

## My Kompy combines freedom with security

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### Introduction

Thank you for using our SafetyTracer solution. We have developed this application with the utmost care to enable you to raise the alarm when needed. Unfortunately, despite all precautions, you may find yourself in a situation where you are in need of help. SafetyTracer helps in such situations. You can easily inform others and activate help. This manual has been prepared with the greatest care. If it still contains imperfections or if you have other improvements or remarks, please let us know.

## 1. Introduction

Because every user has different care providers and may need extra security in his own living environment, it is possible to create multiple care providers in the Mopas user portal. In this manual we will show you how to log in, connect and delete users and care workers.

## 2. Login

To log in an additional user, you need to log in to My Komy portal. You can do this as a user and/or as administrator.

You can login by going to: <https://portal.mopas.eu/login>, you will get the login screen below (Figure 2.1). Here you can login with your email address and password.

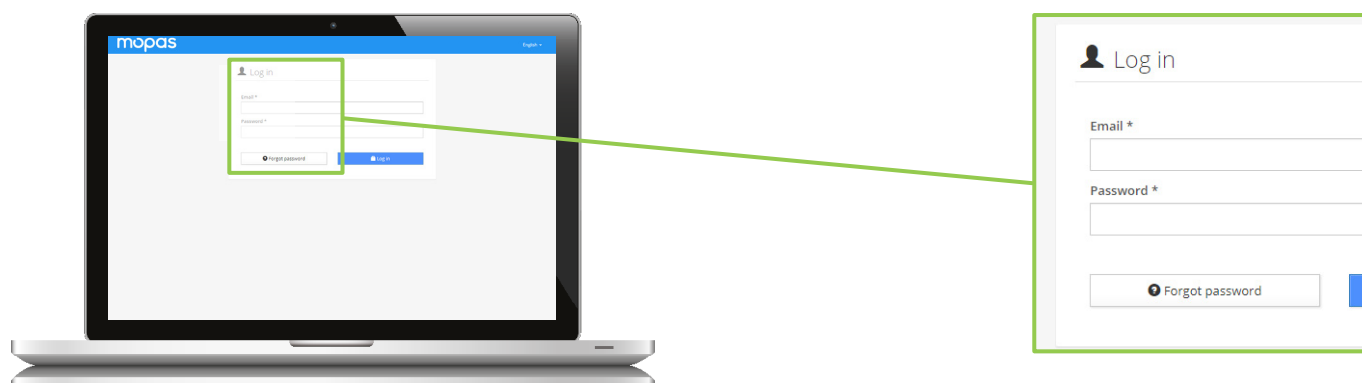


Figure 2.1

After you have logged in, you will enter the menu screen of the portal. Here you click on "users" to add a new user (Figure 2.2).

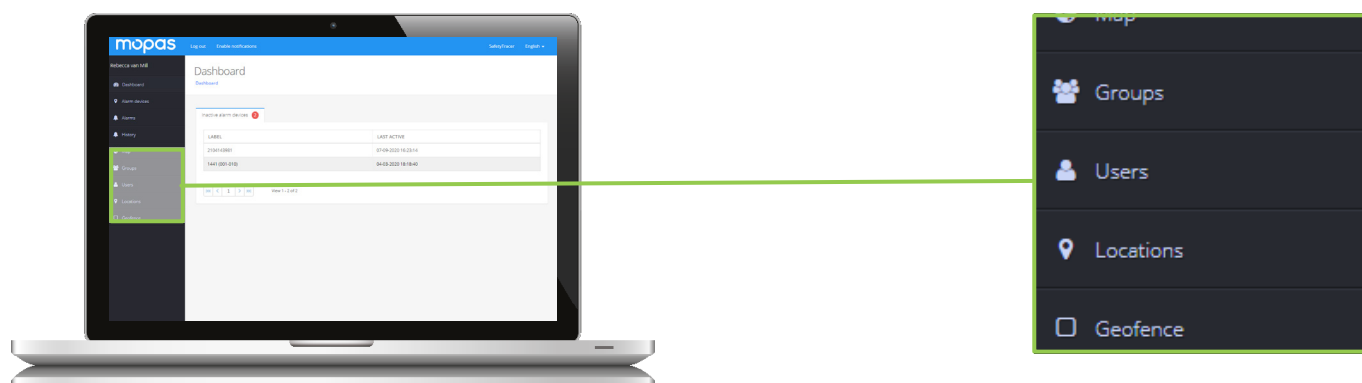


Figure 2.2

### 3. Create Kompy users

You will now enter the menu where you can create users. You can add a new user by clicking "+" (Figure 3.1). In this screen you will see an overview of all users that are logged in. These are both users of the different devices as well as the rescue workers.



