









# Working Alone Or in Isolation





## JourneyMate – Basic Challenge Tasks

### Self-challenge Tasks

- Intro:** JourneyMate is a web-based app built and supported by the Technology Solutions Unit (TSU), for DELWP employees to record and track work activities (*start; check-in(s); check-out*) that involve working alone or in isolation.
- Policy:** The JourneyMate app has been developed to support DELWP's Working Alone Or in Isolation policy. A dedicated website for accessing information on the policy and the app can be found here: <https://workinginisolation.help.ffm.vic.gov.au/policy/>
- Audience:** DELWP employees who perform – or supervise people who perform – activities that involve working alone or in isolation.
- Aim:** Get confident / competent with using JourneyMate by practicing basic skills.
- Assumes:** You've attended a JourneyMate introductory session and read the [JourneyMate User Guide](#).
- Important!** Ensure you practice in the [User Acceptance Testing environment](#) (not the [production](#) environment).

No.	Challenge	Refer to <a href="#">User Guide</a> page ...
1.	<b>Action:</b> Click this link to start <a href="#">JourneyMateUAT</a> .	7
2.	<b>Action:</b> Create a <b>Profile</b> for yourself. <ul style="list-style-type: none"> <li>Under <a href="#">Escalations &amp; Notifications</a> &gt; <b>Notification Preferences</b>, choose that you <div> <div>When I</div> <div>Want a reminder 15 min before</div> <div>Check-In</div> <div>Email</div> <div><input type="checkbox"/></div> <div>SMS</div> <div><input checked="" type="checkbox"/></div> </div> </li> <li>Save it.</li> </ul>	10
3.	<b>Action:</b> Create a  activity for yourself: <ul style="list-style-type: none"> <li>the <b>Staff in isolation</b> email address should be yours ... <i>where did this data come from?</i></li> <li>answer the <b>Risk Rating</b> questions so the <b>Calculated Risk Rating</b> is <b>High</b></li> <li>accept the <b>Escalations Schedule</b> timings</li> </ul>	18

No.	Challenge	Refer to <u>User Guide</u> page ...
	<ul style="list-style-type: none"> <li>complete the <b>Activity Details</b>. <i>Make up the details; try to emulate a real activity you've performed in the past.</i></li> <li>set the <b>Check-in Schedule</b> to be every 15 minutes</li> <li><b>Save</b> it (leaving it at <b>Status</b>:  <b>Planned</b>).</li> </ul>	
4.	<b>Explain:</b> why this Activity appears on the <b>My Activities</b> pane in the <i>list</i> (bottom half), but <i>not</i> as a <i>card in the carousel</i> (top half).	25
5.	<p><b>Question:</b> Can you create a  activity for someone else? Y / N</p>	20
6.	<b>Question:</b> Can you save the data about <i>someone else</i> back to their Profile? Y / N	20
7.	<p><b>Action:</b> Create a  activity for <i>someone else</i>:</p> <ul style="list-style-type: none"> <li>enter their email address as the <b>Staff in isolation</b></li> <li>record you as that person's <b>First Responsible Person</b> – include your mobile number</li> <li>complete all the required fields</li> <li>set the <b>Check-in Schedule</b> to be at the specific times of <b>9:00 AM</b> and <b>5:00 PM</b></li> <li>save that data to that person's <b>Profile</b></li> </ul> <p></p> <ul style="list-style-type: none"> <li>click</li> </ul>	20
8.	<b>Action:</b> move the activity you created for yourself, from  <b>Planned</b> to  <b>Active</b> .	26
9.	<b>Action:</b> for <i>your</i> activity, from the <b>My Activities</b> pane and the card in the carousel, perform a <b>check-in</b> and add some Comments.	29
10.	<b>Action:</b> for the activity you created for <i>someone else</i> , from the <b>My Activities</b> pane and the card in the list, perform a <b>check-in</b> – and add some comments.	29
11.	<b>Question:</b> can one person have multiple activities  <b>Active</b> at the same time?	26
12.	<b>Action:</b> edit the activity you created for yourself – add an extra check-in time of <b>12:30 PM</b> .	30-31

No.	Challenge	Refer to <u>User Guide</u> page ...
13.	<b>Action:</b> edit the activity you created for <i>someone else</i> – add a Note  . (Make up the details).	31
14.	<b>Action:</b> check your mobile phone – respond to any SMS reminding you to check-in by clicking the <a href="#">hyperlink</a> .	37
15.	<b>Action:</b> Switch to the Dashboard  view.	38
16.	<b>Action:</b> use the filters to show only  <b>Active</b> activities.	39
17.	<b>Action:</b> show how to view the entire history of actions for any one activity.	40
18.	<b>Question:</b> who can record a check-in for an activity?	40
19.	<b>Action:</b> confirm that the person you recorded as <b>First Responsible Person</b> for your activity got a reminder message re. you having missed a check-in.	
20.	<b>Action:</b> Via the Dashboard  , for each activity you created today, click <b>Check-out</b> .	39
21.	<b>Question:</b> What <b>Status</b> does <b>Check-out</b> set the activity to?	33