

# A guide to the Mobile LWP Admin Portal



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### Monitoring Lone Workers:

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et Status 🔹 🗢 🕹 🗶	Journey Time 🔹 🕹 🖒 🗙	d Time e c o c o	K Mileage Analysis
ystal Ball Ltd. (Company) /08 : today Drill Down	Crystal Ball Ltd. (Company) 31/07 - 06/08 : last 7 days	Crystal Ball Ltd. (Company) 31/07 - 06/08 : last 7 days	Crystal Ball Ltd. (Comp 31/07 - 06/08 : last 7 d
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23 Visits	8 0 3107 0108 0208 0308 0408 0508 0608		E 0 31/07 01/0
Name	Lone Worker Sessions Crystal Ball Ltd. (Company)	Mobile Call Activity	<

First, select the 'Lone Worker' tab at the top of the page.

	Dashboara	паскінд	videos	Asset Management	LONE WORKER	Georag	More
///me///k	one worker tracking	Events					
crysto	al ball itd.		Search Location				Man
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	CB Support					Fleetwood	~ Yn ~
	CB Training Device						
	Crystal Ball DEMO					Poulton-le-Evide	
	Samsung J5 (Test)					Blackpool	
	Samsung SII Mini						MSS
	Support Phone					Lytham St Annes	Preston
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	Demo 1						CAR A
	Savannah Singh					Southport	Cho
						Southport	$\mathcal{O}$
						A570	
			>				A A A A A A A A A A A A A A A A A A A
						M5	8 M6
							57 St Helens
			N			BOOTIE	



At the left of the page you will see various lone worker groups that have been set up, with the names of the lone workers within those groups (to amend lone worker group setup see page 17).

Each lone worker will also have a colour coded icon next to them:

- No Device Associated (See page 25)

 LW Inactive (this may show if the lone worker has recently been added to Crystal Ball and no session has yet been started, see step 3 for details)

- LW Active (this shows the lone worker is currently active and not in a routine welfare check or panic)

RWC Active (this shows the lone worker is currently in a routine welfare session)

- RWC Contact Lost (this shows whilst the lone worker has been in a routine welfare session the system has lost contact with the device)

- RWC Contact Timeout (the routine welfare session has timed out)

- Panic Alert (this shows the lone worker has raised a panic alarm, this should be addressed immediately)





If the lone worker is active and working the LW status should not be black and the LW status should be changed by the administator to active.

To change the lone worker's status, select 'Session Management'.

Λ	home / / lone worker tracking / track lone worker group / track lone worker / session management	No Traffic F
4	Session Management	
	The session is currently closed.	
	Cancel Start Session	

Then select 'Start Session', the LW status will now change to active.

The same steps can be followed to change the LW status to inactive if the employer is away from the business.





There may be various icons displayed next to the lone worker's names.

The privacy icon shows the lone worker is in privacy mode. This means the lone worker cannot be tracked and no data wil be transmitted back to the portal. The lone worker can enter and exit privacy mode via the app depending on the app configuration that has been applied.

The flag icon means the device is out of contact and has not updated for at least 15 minutes.



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You can see the last contact date by selecting the lone worker's name and looking at the red 'Last contact' in the bottom left hand corner.



If you would like to pinpoint the lone worker's last known location, select the device on the left hand side from within the group. You can use the plus and minus icons to zoom further in or out, and you can change the map to satellite or terrain view.





More information is shown in the bottom left hand corner, such as current status and position, last contact and battery status. It will also display an image of the lone worker if it has been added to the lone worker's profile.



#### Amending Lone Worker's profiles:



From within the Lone Worker tab you can view a profile by selecting the lone worker from the left hand side and then selecting 'View Lone Worker' below.

General		Personal Info	Contact Details
Company	Crystal Ball Ltd.	Use Working Times 🛛 🛛 🕢	Business Phone No. 07515
Lone Worker Name	Savannah Singh	Nut allergy carries epipen	Business Address 1
Email Address	savannahsingh@hotmail.co	Medical Info	Business Address 2
Security Code	Dogs		A Business Postcode
Mobile No.	07515061623	Additional Info	Home Phone No.
Time Zone			// Home Address 1 34 Bal
(GMT) Greenwich M	lean Time : Dublin, Edir 🗸		Home Address 2 Newco
Photo	NO PHOTO	Comments	Home Postcode NE6 51
Floto	AVAILABLE		Mothe 07780

You can then enter all relevent details for that lone worker, including any relevent medical information and next of kin details. You may also wish to upload a photo of the lone worker, this may be useful in the event a panic alarm is raised and the administrator needs to describe the lone workers appearance to the emergency services.

