

A guide to the Mobile LWP Admin Portal

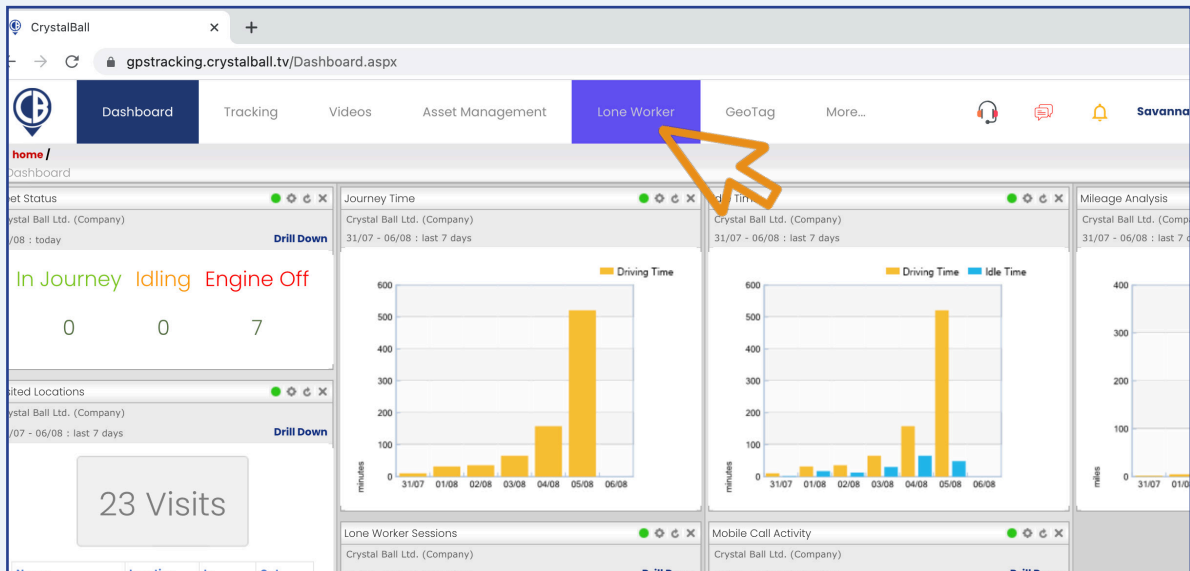


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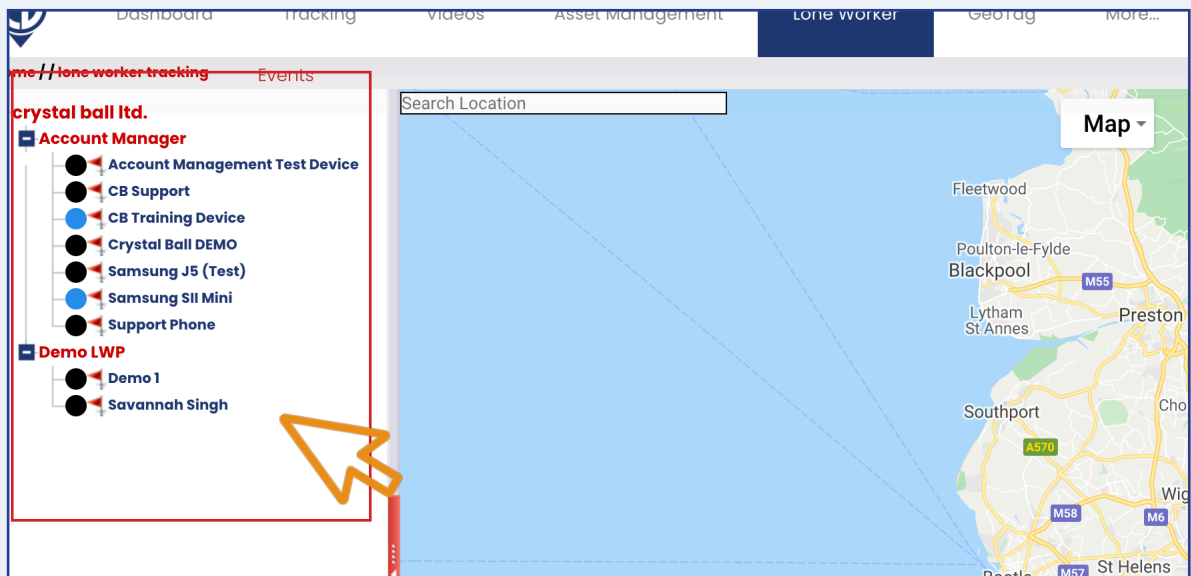
Monitoring Lone Workers:

1










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

2

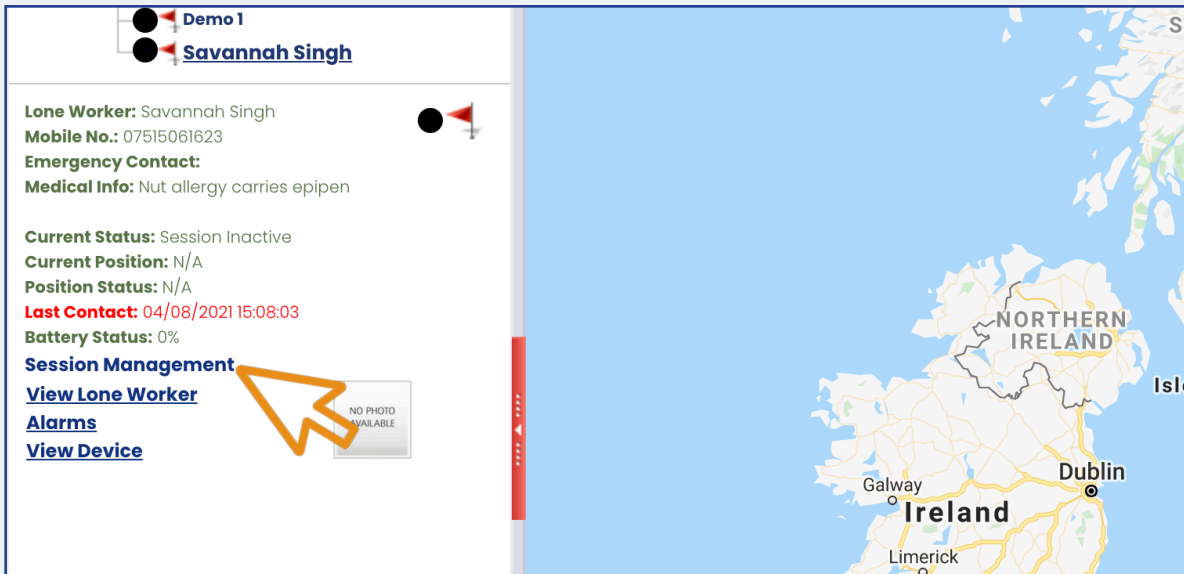


At the left of the page you will see various lone worker groups that have been set up, with the names of the lone workers within those groups (to amend lone worker group setup see page 17).

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)

3



Demo 1
Savannah Singh

Lone Worker: Savannah Singh
Mobile No.: 07515061623
Emergency Contact:
Medical Info: Nut allergy carries epipen

Current Status: Session Inactive
Current Position: N/A
Position Status: N/A
Last Contact: 04/08/2021 15:08:03
Battery Status: 0%

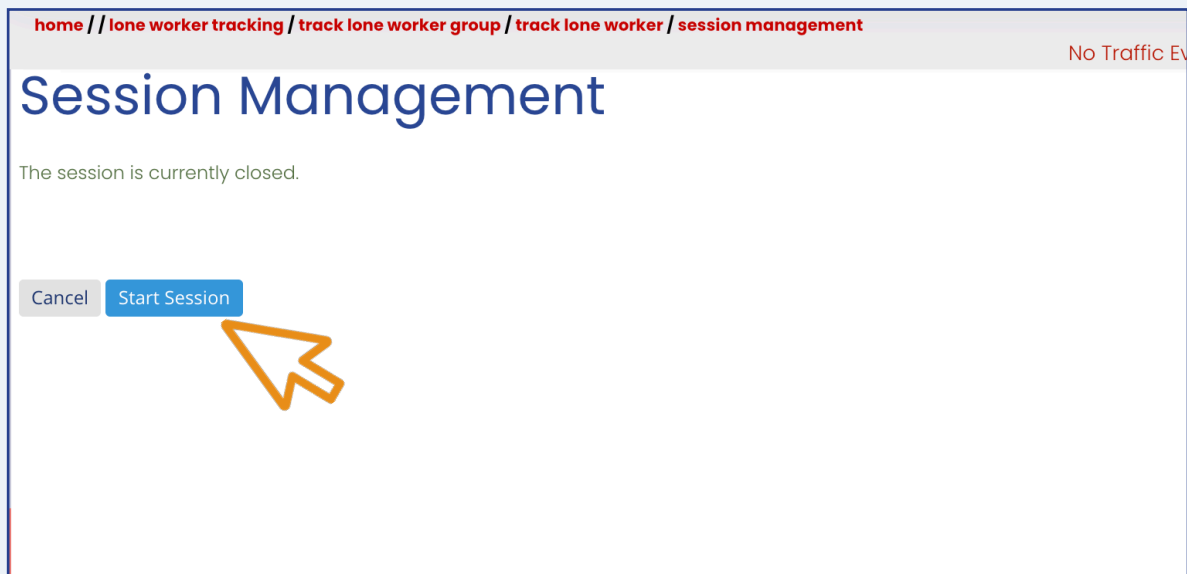
Session Management
[View Lone Worker](#)
[Alarms](#)
[View Device](#)

NO PHOTO AVAILABLE

Ireland
NORTHERN IRELAND
Dublin
Galway
Limerick

If the lone worker is active and working the LW status should not be black and the LW status should be changed by the administrator to active.
To change the lone worker's status, select 'Session Management'.

