

The Mobile Web application

Product: Security Control System (SCS)

Course Notes



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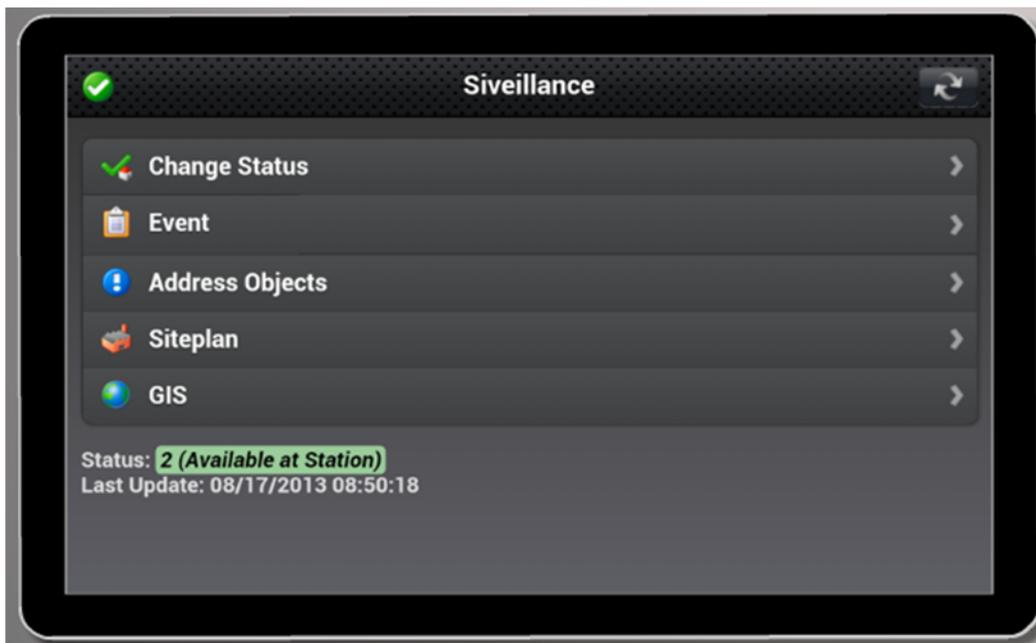
About the Mobile Web application

Mobile Web is a communication tool that can be accessed on a mobile device such as a mobile telephone or tablet computer. It enables security personnel to communicate with the command center as they move around the hospital building and grounds.

With a simple interface the Mobile Web enables users to:

- Respond to event alerts.
- Create events.
- Update and communicate their status to the command center.
- Access and work with the Siteplan.

The Mobile Web application interface – the Home screen



What will you learn from this course?

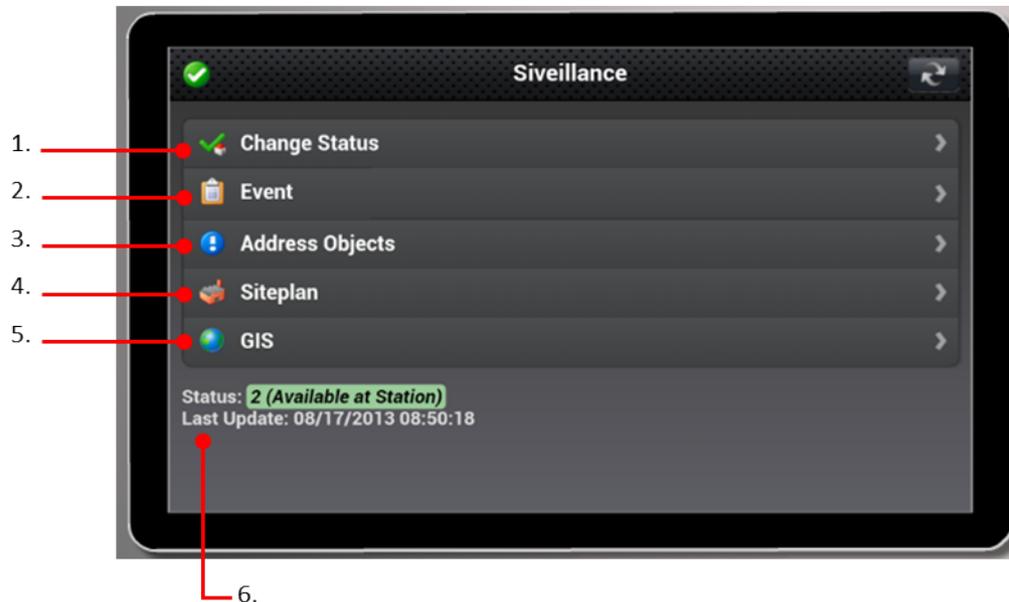
After you complete this training you will know how to work with the Mobile Web application to raise and resolve events. You will be able to:

- Recognize when an incoming event is assigned to you and understand what you should do.
- Change your status on the application.
- Manually create events.
- Access and work with the Siteplan.

The Mobile Web interface

Security personnel access the Mobile Web application on a mobile device such as a mobile telephone or tablet. To navigate around the system and access and use its features you simply tap your finger on the screen on the feature you want to select.

The Mobile Web Home screen



1. Change Status

Tap to display the **Status** controls where you can update your current status. The statuses that display to you depend on your current status. The full list is:

- 1 (Available via Radio).
- 2 (Available at Station).
- 3 (On the Way).
- 4 (Arrived).
- Not Available. This displays when the resource is not working.

2. Event

Tap to display the **Event** screen where you can access the details of events that have been assigned to you and create new events.

When you access the details of events that have been assigned to you. You can:

- Access the details of the event and its location.
- View the location of the event on the Siteplan.

When you create a new event:

- You must select the type of event you have encountered.
- You can add further notes to aid the SCS Operator who will manage the resolution of the event.

3. Address Object

Tap to display the **Address Object** search page where you can search for a particular location within the hospital buildings or grounds. You can use this functionality to search for:

- A location or object, such as a camera, that is close to your current position.
- A specific building or room.
- An area.
- An internal or external camera.

Once you have the information about the object displayed you can show it on the Siteplan.

4. Siteplan

Tap to display the Siteplan. This is a map of the hospital and its grounds upon which your location, and the location of address objects such as buildings, rooms and cameras, are displayed. You can use touch controls to move the plan around on screen, or use control buttons to zoom in so that you can see more detail, or zoom out so that you can see more of the plan of the building / site.

5. GIS

Note: GIS is not currently operating. You will not use this option.

6. Status information

This information displays your current status and the date and time that you interacted with the Mobile Web system.

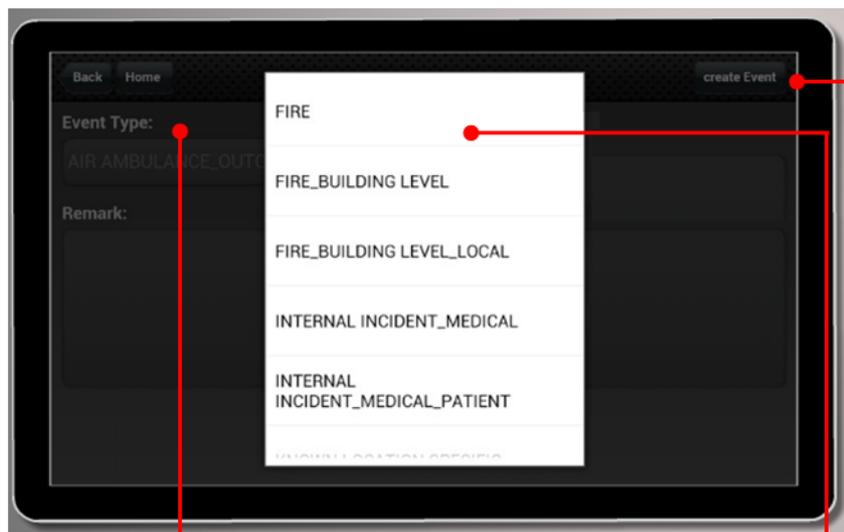
Create an event

Background and supporting information

Creating an event on the Mobile Web application is a two step process. You first open a new event record and then:

- Select from a list the event you want to raise.
- Add notes for the SCS Operator who will manage the event.

