



User Guide

May 2022



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1: The Big Picture

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 19](#)
- 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 24](#)
- 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 24](#)
- access the full history of *any* activity via the **Dashboard** – [page 42](#)
- access Help resources – [page 47](#)



2: Starting JourneyMate

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 [48](#)

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 hand¹, 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.

¹ Talk with your local People & Culture rep. if necessary.



2: Starting JourneyMate

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:



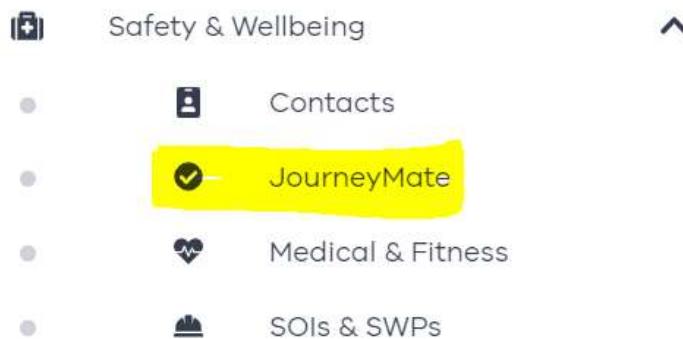
JourneyMate – via Tarnook

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 ...



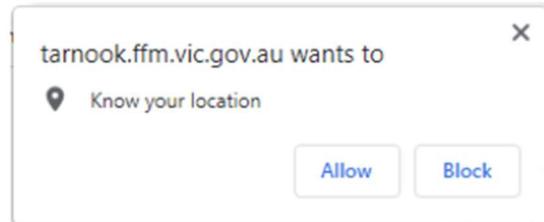


2: Starting JourneyMate

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** ...

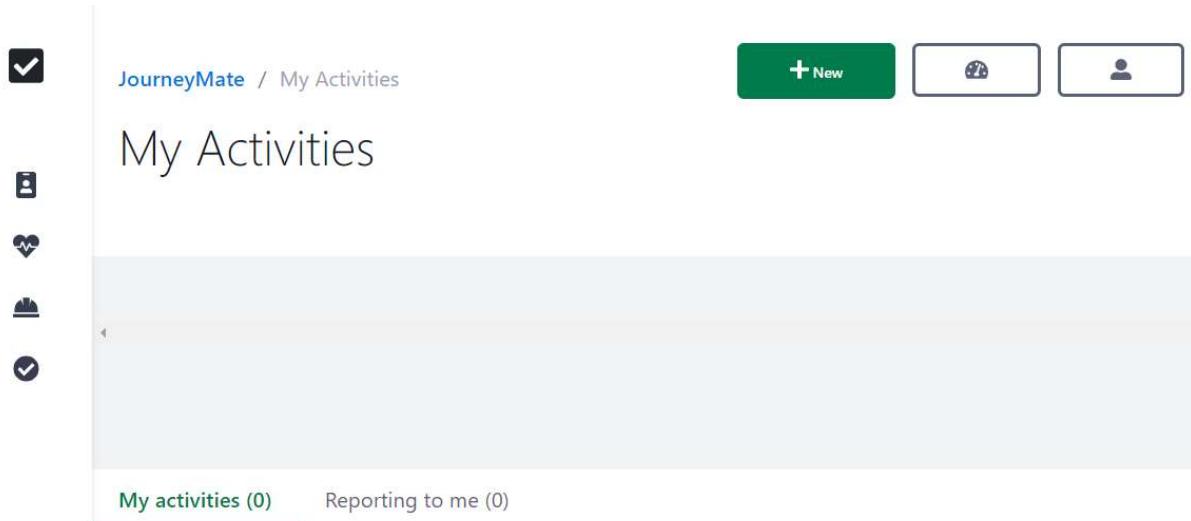


Important! JourneyMate can now auto-complete the Latitude and Longitude when you 'check-in' and 'check-out' from your smart phone / GPS-enabled device - making finding you easier should you need assistance.

See [Let Your Browser Know Your Current Location](#) on page 7 if you need to configure this.

If you **Block** Tarnook from knowing your location, JourneyMate will default to showing your location as **8 Nicholson Street East Melbourne**.

Initially, JourneyMate will look like this:





3: My Profile

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 – but can be updated at any time.
- Your profile data spans 2 tabs – **Details**, and **Escalations & Notifications**
- Clicking  will expand 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 supports creating a Profile *for someone else*, but not directly².

² Covered in [Can I Create a Profile for Someone Else?](#) on page 21.



3: My Profile

Tab 1: Details

1. General details

2. Risk Rating - default for a new activity

3. Defaults for creating a new Activity

4. Check-In Schedule for a new Activity

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



3: My Profile

1	General details	<p>Details about you and your Supervisor (pulled from Source; cannot be edited here) ~ example:</p> <p>Mr Pringuer, Philip (Phil)</p> <p><i>Preferred:</i> Phil</p> <p>Senior Project Officer EAST MELB 8 NICHOLSON ST Department of Environment, Land, Water, and Planning Org Unit: Branch: District: Other FIRE DISTRICT</p> <p>Supervisor</p> <p>Rabarts, Penelope (Penny) P: E: penny.rabarts@delwp.vic.gov.au</p> <p>Note: Contact your Regional Manager Fire & Emergency Preparedness, to get any (incorrect) details about you or your Supervisor updated in the SOURCE database ... which will then 'fix' JourneyMate.</p>
2	Risk Rating	<p>Answering these questions will automatically determine the Calculated Risk Rating for that Activity. Example:</p> <p>Calculated Risk Rating: High</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes Remoteness: in an area with limited comms, medical and accessibility.</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes Working Alone: without a colleague (excluding driving).</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes Public Interaction: involve high risk of confrontation with community members.</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes Movement between work locations (including from home or work base)</p> <p><input type="radio"/> No <input checked="" type="radio"/> Yes Extended Driving/Travelling: driving/travelling will be over 2 hours in duration</p> <p><input checked="" type="radio"/> No <input type="radio"/> Yes Are you using the Job Safety Planning process</p>
3	Defaults for creating a new Activity	<p>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).</p>



3: My Profile

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

Example:



3: My Profile

	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



3: My Profile

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

x 12:00 (Midday) x 14:00 (2:00 PM) x 16:00 (4:00 PM)

Note: 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.

