



Stay Safe[®]

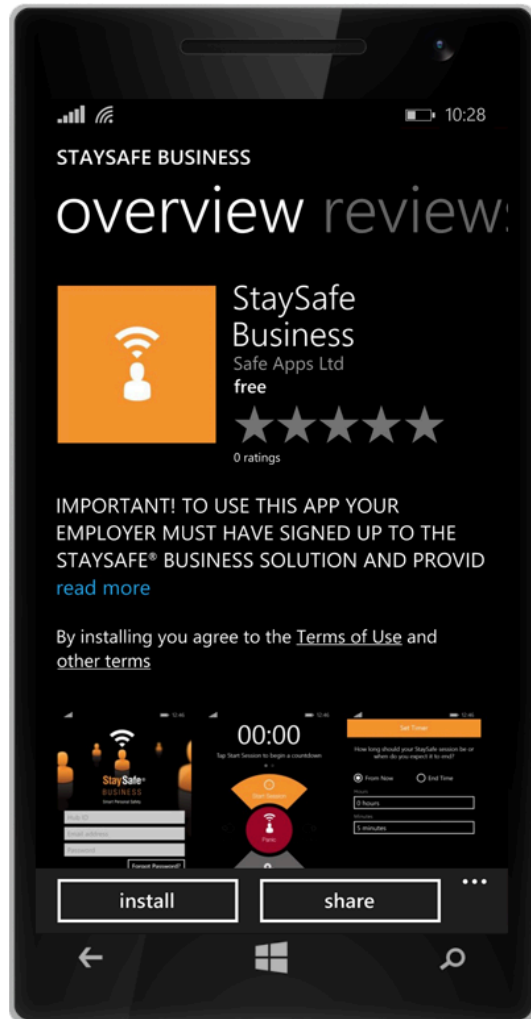
B U S I N E S S

Smart Personal Safety

Windows app user guide

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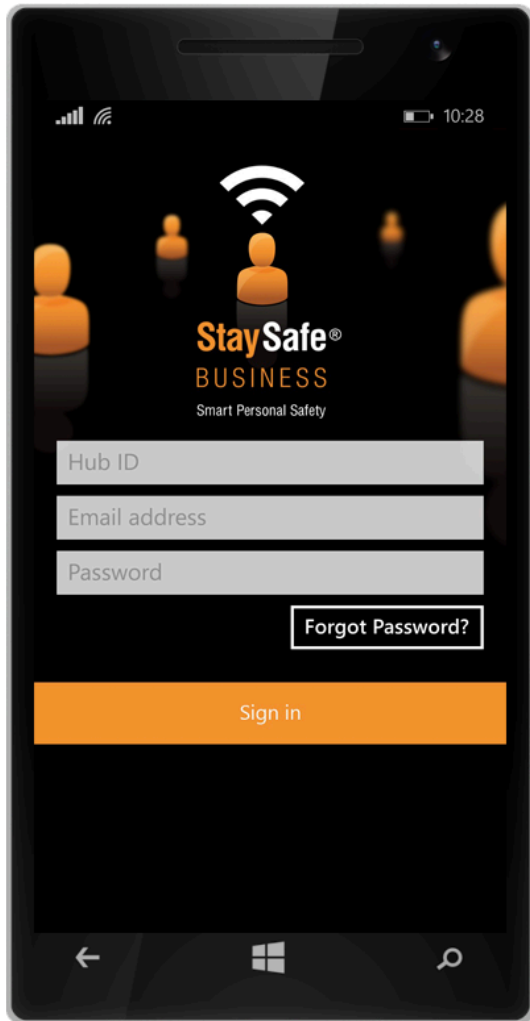
Installing the app



1. Open the Windows App store
2. Use the search bar to search for “StaySafe Business”
3. Click on StaySafe Business
4. Click ‘Install’