Selecting the Event Type to be raised



- Tap the **Event Type** field
Select the event to be raised from the displayed list.
- Add detail into the **Remark** field and then press **create Event**.

When you save the event details they will display on the main SCS system and the operator who manages the event will be able to review any notes you added.

The step-by-step instructions for this task

- 1 On the **Home** screen, press **Event**.

*The **Event** screen is displayed.*

- 2 Press **create Event**.

create Event

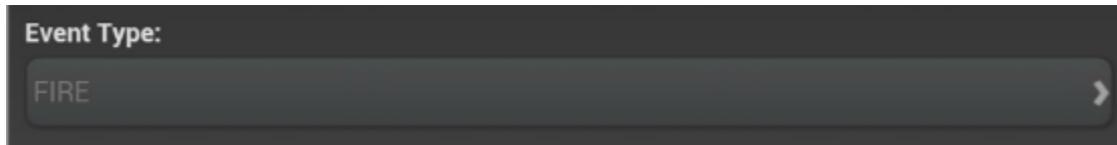
*The **create Event** screen is displayed.*

- 3 Tap on the **Event Type** field.

A list of events is displayed.

- 4 Scroll up and down the list to locate the event taking place and then tap the event.

*The list of events closes and the selected event is displayed in the **Event Type:** field.*

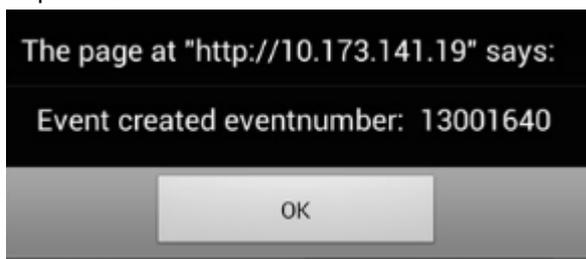


- 5 Tap into the **Remark:** field and use the displayed keyboard to add information to the event record.
- 6 After adding your note tap the **create Event** button.



*An **Event created** message is displayed*

- 7 Tap the **OK** button.



*You are returned to the **create Event** page.*

- 8 Tap the **Home** button.

*You are returned to the **Home** screen.*

What you achieved in this session

You created an event and submitted its details to the main SCS system in the control center. The SCS operator who takes ownership of the event will be able to review the notes you added as you created the event.

