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Add Profiles Solo Platform

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Add Profiles
Introduction

A Profile is an activity or session that is used within the Solo Mobile app.

Users of the app will select a profile prior to commencing an activity or session.

Each of these Profiles has specific editable parameters around Check-in timings, user availability, session information requirements and Escalations / Notifications.

Adding a Profile directly into Solo Platform can only be actioned by:

Solo Operations Managers or Admins.

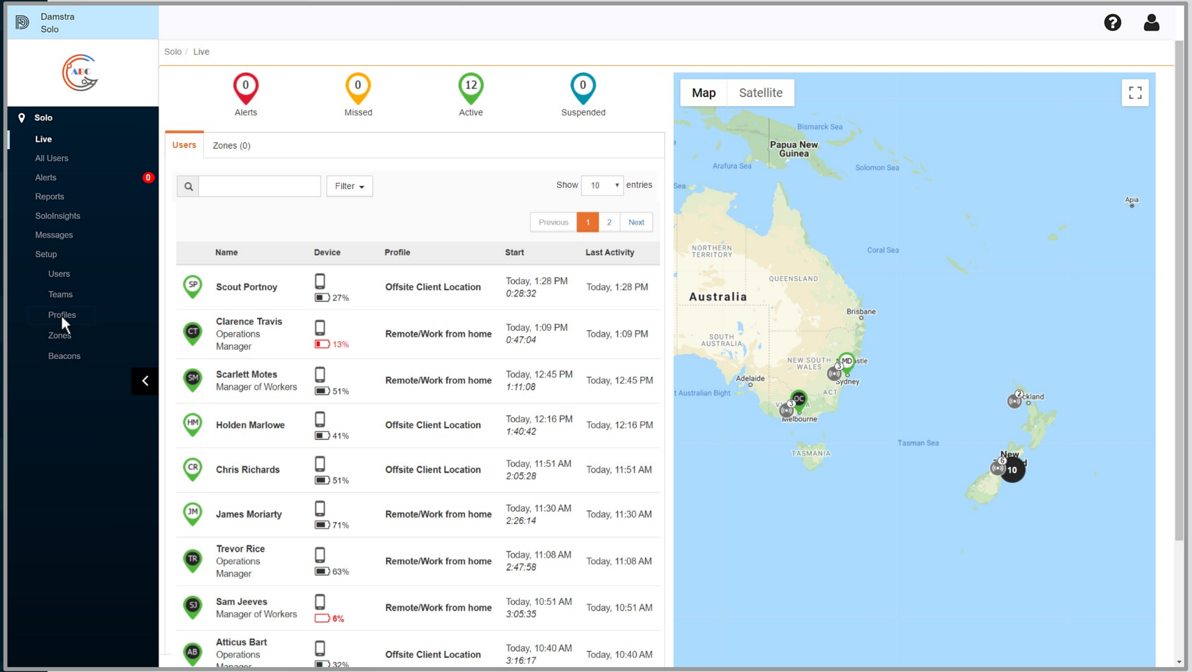
Solo Mobile Login

Operations Manager

Administrators

Add Profiles

Accessing Solo Profiles



From Solo Platform's landing page you must access the *Profiles Register* in the setup area.

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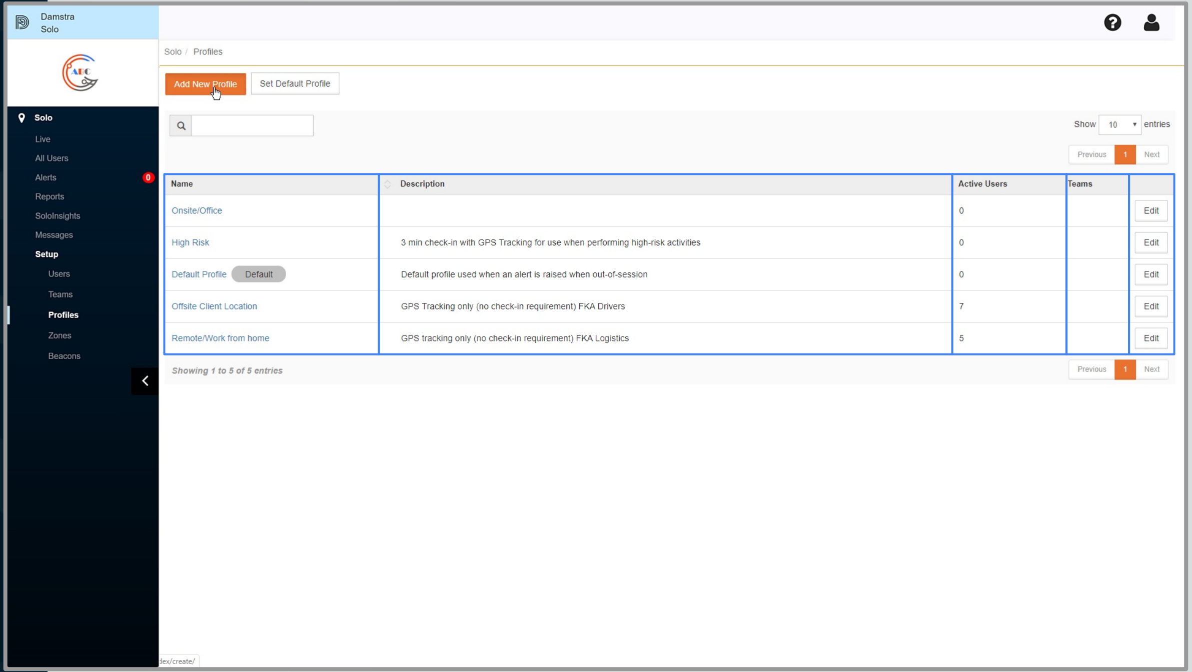
Add Profiles
Profiles Register

The *Profiles Register* shows all current profiles and key information:

- The Name.
- The Description.
- The number Active Users currently using the profile.
- Any specific Teams with access to the profile.

It also allows you to edit any existing profiles.

To begin: **click** *Add New Profile*.



Add Profiles

Section 1 - 'Details'

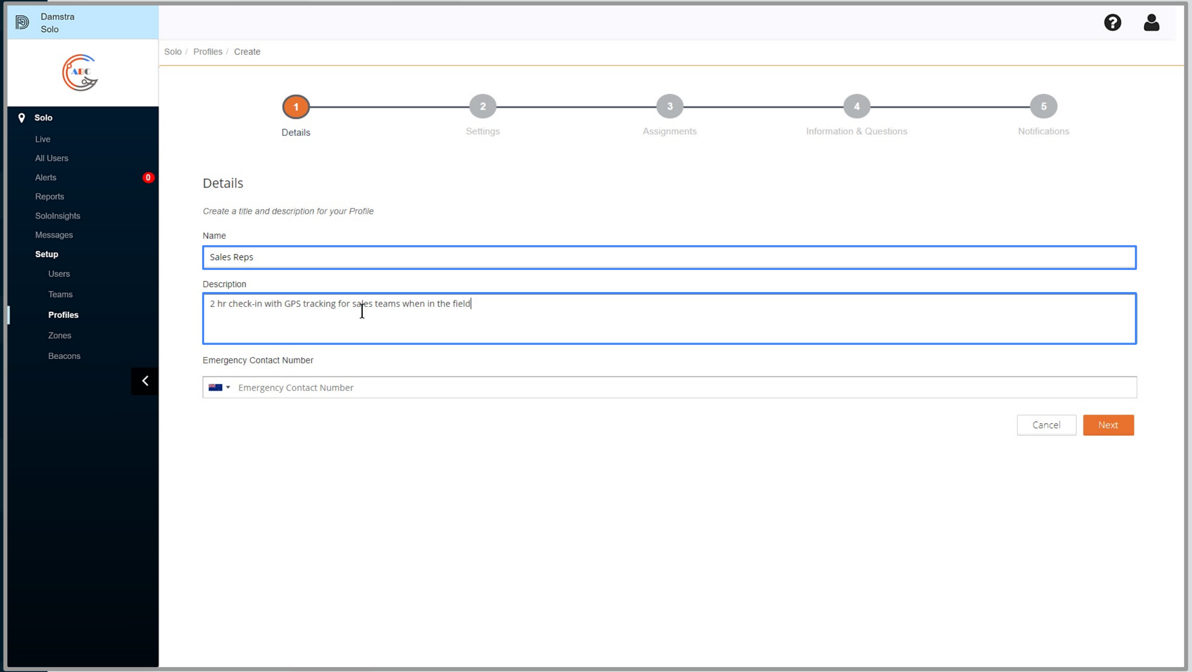
In the Details Section give the new profile:

- A *Name*.
- A *Description*.

