

Dashboard Quick Guide

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1 Open the LiveSafe Command Dashboard and login

Open a supported Internet browser (Google Chrome, Safari, or Mozilla Firefox). For optimal performance, we recommend using Google Chrome. Navigate to the LiveSafe login page and enter your login information: <https://services.livesafemobile.com/index2.php>

2 Open tips/events as they are submitted

As new events (tips, emergency messages, and emergency calls) are submitted from your organization's LiveSafe app, they will appear in the Live Safety Events Feed to the left in the order they are submitted. New events will emit a sonar-pinging sound and will flash. To open an event, click on the new card. Event details will appear to the right.

3 Respond to tips/events

Once you open an event, the first thing you should do is respond to the app user by chatting back via the Live Chat immediately to the right of the Live Safety Events Feed in the opened Event details. Thank the user for helping to make your organization a safer place.

4 Optional: Log your LiveSafe interaction

As you obtain additional info from the app user, record that info in the Notes section or your dispatch CAD system if you have one. Cross reference the unique LiveSafe event number in your organization's logs.

5 Close the event

Once you have responded to the app user and any follow-up actions that were necessary have been taken, close the event by clicking the "Close Tip" button at the top right of the Event details page.

* Command Dashboard best practices:

- » As your shift ends, communicate the status of LiveSafe events with the next dispatcher or safety personnel.
- » Publish events based on your organization's internal procedures.
- » Do not delete events unless they are test tips. Deleting events from the Live Safety Events Feed will not delete them from the system but will only remove them from LiveSafe analytics.

GENERAL SUPPORT	EMERGENCY 24/7 SUPPORT
<p>Main office (7am-6pm ET): (571) 312-4645 After hours: (510) 870-3337 Support email: support@livesafemobile.com</p> <p>*Email is not monitored 24/7</p>	<p>If it is an emergency and you need immediate technical support, please contact:</p> <ul style="list-style-type: none">» 8:00 a.m. - 6:00 p.m. ET: (571) 312-4645» After hours: (510) 870-3337

