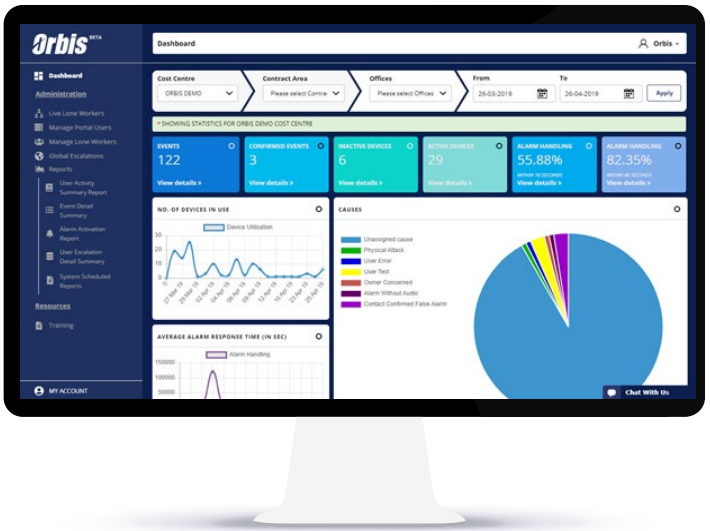
Orbis

property & people protection 24/7



Sentry Portal

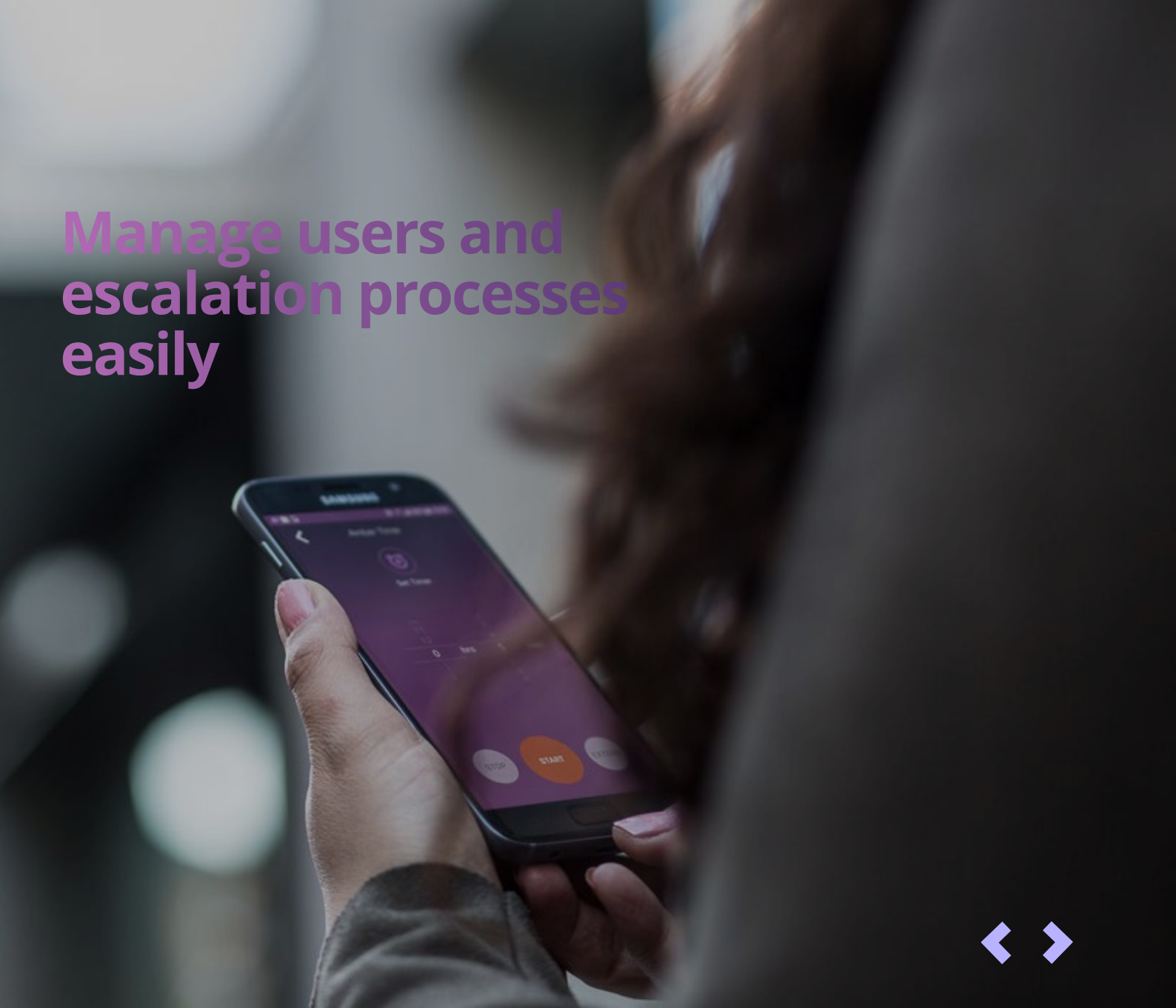
User Guide

Last Updated: Apr 2019

CONTENTS

Introduction	3
Logging into Sentry	4
The Dashboard	5
Navigation	7
Live Lone Workers	8
Manage Portal Users	13
Manage Lone Workers	15
Global Escalations	17
Reports - User Activity Summary Report	19
Reports - Event Details Summary	19
Reports - Alarm Activation Report	19
Report - User Escalation Details Summary	20
Report - System Scheduled Reports	20
Training	21
Contact Information	22