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Name       Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1       Address Line 2       Post Code	Emergency Contacts           Name         Relationship         Contact No         Email Address         Method of contact         Contact No. 2         Contact No. 3         Address Line 1         Address Line 2         Post Code           There are no items to display         Email         Method of contact         Contact No. 2         Contact No. 3         Address Line 1         Post Code	Emergency Contacts         Name       Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1	Address Post	Address Address
Name       Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1       Address Line 2       Post Code	Relationship       Contact No       Contact No. 2       Contact No. 3       Address Line 1       Address Line 2       Post Code         There are no items to display	Emergency Contacts         Name       Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1	Address Post	Address Address
Emergency Contacts         Name       Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1       Address Line 2       Post Code	Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1       Address Line 2       Post Code         There are no items to display	Emergency Contacts         Name       Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1	Address Post	Address Address
Emergency Contacts         Name       Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1       Address Line 2       Post Code	Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1       Address Line 2       Post Code         There are no items to display	Emergency Contacts         Name       Relationship       Contact No       Email Address       Method of contact       Contact No. 2       Contact No. 3       Address Line 1	Address Post	Address Address
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Name Relationship No Address contact No.2 No.3 Line1 Line2 Code	Name         Relationship         No         Address         contact         No. 2         No. 3         Line 1         Line 2         Code           There are no items to display	Name         Relationship         No         Address         contact         No. 2         No. 3         Line 1		
			Line 2 Code	Line 1 Line 2
There are no items to display	Lidde new Emergenew Control	There are no items to display		
Add a new emergency contact				
Add a new Emergency Contact				

At the bottom of the page there is a section to add emergency contacts. Crystal Ball advises having at least 2 emergency contacts for each lone worker, to do this select 'Add a new Emergency Contact'.

nome	/ settings / loneworkers / lonew Lone Worker Name	Savannah Singh	Add Emergency	<b>Contact -</b> "Savannah Sir	igh" 🗿 👬 siness	Address 1	
	Email Address	savannahsingh@hotma			siness	Address 2	
	Security Code	Dogs	Name (required)	Tara Singh	siness	Postcode	
	Mobile No.	07515061623	Relationship	Sister	me Ph	one No.	
	Time Zone		Contact No.	07770393939	me Ad	Idress 1	34 Balmoral terrace
	(GMT) Greenwich M	ean Time : Dublin, Edir 🗸	Email	tara.singh@crystalball.tv	me Ad	Idrace 2	Newcastle Lipon Type
	Dhata	NO PHOTO	Preferred method of contact	Call	me Po	stcode	NE6 5YA
	Photo	AVAILABLE	Contact No. 2		_		
			Contact No. 3		kt Of K	in	
			Address Line 1		_		<i>h</i>
	Emerger	ncy Contacts	Address Line 2		_		
		Contract Em	Postcode		hut Of		
	Name	ationship No Ad	Priority	1	lours	Priority	Delete
	There are no	items to display	Out of hours				
	+ Add a ne	w Emergency Contact					
				× Cancel ✓ Save	Changes		
	🗙 Cancel 🛛 🗸 S		1				

Fill in the form and then select 'Save Changes'.



	Email A	ddress	savanno	ahsingh@hc	otmail.co							Business Ad	dress 2			
<b>h</b>	Securit	y Code	Dogs							li		Business Pos	stcode			
	Mobile	No.	07515061	1623		٨dd	itional Info					Home Phone	e No.			
	Time Z	one				Add						Home Addre	i aza	34 Balm	oral terrace	
	(GMT	) Greenwid	ch Mean Time : I	Dublin, Ediı	~					le						
				_								Home Addre	ess 2	Newcast	le Upon Tyne	
	Photo		NO PHOT	TO		Con	nments					Home Postc	ode	NE6 5YA		
			AVAILAB	LE						ĥ.		Next Of Kin		Mother - 0778063	Tara Singh - 4567	
		Emerç	gency Cor	ntacts												
		Name	Relationship	Contact No	Email Address	Method of contact	Contact No. 2	Contact No. 3	Address Line 1	Address Line 2	Post Code	Out Of Hours	Priority	Delete		
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		+ Add	a new childige	y contact												
	×	Cancel	🗸 Save Chang	jes 🗘 M	lobile Rescue	Info										
														© Copyright	Crystal Ball Limited 2	021   All Rights Reser

Once you have completed all the fields in the lone worker's profile select 'Save Changes'.



