

# **Administrator Guide**

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# **Profile**

The profile tab of the Admin Portal allows you to update your company details, package details, or maintain your company administrators.

- Emails addresses used are unique and can only be used once. E.g. an email address used for a company administrator cannot be reused to create further profiles/users.
- We have provided you with a login using a risklogicau+@gmail address. We recommend you keep this email as it is to prevent the email address in use error. Save your real email address for where it counts - in the site details.

### Company Details

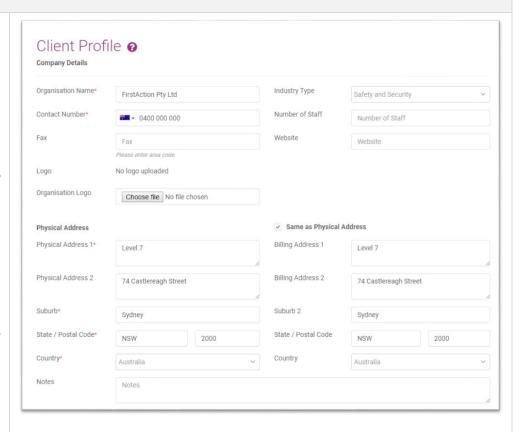
Update your company details such as company name, physical and billing addresses, primary contact.

Note: website requires http or https to be put in front of the www to be able to save.

### **Password Security**

The software offers the ability to set up complex or standard password security for your users.

- Complex password requires the following criteria:
  - Lowercase alphabetic letters
  - Uppercase alphabetic letters
  - Numeric characters
  - Special characters
  - 10 characters long
- If complex is selected, all users will need to adhere to these criteria when selecting passwords.

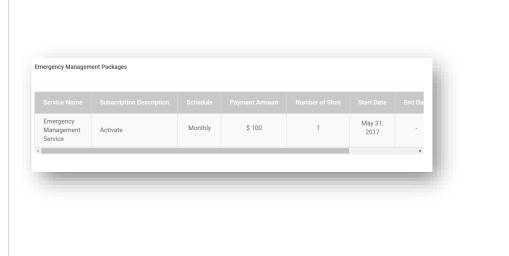




### Services

Company administrators can view their package details at any time.

- 3 Select 'Services' from the side menu.
- View package details under **Emergency Management** Package header
- If any changes need to be made, your package payment amount may also change. Please contact your CRM to confirm that the change requested is the one you need.



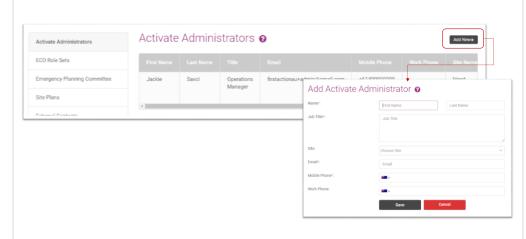


# **Activate Administrators**

Activate Administrators are different from the Company Administrators in that they can only access the Activate tab and make changes to the Activate admin portal.

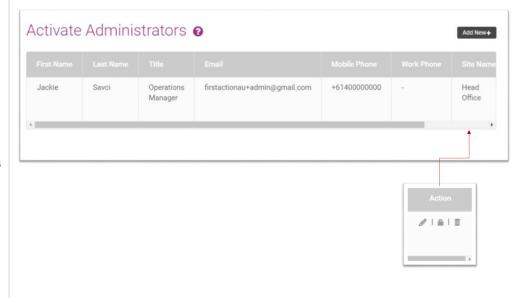
### Add Activate Administrator

- Select the company profile
- Select the Add New + icon to create a new Administrator for Activate.
- Enter in the mandatory fields and click on save.



### View Administrators

- When clicking on 'Activate Administrators' on the side menu, you will be taken to a table with all Administrators listed.
- Edit an administrator using the under 'Action'.
- Remove an administrator using the under 'Action'.
- Reset password for admins using the . This will send an email to the administrator to reset their password.





