



Sentry Portal User Guide

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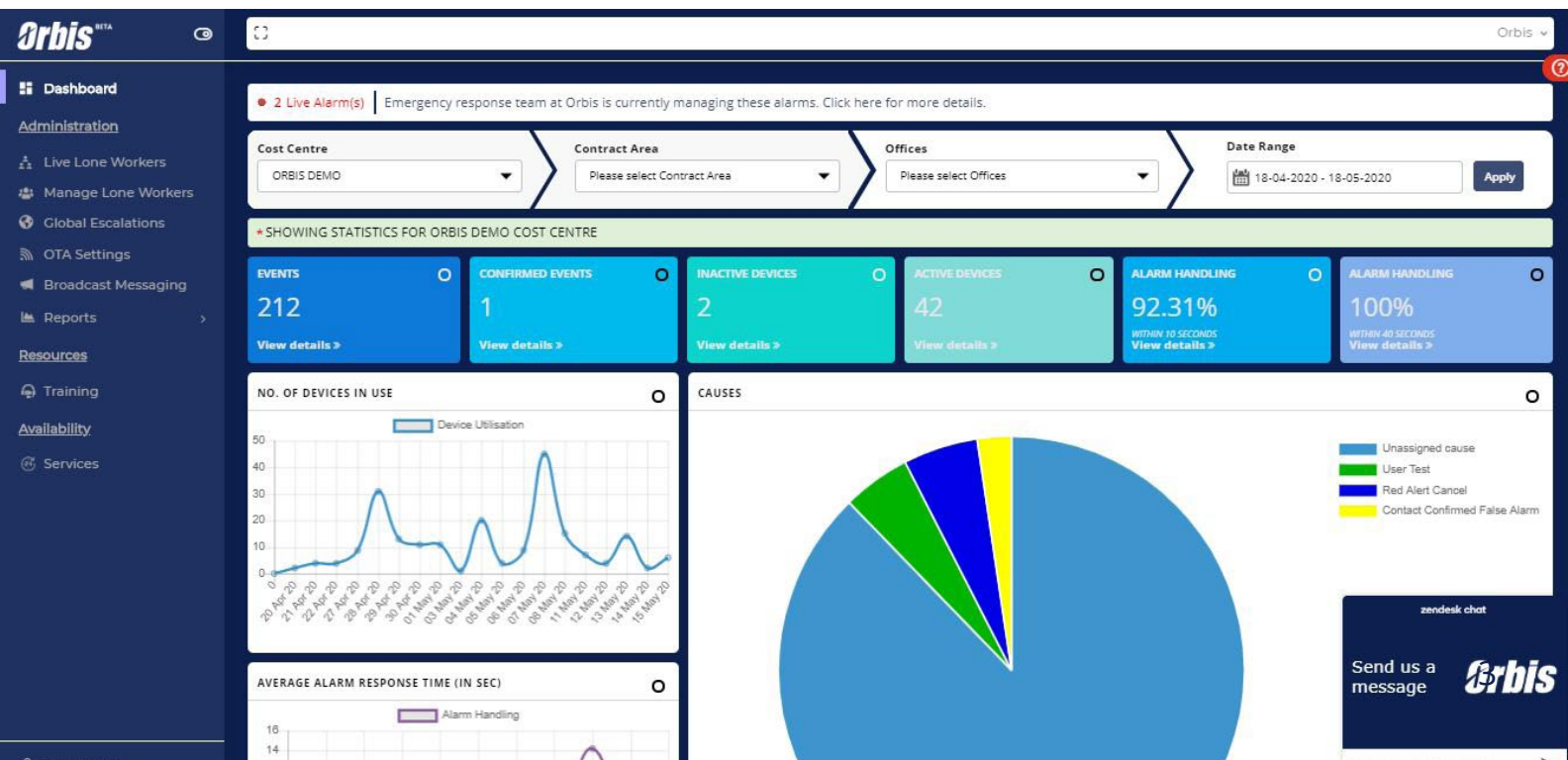
**Manage users and
escalation processes
easily**



➤ Introduction to Sentry

Your Lone Worker Management Portal

Sentry is your one stop shop for managing all aspects of your Orbis Lone Worker solution. From managing compliance to maintaining and updating lone worker user information; this easy to use portal gives you the ability to self manage in real-time