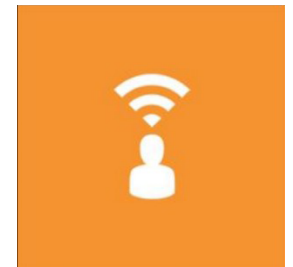
Get started

Get started



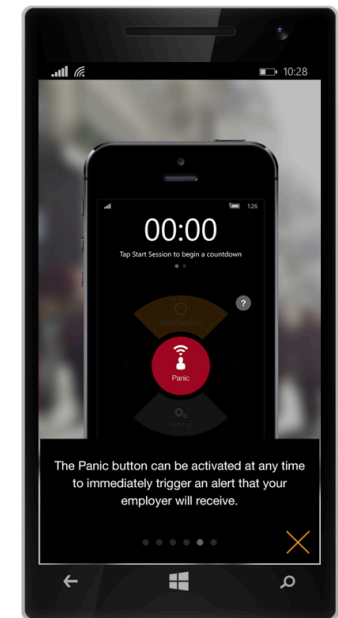
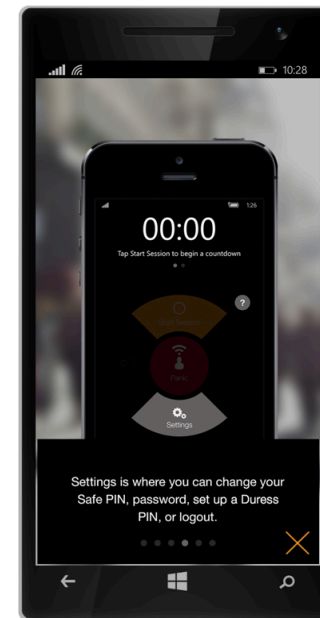
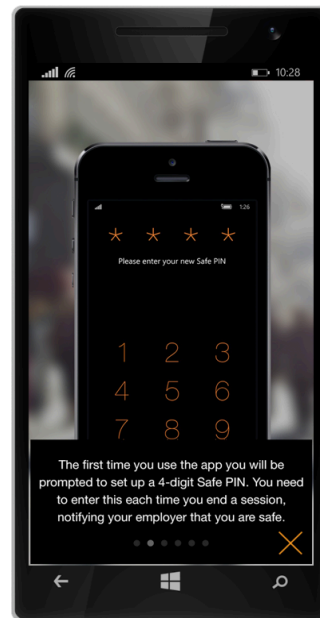
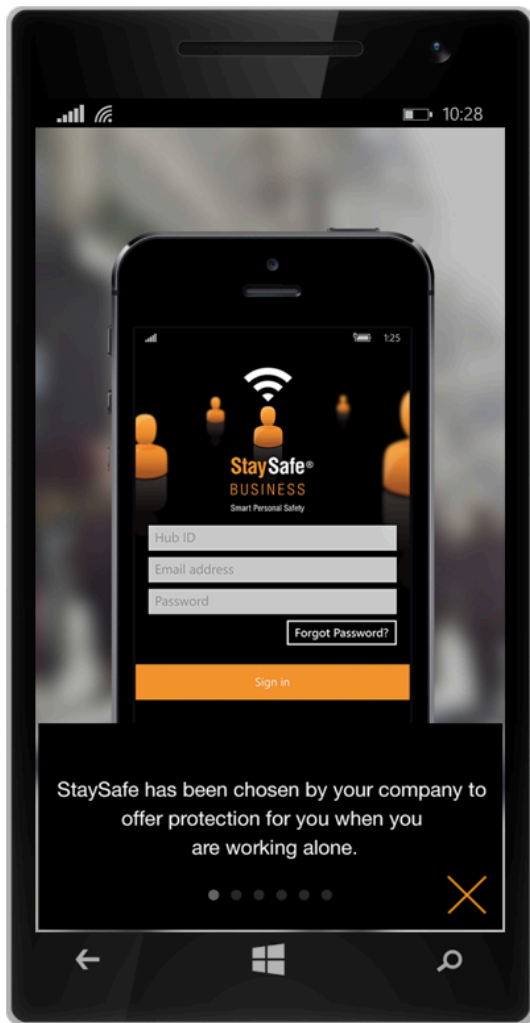
Once installed, tap the StaySafe App icon to launch the App.

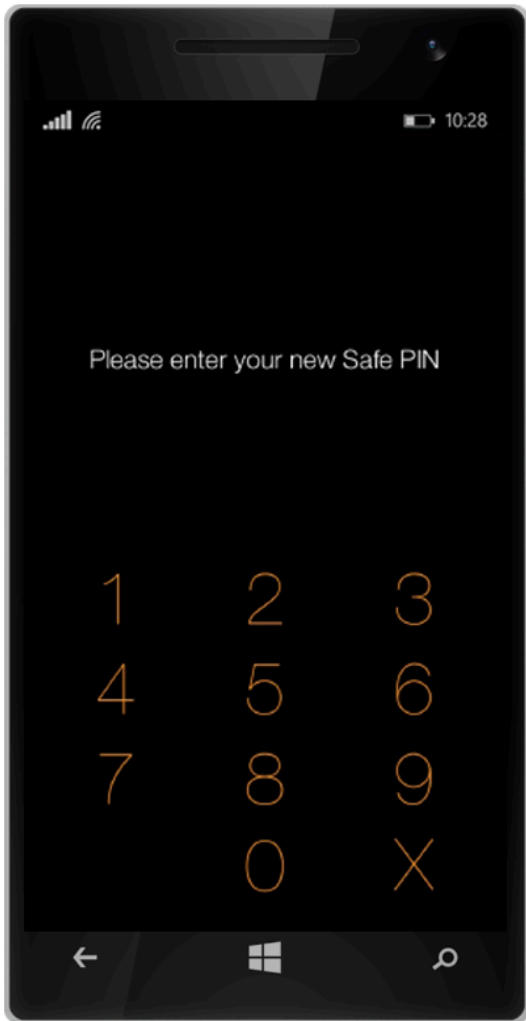
Enter your login details. These will be provided by your company.



Intro Screen

The first time you log in you will see an overview of what the App does and a tutorial on how to start a session.





