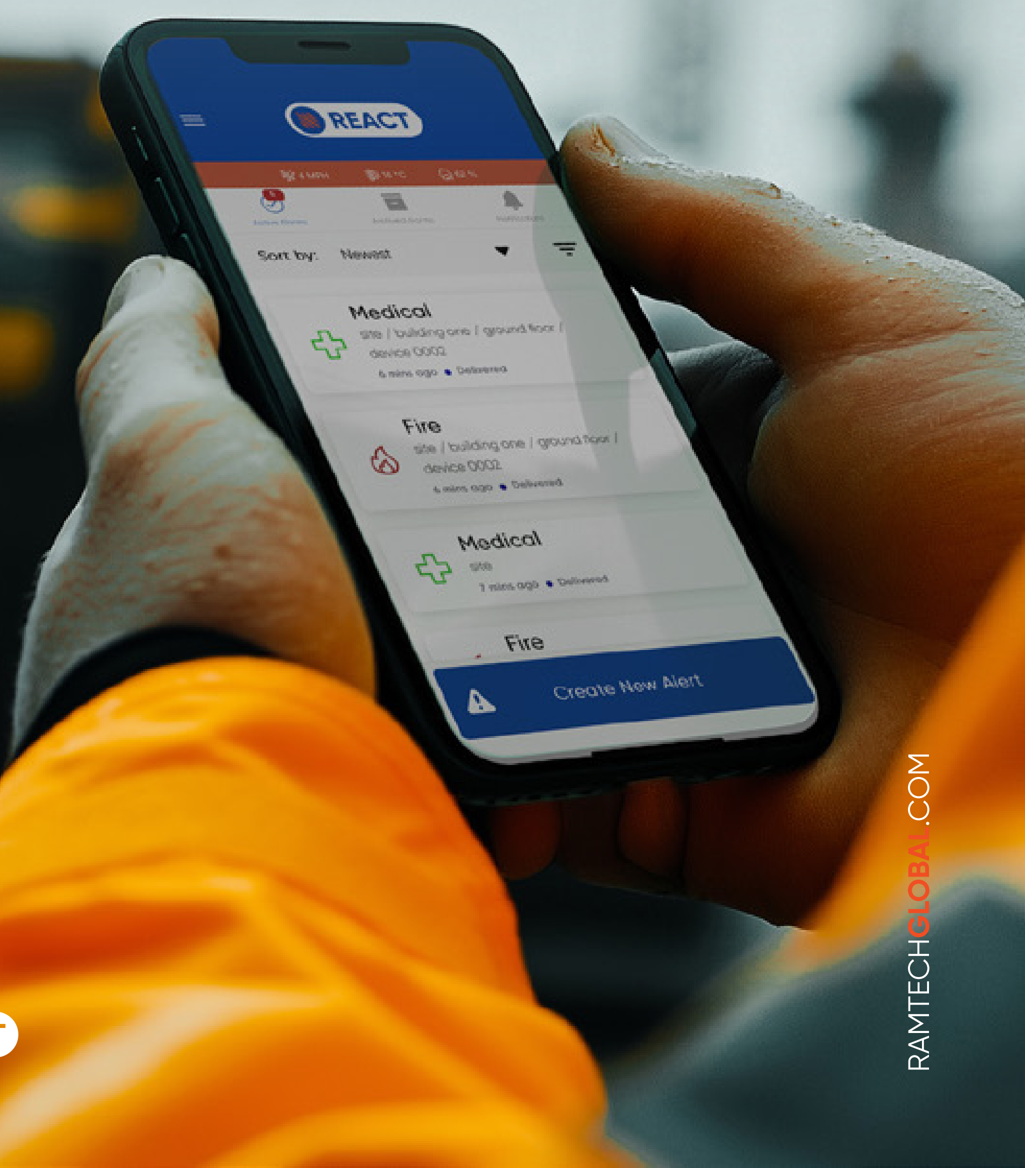
REACT

# Quick Start Guide

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## 1. Initial Setup

If this is your first REACT setup, a master company account will be created for you. Once your REACT account has been created, you will receive an 'account confirmation' email. Your username is provided in this email, so please take a moment to jot it down for your records. In case you can't locate this email, we recommend checking your spam folder before reaching out to our support team. To complete the account confirmation process, simply click the 'Get Started' button embedded within the email.

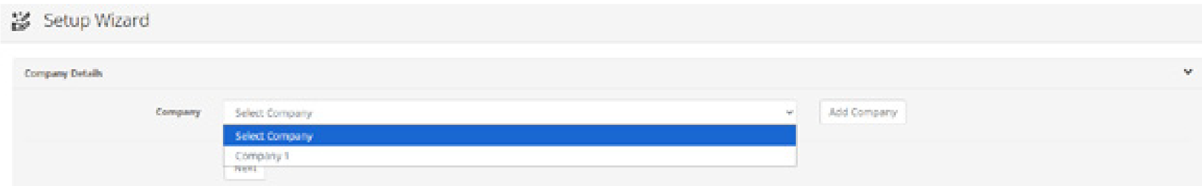

After clicking the 'confirm' button in the email, you will be directed to a webpage where you will be prompted to create your password. Once you have entered your desired password, click on the 'create password' button to finalise the process.

If you already have a REACT admin account, the license for REACT Basic will be added to you existing master company.

