THE NETWORK RAIL
LONE WORKER APP

TWO INNOVATIVE SERVICES THAT KEEP YOU SAFE AND SUPPORTED WHEREVER THE JOB TAKES YOU.

Lone Worker manager™

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Lone worker protection fact sheet for smartphones

Network Rail offers two Lone Worker services to all Sentinel card holders. The services are called Push4Help and Heartbeat and are operated by Mitec on behalf of Network Rail.

Frequently asked questions:

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THE NETWORK RAIL
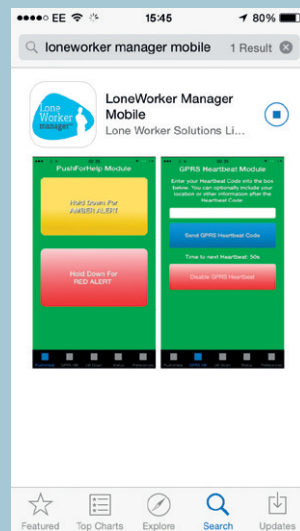# LONE WORKER APP

How do I get the software?

Download and install the app on to your phone. This will give you access to both Lone Worker Protection services. You will need to visit the Apple App Store, Windows Phone Store or Google Play to download, so you will need to know your app store password.

1. Select the App Store icon
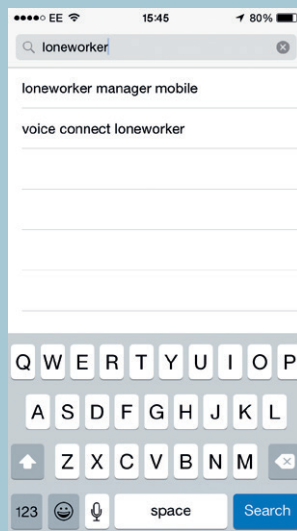
2. Search for Loneworker

3. Tap the install icon

What are the two services?

There are two services available to you;
Heartbeat, an electronic buddy system, and Push4Help which
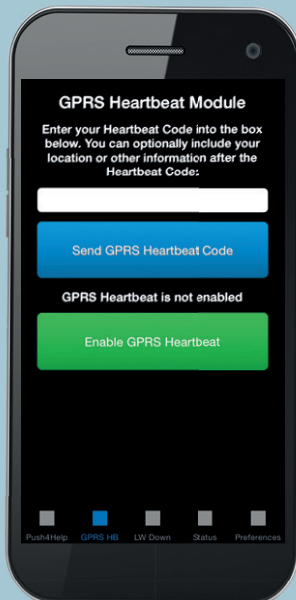"does what it says on the tin".

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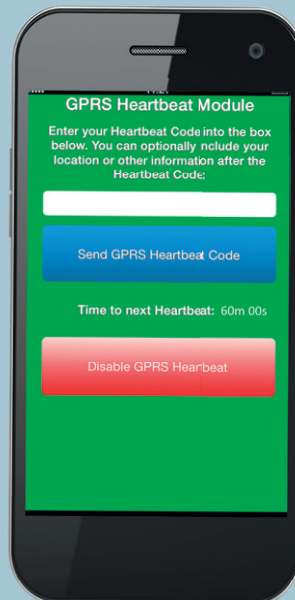# LONE WORKER APP

What is the Heartbeat service?

This service lets users tell a centrally managed service where you are when you are working on your own.

How do I use Heartbeat?

This app requires the Lone Worker to enter a code and contact details on a periodic basis (normally 1 hour) to confirm they are OK.

GPRS Heartbeat Module

Enter your Heartbeat Code into the box below. You can optionally include your location or other information after the Heartbeat Code:

Send GPRS Heartbeat Code

GPRS Heartbeat is not enabled

Enable GPRS Heartbeat

Push4Help   GPRS HB   LW Down   Status   Preferences

GPRS Heartbeat Module

Enter your Heartbeat Code into the box below. You can optionally nclude your location or other information after the Heartbeat Code:

Send GPRS Heartbeat Code

Time to next Heartbeat: 60m 00s

Disable GPRS Hearbeat

GPRS Heartbeat Module

Enter your Heartbeat Code into the box below. You can optionally include your location or other information after the Heartbeat Code:

111 John Smith 07987 123456

Send GPRS Heartbeat Code

Time to next Heartbeat: 60m 00s

Disable GPRS Hearbeat

Call   Status   Preferences

1. Press "Enable GPRS Heartbeat button"

2. Heartbeat is activated with a default wellbeing check of 60 minutes
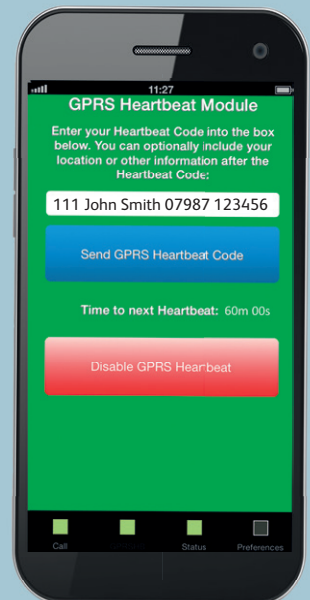
3. Enter your code and details, then press "Send GPRS Heartbeat Code"

When the heartbeat timer has expired, or at any time that you enter your code (the last 3 digits of your Sentinel number) and who to contact if you do not respond, a typical message would look like this:

111 John Smith 07987 123456

The last 3 digits of your Sentinel number

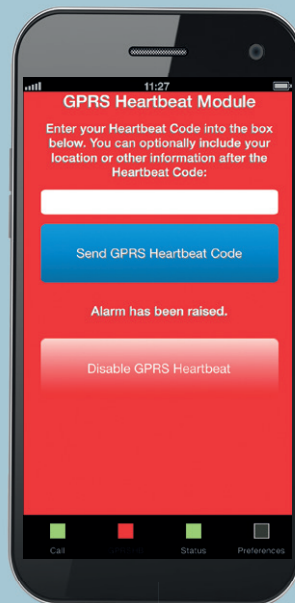Contact name and telephone number if you get into difficulty

111 John Smith 07987 123456

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The Heartbeat Service is now active and has started a 1-hour countdown. After 1 hour, the app will prompt you to enter your 3-digit code to confirm you are OK. If you do not respond within 3 minutes, the system will raise an alert with miTEC, the MITIE disaster recovery and technology centre:
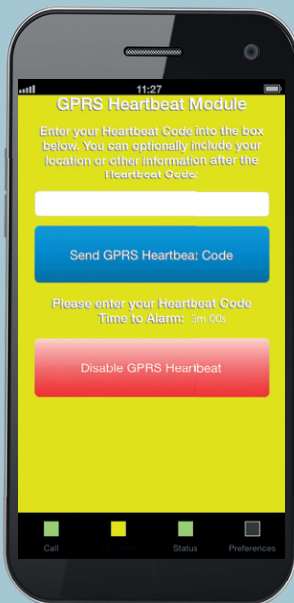
1. When the timer has expired the app will go into amber mode waiting for you to enter your code.

2. If you do not enter your code within 3 minutes, the app will raise an alert

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Can I change the callback time from 1 hour?

If you want to change the time between checks, you need to tell the system in minutes how long before your next check. The time can be set to be greater than or less than 1-hour.

GPRS Heartbeat Module

Enter your Heartbeat Code into the box below. You can optionally include your location or other information after the Heartbeat Code:

111 **120m** John Smith 07987 123456

Send GPRS Heartbeat Code

GPRS Heartbeat Module

Enter your Heartbeat Code into the box below. You can optionally include your location or other information after the Heartbeat Code:

111 **15m** John Smith 07987 123456

Send GPRS Heartbeat Code

120m *will set the reminder to 2 hours*

**15m** *will set the reminder to 15 minutes*

In both cases above, the **numbers in bold** followed by "**m**" tell the system how many minutes before it should check that you are OK. The system will revert to 1-hour checks automatically.

Time to next Heartbeat

Contact name and telephone number if you get into difficulty

The last 3 digits of your Sentinel number

111 120m John Smith 07987 123456

111 15m John Smith 07987 123456

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## What happens in areas of poor or no signal?

In an area of no signal, when the app is active, it will tell you that you have no signal and will continue to do so until you are in an area of good signal. This reminder can be switched off when it has been received once. Despite the loss of signal, the platform still knows the countdown time for a Heartbeat response and will activate the alert escalation procedure if a valid response is not received.
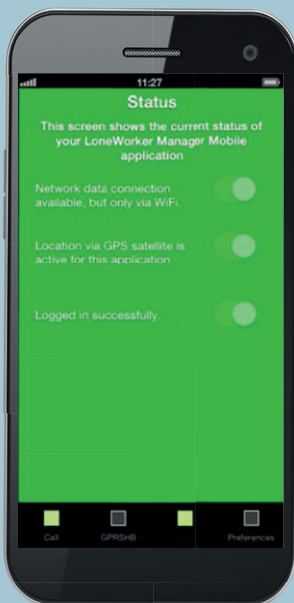
Status when you have communications
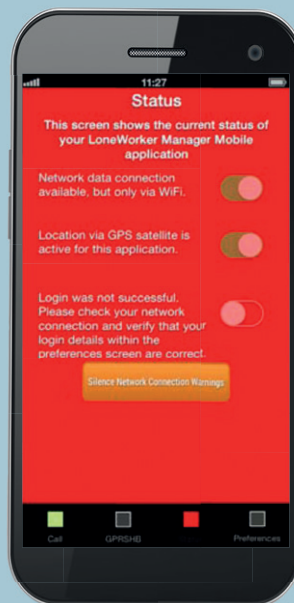
Status when you have no signal
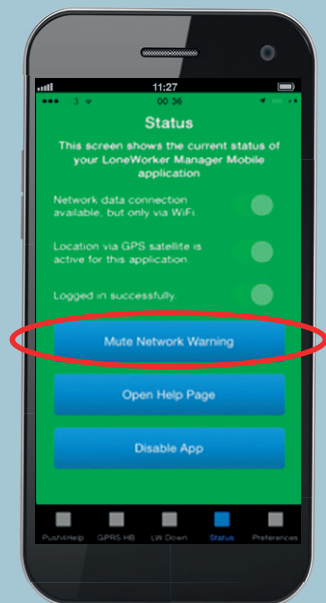
Mutes the network warning message until reactivated

