AWARE 360

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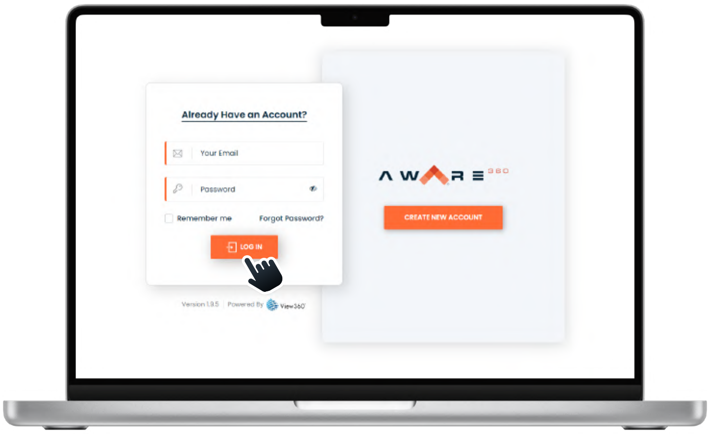
SafetyAware Administrator Web App Quick Start Guide

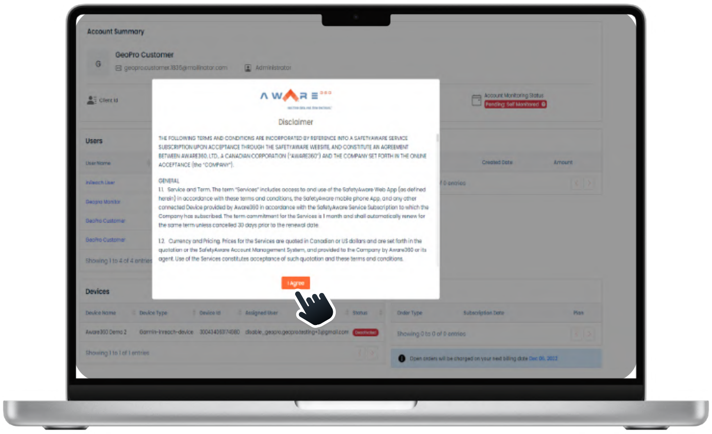
The SafetyAware solution is designed to keep your lone and at-risk workers safer and in communication with response agents. The SafetyAware Administrator Web App is a key component of the solution, and allows you to manage users and devices, view invoices, and access organziation system settings.

1.877.352.8522

Getting Started – Logging in for the first time

The first step to getting started is to sign in. At this point, you will have received an email with a temporary password from noreply@aware360.com. If you do not see the email please check your junk or spam folder. Sign in with with your email and the password you received. You will then be asked to read and accept our terms and conditions.



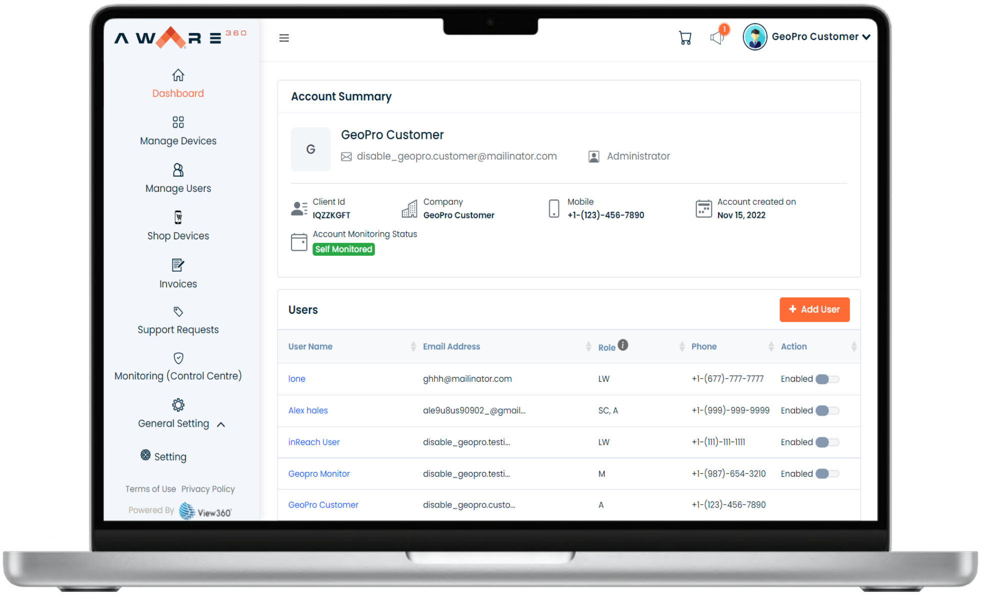


Dashboard

The first screen you will be greeted with after accepting the terms and conditions is your SafetyAware account dashboard. This page provides a quick view of your account, users, devices, invoices, and more.