Respond to an event and update your status

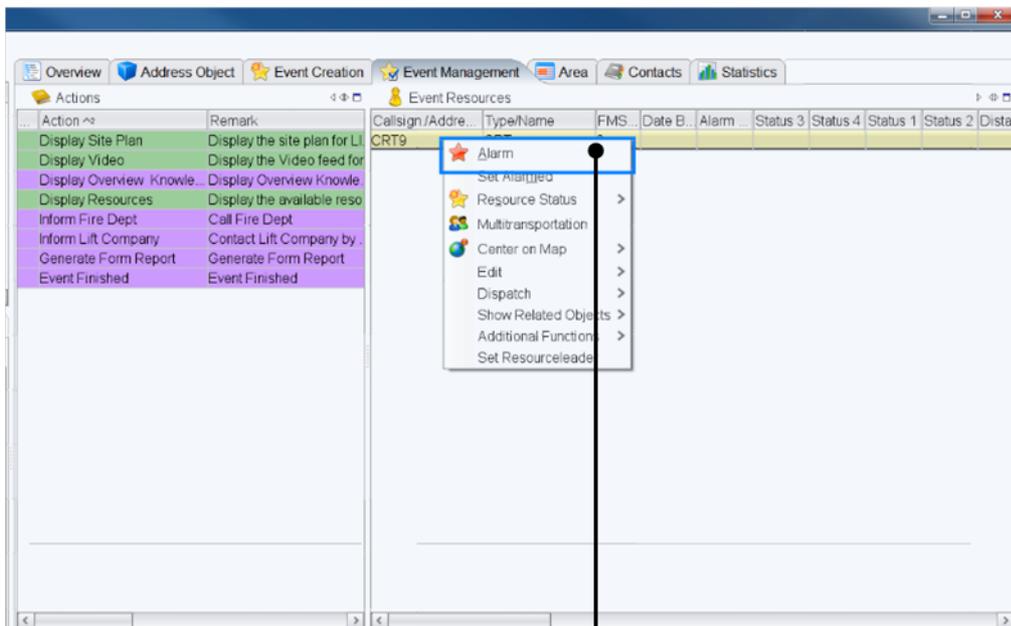
Your aim

Respond to an incoming event notification and update your status at appropriate points in the event resolution process.

Background and supporting information

When an event is raised within the main SCS system resources are automatically reserved for the SCS operator managing the event to use. If you are one of those reserved resources you will receive a message on your mobile device when the event-managing operator alarms your resource information on the SCS application.

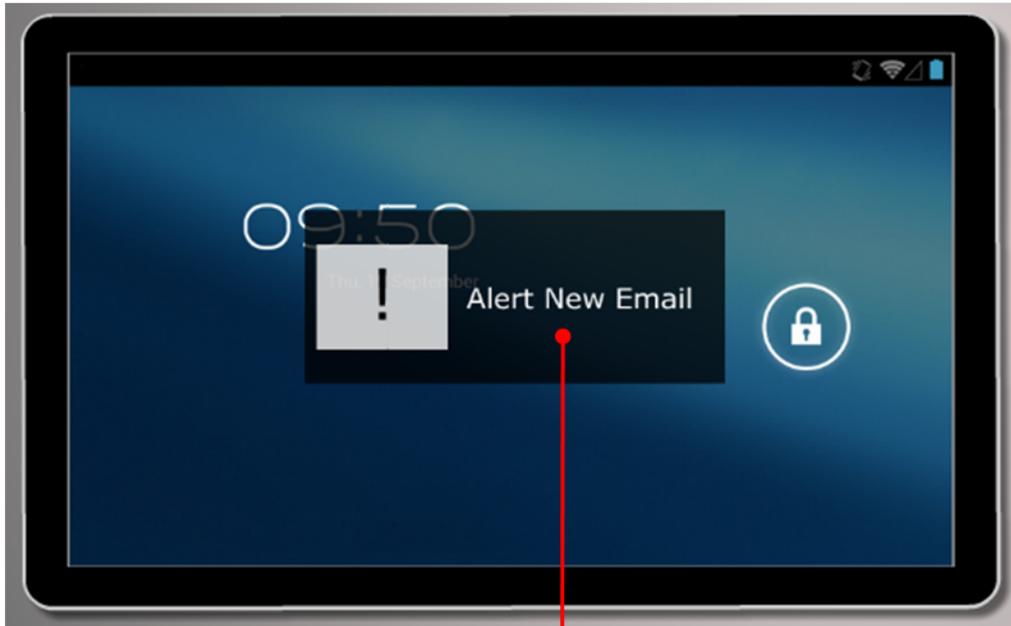
The point at which you receive notification of an event on your Mobile Web application



The SCS Operator has taken ownership of an event.