# Home

### Dashboard

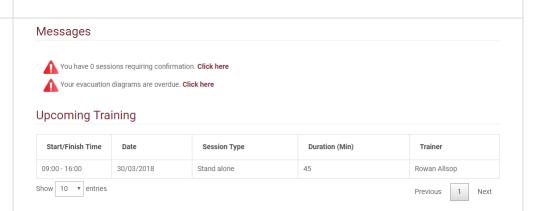
The home page comprises of the company dashboard. The dashboard displays shortcuts to different features of Activate. The dashboard also displays a site compliance meter which provides a graphical representation of the company's compliance.

On this page you can also select the site you wish to view, if you have multiple sites to manage within your Activate portal (refer to drop down menu for sites at the top of dashboard).

# Brisbane: Brisbane road, Brisbane -Welcome RiskLogic Admin to Activate. What would you like to do? Site Compliance Site Information Warden Team Details Compliance Target Emergency Response Your evacuation diagrams are Reports Procedures

### Displaying messages and upcoming training

The Home page would also have messages and upcoming training that has been scheduled for the company.



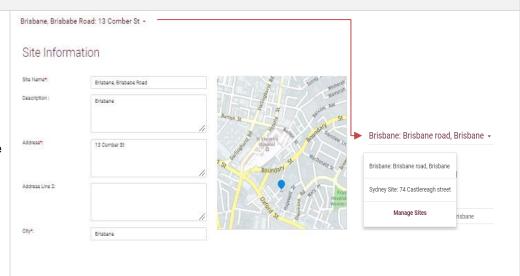


# Site Details

### Site Information

Provides details of a site. From here the user would be able to amend the details of the site.

- User can choose the site from the drop-down box.
- All information entered on the initial site set up, will be visible in the respective fields. There are a few more mandatory fields on this page.
- Scroll down to view all the mandatory fields.
- Click on Update at the bottom to save changes.



Brisbane: Brisbane road, Brisbane +

### **Building systems**

- Allows users to add details about the site. These details pertain to any safety features or security features that may have been fitted within the site.
- The form inquires if the building has features such as the number of fire alarms, smoke detectors, presence of closed circuit cameras etc.
- Users can click on Add New+ to add any additional information about the building.
- Users can click on

and save all the data entered onto the form.

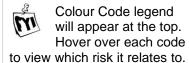
Alternatively, users can click on which would discard all information entered into the fields.

# **Building Systems General Features** Description Property Management Number of Floor Car Parking Lifts: Not Installed Fire Escapes Internal Generator Back Up : Not Installed Access Control System Description Location : Method of Access Control: Keys Passcode Swipe Card

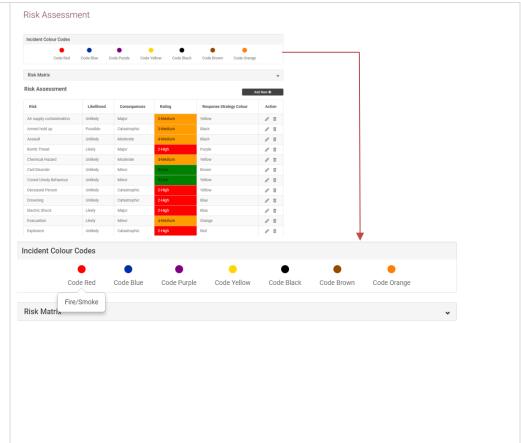


### Risk Assessment

This section allows for risk assessments to be set up for incidents and to measure the risk factor of each incident.



- Select Add New + to create a new risk. Choose the Response Strategy Colour, Consequence and Likelihood for the rating to be applied.
- Edit or delete the risk by selecting the icon under 'Action'.
- If you wish to see the values assigned to the likelihood and consequence, then simply click on the drop-down arrow next to risk matrix to display these quantitative values.





### Zones and Work Areas

A "Zone" contains multiple "Work Areas" and is managed by an Area Warden. A zone can have a customised name and can be arranged according to your company's needs.

A "Work Area" is located within a zone and may contain multiple wardens. A zone can also have a customised name and can be arranged according to your company's needs.

Two examples of how Zones and Work Areas are used:

- 1. A "zone" is the building and the "work areas" are the levels within the building.
- 2. Within a facility, the zone would be the level of the facility and a work area will be the different departments, e.g. Lighting, bedding.

Users can create work areas and zones by selecting zones and work areas from the left menu.

- Click on Add New+ to add new work areas.
- Click on Edit Zones to access zones.
- From here users can click on Add New + to add new zones.
- Click on for to edit a zone or work area and to delete a zone or work area.