The left panel allows you to navigate to more detailed views and options for each section.

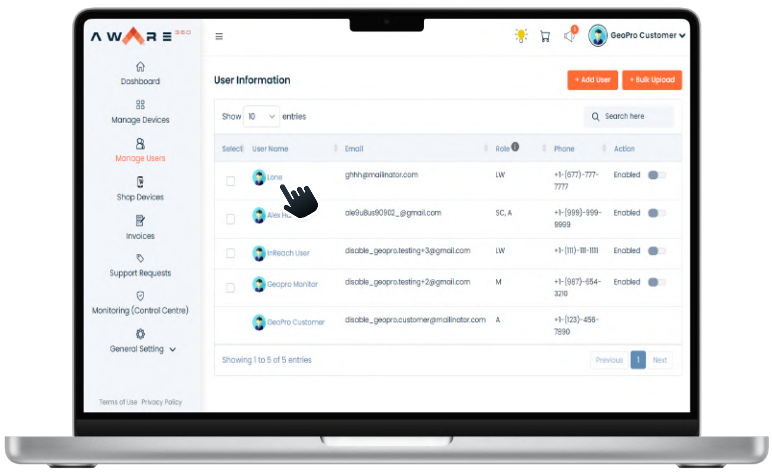
There are quick navigation buttons in the top right to access your cart, account notifications, and account settings.



Assigning User Roles

The next step to maximizing your workers' protection with SafetyAware is assigning user roles and adding safety contacts for each worker. All of your users have been migrated from your GeoPro account - you can see the list on your dashboard or on the 'Manage Users' tab.

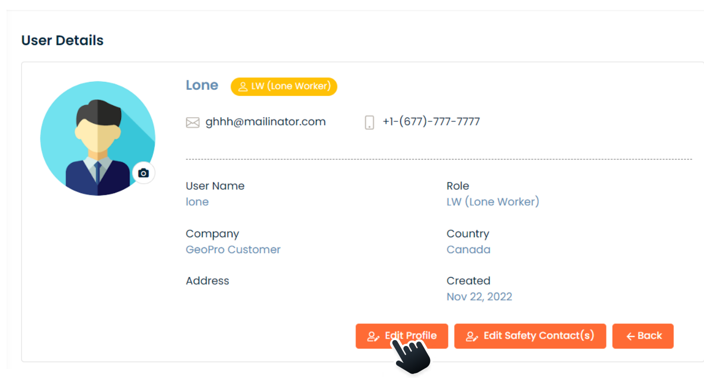
User roles are not mutually exclusive; for example, a user could be a lone worker but also be a safety contact for others.

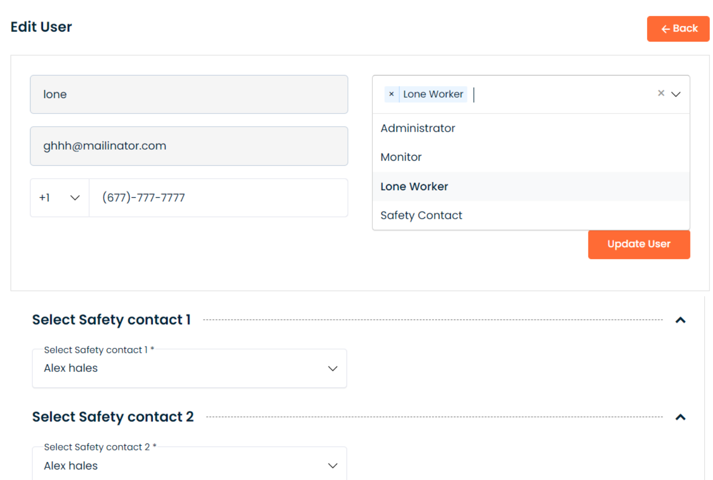


Clicking on a user's name will bring you to their profile, where you can then edit their profile (including user role) and their safety contacts.