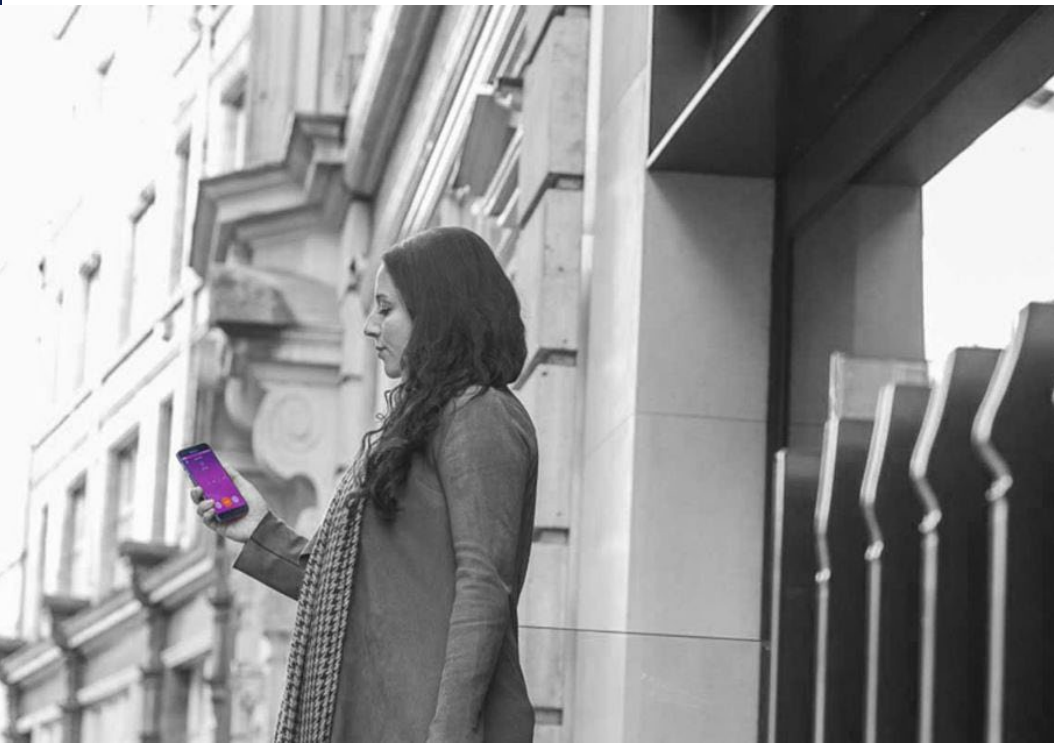


➤ Logging into Sentry

In order to login to Sentry you must first have the following: internet connection & user login details.
Website Address: <https://sentry.orbisprotect.com>

From here enter your username and password to Log in. If you require access setting up for Sentry please contact the Orbis support team on lwpsupport@orbisprotect.com. If you have forgotten your password think click the 'Forgot Password' link and follow the onscreen instructions.

The home screen also displays a service level update and link which when clicked will show you if the services are running as they should be.



Username *

 Username

Password *

 Password

[Log in](#)

[Forgot Password?](#)



Service availability
Online

Our services are up and running normally. Visit our page dedicated for service availability
orbis.statushub.io

➤ The Dashboard

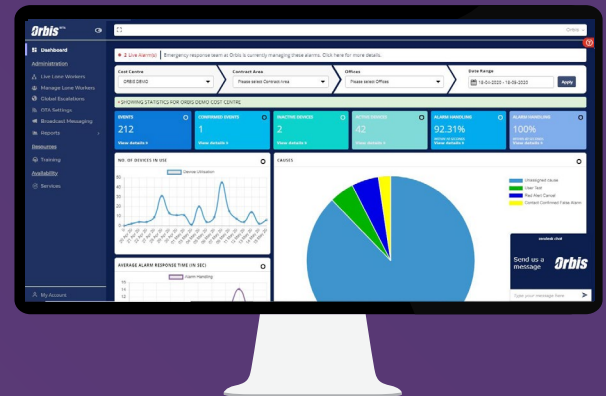
When you have successfully logged into Sentry the first page you will be presented with is the Dashboard. From the dashboard you will be able to:

Navigate to other pages of the portal

All pages of Sentry are accessed using the menu on the left hand side.

Overview of your lone worker data

A large area of the dashboard is used to show you a quick overview of your lone worker data. The date range and lone worker hierarchy can be adjusted using the selectable



Dashboard Key	
Events	number of signals received
Confirmed Events	number of Red Alert activations received
Inactive Devices	number of inactive devices
Active Devices	number of active devices
Alarm Handling within 10 & 40 Seconds	% of Red Alert activations answered within 10 & 40 seconds
No of devices in use	Historical graph showing number of connections
Causes	Pie chart showing reasons Red Alert activations
Average Alarm Response Time	Graph showing average response time for Red Alert activations
Most Active Users	List of your most active Lone Workers
Least Active Users	List of your least active Lone Workers

Logout

For security and data protection reasons it is important that when you have finished using Sentry you logout. To do this simply click on the drop down menu in the top right corner of the page and select 'logout'.

