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Monitoring Users
In Realtime

Solo
Platform

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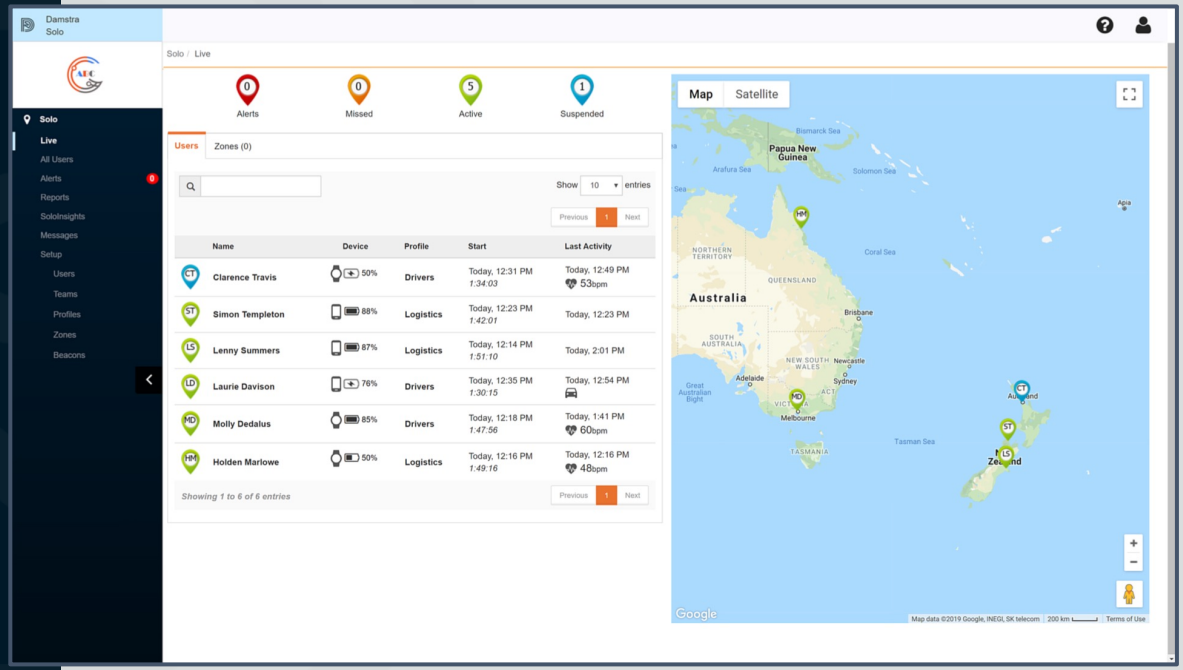
Monitoring Users in Realtime

Introduction

The 'Live' section of Solo Platform provides a live feed of the current location and status of all currently active Solo Mobile and Wearable app Users within your organisation.

This guide explains the elements of this section, along with how to understand and manage what's being shown.



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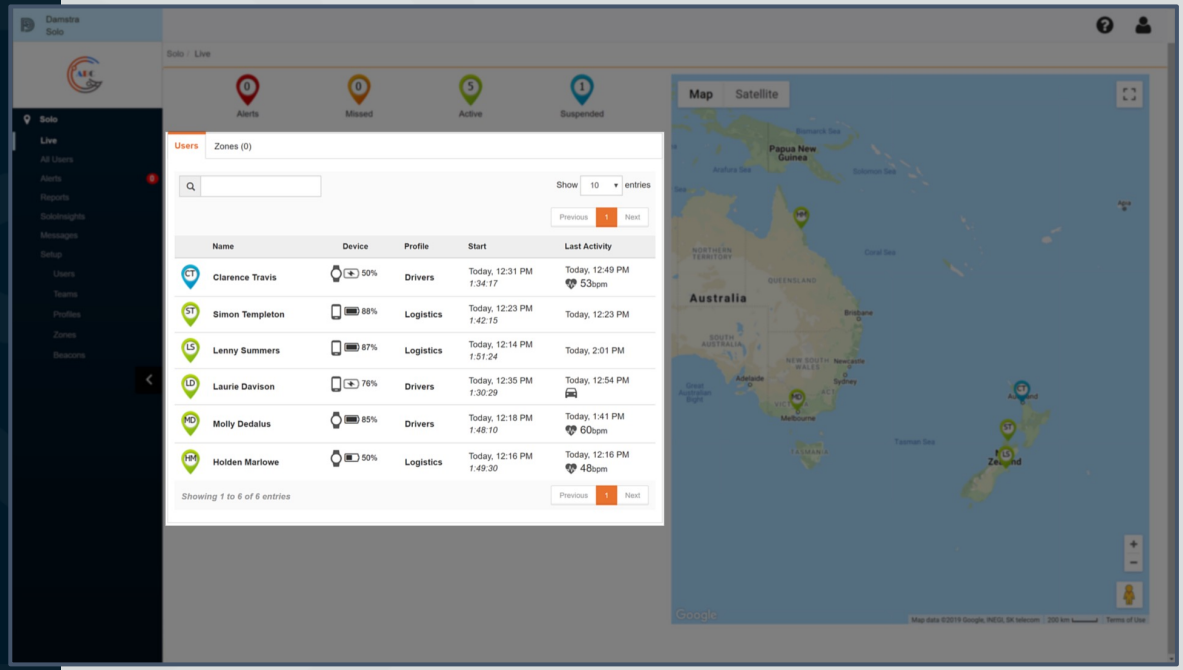
Users Table

Crucial to Solo's main purpose, and central to the *Live* section is the *Users Table*.

By default, this table shows all Solo Users currently in an active session - that is, where a User has opened the Solo app and begun a *Session*.

Control the number of Users displayed on one page, browse pages, and search for specific Users using the on-screen controls.



