User Guide

March 2022

Contents

Table of Contents

Official

1.   Big Picture

Key Points

DELWP wants to ensure its employees are safe while undertaking work.

If that work activity involves working alone or in isolation, its risk level - High, Medium or Low – can be calculated and is one factor in defining:

- how often the employee should 'check-in' with their nominated Responsible Person/s and

- what escalations should happen if they fail to check-in as agreed

A dedicated app – JourneyMate - has been built to support this check-in / check-out process, to meet the requirements of the Working Alone or In Isolation policy.

What is JourneyMate?

JourneyMate is a web-based app that helps DELWP employees plan and manage work activities where they are undertaking remote or isolated work or travel.

Planning such activities should always start with a discussion with your manager / supervisor.

The general process is to:

- **start JourneyMate** and log-in – *page 7*

- complete your **Profile** ~ a once-only job of typing in details about you and a 'standard' activity including calculating its risk level; defining an agreed check-in schedule; defining when to escalate prompting messages (*"You've missed your 1st check-in!"*) and how you prefer to be notified – *page 10*

- create an **Activity** (the job to be tracked). Your **Profile** data is copied to that Activity ~ and can be edited as required *page 18*

- understand the **My Activities** screen so you can move an Activity from **Planned** to **Started** & understand how to view activities by you and those who report to you– *page 21*

- monitor and update activities that have **Started** – this can be done by the employee doing the Activity, or their Responsible Person (on their behalf) - *page 21*

- access the full history of *any* activity via the **Dashboard** – *page 38*

- access Help resources – *page 41*

2.   Starting JourneyMate

Key Points

- JourneyMate is a web-based app ~ meaning you do **not** need to download / install it

- You can access it via your smart phone, tablet, laptop or desktop computer – on any device you can hit the internet

- Access demands a FireWeb account – a Username and Password

- If you're going to check-in using a smart phone, ensure it's permitted to send your location to JourneyMate (see Let Your Browser Know Your Current Location on page 7).

- If you forget this step, read the instructions in Appendix 1: Configure Your Browser to Access Your Location – page 42

JourneyMate requires a FireWeb login

If you don't hold a FireWeb account, you can apply for one, but you will need to know your:

(a) DELWP Employee Number and

(b) SOE ID (e.g. pp18, or jm1c or similar)

With these in hand (talk to your local People & Culture rep. if necessary), you can apply for an account by clicking this link and completing the form:
https://fireweb.ffm.vic.gov.au/Account/UserRegistration

Let Your Browser Know Your Current Location

Safety involves knowing how to find you should things go wrong.

Every time you check-in to, or check-out of an Activity using a GPS-enabled device, JourneyMate *automatically* stores your current Lat/Long & Grid Reference as part of your Activity's history – but only if:

(a) your Browser allows JourneyMate access to your location (when JourneyMate loads for the first time, ensure you select **Allow** when that pop-up appears) and

(b) you use a device with GPS capabilities – e.g. a smart phone can send your lat/longs and grid reference; but radioing your Responsible Person would require them to type those in for you.

We recommend using Chrome as your Browser.

JourneyMate – create a short-cut icon

From any web-browser's Address Bar, you can type
https://tarnook.ffm.vic.gov.au/safety/workingaloneisolation/ and log-in using your FireWeb
Username and Password.

Note:	Bookmark the app for quick access in the future. For example, via Chrome:

JourneyMate – via Tarnook

If you're a Tarnook user, you can use it to access the JourneyMate app.

Step 1.   Into your Web Browser's Address Bar, type
https://tarnook.ffm.vic.gov.au/   - then press [ENTER]

Step 2.   At the FFMVic Connect dialog, enter your FireWeb Username and Password, then
click **Log In** with your FireWeb Username and Password.

Step 3.   From the **Welcome to Tarnook** home page, click the top-most icon.
This will expand the side-bar menu.
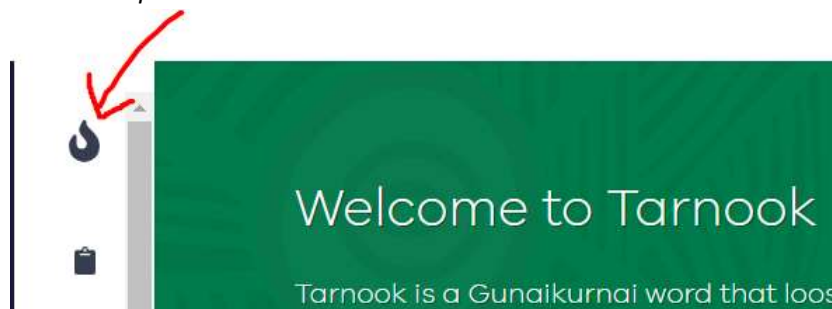
Step 4.   Scroll-down then expand the **Safety & Wellbeing** menu …
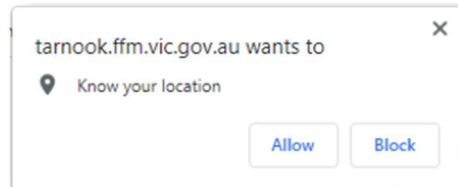
Step 5.   From the offered icons, click ✓   JourneyMate

This will open the JourneyMate app – and provide access to setting up your Profile;
creating Activities; accessing the Dashboard; and more…

Step 6.   The **first time** JourneyMate opens, ensure you click **Allow** when asked for
permission to **Know your location** …

> tarnook.ffm.vic.gov.au wants to   ×
> 📍 Know your location
>
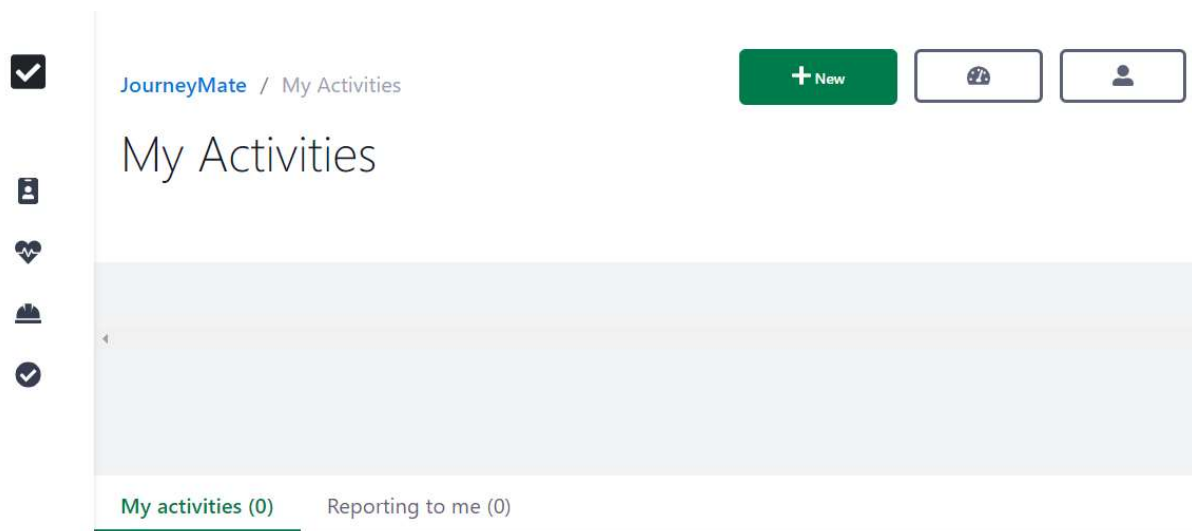>   Allow   Block

---

Important!   JourneyMate can now auto-complete the Latitude and Longitude when you
'check-in' and 'check-out' from your smart phone / GPS-enabled device - making
finding you easier should you need assistance.

Initially, JourneyMate will look like this:

JourneyMate / My Activities   ➕ New   🎛️   👤

My Activities

My activities (0)   Reporting to me (0)

3.   My Profile

Key Points

- Start by clicking the **My Profile** button (top-right corner)

- A Profile is like a template, storing commonly referenced info **about you**, for easy re-use

- A Profile only needs to be completed once!