Brisbane: Brisbane road, Brisbane +

### Zones And Work Areas



▶Brisbane: Brisbane road, Brisbane →

Edit Work Area		Add New +
Zone	Description	Action
Zone 1	Assembly area zone	<b>/</b> II
Zone 2	Development sector	



### **Emergency Control Point**

This section allows the administrator to create an emergency control point.

- Select Add New + to create a new control point. All fields are mandatory.
- Once the control point has been created, it will be added to the table on the Emergency Control Point landing page. You can edit or remove a control point from this screen using the icons under 'Action'.

Brisbane: Brisbane road, Brisbane 
Emergency Control Point

Emei	rgency Control Point	Description	Action	1
Brish	ane street, Brisbane	Room 34, Level 1, Main building, Brisbane	0 1	

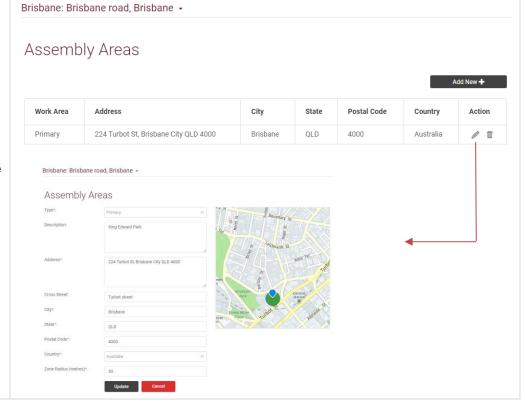
Add New +

### **Assembly Areas**

This section allows the administrator to add in assembly areas for the site in the event of an emergency evacuation.

- Select the Add New + icon to create a new area.
- Enter in the address for the map to begin searching for the location.
- Select the zone radius of where the assembly area is located.

Note: all fields marked with a \* are mandatory.





# **Teams and Contacts**

### Emergency planning committee

The Emergency Planning Committee have a responsibility to ensure an organisation is appropriately prepared to manage an emergency in their facility.

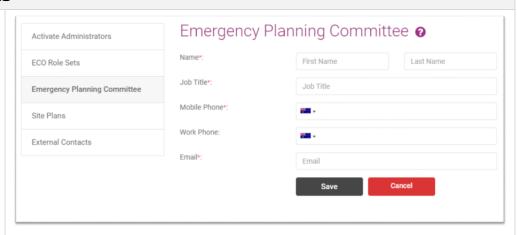
### Add New Member

- Select the 'Emergency Planning Committee' button on the side menu.
- Click Add New + to create a new EPC member and save.



This member will be placed in a table of Committee members

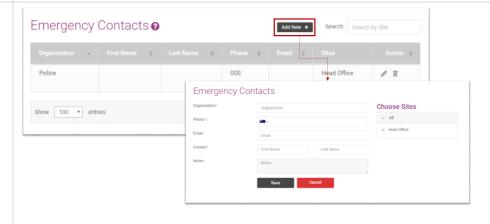
which can be viewed when clicking into the Emergency Planning Comittee section on the side menu as well as appear on the ERP PDF.



### **Emergency Contacts**

Emergency Contacts can be added to the admin portal, so they appear on the ERP PDF.

- Select the Add New+ button to create a new emergency contact.
- Choose the Site using the checkboxes to the right for the Sites the contact should be connected to.
- Edit using under the 'Action' column.
- Use to remove contact. Note: all fields with a \* are mandatory.

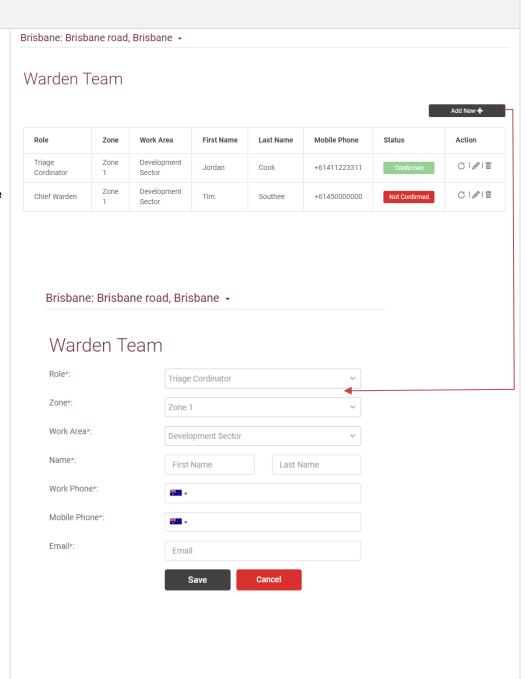




### **ECO Role Sets**

ECO stands for Emergency Control Organisation. These roles are known as the 'Warden Team' in the Activate app.