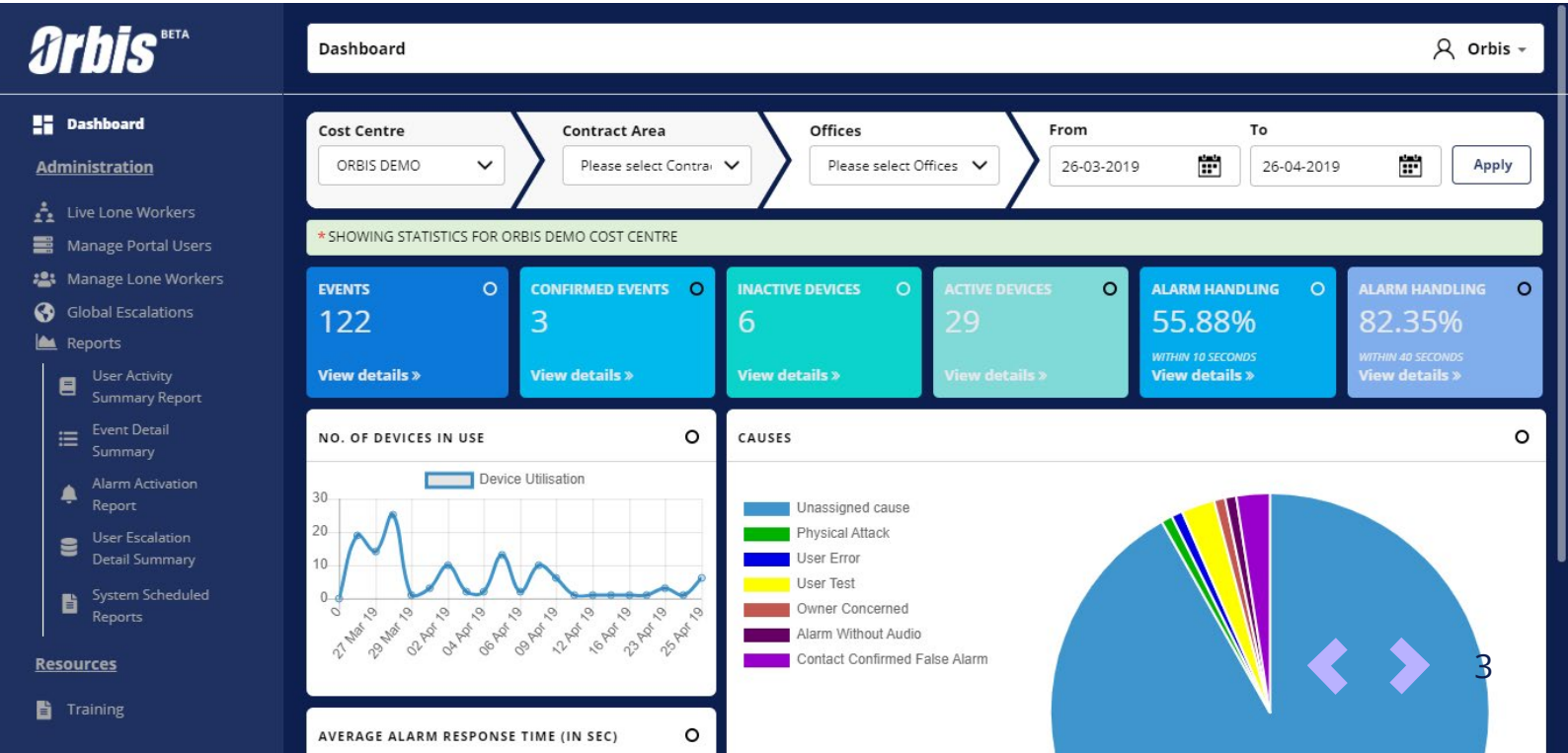
Manage users and escalation processes easily