Live Chat

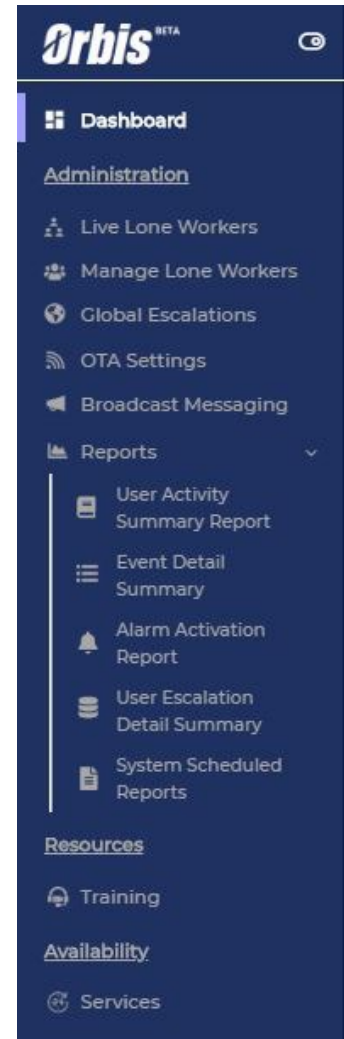
Live chat is available on all pages within Sentry and can be accessed via the 'Chat With Us' link found locate in the right hand corner. Live chat is manned Monday to Friday 9am – 5pm and is monitored by the lone worker support team. These feature can be used to chat to us about all lone worker questions you may have.

➤ Navigation

All areas of Sentry are accessed using the menu on the left hand side and depending on your level of access will depend on what menus are available for you to select.

If a menu option is not available then speak with you manager to find out if you are able to be given access to this area. If agreed then your manager will notify Orbis and access will be granted.

The navigation menu is accessible from all pages of Sentry so navigation from one area to another should be straight forward and quick to do.



➤ Page Tour

On all pages of the Sentry portal there are interactive tutorials called Page Tours. To begin the Page Tour click on the Red Page Tour button which is found in the top right of each page.

When selected you will be shown relevant a description of what each area of the page is and does. You can navigate the Page Tour by using the Skip, Back and Next buttons.

The screenshot shows the Sentry portal interface. At the top, there are three filter sections: "Cost Centre" with a dropdown menu showing "ORBIS DEMO", "Contract Area" with a dropdown menu showing "Please select Contract Area", and "Offices" with a dropdown menu showing "Please select Offices". Below these filters is a "Get Configuration" button and a search bar. A white overlay box is positioned over the table, containing text about hierarchy filters and navigation buttons. The table has columns: CONTRACT NO., SERIAL NUMBER, HANDSET NUMBER, IMEI, TRANSMITTER TYPE, COMMISSIONED STATUS, and Actions. The first row shows a handset with serial number 156929 and handset number 07385025427, with a status of "Commissioned". The second row shows a handset with serial number 100525 and handset number 003197018849636, also with a status of "Commissioned".

The hierarchy filters are used to determine which lone worker connections are visible in the table below. Your login level will determine whether you are able to select the Contract Area and Offices.

Skip Back Next

CONTRACT NO.	SERIAL NUMBER	HANDSET NUMBER	IMEI	TRANSMITTER TYPE	COMMISSIONED STATUS	Actions
S	156929	07385025427	-	Orbis Red Alert	Commissioned	⋮
S	100525	003197018849636	867856039361644	1000	Commissioned	⋮

➤ Live Lone Workers

On clicking the live lone worker menu option you will be displayed with a grid showing all lone worker connections you have visibility of with each grid displaying an individual lone worker connection. From this screen you will be able to view such things as the lone worker mobile number and the date and time of the last signal received.

