

# We protect people

SafetyTracer Manual

## Users

### Table of contents

1. Introduction	2
2. Login	2
3. Users	3
4. Linking users	4
5. Edit users	6
6. Remove users	6
7. Definitions	6

### Preface

Thank you for using our SafetyTracer solution. We made this application with the utmost care and attention to make sure you can 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 Komy 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.

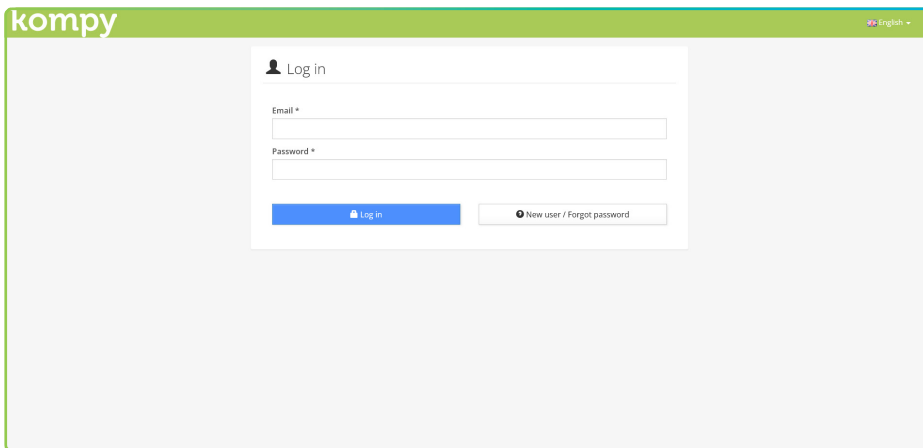
The image shows a web browser window with a light green header bar containing the word "kompy" in white lowercase letters. In the top right corner of the header, there is a small "English" dropdown menu. The main content area is a white login form titled "Log in" with a person icon. The form contains two input fields: "Email \*" and "Password \*". Below the fields are two buttons: a blue "Log in" button and a white "New user / Forgot password" button with a small circular icon to its left.