## 2. Setup Wizard

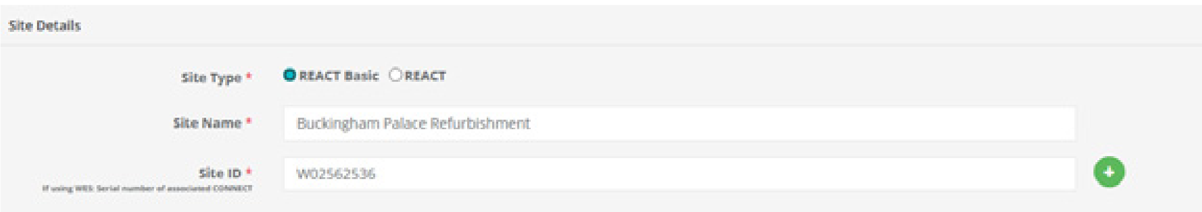
It is recommended to use the setup wizard to create a new REACT Basic Setup.


1. Select **Setup Wizard** on the left navigation bar.
2. Under **Company Details**, you can choose an existing company or add a new one. Click Next once done. For information on the Company aspect of REACT, please refer to the REACT QSG.

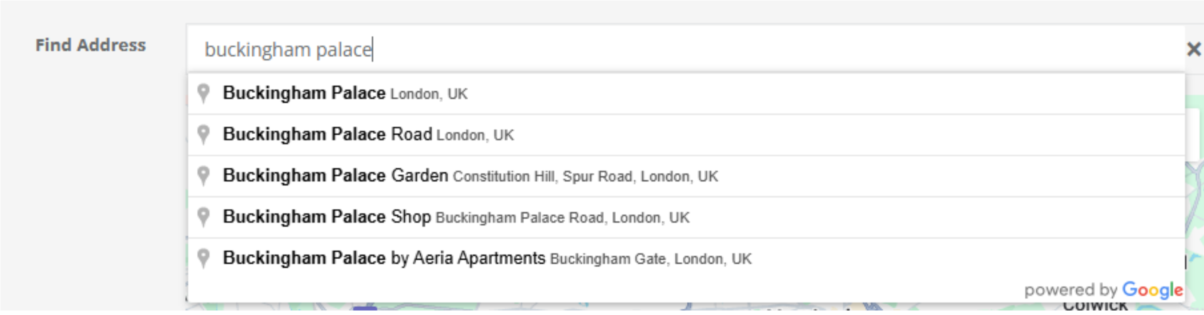



3. Under **Site Details**, complete the following:

- **Site Type** - Select the type of REACT license you are using. In this instance, REACT Basic. (For more information about setting up a full REACT Site, please refer to the REACT QuickStart Guide.)
- **Site Name** – Give your site a name.
- **Site ID** - In the 'Site ID' field, enter the serial number of your WES3 Connect. You can locate the serial number on the back of the device. If you have multiple control units on the same site, you can add additional 'Site IDs' by clicking the green '+' button.

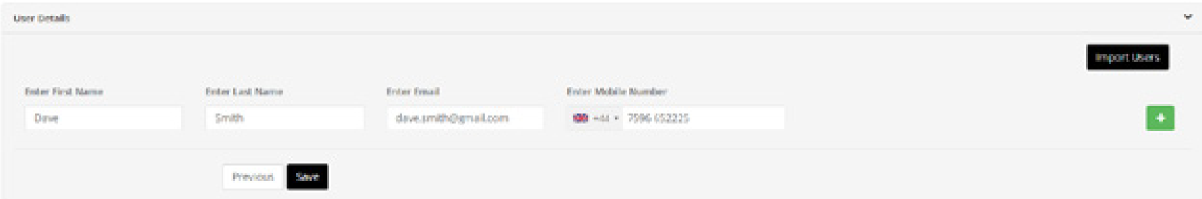



- **Find Address** - Search for the address of the site. Clicking the search result will auto-populate the other address fields below and select the location on the map.




- **Time Zone** - Select the local time zone of the site. You can search by time zone name (e.g. GMT, EST) or by the nearest major city (e.g. London, New York).
- **Contact Person(s)** - Select the main contact for this site. If only your account is currently available, select that. This can be amended later.

4. Under **User Details**, add the details of any users to receive messages. For every user, we require their **first name**, **last name**, **e-mail address** and **mobile phone number**. You can add any number of users here (minimum of 1), just click the green + button to add more. If you have more than a few, you can do a mass upload of details by clicking the Import Users button in the top right. Here you can download an example csv file, which you can complete and upload.