View users on map			Filters	Sort By: Name	Date	Search
Showing 100 entries per page			Total Records: 45			
<p>Name: ELEANOR OBRIEN RED ALERT...</p> <p>Contract Number: ORBIS</p> <p>Serial Number: 131673</p> <p>Telephone Number: 07788332663</p> <p>Type: Orbis Red Alert</p> <p>Date & Time: 20 Apr 20 11:48:39</p> <p>Last Signal: Position Report</p> <p>View User Details and Events >></p>	<p>Name: STEVE BRENNAN RED ALERT...</p> <p>Contract Number: ORBIS</p> <p>Serial Number: 97605</p> <p>Telephone Number: 07900162308</p> <p>Type: Red Alert Welfare</p> <p>Date & Time: 20 Apr 20 11:48:26</p> <p>Last Signal: Position Report</p> <p>View User Details and Events >></p>	<p>Name: JACK SINGH</p> <p>Contract Number: ORBIS</p> <p>Serial Number: 132169</p> <p>Telephone Number: 919988863510</p> <p>Type: Orbis Red Alert</p> <p>Date & Time: 20 Apr 20 11:41:24</p> <p>Last Signal: Position Report</p> <p>View User Details and Events >></p>				
<p>Name: DAVID AINGER RED ALERT A...</p> <p>Contract Number: ORBIS</p> <p>Serial Number: 99807</p> <p>Telephone Number: 07557428545</p> <p>Type: Orbis Red Alert</p> <p>Date & Time: 20 Apr 20 11:40:54</p> <p>Last Signal: Position Report</p> <p>View User Details and Events >></p>	<p>Name: SUNDAR NEGRI</p> <p>Contract Number: ORBIS</p> <p>Serial Number: 158294</p> <p>Telephone Number: 917906664552</p> <p>Type: Orbis Red Alert</p> <p>Date & Time: 20 Apr 20 11:36:44</p> <p>Last Signal: Position Report</p> <p>View User Details and Events >></p>	<p>Name: KHUSHBOO</p> <p>Contract Number: ORBIS</p> <p>Serial Number: 158295</p> <p>Telephone Number: 919729173668</p> <p>Type: Orbis Red Alert</p> <p>Date & Time: 20 Apr 20 08:31:40</p> <p>Last Signal: Position Report</p> <p>View User Details and Events >></p>				

Above the grid are a number of buttons and filters which allow you to search on specific criteria.

➤ Live Lone Workers

If you wish to view all these lone workers on a single map click the 'View Users on Map' button.



The map will automatically load at a level and location to capture all lone workers within your access level. A lone worker will be represented on the map by a single red pin with the users initial. If the map displays a level whereby a number of lone workers are in the same area then rather than overlay the map with lots of red pins it will display a purple circle with the number of lone workers inside the circle. If you zoom in on this area the red pins will become visible. To view the location of a single lone worker simply click on the relevant lone worker on the right-hand side.

➤ Live Lone Workers

To focus on an individual lone worker you can either click on the 'View User Details and Events' button which is either found on the 'Live Lone Workers' grid or from the 'View User on Map' screen.

View User Details and Events >>

When viewing a single lone worker there are a number of parameter options and filters available. Depending on what you choose will depend on the data displayed. For example you can choose only to show events (Signals) between 2 dates (by default it will automatically show you events for the past 24hrs). To amend these dates simply enter the start date and the end date and press the 'Apply' button.

Date Range



19-04-2020 - 20-04-2020

Apply

Reset

➤ Live Lone Workers

Once you have set your chosen date parameters you are then able to filter the event types. To do this press the 'Filters' option above the events log. From here you will be able to select the types of events you want to display in the events log. If you wish to clear the filter press the 'Clear All Filters'.

Once you are happy with your parameter and filter settings the events log will display the data you have requested. Each event will display the event type, the date and time of the event, the location of the event and depending on the lone worker service type, the battery life. On all events that have a location attached you are able to select the event to display the location on the map.

Filters ▲

<input type="checkbox"/> Device Powered On	<input type="checkbox"/> Position Report
<input type="checkbox"/> Red Alert	<input type="checkbox"/> Red Alert Cancel
<input type="checkbox"/> Amber Alert Start	<input type="checkbox"/> Amber Alert Cancel
<input type="checkbox"/> Amber Cancel Overdue	<input type="checkbox"/> Manual Position
<input type="checkbox"/> Amber Alert Extend	<input type="checkbox"/> Fall
<input type="checkbox"/> Man Down	<input type="checkbox"/> Amber Alert Audio
<input type="checkbox"/> Device Powered Off	<input type="checkbox"/> Status Report
<input type="checkbox"/> Amber Cancel O'Due (OrbisApp)	

🔄 Clear all filters


➤ Live Lone Workers

For Amber and Red Alert event types it is also possible to listen back to the audio generated when dialling the Amber and Red Alert numbers. To do this, under the Amber and Red Alert events there is a 'View Details' link. Pressing this link will open a new screen whereby you can then click the 'Listen to Audio' button. From here you are able to both playback the recording and download the recording. A Red Alert Event will also display a log of the activation.

Red Alert
Andy Birss IOS
25 Mar 2019 13:06

9 A:1 Riverview House Dock Road South, Wirral, CH62 4SQ

TIME	DESCRIPTION	OPR	ACTION
25 Mar 2019 13:15:55	Operator closed (Opr)	SBN	C0
25 Mar 2019 13:15:55	Comment: System Test by Orbis Engineer	SBN	C0
25 Mar 2019 13:14:59	Operator reviewed message (13:07:18 25-03) Duration: 18 Seconds	SBN	C0
25 Mar 2019 13:14:38	Being Handled Red Alert Audio - Site Status Unknown	SBN	C0
25 Mar 2019 13:13:57	Released alarm	BR	C0
25 Mar 2019 13:13:17	Action Started	BR	C0
25 Mar 2019 13:11:58	Outcome : Reverse Channel Command action completed	BR	C0
25 Mar 2019 13:11:58	Action in progress: Action Completed	BR	C0

 Listen to Audio

Close

➤ Manage Portal Users

Only users with higher level access will be able to access this area of Sentry. This area allows you to create new user access to Sentry.