Introduction to Sentry

Your Lone Worker Management Portal

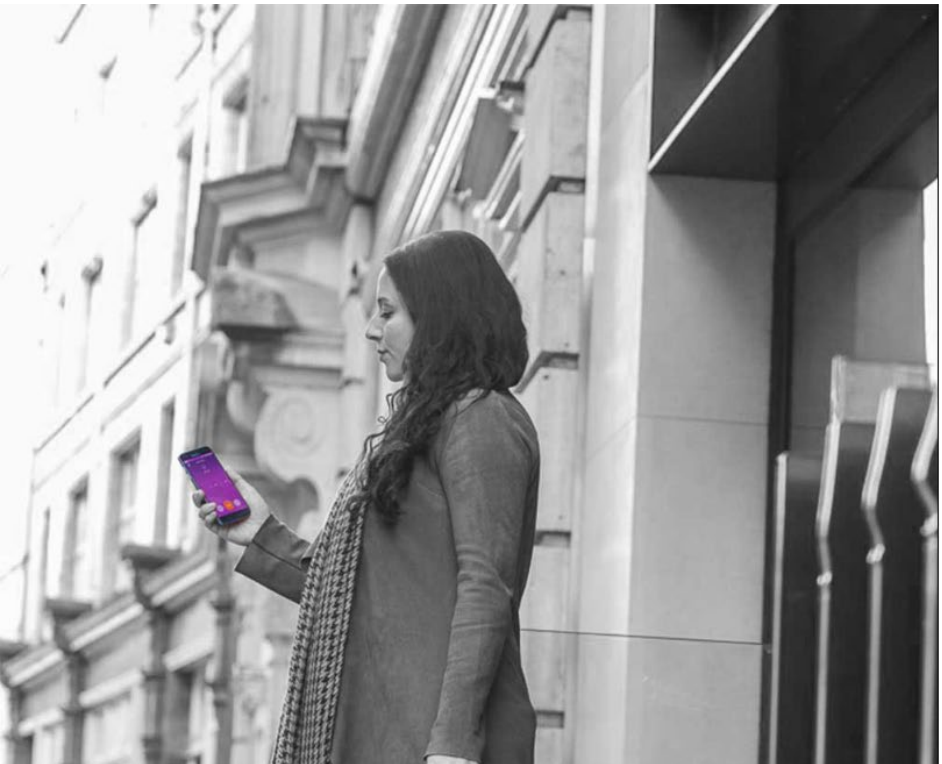
Sentry is your one stop shop for managing all aspects of your Orbis Lone Worker solution. From managing compliance to maintaining and updating lone worker user information; this easy to use portal gives you the ability to self manage in real-time

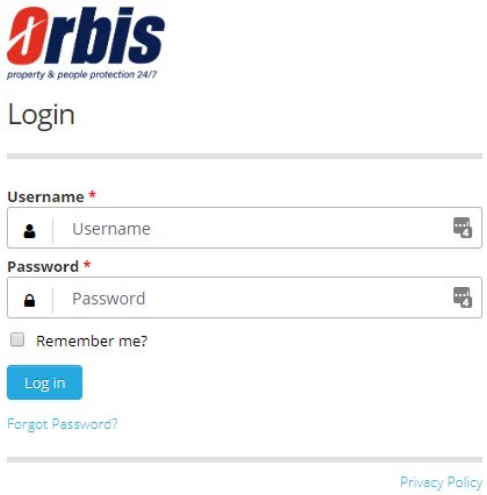


Logging into Sentry

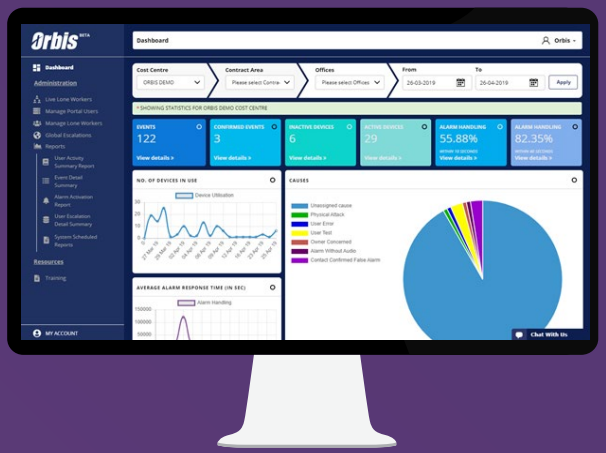
In order to login to Sentry you must first have the following: internet connection & user login details.
Website Address: **https://sentry.orbisprotect.com**

From here enter your username and password to Log in. If you require access setting up for Sentry please contact the Orbis support team on lwpsupport@orbisprotect.com. If you have forgotten your password think click the 'Forgot Password' link and follow the onscreen instructions.





The Dashboard



When you have successfully logged into Sentry the first page you will be presented with is the Dashboard. From the dashboard you will be able to:

Navigate to other pages of the portal

All pages of Sentry are accessed using the menu on the left hand side.

Overview of your lone worker data

A large area of the dashboard is used to show you a quick overview of your lone worker data. The date range and lone worker hierarchy can be adjusted using the selectable options at the top of the dashboard

Dashboard Key	
Events	number of signals received
Confirmed Events	number of Red Alert activations received
Inactive Devices	number of inactive devices
Active Devices	number of active devices
Alarm Handling within 10 & 40 Seconds	% of Red Alert activations answered within 10 & 40 seconds
No of devices in use	Historical graph showing number of connections
Causes	Pie chart showing reasons Red Alert activations
Average Alarm Response Time	Graph showing average response time for Red Alert activations
Most Active Users	List of your most active Lone Workers
Least Active Users	List of your least active Lone Workers

Logout

For security and data protection reasons it is important that when you have finished using Sentry you logout. To do this simply click on the drop down menu in the top right corner of the page and select 'logout'.