- Your profile data spans 2 tabs – **Details**, and **Escalations & Notifications**

- Clicking ⌄ will expand the each section of the data form, revealing fields to be completed

- Mandatory fields are marked with a red asterisk *****

- Your profile is used to quickly 'pre-populate' each activity you record for yourself – e.g. today my activity is *Protestor Management*.

- You can override any data that your **Profile** pre-populated your activity with as required

- JourneyMate does not – yet – support creating a Profile *for someone else*
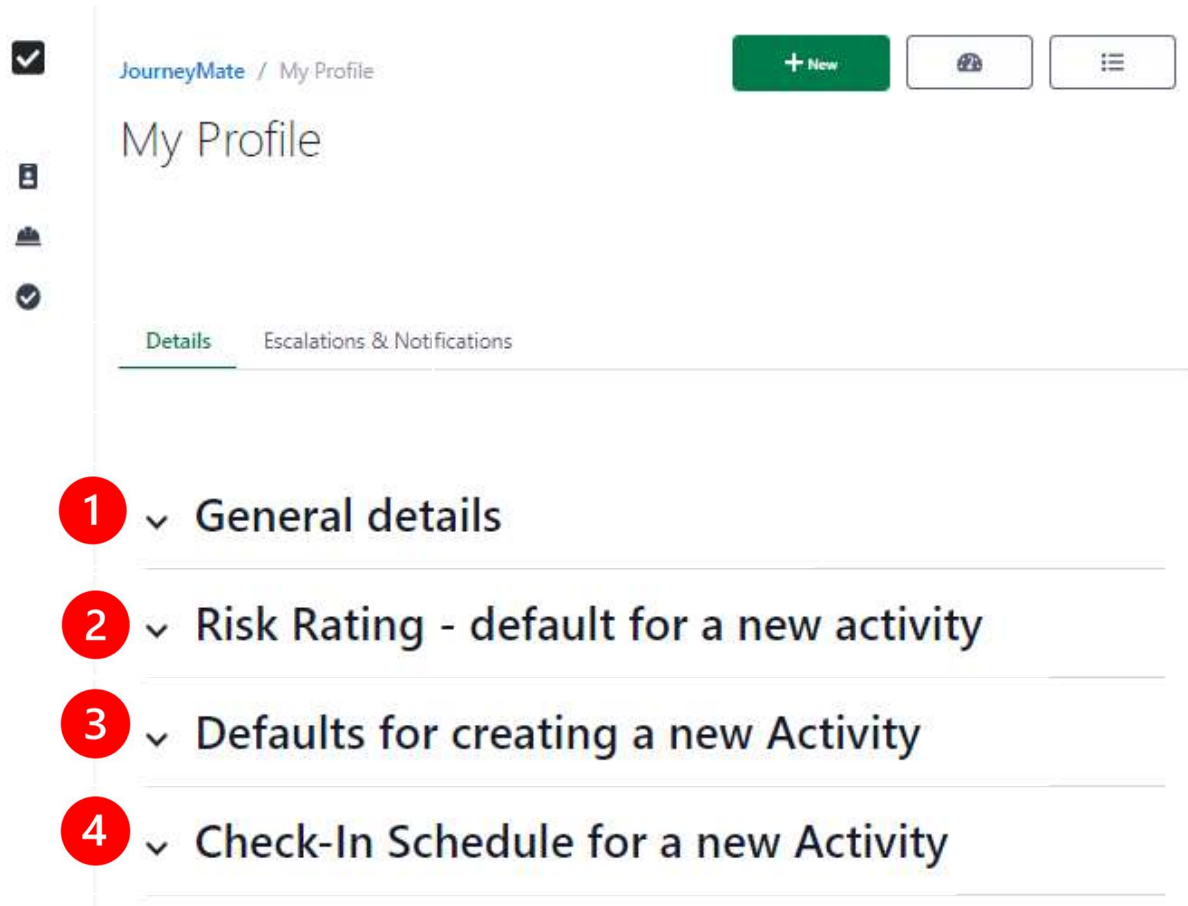
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Tab 1: Details

Figure 1:Example of the My Profile screen > Details tab

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❶	**General details**	Details about you and your Supervisor (pulled from Source; cannot be edited here) ~ example:	

Mr Pringuer, Philip (Phil)

Senior Project Officer
EAST MELB 8 NICHOLSON ST
Department of Environment, Land, Water, and Planning

MELBOURNE FIRE REGION
Other FIRE DISTRICT

P: (03) 8508 2116
M:
E: Phil.Pringuer@delwp.vic.gov.au

Supervisor

Aurisch, Suzanne (Suez)
P: 0457 505 540
E: suzanne.aurisch@delwp.vic.gov.au

❷	**Risk Rating**	Answering these questions will automatically determine the **Calculated Risk Rating** for that Activity. Example:

Calculated Risk Rating **High**

○ No ● Yes Remoteness: in an area with limited comms, medical and accessibility.

○ No ● Yes Working Alone: without a colleague (excluding driving).

○ No ● Yes Public Interaction: involve high risk of confrontation with community members.

○ No ● Yes Movement between work locations (including from home or work base)

○ No ● Yes Extended Driving/Travelling: driving/travelling will be over 2 hours in duration

● No ○ Yes Are you using the Job Safety Planning process

❸	**Defaults for creating a new Activity**	Record a **Title** (description) & **Reason** for the (default) Activity; location details (travelling from, working at, returning to); transport details (e.g. type of vehicle, rego); and contact details for you and your nominated Responsible Person(s).

Note:	You **must** provide **at least one number** you can be contacted on: Mobile, Radio (portable), Radio (vehicle) or Garmin.

Example:

Title

Wild Dog Control Crosscut Saw

Reason For Activity

Reduce wild dog numbers

Staff Email

phil.pringuer@delwp.vic.gov.au

Mobile Number

0402 253 499

Portable radio number

7302593

Vehicle radio number

Enter vehicle radio number

Garmin InReach GPS device number

Enter Garmin InReach number

Vehicle registration number

1VG7LJ

Leaving from

EAST MELB 8 NICHOLSON ST

Working at

Crosscut Saw Alpine National Park near Valejho Hut

Returning to

EAST MELB 8 NICHOLSON ST

Mode of transport

Vehicle

First Responsible Person *

suzanne.aurisch@delwp.vic.gov.au

First Responsible Person Mobile Number *

0457 505 540

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4	**Check-in Schedule for a New Activity**	Do you prefer to check-in at a regular **interval** or at specific **times**?

Interval example:

> Would you like to set check-in interval (in minutes) or schedule specific check in times?
>
> ⦿ Check in interval (in minutes) ○ Check in at specific Times
>
> | 120 |

Specific Times example:

> Would you like to set check-in interval (in minutes) or schedule specific check in times?
>
> ○ Check in interval (in minutes) ⦿ Check in at specific Times
>
> | × | 12:00 (Midday) | × | 14:00 (2:00 PM) | × | 16:00 (4:00 PM) |

If you select **Interval**, it will 'kick-in' the moment you move the Activity from **Planned** to **Started**; and continue until you End the Activity by checking-out.

Ensure you **Save** your work on the **Details** tab, before clicking the **Escalations & Notifications** tab.