Figure 3.1

If you clicked "+", you enter the screen where you can add a user (Figure 3.2).

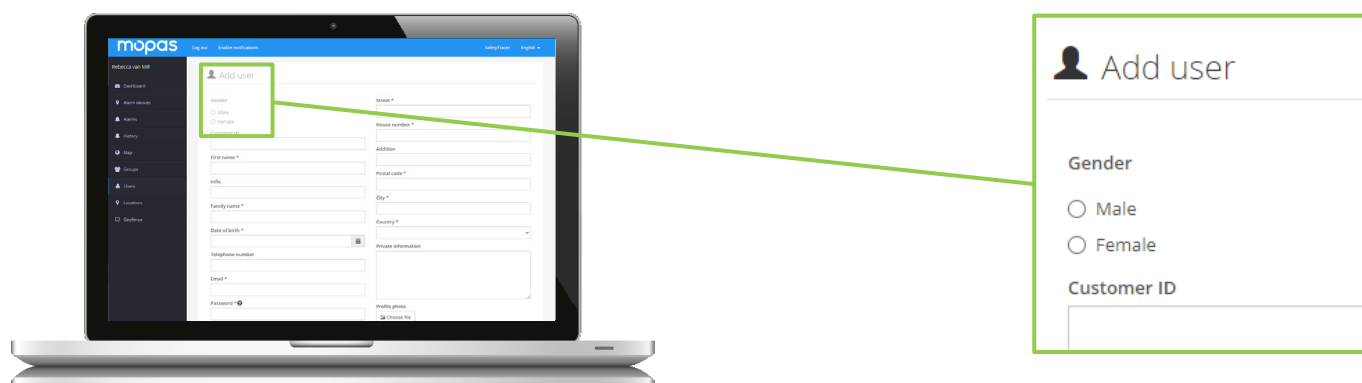


Figure 3.2

Fill in the data of the user here. All fields marked with a "\*" are mandatory and must be completed.

#### Create Kompy user

Fill in the data of the Kompy user. The e-mail address and password you enter here will be used by the Kompy user to log in to the portal. After entering the user's details, click on "initiator" to register this user as a Kompy user in the portal (Figure 3.3).



Figure 3.3

Scroll down and click "save" (Figure 3.4).



Figure 3.4

## Creating a Caregiver

Fill in the details of the caregiver. The email address and password you enter here will be used by the caregiver to log in to the Mopas portal.

After filling in the data of the user, click on "responder" to register this user in the portal as a rescuer (Figure 3.5).



Figure 3.5

Scroll down and click on "save" (Figure 3.6).



Figure 3.6

In the user overview the created caregivers are visible (Figure 3.7).

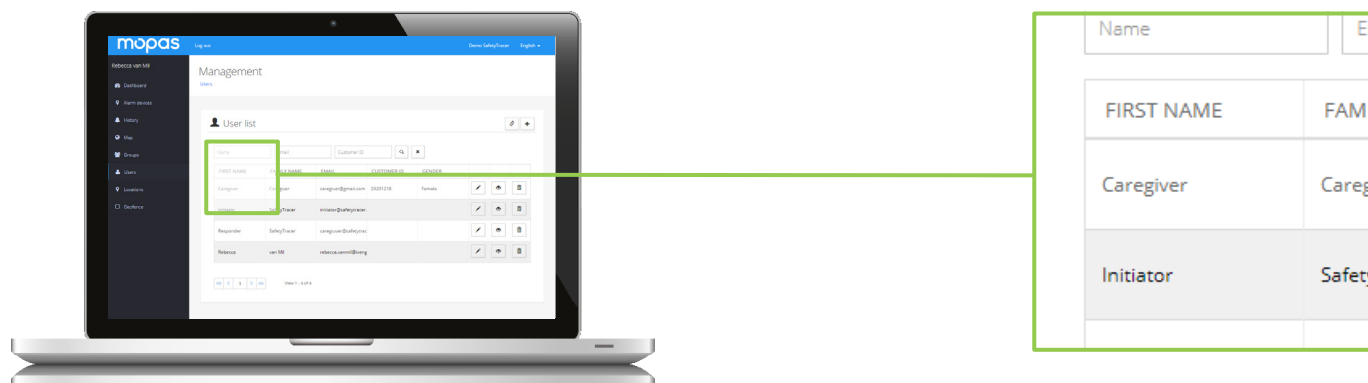



Figure 3.7

These users are not connected to each other yet. Only when the Kompy user and the caregiver are linked a caregiver can follow up the alarm of a Kompy user. To link users: see chapter 4.

