

Aware360

SafetyAware Control Center User Guide

Table of Contents

1. ABOUT THIS USER GUIDE	4
DOCUMENT OBJECTIVE.....	4
2. GETTING STARTED.....	4
FEATURES & FUNCTIONALITY	4
LOGGING INTO THE CONTROL CENTRE:	4
3. EXPLORING THE CONTROL CENTRE.....	5
THE HOME SCREEN.....	5
THE ASSET LIST	6
THE MAP.....	7
THE SEARCH BAR.....	8
4. ASSETS.....	9
WHAT ARE ASSETS?.....	9
ADDING AN ASSET:	10
EDITING AN ASSET:	11
DELETING AN ASSET:.....	11
ENABLING/ DISABLING AN ASSET:	11
VIEWING ASSET HISTORY:	12
NEW ASSET OPEN FIELDS:	12
MULTIPLE PHONE NUMBERS:	13
5. DEVICES.....	14
ADDING A DEVICE:.....	14
EDITING A DEVICE:	15
DELETING A DEVICE:	15
LINKING A DEVICE TO AN ASSET:	15
6. BROADCAST MESSAGING.....	15
MESSAGE TYPES:	16
SENDING A BROADCAST MESSAGE	16
7. ESCALATION PLANS	16
WHAT IS AN ESCALATION PLAN?	16
ADDING AN ESCALATION PLAN.....	17
CLONING AN ESCALATION PLAN	17
8. USERS.....	17
ADDING A USER	17
DELETING A USER.....	18
9. USER PERMISSIONS	19
ASSETS GROUP ADMINISTRATOR.....	19
ASSETS GROUP (VIEW ONLY)	19
ESCALATION CONTACT.....	19
ESCALATION ADMINISTRATOR.....	19

- CLIENT ADMINISTRATOR 20
- MONITOR (VIEW ONLY) 20
- MONITOR 20
- MONITOR ADMINISTRATOR..... 20
- LICENSE ADMINISTRATOR..... 21
- 10. CLIENTS 21**
 - ADDING A CLIENT: 21
 - EDITING A CLIENT: 21
 - DELETING A CLIENT: 22
- 11. REMINDERS: 22**
 - WHAT IS A REMINDER?..... 22
 - REMINDER TYPES 23
 - SUPPORTED ALERTS 24
 - CREATING A NEW REMINDER..... 24
 - EDITING A NEW REMINDER 25
 - DELETING A REMINDER..... 26
- 12. GEOFENCES 26**
 - WHAT IS A GEOFENCE? 26
 - CREATING A GEOFENCE 27
 - EDITING A GEOFENCE 28
 - DELETING A GEOFENCE..... 29
 - IMPROVED GEOFENCE VISIBILITY 30
- 13. LOCATION BASED ASSET TRACKING 31**
 - HOW TO START USING LOCATION TRACING: 31
 - HISTORICAL REPORTS ON WHO WAS IN GEOFENCE OVER A CERTAIN PERIOD OF TIME:..... 32
 - SENDING ASSET ALERTS WHEN ENTERING OR LEAVING A GEOFENCE 34
- 14. LOCATION-BASED MESSAGING 35**
 - HOW TO SEND MESSAGES TO ASSETS IN GEOFENCE 35
 - 3RD PARTY CONTRACTOR & CO-WORKING CLIENT VIEW 36
- 15. REAL TIME FORMS & ASSESSMENTS 36**
 - HOW TO USE THE SAFETYAWARE REAL TIME FORMS FEATURE: 36
 - MANAGING LICENSES..... 38
- 16. SAFE WORK FORMS 38**
 - ADDING A SAFE WORK FORM 38
 - CLONING A SAFE WORK FORM 38

1. About this User Guide

Document Objective

The purpose of this document is to outline how administrators and managers use the SafetyAware Control Center. This information can also be accessed through the Control Center in the *Help* section.

2. Getting Started

The Control Center is a monitoring solution developed by Aware 360 Ltd. It provides a way to track different GPS enabled devices, build reports, and create geofences.

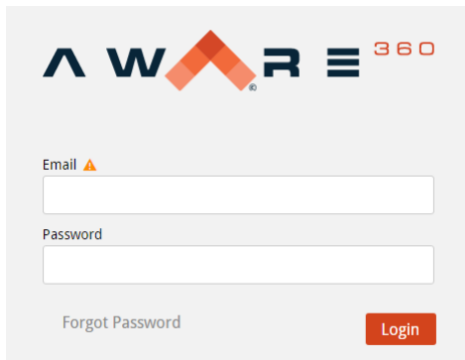
Features & Functionality

- Real time monitoring of workers, utilizing Cellular, Satellite & Wi-Fi
- Visual representation of workers on map interface
- Easily assign devices – e.g. Satellite device to users
- Customize response procedures & levels of contact
- Send broadcast messages – based on groups or zones
- Set up geo-fences – alerting and/or logging entry and exit activity
- Run reports based on user data
- Auditable, but not Editable history of events that have occurred
- Administrative tool for managing user information
- Add, delete and create group of users
- Set automated reminders for users to check-in

Logging into the Control Centre:

Many Control Center instances will have permissions implemented that restrict access to certain areas within the Control Center. To start using the Control Center, open your web browser and go to the address provided. The Login window displays the current version number and prompts you to enter your e-mail and password.

real time data. real time decisions.™



The screenshot shows the login interface for the Aware360 Control Center. At the top is the Aware360 logo and the tagline 'real time data. real time decisions.™'. Below this, there are two input fields: 'Email' with a small warning triangle icon and 'Password'. A 'Forgot Password' link is located below the password field, and a red 'Login' button is positioned to the right of the password field.

To login into Control Center:

1. Enter your e-mail address and password.
2. Click the **Login** button.

****Note:** If you do not remember your password, click **Forgot Password**. Enter your e-mail address and click **Send Reset E-mail**. You will get an e-mail with instructions to reset your password.*

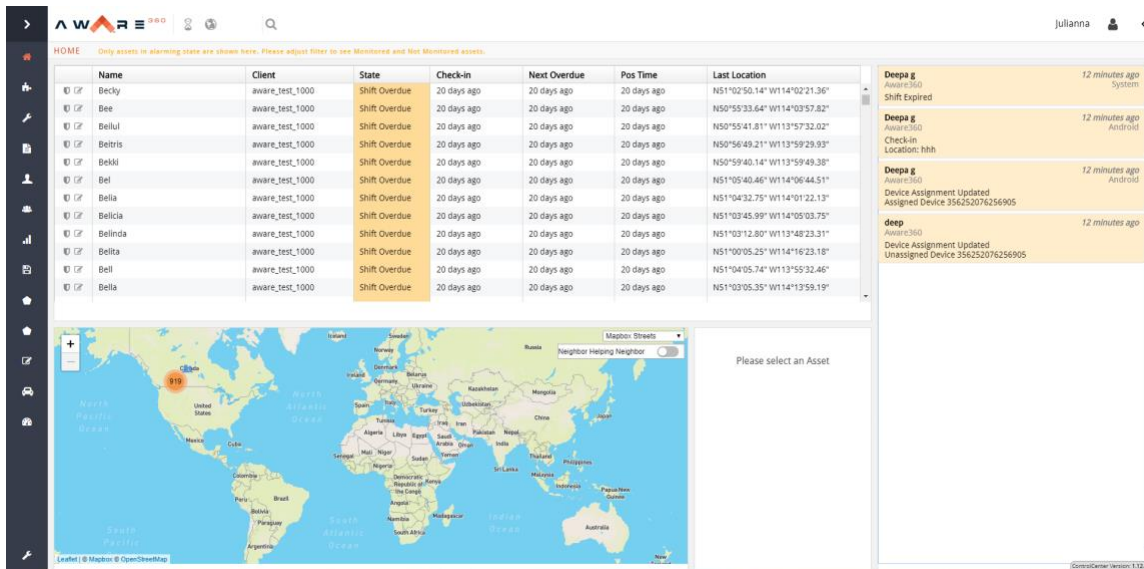
****Note:** you cannot open the password reset in Internet Explorer. Control Center is not supported on any version of Internet Explorer.*