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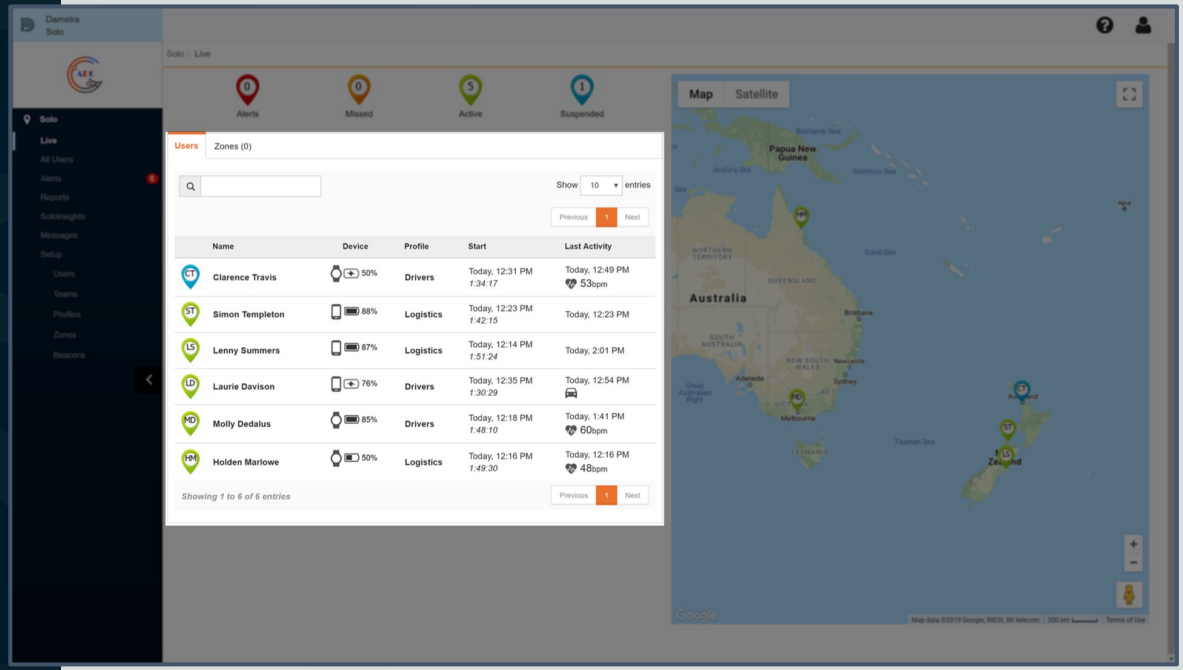
User Details

Within the Users table itself, we are able to determine:

- the type of device being used, whether it is being charged and its battery level,
- the profile that the User selected,
- the date and time that the session was started,
- the date and time that the last activity, such as a check-in or alert, occurred.

Additionally, the User's heart rate may be displayed here if using a wearable device.



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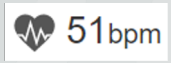
Users Table Icons

Column	Icon	Meaning
Device		User connected to Solo with a Mobile (Smartphone) device
Device		User connected to Solo with a Wearable (Smart watch) device
Device		Connection lost to User's device
Last Activity		User's current Heartrate as reported by Wearable device
Last Activity		Fall detected (supported by Wearable devices only)
Last Activity		Moving vehicle detected (requires SoloDrive profile and mobile)
Last Activity		Collision detected (requires SoloDrive profile with mobile)

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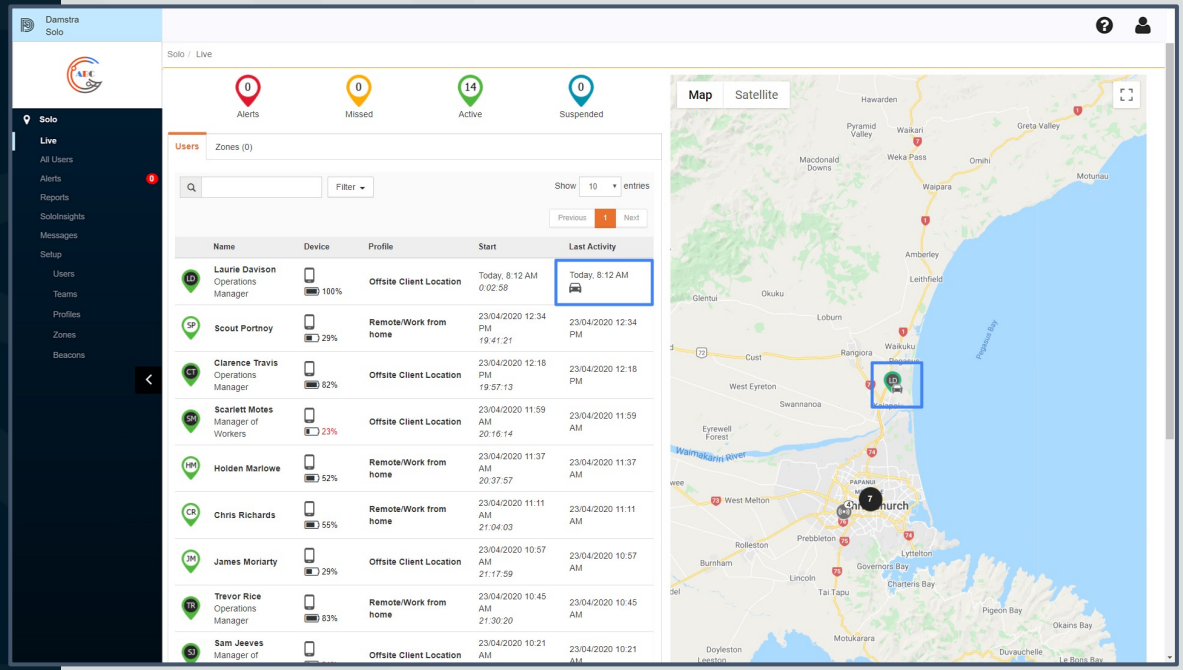
User Details cont.

If the User is currently in a session and using a SoloDrive-enabled profile, a vehicle icon will be displayed both in the Users table and on the live map when Solo has detected that the User is in a moving vehicle, though **note** that the User's exact route and driving behaviours are not shown in realtime (this information will be available once the drive has ended.)

Note that timestamps will always be displayed according to the Platform User's timezone. For example a Platform User in one country monitoring Solo Users in another would see events timestamped according to the Platform User's local timezone.