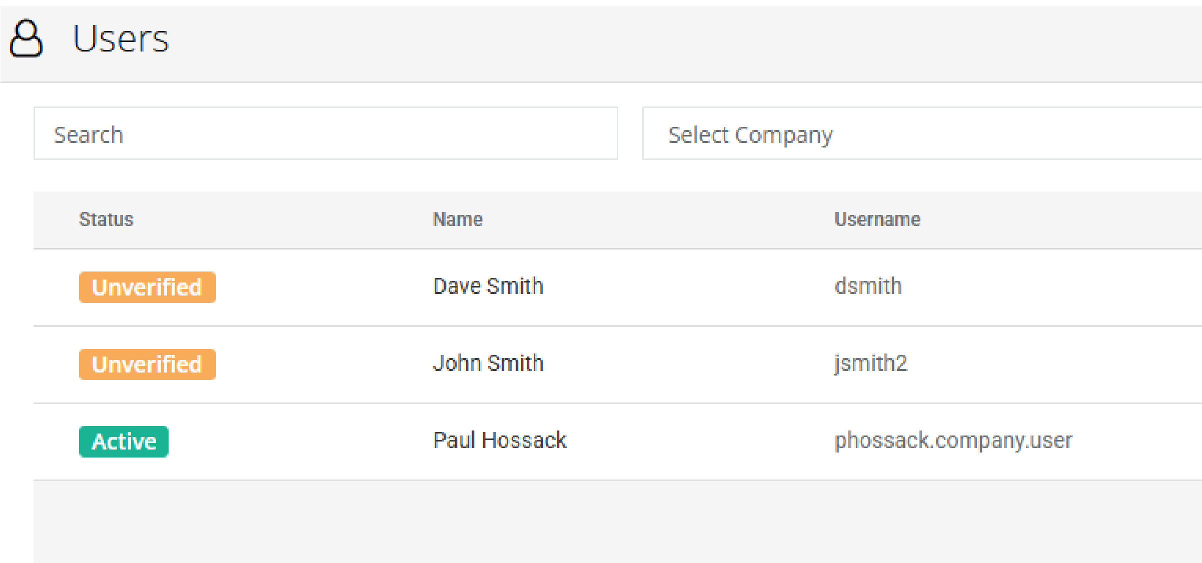

5. Click **Save** once done.

- The site is now ready to use and will show under **Sites**.
- Each user added during the setup will have received an e-mail with a link to set up a password. Once this is done, they will be able to log into the app.
- Any alerts that occur on the WES system will be reported to any users via the mobile app.
- This will also be recorded in the **Activity** section of the admin portal.

## 3. Users

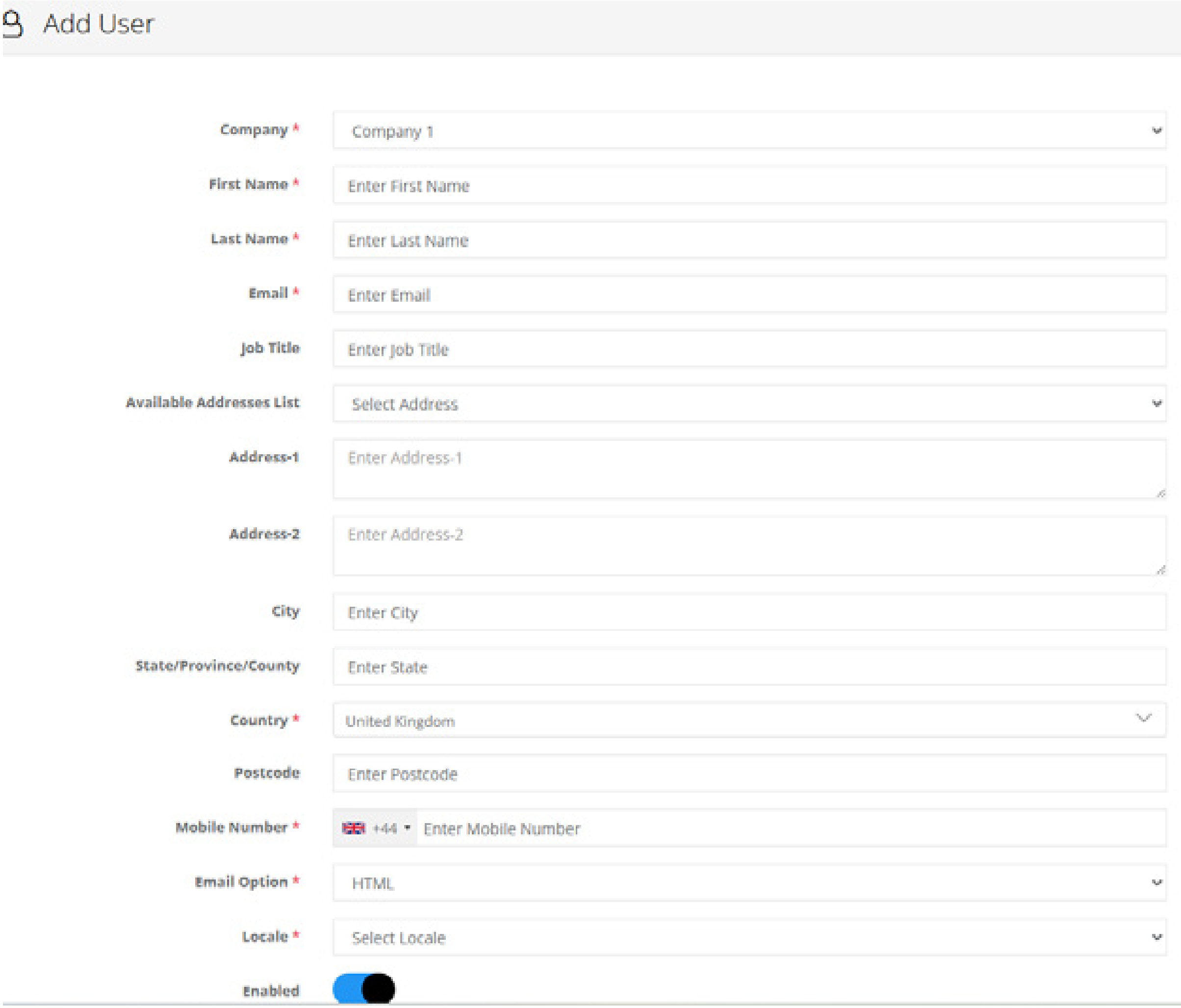
The **Users** section lists all users accounts on your master company. This can be filtered by company or by search text using the dropdown and text box at the top. All users will show as **Unverified** when they have been sent an invitation but have not set up a password. Users who have created a password will show up as **Active**.

You can add and remove users from your REACT Basic setup here.



