

Getting Started

Global Tracker

A practical guide for HR Users

Contents

- DUTY OF CARE3**
- 9.01 SENDING EMERGENCY ALERTS – MAP 3**
- 9.02 SENDING EMERGENCY ALERTS – SIDE BAR 5**
- 9.03 TRAVELLERS RESPONDING TO EMERGENCY ALERTS..... 6**
- 9.04 MONITORING ALERTS 7**
- 9.05 TRAVELLERS SENDING PANIC ALERTS 8**

DUTY OF CARE

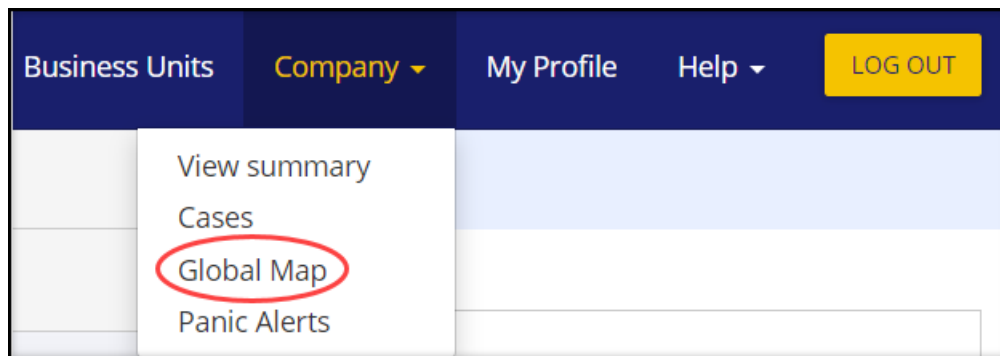
9.01 Sending Emergency Alerts – Map

The map view enables fast activation of the emergency alert function. Emergency alerts are sent by HR to travellers. To send emergency alerts using the map:

1. Select Business Units
2. Select the business unit to which travellers are assigned
3. Select Manage



4. Select Company
5. Select Global Map from the drop down



6. To show only travellers who are outside their current or permanent home, select 'only show user who are travelling'
7. To view which travellers are in each location (country level) select the countries highlighted in blue



The system will create an alert box:

- a. The names of travellers in the location will pre-populate
 - Remove a traveller – Double click on their name
 - Add a traveller – Left click in the Users box to bring up a drop-down box of all travellers. Click on a traveller name to add them to the alert.
- b. Create your custom message. Both Subject and Message fields are mandatory.
- c. Use the Add button to elicit an appropriate response from each traveller. In the example below the Add button has been used to ask the traveller to confirm their location by 20.00 BST. Note that selecting Report Location triggers GPS
- d. Select Send. The message will be sent to all travellers simultaneously.

Users currently in United Kingdom ✕

NAME

Nicola Jaberri

Jean Ryan

Alex D

Send alert

* Users

Nicola Jaberri Jean Ryan Alex D **a**

Select all | Remove all

* Subject **b**

* Message **b**

* Title **c** Remove

By 20.00 BST

* Action **c**

Report location

Add button **c**

Send **d**

14.02 Sending Emergency Alerts – Side Bar

Emergency alerts can also be created by a function found at the side of the screen. Emergency alerts are sent by HR to travellers. To send alerts using this function:

1. Select Business Units
2. Select the business unit to which travellers are assigned
3. Select Manage

Welcome HR User **1** Business Units Help - LOG OUT

Business Units

▼ Zodiac Ltd Manage

Zodiac Americas **2** Manage **3**

Zodiac Asia Manage

Zodiac EMEA Manage

SEARCH

Name:

User type:

Search

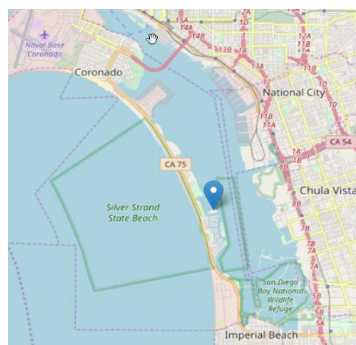
- 4 Select Send Alert box found on the right.
 - a. Either chose travellers by selecting a 'User' or 'Send All.'
 - b. Create message
 - c. Select Add button to add detail i.e. ask travellers to confirm locations by 20.00 BST. Selecting Report Location triggers GPS.
 - d. Select Send. Messages are sent to all travellers simultaneously

The screenshot shows a 'SEND ALERT' form with the following elements highlighted by red circles:

- a**: A red circle next to the 'Select all' link under the 'Users' section.
- b**: A red circle next to the 'Message' label above the message input field.
- c**: A red circle next to the 'Add button'.
- d**: A red circle next to the 'Send' button.

9.03 Travellers Responding to Emergency Alerts

If an alert is sent to travellers, a message appears on their smartphone. If GPS functionality is switched off, they will be prompted to switch it on to deliver their GPS tag. When the traveller responds by confirming either 'I am safe' or 'I need assistance,' their response is captured by the system. When GPS is enabled, the GPS tag will provide their street level location. Travellers can interact with the alert and change their response at any time.