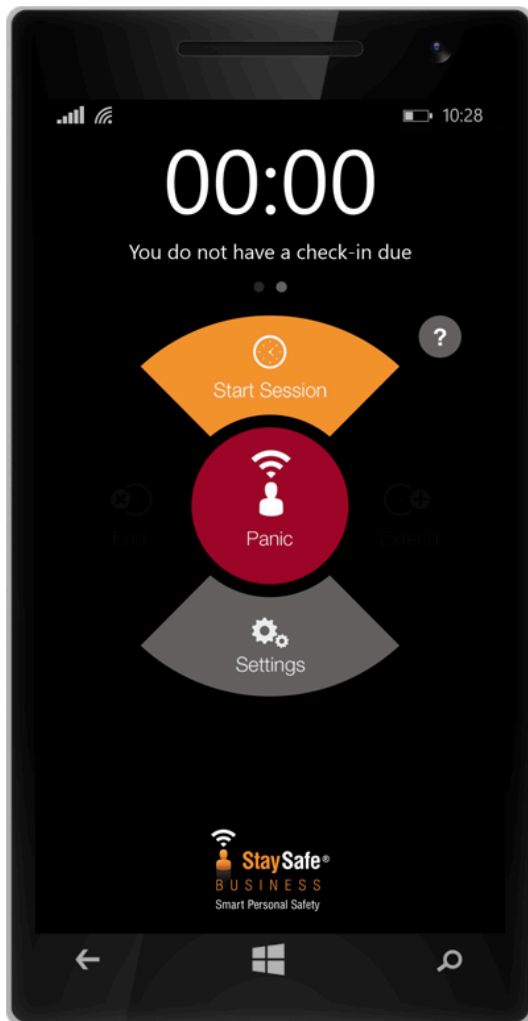
Set your Safe PIN

The first time you log in you will need to set a 4-digit PIN.

Make sure you remember your PIN.

You will need to provide your PIN when using the App.

Using the Safe PIN ensures that it is you using the App.



Dashboard

Start session

Start your StaySafe session

Panic

Press the Panic button to trigger an alert at any time.

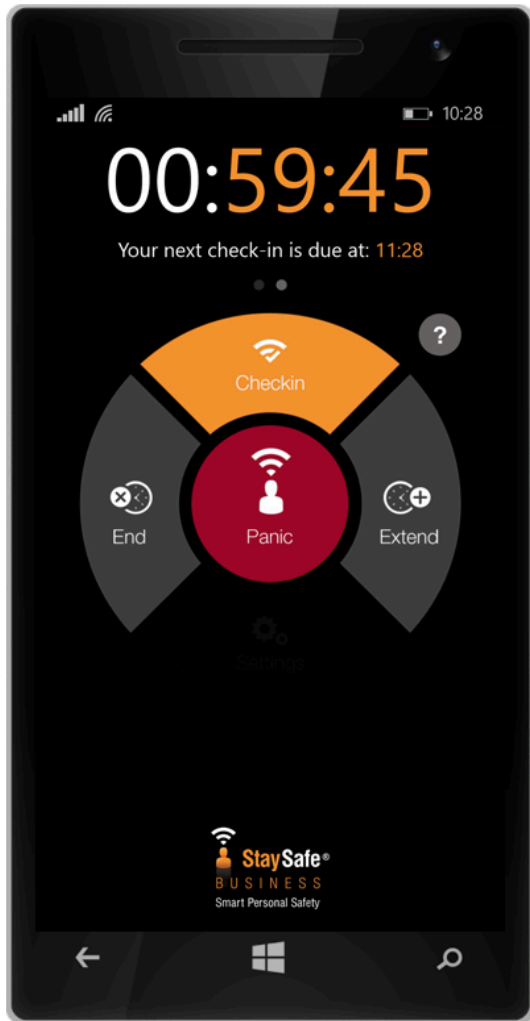
End session

Press to end an existing Session

Extend session Press to extend an existing Session

Settings

Personalise your StaySafe App



Dashboard

Help icon (?)