## 4. Add a new user

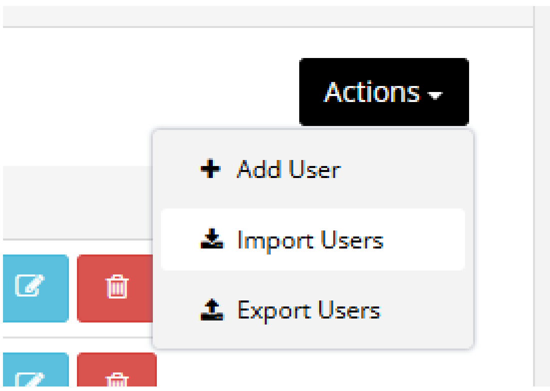
To set-up user profiles, navigate to the top right corner of the Users screen and click the 'Actions' button. From the dropdown menu, click on '+Add User' to initiate the user setup process. This action will unveil the 'Add User' page, where you can input all the necessary information for the new user. It's crucial to note that users must be linked to a specific company.




## 5. Mass User Import

For a mass user import, follow these steps:

1. Click the 'Actions' button in the top right corner of the users screen.
2. Select 'Import Users' from the dropdown menu.



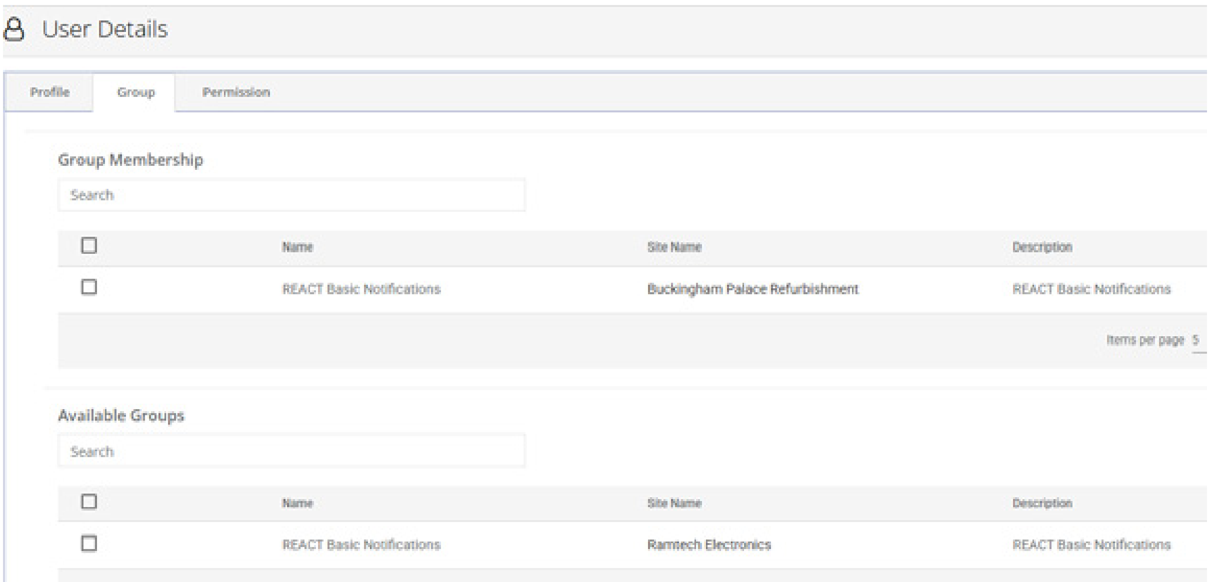
3. A pop-up box will appear, allowing you to upload a file containing all the user information. We recommend downloading and using the provided template for efficient data population.
4. After completing the Excel document with your user list, upload it.

This approach saves valuable time when adding multiple users to the system.

## 6. Editing a Previously Set-up 'User' Entry

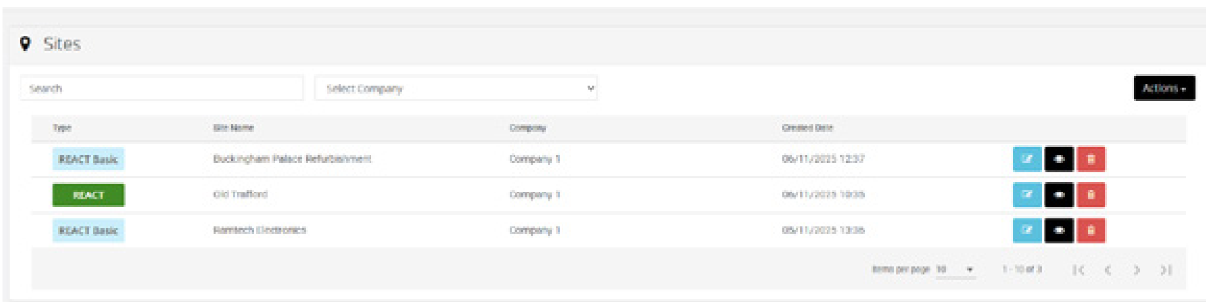
On the users screen you'll find all the relevant users associated with your account. For the specific 'User' whose details you wish to change, simply click on the blue 'edit' button . This action opens a window where you can adjust the user's Profile, Group, and Permissions.

For REACT Basic, the permissions tab is not relevant. To add a newly added user to receive REACT Basic alerts, make sure they are added to the single group "REACT Basic Notifications" for the relevant site.