Live Chat

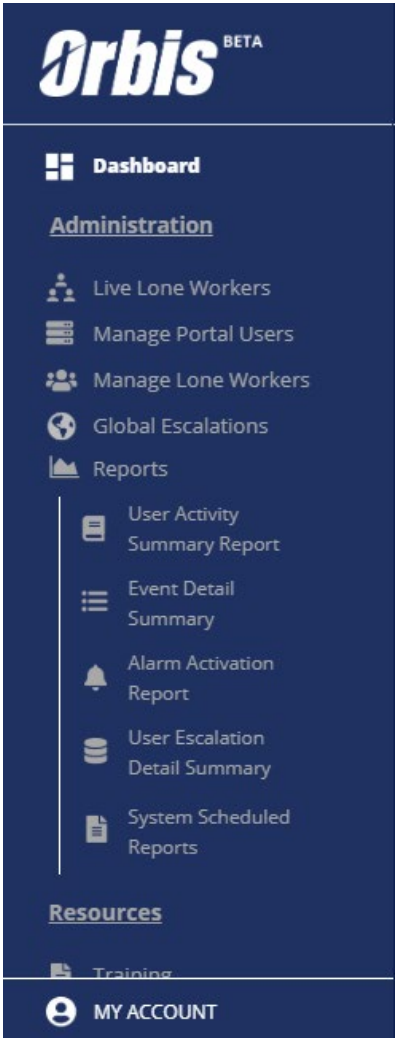
Live chat is available on all pages within Sentry and can be accessed via the 'Chat With Us' link found locate in the right hand corner. Live chat is manned Monday to Friday 9am – 5pm and is monitored by the lone worker support team. These feature can be used to chat to us about all lone worker questions you may have.

Navigation

All areas of Sentry are accessed using the menu on the left hand side and depending on your level of access will depend on what menus are available for you to select.

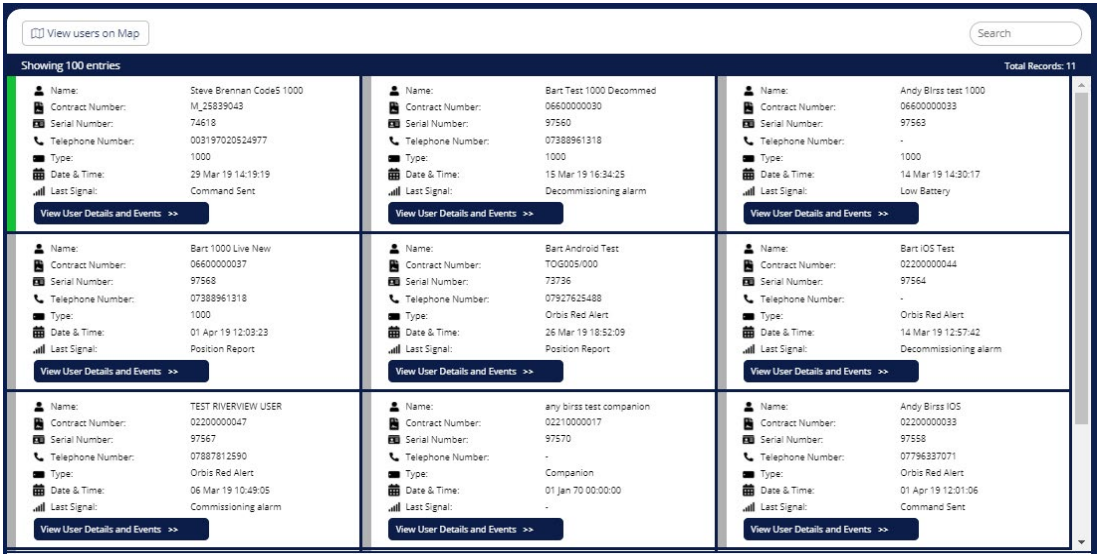
If a menu option is not available then speak with you manager to find out if you are able to be given access to this area. If agreed then your manager will notify Orbis and access will be grants.

The navigation menu is accessible from all pages of Sentry so navigation from one area to another should be straight forward and quick to do.



Live Lone Workers

On clicking the live lone worker menu option you will be displayed with a grid showing all lone worker connections you have visibility of with each grid displaying an individual lone worker connection. From this screen you will be able to view such things as the lone worker mobile number and the date and time of the last signal received.



Live Lone Workers

If you wish to view all these lone workers on a single map click the 'View Users on Map' button.

The map will automatically load at a level and location to capture all lone workers within your access level. A lone worker will be represented on the map by a single red pin with the users initial. If the map displays a level whereby a number of lone workers are in the same area then rather than overlay the map with lots of red pins it will display a purple circle with the number of lone workers inside the cirle. If you zoom in on this area the red pins will become visible. To view the location of a single lone worker simply click on the relevant lone worker on the right-hand side.

Live Lone Workers

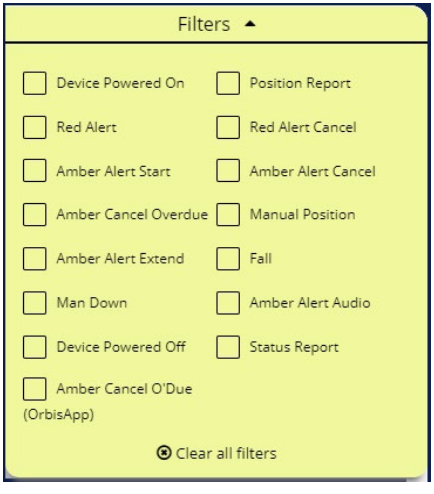
To focus on an individual lone worker you can either click on the 'View User Details and Events' button which is either found on the 'Live Lone Workers' grid or from the 'View User on Map' screen.

