



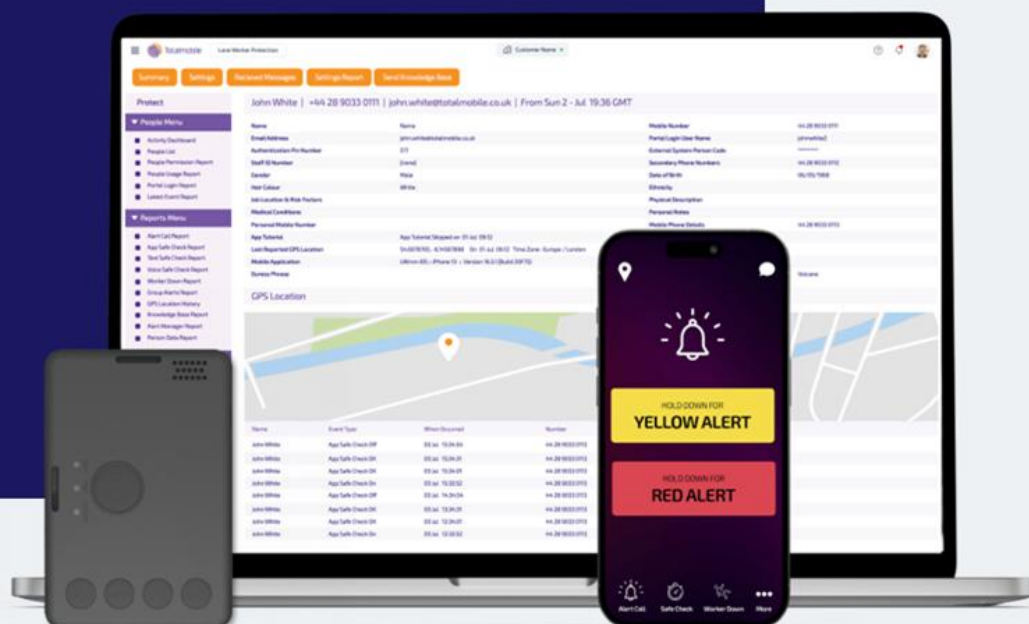
Totalmobile



PROTECT

Protect Management Portal

End User Guidance



PURPOSE OF THIS DOCUMENT

This guide is designed to support managers responsible for teams of lone workers by providing clear, practical guidance on how to effectively use the Protect Management Portal, part of Totalmobile's lone worker safety solution. This guidance is here to help you get the most out of your system – and to make lone working as safe and simple as possible for everyone involved.

The Protect system equips lone workers with a personal safety device or smartphone app, allowing them to quickly access help in the event of an emergency. As a manager of lone workers, you are an important part of your team's lone worker safety. While the Protect solution gives workers direct access to support when needed, the Management Portal is where you can ensure the system is being used as intended, and that the right safeguards are in place behind the scenes.

By regularly monitoring usage, checking in on alerts, and keeping escalation contacts updated, you help ensure your team is supported, informed, and protected. The portal gives you visibility into how the solution is being used day to day, helping you spot potential gaps and act early if needed.

WHY THIS MATTERS

Incidents involving lone workers are on the rise in the UK. According to the British Safety Council, millions of people work alone every day – and the risks they face, from accidents to violence, are substantial and growing. A robust lone worker solution is not just a convenience; it's a critical safety tool.

As an employer or a line manager, your organisation has a duty of care under the **Health and Safety at Work Act 1974** to protect employees, including those working alone. A failure to take adequate precautions can lead to serious consequences, including prosecution under the **Corporate Manslaughter and Corporate Homicide Act 2007** if gross negligence is found to have contributed to a worker's death.

- [Read more about your legal duties on lone working](#)
- [Overview of Corporate Manslaughter Legislation](#)

What is the Protect Management Portal?

The Protect Management Portal is an intuitive, web-based platform that enables you to:

- ✓ **Monitor the safety and usage of lone worker devices in real time.**
- ✓ **Review Incidents and alarms raised to the Alarm Receiving Centre (ARC).**
- ✓ **Manage and update user information, ensuring accuracy for escalation.**
- ✓ **Generate reports for usage, alerts, and incidents.**

The Management Portal is a centralised interface designed to monitor lone worker activity, access reports, update staff profiles, and ensure tailored protection based on risk assessments.

Key Reasons to Use the Management Portal

- ✓ **Ensure compliance:** Demonstrate your duty of care with clear records of safety processes and response activity.
- ✓ **Drive Accountability:** Identify non-usage and reinforce correct lone worker practices with your team.
- ✓ **Support Investigations:** Access call recordings and operator notes from alarms, which can support internal reviews or external legal proceedings.
- ✓ **Act Proactively:** Monitor usage trends and alert outcomes to spot potential issues before they escalate.