The *Name* should be a simple indicator relating to the activity being undertaken or the intended use for the profile.

Ensuring that the Solo app user has a clear understanding of what profile to select and when to select it.

For the *Description,* **enter** as detailed a description for the profile as required. This will only be displayed in the profile register to the Solo Platform users with Operational or Admin levels of access.



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Add Profiles

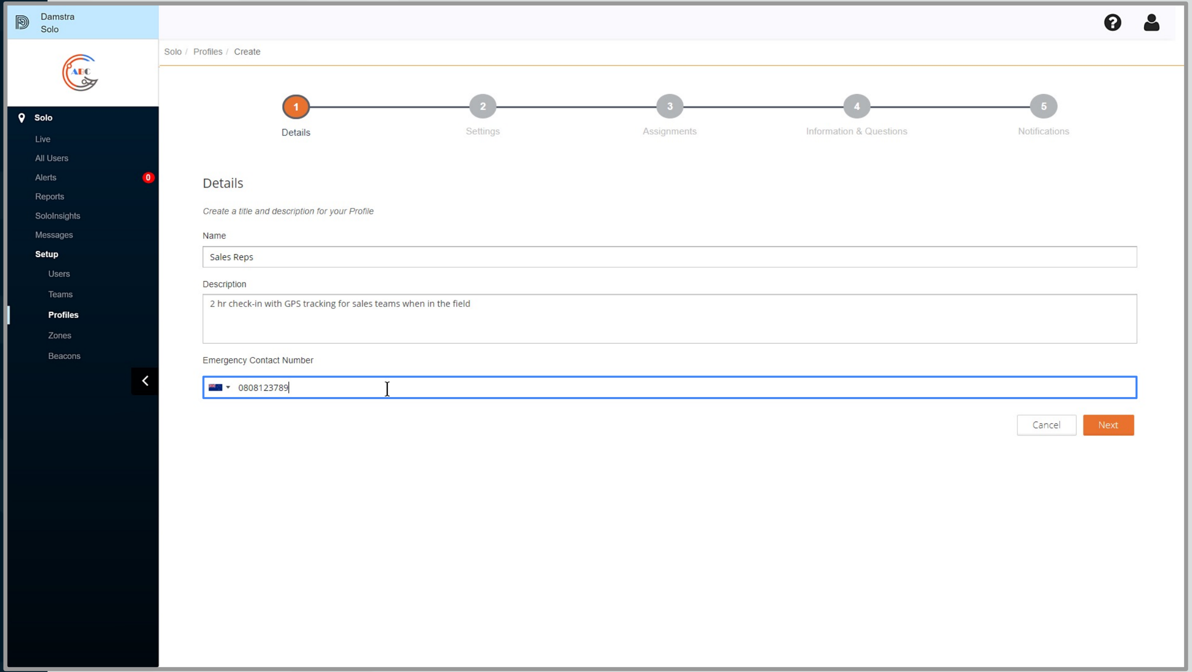
Section 1 - 'Details' cont.

Select the *Country code.*

Then **enter** an *Emergency Contact Number* to be used with this profile.

The *Emergency Contact Number* will default into the user's device call screen if an alert is and the call option is selected.

Then **click** *Next.*



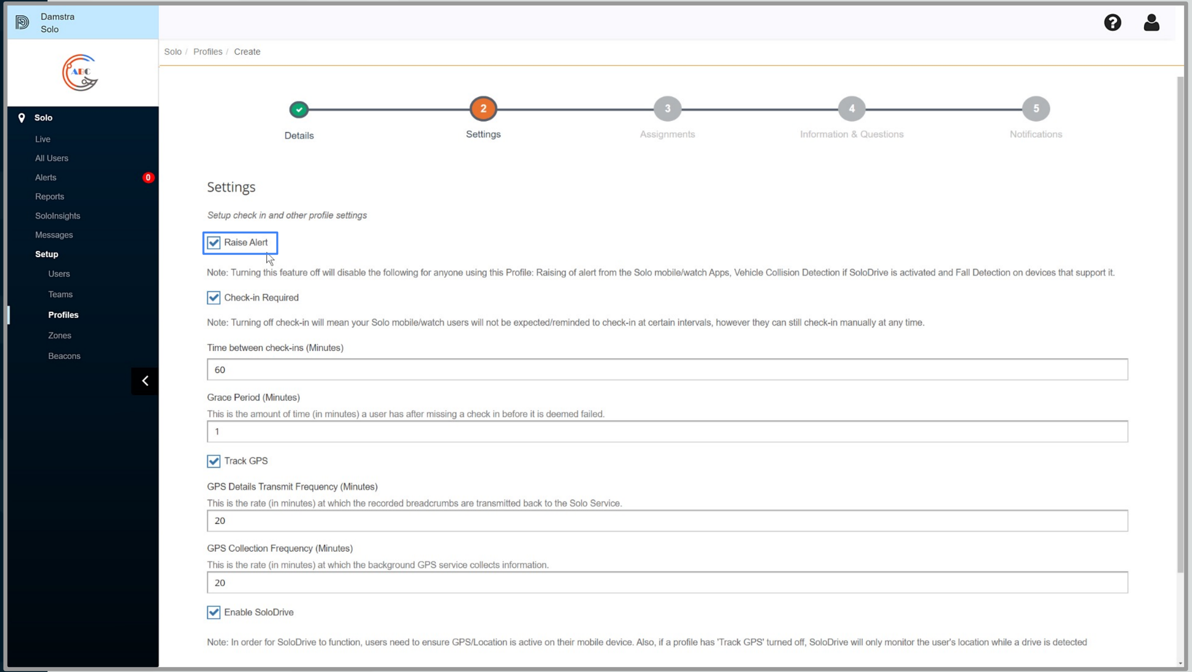
Add Profiles
Section 2 - 'Settings'

Within the *Settings* section, setup the alerting options, check-in schedule and GPS metrics required.

First, determine whether you'd like Users selecting this profile to be able to raise Alerts.

Note that turning off this feature will disable all alert types including those manually raised via the 'Alert' button with the app, as well as those normally automatically detected including:

- Collision Alerts (where SoloDrive is enabled)
- Fall detection (where Solo wearable device is being used).



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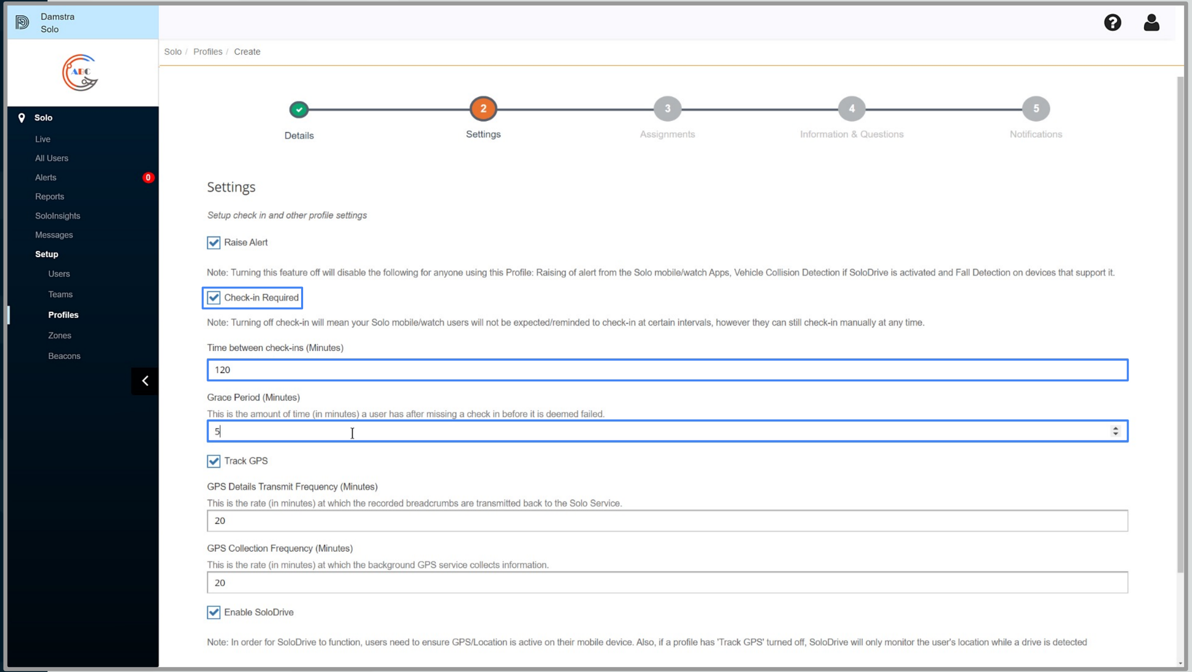
Add Profiles

Section 2 - 'Settings' cont.

