



INSTRUCTIONS FOR USE

ADMINISTRATE DEPARTMENT

The following guide describes the steps performed by a department administrator to get started with a new department in PosifonCare.

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INTRO

This guide contains department-level settings. To have access to these settings, the role of department administrator is required. The possibility to administer settings for the department is only available in the web portal. The web interface is used to make settings and adjustments in how the system is used, while the app is used for alarm management, search for users and for a quick overview of the department's users and its devices.

The web portal consists of several menu levels and these are referred to in the guide as menu lines 1, 2 and 3. Below is a description of which level is referred to for which menu. In this guide, all settings can be found under the main menu, Menu bar 1 (Manage).



In addition to this manual contains information for customer administrators there are other complementary guides that we want pay attention to.

- 1** Each model of GPS alarm has a specific guide that describes the device, its functions, and provides tips on good practices for using that device.
- 2** User manual for alarm receivers that explains search and alarm handling of users.
- 3** User manual for customer administrators who provide support regarding the general settings of the service.


Your eligibility and role assignment in the PosifonCare system determines what you can do and which guides are of interest to you.

1 FIRST LOGIN

The initial password sent to you is used at the first login. We recommend changing this password to a personal one, to increase the security of the account. To do this, go to the **My Profile** menu, located under the user icon at the top right. Then click the blue **Change Password** button to change the password.

2 SETTINGS DEPARTMENT LEVEL

These settings are accessed under the administrator interface, which can be found in the Admin tab in menu bar 1.

If the settings are different from the current one displayed, click on the  > left of the screen to open the organization tree where the desired department can be found.

2.1 CREATE ALARM RECEIVERS

Every alarm receiver needs a user account to be able to receive alarms in PosifonCare. Before creating a user account, make sure that the person has been trained in the system and approved its personal data policy. Then go through the following steps.

- 1** Click the Users tab, in menu bar 3 under Overview of the desired department or on “Add users” under alarm receivers in the department.
- 2** The Users tab lists all existing users associated with the selected department. To add a new alarm receiver, click + Add new user.
- 3** First define whether the account should be personal, and used by a specific person, or impersonal, and can be used by several. Fill in the information below.

- 5 Click on the green "Add role" button and select a role from the drop-down list. Once you have selected, you can see what qualifications you have for the different roles.
- 6 Under "Link role to department", check the box / boxes to select which department or departments the user should be, for example, alarm receiver on. Click save.
- 7 Should the user have more roles, repeat steps 5 and 6 and select a new role.
- 8 When you have connected the user to the correct department / departments, select the start page and home department and if the user has undergone training, check that box. Then click "Add User" to complete the settings.

Keep in mind that it is not possible to save a user until you have linked the account to a department and selected the home page and home department.

In order for the user to receive alarms and notifications to their account, it is important to remember to schedule the user for appropriate passes.

Instructions on how to do this can be found under 2.4 Alarm reception.

CREATE NEW USER

When it is decided that a new user should start using a GPS device, personal information, alarm settings, security areas, etc. need to be defined.

- 1 Click the Department View tab, in menu bar 3 under Overview of the desired department.
- 2 Under the table with the department's users, click + Add user
- 3 Fill in the user's personal information and add the user.

To connect the device to the user and make settings at the user level, see instructions in section 3.

2.2 OVERVIEW UNITS

Under the Devices tab, in menu bar 3 under Overview, you see all the devices that are connected to the department. You can also see which user the specific device is connected to.

2.2.1 Test alarm

The first time a new unit is used or if a function test is desired for another reason, a test alarm can be performed. To do this, press the Test Alarm button, for the desired device and follow the instructions.

2.2.2 Connect unit to department

If a new device is needed, unconnected devices from the organization can be connected to the department by clicking the Connect device to department button.

2.2.3 Disconnect unit from department

If the unit is no longer connected to a user and is not used in the ward, the connection to the ward can be removed by pressing the Trash for the desired unit. Then the device can then be connected to another department by a Customer Administrator.

2.3 ALARM RECEPTION

(ALARM RECEPTION)

To facilitate the handling of incoming alarms and ensure that they reach the right recipient at the right time, the alarm reception is scheduled. A recurring basic schedule is set to correspond to the department's other scheduling.

2.3.1 *Configure the scheduling*

1 In the department, click on "Alarm settings" in menu bar 2 or click on "scheduling" next to alarm receiver. Then click the big blue Create Schedule button.

2 *In the window "Configure scheduling", it is determined how many sessions the days are to be divided into, how long the splicing time between the sessions is and what times the sessions extend between.*

3 Define alarm receivers for unscheduled alarms if needed. It can be one or more recipients, who will receive all alarms and notices that have been selected not to be sent to scheduled alarm recipients. Which alarm types are to be scheduled or not made under the tab Alarm types under alarm settings in Menu line 3, see section 2.5 prioritize alarm types.

4 Then click save.

Then follow from point 2 under 2.4.2 Schedule alarm receivers.

2.3.2 *Schedule alarm receivers*

1 To schedule an alarm receiver in an existing schedule, go via alarm settings in menu bar 2 or Scheduling along with alarm receivers in the department and then click on Schedule alarm receiver.

2 Choose which sessions the scheduling applies to.

3 Finally, choose which alarm receiver (s) the specific scheduling should apply to and save.

2.4 PRIORITIZING ALARM TYPES

PosifonCare contains different types of alarms that can all be adapted to each user's needs. Please read the user manual for Alarm Handling and Search to get an insight into what each alarm type means.