Note: If you select **Specific Times** – and the last one³ has slid by and you still haven’t End-ed that Activity by checking-out - JourneyMate will continue to send reminders every **120 minutes** after that time until you do so.

Save

Ensure you **Save** your work on the [Details](#) tab, before clicking the [Escalations & Notifications](#) tab.

³ In the example above, **16:00 (4:00 PM)**



3: My Profile

Tab 2: Escalations & Notifications

Details **Escalations & Notifications**

1 Escalation Schedule

2 Notification preferences

Cancel **Save**

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

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



3: My Profile

Missed check-in Notification Alerts	When (minutes) after scheduled check-in time			Whom Notified
	WII Risk = Low	WII Risk = Medium	WII Risk = High	
First overdue notification to Staff	minutes 20	minutes 10	minutes 5	Staff
Second overdue notification to Staff. First overdue notification to Responsible Person	minutes 30	minutes 20	minutes 10	Staff Responsible Person(s)
Final overdue notification to both Staff and Responsible Person at maximum lapsed time	minutes 40	minutes 30	minutes 15	Staff Responsible Person(s)

times **decrease as Risk increases ...**

Note:	JourneyMate will not let you save unless the values <i>decrease</i> (going across the rows), and <i>increase</i> (going down the columns).
--------------	--

2	<p>When using JourneyMate, of which actions do you want to be notified?</p> <p>And do you prefer those notification(s) by email or SMS?</p> <p>Only tick those you want to trigger a notification.</p>
---	---

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

	Example follows:
--	------------------



3: My Profile

	When I	Email	SMS
	Want a reminder 15 min before Check-In	<input type="checkbox"/>	<input type="checkbox"/>
	Create an Activity	<input type="checkbox"/>	<input type="checkbox"/>
	Edit an Activity	<input type="checkbox"/>	<input type="checkbox"/>
	Start an Activity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Check-in	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Check-out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Add a note	<input type="checkbox"/>	<input type="checkbox"/>
	When Staff Reporting to Me	Email	SMS
	Create an Activity	<input checked="" type="checkbox"/>	<input type="checkbox"/>
	Edit an Activity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Start an Activity	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Check-in	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Check-out	<input type="checkbox"/>	<input checked="" type="checkbox"/>
	Add a note	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Save

Ensure you **Save** your work on the [Escalations & Notifications](#) tab.

Summary



[My Profile](#) data is used by JourneyMate to auto-complete each activity you create - making that process **fast**.

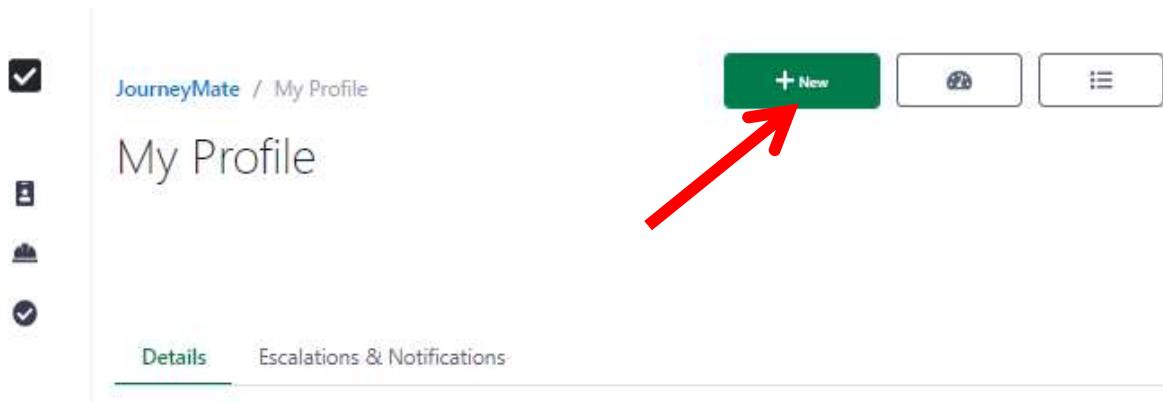
+ New

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



4: New Activity

4. New Activity



JourneyMate / My Profile

My Profile

Details Escalations & Notifications

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 (see next page) based on that data.
- You *can* create a  activity *on behalf of someone else* – and that data *can* be  used to create a default **Profile**  for that worker. This is controlled by the name (email address) you record against the **Staff in Isolation:** field.
- You cannot (currently) view or directly edit another person's **Profile** .



4: New Activity

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)



4: New Activity

Can I Create an Activity for Someone Else?

Yes, you can – it's not *elegant* – but it will work (*and we'll work to improve this process in the next version of JourneyMate*).

Note: This process *side-steps* the normal sequence of (1) Create My **Profile** then (2) record the **New Activity**.