4



home // lone worker tracking / track lone worker group / track lone worker / session management

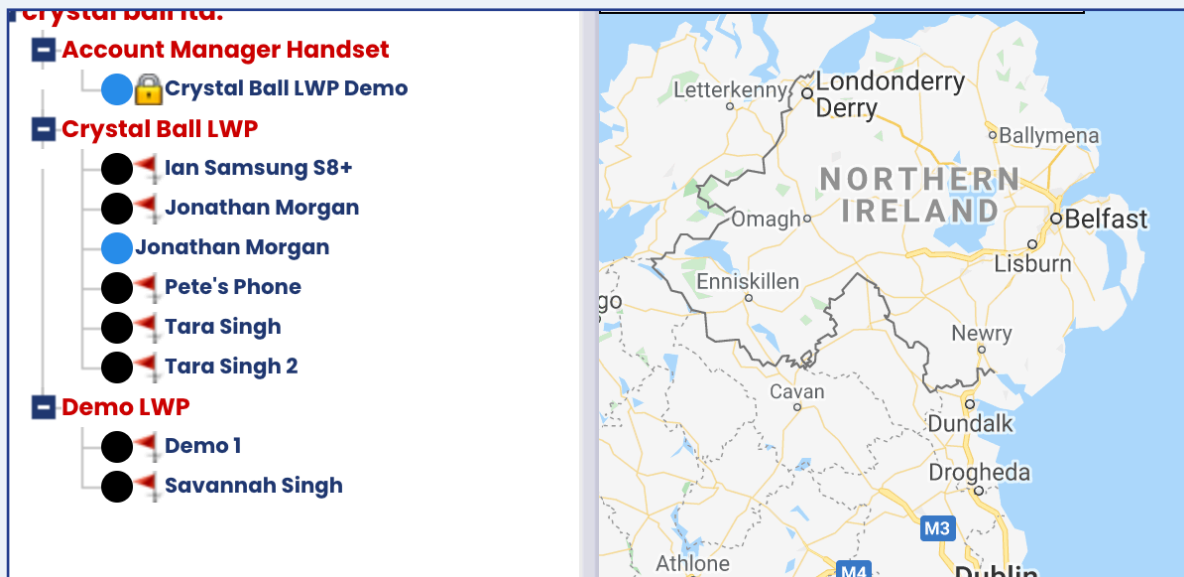
Session Management

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.

5

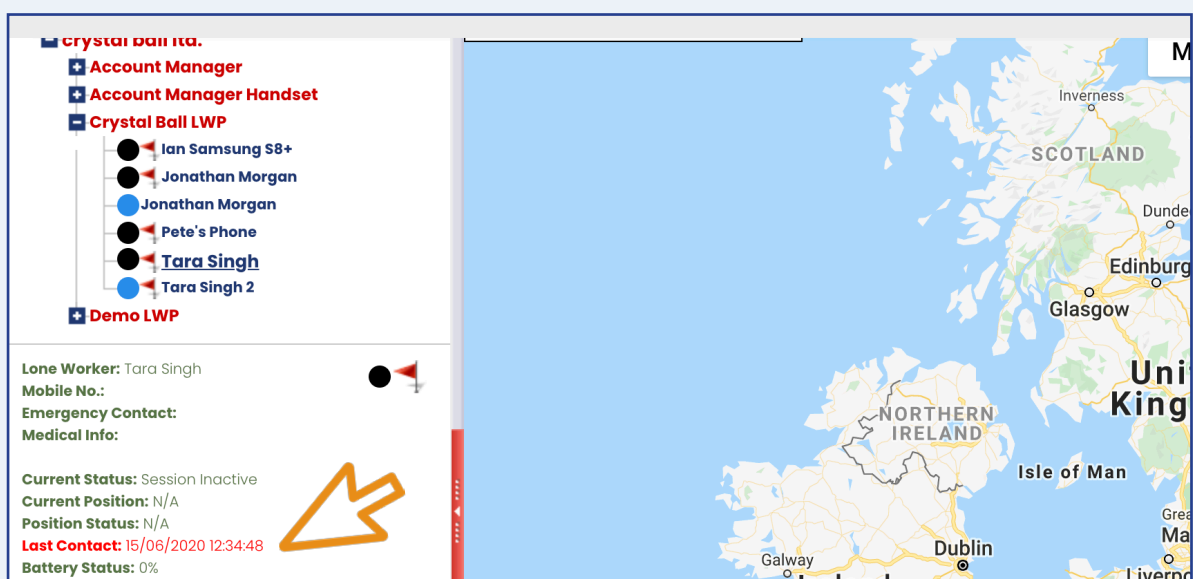


There may be various icons displayed next to the lone worker's names.

The privacy icon  shows the lone worker is in privacy mode. This means the lone worker cannot be tracked and no data will 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.

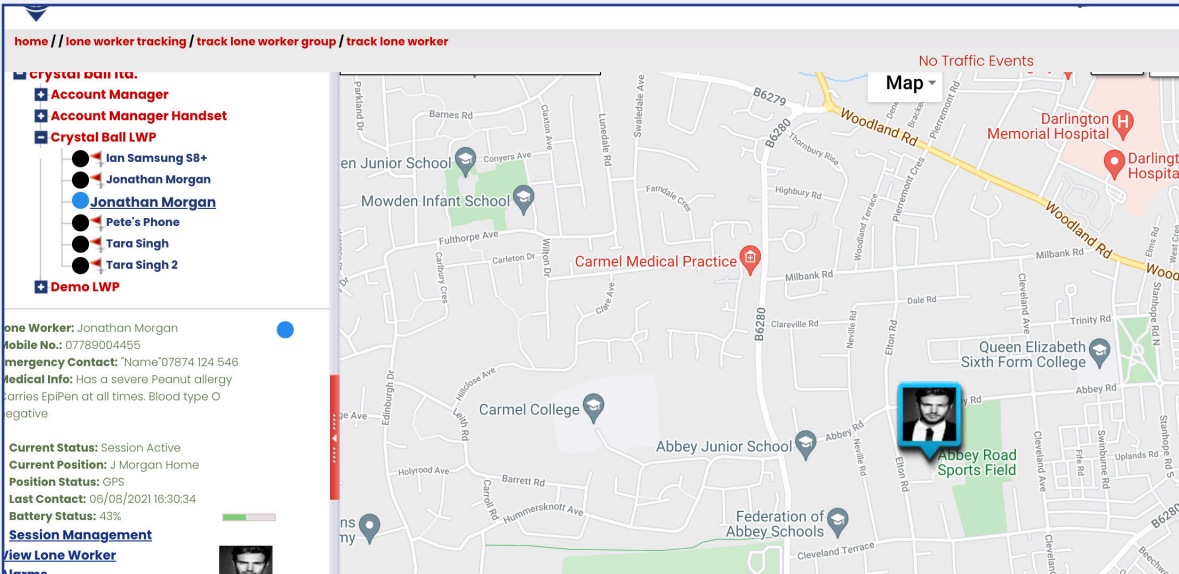
The flag  icon means the device is out of contact and has not updated for at least 15 minutes.

6



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.

7



home // lone worker tracking / track lone worker group / track lone worker

crystal ball ltd.

- Account Manager
- Account Manager Handset
- Crystal Ball LWP
 - Ian Samsung S8+
 - Jonathan Morgan
 - Jonathan Morgan Handset
 - Pete's Phone
 - Tara Singh
 - Tara Singh 2
- Demo LWP

Lone Worker: Jonathan Morgan

Mobile No.: 07789004455

Emergency Contact: 'Name'07874 124 546

Medical Info: Has a severe Peanut allergy
Carries EpiPen at all times. Blood type O negative

Current Status: Session Active

Current Position: J Morgan Home

Position Status: GPS

Last Contact: 06/08/2021 16:30:34

Battery Status: 43%

[Session Management](#)

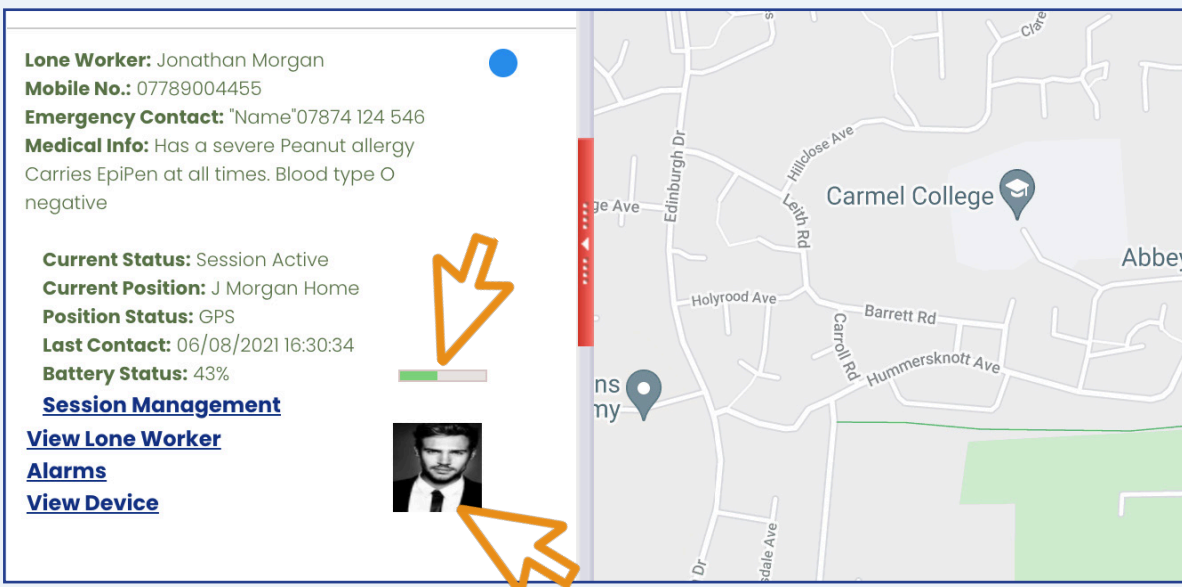
[View Lone Worker](#)

[Alarms](#)

[View Device](#)

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.