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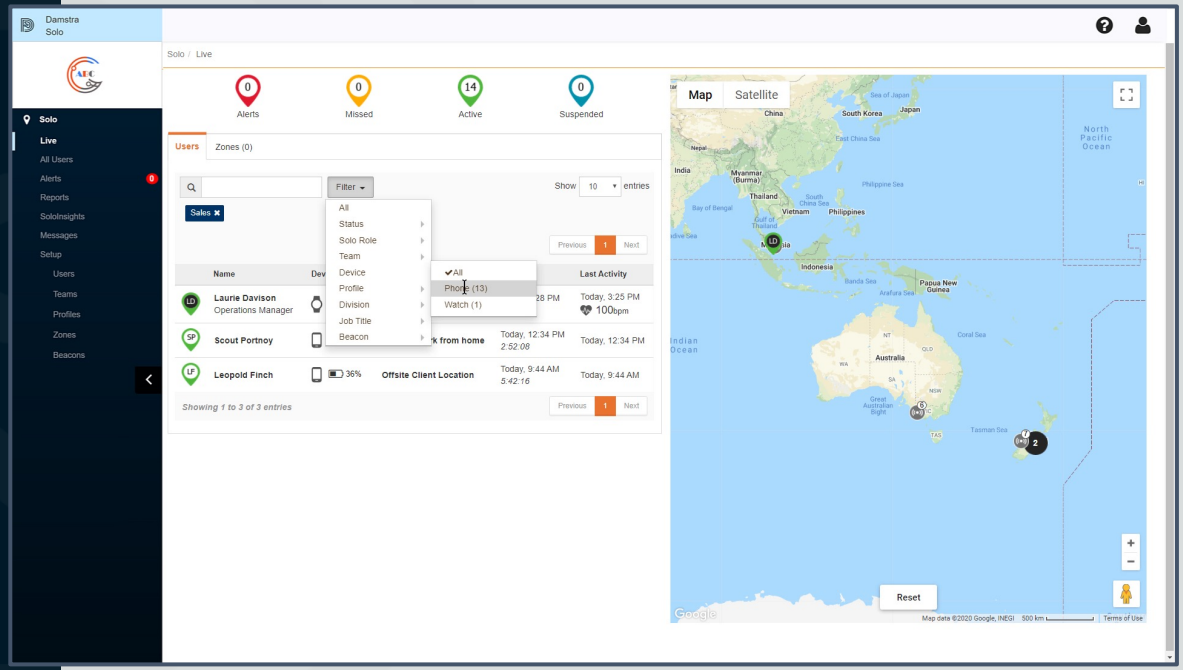
Filtering Users

The Users table can be filtered to show only people that match particular attributes. For example, to see only Users within a particular Team, **click** the *Filter* button, **select** *Team* and then select the required team from the list.

Additional filters can be selected to further narrow the search. Once applied, only users that match all selected criteria will be displayed.

To remove any of these criteria, **click** the cross on the corresponding item at the top of the table.



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Map View and Clusters

To the right of the Users table is a map that pinpoints the location of all Users currently shown in the table. The more widespread the Users are, the further the map will be zoomed-out, however this can be controlled with standard Google Maps controls.

If two or more Users are located within close proximity at the current zoom level, Solo will group these Users together into a *cluster*. The cluster indicates the number of Users at the location, a list of whose names can be viewed by hovering over it. Click on the cluster, or zoom into the map to see the exact location of the inidividual Users.

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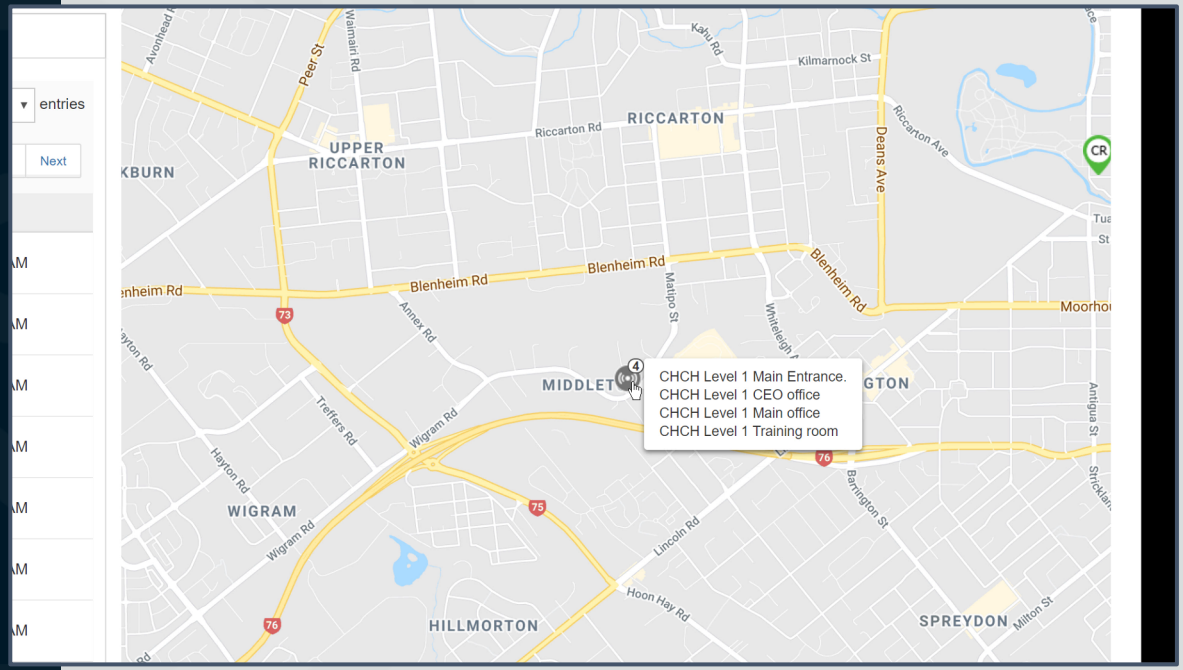
Map View and Beacons

If your Organisation has deployed Beacons, these are displayed on the map at their physical locations, represented by the icon shown here.

As with People, clustering is used where two or more Beacons are located within close proximity at the current zoom level.



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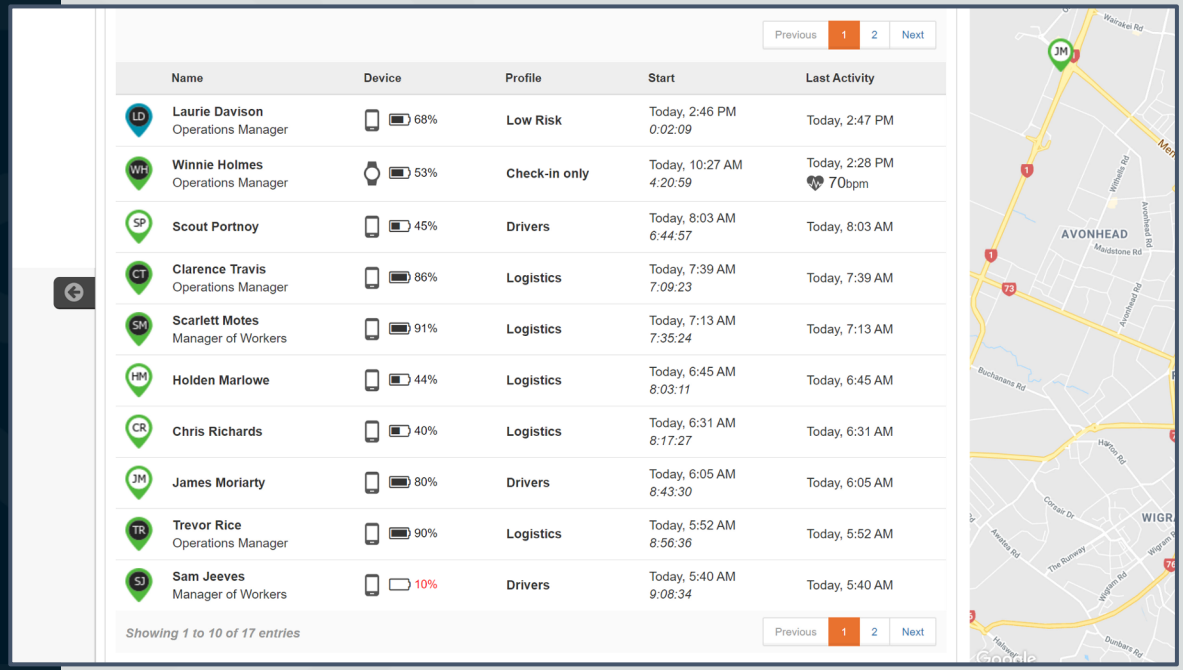
Monitoring User Status

In an ideal scenario where all Solo Users are safe and well, the *Live* section will be populated with *Active* users (designated by green icons), and *Suspended* or 'paused' users (designated by blue icons).



