INSTRUCTIONS FOR USE

ALARM HANDLING AND SEARCH

The following guide describes the steps performed by alarm receivers to perform a search and manage incoming alarms and notifications in PosifonCare.

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INTRO

The ability to handle alarms and search for a person's location is available both in the web portal www.posifoncare.se and the mobile app PosifonCare. As a search can mean that you want to go to the person to help on site, there are clear advantages to using the app, both for alarm handling and search. The app also has an advantage if you just want to get a quick overview of whether any GPS device needs to be charged, etc. The web interface is used to make settings of how the service should work and adjustments based on the user's specific needs.

In addition to this manual containing information on Alarm Management and Search, there are other supplementary guides that we would like to draw your 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 Instructions for use for department administrators with a focus on how to administer and personalize the service.

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.

As an alarm receiver, it is this and the operating instructions for the GPS unit that are of interest.

1 INLOG

You log in with your username (probably your email address) and password. If it is determined when ordering the GPS alarm, you may also be required to do a two-factor verification. If you have forgotten your password, you can get help with this on the login page, see section 6 Changing the password (page 13)

2 ACTION PLANS

PosifonCare is built together with active municipalities to create an ethically defensible and quality-assured use of GPS alarms. Linked to all alarm events and searches that allow you to see where the person (user) is, there is an action plan that is intended to

guide you and describe how you are expected to act to give the user the best possible support. PosifonCare is not built to monitor people but to increase their independence while reducing the anxiety and stress of the people around them.

Tip! Note in which view / in which mode in the alarm flow that you think the action plan should be changed and write down a proposal for new text. The action plans can easily be changed by a person with administrator rights in the system.

2.1 LISTING QUESTIONS

If it was decided when you started using PosifonCare, there may also be, what we call, listing issues. These ask you to note the reasons for your choice or with a choice explain which effort you have chosen to make. They are thus used for quality purposes so that you can subsequently report on your efforts.

One type of listing question is the Agree button.　　　Via this you can log in when you helped a person to put on their GPS alarm as well if you removed it for charging. Properly covered, it will withstand a great deal of adverse conditions valuable information about whether or not the person is wearing the GPS device. Information that can be of great importance if the person then took off the device and went out independently after that.

3 USER PROFILE

Connected to all map views in PosifonCare, you can read important information about the user that the administrator has chosen to save. It can, but must not, include name, residential address, photograph, contact information for close relatives and other information. It is also possible to read if the Security area function is activated. This function is scheduled, which means that the information changes according to the schedule. The user's profile is available at the following location:

3.1 APP:
1. Click in the Profile field above the map.
2. Select the information you want to see by clicking the buttons.
3. Click on the Map view field to return to the map view.

3.2 WEBB:
The entered information is available in the left column, next to the map, as long as you are in an active search or alarm event.

4 ACCOMPLISH A SEARCH

When you need to know where the carrier of the GPS device, here referred to as the user, is located, a search for the user can be started. Positions are received continuously and it is possible to see the user's recent movement patterns, assuming that only the last 10 positions are displayed. Positions are also not displayed if they are older than 24 hours (or the limit set at the customer level in the system).

For ethical reasons, search should not be used unnecessarily. Therefore, the system does not display the positions until a search has been actively started. For more information, check the user's implementation plan.

4.1 START SEARCH

4.1.1 App

1 Go to "My departments" to the department to which the user belongs.

2 Click on the user in the list you want to search for.

3 To start a search, first click

4 The action plan that has been established for the user is displayed to guide you in how to act. Click on the blue "Start search" button to start the search.

Tip! *In the Status tab, you can see the battery status of the GPS device and when it last had contact with PosifonCare. NOTE! The battery level has a timestamp that shows when it is taken. At low battery level this is important information that determines how long you can wait to get to the person.*

4.1.2 *Webb*

1 Go to the Search menu

2 In the drop-down list, select the department to which the user belongs, if not the correct one department is pre-selected.

3 Click on the user in the list that the search refers to.

4 Press the SEARCH button, in the left column.

5 The right-hand column shows information about the action plan that is created for the user to guide you in how to act. Click on the blue "Start search" button to start the search.

Tip! Under the Status section, you can see the battery status of the GPS and when it last had contact with PosifonCare. NOTE! The battery level has a timestamp that shows when it is taken. At low battery, this is important information that determines how long you can wait to get to the user.

4.2 ACTIVE SEARCH

During a search, new positions are frequently added to the map view, where the most recent is a teardrop-shaped black symbol. If no position is visible in the map, it is because there is no position that is newer than X hours. Where X is usually 24 hours, the value can be adjusted by a customer admin. As soon as one is taken, it will be displayed. Wait for this.

Depending on which GPS device is used, where the person is, what the weather is like, etc. it is normal for it to take up to 10 minutes before the first new position can be shown in the map view. If the device only uses GPS positions and the person is indoors, there is a risk that the device will not be able to take any position at all or that they will be incorrect and show that the person is far away.

This is due to the GPS system's way of taking positions and does not mean that there is something wrong with the device. The correct position is only sent when

the user has left the building and the device is in contact with the GPS satellites.

Create alarm or end search

Once you have an idea of where the person is, you can end the search, but if there is reason to act to help the user, the idea is to start an alarm. By doing so, more opportunities are created to handle the situation in a quality-assured way. Do not forget to end the search.

For information on how alarms are handled, see section 5 Alarm handling in the next paragraph.