## 7. Sites

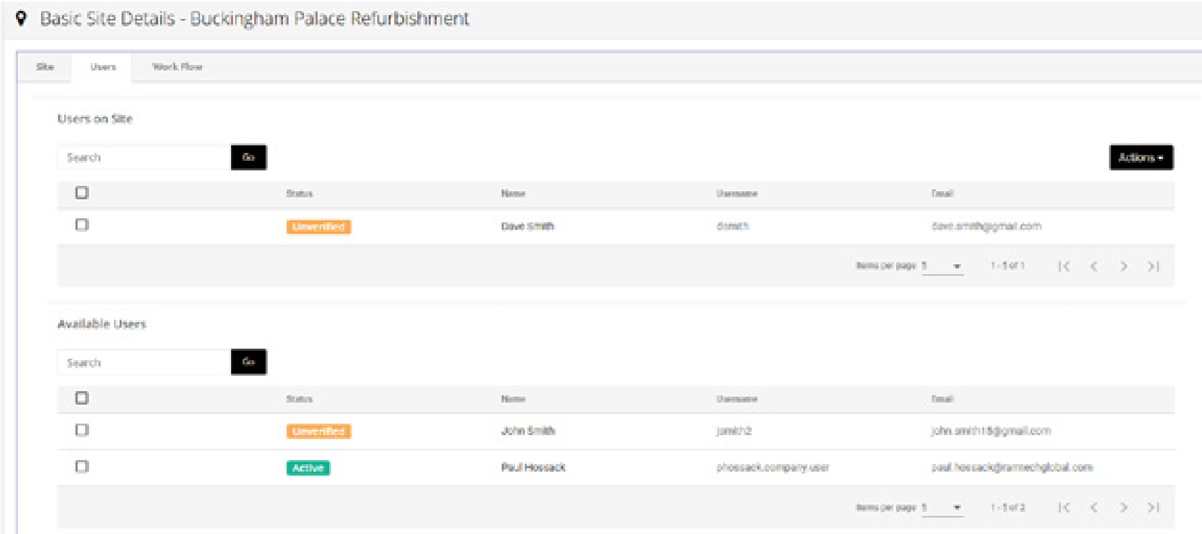
Under **sites** you can see all sites that are set up on your master company. The list will also indicate if they are a REACT or REACT Basic site.




## 8. Editing a REACT Basic Site

To edit the details of an existing site, click the blue edit icon next to the relevant site. This will bring up the site details page. From here you can edit the Site Name, Site ID, Address, Time Zone and Contact Person(s). You can also toggle the 'Heartbeat Notification' on or off.

The **Users** tab allows you to add and remove users to receive alerts from the site. Users under 'Users on Site' will receive app alerts. Users under 'Available Users' can be added to the site to also receive alerts.

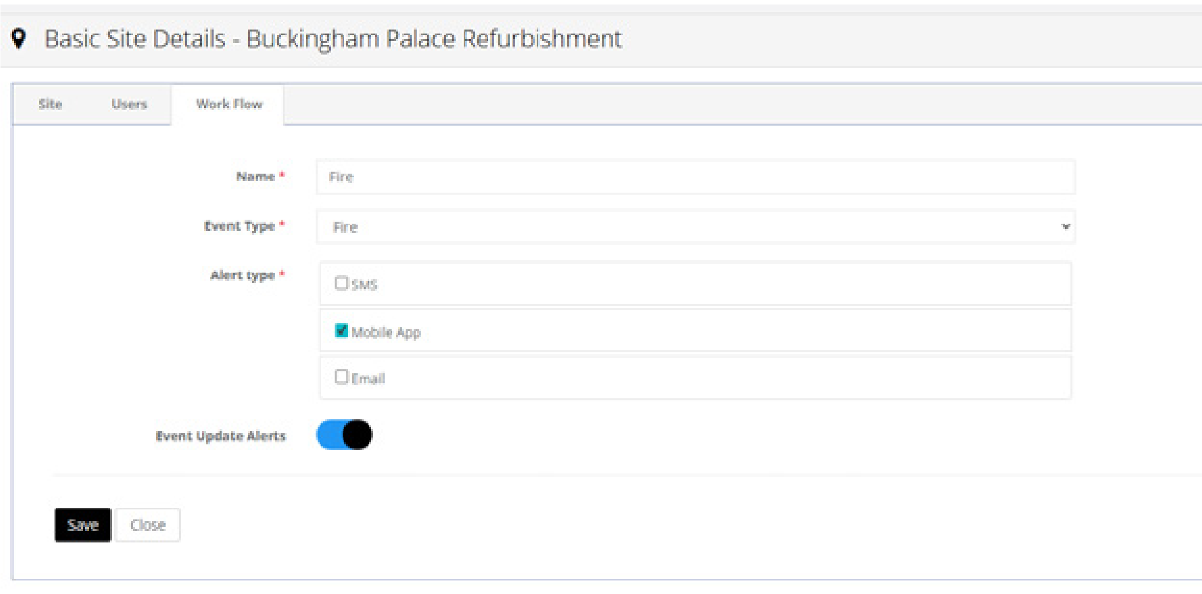



You can also add users directly by clicking **Actions** and selecting **Add User**.

The **Work Flow** tab allows limited customisation of how the events behave. You can edit a workflow by clicking the blue edit icon . You can choose the method of delivery for each alert to be sent via the App, SMS or e-mail.

It is highly recommended and automatically set to send notifications by the app. This is recommended as events through the app can be managed by a named user, and details updated and recorded in the logs in REACT. With SMS or e-mail, there is no updating or response, it is just information being sent out.

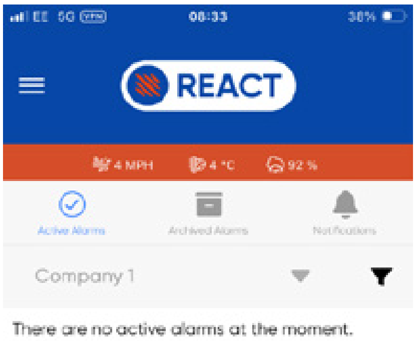
There is also a toggle for 'Event Update Alerts' on or off. If this is off, the initial alarm will sound on the app when the alarm is initiated. If the option is on, the alarm will also sound whenever there is an update to the ongoing event (someone accepts / rejects the alert or someone adds text, photo or audio to the event).