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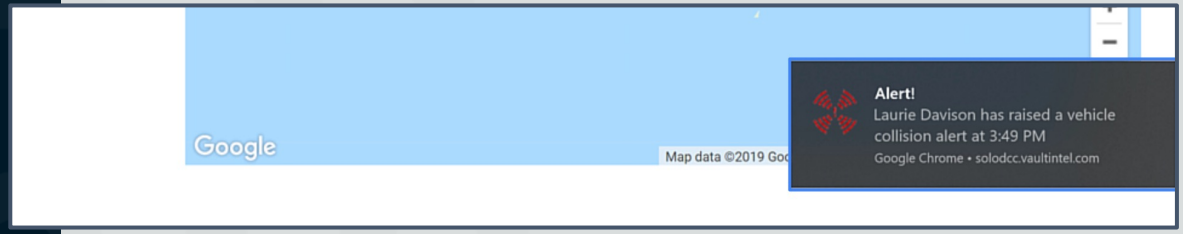
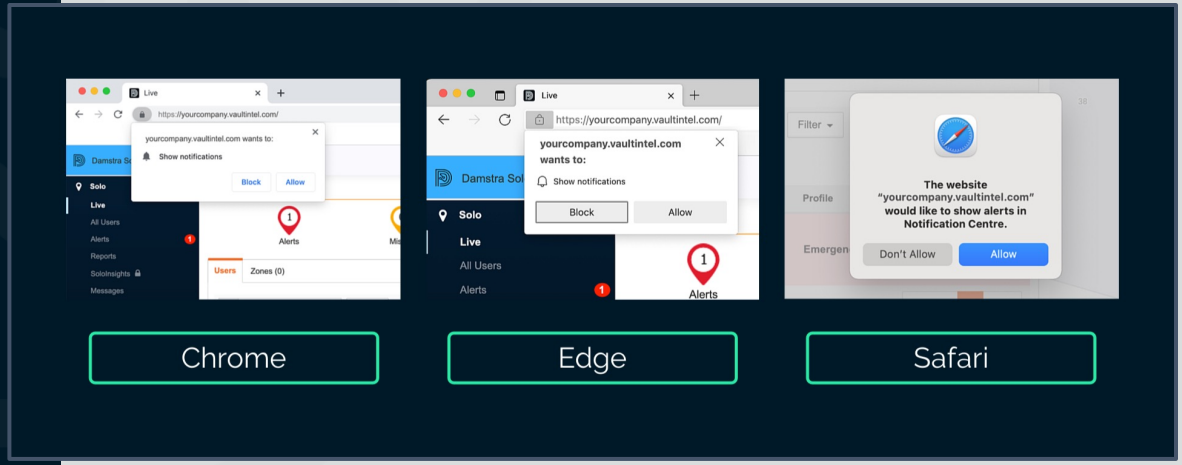
Users in Alert Status

When monitoring Users, priority attention should be given to any person in an *Alert* state as these users are likely in danger.

When a user enters this state, you will receive a notification via your browser provided you have Solo Platform open in at least one tab of your browser, noting that the appearance of these notifications may vary depending on the browser or computer you are using.

You'll need to allow notifications from Solo the first time that this happens. The way this is managed varies depending on the browser you are using, some common browsers are shown here and in each case you should choose to allow these notifications.





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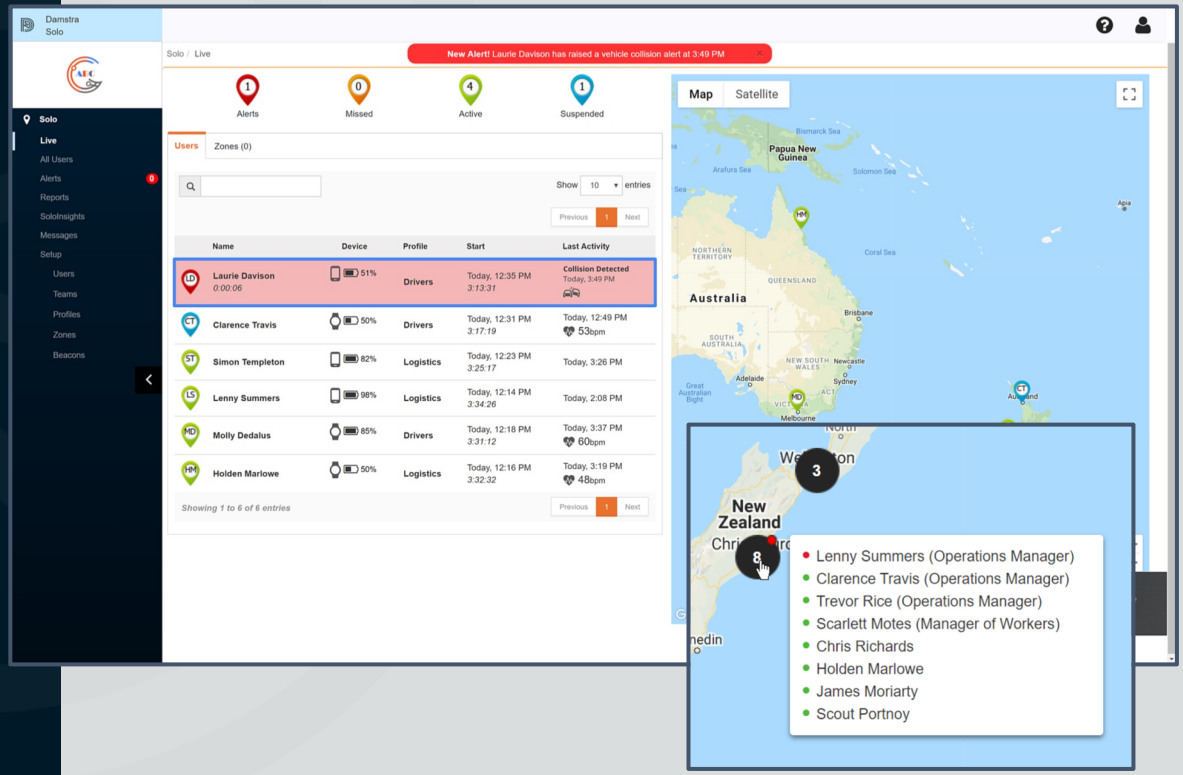
Users in Alert Status (cont)

Additionally, Users in an Alert state will be highlighted in red and moved to the top of the table.