Corporate Responsibility in Practice

You may be contacted by the ARC if one of your lone workers raises an alert and cannot be reached. It is critical that managers respond quickly and are familiar with the protocol. The information provided by the ARC can include:

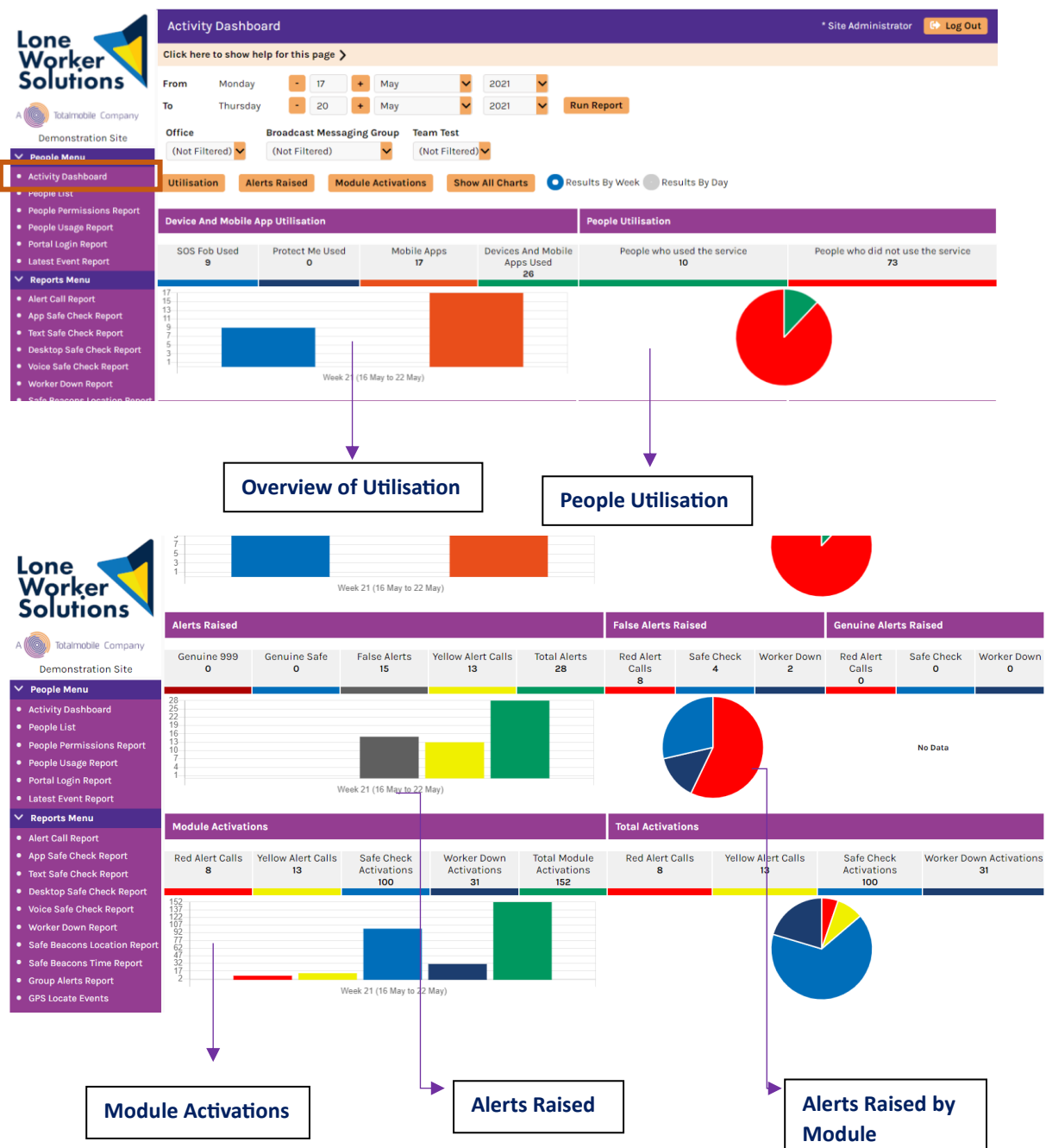
- Last known location
- Escalation Route
- Call Outcome
- Any associated Recordings or operator notes

FAILURE TO ACT OR INACCURATE CONTACT DETAILS FOR ESCALATION CONTACTS COULD DELAY EMERGENCY RESPONSE, INCREASING RISK TO YOUR TEAM AND POTENTIAL LEGAL LIABILITY.