Check-ins require Solo App users to indicate that they are safe at regular intervals via a button within the app. If this isn't necessary for the profile you're building, **uncheck** the box. Users will still be able to check-in manually at any time.

In the *Time Between Check-ins* field - **Enter** the time period required before a user of this new profile MUST check-in as safe.

The *Grace Period* stipulates the period of time that will pass before a missed check-in by a user will result in an Alert being triggered.



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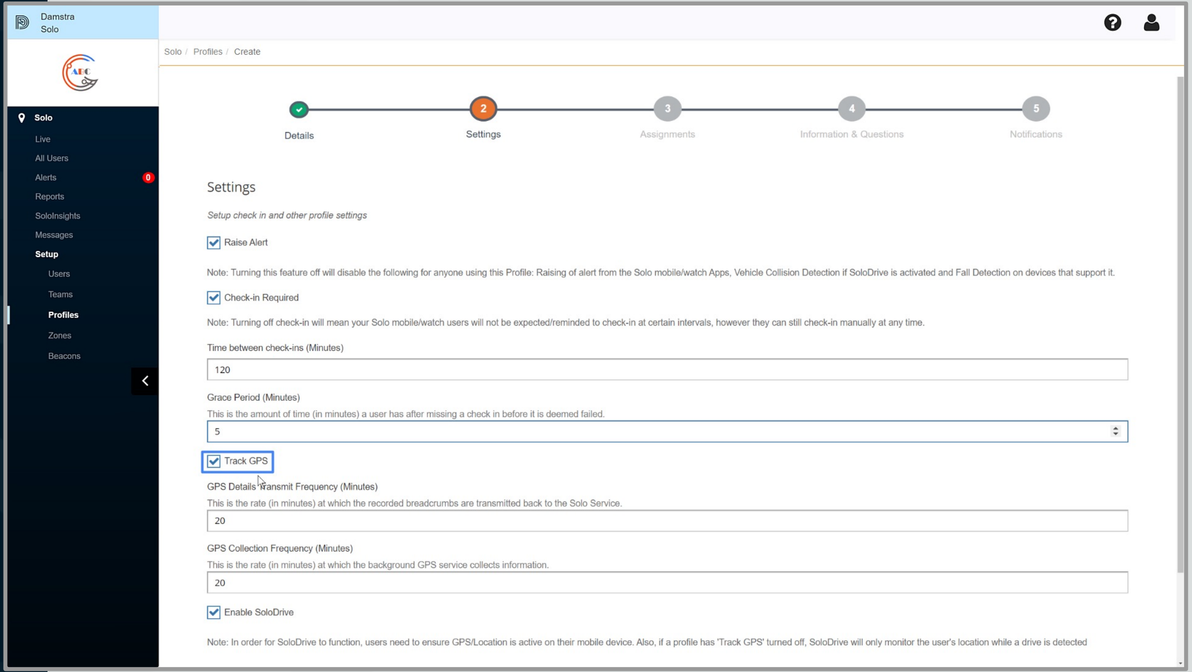
Add Profiles

Section 2 - ‘Settings’ cont.

At this point, if you wish, GPS tracking of users choosing this profile can be turned off.

To do so, simply **uncheck** the *Track GPS* checkbox.

Important Note: If this check-box is unchecked a user will not be tracked via GPS during any activity or session using this profile unless in an Alert state. GPS tracking is always initiated when a user is in an alert state.



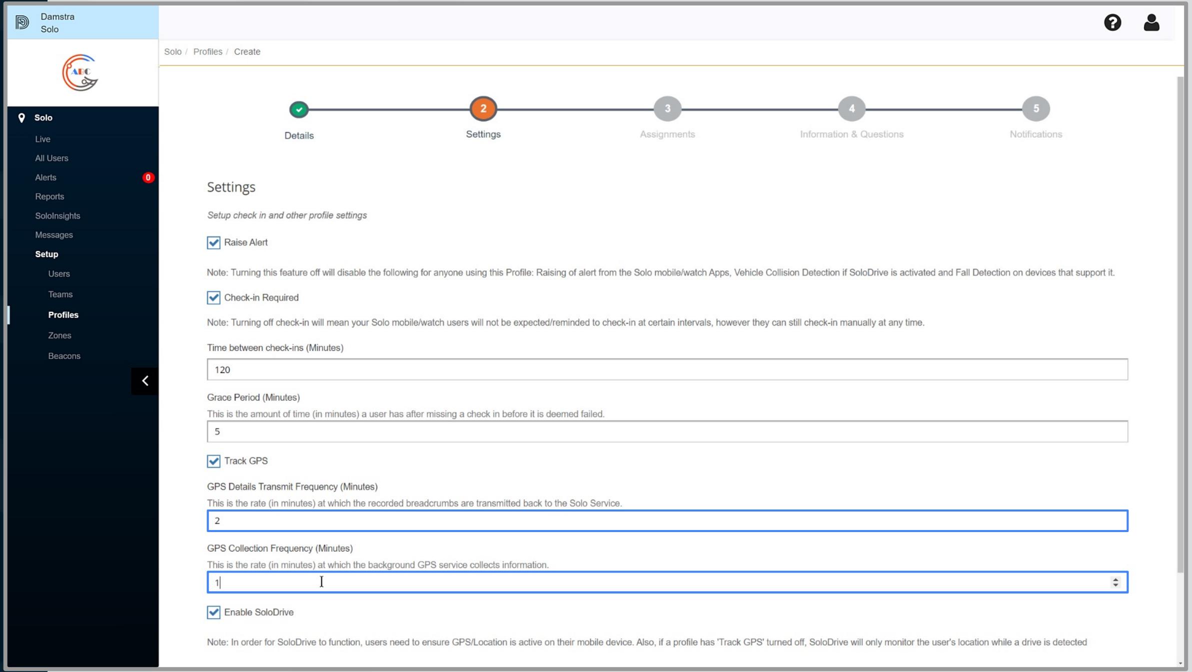
Add Profiles
Section 2 - 'Settings' cont.

Otherwise, leave *GPS tracking* checked and **enter** the *GPS Transmit* and *GPS Collection Frequency* fields.

GPS Transmit frequency. Is the rate or how often in minutes - the Solo mobile app transmits this collected information back to solo Platform server.

GPS Collection frequency. Is the rate or how often in minutes Solo collects the device's GPS location information. Note that this value applies to Watch devices only, the collection frequency for mobile devices is determined by the device itself.

Note: If an Alert is triggered by a user the preset frequencies are overridden and the GPS data is transmitted immediately.



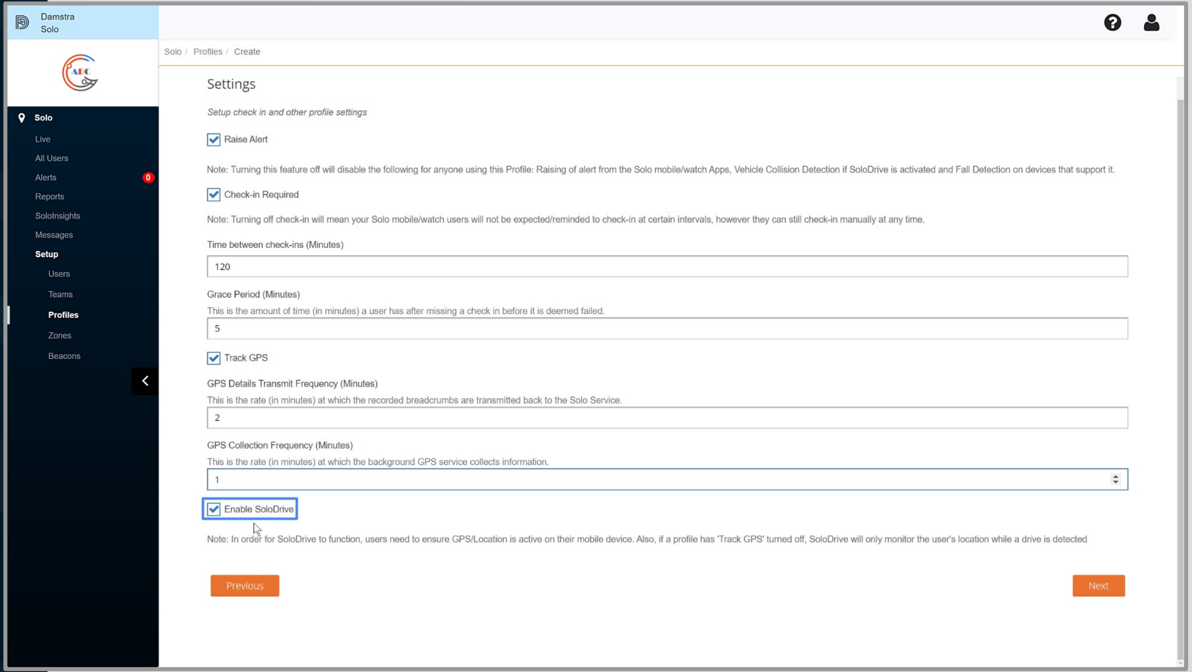
Add Profiles

Section 2 - ‘Settings’ cont.