Tip! When using some GPS devices, there is a button called Request New Location. If you press it, the system will contact the device to make it send a position faster. But there is no point in pressing more often than every 3 minutes, it will probably delay the process instead.

Tip! If a large circle appears around the position, it probably means that the person is indoors. This shows that the system has established that there is no exact position but that there is an uncertainty factor in exactly where the position is. The assessment is that the person is within the perimeter of the circle.

5 ALARM HANDLING

When an alarm is created, you as the alarm recipient are notified that an alarm has been received. To help you handle the alarm, you, as an alarm receiver, are guided through the alarm message with the help of the action plans and two or three button choices. The text below explains the process to handle an alarm first the scenario that you handle the alarm and the alarm action yourself. See section 5.3 Accepting and handling alarms (page 11). Other functions such as forwarding etc. are then explained in section 5.4 Other functions alarm handling (page 12).

5.1 ALARM PRIORITIES

Alarm message is divided in PosifonCare into Alarms and Notices.

This division is made in order to be able to adapt the functions to the individual and to facilitate the handling of alarms by signaling the severity of the alarm message.

Alarm message is divided in PosifonCare into Alarms and Notices.

Alarm: To be handled as soon as possible and each alarm call must be closed as soon as it is completed.

Note: An alarm message that is considered by the administrator to have a lower priority. These can be seen as important information that does not need to be addressed immediately. It could, for example, be that a user has left an inner small safety area and is therefore on his way for a longer walk or a person who has now returned to a safety area.

Tip! If you think that the alarm messages that come are incorrectly prioritized or should not come at all, you should talk to the person who is the administrator and thus can change the priority. These settings must be individually tailored to be as relevant as possible based on each user's conditions and needs.

5.2 ESCALATION

Escalation means that an alarm is passed on to more alarm recipients because no one has accepted it and handled the situation, within the given time intervals. It escalates according to a chain that can be set individually. Probably a reminder will come first and then the alarm can be passed on to other alarm receivers, such as everyone in the department or an alarm center.

5.3 ALARM TYPES

PosifonCare contains different types of alarms that can all be adapted to each user's needs. They are described below:

Alarm type	Explanation
Area alarm, exit	The user has intended the current security area
Area alarm, arriving	The user has arrived in the relevant security area
Active alarm, alarm button pressed down	The user has pressed the alarm button
Manual alarm of alarm receiver, after search	Alarm receivers have found that user should be sought, this after a search
PosifonCare has not had contact with GPS device	Unit has not communicated with Posifon-Care at the specified time interval. Inactivity alarm, may indicate that something is wrong
The device is active again after inactivity alarm	Device active again after inactivity alarm is triggered
GPS device has low battery	The battery level of the device is below a certain level. Device needs to be charged
GPS device turned off	Device turned off, may be due to low battery or the device is turned off
GPS device turned on	Unit is running
The device has detected a fall	Unit with fall sensor has detected a fall

Unit left home zone	Unit has lost connection to home heaters
Unit back in the home zone	Unit is again connected to home heaters
High speed registered	Unit travels above predetermined speed
A motion alarm has been triggered	Unit in motion above a certain limit

5.4 ACCEPT AND MANAGE ALARMS

The following steps are performed when handling alarms. If your organization does not have the forwarding function active, the Manage yourself step disappears. In addition to these steps, it may have been decided in your organization that in connection with the handling of PosifonCare's functions, you must answer listing questions to justify decisions and actions performed during the alarm.
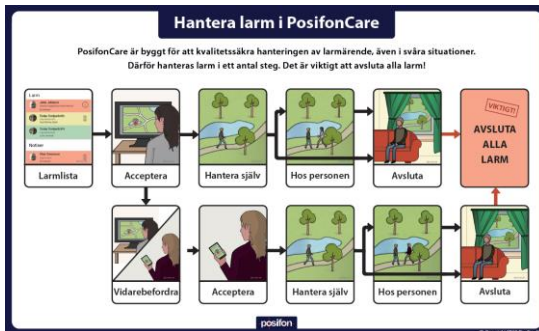
OTHER FUNCTIONS ALARM HANDLING

5.4.1 Forwarding

With PosifonCare, it is possible to forward alarms to other alarm receivers. Which these are is controlled by settings made at department level in the system.

You pass on an alarm when you realize that you do not have the opportunity to handle an alarm situation yourself. You may not have access to a car or cannot leave your workplace. The function is also used to advantage if you have a central alarm reception via an alarm center or equivalent.

Forwarding means that the alarm is forwarded to selected alarm recipients and for them it is received as a new alarm, in the same way as everyone else. When they accept the alarm, they see that it is a forwarded alarm and who did it. With this information, they can get in touch for more information.

The person who passed on the alarm can follow the development and see that the alarm action is completed.

Together with the various steps of alarm handling, this provides great opportunities to ensure the quality of both alarm reception and the alarm measure in a way that was not possible before PosifonCare was launched.

6 ALARM HISTORY

If you need to study completed alarm events, there is a tab under Alarm list called Alarm history. There you can filter on different departments, users, alarm types and date ranges. The list can be exported as a CSV file. You can also go into each alarm and study the alarm process and see all positions associated with the alarm.

7 CHANGE PASSWORD

If for any reason you need to change your password, you do so by going to the My Profile menu, which is located under the user icon at the top right of the web interface. Then click the blue Change Password button to change the password.