3. Exploring the Control Centre

The Home Screen

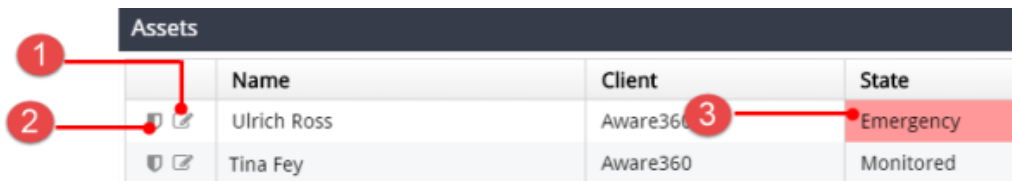
The home screen is the first page you see after logging in to the Control Center. This is the home dashboard. The widgets available on the home screen are the Asset List widget, the Activity Feed, the Map, and Asset Control. You can expand the side navigation panel by clicking the arrow at the top. You'll notice that you won't see all your assets, that is because there is a filter so that only escalated assets are displayed. To change this setting, click the wrench icon in the bottom left corner.

real time data. real time decisions.™



The Asset List

The **Asset List** contains all the assets that you are allowed to view along with their *state*, *check-in time*, *next overdue*, *last position time*, and the *last reported location*. It also includes the functionality to edit an asset or to take control of an asset. As of Control Center v 1.12.14, the asset list defaults to showing assets in escalated states.



Item	Description
1	Click to edit the asset information. For more information, see Editing an Asset.
2	Click Take Control to go to the escalations page to resolve or to take control of an asset to change the status.
3	The State provides the status of an asset.

real time data. real time decisions.™

Emergency	The asset is in Emergency state and you need to follow the escalations to send help immediately.
Shift Overdue	The asset did not sign off after the shift time and is in Shift Overdue state.
Geofence in	The asset entered a geofence.
Geofence Out	The asset exited a geofence.
Hazard Overdue	The asset was in hazard mode and did not check in and is in Hazard Overdue state.
Safety Overdue	The asset did not check in on time and is in the Safety Overdue state.
Monitored	The asset is being monitored.
Not Monitored	The asset is signed off and is in the Not Monitored state.
Hazard	The asset is in a hazardous zone.
Assist	The asset needs assistance.

The Map

The Map displays your assets and their locations.

real time data. real time decisions.™



Item	Description
1	Change map themes by clicking on the drop-down menu and selecting a theme suitable for you.
2	Use the zoom in or zoom out to adjust the map view to the desired level of detail.
3	Displays the location of the assets. Depending on the zoom level it groups the assets in the locations.

The Search Bar

The search bar at the top of the home screen lets you search through the available assets. The home screen defaults to showing assets in escalated states. Click on the wrench icon on the lower left-hand corner to turn on monitored and not-monitored assets.

real time data. real time decisions.™

HOME Only assets in alarming state are shown here. Please adjust filter to see Monitored and Not Monitored assets.

	Name	Client	State	Check-in	Next	Pos Time	Last Location
	Cal	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°04'39.97" W113°...
	Calida	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°13'15.02" W114°...
	Calla	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°09'23.03" W114°...
	Calley	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N50°56'52.02" W113°...
	Calli	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°06'09.04" W113°...
	Callida	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N50°53'48.50" W114°...
	Callie	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°01'45.48" W114°...
	Cally	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°04'21.04" W113°...
	Calypso	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°02'03.37" W114°...
	Camala	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°03'46.88" W113°...
	Caralie	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N51°02'15.13" W114°...
	Chandal	aware_test_10...	Shift Ov...	a month ago	a month ago	a month ago	N50°59'20.01" W114°...

After clicking on the wrench icon in the search field, you can expand your search to all assets.

HOME

	Name	Client	State	Check-in	Next Overdue	Pos Time	Last Location
	Deepa Gaonkar	Aware360	Safety Overdue	a day ago	20 hours ago	20 hours ago	N50°59'37.16" W114°05'16.13"
	Garrett Desruisseaux	Aware360	Monitored	9 minutes ago	in 2 hours	a few seconds ago	N50°59'36.68" W114°05'16.63"
	Al Renner	Aware360	Not Monitored	2 days ago	N/A	3 months ago	N50°59'37.35" W114°05'16.34"
	Brandon Egli	Aware360	Not Monitored			3 months ago	N50°59'36.96" W114°05'17.13"
	Jada Buchanan	Aware360	Not Monitored			N/A	
	Jeff Kryzanowski	Aware360	Not Monitored			2 days ago	N50°59'36.80" W114°05'16.30"
	Julia Chkalova	Aware360	Not Monitored			4 months ago	N56°19'17.16" E44°02'24.58"
	Pronay Sharma	Aware360	Not Monitored			2 months ago	N50°59'38.33" W114°05'16.51"
	Robert Forget	Aware360	Not Monitored			6 days ago	N50°59'35.68" W114°05'16.76"
	Robert MacDonald	Aware360	Not Monitored	22 days ago	N/A	3 months ago	N43°22'40.15" W80°24'52.88"
	Ross Emerick	Aware360	Not Monitored	21 days ago	N/A	21 days ago	d41d8cd98f00b204e9800998ef8427e
	Travis Coleman	Aware360	Not Monitored	2 days ago	N/A	21 minutes ago	N50°59'36.25" W114°05'14.21"

Dashboard Content

Monitored Assets

Not Monitored Assets

Save

4. Assets

What are Assets?

Assets are any person, connected to a device, that are available in the system and are getting monitored. The assets are grouped under a client to which they belong. Assets

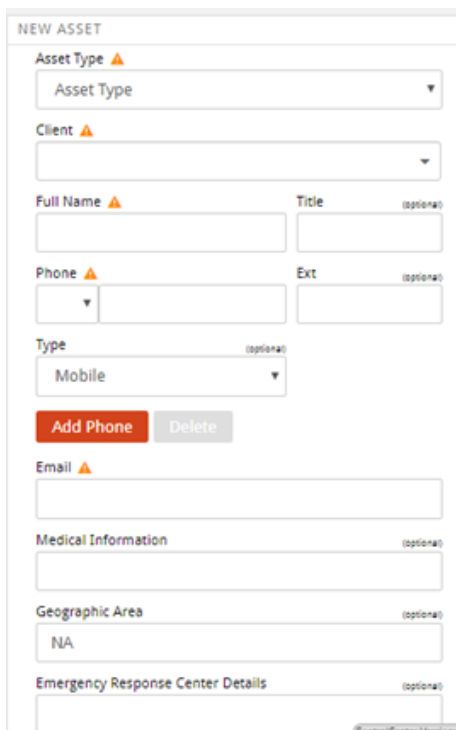
can be enabled or disabled, monitored or not monitored. When an asset is not monitored, they will, by default, not be visible in the Asset List on the home page. You can view both monitored and not monitored assets by clicking the wrench icon in the bottom left corner when you're on the home page.

Adding an Asset:

Control Center Client Administrators can add an asset. To add an asset, follow the procedure below:

1. Click **Manage Assets**
2. On the **New Asset** widget, fill in all the necessary fields. The necessary fields are marked with an orange triangle.
3. Click **Add**.

****Note:** If you see the Edit Asset widget instead of the New Asset widget, click the selected asset to de-select it.*



The screenshot shows a 'NEW ASSET' form with the following fields and options:

- Asset Type** (required): A dropdown menu with 'Asset Type' selected.
- Client** (required): A dropdown menu.
- Full Name** (required): A text input field.
- Title** (optional): A text input field.
- Phone** (required): A dropdown menu.
- Ext** (optional): A text input field.
- Type** (optional): A dropdown menu with 'Mobile' selected.
- Add Phone** (button): A red button.
- Delete** (button): A grey button.
- Email** (required): A text input field.
- Medical Information** (optional): A text input field.
- Geographic Area** (optional): A text input field with 'NA' entered.
- Emergency Response Center Details** (optional): A text input field.