Finally, if your Organisation subscribes to the optional *SoloDrive* service, **select** whether to enable or disable this for the new profile using the checkbox.

Note: Location data will be recorded for the duration of a detected drive, even if the *GPS Tracking* option is not enabled.

Once entered, **click** *Next.*



Add Profiles

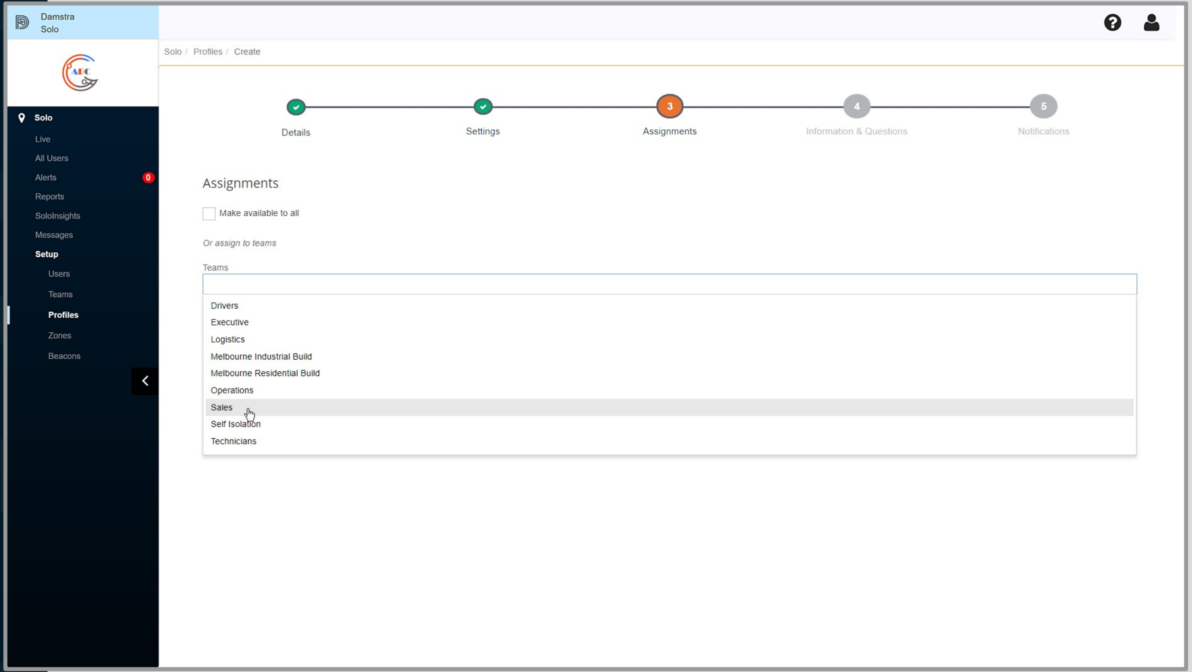
Section 3 - 'Assignments'

If everyone in the organisation needs to be able to use this new profile, simply **check** the *Make available to all* checkbox in the *Assignments* section and proceed.

If not, and only specific teams within the organisation should be able to use the profile, proceed with **searching** and **assigning** the required teams from the dropdown list.

Help with how to create Teams is available within the Vault Knowledgebase.

Then **click** *next*.



Add Profiles

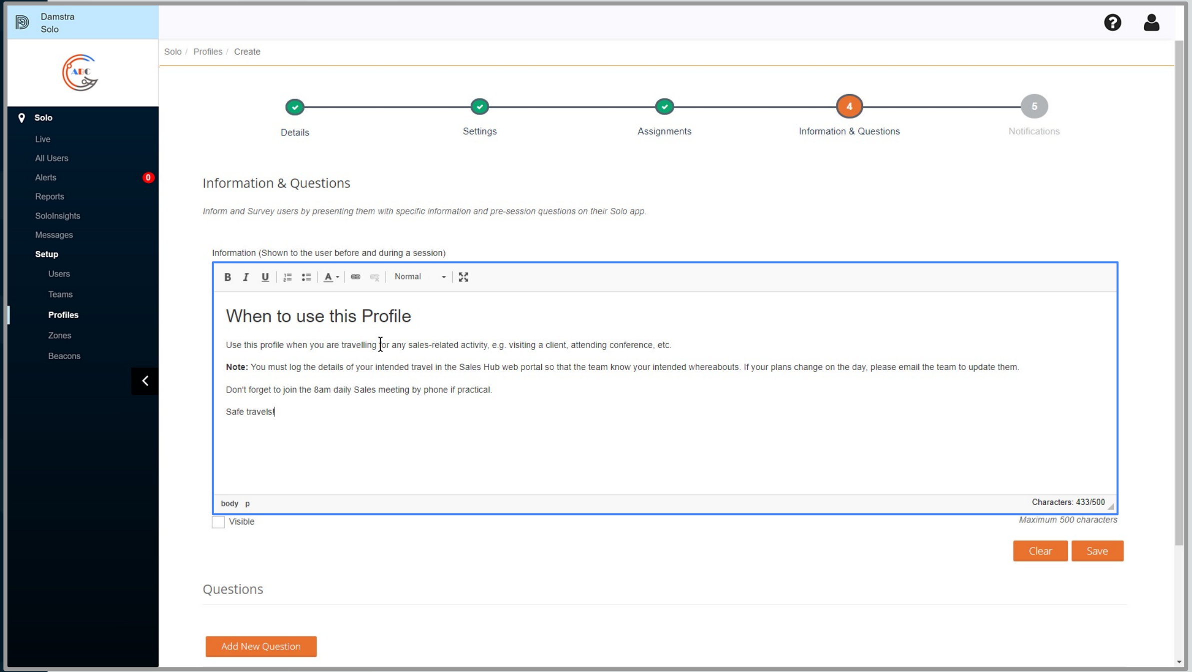
Section 4 - 'Information & Questions'

The 'Information & Questions' section will now display.

The fields in this section allow your Organisation to both inform and survey Mobile app Users that select this profile.

Note that at this stage, Information & Questions is not supported on Watch devices.

To provide information that will be shown before and during a session, simply **enter** it into the *Information* field.