Management Portal: Key Tools and Reports

The management portal enables visibility and oversight of lone worker safety. There are a number of reports to access the information you need. Key reports include:

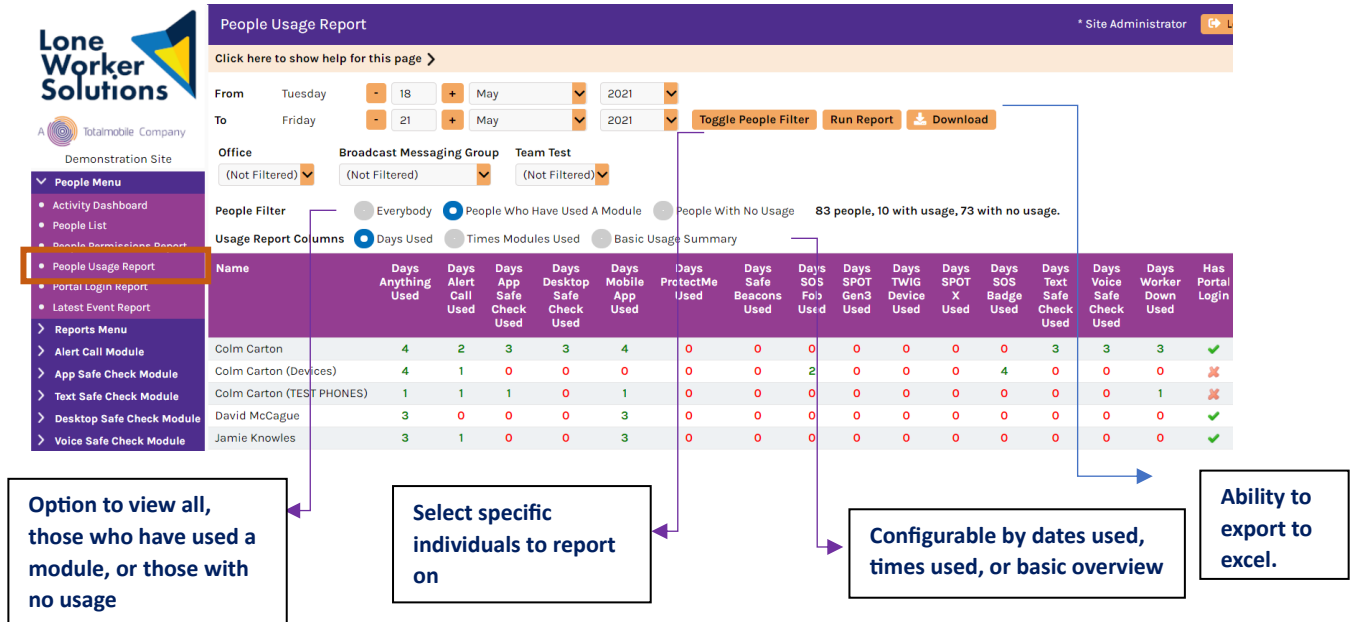
ACTIVITY DASHBOARD – Visualises usage trends with drill-down functionality.



Protect Management Portal

End User Guidance

PEOPLE USAGE REPORT – Filterable by usage status, exportable to excel.



People Usage Report interface showing filters and data table.

Filters:

- From:** Tuesday 18 May 2021
- To:** Friday 21 May 2021
- Office:** (Not Filtered)
- Broadcast Messaging Group:** (Not Filtered)
- Team Test:** (Not Filtered)
- People Filter:** ☒ Everybody, ☐ People Who Have Used A Module, ☐ People With No Usage (83 people, 10 with usage, 73 with no usage).
- Usage Report Columns:** ☒ Days Used, ☐ Times Modules Used, ☐ Basic Usage Summary

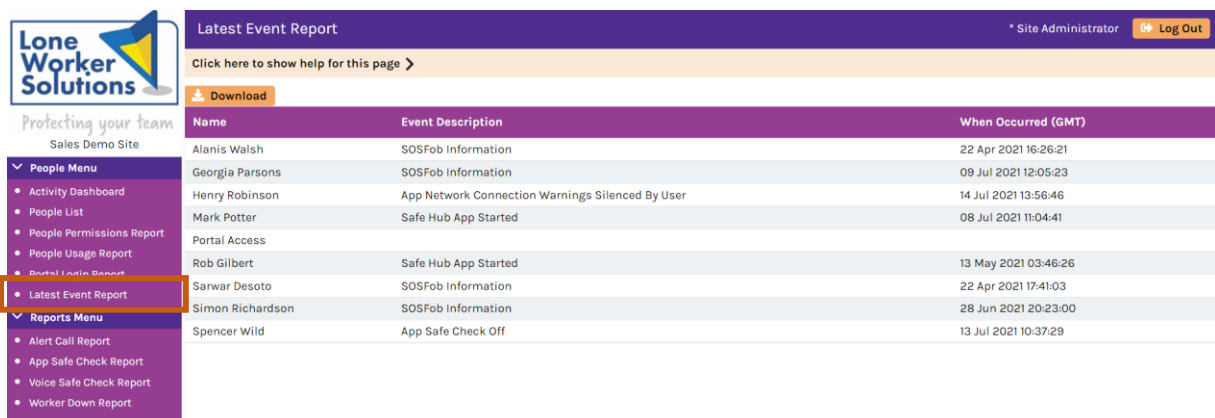
Buttons: Toggle People Filter, Run Report, Download