Editing an Asset:

Control Center Client Administrators can edit an asset. To edit an existing asset, follow the procedure below:

1. On the Manage Assets page, click on the asset you want to edit.
2. On the Edit Asset form, make your changes. You will be able to change the name, title, phone number, e-mail, and assign a different device.
3. When you are done, click **Save**.

****Note:** You cannot edit the e-mail field for an existing asset. If you need to change the e-mail address for an asset, you must delete the asset and add them again with the new credentials.*

Deleting an Asset:

Control Center Client Administrators can delete an asset. An asset cannot be deleted if they have the following statuses: Emergency, Safety Overdue, Hazard, Hazard Overdue, Assist, and Monitor. To delete an existing asset, follow the procedure below:

1. On the Manage Assets page, click on the asset you want to delete.
2. On the Edit Asset form, at the bottom there will be an option to **Delete**.
3. Click **Delete**.

****Note:** Deleting an asset is permanent, once deleted the asset will no longer appear in the system, and you cannot recover them. They will continue to appear in the reports for the period of time in which they existed in Control Center.*

Enabling/ Disabling an Asset:

Control Center Client Administrators can enable or disable an asset. By disabling an asset, the asset no longer appears on billing, cannot be monitored, and cannot access the Control Center if the asset had permission to.

To enable/disable an existing asset, follow the procedure below:

1. On the Manage Assets page, click on the asset you want to enable or disable.
2. At the bottom of the Edit Asset form, you should be able to see the option to **Enable** or **Disable** an asset.

Viewing Asset History:

Control Center Client Administrators can view the history of an asset. To view the asset history of an existing asset, follow the procedure below:

1. On the Manage Assets page, click on the asset you want to edit.
2. On the Edit Asset form, select the **History** button. This should show you the **Asset History** page.
 - a) The **Asset History** contains all the events of the asset with a time stamp and from which device the information was sent.
 - b) You can also view the asset path in the **History Map** widget.
 - c) You can also select the timeframe that you want to see the asset's events.

New Asset Open Fields:


Possible Fields:

- **Emergency Response Centre Details** (open text box 255-character limit)
- **Notes** (open text box 255-character limit)

These fields can NOT be edited through the smartphone application.

These fields are displayed when you take control of an asset.

real time data. real time decisions.™



Multiple Phone Numbers:

Assets and escalation contacts can now have up to three phone numbers available as part of their profile. These additional phone numbers can be used as part of your organization's escalation plan. This optional feature was released in Control Centre 2.1.9. A person of status of worker or above are permitted to edit this field.

Enabled by default: No

Required to create an asset: No

Viewable on mobile device: No

Available for escalation plan use: Yes

Adding a New Phone Number

1. Navigate to **Manage Assets**
2. Select desired asset from the asset grid
3. Select the **Add Phone** button
4. Insert additional phone number information
5. Select **Save**

Editing an Existing Secondary Phone Number

1. Navigate to **Manage Assets**
2. Select desired asset from the asset grid
3. Edit the secondary phone number information
4. Select **Save**

Deleting an Existing Secondary Phone Number

1. Navigate to **Manage Assets**
2. Select desired asset from the asset grid
3. Select **Delete**
4. Select **Save**

5. Devices

Adding a Device:

Control Center administrators can add a device. To add a device, follow the procedure below:

1. Click **Manage Devices**.
2. On the New Device widget, fill in all the necessary fields.
3. Select the **Device Type**.
4. Enter a Serial Number. This is a custom/random number to keep track of the assets.
5. Enter the Identifier. This is usually the unique identifier for a device. (e.g. IMEI number)
 - a. The devices for the Aware360 smartphone application are all automatically added when an asset logs in for the first time.
6. Select the type of identifier to entered in the Identifier field.
7. Enter a name for the device.
8. Select the client with which the device will get associated.
9. Click **Add**.

Editing a Device:

Control Center administrators can edit a device. To edit a device, follow the procedure below:

1. Click **Manage Devices**.
2. Click on the device you want to edit.
3. The **Edit Device** widget will appear on the right. You will be able to change the client, device type, device name, device ID and the serial number of the device.
4. When you are done, click **Save**.

Deleting a Device:

To delete a device, you must be a client administrator. See more about permissions under User Permissions. To delete a device, follow the procedure below:

1. Click **Manage Devices**
2. Click on the device you want to delete.
3. The Edit Device widget will appear on the right. You will be able to delete the device if you scroll to the bottom of the widget.
4. Click **Delete**

Linking a Device to an Asset:

Control Center administrators can link a device to an asset. To link a device, follow the procedure below:

1. On the **Manage Assets** page, click on the asset you want to link a device to.
2. On the Edit Asset form, type the device into the **Assign Devices** search field, and select the device in the drop-down.
3. When you have selected the device from the list, click **Save**.

6. Broadcast Messaging

The broadcast messaging feature was released in Control Centre 2.1.9. Client administrators have the ability to send text or app messages to any and all assets that they have permission to view.

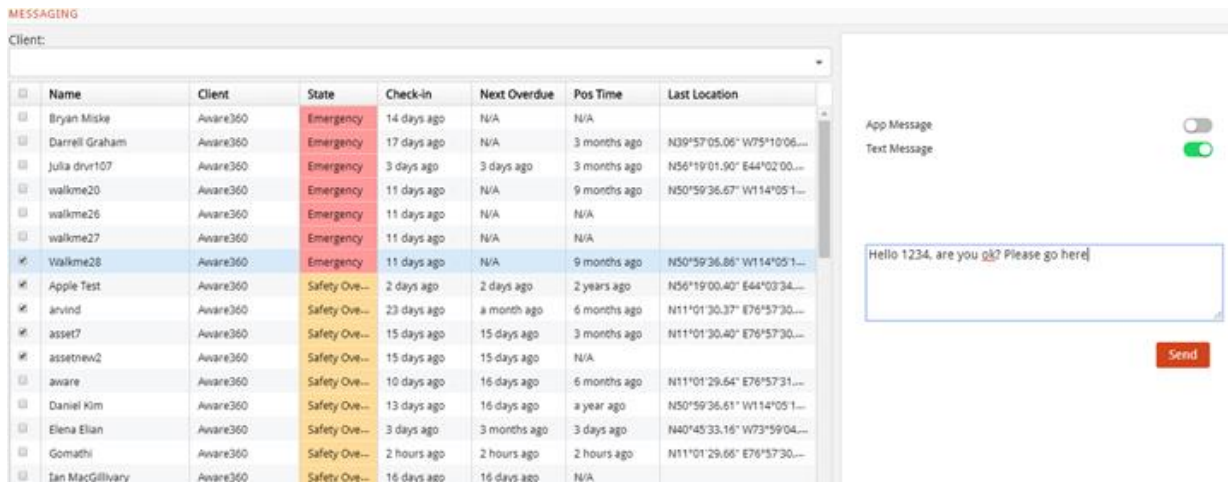
**Note: All broadcast messages are one-way. If you reply to a broadcast message, it will not be received in Control Centre.*

Message types:

- **App Message:** A standard smartphone app notification
- **Text message:** A text message with a 155-character limit.

Sending a Broadcast Message

1. Select **Client** (if you have permissions to multiple clients and would like to filter)
2. Select desired assets (can also select all)
3. Select message type (can be both at once)
4. Type in message contents into text box
5. Select **Send**



7. Escalation Plans

What is an Escalation Plan?

An escalation plan is the step by step procedure the monitoring centre follows for an asset.