User roles include:

- Administrator - this is what you are. Administrators can access the web app and make changes within it.
- Monitor - if your organization is self monitoring, you can designate monitors here.
- Lone worker - anyone who will need to use the SafetyAware smartphone app or devices.
- Safety contact - could include site supervisors, safety coordinators, etc. who will be contacted by the monitor when a lone worker's escalation plan begins.

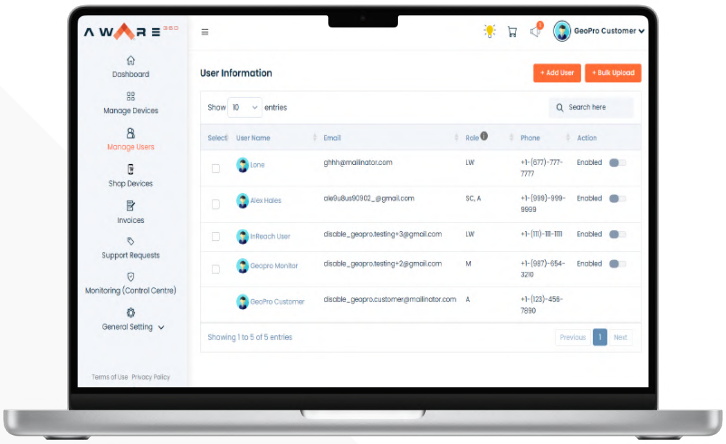




Adding users

To add new users to your SafetyAware account, select 'Add User' on the 'Manage Users' tab. You will be prompted to assign their role(s) and fill out general information. You will then be able to view them in your user list, enable and disable their access to SafetyAware, and assign devices to them. You can also revisit their profile any time to adjust their settings and information.

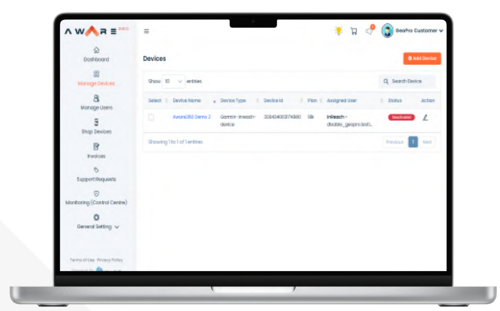
When adding multiple users at once, you can bulk upload from a .CSV file to save time. A template is available for download from the 'Bulk Upload' screen.



Managing Devices

SafetyAware integrates with a plethora of devices, and depending on your organization's needs, you may have workers with satellite communicators or SOS wearables.

On the 'Manage Devices' tab, you view all active and inactive devices, which user they are assigned to, and what plan they are operating on.

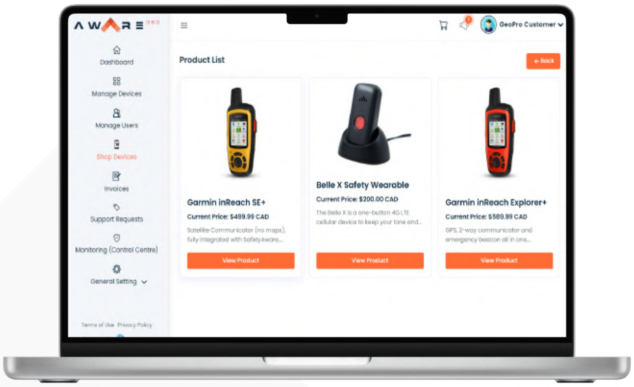


By clicking on the device, you will be presented with the following:

- General info - including IMEI number, device type, user, and status.
- Subscription history - current and previous data plans utilitized by the device.
- Update Firmware - Instructions to do so in the case your device's firmware is outdated.
- Device Usage - Data usage filtered by month, including overages and total cost.
- Edit device - Activate / deactivate the device, change assigned user, device name, and data plan.