8



Lone Worker: Jonathan Morgan

Mobile No.: 07789004455

Emergency Contact: 'Name'07874 124 546

Medical Info: Has a severe Peanut allergy
Carries EpiPen at all times. Blood type O negative

Current Status: Session Active

Current Position: J Morgan Home

Position Status: GPS

Last Contact: 06/08/2021 16:30:34

Battery Status: 43%

[Session Management](#)

[View Lone Worker](#)

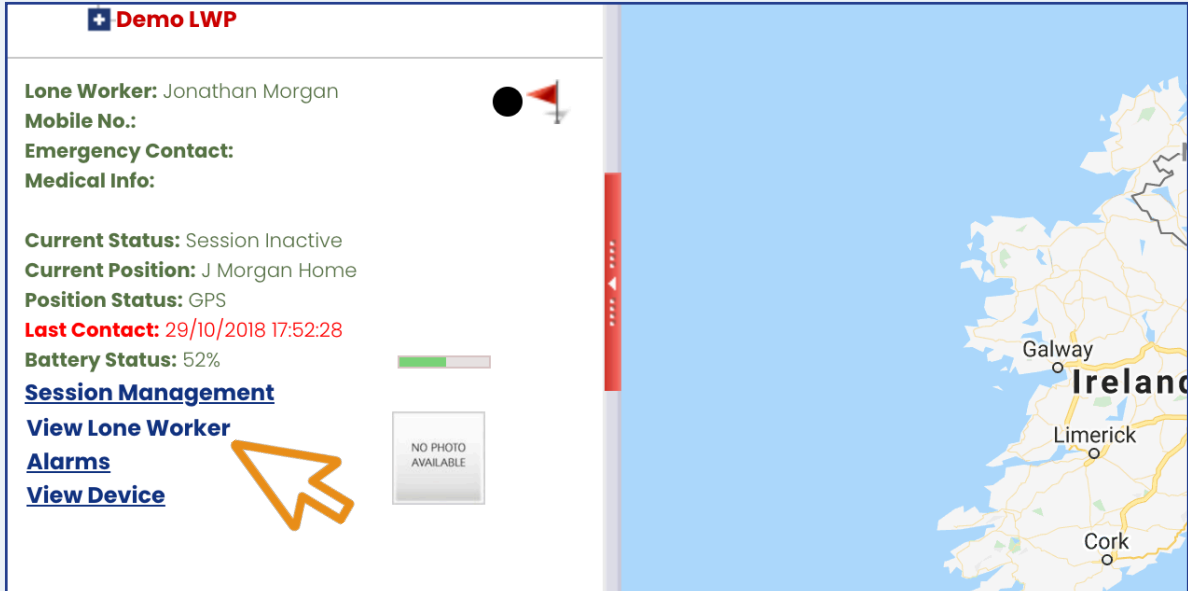
[Alarms](#)

[View Device](#)

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:

1



Demo LWP

Lone Worker: Jonathan Morgan

Mobile No.:

Emergency Contact:

Medical Info:

Current Status: Session Inactive

Current Position: J Morgan Home

Position Status: GPS

Last Contact: 29/10/2018 17:52:28

Battery Status: 52%

Session Management

View Lone Worker

Alarms

View Device

NO PHOTO AVAILABLE

Galway

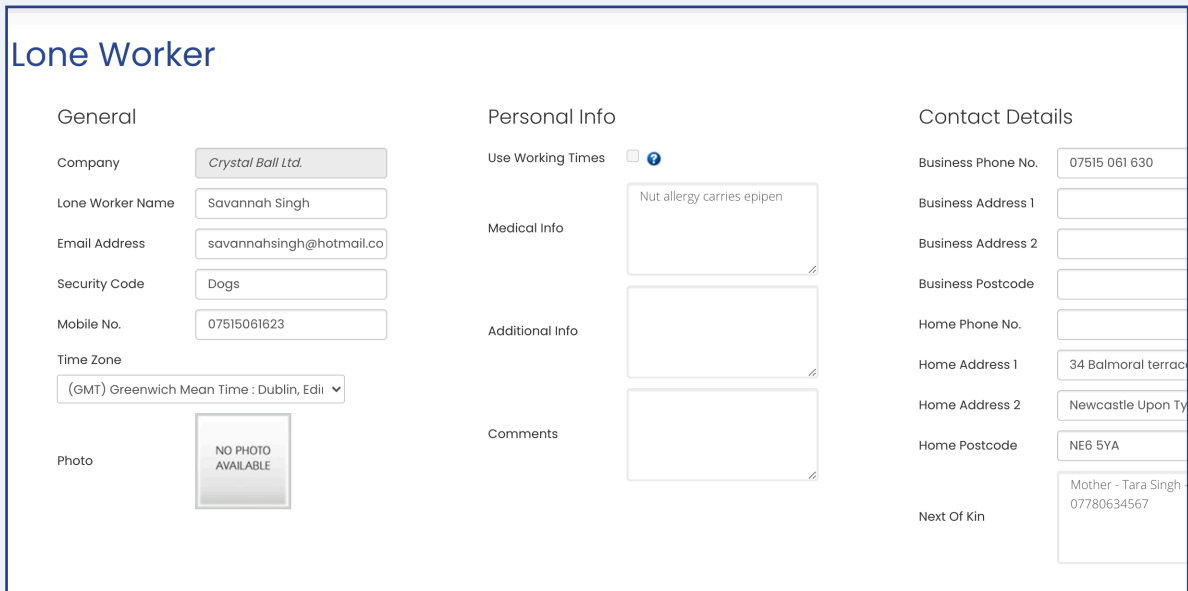
Ireland

Limerick

Cork

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.

2



Lone Worker

General

Company: Crystal Ball Ltd.

Lone Worker Name: Savannah Singh

Email Address: savannahsingh@hotmail.co

Security Code: Dogs

Mobile No.: 07515061623

Time Zone: (GMT) Greenwich Mean Time : Dublin, Edli

Photo: NO PHOTO AVAILABLE

Personal Info

Use Working Times: ☐ ?

Medical Info: Nut allergy carries epipen

Additional Info:

Comments:

Contact Details

Business Phone No.: 07515 061 630

Business Address 1:

Business Address 2:

Business Postcode:

Home Phone No.:

Home Address 1: 34 Balmoral terrace

Home Address 2: Newcastle Upon Ty

Home Postcode: NE6 5YA

Next Of Kin: Mother - Tara Singh - 07780634567

You can then enter all relevant details for that lone worker, including any relevant 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.

3



NO PHOTO AVAILABLE

Home Postcode

Next Of Kin

Emergency Contacts

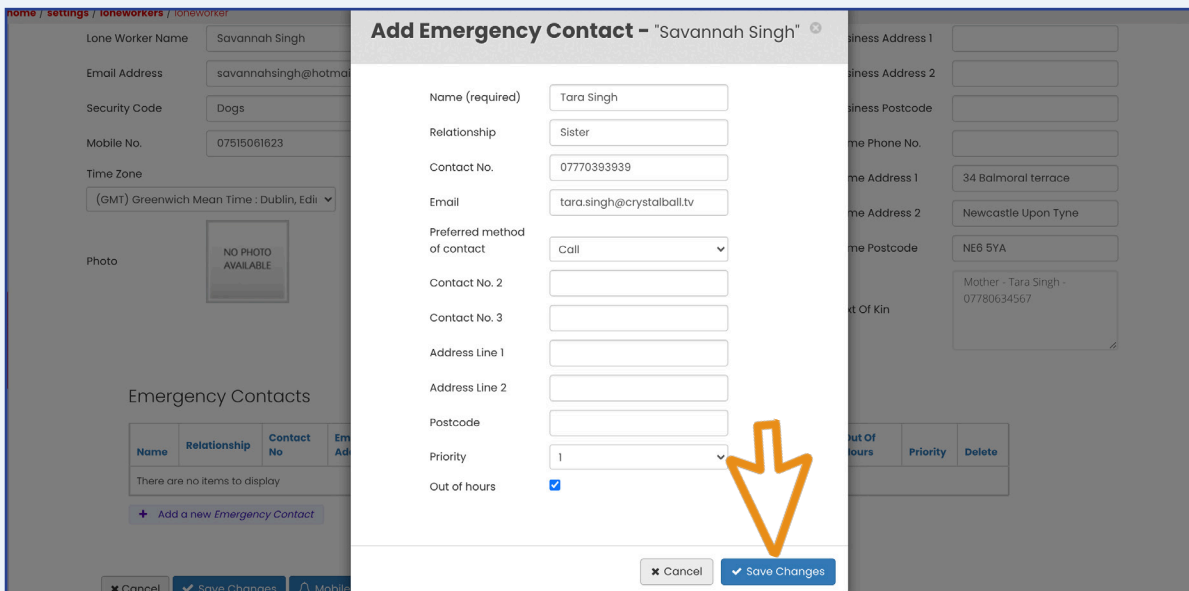
Name	Relationship	Contact No	Email Address	Method of contact	Contact No. 2	Contact No. 3	Address Line 1	Address Line 2	Post Code	Out Of Hours
There are no items to display										

+ Add a new Emergency Contact

Cancel Save Changes Mobile Rescue Info

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'.

4



Add Emergency Contact - "Savannah Singh"

Name (required) Tara Singh

Relationship Sister

Contact No. 07770393939

Email tara.singh@crystalball.tv

Preferred method of contact Call

Contact No. 2

Contact No. 3

Address Line 1

Address Line 2

Postcode

Priority 1

Out of hours ☒

Cancel Save Changes

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

5

Email Address

savannahsingh@hotmail.co

Business Address 2

Security Code

Dogs

Business Postcode

Mobile No.

07515061623

Home Phone No.

Time Zone

(GMT) Greenwich Mean Time : Dublin, Edli

Home Address 1

34 Balmoral terrace

Home Address 2

Newcastle Upon Tyne

Home Postcode

NE6 5YA

Photo

NO PHOTO AVAILABLE

Next Of Kin

Mother - Tara Singh - 07780634567

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	Out Of Hours	Priority	Delete
There are no items to display												
+ Add a new Emergency Contact												