When viewing a single lone worker there are a number of paremeter options and filters available. Depending on what you choose will depend on the data displayed. For example you can choose only to show events (Signals) between 2 dates (by default it will automatically show you events for the past 24hrs). To amend these dates simply enter the start date and the end date and press the 'Apply' button.

Live Lone Workers

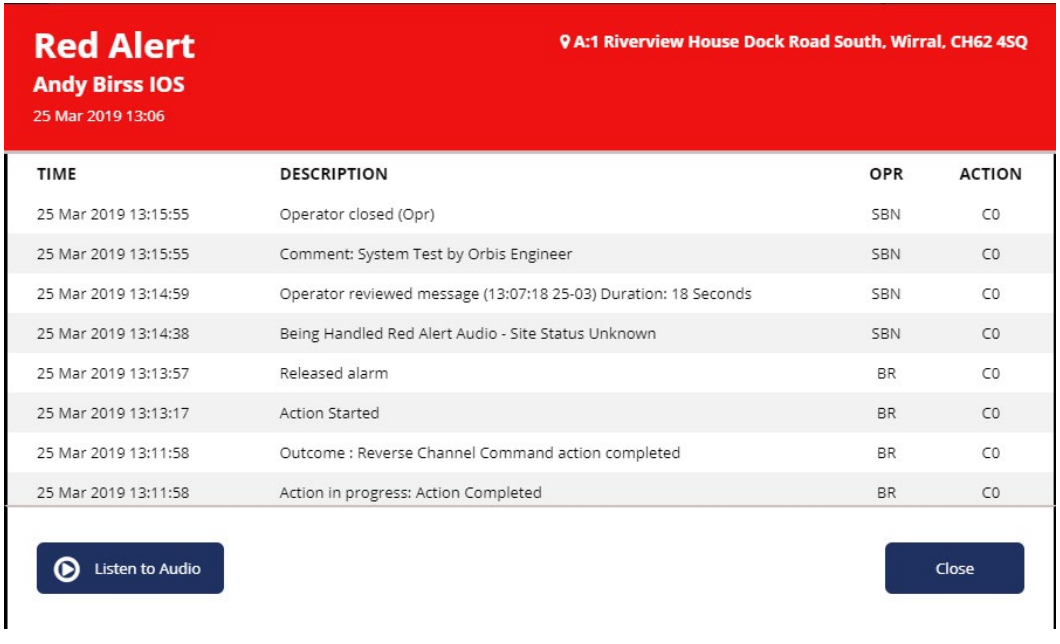
Once you have set your chosen date parameters you are then able to filter the event types. To do this press the 'Filters' option above the events log. From here you will be able to select the types of events you want to display in the events log. If you wish to clear the filter press the 'Clear All Filters'.

Once you are happy with your parameter and filter settings the events log will display the data you have requested. Each event will display the event type, the date and time of the event, the location of the event and depending on the lone worker service type, the battery life. On all events that have a location attached you are able to select the event to display the location on the map.



Live Lone Workers

For Amber and Red Alert event types it is also possible to listen back to the audio generated when dialling the Amber and Red Alert numbers. To do this, under the Amber and Red Alert events there is a 'View Details' link. Pressing this link will open a new screen whereby you can then click the 'Listen to Audio' button. From here you are able to both playback the recording and download the recording. A Red Alert Event will also display a log of the activation.



Red Alert

Andy Birss IOS

25 Mar 2019 13:06

A:1 Riverview House Dock Road South, Wirral, CH62 4SQ

TIME	DESCRIPTION	OPR	ACTION
25 Mar 2019 13:15:55	Operator closed (Opr)	SBN	C0
25 Mar 2019 13:15:55	Comment: System Test by Orbis Engineer	SBN	C0
25 Mar 2019 13:14:59	Operator reviewed message (13:07:18 25-03) Duration: 18 Seconds	SBN	C0
25 Mar 2019 13:14:38	Being Handled Red Alert Audio - Site Status Unknown	SBN	C0
25 Mar 2019 13:13:57	Released alarm	BR	C0
25 Mar 2019 13:13:17	Action Started	BR	C0
25 Mar 2019 13:11:58	Outcome : Reverse Channel Command action completed	BR	C0
25 Mar 2019 13:11:58	Action in progress: Action Completed	BR	C0