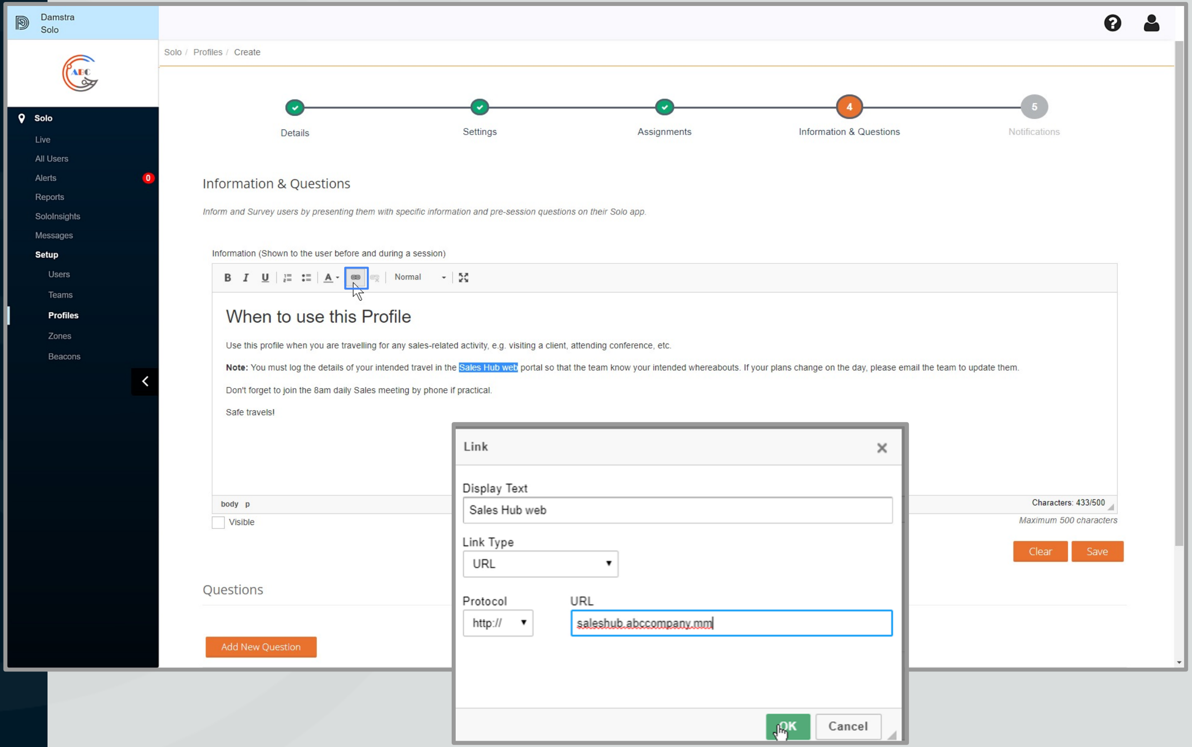
Add Profiles

Section 4 - ‘Information & Questions’

Rich text formatting is supported and links to external URLs, email addresses or phone numbers can be embedded.

To embed a link, **highlight** the required text and **click** the 'link' icon. Then, **select** the *link type* and target before **clicking** *OK*.

Once you've entered all the required information, **click** *save*.



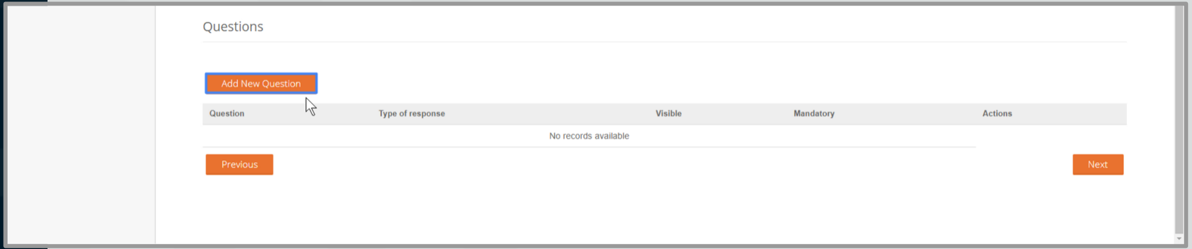
Add Profiles

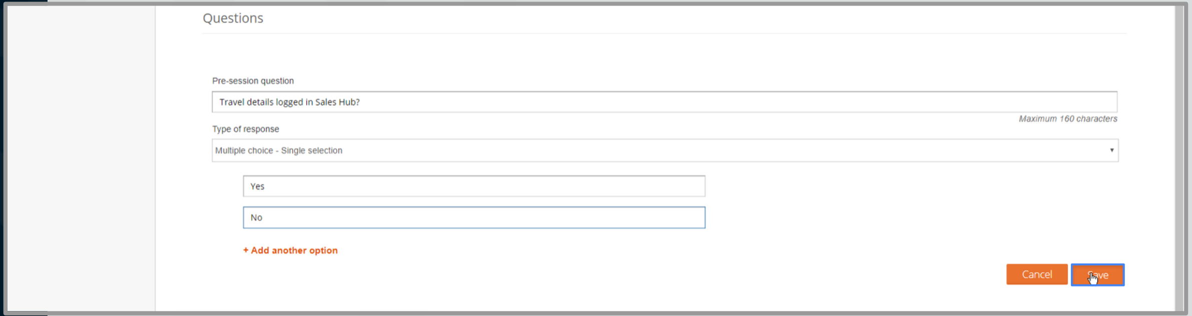
Section 4 - ‘Information & Questions’

The *Questions* section is where you can survey Users prior to them beginning a session, for example you might want Users to provide a Job# or vehicle registration number so that you know how and why they're leaving the office.

To add a new question, **click** the button and **type** the question.

Then, **select** whether you'd like the User to respond via free text, or by multiple-choice selection. If multiple choice is selected, **enter** the options and **click** *save,* repeating the process for any additional questions you'd like to ask.



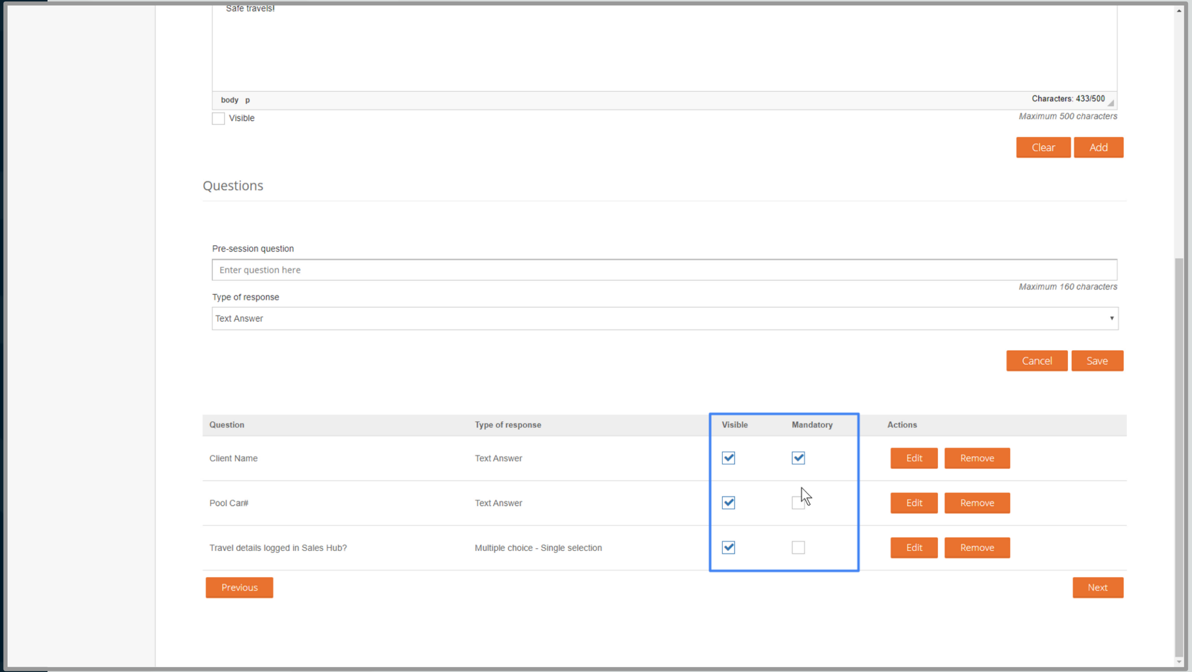


Add Profiles

Section 4 - ‘Information & Questions’

Saved questions will appear within the table below. Use the *Visible* and *Mandatory* checkboxes to determine which questions will be presented to users and which ones must be answered in order to begin a session.

Once this is configured how you'd like, **click** *next*.