Press to watch the Tutorial again

Check-in

Press to Check-in during a Session

Check-in timer

Swipe to show when next check in is due

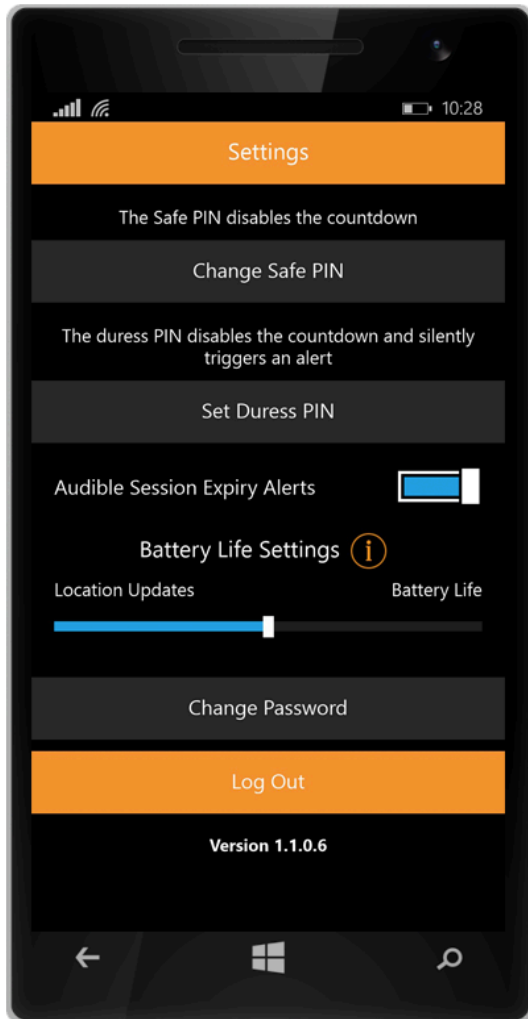
Session timer

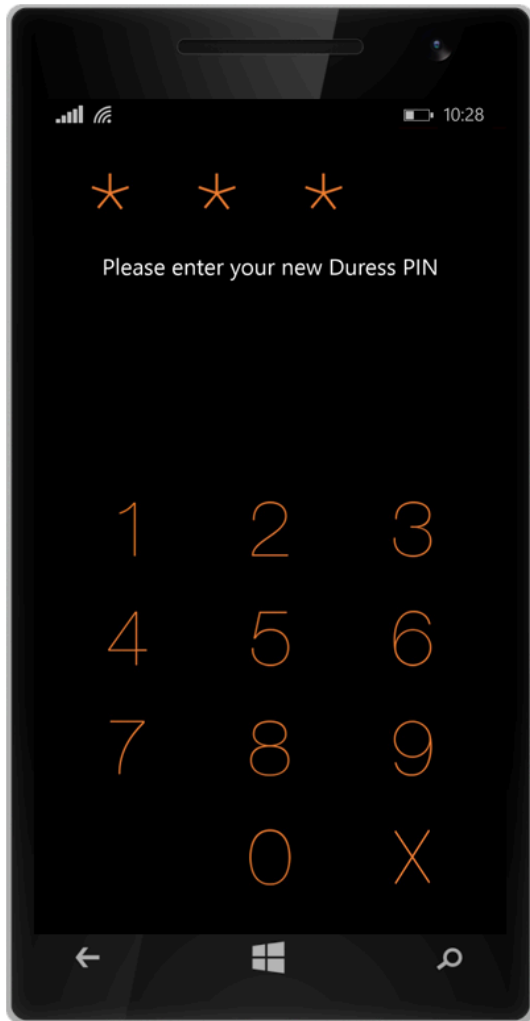
Swipe to show when your Session is due to end

Settings

Here you can change the following settings:

- Change Safe PIN
- Set or change Duress PIN
- Stop audible 'Session Expiry' warning
- Battery life settings (explained on next page)
- Change password
- Log out
- App Version



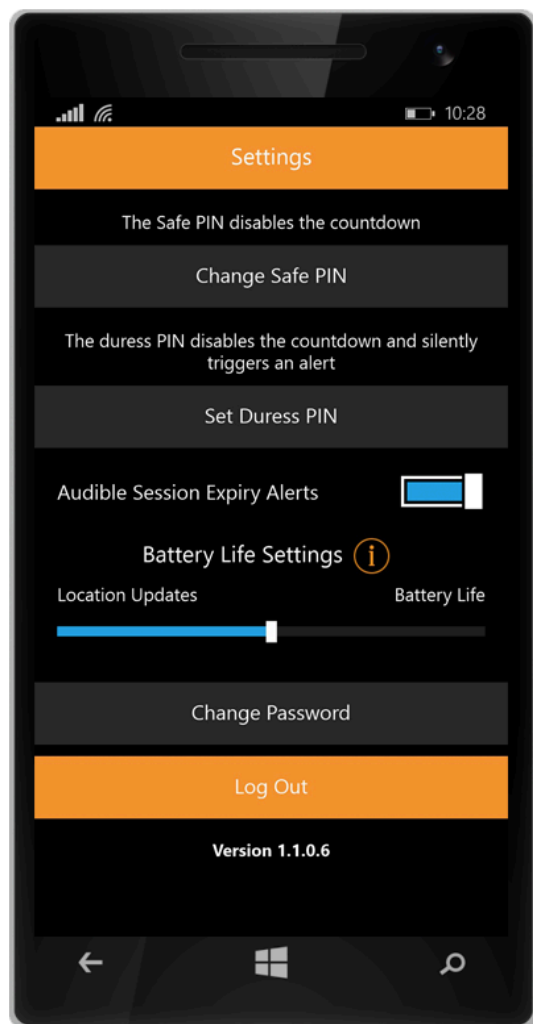


Set a Duress PIN

Set your Duress PIN in settings.

This will need to be memorable, and different PIN from your Safe PIN.

See “Duress Alert” to learn more about this alert and how to trigger it.



Audible Alerts

This feature allows you to turn ON/OFF the audible alerts triggered by StaySafe.

StaySafe sends you audible alerts to warn you that you may be about to trigger a Session Expiry Alert.

StaySafe recommends that you leave this switched ON.

Start a session

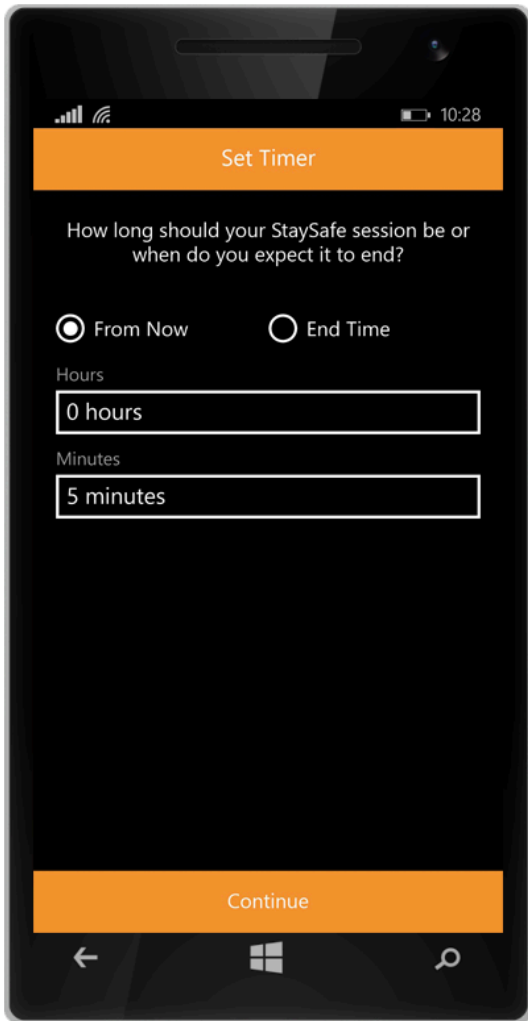
What is a Session?