## 9. Using the App

Logging into the app will give you three sections:

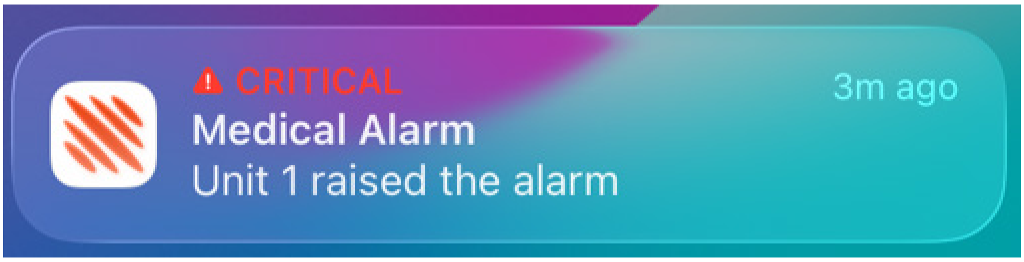
- Active Alarms will show any events currently in progress that have not been ended by a user.
- Archived Alarms will show any events that have been ended.
- Notifications will show any 'non-critical' alerts. This is usually used for maintenance alerts (low batteries, tamper etc.)



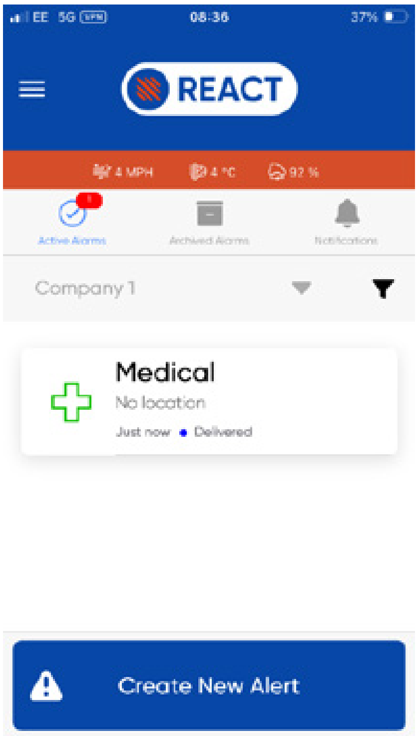


## Receiving an alert from the WES system

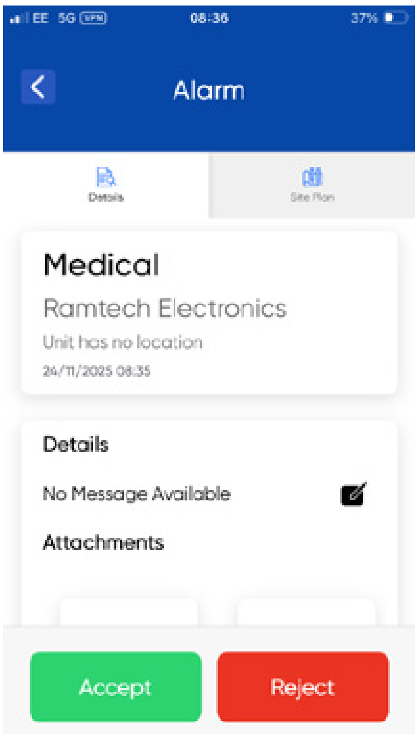
When an event occurs on your WES system, the alert will come through to your phone. You will get an audible alarm followed by a notification like this:

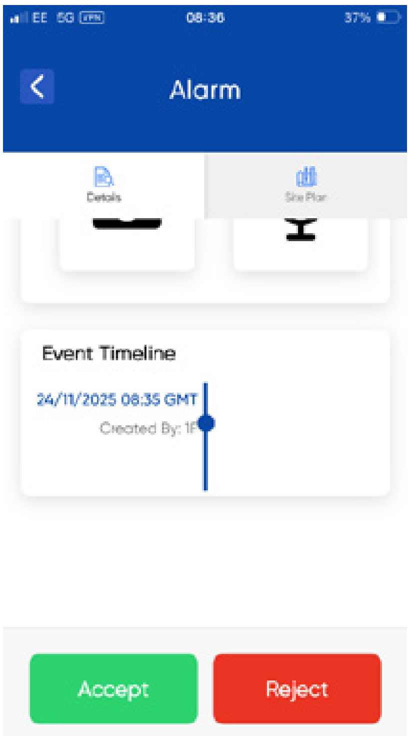



On clicking the notification or opening the app, you will find the active event:



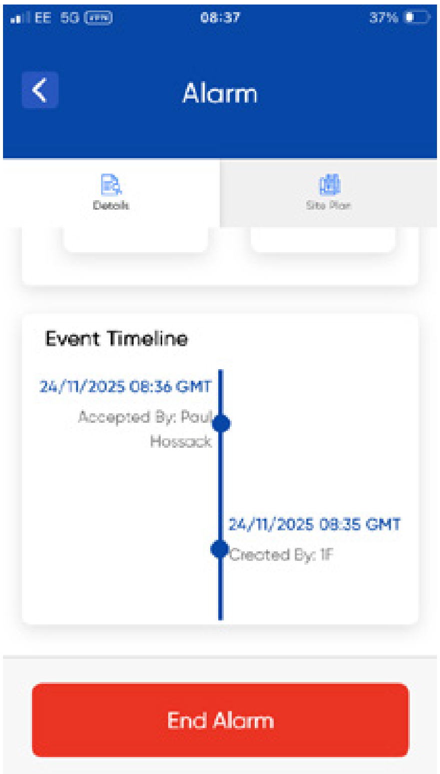

You can the click into the event for information about the type of alert, the details of the site reporting the alarm, and the details of the unit number or person who has raised the alarm. This this example, it is a medical alert for the Ramtech Electronics site, raised by Callpoint 0001 (1F).