On clicking 'Manage Portal Users' a list of currently setup users will be displayed. In order to add a new user to Sentry click the 'Add New' button.

[+ Add New](#)Show 100 entries

USER NAME	FIRST NAME	SURNAME	EMAIL	TELEPHONE	USER STATUS	ACCOUNT STATUS
bart	Bart	Rostkowski	bart@orbisprotect.com		Active	Active
jackadmin	jack	ilvo	jack@ilvo.co.uk	09876543210	Active	Active

Previous **1** Next

From here you will be asked to enter some basic details in order to create the account. You will also have the ability to choose what areas of the portal this user will have access to and also if they are able to 'Read' (only view information), 'Write' (edit information), or both. Once you are happy click the 'Save Changes' button at the bottom. If any errors are made these will be highlighted and you will be asked to try again.

➤ Manage Portal Users

Username*

bart

Password*

.....

Change Password

First Name*

Bart

Surname*

Rostkowski

Email*

bart@orbisprotect.com

Phone

Accessibility Permissions

	READ	WRITE
Lone Workers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Portal Users	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Manage Lone workers	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
User Activity Summary Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Event Detail Summary	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Alarm Activation Report	<input checked="" type="checkbox"/>	<input type="checkbox"/>
User Escalation Detail Summary	<input checked="" type="checkbox"/>	<input type="checkbox"/>
System Scheduled Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>
User Creation Time:	2019-03-14 13:54:07	
User Status:	<div>Enabled</div>	
Account Status:	<div>Active</div>	

If you wish to edit an already setup user simply click on the user from the 'Manage Portal Users' table and make the necessary changes. You will notice the password field is always hidden meaning that a new password will need creating from the 'Change Password' link if it is forgotten.

➤ Manage Lone Worker

The 'Manage Lone Workers' area of the portal allows you to self-manage and edit your lone worker user details. On clicking the link you will be asked to choose the relevant 'Office' in which the lone worker is found that which you wish to edit. Simply select the relevant options from the dropdown areas at the top of the page.

 Allocated Lone Workers

Cost Centre
Please select Cost Centre ▼

Contract Area
Please select Contract Area ▼

Offices
Please select Offices ▼

Once you have selected the relevant 'Office' the list of Lone Worker connections will be visible. From here click on the Lone Worker you wish to edit.

➤ Manage Lone Worker

For Red Alert Application users you are able to view what configuration settings a lone worker has installed along with giving you the ability to amend the configuration.

To do this there are 2 buttons which are only visible once you have selected at least one Red Alert user from the lone worker grid.



Clicking on the Update App Setting button will allow you to send a new profile to the user(s). Simply select the profile you wish to send to the user(s) and click the green Send to Device button at the bottom of the page. You will be informed if the update has been received by the device or not. Where multiple user updates have been requested it will inform you of those where the update has been unsuccessful. New profiles can be created under the OTA Settings menu option which is explained further in this guide.

Selecting the get configuration button will authorise Sentry to request the profile settings of the selected users. A new table will be displayed showing the name of the profile currently installed on the user(s) devices. Where the profile name is 'Logged Off' this means Sentry has been unable to communicate with the device. If you click on the name of the profile then a new screen will be displayed showing more in depth information about the current profile settings

➤ Manage Lone Worker

Manage Lone Worker

Escalation List

User Escalations + Add

Michelle Bre...

Update Priority

Global Escalations

Mohammad Farooq 72367462376

Jaskirat Singh 08826622177

HARRY BRENNAN

The 'Manage Lone Workers' area of the portal allows you to self-manage and edit your lone worker user details. On clicking the link you will be asked to choose the relevant 'Office' in which the lone worker is found that which you wish to edit. Simply select the relevant options from the dropdown areas at the top of the page.

From here you are able to edit the name of the lone worker, add any notes, and view/edit any escalation details. Please note you are unable to update either the Lone

Worker device/app number or the device IMEI number. This is because these details are crucial and must be correct in order for the service to communicate with the Orbis ARC. Any changes are made at an individual lone worker level meaning that if an escalation is edited and this escalation is contactable for more than one user then the change will need making on the other lone workerr also.

All changes that are made within Sentry are updated in realtime within the Orbis alarm handling software.