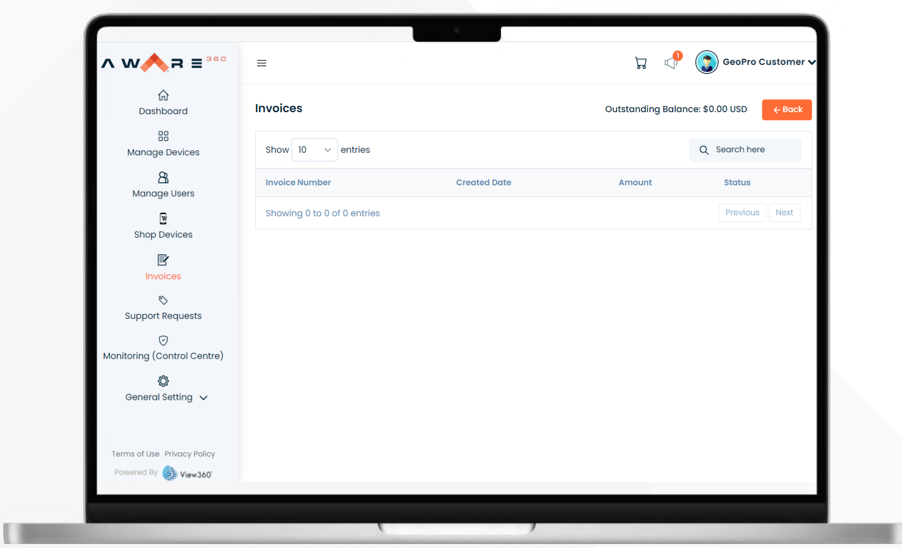
Adding Devices and Subscriptions

Navigate to the 'Shop Devices' tab to view devices available for your SafetyAware account. Clicking on each device will display more information about the product and allow you to add any quantity to your cart. After purchase, you will see your order under 'Open Orders' on your dashboard. Later, you can add them to your account, assign users, and manage the devices.



Viewing Invoices

The 'Invoices' tab shows all invoices, their create date, amount, and status. Statuses include Fully Paid, Not Paid, and Processing. You can also view your outstanding balance in the top right corner.

