The Tracertrak 2019-Q2 release includes over 50 enhancements including bug fixes, security improvements, performance improvements, general improvements and several new features. The most significant enhancement in this release is the addition of Flexible Check-ins which is the focus of these release notes.

Flexible Check-ins

Tracertrak customers love the safety and security that is delivered by Tracertrak's check-ins and Missed Check-in alarms, but have had to sacrifice flexibility in their working day to conform to checking in during specific periods of time. The Tracertrak team is excited to introduce a brand new way to check-in .... Flexible Check-ins!

Flexible Check-ins provide workers the ability to turn check-in monitoring ON and OFF to match when they START and STOP working. It also allows them to check-in when it is most suitable for them rather than having to meet rigid check-in times. Flexible Check-ins deliver all the safety of the traditional Fixed Check-ins but in a way that can suit every worker, regardless of their dynamic schedule.

How Flexible Check-ins Work

Overview

When a flexible check-in is configured in the global profile allocated to the workers device, a worker can start the check-in monitor whenever they require it. The worker is expected to periodically send an OK message, ensuring that the time between OK messages never exceeds the configured "check-in within" interval. If the time between check-ins does exceed the "check-in within" interval, a missed check-in will be registered. The missed check-in alarm will trigger if the number of missed check-ins reaches the configured missed check-ins threshold. The receipt of an OK message will reset the missed check-ins counter. The worker can stop the check-in monitor whenever they no longer need to be monitored.

Detailed Use

Flexible Check-ins are an alternative to the existing Fixed Check-ins. Just like Fixed Check-ins, Flexible Check-ins are configured in a global profile which can be allocated to an OH&S device. A "check in every" interval is defined which determines the maximum time expected between check-ins. When enabling a flexible check-in, the Missed Check-in Alarm must also be configured. Optionally, a check-in reminder can be configured for devices that support two way communication. Once a profile is configured with a Flexible Check-in and the Missed Check-in Alarm, there are five possible check-in events which can occur:

1. **START** Check-ins
2. Check-in **REMINDER**
3. Check-in (**OK**)
4. Missed Check-in **ALARM**
5. **STOP** Check-ins

For Spot, inReach or Iridium Extreme (9575), Flexible Check-ins are started by sending an OK message. This commences the check-in monitor in Tracertrak which will keep track of how long since the workers last check-in. The worker is expected to periodically send an OK message to confirm their well being, ensuring that the time between OK messages never exceeds the configured "check-in within" interval. If configured, check-in reminders will be sent to the workers device to remind them to check-in before the "check-in within" interval is exceeded.

If the time between check-ins does exceed the "check-in within" interval, a missed check-in will be registered. The missed check-in alarm will trigger if the number of consecutive missed check-ins reaches the configured missed check-ins threshold. The receipt of an OK message will reset the missed check-in counter. The worker can send an OK message as frequently as they like, allowing them to choose the most convenient times during the day.

The worker sends a CUSTOM message to stop the check-in monitor when they no longer need to be monitored. The receipt of a CUSTOM message will reset the missed check-in counter and cease any further missed check-in monitoring. To commence the check-in monitor service again, the worker would send an OK message. There is no limit to the duration of monitoring, the frequency of check-ins or the number of times a check-in service is started and stopped during a day.

The SafeWorker App will support flexible check-ins, however, it will use a specific flexible check-in ON / OFF button and check-in frequency input on the Check-in screen of the App to configure flexible check-ins. The SafeWorker App has a mandatory 2min reminder for check-ins.

Device Compatibility

Flexible Check-ins are available on all existing devices that currently support Fixed (original) Check-ins. This includes Spot, inReach, Iridium Extreme (9575) devices and soon the Tracertrak SafeWorker App upon the release of v2.0.

Creating a Flexible Check-in Profile

Global profiles have been modified to allow the selection of either Fixed (original) or Flexible Check-ins. Any existing profiles that are using Fixed Check-ins will remain unchanged, but now have the option of being switched to Flexible check-ins through the Check-in Type selection field.

Spot, inReach & Iridium Extreme (9575)

For Spot, inReach and Iridium Extreme (9575) Profiles, selecting the Flexible Check-in Type option will provide an explanation of how the check-in monitoring is started and stopped through the device and a field to specify the check-in interval and optionally a check-in reminder.

NOTE: The Missed Check-in Notification must be enabled in order to configure the Flexible Check-in.