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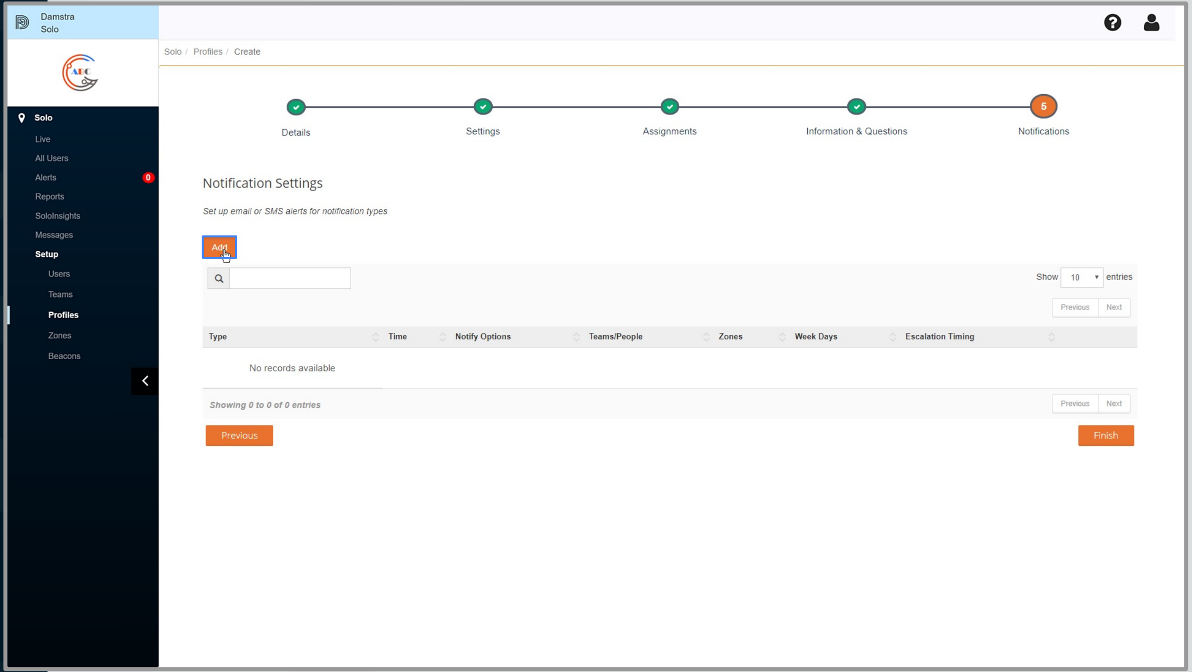
Section 5 - 'Notifications'

The *Notifications* section is where you can set up email and SMS alerts for key events, e.g. a user sets off an Alert, misses a check-in or is detected by a particular Beacon.

This section allows you to set up a simple notification or build more complex tiered Escalation scenarios for any given event.

If your Organisation uses the *Video Recording during Alerts* feature, this is also where you'll set up who should receive these recordings.

Click *Add* to start.



Add Profiles
Section 5 - ‘Notifications’ cont.

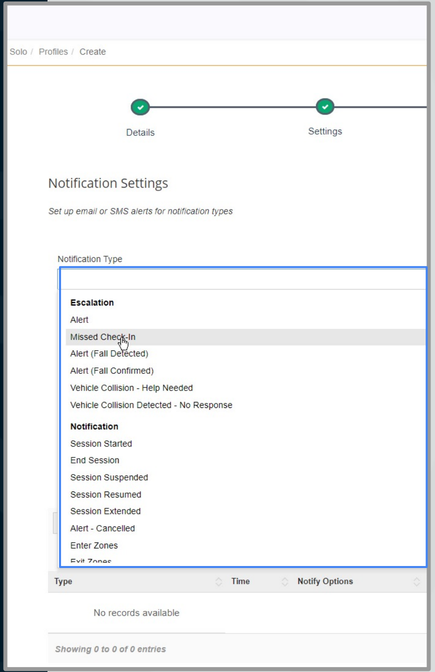
Select the required *Notification Type* option.

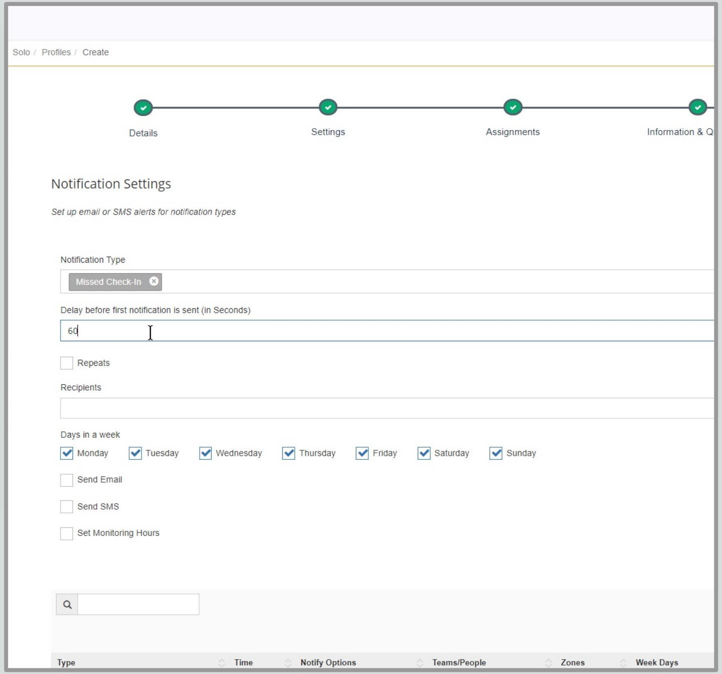
If an event type of *Alert* or *Missed check-in* is selected:

Stipulate the delay period required in seconds.

This is the period of time that will pass before the event type will actually trigger a Notification.

The option is designed to give time for a Solo Mobile app user and/or a Solo Platform operator to manage and clear the alert prior to a notification being triggered.





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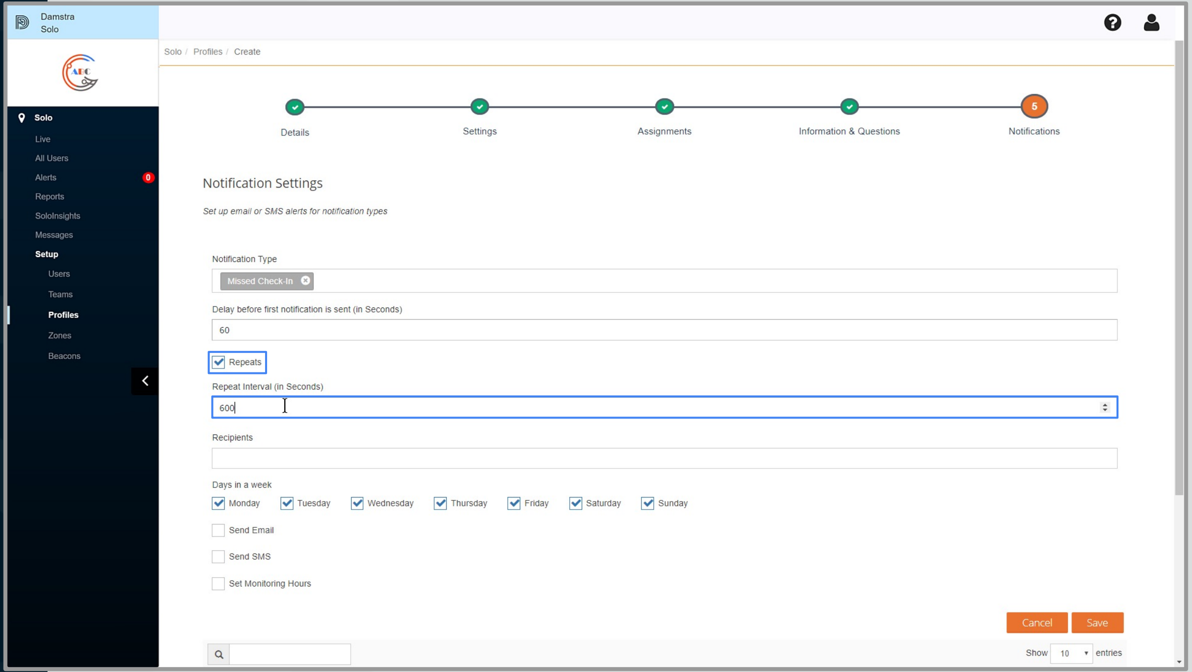
Add Profiles

Section 5 - 'Notifications' cont.

The *Repeats* checkbox allows you to set up an interval after which the notification will repeat until it is cleared.

If required, **check** the checkbox and **set** the appropriate repeat interval.