In order for changes to be made you must click the 'Save Changes' button. If you are changing the priority of an escalation then you must click the 'Update Priority' button. On successfully saving a change or changing a priority a successful message will appear.

It is also possible from this screen to view the global escalations that would also be used for the specific lone worker although these are not editable from this screen.

➤ Global Escalation

Global escalations have been added to Sentry so that escalations can be setup and edited much quicker than at an individual lone worker level.

The screenshot displays the Orbis Sentry web application interface. On the left is a dark blue sidebar with a menu including Dashboard, Administration, Live Lone Workers, Manage Lone Workers, Global Escalations (highlighted), OTA Settings, Broadcast Messaging, Reports, Resources, Training, Availability, and Services. The main content area has a top navigation bar with the Orbis logo and a user profile icon. Below this is a filter section with three dropdown menus: Cost Centre (set to ORBIS DEMO), Contract Area (Please select Contract Area), and Offices (Please select Offices), followed by an + ADD CONTACT button. The main heading reads 'GLOBAL ESCALATION CONTACT LISTING FOR ORBIS DEMO COST CENTRE'. A table below shows one entry: 'Global Escalation CC' with a phone icon and the number '08453457800'. To the right of the table is a red circular help icon and a text box explaining that Global Escalation contacts are used for a group of lone workers and will be contacted after unsuccessful attempts to reach individual contacts.

Orbis ^{SENTRY}

Cost Centre: ORBIS DEMO

Contract Area: Please select Contract Area

Offices: Please select Offices

+ ADD CONTACT

GLOBAL ESCALATION CONTACT LISTING FOR ORBIS DEMO COST CENTRE

Global Escalation CC
08453457800

Global Escalation contacts are a type of escalation contact that are used for a Group of lone workers within the linked account. Any escalation contacts listed here will be contacted after unsuccessful attempts to contact a lone workers' individual escalation contacts. You can manage an individual's escalation list in the Manage Lone Workers page

➤ Global Escalations

If you wish to add an escalation that would be available for all lone workers within your hierarchy then you are best adding them at the 'Global Escalation' level. The advantage to this is that you only need to add/edit the escalation once in order for the change to be made for all lone workers. Depending on your level of access will depend on what level you can create a global escalation. To create the global escalation first of all select the link account option. From here you will be able to select where you wish to add the escalation. Once you have chosen the link account select the 'Add Contact' button. From here you will be able to add the details of the escalation.

Escalations added at a user level will take priority over escalations added at a Global level.

Add Escalation Contact

Adding contact here will add it to the group and will be a global escalation contact

Name

Email

Address Line 1*

Address Line 2*

Drag and drop the contact numbers in position to set the priority of the contact

Phone Number:

Work Number:

Mobile Number:

Save Changes

➤ OTA Settings

As previously discussed in this user guide it is possible to update user profiles for Red Alert Application users.

If you wish to create a new user profile then this is found under the OTA Settings menu option.

From here there are a number of configurable application settings which can be used to create a save as a profile. Once this profile has been created it can then be used in the Update App Settings screen as previously discussed.

Select Settings Available: Steve Brennan Test Profile OR Create New Profile

Red Alert App

Trigger SOS

☒ On

Level ⓘ Low

RIP Alarm

☐ Off

Allow Users to Access Settings

☒ Allow

SMS Signalling

☒ On

Fingerprint Lock

☐ Off

Calendar Integration

☐ Off

Min Man Down Timer

Max Man Down Timer

Min Amber Timer

Max Amber Timer

GPS Positioning Criteria

GPS Position Update Frequency

Update

Reset Settings

Delete Settings

➤ OTA Settings

The following are all configurable OTA settings which can be used to create a user profile:

OTA Settings	
Trigger SOS	Turning this option on or off will turn on or off the ability to trigger a Red Alert via the on/off button. You are also able to set the sensitivity of this function from Low to High
Rip Alarm	Turning this option on or off enables the ability to trigger a Red Alert via the AUX port of the device
Min Man Down Timer	This option allows you to set the minimum length of time a Man Down Timer can be set to
Max Man Down Timer	This option allows you to set the maximum length of time a Man Down Timer can be set to
Min Amber Timer	This option allows you to set the minimum length of time an Amber Timer can be set to
Max Amber Timer	This option allows you to set the maximum length of time an Amber Timer can be set too
GPS Positioning Criteria	This option allows you to choose when GPS locations are communication
GPS Position Update Frequency	This option is only configurable when you have set the GPS Positioning Update Frequency to all signals and timer
Allow Users to Access Settings	This option allows you to enable access to the settings screen within the app. Even if enabled these settings are only visible but not editable by the lone worker
SMS Signalling	This option allows you to turn on SMS communication as a backup in the event the device has no data signal
Fingerprint Lock	This option when enabled only allows the use of the application if a successfully fingerprint scan is recorded
Calendar	If enabled when a red alert is triggered any Google calendar data will also be sent to the Orbis alarm receiving centre which could help in locating the lone worker

➤ Broadcast Messaging

The broadcast messaging menu option allows you to create, send and read broadcast messages to Red Alert Application users.