Listen to Audio

Close

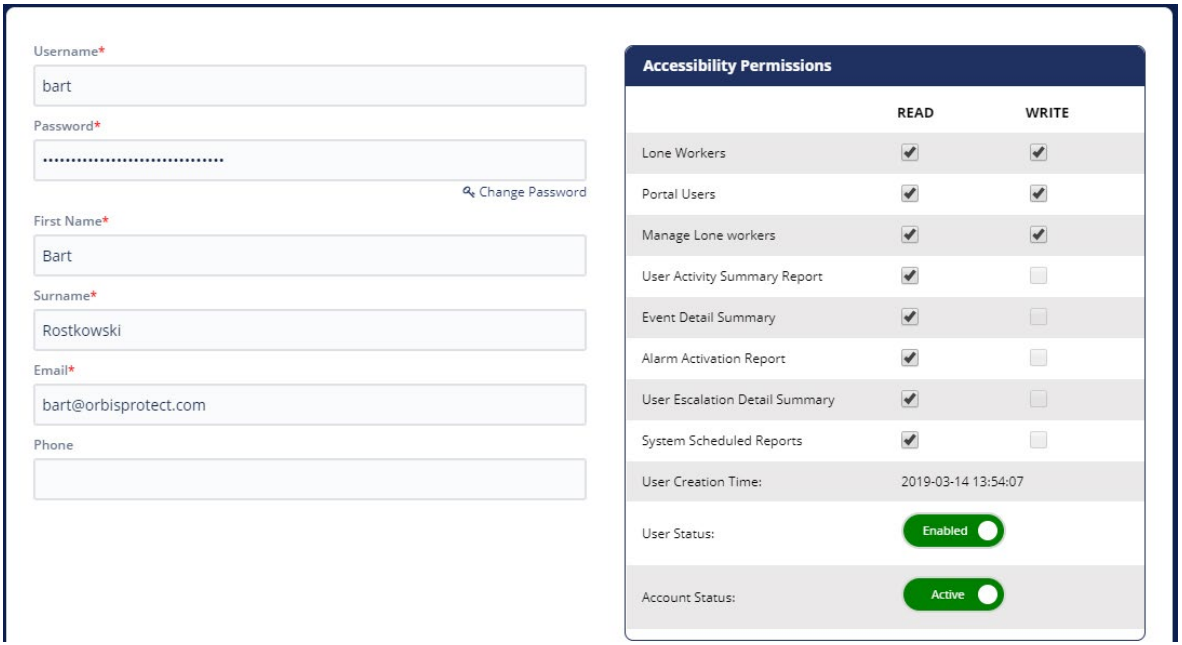
Manage Portal Users

Only users with higher level access will be able to access this area of Sentry. This area allows you to create new user access to Sentry.

On clicking 'Manage Portal Users' a list of currently setup users will be displayed. In order to add a new user to Sentry click the 'Add New' button.

From here you will be asked to enter some basic details in order to create the account. You will also have the ability to choose what areas of the portal this user will have access to and also if they are able to 'Read' (only view information), 'Write' (edit information), or both. Once you are happy click the 'Save Changes' button at the bottom. If any errors are made these will be highlighted and you wll be asked to try again.

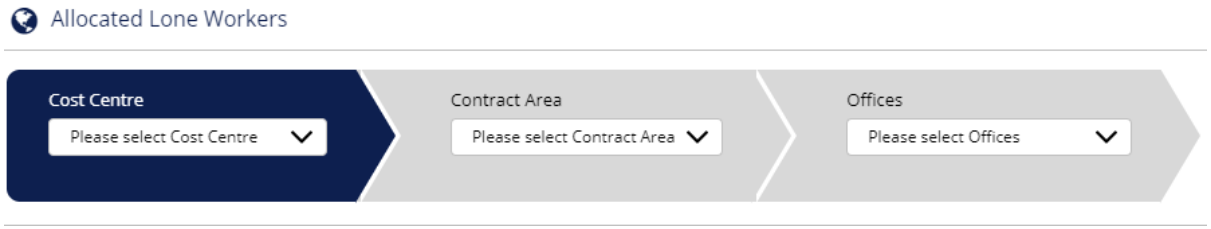
Manage Portal Users



If you wish to edit an already setup user simply click on the user from the 'Manage Portal Users' table and make the necessary changes. You will notice the password field is always hidden meaning that a new password will need creating from the 'Change Password' link if it is fogotten.

Manage Lone Worker

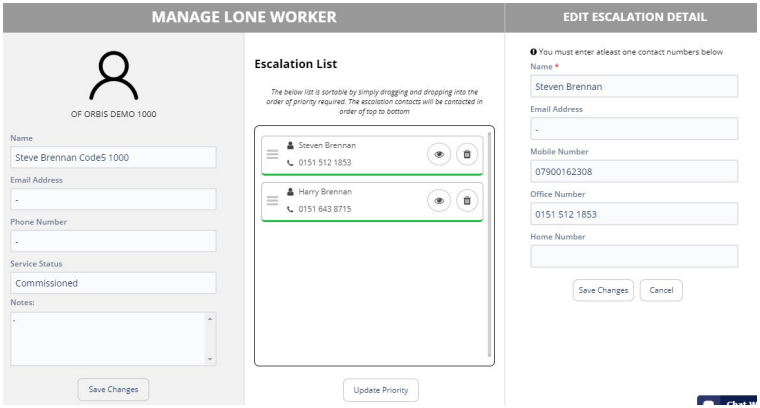
The ‘Manage Lone Workers’ area of the portal allows you to self-manage and edit your lone worker user details. On clicking the link you will be asked to choose the relevant ‘Office’ in which the lone worker is found that which you wish to edit. Simply select the relevant options from the dropdown areas at the top of the page.