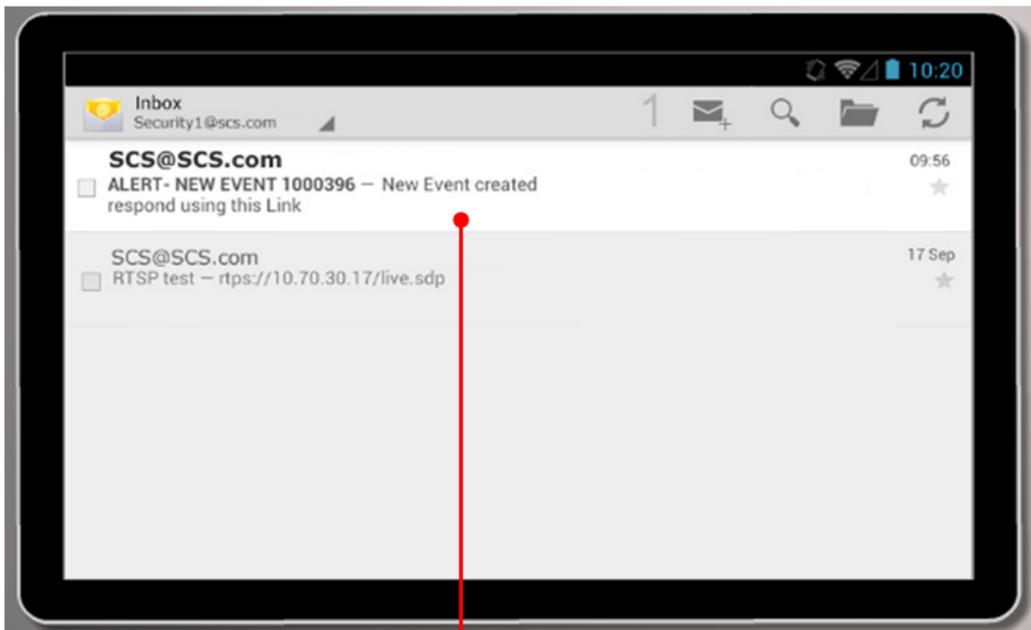
The system automatically reserves the event resource shown on the **Event Management** tab. When the operator selects the resource details, opens the submenu and selects **Alarm**, the resource is sent notification of the event to their **Mobile Web** application.

A Mobile Web application receiving an event alert email



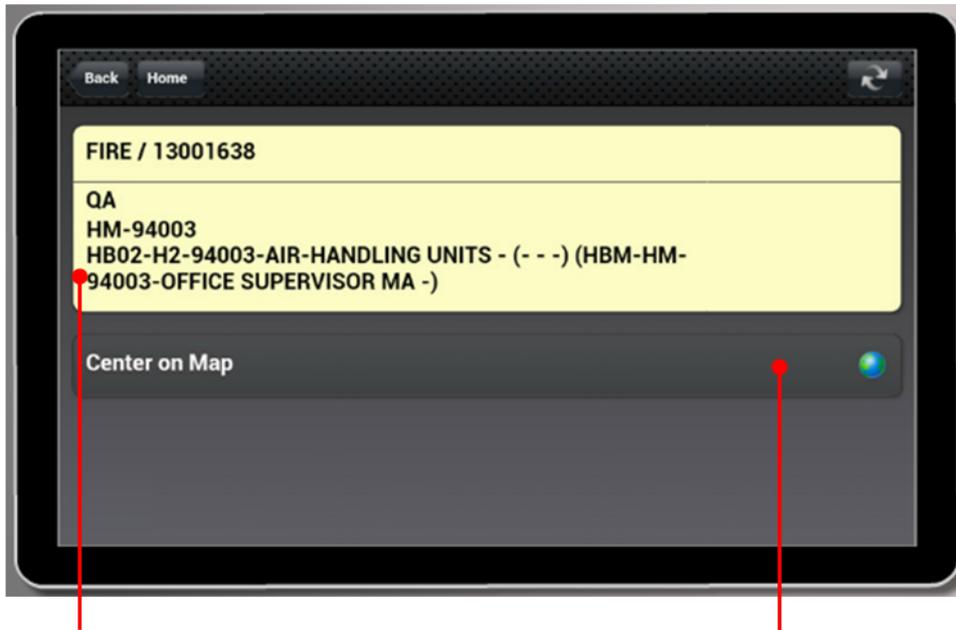
Tap on the alert to view the email details.