Figure 2.1

### 3. Users

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

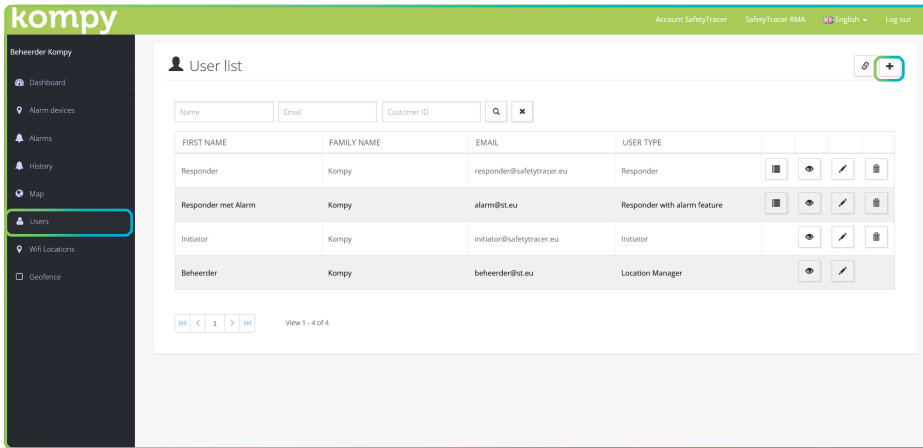


Figure 3.1

#### 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).

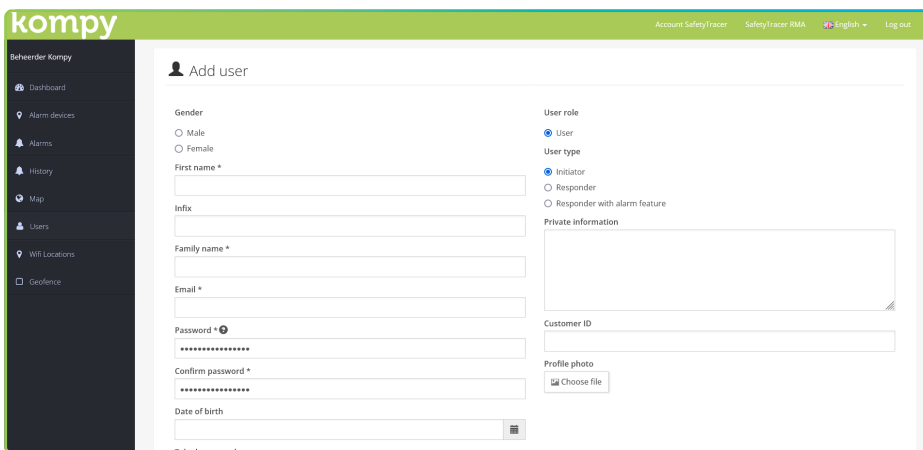


Figure 3.2

#### Note:


A subscription is required for “Initiator” and “Responder with alarm function” users.

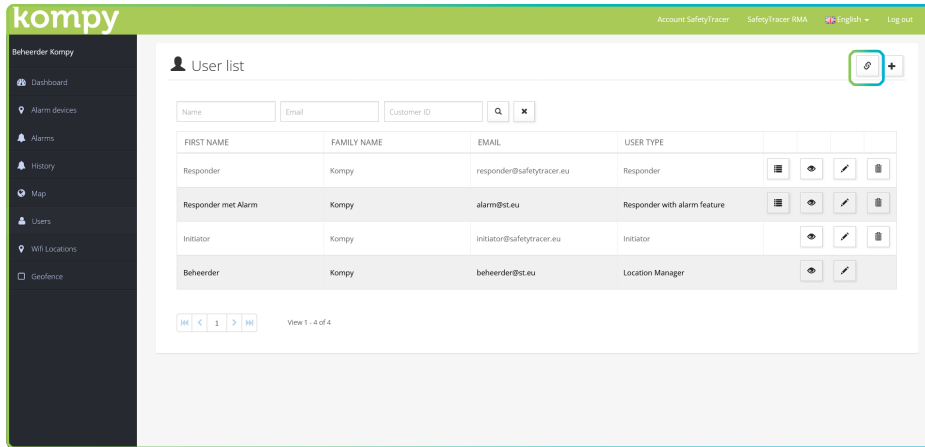
Fill in the details of the Kompy user. All fields marked with an asterisk are mandatory and must be filled in. The e-mail address and password you enter here will be used by the Kompy user to log into the portal.

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”.

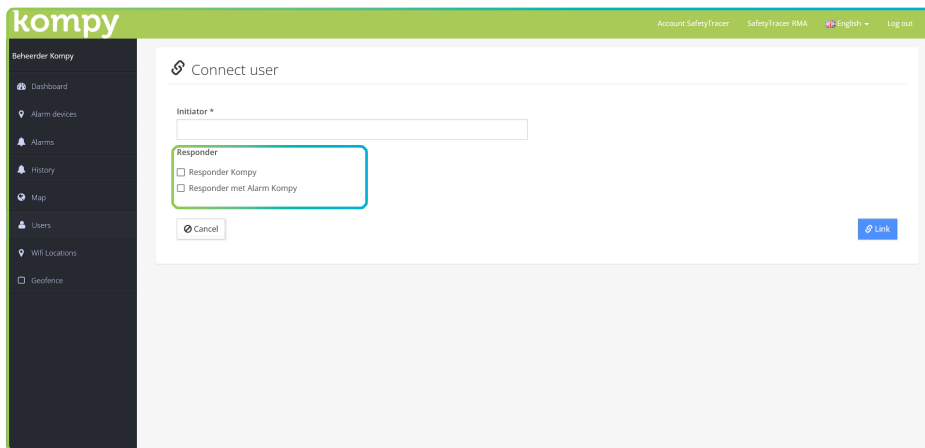
## 4. Connecting users

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).



Figuur 4.1

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




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  icon next to the user to see more information about the user.