Do I have to wait for an hour to elapse if my situation changes?

No, you can reset the timer whenever you like to reflect the risks you are facing. Simply enter your code, (optionally the number of minutes before you should be contacted) and the contact name and number of the person the service should call if your phone raises the alarm.

What happens if I do not respond?

If you do not respond within 3 minutes, the app will assume there is a problem and will raise the alarm. The background colour of the app on the phone itself will turn to red, sending the GPS coordinates of the phone to miTEC where their response processes would start.

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Who will respond?

A miTEC Call Centre Operator will do the following:
1. Try to phone the individual Lone Worker.
2. If unsuccessful, they will check the Heartbeat and Push4Help messages left by Lone Worker.
3. If unsuccessful, they will call the Contact person left as part of the code and message.
4. If unsuccessful, they will call NSC 24/7 Option 2, Site Access Control.

When are my GPS coordinates sent?

Your coordinates will be sent to the miTEC system when you:

• Initiate the service.

• Send your Heartbeat code and message.

• Trigger a red alert (i.e. you have not responded within 3 minutes).

miTEC will only look at this data if the system raises a Red Alert.

Can I turn off the GPS on my phone?

Yes you can. The status screen will go Red as there is no GPS signal. If you choose to do this, it is advised that you should enter your location data as part of the code and message that you leave. Please note: If you turn GPS off on your phone, the system will not know where you are if you or your phone raises a Red Alert.

Who can access the Lone Worker records?

miTEC will look at the GPS data in the event of a Red Alert being raised by you or your phone. Any other interested party such as your Sponsor, Network Rail, the ORR or RSSB would require a Court Order to view these records.
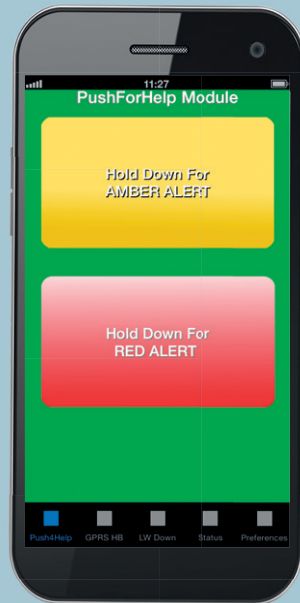
How do I use Push4Help?

This app has two buttons – Amber & Red.

The Amber button is used to leave a telephone message relevant to the situation or location you are just about to enter.

This message will be listened to by a Mitec Call Centre Operator if you raise an alert. The Red Alert button opens an immediate voice connection to an agent in the alarm response centre. GPS coordinates are sent when the person leaves the Amber message and when they press the red button.

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The Amber button is used to leave a telephone message relevant to the situation or location you are just about to enter.

The Red button will connect you directly to a miTEC Operator and will send them your GPS coordinates. They will be in a position to send for help if you are in immediate danger.

When should I use Push4Help?

Leave an Amber Alert when you are about to enter a potentially dangerous environment or situation, for example investigating an incident in an urban environment.

Use the Red Alert when you are in danger or want the reassurance of someone being with you when in a dangerous environment, for example when walking alone from a remote depot.

What happens if I press the Red Button?

The Red button will connect you directly to a miTEC Call Centre Operator and will send them your GPS coordinates. They will be in a position to send for help if you are in immediate danger.

The same service can be used if you want some reassurance when entering an unknown urban environment. For example an office worker walking to the station or car park in the dark from a city centre Maintenance Depot in a not particularly nice area could press the Red button and ask the miTEC Operator to stay on the phone until they reach the station or car park.

Further information

Please see **railsentinel.co.uk** for more information on the Lone Worker service.

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