

Kio Staff Safe

Alert Responder Guide

Table of Contents

- About staff duress alerts 3
 - Things to know 3
 - About the alert lifecycle 3
 - Alert notifications 5
- Staff Safe web: Respond to and manage alerts 6
 - Things to know 6
 - Respond to and view active alerts 6
 - Email and text alert notifications: respond to an active alert 7
 - Resolve an alert 9
 - Alert details and history 10
- Staff Safe Alerts mobile: Respond to and resolve active alerts 14
 - Things to know about staff duress alerts 14
 - Get the app 14
 - Sign in to app 14
 - Set your location 16
 - Respond to and acknowledge an active alert 17
 - Resolve an active alert 18
 - Log out of the app 19
- Alert details and history 21
 - View the details of an alert 21
 - About the alert details 21
 - Download alert incident report 23



About staff duress alerts

Staff duress alerts, activated from a Kontakt.io Smart Badge, are the heart of the Kio Staff Safe solution. When an alert is activated, designated responders are notified of the alerting incident.

Things to know

At anytime, staff can discretely call for help by pressing a button on their Smart Badge that activates an alert and sends notifications to responders with the staff's real-time location and alert details. Be sure to educate staff on your organization's Alert Rule and Smart badge configuration, which is explained below.

- **Alert Rule configuration:** . Specifies which button - blue, red, or any - triggers an alert.
- **Smart Badge configuration:** By **factory default**, alerts are activated by pressing a badge button **three times in quick succession** . Optionally, a badge can be configured for single-press activation, though this is not recommended due to the increased likelihood of false alerts.

About the alert lifecycle

The alert lifecycle represents the various stages, workflow, and statuses that an alert goes through from activation to resolution.

Within Kio Staff Safe, the state of an alert is identified by its status — New, Acknowledged, and Resolved — providing users with an instant overview of each alert's current state and enabling data-driven metrics. This structured approach ensures a standard, predictable alert progression workflow, starting from the moment an alert is activated to its resolution.

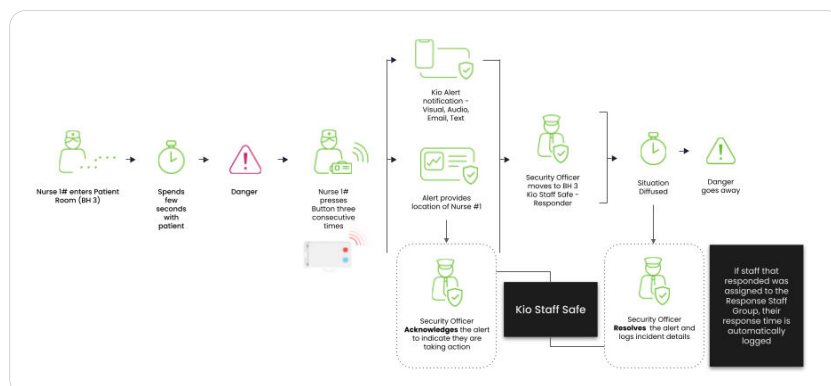


Alert Stage	Alert Workflow	Alert Status
Activate	<ol style="list-style-type: none"> 1. Staff: When faced with a duress or emergency situation needing help, they press a button on their Smart Badge three consecutive times (factory default). 2. Kio Staff Safe Alert Rule: Condition set in an alert rule is reached. 	New



Alert Stage	Alert Workflow	Alert Status
Notify	<ol style="list-style-type: none"> Kio Staff Safe: <ul style="list-style-type: none"> Triggers a new alert and sends alert notifications to responders. <p>The alert notification method(s) are set in the rule; email, SMS text message, or to a third-party system via a Webhook.</p> <p>An alert notification includes: (1) identity of the staff that activated the alert (2) time of activation (3) name and type of alert (4) location of the alert (campus, building, floor, and room).</p> <ul style="list-style-type: none"> Alerts with a critical severity level: additional Kio Staff Safe in-app visual and audio alert is activated. Responders: Receive alert notifications. 	New
Acknowledge	<ol style="list-style-type: none"> Responder: Sets the alert to "Acknowledge" to indicate they are taking action. Kio Staff Safe: When a responder, assigned to a Staff Group in the "Include Responder" setting of the Alert Rule that triggered the alert, enters the room where the alert was activated, the system automatically acknowledges the alert and logs the response time. This information is reflected in the "Average Time to Respond" metric, which can be viewed in both the Safety Summary Dashboard and at the individual alert level. 	Acknowledged
Resolve	<ol style="list-style-type: none"> Responder: Sets the alert to "Resolve" to indicate the alerting incident is resolved, assigns a Resolution Code, and enters notes related to the incident. Kio Staff Safe: Permanently stores all alert details along with an activity timeline for historical reporting and metrics.. 	Resolved

Example: alert activation to resolution



Alert notifications

How responders receive alert notifications, either through email, SMS text, or a third-party system, is configured within Kio Staff Safe Alert Rules. Additionally, Kio Staff Safe provides in-app visual and audio notifications for alerts with a severity level of critical.

When a staff duress alert is activated, its notification provides the following details:

- **Who:** staff that activated the alert.
- **Where:** the real-time location where the alert was activated; campus, building, floor, and room.
- **What:** the type of alert; Critical, High, Medium, Low, or Info.
- **When:** date/time the alert was activated.



Staff Safe web: Respond to and manage alerts

Staff duress alerts, activated by staff from their Kontakt.io Smart Badge, are the core of the Kio Staff Safe solution. These alerts provide responders with the real-time location of staff - allowing them to intervene and de-escalate the incident and provide assistance when it matters the most.

As a responder, the following provides the steps to respond to and manage alerts from the Kio Staff Safe web app.