Where Users in an alert state are part of a cluster, a red dot will appear on the cluster. Hovering over the cluster reveals who is in this state, clicking on the cluster will zoom to the location of the users represented by it.



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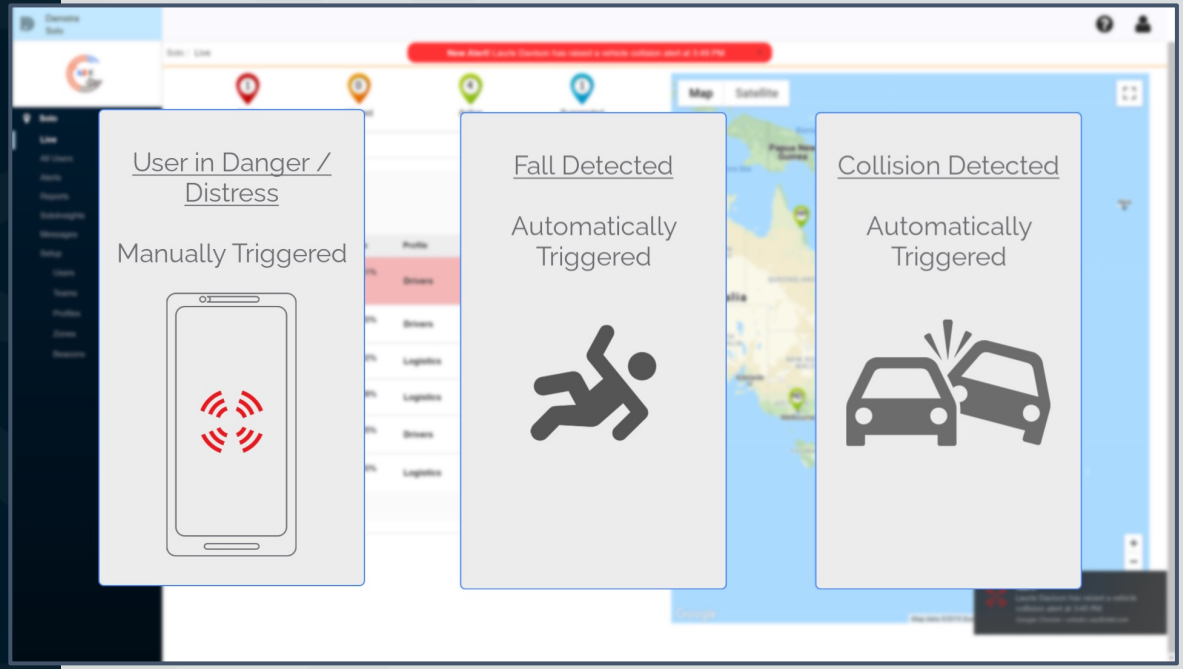
Alert Status Triggers

An alert state can be triggered by a number of scenarios:

- the user is in distress and has manually triggered an alert via their device, noting that this is available to all users provided your Organisation has not disabled this feature
- Solo has detected a fall or a vehicle collision, and the user has either confirmed that they need help or has failed to respond via the app, meaning they could be injured or unresponsive.



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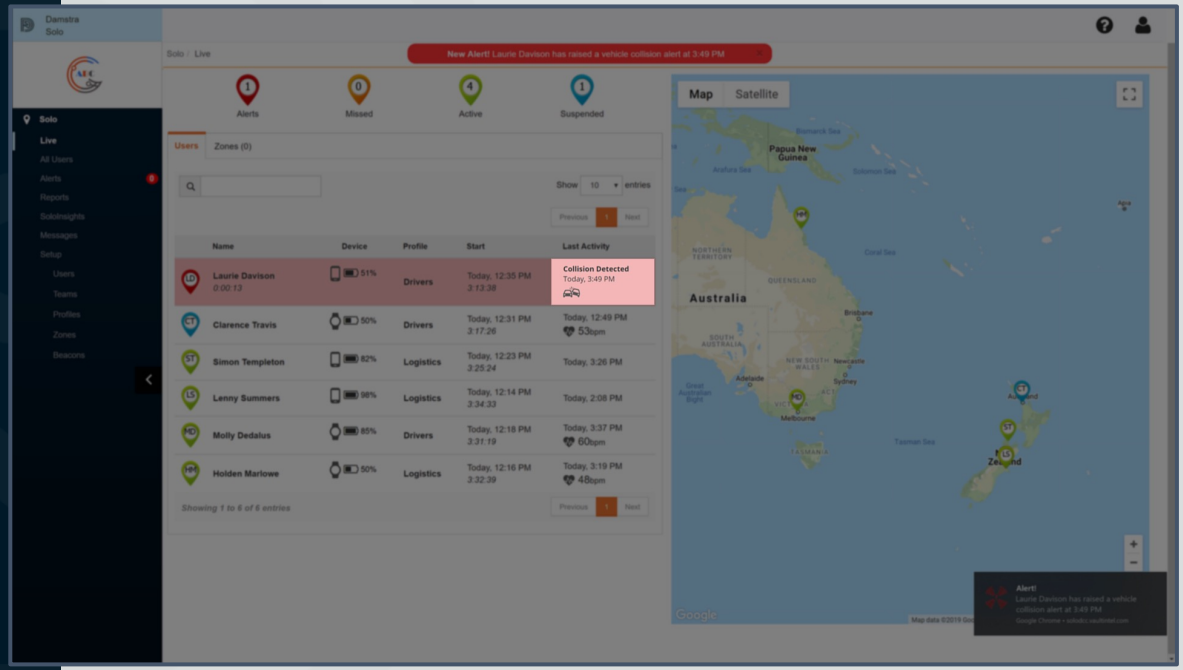
Alert Type

If the alert was automatically detected, the nature of the incident will be indicated in the *Last Activity* column of the Users table.

To see more detail about the user and their current session, click the user in the table.



