# Category: OHS

# Module 1: Configure SPOT

**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 SPOT devices.

This guide covers:

- Configuring device groups.
- Configuring SPOT Profiles (business rules/processes).
- Setting up your Workers (people who carry the devices).
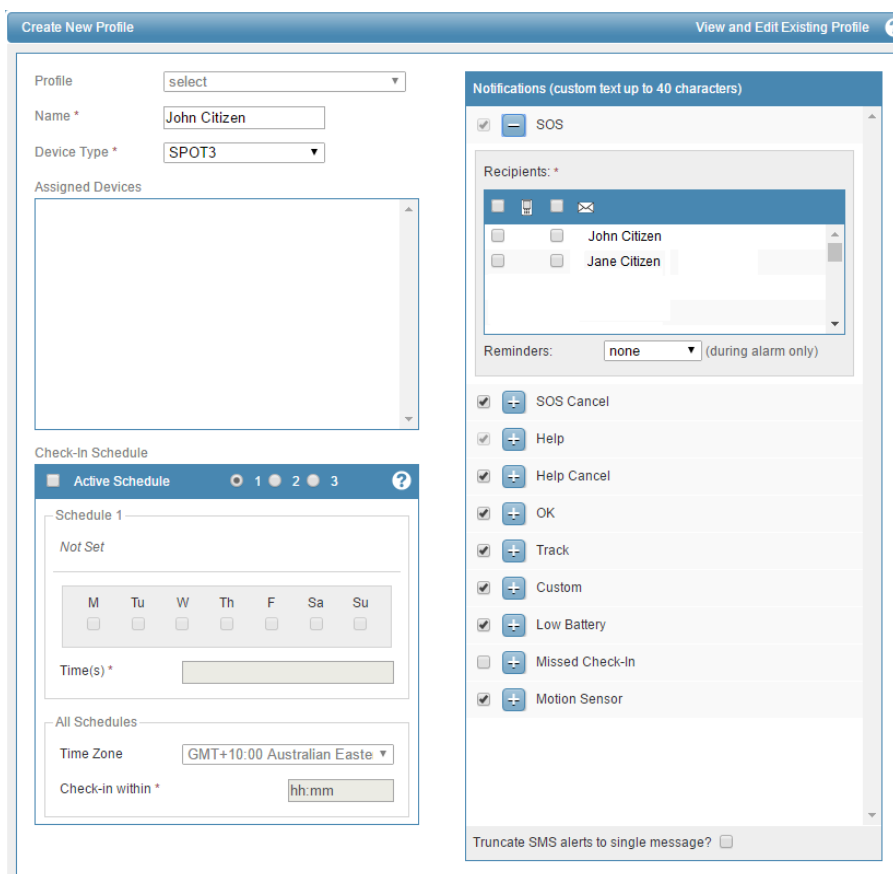- Device Allocation (linking device with Workers and Profile).

## 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 SPOT 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 and when OK/check-in messages are not received according to a defined check-in schedule. A profile can be allocated to one or many devices as you would manually create one profile for each role/risk profile in your organisation.

To create a new profile, click the [Create New Group] button at the bottom of the Configure > Profiles tab. In the profile you can define which events will generate e-mail or SMS alerts and to which console users the alerts will be sent. This includes the ability to customise the messages for each of SOS, SOS Cancel, Help, Help Cancel, Custom and OK messages as well as missed check-in messages.



### 📟 SOS Alarm

An SOS alarm occurs when the remote worker (person) activates the SOS function on the SPOT 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.

An SOS alarm can only be ended by a user in the console. If an SOS Cancel message is received this will be presented in the console and recipients will be notified in line with the profile configuration but it will <u>not</u> end the SOS alarm in Tracertrak.

### Help Alarm

A Help alarm occurs when the remote worker (person) activates the Help function on the SPOT 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 <u>not</u> end the Help alarm in Tracertrak.
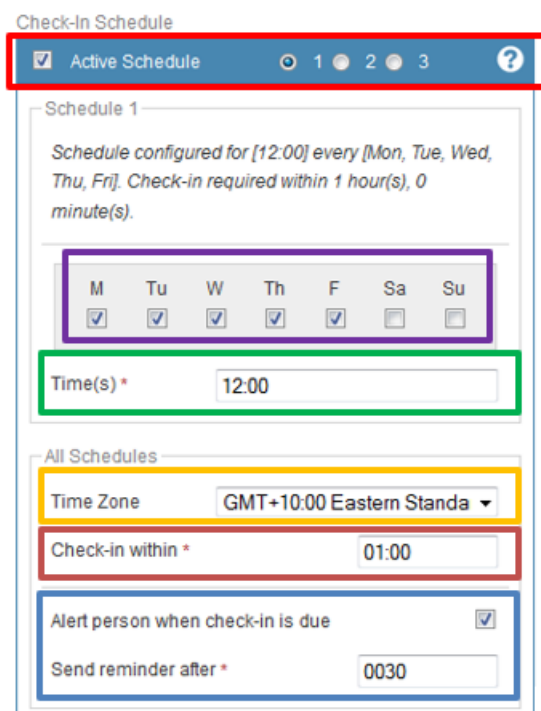
### Missed Check-in Alarm

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 ended when a new OK/check-in message is received from the SPOT device. It can also 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 allow for different schedules on different days of the week.