Things to know

At anytime, staff can discretely call for help by pressing a button on their Smart Badge that activates an alert and sends notifications to responders with the staff's real-time location and alert details. Be sure to educate staff on your organization's Alert Rule and Smart badge configuration, which is explained below.

- **Alert Rule configuration:** . Specifies which button - blue, red, or any - triggers an alert.
- **Smart Badge configuration:** By **factory default**, alerts are activated by pressing a badge button **three times in quick succession** . Optionally, a badge can be configured for single-press activation, though this is not recommended due to the increased likelihood of false alerts.

Respond to and view active alerts

When you receive an alert notification, the most important step is to **take action and locate the staff to intervene, de-escalate, and provide assistance**. When you receive an alert, from Kio Staff Safe app you can quickly view the staff's real-time location and acknowledge the alert to indicate that action is being taken. Acknowledging an alert will provide responders and other staff with the visibility into the current state of the alerting incident.

Kio Staff Safe provides multiple methods to respond to and view active alerts. In particular, the **Simple View**, available in both the Kio Staff Safe web app and mobile app, has been **specifically designed for responders**. The Simple View provides the quickest and easiest way to view active alerts and provides the real-time location of staff with an active alert.

Kio Staff Safe web: respond from the Simple View

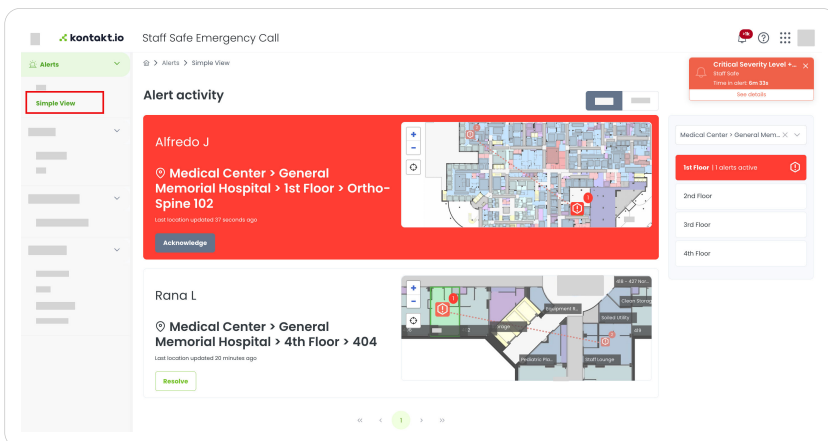
1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Alerts** menu, select **Simple View**.



3. From the **Alert Activity** locate the **alert**.

An alert pinpoints the staff's last known location with a pulsing icon. If the staff moves to a different room after activating the alert, the location details and map view dynamically update to reflect their current location

The map view updates in real-time to pinpoint each location change as the staff moves. Each movement is marked by an updated icon, showing the staff's path as they change locations.



Last location detail: Provides when the staff's last location was received. A warning icon is displayed when the last location received has exceeded the lost tag threshold time period.

 > Identifies the staff's most recent real-time location.

 > Identifies a room location change, including a numbered sequence and visual movement path.

4. To indicate you are taking action and responding to the alert, select **Acknowledge**. This option only appears if another staff member (user) has not acknowledged the alert.



The location notification area, displays the count of alerts in red that have not been acknowledged by floor-level.

In the example above, there is one alert, "Alfredo j", on the 1st floor that has not been acknowledge.

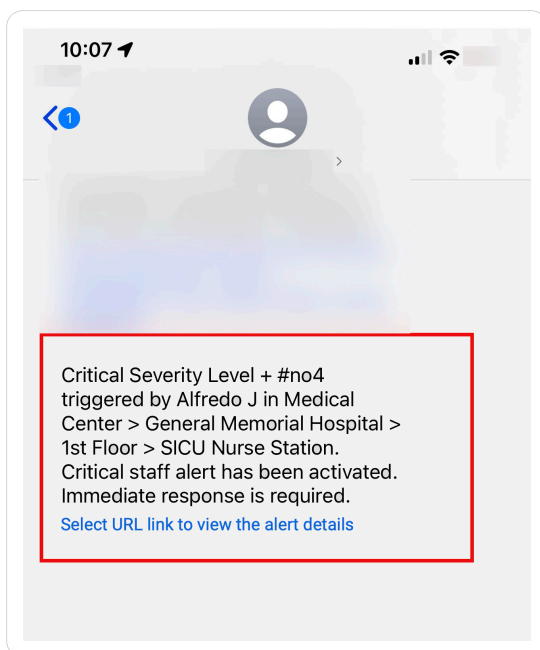
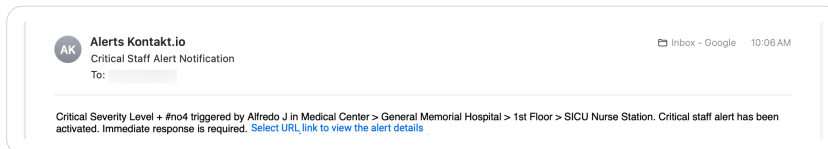
Email and text alert notifications: respond to an active alert

Both **email** and **text alert notifications** provide users with the following details related to an alert:

1. **Alert details:** A brief description of the nature of the alert, ensuring users understand the urgency or type of incident.
2. **URL link:** A direct link to view additional information about the alert in the Kio Cloud platform. This allows users to access the system for more context.

