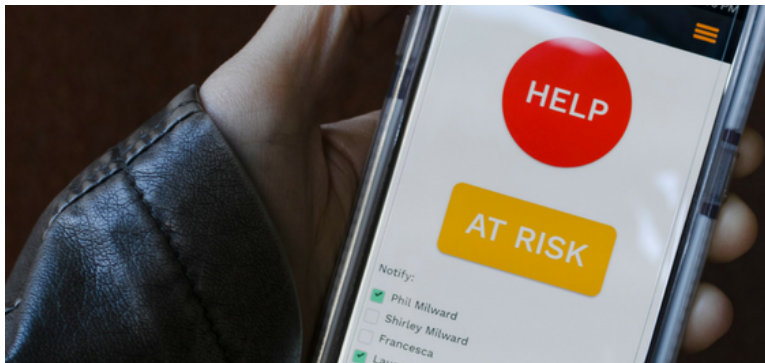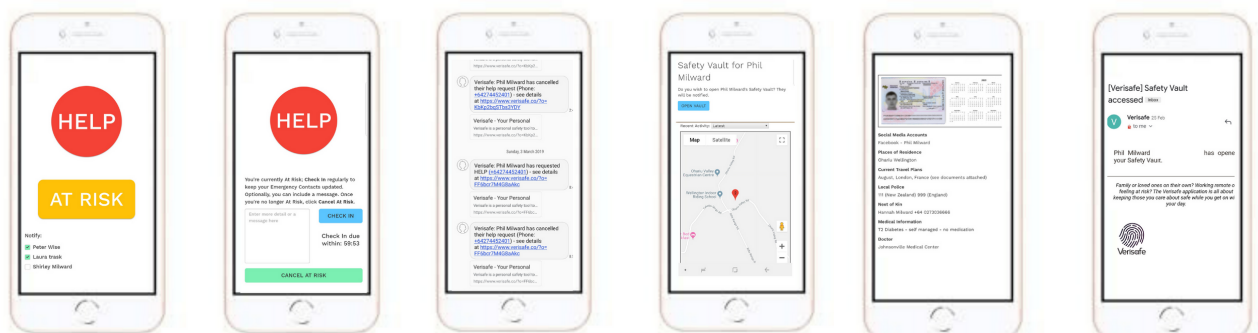# Verisafe

MANAGEMENT GUIDE

2019

Verisafe Features

Verisafe Features

- **AT RISK:** Users press if they think they could be at risk, setting themselves up to 'check in' at intervals. If they do not check in or cancel their At Risk status emergency contact/s (and/or monitoring service) are alerted via phone call, text and email with safety vault details and latest GPS data.
- **HELP:** Users press if they are in trouble, which instantly alerts designated emergency contacts (and/or monitoring service) by phone call, text message and email, delivering safety vault details and GPS data.
- **SAFETY CHECKS:** Admin can schedule regular safety check message/s. These will remind users to either set their at risk status or confirm that they are safe. If users do not respond, administrators will be notified.
- **SAFETY VAULT:** Users can choose to add content to their own secure 'vault' containing emergency directives, health conditions, medications photographs, ID and next of kin details etc (all fields are optional). This information is sent with location data in emergency situations where the help button is pressed or an 'at risk' status is escalated.
- **ACUTE EMERGENCY CHECK:** Team leaders can request locations in emergences. *Whenever user information or maps are viewed the user is notified for privacy reason

DETAILS...

The Verisafe Difference

AT RISK, MEANS AT RISK

Verisafe considers a user to be at risk no matter what happens to their phone after the "At Risk" status is set. When a user has set their at risk status, this is communicated to a secure server. This means that alerts are sent even if a phone is damaged, stolen or runs out of battery.

SAFETY VAULT

Users can add additional personal information to assist in an emergency situation. This additional information can include photographs, ID, Insurance details, health conditions, medications, next of kin, regular commute or destinations, places of residence etc. This information is received with location details by emergency contacts (and/or monitoring services) when the HELP button is pressed or At Risk is escalated. Whenever this page is accessed account holders are notified.

PRIVACY AND SECURITY

We take privacy very seriously. Sharing of a person's whereabouts and personal details is potentially dangerous in the wrong hands. With Verisafe, all personal information and location data is private. Information is only ever released to authorized contacts upon activation of the help button or when the at risk status is escalated. GPS data is only recorded when either the At Risk status is activated or the Help button is pressed. Whenever the Safety Vault is viewed or changed, the account holder is immediately notified. All our data is encrypted and backed up daily on secure servers based in Melbourne.

How do I add to my contact list?

When you need to add new team members simply click on "Add Contacts" and from here you can add either single contacts, or an entire new list.