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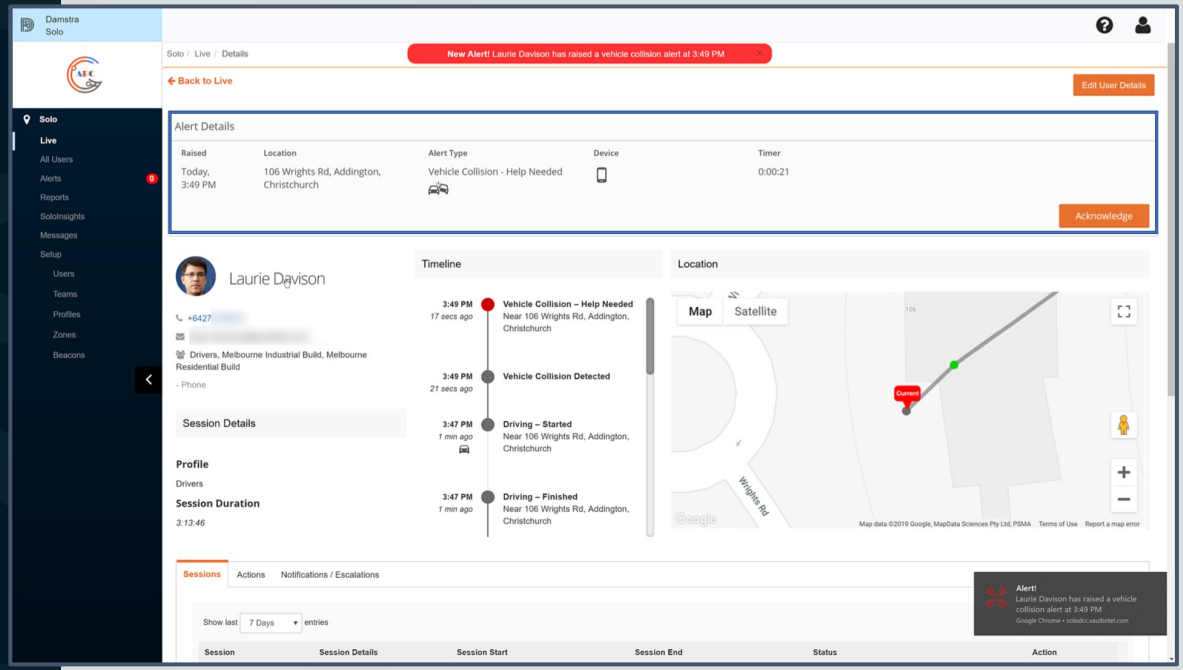
Alert Details

Towards the top of the screen, key information about the current alert state is displayed in the *Alert Details* section including:

- the time that the alert state was triggered,
- the user's current location,
- the alert type,
- the device type being used,
- the amount of time that has elapsed since the alert state began. If the user is using a wearable device, the user's heart rate at the time of the alert may be shown.



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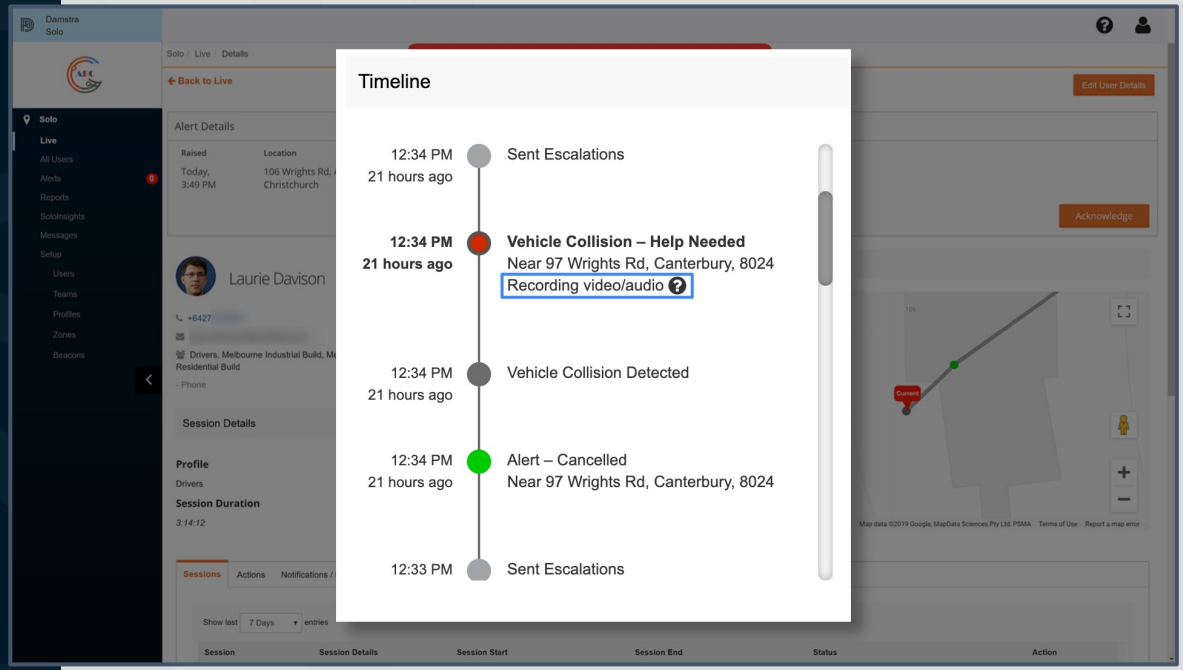
Timeline and Location Details

Additionally, if your Organisation uses the *Video Recording During Alerts* feature, and the User has opted-in to using it on their device, video recording may occur for manually-raised alerts and vehicle collisions.

If this is the case, the presence of a video will be indicated along with the corresponding alert event on the Timeline.

Note that the video is not viewable via Solo Platform. Instead, a link to the video is sent to the alert contact for this profile.