Email account displaying a new event



Tap on the email header to show its details

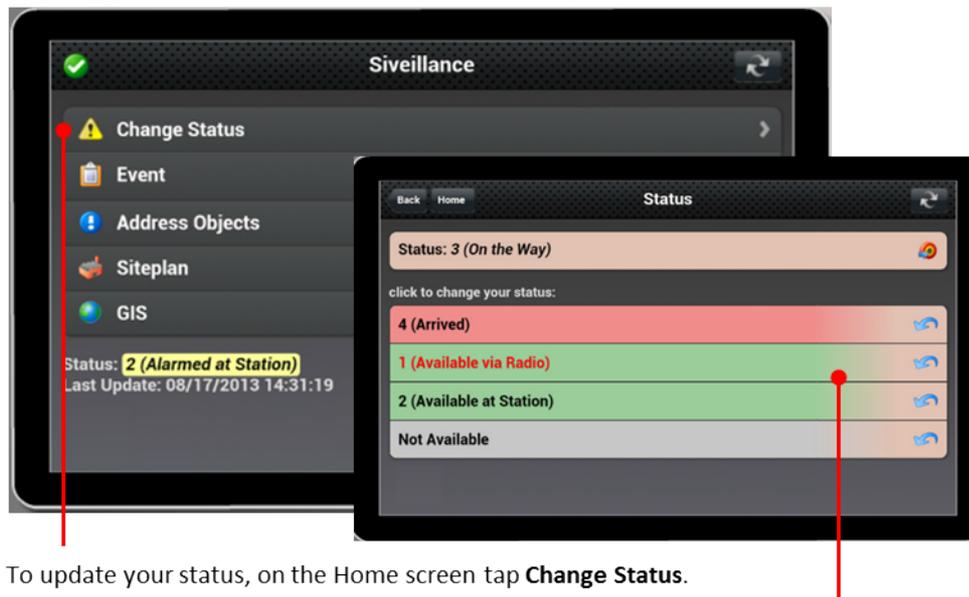
The event details on the Mobile Web application



The location and known details of the event display here.

Tap on the **Center on Map** button to display the location of the event on the Siteplan.

Update your status at appropriate points while you provide assistance



To update your status, on the Home screen tap **Change Status**.

On the displayed **Status** screen select the appropriate status.

The step-by-step instructions for this task

- 1 When an SCS operator alerts your resource record to an event an email alert displays on your mobile device. Click on the email alert.

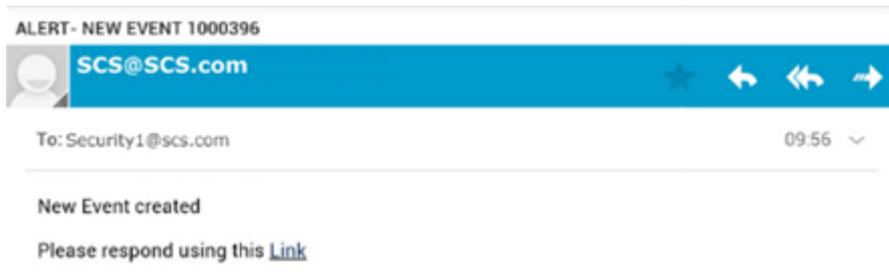
Your email inbox is displayed on your mobile device.

- 2 Tap on the event alert email.



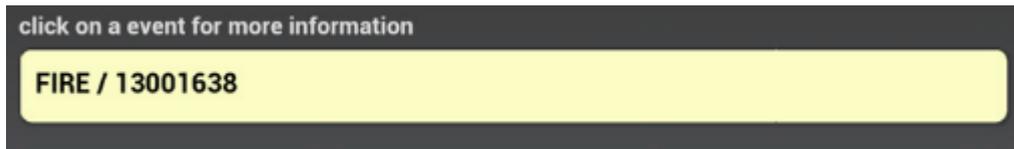
The email opens and its details are displayed.

- 3 Tap on the link as directed.



*The **Event** screen is displayed. The new event is displayed at the bottom of the screen.*

- 4 Tap on the **Event** title.



The event details are displayed. In the top half of the screen you can review the supplied details of the event. You can review the type of event and, if you do not know the location of the event, view the location on the Siteplan.

- 5 **Optional Step:** If you do not know the location in which the event has occurred, tap the **Center on Map** button to display the Siteplan with the location highlighted for you.



The Siteplan is displayed with the event location highlighted.

- 6 Go to the **Header** and tap on the **Home** button.

*The Mobile Web **Home** screen is displayed.*

- 7 Tap the **Event** button.