Adding an Escalation Plan

To change the Escalation Plan that is associated to an asset:

1. Navigate to the Escalation Plan menu on the left-hand ribbon
2. Select the Asset that you wish to change the plan for
3. Click "Apply Plan" on the bottom right of the screen
4. Select the Escalation Plan you wish the Asset to have
5. Select the escalation contacts and adjust any timers as necessary
6. Click Save

Cloning an Escalation Plan

To clone the Escalation Plan that is associated to an asset:

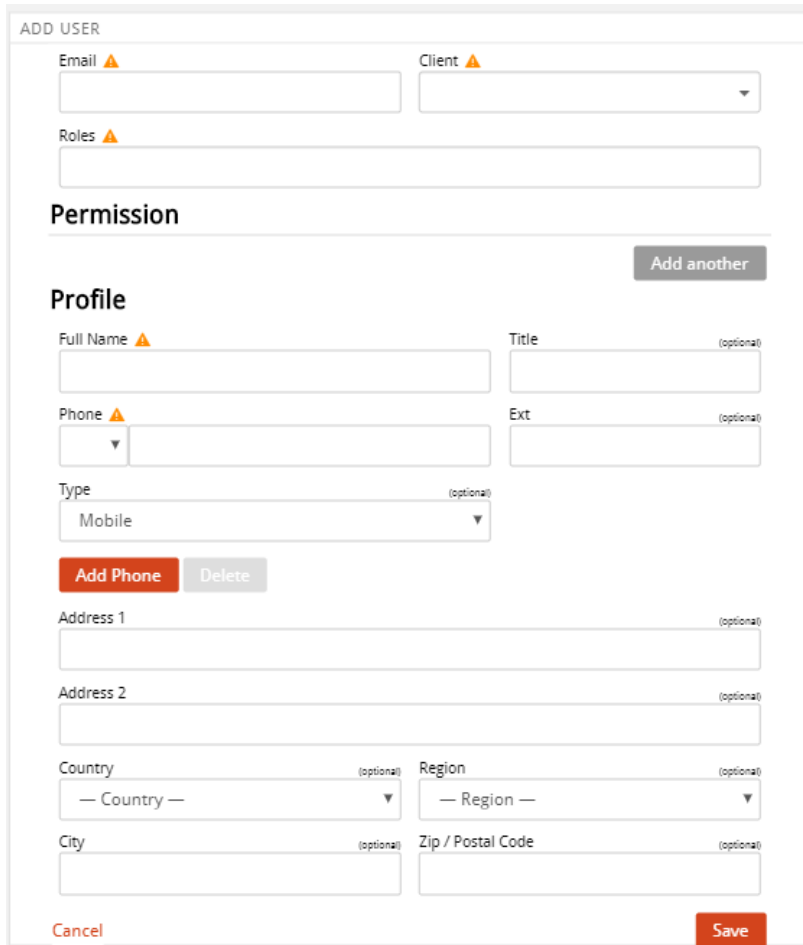
1. Navigate to the Escalation Plan menu on the left-hand ribbon
2. Select the Asset that you wish to clone the plan from
3. Click "Clone" on the bottom right of the screen
4. Click Save

8. Users

Adding a User

1. Click **Manage Users**.
2. On the Add User widget, fill in all the necessary fields.
3. Enter a valid e-mail address.

****Note:** This will be the e-mail that will receive the password set notification.*



4. Select your primary client from the Company drop down menu.
5. Select the Roles you want to assign to the user. For more information on roles, see User Permissions.
6. Click Add another to add more permissions for additional clients.
7. Enter the user profile details under Profile - Full Name, Phone, Address, Country, City, Postal Code. Mandatory fields will be marked with an orange triangle.
8. Click **Save**.

Deleting a User

1. Click **Manage Users**.
2. Select the user to be deleted.
3. At the bottom of the Edit Asset widget on the right, there will be a **Delete** button.
4. Click **Delete**.

****Note:** deleting a user is permanent. Once the user is deleted, their contact info will be deleted from the database.*

9. User Permissions

Each user in the Control Center has a set of permissions. You can change a user's permissions by assigning them roles or removing roles. Administrators in Control Center have the ability to edit other users' roles, limited to Administrator's own roles.

Assets Group Administrator

These users have the ability to communicate with field workers via text using the broadcast messaging feature, along with sorting and filtering options through asset groups. They can also edit Asset information that is used by the Monitoring Center in case of an emergency. These administrators also have the ability to create new asset groups within the 'Asset Groups' tab. They do not have access to view the location of their organization's assets, nor can they add new assets or users. Likewise, this role does not allow a user to edit other users' information or roles.

Assets Group (View Only)

These users have ability to communicate to field workers via text using the broadcast messaging feature, along with sorting and filtering options through asset groups. Unlike Asset Group Administrators, they cannot create new assist groups within the 'Asset Groups' tab. They do not have access to view the location of their organization's assets, nor can they add new assets or users. Likewise, this role does not allow a user to edit other users' information or roles.

Escalation Contact

The escalation contact permission will now determine which users will appear in drop-down selections within an organization's Escalation Plan. Only users with this permission set will appear as available emergency contacts, and users logging into the SafetyAware app for the first time will be allowed to select their appropriate supervising contacts.

Escalation Administrator

The Escalation Administrator permission gives a user access to create and edit escalation plans, while also being able to assign the Escalation Contact role to other users. These users have the ability to edit the stepwise instructions within each escalation plan while also being able to create branching escalation paths depending on the alert. Additionally, they can edit a number of timers that are used within the SafetyAware app.

Client Administrator

Client Administrators have high level access to the Control Center platform and can perform a wide range of actions:

- Can Add, Remove and Edit Assets and Users.
- Can Edit Users Roles and assign several roles.
- Can create, delete, and modify user devices.
- Can assign and edit escalation plans.
- Can create and edit geo-fences.

Monitor (View Only)

This role gives access to view user locations from the home screen of Control Center. From here, a user can view both monitored and non-monitored assets in addition to other roles they may already have.

Monitor

Monitors have the following permissions:

- Asset Control: Allows the user to change an asset's monitoring status. From the home page, a monitor can perform a sign on/off or check in for an app user should they run into technical difficulties. Additionally, a monitor can manually trigger an SOS and the asset's Escalation Plan should the situation arise.
- Executing the Escalation Plan. Monitors deal with workers in the field who are currently in a SOS and are responsible for carrying out the step by step instructions within an Escalation Plan.
- Can modify assigned user devices.
- Can add and edit escalation plans.

Monitor Administrator

Monitor administrators can assign monitoring roles to other users, as well as share these permissions across organizations that they currently have access to. Monitors may have access to several clients and this access is regulated by this role. On top of this, Monitor Administrators have all the responsibilities of a Monitor which include:

- **Asset Control:** Allows the user to change an asset's monitoring status. From the home page, a monitor can perform a sign on/off or check in for an app user should they run into technical difficulties. Additionally, a monitor can manually trigger an SOS and the asset's Escalation Plan should the situation arise.
- **Executing the Escalation Plan.** Monitors deal with workers in the field who are currently in a SOS and are responsible for carrying out the step by step instructions within an Escalation Plan.
- Can modify assigned user devices.
- Can add and edit escalation plans.

License Administrator

License Administrators have the highest level of access in Control Center. As such, this role is limited to Aware360 employees only.

10. Clients

Adding a Client:

Control Center allows you to add more clients and manage clients. In order to add a client, you need to have the Client Administrator role assigned to you.

To add a client, use the following procedure:

1. Click **Manage Clients**
2. On the Add Client widget, under Client Information, fill in the appropriate details. Required fields will be marked with an orange triangle.
3. Click **Add**

Editing a Client:

Edit a client to change the name of the client, update client address, change the administrator contacts, edit emergency contact details, add emergency contacts, delete emergency contacts, and update the default safety timers.