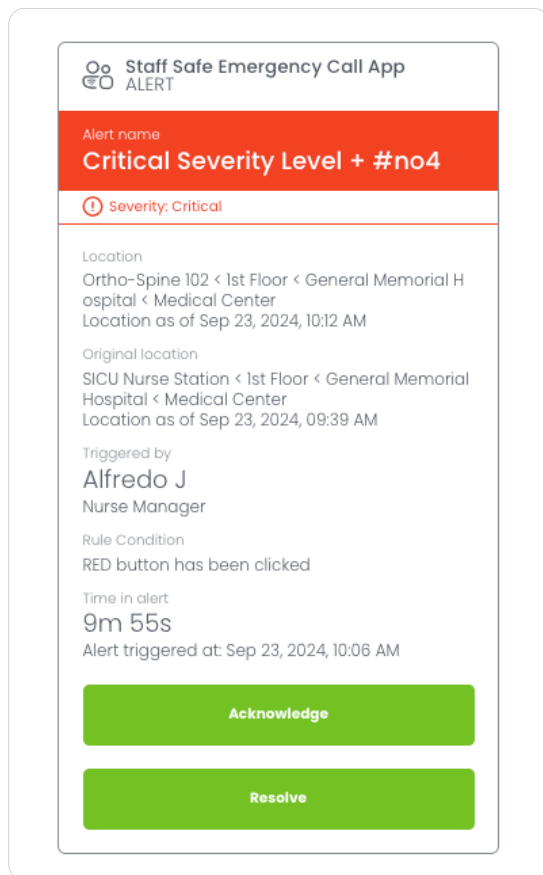


- 3. **Acknowledge/Resolve options:** Buttons to acknowledge the alert to indicate they are taking action, as well as option to resolve the alert if applicable.



Selecting the alert link provided in the notification displays the alert details.





Resolve an alert

Resolving an alert indicates that the staff incident resulting in the alert has been responded to and de-escalated. Essentially, all necessary actions have been taken to ensure the safety and well-being of the staff member that activated the alert.

Things to know

- To resolve an alert, it must first be in the Acknowledged status. If applicable, you can acknowledge the alert and then proceed to resolve it.
- To resolve an alert, you will be required to select a Resolution Code. The available options are: Duplicate, Handled by security, Handled before security arrived, Accidental, Test, Other.
- When you resolve an alert, it is removed from the Simple View in both the web and iPad mobile app. This ensures immediate visibility into only active alerts.

Resolve an alert from the Simple View

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the alert, select **Resolve**.



3. Select the applicable **Resolution Code** > enter **Notes** related to the alerting incident > select **Resolve**.

Notes provided should follow your organization's policies and procedures.

The alert is removed from the Simple View.

To view the details of a resolved alert, navigate to the List View within the Alerts menu and select the alert's name.

Resolve an alert from List View

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Alerts** menu, select **List**. This view filters the alerts by their current status - New, Acknowledged, Resolved.

Commonly, an alert is in an Acknowledged status prior to being resolved. Although from the List View, you can Resolve an alert without it being acknowledged.

3. From the alert, select the **checkbox** next to its **Name** > from the upper-right corner, select **Resolve**.
4. Select the applicable **Resolution Code** > enter **Notes** related to the alerting incident > select **Resolve**.

Notes provided should follow your organization's policies and procedures.

Alert details and history

Each alert maintains a detailed profile with a log of all activities. An alert's activity timeline includes the details of each status change, alert notification details, and notes entered by users. From an alert, you can also download an alert incident report that provide a complete record of all activities.

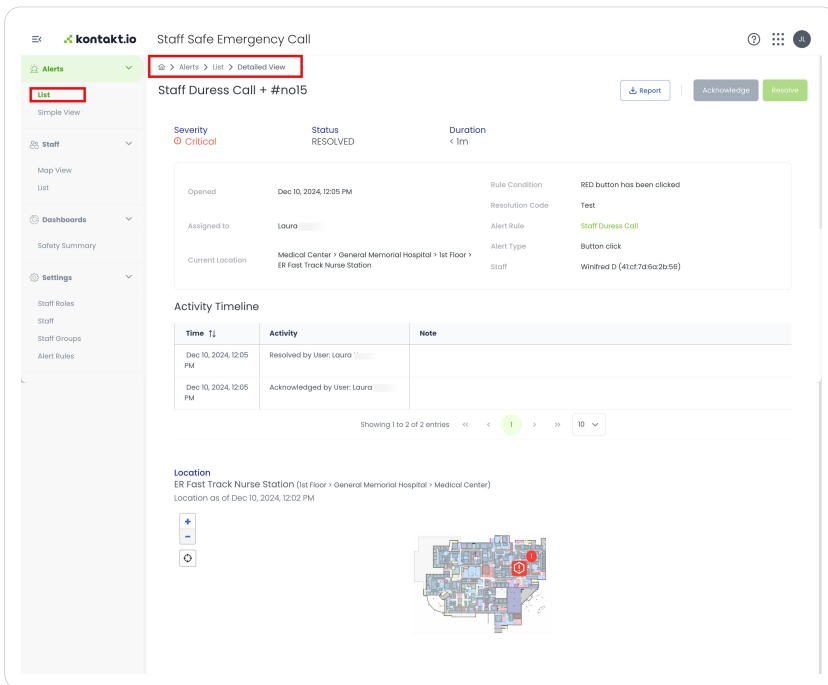
View the details of an alert

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Alerts** menu, select **List**. This view filters the alerts by their current status - New, Acknowledged, Resolved.



3. Once you locate the alert, select its **Name**.

From the alert's profile, you can view the following details and activity.