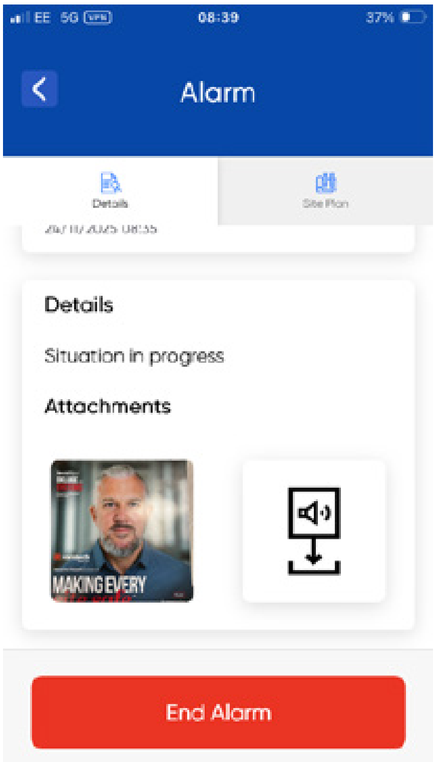




## Managing an alert

On receiving the alert, there are options to Accept or Reject the alert. Whoever is dealing with the alert should ‘accept’ the alert. If someone is not on site or are unable to deal with the alert should ‘reject’ the alert. This information is then recorded in the event timeline, so everyone has visibility of what is happening.

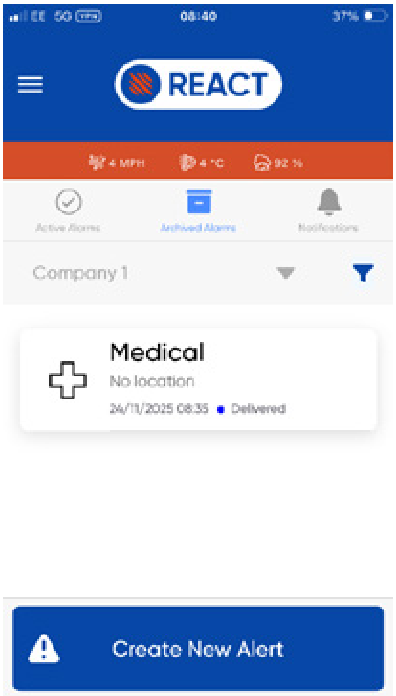



The person dealing with the alert can update the progress in one of several ways. They can add text notes, a photo, or a 60 second voice note. All of this is then also recorded in the event timeline, so everyone has visibility of what is happening.