Starting a session indicates to your employer that you are about to start Lone Working.

The Session will provide specific details about how long you are Lone Working for, where you are and what you will be doing.

During your session, you have the option to trigger a number of alarms: Panic, Duress, Non Movement, Session Expiry or Missed Check in.

StaySafe will update its location every during a session 30 – 180 seconds

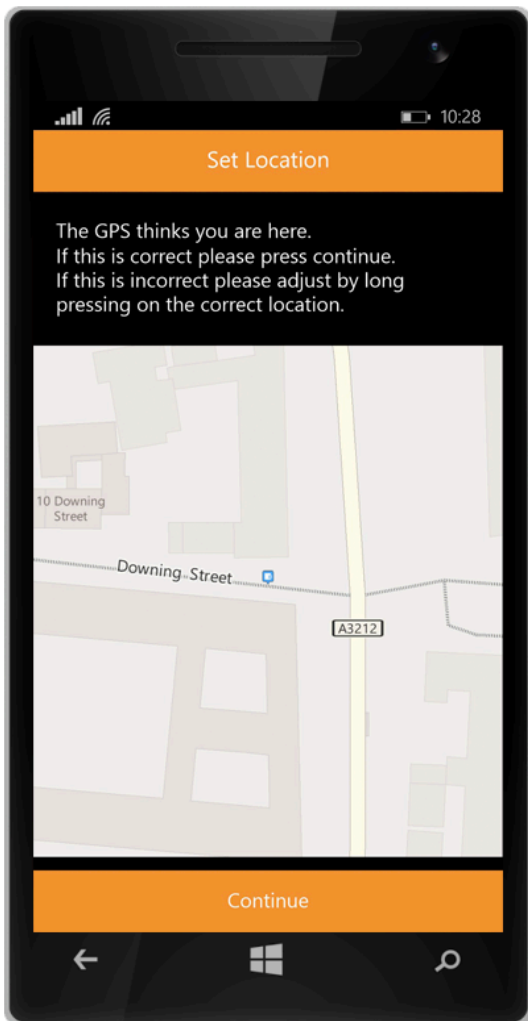


Start Session

Press 'Start Session' on the Dashboard

Enter in how long you will be Lone Working for

You can choose a time From Now or choose an End Time for your Session.

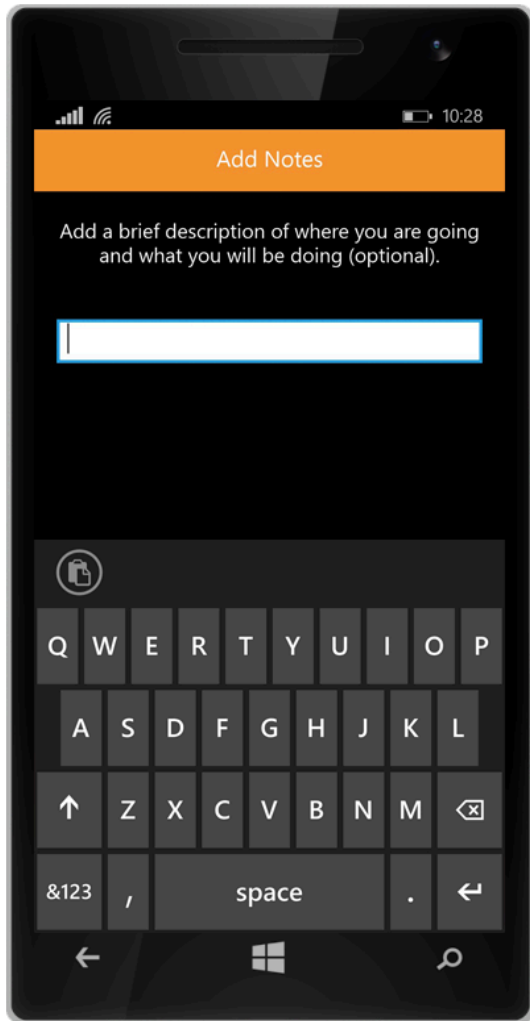


Set your Location

Your phone's location services are used to accurately locate you.

StaySafe will not work if your location services are disabled, make sure you have all location services switched on.