## 4. Linking Kompy users

In order to be able to handle alarm notifications, Kompy users and caregivers need to be linked together. Linking users is done in the user overview. In this overview, click on the icon “” (Figure 4.1).

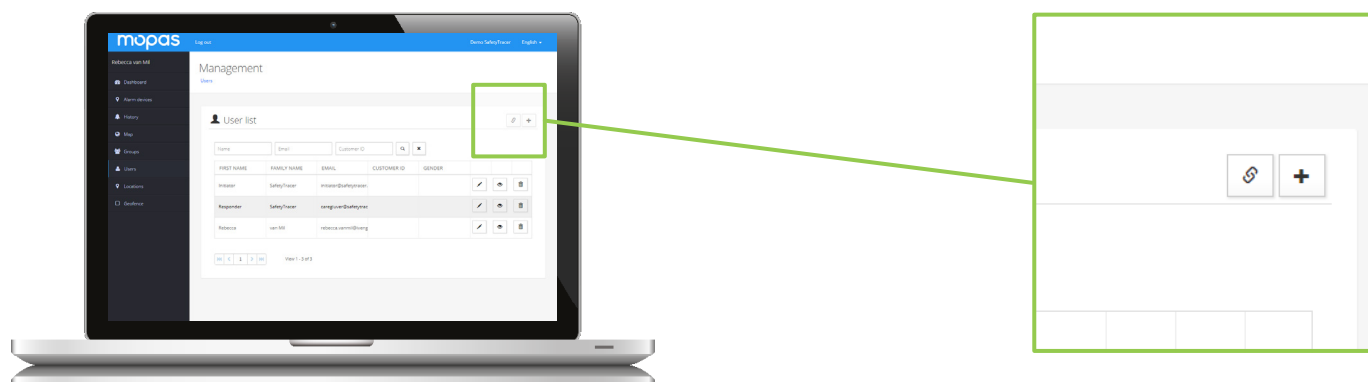


Figure 4.1

This opens the user linking screen (Figure 4.2).



Figure 4.2

Enter the name of the Komy user (Figure 4.3). If multiple Komy users have been created and you type the first two letters here, you will see a drop-down menu where you can select the name.



Figure 4.3

Once you have selected the Komy user, you can link it to one of the names of the person(s) you want to link it with, by clicking (Figure 4.4).



Figure 4.4

Now click on "link" to link the Komy user and the caregiver. You will get a confirmation that the users are linked (Figure 4.5). From now on, alarms can be followed up by the rescuers.

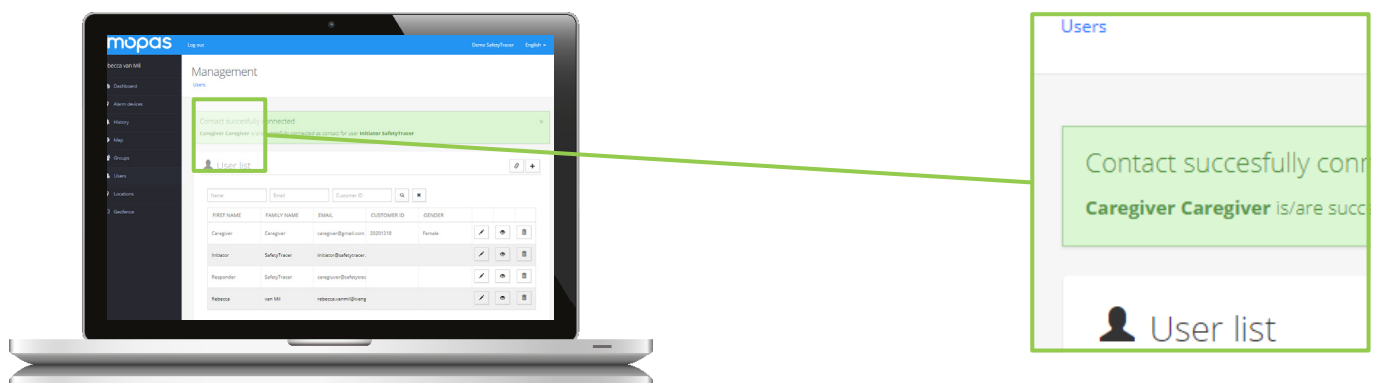



Figure 4.5

To check which rescuers are linked to a Kompy user, you can click the selected Kompy user on .