Cancel

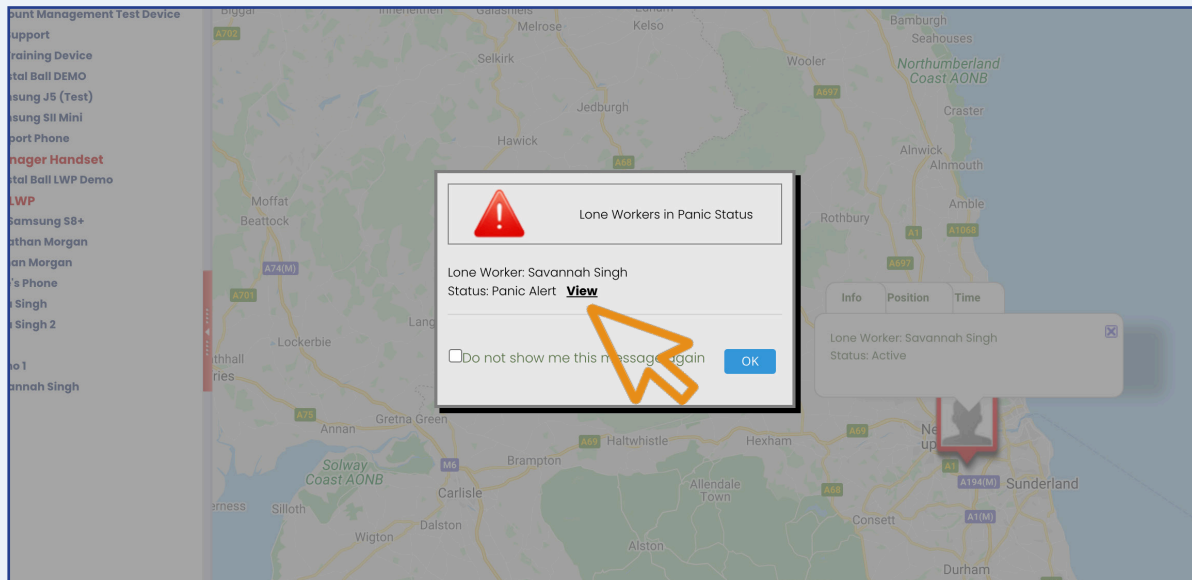
Save Changes

Mobile Rescue Info

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

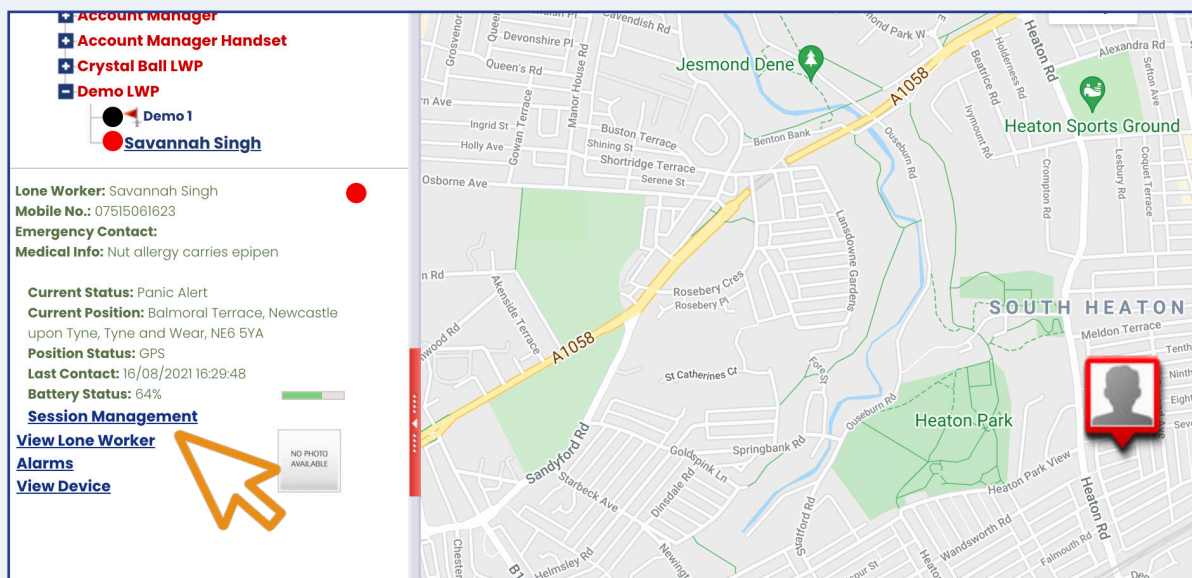
Managing raised panic alarms

1



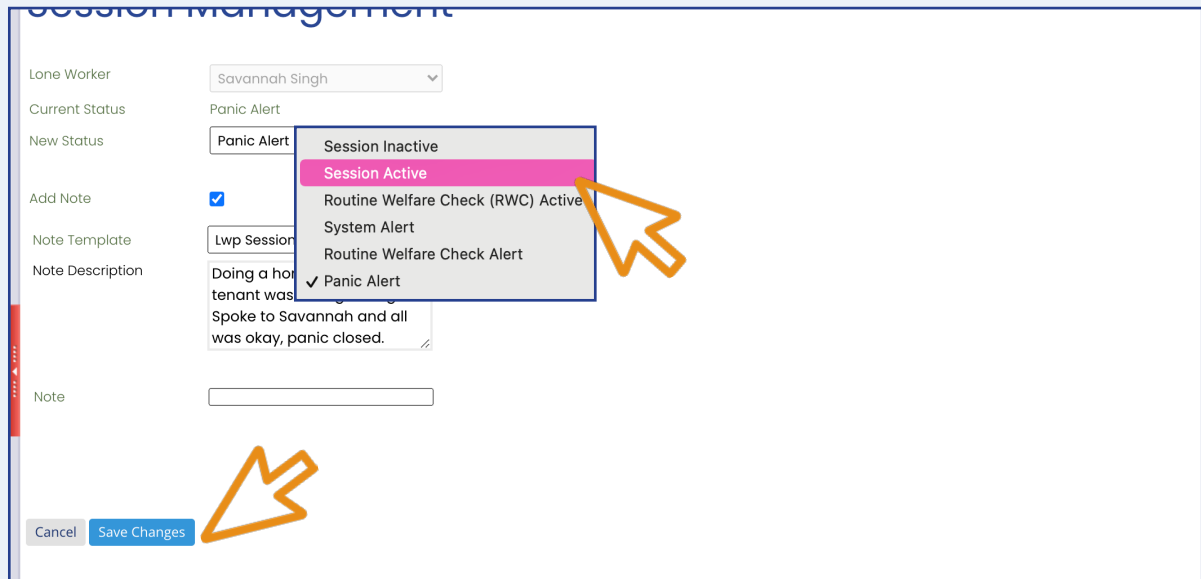
If the panic alarm is raised from the lone worker's device this must be managed by an administrator by accessing the Crystal Ball portal. If your PC volume is turned on the panic alert will continue to sound until dealt with by an administrator, by the below process. First, select 'View'.

2



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

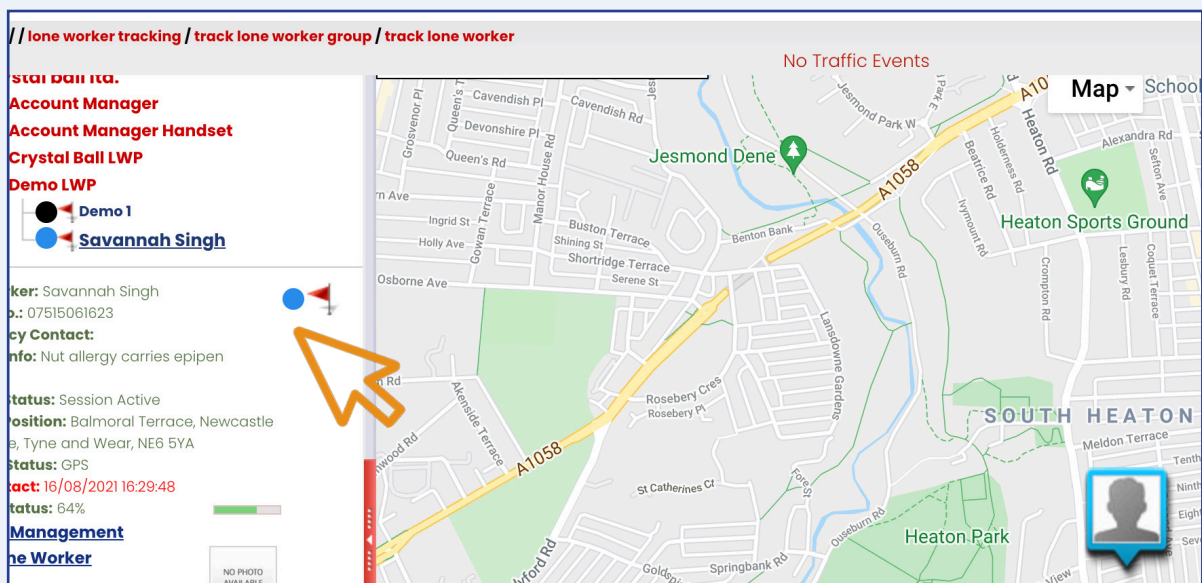
3



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 description in 'Note'. Then select 'Save Changes'.