Step 1. Click

Step 2. Ensure that, against the **Staff in isolation** field, the email address of the worker you're creating the Activity for is entered and you click **Add person** - see **example** below – then

Create on behalf of another Staff or External person :

[JourneyMate](#) / New Activity

New Activity

Activity Id **New!** Date Created **18 May 15:44**

Staff in isolation

Create on behalf of another Staff or External person

Step 3. If you click , every field you completed will be saved.

If you only want *individual* field(s) data saved to the profile, leave **Save all ...** unticked ~ then tick per field what you want to **Save to ... default** .

Step 4. With that Activity now **Planned** , you can move it to **Active** when required.

Those doing the Activity can then focus on getting the work done.

If they can access JourneyMate, they can check-in and check-out .



4: New Activity

If not – they can (e.g.) radio their Nominated Person to check-in verbally as usual - and those actions can be recorded in JourneyMate on their behalf (by *any* JourneyMate user).

Can I Create a Profile for Someone Else?

Indirectly, yes – see previous topic Can I Create an Activity for Someone Else? on page [21](#).

Can I View the Profile for Someone Else?

Not directly.

The **Profile** screen will always default to showing *your* Profile, and nobody else's.

Can I Edit the Profile for Someone Else?

Indirectly, yes - see previous topic Can I Create an Activity for Someone Else? on page [21](#).

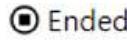
When creating a  activity, you can change any field's content, then tick the adjacent **Save to profile default** to update that person's Profile.

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

No.

One person can have many  activities ~ but only one Activity (per person) can be  at any time.

To perform a second Activity, you must:

- View the current () one 
- check-out  of it (moving it to )
- record the  activity (or start one that's at )



4: New Activity

Can I record One Activity for a Group of People?

Staff in isolation

phil.pringuer@delwp.vic.gov.au

Yes. The “lead” person remains the _____, but others can be recorded against **Activity Details > Additional Information** as shown:

Additional Information (team members, accommodation details etc.)

Judith Mooney, Penny Rabarts, Steve Bogdanovski

Note that the automated notifications will go to the **Staff in isolation** member but **not** the others.

Can I record a multi-day (e.g. week long) Activity?

No.

Currently, each ‘day’ is seen as one Activity.

If you were away for (say) five days and returning to accommodation each night, JourneyMate would require you to create five separate activities – e.g. one each for Monday, Tuesday, Wednesday, Thursday and Friday.

Each activity / day would commence by starting that Activity; regularly checking-in; and checking-out on returning safely to your accommodation, ending that activity.

A “copy-Activity-forward” feature could assist here – e.g. copy my “Monday” activity to make a “Tuesday” activity ~ but it’s not in place currently (April 2022).



5: My Activities

5. My Activities

The Screen Layout

The screenshot displays the 'My Activities' screen of the JourneyMate app. At the top, there is a navigation bar with the 'JourneyMate / My Activities' path. Below the navigation bar, there is a toolbar with three buttons: a green 'New' button (labeled 5), an empty box (labeled 6), and a user icon (labeled 7). The main content area shows a list of activities. The first activity is 'Wild Dog Control (1)' for 'Philip Pringuer'. It includes a green checkmark icon (labeled 8) and a 'Next Check-in: 28 Mar 10:00' section with three buttons: a blue square, a black square, and a green checkmark. Below this activity, there are two tabs: 'My activities (2)' (labeled 10) and 'Reporting to me (0)'. The second activity is 'Driving From Melb To Orbost And Return (2)' for 'Philip Pringuer'. It includes a 'Planned' status indicator (labeled 7). The third activity is 'Wild Dog Control (1)' for 'Philip Pringuer', which includes a 'Next check-in: 28 Mar 2022 10:00' section and a 'Bell' icon.

Figure 4: Example of the My Activities screen



5: My Activities

Key Points

- The **My Activities** screen summarises activities relevant to you – that is, any activity where:
 - you are recorded as the **Staff in isolation** ~ this supports your check-in(s) and a final check-out, and
 - you are recorded as the **First responsible person** or **Second responsible person** ~ so you can see those worker(s) activities, 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.
- 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:
 - as one Card per Activity (in the Carousel), and
 - 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)



5: My Activities

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: <ul style="list-style-type: none">• My Profile (see page 10)• the Dashboard (see page 42)• your Activities (see page 19)• the Privacy Statement• Help – on JourneyMate and the Policy (see page 47)
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: <ul style="list-style-type: none">• 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. <p>You only need to set up your Profile once (but can edit it any time).</p>



5: My Activities

8	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 First or Second Responsible Person)

+ New

Before creating a  activity that you will undertake, you should complete your **Profile**

(data about yourself that's largely consistent across all activities) – see page [10](#).

+ New

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

[I Created an Activity for Someone Else who doesn't report to me ... where is it?](#)

It won't show on the **My Activities** pane⁴ – but it is accessible via The Dashboard – see page [42](#).

⁴ Since you're not the **Staff in Isolation**, nor the **First or Second Responsible Person**.



6: Monitoring and Updating Activities

6. Monitoring and Updating Activities

My Activities

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

My activities (2) Reporting to me (0)

Driving From Melb To Orbost And Return (2)

EAST MELB 8 NICHOLSON ST - ORBOST DELWP OFFICE - EAST MELB 8 NICHOLSON ST

JourneyMate Training Day

Staff: Philip Pringuer

Planned

Carousel - grey background - one 'card' per started ('active') Activity

Same data but in 'list' layout, and shows Planned activities. Click ellipsis button for actions...

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.