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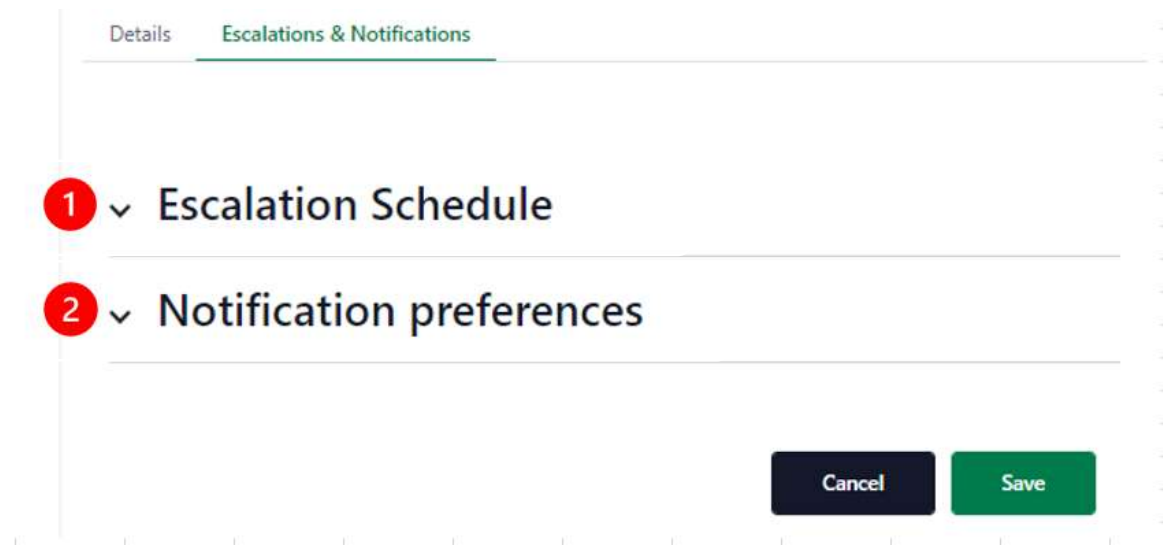## Tab 2: Escalations & Notifications

Figure 2: Example of the My Profile screen > Escalations & Notifications tab

①	If the employee misses their agreed check-in time, how long should JourneyMate wait before automatically sending the:
	(a) First 'overdue' reminder to the employee?
	(b) First 'overdue' reminder to the employee and their Responsible Person?
	(c) Second 'overdue' reminder to the employee and their Responsible Person?
	These wait times will 'narrow' (get shorter) with increasing Calculated Risk Ratings.
	For example, it might be acceptable to check-in within {20} minutes of your agreed time for an activity calculated as {Low} risk.
	If that activity was {High} risk, you'd be concerned if you missed a check-in by {5} minutes.
	The **Escalation Schedule** lets you set these triggers – see the following table as an example.

Missed check in Notification Alerts	When (minutes) from scheduled check in time			Whom Notified
	WII Risk = Low	WII Risk = Medium	WII Risk = High	
Set default time (from scheduled check in time) for first overdue notification to Staff	minutes 20	minutes 10	minutes 5	Staff — times **decrease** as **Risk** increases …
Set default time (from scheduled check in time) for first overdue notification to Responsible Person(s)	minutes 30	minutes 20	minutes 10	Staff Responsible Person(s)
Set maximum lapsed time (from scheduled check in time) for second overdue notification	minutes 40	minutes 30	minutes 15	Staff Responsible Person(s)

times **increase** with escalation process …

Note:	JourneyMate will not let you save unless the values *decrease* (going *across* the page), and *increase* (going *down* the page).

2 When using JourneyMate, of which actions do you want to be notified?

And do you prefer those notification(s) by email or SMS?

Only tick those you **want** to trigger a notification.

Note:	Missed check-in(s) <u>always</u> trigger notifications, regardless of what choices you make below.

Example follows:

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When I	Email	SMS
Want a reminder 15 min before Check-In	☐	☐
Create an Activity	☐	☐
Edit an Activity	☐	☐
Start an Activity	☐	☑
Check-in	☐	☑
Check-out	☐	☑
Add a note	☐	☐

When Staff Reporting to Me	Email	SMS
Create an Activity	☑	☐
Edit an Activity	☐	☑
Start an Activity	☐	☑
Check-in	☐	☑
Check-out	☐	☑
Add a note	☐	☑

Ensure you **Save** your work on the **Escalations & Notifications** tab.

Summary

My Profile **[person icon]** data is used by JourneyMate to auto-complete each **[+ New]** activity you create - making that process **fast**.

Those 'best-guesses' can be over-ridden at the Activity level should you need.

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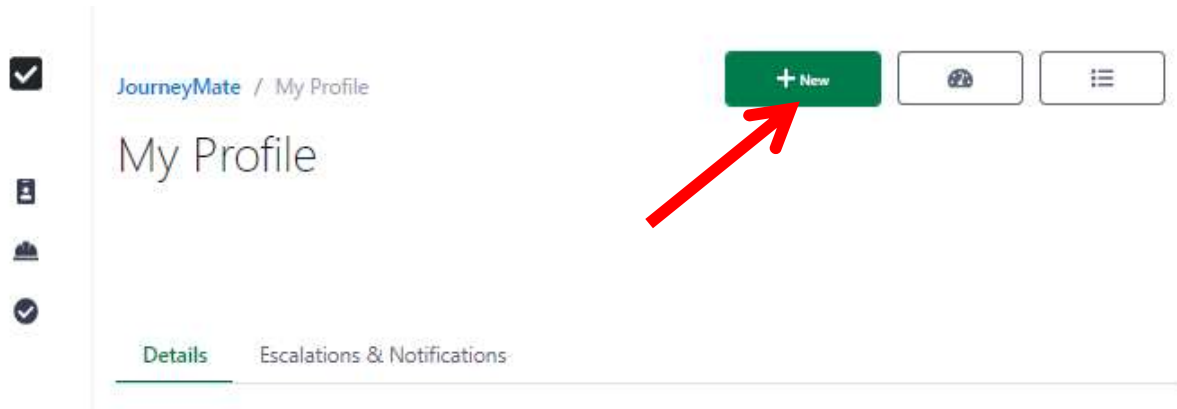
4. New Activity

Key Points

- If you did **not** complete your **Profile** data, you'll need to enter all that data *per new Activity*.

- If you **did** complete it, clicking activity will *automatically* complete the sections (shown below) based on that data.
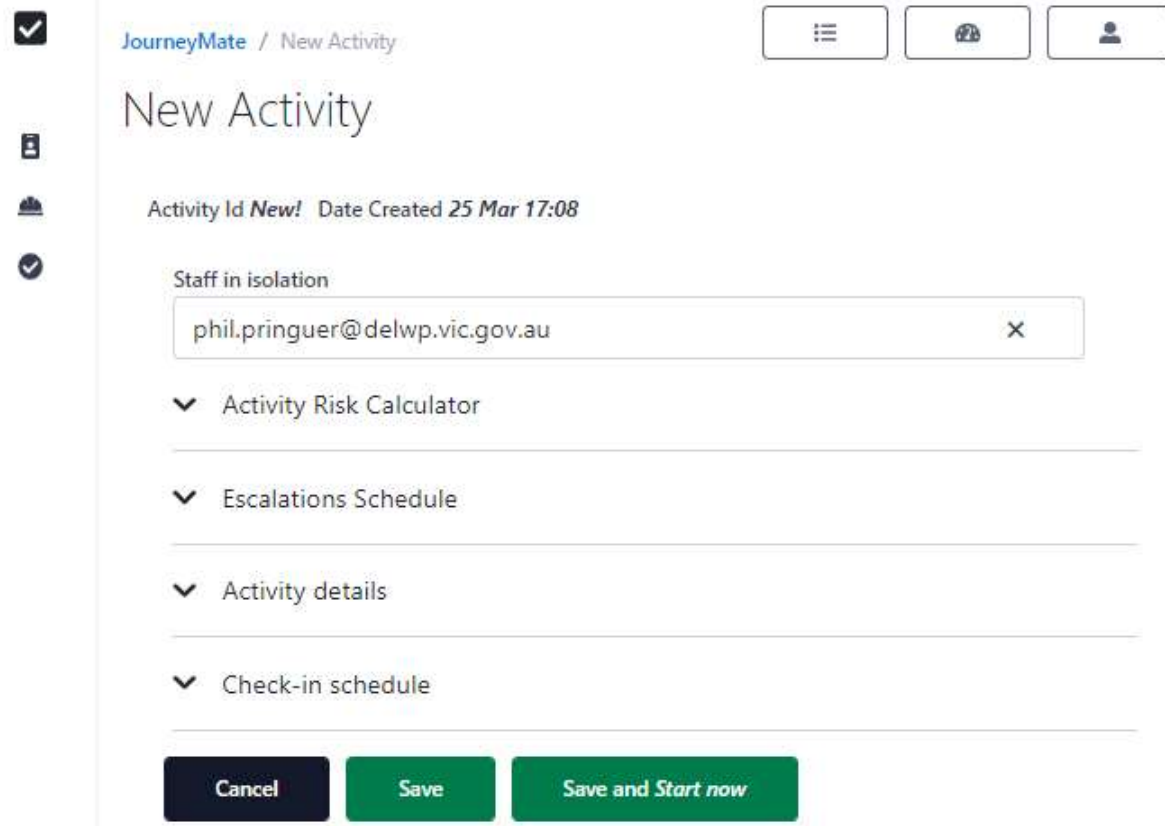
Figure 3: Example of the New Activity screen

- You can overtype (correct) those entries as needed

- You can ☑ save an override to update My Profile if you wish – for example, if you've been issued a new **Portable radio** …

- will leave your Activity at **Status:** ▶ Planned

- You can create and multiple activities and have them sitting at ▶ Planned

- will move your Activity to **Status:** ⊘ Active .
  That Activity will display one the **My Activities** screen.
  And all of your **Schedule** settings and **Activity** notifications will kick-in, prompting you to check-in (and your Responsible Person/s to chase you up if required)

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Can I Create an Activity for Someone Else?