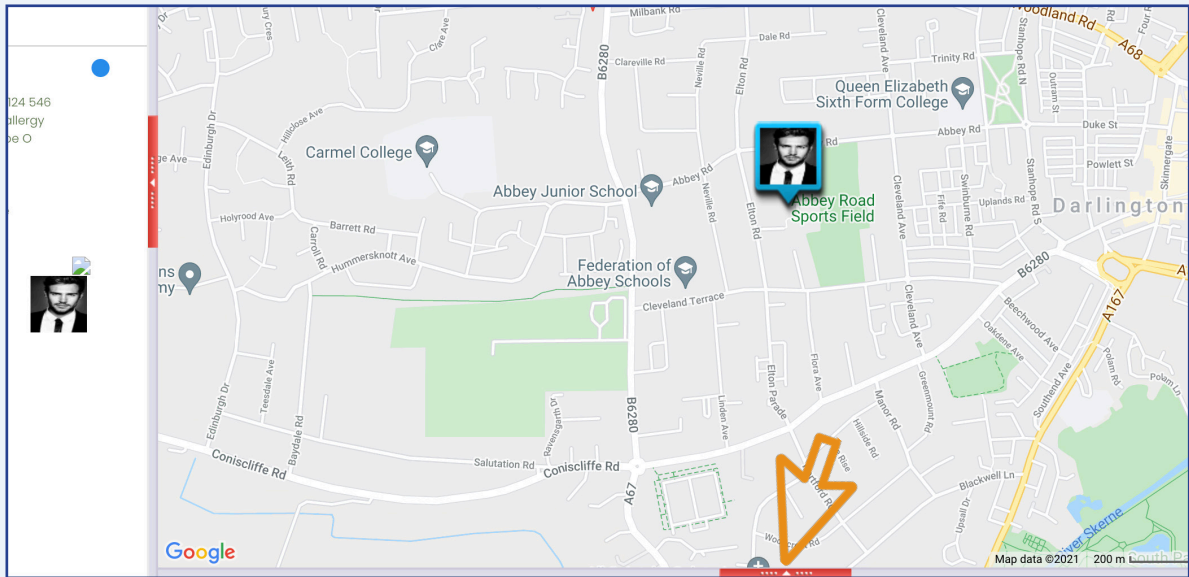
4



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

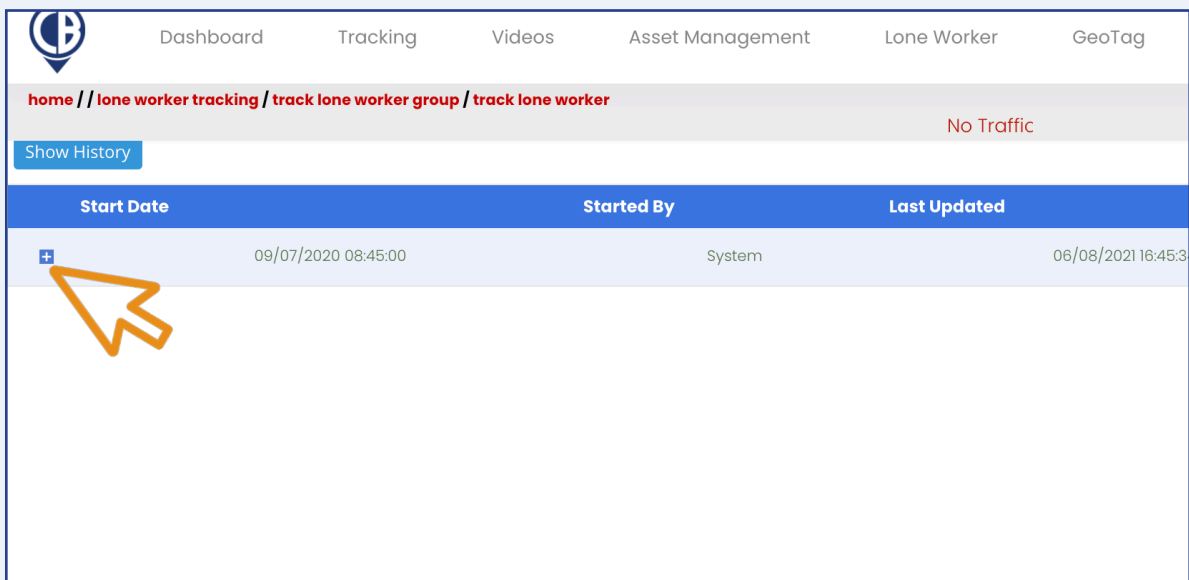
Reviewing audit trails:

1



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.

2



Next, select the small, blue plus icon.

3

No Traffic Events

Show History

Start Date	Started By	Last Updated	Last Upd
07/2020 08:45:00	System	06/08/2021 16:50:34	

Event	Log Entry	Location	Latitude	Longitu
	The lone worker's Panic Alarm has been activated	J Morgan Home	54.524318	-1.572
	The lone worker has ended a routine welfare check interval	J Morgan Home	54.524318	-1.572
	The lone worker has started a routine welfare check interval	Westbourne Grove, Darlington, County Durham, DL3 8LS	54.524344	-1.571
	The lone worker has switched their handset on	Westbourne Grove, Darlington, County Durham, DL3 8LS	54.524339	-1.572
	The lone worker has switched their handset on	Westbourne Grove, Darlington, County Durham, DL3 8LS	54.524321	-1.571
	The lone worker has switched their handset off	Not Available	0	0
	False alarm.	Not Applicable	0	0
	System Admin has updated the status of the lone worker	Not Applicable	0	0
	Panic Alert Cancelled by Admin	Not Applicable	0	0
	The lone worker has cancelled the Panic Alarm	J Morgan Home	54.524349	-1.571

1
2
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.

4

Dashboard Tracking Videos Asset Management Lone Worker GeoTag More...

home // utilities / history

Session History

Range

Category: Lone Worker

Selection: Jonathan Morgan

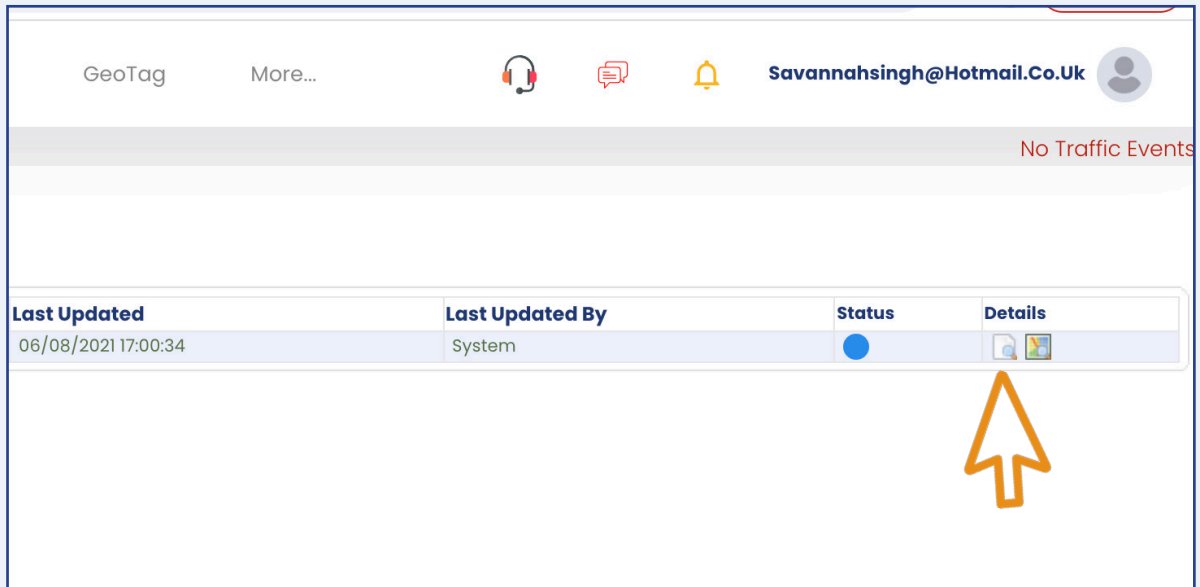
Date & Time From: 00 00





Date & Time To: 23 59

Cancel Show History



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

5



GeoTag More...    Savannahsingh@Hotmail.Co.Uk 

No Traffic Events

Last Updated	Last Updated By	Status	Details
06/08/2021 17:00:34	System		

For more details click the magnifying glass icon.

6

Session History

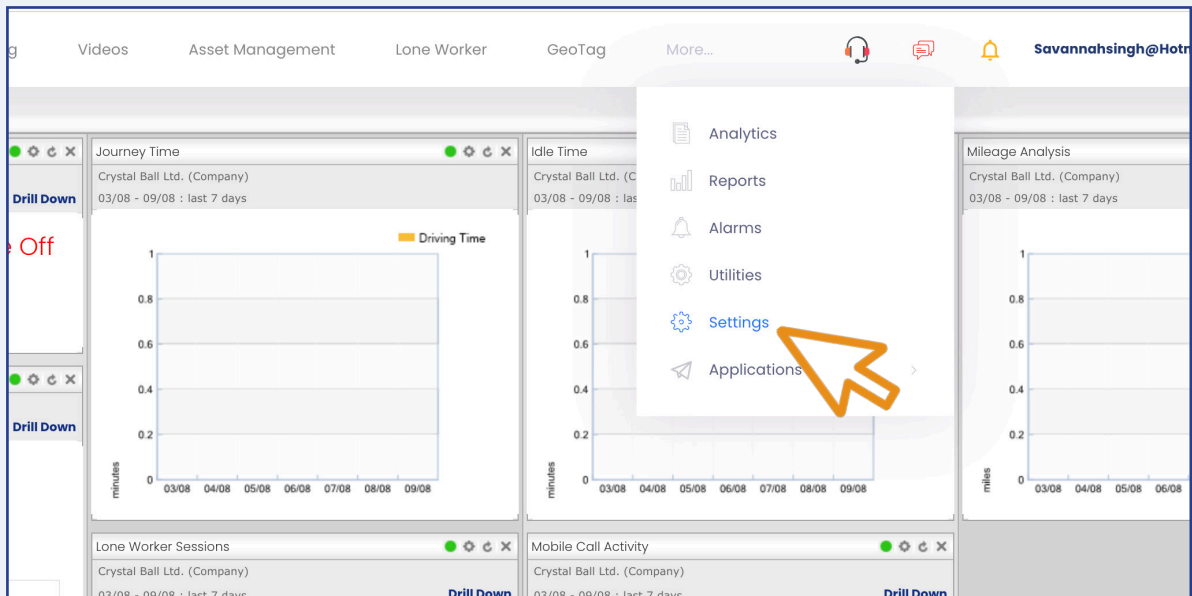
Lone Worker	Start Date	Started By	Last Updated
Jonathan Morgan	09/07/2020 08:45:00	System	06/08/2021 17:00:34

[Export To Excel](#)

You can also export the audit trail history to excel.

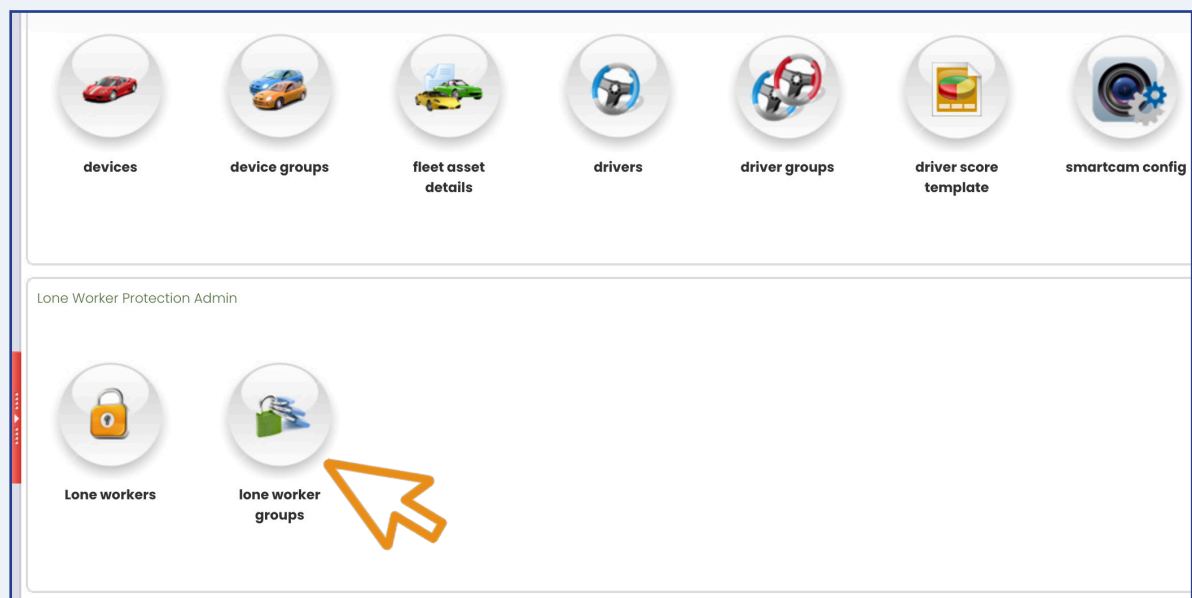
Administering lone worker groups:

1



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

2




























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

3

Home / Settings / Lone Worker Groups NO TRAFFIC EVENTS

Lone Worker Groups Search

Lone Worker Group Name	Company	Active	Maintain
Account Manager	Crystal Ball Ltd.	<input checked="" type="checkbox"/>	  
Account Manager Handset	Crystal Ball Ltd.	<input checked="" type="checkbox"/>	  
CAM Dept LWP	Crystal Ball Ltd.	<input type="checkbox"/>	  
Crystal Ball LWP	Crystal Ball Ltd.	<input checked="" type="checkbox"/>	  
Dealer Demo	Crystal Ball Ltd.	<input type="checkbox"/>	  
dealer.training	Crystal Ball Ltd.	<input type="checkbox"/>	  
Demo LWP	Crystal Ball Ltd.	<input checked="" type="checkbox"/>	  
Jonathan Morgan (CB)	Crystal Ball Ltd.	<input checked="" type="checkbox"/>	  
Mobile Phones (Support/Technical)	Crystal Ball Ltd.	<input type="checkbox"/>	  
OAT LWP (OAT)	Crystal Ball Ltd.	<input checked="" type="checkbox"/>	  


Add Record [Export To Excel](#)


To edit an existing 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'.

4

Lone Worker Group








Lone Worker Group Name 



Company 

Active ☒

[Group Lone Workers](#) [Group Users](#)

[Add to list](#) [Add to list](#)

Lone Worker Name	Maintain
Account Management Test Device	
CB Support	
CB Training Device	
Crystal Ball DEMO	
Samsung J5 (Test)	
Samsung SII Mini	
Support Phone	

User Name	Maintain
savannahsingh@hotmail.co.uk	
tara.singh@crystalball.tv	

[Cancel](#) [Save Changes](#)

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'.

5

Lone Worker Group

Lone Worker Group Name:

Company:

Active: ☒

[Group Lone Workers](#)


Please select...

Lone Worker Name	Maintain
Account Management Test Device	<input type="button" value="✖"/>
CB Support	<input type="button" value="✖"/>
CB Training Device	<input type="button" value="✖"/>
Crystal Ball DEMO	<input type="button" value="✖"/>
Samsung J5 (Test)	<input type="button" value="✖"/>
Samsung SII Mini	<input type="button" value="✖"/>
Support Phone	<input type="button" value="✖"/>

[Group Users](#)

Please select...

User Name	Maintain
savannahsingh@hotmail.co.uk	<input type="button" value="✖"/>
tara.singh@crystalball.tv	<input type="button" value="✖"/>

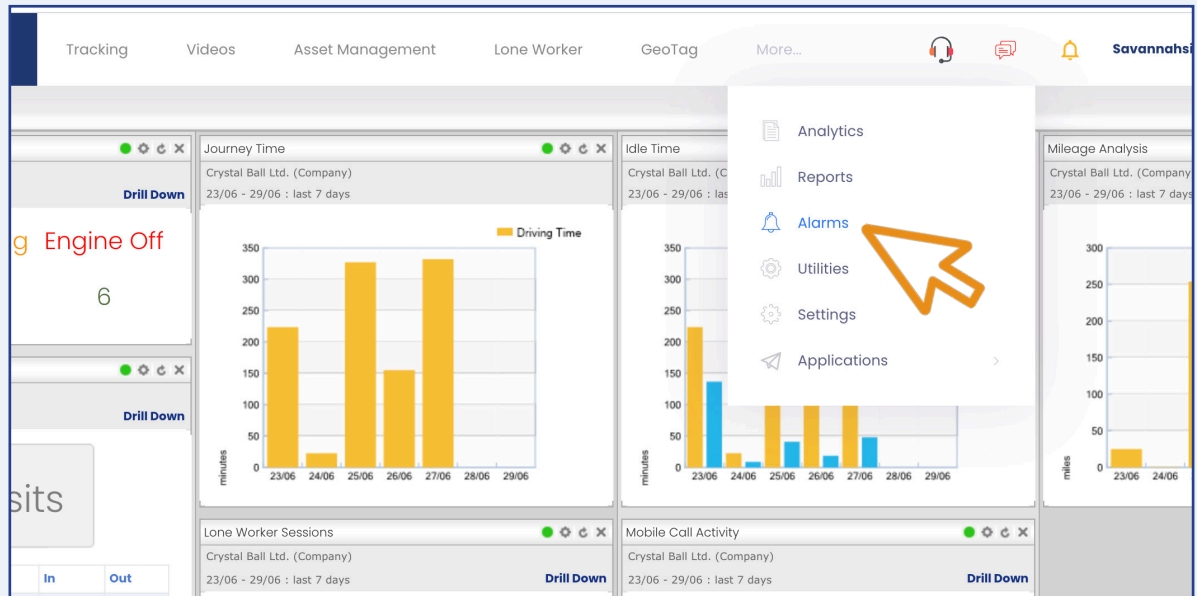


To edit the users you would like to have access to the lone worker group, use the right hand column in the same way.

Click 'Save Changes'.

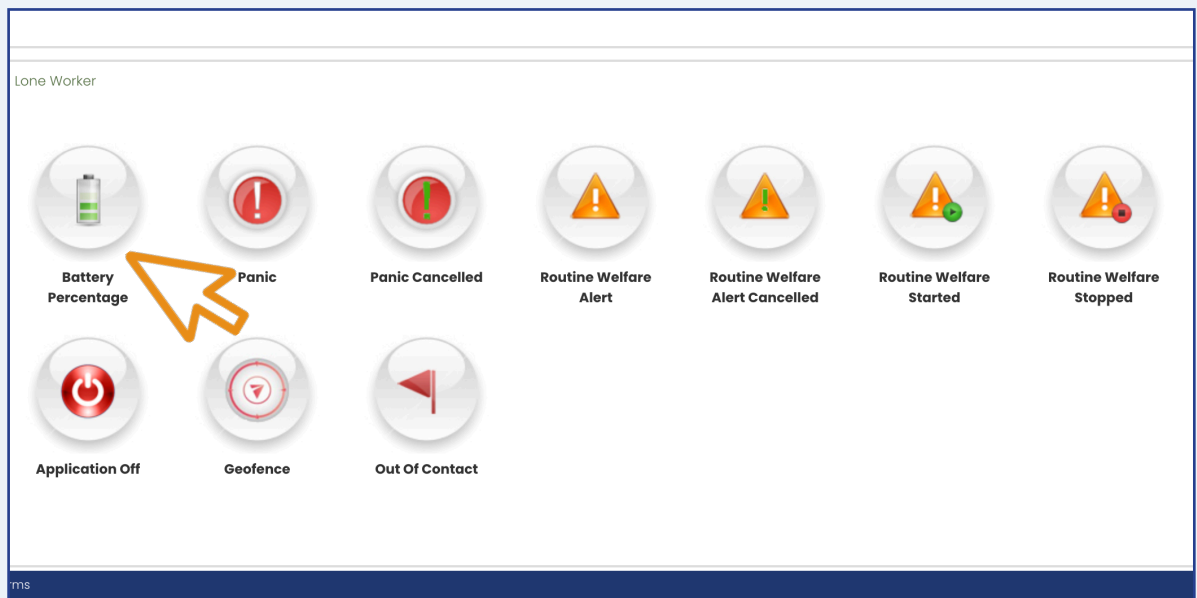
Creating lone worker alarms:

1



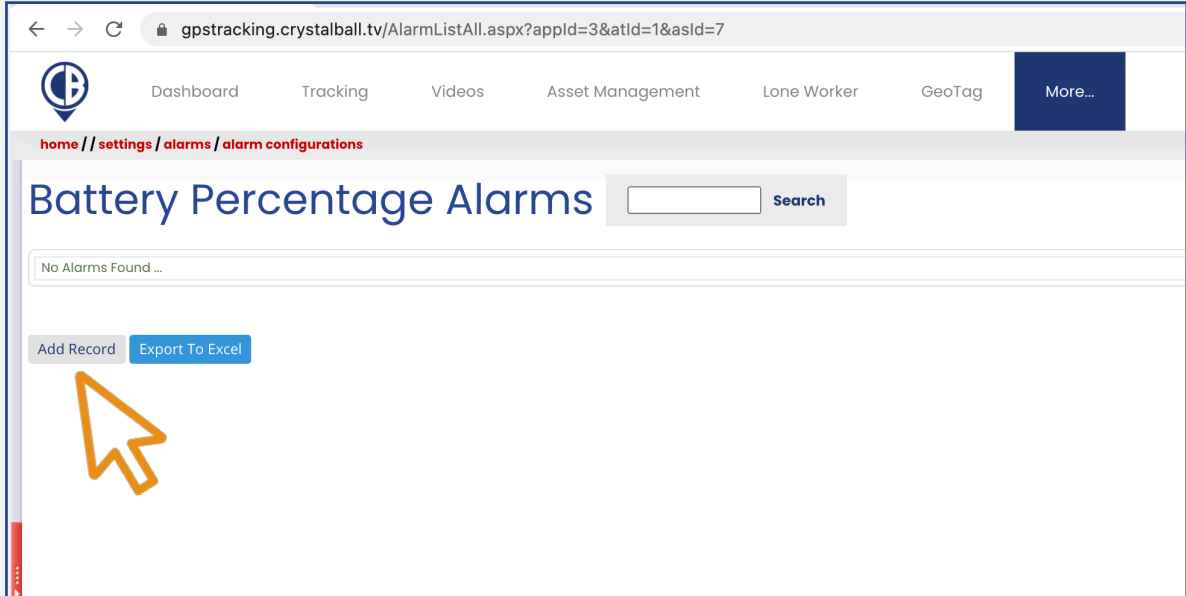
First, select 'More' and then 'Alarms'.