6: Monitoring and Updating Activities

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 X

First Responsible Person Mobile Number *

0402234567

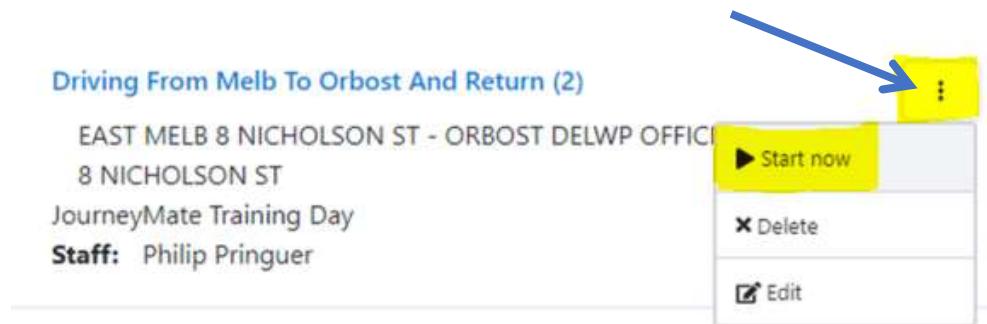
Second Responsible Person (Optional)

sarah.catania@delwp.vic.gov.au X

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) ...



- 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**.



6: Monitoring and Updating Activities

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 X

Time: 15:19 Due:

Latitude

Longitude

Grid Reference

Comments

Next CheckIn will be at 17:30

Change the next checkin if required X

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.



6: Monitoring and Updating Activities

Checking-in

Completing the details for any New activity will ask you to either:

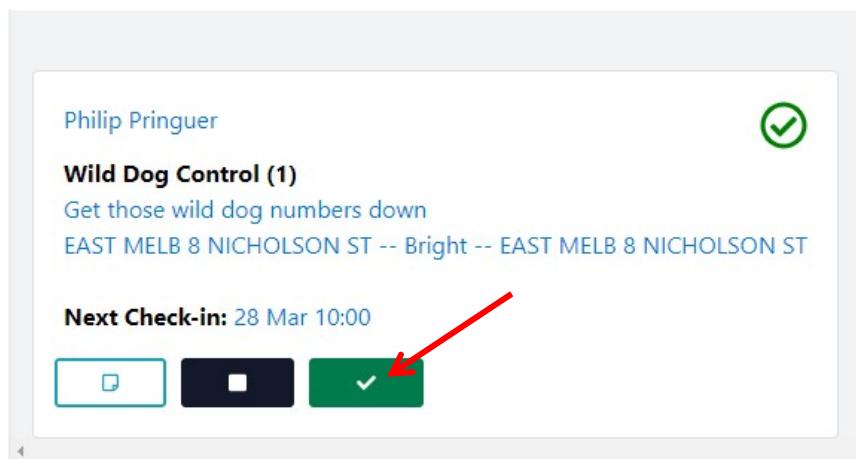
(a)  ~ leaving that activity as  **Planned**, or

(b)  ~ moving it to  **Active** and triggering the need to **Check-in**.

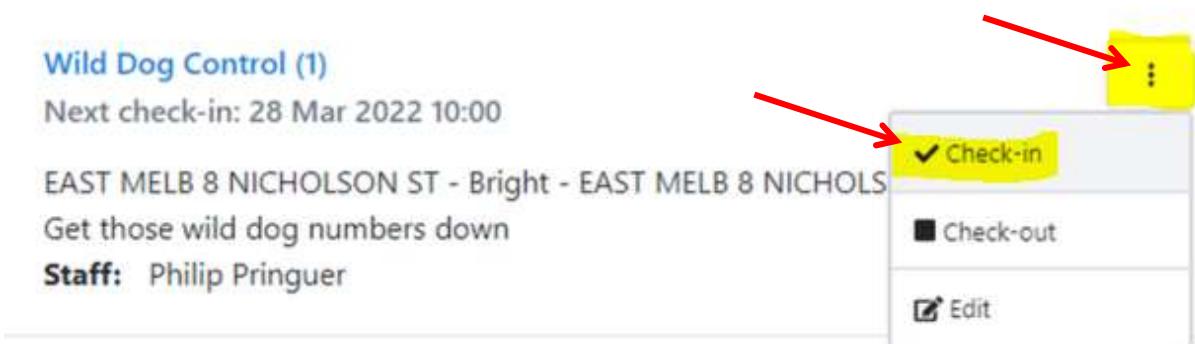
Note that an employee can check-in, but their Responsible Person⁵ can also do so *on their behalf* if needed (e.g. the employee made contact by radio and has no access to JourneyMate).

A check-in can be done several ways:

From the Card in the JourneyMate Carousel ...



From The Summary Below the JourneyMate Carousel ...



⁵ 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.



6: Monitoring and Updating Activities

From the JourneyMate Dashboard ...

See page [42](#).

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** ...

The screenshot shows a summary card for an activity. At the top, it says "Wild Dog Control (1)" and "Next check-in: 28 Mar 2022 10:00". Below that is the location "EAST MELB 8 NICHOLSON ST - Bright - EAST MELB 8 NICHOLS". A note says "Get those wild dog numbers down". Under "Staff:", it lists "Philip Pringuer". To the right of the card is a yellow callout box with three options: "Check-in" (checked), "Check-out" (unchecked), and "Edit" (highlighted with a yellow box).

Step 3. Click the **Activity Details** tab ...

The screenshot shows the "Activity Details" page for the same activity. On the left is a sidebar with icons for "My activities" (checked), "History (2)", and "Activity details" (highlighted with a yellow box). The main content area shows the activity title "Wild Dog Control (1)", its status as "Active", and the next check-in time "28 Mar 2022 10:00".