From this screen you can select which user(s) you wish to send a message to before creating and sending the message.

You are also able to view sent messaging and the status against each.

The screenshot displays the 'Broadcast Messaging' interface. At the top, there are three tabs: 'Select Users' (active), 'Select Based on Criteria', and 'Sent Messages'. Below the tabs, a message states: 'To send a message, please select the user(s):'. The 'Select Users' section includes three dropdown menus: 'Cost Centre' (set to 'ORBIS DEMO'), 'Contract Area' (placeholder: 'Please select Contract Area'), and 'Offices' (placeholder: 'Please select office'). Below these, there is a 'Show 10 entries' dropdown and a 'Search users' input field. A table lists 10 users, each with a checkbox, name, and type. The 'Selected Users' section on the right is currently empty, with a red message 'No user(s) selected'. At the bottom, there is a 'Send Messages' button and pagination controls showing 'Showing 1 to 10 of 20 entries'.

Name	Type
ANDREA STRONG	Orbis Red Alert
DAVID AINGER RED ALERT APP	Orbis Red Alert
DAVID SMITH	Orbis Red Alert
DIANNE HANEY RED ALERT APP	Orbis Red Alert
ELEANOR OBRIEN RED ALERT APP	Orbis Red Alert
Farooq test	Orbis Red Alert
JACK SINGH	Orbis Red Alert
KHUSHBOO	Orbis Red Alert
LWP SUPPORT TEAM PHONE	Orbis Red Alert
SHAUN WILCOCK RED ALERT APP	Orbis Red Alert

➤ Broadcast Messaging

From within in the broadcast message option it is also possible to send messages based on criteria.

To do this select the 'Select Based on Criteria' tab. From here you can choose the relevant criteria option to select users before you send your broadcast message.

The screenshot shows a web interface for selecting users based on criteria. At the top, there are three tabs: 'Select Users', 'Select Based on Criteria' (which is active), and 'Sent Messages'. Below the tabs, a message states: 'To send a message, please select the user(s):'. The main area contains four criteria selection fields: 'Cost Centre' (with a dropdown menu showing 'ORBIS DEMO'), 'Contract Area' (with a dropdown menu showing 'Please select Contract Area'), 'Offices' (with a dropdown menu showing 'Please select office'), and 'Date Range' (with a date picker showing '18/04/2020 - 18/05/2020'). Below these fields, there are two buttons: 'Select [input] most active users' and 'Select [input] Least active users'. To the right of these buttons is a large, empty box labeled 'Most Active Selected Users'. At the bottom right, there is a 'Send Messages' button.

➤ Reports

User Activity Summary Report

This report is used to display when a user has created an event. When a lone worker manually sets up and Amber Alert or triggers a Red Alert then this will be recorded in this report. This report can be useful to determine if a user has been using the lone worker service as they should have been.

In order to run the report select the relevant date parameters at the top and press the 'Apply' button.

Event Details Summary Report

This report is used to display all events for an individual. It will also display where possible GPS location information

In order to run the report select the relevant date parameters at the top and press the 'Apply' button.

Alarm Activation Report

This report allows you to view Red Alert activations and what happened during the handling of the event.

In order to run the report select the relevant date parameters at the top and press the 'Apply' button.

➤ Reports

User Escalation Detail Summary

This report will display a list of lone workers and their escalation details.

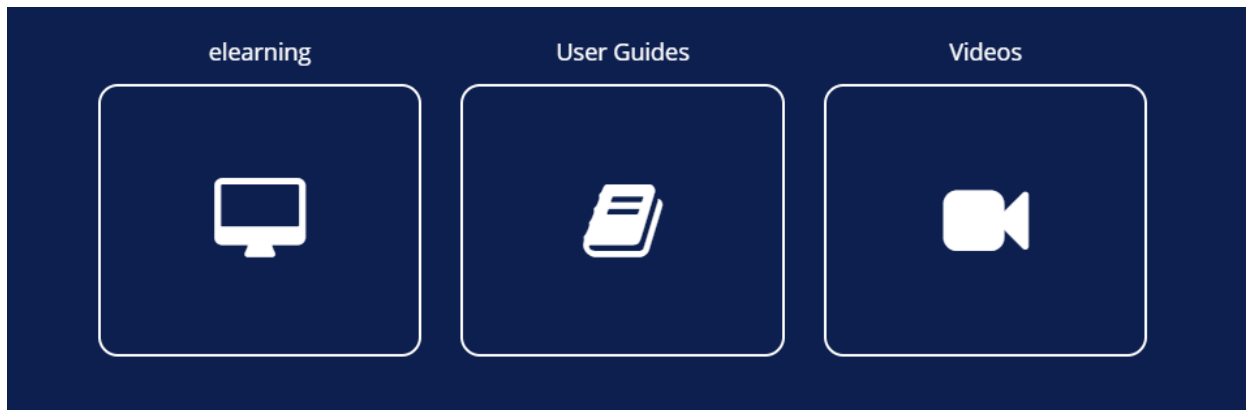
In order to run the report select the relevant Date parameters at the top and press the 'Apply' button.