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Add Profiles

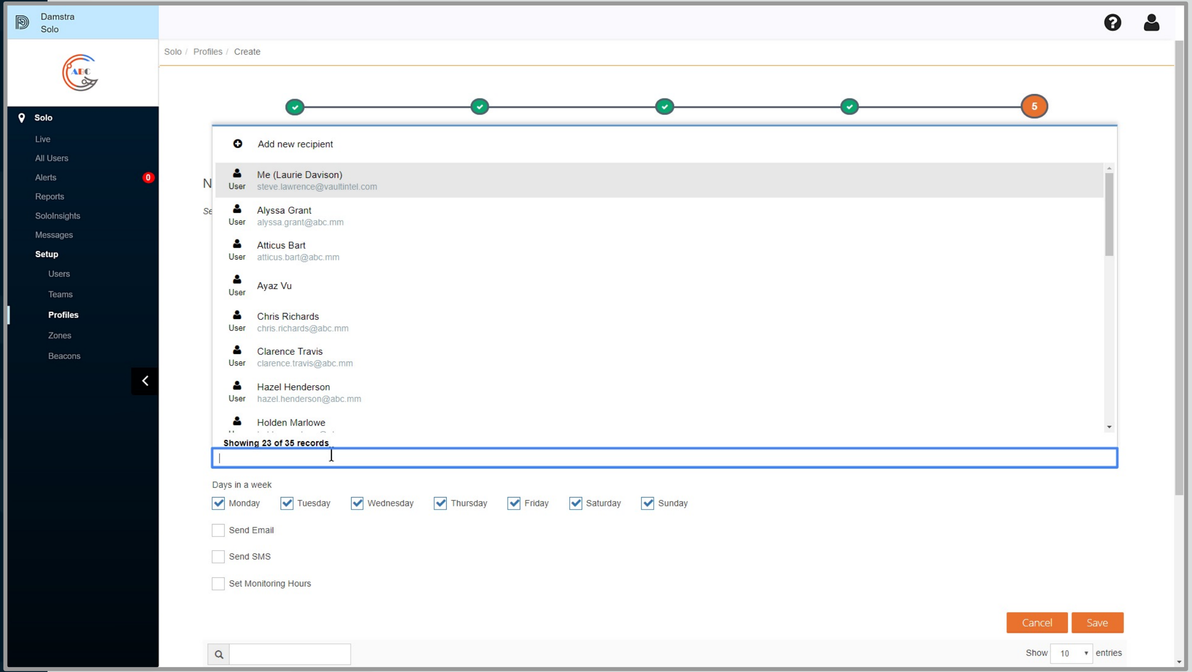
Section 5 - ‘Notifications’ cont.

The *Recipients* field allows you to stipulate who will receive the notification.

From the field, **search** and **select** the required People or Team to receive the notification.

To add somebody who doesn’t currently exist in your Solo system as a recipient, **click** *add new recipient* and supply that person’s name, email address and/or mobile number.

Repeat for as many People or Teams as are necessary.



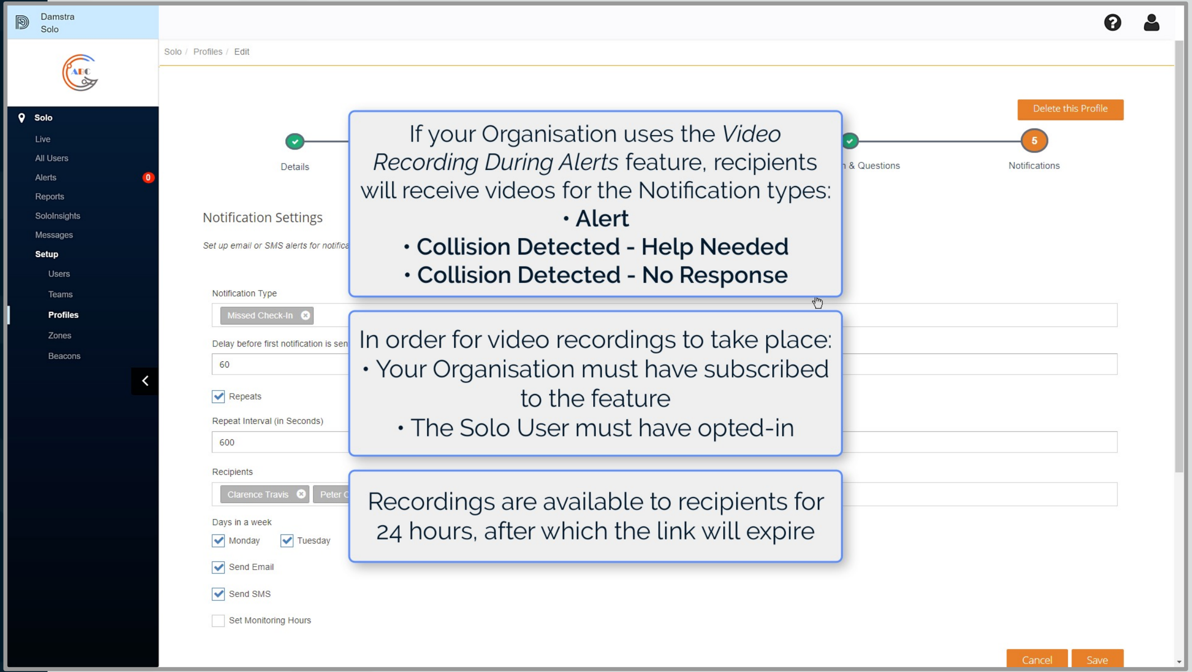
Add Profiles

Section 5 - ‘Notifications’ cont.

If your Organisation uses the *Video Recording during Alerts* feature, recipients for the notification types ‘Alert’, ‘Collision Detection - Help Needed’ and ‘Collision Detection - No Response’ will receive links allowing them to view these videos.

Note that your Organisation must have subscribed to this feature and the Solo User must have opted-in and enabled the feature on their device in order for a recording to take place.

These recordings are available to the notification recipients for 24 hours, after which the link will expire.



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Add Profiles

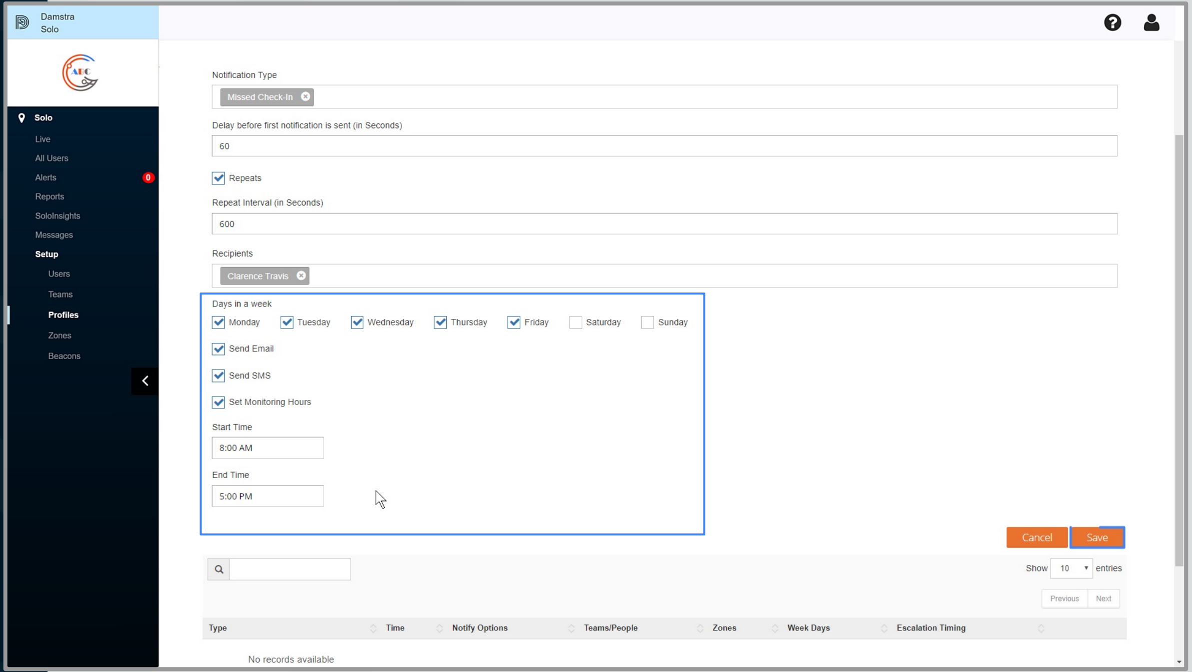
Section 5 - ‘Notifications’ cont.

Additional fields may appear depending on the trigger selected. For example, selecting Zone or Beacon will expose fields relevant to those triggers.

Select the method or methods by which those chosen will receive the notification.

Finally, **specify** if there is a specific time period during which those chosen will receive the notification.

If there is, **click** *Set Monitoring Hours* and select the appropriate time period.



