MYSOSFAMILY

Lone Worker - User Guide

Improving employee's personal security and safety in an easy and affordable way, without disrupting business, it takes less than 5 minutes of intuitive self-training and helps them without changing the way they work.

Flexible set-up FOR EMPLOYERS

Central management
If you want to manage all employees accounts from a single work email address and a central team/person is going to manage it, then create an account either by downloading and registering the App (see below) and use your email address, then tell all users to use the same email address when they are registering.

Regional/hub management
Central management may become too much for large organisations with regional offices, then simply tell each location to manage their cluster of employees using a different email address for each location/cluster/hub and have someone at each office/hub manage that cluster by giving those employees their hub/clusters relevant email.

Self-Individual management
It's also as easy and eliminates/minimises administration to simply tell each employee to use their own work-email (ideal) or personal email if they don't have a work one.

The important difference between the above methods is the email address allows you to login online (https://app.mysosfamily.com/**) and can look at alert logs.**

For Central or regional management you may decide to set-up each employee's phone number and SOS Contacts (who receives alerts) and then ask each employee to download the App, so they are ready to start using the service as soon as they've downloaded the App without thinking who to add as their SOS Contacts.

Alternatively, allow each employee download the App and add their own SOS Contacts, let them know who you expect them to add, in particular let them have the **Check-in** email addresses *(see check-in below to get the best out of this feature)*

Tutorial for everyone:

Download and register the App.
Search for My SOS Family in Apple or Google App Store and download the App.
Forward them this dynamic link to open on their phone to get the App: http://onelink.to/msfapp
See Video https://vimeo.com/415081496

For users who have been set-up centrally, just download the app and you're ready to go.

Features and Benefit:

✓ **Get Alerts get noticed:**
It's illegal and dangerous to read a text whilst driving, with so many texts in a busy day, it's easy to ignore them unless we're expecting a reply, that's why our Alert system **calls** SOS Contacts so they are immediately aware that the user of the app needs help.

Tip: Add your contacts phone number in the "SOS Call" field, so their phone will receive a phone call, you can duplicate contacts and add other phone numbers like landlines etc.

See video on how Telephone Alerts work : https://vimeo.com/376664851
Info: The USA male voice is the loudest, British accent or female voice wasn't loud enough, in fact quite pleasant and we wanted to get the attention of the SOS Contact ASAP.

✓ **Minimum disruption and helped by the right person:**
Simultaneous alerts to a group/cluster of people have the best chance of getting noticed, but then in the same vein, any employer doesn't want everyone dropping tools and all doing the same thing and bottlenecking help, duplicating duties and disrupting everyone, that's why **responsibility is assigned to the first person who responds**

Alerts (Text, email and phone call) **ask** SOS Contacts to **take responsibility** - they simply;
> Reply to the Text (the text say reply with OK@[XXX] – replace [XXX] with the code in the text, or
> Click on a link, or
> Press "1" when the emergency phone call asks them to "press 1 to take responsibility".

See Video to see how easy & intuitive it is to take responsibility https://vimeo.com/415148962
The first person to respond is texted saying they're responsible for sorting the SOS and assigned to the SOS. Everyone else is instantly texted informing them of who is helping. Colleagues can therefore stand down and carry on, **saving time and reducing stress for all.**

Tip: When an SOS Contact (First Responder) has taken responsibility and there's a problem (e.g. stuck in traffic) and therefore unable to help.
An easy way to Cancel Responsibility, and start the SOS Process again so someone else can take responsibility is to Text RESEND SOS@[Code]
No need to remember phrase or Code, it's sent each time to the First Responder.
 See Video how easy and intuitive it is to Resend SOS: https://vimeo.com/415263777

✓ **SOS Timer gets help when you need it most:**
Like an egg timer, you simply set it before your about to do something that you're concerned may lead to an issue where you may need help.
You can add a custom message of what you're doing and even add a photo, the timer can be as long as 23 hours 59 minutes or a short a 5 minutes, just give yourself some margin of safety to cover genuine delays.

If something happens, which means you either can't cancel the SOS Timer or are unable to send an SOS alert, SOS Contacts are alerted (including the message/Image) when the timer reaches zero. Because the timer is also running on the My SOS Family Secure Servers, **Alerts** are **sent even if** the users **phone dies** because we keep counting down.

SOS Timer – some use cases;
➢ Before entering customers home e.g. nurse, carer, or estate agent showing a client a property, take a photo of the client, or type in Apartment number of the house number and what you're doing.
➢ Before entering an area like the basement to clean, repair etc and you suspect there is no or poor phone signal, add what you're doing so others are informed when alerted.
➢ Getting into a Taxi, take a photo of the driver and say where you're going.
➢ Repairing a roof on your own, cleaning windows.

➤ Walking into a dark alley or car park and many more where users are concerned.
   See Video on SOS Timer : https://vimeo.com/373712799

✓ **Save time calling Emergency services:**

Turn it on in the App settings, your phone will both alert all your SOS Contacts **and call emergency services** like 911/999/000 automatically, you can decide to cancel the call before its made if it's not needed to call them. **See Video**: https://vimeo.com/374290949

✓ **Send Alerts Fast:**

 it takes only **2 seconds** to send an alert, even **at the lock screen.-**

- iPhone : Swipe right & press the Widget - See video: https://vimeo.com/373775341
- Android: Long Press the Power Button – See video: https://vimeo.com/374540274

✓ **Use your voice from across the room:**

Talk to Siri or OK Google from across the room, even if your phone is locked and you can't reach it, rest assured your emergency contacts can be easily alerted. At the lock screen say ;
"Hey Siri Send a Message using My SOS Family App"
see video : https://vimeo.com/375157445

✓ **Check-In to say you're OK or just in case:**

An easy way to log where you are, what you are doing, where you are going.
Simply select check-in, (add a message/photo is optional) and press the Check-in button.

And all your SOS Contacts that have the field "Send Check-in updated" Ticked, will be emailed and if they are also using the My SOS Family App will be sent a notification of the users location and (optional) custom message.
Employers & employees prefer using check-in to log changes in location and routine initiated by the employee as trust is lost when using tracking apps that make employees feel uncomfortable, these logs can then be used if users can't be located.
TIP: Create a few new SOS Contacts and add work email addresses or home email addresses.

Check-in – some use cases;
➤ When you end with one client and start your journey to your next client/destination, or during multiple stops.
➤ When using a taxi, easy to take a photo of the driver type the registration number & Check-in.
➤ When you end work and return home safely
➤ When you arrive at your destination
➤ Security Guards use it when they are checking certain buildings or locations (plus SOS timer)

Any questions check out the FAQ page talk to our Facebook Chat Bot or Call us (number on website)