Name	Days Anything Used	Days Alert Call Used	Days App Safe Check Used	Days Desktop Safe Check Used	Days Mobile App Used	Days ProtectMe Used	Days Safe Beacons Used	Days SOS Fob Used	Days SPOT Gen3 Used	Days TWIG Device Used	Days SPOT X Used	Days SOS Badge Used	Days Text Safe Check Used	Days Voice Safe Check Used	Days Worker Down Used	Has Portal Login
Colm Carton	4	2	3	3	4	0	0	0	0	0	0	0	3	3	3	✓
Colm Carton (Devices)	4	1	0	0	0	0	0	2	0	0	0	4	0	0	0	✗
Colm Carton (TEST PHONES)	1	1	1	0	1	0	0	0	0	0	0	0	0	0	1	✗
David McCague	3	0	0	0	3	0	0	0	0	0	0	0	0	0	0	✓
Jamie Knowles	3	1	0	0	3	0	0	0	0	0	0	0	0	0	0	✓

Callouts:

- Option to view all, those who have used a module, or those with no usage
- Select specific individuals to report on
- Configurable by dates used, times used, or basic overview
- Ability to export to excel.

LATEST EVENT REPORT – Latest events report provides the last time a user communicated to the Safe Hub portal and shows the last usage date and time.



Latest Event Report interface showing a list of events.

Download button

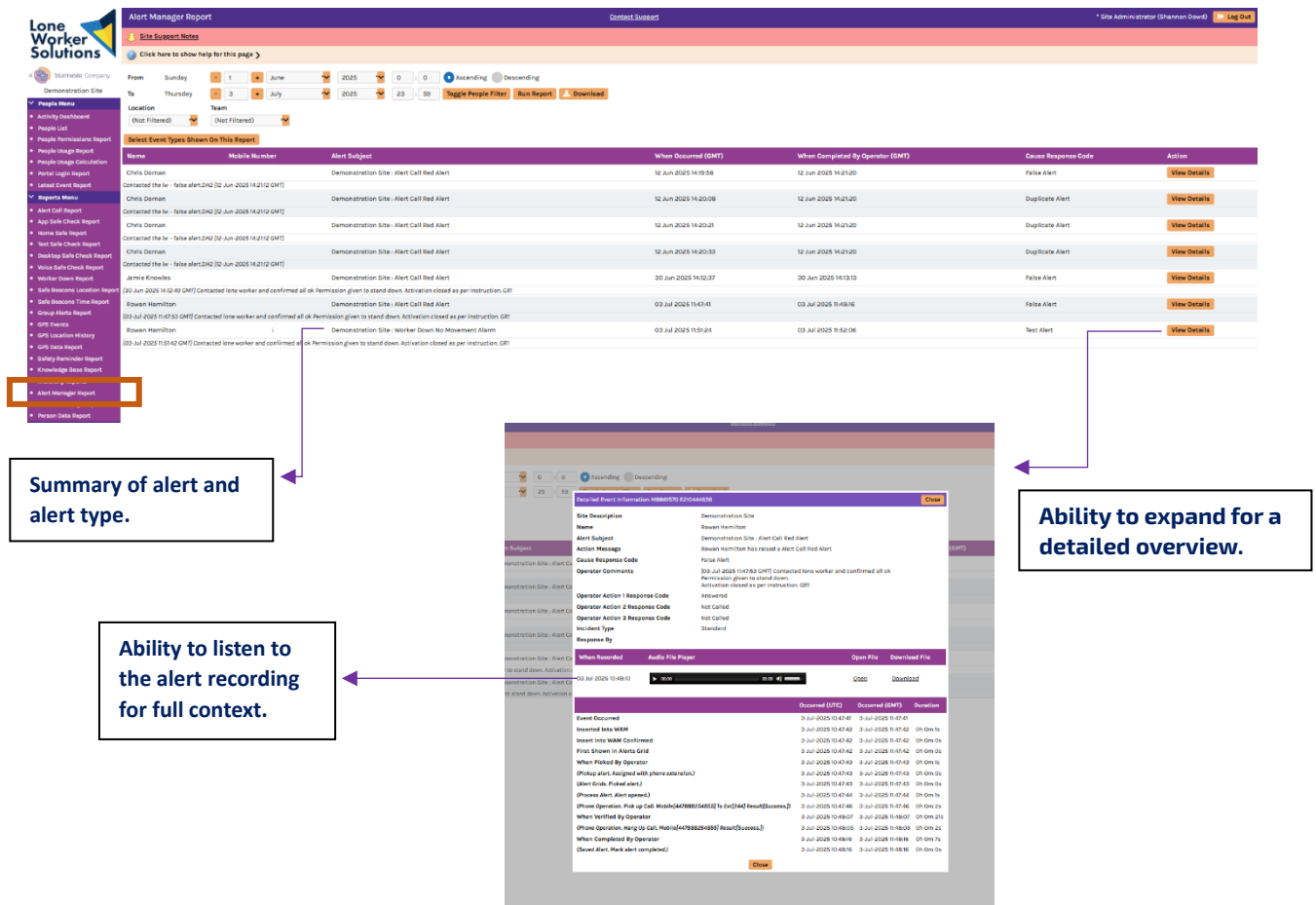
Name	Event Description	When Occurred (GMT)
Alanis Walsh	SOSFob Information	22 Apr 2021 16:26:21
Georgia Parsons	SOSFob Information	09 Jul 2021 12:05:23
Henry Robinson	App Network Connection Warnings Silenced By User	14 Jul 2021 13:56:46
Mark Potter	Safe Hub App Started	08 Jul 2021 11:04:41
Portal Access		
Rob Gilbert	Safe Hub App Started	13 May 2021 03:46:26
Sarwar Desoto	SOSFob Information	22 Apr 2021 17:41:03
Simon Richardson	SOSFob Information	28 Jun 2021 20:23:00
Spencer Wild	App Safe Check Off	13 Jul 2021 10:37:29