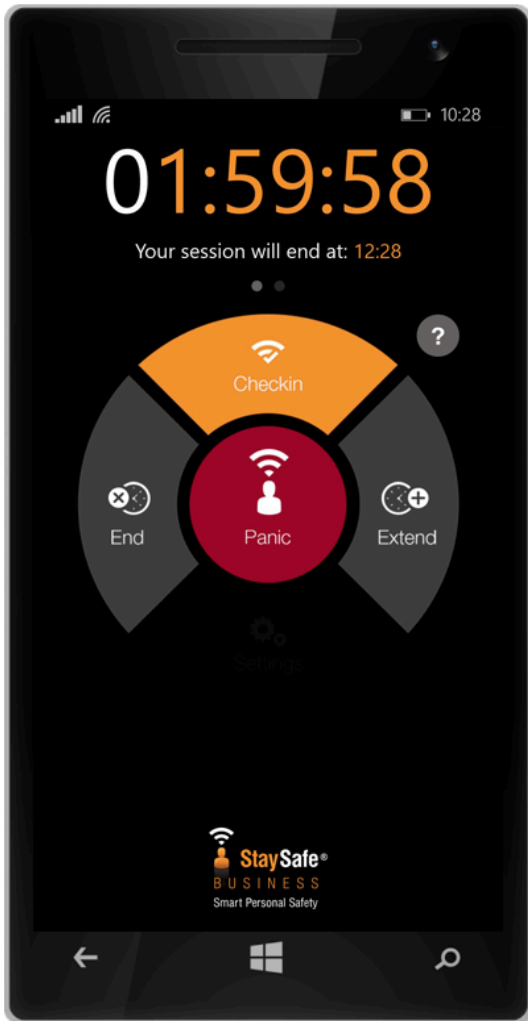
StaySafe will display your location, check your settings if it is incorrect.



Make a Note

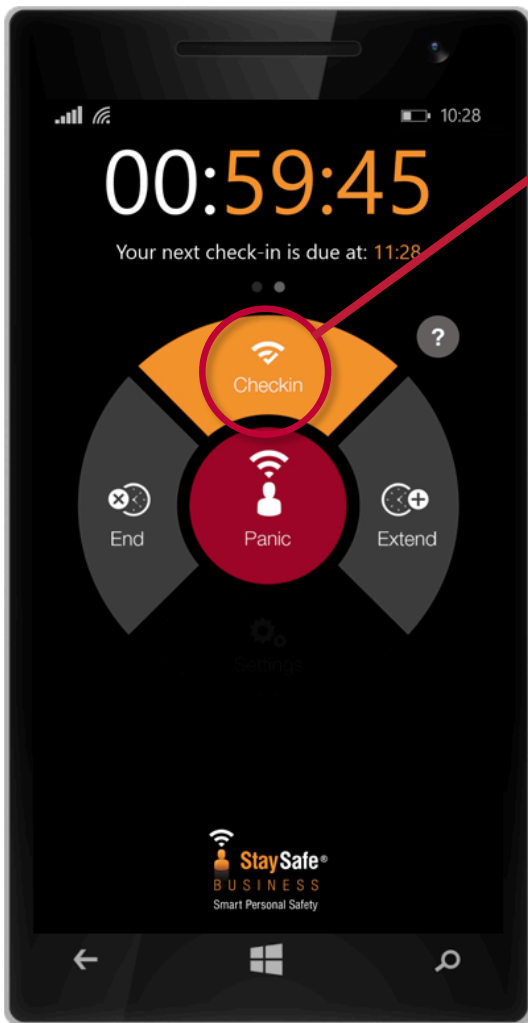
Enter in information about what you are doing whilst Lone Working.

Your employer may ask you to enter in specific details e.g Job Number



Countdown Begins

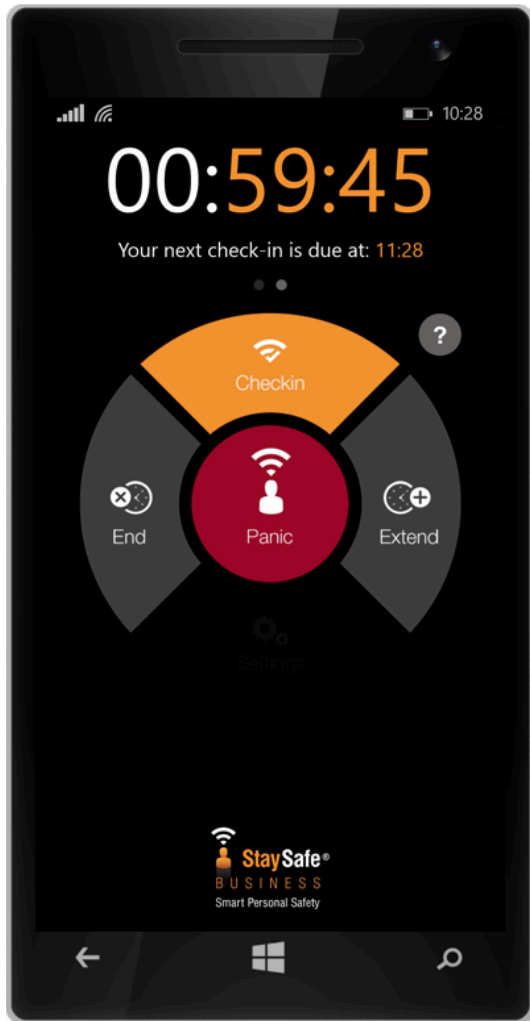
- 1. End Session** tap this to confirm that you have completed your activity/session safely
- 2. Extend Session** If you need extra time then simply tap this. This can also be used as a 'check in' if your company wishes.
- 3. Panic button** You can also hit the panic button, which is available at any time, without the need for a session to be started.



