

We protect people

SafetyTracer Manual **Users**

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Preface

Thank you for using our SafetyTracer solution. We made this application with the utmost care and attention to make sure you cto enable you to raise the alarm when needed. Unfortunately a situation might arise in which one would need help or care. The Kompy app will help you in these situations to provide a timely response. This manual was made with the greatest care. If you find any errors or omissions, or if you have any other feedback, we would like to hear from you.

1. Introduction

Because each user has different caregivers and may need extra security in their own home environment, it is possible to create multiple users in the Kompy user portal. In this guide, we will show you how to register, connect and delete users and caregivers.

2. Login

You can login by going to: https://portal.kompy.eu/login, you will then get the login screen below (Figure 2.1). Here you can log in with your e-mail address and password.

kompy		🚛 English 👻
	Log in	
	Email *	
	Password *	
	Log in Wew user / Forgot password	

Figure 2.1

3. Users

er Kompy					
	L User list				8 4
	Name	ail Customer ID	Q X		
	FIRST NAME	FAMILY NAME	EMAIL	USER TYPE	
	Responder	Kompy	responder@safetytracer.eu	Responder	• / ÷
p	Responder met Alarm	Котру	alarm®st.eu	Responder with alarm feature	
215	Initiator	Kompy	initiator@safetytracer.eu	Initiator	• / 11
	Beheerder	Котру	beheerder@st.eu	Location Manager	• /
	W (<u>W < 1 > </u>)	ne 1 - 4 cf 4			

In the "Users" menu, you will find an overview of the users already created for your organisation. (Figure 3.1)

Figure 3.1

Adding a Kompy user

In this window, you can consult all kinds of information about the registered users. You can add a new user by clicking on "+" (Figure 3.1).

Once you have clicked on "+", you will enter the screen where you can add a user (Figure 3.2).

kompy		Account SafetyTracer SafetyTracer RMA 👔 English → Log out	
Beheerder Kompy	Add user		
🚱 Dashboard			
• Alarm devices	Gender	User role	
🌲 Alarms	O Male O Female	User User type	
🐥 History	First name *	Initiator	Note:
😵 Мар	Infix	Responder Responder with alarm feature	A subscription is required
📥 Users		Private information	
• Wifi Locations	Family name *		for "Initiator" and
Geofence	Email *		"Responder with alarm
	Password * 🕒	Customer ID	function" users.
	•••••	Profile photo	Tunction users.
	Confirm password *	E Choose file	
	Date of birth		
	#		
	Telephone number		1

Figure 3.2

Fill in the details of the Kompy user. All fields marked with an asterisk are mandatory and must be filled in. The e-mail address and password you enter here will be used by the Kompy user to log into the portal.

On the right-hand side, you can enter a user type. An "**Initiator**" can only create alarms. A "**Responder**" can only respond to alarms. A "**Responder with alarm function**" can both initiate and respond to an alarm.

When you are satisfied with what you have entered, scroll down and click "Save".

4. Connecting users

To receive alarms, Kompy initiators and responders must be connected together. Connecting users is done in the user overview. In this overview, click on the symbol " 🔗 " (Figure 4.1).

erder Kompy					
Dashboard	L User list				Ø +
Alarm devices	Name	Customer ID	Q ¥		
Narms	FIRST NAME	FAMILY NAME	EMAIL	USER TYPE	
istory	Responder	Kompy	responder@safetytracer.eu	Responder	≡ ◆ / ≋
ар	Responder met Alarm	Котру	alarmØst.eu	Responder with alarm feature	II • / II
sers	Initiator	Котру	initiator@safetytracer.eu	Initiator	• / =
Mfi Locations					
Geofence	Beheerder	Kompy	beheerder@st.eu	Location Manager	• /

Figuur 4.1

You now open the "Connect user" screen (Figure 4.2).

kompy _			👯 English 👻	
Beheerder Kompy	𝔗 Connect user			
🚯 Dashboard				
• Alarm devices	Initiator *			
Alarms	Responder			
A History	Responder Kompy			
🚱 Мар	Responder met Alarm Kompy			
🚔 Users	Ø Cancel		<i>&</i> 1	ink
Wifi Locations				
Geofence				

Figuur 4.2

At the "**Initiator**" field, enter the name of the Kompy user. If several Kompy users have been created, after typing in the first two characters, you can select the user from the dropdown menu.