About the alert details

Detail	Description
Severity	Identifies the severity of the alert. The severity is configured within the Alert Rule that triggered the alert. A rule's severity can be either be Critical, High, Medium, Low, or Info.
Status	The current state of the alert. Within Kio Staff Safe, the state of an alert is identified by its status — New, Acknowledged, or Resolved — providing users with an instant overview of each alert's current state and enabling data-driven metrics.
Responded by	Only displayed if the Include Responder is set in the Alert Rule that triggered the alert. Responded by is the name of the user (responder), assigned to the Incident Responder Staff Group, that first entered the room-level location of where the alert was activated.
Response Time	Only displayed if the Include Responder is set in the Alert Rule that triggered the alert. The Response Time is the duration of time from when the alert was activated to when the first responder (Responded by) entered the room-level location where the alert was activated.



Detail	Description
Duration	<p>The duration of an alert is the total time between when the alert is first triggered (activated) and when it is resolved.</p> <p>This duration measures how long the alert remained in an active state, providing a timeline from activation to resolution.</p>
Opened	Date and timestamp of when the alert was triggered (activated by staff from their Smart Badge).
Assigned to	The name of the user that created the Alert Rule that triggered the alert.
Current Location	The last received location of the staff at the time the alert was activated.
Original Location	<p>The location where the alert was initially activated.</p> <p>This is only displayed if the staff member has moved to a different room-level location from where the alert was originally activated. This feature, along with the current location, helps track both the origin and current location of the staff, which can be critical for safety and response purposes.</p>
Rule Condition	<p>The Alert Rule's button event that activated the alert.</p> <p>The button event is set within the Alert Rule, which can be set to either the blue button, red button, or any button.</p>
Resolution Code	The value selected when a user changed the alert's status to resolved.
Note	The value entered by a user when they changed the alert's status to resolved.
Alert Rule	The name of the Alert Rule that activated the alert.
Alert Type	The Alert Rule type; this value will always be Button click.
Staff	Who activated the alert from their Smart Badge, including the badge's 12 character MAC address.

Activity Timeline

The Activity Timeline includes each activity and a timestamp of all actions taken during from alert activation to resolution.

- Each alert status change - when the alert was activated, acknowledged, and resolved.
- Alert notifications details.
- Who made a status change and the notes entered during a status change.
- Staff room-level location changes that occurred during the duration of the alert.
- If the Alert Rule that triggered the alert is configured with a Webhook, includes the Webhook event and its details.



Location details


Provides the staff's last received location during the duration of the alert, along with any room-level movements recorded during the alert. This information allows you to track the staff's location movements that displays the sequence of locations from a map view.

Download alert incident report

For any alert in a resolved status, you can download the alert's incident report.


1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Alerts** menu, select **List**. This view filters the alerts by their current status - New, Acknowledged, Resolved.
3. Select the **Resolved** tab > locate the alert > select its **Name**.
4. From the alert, select **Report**. The PDF file is saved to your computer's default download folder.

Example of an incident report.



Incident Report

Powered by



Location: 210-216 Corridor (2nd Floor > General Memorial Hospital > Medical Center)

Date: May 23, 2024, 7:39:44 PM UTC

Duration: 42 minutes

Severity: Medium

Status: Resolved

Resolution code: Low

Staff: Crystal B (0a:59:8a:5b:77:a9)

INCIDENT

On May 23, 2024, 7:39:44 PM UTC, Crystal B (0a:59:8a:5b:77:a9) triggered an alert by pushing Blue button on Kontakt.io device to report an incident at 210-216 Corridor (2nd Floor > General Memorial Hospital > Medical Center).

This incident was resolved in 42 minutes.

NOTES

Example of a resolution note - follow your organizations policies.

FOR MORE INFORMATION

Please contact Julie Lininger.



Staff Safe Alerts mobile: Respond to and resolve active alerts

The **Kio Staff Safe Alerts for the iPad** offers a mobile experience of the Kio Safe Safe "**Simple View**". The Simple View is designed for use by responders - providing them only active staff duress alerts with enhanced visuals. Each active alert provides the location of the staff that activated the alert - allowing responders to intervene and de-escalate the incident and provide assistance when it matters the most.

Things to know about staff duress alerts

At anytime, staff can discretely call for help by pressing a button on their Smart Badge that activates an alert and sends notifications to responders with the staff's real-time location and alert details. Be sure to educate staff on your organization's Alert Rule and Smart badge configuration, which is explained below.

- **Alert Rule configuration:** . Specifies which button - blue, red, or any - triggers an alert.
- **Smart Badge configuration:** By **factory default**, alerts are activated by pressing a badge button **three times in quick succession** . Optionally, a badge can be configured for single-press activation, though this is not recommended due to the increased likelihood of false alerts.

Get the app

To install **Kio Staff Safe Alerts**, search for it from the **Apple App Store**.

App requirements: iPad at iOS version 16 or later | Bluetooth enabled (on) | Internet connection

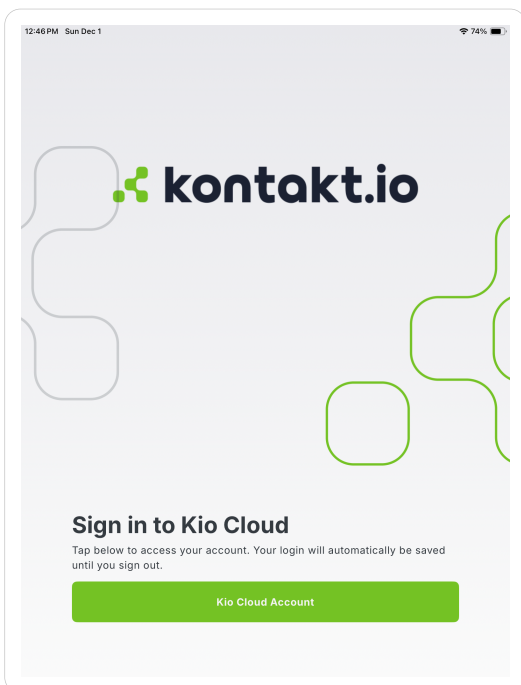
For optimal use it's recommended to set the iPad to Kiosk (Single App) Mode, a configuration typically managed by your organization's IT staff. This mode restricts the device to a single application, enhancing focus and security.