To edit a client, use the following procedure:

1. On the Manage Client page, click on the client you want to modify.
2. On the Edit Client widget, modify the fields you want to change.

Deleting a Client:

Control Center allows you to delete clients. In order to delete a client, you need to have the Client Administrator role assigned to you.

To delete a client, use the following procedure:

1. On the Manage Client page, click on the client you want to delete.
2. On the Edit Client widget, at the bottom there will be a 'Delete' button.

****Note:** You will only be able to delete a client if the client no longer has assets, users, or devices.*

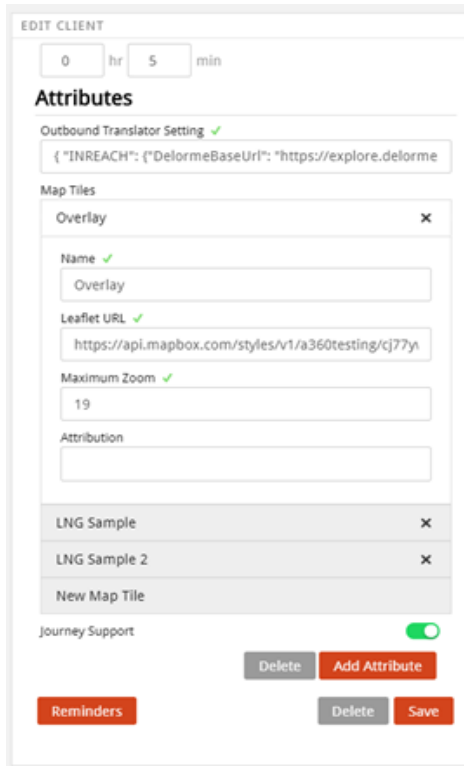
11. Reminders:

What is a reminder?

The reminders feature was released in the control centre 2.1.9. Reminders allow client administrators to set different types of automatically generated notifications to all assets. When notifications are received, assets will have the ability to reply and update their status depending on the reminder type.

****Note on existing smartphone app reminders:** By default, all clients are already setup to receive smartphone app notifications (Usually 5 and 2 minutes before the alert is generated). With the new release, your existing smartphone app notifications will not be impacted. When a smartphone app notification reminder is enabled, it will REPLACE your previous settings used.*

real time data. real time decisions.™



The screenshot shows the 'EDIT CLIENT' interface. At the top, there is a time selector set to 0 hr and 5 min. Below this is the 'Attributes' section. The first attribute is 'Outbound Translator Setting' with a green checkmark and a text input field containing a JSON object: {"INREACH": {"DelormeBaseUrl": "https://explore.delorme...}}. Below this is the 'Map Tiles' section, which contains an 'Overlay' attribute with a close button (x). This attribute has a 'Name' field with 'Overlay', a 'Leaflet URL' field with 'https://api.mapbox.com/styles/v1/a360testing/cj77y...', a 'Maximum Zoom' field with '19', and an empty 'Attribution' field. Below the 'Map Tiles' section are three more attributes: 'LNG Sample', 'LNG Sample 2', and 'New Map Tile', each with a close button (x). At the bottom of the 'Attributes' section is a 'Journey Support' toggle switch which is turned on. At the very bottom of the interface are several buttons: 'Reminders', 'Delete', 'Add Attribute', 'Delete', and 'Save'.

Enabled by default: No

Required to Create a New Client: No (although highly recommended)

Reminder Types

Type	Details
Text Message	An automatically generated text message sent at the interval selected with options to update status by replying.
App message	A general app message notification. The smartphone app must be running in order to receive this notice. No ability to update status from this notification.
Phone call	An automatically generated phone call sent at the interval selected with options to update status by pressing a number on your phone.

Supported Alerts

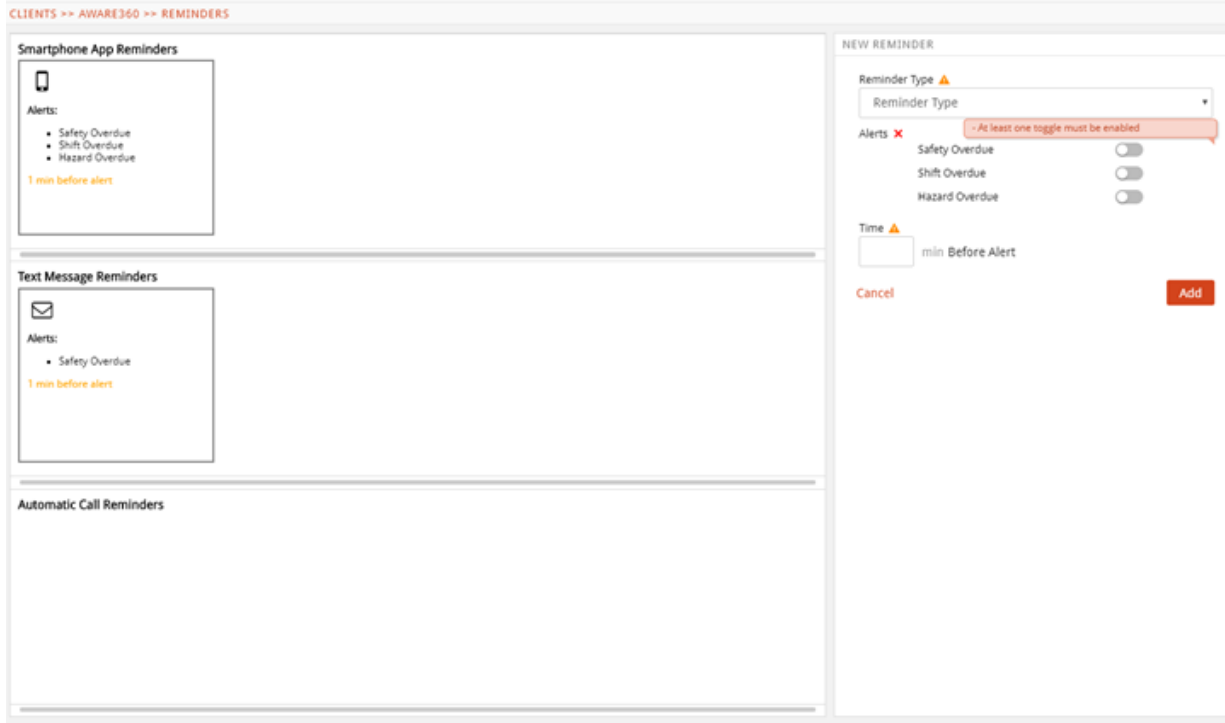
- Safety Overdue
- Shift Overdue
- Hazard Overdue

Creating a New Reminder

1. Navigate to manage clients
2. Select reminders
3. Choose reminder type
4. Select which alert you would like to apply the reminder to
5. Enter the time prior to the alert being generated you would like to generate the reminder (e.g.: 10mins before the safety overdue)
6. Select add
7. The reminder will be successfully placed within the reminders grid