Not yet – but we're looking at it.

It makes (great) sense to let you create a **+ New** activity (moving it to ▶ Planned) *for others* – then **▶ Start now** (moving it to ⊘ Active) as/when required.

Those doing the Activity can then focus on getting the work done while checking-in ✔ regularly as agreed, and finally checking-out ■ (ending the activity).

Can Someone Perform More Than One Activity at the Same Time?

No.

Only one Activity, per person, can be ⊘ Active at any time.

To perform a second Activity, you must:

- View the current (⊘ Active) one

- check-out ■ of it (moving it to ◉ Ended)

- record the **+ New** activity (or start one that's at ▶ Planned)

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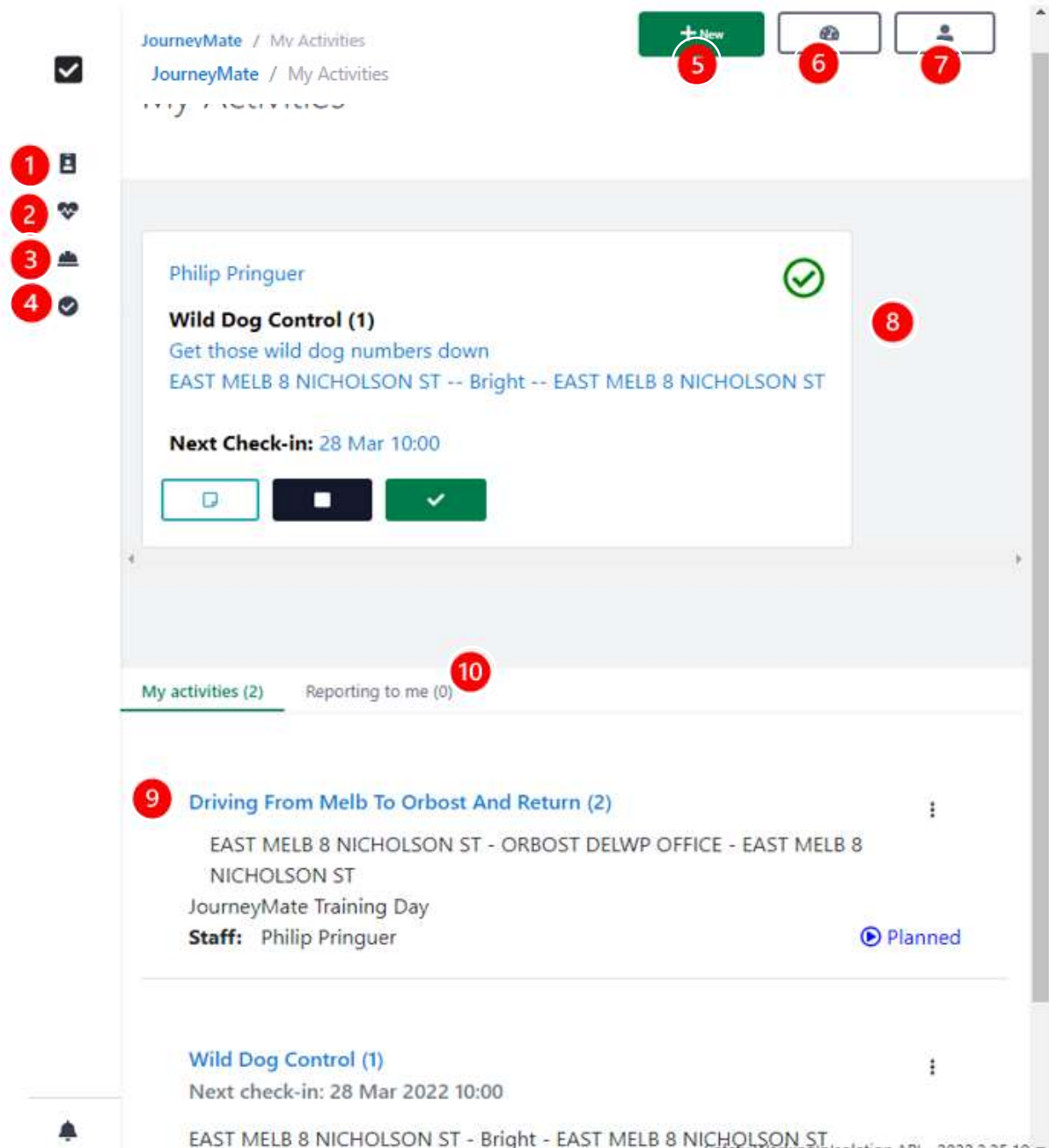
5. My Activities

The Screen Layout

Figure 4: Example of the My Activities screen

Key Points

- The **My Activities** screen summarises activities relevant to you:

    o created by you (so you can record check-in(s) and a final check-out), and

    o anyone reporting to you (so you can see their check-in history and/or check-in- for them if required)

- Offers a menu (left-hand side) to access other parts of the JourneyMate app

- Offers a button for creating a New Activity *for yourself*.

Note: You cannot (yet) create New Activities for colleagues. *We're working on it…*

- Lets you create (and edit) your own Profile – storing standard information that can be re-used to quickly plan an Activity

- Shows Activities that are *underway* – i.e. moved beyond ▶ Planned – and their current Status, in two ways:

    o as one Card per Activity (in the Carousel), and

    o in a searchable list

- Activities move through states – and the current state is always visible.

    ▶ Planned   planned but not yet started

    ⊘ Active   activity started → triggers a summary Card to display in the Carousel

    ❗ Overdue   late for first check-in

    ⚠ Overdue Max   late for second check-in → triggers notification to Responsible Person

    ◉ Ended   completed final check-in → activity ended

    ⊗ Deleted

- Both the Card (top half) and table (bottom half) summarise the Activities, who are performing them, each activity's Status and when the Next Check-in is due

- You can click **on** a Card (top half) or a listed Activity (bottom half) to access its history of check-ins and/or details