**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.
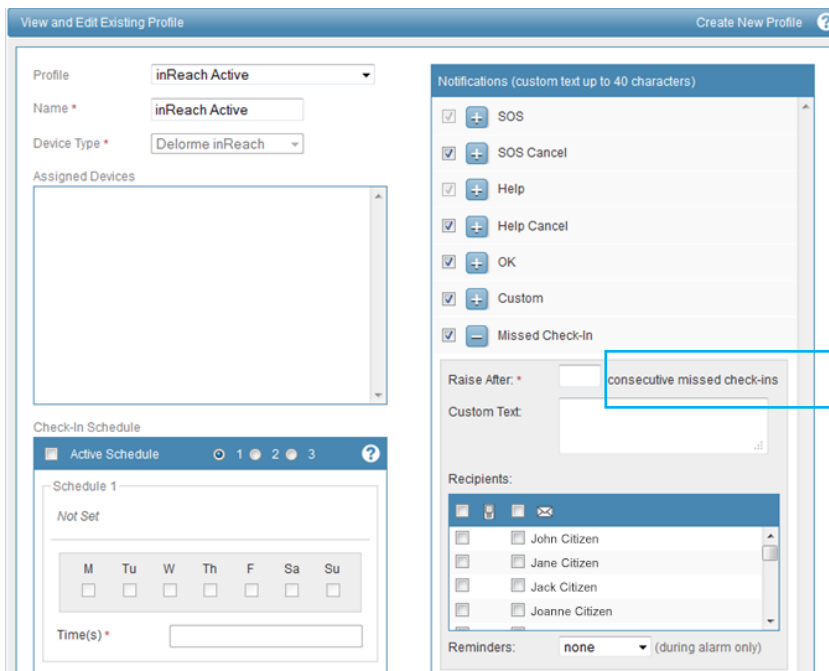
***Example of A Working Check-In Schedule:***

*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 SPOT device reports a low battery reading.  It is ended when a good battery reading is received from the SPOT 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 when the [OK] or [💬] buttons are pressed. These messages are considered events and not Alarms and as such there is no requirement to acknowledge or end them.

### Motion Sensor

Motion Sensor messages can be configured within each profile to send user customised email or SMS alerts to one or more recipients when a SPOT device resumes tracking after being stationary for more than 5 minutes. These messages are considered events and not alarms and as such there is no requirement to acknowledge or end them.

### 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.

**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 Worker'.
- 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 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.
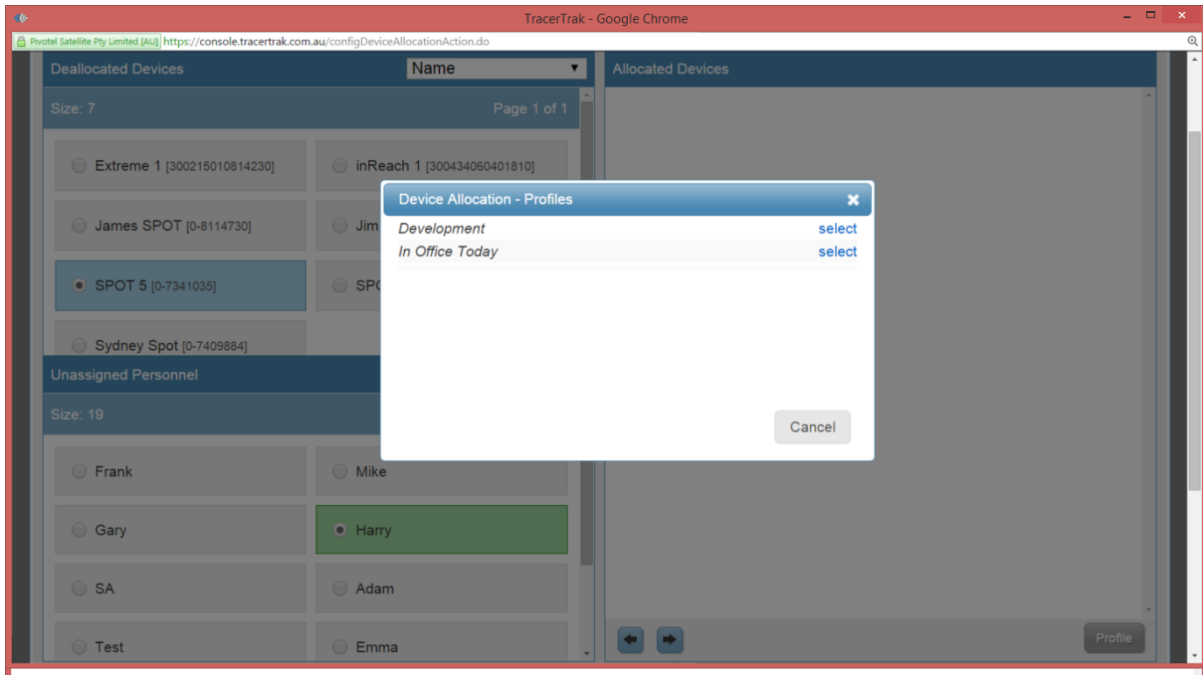
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