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



6: Monitoring and Updating Activities

▲ 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

x	13:00 (1:00 PM)	x	17:00 (5:00 PM)	x	10:00 (10:00 AM)	x	19:00 (7:00 PM)
---	-----------------	---	-----------------	---	------------------	---	-----------------

Save

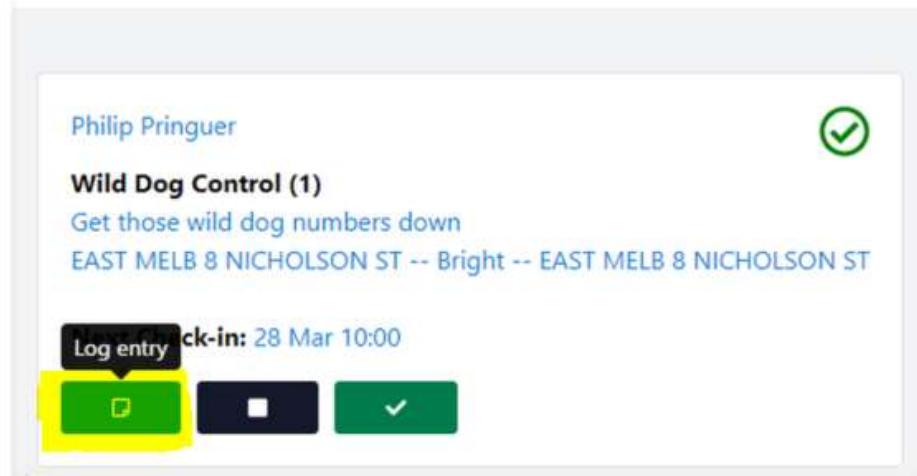
Step 5. Ensure you **Save** your change(s).

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:





6: Monitoring and Updating Activities

Step 3. Record your comments ...

Add note

Time: 17:09 Due: 17:06

Latitude: -33.8688197 Longitude: 151.2092955

Grid Reference: 56HLH34365094

Comments:
Flat tire on car - may be another 1/2 hour getting home...|

Add note

Step 4. Click **Add note** to finish.

Checking-in early ...

If you check-in *within 30 minutes prior to* your scheduled (agreed) check-in time, JourneyMate will regard that as having checked-in *at that time*, and use your *next* nominated check-in time as the 'prompt' for checking-in.

e.g. if you *agreed* to check in at 12:00 noon and then at 5:00 PM, but you *actually* checked-in at 11:42 AM, JourneyMate will regard this as having 'met' your 12:00 noon check-in – and expect your next to be at 5:00 PM.

This **only** applies if you nominated to **Check-in at specific Times** ...

▲ Check-In Schedule for a new Activity

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)

Save Check-in schedule to profile default



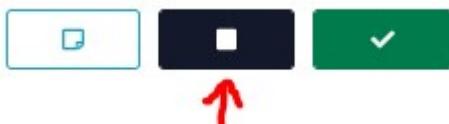
6: Monitoring and Updating Activities

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 [42](#).

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.



6: Monitoring and Updating Activities

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?



6: Monitoring and Updating Activities



[My activities](#) / Wild Dog Control (1)

[Check-in](#)

[Check-out](#)

[Note](#)

Wild Dog Control (1)

Active



[History \(4\)](#)

[Activity details](#)

Event Type	Date	By	Location	Comment
Check-in	28 Mar 10:07	Pringuer, Philip (Phil)	-33.8493, 150.9133 / 56HLH06945258	I'm on my way.
Edited	28 Mar 10:07	Pringuer, Philip (Phil)		Check-In Selected Schedule updated
Started	28 Mar 09:13	Pringuer, Philip (Phil)	-33.8493, 150.9133 / 56HLH06945258	I'm in!
Created	28 Mar 09:13	Pringuer, Philip (Phil)		

Figure 6: Example of History for a selected Activity



7: Receiving Notifications

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 > Activity Details > Check-in Schedule > Would you like to set check-in interval (in minutes) or schedule specific check in times? <input type="radio"/> Check in interval (in minutes) <input checked="" type="radio"/> Check in at specific Times <table border="1"><tr><td>x</td><td>15:00 (3:00 PM)</td><td>x</td><td>18:00 (6:00 PM)</td><td>x</td></tr></table>			x	15:00 (3:00 PM)	x	18:00 (6:00 PM)	x										
x	15:00 (3:00 PM)	x	18:00 (6:00 PM)	x														
... by more than the agreed allowable time (for that Activity's calculated Risk Rating) ...	Selected Activity > Activity Details > Escalations Schedule > <table border="1"><thead><tr><th>Missed check-in Notification Alerts</th><th>When (minutes) from scheduled check-in time</th><th>Whom Notified</th></tr></thead><tbody><tr><td></td><td>WII Risk = High</td><td></td></tr><tr><td>First overdue notification to Staff</td><td>minutes 5</td><td>Staff</td></tr><tr><td>Second overdue notification to Staff. First overdue notification to Responsible Person</td><td>minutes 15</td><td>Staff Responsible Person(s)</td></tr><tr><td>Final overdue notification to both Staff and Responsible Person at maximum lapsed time</td><td>minutes 30</td><td>Staff Responsible Person(s)</td></tr></tbody></table>			Missed check-in Notification Alerts	When (minutes) from scheduled check-in time	Whom Notified		WII Risk = High		First overdue notification to Staff	minutes 5	Staff	Second overdue notification to Staff. First overdue notification to Responsible Person	minutes 15	Staff Responsible Person(s)	Final overdue notification to both Staff and Responsible Person at maximum lapsed time	minutes 30	Staff Responsible Person(s)
Missed check-in Notification Alerts	When (minutes) from scheduled check-in time	Whom Notified																
	WII Risk = High																	
First overdue notification to Staff	minutes 5	Staff																
Second overdue notification to Staff. First overdue notification to Responsible Person	minutes 15	Staff Responsible Person(s)																
Final overdue notification to both Staff and Responsible Person at maximum lapsed time	minutes 30	Staff Responsible Person(s)																
... 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 <i>and</i> on these (optional) occasions... Selected Activity > Escalations & Notifications > Notification Preferences >																	