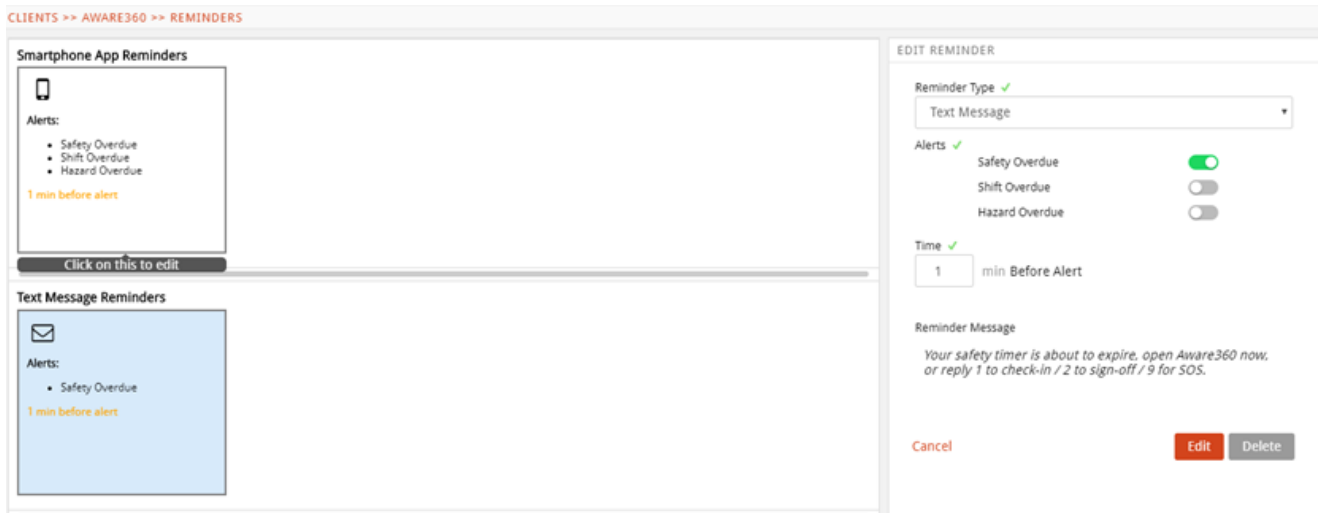
Reminders are split by types and can be combined with more than one alert for easy creation.

Each reminder type when selected will display the appropriate preview message that control center will send along with response options.



Editing a New Reminder

1. Select the reminder you would like to edit from the reminder grid (it will be highlighted in blue)
2. Change the appropriate values
3. Select edit to save changes
4. The reminder will be successfully edited



Deleting a Reminder

1. Navigate to manage clients
2. Select reminders
3. Select the reminder you would like to delete
4. Select delete

12. Geofences

What is a Geofence?

A geofence is a perimeter that is set on a map to create a virtual boundary to whether or not mobile assets are within the geographical areas. For each geofence, you can create events when an asset assigned to it enter or exit it. When a geofence boundary is crossed by an asset, an event is triggered in the Control Center and a notification will appear to the monitoring service.

real time data. real time decisions.™



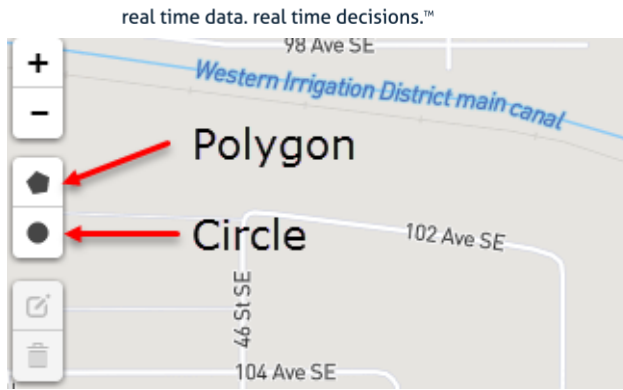
The Geofence feature allows you to create a geofence in circles and polygons.



Creating a Geofence

To create a geofence, follow the procedure below:

1. Click **Manage Geofences**.
2. Zoom in the area you want to create your geofence in.
3. Choose Draw a polygon or Draw a circle geofence.



The map automatically hides the side panel.

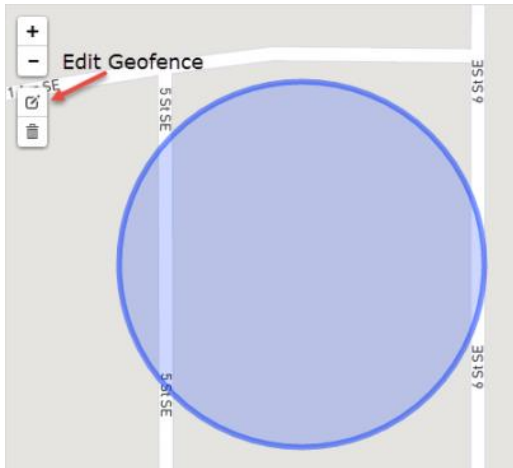
4. Draw the geofence.
 5. In the Create Geofence panel, enter the Geofence name.
 6. Choose the Client(s) to which the Geofence is associated.
 7. Choose the Asset(s) to which the Geofence is associated
 8. Search and click on the devices that need to be attached to the geofence (ex. if you have a work phone that needs to stay on site as it has a different user every shift)
 9. Choose Entering geofence or Leaving geofence alerts.
 10. Choose Alert Enabled or Disabled or Log Event. Enable will initiate an alarm whenever the event is generated.
- *Note: Leave Repeat Message Interval Blank if "Log Event" is selected.*
11. Click **Create**.

Editing a Geofence

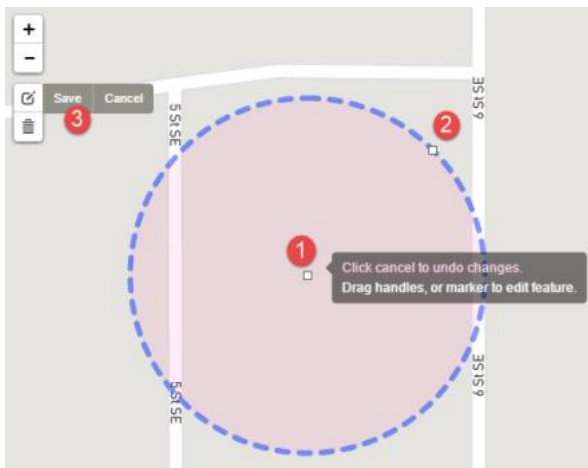
To edit a geofence, follow the procedure below:

1. In the Manage Geofences tab, select a Geofence.
2. Click Edit Geofence.

real time data. real time decisions.™



The geofence outline turns to dotted lines when it is in editing mode.



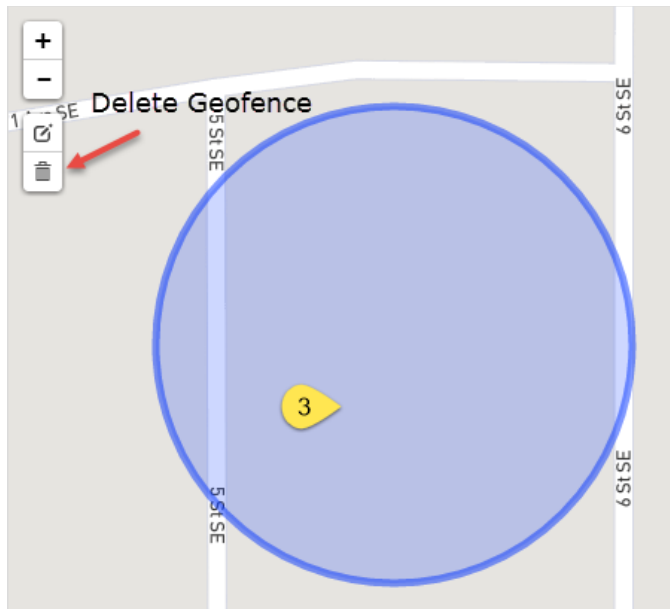
- a) Click 1 to move the geofence to a different location
- b) Click 2 and drag it to change the size of the geofence
- c) Click 3 (**Save**) to save the edited geofence

Deleting a Geofence

To delete a geofence, follow the procedure below:

1. In the Manage Geofences tab, select a geofence.

2. Click Delete Geofence (the icon that looks like a garbage can)



3. Click on the geofence to delete it.
4. Click **Save**



Improved Geofence Visibility

The enhancement to the geo-fence feature allows for real time visibility of workers at a specific location, alerts upon entering and exiting a location, as well as provides historical records of workers at specific sites. This feature can be used during the COVID-19 pandemic to provide a historical log of who was working on your job site in-case someone tests positive.