### Managing raised panic alarms

ount Management Test Device	biggai innenenne	Galastileis	Bamburgh
upport	A702		
raining Device		Selkirk	Wooler Northumberland
tal Ball DEMO			
sung J5 (Test)			A697 Contraction of the second s
sung SII Mini			
port Phone		Hawick	
nager Handset			
tal Ball LWP Demo			
WP			Amble
amsung S8+	Beattock	Lone Workers in Panic Sto	atus Rothbury
ithan Morgan			
an Morgan	A74(M)	Long Worker: Sayangh Singh	A697
's Phone		Status: Panic Alert View	
Singh			Info Position Time
Singh 2	Lang		
	Lockerbie		Lone Worker: Savannah Singh
101	tinall	Do not snow me this message again	OK Status. Active
annah Singh	The second se		
	AV5		
			Ne Ne
		Bromoton	Hexnam
		M6 Brampton	
			A194(M) Sunderland
			Consett A1(M)
			Durham

If the panic alarm is raised from the lone worker's device this must be managed by an administrator by accessing the Crystal Ball portal. If your PC volume is turned on the panic alert will continue to sound until dealt with by an administrator, by the below process. First, select 'View'.



You will notice the lone worker's status has changed to red meaning panic activated. Next, select 'Session Management'.



Lone worker	Savannah Singh 🗸	
Current Status	Panic Alert	
New Status	Panic Alert Session Inactive	
	Session Active	
Add Note	Routine Welfare Check (RWC) Active	
Note Template	Lwp Session System Alert	
Note Description	Doing a hor tenant was	
	Spoke to Savannah and all	
	was okay, panic closed.	
Note		

Within 'Session Management', change the status from 'Panic Alert' to 'Session Active' and then tick the 'Add Note' checkbox.

The note description should contain as much information as possible, describing why the panic alarm was activated and what action was taken. This provides an audit trail which may be required in the future.You can also add a brief descripiton in 'Note'. Then select 'Save Changes'.



The lone workers status will now change, the panic alarm will be disabled and a blue circle will display next to their name.



### **Reviewing audit trails:**



From within the Lone Worker tab, select the lone worker on the left hand side and select the red bar at the bottom of the page.

<b>P</b>	Dashboard	Tracking	Videos	Asset Management	Lone Worker	GeoTag
home / / lone	e worker tracking / trac	k lone worker grouj	p / track lone wor	ker	No Traffic	:
Start	Date			Started By	Last Updated	
	09/07/	2020 08:45:00		System		06/08/2021 16:45:3
	3					
•	•					

Next, select the small, blue plus icon.

## Crystal Ball®

### 3

				NO HUILD EVE	51103			
Show	/ History							
	Start Da	2	Started By		Last Updated			Last Upd
⊡	l V	07/2020 08:45:00		System		06/08/2021 16:50:34		
Event	Log Entry			Location			Latitude	Longitu
	The	one worker's Panic Alarm has been activated			J Morgan Home		54.524318	-1.572
0	The lone	worker has ended a routine welfare check inte	rval		J Morgan Home		54.524318	-1.572
D	The lone	worker has started a routine welfare check inte	rval	Westbourne	Grove, Darlington, Coun	ty Durham, DL3 8LS	54.524344	-1.571
	The	e lone worker has switched their handset on		Westbourne	Grove, Darlington, Coun	ty Durham, DL3 8LS	54.524339	-1.572
	The	e lone worker has switched their handset on		Westbourne	Grove, Darlington, Coun	ty Durham, DL3 8LS	54.524321	-1.571
	The	e lone worker has switched their handset off			Not Available		0	0
Q		False alarm.			Not Applicable		0	0
	System	Admin has updated the status of the lone work	ær		Not Applicable		0	0
$\oslash$		Panic Alert Cancelled by Admin			Not Applicable		0	0
Ø	The	e lone worker has cancelled the Panic Alarm			J Morgan Home		54.524349	-1.5719
(12	3 4 5 6 7 8	9 10						

This opens the full audit trail, starting with the most recent date and working backwards. Please note there may be multiple pages, which you can scroll through in the bottom left hand corner.

You can select 'Show History' in the top left, if you want to search for a specific time frame or date.