7: Receiving Notifications

	When I	Email		SMS		When Staff Reporting to Me	Email		SMS	
		<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
... to the employee &/or their First &/or Second Responsible Person(s) ...	Want a reminder 15 min before Check-In	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	When Staff Reporting to Me	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Create an Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Create an Activity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Edit an Activity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Edit an Activity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Start an Activity	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Start an Activity	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Check-in	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check-in	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Check-out	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Check-out	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	Add a note	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Add a note	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
... 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*:

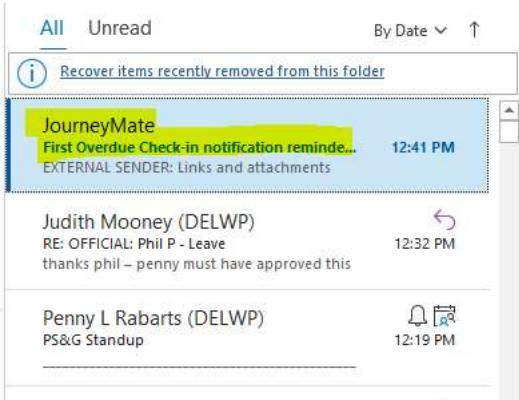
- to check-in shortly
- that your first check-in is **⚠ Overdue**
- that your second check-in is **⚠ Overdue**
- that your second check-in is **⚠ Overdue Max** (to you and your Nominated Person)



7: Receiving Notifications

What do the Notifications Look Like?

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



First Overdue Check-in notification reminder for Phil...

J JourneyMate <journey-mate-safety@...> To: Phil S Pringuer (DELWP) 12:40 PM

Click here to download pictures. To help protect your privacy, Outlook prevented automatic download of some pictures in this message.

EXTERNAL SENDER: Links and attachments may be unsafe.

You are overdue for your Check-in scheduled for 18 May 12:30. This is your First overdue notification reminder. Please click <https://tarnookuat.ffm.vic.gov.au/safety/workingaloneisolation/activity/103> to Check-in

This is what a roughly equivalent SMS looks like ...



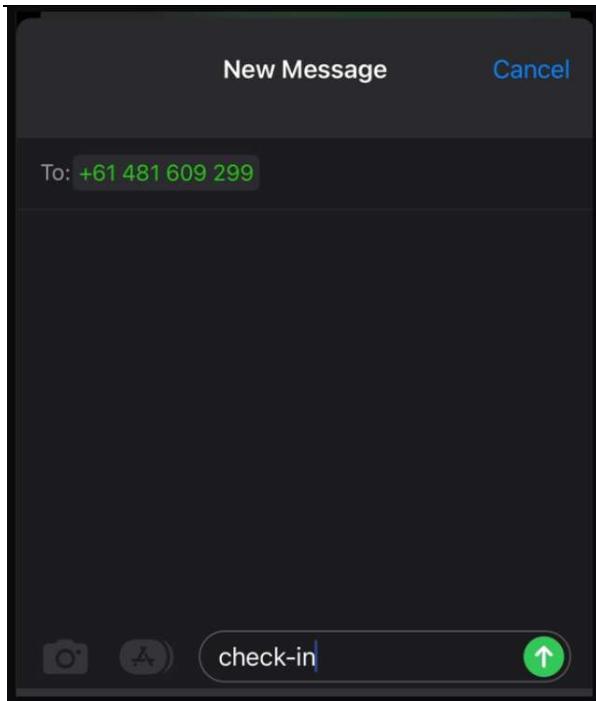
You are overdue for your Check-in scheduled for 13 May 09:41. This is your First overdue notification reminder. Please click <https://tarnook.ffm.vic.gov.au/safety/workingaloneisolation/activity/91> to Check-in, or reply sms: [+61481609299&body=check-in](tel:+61481609299&body=check-in)

What Happens When I Click the Hyperlink in the Notification?

On an iPhone, clicking the hyperlink would result in a message containing **check-in** to the preset number (as shown below), ready for you to confirm/send.



7: Receiving Notifications



Notifications can be sent to either the employee or their Responsible Person, with the following results:

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



8: The Dashboard

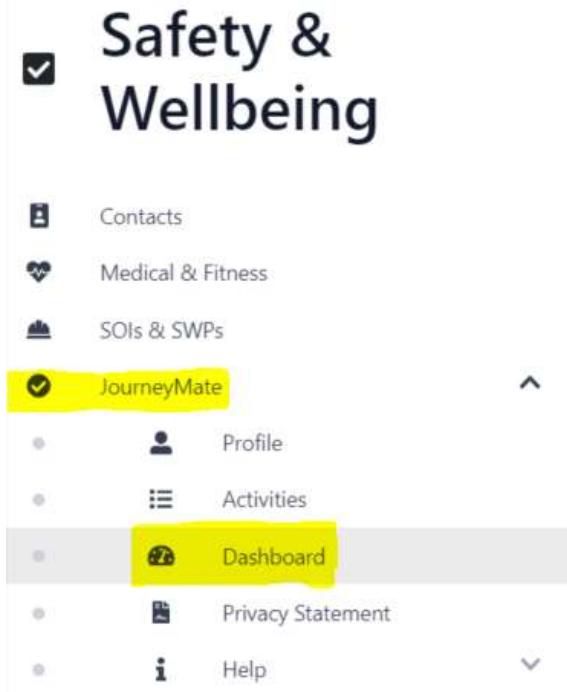
8. The Dashboard

Key Points

- The Dashboard is available to **all** JourneyMate users
- It offers both a table view, and a map view – selected option shows in green ...