Sign in to app

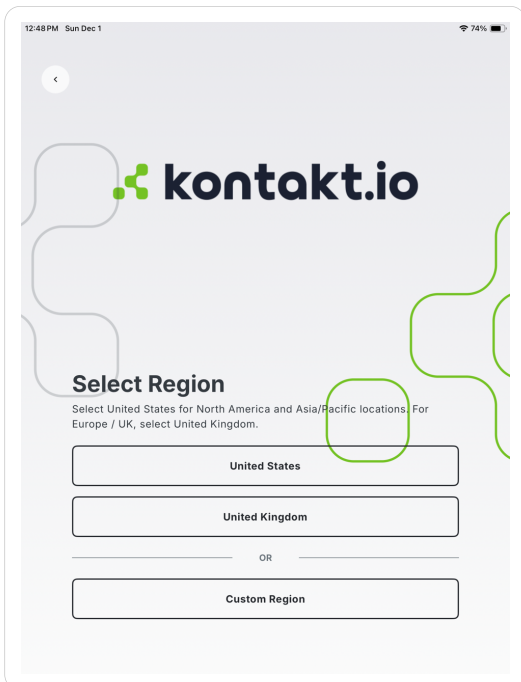
1. From your **iPad**, tap **Kio Alerts**.



- From **Sign in to Kio Cloud**, tap **Kio Cloud Account**.



- From **Select Region**, tap **United States** if your Kio Cloud account is located in **North America** or **Asia/Pacific**, or tap **United Kingdom** if located in **Europe** or the **UK**.



- From **Enter Tenant ID**, enter your organization's ID > tap **Continue**.

Don't know your organization's Tenant ID? This can be found in your organization's Kio Cloud URL (example: [https://\[your Tenant ID\].app.cloud.\[us or uk\].kontakt.io](https://[your Tenant ID].app.cloud.[us or uk].kontakt.io)).



5. **Sign in to your Kio Cloud account.** Ensure you follow the same sign-in method used when you sign into Kio Cloud from a web browser.

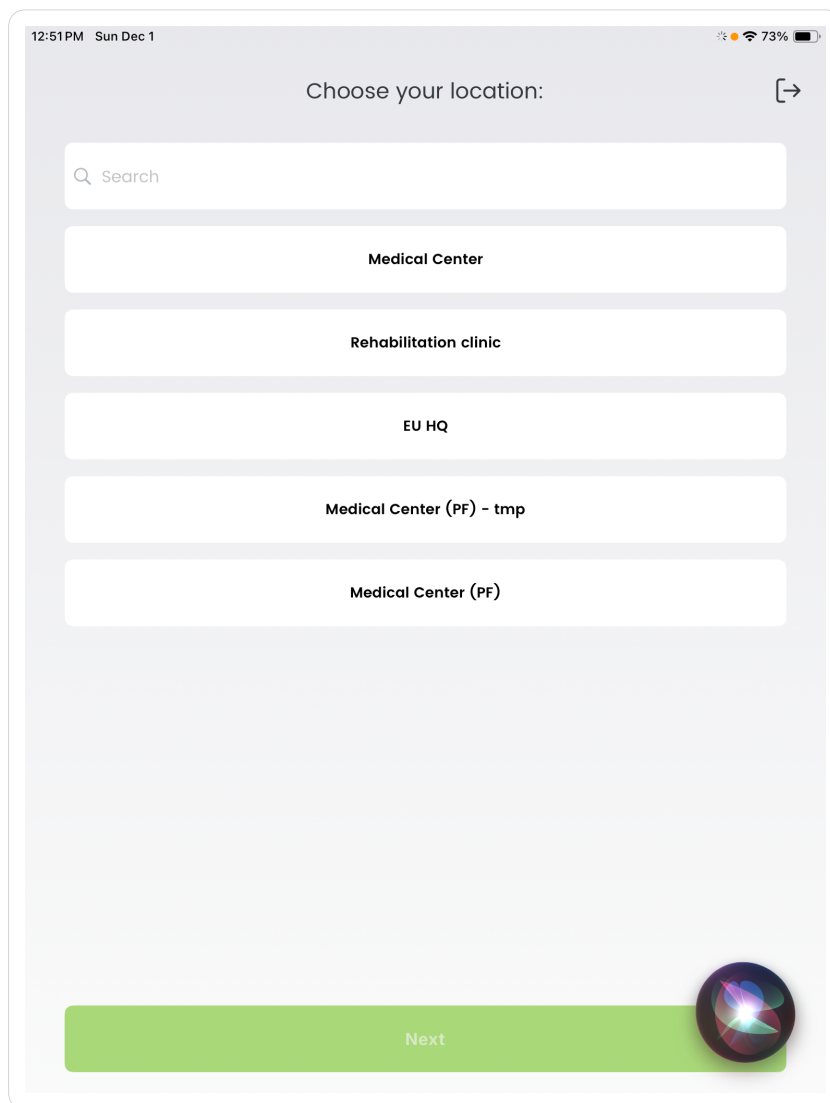
If your organization's Kio Cloud account is set up for Single sign-on (SSO), tap the SSO method displayed and enter your credentials.

Set your location

By setting your campus and building location, you have instant access to only active alerts at these locations. This is helpful if you are required to respond to alerts that occur in specific locations.