Once you have selected the Kompy user, you can link the caregiver to it by clicking on the names of the person(s) you want to link (Figure 4.2). Multiple caregivers can be linked to one user.

Now click "Link" to link the Kompy user and the caregiver. You will receive a confirmation that the users have been linked.

Verifying links

To check which responders are linked to a Kompy initiator, go to "**Users**" in the main menu. Press the sicon next to the user to see more information about the user.

kompy _		Account SafetyTracer SafetyTracer RMA 👄	🗱 English 👻 🛛 Log out
eheerder Kompy	Luser information		
🔁 Dashboard			
• Alarm devices	Info Alarms Position Alarm devices Contacts		
Alarms	Gender Male	User role User	
A History	First name	User type	
Map	Initiator	Initiator	
🛓 Users	Infix	User settings	
VIII Locations	Family name Kompy	Private information	
Geofence	Email initiator@safetytracer.eu	Customer ID	
	Date of birth	Profile photo ∯ Geen afbeelding geselecteerd	
	Telephone number		
	Street		
	House number		
	Addition		

Figure 4.3

This screen will show you more information about the user in question. For information about linked users, click the tab called "**Contacts**" (Figure 4.3).

In this tab, you will see the caregivers linked to the Kompy user (Figure 4.4).

kompy _			👯 English 👻	Log out
Beheerder Kompy	Luser information			
🚯 Dashboard				
Alarm devices	Info Alarms Position Alarm devices Contacts			
🜲 Alarms	NAME			
A History	Responder Kompy		Ĥ	
😧 Мар	Responder met Alarm Kompy		Ĥ	
🚢 Users	·····			
Wifi Locations	Image: Weak 1 - 2 of 2			
Geofence				_

Figure 4.4

Unlink users

It is also possible to unlink users in this window. To do so, press the icon next to the user you want to unlink.

After you have clicked on delete, you are again asked whether you want to disconnect this user. By clicking on the green check mark, you permanently unlink the selected user.

5. Edit users

To edit a user's data, open the overview of all users in the main menu by clicking on "Users". In the user overview, click " \checkmark " next to the user whose data you want to change (Figure 5.1).

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r Kompy	LUSER list					s +
hboard						
m devices	Name	Customer ID	Q X			
ms	FIRST NAME	FAMILY NAME	EMAIL	USER TYPE		
ory	Responder	Kompy	responder@safetytracer.eu	Responder		
•	Responder met Alarm	Котру	alarm@st.eu	Responder with alarm feature		
rs Locations	Initiator	Котру	initiator@safetytracer.eu	Initiator	۲	
<i>fence</i>	Beheerder	Котру	beheerder@st.eu	Location Manager	۲	
	HI < 1 > HI View 1	- 4 0f 4				

Figure 5.1

You can now modify the user's data. To save the changes, press "Save" at the bottom of the page.

6. Remove users

To delete a user, open the overview of all users in the main menu by clicking on "**Users**". In the user overview, click **b** by the user whose data you want to delete (Figure 5.1).

After clicking on the bin, you will be asked again if you want to delete this user. Clicking on the green tick will permanently delete the selected user.

7. Definitions

Initiator

User using a Kompy device or app who initiates an alarm; manually or automatically.

Responder

User who, as a caregiver, carer or professional, provides assistance following a call.

Administrator

Person who manages all data for a user or organisation and can create, modify or delete it.

Kompy portal

Online secure access to the Kompy platform.

User

Initiator or responder.