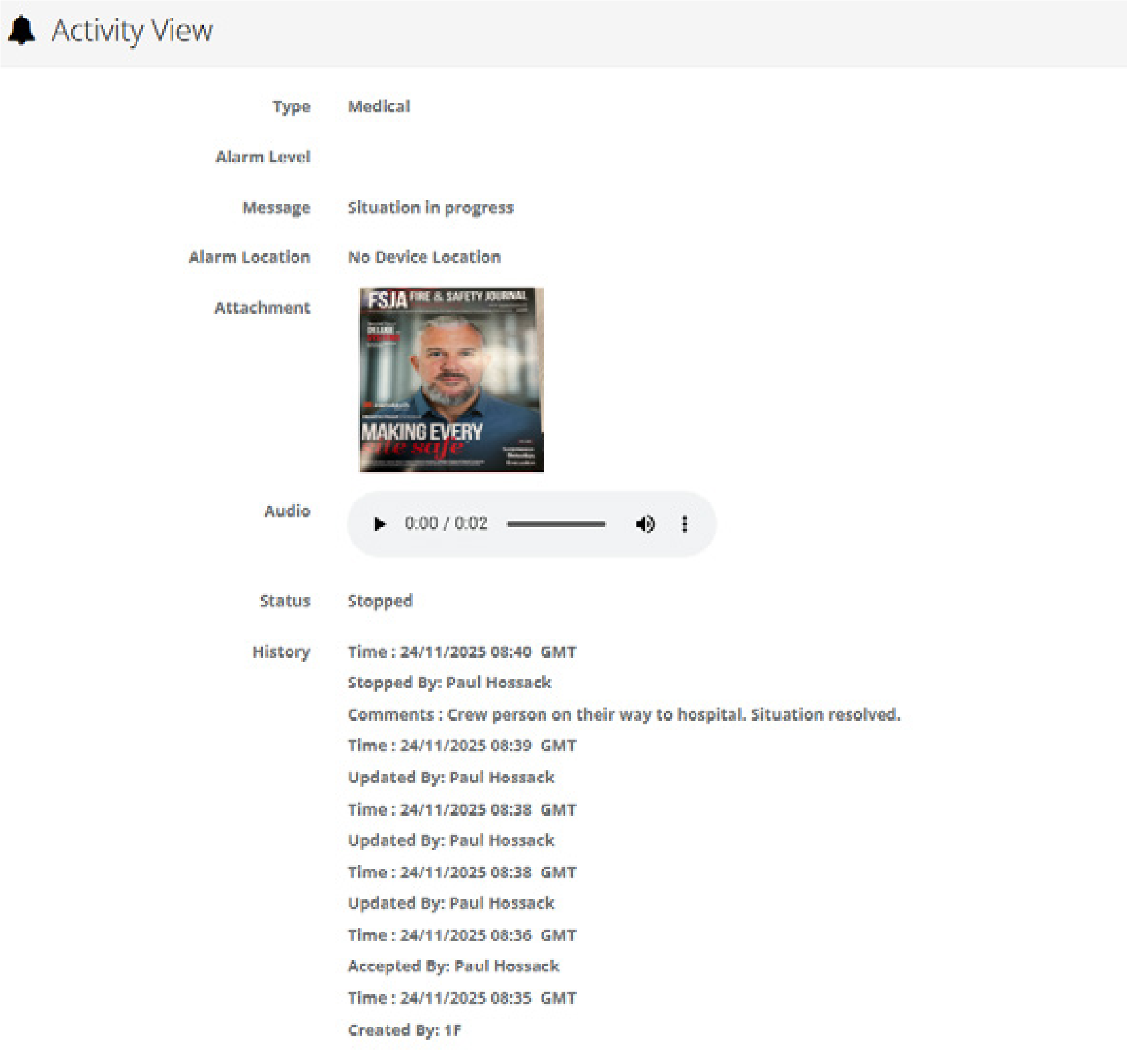




Once the situation is resolved, the responsible person should confirm this by selecting ‘End Alarm’. The app will then require a short closing remark to be entered.


Once ended, the alert is moved to the 'Archived Alarms' section for reference.




It is also saved in the activity section of the web portal.



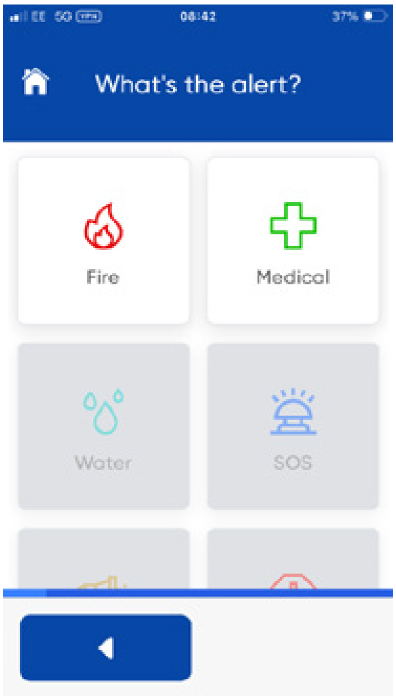

## Raising an alert from the app

If you are unable to reach a callpoint or medical button on your WES system, you can use the app to raise an alert.

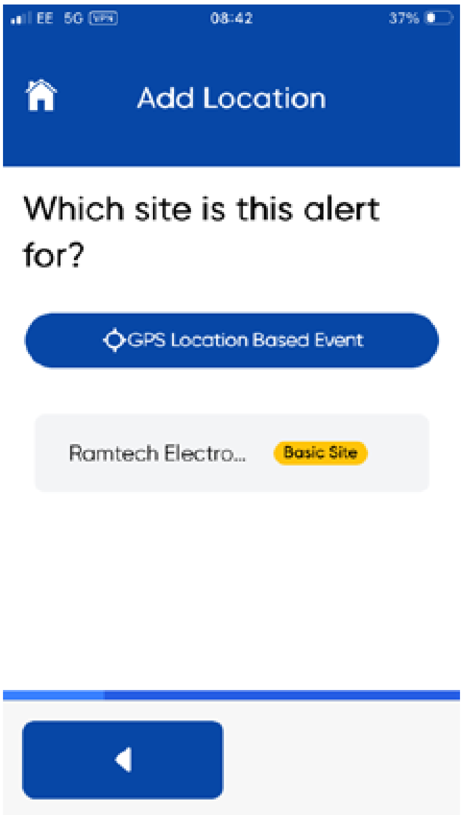
<u>Please note that anything you raise on the app will not activate your WES system. It will only notify the other users via REACT</u>


To raise an alert, click the button.

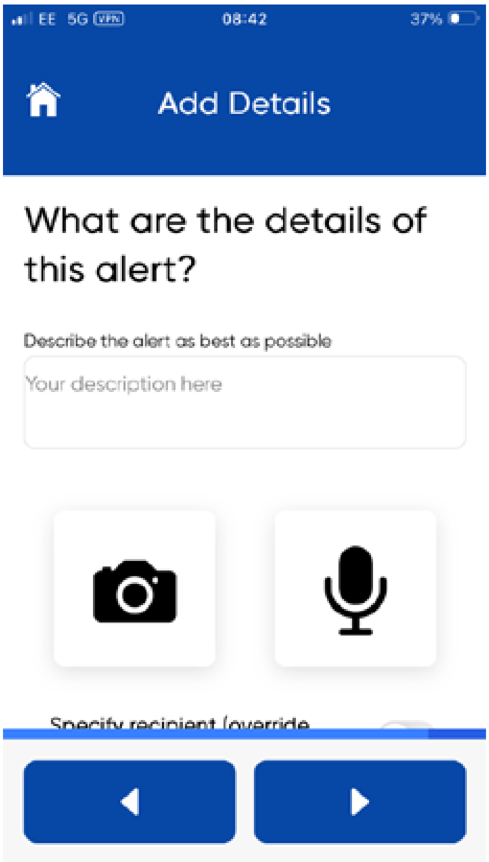
You can then select the alert type you want to raise (only Fire, Medical or Test are available with REACT basic).




You can then specify a specific site this relates to or use your phone's GPS location.




You can then enter details of the alert and add notes, a photo and sound bite.




Clicking the next arrow will ask you to confirm the details. Clicking 'Submit Alert' will send the alert out.