- Once an Activity is Started (⊘ Active), the screen offers buttons so you can easily 'click' to check-in, log your current location and/or record a note, or check-out (ending that Activity)
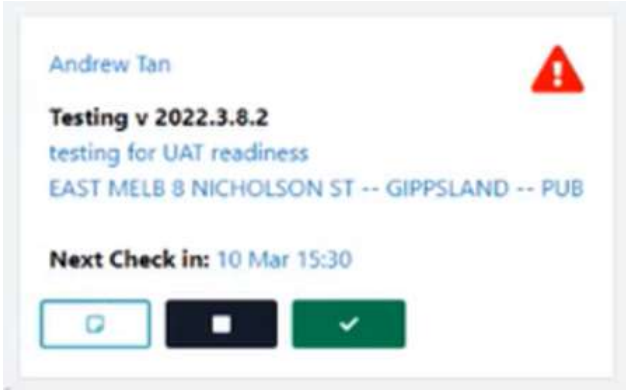
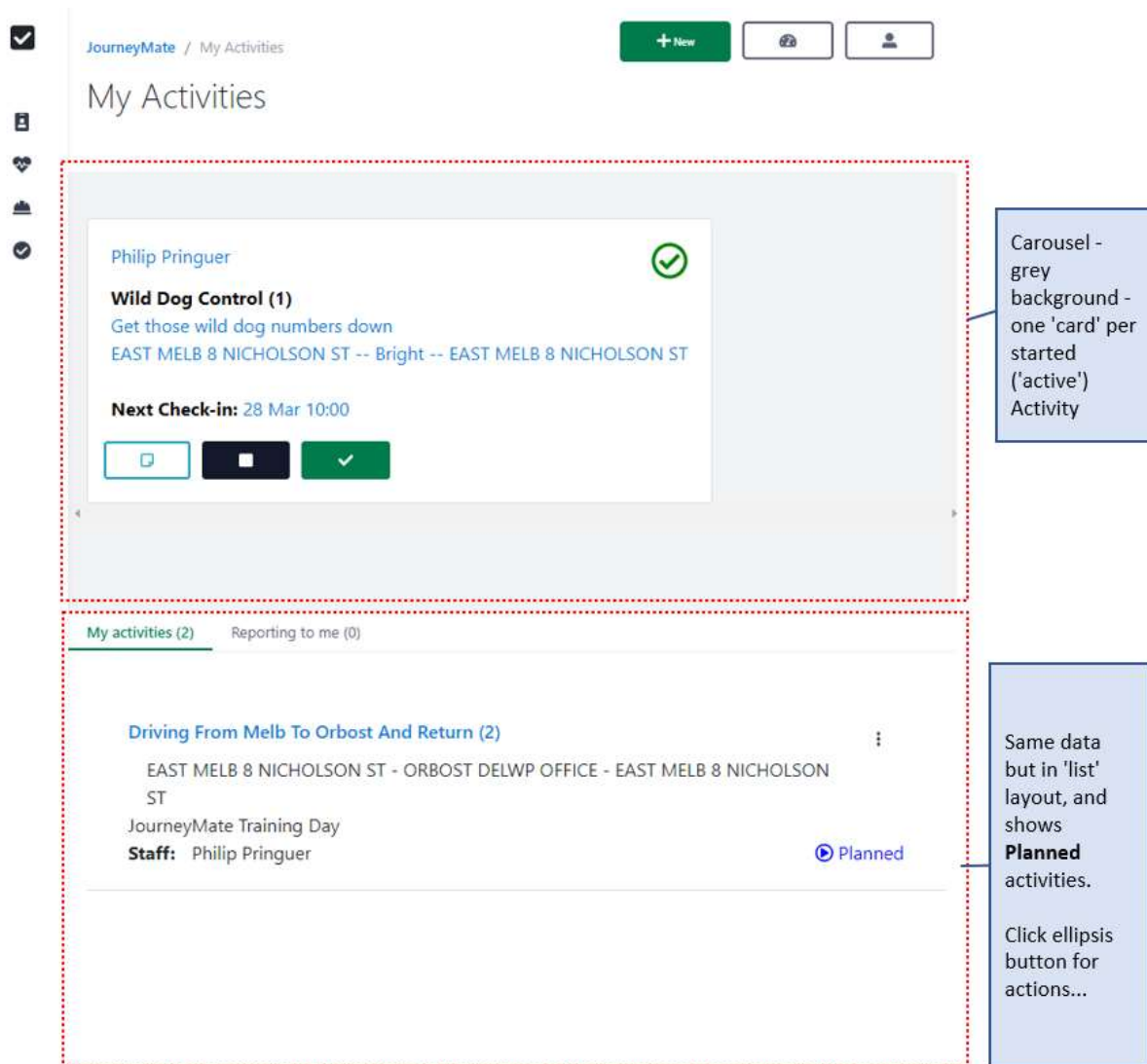|		
1	**Contacts** menu	Access the names and phone numbers of key Regional Fit for Fire Coordinators, Injury Management Advisors, Regional Safety Advisors, and additional Safety & Wellbeing contacts
2	**Medical & Fitness** menu	Access the Medical and Fitness pages
3	**SOIs & SWPs** menu	Access Safe Operating Instructions (SOIs) and Safe Work Procedures (SWPs). These may be one aspect of planning a **New Activity** and assessing its associated risk rating
4	**JourneyMate** menu	Opens a sub-menu, accessing: • My Profile (see page 10) • the Dashboard (see page 38) • your Activities (see page 18) • the Privacy Statement • Help – on JourneyMate and the Policy (see page 41)
5	**New Activity**	Record the details for an Activity – e.g. Track Clearing; Protestor Management; Illegal Firewood collection investigation.
6	**Dashboard**	Accesses every Activity created in JourneyMate
7	**My Profile**	This is a set of default choices for **you**, including: • **General details** ~ contact data about you and your Supervisor • **Risk Rating** ~ associated with your typical Activity • **New Activity** ~ its type, reason, contact methods for you and your Responsible Person, where you are leaving from, working at and returning to, your mode of transport etc. You only need to set up your Profile once (but can edit it any time).

8	**Carousel**	Andrew Tan **Testing v 2022.3.8.2** testing for UAT readiness EAST MELB 8 NICHOLSON ST -- GIPPSLAND -- PUB **Next Check in:** 10 Mar 15:30 This reserved area (grey background) will show summary card(s): • where an Activity is **currently in progress** (i.e. past **Planned**) • for you, and any employee(s) who've nominated you as their Responsible Person If there are 3+ cards, you can scroll left ←→ right to view more cards ~ hence 'carousel'.
9	**My Activities**	Summarises any/all Activities **you** are undertaking, in a searchable list format.
10	**Reporting to me**	Summarises any/all Activities undertaken by any employees reporting to you (as their nominated Responsible Person)

Before creating a **+ New** activity, you should complete your **Profile** **👤** (data about yourself that's largely consistent across all activities) – see page .

This is used to auto-populate most of each **+ New** activity's data – which you can refine as needed.

6.   Monitoring and Updating Activities

Figure 5: The My Activities screen when one or more activities have Started

It supports starting, editing or deleting an activity, recording check-ins, logging your current location, adding Notes, and shows the Status of each activity.

Note: One person can have many ⊙ Planned activities, but only one activity can be ⊘ Active at any time. Trying to start a second Activity will prompt you to **End** (check-out of) the first (active) one.

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Key Points

- Saved Activities appear in the **My Activities** screen.

- The **My activities** tab lists all those where the ∨ **Defaults for creating a new Activity** had **you** recorded as the **Staff in isolation**, e.g.

Staff in isolation

phil.pringuer@delwp.vic.gov.au

- The **Reporting to me** tab lists all those where the **Activity details** had **you** recorded as either the **First Responsible Person** or **Second Responsible Person**, e.g.

First Responsible Person *

penny.rabarts@delwp.vic.gov.au   ✕

First Responsible Person Mobile Number *

0402234567

Second Responsible Person (Optional)

sarah.catania@delwp.vic.gov.au   ✕

Second Responsible Person Mobile Number *

0412345678

- Clicking the ellipsis button beside an Activity, offers short-cut menu choices to 'advance' an Activity through its states (and more) …

Driving From Melb To Orbost And Return (2)

EAST MELB 8 NICHOLSON ST - ORBOST DELWP OFFIC

8 NICHOLSON ST

JourneyMate Training Day

Staff: Philip Pringuer

▶ Start now

✕ Delete
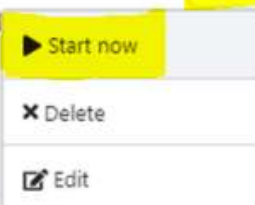
☑ Edit

- Those short-cut menu offerings change, according to the Activity's current state.
  i.e. if you've already clicked **Start now**, then the next logical offerings are **Check-in**, **Check-out** and **Edit**.

Starting an Activity

Step 1.   Click the ellipsis icon adjacent to any ▶ Planned activity.

Step 2.   Click ▸ **Start now**

Step 3.   Accept (or edit) the completed **Latitude** and **Longitude** and **Grid Reference** entries; update **Comments** if required; note your **Next Check-in** time (or change it if required)…

Start now   ☒

Time: 15:19   Due:

Latitude   Longtitude

-33.8688197   151.2092955

Grid Reference

56HLH34365094

Comments

Comments

Next CheckIn will be at 17:30

Change the next checkin if required

17:30 (5:30 PM)   ✕

Start now

Step 4.   Click   **Start now**   to confirm.