Verisafe

PERSONAL | BUSINESS

Register   About   Blog   Logged In

CONTACT LIST   ADD CONTACT   SAFETY CHECK LOGS   MY SETTINGS COUPONS   MY TXTS BLOG   USERS MY BUTTONS   TXT LOGS   CALL LOGS   SUBSCRIPTIONS   VOUCHERS

Add a New Contact

ADD A NEW TEAM MEMBER

Name

[Name]

Email

[Email]

and/or Mobile (International Format)

[+] [64] [Mobile]

Relationship Options

☑ Add them as my Dependant (I pay for txt messages sent to me on their behalf, and they're charged no fees)

☑ Add them as my Emergency Contact

☑ Let them use me as their Emergency Contact

☑ Add as a Safety Check Recipient

☑ Let them send me Safety Checks

[Send Request]

Add Multiple Contacts

ADD MORE THAN ONE NEW TEAM MEMBER

Verisafe

PERSONAL | BUSINESS

Register   About   Blog   Logged In

CONTACT LIST   ADD CONTACT   SAFETY CHECK LOGS   MY SETTINGS COUPONS   MY TXTS BLOG   USERS MY BUTTONS   TXT LOGS   CALL LOGS   SUBSCRIPTIONS   VOUCHERS

Add Multiple Contacts

	Name	Mobile (International Format)	Email
1	Name	+ 64 Mobile	Email
2	Name	+ 64 Mobile	Email
3	Name	+ 64 Mobile	Email
4	Name	+ 64 Mobile	Email
5	Name	+ 64 Mobile	Email
6	Name	+ 64 Mobile	Email

[Add]

How do I change and view my contact list?

When you need to view your current contact list, click on My Contacts.
When you need to edit the details of any team member on your list, click on that person's name and make changes from the next screen.
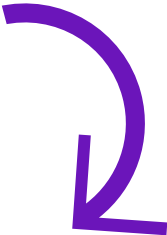Remember to *save changes*

My Contacts

Filter by Name: [_____]   [Active or Pending ▼]

Add Contact

Name	Relationship ❓	Latest Activity	Type			
Fauna Solomon	👤 🕐 👁 ❗ ⚠	6:55pm 08/07/17	Linked	Check Log	Vault	Remove
Jeff B	👤 🕐 👁 ❗ ⚠	2:25pm 10/07/17	Safety Check	Check Log	Vault	Remove
Phil Gig	👤 🕐 👁 ❗ ⚠	9:01am 01/06/18	Safety Check	Check Log	Vault	Remove
ShirleyM	👤 🕐 👁 ❗ ⚠	7:31pm 05/02/18	Linked	Check Log	Vault	Remove

Verisafe

PERSONAL **BUSINESS**   Register About Blog Logged In

CONTACT LIST   ADD CONTACT   SAFETY CHECK LOGS   MY SETTINGS   MY TXTS   USERS   TXT LOGS   CALL LOGS   SUBSCRIPTIONS   VOUCHERS
COUPONS   BLOG   MY BUTTONS

User Details

REQUIRED INFORMATION 🔽

Type
[User ▼]

Name
[ShirleyM]

Mobile
[+] [64] [275665426]

Email
[milward.shirley0@gmail.com]

Password
[_____]

Confirm Password
[_____]

Country
[New Zealand ▼]

Time Zone
[Auckland ▼]

Notes
[_____]

Registered
Mon 5th Feb 2018

BACKUPS FOR ALERTS 🔲

RELATIONSHIP DETAILS 🔲

SAFETY CHECK OPTIONS 🔽

Send Safety Check txt messages as follows (Pacific/Auckland):

Time	Mon	Tue	Wed	Thu	Fri	Sat	Sun	Type	Status

Add Safety Check
Add At Risk Reminder
Save Changes

View Log

Alert if no response within [30] minutes to hannah.milward@gmail.com and +64 273036666.

Save Changes

Delete User

Back

This is where you may schedule an automated safety check message for your team member or set a reminder for them to *press at risk*.
Remember to *save changes*

WHAT HAPPENS WHEN SOMEONE NEEDS HELP?

- You will be sent an email, text and automated phone call.
- Once you open your text message (or email) you will see WHO is in trouble and a link that takes you to the Verisafe website where you can view that person's GPS maps and other information.
- Click VIEW VAULT to see information that may have been added like photos, next of kin, travel details etc.
- This gives you the ability to take the necessary actions to help this person in need.

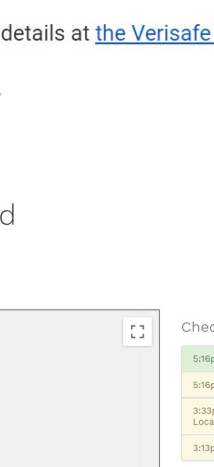[Verisafe] HELP! Inbox ×

Verisafe
to me

Mon, 1 Apr, 20:51

Phil Milward has requested HELP! See details at the Verisafe website.

Their phone number is +64274452401.