13. *Location Based Asset Tracking*

Before being able to use Location Tracing, ensure you have both of the following:

- Access to the Geofence module
- Client Administrator permission set

How to start using location tracing:

1. Log in to the Aware360 Control Center
2. On the left-hand side, expand the menu options
3. Select "Geofences"
4. On the map, zoom into the area you would like to geofence
5. Select your preferred draw option (circle or polygon) on the left-hand side of the map, and draw the area on the map
6. Assign a name, client, and assets to the Geofence on the right-hand side
 - a. "Client" is referring to the organization. More than one client can be selected, supporting the user cases where a parent organization under one client name may want to create reports from assets from a subsidiary or subcontracted client.
 - b. "Assign Assets" are individual(s) who you would like to apply to this specific Geofence. You can also choose "ALL" to select all assets from the specified clients.
7. Under "Send Alert On", choose between "Entering Geofence" or "Leaving Geofence". Alerts can be generated when assets either enter or leave the

real time data. real time decisions.™

geofence. For example, the geofence could represent a hazardous area which assets should not enter, or a safe area which assets should not leave.

8. For simply logging history of users in the geofence, under "Alert", select between "Enabled", "Log Event", or "Disabled". "Log Event" should be used for real time and historical reports, where no user alert is appropriate.
9. Under "Repeat Message Interval", enter the interval in minutes between repeated messages sent to the asset upon a geofence event. For historical logging purposes, please leave this blank.
10. Press "Save" and Geofences are now enabled!

Once saved, you can quickly access Geofences on the left-hand side and see who is active and send a text message to any of those individuals if deemed necessary!

When an asset is signed on within a geofence, they can be observed by a green pin in their exact location. This gives a real-time view of what assets are in the geofence and whether or not they are signed on.

Historical reports on who was in geofence over a certain period of time:

1. Click on **History** in bottom right-hand corner.
2. Select desired Start and End Dates, and Page Size for report.
3. Select Go.

real time data. real time decisions.™

1 GEOFENCE HISTORY
2 GEOFENCE HISTORY MAP

GEOFENCE HISTORY - TESTFENCE

Start Date: Jun 1, 2020 2:00 PM | End Date: Jun 2, 2020 2:01 PM | Page Size: 50 | Export | Go

Event Time	Asset	Event	Location
Jun 2 2020, 5:14:08 PM, +00:00	Jada Buchanan	Asset has entered in the geofence	N44°13'56.93" W76°29'37.96"

4. Select Export to receive an emailed a downloadable CSV file of the report.

Geofence History Export

NR No Reply <noreply@aware360.com> Today at 1:58 PM
To: jada Buchanan

Your geofence history is available for download.

Download

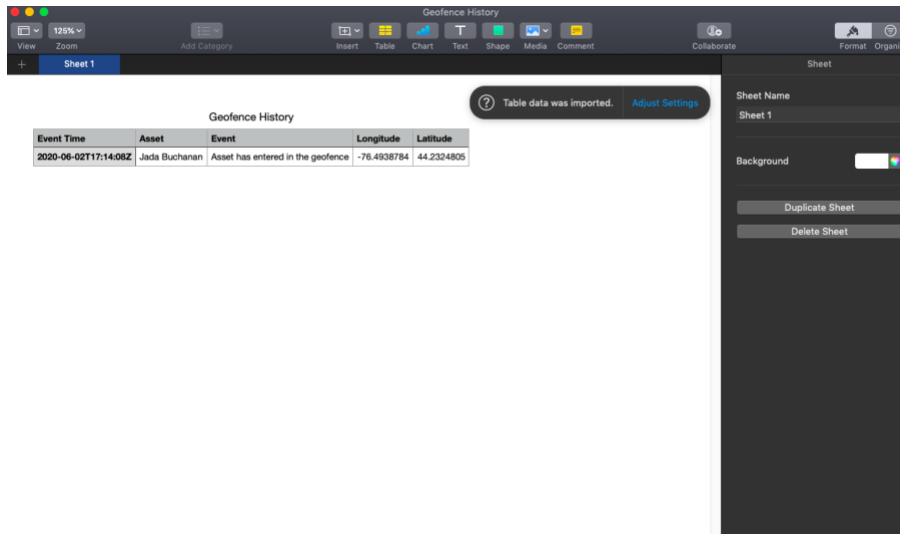
You are receiving this email because you or your company subscribe to the Aware 360 Control Center. Real time data. Real time decisions.

Aware 360 © 2017 Aware360 Ltd. All rights reserved.

Unit 250, 1201 Glenmore Trail SW
Calgary, AB, T2V 4Y8
info@aware360.com
support@aware360.com
403.252.5007
1.877.352.8522

This document is provided "as-is" with no explicit or implicit guarantee or warranty as to the accuracy of the information contained here. The author claims no responsibility, implied or otherwise, to anyone wishing to act or follow the content of this document.

real time data. real time decisions.™



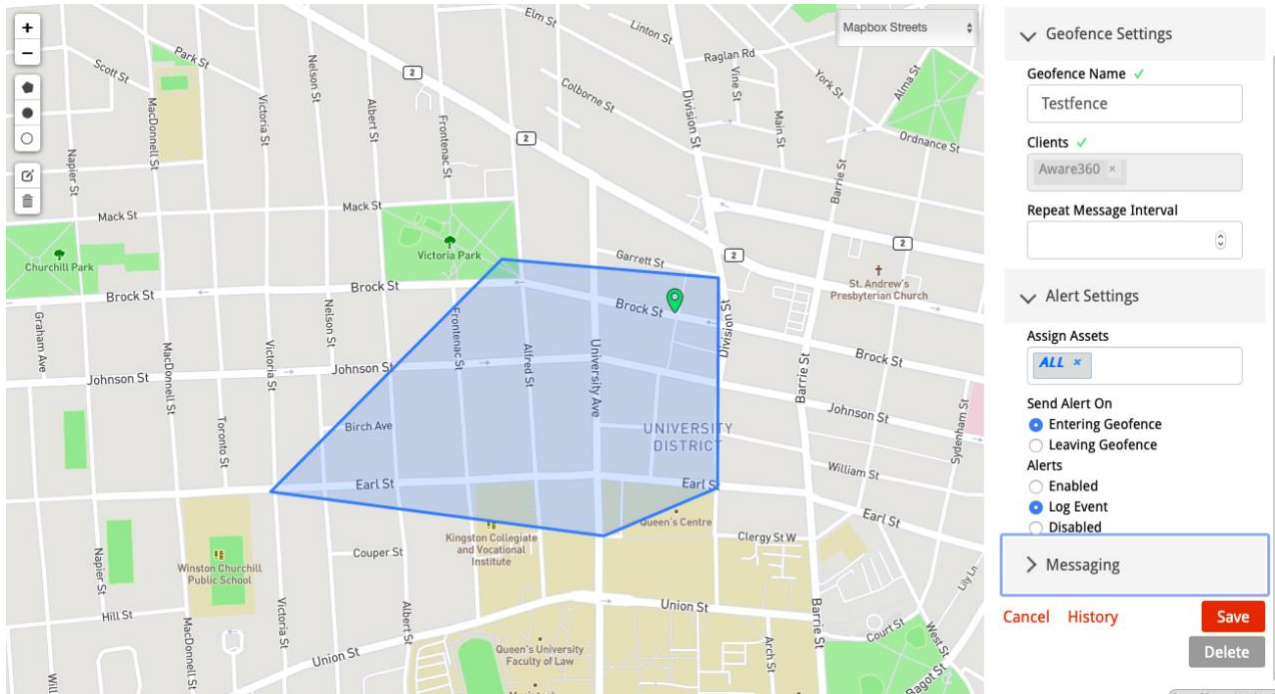
Sending Asset Alerts when entering or leaving a geofence

1. Click on desired geofence.
2. Click on the Alert Settings field.
3. Under the "Assign Assets" dropdown menu, select asset(s) or ALL to indicate which assets will receive alerts.
4. Select Send Alert on 'Entering Geofence' or 'Leaving Geofence'
5. Select Alerts as 'Enabled', 'Disabled' or 'Log Event'.