Once you have selected the relevant ‘Office’ the list of Lone Worker connections will be visible. From here click on the Lone Worker you wish to edit.

It is also possible to move a user from one area of the hierarchy to another (dependent on your login permissions). To do this click on the 'Actions (Move)' button for the connection you wish to relocate. From here you are then able to choose the location in which the connection should be found within your hierarchy.

Manage Lone Worker



The 'Manage Lone Workers' area of the portal allows you to self-manage and edit your lone worker user details. On clicking the link you will be asked to choose the relevant 'Office' in which the lone worker is found that which you wish to edit. Simply select the relevant options from the dropdown areas at the top of the page.

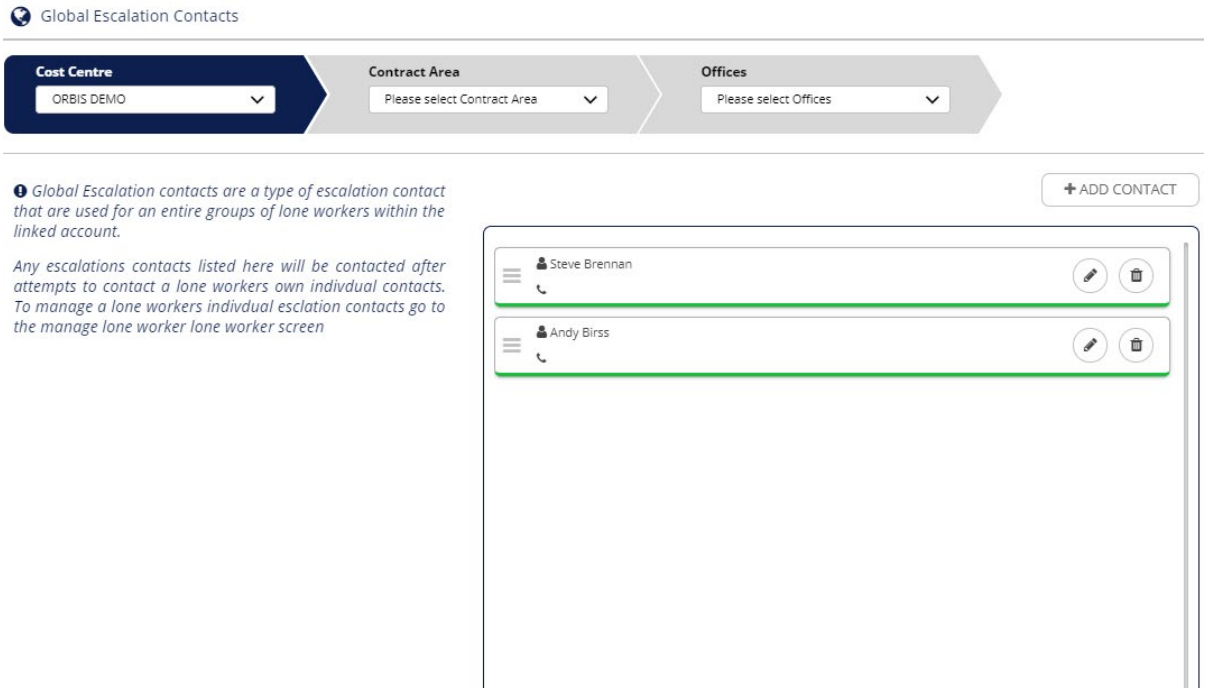
From here you are able to edit the name of the lone worker, add any notes, and view/edit any escalation details. Please note you are unable to update either the Lone Worker device/app number or the device IMEI number. This is because these details are crucial and must be correct in order for the service to communicate with the Orbis ARC. Any changes are made at an individual lone worker level meaning that if an escalation is edited and this escalation is contactable for more than one user then the change will need making on the other lone workerr also.

All changes that are made within Sentry are updated in realtime within the Orbis alarm handling software.

In order for changes to be made you must click the 'Save Changes' button. If you are changing the priority of an escalation then you must click the 'Update Priority' button. On successfully saving a change or changing a priority a successful message will appear.

Global Escalation

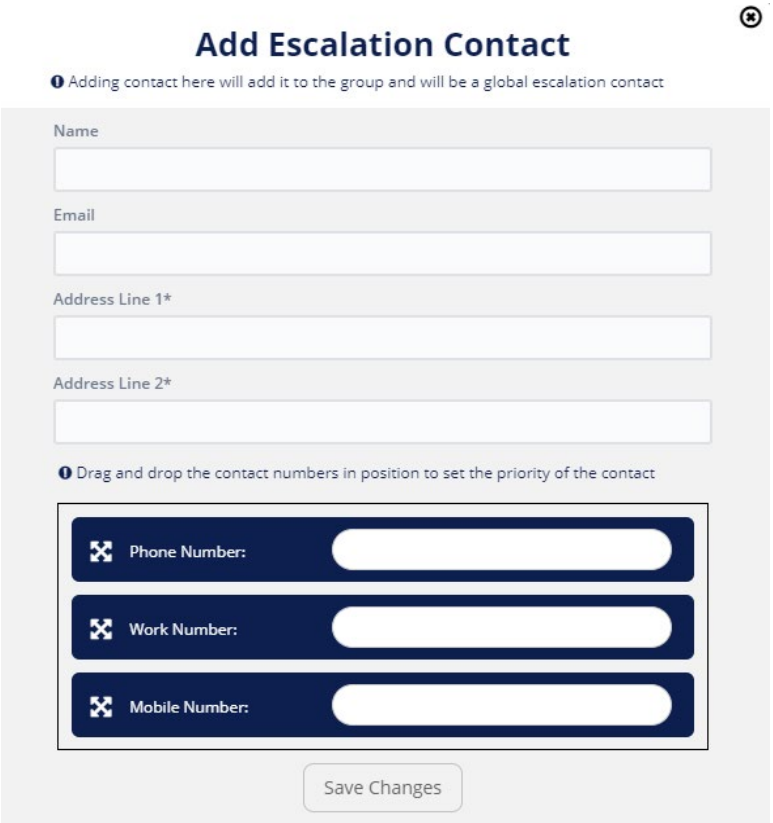
Global escalations have been added to Sentry so that escalations can be setup and edited much quicker than at an individual lone worker level.