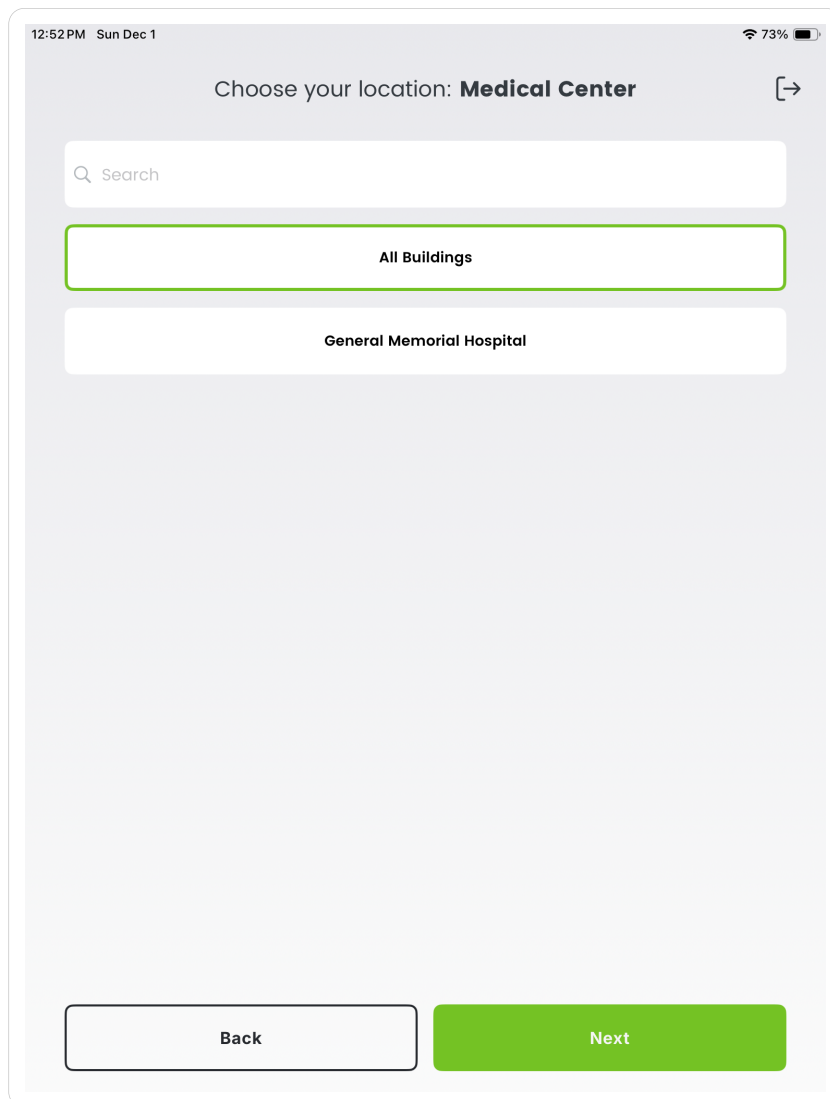
During your first-time sign in, you are prompted to first choose your Campus location and then the building location. You can select one or multiple buildings.

Example: Set your Campus location

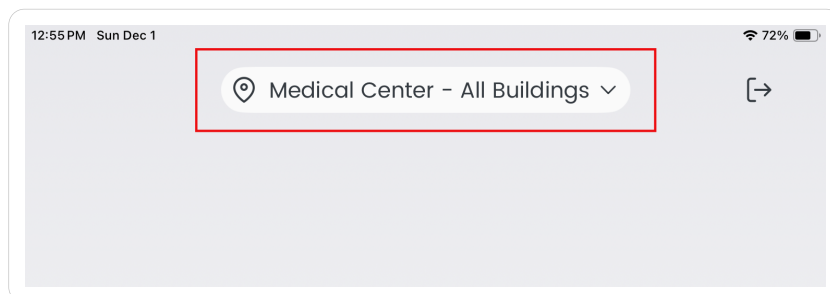


Example: Choose your building location. You can set one or more buildings.





When needed, you can change your location at anytime. From the top of the screen, tap on current set location as shown below.



Respond to and acknowledge an active alert

When you receive an alert notification, the most important step is to **take action and locate the staff to intervene, de-escalate, and provide assistance.**

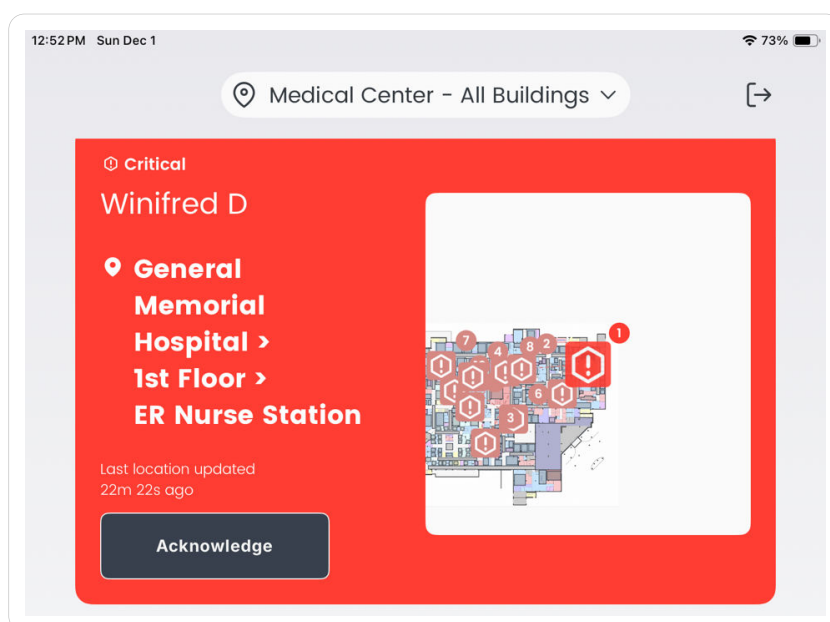


When you receive an alert, from the **Kio Staff Safe Alert iPad app** you can quickly:

- View the **staff's location**, along with details of their last location update.
- **Acknowledge the alert** to indicate that action is being taken. Acknowledging an alert provides other responders and staff with the visibility into the current status of the alerting incident.