Protect Management Portal

End User Guidance

ALERT MANAGER REPORT – Tracks alarms raised, including:

- ✓ Person, Date/Time, Outcome
- ✓ Operator notes and Red Alert call recordings.
- ✓ Response codes detailing whether the alert was false or genuine.



Summary of alert and alert type.

Ability to expand for a detailed overview.

Ability to listen to the alert recording for full context.

Name	Mobile Number	Alert Subject	When Occurred (GMT)	When Completed By Operator (GMT)	Cause Response Code	Action
Chris Dorman		Demonstration Site - Alert Call Red Alert	12 Jun 2025 16:09:06	12 Jun 2025 16:21:20	False Alert	View Details
Contracted the le - false alert.202 702 Jun 2025 16:21:12 GMT						
Chris Dorman		Demonstration Site - Alert Call Red Alert	12 Jun 2025 16:20:08	12 Jun 2025 16:21:20	Duplicate Alert	View Details
Contracted the le - false alert.202 702 Jun 2025 16:21:12 GMT						
Chris Dorman		Demonstration Site - Alert Call Red Alert	12 Jun 2025 16:20:25	12 Jun 2025 16:21:20	Duplicate Alert	View Details
Contracted the le - false alert.202 702 Jun 2025 16:21:12 GMT						
Chris Dorman		Demonstration Site - Alert Call Red Alert	12 Jun 2025 16:20:33	12 Jun 2025 16:21:20	Duplicate Alert	View Details
Contracted the le - false alert.202 702 Jun 2025 16:21:12 GMT						
James Kennedy		Demonstration Site - Alert Call Red Alert	30 Jun 2025 14:10:37	30 Jun 2025 14:13:13	False Alert	View Details
30 Jun 2025 14:12:49 GMT) Contacted line worker and confirmed all ok. Permission given to stand down. Activation closed as per instruction GRI						
Brian Hamilton		Demonstration Site - Alert Call Red Alert	03 Jul 2025 11:47:41	03 Jul 2025 11:48:16	False Alert	View Details
03 Jul 2025 11:47:53 GMT) Contacted line worker and confirmed all ok. Permission given to stand down. Activation closed as per instruction GRI						
Brian Hamilton		Demonstration Site - Worker Down No Movement Alarm	03 Jul 2025 11:51:24	03 Jul 2025 11:52:06	Test Alert	View Details
03 Jul 2025 11:51:42 GMT) Contacted line worker and confirmed all ok. Permission given to stand down. Activation closed as per instruction GRI						