2



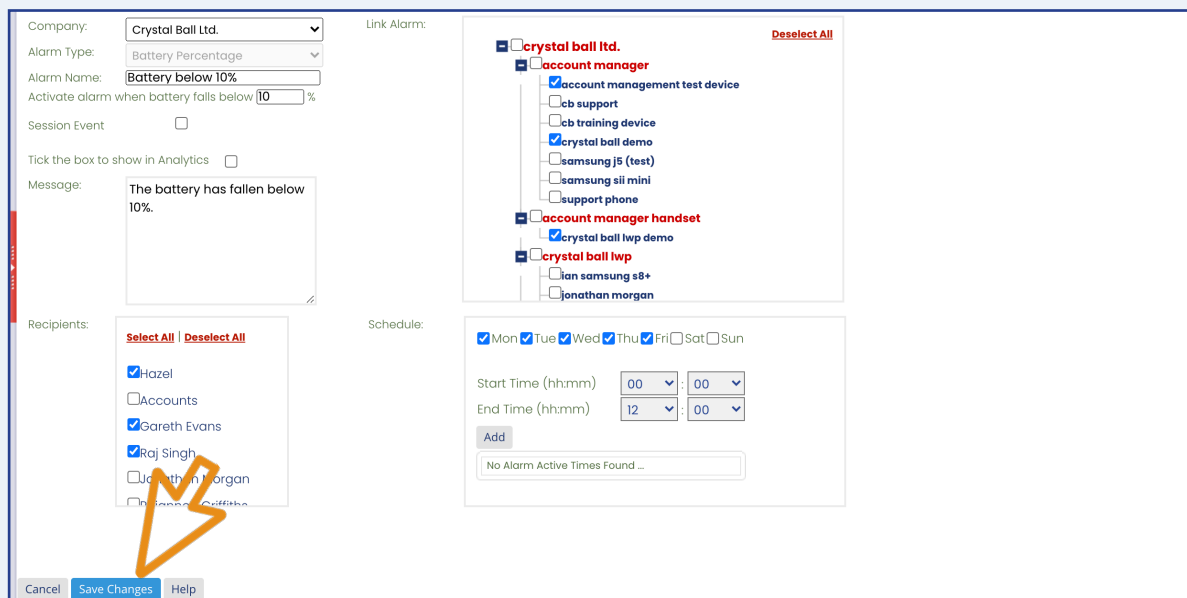
There are various Lone Worker alarms you can choose to set up, click the alarm icon you would like to create.

3



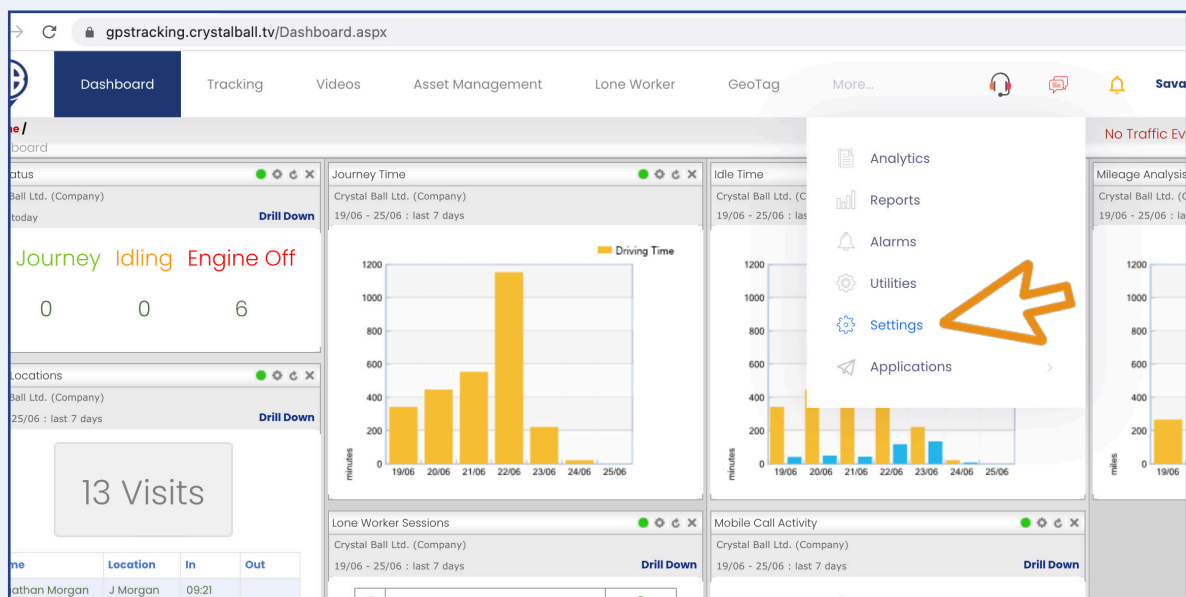
Select 'Add Record'.

4



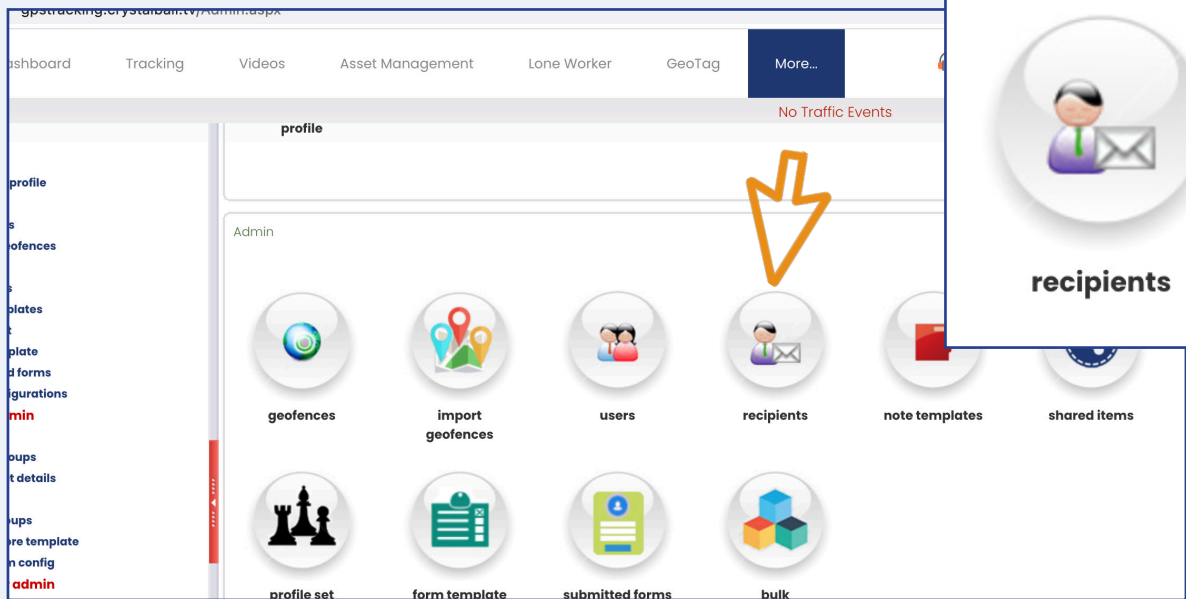
- Name the alarm
- Enter the trigger for which the alarm should be activated e.g. 10% for a Battery Percentage alarm.
- Tick the 'analytics' checkbox if you want triggered alarms to display when using the analytics feature (More > analytics).
- You can also add a brief message for display, upon activation 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'.

5



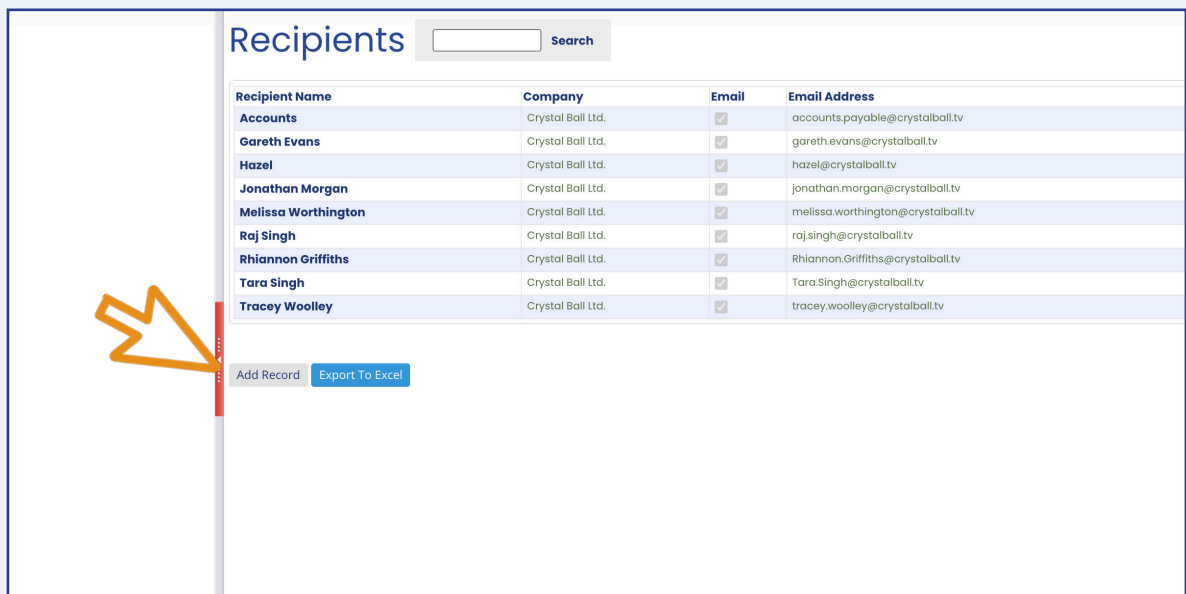
To add a new recipient, select 'More' and then 'Settings'.

6



Once in 'Settings', select 'Recipients'.

7



Select 'Add Record'.