System Scheduled Reports

This area of the portal is a repository whereby reports generated by the system can be automatically stored. The types of reports are vast and you should speak with your account manager to discuss. Bespoke reports can be created if required.

➤ Training

Global escalations have been added to Sentry so that escalations can be setup and edited much quicker than at an individual lone worker level.



On selecting the 'eLearning' option you will open up the Orbis eLearning portal. Access to this portal is via different login credentials. If you require setting up with access please contact your Orbis account manager.

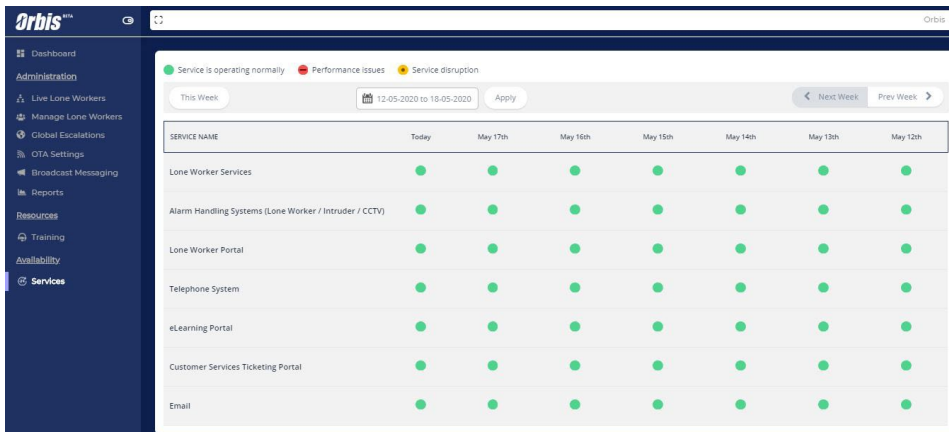
On selecting 'User Guides' you will be able to view and download the detailed lone worker service user guides.

On selecting 'Videos' you will gain access to the professionally produced Orbis Lone Worker training videos.

➤ Services

The services menu option will display a breakdown of all service areas for the lone worker service and will inform you if each elements is running as it should be.

From this screen you will be able to also view previous days, weeks and months either by scrolling using the previous weeks option or by selecting a specific date from the calendar tool.



The screenshot shows the Orbis Services dashboard. On the left is a navigation menu with categories: Administration (Live Lone Workers, Manage Lone Workers, Global Escalations, OTA Settings, Broadcast Messaging), Reports, Resources (Training), Availability, and Services (selected). The main content area displays a table of service status. At the top, there are status indicators: a green dot for 'Service is operating normally', a red dot for 'Performance issues', and a yellow dot for 'Service disruption'. Below these is a date range selector set to 'This Week' (12-05-2020 to 18-05-2020) with 'Next Week' and 'Prev Week' buttons. The table has columns for 'SERVICE NAME', 'Today', 'May 17th', 'May 16th', 'May 15th', 'May 14th', 'May 13th', and 'May 12th'. All services listed show a green dot in every column, indicating they are operating normally.

SERVICE NAME	Today	May 17th	May 16th	May 15th	May 14th	May 13th	May 12th
Lone Worker Services	●	●	●	●	●	●	●
Alarm Handling Systems (Lone Worker / Intruder / CCTV)	●	●	●	●	●	●	●
Lone Worker Portal	●	●	●	●	●	●	●
Telephone System	●	●	●	●	●	●	●
eLearning Portal	●	●	●	●	●	●	●
Customer Services Ticketing Portal	●	●	●	●	●	●	●
Email	●	●	●	●	●	●	●

If there has been and performance issue or service disruption then there will be a description explaining what it was and also the time taken to resolve it.

➤ Contact Information



Address:

Orbis Protect
Riverview House
Dock Road South
Wirral
CH62 4SQ

Email: lwpsupport@orbisprotect.com

Tel: 0845 345 7800 (option 5)



*Our wholly owned Alarm Receiving Centre operates
to BS5979 Cat II and BS8484 standards 24/7/365*