Alert Manager Report

Click here to show help for this page >

From Sunday 1 June 2025 0 0 ascending Descending

To Thursday 3 July 2025 23 59 Toggle People Filter Run Report Download

Location Team (Not Filtered)

Select Event Types Shown On This Report

People Menu

- Activity Dashboard
- People List
- People Permissions Report
- People Usage Report
- People Usage Calculation
- Portal Login Report
- Portal Event Report
- Report Menu**
- Alert Call Report
- App Safe Check Report
- Home Safe Report
- Net Safe Check Report
- Desktop Safe Check Report
- Voice Safe Check Report
- Worker Safe Report
- Safe Beacon Location Report
- Safe Beacon Time Report
- Group Alerts Report
- 200 Events
- Safe Location History
- Safe Data Report
- Battery Performance Report
- Person Safe Report
- Alert Manager Report**
- Person Data Report

Alert Manager Report

Contract Support

* Site Administrator (Shannon Dawd) Log Out

Alert Event Information: 18880570 2025060806

Close

Site Description

Demonstration Site

Name

Brian Hamilton

Alert Subject

Demonstration Site - Alert Call Red Alert

Action Message

Brian Hamilton has raised a Alert Call Red Alert

Cause Response Code

False Alert

Operator Comments

30 Jun 2025 14:13:13 GMT) Contacted line worker and confirmed all ok. Permission given to stand down. Activation closed as per instruction GRI