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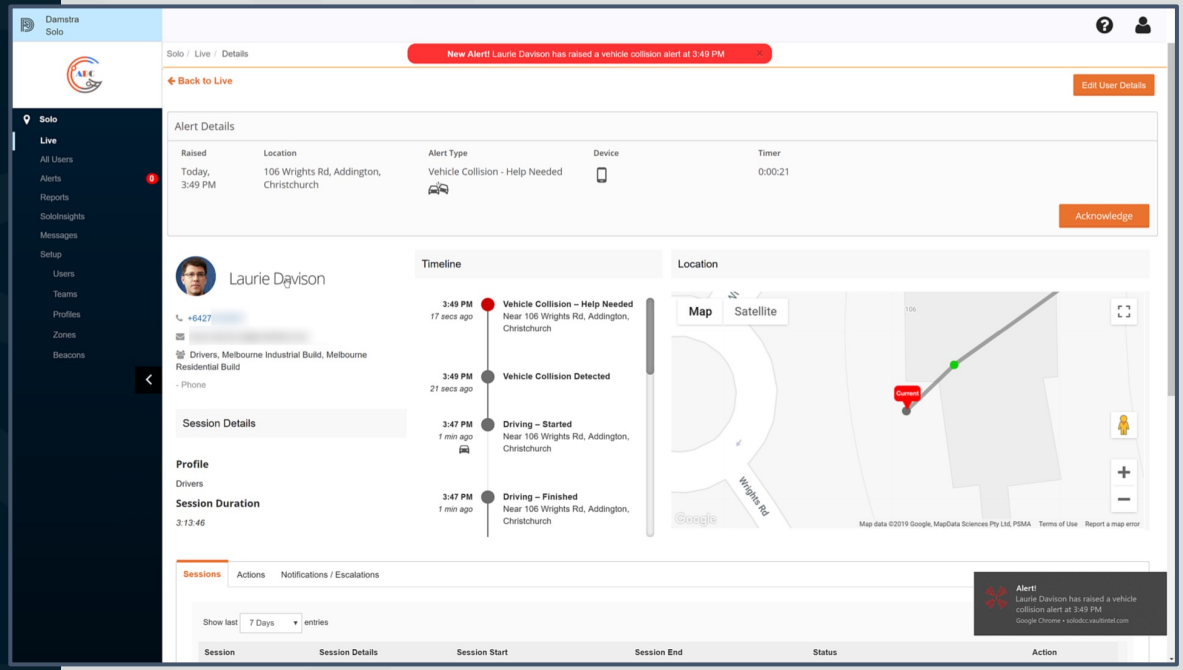
Monitoring Users in Realtime
Timeline and Location Details

Follow your organisation's procedures for dealing with the situation at hand. You may wish to send an acknowledgement, which will let the user know that you are attending to the alert. Additionally, you may wish to contact the user by clicking or dialling the number presented on-screen.

Once the situation has been dealt with and is resolved, the user will end the alert via their device, and the user will return to an Active state.



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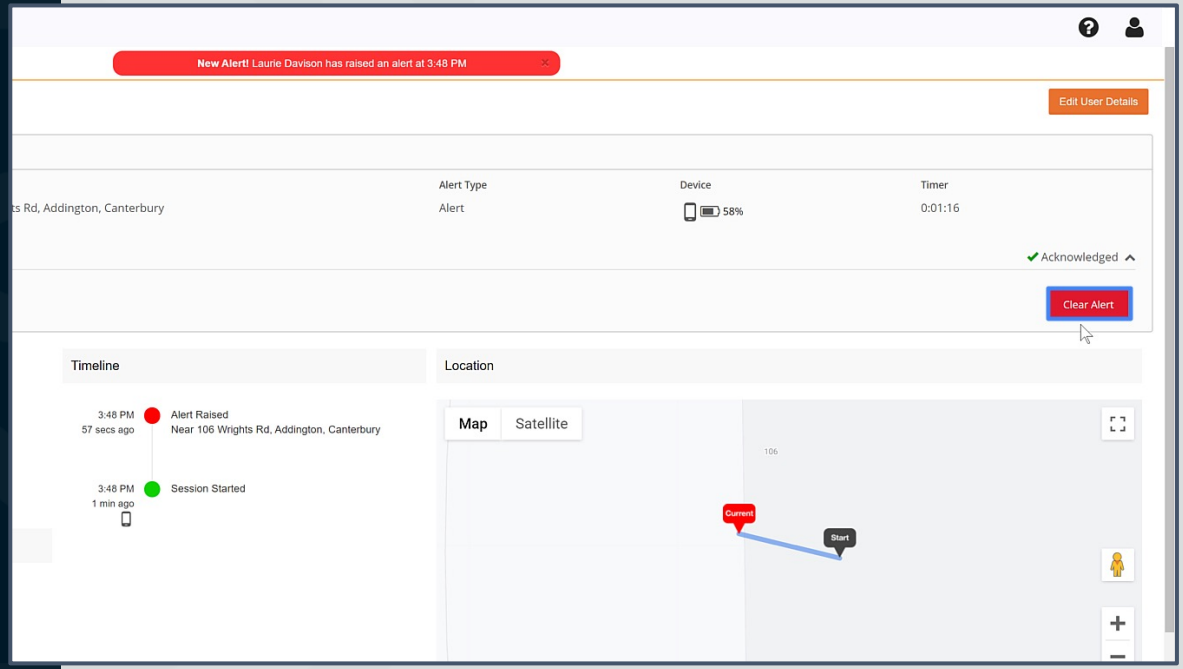
Clearing an Alert

Alternatively, the alert can be cleared on the User's behalf by the **clicking** the *Clear Alert* button.

As per the confirmation message, the User will be notified of the action via a notification.

Once sent, the alert status will briefly change to *'Alert Cleared - Pending'* while Solo attempts to communicate with the User's device.

Note: If the device is unreachable, this 'Pending' state will remain in place, and the User's device will continue to indicate the 'alert' state, until communication is restored.



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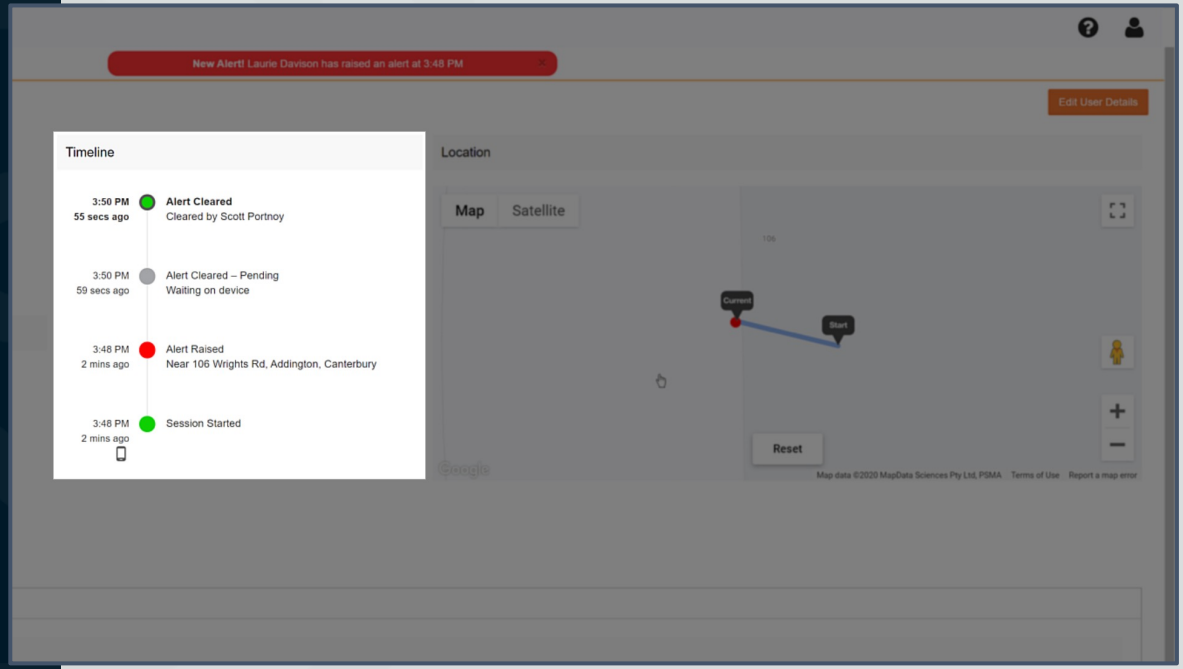
Clearing an Alert cont.