It is possible in a department to decide which alarm types should generate alarm message *, which priority they should have and whether they should be scheduled for active alarm receivers. These settings can be accessed by going to the Alarm Types tab in menu bar three under Alarm Settings.

***Generate message** - Define whether or not to generate an alarm / notification message?*

***Schedule** - define whether to send a message to the alarm recipient according to the schedule or not. If you deselect this, alarms will be sent to unscheduled alarm receivers.*

***Notice** - Message with lower priority, which does not require immediate action.*

***Alarm** - High priority message, to be addressed immediately. When changes are made, save before leaving the page.*

(* Security area settings are not found in this menu but are set specifically for each area when scheduled for a user.)

2.5 ESCALATION FLOW

The alarm flow when escalating can be adapted to the department's routines.

- 1** Start by defining how long it should take before the alarm proceeds to the next step in the flow.
- 2** Then define which steps the specific department should use in its escalation flow by activating or deactivating the steps. Some steps also need to be supplemented with additional information.
- 3** Save by clicking the blue Save Changes button.

2.6 FORWARDING

When an alarm is received by an alarm receiver, there is the possibility to transmit alarms. Depending on the possible forwarding options that the specific department has, you can activate or deactivate these options under the Forwarding tab, in menu bar 3 under Alarm settings.

2.7 ACTION PLANS

When an alarm receiver chooses to act on an alarm, it will have an action plan displayed separately in the app and the web. Initially, an action plan has been set up for the organization, but if the department has its own routines, these can be changed afterwards. This is done under the Action Plans tab, in menu bar 3 under Alarm Settings. Changes are made specifically for the different alarm types and parts of the alarm flow.

1 Enter the desired alarm type and stage in the alarm flow to make changes.

2 *Do not forget to save the changes by clicking on the green Save button, before any changes are made in more places.*

It is important to note that the action plans can also be adjusted at user level. If changes are made here, changes at department level will not take effect, but changes will be prioritized closest to the specific user.

2.2 AREA OF SECURITY

Security areas are used to be able to ensure that a user is within a desired area. Message can be generated, among other things, when the user leaves or enters a security area.

1 To create a security area, go to the Security Areas tab in menu bar 2. In the menu, it is possible to view or delete existing areas or create a new one.

2 Click the + Add security area button.

3 Name the security area so that it is easy to identify the different areas.

- 4 It is possible to create three different types of security areas, free form, circle or hexagon. Choose the type that best suits the user's and the device's conditions. To see which type of device supports which form, see the guides for the specific devices.
- 5 Now select where to select the area by selecting the area on the map or search for an address in the box on the map.

To create a Circular or Hexagon area, first define the area radius and click on the point that is in the center of the area you want to create.

If a Freeform area is created, the area is defined instead by plotting the delimiting corners of the map, and then clicking on the Create area button.

- 6 *Save the area and close the box by clicking Save.*

Once a security area has been created, it is important to also link this to the desired users on the user's profile in order for it to be active.

Information on this can be found under 3.4 Schedule safety area p.12

3 USER LEVEL SETTINGS

3.1 CONNECT DEVICE TO USER

In the department view, click on the eye to the left of the user's name. To the right of the user's overview view is a list of connected devices. If no devices are connected to the user, the list is empty. Select device by clicking + Connect new device to user and select the desired device from the list. If the list is empty, there is no free device to choose from.

3.2 ADD AND CONNECT RELATIVES

The overview view also shows a list of "Alarm receivers specific to the individual". Here is the opportunity to add relatives who will act alarm receiver, by clicking on + Add relative alarm receiver.

3.3 ALARM RECEPTION

If a user has individual alarm receivers, these must be scheduled for the specific user.

- 1** To schedule an alarm receiver click on Schedule alarm receiver.
- 2** Choose which alarm receiver (s) the specific scheduling should apply to.
- 3** Choose which days the scheduling applies and between which times the person should be the alarm recipient.

3.4 SCHEDULE SECURITY AREA

It is possible to schedule one or more safety areas connected to a user, in order to ensure that the user is within the desired area during the specified times. Under Active security areas ", click on" Scheduling ". Press "add security area". Choose which area to schedule and select days and times. Click in if it is to generate an alarm or notice in the event of an area alarm and save. If the desired area is not created, it must be done first, which is described in detail under 2.9 Security area. If the area is not in the list but is created, it may be that the device does not support the shape of the area. Contact support and they will help you.

3.5 PRIORITIZE ALARM TYPES

Individual-specific changes in how different alarm types are to be handled are made the same principle as in a department. For information on this below 2.5 Prioritize alarm types.

3.6 ESCALATION

Individual-specific changes in the escalation flow take place with the same principle as in a department. For information on this under 2.6 Escalation.

3.7 OTHER DEVICE-SPECIFIC FUNCTIONS

Depending on which device has been connected to the user, there may be some device-specific settings that can be set, these are collected under this menu. If the list is empty, it may be that the support needs to help you make the setting. Please contact them.

3.8 ACTION PLAN

There are general action plans from department or customer level, but it is also possible to adapt these according to the specific user, to ensure that the alarm receivers know how to act in the different alarm situations for the specific user.

These settings are located under the Action Plans tab and are broken down by alarm type and steps in the action plan. When changes are made to one action plan, do not forget to Save before moving on to the next.



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