- Click on the 'ECO Role Sets' option in the side menu
- Select the check box next to the roles you wish to see in the app and on the ERP PDF
- Ability to rename roles by typing in the 'New Name' field next to the corresponding role. This will save in the app and ERP PDF
- Add in a description of the role, if required.
- Please note that the "New Name" does not refer to the name of the person performing the role, rather the name of the role itself. For example, your organisation may refer to the Chief Warden as an Emergency Coordinator. In this instance renaming the Chief Warden role to "Emergency Coordinator" is correct. Renaming the role Jane Smith because she is the Chief Warden means that the Chief Warden role will now be called Jane Smith and not Chief Warden.



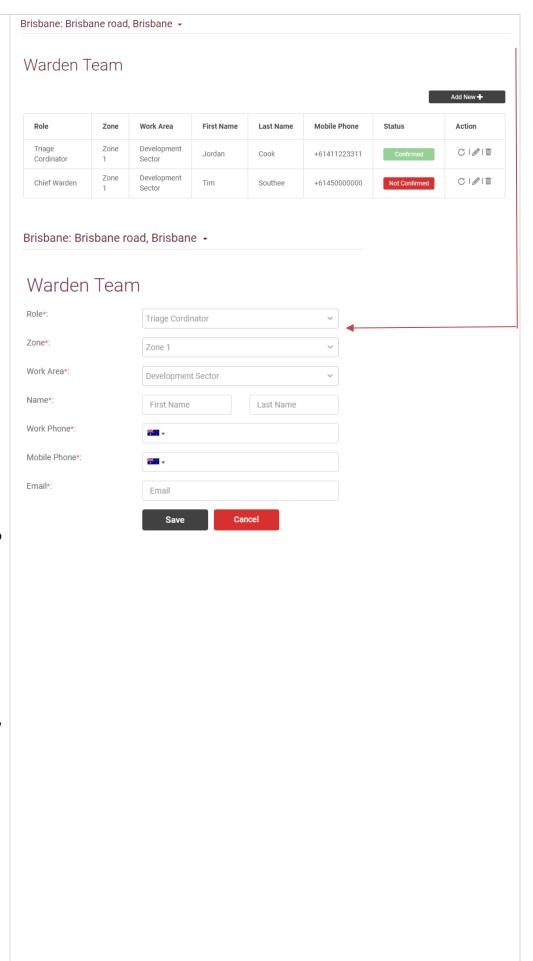


# Warden Team This section allows an Activate administrator to add wardens, chief wardens, communications officers etc. for work areas. It will also display who has confirmed, not confirmed etc. Add New + to create a new team member. You

- Select to create a new team member. You can select which role the user is to perform as well as which work area they are responsible for. All fields with a \* are mandatory.
- Once created, the team member will appear in the 'Warden Team' table. An email has been sent to the email address entered for the user.
- User must either 'Confirm' or 'Decline' the invitation in order to get their login details. These will be shown as Confirmed or Declined in the table.

If they have declined, they will be prompted to enter in a reason which can be viewed on the 'Warden Team' table when you hover over the 'Declined' status

- If a user has not responded to the invitation, it will show with a Not Confirmed in the table.
- The C icon will send a new email to the team member to either confirm or decline. You can also re-send the activation email to those who have declined.
- Wardens who have confirmed, can reset their password by going to the app and clicking on 'Forgot Password'.
- You will have difficulties entering a warden into the system without having set up the ECO role sets, zones and work areas first.





# Roles & Responsibilities

- Administrator roles are split into Company Administrator, Activate Site Administrator and Activate Full Administrator.
- Warden roles are split into Chief Warden, Deputy Chief Warden, Area Warden, Assembly Area Warden and Warden.
- Other roles are Triage Coordinator and Communications Officer.
- Each role has certain access privileges linked to it.