8


Recipient

Name

Email ☒

Email Address

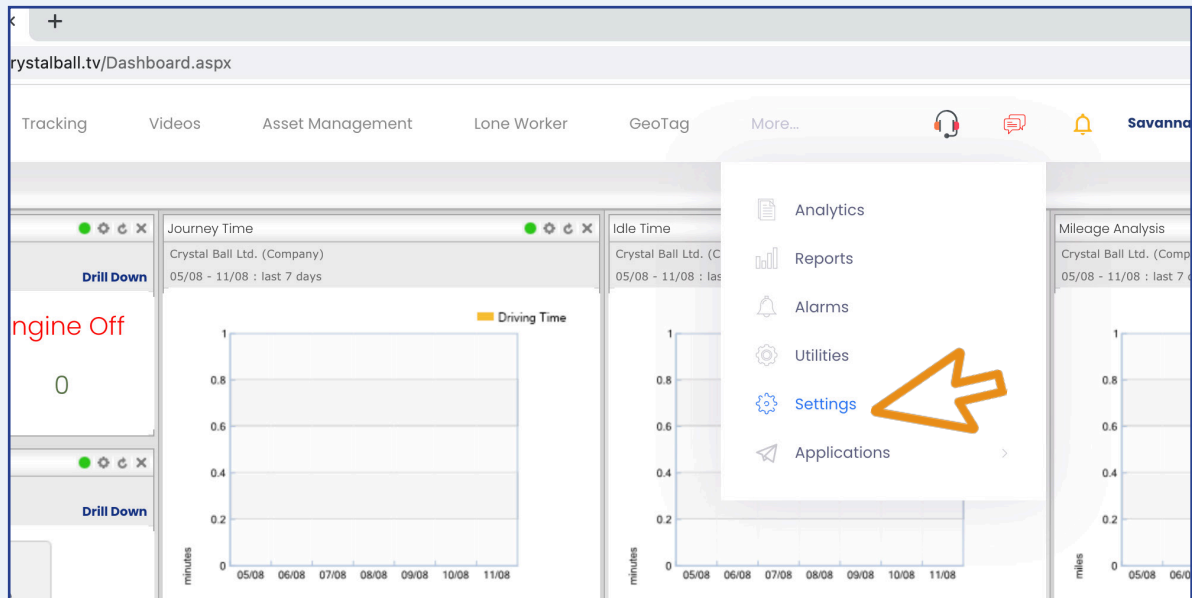
Company ▼



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

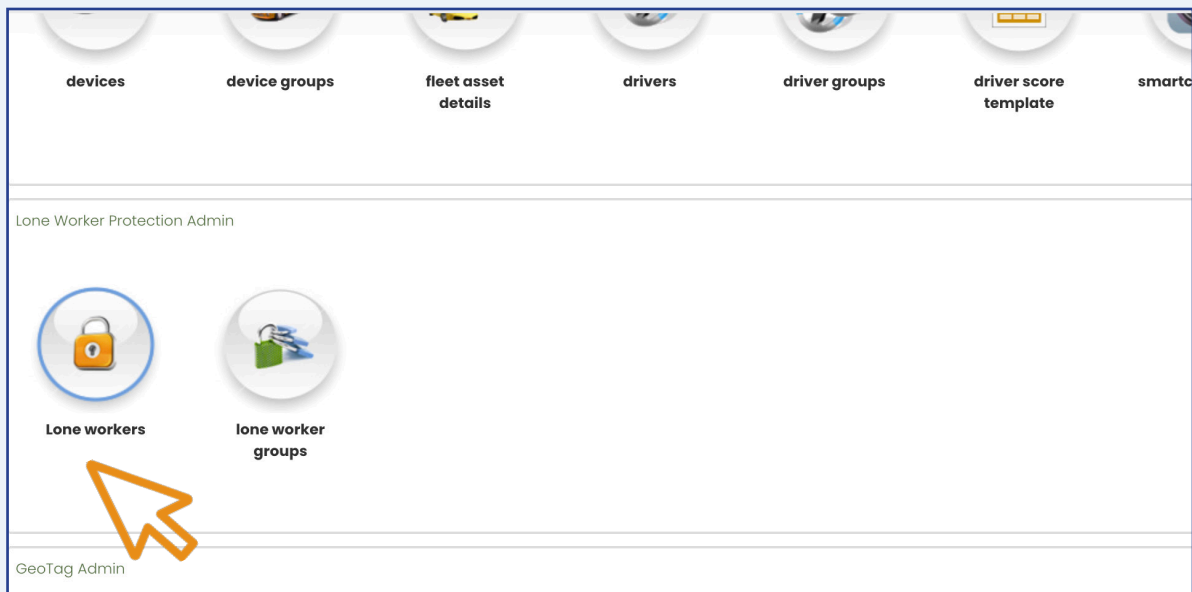
Associating Devices to Lone Workers:

1



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

2



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

3

home // settings // lone workers

Lone Workers

Lone Worker Name	Group	Company	Mobile PIN	Emergency Contact
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.

4

- CrystalBall Ltd.

gpstracking.crystalball.tv/LoneWorker/EditLoneWorker?__TOKEN=gP9bErjLDzXCF1iqKrHWyA2

Dashboard Tracking Videos Asset Management Lone Worker GeoTag More...

e // settings // loneworkers // loneworker

links

- settings
 - lone workers
 - working times
 - associated devices
 - notes

Lone Worker

General

Company

Lone Worker Name

Personal Info

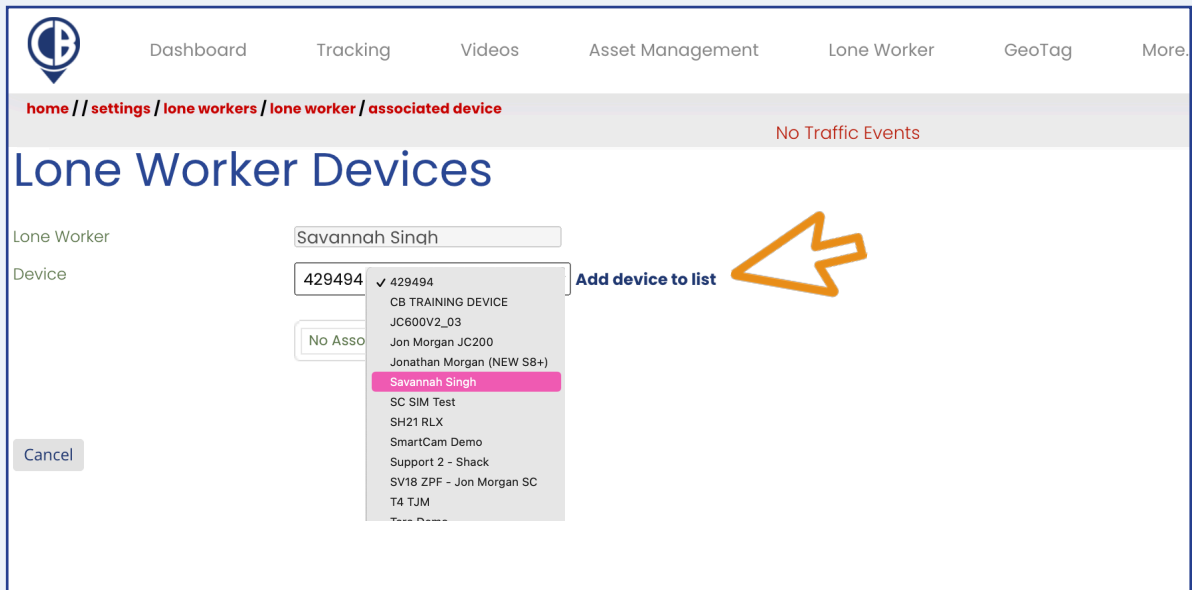
Use Working Times ☐

Medical Info

Nut allergy carries epi

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

5



Dashboard Tracking Videos Asset Management Lone Worker GeoTag More.

home // settings // lone workers // lone worker // associated device

No Traffic Events

Lone Worker Devices

Lone Worker Savannah Singh

Device

429494

No Assoc

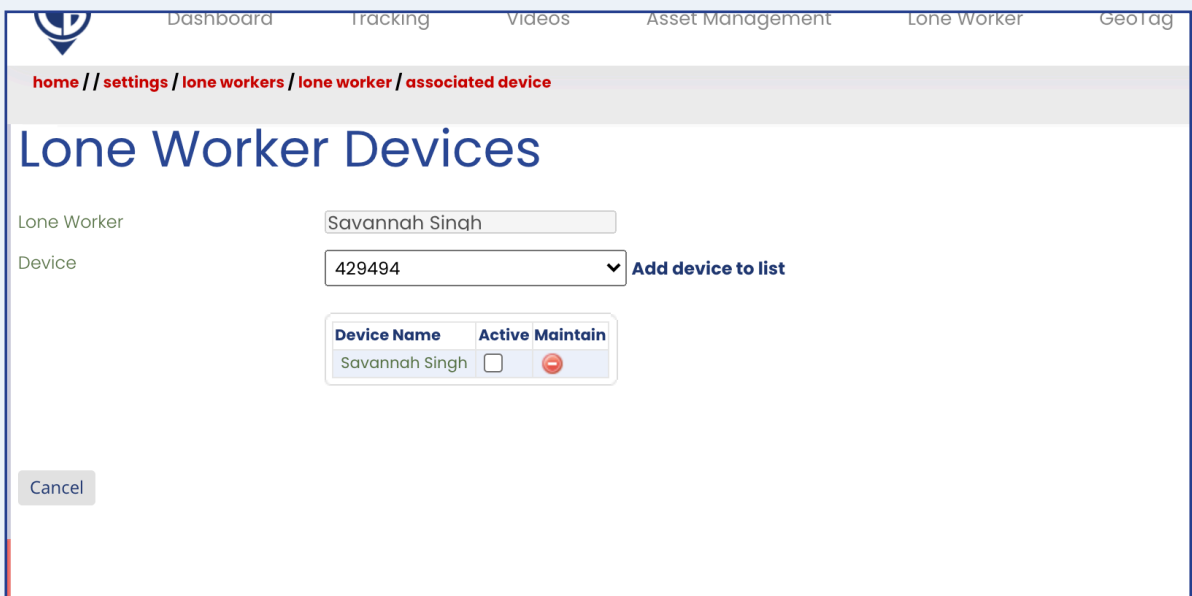
Cancel

Add device to list

- ✓ 429494
- CB TRAINING DEVICE
- JC600V2_03
- Jon Morgan JC200
- Jonathan Morgan (NEW S8+)
- Savannah Singh
- SC SIM Test
- SH21 RLX
- SmartCam Demo
- Support 2 - Shack
- SV18 ZPF - Jon Morgan SC
- T4 TJM
- T500 Demo

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

6



Dashboard Tracking Videos Asset Management Lone Worker GeoTag

home // settings // lone workers // lone worker // associated device

Lone Worker Devices

Lone Worker Savannah Singh

Device 429494

Add device to list

Device Name	Active	Maintain
Savannah Singh	<input type="checkbox"/>	<input type="button" value="⊖"/>

Cancel

The device name will now display below.



Crystal Ball®

0330 995 9950

www.crystalball.tv