**Note: Leave "Repeat Message Interval" (under Geo-fence Settings field) blank if "Log Event" is selected.*

6. Click **Save**

real time data. real time decisions.™

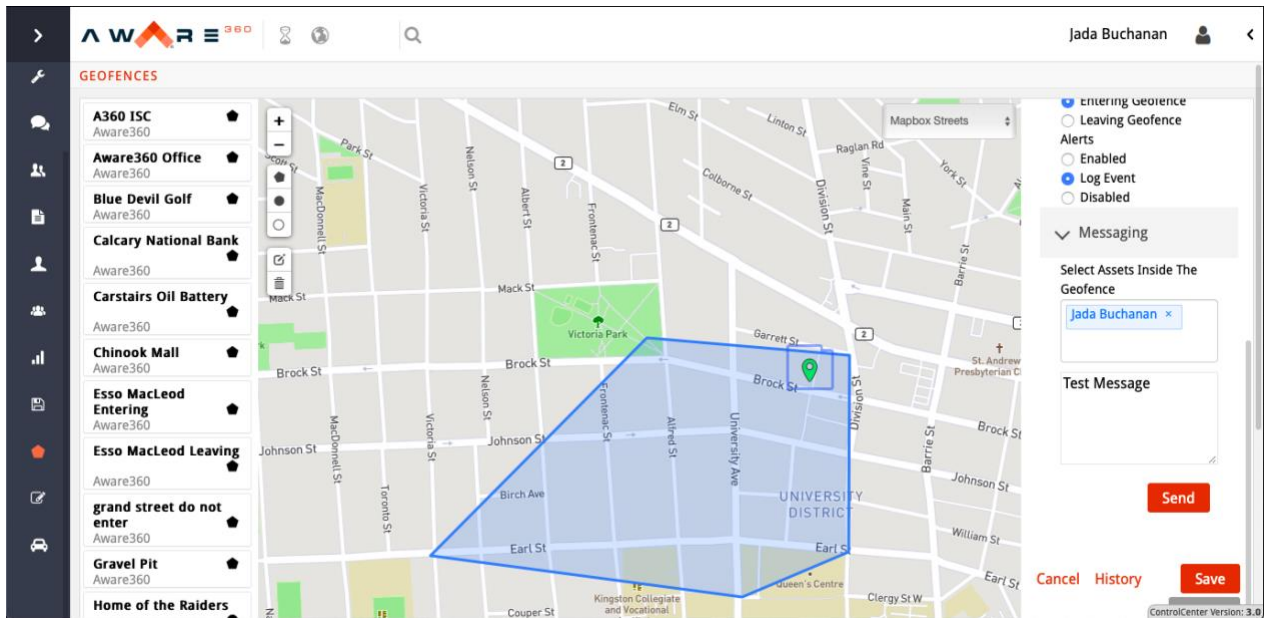


14. Location-Based Messaging

Use the SafetyAware Control Center to view workers in specific locations and send messages to them. This feature can be used to update workers on current workplace conditions, provide reminders to social distance and wash hands, and to communicate rapidly in urgent situations.

How to send messages to Assets in geofence

1. Click on the desired asset within a geofence. Note that an asset must be signed on in order to send them a message.
2. In the **Messaging** field, "Select Assets Inside the Geofence" using the dropdown menu under this heading. Note that you can specify one of multiple assets or select 'ALL'.
3. Type your message into the empty field.
4. Click **Send**. The message will appear in the asset(s) app, as well as a SMS notification.



3rd Party Contractor & Co-Working Client View

Businesses often require contractors or other organizations to work on the same worksite. SafetyAware now allows companies, who consent, to view third-party contractors and companies who they work with within Control Center for improved safety and productivity.

15. Real Time Forms & Assessments

Use the SafetyAware app to have workers submit forms in real time to the Control Center. For example, you can use this feature for journey management or to screen workers with a COVID-19 risk assessment. This feature enables organizations to automate form processes and maintain digital records.

How to use the SafetyAware real time forms feature:

Learn how to leverage the new forms feature for Real Time COVID-19 Risk Assessments in the SafetyAware app. Before being able to use the Data Capture Capability, ensure SafetyAware App version 3.0 installed in your device. Additionally, you must reach out to an Aware360 representative to create the desired form.

***Note:** This feature must be enabled for the entire organization. For changes to take effect, all existing users must log out and log back in.

Here's how:

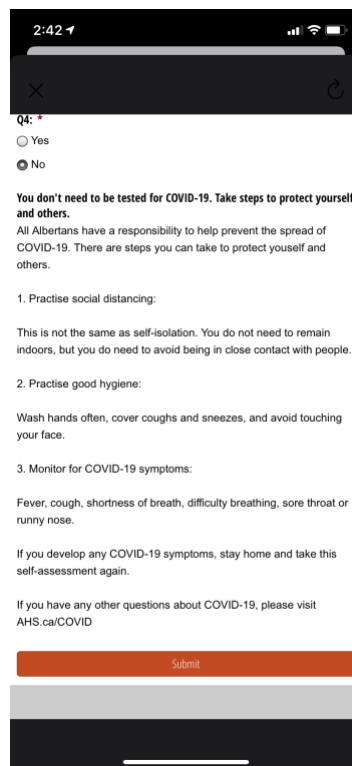
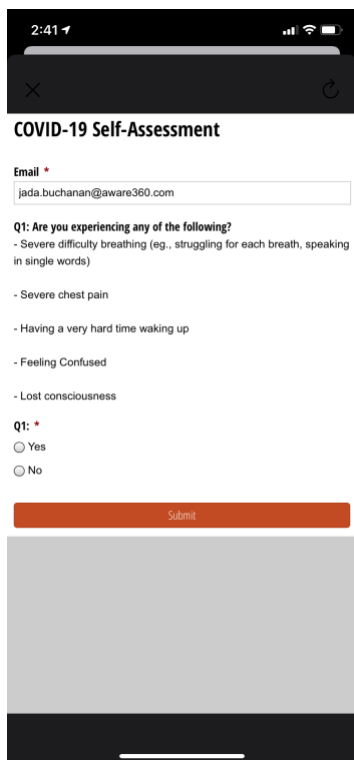
1. Launch the Aware360 Smartphone App
2. Tap on the Sign on icon, which is the third icon on the top right
3. Complete the sign on form and tap "Sign On"
4. The new Data Capture Capability will automatically launch and will be ready to use

Another way to access Data Capture:

1. Launch the Aware360 Smartphone App
2. Tap the "Journey" icon on the bottom right corner
3. The new Data Capture Capability will automatically launch and will be ready to use

Configurations to Data Capture to consider:

- Information fields you would like auto-populated from the user's profile (name, email, etc.)
- What occurs when the submission process is complete?
- The Data Capture Capability is compatible with any public-facing URL for form capture, such as Cognito Forms



Managing Licenses

Monitor Partner Dropdown

Location: Manage Licenses


Required: Yes

Use: For internal billing requirements and reporting

Options available: All clients created within control center

16. *Safe Work Forms*

Adding a Safe Work Form

1. Click **Policy Forms** icon  in the left navigation pane.
2. Click on the asset you want to add a safe work form to.
3. The Form History widget will appear on the right.
4. At the bottom of the widget, select Start New. The safe work form page will open. The safe work form will be pre-set with labels filled, but you can replace the filler text with your own.
5. When you are done, click **Save**.

Cloning a Safe Work Form

1. Click the **Policy Forms** icon in the left navigation pane.
2. Click on the asset you want to add a safe work form to.
3. The Form History widget will appear on the right.
4. There should be a list of previous forms of the asset. There will be an option to clone the form in the Form History widget.