*The **Event** screen is displayed.*

- 8** If your current status is displayed as **2 (Alarmed at Station)**, tap the status: **3 (On the way)**.
*Your current status is updated and displays as **3 (On the way)**.*
The list of available statuses is updated.
Your change of status is communicated to the SCS operator managing the event in the Control Center.
- 9** Make your way to the location of the event.
- 10** When you arrive at the event update your status again. Go to the **Status** screen and tap **4 (Arrived)**.
*Your current status is updated and displays as **4 (Arrived)**.*
The list of available statuses is updated.
Your change of status is communicated to the SCS operator managing the event in the Control Center.
- 11** Provide the assistance required to resolve the event.
- 12** When your assistance is no longer required at the scene of the event update your status again. Go to the **Status** screen and tap **1 (Available via Radio)**.
*Your current status is updated and displays as **1 (Available by Radio)**.*
The list of available statuses is updated.
Your change of status is communicated to the SCS operator managing the event in the Control Center.
- 13** When you arrive back at your station update your status for the final time. Go to the **Status** screen and tap **2 (Available at Station)**.
*Your current status is updated and displays as **2 (Available at Station)**.*
The list of available statuses is updated.
Your change of status is communicated to the SCS operator managing the event in the Control Center.
- 14** You have completed the full **Mobile Web** workflow for an event and are now available to assist on another event.

What you achieved in this session

You accessed the details of an event after receiving an event alert on your mobile device. After accessing the details you:

- Reviewed the details of the event.
- Viewed the location of the event on the Siteplan.
- Updated your status within **Mobile Web** so that the SCS operator managing the event in the Command Center was aware of where you were and when you were providing assistance at the scene of the event.

Use the Siteplan

Your aim

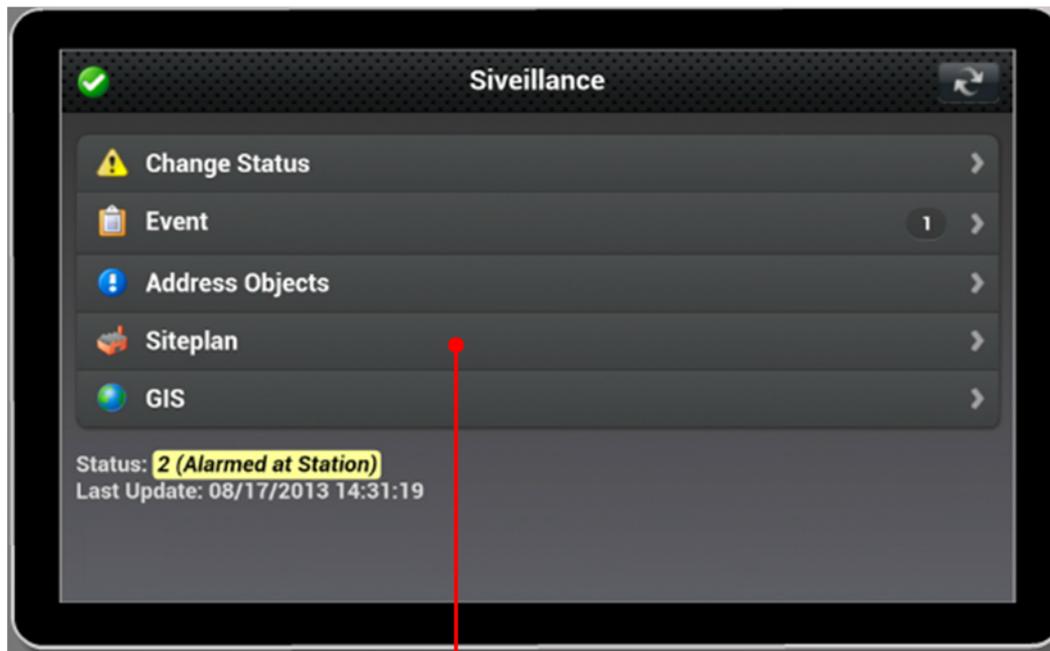
Use the Mobile Web Siteplan to display your current location in the hospital building or grounds and the location of SCS address objects that are near to your position.