¢	Dashba	oard Tracki	ing Video	os Asset Mc	anagement	Lone Worker	GeoTag	More
home / /	utilities / history							
Ses	ssion I	History						
Range								
Category	/	Lone Worker	~					
Selection		Jonathan Morgan	~					
Date & Tii	me From		00 🗸 00 🗸					
Date & Ti	me To		23 🗸 59 🗸					
Cancel	Show History							

Select the timeframe from the date and time from/to boxes and then select 'Show History'.



GeoTag	More	$\mathbf{Q}$	(I)	Ļ	Savannahsingh@	Hotmail.Co.Uk
						No Tro
Last Updated		Last Update	d By		Status	Details
06/08/2021 17:00:34		System				2
						$\bigwedge$

For more details click the magnifying glass icon.

Jonathan Morgan         09/07/2020 08:45:00         System         06/08/2021 17:00           Export To Excel         Image: System Sy	one Worker	Start Date	Started By	Last Updated
Export To Excel	Jonathan Morgan	09/07/2020 08:45:00	System	06/08/2021 17:00:34
xport To Excel				
port To Excel				
$\sim$	port To Excel			
$\overline{\mathbf{A}}$				
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	•			

You can also export the audit trail history to excel.



### Administering lone worker groups:

g V	ideos Asset Management	Lone Worker	GeoTag	More	<b>Q</b>	<u></u> Savannahsingh@
× 5 0 0	Journey Time Crystal Ball Ltd. (Company)	× 5 0 •	Idle Time Crystal Ball Ltd. (C	Analytics		Mileage Analysis Crystal Ball Ltd. (Company)
Drill Down	03/08 - 09/08 : last 7 days	Driving Time	03/08 - 09/08 : las	🔔 Alarms		03/08 - 09/08 : last 7 days
) Off	0.8		0.8	<ul> <li>Utilities</li> <li>Settings</li> </ul>		0.8
× 5 \$	0.4		0.4	Applications		0.4
Drill Down	0.2 10.2 0.3/08 04/08 05/08 06/08 07/08 08/	08 09/08	0.2 10 10 10 10 10 10 10 10 10 10 10 10 10	VO8 05/08 06/08 07/08 08/08	09/08	0.2 <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup>10</sup> <sup></sup>
	Lone Worker Sessions	× 5 ¢ ●	Mobile Call Activity		× 5 0 •	
	Crystal Ball Ltd. (Company)	Duill Duile	Crystal Ball Ltd. (Con	npany)	D-111 D-1111	

First, select 'More' and then 'Settings'.

2	<b>2</b>		<b>@</b>	P		
devices	device groups	fleet asset details	drivers	driver groups	driver score template	smartcam config
Lone Worker Protecti	on Admin					
Lone workers	lone worker groups	3				

Once in 'Settings', select 'lone worker groups'.



2
5

		Active	Mainta
tccount Manager	Crystal Ball Ltd.		
Account Manager Handset	Crystal Ball Ltd.		2
CAM Dept LWP	Crystal Ball Ltd.		p 😑
Crystal Ball LWP	Crystal Ball Ltd.		p 😑
Dealer Demo	Crystal Ball Ltd.		2
lealer.training	Crystal Ball Ltd.		D 🔁 🔤
Jemo LWP	Crystal Ball Ltd.		D 🔁 🤤
onathan Morgan (CB)	Crystal Ball Ltd.		D 🔁
Aobile Phones (Support/Technical)	Crystal Ball Ltd.		D 🔁
DAT LWP (DAT)	Crystal Ball Ltd.		

To edit an exisiting lone Worker Group, click on the group you would like to amend, or to delete a group select the red minus icon.

Alternatively, to create a new 'Lone Worker Group' select 'Add Record'.

Company	vstal Ball Ltd.	~	
	,		
		Over the second	
Group Lone Workers		<u>Group Users</u>	
Please select	✓ Add to list	Please select	✓ Add to list
Lone Worker Name	Maintain	User Name	Maintain
Account Management Test Devic		savannahsingh@hotmail.co.uk	
CB Support		tara.singh@crystalball.tv	
CB Training Device			
Crystal Ball DEMO			
Samsung J5 (Test)			
Samsung SII Mini	9		
Support Phone			

You can enter a new group name within 'Lone Worker Group Name'.

To edit the Lone Workers within the group use the left hand column:

- You can individually add new lone workers by using the drop down box and selecting 'Add to list'.