Flexible Check-in Start, Check-in, Stop Matrix

Device	Start	Check-in	Stop
Spot	OK Button	OK Button	Custom Button
inReach	Preset - OK	Preset - OK	Preset - Custom
Iridium Extreme (9575)	Check-in	Check-in	Canned Message - Custom
Tracertrak SafeWorker App	Flexible check-in Toggle	Check-in Button	Flexible check-in Toggle

Example - SPOT Flexible Check-in Profile

Check-in Type Selection
Check-in particulars
Check-in interval

Example - inReach Flexible Check-in Profile

Check-in Type Selection
Check-in particulars
Check-in interval
Check-in reminder

Example - Iridium Extreme (9575) Flexible Check-in Profile

Check-in Type Selection
Check-in particulars
Check-in interval
Check-in reminder
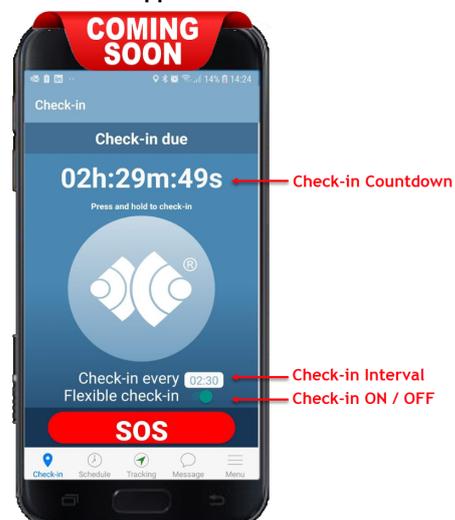
Example - SafeWorker App Flexible Check-in Profile

Check-in Type Selection
Check-in particulars

Tracertrak SafeWorker App

For Application Profiles, selecting the Flexible Check-in option will provide an explanation of how the Ceck-in monitoring is started and stopped and how the Check-in frequency is configured.

NOTE: Flexible Check-ins are COMING SOON to the SafeWorker App.

SafeWorker App Flexible Check-in Screen

Check-in Countdown
Check-in Interval
Check-in ON / OFF

Fixed vs Flexible Check-in Comparison

John is a remote worker who typically starts his day at 8am and finishes at 5pm. On this particular day, John has a big project on and starts his day at 7:30am and doesn't finish until 7pm. John has a fixed check-in schedule and needs to check-in between 9am-10am, 12pm-1pm and 3pm-4pm. This ensures a check-in of every 3 hours during John's working day. Unfortunately, the schedule fails to cover John for his early start and late finish on this particular day, while also adding the inconvenience of having to check-in at specific times during the day.
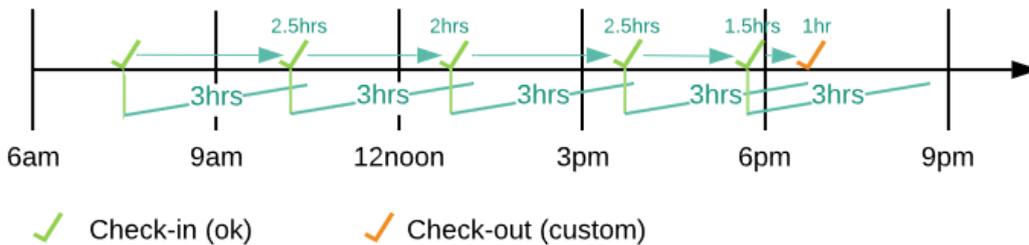
By comparison, if John was changed onto a Flexible Check-in schedule with a 3 hour check-in interval, this would allow John to start being monitored as soon as he started work for the day, allow him to check-in at his convenience and then allow him to choose when to stop being monitored at the end of his day. John no longer needs to worry about checking-in at specific times of the day, he just needs to check-in at least 3 hours since his last check-in.

Here's how the Fixed and Flexible check-ins might look on a timeline:

FIXED Check-ins (9-10am, 1-2pm, 5-6pm)

FLEXIBLE Check-ins (check-in within 3hours since last check-in)

✓ Check-in (ok)   ✓ Check-out (custom)

NOTE: On a Flexible Check-in schedule, a worker can check-in as frequently as they want, as long as the time between check-ins is always less than the check-in interval specified in their check-in profile. Otherwise, a missed check-in will be registered and the missed check-in alarm may trigger.

On the Fixed check-in schedule, John checks in three times during the day, potentially interfering with the flow of his work and he isn't covered for his early start or late finish. By comparison, on the Flexible check-in schedule John checks-in as soon as he starts his day, which starts the missed check-in monitoring process. He travels to his destination and begins work. At a convenient time, John then checks in again around 10am and again during lunch at 12:30. He then checks in before 3:30pm and again at 5:30pm just before he drives home. When he gets home, he checks-out and the monitoring process stops.

The Flexible check-in process has resulted in John checking in twice as many times as the fixed check-in schedule but with significantly less impact to his working day while also achieving greater safety assurance for him throughout his full working day.