Reminder: An address object can be a room or other space in a building, a sensor or CCTV camera.

Background and supporting information

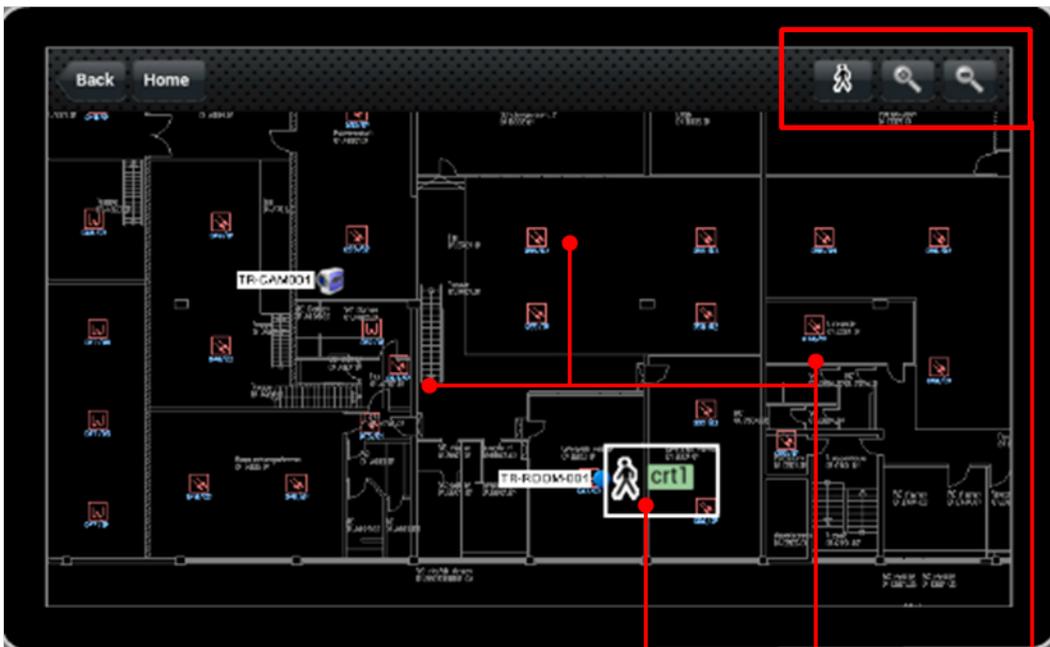
The Siteplan displays your current location within the hospital buildings or grounds. It also shows the location of SCS address objects that are close to your current location. It is a fantastic tool to help you locate a specific address object such as a sensor (on a specific door), or a CCTV camera.

Accessing the Siteplan from the Mobile Web Home screen



To open the Siteplan tap your finger on the Siteplan button.

The Siteplan displaying your current location



The Siteplan shows:

- Your location.
- The location of the SCS Address Objects that are near to you.

With the Siteplan tools you can zoom into the map, out from the map and place your icon in the center of the visible plan.

The step-by-step instructions for this task

- 1 On the **Home** screen, tap **Siteplan**.

*The **Siteplan** screen is displayed. The plan shows your current location and the location of address objects that are near to you.*

- 2 To move around the plan press your finger on the screen and move your finger in the direction you want to move the plan.

The plan moves with your finger.

- 3 To zoom into the plan and see more detail of an area tap the **Zoom In** button.



The plan zooms in toward the center of the display.

- 4 To zoom out of the plan and show a wider area tap the **Zoom Out** button.



The plan zooms out to display a wider area.

- 5 To place your icon in the center of the Siteplan display tap the **Location** button.



The plan is aligned so that the icon that represents your location displays in the center of the screen

- 6 When you have finished working with the Siteplan tap either the **Back** or **Home** button.
- 7 You return to the Mobile Web **Home** screen.

What you achieved in this session

You used the Siteplan to view your location in the hospital building or grounds and the location of address objects close to you. While using the Siteplan you zoomed in to the plan to show more detail of a selected area, zoomed out of the plan to show a larger area and aligned the plan so that your location icon displayed in the center of your screen.