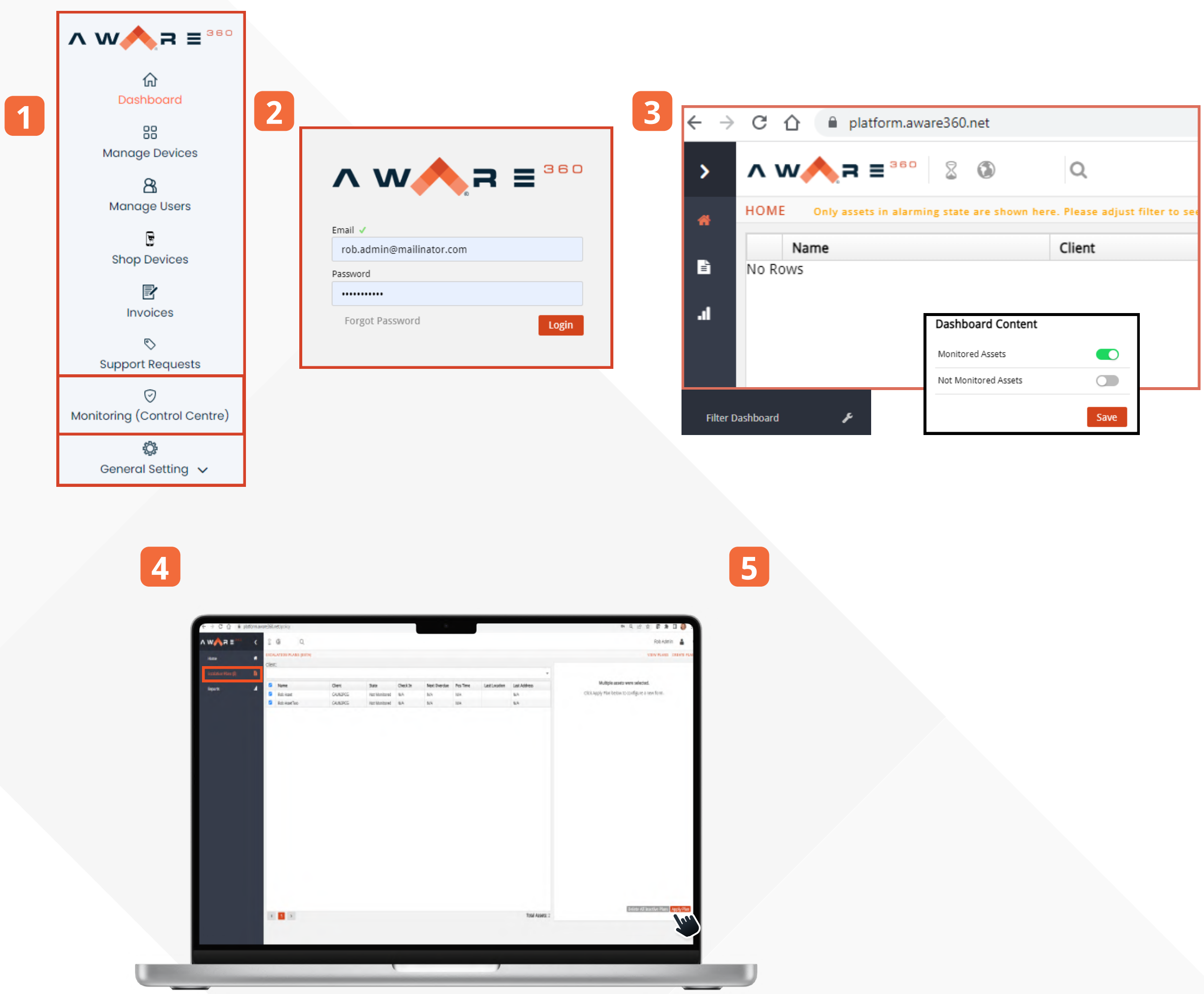


Control Centre Setup

A neccessary step to enabling your workers to use SafetyAware is to setup and manage notifications associated with worker events to safety contacts. To do this, follow this 5 step process:

1. Navigate to the 'Monitoring (Control Centre)'.
2. You will be redirected to platform.aware360.net, where you can login with the same credentials used for the Administrator Web App.
3. You will reach the Control Centre dashboard, where you will be able to see all migrated users by using the 'Filter Dashboard' tool. This step is not required for setting up notifications, but may be helpful in the future.
4. Navigate to 'Escalation Plans' in the left panel and select all, some, or a singular worker. Notification settings will be applied to your selection. Press 'Apply Plan'.
5. Enter the emails and phone numbers to be used for email and SMS notifications, then select when safety contacts should receive notifications. For example: If you'd like a worker's supervisor and an HSE coordinator to receive a text when a worker's SafetyTimer expires, add both of their phone numbers and toggle 'Safety Overdue' to on.

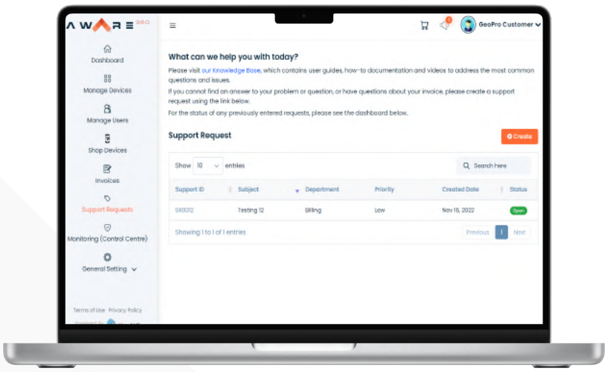
Important: Make sure you save your selections, otherwise they will disappear.



Support Requests

The ‘Support Requests’ tab allows you to easily view and create requests for support. In the table, you can see a unique ID, subject, department, priority, create date, and status (open / closed).

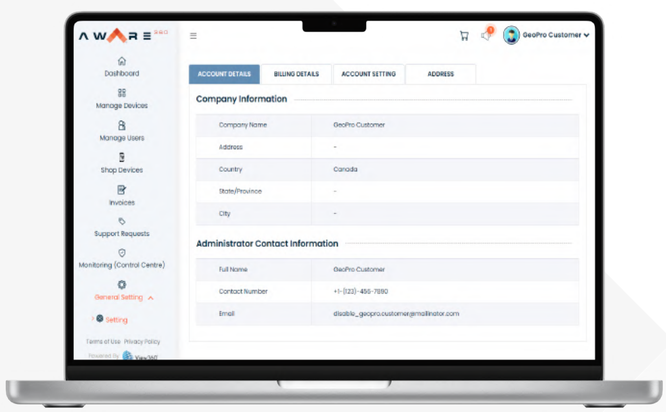
Clicking ‘Create’ will allow you to open a new ticket and add details such as subject, priority, department (billing / support), as well as add messages and files to provide context that will help us assist you.



Settings

The ‘Settings’ tab allows you to view and edit account details, including the following:

- Account details - view company info (Name, address, administrator contact info).
- Billing details - add or edit the credit card used for payment on your account.
- Account settings - toggle between Self Monitoring and Monitoring Service, change default notification settings for safety timer and hazard timer reminders.
- Address - Add or edit addresses on file to be used for billing, communications, and shipping. (is this accurate?)



Still have questions? Check out out knowledge base https://help.aware360.com/en/knowledge-base; if you can’t find what you’re looking for, you create a support request or email help@aware360.com