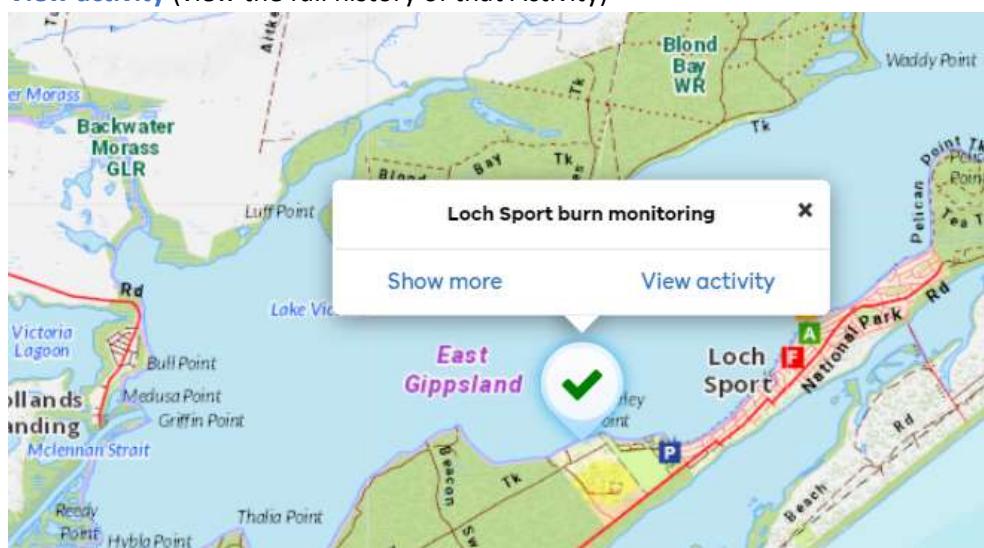
- You can activate the Dashboard via button  or the menu options as shown:



- The Dashboard's **Table view** 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 words **wild dog**

8: The Dashboard

- you can view the entire history of any activity by clicking once anywhere on the row (activity) of interest
- The Dashboard's **Map view** reflects any filtering choices made in the **Table view** – and displays the location (Lat / Long / Grid Ref) data of the most recent data for any Activity including its status, e.g. Active
- The **Map view** supports zooming in / out
- The **Map view** also supports 'clicking' once on any Activity's icon to:
 - **Show more** (Created on date/time, Staff member; Responsible person(s); and Activity Status), or
 - **View activity** (view the full history of that Activity)





8: The Dashboard

The screenshot shows the JourneyMate Dashboard. At the top, there are four boxes: 'Counts of visible activities by Status' (with 1 green, 1 orange, 1 yellow, and 1 red), 'View more than the last fortnight's activities', and 'Quick filters by activity Status'. On the left, a sidebar says 'Apply one or more Filters ~ the more filters, the fewer activities returned ...'. The main area has a 'Filters' section with 'Keywords' (Search Name, Status, Responsible Person, Mobile or Radio number), 'From' (2022-03-23), and 'Status' (Planned, Active, Overdue, Overdue Max). Below is a table of activities:

#	Staff	Responsible Person 1	Responsible Person 2	Title	Status	Due	Risk	Last Event	Action
16	Philip Pringuier	Sarah Catania	Stephen Salathiel	Koala Tagging	Active	10:00	High	Check-in - 17:45 25 Mar 22	✓ ■ □ ✎
15	Philip Pringuier	Sarah Catania	Stephen Salathiel	Travel to Orbost	Planned		High	Created - 16:17 25 Mar 22	▶ ✖ □ ✎
14	Philip Pringuier	Sarah Catania	Stephen Salathiel	Koala Tagging	Ended		High	End - 16:36 25 Mar 22	□
13	Andrew Tan	Phillip Schwarze		test edit mobile nbr notifications	Ended		High	End - 12:30 25 Mar 22	□