### **User Roles**

### Company Administrator

- Can access the company's overall account.
- Can access the Activate main admin portal but not the application.
- Can update the company's profile information.
- Can update the company's package information
- Can create additional administrators for all
- Can access the admin portal for CQ Command.

### Activate Site Administrator

- Can only access certain sites.
- Can access Activate for certain sites only.
- Can access the Activate main admin portal but not the mobile application.
- Can add wardens, chief wardens and area wardens for their sites.
- Can create additional administrators for all sites.
- No access to the Admin portal for CQ Command.

### Activate Full Administrator

- Can access all sites.
- Can access the Activate for all sites.
- Can access the Activate main admin portal, but not the mobile application.
- Can add wardens, chief wardens, area wardens for all sites.
- Can create additional administrators for all
- No access to the Admin portal for CQ Command.

### Chief Warden & Deputy Chief Warden

- Can access the mobile application but not the Activate admin portal.
- Can overview all zones and work areas.
- Can initiate an event anywhere.
- Can close an event.
- Can combine events.
- Task list is specific to the Chief Warden role.

### Area Warden

- Can access the mobile application but not the Activate admin portal.
- Can only access their allocated zone and work areas in that zone.
- Can initiate an event in a work area within their zone
- Can't close an event.
- Can't combine events. Task list impacts the status of the zone.

### Warden

- Can access the mobile application but not the Activate admin portal.
- Can only access their allocated work areas.
- Can initiate an event in their work area
- Can't close an event.
- Can't combine events.
- Task list impacts the status of the work area.

### Triage Co-ordinator

- Can access the mobile application but not the Activate admin portal.
- Can only access their allocated work areas.
- Can initiate an event in their specified work area only.
- Can't close an event.
- Can't combine events.
- Task list impacts the status of the work

### Communication Officer

- Can access the mobile application but not the Activate admin portal.
- Can overview all zones and work areas.
- Can initiate an event anywhere.
- Can close an event.
- Can combine events. Task list is specific to the Chief Warden role.

### First Aid Officer

- Can access the mobile application but not the Activate admin portal.
- Can only access their allocated zone and work areas in that zone
- Can initiate an event in a work area within their zone.
- Can't close an event.
- Can't combine events. Task list impacts the status of the zone.

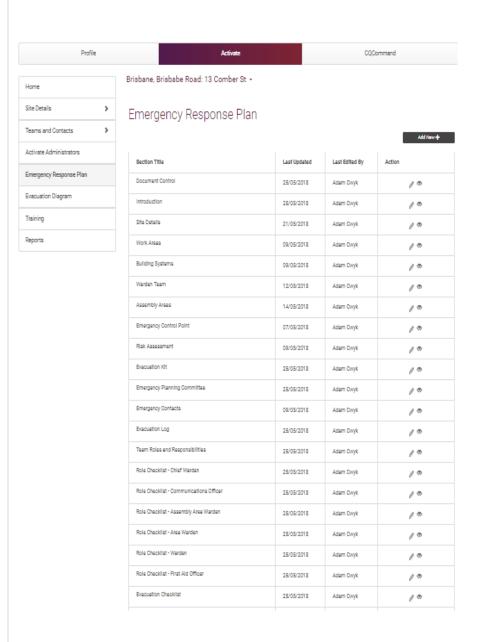


# **Emergency Response Plan**

The Emergency response plan contains all the documents needed during an emergency and a list of steps of what needs to be done in case of a certain type of emergency.

# Add New Document/Emergency Response Plan

- Select the 'Emergency Response Plan' button on the side menu.
- Click Add New + to create a new ERP and save.
- If the top level "Add New" is selected, it will only create the top-level Section Title item.
- If "Add New" is selected under Procedures, it will only create the items under procedures.
- Section Title items created at a top-level or created under Procedure section title level cannot be moved to either level.
- To reorder the items in the Selection Title list, the user can drag the item and drop it in the desired location.
- Please take caution not to remove any section, as the plan may then not be compliant.
- When creating a new ERP document version, this process may take up to or longer than 1 minute to complete. The computer may appear to not be responding, however the PDF document will eventually export.