Operator Action 1 Response Code

Answered

Operator Action 2 Response Code

Not Called

Operator Action 3 Response Code

Not Called

Incident Type

Standard

Response By

When Recorded

03 Jul 2025 10:48:10

Audio File Player

03 Jul 2025 10:48:10

Open File

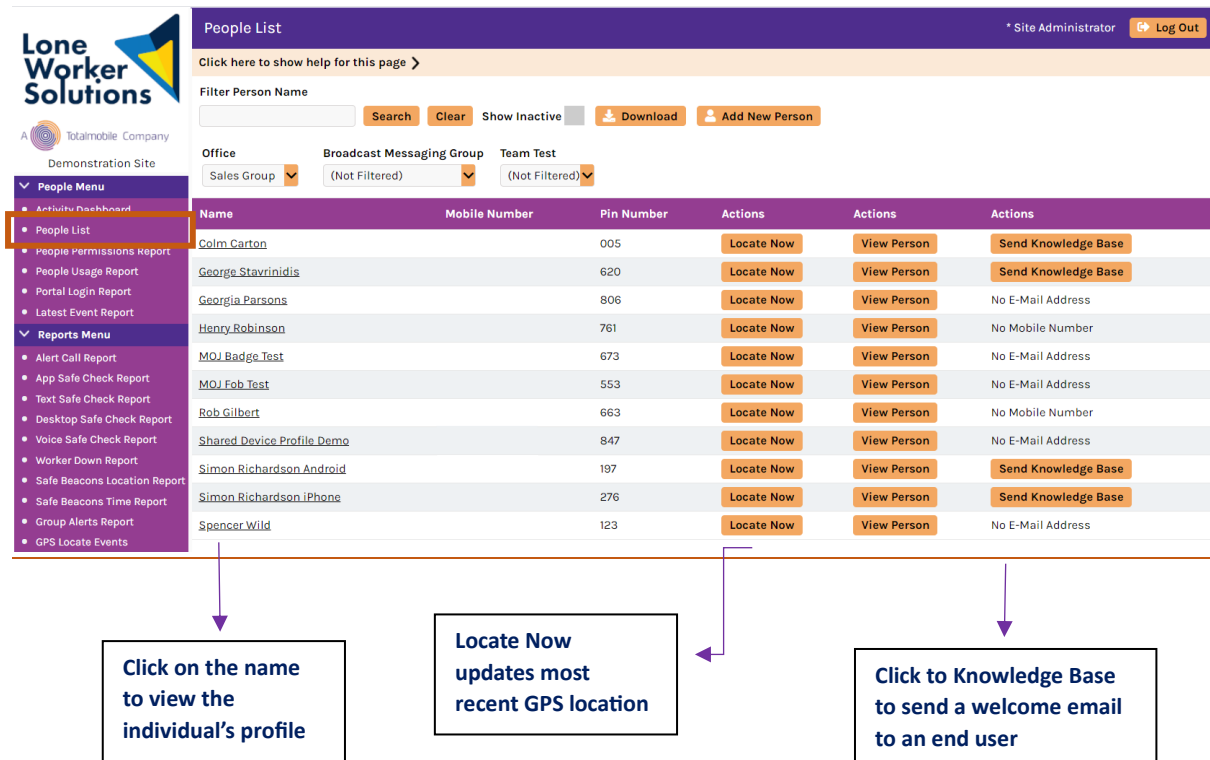
Download File

Event Occurred

Event Occurred	Occurred (UTC)	Occurred (GMT)	Duration
Inserted into WAM	3 Jul 2025 10:47:41	3 Jul 2025 11:47:41	0h 0m 1s
Insert into WAM Confirmed	3 Jul 2025 10:47:42	3 Jul 2025 11:47:42	0h 0m 0s
First Shown in Alerts Grid	3 Jul 2025 10:47:42	3 Jul 2025 11:47:42	0h 0m 0s
When Picked By Operator	3 Jul 2025 10:47:43	3 Jul 2025 11:47:43	0h 0m 0s
(Pickup alert, assigned with phone extension)	3 Jul 2025 10:47:43	3 Jul 2025 11:47:43	0h 0m 0s
(Alert Grade, Picked alert)	3 Jul 2025 10:47:43	3 Jul 2025 11:47:43	0h 0m 0s
(Phone Alert, Alert opened)	3 Jul 2025 10:47:44	3 Jul 2025 11:47:44	0h 0m 0s
(Phone Operation, Pick up Call, MobileCall(188805704805) to 61x2042(fault@buccooz))	3 Jul 2025 10:47:46	3 Jul 2025 11:47:46	0h 0m 0s
When Verified By Operator	3 Jul 2025 10:48:07	3 Jul 2025 11:48:07	0h 0m 21s
(Phone Operation, Hang Up Call, MobileCall(188805704805) to 61x2042(fault@buccooz))	3 Jul 2025 10:48:09	3 Jul 2025 11:48:09	0h 0m 2s
When Completed By Operator	3 Jul 2025 10:48:18	3 Jul 2025 11:48:18	0h 0m 1s
(Saved alert, Mark alert completed)	3 Jul 2025 10:48:18	3 Jul 2025 11:48:18	0h 0m 0s

Close

PEOPLE LIST - provides visibility of user profiles, typically restricted to team level. Ensure profile accuracy, especially escalation contact order and details. **Submit any updates and changes to these details to protectsupport@totalmobile.co.uk.**



The screenshot shows the 'People List' page in the Lone Worker Solutions portal. The page includes a sidebar menu with options like 'People Menu' and 'Reports Menu'. The main content area displays a table of user profiles with columns for Name, Mobile Number, Pin Number, and Actions. Annotations with arrows point to specific elements: 'Click on the name to view the individual's profile' points to the 'Name' column; 'Locate Now updates most recent GPS location' points to the 'Locate Now' button; and 'Click to Knowledge Base to send a welcome email to an end user' points to the 'Send Knowledge Base' button.

Name	Mobile Number	Pin Number	Actions	Actions	Actions
Colin Carton		005	Locate Now	View Person	Send Knowledge Base
George Stavrinidis		620	Locate Now	View Person	Send Knowledge Base
Georgia Parsons		806	Locate Now	View Person	No E-Mail Address
Henry Robinson		761	Locate Now	View Person	No Mobile Number
MOJ Badge Test		673	Locate Now	View Person	No E-Mail Address
MOJ Fob Test		553	Locate Now	View Person	No E-Mail Address
Rob Gilbert		663	Locate Now	View Person	No Mobile Number
Shared Device Profile Demo		847	Locate Now	View Person	No E-Mail Address
Simon Richardson Android		197	Locate Now	View Person	Send Knowledge Base
Simon Richardson iPhone		276	Locate Now	View Person	Send Knowledge Base
Spencer Wild		123	Locate Now	View Person	No E-Mail Address

If you require additional information, would like to understand reports or the portal in greater detail, please feel free to join our regular portal training sessions. Training sessions are free of charge and provide the opportunity to ask any questions to one of our specialists.

If you would like to join, look out for our emails which provide a list of upcoming dates & sessions, or reach out to protectsupport@totalmobile.co.uk and ask us to add you to the mailing list & confirm the next available session.

Tips & Useful Features

- ✓ Most reports can be exported to excel.
- ✓ Each page contains a 'Help' section.
- ✓ Email notifications can be configured for alarm status changes.
- ✓ Regular training sessions are available, with sessions tailored to both managers and lone workers – participation is encouraged

Manager Expectations & Best Practice

- ✓ Log in weekly to monitor usage.
- ✓ Advise your teams to use their device daily.
- ✓ Follow up with individuals if you notice low or no usage to reinforce the importance of regular engagement.
- ✓ Ensure your staff have attended a training session or, if needed, a refresher training session
- ✓ Spot check Yellow Alert messages for relevance
- ✓ Maintain accurate contact details, especially escalation instructions.
- ✓ Download any required data within 6 months, as older information is not retrievable beyond this period

Lone Worker Best Practice

- ✓ Ensure staff are keeping their devices charged – every two days at a minimum for dedicated devices.
- ✓ Ensure the device is on and accessible at all times.
- ✓ Regularly interact with the system – encourage Yellow Alerts with each location change.
- ✓ Conduct an annual Red Alert test to remain familiar with ARC protocol and build confidence.