If you scroll down in this screen you will see a number of tabs. Click on the tab called "contacts" (Figure 4.6).



Figure 4.6

In this tab you will see the rescuers linked to the Kompy user (Figure 4.7).



Figure 4.7

## 5. Modify Kompy users

To modify a user, open the overview of all users in the main menu by clicking on "users"

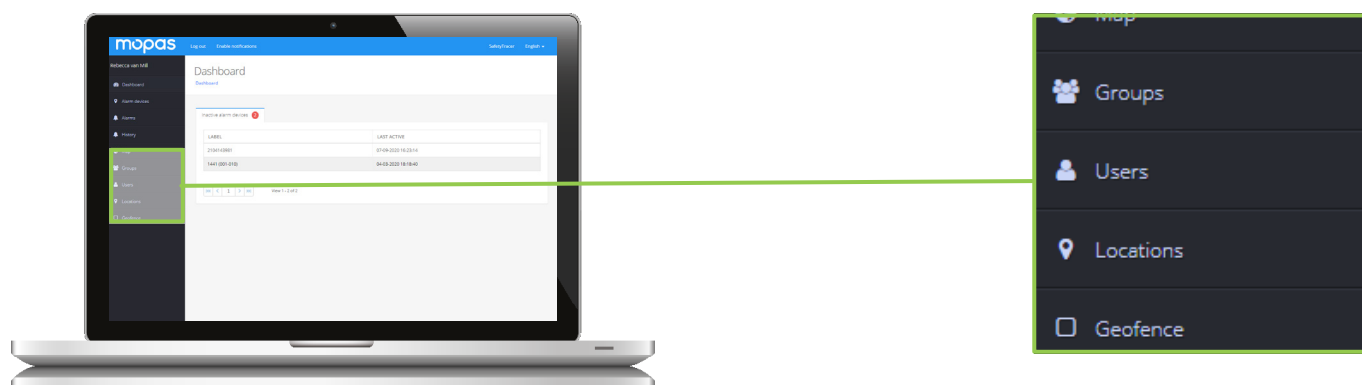


Figure 5.1

In the user overview, you click on “” where you want to change the data of the user (Figure 5.2).



Figure 5.2

You can customize the fields to the new user (Figure 5.3). Scroll down and click “save” to save the changed data.

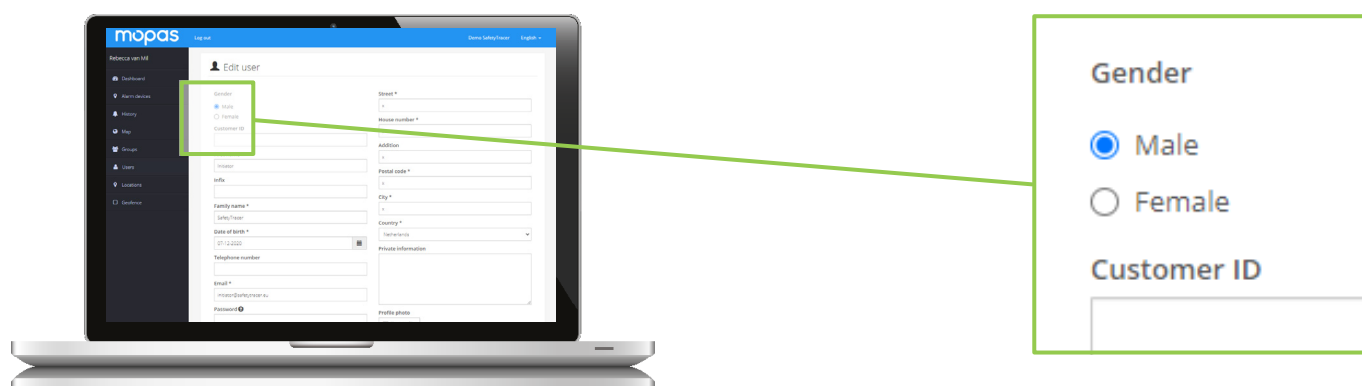


Figure 5.3

## 6. Remove Kompy users

To delete a user, open the overview of all users in the main menu by clicking on “users”