Global Escalations

If you wish to add an escalation that would be available for all lone workers within your hierachy then you are best adding them at the 'Global Escalation' level. The advantage to this is that you only need to add/edit the escalation once in order for the change to be made for all lone workers. Depending on your level of access will depend on what level you can create a global escalation. To create the global escalation first of all select the link acount option. From here you will be able to select where you wish to add the escalation. Once you have choosen the link account select the 'Add Contact' button. From here you will be able to add the details of the escalation.

Escalations added at a user level will take priority over escalations added at a Global level.



Reports

User Activity Summary Report

This report is used to display when a user has created an event. When a lone worker manually sets up and Amber Alert or triggers a Red Alert then this will be recorded in this report. This report can be useful to determine if a user has been using the lone worker service as they should have been.

In order to run the report select the relevant date parameters at the top and press the ‘Apply’ button.

Event Details Summary Report

This report will allow you to view Red Alert activations and the reasons why they were triggered. This report is useful to find out if there is an underlying problem with a lone worker and the area in which they work or the job in which they do.

In order to run the report select the relevant date parameters at the top and press the ‘Apply’ button.

Alarm Activation Report

This report allows you to view Red Alert activations and what happening during the handling of the event.

In order to run the report select the relevant Date parameters at the top and press the ‘Apply’ button.

Reports

User Escalation Detail Summary

This report will display a list of lone workers and their escalation details.

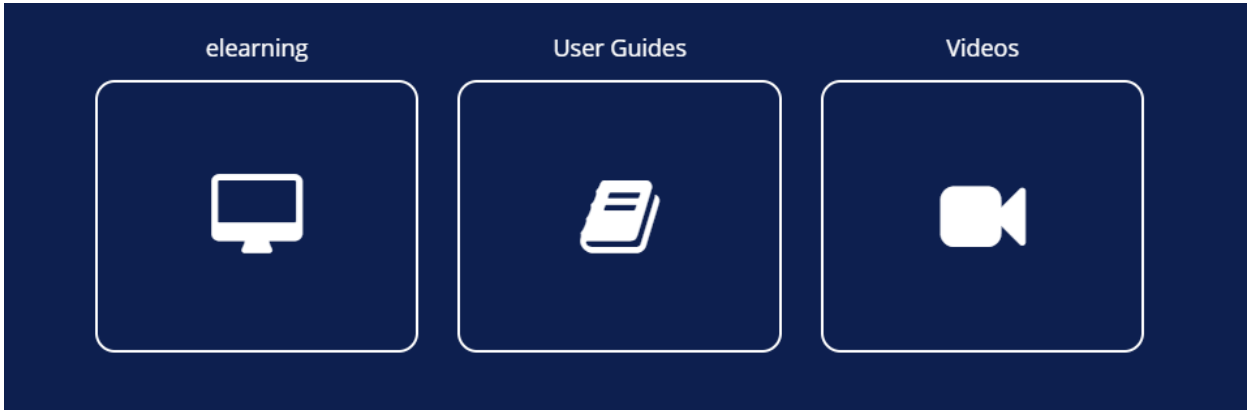
In order to run the report select the relevant Date parameters at the top and press the ‘Apply’ button.

System Scheduled Reports

This area of the portal is a repository whereby reports generated by the system can be automatically stored. The types of reports are vast and you should speak with your account manager to discuss. Bespoke reports can be created if required.

Training

Global escalations have been added to Sentry so that escalations can be setup and edited much quicker than at an individual lone worker level.



On selecting the 'eLearning' option you will open up the Orbis eLearning portal. Access to this portal is via different login credentials. If you require setting up with access please contact your Orbis account manager.

On selecting 'User Guides' you will be able to view and download the detailed lone worker service user guides.

On selecting 'Videos' you will gain access to the professionally produced Orbis Lone Worker training videos.

Contact Information

Address:

Orbis Protect
Riverview House
Dock Road South
Wirral
CH62 4SQ

Email: lwpsupport@orbisprotect.com

Tel: **0845 345 7800** (option 5)

Our wholly owned Alarm Receiving Centre operates to BS5979 Cat II and BS8484 standards 24/7/365