Key Features of Protect

Our state-of-the-art ARC is staffed **24/7/365** with trained operatives who respond within 10 seconds. They provide dynamic risk assessments and direct communication with emergency services through a Unique Reference Number (URN), **bypassing 999 for a faster response**. False alarms can be simply stood down by the lone worker.

The following features are available to lone workers via their device or smartphone app:

- **Safe Check** - A scheduled check-in feature that raises an alert if no response is received, assuming the worker is unable to raise it themselves.
- **Worker Down** - Automatically detects prolonged inactivity or impacts using motion sensors. If no response is received after attempting contact, ARC will follow the individual's escalation procedure and may dispatch emergency services.
- **Group Alert** - Allows broadcasting a message to predefined groups, commonly used for notifying those within a defined location radius.
- **Safe Beacon** - Utilises geofencing and virtual perimeters to trigger alerts and proactive safety notifications when entering or exiting high-risk areas.
- **Home Safe (Android)** - Offers scheduled welfare checks and automatic alerts if a worker doesn't confirm their shift has ended safely.
- **Yellow Alert** - Workers can leave a voice memo detailing their location or task. This is most commonly used when the worker is due to make a visit where there has been an identified risk, or a high rise building where the worker needs to confirm the floor or address, they are visiting. This provides helpful context to the ARC in case an emergency occurs.
- **Red Alert** - Instant two-way communication with the ARC when a worker feels at risk. Ensures immediate intervention and escalation to emergency services, if required.
- **Virtual Buddy** - Allows ARC operatives to remain on call with a lone worker for ongoing reassurance during high-risk situations.

FAQs

Q. Are my team being tracked?

A. No, your teams GPS data is only used in the event of an alarm or if they lose their device. The ARC operator will have access to the last known location provided by the solution you use. This information will be shared with emergency services if required. GPS data is only sent to our platform if they have their device turned on, if they interact with a feature in the app or if they raise an alert to the ARC.

Q. Who can see their information?

A. The ARC has access to the end users' full profile when an alarm is raised. The support team have access to the profile, but this is only accessed if a change is requested. You may have access to view a limited version of your profile that doesn't include personal information via the management portal. End users can edit their personal information through the e-learning portal.

Q. What happens when an alert is raised?

A. The alert will be raised into the queue at the ARC. Once an operator connects, they will connect to the live call (Red Alert) or phone the user back. During this process they will open the user profile and speak directly to the user to confirm their welfare.

What happens if an alert is raised accidentally?

A. Don't worry, the user just needs to let the alert go through and speak to an operator to close the call as a false alert. There are no consequences to raising a false alert. However, if they hang up once they've pressed the button, we will still need to speak to them, or an escalation contact before closing the alert.

Q. Am I part of the escalation route, what can I expect?

A. You will receive a phone call from the ARC if the end user doesn't answer the call or we can't obtain relevant information while speaking to the user. We are calling to ask you to provide more useable information such as an alternative contact number or checking if you could confirm the end user's welfare. The ARC will provide you all the information available for the alert. Your organisation should have a written process for this, if you are unsure, please reach out to your manager or your lone worker project team.

Q: Our managers work on a rota and supervise on different days - do I need to update the escalation contacts manually each time the supervisor changes?

A: No, you don't need to update the escalation contacts manually. We can configure time-based escalation paths that automatically reflect your shift or rota pattern. Once you provide the relevant shift details, the system will ensure the correct supervisor is contacted based on the day and time.

Q. How do I get / reset my portal access?

A. Contact the support team to raise a ticket. You can also contact us if you need to make any changes to your teams' information.

Need More Help?

If you need further information or help, please initially review the help information as below:

- Free weekly training sessions – see published schedule.
- Our lone worker protection playlist on [YouTube](#)
- User guides available for all products. Click [here](#) to view and download the user guide for your solution

If you need further guidance, need to make any changes, or have any further questions, please reach out to the Totalmobile Managed Services Protect team between 08:00 to 18:00:

protectsupport@totalmobile.co.uk / +44 (0) 161 885 2122

We're here to help you make the most of your Protect solution and ensure ongoing of your lone workers.