The Activity will move from ▶ Planned to ⊘ Active and a summary card will display in your Carousel.

Checking-in

Completing the details for any New activity will ask you to **Save** (leaving that activity as

▶ Planned), or **Start now** (moving it to ⊘ Active and triggering the need to **Check-in**).

Note that an employee can check-in, but their Responsible Person[1] can also do so *on their behalf* if needed (e.g. the employee's made contact by radio and has no access to JourneyMate).

A check-in can be done several ways:

From the Card in the JourneyMate Carousel …

Philip Pringuer

Wild Dog Control (1)
Get those wild dog numbers down
EAST MELB 8 NICHOLSON ST -- Bright -- EAST MELB 8 NICHOLSON ST

Next Check-in: 28 Mar 10:00
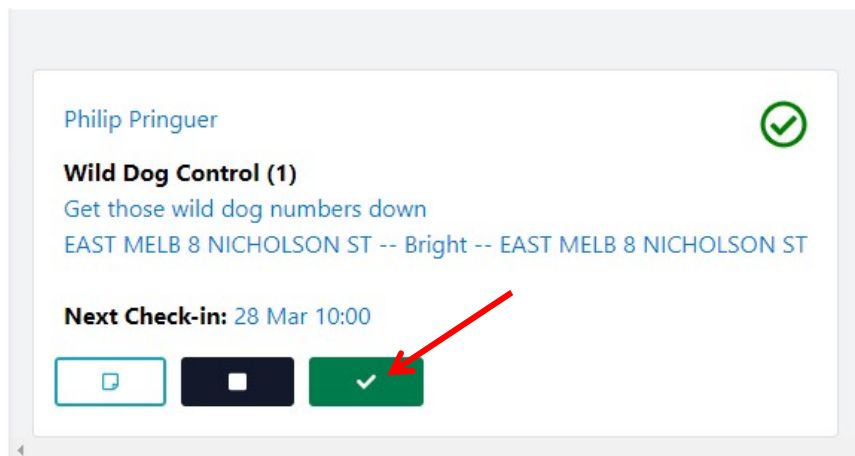
From The Summary Below the JourneyMate Carousel …

Wild Dog Control (1)
Next check-in: 28 Mar 2022 10:00

EAST MELB 8 NICHOLSON ST - Bright - EAST MELB 8 NICHOLS
Get those wild dog numbers down
Staff: Philip Pringuer

✔ Check-in
■ Check-out
☑ Edit
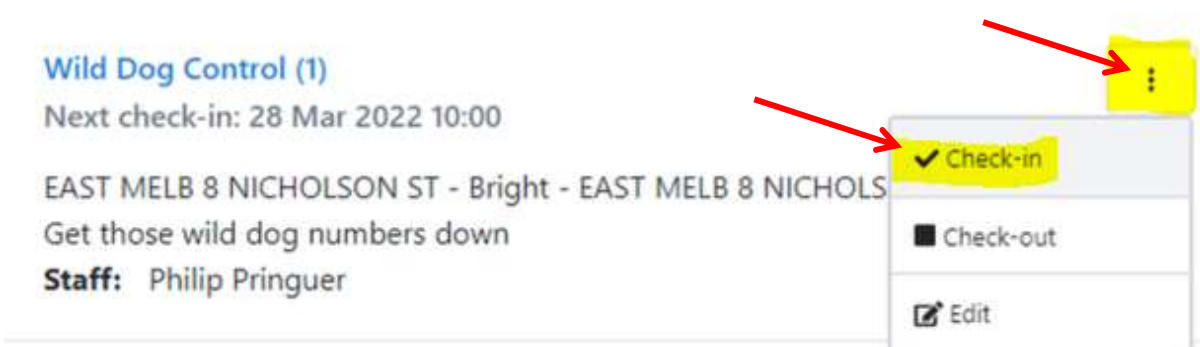
From the JourneyMate Dashboard …

See page 38.

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[1] In fact, anyone with JourneyMate access can 'check-in' on anyone else's behalf. Doing so will record *their* details against that check-in – which becomes part of that Activity's history.

From the Reminder SMS / Email Sent to You by JourneyMate …

Click the hyperlink in the message you've been sent.

Editing an Activity

Against the relevant Activity (in the summary beneath the Carousel):

Step 1.   Click the ellipsis button.

Step 2.   Click **Edit** …

Step 3.   Click the **Activity Details** tab …
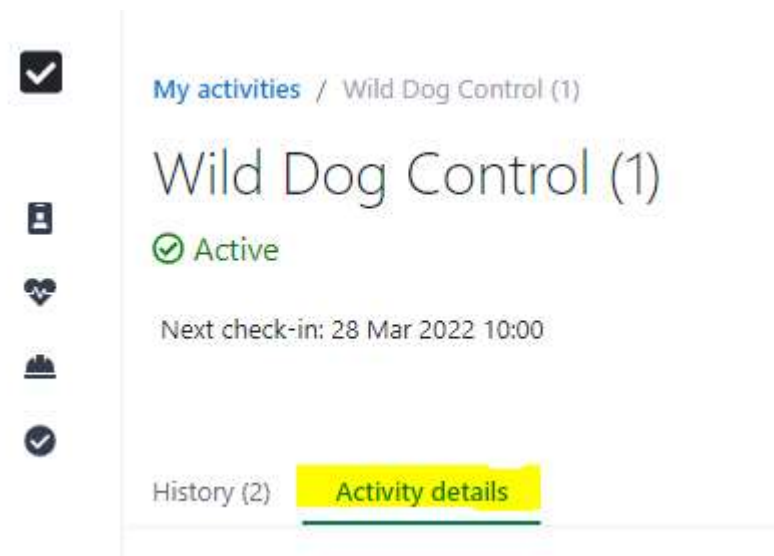
Step 4.   Make your changes – e.g. if the Activity is taking longer than planned, you could add another Check-in time …

∧ Check-in schedule

☐ Save Check-in Schedule to profile default

Would you like to set check-in interval (in minutes) or schedule specific check-in times?

○ Check-in interval (in minutes) ● Check-in at specific Times
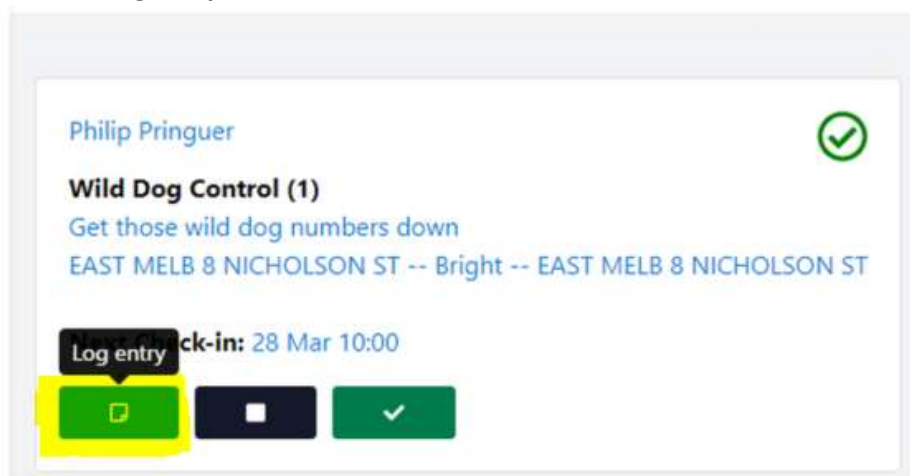
| × 13:00 (1:00 PM) | × 17:00 (5:00 PM) | × 10:00 (10:00 AM) | × 19:00 (7:00 PM) |

Step 5.   Ensure you [Save] your change(s).