# **Evacuation Diagrams**

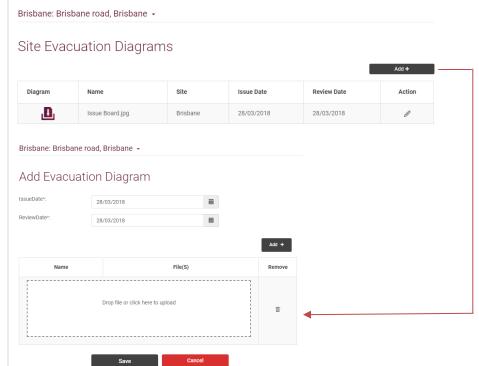
### **Site Evacuation Diagrams**

Allows user to upload site evacuation diagrams.

Users can upload an evacuation diagram by clicking on the

button.

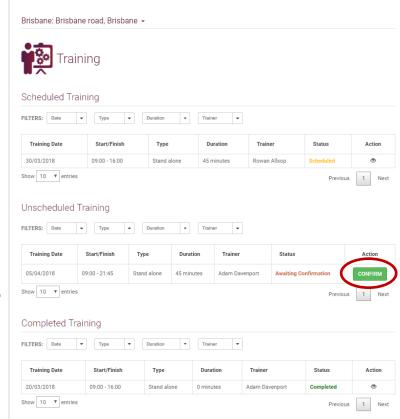
- Users can upload more than one evacuation diagram.
- while uploading evacuation diagrams users can add another slot to upload a second file.
- A user can upload Evacuation Diagrams and specify the associated Review and Expiry dates.
- Evacuation Diagrams can be added individually with an associated Review and Expiry date.
- It is possible for the user to add multiple related Evacuation Diagrams. Note: all files in the group will share the associated Review and Expiry date.
- On the Site Evacuation home page, a list of all Evacuation Diagrams will be displayed. A user will be able to select a file which will be loaded for edit.
- Should the file be part of a group, all other files initially uploaded as part of the group will automatically also be listed on view.





# **Training**

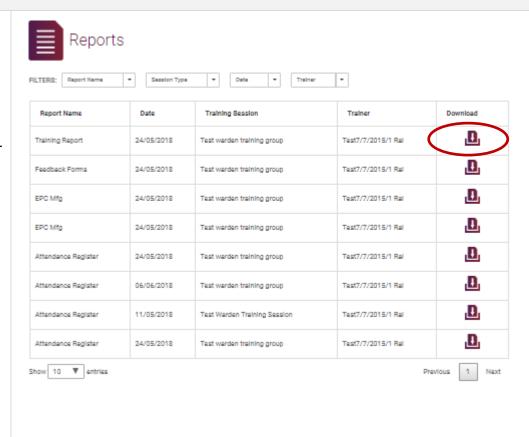
- Allows users to view all scheduled, unscheduled and completed trainings.
- The scheduling of training is a responsibility of FirstAction and will be managed by our team accordingly.
- Scheduled Training will display all 'confirmed' training schedules.
- Reports can be viewed by clicking on the button.
- You can also upload a report by clicking on the button, and then by clicking on the button.
- You will then be required to update the document name, add a comment, and either drop or upload the report.
- Unconfirmed trainings can be confirmed by selecting the CONFIRM button.
- Once confirmed, the status will change to 'scheduled' and move to the scheduled training menu.
- Completed training will display all training that has been completed.
- You can use the filters to select information as required. Filters can be applied to the training date, the type of training, duration of training as well as the trainer by clicking on the drop-down menu.





# Reports

- Activate administrators can access training reports.
- Filters can be used to filter data based on report name, session type, date and trainer by clicking on the dropdown menu.
- The button will allow a user to download and access a training report.
- Downloaded reports can be opened in either excel, word or pdf format.





# **Further Information**

For further information on Activate, visit our Solutions page to access FAQs and our ticketing system where you can ask a question you don't see on the FAQs or report an issue with the app or admin portal.

Click here to access: https://risklogic.freshdesk.com/support/solutions

# For more information

### Contact

RiskLogic Support <a href="mailto:support@activatenow.com.au">support@activatenow.com.au</a>

Ph: 1300 096 190