Figure 7 - Example of Dashboard's Table view



8: The Dashboard

JourneyMate / Dashboard

+ New



Dashboard

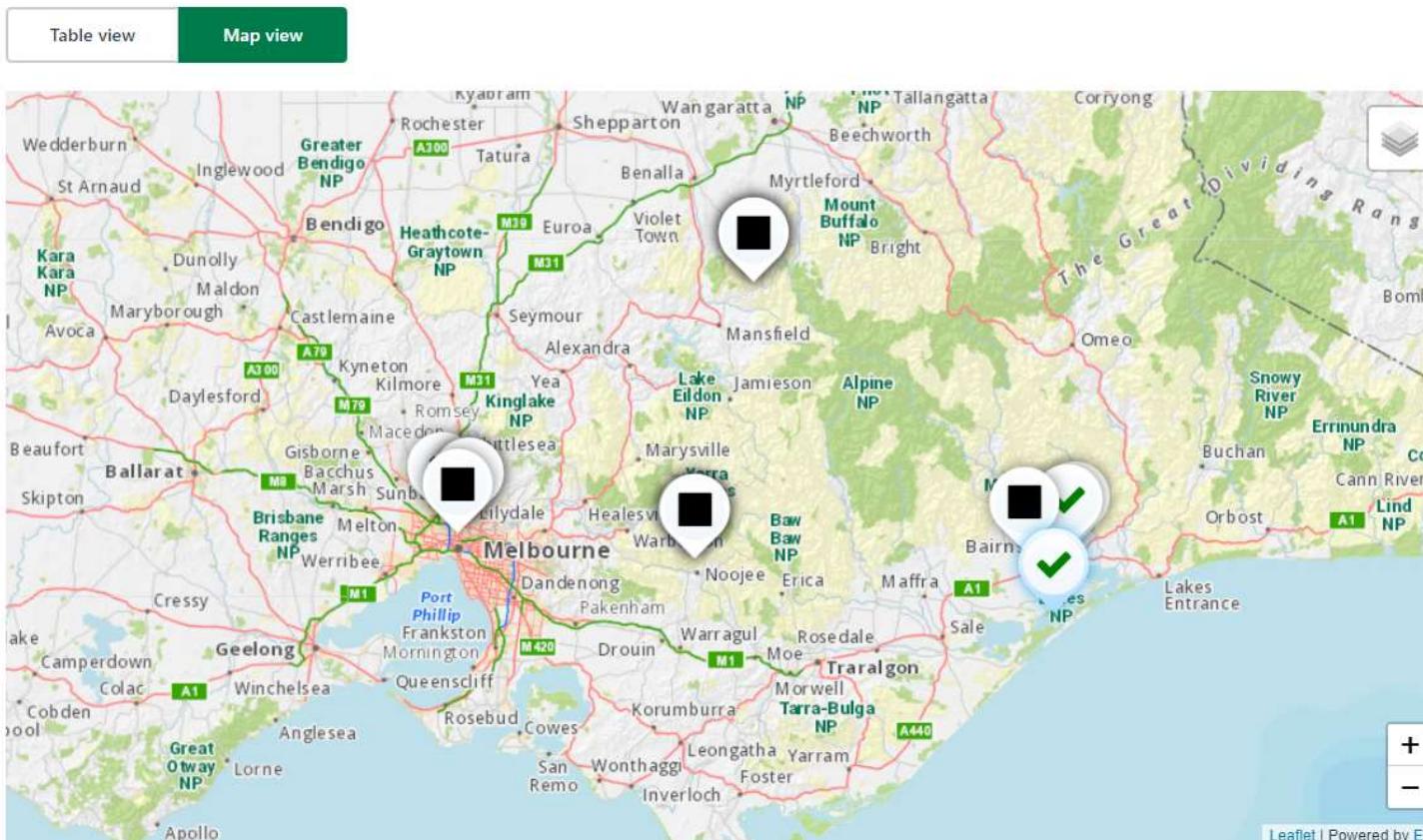


Figure 8 - Example of Dashboard's Map view



8: The Dashboard

The Dashboard provides an overview of everything that is happening / has happened within JourneyMate – one view, one table, for all staff⁶ and all activities since JourneyMate's inception.

Click once on any row (activity) in the Dashboard's Table view, to view the entire history of actions for that activity.

Note: The Dashboard's Table view means there is one place with consistent visibility of *all* activities (unlike the **My Activities** screen, which is limited to displaying **My Activities** or those of people **Reporting to me**.)

This state-wide vision is preferable to District or Work Centre based erasable whiteboards; scraps of paper; or verbal agreements held in one person's head.

Note: The Dashboard broadens the pool of who is *capable of* (but not *responsible for*) 'actioning' a check-in if relayed by radio.

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



Meanwhile, the Map view shows this data graphically and supports clicking on icons / activities to reveal more information. It also supports zooming in/out (mouse wheel or + / - buttons at bottom right corner of map), and panning (drag map holding left-mouse button down).

⁶ 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.



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.

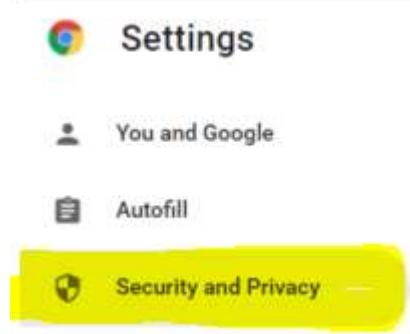
To permit your location to be known to JourneyMate, using Chrome:

Step 1. Start Chrome

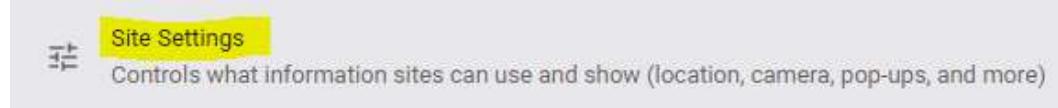
Step 2. In the **Address Bar**, at the far right, click the ellipsis (Settings) button 

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** ...





Appendices

Appendix 2: Clear Your Browser's Cache Regularly

As of April 2022, the browser you use to view JourneyMate (e.g. Chrome or Safari) **needs to have its cache cleared when a new version of JourneyMate is released.**

This will ensure new features and bug fixes are 'read' by the application (as compared to using all of the *old* settings).

The instructions for doing so are browser-dependant, but typically done via **Settings**. You can [Contact FFM Support](#) to log a ticket requesting help, if required.

Note: The developers are working on a way to automatically clear the cache when a new version of JourneyMate is deployed and accessed – but that may be some months away.