Logging an Entry / Adding a Note

You can log comments and/or a location **at any time** (regardless of your check-in times) …
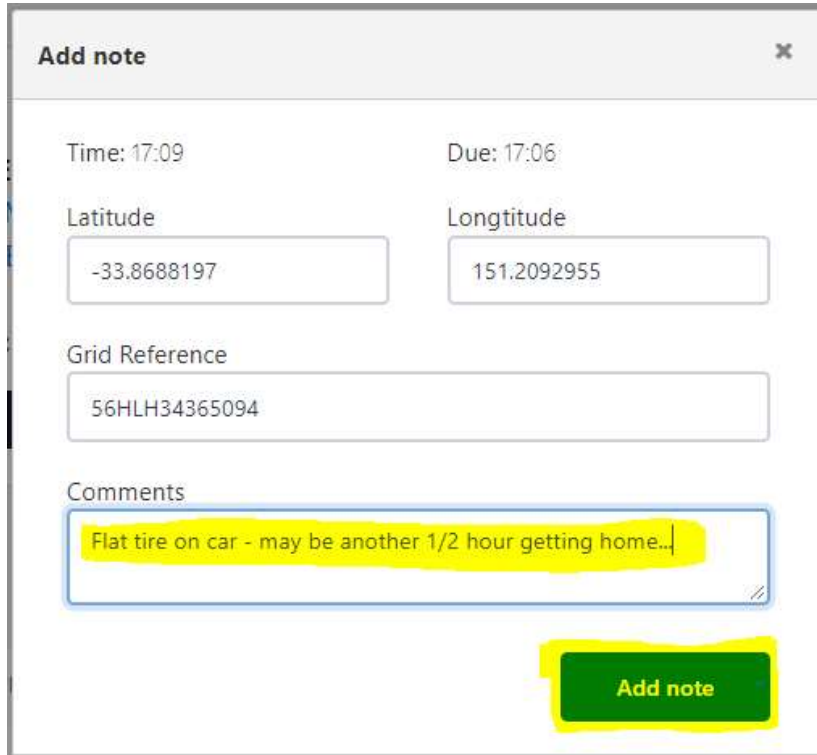
Step 1.   View the Carousel.

Step 2.   Click the **Log entry** button as shown:

Philip Pringuer ✓

Wild Dog Control (1)
Get those wild dog numbers down
EAST MELB 8 NICHOLSON ST -- Bright -- EAST MELB 8 NICHOLSON ST

Next Check-in: 28 Mar 10:00
Log entry

[🗒] [◼] [✓]

Step 3.   Record your comments …

Step 4.   Click to finish.

Checking-out

Checking-out **ends** the Activity (and the notifications).

You can …

From the My Activities screen via the Card in the Carousel …

Or

From the My Activities screen via the Summary …
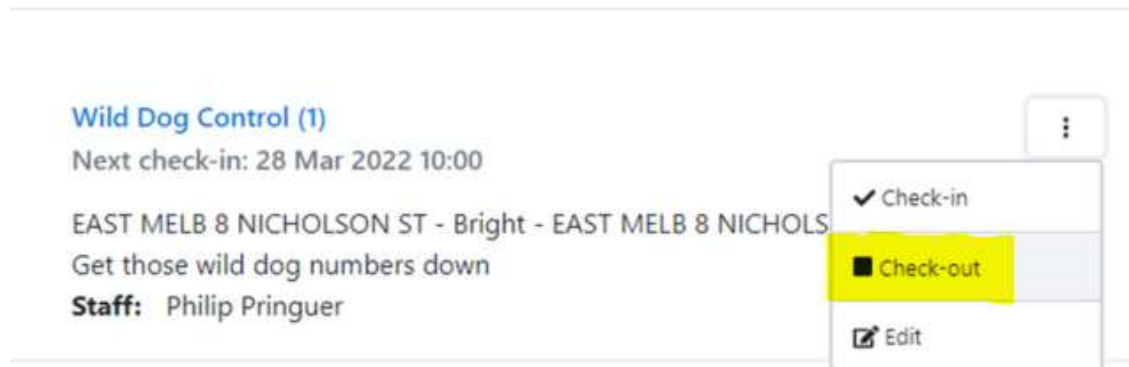
Or

From the JourneyMate Dashboard …

Refer The Dashboard on page 38.

Ending an Activity

This can also be done using any of the above methods.

Checking-out:

- ends the Activity (and its monitoring)

- removes it from the 'active' Cards displayed in the Carousel

- stores the history of that Activity – which can be accessed via the Dashboard.

Viewing the entire History of an Activity

Note:	You can view the full history of that Activity by clicking once anywhere **on** the card or **on** the summary – see the following page for an example.
	This lat/long history is vital when someone's stopped checking-in. Where did they last check-in from? In which direction had they been travelling? Who did they last report to and when? What comments did they log?

Figure 6: Example of History for a selected Activity

Official

7.   Receiving Notifications

Now for the pay-off / magic!

For any Activity that has **Started** (i.e. moved from ▶ Planned to ✓ Active) …

Trigger…	Where it gets that info …
… if the worker misses an agreed check-in time …	Selected Activity > <u>Activity Details</u> > **Check-in Schedule** >
… by more than the agreed allowable time (for that Activity's calculated Risk Rating) …	Selected Activity > <u>Activity Details</u> > **Escalations Schedule** >
… JourneyMate **always** triggers alert notifications as above ~ **and** optional ones as shown here …	via email and/or SMS (noting your stated preferences) whenever you miss a check-in *and* on these (optional) occasions… Selected **Activity >** <u>Escalations & Notifications</u> > **Notification Preferences** >

When I	Email	SMS	When Staff Reporting to Me	Email	SMS
Want a reminder 15 min before Check-In	☐	☑			
Create an Activity	☐	☐	Create an Activity	☑	☐
Edit an Activity	☐	☐	Edit an Activity	☑	☐
Start an Activity	☐	☑	Start an Activity	☑	☐
Check-in	☐	☐	Check-in	☑	☐
Check-out	☐	☑	Check-out	☑	☐
Add a note	☐	☐	Add a note	☑	☐

… to the employee &/or their First &/or Second Responsible Person(s) …	Selected Activity > Activity Details > **Activity details >** Staff in isolation phil.pringuer@delwp.vic.gov.au Mobile Number of staff 0425878644 First Responsible Person * sarah.catania@delwp.vic.gov.au First Responsible Person Mobile number * 0425878644 Second Responsible Person Second Responsible Person Mobile number Enter Second Responsible Person Mobile Number

… until that Activity is **Ended**.

The notification's Header, message text and hyperlink are all tailored – using the {variables} you've recorded – to reflect what state your check-in is at and the time it is/was due.

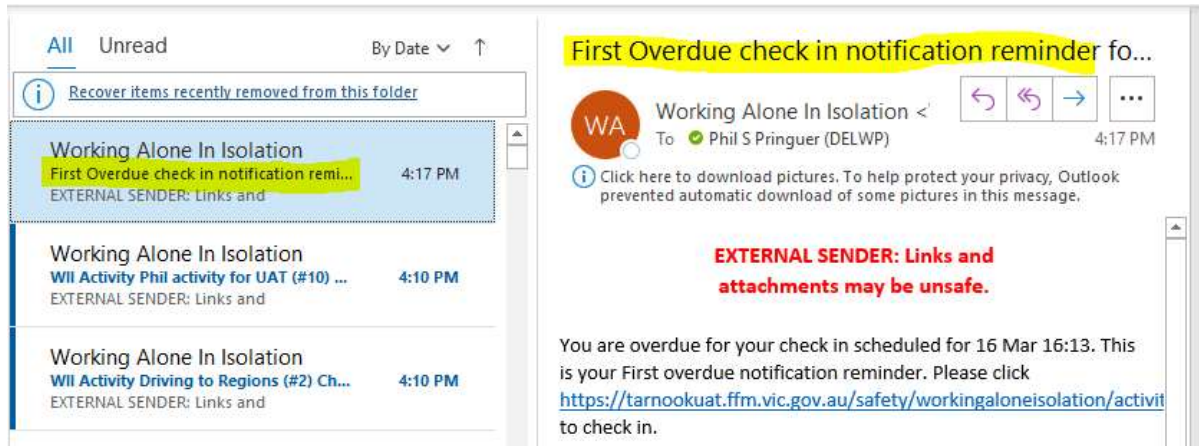For example – it could be a *reminder*:

- to check-in shortly

- that your first check-in is ❶ Overdue

- that your second check-in is ❶ Overdue

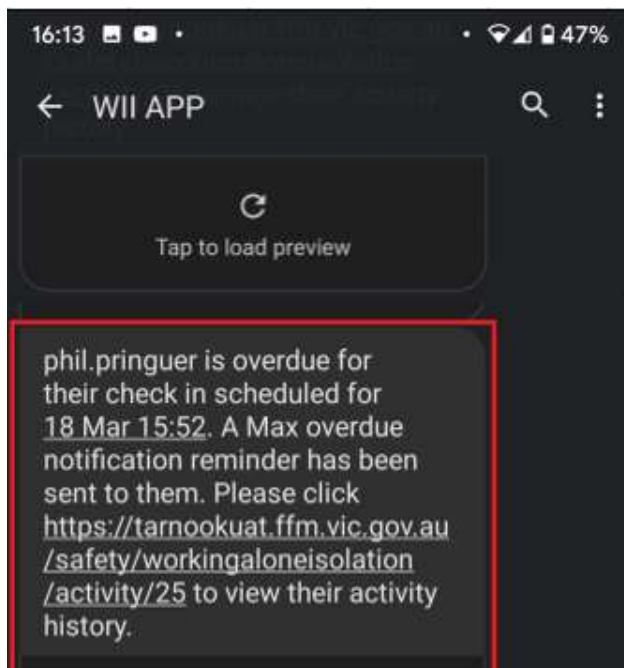- that your second check-in is ⚠ Overdue Max (to you and your Nominated Person)

What do the Notifications Look Like?

This is what an email to the employee looks like if they've missed their 1st check-in …

This is what an SMS to Phil's nominated Responsible Person looks like, if he missed his 2nd check-in by more than the agreed time …

What Happens When I Click the Hyperlink in the Notification?

Employee	That 'check-in' date/time and location are logged in JourneyMate against that activity. *JourneyMate now tracks your next agreed check-in time.*
Responsible Person	View that employee's activity history in JourneyMate.

8.   The Dashboard

Key Points

- The Dashboard is available to **all** JourneyMate users

- You can activate the Dashboard via the menu options as shown:
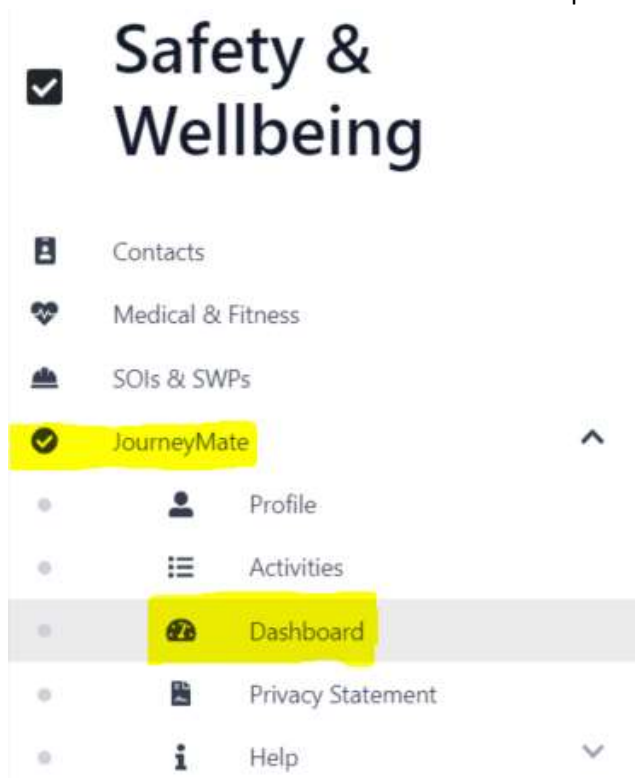
- The Dashboard lets you view the entire history of **every** activity recorded in JourneyMate – ⏵ Planned , ⊘ Active , ❗ Overdue , ⚠ Overdue Max , ⊙ Ended and ⊗ Deleted - and when a next check-in- is **Due**

- It provides another way to *action* activities – i.e. you can **Start** ▶ a planned activity; record a **check-in** ✓ ; record a **Note** 🗔 ; **Edit** ✎ it; or **check-out** ◼ to end it.

- It provides strong searching and filtering capabilities – e.g. only show activities:

  - that are ⊘ Active *and*

  - where **Risk: High** *and*

  - **Responsible Person 1: Pringuer, Phil** *and*

- where the **Title** field includes the word **dog**

Figure 7: Example of the Dashboard

The Dashboard provides an overview of everything that is happening / has happened within JourneyMate – one view, one table, for all staff[2] and all activities since JourneyMate's inception.

Note:	This broadens the pool of who is *capable of* (but not *responsible for*) 'actioning' a check-in if relayed by radio.
	It also means there is one place with consistent visibility of *all* activities – rather than erasable whiteboards; scraps of paper; or verbal agreements held in one person's head.

For example, if Alan (worker) checks-in via a radio message, but his nominated Responsible Person (Belinda) is in a meeting or otherwise distracted, Charlie (monitoring the radio traffic) can access Alan's Activity (in JourneyMate) and 'check-in' on his behalf.

Because Charlie logged in to JourneyMate, *his* name will be recorded as performing that check-in on Alan's behalf (ensuring the history is correct) – and Belinda will be able to see that in the Activity's history.

Note:	Activities ⊙ Ended or ⊗ Deleted **more than a fortnight ago** are hidden by default.
	You can ask to see them by setting the **From** date as you want:

From

2022-03-23

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[2] Not just your activities or those of staff you are a Responsible Person for.

9.   Help

Ada

Refer to Ada's dedicated Working Alone or in Isolation page and familiarise yourself with the listed **Key Resources**.

Self-Service …

There is a dedicated website - https://workinginisolation.help.ffm.vic.gov.au/project-information/ - containing a wealth of support materials including policy, procedures, devices, training materials, FAQs and more.

Getting Support

If you need to register for a FireWeb account, you first need to establish your SOE ID and Employee Number (*talk your local People & Culture contact*); then Contact FFM Support to log a request.

If the JourneyMate app is misbehaving – e.g. throwing an error – you should Contact FFM Support. This will log a ticket and commence a triage process for fixing the problem.

Response times will depend on whether a Support Roster is in place or not.

I've Got a Great Idea!

You can submit TSU Project Feedback https://ffmvic.atlassian.net/servicedesk/customer/portal/4/group/12/create/113 - ensure you select **Application: JourneyMate** when completing the form.

10. Appendix 1: Configure Your Browser to Access Your Location

On first starting JourneyMate, it should ask you if it's OK for the app to know your location.

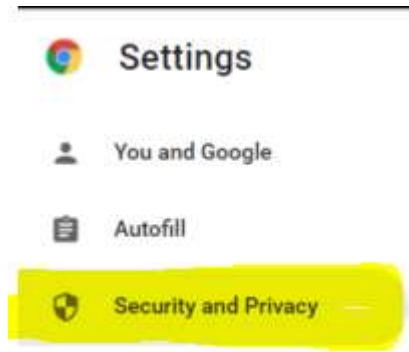If you responded **No**, but now wish to change your mind, follow these instructions.

To permit your location to be known to JourneyMate, using Chrome:
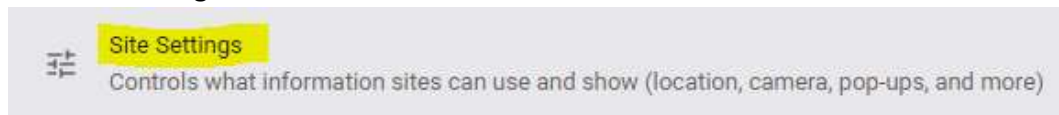
Step 1. Start Chrome

Step 2. In the **Address Bar**, at the far right, click the ellipsis (Settings) button

Step 3. From the shortcut menu, click **Settings**

Step 4. From the left-hand side, click **Security and Privacy** …

Step 5. Click **Site Settings** …

Step 6. Beneath **Permissions**, click **Location** …

Step 7.   Ensure the following is selected …

Default behavior

Sites automatically follow this setting when you visit them

◉   📍 Sites can ask for your location

○   📍 Don't allow sites to see your location
     Features that need your location won't work

… **and** …
ensure Tarnook lists as an **Allowed location**, and not a **Blocked location**.

Close Chrome's **Settings** tab.

⚙ Settings - Site Settings   ✕