An alert pinpoints the staff's last known location with a pulsing icon. If the staff moves to a different room after activating the alert, the location details and map view dynamically update to reflect their current location

Last location detail: Provides when the staff's last location was received. A warning icon is displayed when the last location received has exceeded the lost tag threshold time period.



Critical alert types also emit an audio notification.

Resolve an active alert

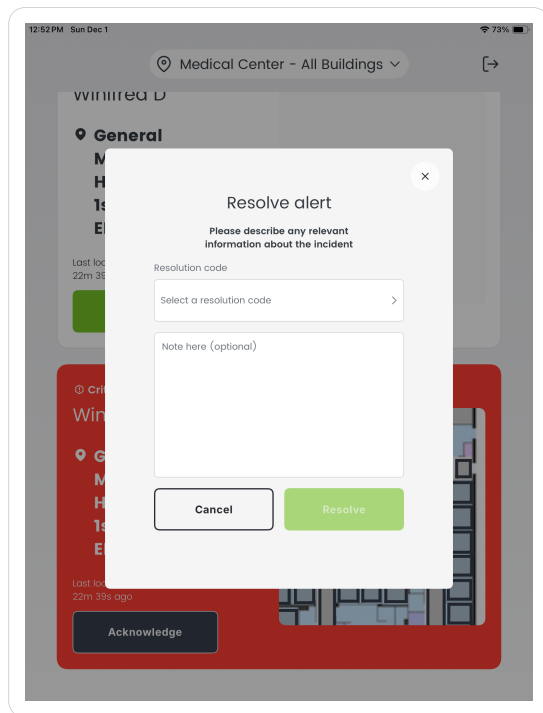
Resolving an alert indicates that the staff incident resulting in the alert has been responded to and de-escalated. Essentially, all necessary actions have been taken to ensure the safety and well-being of the staff member that activated the alert.

Things to know

- To resolve an alert, it must first be in the Acknowledged status. If applicable, you can acknowledge the alert and then proceed to resolve it.



- To resolve an alert, you will be required to select a Resolution Code. The available options are: Duplicate, Handled by security, Handled before security arrived, Accidental, Test, Other.
- When you resolve an alert, it is removed from the Simple View in both the web and iPad mobile app. This ensures immediate visibility into only active alerts.



1. From the app, locate the alert > tap **Resolve**.
2. Tap the applicable **Resolution Code** > enter **Notes** related to the alerting incident > tap **Resolve**.


Notes provided should follow your organization's policies and procedures.

The alert is removed from app.

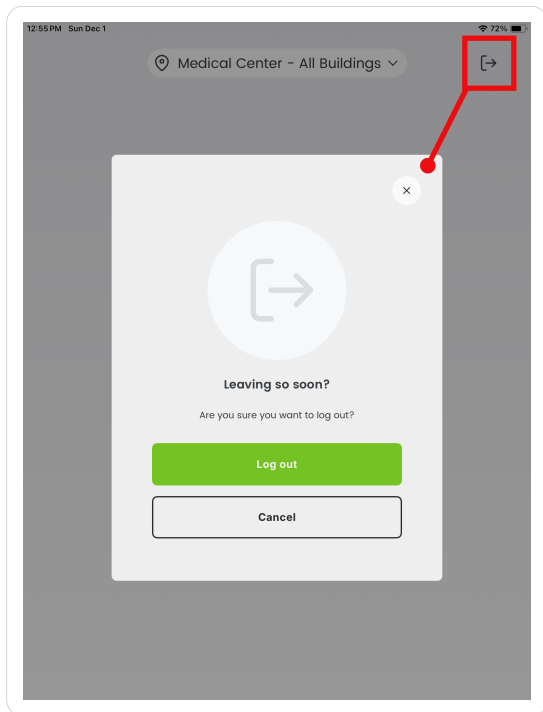
To view the details of a resolved alert, from a web browser sign in to your organization's Kio Cloud URL > select the Kio Staff Safe Emerg. Call app > from the Alerts menu, select the List view > select the Resolved tab > select the alert's Name.

Log out of the app

For security reasons, it's recommended to log out of the app when you're not actively responding to alerts. This is particularly important if multiple staff members share the iPad, as the signed-in user is identified as the one acknowledging or resolving alerts from the app.

From the upper-right corner, tap the icon  > tap **Log out**.