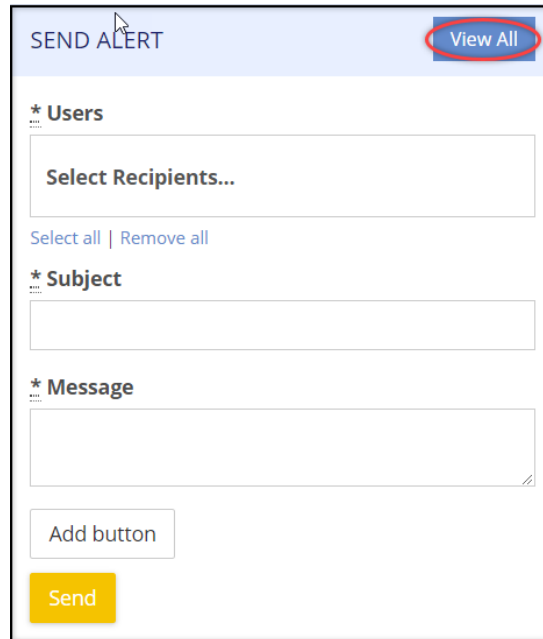
9.04 Monitoring Alerts

To review alerts sent:

1. Select Business Units
2. Select the business unit to which travellers is assigned
3. Select Manage, the page will automatically open to the traveller page



4. Go to Alert box on the right, select View All



5. Select view against the incident and date of alert, which you wish to review

DATE SENT	TITLE	RECIPIENTS	
January 24, 2019 10:14	Safety Alert	Liam Brennan, Peter Dunn	View Remove
January 18, 2019 17:11	Safety Alert	Usain Twoke, Liam Brennan	View Remove

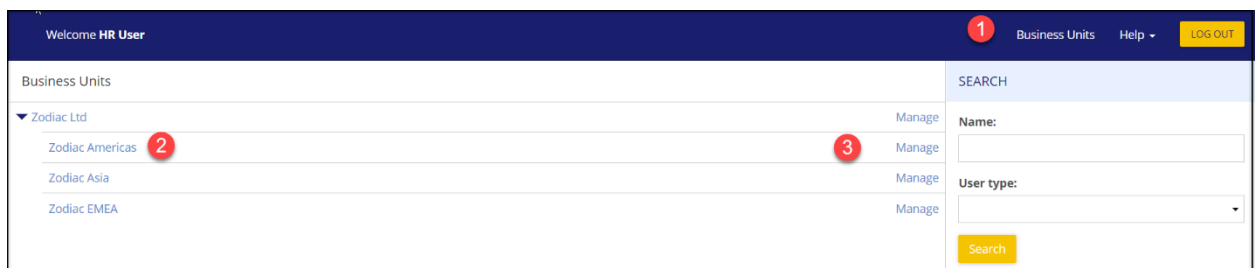
6. Review response

Sent	January 18, 2019 17:11		
Title	Safety Alert		
Message	Call HR		
NAME	RESPONSE	LOCATION	DATE
Usain Twoke	<i>No response yet</i>		
Liam Brennan	I am safe	2 The Heights, Robswalls, Malahide, Co. Dublin, K36 RP82, Ireland	January 18, 2019 17:20

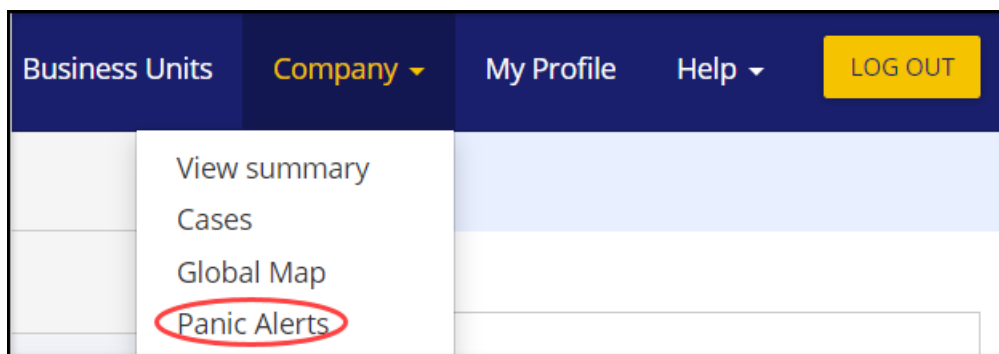
9.05 Travellers Sending Panic Alerts

Travellers can send a Panic Alert to seek assistance. Travellers can activate the alert from their smartphone or the portal. A message is sent to predetermined HR users and a Panic Alert is added to the Panic Alert page. From their smartphones, travellers can send notification that the issue requiring assistance has been resolved. To view Panic Alerts:

1. Select Business Units
2. Select the business unit to which travellers is assigned
3. Select Manage



4. Select Company
5. Select Panic Alerts



- 5 A list of Panic Alerts becomes visible. Traveller name, message and date is confirmed. To see the travellers location select View Location

DATE SENT	TITLE	RECIPIENTS	
February 07, 2017 18:23	Safety Alert	JEANETTE RYAN	5 View Remove

6 Review response

Sent	February 07, 2017 18:23		
Title	Safety Alert		
Message	Contact HR		
NAME	RESPONSE	LOCATION	DATE
JEANETTE RYAN	I am safe	223 Charlesland Ct, Charlesland, Co. Wicklow, Ireland	March 14, 2017 18:09
<i>Last updated: 2018-09-08T16:59:45+01:00. Page will refresh automatically</i>			