right of the address bar to select from your phone contacts. Select the message window at the bottom of the screen to compose your message. Click on Send when the message is complete.



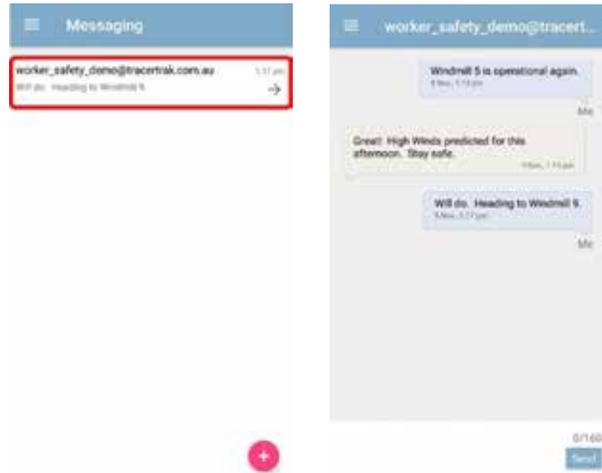
All devices can send messages to the Tracertrak Inbox by addressing a message to `<AccountName>@tracertrak.com.au`, where any spaces in the account name are substituted for “\_”. For example, a Tracertrak account named Windmill Repairs will have the email address: [Windmill\\_Repairs@tracertrak.com.au](mailto:Windmill_Repairs@tracertrak.com.au).

Every Tracertrak SafeWorker™ App license receives its own email address, allowing messaging between other devices on the Tracertrak system and the Tracertrak console. This email address follows the format: `<personnel_display_name>@<accountname>.tracertrak.com.au`.

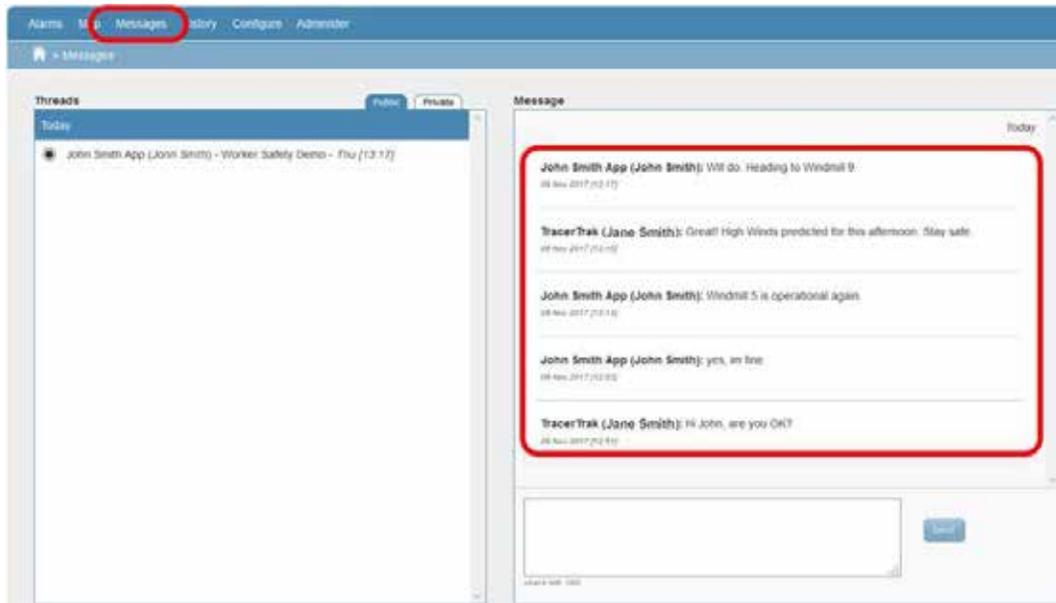
For example, a person configured with the personnel display name *Johnathon Smith* on a Tracertrak account named Windmill Repairs will have a Tracertrak email address of: `johnathon_smith@windmill_repairs.tracertrak.com.au`. This address can be used by other 2-Way Tracertrak device on the same Tracertrak account to send a message to this person’s Tracertrak SafeWorker™ App.

### Reading

To read messages received, select Messaging from the Check-in screen or Menu. Your messages are listed chronologically starting with the latest sent or received message. Select a message to open it and respond.



The same conversation thread can be viewed and responded to from the Tracertrak Console from the Messages screen.



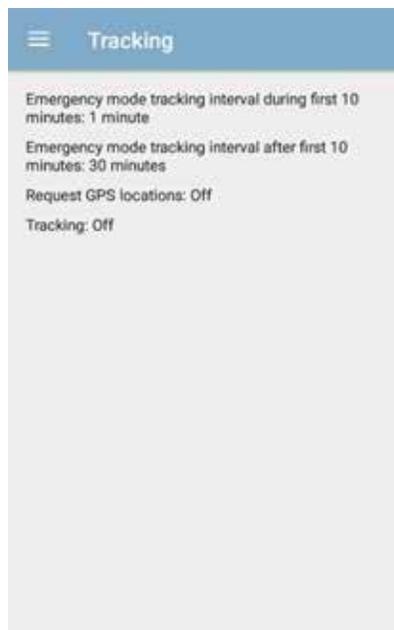
### Tracking

If the Administrator has enabled tracking and allowed users to turn Tracking On and Off, then users are able to enable or disable tracking from the Check-in screen.



If the Administrator has not allowed users to turn Tracking On and Off, the Tracking ON/OFF button will not be available to the user. Refer to [Mandatory Tracking](#) on page 10.

To review the Tracking configuration, select Tracking from the Menu. The Tracking screen displays the current tracking intervals as defined in the allocated device profile in Tracertrak.



## Logging Out

You can log out of Tracertrak SafeWorker™ App by selecting Logout from the Menu.

Because Tracertrak SafeWorker™ App need to be connected to Tracertrak at all times, the App will continue to run in the background while you are logged into the App. When you logout of the App, the App can be closed and will no longer have an active connection to Tracertrak.

When logged out, enter the PIN number, you choose when registering the App, to login.