The Session Timeline will reflect the attempt to clear the alert and the successfully clearance, along with the name of the Platform operator that requested it.



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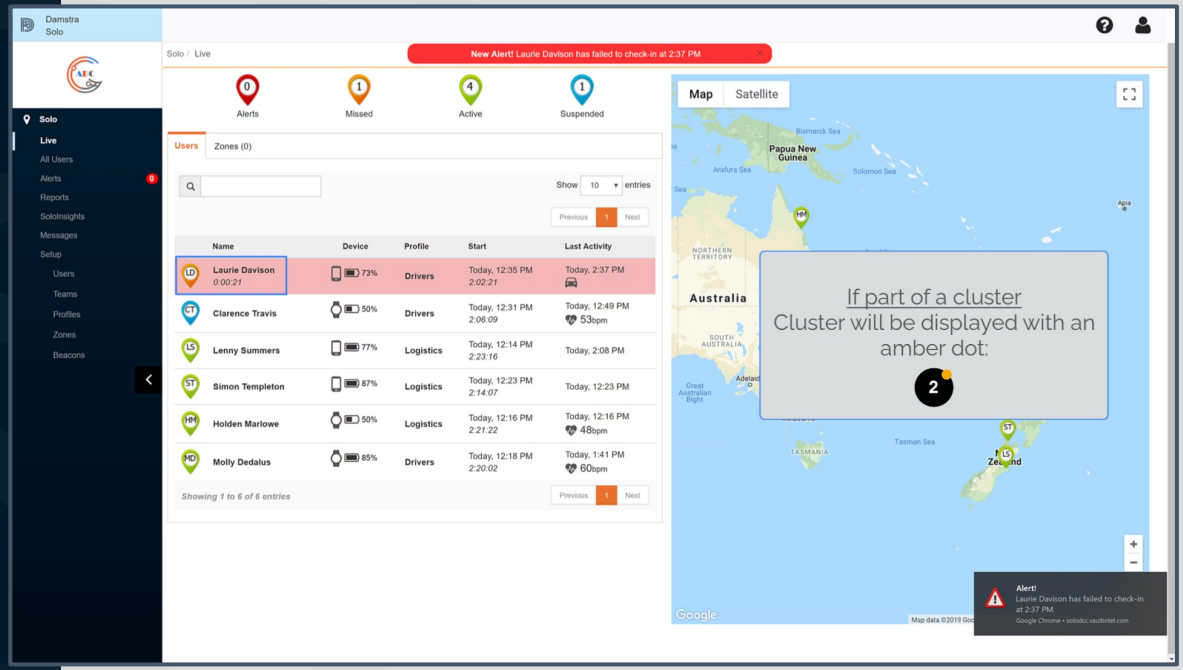
Users in Missed Status

The next priority should be given to users in the *Missed* state.

This is triggered when the user fails to check-in by the scheduled time, which could indicate that the user is in duress. **Note** that this type of alert will only be seen if your Organisation has configured one or more profiles to require regular check-ins.

Again, **click** the user for further detail and follow your organisation's procedures for dealing with the situation at hand.



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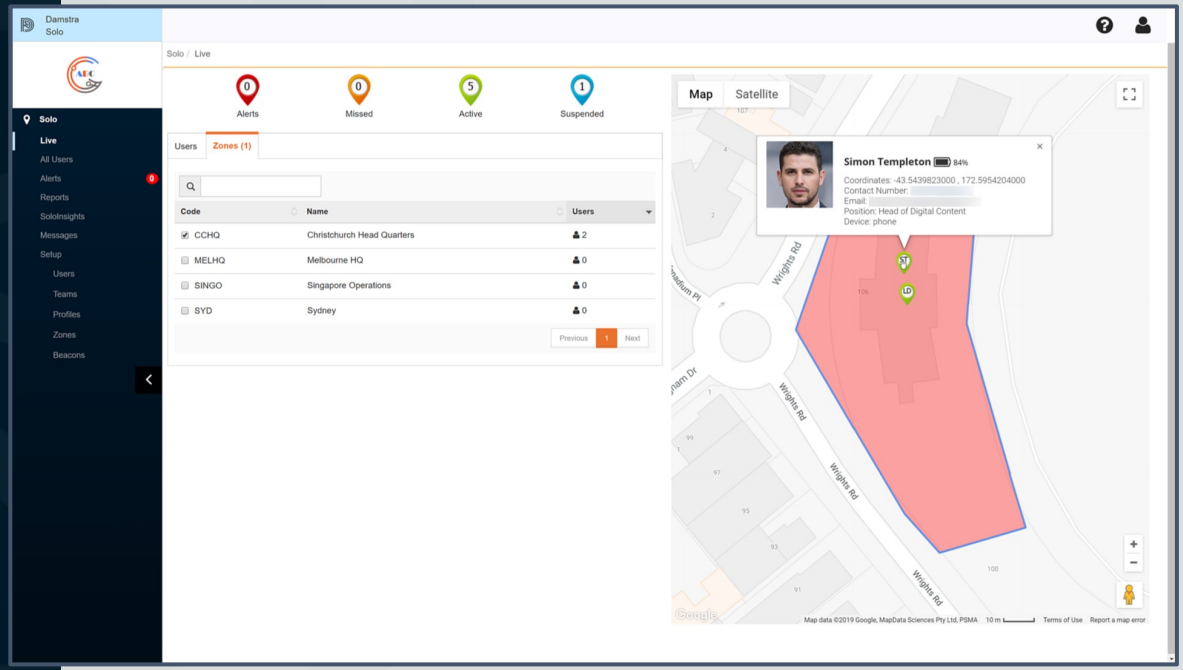
Zones

Finally, in the *Live* Screen, your Organisation may have defined one or more Geographic zones which require special attention. For example, you may have known hazardous worksites or areas with access restrictions.

These zones can be accessed via the *Zones* tab.

Tick a zone check-box to display the zone on the map view. In the *Users* column, the number of Solo users currently in the zone are displayed. **Click** the user icons on the map to show further detail.



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