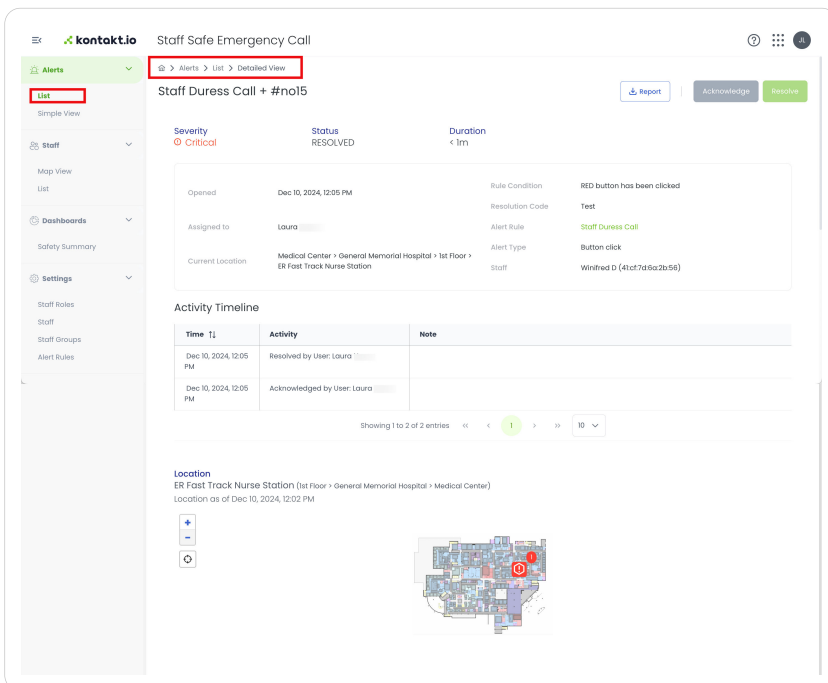
Alert details and history

Each alert maintains a detailed profile with a log of all activities. An alert's activity timeline includes the details of each status change, alert notification details, and notes entered by users. From an alert, you can also download an alert incident report that provide a complete record of all activities.

View the details of an alert

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Alerts** menu, select **List**. This view filters the alerts by their current status - New, Acknowledged, Resolved.
3. Once you locate the alert, select its **Name**.

From the alert's profile, you can view the following details and activity.



About the alert details

Detail	Description
Severity	<p>Identifies the severity of the alert.</p> <p>The severity is configured within the Alert Rule that triggered the alert. A rule's severity can be either be Critical, High, Medium, Low, or Info.</p>



Detail	Description
Status	<p>The current state of the alert.</p> <p>Within Kio Staff Safe, the state of an alert is identified by its status — New, Acknowledged, or Resolved — providing users with an instant overview of each alert's current state and enabling data-driven metrics.</p>
Responded by	<p>Only displayed if the Include Responder is set in the Alert Rule that triggered the alert.</p> <p>Responded by is the name of the user (responder), assigned to the Incident Responder Staff Group, that first entered the room-level location of where the alert was activated.</p>
Response Time	<p>Only displayed if the Include Responder is set in the Alert Rule that triggered the alert.</p> <p>The Response Time is the duration of time from when the alert was activated to when the first responder (Responded by) entered the room-level location where the alert was activated.</p>
Duration	<p>The duration of an alert is the total time between when the alert is first triggered (activated) and when it is resolved.</p> <p>This duration measures how long the alert remained in an active state, providing a timeline from activation to resolution.</p>
Opened	<p>Date and timestamp of when the alert was triggered (activated by staff from their Smart Badge).</p>
Assigned to	<p>The name of the user that created the Alert Rule that triggered the alert.</p>
Current Location	<p>The last received location of the staff at the time the alert was activated.</p>
Original Location	<p>The location where the alert was initially activated.</p> <p>This is only displayed if the staff member has moved to a different room-level location from where the alert was originally activated. This feature, along with the current location, helps track both the origin and current location of the staff, which can be critical for safety and response purposes.</p>
Rule Condition	<p>The Alert Rule's button event that activated the alert.</p> <p>The button event is set within the Alert Rule, which can be set to either the blue button, red button, or any button.</p>
Resolution Code	<p>The value selected when a user changed the alert's status to resolved.</p>
Note	<p>The value entered by a user when they changed the alert's status to resolved.</p>
Alert Rule	<p>The name of the Alert Rule that activated the alert.</p>
Alert Type	<p>The Alert Rule type; this value will always be Button click.</p>
Staff	<p>Who activated the alert from their Smart Badge, including the badge's 12 character MAC address.</p>



Activity Timeline

The Activity Timeline includes each activity and a timestamp of all actions taken during from alert activation to resolution.

- Each alert status change - when the alert was activated, acknowledged, and resolved.
- Alert notifications details.
- Who made a status change and the notes entered during a status change.
- Staff room-level location changes that occurred during the duration of the alert.
- If the Alert Rule that triggered the alert is configured with a Webhook, includes the Webhook event and its details.

Location details

Provides the staff's last received location during the duration of the alert, along with any room-level movements recorded during the alert. This information allows you to track the staff's location movements that displays the sequence of locations from a map view.

Download alert incident report

For any alert in a resolved status, you can download the alert's incident report.

1. From your **Kontakt.io Launchpad**, select **Staff Safe Emerg. Call**.
2. From the **Alerts** menu, select **List**. This view filters the alerts by their current status - New, Acknowledged, Resolved.
3. Select the **Resolved** tab > locate the alert > select its **Name**.
4. From the alert, select **Report**. The PDF file is saved to your computer's default download folder.

Example of an incident report.





Incident Report

Powered by



Location: 210-216 Corridor (2nd Floor > General Memorial Hospital > Medical Center)

Date: May 23, 2024, 7:39:44 PM UTC

Duration: 42 minutes

Severity: Medium

Status: Resolved

Resolution code: Low

Staff: Crystal B (0a:59:8a:5b:77:a9)

INCIDENT

On May 23, 2024, 7:39:44 PM UTC, Crystal B (0a:59:8a:5b:77:a9) triggered an alert by pushing Blue button on Kontakt.io device to report an incident at 210-216 Corridor (2nd Floor > General Memorial Hospital > Medical Center).

This incident was resolved in 42 minutes.

NOTES

Example of a resolution note - follow your organizations policies.

FOR MORE INFORMATION

Please contact Julie Lininger.