Owner
Hannah Milward
Person
Phil Gig
View Vault

Safety Vault for Phil Milward
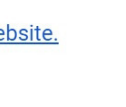
Status: Safe

Recent Activity: Latest

Checkins   HIDE AUTO
5:16pm Sun 7th Apr 2019: Safe
5:16pm Sun 7th Apr 2019: Auto Update
3:33pm Sun 7th Apr 2019: Auto Update Location: not shared
3:13pm Sun 7th Apr 2019: At Risk

Social Media Accounts
Facebook - Phil Milward

Places of Residence
Ohariu Wellington

Current Travel Plans
August, London, France (see documents attached)

Local Police
111 (New Zealand) 999 (England)

Next of Kin
Hannah Milward +64 0273036666

Medical Information
T2 Diabetes - self managed - no medication

Doctor
Johnsonville Medical Center

FAQs

1)I can't log in - what's happening?
Normally this is a simple fix.
Please check that you are logging in with the correct email address (verisafe is case sensitive).
If you still cannot login, please take a screen shot of what you are seeing and email it to: info@verisafe.co

2) I've been kicked off the system and I can't remember my password. What do I do?
You should not be getting kicked off the system.
Please let us know with the time/ date and we will look into it.
Please check for app updates, delete unused files from your device and make sure you have allowed both WiFi AND mobile data usage. All these things *can* effect any applications downloaded onto your device.
You can request a password reset which will be delivered to your inbox by pressing the little (?) button - to the right of the password field.

3) How do I add info onto my safety vault?
Click on the three lines (menu bar) on the right hand side of the Verisafe app.
Click "Visit Website" then "My Settings" scroll down until you see the blue button "Edit Vault".
Here you can add pictures and other information.
When you have finished making changes scroll down and press "Save Changes". You will be sent an email alert saying that you have made changes to the vault.

4) How do I update my phone number?
Click on the three lines (menu bar) on the right hand side of the Verisafe app.
Click "Visit Website" then "My Settings" and then "User Information" scroll down and press "Save Changes".
You will be sent a confirmation sms message. You will need to follow the link in the sms message to confirm the change.

5) How do I enable GPS?
You will find GPS setting in your phone "Settings" menu.
You can toggle on or off any of the location services your phone offers.
On most phones, that includes your carrier's and Google's location services, plus standalone GPS services. Search online for instructions for your specific type of phone

6) What if I am out of cell phone coverage to activate 'at risk" or the "help" buttons?
The HELP button will not be active. You will know roughly where the 'dead zones' are within your area. Remember to press 'at risk' BEFORE going into no coverage areas.
After pressing 'at risk' you can 'check in' before going into a low coverage area, we recommend you type the locations you will be visiting into the 'message field". Set 'at risk' for the time in which you expect to be back. If you do not make it back, Verisafe will send alerts on your behalf.
We also recommend that you keep your 'safety vault' updated with your normal travel routines, licence plate data etc.

FAQs

7) What happens if my phone dies or breaks?
If you have pressed at risk at the beginning of your work day, (which we recommend that you do), and then your phone breaks - Verisafe will send alert to your emergency contact/s once the at risk timer runs out, regardless of your device. (The Verisafe server knows you are potentially unsafe and will act on your behalf).
If your phone breaks and you are safe, you can login to Verisafe on a computer to cancel your 'at risk' timer.

8) How can I test my Verisafe buttons so I am confident that they work?
Yes you can test your "at risk" and "help" button, but first we suggest and informing your emergency contact/s that you will be testing the Verisafe buttons in the next few minutes so they know in advance of your test.

9) What will emergency contact/s do if I activate the "at risk" button?
 If you do not check-in or cancel your at-risk status, emergency contact/s are alerted via a phone call and automated email with details of your latest GPS data (captured automatically while at risk is active).
Emergency contact/s will ring you to clarify if your activation was correct and request details of your situation and provide immediate advice and/or seek guidance from either your Team leader, Area Manager of After Hours Adviser.
Someone within your team may attempt to come to your last known location, or emergency services may be called to assist in a search.

10) What will Emergency Contact/s do if you activate the "help" buttons?
Emergency contact/s are alerted via a phone call, sms and automated email with details of your latest GPS data and any additional information you have added in to your safety vault.
Emergency contact/s will ring you within a few minutes to clarify if your activation was correct and request details of your situation and provide immediate advice and/or seek guidance from either your Team leader, Area Manager of After Hours Adviser.
Someone within your team may attempt to come to your last known location, or emergency services may be called to assist in a search.

11) What will happen if I forget to cancel my 'at risk"timer?
If you forget to 'check in' or cancel your 'at risk' status at the end of your day , you will get a text message reminder, then an automated phone call. If you still fail to check in or cancel, then alert will be sent out to your emergency contacts.
They will then respond as above.

12) I'm trying to add more contacts and see that I am being asked to pay?
If your account is being provided by your workplace, you will not be able to add additional contacts unless you choose to upgrade your account.

If you need help, don't hesitate.
Please reach out to the friendly Verisafe crew:

info@verisafe.co
NZ: +64 (4) 889 3904
Aus: +61 (3) 9028 7484
US: +1 (609) 957-5010