Check-in

- 1. Check-in** Press to Check-in when you want to or when you are required to. This feature may not always be enabled in your Hub
- 2. Check-in Countdown** There is a countdown timer that indicates when you next need to check in, swipe the clock to check
- 3. Session Countdown** the countdown timer displays how long until your session expires

Alert Types

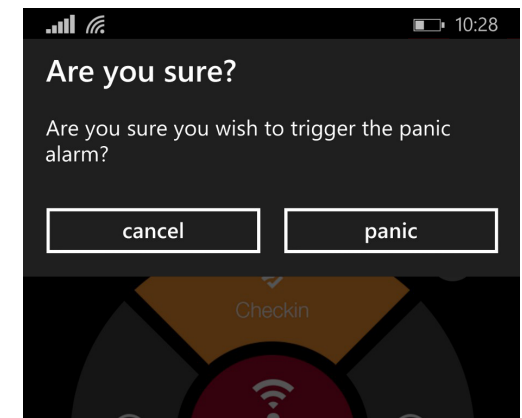


Panic Button

Press the App panic button to trigger an alert if you are in trouble.

You are able to trigger a Panic Alarm even when not in a Session.

You are required to confirm you want to Panic.



Duress Alert

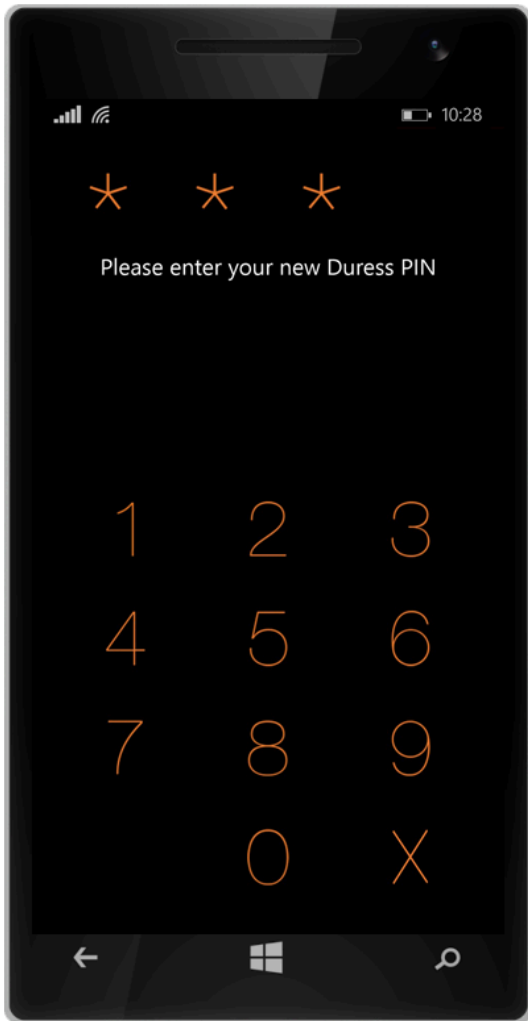
The Duress Alert is designed for circumstances where you are being forced to End Session or cancel an Alert

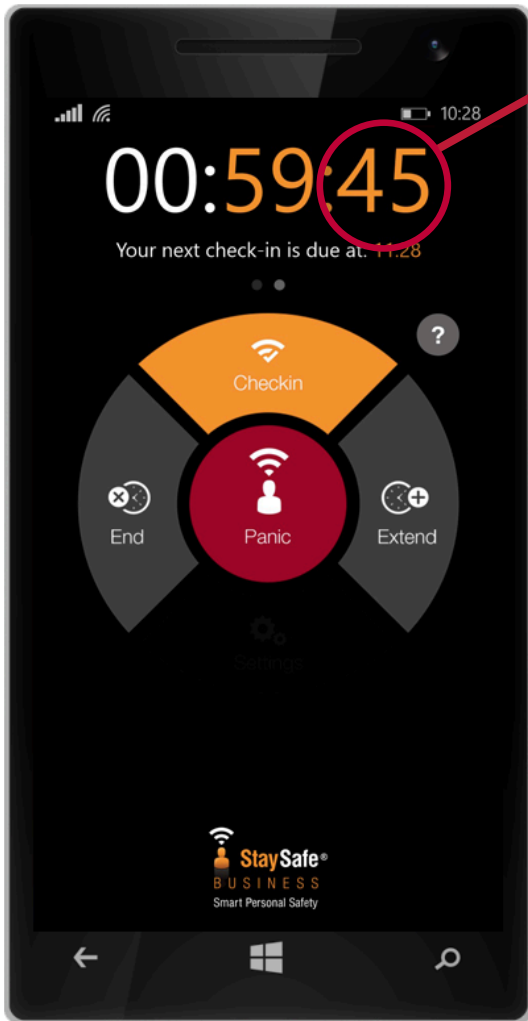
You have the ability to trigger an alert instead of the action you are being forced to carry out. To the attacker, it will look as though you have carried out the action.

When asked to enter your PIN, enter your Duress PIN and you will trigger an alert discreetly.

Don't mix up your Safe PIN and your Duress PIN!

Choose your Duress PIN in "Settings"