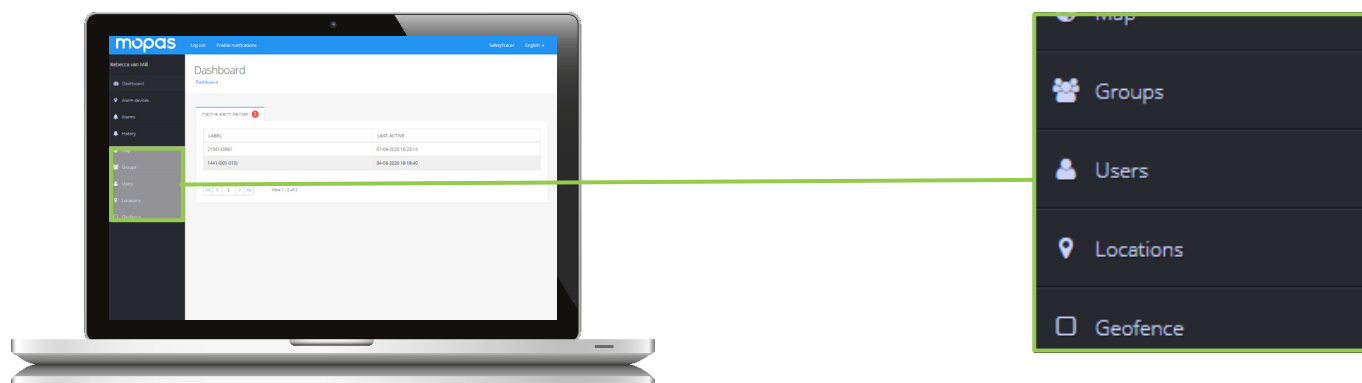


Figure 6.1



In the user overview you click on " " where you want to change the data of the user (Figure 6.2).

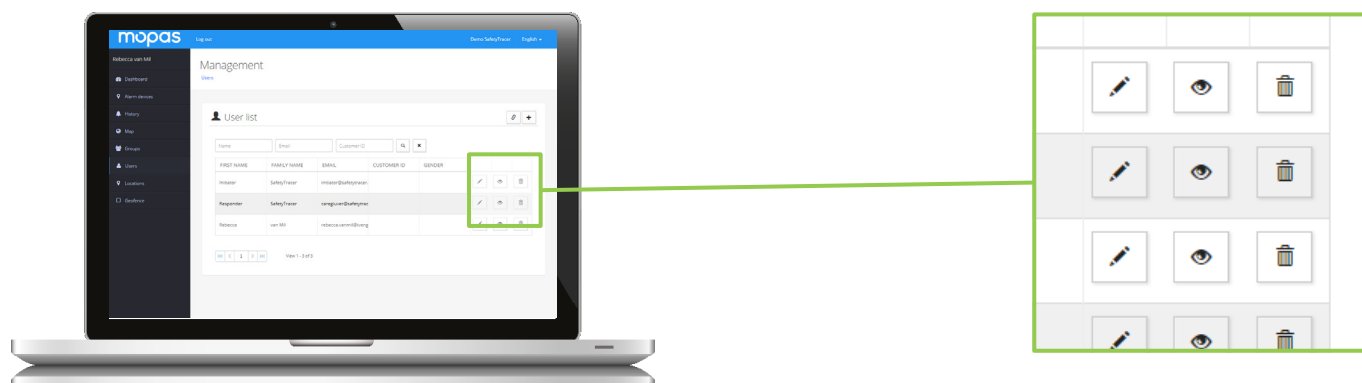


Figure 6.2

After you have clicked on delete you will be asked again if you want to delete this user. Clicking the "check mark" will permanently remove the selected user (Figure 6.3).



Figure 6.3

## 7. Kompy users disconnect

It is possible to disconnect a specific aid worker from a Kompy user without removing them altogether in My Kompy platform.

To do this, go to the user overview by clicking on "users" (Figure 7.1).