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Company	Crystal Ball Ltd.	~
Active		
Group Lone Workers	-	Group Users
<u>Stoup Lone Workers</u>		Group osers
Please select	✓ Add to list	Please select   Add to list
Lone Worker Name	Maintain	User Name Maintain
Account Management Test	Device 🤤	savannahsingh@hotmail.co.uk
CB Support		tara.singh@crystalball.tv
CB Training Device		
Crystal Ball DEMO	9	
Samsung J5 (Test)		
Samsung SII Mini		

To edit the users you would like to have access to the lone worker group, use the right hand column in the same way.

Click 'Save Changes'.



### Creating lone worker alarms:



First, select 'More' and then 'Alarms'.

Battery Percentage	Panic	Panic Cancelled	Routine Welfare Alert	Routine Welfare Alert Cancelled	Routine Welfare Started	Routine W Stopp
O						
Application Off	Geofence	Out Of Contact				

There are various Lone Worker alarms you can choose to set up, click the alarm icon you would like to create.



bome // settings / alarms / alarm configurations     Battery Percentage Alarms     Search     No Alarms Found     Add Record     Export To Excel	¢	Dashboard	Tracking	Videos	Asset Management	Lone Worker	GeoTag	More
Battery Percentage Alarms       search         No Alarms Found       Add Record         Export To Excel       Search	home / / sett	ings / alarms / alarm (	configurations					
No Alarms Found Add Record Export To Excel	Batte	erv Pero	centad	ae Ala	rms	Search		
No Alarms Found Add Record Export To Excel		, , , , , , , , , , , , , , , , , , , ,		,				
Add Record Export To Excel	No Alarms Fa	ound						
Add Record Export To Excel								
	Add Record	Export To Excel						
45								
		<b>1</b>						
		$\mathbf{v}$						

Select 'Add Record'.

Company: Alarm Type: Alarm Name: Activate alarm Session Event Tick the box to s Message:	Crystal Ball Ltd.	Link Alarm:	Crystal ball Itd.     Caccount manager     Caccount manager     Caccount manager     Caccount manager     Caccount manager test device     Caccount manager test device     Caccount manager landset     Caccount manager handset     Caccount manager handset     Cacystal ball lwp     Cansamsung 38+     Constant ball set	
Recipients:	Select All   Deselect All Accounts Gareth Evans Raj Singh Jactthon Jorgan Desense souththe	Schedule:	✓ Mon ✓ Tue ✓ Wed ✓ Thu ✓ Fri □ Sat □ Sun         Start Time (hh:mm)         00 ♥         End Time (hh:mm)         12 ♥         Add         No Alarm Active Times Found	



- Name the alarm

- Enter the trigger for which the alarm should be activated e.g. 10% for a Battery Percentage alarm.

- Tick the 'analytics' checkbox if you want triggered alarms to display when using the analytics feature (More > analytics).

- You can also add a brief message for display, upon activation of the alarm.

- Select a recipient/s from the list (if the recipient is not listed go to step 5).

- Select a vehicle/s from the right hand side and create a schedule if you would like the alarm to be triggered at certain times/days. This can be left blank if you require the alarm to be triggered at all times.

- Click 'Save Changes'.



To add a new recipient, select 'More' and then 'Settings'.



isnboara	Tracking	Videos	Asset Management	Lone Worker	GeoTag More	4	-
		profile			No Traffic	: Events	
					~		
profile							
L					- 7		
ofences		Admin					
							reginiente
s							recipients
-							
plate							
d forms							
igurations							
min		georence	s import geofences	users	recipients	note templates	shared items
auma							
pups							
t details							
t details		wt.					

Once in 'Settings', select 'Recipients'.

Accounts Gareth Evans Hazel Jonathan Morgan Melissa Worthington	Crystal Ball Ltd. Crystal Ball Ltd. Crystal Ball Ltd.		accounts.payable@crystalball.tv
Gareth Evans Hazel Jonathan Morgan Melissa Worthington	Crystal Ball Ltd. Crystal Ball Ltd.		gareth.evans@crystalball.tv
Hazel Jonathan Morgan Melissa Worthington	Crystal Ball Ltd.		3
Jonathan Morgan Melissa Worthington	Crystal Ball Ltd	× .	hazel@crystalball.tv
Melissa Worthington	Grystal Ball Eta.		jonathan.morgan@crystalball.tv
	Crystal Ball Ltd.		melissa.worthington@crystalball.tv
Raj Singh	Crystal Ball Ltd.		raj.singh@crystalball.tv
Rhiannon Griffiths	Crystal Ball Ltd.		Rhiannon.Griffiths@crystalball.tv
Tara Singh	Crystal Ball Ltd.		Tara.Singh@crystalball.tv
Tracey Woolley	Crystal Ball Ltd.		tracey.woolley@crystalball.tv
Add Record Export To Excel			

#### Select ' Add Record'.



8	Recipier	nt
	Name Email Email Address Company	✓ Crystal Ball Ltd.
	Cancel Save Changes	S

Fill in your information, ensuring you tick the 'Email' box and then select 'Save Changes'.