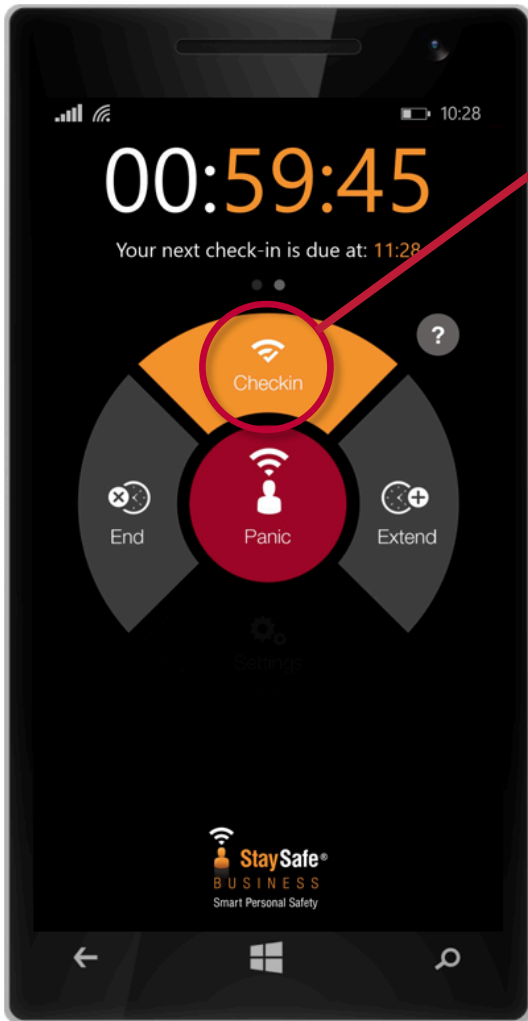
Session Expiry

If you do not End Session within the duration that you entered at the start of your Session, then a Session Expiry alert will be triggered.

See “End Session”

The countdown timer indicates how long you have left in your Session.

You will be warned that your session is about to Expire 5 minutes and 1 minute before it expires.



Missed Check-in

If you do not Check-in within the duration that you are required to Check-in, then a Missed Check-in alert will be triggered.

See “Check-in”

The Check-in countdown timer indicates how long you have left in your Session. Swipe the timer to switch between the Session and Check-in timers.

You will be warned that your session is about to expire.

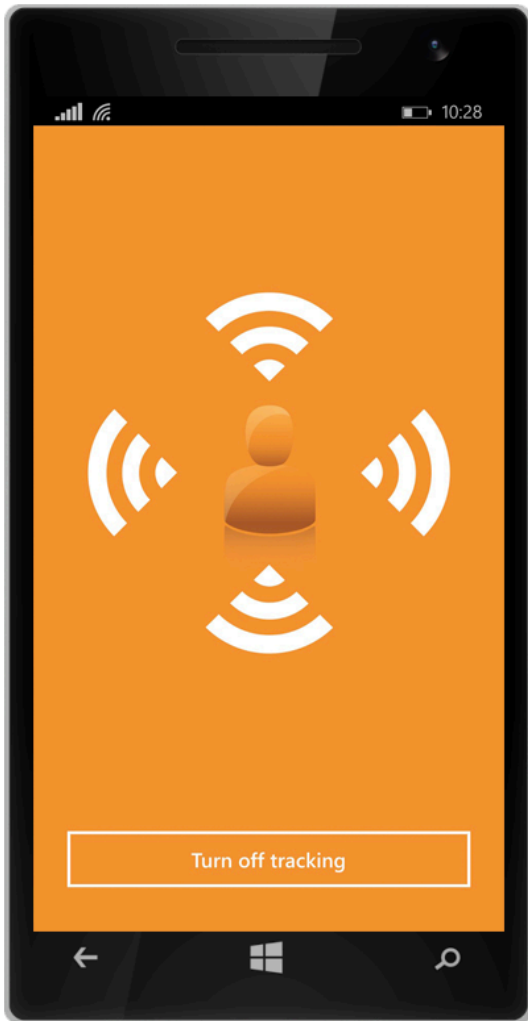


Low Battery Alert

If your phone reaches a low percentage of battery, then a Low Battery Alert will be triggered.

This will notify the Hub that you have Low Battery.

This Alert can only be triggered when in a Session.



Alert Sent

When an Alert* is triggered, that alert and your Location is sent back to the Hub.

If you have triggered a false Alert then you have the ability to cancel it by entering in your Safe PIN

*this does not apply to Duress as it is a Discreet Alert, you will have the option to cancel the Alert when you next try to use the App

FAQs, Requirements and advice

FAQs, requirements and advice

FAQs

Can I use other apps whilst using StaySafe?

Yes, StaySafe will continue to work whilst using any other app.

Can I use StaySafe on WiFi?

Yes. But, if there is one, make sure you have the password to the WiFi!

How much Data does StaySafe use?

StaySafe uses only a small amount of data. Lone Workers who use the App every day can expect to use 4MB over the month.

When does StaySafe track my Location?

StaySafe only sends your location to the Hub when you start a session or trigger an Alert. You have complete control over the sending of your location

FAQs

What version of Windows do I need to use StaySafe?

StaySafe requires version 8.1 or 10

I have forgotten my password!

Contact your Hub Administrator if you have forgotten your password, they can reset it. You can also request a new password in Settings on the StaySafe App

I have forgotten my Safe/Duress PIN

You will need to reinstall StaySafe to reset your PIN's

How do I know what version of the App I am using?

On your StaySafe App, go to “Settings”. Below the button to log out, you will see the version number of your App.

FAQs

How do I improve the Accuracy of my GPS?

Ensure that you have your Location Services set to “High Accuracy”. You should also have your WiFi and GPS switched on for the duration of your Session.

What do I do if I am experiencing issues?

Contact your Hub Administrator, or email us on support@staysafeapp.com

Requirements

Low Battery Alert

Conditions

-You do not need to have your App open for this alert to be triggered.

Function

20% remaining:

- User alerted that battery is getting low, (overlying other apps).
- Alert is triggered and your session ends.



Contact and Support

support@staysafeapp.com

www.staysafeapp.com