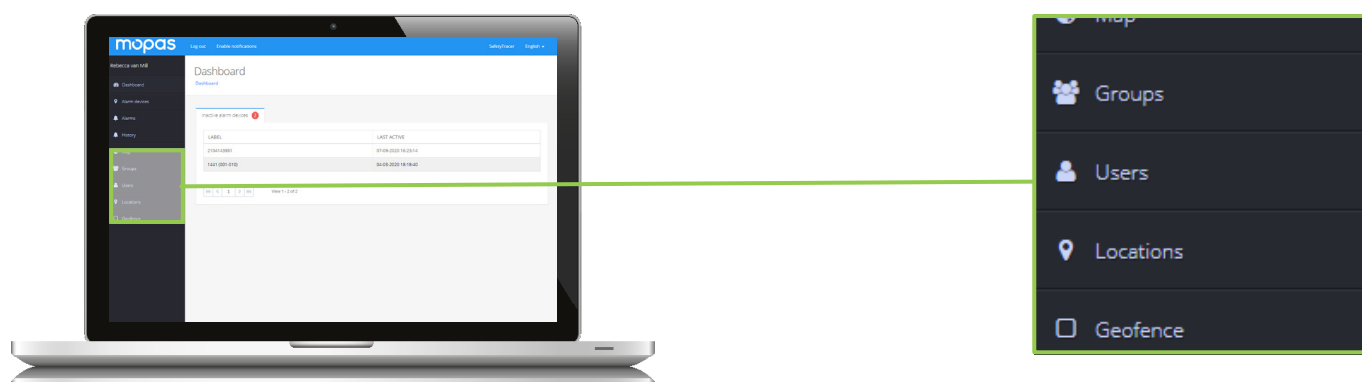


Figure 7.1

In the user overview you click on "✎" where you want to remove the caregiver of the user (Figure 7.2).



Figure 7.2

Now scroll all the way down to contacts. Under the Contacts heading you will see the helpers that are linked to the Kompy user. If you want to disconnect a rescuer, click "🗑" behind the rescuer you want to remove (Figure 7.3).

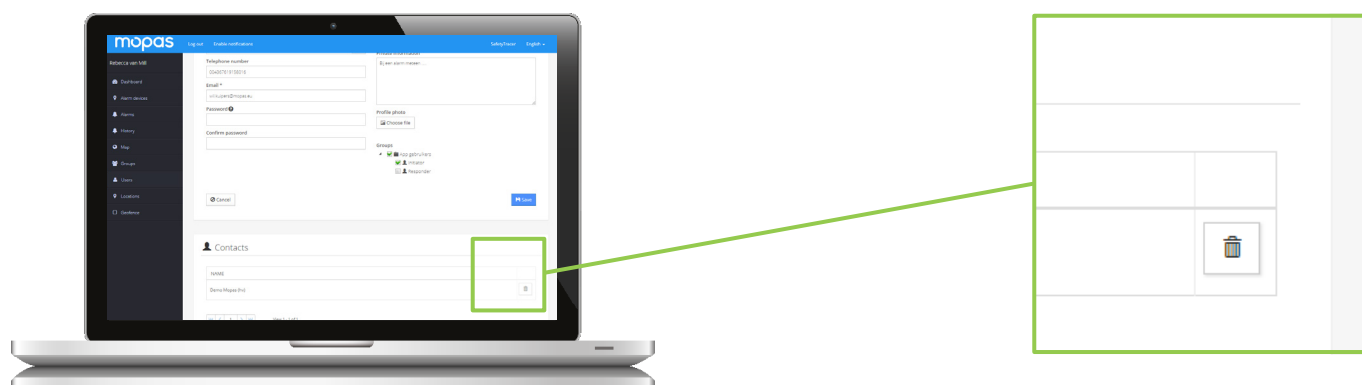


Figure 7.3

After clicking Delete, you will be asked again if you want to disconnect this rescuer (Figure 7.4). Clicking the "check mark" disconnects the selected rescuer permanently.



Figure 7.4

## 9. Definitions

### Initiator

Person who owns a Kompy and takes the initiative to make an alarm; manually or automatically.

### Caregiver

Person providing assistance as a caregiver or professional after a call.

### Administrator

Person who manages all data for a user or organization in My Kompy and can create, modify or delete it.

### Mopas portal

Online secure access to My Kompy.

### User

Initiator or counselor.