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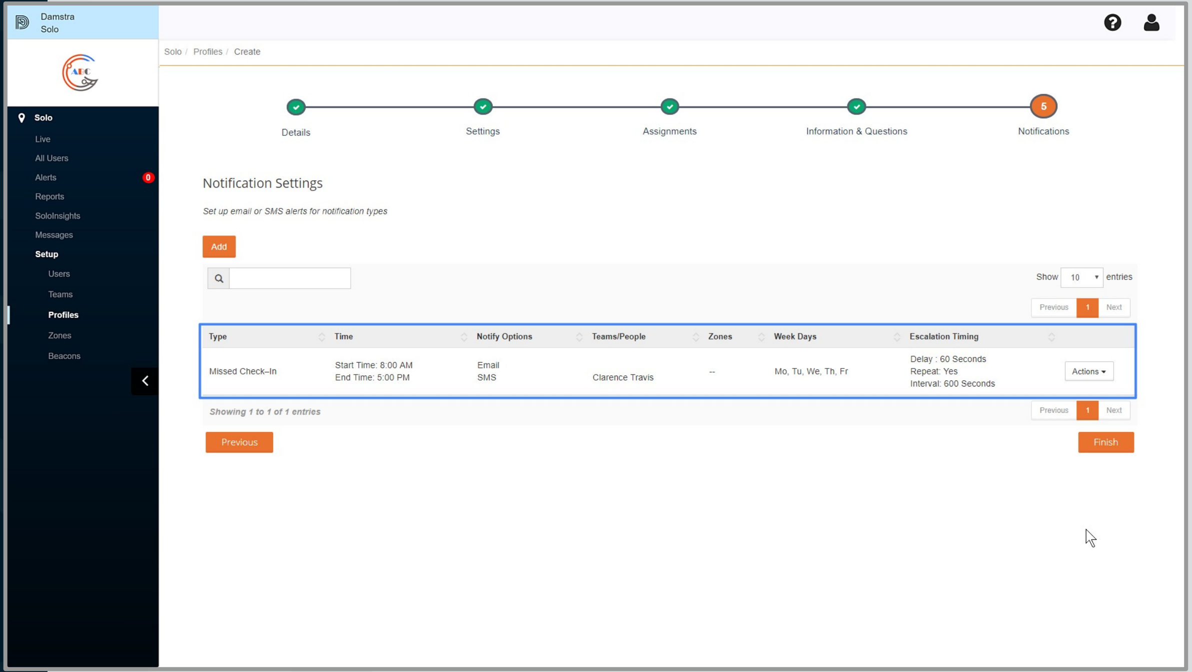
Add Profiles
Section 5 - 'Notifications' cont.

Once completed, **click** *save* and the notification will save to the notifications table below.

Repeat this process until all desired notifications have been loaded.



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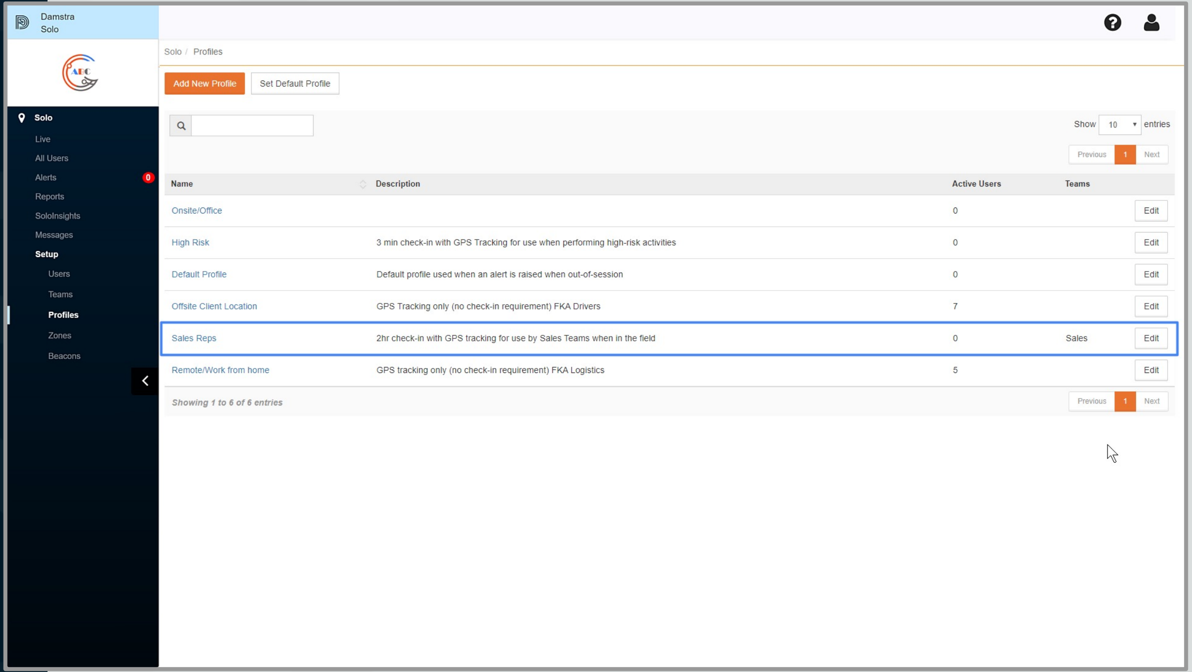
Profile Saved

Notifications is the last section to be entered for a profile.

Once all notifications have been added, simply **click** *Finish* and the profiles register will redisplay.

The new profile is now active and available for use by those specified in its assignments section.



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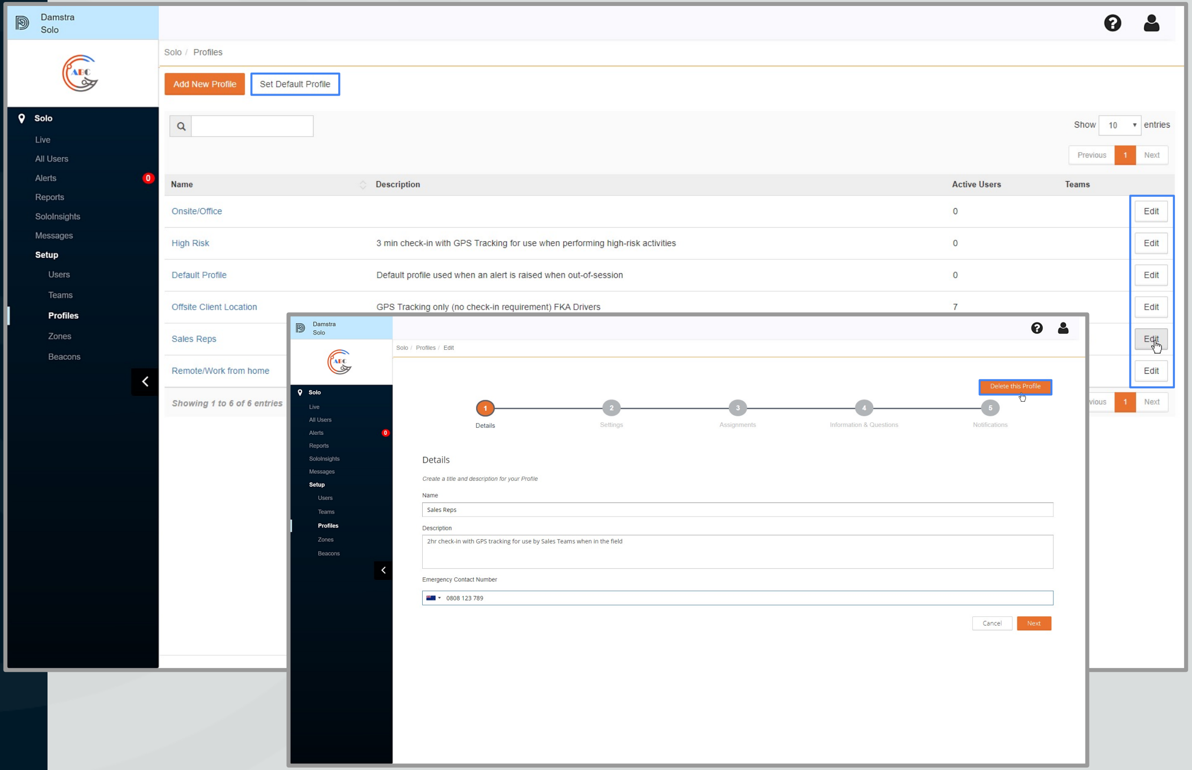
Add Profiles

Edit, Delete and Set Default

To edit an existing Profile, **click** the corresponding *Edit* button and work your way through the profile configuration, making any changes as you go.

To delete an existing profile, **click** the *delete this profile* button while in *edit* mode.

To designate which profile should be used by default when a User not currently in a Solo session manually raises an Alert, **click** the *Set Default Profile* button, and **select** the profile from the list.



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