### Associating Devices to Lone Workers:

Tracking	Videos Asset Management	Lone Worker	GeoTag	More	<b>(</b> )	¢
				Analytics		
× 5 0 •	Journey Time	× 5 0 •	Idle Time			Mileage
Drill Down	Crystal Ball Ltd. (Company) 05/08 - 11/08 : last 7 days		Crystal Ball Ltd. (C 05/08 - 11/08 : las	Reports		Crystal Ba 05/08 - 1
ngine Off		Driving Time	1	🔔 Alarms		
Ŭ				Otilities	1	
0	0.8		0.8	с <sup>0</sup> 2	5	0.8
	0.6		0.6	२०३ Settings 🧲	5	0.6
× 5 0 •	0.4		0.4	Applications		0.4

First, select 'More' and then 'Settings'.

		-	-	<b>V</b>		
devices	device groups	fleet asset details	drivers	driver groups	driver score template	sn
Lana Worker Drotostian	A elector					
Lone Worker Protection	Admin					
0						
Lone workers	lone worker groups					
GeoTag Admin						

Once in 'Settings', select 'Lone workers'.

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Lone Worker Name	Group	Company	Mobile PIN	Emergency Cor
Savannah Singh	Demo LWP	Crystal Ball Ltd.	Dogs	
Service store 1	Not Defined	Crystal Ball Ltd.		
Service store 3	Not Defined	Crystal Ball Ltd.		
Support Phone	Multiple Groups	Crystal Ball Ltd.		
Support Phone 2	Mobile Phones (Support/Technical)	Crystal Ball Ltd.		
Support Phone Test	Not Defined	Crystal Ball Ltd.		
Tab A6 Test	test	Crystal Ball Ltd.		
Tara Singh	Crystal Ball LWP	Crystal Ball Ltd.		
Tara Singh 2	Multiple Groups	Crystal Ball Ltd.		Tom Daniels

Select the lone worker you wish to associate a device with.

Λ	$ ightarrow  ext{C}$ - CrystalBa	II Ltd.	× + g.crystalball.tv/L	oneWorker/Edit	LoneWorker?TOKEN=gP	9bErjLDzXCF1iqKrH	WyA2	
•	₽	Dashboard	Tracking	Videos	Asset Management	Lone Worker	GeoTag	More
	e / settings	/ Ioneworkers / I	oneworker					
	links settings lone w	vorkers		Lor	ne Worker			
		working times associated devices ( notes	S	(	General		Person	al Info
				C	Company Crystal Ball Ltd.		Use Working	g Times
				L	one Worker Name		Nut allergy	/ carries epiper
					Savannah Singh			

Next, select 'associated devices' at the left hand side of the page.



¢	Dashboard	Tracking	Videos	Asset Management	Lone Worker	GeoTag	More.
home / / settin	ngs / Ione workers / Io	one worker / associat	ted device	N	o Traffic Events		
Lone Worker	Worke		Ces		1		
Device		429494 ✓ 42949 CB TR/ JC600 No Asso Jon MA Savant SC SIM SH21 R SmartC	4 VINING DEVICE V2_03 rgan JC200 an Morgan (NEW S8+) ah Singh Test LX LX iam Demo	Add device to list	3		
Cancel		Suppor SV18 Z T4 TJM	t 2 - Shack PF - Jon Morgan SC I				

Select the device you want to associate to the lone worker using the drop down bar and then select 'Add device to list'.

¥	Dashboard	Tracking	Videos	Asset Management	Lone Worker	Geo
home / / settir	ngs / Ione workers / Io	ne worker / associat	ted device			
Lone	Worke	r Devic	ces			
Lone Worker		Savannah Sing	h			
Device		429494	•	Add device to list		
		Device Name	Active Maintain			
		Savannah Singh				
Cancal						
Cancer						
L						

The device name will now display below.





Washbrook House, Talbot Road, Manchester, M32 OFP I Phone: 0330 995 9550