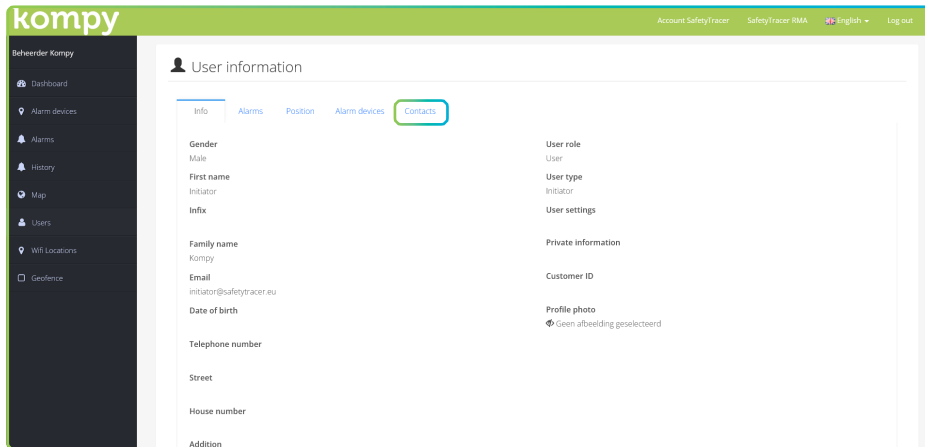


Figure 4.3

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).

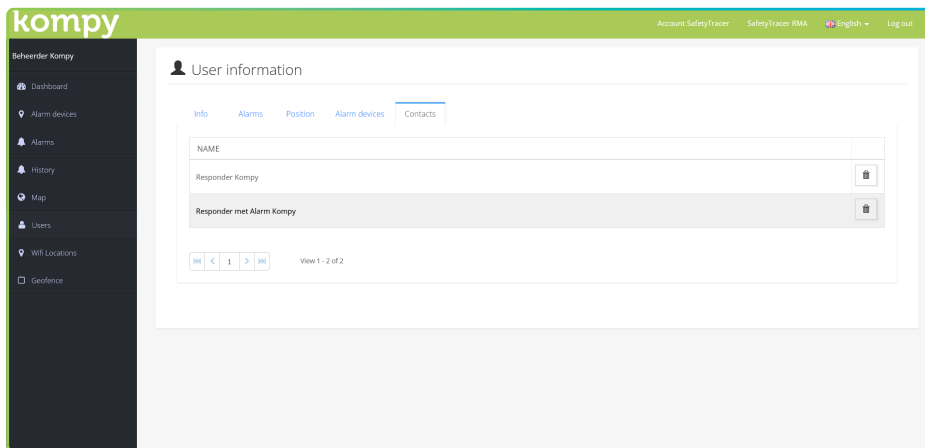



Figure 4.4

## 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 "✎" next to the user whose data you want to change (Figure 5.1).

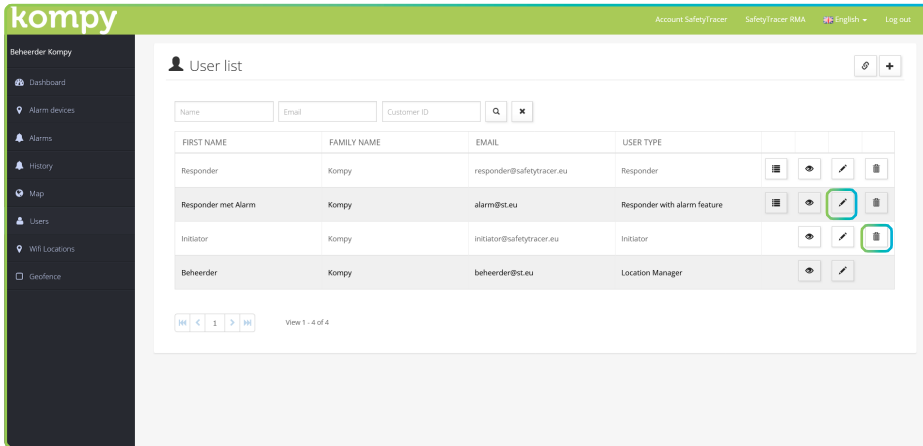


Figure 5.1

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 "🗑️" 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.